

Our performance

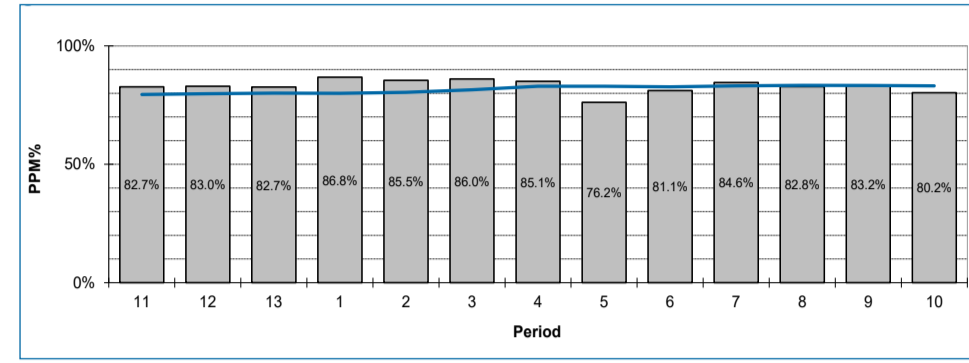
Period 10: 8 December 2019 to 4 January 2020



Great Northern

Public Performance Measure

(% of planned train services that were less than 5 minutes late at final destination)

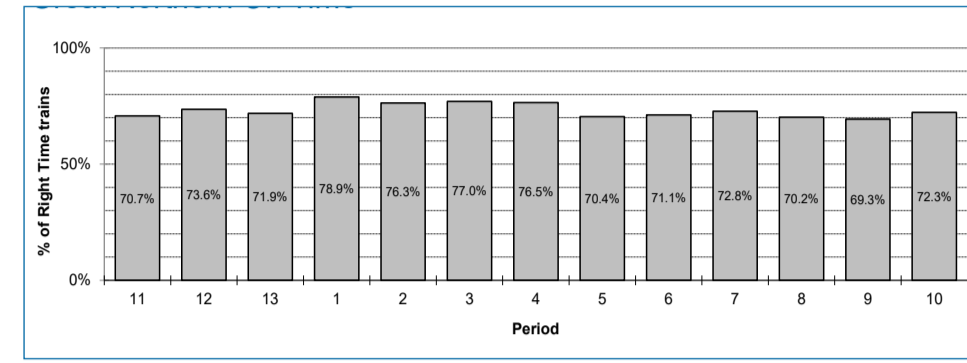


PPM by Service Route (% of trains that arrived less than 5 minutes late at route destination)

Service Route	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10
GN Mainline	82.0%	83.7%	79.1%	82.6%	84.4%	84.4%	83.8%	74.5%	87.0%	73.2%	72.8%	77.5%	73.5%
GN Suburban	84.4%	82.0%	84.8%	87.3%	86.2%	87.2%	86.5%	77.0%	83.9%	88.9%	87.0%	87.2%	84.7%

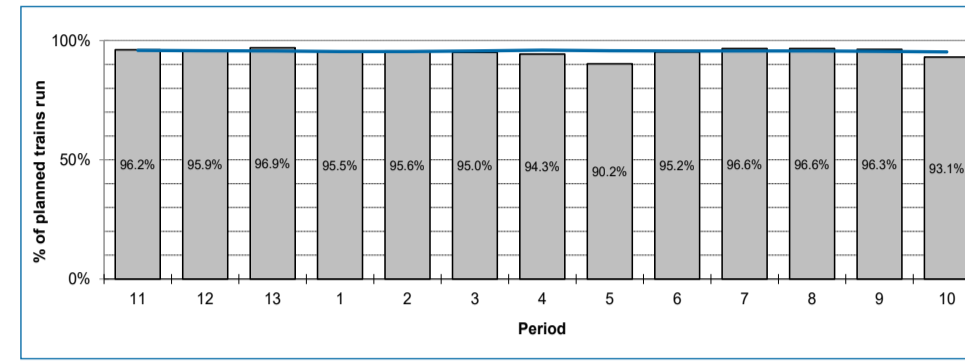
On Time

(% of planned train services that arrived at final destination on time)



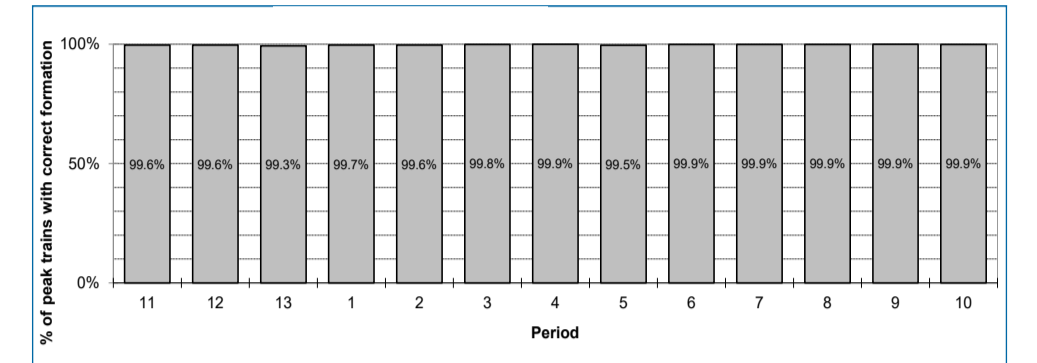
Reliability

(% of planned train services that ran as scheduled)



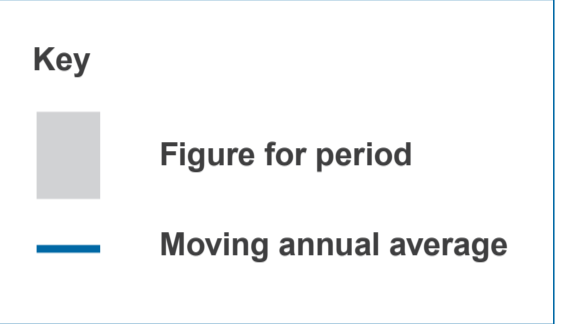
Short Formations

(% of peak trains with the correct number of carriages)



Major incidents that affected performance:

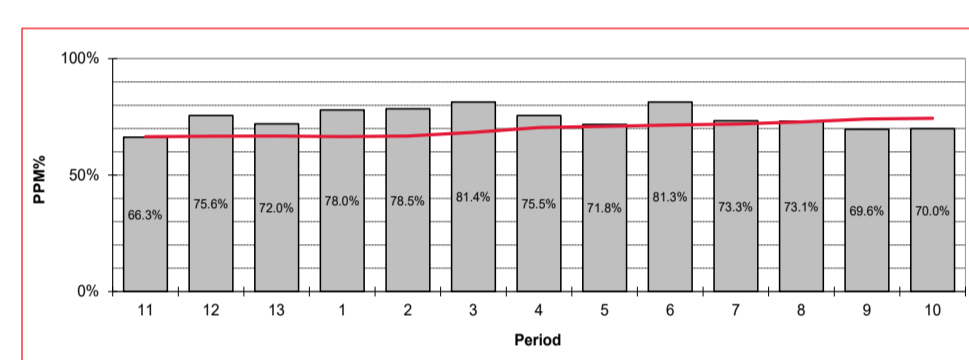
- 14 December 2019 - Emergency services called to incident at Stevenage
- 17 December 2019 - Emergency services called to incident at Finsbury Park
- 19 December 2019 - Overhanging tree causing delays to trains
- 28 December 2019 - Delays caused by another train operating company



Gatwick Express

Public Performance Measure

(% of planned train services that were less than 5 minutes late at final destination)

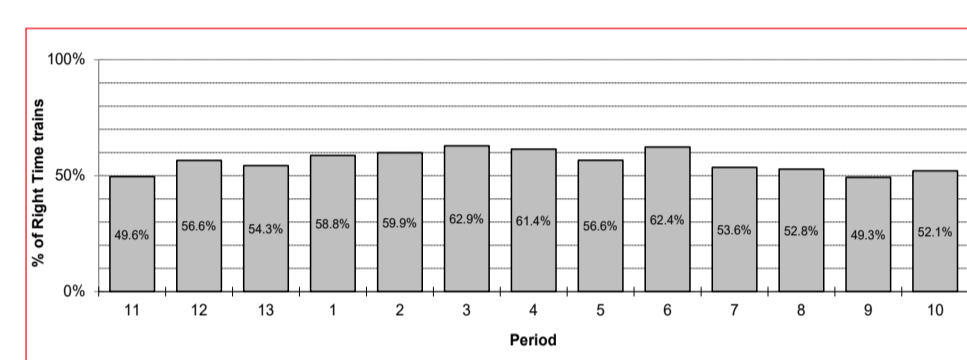


PPM by Service Route (% of trains that arrived less than 5 minutes late at route destination)

Service Route	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10
Gatwick Express	85.3%	82.1%	72.0%	78.0%	81.4%	75.5%	71.8%	81.3%	89.3%	73.1%	71.1%	69.6%	70.5%

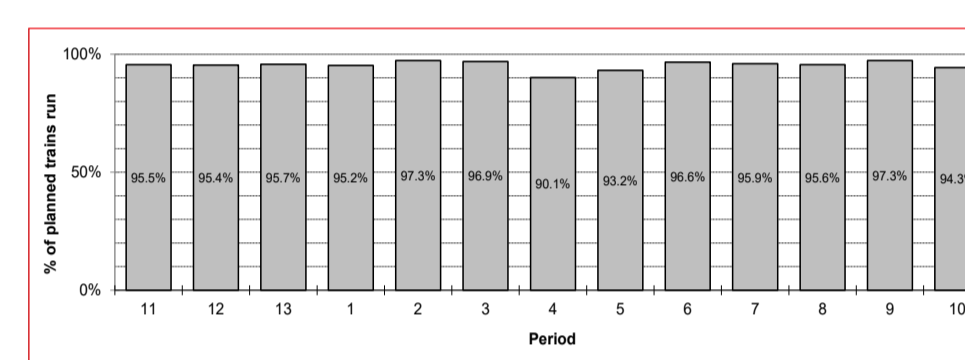
On Time

(% of planned train services that arrived at final destination on time)



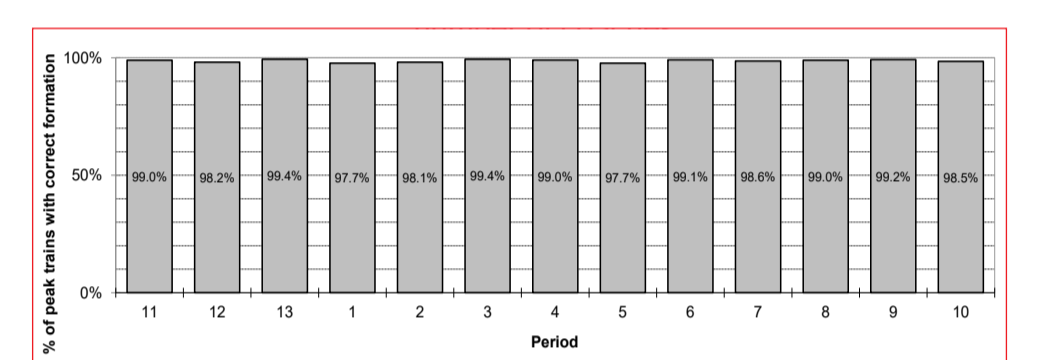
Reliability

(% of planned train services that ran as scheduled)



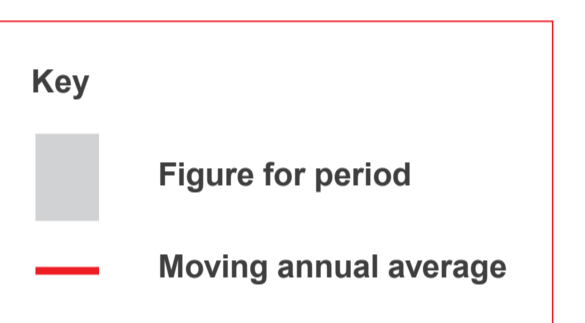
Short Formations

(% of peak trains with the correct number of carriages)



Major incidents that affected performance:

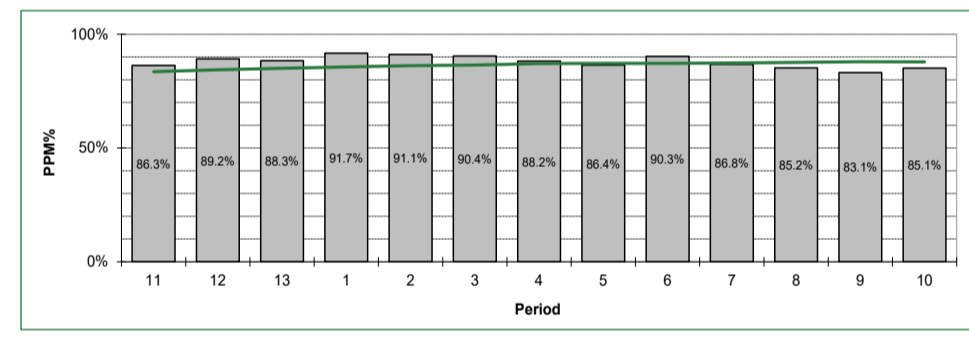
- 18 December 2019 - Power supply failure at Three Bridges
- 20 December 2019 - Severe flooding near Balcombe tunnel
- 21 December 2019 - Earthslip at Wivelsfield
- 4 January 2020 - Emergency services dealing with an incident at Purley



Southern

Public Performance Measure

(% of planned train services that were less than 5 minutes late at final destination)

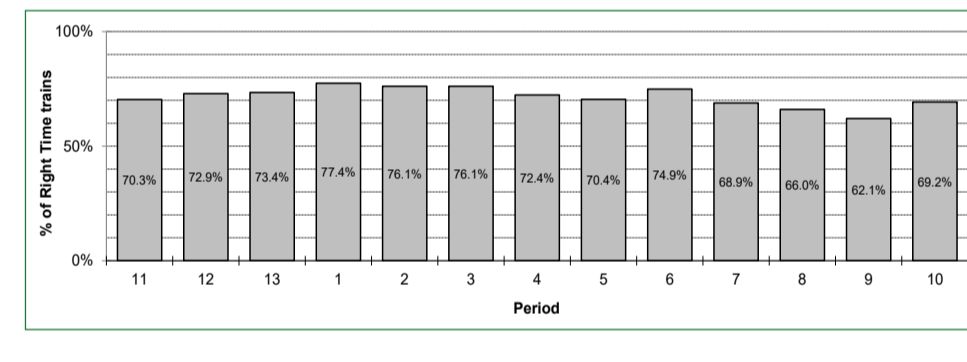


PPM by Service Route (% of trains that arrived less than 5 minutes late at route destination)

Service Route	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10
Sussex Coastal	85.1%	88.6%	87.4%	90.7%	90.3%	90.0%	88.1%	85.2%	89.7%	85.9%	83.8%	82.5%	83.7%
Metro	75.3%	79.0%	89.3%	83.3%	82.3%	91.1%	85.2%	88.4%	91.1%	89.2%	87.3%	84.1%	87.3%

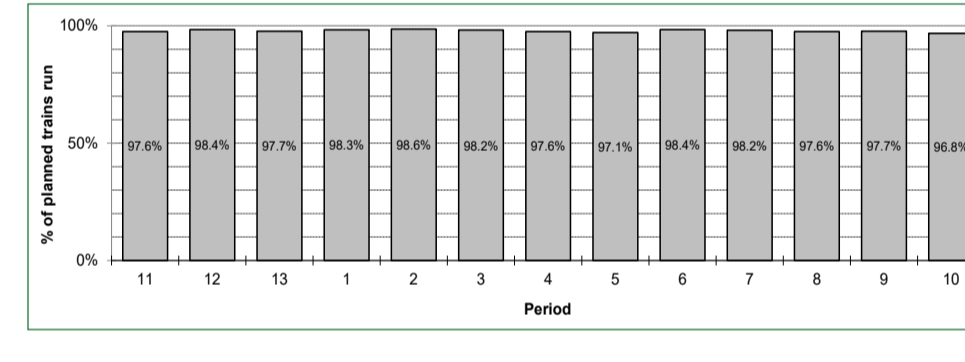
On Time

(% of planned train services that arrived at final destination on time)



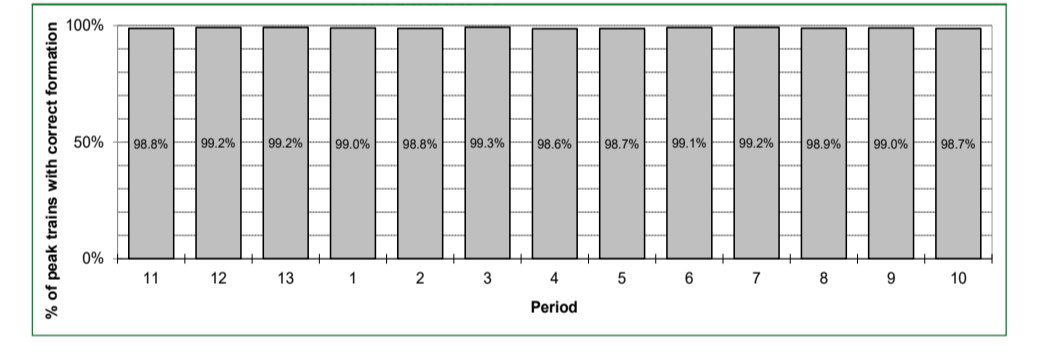
Reliability

(% of planned train services that ran as scheduled)



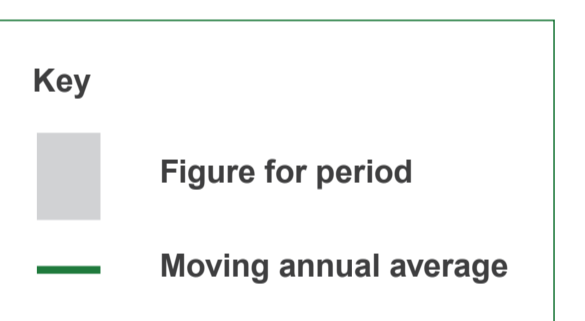
Short Formations

(% of peak trains with the correct number of carriages)



Major incidents that affected performance:

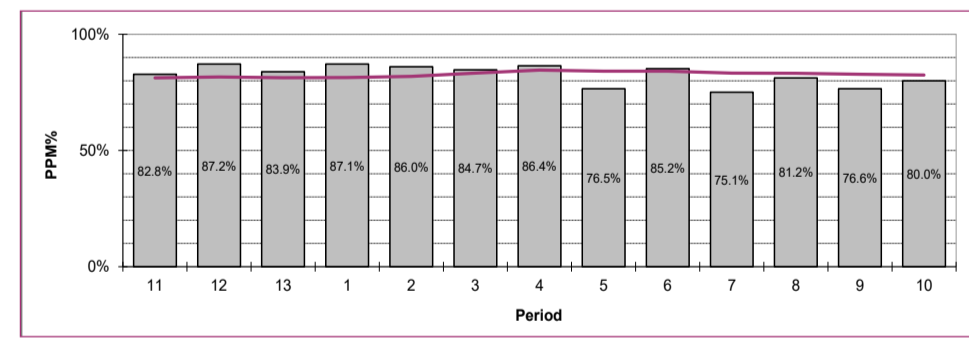
- 18 December 2019 - Power supply failure at Three Bridges
- 20 December 2019 - Severe flooding near Balcombe tunnel
- 21 December 2019 - Earthslip at Wivelsfield
- 4 January 2020 - Emergency services dealing with an incident at Purley



Thameslink

Public Performance Measure

(% of planned train services that were less than 5 minutes late at final destination)

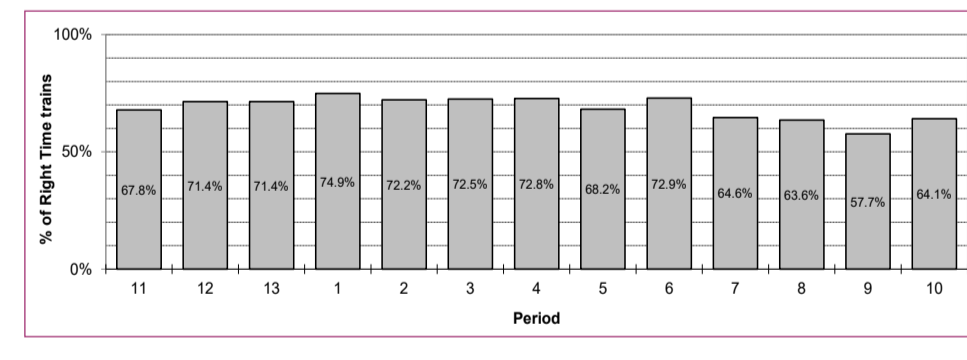


PPM by Service Route (% of trains that arrived less than 5 minutes late at route destination)

Service Route	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10
Brighton Line	74.7%	82.8%	77.8%	83.1%	80.8%	80.7%	80.3%	72.1%	80.2%	69.7%	73.8%	67.4%	70.9%
South London	81.6%	89.8%	89.8%	81.8%	89.8%	90.8%	89.8%	82.8%	89.8%	83.3%	81.3%	86.8%	88.5%
TL Kent	80.0%	80.3%	79.3%	83.1%	79.8%	84.5%	86.9%	76.9%	85.9%	74.1%	78.3%	72.5%	76.6%
TL North	85.3%	88.4%	85.1%	88.2%	87.8%	84.9%	88.6%	77.0%	86.3%	74.8%	82.0%	78.7%	83.6%

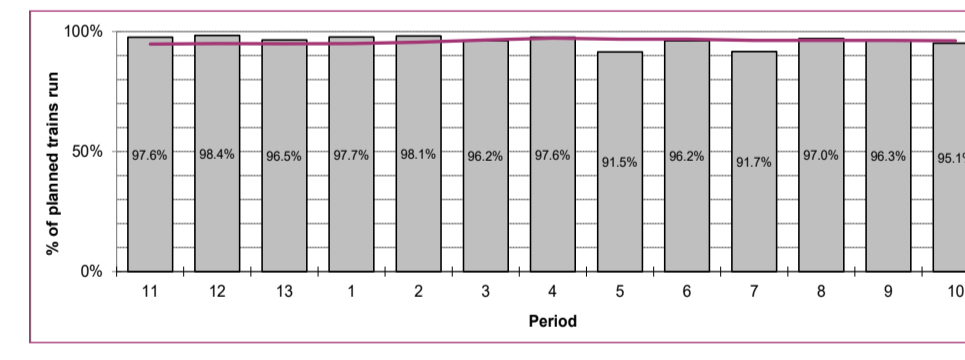
On Time

(% of planned train services that arrived at final destination on time)



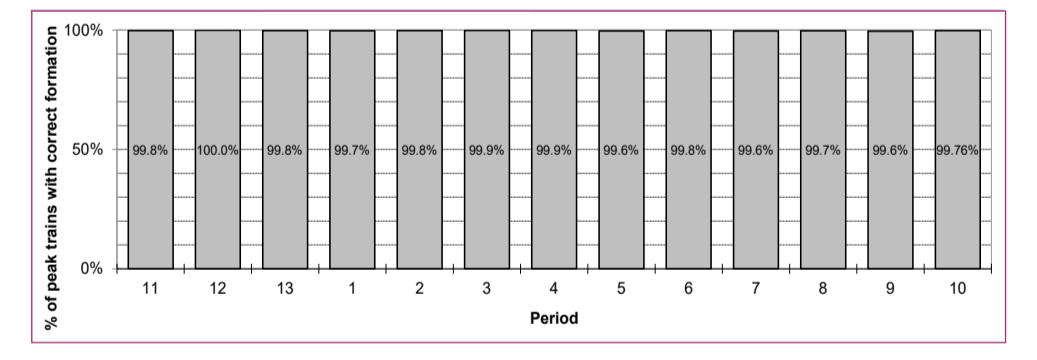
Reliability

(% of planned train services that ran as scheduled)



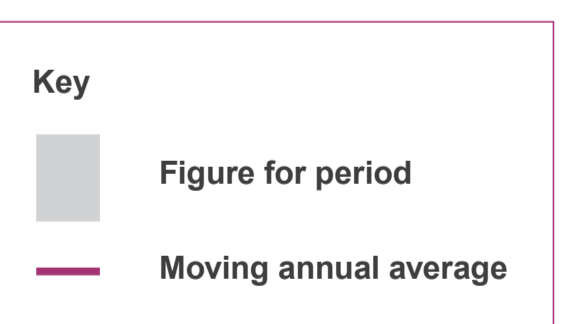
Short Formations

(% of peak trains with the correct number of carriages)



Major incidents that affected performance:

- 17 December 2019 - Emergency services were called to an incident at Finsbury Park
- 18 December 2019 - Power supply failure at Three Bridges
- 20 December 2019 - Severe flooding near Balcombe tunnel
- 31 December 2019 - Train fault at City Thameslink



If your journey was delayed by 15 minutes or more, you can claim for compensation through the Delay Repay scheme.

Further details are available at:

greatnorthernrail.com/delayrepay

gatwickexpress.com/delayrepay

southernrailway.com/delayrepay

thameslinkrailway.com/delayrepay

Alternatively, pick up a Delay Repay leaflet at one of our stations.

