

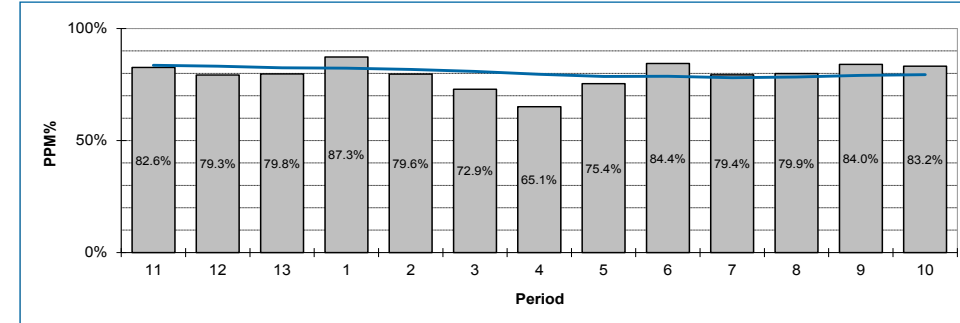
Our performance

Period 10: 9 December 2018 to 5 January 2019

Great Northern

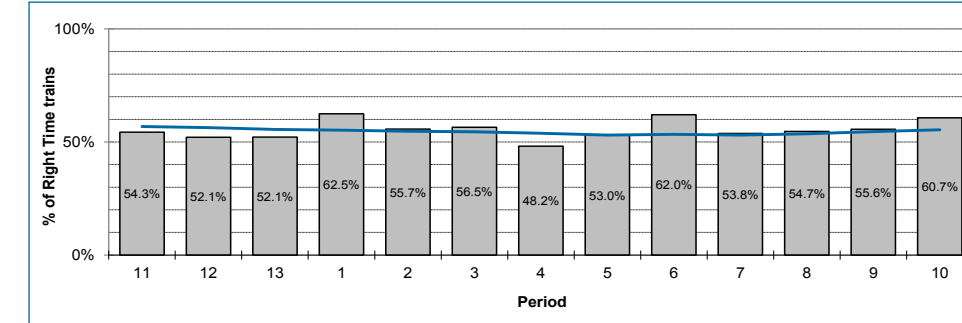
Public Performance Measure

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



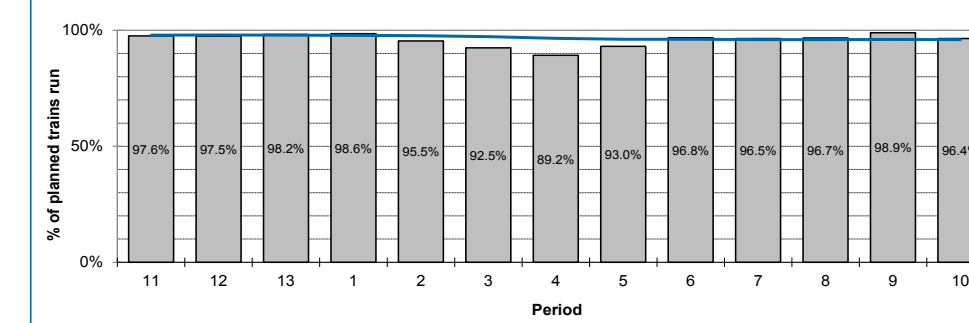
Right Time

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



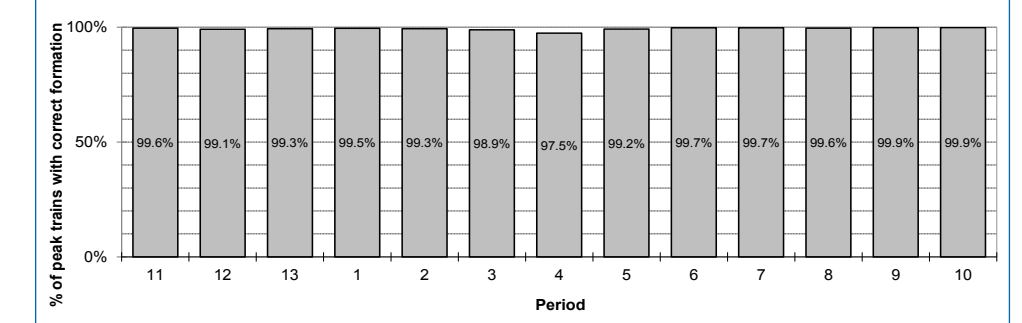
Reliability

(% of planned train services that ran as scheduled)



Short Formations

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



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

	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	80.2%	73.6%	72.9%	82.9%	72.8%	84.3%	59.9%	71.7%	80.9%	73.3%	74.8%	79.0%	80.5%
GN Suburban	85.1%	84.8%	86.8%	91.9%	85.3%	83.8%	74.3%	78.0%	87.5%	83.7%	83.5%	87.8%	85.1%

Right Time by Service Route (% of trains that arrived on time at route destination)

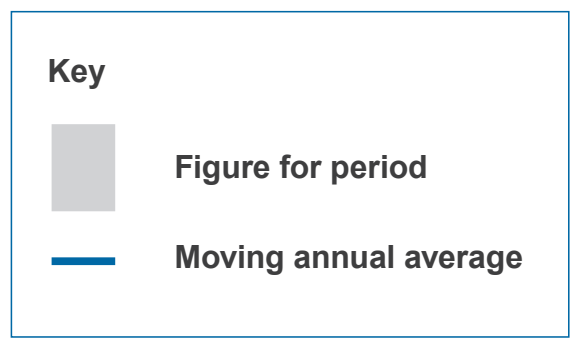
	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10
GN Mainline	45.8%	41.0%	39.3%	61.6%	42.3%	33.3%	31.3%	42.6%	47.7%	49.0%	45.7%	44.9%	50.1%
GN Suburban	63.1%	62.9%	65.2%	73.8%	66.1%	70.0%	69.0%	60.4%	72.4%	62.7%	64.7%	63.3%	68.4%

Right Time at Key Stations (% of trains that arrived on time)

	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
Cambridge	80.2%	82.7%	84.2%	89.5%	80.1%	85.3%	80.8%	81.5%	80.9%	82.5%	83.0%	85.4%	85.8%
London King's Cross	40.1%	35.4%	34.3%	48.3%	37.1%	30.0%	29.1%	40.1%	46.3%	40.2%	40.2%	41.8%	45.2%
Peterborough	58.8%	51.4%	50.0%	61.6%	51.3%	36.3%	32.8%	50.8%	52.6%	50.1%	47.2%	52.6%	53.7%
Stevenage	52.7%	46.3%	50.0%	61.6%	55.4%	46.3%	43.3%	43.3%	59.5%	55.5%	52.1%	52.3%	59.9%
Moorgate	69.6%	71.6%	71.8%	80.2%	72.6%	74.4%	62.9%	63.6%	77.5%	67.7%	69.8%	70.2%	74.1%

Major incidents that affected performance:

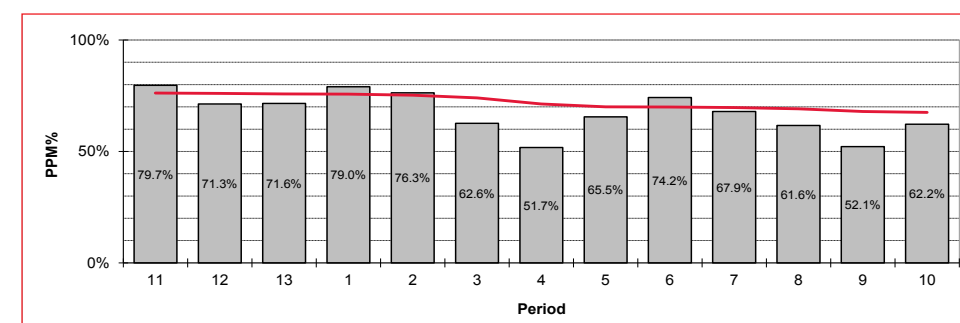
- 10 December 2018 - A fault with a train at Grange Park
- 14 December 2018 - A track fault in the New Barnet area
- 15 December 2018 - A tree on the line in the Royston area
- 20 December 2018 - A fault with a train at Bowes Park



Gatwick Express

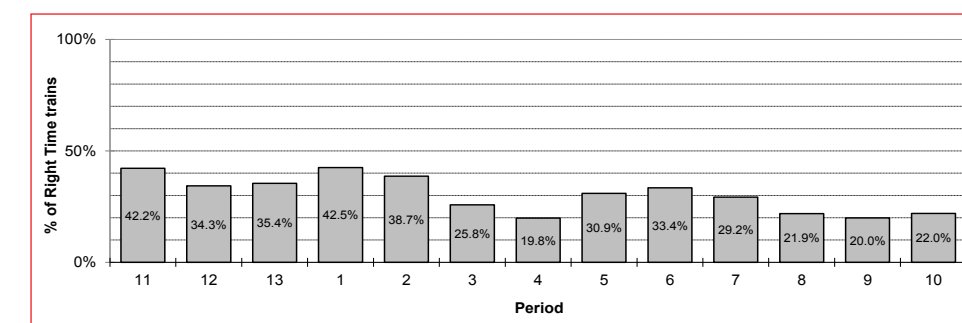
Public Performance Measure

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



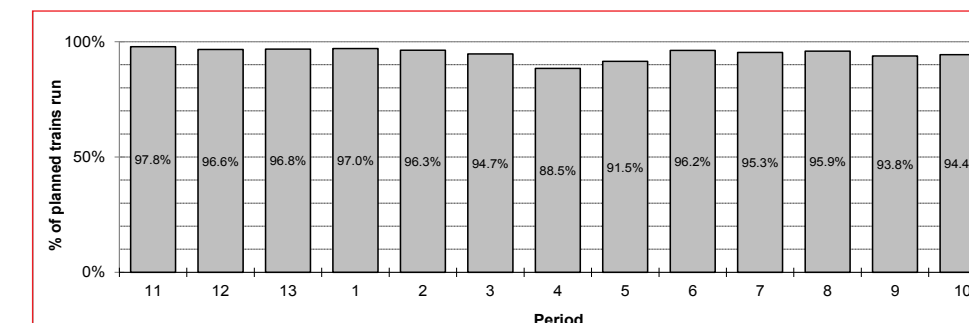
Right Time

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



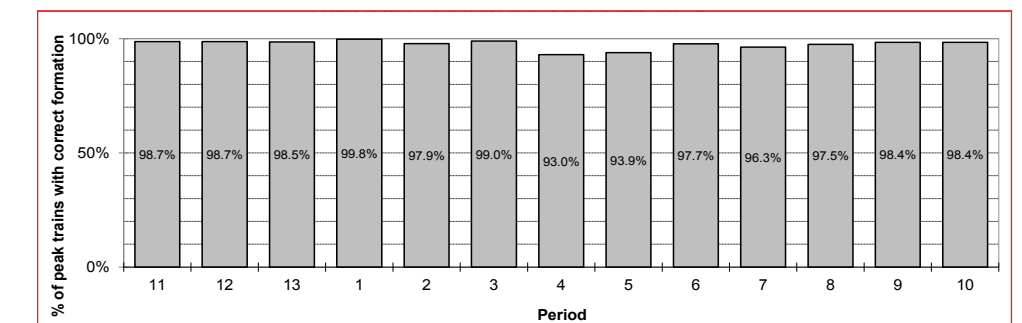
Reliability

(% of planned train services that ran as scheduled)



Short Formations

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



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

	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	78.7%	71.3%	71.6%	79.0%	74.3%	62.6%	61.7%	66.8%	74.2%	67.9%	61.6%	62.1%	62.2%

Right Time by Service Route (% of trains that arrived on time at route destination)

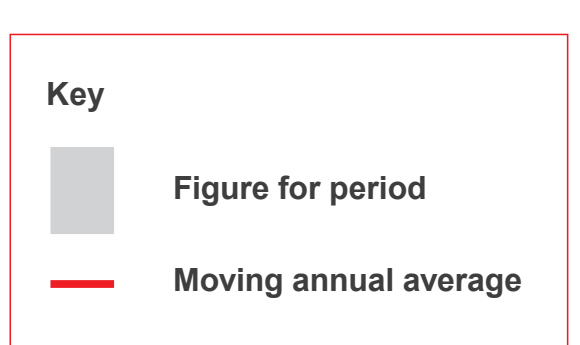
	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10
Gatwick Express	42.2%	34.3%	35.4%	42.9%	38.7%	28.8%	19.8%	30.9%	33.4%	29.2%	21.9%	22.0%	22.2%

Right Time at Key Stations (% of trains that arrived on time)

	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 Airport	45.7%	47.3%	37.1%	61.2%	49.4%	37.4%	28.6%	42.8%	#N/A	#N/A	#N/A	27.2%	22.8%
London Victoria	43.6%	29.9%	37.6%	33.3%	18.2%	14.5%	22.0%	#N/A	#N/A	#N/A	#N/A	15.3%	15.6%

Major incidents that affected performance:

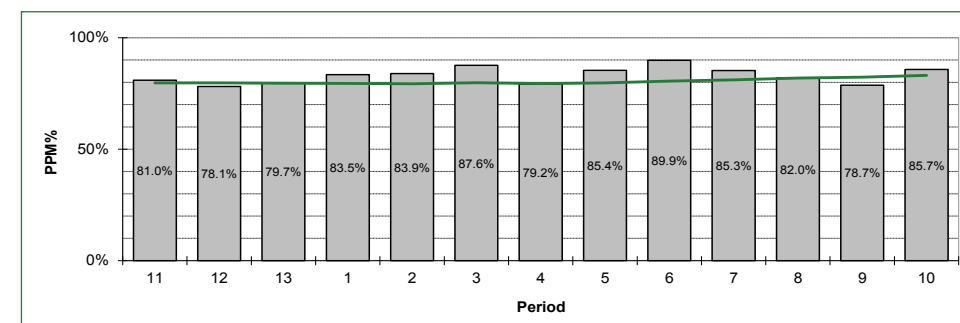
- 11 December 2018 - Emergency Services responding to an incident at East Croydon
- 12 December 2018 - A points failure between London Victoria and Battersea Park
- 14 December 2018 - A fault with the signalling equipment at Purley
- 3 January 2019 - A fault with the track in the Earlswood area



Southern

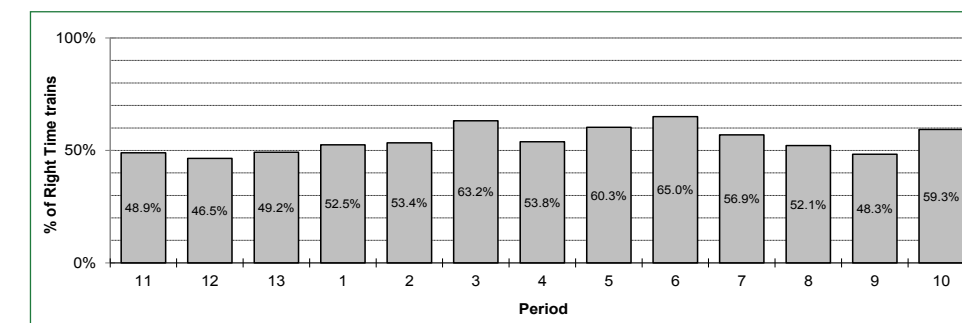
Public Performance Measure

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



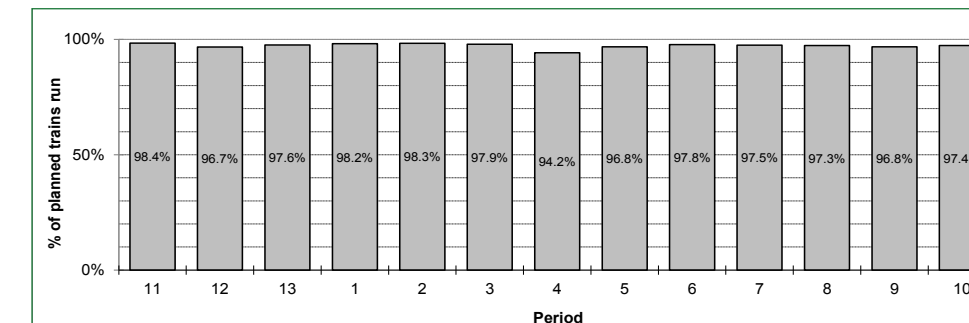
Right Time

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



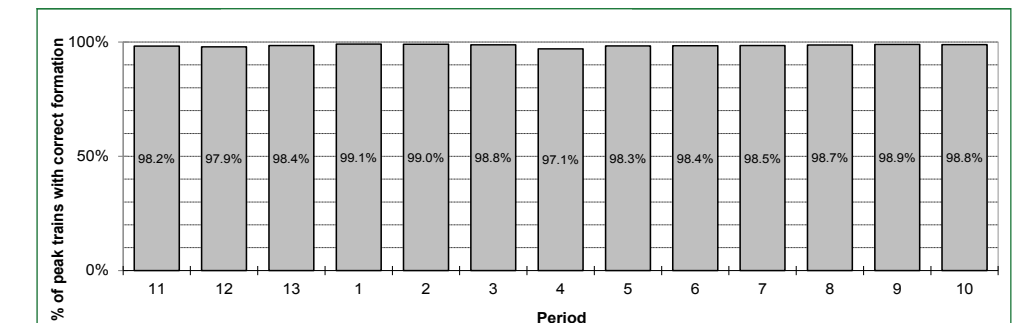
Reliability

(% of planned train services that ran as scheduled)



Short Formations

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



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

	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	82.0%	79.2%	80.3%	85.0%	85.0%	86.7%	78.7%	84.8%	69.2%	83.0%	79.2%	78.0%	84.9%
Metro	79.2%	78.7%	78.9%	81.5%	81.7%	89.1%	89.0%	86.9%	90.9%	89.0%	86.6%	82.2%	71.1%

Right Time by Service Route (% of trains that arrived on time at route destination)

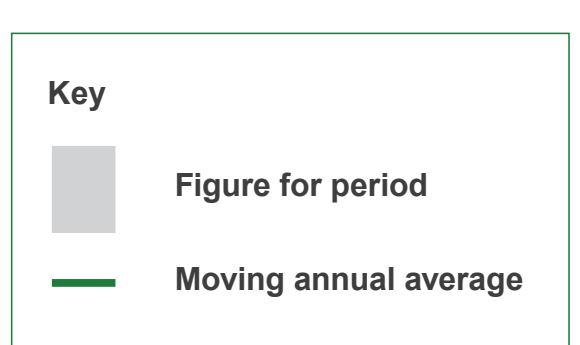
	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10
Sussex Coastal	50.3%	47.1%	49.2%	54.0%	55.7%	63.5%	54.7%	61.0%	65.2%	56.8%	50.9%	49.4%	60.3%
Metro	47.1%	45.6%	48.3%	50.4%	50.0%	62.7%	52.4%	69.2%	64.8%	57.4%	54.0%	48.2%	57.4%

Right Time at Key Stations (% of trains that arrived on time)

	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	58.1%	58.2%	58.9%	62.8%	63.3%	62.0%	74.9%	80.4%	63.8%	77.9%	75.4%	73.4%	61.1%
Horsham	78.5%	78.2%	79.2%	82.9%	84.6%	87.6%	81.8%	85.9%	85.9%	85.8%	83.4%	81.2%	64.1%
Littlehampton	40.8%	41.4%	42.3%	49.0%	51.4%	63.4%	51.7%	60.5%	65.6%	60.7%	50.0%	44.4%	64.5%
London Bridge	74.4%	69.2%	73.9%	77.6%	70.8%	63.7%	53.2%	61.0%	66.9%	66.1%	56.1%	51.3%	68.9%
London Victoria	33.2%	28.0%	32.7%	33.0%	32.6%	39.4%	30.1%	38.0%	41.4%	32.1%	27.6%	24.8%	33.5%

Major incidents that affected performance:

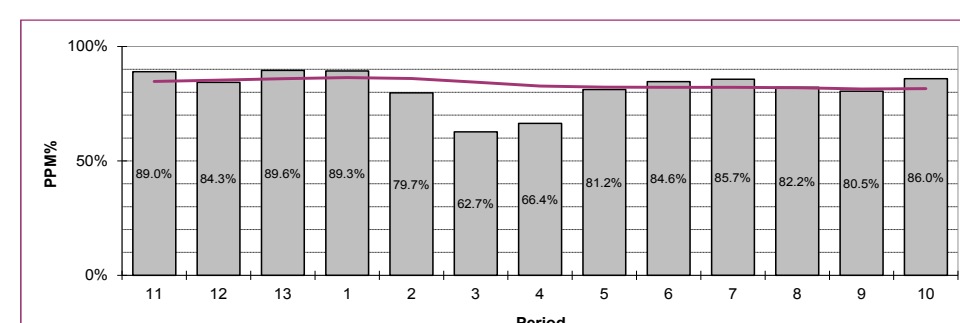
- 11 December 2018 - Emergency services responding to an incident at East Croydon
- 12 December 2018 - A points failure between London Victoria and Battersea Park
- 14 December 2018 - Emergency Services responding to an incident in the Sutton area
- 14 December 2018 - A fault with signalling equipment at Purley



Thameslink

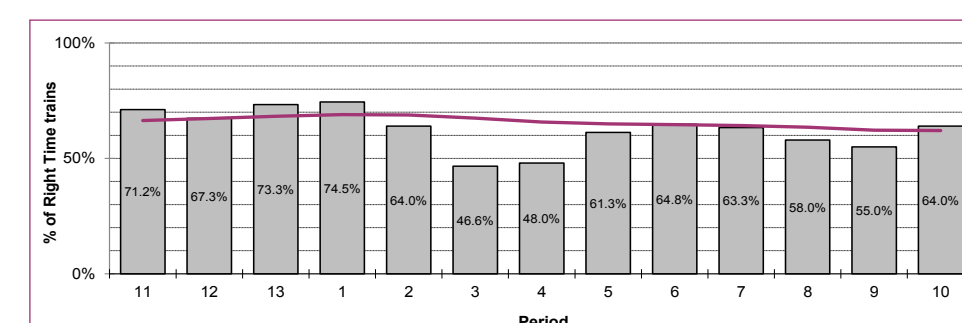
Public Performance Measure

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



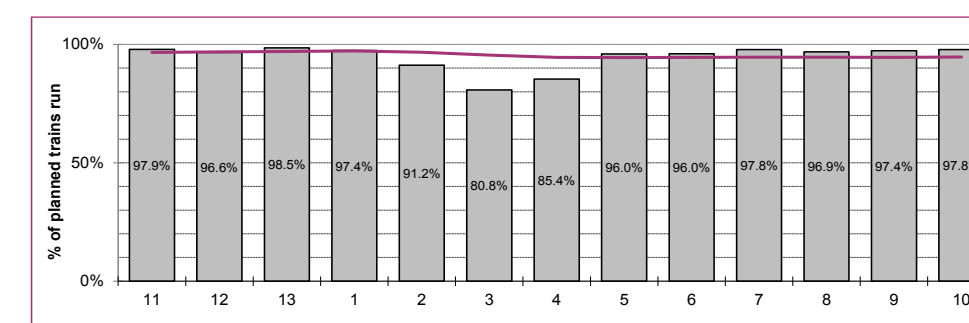
Right Time

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



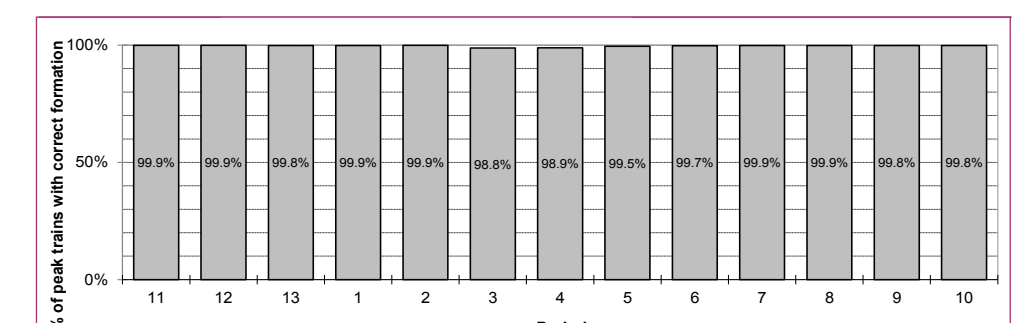
Reliability

(% of planned train services that ran as scheduled)



Short Formations

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



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

	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	92.4%	88.4%	94.0%	90.8%	85.8%	74.7%	78.9%	90.9%	90.2%	93.0%	90.0%	90.2%	93.5%
South London	88.0%	82.8%	81.0%	92.0%	89.2%	42.3%	54.3%	78.4%	81.7%	82.1%	76.5%	74.5%	77.2%
TL Kent	81.6%	87.8%	92.8%	91.4%	84.7%	66.8%	65.7%	84.3%	87.5%	88.6%	85.0%	84.1%	86.1%
TL North	81.6%	87.8%	92.8%	91.4%	84.7%	66.8%	65.7%	84.3%	87.5%	88.6%	85.0%	84.1%	86.1%

Right Time by Service Route (% of trains that arrived on time at route destination)

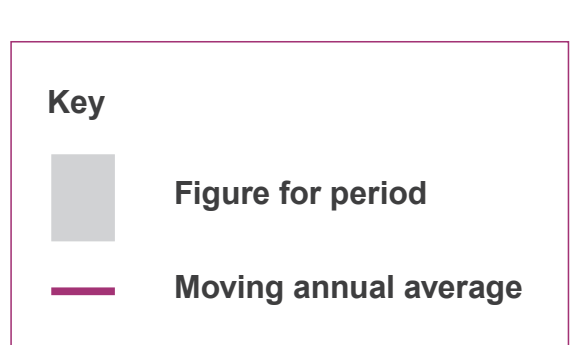
	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10
Brighton Line	73.7%	72.1%	65.7%	78.9%	61.1%	44.2%	48.5%	48.2%	62.7%	72.5%	74.5%	69.9%	62.5%
South London	73.7%	72.7%	77.6%	71.8%	68.8%	63.0%	76.8%	74.9%	74.7%	70.1%	66.9%	75.2%	75.2%
TL Kent	55.2%	52.0%	62.2%	63.3%	59.3%	29.5%	38.0%	59.5%	64.4%	62.5%	51.9%	49.8%	59.9%
TL MML	52.5%	73.7%	84.4%	83.0%	74.5%	62.0%	62.2%	65.3%	69.5%	64.1%	61.5%	61.5%	62.6%

Right Time at Key Stations (% of trains that arrived on time)

	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
Bedford	73.0%	70.0%	75.2%	75.4%	68.4%	43.3%	44.0%	64.6%	64.4%	62.4%	57.5%	59.9%	61.3%
Brighton	33.6%	29.0%	39.4%	46.2%	43.3%	27.6%	27.6%	37.3%	39.5%	34.0%	27.4%	27.4%	42.9%
Gatwick Airport	46.4%	42.0%	44.7%	49.5%	42.7%	31.8%	30.6%	41.1%	47.4%	41.6%	36.1%	35.1%	45.9%
London St Pancras	82.2%	79.3%	86.1%	85.0%	73.3%	61.8%	62.7%	66.8%	69.2%	66.6%	64.6%	61.3%	69.2%
St Albans	73.6%	72.7%	78.7%	78.1%	71.9%	49.0%	46.4%	60.8%	64.9%	63.6%	60.8%	58.0%	62.6%

Major incidents that affected performance:

- 14 December 2018 - A signalling failure at Purley
- 20 December 2018 - Emergency Services responding to an incident at Ashford International
- 21 December 2018 - A signalling failure in the Chatham area
- 4 January 2019 - A fault with a train in the St Albans area



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Train operator

- Great Northern
- Gatwick Express
- Southern
- Thameslink

Website

- greatnorthernrail.com
- gatwickexpress.com
- southernrailway.com
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National Rail

03457 48 49 50 (24 hours)

