

# Customer charter performance report

13 November to 10 December 2011  
(Period 9)

| Route                                  | Previous 4 weeks | Average over past 12 months |
|--|------------------|-----------------------------|
| Richmond to Stratford                  | 97.72%           | 93.57%                      |
| Clapham Junction to Willesden Junction | 97.52%           | 95.96%                      |
| Watford Junction to Euston             | 98.67%           | 96.12%                      |
| Gospel Oak to Barking                  | 97.60%           | 95.33%                      |
| Highbury & Islington to West Croydon   | 96.82%           | 97.76%                      |
| All lines                              | 97.40%           | 96.25%                      |
| Target                                 | 95.0%            |                             |

- Public Performance Measure (PPM) shows the percentage of trains that arrive at their destination within five minutes of their scheduled arrival time. It includes every train shown in the applicable passenger timetable with no exclusions.
- London Overground PPM target applies only to the 12 month average for all services.

Display: Sat 17 Dec 2011 - Sat 14 Jan 2012