

Customer charter performance report

16 October to 12 November 2011
(Period 8)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	93.16%	93.09%
Clapham Junction to Willesden Junction	96.50%	95.85%
Watford Junction to Euston	94.39%	95.82%
Gospel Oak to Barking	96.70%	95.07%
Highbury & Islington to West Croydon	98.04%	97.25%
All lines	96.18%	95.85%
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 19 Nov - Sat 17 Dec 2011