

# Customer charter performance report

18 September to 15 October 2011  
(Period 7)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	92.99%	92.89%
Clapham Junction to Willesden Junction	95.56%	95.61%
Watford Junction to Euston	98.02%	96.03%
Gospel Oak to Barking	97.08%	94.44%
Highbury & Islington to West Croydon	98.78%	97.19%
All lines	96.87%	95.73%
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 22 Oct - Sat 19 Nov 2011