

Customer charter performance report

24 July to 20 August 2011
(Period 5)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	93.91%	92.58%
Clapham Junction to Willesden Junction	97.12%	95.43%
Watford Junction to Euston	96.51%	95.33%
Gospel Oak to Barking	94.31%	93.92%
Highbury & Islington to West Croydon	97.91%	96.77%
All lines	96.24%	95.35%
Target	94.0%	

- 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 27 Aug - Sat 24 Sep 2011