

Customer charter performance report

26 June to 23 July 2011
(Period 4)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	92.11%	92.56%
Clapham Junction to Willesden Junction	94.92%	95.47%
Watford Junction to Euston	97.16%	95.21%
Gospel Oak to Barking	94.94%	94.08%
Highbury & Islington to West Croydon	98.40%	96.79%
All lines	96.08%	95.39%
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 30 July – Sat 27 Aug 2011