

Customer charter performance report

6 February to 5 March 2011
(Period 12)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	91.45%	92.27%
Clapham Junction to Willesden Junction	97.37%	95.58%
Watford Junction to Euston	95.85%	95.46%
Gospel Oak to Barking	95.25%	94.25%
Highbury & Islington to West Croydon	95.96%	95.51%
All lines	95.33%	94.76%
Target		93.2%

- Due to engineering works taking place on sections of the London Overground network between 19 and 27 February 2011, performance figures during this time are not directly comparable to the performance figures before or after the works.
- 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 12 Mar - Thur 7 Apr 2011