

Customer charter performance report

9 January to 5 February 2011
(Period 11)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	92.23%	92.35%
Clapham Junction to Willesden Junction	96.81%	95.48%
Watford Junction to Euston	98.26%	95.48%
Gospel Oak to Barking	93.37%	94.26%
Dalston Junction to West Croydon	98.14%	95.46%
All lines	96.39%	94.71%
Target	93.2%	

- 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 Feb 2011 - Sat 12 Mar 2011