

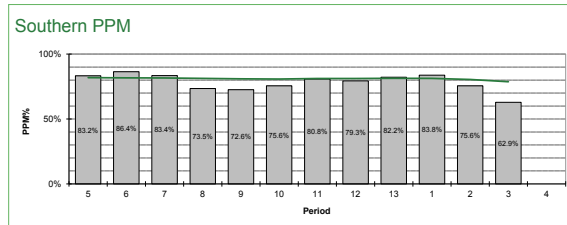
Our performance

Period 3: 29 May to 25 June 2016

Train running figures for Southern services

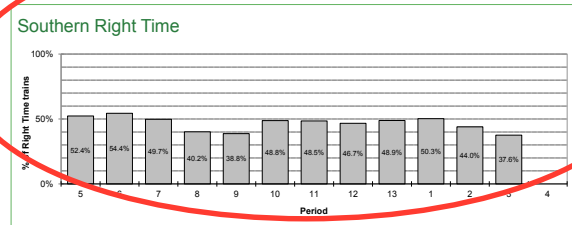
Public Performance Measure

(% of planned train services that were less than 5 minutes late at final destination)



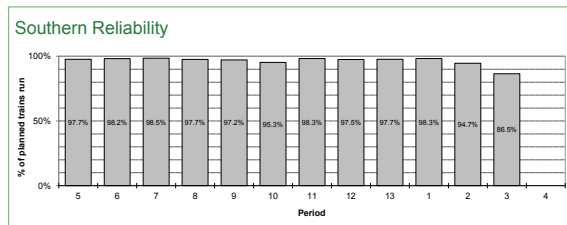
Right Time

(% of planned train services that arrived at final destination on time)



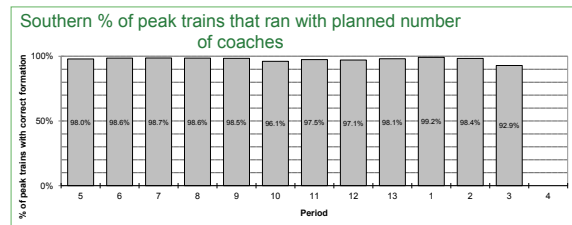
Reliability

(% of planned train services that ran as scheduled)



Short Formations

(% of peak trains with the correct number of carriages)



PPM by service route (% of trains that arrived less than 5 minutes late at route destination)														
	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	
Southern Mainline	82.6	85.9	83.2	73.5	73.5	74.3	79.7	76.8	81.5	82.0	70.8	55.8		
Southern Metro	84.2	87.1	83.7	73.5	71.4	77.3	82.3	82.8	83.1	88.1	82.0	72.1		
Right Time by Service Route (% of trains that arrived on time at route destination)														
	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	
Southern Mainline	51.8	53.7	48.7	40.1	40.4	47.5	47.3	43.9	47.4	47.1	40.6	31.4		
Southern Metro	53.1	55.2	49.9	40.0	37.3	50.9	50.8	50.8	51.5	55.1	50.2	46.0		
Right Time at Key stations (% of trains that arrived on time)														
	Period 5	Period 6	Period 7	Period 8	Period 9	Period 10	Period 11	Period 12	Period 13	Period 1	Period 2	Period 3	Period 4	
Brighton	57.3	59.1	56.3	47.2	40.8	52.8	55.3	50.7	49.7	51.3	33.8	36.3		
Horsham	37.6	51.3	41.9	31.5	27.8	30.6	39.2	38.8	41.6	35.5	28.1	23.4		
Littlehampton	44.2	46.7	43.5	39.4	32.0	36.4	37.6	39.0	42.1	40.3	32.2	21.8		
London Bridge	76.8	80.0	75.2	63.7	60.7	69.3	72.3	71.3	72.9	77.6	70.3	62.5		
London Victoria	36.2	36.3	29.7	23.6	21.8	37.3	34.0	33.3	34.1	34.7	31.5	29.0		

Southern Metro stations include all Southern managed stations from Warnham, Tattenham Corner, Purley, Caterham and Birkbeck towards our London terminal stations. Southern Mainline stations include all other Southern managed stations not covered by this area.

Key

Figure for period
Moving annual average

Major incidents that affected performance:

3 June 2016 - Emergency services dealing with an incident at West Worthing

6 June 2016 - Overrunning engineering work at Streatham

9 June 2016 - Broken rail between Earlswood and Gatwick Airport

23 June 2016 - Flooding between Balham and Clapham Junction

Please note that Southern services are also being disrupted on a daily basis, due to unexpectedly high levels of traincrew sickness

If your journey on Southern was delayed by more than 30 minutes, you can claim for compensation through the Delay Repay scheme. To claim, pick up a Delay Repay leaflet or fill in the online form at southernrailway.com/delayrepay

Train operator

Southern

Website

southernrailway.com

Twitter

@SouthernrailUK

National Rail

03457 48 49 50 (24 hours)

