

Our performance

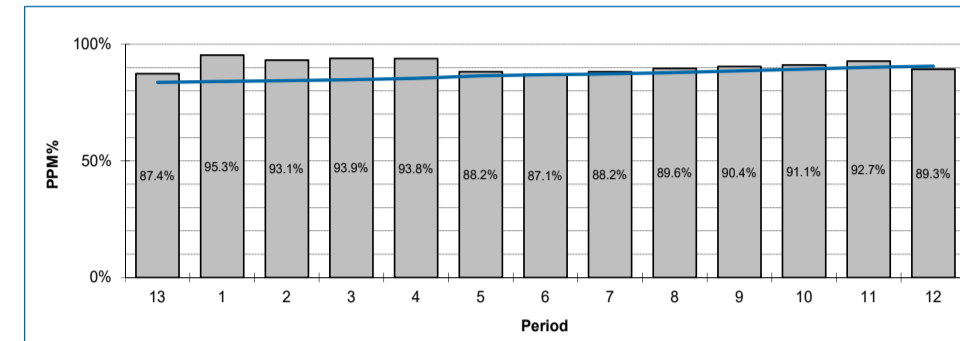
Period 12: 7 February to 6 March 2021



Great Northern

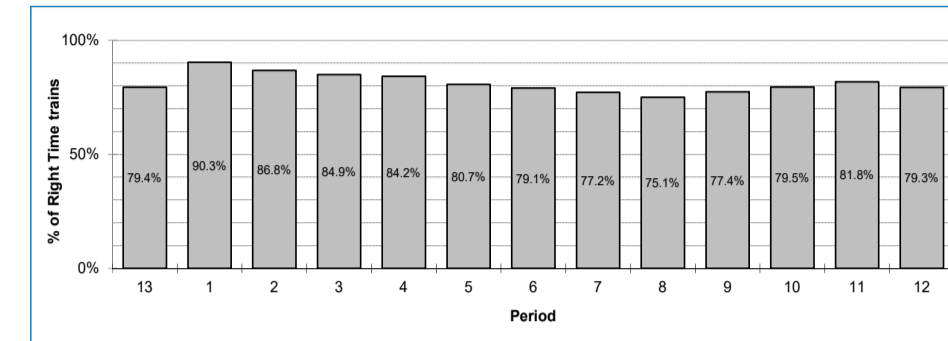
Public Performance Measure

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



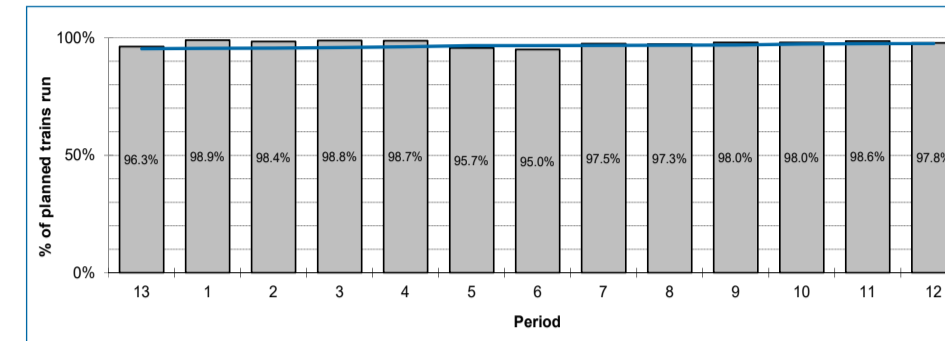
On Time

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



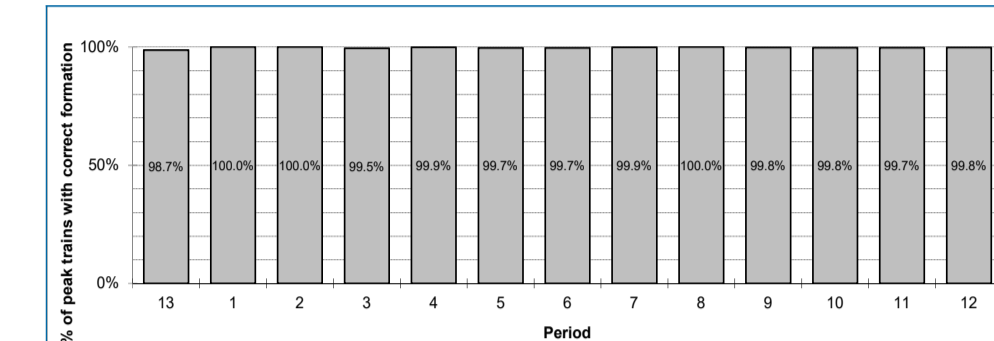
Reliability

(% of planned train services that ran as scheduled)



Short Formations

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



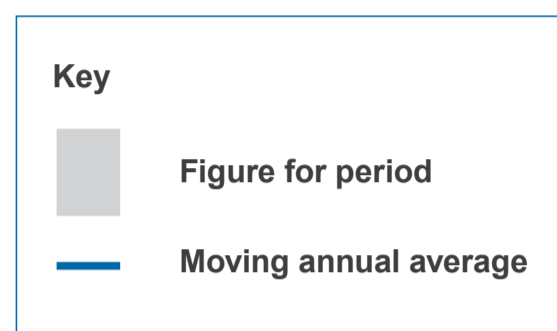
PPM by Service Route (% of trains that arrived less than 5 minutes late at route destination)	
GN Mainline	83.2%
GN Suburban	90.3%

On Time by Service Route (% of trains that arrived on time at route destination)	
GN Inner	88.6%
GN Outer	88.5%

On Time at Key Stations (% of trains that arrived on time)	
Cambridge	82.3%
London King's Cross	71.8%
Peterborough	79.1%
Stevenage	72.5%
Moorgate	92.7%

Major incidents that affected performance:

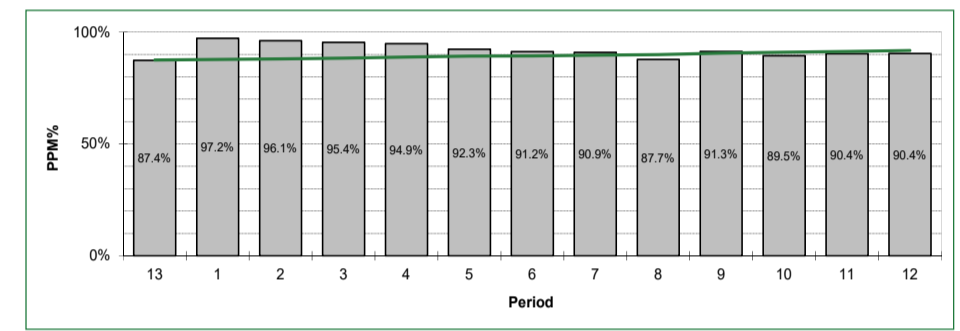
- 11 February 2021 - Points failure at Royston
- 21 February 2021 - Issue with brakes on a train at Cuffley
- 4 March 2021 - Overhead line failure at Hertford North
- 5 March 2021 - Damage to the overhead line structure between Potters Bar and Alexandra Palace



Southern

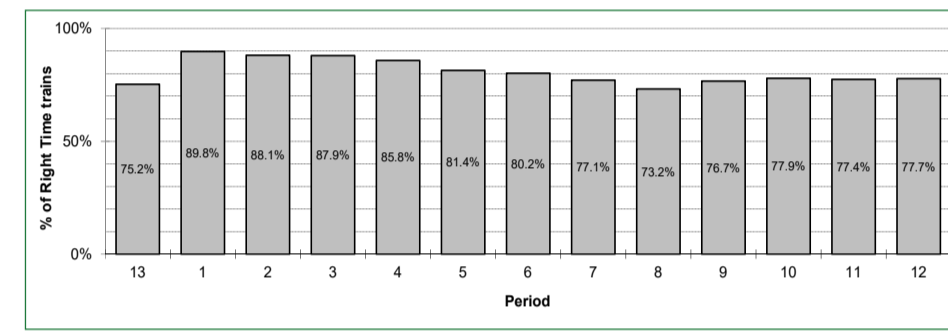
Public Performance Measure

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



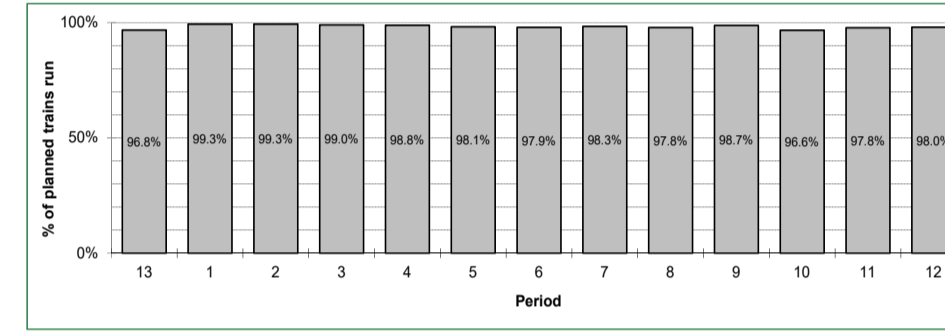
On Time

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



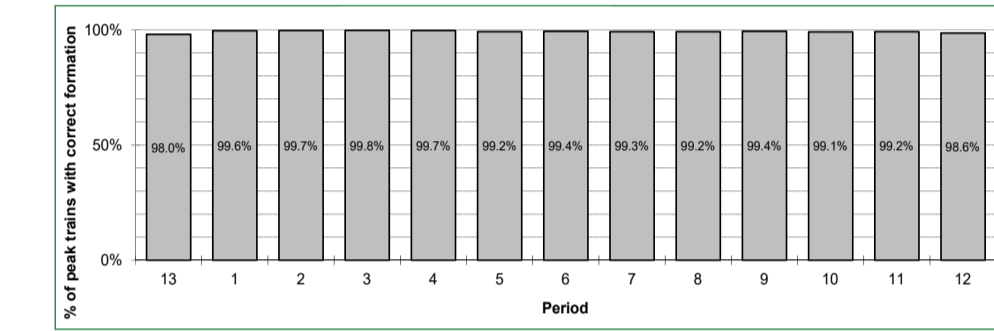
Reliability

(% of planned train services that ran as scheduled)



Short Formations

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



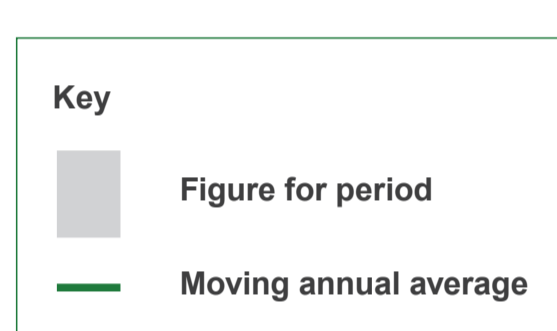
PPM by Service Route (% of trains that arrived less than 5 minutes late at route destination)	
Sussex Coastal	87.6%
Metro	88.0%

On Time by Service Route (% of trains that arrived on time at route destination)	
Sussex Coastal	72.8%
Metro	78.2%

On Time at Key Stations (% of trains that arrived on time)	
Brighton	62.5%
Horsham	75.6%
Littlehampton	81.6%
London Bridge	77.8%
London Victoria	69.2%

Major incidents that affected performance:

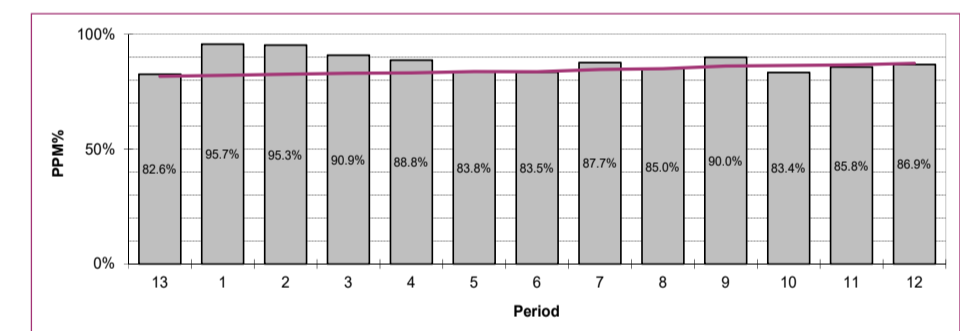
- 7 February 2021 - Engineering works overrun at Clapham Junction
- 16 February 2021 - Emergency speed restriction in place due to chalk falling near Hove tunnel
- 23 February 2021 - Engineering works being carried out due to the landslide at Salfords
- 27 February 2021 - Signalling power supply failure at Norwood Junction



Thameslink

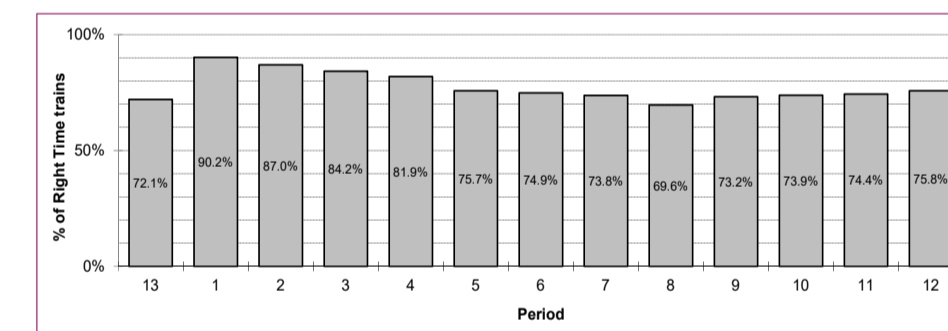
Public Performance Measure

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



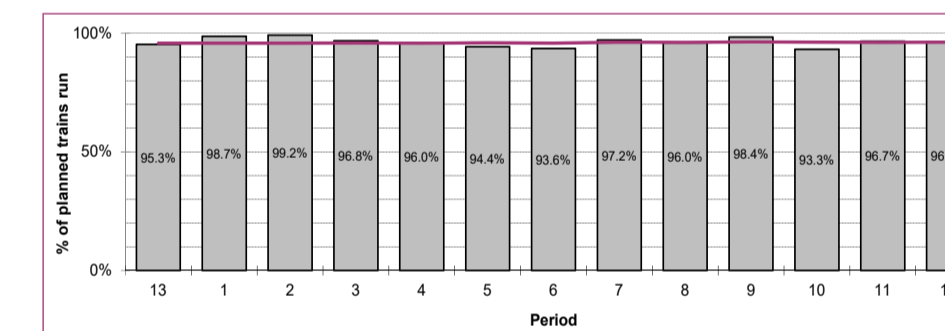
On Time

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



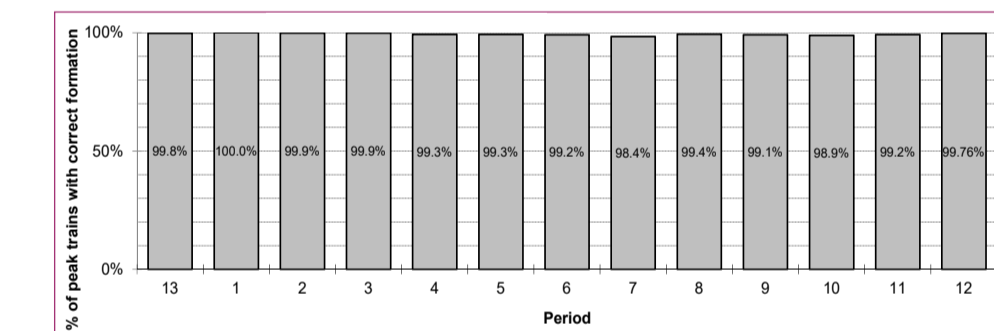
Reliability

(% of planned train services that ran as scheduled)



Short Formations

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



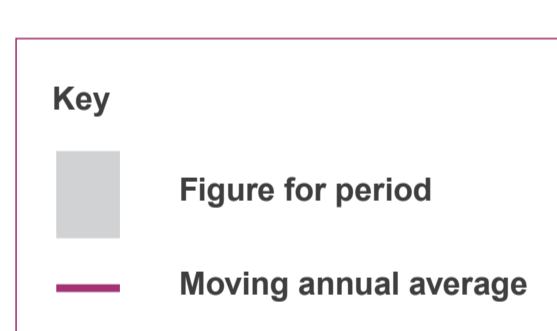
PPM by Service Route (% of trains that arrived less than 5 minutes late at route destination)	
Brighton Line	76.1%
South London	89.5%
TL Kent	78.4%
TL North	84.2%

On Time by Service Route (% of trains that arrived on time at route destination)	
Brighton Line	61.7%
South London	69.5%
TL Kent	72.8%
TL ECML	64.9%
TL MML	72.8%

On Time at Key Stations (% of trains that arrived on time)	
Bedford	77.8%
Brighton	64.2%
Gatwick Airport	63.1%
London St Pancras	79.9%
St Albans	67.7%

Major incidents that affected performance:

- 8 February 2021 - Train defect at London Bridge
- 16 February 2021 - Track circuit failure at Kentish Town
- 23 February 2021 - Engineering works being carried out due to the landslide at Salfords
- 27 February 2021 - Signalling power supply failure at Norwood Junction



If your journey was delayed by 15 minutes or more, you can claim for compensation through the Delay Repay scheme.

Further details are available at:

- gatwickexpress.com/delayrepay
- greatnorthernrail.com/delayrepay
- southernrailway.com/delayrepay
- thameslinkrailway.com/delayrepay

Alternatively, pick up a Delay Repay leaflet at one of our stations.

