

Our performance

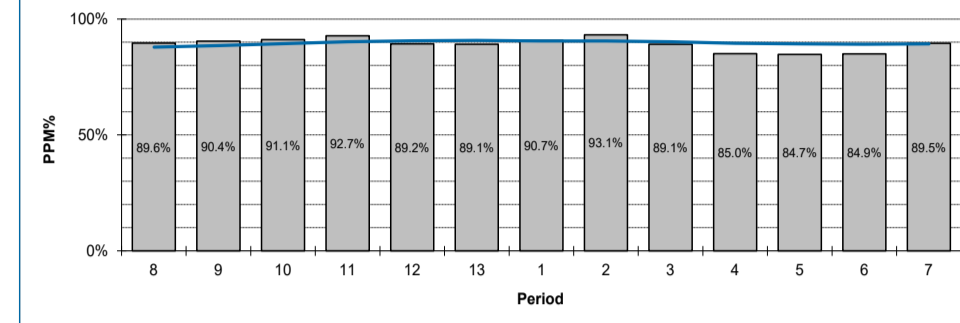
Period 7: 29 September to 16 October 2021



Great Northern

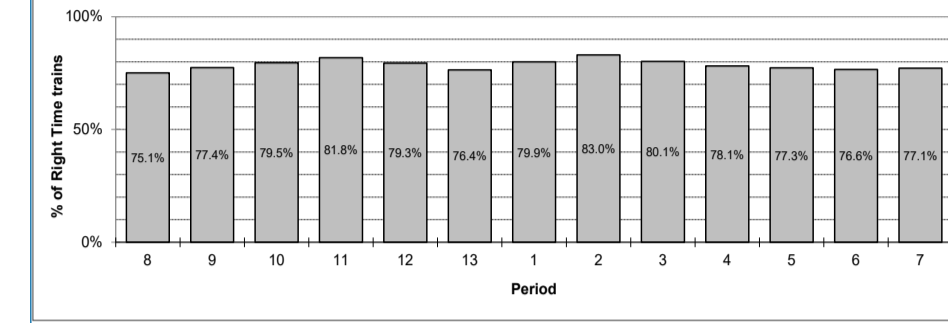
Public Performance Measure

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



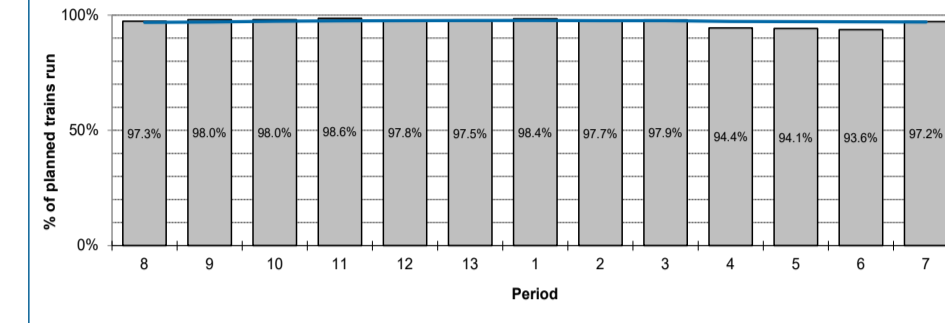
On Time

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



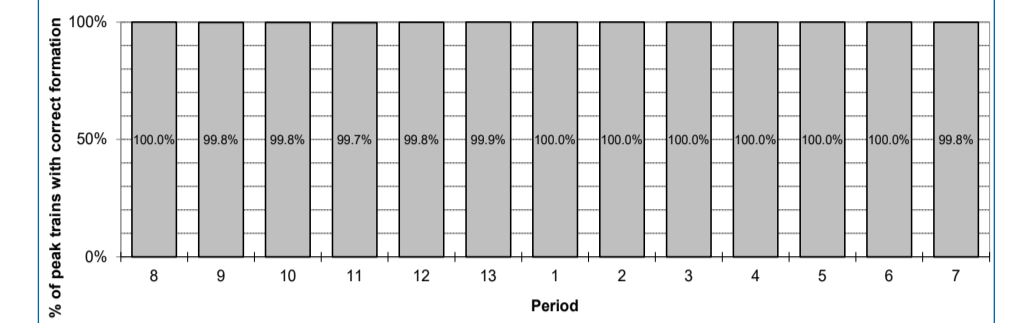
Reliability

(% 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)

| | Period 8 | Period 9 | Period 10 | Period 11 | Period 12 | Period 13 | Period 1 | Period 2 | Period 3 | Period 4 | Period 5 | Period 6 | Period 7 |
|-------------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|
| GN Mainline | 86.8% | 87.4% | 88.9% | 88.3% | 87.7% | 88.8% | 88.9% | 93.2% | 87.7% | 88.5% | 86.4% | 87.7% | 93.1% |
| GN Suburban | 91.9% | 92.7% | 93.1% | 95.7% | 92.6% | 94.7% | 94.5% | 96.4% | 85.6% | 92.9% | 92.7% | 91.4% | 98.6% |

On Time by Service Route (% of trains that arrived on time at route destination)

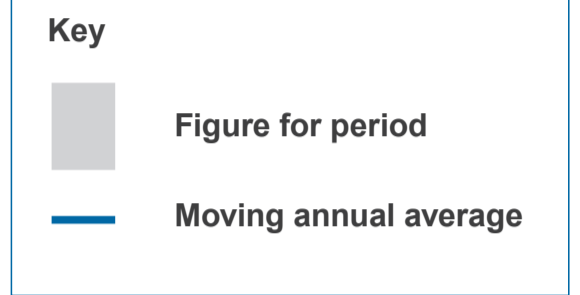
| | Period 8 | Period 9 | Period 10 | Period 11 | Period 12 | Period 13 | Period 1 | Period 2 | Period 3 | Period 4 | Period 5 | Period 6 | Period 7 |
|----------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|
| GN Inner | 82.2% | 84.6% | 87.4% | 85.3% | 85.8% | 85.9% | 85.9% | 83.8% | 80.3% | 87.9% | 87.5% | 85.5% | 88.6% |
| GN Outer | 65.7% | 67.2% | 70.3% | 73.0% | 71.6% | 67.8% | 69.9% | 75.3% | 71.4% | 71.1% | 69.9% | 68.5% | 68.3% |

On Time at Key Stations (% of trains that arrived on time)

| | Period 8 | Period 9 | Period 10 | Period 11 | Period 12 | Period 13 | Period 1 | Period 2 | Period 3 | Period 4 | Period 5 | Period 6 | Period 7 |
|---------------------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|
| Cambridge | 63.9% | 64.9% | 65.7% | 68.8% | 69.1% | 71.3% | 78.6% | 79.8% | 77.7% | 73.0% | 69.3% | 68.2% | 67.6% |
| London King's Cross | 67.0% | 67.2% | 70.5% | 71.9% | 70.2% | 72.6% | 83.3% | 81.0% | 83.8% | 78.6% | 74.0% | 72.4% | 73.8% |
| Peterborough | 71.9% | 72.9% | 71.9% | 70.3% | 74.1% | 79.9% | 88.1% | 87.3% | 83.8% | 79.9% | 75.0% | 75.7% | 74.1% |
| Stevenage | 66.9% | 67.0% | 71.8% | 74.3% | 71.6% | 70.2% | 81.7% | 81.2% | 79.1% | 73.9% | 73.7% | 72.5% | 73.3% |
| Moorgate | 63.6% | 63.1% | 69.7% | 69.1% | 69.3% | 91.8% | 84.4% | 85.1% | 84.3% | 93.2% | 69.4% | 90.6% | 89.6% |

Major incidents that affected performance:

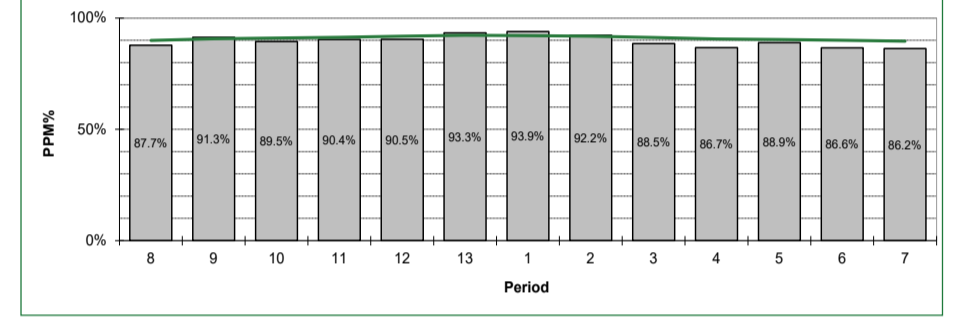
- 23 September 2021 - Points failure at Moorgate
- 5 October 2021 - Track fault including an emergency speed restriction at Alexandra Palace
- 12 October 2021 - Vehicle struck the level crossing barriers between Royston and Cambridge
- 13 October 2021 - Signal failure at Hitchin



Southern

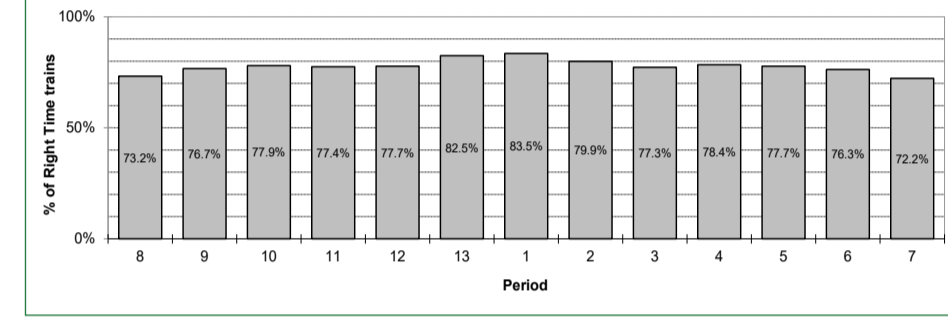
Public Performance Measure

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



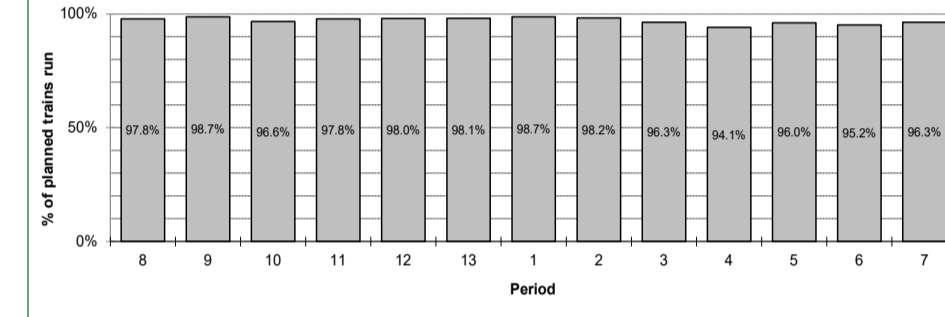
On Time

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



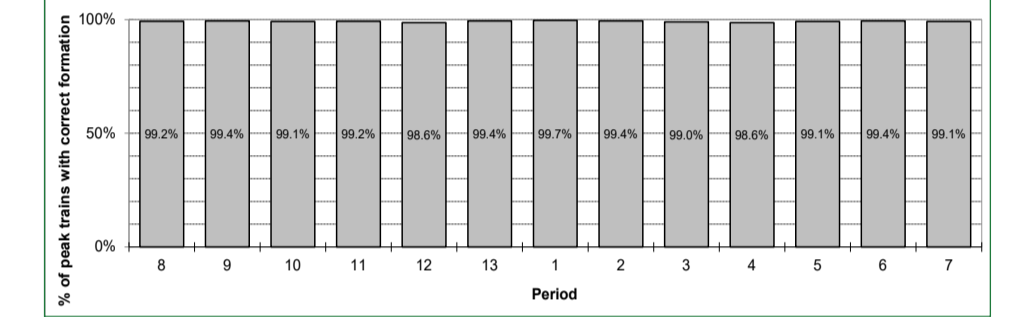
Reliability

(% 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)

| | Period 8 | Period 9 | Period 10 | Period 11 | Period 12 | Period 13 | Period 1 | Period 2 | Period 3 | Period 4 | Period 5 | Period 6 | Period 7 |
|----------------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|
| Sussex Coastal | 85.3% | 89.5% | 87.8% | 88.3% | 88.9% | 91.4% | 93.0% | 91.1% | 88.0% | 84.8% | 87.3% | 84.8% | 83.9% |
| Metro | 91.9% | 94.4% | 92.0% | 94.2% | 93.6% | 96.6% | 95.4% | 94.4% | 89.2% | 89.8% | 92.1% | 90.3% | 90.2% |

On Time by Service Route (% of trains that arrived on time at route destination)

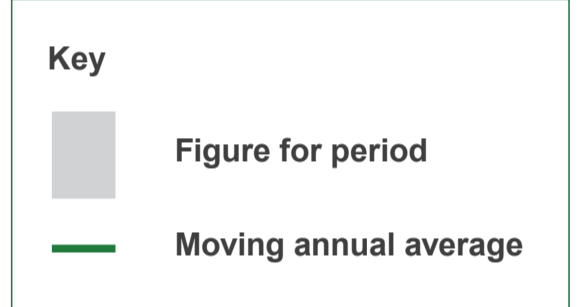
| | Period 8 | Period 9 | Period 10 | Period 11 | Period 12 | Period 13 | Period 1 | Period 2 | Period 3 | Period 4 | Period 5 | Period 6 | Period 7 |
|----------------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|
| Sussex Coastal | 78.5% | 83.0% | 85.1% | 84.8% | 85.1% | 88.1% | 87.1% | 84.4% | 82.0% | 83.7% | 83.9% | 82.6% | 79.3% |
| Metro | 82.4% | 87.9% | 87.0% | 89.2% | 87.6% | 88.9% | 88.6% | 87.8% | 82.3% | 82.5% | 82.4% | 81.0% | 82.6% |

On Time at Key Stations (% of trains that arrived on time)

| | Period 8 | Period 9 | Period 10 | Period 11 | Period 12 | Period 13 | Period 1 | Period 2 | Period 3 | Period 4 | Period 5 | Period 6 | Period 7 |
|-----------------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|
| Brighton | 62.8% | 62.7% | 65.0% | 65.8% | 65.8% | 67.8% | 80.2% | 80.0% | 88.8% | 87.3% | 86.0% | 86.5% | 84.0% |
| Horsham | 62.8% | 62.4% | 65.4% | 61.8% | 69.3% | 69.3% | 77.2% | 72.4% | 70.4% | 63.6% | 69.2% | 69.8% | 64.9% |
| Littlehampton | 72.0% | 73.1% | 74.7% | 76.5% | 77.3% | 83.2% | 86.6% | 85.1% | 83.1% | 78.9% | 76.7% | 78.1% | 73.5% |
| London Bridge | 76.1% | 78.0% | 78.2% | 77.4% | 78.2% | 81.8% | 80.0% | 86.1% | 84.6% | 83.5% | 82.5% | 82.6% | 77.9% |
| London Victoria | 64.2% | 64.6% | 70.4% | 70.2% | 70.6% | 74.2% | 86.0% | 83.6% | 80.3% | 75.6% | 72.9% | 74.5% | 70.9% |

Major incidents that affected performance:

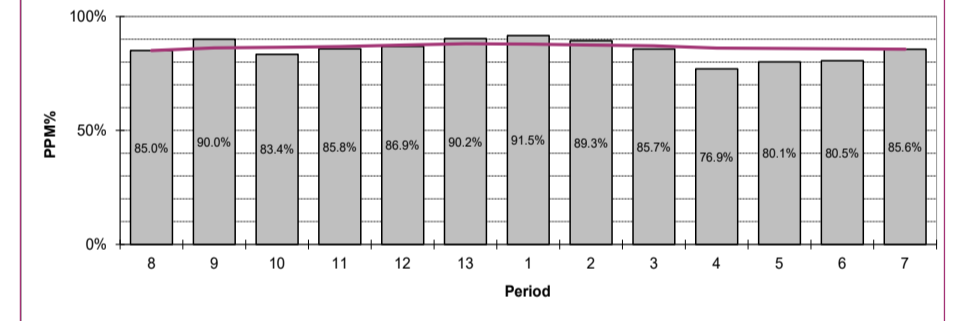
- 24 September 2021 - Defective conductor rail at Balham
- 1 October 2021 - A train struck an overhanging branch at Pulborough
- 10 October 2021 - Track circuit failure between Balham and Selhurst
- 11 October 2021 - Emergency services were called to an incident between East Croydon and Selhurst



Thameslink

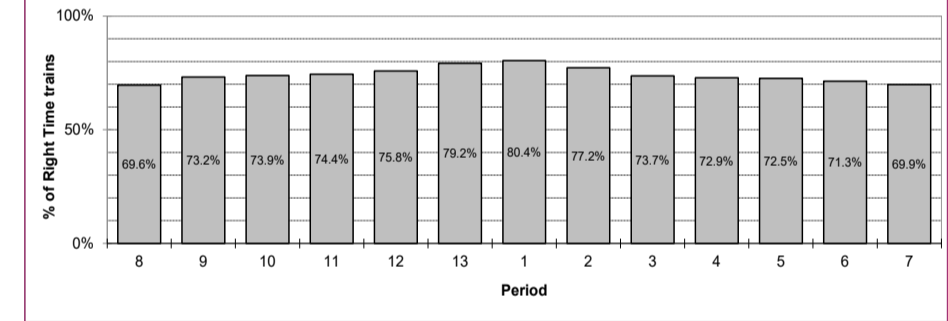
Public Performance Measure

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



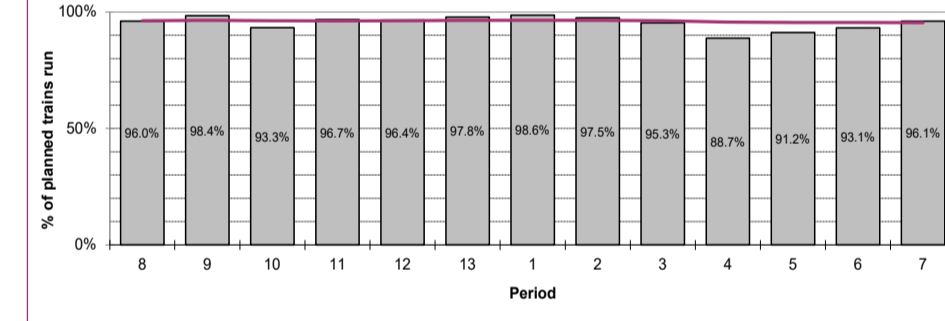
On Time

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



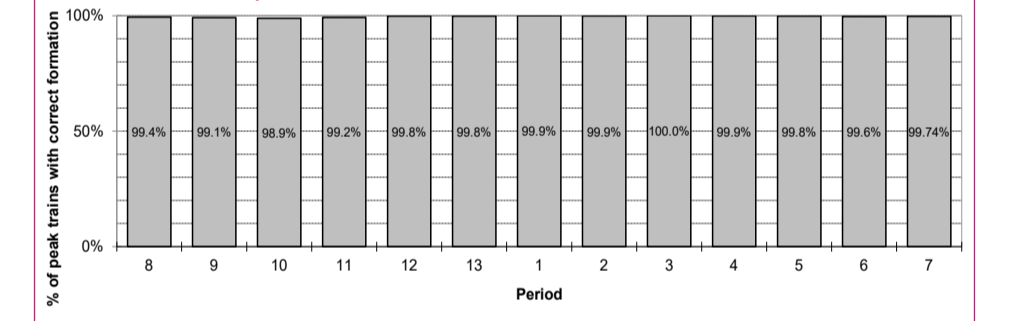
Reliability

(% 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)

| | Period 8 | Period 9 | Period 10 | Period 11 | Period 12 | Period 13 | Period 1 | Period 2 | Period 3 | Period 4 | Period 5 | Period 6 | Period 7 |
|---------------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|
| Brighton Line | 77.6% | 85.3% | 73.7% | 76.9% | 78.6% | 86.4% | 87.8% | 89.8% | 81.2% | 74.4% | 72.8% | 71.6% | 78.1% |
| South London | 92.8% | 93.8% | 91.7% | 93.0% | 91.8% | 89.9% | 85.1% | 82.5% | 80.1% | 82.5% | 89.9% | 89.5% | 83.9% |
| TL Kent | 84.1% | 89.4% | 85.9% | 89.7% | 89.8% | 92.9% | 90.9% | 87.7% | 83.2% | 74.6% | 81.1% | 87.7% | 89.5% |
| TL North | 88.9% | 91.7% | 84.2% | 87.8% | 88.6% | 91.2% | 93.5% | 90.0% | 86.8% | 76.7% | 83.3% | 70.0% | 83.4% |

On Time by Service Route (% of trains that arrived on time at route destination)

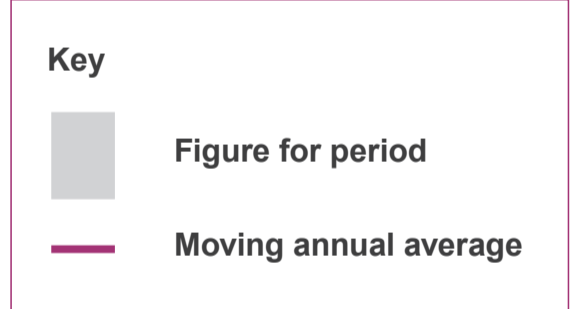
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|---------------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|
| Brighton Line | 63.0% | 66.9% | 63.2% | 63.2% | 65.7% | 71.9% | 75.7% | 74.9% | 69.1% | 67.4% | 62.5% | 61.4% | 59.5% |
| South London | 78.7% | 79.9% | 82.4% | 82.9% | 83.7% | 86.9% | 86.4% | 84.9% | 81.3% | 86.7% | 82.5% | 82.4% | 81.7% |
| TL Kent | 69.1% | 73.5% | 76.3% | 77.7% | 80.7% | 83.1% | 80.5% | 76.3% | 72.6% | 74.7% | 76.1% | 72.9% | 69.1% |
| TL ECMML | 66.9% | 69.4% | 70.9% | 71.9% | 72.3% | 67.3% | 72.8% | 76.9% | 70.7% | 78.9% | 66.2% | 63.6% | 66.4% |
| TL MML | 70.2% | 73.5% | 70.3% | 75.7% | 76.6% | 78.4% | 88.3% | 73.9% | 72.2% | 69.9% | 71.4% | 70.5% | 69.1% |

On Time at Key Stations (% of trains that arrived on time)

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|-------------------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|
| Bedford | 72.7% | 73.6% | 76.0% | 75.6% | 76.1% | 80.3% | 89.1% | 88.5% | 83.6% | 80.1% | 77.5% | 77.9% | 75.2% |
| Brighton | 62.1% | 68.4% | 69.7% | 69.0% | 69.7% | 73.1% | 83.2% | 83.7% | 80.9% | 72.6% | 66.6% | 69.7% | 67.5% |
| Gatwick Airport | 52.9% | 51.5% | 56.6% | 45.6% | 49.8% | 65.2% | 78.6% | 72.7% | 74.9% | 65.9% | 61.9% | 61.3% | 57.1% |
| London St Pancras | 65.4% | 65.0% | 68.9% | 69.2% | 70.7% | 74.1% | 87.1% | 81.5% | 78.7% | 74.8% | 69.4% | 70.2% | 66.9% |
| St Albans | 58.7% | 68.6% | 64.2% | 64.8% | 63.9% | 70.1% | 82.0% | 73.9% | 71.6% | 70.4% | 66.3% | 66.9% | 63.1% |

Major incidents that affected performance:

- 20 September 2021 - Overhead line issue at Leagrave
- 7 October 2021 - Fire near the track south of Hendon station
- 9 October 2021 - Points failure at Kentish Town
- 11 October 2021 - Emergency services were called to an incident between East Croydon and Selhurst



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:

greatnorthernrail.com/delayrepay

gatwickexpress.com/delayrepay

southernrailway.com/delayrepay

thameslinkrailway.com/delayrepay

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

