

# Customer charter performance report

4 January 2009 to 31 January 2009  
(Period 11)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	87.86%	90.51%
Watford Junction to Euston	92.78%	92.34%
Gospel Oak to Barking	95.96%	95.44%
Clapham Junction to Willesden Junction	92.76%	94.79%
All lines	91.72%	92.65%
Target		91%

- 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 customer timetable with no exclusions
- London Overground PPM target applies only to the 12 month average for all services.

Valid until Sat 7 Mar 2009