

Customer charter performance report

1 February to 28 February 2009
(Period 12)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	84.97%	90.20%
Watford Junction to Euston	89.22%	92.05%
Gospel Oak to Barking	91.50%	95.01%
Clapham Junction to Willesden Junction	91.15%	94.45%
All lines	88.48%	92.31%
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 Tue 7 Apr 2009