

Customer charter performance report

1 March to 31 March 2009
(Period 13)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	86.04%	89.84%
Watford Junction to Euston	95.48%	92.33%
Gospel Oak to Barking	96.28%	95.16%
Clapham Junction to Willesden Junction	94.06%	94.28%
All lines	91.98%	92.24%
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.

Poster valid until Sat 2 May 2009