

Customer charter performance report

1 April to 2 May 2009
(Period 1)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	92.77%	89.92%
Watford Junction to Euston	96.44%	92.46%
Gospel Oak to Barking	95.96%	95.13%
Clapham Junction to Willesden Junction	95.66%	94.22%
All lines	94.87%	92.28%
Target	93.4%	

- 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 6 June 2009