

# Customer charter performance report

3 May to 30 May 2009  
(Period 2)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	91.78%	90.05%
Watford Junction to Euston	93.40%	92.54%
Gospel Oak to Barking	96.78%	95.18%
Clapham Junction to Willesden Junction	95.37%	94.18%
All lines	93.65%	92.34%
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 4 July 2009