

# Customer charter performance report

31 May to 27 June 2009  
(Period 3)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	90.62%	90.13%
Watford Junction to Euston	94.05%	92.57%
Gospel Oak to Barking	93.14%	95.14%
Clapham Junction to Willesden Junction	94.56%	94.22%
All lines	92.64%	92.36%
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.

Display: Sat 4 Jul – Sat 1 Aug 2009