Performance Update

89.7%

90.0%
Moving Annual Average PPM (Target - 91.1%)

How we performed in YOUR area

	Express (other than E&G) sector	Edinburgh - Glasgow Q St	Rural sector	East suburban sector	West suburban Peak sector	West suburban Off Peak sector
PPM four weekly	83.9%	88.9%	88.7%	88.9%	83.6%	92.3%
PPM yearly	84.9%	89.0%	85.1%	90.2%	84.2%	92.4%
Trains ran/not cancelled four weekly	99.3%	99.4%	99.1%	98.9%	99.2%	99.4%
Trains ran/not cancelled yearly	99.1%	99.2%	98.7%	98.7%	98.9%	99.2%

PPM (Public Performance Measure) is the percentage of booked services which arrive within 5 minutes of their booked arrival time, having called at all booked stations on the route

Unfortunately things don't always go to plan. The following incidents caused significant delays and cancellations

31/12/2016	An overhead line fault at Hyndland
06/01/2017	An overhead line issue at Hyndland
14/12/2016	A track circuit failure at Hamilton
04/01/2017	A person struck by a train at Polmont
30/12/2016	An object struck by a train at Larbert
05/01/2017	A scooter thrown at a train at Airdrie

Annual On Time Arrival at Destination
The table below shows the arrival times at terminal stations on the ScotRail network over a rolling 12 months

Location	On Time_T	Booked_T	On Time_A	PPM	Location	On Time_T	Booked_T	On Time_A	PPM
Aberdeen	67.9%	34	70.5%	86.3%	Glenrothes	71.2%	41	66.7%	88.4%
Airdrie	65.8%	38	57.9%	89.1%	Queen Street	56.2%	184	56.1%	90.0%
Alloa	88.8%	19	88.8%	96.3%	Gourock	52.6%	57	52.6%	97.2%
Anniesland	77.5%	36	49.2%	89.2%	Haymarket	53.7%	3	63.6%	90.4%
Arbroath	9.8%	1	39.3%	70.2%	Helensburgh Central	52.3%	36	52.3%	87.6%
Ardgay	50.5%	1	50.5%	84.8%	Invergordon	61.7%	1	43.2%	75.8%
Ardrossan South Beach	62.6%	1	71.2%	95.5%	Inverness	54.4%	36	54.9%	77.9%
Ardrossan Town	29.4%	3	65.6%	94.4%	Inverurie	71.8%	11	54.7%	86.7%
Ardrossan Harbour	15.3%	16	15.2%	88.8%	Irvine	51.2%	1	64.0%	96.4%
Ayr	73.3%	68	73.9%	93.5%	Kilmarnock	72.9%	27	67.1%	90.3%
Balloch	44.4%	37	44.4%	84.6%	Kirkcaldy	66.9%	3	58.2%	88.5%
Barrhead	71.8%	25	55.2%	92.9%	Kyle of Lochalsh	49.2%	4	49.2%	82.9%
Bathgate	51.3%	7	47.8%	87.9%	Lanark	46.8%	38	46.8%	89.0%
Cardenden	77.8%	1	60.2%	89.1%	Largs	36.4%	19	36.4%	90.0%
Carlisle	51.1%	13	55.9%	86.5%	Larkhall	47.2%	36	47.2%	91.1%
Carnoustie	29.0%	1	39.5%	84.3%	Lenzie	43.0%	1	72.8%	93.9%
Carstairs	52.7%	4	64.0%	89.8%	Mallaig	81.1%	4	81.1%	87.6%
Cowdenbeath	85.1%	9	59.0%	89.4%	Markinch	41.1%	1	45.3%	68.6%
Crianlarich	62.8%	2	60.9%	79.5%	Milngavie	26.2%	64	26.2%	76.7%
Cumbernauld	43.2%	54	46.4%	87.9%	Motherwell	49.7%	43	48.0%	89.1%
Dalmally	91.6%	1	91.6%	95.2%	Neilston	63.3%	40	62.9%	96.8%
Dalmuir	28.0%	73	47.4%	86.8%	Newton	43.7%	39	56.3%	93.3%
Dingwall	54.1%	1	52.5%	80.8%	North Berwick	83.6%	19	83.6%	95.3%
Dumbarton Central	58.5%	36	54.2%	88.1%	Oban	67.9%	7	67.9%	82.6%
Dumfries	79.7%	4	63.9%	88.8%	Partick	66.5%	1	40.5%	88.2%
Dunbar	85.9%	5	85.9%	95.9%	Paisley Canal	38.9%	35	38.9%	97.3%
Dunblane	80.9%	41	70.8%	90.4%	Perth	77.8%	15	68.2%	89.3%
Dundee	64.4%	23	61.4%	87.7%	Springburn	32.6%	1	56.2%	90.7%
Dyce	78.8%	2	52.5%	88.1%	Stirling	78.4%	11	63.7%	90.9%
Edinburgh	52.4%	337	52.4%	86.5%	Stonehaven	55.7%	3	55.9%	85.8%
East Kilbride	53.4%	38	53.4%	92.4%	Stranraer	80.6%	8	80.6%	92.3%
Elgin	43.3%	1	46.9%	86.3%	Tain	41.4%	2	38.8%	73.2%
Falkirk Grahamston	57.6%	20	69.2%	91.0%	Tweedbank	43.2%	33	43.2%	85.5%
Fort William	92.2%	1	81.1%	90.4%	Wemyss Bay	57.5%	19	57.5%	95.6%
Garscadden	53.1%	5	60.2%	90.4%	Whifflet	62.4%	16	47.6%	89.7%
Girvan	56.8%	11	36.7%	92.4%	Wick	28.6%	4	28.6%	57.5%
Glasgow Central	53.8%	484	53.7%	93.0%					

On Time_T - The percentage of ScotRail services that terminate at this location On Time*
Booked_T - The number of ScotRail services planned to terminate at this location on a typical weekday
On Time_A - The percentage of ScotRail services that arrive at this location On Time* (all trains that stop at this station)
PPM - The percentage of ScotRail services that arrive or terminate at this location within 5 minutes of their booked arrival time
*On time is the percentage of booked services which arrive within 59 seconds of their booked arrival time, having called at all booked stations on the route