

# Performance Update

08-Jan to 04-Feb

91.6%

90.1%

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	86.2%	92.3%	91.2%	92.3%	83.2%	94.2%
PPM yearly	85.2%	89.3%	86.0%	90.2%	84.4%	92.5%
Trains ran/not cancelled four weekly	98.9%	99.4%	98.8%	98.8%	98.6%	99.3%
Trains ran/not cancelled yearly	99.1%	99.2%	98.8%	98.6%	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

21/01/2017	A points failure at Motherwell
11/01/2017	A points failure at Haymarket
17/01/2017	A points failure between Paisley and Johnstone
28/01/2017	A trespasser on the Forth Bridge
21/01/2017	A points failure at Glasgow Central
19/01/2017	A fire started by vandals at Blackridge

## 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	68.3%	34	71.0%	86.7%	Glenrothes	71.2%	41	66.9%	88.5%
Airdrie	66.4%	38	57.7%	89.0%	Queen Street	57.4%	184	57.4%	90.7%
Alloa	89.5%	19	89.5%	96.7%	Gourock	52.7%	57	52.7%	97.2%
Anniesland	78.9%	36	49.3%	89.1%	Haymarket	50.8%	3	63.3%	90.4%
Arbroath	10.8%	1	40.1%	70.1%	Helensburgh Central	52.9%	36	52.9%	87.6%
Ardgay	50.7%	1	50.7%	84.2%	Invergordon	63.6%	1	45.3%	76.8%
Ardrossan South Beach	61.8%	1	71.5%	95.8%	Inverness	55.3%	36	55.8%	78.7%
Ardrossan Town	31.4%	3	66.4%	94.7%	Inverurie	71.8%	11	54.6%	87.4%
Ardrossan Harbour	16.9%	16	16.9%	89.6%	Irvine	52.0%	1	64.4%	96.9%
Ayr	73.8%	68	74.4%	94.0%	Kilmarnock	73.9%	27	68.7%	91.4%
Balloch	46.6%	37	46.6%	85.1%	Kirkcaldy	66.0%	3	58.4%	88.6%
Barrhead	72.5%	25	56.3%	93.8%	Kyle of Lochalsh	50.8%	4	50.8%	83.9%
Bathgate	50.9%	7	47.4%	87.7%	Lanark	45.0%	38	45.0%	88.6%
Cardenden	79.0%	1	60.7%	89.5%	Largs	35.4%	19	35.4%	90.0%
Carlisle	52.8%	13	57.8%	87.6%	Larkhall	47.3%	36	47.3%	91.2%
Carnoustie	28.6%	1	40.4%	85.4%	Lenzie	48.1%	1	73.8%	94.3%
Carstairs	52.0%	4	63.4%	89.9%	Mallaig	81.4%	4	81.4%	88.3%
Cowdenbeath	85.1%	9	59.0%	89.5%	Markinch	43.7%	1	45.2%	68.7%
Crianlarich	62.5%	2	60.3%	79.4%	Milngavie	26.2%	64	26.2%	76.7%
Cumbernauld	44.1%	54	46.7%	88.1%	Motherwell	49.5%	43	47.6%	89.0%
Dalmally	88.5%	1	88.5%	93.9%	Neilston	63.5%	40	63.1%	96.8%
Dalmuir	27.3%	73	47.2%	86.8%	Newton	43.3%	39	56.2%	93.1%
Dingwall	56.6%	1	54.0%	81.7%	North Berwick	83.8%	19	83.8%	95.5%
Dumbarton Central	59.4%	36	54.0%	88.1%	Oban	67.7%	7	67.7%	82.8%
Dumfries	80.5%	4	65.4%	89.9%	Partick	66.1%	1	40.9%	88.1%
Dunbar	86.1%	5	86.1%	95.9%	Paisley Canal	39.1%	35	39.1%	97.3%
Dunblane	81.2%	41	71.4%	90.7%	Perth	78.3%	15	68.9%	89.8%
Dundee	63.7%	23	62.0%	88.2%	Springburn	32.9%	1	57.0%	90.7%
Dyce	79.4%	2	52.5%	88.6%	Stirling	79.2%	11	64.7%	91.3%
Edinburgh	51.9%	337	51.9%	86.4%	Stonehaven	55.1%	3	55.6%	86.1%
East Kilbride	53.0%	38	53.0%	92.9%	Stranraer	80.8%	8	80.8%	92.7%
Elgin	44.8%	1	46.9%	86.8%	Tain	42.8%	2	40.8%	74.4%
Falkirk Grahamston	57.7%	20	69.2%	91.2%	Tweedbank	43.2%	33	43.2%	85.5%
Fort William	91.9%	1	81.2%	90.7%	Wemyss Bay	57.4%	19	57.4%	95.7%
Garscadden	50.7%	5	61.3%	90.4%	Whifflet	62.8%	16	47.9%	89.7%
Girvan	57.2%	11	36.4%	92.8%	Wick	31.6%	4	31.6%	59.8%
Glasgow Central	53.5%	484	53.5%	93.2%					

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