Performance Update

90.8%

Public Performance Measure (Target - 92.5%)

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	84.9%	88.9%	86.1%	89.5%	87.1%	93.3%
PPM yearly	84.8%	88.8%	84.3%	89.7%	83.4%	92.2%
Trains ran/not cancelled four weekly	99.2%	99.3%	99.0%	98.9%	99.3%	99.5%
Trains ran/not cancelled yearly	99.0%	99.1%	98.6%	98.6%	98.8%	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

15/09/2016	A trespasser at Edinburgh
15/09/2016	A signalling problem at Inverkeithing
21/08/2016	A track defect at Greenfaulds
06/09/2016	A signalling problem at Portobello
15/09/2016	A signalling failure at Haymarket
09/09/2016	A late running freight train delaying Argyle Line services

Annual On Time Arrival at Destination

The table below shows the on time arrivals for terminating stations on our network

Location	Performance	Location	Performance	Location	Performance
Aberdeen	71.8%	Dundee	65.5%	Largs	36.9%
Airdrie	58.2%	Dyce	56.0%	Larkhall	46.4%
Alloa	83.6%	Edinburgh	54.3%	Mallaig	80.2%
Anniesland	51.0%	East Kilbride	53.9%	Milngavie	25.0%
Ardrossan Town	62.9%	Falkirk Grahamston	70.0%	Motherwell	46.8%
Ardrossan Harbour	10.6%	Fort William	80.9%	Neilston	68.1%
Ayr	72.2%	Garscadden	56.6%	Newton	55.0%
Balloch	37.7%	Girvan	33.1%	North Berwick	84.1%
Barrhead	55.0%	Glasgow Central	54.3%	Oban	64.8%
Bathgate	47.9%	Glenrothes	66.4%	Paisley Canal	38.2%
Carlisle	55.9%	Queen Street	52.8%	Perth	67.6%
Carstairs	63.6%	Gourock	53.3%	Stirling	59.0%
Cowdenbeath	58.6%	Haymarket	63.2%	Stonehaven	56.5%
Crianlarich	60.2%	Helensburgh Central	49.5%	Stranraer	74.4%
Cumbernauld	46.4%	Inverness	57.4%	Tain	39.8%
Dalmuir	48.2%	Inverurie	56.7%	Tweedbank	43.1%
Dumbarton Central	55.8%	Kilmarnock	66.6%	Wemyss Bay	58.0%
Dumfries	61.5%	Kirkcaldy	57.5%	Whifflet	46.1%
Dunbar	87.0%	Kyle of Lochalsh	51.4%	Wick	25.7%
Dunblane	69.2%	Lanark	47.0%		

On time arrivals are the percentage of booked services which arrive within 59 seconds of their booked arrival time, having called at all booked stations on the route

Performance: Points to Note

Location	Improvements
Balloch & Milngavie	Changes made to the cross-Glasgow services has improved the 'on-time' figures in recent months. This will be reflected in the annual figures in due course, with further improvements made in May 2016.