

Performance Update

16-Oct to 12-Nov

86.0%

89.8%

Moving Annual Average PPM (Target - 91.1%)

How we performed in YOUR area

	Express (other than E&G) sector	Edinburgh - Glasgow O St	Rural sector	East suburban sector	West suburban Peak sector	West suburban Off Peak sector
PPM four weekly	78.6%	86.2%	80.1%	87.4%	77.2%	89.8%
PPM yearly	84.9%	89.3%	84.3%	89.8%	84.1%	92.3%
Trains ran/not cancelled four weekly	99.3%	99.3%	99.0%	98.8%	99.2%	99.3%
Trains ran/not cancelled yearly	99.0%	99.1%	98.6%	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

02/11/2016	Signalling failure at Glasgow Central
26/10/2016	A train failure at Westerton
07/11/2016	A points failure at Glasgow Central
25/10/2016	A train failure at Blairhill
12/11/2016	A broken rail at Howwood
07/11/2016	A track circuit failure at Croy

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	69.4%	34	71.7%	86.4%	Glenrothes	70.2%	41	65.8%	87.6%
Airdrie	64.9%	38	58.2%	89.6%	Queen Street	55.9%	184	55.8%	90.0%
Alloa	87.6%	19	87.6%	95.7%	Gourock	52.8%	57	52.7%	96.7%
Annesland	76.1%	35	49.0%	89.1%	Haymarket	52.1%	3	63.3%	90.4%
Arbroath	9.6%	1	40.0%	70.7%	Helensburgh Central	51.5%	36	51.5%	87.4%
Ardgay	51.0%	1	51.0%	85.1%	Invergordon	63.8%	1	43.0%	75.3%
Ardrossan South Beach	61.6%	1	69.9%	94.4%	Inverness	55.0%	36	55.6%	78.1%
Ardrossan Town	28.1%	2	64.0%	92.8%	Inverurie	72.8%	11	55.2%	86.8%
Ardrossan Harbour	12.6%	16	12.5%	87.2%	Irvine	48.4%	1	63.6%	96.1%
Ayr	72.7%	68	73.0%	92.9%	Kilmarnock	72.8%	27	67.0%	89.5%
Balloch	41.7%	37	41.7%	83.4%	Kirkcaldy	66.0%	3	57.7%	87.9%
Barrhead	71.3%	25	54.9%	92.6%	Kyle of Lochalsh	48.6%	4	48.6%	82.6%
Bathgate	52.0%	7	47.8%	88.3%	Lanark	47.2%	37	47.2%	88.7%
Cardenden	75.8%	1	59.2%	88.2%	Largs	36.7%	19	36.7%	88.9%
Carlisle	50.7%	13	55.3%	84.4%	Larkhall	46.6%	35	46.6%	90.3%
Carnoustie	28.0%	1	40.0%	84.2%	Lenzie	42.8%	1	72.2%	93.9%
Carstairs	52.8%	4	63.6%	89.1%	Mallaig	80.4%	4	80.4%	87.5%
Cowdenbeath	84.0%	9	58.2%	88.8%	Markinch	38.7%	1	45.5%	68.5%
Crianlarich	61.8%	2	60.0%	78.7%	Milngavie	26.2%	63	26.2%	77.3%
Cumbernauld	42.9%	54	46.4%	87.7%	Motherwell	49.6%	42	47.8%	88.8%
Dalmaly	92.1%	1	92.1%	95.6%	Neilston	63.9%	40	63.6%	97.0%
Dalmuir	28.2%	72	47.7%	87.0%	Newton	44.9%	38	55.8%	93.3%
Dingwall	51.8%	1	52.4%	80.6%	North Berwick	83.6%	19	83.6%	94.8%
Dumbarton Central	59.9%	36	55.1%	88.4%	Oban	66.2%	7	66.2%	81.6%
Dumfries	76.0%	4	62.1%	86.9%	Partick	68.5%	3	40.3%	88.5%
Dunbar	85.4%	5	85.4%	95.4%	Paisley Canal	38.7%	35	38.7%	97.1%
Dunblane	80.8%	40	70.6%	90.3%	Perth	77.7%	15	68.3%	89.1%
Dundee	64.6%	23	61.3%	87.3%	Springburn	31.1%	1	55.0%	90.9%
Dyce	80.3%	2	53.7%	88.2%	Stirling	77.3%	11	62.3%	90.7%
Edinburgh	53.9%	337	53.8%	86.7%	Stonehaven	56.3%	3	57.0%	85.8%
East Kilbride	54.0%	38	54.0%	92.6%	Stranraer	79.1%	8	79.1%	92.0%
Elgin	43.7%	1	48.1%	86.4%	Tain	42.5%	1	38.3%	72.6%
Falkirk Grahamston	59.0%	20	69.8%	91.3%	Tweedbank	43.4%	33	43.4%	85.2%
Fort William	90.1%	1	80.7%	89.8%	Wemyss Bay	57.9%	19	57.9%	95.3%
Garscadden	56.9%	5	58.1%	90.0%	Whifflet	61.5%	16	46.8%	89.3%
Girvan	51.1%	11	34.8%	90.9%	Wick	25.2%	4	25.2%	53.8%
Glasgow Central	54.2%	483	54.1%	92.8%					

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