

Performance Update

18-Sep to 15-Oct

90.3%

89.5%

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	87.2%	89.4%	87.5%	90.8%	83.6%	92.4%
PPM yearly	84.9%	88.9%	84.2%	89.7%	83.3%	92.1%
Trains ran/not cancelled four weekly	99.3%	99.3%	98.9%	98.9%	99.1%	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

04/10/2016	Fallen tree on the line at Hyndland
12/10/2016	Points failure at Glasgow Queen Street
23/09/2016	Signalling failure between Glasgow Central & Crossmyloof
11/10/2016	Points failure at Westerton
03/10/2016	Power failure at Motherwell
27/09/2016	A person struck by a train at Polmont

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	70.3%	34	72.3%	86.5%	Glenrothes	70.3%	41	65.9%	87.5%
Airdrie	62.8%	38	57.6%	89.5%	Queen Street	54.3%	184	54.3%	89.8%
Alloa	86.9%	19	86.9%	95.4%	Gourock	52.7%	57	52.6%	96.6%
Annesland	74.9%	35	48.9%	89.1%	Haymarket	51.4%	3	63.2%	90.3%
Arbroath	10.2%	1	40.4%	71.5%	Helensburgh Central	49.4%	36	49.4%	86.4%
Ardgay	52.2%	1	52.2%	86.8%	Invergordon	63.9%	1	43.6%	74.7%
Ardrossan South Beach	60.7%	1	69.1%	94.3%	Inverness	55.7%	36	56.1%	78.0%
Ardrossan Town	27.8%	2	63.2%	92.4%	Inverurie	73.3%	11	55.7%	87.1%
Ardrossan Harbour	10.6%	16	10.6%	86.3%	Irvine	48.8%	1	62.8%	95.9%
Ayr	72.1%	68	72.2%	92.6%	Kilmarnock	72.7%	27	67.2%	89.4%
Balloch	38.9%	37	38.9%	81.8%	Kirkcaldy	64.8%	3	57.5%	87.6%
Barrhead	70.4%	25	54.8%	92.7%	Kyle of Lochalsh	48.9%	4	48.9%	81.3%
Bathgate	51.5%	7	47.5%	88.4%	Lanark	46.7%	37	46.7%	88.3%
Cardenden	75.4%	1	59.3%	88.2%	Largs	36.7%	19	36.7%	88.6%
Carlisle	51.1%	13	55.4%	84.3%	Larkhall	46.3%	35	46.3%	89.5%
Carnoustie	28.0%	1	40.1%	84.3%	Lenzie	39.2%	1	71.4%	93.9%
Carstairs	50.7%	4	63.2%	88.9%	Mallaig	80.6%	4	80.6%	87.7%
Cowdenbeath	84.1%	9	58.1%	88.7%	Markinch	40.1%	1	45.6%	68.7%
Crianlarich	62.7%	2	60.1%	79.0%	Milngavie	24.4%	63	24.4%	76.6%
Cumbernauld	41.3%	54	45.9%	87.5%	Motherwell	49.0%	42	47.2%	88.3%
Dalmaly	92.5%	1	92.5%	95.6%	Neilston	64.9%	40	64.5%	96.9%
Dalmuir	27.6%	72	47.8%	86.8%	Newton	44.8%	38	55.2%	93.0%
Dingwall	57.4%	1	52.7%	80.0%	North Berwick	83.8%	19	83.8%	94.7%
Dumbarton Central	57.9%	36	55.1%	88.4%	Oban	65.9%	7	65.9%	81.7%
Dumfries	75.1%	4	61.6%	86.4%	Partick	69.6%	3	40.2%	88.3%
Dunbar	86.2%	5	86.2%	95.5%	Paisley Canal	37.9%	35	37.9%	96.8%
Dunblane	80.3%	40	69.9%	90.2%	Perth	77.8%	15	68.1%	89.0%
Dundee	65.0%	23	61.3%	87.2%	Springburn	30.8%	1	54.9%	91.0%
Dyce	81.5%	2	54.2%	88.5%	Stirling	76.4%	11	61.2%	90.4%
Edinburgh	53.8%	337	53.6%	86.4%	Stonehaven	55.9%	3	57.3%	85.6%
East Kilbride	53.8%	38	53.8%	92.4%	Stranraer	76.5%	8	76.5%	91.3%
Elgin	43.6%	1	48.6%	86.7%	Tain	42.7%	1	38.6%	72.0%
Falkirk Grahamston	58.6%	20	69.4%	91.3%	Tweedbank	42.9%	33	42.9%	84.8%
Fort William	90.1%	1	81.0%	90.4%	Wemyss Bay	57.1%	19	57.1%	94.8%
Garscadden	58.4%	5	56.9%	89.4%	Whifflet	60.9%	16	46.3%	88.9%
Girvan	48.0%	11	34.0%	89.9%	Wick	23.8%	4	23.8%	52.0%
Glasgow Central	54.0%	483	54.0%	92.6%					

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

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.