

# Performance Update

13-Nov to 10-Dec

## 83.7%

## 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	73.7%	80.4%	82.1%	83.2%	73.3%	88.4%
PPM yearly	84.7%	89.1%	84.4%	89.9%	84.1%	92.3%
Trains ran/not cancelled four weekly	99.0%	99.1%	99.0%	98.8%	98.6%	99.2%
Trains ran/not cancelled yearly	99.1%	99.2%	98.6%	98.7%	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

17/11/2016	A train failure between Edinburgh and Haymarket
23/11/2016	Damage to the overhead lines at Glasgow Exhibition Centre
02/12/2016	A train failure at Charing Cross
24/11/2016	A points failure at Glasgow Central
25/11/2016	A signalling fault at Glasgow Central
24/11/2016	A train failure at Hyndland

## 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	68.2%	34	70.7%	86.1%	Glenrothes	70.0%	41	65.7%	87.7%
Airdrie	65.1%	38	58.0%	89.1%	Queen Street	56.1%	184	56.0%	89.8%
Alloa	88.2%	19	88.2%	96.1%	Gourock	52.7%	57	52.7%	97.2%
Annesland	76.9%	36	48.6%	88.7%	Haymarket	54.6%	3	63.3%	90.3%
Arbroath	9.6%	1	39.3%	70.0%	Helensburgh Central	51.9%	36	51.9%	87.4%
Ardgay	50.5%	1	50.5%	84.7%	Invergordon	62.3%	1	43.3%	76.0%
Ardrossan South Beach	61.2%	1	70.8%	95.1%	Inverness	54.6%	36	55.1%	78.1%
Ardrossan Town	27.9%	3	65.0%	93.8%	Inverurie	72.2%	11	54.7%	86.5%
Ardrossan Harbour	14.2%	16	14.1%	88.3%	Irvine	48.8%	1	63.9%	96.3%
Ayr	73.1%	68	73.5%	93.2%	Kilmarnock	72.4%	27	66.4%	89.3%
Balloch	42.9%	37	42.9%	84.1%	Kirkcaldy	67.0%	3	57.9%	88.0%
Barrhead	71.5%	25	54.7%	92.5%	Kyle of Lochalsh	48.8%	4	48.8%	82.7%
Bathgate	51.6%	7	47.8%	87.9%	Lanark	47.5%	38	47.5%	88.8%
Cardenden	76.2%	1	59.4%	88.3%	Largs	36.9%	19	36.9%	89.7%
Carlisle	50.5%	13	55.2%	85.0%	Larkhall	46.9%	36	46.9%	90.8%
Carnoustie	26.8%	1	39.4%	83.9%	Lenzie	39.2%	1	72.6%	93.9%
Carstairs	52.6%	4	63.5%	89.3%	Mallaig	80.9%	4	80.9%	87.4%
Cowdenbeath	84.8%	9	58.4%	88.9%	Markinch	40.7%	1	45.5%	68.4%
Crianlarich	61.4%	2	59.6%	78.1%	Milngavie	26.1%	64	26.1%	76.7%
Cumbernauld	42.5%	54	46.1%	87.6%	Motherwell	49.6%	43	48.0%	88.9%
Dalmally	92.4%	1	92.4%	96.0%	Neilston	63.3%	40	63.0%	96.8%
Dalmuir	28.2%	73	47.6%	86.8%	Newton	44.4%	39	56.1%	93.4%
Dingwall	53.5%	1	52.4%	80.9%	North Berwick	83.3%	19	83.3%	95.0%
Dumbarton Central	58.4%	36	54.7%	88.1%	Oban	66.2%	7	66.2%	81.5%
Dumfries	77.4%	4	62.3%	87.3%	Partick	67.6%	1	40.0%	88.1%
Dunbar	85.0%	5	85.0%	95.6%	Paisley Canal	38.7%	35	38.7%	97.2%
Dunblane	80.8%	41	70.5%	90.3%	Perth	77.4%	15	68.1%	89.1%
Dundee	64.2%	23	61.1%	87.3%	Springburn	31.5%	1	55.7%	90.8%
Dyce	78.8%	2	52.9%	87.9%	Stirling	78.2%	11	63.0%	90.8%
Edinburgh	53.3%	337	53.2%	86.5%	Stonehaven	56.6%	3	56.2%	85.6%
East Kilbride	53.8%	38	53.8%	92.3%	Stranraer	80.1%	8	80.1%	91.8%
Elgin	43.9%	1	47.3%	86.0%	Tain	43.1%	2	38.8%	73.1%
Falkirk Grahamston	57.9%	20	69.6%	91.1%	Tweedbank	43.1%	33	43.1%	85.3%
Fort William	91.3%	1	80.5%	89.8%	Wemyss Bay	57.9%	19	57.9%	95.6%
Garscadden	55.2%	5	58.8%	90.1%	Whifflet	61.7%	16	47.0%	89.6%
Girvan	54.2%	11	35.7%	91.6%	Wick	27.1%	4	27.1%	56.0%
Glasgow Central	54.1%	484	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