

# Customer charter performance report

28 June to 25 July 2009  
(Period 4)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	93.46%	90.36%
Watford Junction to Euston	92.61%	92.46%
Gospel Oak to Barking	95.52%	94.98%
Clapham Junction to Willesden Junction	96.43%	94.13%
All lines	93.96%	92.36%
Target		93.4%

- Public Performance Measure (PPM) shows the percentage of trains that arrive at their destination within five minutes of their scheduled arrival time. It includes every train shown in the applicable passenger timetable with no exclusions.
- London Overground PPM target applies only to the 12 month average for all services.

Display: Sat 1 Aug - Sat 29 Aug 2009