

# Customer charter performance report

26 July to 22 August 2009  
(Period 5)

Route	Previous 4 weeks	Average over past 12 months
Richmond to Stratford	91.82%	90.52%
Clapham Junction to Willesden Junction	96.02%	94.39%
Watford Junction to Euston	97.04%	92.85%
Gospel Oak to Barking	97.42%	95.36%
All lines	94.97%	92.62%
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 29 Aug - Sat 26 Sep 2009