## Greater Anglia

### Key Statistics - Table 2.12

**Publication date:** 05 July 2018

**Owner Group:**
- Abellio - JR East Mitsui

**Franchise start date:** 16 October 2016

**Franchise end date:** 11 October 2025

### Punctuality and complaints with variance to last year

<table>
<thead>
<tr>
<th>Trains planned</th>
<th>Complaints rate (per 100k passenger journeys)</th>
<th>Complaints answered within 20 working days</th>
</tr>
</thead>
<tbody>
<tr>
<td>434,694</td>
<td>54.4 (-8.0%)</td>
<td>87.9% (-10.4%)</td>
</tr>
<tr>
<td>-1.3%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Complaints rate (per 100k passenger journeys)

- CaSL (MAA): 3.3% (+0.2 pp)
- Significantly late (MAA): 0.3% (-0.1 pp)
- Cancelled (MAA): 3.0% (+0.2 pp)

### Complaints answered in 20 working days

- Within 5 minutes (MAA): 88.1% (+0.1 pp)
- Within 10 minutes (MAA): 94.0% (+0.0 pp)
- Right time (MAA): 65.2% (+0.6 pp)

### Delays by category group

<table>
<thead>
<tr>
<th>Category Group</th>
<th>2017-18</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>NR-on-TOC</td>
<td>458,938</td>
<td>-6.1%</td>
</tr>
<tr>
<td>TOC-on-Self</td>
<td>206,271</td>
<td>-8.0%</td>
</tr>
<tr>
<td>TOC-on-TOC</td>
<td>79,553</td>
<td>+11.0%</td>
</tr>
</tbody>
</table>

### Delays and percentage of total delays attributed to:

- **NR-on-TOC:**
  - External: 99,052 (+6.3%)
  - Network Management / Other: 108,864 (+14.5%)
  - Non-Track Assets: 119,439 (-17.2%)
  - Severe weather, autumn & structures: 46,134 (-18.2%)
  - Track: 85,409 (-13.7%)

- **TOC-on-Self:**
  - Fleet: 103,890 (-9.1%)
  - Operations: 4,447 (+45.8%)
  - Stations: 26,318 (-16.4%)
  - TOC Other: 41,102 (+1.2%)
  - Traincrew: 30,513 (-12.0%)

- **TOC-on-TOC:**
  - Fleet: 36,070 (+25.6%)
  - Operations: 9,765 (+39.7%)
  - Stations: 5,025 (+11.3%)
  - TOC Other: 18,247 (-0.9%)
  - Traincrew: 10,447 (-19.7%)

### Delay minutes and % of total, attributed to:

- **NR-on-TOC:**
  - Total delays: 744,761 (-5.1%)
  - NR-on-TOC: 458,938 (-6.1%)

### Number of employees and stations managed

- **Number of employees:** 3,075 (+5.9%)
- **Number of stations managed:** 133

### Passenger statistics

- **Passenger journeys (millions):** 81.3 m (-0.8%)
- **Passenger kilometres (millions):** 3,802.1 m (+0.2%)
- **Passenger train kilometres (millions):** 28.5 m (-1.9%)
- **Route kilometres operated:** 1,591.6 km (+0.0%)

### Delay minute totals may differ from the sum of the aggregated categories due to other miscellaneous categories being included.
This route map was derived from maps that can be found on the train operator's website or from project mapping.

Methodology:
This factsheet and associated tables brings together key statistics, punctuality and complaints data for each train operating company.

The latest data in this release refers to 2017-18 (1 April 2017 to 31 March 2018).

All data contained in this fact sheet is published on the ORR data portal.

Notes and definitions:
MAA = moving annual average.

Passenger journeys is based on travel from an origin station to a destination station. A train journey may include one or more changes of train, and one journey is generated for each train used. Quarterly data is published on the data portal, table 12.12.

Passenger kilometres are the number of kilometres travelled by passengers on the rail network. Passenger kilometres are calculated by multiplying the number of passenger journeys on a particular flow by the number of track kilometres between the two required stations. The track kilometres data are built into the LENNON system (the source for this data). Quarterly data is published on the data portal, table 12.11.

Complaints rate is the number of complaints per 100,000 passenger journeys. A complaint in the rail industry is any expression of dissatisfaction by a customer or potential customer about service delivery or about company or industry policy. All the complaints data contained within this release are sourced directly from the train operating companies. Quarterly data is published on the data portal, table 14.9.

Complaints responded to within 20 working days is the percentage of complaints answered within 20 working days for each train operating company. The standard industry target is to respond to 95% of complaints within 20 working days. Most TOCs have a complaints handling target of less than 20 days. Quarterly data is published on the data portal, table 14.2.

Public performance measure (PPM) shows the proportion of trains that arrive at final destination on time. On time is defined as within five minutes, or within ten minutes for the long distance train operators. Quarterly data is published on the data portal, table 3.44.

Right time performance (RTP) is a percentage measure of scheduled passenger trains which are arrive early or within 59 seconds of schedule. Scheduled passenger trains are based on the planned timetable which is agreed at 22:00 the day before. The RTP measure is the same for all TOCs and a higher score is better. Periodic data is published on the data portal, table 3.47.

Significantly late refers to trains that arrive at final destination between 30 and 119 minutes late.

Cancelled trains refers to both full and part cancellations. A full cancellation is when the train failed to run entirely or ran less than 50 per cent of booked mileage. Trains that arrive over 119 minutes late are counted as full cancellations. A part cancellation is when the train terminated short of destination or started beyond origin. Trains that fail to call/stop at a booked station are counted as part cancellations.

Cancellations and Significant Lateness (CaSL) is the percentage of trains that have been cancelled (in part or in full) and/or arrived at their final destination late by more than 30 minutes. A lower score is better. Quarterly data is published on the data portal, table 3.7.

Delay minutes are a performance measure for punctuality of passenger and freight trains. A delay is defined as a loss of time against a schedule between two consecutive locations on the train’s journeys.

All delays to scheduled passenger and freight trains are included within the measure – delays to empty coaching stock (ECS) and light locomotive moves are excluded. Only delays on Network Rail owned infrastructure are included.

NR-on-TOC, delays attributed to Network rail on train operating companies. TOC-on-TOC, delays attributed to train operating companies by other train operating companies. TOC-on-Self, delays attributed to train operating companies by the same train operating company. Periodic (4 weekly data is published on the data portal, table 3.46.

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