



## **London Midland Summary of performance report to 03/01/2009**

Commuter Punctuality 63.3% overall down to 61.7% (annual 84.1%)

Performance at end of 2008 was unacceptable on many parts of our routes, we are sorry if you were affected. Network Rail and London Midland are working together to identify causes and seek solutions.

Track, signalling and overhead line failures, over-running engineering work and a complex temporary timetable on our Euston route not only delayed services directly but also put **pressure on our train crew resources at a time of significant change.**

Whilst this combination of issues was particularly challenging, it helped to identify **weaknesses in our management process.**

We took immediate action to put things right as soon as possible and have now developed a **medium term plan** to help avoid such problems in the future.

82% overall satisfaction  
78% punctuality  
38% handling delays  
81% information  
58% on board information  
72% staff attitudes at station  
52% staff attitudes on board  
62% upkeep of trains