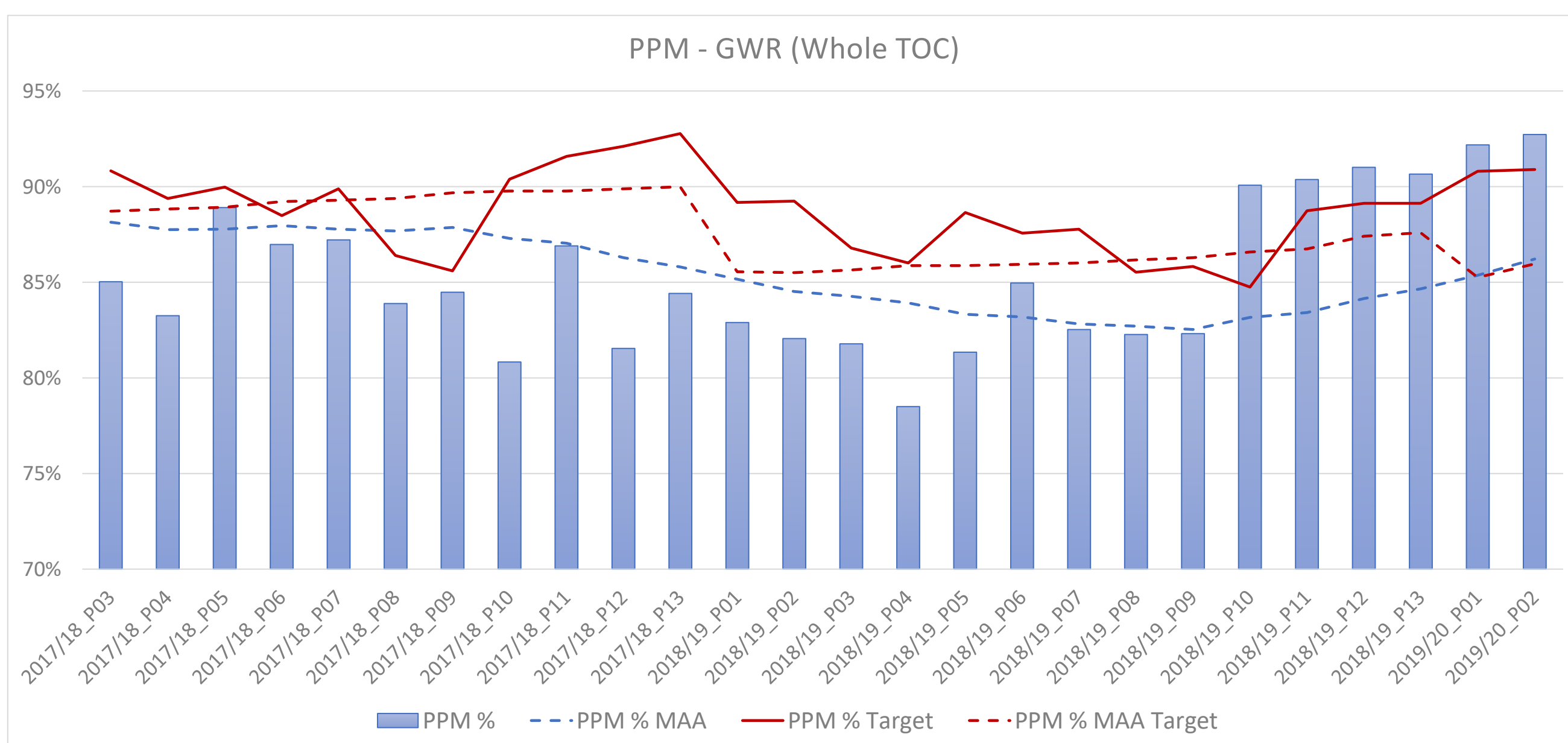
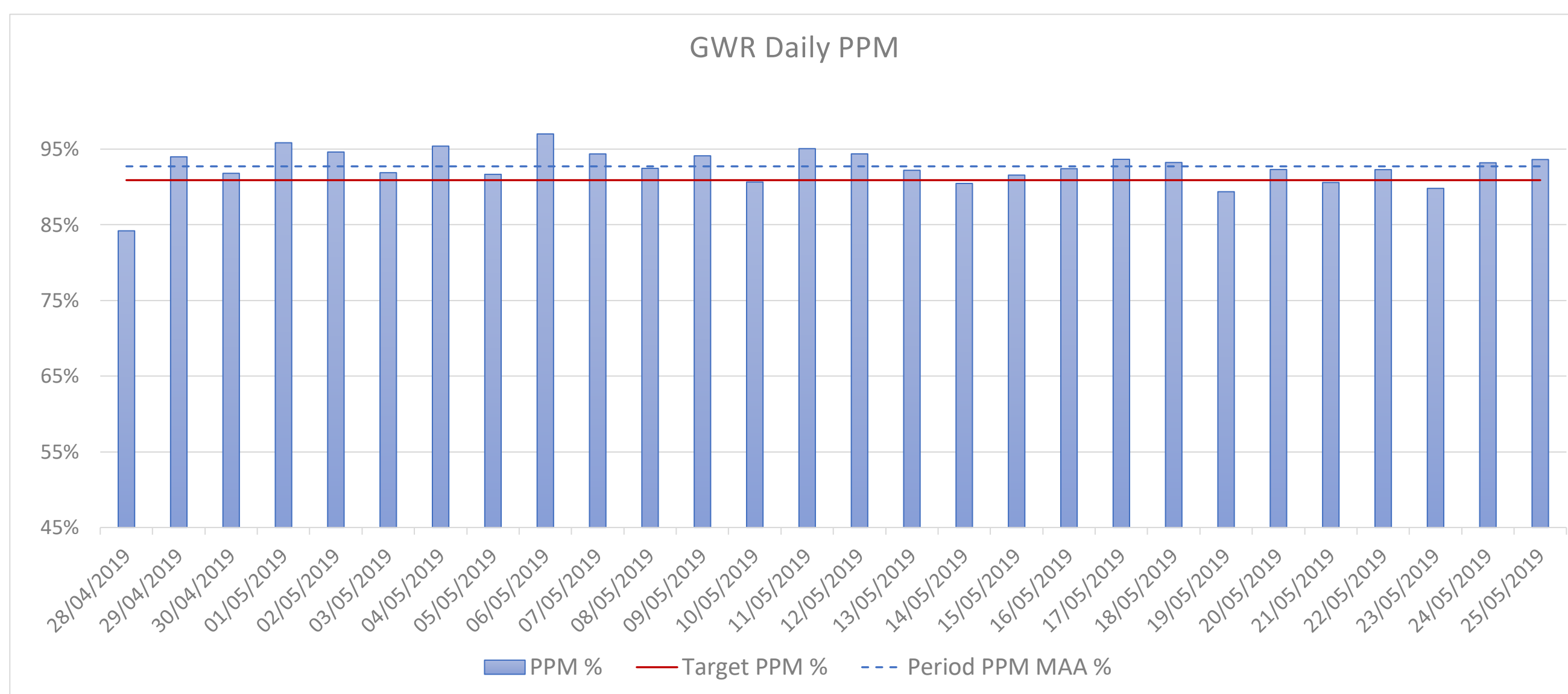


## Overview of TOC Performance

**TOC** GWR  
**Reporting Period** 2019/20\_P02  
**Period date range** 28/04/19 - 25/05/19

PPM TOC/Sector/Service Group	Period			Year to Date			MAA		
	Actual	Target	Variance	Actual	Target	Variance	Actual	Target	Variance
GWR - Whole TOC	92.7%	90.9%	1.8%	92.5%	90.9%	1.6%	86.2%	87.8%	-1.6%
High Speed Service	93.0%	84.7%	8.4%	91.6%	84.6%	7.0%	81.0%	82.5%	-1.5%
London-Bristol	94.9%	88.8%	6.1%	93.1%	88.7%	4.4%	85.7%	86.1%	-0.3%
London-S Wales	93.7%	84.7%	9.0%	92.4%	84.7%	7.8%	84.0%	82.8%	1.2%
London-Cotswolds	94.3%	85.2%	9.1%	92.9%	85.2%	7.8%	82.3%	81.0%	1.3%
London-W England	88.3%	78.7%	9.6%	87.0%	78.7%	8.3%	70.1%	78.9%	-8.8%
London & Thames Valley	93.9%	92.0%	2.0%	93.9%	91.9%	2.0%	88.9%	88.8%	0.2%
Outer Thames Valley	91.1%	82.6%	8.5%	90.5%	82.6%	7.9%	83.8%	81.7%	2.1%
Inner Thames Valley	95.4%	92.8%	2.6%	95.1%	92.7%	2.4%	88.6%	83.9%	4.7%
Rdg & Oxf Suburban	92.1%	92.1%	0.1%	92.4%	92.0%	0.4%	86.4%	90.2%	-3.8%
Thames Branches	98.7%	97.6%	1.1%	98.7%	97.5%	1.2%	97.3%	96.8%	0.5%
North Downs	85.9%	87.1%	-1.2%	87.2%	87.1%	0.1%	73.4%	83.3%	-9.9%
West	90.8%	92.0%	-1.3%	90.6%	92.0%	-1.3%	84.3%	88.7%	-4.5%
Bristol Suburban	87.4%	87.4%	-0.1%	87.4%	87.4%	0.0%	79.6%	86.0%	-6.5%
Devon	93.2%	95.5%	-2.3%	92.8%	95.5%	-2.6%	86.1%	92.0%	-5.9%
Plymouth & Cornwall	97.4%	96.6%	0.7%	97.2%	96.6%	0.6%	94.6%	95.7%	-1.1%
S Wales - S Coast	80.5%	79.1%	1.4%	80.5%	79.0%	1.5%	69.7%	74.3%	-4.6%



## Overview of TOC Performance continued

**TOC** GWR  
**Reporting Period** 2019/20\_P02  
**Period date range** 28/04/19 - 25/05/19

Delay Minutes	Period			Year to Date			MAA		
	Actual	Target	Variance	Actual	Target	Variance	Actual	Target	Variance
Responsible Party/Cause									
All Delay Minutes	64,387	86,029	21,642	133,578	172,486	38,908	1,397,170	1,378,797	-18,373
Network Rail	34,759	47,359	12,600	72,270	94,888	22,619	795,094	841,089	45,995
Track	2,880	4,325	1,445	5,405	8,666	3,261	88,939	66,932	-22,007
Non-Track Assets	11,896	14,675	2,779	24,413	29,402	4,989	231,245	282,254	51,009
Network Management / Other	11,377	15,972	4,595	22,575	32,001	9,426	264,723	277,070	12,348
External	7,901	7,272	-629	17,501	14,570	-2,931	129,588	137,050	7,462
Severe Weather, Autumn & Structures	705	5,115	4,410	2,376	10,249	7,873	80,600	77,783	-2,817
TOC-on-TOC	8,130	8,989	859	14,543	18,010	3,468	148,505	143,529	-4,976
TOC-on-Self	21,499	29,681	8,182	46,766	59,588	12,822	453,572	394,180	-59,391
Adhesion	7	0	-7	71	0	-71	11,892	10,646	-1,246
Depot Operations	1,133	1,898	765	2,280	3,797	1,517	21,099	20,571	-527
Fleet Manager - Hauled Stock	469	2,379	1,910	2,252	4,758	2,506	44,624	52,974	8,351
Fleet Manager - IET	4,338	6,907	2,569	11,401	13,813	2,413	92,283	38,120	-54,163
Fleet Manager - L&TV	2,090	2,066	-24	3,959	4,133	174	33,805	34,458	653
Fleet Manager - West	4,285	4,346	61	7,635	8,691	1,057	73,132	67,332	-5,800
Head of Drivers	2,937	4,830	1,893	7,115	9,685	2,571	75,455	54,946	-20,509
Head of On Train	3,814	3,712	-101	7,011	7,619	607	53,877	65,066	11,189
Head of Stations	1,440	1,877	437	2,994	3,754	761	26,619	30,439	3,820
OPS HQ	208	2,066	1,859	308	4,133	3,825	4,295	34,458	30,163
Train Planning	188	4,346	4,158	489	8,691	8,202	6,536	67,332	60,796
Traincrew Rosters & Resourcing	593	488	-105	1,254	982	-272	9,956	7,769	-2,187

DfT Cancellations	Period			Year to Date			MAA		
	Actual	Target	Variance	Actual	Target	Variance	Actual	Target	Variance
Responsible Party/Cause									
All Cancellations	582	740	158	1,139	1,596	457	12,528	11,611	-917
Network Rail	230	315	85	480	725	245	5,046	6,322	1,276
TOC-on-TOC	37	60	23	49	138	88	881	634	-247
TOC-on-Self	315	365	50	610	733	124	6,602	4,656	-1,946
NR & TOC on TOC	267	375	108	530	863	333	5,926	6,955	1,029

