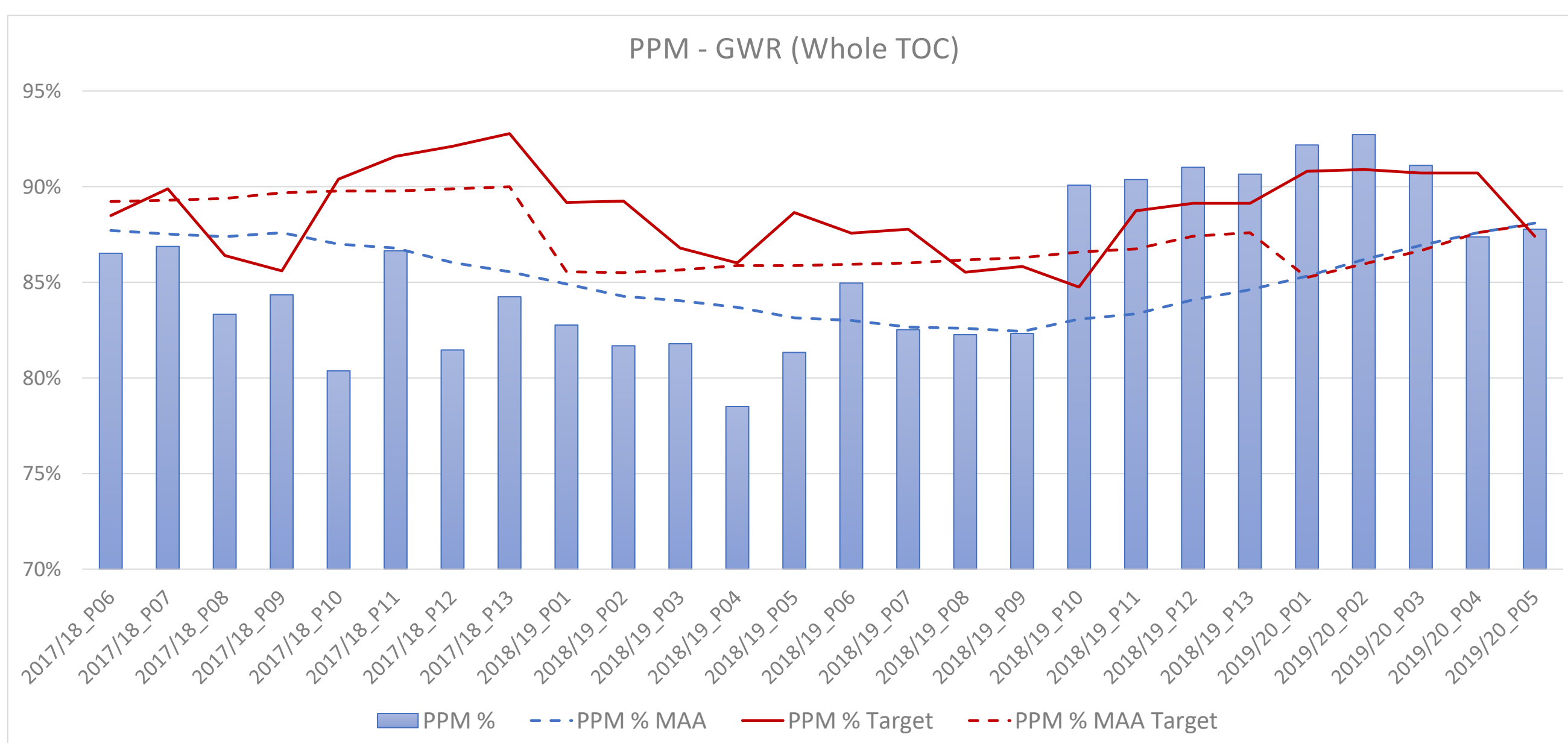
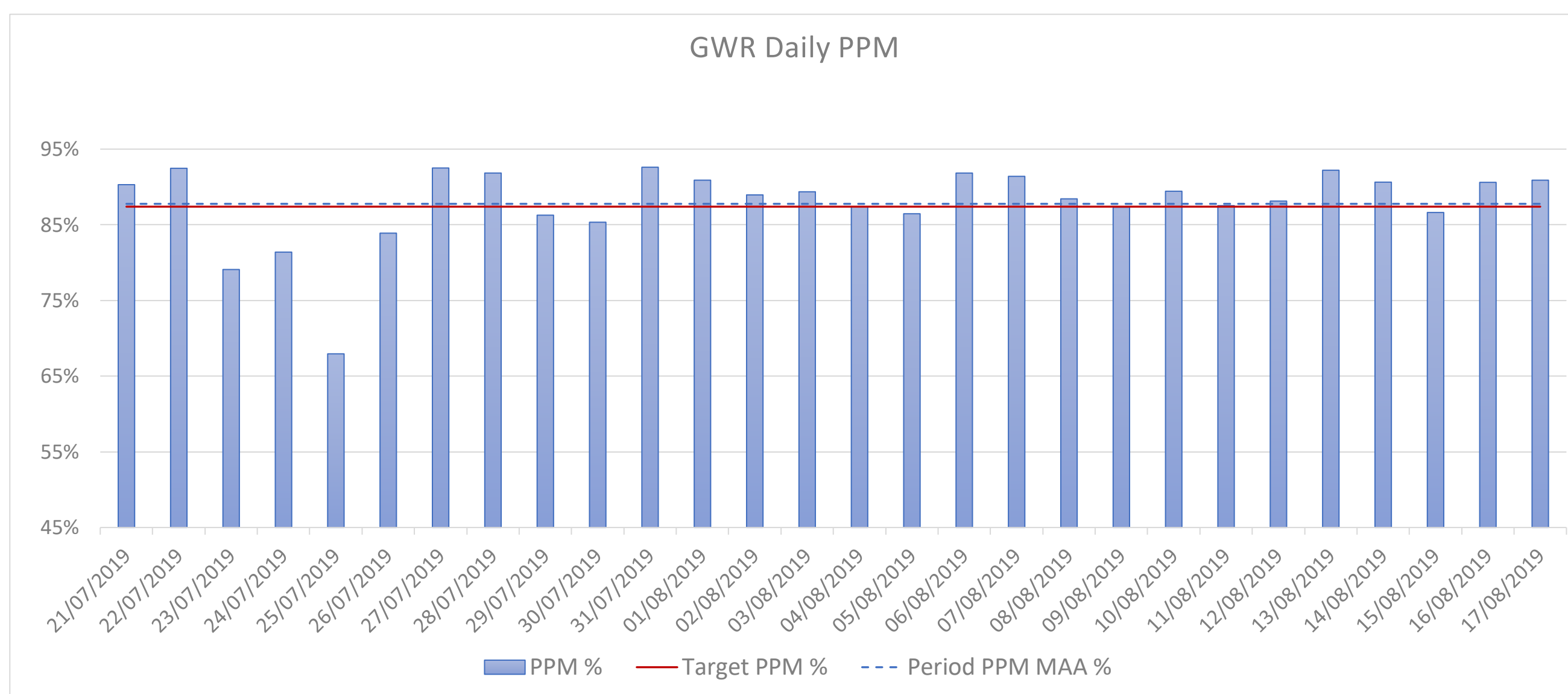


## Overview of TOC Performance

TOC *GWR*  
 Reporting Period *2019/20\_P05*  
 Period date range *21/07/19 - 17/08/19*

PPM TOC/Sector/Service Group	Period			Year to Date			MAA		
	Actual	Target	Variance	Actual	Target	Variance	Actual	Target	Variance
GWR - Whole TOC	87.8%	87.4%	0.4%	90.2%	90.1%	0.1%	88.1%	88.0%	0.0%
High Speed Service	85.3%	81.4%	3.9%	88.5%	83.9%	4.6%	84.6%	82.8%	1.8%
London-Bristol	88.6%	85.4%	3.2%	90.4%	88.0%	2.4%	88.8%	87.9%	0.9%
London-S Wales	86.0%	81.5%	4.5%	88.8%	84.0%	4.8%	86.9%	84.9%	2.0%
London-Cotswolds	87.0%	81.9%	5.1%	89.9%	84.4%	5.4%	86.5%	84.4%	2.1%
London-W England	78.5%	75.7%	2.8%	84.1%	78.0%	6.0%	74.7%	72.1%	2.6%
London & Thames Valley	90.0%	88.4%	1.6%	91.8%	91.2%	0.6%	90.0%	89.8%	0.2%
Outer Thames Valley	85.2%	79.4%	5.8%	87.8%	81.9%	5.9%	86.3%	83.9%	2.4%
Inner Thames Valley	92.0%	89.2%	2.7%	92.9%	92.0%	0.9%	91.8%	91.5%	0.3%
Rdg & Oxf Suburban	88.9%	88.5%	0.4%	90.0%	91.2%	-1.3%	88.1%	88.6%	-0.6%
Thames Branches	96.5%	97.5%	-1.0%	97.7%	97.5%	0.2%	97.4%	97.3%	0.1%
North Downs	79.4%	83.7%	-4.4%	84.1%	86.3%	-2.3%	75.1%	76.1%	-1.0%
West	85.5%	88.5%	-3.0%	88.6%	91.2%	-2.6%	86.7%	87.7%	-1.0%
Bristol Suburban	81.9%	84.1%	-2.2%	84.9%	86.7%	-1.8%	83.3%	84.0%	-0.7%
Devon	88.8%	91.8%	-3.0%	91.5%	94.7%	-3.2%	88.7%	89.9%	-1.2%
Plymouth & Cornwall	93.6%	96.6%	-3.0%	95.9%	96.5%	-0.7%	94.8%	95.0%	-0.2%
S Wales - S Coast	70.3%	76.0%	-5.7%	76.5%	78.4%	-1.9%	74.1%	74.9%	-0.8%



## Overview of TOC Performance continued

**TOC** GWR  
**Reporting Period** 2019/20\_P05  
**Period date range** 21/07/19 - 17/08/19

Delay Minutes	Period			Year to Date			MAA		
	Actual	Target	Variance	Actual	Target	Variance	Actual	Target	Variance
Responsible Party/Cause									
All Delay Minutes	98,031	93,356	-4,675	419,135	465,458	46,323	96,436	102,957	6,522
Network Rail	56,247	49,998	-6,249	236,505	259,609	23,104	55,469	61,308	5,838
Track	4,893	4,566	-327	18,602	23,711	5,109	6,444	5,266	-1,178
Non-Track Assets	18,158	15,492	-2,666	79,749	80,444	695	16,049	19,704	3,655
Network Management / Other	14,252	16,862	2,610	67,291	87,553	20,262	17,448	20,227	2,780
External	12,462	7,677	-4,785	59,426	39,862	-19,564	10,617	9,679	-938
Severe Weather, Autumn & Structures	6,482	5,400	-1,082	11,437	28,040	16,603	4,912	6,432	1,519
TOC-on-TOC	13,494	9,490	-4,004	48,601	49,275	675	10,354	10,690	335
TOC-on-Self	28,290	33,868	5,578	134,030	156,574	22,544	30,612	30,960	348
Adhesion	33	0	-33	184	0	-184	919	810	-110
Depot Operations	963	1,627	664	5,248	9,221	3,973	1,277	1,686	408
Fleet Manager - Hauled Stock	455	2,678	2,223	3,781	12,492	8,711	2,151	3,236	1,085
Fleet Manager - IET	8,234	8,169	-64	37,482	37,060	-422	7,798	4,344	-3,454
Fleet Manager - L&TV	1,977	2,626	649	9,983	11,541	1,558	2,158	2,590	432
Fleet Manager - West	5,195	5,161	-34	22,150	23,359	1,209	4,630	5,147	517
Head of Drivers	5,102	4,942	-160	21,627	24,225	2,598	4,894	4,407	-487
Head of On Train	3,855	4,935	1,079	19,285	20,747	1,461	3,752	4,863	1,111
Head of Stations	1,427	1,877	450	8,286	9,386	1,100	1,835	2,251	416
OPS HQ	142	703	561	1,010	3,514	2,504	216	605	388
Train Planning	178	475	298	1,167	2,375	1,208	364	421	58
Traincrew Rosters & Resourcing	733	675	-57	3,826	2,654	-1,172	618	601	-17

DFT Cancellations	Period			Year to Date			MAA		
	Actual	Target	Variance	Actual	Target	Variance	Actual	Target	Variance
Responsible Party/Cause									
All Cancellations	1,165	1,022	-142	4,325	4,065	-259	878	875	-3
Network Rail	426	513	87	1,849	1,806	-42	387	455	68
TOC-on-TOC	70	97	27	186	343	157	65	54	-10
TOC-on-Self	668	412	-256	2,291	1,917	-374	426	365	-60
NR & TOC on TOC	496	611	114	2,034	2,149	115	452	509	57

