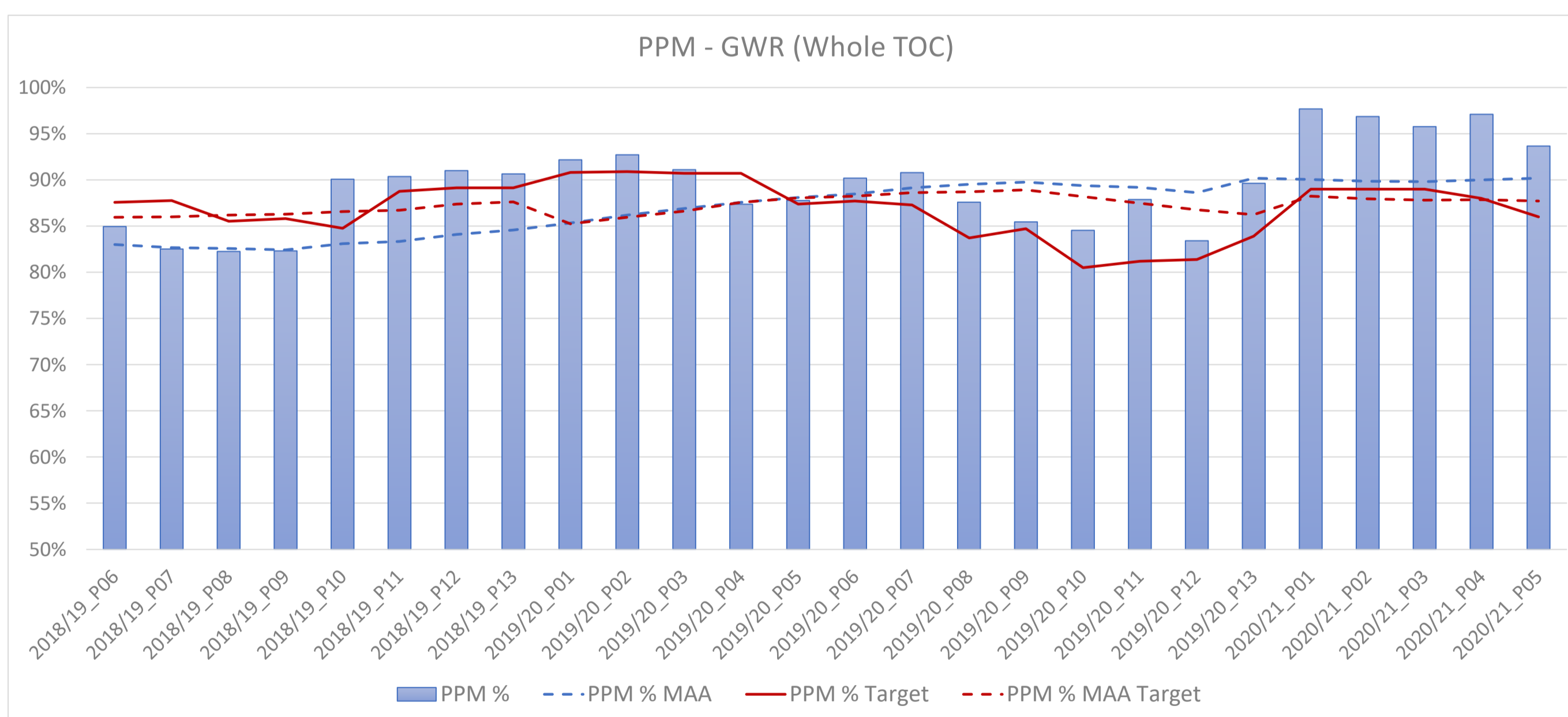
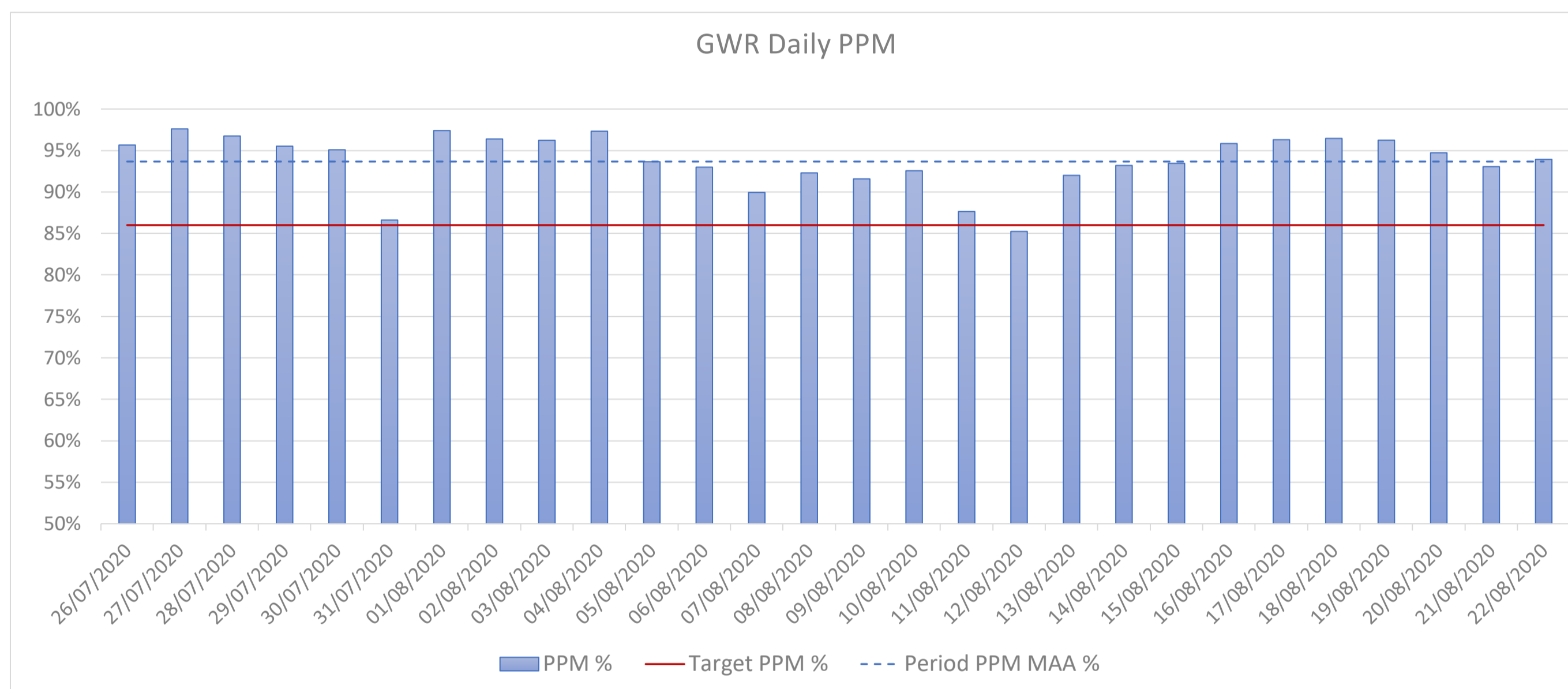


## Overview of TOC Performance

TOC *GWR*  
 Reporting Period *2020/21\_P05*  
 Period date range *26/07/20 - 22/08/20*

PPM TOC/Sector/Service Group	Period			Year to Date			MAA		
	Actual	Target	Variance	Actual	Target	Variance	Actual	Target	Variance
GWR - Whole TOC	93.7%	86.0%	7.7%	96.2%	88.2%	8.0%	90.2%	87.7%	2.5%
High Speed Service	90.7%	83.0%	7.7%	95.0%	85.2%	9.8%	88.1%	85.1%	2.9%
London-Bristol	93.6%	83.0%	10.5%	96.3%	85.2%	11.1%	90.4%	87.2%	3.2%
London-S Wales	92.6%	83.0%	9.6%	94.7%	85.2%	9.6%	86.1%	83.8%	2.3%
London-Cotswolds	95.2%	83.0%	12.1%	96.9%	85.2%	11.8%	90.1%	85.8%	4.3%
London-W England	79.7%	83.0%	-3.3%	90.5%	85.2%	5.4%	84.1%	82.9%	1.2%
London & Thames Valley	95.7%	85.3%	10.5%	97.0%	87.4%	9.6%	91.6%	88.6%	3.0%
Outer Thames Valley	92.8%	83.0%	9.7%	94.9%	85.2%	9.8%	86.3%	86.4%	-0.1%
Inner Thames Valley				97.5%	85.2%	12.3%			
Rdg & Oxf Suburban	93.3%	83.0%	10.3%	96.8%	85.2%	11.6%	91.0%	87.3%	3.6%
Thames Branches	98.7%	92.9%	5.8%	98.4%	95.3%	3.1%	97.7%	96.4%	1.3%
North Downs	90.1%	82.0%	8.0%	95.2%	84.1%	11.0%	83.3%	81.2%	2.0%
West	92.6%	85.3%	7.4%	95.8%	87.4%	8.4%	89.2%	86.5%	2.7%
Bristol Suburban	90.2%	83.0%	7.2%	94.4%	85.2%	9.3%	85.4%	82.6%	2.8%
Devon	95.6%	90.9%	4.6%	97.7%	93.3%	4.5%	93.3%	91.8%	1.5%
Plymouth & Cornwall	95.9%	90.9%	5.0%	97.6%	93.3%	4.4%	94.7%	93.1%	1.6%
S Wales - S Coast	83.3%	76.1%	7.2%	90.5%	78.1%	12.5%	77.7%	74.5%	3.2%



## Overview of TOC Performance continued

**TOC** **GWR**  
**Reporting Period** **2020/21\_P05**  
**Period date range** **26/07/20 - 22/08/20**

Delay Minutes Responsible Party/Cause	Period			Year to Date			MAA		
	Actual	Target	Variance	Actual	Target	Variance	Actual	Target	Variance
All Delay Minutes	49,271	113,987	64,716	132,340	555,538	423,198	69,767	102,320	32,554
Network Rail	32,480	64,638	32,158	86,172	329,498	243,326	41,430	60,148	18,717
Track	3,031	4,993	1,962	5,368	25,452	20,084	2,892	4,437	1,545
Non-Track Assets	7,714	18,175	10,461	26,896	92,647	65,751	11,683	16,741	5,058
Network Management / Other	8,466	20,060	11,594	23,971	102,256	78,286	11,590	17,612	6,022
External	5,694	14,806	9,112	18,438	75,474	57,036	8,190	12,577	4,387
Severe Weather, Autumn & Structures	7,575	6,605	-970	11,499	33,668	22,169	7,076	8,781	1,705
TOC-on-TOC	4,677	16,055	11,378	11,526	72,102	60,577	9,272	13,932	4,660
TOC-on-Self	12,115	33,295	21,180	34,643	153,938	119,295	19,064	28,241	9,177
Adhesion	26	35	9	44	158	115	504	513	9
Depot Operations	226	1,163	938	1,165	5,440	4,275	693	1,021	329
Fleet Manager - Hauled Stock	1,349	1,010	-339	2,101	4,726	2,625	670	872	202
Fleet Manager - IET	2,768	7,492	4,725	8,449	35,147	26,698	4,602	6,656	2,054
Fleet Manager - L&TV	914	2,319	1,405	2,881	10,848	7,968	1,260	1,873	613
Fleet Manager - West	2,658	5,545	2,888	6,661	25,937	19,276	3,284	4,767	1,483
Fleet Management	40	600	560	160	2,700	2,540	12	208	195
Head of Drivers	1,435	6,610	5,176	5,188	30,643	25,455	3,442	5,400	1,958
Head of On Train	1,780	5,468	3,689	4,710	22,287	17,577	2,328	3,681	1,352
Head of Stations	443	1,893	1,450	1,147	9,504	8,357	807	1,450	643
OPS HQ	91	224	133	495	1,478	983	632	708	76
Train Planning	59	325	266	592	1,700	1,108	220	305	85
Traincrew Rosters & Resourcing	329	611	282	1,052	3,371	2,319	609	788	178

DfT Cancellations Responsible Party/Cause	Period			Year to Date			MAA		
	Actual	Target	Variance	Actual	Target	Variance	Actual	Target	Variance
All Cancellations	394	1,031	637	1,432	4,913	3,481	830	1,098	268
Network Rail	156	505	349	662	2,550	1,888	383	529	145
TOC-on-TOC	33	58	25	72	295	223	36	53	17
TOC-on-Self	205	467	263	698	2,068	1,369	411	517	105
NR & TOC on TOC	189	563	374	734	2,845	2,111	419	581	162

