

## Virgin Trains: Period PPM by Day

The following chart shows the daily Public Performance Measure (PPM) percentage for the last 8 weeks. The PPM combines punctuality and reliability into a single performance measure. It measures the performance of individual trains against their planned timetable and is expressed as the percentage of trains 'on time' compared to the total number of trains planned. For long distance operators, such as Virgin Trains, a train is defined as on time if it arrives within ten minutes (i.e. nine minutes 59 seconds or less). The light blue line shows the cumulative PPM percentage for the 4 week period, i.e. the percentage of trains planned for the period so far that arrived at destination less than 10 minutes late. The dark blue line shows the JPIP (Joint Performance Improvement Plan) Target, i.e. the target level of PPM percentage for the whole period, agreed as achievable by Virgin Trains and Network Rail. If the PPM percentage for a day was below 80%, the main performance issues for that day are shown.

