Cancellations, On Time and Time to 3

			To	Total		Mainline		Metro			High Speed			
			Cancellations C	n Time T	ime to 3	Cancellations (On Time ⁻	Time to 3	Cancellations (On Time 1	Γime to 3	Cancellations C	n Time T	ime to 3
2021/22_P02	02/05/2021	29/05/2021	1.3%	76.2%	92.8%		76.8%			74.3%	91.3%		79.0%	93.6%
2021/22_P03	30/05/2021	26/06/2021	1.8%	73.2%	90.7%	3.7%	70.0%	89.0%	4.2%	70.5%	87.9%	5.3%	76.8%	92.9%
2021/22_P04	27/06/2021	24/07/2021	1.6%	73.5%	90.3%	4.8%	72.6%	89.9%	3.6%	69.4%	86.6%	2.0%	70.0%	89.0%
2021/22_P05	25/07/2021	21/08/2021	2.0%	76.0%	92.2%	7.0%	75.0%	92.4%	4.8%	72.7%	89.8%	1.4%	72.6%	89.9%
2021/22_P06	22/08/2021	18/09/2021	2.0%	75.8%	92.0%	3.3%	69.7%	89.8%	6.2%	73.4%	90.2%	2.0%	75.0%	92.4%
2021/22_P07	19/09/2021	16/10/2021	2.1%	68.6%	88.3%	5.7%	66.2%	87.2%	5.0%	65.6%	85.4%	2.2%	69.7%	89.8%
2021/22_P08	17/10/2021	13/11/2021	2.8%	64.1%	84.8%	7.5%	63.8%	85.4%	8.3%	56.9%	78.6%	1.3%	66.2%	87.2%
2021/22_P09	14/11/2021	11/12/2021	2.4%	61.1%	83.4%	6.9%	62.9%	84.1%	5.0%	53.6%	76.3%	5.4%	63.8%	85.4%
2021/22_P10	12/12/2021	08/01/2022	2.2%	68.6%	87.9%	4.0%	71.1%	89.9%	5.7%	68.2%	86.5%	1.4%	62.9%	84.1%
2021/22_P11	09/01/2022	05/02/2022	1.8%	71.2%	89.9%	4.0%	75.6%	91.4%	5.0%	69.3%	87.4%	3.7%	71.1%	89.9%
2021/22_P12	06/02/2022	05/03/2022	5.4%	70.7%	89.1%	17.0%	68.6%	86.4%	9.0%	68.2%	85.4%	9.8%	75.6%	91.4%
2021/22_P13	06/03/2022	31/03/2022	2.2%	72.1%	89.7%	6.3%	72.6%	90.0%	5.5%	73.1%	89.1%	3.4%	68.6%	86.4%
2022/23_P01	01/04/2022	30/04/2022	1.4%	76.1%	92.3%	3.0%	72.6%	90.6%	3.2%	76.5%	91.5%	1.8%	72.6%	90.0%
2022/23_P02	01/05/2022	28/05/2022	1.6%	72.7%	90.2%	4.3%	68.2%	87.8%	3.6%	74.3%	90.0%	2.8%	72.6%	90.6%
2022/23_P03	29/05/2022	25/06/2022	2.2%	70.2%	89.1%	6.8%	64.0%	85.4%	4.7%	70.6%	87.0%	2.7%	68.2%	87.8%
2022/23_P04	26/06/2022	23/07/2022	2.9%	67.1%	86.2%	12.0%	56.7%	78.6%	4.6%	66.5%	83.6%	5.3%	64.0%	85.4%
2022/23_P05	24/07/2022	20/08/2022	2.9%	63.0%	83.8%	7.0%	56.8%	79.2%	6.7%	60.6%	80.0%	2.6%	56.7%	78.6%
2022/23_P06	21/08/2022	17/09/2022	1.9%	64.9%	85.4%	5.6%	55.8%	80.7%	4.2%	59.5%	80.5%	3.2%	56.8%	79.2%
2022/23_P07	18/09/2022	15/10/2022	1.2%	68.1%	88.1%	4.5%	59.2%	83.6%	2.5%	63.3%	84.2%	2.2%	55.8%	80.7%
2022/23_P08	16/10/2022	12/11/2022	2.9%	57.6%	79.5%	12.9%	46.1%	69.0%	4.7%	46.9%	69.5%	6.3%	59.2%	83.6%
2022/23_P09	13/11/2022	10/12/2022	2.7%	54.0%	76.8%	8.0%	42.0%	63.8%	4.5%	42.9%	65.7%	16.2%	46.1%	69.0%
2022/23_P10	11/12/2022	07/01/2023	12.2%	52.5%	70.9%	51.4%	44.3%	62.0%	31.5%	44.1%	60.0%	12.3%	42.0%	63.8%
2022/23_P11	08/01/2023	04/02/2023	2.8%	60.9%	80.4%	9.8%	63.8%	84.1%	6.1%	59.5%	77.6%	2.2%	44.3%	62.0%
2022/23_P12	05/02/2023	04/03/2023	2.7%	66.3%	85.0%	6.8%	62.2%	82.5%	6.6%	65.4%	83.0%	3.6%	63.8%	84.1%
2022/23_P13	05/03/2023	31/03/2023	2.6%	68.2%	86.5%	7.6%	63.9%	85.2%	5.9%	68.0%	84.8%	3.2%	62.2%	82.5%
2023/24_P01	01/04/2023	29/04/2023	1.1%	73.2%	89.8%	3.7%	68.0%	86.8%	2.0%	73.7%	88.5%	2.2%	63.9%	85.2%



Booked and unbooked assistance completed (including Turn Up and Go)

	2022	2022	2022	2022
	P2	P3	P4	P5
Volume of booked assistance	762	1047	995	1193
Volume of booked assistance completions	682	980	910	1069
Volume of unbooked assistance (Turn Up and Go) requested	2347	3514	3134	3832
Volume of unbooked assistance (Turn Up and Go) completed	2278	3503	3116	3790

Volume of unbooked assistance (Turn Up and Go) completed	2278	3503	3116	3790					
		2022	2022	2022	2022	2022	2 20	22 2	2022
	P6	P7	P8		P'	10	P11	P12	Р
Volume of booked assistance		1505	1283	1195	1115	904	1 7	85	833
Volume of booked assistance completions		1370	1171	1089	1006	783	3 7	44	751
Volume of unbooked assistance (Turn Up and Go) requested		4574	4091	4012	3444	2272	2 27	04	2991
Volume of unbooked assistance (Turn Up and Go) completed		4526	4053	3980	3408	2248	3 26	91	2973
		2023	2023	2023	2023	2023			
	P1	P2	P3	P4	P5				
Volume of booked assistance		1466	1519	1586	1636	1498			
Volume of booked assistance completions		1328	1414	1406	1446	1385			
Volume of unbooked assistance (Turn Up and Go) requested		4603	4273	4623	4326	4195			
Volume of unbooked assistance (Turn Up and Go) completed		4586	4230	4596	4293	4167			
	2023	3 202	3 202	202	3 202	23 2	2023 2	2023	
	P6	P7	P8	P9	P10) F	P11 F	P12	
Volume of booked assistance		1690	1534	1402	1404	767	1080	1519	9
Volume of booked assistance completions		1521	1368	1258	1268	678	978	1424	1
Volume of unbooked assistance (Turn Up and Go) requested		4720	4059	3873	3646	1576	2684	3226	3
Volume of unbooked assistance (Turn Up and Go) completed		4683	4015	3842	3626	1560	2664	3206	3
	2023	2024	202	4 202	24				
	P13	P1	P2	P3					
Volume of booked assistance		1554	1629	1414	1460				
Volume of booked assistance completions		1428	1505	1311	1323				
Volume of unbooked assistance (Turn Up and Go) requested		2798	2884	2844	2971				
Volume of unbooked assistance (Turn Up and Go) completed		2777	2864	2824	2952				
						4	2011#1	200	cto



P13

Ticket office opening times - compliance (RSP Year 2022)

Albany Park	2022	86.30%	Folkestone Central	2022	72.60%	Penge East	2022	94.62%
Ashford International	2022	98.02%	Folkestone West	2022	90.42%	Petts Wood	2022	93.62%
Aylesham	2022	47.13%	Frant	2022	83.07%	Pluckley	2022	85.58%
Barming	2022	93.38%	Gillingham (Kent)	2022	97.44%	Plumstead	2022	88.13%
Barnehurst	2022	91.18%	Gravesend	2022	94.52%	Queenborough	2022	83.41%
Battle	2022	89.88%	Greenhithe		89.93%	Rainham (Kent)	2022	94.43%
Bearsted	2022	56.38%	Greenwich	2022	97.77%	Ramsgate	2022	89.22%
Beckenham Junction	2022	94.78%	Grove Park	2022	96.81%	Robertsbridge	2022	93.68%
Belvedere	2022	47.35%	Harrietsham	2022	86.75%	Rochester	2022	98.61%
Bexley	2022	81.37%	Hastings	2022	99.34%	Sandling	2022	60.95%
Bexleyheath	2022	82.95%	Hayes (Kent)	2022	46.72%	Sandwich	2022	71.95%
Bickley	2022	70.38%	Headcorn	2022	87.08%	Sevenoaks	2022	97.05%
Birchington-On-Sea	2022	75.44%	Herne Bay	2022	87.95%	Sheerness-On-Sea	2022	90.10%
Blackheath	2022	94.21%	Herne Hill	2022	96.99%	Shepherds Well	2022	0.00%
Borough Green &								
Wrotham	2022	57.84%	High Brooms	2022	92.75%	Shortlands	2022	79.60%
Brixton	2022	54.98%	Higham		82.05%	Sidcup	2022	93.34%
Broadstairs	2022	36.32%	Hildenborough		88.81%	Sittingbourne	2022	94.55%
Bromley North	2022	50.18%	Hither Green		94.72%	Slade Green	2022	86.48%
Bromley South	2022	98.06%	Kearsney	2022	0.00%	Sole Street	2022	52.42%
Canterbury East	2022	90.06%	Kent House		53.84%	St Johns	2022	78.88%
currer bury East	LULL	30.0070	Renemouse	2022	33.0170	St Leonards Warrior	LULL	70.0070
Canterbury West	2022	93.73%	Kidbrooke	2022	85.18%	Square	2022	86.55%
Catford Bridge	2022	58.00%	Knockholt	2022	89.83%	St Mary Cray	2022	88.06%
Charing (Kent)	2022	89.71%	Ladywell		46.78%		2022	89.25%
Charlton	2022	86.43%	Lee		53.28%	Stone Crossing	2022	0.00%
Chatham	2022	98.70%	Lenham		64.95%	Stonegate	2022	59.45%
Chelsfield	2022	89.53%	Lewisham	2022	95.23%	Stratford International	2022	96.34%
Chestfield &	2022	03.3370	Lewisham	2022	33.2370	Strationa international	2022	30.3470
Swalecliffe	2022	0.00%	London Bridge	2022	99.95%	Strood	2022	93.42%
Swarecilite	2022	0.00%	London Cannon	2022	33.3370	30000	2022	33.42/0
Chislehurst	2022	93.07%	Street	2022	98.93%	Cturni	2022	87.50%
Chisienurst	2022	93.07%	London Charing	2022	100.00	Sturry	2022	67.30%
Clock House	2022	62.00%	Cross	2022	100.00	Cundridge Dark	2022	53.85%
Crayford	2022	63.00% 84.96%	Longfield		78.37%	Sundridge Park Swanley	2022	93.41%
	2022				26.97%		2022	
Crowhurst Dartford	2022	0.00% 97.61%	Lower Sydenham Maidstone East	2022	94.42%	Swanscombe	2022	97.56% 54.55%
Deal	2022	59.04%	Maidstone West		94.42%	Sydenham Hill Teynham	2022	66.21%
Deptford	2022	79.96%	Marden		80.28%	Tonbridge	2022	99.78%
Dover Priory	2022	97.91%	Margate		79.06%	Tunbridge Wells	2022	98.54%
Ebbsfleet International	2022	76.51%	Martin Mill	2022	0.00%	Wadhurst	2022	66.35%
	2022	53.94%			57.17%	Walmer	2022	74.69%
Eden Park			Maze Hill					
Elmers End	2022	78.50%	Meopham		91.48%	Welling	2022	81.93%
Elmstead Woods	2022	98.15%	Mottingham		79.85%	West Dulwich	2022	54.56%
Eltham	2022	93.32%	New Beckenham		30.17%	West Malling	2022	63.27%
Erith	2022	67.17%	New Cross		80.99%	West St Leonards	2022	79.98%
Etchingham	2022	94.40%	New Eltham		84.08%	West Wickham	2022	57.89%
Eynsford	2022	94.24%	Newington	2022			2022	49.97%
Falconwood	2022	80.08%	Northfleet		61.39%	Westgate-On-Sea	2022	88.50%
Farningham Road	2022	92.35%	Orpington		97.98%	Whitstable	2022	72.23%
Faversham	2022	91.50%	Otford		87.05%	Woolwich Arsenal	2022	98.67%
			Paddock Wood	2022	91.37%	Woolwich Dockyard	2022	81.02%
l e			l			Wye	2022	72.57%



Ticket office opening times – compliance (RSP Year 2023)

Albany Park	2023	75.30% Folkestone Central	2023	65.87% Penge East	2023	93.59%
Ashford International	2023	94.56% Folkestone West	2023	83.01% Petts Wood	2023	73.25%
Aylesham	2023	23.65% Frant	2023	89.40% Pluckley	2023	67.65%
Barming	2023	20.64% Gillingham (Kent)	2023	95.07% Plumstead	2023	86.68%
Barnehurst	2023	89.71% Gravesend	2023	84.21% Queenborough	2023	84.68%
Battle	2023	66.64% Greenhithe	2023	81.07% Rainham (Kent)	2023	83.45%
Bearsted	2023	50.58% Greenwich	2023	92.95% Ramsgate	2023	80.60%
Beckenham Junction	2023	77.92% Grove Park	2023	92.47% Robertsbridge	2023	78.35%
Belvedere	2023	27.18% Harrietsham	2023	91.41% Rochester	2023	94.59%
Bexley	2023	80.02% Hastings	2023	95.86% Sandling	2023	84.47%
Bexleyheath	2023	50.76% Hayes (Kent)	2023	45.72% Sandwich	2023	65.94%
Bickley	2023	51.89% Headcorn	2023	76.28% Sevenoaks	2023	94.05%
Birchington-On-Sea	2023	86.71% Herne Bay	2023	67.99%Sheerness-On-Sea	2023	85.98%
Blackheath	2023	74.41% Herne Hill	2023	94.22%Shepherds Well	2023	0.00%
Borough Green & Wrotham	2023	48.21% High Brooms	2023	72.38%Shortlands	2023	87.65%
Brixton	2023	57.15% Higham	2023	81.54%Sidcup	2023	80.82%
Broadstairs	2023	42.08% Hildenborough	2023	49.86% Sittingbourne	2023	87.17%
Bromley North	2023	59.89% Hither Green	2023	91.31%Slade Green	2023	74.40%
Bromley South	2023	95.37% Kearsney	2023	0.00% Sole Street	2023	8.54%
Canterbury East	2023	84.44% Kent House	2023	59.31%St Johns	2023	76.92%
Canterbury West	2023	88.22% Kidbrooke	2023	84.04%St Leonards Warrior Square	2023	83.42%
Catford Bridge	2023	52.30% Knockholt	2023	32.73%St Mary Cray	2023	77.94%
Charing (Kent)	2023	85.19%Ladywell	2023	54.01%Staplehurst	2023	78.60%
Charlton	2023	91.83%Lee	2023	45.10% Stone Crossing	2023	0.00%
Chatham	2023	90.20%Lenham	2023	46.64%Stonegate	2023	36.10%
Chelsfield	2023	88.53% Lewisham	2023	91.97%Stratford International	2023	90.08%
Chestfield & Swalecliffe	2023	0.00%London Bridge	2023	99.74%Strood	2023	87.48%
Chislehurst	2023	92.23%London Cannon Street	2023	84.57%Sturry	2023	84.86%
Clock House	2023	56.22% London Charing Cross	2023	99.82%Sundridge Park	2023	52.02%
Crayford	2023	80.86% Longfield	2023	51.98%Swanley	2023	86.14%
Crowhurst	2023	0.00%Lower Sydenham	2023	31.61%Swanscombe	2023	70.12%
Dartford	2023	96.82% Maidstone East	2023	90.85% Sydenham Hill	2023	59.40%
Deal	2023	43.83% Maidstone West	2023	83.43%Teynham	2023	29.81%
Deptford	2023	67.81% Marden	2023	69.83%Tonbridge	2023	94.60%
Dover Priory	2023	92.66% Margate	2023	72.23%Tunbridge Wells	2023	92.89%
Ebbsfleet International	2023	72.54% Martin Mill	2023	0.00% Wadhurst	2023	62.29%
Eden Park	2023	34.49% Maze Hill	2023	63.83%Walmer	2023	71.37%
Elmers End	2023	69.98% Meopham	2023	88.51% Welling	2023	50.72%
Elmstead Woods	2023	95.19% Mottingham	2023	74.48% West Dulwich	2023	65.61%
Eltham	2023	80.52% New Beckenham	2023	26.85% West Malling	2023	56.44%
Erith	2023	67.58% New Cross	2023	52.39% West St Leonards	2023	56.62%
Etchingham	2023	84.95% New Eltham	2023	80.15% West Wickham	2023	53.93%
Eynsford	2023	92.57%Newington	2023	24.55% Westcombe Park	2023	39.03%
Falconwood	2023	78.76% Northfleet	2023	40.77% Westgate-On-Sea	2023	86.04%
Farningham Road	2023	43.41%Orpington	2023	94.78% Whitstable	2023	51.95%
Faversham	2023	84.68%Otford	2023	71.34% Woolwich Arsenal	2023	97.62%
		Paddock Wood	2023	82.26% Woolwich Dockyard	2023	69.16%
				Wye	2023	0.00%
				,		



Ticket office opening times - compliance (RSP Year 2024)

Ashford international									
Aylesham	<u> </u>								95.86%
Barmehurst 2024									66.54%
Barthelurst 2024 99.04% Gravessend 2024 88.62% Queenborough 2024 28 Bastried 2024 99.06% Greenhithe 2024 70.54% Rainham (Kent) 2024 88 Bastried 2024 48.07% Greenwich 2024 89.55% Ramsgate 2024 88 Bestried 2024 82.58% Grove-Park 2024 99.04% Robertsbridge 2024 82 Bestried 2024 88.58% Hartspate 2024 74.36% Rochestbridge 2024 82 Bestried 2024 88.08% Hartspate 2024 74.36% Rochestbridge 2024 82 Bestried 2024 82.58% Grove-Park 2024 93.00% Sanding 2024 82 Bestried 2024 82.58% Hartspate 2024 74.70% Rochestbridge 2024 82 Bestried 2024 82.58% Hartspate 2024 93.00% Sanding 2024 82 Bestried 2024 82.58% Hartspate 2024 93.00% Sanding 2024 82 Bestried 2024 93.00% Sanding 2024 93.00%	Aylesham	2024	20.41%	Frant	2024	85.45%	Pluckley	2024	37.08%
Battle 2024 59.20% Greenhithe 2024 70.54% Rainham (Kent) 2024 68.25% Greenwich 2024 89.35% Rainham (Kent) 2024 6.26% Generated 2024 89.35% Rainham (Kent) 2024 70.26% Rebrestring 2024 70.26% Roberstring 2024 70.26% Roberstr	Barming	2024	0.00%	Gillingham (Kent)	2024	95.62%	Plumstead	2024	85.49%
Bearsted 2024 44,07% Greenwich 2024 89,33% Ramsgate 2024 22,24% Beckenham Junction 2024 82,58% Foree Park 2024 92,94% Robertshridge 2024 20,24 Beckey 2024 68,03% Hartiertsham 2024 73,36% Rochester 2024 20,24 Bickley 2024 40,53% Hayer (Kert) 2024 22,59% Sandwich 2024 22,47 Bickley 2024 40,52% Headcorn 2024 43,66% Sheemoaks 2004 20,24 Bickley 2024 80,85% Herne Bay 2024 43,66% Sheemoaks 2004 20,24 Bickley 2024 48,18% High Brooms 2024 43,66% Sherenass-Onesa 2024 20 Bironley North 2024 48,18% High Brooms 2024 82,37% Sherup 2024 82,38% Sherup 2024 82,38% Sherup 2024 82,38%	Barnehurst	2024	90.40%	Gravesend	2024	88.62%	Queenborough	2024	79.41%
Beckenham Junction 2024 82.58% Grove Park 2024 92.94% Robertsbridge 2024 7.24% Robertsbridge 2024 6.26% Park 2024 6.26% Park 2024 6.26% Park 2024 6.20% Park 2024 6.20% Park 2024 6.20% Park 2024 5.93% Park Park Park 2024 5.95% Park Park 2024 6.20% Park 2024 7.00% Park 2024 7.00% Park 2024 8.00% Park 2024 8.00% Park 2024 8.00% Park 8.00% Park 8.00% Park 8.00% Park 9.00% Pa	Battle	2024	59.20%	Greenhithe	2024	70.54%	Rainham (Kent)	2024	86.42%
Belvedere 2024 8.58% Harrietsham 2024 74.36% Rochester 2024 8 Beeley 2024 68.03% Hastings 2024 93.90% Sandling 2024 26 8 2024 69.93% Hastings 2024 93.90% Sandwich 2024 2024 6 2024 2024 40.52% 4 6 2024 40.52% 4 6 2024 40.52% 4 6 2024 40.52% 4 6 2024 40.62% 4 6 2024 40.62% 4 6 2024 40.62% 4 6 6 6 6 8 6 6 6 8 6<	Bearsted	2024	44.07%	Greenwich	2024	89.53%	Ramsgate	2024	82.06%
Beeley	Beckenham Junction	2024	82.58%	Grove Park	2024	92.94%	Robertsbridge	2024	73.63%
Bexleyheath 2024 50.93% Hayes (Kent) 2024 52.95% Sandwich 2024 77.0%	Belvedere	2024	8.58%	Harrietsham	2024	74.36%	Rochester	2024	87.48%
Bickley 2024 40.52% Headcorn 2024 47.70% Sevenoaks 2024 5 Birchington-On-Sea 2024 88.8% Herne Bay 2024 43.66% Sheerness-On-Sea 2024 6 Birchapton Blackheasth 2024 47.76% Herne Hill 2024 97.25% Shepherds Well 2024 5 Borough Green & Wrotham 2024 48.18% High Brooms 2024 59.17% Shortlands 2024 5 Brixton 2024 49.08% High Broome 2024 65.20% Stittingbourne 2024 5 Broadstairs 2024 55.69% Hilther Green 2024 66.20% Stittingbourne 2024 66 Bromley South 2024 55.69% Hilther Green 2024 66.20% Stitutingbourne 2024 66 Bromley South 2024 55.69% Hilther Green 2024 55.60% Stotymer 2024 56.00% Stother 2024 66 Stother 10.00% Stote	Bexley	2024	68.03%	Hastings	2024	93.90%	Sandling	2024	66.42%
Birchington-On-Sea 2024 80.85% Herne Bay 2024 43.66% Sheerness-On-Sea 2024 68.86% Blackheath 2024 74.76% Herne Hill 2024 75.57% Shepherds Well 2024 2024 88.86% High Brooms 2024 89.97% Shortlands 2024 29.87% Shepherds Well 2024 29.87% Shepherds Well 2024 29.87% Shepherds Well 2024 29.87% Shortlands 29.24% 29.87% 29.24% 29	Bexleyheath	2024	50.93%	Hayes (Kent)	2024	52.95%	Sandwich	2024	74.17%
Blackheath 2024	Bickley	2024	40.52%	Headcorn	2024	47.70%	Sevenoaks	2024	95.12%
Borough Green & Wrotham 2024 48.18% High Brooms 2024 59.17% Shortlands 2024 59.18 Britation 2024 49.08% Higham 2024 82.93% Sidcup 2024 58.08 Broadstairs 2024 25.58% Hildenborough 2024 66.20% Sittingbourne 2024 88.08 Broadstairs 2024 59.69% Hither Green 2024 95.56% Slade Green 2024 58.08 Bromley North 2024 95.95% Kearsney 2024 0.00% Sole Street 2024 Canterbury East 2024 88.58% Kent House 2024 56.84% St Johns 2024 56.20% Canterbury West 2024 88.58% Kidbrooke 2024 66.14% St Leonards Warrior Square 2024 56.20% Charlefold 2024 87.56% Ladywell 2024 96.23% St Mary Cray 2024 57.00% Charlefold 2024 87.56% Ladywell 2024 50.66% Staplehurst 2024 57.00% Charlefold 2024 87.56% Ladywell 2024 50.66% Staplehurst 2024 87.56% Ladywell 2024 50.66% Strongeate 2024 50.66% Staplehurst 2024 87.56% Ladywell 2024 50.66% Strongeate 2024 50.66% Strongeate 2024 50.66% Sturry 2024 50.66% S	Birchington-On-Sea	2024	80.85%	Herne Bay	2024	43.66%	Sheerness-On-Sea	2024	61.64%
Brixton 2024 49.08% Higham 2024 82.93% Sidcup 2024 95.89 Broadstairs 2024 25.58% Hildenborough 2024 86.00% Sittingbourne 2024 8 Bromley North 2024 95.95% Hilber Green 2024 95.36% Slade Green 2024 Bromley South 2024 95.92% Kearsney 2024 50.80% Slote Street 2024 Canterbury Fast 2024 89.53% Kent House 2024 56.84% \$1.0hns 2024 57.00 Canterbury West 2024 88.58% Kildbrooke 2024 66.14% \$1.0hns 2024 7.2 Cartford Bridge 2024 39.56% Knockholt 2024 56.23% \$1.4my Cray 2024 8.2 Charlford 2024 87.59% Lee 2024 57.10% Stone Crossing 2024 Charlford 2024 87.50% Lee 2024 57.00% Stone Crossing <	Blackheath	2024	74.76%	Herne Hill	2024	97.25%	Shepherds Well	2024	0.00%
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Eden Park 2024 27.97% Maze Hill 2024 75.82% Walmer 2024 75.82% Valmer 2024 75.22%	Dover Priory	2024	94.27%	Margate	2024	56.64%	Tunbridge Wells	2024	92.90%
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Faversham 2024 86.26% Otford 2024 69.84% Woolwich Arsenal 2024 9 Paddock Wood 2024 66.98% Woolwich Dockyard 2024 6	Falconwood	2024	79.94%	Northfleet	2024	35.27%	Westgate-On-Sea	2024	90.90%
Faversham 2024 86.26% Otford 2024 69.84% Woolwich Arsenal 2024 9 Paddock Wood 2024 66.98% Woolwich Dockyard 2024 6	Farningham Road	2024	14.24%	Orpington	2024	93.31%	Whitstable	2024	52.81%
Paddock Wood 2024 66.98% Woolwich Dockyard 2024 6	•								98.68%
· · · · · · · · · · · · · · · · · · ·									66.31%
Wve 2014 A					-		Wye	2024	47.37%



Site electricity by month
5.6% decrease in consumption

Environmental performance

Site gas by month
17.8% decrease in consumption

Waste recycled (% by period)
23.6% decrease

Train energy by period
3.1% increase in consumption

Complaints and faults handling data

Complaints per 1,000 passenger journeys							
Accessibility issues	0.003						
Company policy	0.016						
Complaints handling	0.023						
Delay compensation schemes	0.042						
Environmental	0.001						
Fares, Retailing	0.039						
Other	0.002						
Provision of information	0.006						
Quality on train	0.038						
Safety & Security	0.010						
Staff conduct & availability	0.021						
Station quality	0.006						
Timetabling and connection issues	0.006						
Train service performance	0.050						
Overall	0.263						



Thank you