

# Transport for the North

## Rail North Committee Meeting

### Item 4.0

**Subject:** Performance and December 2019 Timetable Update

**Author:** Tom Davidson, Transport Planner

**Sponsor:** David Hoggarth, Strategic Rail Director

**Meeting Date:** Tuesday 5<sup>th</sup> November 2019

#### **1. Purpose of the Report:**

- 1.1 The Committee is asked to **note** the contents of the report.

#### **2. Executive Summary:**

- 2.1 This report provides an update on rail performance statistics for Northern and TransPennine Express (TPE).

#### **3. Performance Overview:**

- 3.1 For both operators, reliability has improved for the last reporting period, although it remains lower than previously achieved earlier in 2019. PPM scores for both operators are just under 80%, with levels of cancellations and seriously late trains averaging 4.7% for Northern and 8.4% for TPE.
- 3.2 The effects of leaf fall do not yet appear to have had a significant impact on reliability figures, though the network remains vulnerable to the impact of flooding and other extreme weather events. The train operators and Network Rail have been invited to the meeting to answer questions and provide an update on the December 2019 timetable change (15<sup>th</sup> December 2019).
- 3.3 A revised methodology for measuring the number of passengers affected by crowding is being developed in conjunction with the operators and will be presented in future reports. Progress has been made with TPE on the data required to analyse this issue.
- 3.4 Transport for the North is also continuing to provide strategic analysis of some of the wider trends across the industry, such as the relationship between frequency and reliability. This remains a work in progress but will feed into future requirements for train service specification.

#### **4. TransPennine Express Performance:**

##### **Public Performance Measure**

- 4.1 TPE's Public Performance Measure (PPM) averaged **85.2%** from 9<sup>th</sup> December 2018 to 18<sup>th</sup> May 2019. Over the last 28 days of operation (15<sup>th</sup> September 2019 to 12<sup>th</sup> October 2019) PPM has averaged **79.2%**. This compares to a year ago when in 2018 the average PPM figure was **76.7%** for September 2018 and **69.4%** for October 2018.

##### **Cancellations**

- 4.2 Over the last 28 days of operation (15<sup>th</sup> September 2019 to 12<sup>th</sup> October 2019), an average of 24 trains were cancelled (or part cancelled) each day. This represents 7.5% of the overall number of services. Of these, approximately 41% were caused by other train operators or Network Rail. 14 trains per day were cancelled due to TPE-related causes.

##### **Capacity Delivery**

- 4.3 Positive progress has been made with TPE in developing a revised methodology, with reliability data being supplied to support this. Further work is needed on passenger loading data to in order to provide a new methodology for the next Rail North Committee report.

#### **5. Northern Performance:**

##### **Public Performance Measure**

- 5.1 Northern's Public Performance Measure (PPM) averaged **86.8%** from 9<sup>th</sup> December 2018 to 18<sup>th</sup> May 2019. Over the last 28 days of operation (24<sup>th</sup> September 2019 to 21<sup>st</sup> October 2019) PPM has averaged **79.6%**. This compares to a year ago when in October 2018 the average PPM figure was **74.3%**.

##### **Cancellations**

- 5.2 Over the last 28 days of operation (24<sup>th</sup> September 2019 to 21<sup>st</sup> October 2019), an average of 116 trains were cancelled (or part cancelled) each day. This represents approximately 4.4% of the overall number of services. Of these, approximately 31% were caused by other train operators or Network Rail.
- 5.3 Northern have continued to implement pre-planned cancellations on Sundays in the North West (excluded from the statistics above).

### **Capacity Delivery**

- 5.4 Northern's analysis of capacity delivery shows that in Period 7 of 2019/20 (15<sup>th</sup> September 2019 to 12<sup>th</sup> October 2019) an average of 112 passengers a day were unable to board. This included 85 passengers per day on Manchester-based route and 27 Leeds -based passengers.
- 5.5 Data has been requested to support a revised methodology for calculating capacity delivery and the number of passengers affected by crowding issues, to be shown in future reports. A proposal is being developed to procure manual passenger count data if required as part of this process.

## **6. Appendices:**

- 6.1 Appendix 1: TransPennine Express Performance Charts
- 6.2 Appendix 2: Northern Summary Performance Charts
- 6.3 Appendix 3: Northern Service Group Analysis
- 6.4 Appendix 4: National Comparisons

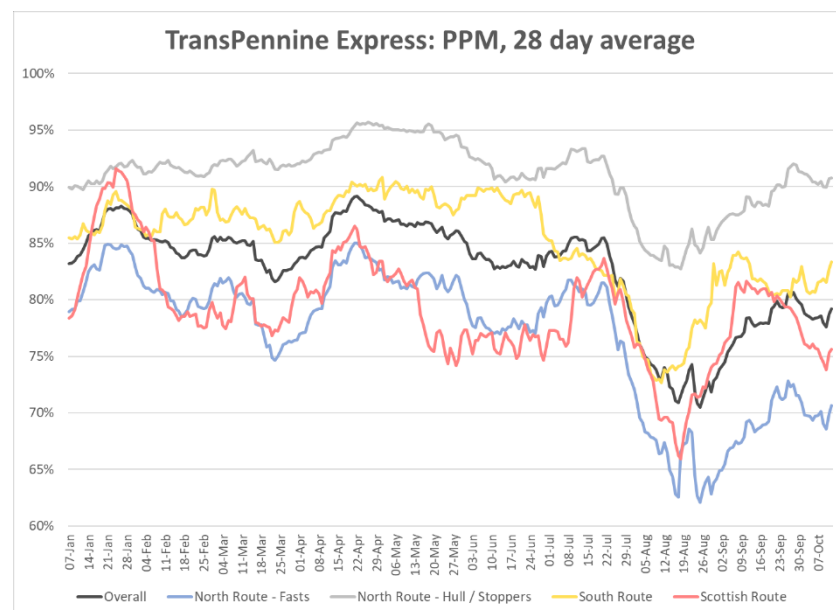
## Appendix 1: TransPennine Express Performance Charts

### Public Performance Measure

The chart below shows the percentage of trains arriving at their destination station within 10 minutes, including a breakdown by TPE route. A 28-day moving average is shown, in order to show recent trends without the day-to-day variation of extreme weather events, for example.

TPE's 28-day average of PPM had increased from approximately 83% in January to 88% by the end of April and 8% through June. Following a downturn in August, recent statistics show that PPM is averaging **79.2%** over the last 28 days. PPM for fast services on the North Route is just over 70%.

In 2018 TPE's average PPM score was **76.7%** for September, **69.4%** for October. Comparisons with industry averages are shown in Appendix 4.



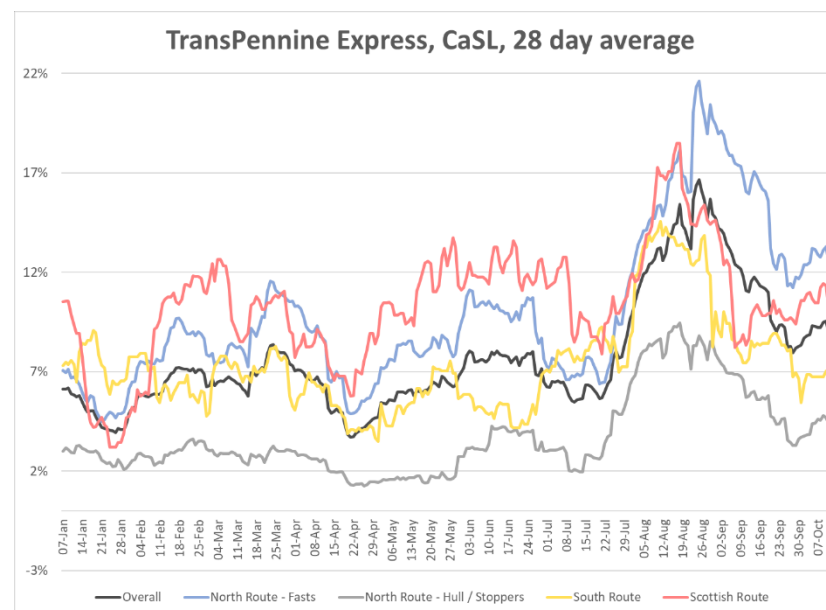
Source: TPE performance reports – provisional data, prior to final reconciliation

### Cancelled / Over 30 mins Late

Over the same period, the chart below shows the proportion of trains cancelled or over 30 minutes late.

Consistent with the PPM chart, the level of disruption has improved over the last 4 weeks, with overall CaSL of **8.4%** for the last 28 days. CaSL statistics for fast services on the North route and for Scottish services remain at just under 12% and 9% respectively.

In 2018 TPE's average CaSL score was **12.2%** in September and **12.5%** in October. Comparisons with industry averages are shown in Appendix 4.



Source: TPE performance reports – provisional data, prior to final reconciliation

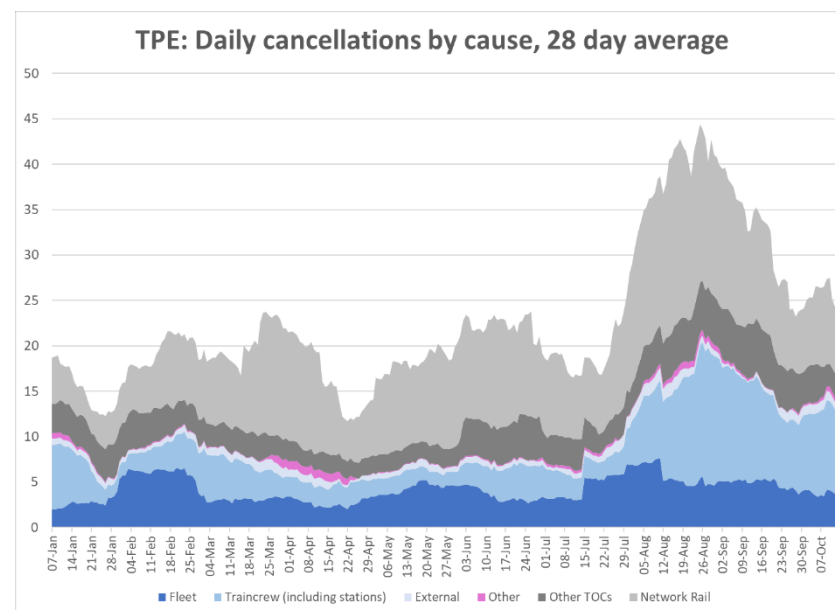
## Cancellations by Cause

The chart below shows the cause of cancellations and part cancellations on TPE services across all routes. A 28-day moving average is shown.

In the last 4 weeks the average number of cancellations and part-cancellations per day has reduced to 24 per day, albeit at a higher level than previously in the year. With an average of 325 trains planned per day, this equates to approximately **7.5%** of the total.

The chart below shows that TPE-caused cancellations averaging 14 per day for the last 4 weeks, significantly higher than previously in 2019. This has been caused in part by driver training requirements for new trains and the over-stretching of the existing rolling stock, contributing to an average of 9 traincrew cancellations per day and 4 fleet cancellations per day.

Network Rail cancellations have reduced to approximately 7 per day, with other TOCs causing approximately 3 cancellations per day.



Source: TPE performance reports – provisional data, prior to final reconciliation

## Capacity Delivery

Positive progress has been made with TPE in developing a revised methodology to show capacity delivery and resulting passenger crowding. A draft table setting out potential measures for capacity and crowding has been shown below. This is still subject to further work and agreement with TPE.

The first column shows the number of trains at each location not provided with the capacity specified in the Train Plan, as measured by Schedule 7.1. Combining this with the anticipated loading of each train allows an estimate of how many trains were crush loaded (i.e. over 10% of the train's capacity).

Finally, using the loading data generated by on-train counting systems and comparing this with the level of capacity provided, an estimate can be made of the number of passengers having to stand each day. This is consistent with the Franchise Agreement for both train operators, which requires them provide passengers with a reasonable expectation of a seat for any journey over 20 minutes during the peak, and for all journeys off peak.

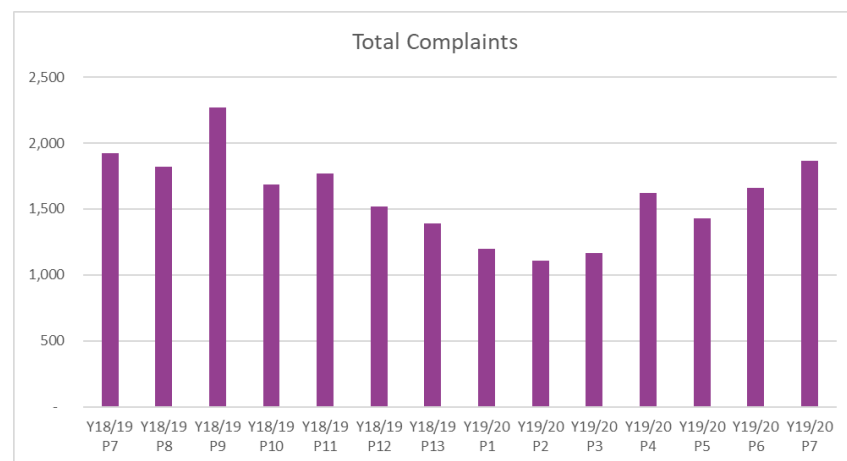
The only exception to this, which will be excluded from the analysis, is for peak trips between Huddersfield and Leeds taking up to 22 minutes (this exception being a part of the contract Invitation to Tender).

City	Average Short Formations Per Day	Average Crush Loaded Trains Per Day	Average Daily Standing Passengers		
			AM Peak +20m	PM Peak +20m	Off Peak
Leeds	...	...	...	...	...
Liverpool	...	...	...	...	...
Manchester	...	...	...	...	...
Newcastle	...	...	...	...	...
Sheffield	...	...	...	...	...
<b>Total</b>	<b>...</b>	<b>...</b>	<b>...</b>	<b>...</b>	<b>...</b>

## Total Complaints

The number of complaints by rail period is shown below. Whilst the number of complaints has gone down since the timetable change in December 2018, recent performance has contributed to a steadily increasing number since Period 2.

There has been an increase in complaints logged in Periods 6 and 7 reflecting train service performance. TPE state that they have increased the level of resourcing at their contact centre to ensure they can reply to customers as soon as possible and this has created a natural increase in the number of complaints logged.

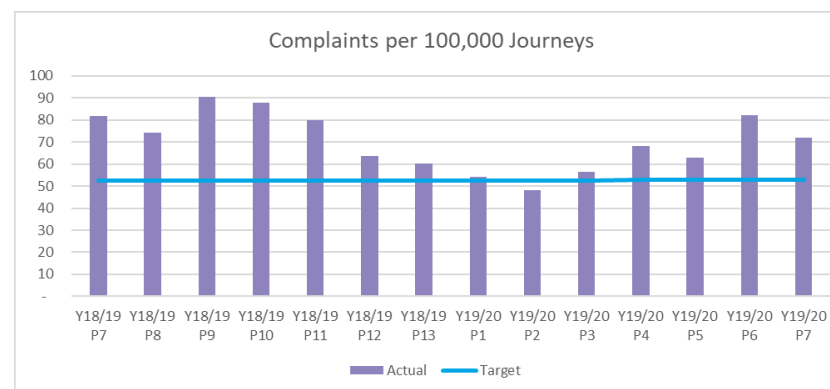


Source: TPE

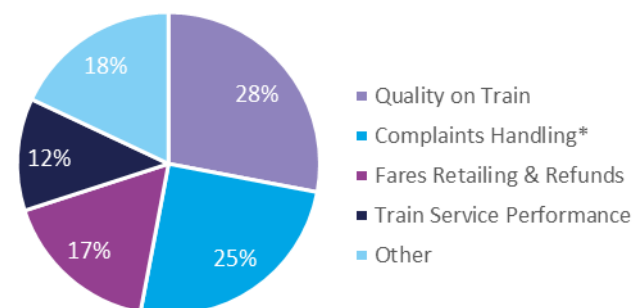
## Complaints Analysis

The bar chart below shows the rate of complaints per 100,00 passenger journeys. This is shown against the target for 2019/20. This graph reflects the number of complaints received last year, peaking in late 2018.

The pie chart shows the percentage of complaints by category in Period 7 of 2019/20. Our most significant area of complaint is Quality on Train (which includes crowding). The categories included are based on the top 4 complaints categories over the past 12 months.



## Complaints Analysis P07



Source: TPE

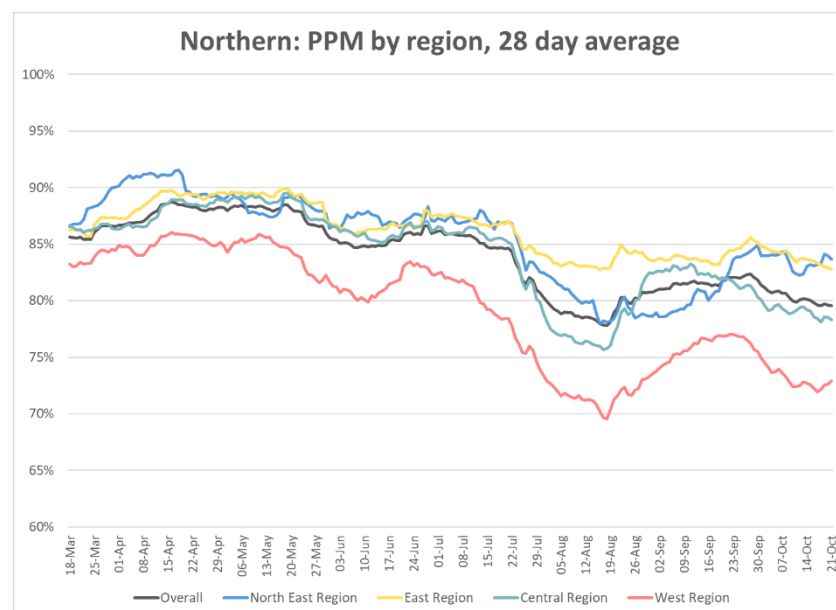
## Appendix 2: Northern Summary Performance Charts

### Public Performance Measure

The chart below shows recent PPM figures for Northern, disaggregated by region. A 28-day moving average is shown, in order to show recent trends without the day-to-day variation of extreme weather events, for example.

Recent statistics show that Northern's overall PPM is averaging **79.6%** over the last 28 days; the West Region continues to perform at least 5% below other regions.

In October 2018 Northern's average PPM score was **74.3%**. Comparisons with industry averages are shown in Appendix 4.



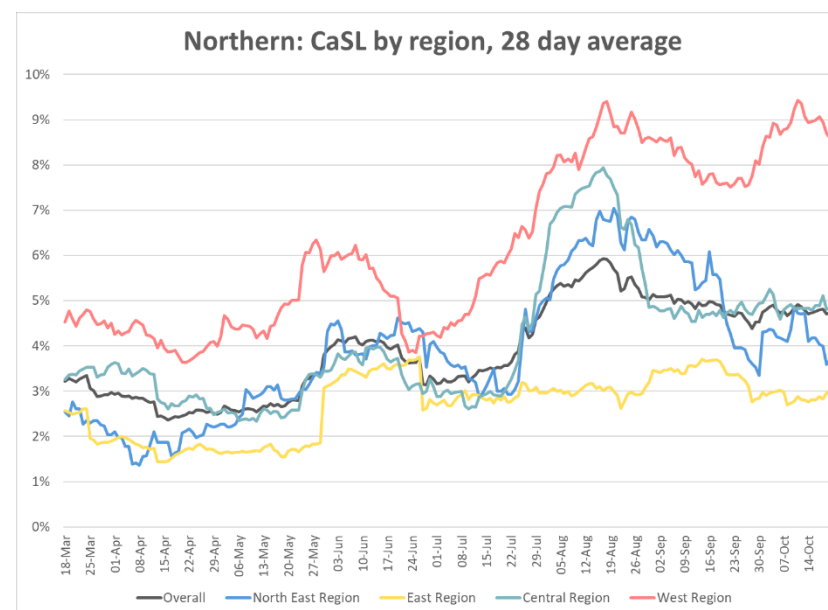
Source: Northern performance reports – provisional data, prior to final reconciliation

### Cancelled / Over 30 mins Late

The chart below shows the percentage of trains cancelled or over 30 minutes late, split by region.

Disruption across the network, particularly in the West and Central regions, has led to Northern's CaSL score of **4.7%** for the last 28 days. Both Northern- and Network Rail-caused delays are contributing to this, with analysis of the causing factor for cancellations being shown overleaf.

In October 2018 Northern's CaSL score was **3.4%**. Comparisons with industry averages are shown in Appendix 4.



Source: Northern performance reports – provisional data, prior to final reconciliation

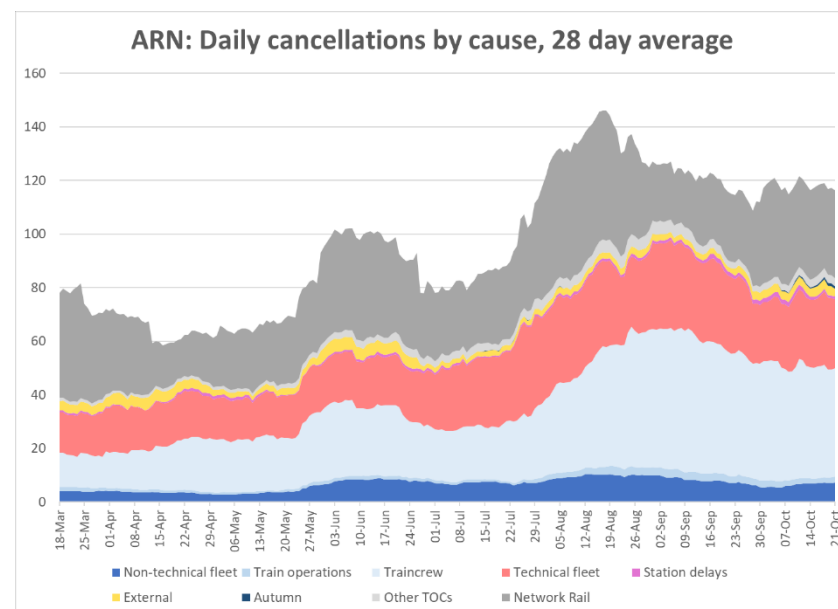
## TOC-on-Self Cancellations by Region

The chart below shows the cause of cancellations and part cancellations on Northern services across all routes. As for other statistics a 28-day rolling average is used.

In the last 4 weeks the average number of cancellations and part-cancellations has been 116 per day; with an average of 2,621 trains planned per day, this equates to approximately **4.4%** of the total.

Northern-caused cancellations remain at approximately 80 per day, driven by traincrew related cancellations (averaging 40 per day) and fleet (33 per day).

Over recent weeks, Network Rail-related causes have accounted for approximately 33 cancellations per day, with other TOCs accountable for 3 cancellations per day.



Source: Northern performance reports – provisional data, prior to final reconciliation

## Passengers in Excess of Capacity

Northern have worked with Transport for the North to provide detailed estimates of passenger crowding for peak trains into the 5 major cities. Results for Period 7, covering 15<sup>th</sup> September to 12<sup>th</sup> October, are shown below.

Col A shows the ratio of services that were delivered in line with the train plan.

Col B shows the ratio of services meeting the required capacity for demand

Col C shows the proportion of required capacity that was not delivered

Col D shows the amount of 'passenger spaces' planned but not delivered

Col E shows the estimated number of passengers who were unable to board

Location	A) Plan of the day unit formation or larger	B) Minimum required unit formation or larger	C) Percentage of minimum capacity not delivered	D) Average passenger spaces not delivered per day	E) Estimated passengers unable to board per day
Leeds	81.91%	94.82%	1.13%	404	27
Liverpool	79.12%	94.84%	3.31%	386	0
Manchester	79.46%	94.24%	2.00%	1,000	85
Newcastle	84.13%	100.00%	0.00%	0	0
Sheffield	76.78%	96.78%	0.48%	44	0
<b>Total</b>				<b>1,834</b>	<b>112</b>

Source: Northern analysis of capacity delivered vs estimated loading



## Total Complaints

The number of complaints by rail period is shown below, covering the period April 2018 to September 2019. In that time there has been a marked increase in line with the reliability issues seen in May 2018, with recent results being much closer to the values achieved in April 2018.

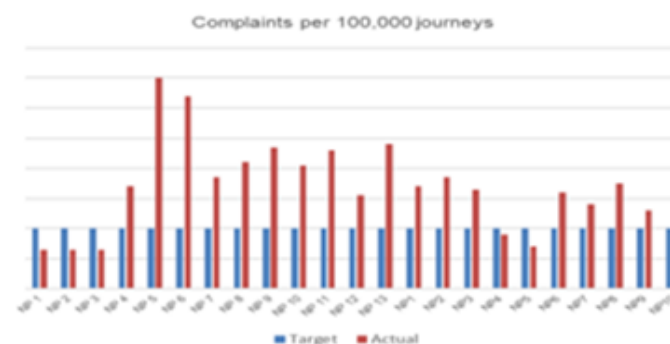


Source: Northern

## Complaints Analysis

The bar chart below shows the rate of complaints per 100,000 journeys for the last 23 rail periods. As for the total number of complaints, this peaked in the early part of 2018/19 and has since reduced, although it remains higher than in April and May of this year (NP 4 and NP5).

The pie chart shows the percentage of complaints by category in Period 7 of 2019/20 (15<sup>th</sup> September to 12<sup>th</sup> October). This shows that punctuality and reliability are the two most significant causes of complaint.



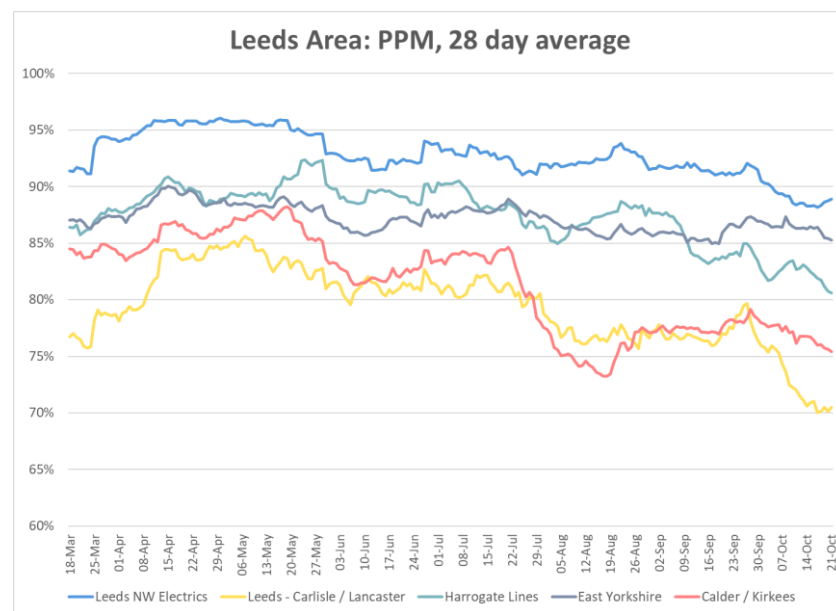
Source: Northern

## Appendix 3: Northern Service Group Analysis

### Leeds Area: Public Performance Measure

The chart below shows recent PPM figures for Leeds NW electrics, Carlisle / Lancaster, Harrogate, East Yorkshire and Calder / Kirklees.

Over the last 12 weeks the deterioration in reliability has continued, with PPM averaging 70% for Carlisle / Lancaster services and 75% for Calder Valley trains over the last 28 days. A number of significant events such as signal failures, flooding and trespass incidents have contributed to this alongside on-going traincrew and fleet issues.



#### Leeds NW Electrics

Leeds / Bradford FS – Skipton  
Leeds / Bradford FQ – Ilkley  
Leeds – Bradford Foster Square

#### Leeds – Carlisle / Lancaster

Leeds – Lancaster / Morecambe  
Leeds – Carlisle

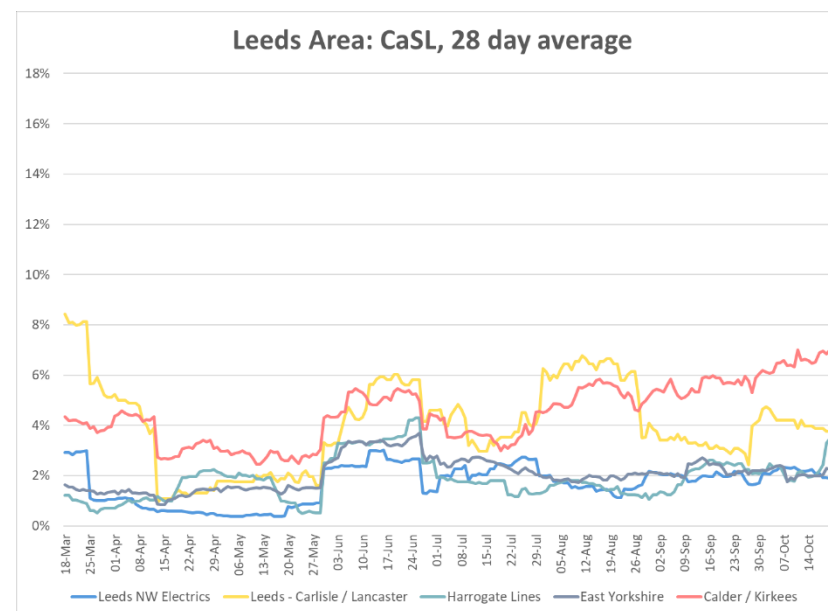
#### Harrogate Lines

Leeds – Harrogate – York  
Leeds – Knaresborough

### Leeds Area: Cancelled / Over 30 mins Late

For the same service groupings as used for PPM, the chart below shows the percentage of trains cancelled or over 30 minutes late in the Leeds area (the rail industry's CaSL measure). A 28-day moving average is shown, in order to show recent trends without the day-to-day variation of extreme weather events, for example.

CaSL results have steadily reduced across NW Electrics, Harrogate and East Yorkshire service groups, with the average for Carlisle / Lancaster service also reducing. The level of disruption on Calder Valley services continues to rise.



#### East Yorkshire

Hull – Scarborough  
Hull – York  
Leeds – Selby  
Leeds – York  
York – Huddersfield

#### Calder / Kirkees

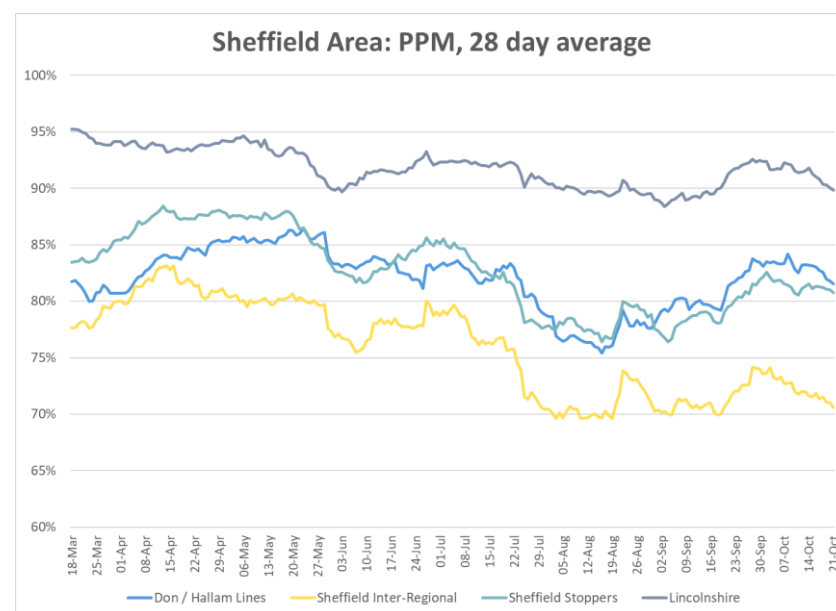
Blackpool North – Leeds/Yrk  
Blackpool Nth – Leeds  
Huddersfield – Wakefield Kirkgate  
Southport – Leeds  
York/Selby – Manchester Victoria

\*Please note all numbers are provisional as supplied prior to final reconciliation.

### Sheffield Area: Public Performance Measure

The chart below shows recent PPM figures for Don / Hallam lines, Lincolnshire, and inter-regional / stopping services around Sheffield. A 28-day moving average is shown, in order to show recent trends without the day-to-day variation of extreme weather events, for example.

In recent weeks performance has improved slightly for Don / Hallam and stopping services around Sheffield, but PPM remains just over 70% for Inter-Regional trains (affecting Leeds – Sheffield – Lincoln / Nottingham services).



#### Don / Hallam Lines

Leeds – Sheffield via Moorthorpe  
Doncaster – Leeds  
Leeds – Barnsley -Sheffield (Stoppers)  
Leeds – Knottingley  
Goole – Leeds

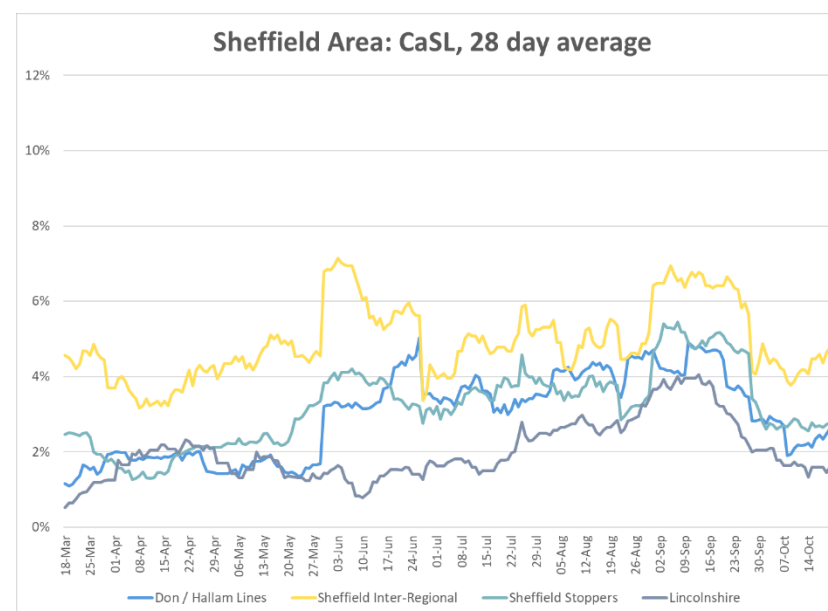
#### Sheffield Inter-Regional

Leeds – Lincoln via Sheffield  
Leeds – Nottingham  
Nottingham – Sheff – Barnsley – Leeds

### Sheffield Area: Cancelled / Over 30 mins Late

For the same service groupings as used for PPM, the chart below shows the percentage of trains cancelled or over 30 minutes late in the Sheffield area (the rail industry's CaSL measure). A 28-rolling average is used.

With the exception of Inter-Regional services, CaSL statistics have gradually improved over the last 8 weeks with most service groups averaging below 3%. Inter-Regional services continue to have a higher level of disruption, with CaSL figures of 5%.



#### Sheffield Stoppers

Adwick – Sheffield  
Hull – Sheffield  
Sheffield – Huddersfield  
Sheffield – York

#### Lincolnshire

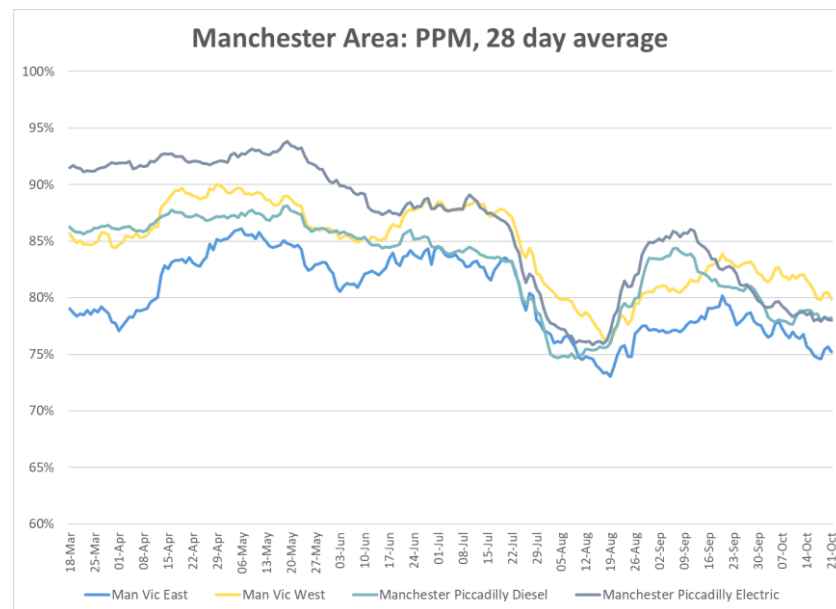
Cleethorpes – Gainsborough  
Barton on Humber – Cleethorpes  
Doncaster – Scunthorpe  
Sheffield – Lincoln

\*Please note all numbers are provisional as supplied prior to final reconciliation.

### Manchester Area: Public Performance Measure

The chart below shows recent PPM figures for Manchester-based service groups serving Piccadilly and Victoria. A 28-day moving average is shown, in order to show recent trends without the day-to-day variation of extreme weather events, for example.

Following an improvement in September, PPM scores across Manchester routes are now less than 80% for all service groups. A number of trespass and flooding events have contributed to this, although in the Central region fleet and traincrew-related incidents have increased since the Spring.



#### Man Vic East

Blackburn – Man Vic via Todmorden  
Man Vic – Castleton – Rochdale  
Man Vic – Stalybridge

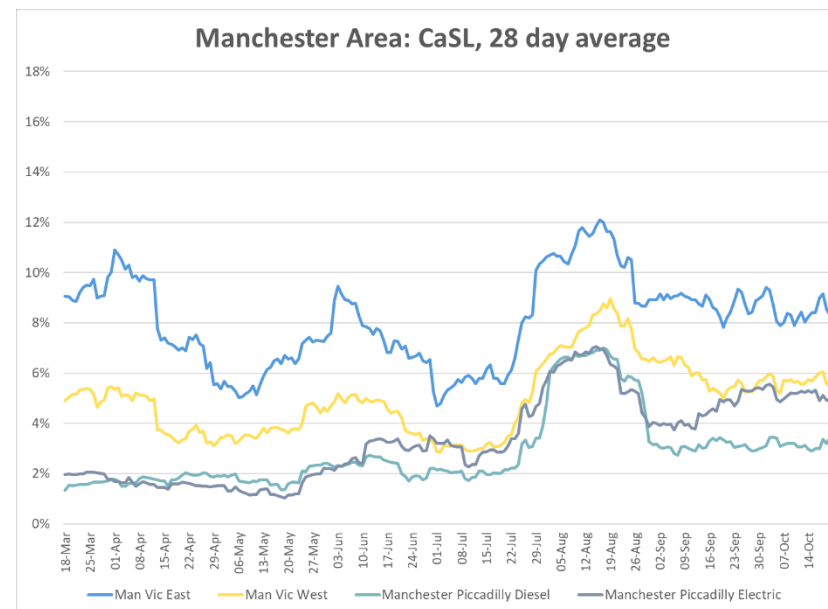
#### Man Vic West

Clitheroe – Man Vic via Bolton  
Kirby – Man Vic  
Rochdale – Blackburn  
Wigan – Stalybridge

### Manchester Area: Cancelled / Over 30 mins Late

For the same service groupings as used for PPM, the chart below shows the percentage of trains cancelled or over 30 minutes late in the Manchester area (the rail industry's CaSL measure). A 28-rolling average is used.

As previously, the level of cancellations is generally lower for Manchester Piccadilly-based services. At over 8%, the level of disruption for Manchester Victoria East services remains a concern (affecting Blackburn – Man Vic via Todmorden, Man Vic – Castleton – Rochdale and Man Vic – Stalybridge trains).



#### Manchester Piccadilly Diesel

Man Picc – Huddersfield  
Man Picc – Chester  
Man Picc – Marple/Rose Hill  
Man Picc – New Mills Central  
Man Picc – Sheffield  
Man Picc/Deansgate – Hazel Grove – Buxton  
Southport – Alderley Edge

#### Manchester Piccadilly Electric

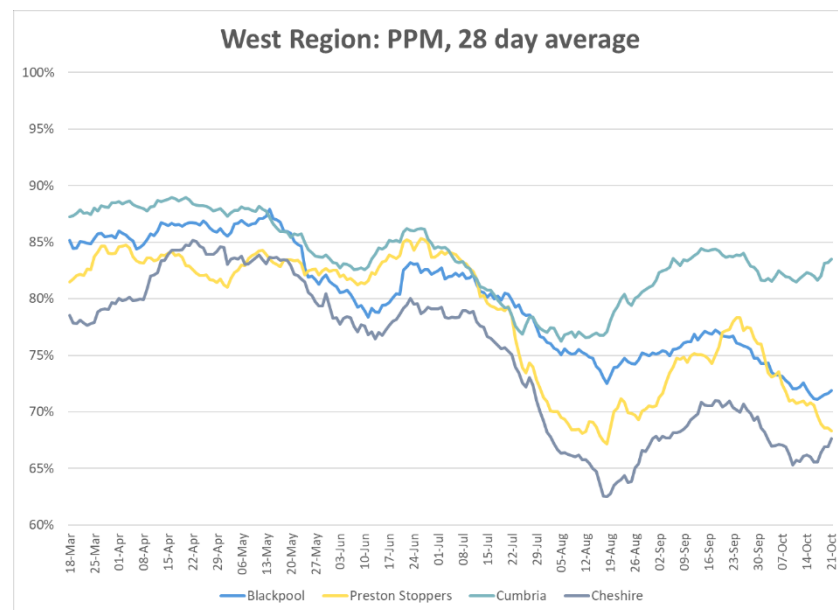
Man Picc – Stockport – Alderley Edge/Crewe  
Man Picc – Crewe via Stockport  
Man Picc – Crewe via Man Airport  
Man Picc – Hadfield  
Man Picc – Hazel Grove  
Man Picc – Macclesfield – Stoke On Trent

\*Please note all numbers are provisional as supplied prior to final reconciliation.

## West Region: Public Performance Measure

The chart below shows recent PPM figures for Blackpool, Preston, Cumbria and Cheshire service groups. A 28-day moving average is shown, in order to show recent trends without the day-to-day variation of extreme weather events, for example.

As shown in the regional comparison in Appendix 2, services in the West Region typically have lower PPM scores than other regions. This has become more exaggerated in recent weeks, with Cheshire and Preston based services having PPM of less than 70%. It has been a particularly poor period for flooding events (with a notable incident at Poulton-le-Fylde) and whilst traincrew-related disruption has improved from September, it remains higher than in the Spring.



### Blackpool

Blackpool Nth – Liverpool  
Blackpool Nth – Liverpool (Stoppers)  
Blackpool Nth – Man Airport (Express)  
Blackpool Nth – Preston  
Liverpool – Preston – Blackpool

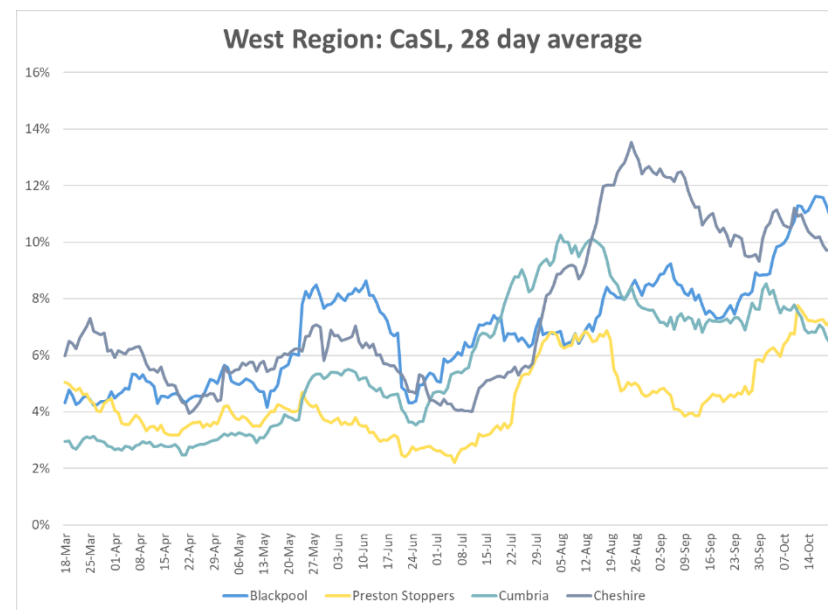
### Preston Stoppers

Blackpool South – Colne  
Man – Blackpool Nth (Stoppers)  
Man – Preston (Stoppers)  
Preston – Ormskirk

## West Region: Cancelled / Over 30 mins Late

For the same service groupings as used for PPM, the chart below shows the percentage of trains cancelled or over 30 minutes late in the West Region. A 28-rolling average is used.

As for the PPM scores, a higher level of cancellations and seriously late trains is typically seen on all West region routes. Services on Blackpool and Cheshire routes have been particularly affected, with CaSL averaging approximately 10% over recent weeks. Increased levels of cancellations have been driven by an increase in Network Rail-caused factors, fleet reliability issues and traincrew availability.



### Cumbria

Barrow – Preston  
Cumbria Coast  
Lancaster – Morecambe  
Man Airport – Preston / Barrow  
Windermere – Oxenholme

### Cheshire

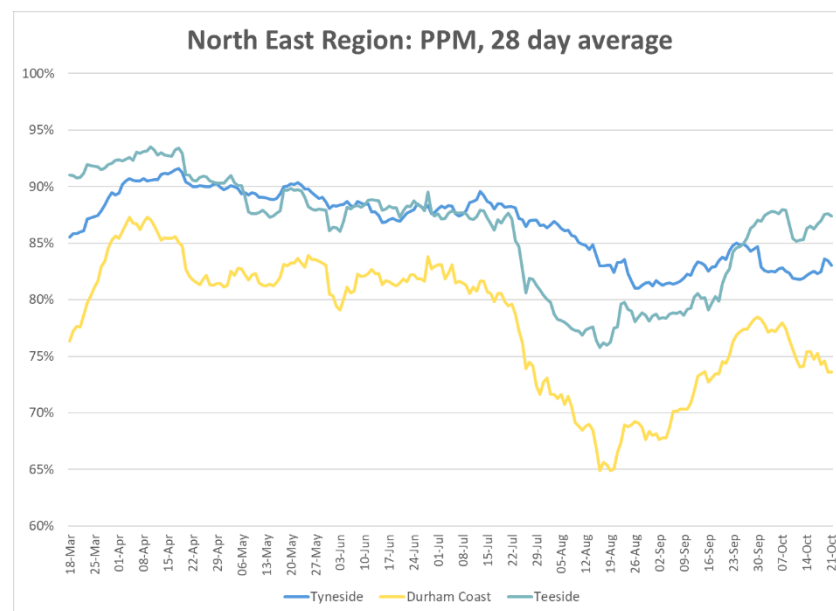
Liverpool – Crewe via Man Picc  
Liverpool – Man Airport via Warrington Central  
Liverpool – Oxford Road via Warrington Central  
Liverpool – Wigan North Western  
Liverpool – Warrington BQ – Ellesmere Port

\*Please note all numbers are provisional as supplied prior to final reconciliation.

### North East Region: Public Performance Measure

The chart below shows recent PPM figures for Tyneside, Durham Coast and Teeside service groups. A 28-day moving average is shown, in order to show recent trends without the day-to-day variation of extreme weather events, for example.

Disruption in the North East has increased in recent months as a result of infrastructure issues on the East Coast Main Line, Northern's own fleet issues, freight loco failures and flooding during periods of extreme weather. Durham Coast services have increased from 65% to approximately 75% in recent weeks.



#### Tyneside

Chathill – Newcastle  
Saltburn – Chester Le Street – Carlisle  
Newcastle – Carlisle  
Newcastle – Hexham

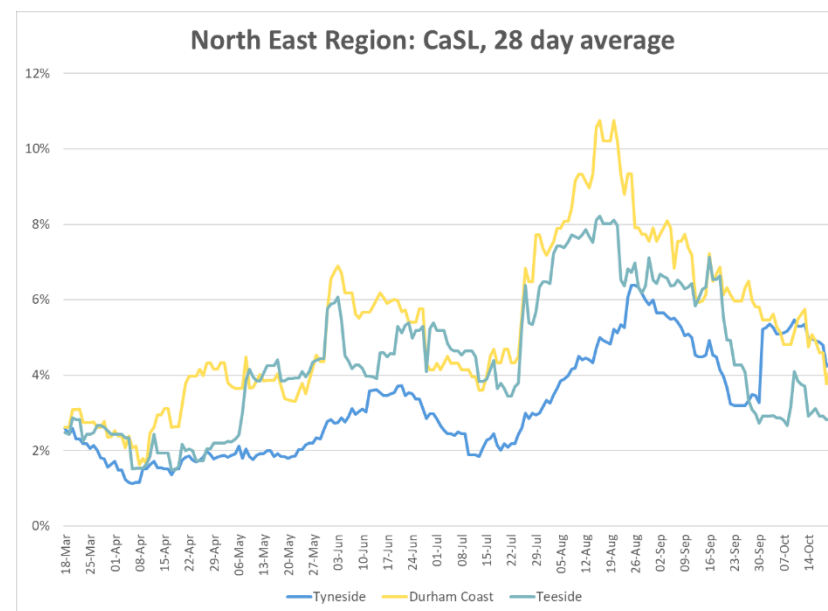
#### Durham Coast

Newcastle – Middlesbrough

### North East Region: Cancelled / Over 30 mins Late

For the same service groupings as used for PPM, the chart below shows the percentage of trains cancelled or over 30 minutes late in the North East Region area (the rail industry's CaSL measure). A 28-rolling average is used.

The level of cancellations and seriously late trains has decreased to approximately 4% for most North East services over recent weeks. This shows that whilst overall reliability is lower than it was, the level of serious disruption has reduced significantly since August.



#### Teeside

Saltburn – Bishop Auckland  
Whitby – Middlesbrough

\*Please note all numbers are provisional as supplied prior to final reconciliation.

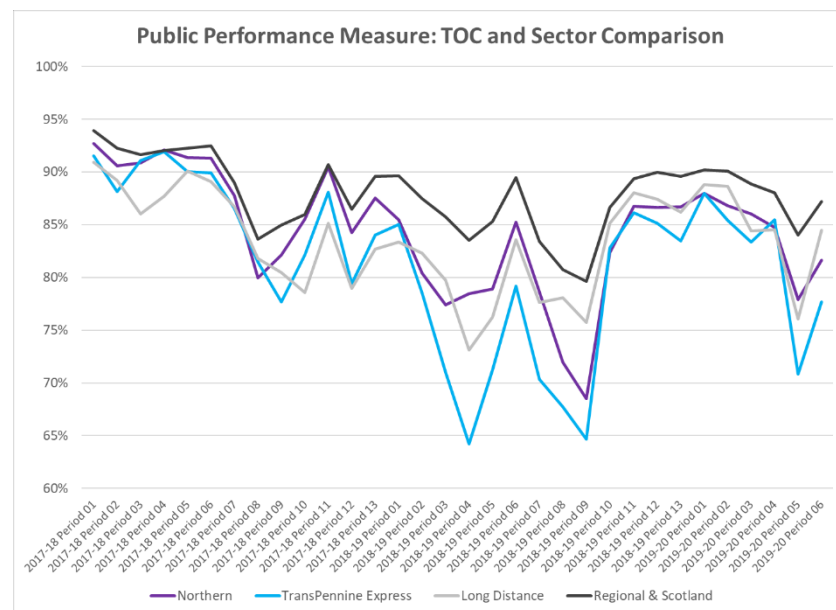
## Appendix 4: National Comparisons

### Public Performance Measure

The chart below shows the PPM for Northern, TPE, long distance operators and regional operators, from April 2017 to September 2019.

Northern's PPM is typically slightly lower than the national average for regional operators, partly due to the age of their rolling stock. TPE's PPM was previously slightly higher than the industry average for long distance operators, but over the last year it has been lower than the sector average.

Figures have generally improved since December 2018, when timetable changes were made to increase reliability. However, recent figures have shown a return to lower PPM scores last seen in the latter half of 2018.



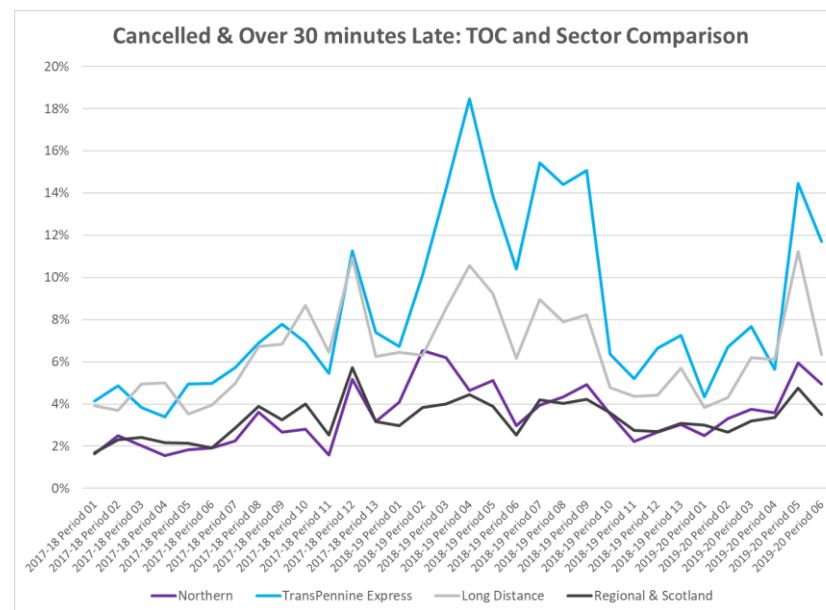
Source: ORR website

### Cancelled / Over 30 mins Late

The chart below shows the percentage of Cancelled / Seriously Late trains for Northern, TPE, long distance operators and regional operators, from April 2017 to September 2019.

Northern's statistics have risen as high as 6% over the last year, higher than the national average for regional operators. TPE's figures have at times been significantly higher than the national average for distance operators.

Following an improvement in early part of 2019, results for Period 6 show Northern higher than the regional average, and TPE significantly higher than the long distance average at almost 12%.



Source: ORR website

### Complaints per 100,000 passenger journeys

The table below shows the number of complaints per 100,000 passenger journeys for franchised operators. Data is shown quarterly and runs to 2019/20 Quarter 1, ending in June 2019. TOCs have been ranked according to the latest Quarter's results. Both operators have improved on their position from 2018/19 Quarter 4.

TPE were ranked 6<sup>th</sup> of all operators in terms of claim rate (previously 4<sup>th</sup>). The claim rate has increased from **38.7** at the start of the franchise to **48.9** by 2019/20 Quarter 1.

Northern were ranked 12<sup>th</sup> (previously 10<sup>th</sup>). The claim rate has increased from **11.0** in 2016/17 Quarter 1, to **24.5** by 2019/20 Quarter 1.

Franchised Operator	2016-17 Quarter 1	2016-17 Quarter 2	2016-17 Quarter 3	2016-17 Quarter 4	2017-18 Quarter 1	2017-18 Quarter 2	2017-18 Quarter 3	2017-18 Quarter 4	2018-19 Quarter 1	2018-19 Quarter 2	2018-19 Quarter 3	2018-19 Quarter 4	2018-19 Quarter 1
Caledonian Sleeper	:	:	228.8	72.5	195.5	154.5	123.1	60.7	123.2	122.8	270.4	114.9	205.7
Virgin Trains West Coast	172.9	144.1	135.5	165.9	157.6	154.2	155.7	177.2	191.4	168.5	141.5	153.0	143.0
London North Eastern Railway	164.7	66.4	101.2	103.1	95.7	142.2	134.7	96.1	102.7	117.2	102.7	130.3	126.5
CrossCountry	56.4	59.9	53.8	52.2	42.0	56.8	77.8	85.1	58.7	63.4	64.6	48.6	52.9
Great Western Railway	29.4	26.9	25.8	38.7	38.6	43.5	51.7	61.7	61.2	78.7	63.3	51.1	52.3
TransPennine Express	38.7	22.8	27.8	61.4	41.3	36.9	42.6	57.9	50.0	53.4	76.2	60.6	48.9
East Midlands Trains	54.9	54.2	38.9	47.9	51.9	45.8	55.2	54.0	43.9	59.5	71.6	54.1	48.7
TfW Rail	70.9	74.7	28.0	35.3	105.8	46.2	54.0	61.2	60.9	71.4	50.8	46.7	42.2
ScotRail	23.7	25.5	24.1	22.9	24.0	29.3	30.6	30.3	22.7	28.7	29.6	42.0	30.6
Greater Anglia	49.4	51.9	67.5	67.4	57.9	52.1	48.3	59.6	30.9	34.0	38.5	36.3	28.2
c2c	29.7	31.5	35.3	30.2	22.3	22.2	21.1	18.6	26.2	20.9	28.9	22.5	27.6
Northern	11.0	15.5	17.8	23.1	16.0	18.2	13.2	13.8	25.9	56.5	51.6	40.5	24.5
West Midlands Trains	33.4	35.2	39.4	33.9	31.4	31.0	38.5	28.2	20.7	21.2	19.0	18.5	23.2
South Western Railway	15.4	23.5	24.6	17.6	22.2	20.4	23.1	21.4	19.1	24.3	23.7	28.4	20.3
Chiltern Railways	32.7	33.1	28.9	27.8	24.2	24.3	22.9	21.7	21.3	24.2	22.2	23.9	19.8
Southeastern	18.7	23.8	27.6	32.9	27.2	26.7	28.3	37.1	32.5	24.7	22.0	26.0	16.9
Govia Thameslink Railway	21.7	31.6	32.1	29.3	16.2	19.2	16.3	12.8	20.0	20.2	12.8	11.8	11.6
Merseyrail	9.7	8.5	9.4	12.1	8.1	8.4	11.1	8.7	5.8	10.1	9.5	10.8	7.2
TfL Rail	2.8	2.2	3.6	2.9	1.7	1.6	3.1	3.9	2.4	2.6	2.9	2.2	1.9
London Overground	2.8	2.4	1.9	1.5	1.2	1.3	2.1	2.3	1.0	0.7	0.6	0.5	0.5

Source: ORR website. Data for for the current year are provisional.



## List of Background Documents:

There are no background papers to this report.

## Required Considerations

### Equalities:

Age		No
Disability		No
Gender Reassignment		No
Pregnancy and Maternity		No
Race		No
Religion or Belief		No
Sex		No
Sexual Orientation		No

Consideration	Comment	Responsible Officer	Director
Equalities	A full impact assessment has not been carried out because the report is for noting.	David Hoggarth	David Hoggarth

### Environment and Sustainability

	No
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Consideration	Comment	Responsible Officer	Director
Sustainability / Environment – including considerations regarding Active Travel and Wellbeing	A full impact assessment has not been carried out because the report is for noting.	David Hoggarth	David Hoggarth

### Legal

	No
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Consideration	Comment	Responsible Officer	Director
Legal	There are no apparent legal implications for Transport for the North – the rail franchise contract authority is the DfT.	Deborah Dimock	Julie Openshaw

### Finance

	No
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<b>Consideration</b>	<b>Comment</b>	<b>Responsible Officer</b>	<b>Director</b>
Finance	There are no financial implications for Transport for the North.	David Hoggarth	David Hoggarth

### Resource

	No
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<b>Consideration</b>	<b>Comment</b>	<b>Responsible Officer</b>	<b>Director</b>
Resource	The HR Team have confirmed there are no direct resource implications as a result of this report.	David Hoggarth	David Hoggarth

### Risk

	No
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<b>Consideration</b>	<b>Comment</b>	<b>Responsible Officer</b>	<b>Director</b>
Risk	A risk assessment is not required.	David Hoggarth	David Hoggarth

### Consultation

	No
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<b>Consideration</b>	<b>Comment</b>	<b>Responsible Officer</b>	<b>Director</b>
Consultation	A consultation has not been carried out because the report is for noting and discussion.	David Hoggarth	David Hoggarth