

Transport for the North

Rail North Committee Meeting – Item 4.0

Subject: Performance and Readiness Update

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Sponsor: David Hoggarth, Strategic Rail Director

Meeting Date: Tuesday 14th May 2019

1. Purpose of the Report:

- 1.1 The Committee is asked to **note** the performance statistics supplied and information from the Train Operators with regard to timetable readiness.

2. Executive Summary:

- 2.1 This report provides an update on rail performance statistics for Northern and TransPennine Express (TPE), and readiness of the operators to deliver new timetables in May 2019.

3. Performance Overview:

- 3.1 Performance has stabilised since December 2018 but is still subject to variation and both operators are still below PPM targets set in their Franchise Agreements. In April 2019 both Northern and TransPennine Express PPM figures were higher than in April 2018, showing the recovery that has been achieved since performance improvement measures were implemented in December 2018.
- 3.2 Capacity provision remains a key concern. Some data is available on the number of people expected to be crowded off trains, but there are ongoing discussions with members to finalise this and an update will be provided at the meeting. Complaints data is now included to show the key issues affecting both operators, along with a wider industry comparison.

4. TransPennine Express Performance

Public Performance Measure

- 4.1 TPE's Public Performance Measure (PPM) averaged 69.8% from 20th May 2018 to the start of the new timetable on 9th December 2018. From 9th December to 30th March 2019 it averaged 84.4%.
- 4.2 Over the last 28 days of operation (31st March to 27th April 2019) PPM has averaged **88.3%**. This compares to a year ago when in April 2018 the average PPM figure was **85.7%**.

Cancellations

- 4.3 Over the last 28 days of operation (31st March to 27th April 2019), an average of 13 trains were cancelled (or part cancelled) each day. This represents 4.0% of the overall number of services. Of these, approximately 53% were caused by other train operators or Network Rail.

Short Formations

- 4.4 TPE's Short Formation statistics reflect how many trains did not run with the capacity set out in the train plan. Figures have generally increased from September 2018 onwards, to between 80 and 100 per period. This comes despite a reduction in the number of services being planned to run as 6-car or 8-car sets from December 2018, reflecting difficulties with fleet availability.

5. Northern Performance

Public Performance Measure

- 5.1 Northern's Public Performance Measure (PPM) averaged 78.0% from 20th May 2018 to the start of the new timetable on 9th December. From 9th December to 30th March 2019 it averaged 86.1%.
- 5.2 Over the last 28 days of operation (31st March to 27th April 2019) PPM has averaged **88.1%**. This compares to a year ago when in April 2018 the average PPM figure was **85.7%**.

Cancellations

- 5.3 Over the last 28 days of operation (31st March to 27th April 2019), an average of 63 trains were cancelled (or part cancelled) each day. This represents 2.4% of the overall number of services. Of these, approximately 30% were caused by other train operators or Network Rail.

- 5.4 Northern have continued to implement pre-planned cancellations on Sundays in the North West (excluded from the statistics above).

Short Formations

- 5.5 Northern's Short Formation statistics reflect how many services did not have sufficient capacity to carry the forecast loading. Results have improved since the December 2018 timetable change, partly due to an increase in the amount of diesel rolling stock available.

6. Richard George Update:

- 6.1 The Rail North Partnership has been working with Richard George (an independent industry expert) to bring forward initiatives that will improve reliability. Richard will present the findings of his work at the meeting.

7. Timetable Readiness:

- 7.1 Train operators are anticipating that the May 2019 timetable change will bring further improvements to reliability and capacity, for the following reasons:
- The timetable substantially reflects the May 2018 timetable as originally bid to Network Rail. This was first submitted in August 2017 in line with standard industry timescales (prior to the re-planning from January 2018 onwards).
 - For Northern, utilisation of electric rolling stock between Manchester and Preston should bring reliability improvements and release diesel rolling stock to reduce crowding elsewhere.
 - TPE's timetable should become more resilient through the further extension of turnround times for North Route services.
- 7.2 Network Rail, Northern and TransPennine Express will be present at the meeting to provide an update on their readiness for the May 2019 timetable change.

8. Appendices:

- 8.1 Appendix 1: TransPennine Express performance charts
- 8.2 Appendix 2: Northern summary performance charts
- 8.3 Appendix 3: Northern service group analysis
- 8.4 Appendix 4: Sector comparison

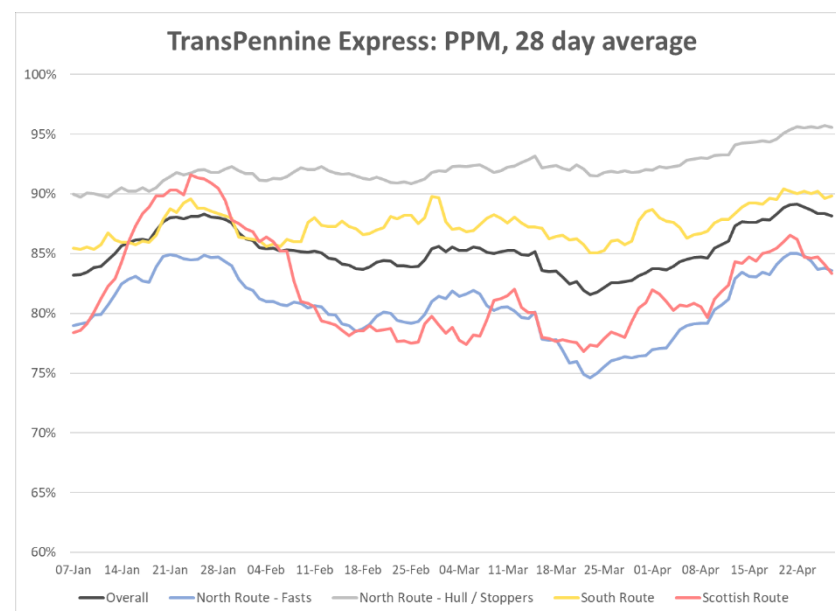
Appendix 1: TPE Performance Charts

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 has increased from approximately 83% at the end of March to 88% by the end of April. The Scottish route and Fast services on the North route have suffered low PPM scores in comparison with other routes, whilst Hull / stopping services on North route now have the highest PPM of any sub-group following timetable changes made in December 2018.

In April 2018 TPE's average PPM score was **85.7%**. Comparisons with industry averages are shown in Appendix 4.



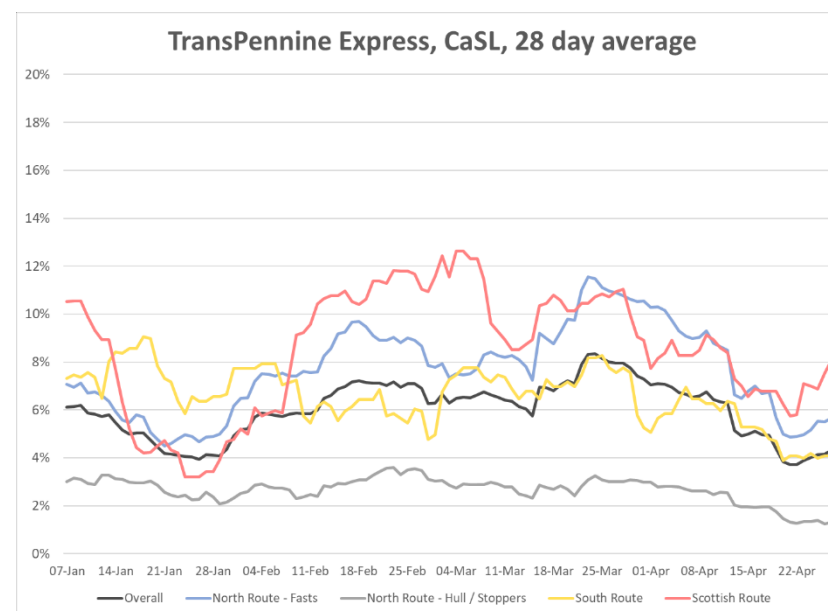
Source: TPE performance reports – provisional data, prior to final reconciliation

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, a gradual reduction in disruption has been seen over the last 4 weeks. A higher number of cancellations and long delays have been experienced on the Scottish route and fast services on the North route.

In April 2018 TPE's average CaSL score was **5.8%**. Comparisons with industry averages are shown in Appendix 4.



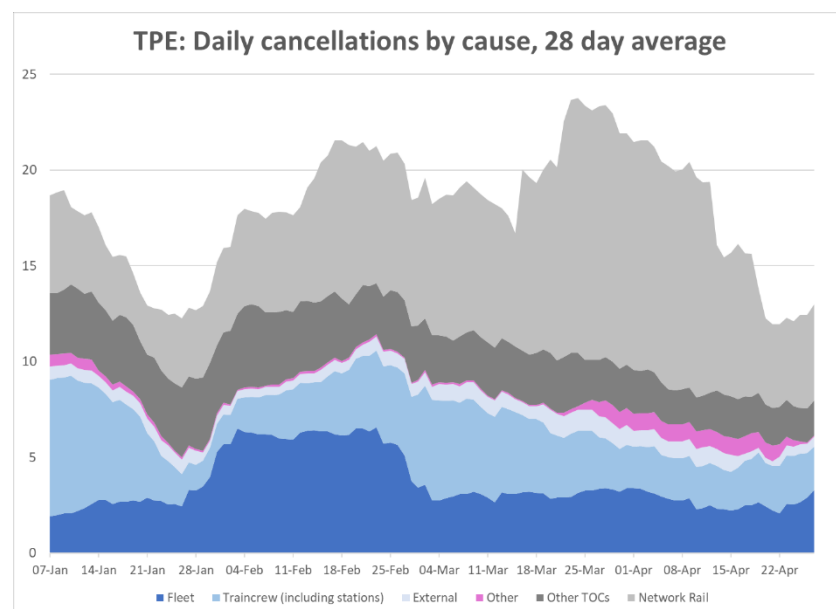
Source: TPE performance reports – provisional data, prior to final reconciliation

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 from 23 to 13. In the early part of the review period, a spike in Network Rail-related cancellations significantly affected the overall total.

TPE-caused factors have reduced over the last few months, currently accounting for approximately 7 daily cancellations.



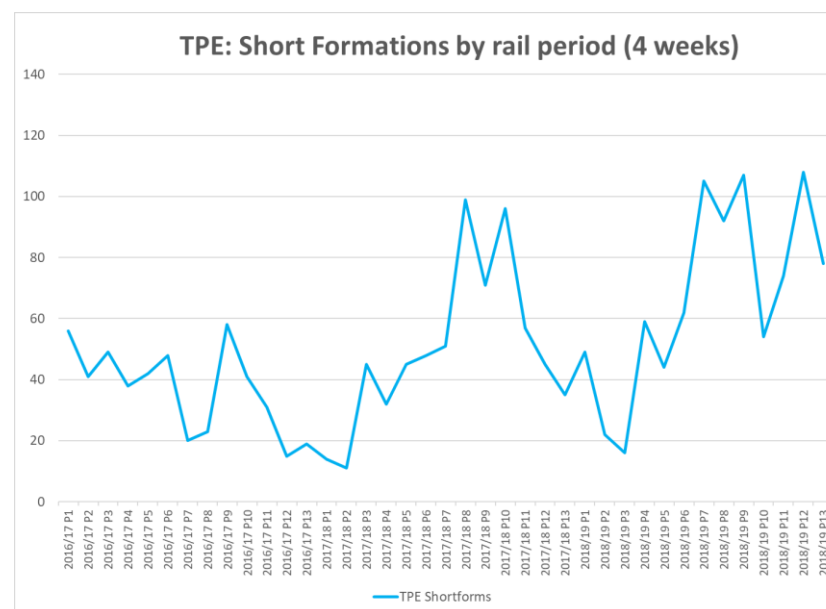
Source: TPE performance reports – provisional data, prior to final reconciliation

Short Formations

The chart below shows the number of Short Formations per period, as measured by Schedule 7.1 of the Franchise Agreement. This reflects the number of services running with less capacity than planned, excluding cancellations.

Short formations have generally increased since September 2018 to between 80 and 100 per period (an average between 2 and 3 per day). This increase comes despite a reduction in the number of 6-car and 8-car formations planned since December 2018.

There have been a number of external fleet incidents (including a spate of recent fatalities and bird strikes) exacerbating the number of cancellations and short formations, as units are taken out of service for repair.



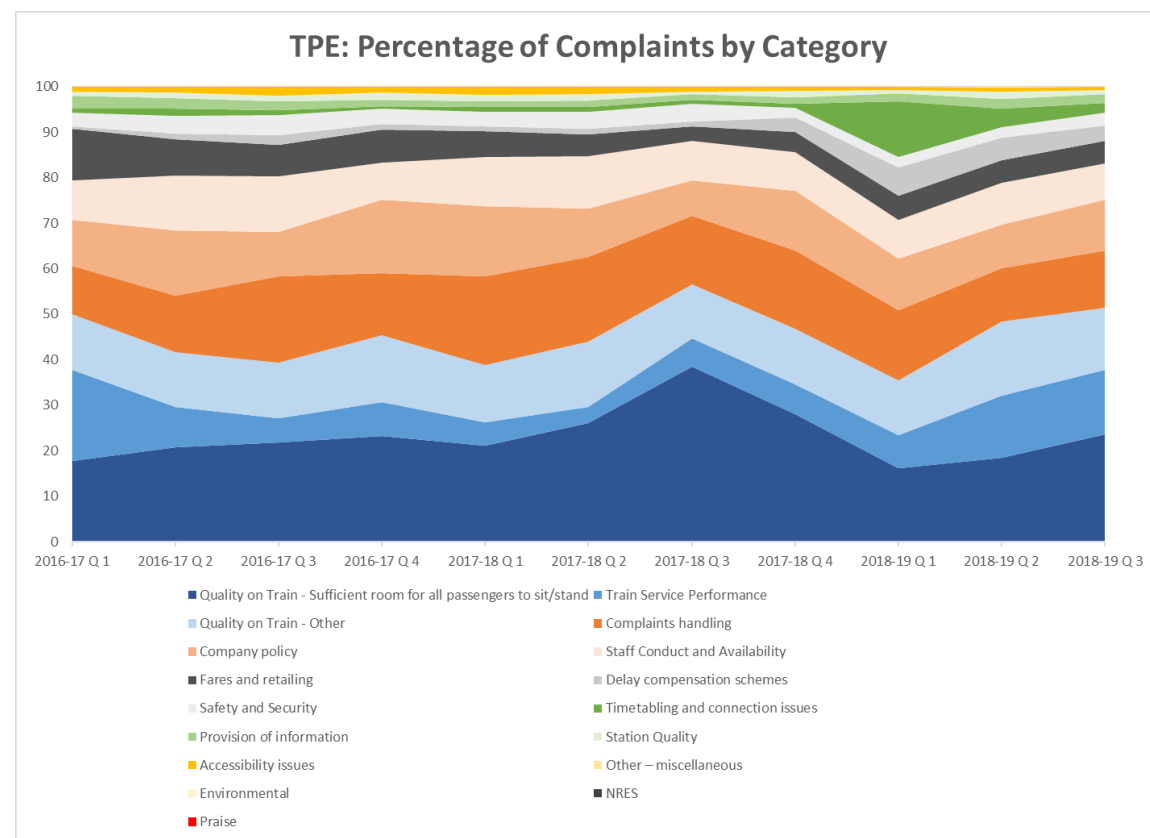
Source: TOC short formation statistics as per Schedule 7.1 of the Franchise Agreement

Complaints by Category

The table below shows the proportion of complaints TPE received by category. Data is shown quarterly and runs to 2018/19 Quarter 3, ending in December 2018 (therefore prior to the performance-related timetable changes in December 2018 having an impact).

In 2018/19 Quarter 3 the most significant factor for TPE was 'Sufficient room for passengers to sit / stand', followed by 'Train Service Performance' and other on-train quality issues.

Complaints statistics are compared with other operators in Appendix 4.



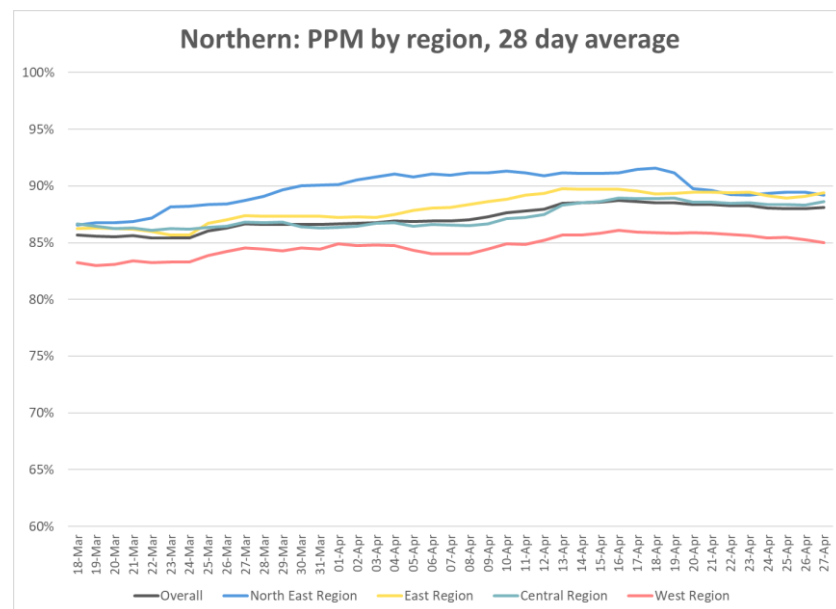
Source: ORR website

Appendix 2: Northern 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 figures shown relatively consistent results, with overall PPM increasing from 85% to 88% since March. The West region has consistently had lower PPM than other service groups – in part driven by severe weather. Analysis by service group is provided in Appendix 3, with industry comparisons shown in Appendix 4.

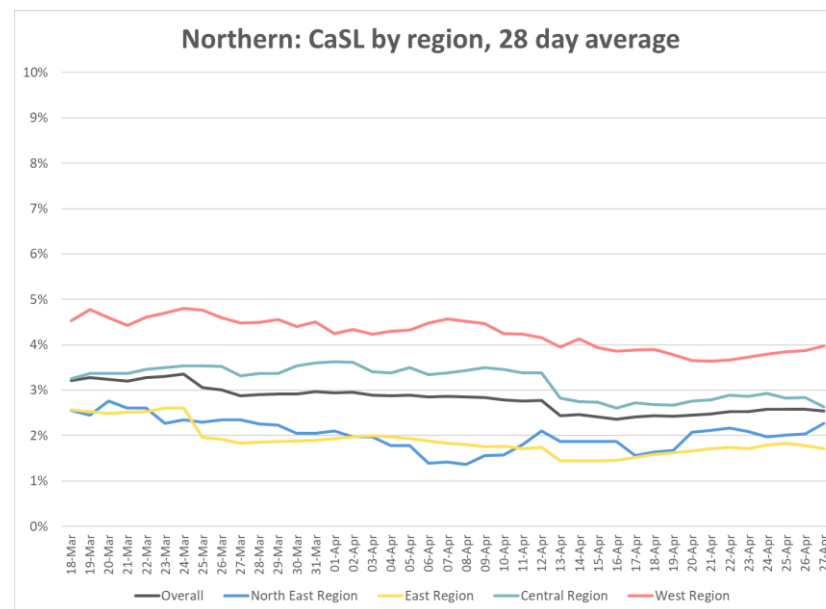


Source: Northern performance reports – provisional data, prior to final reconciliation

Cancelled / Over 30 mins Late

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

Northern's overall rolling average has reduced to approximately 2.7% in recent months. Consistent with the PPM results, performance in the West region is worse than in the other 3 regions. Analysis by service group is shown in Appendix 3.

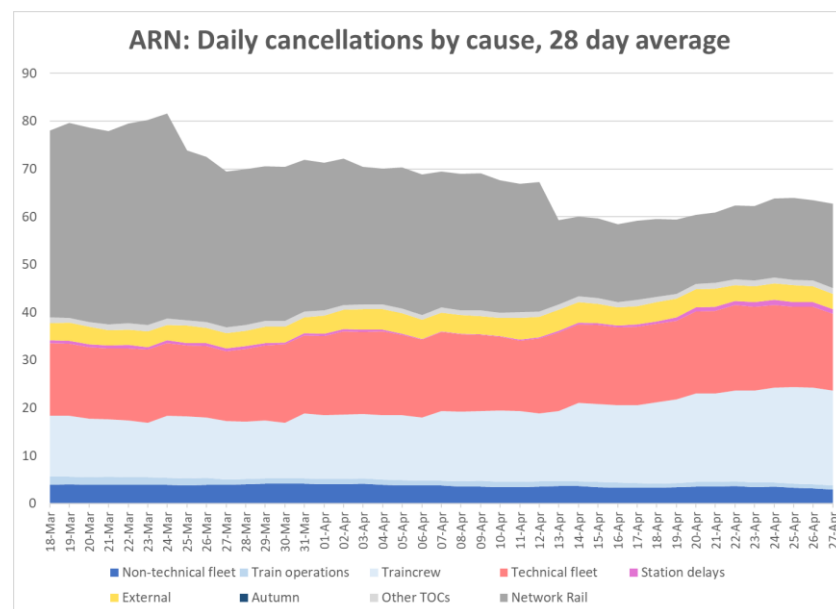


Source: Northern performance reports – provisional data, prior to final reconciliation

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 recent weeks approximately 60 trains have been cancelled or part cancelled each day. The main cause of variability is Network Rail-related issues, though Traincrew issues have increased since March, accounting for almost 20 cancellations / part cancellations per day.

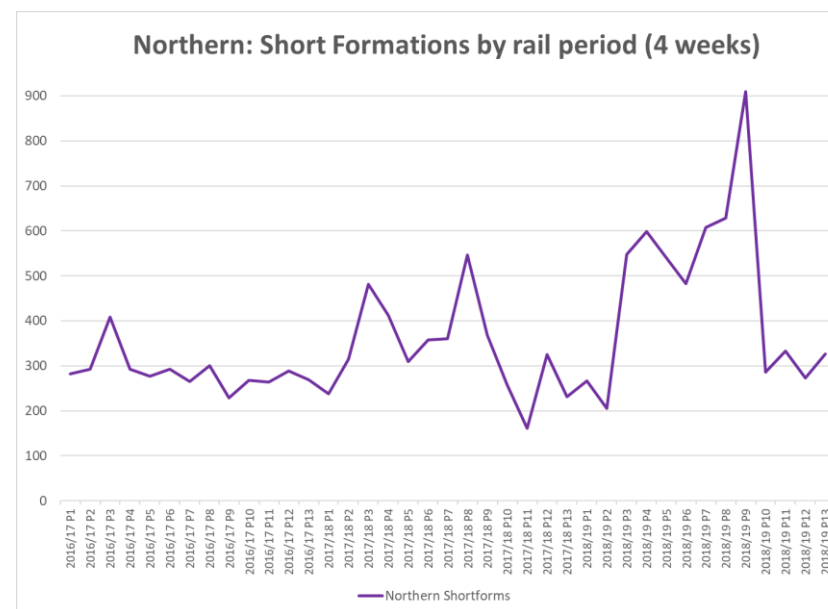


Source: Northern performance reports – provisional data, prior to final reconciliation

Short Formations

Northern's Short Formation statistics (as measured through Schedule 7.1 of the Franchise Agreement) reflect how many services did not have sufficient capacity to carry the forecast loading.

Whilst the number of short formations peaked sharply towards the end of 2018 due to Autumn-related issues, results have improved since the December timetable change. This partly due to an increase in the amount of diesel rolling stock available to Northern.



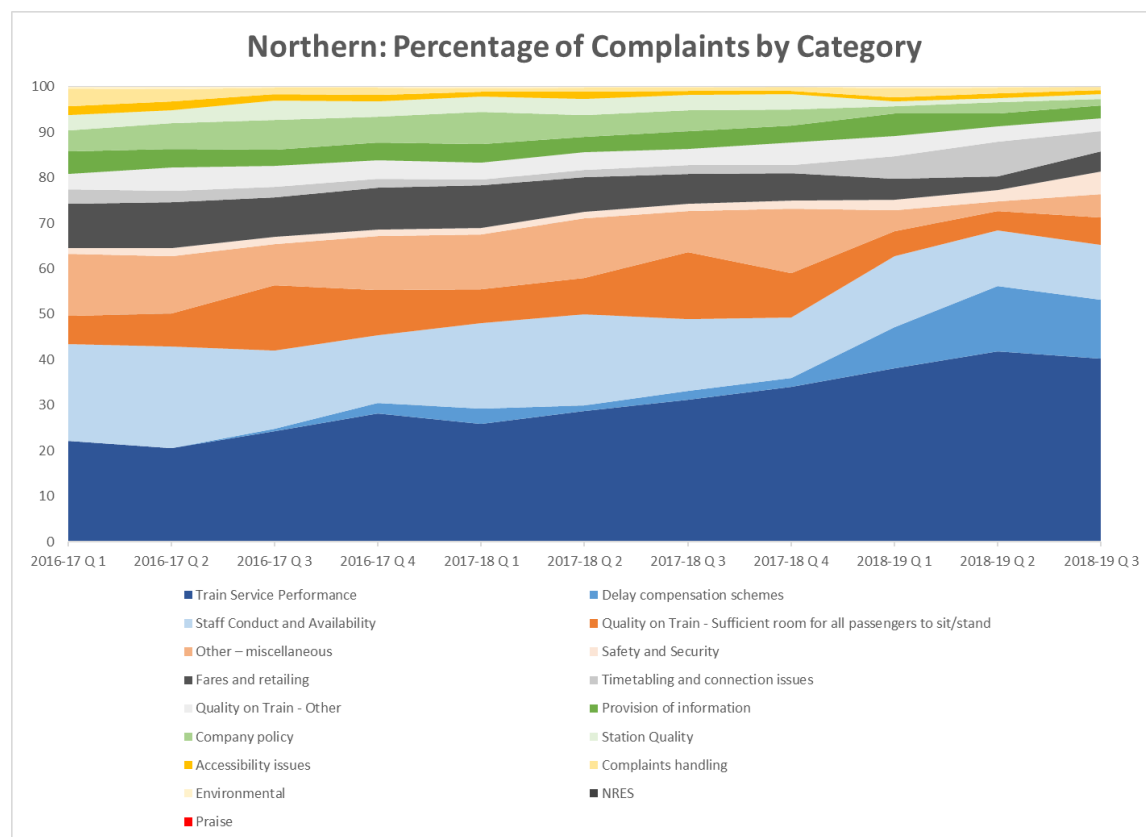
Source: TOC short formation statistics as per Schedule 7.1 of the Franchise Agreement

Complaints by Category

The table below shows the proportion of complaints Northern received by category. Data is shown quarterly and runs to 2018/19 Quarter 3, ending in December 2018 (therefore prior to the performance-related timetable changes in December 2018 having an impact).

In 2018/19 Quarter 3 the most significant factor for Northern was 'Train Service Performance', followed by 'Delay Compensation Schemes' and 'Staff Conduct and Availability'.

Complaints statistics are compared with other operators in Appendix 4.



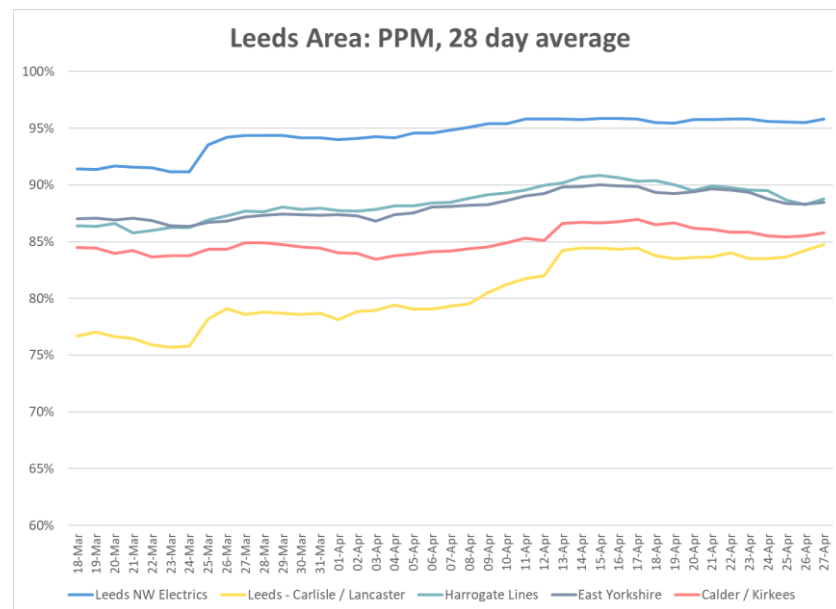
Source: ORR website

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. 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.

Performance has significantly improved in recent weeks, following a period of severe weather disruption in March.



Leeds NW Electrics:

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

Leeds – Carlisle / Lancaster

Leeds – Lancaster / Morecambe
Leeds – Carlisle

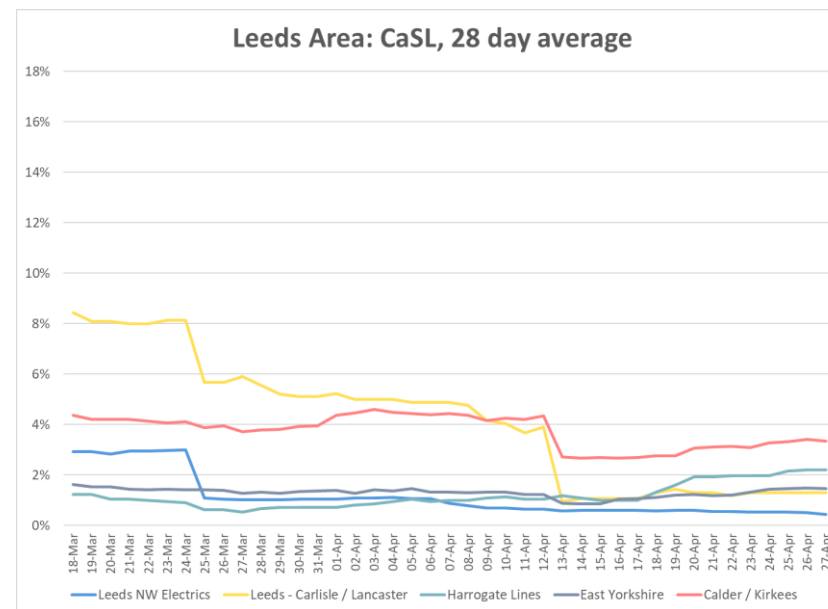
Harrogate Lines

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).

As for PPM, disruption has significantly reduced following the weather-related issues in March.



East Yorkshire:

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

Calder / Kirklees:

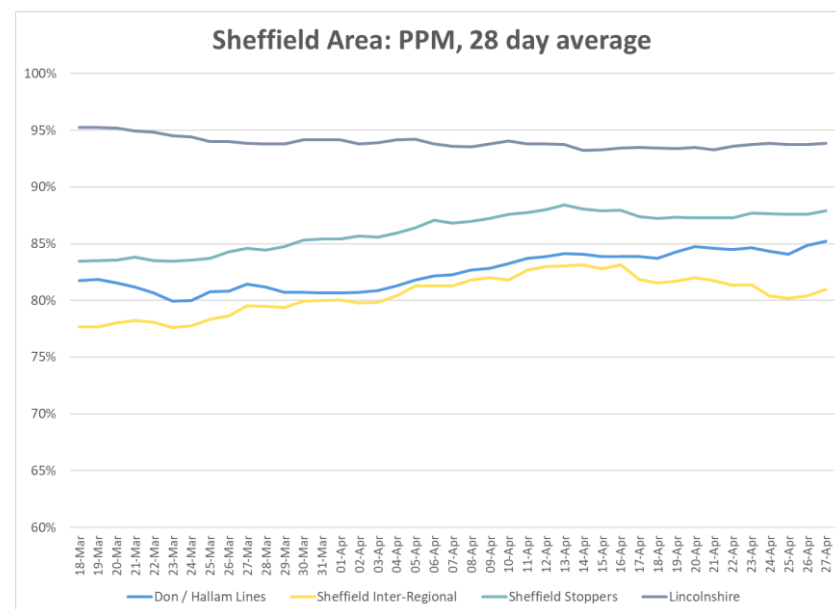
Blackpool North – Leeds/Yrk
Blackpool Nth – Leeds
Huddersfield – Wakefield Kirkgate
Southport – Leeds
York/Selby – Manchester Victoria

*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 the Sheffield area there is a notable disparity between services operating in Lincolnshire (with fewer congestion issues) and those in and around Sheffield. Lincolnshire services are typically average around 94%, whilst services in and around Sheffield average between 80% and 87%. Recent weeks have seen a stabilisation of reliability.



Don / Hallam Lines

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

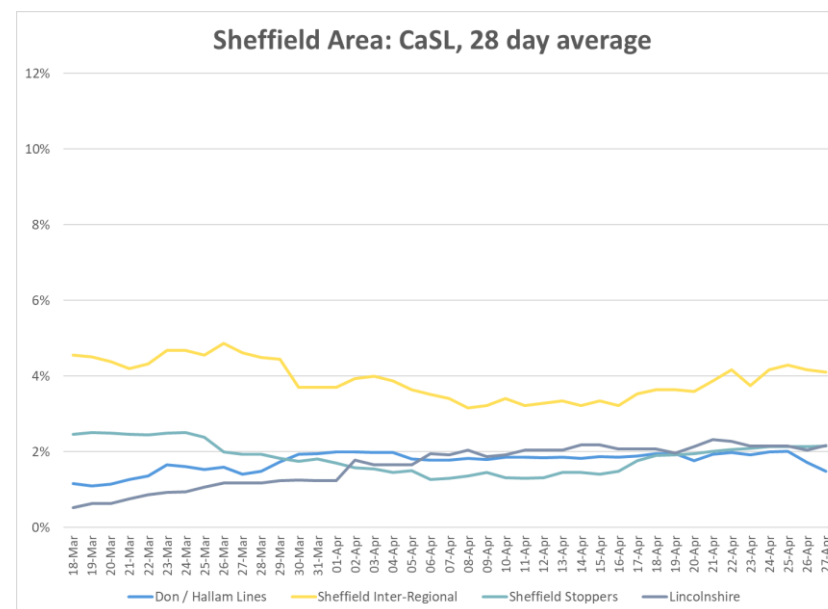
Sheffield Inter-Regional

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.

There is a notable difference in the level of severe delays and cancellations for Sheffield Inter-Regional services, running at approximately CaSL. Other services around Sheffield average 2% by the same measure.



Sheffield Stoppers

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

Lincolnshire

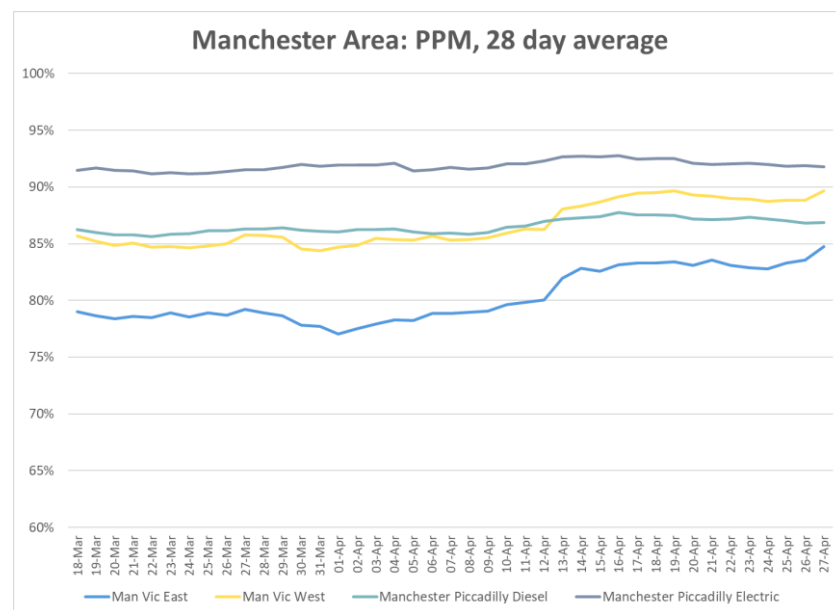
Cleethorpes – Gainsborough
Barton on Humber – Cleethorpes
Doncaster – Scunthorpe
Sheffield – Lincoln

*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.

In recent weeks results have stabilised across service groups, with Manchester Victoria services achieving 85% by the end of April. This follows major flooding events in March 2019 (contributing to a lower PPM for certain North Manchester service groups).



Man Vic East

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

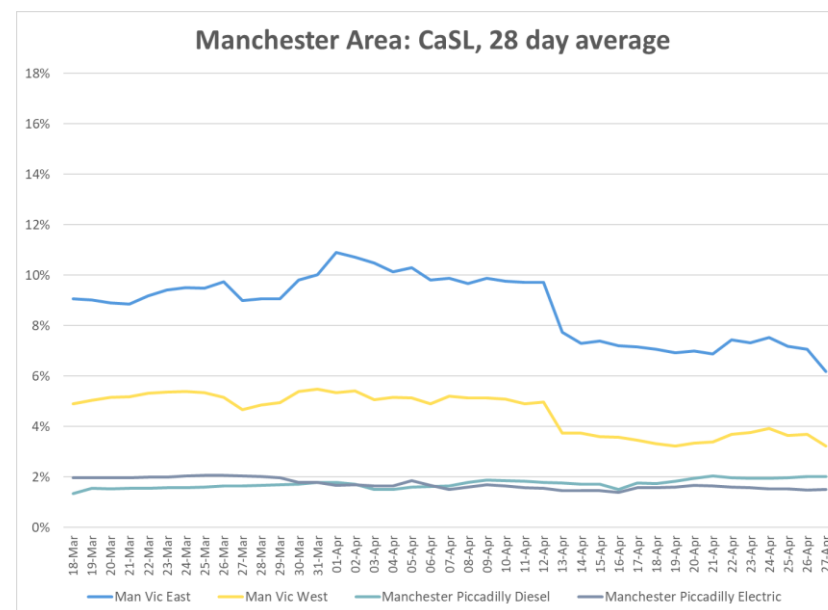
Man Vic West

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 for PPM, a notable difference is seen in Manchester Victoria and Manchester Piccadilly services, though the disparity has reduced in recent weeks. Services at Victoria have a CaSL of between 3.5% and 6% CaSL, in comparison to figures of 2% for Piccadilly service groups.



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

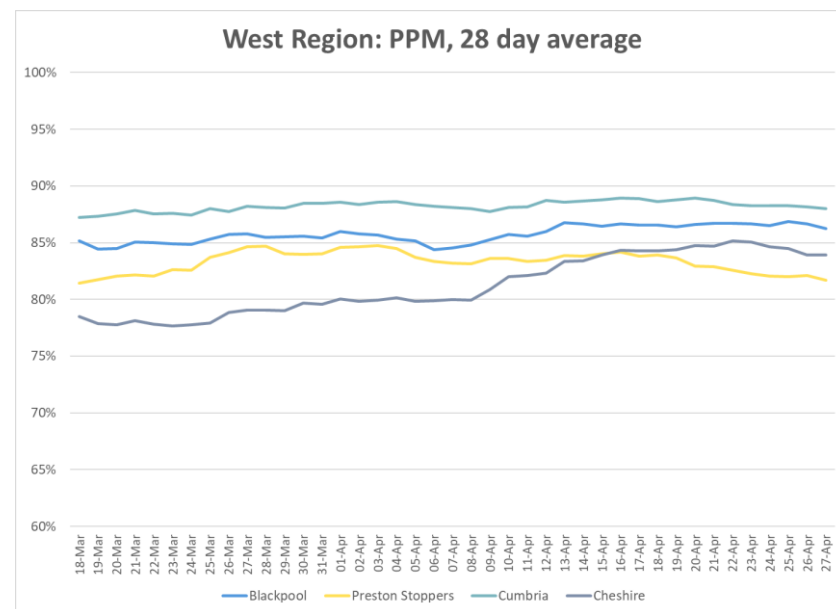
Man Picc – Stockport – Alderley Edge/Crewe
Man Picc – Crewe via Stockport
Man Picc – Crewe via Man Airport
Man Picc – Hadfield
Man Picc – Hazel Grove
Man Picc – Macclesfield – Stoke On Trent

*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. In March services were affected by flooding, particularly in the Cheshire service group; recent weeks show a more consistent picture.



Blackpool

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

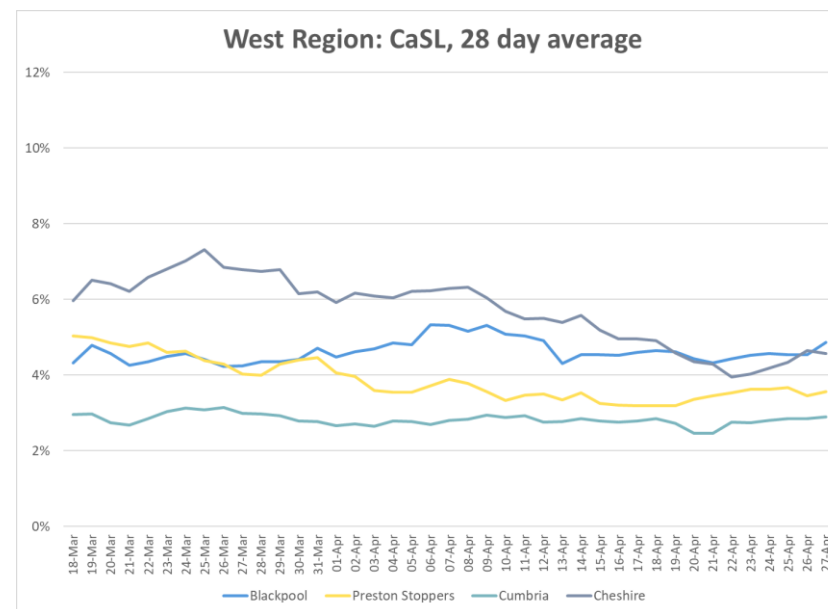
Preston Stoppers

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.

In March and a significant level of cancellations affected routes in the West region, particularly services in Cheshire and serving Blackpool. Recent weeks have seen CaSL figures of between 3% and 5% across the West region.



Cumbria

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

Cheshire

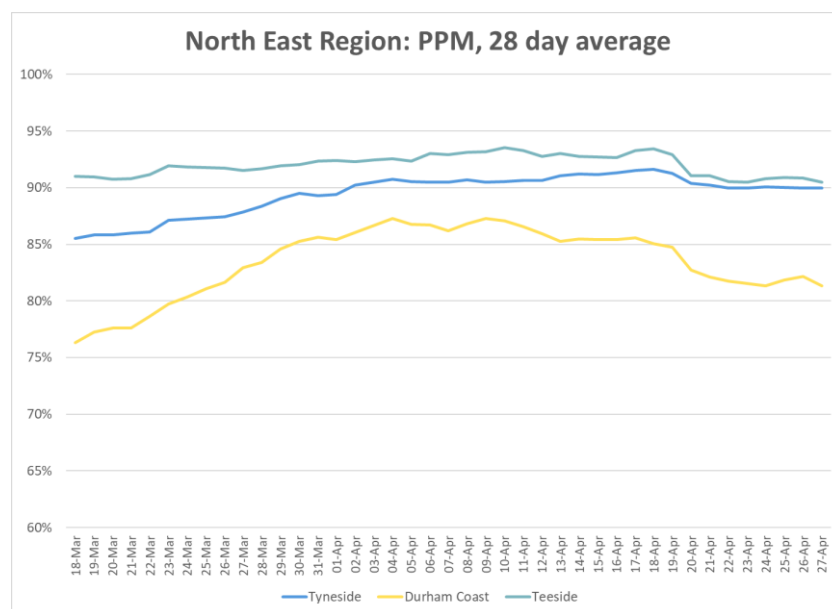
Liverpool – Crewe via Man Picc
Liverpool – Man Airport via Warrington Central
Liverpool – Oxford Road via Warrington Central
Liverpool – Wigan North Western
Liverpool – Warrington BQ – Ellesmere Port

*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.

Services on the Durham Coast suffered a significant reduction in reliability in recent weeks, with PPM of just over 80%.



Tyneside

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

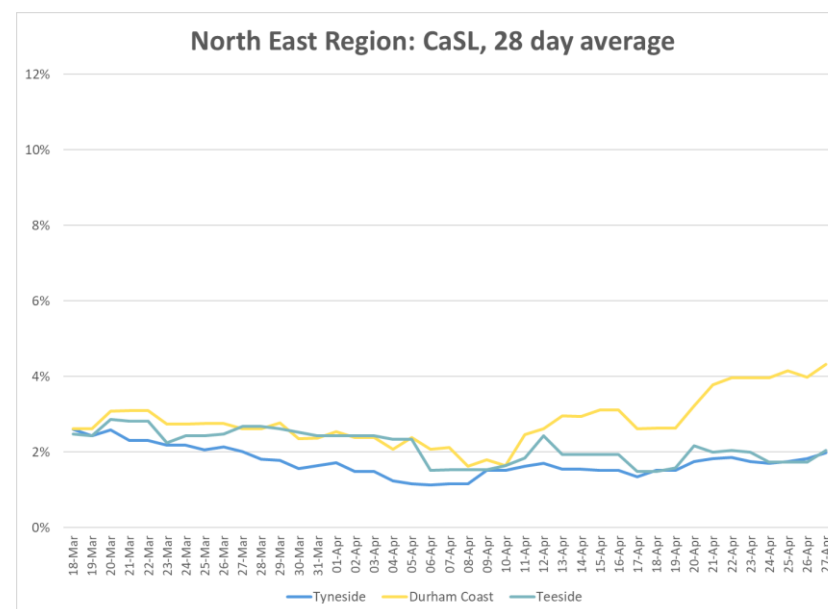
Durham Coast

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 number of cancellations in the North East has stayed relatively stable at less than 4%, other than a period of disruption to Durham Coast services.



Teeside

Saltburn – Bishop Auckland
Whitby – Middlesbrough

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

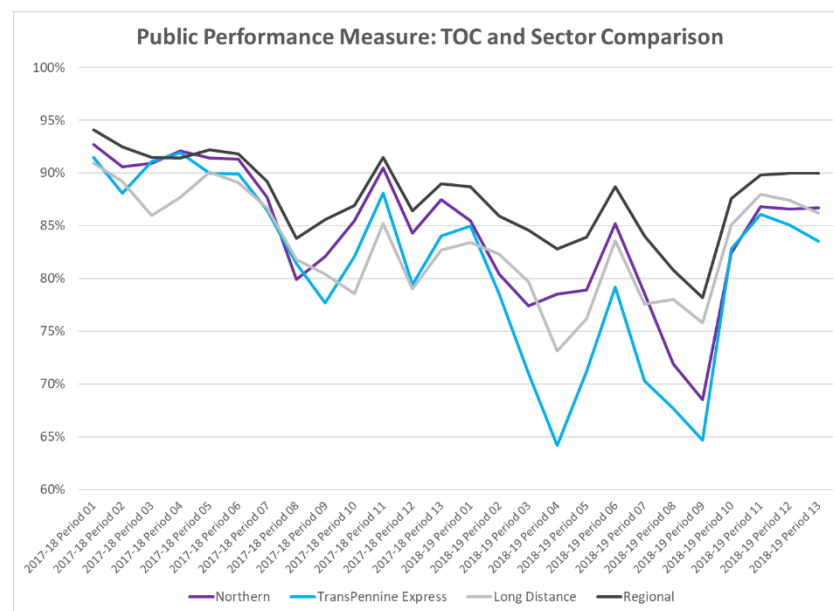
Appendix 4: National Comparison

Public Performance Measure

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

Northern's PPM is typically slightly lower than the national average for regional operators, but over the last 12 months the figures has been up to 5% lower. TPE's PPM was previously slightly higher than the industry average for long distance operators, but has recently tracked noticeably lower than the national average.

Figures have improved since December 2018, when timetable changes were made to increase reliability – particularly for TPE services.



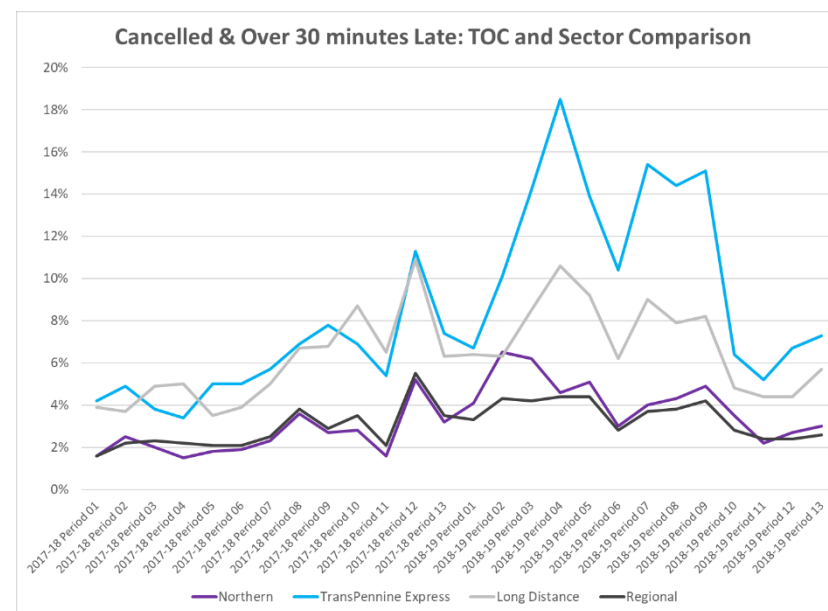
Source: ORR website

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 March 2019.

Northern's statistics have over the last year been at approximately 4%, slightly higher than the national average. TPE's figures have at times been significantly higher than the national average for distance operators and remain higher as of March 2019.

As for PPM, results for both TOCs have significantly improved since December 2018, although in the last period a slight increase was noticeable.



Source: ORR website

Complaints per 100,000 passenger journeys

The table below shows the number of complaints per 100,000 passenger journeys across all TOCs. Data is shown quarterly and runs to 2018/19 Quarter 3, ending in December 2018 (therefore prior to the performance-related timetable changes in December 2018 having an impact). TOCs have been ranked according to the last Quarter's results.

TransPennine Express are currently ranked 3rd of all operators in terms of claim rate, which has increased from **38.7** at the start of the franchise to **76.2** by 2018/19 Quarter 3. Northern are currently ranked 7th. However, the proportional increase is more significant – increasing from **11.0** in 2016/17 Quarter 1, to **51.6** in 2018/19 Quarter 3.

Train operating company	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
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
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
TransPennine Express	38.7	22.8	27.8	61.4	41.3	36.9	42.6	57.9	50.0	53.4	76.2
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
CrossCountry	56.4	59.9	53.8	52.2	42.0	56.8	77.8	85.1	58.7	63.4	64.6
Great Western Railway ¹	29.4	26.9	25.8	38.7	38.6	43.5	51.7	61.7	61.2	78.7	63.3
Northern	11.0	15.5	17.8	23.1	16.0	18.2	13.2	13.8	25.9	56.5	51.6
TfW Rail	70.9	74.7	28.0	35.3	105.8	46.2	54.0	61.2	60.9	71.4	50.8
Greater Anglia	49.4	51.9	67.5	67.4	57.9	52.1	48.3	59.6	30.9	34.0	38.5
ScotRail	23.7	25.5	24.1	22.9	24.0	29.3	30.6	30.3	22.7	28.7	29.6
c2c	29.7	31.5	35.3	30.2	22.3	22.2	21.1	18.6	26.2	20.9	28.9
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
Chiltern Railways	32.7	33.1	28.9	27.8	24.2	24.3	22.9	21.7	21.3	24.2	22.2
Southeastern	18.7	23.8	27.6	32.9	27.2	26.7	28.3	37.1	32.5	24.7	22.0
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
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
Merseyrail	9.7	8.5	9.4	12.1	8.1	8.4	11.1	8.7	5.8	10.1	9.5
TfL Rail	2.8	2.2	3.6	2.9	1.7	1.6	3.1	3.9	2.4	2.6	2.9
London Overground	2.8	2.4	1.9	1.5	1.2	1.3	2.1	2.3	1.0	0.7	0.6

Source: ORR website

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.	Strategic Rail Director	Strategic Rail Director

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.	Strategic Rail Director	Strategic Rail Director

Legal

	No
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Consideration	Comment	Responsible Officer	Director
Legal	There are no legal implications for TfN – the rail franchise	Strategic Rail Director	Strategic Rail Director

	contract authority is the DfT.		
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Finance

	No
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Consideration	Comment	Responsible Officer	Director
Finance	There are no financial implications for TfN.	Strategic Rail Director	Strategic Rail Director

Resource

	No
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Consideration	Comment	Responsible Officer	Director
Resource	There are no resource implications for TfN.	Strategic Rail Director	Strategic Rail Director

Risk

	No
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Consideration	Comment	Responsible Officer	Director
Risk	A risk assessment is not required.	Strategic Rail Director	Strategic Rail Director

Consultation

	No
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Consideration	Comment	Responsible Officer	Director
Consultation	A consultation has not been carried out because the report is for noting and discussion.	Strategic Rail Director	Strategic Rail Director