

Transport for the North

Rail North Committee Meeting

Item 9.0

Subject: Performance Report

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Sponsor: David Hoggarth, Strategic Rail Director

Meeting Date: Thursday 12th September 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 Following a period of recovery from December 2018 onwards, performance has continued to deteriorate for both operators. Levels of reliability are now lower than in the same period for 2018, with a number of severe weather events (such as the flood risk at Whaley Bridge), traincrew cancellations and fleet failures having a particularly significant impact.
- 3.2 The downturn in reliability is a significant concern going into the Autumn (when demand traditionally increases and the effects of leaf fall can have an impact on performance). Network Rail and the train operators will be present at the Committee meeting, to explain recent trends and their approach to improving reliability.
- 3.3 Passenger crowding continues to be significant concern for both operators, particularly ahead of the increase in peak demand typically seen in September / October 2019. Data provided by Northern shows that an estimated 114 passengers are unable to board each day. For the latest period, TPE's data shows an average of 85 to 92% of total capacity was occupied on all peak services at Leeds and Manchester. In comparison with June's figures, this indicates that loadings have reduced slightly over the summer period.

- 3.4 Transport for the North continues to work with the industry to develop improved capacity data, ensuring that accurate passenger counts are provided by the operators as part of both the train planning and capacity reporting processes. To ensure the accuracy of the data Transport for the North will work with local authorities to undertake manual passenger counts at key locations. Progress will be reported back to the Committee.

4. TransPennine Express Performance

Public Performance Measure

- 4.1 Over the last 28 days of operation (21 July to 17 August 2019) TPE's Public Performance Measure (PPM) has averaged **70.9%**. This compares to a year ago when in August 2018 the average PPM figure was **75.7%**. PPM averaged **85.2%** from 9 December 2018 to 18 May 2019

Cancellations

- 4.2 Over the last 28 days of operation (21 July to 17 August 2019), an average of 42 trains were cancelled (or part cancelled) each day. This represents 12.9% of the overall number of services. Of these, approximately 60% were caused by other train operators or Network Rail. 17 trains per day were cancelled (or part cancelled) due to TPE-related causes.

Capacity Delivery

- 4.3 In the most recent period, across key cities TPE delivered 93.7% of their planned peak capacity. Cancellations accounted for 4.33% of this shortfall, and short formations 1.99%. Peak average loadings were 85.37% of the capacity provided, although significant variations apply across cities. A detailed breakdown is provided in Appendix 1.

5. Northern Performance

Public Performance Measure

- 5.1 Over the last 28 days of operation (25 July to 21 August) Northern's Public Performance Measure (PPM) has averaged **79.4%**. This compares to a year ago when in May 2018 the average PPM figure was **82.2%**. PM averaged **86.8%** from 9 December 2018 to 18 May 2019.

Cancellations

- 5.2 Over the last 28 days of operation (25 July to 21 August 2019), an average of 139 trains were cancelled (or part cancelled) each day. This

represents approximately 5.3% of the overall number of services. Of these, approximately 35% were caused by other train operators or Network Rail. An average of 90 trains per day were cancelled or part-cancelled due to Northern-related causes.

- 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 5 of 2019/20 (21 July to 17 August 2019) an average of 114 passengers a day were unable to board on Manchester services, with 58 Leeds passengers and 56 Manchester passengers being unable to board. This compares to an estimated 114 passenger unable to board in the previous period (Period 4).

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

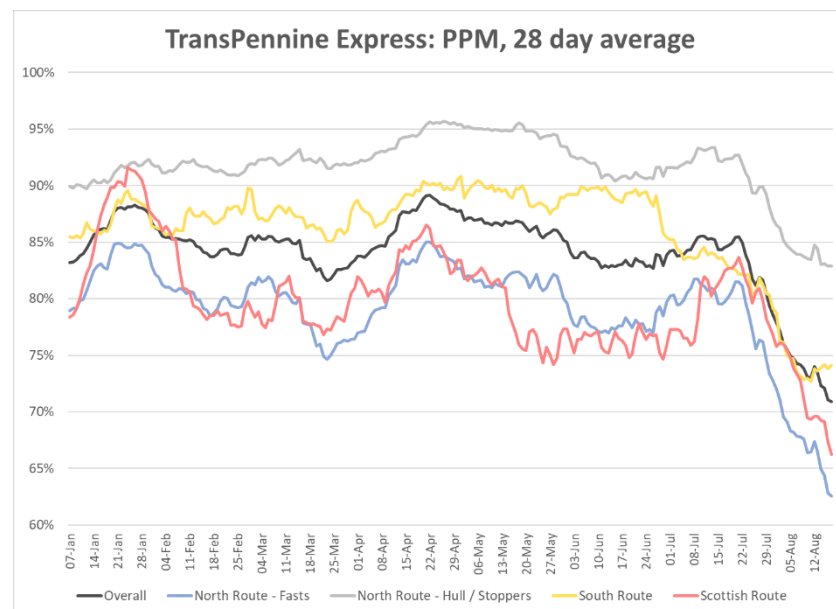
Appendix 1: TransPennine Express Performance Charts

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. However, recent statistics show that PPM is averaging **70.9%** over the last 28 days, with fast services on the North route performing particularly poorly.

In August 2018 TPE's average PPM score was **75.7%**. Comparisons with industry averages are shown in Appendix 4.



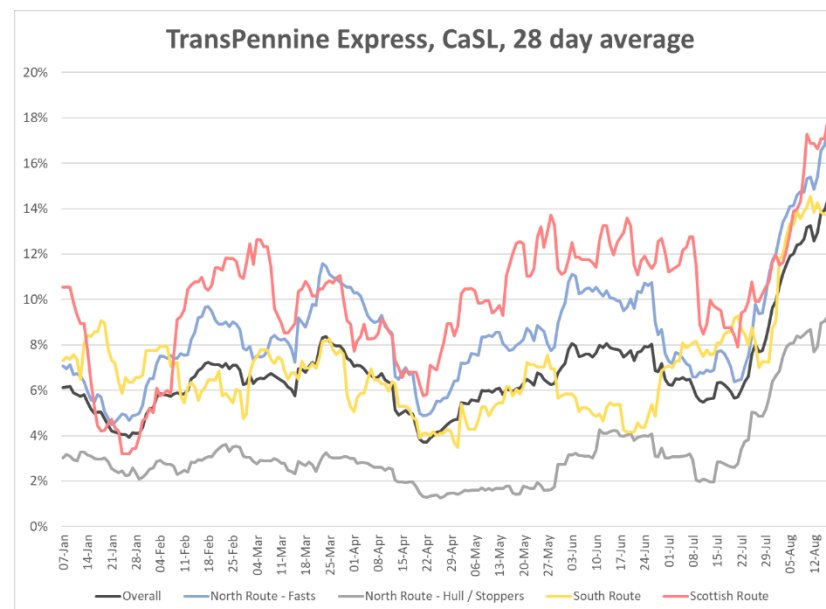
Source: TPE performance reports – provisional data, prior to final reconciliation

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 significant increase in disruption has been seen over the last 4 weeks, with overall CaSL rising to **14.5%** for the last 28 days. This has been driven by both TPE-caused and Network Rail-caused delays; analysis of the causing factor for cancellations is shown overleaf.

In August 2018 TPE's average CaSL score was **10.3%**. Comparisons with industry averages are shown in Appendix 4.



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

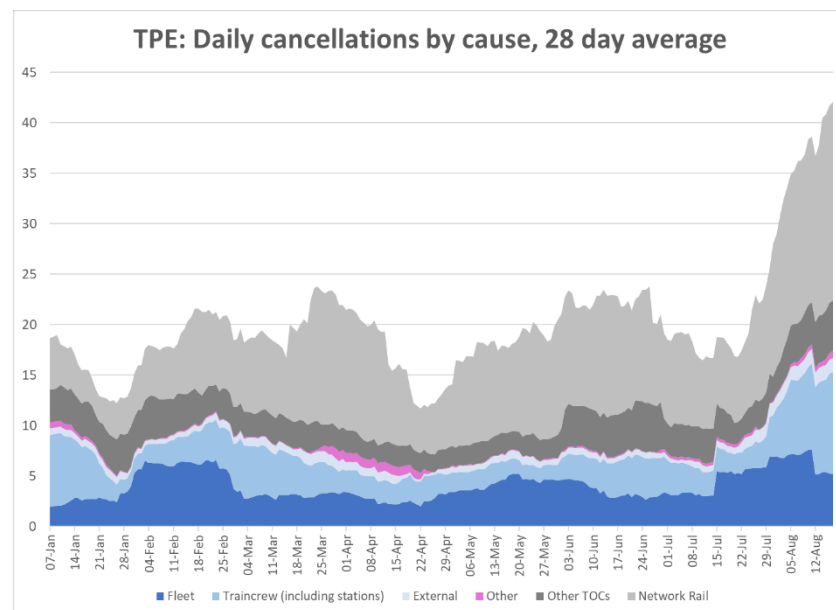
Cancellations by Cause

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 significantly increased to over 42 per day; with an average of 325 trains planned per day, this equates to approximately **12.9%** of the total.

TPE-caused cancellations have risen from approximately 7 per day in July, to over 17 in August of 2019. This has been driven by an increase in both traincrew (now 10 cancellations per day) and fleet cancellations (5 per day). This has been driven in part by driver training requirements for new trains and the over-stretching of the existing rolling stock, causing unreliability.

Network Rail cancellations have also increased from approximately 10 per day to 20 per day, driven by a series of extreme weather events (such as the flood risk at Whaley Bridge) and infrastructure failures.



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

Capacity Delivery

TPE has provided data showing the proportion of capacity delivered in Periods 04 and 05, taking into consideration all cancellations and short formations in the period. These periods cover the date range 23rd June to 17th August.

TPE has also looked at the proportion of capacity not delivered specifically as a result of short formations.

Recognising that Transport for the North want to see data from the Class 185 automatic passenger counting system utilised, TPE have used APC data to calculate the average maximum load of peak services into the major cities.

	A) P04 % Planned Peak Capacity Delivered (Short Forms and Cancellations)	B) P04 % Planned Peak Capacity Delivered (Short Forms)	C) P04 Peak Avr Loading % of Delivered Capacity
Leeds	98.36%	99.51%	89.77%
Liverpool	97.73%	100.00%	51.70%
Manchester	97.29%	98.23%	78.71%
Newcastle	98.33%	100.00%	72.64%
Sheffield	92.31%	93.85%	75.38%
Overall	97.39%	98.60%	80.57%

	A) P05 % Planned Peak Capacity Delivered (Short Forms and Cancellations)	B) P05 % Planned Peak Capacity Delivered (Short Forms)	C) P05 Peak Avr Loading % of Delivered Capacity
Leeds	94.84%	99.18%	92.75%
Liverpool	98.18%	100.00%	53.59%
Manchester	92.87%	97.47%	86.55%
Newcastle	95.56%	100.00%	74.02%
Sheffield	86.92%	91.92%	80.73%
Overall	93.68%	98.01%	85.37%

Col A shows the number of 'passenger spaces' delivered into the 5 major cities in Period 05 expressed as a percentage taking into account all short formations and cancellations

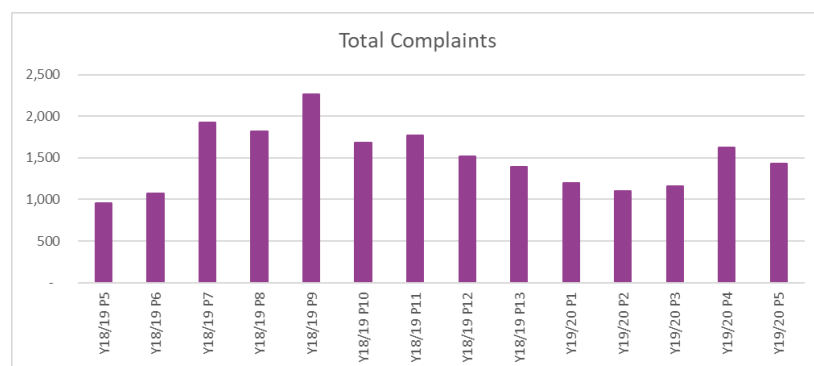
Col B shows the number of 'passenger spaces' delivered into the 5 major cities in Period 05 expressed as a percentage, taking into account only short formations and NOT cancellations

Col C shows the average maximum loading on peak-time services into the 5 major cities in P05 against the delivered capacity which includes capacity reduction from both cancellations and short formations. This is based on averaged Period 03 – Period 05 automatic passenger count data from the AM peak (0700hrs – 1000hrs Monday to Friday) and the PM peak (1600hrs – 1900hrs). NB, this is an average, so within the peak, there will be services with both heavier and lighter maximum loads, and loads will vary at each calling point.

Source: TPE

Total Complaints

The number of complaints by rail period is shown below. The number of complaints has gone down since the timetable change in December 2018. The slight increase in complaints in Period 3 reflect the significant incidents experienced during the period, including the trespass incident at Leeds station and fire on a Grand Central train, which both caused significant disruption and delay to passengers.

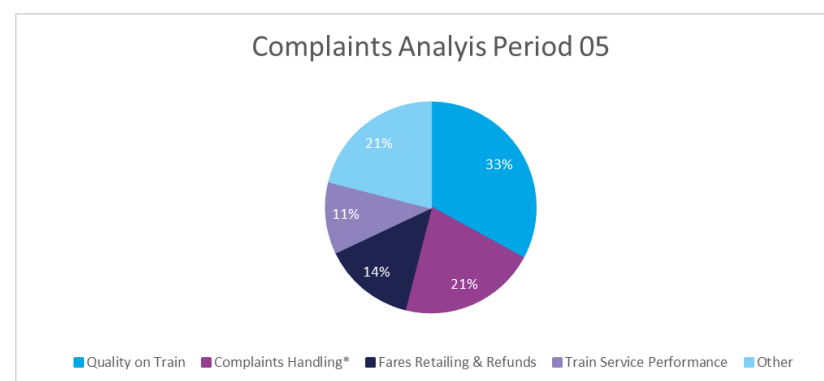
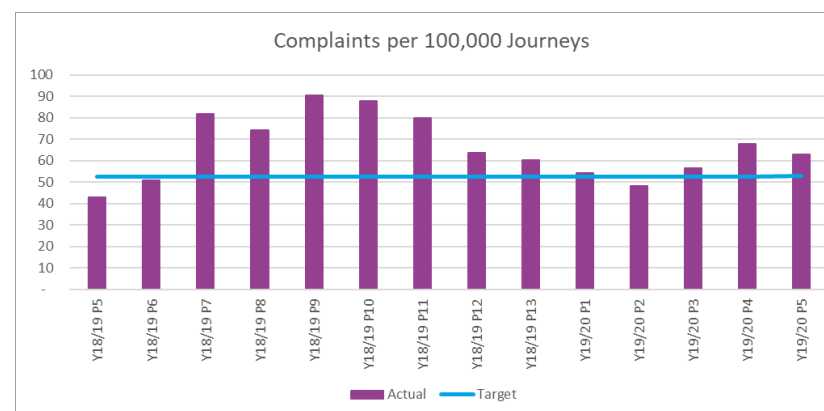


Source: TPE

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 when a high number of complaints were being logged in relation to the timetable disruption.

The pie chart shows the percentage of complaints by category in Period 5 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.



Source: TPE

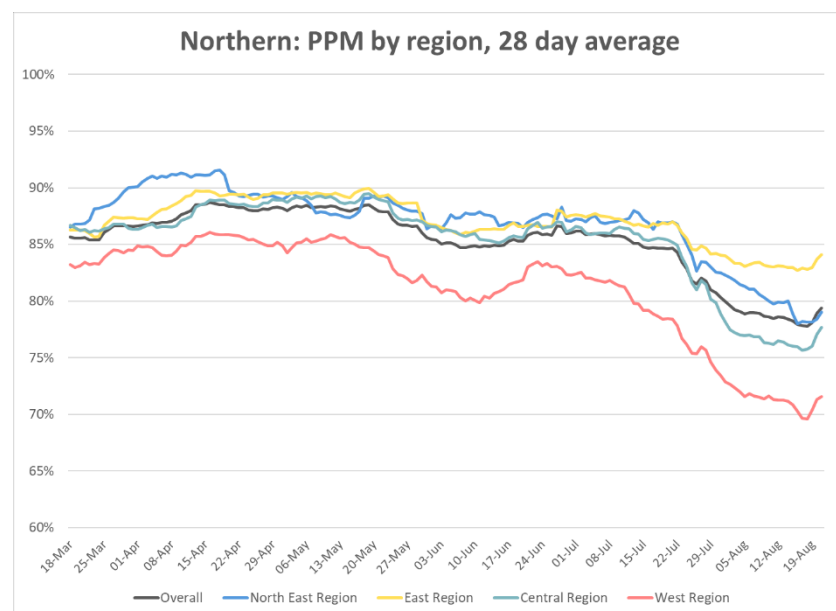
Appendix 2: Northern Summary Performance Charts

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.

Northern's 28-day average of PPM had increased from approximately 85% in March to 88% by May. However, recent statistics show that PPM is averaging **79.4%** over the last 28 days; the West Region continues to perform approximately 5% below other regions.

In August 2018 Northern's average PPM score was **82.2%**. Comparisons with industry averages are shown in Appendix 4.



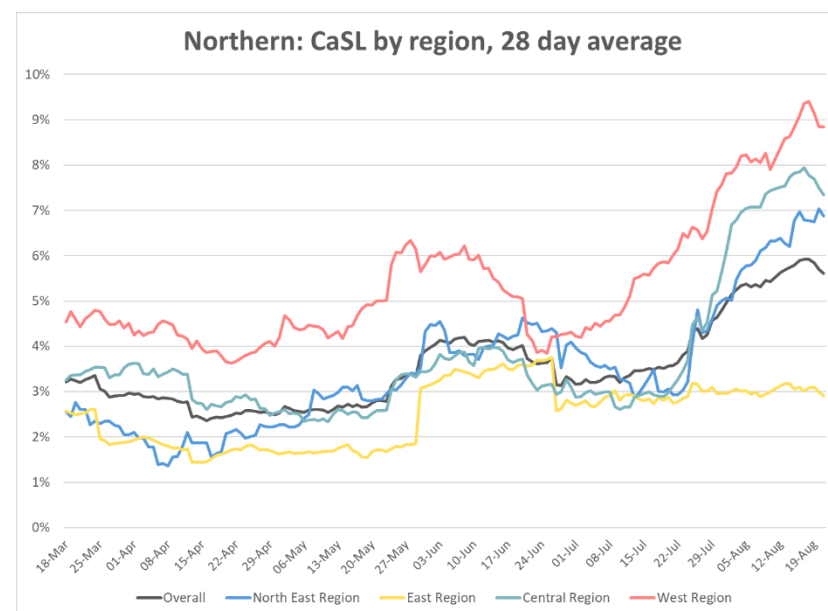
Source: Northern performance reports – provisional data, prior to final reconciliation

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 measure rising to **5.6%** for the last 28 days. This has been driven by both Northern-caused and Network Rail-caused delays, with analysis of the causing factor for cancellations being shown overleaf.

In August 2018 Northern's CaSL score was **3.2%**. Comparisons with industry averages are shown in Appendix 4.



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

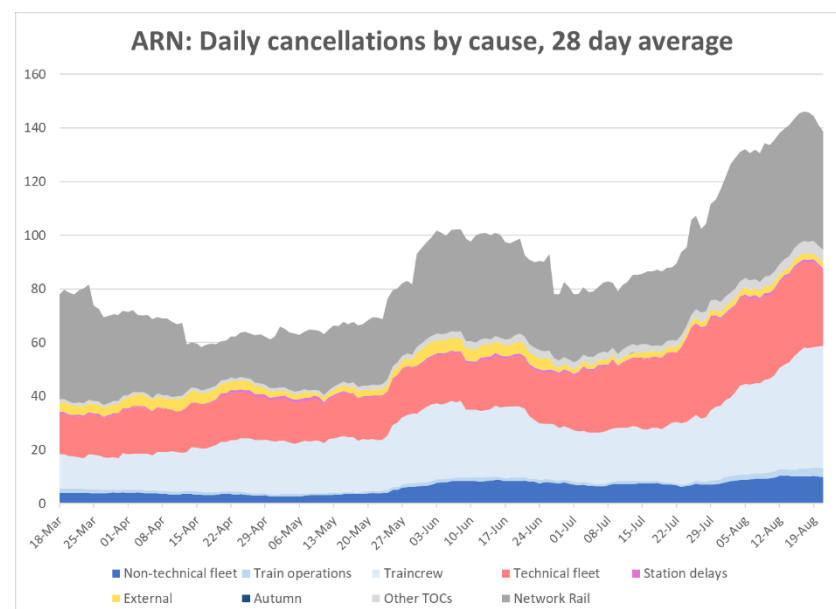
TOC-on-Self Cancellations by Region

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 per day has significantly increased to 139 per day; with an average of 2,631 trains planned per day, this equates to approximately **5.3%** of the total.

Northern-caused cancellations have risen from approximately 42 per day in July, to 90 in August of 2019. This has been driven by an increase in both traincrew (now 45 cancellations per day) and fleet (37 per day).

Network Rail cancellations have also increased, from approximately 23 per day in May to 44 per day in August, driven by a series of extreme weather events and infrastructure failures.



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. Periods 04 and 05, covering 23rd June to 17th August, are shown below.

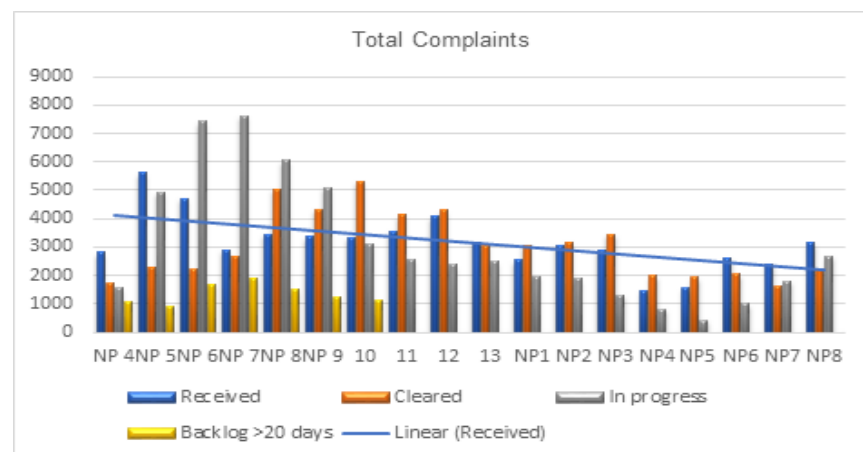
Col A shows the ratio of services that were delivered in line with the train plan.
Col B shows the ratio of services meeting the required capacity for demand
Col C shows the proportion of required capacity that was not delivered
Col D shows the amount of 'passenger spaces' planned but not delivered
Col 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
Passengers in Excess of Capacity 2019/20 Period 04					
Leeds	82.36%	94.40%	0.95%	649	32
Liverpool	86.57%	96.39%	1.49%	0	0
Manchester	83.43%	95.89%	0.85%	1,636	82
Newcastle	84.46%	99.38%	0.16%	0	0
Sheffield	76.61%	96.10%	0.51%	6	0
Total				2,279	114
Passengers in Excess of Capacity 2019/20 Period 05					
Leeds	79.7%	94.41%	1.33%	1,161	58
Liverpool	82.5%	94.74%	3.52%	0	
Manchester	82.1%	95.54%	1.52%	1,118	56
Newcastle	74.0%	99.68%	0.17%	0	
Sheffield	77.2%	96.19%	0.72%	0	
Total				2,279	114

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 August 2019. In this 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.

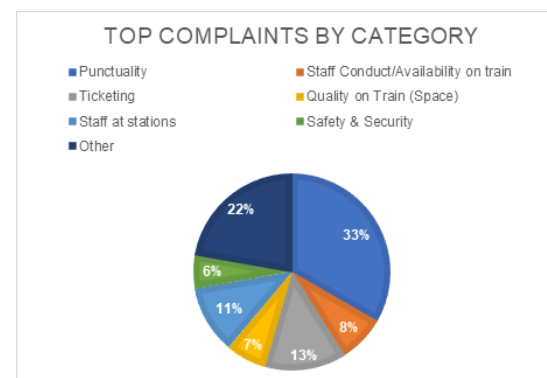
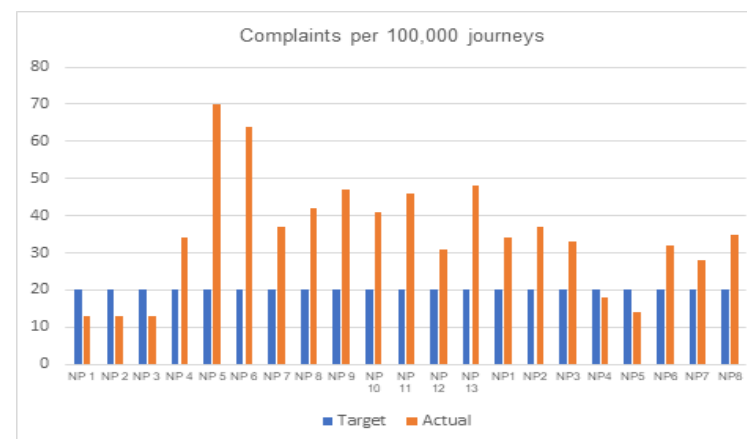


Source: Northern

Complaints Analysis

The bar chart below shows the rate of complaints per 100,000 journeys for the last 10 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 significantly 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 5 of 2019/20 (21st July to 17th August 2019). This shows that punctuality and ticketing are the two most significant causes of complaint.



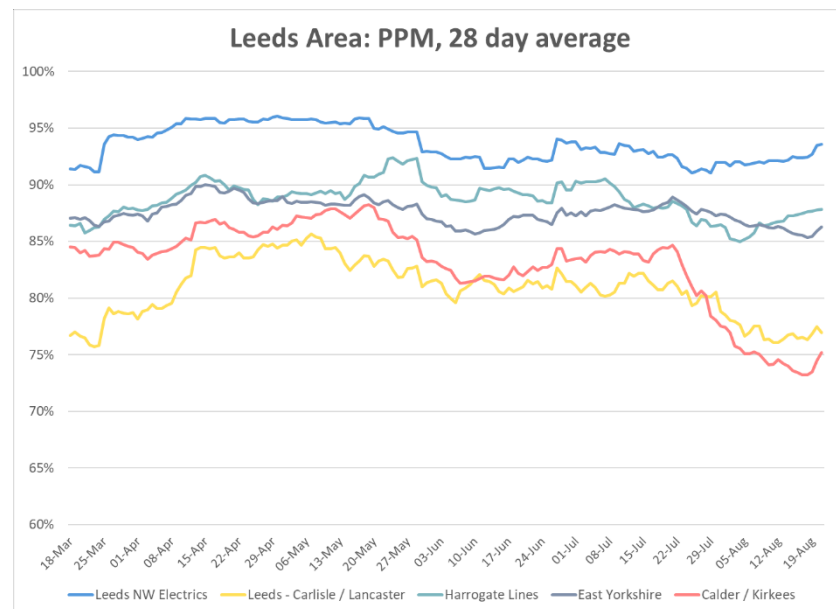
Source: Northern

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 8 weeks there has been a marked deterioration in reliability on the Calder Valley and Carlisle / Lancaster routes, with significant events including flooding at Todmorden on 29th July, track fault at Walsden on 26th July, trespass at Shipley on 18th July and unit faults at (Kirkstall 2nd July, Cononley 6th July, Todmorden 23rd July, Bradford FS 13th August).



Leeds NW Electrics

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

Leeds – Carlisle / Lancaster

Leeds – Lancaster / Morecambe
Leeds – Carlisle

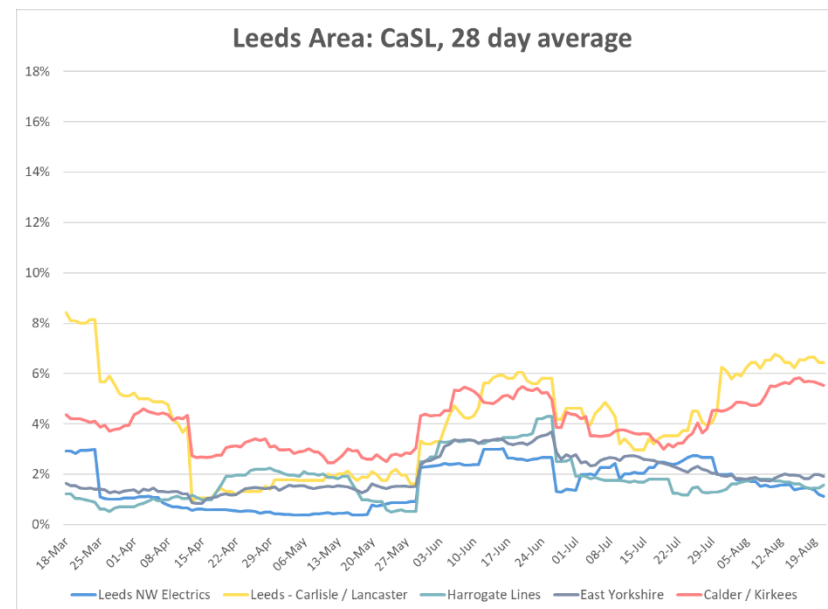
Harrogate Lines

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.

As for PPM, CaSL results have steadily reduced across NW Electrics, Harrogate and East Yorkshire service groups, but risen to approximately 6% for Calder Valley and Carlisle / Lancaster routes.



East Yorkshire

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

Calder / Kirkees

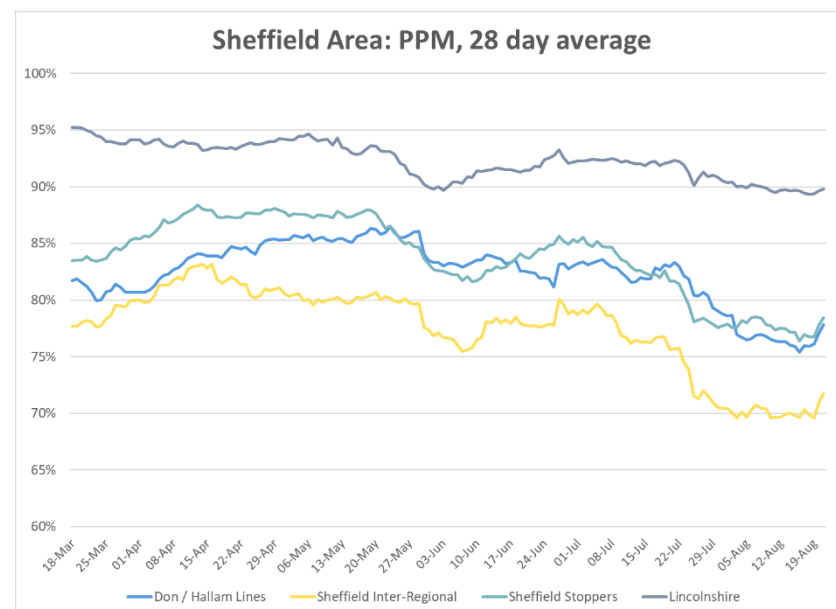
Blackpool North – Leeds/Yrk
Blackpool Nth – Leeds
Huddersfield – Wakefield Kirkgate
Southport – Leeds
York/Selby – Manchester Victoria

*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.

Reductions in PPM have been seen across most Sheffield service groups, most notably for Inter-Regional trains. Significant events included a possession over-run at Barnsley on 7th July, a signal failure at Sheffield on 9th July, and the flood risk at Whaley Bridge which affected services particularly on 1st and 2nd August.



Don / Hallam Lines

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

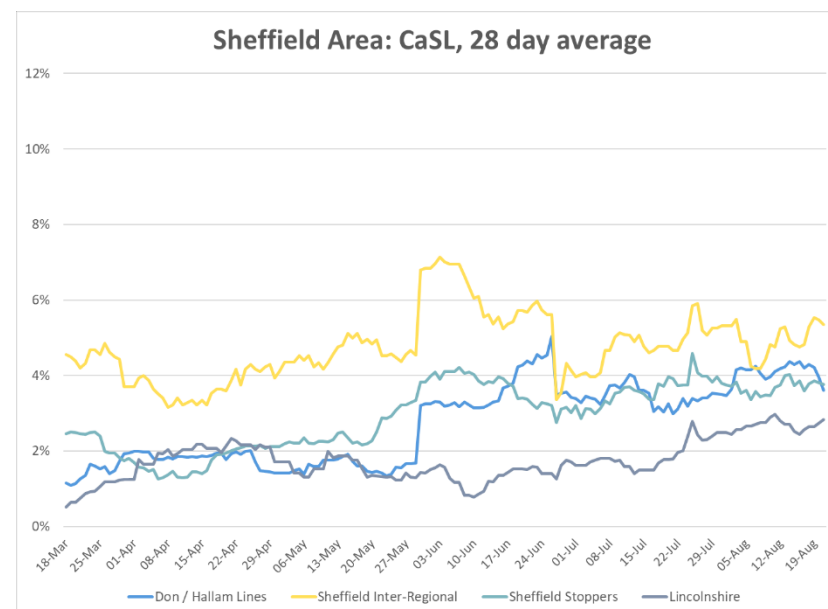
Sheffield Inter-Regional

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.

CaSL statistics have gradually risen over the last 8 weeks with all service groups averaging between 3% and 5%. Figures have been affected by the same significant events as for PPM, but also a general increase in TOC-caused delays and cancellations across the East region since late June 2019.



Sheffield Stoppers

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

Lincolnshire

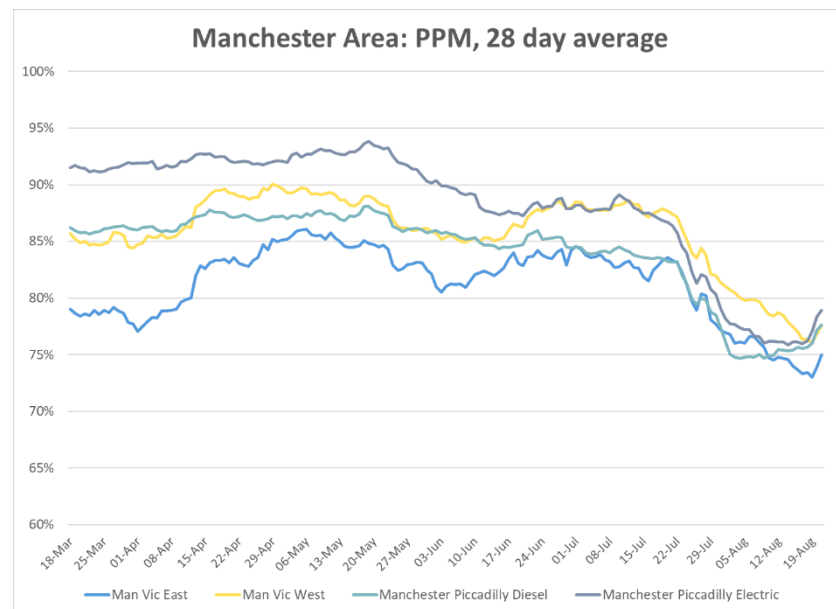
Cleethorpes – Gainsborough
Barton on Humber – Cleethorpes
Doncaster – Scunthorpe
Sheffield – Lincoln

*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.

Reliability was particularly affected by a number of significant events in late July; an OLE fault at Guide Bridge on 22nd July, unit faults at both Eccles and Daisy Hill on 24th July, and flooding at both Heaton Chapel and Heald Green on 31st July.



Man Vic East

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

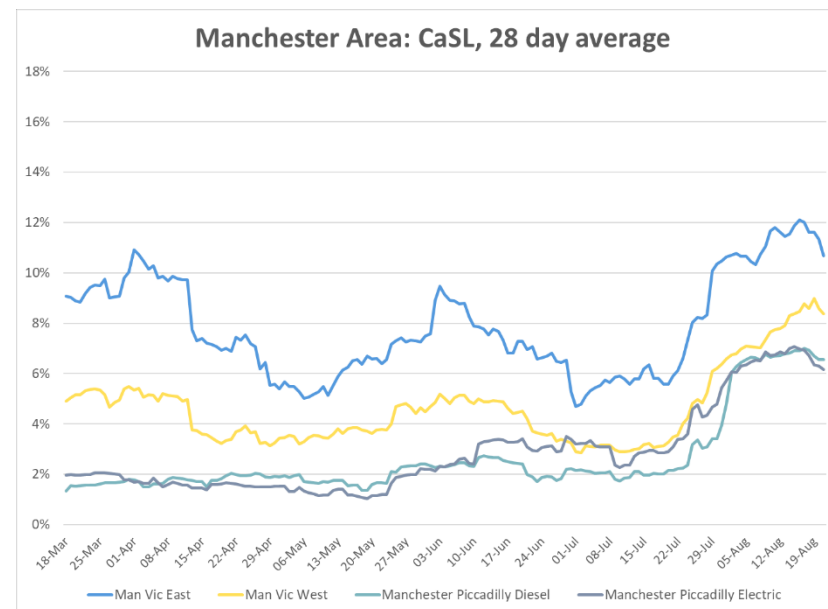
Man Vic West

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.

Consistent with the reduction in PPM, CaSL statistics have risen to over 6% for all service groups. In addition to the events listed under PPM, there has been a wider increase in traincrew-related cancellations across the Central region; in part caused by the increase in training requirements for new rolling stock.



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

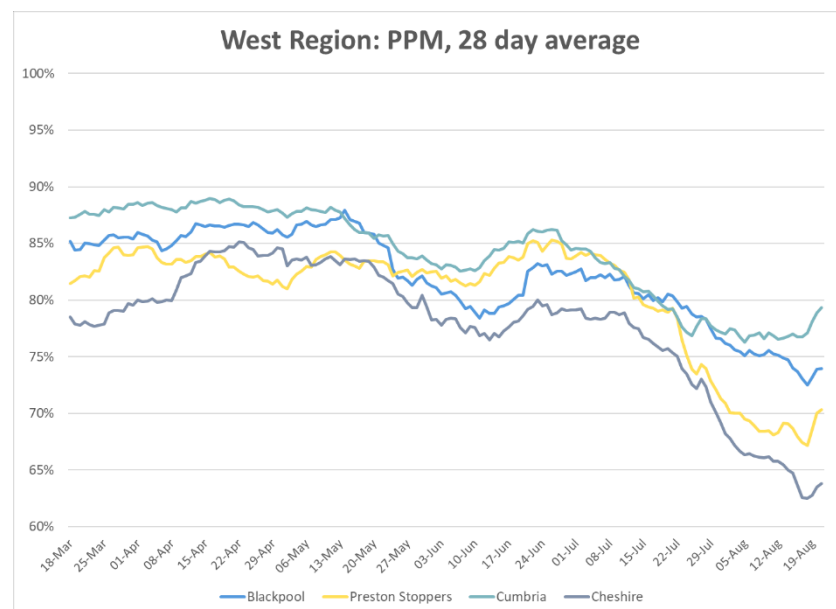
Man Picc – Stockport – Alderley Edge/Crewe
Man Picc – Crewe via Stockport
Man Picc – Crewe via Man Airport
Man Picc – Hadfield
Man Picc – Hazel Grove
Man Picc – Macclesfield – Stoke On Trent

*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. Reliability has been affected by a number of significant infrastructure issues including signalling failures, trespass incidents, OLE faults, and wind-related speed restrictions, in addition to unit faults and traincrew availability issues.



Blackpool

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

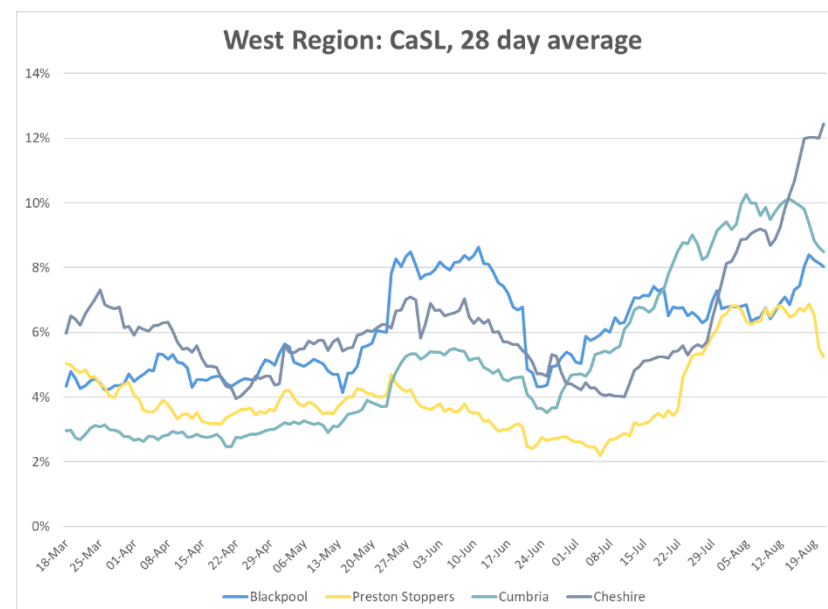
Preston Stoppers

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.

Mirroring the PPM scores, a higher level of cancellations and seriously late trains is typically seen on West region routes. Services on Cheshire routes have been particularly affected, with CaSL rising to over 12% in 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

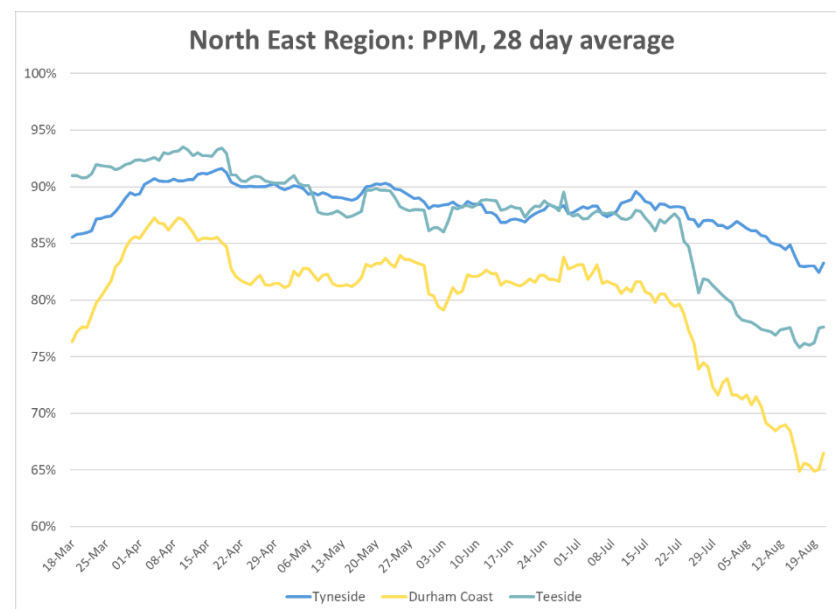
Liverpool – Crewe via Man Picc
Liverpool – Man Airport via Warrington Central
Liverpool – Oxford Road via Warrington Central
Liverpool – Wigan North Western
Liverpool – Warrington BQ – Ellesmere Port

*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.

Services in the North East have experienced a significant decrease in reliability over recent weeks, with Durham Coast services reducing to just over 65% PPM. Disruption has increased 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.



Tyneside

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

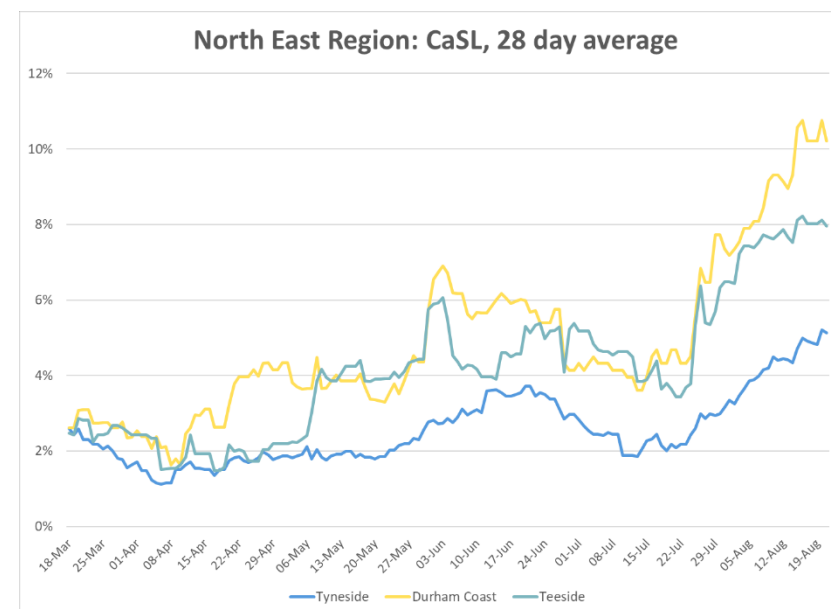
Durham Coast

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.

Across all service groups the number of cancellations in the North East has increased over recent weeks, particularly for Durham Coast (with CaSL at over 10%) and Teeside services (8%). The same issues affecting overall PPM have also increased the number of full and part cancellations. ;



Teeside

Saltburn – Bishop Auckland
Whitby – Middlesbrough

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

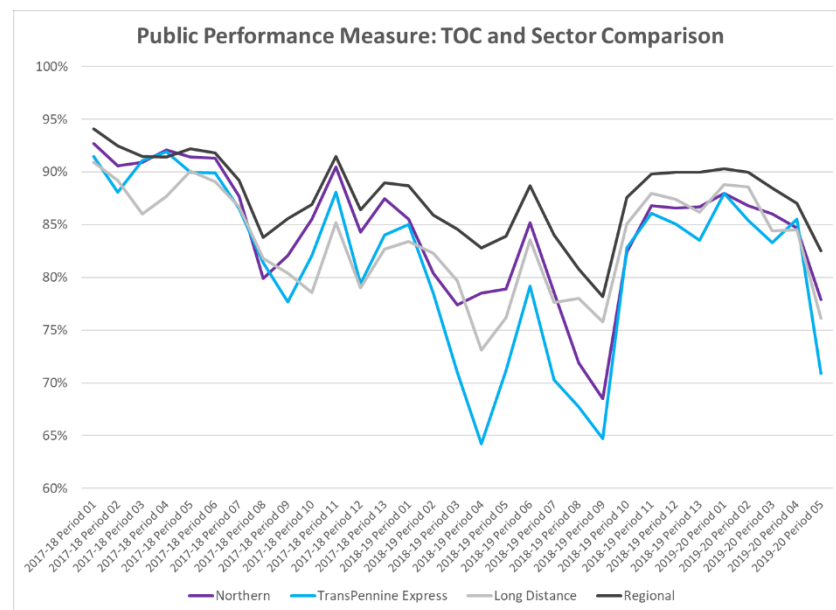
Appendix 4: National Comparisons

Public Performance Measure

The chart below shows the PPM for Northern, TPE, long distance operators and regional operators, from April 2017 to August 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 had been improving since December 2018, when timetable changes were made to increase reliability. Following a marginal decline since May of this year, industry performance has significantly declined in August 2019. Both Northern and TPE continue to perform lower than the average for their sectors, with results now comparable to with the results seen in May and November 2018.



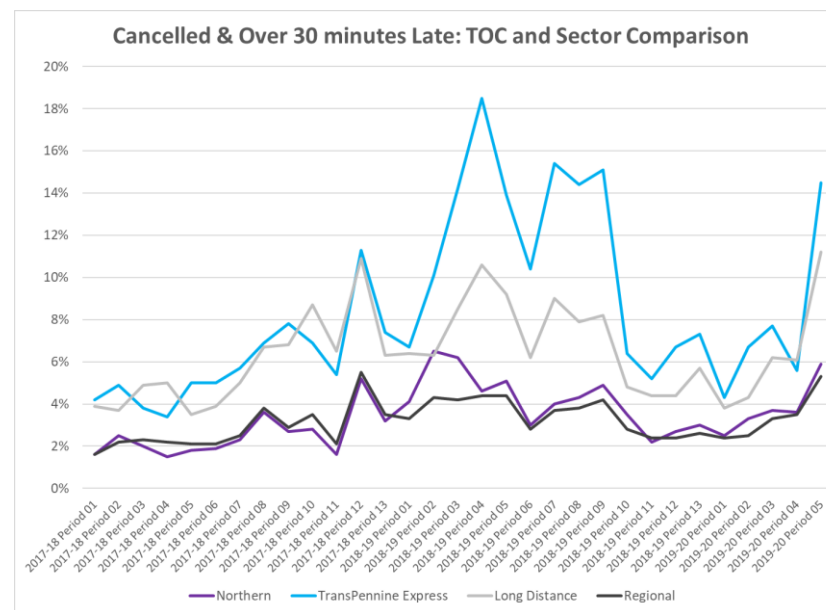
Source: ORR website

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 August 2019.

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

As for PPM, results for both TOCs had improved since December 2018. Whilst industry performance as a whole has suffered in August 2019, Northern's figures remain slightly above the sector average at 5.9%. TPE's CaSL result of 14.5% is higher than the sector average of 11.2%.



Source: ORR website

Patronage Growth

The table below shows the number of passenger journeys for rail operators (in millions). Data is shown annually and runs from 2011/12 to 2018/19.

Over that period Northern and TransPennine Express have grown at 11% and 18% respectively, against the national average of 20%. This data has not been adjusted to take account of 'remapping' between franchises, such as the switch of hourly Manchester – Scotland services from InterCity West Coast to TPE, or the move of hourly Barrow / Blackpool / Windermere services from TPE to Northern. The last of these major changes took place at the start of the franchise (1st April 2016), though changes to service frequency (for example on the East Coast Main Line) will also have an impact on these figures.

During the current franchises (2016/17 onwards) there does not appear to be a sharp increase in demand that would cause an increase in crowding. Indeed, for Northern there has been a decrease in passenger demand, occurring prior to the May 2018 timetable.

Operator type	Train operating company	Passenger journeys (millions)								Percentage Growth
		2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	
Franchised	c2c	36.4	37.4	38.8	40.8	43.4	46.6	47.9	49.1	35%
	Caledonian Sleeper	:	:	:	- 0.0	0.3	0.3	0.3	0.3	
	Chiltern Railways	19.7	21.4	22.8	23.6	24.5	26.4	28.1	29.3	49%
	CrossCountry	33.0	33.4	34.2	35.4	37.2	38.7	40.1	40.7	23%
	East Midlands Trains	23.9	24.1	24.1	25.5	26.1	26.8	27.2	26.7	12%
	Govia Thameslink Railway	273.9	277.7	299.7	312.4	327.0	320.7	318.8	341.5	25%
	Great Western Railway	95.6	97.3	99.7	103.7	103.9	104.9	103.7	100.1	5%
	Greater Anglia	122.8	126.4	135.2	143.4	91.7	82.0	81.3	84.9	-31%
	London North Eastern Railway	18.9	19.0	19.9	20.7	21.1	21.7	21.8	22.3	18%
	London Overground	102.6	124.6	135.7	140.1	183.2	188.8	189.8	188.1	83%
	Merseyrail	43.5	41.7	42.7	44.3	43.4	42.8	40.9	42.1	-3%
	Northern	91.5	89.8	94.0	96.4	97.4	107.7	103.3	101.3	11%
	ScotRail	81.1	83.3	86.3	92.7	93.8	94.2	97.8	97.8	21%
	South Western Railway	208.8	210.8	222.8	229.9	237.6	229.9	211.8	216.0	3%
	Southeastern	165.5	169.3	178.6	185.8	181.7	182.4	176.2	183.2	11%
	TfL Rail	:	:	:	:	37.5	44.6	42.4	51.3	
	TfW Rail	28.4	29.0	29.9	30.8	31.5	32.3	32.9	34.1	20%
	TransPennine Express	24.8	24.9	26.1	28.6	29.4	26.8	27.9	29.2	18%
	Virgin Trains West Coast	30.2	30.4	31.9	34.5	35.7	37.7	38.3	39.5	31%
	West Midlands Trains	59.5	60.5	64.0	65.3	69.6	73.6	74.9	78.7	32%
Franchised total		1,460.0	1,500.9	1,586.5	1,653.7	1,715.9	1,729.1	1,705.5	1,756.3	20%
Non-Franchised	Grand Central	0.8	1.0	1.1	1.3	1.4	1.4	1.4	1.5	96%
	Hull Trains	0.7	0.7	0.8	0.8	0.9	1.0	1.0	1.0	40%
	Wrexham & Shropshire Railway Company	0.0	0.0	:	:	:	:	:	:	
Non-Franchised total		1.5	1.7	1.9	2.1	2.3	2.4	2.4	2.5	65%
Total	GB total	1,461.5	1,502.6	1,588.3	1,655.8	1,718.2	1,731.5	1,707.9	1,758.8	20%

Source: ORR website

Complaints per 100,000 passenger journeys (all data as previously reported)

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

TPE were ranked 4th of all operators in terms of claim rate (previously 3rd). The claim rate has increased from **38.7** at the start of the franchise to **60.6** by 2018/19 Quarter 4.

Northern were ranked 10th (previously 7th). The proportional increase in claim rate is higher, increasing from **11.0** in 2016/17 Quarter 1, to **40.5** in 2018/19 Quarter 4.

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
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
LNER	164.7	66.4	101.2	103.1	95.7	142.2	134.7	96.1	102.7	117.2	102.7	130.3
Caledonian Sleeper	:	:	228.8	72.5	195.5	154.5	123.1	60.7	123.2	122.8	270.4	114.9
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
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
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
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
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
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
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
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
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
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
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
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
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
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
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
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

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.	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.	David Hoggarth	David Hoggarth

Finance

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

Resource

	No
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Consideration	Comment	Responsible Officer	Director
Resource	There are no resource implications for Transport for the North.	David Hoggarth	David Hoggarth

Risk

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

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.	David Hoggarth	David Hoggarth