

Rail North Committee Meeting – Item 4

Subject: Rail Performance and Compensation Update

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Meeting Date: Tuesday 9 October 2018

1. Executive Summary

- 1.1 This report provides an update on rail performance with a focus on the period from 20th May 2018 to date. The report also provides an update on the special compensation scheme.

2. Recommendations

- 2.1 That the Committee **notes** the latest performance monitoring information.
- 2.2 That the Committee **notes** progress on the industry compensation scheme.

3. Performance Overview

- 3.1 Following the problems surrounding the introduction of the new timetable from 20th May 2018, the Rail North Partnership has been closely monitoring the performance of the network.
- 3.2 Northern operated an interim timetable from 4th June 2018. This removed 168 services a day (focused in the North West) to address the high number of cancellations caused by the mismatch of driver training with route and rolling stock knowledge. Northern then reinstated 75% of these services from 30th July once the required driver training had been completed, coinciding with the end of construction works at Liverpool Lime Street.
- 3.3 On 3rd September Northern re-instated around of half the remaining services originally removed from the timetable in June. 22 services remain suspended through to December to support train performance recovery.
- 3.4 Charts of Public Performance Measure (PPM), cancellations and short formations are included in Appendix 1. PPM and cancellation charts cover from the period 20th May 2018 to 26th September 2018. The

short forming chart covers the financial years 2016/17, 2017/18 and 2018/19 to date (i.e. the full period since the start of the current franchises).

- 3.5 An overview of performance since 20th May 2018 is set out below for each operator.

4. Northern Performance

Public Performance Measure

- 4.1 Northern's seven-day average Public Performance Measure (PPM) averaged 70% in the first two weeks of the new timetable, prior to the introduction of the interim timetable. From 4th June to 29th July, the interim timetable ran at an average of 79.9% PPM.
- 4.2 In the last 4 weeks (30th August to 26th September) PPM has averaged 84.4%. This compares to a year ago when in September 2017 the average PPM figure was 91.3%.

Cancellations

- 4.3 In the last 4 weeks (30th August to 26th September), an average of 39 Northern services have been cancelled (or part-cancelled) each day, with approximately 30% of these being caused by Network Rail / other TOCs. These cancellations are in addition to the services removed from the timetable (22 services per weekday).
- 4.4 Northern have continued to implement pre-planned cancellations on Sundays in the North West. This typically involves around 80 cancellations, focused on certain routes.

Short Formations

- 4.5 Northern services have seen an increase in short formations, with Period 5 (22nd July to 18th August) showing an average of over 20 per day. This is due to the stretch on rolling stock resources and fleet reliability issues.

5. TransPennine Express Performance

Public Performance Measure

- 5.1 TPE's seven-day average Public Performance Measure (PPM) averaged 62.9% in the first two weeks of the new timetable, prior to the introduction of Northern's interim timetable. From 4th June to 29th July, the interim timetable ran at an average of 68.5% PPM.

- 5.2 In the last 4 weeks (30th August to 26th September) PPM has averaged 75.6%. This compares to a year ago when in September 2017 the average PPM figure was 90.3%. The last week was particularly affected by severe weather conditions.

Cancellations

- 5.3 In the last 4 weeks (30th August to 26th September), an average of 37 TPE services were cancelled (or part cancelled) each day, with 66% of these being caused by Network Rail / other operators.

Short Formations

- 5.4 TPE services have seen an increase in short formations, with Period 5 (22nd July to 18th August) showing 44 short formations. The increase in the latest few periods has been largely caused by fleet issues, exacerbated by the extra train mileage required to run the May 2018 timetable.

6. Next Steps

- 6.1 For Northern the Rail North Partnership is continuing to analyse current performance and work with the industry to bring forward initiatives that will improve performance. Known changes in December 2018 include the split of Leeds to York stopping services from a through train to Manchester Victoria; this will reduce the amount of delay 'imported' across the Pennines following incidents.
- 6.2 TPE have planned to implement a number of performance improvement measures from December 2018, focused on the North TransPennine Route (where performance has been lowest). These proposals are being progressed through industry systems.
- 6.3 The Rail North Committee members have been clear that current performance is not acceptable and that the industry should have a joined-up plan for restoring performance, underpinned by detailed analysis of the causes of current issues (including the overall capability of the network and key pinch points).
- 6.4 Following calls from the TfN Board for an Independent Person to oversee the performance recovery, Richard George has been appointed. Richard's terms of reference are in the process of being finalised and he will work closely with TfN and make regular reports to the TfN Board.

7. Compensation Update

- 7.1 Northern and TransPennine Express are operating a special compensation scheme for season ticket holders badly affected by

performance immediately before and in the weeks after the timetable change in May. The provides for between one and four weeks' value of travel, paid in case, depending on the route.

- 7.2 The scheme has now been extended to the most affected regular travellers who suffered from disruption to their rail travel. The scheme has been developed based on input provided by the Transport for the North Board and extends the compensation offer beyond the existing season-ticket holder scheme. It allows regular travellers who do not hold season tickets to claim compensation for the disruption and inconvenience they suffered. This is the first scheme of its kind in the UK to be introduced and to open for claims.
- 7.3 The scheme will open on 9 October and the deadline for all claims has been extended to 4 December 2018.

8. Options Considered:

- 8.1 There are no alternative options as the report is an update for noting.

9. Considerations:

- 9.1 Members are asked to consider the information set out in the report.

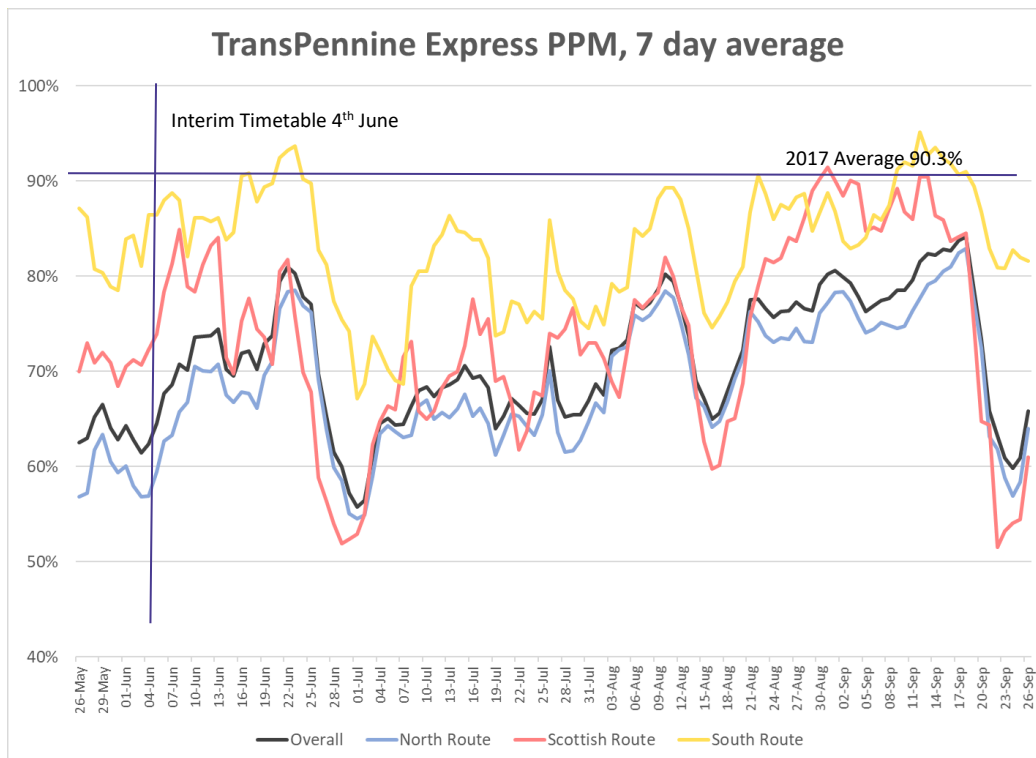
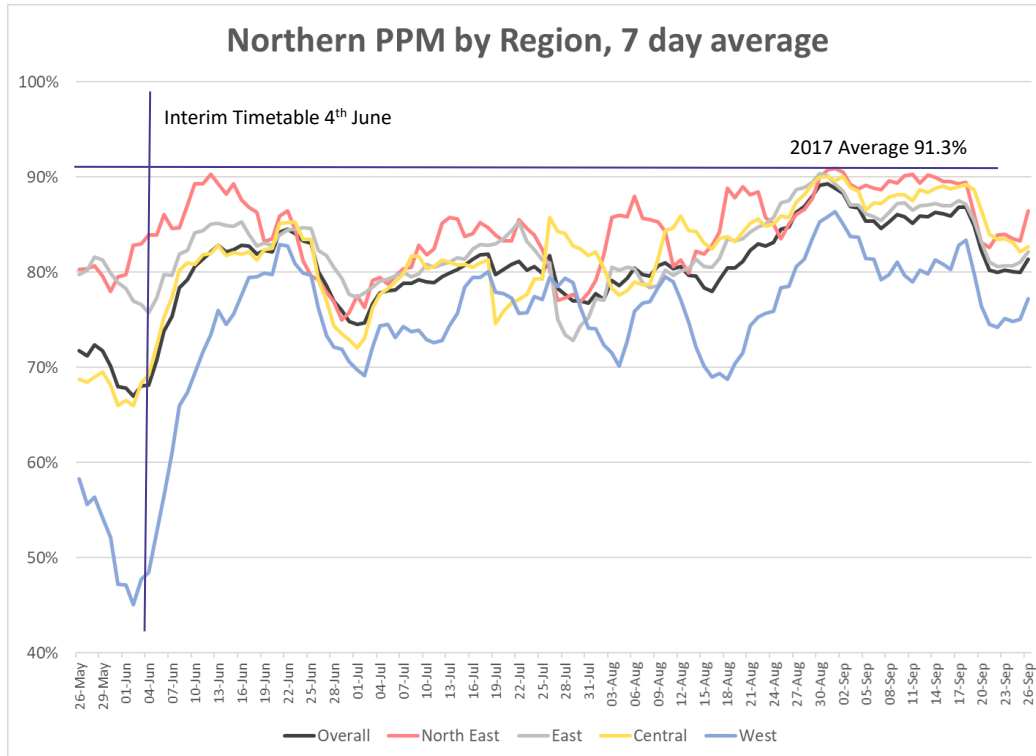
10. Preferred Option:

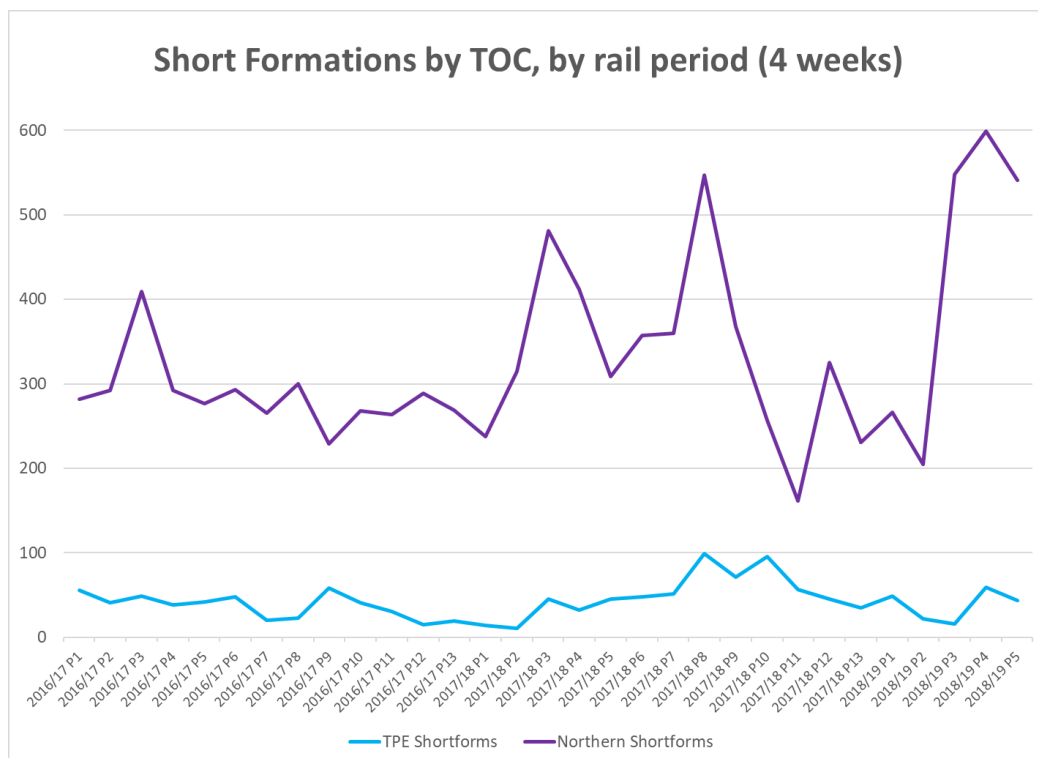
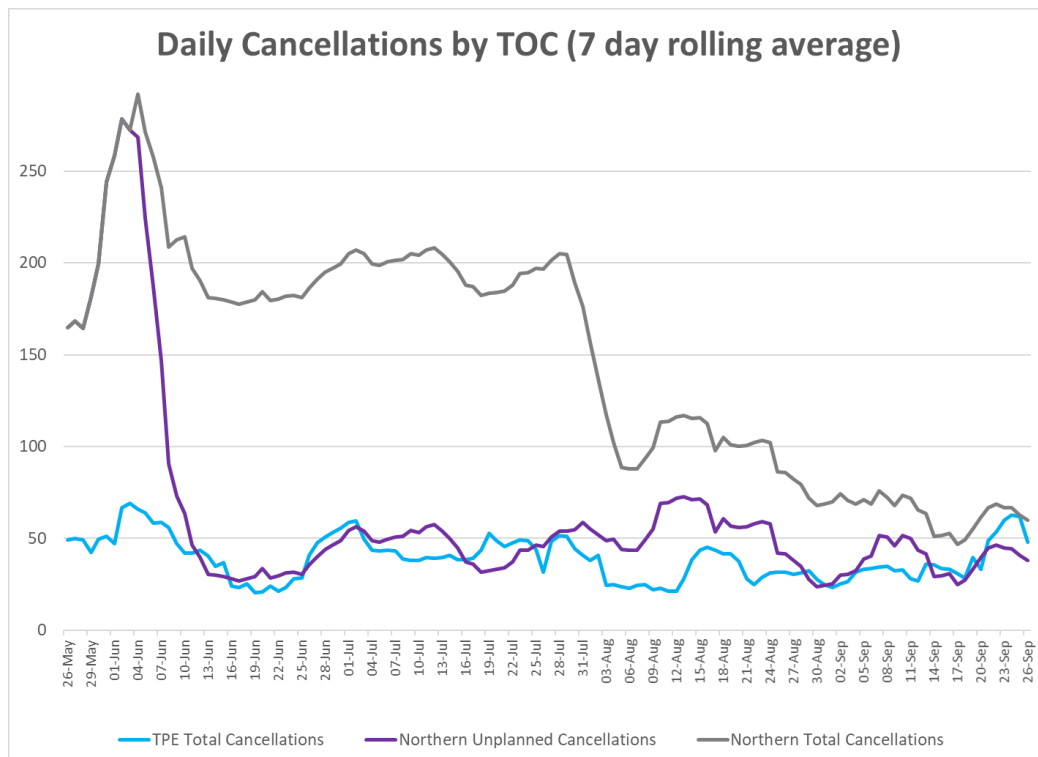
- 10.1 The preferred option is set out in the recommendations.

11. Appendices

- 11.1 Appendix 1: Performance Charts

Appendix 1: Performance Charts





List of Background Documents

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	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 contract authority is the DfT.	Strategic Rail Director	Strategic Rail Director

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