

Rail North Committee Meeting – Item 4

Subject: Rail Performance Update

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Sponsor: David Hoggarth, Strategic Rail Director

Meeting Date: 2nd April 2019

1. Executive Summary

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

2. Recommendations

- 2.1 That the Committee **notes** the performance statistics supplied.

3. Performance Overview

- 3.1 Performance statistics have stabilised since December 2018 but are still subject to variation and capacity provision remains a key concern.
- 3.2 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.
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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. From 10th December to 23rd February it averaged 84.8%.
- 4.2 Over the last 28 days of operation (24th February to 23rd March) PPM has averaged **81.7%**. This compares to a year ago when in March 2018 the average PPM figure was **80.3%**.

Cancellations

- 4.3 Over the last 28 days of operation (29th January to 26th February), an average of 23 trains were cancelled (or part cancelled) each day.

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 are increasing in recent periods, despite a reduction in the number of services being planned to run as 6-car or 8-car sets from December 2018.

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 10th December to 23rd February it averaged 86.1%.
- 5.2 Over the last 28 days of operation (24th February 23rd March) PPM has averaged **85.6%**. This compares to a year ago when in March 2018 the average PPM figure was **84.9%**.

Cancellations

- 5.3 Over the last 28 days of operation (24th February 23rd March), an average of 80 trains were cancelled (or part cancelled) each day. 55% of these were caused by Network Rail / other operators.
- 5.4 Previous reports incorrectly reported only on cancellations caused by Northern. The revised figures as presented in this report also include cancellations caused by Network Rail / other TOCs.
- 5.5 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. Appendices

- 7.1 Appendix 1: TransPennine Express performance charts
Appendix 2: Northern summary performance charts
Appendix 3: Northern service group analysis
Appendix 4: Sector comparison

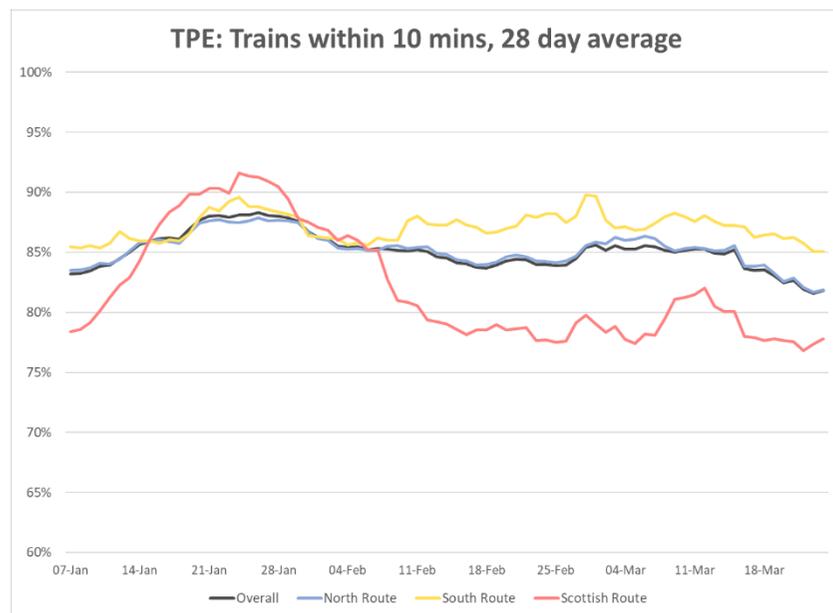
Appendix 1: TPE Performance Charts

PPM (trains within 10 mins)

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 reduced slightly since the end of January but still shows a significant improvement from scores achieved in 2018. The Scottish route has suffered low PPM scores in comparison with other routes, in line with the severe weather conditions experienced in the North West.

In Period 12 of the prior year (2017/18), TPE's PPM score was **79.4%**. Comparisons with industry averages are shown in Appendix 4.

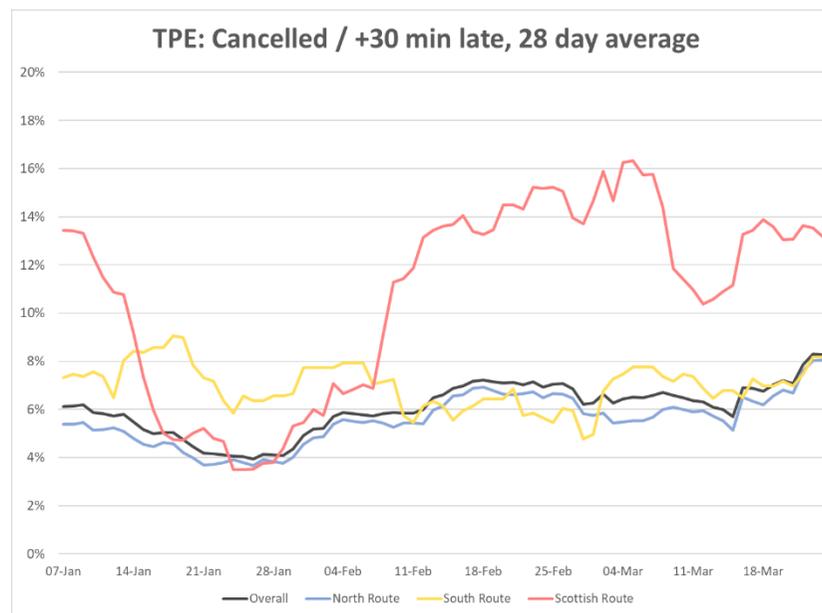


Source: TPE performance reports – provisional data, prior to final reconciliation

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 higher number of cancellations and long delays have been experienced on the Scottish route, operating via Preston. This is consistent with Northern's results that show the West region experiencing particular reliability problems, in part due to severe weather conditions including flooding.



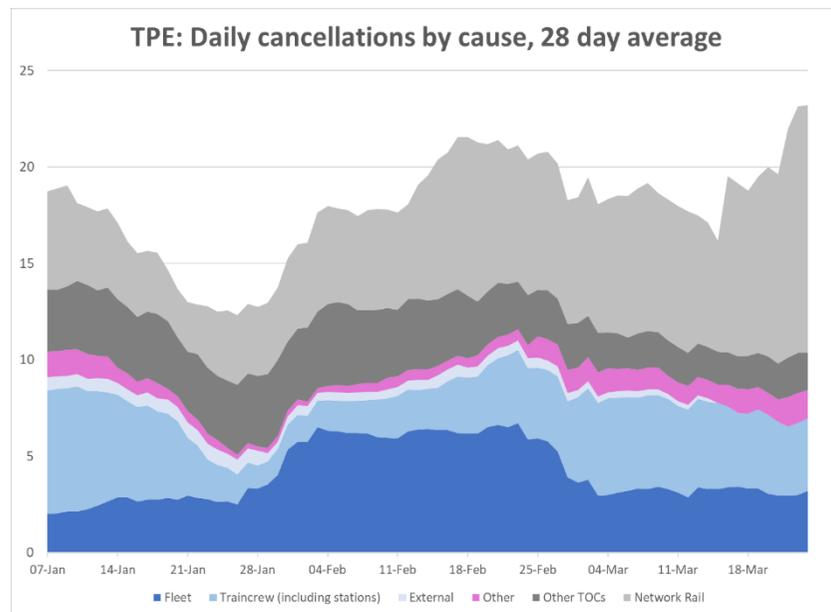
Source: TPE performance reports – provisional data, prior to final reconciliation

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.

The average number of cancellations and part-cancellations per day has varied between 13 and 23. In the latter part of the review period, a spike in Network Rail-related cancellations has significantly affected the overall total.

Fleet and traincrew factors are still significant, accounting for approximately 7 daily cancellations, but have reduced from a peak at the end of February.

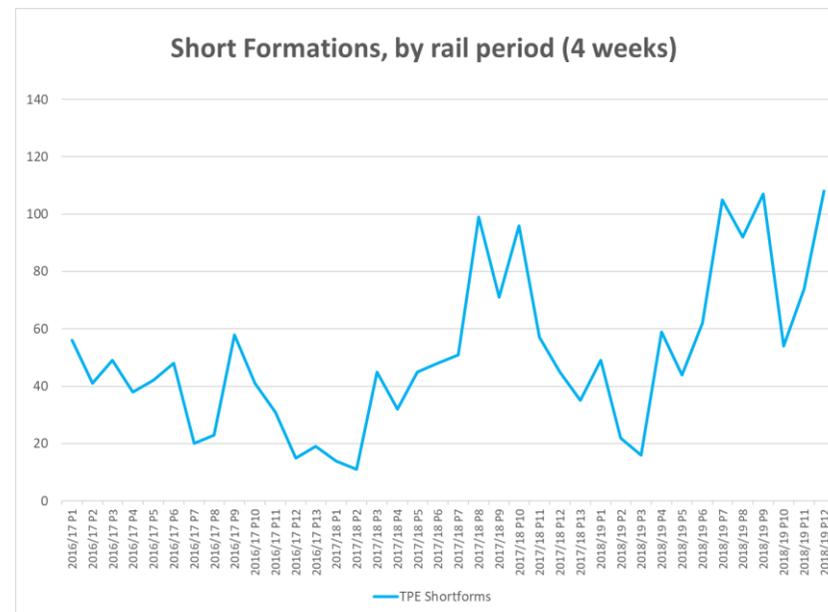


Source: TPE performance reports – provisional data, prior to final reconciliation

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.

Recent figures have increased to over 100 per period, an average of over 3 per day. This increase comes despite a reduction in the number of 6-car and 8-car formations planned since December 2018.



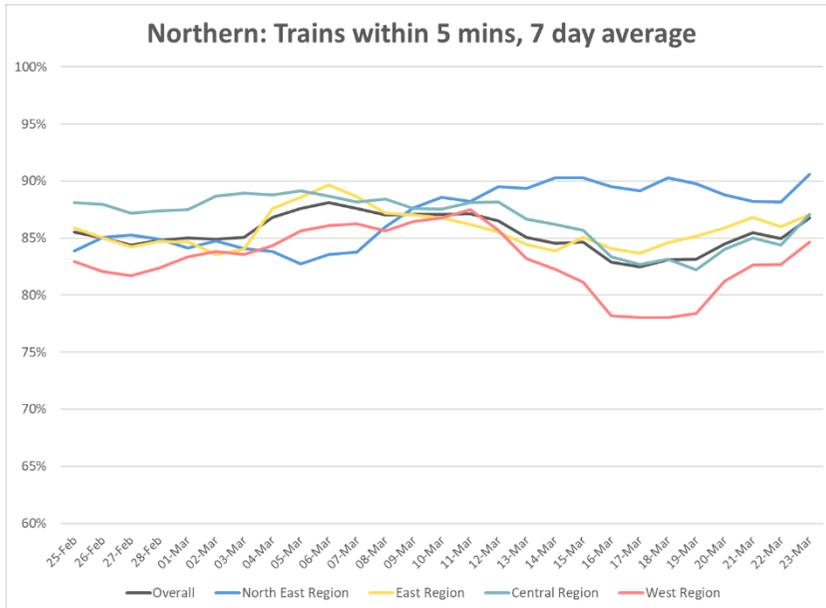
Source: TOC short formation statistics as per Schedule 7.1 of the Franchise Agreement

Appendix 2: Northern Performance Charts

PPM (trains within 5 mins)

The chart below shows recent PPM figures for Northern, disaggregated by region. A 7-day average is shown as detailed reports began on 19th February; in future reports this will be expanded to a 28-day average.

Recent figures shown relatively consistent results, with overall PPM averaging approximately 85%. The North East region is averaging approximately 90% over recent weeks whilst the West region has seen a reduction to less than 80% - largely driven by severe weather. Analysis by service group is provided in Appendix 3, with industry comparisons shown in Appendix 4.

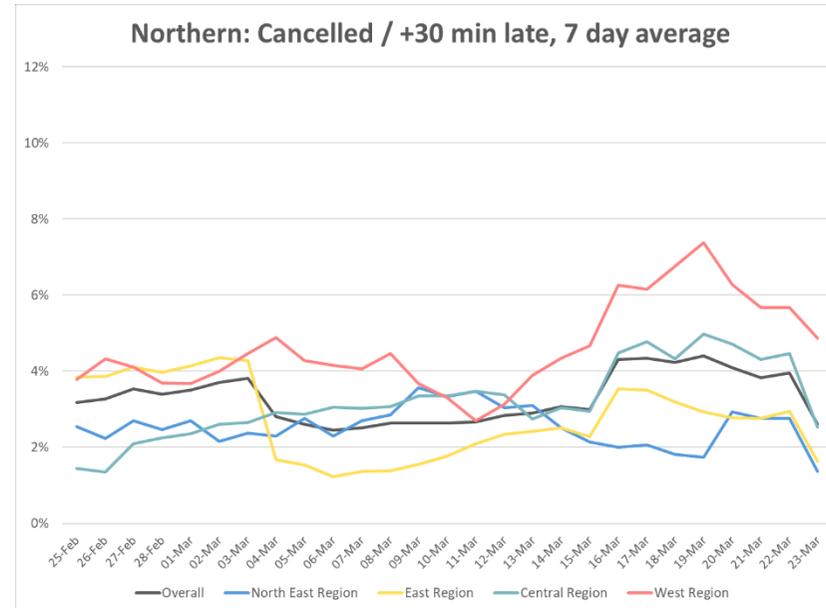


Source: Northern performance reports – provisional data, prior to final reconciliation

Cancelled / Over 30 mins Late

The chart below shows the percentage of trains cancelled or over 30 minutes late, split by region. A 7-day average is used; in future a 28-day rolling average will be shown.

Northern's overall figures average between 3% and 4%. In recent weeks West and Central regions have had a significantly higher number of cancellations and late trains, largely due to flooding. Analysis by service group is shown in Appendix 3.

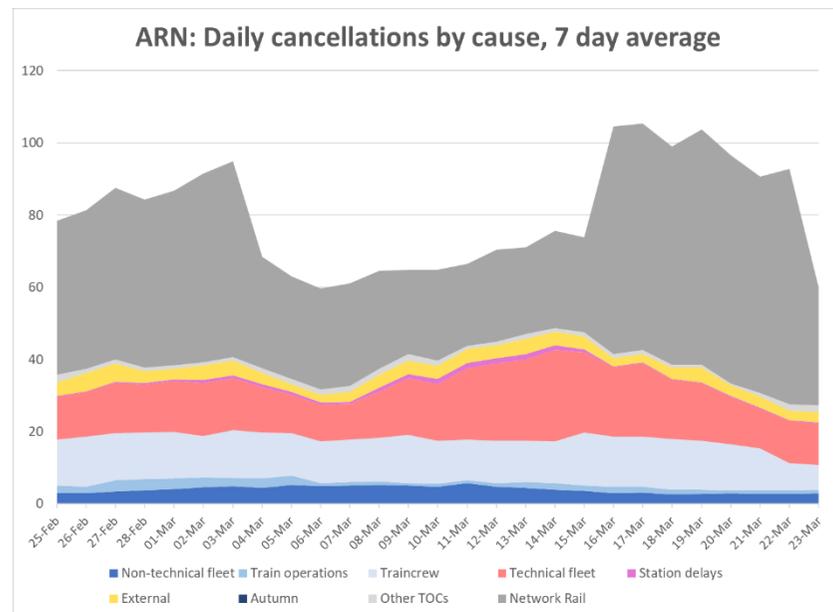


Source: Northern performance reports – provisional data, prior to final reconciliation

TOC-on-Self Cancellations by Region

The chart below shows the cause of cancellations and part cancellations on Northern services across all routes. A 7-day average is used; in future a 28-day rolling average will be shown.

In recent weeks approximately 60 to 100 trains have been cancelled each day. The main cause of variability is Network Rail-related issues, with severe weather and infrastructure failures having a notable impact on 25th February (damaged overhead wires at Leeds) and 16th March (flooding at Ashton and Astley). Traincrew and fleet issues remain significant contributors to cancellations, albeit with a notable reduction in recent weeks.

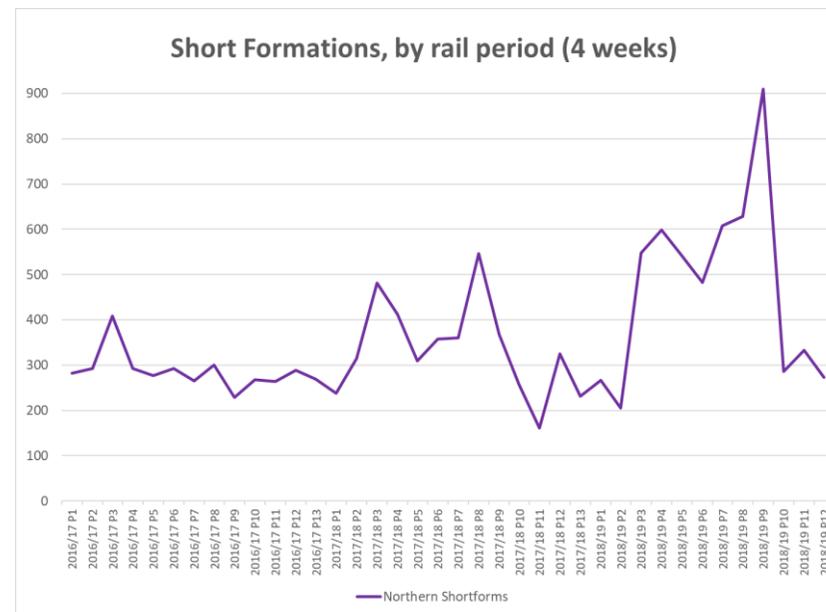


Source: Northern performance reports – provisional data, prior to final reconciliation

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.



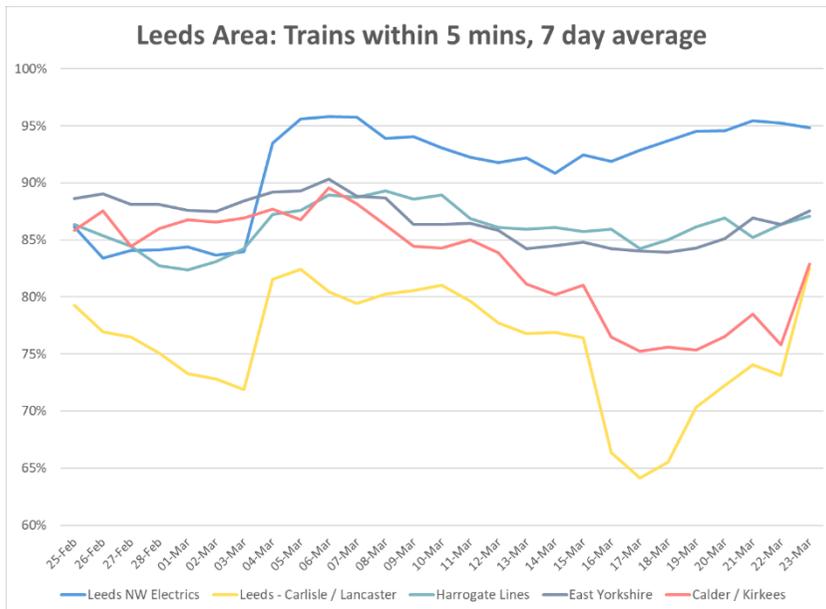
Source: TOC short formation statistics as per Schedule 7.1 of the Franchise Agreement

Appendix 3: Service Group Analysis

Leeds Area: PPM (trains within 5 mins)

The chart below shows recent PPM figures for Leeds NW electrics, Carlisle / Lancaster, Harrogate, East Yorkshire and Calder / Kirklees. A 7-day average is shown as detailed reports began on 19th February; in future reports this will be expanded to a 28-day average.

This period has seen significant variability, with overhead line damage affecting Leeds NW and Carlisle / Lancaster services on 25th February. On 16th March flooding affected Calder / Kirklees and Carlisle / Lancaster routes.



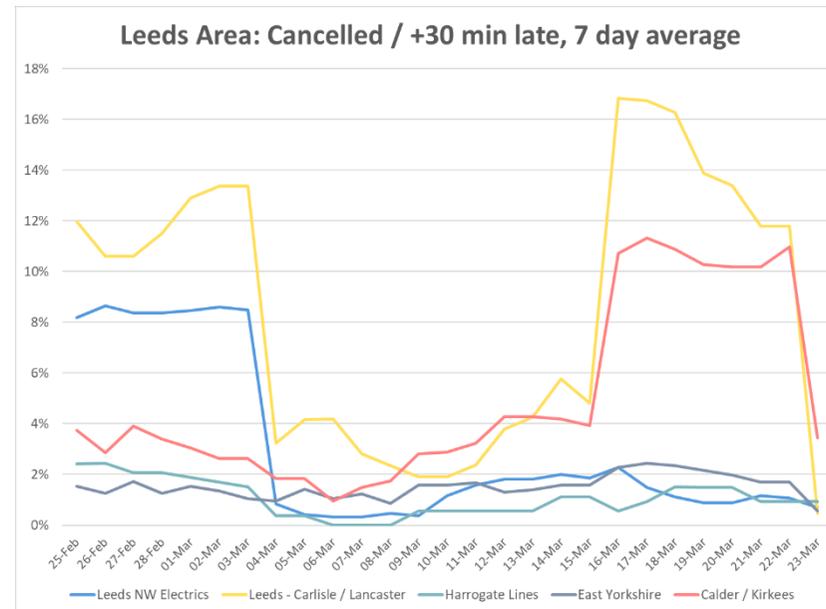
- Leeds NW Electrics:**
 Leeds / Bradford FS – Skipton
 Leeds / Bradford FQ – Ilkley
 Leeds – Bradford Foster Square
- Leeds – Carlisle / Lancaster**
 Leeds – Lancaster / Morecambe
 Leeds – Carlisle

- 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 7-day average is used; in future a 28-day rolling average will be shown.

The disruption previously described also had a significant impact on cancellations, with Leeds NW, Calder / Kirklees and Carlisle / Lancaster all affected.



- East Yorkshire:**
 Hull – Scarborough
 Hull – York
 Leeds – Selby
 Leeds – York
 York – Huddersfield

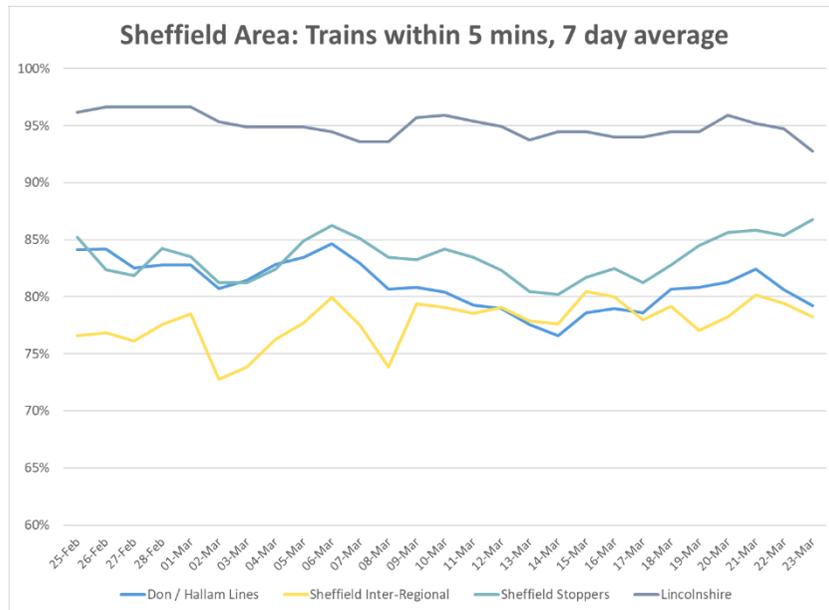
- Calder / Kirklees:**
 Blackpool North – Leeds/Yrk
 Blackpool Nth – Leeds
 Huddersfield – Wakefield Kirkgate
 Southport – Leeds
 York/Selby – Manchester Victoria

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

Sheffield Area: PPM (trains within 5 mins)

The chart below shows recent PPM figures for Don / Hallam lines, Lincolnshire, and inter-regional / stopping services around Sheffield. A 7-day average is shown as detailed reports began on 19th February; in future reports this will be expanded to a 28-day average.

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 typically average around 95%, whilst services in and around Sheffield average between 75% and 85%.



Don / Hallam Lines

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

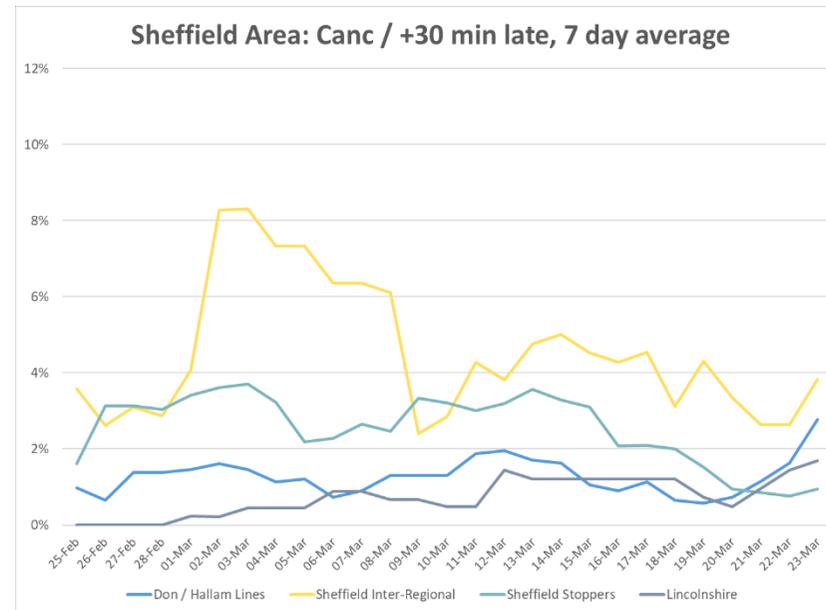
Sheffield Inter-Regional

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 7-day average is used; in future a 28-day rolling average will be shown.

Consistent with the PPM chart, there is a low level of cancellations on Lincolnshire services. Trains serving Sheffield have a higher level of variability, with up to 8% of services being cancelled or seriously late in the Sheffield Inter-Regional service group.



Sheffield Stoppers

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

Lincolnshire

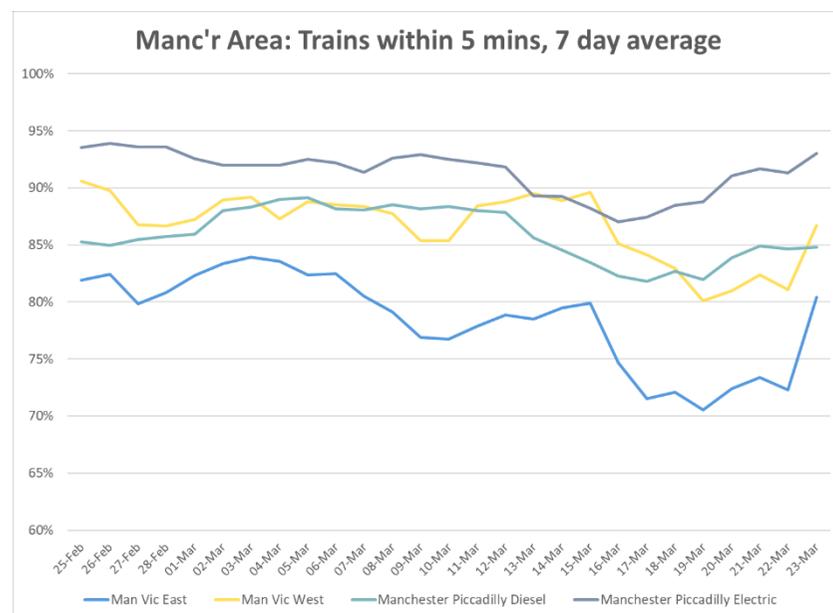
Cleethorpes – Gainsborough
 Barton on Humber – Cleethorpes
 Doncaster – Scunthorpe
 Sheffield – Lincoln

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

Manchester Area (trains within 5 mins)

The chart below shows recent PPM figures for Manchester-based service groups serving Piccadilly and Victoria. A 7-day average is shown as detailed reports began on 19th February; in future reports this will be expanded to a 28-day average.

In the Manchester area it is notable that performance on routes from Manchester Victoria is worse than Manchester Piccadilly. In the latter part of the review period, averages are significantly affected by flooding at Astley and Ashton on 16th March.



Man Vic East

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

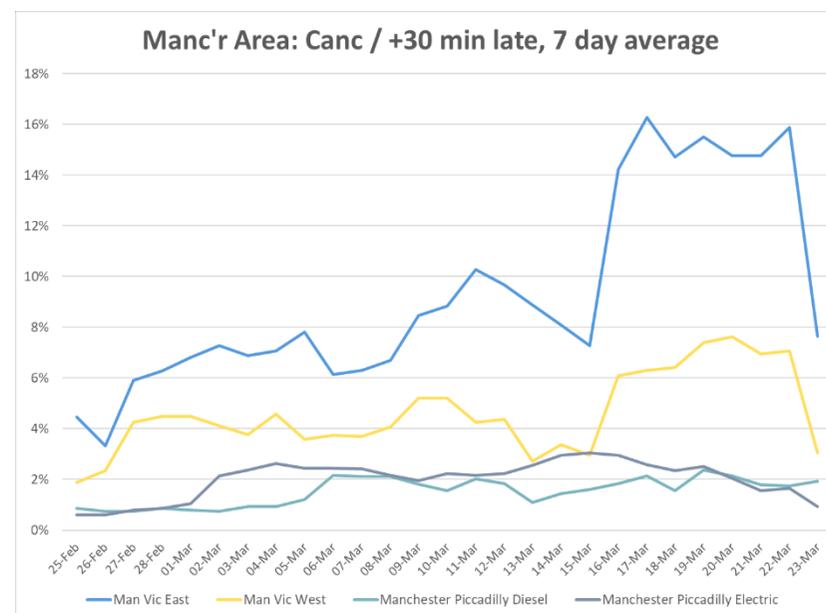
Man Vic West

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 7-day average is used; in future a 28-day rolling average will be shown.

As for PPM, a notable difference is seen in Manchester Victoria and Manchester Piccadilly services, even before the severe weather disruption at the end of the review period. Manchester Victoria services typically have a CaSL rate of 5% or higher, with recent averages up to 16% associated with extreme flooding.



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

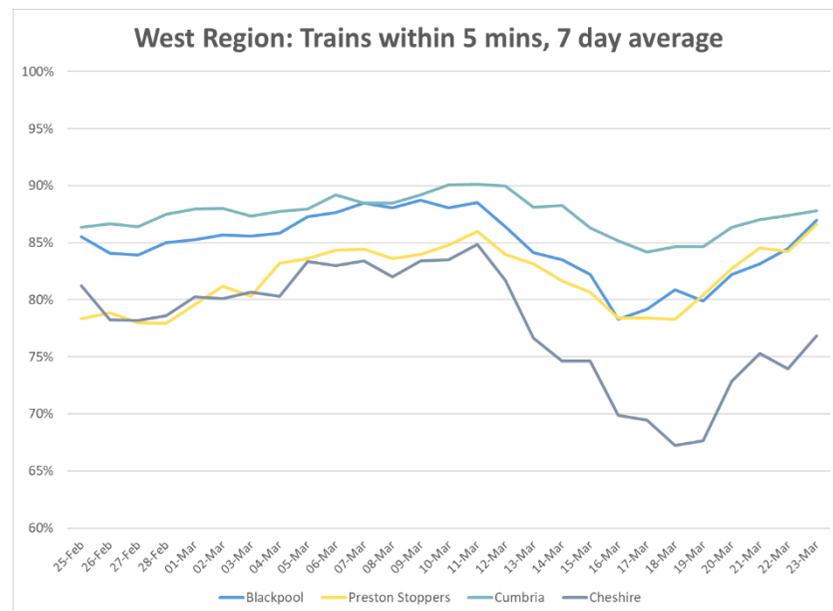
Man Picc – Stockport – Alderley Edge/Crewe
 Man Picc – Crewe via Stockport
 Man Picc – Crewe via Man Airport
 Man Picc – Hadfield
 Man Picc – Hazel Grove
 Man Picc – Macclesfield – Stoke On Trent

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

West Region: PPM (trains within 5 mins)

The chart below shows recent PPM figures for Blackpool, Preston, Cumbria and Cheshire service groups. A 7-day average is shown as detailed reports began on 19th February; in future reports this will be expanded to a 28-day average.

As shown in the regional comparison in Appendix 2, services in the West Region typically have lower PPM scores than other regions. Services towards the end of the review period were affected by flooding, particularly in the Cheshire service group.



Blackpool

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

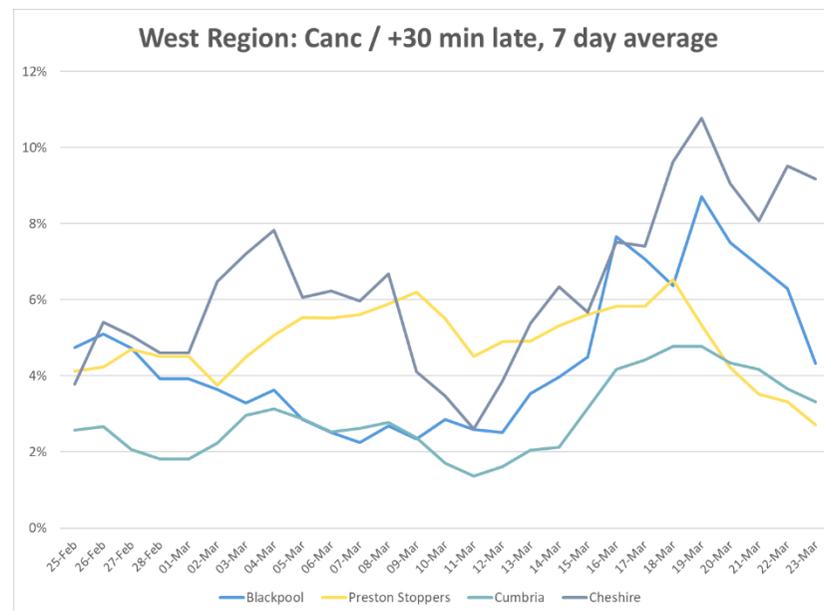
Preston Stoppers

- 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 7-day average is used; in future a 28-day rolling average will be shown.

A significant level of cancellations has affected routes in the West region, particularly services in Cheshire and serving Blackpool. Even outside periods of severe weather disruption, CaSL figures are higher than in other regions.



Cumbria

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

Cheshire

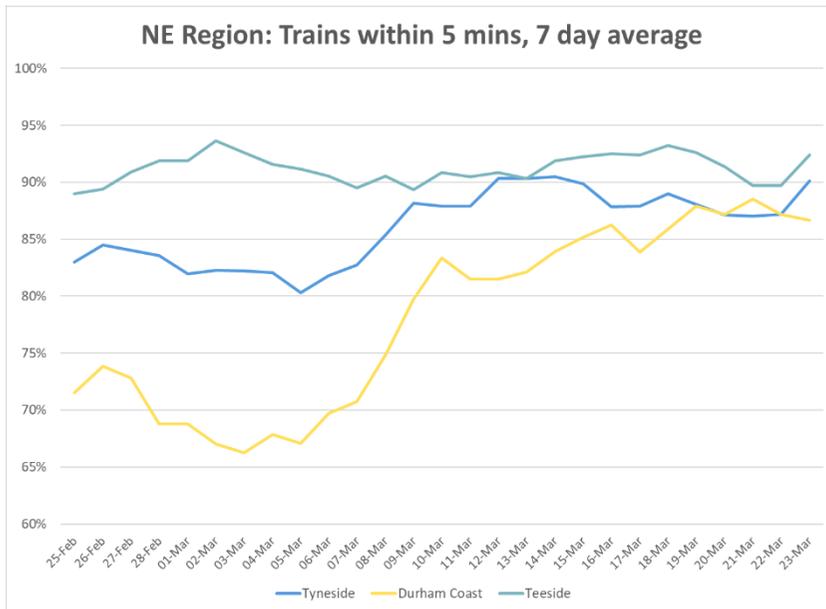
- Liverpool – Crewe via Man Picc
- Liverpool – Man Airport via Warrington Central
- Liverpool – Oxford Road via Warrington Central
- Liverpool – Wigan North Western
- Liverpool – Warrington BQ – Ellesmere Port

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

North East Region: PPM (trains within 5 mins)

The chart below shows recent PPM figures for Tyneside, Durham Coast and Teeside service groups. A 7-day average is shown as detailed reports began on 19th February; in future reports this will be expanded to a 28-day average.

Services on the Durham Coast suffered a significant reduction in reliability through the end of February / start of March, also affecting Tyneside services. PPM had recovered to approximately 88% by 23rd March.



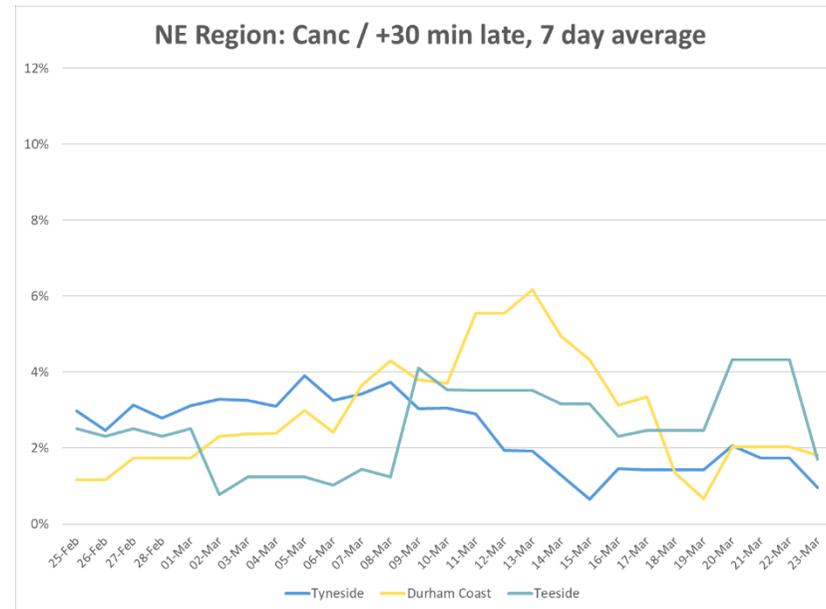
Tyneside
 Chathill – Newcastle
 Saltburn – Chester Le Street – Carlisle
 Newcastle – Carlisle
 Newcastle – Hexham

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 7-day average is used; in future a 28-day rolling average will be shown.

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 in the second week of March.



Teeside
 Saltburn – Bishop Auckland
 Whitby – Middlesbrough

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

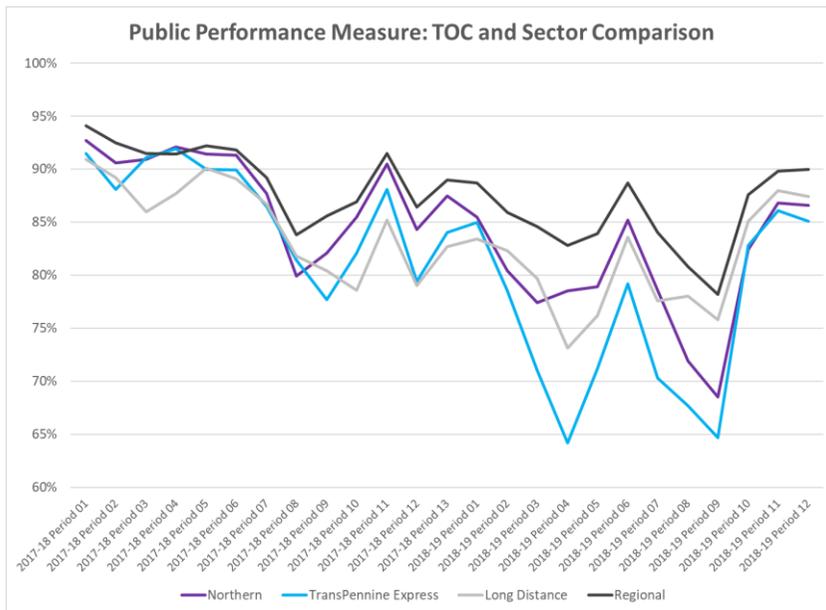
Appendix 4: National Comparison

PPM (trains within 5 / 10 mins)

The chart below shows the PPM for Northern, TPE, long distance operators and regional operators, from April 2017 to February 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 significantly lower than the national average.

Figures have improved markedly since December 2018, when timetable changes were made to increase reliability.



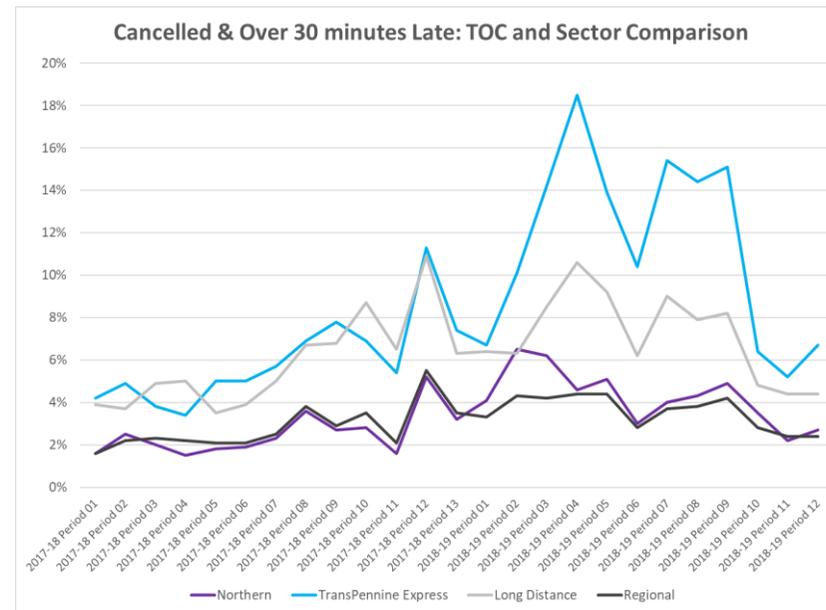
Source: ORR website

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 February 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 February 2019.

As for PPM, results for both TOCs have significantly improved since December 2018.



Source: ORR website

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 – 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 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