

Rail North Committee Meeting – Item 4

Subject: Rail Performance Update

Author: Tom Davidson, Transport Planner

Sponsor: David Hoggarth, Strategic Rail Director

Meeting Date: 6th March 2019

1. Executive Summary

- 1.1 This report provides an update on rail performance and workstreams to improve the quality of regular reporting.

2. Recommendations

- 2.1 That the Committee **notes** the performance statistics supplied.
- 2.2 That the Committee **considers** the performance reporting format discussed through a supporting presentation.

3. Performance Overview

- 3.1 Following the problems arising from introduction of the new timetable from 20th May 2018, the Rail North Partnership has been closely monitoring the performance of the network.
- 3.2 Statistics continue to show a noticeable and welcome improvement in reliability following the introduction of the revised timetable in December, which was designed by the industry to improve the resilience of services. This improvement needs to be continued on a sustained basis in order to rebuild passenger confidence in the service being provided.
- 3.3 Train operators are anticipating that the May 2019 timetable change will bring further improvements to reliability, for the following reasons:
- The timetable substantially reflects the May 2018 timetable as originally bid to Network Rail. This was originally submitted within standard industry timescales (prior to the re-planning from January 2018 onwards).
 - 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 on North Route services.

- 3.4 Charts of Public Performance Measure (PPM), cancellations and short formations are included in Appendix 1. PPM and cancellation charts cover the period 16th June 2018 to 25th February 2019. 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 Charts use a 28-day rolling average to illustrate recent trends without showing day to day variation that can arise as a result of extreme weather events or infrastructure failures.

4. Northern Performance

Public Performance Measure

- 4.1 Northern's Public Performance Measure (PPM) averaged 78.0% from 20th May 2018 to the start of the new timetable on 9th December.
- 4.2 Over the last 28 days of operation (29th January to 26th February) PPM has averaged **86.2%**. This compares to a year ago when in February 2018 the average PPM figure was **87.7%**.

Cancellations

- 4.3 Over the last 28 days of operation (29th January to 26th February), an average of 28 services were cancelled (or part-cancelled) each day, with approximately 51% caused by Network Rail / other Train Operators.
- 4.4 Northern have continued to implement pre-planned cancellations on Sundays in the North West (excluded from the statistics above).

Short Formations

- 4.5 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. Results have improved since the December 2018 timetable change, due to an increase in the amount of diesel rolling stock available.

5. TransPennine Express Performance

Public Performance Measure

- 5.1 TPE's Public Performance Measure (PPM) averaged 69.8% from 20th May 2018 to the start of the new timetable on 9th December.

- 5.2 Over the last 28 days of operation (29th January to 26th February) PPM has averaged **83.9%**. This compares to a year ago when in February 2018 the average PPM figure was **84.2%**.

Cancellations

- 5.3 Over the last 28 days of operation (29th January to 26th February), an average of 20 services were cancelled (or part cancelled) each day, with 45% of these being caused by Network Rail / other Train Operators.

Short Formations

- 5.4 TPE's short formation statistics (as measured through Schedule 7.1 of the Franchise Agreement) reflect how many services did not run with the train length set out in the train plan. Results have improved since the December 2018 timetable change, largely as a result of fewer services being planned to run as 6-car or 8-car sets.

6. Next Steps

- 6.1 Richard George's work on implementing an industry-wide recovery plan continues, including progressing a programme of minor investments. Richard will provide a verbal update at the Committee meeting.
- 6.2 A project is on-going to review current performance reporting and deliver revised reports that fulfil the needs of TfN members. Since May 2018's performance downturn, monthly summaries (presented publicly as Rail North Committee papers) and weekly performance reports and have been provided to TfN members. Amongst other improvements, it is considered that these reports should provide:
- A greater level of service group disaggregation in the public monthly overview report;
 - Line of route disaggregation, supplied to TfN members as part of detailed internal report.
- 6.4 As part of this project train operators have already shared the following information:
- Daily reliability data by line of route / service group
 - Daily cancellations causation analysis, by sector
 - Partial capacity provision / expected loading data.
- 6.5 The following areas are yet to be finalised in terms of what the Train Operators are able to provide or share publicly:
- Disaggregated data showing capacity provision;

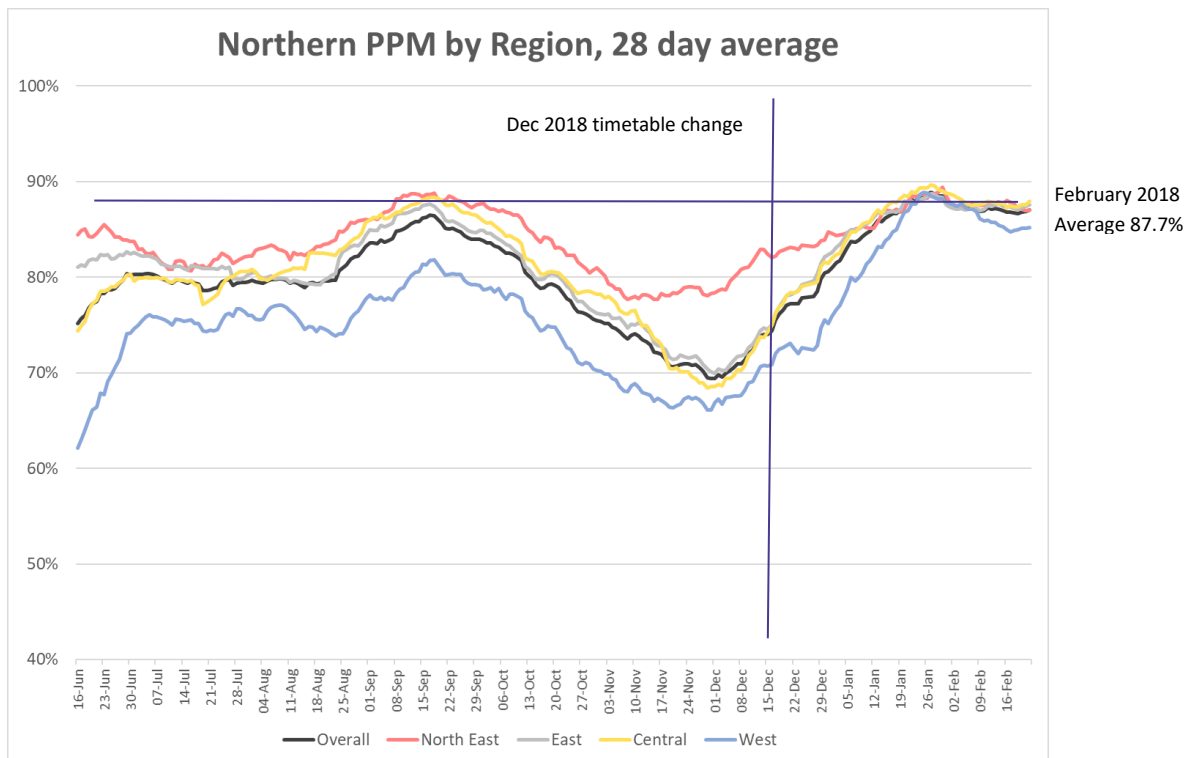
- Historical daily data (potentially back to December 2018);
- Passenger experience data, which may include complaints / tweets / passenger surveys.

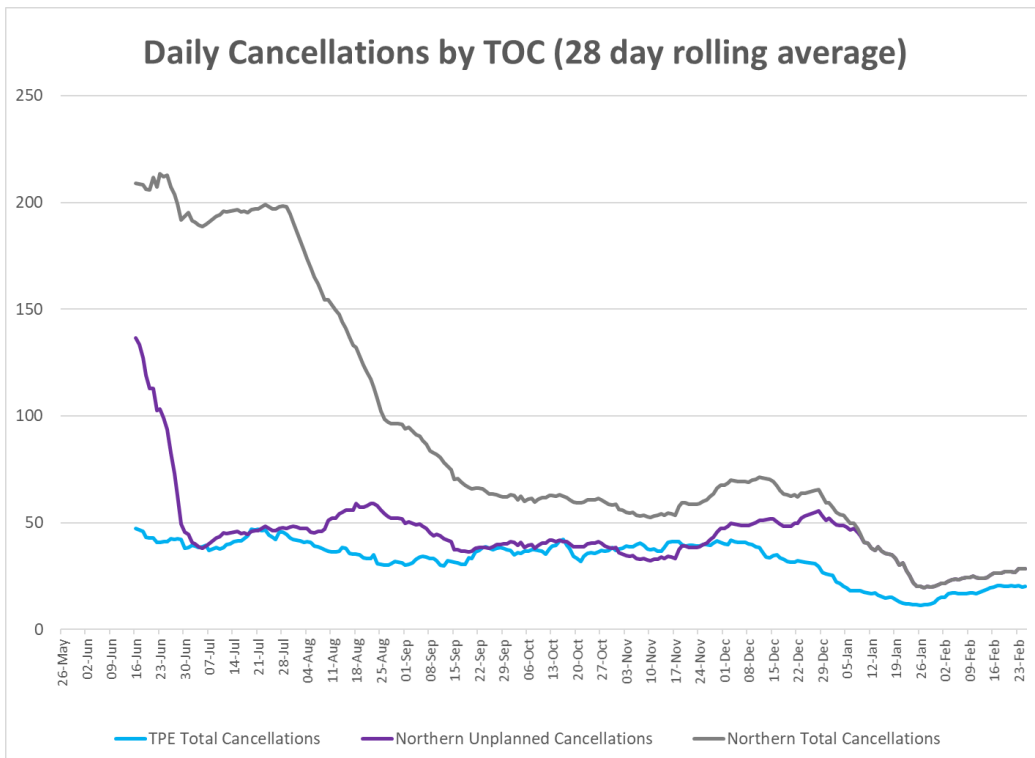
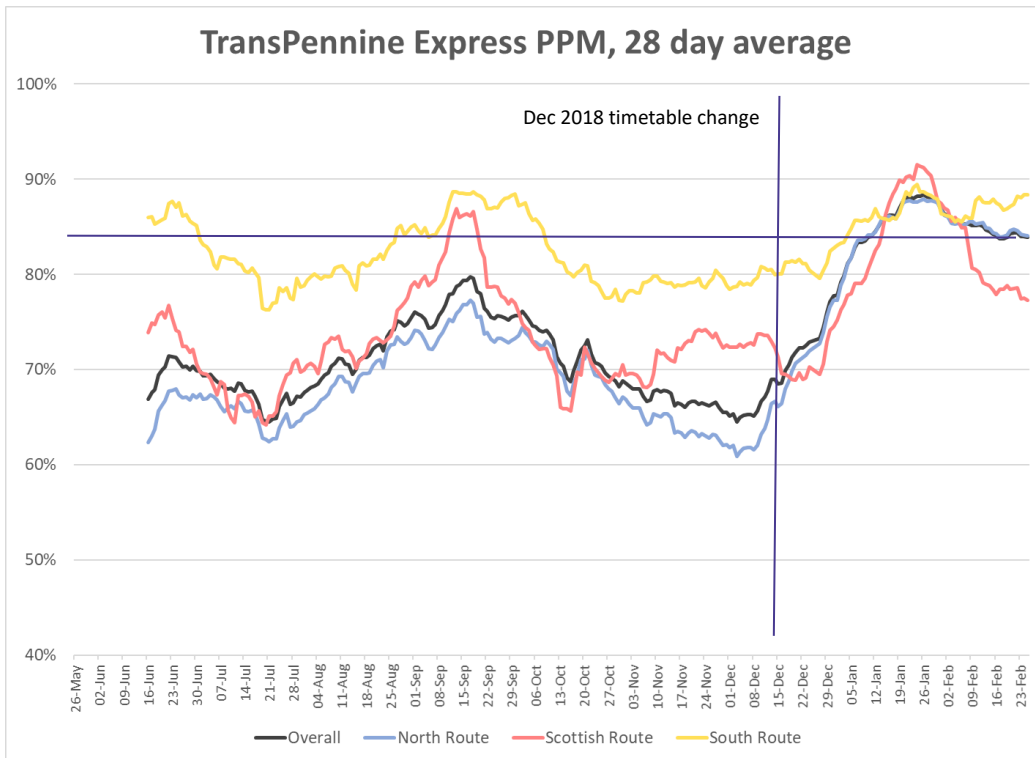
6.6 A presentation will be given for discussion by the Committee, illustrating the data available so far and considering the supplementary data that could form part of the monthly public report. It is intended that a full revised report is prepared for the April Rail North Committee meeting, pending data availability.

7. Appendices

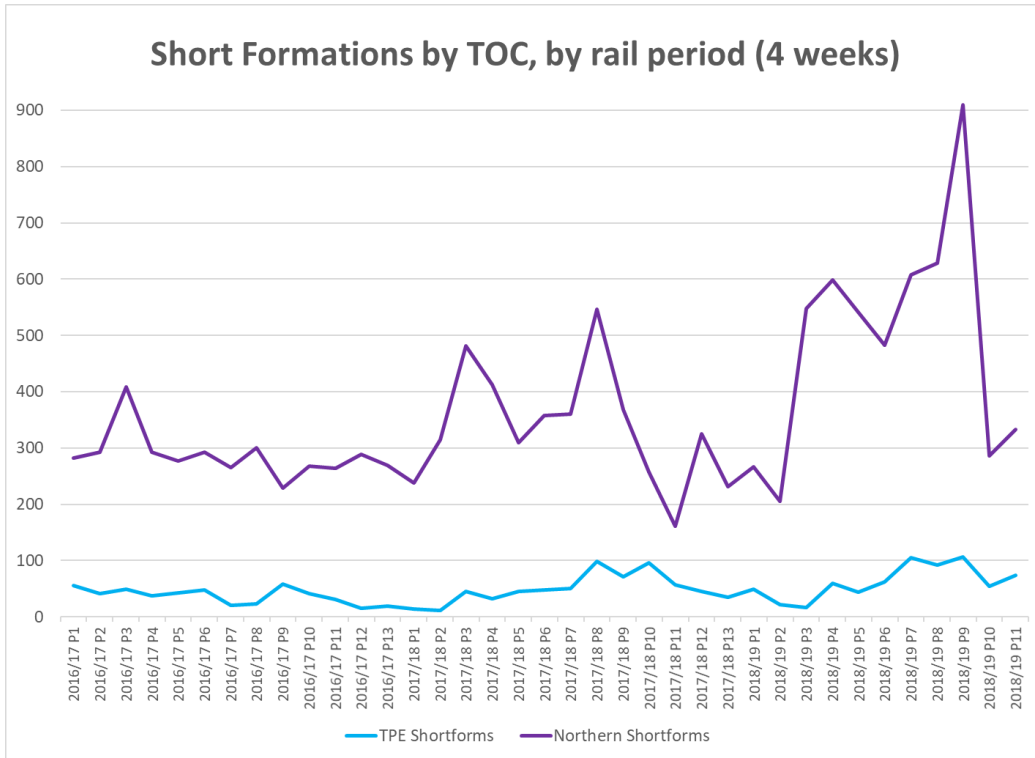
7.1 Appendix 1: Performance Charts

Appendix 1: Performance Charts





*Statistics are shown relative to plan of the day, therefore excluding Northern's planned Sunday cancellations



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
--	----

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
--	----

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
--	----

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

Resource

	No
--	----

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

Risk

	No
--	----

Consideration	Comment	Responsible Officer	Director
Risk	A risk assessment is not required.	Strategic Rail Director	Strategic Rail Director

Consultation

	No
--	----

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