

## Rail North Committee Meeting– Item 4

- Subject:** Performance Reporting
- Author:** Tom Davidson, Transport Planner
- Sponsor:** David Hoggarth, Strategic Rail Director
- Meeting Date:** 7<sup>th</sup> February 2019

### 1. Executive Summary

- 1.1 This report provides an update on rail performance, workstreams to improve the quality of reporting and National Rail Passenger Survey (NRPS) results for Northern and TransPennine Express (TPE).

### 2. Recommendations

- 2.1 That the Committee **notes** the current performance of the train operators.
- 2.2 That the Committee **considers** the performance reporting format discussed through a supporting presentation.
- 2.3 That the Committee **notes** the National Rail Passenger Survey (NRPS) results for both operators.

### 3. Performance Overview

- 3.1 Following the problems arising from introduction of the new timetable from 20<sup>th</sup> May 2018, the Rail North Partnership has been closely monitoring the performance of the network.
- 3.2 Performance statistics from the last period have been provided in a separate paper to the TfN Board. This can be downloaded from: <https://transportforthenorth.com/about-transport-for-the-north/meetings/>
- 3.3 Statistics 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.

- 3.4 Capacity remains a particular concern given the passenger satisfaction scores outlined in section 5.

#### **4. Revised Performance Reporting**

- 4.1 Since the May 2018 timetable chaos, weekly performance reports and monthly summaries (presented publicly as Rail North Committee papers) have been provided to TfN members. Both these reports focus on overall Public Performance Measures (PPM), cancellations and short formation statistics as opposed to the 'line of route' data typically assessed at detailed level through the Performance Working Group. Weekly reports provide a relatively high level of commentary and trend analysis.
- 4.2 TfN members and train operators consider that the current monthly reports do not accurately reflect the performance of the railway; either because there is not enough disaggregation of the data or because the actual impact on passengers is not represented appropriately. In addition, demand data has been requested in order to support the business cases of potential improvements.
- 4.3 TfN is reviewing the performance reports that exist and in conjunction with the train operators will develop revised and standardised reports that fulfil the needs of TfN members.
- 4.4 A presentation will be provided at the meeting for discussion by the Committee. This will highlight the data that could form the monthly report provided to the Committee. A more disaggregated report would be supplied to TfN member authorities for more detailed scrutiny.

#### **5. National Rail Passenger Survey (NRPS Results)**

- 5.1 The results of the Transport Focus Autumn 2018 National Rail Passenger Survey have been published. Summary reports covering Northern and TPE's key outputs are provided as appendices. It should be noted that the survey asks passengers about their current journey experience and the fieldwork was all undertaken in the autumn period when performance was particularly poor.
- 5.2 For punctuality / reliability, Great Northern (operating in the South East) the lowest satisfaction score of any operator with 58%. TransPennine Express were second lowest with 59%, with Northern at 65%.
- 5.3 For Northern the following points are noted:
- The overall satisfaction score of 72% was the lowest score since Spring 2014.

- Satisfaction for commuters was 56%, whilst for leisure passengers it was 85%.
- 69% of passengers were satisfied with the levels of crowding.
- The most significant drivers of passenger dissatisfaction were train reliability / punctuality and on-train cleanliness.

5.4 For TransPennine Express the following points are noted:

- The overall satisfaction score of 73% was the lowest score since Spring 2014.
- Satisfaction for commuters was 58%, whilst for leisure passengers it was 80%.
- For on-train crowding, the satisfaction rating of 54% is the lowest of any operator.
- The most significant driver of passenger dissatisfaction (by a distance) was train reliability / punctuality.

5.5 Representatives from the train operators will be at the Committee meeting to outline their response to these results.

## **6. Appendices**

6.1 Appendix 1 – Northern NRPS Summary

6.2 Appendix 2 – TransPennine Express NRPS Summary

## List of Background Documents:

TfN Board Report 'Rail Performance' 7 February 2019

<https://transportfornorth.com/about-transport-for-the-north/meetings/>

## 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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<b>Consideration</b>	<b>Comment</b>	<b>Responsible Officer</b>	<b>Director</b>
Finance	There are no financial implications for TfN.	Strategic Rail Director	Strategic Rail Director

### Resource

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

### Risk

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

### Consultation

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