Transport for the North
Rail North Committee Meeting
Item 7.0

Subject: Performance Update

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Sponsor: David Hoggarth, Strategic Rail Director

Meeting Date: Wednesday 31st July 2019

1.0   Purpose of the Report:

1.1   The Committee is asked to **note** the contents of the report.

2.0   Executive Summary:

2.1   This report provides an update on rail performance statistics for Northern and TransPennine Express (TPE), National Rail Passenger survey results and an update on Autumn 2019 readiness.

3.0   Performance Overview:

3.1   Performance has stabilised since December 2018 but is still subject to variation and both operators are still performing below the PPM targets set in their Franchise Agreements. In fact, the Spring 2019 National Passenger Survey shows both operators bottom of the league in some categories (see 6.4).

3.2   Initial results for the May 2019 timetable change was significantly better than that in May 2018, showing the recovery that has been achieved since performance improvement measures were implemented in December 2018. However, performance is still below target.

3.3   Passenger crowding is a significant concern for both operators. The latest data provided by Northern shows that an estimated 129 passengers are unable to board the service of their choice each day on average. TPE services at Leeds are overcrowded to the extent that an average of 102% of the available capacity is used on peak trains (i.e. passenger loadings are above the stated capacity of the train). Both operators are in the process of bringing in new trains, in part to address the capacity problems.

4.0 TransPennine Express Performance

Public Performance Measure

4.1   TPE's Public Performance Measure (PPM) averaged **85.2%** from 9th December 2018 to 18th May 2019. Over the last 28 days of operation (26th May 2019 to 22nd June 2019) PPM has averaged **83.3%**. This compares to a year ago when in May 2018 the average PPM figure was **75.5%**.

Cancellations

4.2   Over the last 28 days of operation (26th May 2019 to 22nd June 2019), an average of 23 trains were cancelled (or part cancelled) each day. This represents 6.7% of the overall number of services. Of these, approximately two thirds (66%) were caused by other train operators or Network Rail a significant amount being ascribed to Network Rail.

Capacity Delivery

4.3   Across key cities TPE delivered 94.9% of their planned peak capacity. Cancellations accounted for 2.59% of this shortfall, and short formations 2.55%. Peak average loadings were 90.92% of the capacity provided, although significant variations apply across cities. A detailed breakdown is provided in Appendix 1.

5.0 Northern Performance

Public Performance Measure

5.1   Northern's Public Performance Measure (PPM) averaged **86.8%** from 9th December 2018 to 18th May 2019. Over the last 28 days of operation (21st June 2019 to 18th July 2019) PPM has averaged **84.7%**. This compares to a year ago when in May 2018 the average PPM figure was **77.6%**.

Cancellations

5.2   Over the last 28 days of operation (21st June 2019 to 18th July 2019), an average of 87 trains were cancelled (or part cancelled) each day. This represents approximately 3.2% of the overall number of services. Of these, approximately one third (34%) were caused by other train operators or Network Rail.

5.3   Northern have continued to implement pre-planned cancellations on Sundays in the North West (excluded from the statistics above).

Short Formations

5.4   Northern's analysis of capacity delivery shows that in Period 3 of 2019/20 (26th May 2019 to 22nd June 2019) an average of 89 passengers a day were unable to board on Manchester services, with 39 Leeds passengers being unable to board. This compares with figures for the previous month of 86 (Manchester) and 49 (Leeds) indicating a slight improvement in the Leeds area.

5.5   These figures from Northern have not yet been independently verified as regards on-the-day capacity provision and the consequences of under-provision in terms of passengers left behind at stations. Transport for the North is investigating the scope to carry out an audit of short-forming data and the Train Plan. This will also enable a better understanding to be gained of the extent to which the Train Plan includes "short-planned" services - that is, trains whose booked formation is inadequate.

6.0   National Rail Passenger Survey (NRPS) Results

6.1   Results from the NRPS surveys undertaken during Spring 2019 show an improvement on results for Autumn 2018. However, both TOCs continue to perform poorly when compared with other train operators (as set out in section 6.4 below).

6.2   Northern's overall results show a 6% improvement from Autumn 2018, but a 2% reduction on Spring 2018 results. The most important drivers of satisfaction were punctuality / reliability and the cleanliness of the train. Since the start of the franchise the highest score has been 83%, the lowest was 72% in Autumn 2018.

6.3   TPE's results also show a significant improvement from Autumn 2018, with a 10% improvement to 83%. The most important driver of satisfaction was punctuality / reliability. Since the start of the franchise the highest score has been 86%, the lowest was 73% in Autumn 2018.

6.4   A further set of tables comparing Northern and TransPennine with other operators are attached as Appendix 5. Key points to note are as follows:

Northern
- For value for money, Northern ranked joint 7th of all operators;
- For satisfaction with both commuting and business travel, Northern ranked 25th of 25 GB rail operators; and
- Northern rated 5% below the average for regional operators.

TransPennine Express
- For value for money, TPE ranked joint 7th of all operators;
- For commuting, TPE ranked 24th of 25 GB rail operators;

- For satisfaction with performance and levels of crowding, TPE ranked 25th of 25 GB rail operators; and
- TPE were rated 5% below the average for long distance TOC's.

7.0   Autumn Readiness

7.1   Network Rail has provided the following update on Autumn readiness:

Our plans across north are well advanced in preparation from autumn. As an indication, an overview of our plans for the north west:

- LNW route currently has 178 Traction Gel Applicators with an additional 2 being installed on the Lancashire & Cumbria area for Autumn 2019. 79 Of these will be replaced with updated models for the coming season and these will be installed and commissioned prior to 1 October 2019.

- Front Line Practitioners - Mobile Operations Managers will be provided with a brief prior to the season, Leaf Fall Champions will brief and train the team before season (if necessary) and Working Arrangements will local information will be distributed to all relevant parties.

- Autumn Control - we have improved the way we staff the autumn control desk with our existing information co-ordinator desk carrying out the duties, supported by the Train Running Controller on duty. This will assist with any redeployment issues (with staff or equipment) during their shift. A training programme is being produced, to continually enhance their skills and knowledge both pre-season and during.

- We have worked on our rail head treatment trains to deploy circuits based on lessons learned from last year and in conjunction with train operators.

8.0   Appendices:

8.1   Appendix 1: TransPennine Express Performance Charts

8.2   Appendix 2: Northern Summary Performance Charts

8.3   Appendix 3: Northern Service Group Analysis

8.4   Appendix 4: National Performance Comparison

8.5   Appendix 5: National Rail Passenger Survey (NRPS) Results

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 results have dropped back to 83%, driven by lower scores for the Scottish and North routes.

In May 2018 TPE's average PPM score was **75.5%.** Comparisons with industry averages are shown in Appendix 4.

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, an increase in disruption has been seen over the last 4 weeks – particularly for the Scottish and North route services, where CaSL is now above 10%. This has been driven in part by an increase in external incidents, with trespass incidents being the top cause of trains failing PPM (equivalent to 12.9% of the total trains not achieving PPM).

In May 2018 TPE's average CaSL score was **11.2%.** Comparisons with industry averages are shown in Appendix 4.
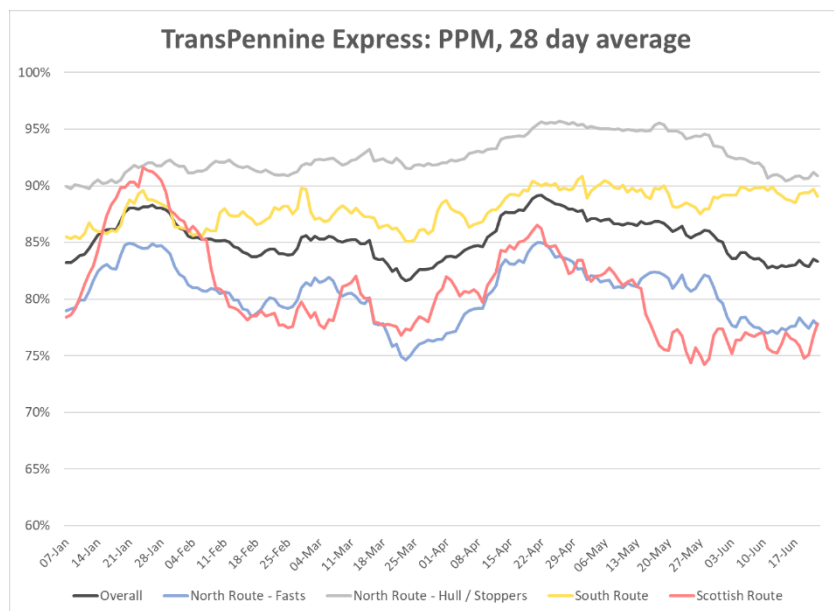
TransPennine Express: PPM, 28 day average

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



TransPennine Express, CaSL, 28 day average
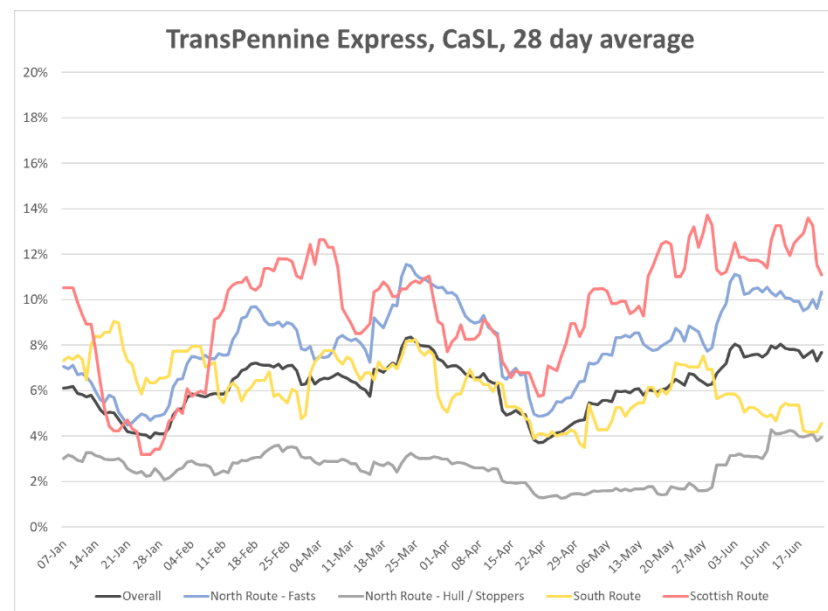
Source: TPE performance reports – provisional data, prior to final reconciliation

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 increased to over 20. This has been driven by an increase in Network Rail, Other TOC and traincrew issues.

The number of TPE-caused cancellations has stayed relatively consistent at an average of 7 per day, with fleet cancellations reducing in comparison with previous weeks.
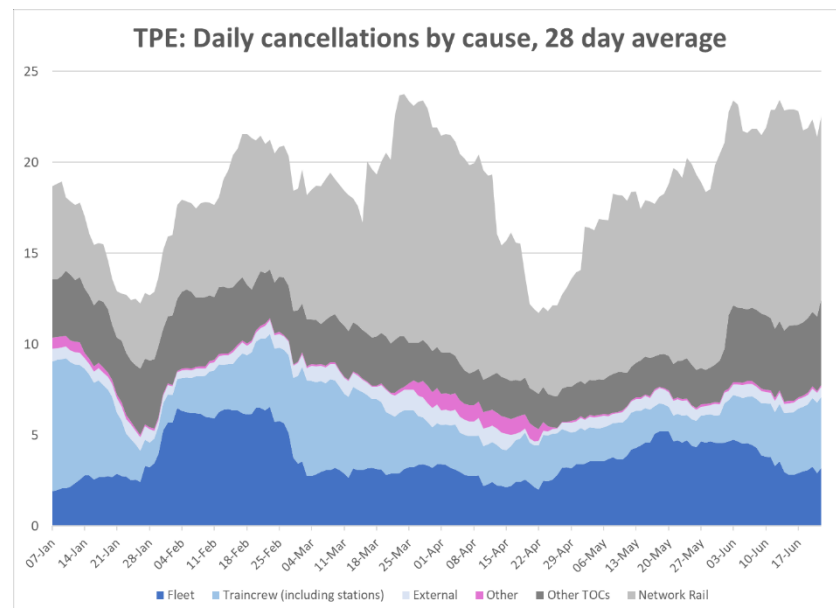
Source: TPE performance reports – provisional data, prior to final reconciliation

Capacity Delivery

TPE has provided data showing the proportion of capacity delivered in Period 03, taking into consideration all cancellations and short formations in the period. TPE has also looked at the proportion of capacity not delivered specifically as a result of short formations.

Recognising that RNC wanted 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.

TPE will work with Northern to ensure data and methodology is consistent across both TOCs.

	A) P03 % Planned Peak Capacity Delivered (Short Forms and Cancellations)	B) P03 % Planned Peak Capacity Delivered (Short Forms)	C) P03 Peak Avr Loading % of Delivered Capacity
Leeds	95.25%	99.26%	102.61%
Liverpool	98.18%	100.00%	64.59%
Manchester	94.79%	96.56%	91.95%
Newcastle	96.67%	100.00%	83.26%
Sheffield	90.59%	91.18%	65.70%
Total	**94.86%**	**97.45%**	**90.92%**

Col A shows the number of 'passenger spaces' delivered into the 5 major cities in Period 03 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 03 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 P03 against the delivered capacity which includes capacity reduction from both cancellations and short formations. This is based on averaged Period 01 – Period 03 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.
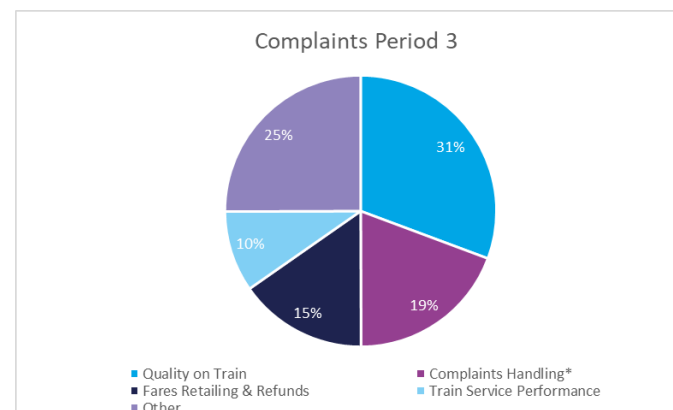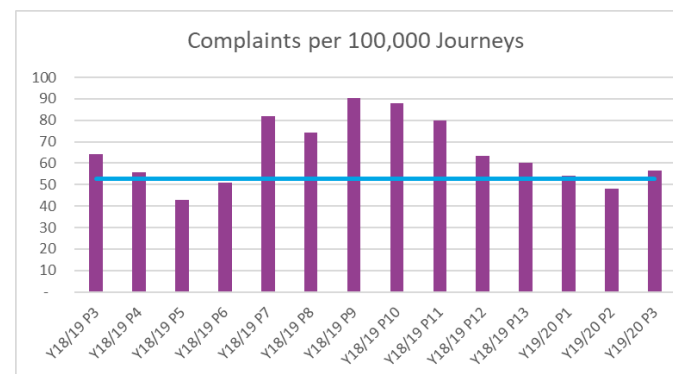
Total Complaints
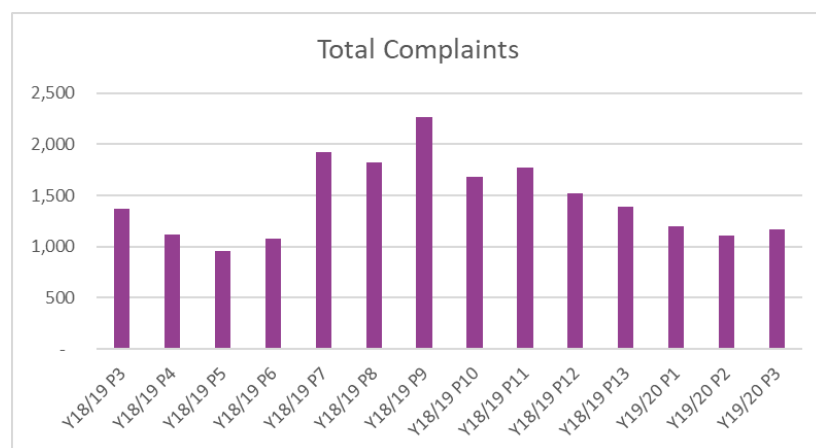
Source: TPE

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 3 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.

Complaints per 100,000 Journeys

Complaints Period 3

- Quality on Train — 31%
- Complaints Handling* — 19%
- Fares Retailing & Refunds — 15%
- Train Service Performance — 10%
- Other — 25%

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.

Recent figures shown relatively consistent results, with a slight decline in overall PPM from approximately 88% to 85% over the last 8 weeks. The West region has continued to experience lower PPM than other service groups. Analysis by service group is provided in Appendix 3, with industry comparisons shown in Appendix 4.
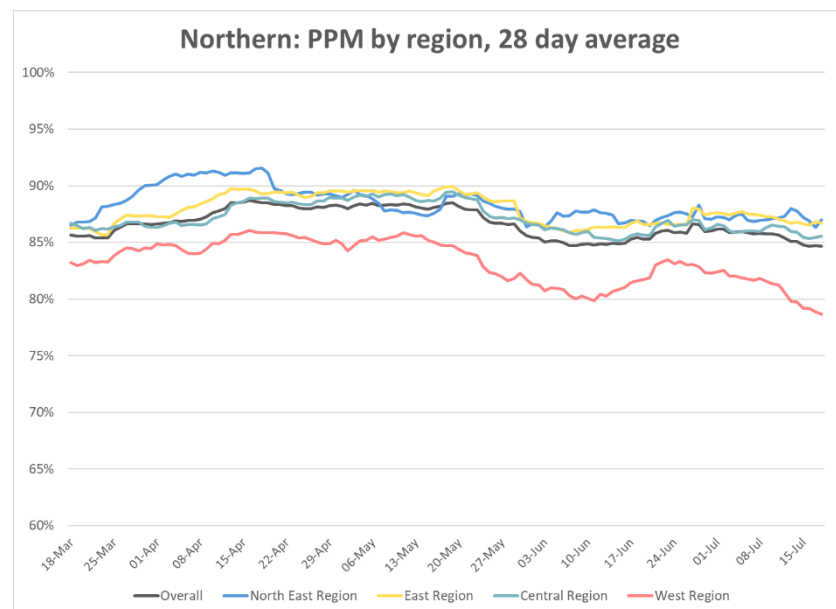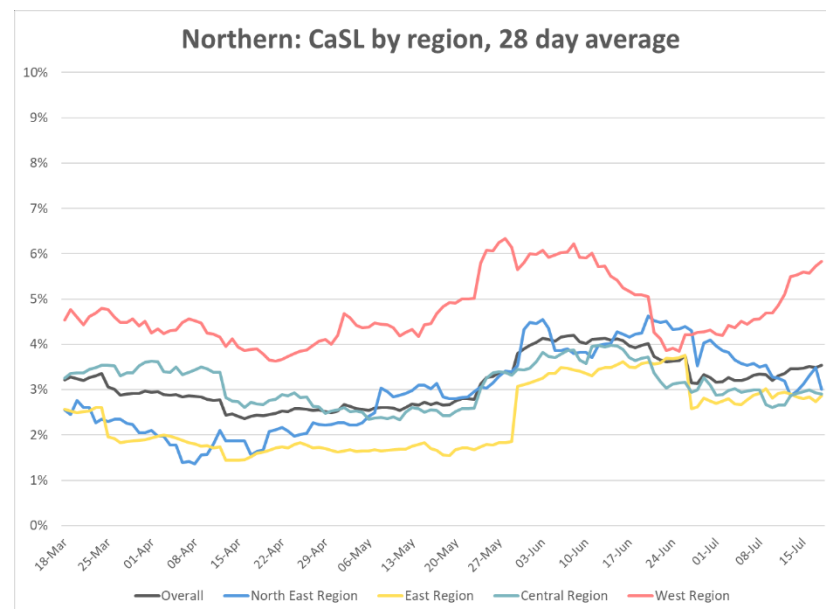

Source: Northern performance reports – provisional data, prior to final reconciliation

Cancelled / Over 30 mins Late

The chart below shows the percentage of trains cancelled or over 30 minutes late, split by region.

Northern's overall rolling average has reduced slightly from 4% in recent weeks, but recently risen slightly (primarily driven by an increase in the West Region). Consistent with the PPM results, performance in the West region is worse than in the other 3 regions. Causation is shown overleaf and analysis by service group is shown in Appendix 3.
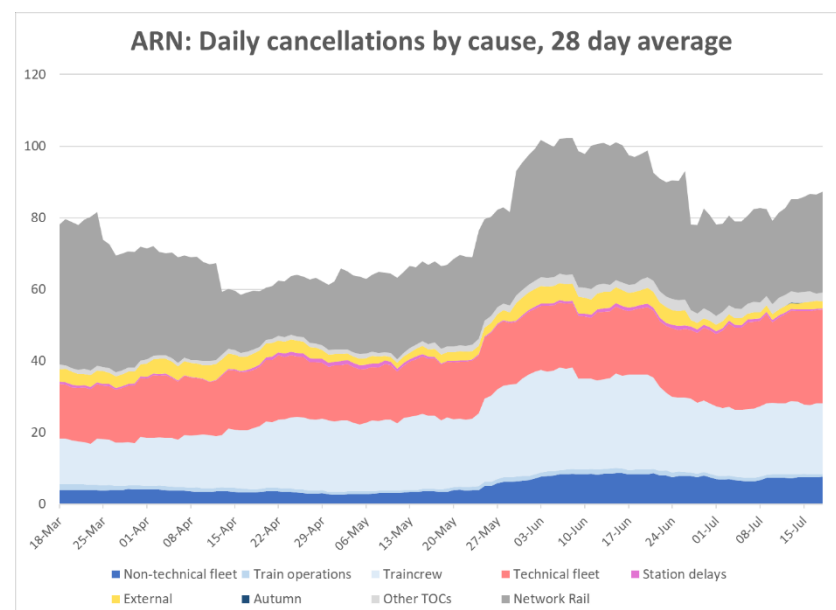

Source: Northern performance reports – provisional data, prior to final reconciliation

TOC-on-Self Cancellations by Region

The chart below shows the cause of cancellations and part cancellations on Northern services across all routes. As for other statistics a 28-day rolling average is used.

In recent weeks approximately 87 trains have been cancelled or part cancelled each day; with an average of 2,636 trains planned per day, this equates to approximately 3.2% of the total. The main cause of variability is Network Rail-related issues, though fleet causes have increased noticeably in recent weeks.

ARN: Daily cancellations by cause, 28 day average

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. The third period of data, covering 26th May to 22nd June 2019, is 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

Passengers in Excess of Capacity 2019/20 Period 03					
Location	Plan of the day unit formation or larger	Minimum required unit formation or larger	Percentage of minimum capacity not delivered	Average passenger spaces not delivered per day	Estimated passengers unable to board per day
Leeds	79.53%	93.56%	1.54%	536	39
Liverpool	89.09%	97.33%	1.28%	158	0
Manchester	84.31%	95.78%	1.53%	725	89
Newcastle	75.44%	99.52%	0.28%	11	0
Sheffield	76.01%	95.95%	0.90%	83	1
Total				**1,513**	**129**

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 May 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.

Total Complaints

Received | Cleared | In progress | Backlog >20 days | Linear (Received)
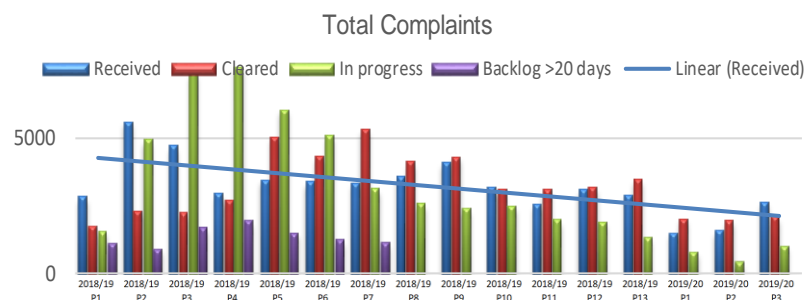
Source: Northern

Complaints Analysis

The bar chart below shows the rate of complaints per 100,000 journeys. As for the total number of complaints, this peaked in the early part of 2018/19 and has started to reduce closer to 2017 levels in recent months.

The pie chart shows the percentage of complaints by category in Period 3 of 2019/20 (26th May to 22nd June 2019). This shows that punctuality and staff helpfulness are the two most significant causes of complaint.

Number of Complaints Per 100k Journeys

Actual | Target
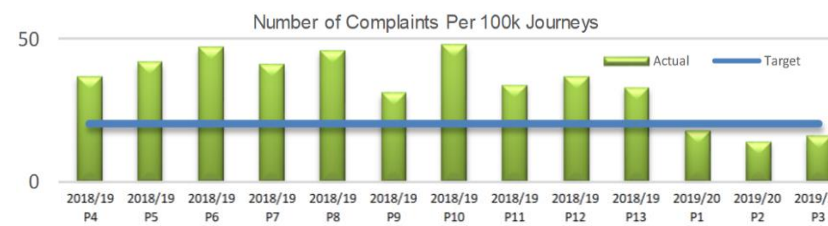
TOP COMPLAINTS BY CATEGORY

- Punctuality
- Staff Conduct/Availability
- Helpfulness Attitude of Staff
- Quality on Train
- Safety & Security

8%
10%
8%
16%
58%
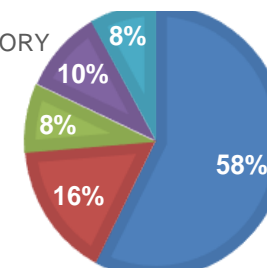
Source: Northern

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. 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.
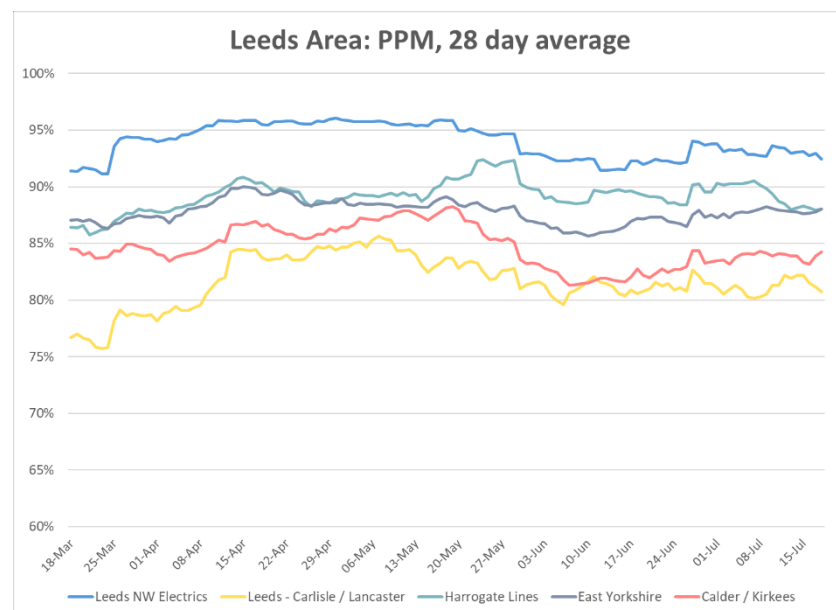
Since the timetable change on 19th May there has been a slight deterioration in PPM performance. Disruption on May 30th due to a trespass incident at Leeds station had a significant impact on all service groups.

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).

As for PPM, CaSL results have increased slightly following the timetable change, but the most significant event was the trespass incident on 30th May. CaSL levels have now reverted to levels slightly above the levels seen in April.

Leeds NW Electrics:
Leeds / Bradford FS – Skipton
Leeds / Bradford FQ – Ilkley
Leeds – Bradford Foster Square

Harrogate Lines
Leeds – Harrogate – York
Leeds – Knaresborough
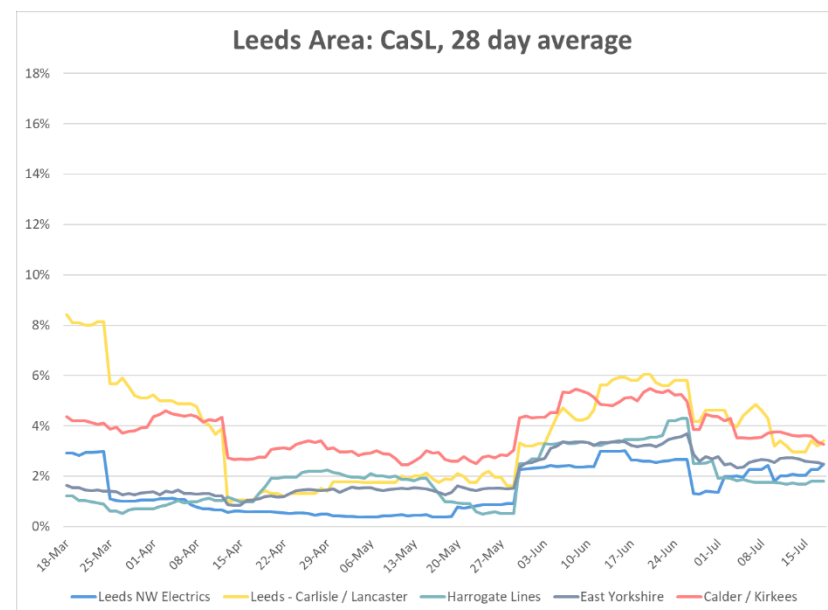
East Yorkshire:
Hull – Scarborough
Hull – York
Leeds – Selby
Leeds – York
York – Huddersfield

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

Leeds – Carlisle / Lancaster
Leeds – Lancaster / Morecambe
Leeds – Carlisle

*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.

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 are typically average around 90 to 95%, whilst services in and around Sheffield average between 76% and 87%. Recent weeks have seen a decrease in reliability, with the most significant impact being the Leeds trespass incident (affecting services across Yorkshire).
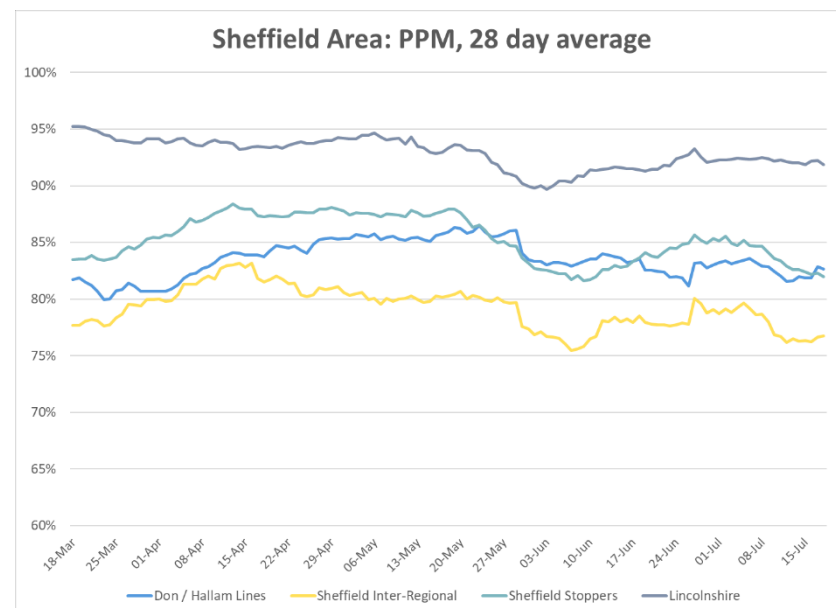
Sheffield Area: Cancelled / Over 30 mins Late

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.

There is a notable difference in the level of severe delays and cancellations for Sheffield Inter-Regional services, running at approximately 5% to 7% CaSL in recent weeks; exacerbated by the incident at Leeds on May 30th. This issue also affected the Don / Hallam lines. CaSL levels are now slightly higher than the April 2019 levels.

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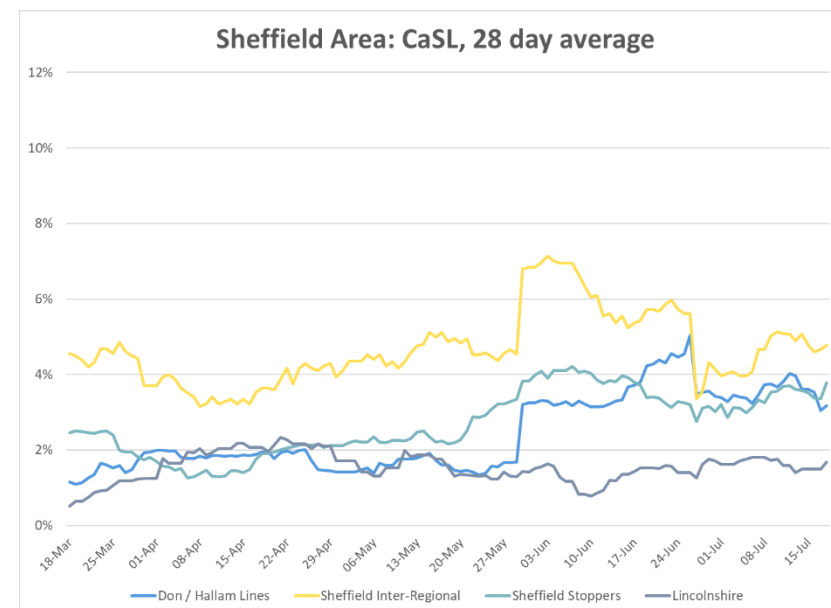
Sheffield Stoppers
Adwick – Sheffield
Hull – Sheffield
Sheffield – Huddersfield
Sheffield – York

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.

In recent weeks results have been relatively stable across all service groups, between 83% and 88%.
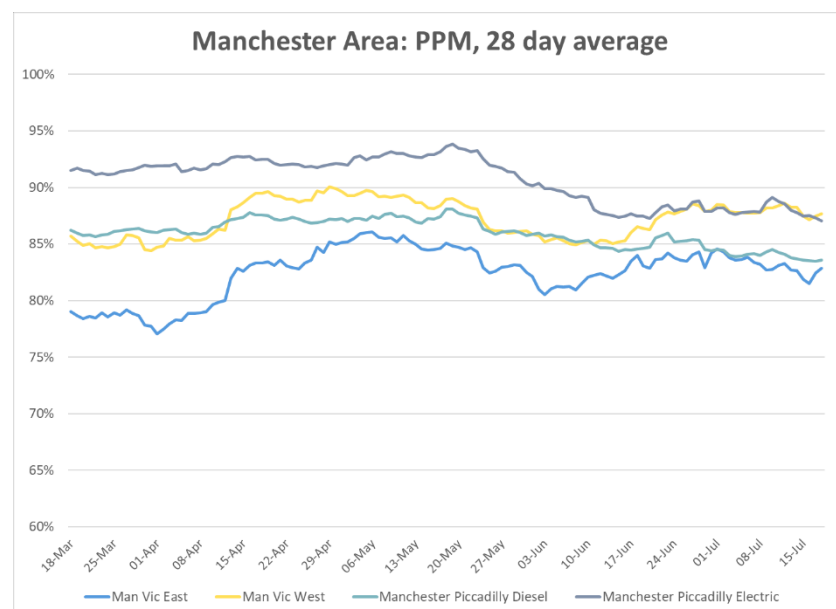
Man Vic East
Blackburn – Man Vic via Todmorden
Man Vic – Castleton – Rochdale
Man Vic – Stalybridge

Man Vic West
Clitheroe – Man Vic via Bolton
Kirby – Man Vic
Rochdale – Blackburn
Wigan – Stalybridge

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

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.

A notable difference is seen in Manchester Victoria East services to Stalybridge and Rochdale, with CaSL levels of 6% in contrast to the lower figures for other routes.
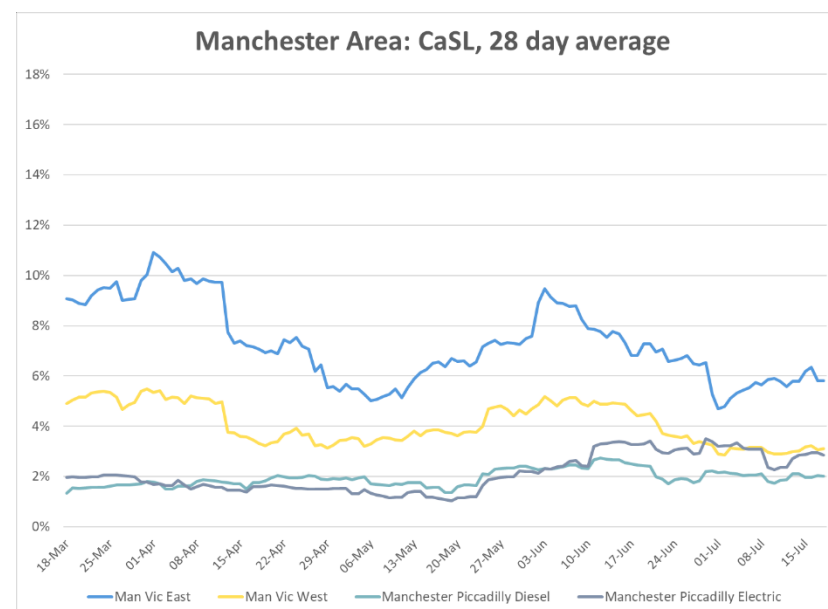
Manchester Piccadilly Diesel
Man Picc – Huddersfield
Man Picc – Chester
Man Picc – Marple/Rose Hill
Man Picc – New Mills Central
Man Picc – Sheffield
Man Picc/Deansgate – Hazel Grove – Buxton
Southport – Alderley Edge

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

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. This impact has worsened in recent weeks, with PPM averaging 76% to 80% across the 4 service groups.

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. Since the timetable change this has become most pronounced on Blackpool services (5 to 8%) and Cheshire services (4 to 7%).

West Region: PPM, 28 day average

West Region: CaSL, 28 day average

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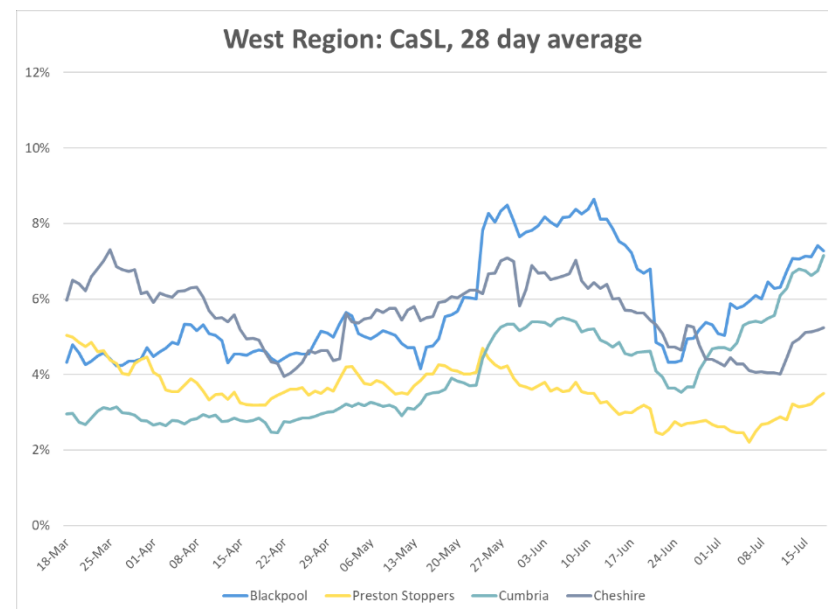
Cumbria
Barrow – Preston
Cumbria Coast
Lancaster – Morecambe
Man Airport – Preston / Barrow
Windermere – Oxenholme

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.

![Transport for the North logo]

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 on the Durham Coast have continued to experience a lower level of reliability in recent weeks, with PPM of just over 80%.

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.

The number of cancellations in the North East has slightly declined over recent weeks, other than a recent period of disruption mainly to Durham Coast and Teeside services.

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

Durham Coast
Newcastle – Middlesbrough
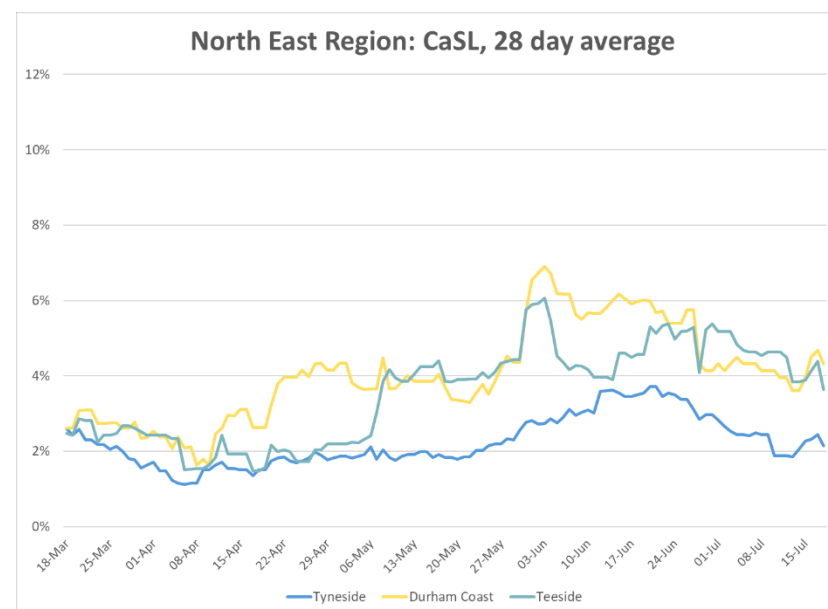
Teeside
Saltburn – Bishop Auckland
Whitby – Middlesbrough

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

Appendix 4: National Performance Comparison

Public Performance Measure

The chart below shows the PPM for Northern, TPE, long distance operators and regional operators, from April 2017 to May 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 have improved since December 2018, when timetable changes were made to increase reliability. PPM figures now closely match the sector averages, albeit at a lower level than in April 2017.
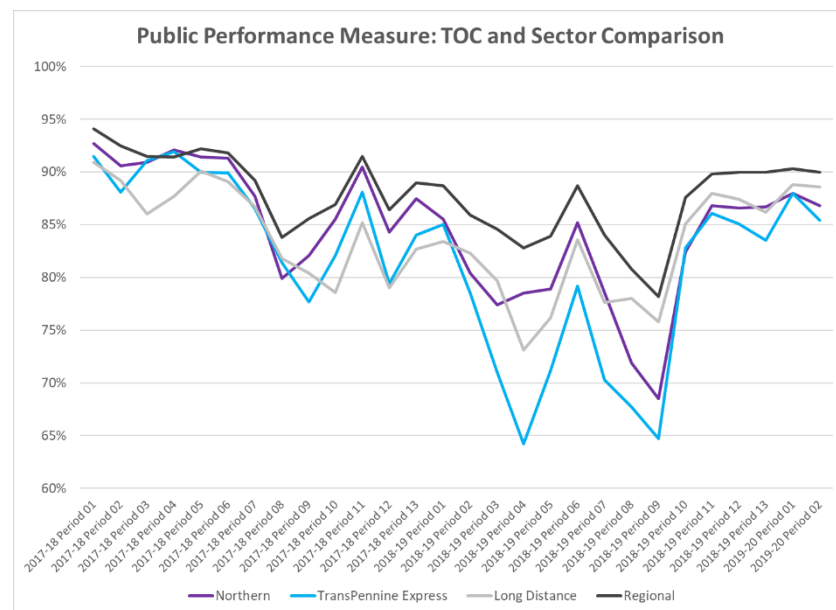
Source: ORR website

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 May 2019.

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

As for PPM, results for both TOCs have significantly improved since December 2018. However, in Period 2 of 2019/20 both Northern and TransPennine Express have higher CaSL statistics than the sector averages.
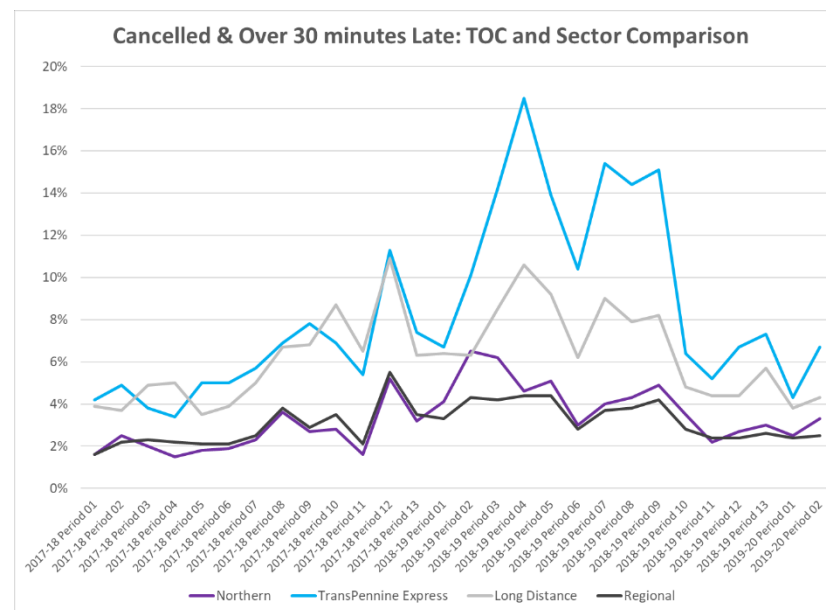
Source: ORR website

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

Appendix 5: National Rail Passenger Survey (NRPS) Results

TOC Rankings for Key Indicators

	Overall Satisfaction		Value for Money		Punctuality / Reliability		Level of Crowding		Station		Dealing with Delays	
	Satisfied %	Rank / 25	Satisfied %	Rank / 25	Satisfied %	Rank / 25	Satisfied %	Rank / 25	Satisfied %	Rank / 25	Satisfied %	Rank / 25
c2c	85	14	46	17	89	3	65	23	78	20	42	14
Chiltern Railways	90	3	49	16	88	4	76	6	87	3	57	4
CrossCountry	86	12	54	10	86	7	63	24	86	5	54	6
East Midlands Trains	86	12	50	15	82	9	73	12	84	8	46	10
Gatwick Express	89	6	45	19	79	14	83	2	80	15	45	11
Grand Central	89	6	67	1	82	9	76	6	84	8	63	3
Great Northern	77	25	38	23	73	22	69	22	74	23	22	24
Great Western Railway	87	11	53	11	79	14	74	9	84	8	44	13
Greater Anglia	80	21	41	21	79	14	74	9	79	18	33	22
Heathrow Express	95	1	46	17	96	1	92	1	92	1	-	
Hull Trains	90	3	63	3	84	8	75	8	86	5	69	1
London North Eastern Railway	89	6	57	5	80	11	80	4	88	2	55	5
London Overground	88	10	52	13	78	17	72	14	80	15	33	22
Merseyrail	90	3	64	2	90	2	79	5	87	3	49	7
Northern	78	**23**	55	**7**	72	**23**	71	**16**	79	**18**	40	**16**
ScotRail	85	14	53	11	76	18	73	12	78	20	39	17
South Western Railway	78	23	36	25	69	24	71	16	74	23	35	21
Southeastern	80	21	37	24	75	19	70	19	80	15	38	18
Southern	81	20	42	20	74	21	72	14	78	20	38	18
TfL Rail	89	6	51	14	87	6	70	19	82	13	42	14
Thameslink	83	17	40	22	75	19	74	9	82	13	38	18
TransPennine Express	83	**17**	55	**7**	65	**25**	59	**25**	84	**8**	48	**9**
Transport for Wales	82	19	55	7	80	11	71	16	73	25	49	7
Virgin Trains	91	2	62	4	88	4	81	3	86	5	69	1
West Midlands Trains	84	16	57	5	80	11	70	19	83	12	45	11

TOC Rankings by Journey Purpose

	Commuting		Business		Leisure	
	Satisfied %	Rank / 25	Satisfied %	Rank / 25	Satisfied %	Rank / 25
c2c	82	11	94	2	91	9
Chiltern Railways	83	8	92	6	96	3
CrossCountry	77	15	85	17	89	12
East Midlands Trains	81	12	87	14	88	18
Gatwick Express	83	8	91	8	98	1
Grand Central	87	2	90	10	89	12
Great Northern	77	15	81	22	84	25
Great Western Railway	81	12	82	19	91	9
Greater Anglia	76	17	81	22	85	24
Heathrow Express	91	1	93	5	97	2
Hull Trains	87	2	94	2	87	21
London North Eastern Railway	85	6	89	11	89	12
London Overground	84	7	92	6	94	6
Merseyrail	83	8	97	1	95	5
Northern	65	**25**	77	**25**	88	**18**
ScotRail	78	14	94	2	87	21
South Western Railway	72	21	82	19	86	23
Southeastern	72	21	85	17	89	12
Southern	75	18	78	24	89	12
TfL Rail	86	4	87	14	96	3
Thameslink	75	18	87	14	93	7
TransPennine Express	66	**24**	88	**12**	89	**12**
Transport for Wales	72	21	82	19	88	18
Virgin Trains	86	4	88	12	93	7
West Midlands Trains	75	18	91	8	91	9

Sector Comparisons

	Regional	Northern	Diff	Long Distance	TPE	Diff
Overall satisfaction with the journey	83	78	-5	87	83	-4
Overall satisfaction with the station	79	79	0	85	84	-1
Ticket buying facilities	80	76	-4	87	85	-2
Provision of information about train times/platforms	84	84	0	90	90	0
Upkeep/repair of the station buildings/platforms	71	69	-2	79	75	-4
Cleanliness	75	73	-2	83	79	-4
Toilet facilities at the station	45	44	-1	62	62	0
Attitudes and helpfulness of the staff	80	78	-2	84	80	-4
Connections with other forms of public transport	72	70	-2	81	76	-5
Facilities for car parking	54	56	2	55	43	-12
Facilities for bicycle parking	66	65	-1	67	67	0
Overall environment	74	73	-1	81	80	-1
Your personal security whilst using the station	73	70	-3	79	78	-1
Availability of staff at the station	69	66	-3	75	70	-5
Shelter facilities	72	69	-3	77	78	1
Availability of seating	58	57	-1	58	61	3
How request to station staff was handled	90	93	3	91	90	-1
Choice of shops/eating/drinking facilities available	43	44	1	64	60	-4
Availability of Wi-Fi	42	28	-14	50	46	-4
Overall satisfaction with the train	74	66	-8	83	83	0
Frequency of the trains on that route	74	66	-8	83	74	-9
Punctuality/reliability	77	72	-5	81	65	-16
Length of time the journey was scheduled to take	85	79	-6	89	85	-4
Connections with other train services	75	71	-4	79	71	-8
Value for money of the price of your ticket	55	55	0	56	55	-1
Upkeep and repair of the train	66	58	-8	81	86	5
Provision of information during the journey	70	64	-6	80	81	1
Helpfulness and attitude of staff on train	77	79	2	82	79	-3
Space for luggage	63	64	1	62	57	-5
Toilet facilities	47	51	4	57	52	-5
Comfort of the seats	65	57	-8	76	81	5
Step or gap between the train and the platform	61	58	-3	67	68	1
Your personal security on board	76	73	-3	84	83	-1
Cleanliness of the inside	69	64	-5	82	85	3
Cleanliness of the outside	65	61	-4	75	81	6
Availability of staff on the train	60	61	1	66	65	-1
How well train company deals with delays	41	40	-1	55	48	-7
Usefulness of information about the delay	44	41	-3	59	53	-6
Level of crowding	73	71	-2	71	59	-12
Reliability of the Internet connection	39	28	-11	40	41	1
Availability of power sockets	31	16	-15	61	65	4

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

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

Consideration	Comment	Responsible Officer	Director
Legal	There are no legal implications for Transport for the North – the rail franchise contract authority is the DfT.	David Hoggarth	David Hoggarth

Finance

	No

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

Resource

	No

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

Risk

	No

Consideration	Comment	Responsible Officer	Director
Risk	A risk assessment is not required.	David Hoggarth	David Hoggarth

Consultation

	No

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