

# Rail North Committee Meeting – Item 3.0

**Subject:** Rail Performance Update

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**Sponsor:** David Hoggarth, Strategic Rail Director

**Meeting Date:** Thursday 23<sup>rd</sup> August 2018

## **1. Executive Summary:**

- 1.1 This report provides an update on rail performance with a focus on the period from 20<sup>th</sup> May 2018 to date. Industry representatives have been invited to the meeting to discuss performance improvement initiatives.

## **2. Recommendation**

- 2.1 That the Committee notes the report.

## **3. Overview**

- 3.1 Following the problems surrounding the 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 Northern operated an interim timetable from 4<sup>th</sup> June 2018 which removed 168 services a day (focused in the North West) from their timetable 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 30<sup>th</sup> July once the required driver training had been completed, coinciding with the end of construction works at Liverpool Lime Street.
- 3.3 Charts of Public Performance Measure (PPM), cancellations and short formations are included in Appendix 1. PPM and cancellation charts cover from the period 20<sup>th</sup> May 2018 to 9<sup>th</sup> August 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).
- 3.4 An overview of performance since 20<sup>th</sup> 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 4<sup>th</sup> June to 29<sup>th</sup> July, the interim timetable ran at an average of 79.9% PPM. In the 11 days since 75% of services were re-instated on 30<sup>th</sup> July, PPM has averaged 80.3%. This compares to a year ago when in June/July 2017 the average PPM figure was 91.75%.

##### **Cancellations**

- 4.2 In the last 4 weeks (13<sup>th</sup> July to 9<sup>th</sup> August), an average of 47 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 from 4<sup>th</sup> June to 29<sup>th</sup> July.

- 4.3 Northern has recently implemented pre-planned cancellations on Sundays in the North West. On 12 August there were around 80 cancellations on certain routes. Northern has stated that:

*"In these areas, ongoing engineering projects have caused severe difficulties around the short-notice scheduling of our train crews and this is the root cause of what has required us to make these planned cancellations to our main Sunday timetable."*

##### **Short Formations**

- 4.4 Northern services have seen an increase in short formations, with Period 4 (27<sup>th</sup> May to 23<sup>rd</sup> June) showing an average of over 20 per day. This is due in part to the stretch on rolling stock resources and fleet reliability issues.

##### **Next Steps**

- 4.5 Northern plan to re-instate the remaining 25% of services originally removed from the timetable from September.
- 4.6 The Rail North Partnership is continuing to analyse current performance and work with the industry to bring forward initiatives that will improve performance.

#### **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.

- 5.2 From 4<sup>th</sup> June to 29<sup>th</sup> July, the interim timetable ran at an average of 68.5% PPM. In the 2 weeks since 75% of Northern services were re-instated on 30<sup>th</sup> July, PPM has averaged 76.4%. This compares to a year ago when in June/July 2017 the average PPM figure was 91.75%.

### **Cancellations**

- 5.3 In the last 4 weeks (24<sup>th</sup> June to 21<sup>st</sup> July), an average of 37 TPE services were cancelled (or part cancelled) each day, with 70% of these being caused by Network Rail / other operators.

### **Short Formations**

- 5.4 TPE's statistics show a trend of decreasing numbers of short formations over the last six 4-weekly periods, with an increase in the latest period largely caused by fleet issues.

### **Next Steps**

- 5.5 The TPE Performance, Operations, Customer Experience and Fleet Teams have been working closely with Northern and Network Rail to analyse the issues arising from the May Timetable and seek joint solutions, some of which have already been implemented and are helping to improve service reliability.
- 5.6 TPE are planned to implement a number of performance improvement measures from December 2018, focussed on the North TransPennine Route (where performance has been lowest). These proposals have been previously reviewed by Rail North Committee Members and are being progressed through industry systems.
- 5.7 Additionally, TPE have stated that they intend to negotiate with Network Rail some measures to help mitigate against autumn seasonal issues.

## **6. Options Considered:**

- 6.1 None

## **7. Considerations:**

- 7.1 Not applicable

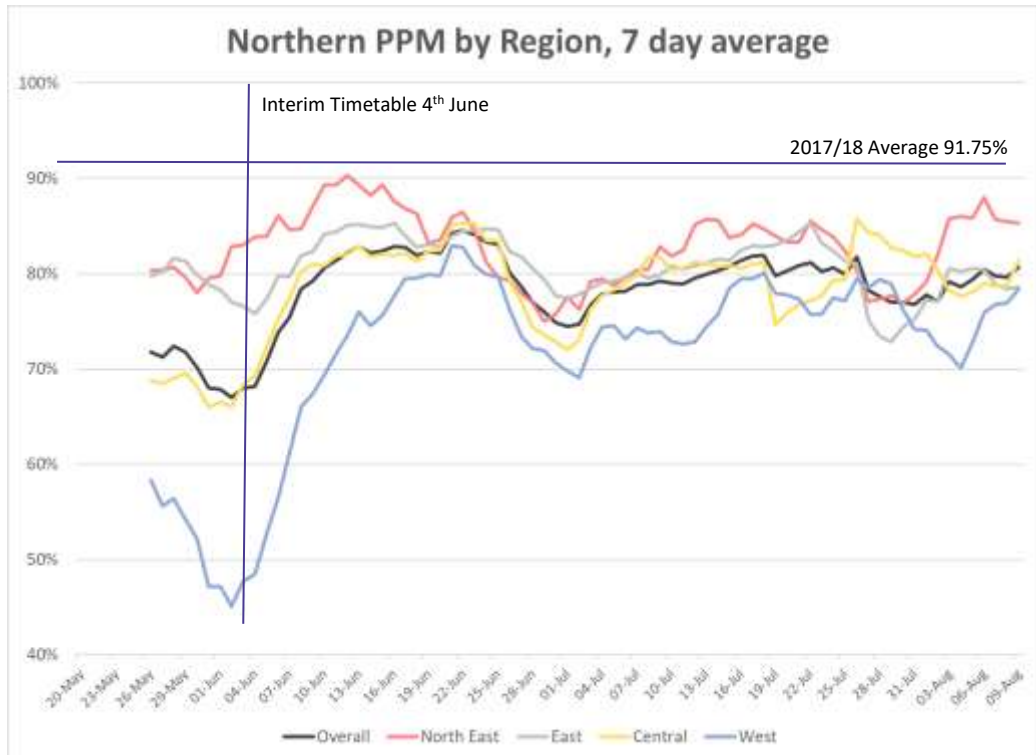
## **8. Preferred Option:**

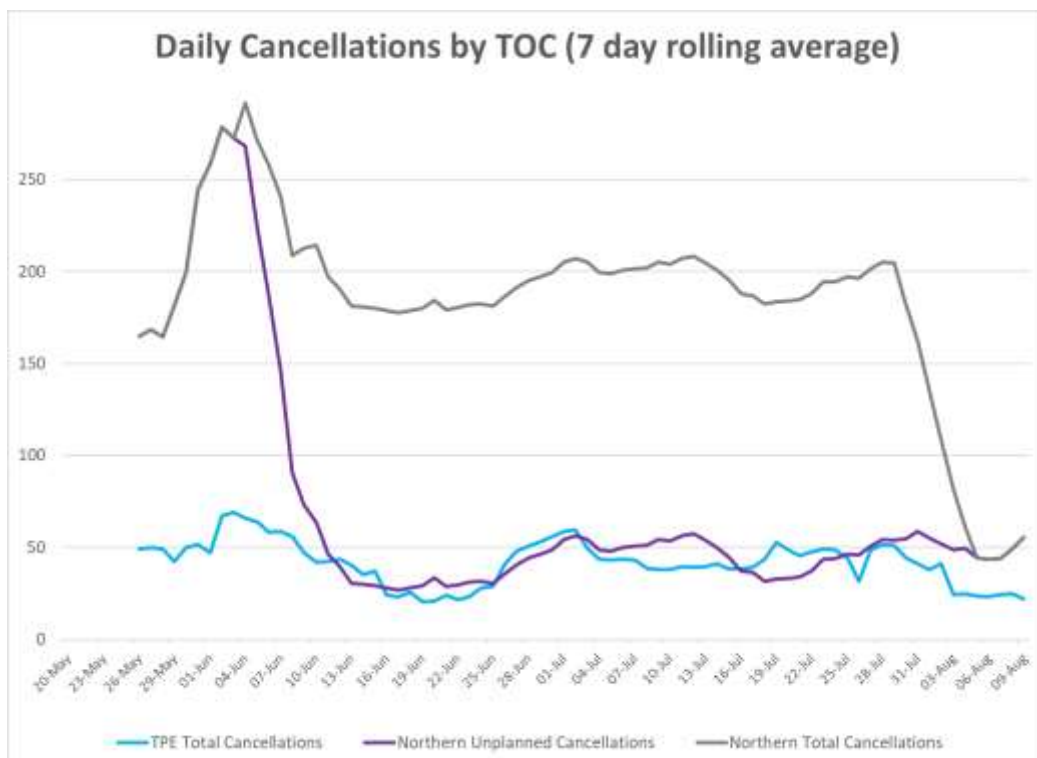
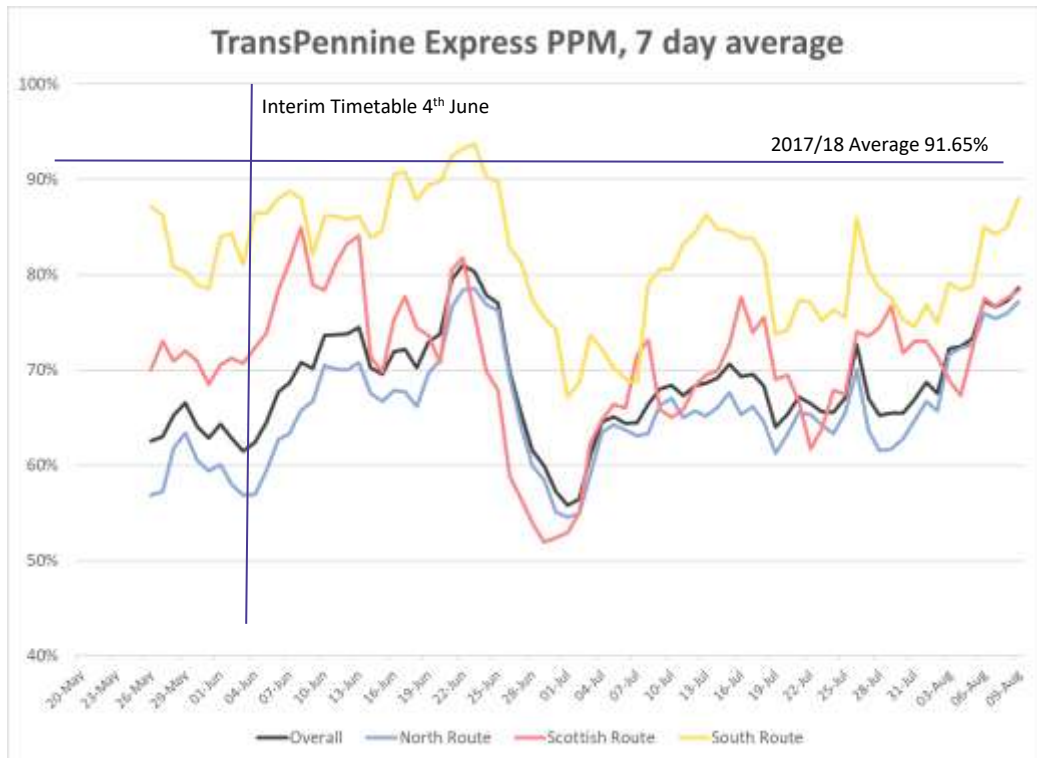
- 8.1 To note the report.

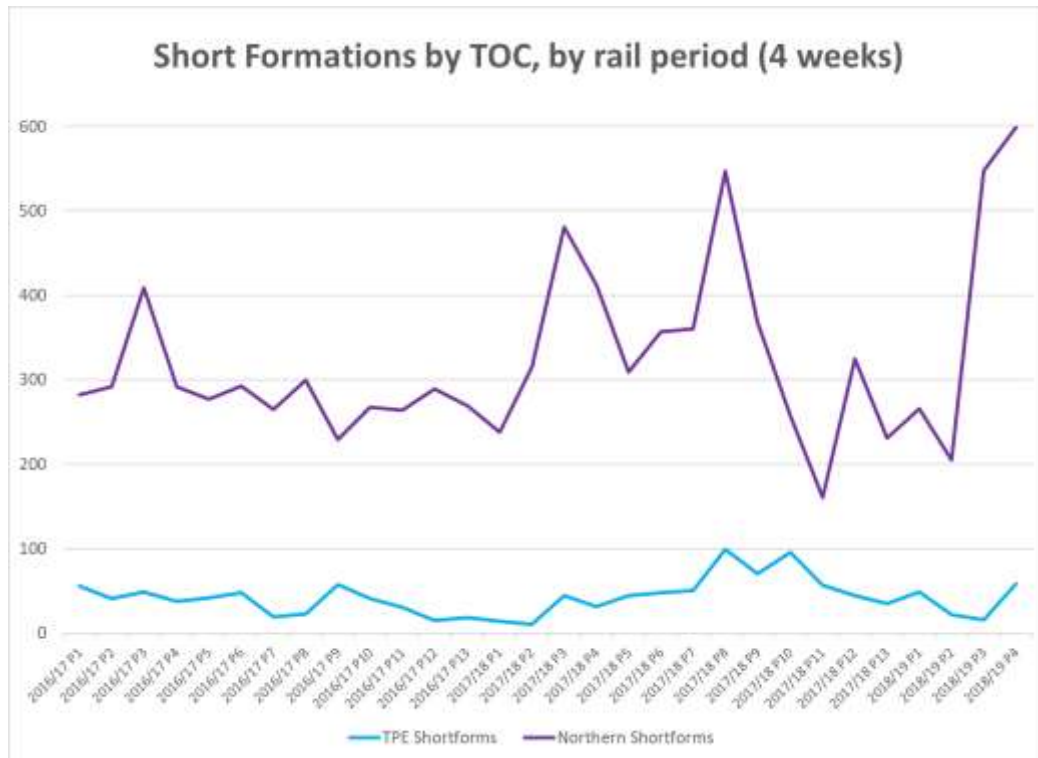
## 9. Appendices:

### 9.1 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

<b>Consideration</b>	<b>Comment</b>	<b>Responsible Officer</b>	<b>Director</b>
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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<b>Consideration</b>	<b>Comment</b>	<b>Responsible Officer</b>	<b>Director</b>
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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<b>Consideration</b>	<b>Comment</b>	<b>Responsible Officer</b>	<b>Director</b>
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