Rail North Committee Meeting – Item 4

Subject: Rail Performance Update

Author: Tom Davidson, Transport Planner

Sponsor: David Hoggarth, Strategic Rail Director

Meeting Date: 15th January 2019

1. Executive Summary

1.1 This report provides an update on rail performance, with summary statistics provided for both Northern and TransPennine Express (TPE). The Managing Directors of both companies have been asked to attend the meeting.

2. Recommendation

2.1 That the Board **notes** the report and discusses industry plans to improve performance.

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 Northern operated an interim timetable from 4th June 2018, removing 168 services a day. 75% of these were reinstated on 30th July, with half the remaining services re-instated on 3rd September. The full timetable of almost 2,900 services per weekday was re-instated from 9th December 2018, along with some relatively limited service changes to support improved performance.

3.3 TPE's May 2018 timetable (with 301 services per weekday) was not altered until the timetable change on 9th December. Alterations were made to extend Manchester Airport turnround times and split Leeds to Manchester stopping services either side of Huddersfield.

3.4 Charts of Public Performance Measure (PPM), cancellations and short formations are included in Appendix 1. PPM and cancellation charts cover the period 20th May 2018 to 1st January 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   An overview of performance since 20th May 2018 is set out below for each operator.

4.   Northern Performance

Public Performance Measure

4.1   Northern's Public Performance Measure (PPM) averaged 78.0% between 20th May 2018 and the start of the new timetable on 9th December.

4.2   Over the last 28 days of operation (3rd December to 1st January) PPM has averaged 81.0%. This compares to a year ago when in December 2017 the average PPM figure was 83.3%.

Cancellations

4.3   Over the last 28 days of operation (3rd December to 1st January), an average of 57 Northern services have been cancelled (or part-cancelled) each day, with approximately 44% of these being caused by Network Rail / other TOCs.

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 services have seen an increase in short formations over the last year, with Period 9 (11th November to 8th December) showing an average of 33 per day. This is due to autumn conditions, the stretch on rolling stock resources and fleet reliability issues.

5.   TransPennine Express Performance

Public Performance Measure

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

5.2   Over the last 28 days of operation (3rd December to 1st January) PPM has averaged 77.8%. This compares to a year ago when in December 2017 the average PPM figure was 78.1%.

Cancellations

5.3   Over the last 28 days of operation (3rd December to 1st January), an average of 25 TPE services were cancelled (or part cancelled) each day, with 43% of these being caused by Network Rail / other operators.

Short Formations

5.4   TPE services have seen an increase in short formations, with Period 9 (11th November to 8th December) showing 107 short formations. The increase in the latest few periods has been largely caused by fleet

issues, exacerbated by the extra train mileage required to run the May 2018 timetable.
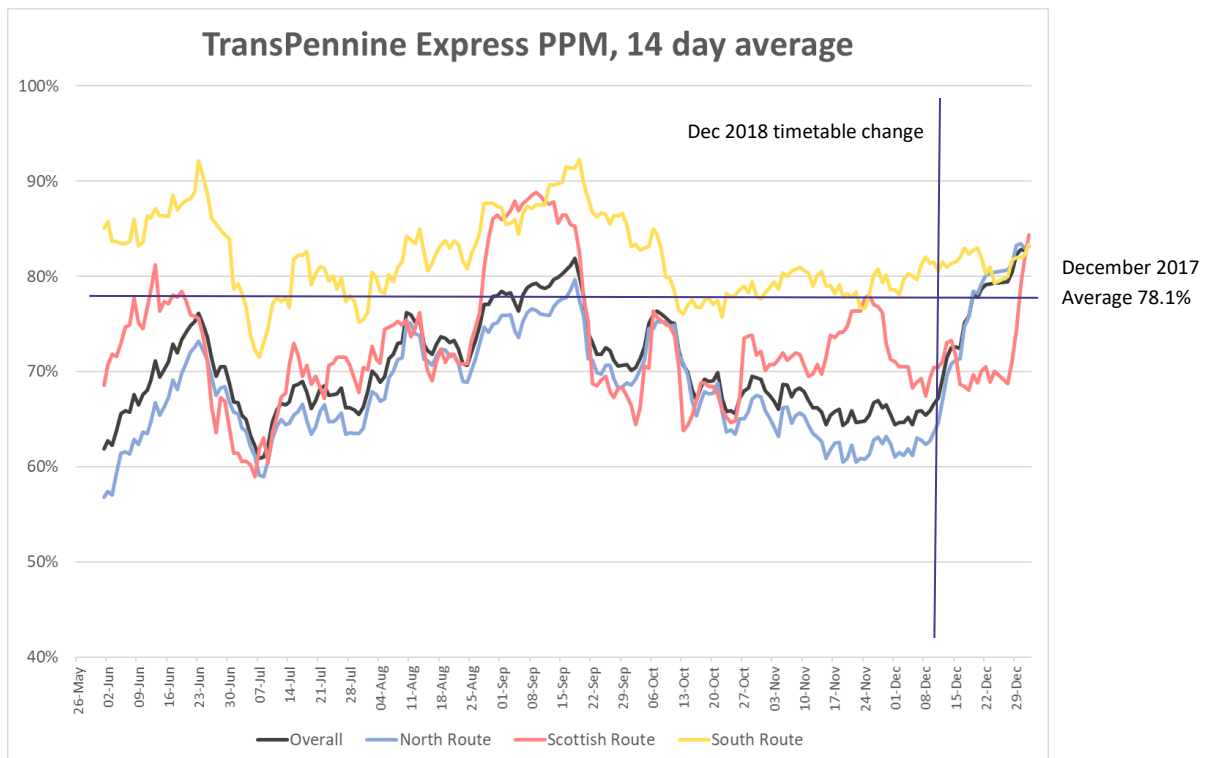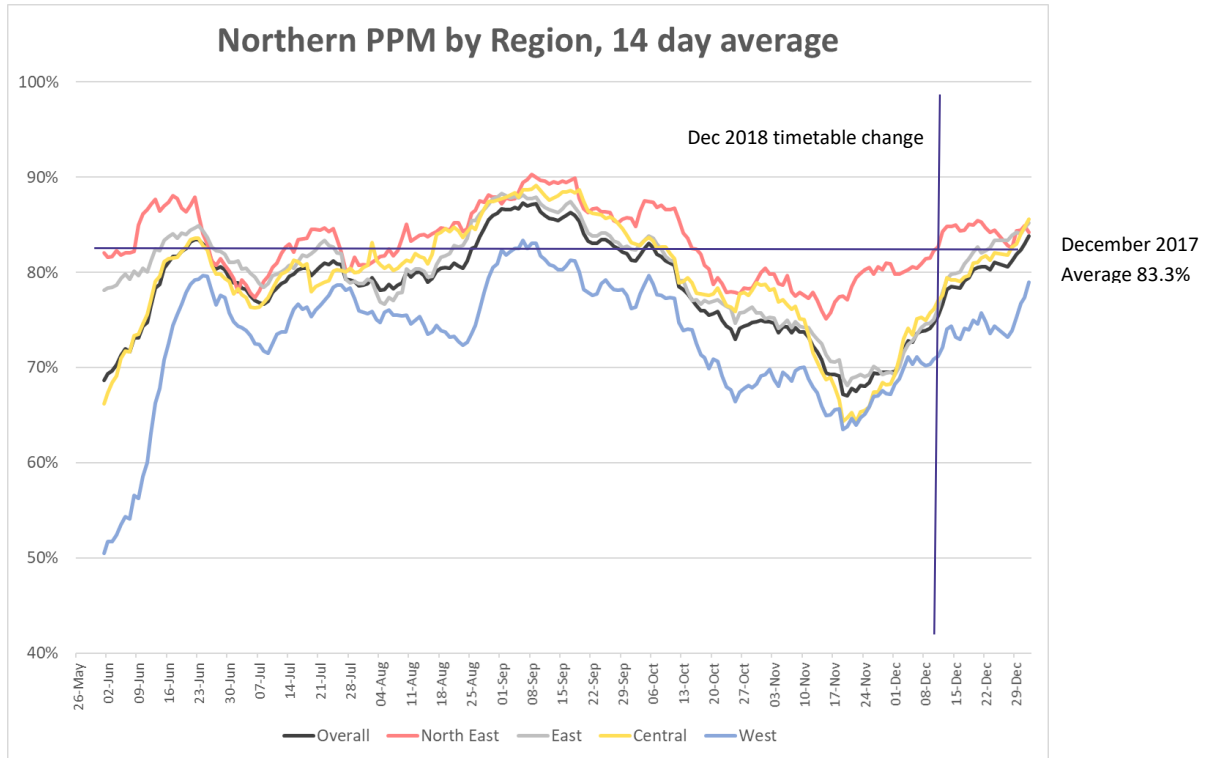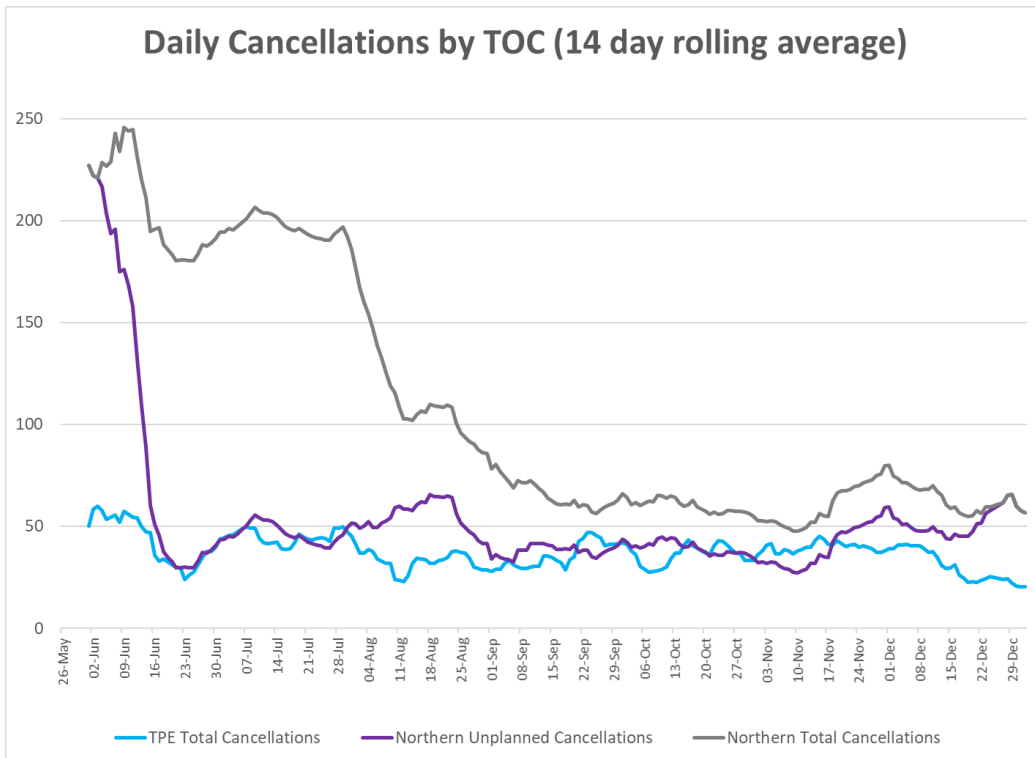
6.   Next Steps

6.1   David Brown (MD of Northern) and Leo Goodwin (MD of TPE) have been asked to attend the meeting to discuss performance.

6.2   The Rail North Partnership is continuing to assess industry performance and is working with Richard George (an independent industry expert) to bring forward initiatives that will improve reliability. Richard's team will provide an update at the meeting.

6.3   A project is underway to review the performance reports that exist and will deliver revised and standardised reports that fulfil the needs of TfN members. The approach is described in Appendix 2.

6.4   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).
- The utilisation of electric rolling stock between Manchester and Preston should bring reliability improvements and release diesel stock to reduce crowding elsewhere.
- Further changes are being made to TPE's timetable, to extend turnround times on Scarborough services.

7.   Appendices

7.1
- Appendix 1: Performance Charts
- Appendix 2: Performance Reporting Workstream

Appendix 1: Performance Charts

Northern PPM by Region, 14 day average

Dec 2018 timetable change

December 2017 Average 83.3%

Legend: Overall — North East — East — Central — West

TransPennine Express PPM, 14 day average

Dec 2018 timetable change

December 2017 Average 78.1%

Legend: Overall — North Route — Scottish Route — South Route

Daily Cancellations by TOC (14 day rolling average)

Legend: — TPE Total Cancellations — Northern Unplanned Cancellations — Northern Total Cancellations

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

Short Formations by TOC, by rail period (4 weeks)

Legend: — TPE Shortforms — Northern Shortforms
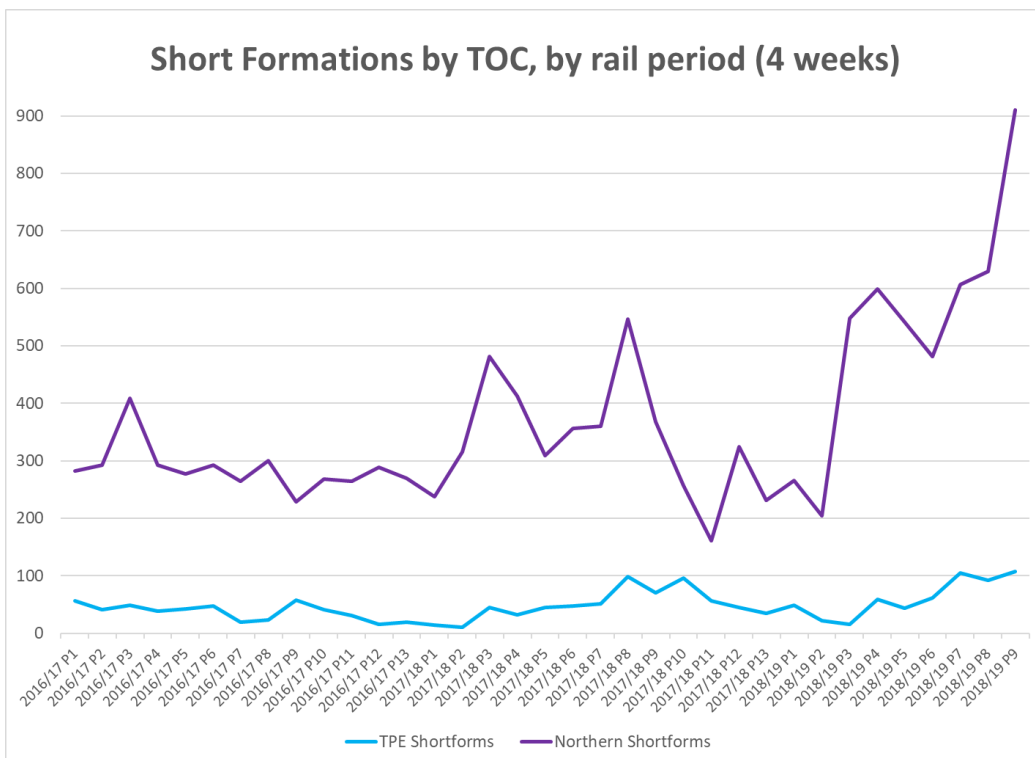
Appendix 2: Performance Reporting Workstream

1.   Objective

1.1   Following the introduction of the May 2018 timetable, train performance has been challenging for both Northern and TPE. TfN have briefed out weekly reports to member authorities, and monthly overview reports to Rail North Committee.

1.2   A project is proposed to review the performance reports that exist and hopefully deliver improved reports that fulfil the needs of TfN members.

2.   Scope

2.1   The project will assess:

- The performance and demand data requested by TfN members
- Reporting format and relevant disaggregation / time series
- The ability of the train operators and RNP to provide the data

2.2   This will follow on from the data already received by and work already undertaken by the Performance Working Group, to consider how an 'accessible' report format for TfN members can be created.

3.   Timeframe

3.1   It is proposed that the first version of the new standard performance report is supplied ahead of the Rail North Committee meeting in February 2019.

4.   Context

4.1   Since May 2018's performance downturn, 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 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   There is therefore a need to assess how improved reporting could better reflect the experience of passengers and be consistent with the information provided by train operators.

5.   Resources

5.1   Technical analysis and template reports will be completed by staff from TfN member authorities, with review provided by TfN's Strategic Rail team.

5.2   Member authority staff have previously been involved in the Performance Working Group and also supported Rail North Partnership in technical analysis in the months following May 2018.

6.   Process

6.1   An outline of the methodology is set out below:

- A technical meeting to be arranged with TfN members to assess the desired content and frequency of reporting.

- TfN member authority staff (yet to be identified) to set out a proposed template report for discussion with Rail North Partnership and train operators, who may be required to populate the report or supply data.

- Meetings with train operators to discuss data and presentation format.

- Further review meeting with TfN members to agree final proposed format.

- Working group to consider resourcing implications, including whether there is a long-term requirement for dedicated staff.

- Revised reporting structure to be delivered from early 2019.

7.   Actions

7.1   Actions are as follows:

- Arrange initial meeting to discuss project plan and resourcing.

- TfN member authority staff to begin considering 'long list' performance and demand data that has been requested by TfN members.

- Project Plan presented to Officer Reference Group for comment on 11th December.

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