

# Transport for the North Board Meeting – Item 4

**Subject:** Rail Performance and Compensation Update

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

**Meeting Date:** Thursday 13 September 2018

## 1. Executive Summary

1.1 This report provides an update on rail performance with a focus on the period from 20 May 2018 to date. Industry representatives have been invited to the meeting to discuss performance improvement initiatives. The report also provides an update on the special compensation scheme.

## 2. Recommendation

- 2.1 That the Board **notes** the report and discusses industry plans on performance.
- 2.2 That the Board **notes** progress on the industry compensation scheme.

## 3. Performance Overview

- 3.1 Following the problems surrounding the introduction of the new timetable from 20 May 2018, the Rail North Partnership has been closely monitoring the performance of the network.
- 3.2 Northern operated an interim timetable from 4 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 July 2018 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 May 2018 to 29<sup>h</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 May 2018 is set out below for each operator.

## **4. Northern Performance**

### **4.1 Public Performance Measure**

- 4.1.1 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.

- 4.1.2 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 31 days since 75% of services were re-instated on 30<sup>th</sup> July, PPM has averaged 82.1%. This compares to a year ago when in August 2017 the average PPM figure was 91.2%.

### **4.2 Cancellations**

- 4.2.1 In the last 4 weeks (2<sup>nd</sup> August to 29<sup>th</sup> August), an average of 52 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 (approximately 50 services per weekday).

- 4.2.2 Northern has recently implemented pre-planned cancellations on Sundays in the North West. This typically involved around 80 cancellations, focused 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."*

### **4.3 Short Formations**

- 4.3.1 Northern services have seen an increase in short formations, with Period 4 (24<sup>th</sup> June to 22 July) showing an average of over 20 per day. This is due in part to the stretch on rolling stock resources and fleet reliability issues.

### **4.4 Next Steps**

- 4.4.1 On 3<sup>rd</sup> September Northern re-instated around half the remaining services originally removed from the timetable in June. Of the total of 168 services withdrawn as part of the interim timetable 22 services per

day remain suspended through to December to support daily delivery of performance through Manchester and Preston.

- 4.4.2 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**

### **5.1 Public Performance Measure**

- 5.1.1 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.

- 5.1.2 From 4<sup>th</sup> June to 29<sup>th</sup> July, during the period of Northern's interim timetable, TPE ran at an average of 68.5% PPM. In the 31 days since 75% of Northern services were re-instated on 30<sup>th</sup> July, PPM has averaged 74.5%. This compares to a year ago when in August 2017 the average PPM figure was 89.6%.

### **5.2 Cancellations**

- 5.2.1 In the last 4 weeks (2<sup>nd</sup> August to 29<sup>th</sup> August), an average of 32 TPE services were cancelled (or part cancelled) each day, with 58% of these being caused by Network Rail / other operators.

### **5.3 Short Formations**

- 5.3.1 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 for which data is available (59 in total – an average of approximately 2 per day) largely caused by fleet issues.

### **5.4 Next Steps**

- 5.4.1 TPE are planned to implement a number of performance improvement measures from December 2018, focused on the North TransPennine Route (where performance has been lowest). These proposals have been reviewed by Rail North Committee Members and are being progressed through industry systems.

- 5.4.2 The Rail North Committee members were clear that current performance is not acceptable and that the industry should have a joined-up plan for restoring an acceptable level of performance underpinned by detailed analysis of the causes of current performance (including the overall capability of the network and key pinch points).

- 5.4.3 Representatives from Northern, TPE and Network Rail have been invited to the meeting to update on their performance improvement plans.

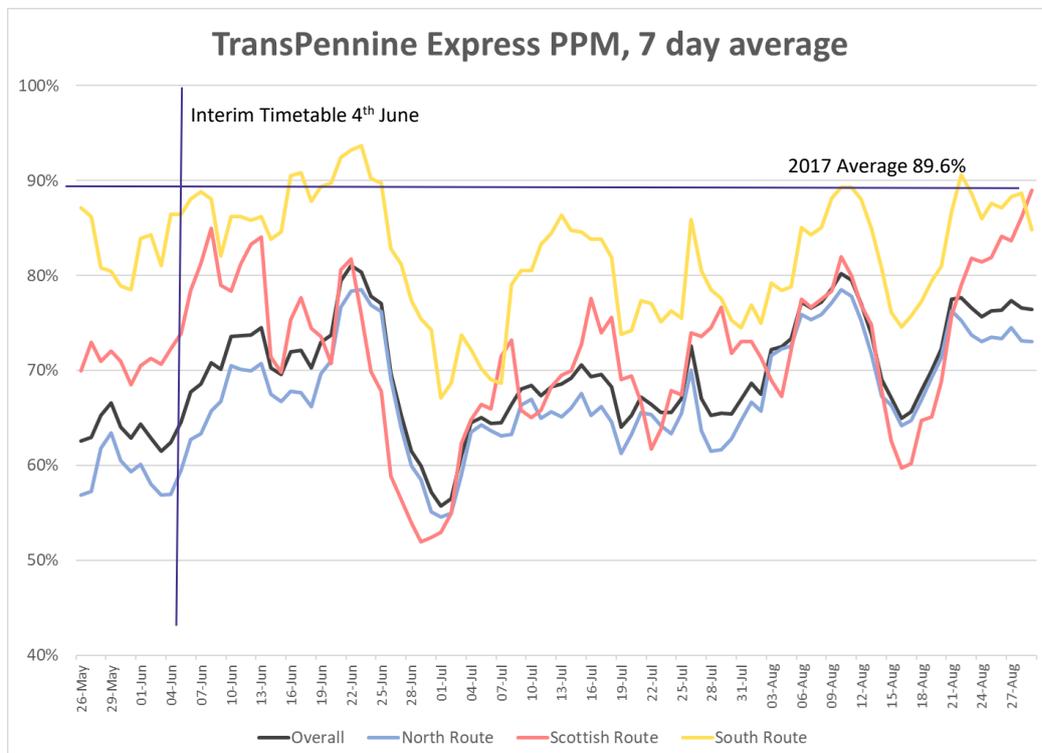
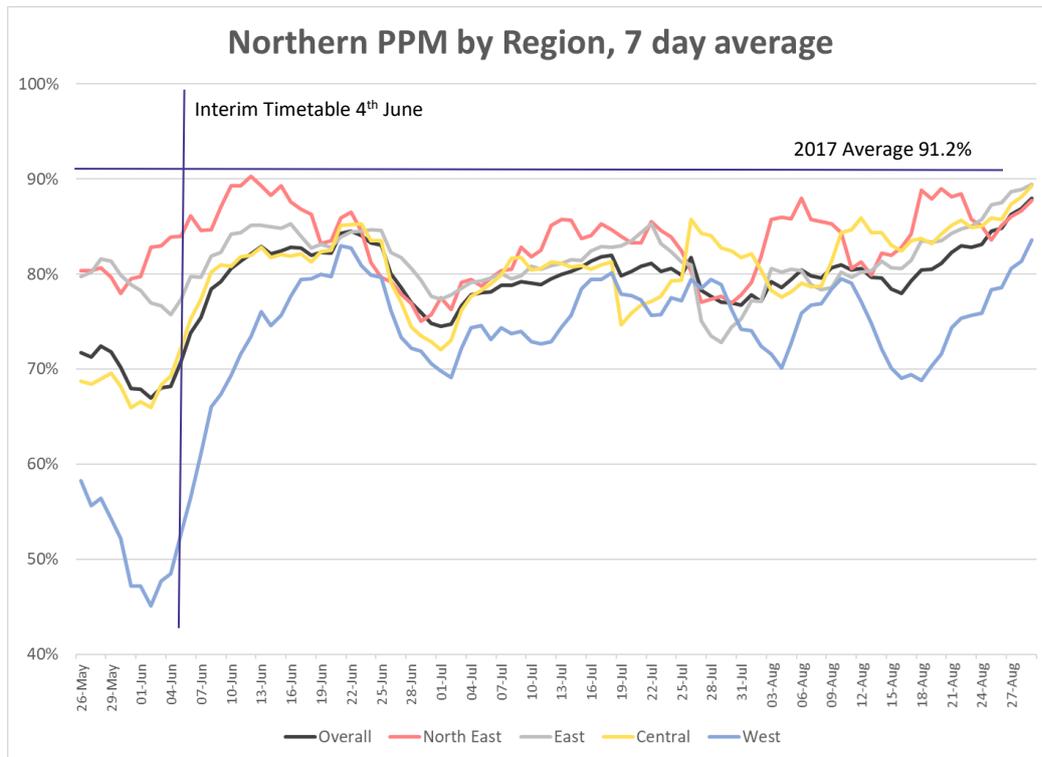
## **6. Compensation Update**

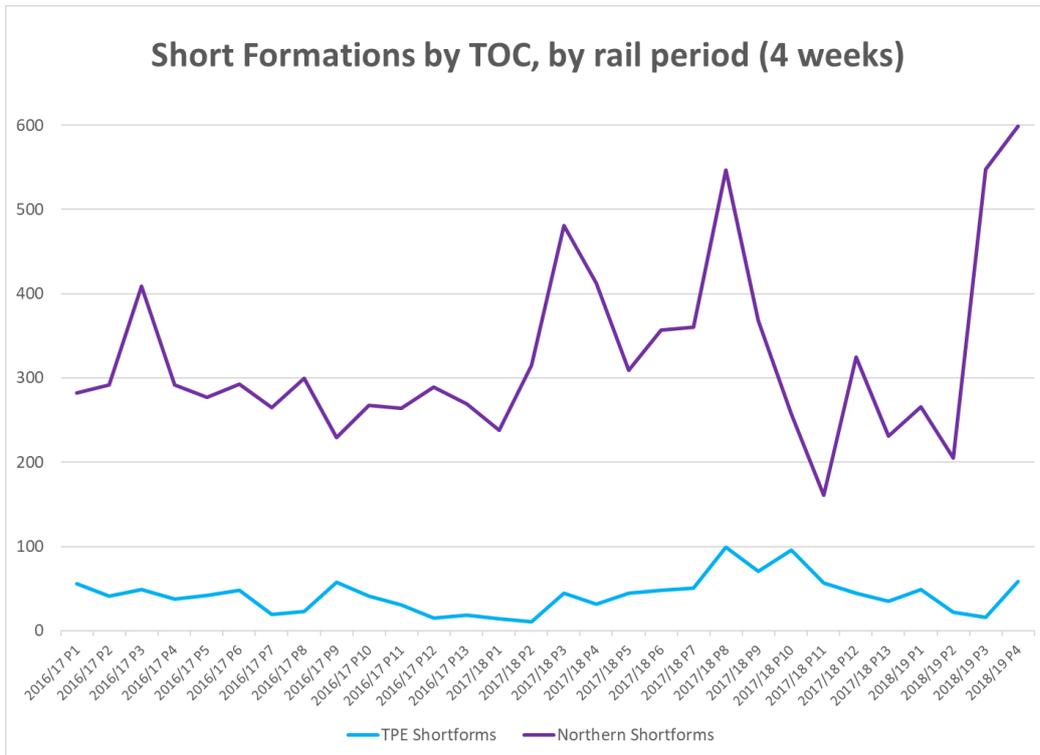
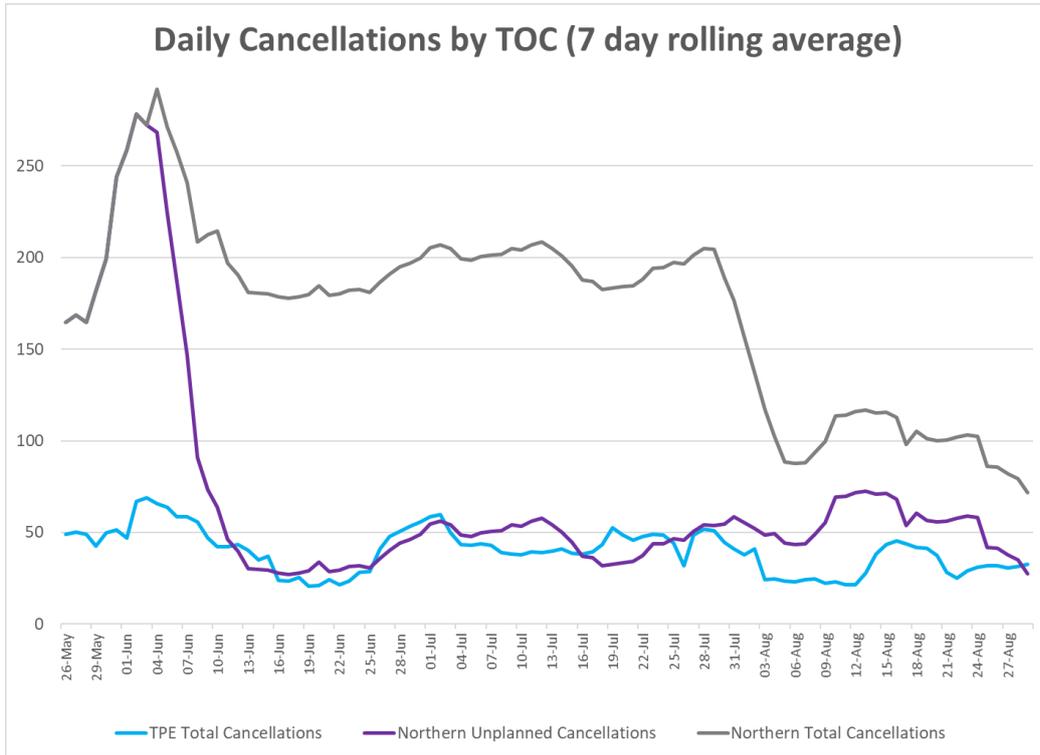
- 6.1 Northern and TransPennine Express are operating a special compensation scheme for season ticket holders badly affected by performance immediately before and in the weeks after the timetable change in May. The provides for between one and four weeks' value of travel, paid in case, depending on the route. By the end of August, just under 50% of the maximum expected number of claims had been received by the operators.
- 6.2 Funding for additional marketing has been provided to a number of areas where the visitor economy has been badly impacted by the disruption.
- 6.3 Following direction from TfN, the season ticket compensation scheme is now being extended to regular travellers (defined as those who travelled 3 or more days a week, but not on season tickets). The eligibility will reflect the routes for season ticket holders. It is expected that this scheme will open for claims later in September. It is also planned to extend the window for season ticket holders to make claims and that the operators will undertake additional promotion of the scheme to increase awareness.

## **7. Appendices**

- 7.1 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