Date: 31 May 2019
Subject: Northern and TransPennine Express Rail Performance Update
Report of: Andy Burnham, Mayor of Greater Manchester, Portfolio Lead for Transport and Eamonn Boylan, Chief Executive

PURPOSE OF REPORT

This report provides a summary of rail performance for Network Rail, Arriva Rail North (trading as Northern) and TransPennine Express in Rail Periods 13, 2018/19 and 1, 2019/20 (03 March – 27 April, 2019)

RECOMMENDATIONS:

Members are recommended to note the contents of this report.

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RISK/ FINANCIAL/ LEGAL CONSEQUENCES/DETAILS

Risk Management – N/A
Legal Considerations – N/A
Financial Consequences – N/A
Financial Consequences – Capital - N/A

BACKGROUND PAPERS: GMCA Rail Performance Report, 01 March, 2019

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<td>Does this report relate to a major strategic decision, as set out in the GMCA Constitution (paragraph 14.2) or in the process (paragraph 13.1 AGMA Constitution) agreed by the AGMA Executive Board:</td>
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<td>Are there any aspects in this report which means it should be considered to be exempt from call in by the AGMA Scrutiny Pool on the grounds of urgency?</td>
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1. INTRODUCTION

1.1 Transport for the North (TfN) became England’s first sub-national Transport Body in April 2018. One of the roles of TfN is to oversee (jointly with the Department for Transport) franchised rail services managed by the Rail North Partnership (RNP), which include the Northern and TransPennine Express franchises.

1.2 As a TfN member, GMCA has an active interest in rail franchise performance in Greater Manchester in delivering reliable and high quality rail services.

1.3 This report provides a summary of rail network performance in Greater Manchester (GM), focusing on performance over rail periods 13, 2018/19 and 01, 2019/20 (03 March – 27 April, 2019).

2. NETWORK RAIL PERFORMANCE

2.1 Network Rail operates the UK’s railway infrastructure including track, signalling, level crossings and stations. Network Rail delay is measured by the total number of minutes that trains are delayed by infrastructure failures or external issues such as weather related events, trespass, theft, vandalism and suicide on the railway.

2.2 Overall delay increased from 32,431 minutes in Period 12 to 43,650 minutes in Period 13, before reducing in Period 1 to 34,972 minutes. Period 13 increases were largely driven by external factors, notably Storm Gareth on 13 March and subsequent, widespread flooding across the network on 16 March. Flooding at Parkside Junction, Salford, Ashton Moss and Todmorden alone accounted for almost 11,000 minutes delay and over 300 cancelled services.
2.3 External delay decreased in Period 1 but several significant infrastructure failures impacted performance, notably a points failure at Cheadle Hulme on 17 April (3,008 minutes delay and 7 cancellations) and Overhead Line Equipment (OHLE) trip at Slade Lane on 5 April (2,492 minutes and 26 cancellations). Overall delay remains comparable with the corresponding period in 2018.

3. TRAIN OPERATOR SERVICE PERFORMANCE

3.1 The Northern and TransPennine Express (TPE) Franchise Agreements have performance regimes with annual targets for:

- Public Performance Measure (PPM) – rail industry standard measure for trains arriving at destination within 5 mins (Northern) or 10 mins (TransPennine Express) of the advertised timetable; and
- Cancellations and Significant Lateness (CaSL) - the proportion of trains which arrive at their final destination greater than 30 minutes from planned arrival or are full/part cancelled or incur missed stops.
- From the start of Control Period 6 (01 April 2019), the industry standard performance reporting metric has changed to ‘Right Time’. This measure records trains at every station served and is classed as a pass if the train arrives within one minute of schedule. The measure has been implemented to better reflect passenger expectations and experience. TfGM will be reporting this measure alongside PPM figures for both Northern and TPE.

3.2 Although not part of Train Operators Franchise Agreements, Right Time is a performance measure increasingly used within the rail industry. The figure captures the percentage of recorded station stops where the train arrived within a minute of its advertised time.

Northern Performance

3.3 Since the start of the franchise in April 2016, Northern Central PPM has declined from a moving annual average (MAA) of 89.3% to 81.1% at the end of Period 12 (18/19). It has improved recently, as a result of sustained performance since the introduction of December 2018 timetable and currently stands at 81.4%.

3.4 Period 13 PPM declined slightly from the previous period to 86.9% before recovering in Period 1 to 88.8%, a sixteen period best. Northern Central region achieved a Right Time figure of 58.8%. This compares to Right Time figures of 64.5% in its East region and 56.8% in West.

3.5 PPM over the previous quarter remains slightly higher than in the corresponding quarter of 2018. Issues last year included significant disruption and unit availability after a prolonged spell of extreme weather and driver shortages due to training issues caused by the delay to Blackpool line.
electrification. Significant factors affecting performance over Periods 13 and 1 this year include the flooding and storms detailed in Section 2, plus various infrastructure issues at Bolton, Slade Lane and Cheadle Hulme.

3.6 Network Rail has reduced its agreed performance targets with Northern (LNW) from 92.1% in Period 13 to 86.0% in Period 1. For Period 1, 2018/19, this figure was 90.1%. These reductions have been based on various contributing factors including a review of the previous 12 months performance, the ongoing introduction of new rolling stock and a number of other metrics.

![Northern Central PPM](image)

### Northern Cancellations

3.7 Northern cancellations (full and part) in its North and South Manchester service groups increased from 365 in Period 12 to 577 in Period 13. Of these, 392 were in North Manchester (5.8%) and 185 in South Manchester (1.7%). In Period 1, total cancellations decreased to 339, with 186 in North Manchester (4.2%) and 153 in South Manchester (1.4%).

3.8 Issues remain around driver rest day working on Sundays. This has resulted, since summer 2018, in late notification cancellations on various Greater Manchester routes. In order to provide a degree of consistency, RNP agreed with Northern an amended train plan, featuring the temporary removal of 90 services on the routes below, from 31 March 2019 until June. This has since been extended until 09 September, 2019. The affected routes all maintain a one train per hour service, with other services picking up additional calls, where possible.

- Wigan North Western to Liverpool (served by Blackpool Nth – Liverpool)
- Manchester Piccadilly to Hazel Grove (served by Buxton)
- Wigan to Manchester Victoria via Atherton (served by Southport)
3.9 In addition to the agreed 90 service cancellations, public holidays at Easter and May Day have resulted in further pre-planned cancellations by Northern, with an extra 184 services removed on 21 April and 84 on 05 May.

![Northern Cancellations](image)

**Northern Short Forming**

3.10 Short forming occurs when trains operate with fewer (or different) carriages than planned. Rather than cancel services, short forming represents a less disruptive option, although can cause severe overcrowding and operational delays due to extended platform dwell times. Short forming remains an issue, with units taken out of service for safety-critical train examinations and fleet refurbishment.

3.11 Short forming has increased significantly in both Periods 13 and 1 and is considerably worse than in the corresponding period of 2018 for three out of Northern’s four service groups impacting Greater Manchester. In North Manchester, 716 services were short formed in Period 13, rising to 967 in Period 1 (15.4% of services). For South Manchester, 621 services were short formed in Period 13, increasing to 796 in Period 1 (7.7%). Merseyrail Electrics service group recorded 8.9% (or 376 trains) failing this measure with Lancashire & Cumbria Inter-Urban recording 7.9% (353 trains) short formed in Period 1.

3.12 Delays to the introduction of new rolling stock, notably Class 195 diesel units and Class 331 electric units have further impacted unit availability.
3.13 Improvements in performance as a result of revised train plans and additional turn-around times since December have largely been sustained. TPE performance did decline in Period 13 to a PPM of 85.2% before recovering in Period 1 to 88.0%, a sixteen period best. The MAA figure currently stands at 76.3%. TPE’s Right Time figure for Period 1 was 52.0%.

3.14 As with Northern, TPE and Network Rail have agreed new performance targets for 2019/20. This was agreed as 86.4% in Period 1 of 2019/20, a change from 90.9% in Period 1 of 2018/19. Again, this figure was agreed based on various contributing factors including a review of the previous 12 months performance, the ongoing introduction of new rolling stock and a number of other metrics.

3.15 Significant incidents affecting performance over the periods have included those detailed in Section 2, plus various other infrastructure failures to the East of its network, a level crossing incident at Ashton Moss and two fatalities. TOC-on-self delay has increased, with various fleet issues around Class 185 units.
3.16 In P13, the total number of TPE cancellations decreased to 195 (7.3%), these reduced further in Period 1 to 154 (4.3%). Of these, 50 services were cancelled on the Scottish line of route (8.3%). CaSL figures at the end of Period 1 were 4.3% company-wide; with North services at 3.9%, South 4.2% and Scottish recording 8.3%. The overall level of cancellations, however, remains higher than at the same point in 2018.
TPE Short Forming

3.17 For TPE, short forming continues to be less prevalent than with Northern and has declined from 108 services in Period 12 to 78 in Period 13 and just 30 in Period 1. The largest majority of these were recorded on Scottish services, with 4.2% of its total operating with fewer carriages than planned.


4.1 These figures relate to network daily performance for TPE and for Northern’s performance within Network Rail’s LNW route (these include some services operating wholly outside of Greater Manchester).

4.2 As at 21 May, 2019, Northern’s average PPM since the December timetable introduction is 86.8%. TPE’s average PPM since the December timetable currently stands at 85.5%.

4.3 Northern’s CaSL average figure since December has remained static at 2.9%, whilst TPE’s has reduced from 6.3% to 6.0%.

4.4 Both operators have seen recent percentage PPM in the high 80’s, with several days above 90%. Major incidents on 02 May (power supply failure, Slade Lane; animal strike, Farnworth), a fatality at Ashton Moss on 08 May and a fatality and failed unit at Wigan North Western on 15 May have impacted performance.
4.5 A new timetable launched on Sunday 19 May. Since the timetable launch, Northern and TPE have achieved daily PPM scores of 87%/81% and 91.4%/81.4% respectively.

4.6 For further information relating to delays to delivery of Northern committed obligations and historic train service performance following the May 2018 timetable change, please refer to ‘GMCA Rail Performance Update’ of 28 September 2018.

5. RECOMMENDATIONS

5.1 Recommendations are set out at the front of this report.

Eamonn Boylan

Chief Executive Officer, TfGM
Appendix A: Rail Period Dates

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