

Date: 30 November 2018

Subject: Northern and TransPennine Express Rail Performance

Report of: Andy Burnham, Mayor of Greater Manchester, Bob Morris, Chief Operating Officer, TfGM.

PURPOSE OF REPORT

This report provides an update on performance, as well as delivery of franchise commitments for Arriva Rail North (trading as Northern) and TransPennine Express.

RECOMMENDATION:

Members are recommended to note the contents of the report.

CONTACT OFFICERS:

Bob Morris

0161 244 1022

Bob.Morris@tfgm.com

Comments and/or recommendation from the relevant Overview & Scrutiny Committee

Risk Management – N/A

Legal Considerations – N/A

Financial Consequences – Revenue – N/A

Financial Consequences – Capital – N/A

BACKGROUND PAPERS:

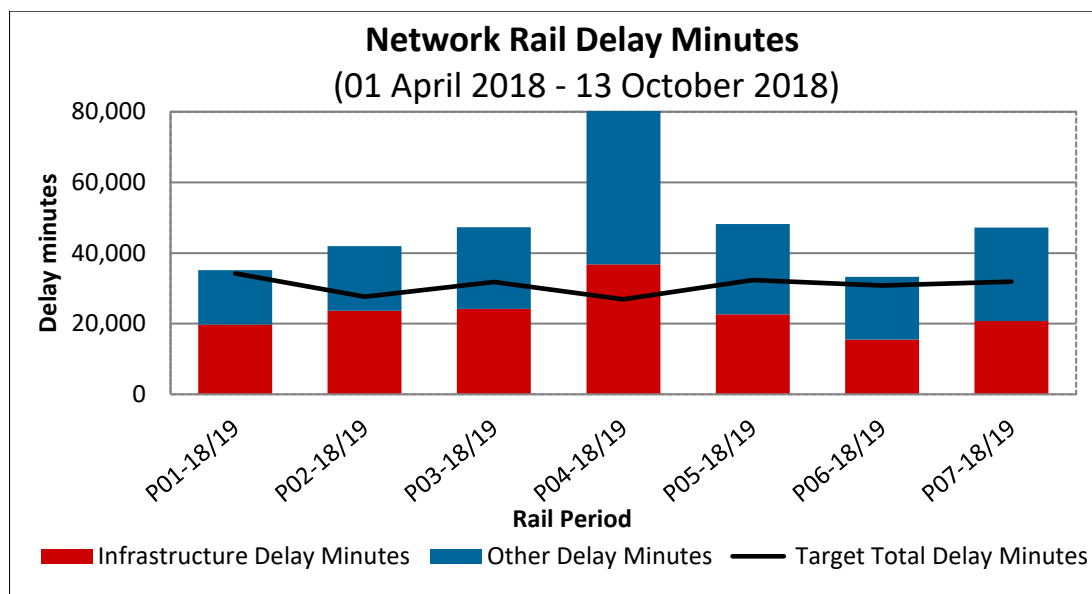
GMCA: Rail Performance Update – 28 September 2018

TRACKING/PROCESS		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
EXEMPTION FROM CALL IN		
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?		N/A
TfGMC	Overview & Scrutiny Committee	
N/A	N/A	

1. INTRODUCTION

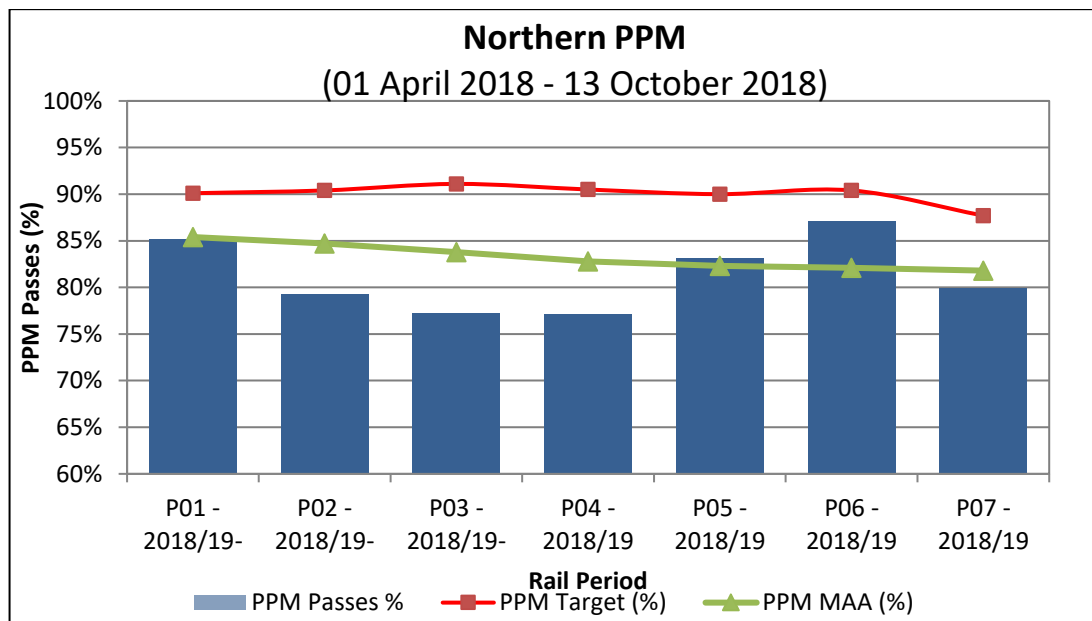
- 1.1 Transport for the North (TfN) became England's first sub-national Transport Body in April 2018. One of the roles of TfN is to oversee (jointly with the Department for Transport) franchised rail services covering the Northern and TransPennine Express, (TPE), franchises.
- 1.2 The Northern and TransPennine Express Franchise Agreements have performance regimes with annual targets for:
 - Public Performance Measure (PPM) - 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.
- 1.3 There are mechanisms in the Franchise Agreements for both Northern and TransPennine Express which force them to deal with periods of poor performance, stipulating minimum service expectations and where they may be considered in breach.
- 1.4 Network Rail operate and develop Britain's railway infrastructure including track, signalling, level crossings and stations. They are regulated by The Office of Rail and Road (ORR) under its Network Licence.
- 1.5 This report covers up to and including Period 7 2018/19 (16 September - 13 October 2018). A full list of rail period dates can be found in the Appendix.

2. NETWORK RAIL DELAY



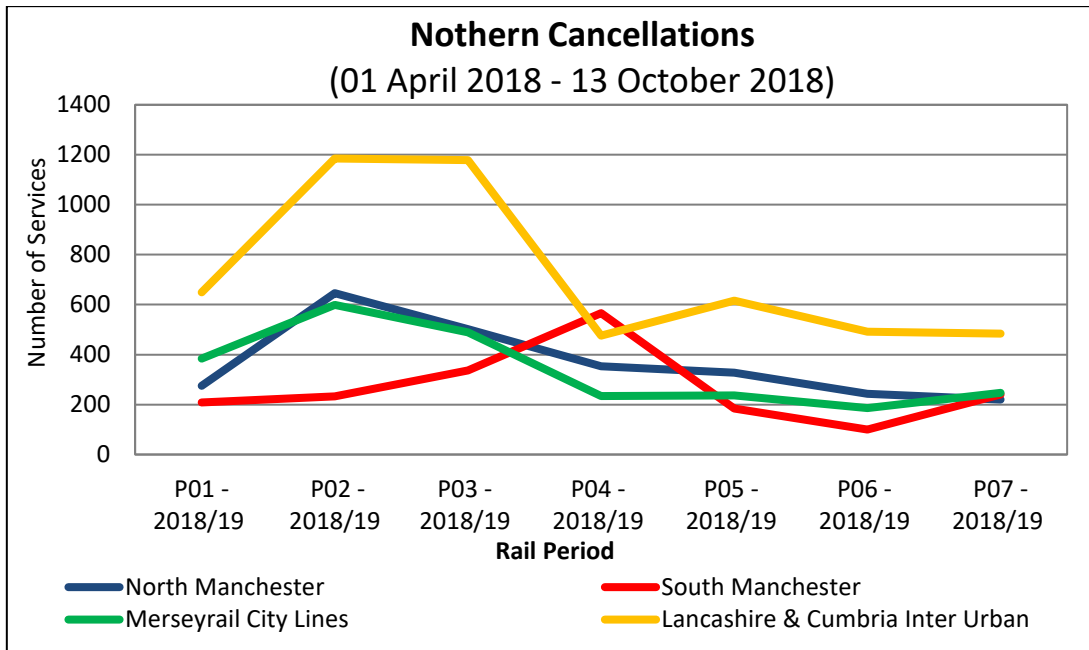
- 2.1 Network Rail delay, both caused by infrastructure and external factors, continues to account for a significant proportion of overall delay. Other delay covers weather related events, trespass, theft and vandalism and suicide on the railway.
- 2.2 Overall Network Rail delay increased in Period 7 from 33,240 minutes to 47,217 minutes in its Manchester Delivery Unit. Both infrastructure delay (20,716 mins) and other delay (26,510 mins) increased significantly in the period.
- 2.3 Major incidents impacting Northern's performance attributed to Network Rail included a signalling failure at Stockport on 5 October and at Castlefield Junction on 12 October, in addition to a tree on the line at Levenshulme on 12 October.
- 2.4 For TPE, Network Rail was responsible for over 50% of its delayed services. The most significant incidents were a points failure around Leeds on 21 September, a fatality on 3 October and overhead line equipment (OHLE) issues in TPE's east area on 19 September.

3. NORTHERN PERFORMANCE



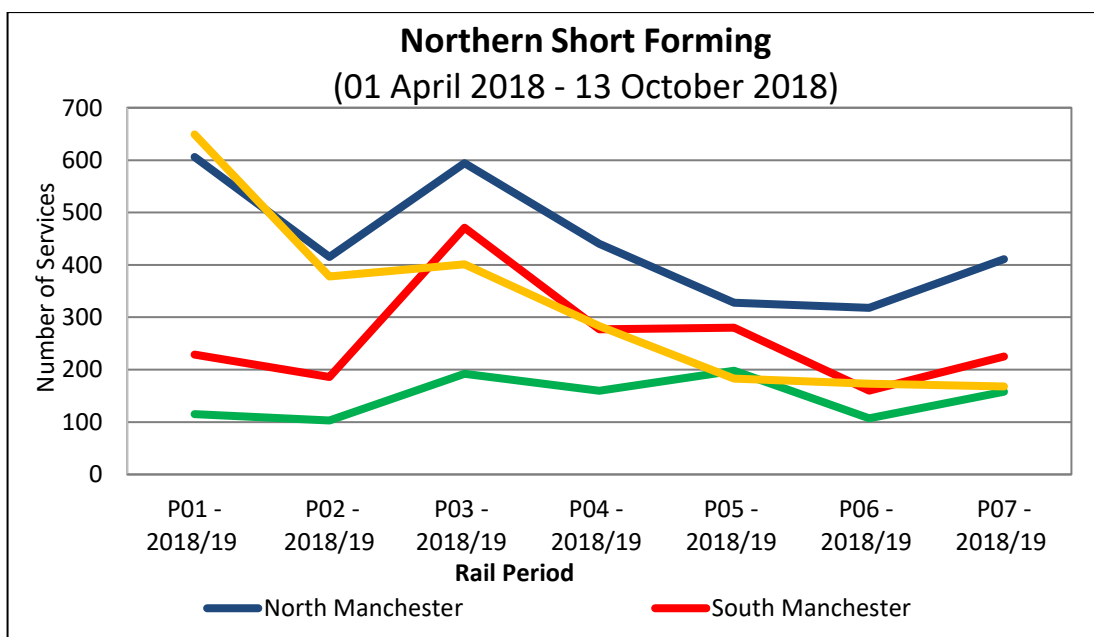
- 3.1 The graph charts Northern Central Region PPM from 01 April, 2018 (P01, 2018/19) up until 13 October, 2018 (P07, 2018/19). This does not include data from Northern's West Region, where performance has been significantly worse across all metrics. Some of these services operate from Lancashire and Merseyside into Manchester.
- 3.2 Since the start of the franchise (April 2016), PPM has declined from a moving annual average (MAA) figure of 89.3% to 81.8% currently. The latest periodic PPM (Period 7, 2018/19) decreased from 87.1% in P6 to 79.9% and is 4.4% worse than the corresponding period last year.
- 3.3 Northern were impacted by increases in Network Rail delay, both as a result of infrastructure failure and external causes. Additional factors affecting performance in Period 7 included track adhesion issues as a result of autumn leaf fall.
- 3.4 Northern services are currently affected by industrial action on 18 consecutive Saturdays from 25 August to 29 December. Approximately 30% of scheduled services have been operating on these days. PPM on strike days is measured against the revised train plan.
- 3.5 Issues also remain around driver rest day working, particularly on Sundays, resulting in reduced services on Manchester to Hadfield, Manchester - Hazel Grove and Liverpool – Wigan – Preston services. These cancelled services are recorded as PPM failures.

Northern Cancellations



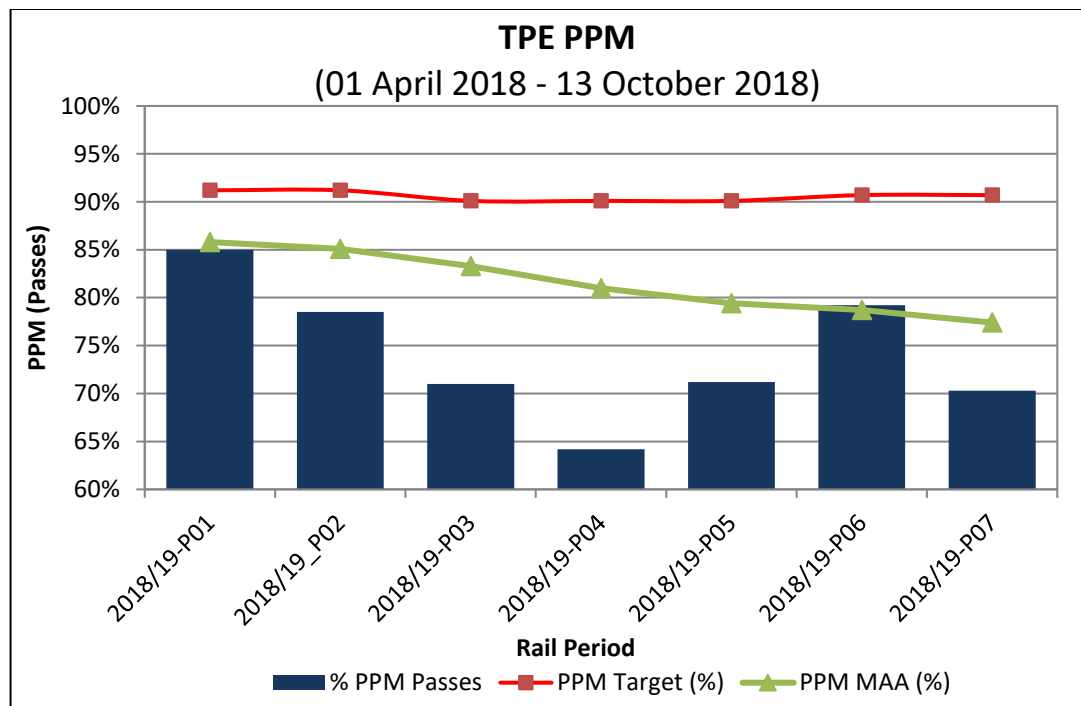
- 3.6 In Period 7, the total number of full or part cancellations across the four service groups increased from 1,021 in Period 6 to 1,191. This represents a 17% increase on the previous period and a 45% increase on the corresponding period last year.
- 3.7 Lancashire and Cumbria inter-urban services (including Manchester – Preston/beyond) continue to perform the worst out of all of Northern’s service groups, with 484 full or part cancellations in Period 7.

Northern Short Forming



- 3.8 Short forming occurs when trains operate with fewer carriages than planned.
- 3.9 In Period 7, the total number of short formations across the four service groups increased from 758 in the previous period to 962. This represents a 26% increase on the previous period and a 61% increase on the corresponding period last year.
- 3.10 With the exception of the Lancashire & Cumbria Inter Urban services, Period 7 showed an increase in the number of short formed services across all Service Groups.
- 3.11 North Manchester services have continually performed the worst of Northern's service groups, with short-forming regularly occurring on key corridors, notably Calder Valley and Bolton services. In Period 7, 411 North Manchester services were short formed.

4. TRANSPENNINE EXPRESS PERFORMANCE



- 4.1 TPE PPM has declined since the start of its franchise from an MAA figure of 86.0% to 77.4% at the end of Period 7 2018. The latest periodic PPM declined to 70.3% and is 16.2% lower than the corresponding period last year.

4.2 In terms of individual service groups, TPE performed as follows for Period 7 PPM:

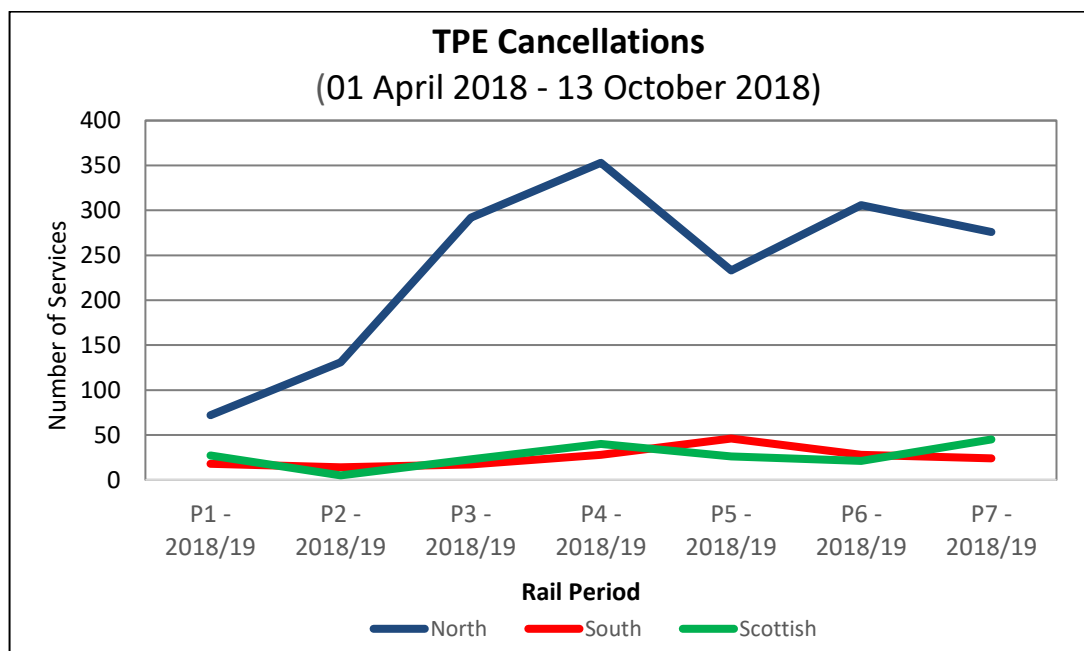
- North: 69.2%,
- South: 81.2%,
- Scotland: 65.3%

Worst performing lines of route in Period 7 were:

- Middlesbrough – Manchester services: 65.3%
- Newcastle – Victoria: 65.3%

4.3 TPE had a Cancellation and Significant Late Running figure of 15.4% across its services in Period 7. This compares with a national average of 4%. In total, TPE fully or part cancelled 345 services. (126 full, 219 part) Of this, 276 alone were North service group trains.

TPE Cancellations



**North: Liverpool/Manchester/Airport – North East, South: Airport/Manchester – Cleethorpes, Scottish: Manchester Airport – Glasgow/Edinburgh*

4.4 Significant incidents affecting TPE performance in the period included weather related events on 20 and 21 September. These included various objects and debris on sections of line, notably a tree at Ashton Moss on 21 September and the introduction of emergency speed restrictions on the West Coast Main Line and Hope Valley. Other incidents included the infrastructure issues listed in section 2.3, whilst the most significant TPE caused incidents were a failed unit at Burnage on 8 October and driver availability at Manchester Airport on 11 October.

5. OVERVIEW OF MAY 2018 TIMETABLE INTRODUCTION

5.1 Please refer to section two of the 'GMCA Rail Performance Update' on 28 September 2018 for background information on timetabling issues since May 2018.

6. PROGRESS IN DELIVERING FRANCHISE COMMITMENTS

6.1 Northern committed to service improvements for customers when the franchise began in April 2016, many of which were due in the December 2017 timetable change. Due to late infrastructure delivery by Network Rail, many of the promised enhancements have not been delivered against the advertised timescale. These include frequency enhancements, Sunday services and new rolling stock introduction. An overview of these missed commitments was presented in the June GMCA Rail Performance Update and is summarised below:

High level commitment	Status	Customer Impact
Increased trains per hour between Manchester and a number of GM and other locations	Some frequency enhancements delayed until after Bolton electrification is complete whilst others were introduced at the May 18 timetable change (for example Rochdale-Manchester). A few stations in the TfGM area (for example Levenshulme) are subject to frequency reductions throughout the day.	Continued capacity constraints across the network and long waits between services at a number of locations.
New route options and connections to new destinations	Full promised connectivity not delivered as in some instances services are unable to be extended whilst Bolton electrification is not complete.	Service provision not as promised.
Sunday timetables were to be enhanced offering additional services on some corridors	No Sunday enhancements for many areas despite having the available trains and routes. Northern's view is that they cannot release the required fleet due to infrastructure delays and the continued need to train the driver teams.	Poor service provision.

High level commitment	Status	Customer Impact
Refurbished bi-mode trains operating between Manchester Airport and Windermere and Alderley Edge/Stalybridge and Wigan North Western	<p>The testing and build programme for these bi-mode trains is behind schedule and now not due to be introduced until sometime in 2019.</p> <p>Northern suggest that the bi-mode trains require additional testing due to the new technology and have where possible supplemented the available fleet by reallocating from elsewhere on the network.</p>	Services continue to be operated by older trains with less capacity (for example pacers on services to Wigan North Western) and customer experience is constrained. Delays to introducing Windermere services due to Bolton corridor electrification work.
Refurbished electric trains operating between Manchester and Preston via Bolton	Testing of electric trains on the Bolton corridor is expected to begin towards the end of 2018 with the trains being progressively introduced on all services operating between Manchester and Preston via Bolton during early 2019. All are expected to be in service by the May 2019 timetable change.	Services continue to be operated by older trains with less capacity (pacers etc).

7. RECOMMENDATIONS

7.1 The recommendation is set out at the front of this report.

Bob Morris

Chief Operating Officer, TfGM

APPENDIX

Rail Period Dates

P1 - 18/19	P2 - 18/19	P3 - 18/19	P4 - 18/19	P5 - 18/19	P6 - 18/19	P7 - 18/19
1 Apr – 28 Apr 2018	29 Apr – 26 May 2018	27 May – 23 Jun 2018	24 Jun – 21 Jul 2018	22 Jul – 18 Aug 2018	19 Aug – 15 Sept 2018	16 Sept – 13 Oct 2018

