

Greater Manchester Transport Committee

Date: 13 September 2019

Subject: Rail Performance Report

Report of: Bob Morris, Chief Operating Officer, TfGM

PURPOSE OF REPORT

To provide Members with an annual overview of rail performance in Greater Manchester from Rail Period 5, 2018/19 to Period 4 2019/20 (22 July 2018 – 20 July 2019)

RECOMMENDATIONS:

Members are asked to note the contents of the 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

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 relevant Scrutiny Committee on the grounds of urgency?		N/A
GMTC	Overview & Scrutiny Committee	
N/A	N/A	

1 INTRODUCTION

- 1.1 This report provides an annual summary of rail network performance in Greater Manchester (GM), focusing on performance from Rail Period 05 in 2018/19 to Period 04, 2019/20 (22 July 2018 -20 July 2019).

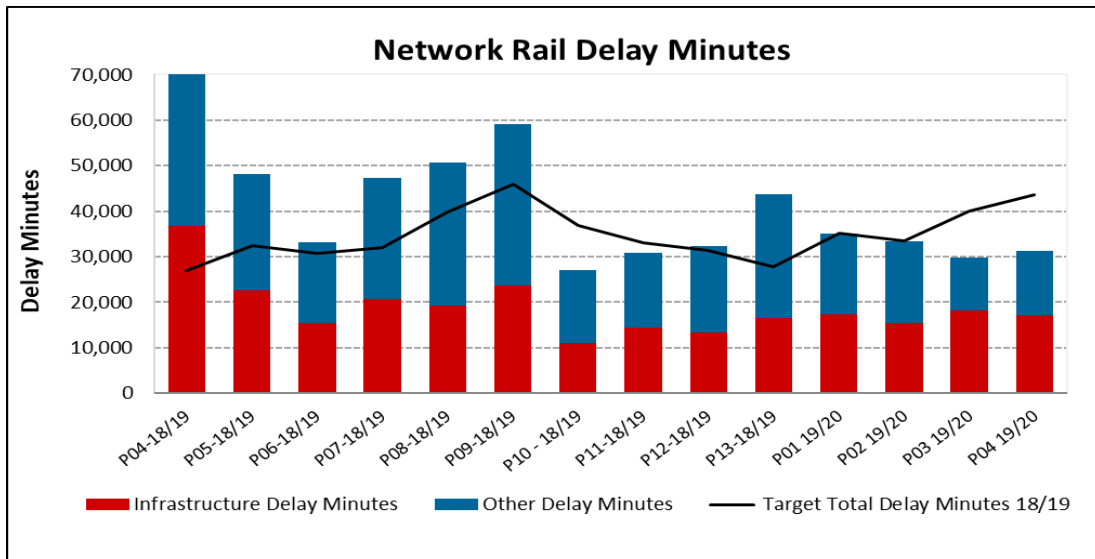
2 BACKGROUND AND OVERVIEW

- 2.1 The May 2018 timetable was introduced on 20 May 2018, with the intention of incorporating enhanced services across the region, featuring brand new electric trains, operating on newly electrified lines from Blackpool and Euxton Junction, through the Bolton corridor. Delays to this electrification, subsequent deployment of new and cascaded rolling stock and associated issues with driver training combined with a radically revised but unresilient timetable culminated in significant declines in operational performance. Service provision and reliability deteriorated across Greater Manchester and the wider North for both Northern and TransPennine Express services.
- 2.2 An interim, amended timetable was launched on 04 June, 2018. This involved the removal of a number of Northern routes in a bid to restore stability and improve performance. 75% of these services were later re-instated on 30 July 2018 with the remainder being incrementally re-introduced throughout the year.
- 2.3 After some improvements in performance over late summer 2018, autumn experienced seasonal declines due to track adhesion problems caused by leaf-fall. PPM declined, whilst the number of full and part cancelled services increased. Additionally, short formations of Northern services increased substantially with delays in new rolling stock introduction and an on-going unit refurbishment programme being compounded by trains taken out of service to have damaged wheel-sets repaired.
- 2.4 The December 2018 timetable featured specific measures aimed at improving performance, notably around TPE services, with the splitting of Manchester – Leeds services at Huddersfield, longer turn-around times for services from the North-East at Manchester Airport, re-timed Liverpool services and the addition of an extra unit at the Airport.

- 2.5 Performance for both TPE and Northern improved as a direct result of the December 18 timetable and it has remained stable until the introduction of the May 2019 timetable. This was largely a steady-state timetable, with only a few incremental changes and planned service enhancements were largely deferred, except for the introduction of a new Northern Chester – Leeds service. TPE services reverted to using the Bolton corridor for its Scottish services, with Northern starting to use the West Coast Mainline through Wigan North Western for its Barrow/Windermere – Airport services.
- 2.6 The first electric train services finally began operation along the Bolton corridor on 11 February 2019 between Manchester and Preston using Class 319 refurbished trains, providing enhanced capacity and faster, more comfortable journeys.
- 2.7 Industrial action by Northern guards over proposed Driver Controlled Operation (DCO) of trains continued throughout the summer and into winter of 2018 with strikes on consecutive Saturdays, through until 02 February. A revised train plan on key routes featured a reduced 0800 -1700hrs service on these days.
- 2.8 The end of a Northern driver rest day working agreement in summer of 2019 has seen multiple planned and un-planned cancellations on Sundays, mainly in Northern’s Central and West regions. Various routes have been affected, although agreed pre-planned cancellations have tried to maintain a one train per hour service on affected routes.

3 NETWORK RAIL PERFORMANCE

- 3.1 Network Rail operates the UK’s railway infrastructure, including track, signalling, level crossings and major stations. The performance of railway infrastructure is measured by the 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.
- 3.2 The chart below illustrates Network Rail delay minutes in its Manchester Delivery Unit over the past 14 periods, split by infrastructure and external causes, as above. Over the past few years, external delay has increased, accounting for over 50% of total Network Rail delay minutes. This is largely due to increases in trespass, fatality and threatened suicide on the railway, along with increased incidences and severity of extreme weather events.



3.3 Network Rail delay minutes have reduced and remain favourable to target over the past quarter, with recent reductions in external delay. Year on year delay minutes have improved significantly, more than halving compared to the same period in 2018. Period 4 experienced unprecedented delay at Stockport Viaduct, due to a threatened suicide lasting over 20 hours and causing 13,093 mins delay and 137 cancellations. Major infrastructure failures at Slade Lane (points) and Manchester Airport (OHLE power trip) were responsible for over 13,000 mins delay and 209 cancellations. Other seasonal increases were recorded in P09, 2018/19 (November 2018) as a result of poor railhead conditions and adhesion issues.

4 NETWORK RAIL ROUTE CRIME

4.1 Criminal activity on the rail network includes trespass, vandalism, threatened suicide, fatality and cable theft. Network Rail is responsible for these causes of delay. Physical mitigation includes enhanced platform end and trackside fencing, fixed and mobile CCTV (including intelligent monitoring systems) and bridge spiking. Engagement with local agencies, including the Samaritans and mental health groups, is regularly undertaken and, additionally, BT Police has an officer stationed at Network Rail's control centre. The table below details the number of incidents and minutes delay since 01 April, 2019 in Network Rail's Manchester area.

Category	P01 2019/20 Incidents (Mins)	P02 2019/20 Incidents (Mins)	P03 2019/20 Incidents (Mins)	P04 2019/20 Incidents (Mins)	Grand Total
Trespass	70 (2,833)	50 (4,377)	54 (2,730)	56 (3,625)	230 (13,565)
Vandalism	4 (595)	5 (258)	12 (1,387)	1 (19)	22 (2,259)
Fatality	5 (1,756)	3 (3,182)	1 (127)	3 (2,410)	12 (7,475)
Total	79 (5,184)	58 (7,817)	67 (4,244)	60 (6,054)	264 (23,299)

5 NETWORK RAIL

- 5.1 Network Rail, Northern and Transpennine Express are extending more than 100 platforms at over 70 stations across the North of England to prepare the railway network for longer trains with increased capacity. Across Greater Manchester, there are platform extensions at over 20 stations, with work recently starting at Greenfield station in Oldham.
- 5.2 A multi-million-pound project to improve accessibility for passengers at Mills Hill station in Greater Manchester has started this summer. The investment, part of the Government's 'Access for All' scheme, will see a new ramp built on the Manchester-bound platform, and a new lift and staircase installed on the Rochdale-bound side.
- 5.3 New overhead line equipment switched on in August 2019 as part of the redevelopment of Wigan Springs Branch Depot. The existing freight yard in Ashton-in-Makerfield is being adapted to stable and maintain 24 electric and eight diesel trains for Northern – creating 20 jobs in the process. The location provides easy access to the electrified rail network and the £46m state-of-the-art depot will provide more flexibility for Northern to move their trains across the north overnight in preparation for services the next day.
- 5.4 Work has started to improve the railway between Altrincham and Chester. The previous poor condition of the track through Hale meant trains could only travel at 20mph. Now with stronger and more water resilient track in place, the speed of trains has tripled to 60mph. The £800,000 investment saw old sleepers, ballast and rail to Altrincham brought up to date.

- 5.5 Work started in August to completely restore Deansgate's Grade-II listed Victorian-built railway bridge. The bridge is being deep cleaned, repaired and repainted to ensure it remains safe for decades to come. From Saturday 3 August until December, the end sections of Deansgate station's platforms, which sit on top of the bridge, will be closed to allow engineers to access the structure. The work has been planned to keep passengers moving throughout the project and allow trains to continue stopping at Deansgate station.
- 5.6 Following feedback from passengers and recent NRPS surveys, additional seating has been installed throughout Piccadilly station, receiving positive comments on social media.
- 5.7 Car Stop Boards on platform 13 and 14 have recently been relocated to allow all trains to pull up to the same point, providing reassurance to passengers of where the train will stop and reducing congestion at the bottom of the stairs, as well as easing overcrowding by spreading passengers further along the platform.
- 5.8 Engineering works at Acton Grange junction near Warrington closed the West Coast Mainline for 16 days. The work involved improvements to track, cabling, overhead line equipment and signalling, bringing outdated infrastructure up to modern standards. Due to the closure, more services than normal were running through platforms 13 and 14 at Piccadilly station, causing some disruption to local services, although the plans largely worked well. TfW North Wales to Manchester/Airport services were cancelled during the works.

6 SIGNIFICANT INCIDENTS AFFECTING PERFORMANCE

6.1 Greater Manchester Incidents

Date	Location	Incident	Operational Impacts (Delay minutes and cancellations)	
19 July 2018 (P04)	Stockport Viaduct	Threatened suicide/trespass	13,093 mins delay	13 full/124 part
29 November 2018 (P10)	Parkside Junction	Points Failure	9,299 mins delay	33 full/143 part
28 May 2019 (P03)	Slade Lane	Points Failure	7,244 mins delay	33 full/50 part
14 August 2018 (P05)	Manchester Airport	Loss of OHLE power	5,765 mins delay	7 full/117 part
05 December 2018 (P09)	Oxford Road	Signalling Failure	4,802 mins delay	27 full/13 part

6.2 Network-wide Incidents Impacting GM Services

Date	Location	Incident	Operational Impacts (Delay minutes and cancellations)	
29 September 2018 (P07)	Various inc. Stafford, Rugby, Birmingham, Harrow	Emergency speed restrictions due to weather	21,000+ mins delay	tbc
26 September 2018 (P07)	Willesden	Power failure	11,487 mins delay	99 full/62 part
24 May 2019 (P02)	Preston	OHLE Fault	10,716 mins delay	100 full/89 part
09 July 2018 (P04)	Preston - Lancaster	Cable Theft/Loss of signalling	5,422 mins delay	26 full/102 part
16 January 2019 (P11)	Hartford	Fatality	5,048 mins delay	3 full/16 part

7 TRAIN OPERATOR SERVICE PERFORMANCE

7.1 Train operators, including Northern and TransPennine Express (TPE), have performance regimes with annual targets for:

- Public Performance Measure (PPM) – previous rail industry standard measure for trains arriving at destination within 5 mins (Northern and Transport for Wales) or 10 mins (TransPennine Express and other long-distance operators) of the advertised timetable. Northern and TPE are measured contractually using this metric.

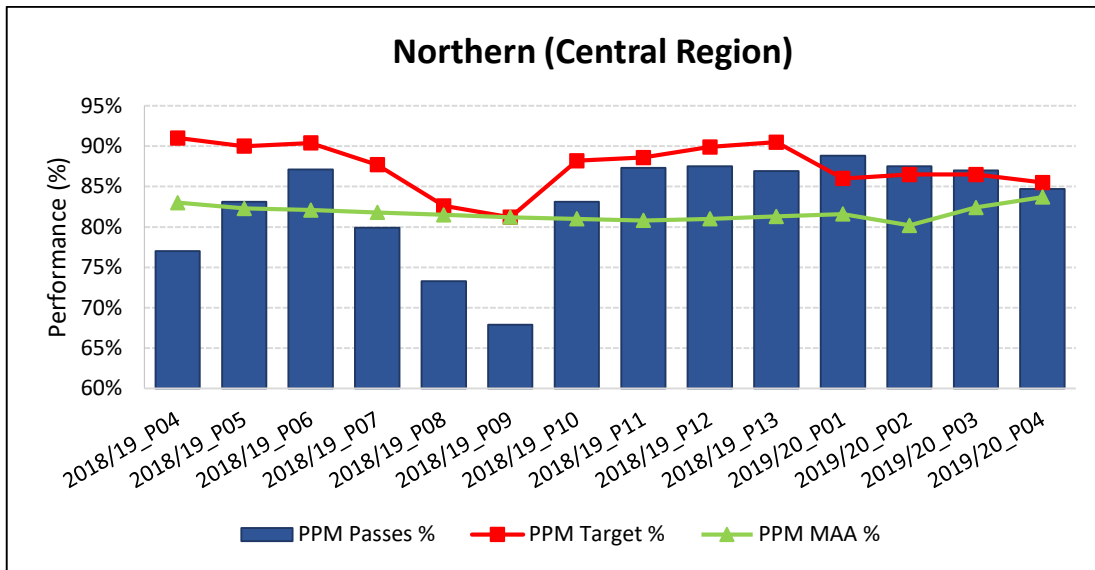
- Right Time – the industry measure from 01 April 2019, where a train is classed as right time within one minute of its scheduled arrival. Figures quoted in this report are for right time arrivals at final destination stations
- Cancellations and Significant Lateness (CaSL) - the proportion of trains which arrive at their final destination greater than 30 minutes from planned arrival or are full/part cancelled or incur missed stops.

7.2 Since the start of the franchise in April 2016, PPM has declined from a moving annual average (MAA) of 89.3% to 83.7% for Northern’s Central Region services. PPM improved from the introduction of December 2018 timetables, reaching a sixteen period high of 88.8% in April 2019. It has since stabilised, with the latest period score of 85.5% in Period 4 (July 2019).

7.3 Northern delay responsibility is split three ways, with the largest amount of delay being attributed to Network Rail, typically around 50%. Approximately 38% of delay was caused by itself (this includes unit, crew and station/operational issues), with around 12% due to other train (and freight) companies.

7.4 Significant factors affecting performance for Northern include the events listed above, with reactionary delay to incidents as far away as London, impacting its South Manchester services. Other incidents have included widespread flooding, associated speed restrictions and regulation along the West Coast Main Line (WCML), infrastructure failures, notably with overhead lines (OHLE) at Garstang and Euxton Junction and unit failures. Older fleet, including the 28 year old refurbished Class 319 electric units, have suffered failures at various key locations on the network; additionally, snagging issues with new fleet have caused disruption recently.

7.5 Industrial action affecting Northern services was suspended after talks brokered by ACAS, the last strike day took place on Saturday 02 February, 2019. Approximately 30% of scheduled services operated on these strike Saturdays, with services on key routes finishing at around 17:00hrs (PPM on strike days was measured against the revised train plan). A full Saturday timetable returned on 16 February 2019.

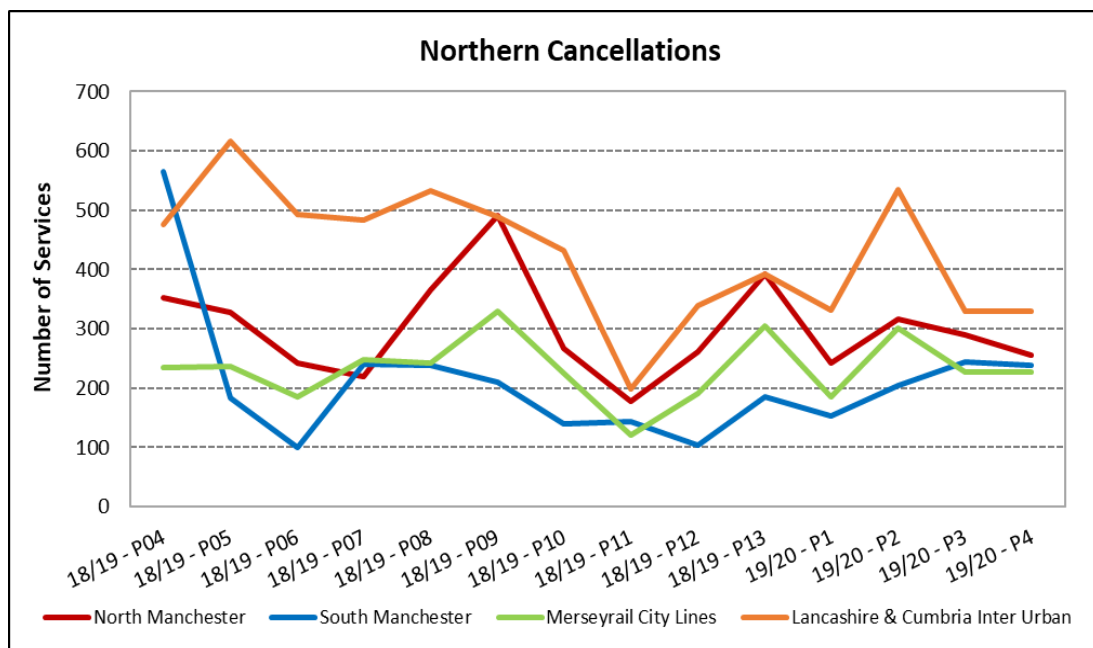


Northern Cancellations

7.6 The chart below details the total number of full and part cancellations for the four service groups that serve Greater Manchester. Overall cancellations continue to fall, notably for North Manchester services, although there has been a recent increase in the number of cancelled services in South Manchester.

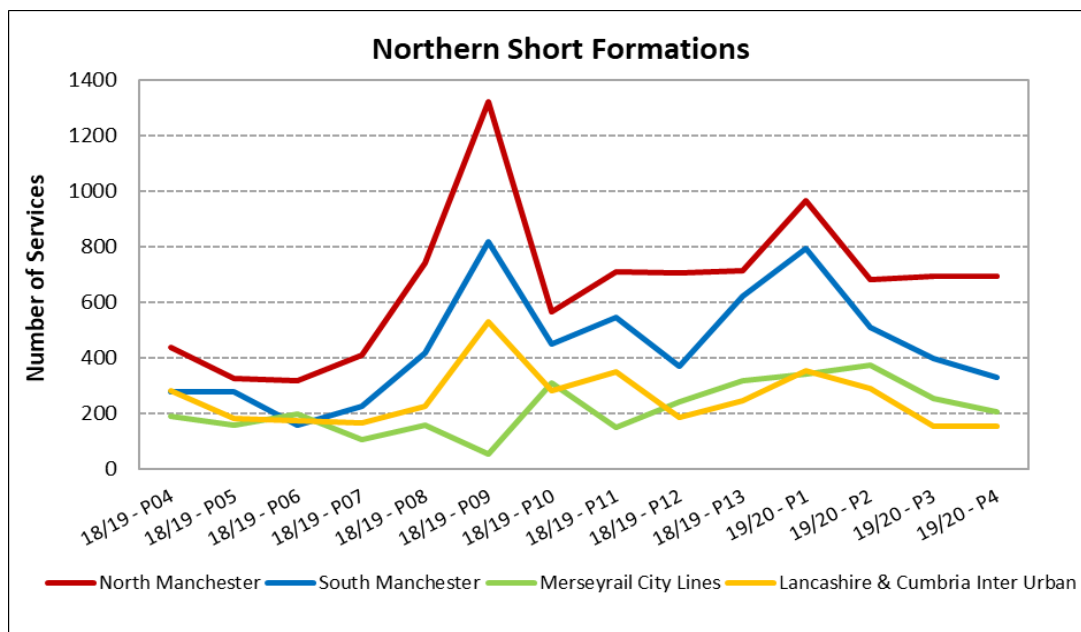
7.7 Since the end of a rest day working agreement in Summer 2019, Northern services have been subject to both planned and un-planned cancellations on Sundays due to driver availability. Various routes have experienced cancellations as Northern has sought to minimise disruption and maintain a one train per hour service on the affected routes. PPM figures for these Sundays is based on the amended train plan. In addition to the agreed, pre-planned cancellations, late notification cancellations have occurred, particularly on routes in Northern’s West region. Cancellations peaked during the February half term and Easter 2019, with over 200 cancelled trains. Currently, there are between 68 and 80 pre-planned cancellations on Sundays on the following routes:

- Manchester Victoria – Blackpool North
- Wigan North Western – Stalybridge



Northern Short Forming

- 7.8 Short forming occurs when services 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.
- 7.9 Instances of short forming continue to reduce, as both new and cascaded rolling stock become available. Short-forming peaked during Period 9 (November 2018) as units were taken out of service to have wheel sets repaired due to damage sustained by autumnal railhead conditions. Unit availability has also been impacted, particularly in North Manchester, with the refurbishment programme of Class 150/156/158 units currently underway.
- 7.10 Incidents of short-forming are expected to reduce further as fixed formation 3 and 4 car diesel and electric units become more widely utilised across the network.



TPE Performance

7.11 TPE performance improved significantly after autumn 2018 and following the introduction of the December 2018 timetable. This timetable saw specific measures aimed at improving resilience and operational performance. These included, but were not limited to;

- Splitting of Manchester – Leeds service at Huddersfield
- Increased turn-round times for trains from North-East
- Additional unit based at Airport
- Re-timed Liverpool – Scarborough services

7.12 Significant improvements as a result of these revised train plans resulted in TransPennine improving its PPM by over 20% from Period 09, 2018/19 to Period 01, 2019/20. PPM has since remained stable, with a score of 85.5% recorded in Period 04.

7.13 For TPE, as with Northern, the majority of overall delay was caused by Network Rail (approximately 50%), unlike Northern however, the second major cause of delay was other-Train Operating Company (TOC) delay, accounting for around 30% of the overall total, with the remaining 20% caused by itself.

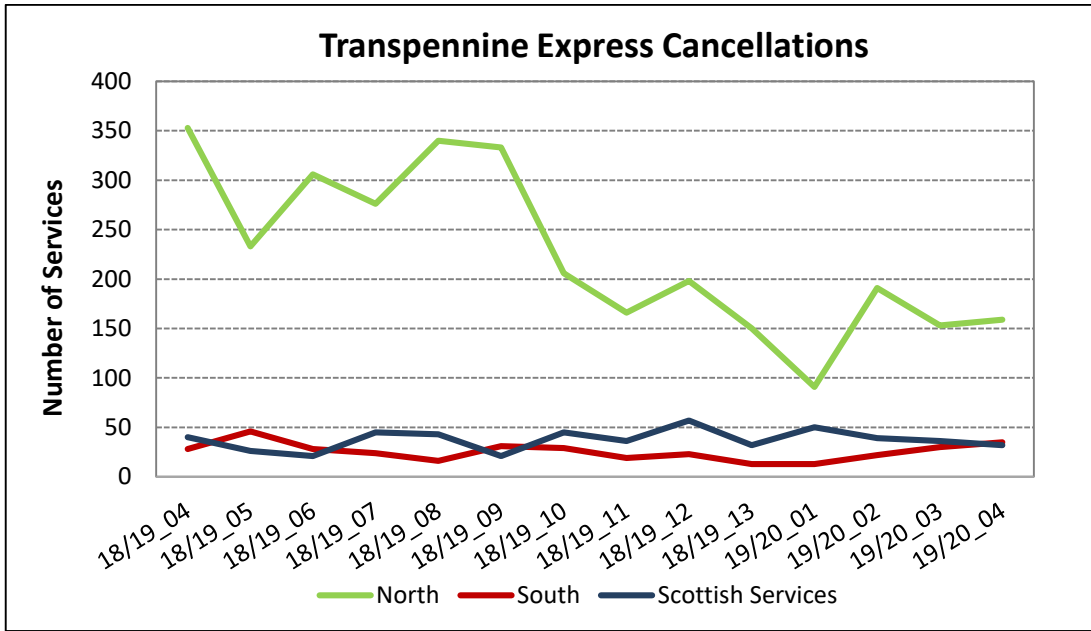
7.14 TPE services have been impacted by both significant infrastructure incidents and external incidents. The largest examples of these being the OHLE damage near Preston on 24 May, causing a massive 10,716 minutes delay and 189 cancellations across the rail network. Fatalities at Eccles and Wigan North Western in the past quarter have also affected performance on Scottish services.

- 7.15 Regulation (pathing of trains) issues on WCML and East of Leeds, platforming issues at Leeds and Castlefield corridor congestion all contribute to poor PPM and TPE has experienced high numbers of part cancelled services in order to recover the overall network performance.
- 7.16 TPE Scottish services reverted to using the Bolton corridor from May 2019 timetable and this has not adversely affected performance.



TPE Cancellations

- 7.17 The total number of full and part cancellations by TPE has fallen significantly over the past year but remains high on its North service group. This group includes services from Liverpool/Manchester/Airport through to the North-East. The overall figures have been helped, in part, by creating additional turn-round times to recover service, where previously trains were 'turned back' short to do this.

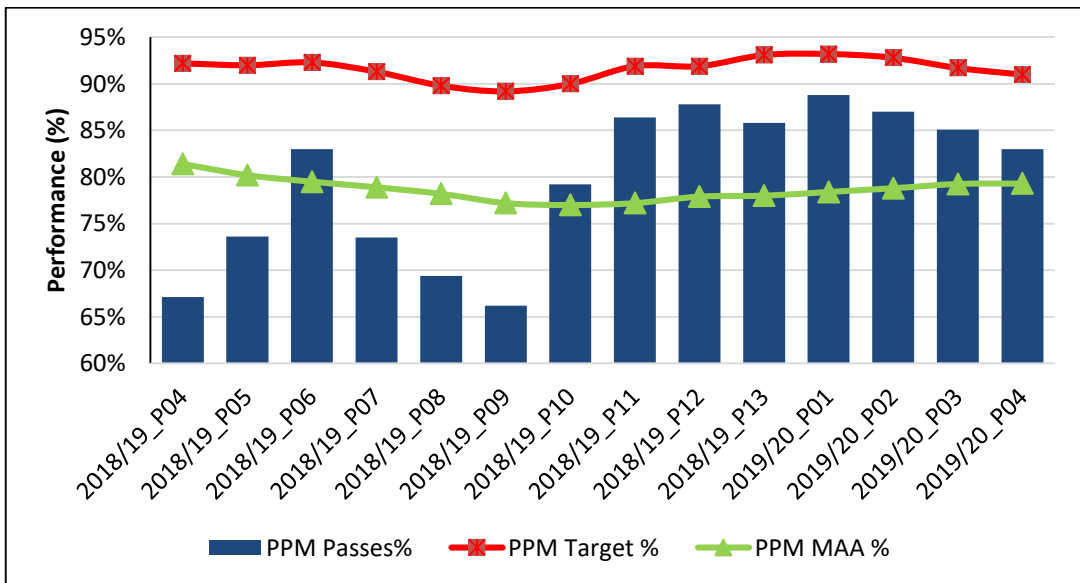


TPE Short Forming

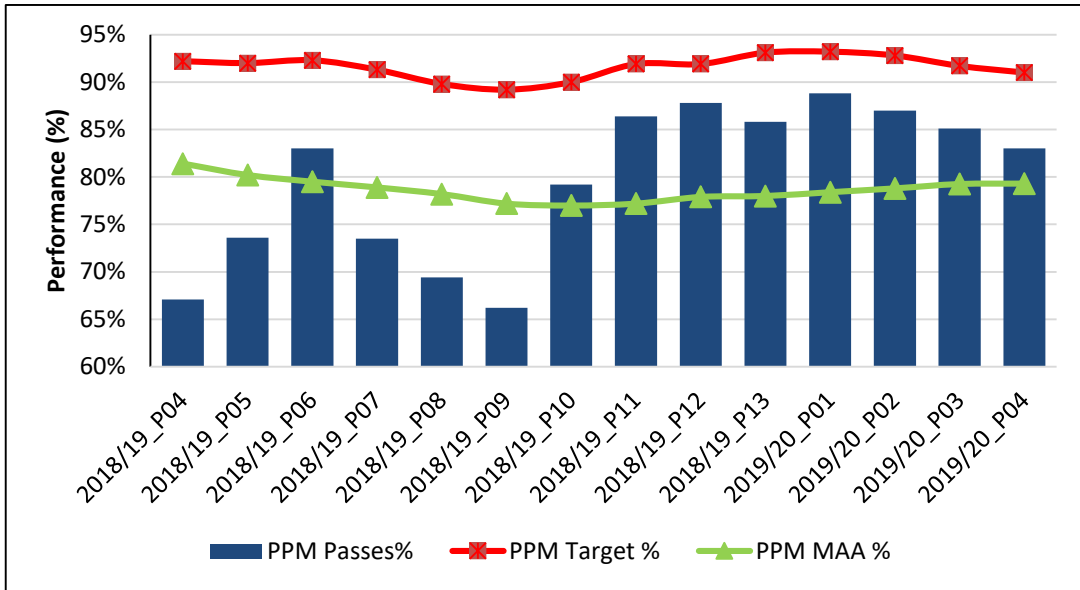
7.18 For TPE, short forming continues to be less prevalent than with Northern, although some Scottish services through the summer experienced this as a result of the loss of a unit due to an animal strike. In P04, 2019/20, 21 services (0.2%) were short-formed.

Other TOC Performance

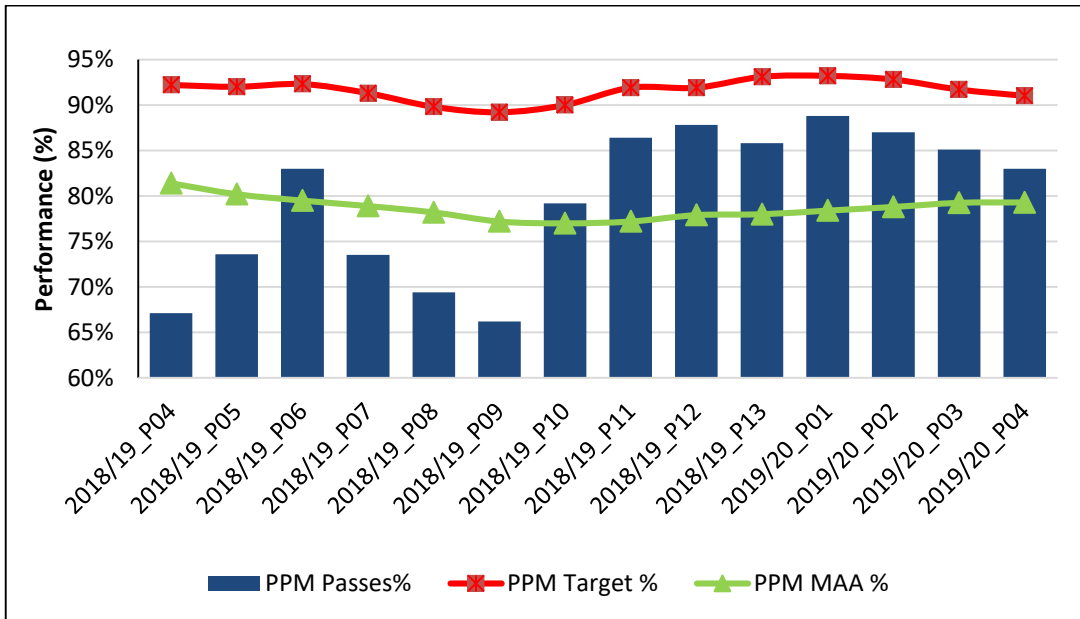
Virgin Trains (WCML: London – Manchester and London – Scotland)



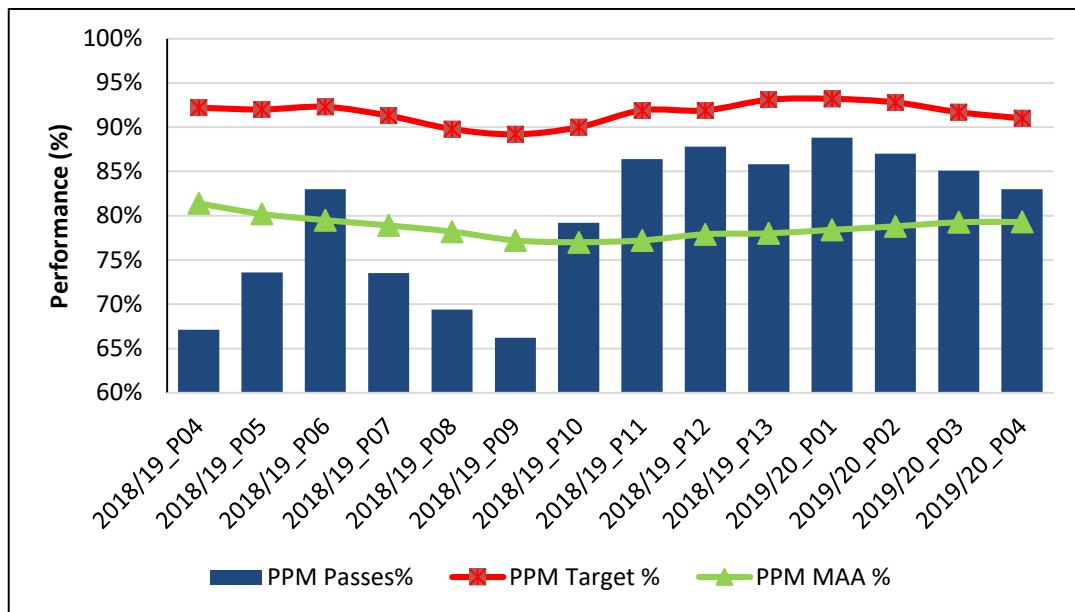
Transport for Wales Performance (Previously Arriva Trains Wales: England – Wales services)



Cross Country Performance (Inter City service group)



East Midlands Railway Performance (Previously East Midlands Trains: Liverpool – Norwich services)



8 TRAIN OPERATORS

Northern

- 8.1 Northern’s first new trains entered service on 1 July carrying customers between Barrow and Windermere - Manchester Airport and Liverpool - Manchester Airport via Warrington in the West. There are currently 15 new class 195 and 331 trains in service and that figure will continue to rise with the rolling programme of introduction on additional routes over the remainder of the year and into 2020. There have been some minor teething issues, as would be expected with a new fleet but Northern is successfully working through them. There are a further 20 trains being used for driver training at nine locations across the North. By Christmas the vast majority of planned new trains will have entered service across the North-West.
- 8.2 New electric Class 331 trains will start entering service on Liverpool – Blackpool North via Wigan North Western and Blackpool North – Manchester services from September 2019, replacing the 28 year old Class 319 units that are currently in service. Delays to the introduction of Northern’s bi-mode fleet will see these trains operating on Southport – Alderley Edge route some time during the December 2019 – May 2020 timetable.
- 8.3 Introducing new trains means the start of retiring the Pacer fleet from 12 August, 2019. The vast majority of Pacers will be removed by the end of the year and none will remain

operational in Greater Manchester. However, delays to the introduction of the new fleet will mean that a few of the Class 144 Pacer fleet will be retained for a short period on some routes in South Yorkshire.



- 8.4 Northern is introducing special weekend and evening fares on its Bolton and Wigan routes from 02 September 2019 through until the end of autumn, with 50% reductions on return fares to and from Manchester.

TransPennine Express

- 8.5 Saturday 24 August saw TransPennine Express operating the first of its new 'Nova 3' trains on the Liverpool – Manchester Victoria – Leeds – Scarborough route. New trains will be incrementally added to this and the Manchester Airport – Middlesbrough route through September, with an official launch at the end of the month. New 'Nova 1' trains are expected to begin operation on Liverpool – Newcastle services from late October. 'Nova 2' electric trains are currently expected to be in service from the end December 2019, serving Manchester Airport – Scotland.

- 8.6 TransPennine Express services will see the following changes from December 2019

- Liverpool to Newcastle services extended to serve Morpeth and Edinburgh Waverley
- Stops removed from off-peak Hull – Manchester Piccadilly services reducing journey times and earlier/later Hull services introduced
- Improved calling pattern for local stations serving Leeds and Manchester
- Extension of Manchester Airport – Middlesbrough services to Redcar
- TPE will take over the peak Manchester – Huddersfield services currently operated by Northern



9 NATIONAL RAIL PASSENGER SURVEY

- 9.1 The National Rail Passenger Survey (NRPS) provides a network-wide account of customers' satisfaction with rail travel. Data is independently collected by Transport Focus twice a year (Spring & Autumn) from a representative sample of passenger journeys for each Train Operator. For the results published on 27 June 2019, the main fieldwork took place between 4 February and 14 April 2019.
- 9.2 When compared against the previous year, performance for both operators during this period was higher with fewer cancellations and late running services recorded. This followed a period of stability in terms of performance since the introduction of the December 2018 timetable.
- 9.3 Comparing the percentage of journeys rated as satisfactory overall for individual routes serving Greater Manchester, Virgin Trains and Cross Country significantly improved. All other TOCs had no statistically significant change in their overall satisfaction results compared with spring 2018.
- 9.4 Nationally the percentage of journeys rated as satisfactory overall was 83%.

Northern Rail and TransPennine Express

- 9.5 In recent years, Northern Rail's overall customer satisfaction result has remained largely static, with scores of 83% and 80% in 2017 and 2018. In Spring 2018, Northern Rail's score for overall journey satisfaction fell to 78%, positioning it 23 out

of the 25 train operating companies surveyed and 5% below the average for regional operators.

- 9.6 Northern's Central route (serving Greater Manchester) scored an overall customer satisfaction score of 77% satisfaction, broadly similar with the previous year. Across all measures, Northern Rail Central Route experienced a significant decline in satisfaction for levels of crowding (-9%), however no other significant changes occurred.
- 9.7 Following a similar pattern to Northern, the TransPennine Express overall satisfaction score had previously remained largely static at 86% in 2017 and 2018. This year's survey saw the passenger satisfaction score fall to 83%, 4% below the average for longer distance operators.
- 9.8 Both TPE's North route and Scottish routes had no significant overall change to their customer score from spring 2018, although statistically significant declines were evident on the North Route for punctuality (-10%) and for both North and Scottish routes for levels of crowding (-6% and -26% respectively).
- 9.9 Punctuality remains the biggest single influence on satisfaction, and the way delay is handled by operators has a strong influence on dissatisfaction.
- 9.10 Nationally the percentage of journeys rated as satisfactory by passengers for all train and station factors increased for 21 service areas with the 19 unchanged. The biggest improvement in satisfaction was with the reliability of the internet connection (+7%), followed by punctuality/reliability and availability of power sockets (both 5%).

10 RAIL STATION IMPROVEMENT STRATEGY

- 10.1 The project aims to improve facilities for customers at 26 rail stations across Greater Manchester, continuing the Rail Station Improvement Strategy which has already delivered improvements at 46 stations. The equipment being delivered is CCTV, Customer Information Screens (CIS), Help Points and Public Address Systems (including Induction Loops for people who use hearing aids).
- 10.2 The remaining stations as part of Phase 1 are Woodsmoor, Hyde Central and Hall I'th' Wood. CCTV works at Woodsmoor and Hyde Central were expected to be completed by the end of July however, due to further delays related to procurement, this is likely to be October. The completion date for Hall I'th' Wood is aimed for Mid October 2019.
- 10.3 The Phase 2 stations due for improvements are: Horwich Parkway, Woodley, Patricroft and Hyde Central.

11 ACCESS FOR ALL FUNDING AND MID-TIER PROGRAMME

- 11.1 In April 2019, DfT announced the outcome of the Access for All programme, which will, subject to feasibility design, award funding to 73 stations to receive accessibility improvements. In Greater Manchester, Daisy Hill and Irlam were successful. TfGM is working closely with Network Rail and Northern to progress these projects. All work at Daisy Hill and Irlam is to be completed by the end of March 2024.
- 11.2 In July 2019, DfT announced the Access for All Mid-Tier programme. This fund will provide £20 million nationally focused on stations where accessibility improvements can be delivered with a fixed contribution up to £1 million of government support. This funding is in addition to the Access for All Programme detailed above. The fund is targeted at smaller scale access improvements, with submissions due 18th October 2019.
- 11.3 TfGM proposes to submit a single nomination covering a number of smaller improvements at around 20 stations. The types of improvements proposed include:
- Compliant hand rails – including modifications to existing fencing
 - Enhanced seating – for instance resting points along ramps

- Refined disabled parking bays;
- Harrington hump;
- Enhanced signage;
- Help points;
- Hearing induction loops;
- PA systems;
- CCTV; and
- Customer information screens.

12 STATIONS ALLIANCE

12.1 In April 2019, TfGM formally entered into the Rail Station Alliance Framework Agreement with Network Rail, London Continental Railway (LCR), TransPennine Express (TPE) and Arriva Rail North (Northern). The agreement establishes the framework for governance and operation of the Alliance. At the same time, the Alliance Board also endorsed the 2019/20 Business Plan which includes commitments aligned to three strategic priorities, namely:

- Station Improvement and Community Developments;
- Strategic Development and Regeneration; and
- Targeted Inclusivity and Accessibility Development

13 TFGM COMMUNITY

13.1 TfGM continues to work with local station and community groups, helping to facilitate and fund station improvements, including art and gardening projects.

Recent initiatives have seen school art projects at Horwich Parkway and Newton for Hyde, a Railway Children project at Strines and the refurbishment of rooms at Bolton station for community use.

- 13.2 This year, an unprecedented 13 TfGM stations and groups have been short-listed for national ACoRP awards in October.

14 RECOMMENDATIONS

- 14.1 Recommendations are set out at the front of this report.

Bob Morris

Chief Operating Officer, TfGM

Appendix A: Rail Period Dates

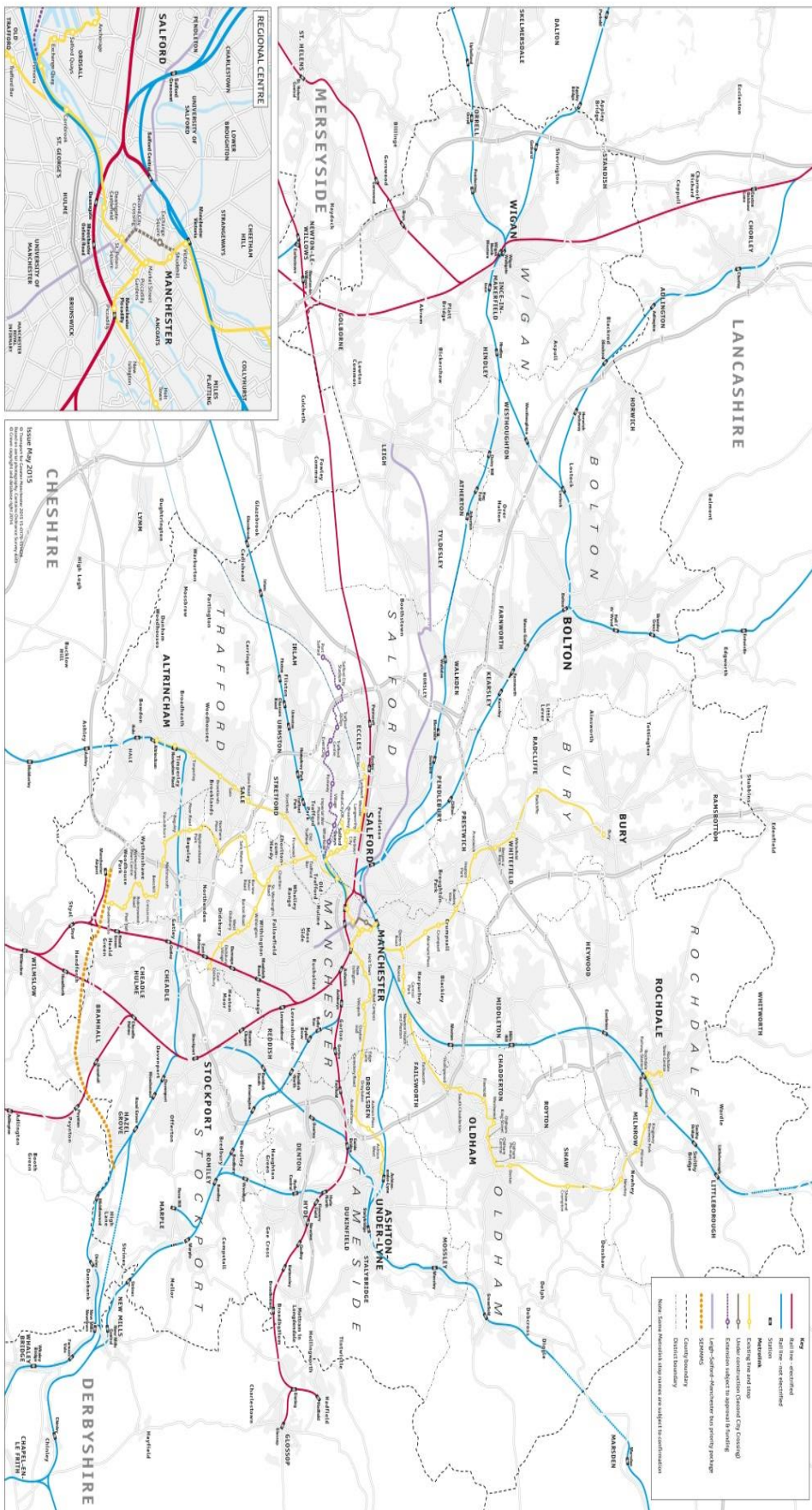
P4 - 18/19	P5 - 18/19	P6 - 18/19	P7 - 18/19	P8 - 18/19	P9 - 18/19	P10 -18/19	P11 - 18/19
24 Jun – 21 Jul 2018	22 Jul – 18 Aug 2018	19 Aug – 15 Sept 2018	16 Sept – 13 Oct 2018	14 Oct -10 Nov 2018	11 Nov – 08 Dec 2018	09 Dec 2018 – 05 Jan 2019	06 Jan – 02 Feb 2019

P12 - 18/19	P13 - 18/19	P1 - 19/20	P2 - 19/20	P3 – 19/20	P4 – 19/20
03 Feb – 02 Mar	Mar 03 – 31 Mar	1 Apr – 27 Apr	28 Apr – 25 May	26 May – 22 Jun	23 Jun -20 Jul

Appendix B: Glossary

ARN	Arriva Rail North (Operating as Northern Railway).
CaSL	Cancellation (full or part) and Severe Late Running (30 mins or more).
ILR	Incident Learning Review is a review carried out by Network Rail to investigate the root cause of incidents and put mitigating actions in place to prevent further issues of the same nature.
LNW	London North Western (Network Rail route).
MDU	Manchester Delivery Unit (Network Rail Area).
MAA	Moving annual average provides an overview of performance over a 12 month period.
OHLE/OLE	Overhead line equipment (used to transmit electricity to vehicles).
Period	Rail industry reporting period (usually 4 weeks, year ends 31 March).
PPM	Performance is expressed as the “Public Performance Measure” (PPM). Trains that call at all scheduled stations and arrive at their destination within either 5 mins (local operator) or 10 mins (long distance operator) of scheduled time.
Right Time/OnTime	Train arriving at a station within one minute of its schedule
Service Group	A particular set of train services which are grouped together for the purpose of measuring performance.
Service Quality Monitoring	The quality of both stations and trains across it’s franchise is audited by Northern Rail.
Station & Train Service Quality	Scores are based solely on self-inspection audits carried out at stations and vehicles Northern Rail.
Significant Performance Monitoring	An incident that affects the performance of trains and causes more than 2 hours and 30 minutes of delay to various trains and / or more than 10 cancellations.
SPAD	Signal Passed at Danger.
Strengthening	Means providing more than the basic two carriage train than is usual in the off-peak period. It should be noted that the priority is always for the timetabled service to run and then to provide the strengthening.
TOC / FOC	Train / Freight Operating Company.
TPE	TransPennine Express.
WCML	West Coast Main Line

Appendix C – Greater Manchester Rail Network Map



Appendix D – Line of Route/Service Group Data (Right Time Performance)

Northern Line of Route Performance	P01 - RT	P02 - RT	P03 - RT	P04 - RT	YTD
KIRKBY - VICTORIA	79.4	77.3	74.0	74.2	76.2
PICCADILLY - STOCKPORT - CREWE	81.7	76.0	72.9	68.7	74.8
CLITHEROE - BOLTON - VICTORIA	77.9	71.5	70.6	66.0	71.5
MANCHESTER - PRESTON	63.5	63.8	64.7	60.2	63.1
VICTORIA - STALYBRIDGE	75.3	67.2	53.7	55.4	62.9
PICCADILLY - BUXTON	61.1	58.2	66.6	65.4	62.8
WIGAN - VICTORIA - STALYBRIDGE	63.4	61.8	64.8	58.8	62.2
BLACKBURN - VICTORIA - ROCHDALE	60.4	59.9	58.8	61.0	60.0
BLACKPOOL/PRESTON - WIGAN - LIVERPOOL*	59.6	59.2	61.1	57.6	59.4
VICTORIA - YORK/SELBY*	60.1	57.3	64.3	54.9	59.2
SOUTHPORT - VICTORIA - LEEDS	61.4	60.4	57.5	55.4	58.7
PICCADILLY - STOKE	56.4	53.5	57.9	57.9	56.4
PICCADILLY - HADFIELD/GLOSSOP	68.7	62.7	43.5	41.9	54.2
LIVERPOOL - NEWTON - AIRPORT - CREWE	58.4	54.2	51.0	52.8	54.1
PICCADILLY - AIRPORT - CREWE	N/A	47.5	56.1	54.7	52.8
LIVERPOOL - WARRINGTON - AIRPORT	53.5	53.4	50.1	46.4	50.9
LEEDS - CHESTER**	54.5	47.6	47.7	43.5	48.3
BLACKPOOL Nth - BOLTON - AIRPORT **	51.8	50.0	43.3	48.0	48.3
SOUTHPORT/WIGAN - PICCADILLY - ALDERLEY EDGE	59.2	59.9	37.1	35.6	48.0
PICCADILLY - ROSE HILL/MARPLE/NEW MILLS*	N/A	54.7	45.4	42.0	47.4
PICCADILLY - CHESTER	47.1	44.1	42.3	33.4	41.7
AIRPORT - WIGAN NW - BARROW/WINDERMERE**	N/A	41.9	43.4	35.0	40.1
LIVERPOOL - MANCHESTER OXFORD RD	N/A	38.4	43.3	38.4	40.0
HAZEL GROVE - BLACKPOOL**	43.6	33.6	41.1	41.8	40.0
MANCHESTER - HUDDERSFIELD	42.1	39.7	43.1	34.5	39.9
PICCADILLY - SHEFFIELD	36.9	34.6	32.7	35.1	34.8
* Combined fast/stopping services **New routes from period 2					

TPE - Right Time %	P01	P02	P03	P04	YTD
South	65.3	47.2	51.4	42.6	51.6
North	50.6	56.7	38	40	46.3
Scottish	48.3	37.6	39	41.2	41.5