

GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 12 November 2021

Subject: Local Rail Service Performance

Report Of: Caroline Whittam, Head of Rail Services, TfGM

PURPOSE OF REPORT:

This report provides an update on rail service operation and performance across Greater Manchester over rail periods 05 and 06, 2021/22 (25 July – 18 September 2021)

RECOMMENDATIONS:

Members are asked to note the contents of this report.

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Equalities Implications: n/a

Climate Change Impact Assessment and Mitigation Measures – n/a

Risk Management: n/a

Legal Considerations: n/a

Financial Consequences – Revenue: n/a

Financial Consequences – Capital: n/a

Number of attachments to the report: n/a

Comments/recommendations from Overview & Scrutiny Committee

BACKGROUND PAPERS: n/a

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.
GM Transport Committee	Overview & Scrutiny Committee	
N/A.	N/A.	

1. INTRODUCTION

- 1.1 This report provides an update on local rail service operations and performance covering rail periods 05 and 06, 2021/22 (25 July – 18 September 2021)
- 1.2 The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail service delivery.
 - Periods 05 and 06 overview, including:
 - Network Rail performance and updates
 - Route crime
 - Train operator performance and updates
 - Details of current train plans and December 2021 timetable offering
 - Patronage and footfall updates.
- 1.3 A list of rail period dates for 2021/22 can be found in Appendix A.
- 1.4 A geographic map showing all Greater Manchester rail lines and stations can be found in Appendix B.
- 1.5 Individual PPM vs Target and Moving Annual Average graphs can be found in Appendix C for all six GM TOCs. This also includes cancellation and short formation graphs for Northern and TPE.
- 1.6 Right Time Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.

2. OVERVIEW

- 2.1 This report covers the period between 25 July and 19 September, following the removal of all remaining Covid restrictions in England on 19 July 2021.
- 2.2 Operational performance has remained broadly consistent in the periods covered by this report, with PPM for Northern and TPE above 90% and Right Time at Destination figures of around 70%. Cancellations have stayed relatively low, at between 3% - 4% for Northern and TPE, although higher for the longer distance operators, notably East Midlands Railway.
- 2.3 Train services in the period were reduced at the end of July/beginning of August by Avanti West Coast and Northern, as a direct result of exponential rises in Covid isolation alerts and crew availability. These services were subsequently re-introduced on 16 August for Avanti and 06 September for Northern.
- 2.4 Following this re-instatement of trains, overall service levels are currently at around 82% of pre-Covid, reflecting those last seen (briefly) in December 2020, before a third national lockdown was introduced.
- 2.5 The government have published a response to the Manchester Recovery Task Force consultation which took place between 14 January and 10 March 2021. The

next stage of this process is a detailed operator timetable consultation for the timetable to be operated in 2022, due to be launched in November 2021.

3. OPERATIONAL PERFORMANCE

NETWORK RAIL

- 3.1 Network Rail performance is measured against overall delay minutes across its network. These include track and non-track infrastructure failures and external (or 'Other') delays, which are attributed to it, such as trespass and weather-related events.
- 3.2 Performance nationally during the first quarter (Q1) of 2021-22 continued to be affected by the coronavirus pandemic. During 2020-21, train service and passenger levels on the network were at historically low levels. This led to improvements in both punctuality and reliability. In 2021-22 Q1, train numbers increased by 31% compared with the first quarter of last year. This has led to a deterioration in performance this quarter, however it is still better than in pre-coronavirus years.

Metric	Q1 April – June 2021/22	Q1 April – June 2020/21 comparison	Q1 April – June 2019/20 comparison
On-Time	78.0%	-8.5%	8.6%
PPM	92.6%	-3.5%	2.6%
Cancellations	2.3%	1.1%	-0.1

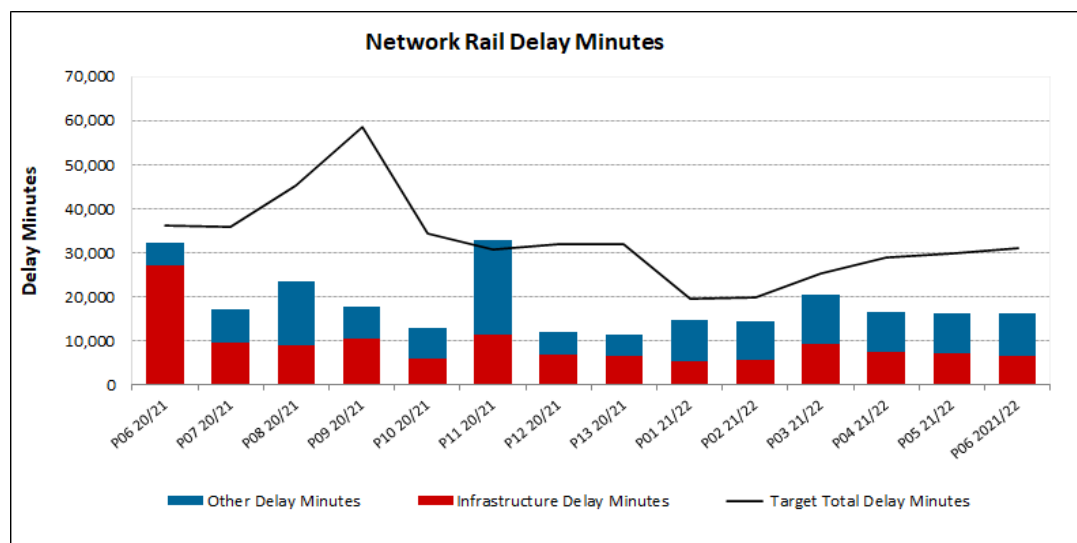
*Source: ORR Performance Data: [Passenger Rail Performance 2021-22 Quarter 1 \(orr.gov.uk\)](https://www.orr.gov.uk/passenger-rail-performance-2021-22-quarter-1)

- 3.3 From data comparing P03, 2020/21 to P03, 2021/22 (the first full period featuring the current, enhanced train plan) when there were 50% and 83% of pre-Covid services respectively, total Manchester DU minutes delay increased by 40%, whereas an additional 60% of train services were operating.
- 3.4 The number of infrastructure incidents rose from 78 to 89 year-on-year but delay minutes increased from 6,739 (86.4 average per incident) to 9,374 (105.4 average per incident). These figures include increases in reactionary (knock-on) delay, as a result of more trains being affected. Therefore, as more trains have been added (and passengers returning), performance has declined but not in exact correlation to the number of trains. The benefits of the additional services have, to date, outweighed the smaller declines in performance. Delay minutes attributed to each incident will vary according to the severity, location and time of the event. More details can be found at: [Knock-on delays - Network Rail](#)
- 3.5 Network Rail delay minutes across its Manchester Delivery Unit (DU) have totalled just over 16,000 each period for the last quarter, around 45% favourable to targets. There have been reductions both in the number of infrastructure incidents (75 in

Period 06, from 89 in Period 04) and the total delay, finishing Period 06 at 6,660 minutes.

- 3.6 Other delay, which has included weather-related incidents, trespass and fatality, continues to cause a proportionately greater degree of delay than infrastructure, totalling 9,604 in Period 06.
- 3.7 Significant incidents attributed to Network Rail over the periods have included loss of signalling power between Manchester Airport – Heald Green on 01 September, a possession over-run across Hope Valley on 05 September and a bridge strike near Holmes Chapel on 07 September.

NETWORK RAIL DELAY MINUTES (MANCHESTER DU)



ROUTE CRIME, MANCHESTER DELIVERY UNIT

- 3.8 Criminal activity, theft and trespass causes significant delay and cancellations to passengers. Network Rail is responsible for this delay and works closely with train operators, British Transport Police and other agencies to mitigate and prevent such incidences occurring.
- 3.9 Trespass and vandalism/theft on the railway continue to impact service delivery. The number of trespass incidents in Manchester Delivery Unit (DU) peaked in Period 02 at 75 but declined to 40 in Period 05, finishing Period 06 at 57. There was one instance of cable theft in Period 05 and vandalism incidents remained low.
- 3.10 The GM Route Crime Working Group has brought a greater focus on issues of trespass, ASB and suicide prevention on the rail network in Greater Manchester. TfGM has attended and supported site visits to hot-spot locations, producing joint action plans for these sites, working with the TravelSafe Partnership, the BTP, Network Rail and train operators.
- 3.11 In Period 05, no fatalities were experienced within Manchester DU, however three were recorded in Period 06. These were at Astley on 27 August, Irlam on 06 September and Humphrey Park on 14 September.

Category	Incidents/ Minutes P05	Incidents/ Minutes P06
Trespass	40 (1,434)	57 (2,056)
Vandalism	5 (139)	7 (285)
Cable Theft	1 (3)	-
Fatality	-	3 (350)
Grand Total	46 (1,576)	67 (2,691)

TRAIN OPERATOR PERFORMANCE

- 3.12 Operational performance has remained strong across the periods covered by this report, with Northern reaching a Right Time at Destination figure of 70.9% in Period 05 and 69.6% in Period 06 in its Central/West regions. TPE managed 71.8% and 72.6% for this metric over the respective periods. TPE's PPM score has fared even better, consistently in the low to mid 90% over the past eight periods.
- 3.13 Issues with traincrew availability as a result of Covid alerts and isolation were mitigated by the imposition of amended train plans from the end of July for Avanti and 02 August for Northern. This represented an unprecedented ten timetable iterations since the start of the pandemic for Northern. These slight reductions in overall services ensured that key routes elsewhere were able to be delivered. These trains were subsequently re-introduced on 06 September to coincide with returns to work and school.
- 3.14 Northern crew availability was compounded by Rest Day Working issues in August, particularly on the late Sunday bank-holiday, with several cancellations on leisure routes, including Blackpool and Southport services.
- 3.15 Other factors affecting performance for Northern have been the unreliability of bi-mode Class 769 trains deployed on Southport services. This has included engine and power failures and Northern is currently working with the rolling stock supplier to find solutions. The replacement of these units by older legacy rolling stock (Class 150/156 units) has resulted in some short-forming of services on these routes and elsewhere across the region.
- 3.16 Avanti West Coast performance remains strong, although a reduced service still applies with six trains per hour instead of eight operating from London Euston, two instead of three to Manchester Piccadilly. The second Manchester train per hour was restored on 16 August and it is expected that the third train per hour will return from December. PPM has remained just below 90% over the two periods, with Right Time figures of 45%.
- 3.17 Cross Country services remain at only one train per hour from Manchester to the south coast (Bournemouth), with the second south-west service not being re-instated this summer. The Manchester services have managed a PPM of 87.8% in Period 06, although the Right Time at Destination score was 46.0% due to the nature of its operation, with long distance routes and multiple interfaces across regions,

- 3.18 Transport for Wales services on its two Manchester routes are operating as pre-Covid, with hourly services to both Cardiff and North Wales. Right Time scores have been over 60% at destination over the past quarter. Some North Wales peak-time services, which previously served Earlestown and Newton-le-Willows are not currently calling at these stations, as a result of changes in rolling stock. Safety concerns with door operation and dispatch due to the curvature and length of these platforms have been cited as the reason for this. TfGM continues to work with partners to explore revised operating procedures to enable these calls to be re-instated.
- 3.19 East Midlands Railway continues to be the worst performing operator across Greater Manchester, with its Liverpool – Norwich route attaining slightly over 80% PPM over the past quarter and Right Time at Destination of just 37.2% in Period 06. Significant timetable changes introduced in May 2021, delays to rolling stock cascade and industrial action by guards have all added to problems caused by Covid and a recovery plan is currently in place. There is currently no EMR Sunday service in operation between Sheffield – Manchester – Liverpool.
- 3.20 The average of the six GM TOC PPM was at 89.4% at the end of P06, slightly lower than the 89.8% recorded in P05. Moving Annual Average (MAA) PPM figures remain strong across all six TOCs.
- 3.21 As Period 07 has ended and final Covid restrictions have been removed, new cases of the disease are rising and once again staff sickness and isolation threaten to disrupt service delivery. Additionally, seasonal sickness is compounding crew availability at some depots across the north-west.
- 3.22 Cancellation figures have remained broadly consistent over the periods, with Northern cancelling 2.5% of its North Manchester services and 2.1% in South Manchester in Period 06. Crew availability impacted some Mersey services in Period 06, with 3.9% of services were cancelled. For TPE, South Group services performed worst in both periods as a result of crew availability and significant incidents, including a freight loco failure and possession over-run across the Hope Valley.
- 3.23 Significant incidents affecting performance are listed below, both on the local and national networks, covering Network Rail's London North-West (LNW) route.

SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 05 - 06

Date	Incident	Delay Minutes	Cancellations
23 August	Loco failure, Hope Valley	1,380	1 full/19 part
01 September	Loss of signalling, Airport/Heald Green	1,680	7 full/30 part
05 September	Possession over-run, Hope Valley	1,402	7 full/20 part

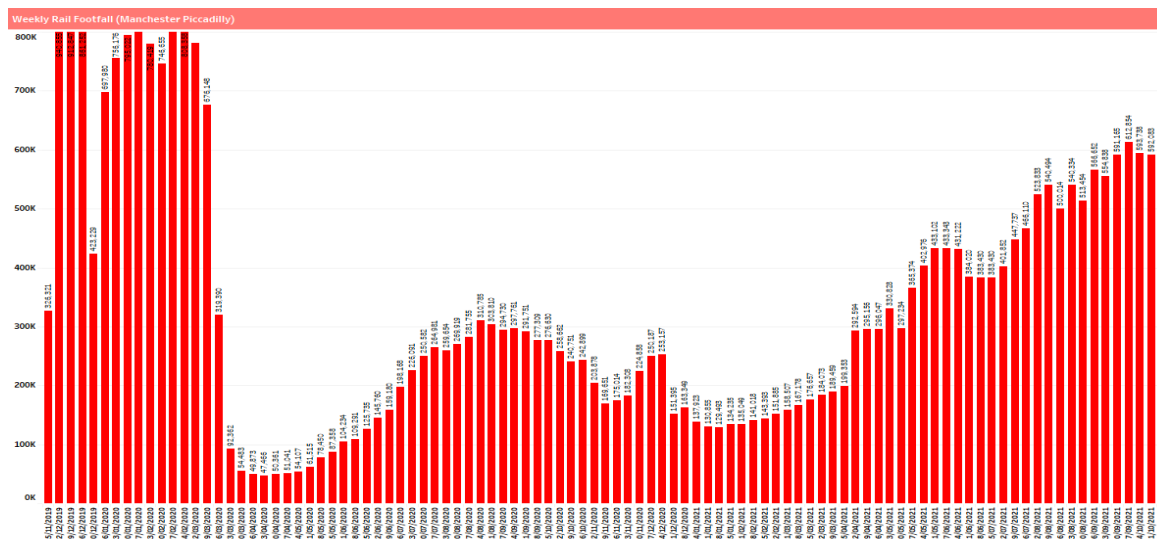
07 September	Bridge Strike, Holmes Chapel	1,526	6 full/38 part
16 September	OHLE issues, Manchester Victoria	949	0 full/12 part

SIGNIFICANT INCIDENTS, LNW NETWORK, PERIODS 05 -06

Date	Incident	Delay Minutes	Cancellations
02 September	Trespass, Watford Junction	1,854	9 total
02 September	Trespass, Crewe	841	3 total
07 September	Rough ride, Watford	1,605	12 total
09 September	Signalling power failure, Willesden	2,324	46 full/39 part
15 September	Points failure, Stafford	996	12 total

4. PATRONAGE

- 4.1 Nationally, rail patronage remains at between 65 – 70% of pre-Covid levels, with some areas, including the north-west, recovering more than areas such as London and the south-east. Patronage remains increasingly driven by leisure travel.
- 4.2 Northern is reporting around 76% of pre-Covid patronage (at time of writing, October 2021), with 83% of its leisure market returning but only 32% of commuters. TPE is reporting 68% of its passenger levels currently, with Anglo-Scot and weekend services being the busiest. Traditional peak-time demand continues to be suppressed, with those who can opting to work from home where possible.
- 4.3 Longer distance operators are seeing demand at around 55% for Avanti West Coast and 44% for EMR. Fridays and Saturdays remain the busiest days for travel on longer distance services.
- 4.4 The chart below shows weekly footfall totals at Piccadilly station since the start of the pandemic. Daily totals have steadily increased and are now at around 80,000 per day Monday – Thursday, with large increases on Friday, Saturday and Sunday. Fridays have averaged between 95,000 – 110,000 over the past few weeks, with Saturday totals now at around 120,000. Sundays have registered as the third busiest day now over several weeks, where events such as Parklife or major football fixtures have taken place.



5. FACE COVERING USAGE

- 5.1 Whilst face coverings were made non-mandatory on 19 July, covering usage initially remained high, although has declined significantly since and stands at around 10 – 15% currently. This figure is slightly higher on morning peak, city centre and some longer distance services.
- 5.2 Train operators' staff are leading by example and there remain regular automated announcements for passengers to wear masks, particularly when moving about the train and at stations.

6. TIMETABLE CHANGES

- 6.1 The following services were re-instated or enhanced by Northern on 06 September 2021. Service patterns follow a similar pattern to the timetable introduced in December 2020.
 - Liverpool Lime Street – Manchester Airport (CLC semi-fast)
 - Manchester Victoria – Preston (off-peak, every 2 hours)
 - Chester – Manchester Victoria - Leeds
 - Barrow in Furness/Windermere - Manchester Airport
 - Liverpool Lime Street – Blackpool Nth
 - Some additional peaks on Buxton and New Mills Central services
 - Restored services on Hadfield and Stoke-on-Trent routes.
- 6.2 TPE continues to operate its full timetable as introduced in May 2021.
- 6.3 Avanti West Coast restored its second train per hour between Manchester Piccadilly – London Euston on 16 August.
- 6.4 Transport for Wales (TfW) is operating its usual 2 tph from Manchester (Chester/North Wales and Cardiff/South Wales).

- 6.5 Cross Country remains at 1 tph to Bournemouth from Manchester, with no date set for the return of direct south-west services. All of these services are operating in 8 or 9 car Voyager formations.
- 6.6 East Midlands Railway continues to operate a reduced service on its Norwich – Liverpool route, with the removal of four trains per day in each direction. There is currently no Sunday service operating on this route between Sheffield – Liverpool.

DECEMBER 2021 TIMETABLE

- 6.7 As detailed in previous reports, Northern has been able to prioritise enhancements to the following Greater Manchester routes on Sundays from December 2021:
- Wigan – Bolton – Manchester Victoria (Sunday service restored)
 - Liverpool – Manchester Airport via Newton-le-Willows (extended to Wilmslow).
 - Manchester Piccadilly – Hadfield/Glossop (reverts to a half-hourly service)
 - Liverpool – Warrington Central – Airport (resumes full hourly service).
- 6.8 TPE will be restoring its full pre-Covid service between Manchester Airport – Glasgow from December's timetable change.
- 6.9 It is expected that Avanti West Coast will be restoring its third train per hour between Manchester – London from December.

MANCHESTER RECOVERY TASK FORCE (MRTF)

- 6.10 The government made an announcement regarding the timetable planned for December 2022 on 12th October: [High performing rail timetable announced for Manchester - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/high-performing-rail-timetable-announced-for-manchester) alongside publishing the official response to the Manchester Recovery Task Force consultation which took place between 14 January and 10 March 2021: [Timetable options to improve rail performance in the north of England - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/timetable-options-to-improve-rail-performance-in-the-north-of-england). The next stage of this process is a detailed operator timetable consultation which TfGM understand will be launched in November 2021 and will last six weeks. This will contain the detailed proposals of the recommended option which referred to by the Manchester Recovery Taskforce as B+ (an adaption of Option B in the original strategic consultation).

7. OPERATOR UPDATES

NETWORK RAIL

- 7.1 Network Rail continues to monitor passenger numbers at Manchester Piccadilly, which have reached pandemic highs, particularly at weekends and during events in the city. All Covid signage is currently in the process of being removed from the station.

- 7.2 Christmas services are expected to be very busy and extra staff will be brought in to help out at the station for visitors to Manchester's Christmas markets on Fridays and Saturdays in December.
- 7.3 Work continues on upgrading the Calder Valley line, with a blockade of the line in place between 23 – 31 October to allow the replacement of 3km of new track within the Summit Tunnel. This £2 million investment forms part of the Great North Rail Investment Project. Replacement buses will operate across the period between either Manchester Victoria/Rochdale – Hebden Bridge/Burnley Manchester Road.
- 7.4 Works will also take place during this period at Rochdale station, resulting in access to the main station entrance being unavailable.
- 7.5 From 01 October until 12 December, a fleet of seven Network Rail vehicles will be out on the network clearing leaves and treating tracks to reduce adhesion problems caused by compacted leaf-mulch. These circuits will cover a total of 97,000 miles over the autumn period.
- 7.6 Investment of £36 million in August has seen 40 year-old signalling replaced in the Trafford area by modern digital systems. 23 signs and 109 new pieces of equipment have been installed to improve reliability and safety and enable longer freight trains to access the terminal at Trafford.
- 7.7 Network Rail is giving advance notice of lift refurbishment at Manchester Piccadilly station on platforms 13 and 14. The work will take place between 03 January – 18 April and see lifts replaced to improve reliability. A temporary stairlift will be available on platform 14, with additional staff on hand to help passengers. Passengers are advised to pre-book assistance if needed and that rail tickets will be valid to/from nearby fully accessible stations during the period.

NORTHERN TRAINS LIMITED

- 7.8 Northern has a new marketing campaign, launching in November, which includes a commercial 'Go Do Your Thing Commuter'. A further newspaper offer, in conjunction with JPI Media and Reach PLC newspapers in the north of England, is offering a flat fare promotional offer of £10.00 per adult and £5.00 per child for one days travel or a Weekend Rover for £17.50 per adult and £8.75 per child, anywhere on Northern services.
- 7.9 Autumn plans are in place to limit delays caused by leaf fall and poor track condition. 17% of leaves have currently fallen - behind schedule of the last two years. There are no current issues with train unit availability. There are now no Pacers in service, which were historically more susceptible to wheel flat damage. Wheel slide protection is in the process of being fitted to all legacy units starting with Class 156 trains. Dry ice pellets trial on Class 153 in conjunction with University of Sheffield is currently taking place.

TRANSPENNINE EXPRESS

- 7.10 As reported earlier, patronage is now at around 68% of pre-Covid levels and is being driven by demand for leisure travel, particularly at weekends and on Scottish services. As such, the number of available walk-on fares has been restricted on this route. TPE has seen demand for commuter-friendly flexi-season tickets remain very low.

- 7.11 From December 2021, as a result of platforming changes at Manchester Piccadilly, TPE will be strengthening eight Manchester – Hull services per day from the current three to six cars.
- 7.12 New marketing campaigns will feature on-line and on TV, radio and in the press, whilst bookings for Christmas travel are looking very strong.

8. EVENTS AND ENGINEERING

- 8.1 TransPennine Route Upgrade works progressed well and were completed on-schedule in August. Feedback from customers has been positive and that the blockade and replacement bus provision worked well. Lessons learnt from this initial phase will be carried forward into later works.
- 8.2 The arrangements for the Rugby League Grand Final went very well, with additional staff deployment at major city centre stations and enhanced train plans. Whilst there were reports of around 30 fans not being able to be accommodated on a service, they were safely despatched on the following train.
- 8.3 Events using Horwich Parkway station have gone well this season and TfGM has continued to work with BTP and Northern on event management plans for these days.
- 8.4 Plans for Christmas services have not yet been finalised but are likely to follow a similar pattern to previous years; with earlier finishes on Christmas and New Year's Eves, no GM services on Christmas Day or Boxing Day and some later starts during the interim period and New Year's Day, followed by a normal service. Bank holidays Monday 27 and Tuesday 28 will see a standard service, albeit with some early morning services not running.
- 8.5 Full Christmas plans will be in place, with additional staff deployed and some stand-by trains on certain routes where, traditionally, demand has been heavy. The 2146 Manchester Piccadilly – Stoke-on-Trent service on Saturdays will operate as a 'dry train' in order to deter drunk and anti-social behaviour. Deansgate station will, as in previous years, be closed from 1800hrs on Friday and Saturday evenings during the Christmas markets period.

9. STATIONS AND PROJECT UPDATE

- 9.1 The New Stations workstream took the best performing eight locations from the previous study and progressed these to Strategic Outline Business Case (SOBC) level during 2020/21. The site at Golborne presented an opportunity for immediate further development and capital funding has been allocated to ensure this scheme can progress.
- 9.2 TfGM has currently appointed a contractor to undertake an Outline Business Case, associated design and performance modelling work, for the station site at Golborne, with the supplier expected to complete this work by April 2022.
- 9.3 In April 2019, TfGM was successful in securing Access for All (AfA) funding for Daisy Hill, Irlam and Walkden stations to be made step free. Walkden, Daisy Hill, and Irlam are 1st, 3rd and 4th priority respectively in the list of stations deemed most in need of step-free access.
- 9.4 Swinton, TfGM's 2nd priority station, was unsuccessful in the bid to the DfT's programme. Therefore, GMCA has approved further funding to progress the next schemes on the list, including the development and delivery of Swinton AfA (£2.3 million) and £1.0 million to further develop the next tranche of stations. TfGM has recently appointed contractors to undertake design and development activities for both schemes; with work due to commence imminently.
- 9.5 TfGM continues with its operation of Horwich Parkway station and new public address systems and cycle storage facilities will be introduced in the coming months.
- 9.6 A manager has been appointed for the redundant building project covering Heaton Chapel, Altrincham, Trafford Park and Broadbottom stations. A stakeholder event was recently held for Heaton Chapel community groups to discuss possibilities for use of the refurbished building spaces.

10. COMMUNITY RAIL

- 10.1 TfGM continues to work with local communities and station groups on various projects in the region. Recent volunteer days have helped clean up stations at Eccles, Rochdale, Moston, Hazel Grove and Mills Hill. Further days are planned before the onset of winter at Wigan North Western, in conjunction with Network Rail.



- 10.2 Northern and TfGM are seeking groups to adopt our stations and currently have interest at Ince, Moorside, Deansgate, Hyde stations and Blackrod. TfGM is also looking for station adopters at Ashton station.
- 10.3 TfGM is supporting the creation of a Community Rail Partnership on Manchester – Liverpool routes to fully exploit the leisure, economic and social opportunities that exist along these lines.
- 10.4 TfGM hopes to be able to hold its regular ‘Thank-You’ event on behalf of the Chair for station volunteer groups in January 2022.

Caroline Whittam

Head of Rail Services, TfGM

APPENDIX A – PERIOD DATES

2020-21	Start date	End date
Period 1	01 April 2020	01 May 2020
Period 2	02 May 2020	29 May 2020
Period 3	30 May 2020	26 June 2020
Period 4	27 June 2020	24 July 2020
Period 5	25 July 2020	21 August 2020
Period 6	22 August 2020	18 September 2020
Period 7	19 September 2020	16 October 2020
Period 8	17 October 2020	13 November 2020
Period 9	14 November 2020	11 December 2020
Period 10	12 December 2020	08 January 2021
Period 11	09 January 2021	05 February 2021
Period 12	06 February 2021	05 March 2021
Period 13	06 March 2021	31 March 2021

Key

- Road line - unclassified
- Rail line - not assigned
- Station
- Metropolitan
- Licensing zone and river
- Under construction (Closed City Council)
- Extension subject to approval & funding
- Large Surface Planimeter bus priority package (SPPMPS)
- County Boundary
- Strategic Highway

Note: Some Metrolink stop names are subject to confirmation.

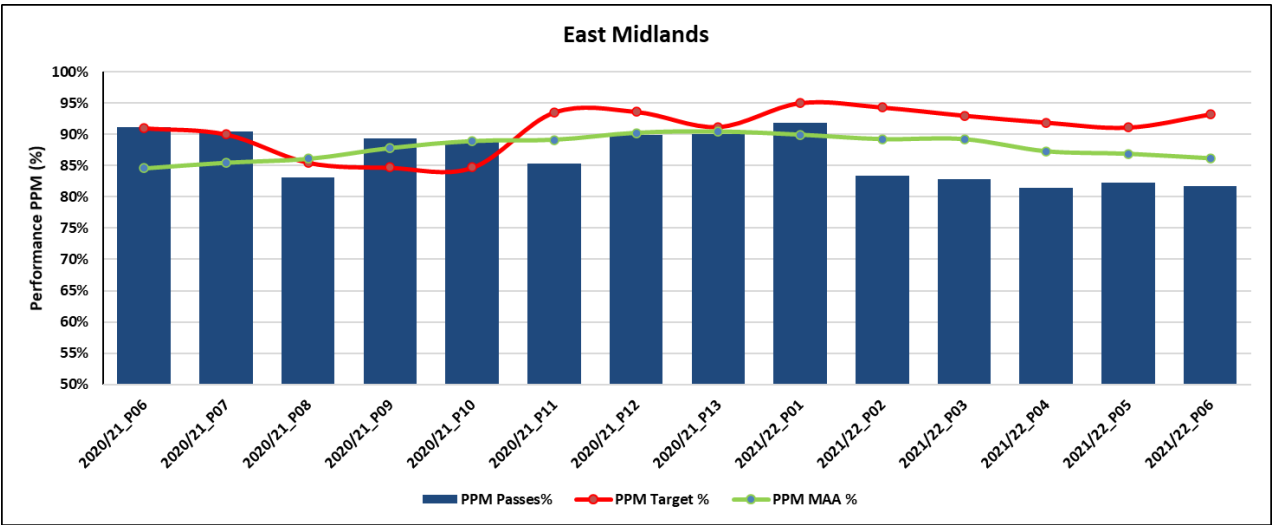
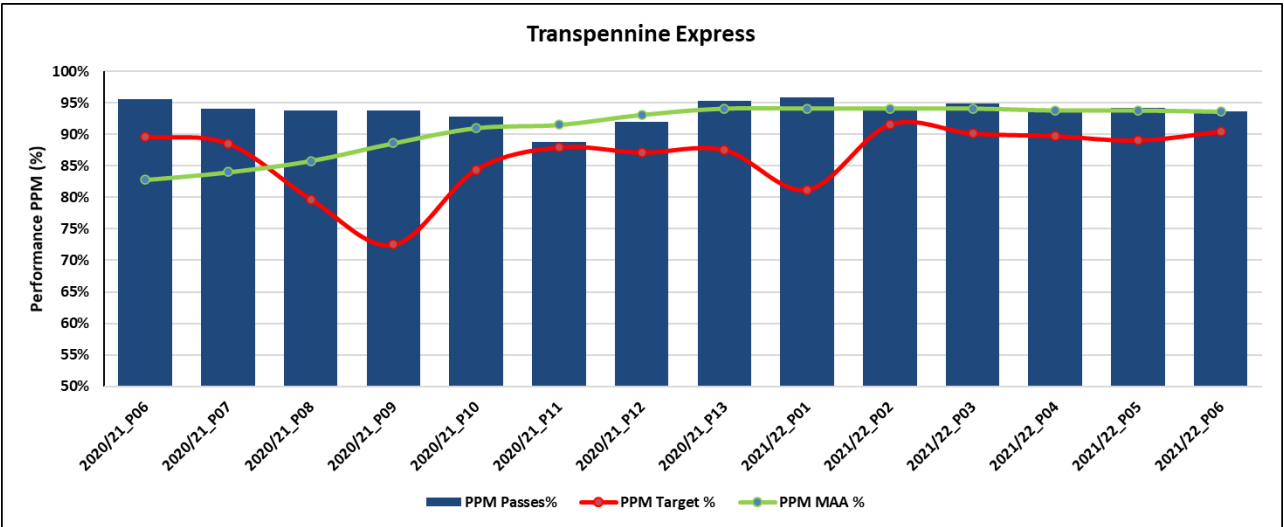
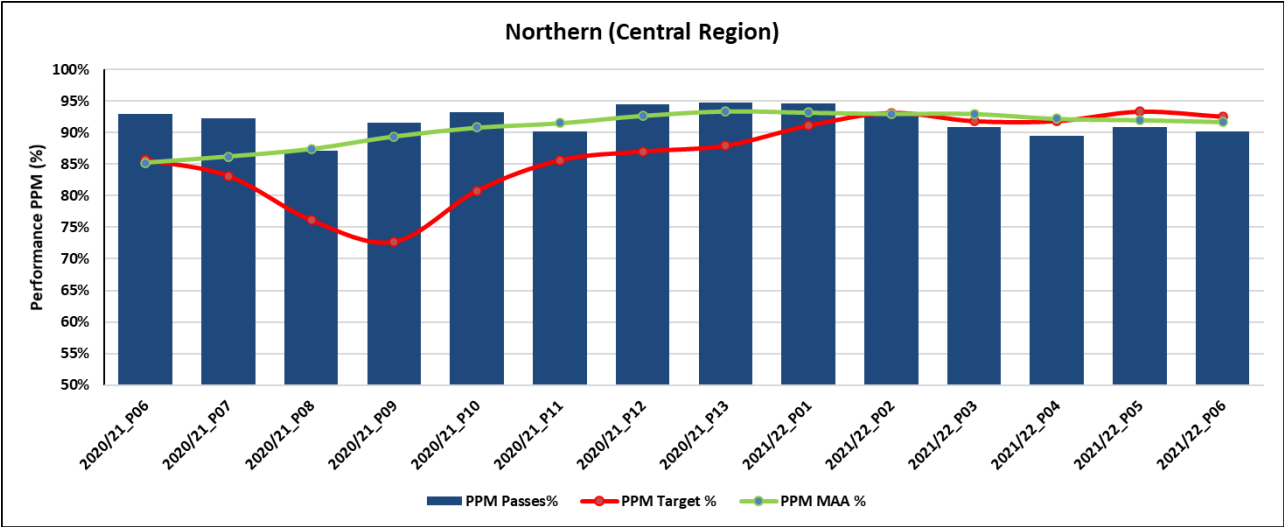
REGIONAL CENTRE

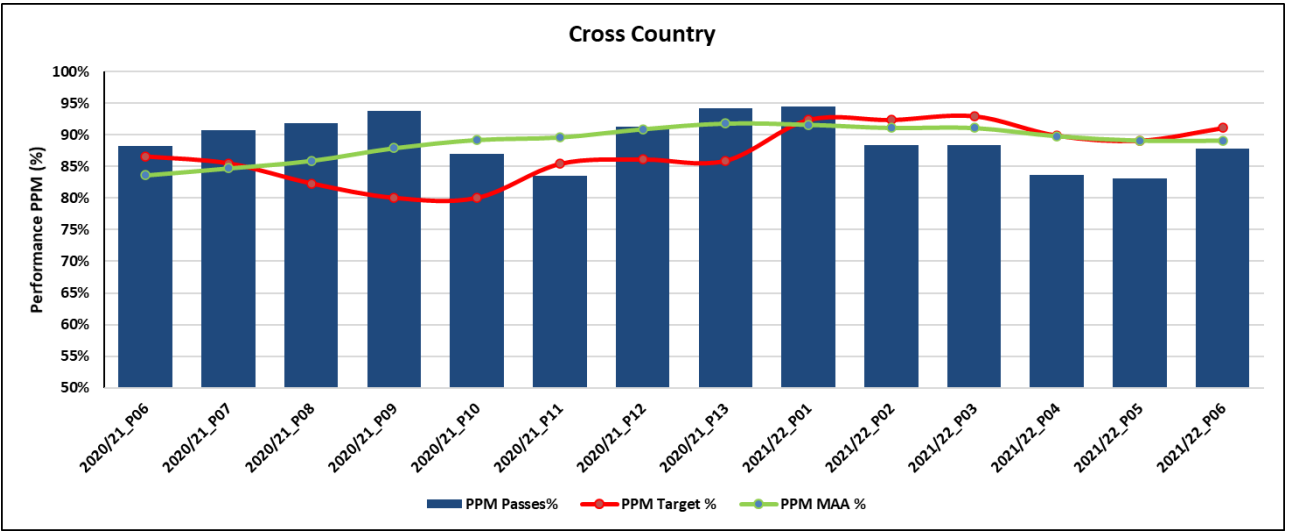
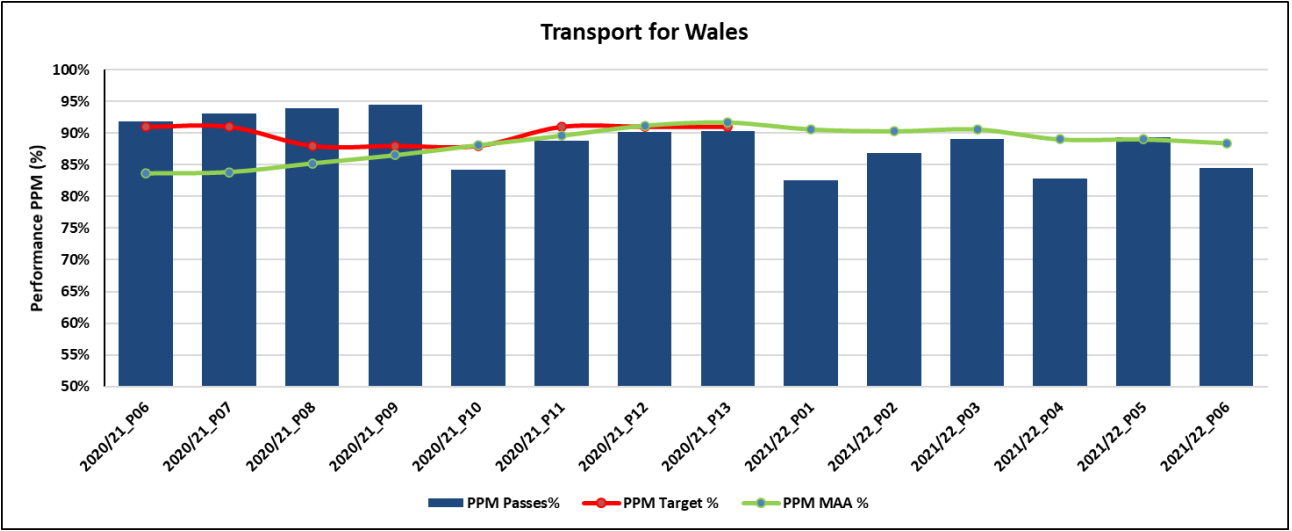
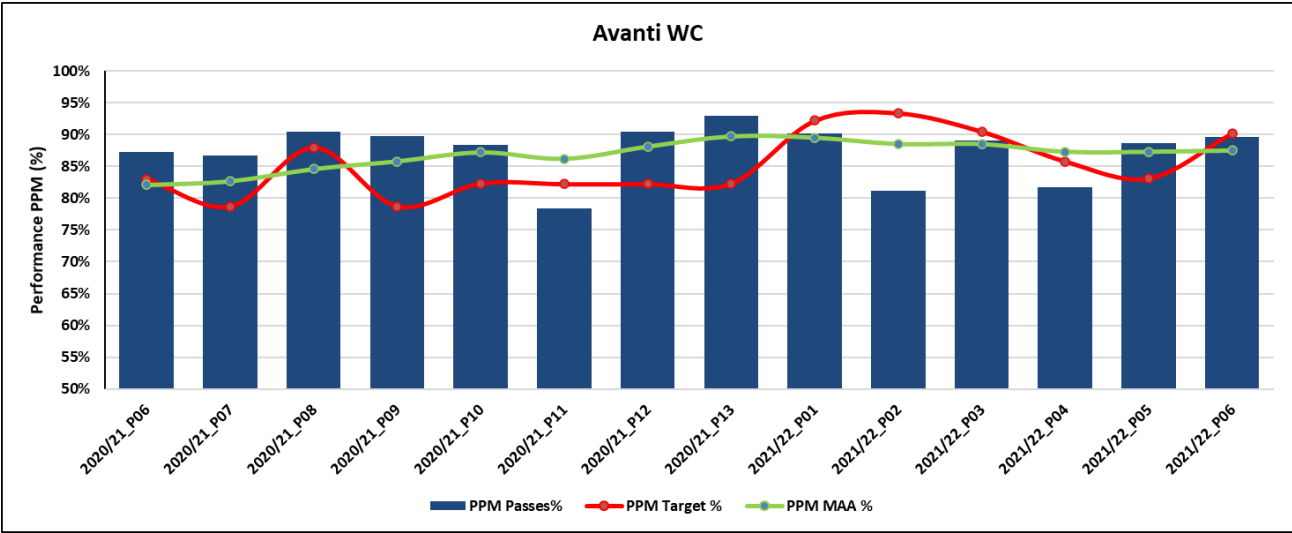
SALFORD MANCHESTER STOCKPORT TRAFFORD CHESHIRE DERBYSHIRE

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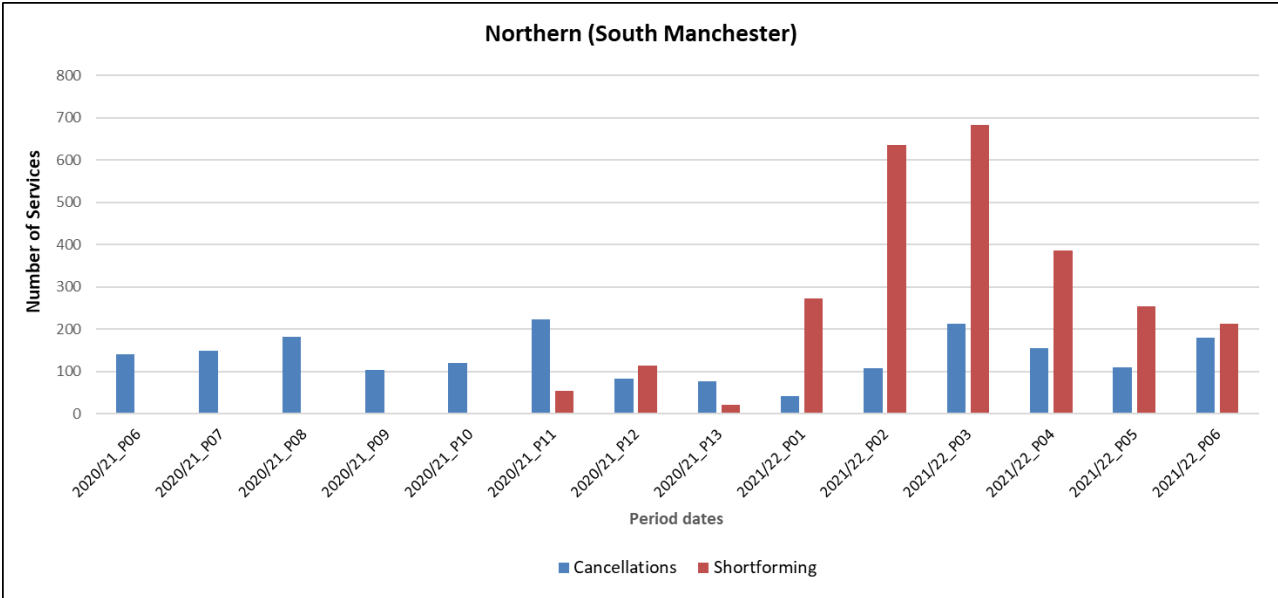
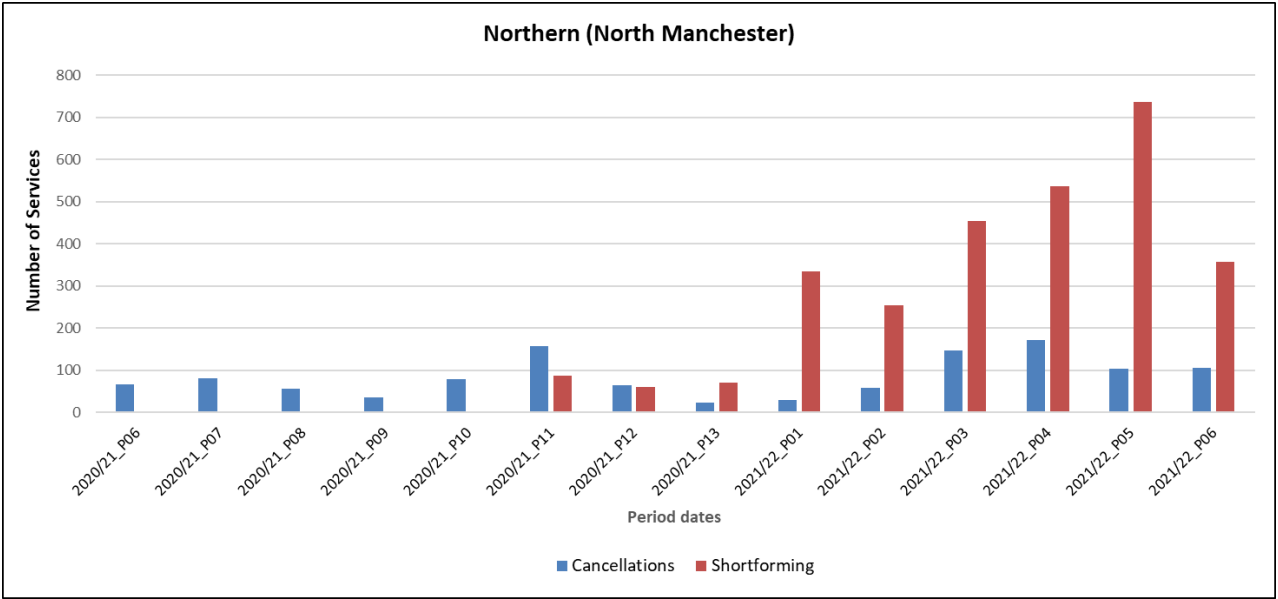
APPENDIX C – INDIVIDUAL TOC PPM VS TARGET AND MOVING ANNUAL AVERAGE GRAPHS

TOC PPM vs Target and Moving Annual Average graphs

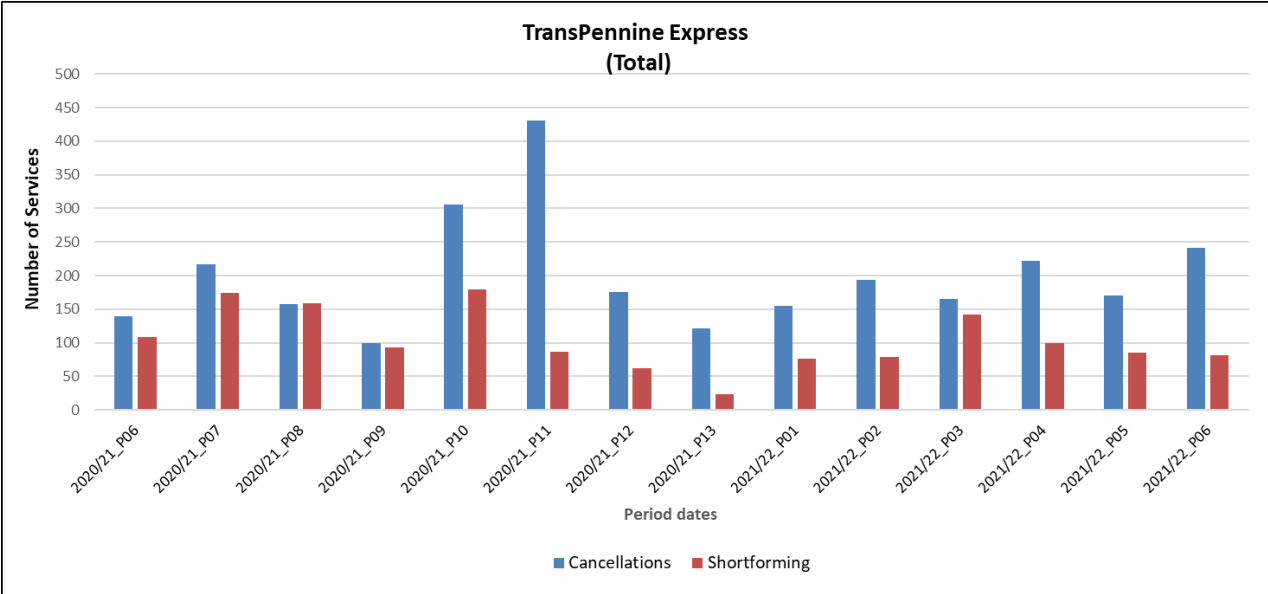




Cancellations and Short Forming – Northern



Cancellations and Short Forming – TPE



APPENDIX D – NORTHERN LINE OF ROUTE RIGHT TIME/TPE SERVICE GROUP RIGHT TIME

Northern Line of Route	P01	P02	P03	P04	P05	P06	Year to Date
CLITHEROE - BOLTON - VICTORIA	74.7	88.2	84.5	84.4	84.9	84.8	83.3
PICCADILLY - STOCKPORT - CREWE	91.4	87.9	83.5	83.1	81.1	79.5	85.4
PICCADILLY - BUXTON	86	85.2	81.7	83	80.7	78.7	83.3
LEEDS - WIGAN	89.1	81.9	73.9	74.4	71.8	72.2	78.2
KIRKBY - VICTORIA - BLACKBURN*	84.8	86.1	73	77.3	79.7	75	80.2
PICCADILLY - NEW MILLS CENTRAL	85.7	80.3	80.1	92.2	87.7	75.5	85.2
SOUTHPORT/VICTORIA - STALYBRIDGE	78	69.2	70.1	70	67.2	66.8	70.9
LIVERPOOL - MANCHESTER OXFORD RD	82.5	77.8	75.1	76	73.8	69.6	77
PICCADILLY - HADFIELD/GLOSSOP	86.2	79.1	74.9	75.1	69.2	68.4	76.9
BLACKPOOL - WIGAN - LIVERPOOL*	76.5	76.3	72.4	73.5	72.6	71.8	74.3
PICCADILLY - STOKE	80.8	79.2	73.1	74.5	71.2	67.6	75.8
BLACKPOOL Nth - BOLTON - AIRPORT	80.6	74.1	74	73.6	74.2	70.1	75.3
LIVERPOOL - CREWE via Airport	79.8	73.1	74	71	70.7	67.7	73.7
BLACKBURN - VICTORIA - ROCHDALE (stopper)	87.5	85.6	83.7	88			86.2
HAZEL GROVE - BLACKPOOL	74.7	74.8	72.1	73.4	71.4	68.8	73.3
PICCADILLY - CHESTER	79.6	71.5	70.2	73.7	70.3	67	73.1
MANCHESTER - PRESTON	77.6	78.7	79.5	83.4	80.5	81.5	79.9
PICCADILLY - SHEFFIELD	71.1	69	72.6	72.1	67.3	62.7	70.4
PICCADILLY - ROSE HILL/MARPLE	75.6	75.1	73.4	74.5	69.3	69.4	73.6
SOUTHPORT - OXFORD RD/ALDERLY EDGE	68	67.9	61.1	62.3	63.1	58.6	64.5
LIVERPOOL - WARRINGTON - AIRPORT	69.6	77.8	79.6	78.6	75	67.7	76.1
AIRPORT - WIGAN NW - BARROW/WINDERMERE	65.1	62.9	62.8	65.5	63.3	61.1	63.9
MANCHESTER VICTORIA - LEEDS	55.6	54.4	57.1	56.8	57.1	55.2	56.2
LEEDS - CHESTER	60.1	56.4	53.4	57.5	51.4	54.3	55.8

TPE	P01	P02	P03	P04	P05	P06	YTD
North	84.7	79	78.9	78.3	73.3	79.1	78.8
South	76.3	75.4	78.1	72.2	71.7	76.1	74.7
Scottish	61.5	60.4	62.2	64.9	60.7	72.3	61.9