

Greater Manchester Transport Committee

Date: 17 January 2020

Subject: Rail Performance Report

Report of: Bob Morris, Chief Operating Officer, TfGM

PURPOSE OF REPORT

To provide Members with an update on rail performance in Greater Manchester from Rail Period 05, 2019/20 to Rail Period 09, 2019/20 (21 July 2019 – 07 December 2019).

RECOMMENDATIONS:

Members are asked to note the contents of the report.

CONTACT OFFICERS:

| | | |
|------------------|--------------------------|---------------|
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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:

- GMTC Rail Performance Report, 13 September, 2019
- GMTC Rail Stations Access for All Mid Tier Programme, 13 September, 2019
- 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

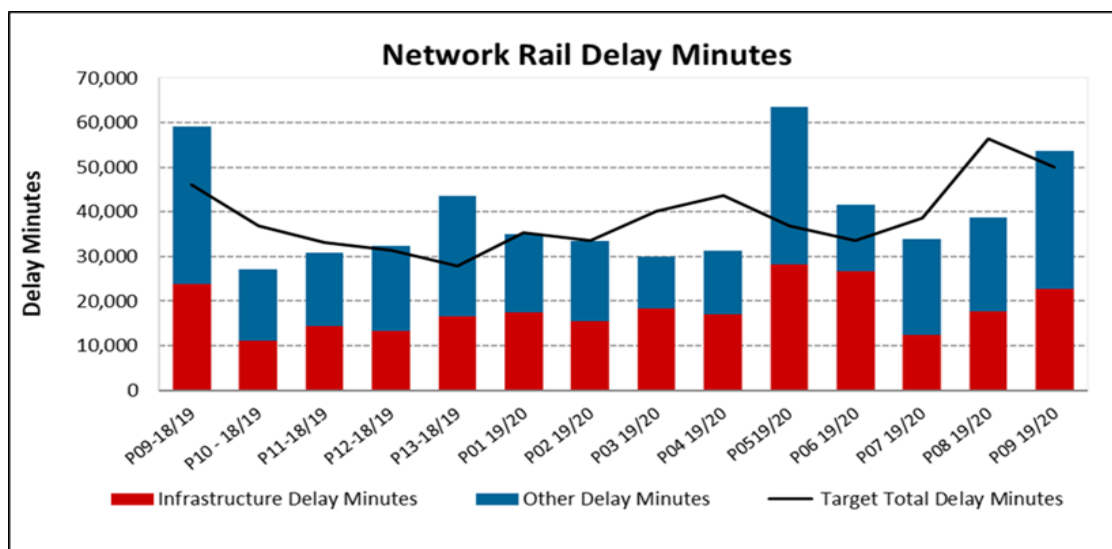
- 1.1 This report provides a summary of rail network performance in Greater Manchester (GM), focusing on performance from Rail Period 05 in 2019/20 to Period 09, 2019/20 (21 July 2019 – 07 December 2019).

2 BACKGROUND AND OVERVIEW

- 2.1 Rail performance has continued to decline over the five periods which this report covers. Recoveries in performance following the introduction of December 2018 timetables, which were aimed at improving resilience and train reliability, have not been sustained.
- 2.2 Following on from these timetable changes, a further iteration of rail timetables was launched in May 2019. This timetable featured only incremental changes, again with the intention of preserving stability and planned service enhancements were largely deferred, except for the introduction of a new Northern Chester – Leeds service. TransPennine Express (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.
- 2.3 The first electric train services finally began operation along the Bolton corridor in February 2019 between Manchester and Preston using Class 319 refurbished trains, providing enhanced capacity and faster, more comfortable journeys. These have since been supplemented by the incremental addition of new Class 331 electric trains from November 2019. Unfortunately, snagging problems with new rolling stock and ongoing fleet issues with the refurbished electric trains have compounded poor performance.
- 2.4 Both Northern and TPE have experienced on-going delays to the delivery of new rolling stock and the need for this to be put into passenger service as quickly as possible has resulted in condensed timescales for driver training. This has caused continuing driver shortages for both Northern and TPE. For Northern, this has been exacerbated by the failure to agree a new rest day working agreement for its drivers in Central and West regions, resulting in multiple planned and un-planned cancellations on Sundays across Greater Manchester, Merseyside, Lancashire and Cumbria. Various GM routes continue to be affected, although agreed pre-planned cancellations have usually impacted routes where other services are available or Metrolink ticket acceptance can be put into place.
- 2.5 Further to this, increases in late notification sickness in the lead up to Christmas (by 30% for Northern compared to 2018) have led to further pre-planned and late-notification cancellations. On Christmas Eve, this resulted in Northern pre-cancelling 95 Greater Manchester services, with a further 201 pre-cancelled on 27 December.

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 or other causes, as above. Over the past few years, Other Delay has significantly increased, and now accounts 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 increased substantially in Period 5 and remain the highest over the past 14 months. A combination of factors led to this, including Overhead Line Equipment (OHLE) failure at Garstang and track circuit failures at Trafford Park. The most significant infrastructure incident over the periods covered was a points failure at Ardwick on 13 September, causing over 11,000 minutes delay, 173 cancellations and extreme disruption to South Manchester services. Other incidents included OHLE issues at Styal, causing multiple service cancellations and service diversions.
- 3.4 Period 5 experienced widespread flooding across the network, necessitating the temporary closure of both the Buxton and Hope Valley (Sheffield) lines due to the Toddbrook reservoir emergency. Flooding also affected services at Astley, Atherton, Greenfield, Rochdale and Salford during this period.
- 3.5 The planned closure of the West Coast Main Line at Acton Grange for engineering works in Period 5 adversely affected train performance across the region, as some trains operated

on diversion and caused additional congestion through the Castlefield corridor and on platforms 13 and 14 at Manchester Piccadilly. The possession was successfully handed back on time.

- 3.6 Infrastructure delay increased proportionately in Period 6, largely due to a points failure at Ardwick (detailed in the table below). However, performance has improved overall in the past quarter, largely due to fewer infrastructure failures and improvements in autumnal railhead conditions, compared to recent years.
- 3.7 Period 9 experienced large increases in Other Delay, with fatalities at Eccles and Smithy Bridge alone causing almost 7,000 minutes delay to the network. Further heavy rainfall again caused widespread flooding and several bridge strikes by road vehicles all adversely affected performance.

4 SIGNIFICANT LOCAL INCIDENTS IMPACTING PERFORMANCE

| Date (Period) | Location | Incident | Operational Impacts (Delay minutes and cancellations) | |
|---------------|------------------|-----------------------|---|--------------------------------|
| 22 Jul (P05) | Glazebrook | Flooding | 6,598 mins delay | 18 part/18 full cancellations |
| 22 Jul (P05) | Preston/Garstang | OHLE damage | 6,388 mins delay | 85 part/full cancellations |
| 28 Jul (P05) | Todmorden | Flooding | 4,276 mins delay | 45 part/17 full cancellations |
| 31 Jul (P05) | Trafford Park | Track circuit failure | 6,662 mins delay | 23 part cancellations |
| 31 Jul (P05) | Holmes Chapel | Flooding | 3,000 mins delay | 21 part/4 full cancellations |
| 13 Sept (P06) | Ardwick | Points failure | 11,275 mins delay | 114 part/59 full cancellations |
| 26 Oct (P08) | Culceth | Flooding | 3,437 mins delay | 18 part/2 full cancellations |
| 07 Nov (P08) | Astley | Flooding | 3,676 mins delay | 43 part/20 full cancellations |
| 06 Dec (P09) | Eccles | Fatality | 3,708 mins delay | 37 part/14 full cancellations |
| 13 Dec (P10) | Ardwick | OHLE failure | 4,451 mins delay | 73 part/ 31 full cancellations |

- 4.1 Network infrastructure capacity constraints and the lack of timetable resilience continue to cause increases in reactionary delay to incidents. Train operations in Greater Manchester

are also adversely affected by incidents occurring well beyond our region. Late running long distance services and the effect of regulation prioritising these over local services has impacted performance, notably in South Manchester.

5 SIGNIFICANT NETWORK INCIDENTS AFFECTING PERFORMANCE

| Date | Location | Incident | Operational Impacts (Delay minutes and cancellations) | |
|---------------|--------------------|------------------------------|---|---------------------------------|
| 09 Aug (P05) | Penrith | Emergency speed restrictions | 6,403 mins delay | 10 part/1 full cancellations |
| 16 Aug (P05) | Rugeley | OHLE damage | 12,666 mins delay | 177 part and full cancellations |
| 11 Oct (P07) | Poulton le Fylde | Flooding | 2,260 mins delay | 58 part/26 full cancellations |
| 12 Oct (P07) | Bletchley | Fatality | 8,508 mins delay | 98 part/ 85 full cancellations |
| 17 Oct (P08) | Willesden | Signal failure | 8,402 mins delay | 144 part/161 full cancellations |
| 24 Oct (P08) | Lancaster/Garstang | Rail bridge struck by HGV | 6,601 mins delay | 37 part/10 full cancellations |
| 25 Oct (P08) | Willesden | Trespass | 9,227 mins delay | 92 part/150 full cancellations. |
| 01 Nov. (P08) | Willesden | OHLE failure | 15,148 mins delay | 89 part/143 full cancellations |

6 NETWORK RAIL ROUTE CRIME

- 6.1 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.
- 6.2 Engagement with local agencies, including the Samaritans and mental health groups continues and, additionally, BT Police has an officer stationed at Network Rail's control centre. The table below details the number of various incidents and minutes delay caused since August, 2019 in Network Rail's Manchester area.

- 6.3 The number of incidents has fallen period on period, however total minutes delay has increased in Period 9 due to a number of fatalities. The period experienced 3 fatalities within Network Rail's Manchester Delivery Unit; including ones at Smithy Bridge and Eccles, causing substantial disruption to network performance, vehicles and staff availability. A further trespass incident at Salford Crescent on 23 November was responsible for almost 2,500 minutes delay and 15 cancellations.

| Category | P06 2019/20 Incidents (Mins) | P07 2019/20 Incidents (Mins) | P08 2019/20 Incidents (Mins) | P09 2019/20 Incidents (Mins) | Grand Total |
|--------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|-------------------------|
| Trespass | 64 (6,856) | 48 (7,791) | 34 (2,173) | 31 (2,487) | 177 (19,307) |
| Vandalism | 8 (376) | 6 (551) | 6 (53) | 2 (29) | 22 (1,009) |
| Fatality | 0 (0) | 1 (428) | 0 (0) | 3 (7,761) | 4 (8,189) |
| Total | 72 (7,232) | 55 (8,770) | 42 (2,226) | 36 (10,277) | 205 (28,505) |

7 NETWORK RAIL UPDATES

Christmas Work

- 7.1 Network Rail staff have been working over Christmas in a bid to improve service reliability across the north-west. Work has successfully been completed on the following:

- Track being replaced at Crewe stations
- Railway drainage improvements between Preston and Lancaster
- Track renewal and a level crossing replacement near Warrington
- Piling at Humphrey Park in Greater Manchester for platform extensions

Platform Extensions

- 7.2 Platform extensions are currently underway at the following GM stations:

- Hall I' th' Wood
- Moston
- Humphrey Park

- Belle Vue

New Shelters on Platforms 13 and 14

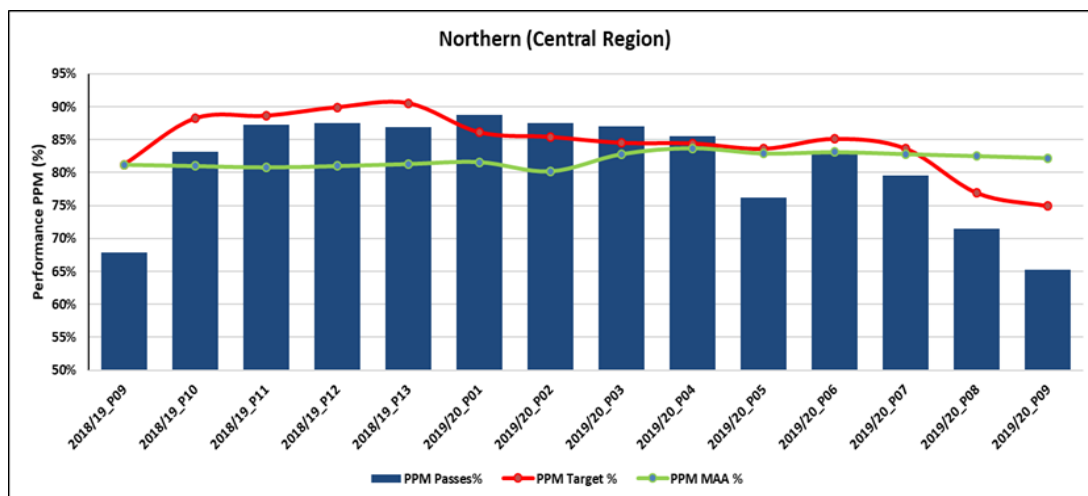
- 7.3 Passengers at Manchester Piccadilly are benefiting from a brand-new shelter on platforms 13 and 14. The £80,000 investment comes after the old shelters were removed to reduce overcrowding on the busy platforms. To protect passengers from the elements as they board trains, Network Rail has installed glass screens with seating.



8 TRAIN OPERATOR PERFORMANCE METRICS

- 8.1 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 unless otherwise stated.
 - 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.

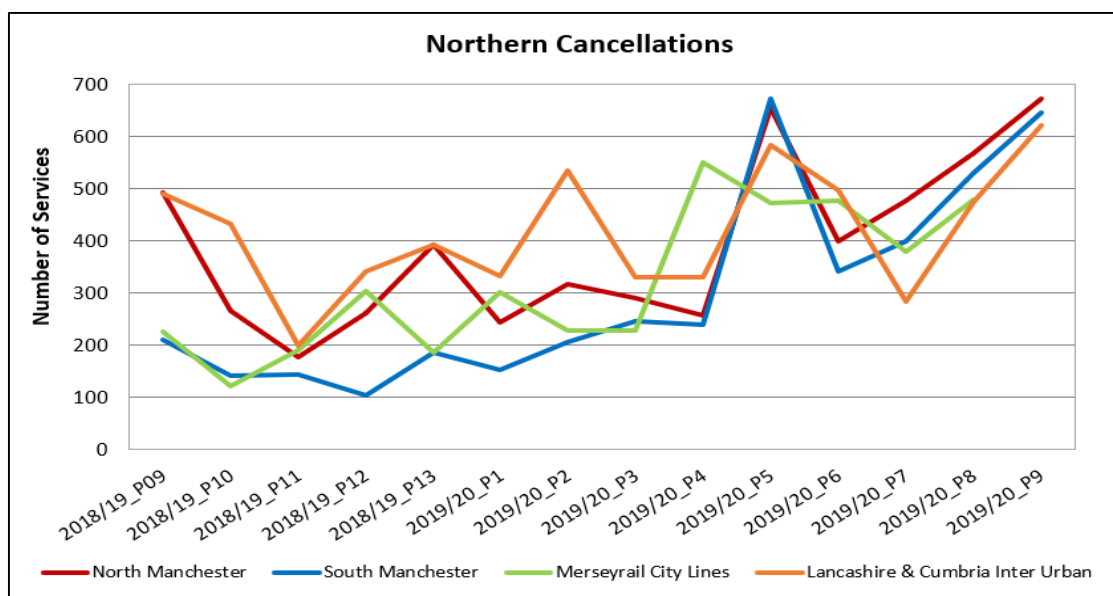
9 NORTHERN PERFORMANCE



- 9.1 Since the start of the franchise in April 2016, PPM has declined from a moving annual average (MAA) of 89.3% to 82.2% 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. However, it has since declined to a franchise low of just 65.3% in Period 9 (10 November – 07 December).
- 9.2 Right Time performance for Northern in its Central region has fallen from 58.8% in Period 1 (01 April – 27 April 2019) to 44.7% in Period 5 and then continually from Period 6 to a figure of just 30.8% in Period 9 (see graph in Section 11).
- 9.3 Performance deteriorated in Period 5 as a result of flooding, line closures due to the Toddbrook reservoir emergency and the impacts of the Acton Grange blockade but recovered in Period 6. It has since declined period on period as a result of a number of factors, including severe weather, trespass and fatality, infrastructure, train failures and crew availability. Performance remains well below target and is worse than in the same period of last year.
- 9.4 Northern delay responsibility is split three ways, with the largest amount of delay now being attributed to itself (crew, fleet, operations) at 47% in Period 6 (latest available data). Network Rail caused delay has fallen from around 50% and stood at 37% in Period 6, other TOCs (and freight companies) delay was responsible for 16% of Northern’s total delay.
- 9.5 Fleet problems with older trains, notably the electric Class 319s (now almost 30 years old) have been compounded by technical issues with newer fleet, including door mechanisms and safety alarm activations on Class 195 units.

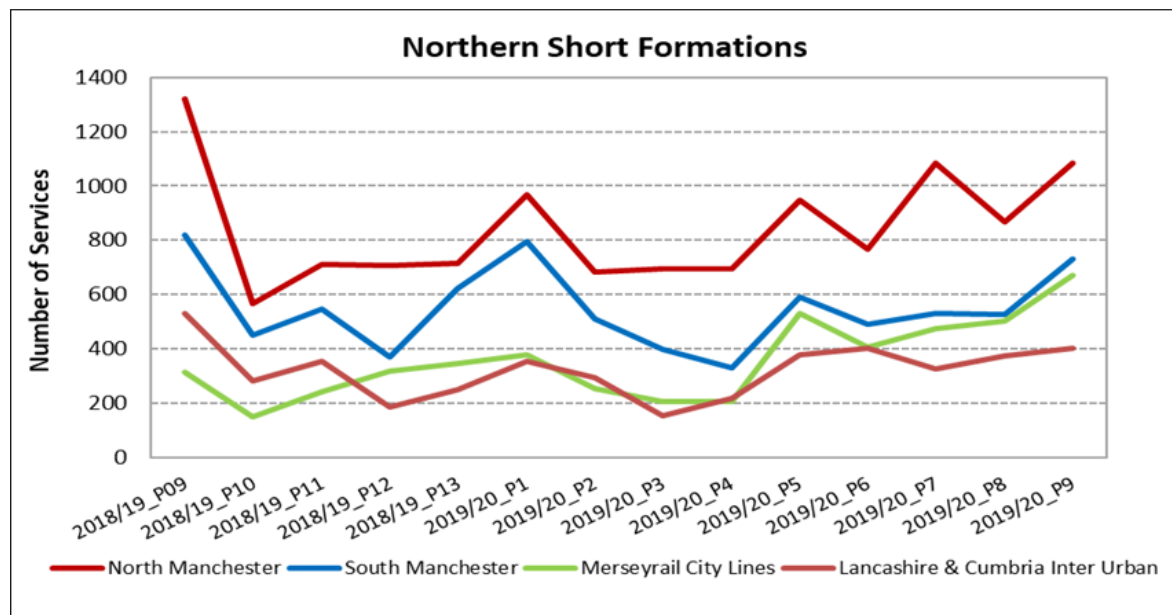
Northern Cancellations

- 9.6 Driver training for new rolling stock has had to be condensed due to the late delivery of trains and the urgent need to have these in passenger service as soon as possible to make up for capacity shortfalls. This has been compounded for Northern by on-going issues around rest day working on Sundays in its Central and West regions. Since a bridging agreement on this ceased in summer 2019, Northern has pre-planned an average 92 service cancellations every Sunday across Greater Manchester. A further average of 89 trains per Sunday have been cancelled on the day since 25 August, 2019 (although this figure is not exclusively caused by driver availability). A revised proposal for rest day working has been tabled with a referendum expected in January.
- 9.7 Services have been pre-cancelled regularly on the following GM routes; Wigan – Stalybridge, Southport – Blackburn, Victoria – Blackpool North, Victoria – Clitheroe via Bolton, Hadfield – Piccadilly and Manchester – Crewe. Other train services and bus replacement have been available for affected routes and TfGM has assisted with Metrolink ticket acceptance being put into place for Ashton and Rochdale services.
- 9.8 Cancellations spiked in Period 5, largely as a result of severe flooding across the network on multiple days and the effect of Acton Grange blockade, previously detailed. They have recently increased again across the four Northern service groups, mainly as a result of driver availability. Of particular concern is the large increase in cancellations in South Manchester, which have risen threefold since Period 1, 2019/20. In late P09/early P10, cancellations have increased further as a result of crew availability due to late notification sickness. For Northern as a whole, 1,700 incidences of sickness were reported in December 2019, a 30% increase on the 1,300 in 2018.



Northern Short Forming

- 9.9 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.
- 9.10 Instances of short forming have continued to increase across all four of Northern's service groups since Period 4. Delays to new platforms at Leeds and a shortage of diesel units in the east have necessitated the transfer of a number of units from Newton Heath depot across the Pennines. Delays in the introduction of new rolling stock and the need to refurbish and make existing stock compliant with the Rail Vehicle Accessibility Standards (RVAR) and in particular the Persons of Reduced Mobility (PRM) specification has further exacerbated the shortage in available units across the network.
- 9.11 Logistical issues around moving rolling stock between existing depots and to new facilities at Springs Branch and Ardwick (which are now operational) have created additional issues over recent weeks.



Northern Pacer Removal

| Unit Class | Number of units | Deadline for dispensation | Comments |
|------------|-----------------|---------------------------|--|
| 142 | 24 | 31 May 2020 | Pacers being retained until new rolling stock enters service on Marple/New Mills, Rose Hill and Sheffield services. May only operate coupled to compliant rolling stock. |

| Unit Class | Number of units | Deadline for dispensation | Comments |
|------------|-----------------|---------------------------|---|
| 144 | 23 | 31 August 2020 | Pacers being retained until new rolling stock enters service. May only operate on specified routes (none in GM) |
| 150 | 7 | 30 September 2020 | Undergoing refurbishment to meet PRM standards |
| 153 | 20 | 31 December 2020 | May only operate coupled to compliant rolling stock or on specified routes (Calder Valley/Clitheroe) |
| 156 | 6 | 31 December 2020 | Undergoing refurbishment to meet PRM standards |
| 323 | 12 | 31 October 2020 | Undergoing refurbishment to meet PRM standards |

Northern Company News

Manchester Victoria lifts refurbishment

- 9.12 Lift refurbish at Manchester Victoria is expected to be completed by the end of January 2020. Northern has engaged with local disability groups around communications and alternative travel arrangements during the refurbishment period. Temporary stairlifts and additional platform staff have been in place.

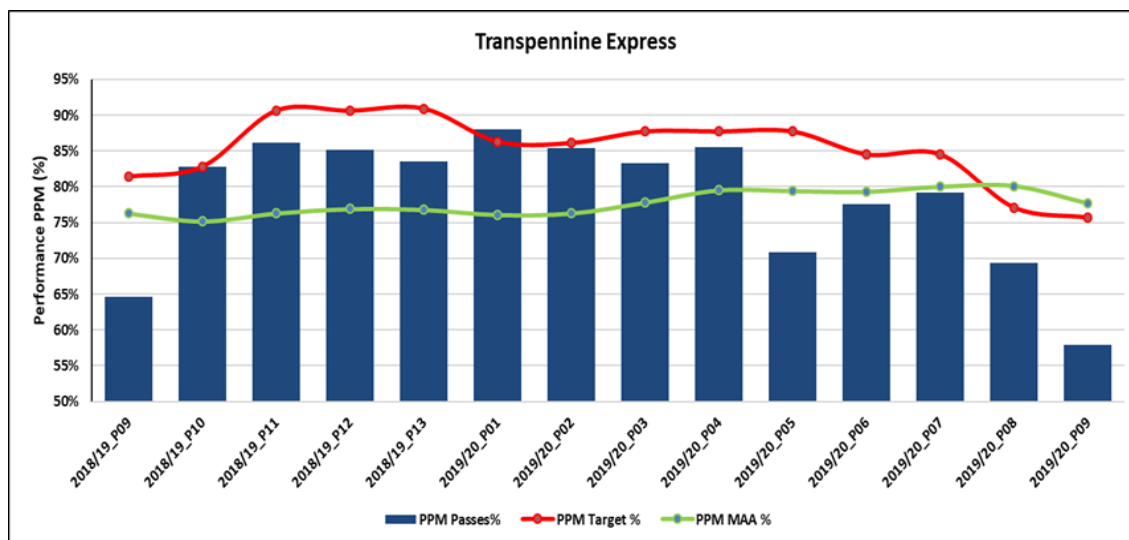
Accessibility Fund

- 9.13 Northern will be providing £250,000 of new money to be allocated to projects, staff training, or schemes determined by the independently chaired Northern Accessibility User Group (NAUG). These projects will support customers with accessibility needs and those most affected by the continued use of some Pacers into 2020.

Fare increases

- 9.14 Fare increases across the rail network came into effect on 02 January 2020. Northern's average annual fare increase is 2.48%, which means an average weekly season ticket will rise by £1.07 and the average off peak return by just 25p. These rises are below both the Retail Price Index (RPI) and the average national increase. Additionally, customers can make savings using Advance Purchase fare discounts on more than 100 routes which have been frozen.

10 TPE PERFORMANCE

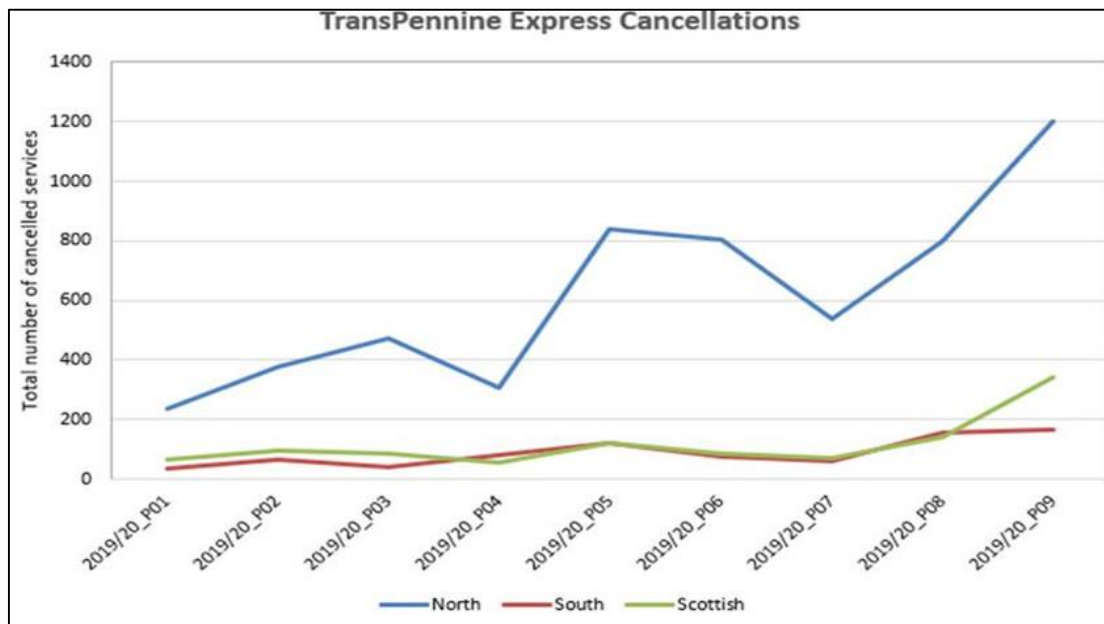


- 10.1 TPE performance has declined substantially since improvements arising from a revamp of timetables in December 2018, which saw increased turn-around times for trains, revised timings and the splitting of Leeds services at Huddersfield to improve timetable resilience. Performance remained relatively stable through the spring, until July 2019 when a series of major incidents affected performance. It has continued to decline as unit issues and driver availability have added to delay and cancellations.
- 10.2 TPEs PPM has fallen from 85.5% in Period 4, to 77.6% in Period 7 and currently stands at an unacceptable 57.9% at the end of Period 9, 2019/20. The national average PPM for Period 9 was 80.0%. TPE's moving annual average (MAA) PPM figure has fallen from 89.3% at the start of its franchise to 82.2%.
- 10.3 Right Time figures for TPE services have more than halved since April 2019, when 39.6% of its services reached their final destination within one minute of schedule. This figure currently stands at an extremely low 18.2%.
- 10.4 TPE services have been adversely affected by some events beyond its immediate control over the past five periods. These have included but are not confined to the following; widespread and severe flooding across its network throughout the periods at Penrith, Preston, Culceth, Astley, Edale and Greenfield, OHLE issues at York, Ardwick and Garstang, bridge strike by HGV also at Garstang, points failure at Ardwick, fatality at Eccles, track circuit failures at Leeds, signalling at Huddersfield and a broken rail at Newcastle. Regulation issues, both on the WCML North of Preston and around Leeds continue to add to poor performance.

- 10.5 TPE's delay attribution split has seen Network Rail's delay fall from around 50% in Period 1 to 38% in Period 9; other TOC delay has also fallen from 23% to 21%, whilst its own cause delay has increased from 27% to 41% over the same periods.

TPE Cancellations

- 10.6 As with Northern, condensed schedules for driver training for the new vehicles has impacted on day to day service delivery due to driver availability. This has risen sharply in December, resulting in large increases in cancellations.
- 10.7 Unit issues have also increased as some electric Class 350's have gone off-lease (returned to the rolling stock company for use elsewhere) and are no longer available. Delays to the introduction of new fleet into passenger service have combined with additional, new services launched in December from Liverpool – Scotland, resulting in over-stretching of the current fleet, notably Class 185 units. Technical issues with different types of new fleet have added to poor performance since their introduction.
- 10.8 TPE's CaSL figure at the end of Period 9 was 21.3%, almost three times the national average figure. In the period, 1,710 of its services were either partly or fully cancelled. Most of these services were in TPE's North service group Liverpool/Manchester – Leeds – Scarborough/Middlesborough/Newcastle, although recently, spikes have occurred in Scottish service cancellations due to unit availability.
- 10.9 In an effort to improve service reliability for the New Year return to work period across the core of its network, TPE has introduced amended train plans, up to and including Friday 31 January 2020. Further changes have now been made to an existing amended plan to reflect the current traincrew and unit situation.
- 10.10 In summary, there are 32 daily services removed Monday – Friday, 31 on Saturdays and 20 on Sundays on the route between Liverpool and Edinburgh. Compared to the plan that has operated since 15 December 2019, there are 12 additional midweek services removed; six of these are late night/overnight/partial legs that are train balancing movements and have very low customer demand. The remaining six services are spread during the normal operating day on the Liverpool – Edinburgh service group.
- 10.11 Customer information has been updated to reflect this amended plan and TPE has contacted customers affected by these changes to offer them the opportunity to travel on alternative TPE or other operators' services where ticket acceptance is in place, or to amend their date of travel to travel the day before or after their original booking date or have a full refund. Full details of ticket acceptance and a station by station service changes summary is available on the TPE website via the following link: <https://www.tpexpress.co.uk/travel-updates/december-2019-timetable-changes>
- 10.12 The full amended TPE train plan can be found in Appendix F.



TPE Short Forming

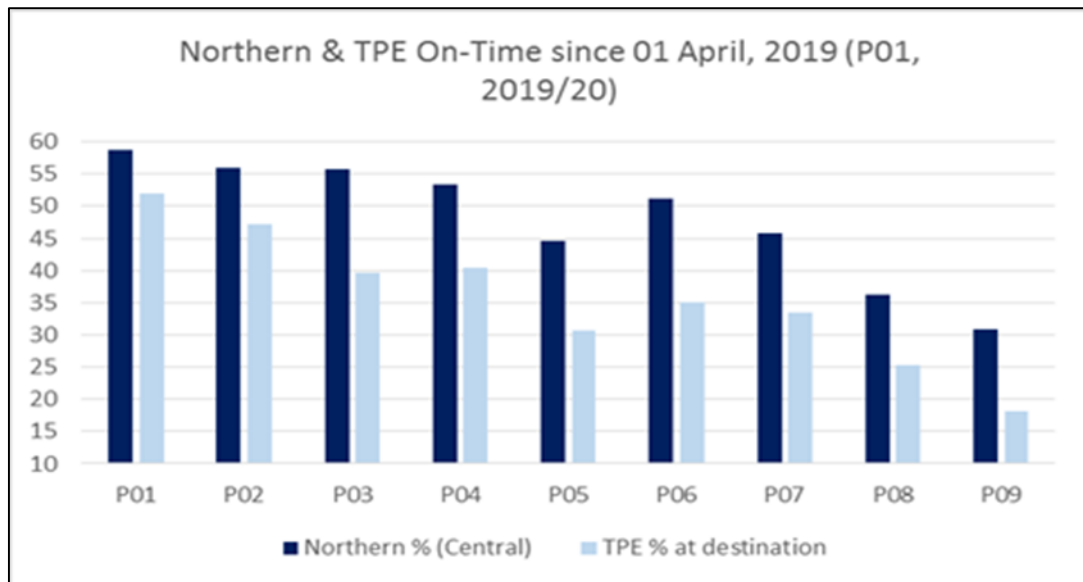
- 10.13 For TPE, short-formation figures appear more favourable compared to Northern's, however this must be viewed in the wider context of substantial service cancellations. Overall, in Period 9, 27 services (0.3%) were short-formed, 14 of these on Scottish routes.

TPE Performance Compensation

- 10.14 TransPennine Express has announced that they will be launching a Season Ticket Compensation scheme as an apology for the recent significant disruption across their services. The compensation provides a 3% annualised cost of Season Tickets, applicable to all Weekly, Monthly and Annual tickets held between the 01 October and 31 December and valid on TransPennine Express services. Where only part of the journey is on a TPE service (i.e. a passenger connects to another operator's service), TPE reserves the right to adjust the compensation amount based on the proportion of travel on TPE services. TPE has emphasised, the 3% compensation will effectively cancel out the 2.8% regulated fare increase for Season Ticket holders this year. Application for compensation will launch on 13 January and close on 29 February.

11 NORTHERN AND TPE COMPARISONS

ON-TIME SINCE PERIOD 01, 2019-20



Performance over Timetable Iterations, May 2018 – Present (24 December, 2019)

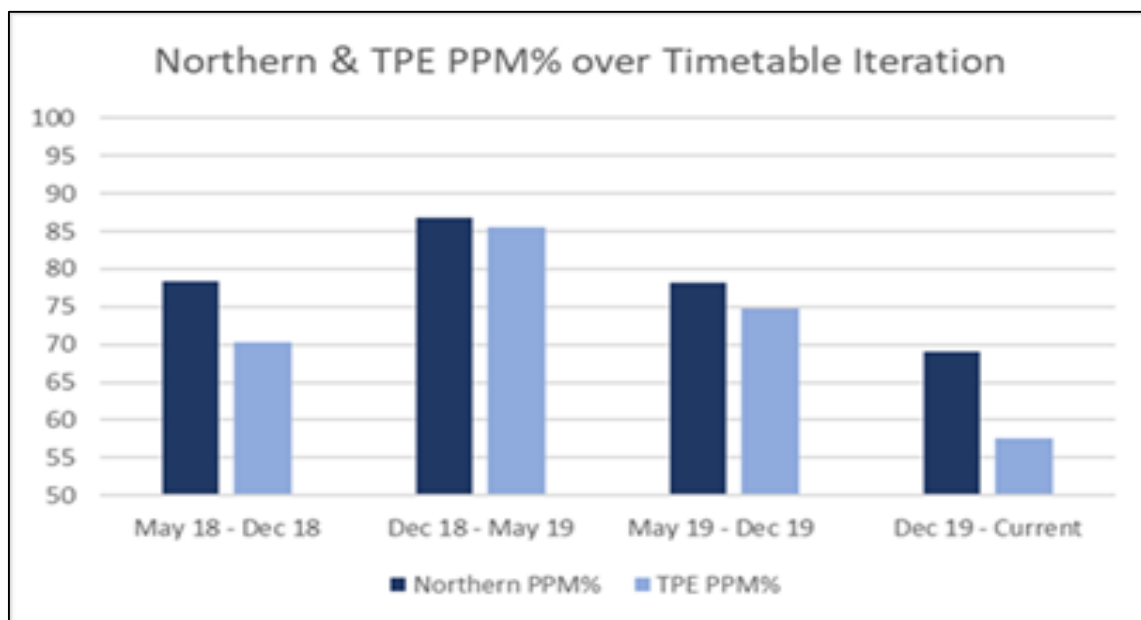
12 DECEMBER PERFORMANCE UPDATE

12.1 Railway timetables changed nationally on 15 December 2019. Whilst some 'bedding-in' issues around staff and unit allocations were to be expected, this year's change was adversely affected by on-going crew availability, due to driver training and a spike in late-notification sickness. In addition to this, the week experienced unprecedented, daily disruptive incidents, causing substantial delay and cancellations. These included the following:

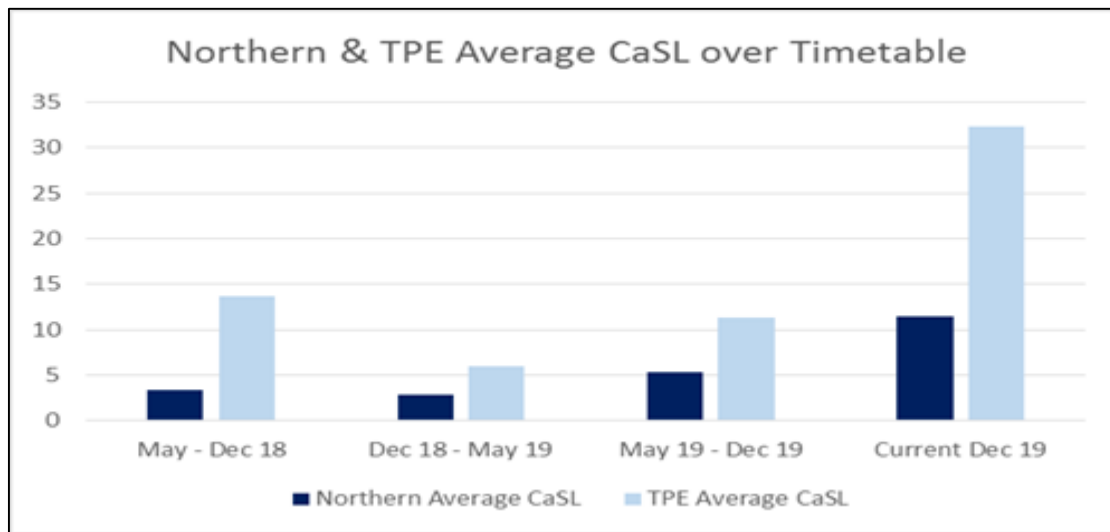
- Derailment of a Northern train leaving depot and blocking a further four units on Tuesday 17/12, causing 2,176 minutes delay and 13 cancellations
- Ram-raid attack at Wigan North Western station, severely damaging the main station entrance and impacting early morning services on 17/12.
- Power failures as a result of a branch blown onto the OHLE near Poynton on Wednesday 18/12, causing 2,168 minutes delay and 33 cancellations
- Unit failure at Piccadilly on platform 13 on Thursday 19/12, causing disruption to services across Castlefield corridor and Oxford Rd; this caused 2,629 minutes delay and 26 cancellations

- Track circuit failure at Castleton on 19/12, causing delays to Calder Valley services and congestion at Manchester Victoria; 1,083 minutes delay and 11 cancellations
- A threatened assault on Northern staff at Victoria due to the disruption caused by the issues at Castleton, resulted in staff refusing to work on safety grounds and 3,273 minutes delay and 41 cancellations
- Signalling failure at Salford on 20/12 caused 1,283 minutes delay and 2 cancellations.
- There were also additional issues throughout the week on the Mid-Cheshire line due to signalling problems, OHLE issues at Euxton affecting Bolton/Preston services, a signalling failure at Longsight and points failure at Piccadilly, resulting in the worst week of performance since the start of both Northern and TPE's franchises.

Average PPM over Timetable



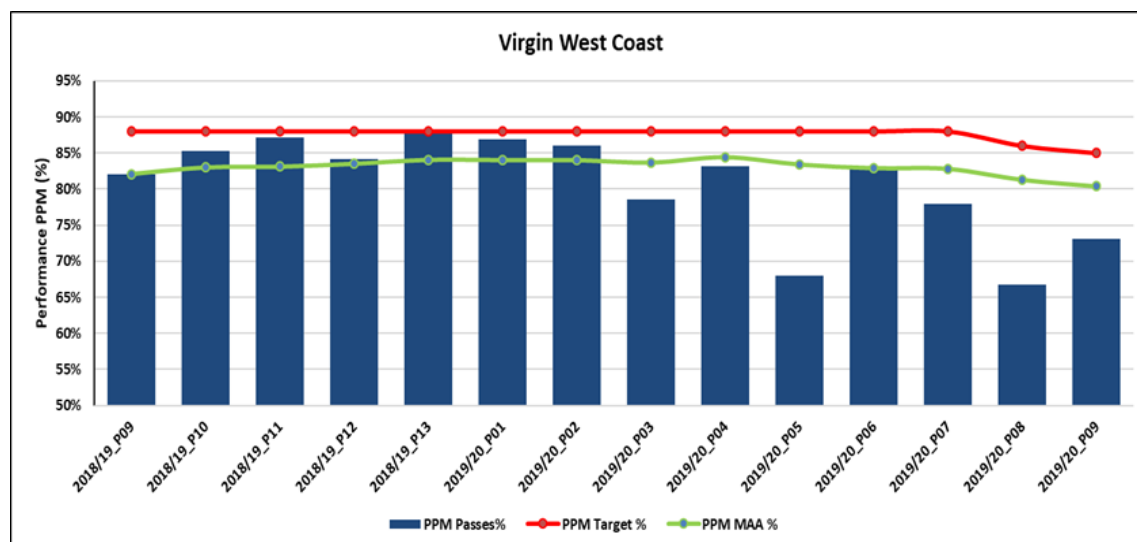
Average CaSL over Timetable



**Northern figures for LNW, includes some services operating wholly outside of GM.*

13 OTHER TOC PERFORMANCE

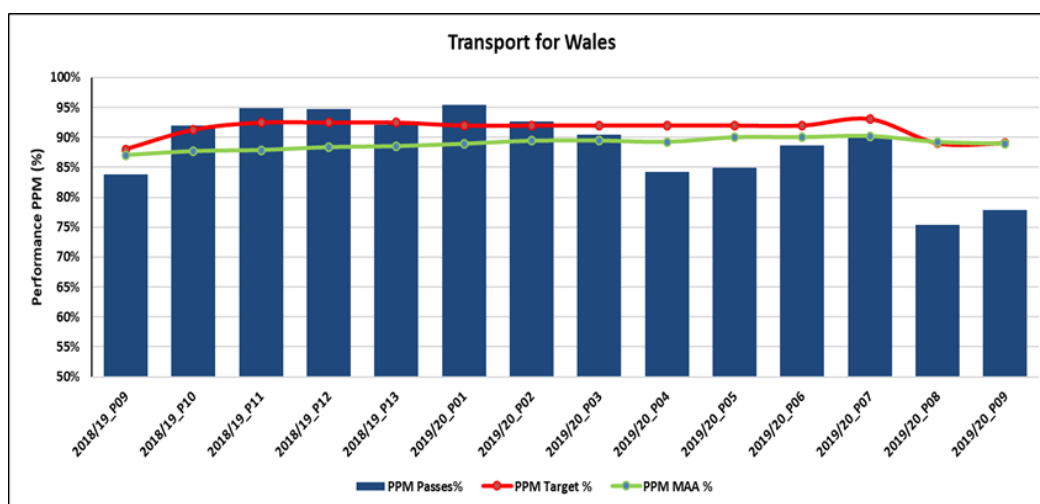
Virgin Trains/Avanti West Coast (WCML: London – Manchester and London – Scotland)



- 13.1 Performance has declined over the previous quarter and is currently 12% below target, with a period end figure of 73.1%. Both crew and fleet delays are adverse to plan and external incidents continue to impact delivery. These have included several major infrastructure failures and a series of fatalities, plus security alerts at Euston station and speed restrictions due to weather on the WCML.

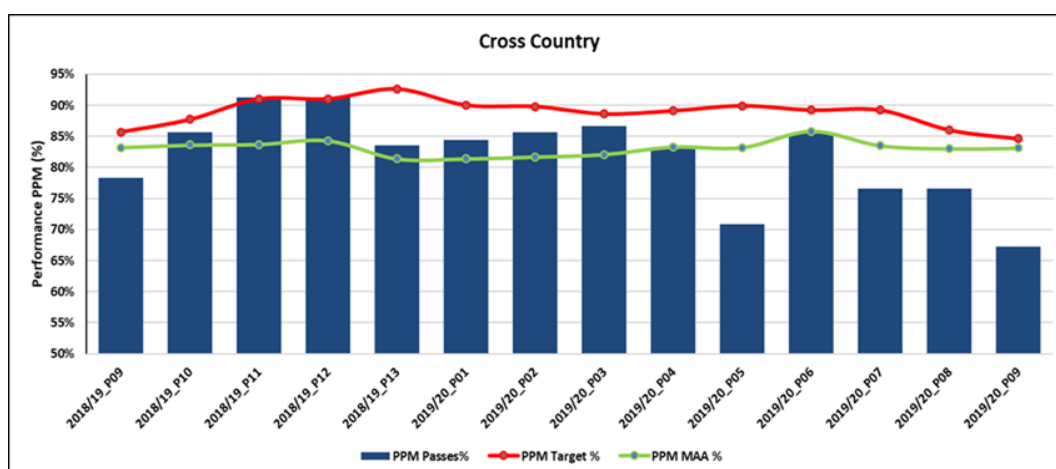
- 13.2 Threatened industrial action by train managers was averted following the successful resolution of issues in Autumn of 2019. A new franchise was launched on 08 December, 2019 when First/TrenItalia took over the previous Virgin operation, re-branding it as Avanti West Coast.

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



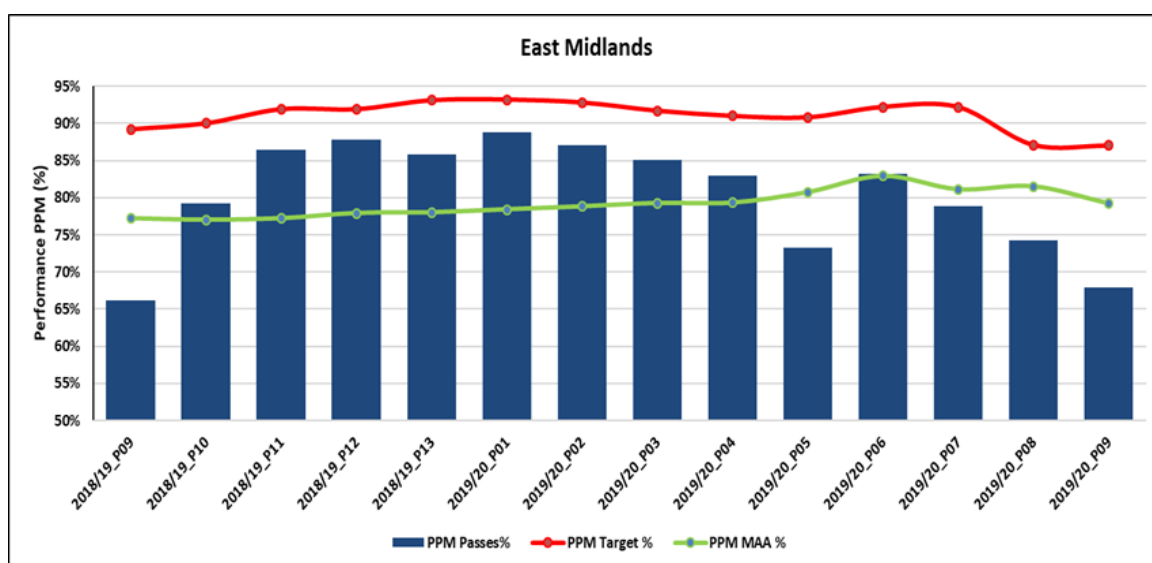
- 13.3 Transport for Wales operates services from South Wales/Cardiff and North Wales to Manchester. It has traditionally been one of the best performing TOCs but performance has mirrored that of other operators recently and declined, although attained 77.9% in Period 9. Issues around the December 2019 timetable change, rolling stock availability, over-running engineering work and regulation around Shrewsbury have all impacted performance recently.

Cross Country Performance (Inter City Service group)



- 13.4 Cross Country performance on its Inter-City services has also fallen over the past three consecutive periods, finishing Period 9 with a PPM of 67.3%. Recent performance has been impacted by the December timetable change and regulation of services, although regulation around Coventry has been improved after an agreement between Cross Country and West Midlands Trains. Issues remain with trains failing their PPM into Manchester, despite on-time presentation at Cheadle Hulme. Cross Country is working with Network Rail to discuss issues around Edgeley.

East Midlands Railway Performance (Previously East Midlands Trains)



14 DECEMBER 2019 TIMETABLE CHANGES

Northern

- 14.1 Northern's December timetable change intended to focus on maintaining stability and reliability and included limited changes to services, with enhancements to services largely deferred until a later timetable date. The following changes were made:

- Peak time Southport services to South Manchester stations and Alderley Edge operating all day, Monday – Saturday
- Blackburn and Leeds services previously serving Southport operate to/from Wigan North Western
- Atherton line loses Southport connectivity, as both Southport services are routed via Bolton, one to Stalybridge and one to Alderley Edge
- Manchester – Kirkby through service restored

- Northern transfer operation of peak time Manchester – Huddersfield services to TPE
- Timing changes to Hadfield/Glossop/Rose Hill/New Mills services (to accommodate TPE)
- Strines/Belle Vue 1 tph all day
- Additional calls put in on some Hope Valley stoppers (Dore and Hathersage – previously dropped due to freight)
- Timing changes to Blackburn – Victoria via Todmorden services
- Changes to calling points between Manchester Piccadilly – Airport, with services now calling at same stops inbound as outbound.
- 0749 Macclesfield – Manchester service starts at Stoke, with an additional call at Congleton
- Additional calls at Stockport for 1257 from Stoke – MAN (SX) and Cheadle Hulme (SO)
- Class 195s rolled out and operating on Liverpool – Airport via Warrington and Windermere/Barrow – Airport services
- Class 331 introduction from November on Blackpool – Manchester routes
- Class 769 bi-modes planned for operation on Southport - Alderley Edge during timetable operation.
- Class 153 and 142 units now retained for strengthening until spring 2020 on selected routes only.

TransPennine Express

14.2 TransPennine Express services have seen the following changes from December 2019

- TPE operating all services across Pennines for Mossley and Greenfield stations, Northern peak time services removed.
- Launch of new Liverpool – Glasgow service
- Extension of Liverpool Lime Street – Newcastle services to Morpeth and Edinburgh (since operating to an amended train plan)
- Extension of Manchester Airport – Middlesbrough services to Redcar

- Additional early morning and later evening services across network
- Further roll out of new rolling stock Nova fleet 1, 2 and 3.

15 FRANCHISING UPDATE

- 15.1 First TrenItalia commenced their operation of the West Coast Partnership franchise on 8th December 2019, replacing Virgin Trains. The new franchise is operating under the trading name of “Avanti West Coast” and is due to operate until 2031, with an option for an extension until 2034 at the Secretary of State for Transport’s discretion. The franchise will be operated under a typical commercial arrangement until the opening of the first stage of HS2 (originally expected to be 2026 but now unknown), when it will revert to a management contract operating both West Coast and HS2 services to Government specification. Phil Whittingham, Managing Director of Virgin Trains since 2013 has been appointed Managing Director of Avanti West Coast.
- 15.2 Alongside the operation of West Coast services, the franchisee has set up a company called West Coast Partnership Development that will provide design and development services and advice to DfT and HS2 Ltd to inform the future operation of high-speed services. Caroline Donaldson, formerly bid director for FirstGroup has been appointed Managing Director.
- 15.3 East Midlands Railway is currently consulting on its December 2020 timetable change. This is primarily focused on changes to its Midland Main Line operation but does include an additional late-night service from Manchester to Nottingham. It is still expected that the Liverpool to Nottingham service will transfer to either Northern or TransPennine Express in December 2021, but there is nothing to report on how discussions with either operator are progressing.
- 15.4 Transport for Wales is in the process setting up a series of stakeholder forums and boards, with stronger representation available for areas within England that are served by TfW services. TfGM will be providing feedback on the proposals and will seek to suitably engage in the process.
- 15.5 Since the cancellation of the franchise competition, the Cross-Country franchise is currently being operated by Arriva under a Direct Award that is due to expire in October 2020. There is no further information on what is planned for this franchise.
- 15.6 Transport Scotland have announced that they will not be extending Abellio’s Scotrail franchise beyond March 2022 and the options are being considered for operation beyond this date. With the South Eastern and Cross-Country franchises currently on Direct Awards that end in 2020 and Great Western, Chiltern and Thameslink, Southern & Great Northern (TSGN) due to finish in the next 2 years, this is going to impact on the Industry’s ability to

continue the re-franchising process and is likely to have an impact on the Northern and TPE franchises when they expire.

- 15.7 Further calls have been made for the termination of Northern's franchise and a statement was made by the Secretary of State on 02 January, 2020 that options were being considered around franchise termination. This could potentially involve an OLR (operator of last resort) arrangement or the imposition of a short, revised contract (or Direct Award).

16 ACCESS FOR ALL FUNDING AND MID-TIER PROGRAMME

- 16.1 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.

- 16.2 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 and TfGM has submitted a single nomination covering a number of smaller improvements at around 22 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.

- 16.3 TfGM is currently awaiting a response from DfT on the award of the fund. For further information on the bid, see the paper submitted to September's GMTC meeting.

17 COMMUNITY RAIL

- 17.1 TfGM continues to work with local station and community groups, helping to facilitate and fund station improvements, including art, gardening and other community projects and events. TfGM's Small Grants Fund has seen over 30 projects realised at stations across Greater Manchester in 2019 and has helped attract match funding from both Northern and ACoRP.
- 17.2 Three Manchester stations, out of a shortlisted thirteen, won national prizes at the ACoRP Awards in October, 2019. These included the Platinum Award for Hindley station and a first prize in the Arts & Community Engagement section for Rose Hill station's car park mural.



- 17.3 TfGM will once again be holding its annual Community 'Thank-You' event, this year at Smithy Bridge Hall on 9 January, with presentations by various groups, train companies and Network Rail.
- 17.1 Northern has launched a new Customer and Community Improvement Fund (CCIF). The fund is open for applications for projects that will deliver benefits to its customers and communities across the north of England and covers the following criteria:
- Sustainability; projects that help to reduce our carbon footprint and community impacts on the environment
 - Accessibility; projects that help with independent travel and schemes that make stations and services more accessible for all including greater use of walking, cycling and other forms of public transport

- Safety and Security; providing an environment, facilities and information that help customers feel safe and secure on or near its network
- Inclusion and Positive Social Impact; as part of its wider sustainability commitments Northern is working to make its network more inclusive for people that may feel isolated or excluded from everyday life, including access to employment, leisure and day to day services
- Mental Health and Wellbeing; projects that help to end the stigma associated with mental health issues.

17.2 Applications are open until 22 January and it is looking for schemes that can be delivered from 01 April 2020 – 31 March 2022. There is no minimum value for applications, but there is a maximum value of £200,000. Match funding isn't a requirement but will be looked on favourably especially for higher value schemes. The Fund can be used for schemes on or off the railway. Full details are available on Northern's website at: <https://www.northernrailway.co.uk/northern-customer-and-community-improvement-fund>.

18 RECOMMENDATIONS

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

Bob Morris

Chief Operating Officer, TfGM

Appendix A: Rail Period Dates

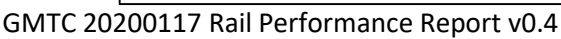
| P9 - 18/19 | P10 -18/19 | P11 - 18/19 | P12 - 18/19 | P13 - 18/19 | P1 - 19/20 | P2 - 19/20 |
|----------------------------|------------------------|-------------------------|-------------------------|-------------------------|------------------------|----------------------------|
| 11 Nov – 08 Dec 2018 | 09 Dec– 05 Jan 2019 | 06 Jan – 02 Feb 2019 | 03 Feb – 02 Mar 2019 | Mar 03 – 31 Mar 2019 | 1 Apr – 27 Apr 2019 | 28 Apr – 25 May 2019 |

| P3 - 18/19 | P4 - 18/19 | P5 - 19/20 | P6 - 19/20 | P7 – 19/20 | P8 –19/20 | P9 –19/20 |
|----------------------------|-------------------------|-------------------------|--------------------------|--------------------------|----------------------------|----------------------------|
| 26 May – 22 Jun 2019 | 23 Jun – 20 Jul 2019 | 21 Jul – 17 Aug 2019 | 18 Aug – 14 Sept 2019 | 15 Sept – 12 Oct 2019 | 13 Oct – 09 Nov 2019 | 10 Nov – 07 Dec 2019 |

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 its 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 |

2020 12:08



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

| Northern Line of Route | P01 | P02 | P03 | P04 | P05 | P06 | P07 | P08 | P09 | YTD |
|--|------|------|------|------|------|------|------|------|------|------|
| KIRKBY - VICTORIA | 79.4 | 77.3 | 74.0 | 74.2 | 67.8 | 73.4 | 69.1 | 55.8 | 45.8 | 68.5 |
| PICCADILLY - STOCKPORT - CREWE | 81.7 | 76.0 | 72.9 | 68.7 | 51.8 | 65.2 | 57.4 | 43.0 | 38.0 | 61.6 |
| CLITHEROE - BOLTON - VICTORIA | 77.9 | 71.5 | 70.6 | 66.0 | 55.4 | 63.3 | 62.6 | 44.1 | 35.8 | 60.8 |
| PICCADILLY - BUXTON | 61.1 | 58.2 | 66.6 | 65.4 | 49.9 | 58.3 | 54.2 | 51.1 | 42.1 | 56.3 |
| WIGAN - VICTORIA - STALYBRIDGE | 63.4 | 61.8 | 64.8 | 58.8 | 51.4 | 58.5 | 55.7 | 45.6 | 45.1 | 56.1 |
| VICTORIA - STALYBRIDGE | 75.3 | 67.2 | 53.7 | 55.4 | 51.5 | 57.3 | 52.8 | 45.6 | 45.1 | 56.0 |
| BLACKPOOL Nth - VICTORIA | 39.0 | 38.7 | 83.7 | 63.9 | 54.0 | 56.3 | 41.3 | 44.0 | 45.2 | 55.9 |
| BLACKPOOL - WIGAN - LIVERPOOL* | 59.6 | 59.2 | 61.1 | 57.6 | 51.5 | 52.3 | 49.2 | 43.4 | 37.6 | 52.4 |
| BLACKBURN - ROCHDALE - VICTORIA | 60.4 | 59.9 | 58.8 | 61.0 | 51.2 | 52.4 | 48.5 | 32.7 | 25.0 | 50.0 |
| VICTORIA - YORK/SELBY* | 60.1 | 57.3 | 64.3 | 54.9 | 50.5 | 51.5 | 54.1 | 27.3 | 27.7 | 49.7 |
| MANCHESTER - PRESTON | 63.5 | 63.8 | 64.7 | 60.2 | 40.1 | 42.9 | 46.3 | 34.1 | 26.5 | 49.1 |
| PICCADILLY - HADFIELD/GLOSSOP | 68.7 | 62.7 | 43.5 | 41.9 | 51.4 | 52.5 | 46.1 | 38.1 | 35.8 | 49.0 |
| SOUTHPORT - VICTORIA - LEEDS | 61.4 | 60.4 | 57.5 | 55.4 | 44.0 | 46.8 | 50.5 | 28.3 | 20.4 | 47.2 |
| PICCADILLY - AIRPORT - CREWE | N/A | 47.5 | 56.1 | 54.7 | 37.1 | 65.2 | 38.6 | 35.5 | 31.7 | 45.8 |
| LIVERPOOL - NEWTON - AIRPORT - CREWE | 58.4 | 54.2 | 51.0 | 52.8 | 35.0 | 41.8 | 38.6 | 35.4 | 26.9 | 43.8 |
| PICCADILLY - ROSE HILL/MARPLE/NEW MILLS* | N/A | 54.7 | 45.4 | 42.0 | 44.7 | 44.7 | 39.9 | 33.0 | 28.6 | 41.6 |
| PICCADILLY - STOKE | 56.4 | 53.5 | 57.9 | 57.9 | 32.4 | 40.8 | 33.0 | 22.6 | 18.9 | 41.5 |
| LEEDS - CHESTER** | N/A | 47.6 | 47.7 | 43.5 | 36.6 | 48.1 | 49.4 | 31.4 | 25.9 | 41.3 |
| BLACKPOOL Nth - BOLTON - AIRPORT ** | 51.8 | 50.0 | 43.3 | 48.0 | 35.7 | 41.1 | 37.6 | 32.3 | 30.7 | 41.2 |
| AIRPORT - WIGAN NW - BARROW/WINDERMERE** | N/A | 41.9 | 43.4 | 35.0 | 33.4 | 49.7 | 39.1 | 44.6 | 35.2 | 40.3 |
| SOUTHPORT/WIGAN - ALDERLEY EDGE | 59.2 | 59.9 | 37.1 | 35.6 | 32.1 | 42.8 | 36.1 | 29.3 | 22.4 | 39.4 |
| LIVERPOOL - WARRINGTON - AIRPORT | 53.5 | 53.4 | 50.1 | 46.4 | 25.0 | 31.8 | 26.3 | 24.5 | 21.6 | 37.0 |
| PICCADILLY - CHESTER | 47.1 | 44.1 | 42.3 | 33.4 | 33.2 | 40.6 | 35.2 | 27.2 | 21.8 | 36.1 |
| HAZEL GROVE - BLACKPOOL** | 43.6 | 33.6 | 41.1 | 41.8 | 27.8 | 38.9 | 27.4 | 23.1 | 21.2 | 33.2 |
| MANCHESTER - HUDDERSFIELD | 42.1 | 39.7 | 43.1 | 34.5 | 27.5 | 35.7 | 34.6 | 16.4 | 16.8 | 32.3 |
| LIVERPOOL - MANCHESTER OXFORD RD | N/A | 38.4 | 43.3 | 38.4 | 25.7 | 34.4 | 29.6 | 22.6 | 21.4 | 31.7 |
| PICCADILLY - SHEFFIELD | 36.9 | 34.6 | 32.7 | 35.1 | 31.7 | 32.2 | 25.6 | 22.6 | 14.5 | 29.5 |

Appendix E – TPE Service Group Performance Right Time

| TPE - Right Time % | P01 | P02 | P03 | P04 | P05 | P06 | P07 | P08 | P09 | YTD |
|--------------------|------|------|------|------|------|------|------|------|------|------|
| South | 65.3 | 47.2 | 51.4 | 42.6 | 37.4 | 44.5 | 42.6 | 31.5 | 22.0 | 47.3 |
| North | 50.6 | 56.7 | 38 | 40 | 29.5 | 32.7 | 31.8 | 24.5 | 18.3 | 39.9 |
| Scottish | 48.3 | 37.6 | 39 | 41.2 | 31.5 | 42.4 | 35.7 | 26 | 12.6 | 34.9 |

Appendix F – TransPennine Express amended train plan

TPE Timetable Amendments 6th January – 31st January

Further alterations from the timetable amendments that have operated since 15th December are highlighted in yellow

Monday – Friday

Services cancelled throughout:

| | | | |
|--------|-----------------|--------|-----------------|
| 1E57GT | 23.08 LIV – YRK | 9M17FT | 17.33 EDB – LIV |
| 1P04FB | 00.08 NCL – MIA | 9M19FT | 19.30 EDB – LIV |
| 9E19GT | 19.25 LIV – NCL | 9P20FB | 08.11 EDB – NCL |
| 9E20LP | 20.24 LIV – NCL | 9P20FT | 20.30 EDB – MIA |
| 9E22FT | 22.14 EDB – NCL | 9S02LP | 05.53 NCL – EDB |
| 9M02FT | 06.00 SYB – LIV | 9S04LP | 04.22 MIA – EDB |
| 9M03FT | 05.06 NCL – LIV | 9S05LR | 05.20 LIV – EDB |
| 9M04FT | 06.06 NCL – LIV | 9S07LP | 07.24 LIV – EDB |
| 9M05FT | 05.27 EDB – LIV | 9S08LP | 08.24 LIV – EDB |
| 9M07FT | 09.06 NCL – LIV | 9S09LP | 09.24 LIV – EDB |
| 9M09FT | 09.33 EDB – LIV | 9S10LP | 10.24 LIV – EDB |
| 9M10FT | 10.21 EDB – LIV | 9S12LP | 12.24 LIV – EDB |
| 9M12FT | 12.33 EDB – LIV | 9S14LP | 14.25 LIV – EDB |
| 9M13FT | 13.19 EDB – LIV | 9S15LP | 15.24 LIV – EDB |
| 9M14FT | 14.33 EDB – LIV | 9S17LP | 17.24 LIV – EDB |
| 9M15FT | 15.33 EDB – LIV | 9S18LP | 18.25 LIV – EDB |

Saturdays

Services cancelled throughout:

| | | | |
|--------|-----------------|--------|-----------------|
| 1D80GA | 22.30 NCL – DHM | 9M14FT | 14.33 EDB – LIV |
| 1E57GT | 23.08 LIV – YRK | 9M15FT | 15.33 EDB – LIV |
| 1P04FB | 00.08 NCL – MIA | 9M17FT | 17.33 EDB – LIV |
| 9E17GT | 17.25 LIV – NCL | 9M19FT | 19.30 EDB – LIV |
| 9E18GT | 18.24 LIV – NCL | 9P20FB | 08.11 EDB – NCL |
| 9E19GT | 19.25 LIV – NCL | 9S02LP | 05.53 NCL – EDB |
| 9E20GT | 20.24 LIV – NCL | 9S04LP | 04.22 MIA – EDB |
| 9M02FT | 06.00 SYB – LIV | 9S05LR | 05.20 LIV – EDB |
| 9M03FT | 05.06 NCL – LIV | 9S07LP | 07.24 LIV – EDB |
| 9M04FT | 06.06 NCL – LIV | 9S08LP | 08.24 LIV – EDB |
| 9M05FT | 05.14 EDB – LIV | 9S09LP | 09.24 LIV – EDB |
| 9M07FT | 09.06 NCL – LIV | 9S10LP | 10.24 LIV – EDB |
| 9M09FT | 09.33 EDB – LIV | 9S12LP | 12.24 LIV – EDB |
| 9M10FT | 10.16 EDB – LIV | 9S14LP | 14.25 LIV – EDB |
| 9M12FT | 12.33 EDB – LIV | 9S15LP | 15.24 LIV – EDB |
| 9M13FT | 13.19 EDB – LIV | | |