

GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY**REPORT FOR INFORMATION**

COMMITTEE: Rail and Metrolink Networks
DATE: 4 December 2009
SUBJECT: Local Rail Service Performance
REPORT OF: Interim Bus and Rail Director, GMPTE

PURPOSE OF REPORT

To inform Members of local rail service performance within Greater Manchester and the surrounding area.

RECOMMENDATIONS

Members of the Committee are recommended to:

- 1) Note the performance of local rail services.
- 2) Endorse the request for Northern Rail to consider the establishment of a Quality Improvement initiative for the Calder Valley route.

BACKGROUND DOCUMENTS

'Local Rail Service Performance' report to the 2 October 2009 Rail and Metrolink Networks Committee.

CONTACT OFFICERS

Michael Renshaw	0161 244 1026	michael.renshaw@gmpte.gov.uk
Paul Lucas	0161 244 1645	paul.lucas@gmpte.gov.uk
Bob Woolvin	0161 244 1705	bob.woolvin@gmpte.gov.uk
Alison Chew	0161 244 1726	alison.chew@gmpte.gov.uk

Summary of results for 20 September to 17 October 2009 - Reporting Period 7

General

- In comparison to the previous period, the performance of Northern Rail and Transpennine Express dropped in period 7, and Arriva Cross Country and Virgin Trains improved. However, in comparison to period 7 last year, performance was significantly improved for all operators.
- The most significant factors adversely affecting performance in Greater Manchester included a direct attack on signalling near Deansgate on the 8 October.

Northern Rail

- Period PPM **DOWN 0.61%** to 93.85%, however this is more than 4.0% better than the same period last year.
 - Moving Annual Average PPM **UP 0.30%** to 91.13%.
 - 18 service groups had a PPM score **above 90%**.
 - Best performing service was Piccadilly – Marple/Rose Hill at **96.52%**.
 - Worst performing service was the Calder Valley route (Leeds – Manchester via Bradford), with a PPM of **86.92%**.
 - **2.5%** more peak hours trains were strengthened than in the previous period.
 - Train Service Quality **DOWN 1.61%** to 82.31%.
 - Oldham Loop update provided in section 7.
 - District performance figures included in section 8.
 - National performance figures included in section 13.
 - Complaints information included in section 14.
 - Planned train service disruption information is included in section 15.
-

Report on Local Rail Service Performance

1 Introduction

- 1.1 This report contains performance monitoring information for the period from 20 September to 17 October 2009 (period 7 2009/10). The charts included also show performance for period 6 (23 August – 19 September 2009), which has not been previously reported to Members.

- 1.2 There are thirteen railway periods in a calendar year. Period 1 always commences on 1 April, and Period 13 always finishes on 31 March. All periods commence on a Sunday and finish on a Saturday and are of four weeks duration, with the exception of periods 1 and 13 which are governed by their start and finish dates described above.
- 1.3 Performance is expressed as the “Public Performance Measure” (PPM). This is the railway’s nationally applied standard which represents a combination of the two performance measures: trains that were not cancelled and those that run less than five minutes late (10 minutes for long distance trains). “Moving Annual Average” (MAA) refers to average performance over the last 13 periods. This value is updated each period to give a moving representation of the average over the latest available 13 periods.

2 Northern Rail - Review of Results for Period 7

- 2.1 The Northern Rail franchise is split into Performance Management Units (PMUs); the figures below compare the results for the current and previous periods and contrast the Manchester and Liverpool PMU performance with the overall Northern Rail performance.
- 2.2 A PPM figure has additionally been calculated since period 11 2008/09, that takes into account all the Northern Rail service groups which operate in Greater Manchester whether they are in the Manchester and Liverpool PMU, in which most Greater Manchester service groups are included, Lancashire and Cumbria PMU, or West and North Yorkshire PMU. This will continue to be reported to Members in future reports. A Moving Annual Average (MAA) figure will be provided when the results for 13 periods have been received.

2.3	<u>Period PPM Performance</u>	<u>Period 5</u>	<u>Period 6</u>	<u>Period 7</u>
	Greater Manchester	93.52%	94.03%	92.85%
	Manchester and Liverpool PMU	94.12%	94.46%	93.85%
	Northern Rail Overall	93.85%	93.35%	91.50%
	 <u>MAA PPM Performance</u>			
	Manchester & Liverpool PMU	90.61%	90.83%	91.13%
	Northern Rail Overall	90.62%	90.82%	90.91%

- 2.4 Period PPM performance has dropped in period 7, in all three categories (Greater Manchester, Manchester and Liverpool PMU, and Northern Rail overall). This follows the usual seasonal trend as Autumn starts and the leaf-fall season commences, however performance this year is better than in the same period last year. The MAA figures have increased, indicating an overall improvement over the last year. In Periods 6 and 7, the PPM figure for both Greater Manchester and the Manchester and Liverpool PMU exceeded the PPM figure for Northern Rail overall.
- 2.5 It should be noted that Northern Rail's franchise requirement is to achieve a PPM MAA across the franchise of at least 83.3%, and to use all reasonable endeavours to achieve 86.1% during the same period. Northern Rail is currently achieving performance well above this figure.

- 2.6 The trend chart in Appendix A shows an improvement in performance in period 6 followed by a drop in period 7. In addition to the usual seasonal downturn, the reduction in performance in period 7 was largely due to the significant incidents described in Section 3. However, performance in period 7 this year was more than 4.0% better than last year, when 89.75% was achieved.
- 2.7 The unconfirmed PPM result for period 8 is 88.31% for the Manchester and Liverpool PMU (compared with 85.30% at the period end last year).

3 Significant Incidents

- 3.1 The most significant incidents causing delays and cancellations to Northern Rail services in Greater Manchester during period 7 are summarised in Appendix B.
- 3.2 The major causes of delays and cancellations included a non-passenger train failure at Stockport on 23 September, and a direct attack on signalling near Deansgate on 8 October.

4 Northern Rail - Service Group PPM Analysis

- 4.1 In period 7, 18 of the 23 service groups that operate within Greater Manchester achieved a PPM score in excess of 90%. The best performing service group in period 7 was Manchester Piccadilly – Romiley/Rose Hill, with a PPM of 96.52%. The worst performing service group was the Calder Valley route (Leeds – Manchester via Bradford), with a PPM of 86.92%. Further details are provided in Appendix C.
- 4.2 In view of the fluctuating performance of the Calder Valley service, it is suggested that Northern Rail be asked to consider the establishment of a Quality Improvement Team initiative for this route. This would help identify issues and consider remedial action that would improve performance.
- 4.3 Appendix D shows PPM performance in period 7 on an individual service group basis.

5 Northern Rail - Worst Performing Trains

- 5.1 Appendix E shows the worst performing trains for period 7. The summary of incidents and individual line of route performance shown in sections 3 and 4 of this report should be read in the context of the information in that Appendix.

6 Northern Rail – Peak Time Train Capacity Strengthening

- 6.1 During period 7 Northern Rail provided extra coaches to strengthen 91.5% of those trains scheduled for strengthening, a 2.5% increase compared with period 6 (89.0%). Strengthening means providing more than the basic two-coach 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.
- 6.2 Appendix F shows Northern Rail's record of achieving peak time strengthening during period 7. Appendix G shows Northern Rail's record of achieving peak time strengthening over the last 13 periods.

7 Oldham Loop

- 7.1 The Oldham Loop service ceased with effect from October 3 to allow the route to be converted for Metrolink operation. The alternative bus services were extensively publicised and commenced in September to enable passengers to familiarise themselves with the new travel arrangements.
- 7.2 Some passengers who had previously used Oldham Loop rail services opted to join trains on adjacent rail routes. In the first two weeks following the closure, significant overcrowding occurred on the main line via Rochdale to Manchester, and to a lesser extent on the Huddersfield line. To reduce the discomfort to passengers, GMITA agreed to fund the continued use of some units which had been displaced by the closure of the Loop. These were deployed to increase seating capacity on two morning and three evening peak services on the Rochdale and Huddersfield lines as detailed in paragraphs 7.3 and 7.4 below. This increased the number of seats by 120 on each service.
- 7.3 From Monday 19 October, the 07.44 service from Todmorden into Manchester Victoria via Rochdale (Rochdale depart 08.00) and the 16.48 service from Wigan Wallgate to Rochdale via Victoria (depart Victoria 17.28) were strengthened with two extra carriages.
- 7.4 From Monday 26 October, the 06.57 service from Huddersfield to Southport via Ashton (depart Ashton 07.34), the 17.00 Manchester Victoria to Leeds, and the 17.27 service out of Manchester Victoria on the Huddersfield line were also strengthened.

8 Northern Rail – District Performance

- 8.1 Performance figures have been calculated for each district in Greater Manchester since period 1 2009/10. The results for periods 5, 6 and 7 are shown in the table below:
- 8.2 The percentage figures listed are not PPM scores as PPM is only calculated at the termination point of a service. They are however an indication of the number of trains that run as advertised and those that run less than five minutes late, at monitoring locations within each district area.
- 8.3 A Moving Annual Average (MAA) figure will be provided when the results for 13 periods have been received.

District	Period 5 (%)	Trend between P5 and P6	Period 6 (%)	Trend between P6 and P7	Period 7 (%)
Bolton	88.73	UP	91.55	DOWN	90.50
Manchester	94.87	DOWN	94.50	DOWN	93.56
Oldham	90.17	DOWN	89.07	DOWN	85.26
Rochdale	92.30	UP	92.37	DOWN	89.38
Salford	90.63	UP	92.77	DOWN	92.20
Stockport	94.57	DOWN	94.28	DOWN	93.09
Tameside	94.58	DOWN	94.17	DOWN	91.70
Trafford	90.70	DOWN	89.81	DOWN	87.62
Wigan	90.76	UP	93.98	UP	94.82
GM Overall	93.52	UP	94.03	DOWN	92.85

9 Northern Rail Trains Service Quality Monitoring

- 9.1 The quality of trains in Greater Manchester is audited on a regular basis by monitoring day-to-day cleaning and maintenance. Each train is inspected and given an individual percentage score and an overall average for the period is calculated. Scores are categorised into zones as follows; Neutral – between 80% and 90%, Incentive - above 90% and Penalty - below 80%. A score in the Incentive zone will generate an additional payment to the operator under the terms of the Franchise Agreement. A score in the Penalty zone means that the payment to the operator is reduced.
- 9.2 Train Service Quality scores apply to all Northern Rail services within the Liverpool and Manchester Performance Management Unit (PMU).
- 9.3 Appendix H shows the record of train service quality achieved.
- 9.4 In period 7, trains scored an average of 82.31%, which was a drop in comparison with period 6 (83.92%). It was also significantly worse than the same period last year (87.74%). The main causes of failure were external cleanliness, interior condition, and toilets and toilet servicing. Northern Rail's internal train refurbishment programme is ongoing and this should, over time, improve the interior condition results. In the meantime, we will work with Northern Rail to improve the standard of on-train cleanliness. Northern Rail also has a specific focus group looking at toilet issues and GMPTE has regular meetings with them to receive updates on their progress.

10 TransPennine Express (TPE) - Performance

- 10.1 Performance for TPE up to period 7 is shown in the chart in Appendix I.
- 10.2 The chart in the appendix shows TPE PPM figures for trains arriving on time or less than 5 minutes late, and also for trains arriving on time or less than 10 minutes late.
- 10.3 Using the criteria of trains arriving on time or less than 5 minutes late, TPE's PPM was 89.1% in period 7. This is a drop of 2.2% in comparison to the previous period, but an improvement in comparison to the same period last year (86.7%) (for trains arriving either on time or less than 5 minutes late). TPE services were affected by direct attacks on signalling towards the end of the period, in particular an incident east of Greenfield on 17 October.
- 10.4 It should be noted that contractually TPE must meet their 0-9 minute target. TPE has a franchise commitment to achieve 91.10% 0-10 PPM by the end of the franchise, in period 7, 94.2% was achieved with an MAA of 91.95%.
- 10.5 TPE held a Stakeholder Forum in York on 26 October where they gave an overview of their current performance and initiatives. TPE announced that the Bolton – Manchester corridor is now the busiest on their network in terms of passenger numbers.

11 Virgin Trains - Performance

- 11.1 Performance for Virgin Trains up to period 7 is shown in Appendix J. Performance in period 7 was 93.4%, which is an improvement in comparison to the previous period (89.0%), and also in comparison to the same period last year (85.0%).

12 Arriva Cross Country - Performance

12.1 Performance for Cross Country is shown in Appendix K. At 94.0%, this PPM is the highest achieved since the beginning of the Cross Country franchise. Performance in the previous period was 91.5%, and in the same period last year 91.6%

13 National Train Operator Performance

13.1 Appendix L shows National PPM by Train Operating Company for period 7.

13.2 In the context of national train operator performance for period 7, Northern Rail is ranked 16th out of 19. When long-distance operators are excluded and only those who are monitored under the same PPM basis as Northern Rail are included (trains arriving between 0 and 4 minutes late), Northern Rail is ranked 10th out of 13. In period 7, Northern Rail's performance was 1.3% worse than the national average.

13.3 Appendix M shows Northern Rail's performance in relation to national average performance, from 2004/05 to date.

13.4 Both Northern Rail's performance and national average performance have improved steadily since 2004.

13.5 The rate at which national average performance improved was greater than the rate at which Northern Rail's performance improved, until 2007/08. In 2008/09 and 2009/10, Northern Rail's improvement has been greater than the improvement in national average performance.

14 Complaints relating to Rail Performance

14.1 402 customer complaints relating to issues in the Manchester and Liverpool PMU were received by Northern Rail during period 7. This was an increase in comparison to the previous period (361). The breakdown between route complaints and station complaints is shown in the table below.

Manchester and Liverpool PMU Complaints – Northern Rail	Period 7	Period 6
<i>Route Complaints</i>	276	241
Performance	159	164
Overcrowding	36	22
<i>Station Complaints</i>	126	120
Retail	40	39
Staff	30	29
TOTAL COMPLAINTS	402	361

14.2 Particularly high levels of complaints were recorded for the Chester – Manchester Piccadilly (53), and Clitheroe – Manchester Victoria (44) services. In both instances, the majority of the complaints were performance related. Overcrowding complaints were notable on the Manchester Airport - Southport and the Buxton routes (6 each).

- 14.3 The closure of the Oldham Loop generated a high number of complaints this period. Northern Rail received 49 complaints about performance and 29 complaints about overcrowding on Calder Valley services (compared with 19 and 4 in the previous period). As these complaints relate to services operated in the West and North Yorkshire PMU, they are not listed in the table contained in paragraph 14.1 above.
- 14.4 6 complaints relating to rail issues were received by GMPTE during period 7. These related to access issues at Levenshulme, the platform height at Salford Central, the lack of a shelter at Ince station, car parking and ticket office opening hours at Urmston, and two complaints relating to the closure of the Oldham Loop and consequent overcrowding on the Rochdale and Huddersfield lines.

15 Planned train service disruptions

15.1 Planned engineering work will give rise to train service disruption as follows;

- **Sundays 13 December – 24 January**

Track replacement work south of Manchester Piccadilly will disrupt services between Manchester Piccadilly and Stockport and Manchester Piccadilly and Manchester Airport. A reduced level of service will be provided.

- **Sunday 27 – Monday 28 December**

In connection with the construction of a bridge for the new Alderley Edge bypass, the line between Crewe and Wilmslow will be closed. Rail replacement buses will be provided and train services diverted.

- **Sunday 27 – Monday 28 December**

To enable track renewal work, the line between Edale and Sheffield will be closed. Trains will continue to operate between Manchester Piccadilly and Chinley with buses being provided for the onward journey to Sheffield.

- **Sundays 4 April – 9 May and Saturdays 10 and 17 April**

To enable track replacement work at New Mills Central trains between Manchester Piccadilly and Sheffield will be diverted via Stockport. Rail replacement buses will be provided to serve stations between Manchester Piccadilly and Chinley via Romiley.

15.2 The list above is a brief summary of the most significant changes known at the time of producing this report. It may be subject to change. Passengers intending to travel at weekends and particularly over the Christmas and New Year period are advised to check their travel plans with National Rail Enquiries on 08457 48 49 50.

16 Recommendations

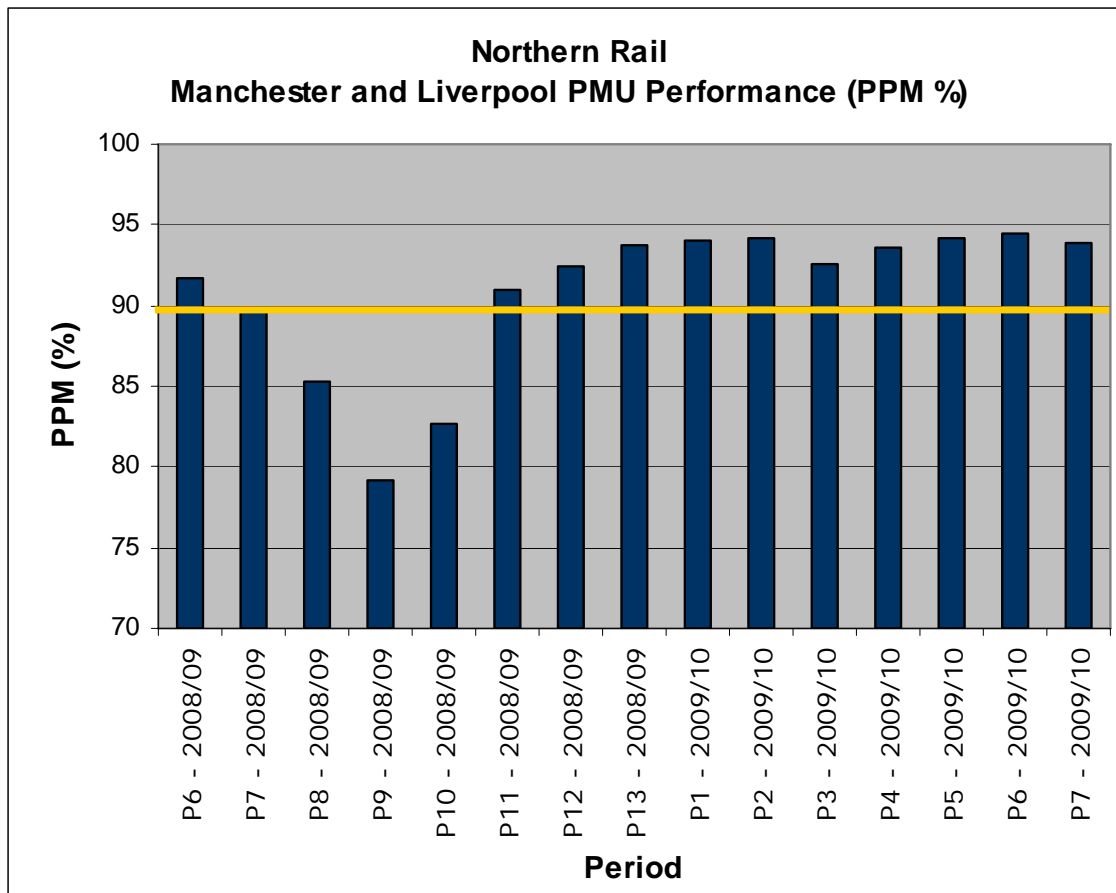
16.1 Recommendations appear at the front of this report.

Michael Renshaw
Interim Bus and Rail Director

List of Appendices

- Appendix A: Northern Rail Manchester and Liverpool PMU PPM
- Appendix B: Northern Rail Period 7 Significant Incidents
- Appendix C: Northern Rail Period 7 Worst Performing Service Groups
- Appendix D: Northern Rail Period 7 PPM Performance by Service Group
- Appendix E: Northern Rail Period 7 Worst Performing Trains
- Appendix F: Northern Rail Period 7 Strengthening of Peak Trains
- Appendix G: Northern Rail Peak Time Train Capacity Strengthening
- Appendix H: Northern Rail Trains Service Quality Monitoring
- Appendix I: First Transpennine Express (TPE) PPM Performance
- Appendix J: Virgin West Coast PPM Performance
- Appendix K: Cross Country PPM Performance
- Appendix L: Period 7 PPM by Train Operating Company (National)
- Appendix M: Northern Rail and National Average Performance

Appendix A: Northern Rail Manchester and Liverpool PMU PPM



Notes: The yellow line represents Northern Rail's target PPM of 90.0%

Appendix B: Northern Rail Period 7 Significant Incidents

The most significant incidents causing delays and cancellations to services in Greater Manchester during period 7 are summarised in the table below. More detail regarding each incident is also provided.

Northern Rail Performance Related

	Date	Description	Location	Delay Minutes	Cancellations
1	30/09/09	Train Fault	Liverpool	195	0
2	14/10/09	Train Fault	Manchester Piccadilly	151	4
3	23/09/09	Train Fault	Ardwick	137	2
4	08/10/09	Train Fault	Manchester Piccadilly	134	3
5	22/10/09	Train Fault	Guide Bridge	123	5

Non Northern Rail Performance Related

	Date	Description	Location	Delay Minutes	Cancellations
6	08/10/09	Direct Attack on Signalling	Ordsall Lane, near Deansgate	438	27
7	03/10/09	Tree on line	Rochdale	393	2
8	05/10/09	Track fault	Northenden	357	2
9	03/10/09	Freight train failure	Slade Lane, near Piccadilly	340	5
10	23/09/09	Non-passenger train failure	Stockport	327	27

- 30 September – A brake fault developed on a train at Liverpool Lime Street. The mechanic attended, however another train was eventually used to cover the service. The service departed 19 minutes late however the overall delay to trains as a result was 3 hours and 15 minutes.
- 14 October – Two trains had problems coupling at Manchester Piccadilly due to a flat battery on one train. The trains were eventually coupled but the incident resulted in a total of 2 hours and 31 minutes of delay to different trains and 4 cancellations.
- 23 September – A brake fault developed on a train in the Ardwick area. The train was formed of two units which the driver uncoupled and re-coupled to resolve the problem. This caused a total of 2 hours and 17 minutes of delay to different trains and 2 cancellations.
- 8 October – An engine fault occurred on a train at Manchester Piccadilly which resulted in a total of 2 hours and 14 minutes of delay to different trains and 3 cancellations.
- 22 October – A fault developed on a train at Guide Bridge which caused a total of 2 hours and 3 minutes of delay to different trains and 5 cancellations.
- 8 October – Cable theft occurred at Ordsall Lane junction, between Deansgate and Salford Crescent, which caused disruption to services when 100m of cable was stolen.

This incident caused a total of 7 hours and 18 minutes of delay to various trains and 27 cancellations. This was the most significant incident affecting performance in period 7.

7. 3 October – A tree fell on the line between Rochdale and Smithy Bridge which the signaller was able to remove. This incident caused a total of 6 hours and 33 minutes of delay to different trains and 2 cancellations.
8. 5 October – A track fault affected the single line which resulted in a total of 5 hours and 57 minutes of delay to different trains and 2 cancellations.
9. 3 October – A freight train developed a fault at Slade Lane, near Piccadilly, which required a second locomotive to assist. Numerous delays occurred as a result of this totalling 5 hours and 40 minutes. 5 cancellations to Northern Rail services also occurred.
- 10.23 September – A non-passenger train developed a fault at Stockport which needed mechanics to rectify. This caused a total of 5 hours and 27 minutes of delay to various trains and 27 cancellations.

Appendix C: Northern Rail Period 7 Worst Performing Service Groups

1 **Preston – Hazel Grove: 87.95%**

This line of route was affected by a number of incidents during period 7, however the PPM of 87.95% is significantly higher than the Blackpool – Buxton service group PPM in period 7 last year (76.02%), which demonstrates the benefits of the timetable change in December 2008. Performance was affected by incidents including the direct attack on signalling at Ordsall Lane junction, near Deansgate, on 8 October, and the non-passenger train failure at Stockport on 23 September.

2 **Manchester Victoria – Leeds (Caldervale Line): 86.92%**

This line of route was the worst performing route in Greater Manchester during period 7 and dropped from 91.28% in period 6. The PPM was however better than the same period last year (84.22%). Significant incidents affecting the line included a points failure at Dryclough, near Halifax, and a tree that had fallen onto the railway line at Rochdale. The route was also affected by poor adhesion due to the start of the leaf-fall season. Overcrowding caused by the closure of the Oldham loop also had an impact on performance.

3 **Clitheroe – Blackburn – Manchester Victoria: 89.54%**

The most significant incident on this line was a 20mph temporary speed restriction at Cobwell viaduct, near Hall I'th'Wood. The services on this line of route were also affected by a train hitting a bicycle left on the track at Darwen, and a direct attack on signalling at the beginning of the period.

4 **Chester – Northwich – Altrincham – Stockport / Manchester Piccadilly: 89.69%**

Performance on this line was affected by a track fault on the single line at Northenden on 5 October. A failed non-passenger train at Stockport also caused 18 cancellations during the period.

5 **Leeds – Dewsbury – Manchester : 89.35%**

5.1 Performance on this line was affected by a power failure at Mirfield and a points failure at Milner Royd junction, near Sowerby Bridge.

Appendix D: Northern Rail Period 7 PPM Performance by Service Group

Service Group	PPM (%)	MAA (%)	Trains Booked
MANCHESTER PICCADILLY – ROMILEY / ROSE HILL MARPLE	96.52	94.24	1640
HADFIELD / GLOSSOP – MANCHESTER PICCADILLY	95.66	94.14	1450
WIGAN – BOLTON – MANCHESTER VICTORIA / ROCHDALE	96.64	93.29	1012
LIVERPOOL - ST HELENS CENTRAL – WIGAN NORTH WESTERN	95.44	93.19	1492
ROCHDALE – OLDHAM – MANCHESTER VICTORIA (Oldham Loop – Closed on 3 October)	93.42	93.06	1292
BUXTON – HAZEL GROVE – MANCHESTER PICCADILLY	95.68	92.39	996
MANCHESTER – ALDERLEY EDGE / CREWE VIA STOCKPORT	94.65	91.90	1608
LIVERPOOL – NEWTON LE WILLOWS - MANCHESTER VICTORIA / STALYBRIDGE	94.22	91.75	1020
KIRKBY – WIGAN – MANCHESTER VICTORIA / ROCHDALE	96.46	91.47	649
LEEDS – DEWSBURY – MANCHESTER	89.35	90.90	620
SOUTHPORT – WIGAN – ATHERTON - MANCHESTER	94.86	90.32	972
MANCHESTER PICCADILLY – STOCKPORT OR NEW MILLS CENTRAL – CHINLEY / SHEFFIELD	92.39	90.29	1512
BLACKPOOL NORTH – MANCHESTER VICTORIA	93.64	90.16	928
WARRINGTON CENTRAL – MANCHESTER OXFORD ROAD / PICCADILLY / LIVERPOOL	92.43	89.11	1427
MANCHESTER AIRPORT – NEWTON LE WILLOWS - LIVERPOOL	93.50	88.82	892
MANCHESTER – STALYBRIDGE – MARSDEN - HUDDERSFIELD	90.73	88.65	1100
CHESTER – NORTHWICH – ALTRINCHAM – STOCKPORT / MANCHESTER PICCADILLY	89.69	88.51	960
HAZEL GROVE – MANCHESTER PICCADILLY	91.03	87.76	156
CLITHEROE – BLACKBURN – MANCHESTER VICTORIA	89.54	87.71	1224
MANCHESTER – MACCLESFIELD / STOKE ON TRENT	90.98	87.64	964
MANCHESTER VICTORIA – LEEDS (CALDERVALE LINE)	86.92	86.55	1690
SOUTHPORT – WIGAN – BOLTON – MANCHESTER VICTORIA / OXFORD ROAD / AIRPORT	91.45	83.38	912
PRESTON – HAZEL GROVE	87.95	80.73	556

Key: ■ Less than 89%

■ 89% and above

■ 90% and above

Appendix E: Northern Rail Period 7 Worst Performing Trains

North Manchester							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1		0718	SOUTHPORT-MANINTAPT	11	24	24	45.83%
2		0830	HUDDFIELD-MANCR VIC	6	23	23	26.09%
3		0811	MANCR VIC-SOUTHPORT	6	23	24	25.00%
4		0931	BLACKBURN-MANCR VIC	6	24	24	25.00%
5		1707	CLITHEROE-ROCHDALE	5	22	24	20.83%
6		0825	SOUTHPORT-MANINTAPT	5	23	24	20.83%
7		2035	CLITHEROE-MANCR VIC	5	24	24	20.83%
8		1804	CLITHEROE-MANCR VIC	5	24	24	20.83%
9		0641	STALYBDGE-HUDDFIELD	4	19	20	20.00%
10		1931	BLACKBURN-MANCR VIC	2	21	24	8.33%

Merseyrail City Lines							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1		0844	MANCROXRD-LVPOOL LS	7	24	24	29.17%
2		0751	LVPOOL LS-MANCROXRD	7	24	24	29.17%
3		1616	MANCROXRD-LVPOOL LS	6	24	24	25.00%
4		1808	WIGAN NW-LVPOOL LS	5	24	24	20.83%
5		1643	MANCROXRD-LVPOOL LS	5	25	25	20.00%
6		2338	LVPOOL LS-MANCR PIC	4	21	21	19.05%
7		1613	LVPOOL LS-MANINTAPT	4	23	24	16.67%
8		1902	LVPOOL LS-WIGAN NW	4	23	24	16.67%
9		1744	MANCROXRD-LVPOOL LS	4	24	25	16.00%
10		1841	MANINTAPT-LVPOOL LS	3	23	24	12.50%

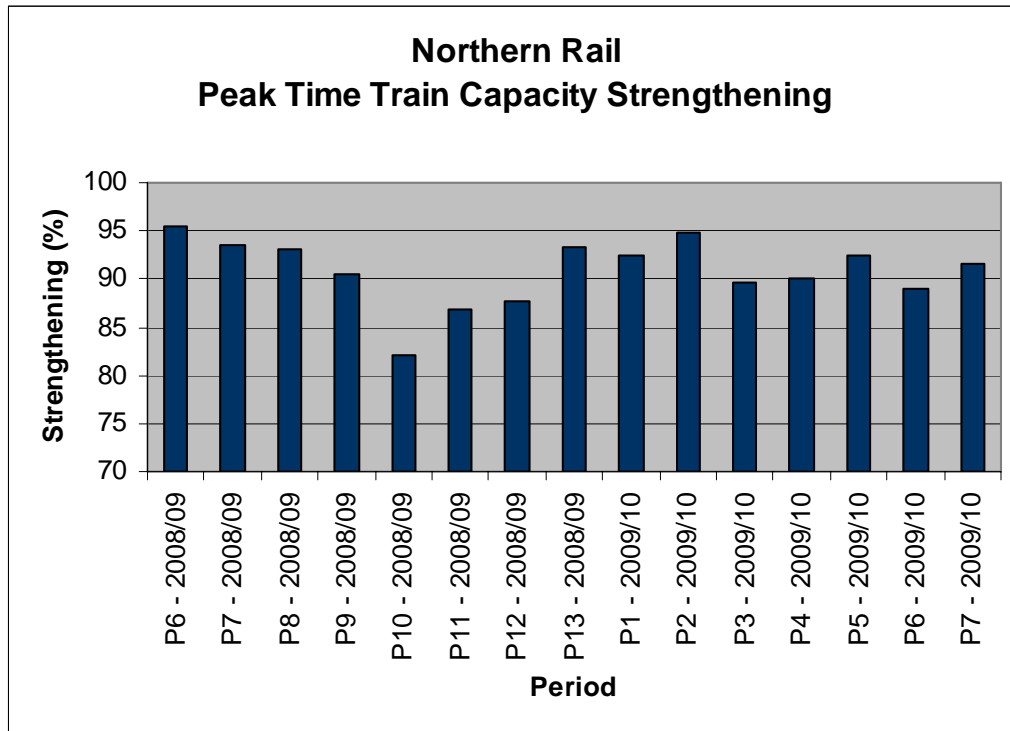
South Manchester							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1		1732	MANCR PIC-NEWMLSSEN	7	24	24	29.17%
2		1758	STOKE-MANCR PIC	7	24	24	29.17%
3		1414	SHEFFIELD-MANCR PIC	6	23	24	25.00%
4		2313	CREWE-MANCR PIC	5	20	20	25.00%
5		0722	CREWE-MANCROXRD	5	20	20	25.00%
6		0914	SHEFFIELD-MANCR PIC	6	27	28	21.43%
7		1714	SHEFFIELD-MANCR PIC	6	28	28	21.43%
8		1914	SHEFFIELD-MANCR PIC	6	28	28	21.43%
9		1903	CHESTER-MANCR PIC	5	23	24	20.83%
10		1614	MANCR PIC-MANINTAPT	1	19	24	4.17%

Appendix F: Northern Rail Period 7 Strengthening of Peak Trains

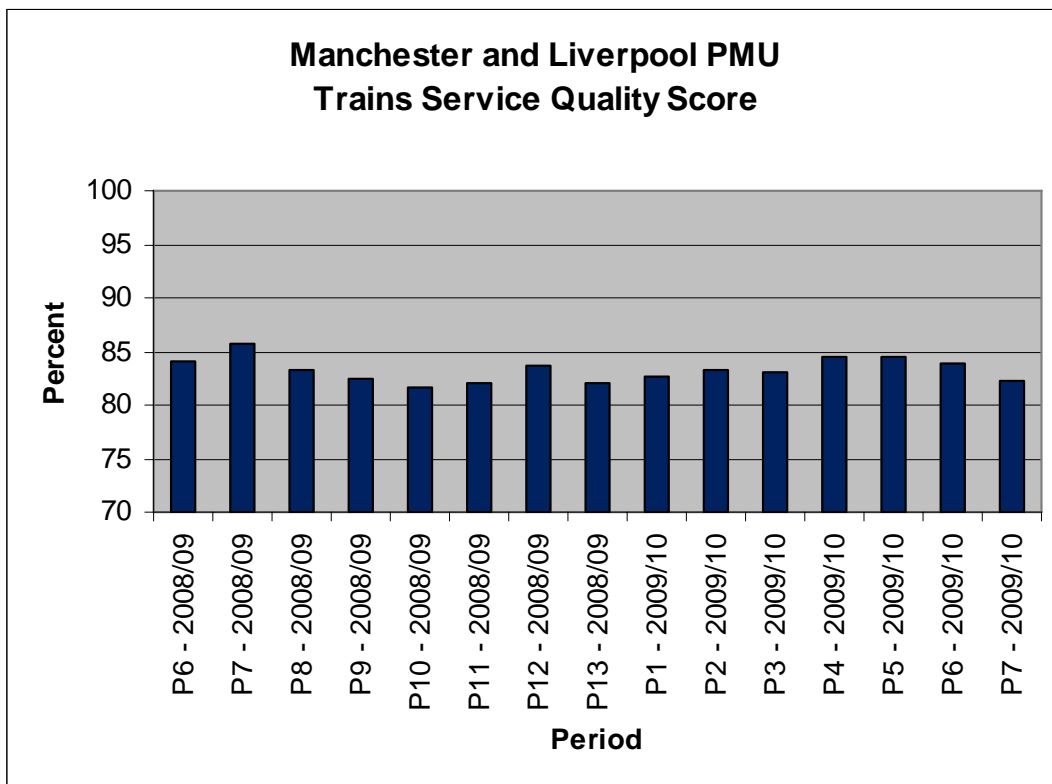
				Week 1							Week 2						
		Description	Formation	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		AM Unit Availability / Balance			101/+0	101/+0	100/-1	96/-5	101/+0			101/+0	102/+1	100/-1	99/-2	101/+0	
2A00	06:23	Southport - Manchester Airport	142 150	N/A						N/A	N/A						N/A
1J01	06:53	Southport - Manchester Victoria	156 150	N/A						N/A	N/A						N/A
2W62	07:12	Kirkby - Manchester Victoria	142 142	N/A						N/A	N/A						N/A
2A02	07:22	Southport - Manchester Airport	156 150	N/A						N/A	N/A						N/A
2H04	06:53	Blackpool North - Hazel Grove	180	N/A						N/A	N/A						N/A
2J54	07:07	Clitheroe - Manchester Victoria	153 150	N/A						N/A	N/A						N/A
2J42	07:18	Blackpool North - Manchester Victoria	180	N/A						N/A	N/A						N/A
2M57	07:33	Huddersfield - Manchester Victoria	150 150	N/A						N/A	N/A						N/A
2M59	08:02	Huddersfield - Liverpool Lime Street	150 156	N/A						N/A	N/A						N/A
2H07	07:26	Buxton - Manchester Piccadilly	156 150	N/A						N/A	N/A						N/A
2N22	08:32	Hazel Grove - Preston	150 150	N/A						N/A	N/A						N/A
2H46	07:26	Liverpool Lime St - Manchester Ox Road	142 150	N/A						N/A	N/A						N/A
2H29	07:22	Crewe - Manchester Oxford Road	142 142	N/A						N/A	N/A						N/A
		PM Unit Availability / Balance			103/+2	101/+0	100/-1	101/+0	102/+1			103/+2	101/+0	100/-1	100/-1	99/-2	
1F01	17:06	Manchester Victoria - Southport	150 142	N/A						N/A	N/A						N/A
2F87	17:03	Manchester Airport - Southport	150 142	N/A						N/A	N/A						N/A
1F02	17:40	Manchester Victoria - Southport	156 150	N/A						N/A	N/A						N/A
2N20	16:33	Hazel Grove - Preston	180	N/A						N/A	N/A						N/A
2N97	17:19	Manchester Victoria - Blackpool North	180	N/A						N/A	N/A						N/A
2H92	16:51	Manchester Piccadilly - Buxton	150 150	N/A						N/A	N/A						N/A
2H94	16:23	Preston - Buxton	150 150	N/A						N/A	N/A						N/A
2H02	17:23	Manchester Piccadilly - Hazel Grove	142 142	N/A						N/A	N/A						N/A
2H96	17:52	Manchester Piccadilly - Buxton	150 150	N/A						N/A	N/A						N/A
				Week 3							Week 4						
		Description	Formation	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		AM Unit Availability / Balance			98/+1	95/-2	98/+1	98/+1	101/+4			101/+4	99/+2	98/+1	98/+1	99/+2	
2A00	06:23	Southport - Manchester Airport	142 150	N/A						N/A	N/A						N/A
1J01	06:53	Southport - Manchester Victoria	156 150	N/A						N/A	N/A						N/A
2W62	07:12	Kirkby - Manchester Victoria	142 142	N/A						N/A	N/A						N/A
2A02	07:22	Southport - Manchester Airport	156 150	N/A						N/A	N/A						N/A
2H04	06:53	Blackpool North - Hazel Grove	180	N/A						N/A	N/A						N/A
2J54	07:07	Clitheroe - Manchester Victoria	153 150	N/A						N/A	N/A						N/A
2J42	07:18	Blackpool North - Manchester Victoria	180	N/A						N/A	N/A						N/A
2M57	07:33	Huddersfield - Manchester Victoria	150 150	N/A						N/A	N/A						N/A
2M59	08:02	Huddersfield - Liverpool Lime Street	150 156	N/A						N/A	N/A						N/A
2H07	07:26	Buxton - Manchester Piccadilly	156 150	N/A						N/A	N/A						N/A
2N22	08:32	Hazel Grove - Preston	150 150	N/A						N/A	N/A						N/A
2H46	07:26	Liverpool Lime St - Manchester Ox Road	142 150	N/A						N/A	N/A						N/A
2H29	07:22	Crewe - Manchester Oxford Road	142 142	N/A						N/A	N/A						N/A
		PM Unit Availability / Balance			96/-1	98/+1	96/-1	98/+1	100/+3			100/+3	99/+2	97/+0	98/+1	98/+1	
1F01	17:06	Manchester Victoria - Southport	150 142	N/A						N/A	N/A						N/A
2F87	17:03	Manchester Airport - Southport	150 142	N/A						N/A	N/A						N/A
1F02	17:40	Manchester Victoria - Southport	156 150	N/A						N/A	N/A						N/A
2N20	16:33	Hazel Grove - Preston	180	N/A						N/A	N/A						N/A
2N97	17:19	Manchester Victoria - Blackpool North	180	N/A						N/A	N/A						N/A
2H92	16:51	Manchester Piccadilly - Buxton	150 150	N/A						N/A	N/A						N/A
2H94	16:23	Preston - Buxton	150 150	N/A						N/A	N/A						N/A
2H02	17:23	Manchester Piccadilly - Hazel Grove	142 142	N/A						N/A	N/A						N/A
2H96	17:52	Manchester Piccadilly - Buxton	150 150	N/A						N/A	N/A						N/A

KEY: Full Compliance Partial Compliance Non Compliant
 Strengthened but smaller seat capacity Not strengthened (one unit only)

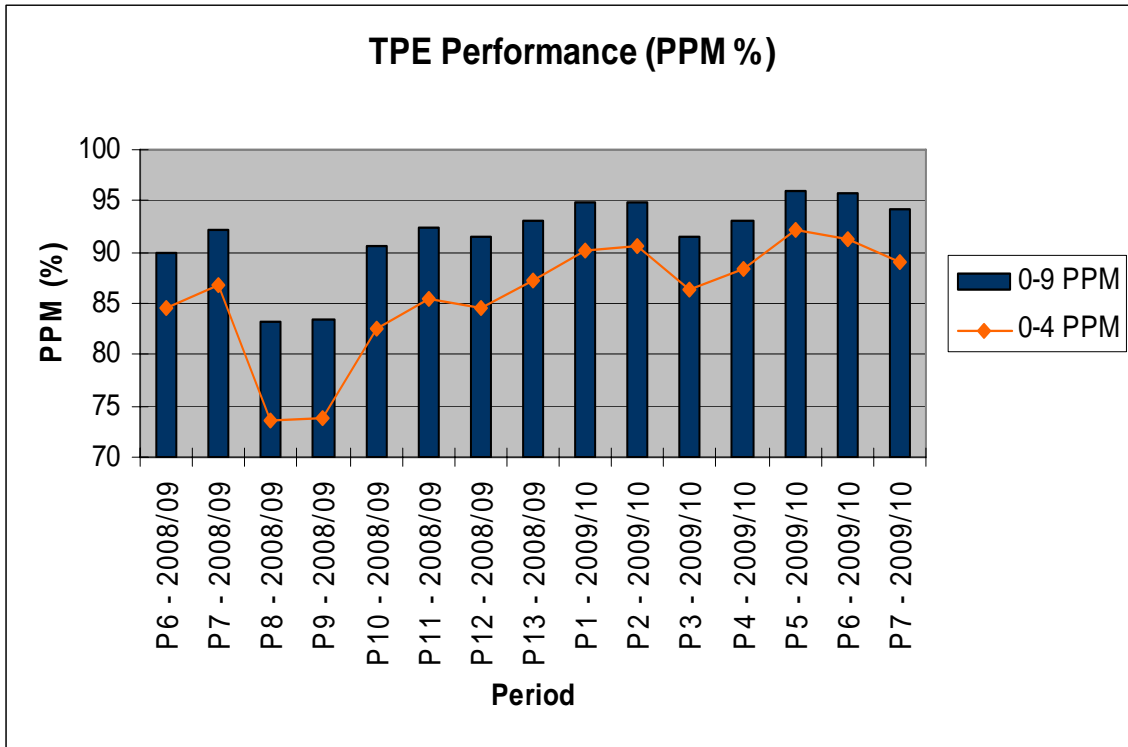
Appendix G: Northern Rail Peak Time Train Capacity Strengthening



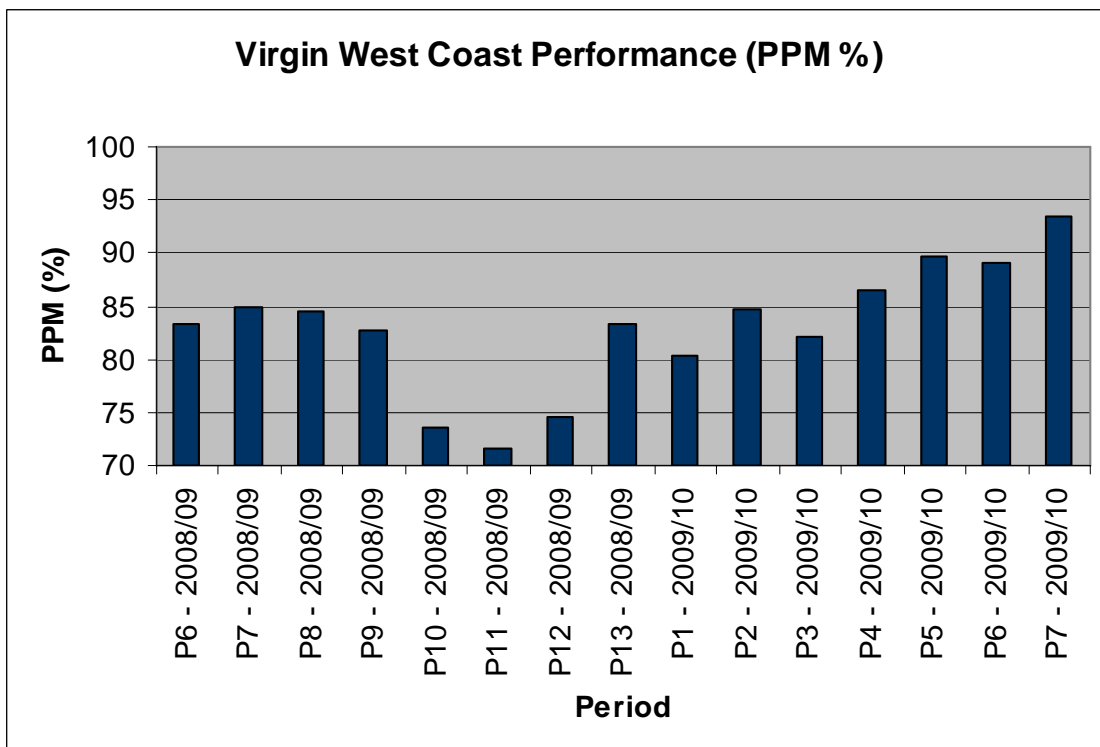
Appendix H: Northern Rail Trains Service Quality Monitoring



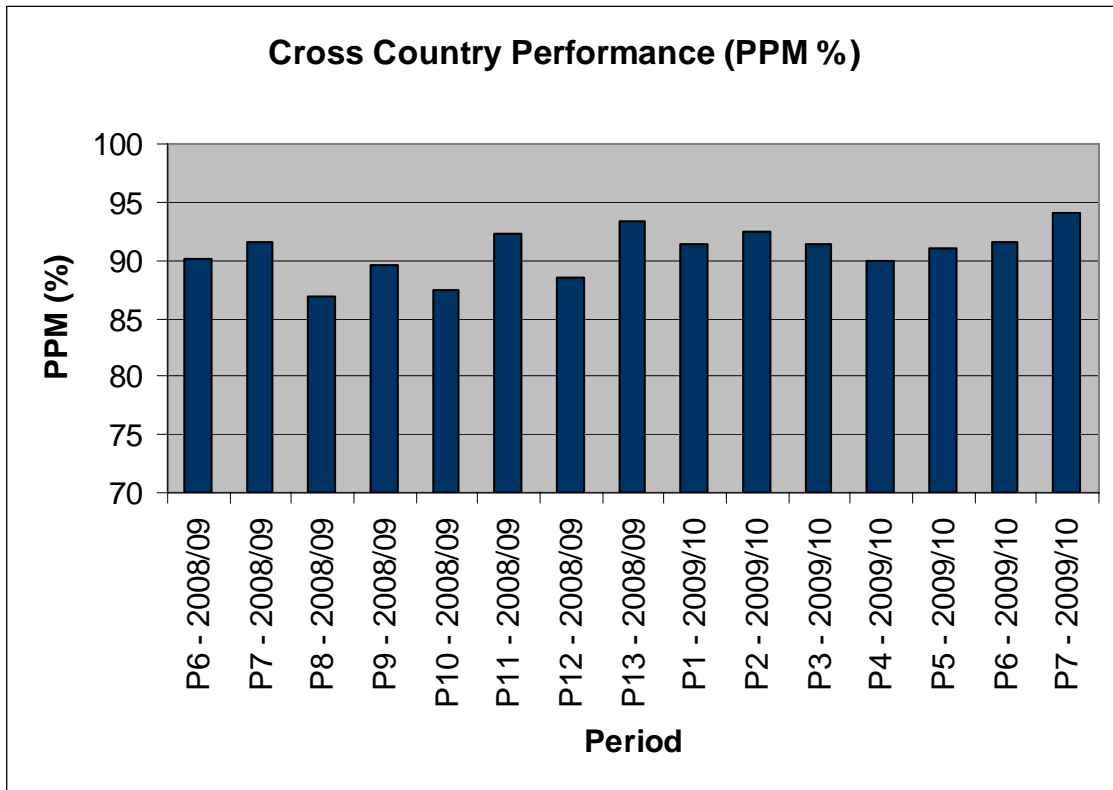
Appendix I: First Transpennine Express (TPE) PPM Performance



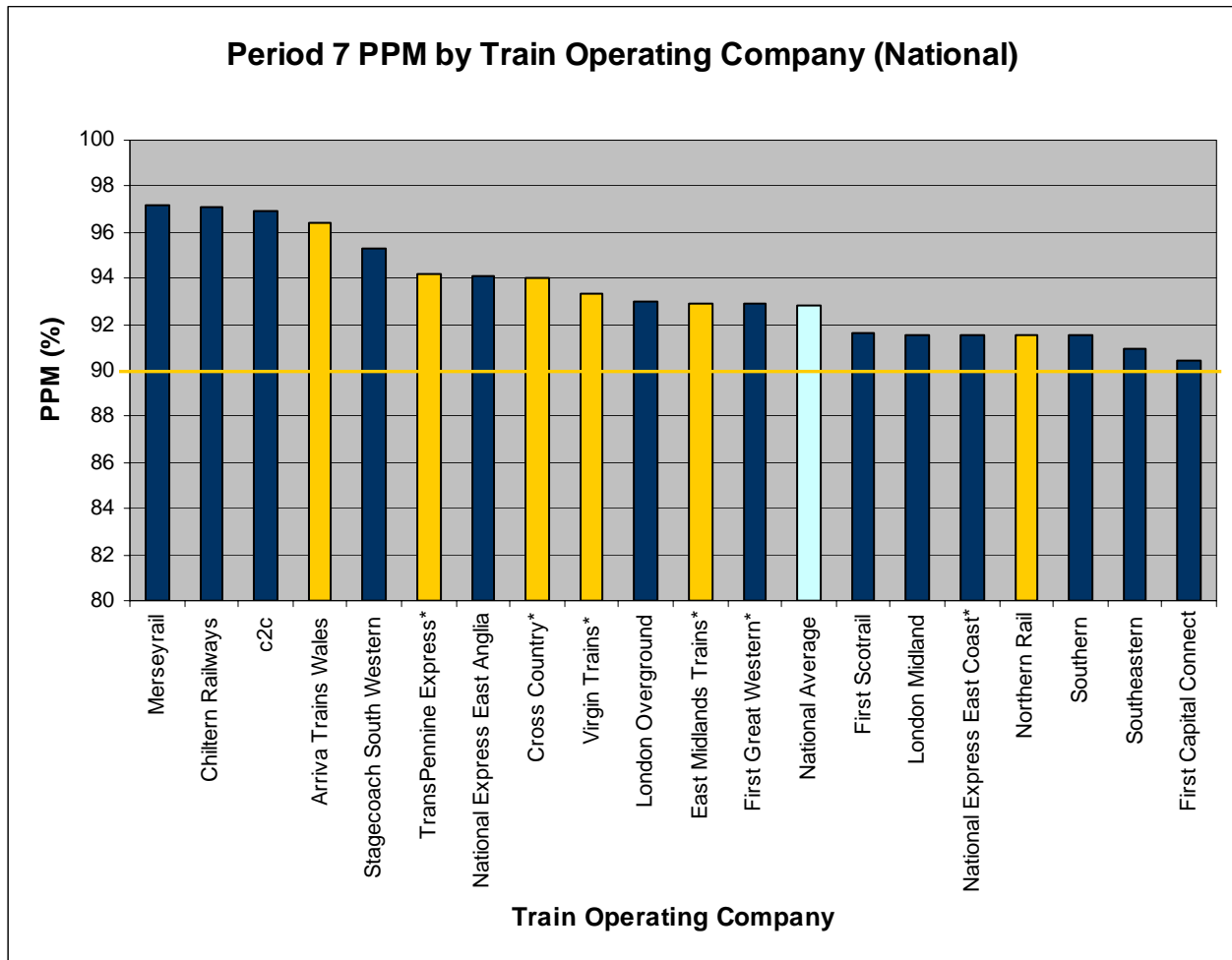
Appendix J: Virgin West Coast PPM Performance



Appendix K: Cross Country PPM Performance



Appendix L: Period 7 PPM by Train Operating Company (National)



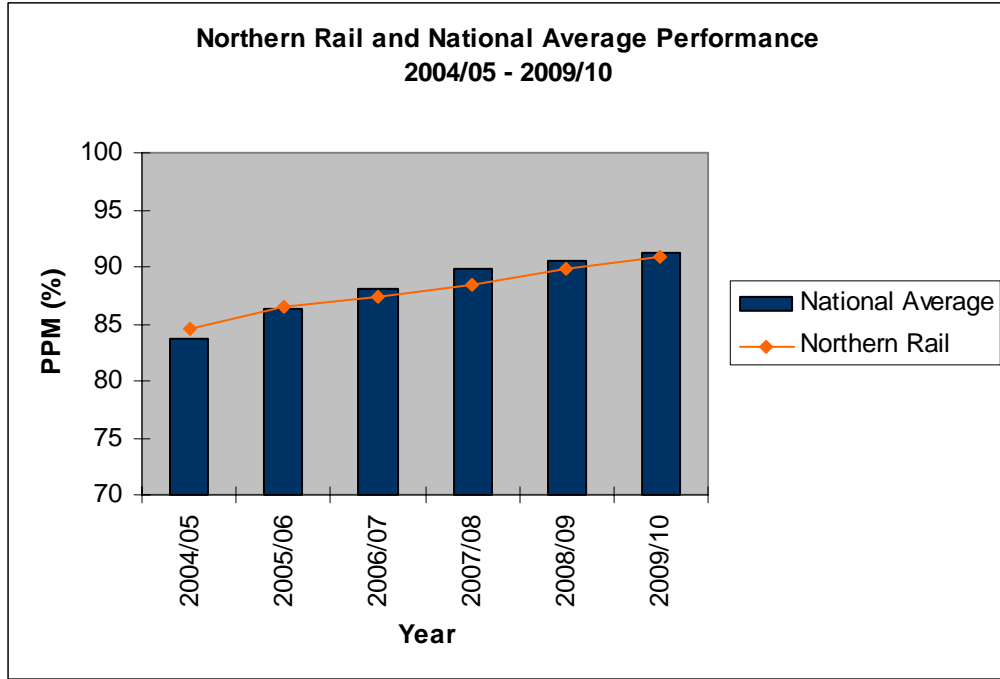
Key:

	Operates services within Greater Manchester
	National Average

Notes:

- 1) *indicates operator's PPM is calculated using the number of trains operating between 0 and 9 minutes late, compared to 0 and 4 minutes late for all other operators.
- 2) The yellow line represents Northern Rail's target PPM of 90.0%

Appendix M – Northern Rail and National Average Performance



Notes:

- 1) PPM is the end of year (Period 13) MAA result for all years except 2009/10.
- 2) For 2009/10, the PPM is the Period 7 MAA Result