

REPORT FOR INFORMATION

**COMMITTEE:** Rail and Metrolink Networks  
**DATE:** 17 July 2009  
**SUBJECT:** Local Rail Service Performance  
**REPORT OF:** Interim Bus and Rail Director, GMPTE

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**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 note the performance of local rail services.

**BACKGROUND DOCUMENTS**

'Local Rail Service Performance' report to the 22 May 2009 Transport Network Committee.

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## Summary of results for 3 to 31 May 2009 - Reporting Period 2

### General

- The improvement in Northern Rail's performance has continued steadily into period 2. Improved performance was also achieved by Transpennine Express, Arriva Cross Country and Virgin Trains.
- The most significant factors adversely affecting performance in Greater Manchester included a recurring signalling failure at Manchester Piccadilly at the end of May.

### Northern Rail

- Period PPM **UP 0.18%** to 94.24%.
  - Moving Annual Average PPM **UP 0.17%** to 90.28%.
  - 21 service groups had a PPM score **above 90%**.
  - Best performing service was Piccadilly – Marple/Rose Hill at **97.01%**.
  - Worst performing service was Southport – Wigan – Bolton – Manchester Victoria / Oxford Road at **88.33%**, although this is above the 85% benchmark and is steadily improving.
  - Nearly **2.5%** more trains were strengthened in the peak period than in the previous period.
  - Train Service Quality **UP 0.76%** to 83.36%.
  - Recent train availability issues described in section 7.
  - District performance figures included in section 8.
  - National performance figures included in section 13.
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## Report on Local Rail Service Performance

### 1 Introduction

- 1.1 This report contains performance monitoring information for the period from 3 to 31 May 2009 (period 2 2009/10). The charts included also show performance for period 1 (1 April – 2 May 2009), which has not been previously reported.
- 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 run as advertised 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 2

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 service groups which operate in Greater Manchester whether they are in the Manchester and Liverpool, Lancashire and Cumbria, or West and North Yorkshire PMUs. 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 13</u>	<u>Period 1</u>	<u>Period 2</u>
	Greater Manchester	92.82%	93.40%	93.79%
	Manchester and Liverpool PMU	93.73%	94.06%	94.24%
	Northern Rail Overall	93.64%	93.95%	94.19%
	<u>MAA PPM Performance</u>			
	Manchester & Liverpool PMU	90.04%	90.11%	90.28%
	Northern Rail Overall	89.77%	89.91%	90.19%

2.4 All categories of performance show a progressive improvement in performance over the three periods. The Manchester and Liverpool PMU consistently exceeds the PPM figures for Northern Rail overall and Greater Manchester.

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 and its current aspiration is to achieve 90%.

2.6 The trend chart in Appendix A shows the improvement in PMU performance in recent periods. Performance is more than 2% better in period 2 than in the same period last year and the period PPM for period 2 is the second highest since April 2006.

2.7 Appendix B shows that reliability, the number of scheduled trains run, improved in both periods 1 and 2, and currently stands at 98.9%. This is better than the same period last year (98.0%). Punctuality (also shown in Appendix B) remained steady in periods 1 (95.1%) and 2 (95.0%). The period 2 result is better than the same period last year (94.2%).

2.8 Following the traincrew availability issues and other operational difficulties associated with the timetable change in December (period 10 2008/09), performance has improved steadily.

2.9 A comparison of PPM performance for all lines of route in period 2 2008/09, and period 2 2009/10, can be seen in Appendix E. The performance of 17 out of 23 service groups

has improved in period 2 2009/10, in comparison with period 2 2008/09. Those service groups that have dropped in performance are Manchester – Alderley Edge / Crewe via Stockport, Hazel Grove – Manchester, and Manchester – Macclesfield / Stoke on Trent. These service groups were affected by a number of significant incidents in period 2 2009/10, which are described in section 3 and Appendix C of this report.

- 2.10 Unconfirmed results for period 3 show a disappointing drop in performance compared with the excellent score in period 2. The PPM figure at Day 23 of the period for the Manchester & Liverpool PMU was 92.56% (compared with 94.34% at the period end last year). This was largely due to a derailment on 11 June at Olive Mount junction near Liverpool Lime Street. Performance has also been affected by fleet related issues throughout the period, interference with signalling because of electrical storms at Grindleford and Stalybridge on 15 June, and 2 emergency aircraft landings at Manchester Airport requiring the temporary suspension of train services, also on 15 June.

### **3 Significant Incidents**

- 3.1 The most significant incidents causing delays and cancellations to Northern Rail services in Greater Manchester during period 2 are summarised in Appendix C.
- 3.2 The major causes of delays and cancellations included a recurring signalling failure at Manchester Piccadilly at the end of May, which caused disruption for a number of days. Following this, Network Rail is considering accelerating the renewal of the signalling system, currently planned for 2010.

### **4 Northern Rail - Service Group PPM Analysis**

- 4.1 In period 2, 21 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 2 was Manchester Piccadilly – Romiley/Rose Hill, with a PPM of 97.01%. The worst performing service group was the Southport – Wigan – Bolton – Manchester route (88.33%). Further details are provided in Appendix D. Information about the Southport Line Quality Improvement Team (QIT) can be found in paragraphs 4.3 to 4.5.
- 4.2 Appendix E shows PPM performance in period 2 on an individual service group basis.

#### Quality Improvement Teams

- 4.3 The recently re-convened Southport Line Quality Improvement Team (QIT) has now held a number of meetings. The group consists of various industry partners including representatives from both Northern Rail and Network Rail, with the aim being to improve performance through joint working and initiatives.
- 4.4 The Group has been focusing on issues affecting performance between Wigan and Southport, and some success has been achieved in improving factors that prevent trains departing from Southport punctually. This has included more pro-active passenger management at Southport station, alongside a focus on passenger assistance arrangements. Punctual departures from Southport have improved from 84.64% in period 2, to 87.11% on day 20 of period 3.
- 4.5 Further work being undertaken by the Group in relation to the Wigan – Southport section, includes a review of the current line speed between Meols Cop and Southport,

and within Southport station. At future meetings the Group is planning to move the focus to look at particular issues affecting the Wigan – Salford section of the route.

- 4.6 The QIT focusing on issues affecting the Clitheroe – Blackburn – Manchester Victoria route continues to review problem areas as part of the Joint Management Group Meetings for the Clitheroe Line / East Lancashire Community Rail Partnerships. Performance on this line has shown a significant improvement following the introduction of the December 2008 timetable and the removal of temporary speed restrictions along various sections of the route between Blackburn and Clitheroe.

## **5 Northern Rail - Worst Performing Trains**

- 5.1 Appendix F shows the worst performing trains for period 2. 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 2 Northern Rail provided extra coaches to strengthen 94.9% of those trains scheduled for strengthening, a 2.5% increase compared with period 1 (92.4%). 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 G shows Northern Rail's record of achieving peak time strengthening during period 2. Appendix H shows Northern Rail's record of achieving peak time strengthening over the last 13 periods.

## **7 Train Availability Issues**

- 7.1 At the moment, within the Greater Manchester area, Northern Rail has five trains that are unable to be used due to damage sustained in recent incidents, including the derailment on 11 June described in paragraph 2.10. These trains are likely to remain out of action for some time. As well as these trains, Northern Rail has recently had five Class 323 electric trains stopped to repair a variety of faults, and they have also experienced some reliability problems with their diesel fleet of trains.
- 7.2 A consequence of the recent train shortages is that some peak time train capacity strengthening has not been achieved and, in some cases, the correct trains have not been used on the services they are scheduled to operate. One example is the 0757 Alderley Edge – Manchester Airport – Manchester Piccadilly train, which has sometimes been operated with a two carriage diesel train instead of the scheduled Class 323 electric train. This has given rise to significant overcrowding and consequential passenger complaints.
- 7.3 To manage this problem, and the current shortage of Class 323 electric trains, Northern Rail has implemented a contingency plan with effect from the 13<sup>th</sup> July. Details are provided below:
- The 0757 Alderley Edge – Manchester Airport – Manchester Piccadilly service has been restored to Class 323 operation and this should reduce overcrowding on this train.

- Approximately half of the Alderley Edge – Manchester Piccadilly services and two off peak / contrapeak Crewe services will now be operated by diesel trains. The peak time trains affected are the 0730 Alderley Edge – Manchester Piccadilly, and the 1638 Manchester Piccadilly – Alderley Edge.
- The 0715 Macclesfield – Manchester service is now a two carriage train rather than a four carriage train.
- The 1523 Preston – Buxton service (1621 departure from Piccadilly) is now a two carriage train rather than a four carriage train.

7.4 Northern Rail’s aim is to make the effect on customers of the Class 323 shortage and any issues with diesel train availability more predictable. Northern Rail’s record of peak strengthening should also improve but overcrowding may increase on the trains with fewer carriages detailed above.

7.5 We anticipate these arrangements will remain in place until a collision damaged 323 is returned to service. It is currently anticipated that this will be February 2010. Officers will continue to discuss with Northern Rail and DfT how the impact on passengers from these unit absences can be minimised.

## 8 Northern Rail – District Performance

8.1 Performance figures have been calculated for each district in Greater Manchester for periods 1 and 2. These 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 1 (%)	Trend between P1 and P2	Period 2 (%)
Bolton	88.56	UP	91.30
Manchester	94.75	DOWN	94.54
Oldham	81.22	UP	90.35
Rochdale	92.94	UP	92.99
Salford	90.46	UP	92.58
Stockport	94.42	DOWN	92.97
Tameside	92.74	UP	93.77
Trafford	86.21	UP	93.74
Wigan	92.47	UP	93.42
GM Overall	93.40	UP	93.79

## 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 I shows the record of train service quality achieved.
- 9.4 In period 2, trains scored an average of 83.36%, which was an increase compared with period 1 (82.60%). It is however worse than the same period last year (84.00%). The principal causes of failure were again due largely to poor cleanliness and the interior condition of the trains. Cleanliness was however slightly better this period which reflects recent staffing changes made by Northern Rail and the fact that their on-train cleaning has now been brought in-house. 88 vehicle audits were undertaken in period 2.
- 9.5 Northern Rail is implementing a project to improve the condition of train toilets which are a particular cause of failure. They have drawn on experience from other Train Operating Companies who have demonstrated success in customer satisfaction scores relating to train toilets. Action taken so far has included a communication campaign within Northern Rail to raise the importance of ensuring train toilets are kept clean and functional. This campaign has initially focused on briefing train conductors and cleaning staff, but will be rolled out to all staff over the next few weeks.

## **10 TransPennine Express (TPE) - Performance**

- 10.1 Performance for TPE up to period 2 is shown in the chart in Appendix J.
- 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 90.7% in period 2. This is an improvement of 0.6% in comparison to the previous period, and a significant improvement in comparison to the same period last year (86.3%) (for trains arriving either on time or less than 5 minutes late).
- 10.4 It should be noted that contractually TPE must meet their 0-9 minute target. TPE have a franchise commitment to achieve 91.10% 0-10 PPM by the end of the franchise, in period 2 they achieved 94.78%, and an MAA of 90.72%.

## **11 Virgin Trains - Performance**

- 11.1 Performance for Virgin Trains up to period 2 is shown in Appendix K. Performance in period 2 was 84.7%, which is an improvement in comparison to the previous period (80.3%), and also in comparison to the same period last year (80.8%).
- 11.2 Despite completion of the West Coast mainline upgrade project, the performance of Virgin Trains services is far from satisfactory. Reference to Appendix M shows Virgin Trains to be bottom of the national PPM league table at 84.7%, when the national average PPM is 93.4%. The main reasons for this situation are infrastructure and signalling failures and Network Rail has been criticised by the train operator for their continued failings.
- 11.3 A Joint Performance Improvement Plan has been signed by Network Rail and Virgin Trains which is aimed at improving performance on the West Coast Main Line. The

plan sets out a number of steps to improve the reliability of track infrastructure. This includes more pro-active management of infrastructure performance to allow action to be taken before there is a negative impact on train services, and a greater management focus and speed of response when incidents do occur.

## **12 Arriva Cross Country - Performance**

12.1 Performance for Arriva Cross Country is shown in Appendix L. At 92.5%, PPM has improved in comparison to period 1 (91.4%), and in comparison to the same period last year (91.2%).

## **13 National Train Operator Performance**

13.1 Appendix M shows National PPM MAA by Train Operating Company for period 2.

13.2 In the context of national train operator performance, Northern Rail is ranked 8<sup>th</sup> 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 6<sup>th</sup> out of 13.

## **14 Recommendations**

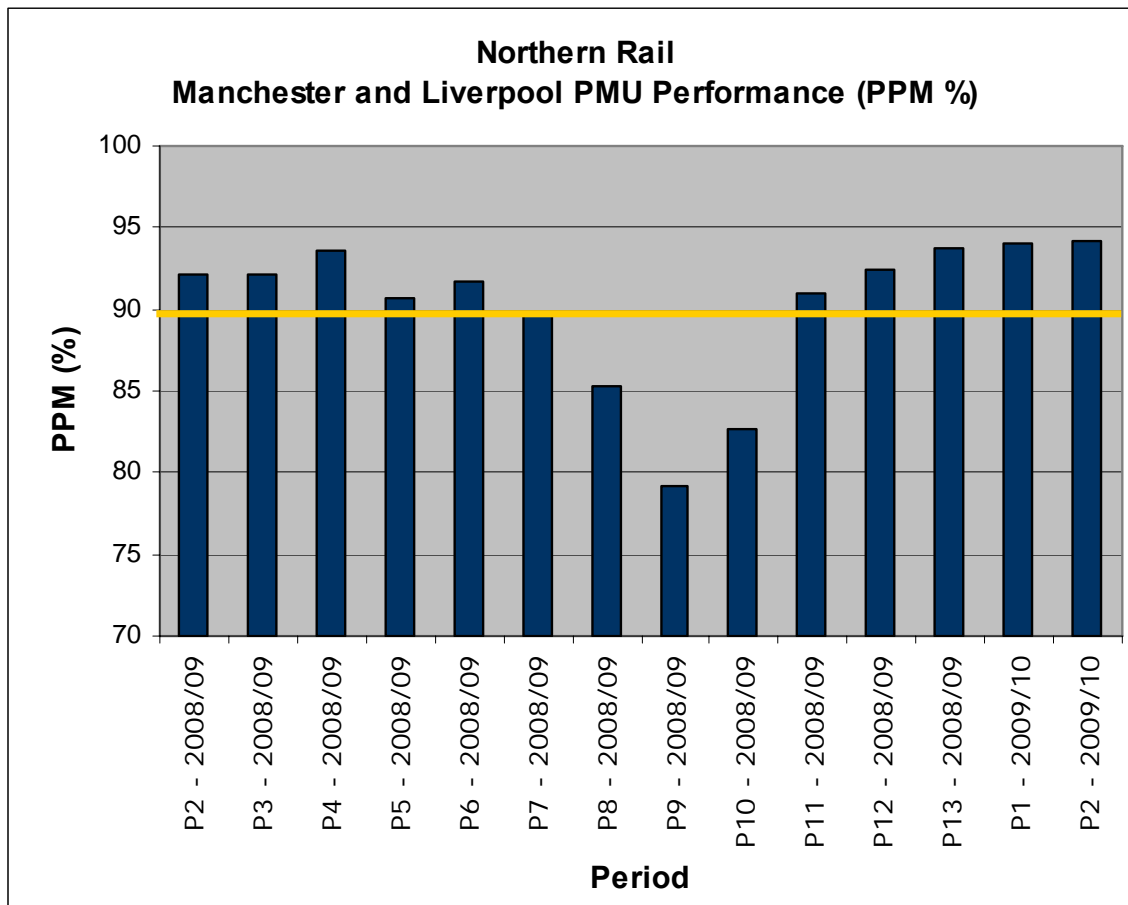
Recommendations appear at the front of this report.

**Michael Renshaw**  
**Interim Bus and Rail Director**

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- Appendix J: First Transpennine Express (TPE) PPM Performance
- Appendix K: Virgin West Coast PPM Performance
- Appendix L: Arriva Cross Country Performance
- Appendix M: Period 2 PPM by Train Operating Company (National)

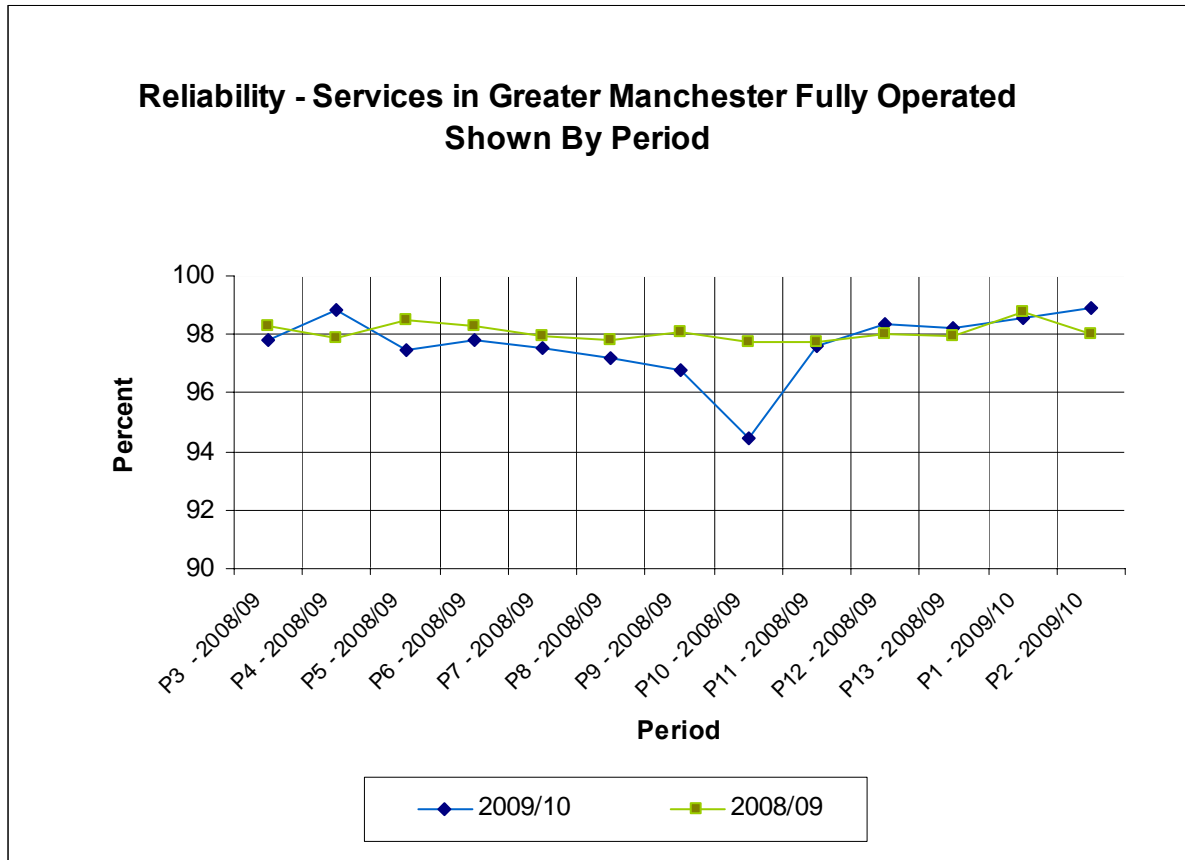
Appendix A: Northern Rail Manchester and Liverpool PMU PPM



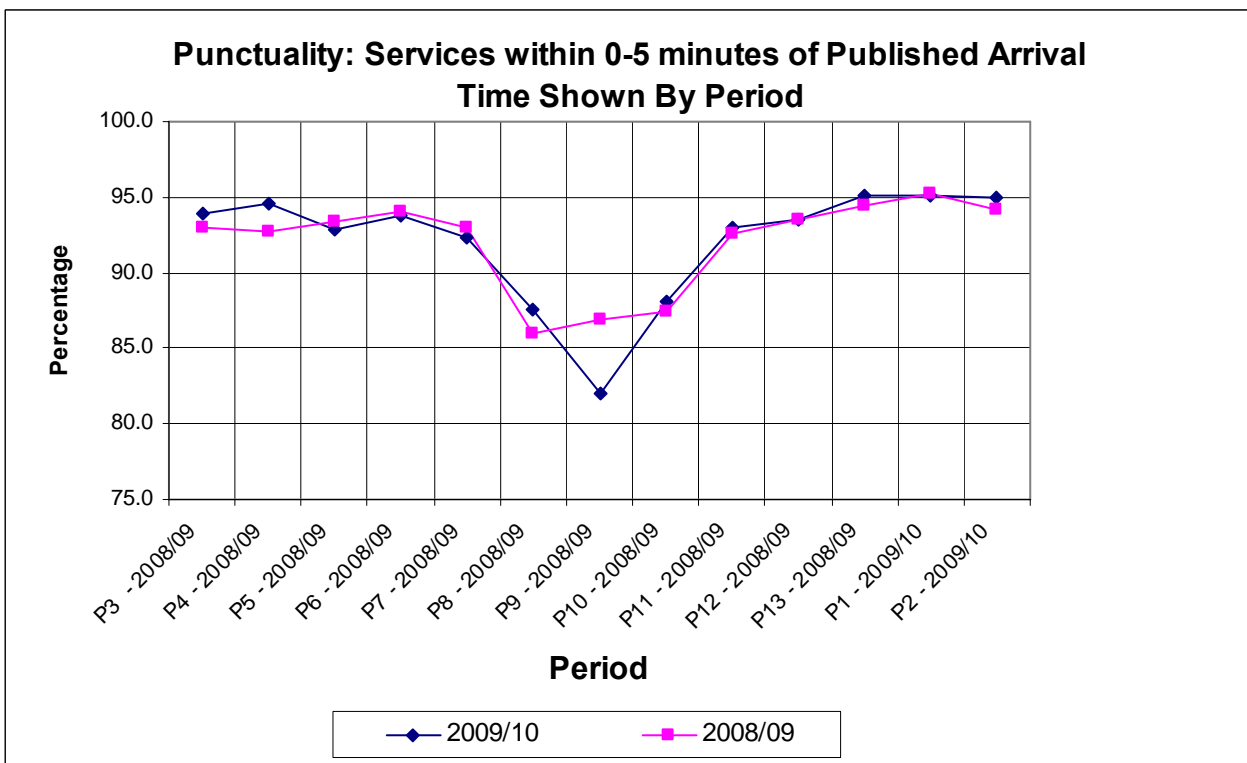
Notes: The yellow line represents Northern Rail's target PPM of 90.0%

## Appendix B

### Northern Rail – Reliability of Services in Greater Manchester



### Northern Rail – Punctuality of Services in Greater Manchester



## Appendix C: Northern Rail Period 2 Significant Incidents

The most significant incidents causing delays and cancellations to services in Greater Manchester during period 2 (3 to 31 May 2009) 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	12/05/09	Train Fault	Wigan Wallgate	189	4
2	23/05/09	Train Fault	Manchester Piccadilly	155	0
3	23/05/09	Train Fault	Liverpool	145	1
4	07/05/09	Train Fault	Mossley	131	2
5	29/05/09	Train Fault	Chapel en le Frith	129	3

### Non Northern Rail Performance Related

	Date	Description	Location	Delay Minutes	Cancellations
6	28/05/09	Signalling Failure	Manchester Piccadilly	1017	11
7	14/05/09	Cable Cut	Dore West	516	0
8	18/05/09	Cable Theft	Stockport	407	9
9	25/05/09	Track Fault	Daisyfield Junction	367	2
10	11/05/09	Signalling Failure	Manchester Airport	118	15

- 12 May – A brake fault developed on a train at Wigan Wallgate and the train had to be driven into the carriage sidings. This incident caused 3 hours and 9 minutes of delay and 4 cancellations.
- 23 May – A brake fault developed on a train just outside Manchester Piccadilly which blocked all routes from platforms 9 to 14 until the fault was rectified and the train could move. This incident caused 2 hours and 35 minutes of delay.
- 23 May – A fault with the engine and also with the communication system on a train between Manchester Oxford Road and Liverpool meant the train was taken out of service at Liverpool. This incident resulted in 2 hours and 25 minutes of delay and 1 cancellation.
- 7 May – A fault with both engines developed on a train en route to Mossley, which resulted in the train being taken out of service. This incident resulted in 2 hours and 11 minutes of delay and 2 cancellations.
- 29 May – A fault with both engines developed on a train en route to Chapel en le Frith. Another train was sent to assist and was coupled to the one with the problem. This impacted on the turnaround time for the service at Buxton. This resulted in 2 hours and 9 minutes of delay and 3 cancellations.
- 28 May – Signalling problems occurred at Manchester Piccadilly over a number of days at the end of May and the system had to be reset a number of times. On the 28 May, this caused 16 hours and 57 minutes of delay and 11 cancellations.

7. 14 May – Cable was found to have been cut on the Sheffield line near Dore, which resulted in 8 hours and 36 minutes of delay.
8. 18 May – The Signaller at Stockport reported thieves stealing cable in the vicinity of the viaduct. British Transport Police were advised and 2 males were arrested. This impacted on all services via Stockport and resulted in 6 hours and 47 minutes of delay and 9 cancellations.
9. 25 May – A points failure at Daisyfield Junction, near Blackburn, resulted in 6 hours and 7 minutes of delay and 2 cancellations.
10. 11 May – A signalling failure at Manchester Airport occurred due to a blown fuse in the system. The fuse was replaced and normal service resumed. This incident resulted in 1 hour and 58 minutes of delay and 15 cancellations.

#### **Appendix D: Northern Rail Period 2 Worst Performing Service Groups**

##### **1 Stoke – Manchester Piccadilly: 87.40%**

Performance on this route dropped in comparison to the previous period (90.06%) and was significantly affected by a signalling failure at Mow Cop, near Stoke on Trent, over two consecutive days on the 11<sup>th</sup> and 12<sup>th</sup> May. Towards the end of period 2, the signalling failure at Manchester Piccadilly and the cable theft at Stockport both affected performance on this line.

##### **2 Southport – Wigan – Bolton – Manchester Victoria/Oxford Road: 88.33%**

Despite being one of the worst performing routes in period 2, this route continues to steadily improve in comparison to previous periods (85.59% in period 13 and 87.84% in period 1). The key causes of delay affecting this line during period 2 were infrastructure problems, external factors, and fleet related issues. Incidents include police attending to an incident on a train at Parbold and the signalling failures at Manchester Piccadilly and Manchester Airport.

## Appendix E: Northern Rail Period 2 PPM Performance by Service Group

Service Group	P2 2008/09	Change in PPM between P2 08/09 and P2 09/10	P2 2009/10		
	PPM (%)		PPM (%)	MAA (%)	Trains Booked
MANCHESTER PICCADILLY – ROMILEY / ROSE HILL MARPLE	97.08	↔	97.01	93.70	1640
LIVERPOOL - ST HELENS CENTRAL – WIGAN NORTH WESTERN	94.41	↑	96.68	93.28	1535
HADFIELD / GLOSSOP – MANCHESTER PICCADILLY	92.66	↑	94.90	93.05	1608
ROCHDALE – OLDHAM – MANCHESTER VICTORIA & LIVERPOOL	93.17	↑	97.03	92.80	2596
WIGAN – BOLTON – MANCHESTER VICTORIA / OXFORD ROAD	95.44	↑	97.38	92.48	991
BUXTON – HAZEL GROVE – MANCHESTER PICCADILLY	88.75	↑	92.97	91.51	996
MANCHESTER – ALDERLEY EDGE / CREWE VIA STOCKPORT	95.82	↓	93.25	91.26	1600
LIVERPOOL – NEWTON LE WILLOWS / WIGAN / MANCHESTER VICTORIA	90.54	↑	95.42	91.14	1004
HAZEL GROVE – MANCHESTER PICCADILLY	96.08	↓	91.48	90.34	176
KIRKBY – WIGAN & ROCHDALE	90.99	↑	93.15	90.14	672
LEEDS – DEWSBURY – MANCHESTER	N/A	N/A	95.48	89.97	620
SOUTHPORT – WIGAN – ATHERTON - MANCHESTER	92.76	↑	94.65	88.70	1972
MANCHESTER PICCADILLY – STOCKPORT OR NEW MILLS CENTRAL – CHINLEY / SHEFFIELD	93.29	↔	93.23	88.61	1536
MANCHESTER – STALYBRIDGE – MARSDEN - HUDDERSFIELD	91.31	↑	94.00	88.20	1184
CHESTER – NORTHWICH – ALTRINCHAM – STOCKPORT / MANCHESTER PICCADILLY	89.54	↑	91.28	88.08	975
WARRINGTON CENTRAL – MANCHESTER OXFORD ROAD / PICCADILLY / LIVERPOOL	90.10	↑	94.93	87.84	1520
BLACKPOOL NORTH – MANCHESTER VICTORIA	72.98	↑	94.69	87.70	904
MANCHESTER – MACCLESFIELD / STOKE ON TRENT	93.98	↓	87.40	87.67	960
MANCHESTER AIRPORT – NEWTON LE WILLOWS - LIVERPOOL	87.53	↑	91.03	87.34	870
CLITHEROE – BLACKBURN – MANCHESTER VICTORIA	83.07	↑	92.01	85.25	1226
MANCHESTER VICTORIA – LEEDS (CALDERVALE LINE)	87.94	↑	92.12	84.99	1941
SOUTHPORT – WIGAN – BOLTON – MANCHESTER VICTORIA / OXFORD ROAD	82.68	↑	88.33	80.60	900
PRESTON – HAZEL GROVE	72.98	↑	89.91	79.13	585

Key: ■ Less than 89%

■ 89% and above

■ 90% and above

Notes to Appendix E:

1. The 2008/09 PPM score for the Blackpool North – Manchester Victoria and Preston – Hazel Grove lines of route, is the score for the former Blackpool North – Buxton line of route, which was split in the December 2008 timetable change.
2. The Leeds – Dewsbury – Manchester service group was a new service group created in the December 2008 timetable change.

## Appendix F: Northern Rail Period 2 Worst Performing Trains

North Manchester							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1	0641	STALYBRIDGE	HUDDERSFIELD	6	20	20	30.00%
2	0722	SOUTHPORT	MANCHESTER AIRPORT	5	21	24	20.83%
3	1740	MANCHESTER VICTORIA	SOUTHPORT	5	24	24	20.83%
4	1900	SOUTHPORT	MANCHESTER VICTORIA	5	24	24	20.83%
5	1700	ROCHDALE	BLACKBURN	2	11	12	16.67%
6	1524	SOUTHPORT	MANCHESTER AIRPORT	3	22	24	12.50%
7	1324	SOUTHPORT	MANCHESTER AIRPORT	2	20	24	8.33%
8	0903	MANCHESTER AIRPORT	SOUTHPORT	2	21	24	8.33%
9	2218	SOUTHPORT	MANCHESTER PICCADILLY	2	21	24	8.33%
10	0628	COLNE	MANCHESTER VICTORIA	0	8	10	0.00%

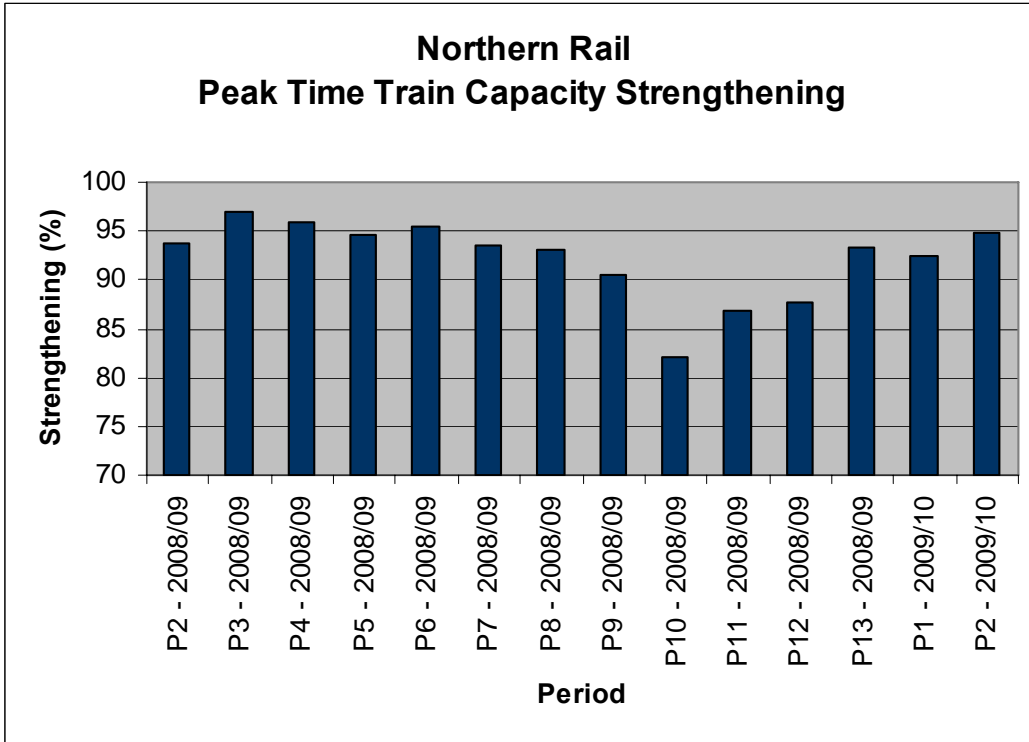
Merseyrail City Lines							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1	0713	LIVERPOOL	MANCHESTER AIRPORT	5	22	24	20.83%
2	1116	MANCHESTER OXFORD ROAD	LIVERPOOL	6	24	24	25.00%
3	1941	MANCHESTER AIRPORT	LIVERPOOL	2	20	23	8.70%
4	0844	MANCHESTER OXFORD ROAD	LIVERPOOL	5	27	28	17.86%
5	0813	LIVERPOOL	MANCHESTER AIRPORT	2	21	24	8.33%
6	1643	MANCHESTER OXFORD ROAD	LIVERPOOL	5	28	28	17.86%
7	1841	MANCHESTER AIRPORT	LIVERPOOL	3	22	23	13.04%
8	0338	LIVERPOOL	MANCHESTER AIRPORT	3	23	24	12.50%
9	0751	LIVERPOOL	MANCHESTER OXFORD ROAD	3	23	24	12.50%
10	1044	MANCHESTER OXFORD ROAD	LIVERPOOL	4	28	28	14.29%

South Manchester							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1	0958	STOKE	MANCHESTER PICCADILLY	9	24	24	37.50%
2	1648	MANCHESTER PICCADILLY	STOKE	6	23	24	25.00%
3	0703	CHESTER	MANCHESTER PICCADILLY	5	22	24	20.83%
4	1758	STOKE	MANCHESTER PICCADILLY	6	23	24	25.00%
5	1014	SHEFFIELD	MANCHESTER PICCADILLY	7	26	26	26.92%
6	1710	DEANSGATE	STOKE	4	19	20	20.00%
7	2313	CREWE	MANCHESTER PICCADILLY	5	20	20	25.00%
8	0717	STOKE	MANCHESTER PICCADILLY	4	19	20	20.00%
9	1507	CHESTER	MANCHESTER PICCADILLY	6	24	24	25.00%
10	1714	SHEFFIELD	MANCHESTER PICCADILLY	7	28	28	25.00%

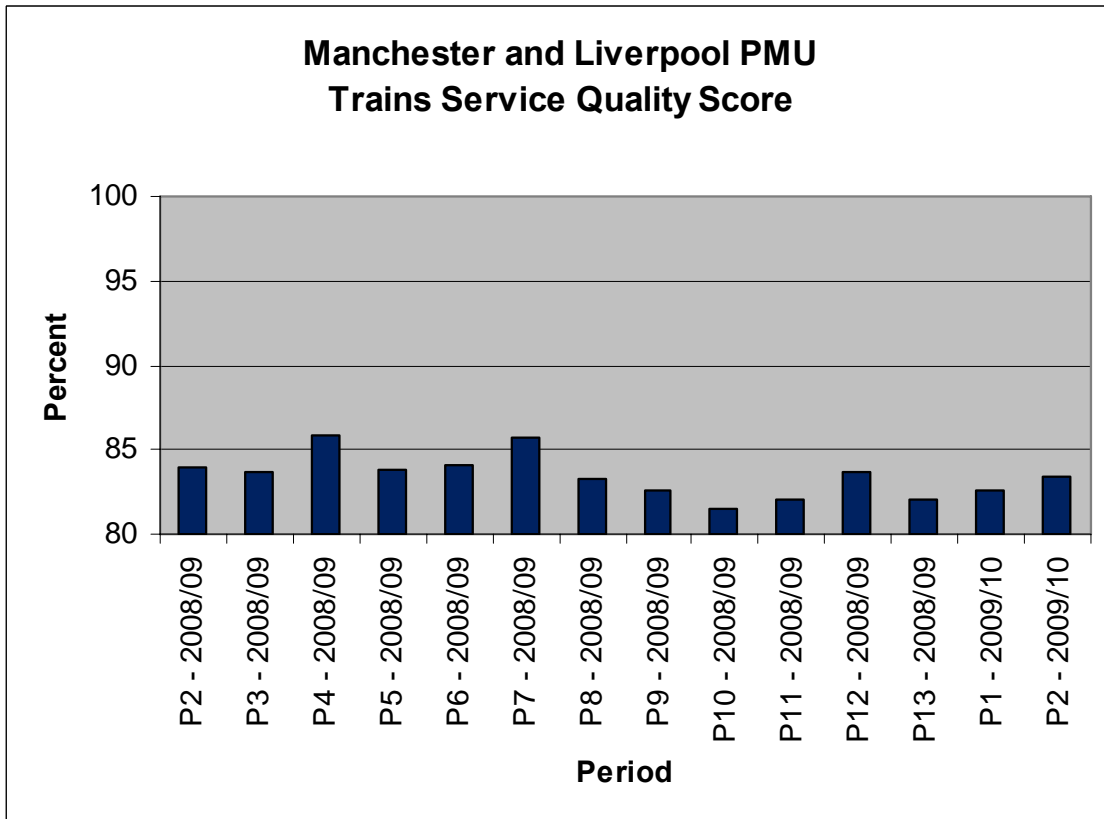
## Appendix G: Northern Rail Period 2 Strengthening of Peak Trains

				Week 1							Week 2							
	Description	Formation		Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	AM Unit Availability / Balance					99/-2	100/-1	100/-1	98/-3			98/-3	97/-4	99/-2	98/+1	98/-3		
2A00	06:23 Southport - Manchester Airport	142 150		N/A	BH					N/A	N/A						N/A	
1J01	06:53 Southport - Manchester Victoria	156 150		N/A	BH					N/A	N/A						N/A	
2W62	07:12 Kirkby - Manchester Victoria	142 142		N/A	BH					N/A	N/A						N/A	
2A02	07:22 Southport - Manchester Airport	156 150		N/A	BH					N/A	N/A						N/A	
2H04	06:53 Blackpool North - Hazel Grove	180		N/A	BH					N/A	N/A						N/A	
2J54	07:07 Clitheroe - Manchester Victoria	153 150		N/A	BH					N/A	N/A						N/A	
2J42	07:18 Blackpool North - Manchester Victoria	180		N/A	BH					N/A	N/A						N/A	
2M57	07:33 Huddersfield - Manchester Victoria	150 150		N/A	BH					N/A	N/A						N/A	
2M59	08:02 Huddersfield - Liverpool Lime Street	150 156		N/A	BH					N/A	N/A						N/A	
2H07	07:26 Buxton - Manchester Piccadilly	156 156		N/A	BH					N/A	N/A						N/A	
2N22	08:32 Hazel Grove - Preston	150 150		N/A	BH					N/A	N/A						N/A	
2H46	07:26 Liverpool Lime St - Manchester Ox Road	142 150		N/A	BH					N/A	N/A						N/A	
2H15	07:15 Macclesfield - Manchester Piccadilly	142 142		N/A	BH					N/A	N/A						N/A	
2H29	07:22 Crewe - Manchester Oxford Road	142 142		N/A	BH					N/A	N/A						N/A	
	PM Unit Availability / Balance					101/+0	98/-3	101/+0	98/-3			104/+3	98/-3	98/-3	100/-1	103/+2		
1F01	17:06 Manchester Victoria - Southport	150 142		N/A	BH					N/A	N/A						N/A	
2F87	17:03 Manchester Airport - Southport	150 142		N/A	BH					N/A	N/A						N/A	
1F02	17:40 Manchester Victoria - Southport	150 142		N/A	BH					N/A	N/A						N/A	
2N20	16:33 Hazel Grove - Preston	180		N/A	BH					N/A	N/A						N/A	
2N97	17:19 Manchester Victoria - Blackpool North	180		N/A	BH					N/A	N/A						N/A	
2H90	15:23 Preston - Buxton	156 150		N/A	BH					N/A	N/A						N/A	
2H92	16:51 Manchester Piccadilly - Buxton	150 150		N/A	BH					N/A	N/A						N/A	
2H94	16:23 Preston - Buxton	150 150		N/A	BH					N/A	N/A						N/A	
2H02	17:23 Manchester Piccadilly - Hazel Grove	142 142		N/A	BH					N/A	N/A						N/A	
2H96	17:52 Manchester Piccadilly - Buxton	150 150		N/A	BH					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				99/-2	100/-1	98/-3	101/+0	97/-4				100/-1	101/+0	99/-2	99/-2		
2A00	06:23 Southport - Manchester Airport	142 150		N/A						N/A	N/A	BH					N/A	
1J01	06:53 Southport - Manchester Victoria	156 150		N/A						N/A	N/A	BH					N/A	
2W62	07:12 Kirkby - Manchester Victoria	142 142		N/A						N/A	N/A	BH					N/A	
2A02	07:22 Southport - Manchester Airport	156 150		N/A						N/A	N/A	BH					N/A	
2H04	06:53 Blackpool North - Hazel Grove	180		N/A						N/A	N/A	BH					N/A	
2J54	07:07 Clitheroe - Manchester Victoria	153 150		N/A						N/A	N/A	BH					N/A	
2J42	07:18 Blackpool North - Manchester Victoria	180		N/A						N/A	N/A	BH					N/A	
2M57	07:33 Huddersfield - Manchester Victoria	150 150		N/A						N/A	N/A	BH					N/A	
2M59	08:02 Huddersfield - Liverpool Lime Street	150 156		N/A						N/A	N/A	BH					N/A	
2H07	07:26 Buxton - Manchester Piccadilly	156 156		N/A						N/A	N/A	BH					N/A	
2N22	08:32 Hazel Grove - Preston	150 150		N/A						N/A	N/A	BH					N/A	
2H46	07:26 Liverpool Lime St - Manchester Ox Road	142 150		N/A						N/A	N/A	BH					N/A	
2H15	07:15 Macclesfield - Manchester Piccadilly	142 142		N/A						N/A	N/A	BH					N/A	
2H29	07:22 Crewe - Manchester Oxford Road	142 142		N/A						N/A	N/A	BH					N/A	
	PM Unit Availability / Balance				104/+3	102/+1	100/-1	96/-5	98/-3				101/+0	103/+2	100/-1	98/-3		
1F01	17:06 Manchester Victoria - Southport	150 142		N/A						N/A	N/A	BH					N/A	
2F87	17:03 Manchester Airport - Southport	150 142		N/A						N/A	N/A	BH					N/A	
1F02	17:40 Manchester Victoria - Southport	150 142		N/A						N/A	N/A	BH					N/A	
2N20	16:33 Hazel Grove - Preston	180		N/A						N/A	N/A	BH					N/A	
2N97	17:19 Manchester Victoria - Blackpool North	180		N/A						N/A	N/A	BH					N/A	
2H90	15:23 Preston - Buxton	156 150		N/A						N/A	N/A	BH					N/A	
2H92	16:51 Manchester Piccadilly - Buxton	150 150		N/A						N/A	N/A	BH					N/A	
2H94	16:23 Preston - Buxton	150 150		N/A						N/A	N/A	BH					N/A	
2H02	17:23 Manchester Piccadilly - Hazel Grove	142 142		N/A						N/A	N/A	BH					N/A	
2H96	17:52 Manchester Piccadilly - Buxton	150 150		N/A						N/A	N/A	BH					N/A	
KEY:																		
					Full Compliance			Partial Compliance				Non Compliant						
								Strengthened but smaller seat capacity				Not strengthened (one unit only)						

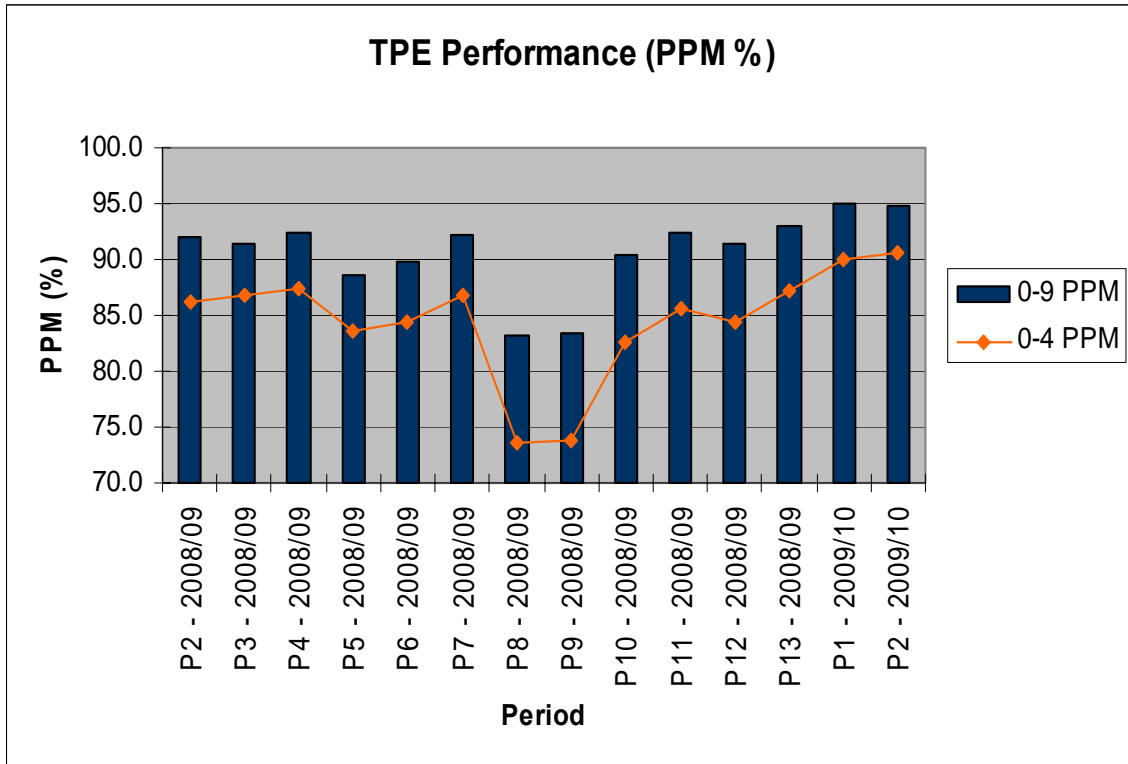
**Appendix H: Northern Rail Peak Time Train Capacity Strengthening**



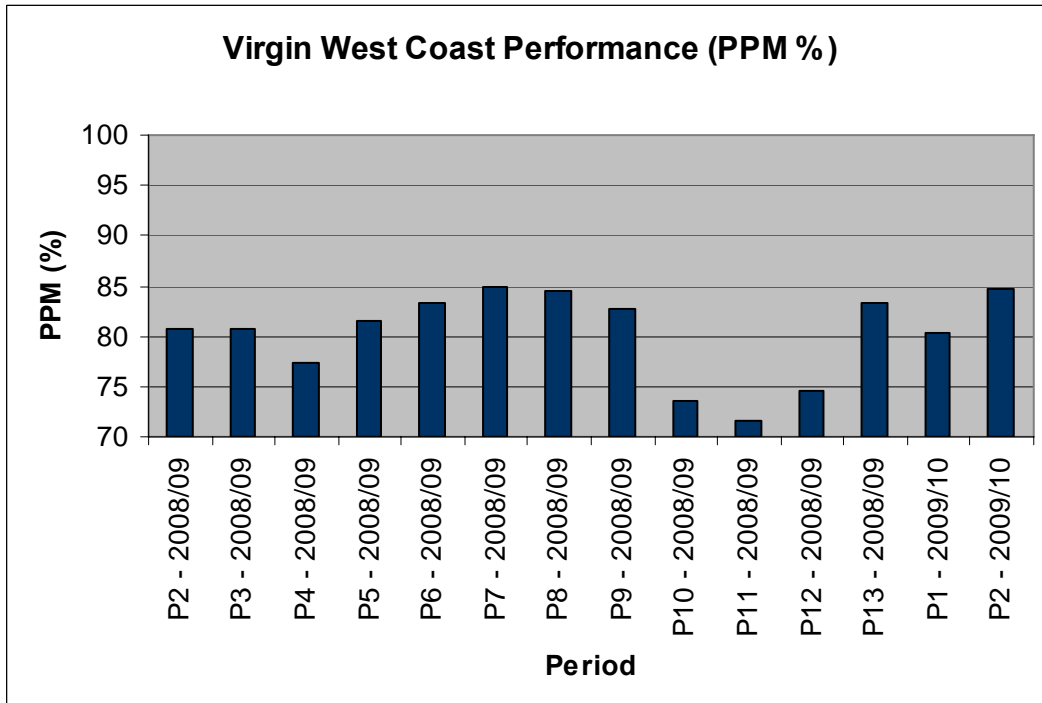
**Appendix I: Northern Rail Trains Service Quality Monitoring**



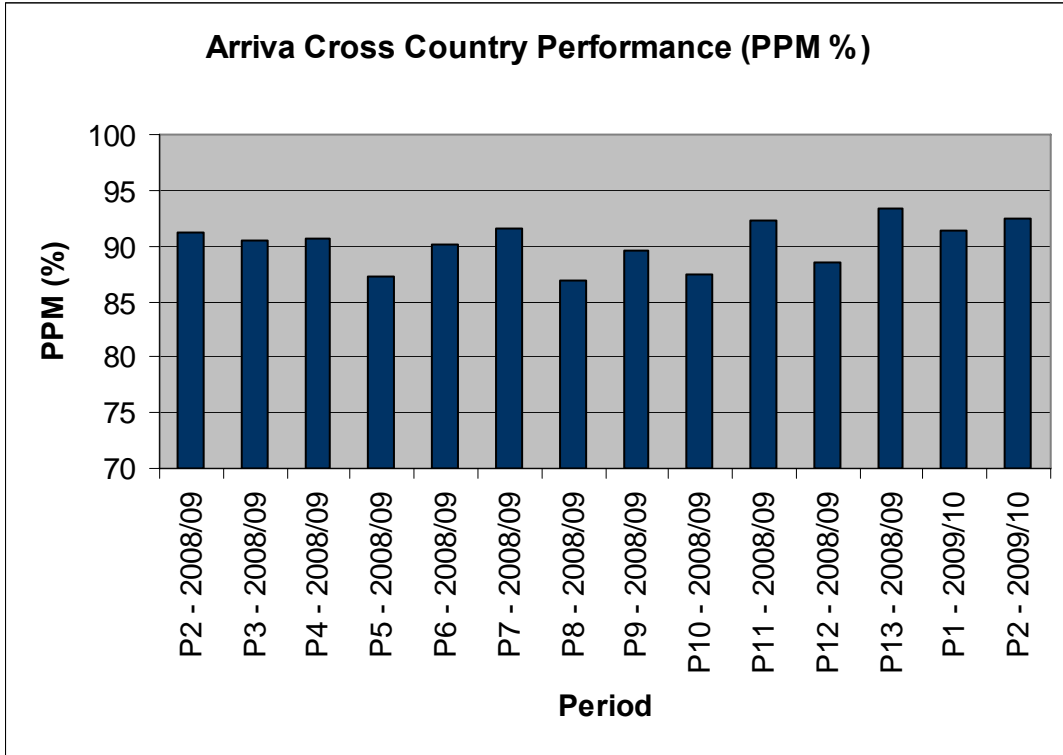
**Appendix J: First Transpennine Express (TPE) PPM Performance**



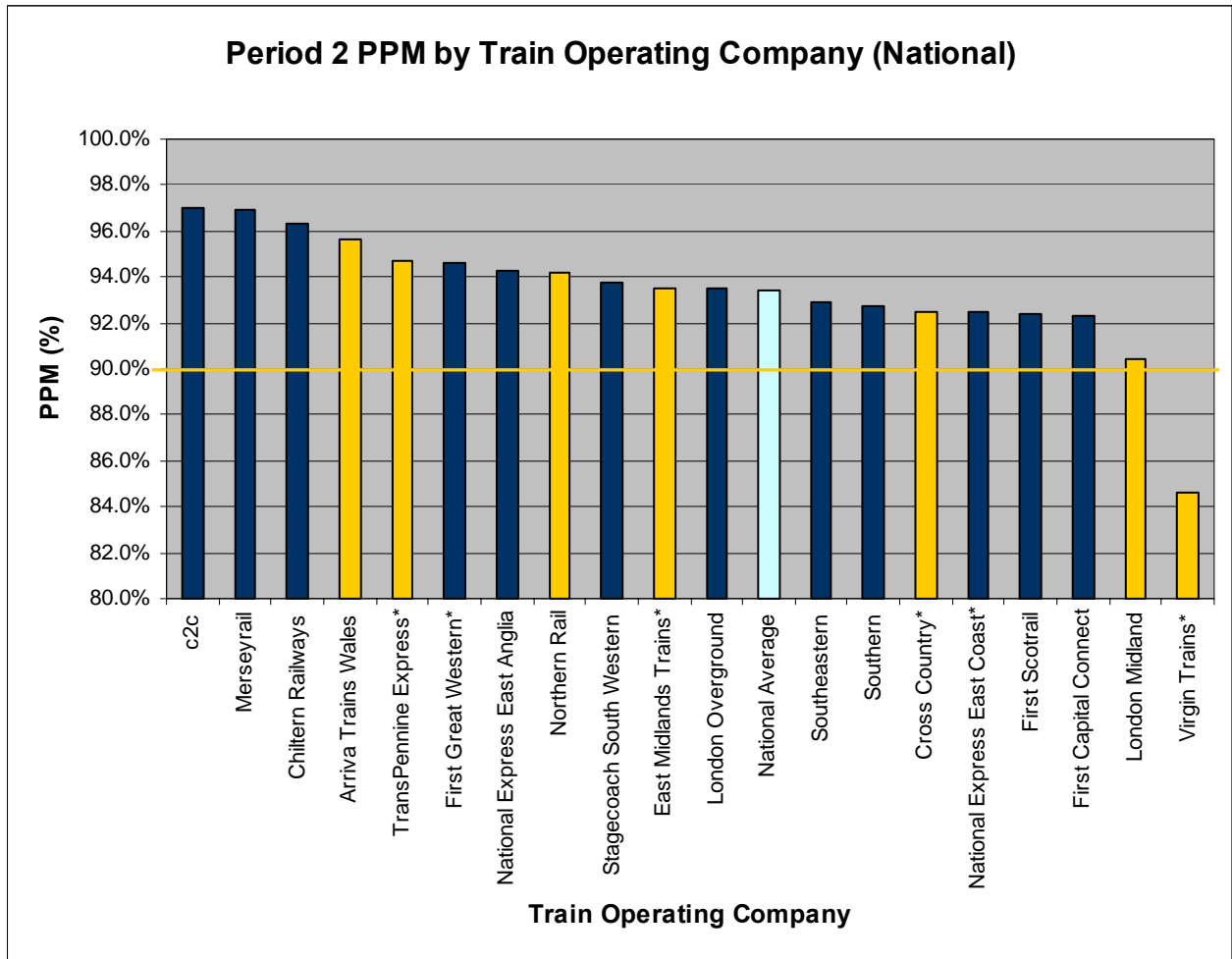
**Appendix K: Virgin West Coast PPM Performance**



**Appendix L: Arriva Cross Country PPM Performance**



**Appendix M: Period 2 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%