

REPORT FOR INFORMATION

COMMITTEE: Rail and Metrolink Networks
DATE: 2nd October 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 note the performance of local rail services.

BACKGROUND DOCUMENTS

'Local Rail Service Performance' report to the 17 July 2009 Rail and Metrolink Networks Committee.

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Summary of results for 26 July to 22 August 2009 - Reporting Period 5

General

- The performance of Northern Rail, Transpennine Express, Arriva Cross Country and Virgin Trains, all improved in period 5 in comparison to the previous period.
- The most significant factors adversely affecting performance in Greater Manchester included a direct attack on signalling near Wigan at the end of July.

Northern Rail

- Period PPM **UP 0.55%** to 94.12%.
 - Moving Annual Average PPM **UP 0.27%** to 90.61%.
 - 20 service groups had a PPM score **above 90%**.
 - Best performing service was Piccadilly – Marple/Rose Hill at **97.13%**.
 - Worst performing service was Southport – Wigan – Bolton – Manchester Victoria / Oxford Road at **88.02%**, although this is above the 85% benchmark and is steadily improving.
 - **2.5%** more trains were strengthened in the peak period than in the previous period.
 - Train Service Quality **UP 0.12%** to 84.54%.
 - 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.
 - Information relating to the Network Rail Monitor included in section 15.
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Report on Local Rail Service Performance

1 Introduction

- 1.1 This report contains performance monitoring information for the period from 26 July to 22 August 2009 (period 5 2009/10). The charts included also show performance for period 3 (31 May – 27 June 2009) and period 4 (28 June – 25 July 2009), which have 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 5

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 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 3</u>	<u>Period 4</u>	<u>Period 5</u>
Greater Manchester	92.61%	92.95%	93.52%
Manchester and Liverpool PMU	92.63%	93.57%	94.12%
Northern Rail Overall	92.74%	93.52%	93.85%
<u>MAA PPM Performance</u>			
Manchester & Liverpool PMU	90.33%	90.34%	90.61%
Northern Rail Overall	90.23%	90.34%	90.62%

2.4 All categories of performance show a progressive improvement in performance over the three periods. In Periods 4 and 5, the Manchester and Liverpool PMU PPM exceeded 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 90.4%.

2.6 The trend chart in Appendix A shows a drop in performance in period 3 followed by an improvement in periods 4 and 5. The reduction in performance in period 3 was largely due to a derailment on 11 June, at Olive Mount junction near Liverpool Lime Street. Performance was 3.5% better in Period 5 than in the same period last year.

2.7 Unconfirmed results for period 6 show that the level of performance in period 5 has continued into period 6. The unconfirmed PPM figure for the period for the Manchester & Liverpool PMU was 94.51% (compared with 91.71% at the period end last year). It is pleasing to be able to report that during Period 6 (23 August – 19 September 2009), the Southport – Manchester Airport service group achieved the 90% PPM target for the first time within Northern Rail’s franchise history. The period end score was a record

92.11%. Further detail is provided in a separate report to this meeting entitled 'Southport to Manchester Airport Quality Improvement Team'.

3 Significant Incidents

- 3.1 The most significant incidents causing delays and cancellations to Northern Rail services in Greater Manchester during period 5 are summarised in Appendix B.
- 3.2 The major causes of delays and cancellations included a direct attack on signalling near Wigan at the end of July. As a preventative measure for the future, Network Rail is hoping to erect an extra mile of palisade fencing in this area, and to bury the cable securely.

4 Northern Rail - Service Group PPM Analysis

- 4.1 In period 5, 20 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 5 was Manchester Piccadilly – Romiley/Rose Hill, with a PPM of 97.13%. The worst performing service group was the Southport – Wigan – Bolton – Manchester route (88.02%). Further details are provided in Appendix C and in a separate report to this meeting entitled 'Southport to Manchester Airport Quality Improvement Team'.
- 4.2 Appendix D shows PPM performance in period 5 on an individual service group basis.

5 Northern Rail - Worst Performing Trains

- 5.1 Appendix E shows the worst performing trains for period 5. 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 5 Northern Rail provided extra coaches to strengthen 92.5% of those trains scheduled for strengthening, a 2.5% increase compared with period 4 (90.0%). 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 5. 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 will cease with effect from October 3 to allow the route to be converted for Metrolink operation. The alternate bus services have been well publicised and commenced in September to enable passengers to familiarise themselves with the new travel arrangements. GMPTE continue to press for the services on the Rochdale and Greenfield lines to be strengthened to accommodate the anticipated extra passengers who will wish to use these services

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 3, 4 and 5 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 3 (%)	Trend between P3 and P4	Period 4 (%)	Trend between P4 and P5	Period 5 (%)
Bolton	90.43	UP	90.71	DOWN	88.73
Manchester	93.33	UP	94.03	UP	94.87
Oldham	84.38	UP	87.78	UP	90.17
Rochdale	90.82	DOWN	88.83	UP	92.30
Salford	92.07	UP	92.38	DOWN	90.63
Stockport	92.83	UP	93.35	UP	94.57
Tameside	91.92	UP	92.79	UP	94.58
Trafford	88.88	UP	90.58	UP	90.70
Wigan	93.42	DOWN	92.21	DOWN	90.76
GM Overall	92.61	UP	92.95	UP	93.52

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 5, trains scored an average of 84.54%, which was a small improvement compared with period 4 (84.42%). It was also better than the same period last year (83.85%). The principal causes of failure were graffiti, exterior cleanliness and interior condition. An improvement was seen in a number of areas however, including toilets and toilets servicing, which reflects the work that Northern Rail has done to improve scores in this area.
- 9.5 For the first time ever, no vehicles audited in the Manchester and Liverpool PMU were in the bottom ten vehicles audited across the Northern Rail franchise area.

9.6 Northern Rail's programme of repainting the exteriors of their trains will be complete by 31 October which means that they can start their deferred internal refurbishment programme. This was delayed due to recent train availability problems.

10 TransPennine Express (TPE) - Performance

10.1 Performance for TPE up to period 5 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 92.1% in period 5. This is an improvement of 3.8% in comparison to the previous period, and a significant improvement in comparison to the same period last year (83.6%) (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 5 they achieved 95.90%, and an MAA of 91.34%.

11 Virgin Trains - Performance

11.1 Performance for Virgin Trains up to period 5 is shown in Appendix J. Performance in period 5 was 89.6%, which is an improvement in comparison to the previous period (86.4%), and also in comparison to the same period last year (81.6%).

12 Arriva Cross Country - Performance

12.1 Performance for Cross Country is shown in Appendix K. At 91.0%, PPM has improved in comparison to period 4 (90.0%), and in comparison to the same period last year (87.3%).

13 National Train Operator Performance

13.1 Appendix L shows National PPM by Train Operating Company for period 4.

13.2 In the context of national train operator performance for period 4, Northern Rail is ranked 7th 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 7th out of 13. In period 4, Northern Rail's performance was 1% better 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

- 14.1 422 Customer Complaints were received by Northern Rail during period 5. This was a considerable reduction in comparison to the previous period (573). The breakdown between route complaints and station complaints is shown in the table below:

Manchester and Liverpool PMU Complaints – Northern Rail	Period 5	Comparison with Period 4
<i>Route Complaints</i>	303	DOWN 131
Performance	193	DOWN 50
Overcrowding	33	DOWN 33
<i>Station Complaints</i>	119	DOWN 20
Retail	34	DOWN 24
Staff	30	UP 15
TOTAL COMPLAINTS	422	DOWN 151

- 14.2 Hotspot routes for complaints were Clitheroe – Manchester Victoria (42), Buxton – Manchester Piccadilly (34), Southport – Manchester Airport (31), and Southport – Manchester Victoria and Mid Cheshire with 30 each. Overcrowding complaints were notable on the Mid Cheshire route (8) and the two Southport routes (6 each), caused by the Metrolink closure and the Southport Flower show respectively.
- 14.3 4 complaints relating to rail performance were received by GMPTE during period 5. These related to station cleanliness at Romiley, performance on the Clitheroe – Manchester Victoria route, the temporary closure of Chassen Road ticket office due to fire damage, and overcrowding on the mid Cheshire line due to the Metrolink closure.

15 Network Rail Monitor

- 15.1 The Office of Rail Regulation has published its Network Rail monitor covering the first quarter (Q1) of 2009/10, which is the first quarter of the first year of Network Rail's Control Period 4.
- 15.2 The Network Rail monitor comments on the issues and trends in the national rail industry in Britain, and incorporates companion scorecards for Scotland, and three England and Wales rail market sectors (Long Distance, London and South East, and Regional)
- 15.3 The Network Rail Monitor – Q1 2009/10 (April - July 2009), features a number of key industry issues. Below is an extract from the document. More information can be found by looking at the website: <http://www.rail-reg.gov.uk/upload/pdf/403.pdf>
- 15.4 At the end of Q1, PPM MAA reached 90.9%, an increase of 0.5% on the previous year. Network Rail delivered 10% fewer delay minutes than in Q1 2008-09.
- 15.5 Infrastructure assets: Reliability of the track assets continues to improve at the end of Q1 contributing to the improvement in train service performance.

- 15.6 Possession disruption index for passengers (PDI-P): This measures the extent of planned disruption to passenger services caused by engineering works on the network. PDI-P was 0.85 at the end of Q1, below (better than) the end of year target of 1.02.
- 15.7 Cancelled or significant late trains (CaSL): The CaSL MAA at the end of Q1 was 4.8% for Long Distance, 2.4% for London and the South East, and 2.5% for regional, all close or ahead of the end of year regulatory targets.

16 Engineering Work

- 16.1 A summary of major engineering work will be tabled at the meeting on 2 October to provide Members with the most up-to-date information.

17 Recommendations

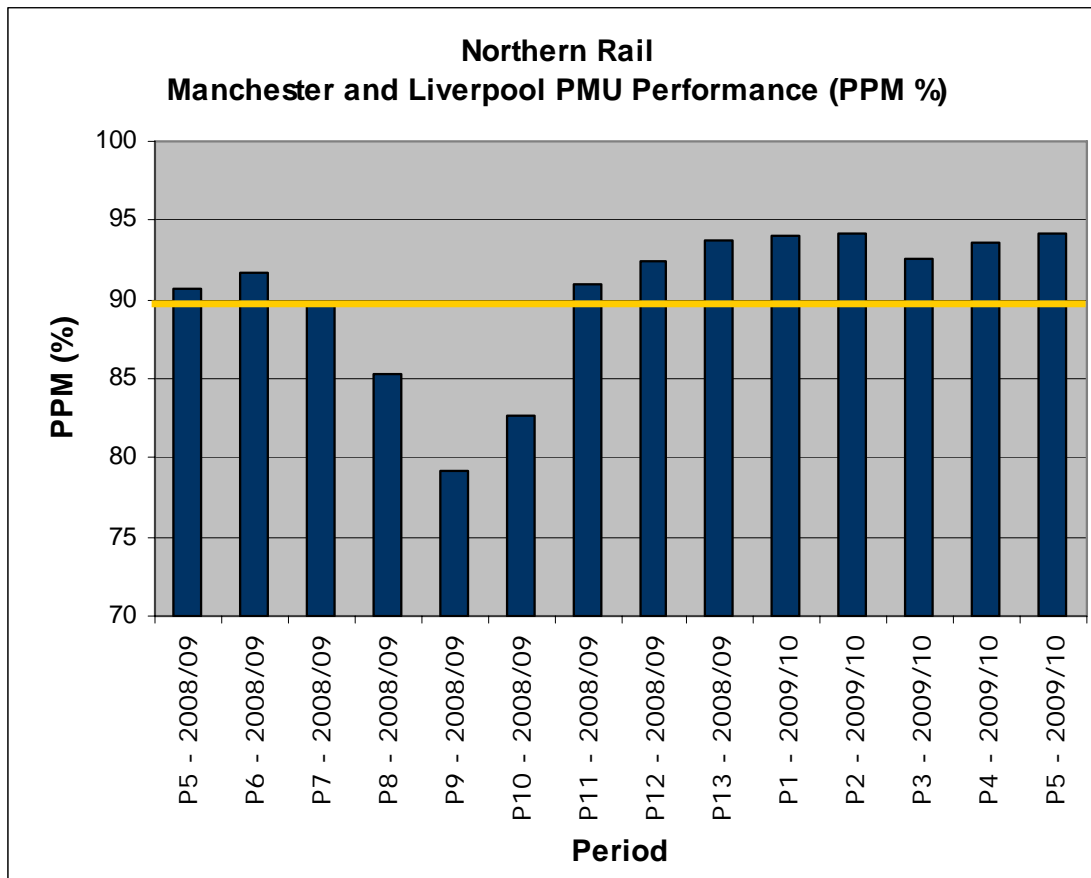
Recommendations appear at the front of this report.

Michael Renshaw
Interim Bus and Rail Director

List of Appendices

- Appendix A: Northern Rail Manchester and Liverpool PMU PPM
- Appendix B: Northern Rail Period 5 Significant Incidents
- Appendix C: Northern Rail Period 5 Worst Performing Service Groups
- Appendix D: Northern Rail Period 5 PPM Performance by Service Group
- Appendix E: Northern Rail Period 5 Worst Performing Trains
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- Appendix J: Virgin West Coast PPM Performance
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- 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 5 Significant Incidents

The most significant incidents causing delays and cancellations to services in Greater Manchester during period 5 (26 July to 22 August 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	12/08/09	Train Fault	Manchester Piccadilly	164	0
2	04/08/09	Train Fault	Liverpool	162	2
3	04/08/09	Train Fault	Manchester Piccadilly	120	4
4	12/08/09	Train Fault	Rochdale	120	2
5	10/08/09	Train Fault	Salford Central	106	3

Non Northern Rail Performance Related

	Date	Description	Location	Delay Minutes	Cancellations
6	28/07/09	Direct Attack on Signalling	Wigan	1355	109
7	31/07/09	Track Fault	Manchester Piccadilly	323	2
8	30/07/09	Flooding	Culcheth Farm, near Warrington	307	0
9	20/08/09	Direct Attack on Signalling	Darwen	298	9
10	31/07/09	Points Failure	Shaw	149	11

- 12 August – A brake fault developed on a train, en route to Manchester Piccadilly. The train was formed of two units which the driver uncoupled and re-coupled to resolve the problem. This caused the train to be delayed arriving into Piccadilly and caused 2 hours and 44 minutes of delay.
- 4 August – A brake fault developed on a train at Liverpool Lime Street and required attention by the fitter. This incident caused 2 hours and 42 minutes of delay and 2 cancellations.
- 4 August – A brake fault developed on a train in the Ardwick area. As with the incident on the 12 August, the train was formed of two units which the driver uncoupled and re-coupled to resolve the problem. This caused the train to be delayed arriving into Piccadilly and caused 2 hours of delay and 4 cancellations.
- 12 August – A fault with the headlight on a train at Rochdale meant that the train could only travel at a slow speed to Manchester. This incident resulted in 2 hours of delay and 2 cancellations.
- 10 August – A fault developed on a train at Salford Central which resulted in the affected train returning to Manchester Victoria. This incident caused 1 hour and 46 minutes of delay and 3 cancellations.

6. 28 July – Cable theft occurred near Wigan North Western which caused disruption to services all day. As a preventative measure for the future, Network Rail is hoping to erect an extra mile of palisade fencing in this area, and to bury the cable securely. This incident caused 22 hours and 35 minutes of delay and 109 cancellations, and was the most significant incident affecting performance in period 5.
7. 31 July – A track fault affecting platform 14 at Manchester Piccadilly caused 5 hours and 23 minutes of delay and 2 cancellations.
8. 30 July – Flooding in the Culceth Farm area, near Warrington, caused 5 hours and 7 minutes of delay.
9. 20 August – Cable theft at Darwen cause 5 hours and 58 minutes of delay and 9 cancellations. A bus replacement service was provided stopping at all stations between Blackburn and Clitheroe.
10. 31 July – A points failure occurred at Shaw which trapped a Northern Rail service. This caused 2 hours and 29 minutes of delay and 11 cancellations.

Appendix C: Northern Rail Period 5 Worst Performing Service Groups

1 Preston – Hazel Grove: 88.97%

This line of route was affected by a number of incidents during period 5, although the PPM of 88.97% is higher than the Blackpool – Buxton service group PPM in period 5 last year (86.88%). The low PPM MAA is due to the fact that during period 5 last year an engineering blockade at Chorley temporarily increased the number of trains that ran in this service group. This should start to improve from next period.

2 Southport – Wigan – Bolton – Manchester Victoria/Oxford Road: 88.02%

Despite being one of the worst performing routes in period 5, this route continues to steadily improve and both the PPM and MAA are showing positive upward trends. The PPM represents a 6% improvement on Period 5 last year. The key cause of delay affecting this line during period 5 was the cable theft at Wigan Wallgate on 28 July. Further details are provided in a separate report to this meeting entitled 'Southport to Manchester Airport Quality Improvement Team'.

3 Clitheroe – Blackburn – Manchester Victoria: 89.88%

The services on this line of route were mainly affected by the cable theft at Darwen on 20 July. Other significant incidents included a trespass incident at Blackburn and a points failure at Daisyfield, near Blackburn. The PPM represents an 8% improvement on last year.

Appendix D: Northern Rail Period 5 PPM Performance by Service Group

Service Group	PPM (%)	MAA (%)	Trains Booked
MANCHESTER PICCADILLY – ROMILEY / ROSE HILL MARPLE	97.13	93.70	1640
HADFIELD / GLOSSOP – MANCHESTER PICCADILLY	96.14	93.64	1608
ROCHDALE – OLDHAM – MANCHESTER VICTORIA & LIVERPOOL	95.17	92.97	2568
LIVERPOOL - ST HELENS CENTRAL – WIGAN NORTH WESTERN	92.98	92.94	1510
WIGAN – BOLTON – MANCHESTER VICTORIA / OXFORD ROAD	92.29	92.51	1012
BUXTON – HAZEL GROVE – MANCHESTER PICCADILLY	93.57	91.74	996
MANCHESTER – ALDERLEY EDGE / CREWE VIA STOCKPORT	95.90	91.40	1608
LIVERPOOL – NEWTON LE WILLOWS / WIGAN / MANCHESTER VICTORIA	93.95	91.25	1008
LEEDS – DEWSBURY – MANCHESTER	95.65	90.61	620
KIRKBY – WIGAN & ROCHDALE	91.28	90.54	654
HAZEL GROVE – MANCHESTER PICCADILLY	93.59	89.63	156
MANCHESTER PICCADILLY – STOCKPORT OR NEW MILLS CENTRAL – CHINLEY / SHEFFIELD	94.64	89.56	1548
SOUTHPORT – WIGAN – ATHERTON - MANCHESTER	91.65	89.50	946
BLACKPOOL NORTH – MANCHESTER VICTORIA	93.69	89.39	904
CHESTER – NORTHWICH – ALTRINCHAM – STOCKPORT / MANCHESTER PICCADILLY	92.14	88.46	954
WARRINGTON CENTRAL – MANCHESTER OXFORD ROAD / PICCADILLY / LIVERPOOL	93.49	88.45	1520
MANCHESTER – STALYBRIDGE – MARSDEN - HUDDERSFIELD	94.72	88.30	1156
MANCHESTER – MACCLESFIELD / STOKE ON TRENT	94.38	87.86	960
MANCHESTER AIRPORT – NEWTON LE WILLOWS - LIVERPOOL	93.61	87.68	892
CLITHEROE – BLACKBURN – MANCHESTER VICTORIA	89.88	86.64	1245
MANCHESTER VICTORIA – LEEDS (CALDERVALE LINE)	91.89	85.66	1726
SOUTHPORT – WIGAN – BOLTON – MANCHESTER VICTORIA / OXFORD ROAD / AIRPORT	88.02	81.87	918
PRESTON – HAZEL GROVE	88.97	80.55	580

Key: Less than 89%

89% and above

90% and above

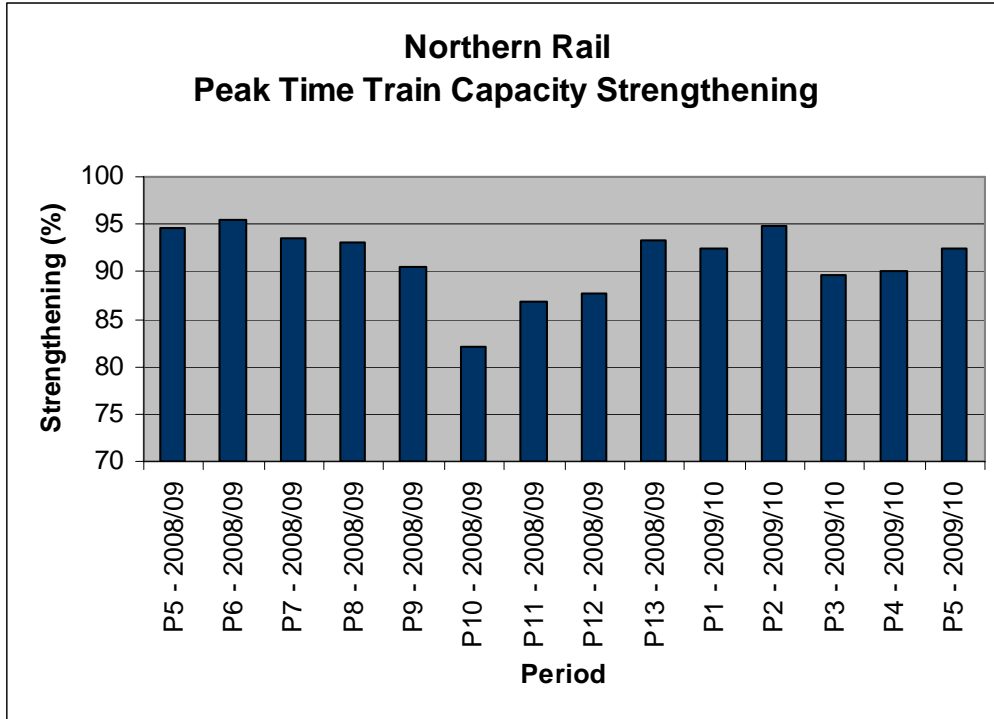
Appendix E: Northern Rail Period 5 Worst Performing Trains

North Manchester - ED08							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1		1709	CLITHEROE-ROCHDALE	5	18	20	25.00%
2		1600	SOUTHPORT-HUDDFIELD	5	19	20	25.00%
3		0829	MANCR VIC-BLACKBURN	6	23	24	25.00%
4		1700	ROCHDALE-BLACKBURN	7	24	24	29.17%
5		0722	SOUTHPORT-MANINTAPT	6	23	24	25.00%
6		0946	MANCR VIC-SOUTHPORT	6	23	23	26.09%
7		0825	SOUTHPORT-MANINTAPT	2	20	24	8.33%
8		0910	MANCR VIC-KIRKBY	5	23	23	21.74%
9		1446	MANCR VIC-SOUTHPORT	5	23	23	21.74%
10		0826	CLITHEROE-MANCR VIC	5	24	24	20.83%

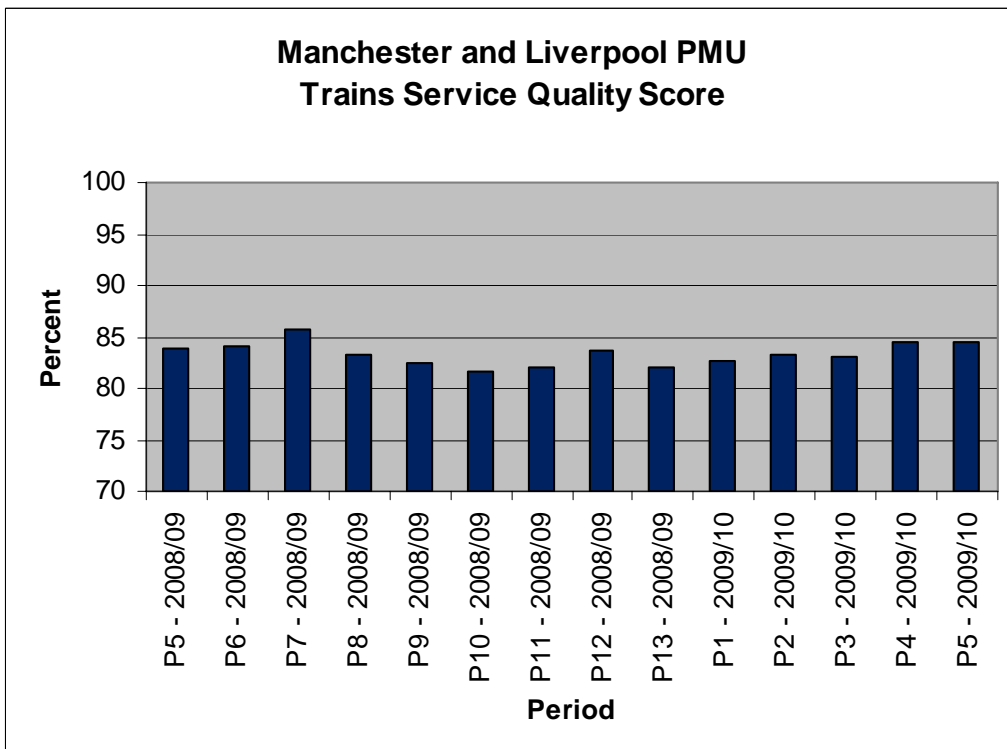
Merseyrail City Lines - ED09							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1		1808	WIGAN NW-LVPOOL LS	5	22	24	20.83%
2		2327	MANCROXRD-LVPOOL LS	4	19	20	20.00%
3		2338	LVPOOL LS-MANCR PIC	5	20	20	25.00%
4		1313	LVPOOL LS-MANINTAPT	5	23	24	20.83%
5		2239	MANCR VIC-LVPOOL LS	4	23	24	16.67%
6		1341	MANINTAPT-LVPOOL LS	4	23	24	16.67%
7		1923	LVPOOL LS-BPOOL NTH	1	10	11	9.09%
8		0844	MANCROXRD-LVPOOL LS	2	25	28	7.14%
9		1541	MANINTAPT-LVPOOL LS	4	24	24	16.67%
10		1041	MANINTAPT-LVPOOL LS	4	24	24	16.67%

South Manchester - ED10							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1		0703	CHESTER-MANCR PIC	7	24	24	29.17%
2		1614	SHEFFIELD-MANCR PIC	7	28	28	25.00%
3		1732	MANCR PIC-NEWMLSCEN	5	24	24	20.83%
4		1158	STOKE-MANCR PIC	5	24	24	20.83%
5		1637	NEWMLSCEN-MANCR PIC	4	20	20	20.00%
6		1718	MANCR PIC-SHEFFIELD	4	20	20	20.00%
7		2004	MANCR PIC-CREWE	3	26	28	10.71%
8		2156	WILMSLOW-MANCROXRD	3	23	24	12.50%
9		1846	MANCR PIC-ALDERLEYE	2	22	24	8.33%
10		2117	MANCR PIC-CHESTER	3	23	24	12.50%

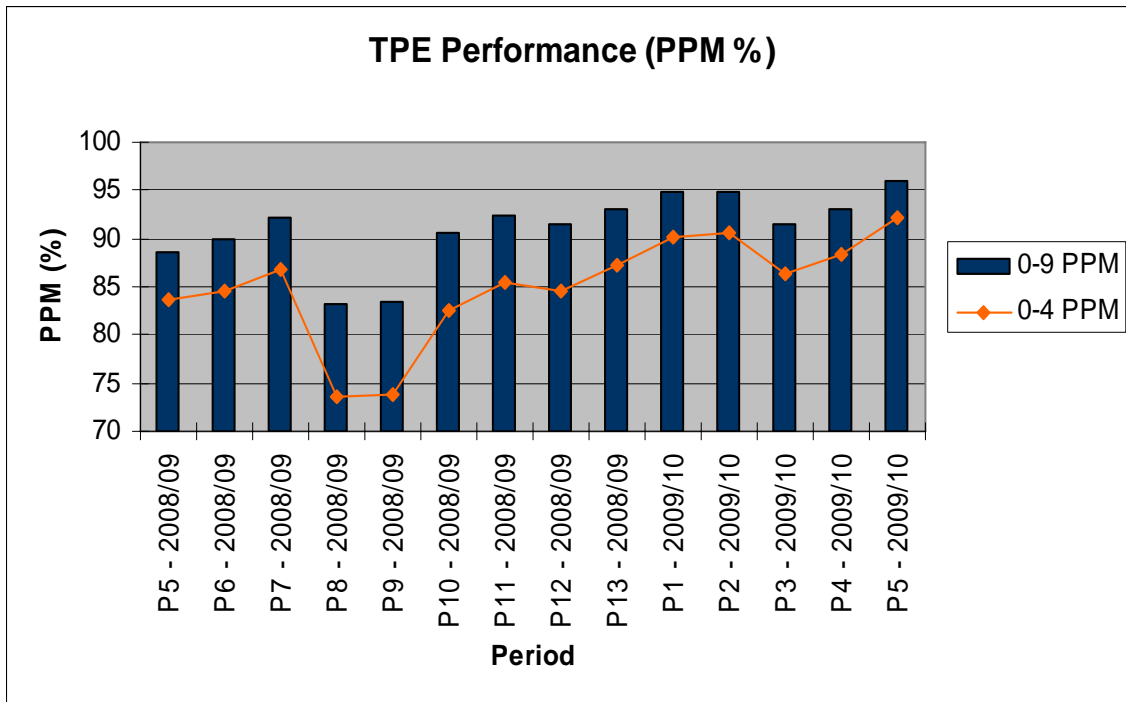
Appendix G: Northern Rail Peak Time Train Capacity Strengthening



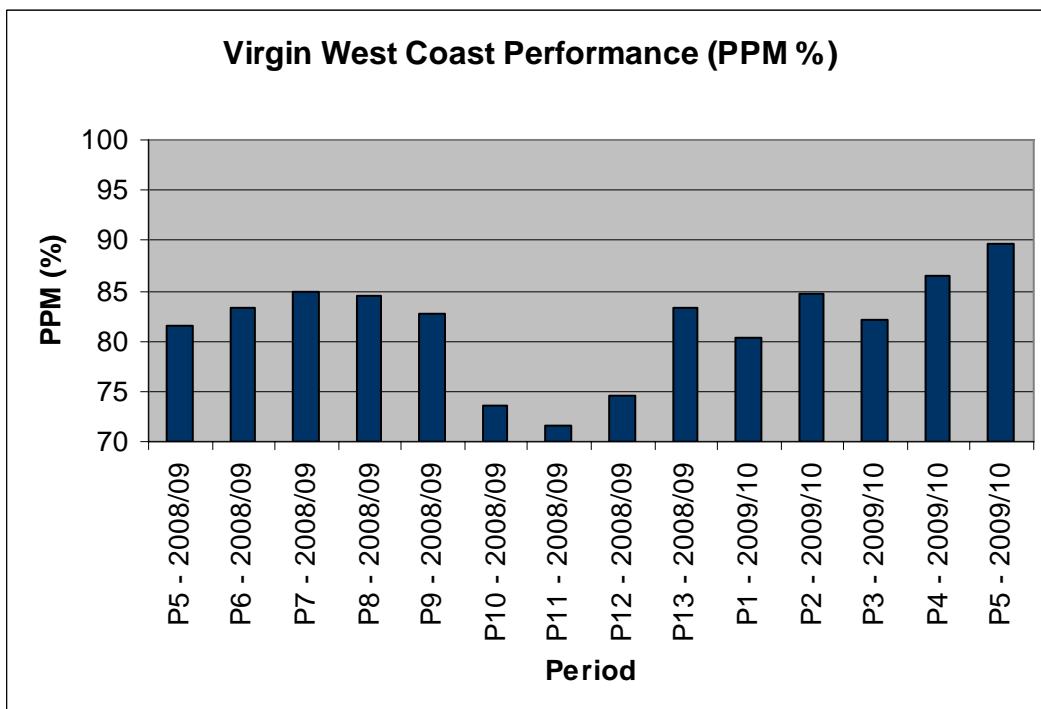
Appendix H: Northern Rail Trains Service Quality Monitoring



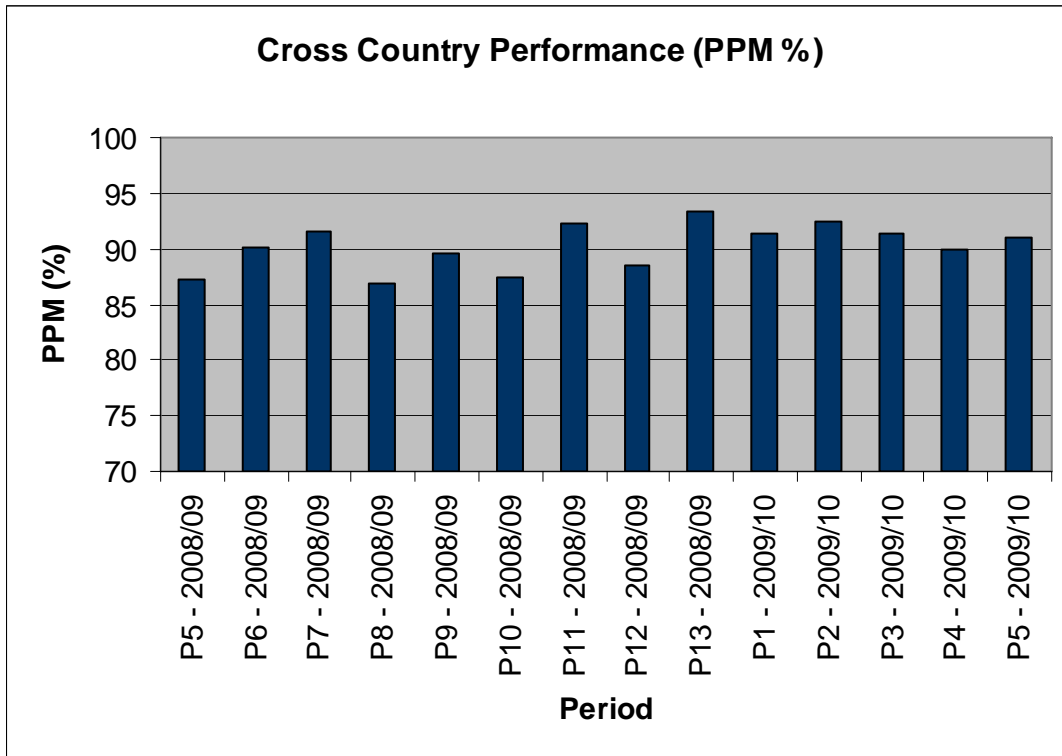
Appendix I: First Transpennine Express (TPE) PPM Performance



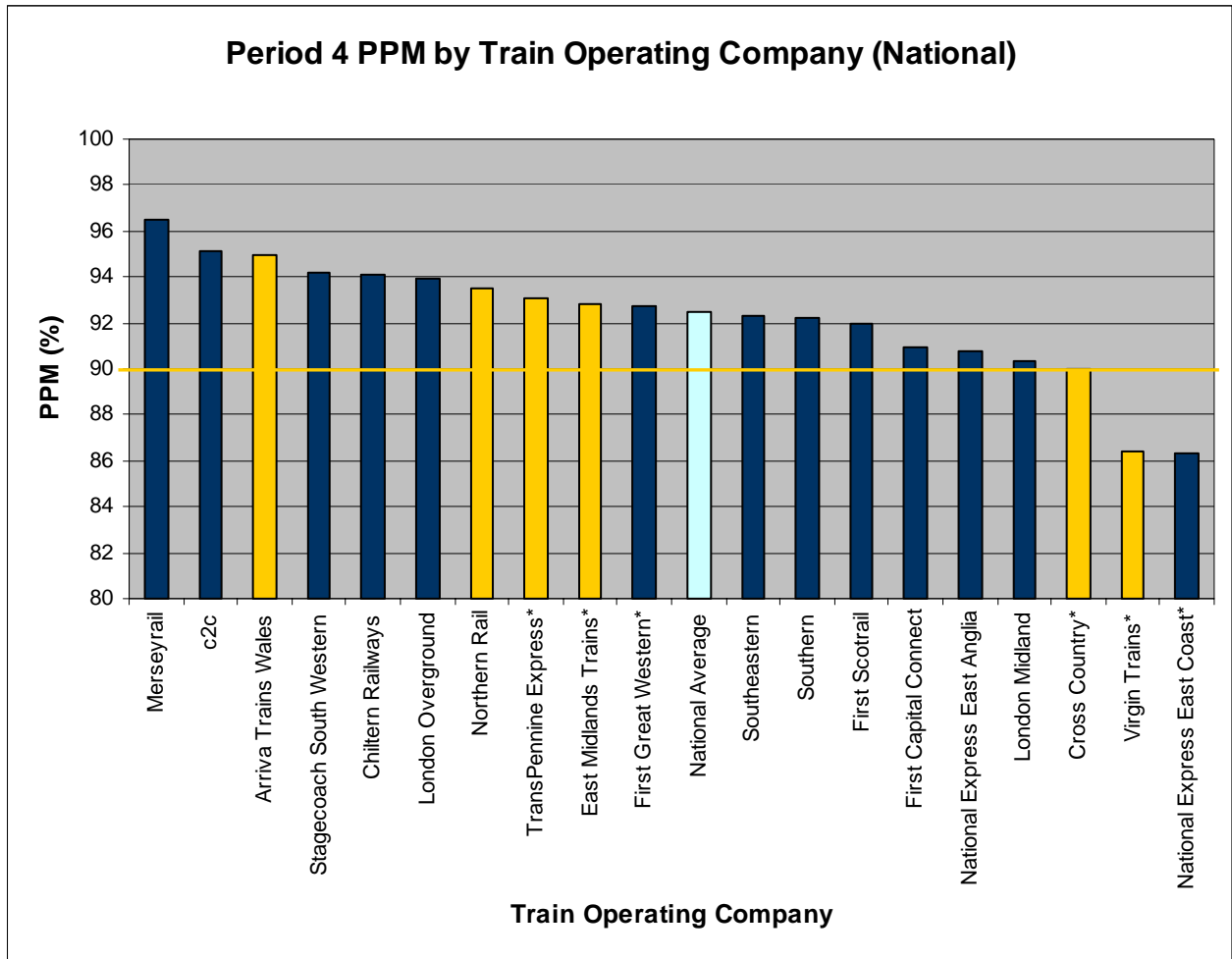
Appendix J: Virgin West Coast PPM Performance



Appendix K: Cross Country PPM Performance



Appendix L: Period 4 PPM by Train Operating Company (National)



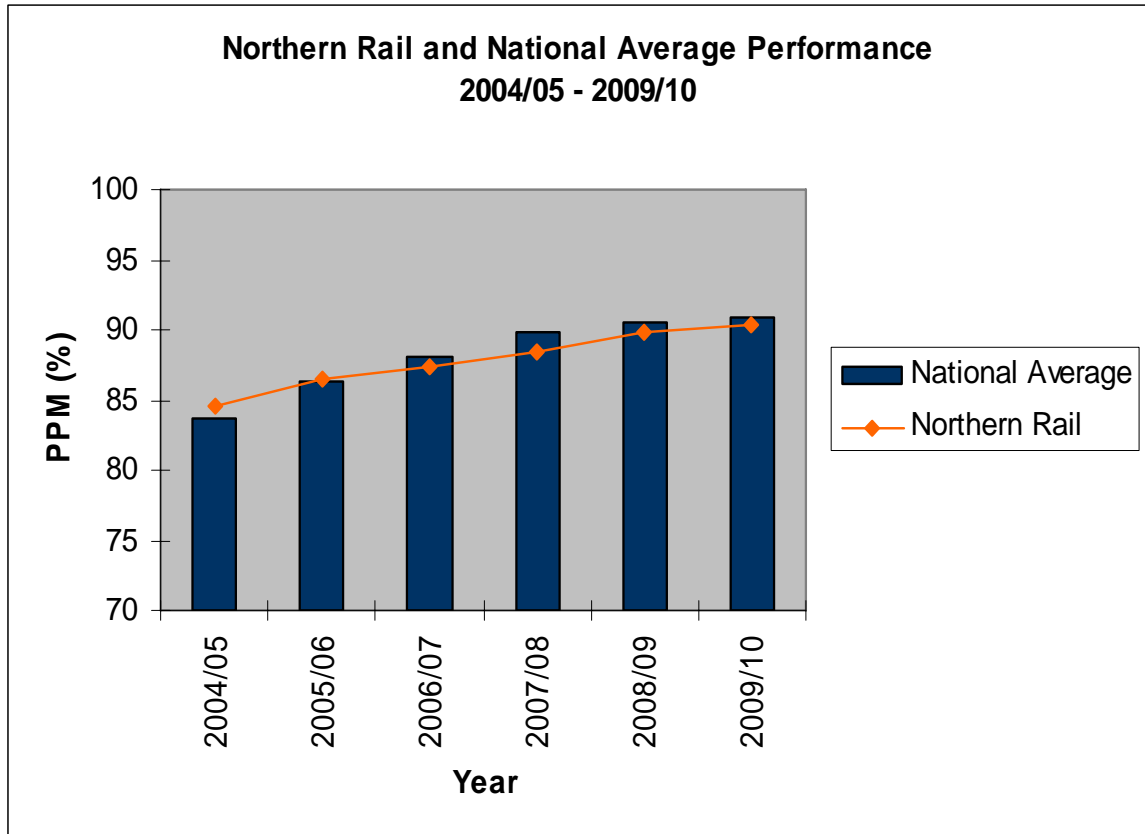
Key:

	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 4 MAA Result