

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

COMMITTEE: Rail and Metrolink Networks
DATE: 5th February 2010
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 4 December 2009 Rail and Metrolink Networks Committee.

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Summary of results for 15 November to 12 December 2009 - Reporting Period 9

General

- In comparison to the previous period, the performance of Northern Rail and Arriva Cross Country's performance improved in period 9, however Transpennine Express and Virgin Trains performance dropped. However, in comparison to period 9 last year, performance was improved for all operators.
- The most significant factors adversely affecting performance in Greater Manchester included multiple signalling faults at Ardwick on 26 November.

Northern Rail

- Period PPM **UP 2.08%** to 90.41%; this is more than 11.21% better than the same period last year.
 - Moving Annual Average PPM **UP 0.80%** to 92.14%. This is the best PPM MAA result since the beginning of the Northern franchise.
 - 12 service groups had a PPM score **above 90%**.
 - Best performing service was Piccadilly – Marple/Rose Hill at **93.29%**.
 - Worst performing service was the Preston – Hazel grove route, with a PPM of **82.73%**.
 - **3.5%** fewer peak hours trains were strengthened than in the previous period.
 - Train Service Quality **DOWN 0.91%** to 82.14%.
 - Calder Valley / Huddersfield strengthening update provided in section 6.
 - District performance figures included in section 7.
 - National performance figures included in section 12.
 - Complaints information included in section 13.
 - Planned train service disruption information is included in section 14.
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Report on Local Rail Service Performance

1 Introduction

- 1.1 This report contains performance monitoring information for the period from 15 November – 12 December 2009 (period 9 2009/10). The charts included also shows performance for period 8 (18 October – 14 November 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 9

- 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.

<u>Period PPM Performance</u> <u>Period 9</u>	<u>Period 7</u>	<u>Period 8</u>
Greater Manchester 89.17%	92.85%	87.12%
Manchester and Liverpool PMU 90.41%	93.85%	88.33%
Northern Rail Overall 88.90%	91.50%	87.41%
<u>MAA PPM Performance</u>		
Manchester & Liverpool PMU 92.14%	91.13%	91.34%
Northern Rail Overall 91.84%	90.91%	91.16%

- 2.4 Period PPM performance improved in period 9, compared with period 8, in all three categories (Greater Manchester, Manchester and Liverpool PMU, and Northern Rail overall). In the Manchester and Liverpool PMU, it is the first time ever that over 90% has been achieved during the autumn leaf-fall season. In the Manchester and Liverpool PMU in the corresponding period last year, the PPM was 79.20%. The MAA figure in the PMU area has now achieved 92% which is the best MAA since the beginning of the Northern Rail franchise. The MAA figure for the Northern Rail area overall has also increased, indicating an overall improvement over the last year. In Period 8, the effects of the autumn season can be seen as performance in all three categories (Greater Manchester, Manchester and Liverpool PMU, and Northern Rail overall) dropped.
- 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 the drop in performance in period 8 followed by an improvement in period 9.
- 2.7 The PPM result for period 10 was 83.23% for the Manchester and Liverpool PMU (compared with 82.69% at the period end last year). Performance has been affected in period 10 as a result of weather related issues. More details surrounding the impact of the snow and the rail industry's response can be found in a separate report to this meeting, titled 'Rail and Metrolink Service Performance during Adverse Weather'.

3 Significant Incidents

- 3.1 The most significant incidents causing delays and cancellations to Northern Rail services in Greater Manchester during period 9 are summarised in Appendix B.
- 3.2 The major causes of delays and cancellations included multiple signalling faults at Ardwick on 26 November and a points failure at Huyton on 20 November.

4 Northern Rail - Service Group PPM Analysis

- 4.1 In period 9, 12 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 9 was Manchester Piccadilly – Romiley/Rose Hill, with a PPM of 93.29%. The worst performing service group was Preston – Hazel Grove with a PPM of 82.73%. Further details are provided in Appendix C.
- 4.2 Appendix D shows PPM performance in period 9 on an individual service group basis.

5 Northern Rail - Worst Performing Trains

- 5.1 Appendix E shows the worst performing trains for period 9. 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 9 Northern Rail provided extra coaches to strengthen 91.5% of those trains scheduled for strengthening, a 3.5% decrease compared with period 8 (95.0%). This was due to the reduced mechanical reliability of certain types of train. 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 9. Appendix G shows Northern Rail's record of achieving peak time strengthening over the last 13 periods.

Calder Valley / Huddersfield line strengthening

- 6.3 As reported at the Rail and Metrolink Networks Committee on 4 December 2009, GMITA has agreed to fund the continued use of some train units which were displaced by the closure of the Oldham Loop. These have been deployed to increase seating capacity on two morning and three evening peak services on the Rochdale and Huddersfield lines, which has increased the number of seats by 120 on each service.
- 6.4 During period 9, Northern used these units to strengthen 95% of the specific services identified to be strengthened with these units. When a service is not able to be strengthened, Northern Rail will aim to operate the service using a larger two-carriage train. Of those 5% of services not strengthened, a larger two-carriage train was provided in all instances except one.

7 Northern Rail – District Performance

- 7.1 Performance figures have been calculated for each district in Greater Manchester since period 1 2009/10. The results for periods 7, 8 and 9 are shown in the table below:
- 7.2 The percentage figures listed are not PPM scores as PPM is only calculated at the final destination 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.
- 7.3 A Moving Annual Average (MAA) figure will be provided when the results for 13 periods have been received.

District	Period 7 (%)	Trend between P7 and P8	Period 8 (%)	Trend between P8 and P9	Period 9 (%)
Bolton	90.50	DOWN	87.47	DOWN	86.35
Manchester	93.56	DOWN	89.02	UP	90.16
Oldham	85.26	DOWN	80.61	DOWN	77.74
Rochdale	89.38	DOWN	80.78	UP	83.37
Salford	92.20	DOWN	89.86	DOWN	89.19
Stockport	93.09	DOWN	86.91	UP	89.65
Tameside	91.70	DOWN	86.84	UP	87.61
Trafford	87.62	DOWN	78.03	UP	79.01
Wigan	94.82	DOWN	90.70	DOWN	90.18
GM Overall	92.85	DOWN	87.12	UP	89.17

8 Northern Rail Trains Service Quality Monitoring

- 8.1 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.
- 8.2 Train Service Quality scores apply to all Northern Rail services within the Liverpool and Manchester Performance Management Unit (PMU).
- 8.3 Appendix H shows the record of train service quality achieved.
- 8.4 In period 9, trains scored an average of 82.14%, which was a drop in comparison with period 8 (83.05%). It was also slightly worse than the same period last year (82.52%). The main causes of failure were external cleanliness, posters, graffiti, interior condition and toilet issues. Improvements were seen in internal cleanliness; heating / lighting and toilet servicing. These are areas which Northern Rail has made priorities for attention and their train interior refurbishment programme continues.

9 TransPennine Express (TPE) – Performance

- 9.1 Performance for TPE up to period 9 is shown in the chart in Appendix I.
- 9.2 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.
- 9.3 Using the criteria of trains arriving on time or less than 5 minutes late, TPE's PPM was 82.5% in period 9. This is a drop of 0.6% in comparison to the previous period, but a significant improvement in comparison to the same period last year (73.8%) (for trains arriving either on time or less than 5 minutes late).
- 9.4 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 9, 89.6% was achieved with an MAA of 93.01%.

10 Virgin Trains - Performance

- 10.1 Performance for Virgin Trains up to period 9 is shown in Appendix J. Performance in period 9 was 83.6%, which is a drop in comparison to the previous period (87.8%). It is however an improvement in comparison to the same period last year (82.8%). The PPM result was down as a result of daily performance being very inconsistent. There were 16 good days with 90%+ performance but also 5 extremely poor days. Performance was especially affected for two days by delays associated with an overhead line defect at Hemel Hempstead.

11 Arriva Cross Country - Performance

- 11.1 Performance for Cross Country is shown in Appendix K. At 91.3%, this is an improvement in comparison to the previous period (89.1%), and also in comparison with the same period last year (89.5%).

12 National Train Operator Performance

- 12.1 Appendix L shows National PPM by Train Operating Company for period 8.
- 12.2 In the context of national train operator performance for period 8, Northern Rail is ranked 11th out of 19. In period 8, Northern Rail's performance was 2.8% worse than the national average of all train operators. 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 8th out of 13.
- 12.3 Appendix M shows Northern Rail's performance in relation to national average performance, from 2004/05 to date.
- 12.4 Both Northern Rail's performance and national average performance have improved steadily since 2004.
- 12.5 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.

13 Complaints relating to Rail Performance

- 13.1 579 customer complaints relating to issues in the Manchester and Liverpool PMU were received by Northern Rail during period 9. This was an increase in comparison to the previous period (497). The breakdown between route complaints and station complaints is shown in the table below.

Manchester and Liverpool PMU Complaints – Northern Rail	Period 9	Period 8
<i>Route Complaints</i>	452	346
Performance	258	201
Overcrowding	79	46
<i>Station Complaints</i>	129	151
Retail	37	48
Staff	44	67
TOTAL COMPLAINTS	579	497

- 13.2 Particularly high levels of complaints were recorded for the Calder Valley (130) and the Clitheroe – Manchester Victoria services (49). In both instances, the

majority of the complaints were related to performance issues and / or overcrowding.

- 13.4 8 complaints relating to rail issues were received by GMPTE during period 9. These related to the passenger information screens at Horwich Parkway and Altrincham, station facilities at Blackrod and Woodley, the GMPTE ticketing boundary at Bromley Cross and performance issues on the Clitheroe line (2) and the Huddersfield line.

14 Planned train service disruptions

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

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 Recommendations

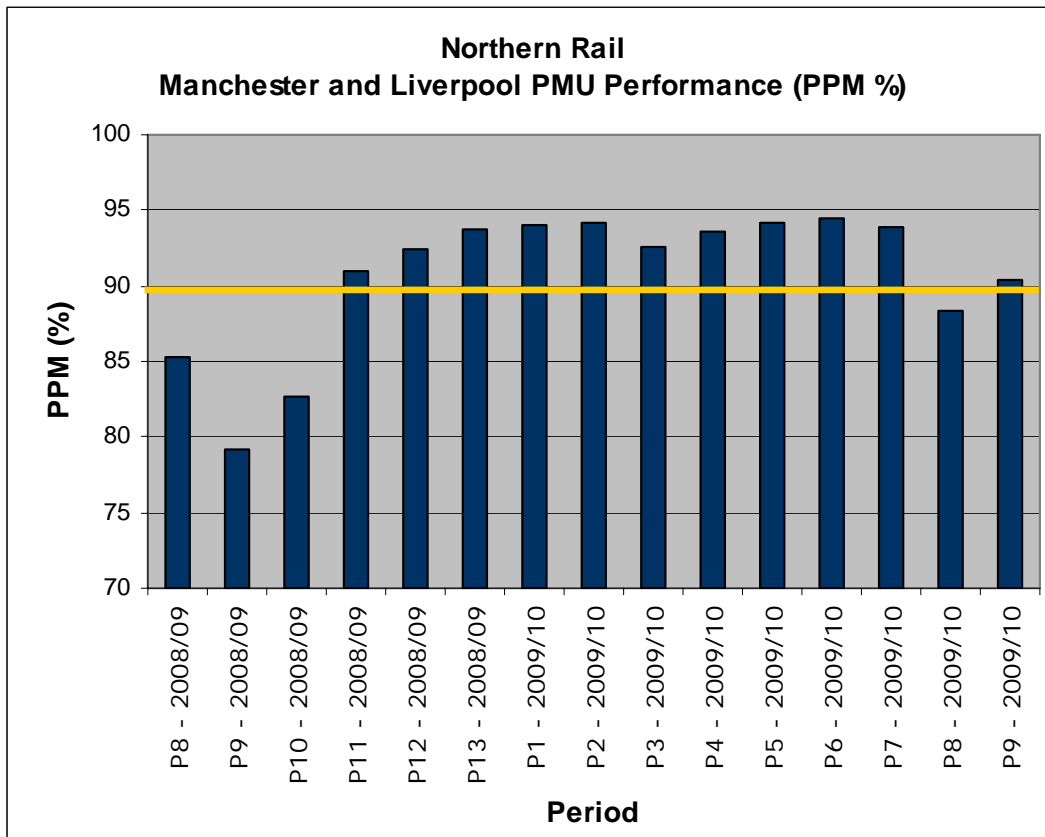
- 15.1 Recommendations appear at the front of this report.

Michael Renshaw
Interim Bus and Rail Director

List of Appendices

- Appendix A: Northern Rail Manchester and Liverpool PMU PPM
- Appendix B: Northern Rail Period 9 Significant Incidents
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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 9 Significant Incidents

The most significant incidents causing delays and cancellations to services in Greater Manchester during period 9 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	02/12/09	Train Fault	Southport	266	5
2	20/11/09	Adhesion	Brinnington	226	7
3	25/11/09	Train Fault	Liverpool	187	3
4	12/12/09	Train Fault	Parbold	187	0
5	23/11/09	Train Fault	Sandbach	131	5

Non Northern Rail Performance Related

	Date	Description	Location	Delay Minutes	Cancellations
6	26/11/09	Signalling fault	Ardwick	654	7
7	17/11/09	Empty train derailment	Neville Hill	445	2
8	20/11/09	Points failure	Huyton	443	15
9	10/12/09	Arriva Trains Wales train fault	Manchester Piccadilly	412	3
10	23/11/09	Direct attack on signalling	Westhoughton	361	9

1. 2 December – Just outside Southport station a train developed a fault and had to be pushed back into the station. A total of 4 hours and 26 minutes delay to various trains resulted, and 5 cancellations.
2. 20 November – Near Brinnington a train struggled to travel at more than 5mph as a result of adhesion issues, and a second train was required to assist. This incident resulted in a total of 3 hours and 46 minutes of delay to various trains, and 7 cancellations.
3. 25 November – At Liverpool Lime Street a fault with a warning indicator light developed on a train. The fitter was able to resolve the problem but the service departed 18 minutes late as a result. This late departure caused a total of 3 hours and 7 minutes of delay to various trains, and 3 cancellations.
4. 12 December – At Parbold, an engine fault occurred on a train. The train was able to proceed to Southport at a reduced speed, where it was then taken out of service. This incident resulted in a total of 3 hours and 7 minutes of delay to various trains.
5. 23 November – At Sandbach a brake fault developed on a train, and the train was taken out of service as a result. This incident caused 2 hours and 11 minutes of delay to various trains and 5 cancellations.

6. 26 November – In the Ardwick area, multiple signalling faults occurred which required the replacement of a fuse. This incident caused a total of 10 hours and 54 minutes of delay to various trains and 7 cancellations. This was the most significant incident affecting performance in period 9.
7. 17 November – At Neville Hill depot, a non-passenger train derailed, which affected access to and from the depot for other trains. This incident caused a total of 7 hours and 35 minutes of delay to various trains and 2 cancellations.
8. 20 November – At Huyton, a points failure affected the route to / from Earlestown, and resulted in a total of 7 hours and 33 minutes of delay to various trains, and 3 cancellations.
9. 10 December – On platform 14 at Manchester Piccadilly, an Arriva Trains Wales service developed a brake fault. This resulted in all trains being diverted via platform 13 where possible. A total of 6 hours and 52 minutes of delay to various trains resulted, and 3 cancellations.
10. 23 November – In the Westhoughton area, a direct attack on signalling occurred, where 50m of cable had been stolen. This incident resulted in 6 hours and 1 minute of delay to various trains, and 9 cancellations.

Appendix C: Northern Rail Period 9 Worst Performing Service Groups

1 **Clitheroe – Blackburn – Manchester Victoria: 88.15% (91.42% in period 8)**

The Clitheroe route dropped by 3% this period in comparison with period 8 although it is 6% better than the same period last year (82.04%). The most significant incident affecting this line of route was a power failure at Blackburn on 17th November followed by a possession overrun at Daisyfield, north of Blackburn, on the 24th November.

2 **Southport – Wigan – Bolton – Manchester Victoria / Oxford Road / Airport: 87.39% (86.29% in period 8)**

The PPM for the Southport services was up 1% this period and it is almost 20% better than period 9 last year (67.51%). The MAA for the route, at 85.89%, is the highest since the beginning of the franchise. The biggest incident affecting this route during period 9 was a train fault at Manchester Oxford Road on 2 December, which required the fitter to attend in order to rectify.

3 **Manchester – Macclesfield / Stoke on Trent: 84.44% (78.65% in period 8)**

The Stoke services were almost 6% better than the previous period and almost 7% better than period 9 last year (77.84%). Vandalism to signaling at Kidsgrove on 18th November caused delays to this route during period 9.

4 **Preston – Hazel Grove: 82.73% (87.41% in period 8)**

Despite a drop in comparison to the previous period, this service group was significantly better than the corresponding service group in the same period last year (Blackpool – North – Buxton: 58.54%). Performance was affected by a points failure between Preston and Blackpool, a track fault at Lostock, and a mixture of other infrastructure and unit failures.

5 **Manchester Victoria – Leeds (Caldervale Line): 80.91% (78.14% in period 8)**

This service group improved in comparison to the previous period and performance was much better than the same period last year (67.57%). Significant incidents affecting performance during period 9 included a fatality near Leeds on 2 December and flooding at Winterbutlee, Walsden, on 18 November.

Appendix D: Northern Rail Period 9 PPM Performance by Service Group

Service Group	MAA (%)	PPM (%)
MANCHESTER PICCADILLY – ROMILEY / ROSE HILL MARPLE	95.23	93.29
HADFIELD / GLOSSOP – MANCHESTER PICCADILLY	95.06	95.45
MANCHESTER – CREWE VIA MANCHESTER AIRPORT	93.94	93.36
WIGAN – BOLTON – MANCHESTER VICTORIA / ROCHDALE	93.65	95.26
LIVERPOOL - ST HELENS CENTRAL – WIGAN NORTH WESTERN	93.45	92.85
MANCHESTER – ALDERLEY EDGE / CREWE VIA STOCKPORT	93.21	91.21
KIRKBY – WIGAN – MANCHESTER VICTORIA / ROCHDALE	92.84	95.60
BUXTON – HAZEL GROVE – MANCHESTER PICCADILLY	92.64	92.67
LIVERPOOL – NEWTON LE WILLOWS - MANCHESTER VICTORIA / STALYBRIDGE	92.48	91.08
MANCHESTER PICCADILLY – STOCKPORT OR NEW MILLS CENTRAL – CHINLEY / SHEFFIELD	91.63	87.43
SOUTHPORT – WIGAN – ATHERTON - MANCHESTER	91.15	90.68
WARRINGTON CENTRAL – MANCHESTER OXFORD ROAD / PICCADILLY / LIVERPOOL	90.42	85.81
BLACKPOOL NORTH – MANCHESTER VICTORIA	90.41	91.59
MANCHESTER AIRPORT – NEWTON LE WILLOWS - LIVERPOOL	90.39	90.00
MANCHESTER – STALYBRIDGE – MARSDEN - HUDDERSFIELD	89.90	85.60
CHESTER – NORTHWICH – ALTRINCHAM – STOCKPORT / MANCHESTER PICCADILLY	89.87	85.65
LEEDS – DEWSBURY – MANCHESTER	89.77	86.13
CLITHEROE – BLACKBURN – MANCHESTER VICTORIA	89.48	88.15
HAZEL GROVE – MANCHESTER PICCADILLY	89.18	85.90
MANCHESTER – MACCLESFIELD / STOKE ON TRENT	88.06	84.44
MANCHESTER VICTORIA – LEEDS (CALDERVALE LINE)	87.36	80.91
SOUTHPORT – WIGAN – BOLTON – MANCHESTER VICTORIA / OXFORD ROAD / AIRPORT	85.89	87.39
PRESTON – HAZEL GROVE	85.85	82.73

Key: Less than 89%

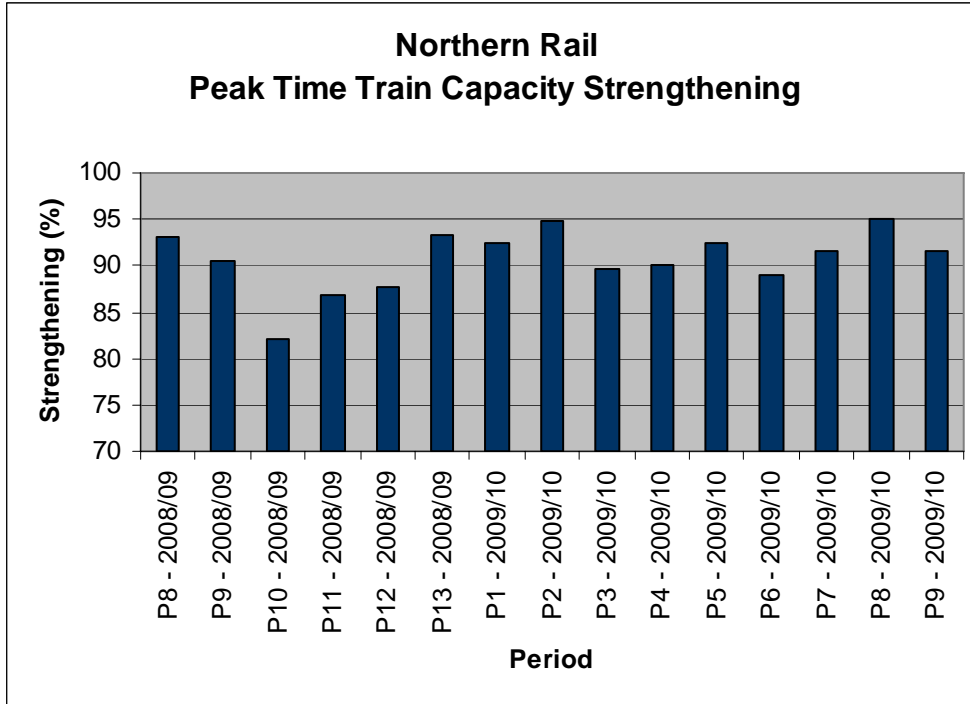
89% and above

90% and above

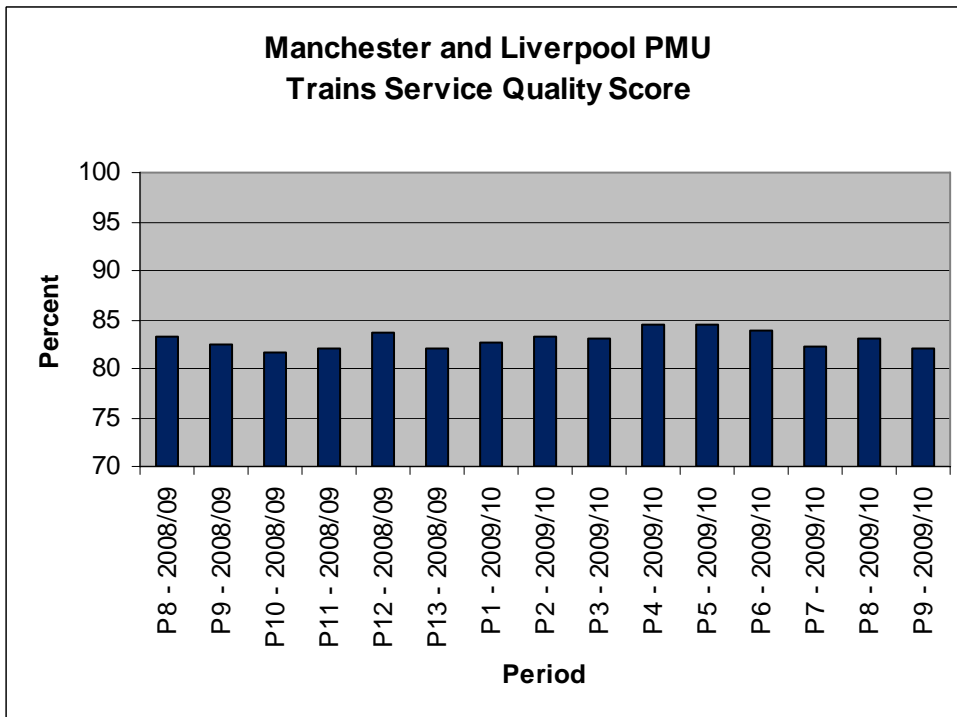
Appendix E: Northern Rail Period 9 Worst Performing Trains

North Manchester							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1	0702	CLITHEROE-MANCR VIC		12	22	24	50.00%
2	1832	HUDDFIELD-MANCR VIC		10	24	24	41.67%
3	1627	MANCR VIC-HUDDFIELD		10	24	24	41.67%
4	0830	HUDDFIELD-MANCR VIC		9	24	24	37.50%
5	1707	CLITHEROE-ROCHDALE		8	22	24	33.33%
6	0829	MANCR VIC-BLACKBURN		8	23	24	33.33%
7	2300	MANCR VIC-HUDDFIELD		8	24	24	33.33%
8	0718	SOUTHPORT-MANINTAPT		7	21	24	29.17%
9	1527	MANCR VIC-HUDDFIELD		7	23	24	29.17%
10	0901	SOUTHPORT-MANCR VIC		7	23	24	29.17%
Merseyrail City Lines							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1	2044	MANCROXRD-WARRTNCEN		9	19	20	45.00%
2	0751	LVPOOL LS-MANCROXRD		10	24	24	41.67%
3	1643	MANCROXRD-LVPOOL LS		11	28	28	39.29%
4	1902	LVPOOL LS-WIGAN NW		8	22	24	33.33%
5	1808	WIGAN NW-LVPOOL LS		8	23	24	33.33%
6	1855	LVPOOL LS-WARRTNCEN		8	23	24	33.33%
7	2327	MANCROXRD-LVPOOL LS		8	24	24	33.33%
8	1719	LVPOOL LS-WIGAN NW		8	24	24	33.33%
9	1544	MANCROXRD-LVPOOL LS		9	27	28	32.14%
10	0844	MANCROXRD-LVPOOL LS		5	21	24	20.83%
South Manchester							
	Time	Origin	Destination	Over 5 Late	Times Run	Booked	% Failure
1	1558	STOKE-MANCR PIC		12	23	24	50.00%
2	1732	MANCR PIC-NEWMLSCEN		12	24	24	50.00%
3	0914	SHEFFIELD-MANCR PIC		13	28	28	46.43%
4	1714	SHEFFIELD-MANCR PIC		13	28	28	46.43%
5	1637	NEWMLSCEN-MANCR PIC		9	20	20	45.00%
6	1648	MANCR PIC-STOKE		10	24	24	41.67%
7	2004	MANCR PIC-CREWE		10	27	28	35.71%
8	0804	MANCR PIC-CREWE		8	24	24	33.33%
9	0601	CHESTER-MANCR PIC		7	22	24	29.17%
10	0717	MANCR PIC-CHESTER		7	23	24	29.17%

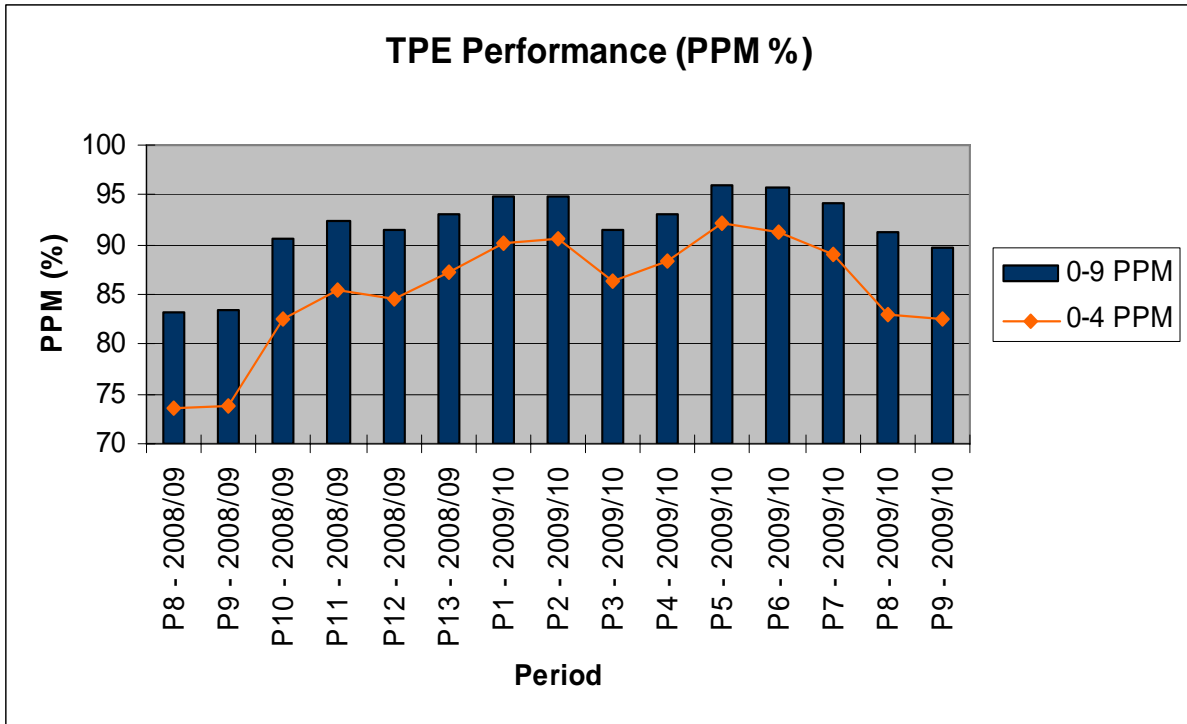
Appendix G: Northern Rail Peak Time Train Capacity Strengthening



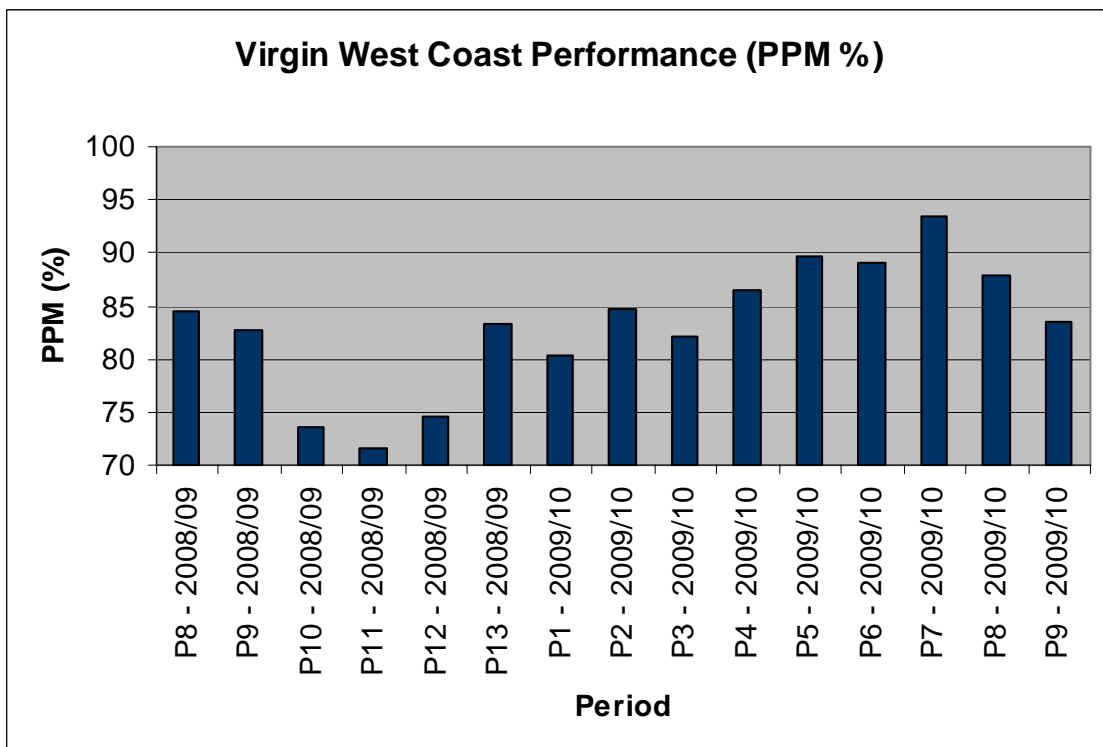
Appendix H: Northern Rail Trains Service Quality Monitoring



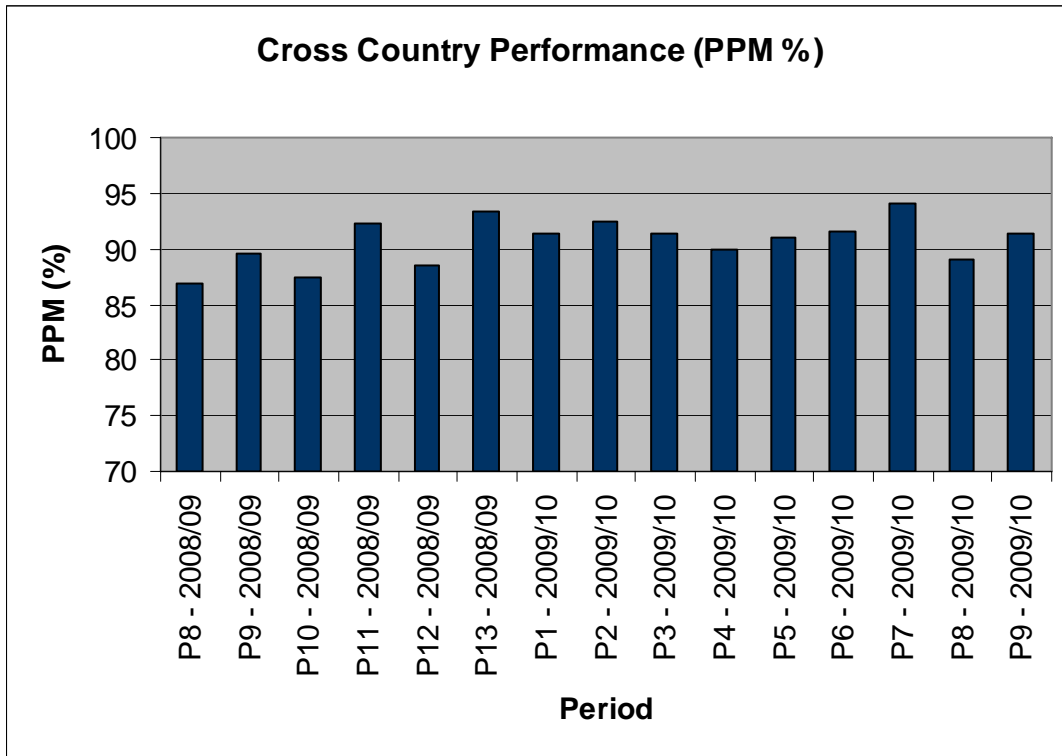
Appendix I: First Transpennine Express (TPE) PPM Performance



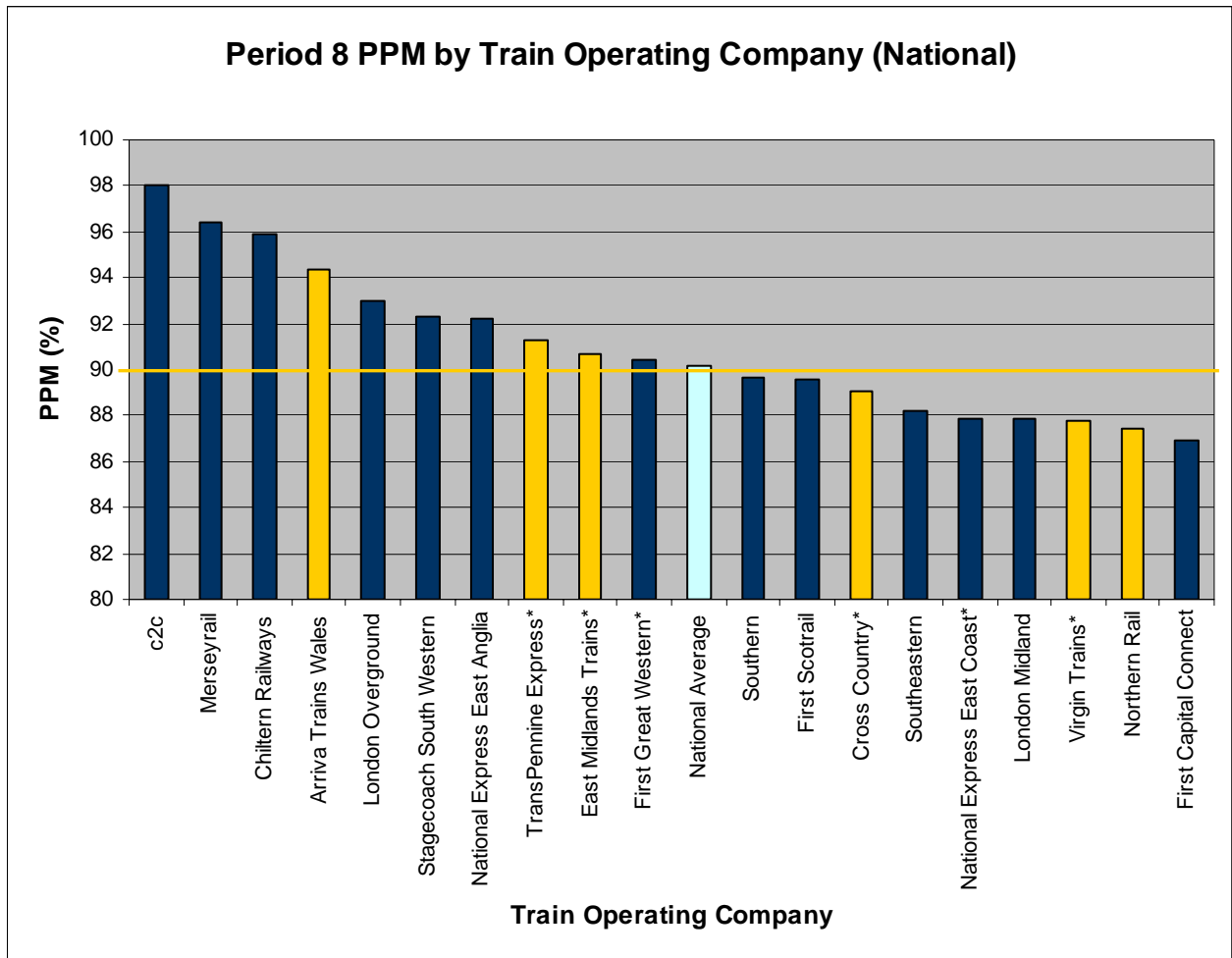
Appendix J: Virgin West Coast PPM Performance



Appendix K: Cross Country PPM Performance



Appendix L: Period 8 PPM by Train Operating Company (National)



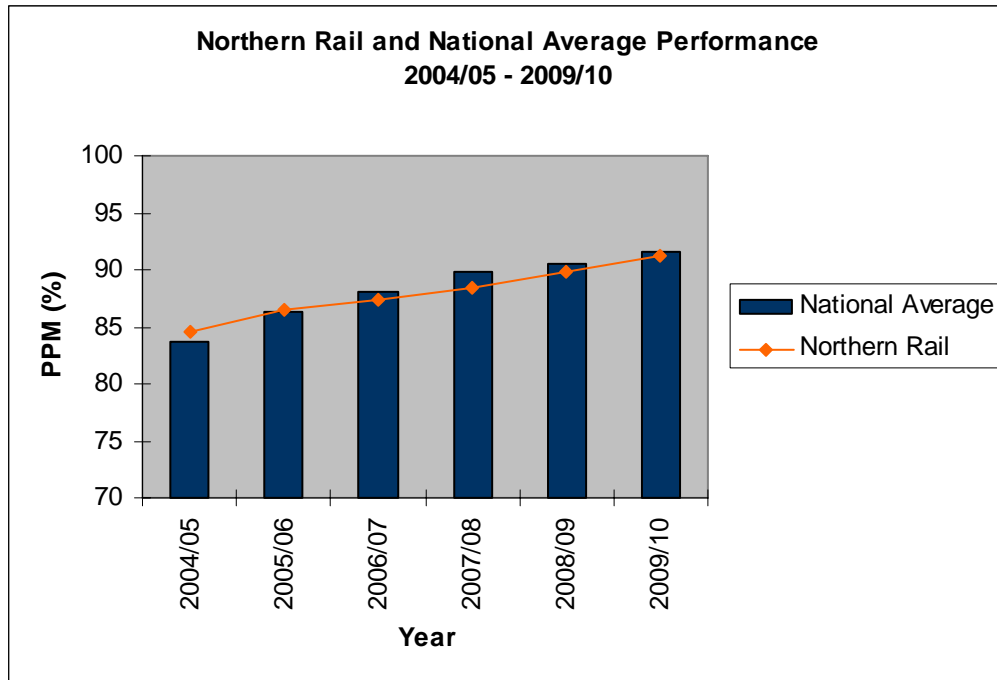
Key:

	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 8 MAA Result