

GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY

REPORT FOR INFORMATION

COMMITTEE: Rail and Metrolink Networks
DATE: 9th April 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 5 February 2010 Rail and Metrolink Networks Committee.

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Summary of results for 10 January to 6 February 2010 - Reporting Period 11

General

- The performance of all train operators in the Greater Manchester area improved in period 11 in comparison to the previous period, when performance was affected by adverse weather conditions.
- The most significant factors adversely affecting performance in Greater Manchester included a fatality on platform 14 at Manchester Piccadilly on 3 February.

Northern Rail

- Period PMU PPM **UP 8.01%** to 91.24%; this is slightly better than the same period last year.
 - Moving Annual Average PMU PPM **UP 0.03%** to 92.25%. This is the best PMU PPM MAA result since the beginning of the Northern franchise.
 - 15 service groups had a PPM score **above 90%**.
 - Best performing service was Piccadilly – Marple/Rose Hill at **94.63%**.
 - Worst performing service was the Hazel Grove – Manchester Piccadilly route, with a PPM of **83.44%**.
 - **6.0%** more peak hours trains were strengthened than in the previous period.
 - Train Service Quality **DOWN 2.22%** to 80.27%.
 - 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 10 January – 6 February 2010 (period 11 2009/10). The charts included also show performance for period 10 (13 December 2009 – 9 January 2010), 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 11

- 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, which includes most Greater Manchester service groups, Lancashire and Cumbria PMU, or West and North Yorkshire PMU. A Moving Annual Average (MAA) figure for Greater Manchester is now also provided for periods 10 and 11 2009/10, as the results for 13 periods have been received.

| <u>Period PPM Performance</u> | <u>Period 9</u> | <u>Period 10</u> | <u>Period 11</u> |
|-------------------------------|-----------------|------------------|------------------|
| Greater Manchester | 89.17% | 82.08% | 90.69% |
| Manchester and Liverpool PMU | 90.41% | 83.23% | 91.24% |
| Northern Rail Overall | 88.90% | 82.12% | 91.06% |

MAA PPM Performance

| | | | |
|----------------------------|--------|--------|--------|
| Greater Manchester | - | 91.36% | 91.43% |
| Manchester & Liverpool PMU | 92.14% | 92.22% | 92.25% |
| Northern Rail Overall | 91.84% | 91.63% | 91.59% |

- 2.4 Period PPM performance dropped in period 10, compared with period 9, and then improved again in period 11, in all three categories (Greater Manchester, Manchester and Liverpool PMU, and Northern Rail overall). Performance was affected in period 10 as a result of weather related issues, which were reported to Members at the 5 February Rail and Metrolink Networks Committee.

- 2.5 In Greater Manchester in period 11 last year, the PPM was 89.84%; in the Manchester and Liverpool PMU it was 90.96%. At 92.25% in period 11 this year, the MAA figure in the PMU area has now achieved over 92% for the third period running. 92.25% is the best MAA in the PMU area since the beginning of the Northern Rail franchise.

- 2.6 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.

- 2.7 The trend charts in Appendices A and B show the drop in performance in period 10 followed by an improvement in period 11.
- 2.8 The PPM result for period 12 is 94.11% for the Manchester and Liverpool PMU (compared with 92.37% at the period end last year). Performance was particularly affected in period 12 as result of a a defect with signalling equipment in the Miles Platting area on 26 February. Unfortunately, this not only delayed trains passing through the area but also prevented some trains leaving the depot until later in the morning.

3 Significant Incidents

- 3.1 The most significant incidents causing delays and cancellations to Northern Rail services in Greater Manchester during period 11 are summarised in Appendix C.
- 3.2 The major causes of delays and cancellations included a fatality on platform 14 at Manchester Piccadilly on 3 February, and a signalling failure between Levenshulme and Heaton Chapel on 14 February.

4 Northern Rail - Service Group PPM Analysis

- 4.1 In period 11, 15 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 11 was Manchester Piccadilly – Romiley/Rose Hill, with a PPM of 94.63%. The worst performing service group was Hazel Grove – Manchester Piccadilly with a PPM of 83.44%. Further details are provided in Appendix D.
- 4.2 Appendix E shows PPM performance in period 11 on an individual service group basis, and also compares performance with period 11 last year.

5 Northern Rail - Worst Performing Trains

- 5.1 Appendix F shows the worst performing trains for period 11. 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. Of the worst performing trains in North Manchester, a large number are on the Southport – Manchester Airport route. These services are being subject to in depth analysis as part of the Southport Quality Improvement Team programme, and it is apparent that some of the busiest trains, because of the large number of passengers, are taking longer than allowed for in the timetable to complete their journeys.

6 Northern Rail – Peak Time Train Capacity Strengthening

- 6.1 During period 11 Northern Rail provided extra coaches to strengthen 89.0% of those trains scheduled for strengthening, a 6.0% increase compared with period 10 (83.0%). 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. The mechanical reliability of certain types of train was adversely affected by the weather in period 10. This caused a deterioration of strengthening performance.
- 6.2 Appendix G shows Northern Rail’s record of achieving peak time strengthening during period 11.

- 6.3 The Class 323 fleet of electric trains was particularly affected by the weather conditions experienced in January and as a result, Northern Rail decided to implement a contingency plan with effect from Friday 8 January. As reported at the 5 February Rail and Metrolink Networks Committee, this was done to avoid a situation where passengers were subjected to the uncertainty of unplanned service cancellations. This contingency plan involved the suspension of all strengthening for a period of 6 days, which enabled a service to be provided on all routes by substituting diesel trains for some electric trains. In the tables shown in the Appendices the contingency period days are denoted by the word 'amended'. All 'amended' services have been excluded from the results detailed in this section.
- 6.4 Appendix H shows Northern Rail's record of achieving peak time strengthening over the last 13 periods.
- 6.5 A separate report to this meeting, entitled 'Oldham Loop Vehicles' details the strengthening achieved by Northern Rail using the GMITA funded Oldham Loop vehicles. Details of these trains are also included in Appendix G to this report.

7 Northern Rail – District Performance

- 7.1 Performance figures have been calculated for each district in Greater Manchester since period 12009/10. The results for periods 9, 10 and 11 are shown in the table below. Performance was adversely affected in period 10 by the weather conditions experienced at the beginning of January; has then improved in period 11 in all Districts.
- 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 9 (%) | Trend between P9 and P10 | Period 10 (%) | Trend between P10 and P11 | Period 11 (%) |
|------------|--------------|--------------------------|---------------|---------------------------|---------------|
| Bolton | 86.35 | DOWN | 77.22 | UP | 87.99 |
| Manchester | 90.16 | DOWN | 83.33 | UP | 90.88 |
| Oldham | 77.74 | DOWN | 72.54 | UP | 85.03 |
| Rochdale | 83.37 | DOWN | 77.94 | UP | 88.90 |
| Salford | 89.19 | DOWN | 80.81 | UP | 90.37 |
| Stockport | 89.65 | DOWN | 84.23 | UP | 90.88 |
| Tameside | 87.61 | DOWN | 79.73 | UP | 89.99 |
| Trafford | 79.01 | DOWN | 78.28 | UP | 86.48 |
| Wigan | 90.18 | DOWN | 82.72 | UP | 91.56 |
| GM Overall | 89.17 | DOWN | 82.08 | UP | 90.69 |

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 I shows the record of train service quality achieved.
- 8.4 In period 11, trains scored an average of 80.27%, which was a drop in comparison with period 10 (82.49%). It was also worse than the same period last year (82.05%). The main causes of failure were external cleanliness, toilets, and graffiti issues.
- 8.5 The low score achieved in period 11 was a result of the sustained cold weather conditions experienced during period 10 and at the beginning of period 11, which had an impact on maintenance and cleaning schedules. Northern's priority was to maintain a service throughout the period of adverse weather, which meant a backlog of maintenance and cleaning developed. This then affected service quality scores in period 11.
- 8.6 Northern Rail has agreed a plan to remedy the situation, which includes their ongoing internal refurbishment programme. In the short-term, all cleaning staff are to be re-briefed regarding what they can do to focus their efforts and improve the overall score achieved.

9 TransPennine Express (TPE) – Performance

- 9.1 Performance for TPE up to period 11 is shown in the chart in Appendix J.
- 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 85.9% in period 11. This is an improvement of 18.5% in comparison to the previous period, when services were severely affected by adverse weather conditions. It is marginally better than the same period last year (85.5%) (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 1, 92.2% was achieved with an MAA of 91.96%.

10 Virgin Trains - Performance

- 10.1 Performance for Virgin Trains up to period 11 is shown in Appendix K. Performance in period 11 was 77.9%, which is an improvement in comparison to the previous period (65.8%) when adverse weather affected performance. It is also an improvement in comparison to the same period last year (71.6%). The PPM result was affected by several major incidents at the southern end of the West Coast route. These included overhead line incidents at Wembley and Kilsby, rail defects at Willesden and Bletchley, a major points failure incident at Ledburn Junction and a fatality at Berkhamstead

11 Arriva Cross Country - Performance

11.1 Performance for Cross Country is shown in Appendix L. At 90.1%, and as with all train operators in the Greater Manchester area, this is an improvement in comparison to the previous period (76.9%). It is however a drop in comparison with the same period last year (92.2%).

12 National Train Operator Performance

12.1 Appendix M shows National PPM by Train Operating Company for period 10.

12.2 In the context of national train operator performance for period 10, Northern Rail is ranked 9th out of 19. In period 10, Northern Rail's performance was 1.8% better 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 7th out of 13.

12.3 Appendix N 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 table bellows shows Northern Rail's overall performance and the national average performance, from 2004/05 to date:

| Year | National Average PPM (%) | Northern Rail PPM (%) |
|---------|--------------------------|-----------------------|
| 2004/05 | 83.6 | 84.6 |
| 2005/06 | 86.4 | 86.5 |
| 2006/07 | 88.1 | 87.3 |
| 2007/08 | 89.9 | 88.5 |
| 2008/09 | 90.6 | 89.8 |
| 2009/10 | 91.2 | 91.6 |

Notes: PPM is the end of year MAA result
For 2009/10, the PPM is the Period 10 MAA Result

13 Complaints relating to Rail Performance

13.1 780 customer complaints relating to issues in the Manchester and Liverpool PMU were received by Northern Rail during period 11. This was an increase in comparison to the previous period (409). The breakdown between route complaints and station complaints is shown in the table overleaf.

| Manchester and Liverpool PMU Complaints – Northern Rail | Period 11 | Period10 |
|--|------------------|-----------------|
| <i>Route Complaints</i> | 636 | 311 |
| Performance | 423 | 181 |
| Overcrowding | 106 | 51 |
| <i>Station Complaints</i> | 144 | 98 |
| Retail | 31 | 20 |
| Staff | 35 | 29 |
| TOTAL COMPLAINTS | 780 | 409 |

13.2 Particularly high levels of complaints were recorded for the Hadfield / Glossop (102), Clitheroe (81), Huddersfield (63), and Liverpool – Manchester via Warrington (61) services. In the case of the Hadfield / Glossop services, most complaints were a result of one incident which was the failure of a train at Hattersley during the morning peak on 19th January.

13.4 9 complaints relating to rail issues were received by GMPTE during period 11. These related to the snow clearing arrangements at Horwich Parkway, the passenger information screens Swinton, overgrown vegetation at Hag Fold, litter at Flowery Field, a query surrounding the validity of a GMPTE travelcard, and four complaints relating to performance (3 relating to the Huddersfield line and one relating to the Liverpool – Manchester via Warrington route).

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.

Sundays 18 July – 5 September

Due to track renewal work between Manchester Victoria and Rochdale, replacement bus services will operate between these stations, with connecting train services operating between Rochdale and Leeds. Trains between Manchester Victoria and Huddersfield will be diverted to operate from and to Manchester Piccadilly on the same days, with buses operating between Manchester Victoria, Ashton and Stalybridge.

15 Recommendations

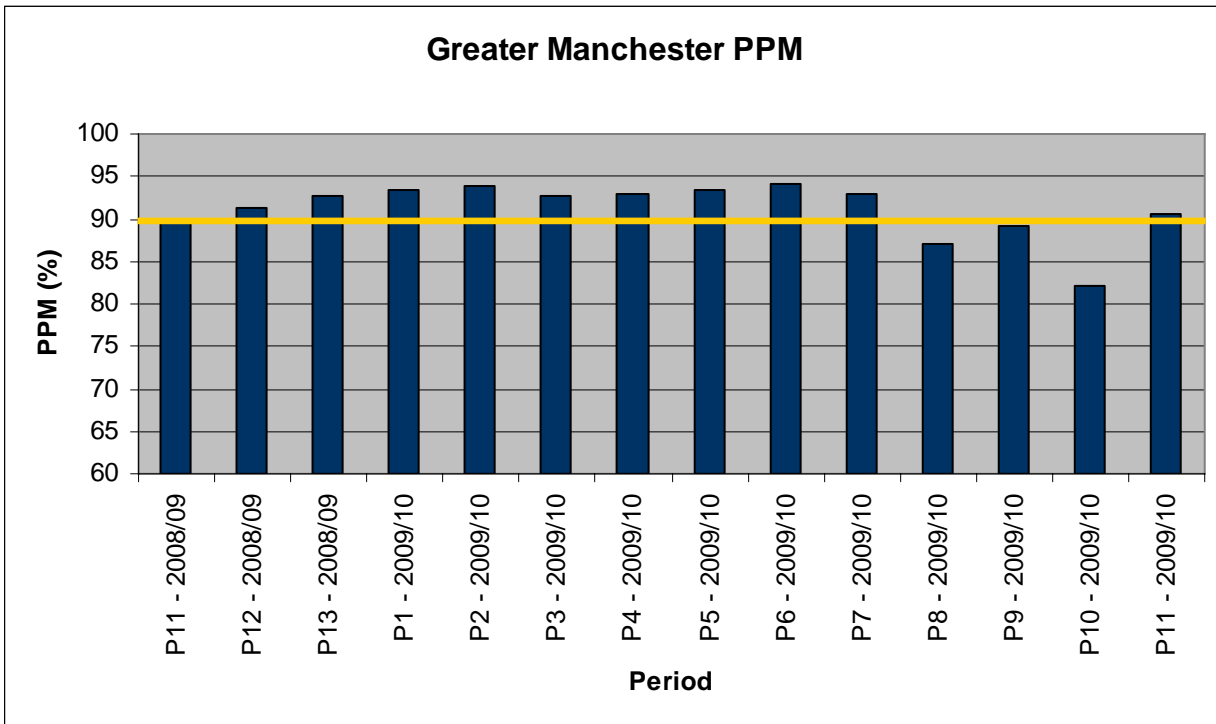
15.1 Recommendations appear at the front of this report.

Michael Renshaw
Interim Bus and Rail Director

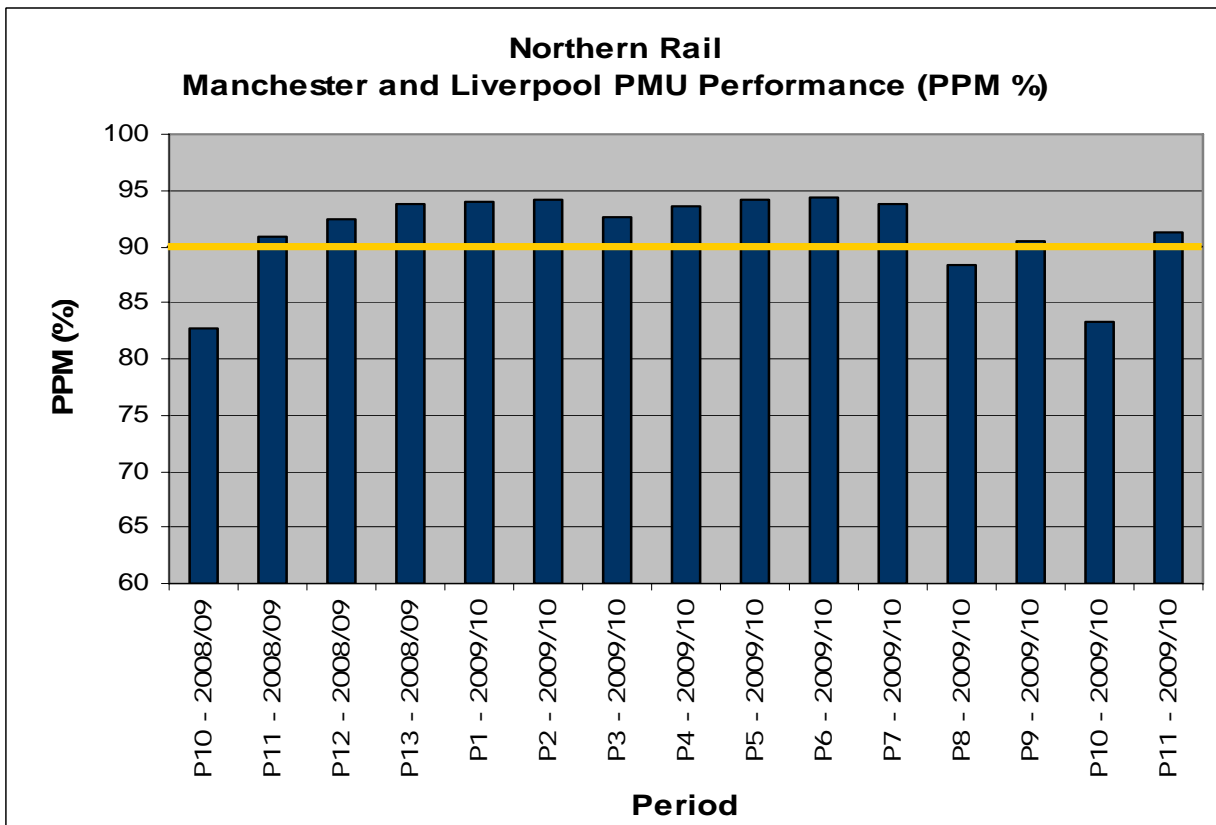
List of Appendices

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Appendix A: Northern Rail Greater Manchester PMU PPM



Appendix B: Northern Rail Manchester and Liverpool PMU PPM



Notes: The yellow lines represent Northern Rail's target PPM of 90.0%

Appendix C: Northern Rail Period 11 Significant Incidents

The most significant incidents causing delays and cancellations to services in Greater Manchester during period 11 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 | 29/01/10 | Train Fault | Thatto Heath | 300 | 5 |
| 2 | 05/02/10 | Train Fault | Liverpool | 297 | 2 |
| 3 | 03/02/10 | Train Fault | Blackpool | 199 | 4 |
| 4 | 13/01/10 | Train Fault | Preston | 190 | 1 |
| 5 | 01/02/10 | Train Fault | Longport | 174 | 5 |

Non Northern Rail Performance Related

| | Date | Description | Location | Delay Minutes | Cancellations |
|----|----------|------------------|---------------------------------------|---------------|---------------|
| 6 | 03/02/10 | Fatality | Manchester Piccadilly | 1544 | 30 |
| 7 | 14/01/10 | Signalling Fault | Between Levenshulme and Heaton Chapel | 892 | 40 |
| 8 | 26/01/10 | Signalling Fault | Manchester Piccadilly | 648 | 4 |
| 9 | 28/01/10 | Signalling Fault | Northenden | 495 | 5 |
| 10 | 16/01/10 | Power Failure | Astley | 339 | 30 |

1. 29 January – a coupled train developed brake problems at Thatto Heath and required another train to assist. A total of 5 hours delay to various trains resulted and 5 cancellations.
2. 5 February – Immediately following departure from Liverpool Lime Street a train developed a coupling fault in the tunnels outside the station. The driver attempted to return but was unable to do so and assistance was required. The incident was compounded by a points failure at the same time and poor radio reception. This incident resulted in a total of 4 hours and 57 minutes of delay to various trains and 2 cancellations.
3. 3 February – a coupled train developed brake problems at Blackpool North and the units had to be split and continue as separate services. A total of 3 hours and 19 minutes of delay to various trains resulted and 4 cancellations.
4. 13 February – A train had a defective speedometer at Preston which required a reversal of the unit and resulted in a late departure from Preston. This incident resulted in a total of 3 hours and 10 minutes of delay to various trains and 1 cancellation.
5. 1 February – A brake fault developed on a train at Longport which then needed to return to the depot for examination. A total of 2 hours and 54 minutes of delay to various trains resulted and 5 cancellations.

6. 3 February – A fatality occurred on platform 14 at Manchester Piccadilly at 0400. Both platform 13 and platform 14 were blocked by the freight train involved in the incident and were cordoned off by police. Services were then able to be operated via platform 13 but disruption continued throughout the morning peak. The incident was declared non-suspicious by the British Transport Police fairly quickly and Network Rail has held a full incident review. This incident was the most significant in period 11 and resulted in 25 hours and 44 minutes of delay to various trains and 30 cancellations.
7. 14 February – a signalling failure between Levenshulme and Heaton Chapel occurred in the early evening, which resulted in a total of 14 hours and 52 minutes of delay to various trains and 40 cancellations.
8. 26 January – a fault with signalling equipment in the signalling control centre at Manchester Piccadilly occurred which resulted in a total of 10 hours and 48 minutes of delay to various trains and 4 cancellations.
9. 28 January – a signal failure near at Northenden resulted in a total of 8 hours and 15 minutes of delay to various trains and 5 cancellations.
10. 16 January – a power failure occurred between Astley and Parkside, on the Chat Moss line, which affected signalling. This incident resulted in a total of 5 hours and 39 minutes of delay to various trains and 30 cancellations.

Appendix D: Northern Rail Period 11 - Worst 5 Performing Service Groups

1 **Hazel Grove – Manchester Piccadilly: 83.44% (up from 83.11% in period 10)**

Performance of the Hazel Grove – Manchester Piccadilly services improved slightly in comparison to the previous period, however they are 1% better than last year. The most significant incident affecting performance on this route during period 11 was the fatality at Manchester Piccadilly on 3 February, followed by the signalling fault between Levenshulme and Heaton Chapel on 14 January. Northern Rail is currently analysing performance on this route closely in order to identify and resolve apparent issues.

2 **Southport – Wigan – Bolton – Manchester Airport: 84.63% (75.03% in period 10)**

The PPM for the Southport services improved by nearly 10% this period and is almost 4% better than in period 11 last year. The MAA for the route, at 86.72%, is the highest for this route since the start of the Northern franchise. The biggest incidents affecting this route included a track defect on the Airport line on 15 January, and the fatality at Manchester Piccadilly on 3 February.

3 **Manchester – Macclesfield / Stoke on Trent: 85.36% (79.52% in period 10)**

Although the Stoke services improved in comparison to the previous period, the period 11 score is 1.7% worse than in the corresponding period last year. The fatality at Manchester Piccadilly was the most significant incident affecting this route in period 11.

4 **Buxton – Hazel Grove – Manchester Piccadilly: 86.95% (82.56% in period 10)**

This route has improved by more than 4% in comparison to the previous period. It is however worse than the same period last year (92.63%). During period 11 performance was affected by the fatality at Manchester Piccadilly on 3rd February, followed by the signalling fault between Levenshulme and Heaton Chapel on 14 January.

5 **Manchester Victoria – Leeds (Caldervale Line): 87.20% (74.16% in period 10)**

This service group improved in comparison to the previous period and performance was also better than the same period last year (86.94%). Significant incidents affecting performance during period 11 included a direct attack on signalling at Moston on 23 January, and a track fault at Bramley on 30 January.

Appendix E: Northern Rail Period 11 PPM Performance by Service Group

| Service Group | 2009/10 MAA (%) | 2009/10 PPM (%) | 2008/09 PPM (%) |
|--|-----------------------|-----------------------|-----------------------|
| MANCHESTER PICCADILLY – ROMILEY / ROSE HILL MARPLE | 94.83 | 94.63 | 96.59 |
| HADFIELD / GLOSSOP – MANCHESTER PICCADILLY | 94.42 | 92.67 | 94.40 |
| WIGAN – BOLTON – MANCHESTER VICTORIA / ROCHDALE | 94.25 | 95.33 | 92.26 |
| KIRKBY – WIGAN – MANCHESTER VICTORIA / ROCHDALE | 93.72 | 95.60 | 90.06 |
| LIVERPOOL - ST HELENS CENTRAL – WIGAN NORTH WESTERN | 93.70 | 94.50 | 93.31 |
| MANCHESTER – CREWE VIA MANCHESTER AIRPORT | 93.32 | 88.00 | 93.74 |
| LIVERPOOL – NEWTON LE WILLOWS - MANCHESTER VICTORIA / STALYBRIDGE | 92.97 | 93.55 | 91.24 |
| MANCHESTER – ALDERLEY EDGE / CREWE VIA STOCKPORT | 92.86 | 90.08 | 93.84 |
| BUXTON – HAZEL GROVE – MANCHESTER PICCADILLY | 91.85 | 86.95 | 92.63 |
| SOUTHPORT – WIGAN – ATHERTON - MANCHESTER | 91.60 | 90.08 | 86.47 |
| BLACKPOOL NORTH – MANCHESTER VICTORIA | 91.33 | 92.81 | 87.43 |
| MANCHESTER PICCADILLY – STOCKPORT OR NEW MILLS CENTRAL – CHINLEY / SHEFFIELD | 91.16 | 91.23 | 93.72 |
| MANCHESTER AIRPORT – NEWTON LE WILLOWS - LIVERPOOL | 90.78 | 91.26 | 89.86 |
| WARRINGTON CENTRAL – MANCHESTER OXFORD ROAD / PICCADILLY / LIVERPOOL | 90.57 | 91.75 | 88.21 |
| MANCHESTER – STALYBRIDGE – MARSDEN - HUDDERSFIELD | 90.52 | 92.11 | 86.34 |
| CHESTER – NORTHWICH – ALTRINCHAM – STOCKPORT / MANCHESTER PICCADILLY | 90.16 | 89.79 | 88.68 |
| CLITHEROE – BLACKBURN – MANCHESTER VICTORIA | 89.95 | 90.07 | 87.21 |
| LEEDS – DEWSBURY – MANCHESTER | 89.87 | 90.65 | 86.94 |
| HAZEL GROVE – MANCHESTER PICCADILLY | 89.65 | 83.44 | 82.61 |
| MANCHESTER – MACCLESFIELD / STOKE ON TRENT | 87.84 | 85.36 | 87.08 |
| MANCHESTER VICTORIA – LEEDS (CALDERVALE LINE) | 87.23 | 87.20 | 85.26 |
| PRESTON – HAZEL GROVE | 86.80 | 87.41 | 83.61 |
| SOUTHPORT – WIGAN – BOLTON – MANCHESTER AIRPORT | 86.72 | 84.63 | 80.95 |

Key: Less than 89%

89% and above

90% and above

Appendix F: Northern Rail Period 11 Worst Performing Trains

| North Manchester | | | | | | | |
|------------------|------|--------|---------------------|-------------|-----------|--------|-----------|
| | Time | Origin | Destination | Over 5 Late | Times Run | Booked | % Failure |
| 1 | | 1558 | SOUTHPORT-HUDDFIELD | 11 | 20 | 20 | 55.00% |
| 2 | | 0721 | SOUTHPORT-MANINTAPT | 12 | 22 | 24 | 50.00% |
| 3 | | 1709 | CLITHEROE-ROCHDALE | 11 | 22 | 24 | 45.83% |
| 4 | | 0707 | CLITHEROE-MANCR VIC | 10 | 23 | 24 | 41.67% |
| 5 | | 1903 | MANINTAPT-SOUTHPORT | 10 | 24 | 24 | 41.67% |
| 6 | | 0829 | MANCR VIC-BLACKBURN | 8 | 23 | 24 | 33.33% |
| 7 | | 1803 | MANINTAPT-SOUTHPORT | 8 | 23 | 24 | 33.33% |
| 8 | | 1728 | MANCR VIC-HUDDFIELD | 8 | 24 | 24 | 33.33% |
| 9 | | 1923 | SOUTHPORT-MANINTAPT | 4 | 19 | 24 | 16.67% |
| 10 | | 0924 | SOUTHPORT-MANINTAPT | 3 | 19 | 24 | 12.50% |

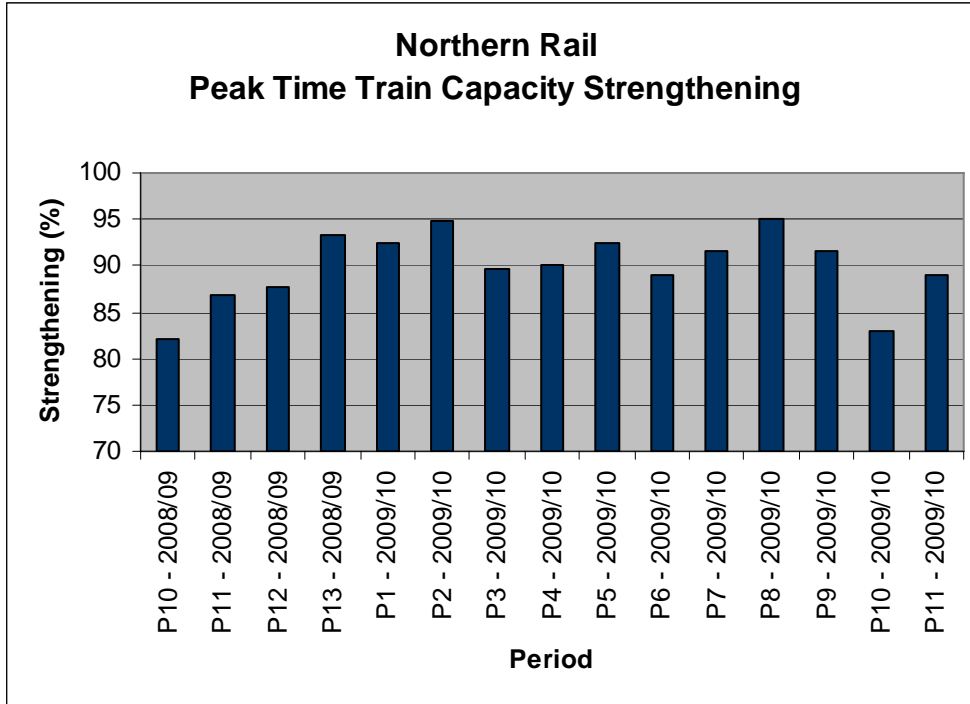
| Merseyrail City Lines | | | | | | | |
|-----------------------|------|--------|---------------------|-------------|-----------|--------|-----------|
| | Time | Origin | Destination | Over 5 Late | Times Run | Booked | % Failure |
| 1 | | 0751 | LVPOOL LS-MANCROXRD | 8 | 23 | 24 | 33.33% |
| 2 | | 1808 | WIGAN NW-LVPOOL LS | 7 | 24 | 24 | 29.17% |
| 3 | | 1719 | LVPOOL LS-WIGAN NW | 7 | 24 | 24 | 29.17% |
| 4 | | 0844 | MANCROXRD-LVPOOL LS | 6 | 23 | 24 | 25.00% |
| 5 | | 0726 | LVPOOL LS-MANCROXRD | 6 | 23 | 24 | 25.00% |
| 6 | | 0739 | MANCR VIC-LVPOOL LS | 6 | 24 | 24 | 25.00% |
| 7 | | 1944 | MANCROXRD-LVPOOL LS | 6 | 24 | 24 | 25.00% |
| 8 | | 0739 | MANCROXRD-LVPOOL LS | 5 | 23 | 24 | 20.83% |
| 9 | | 1713 | MANCROXRD-LVPOOL LS | 5 | 24 | 24 | 20.83% |
| 10 | | 1643 | MANCROXRD-LVPOOL LS | 4 | 23 | 24 | 16.67% |

| South Manchester | | | | | | | |
|------------------|------|--------|---------------------|-------------|-----------|--------|-----------|
| | Time | Origin | Destination | Over 5 Late | Times Run | Booked | % Failure |
| 1 | | 1814 | MANCR PIC-MANINTAPT | 12 | 21 | 21 | 57.14% |
| 2 | | 1714 | MANCR PIC-MANINTAPT | 10 | 20 | 21 | 47.62% |
| 3 | | 0703 | CHESTER-MANCR PIC | 10 | 24 | 24 | 41.67% |
| 4 | | 0814 | MANCR PIC-MANINTAPT | 9 | 24 | 24 | 37.50% |
| 5 | | 1114 | MANCR PIC-MANINTAPT | 9 | 24 | 24 | 37.50% |
| 6 | | 1732 | MANCR PIC-NEWMLSCEN | 9 | 24 | 24 | 37.50% |
| 7 | | 1723 | MANCR PIC-HAZELGRVE | 8 | 24 | 24 | 33.33% |
| 8 | | 1738 | MANCR PIC-CREWE | 7 | 22 | 23 | 30.43% |
| 9 | | 0748 | BUXTON-MANCR PIC | 6 | 19 | 20 | 30.00% |
| 10 | | 0914 | MANCR PIC-MANINTAPT | 6 | 22 | 24 | 25.00% |

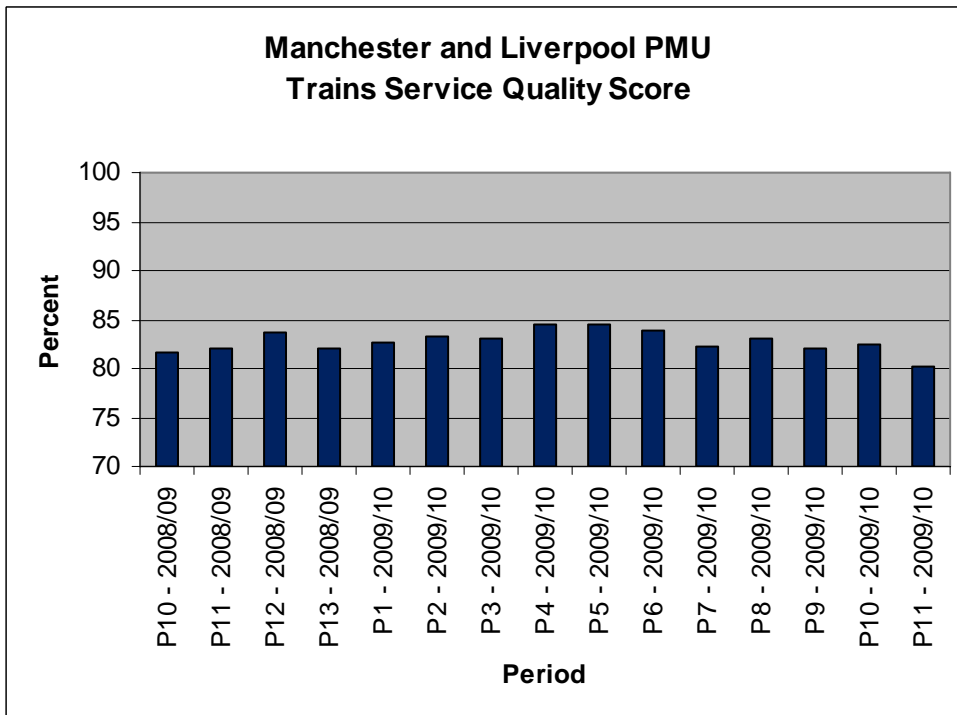
Appendix G: Northern Rail Period 11 Strengthening of Peak Trains

| | | | Week 1 | | | | | | | Week 2 | | | | | | |
|------|--|-----------|--------|-----------------|---------|--|----------|----------------------------------|----------|--------|--------|---------|-----------|----------|--------|----------|
| | Description | Formation | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
| | AM Unit Availability / Balance | | | 102/+1 | 100/-1 | | | 98/-3 | | | 99/-2 | 100/-1 | 100/-1 | 101/+0 | 99/-2 | |
| 2A00 | 06:23 Southport - Manchester Airport | 142 150 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 1J01 | 06:53 Southport - Manchester Victoria | 154 150 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2W42 | 07:12 Kirkby - Manchester Victoria | 142 142 | N/A | amended | | amended | amended | amended | N/A | N/A | | | | | | N/A |
| 2A02 | 07:22 Southport - Manchester Airport | 154 150 | 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 | 154 150 | N/A | amended | amended | | amended | amended | N/A | N/A | | | | | | N/A |
| 2N22 | 08:32 Hazel Grove - Preston | 150 150 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2H44 | 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 |
| 2H15 | 07:15 Macclesfield - Manchester Piccadilly | 142 142 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2F87 | 07:44 Todmorden - Wigan Wallgate | 142 142 | N/A | amended | | amended | amended | amended | N/A | N/A | | | | | | N/A |
| 2F77 | 06:57 Huddersfield - Southport | 154 142 | N/A | amended | amended | amended | amended | amended | N/A | N/A | | | | | | N/A |
| | PM Unit Availability / Balance | | | 100/-1 | 100/-1 | 103/+2 | 103/+2 | 99/-2 | | | 101/+0 | 104/+3 | 105/+4 | 102/+1 | 97/-4 | |
| 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 | amended | | | | | N/A | N/A | | | | | | N/A |
| 1F02 | 17:40 Manchester Victoria - Southport | 154 150 | 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 | amended | | | | | 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 | amended | amended | | amended | amended | N/A | N/A | | | | | | N/A |
| 2H94 | 17:52 Manchester Piccadilly - Buxton | 150 150 | N/A | amended | | amended | amended | amended | N/A | N/A | | | | | | N/A |
| 2J60 | 16:44 Wigan Wallgate - Rochdale | 142 142 | N/A | amended | | amended | amended | amended | N/A | N/A | | | | | | N/A |
| 2U21 | 17:00 Manchester Victoria - Leeds | 144/2 142 | N/A | amended | amended | amended | amended | amended | N/A | N/A | | | | | | N/A |
| 2E74 | 17:28 Manchester Victoria - Huddersfield | 142 142 | N/A | amended | amended | amended | amended | amended | 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 | 99/+2 | 98/-3 | 99/-2 | 100/-1 | | | 99/-2 | 99/-2 | 95/-6 | 100/-1 | 101/+0 | |
| 2A00 | 06:23 Southport - Manchester Airport | 142 150 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 1J01 | 06:53 Southport - Manchester Victoria | 154 150 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2W42 | 07:12 Kirkby - Manchester Victoria | 142 142 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2A02 | 07:22 Southport - Manchester Airport | 154 150 | 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 | 154 150 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2N22 | 08:32 Hazel Grove - Preston | 150 150 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2H44 | 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 |
| 2H15 | 07:15 Macclesfield - Manchester Piccadilly | 142 142 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2F87 | 07:44 Todmorden - Wigan Wallgate | 142 142 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2F77 | 06:57 Huddersfield - Southport | 154 142 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| | PM Unit Availability / Balance | | | 101/+0 | 102/+1 | 102/+1 | 100/-1 | 101/+0 | | | 100/-1 | 99/-2 | 100/-1 | 99/-2 | 101/+0 | |
| 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 | 154 150 | 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 |
| 2H94 | 17:52 Manchester Piccadilly - Buxton | 150 150 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2J60 | 16:44 Wigan Wallgate - Rochdale | 142 142 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2U21 | 17:00 Manchester Victoria - Leeds | 144/2 142 | N/A | | | | | | N/A | N/A | | | | | | N/A |
| 2E74 | 17:28 Manchester Victoria - Huddersfield | 142 142 | 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) | | | | | | | | |

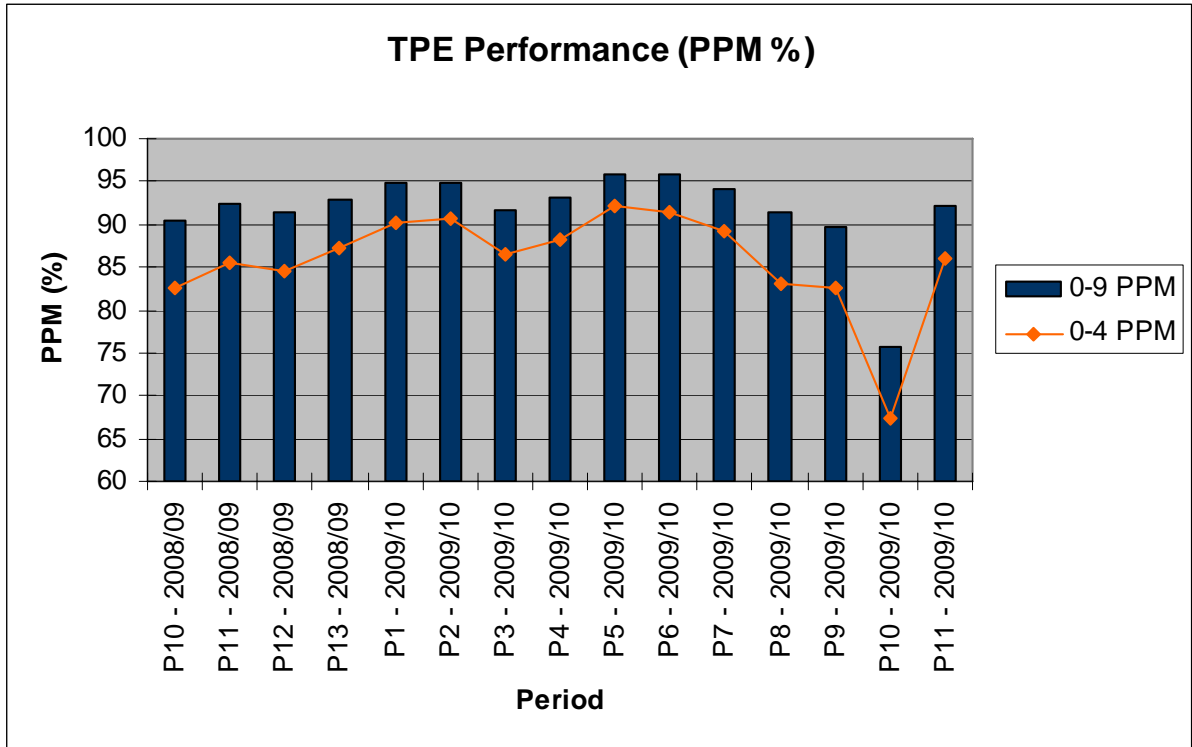
Appendix H: Northern Rail Peak Time Train Capacity Strengthening



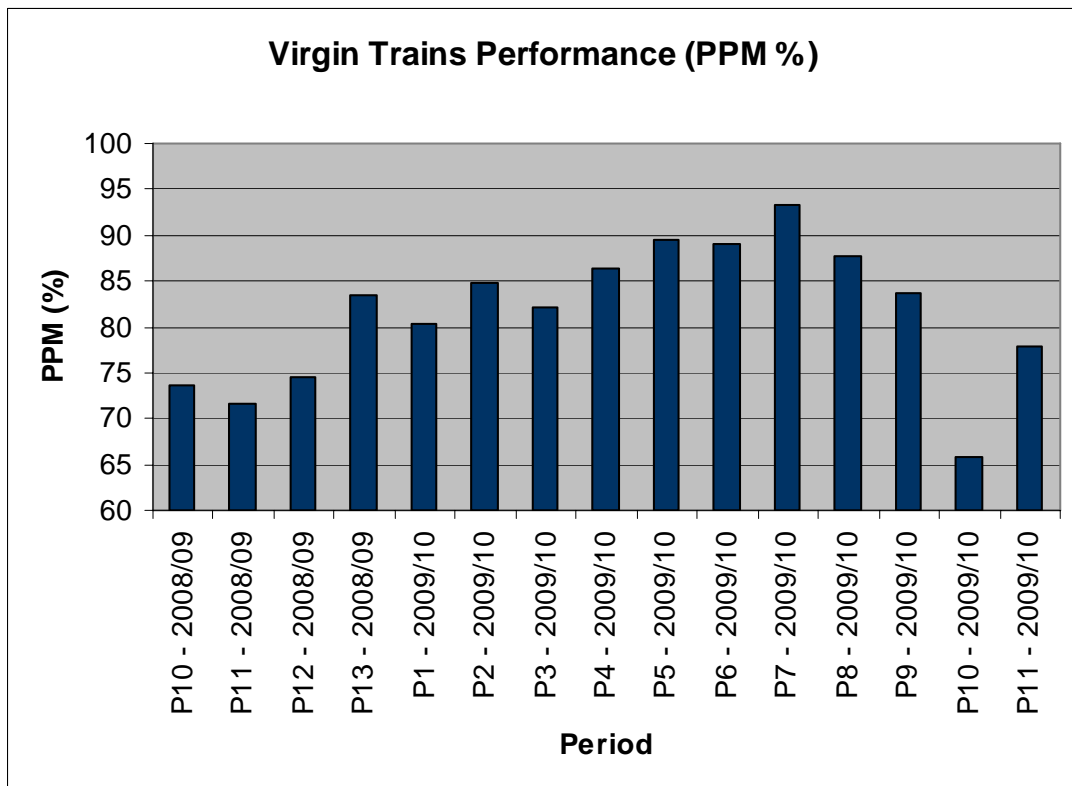
Appendix I: Northern Rail Trains Service Quality Monitoring



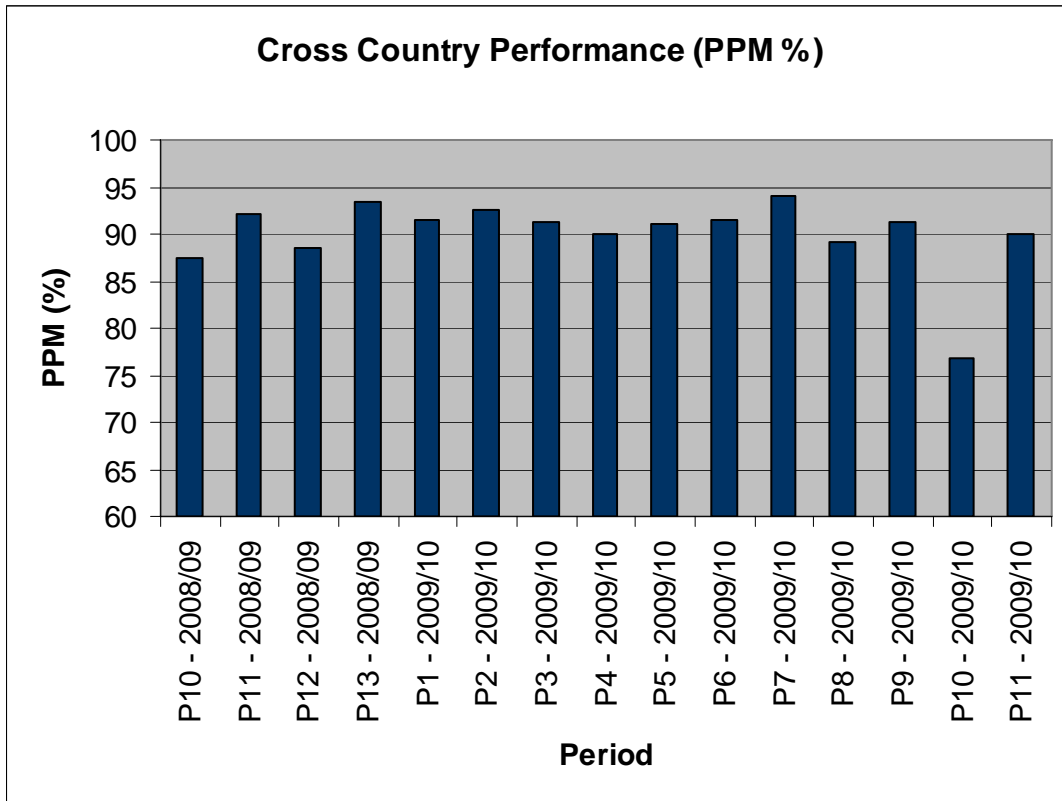
Appendix J: First Transpennine Express (TPE) PPM Performance



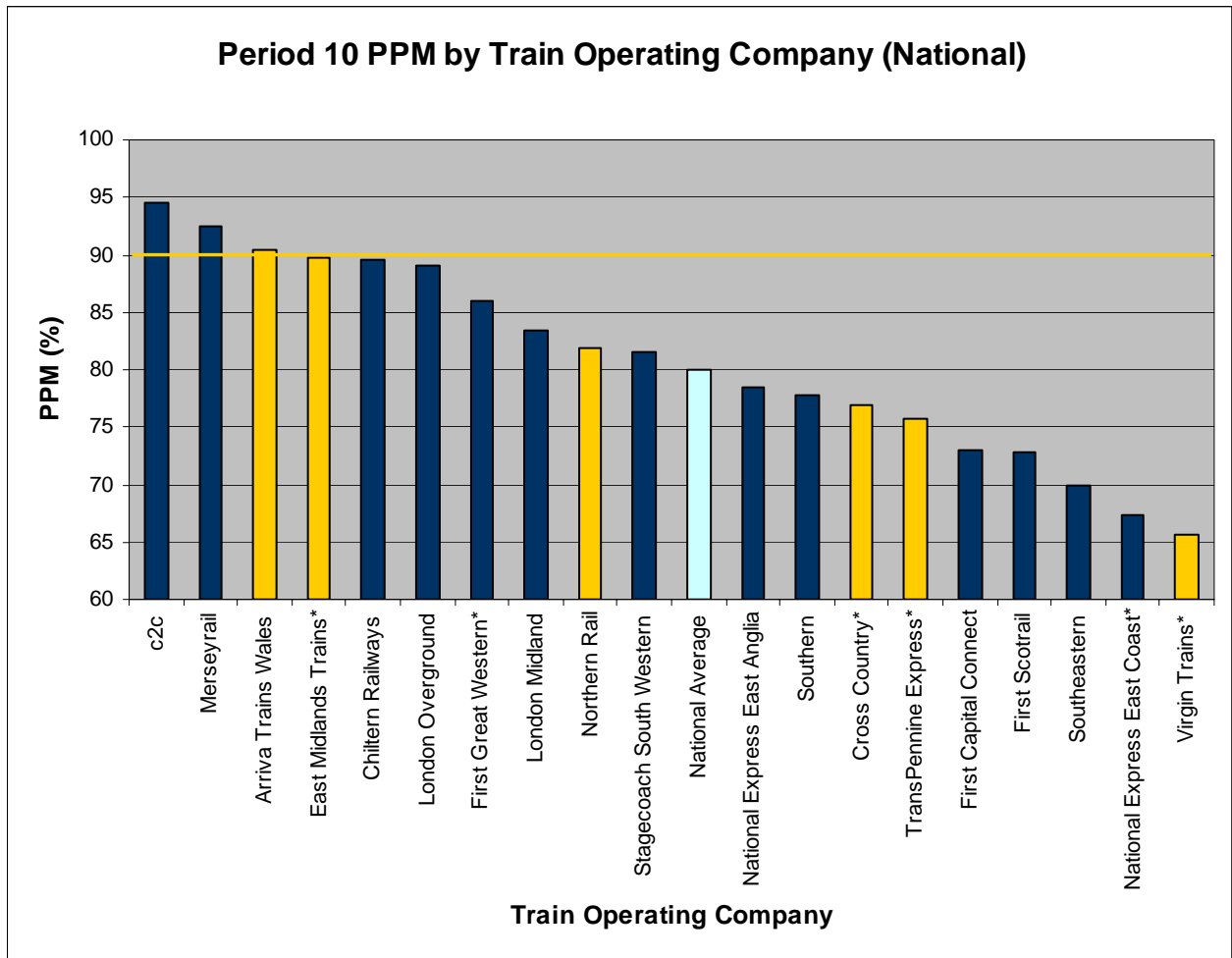
Appendix K: Virgin Trains Coast PPM Performance



Appendix L: Cross Country PPM Performance



Appendix M: Period 10 PPM by Train Operating Company (National)



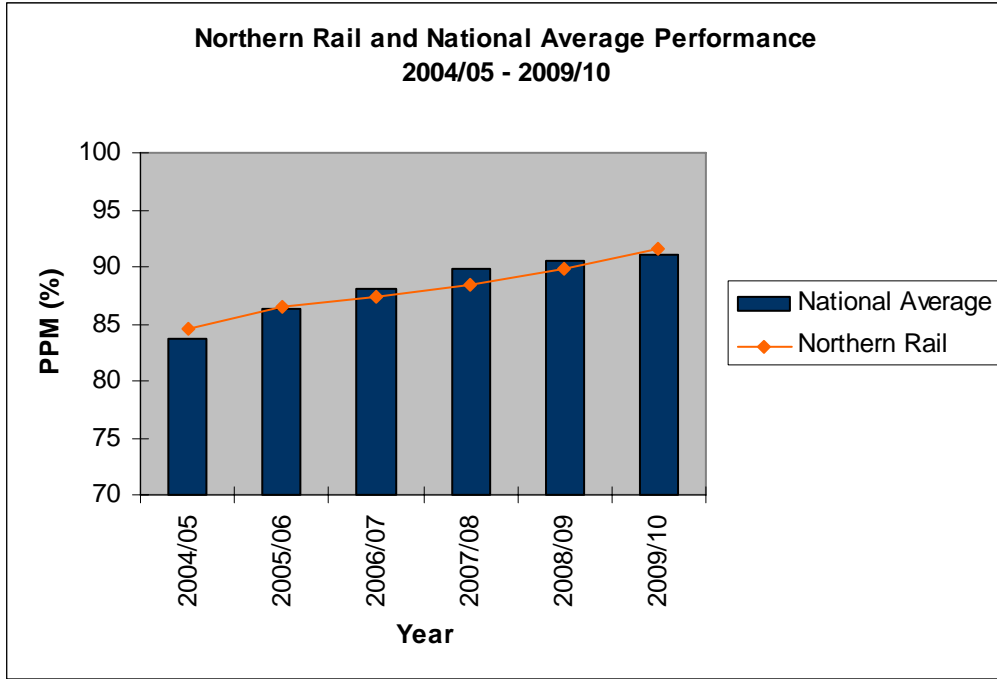
Key:

| | |
|--|---|
| | 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 N: 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 10 MAA Result