

Board Meeting Paper	
Nov 18 BM B 0.3 & 0.4	
Purpose of report	<input type="checkbox"/> Decision ¹ <input type="checkbox"/> Discussion / debate <input checked="" type="checkbox"/> Information only ²
Sensitive Information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If sensitive, protective marking³	
Date of Meeting	13 th November 2018
Agenda Item	B 3.0 & 4.0
Report Title	Briefing – Northern and TransPennine Express
Sponsor	David Sidebottom
Author(s)	Jordan Sargeant



1. Briefing	
Board briefing – Northern and TransPennine Express –	
<p>David Brown, Managing Director, Northern In post since September 2017 (replacing Alex Hynes). Previously Chief Executive/Director General at: Transport for the North (2015 – 2017), Merseytravel (2013-2015) and South Yorkshire Passenger Transport Executive (2008-2013).</p>	
<p>Leo Goodwin, Managing Director, TransPennine Express (TPE) In post from start of the current franchise in April 2016. Formerly Commercial Director roles with First Group and previous TPE franchise (2006 – 2016).</p>	
<p>Recent ‘Timetable Crisis’ Passengers in the North of England have endured severe disruption this year, especially in the immediate aftermath of the introduction of a new timetable on 20 May. The Transport Focus Board held the industry to account at a special board meeting held in public in Manchester on 19 June.</p>	
<p>Transport Focus called for:</p> <ul style="list-style-type: none"> • a cash payment for season ticket holders to reflect the hardship experienced • recognition of the impact on regular travellers who do not buy season tickets – for instance part-time workers or regular leisure/business passengers • special offers/marketing deals designed to rebuild trust and confidence once services have returned to normal • the adoption of a 15-minute Delay Repay ‘trigger’ rather than 30-minute. 	
<p>All the above have since been announced, including news in September that Northern (not TPE) passengers will be able to claim for 15-minute delay from mid-December. There are two main elements to the compensation schemes for Northern and TPE passengers so far:</p> <ul style="list-style-type: none"> - Season ticket holders on worst affected routes compensated up to value of 4 weeks travel (max. 1 week for TPE). Opened to applications in mid-July. - Other ticket holders on worst affected routes who travelled 3 or more times a week compensated up to value of 20 journeys (max. 5 journeys for TPE). Opened in October. 	
<p>You can read more about the compensation schemes here – Northern and TPE.</p>	

¹ If a decision is required, or you are asking for the paper to be formally noted, please set this out in section 2

² If for information only, please make clear in section 1 **why** this information is being provided

³ ie **OFFICIAL/SENSITIVE**: plus COMMERCIAL / POLICY / MANAGEMENT-STAFF / PERSONAL PROTECT

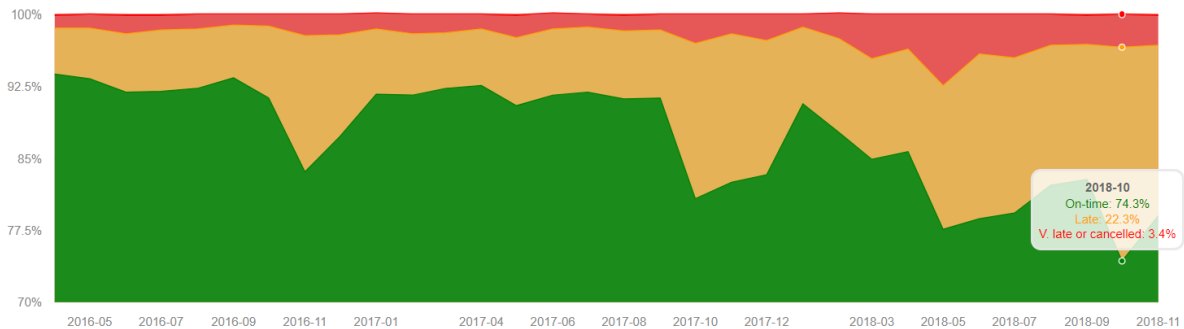
Poor train performance

Passengers continue to face very poor day to day punctuality and reliability with 'structural issues' in the timetable meaning little prospect of performance improving substantially until the amendments to the timetable in December at the earliest.

Northern – performance issues and strike action

Key: On-time (<5/10 min late) Late (>5/10 min & <30 min) V. late (>30 min) or cancelled

Northern



The chart above illustrates that performance in terms of PPM remains very poor. However, the level of >30 min delays or cancellations has reduced and stabilised since the peak of the crisis in May. You can look in more detail at this chart [here](#).

As well as poor train performance Northern passengers have also faced severe disruption due to RMT strike action every Saturday since 25 August. We have recently published the findings of a Transport User Panel survey asking Northern passengers how they have been affected and about their views on the dispute – see appendix or read more [here](#).

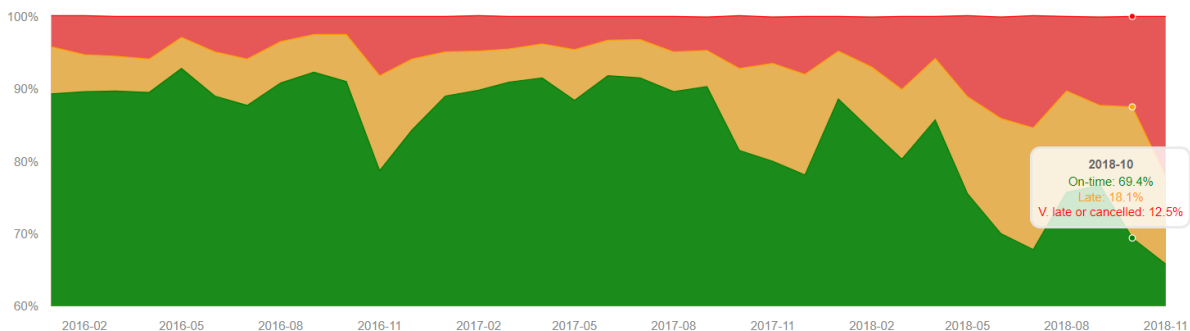
Northern passengers on some lines in the North West have also been affected each weekend by 'planned cancellations' due to a lack of drivers.

Disruptive engineering work to electrify the Manchester to Preston line via Bolton has been completed this month, with the first (strike affected) weekend trains scheduled since January on 10 November. Electric trains are due to begin operation on these routes early in 2019.

TransPennine Express – performance and timetable changes

Key: On-time (<5/10 min late) Late (>5/10 min & <30 min) V. late (>30 min) or cancelled

TransPennine Express



TPE's performance monthly performance shows performance reached a nadir in July when 15.5% of trains were cancelled or >30mins late. Performance in October was only marginally better. Passengers on TPE's 'North' route (from Liverpool and Manchester to North East and Yorkshire and Humber) has remained by far the worst affected since the timetable change. You can look in more detail at this chart [here](#).

In December two significant changes will be made to TPE's timetable intended to improve performance:

- Splitting Manchester to Leeds 'stopping' service into two, a Manchester to Huddersfield and a Huddersfield to Leeds train
- Significantly increasing 'turnaround' time for services at Manchester Airport.

Complaints and Transport Focus appeals

Passengers' trust in both operators has been badly affected and this is reflected in the significant increase in numbers of complaints. Neither operator has been responding to passengers' complaints within agreed timescales.

Number of Transport Focus appeals received 1 October – 24 October relative to other operators:

1. Northern (Arriva) 107
2. Great Western Railway (GWR) 95
3. Thameslink 67
4. Virgin Trains 64
5. TransPennine Express 57

Train company background

Both Northern and TransPennine Express's franchises include significant investment in improvements, most notably new and refurbished trains. Both operators expect new trains to start entering service around the turn of the year.

Northern are the main rail operator for the North of England. They run approx. 2,800 train services per day, calling at over 500 stations (approximately 20% of all UK railway stations), of which they manage 476. 103 million passenger journeys per annum (a 4.1% fall on the previous year) – [ORR key statistics](#). Northern's [network map](#).

TransPennine Express are the main inter-city operator in the North of England also running services to Scotland via the West Coast Mainline. 28 million passenger journeys per annum – [ORR key statistics](#). TransPennine Express's [network map](#).