

Item 6 Appendix 3

CLlr Susan Hinchcliffe
Chair, West Yorkshire Combined Authority
Wellington House
40-50 Wellington Street Leeds
LS1 2DE

10th October 2018

Dear Cllr Hinchcliffe,

Rail Performance and Governance

We write following the meeting of West Yorkshire Combined Authority on Thursday 2nd August in relation to the implementation of recent timetable changes, and the impact this timetable change has had on the performance of the railways in West Yorkshire since May 2018.

Initially it is important to reiterate our sincere apologies to both elected members and passengers across West Yorkshire for the disruption which they have experienced since 20th May. Service levels have not been good enough and the rail industry is collectively working hard to improve performance.

A number of themes came across very clearly on 2nd August and we have taken these comments extremely seriously. They include the need for performance to recover more quickly, lessons to be learnt so that this doesn't ever happen again, for clearer lines of accountability within the industry, and for more information about the availability of compensation for affected passengers.

In due course our investment programme in West Yorkshire will provide more capacity and reliability with more trains running more regularly and reliably to more destinations, but the industry will only introduce these in a phased way when it can be done without a negative effect on the service.

In the interim, a number of significant measures are improving performance in the region. Completed performance improvement work includes Northern's revised timetable introduced over the summer; the phased introduction of more Northern services across the network in September 2018; and work by Network Rail System Operator on workings at Leeds and Manchester Stations.

In addition TransPennine Express have discussed a range of timetable performance improvements with Transport for the North which will be implemented in the December 2018 timetable change. Capacity on TransPennine Express services will increase this Winter when their Nova 3 trains are introduced.

In the appendixes accompanying this letter we provide more information demonstrating performance improvements in recent months. Interventions such as the introduction of Northern's interim timetable on 4th June; work by Network Rail's Timetable Planning Team throughout June to fix timetabling defects at Leeds Station to enable a sustainable improvement; and the conclusion of additional driver training by Northern in July have significantly contributed to this.

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At the meeting members also requested more detailed performance data by route to enable a comparison between services in different parts of West Yorkshire. In the accompanying appendixes we provide a summary of Public Performance Measure (PPM) data. To address the request of Committee Members for a greater understanding of what makes up the PPM figure, TPE delays caused by Network Rail, the train companies on each other and the train company on itself are included in Appendix B.

Taken together with Appendix A, this complements section 2.15 of the report put before the Committee on 2nd August, and contains more detailed data from across Yorkshire. Whilst not inclusive of every destination we hope this provides a useful level of performance data on the routes included. PPM shows the percentage of regional services arriving within five minutes and long distance services arriving within ten minutes, combining figures for punctuality and reliability into a single performance measure. It is the current industry standard measurement of performance.

Going forward, one of the key challenges which the industry faces is congestion on lines running into and through Greater Manchester. As illustrated by the data accompanying this letter, although now improving, performance on the TransPennine Route has been particularly affected since May.

We are committed to working with Transport for the North, and their members including West Yorkshire Combined Authority, to look at options for improving rail services in Greater Manchester, specifically acknowledging that improvements are required along the Castlefield corridor to relieve congestion and help unlock capacity.

Our absolute and immediate priority remains continuing to bring greater consistency to the train service to provide passengers with certainty about services, and information which they can rely upon.

As such Network Rail, Northern and TransPennine Express will welcome the opportunity to attend a further meeting of the West Yorkshire Combined Authority later in the year to follow the interim report of the review being conducted by the Minister of State for Transport Jo Johnson MP and the Leader of Leeds City Council Cllr Judith Blake.

Yours Sincerely,

Rob McIntosh
Route Managing Director
LNE & EM, Network Rail

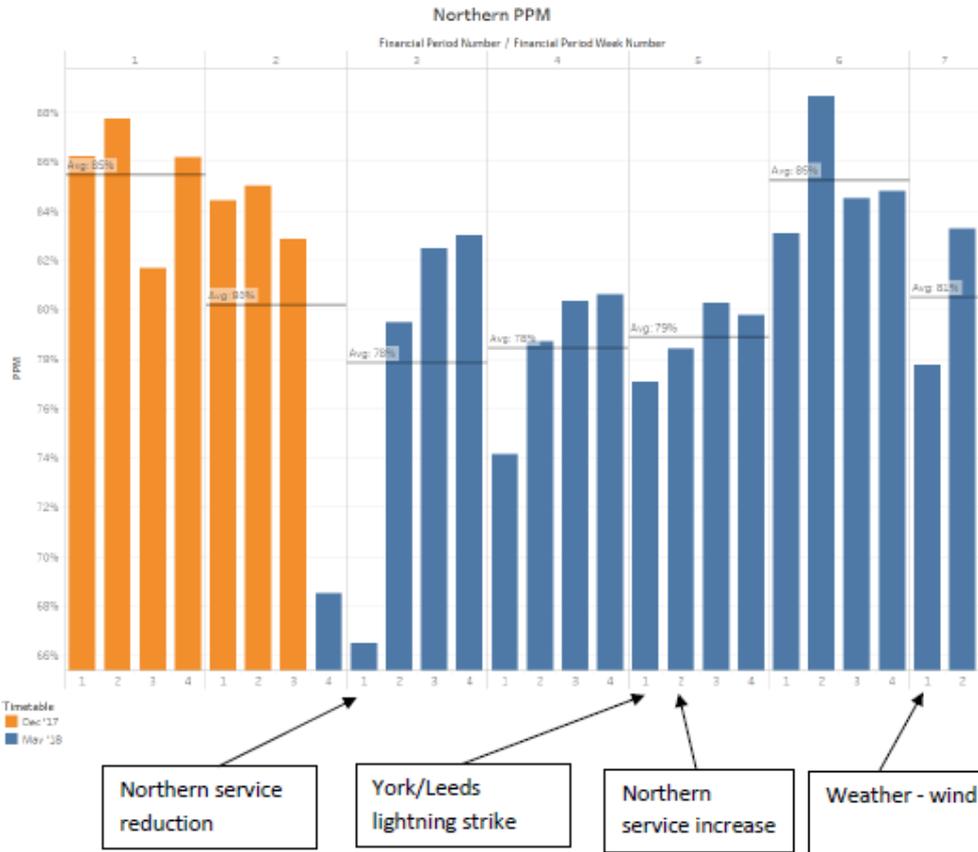
Rob Warnes
Performance & Planning
Director
Arriva Rail North

Leo Goodwin
Managing Director
TransPennine Express



Appendix A – Northern Performance Summary

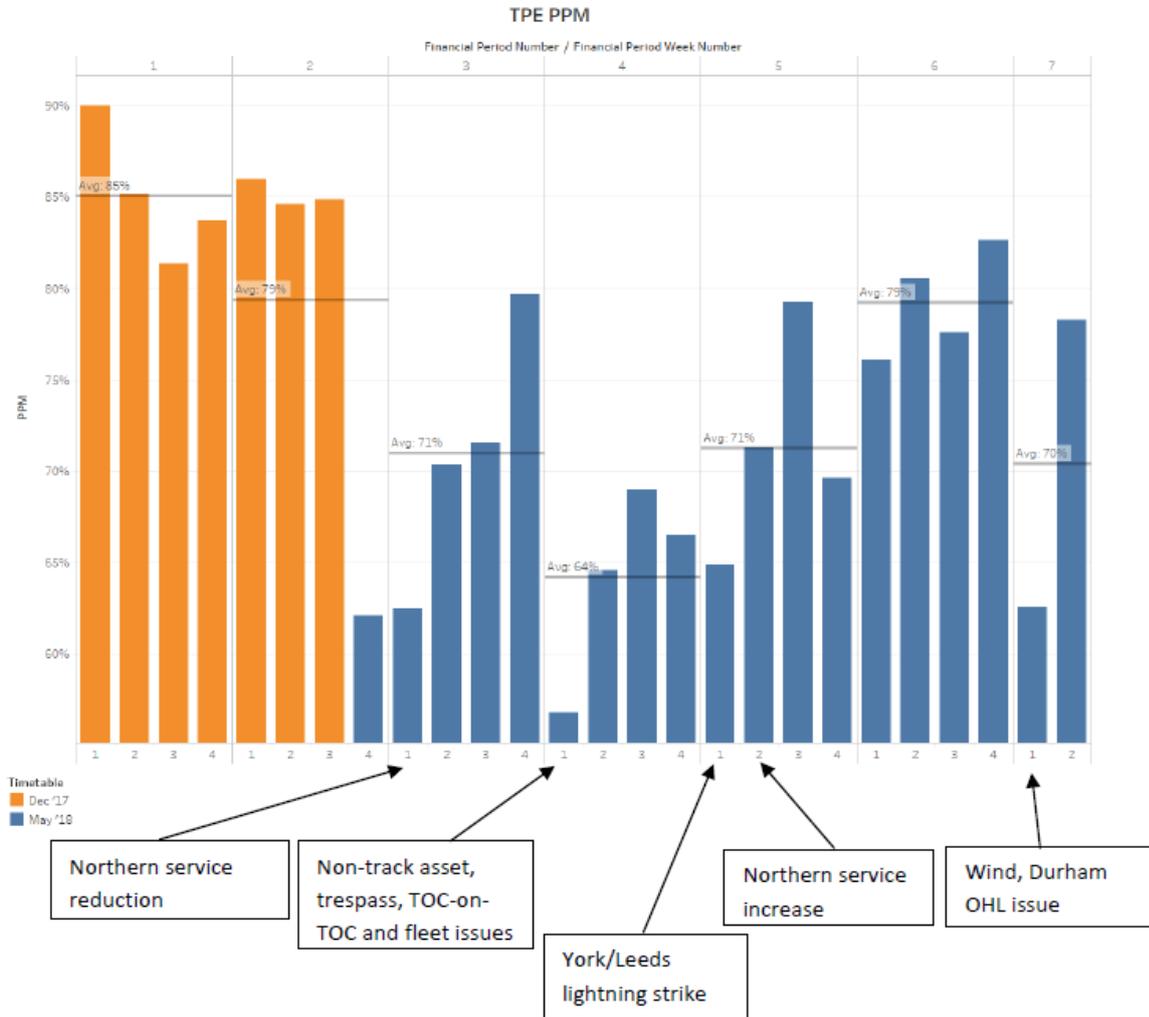




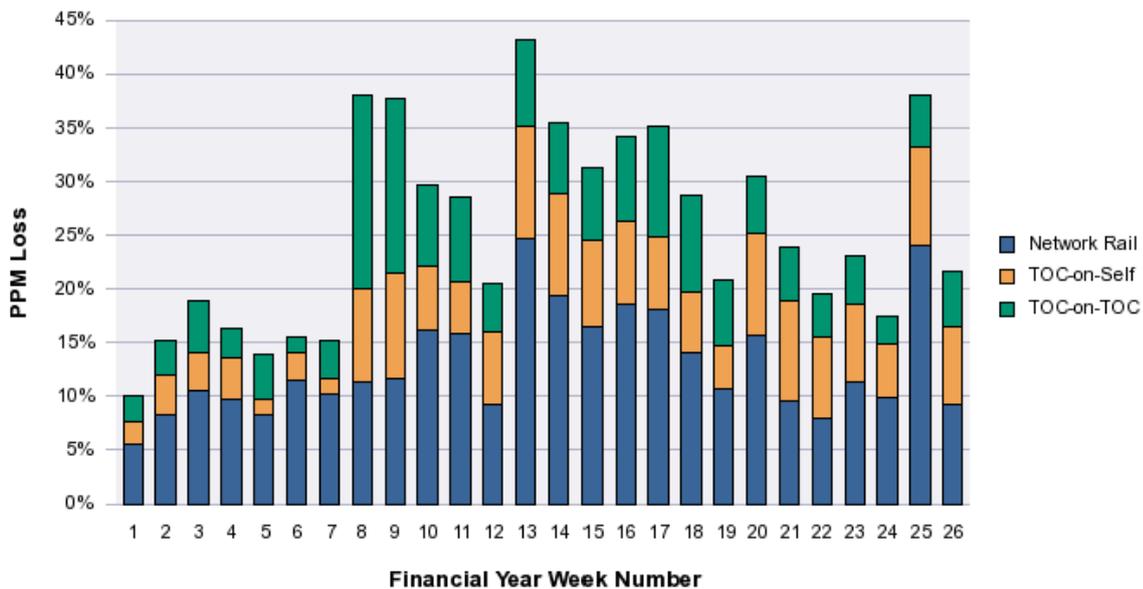
Line of Route	Location	Post TT	Pre TT	Location	Post TT	Pre TT	Location	Post TT	Pre TT
Leeds to Ilkley (PPM at Leeds and Ilkley)	Leeds	87.78	93.91	Ilkley	89.98	92.57			
Leeds to Skipton (PPM at Leeds and Skipton)	Leeds	86.28	92.35	Skipton	88.89	93.65			
Leeds to Preston (PPM at Leeds, Bradford Interchange and Halifax)	Leeds	71.34	71.49	Bradford Int	70.86	71.77	Halifax	70.26	71.87
Leeds to York via Harrogate (PPM at Leeds, Harrogate and York)									
Leeds to York via Harrogate	Leeds	75.3	88.14	Harrogate	72.99	85.84	York	69.21	82.8
Leeds to Knaresborough	Leeds	86.49	93.72	Harrogate	90.48	95.03			
Sheffield to Leeds via Wakefield Kirkgate (PPM at Leeds and Wakefield Kirkgate)									
Leeds - Castleford - Sheffield	Leeds	79.25	91.29	Wakefield K	71.51	90.71			
Leeds - Sheffield - Lincoln	Leeds	82.77	90.27	Wakefield K	81.25	88.55			
Leeds - Sheffield - Nottingham	Leeds	72.84	89.77	Wakefield K	63.16	86.1			
Ilkley to Bradford Forster Square (PPM at Bradford Forster Square and Ilkley)	Bradford FS	89.21	94.06	Ilkley	91.93	94.52			
Skipton to Bradford Forster Square (PPM at Bradford Forster Square and Skipton)	Bradford FS	92.38	95.07	Skipton	93.49	95.5			
Huddersfield to Sheffield (PPM at Huddersfield)	Huddersfield	70.67	62.5						

Pre TT is the three periods before TT change; post TT is the three periods since the TT change

Appendix B – TransPennine Express Performance Summary



TPE PPM Loss by Responsibility 2018/19



Appendix C – Additional Northern Performance Commentary



Leeds Station Workings

Leeds station workings were not validated when the timetable was launched on the 20th May and there were a significant number of errors in the operating plan. (It is normal practice to check and revise the station working plan before finalisation to ensure platform occupancy fits with the inward and outward workings of rolling stock to remove pathing conflicts. Because of the limited time available to complete the timetable, this process had not been followed.)

Network Rail planning teams at Milton Keynes did some work to fix the obvious errors in the plan but there were still found to be some significant problems which were resulting in platform congestion and a number of trains having to wait for their booked platforms. Northern and Network Rail therefore undertook a special exercise that involved station staff, signallers, train planners and Performance team members being detached from their normal roles to work through the plan line by line to make sure the station workings are as conflict-free as possible to enable trains to arrive and depart punctually.

It should be noted that Leeds station deals with approximately 35 arrivals and 35 departures every hour during the period from 0600 to 2300, with additional services during the two peak periods between 0700 and 1000 and between 1600 and 1900, Mondays to Fridays. This equates to over 1400 train movements in a typical day.

Neville Hill Performance

Prior to the Timetable change there was an even spread of arrivals onto the depot on an evening and off the depot on a morning. However, since the timetable change, most trains arrive later and depart earlier leading to significant congestion on the depot approaches at start and end of service. This has been multiplied by a number of the larger long-distance trains arriving onto the depot within a short time frame causing congestion on the depot itself.

Network Rail and the Train Operating Companies have committed to spread out the arrivals and departures from the December timetable change where possible, and Northern and East Midlands Trains have worked closely to review the depot throughput to ensure the depot and train movements are being managed as effectively as they can be. It is also worthy of note that the double track section east of Leeds has to accommodate 8 trains per hour in each direction as well as movements on and off Neville Hill, equally every movement off has the potential to conflict with all 16 hourly paths.

Northern has been taken the lead with all affected operators on Neville Hill through the depot action groups to work through a timely solution to the congestion currently being experienced. Initial agreements have focussed attention on right time planned arrivals and having the correct formations onto the depot. This enables depot flow to be maximised and all available capacity utilised effectively.



Leeds Station Reliability

Since the 20th May there have been a number of high-impact incidents affecting Leeds station with reliability of assets such as track circuits and points becoming increasingly unreliable. Network Rail have committed to an action plan to improve reliability of the assets within Leeds station.

In addition a significant lightning strike on the infrastructure on the 27th July caused delay to 450 trains on that day alone.

External Incidents, Trespass and Vandalism

There has been a marked increase in the level of external incidents including trespass and vandalism in recent months. During the summer there has also been an increase in low level trespass and vandalism such as graffiti and stone throwing. Putting this into context, Periods 1-5 last year saw the East region suffer 909 PPM failures due to fatalities, trespass or vandalism. This compares to 1,697 PPM failures for the same periods this year.

The industry continues to work collaboratively to prevent suicide on the network, with an increasing number of life-saving interventions being made by staff. There has also been an increase in 'bridge bashes' involving HGV's and buses.

Appendix D – Additional Route Based Performance Commentary

- **Leeds to Ilkley (PPM at Leeds and Ilkley) / Leeds to Skipton (PPM at Leeds and Skipton)**

Electric train services between Leeds, Bradford Forster Square, Skipton and Ilkley are operated mainly by Class 333 vehicles. There has been a number of Class 333 failures which have caused disruption and led to other (sometimes diesel-operated) vehicles having to be substituted or to service cancellation when there have been insufficient vehicles available.

A temporary speed restriction on the freight-only Rylstone Branch has caused some late running to freight traffic running between Skipton and Leeds.

- **Leeds to Preston (PPM at Leeds, Bradford Interchange and Halifax)**

Services have been impacted by train crew availability at the Blackpool depot. This is as a consequence of the additional training required due to late completion of electrification work at Bolton and Blackpool. The Calder Valley route has also been particularly hit by a large number of external incidents including bridge strikes and trespass.

Northern has a contract with Grand Central for the provision of a diesel unit and train crew to operate

the 0702 Hebden Bridge to Leeds and the 1725 Leeds – Hebden Bridge. Since the start of the May timetable, these services have been subjected to an unacceptably high number of cancellations for a variety of reasons, primarily related to unit failure and unavailability and to train crew provision. Northern and Grand Central are continuing to work together to resolve the underlying problems that have been identified.

- **Leeds to York via Harrogate (PPM at Leeds, Harrogate and York)**

The Leeds – York service group has been badly affected by the infrastructure and station workings problems at Leeds. If services running between Knaresborough and York are presented late in either direction, any delay can be compounded by the numerous single-line sections on the route as trains miss their 'slot' onto the single line sections.

There has also been significant congestion around York station with trains arriving into and departing York being particularly susceptible to other late running trains from London, Scotland and from late running services across the Pennines. The restricted layout and signalling at York can constrain the train plan and exacerbate delays if trains are already running late.

- **Sheffield to Leeds via Wakefield Kirkgate (PPM at Leeds and Wakefield Kirkgate)**

The introduction of the May timetable exposed a number of problems on the route between Leeds and Wakefield where Northern trains interact with freight traffic to/from Stourton freight terminal. Services have been rebid for December to ensure they are compliant with the train planning rules.

Services running to/from Nottingham have been affected by a disruptive temporary speed restriction at Alferton which has now been removed.

There has been a continuing problem due to a set of points at the north end of Sheffield station requiring replacement. Due to the heavily used part of the network where these points are located, this has led to congestion in and around the station with trains from the North only being able to use 3 platforms instead of the usual 5. Network Rail has now completed work to address this issue and normal working has now resumed.

- **Ilkley to Bradford Forster Square (PPM at Bradford Forster Square and Ilkley) / Skipton to Bradford Forster Square (PPM at Bradford Forster Square and Skipton)**

In addition to the Class 333 problems explained above, a lineside building fire at Frizinghall caused a closure of the line between Shipley and Bradford Forster Square for a full 24 hour period.

- **Huddersfield to Sheffield (PPM at Huddersfield)**

In addition to the problem with the set of points at the north end of Sheffield station outlined above, this route has suffered from a long standing temporary speed restriction at Wellhouse Tunnel near



Penistone which is causing 2 minutes of delay to every train – this results in a number of trains missing their slot at Meadowhall with resulting additional delays. Recent work by Network Rail has lifted the speed restriction from 20mph to 30mph. Work is planned to lift it entirely within the next 12 months.