



Periodic review 2018 draft determination

**Route scorecard performance
summaries – annex to the
scorecards supplementary
document**

About this document

1.1 This is an annex to the [PR18 draft determination supplementary document – Scorecards and requirements](#). These tables summarise our analysis of train performance on each route.

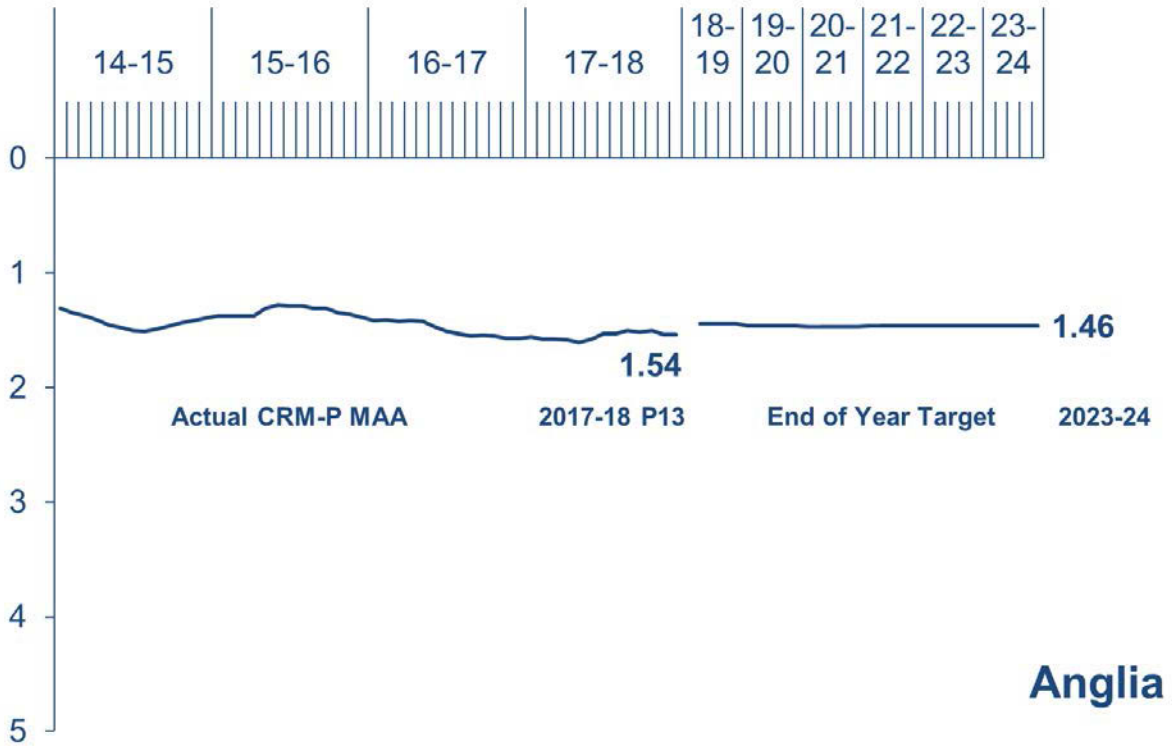
Anglia route scorecard performance summary

Topic	Position																														
Operators for whom this is lead route	<p>Anglia is lead route for the following operators, all of which have performance measures on the Anglia route scorecard:</p> <ul style="list-style-type: none"> - c2c - Greater Anglia (GA) - Arriva Rail London (London Overground) (ARL) - MTR Crossrail (TfL Rail). 																														
Other operators included on route scorecard	<p>No other operators were included on the scorecard.</p> <ul style="list-style-type: none"> - CrossCountry expressed a concern in its response to the SBP consultation that it had not been included on the Anglia scorecard. CrossCountry is not represented on the 2017-18 scorecard. - Freight operators are represented on the scorecard by the inclusion of FDM-R. 																														
Performance modelling/methodology	<p>The assumed performance impact of PPM failures is based on a number of factors (e.g. OMR plans, timetable changes). It has been applied to a baseline level of PPM and adjusted to take into account traffic growth. Each year of CP6 is treated independently using the CP5 exit as a baseline.</p>																														
Proposed CP6 performance trajectory (PPM)	<table border="1"> <thead> <tr> <th>Operator</th> <th>Yr1</th> <th>Yr2</th> <th>Yr3</th> <th>Yr4</th> <th>Yr5</th> </tr> </thead> <tbody> <tr> <td>c2c</td> <td>95.5%</td> <td>95.5%</td> <td>95.7%</td> <td>95.6%</td> <td>95.6%</td> </tr> <tr> <td>Greater Anglia</td> <td>89.0%</td> <td>89.2%</td> <td>89.2%</td> <td>89.2%</td> <td>89.2%</td> </tr> <tr> <td>Arriva Rail London</td> <td>94.7%</td> <td>94.7%</td> <td>94.7%</td> <td>94.7%</td> <td>94.7%</td> </tr> <tr> <td>MTR Crossrail</td> <td>93.9%</td> <td>93.9%</td> <td>93.9%</td> <td>93.9%</td> <td>93.9%</td> </tr> </tbody> </table>	Operator	Yr1	Yr2	Yr3	Yr4	Yr5	c2c	95.5%	95.5%	95.7%	95.6%	95.6%	Greater Anglia	89.0%	89.2%	89.2%	89.2%	89.2%	Arriva Rail London	94.7%	94.7%	94.7%	94.7%	94.7%	MTR Crossrail	93.9%	93.9%	93.9%	93.9%	93.9%
Operator	Yr1	Yr2	Yr3	Yr4	Yr5																										
c2c	95.5%	95.5%	95.7%	95.6%	95.6%																										
Greater Anglia	89.0%	89.2%	89.2%	89.2%	89.2%																										
Arriva Rail London	94.7%	94.7%	94.7%	94.7%	94.7%																										
MTR Crossrail	93.9%	93.9%	93.9%	93.9%	93.9%																										
Route confidence in achieving the PPM trajectory in CP6	<p>Routes took different approaches to assessing confidence. Anglia route told us its confidence was:</p> <ul style="list-style-type: none"> - c2c: 70% - Greater Anglia: 56% 																														

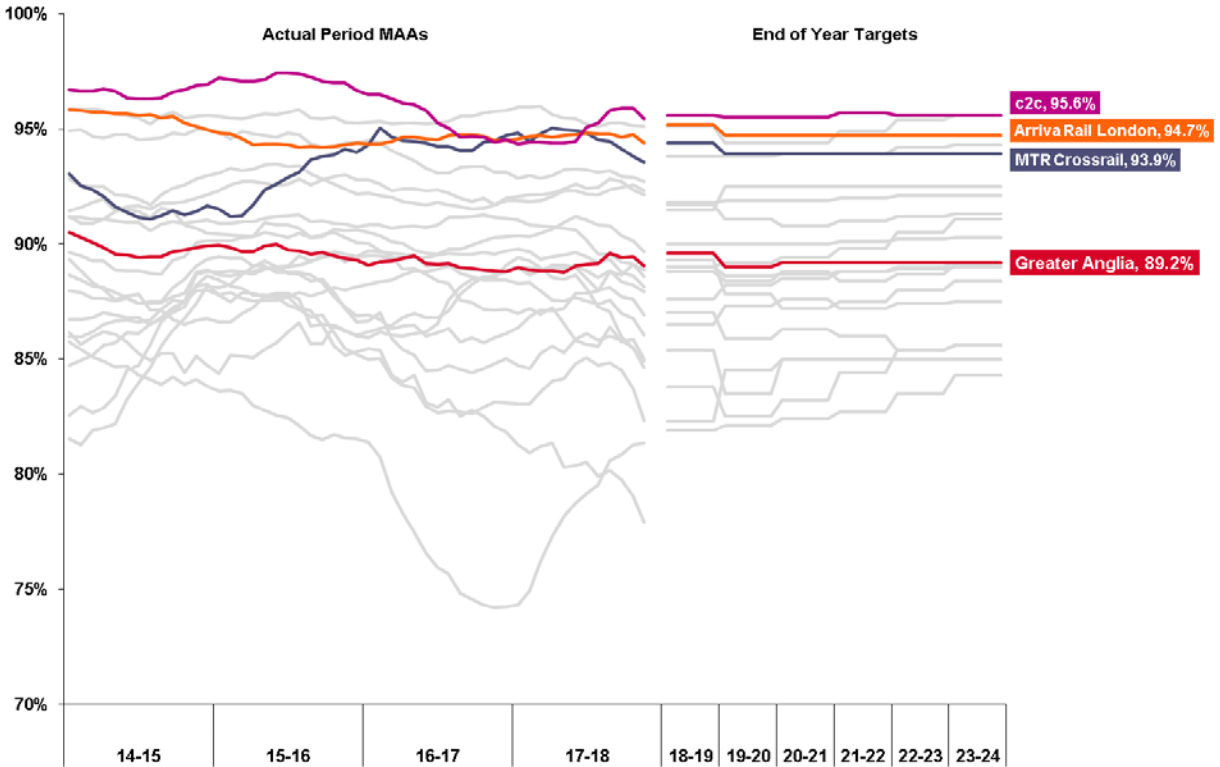
Topic	Position
	<ul style="list-style-type: none"> - Arriva Rail London: 60% - MTR Crossrail: 48%
Risks and opportunities affecting train performance	<p>Traffic growth (<i>Risk identified in the RSP</i>)</p> <p>Passenger growth, especially from Crossrail (<i>Risk identified by the route in a presentation given to ORR</i>)</p> <p>Introduction of new rolling stock (<i>Risk identified in the RSP</i>). Greater Anglia believes that this trajectory ignores a substantial improvement that will be realised through the new timetable in Dec 2019 which will see improved Sectional Running Times (SRTs), new trains and reduced station dwell times (<i>Opportunity identified by GA via NTF member consultation</i>)</p> <p>A number of improvement activities have not been factored into the trajectory such as the operations concept work and a review of incident response resource (<i>Opportunity identified by MTR Crossrail via NTF member consultation</i>)</p>
Agreement of measures between Network Rail and operators	<p>It is our understanding that all performance measures on the scorecard have been agreed between Anglia route and its customers. Each operator on Anglia route has the following measures on the scorecard:</p> <ul style="list-style-type: none"> - PPM - Cancellations - On Time <p>We note that Greater Anglia has a franchise target for CaSL but that this measure is not included on the LNE/EM route scorecard.</p>
Agreement of trajectories between Network Rail and operators	<p>It is our understanding that no trajectories have been agreed between Anglia route and its customers.</p> <p>Our understanding of the operator views below has been taken from operator comments on the SBP (March 2018) or the NTF member consultation (April 2018).</p> <p>Anglia route has told us that the trajectories for PPM, Cancellations and On Time are not agreed beyond 2018-19, but that discussions continue.</p> <p>Arriva Rail London stated "There is a difference between forecast and ARL concession target."</p> <p>c2c stated "The numbers included in the SBP were different to the numbers agreed verbally between the Anglia route and c2c."</p> <p>Greater Anglia stated "There is a difference between Network Rail forecast, TOC view and Greater Anglia franchise commitment."</p>

Topic	Position
	MTR Crossrail stated "There is a significant difference between forecast and TfL Rail concession agreement."

Anglia: CRM-P Actuals and Targets, CP5 (2014-15 to 2018-19) and CP6 (2019-20 to 2023-24)



Anglia: TOC PPM by Route, 2014-15 to 2023-24



LNE&EM route scorecard performance summary

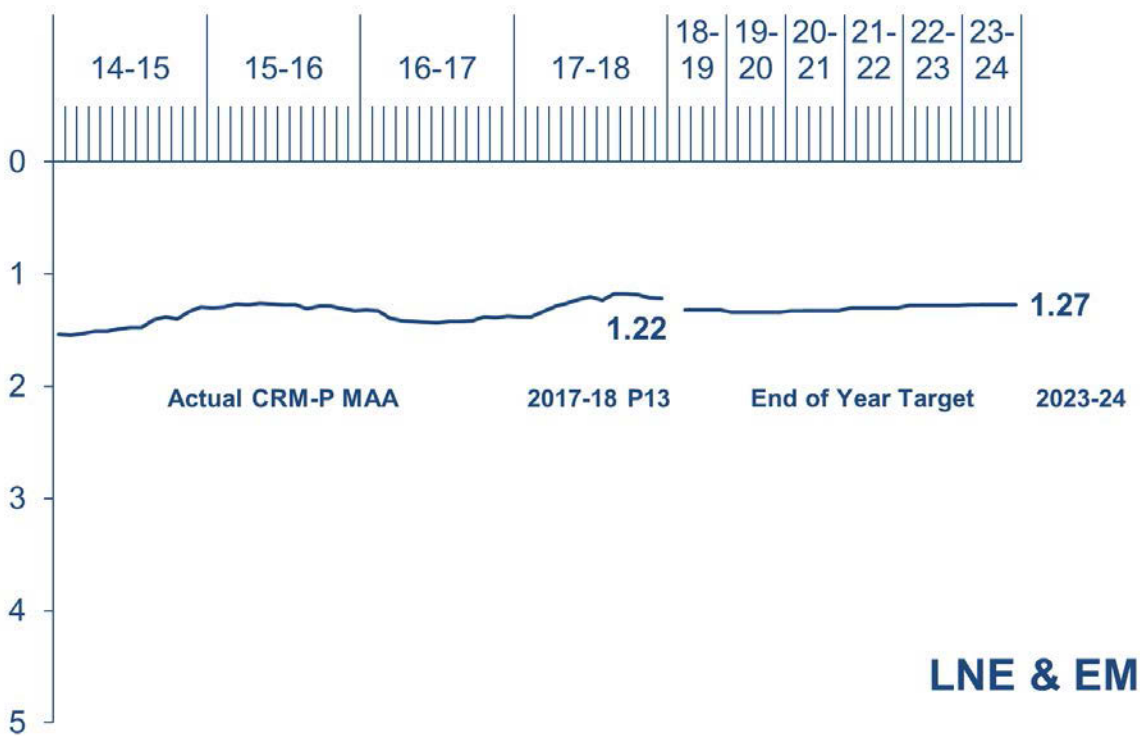
Topic	Position
Operators for whom this is lead route	<p>LNE&EM is lead route for the following operators, who all have performance measures on the LNE&EM route scorecard:</p> <ul style="list-style-type: none"> - East Midland Trains (EMT) - Grand Central - Hull Trains - Northern - Virgin Trains East Coast (VTEC) (this franchise ends June 2018 and will be replaced with London North Eastern Railway Limited)
Other operators included on route scorecard	<p>No other operators were included on the scorecard.</p> <p>Three operators have raised a concern about not being included on the LNE&EM scorecard:</p> <ul style="list-style-type: none"> - Nexus (Tyne & Wear Metro) expressed a concern that its interests were not reflected on the scorecard. - CrossCountry expressed a concern that it had not been included on the LNE&EM scorecard. CrossCountry is currently represented on the LNE&EM scorecard in 2017-18.

Topic	Position						
	<ul style="list-style-type: none"> - Grand Central also expressed a concern that the scorecard only reflected operators for whom LNE&EM is lead route. - Freight operators are represented on the scorecard by the inclusion of FDM-R. 						
Performance modelling/methodology	A time series model for delay minutes, taking into account the historic trend and adjusting for step change projects, processes and risks throughout CP6. Total delay on the route is estimated using historical DPI relationships and converted into PPM trajectories using regression analysis.						
Proposed CP6 performance trajectory (PPM)	Operator	Yr1	Yr2	Yr3	Yr4	Yr5	
	EMT	91.1%	90.8%	91.0%	91.2%	91.3%	
	Grand Central	83.5%	85.0%	85.0%	85.0%	85.0%	
	Hull Trains	84.5%	85.0%	85.0%	85.0%	85.0%	
	Northern	89.2%	89.4%	89.8%	90.5%	91.1%	
	VTEC	82.5%	83.2%	84.4%	85.4%	85.6%	
Route confidence in achieving the PPM trajectory in CP6	<p>Routes took different approaches to assessing confidence. LNE&EM route told us its confidence was:</p> <ul style="list-style-type: none"> - EMT: 60% - Grand Central: 50% - Hull Trains: 50% - Northern: 40% - VTEC: 40% 						
Risks and opportunities affecting train performance	<p>Performance impact of timetable changes greater than anticipated (<i>Risk identified in the RSP</i>)</p> <p>Upside from enhancement schemes may have been omitted (<i>Opportunity identified by Grand Central via NTF member consultation</i>)</p> <p>Opportunities from new rolling stock and line speed improvements may have been omitted (<i>Opportunity identified by EMT via NTF member consultation</i>)</p>						
Agreement of measures between Network Rail and operators	<p>We understand that all performance measures on the scorecard have been agreed between LNE&EM route and its customers. Each operator on LNE&EM route has the following measures on the scorecard:</p> <ul style="list-style-type: none"> - PPM MAA 						

Topic	Position
	<ul style="list-style-type: none"> - Average Passenger Lateness - NR-caused delay minutes by route - On Time at all recorded stations - Level of cancellations <p>We note that two operators have a franchise target for CaSL but that this measure is not included on the LNE&EM route scorecard.</p>
<p>Agreement of trajectories between Network Rail and operators</p>	<p>No trajectories have been agreed between LNE&EM route and its customers.</p> <p>Our understanding of the operator views below has been taken from operator comments on the SBP (March 2018) or the NTF member consultation (April 2018).</p> <p>LNE&EM route has told us that performance targets have not been agreed beyond 2018-19 but discussions continue.</p> <p>East Midlands Trains stated “The CP6 trajectory is not agreed because the Network Rail projection for the CP6 exit does not match the expectations of EMT. EMT would like the trajectory to reflect the upper limits proposed in the SBP (exit CP6 at 92.2%).” The EMT response to the ORR SBP consultation expresses disappointment that the PPM target reflects a worsening of the forecast exit point for CP5, particularly in light of investment on the Midland Main Line. It also highlighted concerns about the level of engagement for PR18.</p> <p>Grand Central stated "Grand Central has had limited engagement with the route, and which indicative numbers on key influences to performance has been provided, there remains a number of unanswered questions and concerns – primarily linked to the methodology used to derive these (and subsequently the overall) trajectories."</p> <p>Hull Trains stated "a meeting took place 11th January to put forward CP6 targets. This document is the first of Hull Trains knowledge that those targets were not agreed. No meeting arranged between Hull Trains and Network Rail to further discuss and negotiate targets for CP6. Also, Hull Trains has had no plans or trajectories based on Right Time measures which are planned for CP6 "</p> <p>Northern stated "The CP6 trajectory is not agreed because the Network Rail projection does not align with the Northern franchise requirements. Northern have consistently performed around 91% in previous years until the current year which has seen a sharp drop off. The NR trajectory is based around current performance and sees a steady increase back to previous levels. It should be noted that through the 2018/19 target setting process the PPM target for Northern next year will be set to 90% and this will also be reflected in the scorecard."</p> <p>Northern also responded to the SBP consultation and expressed concerns about the ownership of the scorecards within the route, as</p>

Topic	Position
	<p>well as concerns that the trajectories were not sufficiently challenging.</p> <p>Virgin Trains East Coast stated "The CP6 trajectory is not agreed because the Network Rail projection does not align with the VTEC franchise requirement nor VTEC's customers expectations. VTEC are keen to see a minimum of 88% during CP6 to achieve closer alignment to their franchise target with DfT. Network Rail does not consider 88% to be achievable given Thameslink timetable, significant work on the route and the inherent capability of the ECML operating model."</p>

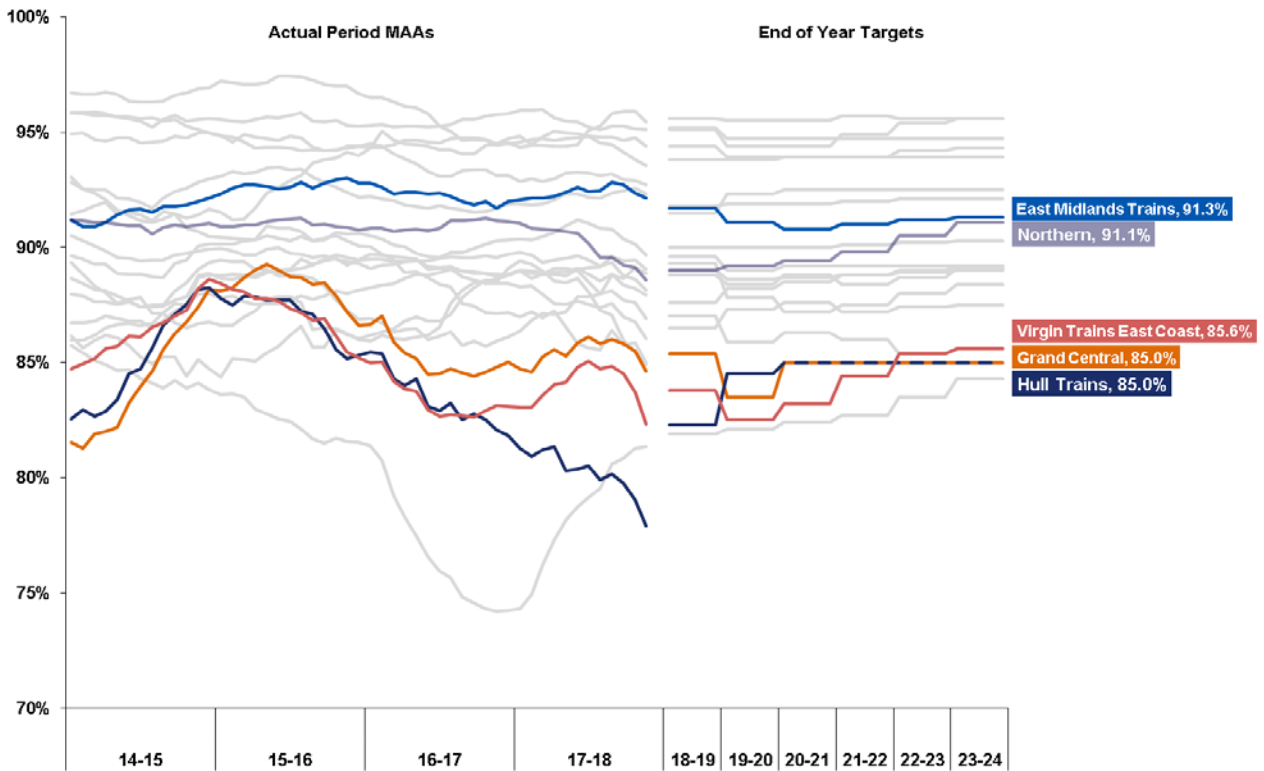
LNE&EM : CRM-P Actuals and Targets, CP5 (2014-15 to 2018-19) and CP6 (2019-20 to 2023-24)



LNE&EM : TOC PPM by Route, 2014-15 to 2023-24

PPM - Time to 5/10 at Destination (MAA)

2023-24 Targets: LNE & EM



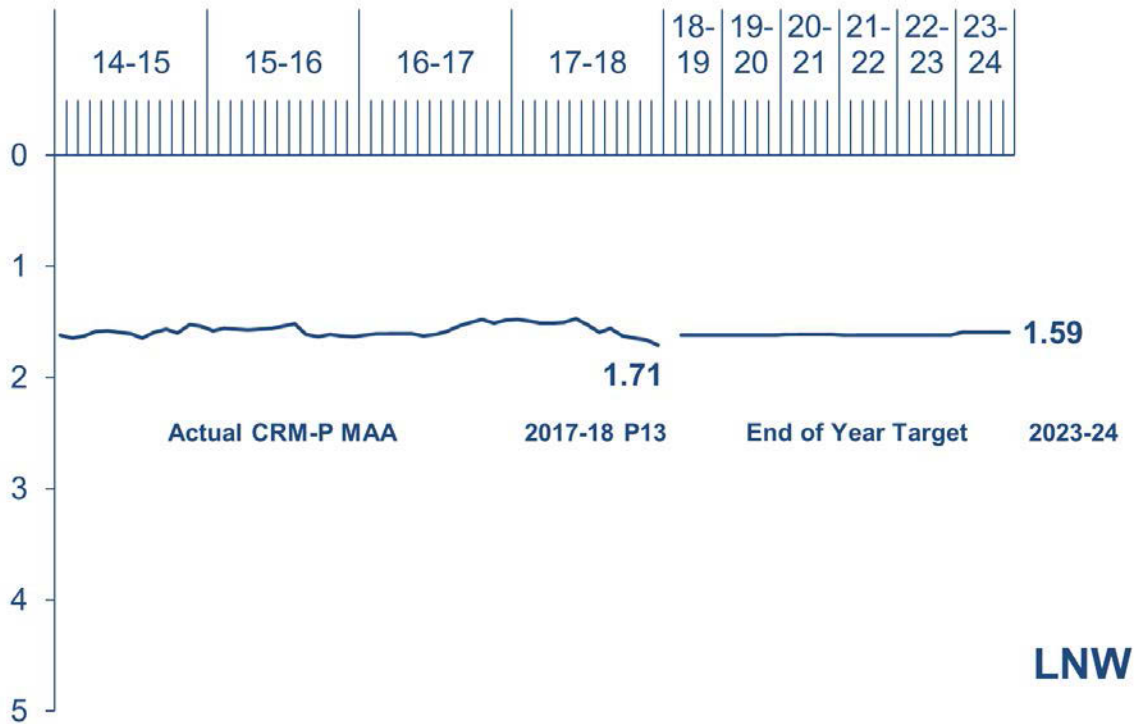
LNW route scorecard performance summary

Topic	Position																																				
Operators for whom this is lead route	<p>LNW is lead route for the following operators, all of which have performance measures on the LNW route scorecard:</p> <ul style="list-style-type: none"> - Chiltern Railways - West Midlands Trains (WMT) - Merseyrail - TransPennine Express (TPE) - Virgin West Coast (VWC) 																																				
Other operators included on route scorecard	<p>Four other operators were included on the LNW scorecard. These were:</p> <ul style="list-style-type: none"> - CrossCountry - Northern - Caledonian Sleeper - Arriva Rail London - Freight operators are represented on the scorecard by the inclusion of FDM-R. <p>We are not aware that any other operator has raised a concern about not being included on the LNW scorecard.</p>																																				
Performance modelling/ methodology	<p>Forecasts are based on the assumed performance impact (in terms of PPM failures) of a range of different factors to generate a PPM trajectory.</p>																																				
Proposed CP6 performance trajectory (PPM)	<table border="1"> <thead> <tr> <th>Operator</th> <th>Yr1</th> <th>Yr2</th> <th>Yr3</th> <th>Yr4</th> <th>Yr5</th> </tr> </thead> <tbody> <tr> <td>Chiltern</td> <td>93.8%</td> <td>93.9%</td> <td>93.9%</td> <td>94.2%</td> <td>94.3%</td> </tr> <tr> <td>Merseyrail</td> <td>94.4%</td> <td>94.4%</td> <td>94.9%</td> <td>95.4%</td> <td>95.6%</td> </tr> <tr> <td>TPE</td> <td>88.6%</td> <td>88.7%</td> <td>88.8%</td> <td>88.9%</td> <td>89.0%</td> </tr> <tr> <td>VWC</td> <td>85.9%</td> <td>86.3%</td> <td>86.0%</td> <td>85.4%</td> <td>85.6%</td> </tr> <tr> <td>WMT</td> <td>88.4%</td> <td>88.8%</td> <td>88.4%</td> <td>88.7%</td> <td>89.1%</td> </tr> </tbody> </table>	Operator	Yr1	Yr2	Yr3	Yr4	Yr5	Chiltern	93.8%	93.9%	93.9%	94.2%	94.3%	Merseyrail	94.4%	94.4%	94.9%	95.4%	95.6%	TPE	88.6%	88.7%	88.8%	88.9%	89.0%	VWC	85.9%	86.3%	86.0%	85.4%	85.6%	WMT	88.4%	88.8%	88.4%	88.7%	89.1%
Operator	Yr1	Yr2	Yr3	Yr4	Yr5																																
Chiltern	93.8%	93.9%	93.9%	94.2%	94.3%																																
Merseyrail	94.4%	94.4%	94.9%	95.4%	95.6%																																
TPE	88.6%	88.7%	88.8%	88.9%	89.0%																																
VWC	85.9%	86.3%	86.0%	85.4%	85.6%																																
WMT	88.4%	88.8%	88.4%	88.7%	89.1%																																
Route confidence in achieving the PPM trajectory in CP6	<p>Routes took different approaches to assessing confidence. LNW route told us its confidence was:</p> <ul style="list-style-type: none"> - Chiltern: 70% - Merseyrail: 70% - TPE: 65% 																																				

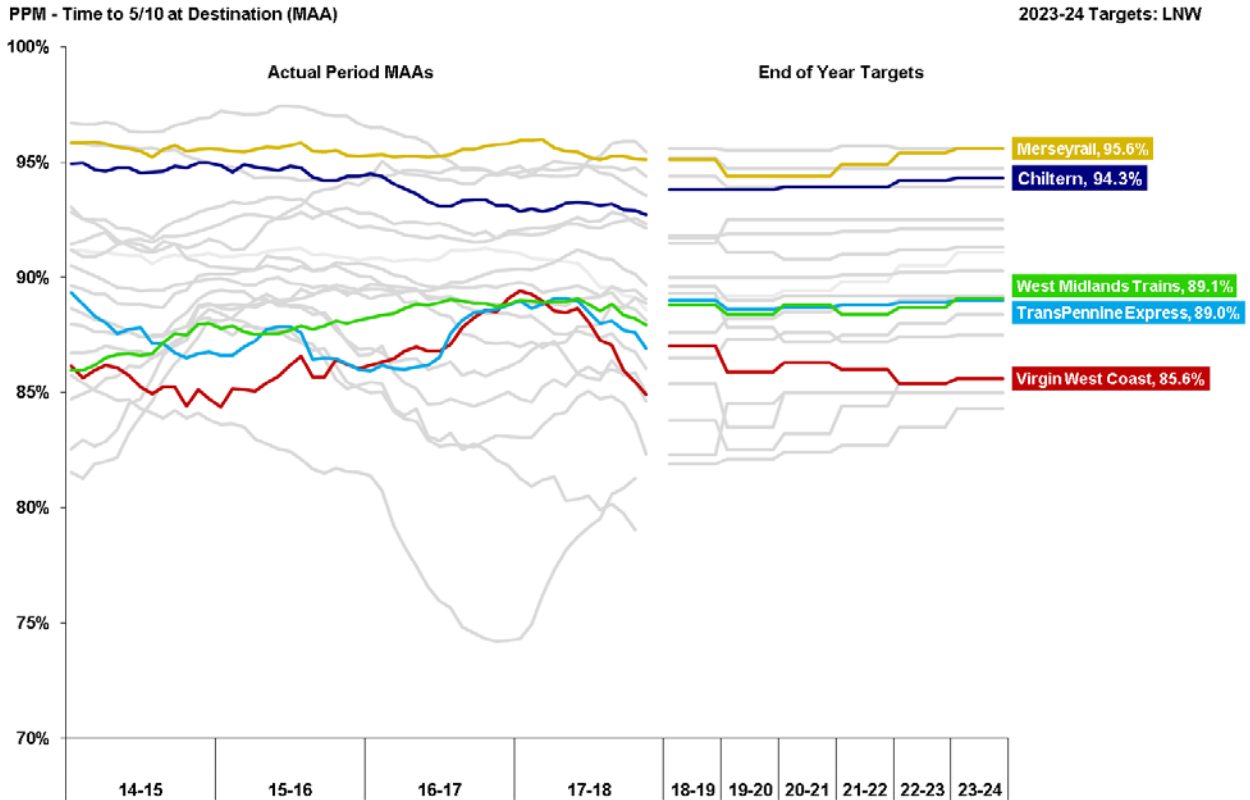
Topic	Position
	<ul style="list-style-type: none"> - VWC: 60% - WMT: 60%
<p>Risks and opportunities affecting train performance</p>	<p>HS2 construction (<i>Risk identified in the RSP and analytical review and by Chiltern via NTF member consultation</i>)</p> <p>Expected increase in traffic for particular services, timetable changes and operator issues such as new train fleets, fleet reliability and refranchising in CP6 (<i>Risk identified in the RSP</i>)</p> <p>Overall approach to risk in RSP is too cautious (<i>Opportunity identified by VWC via NTF member consultation</i>)</p> <p>Line speed improvements at Linsdale, Norton Bridge and Watford (<i>Opportunity identified by VWC via NTF member consultation</i>)</p> <p>Degraded LUL infrastructure (<i>Risk identified by Chiltern via NTF member consultation</i>)</p> <p>Impact of May and December 2018 timetable changes (<i>Risk identified by TPE via NTF member consultation</i>)</p>
<p>Agreement of measures between Network Rail and operators</p>	<p>It is our understanding that all train operator performance measures have been agreed between LNW route and its customers. Each operator for whom LNW is the lead route has the following measures on the scorecard:</p> <ul style="list-style-type: none"> - PPM MAA - On Time MAA - Infrastructure Delay (track and non-track assets) <p>Other operators for whom LNW is not the lead route have different measures which reflect their business' interests on the route e.g. CrossCountry has right time arrivals at Birmingham New Street.</p> <p>We note that three operators have a franchise target for CaSL but that this measure is not included on the LNW route scorecard.</p>
<p>Agreement of trajectories between Network Rail and operators</p>	<p>The trajectories have been agreed for Caledonian Sleeper and Merseyrail on the LNW route.</p> <p>Our understanding of the operator views below has been taken from operator comments on the SBP (March 2018) or the NTF member consultation (April 2018).</p> <p><u>Chiltern Railways</u></p> <p>LNW route told us in April 2018 that Chiltern's Head of Performance and Operations Director were broadly in agreement with the proposed trajectory and that a limited amount of discussion was needed before sign-off by the operator MD.</p> <p>Chiltern Railways stated "The PPM trajectory for the Chiltern Route is less ambitious than Chiltern expected. Whilst Chiltern are pleased that there is a proposal to recover to 93.75%, Chiltern would want a more stretching PPM objective over the remainder of our franchise term and</p>

Topic	Position
	<p>have set a challenging target of 95% PPM by end-2021 in our business strategy.”</p> <p><u>West Midlands Trains</u></p> <p>LNW route told us in April 2018 that discussions were ongoing.</p> <p>West Midlands Trains stated: “Variation between NR proposed trajectory and WMT committed franchise targets. WMT are looking to work with Network Rail to develop an agreed trajectory but do not believe the proposed targets are currently at an acceptably high level.”</p> <p><u>Merseyrail</u></p> <p>LNW route told us in April 2018 that targets were broadly agreed.</p> <p>Merseyrail stated: “Network Rail have undertaken a comprehensive review of risks and opportunities and produced supporting fishbone and waterfall charts and believe the proposed trajectory to be realistic but suitably challenging”</p> <p><u>TransPennine Express</u></p> <p>LNW route told us in April 2018 that discussions continued and referenced a recent uplift agreed for 2018-19 and the extent to which this should be carried through into CP6.</p> <p>TPE reiterated this point and also referred to the revised timetable and recent completion of the Ordsall Chord enhancement. TPE believe “it is reasonable to revisit these targets based on the actual working and potential mitigations for future performance.”</p> <p><u>Virgin West Coast</u></p> <p>LNW route told us in April 2018 that discussions were ongoing with VWC.</p> <p>VWC stated “Virgin are looking to work with Network Rail to develop an agreed trajectory but do not believe the current targets are acceptable and have challenged the overall levels of engagement in developing the proposed targets”. VWC also suggested the evidence base to support the Network Rail trajectory was unclear.</p> <p>We address the comments of other operators included on the LNW route in their lead route.</p>

LNW: CRM-P Actuals and Targets, CP5 (2014-15 to 2018-19) and CP6 (2019-20 to 2023-24)



LNW: TOC PPM by Route, 2014-15 to 2023-24

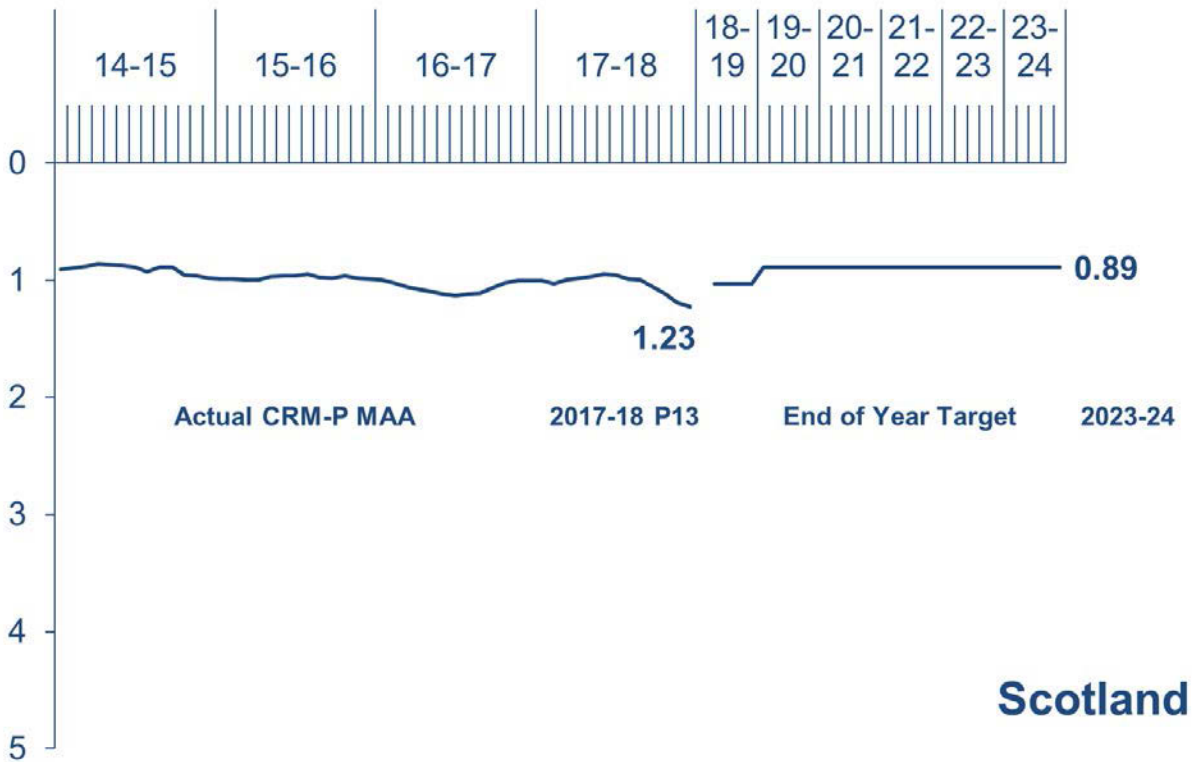


Scotland route scorecard performance summary

Topic	Position																		
Operators for whom this is lead route	Scotland is lead route for Abellio ScotRail, which has performance measures on the Scotland route scorecard.																		
Other operators included on route scorecard	<p>The following operators were also included on the Scotland route scorecard:</p> <ul style="list-style-type: none"> - Caledonian Sleeper - CrossCountry <p>The Scottish government also set an HLOS target for Caledonian Sleeper, for whom the FNPO is the lead route.</p> <p>Freight operators are represented on the scorecard by the inclusion of FDM-R and other operational freight measures.</p> <p>We are not aware that any operator has raised a concern about not being included on the Scotland route scorecard.</p>																		
Performance modelling/ methodology	The Scotland route has a top-down target in the HLOS which it is seeking to meet e.g. through implementing proposals in the Donovan report. It has not provided detail on what modelling has been done to support the development of its performance trajectories.																		
Proposed CP6 performance trajectory (PPM)	<table border="1"> <thead> <tr> <th>Operator</th> <th>Yr1</th> <th>Yr2</th> <th>Yr3</th> <th>Yr4</th> <th>Yr5</th> </tr> </thead> <tbody> <tr> <td>Abellio ScotRail</td> <td>92.5%</td> <td>92.5%</td> <td>92.5%</td> <td>92.5%</td> <td>92.5%</td> </tr> <tr> <td>Caledonian Sleeper</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	Operator	Yr1	Yr2	Yr3	Yr4	Yr5	Abellio ScotRail	92.5%	92.5%	92.5%	92.5%	92.5%	Caledonian Sleeper	N/A	N/A	N/A	N/A	N/A
Operator	Yr1	Yr2	Yr3	Yr4	Yr5														
Abellio ScotRail	92.5%	92.5%	92.5%	92.5%	92.5%														
Caledonian Sleeper	N/A	N/A	N/A	N/A	N/A														
Route confidence in achieving the PPM trajectory in CP6	<p>Routes took different approaches to assessing confidence. Scotland route told us its confidence was:</p> <p>Abellio ScotRail: The route has advised it considers it will not meet the HLOS target in year 1 of the control period. It intends to implement the recommendations of the Donovan report to support achievement of the HLOS targets in CP6.</p> <p>Caledonian Sleeper (FNPO lead route): see FNPO table</p>																		
Risks and opportunities affecting train performance	<p>Introduction of new trains and services to meet the increase in passenger demand adversely affect performance (<i>Risk identified in the RSP</i>)</p> <p>Impact of delayed introduction of Class 385s and consequential shortage of rolling stock (<i>Risk identified at analytical reviews</i>)</p> <p>Improving asset performance from AIP (<i>Opportunity identified in the RSP and analytical reviews</i>)</p> <p>Trajectory assumes no “red” weather days (<i>Risk identified by route and analytical reviews</i>)</p>																		

Topic	Position
<p>Agreement of measures between Network Rail and operators</p>	<p>The Scotland route has top-down HLOS targets for ScotRail and Caledonian Sleeper. We discuss this in more detail in the Scotland performance section of our supplementary document on scorecards.</p> <p>Other operators for whom Scotland is not the lead route have different measures which reflect their business' interests on the route e.g. CrossCountry has right time departures from Edinburgh Waverley.</p>
<p>Agreement of trajectories between Network Rail and operators</p>	<p>The Scotland route has top-down HLOS targets for ScotRail and Caledonian Sleeper. We discuss this in more detail in the Scotland performance section of our supplementary document on scorecards.</p>

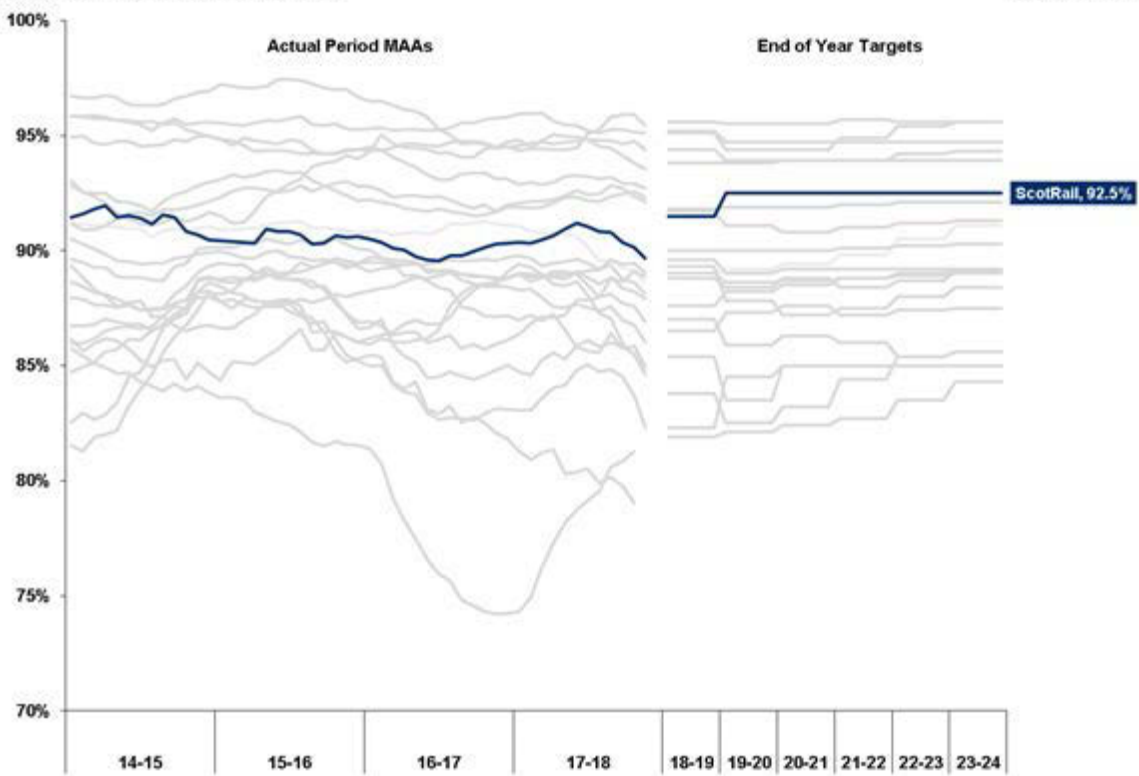
Scotland: CRM-P Actuals and Targets, CP5 (2014-15 to 2018-19) and CP6 (2019-20 to 2023-24)



Scotland: TOC PPM by Route, 2014-15 to 2023-24

PPM - Time to 5/10 at Destination (MAA)

2023-24 Targets: Scotland

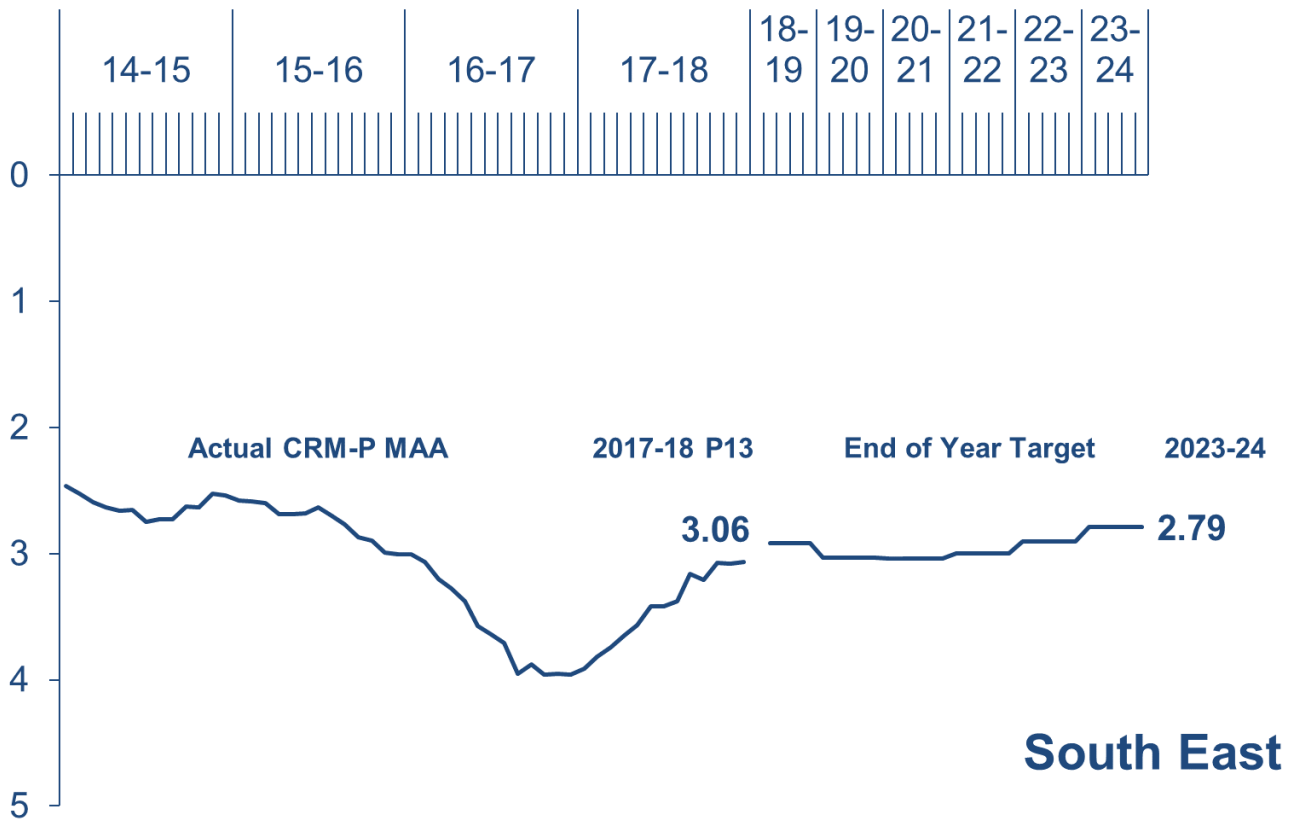


South East route scorecard performance summary

Topic	Position																		
Operators for whom this is lead route	<p>South East is lead route for the following operators, both of which have performance measures on the South East route scorecard:</p> <ul style="list-style-type: none"> - Govia Thameslink Railway (GTR) - Southeastern 																		
Other operators included on route scorecard	<p>No other operators were included on the scorecard.</p> <p>We are not aware that any operator has raised a concern about not being included on the South East route scorecard.</p> <p>Freight operators are represented on the scorecard by the inclusion of FDM-R.</p>																		
Performance modelling/methodology	<p>A Monte Carlo simulation model using random sampling to estimate the expected delay minutes given a number of performance initiatives, and converted to PPM using regression modelling.</p>																		
Proposed CP6 performance trajectory (PPM)	<table border="1"> <thead> <tr> <th>Operator</th> <th>Yr1</th> <th>Yr2</th> <th>Yr3</th> <th>Yr4</th> <th>Yr5</th> </tr> </thead> <tbody> <tr> <td>GTR</td> <td>82.1%</td> <td>82.4%</td> <td>82.7%</td> <td>83.5%</td> <td>84.3%</td> </tr> <tr> <td>Southeastern</td> <td>87.8%</td> <td>87.2%</td> <td>87.5%</td> <td>88.0%</td> <td>88.4%</td> </tr> </tbody> </table>	Operator	Yr1	Yr2	Yr3	Yr4	Yr5	GTR	82.1%	82.4%	82.7%	83.5%	84.3%	Southeastern	87.8%	87.2%	87.5%	88.0%	88.4%
Operator	Yr1	Yr2	Yr3	Yr4	Yr5														
GTR	82.1%	82.4%	82.7%	83.5%	84.3%														
Southeastern	87.8%	87.2%	87.5%	88.0%	88.4%														
Route confidence in achieving the PPM trajectory in CP6	<p>Routes took different approaches to assessing confidence. South East route told us its confidence was:</p> <p>GTR: 80%</p> <p>Southeastern: 80%</p>																		
Risks and opportunities affecting train performance	<p>The route does not reduce sub-threshold delay to the extent planned (<i>Risk identified in the RSP</i>)</p> <p>The route does not reduce unattributed delay to the extent planned (<i>Risk identified in the RSP</i>)</p> <p>Thameslink timetable and associated passenger and traffic growth (<i>Risk identified in the RSP, presentation to ORR and by Southeastern via NTF member consultation</i>)</p> <p>Asset age and reliability (<i>Risk identified in the RSP</i>)</p> <p>End of and potential restructure of the GTR franchise (<i>Risk identified by GTR via NTF member consultation</i>)</p>																		
Agreement of measures between Network Rail and operators	<p>It is our understanding that all train operator performance measures have been agreed between South East route and its customers. Each operator has the following measures on the scorecard:</p> <ul style="list-style-type: none"> - Average Passenger Lateness - Level of cancellations CaSL* <p>In addition:</p>																		

Topic	Position
	<ul style="list-style-type: none"> - GTR has an On Time metric - Southeastern has Time to 3 <p>* We have made comments in our supplementary document on scorecards about the importance of clearly defining measures; these are in fact two different measures.</p>
<p>Agreement of trajectories between Network Rail and operators</p>	<p>Network Rail confirmed that neither operator on South East route has agreed the trajectory with the route, but confirmed that both operators were supportive of the modelling tools/ methodology.</p> <p>Our understanding of the operator views below has been taken from operator comments on the SBP (March 2018) or the NTF member consultation (April 2018).</p> <p>GTR stated “The CP6 trajectory is based on the base CP6 funding level and as a result it does not materially improve overall performance without significant enhancement or increased funding (Vision Schemes) that SE route have requested. The TOC has not agreed to the CP6 trajectory as this does not provide an acceptable level of performance for our customers”.</p> <p>Southeastern stated that it “does not believe this meets passenger requirement but that Network Rail SE Route are satisfactorily funded to meet performance challenge with the vision schemes included.”</p>

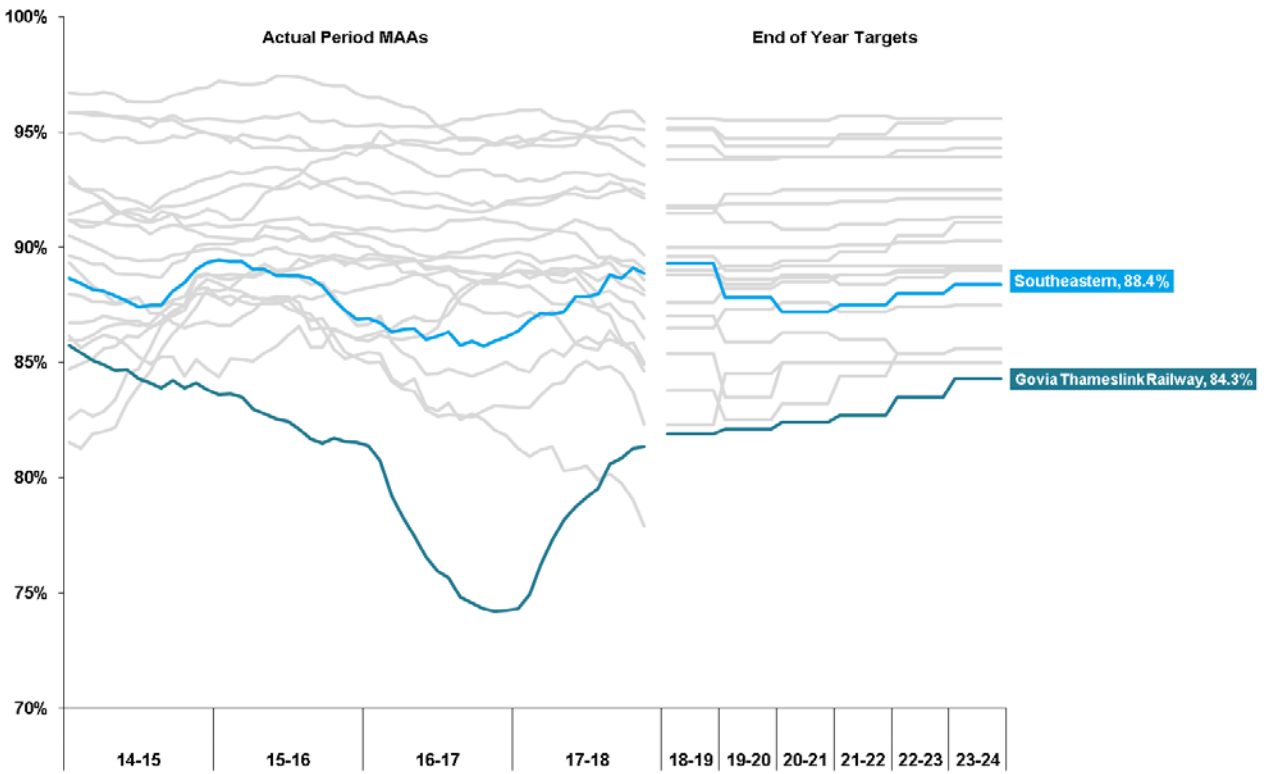
South East: CRM-P Actuals and Targets, CP5 (2014-15 to 2018-19) and CP6 (2019-20 to 2023-24)



South East: TOC PPM by Route, 2014-15 to 2023-24

PPM - Time to 5/10 at Destination (MAA)

2023-24 Targets: South East

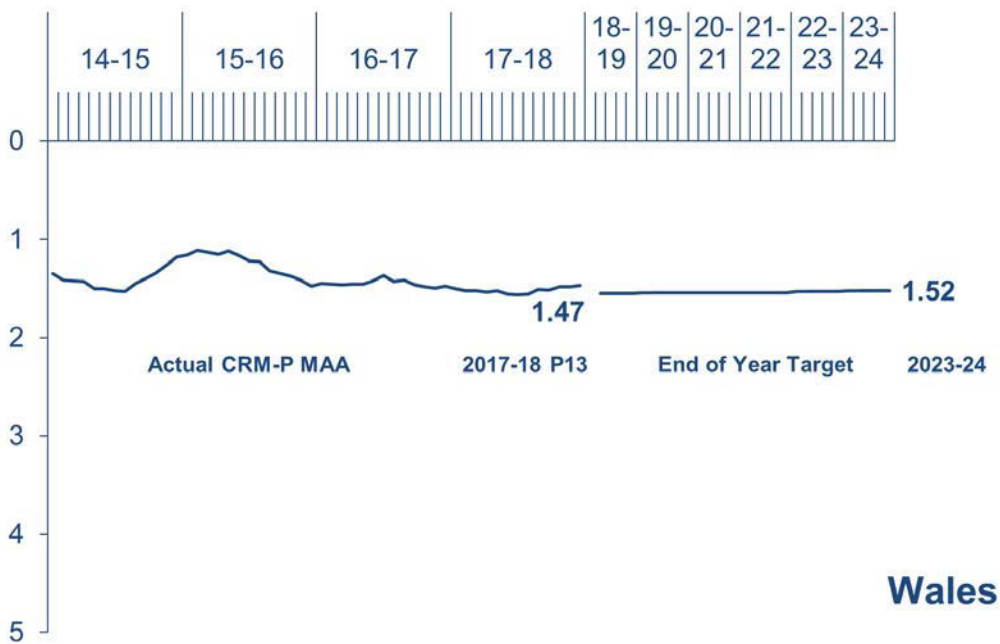


Wales route scorecard performance summary

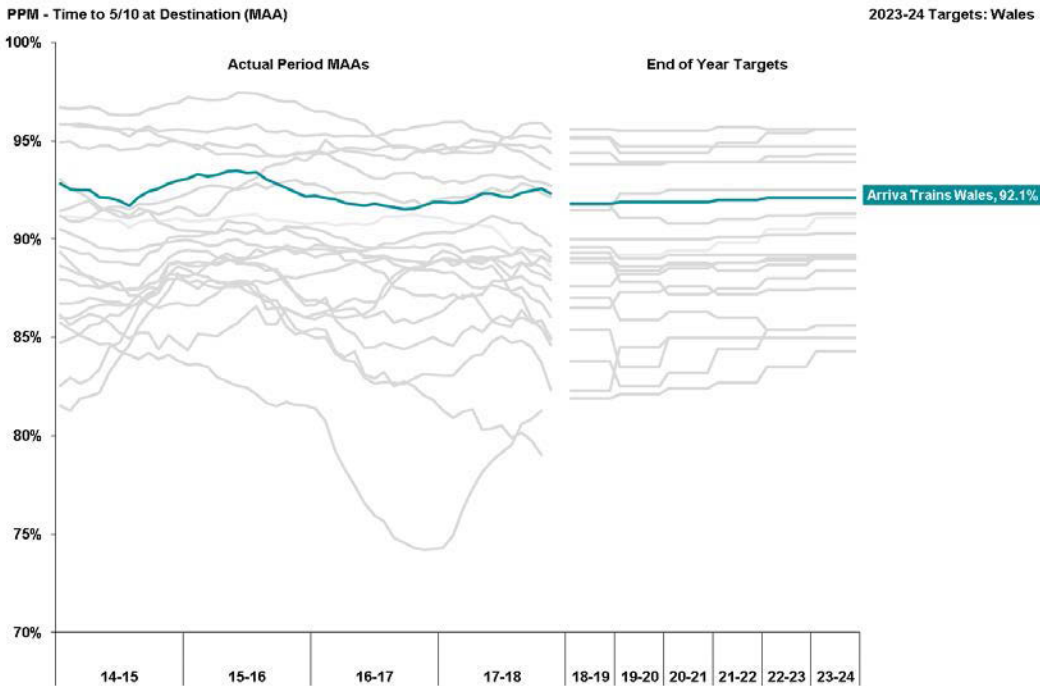
Topic	Position												
Operators for whom this is lead route	<p>Wales is lead route for the current Arriva Trains Wales (ATW) franchise which has performance measures on the Wales route scorecard.</p> <p>*In October 2018 KeolisAmey will take over the Wales & Borders franchise.</p>												
Other operators included on route scorecard	<p>The following operators were also included on the Wales route scorecard:</p> <ul style="list-style-type: none"> - CrossCountry - Great Western Railway (GWR) <p>Freight operators are represented on the scorecard by the inclusion of FDM-R.</p> <p>We are not aware that any operator has raised a concern about not being included on the Wales route scorecard.</p>												
Performance modelling/ methodology	<p>Forecast savings in delay minutes have been estimated using the historic baseline adjusted to where and when schemes are thought to deliver an improvement, with the PPM trajectory then generated through regression modelling. A Holt-Winters exponential smoothing model was used to assess the level of confidence in meeting the trajectory.</p>												
Proposed CP6 performance trajectory (PPM)	<table border="1"> <thead> <tr> <th>Operator</th> <th>Yr1</th> <th>Yr2</th> <th>Yr3</th> <th>Yr4</th> <th>Yr5</th> </tr> </thead> <tbody> <tr> <td>ATW*</td> <td>91.9%</td> <td>91.9%</td> <td>92.0%</td> <td>92.1%</td> <td>92.1%</td> </tr> </tbody> </table>	Operator	Yr1	Yr2	Yr3	Yr4	Yr5	ATW*	91.9%	91.9%	92.0%	92.1%	92.1%
Operator	Yr1	Yr2	Yr3	Yr4	Yr5								
ATW*	91.9%	91.9%	92.0%	92.1%	92.1%								
Route confidence in achieving the PPM trajectory in CP6	<p>Routes took different approaches to assessing confidence. Wales route told us its confidence was:</p> <p>ATW*: 54%</p>												
Risks and opportunities affecting train performance	<p>Additional services across network and interaction with Valley lines (<i>Risk identified in the RSP</i>)</p> <p>Passenger growth (<i>Risk identified in the RSP</i>)</p> <p>Availability of renewals funding (<i>Risk identified in the RSP</i>)</p>												
Agreement of measures between Network Rail and operators	<p>Given the refranchising, the Wales route agreed its RSP with Transport for Wales; TfW's letter of agreement did not expressly address the scorecard. The route has included the following measures on the scorecard for the Wales franchise:</p> <ul style="list-style-type: none"> - PPM - Average Passenger Lateness <p>Other operators for whom Wales is not the lead route have different measures which reflect their business' interests on the route e.g.</p>												

Topic	Position
	GWR has right time departures leaving Wales route at the Severn Tunnel junction.
Agreement of trajectories between Network Rail and operators	Given the refranchising, the Wales route agreed its RSP with Transport for Wales; TfW's letter of agreement did not expressly address the scorecard.

Wales: CRM-P Actuals and Targets, CP5 (2014-15 to 2018-19) and CP6 (2019-20 to 2023-24)



Wales: TOC PPM by Route, 2014-15 to 2023-24

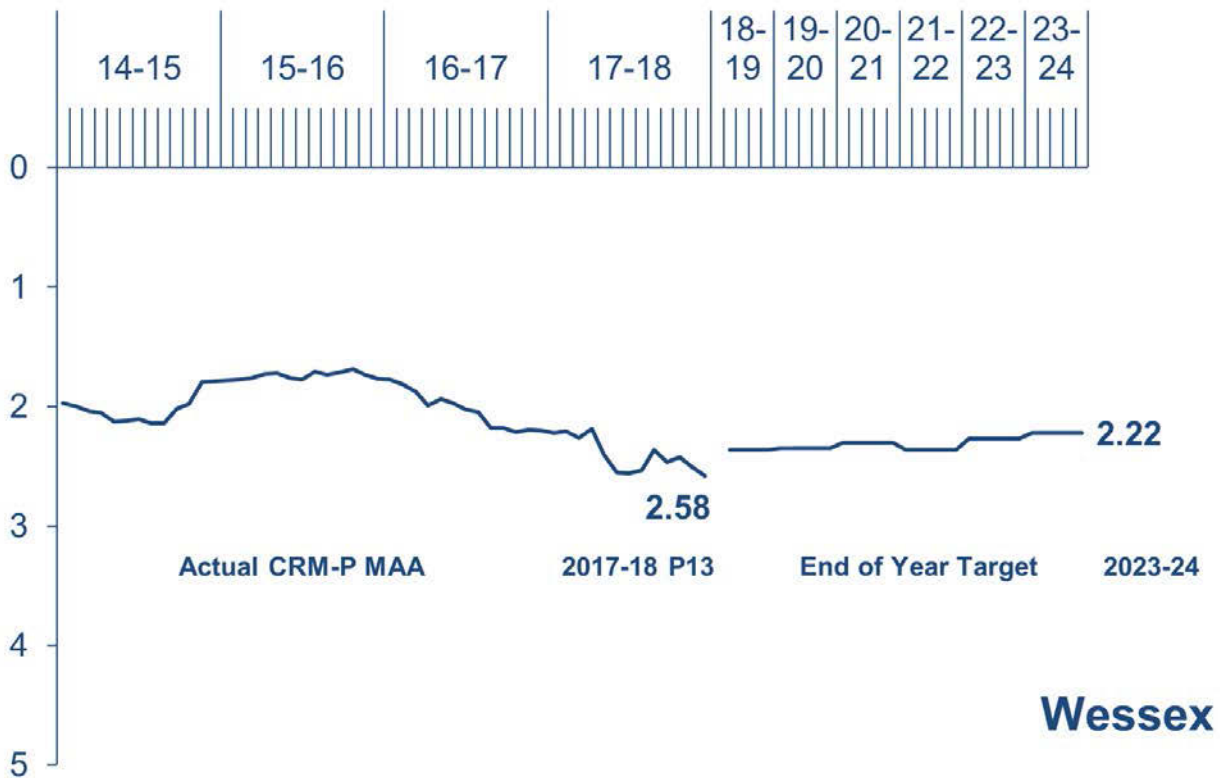


Wessex route scorecard performance summary

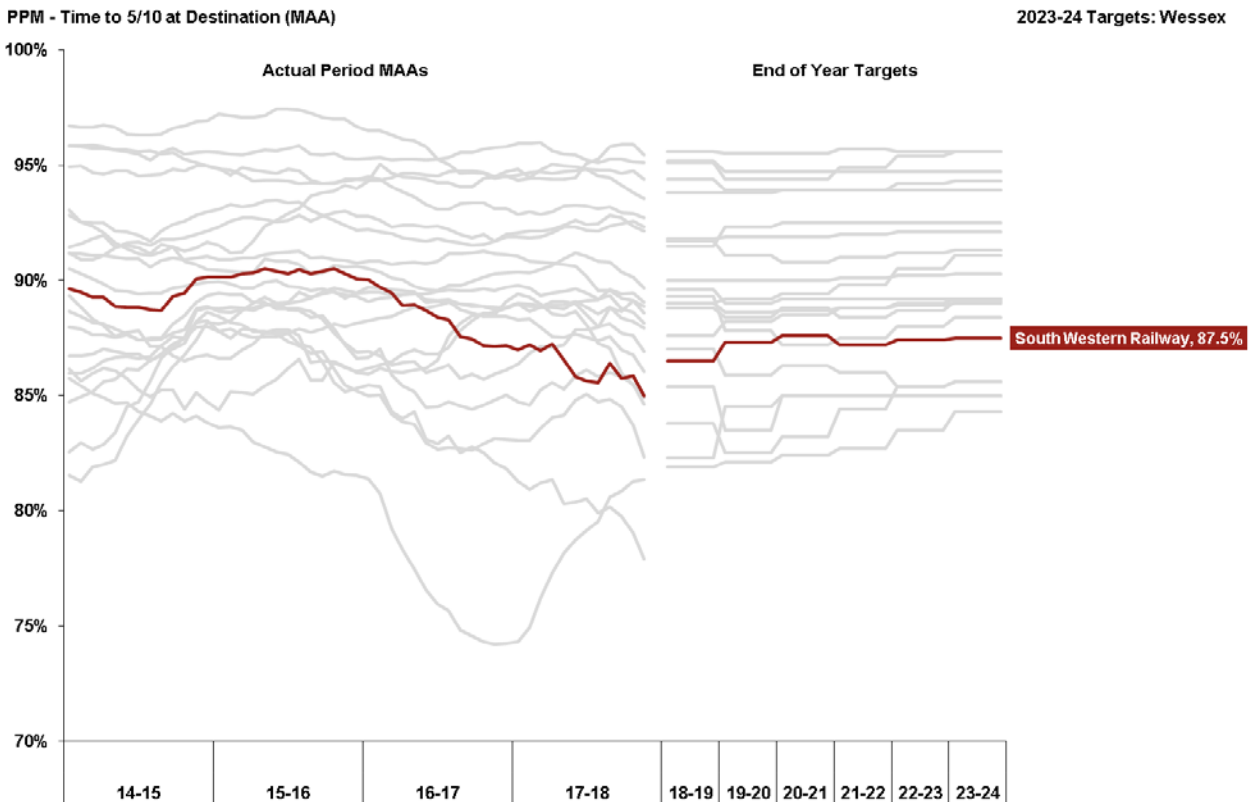
Topic	Position												
Operators for whom this is lead route	Wessex is lead route for South Western Railway (SWR), which has performance measures on the Wessex route scorecard.												
Other operators included on route scorecard	<p>The following additional operators were included on the Wessex route scorecard:</p> <ul style="list-style-type: none"> - CrossCountry - Great Western Railway - Govia Thameslink Railway <p>Freight operators are represented on the scorecard by the inclusion of FDM-R.</p> <p>We are not aware that any operator has raised a concern about not being included on the Wessex route scorecard.</p>												
Performance modelling/methodology	Time series model of PPM, taking into account historical performance, and adjusted based on the assumed PPM impact of high level factors throughout CP6.												
Proposed CP6 performance trajectory (PPM)	<table border="1"> <thead> <tr> <th>Operator</th> <th>Yr1</th> <th>Yr2</th> <th>Yr3</th> <th>Yr4</th> <th>Yr5</th> </tr> </thead> <tbody> <tr> <td>SWR</td> <td>87.3%</td> <td>87.6%</td> <td>87.2%</td> <td>87.4%</td> <td>87.5%</td> </tr> </tbody> </table>	Operator	Yr1	Yr2	Yr3	Yr4	Yr5	SWR	87.3%	87.6%	87.2%	87.4%	87.5%
Operator	Yr1	Yr2	Yr3	Yr4	Yr5								
SWR	87.3%	87.6%	87.2%	87.4%	87.5%								
Route confidence in achieving the PPM trajectory in CP6	<p>Routes took different approaches to assessing confidence. Wessex route told us its confidence was:</p> <p>SWR: 65%*</p> <p>*subsequent Monte Carlo simulation suggested 48%</p>												

Topic	Position
<p>Risks and opportunities affecting train performance</p>	<p>Increase in reactionary delay following timetable changes in Dec 2018 and Dec 2020 (<i>Risk identified in the RSP and by SWR via NTF member consultation</i>)</p> <p>Passenger growth beyond the levels forecasted (<i>Risk identified at analytical deep dive</i>)</p> <p>Asset reliability deteriorates further than anticipated (<i>Risk identified in the RSP</i>)</p> <p>Feltham re-signaling schemes (<i>Risk identified at meeting on performance trajectories (Wessex) 28.2.2018</i>)</p> <p>Benefits from December 2018 resourcing strategy and December 2020 suburban fleet change and operating strategy (<i>Opportunity identified by SWR via NTF member consultation</i>)</p>
<p>Agreement of measures between Network Rail and operators</p>	<p>The Wessex route has agreed the following measures for South Western Railway:</p> <ul style="list-style-type: none"> - PPM - Level of cancellations - Network Rail delay minutes affecting SWR on Wessex route - Average Passenger Lateness - On time at all recorded stations <p>Other operators for whom Wessex is not the lead route have different measures which reflect their business interests on the route e.g. Great Western Railway has PPM for the North Downs Line.</p> <p>CrossCountry raised a concern that the definition of the measure for right time arrivals at Reading had been changed. In the definitions that Wessex route included in its RSP, it suggested that the measure would only include delays up to the last point on Wessex route and stated that this was not discussed or agreed with it.</p>
<p>Agreement of trajectories between Network Rail and operators</p>	<p><u>South Western Railway</u></p> <p>The route and the operator are both clear that agreement has been reached on the methodology and approach to the trajectory but have not agreed the trajectory due to the mismatch between the forecast and the franchise agreement.</p>

Wessex: CRM-P Actuals and Targets, CP5 (2014-15 to 2018-19) and CP6 (2019-20 to 2023-24)



Wessex: TOC PPM by Route, 2014-15 to 2023-24

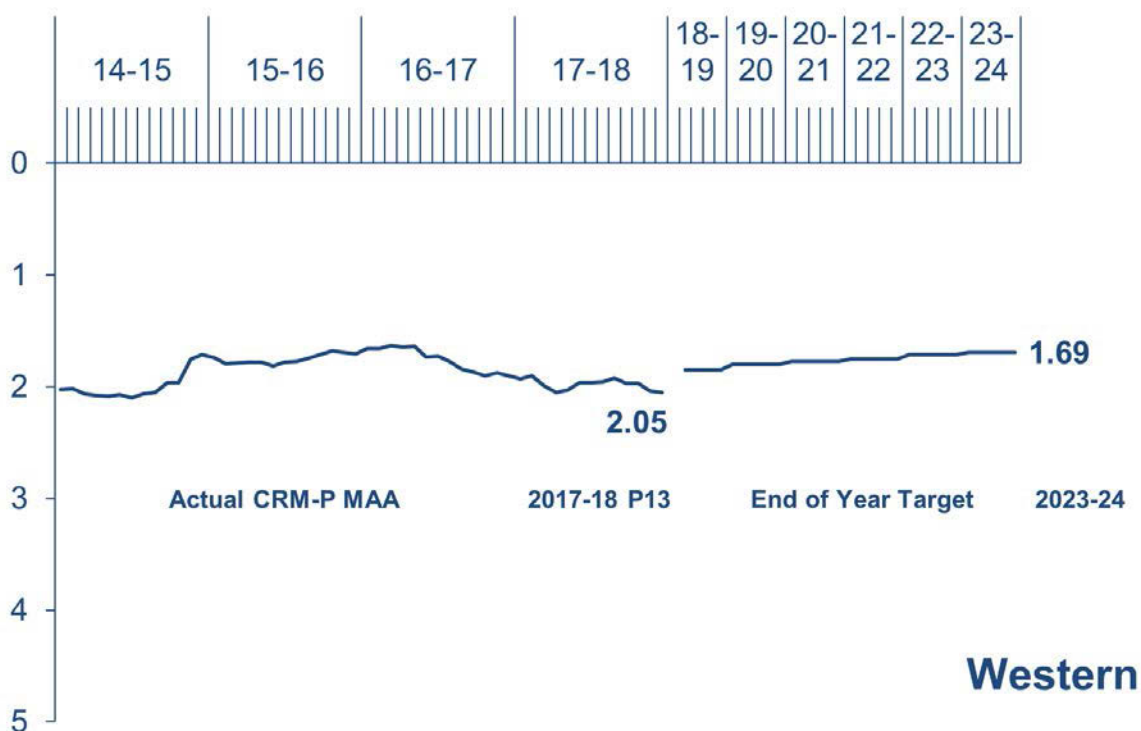


Western route scorecard performance summary

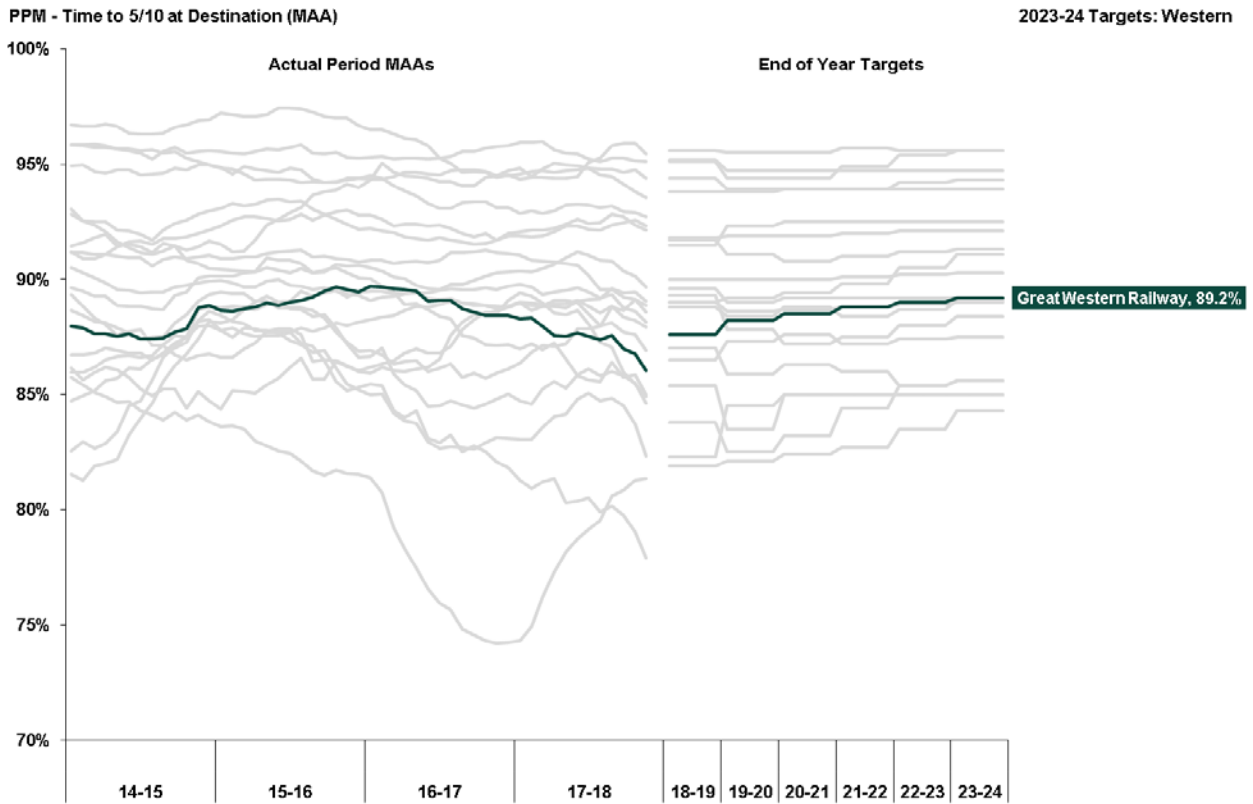
Topic	Position												
Operators for whom this is lead route	<p>Western is lead route for the following operators, who all have performance measures on the Western route scorecard:</p> <ul style="list-style-type: none"> - Great Western Railway (GWR) - Heathrow Express 												
Other operators included on route scorecard	<p>In addition the following operators were included on the Western route scorecard</p> <ul style="list-style-type: none"> - CrossCountry - TfL Rail (MTR Crossrail) <p>Freight operators are represented on the scorecard by the inclusion of FDM-R.</p> <p>We are not aware that any operator has raised a concern about not being included on the Western route scorecard.</p>												
Performance modelling/methodology	<p>The trajectory is generated by overlaying the expected risks and benefits throughout CP6 to the CP5 exit value. The model is built up from the net change in delay minutes from the risks/benefits and converted to PPM for each year.</p>												
Proposed CP6 performance trajectory (PPM)	<table border="1"> <thead> <tr> <th>Operator</th> <th>Yr1</th> <th>Yr2</th> <th>Yr3</th> <th>Yr4</th> <th>Yr5</th> </tr> </thead> <tbody> <tr> <td>GWR</td> <td>88.2%</td> <td>88.5%</td> <td>88.8%</td> <td>89.0%</td> <td>89.2%</td> </tr> </tbody> </table>	Operator	Yr1	Yr2	Yr3	Yr4	Yr5	GWR	88.2%	88.5%	88.8%	89.0%	89.2%
Operator	Yr1	Yr2	Yr3	Yr4	Yr5								
GWR	88.2%	88.5%	88.8%	89.0%	89.2%								
Route confidence in achieving the PPM trajectory in CP6	<p>Routes took different approaches to assessing confidence. Western route told us its confidence was:</p> <p>GWR: >50%</p> <p>Hex – N/A (no PPM target)</p>												
Risks and opportunities affecting train performance	<p>HS2 work at Old Oak Common (<i>Risk identified in the RSP and a presentation to ORR</i>)</p> <p>Train mileage and passenger growth associated with Crossrail (<i>Risk identified in RSP</i>)</p> <p>TMS benefits may have been understated (<i>Opportunity identified by GWR via NTF member consultation</i>)</p>												
Agreement of measures between Network Rail and operators	<p>It is our understanding that all train operator performance measures have been agreed between Western route and its customers. Each operator has the following measures on the scorecard:</p> <ul style="list-style-type: none"> - Punctuality at all recorded station stops - Level of cancellations - NR-caused delay minutes <p>In addition, Great Western Railway has the following measures:</p>												

Topic	Position
	<ul style="list-style-type: none"> - PPM North Downs Line - Average Passenger Lateness <p>Heathrow Express has the following measure:</p> <ul style="list-style-type: none"> - Right time at destination <p>Other operators for whom Western is not the lead route have different measures which reflect their business interests on the route e.g. CrossCountry has right time departures at Reading. In addition, TfL Rail has PPM, level of cancellations and punctuality at all recorded station stops.</p>
<p>Agreement of trajectories between Network Rail and operators</p>	<p><u>Great Western Railway</u></p> <p>The route and the operator have reached agreement for the first two years of CP6, and both seem to recognise opportunities to improve the performance trajectory in later years of CP6.</p> <p><u>Heathrow Express</u></p> <p>The operator has not agreed the targets as it is not forecast to meet the 70% right time target until year 3 of CP6.</p>

Western: CRM-P Actuals and Targets, CP5 (2014-15 to 2018-19) and CP6 (2019-20 to 2023-24)



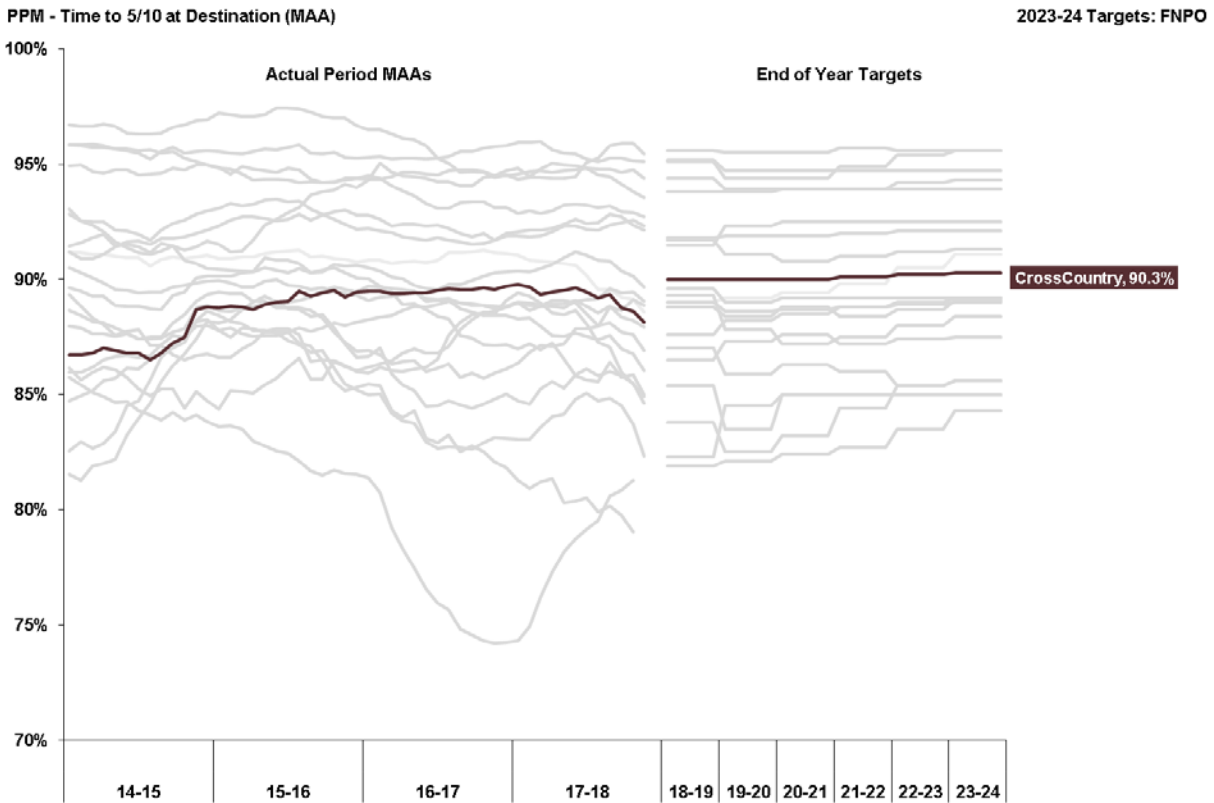
Western: TOC PPM by Route, 2014-15 to 2023-24



FNPO route scorecard performance summary

Topic	Position																								
Operators for whom this is lead route	<p>FNPO is lead route for the following operators, who all have performance measures on the FNPO scorecard:</p> <ul style="list-style-type: none"> - CrossCountry - Caledonian Sleeper - All freight operators – who do not have specific scorecard performance targets but are reflected through FDM 																								
Other operators included on route scorecard	<p>Freight operators are represented on the scorecard by the inclusion of FDM-R.</p> <p>No other operators were included on the scorecard.</p> <p>No operators have expressed a concern to us about not being included on the FNPO route scorecard.</p>																								
Performance modelling/ methodology	<p>The CrossCountry trajectory is a direct extrapolation of the CP5 exit value (90%) with minor uplift to account for reduced TOC-on-TOC and TOC-on-Self failures. Modelling was not performed for Caledonian Sleeper due to the small number of services. The trajectory was set at the HLOS requirement.</p>																								
Proposed CP6 performance trajectory (PPM & FDM)	<table border="1"> <thead> <tr> <th>Operator</th> <th>Yr1</th> <th>Yr2</th> <th>Yr3</th> <th>Yr4</th> <th>Yr5</th> </tr> </thead> <tbody> <tr> <td>Caledonian Sleeper</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>CrossCountry</td> <td>90.0%</td> <td>90.0%</td> <td>90.1%</td> <td>90.2%</td> <td>90.3%</td> </tr> <tr> <td>FDM</td> <td>94.0%</td> <td>94.0%</td> <td>94.0%</td> <td>94.0%</td> <td>94.0%</td> </tr> </tbody> </table>	Operator	Yr1	Yr2	Yr3	Yr4	Yr5	Caledonian Sleeper	N/A	N/A	N/A	N/A	N/A	CrossCountry	90.0%	90.0%	90.1%	90.2%	90.3%	FDM	94.0%	94.0%	94.0%	94.0%	94.0%
	Operator	Yr1	Yr2	Yr3	Yr4	Yr5																			
	Caledonian Sleeper	N/A	N/A	N/A	N/A	N/A																			
	CrossCountry	90.0%	90.0%	90.1%	90.2%	90.3%																			
FDM	94.0%	94.0%	94.0%	94.0%	94.0%																				
Route confidence in achieving the PPM trajectory in CP6	<p>Routes took different approaches to assessing confidence. FNPO route told us its confidence was</p> <p>Caledonian Sleeper: N/A (no PPM target)</p> <p>CrossCountry: 50%</p>																								
Risks and opportunities affecting train performance	<p>Anticipated CP6 growth for passengers and freight (<i>Risk identified in the RSP</i>)</p> <p>More collaborative working with FOCs (<i>Opportunity identified in the RSP</i>)</p> <p>Performance benefits from enhancements pipeline not factored in to trajectory (<i>Opportunity identified by CrossCountry via NTF member consultation</i>)</p>																								
Agreement of measures between	<p>It is our understanding that all train and freight operator performance measures have been agreed between FNPO route and its customers. These include specific measures which reflect the CrossCountry and</p>																								

Topic	Position
Network Rail and operators	<p>Caledonian Sleeper franchise. It also includes PPM for Charter Operators.</p> <p>A number of freight measures are included which are generic to the freight industry.</p>
Agreement of trajectories between Network Rail and operators	<p>FNPO route told us that FDM trajectories were agreed between freight operators and Network Rail.</p> <p>Freightliner told us that the FDM trajectory has not been agreed and “in a previous draft of the FNPO SBP Network Rail suggested FDM would be set at 94.5%”. We established that FNPO notified Freightliner of changes to the FDM target.</p> <p>CrossCountry stated ‘there is no improvement being delivered by Network Rail’ and that trajectories were not agreed.</p>





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