

OCTOBER CRP UPDATE

West of Lancashire CRP

11th October 2022



General Update

Against the backdrop of industrial relations issues, it's clear that this is a very challenging time for the industry.

Sickness levels, coupled with a lack of driver rest day working have led to performance which falls below the level which TransPennine strives for, and in turn a challenging time for passengers.

In a move to try to increase reliability and dependability on the West Coast Mainline route, we have introduced an amended timetable for these services.

While we continue to work through these issues in conjunction with RDG, we're also looking to continue working through other areas, such as social sustainability, accessibility and working with community organisations and schools, as well as delivery of the TransPennine Route Upgrade.

PERFORMANCE UPDATE – PERIOD 6

Our most recent periodical performance report shows the continued challenges that we're facing, both as a TOC and as an industry. As in previous periods, unfortunately we have failed to achieve our three key targets, T-3, T-15 and Cancellations, the figures for the period are shown below.

KPIs	Target	P6	Var / P6	YTD / MAA
Time to 3	80.02%	77.59%	-2.43%	76.78%
Time to 15	96.98%	96.74%	-0.24%	96.56%
All Cancellations Score	4.71%	4.96%	-0.25%	4.85%

While targets were missed, period 6 did see a general improvement to TPE performance, with slight improvements to the availability of drivers over the period allowing a decrease in cancellations and delays due to this cause, which remains the dominant cause of performance loss. The most significant change causing this was an amended timetable that was put into place on the Anglo-Scots route for week 4 of the timetable.

Traincrew availability continues to be the major influence on performance, seeing higher than normal levels of delays and cancellations due to sickness and other absence, alongside the lack of rest day working for drivers. This situation remains the key priority for performance improvement on TPE, and work is ongoing to reduce the day-by-day impact of traincrew non-availability.

Amended WCML Timetable

Monday 12 September, there has been a reduction from 40 to 31 scheduled services on the Anglo-Scottish route, with 15 Northbound and 16 Southbound services per day

The changes are being made to provide a more stable and reliable service following recent disruption caused by a range of issues including sustained high levels of sickness and a training backlog as a direct result of Covid. Combined, these factors have seen a number of on-the-day or 'evening before' cancellations being made. Such cancellations are expected to be significantly reduced under this temporary amended timetable.

I will include a PDF copy of the amended timetable with my notes, although it is also available on the TPE website.

Industrial Relations

While the series of TPE specific Sunday strikes we saw from the RMT union earlier this year has now come to a close, we remain to see issues as a result of industrial relations.

The RMT, ASLEF and TSSA unions are all formally in dispute with TPE, as they are with the majority of TOCs, and this is seeing a ongoing series of strikes announced, often with timeframes aligned with the 14 days notice legally required.

We've seen strikes this last week, both on Saturday the 1st and Wednesday 5th , and an additional strike on the 8th, this Saturday.

On these strike days we have been successful in operating a limited service, albeit far less than previous strike days when ASLEF was not involved.

On Saturday the 8th we timetabled 9 services in each direction between York and Manchester, 5 in each direction between Preston and Manchester Airport, and 5 in each direction between Cleethorpes and Sheffield.



ACCESSIBILITY

- We're continuing to deliver an annual program of minor works to deliver improvements to our stations.
- Embraced the use of new technologies to try and bring improvements for passengers who have accessibility requirements.
- We've introduced talking toilets, audio described accessible toilets.
- Goodmaps, a wayfinding app for visually impaired passengers
- Sign language interpretation at TPE booking offices.
- For the future, we're looking at the introduction of sign language departure boards, and looking into feasibility of text to speech technologies on board our trains for announcements.

- Just a reminder of our Accessibility Facebook group.
facebook.com/groups/accessiblerailtravelwithtpe.
- Customers can book assistances on TPE services as easily as sending us a message on Whatsapp. Simply message 'Assisted Travel' to **07812 223336**



SOCIAL VALUE

TPE has very recently completed our first ever Social Value Report, currently with Rail North Partnership for review, and we're hoping to publish it following feedback and approval. Unfortunately, we're not able to share the report at this time.

We've historically reported on things like Socio-Economic impact, but this has been on a much smaller scale, with far less factors measured and taken into consideration.

To undertake this reporting, we've utilized the Rail Social Value Tool provided by RSSB, feeding in a large number of KPIs from around the business and producing a monetised social impact which our operation has on the society that surrounds us.

It's been a really interesting exercise, and one of the main outputs is a greater corporate understanding of certain activities which deliver these outcomes. The main positive of the report is that it's delivered a drive and agenda for looking to improve upon the baseline which we've recorded.





Please feel free to reach out with any community ideas or opportunities for us to work together.

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