

Network Rail monitor

Quarter 1 of Year 2 of CP4, 1 April 2010 - 24 July 2010



OFFICE OF RAIL REGULATION

Great Britain summary

This Q1 Network Rail monitor gives our assessment of Network Rail's performance in the first four periods of 2010-11.

Customer service

Introduction of Network Rail's **Integrated Train Planning System (ITPS)** caused significant problems for train operators and their customers. These included delays to pocket timetables and some services being invisible to online users. We have investigated the causes and have concluded that Network Rail has breached its licence: the way it planned and implemented ITPS fell unacceptably short of best practice in areas such as risk management and the way it involved stakeholders. Moreover it is not yet consistently providing the accurate, timely information passengers need to plan their journeys. We are, though, satisfied that it is taking the necessary steps to restore normal timetabling services as quickly as possible. Details of our investigation and the letter announcing our breach decision are on our website. A decision on any financial penalty will be taken later in the year once the full impact and repercussions of the problems are clearer.



Previously we raised concerns about Network Rail's ability to take a strategic view of **timetable development**. A cross-industry review of lessons learnt from developing the new east coast timetable has recommended changes for Network Rail, ORR, funders and others to improve processes and communication, clarify expectations and where possible align access planning and franchising processes. We are working with the industry to implement these.



The cross-industry programme to improve provision of **information to passengers during major delays and disruption** is an important initiative which we support.



The monitor focuses on issues of Network Rail's delivery for which it is accountable under its network licence. We have used colour flags to show at a glance our current level of concern with an issue:



Network Rail delivery is satisfactory or good.



Network Rail delivery is currently unsatisfactory and/or we have some concerns about future delivery. We have raised the issue with Network Rail at a working level.



The issue is subject to special scrutiny, with intensive investigation and enhanced monitoring. We may have discussed potential licence concerns with Network Rail Directors.



We have major concerns about current and/or future delivery. We are considering, or have already decided to take formal enforcement action.

We welcome feedback on the content and format of this publication. Please address your comments or queries as follows:

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However commitment (and therefore progress) has been variable across the industry. We are monitoring progress through our membership of the steering group and will challenge any Network Rail routes or train operators that are falling behind.

Network Rail has agreed response times for typical **gauging information** requests with its stakeholders. We have asked it to deal with similar concerns over **power supply capability information**; it has consulted stakeholders on their needs and will run a workshop in October to agree the next steps.

A report investigating whether works at stations can be done more cheaply and quickly by train operators than by Network Rail found some evidence of greater efficiency by TOCs but insufficient to draw definitive conclusions. However it identified procedural, structural and behavioural barriers that act as disincentives for TOCs to deliver projects including the complexity of approval processes, the length of franchises, the split of maintenance and renewal responsibilities and the approach to risk. We are following up the recommendations.

Train service performance

The public performance measure (PPM) moving annual average (MAA) was 91.5% at the end of period 4, not quite back to the record level of 91.8% achieved in autumn 2009 before severe weather affected the network.

The **regional sector** is performing most strongly with PPM at its best ever level of 92.5%. **First ScotRail** at 91.2% is still 0.2% below its 2009-10 peak. The **long-distance sector** continued to improve, and at 89.0% is back to where it was at period 8 last year. **London and South East** (91.4%) has yet to recover to the 2009-10 period 9 level of 92.0%. We consider Network Rail is on course to deliver its sectoral and Scotland PPM commitments this year.



Cancellations and significant lateness (CaSL) overall remained broadly flat (on a MAA basis) for all sectors. The **regional** and **long-distance** sectors showed a slight improvement while **London and South East** was marginally worse. Significant improvement will be needed in the L&SE figure to achieve the regulatory requirement for this year.

Network Rail performance on the **west coast main line** was a serious concern throughout last year. The joint performance improvement plan (JPIP) PPM targets are now being achieved but despite significant improvement over last year Network Rail is not yet meeting all delay minute targets. We met to review its further plans for reducing delays to the agreed levels and concluded that these were robust. Recognising the consistent improvement in punctuality on this route the special west coast joint performance improvement board has agreed to stand down, but we will continue to monitor Network Rail closely.

The **east coast main line** has recently been suffering from poor performance, particularly affecting East Coast trains. Performance is falling short of the revised, less ambitious JPIP agreed earlier in the summer. Network Rail is cooperating well with the TOC to understand and address the problems and both parties believe the JPIP to be challenging and deliverable, but we are seriously concerned about the continuing shortfall against the trajectory. We have visited both companies in York to see at first hand the detailed actions being taken to recover performance and will again meet with Network Rail, the operator and DfT in September to review performance up to the end of period 5.

Network Rail's current projections indicate it will miss the 2010-11 regulatory requirements for delay minutes to passenger services (England & Wales) and to freight services. We have asked it what it will be doing to recover the situation.

Passenger and freight indices for **network availability** improved compared to the same period last year. This is encouraging as it was originally expected most improvement would come later in the control period. For freight, PDI-F is at its lowest recorded level: 0.79.



Developing the network

Network Rail has made progress with its enhancements programme but there are a number of projects that we consider are at risk of being delayed. Some are due to factors outside Network Rail's control but for others we require Network Rail to step up progress.

One factor is around future rolling stock plans, to enable the efficient design of **schemes to increase capacity**. We were concerned that Network Rail is likely to miss some delivery plan milestones but had not communicated this clearly to interested parties. At our request it has now provided a letter¹ which identifies projects - in Leeds, Manchester and Sheffield - where delays agreeing rolling stock plans mean it will not meet the delivery plan dates. We will not take action against the company for failing to meet the current target dates.

Development work will continue on these projects where appropriate and we will monitor progress. We will work closely with all parties to agree when revised dates can be established.

A second factor is the availability of **third party funding**. Gatwick Airport and Bromsgrove electrification are two projects on hold pending clarification of funding. We will not take action against the company for failing to meet milestones on projects where this is caused by delay to the confirmation of funding.

The government's priority to reduce the budget deficit may result in decisions affecting the current programme. Such changes would need

to be approved through the change control process, which requires Network Rail to consult relevant stakeholders before submitting requests to us.

We commissioned an **efficiency review** of schemes from the Network Rail Discretionary Fund (NRDF) and Strategic Freight Network (SFN) fund. For the NRDF this found that the eligibility and governance criteria were applied rigorously and stakeholders were being engaged. Value management has been undertaken during project development to improve benefits and challenge costs. For the SFN the benchmarks for efficient project delivery were met.



In June the independent reporter completed its latest review of **power supply projects** to establish what progress Network Rail had made since the previous report in May 2009. Network Rail had made strong progress but plans for the Anglia routes were not yet robust. We have been monitoring delivery for Anglia closely and following the latest review meeting in August we are satisfied that the risks to delivery are now being managed more effectively.

In April Network Rail published its network change notice (NCN5) for national implementation of **GSM-R**. Most train operators have been unwilling to sign up to it at this stage. We remain concerned that cab fitment is progressing slowly although better progress is now being made on the basis of bilateral agreements.



We now expect further delays to commissioning of the Cambrian **ERTMS** trial. Equipment reliability is improving but the drivers' machine interface is still not satisfactory in all lighting conditions. We are helping to resolve how authorisation for introduction will be granted as required by UK law. The authorisation process is proving challenging for Network Rail and Arriva Trains Wales, who have to ascertain that the system satisfies their safety management systems.



¹ www.rail-reg.gov.uk/upload/pdf/cp4_delivery_plan_enhancements_letter_240810.pdf

It is likely that completion of works at Farringdon station for **Thameslink (Key Output 1)** will be delayed, although the infrastructure should be capable of serving longer trains in December 2011 as planned. Network Rail has submitted its target cost and baseline plan for **Crossrail** surface works in line with the protocol. The company has continued to work hard on reducing costs for both of these projects, which are both subject to the government's review of major projects.



the civil asset register and electronic reporting system (CARRS). We are continuing to monitor progress.

We are considering a proposal from Network Rail to delay **east coast main line overhead line renewals**. These are intended to improve reliability and we have asked Network Rail to explain why deferral is sensible given current performance problems on this route.



Arup, the independent reporter, considers that Network Rail's data for **station and light maintenance depot condition** is unreliable. Network Rail disagrees. These regulated measures relate to CP4 spending of £1.25bn so it is important we resolve the issue quickly and agree any action necessary to improve the data.

Asset management

Network Rail has shown us its proposals for delivering its **Asset Management Improvement Plan (AMIP) 2012**. This seeks to advance its capabilities across a wide range of asset management activities. We are encouraging Network Rail to work towards excellence in asset management as measured by an international standard and we have asked it to extrapolate its AMIP 2012 plans to indicate whether the post-2012 trajectory will deliver this.

Network Rail recently announced the completion of **risk-based management (RBM)** surveys of 100,000 signalling assets. We encourage universal adoption of RBM and would like to see the early completion of surveys for the remaining 100,000 signalling assets and the extension of formalised RBM to other asset groups.

We are concerned that Network Rail cannot produce credible **whole life cost analyses** of maintenance and renewal spending due to unreliable maintenance unit costs, as recently audited by Arup. We will need Network Rail to support its 2011 initial strategic business plan (ISBP) submissions with whole life cost analyses so time is short to make the necessary improvements.



Network Rail has acknowledged that it cannot demonstrate the sustainability of its current **structures policy**. A jointly commissioned independent reporter study is underway to improve understanding of Network Rail's management of civil structures and help it plan to achieve best practice. We expect this to be finished in December, and will report the findings in the Q3 monitor.



Network Rail is broadly on plan for delivery of **plain line and switch and crossing (S&C) renewals**. Its revised track asset policy, which we have agreed is a reasonable basis for managing these assets in CP4, will deliver 13.7% less plain line and 15.5% fewer S&C units in 2010-11 than assumed in our periodic review determination for 2009-14.



Network Rail is now making good progress resolving unclosed independent reporter recommendations to improve its **asset information**. It has closed out most recommendations relating to



Train delays due to track assets have continued to improve this quarter with a 4.6% reduction on a year ago, helped by the decreasing impact of temporary speed restrictions. However following the severe weather in the last half of 2009-10 track quality measures have continued to deteriorate. We have discussed this with



Great Britain summary

Network Rail and are encouraged to see plans to improve maintenance methods. We will continue to monitor this.

It is encouraging to see improvements in delays due to **axle counters, cable faults and points failures** compared with last year. Failures due to signalling system and power supply faults increased 12.8% but delays from these causes are less than last year.

The number of overhead line or third rail incidents fell slightly compared with last year but the average delay per incident rose. We intend to commission, jointly with Network Rail, a review of its strategy for managing these assets.



Network Rail is making good progress with its New Product Introduction Process. We suggested that substantial benefits might be gained from greater supplier involvement and Network Rail's recent supplier perception study 2010 also suggests that it needs to make improvements in this area. We need to see evidence that this new process is working well, and plan to review a sample of projects that have gone through the process later in the year.

Annual return

Since publication of the Q4 2009-10 monitor, Network Rail has published its 2009-10 annual return². The more detailed and final figures in that document do not alter any of the conclusions or views contained in the last Network Rail monitor.

² Network Rail's Annual Return 2010 is at: <http://tinyurl.com/3a3h7dy>

Timetable development

Since being implemented for the May 2010 timetable change, Network Rail's new Integrated Train Planning System (ITPS) has caused significant timetabling problems for train operators and their customers. These included delays in publishing pocket timetables and led to some services being invisible to online users. We have investigated the causes of this and in July we wrote to Network Rail saying we believed it may be in breach of its licence. We have now completed our investigation and our board has concluded that Network Rail has breached its licence: the way it planned and implemented ITPS fell unacceptably short of best practice in areas such as risk management and the way it involved stakeholders. Moreover the company is not yet consistently providing the accurate, timely information passengers need to plan their journeys. We are, however, satisfied that Network Rail is working hard to address these problems and that it has an appropriate, resourced plan to restore normal timetabling services as quickly as possible. Full details of our investigation and the letter announcing our breach decision are on our website³. A decision on any financial penalty will be taken later in the year once the full impact and repercussions of the problems are clearer.

In the last monitor we said we had concerns about Network Rail's ability to take a strategic view of timetable development, based most recently on the way it approached the development of a new east coast timetable. We have now concluded a cross-industry review of the lessons to be learnt from the east coast experience. The report has identified sensible changes for Network Rail, ORR, funders and the wider industry to implement. These include ideas to improve

³ Information about the ITPS investigation is at:
www.rail-reg.gov.uk/server/show/ConWebDoc.8261



processes and communication, to clarify expectations and to align where possible access planning and franchising processes. Many changes are already in hand and we will work with Network Rail and the wider industry to implement all of the recommendations as quickly and efficiently as possible. The full report is on our website⁴.

Passenger information during disruption

A cross-industry programme of work has been set up to improve the provision of accurate, consistent and timely information to passengers during major delays and disruption. This work is led by a steering group comprising members from TOCs, ATOC, Network Rail and Passenger Focus. This is an important initiative which we support.

A code of practice has been developed based on best practice covering all aspects of information provision from site to passenger. The industry is now embedding this code of practice into normal business. This requires extensive training to enable staff to work differently across a wide range of activities. The steering group, supported by project managers, has undertaken a number of audits and is working through agreed actions with dedicated champions within Network Rail and each of the TOCs. However, commitment (and therefore progress to making changes) has been variable across the industry.

Network Rail has written to us stating that sufficient progress is not yet being made. We share this view and we intend to challenge any Network Rail routes or train operators that are falling behind.

⁴ East coast mainline - lessons learnt report at:
www.rail-reg.gov.uk/upload/pdf/ecml-lessons-learned-report-200810.pdf

Network capability information to stakeholders

In aiming to improve its response to its customers, Network Rail has set out response times for typical gauging information requests and has agreed these with its stakeholders. We continue to be involved with the industry stakeholder workshops (the next one is in September) and to monitor the progress of key milestones.

Network Rail has appointed a dedicated gauging strategy manager to oversee the gauging information work. It has made steady progress in updating its National Gauging Database and is working to achieve its target of having 75% of data less than four years old by the end of September 2010. When completed, this will enable Network Rail to provide the faster responses to gauging requests its customers want and will also result in fewer special surveys.

We have asked Network Rail to deal with similar concerns over power supply capability information. Network Rail is addressing this by consulting stakeholders about the current process for identifying changes in power supply requirements, existing limitations and a statement of requirements. Stakeholders were invited to provide feedback by the end of July on whether Network Rail's proposals would address the industry's needs adequately. Network Rail is considering the feedback and will run a stakeholder workshop in October to discuss options and agree the next steps. We will be involved and will monitor its progress delivering the steps agreed.

Investment at stations

We commissioned the independent reporters recently to investigate whether there is any evidence that works at stations can be done more cheaply and quickly by train operators than by Network Rail. The final report has been issued and a summary is on our website⁵.

⁵ See: www.rail-reg.gov.uk/upload/pdf/nichols-enhancement-costs-240610.pdf

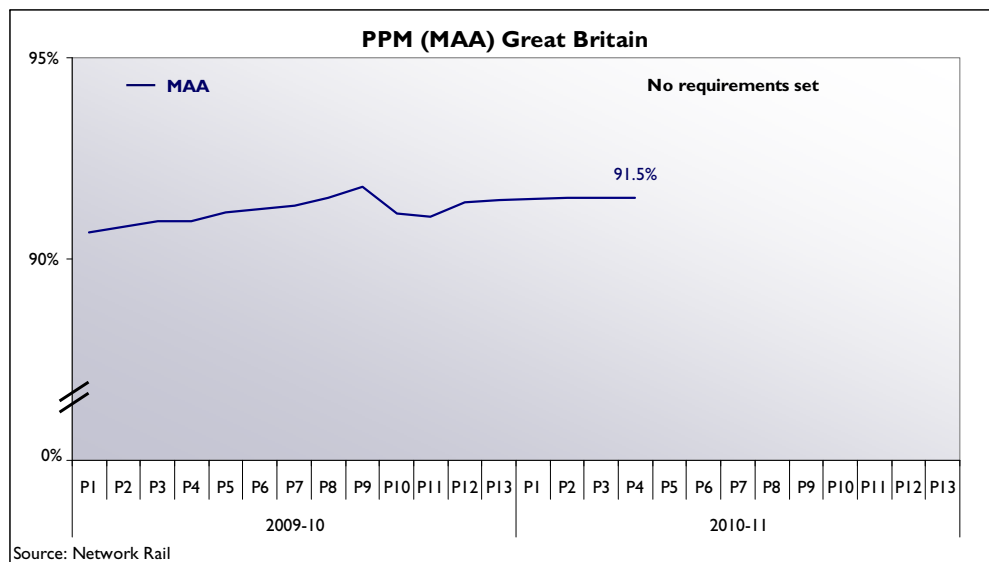


The report noted that where comparable information is available the delivery efficiency for the small number of TOC projects was higher than the Network Rail average for a larger sample of schemes. However the report stated that the sample size was too small to draw definitive conclusions. It also identified a number of procedural, structural and behavioural barriers that act as disincentives for TOCs to deliver projects. Some of the key issues raised include the complexity of approval processes, the length of franchises, the split of maintenance and renewal responsibilities and the approach to risk. The report recommended that we work with DfT to consider how best to use franchises to encourage TOC delivery of projects and explore ways in which a single party could assume responsibility for both maintenance and renewals at stations. We are following up all recommendations.

Train service performance

Public Performance Measure (PPM)

The network-wide PPM moving annual average (MAA) was 91.5% at the end of period 4, virtually unchanged over the last five periods and not quite back to the record level of 91.8% achieved at the end of period 9 in 2009-10, just before severe weather affected the network.



Our CP4 determination specified minimum levels of PPM for Scotland and each of the three England and Wales rail sectors for each year of the five-year control period.

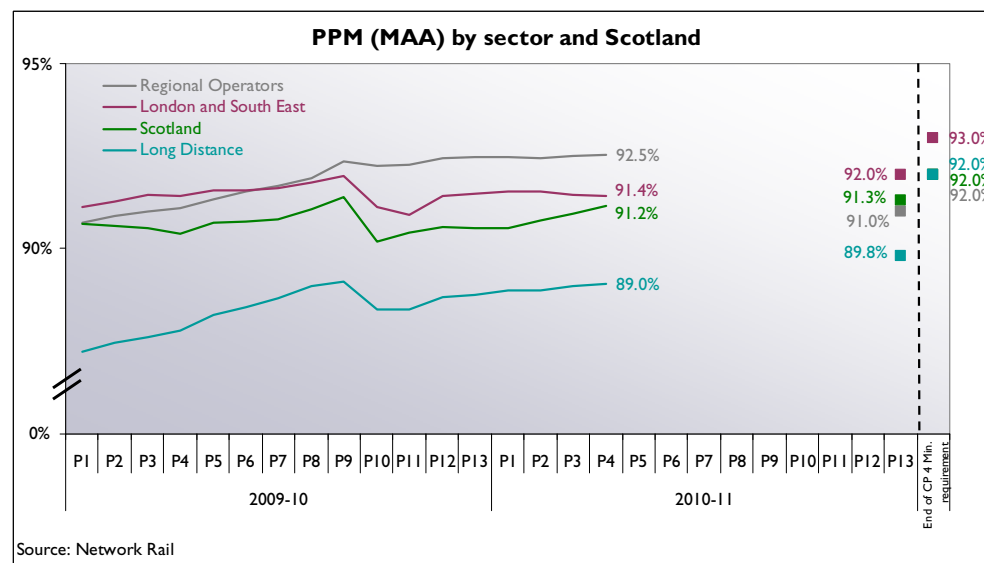
The **regional sector** is performing strongest, with MAA PPM at a best ever level of 92.5% at the end of period 4.

First ScotRail had a seventh successive period of improvement ending at 91.2%, but still 0.2% below its peak at period 9 in 2009-10.

The **long-distance sector** continued to improve, and at 89.0% is now back to where it was at period 8 last year.

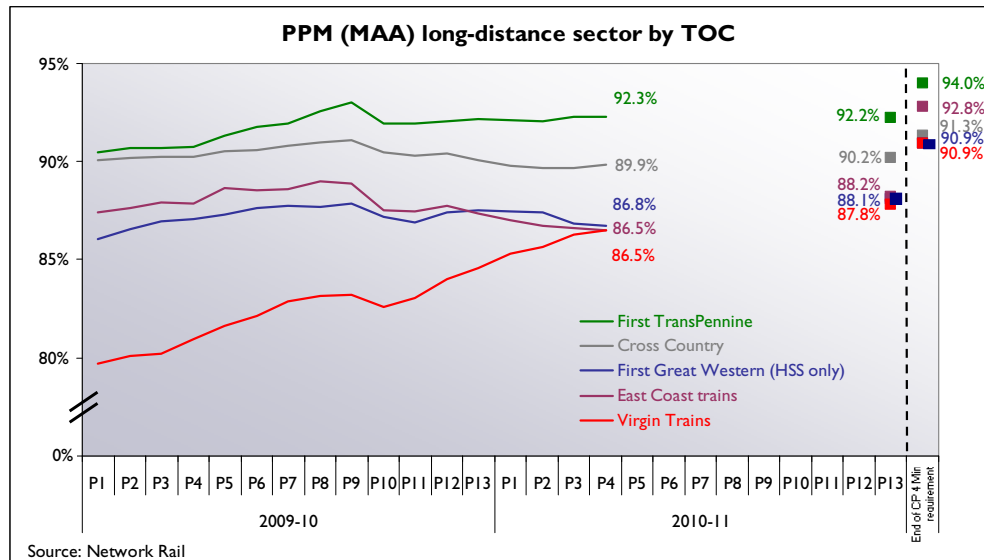
The **London and South East sector** (91.4%) has yet to recover to the 2009-10 period 9 level of 92.0%. A slight deterioration in period 4 is related to a series of very major incidents. The industry is again looking at service recovery.

With no major timetable changes, rolling stock developments or significant new network constraints (due to projects) in the near future, we consider Network Rail is on course to deliver its sectoral and Scotland PPM commitments this year.



Train service performance

Following the agreement of individual 2010-11 JPIPs, Network Rail has produced an addendum to its CP4 delivery plan update for 2010 showing the latest set of JPIP targets for PPM and delay minutes⁶. Many targets exceed the trajectories included in Network Rail's original delivery plan, and the company has said that it expects to be held to account for their delivery. We will continue to enforce these commitments in line with the policy we published on our website in June⁷.



West coast performance



Network Rail performance on the west coast main line was a serious concern throughout last year. In the last monitor we noted that Network Rail had worked well to bring about some encouraging improvements towards the end of the year.

While the JPIP PPM targets are being achieved (at the end of period 4 the PPM MAA was 86.5% against a target of 86.2%), Network Rail is still not delivering its commitments for delay minutes. In period 4 Network Rail exceeded its target by 10% although it improved by over a third on the same period last year⁸. In the light of this we met recently with Network Rail and reviewed its further plans for ensuring that delay minutes are reduced to the agreed target levels. We concluded that these additional schemes were robust and should deliver the expected results.

Recognising the ongoing and consistent improvement in punctuality on this route the special west coast joint performance improvement board has agreed to stand down. We are, however, continuing to monitor performance closely.

East coast performance



The east coast main line has recently been suffering from poor performance, particularly affecting East Coast trains. Performance is falling short even against a revised, lower JPIP trajectory agreed by Network Rail and East Coast trains for 2010-11.

Network Rail is cooperating well with its customer to understand and address the problems and both parties believe the JPIP to be challenging and deliverable. But we are seriously concerned about the continuing shortfall against the JPIP trajectory.

⁶ Network Rail's CP4 addendum is at: <http://tinyurl.com/2vble2l>
⁷ See: www.rail-reg.gov.uk/upload/pdf/asset-policies-conclusions-010610.pdf

⁸ Provisional period 5 data indicates that delay is back on trajectory.

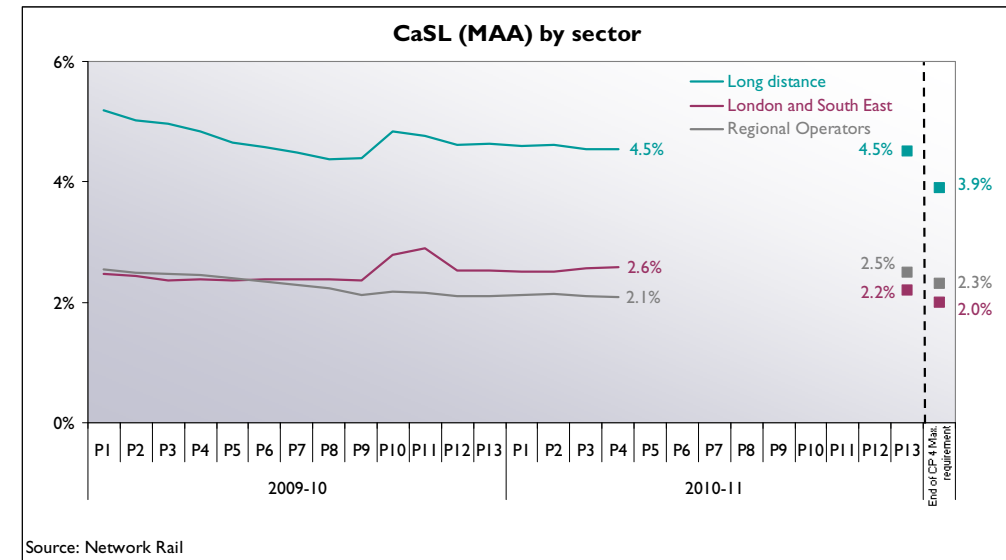
Train service performance

We have reviewed performance with Network Rail, the train operator and DfT and we are monitoring closely. We have visited both companies in York to see at first hand the detailed actions being taken to recover performance. There seems to be no one single cause behind the problems and so the action plans cover many different areas for both Network Rail and East Coast trains to address, including overhead line performance and train fleet reliability.

We will again meet with Network Rail, the operator and DfT in September to review performance up to the end of period 5 and to receive an update on the Eureka timetable performance modelling.

Cancellations and Significant Lateness (CaSL)

In line with PPM, CaSL overall remained broadly flat, on a MAA basis, at period 4 for all sectors. The **regional** and **long-distance** sectors showed a slight improvement while **London and South East** was marginally worse.



The MAA for London and South East CaSL needs to fall substantially to achieve the full year regulatory maximum set in PR08. As it was badly affected by exceptional disruption in winter 2009-10, it should move downwards when that falls out of the MAA later this year. But while there is unlikely to be another winter as severe and prolonged as 2009-10, the requirement would still be hard to achieve if CaSL only matched that in winter 2008-09. It is important that Network Rail remains focused on seasonal preparedness and service recovery.

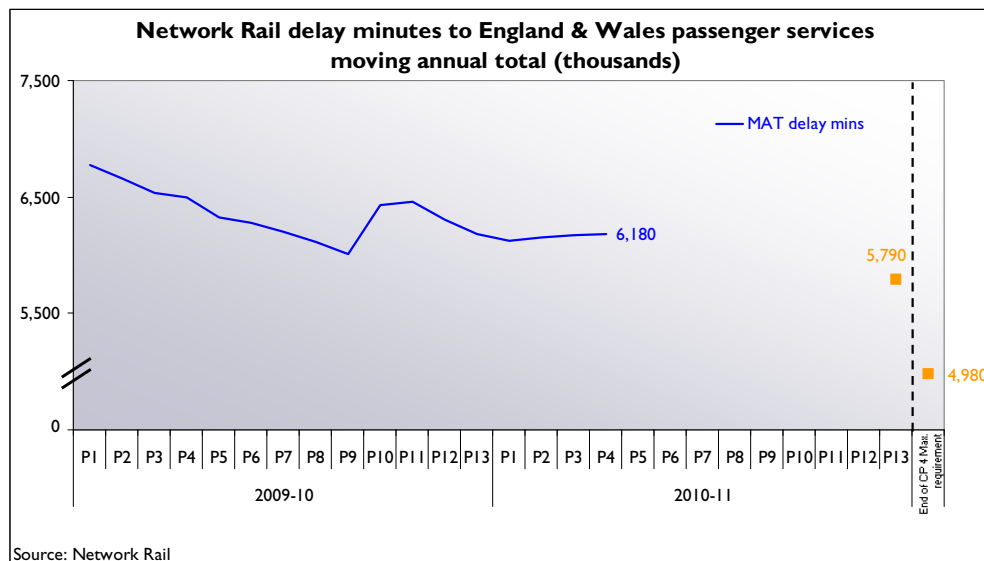
Train service performance

Network Rail delay to passenger services

England & Wales

The impact of warm weather on non-track assets led to an increase in Network Rail delay minutes on the hottest days. However, TOCs have recognised some good weather management by Network Rail, notably the avoidance of critical rail temperature problems on the east coast main line. External incidents also continue to be a problem, with significant delays due to cable theft and fatalities.

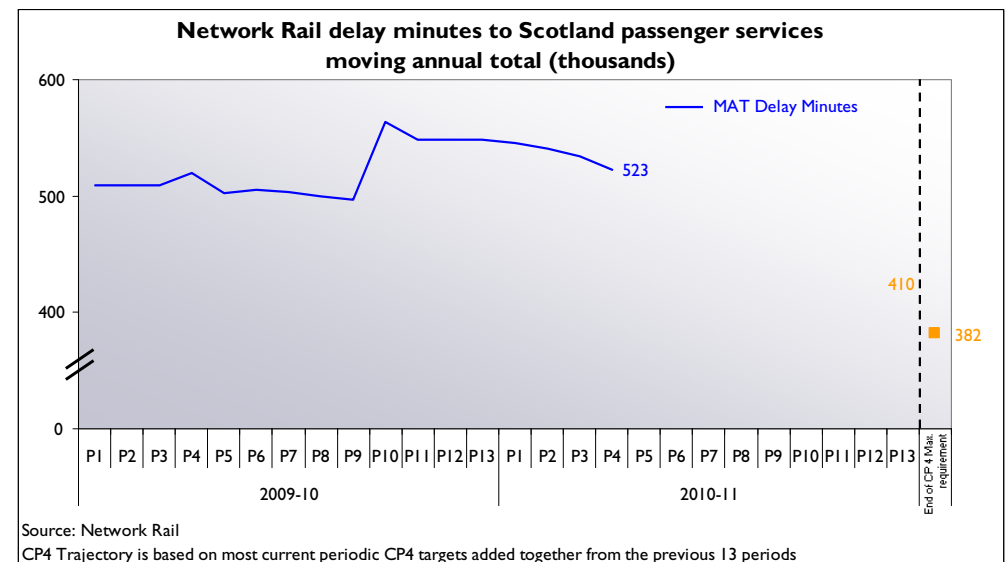
The moving annual total (MAT) of Network Rail delay minutes to passenger operators at the end of period 4 was 6,180k, slightly adrift of the trajectory needed to meet the year-end target. Periods 2, 3 and 4 were all worse than planned and the situation is starting to cause concern. We are asking Network Rail what it will be doing to recover the situation.



Source: Network Rail

Scotland

After a sluggish early 2009-10 and a difficult winter, Network Rail delays to First ScotRail services are now well down on last year and ahead of plan. After allowing for the adverse effects of the 2009-10 winter falling out of the moving annual total calculations, we are content that Network Rail is on course to meet its commitment at the end of 2010-11.



Source: Network Rail

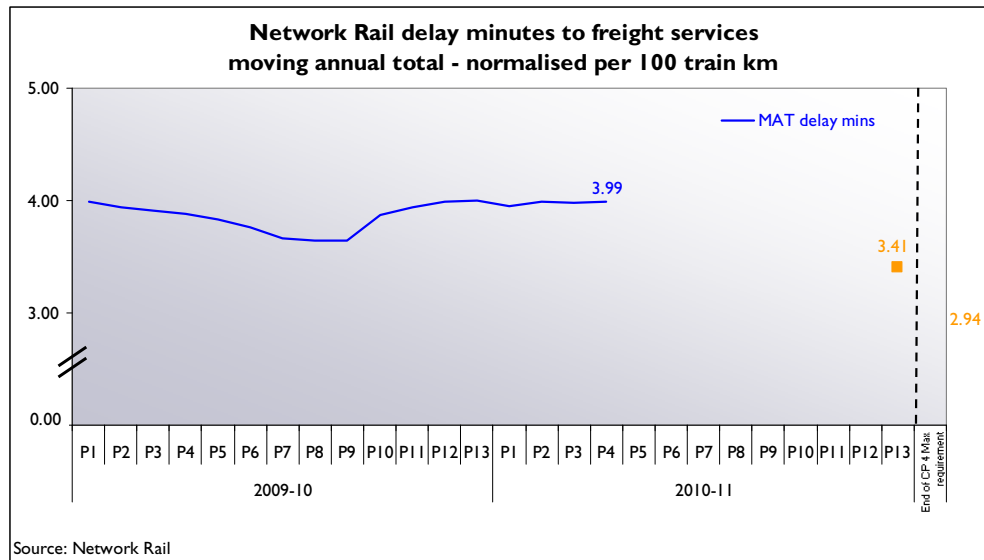
CP4 Trajectory is based on most current periodic CP4 targets added together from the previous 13 periods

Train service performance

Network Rail delay to freight services

In our CP4 determination we set Network Rail maximum levels of freight train delay minutes across the whole GB network. These maxima are normalised for the volume of freight traffic as this tends to fluctuate more than the volume of passenger traffic.

Network Rail delay to freight services on a MAT basis remains worse than planned.



We asked Network Rail to report to us on this subject quarterly during 2010-11 and we now have its first quarter assessment.

Some methods of service recovery, including cancellations, cannot be applied to freight services and the main focus has to be on preventing incidents. Key freight routes have suffered particularly badly from the effects of cable theft and it is hoped that the wide range of initiatives being taken to tackle that problem will lead to an early improvement. Many freight train arrangements have to be made at short notice and the ITPS difficulties have caused some particular performance problems from trains running with unvalidated schedules.

These issues are now diminishing. Freight performance reporting has been given a higher profile within Network Rail and work is under way to engage freight operators in joint performance improvement planning broadly similar to the well-established JPIP process for passenger train operators. We continue to take a close interest in this area.

Train service performance

Reduced unplanned disruption from possession overruns

In July we wrote to Network Rail noting the independent reporter's findings that it had embedded successfully the use of a major new work instruction. This completes the programme of work addressing the weaknesses exposed by the possession overruns in January 2008 in areas including site and risk management, and in respect of which we took enforcement action⁹.



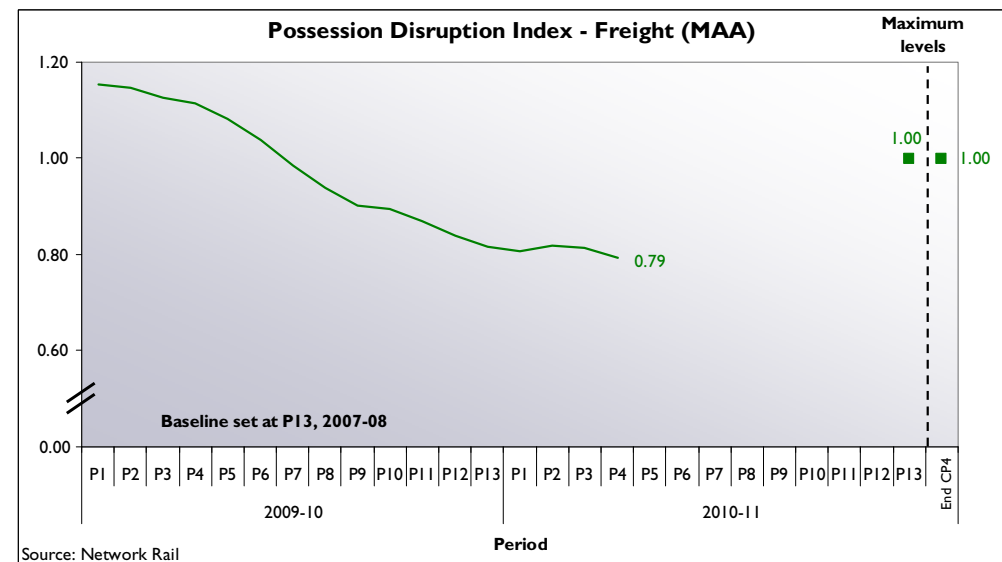
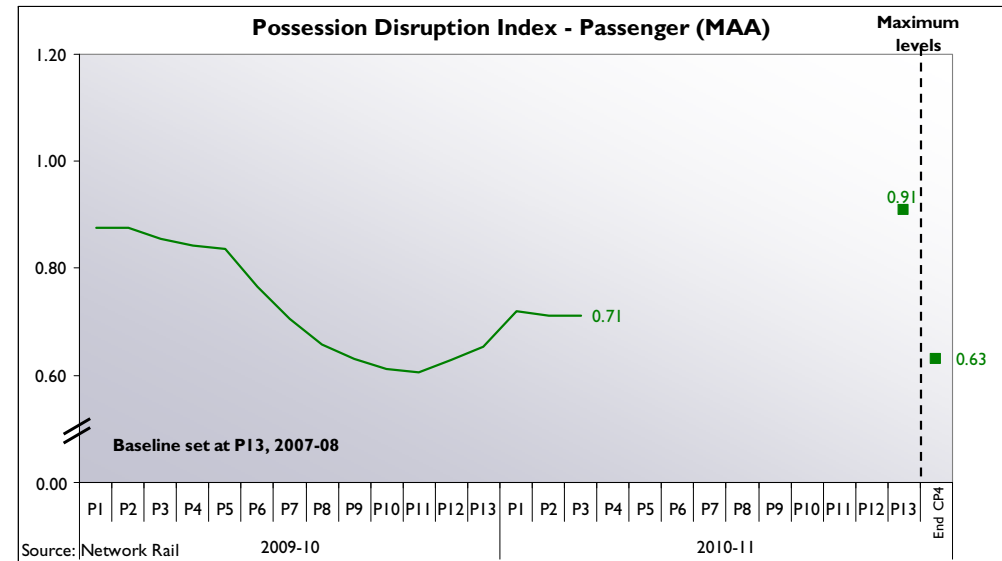
Network availability - reducing planned disruption

Both passenger and freight indices have improved compared to the same period last year. This is encouraging as it was originally expected most improvement would come later in the control period.



The passenger index (PDI-P) is starting to improve again on an MAA basis and is almost back to where it was last October. The increase in the index in late 2009 is attributed to an increase in the volume of work being done. For freight, PDI-F is at its lowest recorded level at 0.79.

Network Rail is now testing its new Network Availability Reporting System. This is an important development because it should give greater visibility and confidence about the effect individual initiatives will have on future network availability.



⁹ See: www.rail-reg.gov.uk/upload/pdf/improving-project-delivery-2010-audits-150710.pdf

Overview

Network Rail has made further progress with its enhancements programme. In May the new platform zero at King's Cross station was completed ahead of schedule and progress has been made towards commissioning the plant room and shared service yard by the end of September. However, there are a number of projects that we consider are at risk of being completed late. Some of these are delayed due to factors outside Network Rail's control but for others we require Network Rail to step up progress.

One factor has been the ongoing development of rolling stock plans. DfT is reviewing its procurement programme in the light of overall spending requirements. Network Rail needs to make assumptions about rolling stock to enable the efficient design of schemes to increase capacity. We were concerned that it was unlikely Network Rail would meet some of the delivery plan milestones because of this uncertainty, but it had not defined and communicated this through the delivery plan change process. We asked Network Rail to write to us to clarify this¹⁰. This letter identifies projects - in Leeds, Manchester and Sheffield - where delays agreeing rolling stock plans mean Network Rail will not meet the delivery plan dates but where it is not yet possible to provide robust revised dates (and hence use the full change control process). We will not take action against the company for failing to meet the current target dates. Development work will continue on these projects where appropriate and we will monitor progress. We will work closely with all parties to agree when revised dates can be established.

A second factor is the availability of third party funding. Network Rail's letter identifies Gatwick Airport and Bromsgrove electrification as two affected projects. We will not take action against the company

¹⁰ See: www.rail-reg.gov.uk/upload/pdf/cp4_delivery_plan_enhancements_letter_240810.pdf

for failing to meet the current milestones on projects where this is caused by delay to the confirmation of funding. But development work will continue where appropriate. Obviously the sooner the position can be resolved the sooner delivery dates can be established.

The coalition government's priority to reduce the budget deficit may result in decisions that could affect the current programme. Any such changes would need to be approved through the change control process, which requires Network Rail to consult relevant stakeholders before submitting requests to us. We have also delayed our next assessment on Network Rail's capability to deliver its CP4 enhancement programme until there is clarity on whether the current programme is affected by these decisions.

Enhancements delivery plan changes

Changes approved this quarter are published on our website¹¹. These included the delay of the completion date for the Cotswold line redoubling and a new entry for the electrification programme defining obligations, scope of works and milestones. We are still waiting for discussions to conclude between East Midlands Trains and Network Rail before considering proposed changes to the St Pancras Sheffield line speed improvements project.

Efficiency review of funds

We commissioned recently an efficiency review of a sample of schemes from the Network Rail Discretionary Fund (NRDF) and Strategic Freight Network (SFN) fund. Summaries of these reports have been published on our website¹².

¹¹ See: www.rail-reg.gov.uk/upload/pdf/cp4-enhancements-delivery-plan-170510.pdf
www.rail-reg.gov.uk/upload/pdf/cp4-enhancements-delivery-plan-250610.pdf

¹² See: www.rail-reg.gov.uk/upload/pdf/enh-nr-discretionary-fund-jul10.pdf
www.rail-reg.gov.uk/upload/pdf/enh-strategic-freight-network-jul10.pdf



For the schemes funded by the NRDF, the reporters found that the eligibility and governance criteria were applied rigorously and stakeholders were being engaged. There is also evidence that value management has been undertaken during project development to improve benefits and challenge costs. For the SFN, the reporter concluded that benchmarks for efficient project delivery were met and made some recommendations to improve the efficient delivery of the Felixstowe to Nuneaton scheme.

We have used the findings of these studies in our annual efficiency assessment and we will take forward the recommendations with Network Rail.

Power supply assessment

In June the independent reporter Nichols completed its latest review. This was to establish how much progress Network Rail had made against the actions from Nichols' first report on power supply issues in May 2009 and to update it in the light of new information. The report concluded that Network Rail had made strong progress since the first report, but plans for the Anglia routes were not yet robust.

We have been monitoring closely the delivery for the Anglia routes and the latest review meeting took place in August 2010. We have raised concerns about the management of these projects previously and Network Rail has taken steps to address them. We are satisfied that the risks to delivery are now being managed more effectively.

GSM-R

In April, Network Rail published its network change notice (NCN5) for the national implementation of GSM-R. However, most train operators have been unwilling to sign up to it at this stage although they recognise the good work done so far and the need to start cab fitment ahead of full agreement. We remain concerned that the cab

fitment rate is not increasing as quickly as we had hoped although better progress is now being made on the basis of bilateral agreements.

ORR has now authorised the use of the interoperable GSM-R infrastructure in Strathclyde. This is a key step in the introduction of the new radio system which has been running as a trial in that area. First ScotRail's class 320 units are authorised to use the new radios operationally and we expect that it will apply for further classes of train to be authorised in due course. The legacy SMA radio system cannot be decommissioned until all its users have switched over to the new system. Separately, we have also approved the use of the GSM-R infrastructure on the Cambrian line. This removes another obstacle ahead of the introduction of the ERTMS signalling system on that line.

ERTMS

We now expect to see further delays to commissioning of the Cambrian ERTMS trial. The reliability of the equipment is improving but there needs to be further evidence of reliable operation before it can be used for full operation. The drivers' machine interface is still not satisfactory and work continues to improve this.

We have a key role as the National Safety Authority for the introduction of ERTMS and we are helping to resolve how authorisation will be granted. This is a requirement of UK law before the equipment can be used in service. Completing the authorisation process is also proving challenging for Network Rail and Arriva Trains Wales, who have to ascertain that the system satisfies their safety management systems. This is slowing the submission of the certified technical files to us for authorisation. Along with Network Rail and DfT we are trying to find an acceptable route through this



process. We are reviewing project progress every two weeks in the run up to the planned commissioning.

Projects in Scotland

Further good progress on the **Airdrie to Bathgate** scheme has been made this quarter and we expect Network Rail to continue making all reasonable endeavours to finish on time in December.

Network Rail's delivery plan was updated this quarter to update the **Transport Scotland tier 3 schemes** programme. This provides clarity of Network Rail's obligations for both the infrastructure requirements to accommodate class 380 trains and the redevelopment of Waverley steps. Work continues on the Edinburgh to Glasgow Improvement Programme and we expect the delivery plan to be updated at an appropriate time to set out in greater detail the activities and milestones relating to this project.

Projects in England & Wales

Further works were completed this quarter on the **North London Line** to enable an increase in passenger services and protect capacity for freight services. A 14 week closure of the line between Gospel Oak and Stratford allowed Network Rail to undertake interim signalling measures, track renewal work, overhead line installation, platform lengthening and the refurbishment of some stations. Passenger and freight services resumed at the beginning of June as planned. This was a significant achievement but Network Rail still has more to do, notably on the stations and signalling upgrade. This will require further closures at the end of this year and in early 2011. We remain satisfied that this project is on course to be completed by the date set out in the delivery plan.

We have approved the request to put back the delivery date for the **Thameslink** Key Output 1 (Blackfriars bay platform milestone) from



March 2012 until April 2012. This will allow the signalling commissioning of the Blackfriars bay platforms to occur during an extended possession over the Easter weekend of 2012. It is likely that the completion of works at **Farringdon** station will also be delayed, although the infrastructure should be capable of serving longer trains in December 2011 as planned.

Network Rail has submitted its target cost and baseline plan for the **Crossrail** surface works in line with the protocol. We now expect the CP4 enhancements delivery plan to be updated to reflect the milestones and scope of works.

The company has continued to work hard on reducing costs for both of these projects, which have both been reviewed as part of the government's review of major projects.

The independent value for money study on the **Intercity Express Programme** was reported in July and a decision on its future is expected following the spending review announcement in October. Meanwhile Network Rail continues to work on this programme to meet its obligations.

We are considering a proposal from Network Rail to delay **east coast main line overhead line renewals**. These are intended to improve reliability and we have asked Network Rail to explain why deferral is sensible given the current performance problems on this route.

During 2009-10 Network Rail made slow progress on its delivery of the **safety and environment fund** and underspent significantly. The company's report on progress was inadequate and we held a formal review meeting to allow the company to address our concerns. Network Rail has now accepted that progress has been unacceptable and it will prepare a revised plan which we will be



monitoring closely. It has assured us that any safety or environmental risks resulting from these delays have been mitigated and we will check this is the case.

Network Rail has developed revised plans for the **Stafford/Colwich** junction remodelling which meets its delivery plan outputs at a significantly reduced cost. The plans have been designed to deliver DfT's latest train service specification and a change control request was submitted to us at the end of August for approval. We will assess these changes taking into account the consultation responses.

Design work on the integration of **Waterloo International** has progressed, but is still expected to be completed later than planned.

Planning for the future

DfT and Network Rail have proposed that the public consultation periods for the route utilisation strategies for both rolling stock/depots and stations be put back from October 2010 until January 2011. This is to allow for these strategies to be amended following any decisions taken as part of the spending review in October. This delay has been ratified by the cross-industry planning group that oversees the RUS process, and we are assured that this delay will not impact adversely the planning ahead work for the next periodic review.

During the design and development of the west coast route modernisation project and the new high frequency timetable, Railtrack/Network Rail carried out modelling studies to predict train service performance on completion. In the light of the performance actually delivered, which was initially very poor but is now improving, we wished to understand how sound this modelling work had been and how it had been used in the design process. This is of particular importance given the other large, complex projects on the network



which will involve substantial infrastructure changes and entirely new service patterns with new timetables. These projects pose new performance challenges and risks, particularly with the very high proposed throughputs in the core central sections of both schemes. We need to be satisfied that Network Rail is managing its design processes to ensure that the final performance required can be delivered.

Network Rail agreed the need for this review and we jointly appointed the MVA consultancy to carry it out. This work was completed in July and published on our website¹³. We subsequently wrote to Network Rail asking how it will address the issues set out in the report. We are waiting for Network Rail's response.

¹³ See: www.rail-reg.gov.uk/upload/pdf/reporters-audit-ove-arup-jul10.pdf

‘Asset management’ is our term for Network Rail’s stewardship of the railway infrastructure. It covers all of the activities involved in the planning and delivery of maintenance and renewals.

Asset planning

At a high level meeting in early July, Network Rail set out for us its proposals for delivering its *Asset Management Improvement Plan (AMIP) 2012*. Based on *The Asset Management Roadmap*, a study by the independent reporter AMCL, AMIP 2012 seeks to advance Network Rail’s planning capabilities across a wide range of asset management activities. Seven workstreams are in progress, each owned by a director. They cover:

- asset management policy and strategy (now complete);
- asset group strategies and activity/output/expenditure forecasts;
- route asset management plans;
- asset information;
- competence;
- benchmarking; and
- research and development.

Network Rail is still developing the detail of what will be delivered by each workstream, and will share its planning with us over the coming months.

We are encouraging Network Rail to work towards excellence in asset management, as measured by an international standard; we have asked Network Rail to extrapolate its AMIP 2012 plans to indicate whether the post-2012 trajectory will deliver this aspiration.

Asset policies

Network Rail is working on new policies to include in the 2011 Initial Strategic Business Plan (ISBP). We are developing our requirements for this plan and will advise Network Rail of these in the autumn.

The independent reporter is completing a study to recommend a new suite of asset management key performance indicators (KPIs). From this work, we will select the KPIs we now need to monitor Network Rail’s delivery of its asset policies. We will confirm these KPIs to Network Rail later in September.

Network Rail has acknowledged that it cannot demonstrate the sustainability of its current structures policy. A jointly commissioned independent reporter study is now underway. This will improve understanding of Network Rail’s current management of civil structures and help it plan to achieve best practice. We expect the work will be finished in December, and will report the findings of the study in the Q3 monitor¹⁴.

Asset information

Network Rail is now making good progress resolving unclosed independent reporter recommendations to improve its asset information. It has closed out most recommendations relating to the civil asset register and electronic reporting system (CARRS). We are continuing to monitor progress.

Network Rail has recently appointed a director of asset information. His main task will be the planning and delivery of two proposed phases of asset information strategy development covering the

¹⁴ Separately, following concerns with the quality of structural inspections in the South East, we issued an improvement notice in March regarding Network Rail’s management of structures.

consolidation and integration of existing systems and the migration to new systems.

As Network Rail has more than 180 systems supporting its asset management functions, there is a clear need to complete phase 2 as soon as practicable. Achieving asset management excellence will rely heavily on substantial early progress with this work.

Arup, the independent reporter, considers that Network Rail's data for reporting the station stewardship measure and light maintenance depot condition is unreliable. Network Rail disagrees. These are regulated measures related to CP4 spending of £1.25bn, so it is important we reconcile the opposing views. We are working with Network Rail and Arup to do this quickly and to agree any action necessary to improve the data.

Opex, capex and whole life costing

At a meeting with us in July, Network Rail set out recent achievements and future plans for improving its maintenance and renewal (M&R) planning capability. A number of encouraging developments were presented, including examples of value engineering and progress with its maintenance restructuring plan. The restructuring is currently the subject of consultation with the trades unions with the aim that the new organisation goes live by January 2011. We are monitoring the change process closely, to ensure that safety is not compromised at any stage of development.

Network Rail recently issued a press release celebrating the completion of risk-based management (RBM) surveys of 100,000 signalling assets. We encourage the universal adoption of RBM and would like to see the early completion of RBM surveys for the remaining 100,000 signalling assets and the extension of formalised RBM to other asset groups with currently little or no coverage.



We are concerned that Network Rail is unable to produce credible whole life cost analyses of its M&R spending. This is due to unreliable maintenance unit costs, which were recently audited by Arup. We will need Network Rail to support its 2011 ISBP submissions with whole life cost analyses. Time is therefore short to make the necessary improvements.

Asset delivery

Track renewals

Nationally, Network Rail is slightly behind plan in its delivery of plain line track but slightly ahead of plan for switch and crossings (S&C) delivery. Neither variation is significant at this stage of the year.



Network Rail's revised track asset policy, which we have agreed is a reasonable basis for managing these assets in CP4, will deliver 13.7% less plain line and 15.5% fewer S&C units in 2010-11 than we assumed in our PR08 determination.

Signalling and telecoms renewals

Network Rail has reported commissioning around double the planned number of signalling equivalent units (SEUs) in Q1, with the year end forecast also well ahead of plan. However, the reported number of delivered SEUs appears to include some enhancement projects (omitted from the planned numbers). Network Rail needs to address this inconsistency. We plan to include renewals delivery in next year's audit programme of data accuracy and reliability.

With regard to telecoms assets, it is encouraging Network Rail has recovered a backlog in driver only operation CCTV systems delivery, carried over from last year. We hope to see this improved delivery continue for the remainder of the year.

Structure renewals

Network Rail is currently developing improved processes for reporting structure volumes. We expect to review a draft of the improved reports by the end of the year.

Asset condition and reliability

Track assets

Train delays due to track assets have continued to improve this quarter with a 4.6% reduction compared to a year ago; this has been helped by the decreasing impact of temporary and emergency speed restrictions. However, following the severe weather in the last half of 2009-10, track quality measures have continued to deteriorate. We have discussed this with Network Rail and are encouraged to see plans to improve maintenance methods. We will continue to monitor track quality measures to determine if these plans are resulting in the desired improvements.



Non-track assets

Signalling

Network Rail has started to report separately the performance of axle counters (which used to be included in the track circuit category). This is helpful given the very different reliability characteristics. It is encouraging to see significant improvements in delay minutes due to axle counters, cable faults and points failures compared with Q1 last year. Delays due to cable faults have reduced despite a slightly greater number of failures. The level of failures due to signalling system and power supply faults has increased by 12.8%, but total delays are less than last year.

Electrification

The number of overhead line or third rail incidents has improved



slightly compared with Q1 last year, although the average delay caused by each incident has worsened. To date, Network Rail's management of electrification and power supply assets has not been included in the independent reporter assessments of asset management maturity and we intend to commission jointly with Network Rail, a review of its strategy for managing these assets. We will report progress with the review in the Q2 monitor.

Technology introduction

Network Rail needs to exploit new technology to improve efficiency and performance. But it must do so in ways which avoid the reliability problems which marred the introduction of axle counters and HPSS points.



Network Rail recently briefed us recently on some newly-introduced technologies, including automatic crossing welders, rapid mechanised tree cutters, mobile flash-butt welding plant and mechanised rail unclipping machines. These are improving productivity and yielding efficiency savings. We continue to monitor Network Rail's video inspection programme, which is intended to complement other track inspection methods and improve safety. This type of technology has produced significant benefits already in the Netherlands.

Network Rail is making good progress with its New Product Introduction Process. In the last monitor we suggested that substantial benefits might be gained from greater supplier involvement. Network Rail's recent supplier perception study 2010¹⁵ also suggests it needs to make improvements in this area.

We need to see evidence that this new process is working well, and plan to review a sample of projects that have gone through the process later in the year.

¹⁵ Presentation slides are available at: <http://tinyurl.com/2c4x749>

This Q1 Network Rail monitor gives our assessment of Network Rail's performance in the first four periods of 2010-11.

Customer service

Introduction of Network Rail's **Integrated Train Planning System (ITPS)** caused significant problems for train operators and their customers. These included delays to pocket timetables and some services being invisible to online users. We have investigated the causes and have concluded that Network Rail has breached its licence: the way it planned and implemented ITPS fell unacceptably short of best practice in areas such as risk management and the way it involved stakeholders. Moreover it is not yet consistently providing the accurate, timely information passengers need to plan their journeys. We are, though, satisfied that it is taking the necessary steps to restore normal timetabling services as quickly as possible. Details of our investigation and the letter announcing our breach decision are on our website. A decision on any financial penalty will be taken later in the year once the full impact and repercussions of the problems are clearer.



Previously we raised concerns about Network Rail's ability to take a strategic view of **timetable development**. A cross-industry review of lessons learnt from developing the new east coast timetable has recommended changes for Network Rail, ORR, funders and others to improve processes and communication, clarify expectations and where possible align access planning and franchising processes. We are working with the industry to implement these.



The cross-industry programme to improve provision of **information to passengers during major delays and disruption** is an important initiative which we support.



The monitor focuses on issues of Network Rail's delivery for which it is accountable under its network licence. We have used colour flags to show at a glance our current level of concern with an issue:



Network Rail delivery is satisfactory or good.



Network Rail delivery is currently unsatisfactory and/or we have some concerns about future delivery. We have raised the issue with Network Rail at a working level.



The issue is subject to special scrutiny, with intensive investigation and enhanced monitoring. We may have discussed potential licence concerns with Network Rail Directors.



We have major concerns about current and/or future delivery. We are considering, or have already decided to take formal enforcement action.

We welcome feedback on the content and format of this publication. Please address your comments or queries as follows:

Customer service and general comments:

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Train service performance:

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Developing the network:

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Statistics in this publication:

Jay Lindop on 020 7282 3978 or Jay.Lindop@orr.gsi.gov.uk

However commitment (and therefore progress) has been variable across the industry. We are monitoring progress through our membership of the steering group and will challenge any Network Rail routes or train operators that are falling behind.

Network Rail has agreed response times for typical **gauging information** requests with its stakeholders. We have asked it to deal with similar concerns over **power supply capability information**; it has consulted stakeholders on their needs and will run a workshop in October to agree the next steps.

A report investigating whether works at stations can be done more cheaply and quickly by train operators than by Network Rail found some evidence of greater efficiency by TOCs but insufficient to draw definitive conclusions. However it identified procedural, structural and behavioural barriers that act as disincentives for TOCs to deliver projects including the complexity of approval processes, the length of franchises, the split of maintenance and renewal responsibilities and the approach to risk. We are following up the recommendations.

Train service performance

First ScotRail PPM (MAA) had a seventh successive period of improvement ending at 91.2%, but is still 0.2% below its peak at period 9 in 2009-10. Network Rail delays to First ScotRail services are well down on last year and ahead of plan. We consider Network Rail is on course to deliver both its PPM and delay commitment this year.

Network Rail performance on the **west coast main line** was a serious concern throughout last year. The JPIP PPM targets are now being achieved but despite significant improvement over last year Network Rail is not yet meeting all delay minute targets. We met to review its further plans for reducing delays to the agreed levels and



concluded that these were robust. Recognising the consistent improvement in punctuality on this route the special west coast joint performance improvement board has agreed to stand down, but we will continue to monitor Network Rail closely.

The **east coast main line** has recently been suffering from poor performance, particularly affecting East Coast trains. Performance is falling short of the revised, less ambitious JPIP agreed earlier in the summer. Network Rail is cooperating well with the TOC to understand and address the problems and both parties believe the JPIP to be challenging and deliverable, but we are seriously concerned about the continuing shortfall against the trajectory. We have visited both companies in York to see at first hand the detailed actions being taken to recover performance and will again meet with Network Rail, the operator and DfT in September to review performance up to the end of period 5.

Network wide passenger and freight indices for **network availability** improved compared to the same period last year. This is encouraging as it was originally expected most improvement would come later in the control period. For freight, PDI-F is at its lowest recorded level: 0.79.

Developing the network

Further good progress on the **Airdrie to Bathgate** scheme has been made this quarter and we expect Network Rail to continue making all reasonable endeavours to finish on time in December.

Network Rail's delivery plan was updated this quarter to update the **Transport Scotland tier 3 schemes** programme. This provides clarity of Network Rail's obligations for both the infrastructure requirements to accommodate class 380 trains and the redevelopment of Waverley steps. Work continues on the Edinburgh



to Glasgow Improvement Programme and we expect the delivery plan to be updated at an appropriate time to set out in greater detail the activities and milestones relating to this project.

In April Network Rail published its network change notice (NCN5) for national implementation of **GSM-R**. Most train operators have been unwilling to sign up to it at this stage. We remain concerned that cab fitment is progressing slowly although better progress is now being made on the basis of bilateral agreements.

Asset management

Network Rail has shown us its proposals for delivering its **Asset Management Improvement Plan (AMIP) 2012**. This seeks to advance its capabilities across a wide range of asset management activities. We are encouraging Network Rail to work towards excellence in asset management as measured by an international standard and we have asked it to extrapolate its AMIP 2012 plans to indicate whether the post-2012 trajectory will deliver this.

Network Rail has acknowledged that it cannot demonstrate the sustainability of its current **structures policy**. A jointly commissioned independent reporter study is underway to improve understanding of Network Rail's management of civil structures and help it plan to achieve best practice. We expect this to be finished in December, and will report the findings in the Q3 monitor.

Network Rail is now making good progress resolving unclosed independent reporter recommendations to improve its **asset information**. It has closed out most recommendations relating to the civil asset register and electronic reporting system (CARRS). We are continuing to monitor progress.

Arup, the independent reporter, considers that Network Rail's data for **station and light maintenance depot condition** is unreliable.



Network Rail disagrees. These regulated measures relate to CP4 spending of £1.25bn so it is important we resolve the issue quickly and agree any action necessary to improve the data.

Network Rail recently announced the completion of **risk-based management (RBM)** surveys of 100,000 signalling assets. We encourage universal adoption of RBM and would like to see the early completion of surveys for the remaining 100,000 signalling assets and the extension of formalised RBM to other asset groups.

We are concerned that Network Rail cannot produce credible **whole life cost analyses** of M&R spending due to unreliable maintenance unit costs, as recently audited by Arup. We will need Network Rail to support its 2011 ISBP submissions with whole life cost analyses so time is short to make the necessary improvements.

Network Rail is broadly on plan for delivery of **plain line and S&C renewals**. Nationally, its revised track asset policy, which we have agreed is a reasonable basis for managing these assets in CP4, will deliver 13.7% less plain line and 15.5% fewer S&C units in 2010-11 than assumed in our PR08 determination.

Train delays due to track assets have continued to improve this quarter with a 4.6% reduction on a year ago, helped by the decreasing impact of temporary speed restrictions. However following the severe weather in the last half of 2009-10 track quality measures have continued to deteriorate. We have discussed this with Network Rail and are encouraged to see plans to improve maintenance methods. We will continue to monitor this.

It is encouraging to see improvements in delays due to **axle counters, cable faults and points failures** compared with last year. Failures due to signalling system and power supply faults increased 12.8% but delays from these causes are less than last year.



The number of overhead line or third rail incidents fell slightly compared with last year but the average delay per incident rose. We intend to commission, jointly with Network Rail, a review of its strategy for managing these assets.



Network Rail is making good progress with its New Product Introduction Process. We suggested that substantial benefits might be gained from greater supplier involvement and Network Rail's recent supplier perception study 2010 also suggests that it needs to make improvements in this area. We need to see evidence that this new process is working well, and plan to review a sample of projects that have gone through the process later in the year.

Annual return

Since publication of the Q4 2009-10 monitor, Network Rail has published its 2009-10 annual return¹⁶. The more detailed and final figures in that document do not alter any of the conclusions or views contained in the last Network Rail monitor.

¹⁶ Network Rail's Annual Return 2010 is at: <http://tinyurl.com/3a3h7dy>

Key statistics

Great Britain / England and Wales

	2009-10										2010-11				Regulatory targets	
	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P1	P2	P3	P4	End of 2010-11	End of CP4
Network availability	MAA															
Possession Disruption Index (PDI-P)	0.35	0.36	0.48	0.65	0.79	0.49	0.84	0.78	0.96	1.18	1.26	0.80	0.31	-	0.91	0.63
Freight Disruption Index (PDI-F)	1.10	1.18	0.98	0.61	0.68	0.68	0.81	0.59	0.61	0.81	0.74	0.97	0.84	0.82	1.00	1.00
Train performance	MAA															
PPM (including Scotland) ^{r1}																
Total PPM	92.5%	94.0%	93.6%	92.8%	90.3%	89.4%	79.9%	89.5%	91.8%	93.5%	94.0%	93.7%	93.0%	92.6%	N/A	N/A
Long Distance	89.4%	91.3%	91.4%	92.5%	88.8%	86.8%	74.6%	87.5%	89.7%	91.2%	90.7%	91.2%	90.3%	89.9%	89.8%	92.0%
London and South East	92.5%	94.4%	93.9%	93.0%	90.9%	89.0%	79.3%	88.2%	91.4%	93.6%	94.4%	93.8%	92.8%	92.0%	92.0%	93.0%
Regional	93.4%	93.8%	93.6%	93.0%	89.8%	90.9%	85.5%	92.4%	93.6%	94.2%	94.1%	93.8%	93.6%	93.8%	91.0%	92.0%
CaSL (England and Wales Only)	MAA															
Long Distance	3.9%	3.6%	3.7%	2.5%	4.1%	5.7%	13.0%	4.5%	4.3%	3.8%	3.8%	3.4%	3.6%	4.0%	4.5%	3.9%
London and South East	2.2%	1.5%	1.7%	1.8%	2.1%	2.7%	8.6%	3.7%	2.6%	1.6%	1.5%	1.8%	2.2%	2.5%	2.2%	2.0%
Regional	1.9%	1.8%	2.0%	1.8%	2.3%	2.3%	4.9%	1.9%	1.7%	1.8%	1.7%	1.9%	1.7%	1.7%	2.5%	2.3%
Delay Minutes (actual delay minutes)	MAT															
Passenger (1000s of minutes)	446.46	340.03	385.60	393.55	546.25	586.99	868.31	530.51	452.08	346.73	408.32	418.78	448.48	454.58	5,790.0	4,980.0
Freight (Normalised by per 100 train km)	3.48	3.15	3.17	3.12	3.99	4.44	8.36	4.52	4.76	3.72	2.81	4.01	3.55	3.65	3.41	2.94
Infrastructure	MAA															
Number of asset failures ^{r2}	3,371	3,042	3,025	2,957	3,084	3,220	3,027	3,135	3,078	2,763	3,109	3,086	3,037	3,048	N/A	N/A

GB data collected annually

Customer satisfaction	2007-08	2008-09	2009-10
TOC (mean satisfaction score)	Not collected	3.09	3.35
FOC (mean satisfaction score)	Not collected	2.93	2.95

Finance	2007-08	2008-09	2009-10
Adjusted Interest Cover Ratio	New measure		
Expenditure (£m)	5,930	6,934	5,644
Controllable Opex	1,175	1,313	991
Maintenance	1,118	1,104	1,071
Renewals ^{r3}	2,894	3,139	2,304
Enhancements ^{r3}	743	1,378	1,278

Station Stewardship	2007-08	2008-09	2009-10	Regulatory target
Category A	Not collected	2.33	2.28	2.48
Category B	Not collected	2.42	2.40	2.60
Category C	Not collected	2.49	2.47	2.65
Category D	Not collected	2.53	2.53	2.69
Category E	Not collected	2.54	2.52	2.74
Category F	Not collected	2.54	2.54	2.71
Average	Not collected	2.48	2.46	2.65

- In this Monitor, Q1 refers to periods 1-4, 1 April - 24 July 2010
- Historical delay minutes maybe refreshed due to dispute resolution process
- No data received for PDI-P, P4 as the measure lags by one period
- MAA is "Moving Annual Average"
- MAT is "Moving Annual Total"
- SSM (Station Stewardship Measure) is a new regulated output for CP4
- Customer Satisfaction is measured on a 5-point scale; 1 being most negative, 5 being the most positive.
- Track Asset Failure data is currently being validated and is not included in this draft.

^{r1} PPM and CaSL figures have been revised so they align with regulated outputs for the current control period and include open access operators.

^{r2} Asset Failure figures have been updated to reflect mapping code changes as well as data refresh following dispute resolution process.

^{r3} Restated to reflect final split between renewals and enhancements.

Key statistics

Scotland

	2009-10										2010-11				Regulatory targets	
	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P1	P2	P3	P4	End of 2010-11	End of CP4
Network availability																
<i>Possession Disruption Index (PDI-P)</i>	0.49	0.21	0.42	1.04	1.01	0.12	0.00	0.43	0.49	0.30	0.07	1.54	0.12	-	MAA	N/A
Train performance																
<i>PPM</i> ^{r1}	92.0%	94.8%	93.7%	91.6%	89.6%	89.5%	71.9%	90.0%	91.0%	92.5%	94.0%	94.8%	94.7%	94.8%	91.3%	92.0%
Delay minutes (actual delay minutes)																
<i>Passenger (1000s of minutes)</i>	36.6	25.6	29.2	34.5	44.0	51.9	106.9	41.2	46.2	36.2	30.4	27.7	23.4	25.6	MAT	382
CaSL																
<i>First ScotRail</i>	1.9%	1.0%	1.3%	1.4%	1.6%	2.1%	11.0%	2.3%	2.2%	2.0%	1.7%	1.2%	1.2%	1.4%	MAA	N/A
Infrastructure																
<i>Number of asset failures (NR Scotland Route)</i> ^{r2}	334	296	288	334	344	315	316	310	352	256	334	353	325	284	N/A	N/A

Scotland data collected annually

Customer satisfaction	2007-08	2008-09	2009-10	2010-11
<i>TOC (mean satisfaction score)</i>	Not Collated	3.00	2.78	P13

Finance	2007-08	2008-09	2009-10	2010-11
Expenditure (£m)	505	608	591	Due in P13
<i>Controllable Opex</i> ^{r3}	103	112	95	
<i>Maintenance</i>	102	98	92	
<i>Renewals</i>	276	290	226	
<i>Enhancements</i> ^{r3}	24	108	178	

Station Stewardship	2007-08	2008-09	2009-10	2010-11	Regulatory target
<i>All Stations</i>	Not collected	2.23	2.24	P13	2.39

- In this Monitor, Q4 refers to periods 1-4, 1 April - 24 July 2010
 - Historical delay minutes maybe refreshed due to dispute resolution process
 - No data received for PDI-P, P4 as the measure lags by one period
 - MAA is "Moving Annual Average"
 - MAT is "Moving Annual Total"
 - SSM (Station Stewardship Measure) is a new regulated output for CP4
 - Customer Satisfaction is measured on a 5-point scale; 1 being most negative, 5 being the most positive.
 - Track Asset Failure data is currently being validated and is not included in this draft.
- ^{r1} PPM and CaSL figures have been revised so they align with regulated outputs for the current control period and include open access operators.
- ^{r2} Asset Failure figures have been updated to reflect mapping code changes and a data refresh following dispute resolution process.
- ^{r3} Restated to reflect final figures.