

**Graham Richards**  
Director, planning & performance



Rob McIntosh  
Managing Director, Eastern  
Network Rail  
George Stephenson House  
York  
YO1 6JT

19 July 2019

Dear Rob,

### **Passenger train service performance**

Yesterday, the ORR published its annual monitoring report on Network Rail's performance in control period 5 (CP5). This was the final report against the outputs framework for CP5, which relied principally on assessing delivery of PPM against the targets Network Rail and train operators set themselves annually.

In this report we observed that the worst performing train operators in 2018-19 used infrastructure on the East Coast Main Line (part of the Eastern Region). In transitioning from CP5 to CP6 we need to ensure that underperformance from last year is not overlooked.

As PPM is a cross industry measure we undertook some desktop analysis of delay data to better understand the split between the delay caused by train operators and the delay caused by Network Rail. The results are attached to this letter and show that there was no single party causing the large rise in delay and therefore it was not just down to Network Rail. In fact, the largest percentage change was the delay train operators caused each other.

As you know, we have now moved to a different framework for the current control period (CP6), which relies on assessing delivery against a new Network Rail centric measure (CRM-P) as well as delivery against the Network Rail Scorecard measures:

- in terms of performance against NR's Scorecard for last year – LNE/EM was the worst performing route in England & Wales, but noting that LNE/EM is currently on course for this year;
- in terms of CRM-P – both the LNE/EM and Anglia routes (now the Eastern region) have been tracking close to the floor since about period 7 of last year.

In March, ORR published a new holding to account policy which stated that we will always aim to take action to resolve concerns and secure improvements promptly, through doing

so aiming to avoid the need to resort to formal enforcement, particularly where this will more immediately minimise harm to passengers or freight customers.

Finally, you recently wrote to John Larkinson updating ORR on Network Rail's position with regards the alignment between access rights and infrastructure on the East Coast Main Line. The accumulation of access rights is one of the biggest long term threats to the timetable and relies on train service performance improving, which involves all of the existing operators as well as Network Rail.

It is within this context that I am writing to you to request a meeting at your offices in York to discuss your plans for this year, including the interface with train operators so we can better understand where Network Rail is reliant on them to deliver.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'G. Richards', written in a cursive style.

**Graham Richards**