
Addendum to CP4 Delivery Plan 2010 Update

Train Service Performance Targets

During the first year of CP4 significant improvements have been achieved in underlying train service performance, and we have set tough internal targets which, if achieved, would deliver performance improvements in CP4 earlier than originally planned. Consistent with these stretch targets, we have agreed performance targets in the Joint Performance Improvement Plans (JPIPs) with operators, many of which exceed the trajectories included in the original delivery plan. We are now reporting performance against these revised targets and expect to be held to account against them.

We expect the principles of the existing process of monitoring and underperformance thresholds for review to be maintained, but against the JPIP stretch targets rather than the CP4 delivery plan disaggregated outputs. This means that ORR would be informed if PPM is one percentage point below target, or delay minutes are 10 per cent above target. Before that threshold is reached, Network Rail will develop local agreements with each train operator on the threshold at which remedial actions plans would be developed and agreed with each train operator. There will be reciprocal arrangements for developing remedial action plans if train operators under perform against their own delay minute targets. A review would take place if the PPM or Network Rail delay minutes were to under perform the planned trajectory on a moving annual average basis for three consecutive periods, consistent with other industry reporting. In reviewing performance, we would expect ORR to take into account the level of stretch (or reduction) in the JPIP compared with the CP4 delivery plan targets.

The PPM and Network Rail delay minutes targets included in the JPIPs are shown in the table below.

2010/11 Train Service Performance Targets for Franchised Operators		
TOC	PPM % 2010/11 Annual Average	Network Rail delay minutes (000s) Annual Total
First TransPennine Express	92.3	220
National Express East Anglia	92.0	511
Northern Rail	92.4	730
First Great Western	92.4	520
First Capital Connect	91.7	209
CrossCountry	90.4	416
London Midland	90.2	360
London Overground	93.8	75
East Midlands Trains	92.6	255
First ScotRail	91.6	410
East Coast	89.1	156
Merseyrail	94.9	54
Virgin Trains	88.8	340
Arriva Trains Wales	95.2	244
Chiltern	95.1	68
c2c	96.0	36
Southeastern	92.3	376
Southern	91.0	460
South West Trains	93.0	440