

Staffordshire County Council

Prosperous Overview and Scrutiny Committee

09 October 2023

AVANTI
WEST COAST



How the Rail Industry Attributes Delay/Cancellations

The Delay Attribution Board is an industry body that is established under the auspices of the Network Code to 'Lead, Monitor and Advise' the Rail Industry on the attribution of train delays and cancellations.

200 pages covers how over 250 types of delay

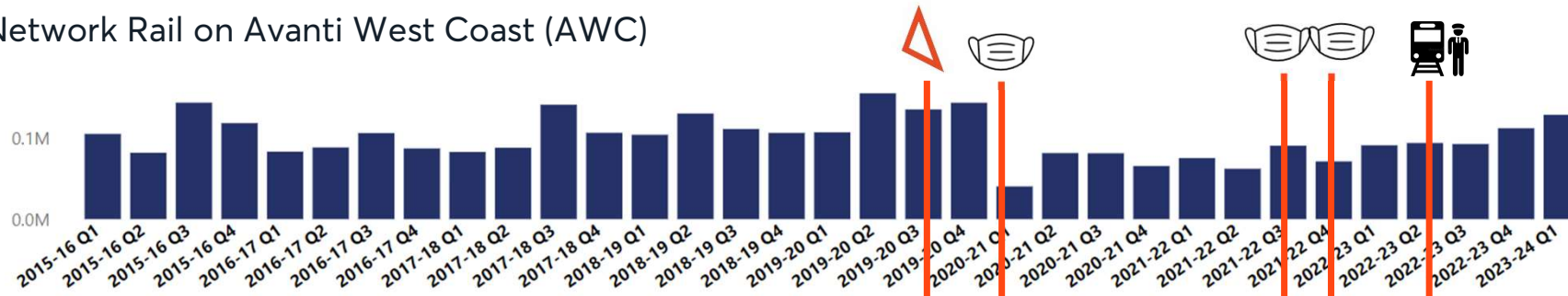
Examples :

- Level crossing faults and failure incl. barrow/foot crossings and crossing treadles
- Points failure caused by snow or frost where heaters are not fitted.
- Loading or unloading reserved bicycles
- Loading or unloading unreserved bicycles
- Passenger taken ill on train
- Train striking or being struck by a bird
- Animal Strike or incursion not within the control of Network Rail

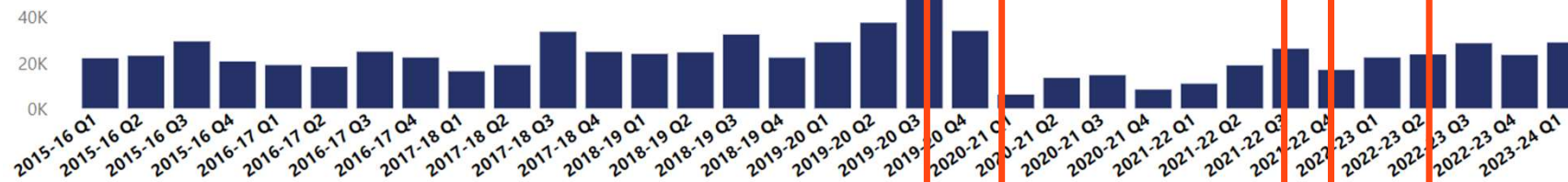
How the Rail Industry Attributes Delay

Source : Office Road and Rail
 Q1 is April to June; Q2 is July to September;
 Q3 is October to December; and Q4 is January to March.

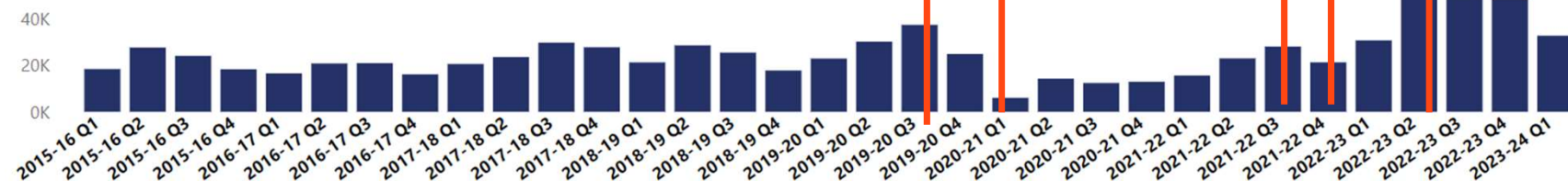
- Network Rail on Avanti West Coast (AWC)



- Other Train Operating Company on Avanti West Coast



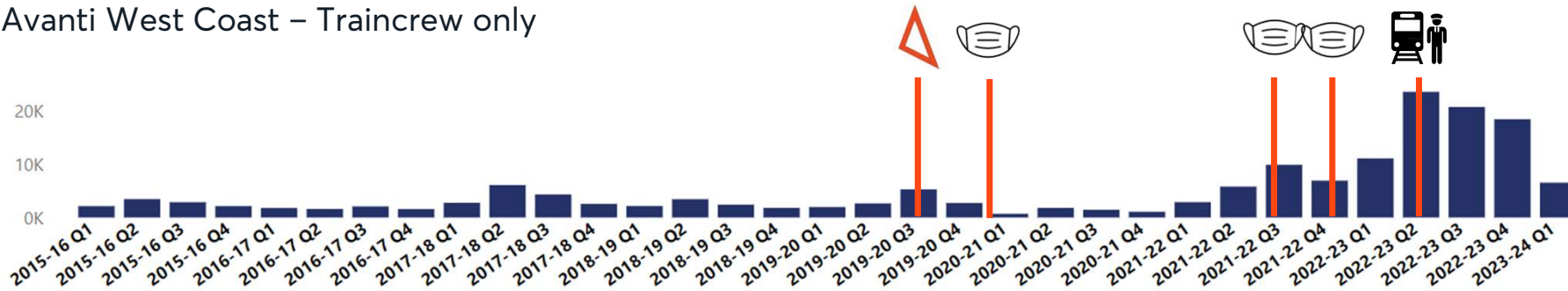
- Train Operating Company (Avanti West Coast) on Self



Recent Performance

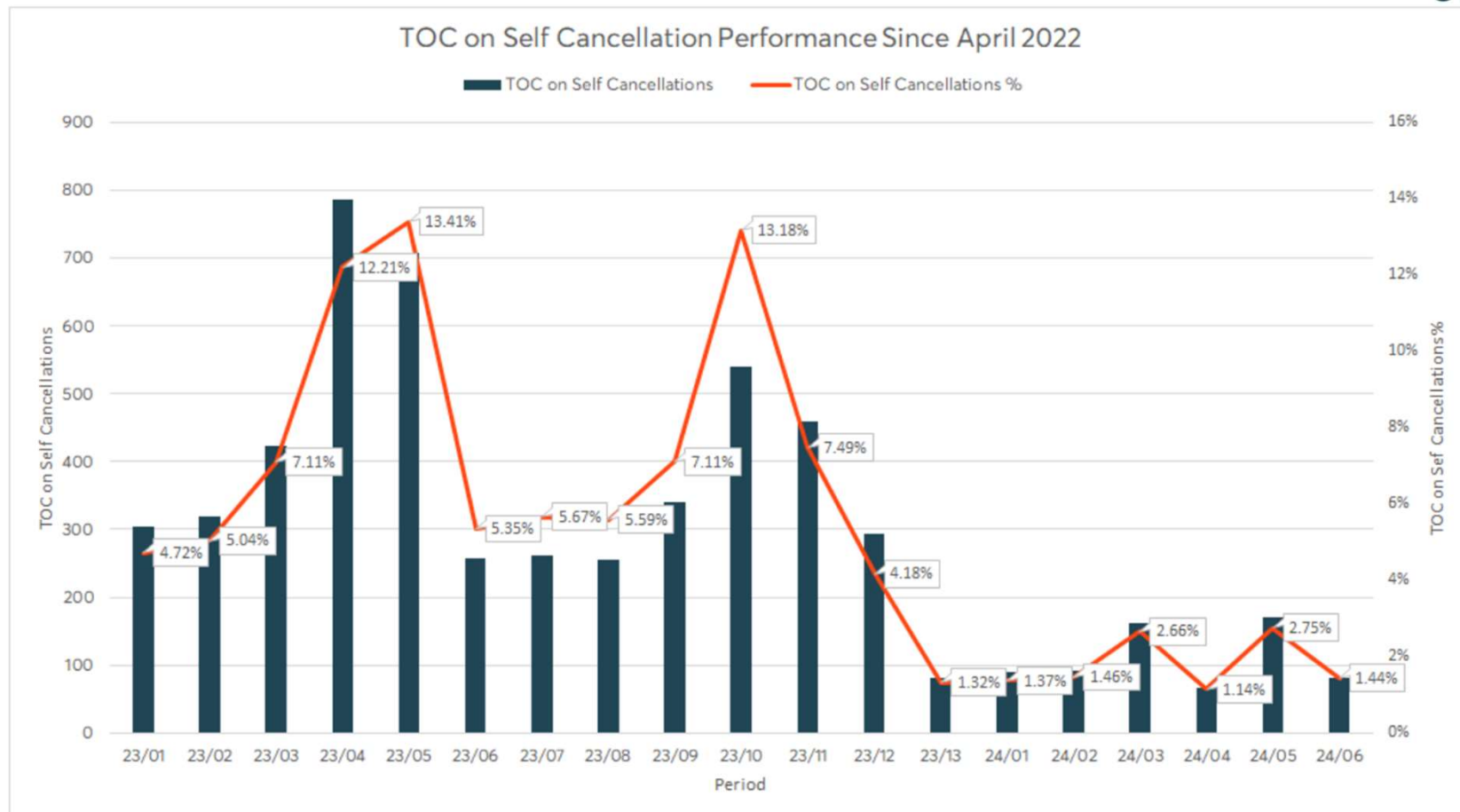
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- Avanti West Coast – Traincrew only



- Avanti West Coast contract started in December 2019
- March 2020 with rest of Train Operating Companies placed into ERMA (Emergency Recovery Measures Agreements)
- Covid
 - Reduction in services by all operators to match demand and resource availability
 - Other operators could reduce services but double length of trains, not possible for Avanti West Coast
 - Staff had to isolate (10%) and rate of retirement increased
 - Delayed training of new drivers and refurbishment of existing and new trains
- Working Practices
 - Rest day working/Overtime (Industry approach since British Rail days)
 - 20% of AWC services used Rest Day Working (Overtime) which is consistent to rest of industry
 - ASLEF Drivers in August 2022 no longer volunteering for Overtime
 - Services were reduced to 4 trains per hour until December 2022 moving to 7+ trains per hour with no rest day working

AWC Performance figures



Source : Avanti West Coast, Period 5 19/8/23 – 15/9/23



AWC Performance Focus

- AWC remained in ERMA contract in Spring due to performance
- Performance has improved consistency since December 2022
- Announced in September 2023 to be moved to a National Rail Contract (NRC)
- Started on 15 October 2023, NRC will have a core term of 3 years and a maximum possible term of 9 years
- After 3 years the Transport Secretary can terminate the contract at any point with 3 months' notice
- West Coast Mainline is busiest mixed-use railway in Europe
 - 9 Train operating companies
 - Freight Operations
 - Major engineering work
 - AWC operate long distance services
 - Shortest 120 miles (Euston to Wolverhampton),
 - Longest 400 miles (Euston to Glasgow)

	All Cancellations	On-Time	T-3	T-15
AWC	3.2%	47.4%	66.0%	90.7%
Cross Country	6.2%	48.6%	69.5%	94.5%
GWR	4.4%	58.8%	75.7%	95.4%
LNER	2.0%	60.3%	76.3%	94.7%
Northern	5.5%	60.7%	81.1%	98.1%
TPE	3.4%	49.2%	70.3%	95.7%
WMT	3.1%	62.6%	82.7%	98.6%
Industry Average	3.3%	69.0%	86.3%	98.4%

Source : Avanti West Coast, Period 6 20th August – 16th September.



Future Plans

- Refurbished trains
- New Trains on test/training with the Bi Mode trains will serve Stafford
- Allows for new services to be introduced



Future Plans

- Superfare - £12 Stafford to London One Way
- Collaborating with Staffordshire County Council and Stafford Borough Council on Stafford Gateway
- New 2nd hourly Liverpool service, with a phased introduction, will provide regular off peak calls at Lichfield and Tamworth in intercity services to and from London and Liverpool for the first time. These are in addition to existing peak services.
- Stafford now served by:
 - Hourly Manchester - London Euston
 - Hourly Preston/Scotland - London Euston via Birmingham
 - Hourly Chester - London Euston (phased introduction)

Superfare



You choose the day.

Pick the date, destination and number of seats (friends get to save too).



Pick morning, afternoon or evening.

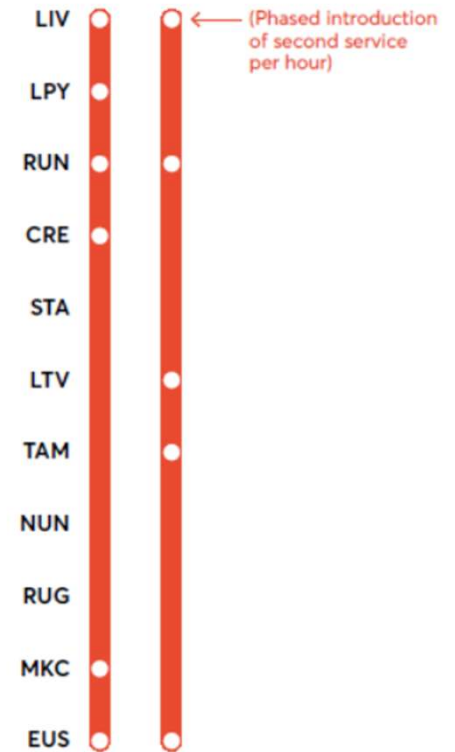
Don't worry, you don't have to go early if mornings aren't your thing.



Get 24 hours' notice of the time of your train.

We'll email your Superfare ticket and train info the day before you go.

Liverpool to London



Thank you.



Sustainability means the world to us. Only print if you really have to.