

System Operator Scorecard Executive Summary – Period 9

Safety and Sustainability

- The work related absence measure has improved in period 9 with 3 instances against a period target of 3 and compared to 7 instances in period 8. Where cases arise they are managed jointly by line managers and HR.
- The period 9 performance and full year forecast for close calls closed within 90 days remains favourable to target.
- The number of volunteer days taken by System Operator colleagues in period 9 continues to be significantly favourable to target at 46 days against a target of 24.5. The full year forecast for this measure is now also favourable to target.
- Activity delivered in the Health & Wellbeing plan included continuing to promote the work-life balance theme, supported through the managing director's newsletter. The full year forecast for achievement of our H&W plan remains favourable to target.

Finance

- Overall System Operator functions are £22k adverse to RF8 forecast.

People

- The full year forecast for completion of Your Voice action plans remains favourable to target.
- In collaboration with charities such as Antony Nolan, work undertaken as part of the Diversity and Inclusion (D&I) workstream centred around events to mark the international day of people with disabilities.
- The continuous improvement training plan is also on target with just over a third of the function trained to date and training courses planned for the rest of the year.

Train Performance

- Train performance for period 9, as measured by delays directly attributed to the timetable, was: 21.6% favourable to target for incident count, moving the function to 5.8% favourable YTD; delay minute performance was 28.9% better than target, and 4.3% behind YTD.

Planning a Better Network

- The full year forecast for strategic planning milestones remains favourable to target. We continue to agree key strategic questions with customers and funders - this will then inform the development of the System Operator Annual Plan for 2019/20. In Scotland, we continue to deliver CP5 ring-fenced funding allocation through a streamlined Route Investment Review Group (RIRG) approval process and are progressing with outputs from the High Level Statement of Outputs tracker.

Planning the Timetable

- Informed traveller plan (T-12)
Overall recovery remains on track against the revised recovery plan through to April 2019. Week 4 of the period was a double processing week, with bids due to for Weeks 48 & 49. A number of Train operator company bids were not received, though it is expected that the offers will still be made in line with the plan. GTR remain non-compliant against the industry recovery plan, though they are now in line with their own committed recovery plan. Merseyrail, TPE and ScotRail have also missed at least one week of bidding in the period, though this is not deemed to threaten the network level recovery plans.
- December 2018
The December 2018 WTT (Working Time Table) went live at the start of Period 10. There have been no immediate signs of operational issues arising from the timetable change.

- May 2019

A full and complete offer was made for most operators on 16 November 2018, representing a return to compliant offer timescales within the Network Code. The exception was for a delayed offer of the weekend timetable for GTR, which was offered in line with the Industry and IRB agreed timescale at D-23. The industry PMO (programme management office) adopted a similar risk assessment process to identify and interrogate the risks associated with the work packages to be processed, which totalled around 42k changes.

- September 2019

An exceptional timetable change is being scheduled for September 2019, comprising a likely set of 13 work packages. This additional version of the WTT is aimed at incorporating the following changes: Chiltern Leaf-fall, LNER extensions to Harrogate, Bradford, Lincoln and Edinburgh, Merseyrail Autumn TT, LNW, Wessex and W&W RHTTs, GA/MTR Liverpool Street Platform 18 removal, EMT schedule amendments, Legge Infrastructure HS2 Spoil Paths. High level resource plans are being developed to support this, and the industry PMO has a set of assurance reviews in plan.

- December 2019

December 2019 timetable change is shaping to be a large scale change, with an initial view of 161 work packages, and 47k schedule changes. Of this change volume it is anticipated that up to 70 work packages have outstanding Timetable Planning Rule review activity, potentially leading to them being removed from scope owing to industry PMO readiness risk reviews. Industry PMO Steering Group and System Operator continue to work together on this process constructively, and there are three options being progressed to determine the final size of the December 2019 timetable change. The D-40 Bid date for December 2019 is on 8 March 2019.

Cross-functional improvement programmes

- All programmes are progressing to plan with milestone delivery at period 9 and full year forecast favourable to target across the piece.

Customer Advocacy

- The next customer advocacy survey is scheduled for February 2019.

Safety & Sustainability	PRP %	WORSE	TARGET	BETTER	PERIOD Actual vs. Planned	YTD		FYF	ACHIEVEMENT
Everyone home safe every day (work related absence incidents - total)		40	35	30	3/3	27	↑	39.0	
Workforce safety (% close calls closed within 90 days)	20% 10.0%	80%	85%	90%	99%/85%	99%	↓	98%	100%
Health and wellbeing (improvement plan - milestone delivery)	10.0%	60%	80%	100%	2/2	25	↑	100%	100%
Sustainability - supporting our communities (0.5 volunteer days per employee per yec)		303	319	335	46/24.5	276	↓	398.5	
Finance	PRP %	WORSE	TARGET	BETTER	PERIOD Actual vs. Planned	YTD		FYF	ACHIEVEMENT
Financial performance measure – opex (£m)	20% 20.0%	29,801	29,361	28,921	2476/2498	19,494	↑	29,361	50%
People	PRP %	WORSE	TARGET	BETTER	PERIOD Actual vs. Planned	YTD		FYF	ACHIEVEMENT
Your Voice action planning (roll up of all functional plans - milestone delivery)	2.5%	60%	80%	100%	21/19	93%	↑	86%	64%
Operational planner vacancy gap (against Capacity Planning recruitment plan)	10% 2.5%	12%	10%	8%	2%/10%	2%	↓	2%	100%
Continuous improvement training	2.5%	277	312	347	269/229 (Rolling total)	269	↑	397	100%
Diversity & Inclusion - 20by20 (improvement plan - milestone delivery)	2.5%	60%	80%	100%	2/2	100%	↓	100%	100%
Train Performance	PRP %	WORSE	TARGET	BETTER	PERIOD Actual vs. Planned	YTD		FYF	ACHIEVEMENT
Impact on train performance (delay minutes)	20%	388,472	369,973	351,474	20811/29217	263,668	↑	380,854	
Impact on train performance (incidents)	20.0%	27,006	25,720	24,434	1510/1918	16,123	↑	23,289	100%
Planning a better network	PRP %	WORSE	TARGET	BETTER	PERIOD Actual vs. Planned	YTD		FYF	ACHIEVEMENT
Strategic planning milestones (annual plan - milestone delivery)	5% 5.0%	60%	80%	100%	2/2	85%	↑	89%	71%
Managing output changes to the network	PRP %	WORSE	TARGET	BETTER	PERIOD Actual vs. Planned	YTD		FYF	ACHIEVEMENT
Department for Transport (funded project development milestones)	0.83%	60%	80%	100%	0/1	50%	↔	71%	29%
Transport Scotland (funded project development milestones)	0.83%	60%	80%	100%	0/0	0%	↔	80%	50%
Welsh Government/Transport for Wales (funded project development milestones)	0.83%	60%	80%	100%	0/0	100%	↔	100%	100%
Subnational transport bodies (TfL; TfN; MC) (funded project development milestones)	5% 0.83%	60%	80%	100%	0/0	100%	↓	100%	100%
Franchising milestones (by competition)	0.83%	60%	80%	100%	0/0	100%	↔	100%	100%
HS2 programme milestones	0.83%	60%	80%	100%	0/1	95%	↓	97%	92%
Managing the access rights framework	PRP %	WORSE	TARGET	BETTER	PERIOD Actual vs. Planned	YTD		FYF	ACHIEVEMENT
Sale of access rights review (key milestones)	2.5% 2.5%	60%	80%	100%	0/0	100%	↔	100%	100%
Planning the timetable	PRP %	WORSE	TARGET	BETTER	PERIOD Actual vs. Planned	YTD		FYF	ACHIEVEMENT
WTT production milestones	5% 5.0%		4		1/1	1	↑	2	25%
TW-12 compliance		85%	90%	95%	0%/90%	0%	↔	0%	
Cross-functional improvement programmes	PRP %	WORSE	TARGET	BETTER	PERIOD Actual vs. Planned	YTD		FYF	ACHIEVEMENT
CP6 delivery plan/PR18 (key milestones)	1.0%	60%	80%	100%	1/1	100%	↑	100%	100%
End to end planning (key milestones)	1.0%	60%	80%	100%	0/0	0%	↔	80%	50%
Capacity planning improvement portfolio (key milestones)	5% 1.0%	60%	80%	100%	0/0	100%	↓	100%	100%
Role of the client & early stage project development (key milestones)	1.0%	60%	80%	100%	0/0	0%	↔	80%	50%
Analytical Capability (key milestones)	1.0%	60%	80%	100%	0/0	0%	↔	80%	50%
Customer advocacy	PRP %	WORSE	TARGET	BETTER	PERIOD Actual vs. Planned	YTD		FYF	ACHIEVEMENT
Routes	1.88%	3.32	3.66	3.94	N/A	0	↔	3.66	50%
Operators	1.88%	2.41	2.69	3.01	N/A	0	↔	2.69	50%
Funders and Franchising Authorities	7.5% 1.88%	2.95	3.24	3.52	N/A	0	↔	3.24	50%
Other infrastructure managers	1.88%	3.21	3.54	3.86	N/A	0	↔	3.54	50%

100.0%

PRP

77.59%