

**NOTES / ACTIONS from 16 March 2016 NTF meeting**

ACTION	WHAT	WHO	WHEN
	<p><b>CB opening remarks</b></p> <p>CB welcomed:</p> <ul style="list-style-type: none"> <li>• Graham Richards from the ORR replacing Alan Price</li> <li>• Richard Schofield NR RMD</li> <li>• Andrew Munden from Chiltern covering Roger Cobbe (Arriva Group)</li> <li>• Oliver Bratton for Jeremy Long (MTR)</li> </ul> <p>CB highlighted that Period 12 performance was relatively poor, with weather and externals being a dominant factor.</p>		
<p><b>16 1603/01</b></p>	<p><b>Paper B - TSR monthly national &amp; route report</b></p> <p>NL summarised the paper, building on the previous February NTF report, which drew the following comments and actions. CB stressed to NR that despite efforts, the outcomes are not improving and that is unacceptable for the network. TSRs have doubled in 5 years (from under 200 in 2010/11 to over 400 currently), and following the previous NTF discussions CB said that NR needed a stronger and sharper campaign, specifically across the Routes and asked that it be clear what help it needs from TOCs and FOCs. He also noted that again no forecast was provided in the paper since it is already given in the slide pack.</p> <p>a) Ensure forecast always provided in NR pack.</p> <p>b) NR to develop proposals involving TOCs and FOCs to address TSR removal, a lean review of the process for removal was suggested to assist engineers and operators</p> <p>c) NTF also asked for the top 20 TSRs by impact to be listed for the May meeting with evidence of the plans and dates from Routes and TOCs / FOCs to remove them.</p>	<p><b>NL</b></p> <p><b>PH</b></p> <p><b>PH</b></p>	<p><b>11 May NTF</b></p> <p><b>11 May NTF</b></p> <p><b>11 May NTF</b></p>



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	to be presented jointly by OG Chair (GC) and AWG Chair (MH) to NTF.		
16 1603/03	<b>Paper D - Performance Strategy Q3 reviews</b>		
	IF presented the paper, highlighting that GTR are treated separately from the rest of the industry for QRs.		
	GC drew attention to the NTF-OG task and finish group, to be led by Jason Nash, which is jointly reviewing the Performance Strategy Quarterly review process confirming that its outputs will be shared with NTF-OG and NTF in due course. CB stated that this is a high level priority and confirmed that it should be brought back to NTF.		
	Post meeting note: TFG16-07 programme dates NTF-OG meeting 27 May / NTF meeting 8 June.	GC (JN)	8 June NTF
	NL raised optimism bias, GC said this is an issue raised before so should form part of the review as should the long-term NTF action on Network Rail on developing better forecasting tools. In a post meeting note – in discussion DJ, GC, IF and JT (John Thompson) it was noted that through personnel changes in NR the action to develop better forecasting was not an active workstream but it may be that the issue isn't developing new tools but using better what NR has. In the light of this information, IF to report back to the next NTF	IF	11 May NTF
	IF reaffirmed the seven QR questions, and comments were fed back via CB suggesting that a specific subject and / or theme, over and above the base seven questions should be factored into further QRs.	IF	11 May NTF
IF drew attention to the list of the 'unthinkable' referenced within the paper. CB stated that there were some interesting and thought provoking suggestions and asked for these to come back to NTF having been prioritised.			
Post meeting note: DJ & GC suggest a 30 minute slot at the Better Operations workshop scheduled for 13 <sup>th</sup> April to prioritise the list of thinking the unthinkable thoughts. IF to pick up with PH in workshop planning	IF/PH	13 April workshop	
PW highlighted the need to consider the impact of Autumn and Winter on railway performance, and the economic impact to the UK. GC advised members that a working group to look at what can be			

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	done to step change autumn performance if funds were available had been set up after a PDG discussion with Claire Perry and progress is being made with a third meeting in April. Members include NTF members MH NL GC AM and also Chris Brown from DfT and Neil Ovenden (ARG Chair) from ATOC. Outcomes will be shared with NTF.	<b>GC</b>	<b>6 July NTF</b>
<b>16 1603/04</b>	<p><b>Paper E - Pan London Incident Management</b></p> <p>PB gave a detailed explanation of the proposals via a presentation (since circulated).</p> <p>CB thanked PB for the detailed and through presentation. PB to continue to report progress to NTF quarterly and to engage with relevant ATOC fora.</p> <p>Given the work done to identify system and process architecture PB to ensure this is shared in next update.</p>	<p><b>PB</b></p> <p><b>PB</b></p>	<p><b>8 June NTF</b></p> <p><b>8 June NTF</b></p>
<b>16 1603/05</b>	<p><b>Paper H - Impact of Hendy Review update</b></p> <p>DfT to meet with the ORR to raise the profile of Impact of Hendy on performance. PW is also working / discussing with PH. NSIP funding, opportunities to get more funding through the private sector and getting a real focus on today's railway needs are key.</p> <p>PW to provide a further update by May, working through the effects in terms of changes to fleet cascades and to services for passengers and franchise changes with TOCs.</p> <p>NTF made a general comment that effects on performance need to be factored into all strategic decisions in medium and long term planning to ensure we deliver both capacity and performance improvements for passengers and freight customers.</p>	<b>PW</b>	<b>May NTF</b>
	<p><b>Paper F - Sign off proposed CP6 Performance Metrics</b></p> <p>JF gave an overview of the <a href="#">slides</a> on the day.</p> <p>CB opened by saying that the NTF were pleased to welcome the Rail Minister, Claire Perry (CP) to the NTF, specifically for this item, highlighting the importance of having a blend of future metrics over</p>		

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<p><b>16 1603/06</b></p>	<p>routes and TOCs, as opposed to just PPM.</p> <p>CB and GC thanked JF and SD for all their efforts in getting Phase 1 to the current position.</p> <p>PW stated that this was a step in the right direction, and drew attention to the current industry motivations, and that these new metrics would help create a more level playing field for Operators in the future.</p> <p>CP supported the work and reiterated to the NTF that the focus must be customers not trains noting that the DfT have a challenge consider how to build this into franchising. She suggested trialling shadow metrics within Direct Awards, PW confirmed the DfT will look to implement this as soon as possible. CP then drew attention to the aspiration of moving delay and repay to 15 minutes and that this should align with these new metrics.</p>		
	<p>Following the presentation NTF members endorsed the suite of six metrics making the following points.</p>		
	<p>a)NR to confirm Phase 1 lead following JFs departure to go on maternity leave.</p> <p>b)For the next NTF meeting to have confirmed metro metrics for NTF endorsement. Consideration of crowding within this metric needs to be included, this follows comments raised by OB and CP. A blend of capacity and frequency is likely to be the right direction. Post meeting note GTR to join the group.</p>	<p><b>IF</b></p> <p><b>IF</b></p>	<p><b>By 4 April</b></p> <p><b>11 May NTF</b></p>
	<p>c)What should be the applicable timetable (ie the day before / 2000 hrs) for measurement? NTF recognised that there are several, valid reasons for not changing the current threshold whilst the effect on customers and transparency needs to be considered further.</p> <p>Following NTF endorsement of the metrics, TN raised that moving to the new metrics, the industry must be aware of the potential PR impact (ie moving from 10 / 5 minutes PPM to 1 minute RT) and the need to get staff focused on a Right Time railway. CB confirmed that these new metrics should</p>	<p><b>IF</b></p>	<p><b>11 May NTF</b></p>

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	<p>drive better staff behaviours to achieving RT. GC confirmed to that NTF members' businesses nominees have been engaged across all 3 groups and TNs points would have been understood from the kick off last summer.</p> <p>In closing SD asked if any OG / TOC representatives would like to be involved in metric trails, DC asked that GTR be involved, along with TfL.</p>		
	<p><b>Paper G - CP6 input into IIP – Phase 2 (performance) update</b></p> <p>RW gave an overview of the <a href="#">slides</a> on the day.</p> <p>In summary RW drew NTF members attention to the scope of this 'phase' relating to the emerging thinking of the NTF sub-group set up to consider a direction of travel for Performance in the next Control Period. RW confirmed the sub-group members (Phil Bearpark, Iain Flynn, Tim Shoveller, Stephen Draper, Roger Cobbe and Rob Warnes).</p> <p>RW sought NTF endorsement of the vision for CP6, that being to Deliver more capacity through an increased level of performance beyond the level attained at the end of CP5, underpinned by an investment case for achieving a more reliable railway that is more “on time throughout its journey” with less variation between TOCs/Routes and less “bad days”, and that this should be underpinned by the NTF themes. RW then highlighted the nine core elements of the proposed Performance Strategy for CP6. Following this section of the presentation NTF supported the vision, being underpinned by the NTF themes and the nine core elements of the Performance Strategy.</p> <p>RW then sought NTF support for the following interventions that will require funding in CP6:</p> <ul style="list-style-type: none"> <li>• CP6 Performance &amp; Capacity Fund</li> <li>• Autumn Strategy</li> <li>• Full Crew Working</li> <li>• Redesigned stations</li> <li>• Power Supply Upgrades</li> </ul>		

ACTION	WHAT	WHO	WHEN
<b>16 1603/07</b>	<p>a. NTF supported the above, but requested that the following also be included:</p> <ul style="list-style-type: none"> <li>• Dispatch arrangements – the human element (ie customer handling / staffing costs) via DC</li> <li>• De-link the timetable change to ORCATS (building resilient timetables) via MH</li> <li>• Placement of strategic assets (eg wheel lathes in Norwich) via CB</li> <li>• Continued support for climate change and resilience work – beyond just Autumn via CB</li> </ul> <p>Building on recommendation 6 of the paper ‘To formally write to the IIP programme seeking resource, time and for it (IIP) to require other work-streams to explicitly consider performance’, TF noted as a matter of urgency the need to replace Rob as Phase 2 lead.</p> <p>IF to consider both these points and advise GC as IIP CP6 Performance Sponsor ASAP of the Phase 2 programme resource and Phase 2 lead.</p>	<p><b>TBC</b></p> <p><b>IF</b></p> <p><b>IF</b></p>	<p><b>11 May NTF</b></p> <p><b>Now</b></p> <p><b>By 4 April</b></p>
<b>16 1603/08</b>	<p><b>PfNs and AOB</b></p> <p>Paper J – NTF thanked Christian Roth for his contribution to the success of Fleet Challenge. MH made reference to the link to other relevant cross-industry activities for the NTF, e.g. the Rolling Stock Strategy Steering Group, the Depot and Stabling Group, and the fact that Heathrow Connect / Express are not represented on these groups. MH also highlighted that Heathrow Connect / Express are not represented at NTF, which created an escalation issue (ie who owns the action of getting Heathrow Connect / Express representation on groups). DJ will explore and report back through Chair at May meeting.</p> <p>Paper M – CB asked IF to summarise Seasonal Joint Industry Team (SEAJIT) TOC input, good or bad and to clarify the PM resource position by the next NTF.</p>	<p><b>DJ</b></p> <p><b>IF</b></p>	<p><b>11 May NTF</b></p> <p><b>11 May NTF</b></p>

Non NTF member identification

Stephen Draper (SD), Iain Flynn (IF), Claire Perry (CP), Rob Warnes (RW), Richard Schofield (RS), Jamie Burles (JB), Janine Fountain (JF)