

## **GREATER MANCHESTER TRANSPORT COMMITTEE- METROLINK & RAIL SUB-COMMITTEE**

**DATE:** Friday, 13th January, 2023

**TIME:** 10.30 am

**VENUE:** The Tootal Buildings - Broadhurst House , 1st Floor, 56  
Oxford Street, Manchester, M1 6EU

### **COMPLETE REPORT PACK- AGENDA**

**1. Apologies**

To note any apologies for absence.

**2. Chairs Announcements and Urgent Business**

**3. Declarations of Interest**

To receive declarations of interest in any item for discussion at the meeting. A blank form for declaring interests has been circulated with the agenda; please ensure that this is returned to the Governance & Scrutiny Officer 48 Hours before the start of the meeting.

**4. Minutes of the Previous Meeting**

1 - 14

To approve as a correct record the minutes of the previous meeting held on 11 November 2022.

<b>BOLTON</b>	<b>MANCHESTER</b>	<b>ROCHDALE</b>	<b>STOCKPORT</b>	<b>TRAFFORD</b>
<b>BURY</b>	<b>OLDHAM</b>	<b>SALFORD</b>	<b>TAMESIDE</b>	<b>WIGAN</b>

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|------------|--|---------|
| <b>5.</b>  | <b>Evaluation of the Carriage of Dogs on Metrolink Pilot</b><br>Report of Danny Vaughan, Head of Metrolink, TfGM- To follow  | 15 - 26 |
| <b>6.</b>  | <b>Metrolink Service Performance Report</b><br>Report of Danny Vaughan, Head of Metrolink, TfGM.   | 27 - 44 |
| <b>7.</b>  | <b>Metrolink Operator Update</b><br>To receive a verbal update from KeliosAmey Metrolink.  |         |
| <b>8.</b>  | <b>Local Rail Services Performance Report</b><br>Report of Simon Elliott, Head of Rail Programme, TfGM.  | 45 - 70 |
| <b>9.</b>  | <b>Rail Operator Update</b><br>To receive a verbal update from Rail Operators.   |         |
| <b>10.</b> | <b>Work Programme</b><br>To give consideration to the Work Programme.  | 71 - 78 |
| <b>11.</b> | <b>Dates and Times of Future Meetings</b><br>To consider future meeting dates for the Committee.<br>Future Meetings:<br><br>Friday 3 March 2023 10.30-12.30<br>GMCA, Boardroom, Broadhurst House, 56 Oxford Street,<br>Manchester M1 6EU |         |

For copies of papers and further information on this meeting please refer to the website  
[www.greatermanchester-ca.gov.uk](http://www.greatermanchester-ca.gov.uk). Alternatively, contact the following  
Governance & Scrutiny Officer: [helen.davies@greatermanchester-ca.gov.uk](mailto:helen.davies@greatermanchester-ca.gov.uk)



This agenda was issued on Date Not Specified on behalf of Julie Connor, Secretary to the  
Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street,  
Manchester M1 6EU

**MINUTES OF THE GREATER MANCHESTER TRANSPORT METROLINK & RAIL  
COMMITTEE HELD ON FRIDAY 11 NOVEMBER 2022 AT  
THE FRIENDS' MEETING HOUSE, MOUNT STREET, MANCHESTER M2 5NS**

**PRESENT:**

Councillor Doreen Dickinson	Tameside Council (Chair)
Councillor Stuart Haslam	Bolton Council
Councillor Noel Bayley	Bury Council
Councillor Dzidra Noor	Manchester City Council
Councillor Naeem Hassan	Manchester City Council
Councillor Angie Clark	Stockport Council
Councillor John Vickers	Wigan Council

**OFFICERS IN ATTENDANCE:**

Mark Angelucci	Rail Officer, TfGM
Jenny Hollamby	Governance & Scrutiny Officer, GMCA
Vicky Mercer	Metrolink Service Delivery Manager, TfGM
Cat Morris	Rail Programme Sponsor, TfGM
Daniel Vaughan	Head of Metrolink, TfGM
Caroline Whittam	Head of Rail Services, TfGM

**OPERATORS IN ATTENDANCE:**

Guillaume Chanussot	Keolis Amey Metrolink (KAM)
Melissa Farmer	TransPennine Express
Chris Jackson	Northern
Chloe Jamieson	TransPennine Express
Kara Wood	Network Rail

## **GMTMRC/23/22     APOLOGIES**

Apologies were received and noted from Councillors Kevin Peel (Bury), Mohammed Ayub (Bolton) and Aasim Rashid (Rochdale).

Apologies were also received from Simon Elliott (TfGM) and Charlie French (Avanti).

## **GMTMRC/24/22     CHAIR'S ANNOUNCEMENTS OR URGENT BUSINESS**

The Chair advised there would be a two-minute silence at 11.00 am to recognise Armistice Day.

Members heard that this was Caroline Whittham's last meeting as the Head of Rail Services at TfGM as she was moving to Rail North in January 2023. The Chair thanked Caroline on behalf of the Metrolink and Rail Sub Committee for the help, advice, and excellent reports she had given Members and for her dedication to advocating for the rail passenger over a number of years. Although she was moving on from TfGM it was great to know she was taking on a role which allowed her to continue that influence and passion.

## **GMTMRC/25/22     DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **GMTMRC/26/22     MINUTES OF THE METROLINK AND RAIL SERVICES SUB COMMITTEE 23 SEPTEMBER 2022**

### **Resolved/-**

1. That the minutes of the annual meeting held on 23 September 2022 be approved.
2. That reports about the dogs on trams, vandalism costs and anti-social behaviour be considered at the next meeting on 13 January 2023.

## **GMTMRC/27/22     METROLINK SERVICE PERFORMANCE REPORT**

The Head of Metrolink, TfGM provided an update on Metrolink Services and performance.

The main points referred to:

- Patronage had continued to recover but had been punctuated by holiday periods, engineering works, heat during the summer months and strikes. From September 2022, commuter trips were starting to recover. 80% of pre-Covid patronage had returned.
- Operational performance had improved during Periods 5 and 6. However, exceptional heat during the summer months had led to speed restrictions.
- There had been a reduction in Covid related absence, but driver recruitment was still a priority to recover services.
- There had been increased customer contacts predominantly related to heat related issues and planned engineering works.
- The dogs on trams pilot concluded on 30 October 2022, further information would be provided at the next meeting.
- There would be an increased TravelSafe focus on the Oldham/Rochdale line due to criminal damage. Every stop had experienced one incident over the last period. There had also been damage to infrastructure, the financial impacts would be reported.
- There had been a spike in youth related incidents on the Manchester Airport line, which would be a target for operations moving forward.
- Engagement work was taking place with schools and colleges across the network in light of the return to school in September 2022.
- Operation Avro took place in September 2022. 400 Greater Manchester Police (GMP) police officers were out in force alongside the TravelSafe Partnership Officers. Police officers made 41 arrests, carried out 69 stop searches, and recorded 406 traffic offences and 530 speed offences. Around 1.5k Metrolink fines were also issued for fare evasion as part of targeted deployments across the tram network.
- The Eccles rail renewal was complete, and the line reopened between Eccles and MediaCityUK on 23 October 2022. Work was due to start at Piccadilly but had been delayed due to supplier issues, therefore it was scheduled to commence on 26

November 2022, with normal service resuming on 30 November 2022 but there would be restrictions.

- There had been improved customer information following planned engineering works, which had resulted in lower average levels of customer feedback.
- On strike days, it was reported that a services between Timplerley – Altrincham could only be provided from 7.00 am to 7.00 pm.
- There would be service changes this weekend due to Remembrance Sunday.
- A safety campaign had been launched for the festive period; Officers agreed to provide Members with copies.
- A Member asked if there were any special arrangements for Remembrance Sunday. Members were informed that drivers put a wreath in a carriage.
- A Member welcomed the engagement with young people and asked if there was any way the impact of the Crucial Crew could be measured. It was explained that it was a challenge to capture the effectiveness of the crew, but further thought would be given to how it could be reported.
- A Member asked about the increase in vaping on the Metrolink. Members heard that it was difficult to police. However, it was a by law and the Travelsafe Officers did enforce it by issuing fines. The problem was taken seriously, there was messaging on platforms and patrolling by staff.

### **Resolved/-**

1. That the content of the report be received and noted.
2. That TfGM would share campaign material targeted for the festive period around tram safety with Members of the Committee.
3. That TfGM be asked to give further thought as to how the effectiveness and impact of the Crucial Crew be measured and reported.

### **GMTMRC/28/22     METROLINK OPERATOR REPORT**

A verbal update was provided by Kelio Amey Metrolink (KAM), which supplemented the information shared in the Metrolink Service Performance Report.

The main points referred to:

- It was reported that work was taking place with TfGM to improve the customer experience by KAM.
- The challenges were noted as antisocial behaviour, vandalism, driver recruitment across the industry and absenteeism.
- A Member asked about the areas of Greater Manchester that did not have access to Metrolink and what work was taking place. TfGM colleagues explained that there were plans and would provide the Member with further information.

### **Resolved/-**

1. That the verbal update be noted.
2. That TfGM provide the Member from Wigan Council with further information.

### **GMTMRC/29/22      LOCAL RAIL SERVICE PERFORMANCE REPORT**

The Head of Rail Services, TfGM presented a report that updated Members on local rail service performance and operations between rail Periods 5 and 6, 2022/23 (24 July to 17 September 2022).

The main points referred to:

- The most significant issues were regarding performance and the number of late cancellations which affected passengers. Whilst performance had improved it was worse than the pre-Covid figure of the same period, which did not include P coded trains (temporary timetable in place).
- Northern's performance was better than some Operators at 7% (Public Performance Measure (PPM)). Problems were persisting for TransPennine Express (TPE) and Avanti. Avanti was providing 95% of their temporary timetable. TfGM were pressuring Operators, but it was still resulting in poor performance for passengers.
- Attention was drawn to the timetable changes in December 2022 (section 6 of the report).
- Salford Central would be closed next year to complete the stepping height works, which would make it a completely accessible station.

- Members were asked to read section 10 of the report (Community Rail), which highlighted the work with community partners to fund and facilitate community projects at stations. The Chair asked, and Officers agreed to provide the winners of the Community Rail Network Awards with congratulatory letters.
- A Member raised the customer experience, train reliability and uploading of timetables the night before. The pay deal/strike action was also raised. It was acknowledged that timetables being uploaded late was not satisfactory, but some information could be seen as better than no information for the customer. Customers were not entitled to a time delay payment due to the short-term timetable change. The issue had been raised at the North West Rail Partnership. In terms of the pay deal, it was reported that Secretary of State approval was needed for rest day negotiations.
- A Member was concerned that there were no main line services in Bury. Services were being cancelled the night before. Customer information was reliance on smart technology, which not everybody had. The Member asked about keeping the customer informed. The Committee echoed the Members comments; it was not satisfactory.
- A Member enquired about running empty stock on the Anglo-Scottish route. Trains were being cancelled but customers could see empty trains going to Glasgow. TPE was disappointed with the feedback and suggested that the empty trains may be being used for training, which could not take passengers.
- A Member asked about the services running through Wigan and traffic congestion. All aspects had been considered when decisions had been taken. Wigan did not have a Piccadilly service, but a direct line would run through Oxford Road from December 2022.

### **Resolved/-**

1. That the content of the report be noted.
2. That TfGM send congratulatory letters to the winners of the Community Rail Network Awards and the schools involved in collaborative projects.
3. That it be noted that Northern offered to provide information on the costs associated with compensatory payments for cancellations.

Rail Operators in attendance were invited to provide a verbal update.

## **Northern**

- Performance had been unsatisfactory. Reporting cancellations did include P coding. From the May 2022 timetable change, 6.8% of trains had been cancelled, which had been caused by train driver dispute. Relationships were strained and emergency rotas had been implemented. However, there had been a break through, and cancellations had been reduced dramatically. When emergency rotas were used, P coding was needed, or services could not run. For the best customer experience, this was done 48 hours in advance, where possible. Members were reassured that the cancellation rate was true and reflected the current picture.
- Sickness levels were higher than pre-Covid at 3%. A rest day working agreement was needed. Work was taking place with the Department for Transport (DfT) and the Secretary of State. Some days were challenging; 95% of train crew that covered Manchester had some days out of the working week. Volunteers for Sunday working was down by 90%.
- Members were reassured that Northern was actively recruiting drivers and building their workforce. It was hoped that Sundays would be brought into the working week.
- In terms of the December 2022 timetable change, there would be a 25% uplift in services. The fleet was ready, trains were in a good condition and infrastructure was in good shape. Northern provided reassurance that they could deliver, however, rota negotiations were needed and there was an element of risk.
- Northern shared their December 2022 timetable change booklet with Members.
- An update was received about pay negotiations and strike action. Northern reiterated that it was important that there was a centralised mandate to open discussions. There was another planned strike day on 26 November 2022. For strikes that were called off at the last minute, the industry needed to be more flexible and needed a different approach.
- Attention was drawn to the good news story about the toilets at Guide Bridge station. A Member asked if all stations would get an upgrade. It was explained that all existing

facilities would be upgraded and those without toilets would get new. It was about providing facilities for the community as well as passengers.

- A Member asked what would be done differently should a rail strike be called off at the last minute to ensure trains could run the next day. Further thought would be given to how services could be run more effectively given this circumstance in future.
- A Member encouraged colleagues to attend the Station Adoption Group on-line course on suicide prevention.
- A Member raised Sundays and rest days. Whilst Northern suggested it was growth opportunity, some staff saw it as a day of rest or a family day. Staff had worked on Sundays as a matter of good will and the industry needed to acknowledge that. Members were reminded that staff did not work seven days a week and they got days off. The Operator explained drivers were expected to work a 35-hour week. East drivers had Sunday in the working week, but the West did not. Work was underway on rotas that had Sunday in the week along with 35 hours. Northern offered to share the rotas the Member. There were enough drivers in Northern not to require a working rest day. A rest day agreement would be beneficial, but it was not a requirement.
- A Member asked about P coding and why trains could not be run even though strike action had been cancelled. It was advised that the planning system was very complicated, and it was often too difficult to change the arrangements at the last minute due to the locations of units. Restrictive terms and conditions also played a part. Different arrangements and processes could be adopted next time, however Northern added that was very rare for strike action to be called off so late.
- Members frustration was recognised. A group had been set up to understand how the rail industry could be more agile when faced with such scenarios in the future. An understanding of what could be done within the time restraints and how that might be communicated was needed. The industry needed to be able to communicate more effectively regarding operational services and plan to offer the best possible service.

### **TransPennine Express**

- For Period 7, performance was below target although it had improved. Cancellations did not include the P code. A report was presented to stakeholders and the partnership about P coding on a daily basis. It was not ideal but created a little more certainty about what was happening the day next for customers.

- Other incidents that had impacted services during this period had included flooding in the Fairfield area in September 2022, a signalling failure at Slade Lane, freight delays and trees on lines.
- In line with previous data, it was recognised that there would be an increase in fatalities during the winter months, Members were encouraged to attend the suicide training. Customer awareness would be raised.
- The factors impacting on service delivery were high levels of short and long-term illness, strike action and the pay deal. An Occupational Health Nurse had been appointed to help staff back into the workplace. Unfortunately, there was no flexibility to respond when the strike action was cancelled. In terms of the pay deal, a rest working day agreement was necessary and agreement from the Secretary of State to negotiated was awaited.
- Members were reassured there were enough drivers to deliver the December 2022 timetable change. A summary of changes was described, which differed to what was offered during the pandemic. Connectivity was being improved from city to city.
- There was a reduction on the West Coast mainline on 12 September 2022 to stabilise the service. Consultation and agreement did take place with stakeholders. Whilst it did resolve the problem, it did not eliminate it. There would be a step change increase in services from December 2022. The Edinburgh to Manchester Airport and Glasgow to Manchester Airport services would also see an increase.
- The Operator endeavoured to resource replacement bus services, to discourage people from using their car but it was unfortunately not available for all services. Work was taking place with colleagues to resource replacement bus services and further thought would be given to passenger messaging. Having staff at stations fully trained to explain about replacement bus services could be the way forward.
- Lessons were being learned from the previous strike disruptions and an internal review was taking place to provide a better passenger experience.
- A Member asked when would Greater Manchester get the TPE service it was promised. Members heard that because the way the rotas worked, the same services were not impacted on the same day at the same time then Operators tried to bridge the gaps. It was complicated and not an ideal situation. Edinburgh, Leeds, and Huddersfield, saw no change. However, the challenge was to make services reliable.
- A Member asked about the number of learner drivers. There were 74 drivers undertaking training, which would take 18 months.

- A Member asked for further information about reducing services on the West Coast mainline to reduce cancellations. On 12 September 2022 services were reduced, which was agreed with the (DfT). December 2022 would see services reinstated.
- In response to a question about why Operators were anxious about cancelling trains, it was explained that it was about trying to avoid passengers turning up at a station to find their train had been cancelled. Further consideration would be given to increasing passenger awareness.
- In terms of the December 2022 timetable change, a Member asked if capacity had been considered as there were still a significant number of cancellations even in the reduced timetable. Work was continuing with the driver training programme. Some recruits would be used for future schemes such as the TransPennine route upgrade so diversionary routes could be delivered. Training would ensure future routes were not impacted. The key was to have diversionary routes in place.

## **Network Rail**

- The industrial relations climate was challenging. Discussions were continuing to support the service for key route strategies.
- Train performance and infrastructure was good. However, the heat experienced during the summer was a problem and an industry wide group was investigating.
- An external issue causing impacts was noted as societal and a triage unit for Greater Manchester and beyond had been introduced, which included a mental health nurse for interventions. The results were positive.
- There were significant works re-platforming at Piccadilly programmed.
- A Member asked about Irlam Station and the December 2022 timetable implementation. Officers agreed to share information with the Member from Manchester City Council, following the meeting.
- A Member asked about Carlisle and travel to Scotland. It was reported there were renewal schemes and work would be staggered. TPE would operate from platform six during the works. Information would be shared in due course.
- In response to a question about contingency staff, Members heard that when employees went on strike other employees could take over their roles to enable a skeleton service to be delivered. The Member further asked if the contingency staff

were in a union. It was clarified that the contingency staff were on management grades and not included in strike action.

The Chair thanked all Operators for their attendance.

### **Resolved/-**

- That the verbal updates be received and noted.
- That Members noted the reassurance from Operators about their readiness to implement the December 2022 timetable.
- That it be noted that Northern offered to share information on the roll out of accessible toilets with the Committee.
- That it be noted that all Operators were asked to consider how learning from recent industrial action around flexibility, temporary timetabling (P code use) and introduced service changes be applied should any future action arise.
- That it be noted that Northern offered to share their booklet around the December 2022 timetable changes with the Committee.
- That the Station Adoption Group on-line course on suicide prevention be emailed to Members by the Governance and Scrutiny Team.
- That it be noted that Northern offered to share their driver rotas with the Member from Bury outside of the meeting.
- That TfGM would share information about Irlam Station with the Member from Manchester City Council, following the meeting.

### **GMTMRC/31/22 RAIL PROGRAMME AND INFRASTRUCTURE REPORT**

Members considered a report that provided an update on the rail programme including the status of TfGM's rail station projects across Greater Manchester.

The main points referred to:

- DfT Access for All programme for CP6 (2019-24) would deliver 3 schemes; Daisy Hill, Irlam and Walkden by 2024; work was underway.

- A nomination CP7 for the next 11 stations in Greater Manchester to be step free working with Northern and the GMCA had been made. A result from the (DfT) was expected in April 2023.
- Four additional schemes were in development using the local allocation of CRSTS funding. Funding had been secured to deliver Swindon, Reddish North, Hindley, and Bryn. That would leave the top seven stations fully funded for access for all.
- Mosley Hill and Greenfield would be part of TransPennine route upgrade.
- Work was underway with Stockport Council to develop Cheadle. TfGM would project manage and provide details at a future meeting.
- The challenges had been identified at Golborne and options were being explored.
- Regarding rail reform, work was taking place with industry partners on governance arrangements. Terms of reference were being developed for a Rail Board, which would meet early in 2023. A regional business unit was being prepared and would be mobilised in mid-2023.
- A Member asked about Walken and the water filling station timetable. Northern offered to provide a response outside of the meeting.
- A Member asked about Golborne station and when the construction phase would start. TfGM agreed to keep the Member appraised on this matter.
- A Member asked why the bridge lift option was chosen at Hindley. Network Rail offered to contact the Member following the meeting. However, the Member was reassured that any option went through a robust process to make sure the best solution was chosen.
- A Member enquired about work at Romiley. It was advised that the work was being delivered by Northern, but TfGM had agreed to part fund the access improvements from the car park to the platform, which would go ahead next year.

### **Resolved/-**

1. That the report be noted.
2. That it be noted that Northern offered to respond to the Member from Manchester City Council about the scheme at Walken (section 2.6 of the report) and provide the water filling station timetable outside of the meeting.
3. That TfGM would ensure the Member from Wigan Council was kept appraised about Golborne Station.

4. That it be noted that Network Rail offered to provide reasoning behind why the bridge lift option was chosen at Hindley to the Member from Wigan Council.
5. That a future report on the proposed development of Cheadle station would be shared with the Committee in due course.

#### **GMTMRC/32/22      WORK PROGRAMME**

##### **Resolved/-**

That the GM Transport Committee Work Programme be noted subject dogs on trams, vandalism costs and anti-social behaviour be considered at the next meeting on 13 January 2023.

#### **GMTMRC/33/22      DATES AND TIMES OF FUTURE MEETINGS**

It was noted that meetings would take place on the following dates at 10.30 am.

- Friday 13 January 2023
- Friday 3 March 2023

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## GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: Friday 13 January 2023

Subject: Evaluation of the Carriage of Dogs on Metrolink Pilot

Report of: Danny Vaughan, Head of Metrolink, TfGM

### PURPOSE OF REPORT:

To set out the findings of the pilot of the carriage of non-assistance dogs on Metrolink and seek endorsement of the recommendation that non-assistance dogs continue to be carried on Metrolink.

### RECOMMENDATIONS:

Members are requested to:

- i. Note the findings of the pilot of the carriage of non-assistance dogs on Metrolink;
- ii. Consider the proposal to continue to allow non-assistance dogs on the Metrolink Network, subject to the conditions of carriage.

### CONTACT OFFICERS:

Danny Vaughan	Head of Metrolink	<a href="mailto:daniel.vaughan@tfgm.com">daniel.vaughan@tfgm.com</a>
Stella Smith	Metrolink Sponsor	<a href="mailto:stella.smith@tfgm.com">stella.smith@tfgm.com</a>

## Equalities Impact, Carbon and Sustainability Assessment:

Impacts Questionnaire		
Impact Indicator	Result	Justification/Mitigation
Equality and Inclusion	G	Through consultation with older people and disabled people's forums we completed the EQIA and implemented mitigation measures to address concerns - Conditions of Carriage, guidance and staff briefings.
Health	G	Responses to our survey indicated that social isolation could be reduced and people stated they were more likely to use Metrolink if dogs were allowed.
Resilience and Adaptation		
Housing		
Economy		
Mobility and Connectivity	G	Responses to the survey indicate that by allowing dogs we are making travel by public transport easier for them.
Carbon, Nature and Environment		
Consumption and Production		
Contribution to achieving the GM Carbon Neutral 2038 target		In the on-line survey a number of people reported that they would now use Metrolink instead of the car or taxis. Therefore there may be a minor contribution to reducing car use.
Further Assessment(s): Carbon Assessment		
G	Positive impacts overall, whether long or short term.	A Mix of positive and negative impacts. Trade-offs to consider.
		R Mostly negative, with at least one positive aspect. Trade-offs to consider.
		RR Negative impacts overall.

## Risk Management

Health and Safety risks have been assessed and managed via the operator's risk assessment.

## Legal Considerations

The Metrolink Conditions of Carriage were updated to allow non-assistance dogs ahead of the pilot.

## Financial Consequences – Revenue

A small amount of revenue funding will be required to update tram stickers on the doors.

## Financial Consequences – Capital

No capital expenditure is required.

## Number of attachments to the report:

None.

## **Comments/recommendations from Overview & Scrutiny Committee**

N/A

## **Background Papers**

N/A

## **Tracking/ Process**

Does this report relate to a major strategic decision, as set out in the GMCA Constitution?

No

## **Exemption from call in**

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?

N/A

## 1. Executive Summary

- 1.1 Non-assistance dogs are currently not permitted to travel on Metrolink. This report provides the background to the current position and seeks to address the outstanding matters.
- 1.2 The Mayor of Greater Manchester included a commitment to pilot allowing non-assistance dogs on trams in his May 2021 manifesto. TfGM and the Metrolink operator, Keolis Amey Metrolink (KAM) worked together to deliver this pilot between 1<sup>st</sup> August and 31<sup>st</sup> October 2022. The methodology and results of this pilot are presented in this paper.
- 1.3 Analysis of feedback from the pilot showed a largely positive response to continuing to allow dogs on trams and confirmed that the main benefit of allowing dogs on trams is to better integrate public transport by allowing easier transition between modes.
- 1.4 Some concerns remain regarding the control of dogs, allergies and use of space. These have been mitigated through the changes to the Conditions of Carriage, publication of guidance and the future reminders via passenger information.
- 1.5 It is therefore proposed that the carriage of non-assistance dogs on Metrolink continues, subject to adherence to the Conditions of Carriage.

## 2. Background

- 2.1 Allowing non-assistance dogs on the Metrolink Network was last considered by the GMCA Capital Projects and Policy Committee in November 2015, when it was decided not to proceed with a pilot.
- 2.2 It is estimated that there are approximately 12 million pet dogs in the UK, with 34% of households housing at least 1 dog in 2022. From 2010 to 2020, around 25% of households were dog-owning. This shows a significant increase since the last time the matter of dogs on trams was considered by TfGM and the Transport Committee.
- 2.3 In late 2021, as part of the “Destination Bee Network” consultation, TfGM asked respondents: *To what extent do you agree or disagree that ALL dogs should be allowed on trams?* 45% of respondents were in favour, 33% against with 22% neither agreeing nor disagreeing. A total of 3,100 people made comments regarding dogs on trams, and these were analysed to inform the pilot.

- 2.4 The Mayor of Greater Manchester included delivery of a pilot of dogs on trams in his May 2021 manifesto. TfGM and the Metrolink operator, Keolis Amey Metrolink (KAM) worked together to deliver this pilot between 1<sup>st</sup> August and 31<sup>st</sup> October 2022. The methodology and results of this pilot are presented in this paper.
- 2.5 Metrolink is currently something of an outlier in not allowing the carriage of non-assistance dogs. Other modes of public transport in the UK and in Greater Manchester generally do allow the carriage of non-assistance dogs, with varying conditions attached. The pilot of the carriage of non-assistance dogs on trams has allowed TfGM to improve the integration of public transport modes.

### **3 Pilot design**

- 3.1 Before designing the pilot, TfGM analysed other public transport operations' conditions of carriage to determine whether non-assistance dogs are allowed. This determined that the main benefit of allowing dogs on trams is to better integrate public transport by allowing easier transition between modes.
- 3.2 TfGM consulted with the Metrolink operator, Keolis Amey Metrolink (KAM), and its staff to enable a hazard identification and risk assessment process to be undertaken. This process is described in more detail below.
- 3.3 TfGM undertook an Equality Impact Assessment (EQIA) to consider and assess the impacts of allowing dogs to be carried on Metrolink. This process is described in more detail below.
- 3.4 Following the initial risk assessment and EQIA, TfGM determined that some conditions would need to be attached to the carriage of non-assistance dogs and therefore the Conditions of Carriage would need to be changed for the period of the pilot. These conditions are detailed below.

### **4 Hazard Identification and Risk Assessment**

- 4.1 The operator, KAM, began the hazard identification process by consulting with its cleaning sub-contractors and front-line staff, who provided valuable insights into the current operations relating to dogs. For although non-assistance dogs are currently not allowed, occasionally this rule is flouted, and KAM staff have to deal with this.
- 4.2 The operator also consulted other Keolis operated networks for experience with the carriage of dogs.

4.3 Identified risks were categorised and then populated with scenarios, examples of these scenarios are highlighted.

- biological hazards;
- human injury / illness;
- non-assistance dog and assistance dog injury/illness;
- allergies;
- phobias/perceptions; and
- Metrolink operations.

4.4 Through the risk assessment, officers identified a number of risks that could be potentially managed through control measures. These measures were then included in the amended Conditions of Carriage and a further document Guidance for Dog Owners, which are published on the TfGM website.

## **5 Equalities Impact Assessment (EQIA)**

5.1 TfGM conducted a draft EQIA and from this initial assessment, identified a number of representative groups to be asked for their assistance with designing the pilot. These groups included older people, disabled people, minority and religious groups and younger people.

5.2 The following organisations kindly assisted TfGM with the design of the pilot by attending meetings and providing feedback:

- TfGM Disability Design Reference Group (DDRG);
- GM Disabled People's Panel;
- GM Transport Older People's Working Group;
- Royal National Institute for the Blind (RNIB); and
- Guide Dogs UK

5.3 TfGM also received and considered written feedback from the Salford Deaf Association.

5.4 TfGM approached the GM Race Equality Panel, Faith and Belief Advisory Panel and the Youth Combined Authority but unfortunately these groups could not accommodate the matter within required timescales.

- 5.5 Generally, members of all groups understood the rationale for allowing pet dogs on trams and were not opposed to the idea itself provided it is carefully managed and pet dogs do not disrupt assistance dogs or get in the way of wheelchair spaces.
- 5.6 All groups requested, if the pilot is made permanent, that a communication campaign on the rules for, and responsibilities of, pet dog owners when taking their pet dog on the tram takes place.
- 5.7 Further suggestions were made to improve the experience of their members when using Metrolink, especially if pet dogs continue to be permitted, and these will be followed up with the operator.

## **6 Pilot methodology**

- 6.1 The pilot ran for 3 months from 1st August to 31st October 2022. Dogs continue to be allowed on trams in the interim period until a decision is made.
- 6.2 An online survey was used to gather feedback from Metrolink users and potential customers. The survey was advertised widely on social media and via posters on Metrolink stops. A paper version and a visually enhanced version were provided on request.
- 6.3 Other sources of feedback were identified by TfGM as being potentially insightful for the pilot, including:
- the operator's staff;
  - operational logs;
  - customer complaints/compliments;
  - contacts via elected members;
  - feedback from the equalities groups which helped with designing the pilot and understanding the impacts after the initial pilot period had ended (listed in section 5 of this report); and
  - social media sentiment.
- 6.4 The Metrolink Conditions of Carriage were amended to include the following:
- Limit of 2 dogs per passenger;
  - Dogs must be properly controlled, on a lead, and wearing a muzzle if necessary;

- Dogs are not allowed on the seats and should not obstruct the wheel chair spaces on the tram;
- Dogs do not require a ticket;
- Passengers travelling with dogs are solely responsible for their behaviour;
- Passengers must ensure that their dog does not attack an assistance dog;
- Any mess made by the dog must be cleared up by the dog owner and the control room informed;
- Busy services must be avoided;
- In addition, passengers must read “[Guidance for taking your dog on Metrolink](#)” and follow all applicable guidance contained therein.

6.5 Enforcement of the Conditions of Carriage is undertaken by KAM Customer Services Representatives (CSR) staff as they patrol the network.

## **7 Results of the Pilot**

### **Service impacts**

7.1 During the 3 month pilot the operational logs were regularly checked and there was deemed to be a negligible effect on services. Only one service was withdrawn for cleaning and there were only a handful of reports of dog mess on platforms to be cleaned.

### **Online survey**

7.2 TfGM received over 3500 responses to the online survey. This is deemed a good response and sufficient to provide insight into customer views on the pilot.

7.3 The online survey asked 15 questions, with 10 questions about the key topics of:

- benefits to dog owners;
- experience any issues with dogs on trams;
- changing use of trams if dogs remain post pilot;
- agree/disagree with dogs on trams;
- travelling with a dog; and
- owning a dog.

7.4 Of the respondents to the online survey:

- 63% owned a dog;
- 1% owned an assistance dog;
- just less than 50% travelled on Metrolink with a dog during the pilot;
- almost 80% agreed with continuing to allow dogs on Metrolink; and
- almost 85% reported that they did not experience a problem with a dog during the pilot.
- of those who do not own a dog, only 50% were in favour, compared with 84% of dog owners being in favour.
- more frequent travellers tended to be less in favour, with those travelling at least once a week being 72% in favour, twice a week being 67% in favour and more than 4 times a week being 60% in favour.

## **8 Responses from Representative/ Equality Groups**

- 8.1 Opinions and experiences of people from Disabled Persons' Groups were sought prior to the pilot to inform the design, and during the pilot to understand any potential adverse impacts of allowing pet dogs on trams to disabled people, particularly those with assistance dogs.
- 8.2 Generally, members of all groups understood the rationale for allowing pet dogs on trams and were not opposed to the idea itself provided it is carefully managed and pet dogs do not disrupt assistance dogs or get in the way of wheelchair spaces.
- 8.3 All groups requested, if the pilot is made permanent, that an extensive communication campaign reminding pet dogs owners of the rules, and responsibilities when taking their pet dog on the tram takes place. They specified that this communication needed to be present onboard the trams as well on platforms.
- 8.4 There was also a suggestion to use the Audio-Visual announcement system (at least on a temporary basis) for ad-hoc reminders on rules on the basis this would reassure blind and partially sighted people that there are rules in place and support any requests they need to make of passengers with pet dogs to move from the accessible area or away from their guide dog.
- 8.5 Representatives from RNIB and Guide Dogs were concerned that there is not clear and easily accessible information on the processes and support for assistance dog owners who are travelling, including the procedures to follow in the worst-case

scenario of a dog attack on an assistance dog. They suggested that guidance be developed specifically for assistance dog owners to give them more confidence to travel on trams.

- What they should do in the event of a danger to their dog or themselves.
- Where the emergency button is located and how to use it (if you can't see it you don't necessarily know where it is located).
- What the response will be/what happens next after pushing the emergency button.

## **9 Media Coverage, Social Media Feedback & other contacts**

- 9.1 During the pilot period, the scheme received 60 individual pieces of coverage from a range of local and regional outlets, across print, online and broadcast media.
- 9.2 Two press release were issued by TfGM during this time: the first announced the pilot in late July before the launch, the second was a call to action in mid-October for the public respond to the survey before it closed.
- 9.3 Notable outlets which covered the trial include the Manchester Evening News, BBC Radio Manchester, BBC Online, ITV Granada, The Manc and Hits Radio. According to media monitoring, 43% of coverage was rated as very positive, 38.61% of coverage was positive, 7.92% very negative and 8.91% neutral.
- 9.4 Social media feedback was largely positive. TfGM received 27 telephone calls people opposing the pilot. 25 emails were also received, largely negative.
- 9.5 Five executive queries were received from MPs which included concerns around safety, cleanliness and allergies.
- 9.6 There was one report from a customer of having their trousers chewed by another passenger's dog, however, officers were unable to obtain any further details when contacting the customer.

## **10 Conclusions**

- 10.1 The pilot is adjudged to have been a success, evidenced by the good response to the online survey, the group engagement and the smooth operation of the pilot, underpinned by the risk assessment by the Metrolink operator, KAM.

- 10.2 The pilot demonstrated that the policy is operationally feasible with minimal impact on resources, and analysis of feedback showed a largely positive response to continuing to allow dogs on trams.
- 10.3 Some concerns remain regarding the control of dogs, allergies and use of space. These have been mitigated through the changes to the Conditions of Carriage, publication of guidance and the future reminders via passenger information.

## **11 Recommendations**

- 11.1 Recommendations are included at the front of this report.

**Danny Vaughan**

**Head of Metrolink, TfGM**

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## **GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE**

Date: Friday 13 January 2023

Subject: Metrolink Service Performance Report

Report of: Danny Vaughan, Head of Metrolink, TfGM

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### **PURPOSE OF REPORT:**

This report provides an update on Metrolink services and performance.

### **RECOMMENDATIONS:**

Members are asked to note the contents of this report.

### **CONTACT OFFICERS:**

Danny Vaughan      Head of Metrolink      [daniel.vaughan@tfgm.com](mailto:daniel.vaughan@tfgm.com)

Victoria Mercer      Metrolink Service Delivery Manager      [victoria.mercer@tfgm.com](mailto:victoria.mercer@tfgm.com)

**Equalities Implications: n/a**

**Climate Change Impact Assessment and Mitigation Measures: n/a**

**Risk Management: n/a**

**Legal Considerations: n/a**

**Financial Consequences – Revenue: n/a**

**Financial Consequences – Capital: n/a**

**Number of attachments to the report: 2**

- Appendix 1: Period date listing
- Appendix 2: Patronage by line

**Comments/recommendations from Overview & Scrutiny Committee: n/a**

**BACKGROUND PAPERS:** Metrolink Service Performance report of 11 November 2022

#### **TRACKING/PROCESS**

Does this report relate to a major strategic decision, as set out in the GMCA Constitution?  
No

**EXEMPTION FROM CALL IN** Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency? No

**GM Transport Committee n/a**

**Overview & Scrutiny Committee n/a**

## **1. ABOUT METROLINK**

- 1.1 Metrolink is the largest urban light rail network in the UK. It provides a fast, frequent service which is fully accessible to all, running 7 days a week, 364 days of the year.
- 1.2 The Metrolink network is owned by TfGM and is operated and maintained on TfGM's behalf through a contract with KeolisAmey Metrolink (KAM).
- 1.3 The network uses high-floor trams with raised platform stops and had reached patronage of over 45 million passengers each year prior to the covid pandemic.
- 1.4 There are 147 trams serviced from two depots.
- 1.5 Trams serve 99 stops covering routes totalling just over 100km. Metrolink is the most accessible of the public transport networks in Greater Manchester, providing step free access across the entire network.

## **2. PERFORMANCE SUMMARY**

- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 The sustained increase in patronage from September 2022 has aligned to “typical” seasonal impacts including students returning to all tiers of education, Premier League football matches, the City Centre Christmas markets and Christmas shopping with patronage boosted further by World Cup matches being shown at venues across the city and Women’s Super League football games at Old Trafford and the Etihad. Journeys on the network have consistently remained above 80% of pre-Covid average patronage and have reached 90% of pre-covid average levels in the lead up to Christmas. TfGM is expecting patronage to fall back to 70% of pre-covid average levels in January as it is traditionally a quiet month.
- 2.3 Reliability performance held steady during periods seven and eight, but excess wait time performance slightly deteriorated in period eight due to a third-party incident near Anchorage stop, where a pallet of bricks fell from a building site and damaged both the overhead line and a tram. Repairs could not be undertaken until a safe

system of work was agreed with the building contractor, which was complicated by poor weather conditions.

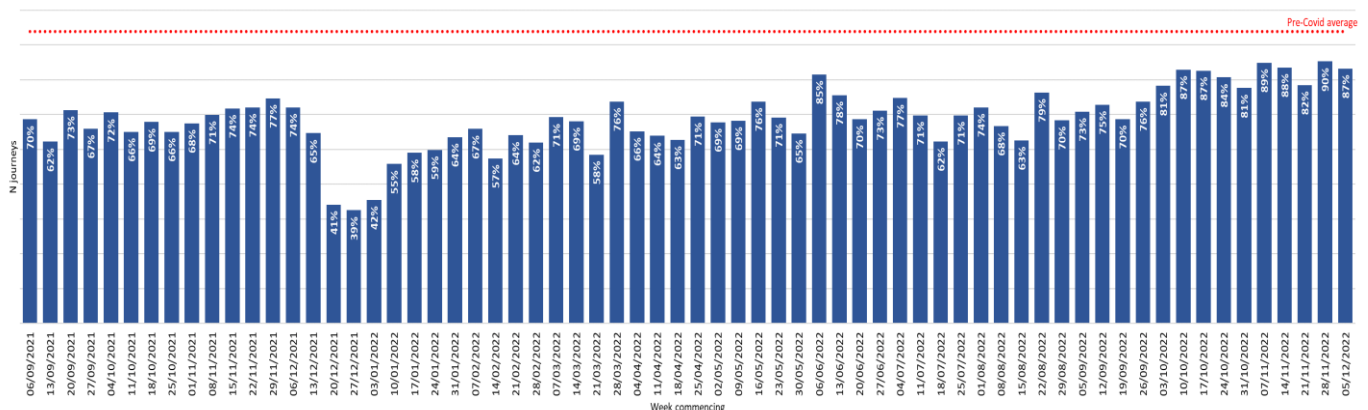
2.4 2022 engineering works concluded in November with the completion of Piccadilly Gardens' track works, returning to normal services ahead of December and increasing capacity at the weekends for the festive events. Looking ahead to 2023, we will have an ongoing programme of planned works which will be shorter in duration throughout the year landing on weekends and evenings, with some longer duration track and tunnel works in planning for the summer months.

2.5 A separate report detailing the review of the carriage of dogs is enclosed within this pack. It is recommended that the carriage of non-assistance dogs on Metrolink is continued, subject to adherence to the Conditions of Carriage.

### 3. PATRONAGE

3.1 Patronage measures the number of single journeys that are made on the network.

3.2 Post Christmas 2021 patronage recovered in line with lockdown restrictions being released, and has fluctuated during education holiday periods, planned engineering works, rail strikes and events of national significance.



3.3 The sustained increase in patronage from September 2022 has aligned to “typical” seasonal impacts including students returning to all tiers of education, Premier League football matches, the City Centre Christmas markets and Christmas shopping with patronage boosted further by World Cup matches being shown at

venues across the city and Women's Super League football games at Old Trafford and the Etihad.

- 3.4 Taking in to account the factors referenced above (para 3.3), journeys on the network have consistently remained above 80% of pre-Covid average patronage and have reached 90% of pre-covid levels in the lead up to Christmas.
- 3.5 Consequently, capacity has been increased on Altrincham, Bury, East Didsbury and Ashton lines during weekends in the run up to Christmas to support seasonal increased demand and events taking place across the City.
- 3.6 It is expected that patronage numbers will continue to correlate to seasonal trends, therefore we estimate that patronage numbers will fall through January and February, increasing again from March 2023.
- 3.7 Commuter trip numbers have consistently reached 80% of pre-Covid average demand since October 2022 with the AM peak reaching 90%+ during Tuesdays, Wednesdays, and Thursdays from mid-October. This has resulted in increased pressure on peak capacities midweek on Altrincham, Bury, East Didsbury, Eccles and Airport lines. Work is being undertaken to increase some peak capacities where possible in early 2023.
- 3.8 Driver recruitment and training remains an area of focus in order to stabilise operational performance, enhance capacities and support further recovery through 2023.
- 3.9 A breakdown of patronage by line can be found in Appendix 2.

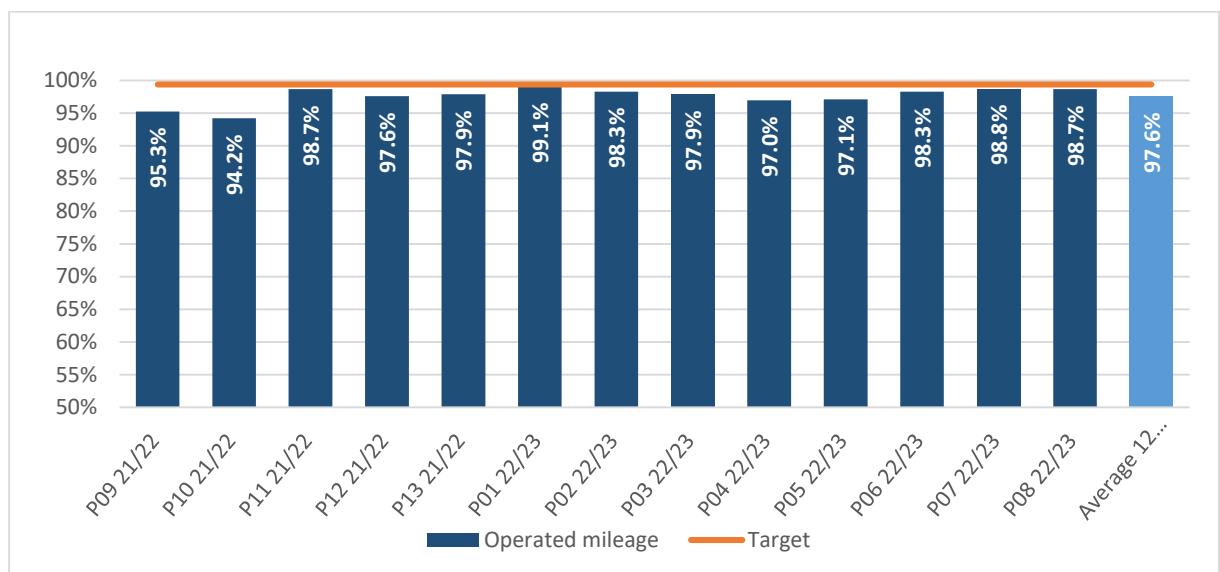
## **4. OPERATIONAL AND CUSTOMER PERFORMANCE**

### **Reliability**

- 4.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated compared with the number of scheduled miles, with a target of 99.4% before the pandemic.

4.2 Reliability improved in periods seven and eight. The incidents which most influenced performance were:

- Period seven: on 6 October, a collision with a pedestrian at St Werburgh's Road stop. Services were impacted from 12:30 until approximately 17:00 due to the requirement for attendance by the Greater Manchester Police Serious Collisions Unit.
- Period eight: on 2 and 3 November, a third-party incident took place at Anchorage whereby a pallet of bricks fell from an adjacent building site. This brought down the overhead line and suspended services on the Eccles via MediaCityUK route from 13:30 on 2 November. Weather conditions prevented repair work from being completed until 15:00 on 3 November.



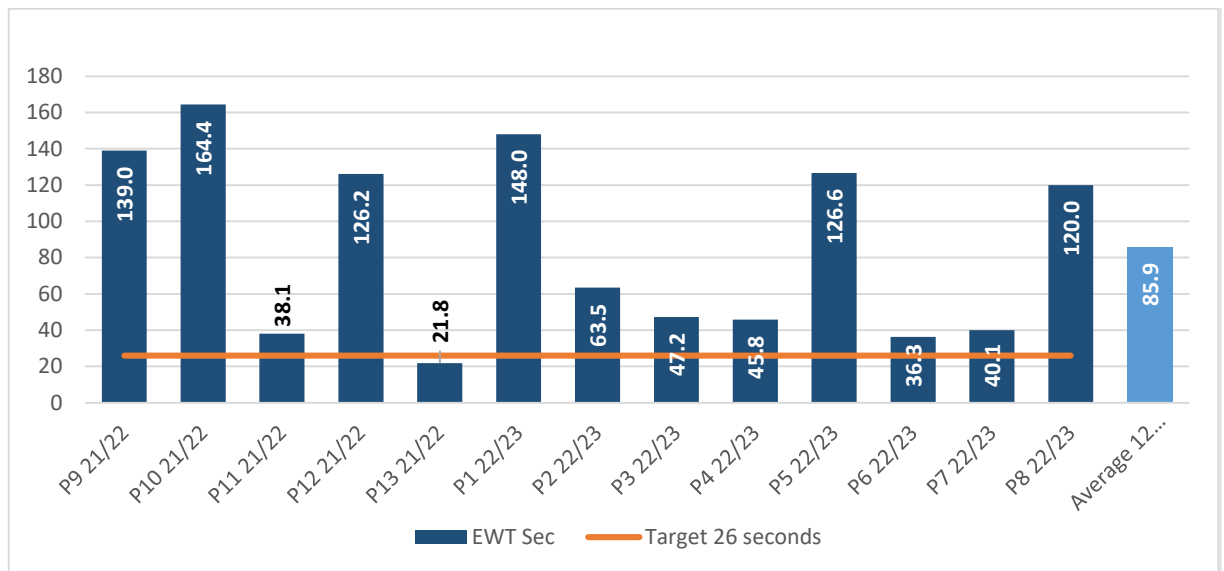
## Excess Wait Time

4.3 Excess Wait Time (EWT) is a measure of punctuality. It is the average time passengers wait over what would have been expected if the service were running exactly as scheduled.

4.4 The average EWT performance for the 12 months to November 2022 was 85.9 seconds against a pre-pandemic target of 26 seconds.

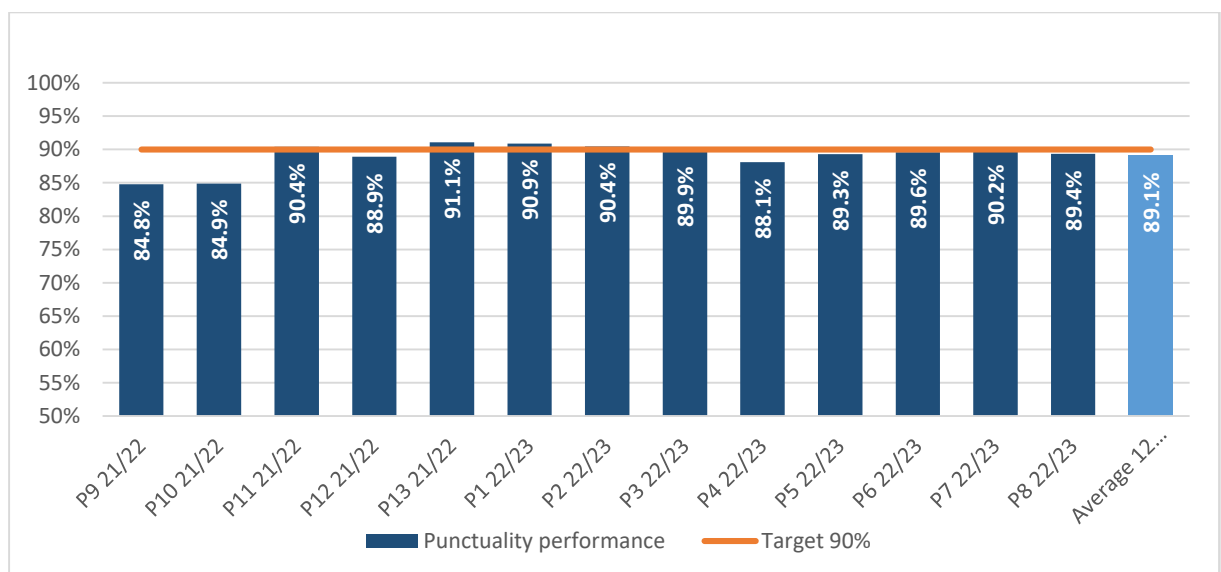
4.5 Performance in periods seven and eight was impacted by the incidents described above in 4.1.

4.6 The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.



## Punctuality - Percentage of services operating to time.

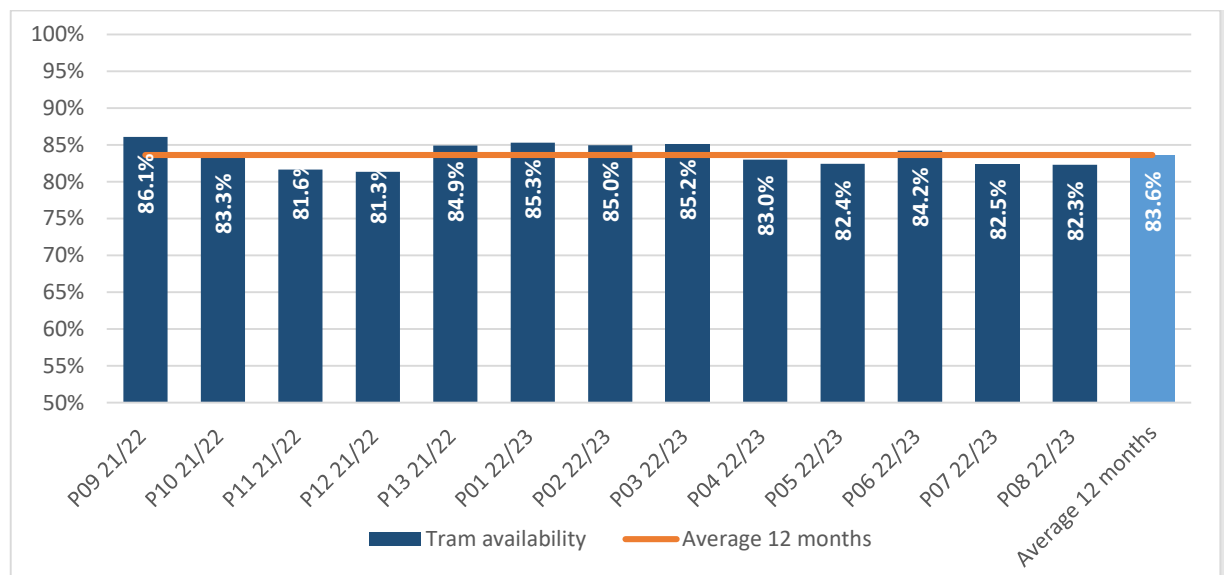
4.7 Punctuality performance covering the previous 12 months (13 periods) is shown below.



- 4.8 Performance improved to slightly above target in period seven. Period eight performance deteriorated very slightly, but overall performance has been consistent across the past several periods.

## Asset reliability - Trams

- 4.9 Tram availability shows percentage of the fleet that has been available during each period.

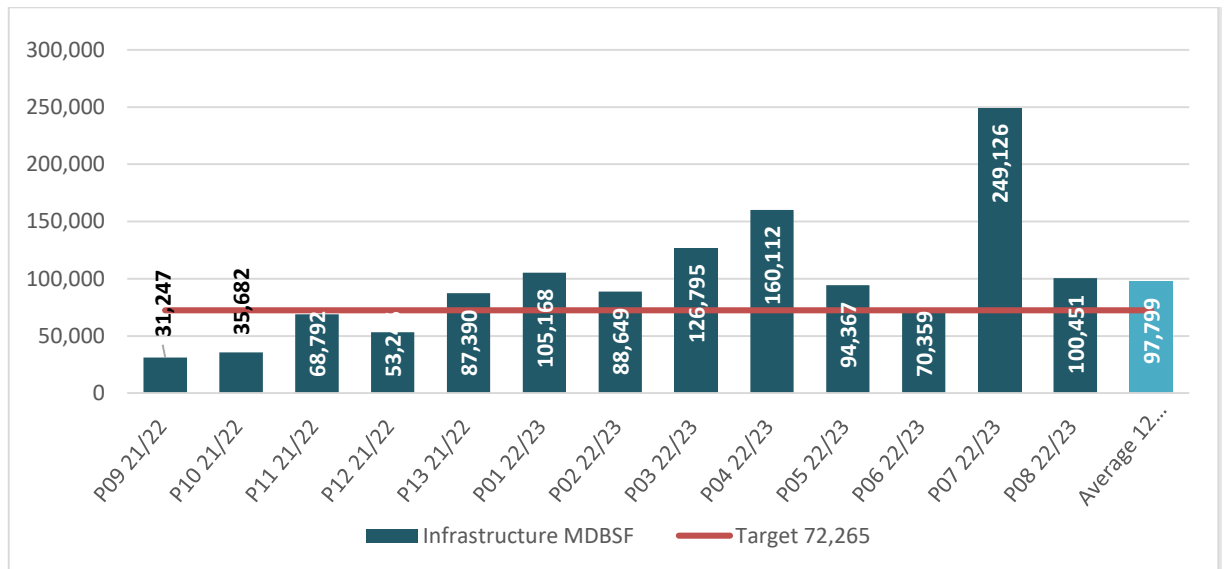


- 4.10 Recent periods have seen continued high levels of anti-social behaviour, resulting in smashed glazing and doors, damage to ceiling panels and damaged seating. Offensive graffiti and etching continue to be a problem. This significant level of damage impacts on vehicle availability which is then exacerbated by supply chain issues.

## Asset reliability – Infrastructure

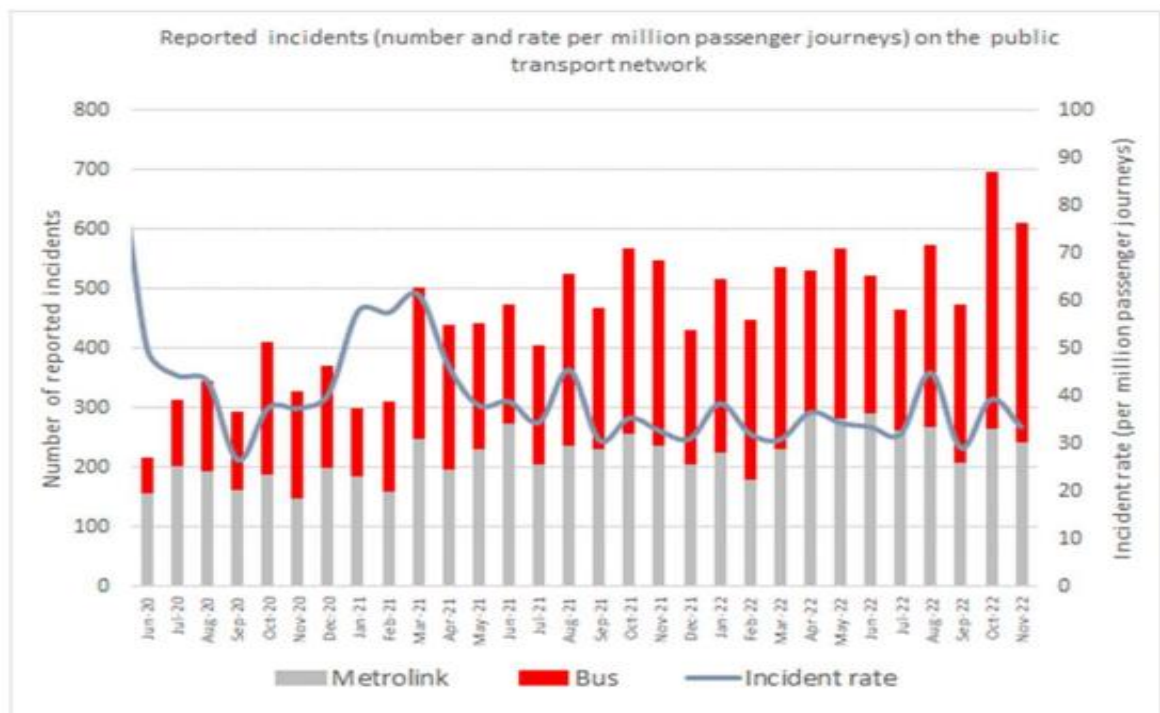
- 4.11 Infrastructure reliability performance is measured in terms of service distance travelled between failures. Examples of some of the infrastructure equipment covered by this category are signalling systems, overhead line, track and traction substations.
- 4.12 Infrastructure assets performed well during periods seven and eight. Period seven performance was the best since period nine in 2020/21. Swift attendance on site

meant that impact to service was significantly reduced, and in some cases, avoided altogether. The average 12 month rolling performance remains above target.



## Crime & Anti-Social Behaviour

- 4.13 On average, 232 incidents of crime and anti-social behaviour per month were reported to Metrolink over last 12 months.



Crime & ASB Category	Nov 2019	Nov 2022
	Reported Incidents	Reported incidents
ASB	11	28
Assault (inc. domestic incidents)	39	23
Damage to Property	25	61
Drink and Drug Related Incidents	10	14
Harassment & Intimidation	67	52
Obstruct/Interfere with Network Operations	23	18
Other Public Order	12	15
Robbery & Thefts	25	17
Sexual Assault/Sexual Incident	16	6
Tram Surfing	2	1
Weapons Incident	7	6
Grand Total	237	241

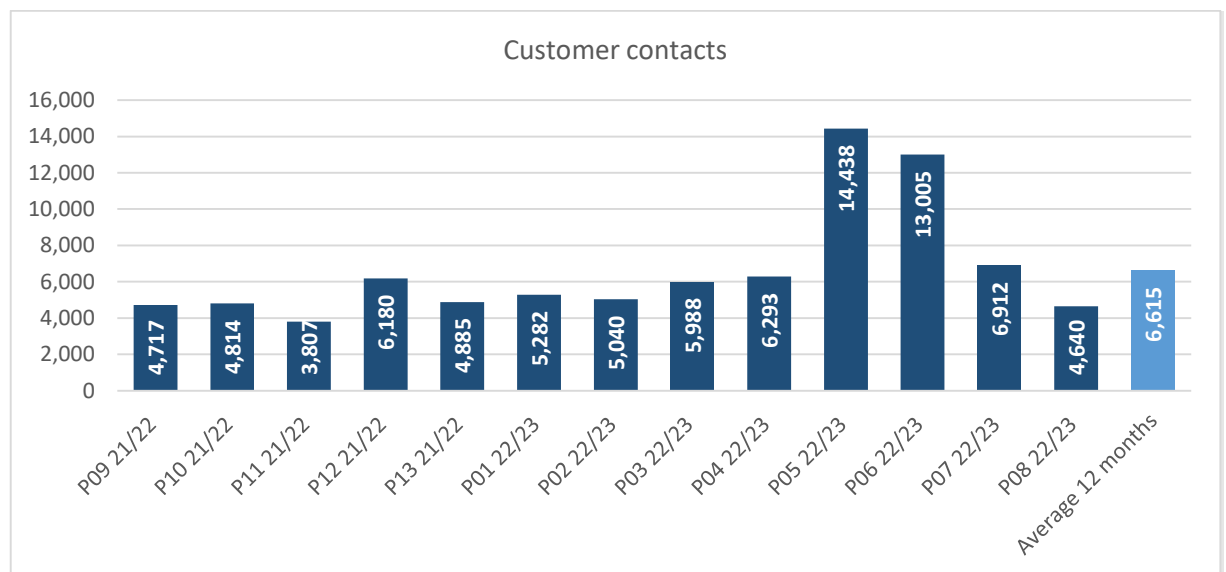
- 4.14 There has been a very slight increase in the number of reported incidents on the Metrolink network in November 2022, compared with November 2019. The line with the highest number of reported incidents is the Oldham Rochdale line with 67 incidents reported.
- 4.15 Forty of the incidents on the Oldham Rochdale line have been youth related with the Rochdale Town Centre and Freehold stops reported as hotspots, with accounts of fireworks being thrown at these locations. This line remains a current TravelSafe tactical priority and TravelSafe Officers (TSO) deployments are prioritised for this line especially during evenings.
- 4.16 The Bury line has seen increased GMP patrols due to a rise in reported incidents at Crumpsall stop, half of which have been linked to groups of youths in the area. The incidents primarily involve youths engaging in anti-social behaviour, including throwing fireworks, trespass on the track and suspected drug dealing.
- 4.17 TravelSafe specialist operations were carried out across the network throughout periods seven and eight focusing on crime and anti-social behaviour hotspots.

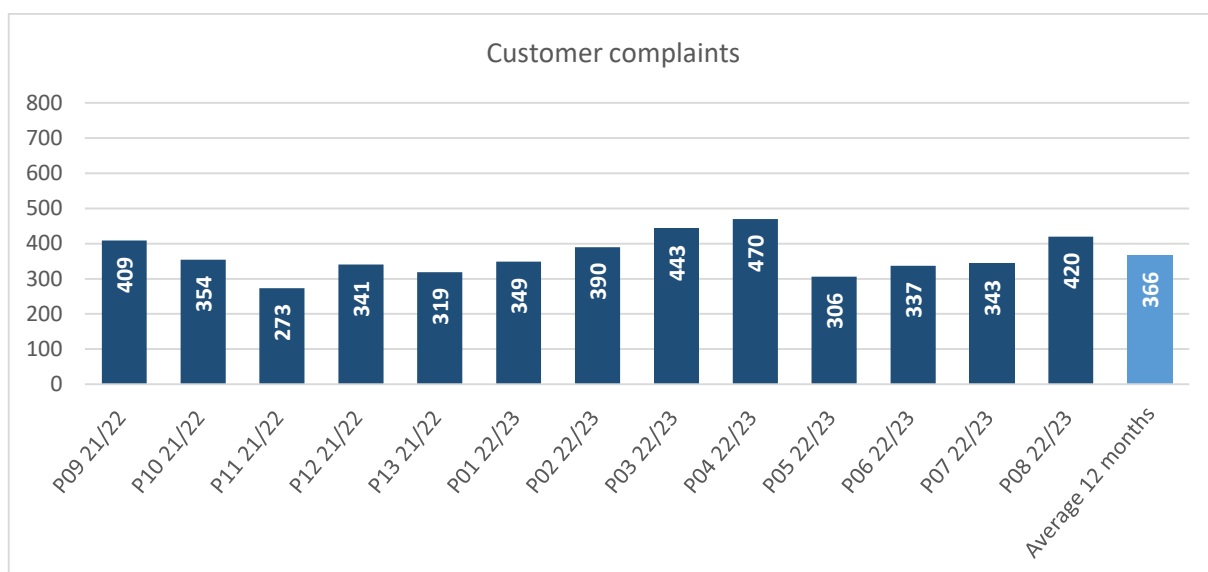
Deployments were supported by local councils, district policing teams and British Transport Police. Dates and locations of deployments in November include:

- Trafford Bar: 10 November
- Victoria: 16 November
- Oldham Rochdale line 29 November.

## Customer contacts and complaints

- 4.17 Just over 86,000 customer contacts were dealt with during the year, averaging at 6,615 customer contacts per period (excluding twitter).
- 4.18 Customer contacts in periods seven and eight reduced back to the levels seen prior to period five. Levels of customer complaints have held steady.





## Customer Experience and Engagement

- 4.19 KAM's School Engagement team continues to work within the local community. Safety events took place at Loreto College and Trafford College (Stretford Campus), reaching over 800 students. Students have been given the new college guide which has been well received by the students and staff alike.
- 4.20 Deployment of outreach workers from Manchester Youth Zone moved to focus on the Bury line in period eight. This activity was arranged in response to an increase of loitering and reports of drug misuse on this line. Interactions have taken place with over 330 youths. As part of this work, a survey has been undertaken with the youths to capture feedback. This feedback will be used alongside the work the data analysts undertake to better understand the local area.
- 4.21 KAM staff have continued to provide extra customer reassurance to passengers in the city centre. Focussed activity has taken place at Piccadilly mezzanine level at Piccadilly station where a stand has been located to answer questions and distribute hand sanitizer and network pocket guides.

## **5. FORWARD LOOK**

### **Planned network renewals for 2023**

- 5.1 Most of the essential works during 2022 were to replace sections of track at key locations on the network of which some required long closures with the final disruptive works being completed in November at Piccadilly Gardens following a period of amended timetable. The works were successfully completed at the end of November returning a normal service to customers in the lead up to Christmas.
- 5.2 Going into 2023 we will have fewer long duration closures with most falling at weekends and evenings, however we are planning further track works on the Eccles Line and repairs to Whitefield tunnel, affecting the Bury Line in the summer months which will be detailed in future reports.

**Danny Vaughan**  
**Head of Metrolink, TfGM**

## Appendix 1 - Period date listing

This report details the highlighted Period/s

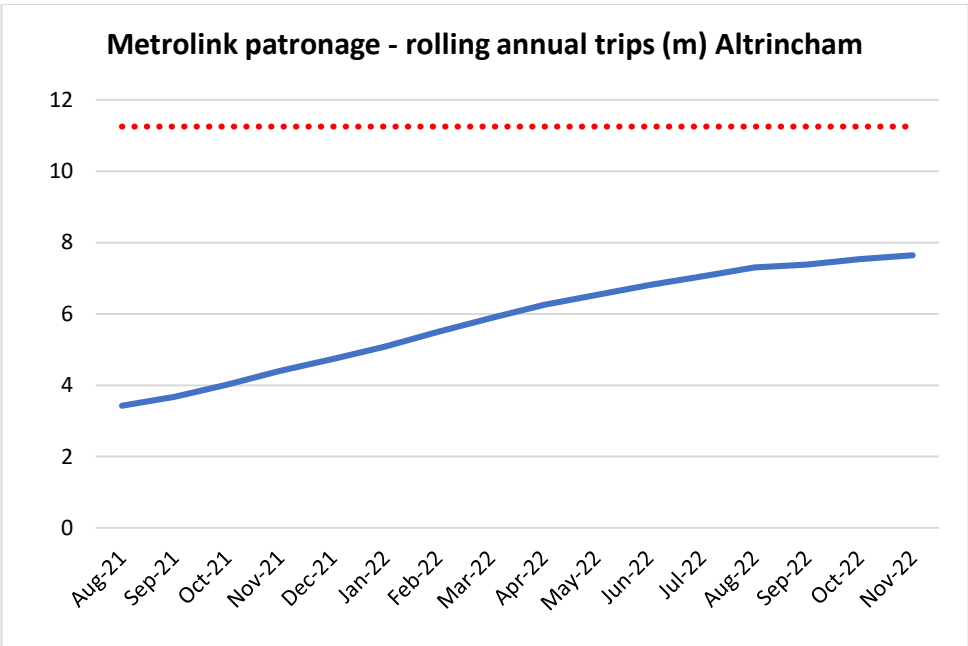
2021/22

Period	Start Date	End Date
1	01/04/2021	01/05/2021
2	02/05/2021	29/05/2021
3	30/05/2021	26/06/2021
4	27/06/2021	24/07/2021
5	25/07/2021	21/08/2021
6	22/08/2021	18/09/2021
7	19/09/2021	16/10/2021
8	17/10/2021	13/11/2021
9	14/11/2021	11/12/2021
10	12/12/2021	08/01/2022
11	09/01/2022	05/02/2022
12	06/02/2022	05/03/2022
13	06/03/2022	31/03/2022

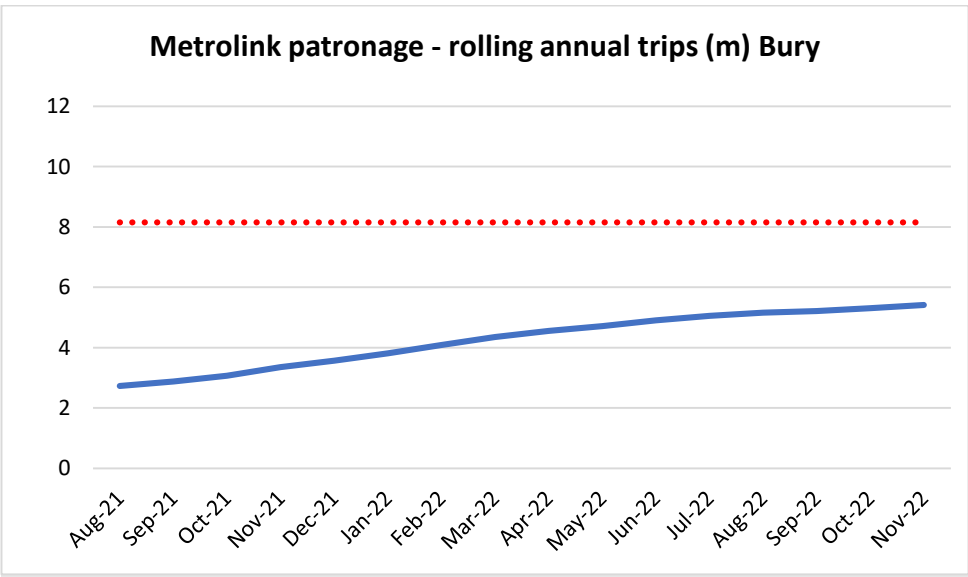
2022/23

Period	Start Date	End Date
1	01/04/2022	30/04/2022
2	01/05/2022	28/05/2022
3	29/05/2022	25/06/2022
4	26/06/2022	23/07/2022
5	24/07/2022	20/08/2022
6	21/08/2022	17/09/2022
7	18/09/2022	15/10/2022
8	16/10/2022	12/11/2022
9	13/11/2022	10/12/2022
10	11/12/2022	07/01/2023
11	08/01/2023	04/02/2023
12	05/02/2023	04/03/2023
13	05/03/2023	31/03/2023

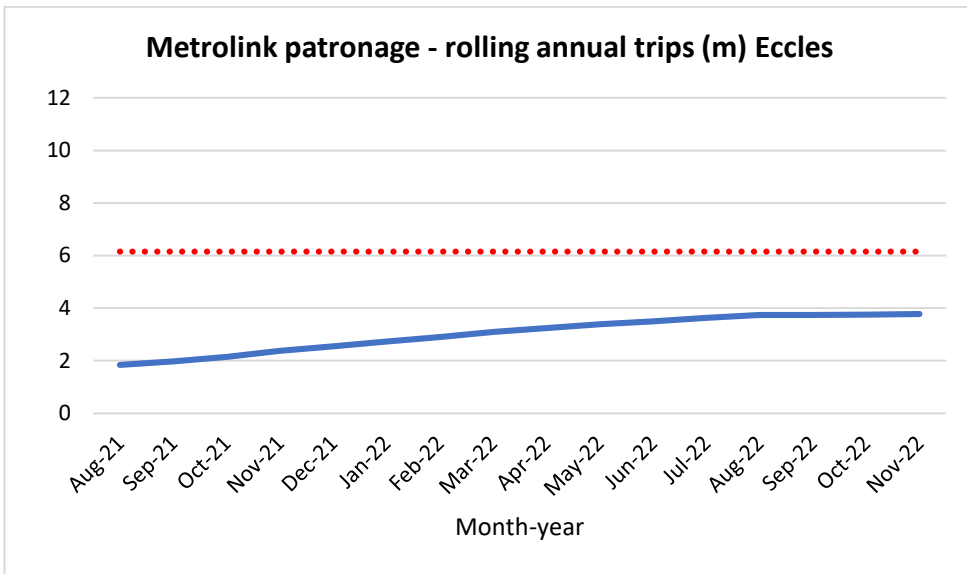
# Appendix 2 – Patronage by line



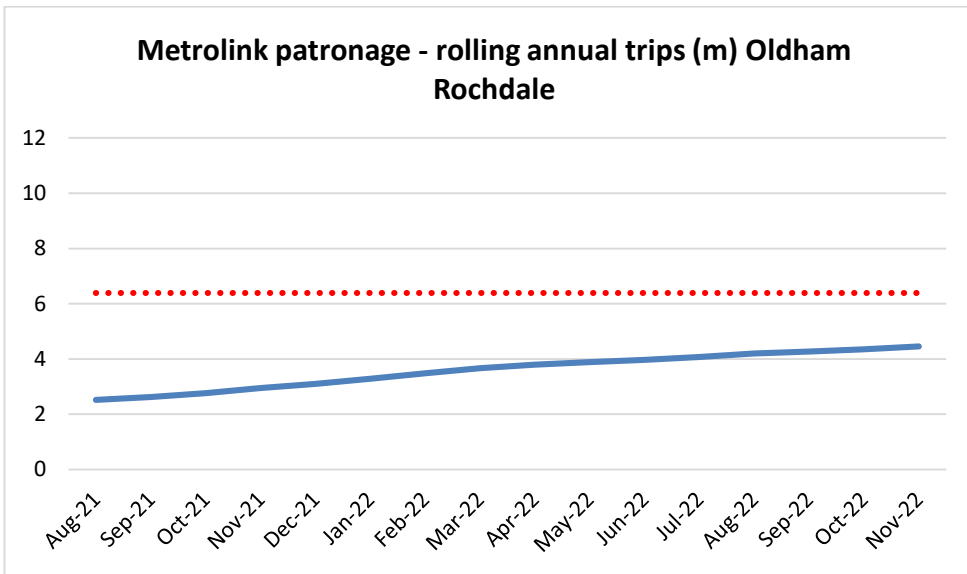
Journeys latest:	7.6
Journeys pre-covid:	11.3



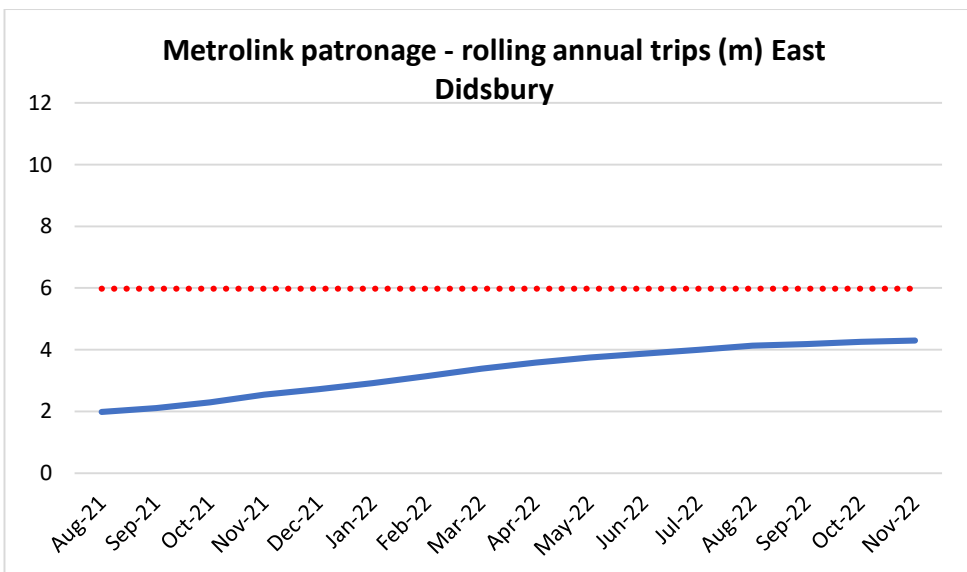
Journeys latest:	5.4
Journeys pre-covid:	8.2



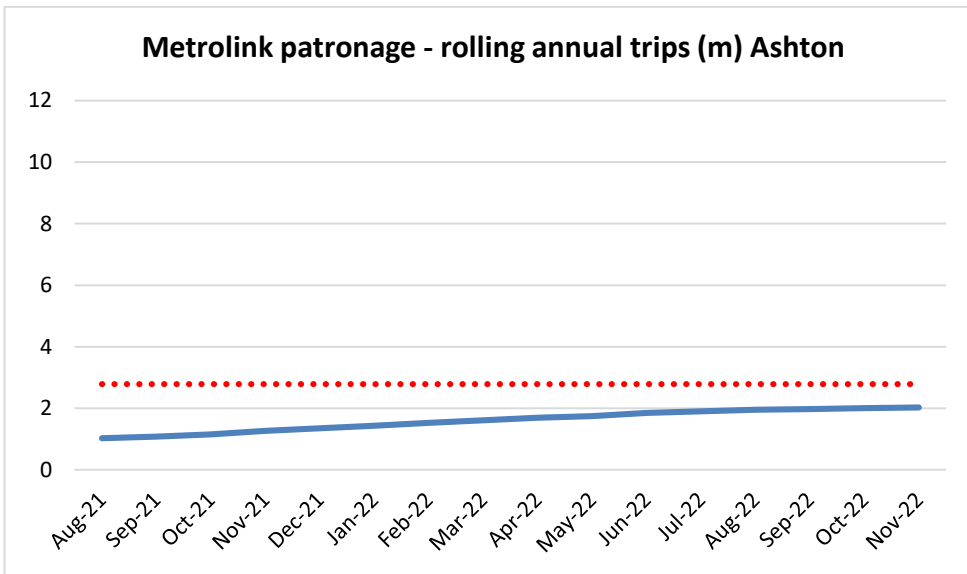
Journeys latest:	3.8
Journeys pre-covid:	6.2



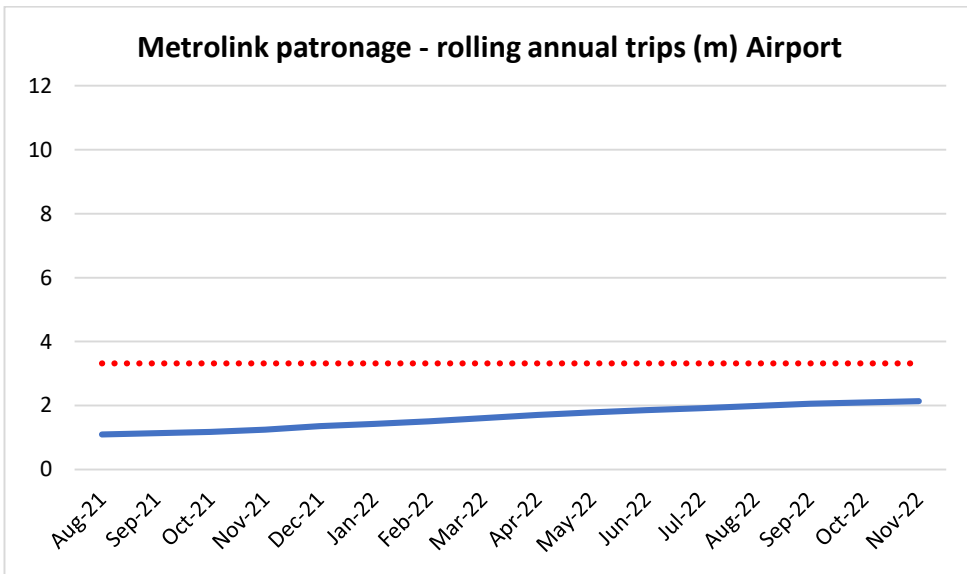
Journeys latest:	4.5
Journeys pre-covid:	6.4



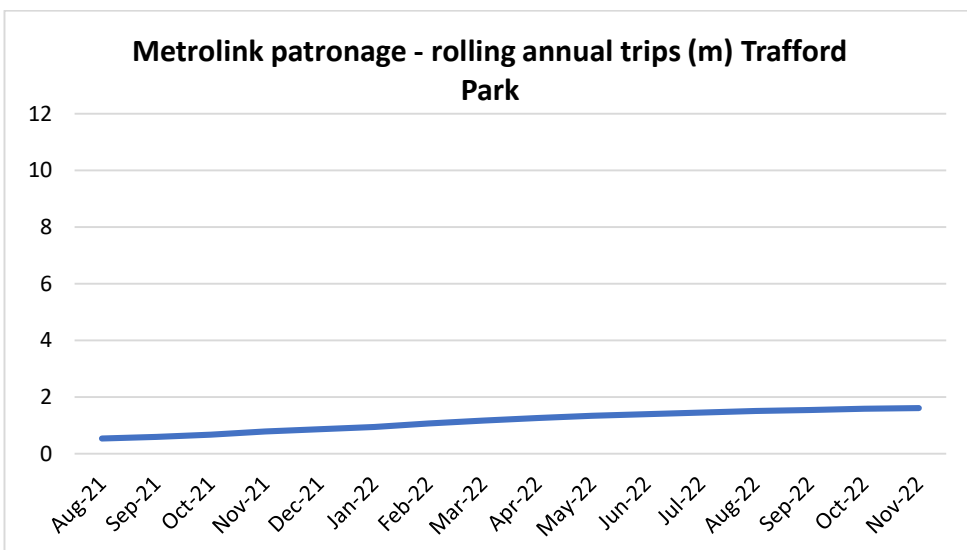
Journeys latest:	4.3
Journeys pre-covid:	6.0



<b>Journeys latest:</b>	2.0
<b>Journeys pre-covid:</b>	2.8



<b>Journeys latest:</b>	2.2
<b>Journeys pre-covid:</b>	3.3



<b>Journeys latest:</b>	1.6
<b>Journeys pre-covid:</b>	-

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## **GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE**

Date: Friday 13 January 2023  
Subject: Local Rail Services Performance Report  
Report of: Simon Elliott, Head of Rail Programme, TfGM

---

### **PURPOSE OF REPORT:**

To update Members on local rail service performance and operations between rail periods 07 and 08, 2022/23 (18 September 2022 – 12 November 2022).

### **RECOMMENDATIONS:**

Members are asked to note the contents of this report.

### **CONTACT OFFICERS:**

Simon Elliott	Head of Rail Programme	<a href="mailto:simon.elliott@tfgm.com">simon.elliott@tfgm.com</a>
Mark Angelucci	Rail Performance Officer	<a href="mailto:mark.angelucci@tfgm.com">mark.angelucci@tfgm.com</a>

## **Equalities Implications**

Not applicable

## **Climate Change Impact Assessment and Mitigation Measures**

Not applicable

## **Risk Management**

Not applicable

## **Legal Considerations**

Not applicable

## **Financial Consequences – Revenue**

Not applicable

## **Financial Consequences – Capital**

Not applicable

## **Number of attachments to the report:**

Nil

## **Comments/recommendations from Overview & Scrutiny Committee**

Not applicable

## **Background Papers**

GMTC MRN 20221111 Local Rail Services Performance Report

## **Tracking/ Process**

Does this report relate to a major strategic decision, as set out in the GMCA Constitution?

No

## **Exemption from call in**

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?

No

## **GM Transport Committee**

Not applicable

## **Overview and Scrutiny Committee**

Not applicable

# **1. INTRODUCTION/BACKGROUND**

- 1.1. To update Members on local rail service performance and operations in rail periods 07 and 08, 2022/23 (18 September 2022 – 12 November 2022)
- 1.2. The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail service delivery:
  - Periods 07 and 08 overview
  - Network Rail performance and updates
  - Route crime
  - Train operator performance and updates
  - Details of current train plans and December 2022 timetable
  - Patronage and footfall figures
  - Industrial Relations update
  - Operations and Engineering updates
  - Community Rail
- 1.3. A list of rail period dates for 2022/23 can be found in Appendix A.
- 1.4. A geographic map showing all Greater Manchester rail lines and stations can be found in Appendix B.
- 1.5. Individual PPM vs Target and Moving Annual Average graphs can be found in Appendix C for all six GM TOCs. This also includes cancellation and short formation graphs for Northern and TPE.
- 1.6. Right Time at Destination by Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.
- 1.7. Diagrams detailing Manchester rail routes from December 2022 can be found in Appendix E.

## 2. OVERVIEW

- 2.1. This report covers rail periods 07 and 08, 2022/23 (18 September – 12 November 2022)
- 2.2. Operational performance for GM train operators continued to decline over the two periods, with the average of the six TOCs Right Time at Destination falling from 51.6% in Period 06 to just 37.4% in Period 08.
- 2.3. In addition to crew resource availability as a result of COVID and other sickness, industrial action and the cessation of rest day working at various TOCs, autumnal railhead conditions have added to overall delays and cancellations across the network.
- 2.4. Whilst the periods traditionally see declines in operational performance due to autumn, this year Period 08 has seen Northern record a PPM of 7.3% less than in 2021, TPE 9.7% lower and Avanti 11.6% worse. For Northern and TPE, PPM remains slightly higher than in Period 08, 2019, although for Avanti it remains the same.
- 2.5. Service cancellations increased over the periods overall, as a result of the above plus train crew declining to work rest days and overtime at various train companies. Official cancellations varied between TOCs ranging from around 5 –8% of all services.
- 2.6. Pre-planned service cancellations (or P-coded trains) have continued to be applied, notably for TPE, due to lack of crew availability. Whilst giving some advance notice of cancellation (removed from systems by 2200hrs on the night before), they continue to cause inconvenience for passengers, do not count in official performance figures and do not automatically entitle passengers to delay repay. These short notice cancellations also cause additional capacity constraints on other operators' services, where overcrowding has been reported, notably on Anglo-Scot and Hope Valley services.
- 2.7. TPE has, over the past two periods been pre-cancelling between 250 – 450 trains per week. When added to on the day cancellations, this has resulted in between a fifth and a quarter of all TPE contracted trains being regularly cancelled.
- 2.8. The periods saw further declines in moving annual average (MAA) PPM, with only TfW and EMR remaining consistent.

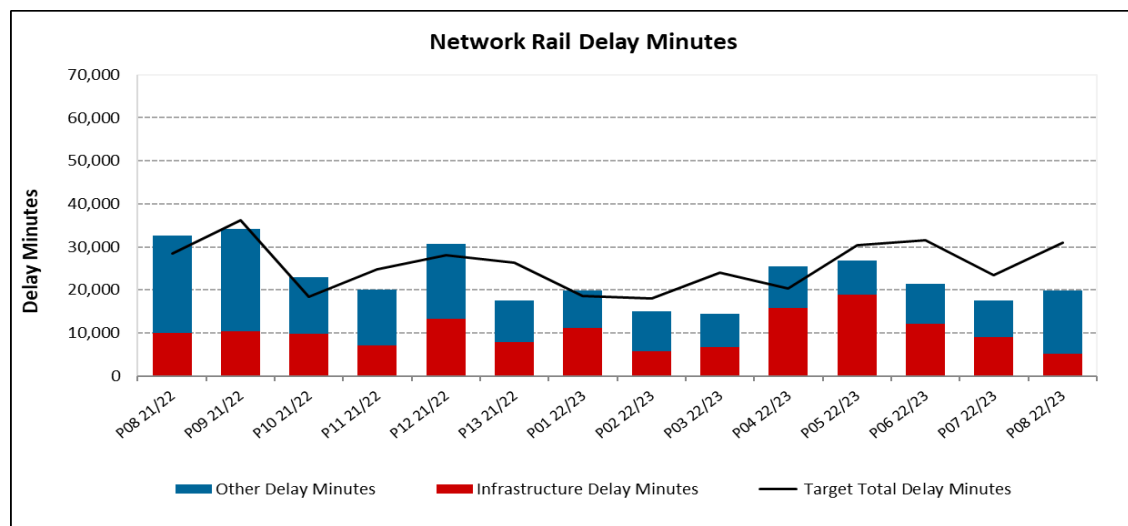
- 2.9. Northern continues to experience late notice cancellations on Sundays due to the lack of a rest day working agreement. The resolution of a disagreement on new rosters has seen some reduction in late-notification cancellations.
- 2.10. Amended train plans remained in place for Avanti West Coast and TransPennine Express. For Avanti, total London Euston departures remain at 4 tph, instead of 8, with Manchester – London services the worst affected, having been cut from 3 tph to just a single hourly train. Some additional services were added to this incrementally over the autumn. For TPE, 40 Anglo – Scottish services remain withdrawn, including a reduction of 5 trains per day between Glasgow – Manchester Airport
- 2.11. Periods 07 saw improvements in Network Rail delay minutes in Manchester DU, falling from around 21,000 to 17,000. Increases in Period 08 were largely driven by External delay, including flooding and trespass incidents, however, totals remained favourable to target.
- 2.12. Patronage and demand levels over the periods has been affected by industrial action, engineering and the unreliability of services. Demand for Northern is around 85% of pre-COVID levels and remains largely driven by leisure travel, although commuter travel has increased from October. For TPE, demand remains at around 70 – 75% of pre-COVID.
- 2.13. Industrial action over pay, conditions and job security continued across 14 TOCs and Network Rail over the autumn and is on-going, although there has been some movement, with TfW and Network Rail staff affiliated to TSSA union accepting pay deals recently.
- 2.14. Strike days took place across the rail network on 05, 08 and 22 October. Strike action planned on 05, 07 and 09 November was called off at short notice, however this left most affected operators unable to restore services on 05 and 07 November. Further strike action over 48-hour periods took place on 13/14 and 16/17 December, with more planned for 03/04, 06/07 January.

### 3. OPERATIONAL PERFORMANCE

#### NETWORK RAIL

- 3.1. Network Rail (NR) performance is measured against overall delay minutes across its network. These include track and non-track infrastructure failures and external (or 'Other') delays, which are attributed to it, such as trespass and weather-related events.
- 3.2. Total NR delay minutes in Manchester DU decreased in Period 07 to 17,479, with infrastructure delay at just over half of all delay. In Period 08, total delay increased to 19,848 minutes. A significant reduction in the number and severity of infrastructure delays (to 5,165 minutes) was offset by increases in external delays (14,683). Total delay in the period remained 40% lower than in the corresponding period in 2021.
- 3.3. Infrastructure incidents attributed to NR over the periods included signalling failures at Slade Lane on 19 September, Huddersfield on 24 September and Gorton on 03 October. The largest single NR incident affecting GM services was a damaged rail at Huyton on 18 October affecting services to Liverpool and Wigan. Longer distance services were impacted by a power failure at Euston on 22 October (over 7,000 mins delay and 151 cancellations).
- 3.4. Other Network Rail incidents have included signal box closures due to staff availability at Stockport, Hope Valley and Burscough Bridge.
- 3.5. External delay increases in P08 were largely driven by autumn weather-related issues and trespass/fatality.

#### NETWORK RAIL DELAY MINUTES (MANCHESTER DU)



## **ROUTE CRIME, MANCHESTER DELIVERY UNIT**

- 3.6. Criminal activity, theft and trespass cause significant delay and cancellations to passengers. Network Rail is responsible for these delays and works closely with train operators, British Transport Police and other agencies to mitigate and prevent such incidences occurring.
- 3.7. Trespass, vandalism and theft on the railway continue to impact service delivery across the rail network. Period 08 saw increases in period-on-period trespass incidents, rising from 28 to 39, with corresponding increases in total minutes delay to 2,871 (Period 08 coincided with schools' half-term at the end of October). Vandalism and fatality incidents, however, decreased in Period 08.
- 3.8. Anti-social behaviour continues to be reported across all public transport modes. For rail, this includes both on-train and station activity, for which British Transport Police is responsible. Train operators and Network Rail take this issue seriously and have expanded the use of covert and open CCTV, body-worn cameras and increased officer patrols.

## **FATALITY**

- 3.9. There were two reported fatalities in Manchester DU in Period 07, including an incident at Kearsley on 23 September. Incidents outside GM continue to adversely affect services and the periods have seen incidents significantly affecting performance in the Oxenholme, Carnforth, Leeds and Stafford areas.
- 3.10. There were no reported incidents of fatality within Manchester DU in Period 08, although a fatality occurred on 04 November at Wigan North-Western (not included in NR Manchester DU). A further fatality on the same day at Marsden impacted TPE cross-Pennine services.
- 3.11. Work continues enhancing physical deterrents at key locations on the network, including additional platform-end fencing, surface matting and signage, with smart CCTV being installed at various locations to detect unusual behaviour and alert control centres.

Category	Incidents/ Minutes P07	Incidents/ Minutes P08
Trespass	28/832	39/2,871
Vandalism	6/630	3/25
Cable Theft	-	-
Fatality	2/1,513	-
Total	36/2,975	42/896

## TRAIN OPERATOR PERFORMANCE

- 3.12. Overall operational performance declined over the periods for the six train operating companies within Greater Manchester. Right Time at Destination and PPM figures ended Period 08 significantly lower than in Period 06.
- 3.13. For Northern, Right Time at Destination for its Central/West services declined from 62.2% in P06 to 58.1% in P07 and 43.5% at the end of P08. Similarly, TPE figures slipped from 56.5% to 49.3% and ended P08 at 41.1%. Longer distance operators fared worse, with Avanti only managing a right time arrival on a quarter of its already reduced timetable, down from a third in Period 06.
- 3.14. Cancellations continued to increase for operators over the periods, largely due to crew availability and the loss of rest day working (RDW) agreements. Even for companies with RDW agreements in place, train crew continue to decline to work rest days and additional overtime as part of on-going industrial relations disputes, notably at TPE and Avanti West Coast.
- 3.15. Operators are also continuing to catch up on the backlog of driver training, caused by COVID and trying to balance essential training with daily operations.
- 3.16. Averages of around 5% cancelled services are masked by TPE's use of p-codes. These trains, as detailed previously in this report, are pre-cancelled on a daily basis and removed from industry (and passenger-facing) systems by 2200hrs on the day before service. TfGM has raised what we consider to be the unacceptable long-term use of what was designed to be an emergency industry measure with the operator and Rail North Partnership. TfGM continues to brief Manchester's Mayor and calls have been made to cease this practise and for improvements in performance for both TPE and Avanti West Coast. If these improvements are not forthcoming, the Mayor has demanded the termination of both of these operator contracts.

- 3.17. Delays caused by other TOCs and freight companies also impact service performance and failed units have caused disruption to both local and longer distance services over the periods. Multiple unit failures over the periods included both freight and passenger trains, including significant incidents at New Mills, Chinley and Mossley (freight locomotives) and passenger services at Rochdale, Kirkham and Appley Bridge. Operational delays and blocked platforms continue with crew either being unavailable or late taking over their train. Cross-city crew movements remain impacted by taxi availability and city centre congestion.

#### **NORTHERN TRAINS LIMITED**

- 3.18. Northern's punctuality and reliability declined over Periods 07 and 08, with falls in right time and PPM scores. Moving annual average PPM slipped to 83.2% at the end of Period 08.
- 3.19. Cancellations in Northern's North and South Manchester service groups fell from 647 in Period 06 to 309 in Period 07 but increased again in P08 to 495.
- 3.20. Crew availability at Northern's Central and West depots on Sundays continues to be challenging, where Sunday working remains largely voluntary for drivers.
- 3.21. Short-forming of services more than doubled in Period 07 in North/South Manchester, with a total of 1,246 trains operating with fewer/different carriages to planned, this improved in P08 to 1,009. Pre- and post-strike day trains have been impacted by industrial action, with unit displacement and early morning depot movements affected by this.
- 3.22. Crew availability as a result of COVID infections and non-COVID sickness remain an issue, with sickness levels reportedly double the seasonal norm at various north-west depots and spikes at Barrow and Liverpool.

#### **TRANSPENNINE EXPRESS**

- 3.23. TPE official performance data records TPE as finishing Period 08 with a PPM of 80.1% across its network and Right Time at Destination figure of 41.1%. A total of 584 services were full or part cancelled on the day over this period.

- 3.24. These figures, however, exclude pre-cancelled (or p-coded) trains detailed above. TPE has been pre-cancelling anything between 250 – 450 trains per week since summer across its network due to crew unavailability. When taken with on-the-day cancellations, this has seen total weekly cancellations averaging between 20 – 25% of its entire contracted services. During the half-term week beginning 23 October 2022, TPE fully or part cancelled over 30% of its entire services.
- 3.25. TPE continues to operate a reduced train plan on its Anglo-Scottish services, with 40 withdrawn services per week. Manchester – Glasgow services are operating three times per day, instead of the usual eight, with Edinburgh services reduced by one train per day. Some of these services are expected to return in December 2022 timetable.
- 3.26. Whilst cancellations and delay have largely been impacted by crew availability and TOC-on-self (around 45% of all cancellations), performance has also been impacted by trespass, fatality and weather-related events. Fatalities across the TPE network increased over the periods, with two incidents in the Leeds area, one in Carnforth and a further one at Oxenholme. Flooding in Cumbria and a broken rail at Huyton over the periods also impacted service delivery.

### **AVANTI WEST COAST**

- 3.27. Avanti West Coast reduced its Manchester – London services from 3tph to just 1 tph on 14 August. Some additional trains were incrementally added to the timetable during the autumn. The removal of these services continues to cause overcrowding on remaining services and there have been widespread reports of passengers unable to find seats, use toilets and purchase refreshments. Ticket sales remain restricted, with minimal advance tickets being made available for sale.
- 3.28. As with TPE, these service reductions were planned to stabilise service provision and ensure better reliability. Avanti has, largely, not pre-cancelled additional services but performance remains poor, with PPM on this reduced timetable only 66.8% in Period 08 and a Right Time figure of 26.3%
- 3.29. Wigan North-Western continues to be served by Avanti's Anglo-Scot services between London Euston and Glasgow/Edinburgh.
- 3.30. Services on the Manchester - London route will be restored to 3tph from December's timetable change. TfGM continues to monitor service provision on this key route and is reporting performance directly to the Mayor.

## OTHER OPERATORS

- 3.31. Transport for Wales Rail (TfW) service performance finished the period at 72.9% PPM and 51.7% Right Time.
- 3.32. Transport for Wales services to Manchester continue to operate, with 1 tph to Chester/North Wales and 1 tph to Cardiff/South Wales. New rolling stock should start to be deployed from December's timetable change, providing enhanced capacity and comfort.
- 3.33. Due to train lengths on some of its new rolling stock, TfW is not calling key peak services at Earlestown or Newton-le-Willows stations. Displaced passengers for Manchester (Oxford Rd and Piccadilly) are now using Northern's stopping service. This is leading to over-crowding and problems boarding further down the line at Patricroft and Eccles stations. TfGM is meeting with TfW to discuss options around TfW re-instating these calls.
- 3.34. Cross Country performance remains poor and crew availability has become more of an issue over the autumn. Significant incidents at key locations have added to a disappointing PPM of just 66.3% in P08 and Right Time of 25.2%
- 3.35. Cross Country is currently operating 1tph to Reading/Bournemouth, with 3/4 additional morning and evening services to Bristol. There will be no full re-introduction of south-west services from December's timetable change. TfGM would like to see these services re-introduced from May 2023.
- 3.36. Hourly EMR services between Norwich – Liverpool have experienced some short-forming over the periods and associated crowding. Performance remains poor, with a PPM of 71.9% in P08 and Right Time of 36.3%

## SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 07 AND 08

Date	Incident	Delay Minutes	Cancellations
26 September	Failed loco, Mossley	2,083	17 full/32 part
20 October	Failed unit, Rochdale	1,661	1 full/50 part
18 October	Rail defect, Huyton	1,268	34 full/8 part
04 November	Failed unit, Appley Bridge	1,071	19 total

23 September	Fatality, Kearsley	1,053	5 full/15 part
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#### **SIGNIFICANT INCIDENTS, LNW NETWORK, PERIODS 07 AND 08**

<b>Date</b>	<b>Incident</b>	<b>Delay Minutes</b>	<b>Cancellations</b>
24 October	Failed unit, Birmingham	7,343	16 full/39 part
22 October	Power failure, Euston	7,325	89 full/62 part
19 October	Freight wagon issue, Chinley	4,545	7 full/24 part
10 November	Fatality, Stafford	4,423	6 full/13 part
23 September	Fatality, Oxenholme	4,088	10 full/24 part

## **4. PATRONAGE**

- 4.1. Rail patronage fluctuates amongst operators and continues to be impacted by service unreliability, industrial action and weekend engineering works.
- 4.2. Rail in the north continues to recover faster than the national average, with Northern reporting around 83% of pre-COVID demand – greater on some leisure routes. TPE demand remains subdued at around 65% of pre-COVID levels.
- 4.3. Weekly footfall totals at Piccadilly station since the start of the pandemic are shown in Appendix F. The busiest days of the week continue to be Friday/Saturday, with Sundays now often third busiest (event-dependant). Mondays and Tuesdays continue to be the quietest days. Recent Friday/Saturday footfall has reached 140,000 for the first time since the pandemic began, largely driven by Manchester's Christmas Markets and arena events.

## **5. INDUSTRIAL ACTION**

- 5.1. Members of the RMT and ASLEF rail unions are yet to agree on pay awards and, for RMT, safeguarding of roles with their employers at a large number of train operators and Network Rail. Transport for Wales, Scotrail and Merseyrail have agreed deals and members of TSSA working for Network Rail have also agreed to an offer.
- 5.2. Strikes by RMT members (guards), ASLEF (drivers) and TSSA (salaried staff) have impacted rail delivery throughout the summer, with strikes having taken place on, 05, 08, 22 October and action planned for 05, 07 and 09 November. The November dates were cancelled at late notice as a result of talks but left operators unable to operate normal timetables on 05 and 07 November (plus 09 November for TPE).
- 5.3. Further 48-hour strikes have been planned for 13/14 and 16/17 December, plus 03/04 and 06/07 January. Additionally, a ban on NR staff overtime will be in place and this will impact engineering works from 24 – 27 December.
- 5.4. Additionally, train crew continue to decline to work rest days and overtime. This has mainly impacted Avanti West Coast and TPE services, as detailed elsewhere in this report. Affected members will also be withdrawing all overtime during the current planned strike days, up until 07 January.

- 5.5. For customers and TfGM, the dispute has impacted Metrolink operations to Altrincham, with contingency cover for shared signalling sections between Timperley – Altrincham only being provided between 0700 – 1900hrs on certain strike days and replacement bus operation beyond these hours.

## **6. DECEMBER 2022 TIMETABLE (MTF)**

- 6.1. As previously detailed, but re-iterated here, major changes to train timetables and switching of services came into place from 11 December 2022.
- 6.2. The changes have been made to regularise services and improve overall performance but with the loss of some connectivity. Stockport, Sheffield and Wigan lose their airport connections, Wigan and Southport lose their Manchester Piccadilly services and there is a loss of connectivity between North and South Manchester as the Hazel Grove – Blackpool North and Southport – Alderley Edge services are removed.
- 6.3. Northern's new timetable features an uplift of around 700 additional weekly trains across Greater Manchester, or around 14%. Earlier Sunday services will operate from New Mills Central, and Macclesfield and Farnworth will have a new Sunday service.
- 6.4. Northern peak time services have been restored on Buxton, New Mills Central and Mid-Cheshire lines. Hadfield/Glossop services revert to half-hourly all day. Rochdale – Blackburn services return hourly all day, providing second train per hour calls at Moston, Castleton and Mills Hill. Smithy Bridge sees its second train per hour restored and Blackrod's hourly off-peak service resumes. The second tph at Irlam and Urmston stations will now be provided off-peak by the new TPE Cleethorpes – Liverpool service. Calls at Deansgate by Liverpool/Warrington stopping services will also be removed off-peak.
- 6.5. Northern has advised TfGM and other stakeholders that it is implementing its new train plan in one phase, with all trains being uploaded into systems. Some issues due to crew availability, industrial action, Christmas and engineering may necessitate advance pre-cancelling of some of these services until 08 January and Northern will endeavour to give passengers 48-hour advance notice of these, where possible.
- 6.6. Platform works at Irlam have been prioritised and this will see the operation of 2 tph in both directions at the station from 27 December.

- 6.7. TPE will uplift its Anglo – Scottish services incrementally, with the re-introduction of 31 and then 35 services from December. The full 40 withdrawn services will not be re-introduced until May 2023.
- 6.8. TPE will pause some of its driver training over the period of the new timetable introduction to allow only essential training or completion by drivers who are nearly qualified. This should enable better delivery of the new plan but will require around a dozen services being temporarily removed until February 2023. These services are lightly loaded and mostly do not impact Greater Manchester in peak time, with alternative services or a change of train available. The plan did include the temporary withdrawal of the 1730 Piccadilly – Scarborough service but, after representation from TfGM, this busy train has been reprieved.
- 6.9. Avanti West Coast will restore its 3tph between Manchester Piccadilly – London Euston from 12 December.

## **7. OPERATIONS & STATIONS**

- 7.1. Salford Central station will be closed between 02/01/23 until 21/05/23. Trains will run through the station not stopping, maintaining service links to and through to Manchester Victoria. There will be some weekend blockades of the line to enable works to be completed, with services diverted to Oxford or bus replacement from Salford Crescent.
- 7.2. North West Electrification works will see bridge works and the installation of OHLE between Lostock Junction and Wigan North Western. This will entail station and local road closures along the line. Works at Hindley will take place between 13 March and 23 July 2023, with works following on at Ince from 24 July until December 2023. TfGM, Network Rail and Northern have met with residents and stakeholders to discuss plans and local road closures.
- 7.3. Work will be underway from January to extend platforms at Mauldeth Road, East Didsbury and Gatley to accommodate longer trains as part of the MTF. Additionally, the line to Manchester Airport will be closed on six consecutive Sundays between January – February, with bus replacement.

## 8. COMMUNITY RAIL

- 8.1. TfGM continues to work with industry partners to fund and facilitate community projects at our stations. Whilst this time of year is traditionally quiet for groups, TfGM has helped projects at Woodsmoor, Ince and Marple and is working with schools and colleges for new artwork at Reddish North, Bramhall and Gathurst stations.
- 8.2. Local groups have re-instated popular Santa trains this year, following on from an absence due to the pandemic and these have proven very popular at Rose Hill.
- 8.3. TfGM continues to support the Cheshire Best Station awards for our stations which were located in the county pre-boundary changes. These will be held in early March, with TfGM sponsoring a prize category.



**Simon Elliott,**

**Head of Rail Programme, TfGM**

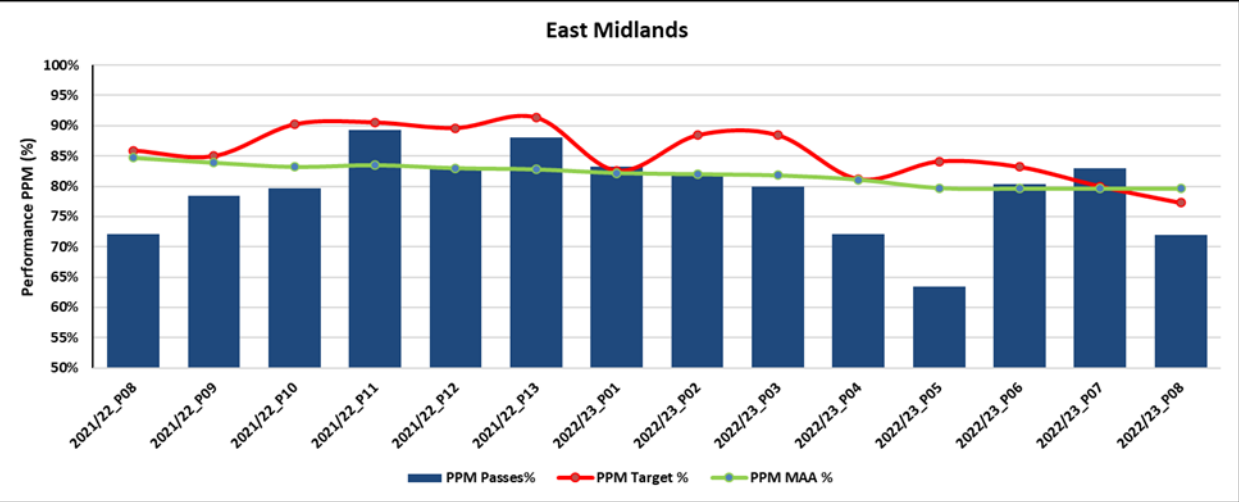
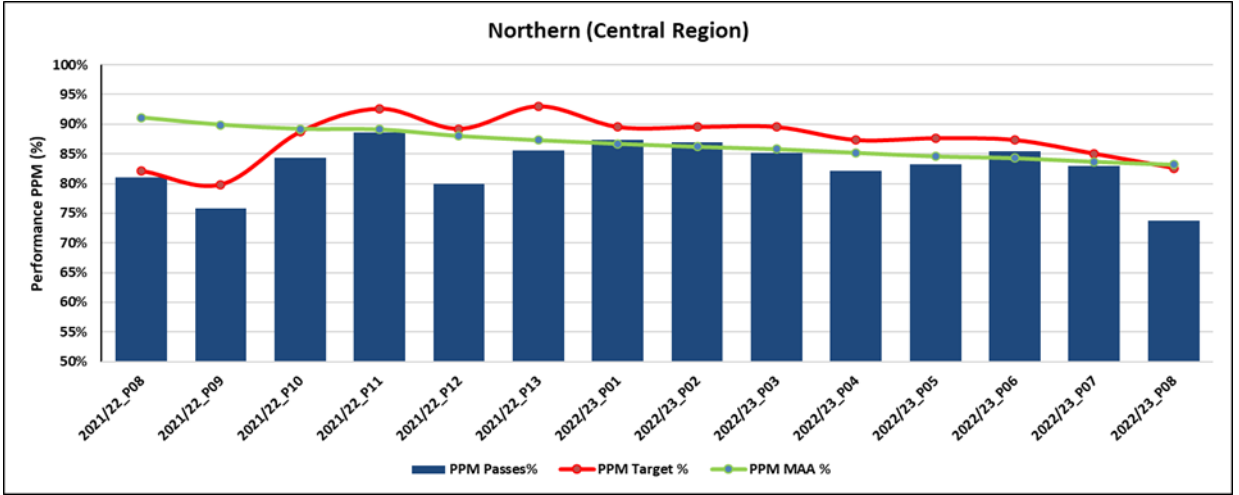
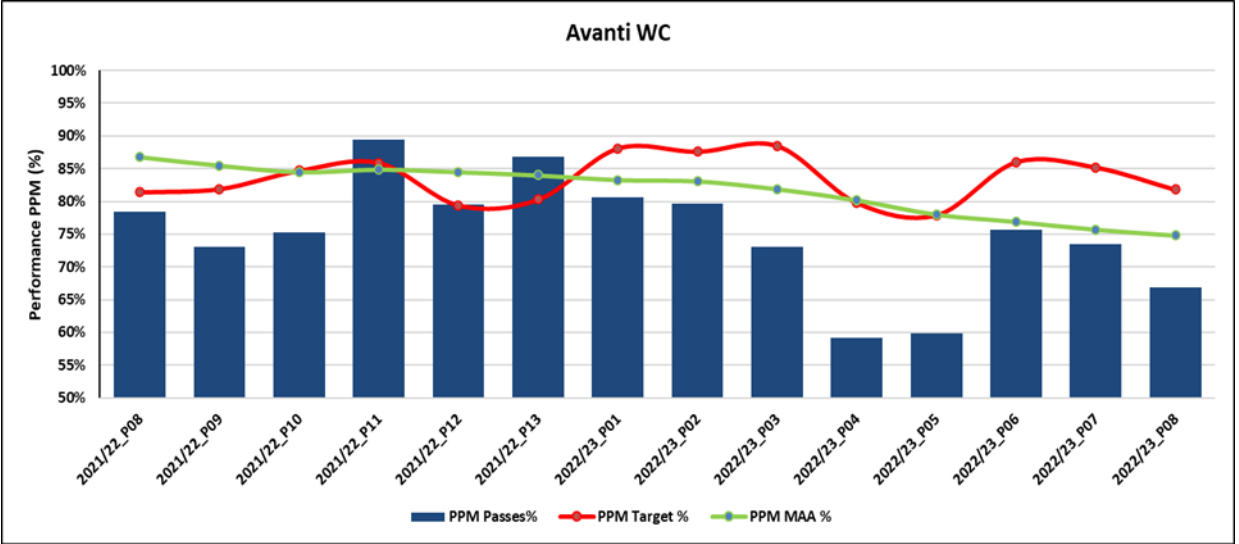
## APPENDIX A – RAILWAY PERIOD DATES 2022/2

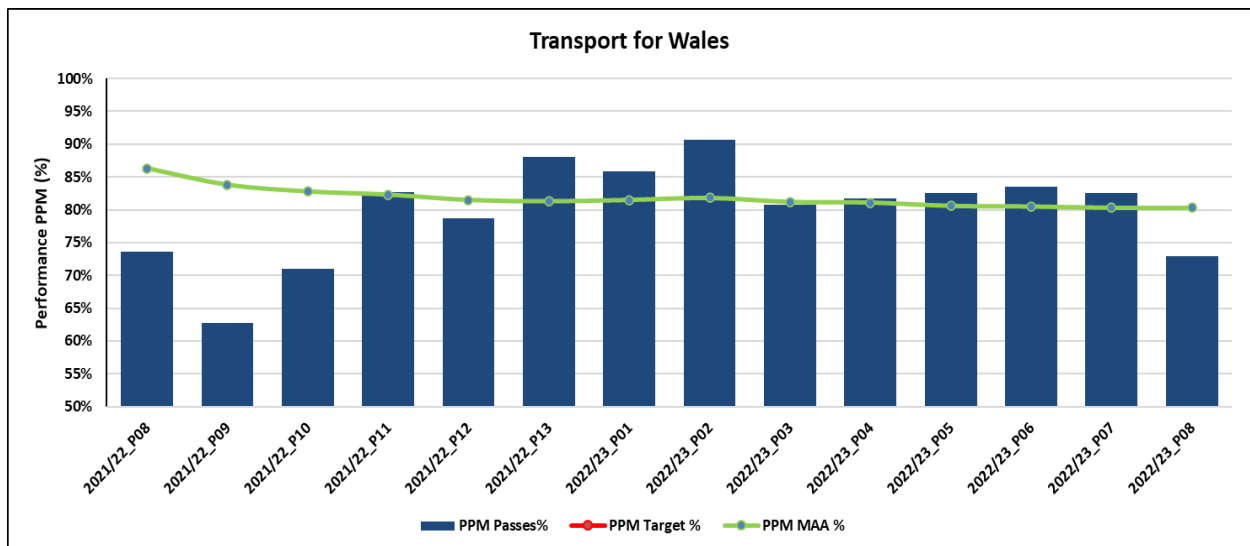
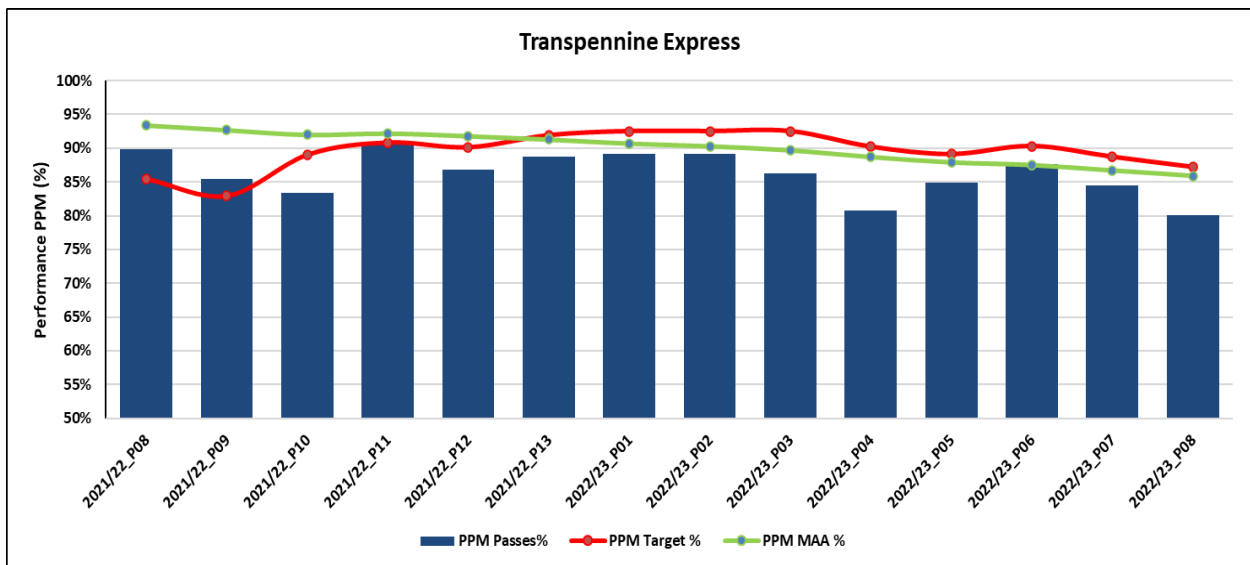
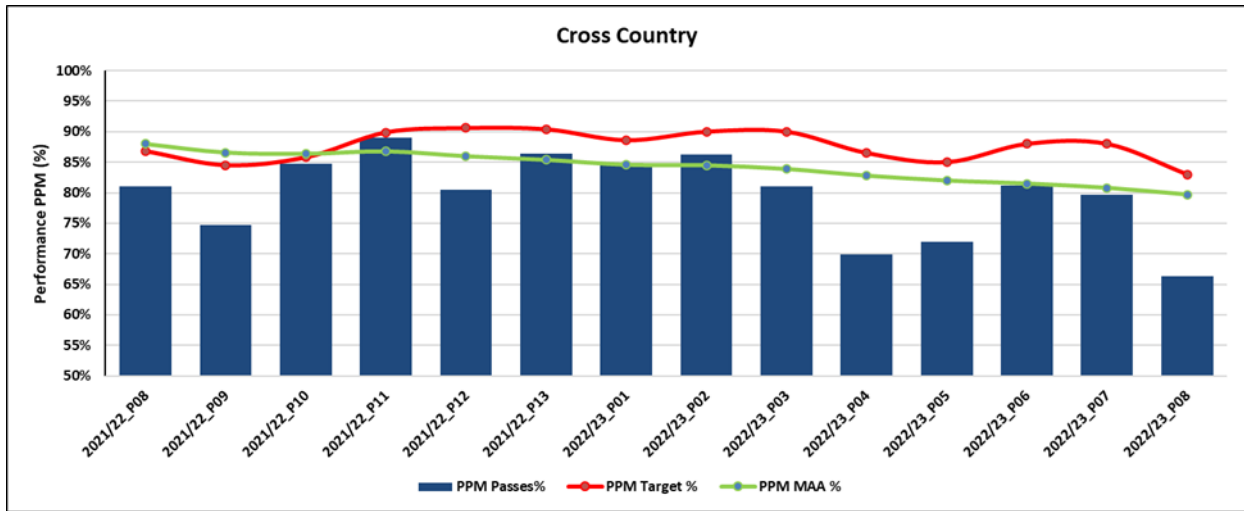
Year	Year/Period	Date From	Date To
2022/23	2022/23_P01	2022-04-01	2022-04-30
2022/23	2022/23_P02	2022-05-01	2022-05-28
2022/23	2022/23_P03	2022-05-29	2022-06-25
2022/23	2022/23_P04	2022-06-26	2022-07-23
2022/23	2022/23_P05	2022-07-24	2022-08-20
2022/23	2022/23_P06	2022-08-21	2022-09-17
2022/23	2022/23_P07	2022-09-18	2022-10-15
2022/23	2022/23_P08	2022-10-16	2022-11-12
2022/23	2022/23_P09	2022-11-13	2022-12-10
2022/23	2022/23_P10	2022-12-11	2023-01-07
2022/23	2022/23_P11	2023-01-08	2023-02-04
2022/23	2022/23_P12	2023-02-05	2023-03-04
2022/23	2022/23_P13	2023-03-05	2023-03-31

This is a detailed map of Greater Manchester and its surrounding areas. The map shows the following:

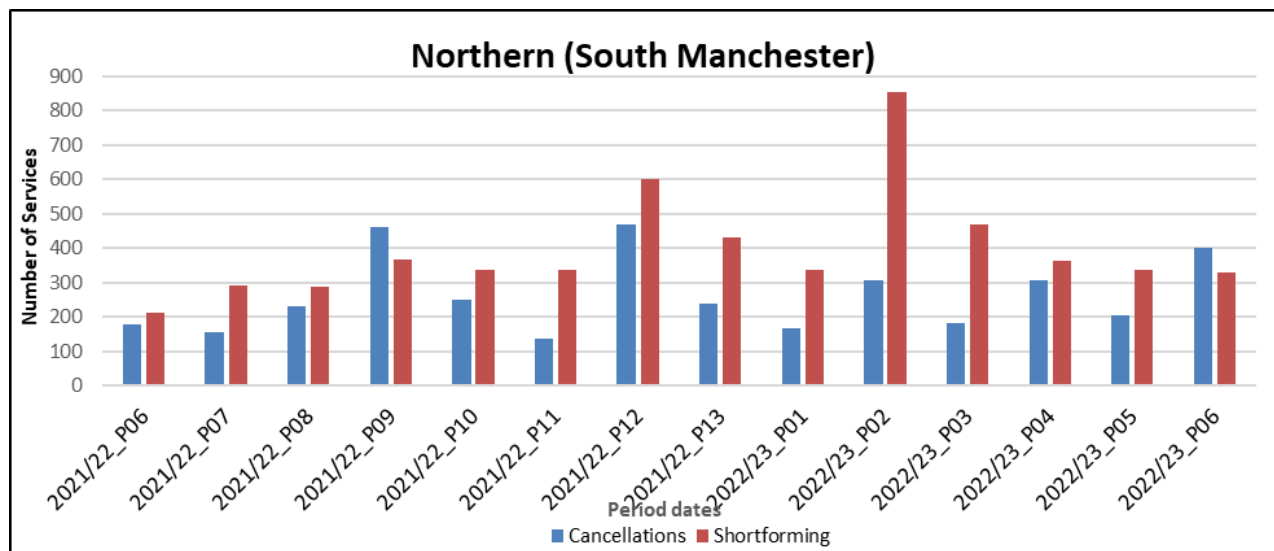
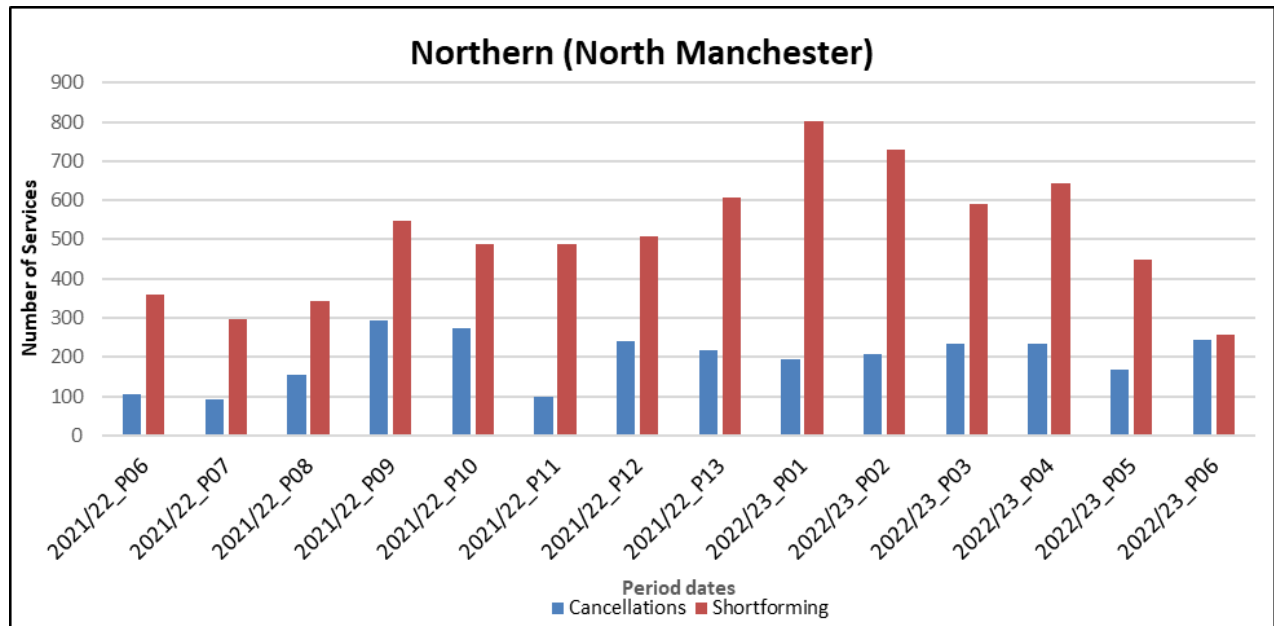
- Geographical Features:** Major cities and towns including Manchester, Salford, Bolton, Bury, Oldham, Stockport, and Wigan. The map also shows the surrounding regions of Lancashire, Cheshire, Derbyshire, and Merseyside.
- Transportation Network:** A dense network of roads (represented by red and blue lines) and railways (represented by black lines with cross-ticks). The map highlights the M60 motorway and the Manchester Piccadilly railway station.
- Legend:** A legend in the top right corner explains the symbols used on the map, including roads, railways, and other features.
- Inset Map:** An inset map in the bottom left corner shows the regional context, highlighting the location of Greater Manchester within the North West of England.

APPENDIX C: TOC PPM V TARGET AND MOVING ANNUAL AVERAGE

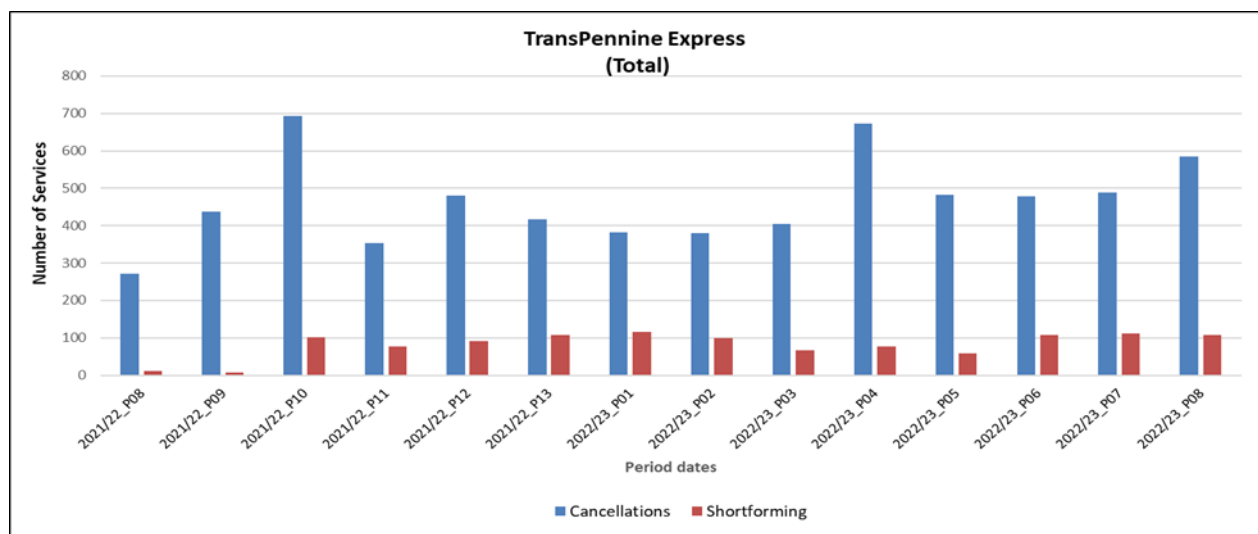




## Cancellations and Short Forming - Northern



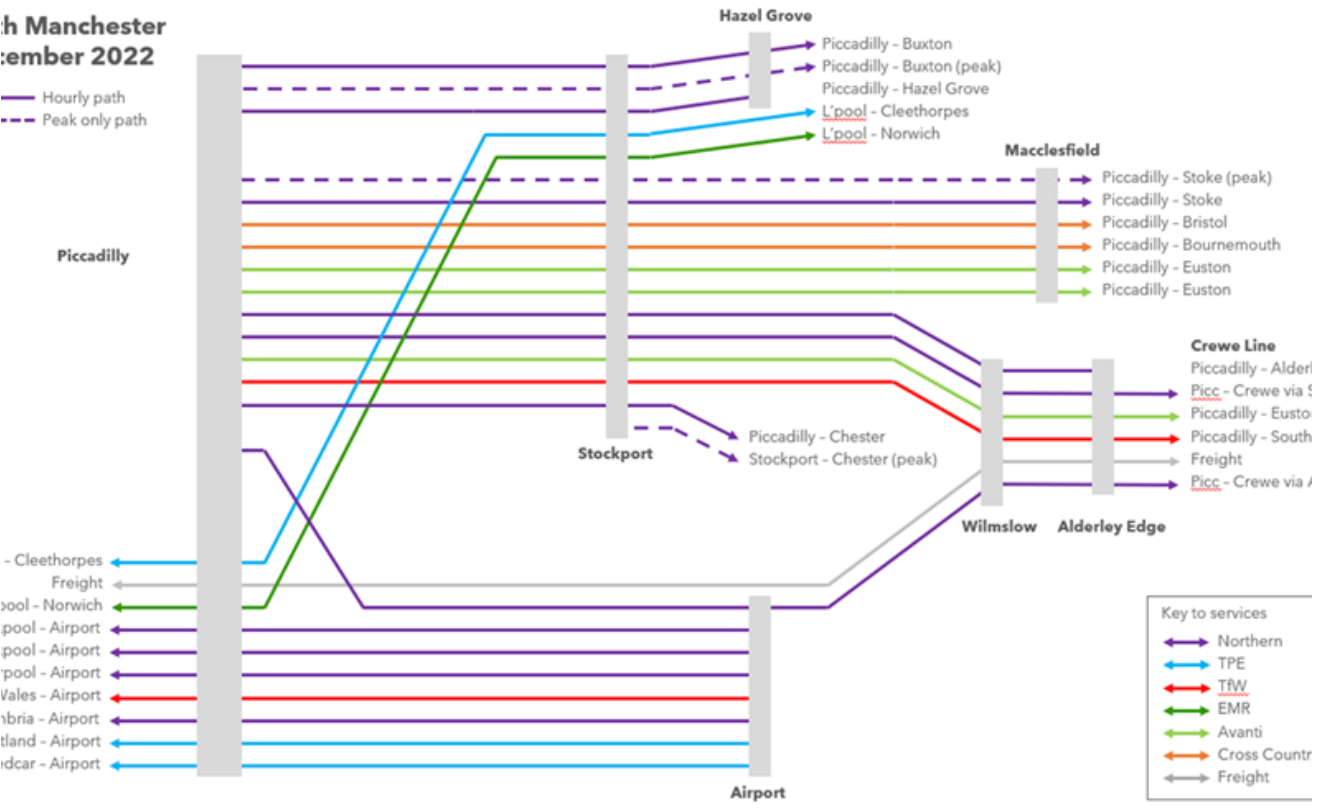
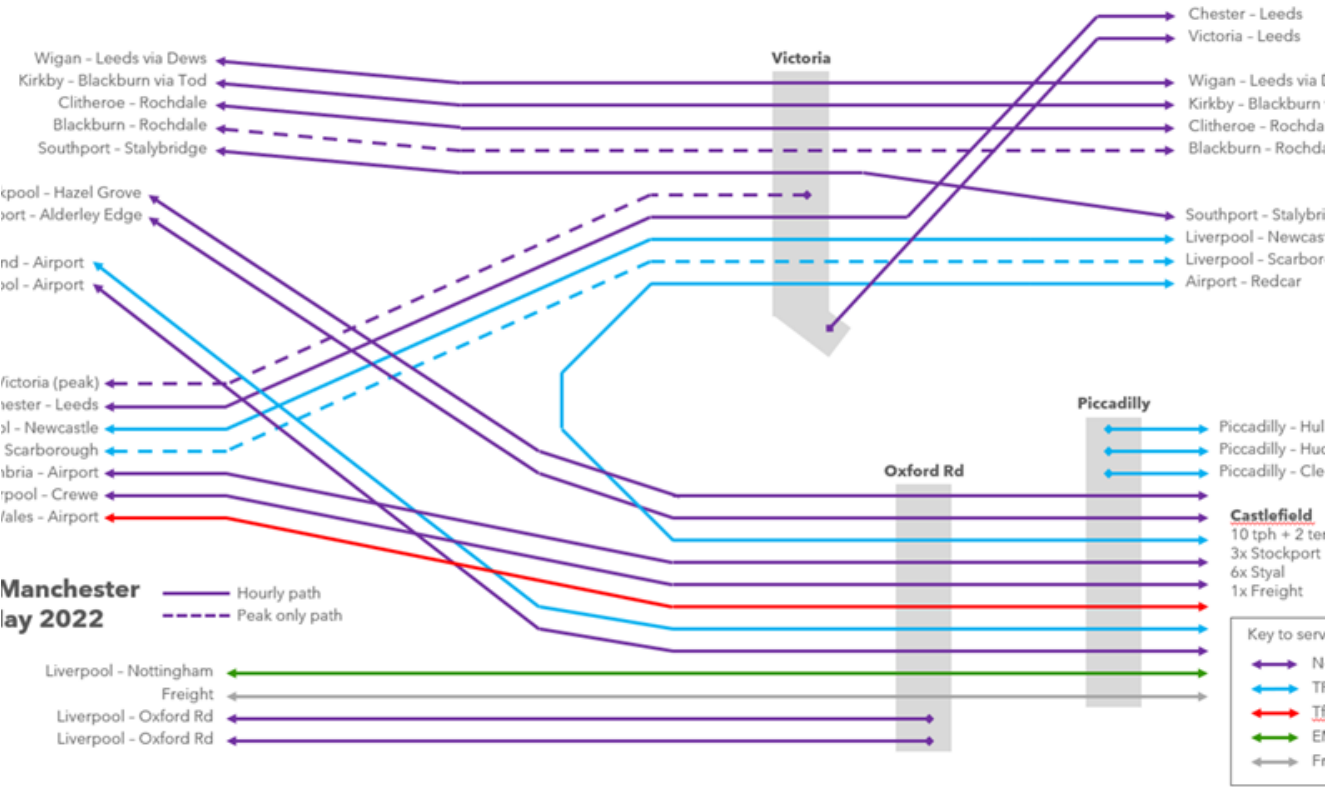
## TPE



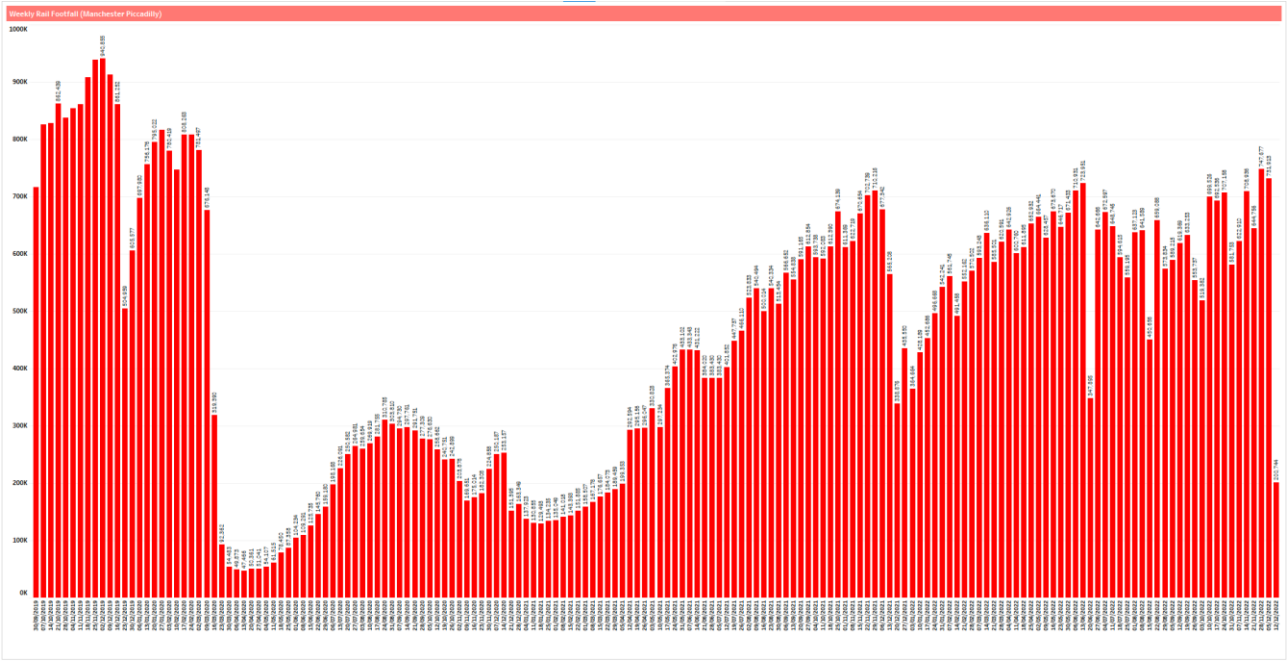
## APPENDIX D – NORTHERN LINE OF ROUTE/TPE SERVICE GROUP RIGHT TIME at DESTINATION %

RT Northern Line of Route 2022/23									
	P01	P02	P03	P04	P05	P06	P07	P08	YTD
CLITHEROE - VICTORIA - ROCHDALE	77.9	82.3	78.8	76	77.6	78.2	74.1	63.6	76.1
PICCADILLY - STOCKPORT - CREWE	79.5	77.1	74.9	72.1	68.2	73.3	46.8	59.1	68.9
PICCADILLY - BUXTON	76.7	75.1	72.3	70.8	73.8	73.9	71.7	57.4	71.4
KIRKBY - VICTORIA - BLACKBURN*	66.6	69.7	69.3	69.2	69.4	68.8	64	49.5	68.8
PICCADILLY - NEW MILLS CENTRAL	61.3	65	69.9	70.7	71	71	67.1	46.6	65.3
CLITHEROE - BOLTON - VICTORIA	78	82.1	79.6	77.9	7.6	79.1	74.7	66.3	68.2
BLACKPOOL - WIGAN - LIVERPOOL*	72.3	70.5	68.4	63.2	61.8	64.9	61.3	48.6	63.9
LEEDS - WIGAN	67.8	69.1	66	45	64.1	66.6	62.2	46.7	60.9
PICCADILLY - ROSE HILL MARPLE	63.3	64.7	63	65.5	62	50.3	56.9	45	58.9
LIVERPOOL - MANCHESTER OXFORD RD	63	62.3	62.1	58.9	57.7	62.9	56.1	42.3	58.2
PICCADILLY - CHESTER	58.5	64.4	62.4	58.6	61.9	58.3	57	40.8	57.7
LIVERPOOL - CREWE via Airport	61	61.1	60.3	59.9	59	61.5	55.3	43.3	57.7
LIVERPOOL - WARRINGTON - AIRPORT	68	69.4	54.3	58.9	56.8	53.7	43.1	42.4	55.9
HAZEL GROVE - BLACKPOOL	59.2	61.5	61.2	59.3	57.8	58.4	55	46.8	57.4
PICCADILLY - STOKE	60.6	62.4	59.4	55.3	57.8	60.7	55.4	48.9	57.6
SOUTHPORT/VICTORIA - STALYBRIDGE	58.7	60.9	58.7	58.9	55.9	58.5	58.3	46.2	57
PICCADILLY - HADFIELD/GLOSSOP	65.4	58.9	59.2	57.5	56	53	53.8	46.2	56.3
BLACKPOOL Nth - BOLTON - AIRPORT	59.4	64.7	60.2	55.9	54.3	54.8	51.1	48.7	56.2
PICCADILLY - SHEFFIELD	55.9	58.6	56.4	53.9	55.2	54.1	54.4	39.2	55.9
SOUTHPORT - OXFORD RD/ALDERLEY EDGE	51.9	53.6	50	56.1	55.9	56.7	52.4	42.4	52.4
MANCHESTER VICTORIA - LEEDS	55.4	55.3	54	49.1	49.8	54	48	34.2	50
LEEDS - CHESTER	56	55.9	50.8	46.9	48.3	54	47.2	32.2	58.9
AIRPORT - WIGAN NW - BARROW/WINDERMERE	54.3	52.2	51.7	50.5	49	51.9	47.5	43	50
TPE									
North	65.9	64	61.5	54.9	59.7	58.5	50.8	43.3	57.3
South	60.4	60.4	49.9	46.1	48.7	57.5	52.2	36.9	51.5
Scottish	47.9	46.5	44.7	37.1	32.8	43.2	35.1	28.9	40

APPENDIX E - MANCHESTER RAIL ROUTES FROM DECEMBER 2022 TIMETABLE  
CHANGE



APPENDIX F: MANCHESTER PICCADILLY FOOTFALL – February 2020 – November 2022



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## **Greater Manchester Transport Committee – Work Programme**

### **January 2023 to March 2023**

The table below suggests the Committee's work programme from January 2023 to March 2023.

Members are invited to further develop, review and agree topics which they would like to consider. The work programme will be reviewed and updated regularly to ensure that the Committee's work remains current.

The key functions of the Committee are –

- **Accountability:** active and regular monitoring of the performance of the transport network, including the Key Route Network, the operation of the GM Road Activities Permit Scheme, road safety activities, etc as well as all public transport modes. This role will include holding service operators, TfGM, highway authorities and transport infrastructure providers to public account, and to recommend appropriate action as appropriate;
- **Implementation:** oversee the delivery of agreed Local Transport Plan commitments. This includes the active oversight of the transport capital programme, and decisions over supported bus services network to be made within the context of policy and budgets set by the Mayor and the GMCA as appropriate; and
- **Policy Development:** undertake policy development on specific issues, as may be directed by the Mayor and / or the GMCA.

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus Services Sub Committee	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
	Local Link and Accessibility Transport Review	James Baldwin	To review overall performance of Local Link and the accessibility of transport options.	Accountability
	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability
Metrolink & Rail Services Sub Committee	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Update and Evaluation of Dogs on Trams	Daniel Vaughan	To provide an update on the feedback received and the outcome of the pilot of dogs on trams.	Policy Development
	Vandalism Costs	Daniel Vaughan	To receive a briefing about vandalism costs.	Accountability
	Rail Station Accessibility Programme	Simon Elliott	To receive an update on the status of rail stations across Greater Manchester	Implementation
	Manchester Recovery Taskforce	DfT	To inform the Committee of the work to improve the performance of rail services in GM.	Implementation
	Introduction to the Active Travel Commissioner	Sarah Storey	To hear directly from the GM Active Travel Commissioner on the refreshed vision for active travel in Greater Manchester.	Policy development
Active Travel Sub Committee	School Streets	Simon Warburton	To receive an update on the Schools Street Initiative.	Implementation

## February 2022

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee	Update on Bus Franchising	Eamonn Boylan / Anne Marie Purcell	To provide an update on the latest status of the bus franchising programme.	Implementation
	Update from the GM Mayor	Andy Burnham	To receive an update from the GM Mayor against his priorities for 2022/23.	Accountability
	Manchester Recovery Taskforce	DfT	To inform the Committee of the work to improve the performance of rail services in GM.	Implementation
	Operator Update	George Thomas (TPE) and Avanti	To provide an update on current performance and issues.	Accountability
	Concessions Passes	James Baldwin (TfGM)	To provide an update on performance of this scheme to date.	Accountability

**March 2022**

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Bus Services Sub Committee	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Bus Performance Report	Stephen Rhodes, TfGM	To provide an overview of bus services since the last subcommittee meeting.	Accountability
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
Metrolink & Rail Services Sub Committee	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability
	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Metrolink Contract Strategy	Steve Warrener/Danny Vaughan	Ahead of the GMCA decision in February.	Policy Development
	Access for All Update	Simon Elliott	Ahead of GMCA decision	Implementation

#### March 2022

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee	Update on Bus Franchising	Eamonn Boylan / Anne Marie Purcell	To provide an update on the latest status of the bus franchising programme.	Implementation

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Six monthly update on TravelSafe	Lucy Kennon, TfGM	To provide a regular update on the work undertaken by the TravelSafe Partnership	Accountability
	CRST	Simon Warburton		
	Operator Update	Chris Jackson (Northern)	To provide an update on current performance and issues.	Accountability

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