

## Greater Manchester Transport Committee

**DATE:** Friday, 13 September 2019

**TIME:** 10.30 am

**VENUE:** Friends Meeting House - Main Hall, 6 Mount Street, Manchester, M2 5NS

- **Nearest Metrolink Stop:** St Peters Square
- **Wi-Fi Network:** public  
**Password:** welcome1

### Agenda

Item	Pages
1. <b>APOLOGIES</b>	
2. <b>CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS</b>	
3. <b>DECLARATIONS OF INTEREST</b>	1 - 4
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 at the start of the meeting.	
4. <b>MINUTES OF THE MEETING HELD 9 AUGUST 2019</b>	5 - 14
To consider the approval of the minute of the meetings held on 9 August 2019.	

<b>5.</b>	<b>GM TRANSPORT COMMITTEE WORK PROGRAMME</b>	15 - 22
	Report of Liz Treacy, GMCA Monitoring Officer	
<b>6.</b>	<b>TRANSPORT NETWORK PERFORMANCE - JULY 2019</b>	23 - 34
	Report of Bob Morris, Chief Operating Officer, TfGM.	
<b>7.</b>	<b>FREE BUS - FORTHCOMING CHANGES AND PERFORMANCE UPDATE</b>	35 - 50
	Report of Alison Chew, Interim Head of Bus Services, TfGM.	
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<b>9.</b>	<b>CENTRE FOR LOCAL ECONOMIC STRATEGY</b>	79 - 84
	Report of Kate Brown, Director of Corporate Affairs, TfGM.	
<b>10.</b>	<b>RAIL STATIONS ACCESS FOR ALL MID TIER PROGRAMME</b>	85 - 92
	Report of Bob Morris, Chief Operating Officer, TfGM.	

For copies of papers and further information on this meeting please refer to the website [www.greatmanchester-ca.gov.uk](http://www.greatmanchester-ca.gov.uk). Alternatively, contact the following:

Governance & Scrutiny Officer: Nicola Ward 0161 778 7009

[nicola.ward@greatermanchester-ca.gov.uk](mailto:nicola.ward@greatermanchester-ca.gov.uk)

This agenda was issued on 5 September 2019 on behalf of Julie Connor, Secretary to the Greater Manchester Combined Authority, Churchgate House, 56 Oxford Street, Manchester M1 6EU

<b>Members</b>	<b>Representing</b>	<b>Political Party</b>
Stuart Haslam	Bolton	Conservative
Beth Mortenson	Bury	Labour
Angeliki Stogia	Manchester	Labour
Naeem Hassan	Manchester	Labour
Ateeque Ur-Rehman	Oldham	Labour
Phil Burke	Rochdale	Labour
Roger Jones	Salford	Labour
David Meller	Stockport	Labour
Warren Bray	Tameside	Labour
Steve Adshead	Trafford	Labour
Mark Aldred	Wigan	Labour
Sean Fielding	GMCA	Labour
Roy Walker	Mayoral appointment	Conservative

John Leech	Mayoral appointment	Liberal Democrat
Dzidra Noor	Mayoral appointment	Labour
Howard Sykes	Mayoral appointment	Liberal Democrat
Liam O'Rourke	Mayoral appointment	Labour
Barry Warner	Mayoral appointment	Labour
Doreen Dickinson	Mayoral appointment	Conservative
Peter Robinson	Mayoral appointment	Labour
Nathan Evans	Mayoral appointment	Conservative
Joanne Marshall	Mayoral appointment	Labour

<b>Substitutes</b>	<b>Representing</b>	<b>Political Party</b>
Derek Bullock	Bolton	Conservative
David Jones	Bury	Labour
Basat Shiekh	Manchester	Labour
Eddy Newman	Manchester	Labour
Shah Wazir	Rochdale	Labour
Matt Wynne	Stockport	Labour
Barrie Holland	Tameside	Labour
James Wright	Trafford	Labour
Carl Sweeney	Wigan	Labour
Allan Brett	GMCA	Labour
David Wilkinson	Mayoral appointment	Liberal Democrat
John Hudson	Mayoral appointment	Conservative
Linda Holt	Mayoral appointment	Conservative
Angie Clark	Mayoral appointment	Liberal Democrat

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**GM Transport Committee on 13 September 2019**

Declaration of Councillors' interests in items appearing on the agenda

NAME: \_\_\_\_\_

Minute Item No. / Agenda Item No.	Nature of Interest	Type of Interest
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary

*PLEASE NOTE SHOULD YOU HAVE A PERSONAL INTEREST THAT IS PREJUDICIAL IN AN ITEM ON THE AGENDA, YOU SHOULD LEAVE THE ROOM FOR THE DURATION OF THE DISCUSSION & THE VOTING THEREON.*

## QUICK GUIDE TO DECLARING INTERESTS AT GMCA MEETINGS

This is a summary of the rules around declaring interests at meetings. It does not replace the Member's Code of Conduct, the full description can be found in the GMCA's constitution Part 7A.

Your personal interests must be registered on the GMCA's Annual Register within 28 days of your appointment onto a GMCA committee and any changes to these interests must notified within 28 days. Personal interests that should be on the register include:

- Bodies to which you have been appointed by the GMCA
- Your membership of bodies exercising functions of a public nature, including charities, societies, political parties or trade unions.

**You are also legally bound to disclose the following information called DISCLOSABLE PERSONAL INTERESTS which includes:**

- You, and your partner's business interests (eg employment, trade, profession, contracts, or any company with which you are associated)
- You and your partner's wider financial interests (eg trust funds, investments, and assets including land and property).
- Any sponsorship you receive.

### FAILURE TO DISCLOSE THIS INFORMATION IS A CRIMINAL OFFENCE

#### STEP ONE: ESTABLISH WHETHER YOU HAVE AN INTEREST IN THE BUSINESS OF THE AGENDA

If the answer to that question is 'No' – then that is the end of the matter. If the answer is 'Yes' or 'Very Likely' then you must go on to consider if that personal interest can be construed as being a prejudicial interest.

#### STEP TWO: DETERMINING IF YOUR INTEREST PREJUDICIAL?

A personal interest becomes a prejudicial interest:

- where the well being, or financial position of you, your partner, members of your family, or people with whom you have a close association (people who are more than just an acquaintance) are likely to be affected by the business of the meeting more than it would affect most people in the area.
- the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest.

**FOR A NON PREJUDICIAL INTEREST****YOU MUST**

- Notify the governance officer for the meeting as soon as you realise you have an interest
- Inform the meeting that you have a personal interest and the nature of the interest
- Fill in the declarations of interest form

**TO NOTE:**

- You may remain in the room and speak and vote on the matter
- If your interest relates to a body to which the GMCA has appointed you to you only have to inform the meeting of that interest if you speak on the matter.

**FOR PREJUDICIAL INTERESTS****YOU MUST**

- Notify the governance officer for the meeting as soon as you realise you have a prejudicial interest (before or during the meeting)
- Inform the meeting that you have a prejudicial interest and the nature of the interest
- Fill in the declarations of interest form
- Leave the meeting while that item of business is discussed
- Make sure the interest is recorded on your annual register of interests form if it relates to you or your partner's business or financial affairs. If it is not on the Register update it within 28 days of the interest becoming apparent.

**YOU MUST NOT:**

- participate in any discussion of the business at the meeting, or if you become aware of your disclosable pecuniary interest during the meeting participate further in any discussion of the business,
- participate in any vote or further vote taken on the matter at the meeting

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## MINUTES OF THE MEETING OF THE GREATER MANCHESTER TRANSPORT COMMITTEE ON FRIDAY 9 AUGUST 2019

### PRESENT

#### Member

Councillor Stuart Haslam  
Councillor Beth Mortenson  
Councillor Naeem Hassan  
Councillor John Leech  
Councillor Basat Sheikh  
Councillor Dzidra Noor  
Councillor Ateeque Ur-Rehman  
Councillor John Hudson  
Councillor Sean Fielding  
Councillor Phil Burke  
Councillor Liam O'Rourke  
Councillor Barry Warner  
Councillor David Meller  
Councillor Warren Bray  
Councillor Peter Robinson  
Councillor Doreen Dickinson (Chair)  
Councillor Steve Adshead  
Councillor Nathan Evans  
Councillor Carl Sweeney  
Councillor Joanne Marshall

#### Representing

Bolton  
Bury  
Manchester  
Manchester  
Manchester  
Manchester  
Oldham  
Oldham  
Oldham  
Rochdale  
Rochdale  
Salford  
Stockport  
Tameside  
Tameside  
Tameside  
Trafford  
Trafford  
Wigan  
Wigan

#### Officers in attendance

Bob Morris Chief Operating Officer  
Kate Brown Director of Corporate Affairs  
Nick Roberts Head of Services & Commercial  
Development  
David Byrne Police & Crime Team, GMCA  
Alex Cropper Head of Operations  
Gwynne Williams Deputy Monitoring Officer, GMCA  
Sylvia Welsh Governance and Scrutiny  
Matt Berry Governance and Scrutiny  
Lucy Kennon Head of Resilience & Business Continuity  
Alison Chew Interim Head of Bus Services, TfGM  
David Rams British Transport Police  
Sergeant Matthew Pickton Greater Manchester Police

Ian McCavery

Trafford Council

**Operators in attendance**

Adam Clarke

Stagecoach

Guy Warren

First

Bob Dunn

Diamond Bus

Nigel McKinney

Manchester Community Transport

Paul Turner

Trandev

Angie Ryder

Go North West

**1. APOLOGIES**

**RESOLVED /-**

That apologies were received and noted from Councillors Mark Aldred, Roger Jones, Angeliki Stogia and Roy Walker.

**2. CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS**

**RESOLVED /-**

There were no Chair's announcements or urgent business.

**3. DECLARATIONS OF INTEREST**

**RESOLVED /-**

Councillor Phil Burke declared a personal interest in relation to Item 5 (GM Rail Prospectus), Item 6 (Tackling Crime and Anti-Social Behaviour on Public Transport), and Item 7 (Network Performance) as an employee of Metrolink.

**4. MINUTES OF THE MEETING HELD 12 JULY 2019**

The minutes of the meeting held on the 12 July were submitted for consideration. Members requested a more consistent approach to recording Member comments in the minutes of the Committee.

**RESOLVED /-**

That the minutes of the GM Transport Committee held 12 July 2019 be approved as a correct record.

## **5. GM RAIL PROSPECTUS**

Bob Morris, Chief Operating Officer, TfGM, introduced a report which highlighted plans to publish a GM Prospectus for Rail, including its proposed content, timescales and objectives.

The Prospectus set out a long-term vision with clear, short, and medium term interventions to improve rail based transport in response to an increased demand of 100% by 2040. The Prospectus would be completed by August in preparedness for the Conservative Party Conference, its principles being based on the draft Rapid Transit Strategy principles as follows:

- Make best use of existing rail infrastructure;
- Capacity and connectivity improvements to the rail-based network;
- A rail-based network that is responsive to local priorities and accountable to local people;
- Support integration between rail-based transport and other modes.

Members welcomed the fact that the Prospectus would be ready in time for the annual party conferences and queried the arrangements that were in place for Members of the Transport Committee to lobby at the conferences.

A Member expressed disappointment that the report did not make reference to disability access across the region, and the profile of this issue within the Prospectus needed to be raised. Members also requested that upon completion, the GM Rail Prospectus be circulated to the Committee for information.

### **RESOLVED /-**

1. That a note detailing the transport support arrangements for Party Conferences including plans for fringe receptions be circulated to Members.
2. That the report be noted.

## **6. TACKLING CRIME AND ANTI-SOCIAL BEHAVIOUR ON PUBLIC TRANSPORT**

Lucy Kennon Head of Resilience & Business Continuity, TfGM, gave a detailed presentation which outlined progress made, governance arrangements, budget and funding and the TravelSafe Partnership approach.

The Committee was reminded that the Partnership was established in 2015 as a 3-year pilot and had been reviewed and repositioned in 2018. Its primary focus was to help support a safe and secure Transport Network and specifically the bus and Metrolink

network across Greater Manchester. Conversations would continue with the British Transport Police (BTP) to secure closer working relationships with the rail network.

The presentation also included details of the revised Greater Manchester Police (GMP) Transport Unit. Members questioned the lack of additional network coverage over bank holiday periods. Officers confirmed that this decision was due to budget pressures, however concerns of Members would be reported to the Chief Inspector at GMP.

Chief Inspector David Rams, British Transport Police (BTP), was introduced, and he reported that BTP were committed to the partnership approach with Metrolink and welcomed the opportunity for greater collaboration with GMP.

It was clarified that the GMP Transport Unit would be a solely dedicated resource to the transport network and had the remit to take on wider responsibilities such as parking, Traffic Regulation Orders, cycling and other transport offences. Members were reassured that work was underway to explore the potential to expand Exclusion Orders beyond Bus Stations to the whole of the transport network. In addition, work was also underway to ensure appropriate Traffic Orders were in place around schools and enforced by GMP.

Members sought clarification of the governance and accountability arrangements for the TravelSafe Partnership and the role of the role of the GM's Police and Crime Panel. It was confirmed that work was underway to establish the most appropriate channels of accountability and that this would be reported back to a future meeting.

Reference was made to incidents of fare evasion. It was acknowledged that the Metrolink Operator had increased the number of staff tackling this issue and had subsequently seen a decrease in fare evasion instances. GMP commented that they would also support incidents should difficult circumstances arise. In relation to 'naming and shaming' offenders, it was noted that the BTP and GMP actively used their social media outlets to publicise the name of offenders, with the exception of minors.

Members raised the issue of anti-social behaviour 'hotspots' and it was acknowledged that the Oldham/Rochdale line was particularly problematic. It was confirmed that intelligence data was used to identify challenging areas with a view to targeting particular 'hot spots' to work collaboratively across partner agencies.

Members heard that the Partnership funding model was currently under review and it was suggested that discussions continue with bus operators, particularly Diamond, in terms of expanding participation in the Travel Safe Partnership.

Members were keen to expand publicity around promoting the Partnership and it was confirmed that a communications strategy would be developed.

**RESOLVED /-**

1. That it be noted that the GM Police and Crime Panel was currently undertaking a review of governance arrangements for the Travel Safe Partnership, the outcome to be submitted to the future meeting of the Committee.
2. That it be noted that intelligence was used to identify anti-social behaviour 'hot-spots' which were addressed collaboratively with partners.
3. That it be noted that discussions continue with bus operators in terms of expanding participation in the Travel Safe Partnership.
4. That it be noted that the breakdown of statistics regarding Bus Shelters was based on the 'asset owner'.
5. That it be noted that a communications strategy would be developed.
6. That it be noted that work was underway to explore the potential to expand Exclusion Orders beyond Bus Stations to the whole of the transport network.
7. That it be noted that British Transport Police and Greater Manchester Police actively use their social media outlets to publicise the name of offenders, with the exception of minors.
8. That the increased number of Police Officers to work within the Travel Safe Partnership be noted.
9. It be noted that the concerns of the Committee regarding GMP Bank Holiday shift patterns would be raised with the GMP Chief Inspector.
10. That it be noted that work was underway to ensure appropriate Traffic Orders were in place around schools and enforcement by GMP.

## **7. NETWORK PERFORMANCE**

Alex Cropper, Head of Operations, TfGM, introduced a report to the Committee which provided an overview of Transport Network Performance for June 2019.

Members were advised that the format of the report had changed and now included key performance indicators. Measures and metrics were stated as being available in the glossary. It was clarified that Network Performance targets marked as 'none applicable' were quarterly targets, and it was intended that increased performance data would be brought to future meetings of the Committee.

The following key points were made:

- Metrolink continued to have a good overall performance, however some concerns remained around the availability of units, although this was not impacting on customer service levels at present.
- A service performance decline was reported for rail services in July, however work was ongoing with operators to attempt to address this.
- Bus service performance continued to do well with a general improving trend.
- Positive engagement with Go North West following the commencement of their operation in Greater Manchester in June.
- The Highways network had showed an improving trend due to alleviated traffic during the summer school holiday period.
- Upcoming major schemes such as Regent Road/ Water Street works were due to complete in this period.
- Metrolink and bus operators had both contributed to the success of this year's Parklife Weekender Festival.
- Leigh Guided Busway continued to do well in terms of patronage levels.
- The Yellow School Bus Portal and Our Pass initiative were noted as progressing well
- The launch of contactless payments on Metrolink had commenced in July.

Members raised the issue of tackling over-crowding on trains, it was acknowledged that TfGM continue to engage with train operators on this matter and were aware that the rollout of new stock had not been as seamless as first envisaged.

Members requested further statistical information that indicated whether punctuality had been improved in the services that had received increased subsidies or had reduced their frequency. It was requested that further information be provided in relation to heavy rail operators would be included in reports going forward. In the event that actual figures were not provided by operators, a TfGM assessment of an acceptable level would also be useful to Members.

In relation to a specific experience of a Member in relation to deliveries being made during rush hour and potentially contributing to disruption on Regent Road, it was confirmed that the final phase of the works were approaching and contractors were attempting to finish the project as quickly as possible and also keep the cost within budget. However, this issue would be brought to the attention to relevant officers within TfGM.

In terms of rail performance, Members made reference to service deterioration linked to an additional 319 units from other train operators to Northern. It was clarified that TfGM have made Northern aware of these increased issues.

#### **RESOLVED /-**

1. That the report be noted.
2. That it be noted that there was continued engagement with Train Operators to impress upon them the need to increase capacity.

3. That the impact of decisions taken by GM Transport Committee on Bus Network Performance be incorporated in future Transport Performance reports.
4. That it be noted that discussions would be held with the Regent Road Project Team, with a view to planning the delivery of materials to minimise disruption in peak traffic times.
5. That it be noted that dialogue with train operators regarding overcrowding and in particular around 'short forming' and the roll out of new rolling stock continued.
6. That it be noted that future reports will incorporate evidenced performance data for transport modes.
7. That it be noted that Officers would look to establish a monthly target based on the current data analysis and where there was no established industry standard.

#### **8. FORTHCOMING CHANGES TO THE BUS NETWORK (KEY DECISION)**

Nick Roberts Head of Services & Commercial Development, TfGM, introduced a report to Members which highlighted the changes that had taken place to the bus network since the last meeting of the Committee.

Annex A to the report addressed proposed changes to commercial services that would come into effect in early September. Members commented that having a historical overview of any ongoing changes to services would be useful in order to give informed comments. Members further expressed concern around the reduction of services through the Sale West estate particularly in relation to those travelling to Trafford General Hospital, Trafford Park and the Trafford Centre. TfGM would pick up these concerns with the respective Members directly.

Annex B to the report highlighted proposed changes to commercial services and provided brief details of the implications and subsequent actions of these changes. Members raised a series of questions around the reduction of the 389 Service, specifically in relation to passengers with mobility issues accessing Tameside General Hospital. Members further enquired about the short-term funding for the trial of the 389 Service, and whether it allowed for enough time to establish it as a self-funding service. It was confirmed to Members that this was to avoid operators committing to services that were undeliverable. Operators were hoping that services were viable and in that event, any remaining funding would be used to introduce a wider variety of services on this route.

Regarding the V1 and V4 summer timetable, this was confirmed as coming to an end on 2<sup>nd</sup> September, however, subject to potential very minor amendments, it was clarified that this would then revert to the previous timetabled service.

Members expressed disappointment at the changes to the number of services withdrawn from Oldham, and requested to discuss this detail with TfGM officers outside of the meeting. Members also raised concerns that topography (as well as distance) needed to be considered when reviewing the active services.

Annex C to the report listed proposals for changes to general subsidised services.

**RESOLVED /-**

1. That it be agreed that Officers review the historical context of service changes to enable Members to make informed decisions where services had changed on a number of occasions.
2. That the changes to the commercial network and the proposals not to replace the de-registered commercial services as set out in Annex A be noted.
3. That Officers meet with Councillors Evans and Adshead to discuss the alternative options available to passengers who had previously have used the 245 Service.
4. That the Committee record it's thanks to Officers for their work in assisting with the introduction of the new 502 and 503 service in Bolton.
5. That the Committee record it's thanks to Officers for the efforts made in securing alternative services following the withdrawal of a number of services from Ashton.
6. That the proposed action taken in respect of changes or de-registered commercial services as set out in Annex B be agreed.
7. That it be noted that Officers would look at the alternative options available to passengers with mobility issues from the Hyde and Gee Cross area to Tameside General Hospital.
8. That it be noted that Officers would meet with Councillor Ur-Rehman regarding the service charges to the Oldham area.
9. That the proposed changes to general subsidised services set out in Annex C be approved.

**9. GREATER MANCHESTER TRANSPORT COMMITTEE WORK PROGRAMME**

Gwynne Williams Deputy Monitoring Officer, GMCA, took members through the work programme for the GM Transport Committee.

Members welcomed the work programme and sought assurance that reports previously requested would be added to the work programme.



**RESOLVED /-**

1. That the draft work programme be welcomed.
2. That the draft work programme be agreed subject to the inclusion of the following items:
  - Social Value
  - Road Safety Scheme & Drive Safe
  - Orbital Routes and connect GM Towns
  - Speed Camera Partnership
  - Deprived Communities and Access to Affordable Transport
  - Tram/Train Development & Trails
  - Our Pass Communications Strategy
  - Our Network – 2040 Plan
  - Bus Lane Camera Operation and Breakdown of Fines
3. That the work programme be noted.

**10. EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED /-**

That, under section 100 (A)(4) of the Local Government Act 1972 the press and public should be excluded from the meeting for the following items on business on the grounds that this involves the likely disclosure of exempt information, as set out in the relevant paragraph, Part 1, Schedule 12A of the Local Government Act 1972 and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

**PART B**

**11. FORTHCOMING CHANGES TO THE BUS NETWORK**

**RESOLVED /-**

That the financial implications of forthcoming changes to the bus network be noted.

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## Greater Manchester Transport Committee – Draft Work Programme

**September 2019 – January 2020**

The table below suggests the Committee's work programme from September to January 2020.

Members are invited to further develop, review and agree topics which they would like to consider.

The work programme will be reviewed and updated following 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 DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
<b>September 2019</b>	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Free Bus Performance Report	Alison Chew, TfGM	To report on proposed forthcoming changes to the Free Bus service and to provide an update on performance.	Accountability
	Rail Annual Performance Report	Bob Morris, TfGM	Annual detailed report on Rail Performance.	Accountability
	Rail Station Access For All Mid Tier Programme		To report on rail accessibility and the application for the Government's mid-tier funding programme	Policy development
	Centre for Local Economic Strategy	Rod Fawcett		Implementation
<b>October 2019</b>	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Metrolink Annual Performance Report	Danny Vaughan, TfGM	Annual detailed report on Metrolink Performance.	Accountability
	October 2019 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

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Customer Information	Sean Dyball and Rachel Hutchins, TfGM	An overview of the Customer Travel Information roadmap and key priority areas for the next 12 months	Implementation
	2040 Strategy Delivery Plan	Simon Warburton	To be confirmed	Accountability
	Update on Rail Access for All Mid-Tier Submission	Bob Morris	To provide an update on rail accessibility and the application for the Government's mid-tier funding programme	Policy Development
<b>November 2019</b>	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Fares and Ticketing	Stephen Rhodes, TfGM	To note and comment on the development of the Fares and Ticketing Roadmap including Smart Ticketing, Contactless and Concessions.	Policy development
	Mayoral Update	Andy Burnham, Mayor of Greater Manchester	Report from the Mayor in his role as GMCA Transport Portfolio Holder.	Implementation
	December 2019 changes to the Bus Network	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network.	Implementation
	Bus Annual Performance Report	Alison Chew, TfGM	Annual detailed report on Bus Performance.	Accountability
<b>December 2019</b>	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway	Accountability

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
			authorities and transport infrastructure providers to public account and to recommend appropriate action.	
	2040 Delivery Plan Annual Progress Report	Simon Warburton, TfGM	To receive an update and comment on the 2040 Delivery Plan.	Policy development
	Rail Performance – Quarterly Update	Bob Morris, TfGM	To provide an update on rail performance over the previous quarter.	Accountability
<b>January 2020</b>	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	January 2020 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
	Metrolink Performance – Quarterly Update	Danny Vaughan	To provide an update on performance over the previous quarter.	Accountability
	Passenger Satisfaction Report	Stephen Rhodes, TfGM	Report on the findings of the annual passenger surveys.	Accountability

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
<b>February 2020</b>	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Transport Capital Programme Update	Alex Cropper and Chris Barnes, TfGM	To receive an update and comment on the transport capital programme.	Implementation
	Delivering a Healthy Transport Network	TfGM	To receive a report on the delivery of the 2040 Strategy principle of a healthy network, specifically looking at how transport is impacting on health inequalities across GM.	Policy development
	Assessment of the impact of changes to subsidised bus services	Alison Chew and Nick Roberts, TfGM	To note and comment on the assessment of the impact if changes to the bus network for communities	Accountability
<b>March 2020</b>	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Rail Performance – Quarterly Update	Bob Morris, TfGM	To provide an update on rail performance over the previous quarter.	Accountability
To be scheduled	Highways Annual Performance Report	Peter Boulton, TfGM	Annual report on the performance of the GM road network. To include road safety.	Accountability

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Congestion Deal Update	Bob Morris, TfGM	To consider progress against the Congestion Deal measures including work with local authorities.	Implementation
	Made to Move Update	Chris Boardman, GM Cycling & Walking Commissioner	To receive a report from the Greater Manchester Cycling & Walking Commissioner. To give a further opportunity for members to receive information about the cycling and walking scheme at Waltham Forest.	Implementation
	Manchester Airport Transformation Plan and surface transport	Simon Warburton, TfGM	To receive an update from Manchester Airport about their transformation plan and on surface transport issues.	Implementation
	High Speed 2/Northern Powerhouse Rail Update - Transport for the North and HS2 to attend	Simon Warburton and Martin Lax, TfGM	To receive a programme update on plans for HS2/NPR as they relate to Greater Manchester.	Implementation
	Age Friendly Transport Update	Kate Brown, TfGM	Update on how transport is supporting older people.	Policy development
	Streets for All Strategy	Nicola Kane, TfGM	To receive a report and comment on the developing strategy (which is a sub-set of the 2040 Transport Strategy).	Policy development
	Travel Information	Stephen Rhodes, TfGM	To receive an update on the implementation of real time information for bus services.	Policy development



MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Outcome of the Travel Safe Partnership governance review		Following the initial presentation in July 2019 – an update on the outcomes of the Travel Safe Partnership Governance Review was requested by members.	
	Social Value		To review the social value of our public transport network.	
	Road Safety Schemes & Drive Safe	Alex Cropper, TfGM	To update members on the Drive Safe and Road Safety Schemes overseen by TfGM, and specifically the role of the Speed Camera Partnership in improving road safety.	
	Orbital routes and connecting GM towns and communities most at need		To look at the wider connectivity of Greater Manchester's outer lying towns and areas which rely on the public transport network.	
	Tram / Train development		To receive a report back following the trials of the tram/train opportunities and the future plans for this mode of transport.	
	Our Pass		To receive an update on the roll out of the Our Pass scheme, specifically how it has been communicated across all areas of GM to ensure equal access for all young people.	
	The misuse of bus lanes		To update members of the figures in relation to the misuse of bus lanes, the implementation of bus lane cameras in hotspot areas and the breakdown of fines in each LA area.	
	Free public transport to home owners in new developments		Following the offer of free Metrolink travel to purchasers of properties within the MODE scheme in Manchester City Centre, members have requested information as to this arrangement and whether it has the potential to	

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
			be replicated in other new build developments.	

**Greater Manchester Transport Committee**

Date: 13 September 2019

Subject: Transport Network Performance July 2019

Report of: Bob Morris, Chief Operating Officer, TfGM

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**PURPOSE OF REPORT**

This report provides an overview of Transport Network Performance in Greater Manchester for July 2019.

**RECOMMENDATIONS:**

Members are asked to note the contents of the report.

**CONTACT OFFICERS:**

Alex Cropper	Head of Operations	0161 244 1122 alex.cropper@tfgm.com
Julie Flanagan	COO Sponsor and Support Officer	0161 244 1164 julie.flanagan@tfgm.com

Risk Management – not applicable

Legal Considerations – not applicable

Financial Consequences – Revenue – not applicable

Financial Consequences – Capital – not applicable

Number of attachments included in the report: Appendix A and B included

**BACKGROUND PAPERS:**

- Nil

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
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?		None
GMTC	Overview & Scrutiny Committee	
Not applicable	Not applicable	

## **1 OVERVIEW**

- 1.1 The Greater Manchester Transport Committee has a key role to oversee the provision of transport services including the performance of Metrolink, Bus and Rail Operators and the Strategic Highways Network on behalf of residents, businesses and visitors. The Committee also oversees the move towards the Our Network vision for an integrated transport network for Greater Manchester, as set out in the 2040 Transport Strategy.
- 1.2 This network performance report covers performance across all transport modes in Greater Manchester during July 2019.

## **2 OVERALL NETWORK PERFORMANCE SUMMARY**

- 2.1 Metrolink performance through July was not as strong as in previous months with some short-forming of services and a reduced flexibility to increase capacity for events. This was due primarily to a high number of both tram and signalling faults. These metrics have since recovered during early August which will be reflected in next month's report.
- 2.2 The targets for rail performance in 2019-20 for Northern and TransPennine Express (TPE) have been lowered by Network Rail and TPE and Northern respectively due to the risks associated with the introduction of new rolling stock. Rail performance has been impacted by the extreme weather, with high temperatures and emergency speed restrictions affecting services and heavy rainfall towards the end of the period impacting trans pennine routes. Issues with failures of refurbished rolling stock operating across GM have continued.
- 2.3 Bus has maintained a good level of performance, with performance above the targets for scheduled service reliability and overall punctuality.
- 2.4 Journey time reliability on the highways network has been relatively stable although the average level of delay has reduced, reflecting both a lower volume of disruptive roadworks and the commencement of the school summer holiday period. Historically traffic in the AM peak reduces by about 9-10% during the school summer holiday, halving journey times on some of our key corridors.

### **3 NETWORK OVERVIEW**

#### **Events**

- 3.1 Pre-planned events throughout the month included the Cricket World Cup at Old Trafford, Iron Man UK in Bolton and the Sounds in the City Concerts in Castlefield Bowl, Manchester City Centre. We are continuing to review, with Councils, the role of TfGM in supporting Open Streets events, including traffic management and supporting Bus Operators in ensuring their services and customers are not unduly impacted by proposals.

#### **Metrolink**

- 3.2 Metrolink Network performance in terms of punctuality and reliability are published on the TfGM.com website, with individual line performance shown in addition to the overall network (APPENDIX B).
- 3.3 Metrolink performance for punctuality and reliability reduced marginally.
- 3.4 Primarily this has been due to the unavailability of vehicles due to road traffic collisions together with a spike in the number of individual vehicle faults and failures. The operator is identifying the root cause for the issues affecting reliability alongside an incident reduction working group and improving the turnaround time of damaged vehicles from collisions/third party.
- 3.5 Crime and anti-social behaviour continue to be an issue, particularly during the evenings, resulting in high levels of repairs being required to trams, with the potential to limit availability of services. TravelSafe activity continues to be directed to known problem areas. Service disruption has also occurred as a consequence of vulnerable people being on the network which tragically included a fatality at Burton Road stop.
- 3.6 Contactless payments were launched on Metrolink services on the 15th July 2019. The launch was successful and over 95,000 journeys using contactless have been made from the commencement to the end of July. There have been some issues with customers double tapping and incomplete journeys (i.e. not tapping in and out). These are being monitored as usage increases and enhanced communications messages have been implemented including on stop support and driver announcements to remind passengers.

#### **Rail**

- 3.7 Operational performance has remained relatively stable since the introduction of May 2019 timetables, which featured only incremental service changes. Some routes remain non-Train Service Requirement (TSR) compliant and enhanced Sunday services are still to be delivered. Crowding issues and service quality remain key topics on social media,

particularly in North and West Manchester, where Northern's short-forming of services remains high.

- 3.8 The bridging agreement that had been in place for Sunday Working for Northern is no longer in effect as ASLEF members voted to reject Northern's proposals going forward (despite union recommendation). As a result, there are currently weekly pre-planned Sunday service cancellations on a number of Greater Manchester routes, in addition to late notice cancellations, effectively reverting to the position prior to the agreement being put in place.
- 3.9 Overall Network Rail delay minutes have fallen and remained stable over the past quarter, largely due to reductions in the amount of External delay incurred on the network. However, recent extreme weather events have impacted the rail network throughout the month, with Buxton services and TPE/East Midlands Trains services across Hope Valley being suspended following issues arising from the Toddbrook Reservoir incident. An amended train plan was put into place with services operating on diversion and bus replacement until the threat from the dam bursting and flooding had passed.
- 3.10 Major engineering works at Acton Grange on the West Coast Main Line between 20 July and 4 August entailed the closure of the line, with trains cancelled or operating on diversion, with bus replacement. One Virgin train per hour to Scotland was diverted via Piccadilly, to maintain the three trains per hour Manchester – London frequency. Whilst causing some additional delay to local services due to congestion on platforms 13/14 at Piccadilly, the amended plan worked well overall and the line was successfully handed back on time.
- 3.11 Electric services finally started using the Bolton corridor in February 2019; these services will be replaced by brand new electric trains from September 2019, operating in 3 and 6 car formations, providing enhanced capacity, comfort and faster journeys. New diesel units are now in operation on Liverpool and Cumbria – Airport services, which have had positive feedback from public and user groups. These will be added to other routes over the coming months. Delays in the introduction of new rolling stock for TPE will see new trains entering service from September 2019.

#### **Bus**

- 3.12 Bus network performance has maintained a good position with above target performance for scheduled service reliability and overall punctuality.
- 3.13 The Guided busway services continue to exceed patronage projections year on year. The continuation of additional peak Vantage services from September 2019 has been agreed to ensure the continuity of the service provision that has proved popular with commuters.

- 3.14 Diamond North West began to operate commercial bus services in Bolton that were previously operated by First, on 11 August 2019.
- 3.15 A report on proposed changes to the Manchester Free Bus service, and a review of its performance, is on the agenda for this meeting.
- 3.16 Preparations with bus operators for the introduction of Our Pass have been undertaken, ahead of its introduction in September 2019. Our Pass provides free bus travel for 16-18 year olds on local bus services across Greater Manchester, can be used seven days a week and has no time restrictions for travel. The initiative is a two-year pilot, led by Mayor Andy Burnham and the Greater Manchester Combined Authority, with support from Transport for Greater Manchester. Our Pass has been developed with the Greater Manchester Youth Combined Authority and a number of other youth organisations, groups, schools and colleges.

### **Highways**

- 3.17 Planned disruptions, such as road works, continue to have the largest impact on the highway network although incidents and road works on the Strategic Route Network continue to have an impact on the Key Route Network and local roads.
- 3.18 Traffic volumes have reduced across the conurbation with the commencement of the summer school holiday period. Regional Centre traffic is impacted by the delays arising from regional centre roadworks, affecting both general traffic and the bus network.
- 3.19 The MSIRR Phase 1 works are now nearing completion, with resurfacing works taking place overnight which is minimising disruption on Regent Road and Water Street during the day when traffic is at its heaviest. Advance utility works have started for the Great Ancoats improvement scheme. This is being done off peak to minimise disruption.
- 3.20 Given the scale of highways works scheduled over the next 12 months, we are working with MCC, Salford and Trafford on a coordinated 'regional centre' approach to ensure we can better understand the impact of the proposed schemes and mitigate those impact where ever possible through effective communication and Travel Demand Management.
- 3.21 Heavy rainfall at the end of July caused significant flooding on both the Strategic Road Network and local road network, closing roads with local diversions being put in place, with the south and east of Greater Manchester being particularly affected.
- 3.22 The 12 month rolling number of people Killed or Seriously Injured (KSI) on GM roads has reduced, but remains in excess of the DfT forecast.



#### 4 NETWORK PERFORMANCE SCORECARD

<b>Metrolink<sup>1</sup></b>	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	90.9%	W
Metrolink Reliability	A	99%	98.9%	W
<b>Rail<sup>1</sup></b>	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	84.4%	85.5%	W
Northern Reliability (CaSL)*	G	6%	3.6%	S
Northern Right Time	G	52.3%	53.4%	W
TPE Punctuality (PPM)	R	87.7%	85.5%	I
TPE Reliability (CaSL)	G	6.0%	5.7%	I
TPE Right Time*	A	50%	40.4%	I
Network Rail Delay Minutes	G	43,603	31,370	S
<b>Bus<sup>2</sup></b>	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	98.4%	I
Commercial Bus Service Reliability	G	97.0%	98.2%	I
Subsidised Bus Service Reliability	G	97.0%	98.9%	W
Network Bus Overall Punctuality	G	80.0%	87.3%	I
Commercial Bus Overall Punctuality	G	80.0%	87.6%	I
Subsidised Bus Overall Punctuality	G	80.0%	83.2%	W
Network Bus Regularity	G	97.0%	97.0%	I
Commercial Bus Regularity	G	97.0%	97.0%	I
Subsidised Bus Regularity	G	97.0%	n/a	n/a
<b>Highways<sup>2</sup></b>	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	88.3%	S
Highways Level of Delay (Average)	A	30.0%	31.8%	I
<b>Network Safety</b>	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Mar '19)	R	578	714	I
<i>* TfGM assumed targets set, to be finalised at a later date.</i>				

See Appendix A for glossary.

**Reporting Periods:** 1 – Period 4 (23 June to 20 July)  
2 – July 2019

**Trend key:** W = Worsening, S= Stable, I = Improving

## Glossary

Measure	Description	RAG thresholds
Metrolink Punctuality	Percentage of trams departing less than two minutes late.	GREEN if equal to or above 90% RED if less than 90%.
Metrolink Reliability	Percentage of planned miles operated.	Target for 2019 is 99%. RED if less than 97%. AMBER if 99% - 97%. GREEN if 99% or above.
Northern Punctuality (PPM)	PPM = Public Performance Measure. The percentage of services arriving at destination (having called at all scheduled stops) within 5 minutes of the planned arrival time.	GREEN if equal to or above the target. RED if below target.
Northern Reliability (CaSL)	CaSL= Cancelled and Significant Lateness. % of services part/fully cancelled or arriving at their destination later than 30 minutes after scheduled arrival time.	No industry targets set. RED if trend is worsening over consecutive periods. AMBER if stabilising of consecutive periods. GREEN if improving over consecutive periods.
TPE Reliability (CaSL)	CaSL= Cancelled and Significant Lateness. % of services part/fully cancelled or arriving at their destination later than 30 minutes after scheduled arrival time.	Target for Period 4 is 6%. RED if above target. AMBER if equal to target. GREEN if below target.
TPE Punctuality (PPM)	PPM = Public Performance Measure. The percentage of services arriving at destination (having called at all scheduled stops) within 10 minutes of the planned arrival time.	GREEN if equal or above the target. RED if below target.
Northern Right Time	% of recorded station stops where the train arrived less than one minute later than its advertised time.	Target for Period 4 is 52.3%. GREEN if above or equal to target. RED if below target.
TPE Right Time	% of recorded station stops where the train arrived less	No industry targets set. RED if trend is worsening over consecutive periods.

Measure	Description	RAG thresholds
	than one minute later than its advertised time.	AMBER if stabilising of consecutive periods. GREEN if improving over consecutive periods.
Network Rail Delay Minutes	Total number of Train Operator Delay minutes attributable to Network Rail.	GREEN if equal to or below the target. RED if above target.
Bus Service Reliability	Scheduled Service Reliability – measured by the percentage of observed bus departures from a given location compared to the service provision promised to the public.	GREEN if equal to or above the target. RED if below target.
Bus Overall Punctuality	Scheduled Service Punctuality – measured by the percentage of ‘on-time’ observed bus departures from a given location. The definition of an on-time departure is one which is between 60 seconds early and 5 minutes and 59 seconds late, inclusive.	GREEN if equal to or above the target. RED if below target.
Bus Regularity	Frequent Service Regularity – measured by the percentage of occasions where the gap between services is either over 2 times the service headway, or 10 minutes, whichever is the larger number. Service Regularity encapsulates both the reliability and punctuality aspect of a frequent service.	GREEN if equal to or above the target. RED if below target.
Highways Journey Time Reliability (JTR)	% of highway journeys completed within an ‘acceptable journey time’, defined as the typical journey time +25%.	GREEN > = 90% AMBER 80-90% RED < 80%

Measure	Description	RAG thresholds
Highways Level of Delay (Average)	The difference between the typical journey time (median) and the optimum journey time (5th percentile) during the peak period.	GREEN < 30% AMBER 30-50% RED >= 50%
Killed & Seriously Injured (KSI)	Number of people killed or seriously injured on GM roads.	GREEN if equal to or below the annual forecast projection. RED if above forecast. (DfT developed a forecast for KSI casualties, as part of the Road Safety Strategy. This forecast (based on a central projection) was for a 40% reduction in KSI casualties by 2020 against a 2005-09 baseline. For GM this was no more than 550 KSI per year casualties by 2020.)

# Metrolink Performance Network Summary

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between:

**23 June until 20 July 2019**

## How we performed



### Punctuality

Percentage of trams departing less than two minutes late.

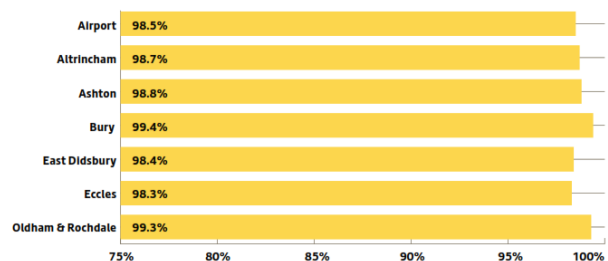
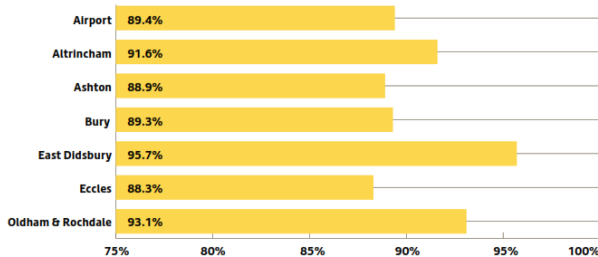
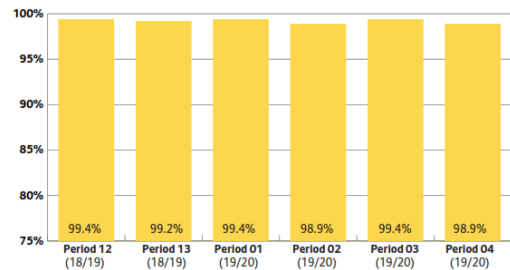
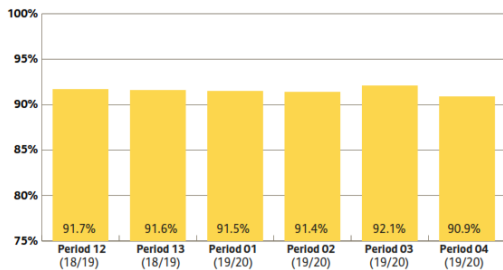
**90.9%**



### Reliability

Percentage of planned miles operated.

**98.9%**



### Cancellations

Journeys cancelled.

**0.33%** of all planned journeys.



### Short journeys

Incomplete journeys.

**0.67%** of all planned journeys.

**Aline Frantzen**  
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019



Metrolink is operated on behalf of Transport for Greater Manchester by  
**KEOLIS amey**  
Metrolink

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**Greater Manchester Transport Committee**

Date: 13 September 2019

Subject: Free Bus - Forthcoming Changes and Performance Update

Report of: Alison Chew, Interim Head of Bus Services, TfGM

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**PURPOSE OF REPORT**

To inform Members of proposed changes to the Manchester Free Bus service and provide an update on performance.

**RECOMMENDATIONS:**

Members are asked to:

- i. Approve the proposed changes to the Manchester Free Bus service.
- ii. Note and comment as appropriate on the performance of the service.

**CONTACT OFFICERS:**

Alison Chew

0161 244 1726

[alison.chew@tfgm.com](mailto:alison.chew@tfgm.com)

Risk Management – n/a

Legal Considerations – n/a

Financial Consequences – Revenue – n/a

Financial Consequences – Capital – n/a

Number of attachments included in the report: main report only

**BACKGROUND PAPERS:**

Metroshuttle Performance (2017/18) and Metroshuttle Contract Award reports to TfGMC's Bus Network and TfGM Services Sub Committee, 24 August 2018

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
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?		None
GMTC	Overview & Scrutiny Committee	
n/a	n/a	



## **1 MANCHESTER METROSHUTTLE/FREE BUS**

- 1.1 The Manchester Metroshuttle services 1, 2 and 3 were operated by First Manchester through a contract with Transport for Greater Manchester (TfGM) between September 2002 and 27 October 2018. A procurement exercise was carried out in the summer of 2018 which resulted in First winning a new contract to operate a revised service, branded Free Bus.
- 1.2 The Free Bus service replaced the previous Manchester Metroshuttle service on 28 October 2018.
- 1.3 Free Bus has been operated by Go North West since 2 June 2019, following the sale of the Queens Road bus depot and operations from First to the Go Ahead Group.
- 1.4 The Free Bus service includes two routes (1 and 2), both commencing from Piccadilly Station and reaching the most popular trip attractors, with a ten minute frequency. Service 2 extends to Salford Central Station during peak hours and the operational hours of both routes were extended in October 2018 to offer a later evening service on Mondays to Saturdays (until 2200).
- 1.5 Free Bus has vibrant, Manchester specific branding and is a free service, including free wi-fi.
- 1.6 This report provides detail of some proposed changes to the service from 27 October 2019, and gives an update on performance.

## **2 PROPOSED SERVICE CHANGES TO FREE BUS FROM OCTOBER 2019**

- 2.1 Several changes are proposed to the Free Bus service following a review of performance during its first year of operation, including ongoing operational issues and recurring themes in customer and operator feedback. TfGM officers have worked with the operator to find a cost-neutral but effective way of improving the service for customers.
- 2.2 Since the start of the new contract in October 2018 there has been an issue serving the 'Spinningfields loop' and a frequent need to divert the service to avoid Byrom Street and Hardman Street due to parked cars/heavy good vehicles. Additionally, there is a current diversion in place to avoid Mount Street/Albert Square, which is closed due to recabling and has been since June. Along with the likely long-term closure of Albert Square to facilitate pedestrianisation, the combination of these issues mean that change is required to ensure reliability for the customer, reduce complaints about diversions, and futureproof the routes in light of future changes.

2.3 In addition to operational considerations; feedback from the operator; customer satisfaction surveys; and social media feedback has strongly indicated that customers would welcome the re-instatement of a link between Shudehill/Victoria and Spinningfields.

2.4 Additional customer feedback indicates that the current 2200 finish time is too early to provide a post-show or bar service. The changes proposed seek to address all these concerns and provide a more robust and reliable service for customers which considers the night time economy in Manchester and social, as well as commuting, requirements.

2.5 Subject to final agreement with the operator, the route amendments proposed are as follows:

2.5.1 Route 1 -

The Salford Central extension will be moved from Route 2 to Route 1 enabling those interchanging at Salford to penetrate business and shopping districts including Spinningfields.

The current diversion route around Spinningfields, operating via Gartside St, will be formalised to take into account the operational difficulties caused by Byrom Street/Hardman Street.

The current diversion route avoiding Mount Street and Albert Square will be formalised and made permanent to future proof the route.

The route will be extended to MOSI and Castlefield on weekends to accommodate visitor demand.

The evening service, which was under utilised with low demand, will be removed.

2.5.2 Route 2 –

This service to operate in the reverse direction to run an anticlockwise orbital route around the City Centre, providing morning trips from Victoria to Spinningfields.

The route to be amended to operate via Peter Street in order to maintain links to Manchester Central, following the diversion of Route 1 away from Mount Street.

Evening hours will be extended to midnight thus providing links to transport interchanges via night time economy destinations.

2.5.3 Route 3 –

This route is the introduction of an evening only service (replacing the Route 1 evening service).

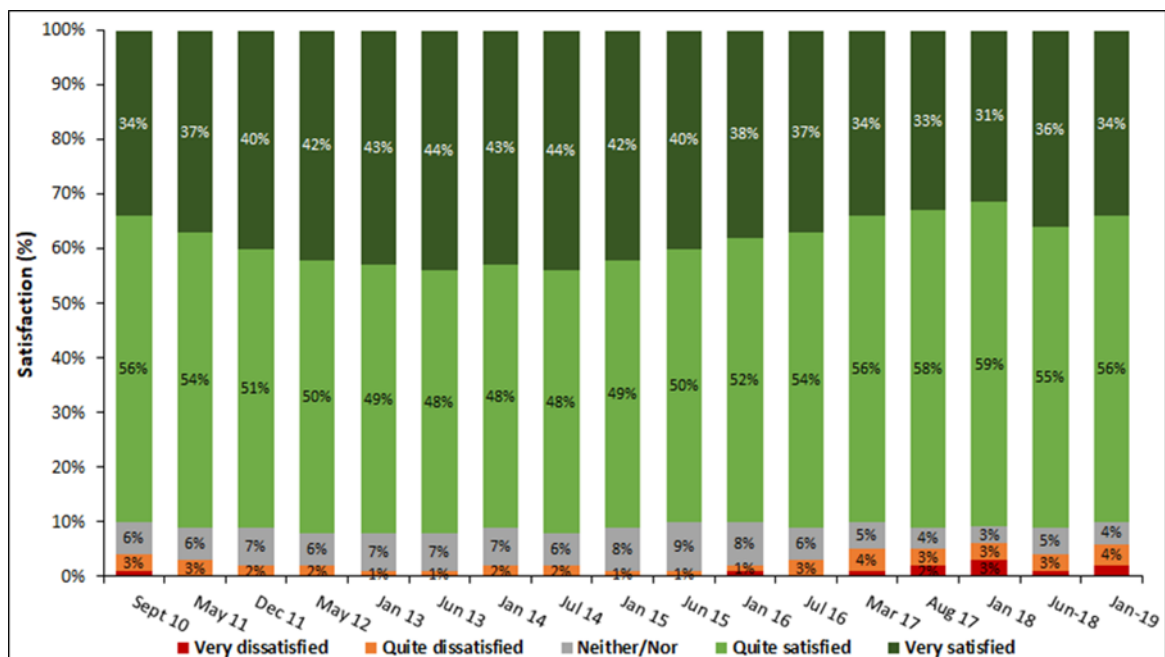
The service will operate until midnight and replicate the current Route 2 (a clockwise, orbital service), providing links to transport interchanges from night time economy destinations, including Deansgate Locks and Home.

### 3 CUSTOMER SATISFACTION SURVEY (JANUARY 2019)

3.1 On behalf of First Manchester, Illuma Research undertook a twice yearly satisfaction survey of the Manchester Metroshuttle/Free Bus service. A total of 1,200 interviews were undertaken (600 interviews on each service) during January 2019. This was the first survey undertaken since Free Bus was launched at the end of October 2018.

3.2 The overall level of satisfaction (Figure 1) was recorded at 90.5% (January 2019) which had slightly decreased from the level achieved in June 2018 (91.3%). There was no significant difference in satisfaction between the routes. The latest survey indicated that 34% of customers were 'very satisfied' with the service compared to 36% in June 2018. Only 6% of customers classified themselves as 'dissatisfied' with the existing level of service provision.

**Figure 1: Customer Satisfaction (January 2019)**



3.3 The service attributes showing the highest levels of satisfaction in January 2019 were safety of driving, driver attitude and driver appearance. The attributes showing lowest levels of satisfaction were Space for bags, buggies etc., Legroom and Safety of bus stop environment.

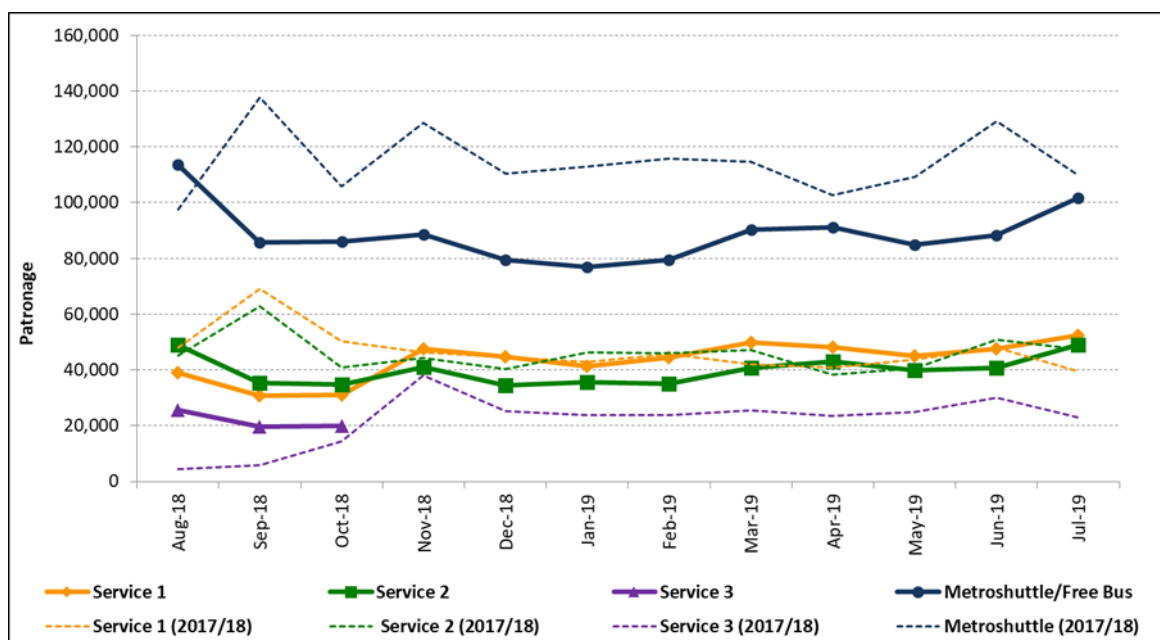
## 4 PATRONAGE

4.1 Overall patronage for 2018/19 was 1,124,586. This represented a notable reduction of 15.7% (209,040) from the 2018 figure (1,333,626) and continued a declining trend in passenger numbers.

4.2 At service level, all services have experienced a decline in their respective patronage levels, noting that Service 3 stopped running in October 2018. The reduction in passenger numbers was more pronounced on Service 2 with a decline of 9.7% (-51,141) from 529,277 during 2017/18 to 478,136 in the 2018/19 financial year, compared to a 5% (-25,437) decline on Service 1.

4.3 Monthly patronage profiles for 2018/19 (August to July) are presented in Figure 2 along with a comparison with the equivalent figures for 2017/18.

**Figure 2: Metroshuttle / Free Bus Patronage (2018/19 – August 2018 to July 2019 Vs 2017/18)**



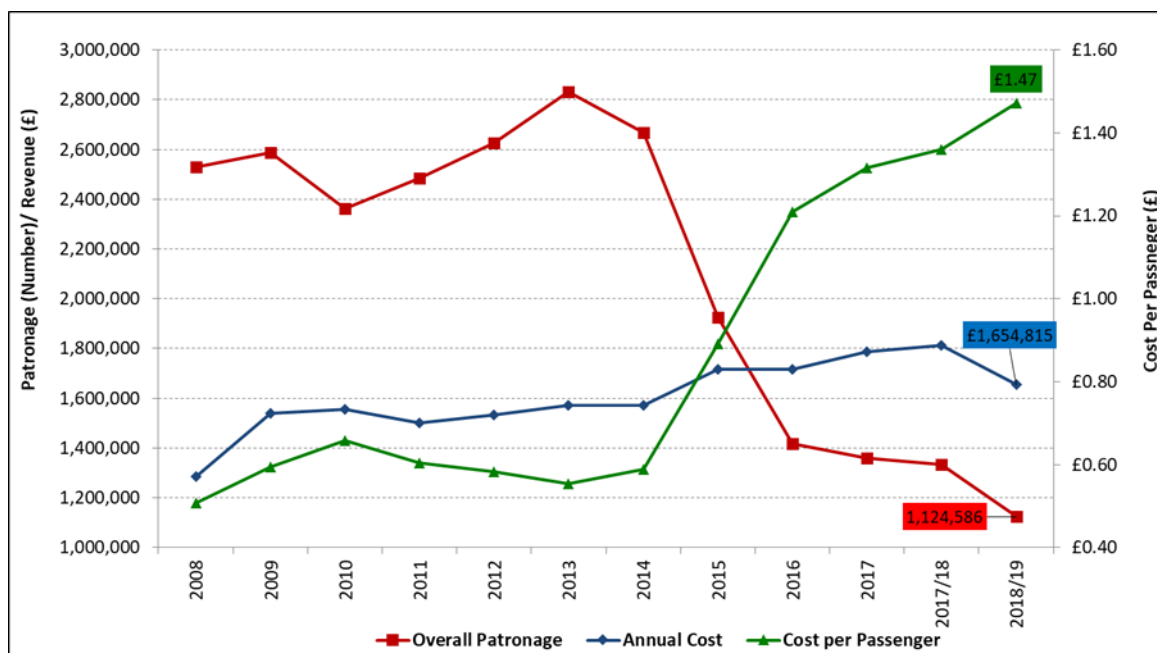
4.4 Despite a gradual overall decline in Metroshuttle patronage in the period to October 2018, overall patronage on Free Bus has remained largely constant, despite the removal of Service 3. The same trends are replicated in both remaining services. Overall patronage is lower than in the same period in 2017/18.

4.5 The weekday profile of average patronage per journey (2018/19) for each service is outlined in Appendix C.

4.6 The 2017/18 annualised contract cost for the Metroshuttle services was £1.813 million. The annualised contract cost for the new Free Bus contract is £1.440 million, therefore the overall annualised cost for 2018/19 was £1.654 million.

4.7 The cost per passenger for the Metroshuttle/Free Bus services since 2008 is shown in Figure 3 and currently stands at £1.47. It has continued to increase as the patronage has declined.

**Figure 3: Cost per Passenger (2008 onwards)**



## 5 OPERATIONAL PERFORMANCE

5.1 TfGM monitors the performance of the Free Bus service using the Punctuality and Reliability Monitoring System (PRMS). Observations are undertaken at Shudehill Interchange and Piccadilly Railway Station, where services are sampled during specific time bands throughout the day.

5.2 The operational performance of the Metroshuttle contract/service, determined through PRMS, is outlined in Figure 4, and for the Free Bus contract/service in Figure 5.

**Figure 4: Metroshuttle Service Performance (Regularity) – to 27/10/18**

Service	2018/19 – to 27/10/18	Change from 2017/18	Trend
1	100.0 %	0.4%	Improving
2	99.6%	0.9%	Improving
3	100.0%	1.4%	Improving
<b>Overall</b>	<b>99.9%</b>	<b>0.9%</b>	<b>Improving</b>

**Figure 5: Free Bus Service Performance (Regularity) – from 28/10/18**

Service	2018/19 – from 28/10/18	Change from 2017/18	Trend
1	99.6%	0.0%	Stable
2	97.8%	-1.0%	Declining
<b>Overall</b>	<b>98.7%</b>	<b>-0.3%</b>	<b>Stable</b>

- 5.3 The overall regularity performance for all three Metroshuttle services was observed at 99.9% for the period up to 27/10/18. The overall regularity performance for both Free Bus services was observed at 98.7% for the period from 28/10/18 to 31/07/19, which was a decline of 0.3% compared to the performance level attained for the Metroshuttle services in 2017/18 (98.9%).
- 5.4 Free Bus is however operating over one percentage point above the Code of Conduct minimum standard (97%) and significantly higher than the equivalent network wide average for frequent services.
- 5.5 Ongoing events in Manchester city centre continue to directly impact on the service, often resulting in lengthy diversions or suspension of service. These include high profile events such as Parklife, Manchester Day, Chinese New Year and Pride, but other events such as political marches or sporting events can also impact on service delivery performance. Operational issues referred to in paragraph 2.2 have also impacted on performance since October 2018.

## **6 CUSTOMER COMMENTS**

- 6.1 TfGM received 19 comments from customers about the service during 2018/2019, for the period between 31 October 2018 and 30 June 2019, compared to seven in the same period in 2017/2018. Service 2 received 12 comments predominantly for driver related issues and complaints about diversions, which had to be implemented due to significant sets of roadworks. Service 1 received seven comments.
- 6.2 Overall, this equates to one complaint/comment for every 35,732 journeys undertaken on the Manchester Metroshuttle / Free Bus service.
- 6.3 TfGM is in regular contact with the operator to ensure that positive action is taken by them with regards to both service performance standards and customer comments.

## **7 MARKETING**

- 7.1 The marketing teams at TfGM and the operator have worked together to implement an awareness raising campaign, including a summer poster and social media campaign. This has focused on the number of summer holiday visitor destinations that the service serves, including libraries and museums.
- 7.2 The bus stops on Piccadilly Approach have also been 'wrapped' in the Free Bus livery, in order to give a strong visual impact to visitors to Manchester arriving at Piccadilly station.
- 7.3 Subject to approval of the changes outlines in this report, including the extended evening service, additional marketing plans are in development to promote the changes.

## **8 BOLTON AND STOCKPORT METROSHUTTLE SERVICES**

- 8.1 The Stockport Metroshuttle (service 300) was launched in November 2008 and was jointly funded by Stockport Metropolitan Borough Council and TfGM. It was operated by Manchester Community Transport (MCT) using TfGM hybrid vehicles, and linked Stockport rail station with the bus station, shops and leisure facilities in the town centre. The service operated a 15-minute frequency from 08:00 until 18:00 on Mondays to Saturdays, and from 10:30 until 17:00 on Sundays. Following a decision by Stockport Council to withdraw funding, the service ceased after operation on 27 April 2019.
- 8.2 The Bolton Metroshuttle (service 500) was introduced in November 2008. It was operated by Cumfybus until 3 January 2018 but is now provided by Vision Bus on a one-year contract (until 31 December 2019). The service is provided using TfGM hybrid vehicles and

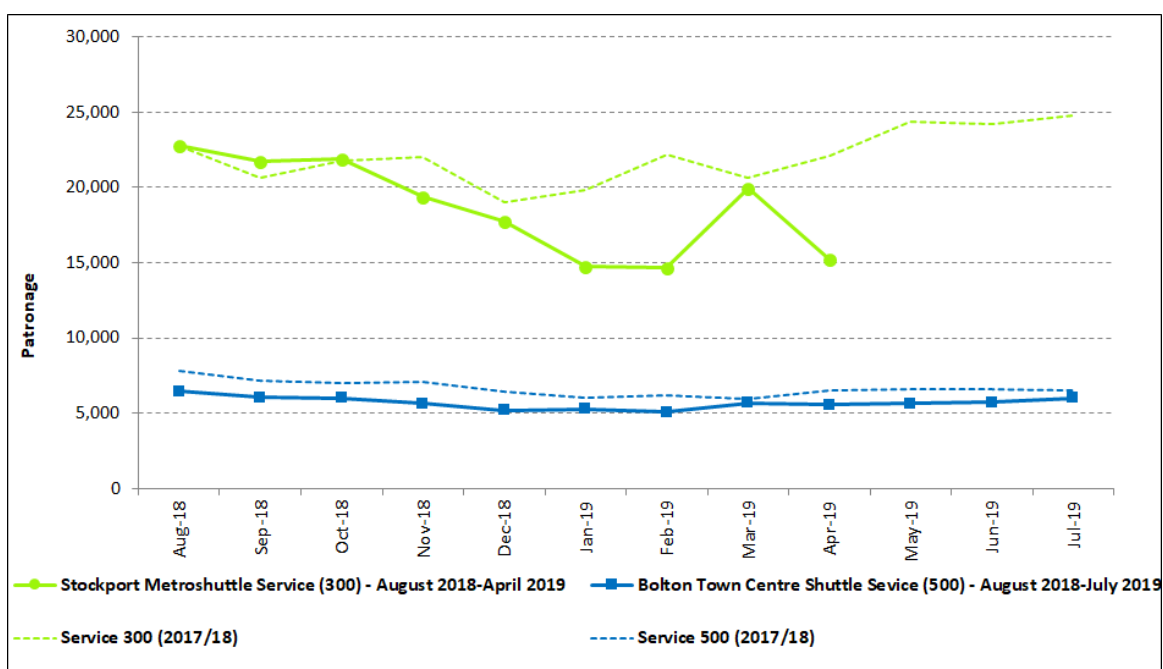
supported by funding from Bolton Council and TfGM. This service links the bus and rail interchange and Bolton town centre and, during the period covered by this report, operated a 15-minute frequency from 9:00 until 17:00, Mondays to Saturdays.

## 9 PATRONAGE (BOLTON AND STOCKPORT METROSHUTTLE)

9.1 The Stockport (300) Metroshuttle patronage for the 2018/19 financial year (until 27 April 2019) had decreased (14.3%; -39,044) to 233,235 compared to 272,279 in 2017/18. The Bolton (500) Metroshuttle patronage had decreased by 3.6% (2,595) from 72,203 to 69,608 over the same period.

9.2 Monthly patronage profiles for 2018/19 (August to July) are presented in Figure 6 along with a comparison with the equivalent figures for 2017/18.

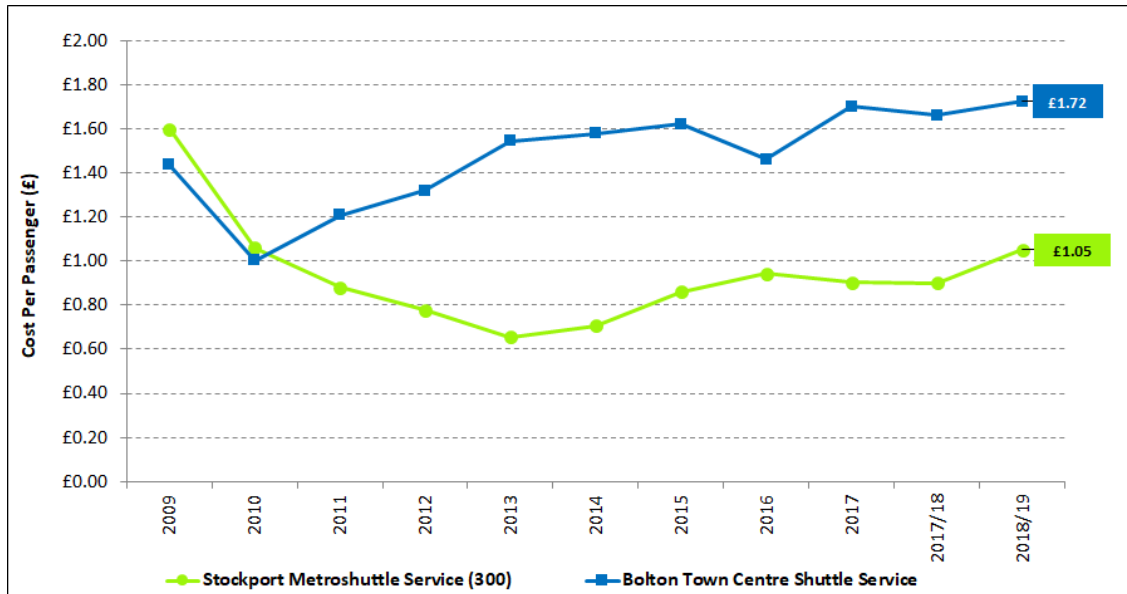
**Figure 6: Bolton and Stockport Metroshuttle Patronage (2018/19 – August 2018 to July 2019 Vs 2017/18)**



9.3 The cost per passenger for the Bolton and Stockport Metroshuttle services since 2009 is shown in Figure 7 and was £1.72 and £1.05 in 2018/19 for Bolton and Stockport respectively.



**Figure 7: Bolton and Stockport Metroshuttle Cost per Passenger (2009 onwards)**



**10 OPERATIONAL PERFORMANCE (BOLTON AND STOCKPORT METROSHUTTLE)**

10.1 Operational performance of the Metroshuttle services is measured through the Punctuality and Reliability Monitoring System where each service is sampled during specific time bands throughout the day and over three days during a quarter.

10.2 The Performance of both services exceeded the Code of Conduct standards in 2018/19 with regards to the key operational performance indicators (punctuality and reliability).

**Figure 8: Bolton and Stockport Metroshuttle Service Performance (Regularity)**

Service	Start Point Punctuality		Mid-Point Punctuality		Reliability	
	2018/19	change from 2018	2018/19	change from 2018	2018/19	change from 2018
Stockport Metroshuttle	n/a	n/a	94.3%	-1.9%	99.7%	0.2%
Bolton Metroshuttle	100.0%	8.3%	n/a	n/a	100%	1.3%

## **11 CUSTOMER COMMENTS (BOLTON AND STOCKPORT METROSHUTTLE)**

- 11.1 Between August 2018 and July 2019, six customer comments were raised about the Bolton Metroshuttle service, mainly in relation to staff performance issues. Seventeen customer comments were received regarding the Stockport Metroshuttle service, with seven related to withdrawal of the route and the remaining majority related to staff performance issues.

## **12 BOLTON METROSHUTTLE MARKETING**

- 12.1 A marketing campaign designed to encourage patronage was in place throughout July and August 2019. This campaign was aimed at shoppers, who were identified as the primary users of the service. A multi-channel approach was chosen to promote the service, which included advertising on billboards near the bus stops sites and shopper areas. The campaign also included Facebook advertising and newspaper adverts. Patronage levels from before and after the campaign will be analysed to determine its effectiveness. An example of the leaflets and bus shelter posters can be found in Appendix D.
- 12.2 The current Bolton Metroshuttle contract is due to run until the end of the year and Bolton Council is currently reviewing its on-going funding position.

## **13 RECOMMENDATIONS**

- 13.1 Recommendations are set out at the front of the report

**Alison Chew**

**Interim Head of Bus Services**

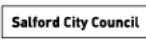
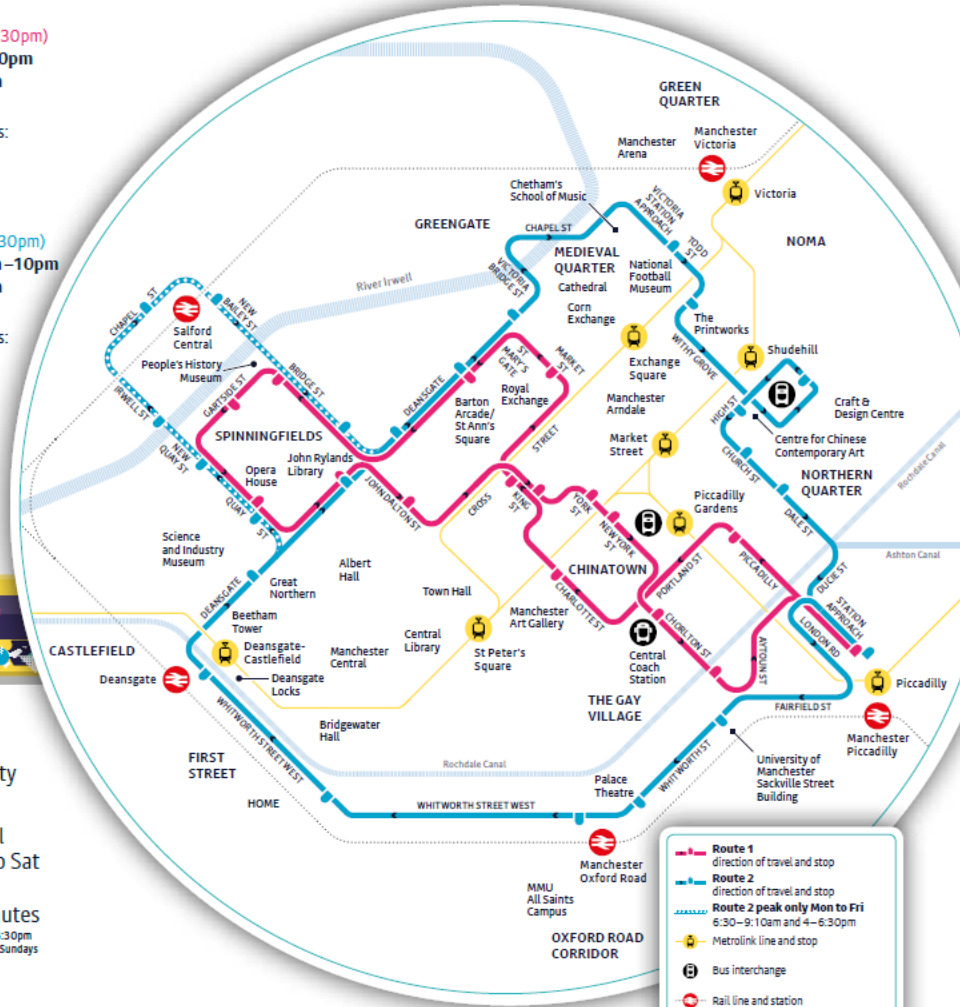
# Appendix A: Map of the current Free Bus routes

**①**  
**Every 10 minutes**  
 (Every 15 minutes after 6:30pm)  
 Monday to Friday: 7am–10pm  
 Saturday: 8:30am–10pm  
**Every 12 minutes**  
 Sunday and public holidays:  
 9:30am–6pm

**②**  
**Every 10 minutes**  
 (Every 15 minutes after 6:30pm)  
 Monday to Friday: 6:30am–10pm  
 Saturday: 8:30am–10pm  
**Every 12 minutes**  
 Sunday and public holidays:  
 9:30am–6pm  
**Peak only**  
 Monday to Friday:  
 6:30–9:10am  
 and 4–6:30pm

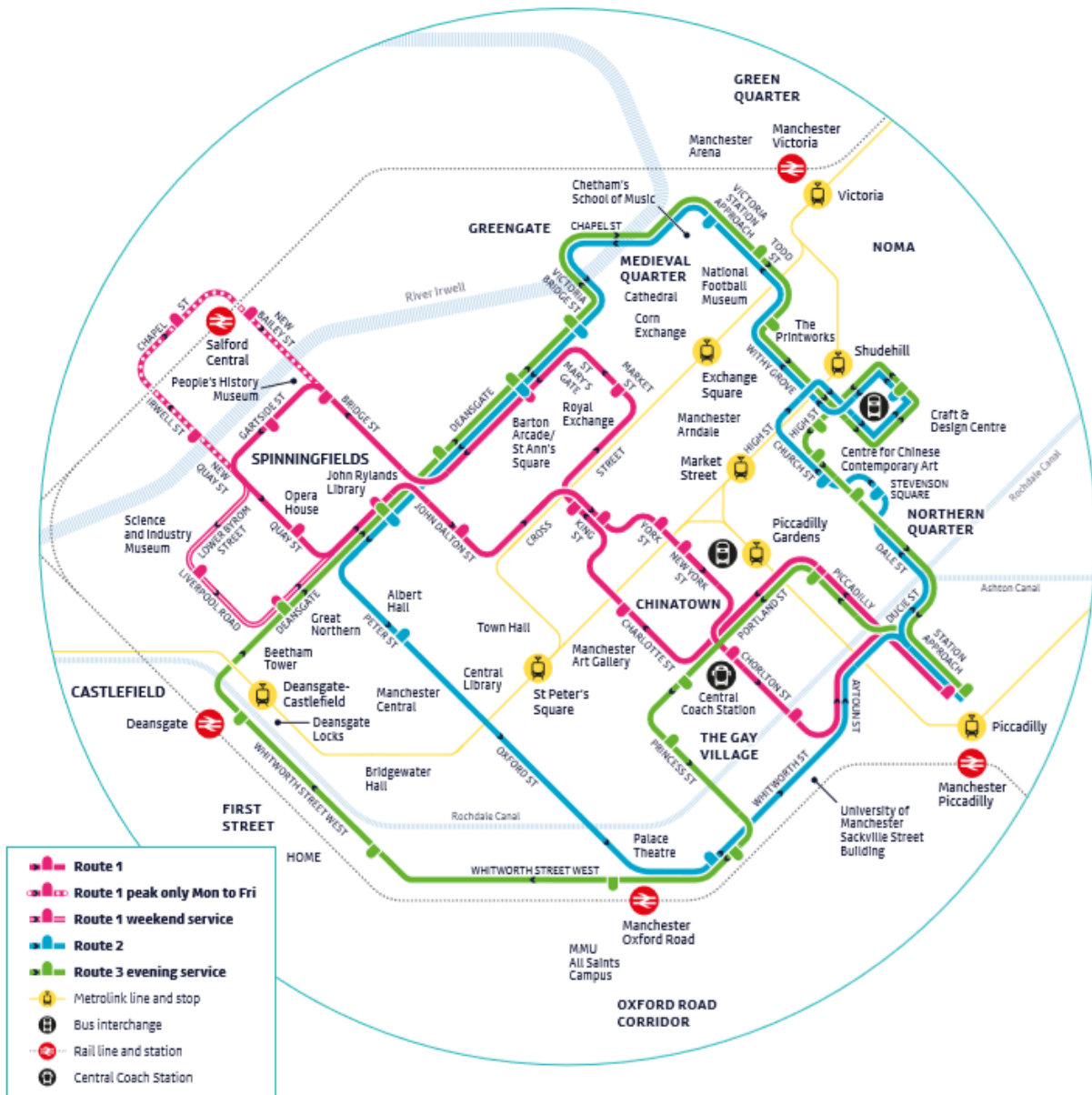


**①** Two routes  
**②** around the city  
 Running until  
 10pm Mon to Sat  
 Every 10 minutes  
 (every 15 minutes after 6:30pm  
 and every 12 minutes on Sundays  
 and public holidays)



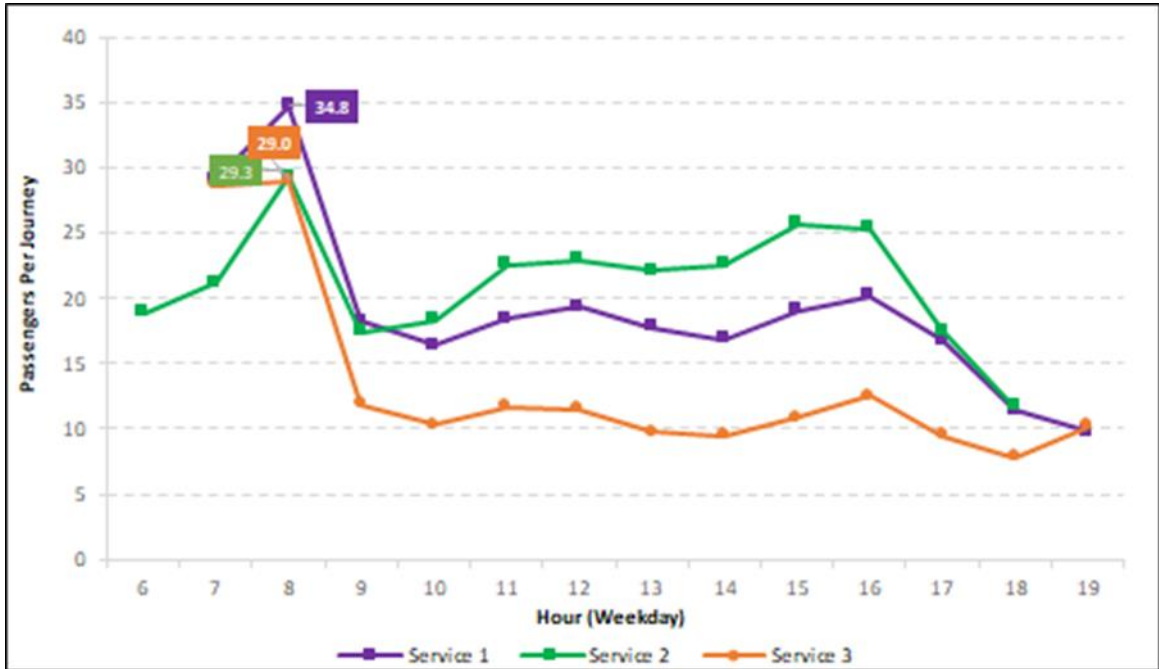
- Route 1 direction of travel and stop
- Route 2 direction of travel and stop
- - - Route 2 peak only Mon to Fri 6:30–9:10am and 4–6:30pm
- Metrolink line and stop
- Bus interchange
- Rail line and station
- Central Coach Station

## Appendix B: Map of the proposed Free Bus routes

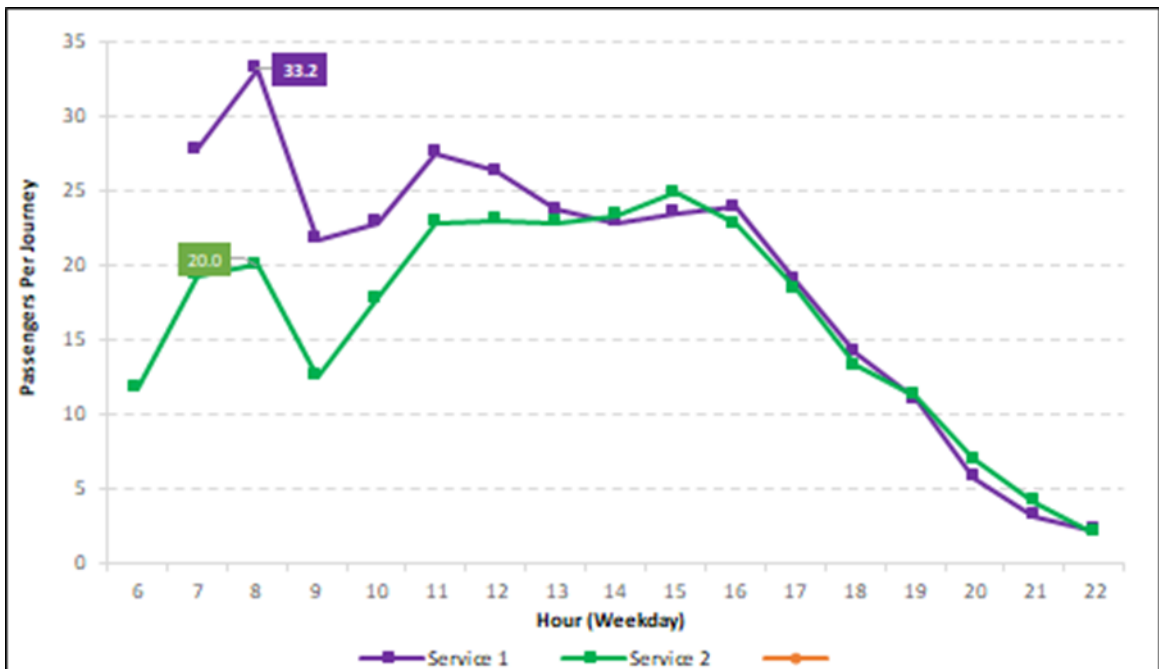


**Appendix C: Weekday profile of average patronage per journey (2018/19)**

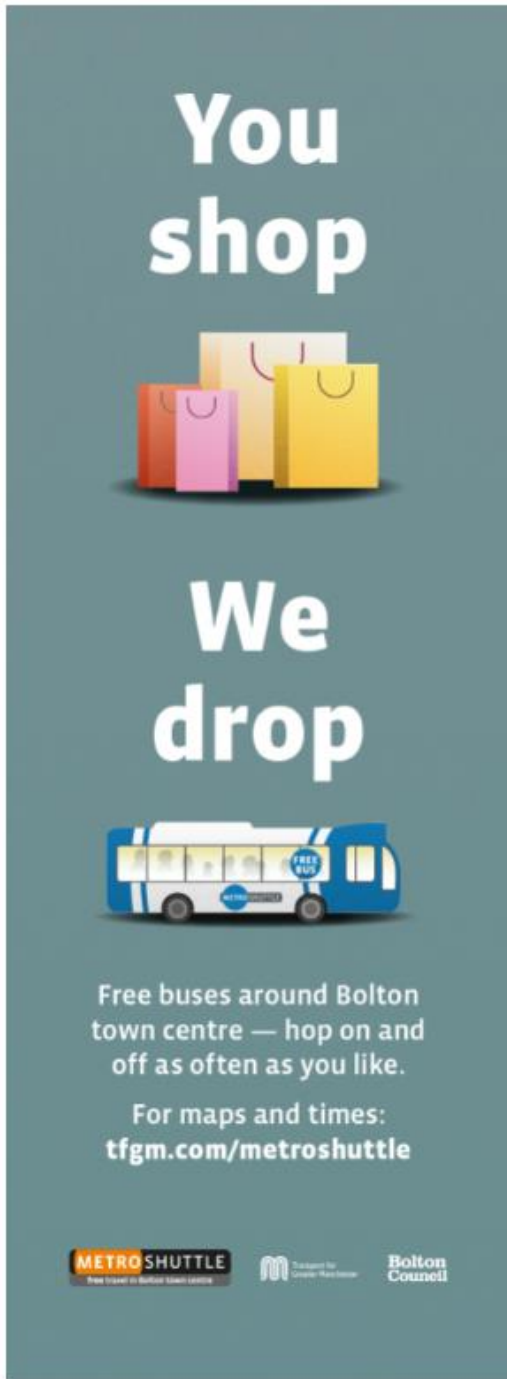
**Weekday Patronage per Journey Profile – Metroshuttle (2018/19: to 27/10/18)**



**Weekday Patronage per Journey Profile – Free Bus (2018/19: from 28/10/18)**



**Appendix D: Example of Bolton Metroshuttle Marketing**



**Greater Manchester Transport Committee**

Date: 13 September 2019

Subject: Rail Performance Report

Report of: Bob Morris, Chief Operating Officer, TfGM

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**PURPOSE OF REPORT**

To provide Members with an annual overview of rail performance in Greater Manchester from Rail Period 5, 2018/19 to Period 4 2019/20 (22 July 2018 – 20 July 2019)

**RECOMMENDATIONS:**

Members are asked to note the contents of the report.

**CONTACT OFFICERS:**

Simon Elliott

Head of Rail Programme

0161 244 1536

**RISK/ FINANCIAL/ LEGAL CONSEQUENCES/DETAILS**

Risk Management – N/A  
 Legal Considerations – N/A  
 Financial Consequences – N/A  
 Financial Consequences – Capital - N/A

**BACKGROUND PAPERS:**

- GMCA Rail Performance Report, 01 March, 2019

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
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
GMTC	Overview & Scrutiny Committee	
N/A	N/A	



## **1 INTRODUCTION**

- 1.1 This report provides an annual summary of rail network performance in Greater Manchester (GM), focusing on performance from Rail Period 05 in 2018/19 to Period 04, 2019/20 (22 July 2018 -20 July 2019).

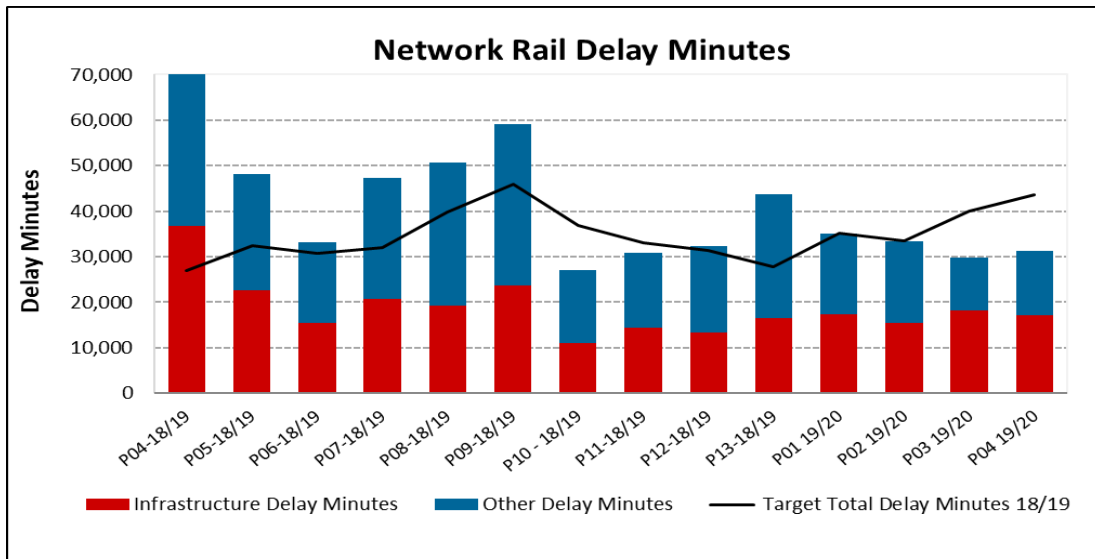
## **2 BACKGROUND AND OVERVIEW**

- 2.1 The May 2018 timetable was introduced on 20 May 2018, with the intention of incorporating enhanced services across the region, featuring brand new electric trains, operating on newly electrified lines from Blackpool and Euxton Junction, through the Bolton corridor. Delays to this electrification, subsequent deployment of new and cascaded rolling stock and associated issues with driver training combined with a radically revised but unresilient timetable culminated in significant declines in operational performance. Service provision and reliability deteriorated across Greater Manchester and the wider North for both Northern and TransPennine Express services.
- 2.2 An interim, amended timetable was launched on 04 June, 2018. This involved the removal of a number of Northern routes in a bid to restore stability and improve performance. 75% of these services were later re-instated on 30 July 2018 with the remainder being incrementally re-introduced throughout the year.
- 2.3 After some improvements in performance over late summer 2018, autumn experienced seasonal declines due to track adhesion problems caused by leaf-fall. PPM declined, whilst the number of full and part cancelled services increased. Additionally, short formations of Northern services increased substantially with delays in new rolling stock introduction and an on-going unit refurbishment programme being compounded by trains taken out of service to have damaged wheel-sets repaired.
- 2.4 The December 2018 timetable featured specific measures aimed at improving performance, notably around TPE services, with the splitting of Manchester – Leeds services at Huddersfield, longer turn-around times for services from the North-East at Manchester Airport, re-timed Liverpool services and the addition of an extra unit at the Airport.

- 2.5 Performance for both TPE and Northern improved as a direct result of the December 18 timetable and it has remained stable until the introduction of the May 2019 timetable. This was largely a steady-state timetable, with only a few incremental changes and planned service enhancements were largely deferred, except for the introduction of a new Northern Chester – Leeds service. TPE services reverted to using the Bolton corridor for its Scottish services, with Northern starting to use the West Coast Mainline through Wigan North Western for its Barrow/Windermere – Airport services.
- 2.6 The first electric train services finally began operation along the Bolton corridor on 11 February 2019 between Manchester and Preston using Class 319 refurbished trains, providing enhanced capacity and faster, more comfortable journeys.
- 2.7 Industrial action by Northern guards over proposed Driver Controlled Operation (DCO) of trains continued throughout the summer and into winter of 2018 with strikes on consecutive Saturdays, through until 02 February. A revised train plan on key routes featured a reduced 0800 -1700hrs service on these days.
- 2.8 The end of a Northern driver rest day working agreement in summer of 2019 has seen multiple planned and un-planned cancellations on Sundays, mainly in Northern’s Central and West regions. Various routes have been affected, although agreed pre-planned cancellations have tried to maintain a one train per hour service on affected routes.

### **3 NETWORK RAIL PERFORMANCE**

- 3.1 Network Rail operates the UK’s railway infrastructure, including track, signalling, level crossings and major stations. The performance of railway infrastructure is measured by the number of minutes that trains are delayed by infrastructure failures or external issues such as weather-related events, trespass, theft, vandalism and suicide on the railway.
- 3.2 The chart below illustrates Network Rail delay minutes in its Manchester Delivery Unit over the past 14 periods, split by infrastructure and external causes, as above. Over the past few years, external delay has increased, accounting for over 50% of total Network Rail delay minutes. This is largely due to increases in trespass, fatality and threatened suicide on the railway, along with increased incidences and severity of extreme weather events.



3.3 Network Rail delay minutes have reduced and remain favourable to target over the past quarter, with recent reductions in external delay. Year on year delay minutes have improved significantly, more than halving compared to the same period in 2018. Period 4 experienced unprecedented delay at Stockport Viaduct, due to a threatened suicide lasting over 20 hours and causing 13,093 mins delay and 137 cancellations. Major infrastructure failures at Slade Lane (points) and Manchester Airport (OHLE power trip) were responsible for over 13,000 mins delay and 209 cancellations. Other seasonal increases were recorded in P09, 2018/19 (November 2018) as a result of poor railhead conditions and adhesion issues.

#### 4 NETWORK RAIL ROUTE CRIME

4.1 Criminal activity on the rail network includes trespass, vandalism, threatened suicide, fatality and cable theft. Network Rail is responsible for these causes of delay. Physical mitigation includes enhanced platform end and trackside fencing, fixed and mobile CCTV (including intelligent monitoring systems) and bridge spiking. Engagement with local agencies, including the Samaritans and mental health groups, is regularly undertaken and, additionally, BT Police has an officer stationed at Network Rail's control centre. The table below details the number of incidents and minutes delay since 01 April, 2019 in Network Rail's Manchester area.

<b>Category</b>	<b>P01 2019/20 Incidents (Mins)</b>	<b>P02 2019/20 Incidents (Mins)</b>	<b>P03 2019/20 Incidents (Mins)</b>	<b>P04 2019/20 Incidents (Mins)</b>	<b>Grand Total</b>
Trespass	70 (2,833)	50 (4,377)	54 (2,730)	56 (3,625)	230 (13,565)
Vandalism	4 (595)	5 (258)	12 (1,387)	1 (19)	22 (2,259)
Fatality	5 (1,756)	3 (3,182)	1 (127)	3 (2,410)	12 (7,475)
Total	79 (5,184)	58 (7,817)	67 (4,244)	60 (6,054)	264 (23,299)

## 5 NETWORK RAIL

- 5.1 Network Rail, Northern and Transpennine Express are extending more than 100 platforms at over 70 stations across the North of England to prepare the railway network for longer trains with increased capacity. Across Greater Manchester, there are platform extensions at over 20 stations, with work recently starting at Greenfield station in Oldham.
- 5.2 A multi-million-pound project to improve accessibility for passengers at Mills Hill station in Greater Manchester has started this summer. The investment, part of the Government's 'Access for All' scheme, will see a new ramp built on the Manchester-bound platform, and a new lift and staircase installed on the Rochdale-bound side.
- 5.3 New overhead line equipment switched on in August 2019 as part of the redevelopment of Wigan Springs Branch Depot. The existing freight yard in Ashton-in-Makerfield is being adapted to stable and maintain 24 electric and eight diesel trains for Northern – creating 20 jobs in the process. The location provides easy access to the electrified rail network and the £46m state-of-the-art depot will provide more flexibility for Northern to move their trains across the north overnight in preparation for services the next day.
- 5.4 Work has started to improve the railway between Altrincham and Chester. The previous poor condition of the track through Hale meant trains could only travel at 20mph. Now with stronger and more water resilient track in place, the speed of trains has tripled to 60mph. The £800,000 investment saw old sleepers, ballast and rail to Altrincham brought up to date.

- 5.5 Work started in August to completely restore Deansgate's Grade-II listed Victorian-built railway bridge. The bridge is being deep cleaned, repaired and repainted to ensure it remains safe for decades to come. From Saturday 3 August until December, the end sections of Deansgate station's platforms, which sit on top of the bridge, will be closed to allow engineers to access the structure. The work has been planned to keep passengers moving throughout the project and allow trains to continue stopping at Deansgate station.
- 5.6 Following feedback from passengers and recent NRPS surveys, additional seating has been installed throughout Piccadilly station, receiving positive comments on social media.
- 5.7 Car Stop Boards on platform 13 and 14 have recently been relocated to allow all trains to pull up to the same point, providing reassurance to passengers of where the train will stop and reducing congestion at the bottom of the stairs, as well as easing overcrowding by spreading passengers further along the platform.
- 5.8 Engineering works at Acton Grange junction near Warrington closed the West Coast Mainline for 16 days. The work involved improvements to track, cabling, overhead line equipment and signalling, bringing outdated infrastructure up to modern standards. Due to the closure, more services than normal were running through platforms 13 and 14 at Piccadilly station, causing some disruption to local services, although the plans largely worked well. TfW North Wales to Manchester/Airport services were cancelled during the works.

## 6 SIGNIFICANT INCIDENTS AFFECTING PERFORMANCE

### 6.1 Greater Manchester Incidents

Date	Location	Incident	Operational Impacts (Delay minutes and cancellations)	
19 July 2018 (P04)	Stockport Viaduct	Threatened suicide/trespass	13,093 mins delay	13 full/124 part
29 November 2018 (P10)	Parkside Junction	Points Failure	9,299 mins delay	33 full/143 part
28 May 2019 (P03)	Slade Lane	Points Failure	7,244 mins delay	33 full/50 part
14 August 2018 (P05)	Manchester Airport	Loss of OHLE power	5,765 mins delay	7 full/117 part
05 December 2018 (P09)	Oxford Road	Signalling Failure	4,802 mins delay	27 full/13 part

## 6.2 Network-wide Incidents Impacting GM Services

Date	Location	Incident	Operational Impacts (Delay minutes and cancellations)	
29 September 2018 (P07)	Various inc. Stafford, Rugby, Birmingham, Harrow	Emergency speed restrictions due to weather	21,000+ mins delay	tbc
26 September 2018 (P07)	Willesden	Power failure	11,487 mins delay	99 full/62 part
24 May 2019 (P02)	Preston	OHLE Fault	10,716 mins delay	100 full/89 part
09 July 2018 (P04)	Preston - Lancaster	Cable Theft/Loss of signalling	5,422 mins delay	26 full/102 part
16 January 2019 (P11)	Hartford	Fatality	5,048 mins delay	3 full/16 part

## 7 TRAIN OPERATOR SERVICE PERFORMANCE

7.1 Train operators, including Northern and TransPennine Express (TPE), have performance regimes with annual targets for:

- Public Performance Measure (PPM) – previous rail industry standard measure for trains arriving at destination within 5 mins (Northern and Transport for Wales) or 10 mins (TransPennine Express and other long-distance operators) of the advertised timetable. Northern and TPE are measured contractually using this metric.

- Right Time – the industry measure from 01 April 2019, where a train is classed as right time within one minute of its scheduled arrival. Figures quoted in this report are for right time arrivals at final destination stations
- Cancellations and Significant Lateness (CaSL) - the proportion of trains which arrive at their final destination greater than 30 minutes from planned arrival or are full/part cancelled or incur missed stops.

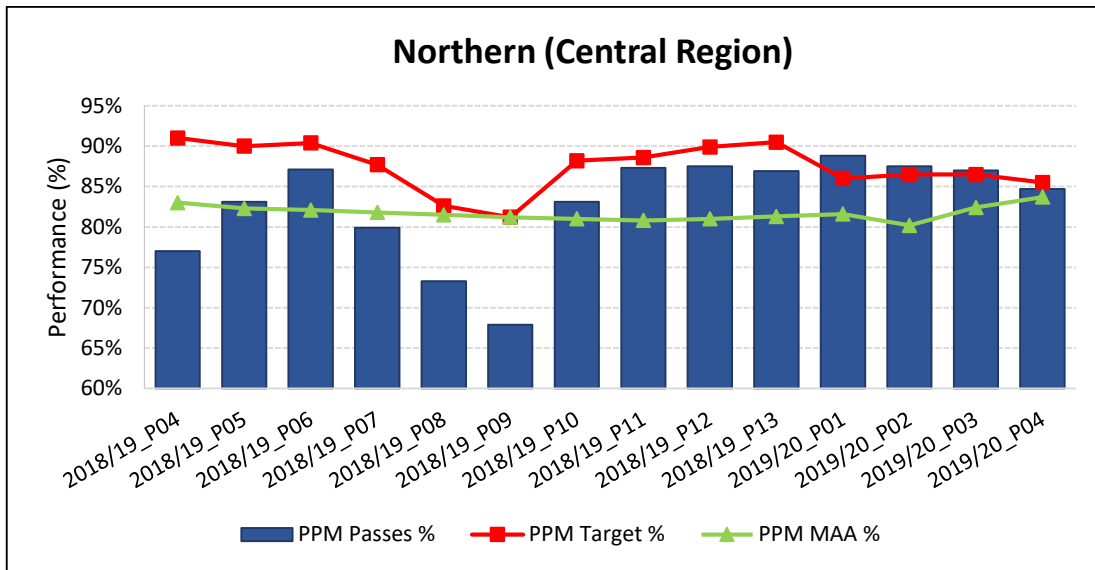
7.2 Since the start of the franchise in April 2016, PPM has declined from a moving annual average (MAA) of 89.3% to 83.7% for Northern’s Central Region services. PPM improved from the introduction of December 2018 timetables, reaching a sixteen period high of 88.8% in April 2019. It has since stabilised, with the latest period score of 85.5% in Period 4 (July 2019).

7.3 Northern delay responsibility is split three ways, with the largest amount of delay being attributed to Network Rail, typically around 50%. Approximately 38% of delay was caused by itself (this includes unit, crew and station/operational issues), with around 12% due to other train (and freight) companies.

7.4 Significant factors affecting performance for Northern include the events listed above, with reactionary delay to incidents as far away as London, impacting its South Manchester services. Other incidents have included widespread flooding, associated speed restrictions and regulation along the West Coast Main Line (WCML), infrastructure failures, notably with overhead lines (OHLE) at Garstang and Euxton Junction and unit failures. Older fleet, including the 28 year old refurbished Class 319 electric units, have suffered failures at various key locations on the network; additionally, snagging issues with new fleet have caused disruption recently.

7.5 Industrial action affecting Northern services was suspended after talks brokered by ACAS, the last strike day took place on Saturday 02 February, 2019. Approximately 30% of scheduled services operated on these strike Saturdays, with services on key routes finishing at around 17:00hrs (PPM on strike days was measured against the revised train plan). A full Saturday timetable returned on 16 February 2019.



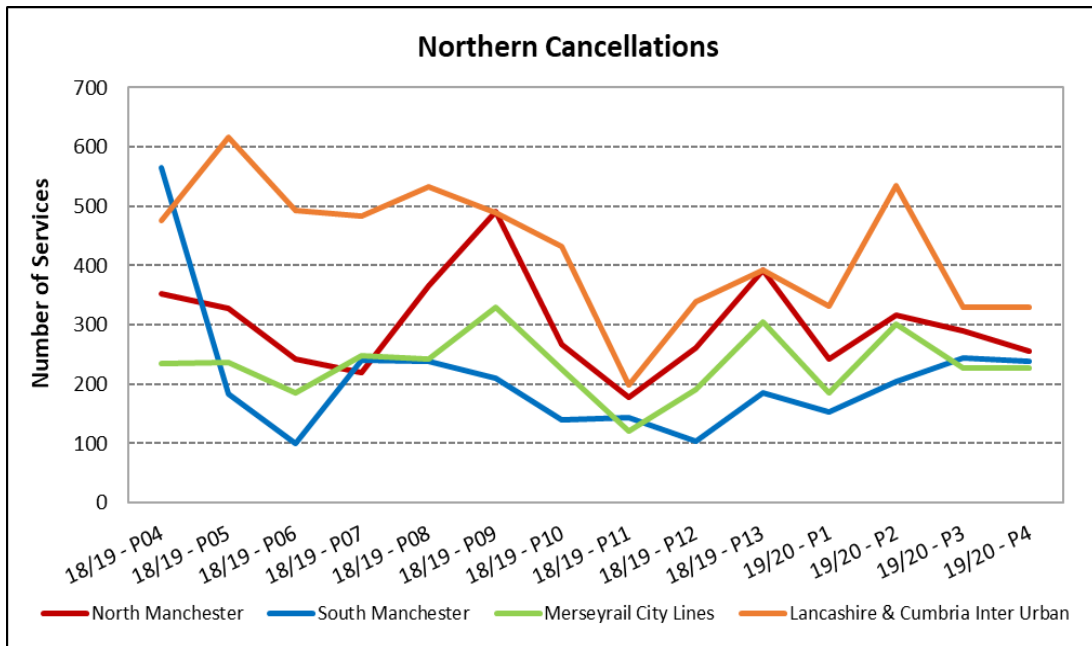


### Northern Cancellations

7.6 The chart below details the total number of full and part cancellations for the four service groups that serve Greater Manchester. Overall cancellations continue to fall, notably for North Manchester services, although there has been a recent increase in the number of cancelled services in South Manchester.

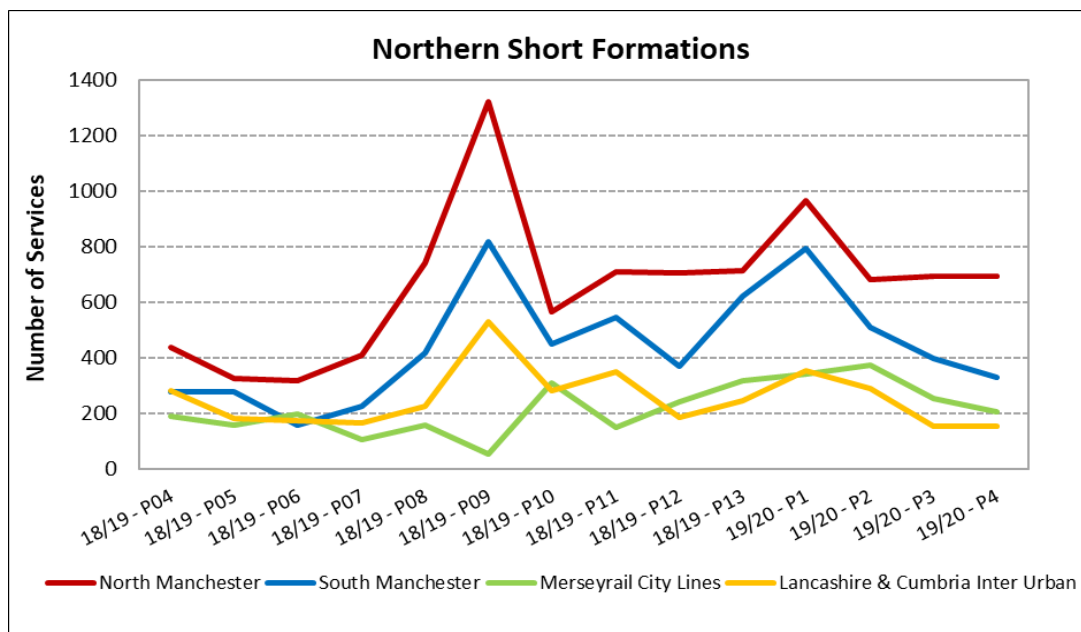
7.7 Since the end of a rest day working agreement in Summer 2019, Northern services have been subject to both planned and un-planned cancellations on Sundays due to driver availability. Various routes have experienced cancellations as Northern has sought to minimise disruption and maintain a one train per hour service on the affected routes. PPM figures for these Sundays is based on the amended train plan. In addition to the agreed, pre-planned cancellations, late notification cancellations have occurred, particularly on routes in Northern’s West region. Cancellations peaked during the February half term and Easter 2019, with over 200 cancelled trains. Currently, there are between 68 and 80 pre-planned cancellations on Sundays on the following routes:

- Manchester Victoria – Blackpool North
- Wigan North Western – Stalybridge



### Northern Short Forming

- 7.8 Short forming occurs when services operate with fewer (or different) carriages than planned. Rather than cancel services, short forming represents a less disruptive option, although can cause severe overcrowding and operational delays due to extended platform dwell times.
- 7.9 Instances of short forming continue to reduce, as both new and cascaded rolling stock become available. Short-forming peaked during Period 9 (November 2018) as units were taken out of service to have wheel sets repaired due to damage sustained by autumnal railhead conditions. Unit availability has also been impacted, particularly in North Manchester, with the refurbishment programme of Class 150/156/158 units currently underway.
- 7.10 Incidents of short-forming are expected to reduce further as fixed formation 3 and 4 car diesel and electric units become more widely utilised across the network.



### TPE Performance

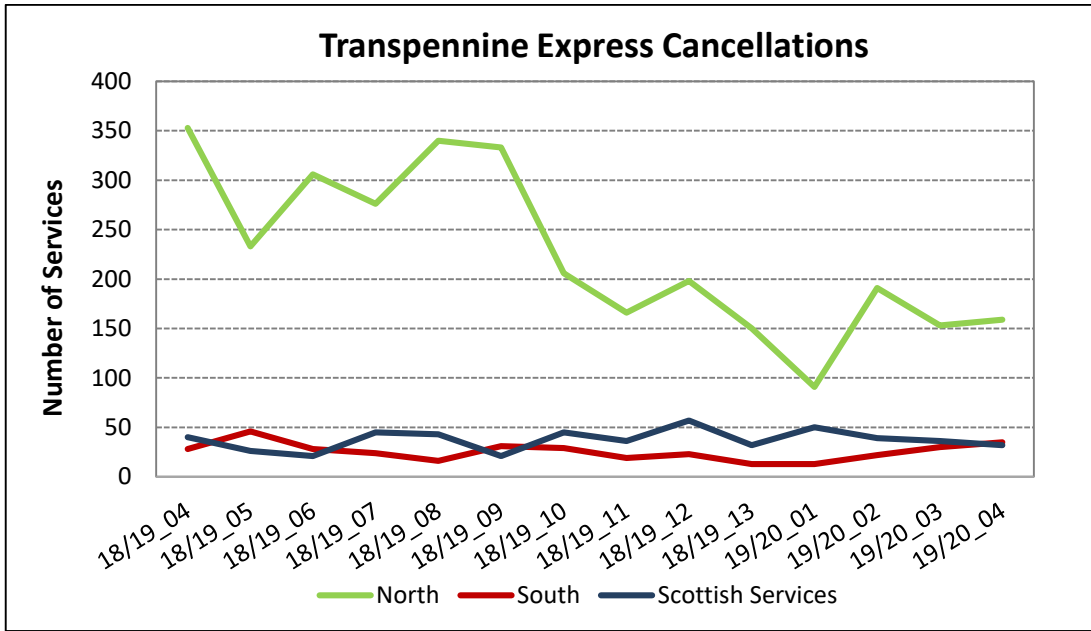
- 7.11 TPE performance improved significantly after autumn 2018 and following the introduction of the December 2018 timetable. This timetable saw specific measures aimed at improving resilience and operational performance. These included, but were not limited to;
- Splitting of Manchester – Leeds service at Huddersfield
  - Increased turn-round times for trains from North-East
  - Additional unit based at Airport
  - Re-timed Liverpool – Scarborough services
- 7.12 Significant improvements as a result of these revised train plans resulted in TransPennine improving its PPM by over 20% from Period 09, 2018/19 to Period 01, 2019/20. PPM has since remained stable, with a score of 85.5% recorded in Period 04.
- 7.13 For TPE, as with Northern, the majority of overall delay was caused by Network Rail (approximately 50%), unlike Northern however, the second major cause of delay was other-Train Operating Company (TOC) delay, accounting for around 30% of the overall total, with the remaining 20% caused by itself.
- 7.14 TPE services have been impacted by both significant infrastructure incidents and external incidents. The largest examples of these being the OHLE damage near Preston on 24 May, causing a massive 10,716 minutes delay and 189 cancellations across the rail network. Fatalities at Eccles and Wigan North Western in the past quarter have also affected performance on Scottish services.

- 7.15 Regulation (pathing of trains) issues on WCML and East of Leeds, platforming issues at Leeds and Castlefield corridor congestion all contribute to poor PPM and TPE has experienced high numbers of part cancelled services in order to recover the overall network performance.
- 7.16 TPE Scottish services reverted to using the Bolton corridor from May 2019 timetable and this has not adversely affected performance.



### **TPE Cancellations**

- 7.17 The total number of full and part cancellations by TPE has fallen significantly over the past year but remains high on its North service group. This group includes services from Liverpool/Manchester/Airport through to the North-East. The overall figures have been helped, in part, by creating additional turn-round times to recover service, where previously trains were 'turned back' short to do this.

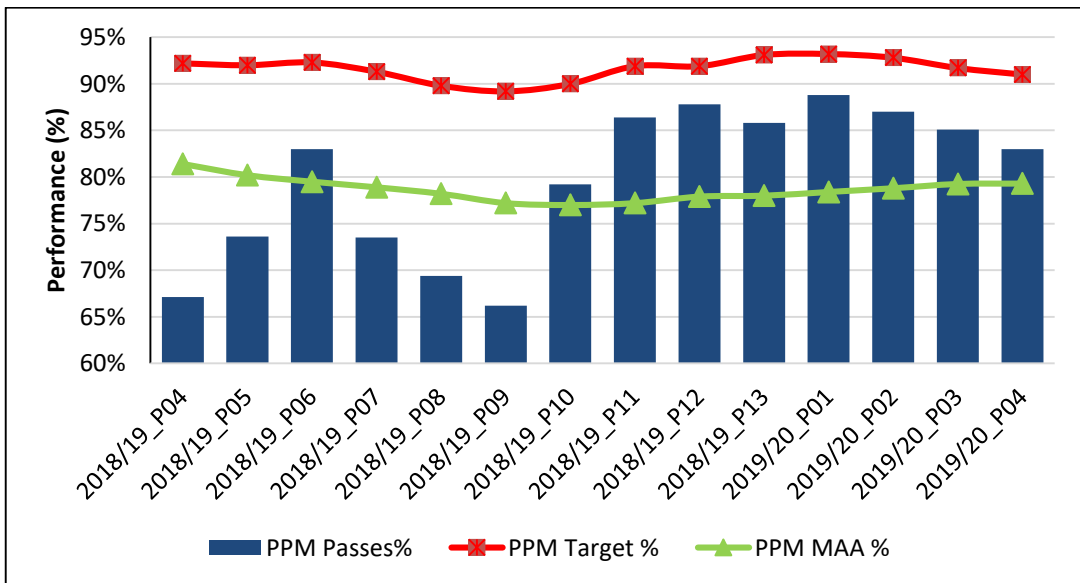


#### TPE Short Forming

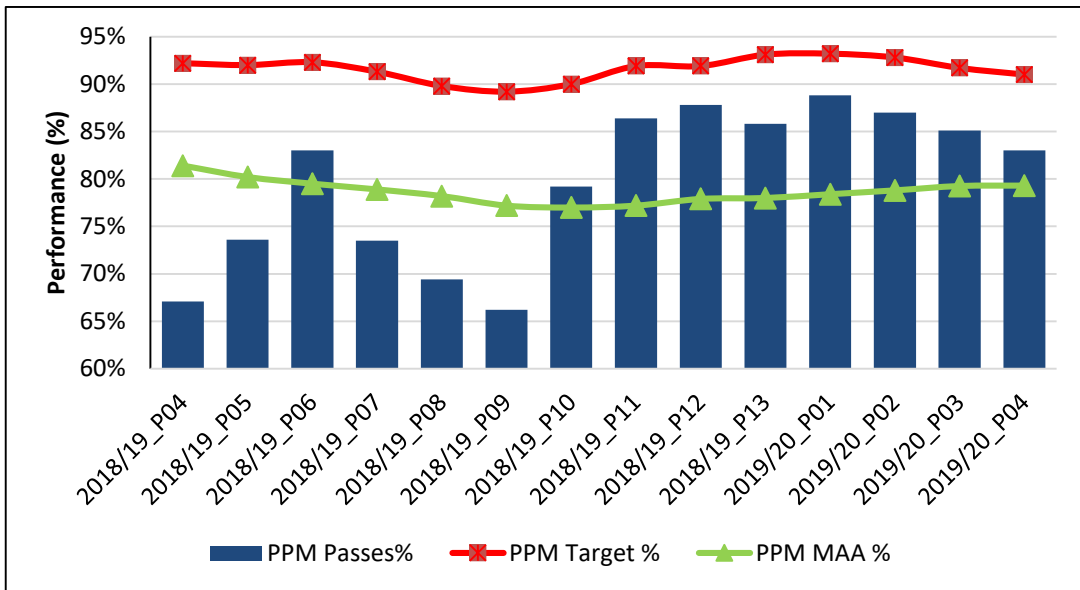
7.18 For TPE, short forming continues to be less prevalent than with Northern, although some Scottish services through the summer experienced this as a result of the loss of a unit due to an animal strike. In P04, 2019/20, 21 services (0.2%) were short-formed.

#### Other TOC Performance

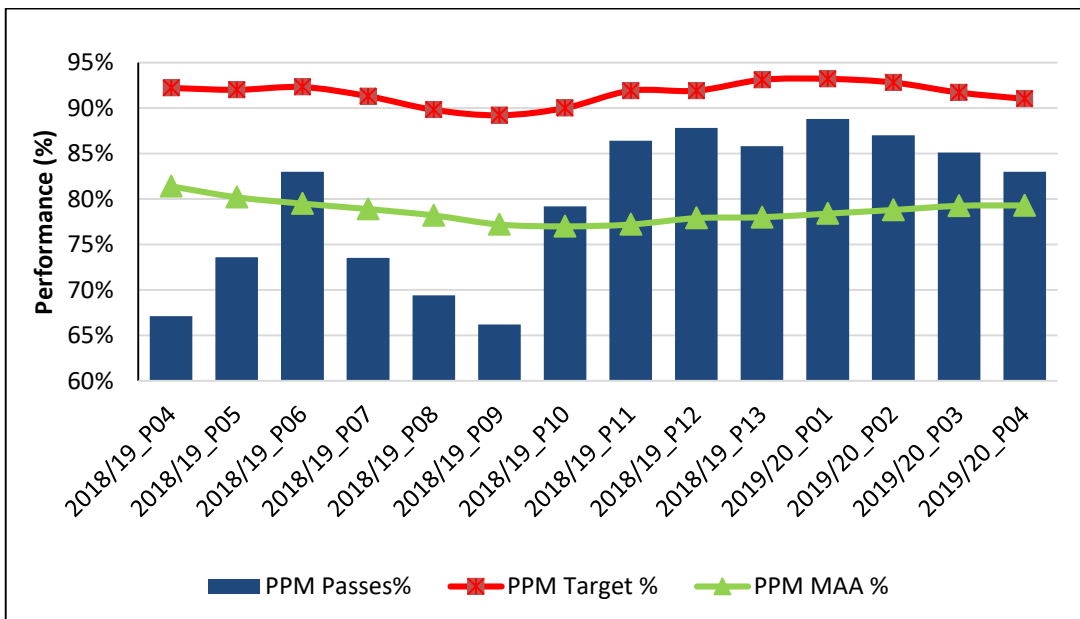
##### Virgin Trains (WCML: London – Manchester and London – Scotland)



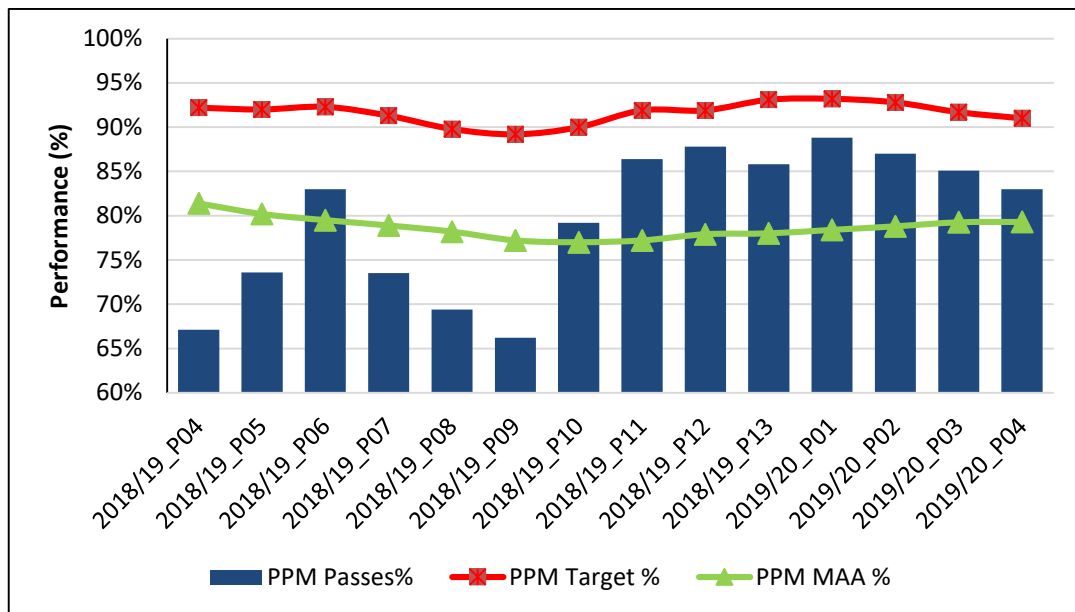
**Transport for Wales Performance** (Previously Arriva Trains Wales: England – Wales services)



**Cross Country Performance** (Inter City service group)



**East Midlands Railway Performance** (Previously East Midlands Trains: Liverpool – Norwich services)



**8 TRAIN OPERATORS**

**Northern**

- 8.1 Northern’s first new trains entered service on 1 July carrying customers between Barrow and Windermere - Manchester Airport and Liverpool - Manchester Airport via Warrington in the West. There are currently 15 new class 195 and 331 trains in service and that figure will continue to rise with the rolling programme of introduction on additional routes over the remainder of the year and into 2020. There have been some minor teething issues, as would be expected with a new fleet but Northern is successfully working through them. There are a further 20 trains being used for driver training at nine locations across the North. By Christmas the vast majority of planned new trains will have entered service across the North-West.
- 8.2 New electric Class 331 trains will start entering service on Liverpool – Blackpool North via Wigan North Western and Blackpool North – Manchester services from September 2019, replacing the 28 year old Class 319 units that are currently in service. Delays to the introduction of Northern’s bi-mode fleet will see these trains operating on Southport – Alderley Edge route some time during the December 2019 – May 2020 timetable.
- 8.3 Introducing new trains means the start of retiring the Pacer fleet from 12 August, 2019. The vast majority of Pacers will be removed by the end of the year and none will remain

operational in Greater Manchester. However, delays to the introduction of the new fleet will mean that a few of the Class 144 Pacer fleet will be retained for a short period on some routes in South Yorkshire.



- 8.4 Northern is introducing special weekend and evening fares on its Bolton and Wigan routes from 02 September 2019 through until the end of autumn, with 50% reductions on return fares to and from Manchester.

#### **TransPennine Express**

- 8.5 Saturday 24 August saw TransPennine Express operating the first of its new 'Nova 3' trains on the Liverpool – Manchester Victoria – Leeds – Scarborough route. New trains will be incrementally added to this and the Manchester Airport – Middlesbrough route through September, with an official launch at the end of the month. New 'Nova 1' trains are expected to begin operation on Liverpool – Newcastle services from late October. 'Nova 2' electric trains are currently expected to be in service from the end December 2019, serving Manchester Airport – Scotland.

- 8.6 TransPennine Express services will see the following changes from December 2019

- Liverpool to Newcastle services extended to serve Morpeth and Edinburgh Waverley
- Stops removed from off-peak Hull – Manchester Piccadilly services reducing journey times and earlier/later Hull services introduced
- Improved calling pattern for local stations serving Leeds and Manchester
- Extension of Manchester Airport – Middlesbrough services to Redcar
- TPE will take over the peak Manchester – Huddersfield services currently operated by Northern





## 9 NATIONAL RAIL PASSENGER SURVEY

- 9.1 The National Rail Passenger Survey (NRPS) provides a network-wide account of customers' satisfaction with rail travel. Data is independently collected by Transport Focus twice a year (Spring & Autumn) from a representative sample of passenger journeys for each Train Operator. For the results published on 27 June 2019, the main fieldwork took place between 4 February and 14 April 2019.
- 9.2 When compared against the previous year, performance for both operators during this period was higher with fewer cancellations and late running services recorded. This followed a period of stability in terms of performance since the introduction of the December 2018 timetable.
- 9.3 Comparing the percentage of journeys rated as satisfactory overall for individual routes serving Greater Manchester, Virgin Trains and Cross Country significantly improved. All other TOCs had no statistically significant change in their overall satisfaction results compared with spring 2018.
- 9.4 Nationally the percentage of journeys rated as satisfactory overall was 83%.

### **Northern Rail and TransPennine Express**

- 9.5 In recent years, Northern Rail's overall customer satisfaction result has remained largely static, with scores of 83% and 80% in 2017 and 2018. In Spring 2018, Northern Rail's score for overall journey satisfaction fell to 78%, positioning it 23 out

of the 25 train operating companies surveyed and 5% below the average for regional operators.

- 9.6 Northern's Central route (serving Greater Manchester) scored an overall customer satisfaction score of 77% satisfaction, broadly similar with the previous year. Across all measures, Northern Rail Central Route experienced a significant decline in satisfaction for levels of crowding (-9%), however no other significant changes occurred.
- 9.7 Following a similar pattern to Northern, the TransPennine Express overall satisfaction score had previously remained largely static at 86% in 2017 and 2018. This year's survey saw the passenger satisfaction score fall to 83%, 4% below the average for longer distance operators.
- 9.8 Both TPE's North route and Scottish routes had no significant overall change to their customer score from spring 2018, although statistically significant declines were evident on the North Route for punctuality (-10%) and for both North and Scottish routes for levels of crowding (-6% and -26% respectively).
- 9.9 Punctuality remains the biggest single influence on satisfaction, and the way delay is handled by operators has a strong influence on dissatisfaction.
- 9.10 Nationally the percentage of journeys rated as satisfactory by passengers for all train and station factors increased for 21 service areas with the 19 unchanged. The biggest improvement in satisfaction was with the reliability of the internet connection (+7%), followed by punctuality/reliability and availability of power sockets (both 5%).

## **10 RAIL STATION IMPROVEMENT STRATEGY**

- 10.1 The project aims to improve facilities for customers at 26 rail stations across Greater Manchester, continuing the Rail Station Improvement Strategy which has already delivered improvements at 46 stations. The equipment being delivered is CCTV, Customer Information Screens (CIS), Help Points and Public Address Systems (including Induction Loops for people who use hearing aids).
- 10.2 The remaining stations as part of Phase 1 are Woodsmoor, Hyde Central and Hall I'th' Wood. CCTV works at Woodsmoor and Hyde Central were expected to be completed by the end of July however, due to further delays related to procurement, this is likely to be October. The completion date for Hall I'th' Wood is aimed for Mid October 2019.
- 10.3 The Phase 2 stations due for improvements are: Horwich Parkway, Woodley, Patricroft and Hyde Central.

## **11 ACCESS FOR ALL FUNDING AND MID-TIER PROGRAMME**

- 11.1 In April 2019, DfT announced the outcome of the Access for All programme, which will, subject to feasibility design, award funding to 73 stations to receive accessibility improvements. In Greater Manchester, Daisy Hill and Irlam were successful. TfGM is working closely with Network Rail and Northern to progress these projects. All work at Daisy Hill and Irlam is to be completed by the end of March 2024.
- 11.2 In July 2019, DfT announced the Access for All Mid-Tier programme. This fund will provide £20 million nationally focused on stations where accessibility improvements can be delivered with a fixed contribution up to £1 million of government support. This funding is in addition to the Access for All Programme detailed above. The fund is targeted at smaller scale access improvements, with submissions due 18th October 2019.
- 11.3 TfGM proposes to submit a single nomination covering a number of smaller improvements at around 20 stations. The types of improvements proposed include:
- Compliant hand rails – including modifications to existing fencing
  - Enhanced seating – for instance resting points along ramps

- Refined disabled parking bays;
- Harrington hump;
- Enhanced signage;
- Help points;
- Hearing induction loops;
- PA systems;
- CCTV; and
- Customer information screens.

## **12 STATIONS ALLIANCE**

12.1 In April 2019, TfGM formally entered into the Rail Station Alliance Framework Agreement with Network Rail, London Continental Railway (LCR), TransPennine Express (TPE) and Arriva Rail North (Northern). The agreement establishes the framework for governance and operation of the Alliance. At the same time, the Alliance Board also endorsed the 2019/20 Business Plan which includes commitments aligned to three strategic priorities, namely:

- Station Improvement and Community Developments;
- Strategic Development and Regeneration; and
- Targeted Inclusivity and Accessibility Development

## **13 TFGM COMMUNITY**

13.1 TfGM continues to work with local station and community groups, helping to facilitate and fund station improvements, including art and gardening projects.

Recent initiatives have seen school art projects at Horwich Parkway and Newton for Hyde, a Railway Children project at Strines and the refurbishment of rooms at Bolton station for community use.

- 13.2 This year, an unprecedented 13 TfGM stations and groups have been short-listed for national ACoRP awards in October.

## **14 RECOMMENDATIONS**

- 14.1 Recommendations are set out at the front of this report.

**Bob Morris**

**Chief Operating Officer, TfGM**

### Appendix A: Rail Period Dates

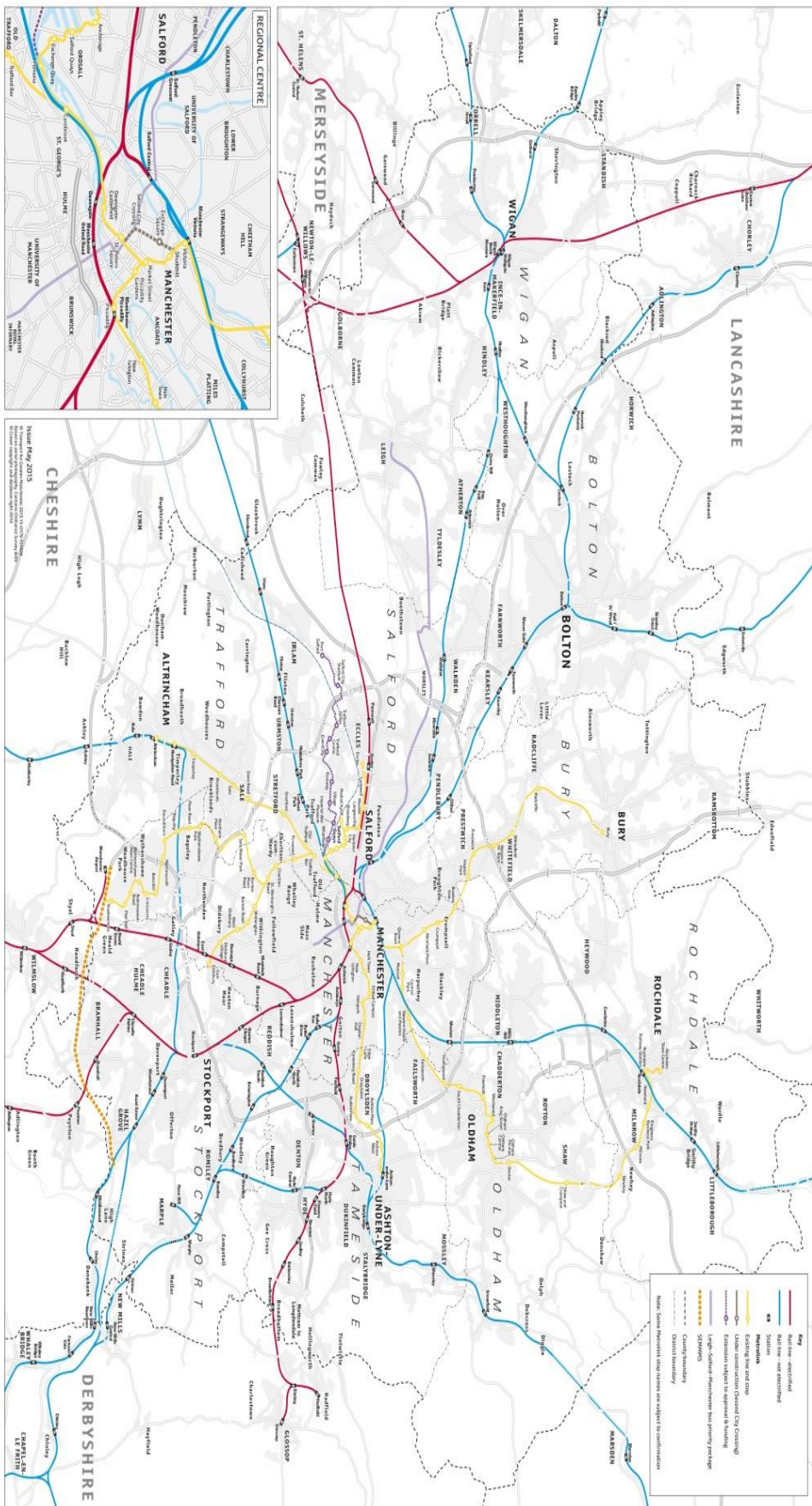
P4 - 18/19	P5 - 18/19	P6 - 18/19	P7 - 18/19	P8 - 18/19	P9 - 18/19	P10 -18/19	P11 - 18/19
24 Jun – 21 Jul 2018	22 Jul – 18 Aug 2018	19 Aug – 15 Sept 2018	16 Sept – 13 Oct 2018	14 Oct -10 Nov 2018	11 Nov – 08 Dec 2018	09 Dec 2018 – 05 Jan 2019	06 Jan – 02 Feb 2019

P12 - 18/19	P13 - 18/19	P1 - 19/20	P2 - 19/20	P3 – 19/20	P4 – 19/20
03 Feb – 02 Mar	Mar 03 – 31 Mar	1 Apr – 27 Apr	28 Apr – 25 May	26 May – 22 Jun	23 Jun -20 Jul

## Appendix B: Glossary

ARN	Arriva Rail North (Operating as Northern Railway).
CaSL	Cancellation (full or part) and Severe Late Running (30 mins or more).
ILR	Incident Learning Review is a review carried out by Network Rail to investigate the root cause of incidents and put mitigating actions in place to prevent further issues of the same nature.
LNW	London North Western (Network Rail route).
MDU	Manchester Delivery Unit (Network Rail Area).
MAA	Moving annual average provides an overview of performance over a 12 month period.
OHLE/OLE	Overhead line equipment (used to transmit electricity to vehicles).
Period	Rail industry reporting period (usually 4 weeks, year ends 31 March).
PPM	Performance is expressed as the “Public Performance Measure” (PPM). Trains that call at all scheduled stations and arrive at their destination within either 5 mins (local operator) or 10 mins (long distance operator) of scheduled time.
Right Time/OnTime	Train arriving at a station within one minute of its schedule
Service Group	A particular set of train services which are grouped together for the purpose of measuring performance.
Service Quality Monitoring	The quality of both stations and trains across it’s franchise is audited by Northern Rail.
Station & Train Service Quality	Scores are based solely on self-inspection audits carried out at stations and vehicles Northern Rail.
Significant Performance Monitoring	An incident that affects the performance of trains and causes more than 2 hours and 30 minutes of delay to various trains and / or more than 10 cancellations.
SPAD	Signal Passed at Danger.
Strengthening	Means providing more than the basic two carriage train than is usual in the off-peak period. It should be noted that the priority is always for the timetabled service to run and then to provide the strengthening.
TOC / FOC	Train / Freight Operating Company.
TPE	TransPennine Express.
WCML	West Coast Main Line

# Appendix C – Greater Manchester Rail Network Map





## Appendix D – Line of Route/Service Group Data (Right Time Performance)

Northern Line of Route Performance	P01 - RT	P02 - RT	P03 - RT	P04 - RT	YTD
KIRKBY - VICTORIA	79.4	77.3	74.0	74.2	76.2
PICCADILLY - STOCKPORT - CREWE	81.7	76.0	72.9	68.7	74.8
CLITHEROE - BOLTON - VICTORIA	77.9	71.5	70.6	66.0	71.5
MANCHESTER - PRESTON	63.5	63.8	64.7	60.2	63.1
VICTORIA - STALYBRIDGE	75.3	67.2	53.7	55.4	62.9
PICCADILLY - BUXTON	61.1	58.2	66.6	65.4	62.8
WIGAN - VICTORIA - STALYBRIDGE	63.4	61.8	64.8	58.8	62.2
BLACKBURN - VICTORIA - ROCHDALE	60.4	59.9	58.8	61.0	60.0
BLACKPOOL/PRESTON - WIGAN - LIVERPOOL*	59.6	59.2	61.1	57.6	59.4
VICTORIA - YORK/SELBY*	60.1	57.3	64.3	54.9	59.2
SOUTHPORT - VICTORIA - LEEDS	61.4	60.4	57.5	55.4	58.7
PICCADILLY - STOKE	56.4	53.5	57.9	57.9	56.4
PICCADILLY - HADFIELD/GLOSSOP	68.7	62.7	43.5	41.9	54.2
LIVERPOOL - NEWTON - AIRPORT - CREWE	58.4	54.2	51.0	52.8	54.1
PICCADILLY - AIRPORT - CREWE	N/A	47.5	56.1	54.7	52.8
LIVERPOOL - WARRINGTON - AIRPORT	53.5	53.4	50.1	46.4	50.9
LEEDS - CHESTER**	54.5	47.6	47.7	43.5	48.3
BLACKPOOL Nth - BOLTON - AIRPORT **	51.8	50.0	43.3	48.0	48.3
SOUTHPORT/WIGAN - PICCADILLY - ALDERLEY EDGE	59.2	59.9	37.1	35.6	48.0
PICCADILLY - ROSE HILL/MARPLE/NEW MILLS*	N/A	54.7	45.4	42.0	47.4
PICCADILLY - CHESTER	47.1	44.1	42.3	33.4	41.7
AIRPORT - WIGAN NW - BARROW/WINDERMERE**	N/A	41.9	43.4	35.0	40.1
LIVERPOOL - MANCHESTER OXFORD RD	N/A	38.4	43.3	38.4	40.0
HAZEL GROVE - BLACKPOOL**	43.6	33.6	41.1	41.8	40.0
MANCHESTER - HUDDERSFIELD	42.1	39.7	43.1	34.5	39.9
PICCADILLY - SHEFFIELD	36.9	34.6	32.7	35.1	34.8
* Combined fast/stopping services **New routes from period 2					

TPE - Right Time %	P01	P02	P03	P04	YTD
South	65.3	47.2	51.4	42.6	51.6
North	50.6	56.7	38	40	46.3
Scottish	48.3	37.6	39	41.2	41.5

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**Greater Manchester Transport Committee**

Date: 13 September 2019

Subject: Centre for Local Economic Strategies (CLES) Briefing

Report of: Kate Brown, Director of Corporate Affairs, TfGM

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**PURPOSE OF REPORT**

This report provides an overview of the Centre for Local Economic Strategies (CLES) and asks members to recommend a policy/research proposal that CLES could undertake to support the policy development work of the Committee.

**RECOMMENDATIONS:**

Members are asked to:

- Review the key policy areas and previous commission for TfGM;
- Discuss areas of interest for the Committee under its remit for policy development; and
- Recommend a specific proposal that the Committee could commission CLES to undertake under TfGM's membership subscription.

**CONTACT OFFICERS:**

Andy Sweeting	Senior Policy Manager	0161 244 1603 Andy.sweeting@tfgm.com
Rod Fawcett	Head of Policy	0161 244 1083 Rod.fawcett@tfgm.com
Jason Prince	Head of Public Affairs	0161 244 0881 Jason.prince@tfgm.com

Risk Management – n/a

Legal Considerations – n/a

Financial Consequences – n/a

Financial Consequences – n/a

Number of attachments included in the report: Nil

**BACKGROUND PAPERS:**

- Nil

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
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?		None
GMTC	Overview & Scrutiny Committee	
n/a	n/a	

## **1 INTRODUCTION AND BACKGROUND**

- 1.1 The Centre for Local Economic Strategies (CLES) is a Manchester-based independent think tank who develop economic and social research and policy focused on people and place.
- 1.2 TfGM have been longstanding members of CLES, providing a seat at on the Board for a nominated member of GM Transport Committee (currently Cllr Mark Aldred) and access to GMTCC Committee members and officers of standard CLES services. A specific research and/or policy commission is included as part of this membership subscription.
- 1.3 The Committee's Terms of Reference (ToR) sets out that the Committee's work should ensure the integration of local transport policy (i.e. Transport Strategy 2040). The ToR also set out that the Committee also has an important role in helping to shape the development of transport strategy and policies, and in advising the GMCA and the Mayor on specific transport issues. One of the key facets of the Committee's work is to undertake policy development on specific issues.
- 1.4 This brief sets out the key policy areas CLES' work focuses on to inform discussion and enable members to recommend a specific policy and/or research proposal that CLES could be commissioned to produce to support the Committee's remit of undertaking policy development work.

## **2 KEY AREAS OF CLES WORK**

- 2.1 CLES' work has focused on the following areas:
  - Community wealth building - to develop local ownership, and local supply chains and working with key public, commercial and social institutions to facilitate this, including ensuring social value and well-being is embedded into the behaviour of all partners.
  - Making public services excellent – working with local government and public services to ensure they are innovative, effective and efficient in fulfilling their role to serve communities and enhance places.
  - Creating resilient places - offering strategic support and policy advice to local government as to how they can build resilience into public policy and public service delivery.

- Addressing poverty and disadvantage – developing and implementing policies which build up public, social and commercial ability to address poverty and need.
- Identifying and measuring what works - measuring the impact of policy and practice, identifying what works in creating and enhancing effective economic and social growth, and public services. This work also seeks to influence the behaviour of key decision-makers.

### 3 PREVIOUS TFGM COMMISSIONS

3.1 CLES has provided a range of services to TfGM and other Greater Manchester family partners, as well as previous transport committees to develop research and policy understanding in different areas. Previous commissions for TfGM include:

- Producing a report on active travel which outlined the policy context, the overlap between transport and health, and explored the clinically robust evidence for the health impact of active travel.
- CLES also convened a workshop to discuss joint working on the issue of active travel in GM to help forge greater links between TfGM and the GM Health and Social Care Partnership.

3.2 The types of work CLES could undertake include:

- The role of public transport in reducing public health inequalities - access to and availability of public transport can be both a barrier to and enabler of improved public health, a research proposal could identify key barriers and make recommendations for GMTCC, TfGM and health partners for further work in this area.
- The role of public transport in tackling economic disadvantage – how public transport can reduce barriers to education and employment and make recommendations for further policy work in this area.

## **4 RECOMMENDATIONS**

4.1 Recommendations are set out at the front of this report.

**Andy Sweeting**

**Senior Policy Manager**

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## Greater Manchester Transport Committee

Date: 13 September 2019

Subject: Rail Stations Access for All Mid-Tier Programme

Report of: Bob Morris, Chief Operating Officer, TfGM

### PURPOSE OF REPORT

This report provides an update on the proposed Greater Manchester submission to the Access for All Mid-Tier Programme in October 2019.

### RECOMMENDATIONS:

GMTC Members are asked to:

- Note the content of the report;
- Note or comment as appropriate on the proposed submission; and
- Note that an update report will be presented to the GMTC on the 11th October 2019 prior to the submission of the Access for All mid-tier submission on the 18th October 2019.

### CONTACT OFFICERS:

Simon Elliott	Head of Rail Programme	07841 962475
Timothy Vincent	Rail Station Alliance Project Manager	07918 553011

Risk Management – not applicable

Legal Considerations – not applicable

Financial Consequences – Revenue – not applicable

Financial Consequences – Capital – see paragraph 5.1 to 5.4

Number of attachments included in the report:

Not applicable

**BACKGROUND PAPERS:** Not applicable

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
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?		Not applicable
GMTC	Overview & Scrutiny Committee	
Not applicable	Not applicable	

## **1 INTRODUCTION**

- 1.1 This report provides an update on the proposed Greater Manchester submission to the Access for All Mid-Tier Programme in October 2019.

## **2 ACCESS FOR ALL MID-TIER PROGRAMME**

- 2.1 In July 2019, DfT announced the Access for All Mid-Tier programme. The fund will provide £20 million nationally, focused on stations where accessibility improvements can be delivered, with a fixed contribution per nomination of up to £1 million of government support. This funding announcement follows the previously awarded Access for All Main Programme for Control Period 6.
- 2.2 The fund is targeted at smaller scale access improvements. For example, the guidance identifies tactile paving, handrails and Harrington Humps, which increase platform heights, as potential interventions that the programme may fund.
- 2.3 Funding will be available for projects which have reached a credible stage of development having completed all necessary feasibility studies and having identified relevant funding sources for operational, maintenance and renewal costs.
- 2.4 The nomination guidance notes that projects that attract third-party match funding will be looked at more favourably through the 'Value for Money' evaluation criteria and that consideration will also be given to delivery timescales for the proposed projects. As with the Access for All Main Programme, the successful mid-tier projects must be completed in Control Period 6 (i.e. by April 2024).

## **3 PROPOSED GREATER MANCHESTER ACCESS FOR ALL MID-TIER FUND SUBMISSION**

- 3.1 Historically, submissions to the Access for All Programme have been led and submitted by the TOC as the nomination sponsor. Aligned to our recent submission to the Access for All Main Programme, we have once again agreed with Northern to submit a joint Greater Manchester nomination.
- 3.2 In determining the proposed scheme(s) to be put forward, we have taken account of the main purpose of the programme, i.e. to target smaller scale access improvements; as well as deliverability considerations including programme, constructability and financial risks.

3.3 We propose to submit a single nomination covering a number of smaller improvements at 22 stations. The types of improvements proposed include a mix of:

- Compliant hand rails – including modifications to existing fencing (installations / painting);
- Enhanced seating – for instance resting points along ramps;
- Refined disabled parking bays;
- Harrington Humps;
- Enhanced signage;
- Help points;
- Hearing induction loops;
- PA systems;
- CCTV; and
- Customer information screens.

3.4 **Appendix A** includes a summary of the proposed scope per station. The minor interventions identified are sufficiently well developed and have the support of Northern and Network Rail Station Alliance members.

3.5 The key benefits are summarised below:

- Physical improvements covering a wide geographical area to maximise reach of potential funding (Trafford – 4 stations; Manchester – 2 stations; Stockport – 8 stations; Bolton – 6 stations; Tameside – 1 station; and Salford – 1 station);
- The number of stations to be included in the nomination is scalable dependent on the match funding available, noting the DfT contribution would be fixed;
- Many of the improvements could be delivered using landlords consent, rather than needing asset protection / possessions, thereby reducing the delivery risk for Greater Manchester;
- Greater Manchester has demonstrated contractual experience in delivery of similar initiatives at rail stations (i.e. the Rail Station Improvement Strategy project that included help points, hearing induction loops, pa systems, CCTV and customer information screens); and
- Certainty that schemes are deliverable within Control Period 6.

3.6 An alternative approach of nominating an individual station for a complete accessibility upgrade, consistent with our previous Access for All Main Programme submission and the Rail Station Accessibility Programme (RSAP) priority list endorsed by TfGMC in July 2019

(i.e. ramp / lift installation), would, even if successful, limit the potential improvements to a single station rather than distribute potential benefits across Greater Manchester.

- 3.7 Work will continue to investigate potential funding opportunities to progress the RSAP priority list, with particular emphasis on those unsuccessful nominations from the Access for All Main Programme submission (November 2018). This will include working with Government to ensure the specification of major infrastructure programmes do not overlook accessibility improvements.

#### **4 STAKEHOLDER SUPPORT**

- 4.1 In preparing the nomination documentation, we will engage with MPs, Council Leaders, Friends of Groups, and Community Groups to obtain letters of support which will be appended to our submission. This is a key requirement of the nomination. We plan to undertake all stakeholder engagement during September 2019.

#### **5 FUNDING**

- 5.1 DfT funding towards potential schemes is fixed, with a maximum contribution up to £1 million per nomination. As set out in paragraph 2.4, proposals with third party funding will be assessed favourably from a value for money perspective.
- 5.2 The total cost of the proposed scope of works is estimated to be in the order of £2.5 million. It is anticipated the nomination would seek the maximum of £1 million from the fund; therefore requiring match funding of circa £1.5 million, to fund the remaining costs.
- 5.3 Discussions relating to match funding are ongoing and may be provided from existing budgets, including risk and contingency allowances and/or from future funding allocations.

#### **6 NEXT STEPS**

- 6.1 An update report will be presented to the GMTC on the 11th October 2019 prior to the submission of the Access for All mid-tier submission on the 18th October 2019.

## **7 RECOMMENDATIONS**

7.1 GMTC Members are asked to:

- Note the content of the report;
- Note or comment as appropriate on the proposed submission; and
- Note that an update report will be presented to the GMTC on the 11<sup>th</sup> October 2019 prior to the submission of the Access for All mid-tier submission on the 18<sup>th</sup> October 2019.

## Appendix A: Access for All Mid-Tier Proposed Scope

The proposal would be to submit a single nomination covering 22 stations as follows:

Ref	Rail Station	Local Authority	Proposed Scope
1	Bromley Cross	Bolton	New handrails, existing handrail updates
2	Farnworth	Bolton	Help point, hearing induction loop
3	Kearsley	Bolton	Help point, customer information screens, public address system, hearing induction loop
4	Lostock	Bolton	Resting point - seating
5	Moses Gate	Bolton	Help point, customer information screens, public address system, CCTV, hearing induction loop
6	Westhoughton	Bolton	New handrail (prior to stepped access), existing handrail updates
7	Belle Vue	Manchester	Help point, customer information screens, hearing induction loop
8	Ryder Brow	Manchester	Help point, customer information screens, public address system, hearing induction loop
9	Moorside	Salford	Help point, customer information screens, public address system, hearing induction loop
10	Bramhall	Stockport	Existing handrail updates
11	Bredbury	Stockport	Existing handrail updates, ramped access (step-free) to one platform
12	Davenport	Stockport	New handrails, hearing induction loop, resting point – seating (between car park and station)
13	Heald Green	Stockport	Hearing induction loops

<b>Ref</b>	<b>Rail Station</b>	<b>Local Authority</b>	<b>Proposed Scope</b>
14	Heaton Chapel	Stockport	Hearing induction loops, resting points – seating, new handrails, signage
15	Middlewood	Stockport	Help point, customer information screens, public address system
16	Romiley	Stockport	Resting point – seating, new handrails, signage
17	Rose Hill	Stockport	Harrington Hump
18	Fairfield	Tameside	Help point, customer information screens, public address system, CCTV, hearing induction loop
19	Altrincham Interchange	Trafford	Hearing induction loop; centre handrail main staircase
20	Chassen Road	Trafford	Help point, customer information screens
21	Humphrey Park	Trafford	Help point, customer information screens
22	Trafford Park	Trafford	Help point, customer information screens, CCTV, hearing induction loop