

**Greater Manchester Transport Committee  
Metrolink & Rail Services Sub Committee**

**DATE:** Friday, 18 September 2020  
**TIME:** 10.30 am  
**VENUE:** Via Microsoft Teams

**Agenda**

Item	Pages
1. APOLOGIES	
2. CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS	
3. DECLARATIONS OF INTEREST	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. APPOINTMENT OF VICE-CHAIR	
To appoint a Vice Chair of the Metrolink & Rail Services Sub Committee for the Municipal Year 2020/21.	
5. LOCAL RAIL SERVICE PERFORMANCE	5 - 22
Report of Caroline Whittam, Head of Rail Franchising, TfGM.	

**6. UPDATE FROM NORTHERN**

Verbal update from Chris Jackson, Regional Director, Northern.

**7. LOCAL STATIONS UPDATE**

23 - 32

Report of Simon Elliott, Head of Rail Programming, TfGM.

**8. METROLINK PERFORMANCE REPORT**

33 - 46

Report of Danny Vaughan, Head of Metrolink, TfGM.

**9. GMTC WORK PROGRAMME**

47 - 52

Report of Gwynne Williams, Deputy Monitoring Officer, GMCA.

**10. DATES OF FUTURE MEETINGS**

Friday 20 November 2020

Friday 22 January 2021

Friday 19 March 2021

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: Lindsay Dunn

[Lindsay.dunn@greatermanchester-ca.gov.uk](mailto:Lindsay.dunn@greatermanchester-ca.gov.uk)

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

**GM Transport Committee Metrolink & Rail Sub-Committee on 18 September 2020**

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



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

Date: 18 September 2020

Subject: Local Rail Service Performance

Report of: Caroline Whittam, Head of Rail Franchising, TfGM

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### PURPOSE OF REPORT

This report provides an update on local rail service operation and performance across Greater Manchester.

### RECOMMENDATIONS:

Members are asked to note the contents of this report.

### BACKGROUND DOCUMENTS:

GMTC report of 14 August, 2020

### CONTACT OFFICERS:

Caroline Whittam                      Head of Rail Franchising                      07748 112707  
[caroline.whittam@tfgm.com](mailto:caroline.whittam@tfgm.com)

**Equalities Implications:** n/a

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

**Risk Management:** n/a

**Legal Considerations:** n/a

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

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

**Number of attachments to the report:** n/a

Comments/recommendations from Overview & Scrutiny Committee

**BACKGROUND PAPERS:** n/a

<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
GM Transport Committee	Overview & Scrutiny Committee	
n/a	n/a	



## **1. INTRODUCTION**

- 1.1 This report aims to provide an overview to Members of local rail service operation and performance since 23 March, 2020, when emergency measures and train plans were introduced as a result of the Coronavirus pandemic.
- 1.2 The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail service delivery.
- 1.3 Periods 01 - 04 overview, including:
- Details of revised train plans and service provision;
  - Network Rail performance and updates;
  - Route crime, trespass and fatality;
  - Train operator performance and updates;
  - Patronage and footfall updates;
  - Monitoring of face covering compliance;
  - Revised train plans for September and December 2020.
- 1.4 A list of rail period dates for 2020/21 can be found in Appendix A.
- 1.5 A geographic map showing all Greater Manchester rail lines and stations can be found in Appendix B.
- 1.6 Individual Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix C.
- 1.7 Appendix D contains a summary of the Rose Hill line closure and customer mitigation plans, whilst appendix E is a copy of the Ministerial response to the letter sent by GMTCC Chair, Cllr. Aldred.
- 1.8 Appendix F lists interventions by TOCs and TfGM which have resulted in making travel easier for key workers.
- 1.9 Appendix G lists Northern's Greater Manchester routes which have reduced services and/or will benefit from uplifts in December 2020.

## **2. OVERVIEW**

- 2.1 As a direct result of the Coronavirus pandemic, emergency train plans were introduced nationally on 23 March, 2020. These represented around 60% of the normal timetable, in

order to maintain essential travel for key workers only. At the same time, the government placed Train Operating Companies (TOCs) into Emergency Measures Agreements (EMAs), suspending franchise arrangements and transferring revenue and cost risks to the government for a period of six months.

2.2 Earlier in the month, on 01 March, 2020, the previous Northern franchise was terminated and transferred to the Department for Transport, under an Operator of Last Resort (OLR) arrangement, effectively putting its operation into public ownership. Management was instructed to provide a significant plan on improvements to be presented within 100 days.

2.3 Details on significant dates and changes in train plans have already been produced in previous GMTC reports, although key ones to note are:

- 23 March – National lockdown imposed and emergency train plans introduced, patronage falls to around 10%
- 18 May – Enhanced train plans introduced, services at around 65% of pre-Covid levels.
- 15 June – Non-food retail re-opens and other restrictions relaxed
- 04 July – Hospitality sector re-opens, face coverings mandatory on public transport.
- 06 July – Enhanced train plans, services at around 75% of pre-Covid levels (68% for Northern)
- 14 September – Further enhancements to train plans to cater for return to work and education, services at around 85% of pre-Covid. Northern to suspend services on Rose Hill/Hyde Loop line.
- 13 December – December timetable, as part of operators' long-term plans, will feature a return to almost pre-Covid service levels (95% for Northern), including the reinstatement of Rose Hill services.

2.4 Extensive industry and stakeholder collaboration has resulted in key services being enhanced and multi-operator ticket acceptance arranged, specifically to cater for essential workers. Details of these can be found in Appendix F.

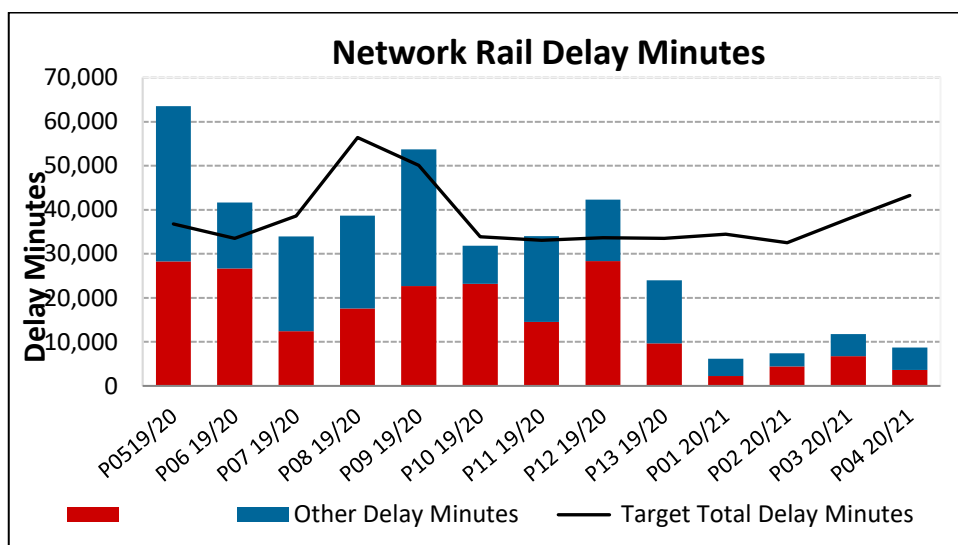
### **3. OPERATIONAL PERFORMANCE**

3.1 Train Operating Company (TOC) performance across all measures, including punctuality, reliability, cancellations and short formations has improved significantly from the start of Period 01, 2020/21 (01 April 2020). This has coincided with revised train plans and a huge fall in passenger demand.

3.2 Network Rail performance is measured against overall delay minutes across its network. These include track and non-track infrastructure failures and external delays, which are attributed to it, such as trespass and weather-related events.

- 3.3 Delays have fallen dramatically and performance improved due to the rail network being far less congested; both primary and reactionary delay have fallen considerably. Dwell times at stations have improved as a result of far fewer passengers, infrastructure has performed well and the summer has seen relatively stable weather conditions.
- 3.4 The most significant infrastructure incidents affecting performance have included a signal failure at Heaton Norris on 10 June, power failure affecting points at Romiley on 23 July and OHLE issues at Agecroft on 28 July.

Network Rail Delay Minutes, Manchester Delivery Unit (DU)



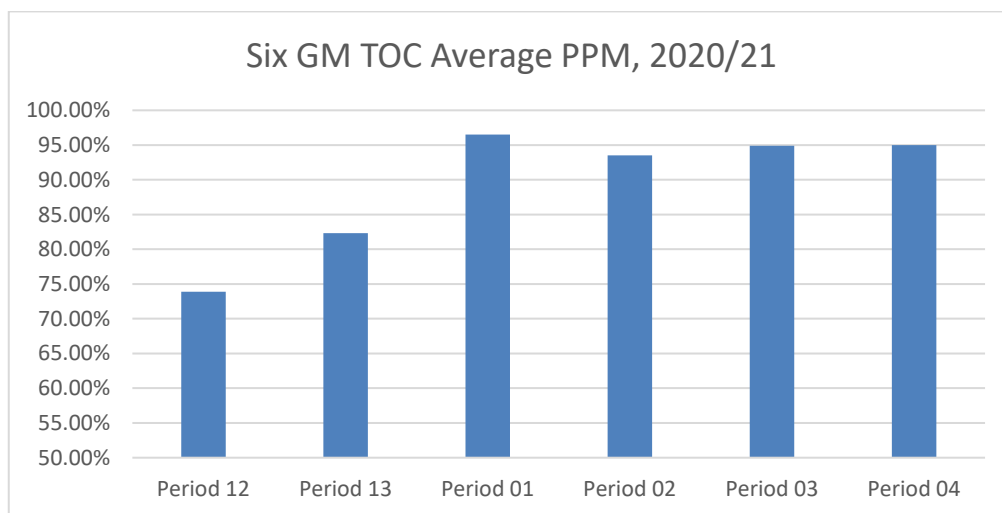
- 3.5 Trespass, fatality and threatened suicide all impact upon performance and Network Rail continues its work with BTP and other agencies to mitigate against this. Six fatalities have been recorded within Greater Manchester since the end of March 2020, with incidents at Eccles, Middlewood, Urmston and Salford Crescent.

Network Rail Route Crime, Manchester DU

	<i>Period 01</i>	<i>Period 2</i>	<i>Period 3</i>	<i>Period 4</i>
Trespass	1,372 mins – 33 incidents	1,108 mins – 37 incidents	1,244 mins – 53 incidents	862 mins – 43 incidents
Theft/Vandalism	57 mins – 2 incidents	54 mins - 2 incidents	125 mins – 4 incidents	4 mins – 1 incident
Fatality	405 mins – 2 incidents	0/0	0/0	1,105 mins – 4 incidents

- 3.6 For the six TOCs that operate in Greater Manchester, current PPM is averaging around 94%, with Right Time figures above 70%. Cancellations, both full and part, remain very low with CaSL figures of approximately 2%. Train operators have worked hard to ensure that services have operated as scheduled in order to guarantee essential workers travel. As part of December’s timetable plans, the DfT has instructed train operators that current high levels of performance must be maintained.
- 3.7 TOC related delay has decreased significantly, although there have been some issues with both older fleet and the introduction of new units onto the network. Train plans have been specifically designed to be resilient and, despite illness and shielding/self-isolation due to Covid, crew availability has not been a serious issue to date. This, however, is expected to impact operations in the autumn, with potential increases in unavailability due to both Covid and other, seasonal sickness.
- 3.8 Cancellations in the past quarter have averaged below 1% across Northern’s North and South Manchester groups. TPE cancellations have increased recently on its Scottish services due a combination of infrastructure, fleet and weather-related issues but remain low across the rest of its business.
- 3.9 Freight company performance has also improved markedly over the past six months, with fewer unit failures and late presentation/turn-rounds at freight depots.

Average PPM Across Greater Manchester TOCs



**4. TIMETABLES AND INTERVENTIONS**

- 4.1 Since the implementation of emergency timetables, TfGM has worked with TOCs to look at improvements to services in order to provide earlier trains, additional calls or capacity. These have included, but are not limited to, earlier trains from Marple/New Mills, re-

routing of TfW Sunday timetabled trains to provide additional capacity through Stockport, re-routing of Southport trains to terminate at Oxford Rd, and additional calls at various stations for other services. Both Northern and TPE have been receptive to consultation and feedback on various issues and their help has been greatly appreciated.

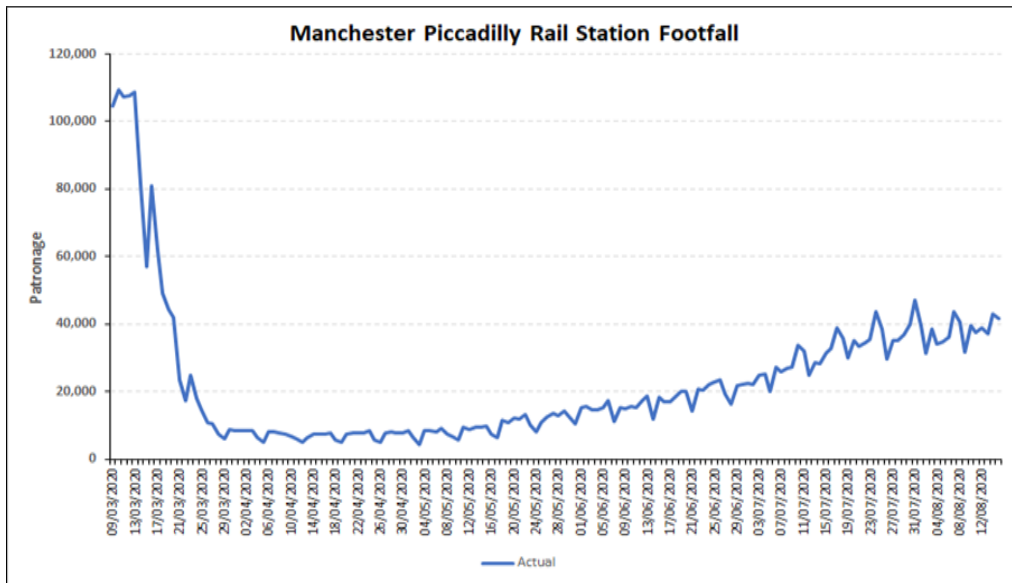
- 4.2 TfGM has been proactive in ensuring public transport has been available for essential workers and has sought to maximise transport integration through rail ticket acceptance across Metrolink city services for all passengers, plus on Metrolink Ashton services and on V1/V2 bus services for NHS staff working at Oxford Rd/Nightingale hospitals.
- 4.3 TfGM has worked with other authorities to ensure that key connections are maintained and has successfully helped in the retention of EMR services between Edale, Hazel Grove and Stockport. TfGM has also worked with Merseytravel to address the omission of calls by TfW at Earlestown station and these are expected to be restored by the beginning of September.
- 4.4 Crowding issues raised by TfGM have been addressed by Northern on some of its leisure routes, as hot weather and summer holidays have led to surges in demand for seaside and Hope Valley services. All Hope Valley services at weekends are now operating in 4 car formation and Northern has diagrammed some 4 car services on its Airport – Windermere route instead of 3 car. Additionally, in mid-June, Northern introduced unscheduled ‘sweeper’ trains to cope with demand on its Southport and Blackpool routes. A full list of interventions can be found in Appendix F.
- 4.5 Timetables have been enhanced at various stages through the summer to provide additional capacity on key routes. New electric, diesel and bi-mode units are now in operation and most services are operating fully strengthened to cope with social distancing requirements. Avanti is now operating its full London – Manchester service and Cross Country, whilst not currently operating directly to the south-west, is operating with 8 or 9 car units instead of the usual 4 or 5.
- 4.6 September 14<sup>th</sup> will feature a further service uplift across the industry, with an expected 85% of pre-Covid services re-instated. The focus of this will be to provide capacity where it is needed most for people returning to work and education, whilst maintaining current levels of performance. A list of routes in GM that will see service uplifts can be found in Appendix G.
- 4.7 The December 2020 timetable will build further on uplifting capacity and frequency and should see around 95% of pre-Covid services restored. TfGM is currently in consultation with Northern, TPE and Rail North Partnership about service provision in Greater Manchester.

## **5. ROSE HILL SERVICE WITHDRAWAL**

- 5.1 Northern informed stakeholders that as a direct result of Covid, it has a significant proportion of drivers at its Central depots off sick and shielding. Along with expected seasonal, non-Covid sickness, retirement and industry attrition, this has combined with delays in driver training and is limiting availability. Therefore, Northern will suspend services temporarily from the Rose Hill/Hyde Loop line in order to provide additional capacity on its busiest routes and focus on service reliability across its network. This will affect the following stations: Rose Hill, Woodley, Hyde Central, Hyde North, and Fairfield and will take effect from 14 September for three months.
- 5.2 Details of this proposal, TfGM suggestions which could have maintained a service and mitigation plans can be found in Appendix D. TfGM remains opposed to the line closure and is disappointed that a skeleton service for workers and school users could not have been operated.

## **6. PATRONAGE AND FOOTFALL**

- 6.1 Passenger demand across public transport fell to less than 10% of normal following the introduction of emergency measures at the end of March 2020. It has steadily increased since the incremental relaxation of restrictions and is now at around 30% of pre-Covid levels on rail. TfGM has been working with TOCs to measure patronage and footfall across services and ensure adequate provision, allowing for social distance requirements.
- 6.2 Generally, the busiest routes across Greater Manchester have been on Northern's Blackpool North – Manchester, Liverpool – Manchester Airport, Liverpool – Oxford Rd, Liverpool – Wigan and Rochdale – Bolton – Manchester services. Passenger numbers have risen faster in the north and west of the region than in the south. Increases in patronage appear largely driven by off peak and leisure travellers, rather than a return of commuters.
- 6.3 Footfall at stations continues to grow, with Piccadilly now recording around 45,000 – 50,000 people per day. This remains, however, 65% lower than during the same period in 2019. Passenger numbers at Manchester Victoria have also grown and are now at around 4,500 per day. Social distancing signage, controlled access and additional staff deployment have been implemented at all major stations.



**7. FACE COVERING COMPLIANCE**

7.1 TfGM has worked with TOCs, British Transport Police (BTP) and Travel Safe Officers (TSOs) to raise awareness of the mandatory requirement to wear face coverings whilst at stations and on-board public transport. The policy has been one of education and engagement, rather than direct enforcement. For rail, face covering compliance is at around 75% – 80%, slightly lower on some Northern services and with increases in leisure travellers during hot weather. For TPE and the longer distance operators, compliance is higher at around 90%, especially during the morning peak and on journeys into Piccadilly.

7.2 As social distancing requirements have been reduced from 2m to 1m+ and rail demand is expected to grow from the return to work and schools in September, it is more important than ever that passengers are wearing some kind of face covering. A week of action has recently been undertaken to reinforce messaging and improve compliance across all modes of public transport in GM.

7.3 In the week commencing 14 August, BTP intervened on 4,970 occasions across the country, resulting in 554 instructions to leave and 6 fixed penalty notices being issued for non-compliance.

**8. FORWARD LOOK**

8.1 The industry remains concerned over longer term social and economic change as a result of Coronavirus. The virus has acted as a catalyst for upheaval in working patterns, work from home and high street retailing. It is expected that the reduction in overall demand and ticket revenue will continue, particularly as season ticket sales reduce. New, more

flexible ticketing, such as the Metrolink 'Clipper' or carnet tickets look set to replace traditional commuter season tickets.

- 8.2 The current Emergency Measures Agreements for TOCs are due to expire at the end of September 2020 and an expected announcement on their extension was not released by the end of the last parliamentary session on 22 July 2020.
- 8.3 The current model of rail franchising is being re-evaluated as part of a wider review of the rail industry and an announcement on when this will be published is expected shortly.

**Caroline Whittam**

**Head of Rail Franchising, TfGM**

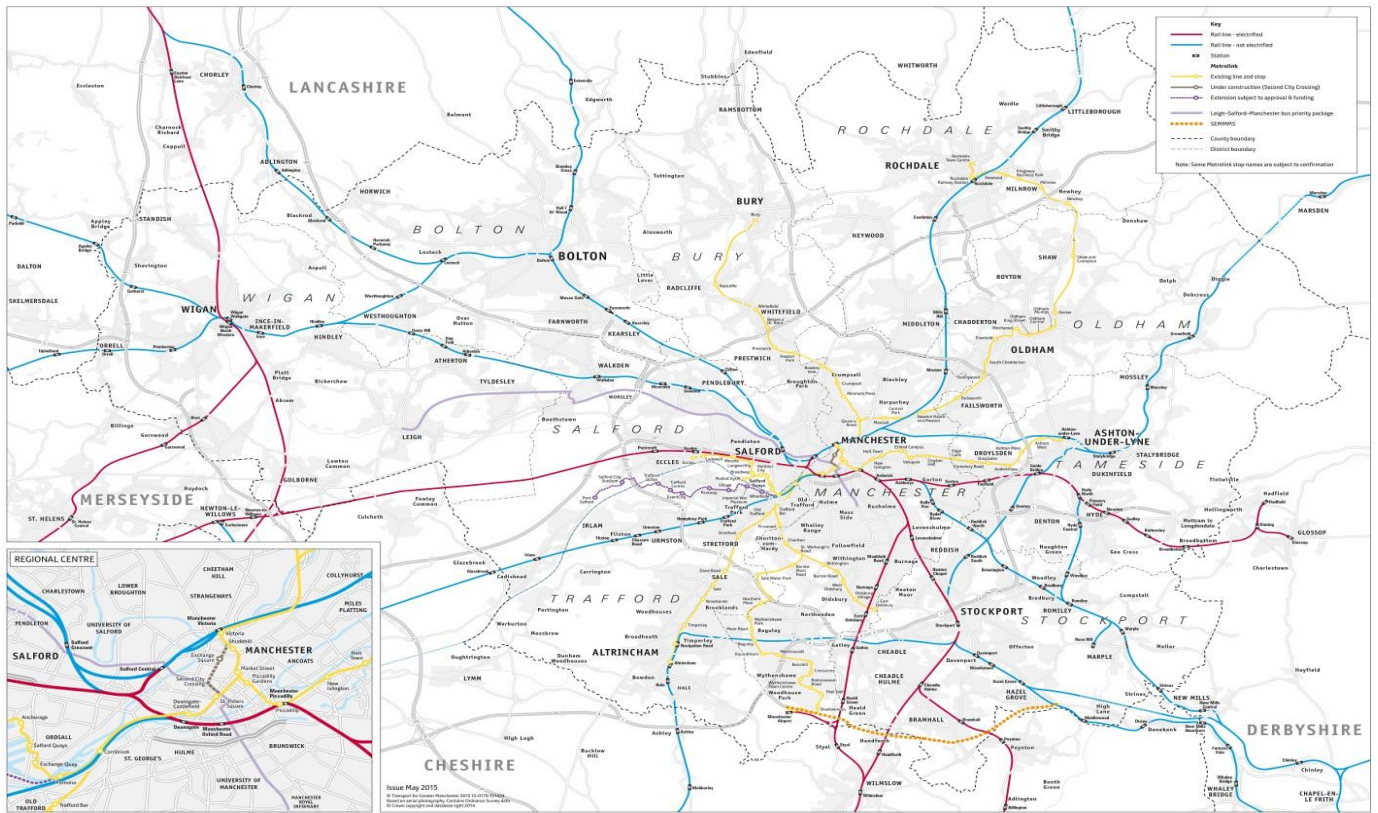


**Appendix A – Period Dates**

<b>P01 – 20/21</b>	<b>P02 – 20/21</b>	<b>P03 – 20/21</b>	<b>P04 – 20/21</b>	<b>P05 – 20/21</b>
01 April – 02 May 20	03 May – 30 May 20	31 May – 27 June 20	28 June – 25 July 20	26 July – 22 August 20

<b>P06 – 20/21</b>	<b>P07 – 20/21</b>
23 August – 19 September20	20 September – 17 October

# Appendix B – Train Services in Greater Manchester



### Appendix C – Line of Route Right Time

Northern Line of Route 2020/21 Right Time	P01	P02	P03	P04	YTD
CLITHEROE - BOLTON - VICTORIA	94.7	92.7	90.4	90	92
LEEDS - WIGAN	92.8	90.7	93	90.9	91.9
PICCADILLY - STOCKPORT - CREWE	85.8	95.1	93.7	91.6	91.6
PICCADILLY - BUXTON	92.6	89.6	88.3	89	89.9
PICCADILLY - AIRPORT - CREWE	N/A	N/A	N/A	89	89
VICTORIA - STALYBRIDGE	90.3	86.4	89.3	85.4	87.9
PICCADILLY - NEW MILLS CENTRAL	93.0	85.8	87.1	84.7	87.7
PICCADILLY - HADFIELD/GLOSSOP	86.8	89.1	86.5	88.2	87.7
PICCADILLY - CHESTER	92.9	86.5	87.6	83.4	87.6
PICCADILLY - STOKE	89.6	87.3	88.1	83.2	87.1
LIVERPOOL - NEWTON - AIRPORT	89.8	86.5	86.6	82.6	86.4
LIVERPOOL - MANCHESTER OXFORD RD	86.7	87.7	86.4	84.6	86.4
BLACKPOOL Nth - BOLTON - AIRPORT	N/A	N/A	N/A	86	86
KIRKBY - VICTORIA	82.8	87.5	86.7	85.9	85.7
SOUTHPORT - OXFORD RD	88.7	85.1	82.9	84.4	85.3
MANCHESTER - PRESTON	87.9	88.9	80.7	83.4	85.2
BLACKPOOL - WIGAN - LIVERPOOL*	90.8	81.5	83.8	80.8	84.2
HAZEL GROVE - BLACKPOOL	89.0	82.8	81.2	81	83.5
PICCADILLY - SHEFFIELD	90.6	84.2	78.2	76.4	82.4
PICCADILLY - ROSE HILL/MARPLE	92.0	83.3	70.6	73.9	80
CLITHEROE/BLACKBURN - TODMORDEN - VICTORIA	88.8	77.2	74.6	76.5	79.3
LIVERPOOL - WARRINGTON - AIRPORT	N/A	N/A	N/A	75.1	75.1
AIRPORT - WIGAN NW - BARROW/WINDERMERE	76.4	73.2	72.9	72.1	73.7
MANCHESTER VICTORIA - LEEDS	74.0	69.6	69.3	69.1	70.5
LEEDS - CHESTER	72.3	63	68.4	67.1	67.7
BLACKBURN - VICTORIA - ROCHDALE (stopper)	48.5	66.6	69.5	79.2	66

TPE	RT P01	RT P02	RT P03	RT P04	YTD
North	84.8	82	88.8	80.5	84
South	90.8	80.7	73.5	71.8	79.2
Scottish	72.2	74.7	77.1	78.1	75.5

## Appendix D – Rose Hill – Hyde Loop Service Briefing Note

### Northern Withdrawal of Rose Hill and Hyde Loop Services

Northern will uplift its train services from 14 September 2020, in line with DfT guidance, prioritising its busiest routes for commuter and educational flows, whilst maintaining its current record of performance and reliability.

Northern has informed stakeholders that as a direct result of Covid, it has a significant proportion of drivers at its Central depots off sick and shielding. Along with expected seasonal, non-Covid sickness, retirement and industry attrition has combined with a backlog in training on new rolling stock and is limiting driver availability. Therefore, Northern is removing services temporarily from the Rose Hill/Hyde Loop line in order to provide additional capacity on its busiest routes and guarantee service reliability. This will affect the following stations: Rose Hill, Woodley, Hyde Central, Hyde North, and Fairfield.

Services on the adjacent Manchester – New Mills Central route will be enhanced to two trains per hour (tph) from September. Official passenger figures indicate footfall between 2 – 3 times higher at stations between Manchester – New Mills Central via Bredbury.

The withdrawal will take effect from 14 September 2020, with services expected to return from the start of December's timetable on 13 December 2020. Northern has stated that this is the 'least-worst option' and that its decision is based on the proximity of the Bredbury line and other available public transport nearby (most stations are around 1.5 – 2km from alternatives). TfGM has strongly opposed the temporary closure of this line and has worked with Northern to explore options around maintaining a service. These suggestions are detailed below:

- Operation of 1 tph from Rose Hill and 1 tph from New Mills sourced from drivers by reducing other route frequency off-peak, potentially Hadfield and/or Buxton.
- Operation of both trains from New Mills Central, with 1 tph via the Hyde Loop and 1 tph via Bredbury; this would leave Rose Hill without a service but cover the remaining five stations. A shuttle bus would link Rose Hill station with Marple station.
- Operation of 3 morning and 3 evening peak services via Bredbury but starting/terminating at Rose Hill. This would mean loss of service for the loop stations and additionally impact Marple, Strines and New Mills Central, leaving them with just 1 tph in the peaks.
- Operation of 2 AM/PM peak services on usual route to maintain schools and intermediate station demand.

These suggestions have been discounted on operational and resource grounds and Northern has pointed to the higher patronage on the adjacent line. Notwithstanding, TfGM has been working with Northern to agree a contingency plan for passengers, which includes the following:

- *A replacement circular shuttle bus service operating hourly between Rose Hill – Marple – Romiley – Rose Hill stations, extended to Woodley in the peaks to cater for school children at Marple Hall*
- *An additional, fully accessible 'on-demand' service (pre-booked) linking other stations*
- *Gorton calls to be picked up by Hadfield services*
- *Rail ticket acceptance on Stagecoach services (383/384/330) – to be confirmed*
- *Rail ticket acceptance on Metrolink services from Droylsden (to cover loss of Fairfield)*
- *Retention of staffed booking office at Rose Hill and parking facilities at affected stations*
- *Full communications plan to advise passengers of closure of stations, rationale, alternative transport – this to be print/vinyl at stations and locally, with additional on-line and social media campaigns. Engagement with local RUGs/CRPs/Friends groups/MPs and councillors.*

## Appendix E - Rose Hill – Hyde Loop Service Ministerial Response



Department  
for Transport

From the Minister of State  
**Chris Heaton-Harris MP**  
Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR

Our Ref: MC/306166

25 August 2020

Dear [REDACTED]

Thank you for your letter of 19 August about the suspension of Northern services on the Rose Hill Marple Line.

I am grateful to you for taking the time to raise this issue on behalf of Greater Manchester Transport Committee and I appreciate the importance of regular and reliable train frequency to passengers travelling from Rose Hill, Woodley, Hyde Central, Hyde North, and Fairfield stations.

My officials have been in contact with Northern Trains Ltd (NTL), which explains that it made the difficult decision to suspend this service because there is a lack of drivers available with knowledge of the route, due to the challenges presented by the coronavirus (COVID-19) pandemic.

Prior to the emergence of COVID-19, NTL was rolling out a major driver training programme, but delays caused by the pandemic combined with staff self-shielding at home, means that NTL had to take steps to prioritise its resource where it is most needed.

NTL assures us that it is working with Transport for Greater Manchester to put arrangements in place to ease any attendant issues for passengers and we would like to assure you that the Department is monitoring this situation closely, and will continue to hold NTL to account so that a service is restored for passengers travelling on the route between Manchester Piccadilly and Rose Hill Marple as quickly as possible.

Please be assured that the Department is working closely with NTL to ensure passengers across the Greater Manchester region receive the service they deserve, as the restrictions imposed on the railway during lockdown are eased.

Thank you again for your letter and for raising your and your fellow committee members' concerns. I hope this reply is helpful.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Chris".

**Chris Heaton-Harris MP**

**Minister of State for Transport**

## Appendix F – TfGM and TOC Interventions

- V1/V2 bus acceptance for rail tickets for NHS staff from Salford Crescent to Manchester Hospitals to mitigate reduced rail services to Oxford Rd
- Rail ticket acceptance on Metrolink services across ALL city stops and for ALL rail passengers (to mitigate loss of TPE services around Ordsall Chord)
- Rail ticket acceptance on Metrolink Ashton trams to cover the loss of train service (temporary loss of Ashton service due to re-routing Southport trains to Oxford Rd)
- Re-routing of TFW Sunday diagrammed services to M-S route to provide additional capacity through Stockport
- Additional calls at Euxton and Leyland for early morning Northern Windermere/Barrow – Airport services
- Earlier New Mills/Marple – Manchester service
- Additional Bredbury call which had been omitted on pm Sheffield service
- Prioritised 4 car operation on Hope Valley services at weekends
- Diagramming of some 4 car (vc 3 car) on Airport – Windermere/Barrow services
- Additional early service on Buxton line for Woodsmoor (Stepping Hill hospital)
- Re-routing of Southport – Stalybridge services to Oxford Rd to provide links with South Manchester Hospitals/Nightingale
- Provision of earlier timed CLC services and additional calls at Glazebrook for NHS staff from Trafford General
- Deployment of additional ‘sweeper’ trains by Northern on busy coastal routes to cope with demand on hot days
- Withdrawal of EMR plans to omit Edale calls on its peak services, thereby severing the only link between Edale – Hazel Grove – Stockport. These calls will now continue after concerted pressure by TfGM, Derbyshire CC and Northern.
- Concerns and pressure raised by TfGM and Merseytravel over TfWs omission of Earlestown calls due to door operation, will see them re-instated on 01 September. These will ensure additional capacity for local stopping services at Patricroft and Eccles.

## Appendix G - September/December timetable route

### Routes which remain at reduced levels (West & Central) (compared to Pre-COVID Timetable assumptions)



Corridor	Service at reduced level in December 2020
Blackburn – Vic - Rochdale	Hourly service vice half hourly
Preston - Victoria	Two hourly vice hourly
Victoria - Stalybridge	Hourly service vice half hourly
Mid Cheshire Line	Peak additional service Stockport – Chester not resumed
Rose Hill – Piccadilly	Hourly vice half hourly
Buxton - Piccadilly	Hourly vice half hourly in the off peak
Liverpool - Wigan	Hourly vice half hourly
Liverpool - Warrington - Airport fast	10 vice 18 trains per day



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

Date: 18 September 2020

Subject: Local Stations Update

Report of: Simon Elliott, Head of Rail Programme, TfGM

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### PURPOSE OF REPORT

This report provides an update on local rail stations matters within Greater Manchester.

### RECOMMENDATIONS:

Members are asked to note the contents of this report.

### CONTACT OFFICERS:

Simon Elliott                      Head of Rail Programme                      07841862475  
[simon.elliott@tfgm.com](mailto:simon.elliott@tfgm.com)

**Equalities Implications:** n/a

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

**Risk Management:** n/a

**Legal Considerations:** n/a

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

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

**Number of attachments to the report:** n/a

**BACKGROUND PAPERS:** n/a

<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
GM Transport Committee	Overview & Scrutiny Committee	
n/a	n/a	

## **1. INTRODUCTION**

1.1 This report aims to provide an overview to Members on local rail station matters since 23 March, 2020 and any impacts as a result of the Coronavirus pandemic.

1.2 The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail station items, including:

- Access for All funding and mid-tier programme
- Mills Hill park and ride scheme
- Rail Station Improvement Schemes (RSIS)
- Rail Station Alliance
- Community Rail

## **2. ACCESS FOR ALL FUNDING AND MID-TIER PROGRAMME**

2.1 It is recognised that extensive work is needed to address accessibility issues and the provision of the necessary facilities to encourage travel by train by passengers with disabilities and mobility restraints.

2.2 Across Greater Manchester approximately 40% of rail stations are stepped access and a further 14% with steep ramps.

2.3 Although the responsibility for addressing this issue lies with Network Rail and the train operating companies, historically GMCA has also invested in improvements in this area.

2.4 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. TfGM have agreed with Network Rail and Northern to procure the delivery of Governance for Railway Investment Projects (GRIP) Stages 3-5. The procurement of the work has been impacted by COVID and will be completed later this year.

2.5 Following joint working with the rail industry, TfGM and Network Rail secured additional funding for Walkden as part of the March 2020 budget announcements. Work is now underway to include this in the above work programme. Although Daisy Hill and Irlam will be managed by TfGM, following discussions with Network Rail, it has been agreed that they will progress the delivery of GRIP Stages 3-5. This is due to several operational challenges with this scheme and mine workings in the area, Network Rail are best placed to take this scheme forward.

- 2.6 Additional to the main Access for All programme, 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 and TfGM has submitted a single nomination covering a number of smaller improvements at around 22 stations. The types of improvements proposed include:
- Compliant handrails – 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; and
  - CCTV
- 2.7 The DfT announced on 26 February 2020 that all 22 stations submitted by TfGM and Northern were successful in securing funding. 124 stations across Great Britain will receive a share of £20 million funding for accessibility improvements. These stations are listed in Appendix C.
- 2.8 TfGM along with Northern are currently progressing the procurement of the work which should be completed later this year – this has been impacted by three months due to COVID. Works are due to start by summer 2021.

### **3. MILLS HILL PARK AND RIDE UPDATE**

- 3.1 The Mills Hill Park and Ride project plans will deliver an enhanced Park and Ride facility at Mills Hill rail station, on the site of the existing car park, to complement Network Rail's Access for All scheme.
- 3.2 Network Rail is currently on site delivering a step-free, unobstructed access route from the station entrances, at street level, to both platforms. Their scope of works includes a lift and a puffin crossing which are estimated for completion by winter 2020.
- 3.3 The Mills Hill P&R project will deliver the following:
- Increase in available parking spaces rising from 24 to 63 parking bays (including blue badge holder parking bays);

- CCTV cameras to improve daytime/night parking for commuters;
- Additional lighting columns for a safer and more attractive environment for Park and Ride users and improved perception of safety;
- New paving and surfacing for a comfortable and smoother drive; and
- Removal of widespread vegetation in the area to enhance the car park and provide additional security in general.
- The park and ride construction works, which will commence in winter 2020 following the completion of Network Rail AfA works, are planned to be delivered by end of March 2021.

#### 4. STATIONS ALLIANCE UPDATE

- 4.1 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).
- 4.2 Over the past 5 months, the Alliance has been progressing a number of initiatives, but the pace at which these have been progressed has been impacted by COVID.
- 4.3 TfGM in partnership with Northern, Network Rail and TPE are working through a programme of work that will see automated external defibrillators (AEDs ) being installed at all Greater Manchester stations. Funding for the AEDs has been provided by a collaboration between Network Rail, TfGM, Northern and TPE.
- 4.4 An initial installation of eight stations in Sept 2019 (including Wigan Wallgate, Horwich Parkway, Eccles, Romiley, Levenshulme, Hindley, Manchester Airport and Stalybridge).
- 4.5 These units build on the twenty existing Greater Manchester rail stations which already have AEDs. Once installed, a quarter of the estate will have access to these life critical units. Many of the existing AEDs at Greater Manchester rail stations, however, are located within ticket offices, presenting a potential barrier to their use during out of office hours. We are currently removing these AEDs from ticket offices across the network and relocating them to more visible and accessible locations.
- 4.6 In addition to these a further 13 stations are currently having a new AEDs and cabinet installed. This will be completed by end of August and will mean that 41 locations across Greater Manchester rail stations will have the life-saving equipment.
- 4.7 The 33 stations that are included in this tranche are:

Bolton	Salford Crescent	Deansgate	Salford Central
Cheadle Hulme	Greenfield	Rochdale	Ashton Under Lyne
Hazel Grove	Marple	Glossop	Blackrod

Daisy Hill	Atherton	Walkden	Swinton
East Didsbury	Urmston	Navigation Rd	Heald Green
Reddish North	Davenport	Bredbury	Rose Hill
Newton for Hyde	Broadbottom	Littleborough	Altrincham
Guide Bridge	Bromley Cross	Woodsmoor	Bramhall
Hadfield			

4.8 The new AEDs will be located at stations with access using a key code available from the local ambulance services. The devices will always be accessible to both railway users and the local communities 24/7, 365 days a year. To ensure that any member of staff or a customer can make use of them until emergency services arrive, each defibrillator provides audio guidance to talk users through the process.

4.9 TfGM continue to work closely with Network Rail, Northern and LCR looking at a number of disused buildings across GM that would be suitable to bring back into use for the community, social enterprise or commercial use. Working collaboratively with Greater Manchester Centre for Voluntary Organisation (GMCVO), the alliance has identified several different potential groups/ organisations that may wish to use the spaces identified. These range from health care drop in centres, to start up accountancy firms. Using local knowledge and demographic data, it is agreed that any usage will match the requirements of the local community.

## 5. COMMUNITY RAIL UPDATE

5.1 Following a review of practices, local station Friends groups were allowed back onto stations in July to continue their work. Groups have been supporting each other and their communities throughout the pandemic, with some groups offering web chat, food delivery and on-line counselling for vulnerable people.

5.2 Four Greater Manchester stations have been shortlisted for awards in this year's Community Rail Network (previously ACoRP) awards. There are a total of six nominations for:

- Heaton Chapel - Community Art Schemes – Renewable and Smaller Projects and Its Your Station – Silver category
- Hindley - Involving Diverse Groups and Its Your Station – Platinum category
- Rose Hill - It's Your Station – Gold category
- Strines stations - It's Your Station – Silver category

5.3 A virtual event will be held across the UK on 09 December.

5.4 TfGM continues to work with its thirty-five Friends groups and six Community Rail Partnerships (CRPs) and has funding available for small projects through our Small Grants Fund. Current projects include gardening at Walkden, planters at Heaton Chapel and art projects at Orrell and Pemberton. A further two industry volunteer days are scheduled at Pemberton and Romiley in the autumn subject to COVID restrictions.

## **6. RAIL STATION IMPROVEMENT STRATEGY**

6.1 The Rail Station Improvement Strategy (RSIS) was established to improve existing passenger security and information systems at smaller rail stations across Greater Manchester, as funding became available.

6.2 Growth Deal Two Additional Priorities funding was allocated for the provision of further safety, security and information systems at rail stations across Greater Manchester. To date 73 stations have received one or more of help points, CCTV, real time information screens and public announcement systems with Induction Loops.

6.3 A list of schemes delivered as part of the Phase 1 is provided in Appendix A. All works are now complete for Phase 1.

6.4 The Phase 2 scope, which delivers similar improvements at rail stations as

6.5 Improvements are planned at a further 6 stations. Namely: Horwich Parkway Hyde Central, Patricroft, Woodley, Swinton and Hall 'th Wood. Works are anticipated to be completed during 2021.

6.6 A complete list of the stations and associated scope is provided at Appendix B.

**Simon Elliott**

**Head of Rail Programme**

## Appendix A – RSIS Phase 1 Schemes

Station	ORR Footfall	CIS	PA	Help Points	CCTV	Upgrade PA Induction Loop(s)
Manchester Victoria	6,851,175	✓	★	N/A	★	★
Ashburys	83,264	★	✓	✓	★	✓
Hattersley	55,000	★	✓	✓	✓	✓
Ince	22,200	★	✓	✓	✓	✓
Strines	21,112	★	★	✓	✓	★
Glossop	898,836	★	✓	★	★	✓
Atherton	448,934	★	★	✓	★	✓
Hadfield	393,092	★	★	★	★	✓
Bromley Cross	381,002	★	★	✓	★	✓
Lostock Parkway	268,914	★	★	✓	★	✓
Appley Bridge	241,314	★	✓	✓	x	✓
Bredbury	215,162	★	✓	✓	✓	✓
Flowery Field	197,450	★	✓	★	✓	✓
Woodsmoor	187,182	★	★	✓	✓	✓
Bryn	172,428	★	★	★	x	✓
Moston	134,966	★	✓	✓	SIF	✓
Dinting	134,220	★	✓	★	x	✓
Gorton	128,666	★	✓	✓	✓	✓
Navigation Road	85,890	★	✓	✓	x	✓
Godley	69,814	★	✓	✓	✓	✓
Hyde Central	69,502	x	✓	✓	✓	✓
Hag Fold	56,600	★	★	✓	★	✓
Glazebrook	49,524	x	✓	✓	x	★
Hyde North	43,938	x	✓	✓	SIF	✓
Horwich Parkway	629,416	★	✓	★	★	★

### KEY



equipment already installed



equipment to be provided









equipment is low priority and has been removed from scope

SIF

(Station Improvement Fund) Northern will deliver this equipment.



## Appendix B – RSIS Phase 2 stations and scope

Station	ORR Footfall (17/18)	CIS	PA	Help points	CCTV	Induction Loops for PA
Horwich Parkway	580,308		✓			✓
Hyde Central	101,984	✓			Phase 1	
Patricroft	86,744	x	✓	✓	SIF	✓
Woodley	63,556	x	✓	✓	SIF	✓
Swinton		x	X	✓	✓ Digital	✓
Hall I' th' Wood	128,316	✓	✓	✓	✓	✓

### KEY



equipment already installed

✓ equipment being provided

x equipment not being provided

SIF (Station Improvement Fund) Northern will deliver this equipment.

## Appendix C - Mid-tier Access for Fall Programme Stations and Scope

<b>Rail Station</b>	<b>Brief Description of Works</b>
Heald Green	Hearing Induction Loops
Bramhall	Handrails
Romiley	Resting points
Heaton Chapel	Resting points
Bromley Cross	Handrails
Lostock	Resting points
Belle Vue	Customer Information Screens (CIS)
Chassen Road	Customer Information Screens (CIS)
Fairfield	Customer Information Screens (CIS)
Farnworth	Customer Information Screens (CIS)
Humphrey Park	Customer Information Screens (CIS)
Kearsley	Customer Information Screens (CIS)
Middlewood	Customer Information Screens (CIS)
Moorside	Customer Information Screens (CIS)
Moses Gate	Customer Information Screens (CIS)
Ryder Brow	Customer Information Screens (CIS)
Trafford Park	Customer Information Screens (CIS)
Altrincham	Hearing Induction Loops
Rose Hill	Harrington Hump
Westhoughton	Handrails
Bredbury	Ramp
Davenport	Handrails

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

Date: 18 September 2020

Subject: Metrolink Performance Report

Report of: Daniel Vaughan, Head of Metrolink, TfGM

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### PURPOSE OF REPORT

Provide an overview of the operational performance of Metrolink services.

### RECOMMENDATIONS:

Members are asked to note the performance of Metrolink services.

### CONTACT OFFICERS:

Daniel Vaughan	Head of Metrolink	0161 244 1519 <a href="mailto:daniel.vaughan@tfgm.com">daniel.vaughan@tfgm.com</a>
Victoria Mercer	Metrolink Service Delivery Manager	0161 244 1737 <a href="mailto:victoria.mercer@tfgm.com">victoria.mercer@tfgm.com</a>

**Equalities Implications: n/a**

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

**Risk Management: n/a**

**Legal Considerations: n/a**

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

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

**Number of attachments to the report: 1**

- Appendix 1: Period date listing

**BACKGROUND PAPERS:**

- Metrolink Quarterly Performance Report – 21 February 2020

<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
GM Transport Committee	Overview & Scrutiny Committee	
N/A	N/A	

## **1. INTRODUCTION/BACKGROUND**

- 1.1 Metrolink is the largest urban light rail network in the UK. It provides a fast, frequent service which is fully accessible to all, running 7 days a week, 364 days of the year.
- 1.2 The Metrolink network is owned by TfGM and is operated on TfGM's behalf through a contract with KeolisAmey Metrolink (KAM).
- 1.3 The network uses high-floor trams with raised platform stops and had reached patronage of over 45 million passengers each year, pre COVID-19.
- 1.4 There are currently 120 trams serviced from two depots with 108 required to operate the current weekday daytime service.
- 1.5 Trams serve 99 stops covering routes totalling just over 100 Km. Metrolink is the most accessible of the public transport networks in Greater Manchester, providing step free access to all stops.

## **2 PERFORMANCE SUMMARY**

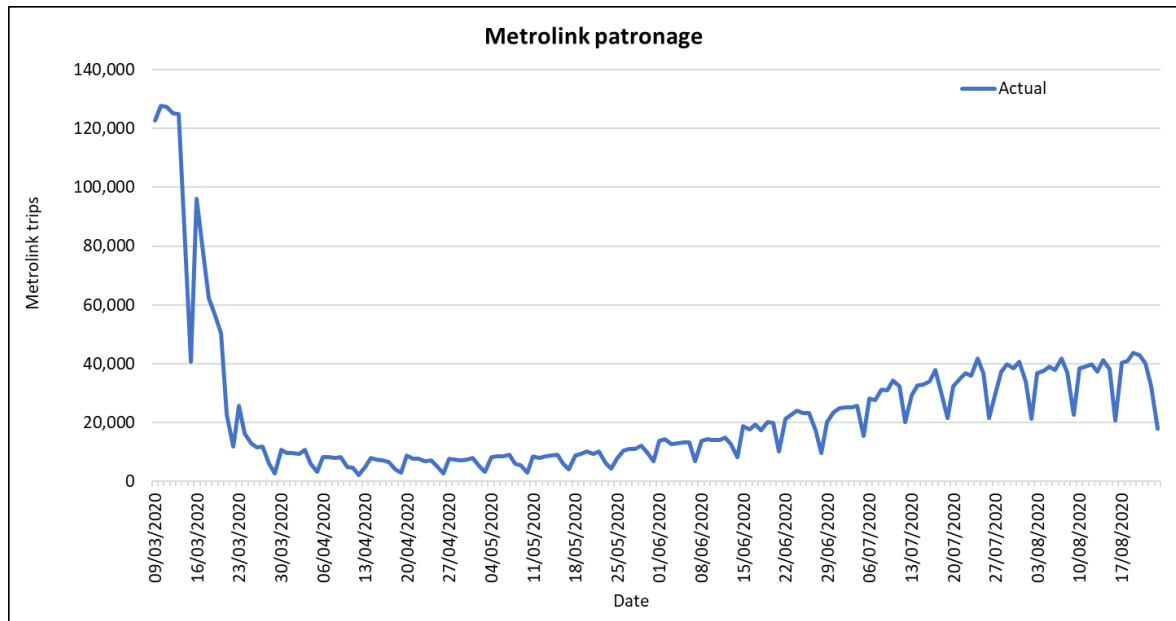
- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period through to 25 July 2020.
- 2.2 As expected, Metrolink patronage has been significantly affected by the COVID-19 pandemic reducing patronage down to just 5% of normal levels by Easter. Patronage growth has been steadily increasing since changes in Government guidelines and we are now carrying approx. 40% of pre COVID-19 patronage.
- 2.3 98.9% of scheduled miles were operated during the 12 months to July 2020 against a performance target of 99.4%. In the last quarter performance has remained above the target during the operation of bespoke COVID-19 services introduced.
- 2.4 Recorded incidents of crime and anti-social behaviour on the network decreased during the COVID-19 lockdown. Levels have begun to climb since the lockdown has begun to ease and people begin to use public transport again.
- 2.5 The number of recorded customer contacts and complaints also reduced during the lockdown due to the very low numbers of customers using the network, following government advice not to travel on public transport.
- 2.6 Despite challenging circumstances, the Trafford Park line opened on 22 March. The service currently operates between Cornbrook and the intu Trafford Centre, the planned extension of the service across the city centre remains under review.

2.7 The delivery of the first of 27 new trams have been delayed until October 2020 as a result of of the COVID-19 pandemic and its impact on the supply chain in northern Italy and elsewhere.

## 2.8 PATRONAGE

2.9 Patronage measures the number of trips that are being made on the network.

2.10 Inevitably, COVID-19 has significantly impacted patronage on the Metrolink network as can be seen in the chart below.



2.11 At the outset of the pandemic, a significant shift in the patronage proportion by line was noted. Pre COVID-19, patronage was weighted towards the Altrincham and Bury lines. During COVID-19, patronage shifted towards the Oldham and Rochdale and the Airport Line. Sector of employment and ability to work from home is the primary factor influencing this shift. To respond to these requirements, Metrolink changed the frequency of services to operate a significantly larger proportion of double trams on most routes compared to what was operated prior to COVID-19.

2.12 Social distancing guidelines have restricted the number of passengers carried per vehicle. At 2 metres, 20 passengers per single unit could be carried, which is 10% of total vehicle capacity. At 1 metre, 46 passengers can be carried, which is 23% of total vehicle capacity.

2.13 Enhanced cleaning regimes were put in place as well as clear signage and guidance for travelling safely during this time.

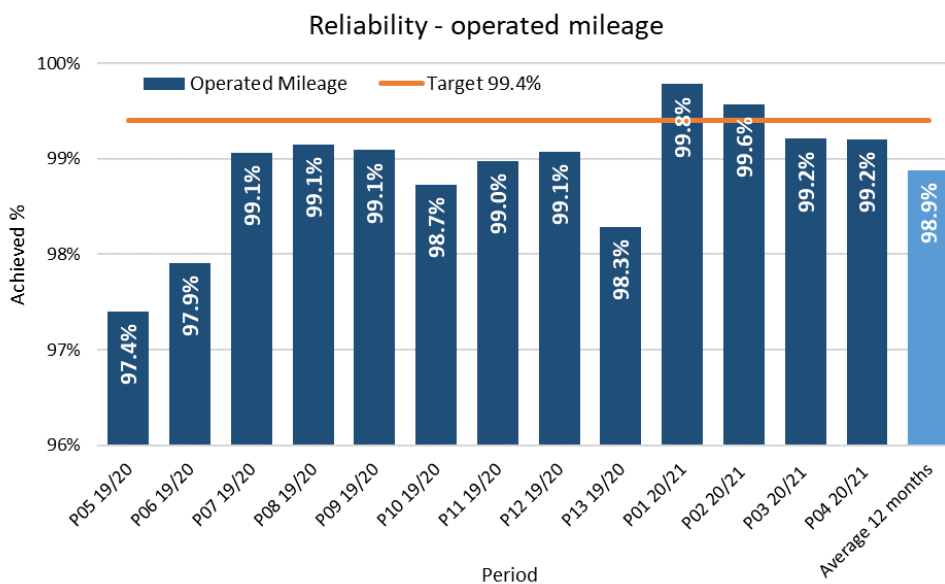
2.14 Ticketing changes were also implemented to respond to the changes required in retail channels to minimise contact risk. Contactless and online/app payments were widely promoted as the safest way to purchase tickets.

- 2.15 With changes in use of the network a carnet product ‘Clipper’ was launched to enable customers to get season ticket benefits with greater flexibility on the frequency of weekly travel. This travel card can be bought online for the ‘get me there’ smart card and the product offers 10 identical 1 day adult travel cards (both peak or off-peak) for the price of 9 which can be used within a 28 day period. This is designed for flexible workers, part-time workers or anyone who travels regularly but not every day.
- 2.16 DfT funding agreements have been in place throughout COVID-19 to ensure we have the ability to continue to keep Greater Manchester moving. The first announcement was for funding of £11.6 million intended to cover the 12-week period from 17 March to 8 June. This was followed by a second announcement increasing the support to £24.97 million across a 20-week period, from 17 March through to 3 August.
- 2.17 The latest DfT announcement provides TfGM with an additional £19.1 million to cover the 12 week period, 4 August to 26 October. Indications are that funding will continue beyond 26 October, but we await formal confirmation.

### 3 OPERATIONAL PERFORMANCE

#### Reliability

- 3.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated verses the number of scheduled miles.
- 3.2 A miles operated target of 99.4% was set for the year 2020/21, with the annual average reliability measure only slightly missing the target, owing to some tram reliability issues (see section 3.9 below).

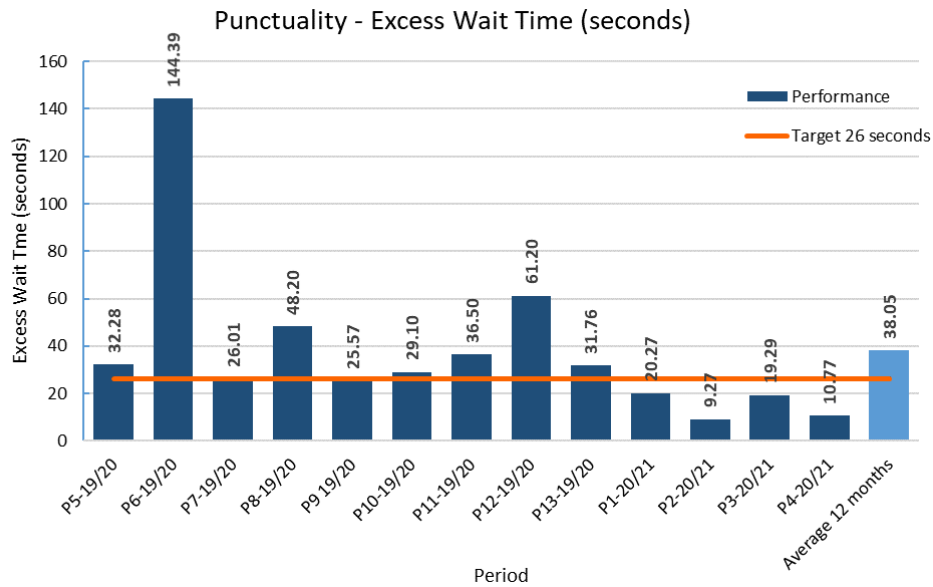


- 3.3 Network reliability improved at the start of COVID-19 (period 1 above) and, although it has dipped slightly since, this overall performance improvement has been largely sustained.

### Punctuality - Excess Wait Time

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

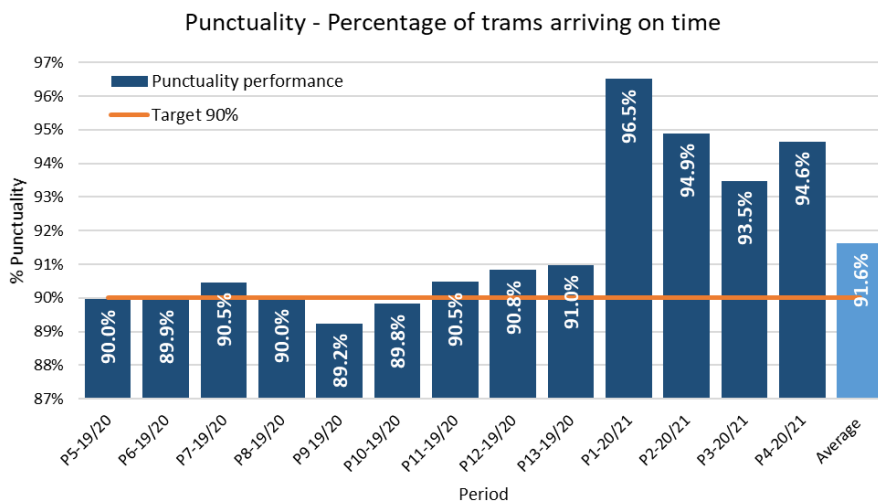
3.5 The EWT average performance for the 12 months to July 2020 was 38 seconds.



3.6 The EWT target of 26 seconds network wide has been met in every period since period 1.

### Punctuality - Percentage of trams operating to time.

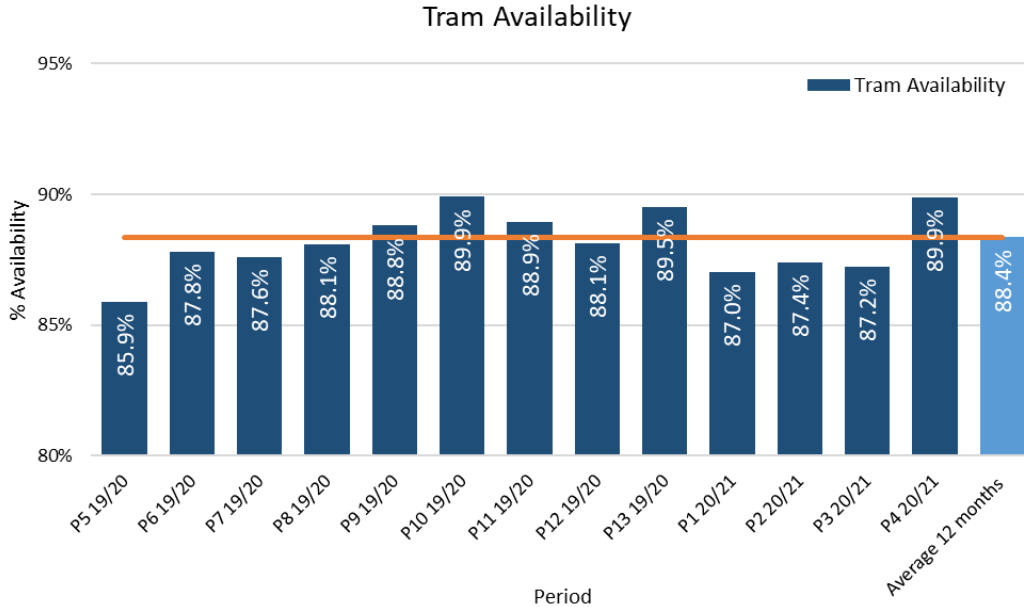
3.7 Punctuality performance covering the 12 months (13 periods) is shown below.





### Asset reliability - Trams

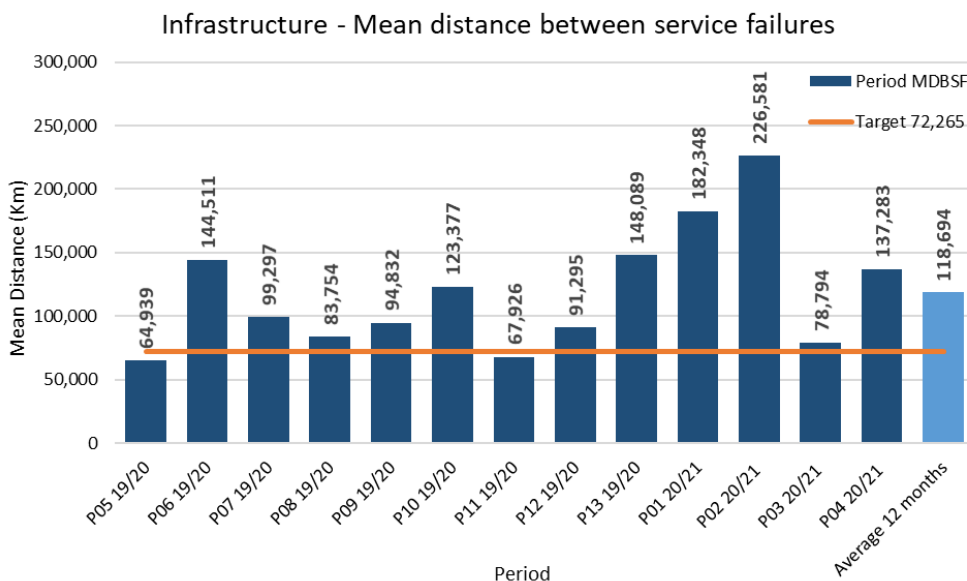
3.8 Tram availability shows the percentage of the fleet that has been available during each period.



3.9 Performance has improved in the most recent period after a number of vehicle failures during the summer months. Heat related rolling stock reliability issues were caused by challenges relating to hydraulic brakes and air conditioning units. KAM has since overhauled a number of the tram hydraulic braking units, which has improved performance.

### Asset reliability - Infrastructure

3.10 Infrastructure reliability performance, in terms of service distance travelled between failures.

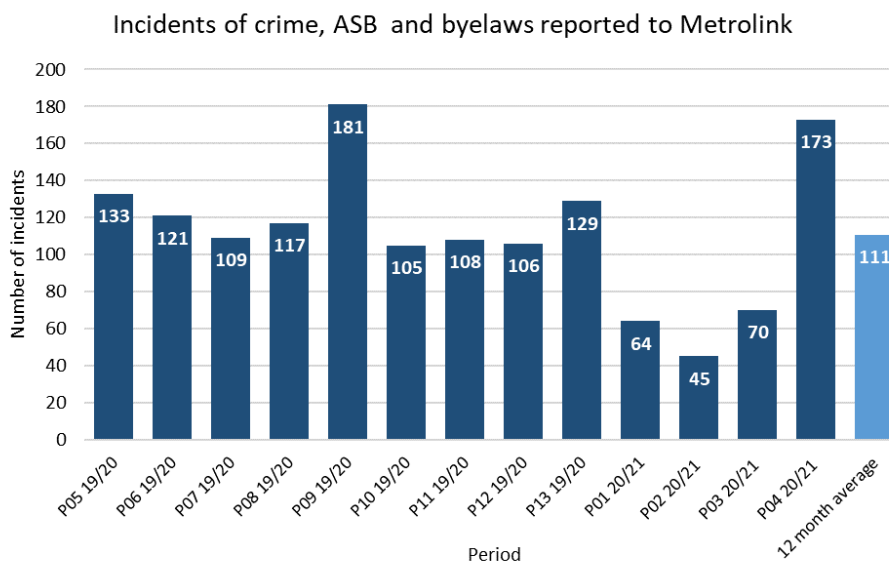


3.11 Performance only dipped slightly below the target in period 11. This was due poor performance of the points at Rochdale Town Centre. The layout and drainage solutions are under review for this section of highway with a view to eliminating future problems.

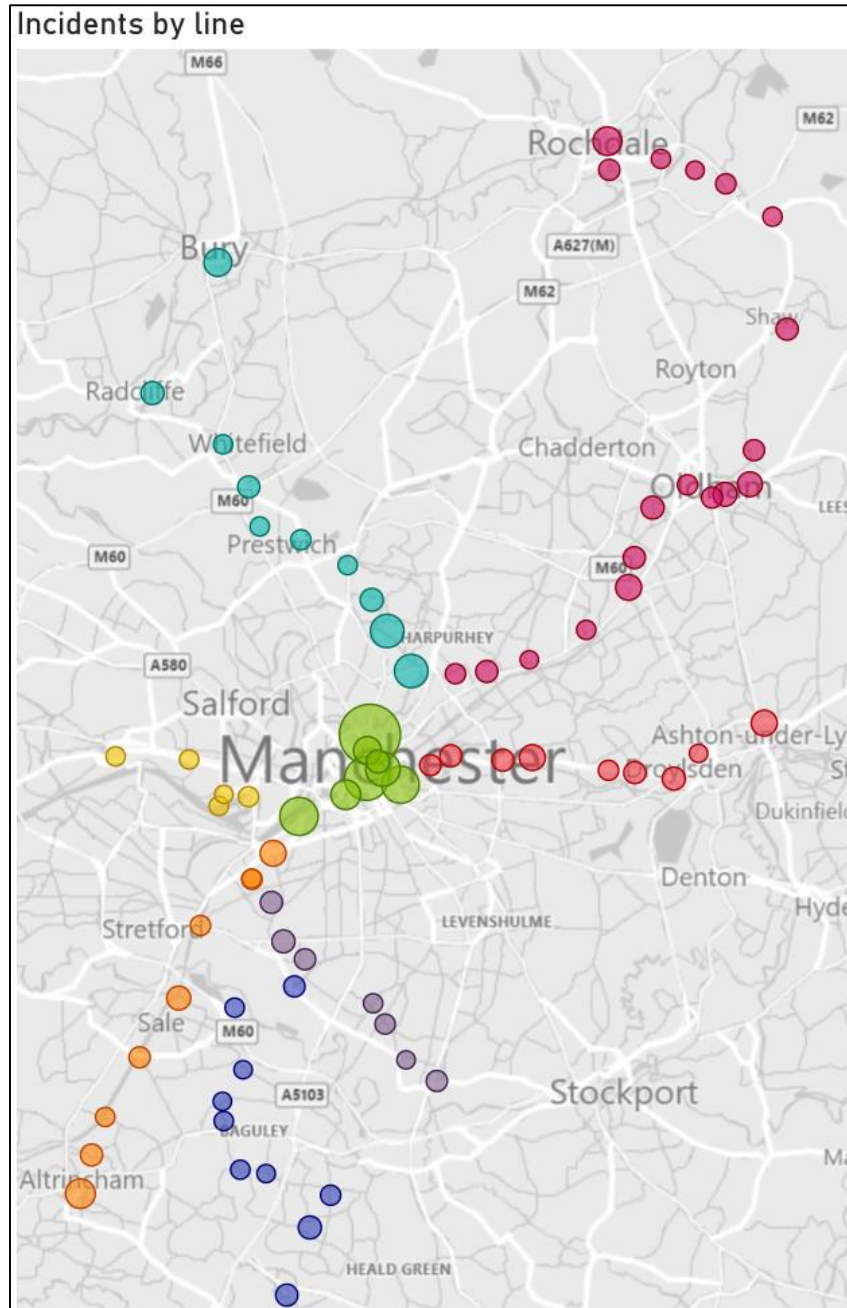
### Crime & Anti-Social Behaviour

3.12 On average, 111 incidents of crime and anti-social behaviour per month were reported to Metrolink across the duration of the year.

3.13 Recorded incidents on the network fell at the outset of the COVID-19 lockdown. However, incidents (173) have begun to increase as lockdown measures are relaxed and more people began to travel on public transport again. This can be seen in the chart below.



3.14 The locations of hot spots for crime and anti-social behaviour in the past three periods are shown on the map below.

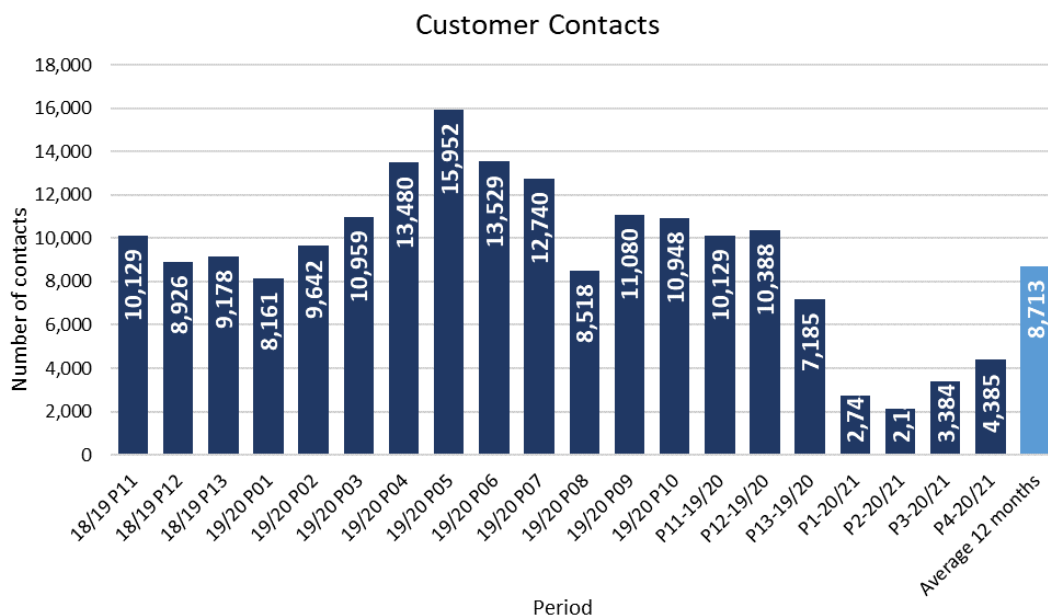


- 3.15 The TravelSafe Partnership ran three days of action across July in the city centre and Rochdale (to support messaging around face covering compliance given local enhanced measures.) These deployments have been well received and had a positive impact on passenger face covering compliance. As such, a forward plan has been developed to deploy jointly each week across August and September. Locations will be identified in line with the Partnership tactical priorities alongside rates of face covering compliance.
- 3.16 On 25 July a couple were assaulted on Metrolink at St. Werburghs Rd by a group of youths, this was reported in the media by the Manchester Evening News. KAM have provided on stop CCTV to the police and the main suspect has now been identified and is currently pending arrest/charges.

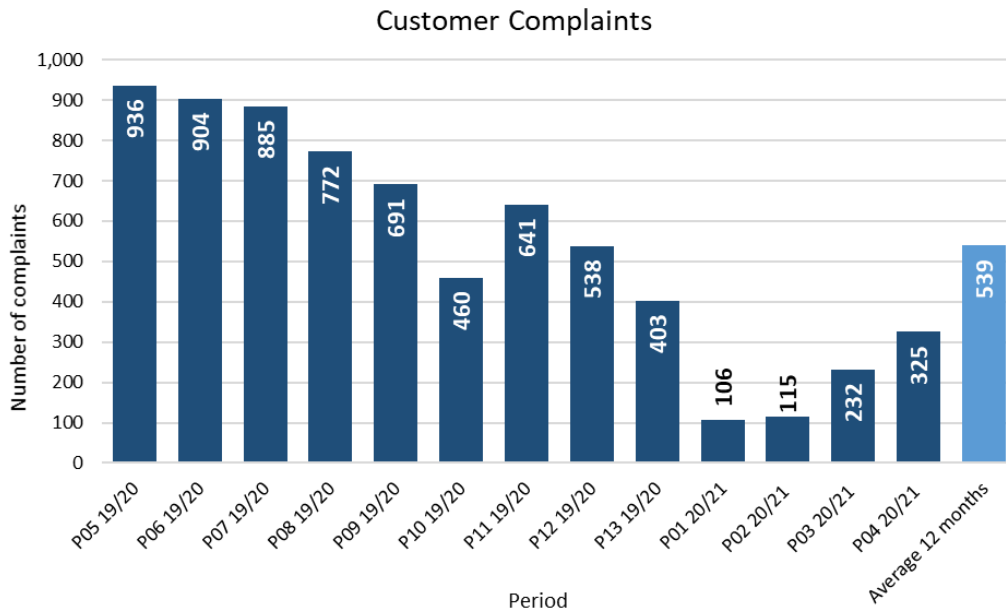
- 3.17 Car cruise events have continued to cause issues at Park and Ride sites in Hollinwood and Oldham as well as the local highway. The TfGM Control Centre is actively monitoring for these and alerting GMP to enable swift dispersal. Plans were in place to serve a 'Cease and Desist' notice on the primary organiser but both meetings were cancelled by him. He has now been served with 'Community protection notice' which prohibits him from organising any car cruises or protests.
- 3.18 Following an increase in reported incidents at Abraham Moss, the Transport Unit have secured some additional funding through the GM Violence Reduction Unit to run a targeted plain clothes operation. The operation ran from 25 July to 2 August and resulted in three arrests, 17 stop/accounts, 13 stop/searches (two positive) and one weapon seized.

**Customer contacts and complaints**

- 3.19 Just over 110,000 customer contacts were dealt with over the duration of the year, averaging at just under 9,000 customer contacts per period (excludes twitter contact).



- 3.20 The charts above and below show clearly how the number of customers contacts dropped significantly at the outset of COVID-19.
- 3.21 The category of contacts varies by period, but general enquiries about the network typically account for a third of contacts.



## 4 CAPITAL PROGRAMME

### Trafford Park Line

- 4.1 The Trafford Park Line opened on 22 March 2020 with services operating between Cornbrook stop and the intu Trafford Centre. Lock down in relation to COVID-19 began on 23 March and therefore we have not yet seen this line operate to its full potential.
- 4.2 The project has been shortlisted for the following British Construction Industry Awards - Environment and Sustainability Initiative of the Year, Health, Safety and Wellbeing Initiative of the Year and Transport Project of the Year.

### New trams

- 4.3 There have been COVID-19 related delays to the delivery of the new M5000 vehicles. They will now start to arrive before the end of 2020.
- 4.4 Additional depot stabling facilities have been completed at Trafford depot to accommodate the new vehicles. New substations and other overhead line power enhancements are underway in order to facilitate the increase in capacity that the new trams will bring.
- 4.5 Planning applications for Park & Ride extensions at Radcliffe and Whitefield stops are due to be discussed at Bury Council Planning Committee in September.

### Tram Management System (TMS)

- 4.6 Hagside level crossing on the Bury line has been successfully converted for line of sight operations the Whitefield to Bury section of route has been successfully converted to line of sight operation, including the removal of legacy signalling equipment.

## **Renewals Programme**

- 4.7 Track renewal at Market Street has been completed, the programme was delayed due to poor weather conditions, however, the impact to customers was minimised.

## **5 FORWARD PLAN**

### **Service**

- 5.1 The next service change is planned for early in the new year. This is currently under review as we monitor actual demand throughout September against our modelling.
- 5.2 Any changes will be very much dependant on the guidelines and recovery of customers returning to the network.

### **Planned engineering works**

- 5.3 Next year essential maintenance and renewal works will continue to be planned as per the annual programme.
- 5.4 There will be track works in the city centre including Victoria and Piccadilly as well as Trafford Bar, Rochdale and Eccles.
- 5.5 Continuation of infrastructure enhancements to prepare for the 27 new trams such as additional sub stations.
- 5.6 Network Rail planned bridge works at Victoria will also impact upon Metrolink services and we have been working closely with Network Rail to plan these works and minimise the impact on services as much as possible.

### **Customer Experience**

- 5.7 TfGM continue to review our ticketing offer in these changing times following the reduction of cash payments throughout COVID-19 and changes in travel behaviour.
- 5.8 Following on from the promotion of Early Bird products to encourage the spread of peak demand, new Clipper product to facilitate the changes in travel patterns and greater use of contactless payments, we will look to review and enhance the offer to our customers over the coming months.
- 5.9 In March the on-board Wi-Fi was turned off to discourage antisocial behaviour on the Metrolink network. In light of the significant loss of revenue and financial constraints put on us by the coronavirus pandemic since then, the WiFi has not been switched back on.

- 5.10 Metrolink will also launch a Customer Policy which provides oversight on how our services operate, what to expect from their journey experience and what is also expected from our customers when travelling with us. This will form part of the information available to customers online alongside our Accessibility Guide and monthly performance overview.

**Daniel Vaughan**  
**Head of Metrolink**

## Appendices

### Appendix 1 – Period date listing

*This report details the highlighted Period/s*

#### 2019/20

Period	Start Date	End Date
1	01-Apr-19	28-Apr-19
2	28-Apr-19	25-May-19
3	26-May-19	22-Jun-19
4	23-Jun-19	20-Jul-19
5	21-Jul-19	17-Aug-19
6	18-Aug-19	14-Sep-19
7	15-Sep-19	12-Oct-19
8	13-Oct-19	09-Nov-19
9	10-Nov-19	07-Dec-19
10	08-Dec-19	04-Jan-20
11	05-Jan-20	01-Feb-20
12	02-Feb-20	29-Feb-20
13	01-Mar-20	31-Mar-20

#### 2020/21

Period	Start Date	End Date
1	01/04/2020	02/05/2020
2	03/05/2020	30/05/2020
3	31/05/2020	27/06/2020
4	28/06/2020	25/07/2020
5	26/07/2020	22/08/2020
6	23/08/2020	19/09/2020
7	20/09/2020	17/10/2020
8	18/10/2020	14/11/2020
9	15/11/2020	12/12/2020
10	13/12/2020	09/01/2021
11	10/01/2021	06/02/2021
12	07/02/2021	06/03/2021
13	07/03/2021	31/03/2021

#### 2021/22

Period	Start Date	End Date
1	01/04/2021	24/04/2021
2	25/04/2021	22/05/2021
3	23/05/2021	19/06/2021
4	20/06/2021	17/07/2021
5	18/07/2021	14/08/2021
6	15/08/2021	11/09/2021
7	12/09/2021	09/10/2021
8	10/10/2021	06/11/2021
9	07/11/2021	04/12/2021
10	05/12/2021	01/01/2022
11	02/01/2022	29/01/2022
12	30/01/2022	26/02/2022
13	27/02/2022	31/03/2022



## Greater Manchester Transport Committee –

### Draft Work Programme

September 2020 – November 2020

The table below suggests the Committee's work programme from September to November 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 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

September 2020

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus Services Sub Committee	Changes to the Bus Network and Review of Subsidised Bus Services Budget	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
	Impact to Ring & Ride as a result of Covid-19	Martin Shier	To receive an update on the impact of Covid-19 on Ring and Ride Services.	Accountability
Metrolink and Rail Sub Committee	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability
	Rail Station Improvement Schemes	Simon Elliott	To look as to the progress and identified priorities within the Rail Station Improvement Plan.	Implementation
	Northern Rail Update	Northern	To receive an update on Northern's 100 day plan, Covid recovery and current operations.	Accountability

<b>MEETING DATE</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability

**Friday 9 October 2020**

<b>MEETING DATE</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Full Committee	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
	Our Pass Pilot Update	Kate Brown	To receive an update on the Our Pass pilot.	Accountability

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Impact of Road Safety Schemes	Peter Boulton	To review the outcome of previously implemented road safety schemes.	Accountability
	Cycling & Walking Challenge Fund Update	Richard Nickson, TfGM	To oversee the proposals for schemes under the Cycling & Walking Challenge Fund.	Implementation
	Active Travel	Kate Brown	To receive a substantive update considering government policy, emergency active travel funding and The Mayor's Challenge Fund.	Accountability

November 2020

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
<b>Bus Services Sub Committee</b>	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Bus Performance Report	Alison Chew	To report on the overall performance of bus services.	Accountability
<b>Metrolink &amp; Rail Services Sub Committee</b>	Feedback from Central Manchester Rail Task Force	Caroline Whittam	To receive an update following the Central Manchester Rail Task Force review.	Accountability
	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability
	Rail timetable change update (December)	Caroline Whittam	To update on planned rail timetable changes.	Implementation
	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability

**To be scheduled –**

**RAPS** – to review the coordination of works across the highway.

**Rail station update** – 6 monthly update