

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

**DATE:** Friday, 3rd March, 2023

**TIME:** 10.30 am

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

**AGENDA**

**1. Apologies**

To note any apologies for absence.

**2. Chairs Announcements and Urgent Business**

**2. Declarations of Interest**

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

**3. Minutes of the Previous Meeting**

1 - 12

To consider the approval of the minutes of the meeting held 13 January 2023.

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

4. **Local Rail Services Performance Report** 13 - 44  
Report of Simon Elliott, Head of Rail Programme, TfGM.
5. **Update from Rail Operators**  
To receive a verbal update from Rail Operators.
6. **Metrolink Service Performance Report** 45 - 64  
Report of Danny Vaughan, Head of Metrolink, TfGM.
7. **Update from Metrolink Operators**  
To receive a verbal update from KeliosAmey Metrolink.
8. **Manchester Recovery Task Force**  
Department for Transport/Simon Elliott
9. **Work Programme** 65 - 70  
To give consideration to the Work Programme.
10. **Exclusion of the Press and Public**  
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 involved the likely disclosure of exempt information, as set out in the relevant paragraphs of Part 1, Schedule 12A of the Local Government Act 1972 and that the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

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

This agenda was issued on 23 February 2023 on behalf of Julie Connor, Secretary to the Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street, Manchester M1 6EU

# Agenda Item 4

## MINUTES OF THE GREATER MANCHESTER TRANSPORT METROLINK & RAIL COMMITTEE

HELD FRIDAY, 13TH JANUARY, 2023 AT THE BOARDROOM, THE TOOTAL  
BUILDINGS, BROADHURST HOUSE , 1ST FLOOR, 56 OXFORD STREET,  
MANCHESTER, M1 6EU

### PRESENT:

Councillor Damian Bailey	Salford
Councillor Noel Bayley	Bury MBC
Councillor Angie Clark	Stockport MBC
Councillor Doreen Dickinson in the Chair	Tameside MBC
Councillor Stuart Haslam	Bolton Council
Councillor Dzidra Noor	Manchester City Council
Councillor Eamon O'Brien	Bury Council

### OFFICERS IN ATTENDANCE:

Mark Angelucci	Rail Performance Officer, TfGM
Liz Boyle	TfGM (Observing)
Helen Davies	Senior Governance and Scrutiny Officer, GMCA
Simon Elliot	Head of Rail Programme, TfGM
Victoria Mercer	TfGM
Daniel Vaughan	TfGM

### OPERATORS IN ATTENDANCE:

Chris Jackson	Northern Trains
Graham Meiklejohn	TransPennine Express
Kara Wood	Network Rail
Damien Chabas	KeliosAmey Metrolink
Nick Smith	Avanti West Coast

### **GMCA/1/20 Apologies**

Apologies were received from, Councillors: John Vickers (Wigan), Mohammed Ayub (Bolton), Aasim Rashid (Rochdale), Kevin Peel (Bury).

### **GMCA/2/20 Chairs Announcements and Urgent Business**

The Chair wished the Committee a Happy New Year and noted those in attendance for the meeting, plus a change of running order to the agenda to accommodate a diary request.

#### **RESOLVED/-**

That it be noted:

- 1) That Councillor Eamonn O'Brien had now joined the Committee as he had been appointed as the Combined Authority representative and replaced Councillor Andrew Western on this Committee; and
- 2) That the rail report and update would be the first item of business to accommodate a diary request.

### **GMCA/3/20 Declarations of Interest**

There were no declarations received in relation to any item on the agenda.

### **GMCA/4/20 Minutes of the Previous Meeting**

#### **RESOLVED/-**

That the minutes of the meeting held on 11 November 2022 be approved as a correct and accurate record.

### **GMCA/5/20 Local Rail Services Performance Report**

Simon Elliot, Head of Rail Programme, Transport for Greater Manchester (TfGM) introduced a report to the Committee on Local Rail Services and noted the following points:

- Operation performance had declined and was a concern for TfGM. The practice of P-Coding (a process to make advance cancellations, when not enough staff or trains were available) had continued and there had been between 250-400 cancellations per week.
- Northern performance remained a concern, improvement was noted between Period 07 and 08 when Short-Forming (the use of a train that is shorter than usual) of services more than doubled in Period 07 performance improved in Period 08.
- Although Avanti did not use the practice of P-coding, performance remained poor with Public Performance Measures (PPM) on reduced timetables at 66.8% in Period 08 and a Right Time figure of 26.3%.
- Performance was affected by additional causes such as trespass, fatality, weather (flooding) and sickness.
- Industrial action with a strike during October continued to impact rail and Metrolink services.
- Thanks were noted by TfGM to Network Rail for support of contingency cover during challenges to business continuity.
- Transpennine Express had experienced performance issues with patronage demand for services at 65% of pre-Covid levels.
- The December 22 timetable change, weather issues in December and rostering system issues were all noted and TfGM would continue to monitor these issues closely.

The Committee was given the opportunity to ask questions, there was some discussion that included:

- Central Government had allowed train operators time to make an offer around working days. The offer submitted was a final offer in terms of value and ASLEF (the train union) was continuing negotiations;
- Specific questions were asked by Members on:
  - the financial cost to train operators (through the refund of tickets) given that there was a significant number of commuting passengers negatively affected by the strikes;
  - some Members had noticed periods where there was a significant number of passenger numbers on the platforms and concern was raised about the safety of allowing large numbers of passengers to build up on platforms; and

- some Members had noticed expensive return fares between Manchester-London and queried if there were any correlations between fair prices and the service.
- TfGM had requested ticket acceptance (across rail operators and Metrolink) for those passengers affected by strike action and cancelled trains in order to minimise further disruptions;
- TfGM gave reassurances to the Committee that an analysis had begun to understand the wider impacts of the decline in rail performance. Work was being carried out with the Chamber of Commerce and the Local Enterprise Partnership. TfGM could demonstrate figures for investment on the railway and money spent within the city region, this also assisted business cases to demonstrate the growing city region required more services and quantified the role of rail services.

#### **RESOLVED/-**

- 1) That the Local Rail Services Performance Report be received and noted.
- 2) That a report outlining the reasons for poor performance would be brought to the next committee meeting.
- 3) That it be noted that Northern and Avanti West Coast Trains agreed to respond to the questions in relation to refunded tickets, level of traffic on platforms, cancellation of trains and fair prices directly with Members.
- 4) That a report on the Value of the Railway (currently being undertaken by Transport for the North (TfN) was scheduled to the Rail North Committee on 22 February and this would be shared with this Committee at the next meeting.
- 5) That it be noted that Northern Trains agreed to directly feedback to Members on specific questions: the outcomes of the Rest Day Working to Councillor Angie Clark; and to re-circulate the information on refunds to tickets to Councillor Damian Bailey.

#### **GMCA/6/20 Rail Operator Update**

The Chair addressed the operators in attendance and specifically asked as part of the update to answer: what the current plans were for future changes being considered as part of May or December 23 timetable change.

## **Northern Trains**

Chris Jackson, Regional Director, Northern Trains addressed the Committee with an update and the following points were noted:

- The update position reflected 4-6 weeks since the last update and acknowledged the last four weeks had significant impact for customers. Nine full strike days had been recorded and 14-days of action short of a strike, where large parts of the network across GM and nationally received no cover.
- The dispute action was significant and this had made business planning difficult.
- 10-20% services were cancelled on a daily basis with 2-days notice where possible.
- 95% of employees worked Sundays outside of their contracted working week, the Regional Director noted reform was needed within the industry in this area.
- The Committee noted that in respect of the December 22 timetable, an extra 2,000 trains a week had been scheduled as part of a new timetable structure. Reassurances were given that there was capacity for drivers and conductors and in spite of flooding earlier in the week, the launch had gone well.
- The Track Satisfaction Scores reflected that the strikes and associated negative press had impacted the decisions by the public away from travelling by rail.
- The December 22 timetable now reflected an extra two-thousand trains per-week, there were enough drivers and conductors and despite recent flooding the timetable had worked.
- The flash sale of 5,000 tickets had gone well.
- Work was ongoing for:
  - the platform extension on the Airport line; and
  - Platforms 13 and 14 at Piccadilly Station.
- Salford Central remained closed until Summer 2023, the refurbishment would see a fit for purpose station that was fully accessible.

## **TransPennine Express**

Graham Meiklejohn, Regional Development Manager, TransPennine Express addressed the Committee with an update and the following points were noted:

- The training requirement had been set back because of the rest day working agreement, this had been the day used to enable training and therefore, if it came into effect this would limit future capacity for training.
- The Secretary of State (SoS) had made an offer to the Trade Union in respect of the rest day working agreement, thanks were extended to the Mayor of Greater Manchester, Andy Burnham for his work in lobbying the SoS on this matter.
- Apologies were made to those affected by the cancellation of services and the unacceptable service was acknowledged.
- Winter had impacted severely on the network dysfunction, and there had been localised flooding between Manchester-Liverpool. Programmes of work were scheduled to combat severe effects of flooding.
- In respect of the question by the Chair, the Committee was advised that services would be dependent on a business plan that would be updated on in due course.

The Committee noted the high absences reported in December and queried the reasons why to determine if it was preventable. The Regional Development Manager gave reassurances to the Committee that there was a process for absence management that was monitored to understand patterns. Those with medium to long term sickness absence were supported back to a position of work via referrals for support such as counselling.

### **Avanti West Coast**

Nick Smith, Regional Growth Manager, Avanti West Coast addressed the Committee and noted the following points:

- The timetable alterations in December for Avanti now ran seven trains an hour out of Euston, London. This was the biggest improvement and change to the timetable on the West Coast Mainline since 2008.
- Poor performance was acknowledged for passengers trying to plan journeys and whilst travelling when disruption affected the trains they were onboard.
- Avanti had provided a time-table not reliant on rest day working that could be delivered in a sustainable way.
- Manchester had returned to three services an hour to Euston. Rugby had been reinstated as a route due to usage as a destination and not just a connection. Data showed an increase in passengers travelling to work in Manchester.

- Avanti provided more services into and out of Manchester throughout the day and reported a short time between trains when cancellations occurred.
- Customers had been delaying travel since the train strikes and had deferred meetings until a period of stability with the trains. This had impacted on fares.
- Avanti were refurbishing the Pendolino fleet, with completion expected in 2024, depending on supply chains.
- Community rail projects continued and funding was available for this year with spend into next year.
- More engagement with staff had been undertaken, specifically to understand long-standing sickness absences.

## **Network Rail**

Kara Wood, North-West route head of performance, Network Rail addressed the Committee and noted the following points:

- There had been improvements made with staffing along the gate-line at Manchester Piccadilly station, and longer term plans were being considered to improve the gate-line where there were gaps.
- Industrial Action had dominated rail performance, however Network Rail was optimistic for a referendum rather than another date for strike action.
- The comments from operators had been noted, particularly where the impacts from Network Rail infrastructure had focussed on external causes. The underlying level of reliability of the infrastructure continued to be good but Network Rail continued to monitor that to maintain asset reliability.
- External issues could be categorised into two key areas:
  - 1) Weather. Whilst this did impact Network Rail had seen positive resilience to the asset infrastructure following physical work to it. It was noted that extremes of weather was still expected and there had been particularly low temperatures throughout December 2022 which was a challenge to the infrastructure.  
In terms of flooding, Network Rail continued a programme of works and enhancements. Planning continued to improve responses to flooding or cold periods of weather, or when preventative speed restrictions have to come into force to minimise the impacts of these interventions on the infrastructure.

- 2) Trespass and Suicide. This was acknowledged as a difficult issue to deal with, Network Rail continued practical target hardening (e.g. platform fencing) to deter incidents but also worked with partners for triage intervention such as mental health services and the British Transport Police.
- Improvement works had continued at Manchester Piccadilly to Platform 13 and were in progress at Platform 14. Tactile pavings were expected as part of the next phase of works.

Sunday 15 January was scheduled as a planned full closure of Manchester Piccadilly Station and this was acknowledged as a challenge as there would be no rail services at all although a bus rail replacement service would be in operation.

- The Assisted Travel Lounge at Manchester Piccadilly Station was due to open in early Spring.
- Staff Sickness was common across the rail industry, Network Rail offered in-house Occupation Health Clinics and continued to monitor the health and well-being of staff.
- Network Rail operated within control periods that released 5-years of funding at a time. The current position was the end of control period 6, working on settlement for control period 7. Network Rail had received a statement of funds available to continue to operate the infrastructure for the 5-year period whilst working towards the Final Determination figure.

The Committee was given the opportunity to ask questions and discussion included the perception by Members that staff morale was low and clarity was sought on the measures (through a employers duty-of-care) being taken to support staff and the changes to processes and rosters during a difficult period of productivity.

The Committee asked for data to map the type of journeys between Manchester and London specifically how many were for leisure vs. business.

There was some discussion on the renovations to Platform 13 and 14 at Manchester Piccadilly Station. Members noted that there had been negative feedback from the public via social media on the removal of seating and planters and asked for further clarity on this matter.

## **RESOLVED/-**

- 1) That the Rail Operator update be received and noted.

2) That all Operators be requested to bring back an item to the next Committee meeting on staff morale and what measures through a employers duty-of-care were being taken to support staff and the changes to processes and rosters during a difficult period of productivity.

3) That it be noted that Avanti West Coast agreed to feedback directly to Councillor Damian Bailey on the subject of data to map journeys between Manchester and London specifically how many were for leisure vs. business.

4) That it be noted that Network Rail agreed to feedback directly to Councillor Noel Bayley on the subject of seating and planters on Platform 13 and 14 at Manchester Piccadilly Station.

### **GMCA/7/20 Evaluation of the Carriage of Dogs on Metrolink Pilot**

Daniel Vaughan, Head of Metrolink, TfGM presented a report on the evaluation of the carriage of dogs on Metrolink pilot to the Committee and noted that Manchester Metrolink had been an outlier in respect of the carriage of dogs on the network. TfGM carried out a pilot in August-October 2022 and had consulted with a variety of groups. Very few issues had emerged and feedback from both customers and via social media was positive. Regular commuters were less in favour of the scheme but when all the consultation was evaluated, the majority of customers were positive about the scheme.

There were terms and conditions in allowing dogs to travel on the trams including the requirement for owners to clean up behind their dogs and dogs were not allowed on seats.

The Committee queried if timings of dogs travelling on the trams could be conditioned, the Head of Metrolink clarified that some passengers used Assistance Dogs and not all disabilities were visible and therefore the approach taken was in-line with the rest of the UK and ensured that it was straightforward for the Police to manage.

The Chair noted the report referenced the Metrolink Conditions of Carriage were amended to include eight further conditions plus a recommendation for passengers to read the 'Guidance for taking your dog on Metrolink' and queried if the rules around carriage of dogs could be tightened up.

The Committee was advised that:

- TfGM was in the process of revisiting a consultant report in respect of passengers bringing bikes onto the trams.

- Not all trams were double units so it could not be stipulated that dogs travel in specific carriages;
- If dogs were vicious this would be enforced in the same way any bylaw would, Customer Service Officers would be roaming the network and staff would enforce if cases occurred. The Committee noted that there were few reports of aggressive dogs during the pilot and other parts of the UK reported that it didn't happen. Announcements could also be made on the platforms if needed.

#### **RESOLVED/-**

- 1) That the findings of the pilot of the carriage of non-assistance dogs on Metrolink be received and noted;
- 2) That the proposal to continue to allow non-assistance dogs on the Metrolink Network, subject to the conditions of carriage be agreed; and
- 3) That it be noted that TfGM would bring an item back to the Committee on the subject of bicycles on the Metrolink revisiting a consultant report from when the network was purchased.

#### **GMCA/8/20 Metrolink Service Performance Report**

Victoria Mercer, Metrolink Service Delivery Manager, TfGM presented the Metrolink Service Performance Report to the Committee and noted the following points:

- A third-party incident had occurred at the Anchorage stop where a pallet of bricks had fallen onto the track. This incident had impacted on performance;
- There had been issues on staff availability due to the constraints experienced during the winter months;
- Engineering works at Piccadilly Gardens had concluded in November;
- A programme of works for 2023 gave consideration to weekend and evening work and some tunnel and track work;
- During the last academic year 55,000 young people were engaged with, activities ranged from Key Stage 6 and secondary schools and collages with safety roadshows, Freshers Week at Manchester University with key messages against violence towards women and girls;
- TfGM was now part of the Police live-chat to work towards reducing anti-social behaviour (ASB);
- TfGM had partnered with Foundation 92, an independent Charity in Salford that focused on supporting people to improve their lives through sport. The

partnership considered sport education and an emphasis on mental intervention specifically for those at risk of ASB. This work had helped along the Airport Line as it was reactive to ASB hotspots;

- Work had been undertaken using Virtual Reality (VR) that put youth offenders in the shoes of a tram driver to simulate ASB on train tracks (statistically not a premeditated event). VR was recognised as a powerful addition to the suite of interventions.

A Member enquired about clarity on the tunnel works at Whitefield. Clarity was provided that there was a speed restriction in the tunnel due to a cracked iron beam. The beam was in a difficult location and the work had been a complicated investigation, work had been paused and a review would commence in the summer but this would result in a Bury-Whitefield closure during this time. Replacement bus services would be in operation.

#### **RESOLVED/-**

That the Metrolink Service Performance Report be received and noted.

#### **GMCA/9/20 Metrolink Operator Update**

Damien Chabas, Service Delivery Director of KAM provided a verbal update to the Committee. Positive performance was noted specifically the dedication and resilience and the planning and delivery of teams operating in a difficult social and economic environment. The Committee were advised that there were pressures on staff availability resulting from seasonal absenteeism and the impacts of covid on recruitment. Measures had been taken in respect of mental health support with the allocation of buddies in the work-place which removed any stigma of being able to talk to management.

KAM were committed to ensuring:

- an effective partnership;
- that Metrolink was a safe place to travel;
- that Metrolink was effectively maintained as an asset to GM residents and visitors; and
- that Metrolink could become financially sustainable.

#### **RESOLVED/-**

That the Metrolink Operator update be received and noted

**GMCA/10/20 Work Programme**

**RESOLVED/-**

That the Work Programme be received and noted.

**GMCA/11/20 Dates and Times of Future Meetings**

**RESOLVED/-**

That the dates and times of future meetings be received and noted.

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

Date: Friday 03 March 2023  
Subject: Local Rail Services Performance Report  
Report of: Simon Elliott, Head of Rail Programme, TfGM

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### **PURPOSE OF REPORT:**

To update Members on local rail service performance and operations between rail periods 09, 10 and 11, 2022/23 (13 November 2022 – 04 February 2023).

### **RECOMMENDATIONS:**

Members are asked to note the contents of this report.

### **CONTACT OFFICERS:**

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

## **Equalities Implications**

Not applicable

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

Not applicable

## **Risk Management**

Not applicable

## **Legal Considerations**

Not applicable

## **Financial Consequences – Revenue**

Not applicable

## **Financial Consequences – Capital**

Not applicable

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

Nil

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

Not applicable

## **Background Papers**

GMTC MRN 20221111 Local Rail Services Performance Report

## **Tracking/ Process**

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

No

## **Exemption from call in**

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

No

**GM Transport Committee**

Not applicable

**Overview and Scrutiny Committee**

Not applicable

## **1. INTRODUCTION/BACKGROUND**

- 1.1. To update Members on local rail service performance and operations in rail periods 09, 10 and 11 (13 November 2022 – 04 February 2023)
- 1.2. The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail service delivery:
  - Periods 09, 10 and 11 overview
  - Network Rail performance and updates
  - Route crime
  - Train operator performance and updates
  - Details of current train plans since December 2022 timetable
  - Patronage and footfall figures
  - Industrial Relations update
  - Operations and Engineering updates
  - Community Rail
- 1.3. A list of rail period dates for 2022/23 can be found in Appendix A.
- 1.4. A geographic map showing all Greater Manchester rail lines and stations can be found in Appendix B.
- 1.5. Individual PPM vs Target and Moving Annual Average graphs can be found in Appendix C for all six GM Train Operating Companies (TOCs). This also includes cancellation and short formation graphs for Northern and TPE.
- 1.6. Right Time at Destination by Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.
- 1.7. A letter from the Rail Regulator to TOCs addressing pre-cancellations (p-coding) of services can be found in Appendix E.
- 1.8. A further letter from the Rail Regulator to Avanti West Coast concerning advance ticket availability can be found in Appendix F.

## **2. OVERVIEW**

- 2.1. This report covers rail periods 09, 10 and 11 2022/23 (13 November 2022 – 04 February 2023)
- 2.2. Operational performance for GM train operators declined overall from Period 08 into Periods 09 and 10, with falls in PPM and Right Time scores and continued high levels of cancellations at above 5%.

- 2.3. PPM and Right Time at Destination scores improved for Northern, TPE and TfW services in Period 11, finishing at over 56% for Northern and TfW. Avanti West Coast remains the worst operator for punctuality, with a PPM of 58.1% in Period 11 and Right Time at Destination on its Manchester – London service group of around 16%.
- 2.4. Period 10 experienced a significant number of days affecting service provision, with nine full days of industrial action and a further fourteen days of action short of a strike. Strikes took place between 13 – 17 December and 03 – 07 January, with Network Rail staff also striking from 18:00hrs on 24 December until 05:59 on 27 December.
- 2.5. According to TPE, a lack of a rest day working agreement at TransPennine Express continues to significantly affect service delivery. Following intervention by the Secretary of State, a new offer on rest day working was put to ASLEF by TPE but rejected. A recovery plan announced by TPE has been presented to Rail North Committee on Wednesday 22<sup>nd</sup> February 2023.
- 2.6. New national rail timetables were introduced on 11 December. For Greater Manchester, this saw an uplift in services, with over 700 additional weekly Northern services operating and the return of three trains per hour (tph) from Avanti West Coast between Manchester – London.
- 2.7. Whilst the December timetable saw service enhancements for Northern, some of these services were pre-cancelled in the lead-up to Christmas due to resource availability and the effects of wider strike action. This saw reduced service in operation week commencing 19 December and on Christmas and New Year's Eves.
- 2.8. Performance in Period 11 (08 January – 04 February) has improved markedly for train operators across Greater Manchester, except for TransPennine Express, where total cancellations represented over a quarter of its contracted services in the period. For Northern, cancellations have reduced to around 3% across its Central/West region.
- 2.9. TPE have reported that crew resource as a result of sickness, both short-notice and longer-term continues to impact service delivery, with some depots at over 12% sickness levels, approximately double the seasonal norm. Action short of a strike and the withdrawal of rest day working and overtime at various TOCs continues to impact overall service delivery.

- 2.10. Pre-planned service cancellations (or P-coded trains) have continued to be used daily by TPE, due to lack of crew availability. In the latest period, around 17% of its services were pre-cancelled up to 22:00hrs the night before scheduled. With further on the day cancellations included, over 25% of TPE services have been cancelled in Period 11.
- 2.11. In January, the rail regulator, the ORR, wrote to TOCs to demand action on addressing p-coded trains and instructed them to work alongside Network Rail to reduce daily, late-notice pre-cancelling of services due to resource availability. Improved, more transparent reporting of these cancellations must now also be undertaken to reliably inform passengers and stakeholders of the extent of total cancellations. A copy of this letter can be found in Appendix E.
- 2.12. Network Rail delay minutes across its Manchester DU continued to perform well in Periods 09 and 10, being favourable to targets and with reductions in infrastructure delay. Period 11 saw a doubling of the number of infrastructure incidents, with a threefold increase in delay minutes as a result of this, partly due to increases in reactionary delay as a result of additional trains on the network.
- 2.13. Patronage and demand levels over the periods have been affected by industrial action, weekend engineering and the general unreliability of services. Demand for Northern services has returned to around 85% of pre-COVID levels and Manchester Piccadilly footfall has surpassed 100,000 per day on recent Fridays.

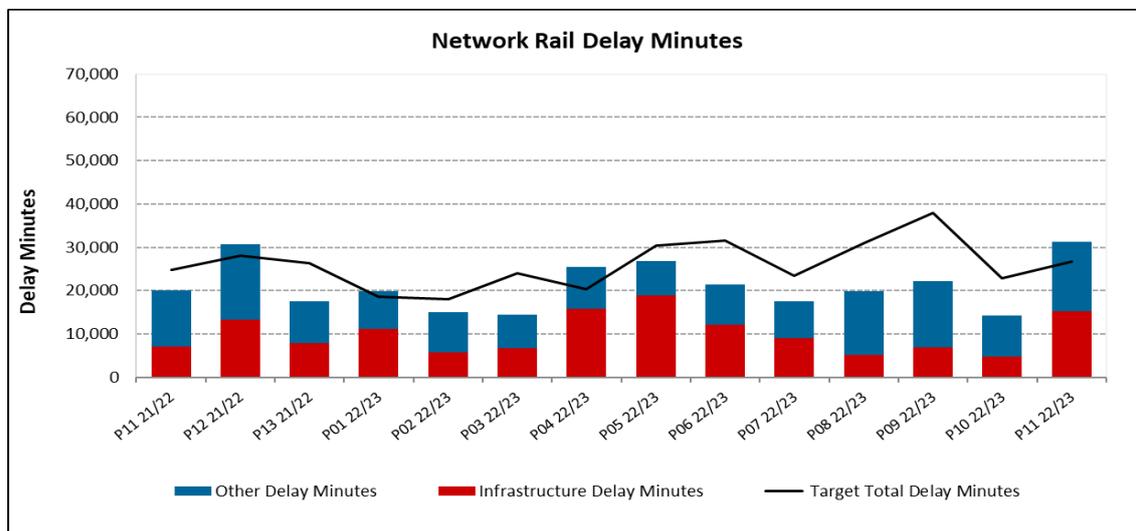
### **3. OPERATIONAL PERFORMANCE**

#### **NETWORK RAIL**

- 3.1. Network Rail (NR) performance is measured against overall delay minutes across its network. These include track and non-track infrastructure failures and external (or 'Other') delays, which are attributed to it, such as trespass and weather-related events.
- 3.2. Total NR delay minutes across its Manchester Delivery Unit have performed well over the five periods from Period 06, averaging around 20,000 minutes and favourable to target. The proportion of infrastructure delay continues to be smaller than external delay, although this increased significantly in the latest period, trebling to 15,284 minutes. Period 11 saw total Network Rail delay minutes at 31,175 adverse to target by 17%. For the year to date, however, delay remains 17% favourable to target in Manchester. The number of infrastructure incidents, which had fallen considerably in Period 10, almost doubled in Period 11 to 96.

- 3.3. Infrastructure incidents attributed to NR over the periods included damaged Overhead Line Equipment (OHLE) at Ashburys on 16 January and an axle-counter failure at Deansgate on 17 January, which contributed over 2,000 minutes delay to period totals. Reactionary delay has increased in the period due to additional services now operating on the network.
- 3.4. External Network Rail delay remained consistent in Period 09, fell in Period 10 but increased in Period 11 to almost 16,000 minutes. This was reflective of a relatively mild late autumn/winter, with an absence of severe weather incidents. Period 11 spikes were largely due to flooding across the region, notably at Astley on 10 January and Greenfield on 14 January.

### NETWORK RAIL DELAY MINUTES (MANCHESTER DU)



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

- 3.5. Criminal activity, theft and trespass continue to cause significant delay across the rail network. These delays are attributed to Network Rail and it works closely with train operators, British Transport Police and other agencies to mitigate and prevent such incidences occurring.
- 3.6. Period 10 saw decreases in overall delay caused by criminal activity on the railway, with no reported incidents of vandalism locally and 20 cases of trespass. In Period 11, there were 3 recorded incidents of vandalism and 28 trespasses. Across the three periods, there were no reported incidents of cable theft in Manchester DU.
- 3.7. British Transport Police continues to work with train operators and Network Rail, alongside Travel Safe Officers. The use of body-worn cameras continues to be rolled out for front-line staff across the network.

## **FATALITY**

- 3.8. There were two reported fatalities in Manchester DU in Period 11, plus others at Adlington (Cheshire) and Leeds, which impacted local services. Avanti services were impacted significantly by an incident at Milton Keynes on 17 January, which caused almost 8,000 minutes delay to the network and 75 cancellations.
- 3.9. Nationally, during P7 to P9 (the latest periods that figures are available), a total of 78 suicidal events took place, 70 resulting in death and 8 resulting in injury. In the same time period in 2021, there were 83 suicidal incidents in total, although 24 of these resulted in injury and 59 involved loss of life.
- 3.10. Work continues enhancing physical deterrents at key locations on the network, including additional platform-end fencing, surface matting and signage, with smart CCTV being installed at various locations to detect unusual behaviour and alert control centres.
- 3.11. The Samaritans offers courses to rail industry staff and stakeholders on identifying and intervening in potential suicidal behaviour and more details can be found by emailing them at: [railcompaniestraining@samaritans.org](mailto:railcompaniestraining@samaritans.org)

Category	Incidents/ Minutes P10	Incidents/Minutes P11
Trespass	20/1,736	28/1,699
Vandalism	-	3/81
Cable Theft	-	-
Fatality	-	2/788
<b>Total</b>	20/1,736	33/2,568

## TRAIN OPERATOR PERFORMANCE

- 3.12. Overall operational performance declined in Periods 09 and 10, with reductions in PPM and Right Time at Destination, except for EMR, which registered improvements on its Norwich – Liverpool service group. Period 10 saw the introduction of December 2022 timetable featuring additional services for Northern, Avanti West Coast and TPE. As previously stated, the period also saw 23 days of disruption through official strike action and action short of a strike, plus Christmas and Boxing Day holidays with no train service and significant engineering works.
- 3.13. Moving annual average PPM has declined across all six TOCs over the three periods, ranging from a low of 70.1% for Avanti to 83.7% for TPE. The TPE figure, as with all other official TPE data excludes pre-cancelled trains. The average of the six TOCs PPM in Period 09 was 72.2%, this dropped to 68.5% in Period 10 but has recovered to 76.0% in Period 11.
- 3.14. Right Time figures have followed a similar pattern, worsening in Period 09 and 10 (except for EMR), before recovering in Period 11 to finish with an average of the six TOCs at 41.0%.
- 3.15. According to TOCs, cancellations continued to increase for operators over the periods, largely due to crew availability and the continued loss of rest day working (RDW) agreements. Even for companies with RDW agreements in place, some traincrew are continuing to decline to work rest days and additional overtime.
- 3.16. On-going COVID sickness and short-notice, seasonal sickness is continuing to affect crew availability across depots; this is being compounded by crew awaiting NHS surgery for longer-term conditions and drivers who are unable to complete driving duties.

- 3.17. Cancellations have ranged from between around 5% to 10% and are still largely being driven by traincrew availability, although for Avanti a number of very disruptive incidents out of its control have affected its performance in Period 11. These have included fatality, signalling and track issues around Milton Keynes – London Euston.
- 3.18. Network Rail delay, previously detailed, has affected Northern, TPE and TfW services with flooding at Astley (and Greenfield for TPE), with longer distance operators impacted by infrastructure and external delays around Milton Keynes, Watford Junction and Banbury over the periods.
- 3.19. Delays caused by other TOCs and freight companies also impact service performance and failed units have caused disruption to both local and longer distance services over the periods, notably with a failed unit near Euston on 25 January (2,828 mins delay and 44 cancellations) plus a de-railed freight unit near Crewe on 18 November, which was responsible for 2,708 mins delay.

#### **NORTHERN TRAINS LIMITED**

- 3.20. Northern's punctuality and reliability declined in Periods 09 and 10 but has recovered considerably since Period 11. (Period 11 effectively became the first full working period of December 2022 timetable, following the disruption by strikes in Period 10). Right Time at Destination for Northern's Central & West regions services was 56.4% in Period 11, over 12% points higher than in Period 09.
- 3.21. Cancellations in Northern's North and South Manchester service groups increased in Period 10 to 9.8% and 2.8% of services respectively, as detailed below. For Period 11, North Manchester recorded just 2.8% cancellations and South Manchester 1.8%.
- 3.22. Northern's December timetable featured a considerable enhancement of its Greater Manchester services, with around 700 additional weekly trains. On-going crew resource availability had initially led to the operator wanting to incrementally introduce these services, however, it was decided to implement all of them from 11 December. This came with the caveat that there would be some pre-cancelling of services for a strictly limited duration and with 48-hrs notice, where possible, with active stakeholder engagement. In the week commencing 19 December, Northern pre-cancelled between 150 – 200 of its Greater Manchester services. Saturday 24 and 31 December saw a very limited train service operated by Northern, effectively a 'key route strategy plus' based on crew availability and planned strikes from 18:00hrs on 24 December.

- 3.23. Sunday service provision, which has traditionally been challenging for Northern due to it being a rest day, has recently improved, with encouraging punctuality and reliability and fewer cancellations.
- 3.24. Short-forming of Northern services increased significantly in Period 10 in North and South Manchester, with almost a quarter of North Manchester services operating with fewer carriages or in a different formation to planned. This was as a result of depot crew availability and unit displacement/depot movements being affected by strike action over the period. In Period 11, this has reduced by more than half, with North Manchester recording 11.2% and South Manchester just 4.9% of short-formed services.

### **TRANSPENNINE EXPRESS**

- 3.25. TPE official performance data records TPE with a consistent Right Time at Destination figure of around 40% over the three periods. TPE officially ended Period 11 with a PPM at 77.7% and cancellations at just over 9%. These on the day cancellation figures exclude pre-cancelled (or p-coded) services.
- 3.26. TransPennine Express has repeatedly stated to stakeholders that it expected improvements in service provision, even whilst there was no rest day working agreement in place since December 2021. A service uplift was questioned by TfGM in March 2022 ahead of the May 2022 timetable change. Further promises on securing service delivery were made when 40 Anglo - Scot services were removed from the timetable in September 2022. Assurances were then given that services would improve in January 2023.
- 3.27. In Period 11, TPE part or fully p-coded 1,360 trains, or 17.4%, of what it should have operated according to its contracted timetable. Over the period, a further 707 services were cancelled on the day, resulting in 2,067 cancelled services, or 26% of what should have operated.
- 3.28. Weekly cancellations for TPE had been between 250 – 400 services throughout autumn, with spikes in the half-term week, however during week commencing 15 January, TPE cancelled over 600 trains across Greater Manchester, recording its worst week of operations.

- 3.29. As part of an overall December uplift and new routes, including the Cleethorpes – Liverpool service and associated increases in driver training, TPE had stated that, in order to prioritise driver training for those drivers whose training was near completion, it would need to temporarily remove 12 trains per day. Whilst most of these had negligible impact on Greater Manchester, the removal of the 1730 Piccadilly – Scarborough service was recognised as cause for concern and, after discussion with TfGM and other stakeholders, the service was re-rievved, although has been subject to regular pre-cancellation since.
- 3.30. The new offer by TPE to ASLEF on a renewed rest day working agreement has been rejected by ASLEF. It remains on the table and TPE state that the lack of such agreement acts as an impediment to delivering a reliable service. Additional driver training requirements remain for December 2022 and the Trans-Pennine Route Upgrade (TRU).
- 3.31. Whilst cancellations and delay have largely been impacted by crew availability and TOC-on-self (around 60% of all failed PPM), performance has also been impacted by infrastructure failure, fatality and weather-related events. These have included OHLE issues at Neville Hill, Leeds, signalling failure at Huddersfield and a points failure at Leeds all recorded in Period 11.

### **AVANTI WEST COAST**

- 3.32. Avanti West Coast performance over the three periods has remained poor, with PPM averaging just 57.4% and Right Time at Destination on London – Manchester services averaging 21.3% over the periods. Its PPM MAA is the worst of GM's six TOCs, currently standing at just 70.1%.
- 3.33. The re-instatement of 3 tph between Manchester Piccadilly – London Euston from 11 December represented a significant challenge to the operator, with crew resource availability still impacting. Poor performance and cancellations when the timetable consisted of just 1 tph (and subsequently 1tph+) had resulted in well-publicised complaints about seat availability, over-crowding and toilets not working throughout autumn. The increase to 3 tph has seen cancellations of around 8 – 10% of services, which whilst not acceptable in the longer-term, represents a considerable improvement on pre-Christmas service delivery.

- 3.34. Avanti West Coast performance has also been impacted by a series of very major Network Rail incidents on its route, notably over the past period. Four incidents alone, all between London Euston and Milton Keynes have caused almost 28,000 minutes delay and 258 cancellations network-wide (17,194 mins and 109 cancellations to Avanti itself).
- 3.35. Advance ticket availability for Avanti services has been restricted over the past months, with tickets, especially for weekend travel, unavailable to be purchased until sometimes just a few days prior. The Office of Rail and Road (ORR) has written to Avanti demanding an improvement plan, notwithstanding current planned disruption and engineering, to enable passengers to better plan their journeys and avail themselves of advance fares. The letter is reproduced in Appendix F.

### **OTHER OPERATORS**

- 3.36. Transport for Wales Rail (TfW) service performance has remained consistently the best of the six TOCs, finishing Period 11 at 56.6%. Its PPM MAA remains above 80%.
- 3.37. Transport for Wales services to Manchester continue to operate, with 1 tph to Chester/North Wales and 1 tph to Cardiff/South Wales. New rolling stock in the form of Class 197 units have started to be deployed from December's timetable change, providing enhanced capacity and comfort on Anglo – Welsh services.
- 3.38. Due to train lengths on some of its new rolling stock, TfW is not calling key peak services at Earlestown or Newton-le-Willows stations. Displaced passengers for Manchester (Oxford Rd and Piccadilly) are now using Northern's stopping service. TfGM is in dialogue with TfW around reviewing safety procedures for door operation and train despatch at these stations.
- 3.39. Cross Country performance remains poor, with crew availability impacting in autumn and increases in reactionary delay as more trains operate across its network. Right Time at Destination scored 22.1% in Period 09 but had improved to 38.6% in Period 11. External factors, including a fatality at Adlington, Cheshire and trespass at Bramhall, have impacted recent performance in Period 11.
- 3.40. From December 2022, Cross Country is operating 1tph to Bournemouth, with 3/4 morning and evening services now serving Bristol. A daytime hourly service to Bristol, with some trains extended further to the south-west will now be re-introduced from May 2023. Further details of May 2023 timetables will be included in a future report.

- 3.41. EMR performance has improved over the past three periods on its Norwich – Liverpool route, with PPM at 82.2% in Period 11 and a high of 42.3% Right Time in Period 10. Its PPM MAA finished Period 11 at 78.3%. Cancellations in Period 11 were 2.4% against a target of 2.8%.
- 3.42. Hourly EMR services between Norwich – Liverpool have experienced some short-forming over the periods and associated crowding. Cancellations by TPE services on shared section of route between Liverpool – Manchester – Sheffield have added to crowding on these and Northern’s local stopping Hope Valley services.
- 3.43. Concerns over the removal of an 0830 EMR departure from Liverpool Lime Street and 2 car formation of some other services are currently being raised by TfGM with the operator.

**SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 09 -11**

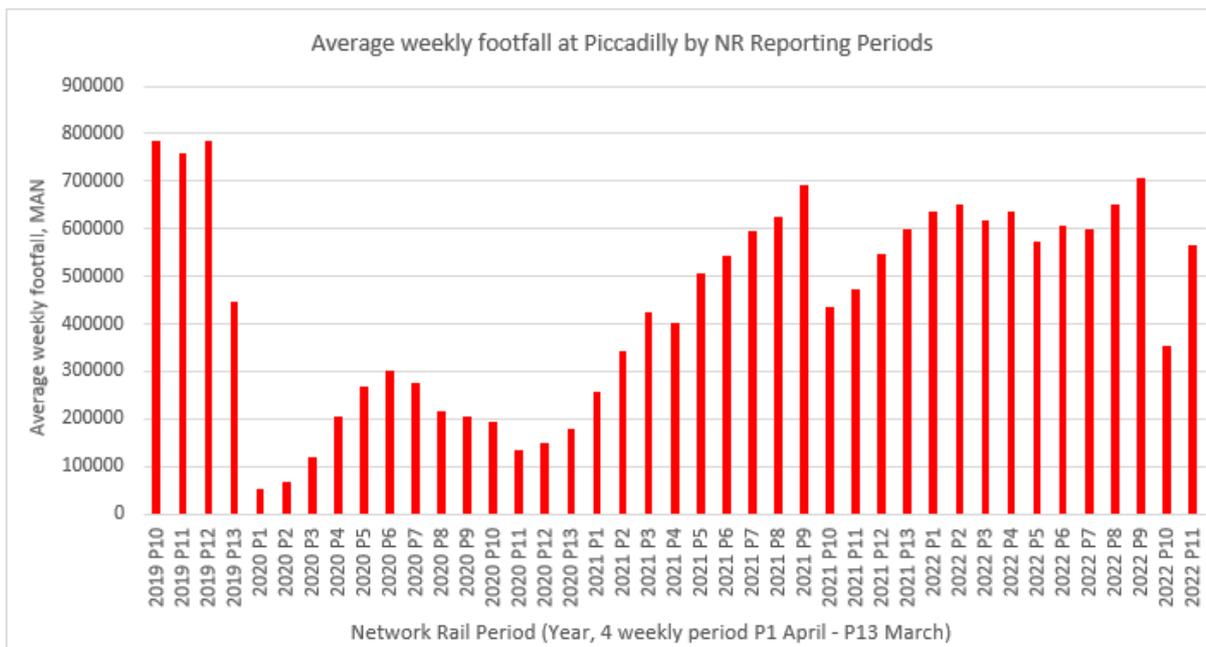
Date	Incident	Delay Minutes	Cancellations
18 November	Crewe freight derailment	5,599	10
10 January	Flooding, Astley	3,668	2
14 January	Flooding, Greenfield	tbc	-
16 January	Damaged OHLE, Ashburys	980	2
17 January	Axle-counter failure, Deansgate	1,158	-

**SIGNIFICANT INCIDENTS, LNW NETWORK, PERIODS 09 - 11**

Date	Incident	Delay Minutes	Cancellations
06 January	Hanslope Junction, 20mph ESR	9,278	-
15 January	OHLE power trip, Birmingham	8,903	44 full/158 part
17 January	Fatality, Milton Keynes	7,786	38 full/37 part
23 January	Signalling failure, Harrow & Wealdstone	6,924	118 full/58 part
15 December	Signalling comms failure, London Euston	5,024	266 full/92 part

## 4. PATRONAGE

- 4.1. Rail patronage fluctuates amongst operators and continues to be impacted by service unreliability, industrial action and weekend engineering works. Latest reports from Northern suggest demand has returned to around 91% of pre-COVID levels on its services, with demand and revenue tracking higher than the national average.
- 4.2. Services are now operating (or timetabled to operate) at around 92% of pre-COVID levels across Greater Manchester. Whilst there are some gaps in service compared to pre-COVID, overall capacity levels remain provided through longer trains and strengthened services.
- 4.3. Demand recovery, which had been driven largely by leisure travellers has now seen the return of commuters, especially where delivery on routes has been dependable. Whilst not a return to the five day per week Monday – Friday commute, there has been some growth in peak flows on key routes.
- 4.4. Weekly footfall totals at Piccadilly station since the start of the pandemic are shown below. The busiest day of the week continues to be Friday, with Saturdays and Sundays recently impacted by significant weekend works around Stockport/ Macclesfield and Hope Valley routes. Mondays and Tuesdays continue to be the quietest days of the week.



## **5. INDUSTRIAL ACTION**

- 5.1. Strikes by RMT and ASLEF members continue to impact rail service provision, with industrial action having taken place on 13/14 and 16/17 December and between 03 - 07 January. Additionally, a strike by Network Rail staff took place from 18:00hrs on 24 December through until 27 December.
- 5.2. Members of the RMT and ASLEF rail unions are yet to agree on pay awards and potential changes to working terms and conditions with train operators and Network Rail across England. Various offers have been made to the RMT, amounting to a 9% pay rise over two years (5% backdated to April 2022 and 4% from April 2023) and a guarantee of no compulsory redundancies until January 2025. To date, these offers have not been accepted by the RMT executive. Further strike days have been announced by the RMT at 14 TOCs on 16, 18, 30 March and 01 April 2023, with Network Rail RMT members also striking on 16 March.
- 5.3. Additionally, train crew continue to decline to work rest days and overtime. This has mainly impacted Avanti West Coast and TPE services, as detailed elsewhere in this report. For TPE, the lack of a rest day working agreement remains the main factor in its inability to deliver promised services and driver training, this also impacts driver training for the Trans-Pennine Route Upgrade, where services will operate on a diversionary route across the Calder Valley.
- 5.4. For passengers and TfGM, the dispute has impacted Metrolink operations to Altrincham, with contingency cover for shared signalling sections between Timperley – Altrincham only being provided between 0700 – 1900hrs on RMT strike days and replacement bus operation beyond these hours.

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

- 6.1. Changes made to regularise services and improve overall performance were brought in from December 11 timetable change (MTF). With a loss of some connectivity, including Stockport, Sheffield and Wigan losing their Manchester Airport connections and Wigan/Southport losing their Manchester Piccadilly services. An additional loss of connectivity between North and South Manchester has been affected by the removal of Blackpool North – Hazel Grove and Southport – Alderley Edge services.

- 6.2. Services have been standardised and made more consistent in this timetable; there are fewer trains operating along the Castlefield corridor, fewer trains calling at Deansgate out of the peaks and fewer conflicting movements at flat junctions. Given the large-scale disruption caused by industrial action from the start of Period 10, the first effective, workable weeks of the new timetable began on 08 January and, as such, it remains too soon to have a definitive picture of any long-term performance benefits as a result of the changes.
- 6.3. Northern's December timetable features an uplift of around 700 additional weekly trains across Greater Manchester, or around 14%. Earlier Sunday services are now operating from New Mills Central, and Macclesfield, with Farnworth gaining a new Sunday service.
- 6.4. Northern peak time services have been restored on Buxton, New Mills Central and Mid-Cheshire lines. Hadfield/Glossop services revert to half-hourly all day. Rochdale – Blackburn services return hourly all day, providing second train per hour calls at Moston, Castleton and Mills Hill. Smithy Bridge sees its second train per hour restored and Blackrod's hourly off-peak service resumes. The second tph at Irlam and Urmston stations will now be provided off-peak by the new TPE Cleethorpes – Liverpool service. Calls at Deansgate by Liverpool/Warrington stopping services will also be removed off-peak.
- 6.5. TPE will uplift its Anglo – Scottish services incrementally, with the re-introduction of 31 and then 35 services from December. The full 40 withdrawn services will not be re-introduced until May 2023 due to substantive engineering works at Carstairs in the spring.
- 6.6. Avanti West Coast restored its 3tph between Manchester Piccadilly – London Euston from 12 December.

6.7. After just one full period of operation, it remains too early to say whether there has been any long-term improvement in performance through the Castlefield corridor and wider Greater Manchester network; however, initial line of route Right Time performance data has shown improvements in four of five of Northern's services which operate through. The most improved route in Period 11 has been Southport services to Manchester Oxford Rd, where 59.1% arrived at their final destination on time (compared to just 40.7% in Period 09 when the services operated through to Alderley Edge). Blackpool North – Manchester Airport services have improved by almost 5% in the period and there have been improvements for CLC stopping and Cumbria – Airport services. Chat Moss service performance has declined in the period but external factors, including flooding, impacted during the period. A line of route Right Time chart can be found in Appendix D.

## **7. FORTHCOMING ENGINEERING**

- 7.1. Salford Central station is currently closed until 21 May 2023. Trains are operating through the station but not stopping, maintaining links between Salford Crescent and Manchester Victoria. There will be some weekend blockades of the line to enable works to be completed, with services diverted to Manchester Oxford Road or bus replacement from Salford Crescent. These works will see new, raised platforms, canopies and lighting at the station, improving accessibility, safety and the customer experience.
- 7.2. North West Electrification works will see bridge works and the installation of OHLE between Lostock Junction and Wigan North Western. This will entail station and local road closures along the line. Works at Hindley are taking place at weekends from January and then between 13 March and 23 July 2023. Further works will follow at Ince from 24 July until December 2023. TfGM, Network Rail and Northern continue to engage with residents and stakeholders to discuss plans and local road closures.

- 7.3. **Wigan Wallgate to Kirkby line closure:** In order to build Headbolt Lane station, closures of the railway line between Wigan and Kirkby will take place with buses replacing trains from Monday 13 until Friday 17 February 2023 **Preston station closures:** Over four weekends, Network Rail will be undertaking essential upgrades to railway lines at Preston station. The railway lines through Preston to Lancaster, Blackpool, Wigan, Buckshaw and Blackburn will be closed, with buses replacing trains on the following dates: Saturdays 18/25 and Sundays 19/26 February and Saturday 4 and Sundays 5/12 March. **Hazel Grove to Buxton line closure:** Between Saturday 18 and Monday 27 February 2023, Network Rail is undertaking major work on the Grade 2 listed bridge which carries the railway across Buxton Road at Whaley Bridge. This work requires the railway line between Hazel Grove to Buxton to be closed, with buses replacing trains.
- 7.4. Work is currently underway to extend platforms at Mauldeth Road, East Didsbury and Gatley to accommodate longer trains as part of the MTF. Additionally, the line to Manchester Airport is closed on six consecutive Sundays between January – February, with bus replacement.
- 7.5. Between Saturday 4 March and Sunday 4 June, Network Rail is completing major track renewals and overhead line installation work near Carstairs in Scotland, remodelling the track layout to provide a better performing, more robust and easier to maintain infrastructure asset. The main impact of this engineering work will be felt on all routes into Scotland. There will also be some cancelled weekday services between Manchester and London Euston during Phase 1 of the works, which last between Saturday 4 – Sunday 19 March.
- 7.6. Passengers are urged to plan ahead, make a reservation, leave extra time for their journey and check the Avanti West Coast, TPE or National Rail Enquiries websites before travelling. More information can be found here:  
<https://scotlandsrailway.com/projects/carstairs-modernisation>

## 8. OPERATOR UPDATES

- 8.1. Funded through resources secured from Sustrans, Avanti West Coast will be installing new cycle parking at Manchester Piccadilly over the coming weeks. Parking will be situated at four separate locations across the station. In total there will be 162 open canopy storage spaces following the installation, an increase of 118 of what is currently available.
- 8.2. This year will see Avanti West Coast's biggest ever driver recruitment push. The aim is to increase female applications to 20% with the hopes of reaching 100-120 successful applicants across the gender split to enrol as trainee drivers. The campaign is part of Avanti West Coast's regular driver recruitment to replace drivers retiring or leaving the industry. In 2022, female applicants made up 18% of driver applications at Avanti West Coast, compared to 12.5% in 2020.
- 8.3. The £117m programme to refurbish Avanti's fleet of Pendolino trains is progressing well, with approximately 21 of the 56 strong fleet having undergone a refurbishment at Alstom's depot in Widnes. The enhancements include brand new seats, improved toilets, lighting, carpets, and on-board information, plus more luggage storage, improved wheelchair accessible spaces, and a redesigned shop area.
- 8.4. Northern and TfGM continue to roll out new fully accessible toilet pods at 83 Northern stations, including the first one for Greater Manchester at Guide Bridge.
- 8.5. Northern is continuing to install water fountains for its customer use at Greater Manchester stations. Recently added fountains are at Levenshulme and Heaton Chapel.
- 8.6. Northern is encouraging passengers back onto the railway in Bolton with a £3 return offer on Thursdays. The special price tickets of £1.50 each way are available between Bolton – Manchester stations on Thursdays and need to be purchased three days in advance at [www.northernrailway.co.uk](http://www.northernrailway.co.uk) The offer runs from 06 February – 27 April.

## **9. COMMUNITY RAIL**

- 9.1. TfGM continues to work with industry partners to fund and facilitate community projects at our stations. Work is currently underway with schools and colleges at Rochdale, Reddish North, Gathurst and Horwich Parkway stations. A community art hub is involved with works for Bramhall and industry volunteer days will be arranged shortly for clean ups at several local stations, including Mauldeth Road and Bramhall.
- 9.2. TfGM is supporting the Cheshire Best Station awards once again for our stations which were in the county, pre-boundary changes. These will be held in March 2023, with TfGM sponsoring a prize category.

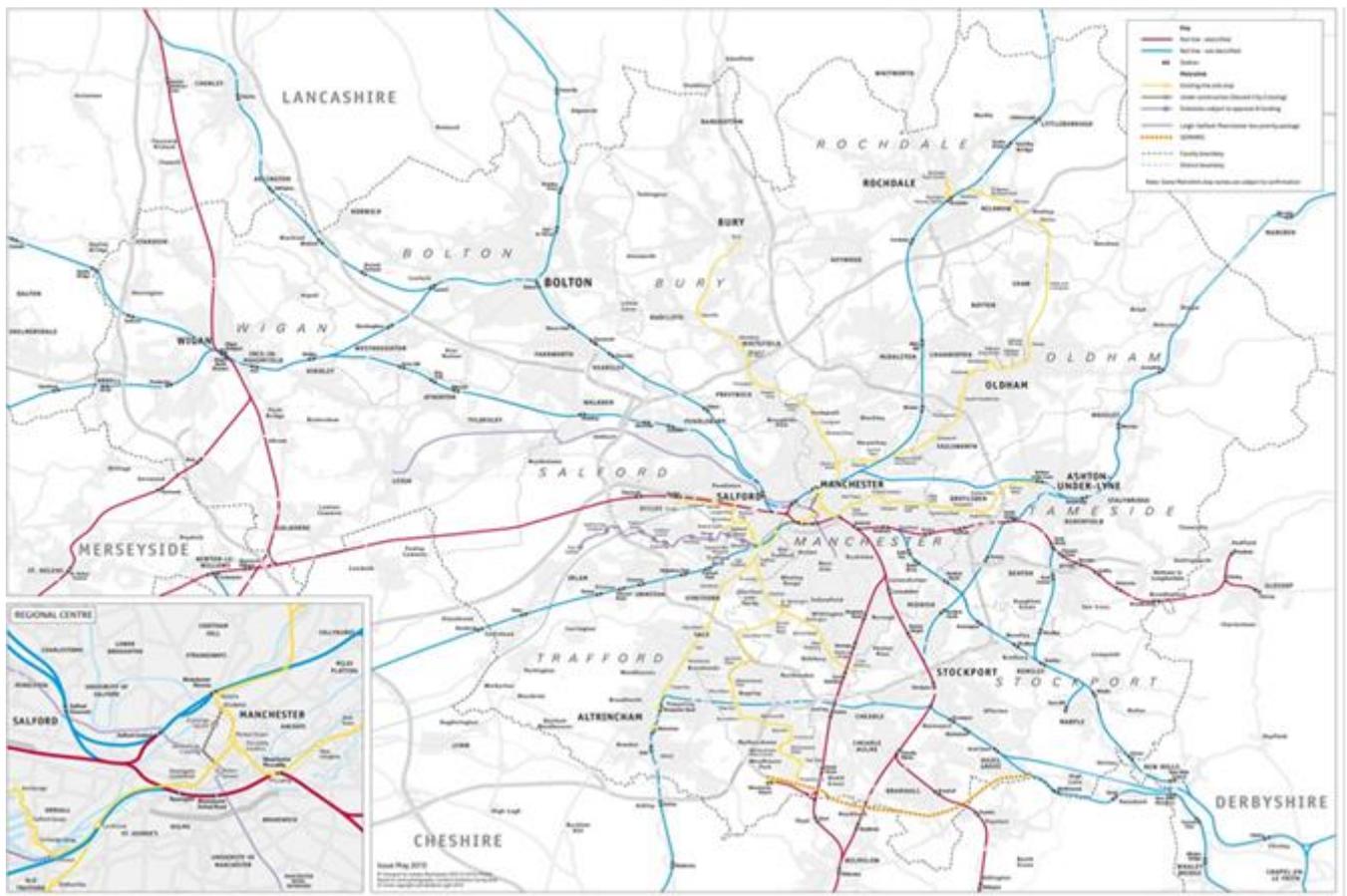
**Simon Elliott,**

**Head of Rail Programme, TfGM**

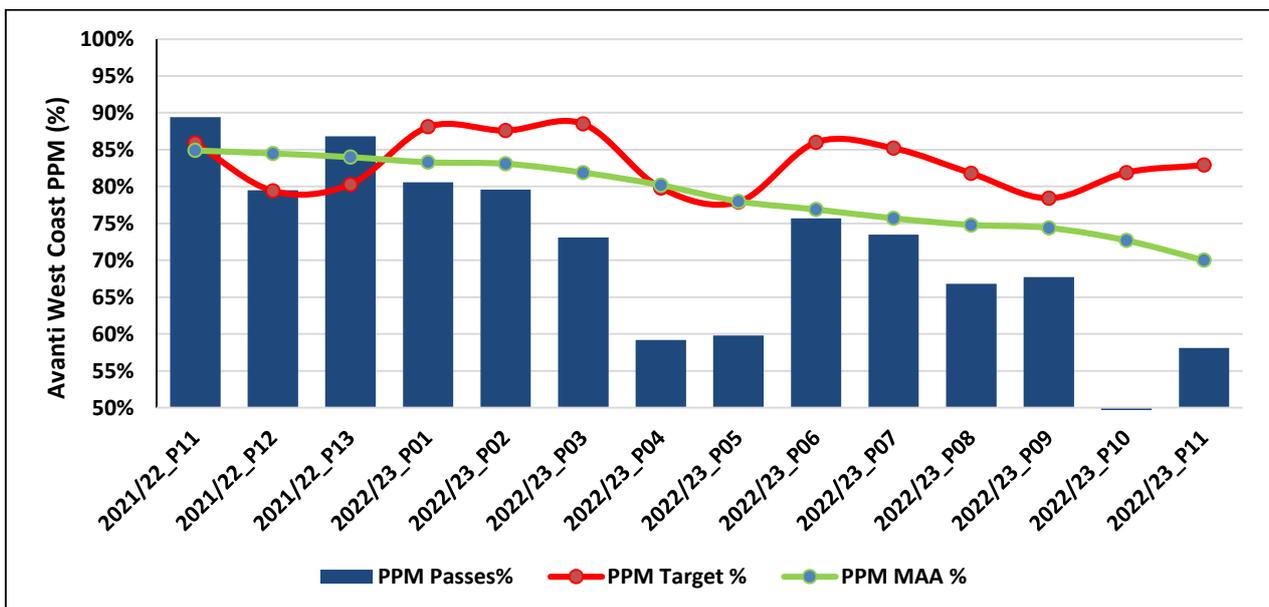
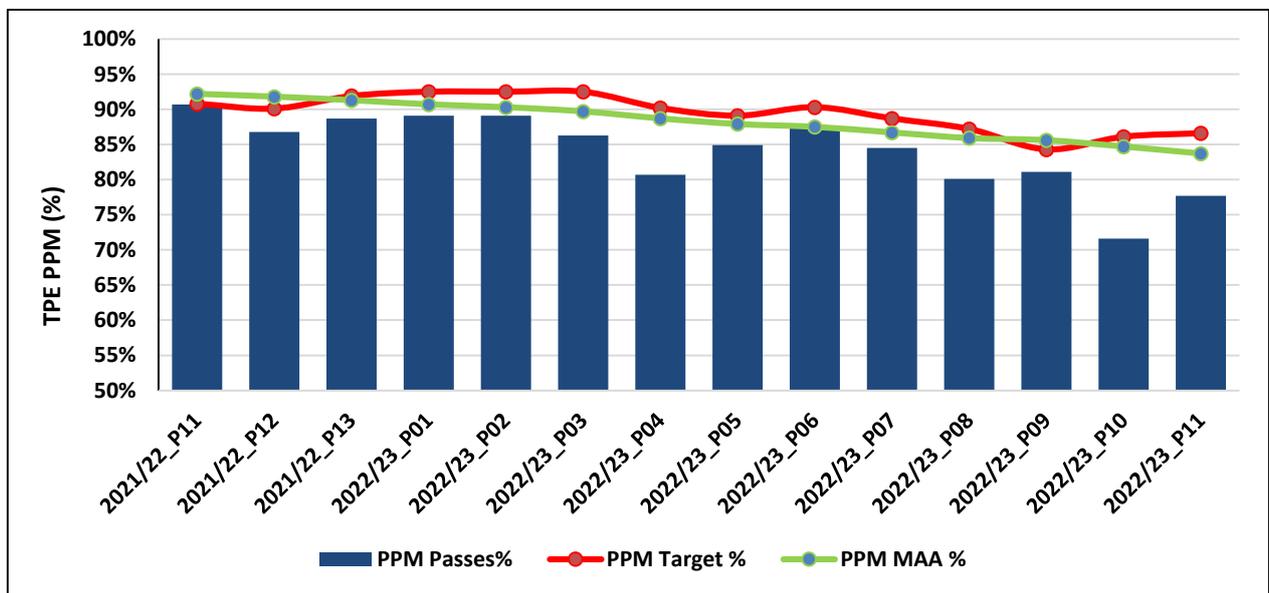
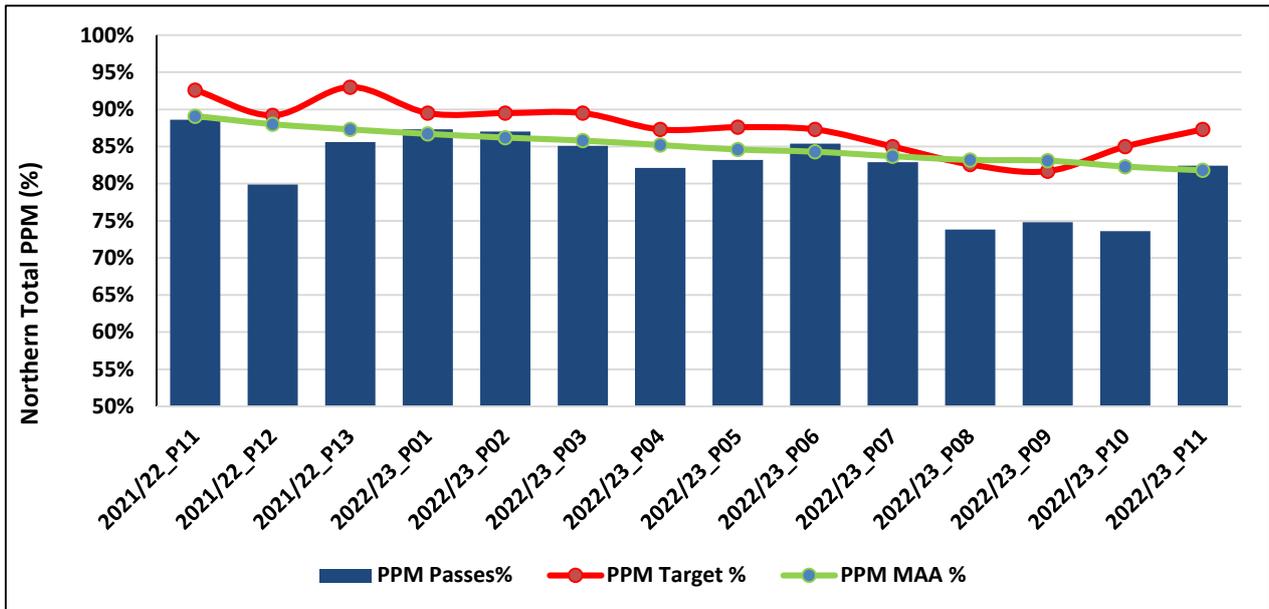
**APPENDIX A – RAILWAY PERIOD DATES 2022/23**

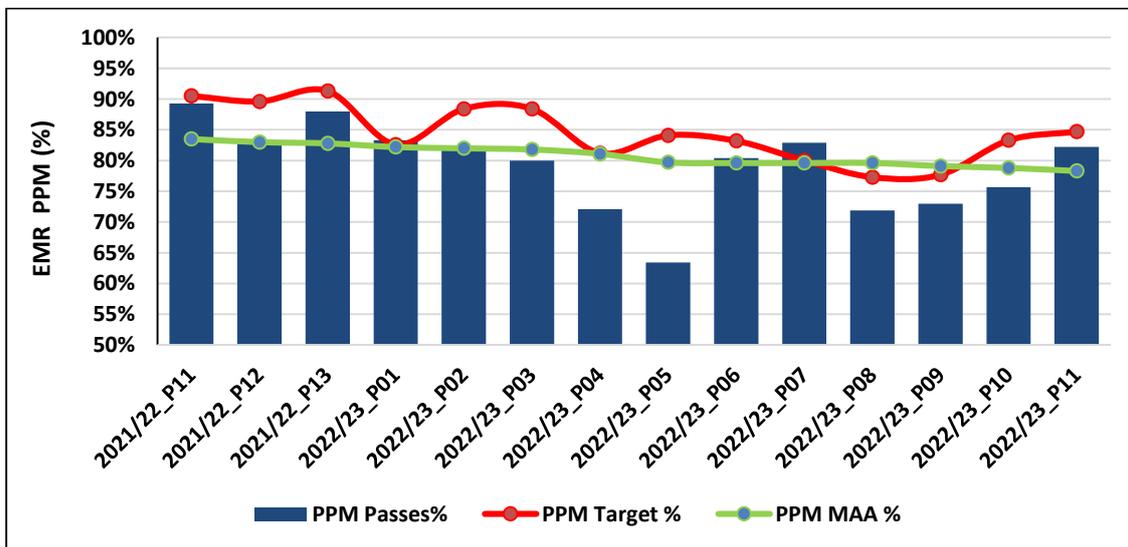
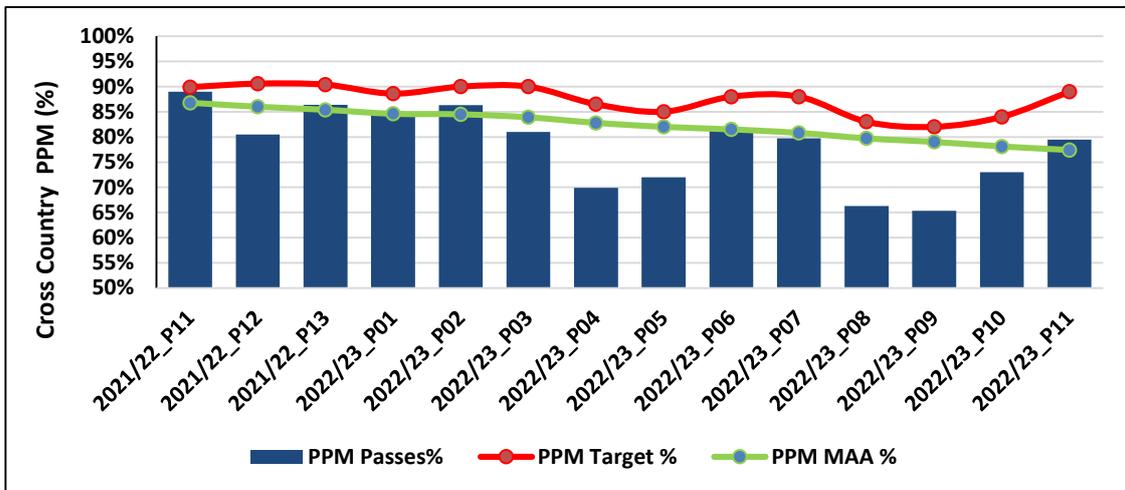
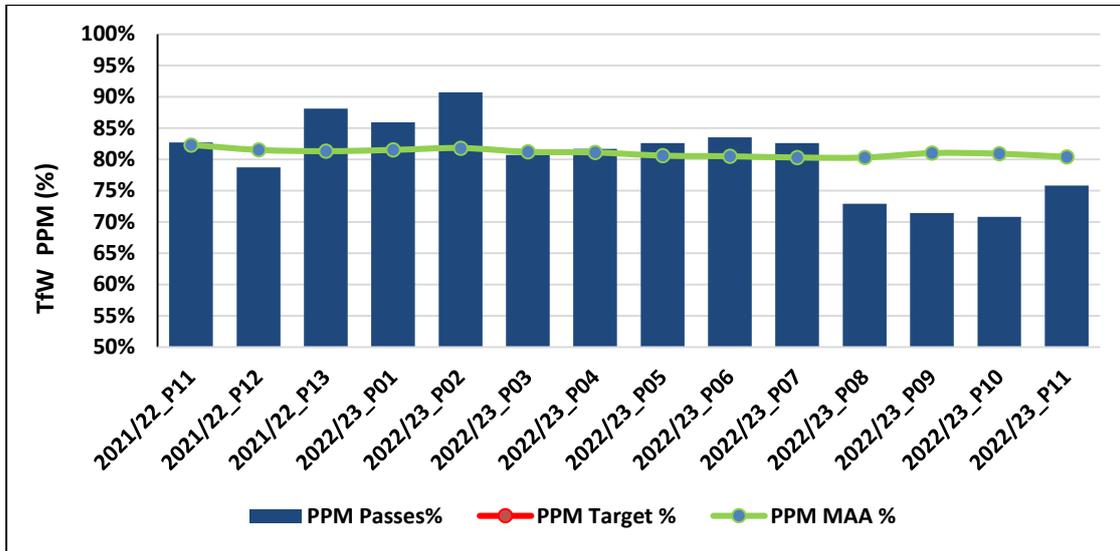
<b>Year</b>	<b>Year/Period</b>	<b>Date From</b>	<b>Date To</b>
2022/23	2022/23_P01	2022-04-01	2022-04-30
2022/23	2022/23_P02	2022-05-01	2022-05-28
2022/23	2022/23_P03	2022-05-29	2022-06-25
2022/23	2022/23_P04	2022-06-26	2022-07-23
2022/23	2022/23_P05	2022-07-24	2022-08-20
2022/23	2022/23_P06	2022-08-21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

# APPENDIX B: GREATER MANCHESTER RAIL NETWORK MAP

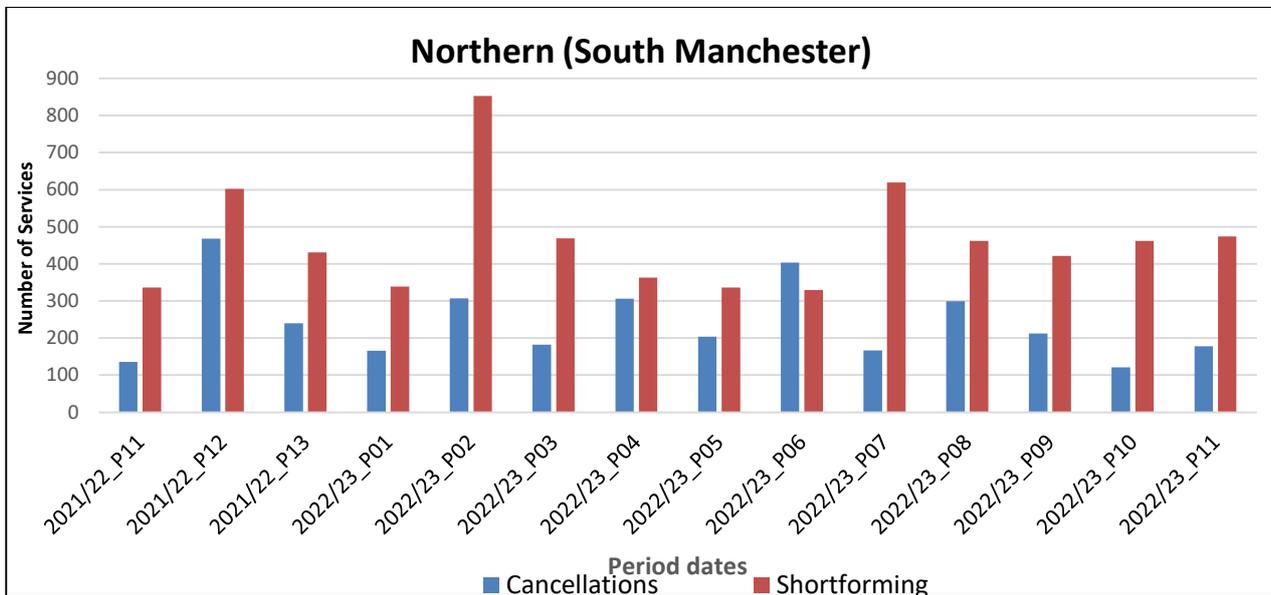
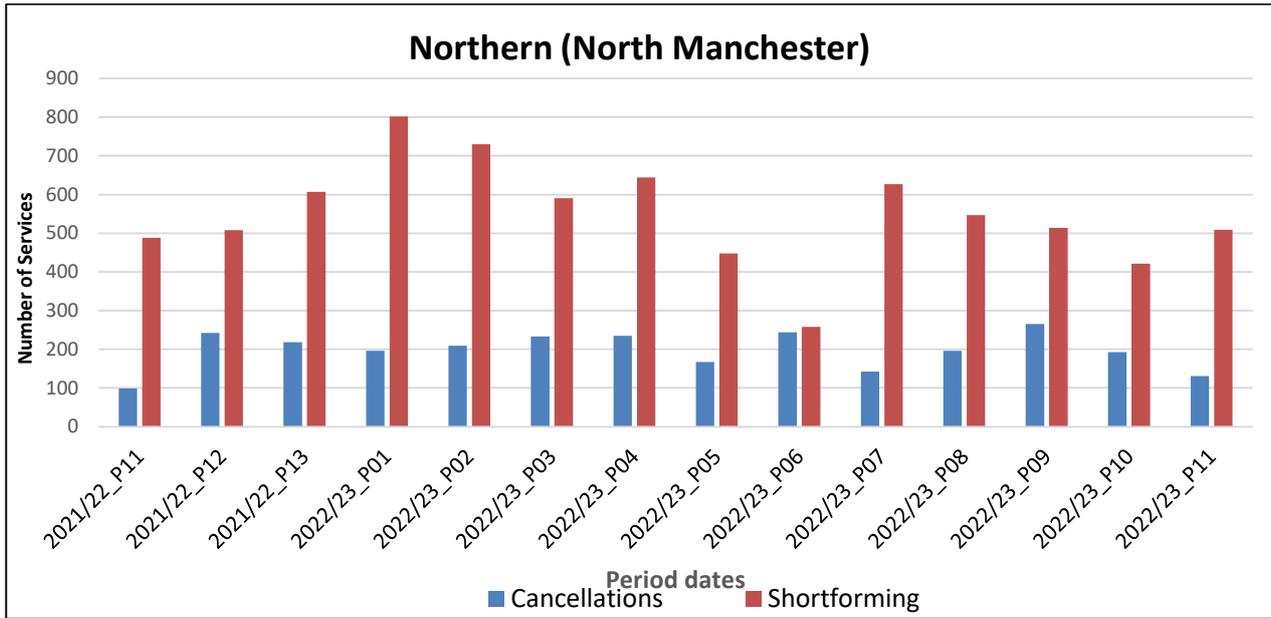


### APPENDIX C: TOC PPM V TARGET AND MOVING ANNUAL AVERAGE

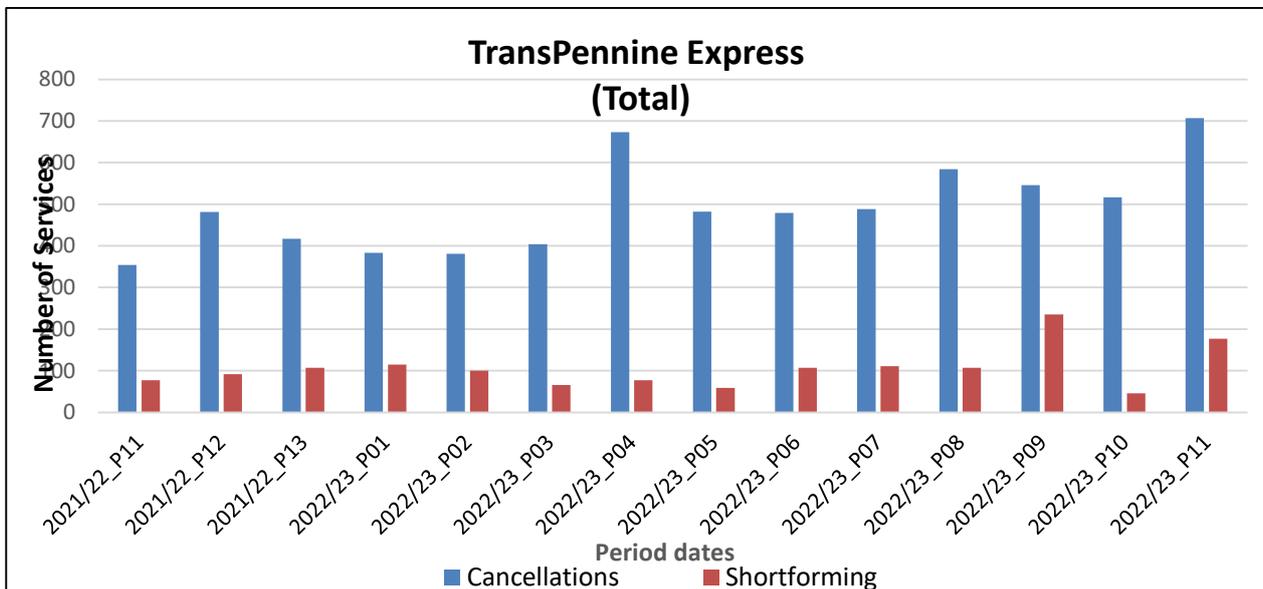




## Cancellations and Short Forming - Northern



## TPE



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

RT at Destination by Northern Line of Route 2022/23	P09	P10	P11	YTD
CLITHEROE - VICTORIA - ROCHDALE	61.2	65.9	66.2	72.9
PICCADILLY - BUXTON	60.2	68.2	64.3	69.5
PICCADILLY - STOCKPORT - CREWE	57.4	65.4	65.9	67.3
CLITHEROE - BOLTON - VICTORIA	64.3	61.2	65.1	66.9
KIRKBY - VICTORIA - BLACKBURN	47.5	60.1	67.5	63.7
PICCADILLY - NEW MILLS CENTRAL	45.6	66.2	66	63.7
BLACKPOOL - WIGAN - LIVERPOOL	49.4	63.5	66.1	62.7
PICCADILLY - ROSE HILL MARPLE	46.4	76.3	69.2	60.2
LEEDS - WIGAN	40.4	55.5	68.9	59.3
SOUTHPORT/VICTORIA - STALYBRIDGE	63.3	55	60.4	57.7
PICCADILLY - STOKE	42.8	63.3	61.7	57.1
PICCADILLY - HADFIELD/GLOSSOP	42.3	67.6	58.9	56.3
PICCADILLY - CHESTER	33.1	55.6	65.9	56
LIVERPOOL - MANCHESTER OXFORD RD	45	39.2	52.6	54.7
BLACKPOOL Nth - BOLTON - AIRPORT	48	49.8	54.4	54.7
WIGAN NW – ECC - MCV	-	-	54.3	54.3
LIVERPOOL - AIRPORT	57.4	37.9	36.2	53.9
PICCADILLY - SHEFFIELD	41.6	61.5	61.2	53.8
SOUTHPORT - MANCHESTER OXFORD RD	40.7	55.1	59.1	52.2
AIRPORT - WIGAN NW - BARROW/WINDERMERE	42.7	40	47.7	48.2
MANCHESTER VICTORIA - LEEDS	33	31.1	35.8	45.4
LEEDS - CHESTER	31.8	22.8	23	42.7

TPE RT at Destination	P09	P10	P11	YTD
North	44.2	44.2	40.4	53.4
South	35.9	40	37	47.7
Scottish	29.8	41.4	40.9	38.9

## **APPENDIX E – LETTER FROM ORR TO TOCs REGARDING RESOURCE LED PRE-CANCELLATIONS**

Feras Alshaker Director, Planning & Performance A TOC Managing Director BY EMAIL 19  
January 2023

Dear TOC MD, Resource Availability Shortage “P\*-Coded” Pre-Cancellations

I write to you today, further to my letter titled “Understanding Where Rail Passenger Experience Differs from Official Cancellations Statistics” and dated 25th November 2022. For the benefit of passengers and to support industry transparency, we are seeking confirmation that your TOC will support and participate in action by the industry to stop the use of “P\*-coded” pre-cancellations caused by late-notice resource availability shortages.

### Effect on Passengers

Over the past year there has been a significant national rise in train service cancellations affecting passengers. The work we have done since my previous letter has demonstrated that there has also been significant use of “pre-cancellations” by a number of TOCs, on becoming aware that traincrew or rolling stock would not be available to run planned services. These “pre-cancellations” are made in advance of 22:00 the previous evening, at which point the timetable is finalised. The use of this practice means that official statistics on cancellations for some TOCs have not recently resembled the service quality experienced by passengers.

Where cancellations are necessary and known, advertising these in advance for the benefit of passenger planning is good practice. Operators acting in advance also allows for good operational discipline, supporting Controllers to modify passenger information systems, book replacement transport where necessary, ensure appropriate ticket acceptance arrangements are in place, brief passenger-facing staff at stations and in contact centres, and amend stock and crew diagrams to minimise the knock-on disruption on the day itself. However, as you will be aware, removing trains from the timetable in this way can mean that a train a passenger expected to catch when they went to bed can disappear from the timetable by the time they leave for the station, unaware that the train has been cancelled. We recognise that some TOCs have developed good workarounds to retain these trains on customer systems as cancelled services, but these may require additional manual intervention. Delay Repay eligibility for passengers may also be impacted by removal of the train from the timetable. Again, we recognise that in practice some TOCs have developed a methodology to ensure that passengers receive

appropriate compensation for delayed journeys – but these workarounds may require additional manual intervention.

These practices have had unintended consequences which have led to questions about the transparency of industry official statistics published by ORR: as highlighted above, “pre-cancelled” trains are not included in the official statistics, giving the impression of better performance than many passengers have been experiencing. The official statistics are used by railway industry stakeholders to make judgments and inform decision making; it is important that trust in the statistics, and therefore the industry, is not eroded. While accurate to the definition, official statistics on cancellations could be seen as non-transparent as they do not reflect the realistic scale of cancellations experienced by passengers. This practice also means the industry’s delay attribution process does not fulfil its primary purpose: by excluding these cancellations it does not produce an accurate dataset on which to base future plans for industry performance improvement.

The act of changing the timetable at late notice is covered by the Network Code and Railway Operational Code provisions on “Emergency Timetables”. ORR recognises that the Delay Attribution Board’s “Delay Attribution Principles & Rules” (DAPR) currently allows any train service cancelled before 22:00 the previous night – for any reason - to be removed from the “Applicable Timetable” for that day, by marking the service with a “P\*-code” (normally “PG”). This stands for “Planned Cancellation”. This mechanism exists to cater for large-scale issues such as incoming severe weather or major infrastructure damage – or other causes that require whole-scale amendment or replacement of a planned timetable for a given day (or period of the day). We are not seeking to amend these established provisions. As mentioned above, we have become aware that this “P\*-coding” has been increasingly used over the past year to remove or cancel specific trains from the planned timetable that cannot be operated due to a shortage of traincrew or suitable rolling stock. These service changes are confirmed within 24/48/72 hours of the timetabled service and trains are removed from the operational plan, ahead of the finalisation of the Applicable Timetable at 22:00 the day before. These cancellations are reactive to a resource availability shortage. ORR’s view is that such late-notice amendments should not be considered an “Emergency Timetable” and so should not lead to a late change to the Applicable Timetable. This improves passenger outcomes and reduces knock-on delays to the wider rail network. Although not the primary purpose of this letter, we identify that TOCs should share (or continue to share) good operational practices in this regard.

While publicly identifying and communicating the cancellation is good practice, the specific identified practice of “P\*-coding” cancellations due to a late-notice resource availability shortage – normally of traincrew or rolling stock – is not in the best interests of either passengers or stakeholders. We believe it also goes against the intent of the relevant parts of the Network Code.

We are therefore asking you to engage with the following two actions: Action 1 Network Rail and all TOCs are to work together to identify and implement an appropriate method to end the use of late-notice, resource availability shortage “P\*- coded” pre-cancellations. Cancellations must remain visible to passengers and must also form a part of the industry dataset to inform decision making. For clarity, this should not simply mean a return to ‘on the day’ cancellations only. We require a method to be employed by which cancellations due to late-notice resource availability shortages remain visible, counted against their true cause and within the official statistics. We are asking the rail industry to define the exact scope and methodology required to achieve this. Note that any thresholds identified in this letter must not prejudice industry’s thinking in designing that plan. We are asking the Network Rail System Operator to contact TOCs and develop a coordinated timeline with specific milestones to implement this.

Further to industry consultation undertaken prior to writing this letter - and recognising the significant detailed work that will be required to ensure there are no new, unintended consequences - we are asking Network Rail to provide the plan and associated timeline to ORR no later than Friday 10th March 2023. If this date looks likely to be unachievable once work gets underway, I have asked Network Rail to contact me at the earliest opportunity to discuss further.

Until this practice ceases (in line with the plan established in action 1), we ask all TOCs to provide ORR with data counting this type of resource-driven “p\*-coded” precancellation at the end of each railway period. This is for the express purpose of reporting on ORR’s website as supplementary information to the official statistics to maintain the high levels of transparency about rail industry performance relied upon by passengers and stakeholders. I would welcome your positive confirmation that your TOC will support our efforts to improve passenger provisions and industry transparency in this area. I am available to answer any questions on this or related matters

## **APPENDIX F – LETTER TO AVANTI WEST COAST FROM ORR REGARDING ADVANCE TICKET AVAILABILITY**

I am writing to ask that you make improvements to the recovery plan for timetable production that we accepted from you in September 2022. In August 2022, Avanti introduced a reduced timetable at very short notice. One consequence was that passengers were offered very short booking horizons, often only a matter of days. You agreed that this position was unacceptable. We required you to provide a recovery plan in August and, after rejecting your initial proposals, accepted the plan submitted on 30 September.

Avanti made reasonable progress against this plan and booking horizons had improved in the period leading up to the Christmas. However, the position has deteriorated significantly in 2023. For several weekends in January, passengers have only been able to book tickets at a few days' notice. Avanti's current plans for February show a better picture for weekday travel but still fall short of industry norms and your customers' needs for weekend journeys. I remain unclear when you expect to be able to return to releasing timetables in line with industry norms. As well as the significant impact on passengers' ability to plan and book their journeys, if Avanti is not able to work to the same timelines as the wider industry you are increasing the risk that you will not secure the timetable that you bid for. This in turn can lead to increased journey times for passengers, a need for you to re-plan your services at pace, and additional demands on Network Rail.

We recognise that the external environment is creating significant challenges for timetable planning, including the work needed to establish revised timetables where there is industrial action and to establish novel solutions for complex engineering. Equally, Avanti's delivery of published timetables remains worse than that of other operators who are exposed to very similar challenges. We expect you to anticipate better these risks and to be able to demonstrate that you are taking all reasonable steps to deliver timetables to passengers. In particular, your arrangements need to be sufficiently robust to deal better with situations where a "normal" timetable is not planned to be operated, such as the upcoming engineering work at Carstairs junction.

Avanti is required to secure the provision of accurate and timely information to enable passengers to plan and make their journeys with a reasonable degree of assurance, including when there is disruption and to achieve this to the greatest extent reasonably practicable having regard to all relevant circumstances.

Consistent with this licence requirement, we are now asking you to submit an improved recovery plan for timetable production to us by 2 February 2023. As a minimum, we expect you to set out: an assessment of the reasons for your deterioration in performance and, with this in mind, your subsequent plans for 2023; an assessment of opportunities for improvement against current plans, together with risks and mitigations; key milestones that will take you back to releasing timetables in line with industry norms; and wider plans for passenger information. We also expect you to demonstrate that Network Rail is content to support delivery of your plan.

We will monitor your delivery of the improved plan and we expect you to consider how to communicate transparently with passengers about your progress. You should note that failure to produce an acceptable plan or to deliver it may lead us to consider more formal measures under your licence. I am copying this letter to Jake Kelly, Group Director for the System Operator at Network Rail. In the interests of transparency and understanding I will organise a tripartite meeting to consider your recovery plan, after it has been submitted to us.

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

Date: Friday 03 March 2023  
Subject: Metrolink Service Performance  
Report of: Danny Vaughan, Head of Metrolink, TfGM

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### Purpose of Report

This report provides an update on Metrolink services and performance.

### Recommendations:

Members are asked to note the contents of this report.

### Contact Officers

Danny Vaughan	Head of Metrolink	<a href="mailto:daniel.vaughan@tfgm.com">daniel.vaughan@tfgm.com</a>
Victoria Mercer	Metrolink Service Delivery Manager	<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: 2**

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

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

**BACKGROUND PAPERS:** Metrolink Service Performance report of 13 January 2023

#### **TRACKING/PROCESS**

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

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

**GM Transport Committee n/a**

**Overview & Scrutiny Committee n/a**

## **1. ABOUT METROLINK**

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

## **2. PERFORMANCE SUMMARY**

- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 As expected, patronage numbers decreased during the Christmas holiday period, recovering steadily post-Christmas reaching 85% of the pre-covid patronage average at the end of January 2023.
- 2.3 Commuter trip numbers during the morning and evening peak periods are estimated to have reached 100% of pre-covid equivalent numbers on Tuesdays, Wednesdays and Thursdays.
- 2.4 Weekend trips have broadly returned to 100% of pre-pandemic levels, with increased patronage correlating to major events in Greater Manchester, with more people than ever using Metrolink to get to football matches.
- 2.5 Reliability performance deteriorated slightly in periods nine and ten due to 2 incidents: a derailment in period 9 and a signal fault in period 10. Both occurred on the critical section of track between St Peter's Square and Cornbrook, where incidents impact a number of lines and services.

2.6 Metrolink performance was also impacted by ongoing rail strikes which affected operation through Navigation Road and Altrincham stops. Detailed performance is outlined in section 4.

2.7 Looking ahead to planned engineering works for 2023, we will have an ongoing programme of planned works which will be shorter in duration throughout the year landing on weekends and evenings, with some longer duration track and tunnel works in planning for the summer months. Planned works for March are outlined in section 5.1.

### 3. PATRONAGE

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

3.2 Seasonality impacts are clearly visible in the chart.



3.3 Seasonal impacts include dates around national holidays, school holiday periods, students returning to all tiers of education and the Premier League football calendar. Patronage is also influenced by concerts and other high profile spectator events across the duration of the year.

3.4 Journeys on the network fluctuate in correlation with these seasonal impacts and events. Patronage consistently remained above 80% and reached 90% of pre-covid levels in the lead up to Christmas 2022.

3.5 As expected, patronage numbers decreased during the Christmas holiday period, recovering steadily post-Christmas reaching 85% of the pre-covid patronage level at the end of January 2023.

- 3.6 Patronage recovery levels post-Christmas 2022 are approximately 50% higher than the equivalent post-Christmas period in 2021.
- 3.7 Commute trip numbers across the full week are estimated to have recovered to approximately 88% of pre-Covid average numbers in January 2023 with Tuesday through Thursday typically reaching or exceeding 100% of pre-covid AM peak commute numbers.
- 3.8 Following a review of patronage numbers and passenger feedback, 2 double units have been reintroduced on the Airport line to enhance capacity in the AM and PM peak periods. Further work is being undertaken to review patronage levels and increase some peak capacities where required in 2023.
- 3.9 Driver recruitment and training remains an area of focus in order to stabilise operational performance, enhance capacities and support further recovery through 2023.
- 3.10 A breakdown of patronage by line can be found in Appendix 2.

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

### **RELIABILITY**

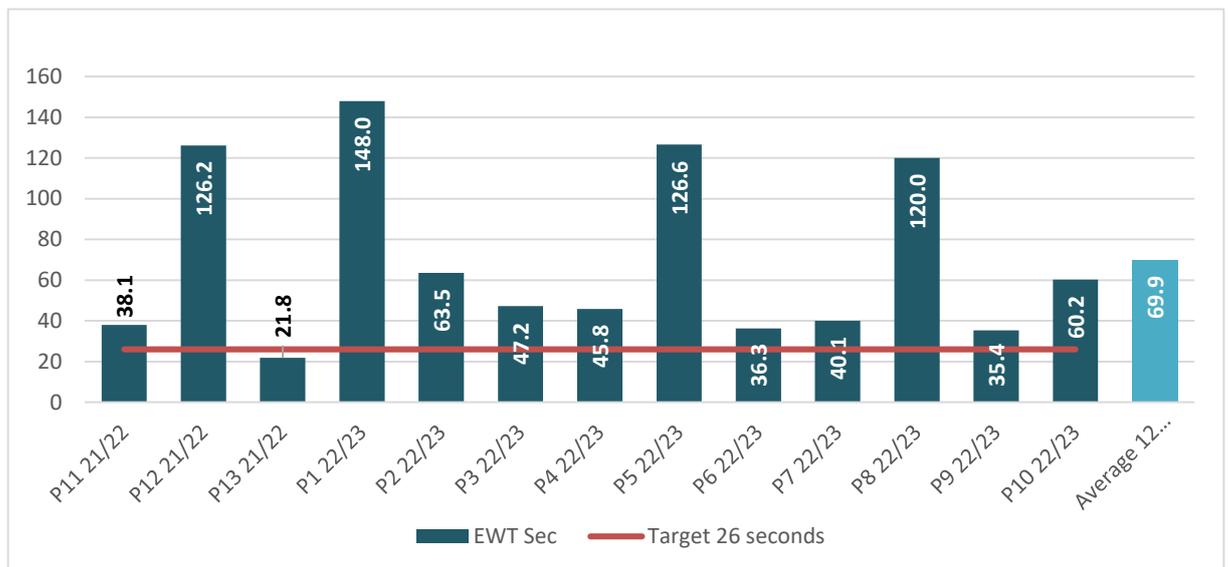
- 4.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated compared with the number of scheduled miles, with a target of 99.4% before the pandemic.
- 4.2 Reliability deteriorated slightly in periods nine and ten. The incidents which most influenced performance were:
- Period nine: on 23 November a tram derailed near St Peter's Square which meant that services heading into the city centre were able to access the city at Deansgate-Castlefield, Victoria and Piccadilly, but nothing was able to cross the city centre from mid-afternoon until 20:00. Residual minor delays impacted the network for the rest of the day.
  - Period ten: on 14 December, a signalling fault at Cornbrook impacted the network whereby services heading towards the city centre from the south side had to turn short. Services heading towards the south of the network turned at Deansgate-

Castlefield. The duration of this incident was only 30 minutes but the central location of Cornbrook amplified the effect of the disruption.



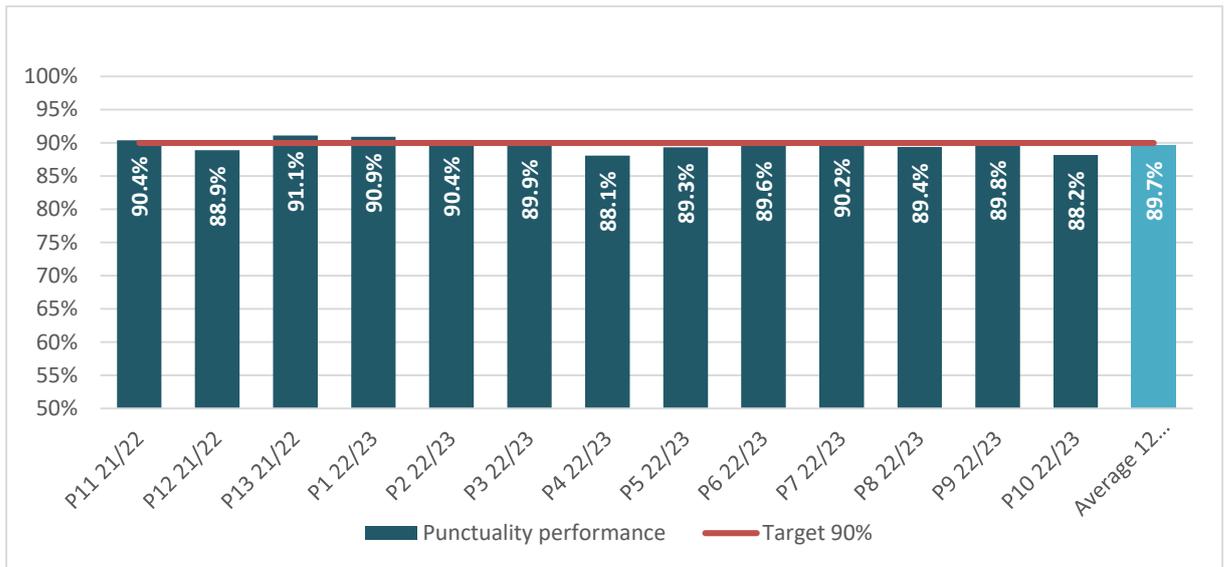
## EXCESS WAIT TIME

- 4.3 Excess Wait Time (EWT) is a measure of punctuality. It is the average time passengers wait over what would have been expected if the service were running exactly as scheduled.
- 4.4 The average EWT performance for the 12 months to November 2022 was 69.9 seconds against a pre-pandemic target of 26 seconds.
- 4.5 Performance in periods seven and eight was impacted by the incidents described above in 4.1.
- 4.6 The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.



## PUNCTUALITY PERCENTAGE OF SERVICES OPERATING TO TIME

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



4.8 Performance improved to just shy of target in period nine. Period ten performance deteriorated slightly, but the average 12-month performance remains very close to target.

#### ASSET RELIABILITY - TRAMS

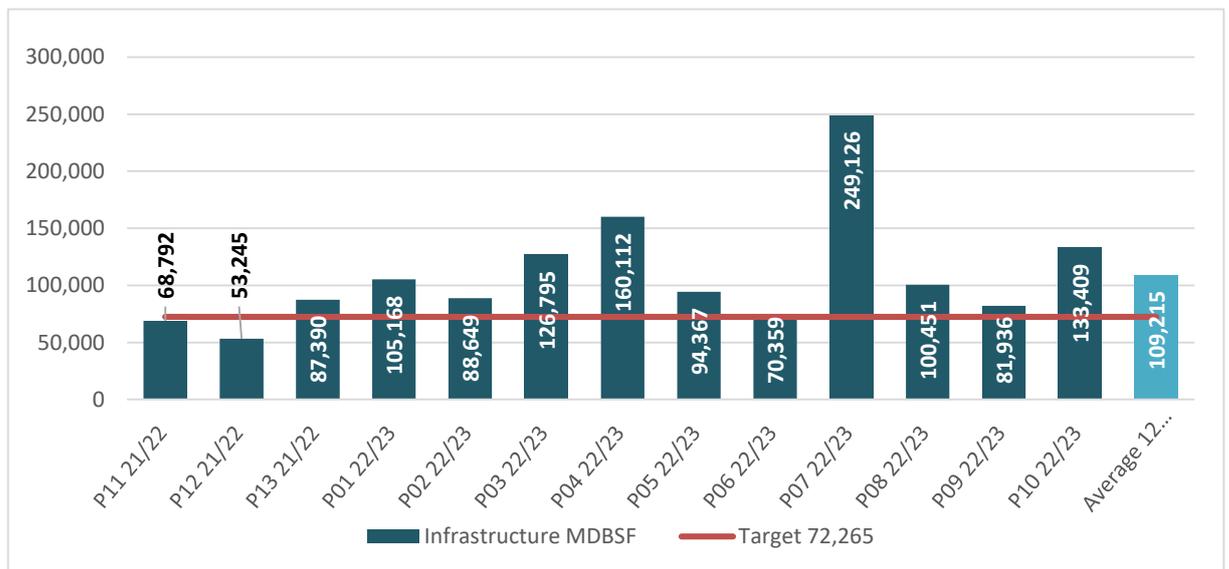
4.9 Tram availability shows percentage of the fleet that has been available during each period.



4.10 Recent periods have seen continued high levels of anti-social behaviour, resulting in six smashed glazing panels, seven smashed passenger doors and four vandalised interior panels. Offensive graffiti and etching continue to be a problem. This significant level of damage impacts on vehicle availability.

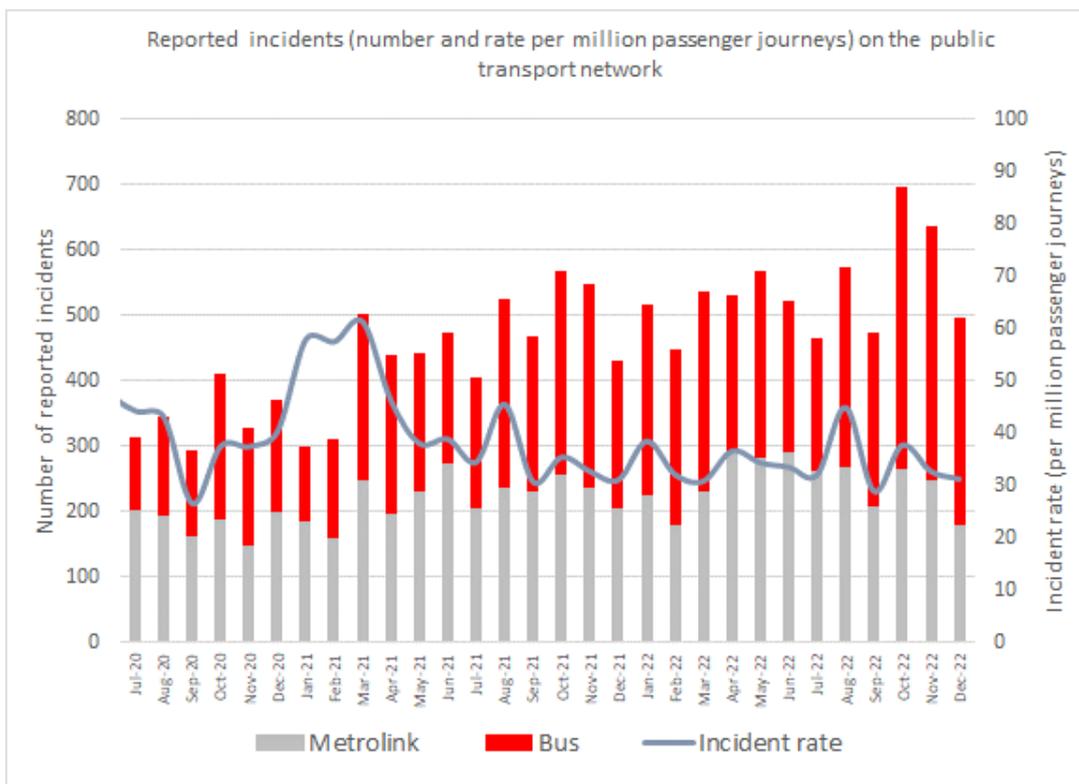
## ASSET RELIABILITY – INFRASTRUCTURE

- 4.11 Infrastructure reliability performance is measured in terms of service distance travelled between failures. Examples of some of the infrastructure equipment covered by this category are signalling systems, overhead line, track and traction substations.
- 4.12 Infrastructure assets continued to perform well during periods nine and ten, despite the cold temperatures. Period ten performance was the third best in the past 13 periods. Swift attendance on site meant that impact to service was significantly reduced, and in some cases, avoided altogether. The average 12 month rolling performance remains well above target.



## CRIME & ANTI-SOCIAL BEHAVIOUR

- 4.13 On average, 241 incidents of crime and anti-social behaviour per month were reported to Metrolink over last 12 months.



Crime & ASB Category	Dec 2019	Dec 2022
	Incidents	Incidents
ASB	9	23
Assault (inc. domestic incidents)	31	17
Damage to Property	16	33
Drink and Drug Related Incidents	8	8
Harassment & Intimidation	61	61
Obstruct/Interfere with Network Operations	12	13
Other Public Order	13	7
Robbery & Thefts	25	11
Sexual Assault/Sexual Incident	2	4
Tram Surfing	1	0
Weapons Incident	14	3
Grand Total	192	180

- 4.14 There has been a decrease in the number of reported incidents on the Metrolink network in December 2022, compared with December 2019. The location with the highest number of reported incidents was the city zone with 53 incidents reported.
- 4.15 The number of reported assaults on the Metrolink network declined during November and December 2022, in comparison with November and December 2019.

- 4.16 The number of criminal damage incidents declined during December 2022 when compared to November 2022. However, in comparison to November and December 2019 it remains high.
- 4.17 A transport specific 'Mini Operation AVRO' took place on Friday 16 December, which aimed to reassure travelling passengers and deter instances of criminality. Activity was focused on major transport hubs in the Regional Centre, to coincide with the festive 'Mad Friday'. The operation was supported by GMP specialist resources from the Transport Unit, Tactical Aid Unit and Tactical Dog Unit along with the district team from Manchester city centre. Diversion and intervention opportunities were provided by Manchester city council with youth engagement from Manchester Youth Zone and Foundation 92. Over 12,000 customers were engaged with across the network with 600 fines issued and seven arrests made.
- 4.18 TravelSafe operations were carried out across the network throughout periods nine and ten, focusing on crime and anti-social behaviour hotspots. Deployments were supported by local councils, district policing teams, Foundation 92 and British Transport Police. Dates and locations of deployments include:
- Victoria: 16 November
  - Oldham Rochdale line 29 November
  - Wythenshawe: 7 December
  - Regional Centre 'Mini Avro': 16 December
  - North Manchester: 21 December
  - Bury: 28 December
  - Rochdale line: 3 January

#### **CUSTOMER CONTACTS AND COMPLAINTS**

- 4.19 Just over 85,000 customer contacts were dealt with during the year, averaging at 6,547 customer contacts per period (excluding twitter).
- 4.20 Customer contacts in periods nine and ten maintained consistent levels with period eight. Customer complaints have also held steady.



## CUSTOMER EXPERIENCE AND ENGAGEMENT

4.21 Travelsafe partnership school engagements continued with Crucial Crew and educational visits as outlined below bring the total young people engagement to date this year to circa 18,000, at the following locations;

- Trafford Crucial Crew
- Hollingworth Academy
- Derby High School, Bury
- St Monica's High School, Bury
- St Mary's School, Leigh
- St Anne's School, Droylsden
- Community engagement/Driver simulator, Mahdlo Youth Zone

- School engagement/Driver simulator, Hollingworth Academy 10

- 4.22 KAM's School Engagement team continues to work within the local community. Students from Loreto College visited Trafford Depot for a tour of the control room and engineering department during period ten.
- 4.23 Customer reassurance stalls were set up in the city centre on "Mad Friday", the last working Friday before Christmas, to support customers travelling on Metrolink who may be unfamiliar with the network.
- 4.24 A "Meet the Manager" session was held at Piccadilly station during the evening peak on 20 December. The focus of the event was on security and safety and to demonstrate how Metrolink works with community partners and external agencies to keep customers safe. Personal safety alarms were given away which was positively received by customers. Representatives from Barnabus, Manchester Youth Zone, TravelSafe and Carlisle attended to offer support and underline key collaborative relationships.
- 4.25 KAM held an evening with young people at Manchester Youth Zone to emphasise how to keep safe on the system. Young people attending had the opportunity to try the driver simulator which proved very popular.
- 4.26 White Ribbon Day on 25 November provided the opportunity to raise awareness and open discussions about male violence against women in all areas of life. A stall in Piccadilly station was staffed by Customer Ambassadors who gave information on how to stay safe on public transport.
- 4.27 Several volunteering opportunities were offered to KAM colleagues over the festive period and participation levels were very good. Examples of the types of activity arranged were; preparing and serving Christmas lunches, wrapping gifts and helping with Christmas quizzes. KAM staff volunteered at the Beacon Centre in the city centre.

## **5. FORWARD LOOK**

### **PLANNED MAINTENANCE AND PROJECT WORK FOR 2023**

- 5.1 Several dates in March will be impacted by short lived disruptive access to complete various works on the Metrolink network. They are as follows:

- On Sunday 5 March there will be no tram service between Rochdale Town Centre and Rochdale Railway Station, a bus replacement will operate between the stops.
- On Saturday 11 and Sunday 12 March a closure will take place at Shudehill and Piccadilly Gardens. Tram services will be diverted during this time with bus replacements to connect services to Piccadilly.
- On Monday 13 March there will be no trams operating between Rochdale and Victoria after 21:00 and a bus replacement will operate.
- On Sunday 26 March there will be a network wide closure until 09:00. After this time trams will start to operate as usual except between Rochdale and Freehold where a closure will stay in place all day with a bus replacement operating after 09:00.
- On Saturday 1 and Sunday 2 April there will be no trams operating between Freehold and Rochdale Town Centre, a bus replacement will be operating.
- On Sunday 23 April there will be no trams operating between Manchester Airport and Wythenshawe Town Centre, a bus replacement will be operating.

5.2 During the summer months plans are in place to carry out essential work on both the Eccles and Bury lines. These are both currently still in the planning stages and more information will be available in the coming months.

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

## Appendix 1 - Period date listing

This report details the highlighted Period/s

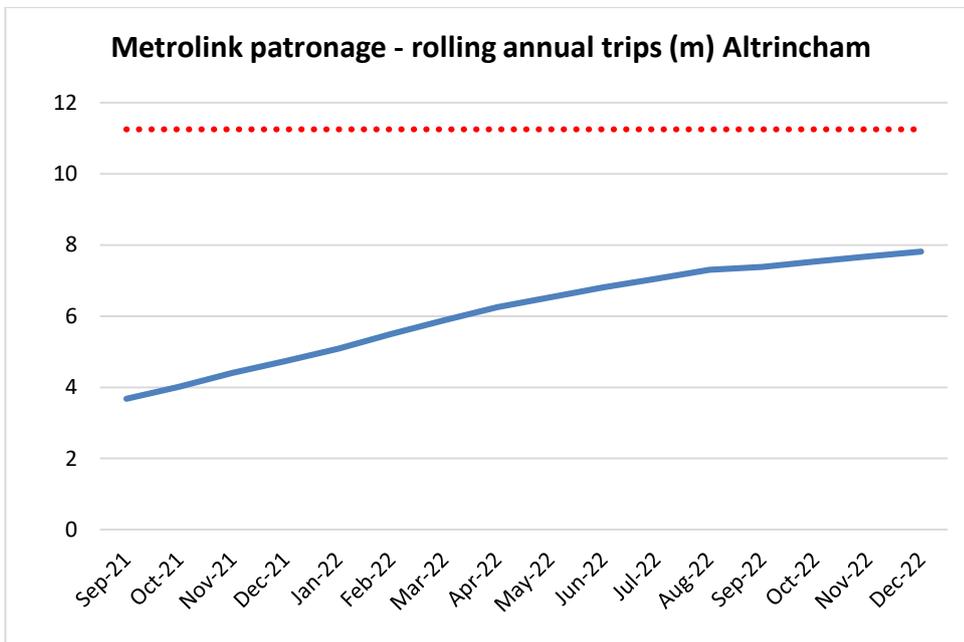
2021/22

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

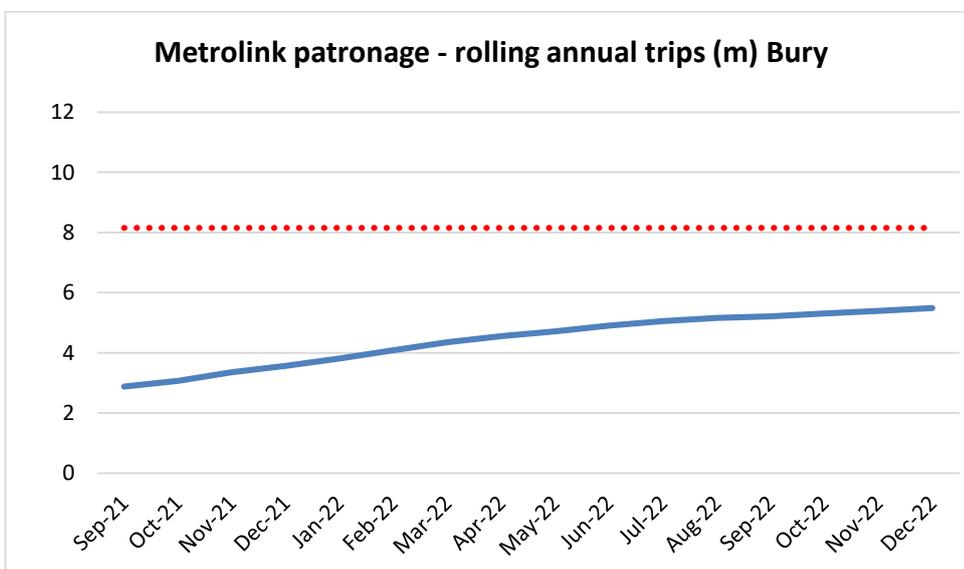
2022/23

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

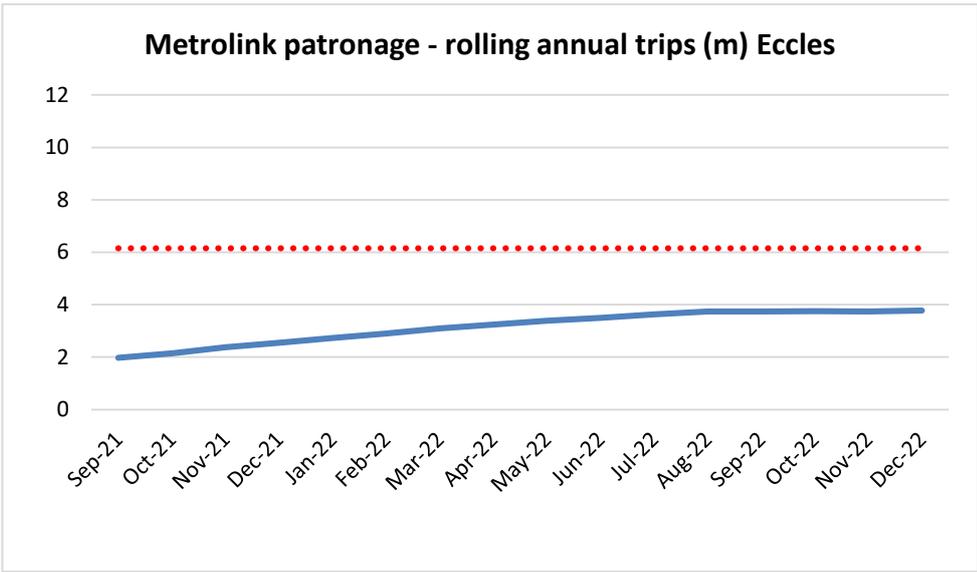
## Appendix 2 – Patronage by line



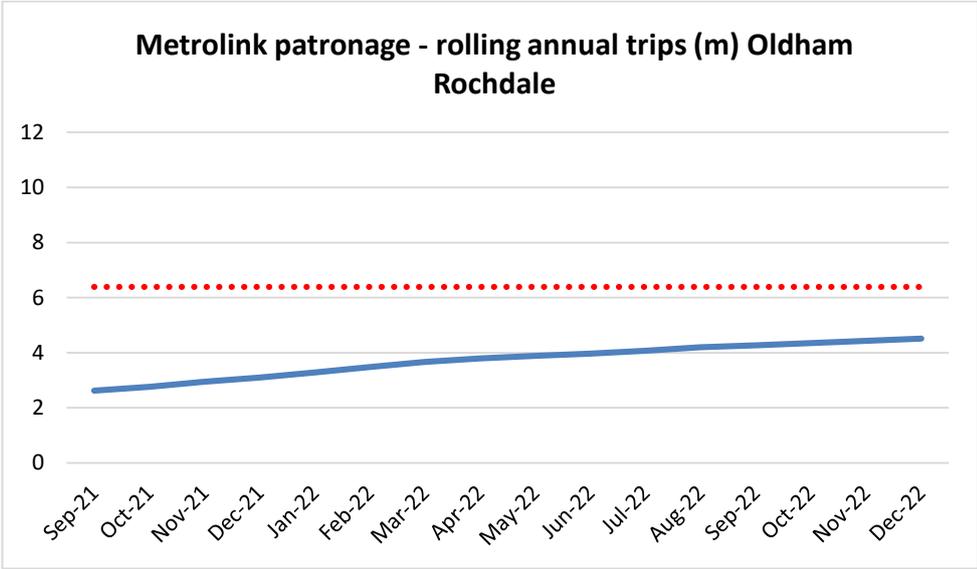
<b>Journeys latest:</b>	7.8
<b>Journeys pre-covid:</b>	11.3



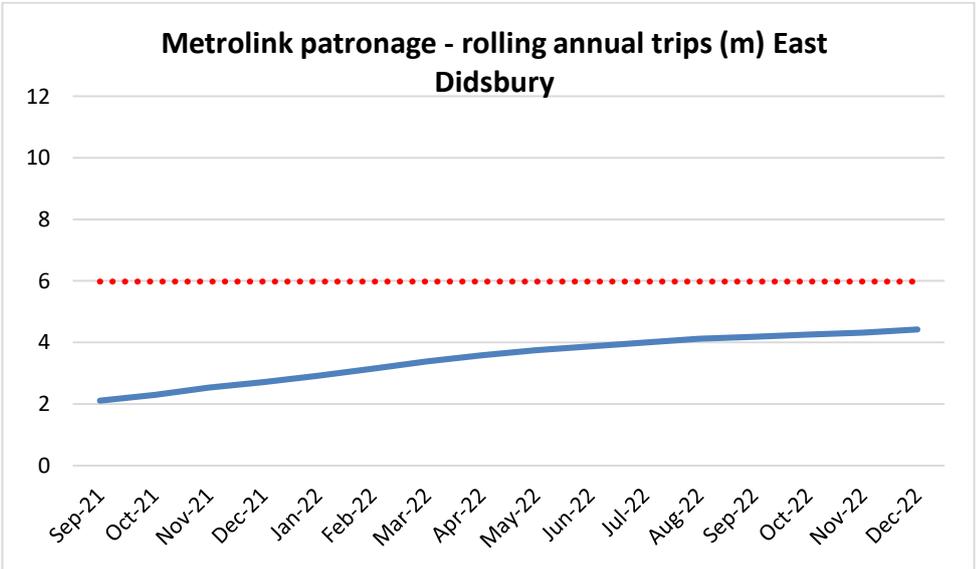
<b>Journeys latest:</b>	5.5
<b>Journeys pre-covid:</b>	8.2



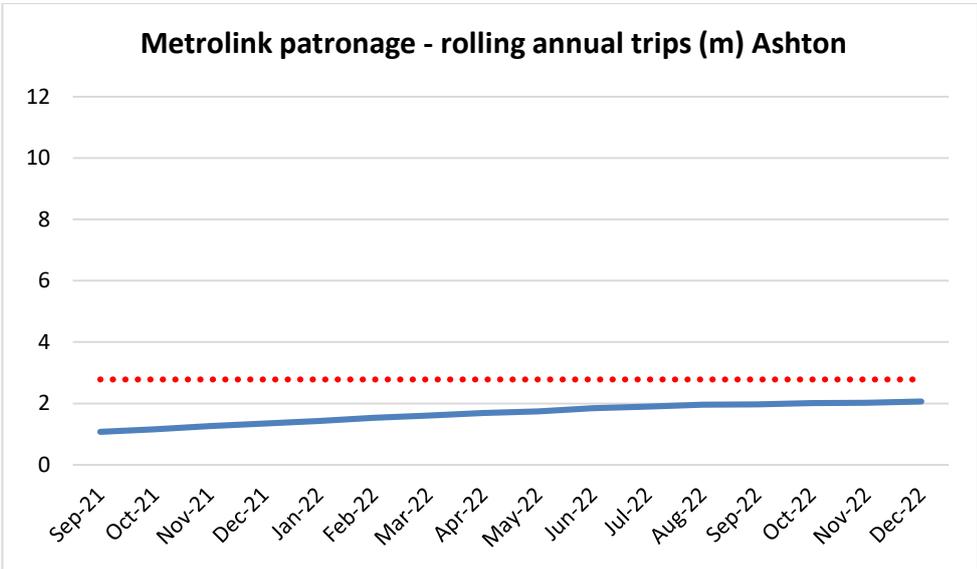
<b>Journeys latest:</b>	3.8
<b>Journeys pre-covid:</b>	6.2



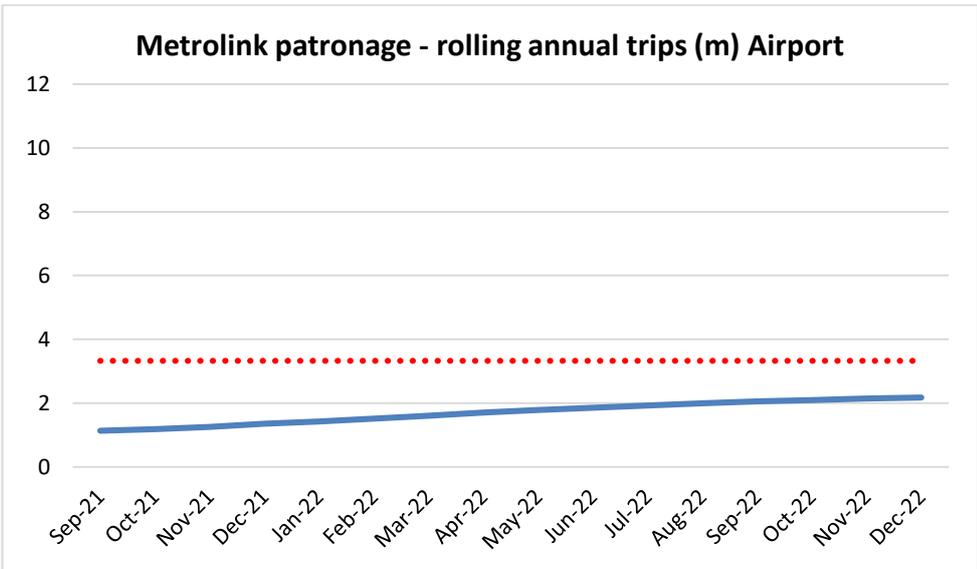
<b>Journeys latest:</b>	4.5
<b>Journeys pre-covid:</b>	6.4



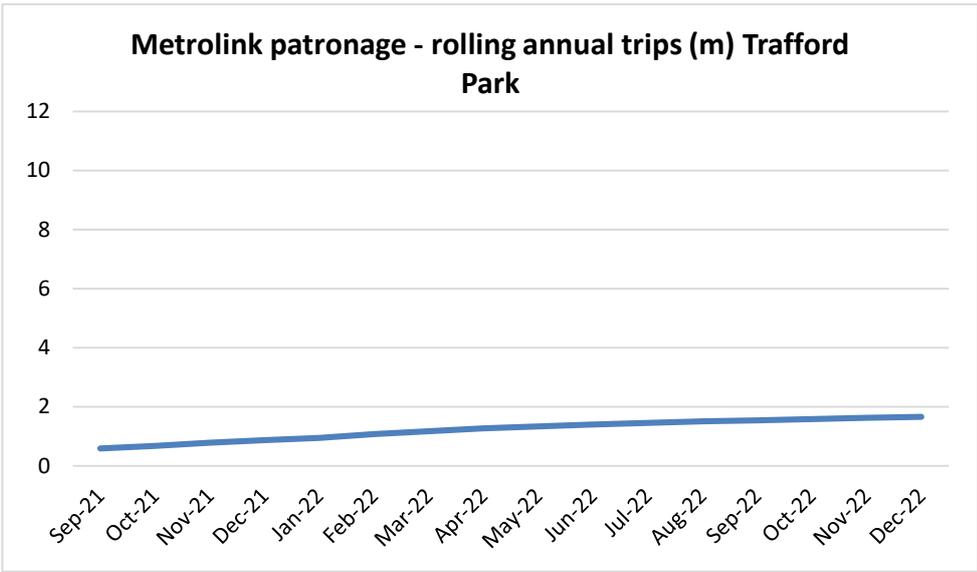
<b>Journeys latest:</b>	4.4
<b>Journeys pre-covid:</b>	6.0



<b>Journeys latest:</b>	2.1
<b>Journeys pre-covid:</b>	2.8



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



<b>Journeys latest:</b>	1.7
<b>Journeys pre-covid:</b>	-

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## Greater Manchester Transport Committee – Work Programme

### March 2023

The table below suggests the Committee's work programme for March 2023-March 2024. 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.

March 2023

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus Services Sub Committee	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Stephen Rhodes, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Bus Performance Report	Stephen Rhodes, TfGM	To provide an overview of bus services since the last subcommittee meeting.	Accountability
	Update from Operators	All Operators	To inform the Committee of the latest challenges,	Accountability

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
			issues and achievements across the bus network.	
Metrolink & Rail Services Sub Committee	Metrolink Performance Report	Daniel Vaughan, TfGM	To review the performance of the Metrolink Network.	Accountability
Metrolink & Rail Services Sub Committee	Rail Performance Report	Simon Elliott, TfGM	To review performance of rail services in Greater Manchester.	Accountability
Metrolink & Rail Services Sub Committee	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
Active Travel Sub Committee	Active Travel Programme	Richard Nickson, TfGM	To provide an update on the Active Travel Programme	Implementation and Accountability

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Active Travel Sub Committee	Road Danger Reduction (Vision Zero)	Peter Boulton, TfGM	To provide an update on Vision Zero	Policy Development
Active Travel Sub Committee	Streets for All Design Guide	Jonathan Marsh, TfGM	To provide an update on the Streets for All Design Guide	Policy Development

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<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Full Committee	Bus Franchising Programme Update	Anne Marie Purcell, TfGM	To provide an update on the latest status of the bus franchising programme.	Implementation
	TravelSafe Update (Six monthly)	Lucy Kennon, TfGM	To provide a regular update on the work undertaken by the TravelSafe Partnership to tackle crime and anti-social behaviour on the network.	Accountability

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
	Introduction to the Active Travel Commissioner	Dame Sarah Storey, GMCA	To provide an overview on 'Refresh the Mission, a refreshed active travel mission for Greater Manchester focusing on accessibility, behaviour change and clear communications.	Policy Development
	Rail Operator Update	Chris Jackson, Northern	To provide an update on the performance of Northern services.	Accountability
	Public Transport Market Renewal	Steve Warrener, TfGM	To update Members on the public transport patronage and initiatives to encourage people to use public transport.	Implementation
	GM Rail network performance update	Simon Elliot	To update members on the overall performance and proposals for rail the network.	Policy Development

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