

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

DATE: Friday, 11th November, 2022

TIME: 10.30 am

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

AGENDA

- 1. APOLOGIES**
- 2. CHAIR'S ANNOUNCEMENTS AND URGENT BUSINESS**
- 3. DECLARATIONS OF INTEREST** 1 - 6
To receive declarations of interest in any item for discussion at the meeting. A blank form for declaring interests has been circulated with the agenda; please ensure that this is returned to the Governance & Scrutiny Officer at the start of the meeting.
- 4. MINUTES OF THE METROLINK AND RAIL SERVICES SUB-COMMITTEE 23 SEPTEMBER 2022** 7 - 20
To consider the approval of the minutes of the meeting held on 23 September 2022.

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

5. **METROLINK PERFORMANCE REPORT** 21 - 40
Presented by Daniel Vaughan, Head of Metrolink, TfGM
6. **METROLINK OPERATOR UPDATE**
Verbal update from KeliosAmey Metrolink
7. **RAIL PERFORMANCE REPORT** 41 - 72
Presented by Simon Elliott, Head of Rail Programme, TfGM
8. **RAIL OPERATOR UPDATE**
Verbal update from Rail Operators and Network Rail
9. **RAIL PROGRAMME AND INFRASTRUCTURE PROJECT UPDATE** 73 - 90
Presented by Simon Elliott, Head of Rail Programme, TfGM
10. **WORK PROGRAMME** 91 - 96
To note the proposed Work Programme for the Greater Manchester Transport Committee and its Sub Committees.
11. **DATES AND TIMES OF FUTURE MEETINGS**
Meetings will take place in person at 10.30 am on the following dates:
- Friday 13 January 2023
 - Friday 3 March 2023

For copies of papers and further information on this meeting please refer to the website www.greatermanchester-ca.gov.uk. Alternatively, contact the following Governance & Scrutiny Officer: jenny.hollamby@greatermanchester-ca.gov.uk



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

Declaration of Councillors' Interests in Items Appearing on the Agenda

Name and Date of Committee.....



Agenda Item Number	Type of Interest - PERSONAL AND NON PREJUDICIAL Reason for declaration of interest	NON PREJUDICIAL Reason for declaration of interest Type of Interest – PREJUDICIAL Reason for declaration of interest	Type of Interest – DISCLOSABLE PECUNIARY INTEREST Reason for declaration of interest

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Please see overleaf for a quick guide to declaring interests at GMCA meetings.

Quick Guide to Declaring Interests at GMCA Meetings

Please Note: should you have a personal interest that is prejudicial in an item on the agenda, you should leave the meeting for the duration of the discussion and the voting thereon.

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

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

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

You are also legally bound to disclose the following information called Disclosable Personal Interests which includes:

1. You, and your partner's business interests (eg employment, trade, profession, contracts, or any company with which you are associated).

2. You and your partner's wider financial interests (eg trust funds, investments, and assets including land and property).
3. Any sponsorship you receive.

Failure to disclose this information is a criminal offence

Step One: Establish whether you have an interest in the business of the agenda

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

Step Two: Determining if your interest is prejudicial

A personal interest becomes a prejudicial interest:

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

For a non-prejudicial interest, you must:

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

To note:

1. You may remain in the room and speak and vote on the matter

If your interest relates to a body to which the GMCA has appointed you to, you only have to inform the meeting of that interest if you speak on the matter.

For prejudicial interests, you must:

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

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You must not:

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

Agenda Item 4

MINUTES OF THE MEETING OF THE GREATER MANCHESTER TRANSPORT METROLINK & RAIL COMMITTEE HELD ON FRIDAY 23 SEPTEMBER 2022 AT MANCHESTER TOWN HALL

PRESENT:

Councillor Mohammed Ayub	Bolton Council
Councillor Stuart Haslam	Bolton Council
Councillor Dzidra Noor	Manchester Council
Councillor Naeem Hassan	Manchester Council
Councillor Aasim Rashid	Rochdale Council
Councillor Steve Gribbon	Stockport Council
Councillor Doreen Dickinson	Tameside Council

OFFICERS IN ATTENDANCE:

Lindsay Dunn	Senior Governance Officer, GMCA
Gwynne Williams	Deputy Monitoring Officer, GMCA
Mark Angelucci	Rail Officer, TfGM
Simon Elliott	Head of Rail Programme, TfGM
Danny Vaughan	Head of Metrolink, TfGM
Steve Warrener	Finance and Corporate Services Director, TfGM

OPERATORS IN ATTENDANCE:

Charlie French	Avanti
Guillaume Chanussot	Keolis Amey Metrolink (KAM)
Chris Jackson	Northern
Claire Rowland	Northern
Melissa Farmer	TransPennine Express (TPE)

GMTMRC 21/22 APOLOGIES

Resolved /-

That apologies be noted and received from Councillor's Kevin Peel (Bury), Angie Clark (Stockport), Andrew Western (Trafford) and John Vickers (Wigan).

GMTMRC 22/22 APPOINTMENT OF CHAIR AND VICE CHAIR FOR 2022/23

Resolved /-

That it be noted that Councillor Doreen Dickinson be appointed as Chair and Councillor Dzidra Noor be appointed as Vice Chair of the GM Transport Metrolink & Rail Sub Committee for 2022/23.

GMTMRC 23/22 MEMBERSHIP FOR 2022/23

Resolved /-

That the membership of the GM Transport Metrolink & Rail Sub Committee for 2023/23 be noted as follows.

Members	Representing	Political Party
Councillor Kevin Peel	Bury Council	Labour
Councillor Mohammed Ayub	Bolton Council	Labour
Councillor Dzidra Noor	Manchester City Council	Labour
Councillor Naeem Hassan	Manchester City Council	Labour
Councillor Aasim Rashid	Rochdale Council	Labour
Councillor Damian Bailey	Salford City Council	Labour
Councillor Andrew Western	GMCA	Labour
Councillor John Vickers	Wigan Council	Labour
Councillor Stuart Haslam	Bolton Council	Conservative

Councillor Doreen Dickinson	Tameside MBC	Conservative
Councillor Angie Clark	Stockport Council	Liberal Democrat

GMTMRC 24/22 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

Resolved /-

There were no chairs announcements or items of urgent business.

GMTMRC 25/22 DECLARATIONS OF INTEREST

Resolved /-

There were no declarations of interest.

GMTMRC 26/22 MINUTES OF THE METROLINK & RAIL SUB-COMMITTEE MEETING HELD 11 MARCH 2022

Resolved /-

That the minutes of the GM Transport Metrolink & Rail Sub Committee meeting held 11 March 2022 be approved as a correct record.

GMTMRC 27/22 METROLINK SERVICE PERFORMANCE

Danny Vaughan, Head of Metrolink, TfGM, introduced a report which provided an update on Metrolink services and a performance summary for the rolling 12-month period.

Members were advised that there were 146 trams in operation across the Metrolink network with the final one becoming operational the following day. This would complete the 27 additional trams which had been ordered pre pandemic to deal with capacity issues at the time.

It was reported that patronage had increased to 75% of pre pandemic levels with strong underlying growth on some lines with commuter numbers returning to pre Covid levels.

Operational performance during periods 3 and 4 deteriorated due to extreme high temperatures experienced on 18th and 19th July which significantly impacted overhead line equipment and required temporary speed restrictions and service cancellations. Significant hot weather impacts continued to be experienced through period 4 and into period 5 with temporary speed restrictions applied in various locations across the network between the 10th and 14th August. This has resulted in infrastructure improvements including track renewal and modifications to overhead lines on the Bury line.

Regarding Anti-Social Behaviour (ASB), it was reported that compared to July 2019 there had been an increase. However more targeted specialist operations were carried out across the network by TravelSafe and GMP throughout periods 3 and 4 focusing on crime and ASB hotspots and these would continue. Statistics from joint operations including arrests and prosecutions would be publicised where possible.

A forward look of planned network renewals was provided. Most of the essential works during 2022 were to replace sections of track at key locations on the network of which some would require longer duration closures which mainly impacted the city centre, Bury and Eccles lines. It was reported that the Eccles Line track renewals would be completed by 21 October 2022.

A three month pilot of carriage of dogs on Metrolink began on 1 August 2022 to fulfil a mayoral manifesto commitment. The pilot allowed passengers to take two non-assistance dogs on Metrolink at any time of the day for no charge, subject to guidance regarding behaviour. An online survey has been set up on the TfGM website to collate feedback from all customers. The survey closes on 31 October and the data would be used to help determine whether dogs can continue to be allowed on trams after the pilot has ended, an update would be presented to the Committee at a future meeting.

In welcoming the update, Members requested further details with regards to the estimated cost of vehicle and infrastructure repairs due to criminal damage and ASB. It was agreed that where possible, further analysis would be undertaken by TfGM Officers and the estimated cost reported to the Committee.

In discussion the Committee considered preventative measures to combat the anti-social misuse of emergency activation features on tram doors. Further information of the targeted solutions that had been adopted along with future design considerations was provided.

Concern was raised regarding ASB at the Abraham Moss tram stop on the Bury line and it was proposed and agreed that the TravelSafe Partnership Team be requested to partner with the neighbourhood policing team to target the issues raised. Monitoring of CCTV was discussed and the Committee were advised that further work to improve the CCTV specification across the network is being undertaken.

The Committee requested an update regarding the extension of services on the Bury line to the Trafford Centre. It was proposed that plans to extend Trafford Centre services to Crumpsall would be reviewed for implementation once there is both the availability of drivers and demand for the service.

An update regarding recruitment was provided and members were assured that workforce equality and diversity was a clear priority for the operator. An overview of the positive changes made in the advertisement for roles along with policies to capture a diverse workforce were provided.

Resolved /-

1. That the contents of the report be noted.
2. That the estimated cost of Anti-Social Behaviour (ASB) in terms of vehicle and infrastructure repairs be further analysed by TfGM Officers and reported to the Committee.
3. That it be noted that the emergency door activation feature is a necessary safety requirement on Metrolink trams. However, targeted solutions would continue to be introduced to combat the anti-social misuse of emergency door activation.
4. That it be noted that further work to improve the CCTV specification across the network was being undertaken.
5. That the TravelSafe Partnership Team be requested to partner with the neighbourhood policing team to target ASB at the Abraham Moss Metrolink stop.
6. That it be advised that plans to extend Trafford Centre services to Crumpsall would be

reviewed for implementation once there was both the availability of drivers and demand for the service.

GMTMRC 28/22 METROLINK OPERATOR UPDATE

Guillaume Chanussot, Managing Director, KeolisAmey Metrolink provided a verbal update to the Committee, which complemented the information already shared in the Metrolink Service Performance Report.

The recent operational issues highlighted in the performance report were acknowledged and the Committee were assured that many of the lessons learned would be considered when embarking on winter planning.

The impact of driver availability and levels of anti-social behaviour remained a challenge for the organisation. However, more positively, the arrival of new trams across the network would provide increased services, capacity and availability for passengers. Furthermore, greater consideration of communication and advertising to attract more passengers would receive further focus with colleagues from TfGM.

Members were advised that Metrolink had been shortlisted in a number of categories in the Global Light Rail Awards. This included nominations for Operator of the Year, Rising Star for Community Engagement and Team of the Year for the management of the Parklife Festival.

In welcoming the update, Members highlighted the concerns and pressure from residents regarding ASB on the Rochdale line particularly in the borough of Rochdale. The impact of the adverse behaviour was acknowledged and it was proposed that further details of the upcoming targeted operations would be provided by TfGM officers to Councillor Aasim Rashid (Rochdale Council).

Resolved /-

1. That the update be noted.
2. That the concerns and pressure from residents regarding ASB on the Rochdale line particularly in the borough of Rochdale be acknowledged and that further details of

targeted operations be provided by TfGM officers to Councillor Aasim Rashid (Rochdale).

GMTMRC 29/22 LOCAL RAIL PERFORMANCE REPORT

Simon Elliott, Head of Rail Programme, TfGM provided an update to Members on local rail service performance and operations between rail periods 3 and 4 2022/23 (29 May – 23 July 2022).

The Committee were advised that operational performance saw continued declines with only Transport for Wales Rail (TfW) services registering a slight improvement during period 4. Service cancellations across GM had increased across TOCs mainly due to unprecedented weather temperatures during the summer period, resource availability, along with sickness and Covid related absence. Disruption due to strike action also had a significant impact on patronage throughout the period with further disruptive action planned for 1, 5 and 8 October 2022. The support provided by Network Rail to operate signalling to enable Metrolink services to operate between 7am-7pm on strike days on the Altrincham line was acknowledged.

It was reported that rail services in the north have recovered faster than the national average with patronage at around 75% of pre-Covid figures. Furthermore, TfW has reported some leisure routes at 140% of pre-Covid levels, with discretionary leisure travel also leading the recovery for Northern and TPE.

An update regarding the Manchester Recovery Task Force to improve rail performance was provided and it was advised that there would be significant changes to train services from 11 December 2022 with some additional services on certain routes.

It was further advised that resource challenges for TOC's persist across the network operating in GM which has included the removal of rest day working, driver training, staff retention and sickness resulting in both Avanti and TPE recently amending the current operating timetable. Subsequently, services operated by TPE had been reduced on the Anglo/Scotland routes between Manchester Airport to Glasgow and Manchester to Edinburgh. Since August, Avanti has significantly reduced Manchester to London services from three to one train per hour. However, the increase in additional services by Avanti as part of Operation London Bridge was acknowledged.

An update regarding the scheduled essential platform work to be carried out between 2 January 2023 to 21 May 2023 at Salford Central train station was provided and it was agreed that stakeholder engagement would take place to communicate the mitigations to manage the impact of the disruption.

It was reported that Bramhall, Davenport, Romiley and Heaton Chapel stations had all benefitted from accessibility improvements, as part of the mid-tier funding bid. It was further advised that a further Access for All funding bid has been submitted to the Department for Transport (DfT) to unlock significant investment to enable a further eleven stations to be accessible and inclusive. An update would be provided to the next meeting of the sub-committee.

An update on the work of TfGM with industry partners to fund and facilitate community projects at stations was provided. It was reported that new station Friends groups were in place at Bramhall and Hag Fold and these now total 50 groups, having doubled over five years. TfGM would be co-sponsoring the Community Rail Network Awards, along with Northern Trains. The awards would now take place at Manchester Central on 6 October 2022 due to the train strike instead of the proposed date of the 5 October 2022. On behalf of the Committee, the Chair wished all the shortlisted nominees the very best of luck and thanked all station Friends groups for their continued commitment and hard work.

In welcoming the update, Members considered the challenging picture regarding recruitment and retention of train staff and the restoration plan developed by Avanti to mitigate the impact on service delivery.

Regarding the unfortunate fatalities reported near Wigan North-Western and at Alderley Edge, TfGM officers agreed to provide further information directly to Councillor Stuart Haslam (Bolton Council).

In discussion, the Sub-Committee considered what encouragement and support could be provided to individuals to get a Friends group into operation. It was suggested and agreed that Mark Angelucci, Rail Performance Officer, TfGM or Rebecca Styles, Northern could be contacted regarding any support required by individuals wanting to start a Local Friends of Train Station groups.

Resolved /-

1. That the update be noted.
2. That it be noted that resource challenges continue to affect service delivery of Train Operators across the GM rail network.
3. That an update and commitment be provided to the Committee by both Avanti and Trans Pennine Express (TPE) in relation to service restoration.
4. That the Committee be advised that essential platform work to both platform 1 and 2 at Salford Central Rail Station would be carried out between 2 January 2023 to 21 May 2023.
5. That the Committee be reassured that significant communication and stakeholder engagement would take place to mitigate the impact of the disruption as a result of the necessary platform alterations at Salford Central Rail Station.
6. That it be noted that a further Access for All funding bid has been submitted to the Department for Transport (DfT) to unlock significant investment to enable a further eleven stations to be accessible and inclusive.
7. That an update on infrastructure including the Access for All Programme be provided at the next meeting of the Metrolink & Rail Sub-Committee.
8. That it be advised that the Community Rail Network Awards would no longer take place on 5 October 2022 due to the train strike and would instead take place on 6 October 2022.
9. That further information be provided by TfGM officers to Councillor Stuart Haslam (Bolton Council) regarding recorded fatalities near Wigan North Western and at Alderley Edge.
10. That Mark Angelucci, Rail Performance Officer, TfGM or Rebecca Styles, Northern be contacted regarding any further support required by Local Friends of Train Station groups.

GMTMRC 30/22 RAIL OPERATOR UPDATE

Rail operators in attendance were invited to provide a verbal update to the Committee and both Avanti and TPE were requested to provide an update and commitment to service restoration.

Avanti

It was acknowledged that the reduced level of services being provided were of a vast inconvenience and an apology was offered for the frustration felt by the public and passengers. It was advised that intensive analysis of resources to determine what level of service could be reliably timetabled had been undertaken. This analysis had determined that some services could be re-introduced and these would be implemented as part of a two stage process commencing on 27 September 2022. From that date, 10 additional trains would operate between Manchester and London on Tuesdays, Thursdays, and Sundays with an additional 6 on Wednesdays. Additional services would be introduced as resources become available, however it was reported that engineering works would have an impact on service delivery at weekends.

It was advised that the second phase of restoration would be implemented in December when services would return to three trains per hour between Manchester and London. The factors for the restoration which included a commitment to no further reliance on rest day working or overtime were outlined. It was highlighted that the restoration plan would be subject to the impact of industrial action and the plan would be shared with stakeholders.

Northern

An update was provided regarding current service delivery, a forward look to December 2022 timetable changes and ridership along with plans to stimulate demand.

It was reported that performance had decreased with an increase in cancellations since the implementation of timetable changes in May 2022. The factors impacting performance and reliability were outlined which included higher instances and rates of staff absence compared to pre Covid levels. It was confirmed however that there were enough drivers and conductors to operate services as recruitment and training had continued throughout the pandemic. Assurance was provided that there were adequate resources to implement December 2022 timetable changes with a further aspiration to introduce Sunday working as part of the working week.

An update on negotiations with ASLEF regarding roster agreements was also provided and it was noted further discussions would take place on 6 October 2022.

The significant steps being taken to implement December 2022 timetable changes with a 24%

increase in services were outlined to the Committee. It was advised that a phased approach would be adopted due to major engineering work across the network with full implementation on 3 January 2023.

Regarding demand recovery, it was reported that levels were at 86% of pre Covid rates with commuter demand remaining suppressed. Leisure market demand was however continuing to increase particularly at weekends. Steps to stimulate demand including flash sales and the use of digital platforms were outlined.

Concern was raised by Councillor Stuart Haslam regarding disruption and cancellation of several consecutive journeys on the route between Bolton and Manchester Victoria the previous week. It was agreed that further consideration and feedback on the reported issues would be undertaken.

Members welcomed the introduction of water refill points at some stations operated by Northern and it was reported that an additional £3m of station investment had been secured in partnership by Northern, TfGM and Network Rail. It was suggested that water re-filling stations at additional train stations could be considered as part of the prioritisation of the additional investment.

TransPennine Express

It was reported that the three challenges affecting recent performance and train crew availability included the removal of rest day working, the backlog of driver training due to Covid and high levels of staff sickness absence.

The mitigations being implemented to address the challenges of train crew availability were outlined to the Committee.

Short notice cancellations over the summer months on West Coast services had resulted in recent implementation of timetable changes in consultation with the Rail North Partnership to provide greater stability for customers. Within the short period since implementation, it was reported that the impact had seen a significant reduction in short term cancellations and an improvement in stability.

Assurance was provided that the recently implemented changes were temporary and there was a commitment to reinstate some services from December 2022 with full reinstatement in May 2023.

An overview of the work to take place at Irlam station was provided and it was advised that Network Rail would contact Salford Council to provide a clear update on the proposed works required to enable the restoration of TPE services.

In recognising the comments regarding implementation of service reductions to improve reliability, TfGM officers provided reassurance to the Committee that they would be assessing performance and reliability as a result of timetable changes introduced by operators.

Furthermore, in accepting that December 2022 was the new base line for contracted services provided by Northern. The Committee advised that the ambition for growth and connectivity as detailed in the original franchise agreement remains a priority for Greater Manchester as a city region.

Resolved /-

1. That update from operators be noted.
2. That the Committee be advised of the detailed restoration of services proposed by Avanti noting that plans would be subject to industrial action and would be shared with stakeholders.
3. That the Committee be reassured of the commitment by Northern to deliver the significant uplift in services as part of the December 2022 timetable changes.
4. That it be noted that further work was planned at Ashton Rail Station and the Committee would be engaged and advised appropriately.
5. That following explanation, further consideration be provided by Northern to the concern raised by Councillor Stuart Haslam regarding disruption and cancellation of several consecutive journeys on the route between Bolton and Manchester Victoria the previous week.
6. That it be noted that an additional £3m of station investment had been secured in partnership by Northern, TfGM and Network Rail and that water re-filling stations at additional train stations would be considered as part of the prioritisation of the additional investment.

7. That the Committee be advised of the recent services changes implemented by TPE and the proposed phased re-instatement.
8. That the Committee be reassured that TfGM would be assessing the delivery in improvement of rail reliability as a result of service reductions that had been introduced by operators.
9. That it be noted in accepting that December 2022 was the new base line for contracted services provided by Northern, the GM ambition for growth and connectivity as detailed in the original franchise agreement remains pertinent.
10. That it be advised that Network Rail would contact Salford Council to provide a clear update on the proposed works required to enable the restoration of TPE services at Irlam Rail Station.

GMTMRC 31/22 WORK PROGRAMME

Resolved /-

That the GM Transport Committee Work Programme be noted.

GMTMRC 32/22 DATE AND TIME OF FUTURE MEETINGS

Resolved /-

That future meeting dates for the next municipal year of the Committee be noted.

Friday 11 November 2022

Friday 13 January 2023

Friday 3 March 2023

All Meetings would commence at 10:30am

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GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 11 November 2022
Subject: Metrolink Service Performance
Report of: Danny Vaughan, Head of Metrolink, TfGM

PURPOSE OF REPORT:

This report provides an update on Metrolink services and performance.

RECOMMENDATION:

Members are asked to note the contents of this report.

CONTACT OFFICERS:

Danny Vaughan	Head of Metrolink	daniel.vaughan@tfgm.com
Victoria Mercer	Metrolink Service Delivery Manager	victoria.mercer@tfgm.com

Equalities Implications: n/a

Climate Change Impact Assessment and Mitigation Measures: n/a

Risk Management: n/a

Legal Considerations: n/a

Financial Consequences – Revenue: n/a

Financial Consequences – Capital: n/a

Number of attachments to the report: 2

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

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

BACKGROUND PAPERS: Metrolink Service Performance report of 16 September 2022

TRACKING/PROCESS

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

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

GM Transport Committee n/a

Overview & Scrutiny Committee n/a

1. ABOUT METROLINK

- 1.1 Metrolink is the largest urban light rail network in the UK. It provides a fast, frequent service which is fully accessible to all, running 7 days a week, 364 days of the year.
- 1.2 The Metrolink network is owned by TfGM and is operated and maintained on TfGM's behalf through a contract with KeolisAmey Metrolink (KAM).
- 1.3 The network uses high-floor trams with raised platform stops and had reached patronage of over 45 million passengers each year prior to the covid pandemic.
- 1.4 There are 147 trams serviced from two depots. The final of the new batch of trams arrived in Manchester on Saturday 24 September.
- 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

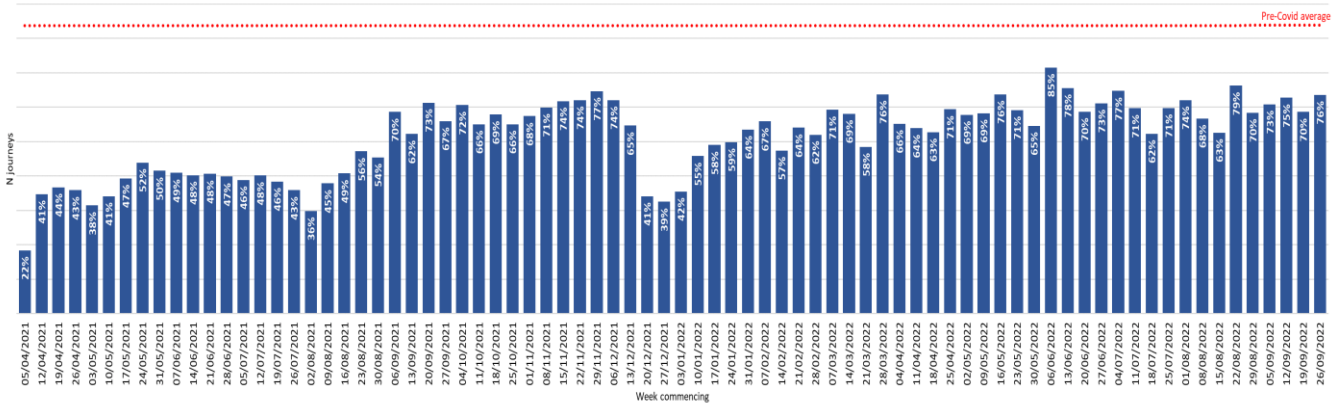
- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 Patronage has continued recovering, punctuated by impacts of holiday periods, planned engineering work on the network, heat during the summer months, rail strikes and most recently, events of national significance. The 4 weeks of October 2022 have ranked 4th, 2nd, 1st and 5th in relation to post-pandemic recovery since March 2020.
- 2.3 Operational performance improved during periods 5 and 6, though significant hot weather impacts continued to be experienced into period 5 with temporary speed restrictions applied in various locations across the network between 10 and 14 August due to the temperatures exceeding 30°C.

- 2.4 Engineering and renewals works continue into autumn which will see planned changes to city centre services (see Section 5 for planned engineering works). Due to a delay in track repairs at Piccadilly Gardens, and to ensure the continued and safe operation of services, a temporary change to some Metrolink services commenced from Monday 24 October. The work to repair the track will take place during week commencing 21 November 2022.
- 2.5 A pilot of carriage of dogs on Metrolink began on 1 August 2022 to fulfil a mayoral manifesto commitment. The pilot allows passengers to take two non-assistance dogs on Metrolink at any time of the day for no charge, subject to following guidance regarding behaviour. The pilot period ends on 31 October 2022, but the carriage of dogs on trams will be permitted until January 2023 whilst a full review of feedback takes place.

3. PATRONAGE

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

3.2 As can be seen in the chart below, patronage has been steadily recovering since



the low of circa 41% of pre-Covid levels during the Christmas period following the Government imposing Plan B restrictions at a national level.

3.3 Patronage has continued recovering, punctuated by impacts of holiday periods, planned engineering work on the network, heat during the summer months, rail strikes and most recently, events of national significance.

3.4 Taking in to account the factors referenced above (para 3.3), journeys on the network are now consistently above 70% of pre-Covid average patronage on a regular basis and are expected to increase further in the lead up to Christmas.

3.5 The latest increases in patronage have aligned to “typical” seasonal impacts post August 2022. The return of students to all tiers of education has resulted in an uplift in passenger numbers across the network, with increased patronage also correlated to football matches and large concerts or events across the city. For example, the Parklife festival, some significant concerts in the city and Manchester Marathon / Half Marathon, all supported by enhanced Metrolink services and capacity serving the stops in close proximity to the events.

3.6 Commuter trip numbers have started to recover at a higher rate throughout September 2022. Estimates suggest that on average, approximately 80% of pre-Covid average commuter patronage has returned to the network with AM peak

recovery reaching 90%+ on at least 2 days per week during September. There is increased pressure on peak capacities between Tuesdays and Thursdays on Altrincham, Bury, East Didsbury and Eccles lines.

- 3.7 There has been a significant reduction in Covid specific absence, but the knock-on impacts of covid are still being felt across the business and the wider transport industry. Driver recruitment and training remains an area of focus in order to stabilise operational performance and support further recovery.
- 3.8 A breakdown of patronage by line can be found in Appendix 2.

4. OPERATIONAL AND CUSTOMER PERFORMANCE

Reliability

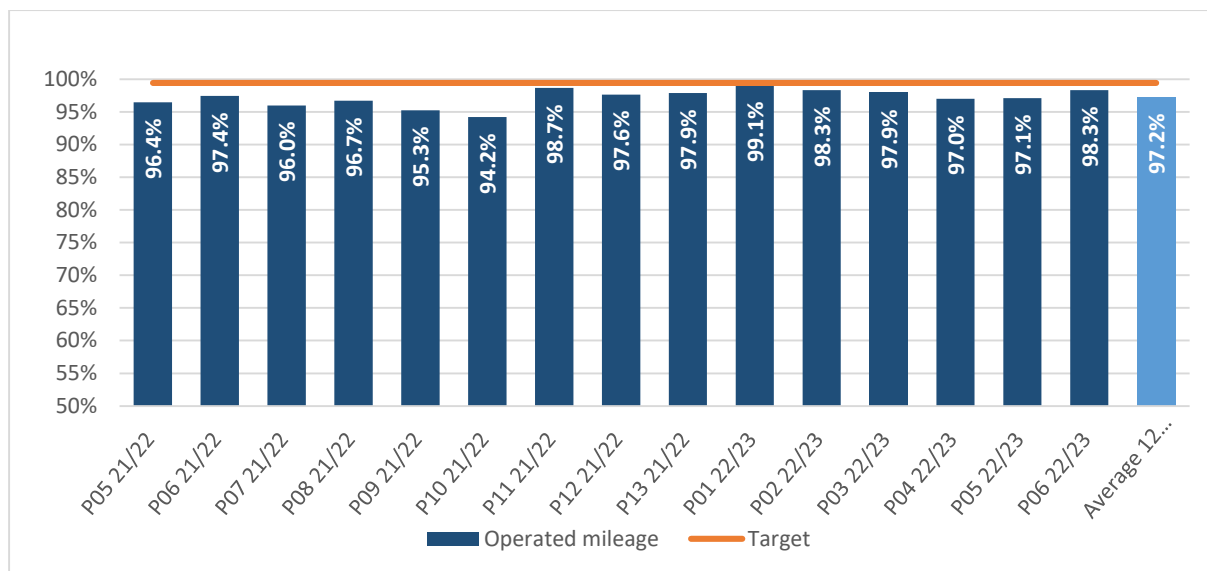
- 4.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated compared with the number of scheduled miles, with a target of 99.4% before the pandemic.

Reliability improved in periods five and six, though period five was impacted by high temperatures which necessitated temporary speed restrictions across the network to maintain safe operation.

The incidents which most influenced performance in recent periods were:

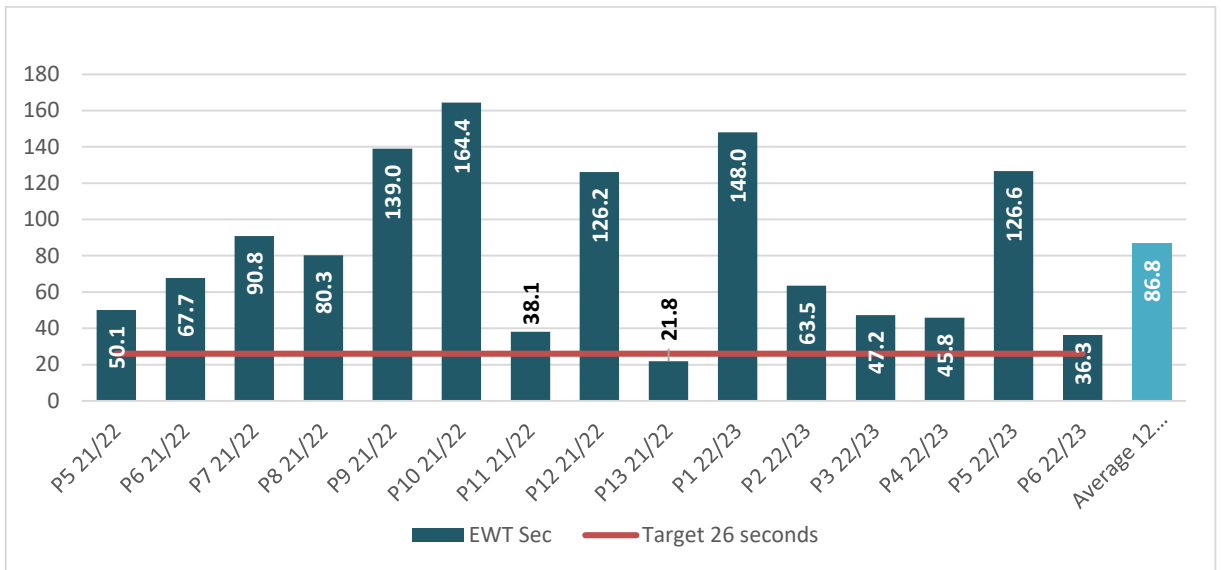
- Period five: on 11 August, the overhead line equipment on the Bury line was significantly impacted by high temperatures and services were unable to operate from mid-afternoon until approximately 23:00. Services were then able to resume with a temporary speed restriction in force.
- Similar temperatures were experienced on 12 August which also prevented services operating on the Bury line from mid-afternoon. Temperatures cooled earlier on the 12 and services were able to recommence at approximately 20:00.

- Period six: on 26 August an overhead line fault at Queens Road impacted the Bury line from mid-morning until approximately 17:15. Services were able to operate between Bury and Whitefield, with ticket acceptance on local buses for customers travelling into Manchester city centre.



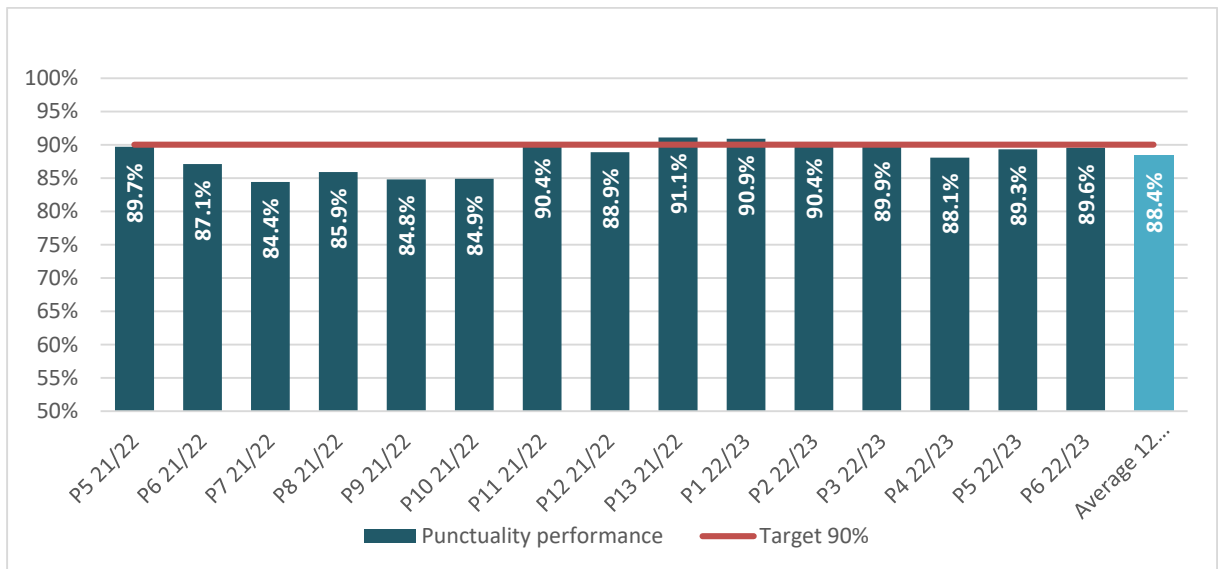
Excess Wait Time

- 4.2 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.
- 4.3 The average EWT performance for the 12 months to September 2022 was 86.8 seconds against a pre-pandemic target of 26 seconds.
- 4.4 Performance in periods five and six was impacted by the incidents described above in 5.1.
- 4.5 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.

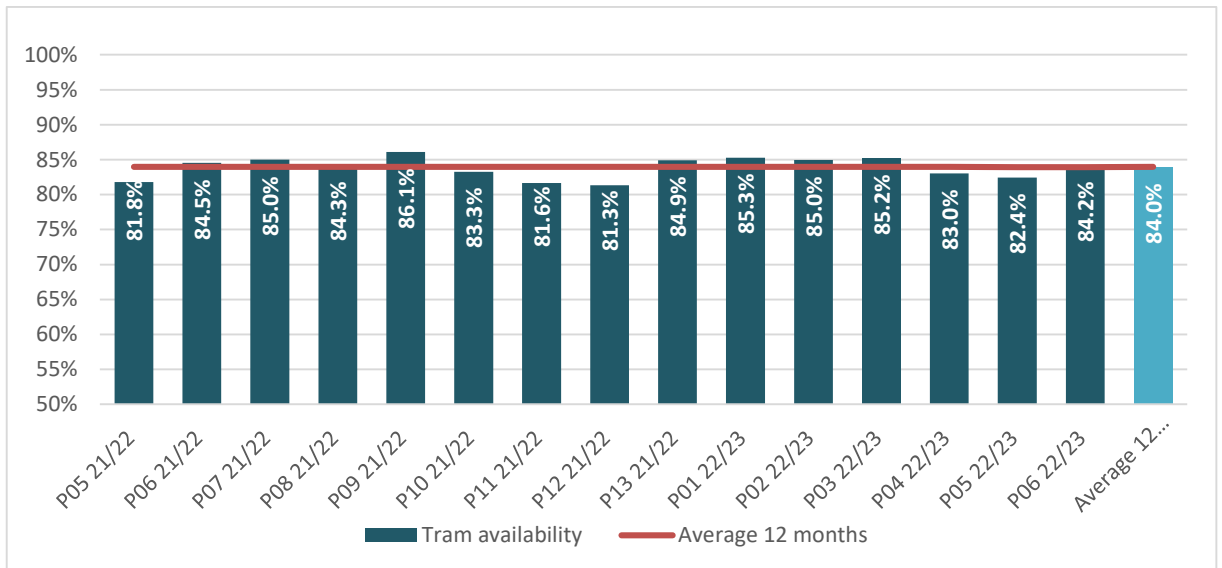
4.6 Punctuality performance covering the previous 12 months (13 periods) is shown below.



4.7 Performance has improved as the extremely high temperatures experienced during the summer have returned to the usual levels. In period six, performance recovered to just under target.

Asset reliability - Trams

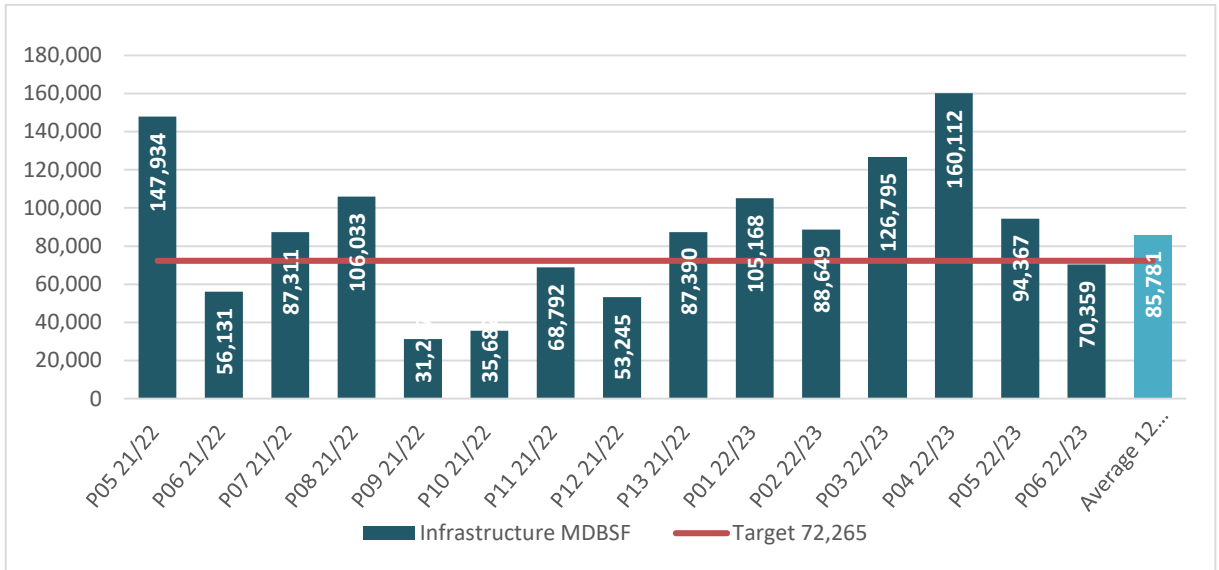
- 4.8 Tram availability shows percentage of the fleet that has been available during each period.



Recent periods have seen continued anti-social behaviour, resulting in smashed glazing and doors, damage to ceiling panels and damaged seating. Levels of offensive graffiti and etching have increased recently. This high level of damage impacts on vehicle availability which is then exacerbated by supply chain issues.

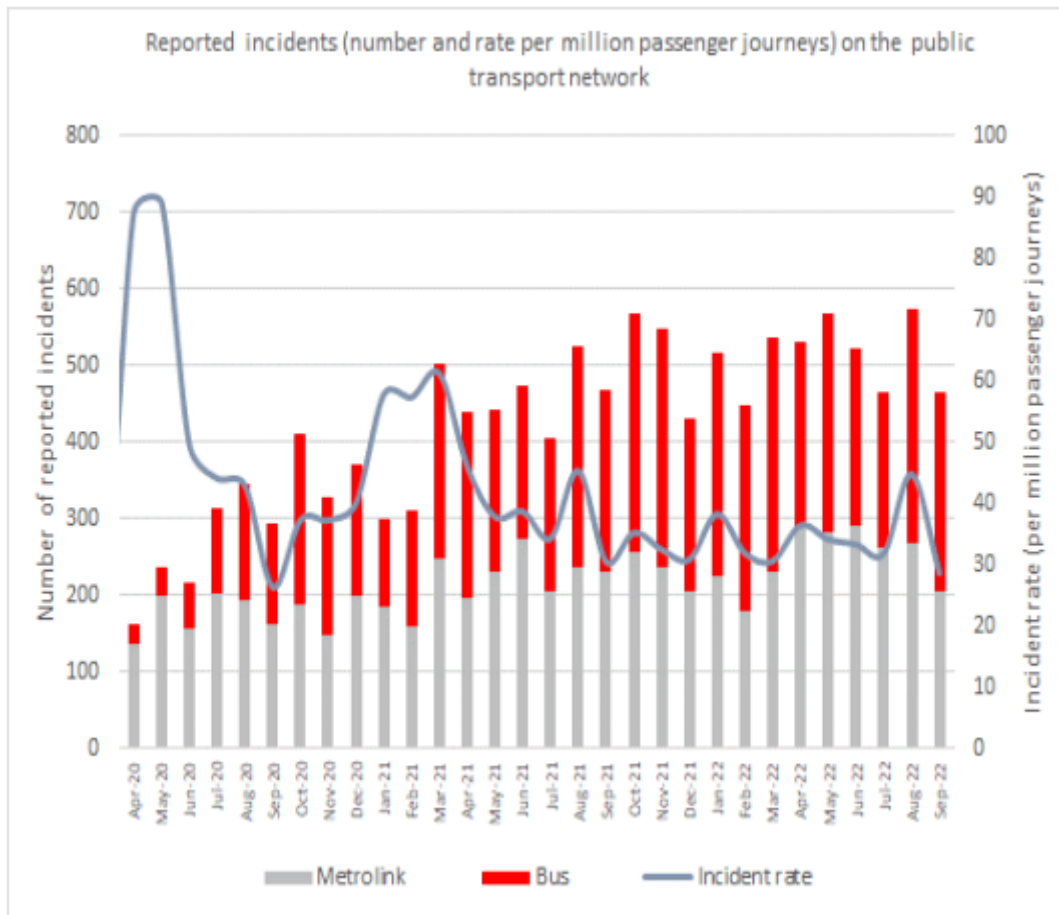
Asset reliability – Infrastructure

- 4.9 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.
- 4.10 Infrastructure assets dipped slightly below target in period six. This was due to a number of unrelated signalling system faults which were repaired and did not recur. The average 12 month rolling performance remains above target.



Crime & Anti-Social Behaviour

4.11 On average, 236 incidents of crime and anti-social behaviour per month were reported to Metrolink over last 12 months.



Crime & ASB Category	Sept 2019	Sept 2022
	Reported Incidents	Reported incidents
ASB	12	40
Assault (inc. domestic incidents)	34	14
Damage to Property	19	32
Drink and Drug Related Incidents	7	10
Harassment & Intimidation	49	59
Obstruct/Interfere with Network Operations	19	35
Other Public Order	17	4
Robbery & Thefts	24	7
Sexual Assault/Sexual Incident	3	0
Tram Surfing	1	3
Weapons Incident	4	2
Grand Total	189	206

- 4.12 Criminal damage continues to be an issue on the network and periods 5 and 6 continued to see more incidents on the Oldham Rochdale line than any other line. Each stop on the Oldham Rochdale line recorded at least one incident during September 2022.
- 4.13 The most common incident type is smashed station furniture; 12 incidents were recorded on the Oldham Rochdale line alone; this was followed by damage to trams. Oldham Central is the current incident hot spot with nine reported incidents during September 2022. This line remains a current TravelSafe tactical priority and TravelSafe Officers (TSO) deployments are prioritised for this line especially during evenings.
- 4.14 The Manchester Airport line has been recommended as a TravelSafe priority for the upcoming period, due to a high number of youth related incidents. During September, 56% of incidents on the line have been youth related, compared with a network average of 37%. The incidents primarily involve youths engaging in anti-

social behaviour and activating door handles, resulting in delays on the network and distress to passengers.

4.15 TravelSafe specialist operations were carried out across the network throughout periods 5 and 6 focusing on crime and anti-social behaviour hotspots. Deployments were supported by local councils, district policing teams and British Transport Police. Dates and locations of deployments in September include:

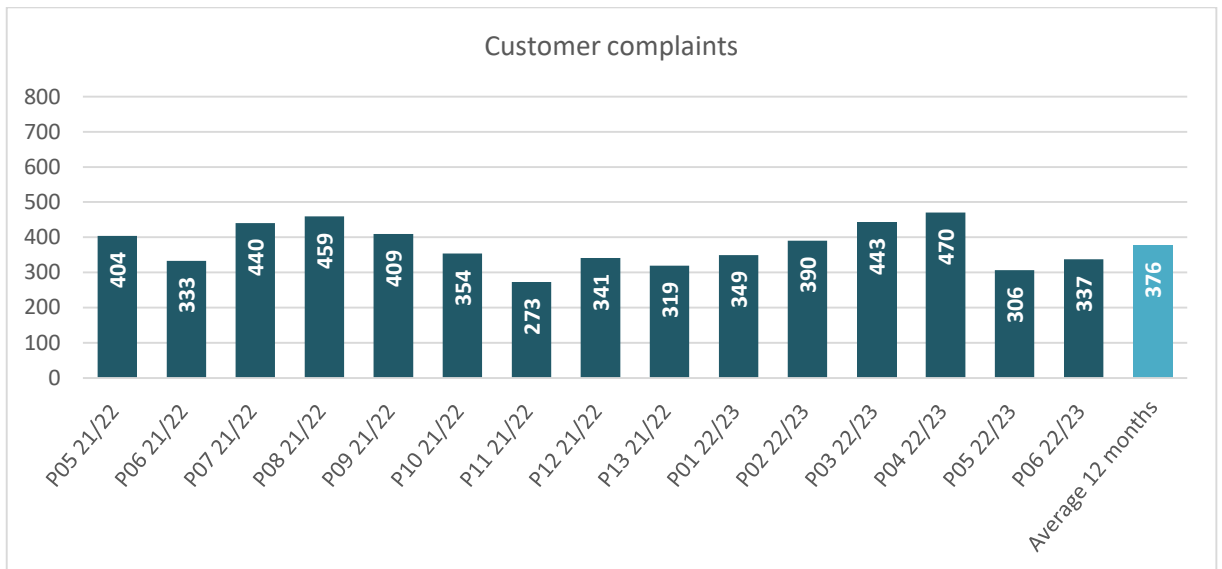
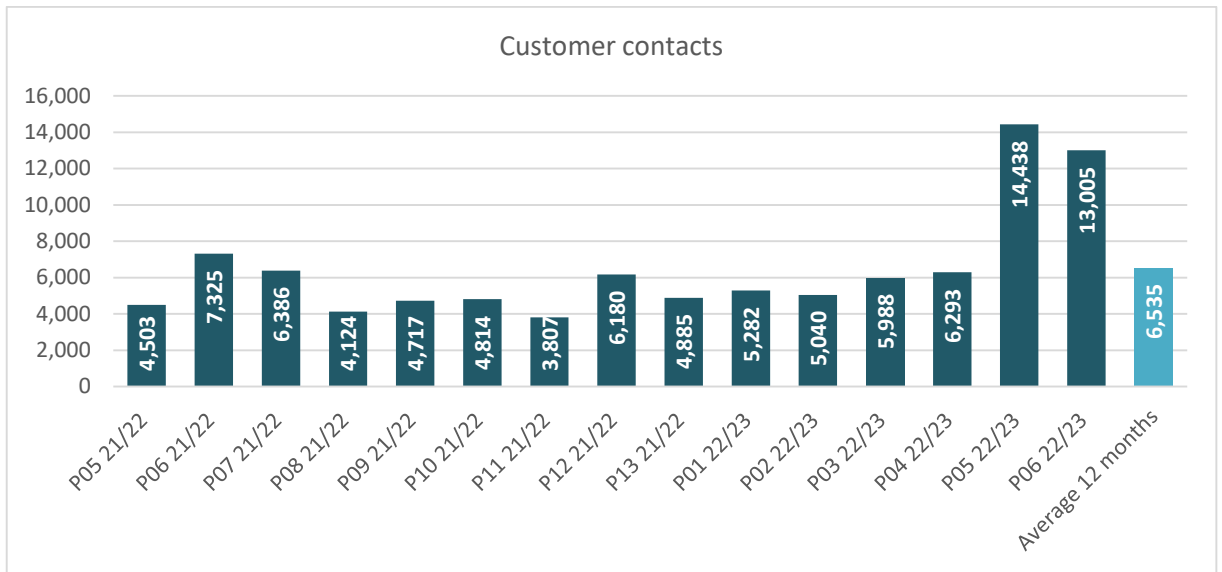
- City Centre (Victoria): 5 September
- Rochdale: 21 September

4.16 Operation AVRO took place during September. In the region of 400 police officers, alongside 200 TravelSafe partnership staff, were out in force on Tuesday 27 and Wednesday 28 September. Alongside the TravelSafe Partnership, GMP officers made 41 arrests, carried out 69 stop searches, and recorded 406 traffic offences and 530 speed offences. Around 1,500 Metrolink fines were also issued for fare evasion as part of targeted deployments across the tram network.

Customer contacts and complaints

4.17 Just under 97,000 customer contacts were dealt with during the year, averaging at 6,535 customer contacts per period (excluding twitter).

4.18 Customer contacts have significantly increased in periods five and six to pre Covid levels. The number of contacts is correlated to significant disruption on the network as a consequence of a number of days of 30°+ heat resulting in speed restrictions and line suspensions and significant engineering works taking place on the network. Customer contact categories related to service disruption and journey planning queries. Although customer contact numbers increased significantly, this did not translate into a significant increase in customer complaints.



Customer Experience and Engagement

- 4.19 KAM's School Engagement team continues to work within the local community. Attendance at assemblies and depot tours have been planned for the new school year and KAM have begun to connect with local schools to consider new engagement approaches and tailor packages for pupils. Dates for a series of stalls and open days targeting colleges have been confirmed for period seven. As part of this planning, a new look student guide has been produced which will be distributed to approximately 2,000 students.

- 4.20 Deployment of outreach workers from Manchester Youth Zone took place on the Airport line as planned in period six. This activity was arranged in response to an increase of loitering on this line. Misuse of door handles continues to be the primary category of youth anti-social behaviour. In response, KAM have issued a detailed briefing note to ensure all staff have the information they need to educate young people on the dangers and consequences of this behaviour.
- 4.21 KAM's ambassador team carried out safety and security focussed surveys on the Oldham Rochdale line during period six, in preparation for operation Avro. This work will continue post operation Avro to allow analysis of the impact of interventions taken in this area. The majority of the feedback received from customers underlined the significance of youth related anti-social behaviour and the impact this has on their impression of Metrolink.

5. FORWARD LOOK

Planned network renewals 2022

- 5.1 Most of the essential works during 2022 are to replace sections of track at key locations on the network of which some will require long closures.
- 5.2 The lengthier closures this year have mainly impact the city centre, Bury and Eccles lines, targeted around the quieter school holiday periods where possible. Other works will be shorter durations over weekends, evenings and overnight.

Works programme:

- Eccles rail renewal has now been completed and the line reopened between Eccles and MediaCityUK on Sunday 23 October.
- Piccadilly Gardens rail renewal was scheduled to be delivered in October for approx. 1 week. Due to an issue with Metrolink's rail supplier, The work to repair the track will take place during week commencing 21 November 2022. As a result of this delay, and to ensure the continued and safe operation of services in the run-up to the works, there will a temporary

change to some Metrolink services from Monday 24 October, until the Piccadilly Gardens works can take place towards the end of November 2022. Details of these works can be found at <https://tfgm.com/piccadilly-gardens-service-change>

- Victoria track works will be completed on Sunday 6 November. This will require a bus replacement to link the Bury, Rochdale, Piccadilly and Eccles services across the city during this day.
- Manchester Town Hall requires two days to conduct essential scaffolding works on Sunday 20 and Monday 21 November. This will result in the route between St Peters Square and Victoria via Exchange Square being closed. All services will be rerouted via Market Street for these two days with no services at Exchange Square stop.

Danny Vaughan
Head of Metrolink, TfGM

Appendix 1 - Period date listing

This report details the highlighted Period/s

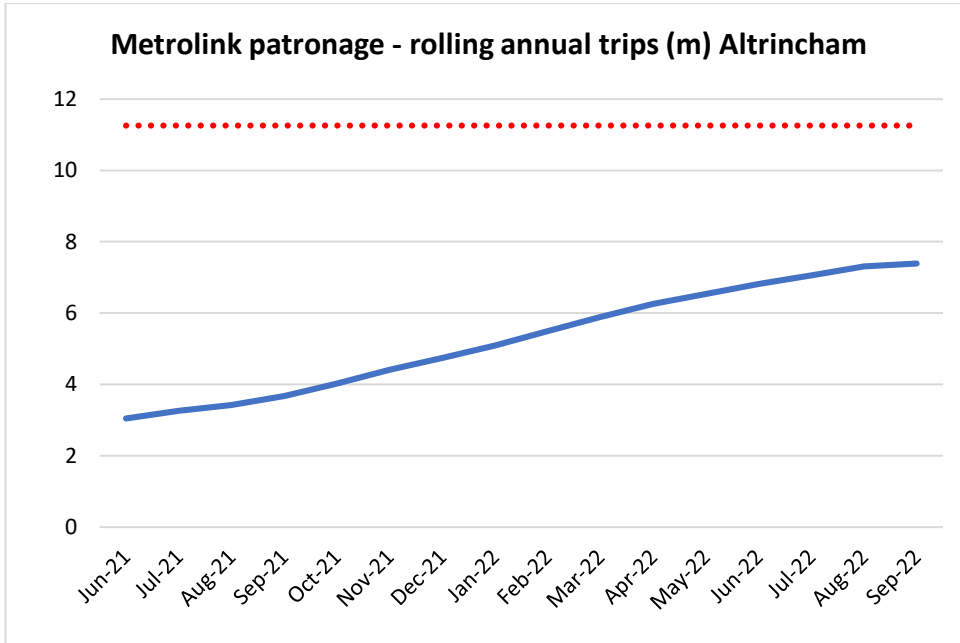
2021/22

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

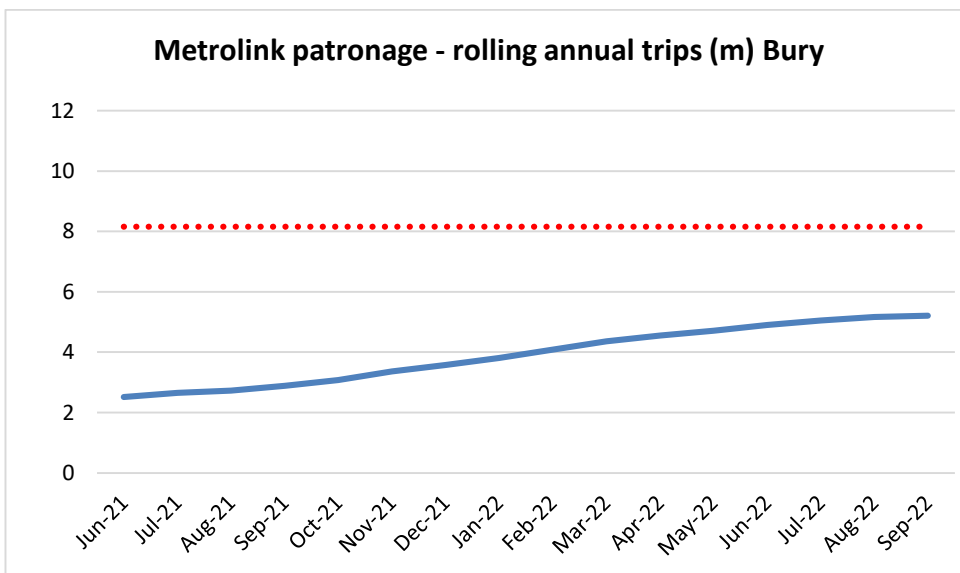
2022/23

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

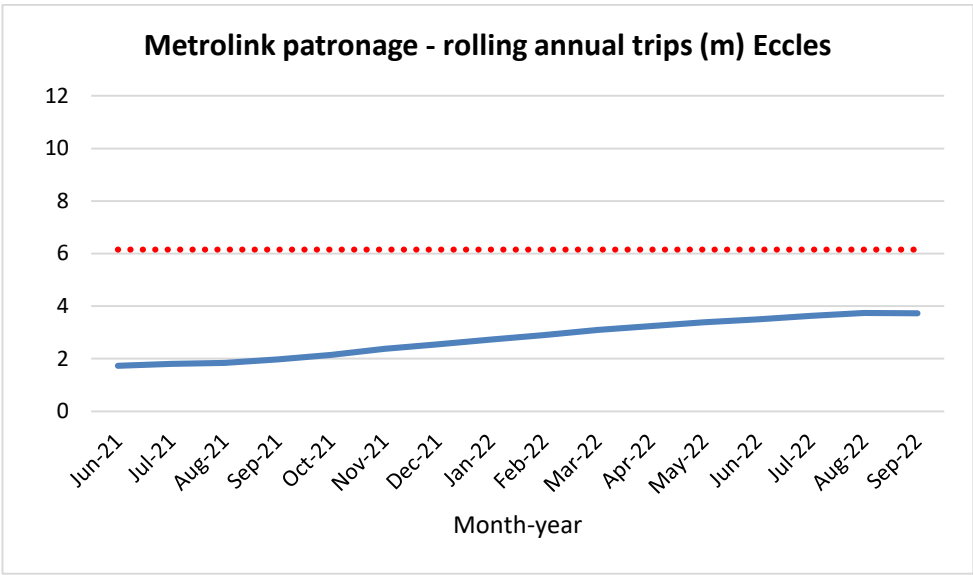
Appendix 2 – Patronage by line



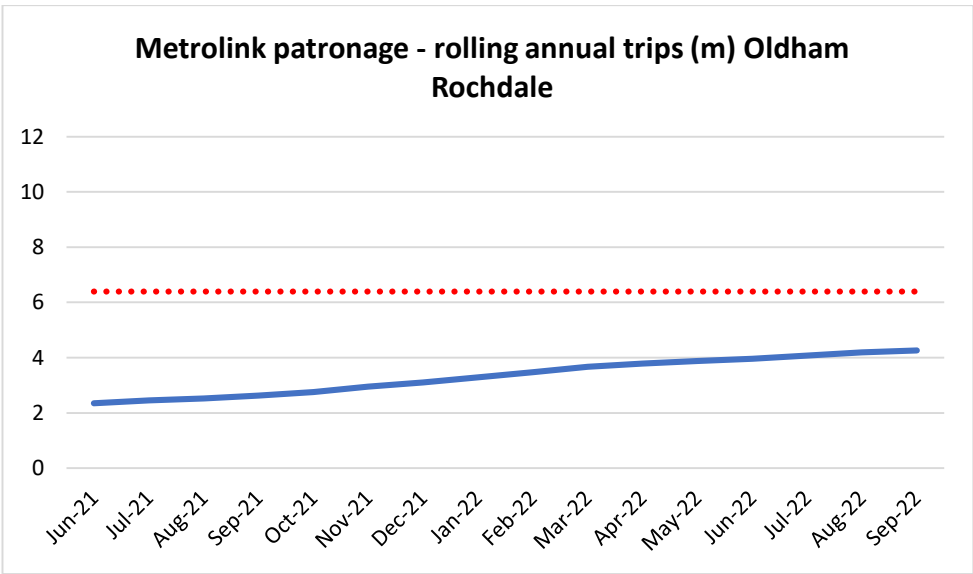
Journeys latest:
7.4
Journeys pre-covid:
11.3



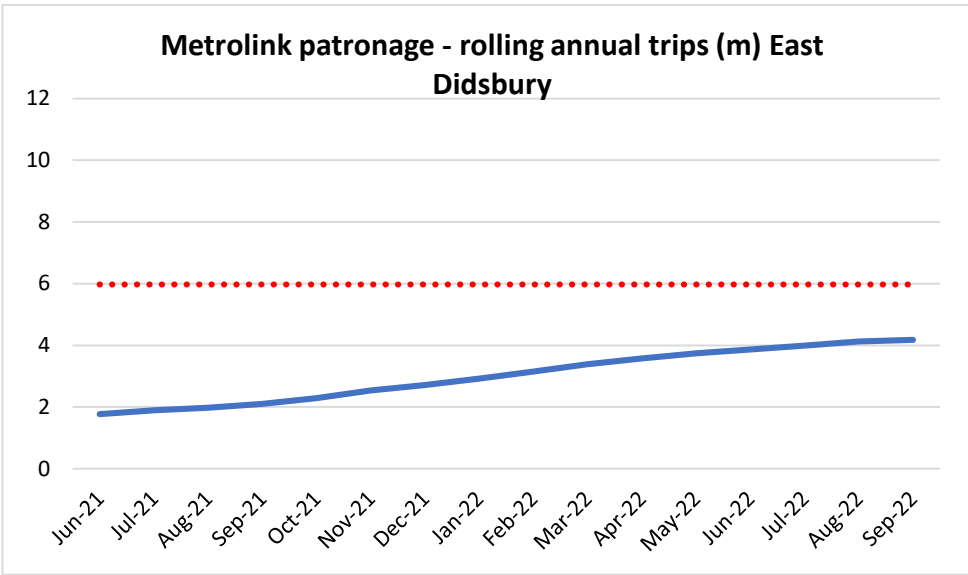
Journeys latest:
5.2
Journeys pre-covid:
8.2



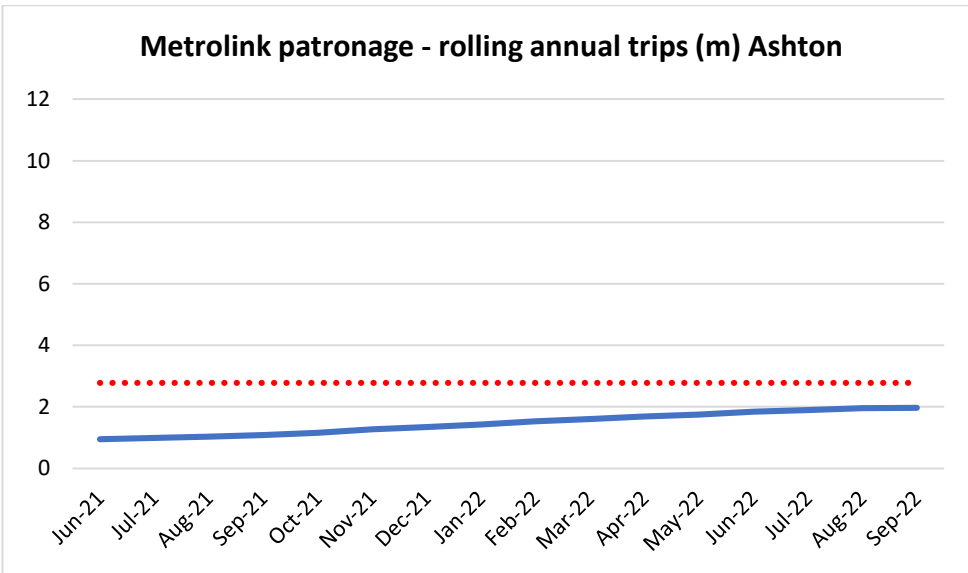
Journeys latest:
3.7
Journeys pre-covid:
6.2



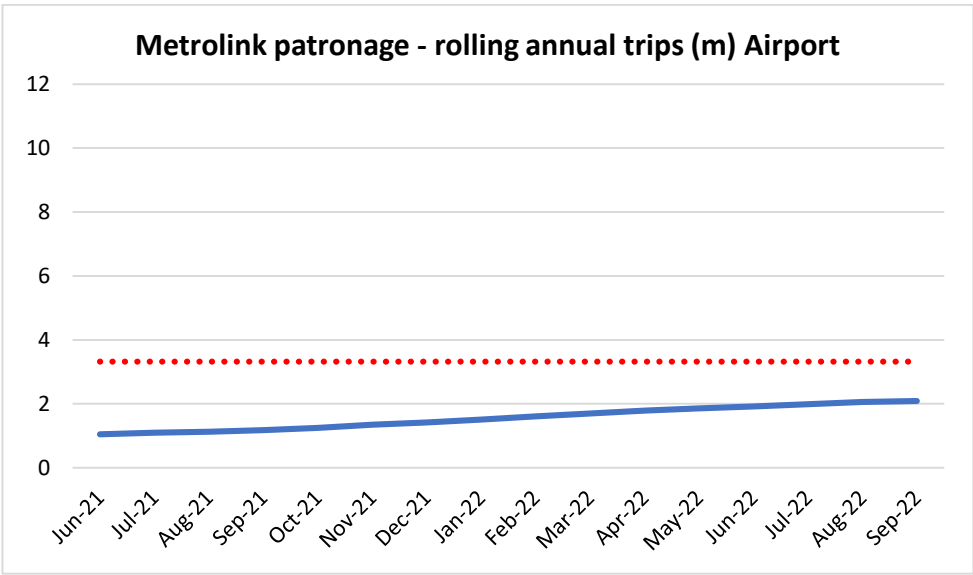
Journeys latest:
4.3
Journeys pre-covid:
6.4



Journeys latest:
4.2
Journeys pre-covid:
6.0

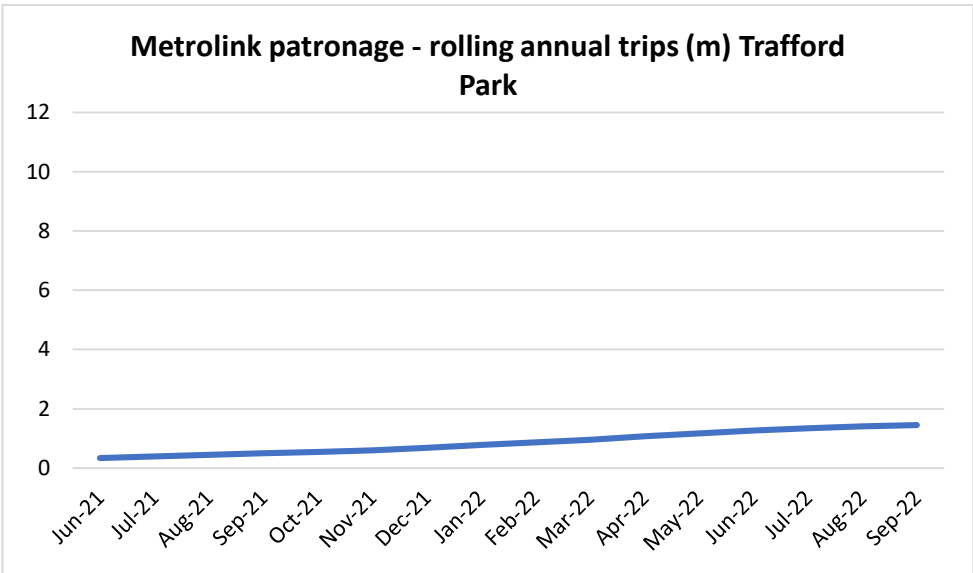


Journeys latest:
2.0
Journeys pre-covid:
2.8



Journeys latest:
2.1

Journeys pre-covid:
3.3



Journeys latest:
1.5

Journeys pre-covid:
-

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

Date: 11 November 2022
Subject: Local Rail Services Performance Report
Report of: Simon Elliott, Head of Rail Programme, TfGM

PURPOSE OF REPORT:

To update Members on local rail service performance and operations between rail periods 05 and 06, 2022/23 (24 July – 17 September 2022).

RECOMMENDATION:

Members are asked to note the contents of this report.

CONTACT OFFICERS:

Simon Elliott	Head of Rail Programme	simon.elliott@tfgm.com
Mark Angelucci	Rail Performance Officer	mark.angelucci@tfgm.com

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 20220916 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 05 and 06 2022/23 (24 July – 17 September 2022).
- 1.2. The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail service delivery:
 - Periods 05 and 06 overview
 - Network Rail performance and updates
 - Route crime
 - Train operator performance and updates
 - Details of current train plans and December 2022 timetable
 - Patronage and footfall figures
 - Industrial Relations update
 - Operations and Stations update, including Christmas & New Year Overview
 - Community Rail
- 1.3. A list of rail period dates for 2022/23 can be found in Appendix A.
- 1.4. A geographic map showing all Greater Manchester rail lines and stations can be found in Appendix B.
- 1.5. Individual PPM vs Target and Moving Annual Average graphs can be found in Appendix C for all six GM TOCs. This also includes cancellation and short formation graphs for Northern and TPE.
- 1.6. Right Time at Destination by Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.
- 1.7. Diagrams detailing Manchester rail routes from December 2022 can be found in Appendix E.

2. OVERVIEW

- 2.1. This report covers rail periods 05 and 06, 2022/23 (24 July – 17 September).
- 2.2. Operational performance improved slightly for five of the six Greater Manchester operators in Period 05 (the exception being EMR), with further improvements registered in Period 06 for all. Whilst improvements were registered period-on-period in P05, Period 04 had seen performance impacted by severe heat in the final week. Year on year comparisons reveal Northern's PPM at 7% lower than in the corresponding period in 2021, with TPE's worse by 10%.
- 2.3. Service cancellations have continued to increase across TOCs due to a number of factors. These include on-going COVID infections, other sickness, lack of rest day working agreements and both strike days, plus unofficial 'work to rule' by crew at various train companies.
- 2.4. Pre-planned service cancellations (or P-coded trains) have continued to be applied, notably for TPE, due to lack of crew availability. Whilst giving some advance notice of cancellation (removed from systems by 2200hrs on the night before), they continue to cause inconvenience for passengers, are not included in Delay Repay schemes and do not count in official performance figures. These short notice cancellations also cause additional capacity constraints on other operators' services, where overcrowding has been reported, notably on Anglo-Scot and Hope Valley services.
- 2.5. The periods saw slight increases for Right Time at Destination, with Northern at around 60% and TPE at about 55%, although Northern achieved a five period best figure of 62.2% in Period 06. Longer distance operators' performance on this metric continued to remain disappointing, with Avanti West Coast and EMR only managing to achieve a one-train-in-five right time arrival at final destination.
- 2.6. Northern continues to experience late notice cancellations on Sundays due to the lack of a rest day working agreement, which have included multiple service cancellations over the summer on Buxton, Liverpool and Southport routes. A disagreement on new rosters, which had caused some additional cancellations, has now been resolved and performance is expected to improve further as a result of this.

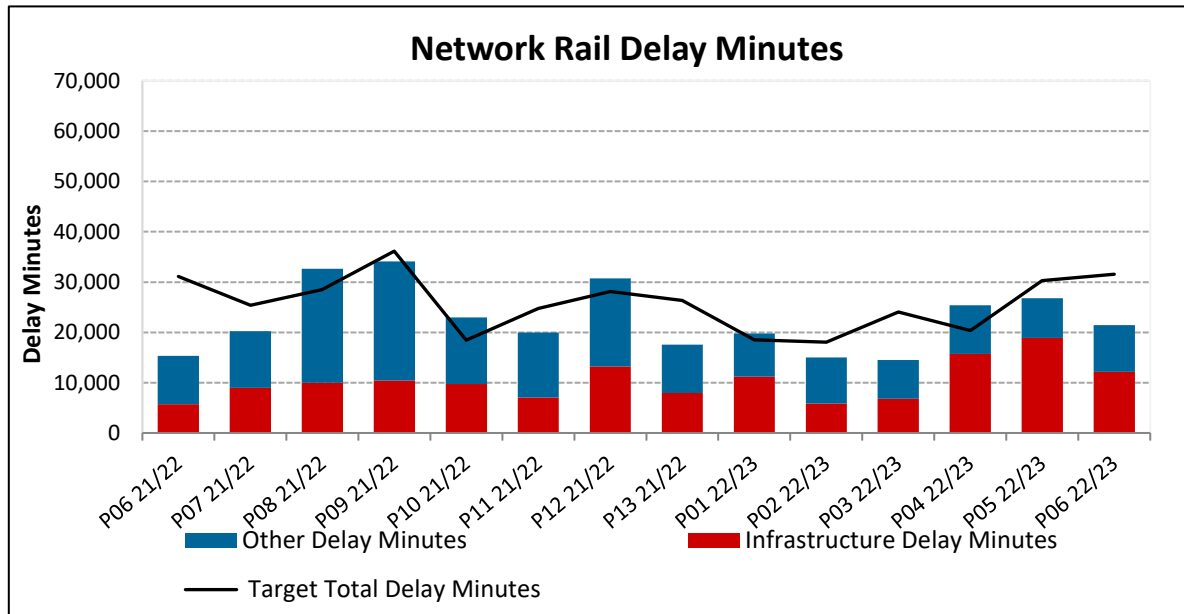
- 2.7. Due to industrial action and the removal of rest day and overtime working by crew at Avanti West Coast and TPE, amended train plans were introduced over these periods, seeing a reduction in services. These amended train plans were instigated in order to stabilise service delivery and provide a greater degree of certainty for passengers, although have resulted in overcrowding on some services and, for the first few weeks of their introduction, on-going additional on the day and p-coded cancellations. For Avanti, as previously reported, Manchester – London services were reduced significantly and without prior consultation, from 3tph to just 1tph from 14 August. TPE Manchester Airport (and some Liverpool) – Scotland services were also reduced from 11 September, with the Airport seeing 10 trains per day in each direction to Scotland, instead of the 16 which should have been delivered.
- 2.8. Periods 05 and 06 saw Network Rail delay minutes remain relatively stable, with increases in Period 05 due to infrastructure. These declined in P06, as external delays increased, the most significant of which involved a burst United Utilities water main in the Fairfield area in September.
- 2.9. Patronage and demand levels over the periods has plateaued, with some reductions as a result of industrial action, unreliable, cancelled trains and significant engineering works at weekends. Patronage and footfall at north-west major stations remains higher than in London and the south-east.
- 2.10. TfGM has received assurances from Network Rail that platform enhancement works on the Liverpool bound platform at Irlam will be prioritised and completed by the end of December 2022; this will allow a 2tph off-peak service to continue at the station.
- 2.11. Industrial relations breakdown, caused by lack of formal or acceptable pay offers, guarantees on compulsory redundancies and other grievances around working practices and payments continues. RMT (representing guards and other rail staff), TSSA (representing office and management) and ASLEF (representing train drivers) are all involved.
- 2.12. Strike days took place across the rail network on 27 and 30 July, plus the 13, 18 and 20 August. Strikes planned for 15 and 17 September were called off after the death of HRH, Queen Elizabeth. Further strikes have since taken place on 05 and 08 October, with additional planned action on 22 October, 05, 07 and 09 November.
- 2.13. In addition to the strike days listed above, TPE and Avanti traincrew have been declining to work rest days and overtime. This has impacted service delivery, with multiple p-coded and late notification cancellations being recorded.

3. OPERATIONAL PERFORMANCE

NETWORK RAIL

- 3.1. Network Rail 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 delay minutes in Manchester DU increased in P05 from around 25,000 to just below 27,000 before falling back to around 21,500 in P06. Infrastructure delay increased in P05, with the most significant incident a signalling failure at Slade Lane Junction on 08 August, which was responsible for 3,512 minutes delay, 18 full and 34 part-cancellations.
- 3.3. Infrastructure delay improved in Period 06, however there were increases in external delay, largely as a result of a burst United Utilities water main in the Fairfield area between 01 – 05 September. This resulted in widespread flooding to both the railway between Guide Bridge and Gorton and local highway closures. The incident also caused damage to railway signalling systems in the area. The flooding alone caused 2,723 minutes delay, 78 full and 147 part-cancellations to train services over several days.
- 3.4. Other significant Network Rail delays in the periods included sagging OHLE wires in the Gorton area on 11 August due to extreme heat plus trespass incidents at Huyton on 27 July, Mills Hill and Bolton on 01 August.
- 3.5. Incidents beyond Greater Manchester attributed to Network Rail continue to affect local services through reactionary delay. Fatalities at Watford Junction and Bletchley caused around 10,000 minutes delay in the periods alone. Cable theft in the Tyseley area and a points failure at Crewe also contributed in excess of 10,000 minutes delay to both local and longer distance services.

NETWORK RAIL DELAY MINUTES (MANCHESTER DU)



ROUTE CRIME, MANCHESTER DELIVERY UNIT

- 3.6. Criminal activity, theft and trespass cause significant delay and cancellations to passengers. Network Rail is responsible for this delay and works closely with train operators, British Transport Police and other agencies to mitigate and prevent such incidences occurring.
- 3.7. Trespass, vandalism and theft on the railway continue to impact service delivery across the network. The number of trespass and vandalism incidents in Manchester DU increased to 54 in Period 05 but declined to 47 in Period 06 following the end of the summer holiday period.
- 3.8. Anti-social behaviour continues to be reported across all public transport modes. For rail, this includes both on-train and station activity, for which British Transport Police is responsible. Train operators and Network Rail take this issue seriously and have expanded the use of covert and open CCTV, body-worn cameras and increased officer patrols.
- 3.9. Incidences of cable theft, whilst not significantly impacting Greater Manchester operations to date, has continued to increase elsewhere across the network, partly due to increases in commodity prices. Network Rail continues to work with British Transport Police (BTP), focusing on known hot spots and visiting scrap metal merchants.

FATALITY

- 3.10. There were no reported fatalities in Manchester DU in Period 05, however three were reported in Period 06.
- 3.11. Data from the Rail Delivery Group lists the following suspected suicides and suicide attempts nationally in Periods 05 and 06. Further information is available at: [Rail industry suicide prevention programme | Samaritans](#)

Period/ Category	Suicide	Attempted	Males	Females	Mental Health	Youngest	Oldest
P05	15	3	14	4	9	27	69
P06	18	6	19	5	15	16	73

- 3.12. Work continues enhancing physical deterrents at key locations on the network, including additional platform-end fencing, surface matting and signage, with smart CCTV being installed at various locations to detect unusual behaviour and alert control centres.

Category	Incidents/ Minutes P05	Incidents/ Minutes P06
Trespass	47/3,707	37/2,056
Vandalism	5/139	7/285
Cable Theft	2/93	-
Fatality	-	3/350
Total	54/3,939	47/2,691

TRAIN OPERATOR PERFORMANCE

- 3.13. Operational performance improved marginally in Periods 05 and 06 for the six Greater Manchester TOCs, excluding EMR, which experienced a slight decline in P05 before improving in P06. Overall, slight improvements were recorded in PPM and Right Time at Destination, though it must be remembered that these figures exclude a significant number of p-coded services for TPE and are based on reduced train plans for both TPE and Avanti West Coast.
- 3.14. Cancellations continued to increase for operators over the periods, largely due to crew availability and the loss of rest day and overtime working. Averages of between 4 – 5% cancelled services are masked by TPE's daily pre-cancelling of anything between 35 – 80 trains across its network. In Period 06, TPE's cancellation and significant lateness (CaSL) figures were 7.8% across its network and 13.5% on Anglo-Scot services. The figure for Anglo-Scot excludes 40 services removed on 11 September and the services pre-cancelled before 2200hrs on the day before (p-codes). In total, in Period 06, TPE cancelled, either fully or partly a further 479 trains.
- 3.15. Other factors affecting train operator performance included Network Rail delay previously detailed, including flooding at Fairfield which impacted Hadfield/Glossop and TPE North Group services via Guide Bridge over a number of days. The signalling failure incident at Slade Lane caused significant delays and cancellations to South Manchester local and longer distance services, with diversions in place for passenger and freight services via Styal and Romiley lines, where driver route knowledge permitted.
- 3.16. A track circuit failure between Hazel Grove and Chinley affected Northern, TPE and EMR services on 30 August, whilst trespass incidents at Mills Hill and Bolton on 01 August resulted in cancellations and service diversions.
- 3.17. Delays caused by other TOCs and freight companies also impact service performance and failed freight units have caused disruption to both local and longer distance services in the Rochdale and Greenfield areas over the periods.

3.18. The table below shows PPM for the six GM TOCs at the end of Period 06 in September 2019 (pre-COVID), September 2020, (around 70% services operating), September 2021 and this year (both around 80% of services). Whilst PPM improved with fewer trains and passengers during COVID restrictions, performance now is not only worse than in COVID times, it is worse than pre-COVID for four of the six GM TOCs. This includes Avanti, who are operating a much-reduced train plan currently. Only Northern Trains and TPE score higher than pre-COVID and TPE's figures exclude a significant volume of additional pre-cancelled trains.

TOC/PPM%	P06 2019	P06 2020	P06 2021	P06 2022
Northern	82.9%	93.0%	90.2%	85.4%
TPE*	77.6%	95.6%	93.6%	87.6%
Avanti West Coast	82.8%	87.2%	89.6%	75.7%
Cross Country	85.4%	88.2%	87.8%	81.2%
TfW	88.6%	91.9%	84.5%	83.5%
EMR	83.2%	91.2%	81.7%	80.4%

**excludes p-coded trains*

NORTHERN TRAINS LIMITED

- 3.19. Northern's punctuality and reliability over Periods 05 and 06 improved slightly, with PPM (company-wide) reaching 85.4% and RT (Central/West) at 62.2% at the end of Period 06. Moving Annual Average (MAA) PPM continued to decline to 84.3%.
- 3.20. Cancellations across the north-west by Northern, both full and part, decreased in Period 05 but subsequently increased in Period 06. For Northern's North and South Manchester service groups, cancellations decreased from 541 in P04 to 371 in P05 but rose to 607 in P06.

- 3.21. Crew availability on Sundays, which remain for the large part voluntary for Northern's drivers, continues to be challenging and revised rest day working arrangements are still to be agreed. Additionally, a dispute over new rosters brought in from May 2022 has affected service delivery, with some late notice service cancellations. This dispute has since been resolved and Northern expect to see improvements in performance from the end of October.
- 3.22. Network incidents previously detailed have added to performance issues, with Fairfield flooding, OHLE at Gorton, Slade Lane signalling and failed freight units all impacting. Pre and post-strike day services also have been impacted by industrial action, with unit displacement and early morning depot movements affected by this.
- 3.23. Crew availability as a result of COVID infections and non-COVID sickness remain an issue, with sickness levels reportedly double the seasonal norm at various north-west depots.
- 3.24. Instances of short-forming of Northern services improved over the two periods, with totals of North and South Manchester short-formed trains falling from 1,007 in Period 04 to 784 in Period 05 and 587 in Period 06. Improved fleet reliability and availability has contributed to these figures.

Delays caused by train operating companies themselves and other passenger/ freight companies continue to affect punctuality and reliability. Crew availability, crew movement across the city centre and between depots, operational challenges and unit reliability all continue to contribute to poor performance. Incidences of ill passengers, anti-social behaviour on trains, excess dwell times at stations and passengers requiring un-booked travel assistance all add to operational delays.

TRANSPENNINE EXPRESS

- 3.25. TPE performance, judged on official figures, improved over the period, finishing P06 with a PPM of 87.6% and Right Time at Destination of 56.5%. CaSL was 7.8% across its business. MAA PPM declined to 87.5%.
- 3.26. Following on from a period of significant daily pre-cancelled trains (p-codes), TPE instigated a revised train plan on its Anglo-Scot route from 11 September. This saw the daily number of Manchester Airport – Scotland services reduced from 16 in each direction to just 10. Edinburgh lost one service, whereas Glasgow trains were reduced by five. Additionally, some Liverpool services were removed and short-workings introduced between Preston/Lancaster – Scotland.
- 3.27. Performance on this route has not been helped by several major incidents over the periods, including heat-related speed restrictions and an OHLE de-wirement in the summer and two fatalities more recently. These fatalities have impacted both driver and driver instructor availability as the operator seeks to ramp up driver training to provide additional resource to deliver its December 2022 timetable.
- 3.28. Assurances were made to both TfGM and GMCA that removing these services would enable more robust deliverability of the remaining train plan, however, this has not been the case. Recently, in addition to the agreed 40 withdrawn weekly services on this route, there have been significant daily p-coded cancellations and further on the day cancellations. Even allowing for the vastly reduced train plan, a further 19% of services on this route were cancelled over the two weeks beginning 02 October.
- 3.29. Across its network, TPE is struggling to deliver its services, with upwards of 500 trains being either fully or partly pre-cancelled in one week in October. TfGM has escalated TPE's performance to Rail North Partnership (RNP) / Department for Transport (DfT) and the Mayor of Manchester has demanded performance improvements or the removal of TPE's passenger contract.
- 3.30. TPE services on its wider network have been impacted by the severity of some of the incidents already detailed in this report, including Slade Lane signalling, Fairfield flooding and the unit failure near Diggle. Fatalities in North Lancashire, Cumbria and Leeds have impacted performance and unit, as well as crew availability.

AVANTI WEST COAST

- 3.31. Avanti West Coast reduced its Manchester – London services from 3tph to just 1 tph on 14 August. This was done without consultation and at very short notice. The removal of services has caused overcrowding on adjacent services and problems for passengers planning journeys over the summer holidays and even purchasing tickets.
- 3.32. As with TPE, these service reductions were planned to stabilise service provision and enable a guarantee of reliability. Whilst initially, this did not happen (there were further daily cancellations on the route), service delivery has improved and cancellations reduced considerably. An uplift to services was achieved in September, with up to an additional 10 services per day re-introduced, but this fell short of TfGM/Mayoral aspirations for a recovery plan which would have seen the return of 2tph. Avanti West Coast has said that it intends to return to 3tph from December 2022 on this route.
- 3.33. Wigan North-Western continues to be served by Avanti's Anglo-Scot services between London Euston and Glasgow/Edinburgh.
- 3.34. TfGM is pleased to report that the removed 0616 London Euston – Manchester Piccadilly service has been re-introduced from September, albeit starting from Stafford. This service makes key calls at Stoke-on-Trent and Macclesfield (at 0745 and 0802 respectively) and helps deliver key commuter flows into Manchester, whilst allowing additional capacity for local commuters further along the line at Poynton and Bramhall stations.

OTHER OPERATORS

- 3.35. Transport for Wales Rail (TfW) service performance improved over the periods, finishing P06 with the best Right Time at Destination of all GM TOCs at 67.3%
- 3.36. Transport for Wales services to Manchester continue to operate, with 1 tph to Chester/North Wales and 1 tph to Cardiff/South Wales. There continues to be short-forming of some of its services to South Wales, with three car units being replaced by two car trains. This continues to cause over-crowding, notably on sections between Manchester – Crewe, following the removal of Avanti West Coast services
- 3.37. Cross Country has not seen any further service enhancements since May 2022, when some early morning and evening direct services between Manchester – Bristol returned for the first time since the pandemic. Most services continue to operate from Manchester with strengthened 8 or 9 car Voyager trains.

- 3.38. Operational performance has improved over the two periods covered by this report and finished P06 with a RT figure 7.8% higher than in P04 of 40.1%.
- 3.39. CrossCountry performance was affected by significant incidents over the periods, including cable theft and flooding in the Birmingham areas and the signalling failure at Slade Lane.
- 3.40. EMR services between Norwich – Liverpool have seen performance improvements over the two periods, finishing P06 at 48.8% RT at destination. Services on this route were particularly affected by the extreme heat at the end of Period 04. Some short-forming of these services has resulted in over-crowding on these and Northern stopping services between Sheffield – Manchester – Liverpool.

SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 05 AND 06

Date	Incident	Delay Minutes	Cancellations
08 August	Signalling failure, Slade Lane Junction	3,688	18 full/34 part
01 September	Flooding, Fairfield	2,723	78 full/147 part
05 September	Failed freight unit, Rochdale	1,371	15 full/40 part
30 August	Track circuit failure, Hazel Grove	1,083	1 full/12 part
01 August	Trespass, Mills Hill	1,009	2 full/11 part
01 August	Trespass, Bolton	842	0 full/13 part

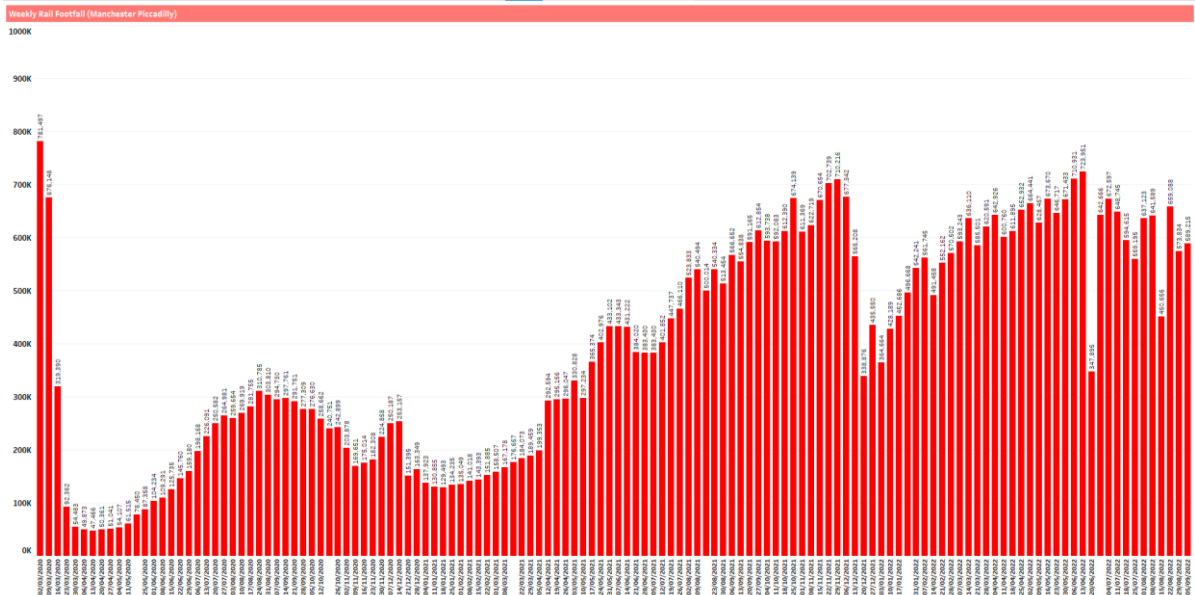
SIGNIFICANT INCIDENTS, LNW NETWORK, PERIODS 05 AND 06

Date	Incident	Delay Minutes	Cancellations
28 July	Fatality, Bletchley	6,255	54 full/38 part
25 August	Points failure, Kingsbury Junction	6,213	7 full/11 part
03 August	Cable theft, Tyseley	5,335	65 full/89 part
05 August	Points failure, Crewe	5,179	3 full
07 September	Lineside fire, Amington	5,120	3 full/6 part
29 August	Fatality, Watford Jct	3,604	6 full/11 part

4. PATRONAGE

- 4.1. Rail patronage across the north, which had steadily increased over the summer and at the beginning of September, has largely remained stable since, at between 70 – 85% of pre-COVID, depending on operator and journey type. The return to commuting has not so far fully materialised and demand continues to be largely driven by leisure travel.
- 4.2. Rail in the north has recovered faster than the national average and London/south-east, with higher patronage levels. Network Rail managed stations have shown higher footfall in the north-west than in London and the south-east, with Liverpool Lime Street leading the way at pre-COVID levels and above. Piccadilly totals are around 82% of pre-COVID, with London stations at below 70%. It should be noted that Merseyrail services in Liverpool have returned to full pre-COVID timetables and that operations have largely not been affected by industrial action elsewhere.
- 4.3. The chart below shows weekly footfall totals at Piccadilly station since the start of the pandemic. The busiest days of the week continue to be Friday/Saturday, with Sundays now often third busiest (event-dependant). Mondays and Tuesdays continue to be the quietest days.

MANCHESTER PICCADILLY FOOTFALL FIGURES



5. INDUSTRIAL ACTION

- 5.1. Rail unions are yet to agree on pay awards with their employers at a large number of train operators; although Transport for Wales, Scotrail and Merseyrail have agreed deals.
- 5.2. Strikes by RMT members (guards), ASLEF (drivers) and TSSA (salaried staff) have impacted rail delivery throughout the summer, with strikes having taken place on 27, 30 July, 13, 18, 20 August, 05, 08, 22 October and further action currently planned for 05, 07 and 09 November.
- 5.3. Depending on the unions involved, strike action has either resulted in a skeleton rail service on key parts of the network or no trains at all. Industry messaging has been not to travel at all and if possible, only essential travel on days bordering action. Ticket refunds have been in place, with other restrictions relaxed or acceptance in place with TOCs not involved in the action on various days. There has been no replacement bus operation due to the extent of the industrial action.
- 5.4. Additionally, train crew declining to work rest days and overtime. This has impacted on Avanti West Coast and TPE services, as detailed elsewhere in this report.
- 5.5. For customers and TfGM, the dispute has impacted Metrolink operations to Altrincham, with contingency cover for shared signalling sections between Timperley – Altrincham only being provided between 0700 – 1900hrs on certain strike days.

6. DECEMBER 2022 TIMETABLE (MTF)

- 6.1. As previously detailed, major changes to train timetables and switching of services comes into place from 11 December 2022. Full details can be found in the previous Metrolink & Rail Performance report and a diagram of new routes is in Appendix E.
- 6.2. The changes have been made to regularise services and improve overall performance but with the loss of some connectivity. Stockport and Sheffield lose their airport connections, Wigan and Southport lose their Manchester Piccadilly services and there is a loss of connectivity between North and South Manchester as the Hazel Grove – Blackpool North service is removed.

- 6.3. Whilst most peak time services will be restored, notably on Buxton, New Mills Central and Mid-Cheshire lines, the Atherton line will see only one additional peak train operating in the high-peak. Calls at Deansgate by Liverpool/Warrington stopping services will also be removed off-peak.
- 6.4. Safety concerns over the height of the west-bound platform at Irlam had led to fears that the second tph off-peak here would be discontinued. TfGM has worked with industry partners to ensure that works to heighten the platform have been prioritised and that these will be completed in December to enable the continued operation of 2 tph in both directions at the station.
- 6.5. As a result of continuing industrial relations issues, lack of RDW agreements, delays to driver training and spikes in recent COVID infections across the north-west, coupled with increases in other long-term sickness, TfGM is concerned about the deliverability of the December 2022 timetable. These concerns are notably focused on TPE and Avanti West Coast.

7. OPERATOR UPDATES

NORTHERN TRAINS LIMITED

- 7.1. Northern is prepared to deliver its December 2022 timetable change, from 11 December. This will see service enhancements on a number of routes; however, a small number of service improvements will be deferred until 03 January 2023.
- 7.2. Northern has confirmed additional management presence at its key Manchester city stations on Saturdays from 12 November until 17 December. This will see front-line staff supported at Manchester Victoria, Oxford Road and Salford Central stations.
- 7.3. Congratulations to Bolton station which won 'Best Medium Station' at this year's National Rail Awards.
- 7.4. RMT has announced strikes which will affect Northern services on 03 and 05 November. Previously, this action has seen Northern operate a service between Liverpool – Alderley Edge only.
- 7.5. Northern has had positive discussions with ASLEF over a rostering disagreement, which should see performance improvements from October.
- 7.6. A new passenger toilet pod has recently opened at Guide Bridge station.

- 7.7. Northern is pleased to have installed specially commissioned new artwork on the passenger overbridge at Manchester Victoria, which considerably enhances the environment.

TRANSPENNINE EXPRESS

- 7.8. The overall number of Scottish services was reduced to 31 on weekdays, supplemented by coach services at some locations. This amended timetable has provided some stability and seen the number of short notice cancellations and amendments reduced.
- 7.9. TPE is currently planning to operate 35 services on the WCML from the December 2022 timetable, with improved connectivity between Manchester – Edinburgh/Glasgow.
- 7.10. Network Rail works on the WCML at Carstairs from 04 March 2023 will close the route through Carstairs to Edinburgh and Glasgow for the first 16 days of works, with the route available to Edinburgh available after then during midweek only. Weekend route closures will take place every weekend for these works until the end of May 2023. As a result of this, the May 2023 timetable change is the earliest opportunity after the December timetable change to uplift WCML services, which in May will increase to 40 trains per weekday.

AVANTI WEST COAST

- 7.11. Avanti West Coast (AWC) remain focused on restoring its services. At the end of July, virtually all AWC drivers decided to stop volunteering for overtime. This caused multiple short-notice cancellations. To improve reliability AWC reduced its timetable. As a result, AWC-related cancellations have improved significantly – from nearly 25% at the end of July / start of August to 5% for each of the last two weeks to 22 October.
- 7.12. In September AWC stepped up its timetable, with up to 10 extra trains a day between Manchester and London. In December, a further step up will introduce a significant increase in the timetable, going from around 180 services a day now, to 264 services a day. This timetable will not be dependent on driver overtime. That will mean all AWCs principal routes (Manchester, Liverpool, Glasgow, Birmingham, Holyhead) have more services than they had in May, including Manchester restored to its full 3 trains per hour service.

- 7.13. AWC's planning team have worked closely with industry partners including Network Rail to validate and upload train services, meaning that the forward window for ticket purchases has increased making it easier for customers to plan their journey. Tickets are now on sale up to 13th January (weekdays), and 29th October (weekends). AWC are working hard to increase the booking horizon, and weekends will be available four weeks out from 7th November, before increasing to six weeks out in the new year.
- 7.14. AWC is delivering a wide range of station enhancements across the network. Of note are improvements to waiting rooms which will take place this financial year. Additional seating and waiting shelters are also set to be installed in key locations and Real Time Bus Information (RTBI) screens have recently been installed providing customers with up to date onward travel information. AWC continues to work in partnership with stakeholders to develop and deliver planned station enhancements at Greater Manchester stations particularly at Wigan North Western and Stockport. These include near term improvements to customer facilities alongside long term investments in preparation for the arrival of high speed and integrated services.
- 7.15. In addition to station enhancements, AWC is enhancing its fleet of Pendolino trains through a £117M investment programme which sees trains fitted with new seating, LED lighting, new café bar, improved Wi-Fi, plug sockets and USB chargers at every seat, and on 11 car units one First Class carriage gets converted to Standard Class, providing additional on board capacity for customers. The programme is being undertaken at Widnes and is progressing well with over 10 units now refurbished and out on the network.

8. PASSENGER CONTRACTS

- 8.1. The Avanti West Coast passenger contract has been extended by 6 months to 01 April 2023. The extension is designed to provide Avanti with the opportunity to improve its services. The government will then consider Avanti's performance while finalising a National Rail Contract that will have a renewed focus on resilience of train services and continuity for passengers. Details at: [Avanti West Coast placed on short-term contract to drastically improve services - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/avanti-west-coast-placed-on-short-term-contract-to-drastically-improve-services)
- 8.2. The Department for Transport is currently working on drafting terms for a Direct Award for TPE to continue providing passenger services across the north.

8.3. Northern and Transport for Wales remain as Operators of Last Resort.

9. OPERATIONS & STATIONS

9.1. Northern Trains has confirmed Metrolink ticket acceptance on its service between Deansgate and Manchester Piccadilly stations during Metrolink track replacement works in the city centre from 24 October.

9.2. In line with previous years, there will be engineering works over the festive period with alterations to some train services. It is expected that service patterns will broadly follow similar patterns to previous years. Further details will be available in a separate report to GMTC.

9.3. It is expected that services will wind down early on 24 December and that there will be no train services operating on 25 and 26 December. Weekday services will operate between Monday 27 and Saturday 31 December, albeit with some removed early morning trains. Services will finish earlier than usual on Saturday 31 December. A normal Sunday timetable is expected to operate on 01 January, although some of these may be subject to cancellation due to current rest day working arrangements. Monday 02 January will see a normal weekday service operating, with some removed early morning services. This is all subject to any further industrial action being announced.

9.4. Piccadilly train station will be closed to the public for heavy rail services on 25 and 26 December. Access via Fairfield Street for Metrolink services will be available on 26 December.

9.5. As in previous years and for crowd control and safety, Deansgate station will be closed in the evenings on Fridays and Saturdays during the Manchester Christmas Markets, from Friday 11 November until Saturday 17 December. Full details of last trains from Deansgate can be found at: www.northernrailway.co.uk

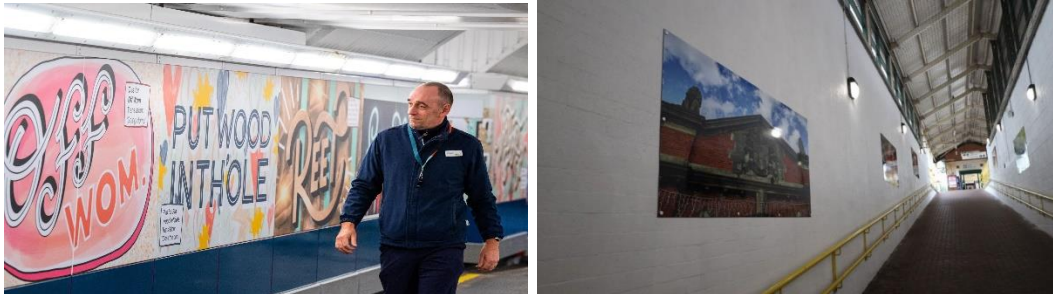
9.6. Northern will be operating strengthened services where possible on late evening weekend trains, including six car formation on Macclesfield/Stoke-on-Trent trains. These services will not operate as 'dry trains' this year.

- 9.7. Salford Central station will have long awaited station improvements early in the new year. The station will be closed between 02/01/23 until 21/05/23. Trains will still run through the station not stopping, maintaining service links to and through Manchester Victoria. There will be some weekend blockades of the line to enable works to be completed, with services diverted or bus replacement. Further details will follow in the next MRN Performance report.
- 9.8. The works will include the replacement of the canopies and coping stones, installation of new platform tactile paving, ducting and drainage, and new passenger information equipment.
- 9.9. 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 expected to take place between 13 March and 23 July 2023, with works following on at Ince from 24 July until December 2023. Full details will be provided in future reports.

10. COMMUNITY RAIL

- 10.1. TfGM continues to work with industry partners to fund and facilitate community projects at our stations. Recent projects include collaborative schools work at Reddish North, Hag Fold and Ashburys, with further work at Ashton. Future projects include works by college students at St. John Rigby for Gathurst station and new artwork at Horwich Parkway and Bramhall.
- 10.2. TfGM co-sponsored this year's Community Rail Network Awards, along with our industry partners, Northern Trains. The awards took place at Manchester Central on 05 October and 14 Greater Manchester station projects/groups were shortlisted for awards. TfGM and Northern also helped arrange visits for attendees to Castlefield Viaduct, Irlam, Hindley and Bolton stations.

10.3. Many congratulations go to local winners for their great and inspiring work. Manchester groups won three prizes, with South East Lancashire CRP picking up first prize for its Wigan North Western mural, outstanding volunteer award for Julie Levy and Irlam winning best photograph. Friends of Hindley came third for their station.



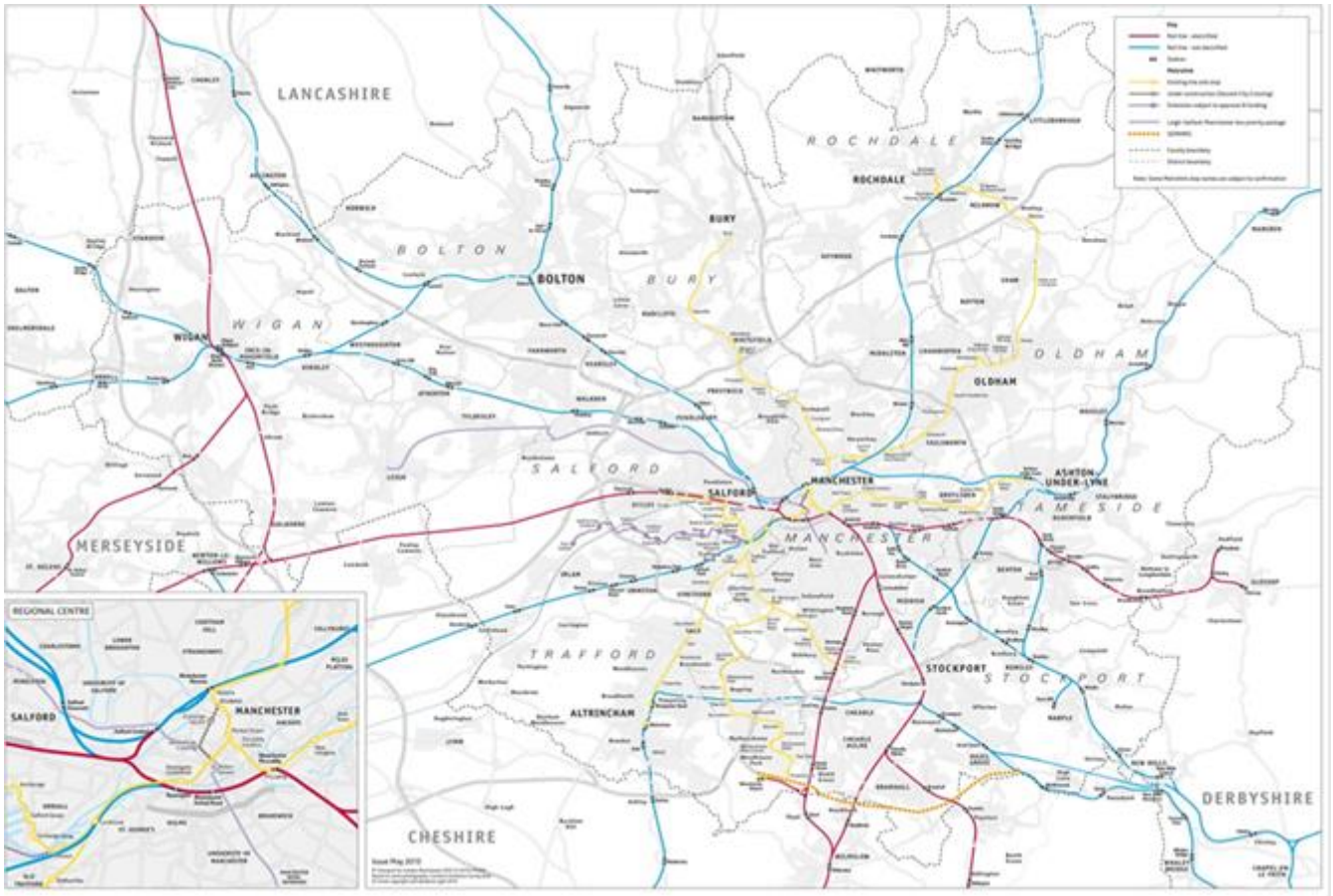
Simon Elliott,

Head of Rail Programme, TfGM

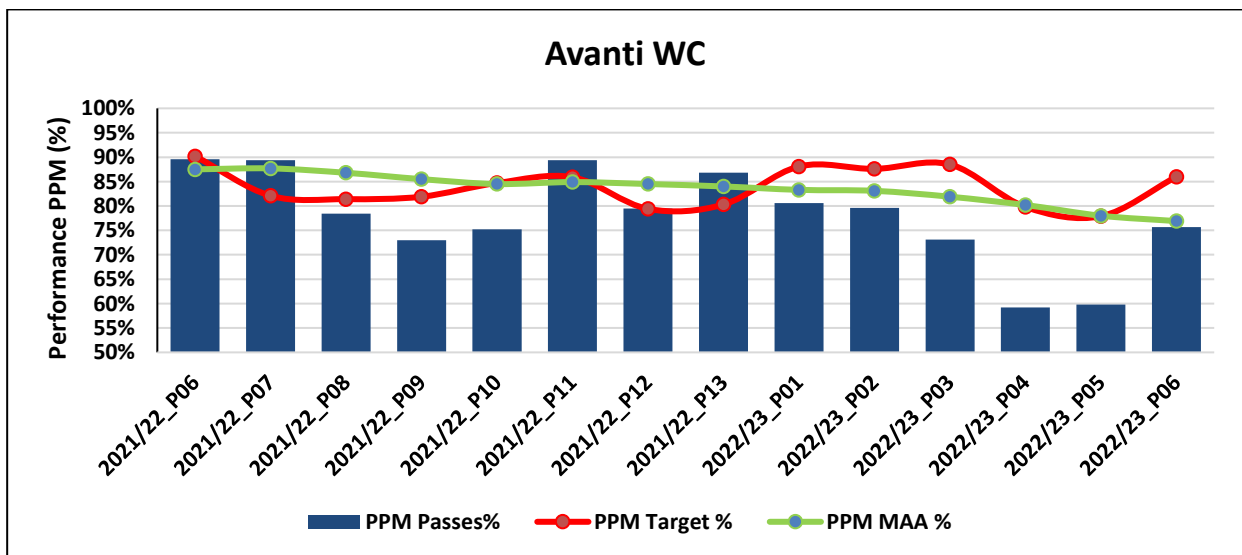
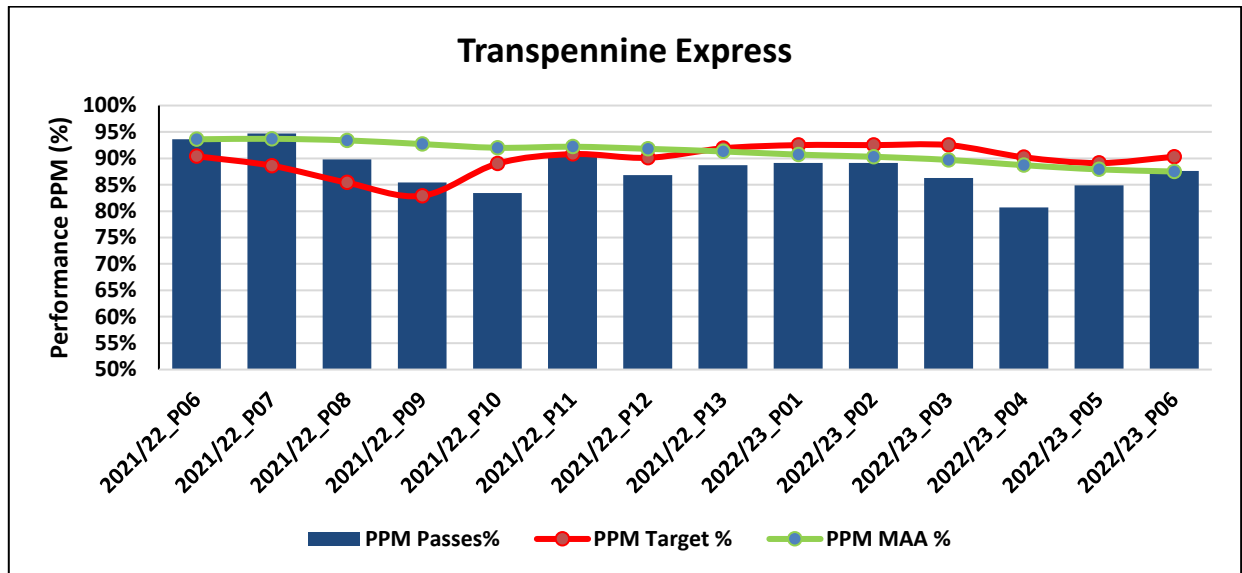
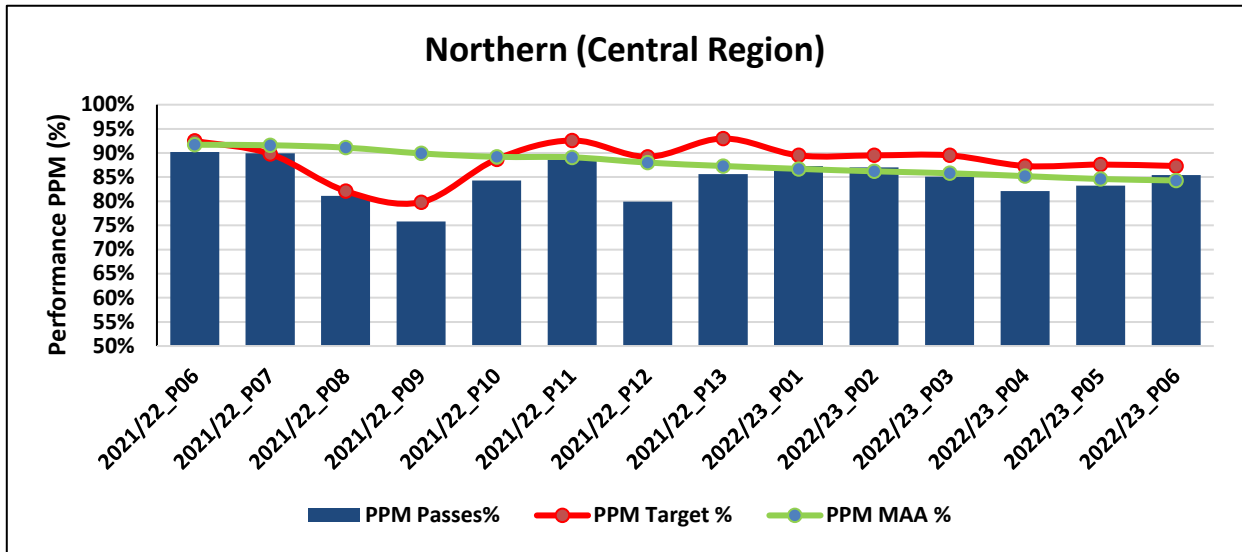
APPENDIX A – RAILWAY PERIOD DATES 2022/2

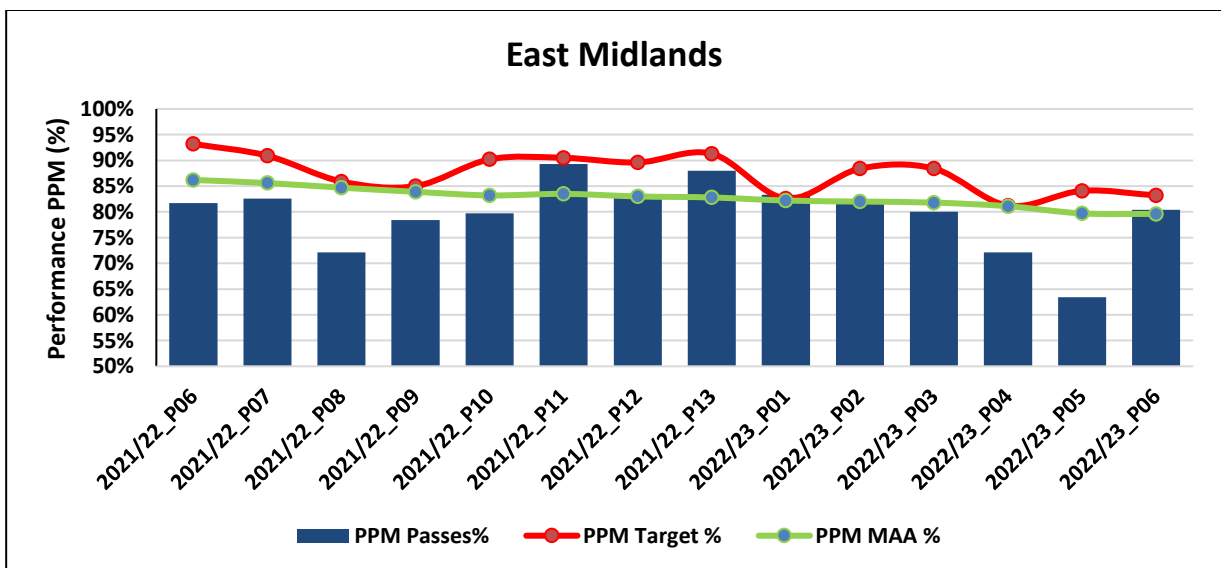
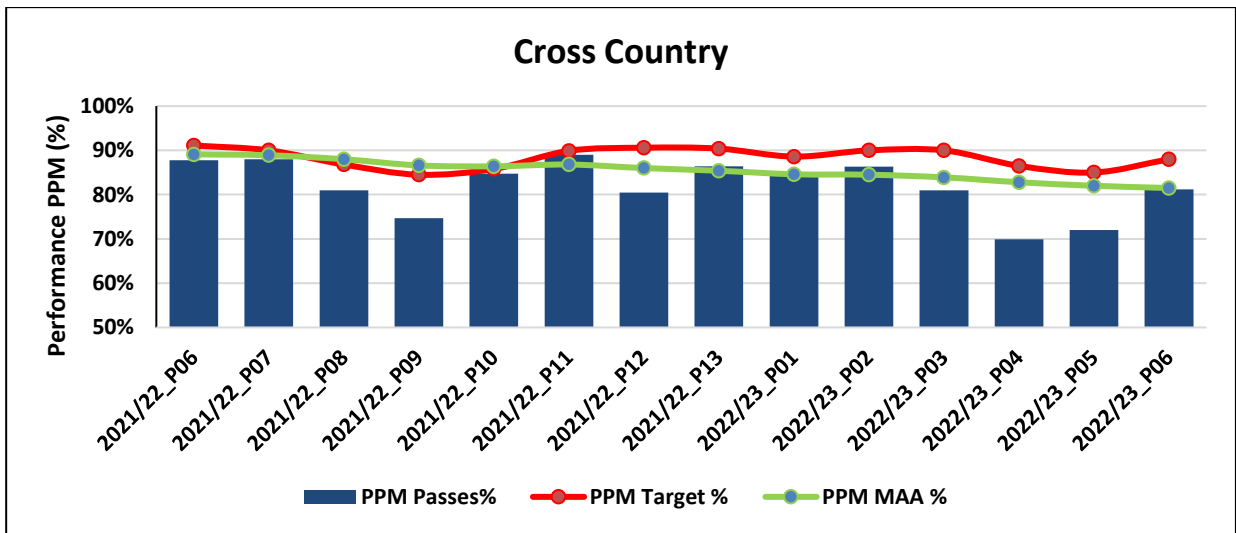
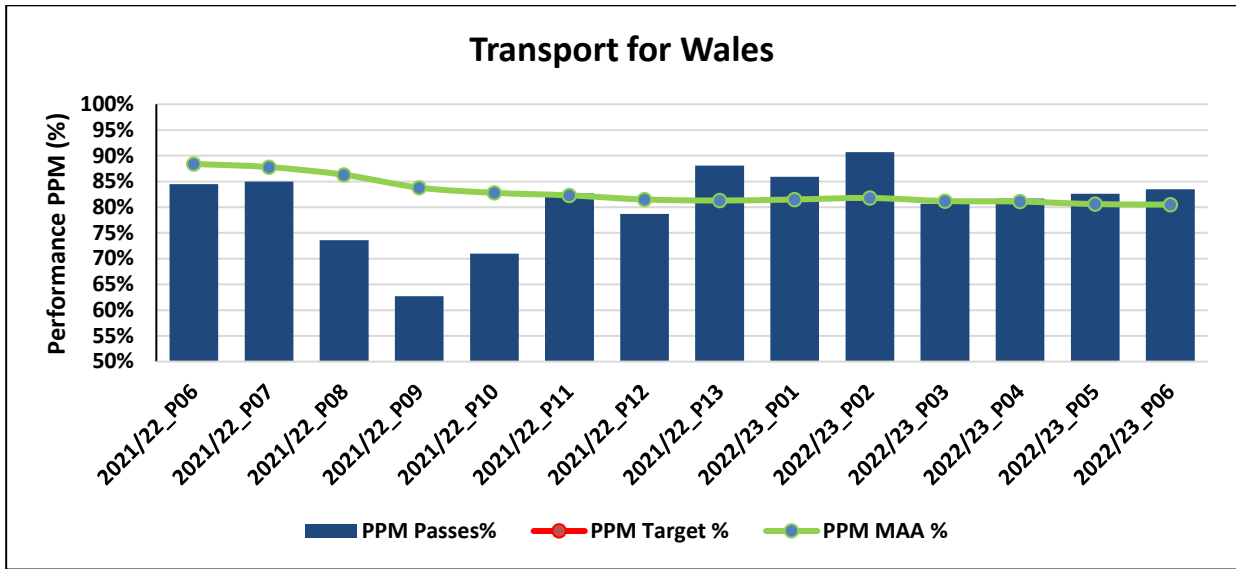
Year	Year/Period	Date From	Date To
2022/23	2022/23_P01	2022-04-01	2022-04-30
2022/23	2022/23_P02	2022-05-01	2022-05-28
2022/23	2022/23_P03	2022-05-29	2022-06-25
2022/23	2022/23_P04	2022-06-26	2022-07-23
2022/23	2022/23_P05	2022-07-24	2022-08-20
2022/23	2022/23_P06	2022-08-21	2022-09-17
2022/23	2022/23_P07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

APPENDIX B: GREATER MANCHESTER RAIL NETWORK MAP

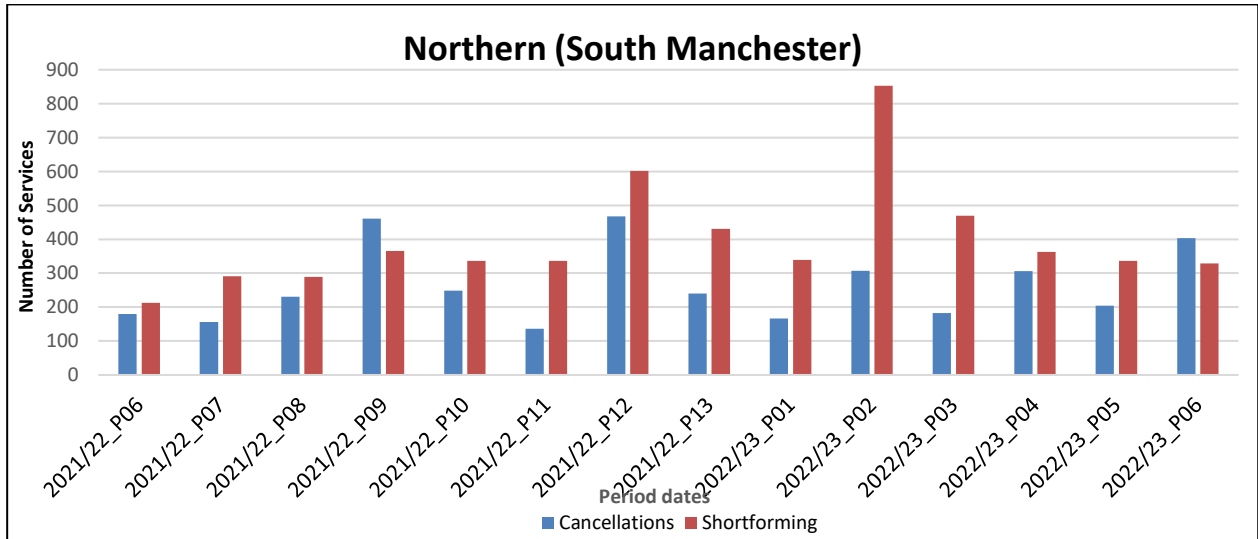
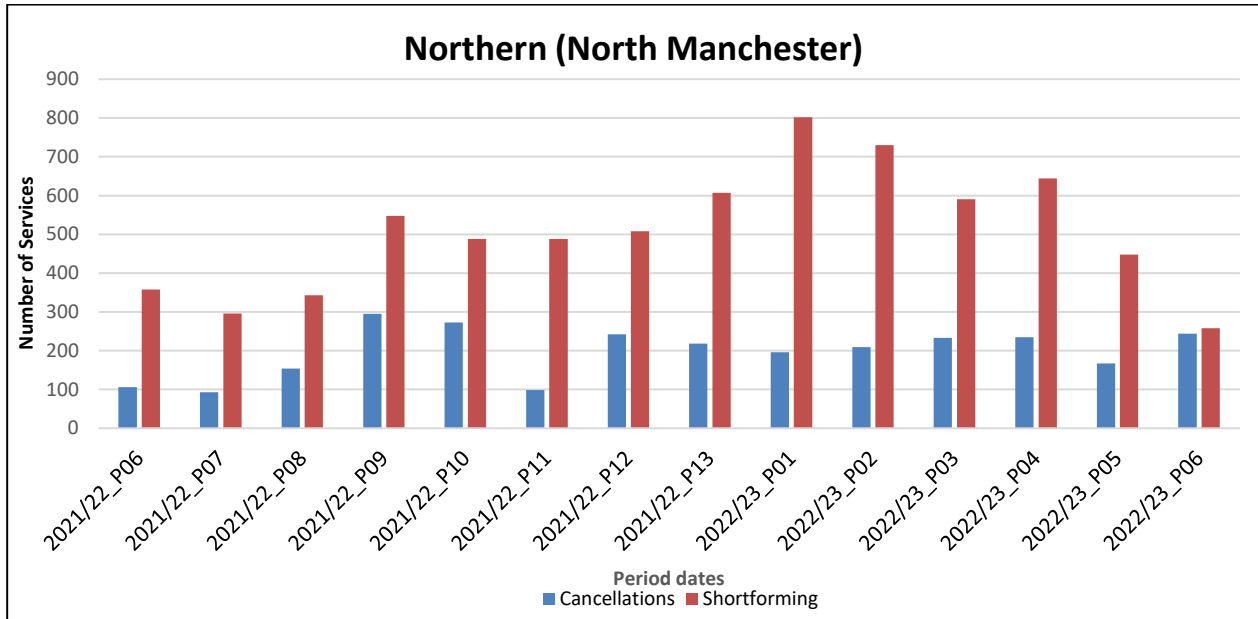


APPENDIX C: TOC PPM V TARGET AND MOVING ANNUAL AVERAGE

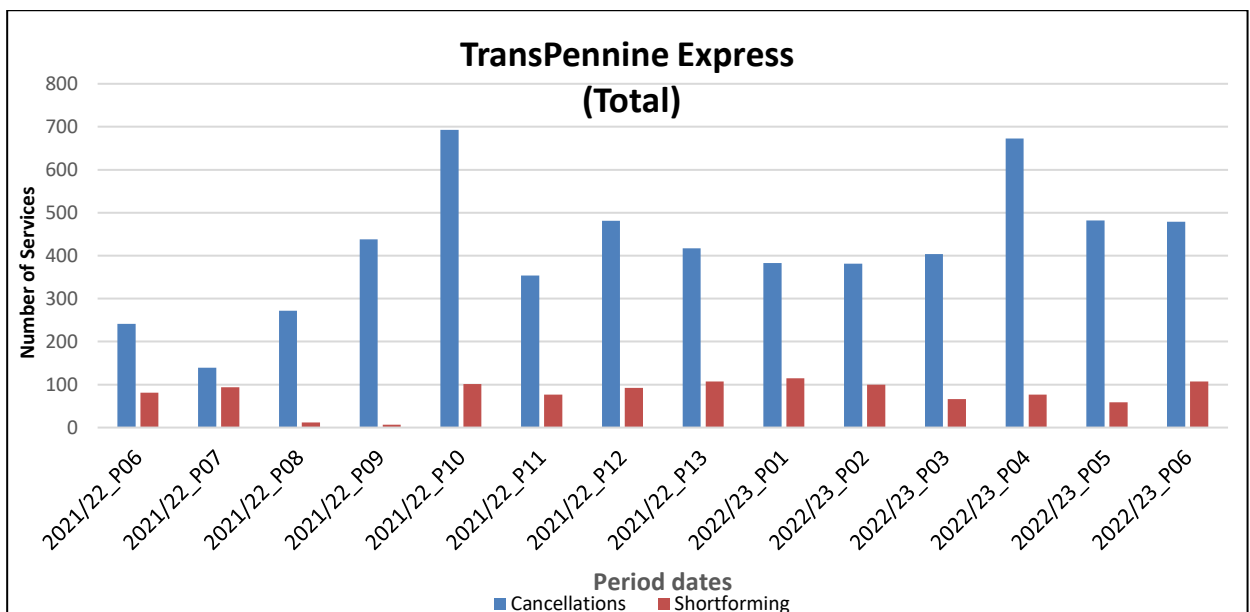




Cancellations and Short Forming - Northern



TPE



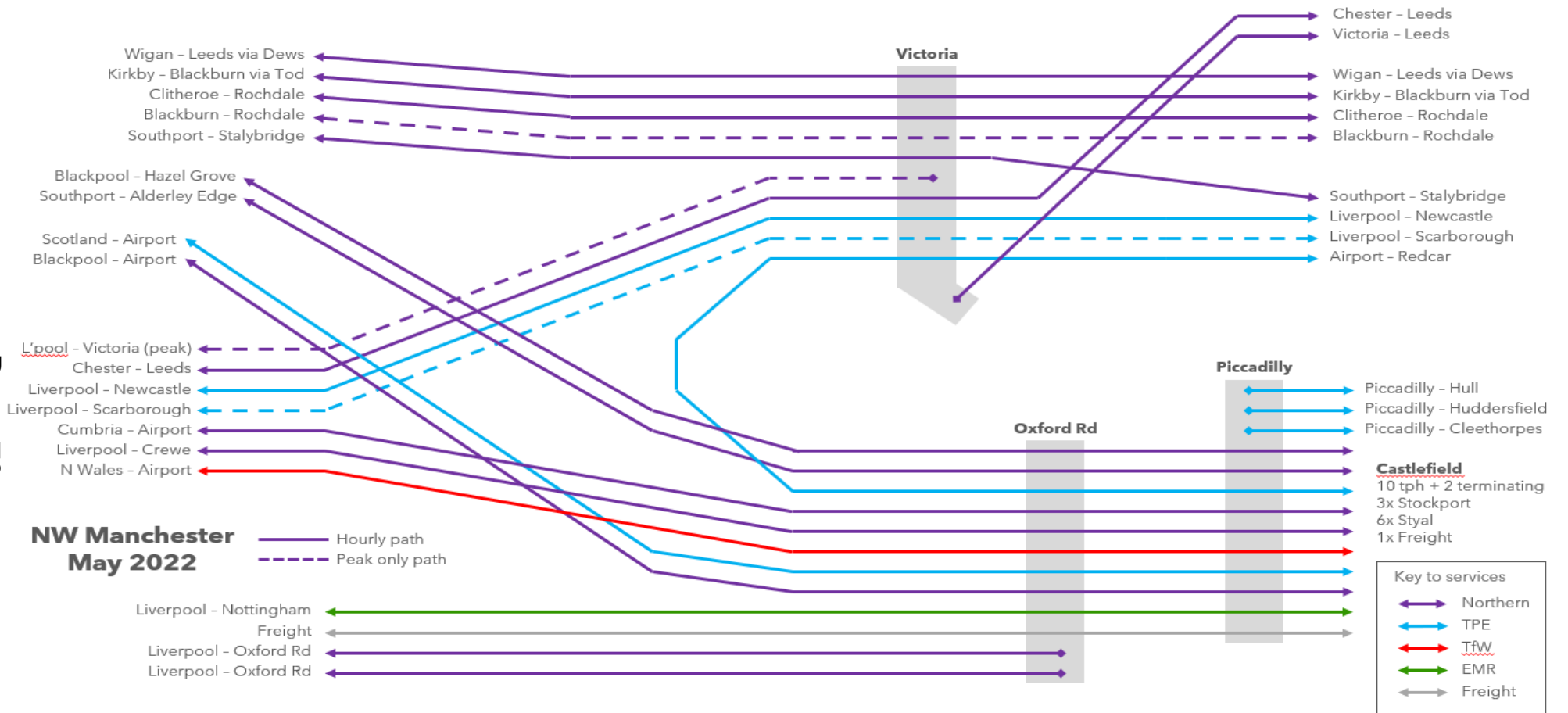
APPENDIX D – NORTHERN LINE OF ROUTE/TPE SERVICE GROUP RIGHT TIME at DESTINATION %

RT Northern Line of Route 2022/23	P01	P02	P03	P04	P05	P06	YTD
CLITHEROE - VICTORIA - ROCHDALE	77.9	82.3	78.8	76	77.6	78.2	78.4
PICCADILLY - STOCKPORT - CREWE	79.5	77.1	74.9	72.1	68.2	73.3	74.2
PICCADILLY - BUXTON	76.7	75.1	72.3	70.8	73.8	73.9	73.8
KIRKBY - VICTORIA - BLACKBURN*	66.6	69.7	69.3	69.2	69.4	68.8	68.8
PICCADILLY - NEW MILLS CENTRAL	61.3	65	69.9	70.7	71	71	68.2
CLITHEROE - BOLTON - VICTORIA	78	82.1	79.6	77.9	7.6	79.1	67.4
BLACKPOOL - WIGAN - LIVERPOOL*	72.3	70.5	68.4	63.2	61.8	64.9	66.9
LEEDS - WIGAN	67.8	69.1	66	45	64.1	66.6	63.1
PICCADILLY - ROSE HILL MARPLE	63.3	64.7	63	65.5	62	50.3	61.5
LIVERPOOL - MANCHESTER OXFORD RD	63	62.3	62.1	58.9	57.7	62.9	61.2
PICCADILLY - CHESTER	58.5	64.4	62.4	58.6	61.9	58.3	60.7
LIVERPOOL - CREWE via Airport	61	61.1	60.3	59.9	59	61.5	60.5
LIVERPOOL - WARRINGTON - AIRPORT	68	69.4	54.3	58.9	56.8	53.7	60.2
HAZEL GROVE - BLACKPOOL	59.2	61.5	61.2	59.3	57.8	58.4	59.6
PICCADILLY - STOKE	60.6	62.4	59.4	55.3	57.8	60.7	59.4
SOUTHPORT/VICTORIA - STALYBRIDGE	58.7	60.9	58.7	58.9	55.9	58.5	58.6
PICCADILLY - HADFIELD/GLOSSOP	65.4	58.9	59.2	57.5	56	53	58.4
BLACKPOOL Nth - BOLTON - AIRPORT	59.4	64.7	60.2	55.9	54.3	54.8	58.2
PICCADILLY - SHEFFIELD	55.9	58.6	56.4	53.9	55.2	54.1	55.7
SOUTHPORT - OXFORD RD/ALDERLEY EDGE	51.9	53.6	50	56.1	55.9	56.7	54
MANCHESTER VICTORIA - LEEDS	55.4	55.3	54	49.1	49.8	54	52.9
LEEDS - CHESTER	56	55.9	50.8	46.9	48.3	54	52
AIRPORT - WIGAN NW - BARROW/WINDERMERE	54.3	52.2	51.7	50.5	49	51.9	51.6

TPE	P01	P02	P03	P04	P05	P06	YTD
North	65.9	64	61.5	54.9	59.7	58.5	60.8
South	60.4	60.4	49.9	46.1	48.7	57.5	53.8
Scottish	47.9	46.5	44.7	37.1	32.8	43.2	42

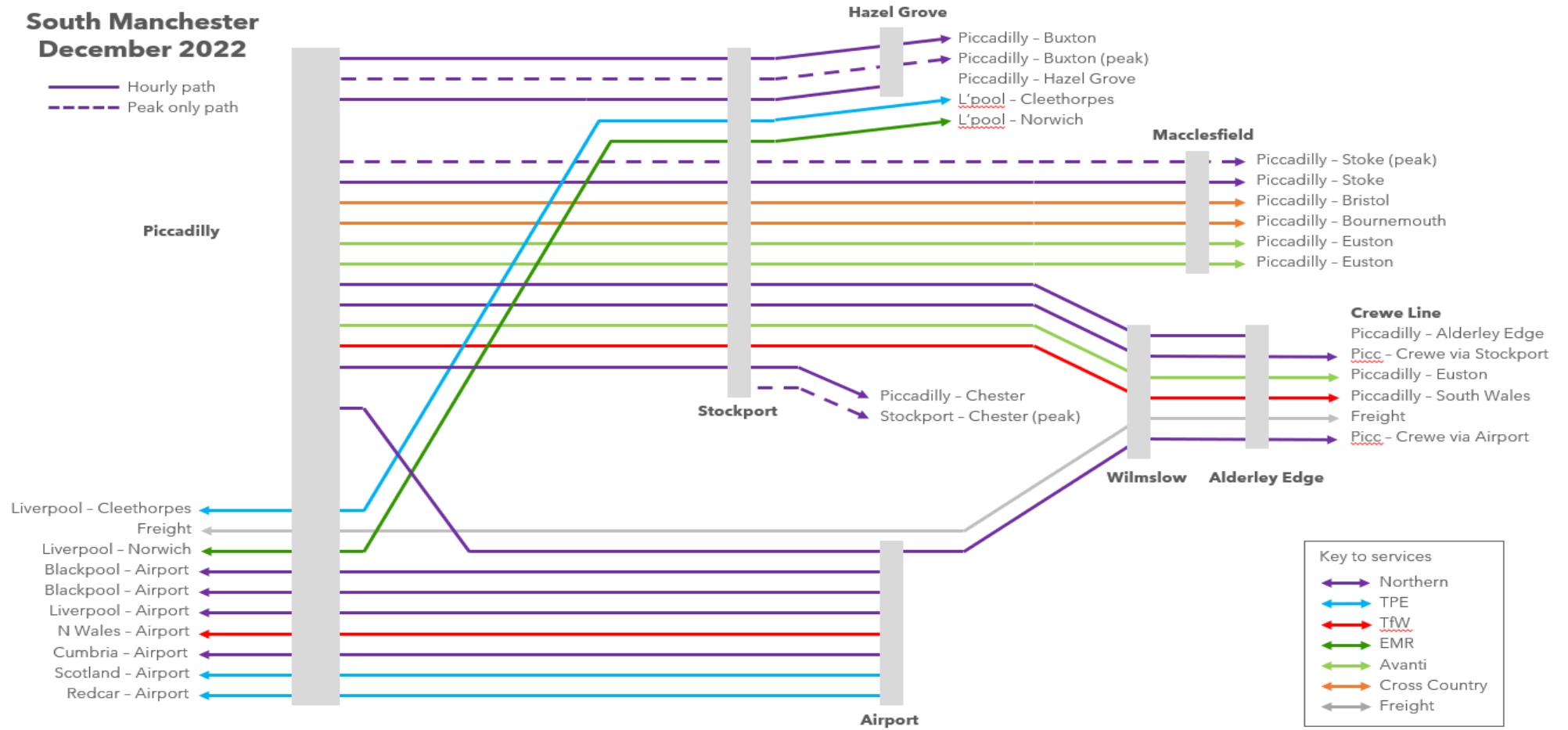
APPENDIX E: MANCHESTER ROUTES FROM DECEMBER 2022

Page 70



South Manchester December 2022

- Hourly path
- Peak only path



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GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 11 November 2022
Subject: Rail Programme and Infrastructure Project Update
Report of: Simon Elliott, Head of Rail Programme, TfGM

PURPOSE OF REPORT:

This report provides an update on the Rail Programme including the status of TfGM's rail stations projects across Greater Manchester.

RECOMMENDATION:

Members are asked to note the contents of this report.

CONTACT OFFICERS:

Simon Elliott, Head of Rail Programme

simon.elliott@tfgm.com

Cat Morris, Rail Programme Sponsor

cat.morris@tfgm.com

Equalities Implications

All accessibility and inclusivity works at GM stations will remove barriers to travel by addressing accessibility issues by providing enhanced facilities to encourage travel by train for passengers with disabilities and mobility constraints.

EQIAs will be carried out as schemes are progressed.

Climate Change Impact Assessment and Mitigation Measures

The proposed schemes will improve access to the rail network for a variety of users, which may encourage modal shift away from the private vehicle by removing barriers to travel.

The carbon impacts of all of the proposed works will be managed via Industry design standards which include decarbonisation as part of the assessment.

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 20220311 Rail Programme and Infrastructure Project Update

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 This report provides an update on the Rail Programme including the status of TfGM's rail stations projects across Greater Manchester. The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail infrastructure schemes and initiatives, including:

Station Accessibility Schemes

- DfT Control Period 6 CP6 (2019-24) Access for All (AfA) Schemes
 - Walkden
 - Daisy Hill
 - Irlam
- DfT CP6 (2019-24) Mid-Tier Schemes
- CRSTS Access for All Schemes
 - Swinton
 - Reddish North
 - Hindley
 - Bryn
 - Flowery Field
 - Newton for Hyde
 - Levenshulme
- DfT CP7 (2024-29) AfA Nomination

Rail Based Park and Ride

- Walkden Park and Ride

New Station Schemes

- Golborne
- Other New Stations SOBC+ Study

Rail Station Improvement Schemes

- Salford Central Rail Station
- RSIS

Rail Reform

2. STATION ACCESSIBILITY SCHEMES

DfT CP6 (2019-24) Access for All (AfA) Schemes

- 2.0 Following the successful submissions to the DfT CP6 (2019-24) AfA main programme for funding to provide step free access for Daisy Hill, Irlam and Walkden stations, TfGM and rail Industry partners have been progressing the development of these schemes.
- 2.1 TfGM will deliver the improvements at Daisy Hill and Irlam, and Network Rail, as the asset owner, will deliver the proposed improvements at Walkden due to the levels of site complexity.
- 2.2 The outline design is now complete for Daisy Hill and Irlam and a procurement exercise is ongoing to appoint a design and build contractor for the delivery of these works.
- 2.3 The tender was put forward to the TPS Framework with only one tender return received. TfGM is currently exploring its procurement and contract strategy to try and attract bidders on future schemes.
- 2.4 It is currently forecast that delivery will be completed on site by Q3 2024, however this is subject to confirmation from TfGM's delivery partner following contract award.
- 2.5 Regarding delivery timescales for the Walkden AfA scheme, we are still waiting for a programme update from Network Rail and will update local members once this has been received.

DfT CP6 (2019-24) Mid-Tier Schemes

- 2.6 Following the successful submissions to the DfT's CP6 (2019-24) AfA Mid-Tier programme 22 stations were awarded funding for minor inclusivity enhancements. TfGM and rail industry partners are currently progressing the development of the schemes detailed in appendix A.

- 2.7 Following a procurement exercise TfGM appointed a framework contractor to deliver the works on Package 1, Minor Interventions. Utilising the landlord's consent (LLC) process as well as close integration with the rail industry, all works on Package 1 have now been completed and are undergoing hand back to the Station Facility Operator Northern. The LLC process is now being completed to approve the completed works into service.
- 2.8 TfGM is utilising Northern Rail as their deliver partner for Package 2 to deliver the installation of Customer Information Systems at 14 stations. This Package will also be delivered under an APA with Network Rail. Northern have recently undertaken a tender exercise and are currently in the process of evaluating tenders prior to appointing a contractor to undertake the works. GRIP 4 outline design works are currently forecast to start in Spring 2022 with construction to start in Summer 2023 and complete in Spring 2024.
- 2.9 A contractor has now been appointed via the TfGM framework for Package 3 for the installation of a fully compliant ramp at Bredbury Station, providing step-free access from the car park to platform level. Due to the size and nature of these works, this Package will be delivered under an Asset Protection Agreement (APA) with Network Rail. GRIP 4 (Single Option Development) outline design works are now underway with construction forecast to start in Spring 2023 and complete in Summer 2023. Bredbury station also forms part of GM's nomination to the DfT's AfA programme for CP7 (2024-29), in which full step free access is proposed via construction of a new foot bridge and lifts (see below for further details).
- 2.10 Package 4 includes a range of soft asset interventions to improve accessibility at Rose Hill Marple as below;
- Accessible WC facilities adjacent to the waiting room
 - Baby Changing Facilities – adjacent to WC
 - Accessible parking spaces markings – reconfiguration of lining and hatching to provide compliant access space for existing accessible parking bays
 - Drop off and pick up point – provision of a sheltered drop off point

- Improved signage and lighting – between the station and car park
- Install a compliant help point on each platform.
- Ensure an induction loop is present on each help point.

2.11 TfGM will deliver these works as a variation to the Bredbury contract. A site visit is scheduled in November to finalise and detail scope prior to instructing the contractor to proceed. It is expected that GRIP 4 outline design works will commence following this in late November, with construction forecast to start in Spring 2023 and complete in Summer 2023. This Package will utilise the Landlord Consent process.

2.12 The accessible toilet and baby change facilities as part of Package 4 will be delivered by Northern Trains Ltd on TfGM's behalf.

Swinton and Next Tranche Stations AfA Schemes

2.13 Following the award of CRSTS funding development works have commenced to progress AfA schemes at Swinton and the next tranche of 6 GM priority stations, as identified below:

- Reddish North
- Hindley
- Bryn
- Flowery Field
- Newton for Hyde
- Levenshulme

2.14 Of the above stations currently in design, 4 are fully funded to completion using CRSTS funding: Swinton / Reddish North / Hindley / Bryn. It is anticipated that, subject to final business case approval, these schemes will be on site, staggered during 2023 / 2024, with completion expected in 2025.

2.15 Survey works were due to conclude on site by October 2022, however some delays in gaining site access have prolonged this activity. Some initial surveys are now complete, with the remainder due to conclude in the coming months. Completion of single option layout designs (GRIP 4 – Single Option Development) is now forecast by early to mid 2023 for Swinton & the 4 next tranche stations detailed above. TfGM are working with the design consultants to improve these timescales where possible.

2.16 The remaining 3 stations currently in development; Flowery Field, Newton for Hyde and Levenshulme are included in GM's nomination to the DfT's CP7 (2024-29) AfA Programme (see details below).

DfT CP7 (2024-29) Access for All Nomination

2.17 On 16th September 2022 GMCA presented its nomination for the next 11 stations on Greater Manchester's prioritised list of stations most in need of step free access, to be awarded DfT CP7 funding.

2.18 The nomination was supported with a combined match fund of £8,395,394 (which includes expenditure on previous development work and other accessibility schemes).

2.19 The 11 stations nominated, in GMCA's priority order are;

- Flowery Field
- Newton for Hyde
- Levenshulme
- Bredbury
- Woodsmoor
- Moorside
- Hattersley
- Broadbottom
- Davenport

- Hall I' Th' Wood
- Woodley

- 2.20 In line with our CP6 (2019-24) nomination we considered synergies with other projects and programmes, and on the understanding that stations which are to be part of major infrastructure programmes, such as Mossley and Greenfield, would be unsuccessful in receiving Access for All funding due to their particular interface with the Transpennine Route Upgrade (TRU) proposals.
- 2.21 In the case of Mossley and Greenfield, ranked 13 and 14 respectively, we are informed that accessibility at these stations will be developed as part of the Transpennine Route Upgrade (TRU) and the intention will be to deliver accessibility at these stations when TRU is delivered, subject to confirmation of funding. For that reason, we did not include these stations in our submission to the DfT.
- 2.22 The nomination was developed working closely with Northern Trains Ltd. and Network Rail, who each provided letters of support. The outcome of the nomination is expected in April 2023.
- 2.23 The GM Stations Accessibility Map can be seen in Appendix B.

3. RAIL BASED PARK AND RIDE

Walkden Park and Ride

- 3.0 The Walkden Park and Ride scheme is being delivered as part of the Salford Bolton Network Improvements programme and is funded through the Central Government Local Growth Deal.
- 3.1 The scheme which will provide a Park and Ride facility on the site of the former Salford City Council Environmental Services depot, off Chestnut Avenue is currently in the construction phase.

- 3.2 On completion, the facility will provide in excess of 100 car parking spaces, including spaces for blue badge holders and electric vehicle charging points, cycle parking facilities, new street lighting and CCTV. The current programme estimates the facility will be open to rail users in February 2023.

4. NEW STATIONS SCHEMES

Golborne

- 4.0 Golborne New Station Outline Business Case (OBC), previously due to complete in August 2022, is still ongoing. Delays with conducting site surveys and identification of constructability challenges has delayed completion, with the project team currently working through scheme designs to determine the preferred option.
- 4.1 The current proposal is that the new station at Golborne would be served by the Wigan North Western to Manchester Victoria service (peak only), which is in the Dec 2022 MRTF B+ timetable. Discussions with Northern Trains Ltd. Have been positive and they are supportive of extending this to an all-day service, thus providing an hourly service throughout the day. This is subject to business case approval and the completion of detailed timetable analysis.
- 4.2 Initial timetable modelling has concluded that this service could be accommodated on both the fast lines or slow and goods lines, with the outputs suggesting the fast line operation was preferable. However, recent survey results have highlighted some constructability challenges in terms of the interface between the platforms (on fast lines) and Overhead Line Equipment (OLE), meaning that minimum safety standards could not be achieved.
- 4.3 The project team have been exploring mitigations and options for platforms on both fast line and slow lines and due to the additional optioneering work required the completion of the OBC is now programmed for January 2023. An update will be provided on the recommended way forward in future reports.

4.4 Separately, the Wigan Council Masterplan Study for Golborne Station and the surrounding area is underway the outputs of which will be shared with the ongoing Golborne New Station development work.

New stations SOBC+ study

4.5 The Strategic Outline Business Case Plus (SOBC+) is a study of 5 previously proposed new stations, reviewing works carried out to date. This includes the development of a gap analysis of the economic cases and any other relevant areas of the previous SOBC's to understand how to make them viable for development.

4.6 The stations in the study are Kenyon Junction (Warrington), Slattocks (Rochdale), Gamesley Derbyshire), Stanley Green (Stockport) and Little Hulton (Salford).

4.7 The report, now concluded, undertook reviews of the following:

- economic dimension for each station as presented in their respective SOBCs;
- site visits to identify engineering issues and to understand the local environment; and
- high level timetable work to identify any operability issues.

4.8 The conclusions of the gap analysis are that, whilst there are operational and modelling opportunities to enhance the case for delivery of some sites considered at SOBC, these locations will still require changes to externally managed factors to be considered viable. The work is currently undergoing final review and sign off. Once complete, TfGM will be engaging with local officers to discuss next steps.

5. RAIL STATION IMPROVEMENT SCHEMES

Salford Central

5.0 The Salford Central additional platforms scheme is included within the list of prioritised schemes as part of the Local Transport Body devolved majors funding which is part of Local Growth Deal 1.

- 5.1 A phased approach had previously been adopted to deliver platform enhancements at Salford Central station as follows:
- Phase 1 – Platforms 1 and 2 - Network Rail's renewal scheme to raise the platforms and canopies to address the stepping distances between the trains and platforms; and
 - Phase 2 – Platforms 3- 5 – TfGM's scheme to development and reinstate Platforms 3, 4 and 5 to allow more and longer trains to stop at the station.
- 5.2 **Phase 1 Platforms 1 and 2 Renewal Scheme:** This scheme is being delivered by Network Rail who have confirmed that delivery of this scheme will commence in January 2023 and complete by May 2023. During the works there will be a full station closure and a series of disruptive weekend possessions to facilitate the delivery of the scheme.
- 5.3 **Phase 2 – Platforms 3- 5 – TfGM's Platforms 3, 4 and 5 Scheme:** as previously reported, a number of operational concerns were identified including capacity challenges on this part of the network and likely performance issues (associated with an increase in services). As such a strategic review was undertaken and the Manchester Recovery Taskforce (MTF), which is focused on improving performance and reliability, does not believe that calls at the proposed new platforms at Salford Central can be accommodated in a performance neutral way.
- 5.4 As a result of these challenges and lack of Industry support, the station enhancements elements of the scheme have been decoupled from the additional platforms scheme and are now being considered as part of the wider MTF Manchester infrastructure programme. The wider station enhancement scheme which will still be progressed is now seeking option appraisal with Industry partners and developing a delivery strategy including seeking to maximise the station closure planned to deliver Network Rail's scheme.

Rail Station Improvement Strategy (RSIS)

- 5.5 The Rail Station Improvement Strategy (RSIS) was established to improve existing passenger security and information systems at smaller rail stations across Greater Manchester, as funding became available.
- 5.6 Works at the final station, Horwich Parkway, where TfGM have recently become Station Facility Operator, are now complete and all works within this programme are now delivered.
- 5.7 The conclusion of this element of TfGM's rail programme has seen improvements to 76 stations across Greater Manchester which have received one or more of help points, CCTV, real time information screens and public announcement systems with induction loops, providing a safe and secure environment for rail passengers and supporting seamless journeys by providing passenger information.

6. Rail Reform

- 6.0 Since the release of the Williams-Shapps Review and the creation of the Great British Rail Transition Team (GBRtt), TfGM officers have been working with Industry partners, Transport for the North (TfN), Rail North Partnership (RNP), the Department for Transport (DfT) and GBRTT to develop its plans for future partnership working with the industry. As part of these discussions and recognising the regional nature of how rail services operate across Greater Manchester, officers have put forward two mutually reinforcing partnership structures:
- A **North West Partnership**: supporting TfN and RNP in executing their formal duties (e.g. management of Northern Trains Limited and TransPennine Express), with a specific focus on providing specialist insight, advice and added value for the North West Region.
 - A **GM / GBR Partnership** for local rail matters, including cross Industry collaboration with key rail stakeholders within the GM region (e.g. NR and relevant TOCs), station investment / wider transport integration, ticketing and

fares reform / simplification, infrastructure investment and integration, and project development and delivery.

6.1 TfGM have begun to take the next steps in developing how this approach may work, and have started to engage with Industry partners, on establishing a North West Regional Business Unit (NW RBU) and Greater Manchester Rail Board (GMRB), which will form the basis of both partnership arrangements once formal powers are transferred and GBR stands-up (estimated 2024-25).

6.2 Anticipated timescales are as follows:

- Work with industry stakeholders to agree ToR for GMRB for Q4 2022
- TfGM will formally submit a proposal to set up NW RBU to Rail North Partnership Board in Q1 2023
- Mobilise / establish GMRB early 2023
- Mobilise / establish RBU in mid 2023.

6.3 TfGM officers are continuing to work with their industry partners in the development of both these proposals and will provide further detail in the new year.

GM-GBR's Fares, Ticketing and Retail (FTR) programme

6.4 Following bus franchising in 2024, GM will have the levers locally to integrate bus services and the Metrolink tram network – aligning fares, ticketing, information, branding and services – to optimise the utility of the network, and maximise patronage and ticket revenues. Rail officers are now working with GBRTT and Northern colleagues to begin bringing passenger rail into this system, which would allow us to incorporate all public transport modes in GM, ensuring commuters get the benefits of an integrated system (Bee Network) as they do in London.

6.5 The work with our industry partners has been positive and focused on how to unlock early integration and simplification of ticketing across GM; joint working arrangements have been established to explore the following:

- Introducing PAY-Go contactless payment and capping – giving customers access to the modern technology and certainty over the fares they pay like on Metrolink and in London.
- Rationalising the number of ticket products available and simplifying the approach to tickets offered on certain routes – e.g. advance purchases are offered on short-distance trips on some routes but not on others, and there are too many fares on short, simple key routes like Manchester-Manchester Airport.

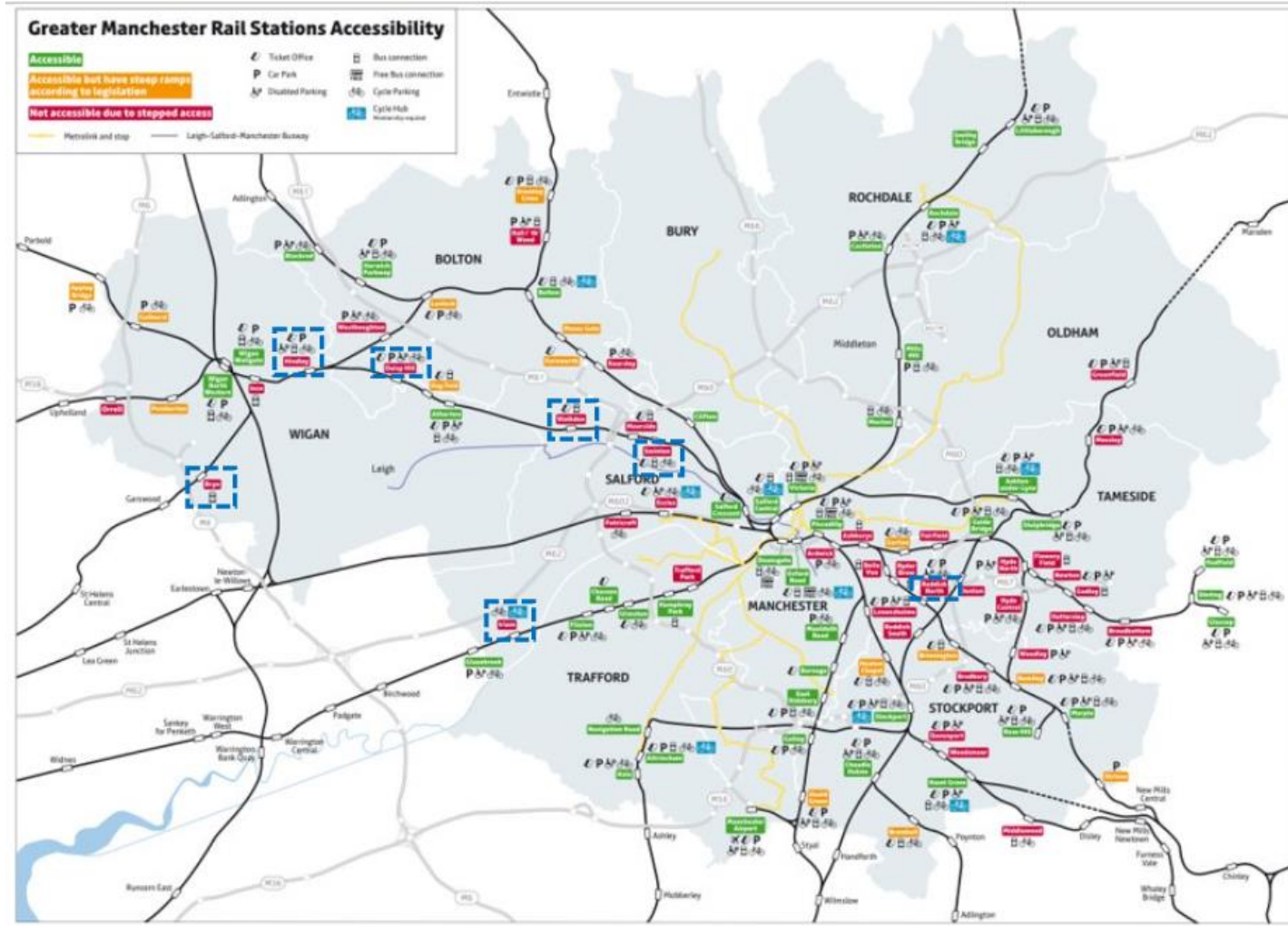
6.6 TfGM will also be working with GBRTT and its industry partners over the longer term on rationalising fare bands within GM, Improving the retail experience, expanding the availability of easy-to-use multimodal tickets and improving the offer to the wider GM ‘travel to work’ area.

Simon Elliott
Head of Rail Programme

Appendix A: Mid-Tier Schemes Intervention List

Package 1: Minor Interventions		Package 2: Customer Information Systems (CIS)		Packages 3 & 4: Soft Interventions and Ramp	
Station	Intervention	Station	Intervention	Station	Intervention
Bramhall	Handrails	Belle Vue	CIS	Rose Hill (3)	Soft interventions
Bromley Cross	Handrails	Chassen Rd	CIS	Bredbury (4)	Ramp
Davenport	Handrails	Davenport	CIS		
Westhoughton	Handrails	Fairfield	CIS		
Romiley	Resting Points (seats)	Farnworth	CIS		
Heaton Chapel	Resting Points	Heaton Chapel	CIS		
Lostock	Resting Points	Humphrey Park	CIS		
Altrincham	Handrails	Kearsley	CIS		
		Middlewood	CIS		
		Moorside	CIS		
		Moses Gate	CIS		
		Ryder Brow	CIS		
		Trafford Park	CIS		
		Heald Green	Induction Loops		
		Altrincham	Induction Loops		

Appendix B – Greater Manchester Accessibility Map



BOLTON
BURY

MANCHESTER
OLDHAM

ROCHDALE
SALFORD

STOCKPORT
TAMESIDE

TRAFFORD
WIGAN

GMCA GREATER MANCHESTER COMBINED AUTHORITY

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Greater Manchester Transport Committee – Master Work Programme

November 2022 to February 2023

The table below suggests the Committee's work programme from November 2022 to February 2023.

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

The key functions of the Committee are –

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

November 2021

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALLIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus Services Sub Committee	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
	Ring and Ride Update	Stephen Rhodes		Accountability
Metrolink & Rail Services Sub Committee	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability
	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability
	Operator Updates	TOC's	To provide an update on current performance and issues	Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Infrastructure Project Update	Simon Elliott	To provide a update on the status of rail stations across Greater Manchester.	Implementation

December 2021

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee	Accessibility item following Destination Bee Network consultation	Emma Flynn	In light of TfGM's commitment to accessibility, to provide an update on measures being taken to ensure the network is as accessible as possible.	Implementation
	City Region Sustainable Transport Settlement delivery	TBA	Update on the programme delivery plan.	Implementation
	Customer Information / Transport Interchanges	Sean Dyball / Howard Hartley	To evidence to Members how customers receive information and provide an update on the current status of Transport Interchanges.	Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Introduction to the Active Travel Commissioner	Sarah Storey	To provide an opportunity for the Transport Committee to meet the new Active Transport Commissioner and hear about her vision for GM.	Policy Development

January 2022

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	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
Metrolink & Rail Services	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Sub Committee	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
	Update and Evaluation of Dogs on Trams	Daniel Vaughan	To provide an update on the feedback received and the outcome of the pilot of dogs on trams.	Policy Development
	Rail Station Accessibility Programme	Simon Elliott	To receive an update on the status of rail stations across Greater Manchester	Implementation
	Manchester Recovery Taskforce	DfT	To inform the Committee of the work to improve the performance of rail services in GM.	Implementation

February 2022

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALLIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Update from the GM Mayor	Andy Burnham	To receive an update from the GM Mayor against his priorities for 2022/23.	Accountability