

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

**DATE:** Friday, 11th March, 2022

**TIME:** 10.30 am

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

### **AGENDA**

- 1. Apologies**
- 2. Chairs Announcements and Urgent Business**
- 3. Declarations of Interest** 1 - 4

To receive declarations of interest in any item for discussion at the meeting. A blank form for declaring interests has been circulated with the agenda; please ensure that this is returned to the Governance & Scrutiny Officer at least 48 hours before the start of the meeting.
- 4. Minutes of the meeting held 14 January 2022** 5 - 16

To consider the approval of the minutes of the GMTC Metrolink & Rail Sub Committee meeting held 14 January 2022.

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

Please note that this meeting will be livestreamed via [www.greatermanchester-ca.gov.uk](http://www.greatermanchester-ca.gov.uk), please speak to a Governance Officer before the meeting should you not wish to consent to being included in this recording.

- |            |  |         |
|------------|--|---------|
| <b>5.</b>  | <b>Metrolink Service Performance</b><br>Report of Danny Vaughan, Head of Metrolink, TfGM.  | 17 - 38 |
| <b>6.</b>  | <b>Metrolink Operator Update</b><br>Verbal update from KeliosAmey Metrolink.   |         |
| <b>7.</b>  | <b>Local Rail Service Performance Report</b><br>Report of Simon Elliott, Head of Rail Programme, TfGM.   | 39 - 64 |
| <b>8.</b>  | <b>Rail Operator Update</b><br>Verbal update from Rail Operators.  |         |
| <b>9.</b>  | <b>Rail Programme and Infrastructure Project Update</b><br>Report of Simon Elliott, Head of Rail Programme, TfGM.  | 65 - 80 |
| <b>10.</b> | <b>Work Programme</b><br>To note and comment on the proposed work programme presented by Gwynne Williams, Deputy Monitoring Officer, GMCA for the GM Transport Committee and its Sub Committees. | 81 - 84 |
| <b>11.</b> | <b>Dates and Times of Future Meetings</b><br>Future meeting dates for the next municipal year for the Committee to be confirmed.   |         |

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

Greater Manchester Transport Committee – Metrolink & Rail Sub-Committee 11 March 2022

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
Page 1			

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
2. 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.

#### **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.

This page is intentionally left blank

**MINUTES OF THE MEETING OF THE GREATER MANCHESTER  
METROLINK AND RAIL SUB COMMITTEE  
HELD ON FRIDAY 14 JANUARY 2022 AT THE FRIENDS MEETING HOUSE,  
MANCHESTER**

**PRESENT:**

Councillor Stuart Haslam	Bolton Council
Councillor Naeem Hassan	Manchester City Council
Councillor Emma Taylor	Manchester City Council
Councillor Howard Sykes	Oldham Council
Councillor Shah Wazir	Rochdale Council
Councillor Tom McGee	Stockport MBC
Councillor Angie Clark	Stockport MBC
Councillor Doreen Dickinson (Chair)	Tameside Council
Councillor Steve Adshead	Trafford Council
Councillor Andrew Western	GMCA

**OFFICERS IN ATTENDANCE:**

Lindsay Dunn	Governance Officer, GMCA
Simon Elliott	Head of Rail Programme, TfGM
Danny Vaughan	Head of Metrolink, TfGM
Gwynne Williams	Deputy Monitoring Officer, GMCA

**OPERATORS IN ATTENDANCE:**

Damien Chabas	Keolis Amey Metrolink (KAM)
Guillaume Chanussot	Keolis Amey Metrolink (KAM)
Dan Coles	Network Rail
Charlie French	Avanti
Lucja Majewski	TransPennine Express (TPE)
Owain Roberts	Northern

**Resolved /-**

That apologies be noted and received from Councillor's Mohammed Ayub (Bolton Council), Councillor Norman Briggs (Oldham Council), Joanne Marshall (Wigan Council), Mark Angelucci and Caroline Whittam (TfGM).

**GMTMRC 02/22 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS**

**Resolved /-**

There were no chairs announcements or items of urgent business.

**GMTMRC 03/22 DECLARATIONS OF INTEREST**

**Resolved /-**

There were no declarations of interest.

**GMTMRC 04/22 MINUTES OF THE GM TRANSPORT METROLINK & RAIL SUB COMMITTEE MEETING HELD 12 NOVEMBER 2021**

**Resolved /-**

That the minutes of the GM Transport Metrolink & Rail Sub Committee meeting held 12 November 2021 be approved as a correct record.

**GMTMRC 05/22 METROLINK SERVICE PERFORMANCE AND METROLINK OPERATOR UPDATE**



Danny Vaughan, Head of Metrolink, TfGM introduced the Metrolink quarterly performance report which provided a performance summary for the rolling 12-month period.

Members were provided with a further update on emerging issues since the publication of the report and most notably it was reported that patronage had continued to increase and by early December, levels had reached circa 76% of pre-pandemic levels. The highest weekday patronage since March 2019 was on 2 December and had reached 86 and the strongest levels of recovery still appeared to be leisure travel. This however was prior to the implementation of the “plan B” government guidelines, which requested people to work from home where possible. Since then, patronage had decreased to 40% pre-Covid levels and face covering compliance had increased from 23% to 62% as the wearing of face coverings once again became mandatory on public transport.

The Committee were advised that operational performance during periods 7 and 8 continued to be affected by staff shortages, especially within the driver cohort. A combination of seasonal and Covid related absences had resulted in driver absence between 10-15% and as a result service changes had been implemented. Boxing Day services operated every twenty as opposed to every twelve minutes. Furthermore, short notice service changes were necessary on New Year’s Eve, the Airport, Ashton and Eccles routes were withdrawn from 5pm until the end of service, with bus replacement services operating between Ashton and Piccadilly., A more permanent reduction in timetable similarly implemented across rail services had been considered, however it had been recognised that staff absence had now gone past the peak and would no longer be necessary. Performance had improved, however there were still some gaps in services particularly over the weekends due to staff absence.

Members were informed of two fatal accidents across the network in December 2021. In one case a male fell from the platform into the path of a double tram as it departed Deansgate Castlefield. In the other, a female fell from the auto-coupler while climbing between trams from the street side at Droylsden tram stop. Both incidents were currently under investigation by Greater Manchester Police (GMP) and KeolisAmey (KAM) were also carrying out their own inquiries. It was advised that the incidents reflected the usual spike in safety issues in the run up to the Christmas period as more passengers travelled across the network. It was recognised however that the most recent Christmas period had been notably more serious from a safety aspect than previously.

It was reported that discussions continued with DfT regarding funding for Metrolink beyond March 2022 as the ongoing support remained uncertain, however, any decision was unlikely to be until early 2022. Following similar discussions, TfL had agreed in principle with Government that they would achieve operational financial sustainability by March 2023, but this would require significant changes in their operation.

More positively, Members were informed of the partnership work with GMP to tackle ASB and the recent funding as part of Safer Streets pilot which provided greater opportunities to improve safety on the network.

Damien Chabas, Director Customer, Growth and Innovation, KeolisAmey Metrolink provided the Committee with a presentation which outlined the customer and community engagement plan for 21/22. It was noted that plan was rolling over a 12-month period with key initiatives to support customer experience and social responsibility strategies. The key objectives of the plan which included improving safety and security on Metrolink and making it more accessible to all were outlined.

Members were advised that the plan was broken down into three areas which consisted of customer engagement activities providing information and reassurance, education with schools and colleges and community engagement partnering with key organisations in GM.

An outline of activities over the period November and December 2021 which included the successful roll out of a series of specialist operations as part of the Travel Safe Partnership and the launch of the Safer Streets initiative were provided.

The Chair acknowledged the positive work being undertaken with the community along with the provision of the service. In response to the unfortunate fatalities on the network, Members recommended that the communication campaign between TfGM and KAM was integral in developing a firmer safety message over the forthcoming year and in particular around the festive period to ensure passenger safety remained paramount and at the forefront as the Christmas season approached.

It was agreed that in relation to pedestrian and passenger safety around Metrolink trams, greater consideration would be provided to the development of an overarching safety strategy encompassing partners across the travel industry to develop targeted and specific

communication and campaigns.

Appreciating the challenges regarding staff absence, Members welcomed further clarity regarding the anticipated timescale for full resource capacity across the network. It was advised that the outlook was positive as the peak of the absence rate had been reached with performance improving. It was recognised that the current establishment of fully qualified drivers was lower than required due to training under social distancing constraints during the pandemic. Furthermore, staffing levels in the engineering department had been affected by absence which had caused a back log in maintenance. KAM were considering the impact of Covid and were addressing the short- and longer-term view of operations including undertaking further recruitment.

The update regarding the safety of customers was welcomed along with the launch of the Safer Street initiatives. Concern was expressed however that the introduction of cameras at five stations along the Rochdale/Oldham/East Didsbury line may displace ASB and criminal activity along the network rather than eradicate instances. It was suggested that a further outcome of the initiatives should be linked to the improvement of customer service by reducing the levels of ASB. It was agreed that a permanent staff presence across the network would be the most effective option to improve safety, the perception of safety and increase patronage across the network although it was reported to be costly.

Face covering compliance by line was also discussed linked to perceptions of safety and the challenging situations of non-compliance faced by Metrolink staff.

Members were reassured with regards to the Safer Street pilot that the TravelSafe Partnership was working alongside Local Authority and GMP officers in Oldham and Rochdale and would provide consideration to the concerns raised surrounding displacement of crime and ASB that may arise due to the installation of cameras at specific points. Further displacement into town and the city centre was also considered. Guillaume Chanussot, MD, KAM offered his personal support as an advocate for safety and security across the network and reassured the Committee that it was the priority of the operator for both passengers and colleagues. An approach of continuous improvement had been adopted to improve safety and security across the network with all partners. Furthermore, the benefits of key initiatives undertaken as part of the customer and community engagement plan had been recognised by all staff involved.

The reporting of historical data within the reports was welcomed and it was advised that forward looking predictions based on current data was analysed to enable timetable and services changes. Future assumptions that may have to be made regarding the operation of Metrolink services linked to financial packages from government were considered.

Further detail regarding service improvement since the Christmas and New Year period was requested by the Committee. it was confirmed that 97% of planned services were operational in the last three months of 2021 up to the prevalence of the Omicron variant. This had resulted in one in ten services impacted by staff availability with a reduction to 93%, which was a drop from pre Covid performance levels of 99%. Since then, performance had improved to 99% on most days although there were still gaps in driver availability which was being resourced by overtime.

A further comprehensive discussion regarding safety to include Network Rail, rail operators and the British Transport Police (BTP) was considered. It was advised that both Northern along with BTP were now part of TravelSafe Partnership and it was agreed to convene regarding safety across the industries to share knowledge and best practice across the networks.

### **Resolved /-**

1. That the report be noted.
2. That on behalf of the Committee, appreciation and recognition of the launch of various initiatives through the Safer Streets funding be received.
3. That further consideration be provided by TfGM Officers and the wider TravelSafe Partnership to the concerns raised by the Committee in relation to the possible displacement of crime of and Anti-Social Behaviour (ASB) with the deployment of cameras as part of the Safer Streets pilot.
4. In relation to pedestrian and passenger safety around Metrolink trams, that greater consideration be provided to the development of an overarching safety strategy encompassing partners across the travel industry to develop targeted and specific communication and campaigns.
5. That it be advised that both Northern along with the British Transport Police (BTP) are part of TravelSafe Partnership and greater sharing of knowledge

and best practice linked to the wider TravelSafe Partnership be undertaken.

## **GMTMRC 06/22     LOCAL RAIL PERFORMANCE REPORT**

Simon Elliott, Head of Rail Programme, TfGM provided an update to members on rail service and operation across Greater Manchester over rail periods 7 and 8 between 19 September – 13 November 2021.

Operational performance remained broadly consistent in period 7 but had declined in period 8, largely due to weather-related events. PPM was reported to be in the higher 80% for the longer distance operators, around 90% for Northern and almost 95% for TPE. Right Time at Destination figures for both Northern and TPE remained strong at around 70%. Cancellations stayed relatively low, however total delay minutes had more than doubled across Network Rail's Manchester Delivery Unit. Delayed minutes in period 8 were reported to be adverse to target for the first time in ten periods, by 16%.

Train operating companies experienced crew availability issues as a direct result of Covid and services were subject to both pre-planned and some late-notification cancellations, further details of the mitigations were outlined in the report.

Patronage levels over the period continued to increase, with Northern reporting around 78% of pre-Covid levels at its highest and TPE 68% of pre-Covid levels. However, since the introduction of Plan B restrictions due to the Omicron wave these had decreased overall to approx. 60%.

Members were reminded that face covering compliance on services in the previous period had decreased, however, the change in government guidance had resulted in an increase between 65-80% although this appeared lower at weekends and amongst younger travellers.

An update regarding the Manchester Recovery Taskforce was provided and Members were advised that there had been a consultation for the proposed timetable changes to be introduced in December 2022. TfGM had made strong representation on behalf of the Committee and the GMCA regarding infrastructure commitments to deliver future service improvements.

It was advised that TfGM continued to work with local communities and station groups on various projects in the region, an overview of the projects was detailed in the report. Furthermore, ongoing support was provided to local Community Rail Partnerships (CRPs) and on behalf of the Committee, South Lancashire CRP were congratulated on recent wins at the national community rail awards for the Hate Crime and Sunday Rivington bus projects.

Due to the Omicron variant, the agreed Community Day event for Community Rail Groups scheduled for December 2021 would now be arranged by TfGM officers for February or March 2022 subject to government guidance.

Members were informed that the next round of funding for the Rail Station Accessibility Programme for 2024-29 was accepting bids. It was agreed that the Committee would receive an updated report on the approach to the Access for All programme prior to submission in April 2022 at the next meeting.

In discussion the Committee considered the financial challenges faced by the rail industry and reassurance was provided on the assistance and communication to customers travelling at Manchester Piccadilly station regarding stair lift access.

#### **Resolved /-**

1. That the report be noted.
2. That the recent announcement by DfT on Access for All funding be noted and that the GMTMRC receive an update on the approach at the next meeting on 18 February 2022.
3. That the Committee receive an updated report on the approach to the Access for All programme of improvements to take place between 2024 and 2029 prior to submission in April 2022 at the next meeting on 11 March 2022.

#### **GMTMRC 07/22      RAIL OPERATOR UPDATE**

The Committee invited rail operators to provide feedback on train services in GM over the recent period.

Comments raised by operators included the following:

- Avanti West Coast – reported that issues with regards to staff absence had resulted in upcoming services changes. An amended timetable would be introduced to cover the period 17 January until 25 February 2022 in response to the challenges faced by staff absence which would ensure the service was more reliable and capacity was balanced in connectivity with other operators across the network. The service between Manchester and London would be drastically reduced from three to one train per hour from 17 January 2022 via Stoke. Four additional trains between Manchester and London would operate throughout the day via Crewe. Customers that had already purchased advance tickets had been notified with the option to apply for a refund. The situation would be under constant review and any additional services would be considered where possible to reflect any events scheduled to take place.

Patronage throughout December was between 65-70% of pre-Covid levels but had since dropped to 40% which reinforced the view that the reduction in service would accommodate demand.

- Network Rail – reported the similar issues with regards to customer facing staff absence prior to Christmas, however the position had improved. Operation centres and engineering teams appeared to be less affected by Covid related absence and remained stable.

Face covering compliance had increased to 80-90% although there was some variation at weekends. Footfall at Manchester Piccadilly during December was reported to be 70-80k per day and had decreased to between 50-55k during January 2022. In comparison, footfall in January 2019 was approx. 110k passengers per day.

The Committee were provided with an overview of activities and messaging which had taken place in the run up to the festive period concerning safety and security.

An update regarding track and platform upgrade across the network was also

provided and Councillor Clarke (Stockport) offered support for the bridge works that were taking place at Romiley station.

- Trans Pennine Express (TPE) – advised that an amended timetable to improve reliability to provide stability due to levels of sickness absence had been introduced from 10 January 2022. For those passengers that had already pre-purchased tickets, a ticket acceptance scheme had been agreed with other operators until the end of January.

Patronage was reported to have reduced to approximately 51% from 75-80%. Prior to the Omicron wave, weekends had been operating at pre pandemic levels.

A new WhatsApp service had been introduced to book passenger assistance operating 7 days a week between 6am and 11pm excluding Bank Holidays. Furthermore, Good maps had been made available at seven TPE stations across the network which included Manchester Airport and Stalybridge to help navigate passengers with mobility or visual difficulties safely around train stations.

- Northern – similarly reported that 2D maps had been introduced at stations.

The current timetable had been implemented on 4 January 2021 to provide reliability for customers with a reduction in 10% of services compared to December 2019. School flows had been protected where possible with bus services to support where services had been removed. There was no current end date for the new timetable, however it would be reviewed over the forthcoming weeks ahead.

Sickness absence for the company overall was reported at 9.6% of which 3.9% was due to Covid, however some depots had absence at 25% which reflected the necessity for an amended timetable. Demand was reported to be significantly reduced from levels in November and early December 2021 and for period 10 between 12 December and 8 January 2022, levels where 64%



revenue and 56% journey recovery.

**Resolved /-**

That the update by Rail Operators be noted.

**GMTMRC 08/22      GMTC TRANSPORT WORK PROGRAMME**

The latest work programme for the GM Transport Committee was presented for approval.

**Resolved /-**

That the Work Programme be noted.

**GMTMRC 09/22      DATES OF FUTURE MEETINGS**

**Resolved /-**

Friday 11 March 2022 at 10:30am

This page is intentionally left blank

## GREATER MANCHESTER TRANSPORT COMMITTEE

### METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 11 March 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.

#### RECOMMENDATIONS:

Members are asked to note the contents of this report.

#### CONTACT OFFICERS:

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

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

**Equalities Implications: n/a**

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

**Risk Management: n/a**

**Legal Considerations: n/a**

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

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

**Number of attachments to the report: 3**

- Appendix 1: Period date listing
- Appendix 2: Patronage by line
- Appendix 3: Face covering usage

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

**BACKGROUND PAPERS:** Metrolink Service Performance report of 14 January 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 currently 134 trams serviced from two depots.
- 1.5 Trams serve 99 stops covering routes totalling just over 100km. Metrolink is the most accessible of the public transport networks in Greater Manchester, providing step free access across the entire network.

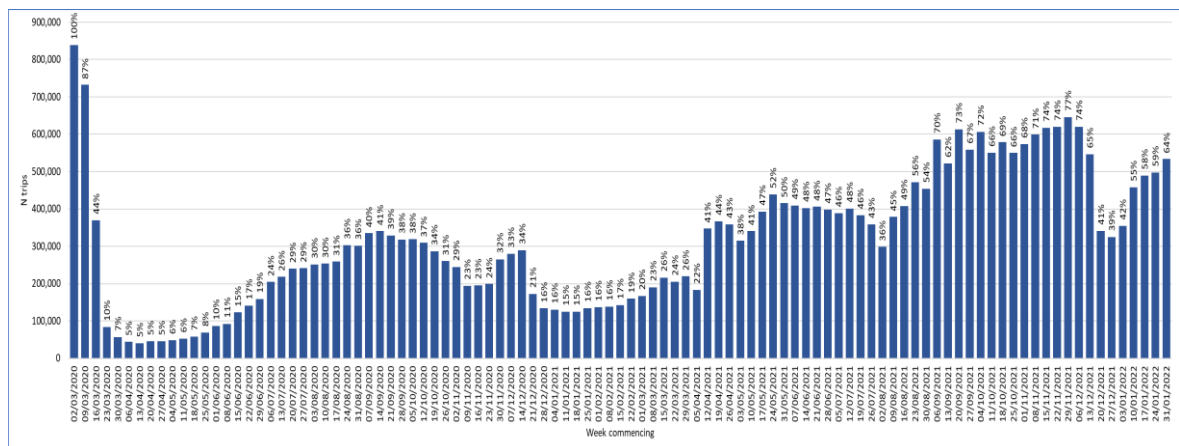
## **2. PERFORMANCE SUMMARY**

- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 Enhanced government "Plan B" restrictions had a significant impact upon patronage levels in mid-December. Patronage reduced to circa 41% of pre-Covid levels during the final week before Christmas.
- 2.3 Plan B restrictions, including the requirement to wear face coverings, ceased to be mandatory in indoor public places and on public transport on 27 January 2022. Following the commencement of this change in guidelines, we have subsequently seen a decrease in face covering usage (Appendix 3).
- 2.4 Operational performance during December 2021 and January 2022 held steady compared with recent periods and it remained under target, primarily due to ongoing staff availability issues, which had been a problem across all public transport operations.

- 2.5 From late January 2022 onwards, Metrolink started to see staff availability return towards pre-Covid levels following the reduction in Omicron cases and the removal of government restrictions. As a result, performance has significantly improved in period 11 (9 January to 5 February 2022).
- 2.6 Planned engineering and renewals works continue in February and March. This includes works by 3<sup>rd</sup> parties such as Network Rail at Victoria station which impact on Metrolink services.

### 3. PATRONAGE

- 3.1 Patronage measures the number of single journeys that are being made on the network.
- 3.2 Enhanced government “Plan B” restrictions had a significant impact upon patronage levels from week commencing 13 December 2021, which can be seen in the chart below. Patronage reduced to circa 41% of pre-Covid levels during the final week before Christmas, a week which historically would have been one of the busiest weeks of the year on the network.



- 3.3 Post-Christmas, patronage has begun to recover slowly as education returns and the relaxation of work from home guidance on 19 January 2022 brings a phased return to workplaces for financial and professional services employees, within the context of seasonality impacts suppressing non-food shopping and leisure demand.

- 3.4 Journeys correlated to football matches and large concerts in the city centre continues to contribute to patronage on the network, and although overall, patronage has recovered to 64% of pre-pandemic levels, this can increase to 70% - 80% of pre-pandemic patronage levels on matchdays.
- 3.5 Consequently, crowding issues on the network continue to be closely related to events taking place across the region, and performance related impacts primarily having resulted from Covid related driver absence. These issues continue to be managed dynamically on a day-to-day basis to minimise the impact on passengers.
- 3.6 The breakdown of patronage by line can be found in Appendix 2.

## **4. FUNDING**

- 4.1 A package of support from central government covering most of Metrolink's costs has been agreed for the remainder of the 2021/22 financial year. Discussions are ongoing with DfT about funding for Metrolink beyond March 2022.

## **5. OPERATIONAL AND CUSTOMER PERFORMANCE**

- 5.1 Operational performance during periods 9 and 10 continued to be affected by staff shortages, especially within the driver cohort.
- 5.2 Driver availability issues were ongoing throughout the festive period and resulted in the requirement to terminate services early (5pm) on New Year's Eve, on the Airport, Ashton and Eccles lines. This reduction was necessary to ensure a stable service across as much of the network as possible.
- 5.3 Period 11 saw a return to much more normal levels of staff availability, which was underlined by a significant improvement in overall performance in that period.

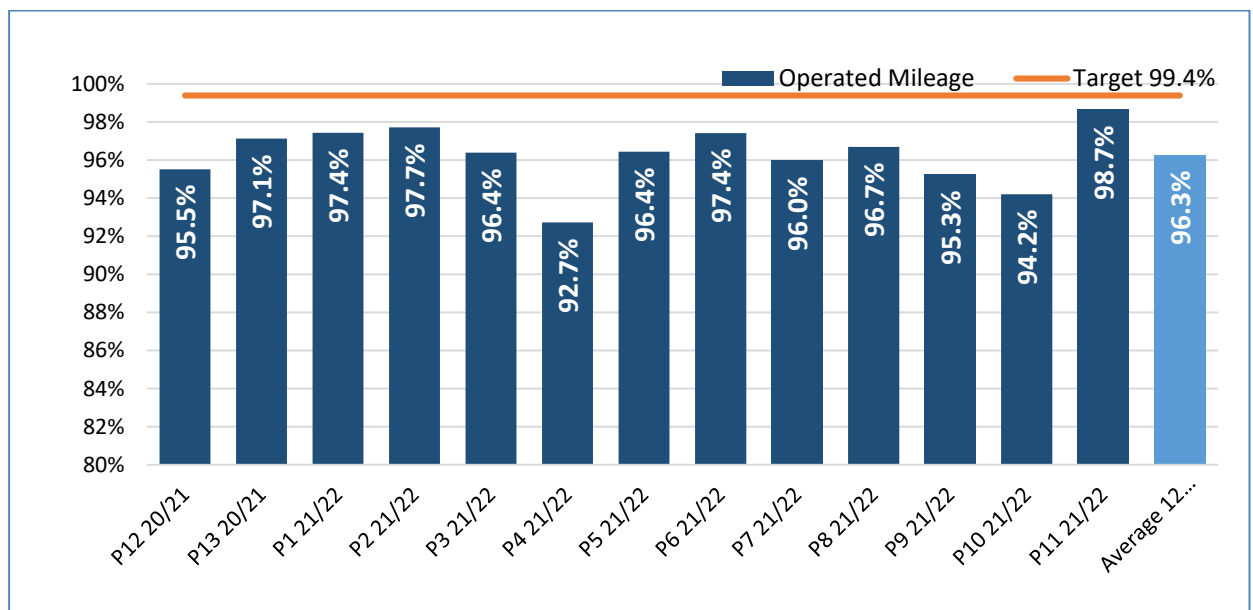
### **Reliability**

- 5.4 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 dipped in periods 9 and 10, but improved to the best performance in the past year during period 11. Aside from staffing issues, the incidents which most influenced performance in recent periods were:

- Period 9: on 27 November, a tree fell on the line near Newhey during Storm Arwen.
- Period 10: on 30 December, a signalling fault at Cornbrook impacted multiple routes for several hours.
- Period 11: on 10 January, several services operated as single trams rather than doubles. This contributed to the most significant loss of mileage in the period.



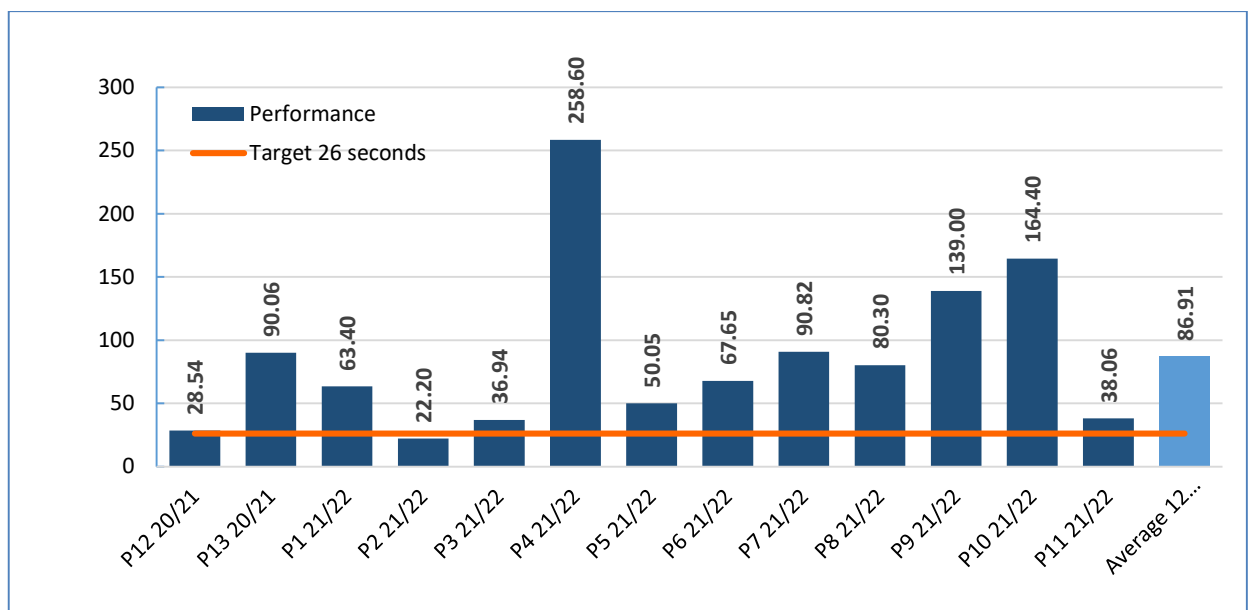
## Excess Wait Time

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

5.6 The average EWT performance for the 12 months to February 2022 was 86.91 seconds against a pre-pandemic target of 26 seconds. Once again staff shortages are the main reason for missing long run targets.

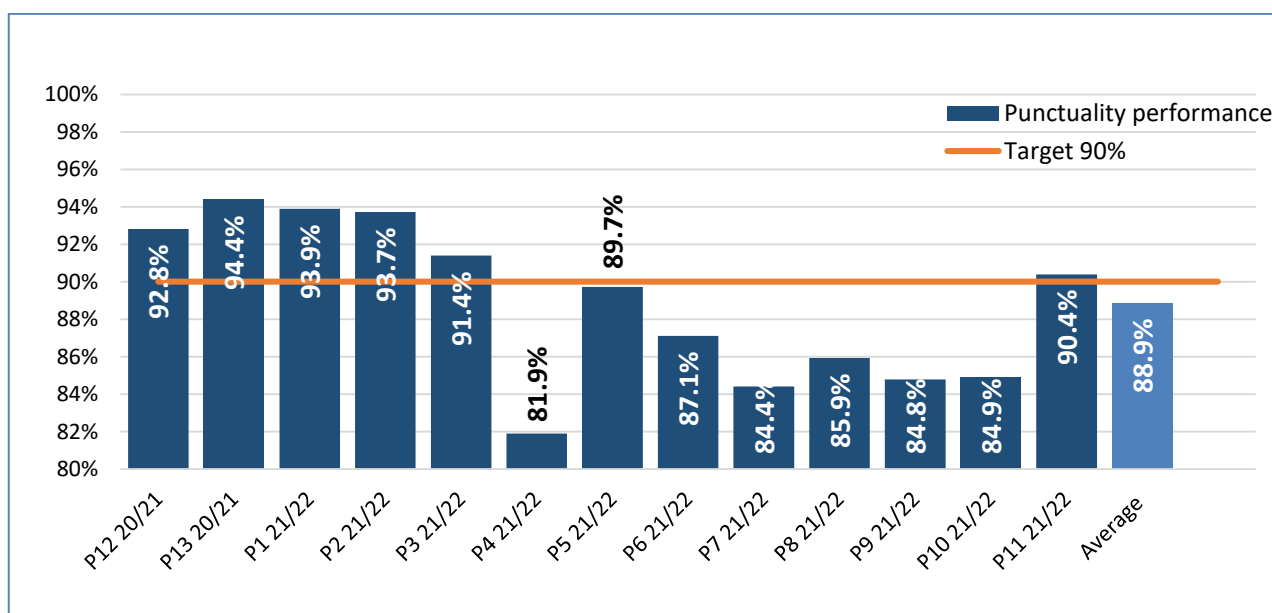
5.7 Performance in periods 9,10 and 11 was impacted by the incidents described above in 5.4, as well as a collision with a pedestrian at Ashton Moss stop on 9 December. Period 11 shows a significantly improved performance, with the best result since summer 2021.

5.8 The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers. Note that Period 4 performance (summer 2021) was significantly affected by Covid related staff absences arising from test and trace notifications.



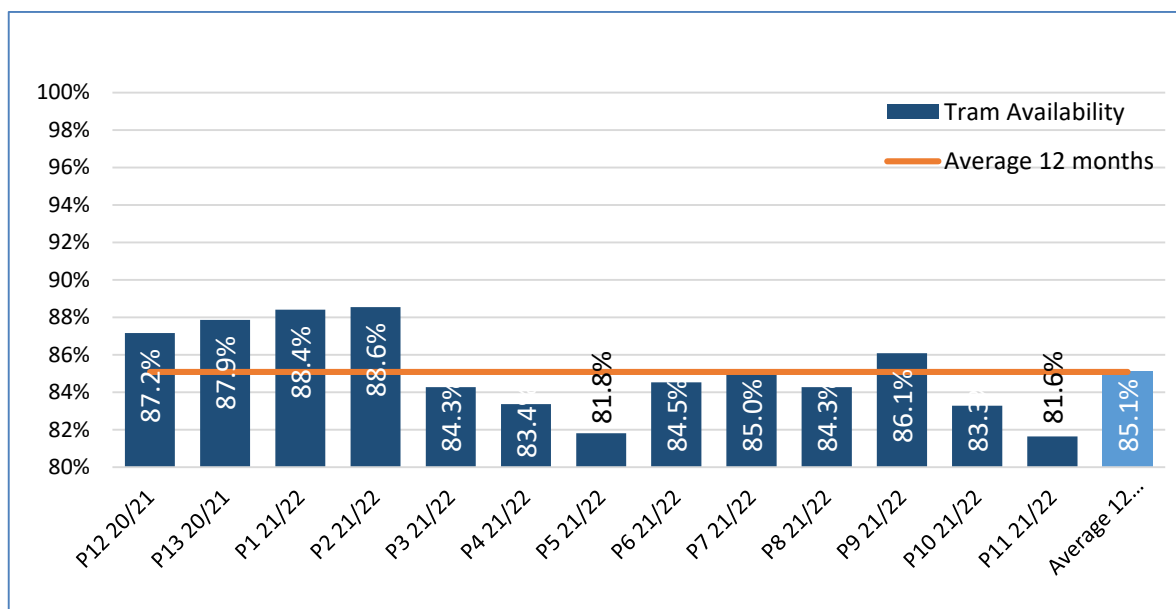
## Punctuality - Percentage of services operating to time.

5.9 Punctuality performance covering the previous 12 months (13 periods) is shown below. Performance dipped below target for the first time from period 4 (summer 2021) due to the ongoing issues experienced with staff unavailability, as outlined previously. Performance in period 11 showed a return to above target punctuality.



## Asset reliability - Trams

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

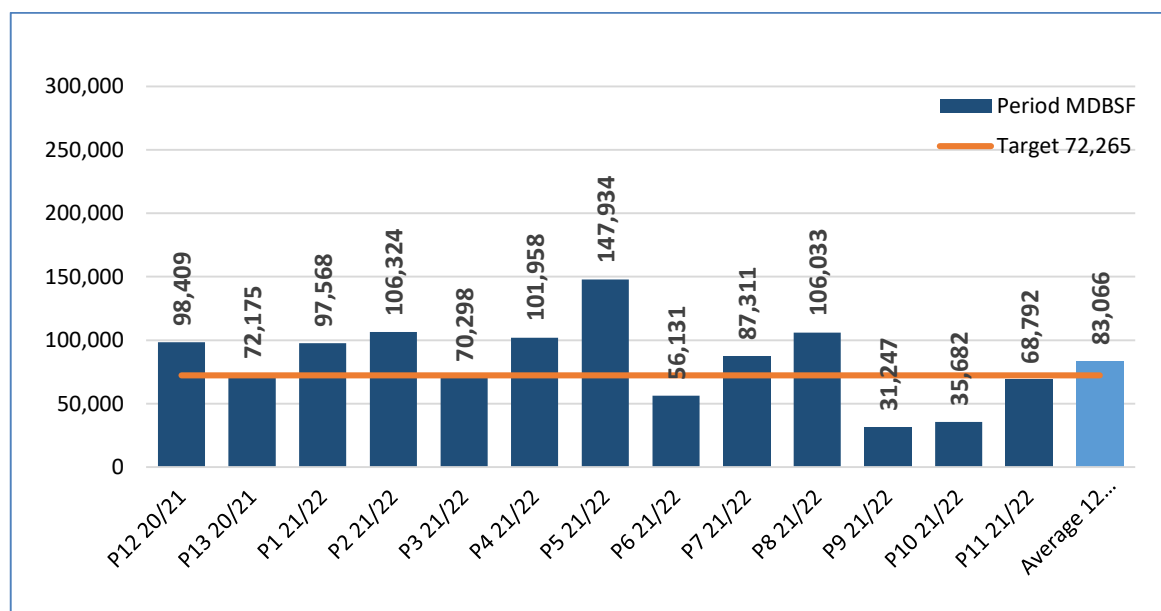


5.11 Vandalism continues to be a significant issue, resulting in smashed glazing and damage to ceiling panels. Supply chain problems continue to delay repairs to vehicles which then impacts vehicle availability on a day to day basis. Supply chain

problems vary from Covid related impacts with suppliers and longer lead times on spare parts arising from Brexit.

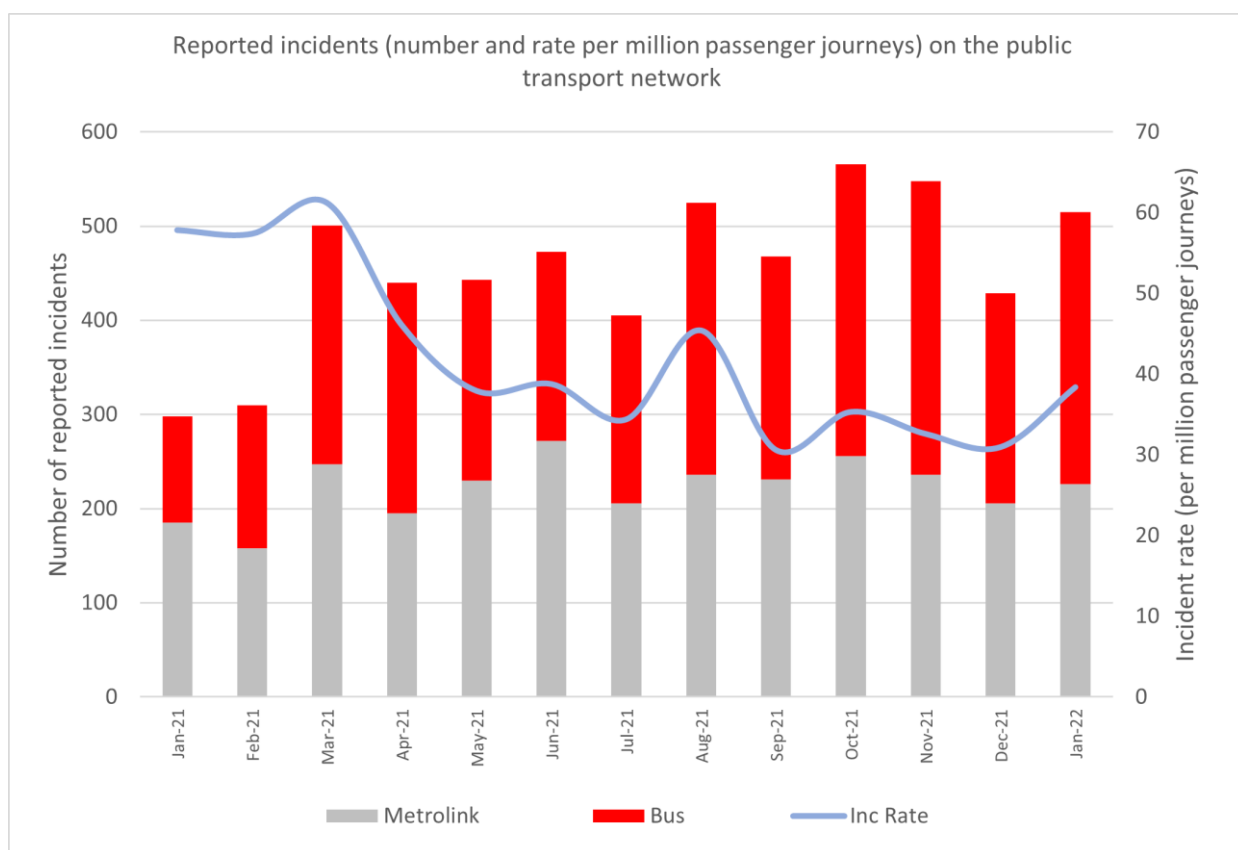
## Asset reliability – Infrastructure

- 5.12 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.
- 5.13 Infrastructure asset performance deteriorated during periods 9 and 10, but subsequently improved to just under target in period 11. Period 9 especially saw sustained harsh weather which made rectification of faults extremely challenging. The average 12 month rolling performance remains positive.



## Crime & Anti-Social Behaviour

- 5.14 On average, 223 incidents of crime and anti-social behaviour per month were reported to Metrolink over last 12 months.



Crime & ASB Category	Jan 2019	Jan 2022
	Reported Incidents	Reported incidents
ASB	14	29
Assault (inc. domestic incidents)	25	16
Damage to Property	42	46
Drink and Drug Related Incidents	9	9
Harassment & Intimidation	55	52
Obstruct/Interfere with Network Operations	28	50
Other Public Order	12	4
Robbery & Thefts	23	11
Sexual Assault/Sexual Incident	3	4
Tram Surfing	4	1
Weapons Incident	5	4
Grand Total	220	226

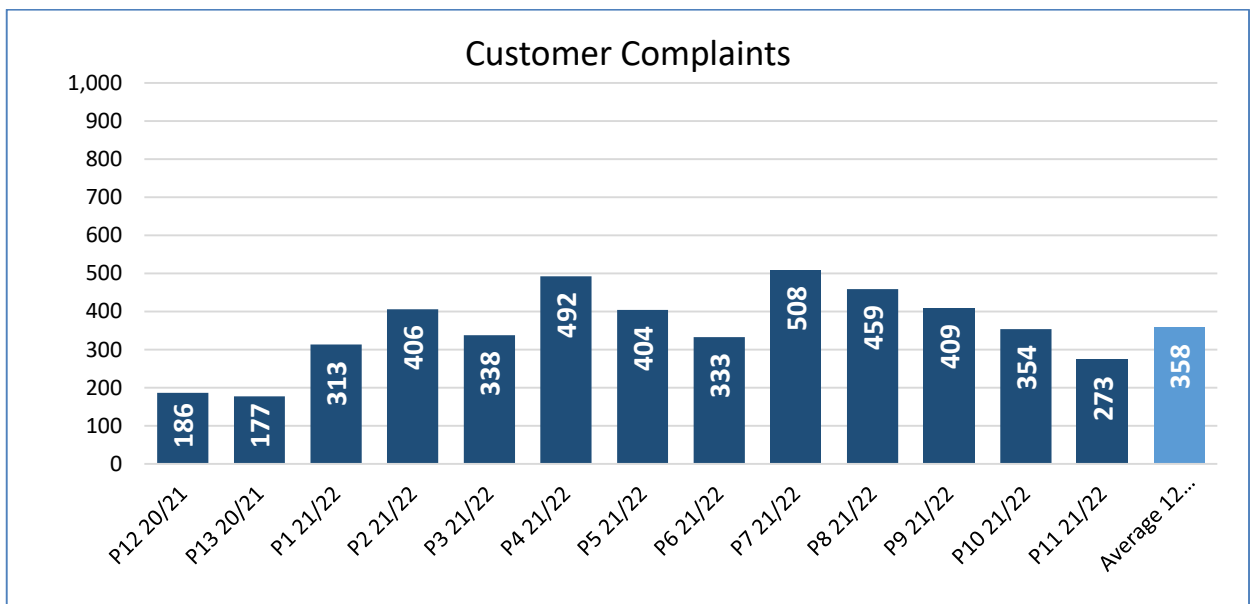
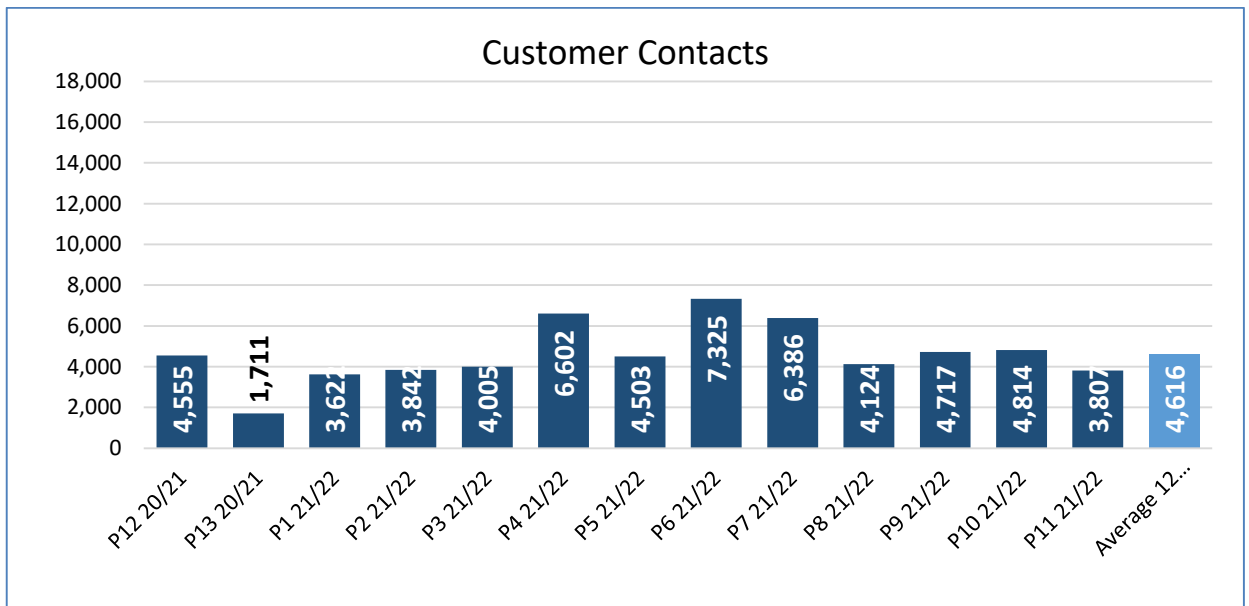
- 5.15 Criminal damage continues to be an issue on the network and periods 9, 10 and 11 saw more incidents on Oldham Rochdale line than any other lines. Failsworth continues to be a hotspot location where the most significant issue remains criminal damage to shelters. This line is a current TravelSafe tactical priority and TSO deployments are prioritised for this line especially during evenings.
- 5.16 Periods 10 and 11 saw an increase in youth related anti-social behaviour on the network especially on Oldham Rochdale and Airport lines. The incidents primarily involve youths engaging in anti-social behaviour and activating door handles, resulting in delays on the network and distress to passengers. Incidents of misuse of the door handles on the Airport line have decreased since period 9, however it is still an ongoing issue. Rochdale Town Centre stop saw an increase in youth related incidents with eight incidents of door handle activations on this stop alone.
- 5.17 TravelSafe specialist operations were carried out across the network throughout December and January
- 5.18 The specialist operation on 17 December at Victoria yielded positive results including: 3,200 passenger checks, two arrests, 22 stop/searches, 190 standard fares, three children being removed to safety and two care plans created. The GM Mayor also visited the operation and engaged with partnership staff which led positive media coverage (Manchester Evening News) as well as public sentiment on social media.

During period 9, a pilot of Safer Street was launched across five Metrolink stops in the Oldham area. Dedicated TravelSafe officers patrolled, working alongside Oldham Council Youth Team and Street Angels to help women and girls feel safer when travelling. Other initiatives include an increase in reporting of incidents via GMP Live Chat, training for 570 Metrolink staff, integration and upgrades to the CCTV system in key locations and a poster campaign across the tram network to educate the public.

## **Customer contacts and complaints**

5.19 Just over 60,000 customer contacts were dealt with during the year, averaging at 4,616 customer contacts per period (excluding twitter).

5.20 The number of customer queries has held steady for the past few periods and the number of complaints has reduced period on period since period 7. Both overall contacts and complaints remain well below the levels seen pre-Covid.



## **Customer Experience and Engagement**

- 5.21 KAM's School Engagement team continue to engage with the local community. Manchester Communication Academy were welcomed to Queens Road and Trafford depots whereby teachers and students were given the opportunity to have a go on the tram simulator and experience what it is like to be a tram driver.
- 5.22 The team also attended face to face and virtual assemblies with schools during periods 10 and 11, to promote safe travel on public transport and deter anti-social behaviour. Anti-social behaviours such as tram surfing, criminal damage and trespass were highlighted, as well as the need to be mindful of other passengers.
- 5.23 During period 11, KAM carried out its first restorative justice session with identified youths who caused anti-social behaviour issues on the Airport line. The session was held in conjunction with hotspot schools, focusing on specific issues such as pulling the emergency door handle and the consequences of these actions.
- 5.24 KAM Customer Service Representatives continued to work with Barnabus's outreach team during periods 9, 10 and 11. A series of outreach sessions took place in Manchester city centre during period 9. During period 10, Barnabus delivered homelessness awareness training to customer team managers and KAM staff also helped with the annual Christmas dinner; helping to set up the room and serve food. The training sessions continued in period 11.
- 5.25 During period 10, KAM conducted six depot visits for customers who had individually contacted KAM's engagement team. The events saw some of Metrolink's more vulnerable passengers receive a tour of different departments as well as being offered the opportunity to experience the driver simulator. The events were designed to demonstrate Metrolink's commitment to customer safety and security, as well as strengthen KAM's relationship with the local community.
- 5.26 Further customer community events were held in Altrincham, Bury and Manchester city centre. Staff distributed hand sanitiser, face masks and offered advice and information on the current Covid restrictions via customer information stalls.



## **6. FORWARD LOOK**

### **Planned network renewals 2022**

- 6.1 The programme of disruptive access to deliver 2022 asset renewals is a rolling schedule. While the disruption will have an impact on customers, early planning of these works will allow the impact to be mitigated through well planned and early communication to customers, staff and stakeholders and allow the production of robust timetables and the procurement of replacement buses where required.
- 6.2 Most of these essential works during 2022 are to replace sections of track at key locations on the network of which some will require longer closures to enable the completion.
- 6.3 The lengthier closures will be mainly impacting the city centre and Eccles lines where some works may take several weeks to complete and will be targeted around the quieter school holiday periods where possible. Other works will be shorter durations over weekends, evenings and overnight.

February/ March 2022 works:

- February 2022: Network Rail TransPennine Route Upgrade at Victoria and Eccles track renewals to coincide with school half term.
- March 2022: Deansgate points replacement, Piccadilly Gardens and Piccadilly track renewals.

Information is available online at [tfgm.com](https://www.tfgm.com).

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

## Appendix 1 - Period date listing

This report details the highlighted Period/s

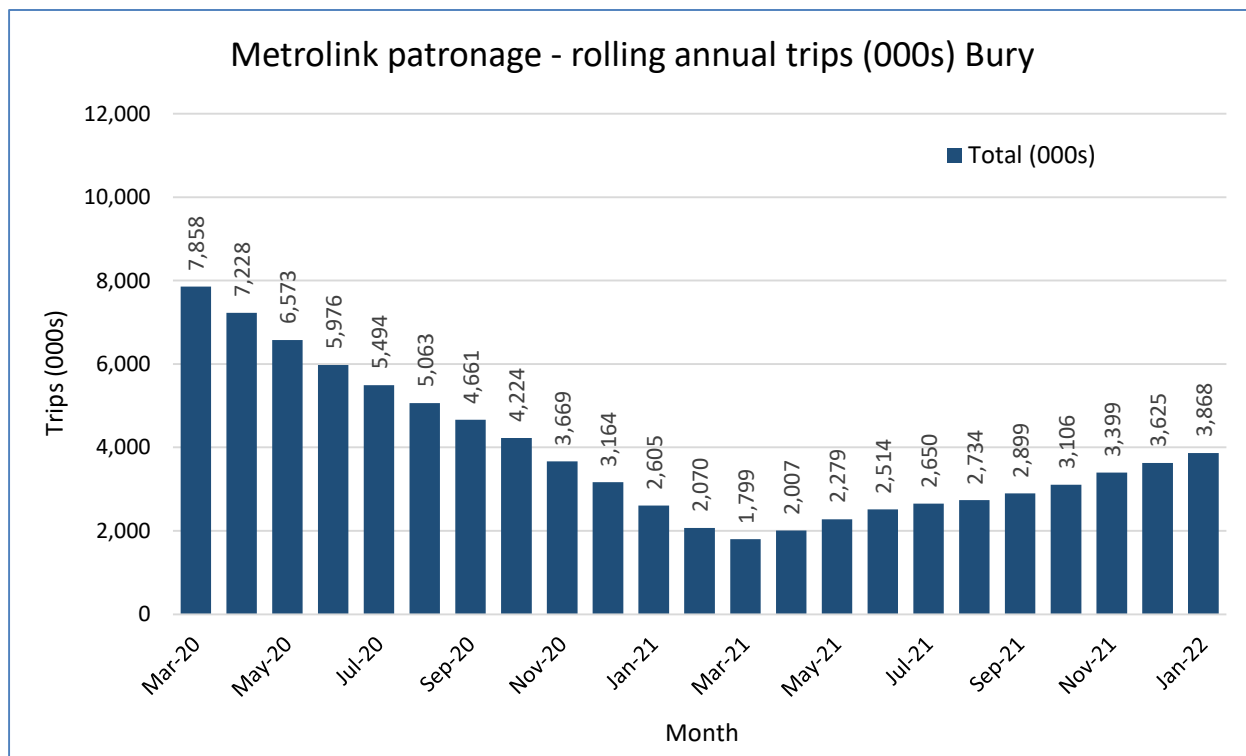
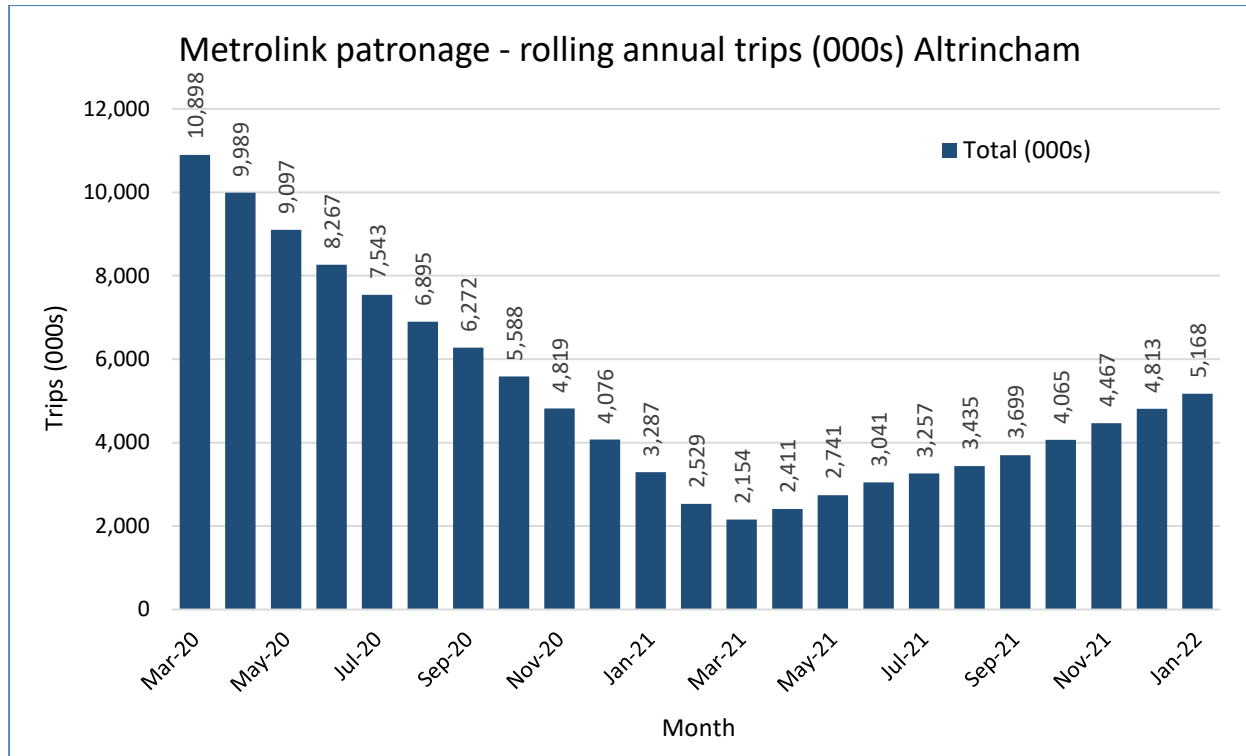
2020/21

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

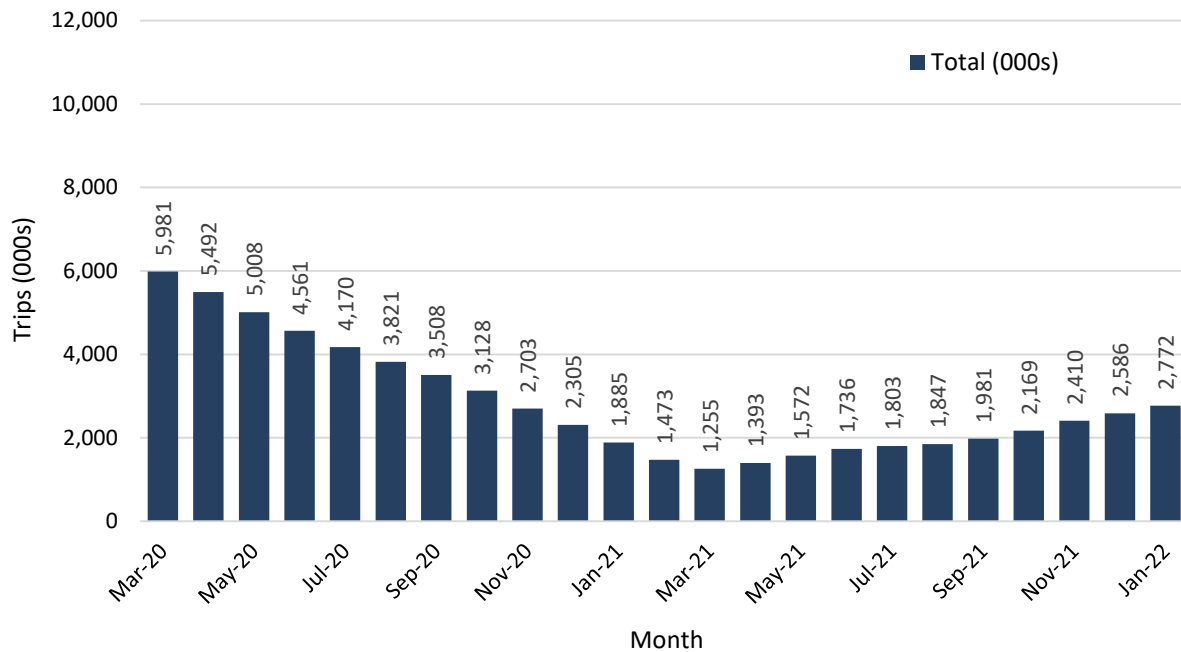
2021/22

Period	Start Date	End Date
1	01/04/2021	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

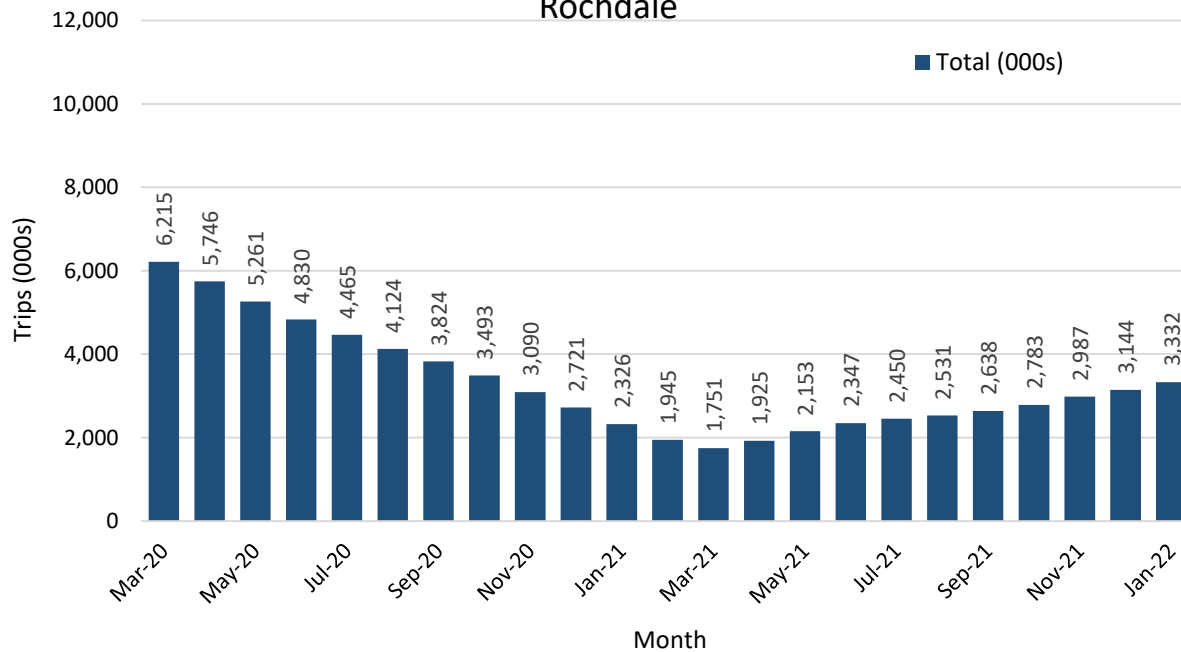
## Appendix 2 – Patronage by line



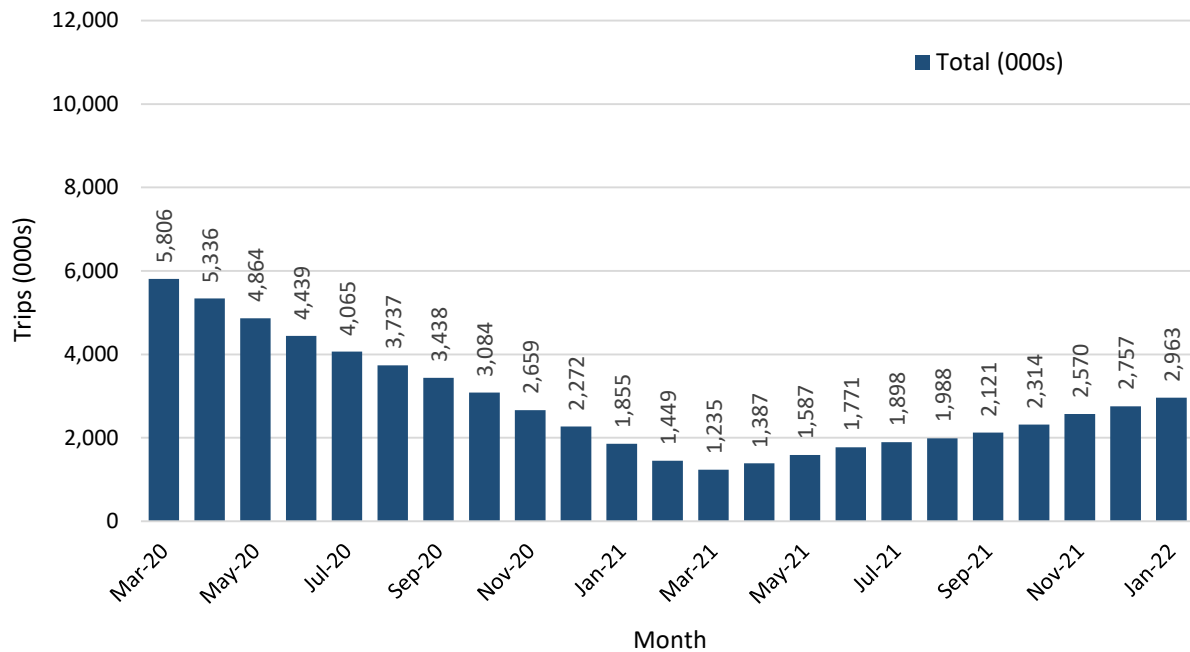
Metrolink patronage - rolling annual trips (000s) Eccles



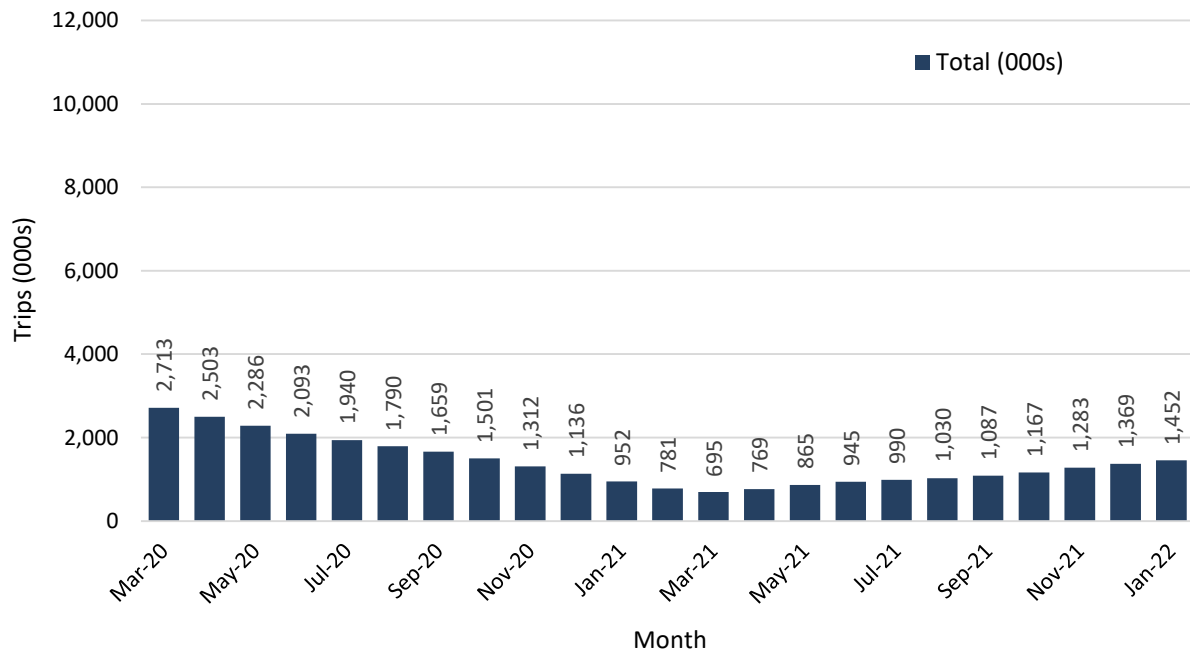
Metrolink patronage - rolling annual trips (000s) Oldham  
Rochdale



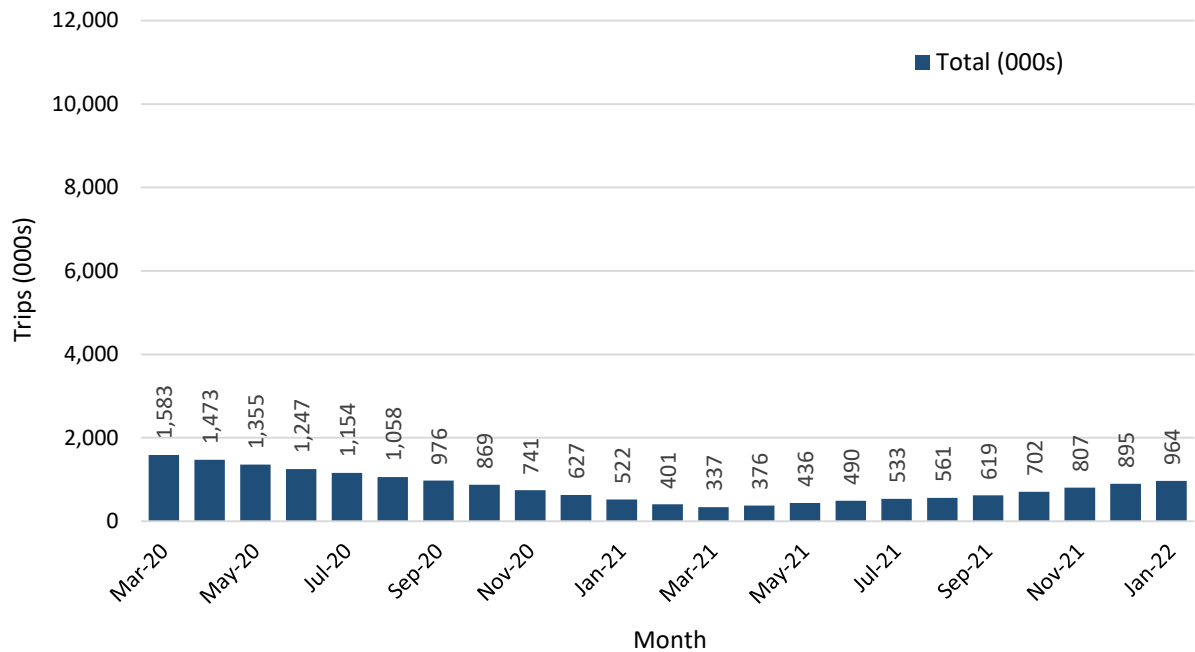
Metrolink patronage - rolling annual trips (000s) East Didsbury



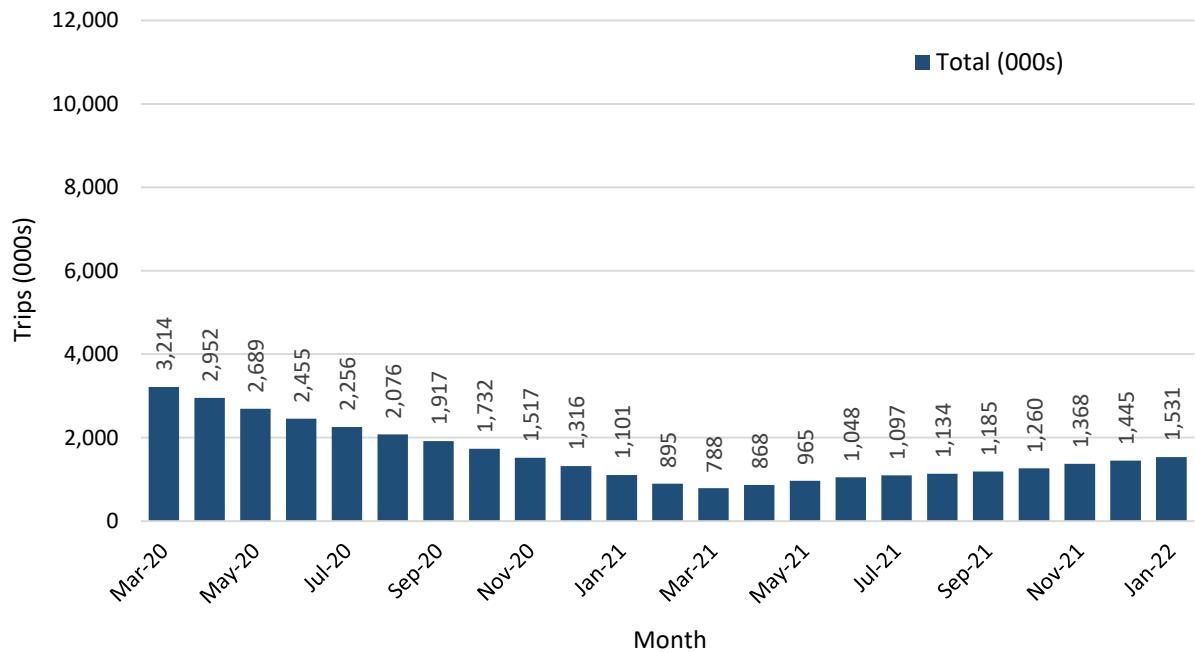
Metrolink patronage - rolling annual trips (000s) Ashton

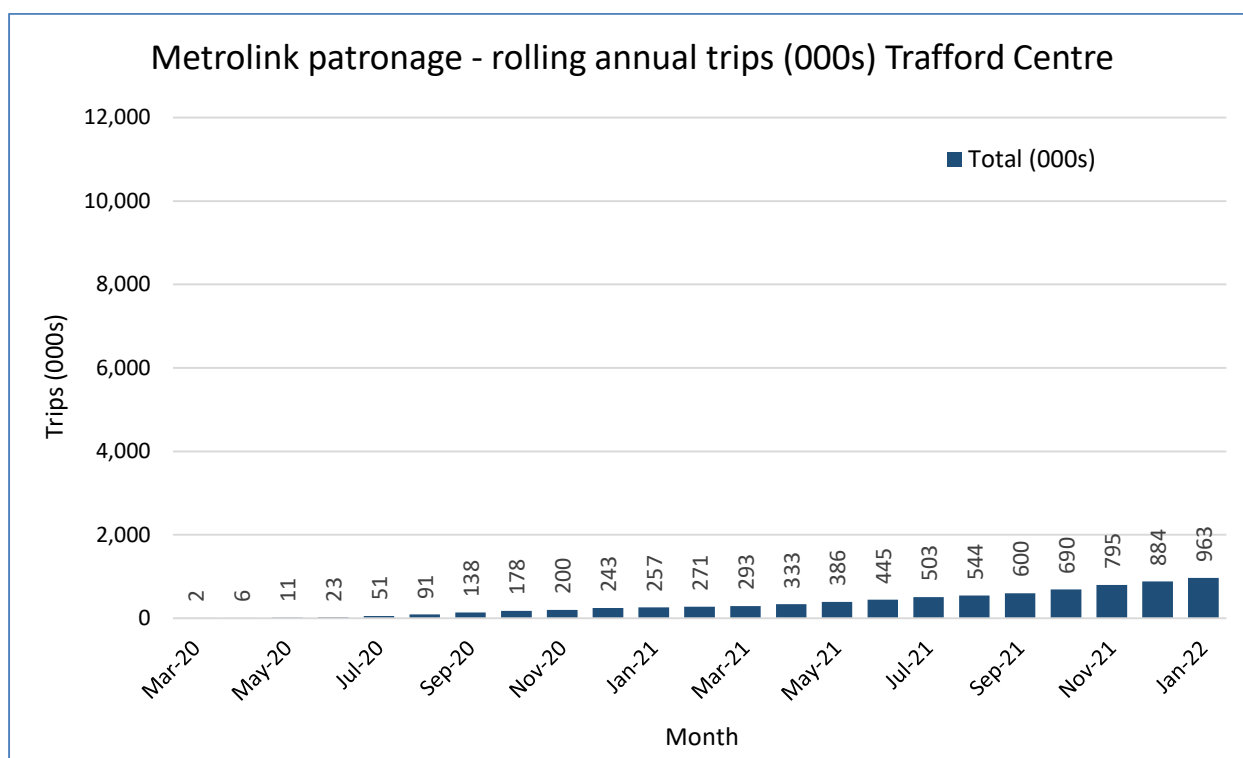


Metrolink patronage - rolling annual trips (000s) City



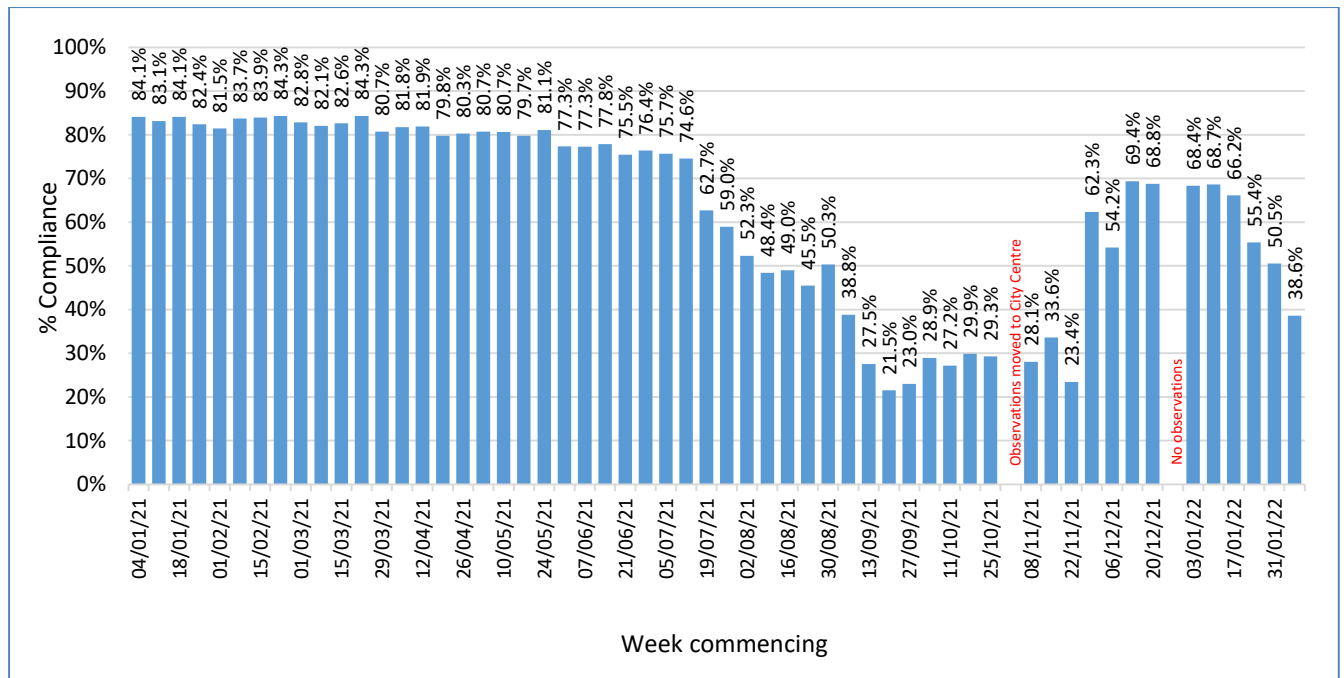
Metrolink patronage - rolling annual trips (000s) Airport





Note that the Trafford Park Line opened on 22 March 2020 and government Covid “Stay at home” restrictions commenced on 23 March 2020.

## Appendix 3 – Face covering usage



Note that monitoring moved to the city centre only from 1 November 2021.



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

Date: 11 March 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 09,10 and 11, 2021/22 (14 November 2021 – 05 February 2022).

### **RECOMMENDATIONS:**

Members are asked to note the contents of this report.

### **CONTACT OFFICERS:**

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

### **Equalities Implications**

Not applicable

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

Not applicable

### **Risk Management**

Not applicable

### **Legal Considerations**

Not applicable

## **Financial Consequences – Revenue**

Not applicable

## **Financial Consequences – Capital**

Not applicable

## **Number of attachments to the report: 4**

Appendix A – Railway Period Dates 2021/22

Appendix B – Greater Manchester Rail Network Map

Appendix C – TOC PPM vs Target and Moving Annual Average

Appendix D – Northern Line of Route/ TPE Service Group Right Time at Destination  
Percentage

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

Not applicable

## **Background Papers**

Nil

## **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 local rail service operations and performance, covering rail periods 09, 10 and 11, 2021/22 (14 November 2021 - 05 February 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 09, 10 and 11 overview
  - Network Rail performance and updates
  - Route crime
  - Train operator performance and updates
  - Details of current train plans and MRTF updates for December 2022 timetable
  - Patronage and footfall figures
  - Engineering and Events
  - Community Rail
- 1.3. A list of rail period dates for 2021/22 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 Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.

# **2. OVERVIEW**

- 2.1. This report covers rail periods 09, 10 and 11, between 14 November 2021 and 05 February 2022.
- 2.2. Operational performance saw significant declines in Period 09 due to a combination of weather-related events and on-going poor autumnal railhead conditions. Towards the end of the period, crew availability began to seriously impact service delivery as a result of new-variant Covid and staff having to isolate.

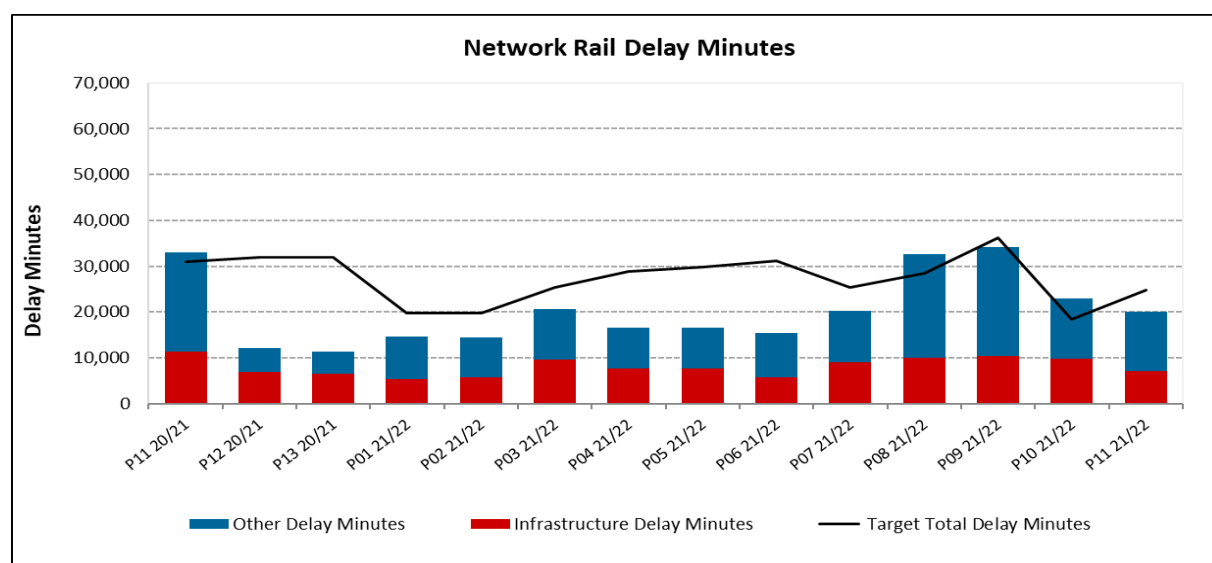
- 2.3. There were modest improvements in performance in Period 10 and these were built upon in Period 11, however performance was worse than in the same period in 2020 for Northern and Transport for Wales Rail. Northern and other operators experienced late notification cancellations as a result of crew availability. Pre-planned service cancellations were instigated on some Northern routes in December and early January.
- 2.4. A new national rail timetable was launched on 12 December 2021, featuring some planned enhancements to Greater Manchester services on Sundays and the return of three Avanti trains per hour between Manchester and London. These enhancements proved short-lived due to the new Covid variant dramatically impacting crew availability and were replaced, once again, by amended train plans from the beginning of January for Northern, EMR, TPE and Avanti West Coast.
- 2.5. Train services over the periods covered by this report represented around 75% of pre-Covid levels. The reduced timetables have enabled resource to be focused on guaranteeing the delivery of key routes.
- 2.6. Patronage and demand levels over the periods increased until mid-December, when concerns over the Omicron variant and subsequent introduction of the government's Plan B affected demand. Footfall, which had been boosted by leisure travel at weekends, declined significantly throughout end-December/January but has since increased in February, following the lifting of Covid restrictions.
- 2.7. TfGM has submitted its response to the detailed timetable consultation as part of the Manchester Recovery Task Force (MRTF). Whilst the preferred option B+ has been chosen, TfGM has asked for amendments and enhancements to some service calls and timetables, which have been presented to GMTTC.
- 2.8. Industrial action and the ending of existing rest day working (RDW) agreements at Northern and TPE have begun to affect crew availability. Staff are now declining to work rest days and overtime and this is impacting some Sunday and early morning/late evening services. Industrial action is also scheduled to take place at weekends in February and March on TPE and Cross Country services.

### **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 remained high in Period 09 but subsequently fell in Periods 10 and 11, finishing at below 20,000 for the period. Period 09 was the worst period of the quarter, with delay minutes at almost 34,000 minutes across Manchester Delivery Unit (DU).
- 3.3. Period 09 increases in delay were largely driven by external factors, with Storm Arwen impacting the UK on 26 – 28 November. Heavy rainfall continued to cause widespread flooding across the north-west, including flooding between Parkside and Astley on 08 December, which caused almost five thousand minutes delay.
- 3.4. Period 10 delay decreased to a total of 23,786 minutes, with external delays accounting for 13,277 minutes of this. Of this delay, over four thousand minutes were attributed to two fatalities, one at Heaton Chapel on 23 December and a further one the day after at Manchester Piccadilly. The single largest incident in the period, however, was a power failure at Wigan on 10 December resulting in 9,216 minutes delay and 133 cancelled trains.
- 3.5. Period 11 saw improvements in delay minutes, with infrastructure delay falling to 7,044 minutes and external delay also decreasing to 12,945 minutes. Nonetheless, the three most significant incidents of the period involved a signalling failure at Slade Lane on 17 January, a fatality at Winwick on 11 January and a train striking deer near Wigan on 17 January. Period 11 saw the introduction of revised timetables with a reduced number of trains operating, this has led to corresponding decreases in reactionary delay.
- 3.6. The number of individual infrastructure incidents increased to 97 in P09 but decreased in P10 and P11 to 82. Incidents have involved track circuit (signalling), power and level crossing failures, including issues recently at Smithy Bridge.
- 3.7. Incidents beyond Greater Manchester attributed to Network Rail which have affected longer distance services have included trespass at Lancaster on 14 January and a damaged rail at Edale, Hope Valley, on 15 December. Fatalities at Harrow & Wealdstone, Atherstone and Rugby over the quarter resulted in almost 20,000 minutes delay.

## NETWORK RAIL DELAY MINUTES (MANCHESTER DU)



## ROUTE CRIME, MANCHESTER DELIVERY UNIT

- 3.8. Criminal activity, theft and trespass causes 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.
- 3.9. 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 decreased slightly during the quarter, with overall delay as a result of this down from over nine thousand minutes in P08 to 5,230 minutes at the end of Period 11.
- 3.10. Anti-social behaviour is increasingly being 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.
- 3.11. On 04 February, a Northern train driver was taken to hospital suffering injuries after bricks were thrown at his train in the Clifton area. Northern has offered a £1,000 reward for information leading to a conviction.

## FATALITY

- 3.12. Fatalities spiked in Period 10 (which covered the period over Christmas and New Year), with four incidents recorded, including at Heaton Chapel on 23 December and Manchester Piccadilly on Christmas Eve. A further two fatalities occurred at Stockport on 10 January and Moses Gate on 12 January.
- 3.13. Extensive work continues enhancing physical deterrents at key locations on the network, including additional platform-end fencing, surface matting and signage. Station staff are trained on how to spot unusual behaviour and intervention techniques. BTP continues to work with the Samaritans, Network Rail, train operating companies and local mental health agencies to identify and engage with the local community.

Category	Incidents/ Minutes P09	Incidents/ Minutes P10	Incidents/ Minutes P11
Trespass	33/1609	29/1729	32/3655
Vandalism	4/509	3/86	6/547
Cable Theft	-	-	-
Fatality	-	4/4146	2/1028
Grand Total	37/2118	36/5961	47/5230

## TRAIN OPERATOR PERFORMANCE

- 3.14. Operational performance declined significantly in Period 09 for all six Greater Manchester TOCs. PPM and Right Time at Destination figures worsened across the board and cancellations increased.
- 3.15. The table below shows PPM for the six GM TOCs at the end of Period 11 in February 2020 (pre-Covid levels), 2021 (Covid, second lock-down) and 2022. Note that current service levels are around 75% of those in February 2022 but comparable to 2021.

<b>TOC/PPM%</b>	<b>P11 2020</b>	<b>P11 2021</b>	<b>P11 2022</b>
<b>Northern</b>	81.9%	90.2%	88.6%
<b>TPE</b>	82.0%	88.8%	90.7%
<b>Virgin/Avanti</b>	82.9%	78.4%	89.4%
<b>Cross Country</b>	78.1%	83.5%	89.0%
<b>TfW</b>	69.7%	88.8%	82.7%
<b>EMR</b>	82.1%	85.3%	89.3%

- 3.16. Northern's punctuality and reliability worsened in Period 09, with a PPM of just 75.8% across the business. In Central/West regions (those most closely aligned with Greater Manchester), Right Time at Destination fell to 45.5%. Both of these metrics saw improvements in Periods 10 and 11, with PPM finishing P11 at 88.6% and Right Time at 66.5%. It should be noted that the figures for Period 11 are based on the revised train plans currently operating.
- 3.17. Moving annual average figures for Northern PPM continue to decline from a high of over 93% in Period 13, 2021 to 89.1% currently.
- 3.18. Cancellations by Northern, both full and part, increased in the period from an average of around 2.5% to between 6 – 9% in Periods 09 and 10. These have reduced as amended train plans have been implemented and provided greater certainty of operation for passengers. At the end of Period 11, Northern had cancelled 2.4% of its planned services in North Manchester and just 1.6% in South Manchester.
- 3.19. Period 09 saw the final weeks of autumn and associated deterioration in railhead conditions due to accumulated leaf-fall. Storm Arwen, between 26 – 28 November, was responsible for severe flooding across the north-west and resulted in emergency speed restrictions in several locations on the network. Further flooding took place as previously detailed.



- 3.20. Crew availability became a serious concern from mid-November, as the more easily transmissible Covid variant, Omicron, became the prevalent strain. This led to large increases in infections and exponential increases in the number of people required to self-isolate. The numbers of traincrew, signallers, control-room, station and other front-line staff who were unavailable to work increased to between 15 – 20%. At some Northern depots over the period, staff unavailability reached 40%. These absences were also compounded by other, non-Covid, seasonal sickness during the quarter.
- 3.21. For both Northern and TPE, rest day working (RDW) arrangements continue to present a challenge. Agreements on RDW have finished at both companies, without agreement being reached on new terms. Drivers, therefore, are opting not to work their rest days and, in some cases, additional daily overtime. This is causing issues for Northern, particularly on Sundays.
- 3.22. Crew availability resulted in Northern pre-planning cancellations of approximately 130 trains on a number of GM services in the run up to and over the Christmas and new year period. Routes affected included Liverpool – Manchester Oxford Rd, Hadfield/Glossop and Wigan – Liverpool, where alternative services were available.
- 3.23. As a direct result of Covid and the need to stabilise services and ensure deliverability of key routes, amended train plans were once again brought in by Northern from 04 January. This action has previously guaranteed a degree of resilience and good performance, with significant reductions in late-notification cancellations. Some services have been temporarily suspended and it is assumed that these trains will be re-introduced when resource levels improve in early spring.
- 3.24. Delays caused by train operating companies themselves and other passenger/freight companies continue to affect punctuality and reliability. Broken down trains over the period caused multiple delay and cancellations. These included a broken-down train near Stockport on 28 November (5,344 minutes delay and 81 cancellations in total), a bio-mass freight train with brake problems at Hale on 28 November and a failed unit at Chelford on 22 December.
- 3.25. Northern's bi-mode Class 769 fleet, in operation on Southport routes, have suffered from power change-over failures when heading westward from Bolton (and, to a lesser extent, eastward from Victoria) as pantographs have been lowered to switch over to diesel running. Revised procedures and technical amendments by the rolling stock company are expected to resolve some of these issues going forward.

- 3.26. Other delays caused by train companies themselves have involved late staff arrivals for work or after meal breaks, delays due to staff transferring between depot and/or stations and problems caused by sick and/or abusive passengers on-board trains. A number of incidents were reported over the periods of anti-social behaviour on-board trains and passengers becoming abusive to guards and other railway staff.
- 3.27. TPE performance, following a similar pattern to Northern's, declined markedly in Period 09. It slipped further though in Period 10 before recovering in Period 11, after the introduction of an amended train plan on 10 January and some reductions in crew absence due to Covid. In Period 09, TPE achieved a PPM of 85.4% and Right Time at Destination of 53.2%. PPM was 83.4% in P10 and improved to 90.7% in P11. Note that the P11 figure is based on the revised train plan and does not include any trains which have been additionally pre-cancelled. At the time of publication, detailed information on Period 11 TPE Right Time and service group cancellations was unavailable.
- 3.28. Services have been reduced on all three of TPEs service groups, with amendments made to Liverpool/Manchester - Northeast via Leeds, Scottish and Cleethorpes routes. Whilst these revised train plans have been formulated to take account of Covid, additional pressures as a result of a lapsed RDW agreement have compounded crew availability.
- 3.29. Furthermore, disagreement over differentials paid to drivers and guards for rest day working and a failure to resolve a claim for additional pay for scanning tickets on mobile devices, has led the RMT union to instruct its TPE members not to work on four Sundays from 13 February – 06 March. This is in addition to not working any overtime and has necessitated the additional daily pre-cancellation of some services.
- 3.30. TPE performance, notably on its Scottish routes, continues to perform poorly and has been directly impacted by the crew availability detailed above and very significant incidents across its network. These have included the flooding at Parkside on 08 December, power failure at Wigan on 10 December, trespass at Lancaster on 14 January and animal strike at Standish on 16 January.

- 3.31. All the Greater Manchester train operators, as with industry throughout the UK, have struggled with staff availability due to the pandemic but have managed to largely maintain essential services. They have shown adaptability and flexibility in being able to switch train plans and collaborative working, with revised calling patterns and ticket acceptance, where it has been needed.
- 3.32. PPM and Right Time figures for Avanti West Coast, Transport for Wales, Cross Country and East Midlands Railway declined in Period 09 but improved marginally in P10 before making slightly larger gains in P11. Generally, crew availability has been the influencing factor in poor performance, although unit reliability, regulation issues and trespass/fatality have also contributed to this.
- 3.33. Of the remaining four TOCs, Avanti West Coast is currently operating a revised train plan featuring 1tph between Manchester – London Euston and 1 tph between London – Glasgow via Wigan North Western. There are some additional trains operating to make 2tph at known busy periods.
- 3.34. East Midlands Railway's (EMR) plans to re-instate some withdrawn services between Norwich/Nottingham - Liverpool were deferred in January. There are currently four trains per day missing from the timetable and no Sunday service between Sheffield – Liverpool. EMR has recently announced that there will be an incremental re-introduction of these services, including some Sunday trains, from mid-February.
- 3.35. Transport for Wales services to Manchester are continuing to operate, with 1 tph to Chester/North Wales and 1 tph to Cardiff. In addition to the crew issues noted, problems with new rolling stock and early morning depot movements have impacted its service delivery.
- 3.36. Cross Country trains have not seen a re-instatement to 2tph from Manchester since the start of Covid. Currently, 1tph serves Reading/Bournemouth, with no direct link to the south-west.
- 3.37. An industrial dispute at Cross Country by RMT guards and senior conductors had led to two threatened days of strike action, planned for 19 February and 05 March. The action was planned over management holding competencies to operate trains (something that is widespread across the industry and helps during times of perturbation). These strike days have now been called off (as of 18 February).

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

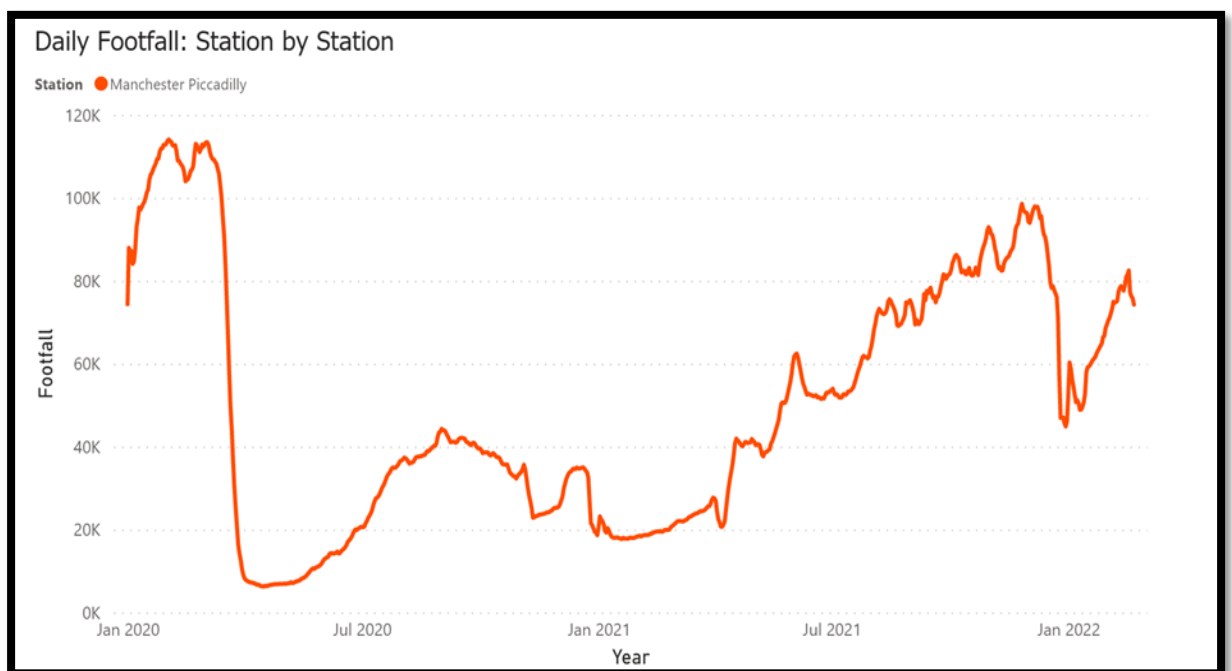
Date	Incident	Delay Minutes	Cancellations
10 December	Power Failure, Wigan	9,216	51 full/82 part
28 November	Failed train, Stockport	5,344	81 total
08 December	Flooding, Parkside	4,781	24 full/47 part
16 January	Animal strike, Wigan	2,730	10 full/30 part
24 December	Fatality, Piccadilly	2,237	51 full/29 part
11 January	Fatality, Winwick	2,040	3 full/7 part
17 January	Signalling failure, Slade Ln	2,031	27 full/52 part
23 December	Fatality, Heaton Chapel	1,834	3 full/31 part

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

Date	Incident	Delay Minutes	Cancellations
30 November	Fatality, Atherstone	8,574	10 full/17 part
02 December	Fatality, Harrow & Wealdstone	7,917	1 full/11 part
10 January	Points failure, Kingsbury Jct	7,455	4 full/8 part
14 January	Trespass, Lancaster	2,730	10 full/30 part
03 February	Track circuit failure, Neasden South	2,225	33 full/11 part

## 4. PATRONAGE

- 4.1. Rail patronage peaked nationally at around 70% of pre-Covid levels in early December 2021, however fears around the more easily transmissible Omicron variant and the imposition of the government's Plan B from 12 December resulted in these dropping back to around 50 – 55% by the end of the month. Since Covid restrictions were relaxed again in January 2022, patronage has increased and currently stands at around 65% nationally.
- 4.2. Northern's latest patronage figures are around 71%, with leisure travel once more rebounding quicker and up to 85% of pre-Covid levels. Commuter travel remains at below 50%, however. TPE is currently reporting around 66% of its pre-Covid demand, with this again being driven by leisure markets.
- 4.3. Longer distance operators continue to experience generally lower levels of demand, although Fridays and Saturdays remain busy for some leisure destinations, notably Anglo – Scot services.
- 4.4. The chart below shows footfall totals at Piccadilly station since the start of the pandemic. The busiest days of the week continue to be Friday/Saturday (dependant on events), with Sundays now often third busiest. Mondays and Tuesdays continue to be the quietest days. Footfall on Saturdays had reached almost pre-pandemic levels in December 2021 and is recovering again, with totals approaching 100,000



## **5. FACE COVERING USAGE**

- 5.1. Face coverings became mandatory once again on public transport from 12 December 2021, as part of the government's Plan B. Compliance for heavy rail varied dependant on route, time of day and demographic but was generally around 70 – 75%. Since the removal of this requirement from 26 January 2022, face covering usage is reported at around 10 - 15%.
- 5.2. Train operators' staff continue to lead by example and there remain regular automated announcements that passengers should continue to wear masks, particularly when moving about the train and at stations.

## **6. TIMETABLE CHANGES**

- 6.1. The following services were re-instated or enhanced from the national timetable change on 12 December 2021.

### **Northern:**

- Re-instatement of Sunday Wigan – Bolton – Manchester Victoria service
- Extension of Liverpool – Airport via Newton services to Wilmslow (Sundays)
- Hourly, all-day Sundays Liverpool – Manchester Airport via Warrington Central
- Half-hourly Sunday service re-instated on Hadfield line
- Some additional (Monday – Saturday) later trains on Liverpool and other routes
- Re-instatement of 0740 New Mills Central service from Piccadilly (school flows)

### **TPE:**

- Re-instatement of full Manchester Airport – Scotland service
- Strengthening of eight additional Hull – Manchester services from 3 to 6 car

### **Avanti West Coast:**

- Return to 3 trains per hour between Manchester – London

### **EMR:**

- Return of 4 temporarily suspended Monday to Saturday Norwich – Manchester - Liverpool services.

- 6.2. Amended train plans were subsequently brought in by operators in January as a direct result of crew availability being impacted by the new Omicron strain and exponential increases in self-isolation. At some points, crew unavailability was at unprecedented levels of between 20 – 40% at some depots across the north and west. As at other times during the pandemic, this prioritisation of key routes has resulted in service delivery being stabilized and a reduction in late-notification cancellations.
- 6.3. The following amendments are currently in place across Greater Manchester rail services. These services are now expected to be returned at the national timetable change in May 2022.
- **Northern:** Preston – Manchester Victoria, Liverpool – Warrington – Manchester Airport services currently withdrawn. Other service reductions on Barrow/Windermere - Airport, Buxton, Sheffield/New Mills Central, Rose Hill, Kirkby and Liverpool – Wigan – Blackpool routes.
  - **TPE:** Limited Manchester Airport – Scotland service, revised Cleethorpes – Manchester Piccadilly (every two hours, off-peak) and changes to Scarborough – Manchester Victoria – Liverpool services.
  - **Avanti West Coast:** Reduced service to one train per hour between Manchester Piccadilly – London Euston (some additional trains during busy periods)
  - **East Midlands Railway:** Planned re-introduction of some missing Liverpool – Norwich services Monday – Saturday has been deferred. No Sunday service currently operating between Sheffield – Manchester – Liverpool.

#### **MANCHESTER RECOVERY TASK FORCE (MRTF)**

- 6.4. TfGM has submitted its response to the MRTF public timetable consultation. TfGM is requesting additional station calls and amendments to some of the Option B+ proposals, which would see an enhanced offer for some Greater Manchester stations, should they be accepted. These include enhanced service provision on some routes, a better Sunday service for Stoke-on-Trent, New Mills Central and Mid-Cheshire lines and potentially a Sunday call for Farnworth station.

- 6.5. The MRTF Board and Mayor of Greater Manchester continue to press for guarantees from central government that promised infrastructure improvements to Central Manchester will be delivered.
- 6.6. The consultation closed on 31 December 2021, with timetable changes scheduled to be implemented from December 2022.

## **7. OPERATOR UPDATES**

### **NETWORK RAIL**

- 7.1. Network Rail is continuing major railway upgrades between Manchester and Salford. This is part of the Trans-Pennine Route Upgrade which will see the line electrified and bring faster, more frequent and reliable trains. Buses and train diversions will keep passengers moving throughout weekends between February and May. Network Rail will install new trackside columns, renew one mile of track and upgrade the signalling equipment over the next few months. Two bridges in Ashton-under-Lyne (Southampton Street and Granville Street) will also be raised and upgraded by Network Rail, so that electric wires can pass beneath them.
- 7.2. Passengers are being advised about work to replace the lift giving access to platforms 13 and 14 at Manchester Piccadilly station. The work started in early February and takes place until Monday 16 May 2022. Between these dates, the lift will be out of use, however step free access to platforms 13 and 14 will be available by using a new fixed stairlift fitted to the staircase on platform 14. Passengers who need step-free access or assistance with luggage are recommended to allow extra time for their journeys and, where possible, book assisted travel in advance with their train operator.
- 7.3. Plans have been revealed for a new Assisted Travel Lounge at Manchester Piccadilly station for passengers who need help to get on and off their train. Network Rail is investing £800,000 to transform a disused room near platform one into a quiet and welcoming waiting space for people with additional mobility and sensory needs, served by a dedicated team of staff to help them. It will include:
  - Accessible seating and seven wheelchair bays
  - An accredited Changing Places toilet facility
  - A sensory space for people who find stations overwhelming
  - A staffed welcome desk



- A water bowl for service dogs
- Work on the new lounge will start in June and is expected to be complete by the autumn.

- 7.4. Network Rail is investing £2.3m to build a new railway bridge at Westhoughton, as part of the £78 million electrification of the line between Lostock Junction and Wigan North Western. The major investment will ensure that older diesel trains are replaced by cleaner and longer electric rolling stock. By 2025, electric trains will provide passengers with greener, more comfortable, and more reliable journeys. To prepare for the overhead lines, seventeen structures need to be overhauled on the route.
- 7.5. Manchester has been heavily impacted by several extreme weather events during February, including three storms in five days. Network Rail engineers worked to clear trees and debris from railway lines on the West Coast main line and other key Northwest rail routes after Storm Dudley brought gusts of 90mph overnight.
- 7.6. With just a few hours calm between the storms, specialist teams worked all day to clear up after Storm Dudley. Trees were brought down in many locations across the region, including multiple incidents at Styal, Levenshulme and Gatley.

#### **NORTHERN TRAINS LIMITED**

- 7.7. Under challenging conditions in February, Northern made every effort to maintain train service provision where possible, but services were temporarily suspended between approximately 08:00 and 10:30 on Monday 21 February due to the extent and severity of conditions caused by Storm Franklin.
- 7.8. The impact of the storms has resulted in a drop to 62% of pre-Covid footfall in mid-February in terms of passenger journeys, compared to 69% the previous week.
- 7.9. Northern is still experiencing continuing high levels of Covid and general sickness related absence, particularly at a number of key depots, including Barrow-in-Furness, Blackpool, Liverpool and Wigan
- 7.10. Trade Union engagement is continuing on trying to agree new conditions for rest day working at Northern's Central and West depots.
- 7.11. Services which have been absent from the timetable since 4 January 2022 will be reinstated at the earliest opportunity, with the current timetable continuing into at least March.

## **TRANSPENNINE EXPRESS**

- 7.12. The RMT union has instructed its members who are guards working for TransPennine Express not to work on four consecutive Sundays in February. This is after members were balloted for industrial action over differentials paid to drivers and guards for day off working. Furthermore, union claims for additional payment for scanning electronic devices have not been agreed to. Strike action is planned on four Sundays on 13, 20, 27 February and 06 March.
- 7.13. A limited service is being operated by management and non-union staff on certain routes on Sundays, with ticket acceptance in place for other operators' services. Passengers are advised not to travel on strike days and check beforehand at [www.tpexpress.co.uk](http://www.tpexpress.co.uk)
- 7.14. Crew availability remains impacted by the end of existing rest day working agreements and this is resulting in some daily pre-planned service cancellations.
- 7.15. The current train plan will continue until the May timetable change and TPE is monitoring services with regards to passenger loadings.

## **AVANTI WEST COAST**

- 7.16. Train services provided by Avanti West Coast will be incrementally increased through February. From Friday 18 - 25 February, a number of morning and evening weekday services will be added to the timetable between Manchester – London. Additional Friday services were also reintroduced sooner in response to high demand.
- 7.17. From Monday 28 February, in response to anticipated growth in demand, Avanti West Coast will return to a six train per hour timetable, with two trains per hour operating between Manchester and London. This timetable is expected to remain in place until the national timetable change, planned to take effect on Sunday 15 May.

## **8. HORWICH PARKWAY**

- 8.1. As part of TfGM's Safety Authorisation renewal for Horwich Parkway, we have recently received an audit and inspection from the Office of Rail and Road (ORR). The audit focused on assessing the implantation of TfGM's processes and operational procedures at the station. There were no critical safety concerns raised by the ORR on the day and the Safety Authorisation document has been submitted, with approval expected to be announced towards the middle of March 2022.

## 9. COMMUNITY RAIL

- 9.1. TfGM continues to work with industry partners to fund and facilitate community projects at our stations. New station Friends groups have recently been set up at Hyde Central and North, with a new one planned for Ashton.
- 9.2. Schemes currently underway or planned by TfGM and Northern include station improvements, planting and college artwork at Ashton, a memorial soldier cast at Altrincham and gardening improvement grants for Hindley, Heaton Chapel, Romiley and Ince.
- 9.3. Additionally, TfGM Rail Team staff will be supporting industry volunteer days at Stockport and Urmston stations during this summer.
- 9.4. TfGM will be supporting Cheshire Best Kept Station Awards this year for our pre-boundary change stations and will be holding its annual Chair's Community Thank You event for all our station groups at Wigan Town Hall on 10 March.



### TfGM Community Thank You Event

96 Stations  
50+ Friends Groups  
6 CRPs, soon to be 7  
Almost 30,000 hours  
voluntary work nationally  
£20k TfGM Small Grants Fund  
available for local station  
projects  
Input and match-funding  
from Northern and other  
TOCs, plus Network Rail  
Industry Volunteer Days  
Benefits for group members,  
stations, staff, rail users and  
wider community



**Simon Elliott,**

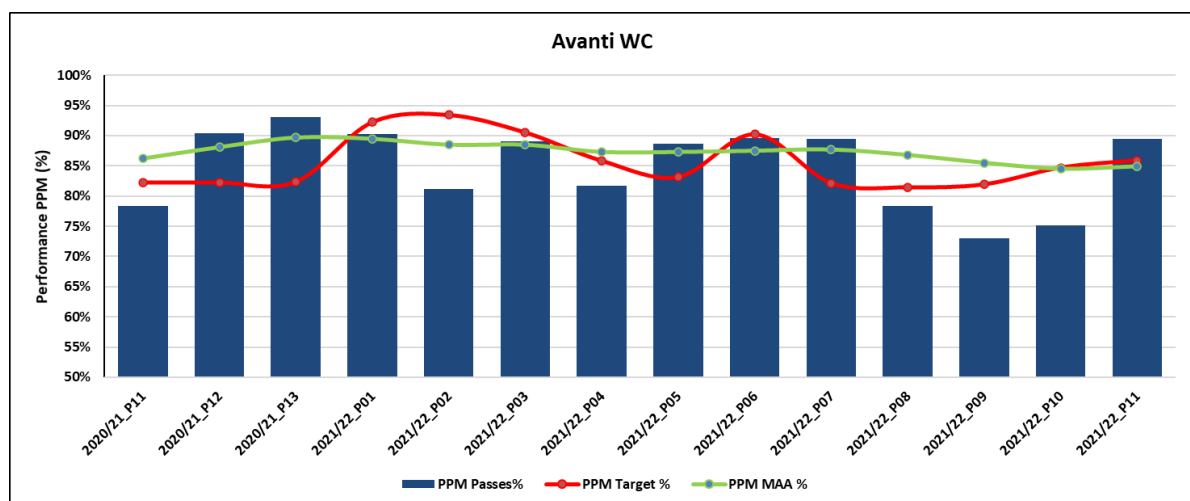
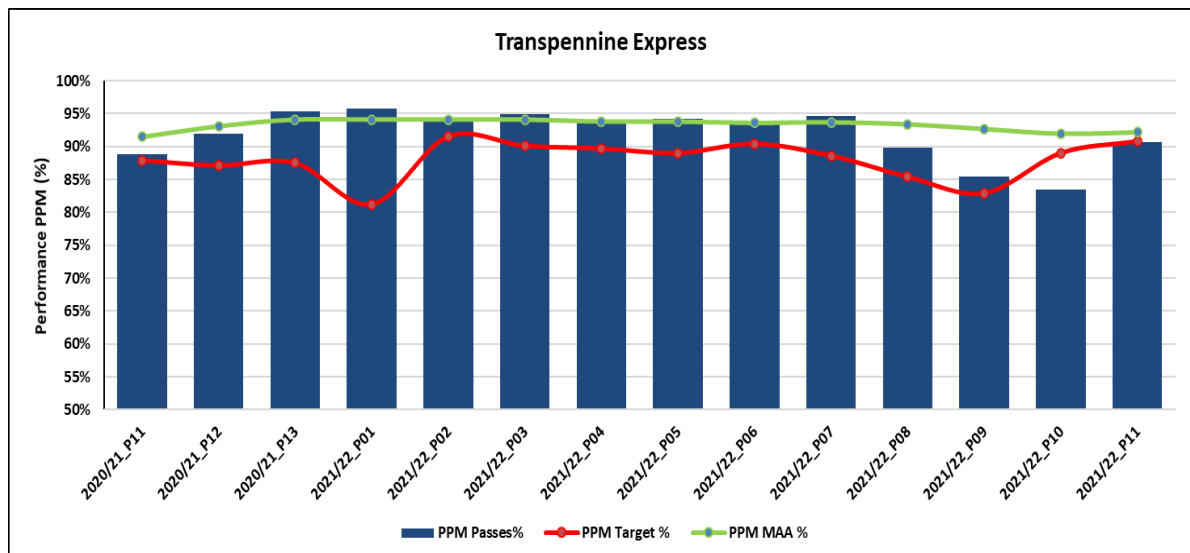
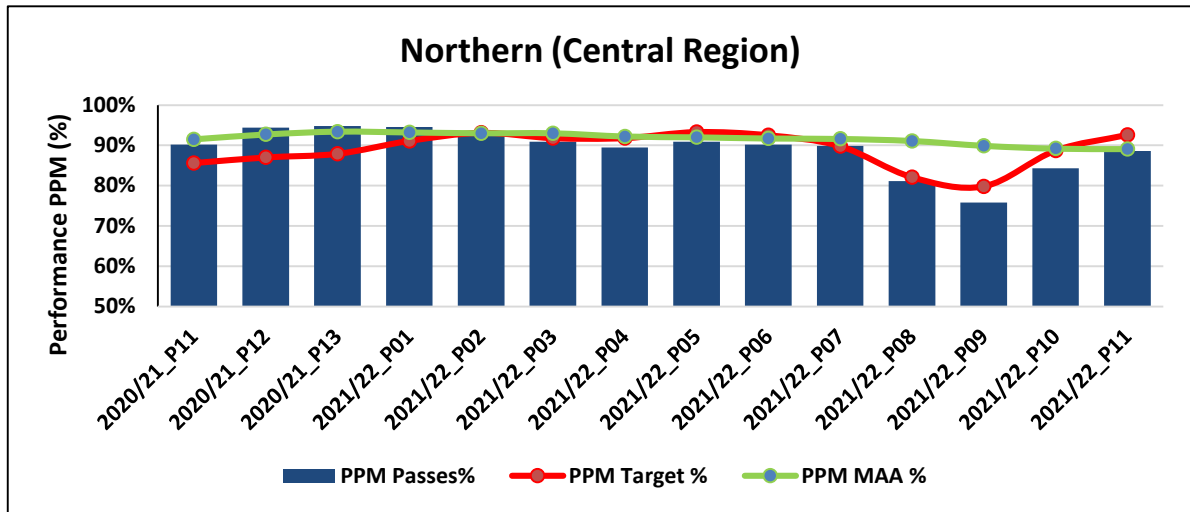
**Head of Rail Programme, TfGM**

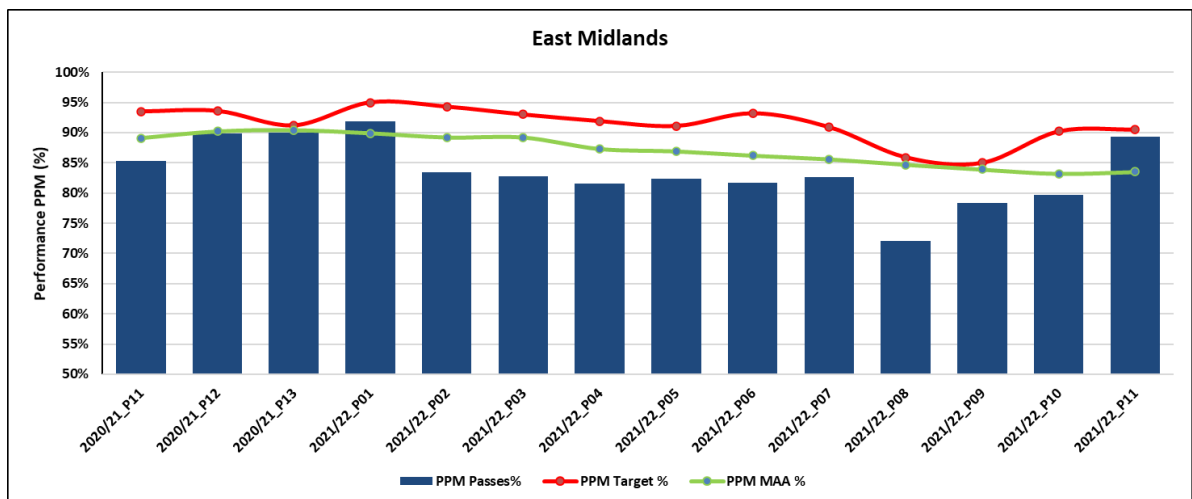
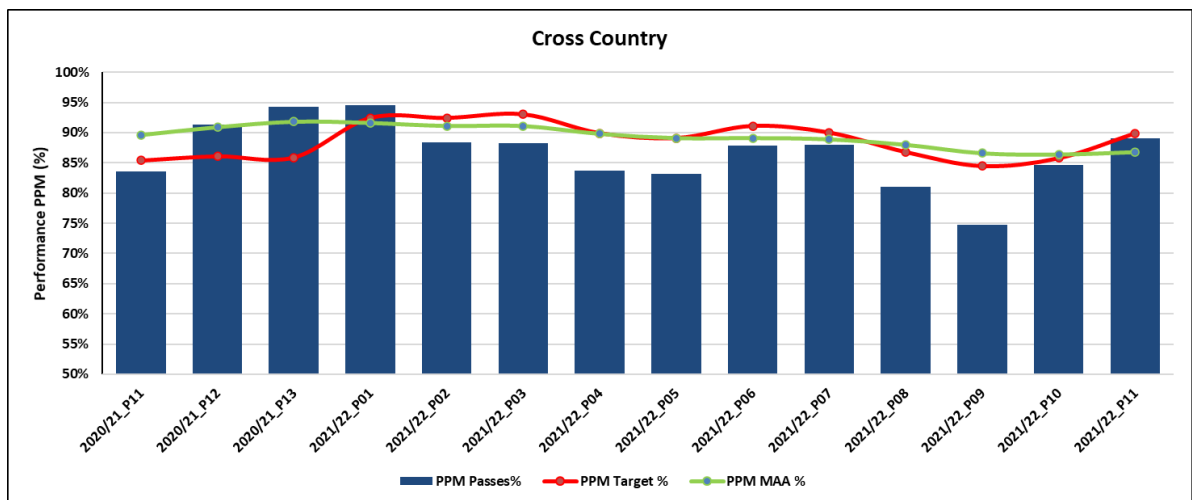
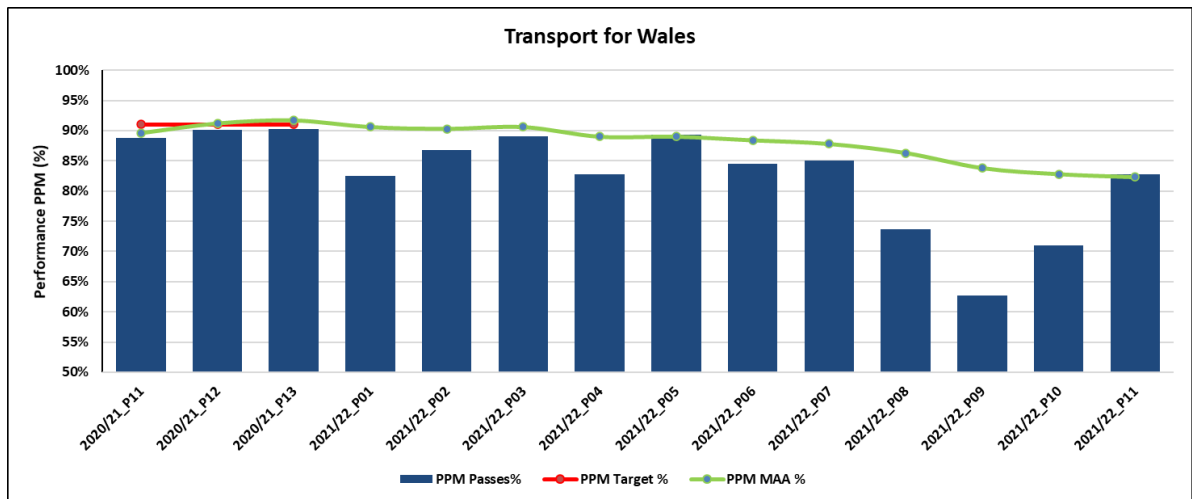
APPENDIX A – RAILWAY PERIOD DATES 2021/22

<b>2021-22</b>	<b>Start date</b>	<b>End date</b>
Period 1	01.04.2021	01.05.2021
Period 2	02.05.2021	29.05.2021
Period 3	30.05.2021	26.06.2021
Period 4	27.06.2021	24.07.2021
Period 5	25.07.2021	21.08.2021
Period 6	22.08.2021	18.09.2021
Period 7	19.09.2021	16.10.2021
Period 8	17.10.2021	13.11.2021
Period 9	14.11.2021	11.12.2021
Period 10	12.12.2021	08.01.2022
Period 11	09.01.2022	05.02.2022
Period 12	06.02.2022	05.03.2022
Period 13	06.03.2022	31.03.2022



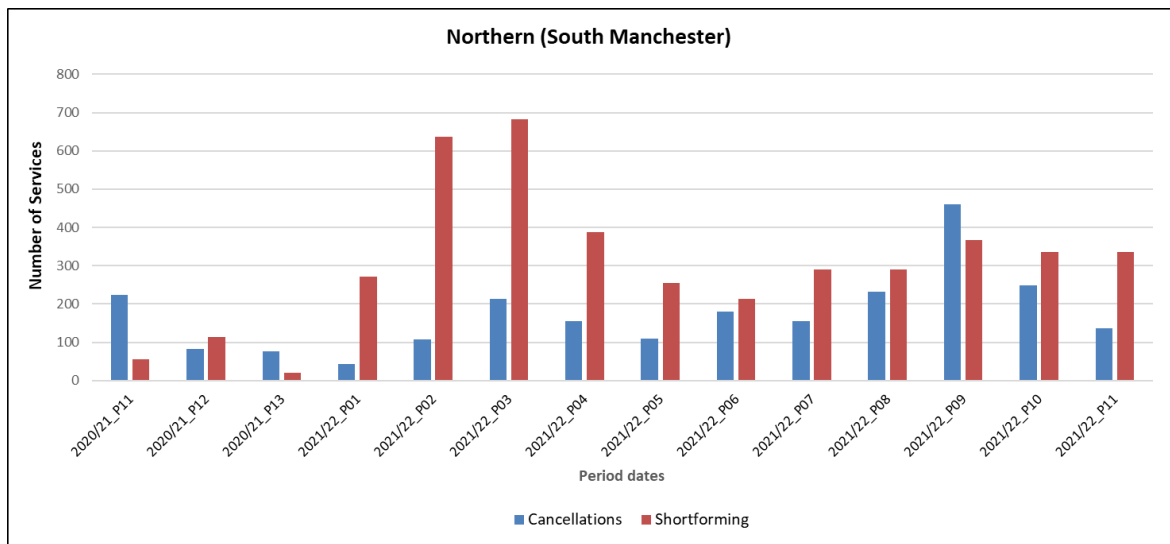
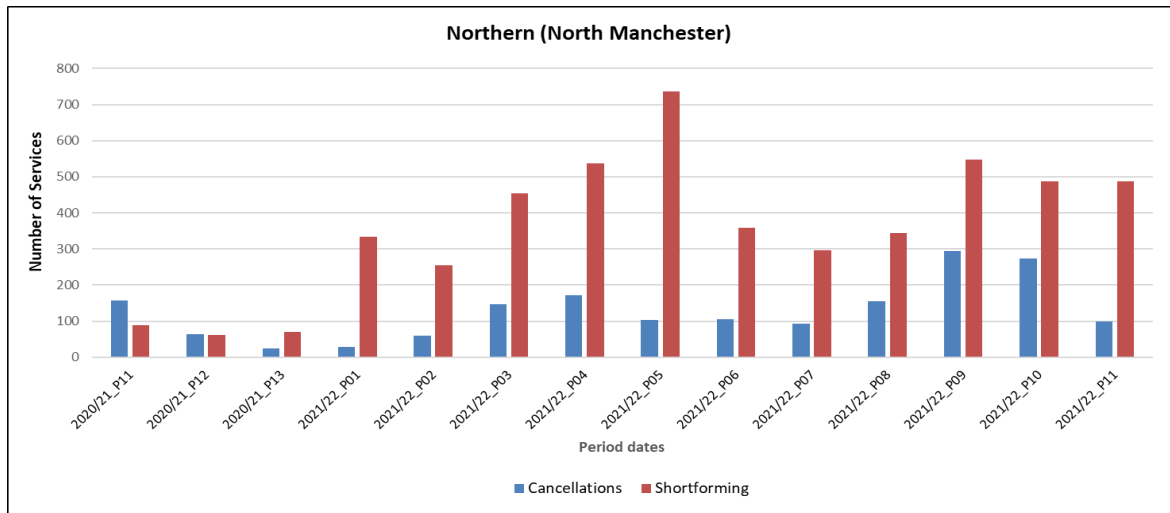
## APPENDIX C: TOC PPM V TARGET AND MOVING ANNUAL AVERAGE



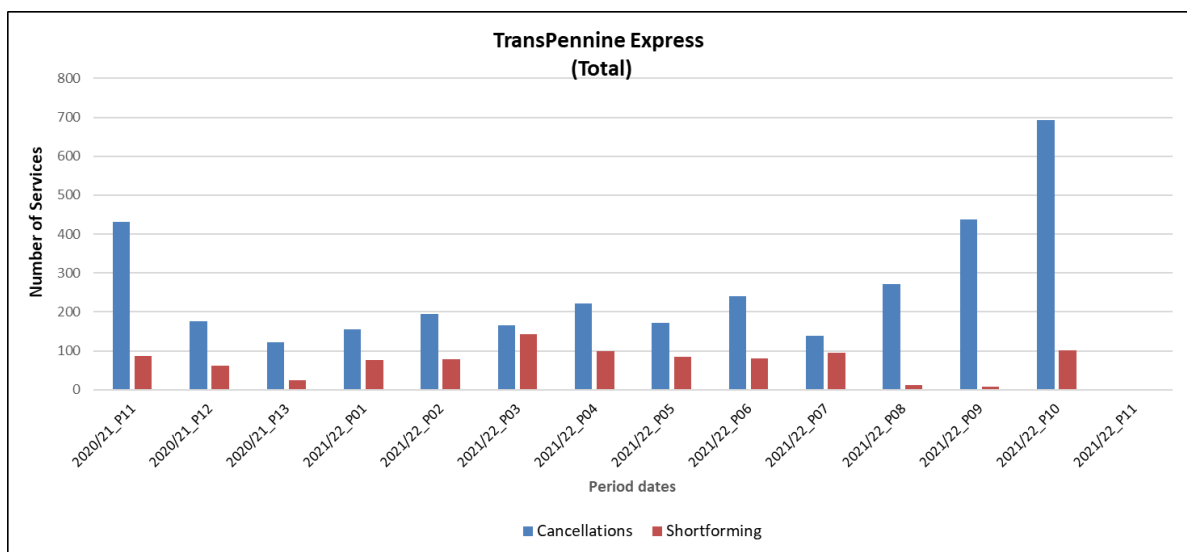




## Cancellations and Short Forming – Northern/TPE



## TPE – To Period 10





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

Northern Line of Route	P09	P10	P11	Year to Date
CLITHEROE - BOLTON - VICTORIA	68.2	81.5	83.7	80.8
PICCADILLY - STOCKPORT - CREWE	60.6	79.5	81.4	79.4
PICCADILLY - BUXTON	64.2	75.4	78.8	78.1
LEEDS - WIGAN	36.5	69	71.6	67.7
KIRKBY - VICTORIA - BLACKBURN*	49	72.6	74	72.5
PICCADILLY - NEW MILLS CENTRAL	55.2	66.8	70.5	75.2
SOUTHPORT/VICTORIA - STALYBRIDGE	49.4	62.6	67.5	66
LIVERPOOL - MANCHESTER OXFORD RD	52.5	66.3	52.5	68.6
PICCADILLY - HADFIELD/GLOSSOP	49.1	46.2	57.3	66.3
BLACKPOOL - WIGAN - LIVERPOOL*	54.2	70.1	49.7	67.5
PICCADILLY - STOKE	46.9	64.2	68.8	68
BLACKPOOL Nth - BOLTON - AIRPORT	55.3	66.6	72.7	69.9
LIVERPOOL - CREWE via Airport	45.1	65.4	70.5	66.5
BLACKBURN - VICTORIA - ROCHDALE (stopper)	69.2	87.9	89	83.1
HAZEL GROVE - BLACKPOOL	53.7	65.4	69.1	67.8
PICCADILLY - CHESTER	37.1	63.5	68.8	64.7
MANCHESTER - PRESTON	62.2	70	56.9	74.2
PICCADILLY - SHEFFIELD	39.9	58.2	61.3	61.5
PICCADILLY - ROSE HILL MARPLE	48.8	62.4	60.8	66.3
SOUTHPORT - OXFORD RD/ALDERLY EDGE	41.3	57.5	61.8	58.5
LIVERPOOL - WARRINGTON - AIRPORT	53.2	58.7	72.7	69.3
AIRPORT - WIGAN NW - BARROW/WINDERMERE	42	58.6	61.2	58.8
MANCHESTER VICTORIA - LEEDS	32.8	49.5	52.4	51
LEEDS - CHESTER	26.9	51.5	55.8	50.6

TPE Service Group	P09	P10	P11	Year to Date to P10
North	56.1	56.6	n/a	71.8
South	48.1	57.1	n/a	68.2
Scottish	39.2	43.1	n/a	56.7

This page is intentionally left blank

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

Date: 11 March 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 status of rail stations across Greater Manchester.

### RECOMMENDATIONS:

Members are asked to note the contents of this report.

### CONTACT OFFICERS:

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

Cat Dowell, Rail Programme Sponsor, [cat.dowell@tfgm.com](mailto:cat.dowell@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 20220218 Rail Station Accessibility – Access for All Submission

GMTC 20220218 Williams-Shapps Plan for Rail 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 status of rail stations across Greater Manchester.

1.2 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 (C - 2019-24) Access for All (AfA) Schemes
  - DfT CP6 (2019-24) Mid-Tier Schemes
  - Swinton and Next Tranche Stations AfA Schemes
  - DfT CP7 (2024-29) AfA Nomination
- Salford Central Rail Station
- Rail Based Park and Ride
  - Mills Hill Park and Ride
  - Walkden Park and Ride
  - Swinton Park and Ride
  - Bromley Cross Park and Ride
- New Station Schemes
  - Golborne
  - Cheadle
- The Greater Manchester Rail Station Alliance
  - Regeneration and Development
- Rail Station Improvement Schemes (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 via lifts 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 will deliver the proposed improvements at Walkden due to the levels of complexity on their infrastructure.
- 2.2 Design development commenced in September 2021 based on the proposals submitted with the DfT funding application. The preferred options for each station were selected with input from Northern and Network Rail as well as wider stakeholders.
- 2.3 Design work is continuing with completion the outline design forecast for April 2022. This will be immediately followed by a short procurement period to appoint a design and build contractor for both schemes
- 2.4 It is forecast that delivery will be completed on site by Q4 2023, subject to confirmation from TfGM's delivery partner following contract award. Due to protracted discussion on finalising the necessary Rail Industry/DfT funding and legal agreements, this is a change to the original date of Q4 2022.

### **DfT CP6 (2019-24) Mid-Tier Schemes**

- 2.5 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 following schemes:

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		

2.6 The GM Stations Accessibility Map can be seen in Appendix A

2.7 Works to improve accessibility at Rose Hill Marple was one of four packages included within proposal for the DfT funding. The works proposed for Rose Hill was the installation of a 'Harrington Hump' (a modular easy-access system that raises the platform area to reduce the platform-train gap) over a length of 80m to raise the level of the platform for train access. However, following a topographic survey of the platform it was determined that there was only a 3m length of platform that is out of gauge. In addition, due to the width of the platform, there was insufficient room for

the Harrington Hump to be installed without causing a trip hazard and has therefore been de-scoped.

2.8 As part of a wider programme of Accessibility and Inclusivity for All (AlfA) studies across the station network, a number of alternative accessibility and inclusivity enhancements for Rose Hill Marple have been identified in replacement for the delivery of the Harrington Hump 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.

2.9 The proposal to deliver this alternative scope at Rose Hill was approved by the DfT AfA Programme Board in October 2021. TfGM will work in partnership with Northern to deliver this alternative scope at the station. Stockport Council are also supportive of this approach.

2.10 TfGM is delivering packages 1, 3 and 4 utilising their framework suppliers with delivery of these packages anticipated by Q1 2023. TfGM is utilising Northern as their delivery partner for package 2 and elements of package 3 with delivery anticipated by Q4 2023. This is a change from the original reported date of 2022 due to lengthy discussion on the finalisation of the necessary Rail Industry/DfT funding and legal agreements.

2.11 Consultation on the initial designs has already been progressed with key stakeholders. Further engagement and consultation with user groups will continue as future design work is progressed.



## **Swinton and Next Tranche Stations AfA Schemes**

- 2.12 Following the award of Transforming Cities Funding (TCF2) of £3.3 million in 2021 development works have commenced to progress AfA schemes at Swinton (delivery) and the next tranche of 6 GM priority stations (design);
- Reddish North
  - Hindley
  - Bryn
  - Flowery Field
  - Newton for Hyde
  - Levenshulme
- 2.13 Design development contracts have been awarded and works have been progressing from early January 2022. Outputs and deliverables will be in line with Network Rail's Governance for Railway Investment Projects (GRIP) process.
- 2.14 Survey works are due to commence on site between late-February 2022 and April 2022 with completion of single option layout designs (GRIP 4 – Single Option Development) by Summer 2022 for Swinton & Autumn 2022 for Next Tranche stations.
- 2.15 During the design development / single option phase a robust cost plan will be produced for the detailed design and construction phases.
- 2.16 Next steps will involve ensuring that approvals of our proposals align with current standards and Disability Design Reference Group (DDRG) requirements and continued engagement with stakeholders on the proposals.

## **DfT CP7 (2024-29) AfA Nomination**

- 2.17 TfGM is currently finalising proposals for a joint bid, with Northern Trains Ltd to the DfT's CP7 AfA programme. Full details can be found in a separate paper: 'GMTC 20220218 Rail Station Accessibility – Access for All Submission'

### 3. SALFORD CENTRAL RAIL STATION

3.0 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.

3.1 A phased approach has 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.

**Phase 1 Platforms 1 and 2 Renewal Scheme:** This scheme is being delivered by Network Rail and has funding in Control Period 6 (2019-2024) for platform and canopy renewals on platforms 1 and 2 to address the stepping distance issue between the platforms and trains. Network Rail had previously advised that delivery would be summer 2022, however there have been delays due to finalising design and confirming disruptive possession availability. Network Rail now advise that delivery of this scheme will be 2023, however they are continuing to monitor the situation to improve upon the current programmed completion date.

**Phase 2 – Platforms 3- 5 – TfGM's Platforms 3, 4 and 5 Scheme:** TfGM is finalising GRIP 4 (Single Option Development). The award of a detail design contract was initially anticipated to be completed by Q1 2022 however this has been impacted by Network Rail's voluntary severance scheme. Subject to receiving the necessary rail industry approvals construction is planned to commence in 2024.

3.2 In light of the ongoing Manchester Recovery Taskforce (MRTF) work a meeting was recently held with senior stakeholders in the DfT, Network Rail, Northern Trains Ltd and Transpennine Express to discuss the scheme. The Rail Industry has identified some challenges in the wake of the recent changes under the MRTF programme

which were discussed at the meeting. Further discussions are required and therefore a senior level stakeholder meeting will be held to agree a way forward.

## **4. RAIL BASED PARK AND RIDE**

### **Mills Hill Park and Ride**

- 4.0 The Mills Hill Park and Ride project to deliver an enhanced Park and Ride facility at Mills Hill Rail Station, on the site of the existing car park (to complement Network Rail's Access for All scheme) is now complete.
- 4.1 The P&R scheme increased the number of parking spaces from 24 to 58 bays (including 3 accessible and 3 large bays) and included resurfacing and introducing new walking routes, installing new CCTV and LED lighting and improving the drainage and boundary planting. This scheme was jointly funded by Northern and TfGM, supported by the Greater Manchester Local Growth Deal Programme.
- 4.2 Network Rail completed their scheme to deliver a step-free unobstructed access route to both platforms at the station, by means of ramps and lifts from the station entrances, in spring 2021. In addition, they are currently finalising the installation of a Puffin signal-controlled crossing on Middleton Road, to provide an unobstructed access route to the station entrance. Commissioning of the crossing is expected by the end of February when the new crossing will become operational.
- 4.3 In addition, Local Authority partners are planning further works to include modifications to the footway on Middleton Road adjacent to the car park entrance and egress to enhance pedestrian accessibility.

### **Walkden Park and Ride**

- 4.4 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.

- 4.5 The scheme will provide a Park and Ride facility on the site of the former Salford City Council Environmental Services depot, off Chestnut Avenue. 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.
- 4.6 A procurement exercise is currently underway for the construction of the facility and subject to approvals, works are scheduled to start in late Spring 2022 with the new facility due to open to the public in early 2023.

### **Bromley Cross Park and Ride**

- 4.7 Bolton Council is proposing to contribute £0.2 million to the third party development for the Park and Ride facility at Bromley Cross Station with the remaining capital funding being met by the broader development.
- 4.8 We are advised by Bolton Council Officers that the planning application recently underwent a judicial review and was denied. It is intended that the application goes back before committee in March prior to being progressed again.

## **5. NEW STATION SCHEMES**

### **Golborne**

- 5.0 Golborne New Station Outline Business Case (OBC) is underway and progressing on programme and within agreed budgets. The strategic review and initial train timetable modelling review is now complete.
- 5.1 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 are underway with Northern to explore the feasibility of extending this to an all-day service thus providing an hourly service throughout the day. This option would be subject to stakeholder approvals and completion of detailed timetable analysis.

- 5.2 Discussions are also ongoing with Network Rail and Northern to gain their buy-in and understand the potential interface with HS2 and the Golborne Link. The overall modelling work to look at these interfaces is expected to be completed by the end of May 2022. Alongside the modelling, work is currently ongoing to develop station requirements. Land assembly, planning appraisal reports and survey works are due to commence from April 2022. The completion of the OBC and associated outline design (GRIP 3) is expected by August 2022.
- 5.3 Separately, Wigan Council are commissioning a masterplan study for Golborne Station and the surrounding area which will commence in March 2022 with outputs expected by summer 2022. TfGM will support this work, which will feed into the ongoing OBC development work.

#### **New stations SOBC+ study**

- 5.4 The Strategic Outline Business Case Plus (SOBC+) is a study of 5 previously proposed 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.
- 5.5 The stations in the study are Kenyon Junction (Warrington), Slattocks (Rochdale), Gamesley Derbyshire), Stanley Green (Stockport) and Little Hulton (Salford). TfGM went out to tender for these works in October 2021. A preferred bidder has been identified and tender award is expected before the end of February 2022. This study is expected to be completed by May 2022.

#### **Cheadle**

- 5.6 £8.3m of Towns Funding was awarded earlier this year for the development of a new railway station for Cheadle. Stockport Council are in the process of developing the design and undertaking detailed analysis in order to submit a business case to Government as well as seeking planning permission in spring 2022.

- 5.7 The Council is in negotiation with the current landowner to relocate their existing car parking spaces on the station land elsewhere on their site.
- 5.8 Scheme design will continue throughout 2022 with construction due to begin in 2023, subject to business case and planning approvals being secured.

## **6. THE GREATER MANCHESTER RAIL STATION ALLIANCE**

- 6.0 The Rail Station Alliance continues to work with Northern's project manager on the delivery of developing four redundant buildings in Greater Manchester. Tenders have been submitted by contractors bidding to complete the survey and design aspect of each building. Appointments will be made in the coming weeks, with work due to start towards the end of March 2022.
- 6.1 Lead organisations for each location that have been identified are currently working with GMCVO to develop their individual business plans which will be presented to the Rail Station Alliance Board in due course.
- 6.2 Whilst these organisations will not be intending to make profit from the buildings, there will be opportunities to generate income, therefore, conversations will be progressed to understand how this financial model could work. Options include charging a monthly rental fee or a revenue share with the Rail Station Alliance.
- 6.3 Any income that the Alliance receives will be ringfenced and used for future building developments at other locations across Greater Manchester.
- 6.4 Draft heads of terms for a Tri-partite Lease Agreement have been provided by NTL to stakeholders for review and comments.

### **Regeneration and Development Update**

- 6.5 The Alliance members have been progressing a portfolio of regeneration and development opportunities with the active Local Authorities, namely Trafford, Stockport and Rochdale.

- 6.6 The works have focussed on feasibility and technical due diligence to establish investable opportunities with around 10 sites currently working through the Alliance's established process to de-risk the propositions. Three sites in Trafford & Stockport have been progressed through numerous pre-application meetings with the respective Local Authorities, the positive formal response from these meetings represents a significant step towards de-risking these opportunities.
- 6.7 Over the past six months, The Alliance has continued to progress the final stages of de-risking these sites which includes undertaking the Network Rail Business and Technical clearance process which are close to conclusion, alongside continuing to progress 3rd party land acquisitions at three sites in Trafford and Stockport which is key for compressive regeneration and benefits to the rail passenger and finally securing project partner approvals to take these sites to market which hope to be secured in the coming months once these final de-risking hurdles are overcome.
- 6.8 This will enable the group to take the sites to market and appoint a development partner - most likely via individual site disposals. The sites in Trafford & Stockport have received a significant amount of interest from these types of parties through soft market testing and most recently and more formally via confirmation on their expression of interest.
- 6.9 Furthermore, the Alliance continue to engage across the board with Local Authorities in which opportunities have been identified for regeneration and development next to stations in Tameside, Wigan and Bolton in view of commencing early stage feasibility work in these areas once a formal way of working has been agreed.

## **7. RAIL STATION IMPROVEMENT STRATEGY**

- 7.0 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.

- 7.1 To date 76 stations have received one or more of help points, CCTV, real time information screens and public announcement systems with induction loops.
- 7.2 Horwich Parkway, where TfGM have recently become Station Facility Operator, is the final station outstanding within this programme of upgrades and is anticipated to be complete by Q2 2022.

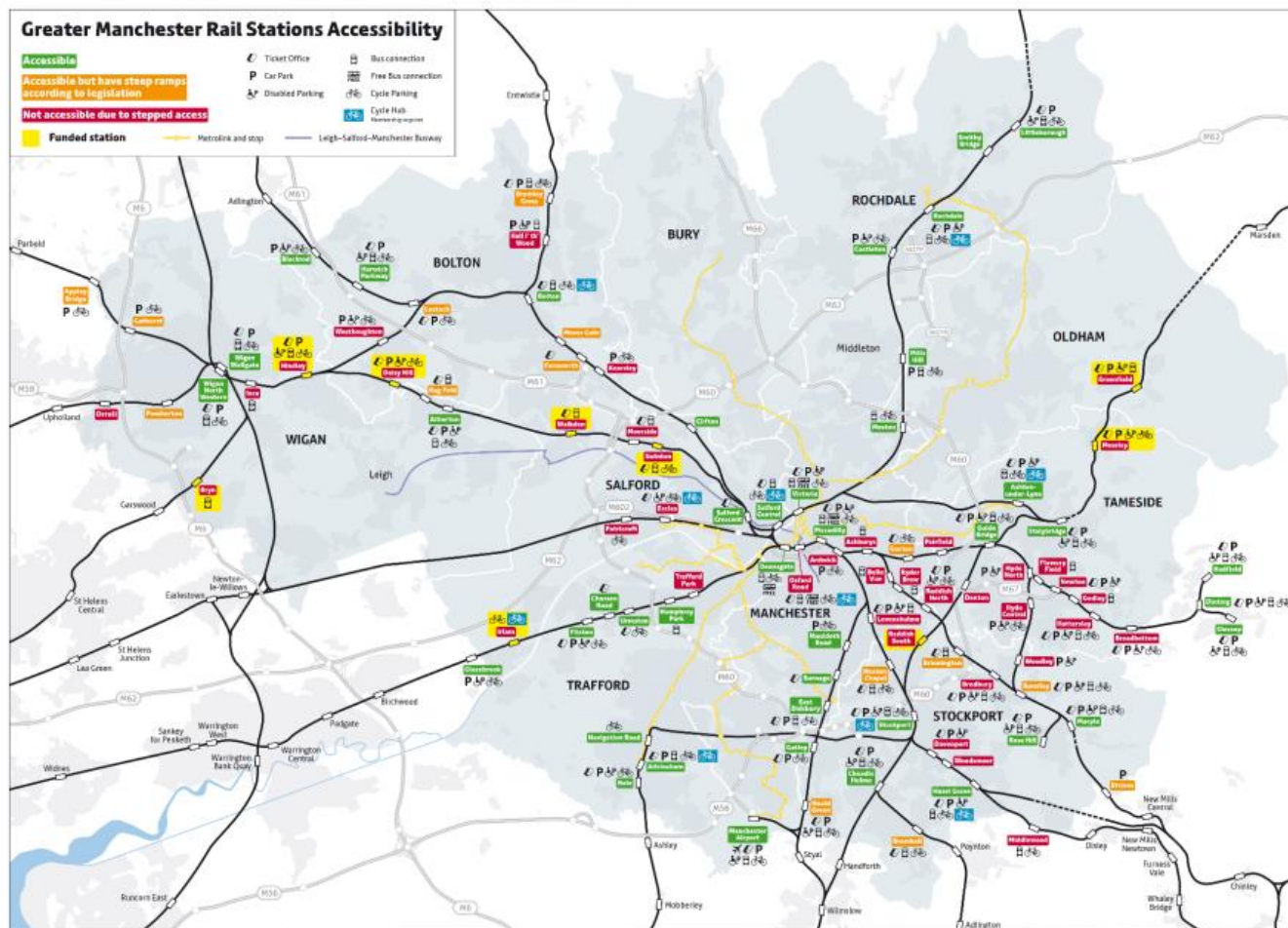
## **8. Rail Reform**

- 8.0 TfGM officers are currently working alongside industry partners, the Department for Transport and Greater British Railway Transition Team's (GBRtt) to establish its plans for the formation of an enhanced Greater Manchester Rail Partnership. A paper was sent to GMTC's February meeting outlining these proposals in greater detail, including GM's response to the Great British Railway's Whole Industry Strategic Plan Call for Evidence, which will form the basis of our plans for rail across Greater Manchester going forwards.
- 8.1 The Committee endorsed the approach for GM officers to work with the rail industry in establishing plans for the development of an enhanced Greater Manchester Rail Partnership and GM Rail Prospectus Refresh; that will set the tone for a positive realigned relationship across local leaders in the rail industry and local government.

**Simon Elliott**  
**Head of Rail Programme**



## Appendix A – Greater Manchester Rail Stations Accessibility



BOLTON  
BURY

MANCHESTER  
OLDHAM

ROCHDALE  
SALFORD

STOCKPORT  
TAMESIDE

TRAFFORD  
WIGAN

**GMCA** GREATER  
MANCHESTER  
COMBINED  
AUTHORITY

This page is intentionally left blank

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

### **March 2022 to March 2022**

The table below suggests the Committee's work programme from March 2022 to March 2022.

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

The key functions of the Committee are –

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

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

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Rail Programme and Infrastructure Project Update	Simon Elliott	To receive an update on the status of rail stations across Greater Manchester	Implementation

### March 2022

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT 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

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Shared Mobility Strategy and Interim report on the E-scooter trial	Simon Warburton, TfGM	To provide an overview of the growing role of shared mobility in GM's transport network, including an interim report on the GM e-scooter trials. To seek the Committee's views on the draft Shared Mobility Strategy.	Policy
	TravelSafe Partnership Annual Update	Lucy Kennon, TfGM	To update the Committee on the work of the TravelSafe Partnership over the last year, and priorities going forward.	Accountability
	GM WRAPS (Road Activity Permit Scheme)	Peter Boulton, TfGM	To provide an update to members on the current arrangements for the GM WRAPS scheme.	Accountability