

GREATER MANCHESTER TRANSPORT COMMITTEE- METROLINK & RAIL SUB-COMMITTEE

DATE: Friday, 14th January, 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 12 November 2021** 5 - 12
To consider the approval of the minutes of the GMTC Metrolink & Rail Sub Committee meeting held 12 November 2021.
- 5. Metrolink Service Performance and Operator Update** 13 - 40
Report of Daniel Vaughan, Head of Metrolink, TfGM.

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

Please note that this meeting will be livestreamed via 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.

- | | | |
|------------|---|---------|
| 6. | Metrolink Operator Update
Verbal update from KeliosAmey Metrolink. | 41 - 46 |
| 7. | Local Rail Service Performance
Report of Simon Elliott, Head of Rail Programme, TfGM. | 47 - 70 |
| 8. | Rail Operator Update
Verbal update from Rail Operators. | |
| 9. | GM Transport Committee Work Programme
Report of Gwynne Williams, Deputy Monitoring Officer, GMCA. | 71 - 78 |
| 10. | Dates of Next Meeting
To consider date of next meeting for the Committee. | |

Friday 11 March 2022 at 10:30am

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

GMTC Metrolink & Rail Sub-Committee 14 January 2021

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

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 12 NOVEMBER, 2021 AT THE FRIENDS MEETING HOUSE,
MANCHESTER**

PRESENT:

Councillor Stuart Haslam	Bolton Council
Councillor Mohammed Ayub	Bolton Council
Councillor Emma Taylor	Manchester City Council
Councillor Norman Briggs	Oldham 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

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:

Gary Bogan	Transport for the North (TfN)
Charlie French	Avanti
Chris Jackson	Northern
Lucja Majewski	TransPennine Express (TPE)

GMTMRC 43/21 APOLOGIES

Resolved /-

That apologies be noted and received from Councillor Andrew Western (GMCA), Mark Angelucci (TfGM), Guillaume Chanussot (Keolis Amey) Victoria Mercer (TfGM) and Caroline Whittam (TfGM).

GMTMRC 44/21 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

Resolved /-

There were no chairs announcements or items of urgent business.

GMTMRC 45/21 DECLARATIONS OF INTEREST

Resolved /-

There were no declarations of interest.

GMTMRC 46/21 MINUTES OF THE GM TRANSPORT METROLINK & RAIL SUB COMMITTEE MEETING HELD 12 SEPTEMBER 2021

Resolved /-

That the minutes of the GM Transport Metrolink & Rail Sub Committee meeting held 17 September 2021 be approved as a correct record.

GMTMRC 47/21 METROLINK SERVICE PERFORMANCE

Danny Vaughan, Head of Metrolink, TfGM introduced the Metrolink quarterly performance report which provided a performance summary for the rolling 12-month period. In doing so, he advised Members that Guillaume Chanussot, Keolis Amey Metrolink, had sent late apologies and he would therefore address any issues relating to the Metrolink operator update.

The Committee were advised that operational performance had improved during August and September compared to July as a result of the short-term service change, which was introduced on 9 August, to mitigate the impact of staff shortages from covid test and trace notifications.

Members were provided with a further update on emerging issues since the publication of the report and most notably and positively, it was reported that patronage had increased since operational issues had stabilised in September to circa 70% pre-Covid levels. The current week had recorded the highest passenger numbers since March 2020 in the absence of any special events, which highlighted passengers were feeling more confident in travelling across the network.

It was advised that operational performance had been significantly impacted by driver availability including test and trace isolation, increased cases of Covid absence and the inability to undertake driver training due to social distancing requirements. However, the position had begun to stabilise and driver training had resumed.

With regards to crime and Anti-Social Behaviour (ASB), it was noted at the last meeting that there had been an increase in ASB throughout the summer related to incidents involving youths. As a result, there had been some success with joint targeted operations across the network including the Bury, Rochdale and Ashton lines with the full support of GMP officers which had resulted in arrests. At the same time, Metrolink staff had taken the opportunity to engage with passengers and reinforce messages of revenue protection.

On behalf of KAM, an update was provided regarding a pioneering new approach to develop and implement a custom-made mental health awareness training programme to 120 Customer Service front line staff partnered with the Greater Manchester Mental Health NHS Foundation Trust (GMMH). The training had covered a range of topics including

understanding and recognising emotional distress, engagement skills and de-escalation techniques designed to support staff who may encounter vulnerable people on the network. Positive feedback from staff had been received who reported feeling more confident and empowered to make the right decisions at the right time potentially saving lives.

Members welcomed the informative update along with the positive action to address ASB and were reassured that the work of the TravelSafe Partnership would continue to ensure that the network was attractive, safe for everyone to use and responded to the serious nature relating to crime in particular hotspots.

Whilst it was noted that crime and ASB remained an issue, appreciation and recognition for the ongoing targeted partnership work to tackle crime and Anti-Social Behaviour across the network, in particular the Oldham/Rochdale line was offered on behalf of the Committee. It was further requested that publication of convictions for matters relating to crime and ASB across the Metrolink network be considered and investigated to provide greater reassurance.

Members reflected on the seriousness of recent incidents which included knife crime with the continued pressures on policing and it was suggested that a uniform presence akin to the British Transport Police may become necessary as the network continues to develop.

The Committee welcomed the recent request to provide a breakdown of patronage by line and noted that the Oldham/Rochdale line had the third highest level across the network. Further information to clarify the number of carriages used for journeys across Oldham/Rochdale line was requested.

The recent and continued increase in patronage was welcomed and Members requested that future reports include data relating to face covering compliance which had featured in previous updates.

Resolved /-

1. That the report be noted.
2. That on behalf of the Committee, appreciation and recognition of the ongoing targeted partnership work to tackle crime and Anti-Social Behaviour across the network, in particular the Oldham/Rochdale line be received.
3. That further investigation and consideration be provided to the publication of convictions for matters relating to crime and ASB across the Metrolink network.
4. That the breakdown of patronage across the network on a line-by-line basis continue to be received and that further information to clarify the number of carriages used for journeys across Oldham/Rochdale line be provided by TfGM to Councillor Norman Briggs (Oldham Council).
5. That information relating to face covering compliance across the network be included in future updates to the Committee if available.

GMTMRC 48/21 METROLINK OPERATOR UPDATE

Resolved /-

That the update provided by TfGM on behalf of KAM as part of the Metrolink Service Performance report be noted.

GMTMRC 49/21 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 five and six for 2021/22 (25 July – 18 September 2021) following the removal of all remaining Covid restrictions in England on 19 July 2021.

Operational performance during the period for all train operating companies serving Greater Manchester was reported to be good and remained consistent. Reported PPM for Northern and TPE was above 90% and Right Time at Destination figures of around 70%. Cancellations stayed relatively low, at between 3% - 4% for Northern and TPE, although higher for the longer distance operators, notably East Midlands Railway.

Train services in the period were reduced at the end of July/beginning of August by Avanti West Coast and Northern, as a direct result of exponential rises in Covid isolation alerts and crew availability. Services were subsequently re-introduced on 16 August for Avanti and 6 September for Northern. Following the re-instatement, overall service levels were currently at around 82% of pre-Covid, reflecting those last seen, albeit briefly in December 2020, before the third national lockdown was introduced.

Nationally, patronage was reported between 65-70% of pre-Covid which indicated that rail services in the Northwest were recovering more notably than other areas driven mainly by the leisure market.

It was advised that face covering compliance on services had significantly decreased since the last report from approximately 35% to 10-15% and observance was higher in the morning peak of the City Centre and on longer distance services.

Plans for Christmas services had not been finalised, but it was anticipated they were likely to follow a similar pattern to previous years; with earlier finishes on Christmas and New Year's Eves, no GM services on Christmas Day or Boxing Day and some later starts during the interim period and New Year's Day, followed by a normal service. Bank holidays Monday 27 and Tuesday 28 would see a standard service, albeit with some early morning services not running.

The Committee were informed that from 1 October until 12 December, a fleet of seven Network Rail vehicles would be deployed across the network clearing leaves and treating tracks to reduce adhesion problems caused by compacted leaf-mulch.

The response to the Manchester Recovery Task Force consultation which took place between 14 January and 10 March 2021 had been published by government and the next stage of this process would be a detailed operator timetable consultation for the timetable to be operated in 2022 and was due to be launched imminently.

Members were advised that TfGM were continuing to work with local communities and station groups on various projects in the region. Furthermore, TfGM were supporting the creation of a Community Rail Partnership on Manchester to Liverpool routes to fully exploit the leisure, economic and social opportunities which exist along the lines. TfGM were hoping to be able to hold its regular 'Thank-You' event on behalf of the Chair for station volunteer groups in January 2022.

Resolved /-

That the report be noted.

GMTMRC 50/21 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 performance had remained strong but recent severe delays were due to adverse weather conditions and work was underway with Network Rail to mitigate for the future.

Demand was currently 65% of pre-Covid levels across the network with much of the split for leisure and the remainder for business which was reported to be increasing particularly on the Manchester to London route. The introduction of three different classes had increased popularity with standard premium being a popular product.

Timetable changes would see an uplift in services from December to three trains per hour on the Manchester to London service recognising the increased demand.

Members were informed that the Pendolino fleet were due to be refurbished which would include seating, wi-fi and carpeting. The first of the upgraded fleet would be in operation by the end of the year or early 2022 with the remainder programmed for completion by 2024. Alongside this, procurement for the new detached fleet was ongoing and would arrive in service in 2023/24 replacing Voyagers.

An overview of the work being undertaken at Stockport along with the community rail partnership project at Wigan station was provided.

- Northern Rail – further detail on timetable changes to come into effect on 12 December were provided which included the addition of Sunday services which reflected the increase in demand.

Members were informed of operational decisions that would come into effect to manage increased demand around the Christmas period.

There had been reported spikes of ASB around Manchester Oxford Rd, Brinnington and Bredbury stations. Resources were being targeted and support from BTP and GMP to address the issues was acknowledged.

An update on the progress of the accessibility taskforce was provided and Members were informed that a 3D street view of stations along with virtual reality technology had been launched to enhance the experience for those with accessibility needs.

It was noted that thirty out of ninety train stations across GM were currently without a station adopter scheme and members of the Committee were encouraged to signpost any suitable community groups to Northern to become station adopters.

Leisure patronage at the weekends was reported to be at similar levels pre pandemic, however demand for commuting was still somewhat suppressed at 75% pre-Covid levels further adding to the financial challenges across the industry.

Members welcomed the update and requested that further consideration to the re-introduction of Sunday services to and from Rose Hill train station in future timetable changes be provided should there be a clear achievable balance between demand/resource and cost effectiveness.

Concern was raised with regards to complaints that had been received from the public by Members of the Committee in relation to train cancellations that had resulted in last train connection issues at Manchester Piccadilly station. Members were advised that Northern had received direct customer complaints in relation to last train cancellations and the subsequent approach of station staff at Piccadilly. It was agreed that direct complaint details be provided to Chris Jackson to ensure the significant issue was investigated further and direct feedback provided to customers. Furthermore, it was determined that assurance would be sought by TfGM from Network Rail on behalf of passengers requiring support at Piccadilly Train station on final train cancellations.

- Trans Pennine Express (TPE) – patronage was reported to be 68-70% pre-Covid levels during the week with increased demand over the weekends. Going forward, 99% of bookings on Anglo/Scottish routes were at pre-Covid levels and Christmas booking were also reported to be strong across the network. There was also an increased demand in commuter routes between Leeds and Manchester.

Timetable changes would be on the whole rolled over apart from the reinstatement of services between Manchester airport and Glasgow in December and Manchester to Hull services would see an increase in carriages.

Members requested that TPE provide further consideration to the suggestion that services to Glasgow and Edinburgh stop more regularly at Carstairs station. Furthermore, that future timetable changes take into consideration the request for all services between Manchester airport to Glasgow and Edinburgh stop at Bolton train station should capacity allow.

Resolved /-

1. That the update be noted.
2. That it be noted that thirty out of ninety train stations across GM were currently without a station adopter scheme and members of the Committee be encouraged to signpost any suitable community groups to Northern to become station adopters.

3. That Northern provide further consideration to the re-introduction of Sunday services to and from Rose Hill train station in future timetable changes should there be a clear achievable balance between demand/resource and cost effectiveness.
4. That further assurance be requested from the Committee and sought by TfGM from Network Rail on behalf of passengers requiring support at Piccadilly Train station on final train cancellations.
5. That it be noted that Northern had received direct customer complaints in relation to last train cancellations and the subsequent approach of station staff at Piccadilly and it be agreed that Councillor Emma Taylor (Manchester) to provide direct complaint details to Chris Jackson (Northern) to ensure the significant issue was investigated further and direct feedback provided to customers.
6. That TPE provide further consideration to the suggestion by Councillor Clarke (Stockport) to the possibility of Anglo/Scottish services to Glasgow and Edinburgh stopping more regularly at Carstairs station.
7. That future timetable changes by TPE take into consideration the request raised by Councillor Haslam (Bolton) for all services between Manchester airport to Glasgow and Edinburgh to stop at Bolton train station should there be adequate capacity.

GMTMRC 51/21 MANCHESTER RECOVERY TASKFORCE UPDATE

Gary Bogan, Director of the Rail North Partnership, TfN provided an overview of the partnership role of the organisation and in doing so acknowledged the work of operators, throughout the pandemic, to manage disruption and provide an achievable level of service and timetable for passengers.

An overview of the issues that had resulted in the development of the Manchester Recovery Taskforce and those organisations working in partnership to address the unacceptable levels of performance was provided.

Members were reminded that the initial consultation with regards to timetable changes ran between 14 January and 10 March 2021. The findings of the consultation had been published in October 2021 and the next stage of the process was a detailed operator timetable consultation for the timetable to be operated in 2022 which was due to be launched imminently.

Lesson learned from the previous round of consultation had been implemented and it was advised that funding would continue for the Manchester Recovery Taskforce on a more permanent basis.

Resolved /-

That the update be noted.

GMTMRC 52/21 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 53/21 DATES OF FUTURE MEETINGS

Resolved /-

Friday 14 January 2022

Friday 11 March 2022

All Meetings to commence at 10:30am

GREATER MANCHESTER TRANSPORT COMMITTEE

METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 14 January 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

Victoria Mercer

Metrolink Service Delivery Manager

victoria.mercer@tfgm.com

Equalities Implications: n/a

Climate Change Impact Assessment and Mitigation Measures: n/a

Risk Management: n/a

Legal Considerations: n/a

Financial Consequences – Revenue: n/a

Financial Consequences – Capital: n/a

Number of attachments to the report: 3

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

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

BACKGROUND PAPERS: Metrolink Service Performance report of 17 September 2021

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

- 1.0 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.
- 1.1 The Metrolink network is owned by TfGM and is operated on TfGM's behalf through a contract with KeolisAmey Metrolink (KAM).
- 1.2 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.
- 1.3 There are currently 132 operational trams serviced from two depots.
- 1.4 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

- 2.0 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.1 Patronage continued to increase and by early December patronage levels had reached circa 76% of pre-pandemic levels. Though this was prior to the implementation of the “plan B” government guidelines, which ask people to work from home where possible.
- 2.2 Face covering once again became mandatory in most indoor public places and on public transport. Following the commencement of this change in guidelines compliance saw a significant increase from 23% to 62% (Appendix 3).
- 2.3 Operational performance during October and November 2021 held steady compared with recent periods, though it remained under target, primarily due to staff availability, which has been a problem across all public transport operations.
- 2.4 There were two fatal accidents in December. In one case a male fell from the platform into the path of a double tram as it departed Deansgate Castlefield. In the

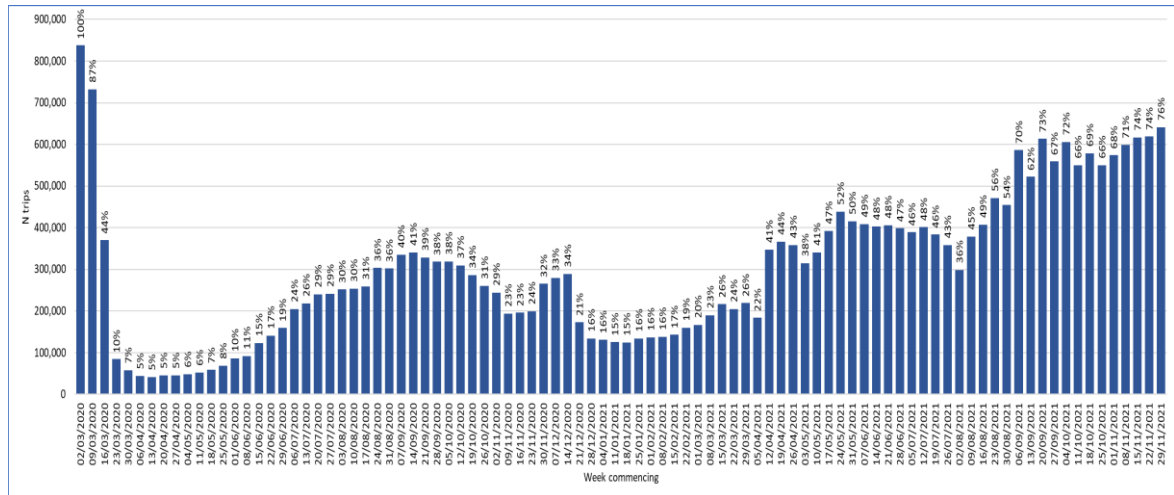
other a female fell from the auto-coupler while climbing between the trams from the street side at Droylsden tram stop.

- 2.5 During the period a significant amount of work with Greater Manchester Police took place targeting hot spot locations as well as mobile operations across the entire network. This was underpinned by a TravelSafe anti-social behaviour communications campaign which included the public launch of the Greater Manchester Police 'LiveChat' across public transport. LiveChat provides the public with a discreet method for reporting incidents directly to the police.
- 2.6 The launch of various initiatives through the Safer Streets funding has commenced with staff from Oldham Council's Youth Service, volunteers for Oldham Street Angels and dedicated Metrolink TravelSafe Officers working together. Work is also underway to roll out vulnerability and harassment training/awareness to all KAM frontline staff. Early 2022 will also see the launch of a public transport dedicated GMP drone to increase surveillance capabilities.
- 2.7 Short notice service changes were necessary on New Year's Eve due to COVID related driver availability issues. On New Year's Eve, the Airport, Ashton and Eccles routes were withdrawn from 5pm until the end of service, with bus replacement operating between Ashton and Piccadilly. Customer Service Representatives were deployed to best advantage to ensure up to date information was available to customers. Minimal customer feedback was observed.
- 2.8 Following the seasonal pause, planned engineering and renewals works commenced in January and were communicated to customers in advance of the Christmas break. This also includes works by 3rd parties such as Network Rail at Victoria station, with the first weekend works by Network Rail and Metrolink track renewal successfully completed between the 1-3 January.

3. PATRONAGE

- 3.0 Patronage measures the number of single journeys that are being made on the network.

- 3.1 Covid significantly impacted patronage on the Metrolink network as can be seen in the chart below, with patronage levels reaching circa. 76% of pre-Covid levels by the first week in December. That was prior to enhanced government “Plan B” restrictions.



- 3.2 Patronage was recovering steadily following half-term week (25/10/21), with strong performance of leisure trips. Several weekends have recorded above pre-Covid levels of demand due to football matches and the City Centre Christmas markets. Thursday 02/12/21 (MUFC vs Arsenal) recorded the highest number of journeys on a single weekday since March 2020 - 117,000 journeys, 86% of pre-Covid trips. Patronage has been declining since the Plan B measures were announced by government.
- 3.3 Crowding issues on the network continue to be closely correlated with events taking place across the region, and performance related impacts primarily resulting from Covid related driver absence. These issues are being managed dynamically on a day-to-day basis to minimise the impact on passengers and provide supplemented capacity where the service is being affected, subject to staffing levels.
- 3.4 The breakdown of patronage by line can be found in Appendix2.

4. FUNDING

- 4.0 A package of support from central government covering most of, but not all, of Metrolink's costs has been agreed for the remainder of the 2021/22 financial year. The projected 21/22 deficit is currently being reviewed considering the drop in patronage with Omicron and ongoing inflationary pressures on the Metrolink cost base.
- 4.1 Discussions are ongoing with DfT about funding for Metrolink beyond March 2022. However, ongoing support remains uncertain and any decision is unlikely until early 2022. Following similar discussions, TfL have agreed in principle with Government that they will achieve operational financial sustainability by March 2023, and this will require significant changes in their operation.

5. OPERATIONAL AND CUSTOMER PERFORMANCE

- 5.0 Operational performance during periods 7 and 8 continued to be affected by staff shortages, especially within the driver cohort.
- 5.1 Having subsequently reinstated almost all pre-Covid capacity in September, Metrolink has been not able to achieve pre-pandemic service levels. On average, on non-event days, 97% of scheduled miles are operated. Most cancellations are due to driver availability.
- 5.2 The current establishment of fully qualified drivers is lower than that required for the full service due to normal attrition rates being higher than the rate at which drivers could be recruited and trained under social distancing constraints during the pandemic.
- 5.3 A combination of seasonal absences and Covid related absences on top of this means that not all duties can be filled, even with record levels of overtime. As mid-December, 56 drivers were absent due to illness (13% - although this fluctuates daily with an overall increasing trend). The pre-Covid, or "normal" absence rate was 4.5% by comparison.
- 5.4 Due to the ongoing resource constraints, and the implementation of "Plan B" measures, service levels may need to be reduced in order to provide a more stable

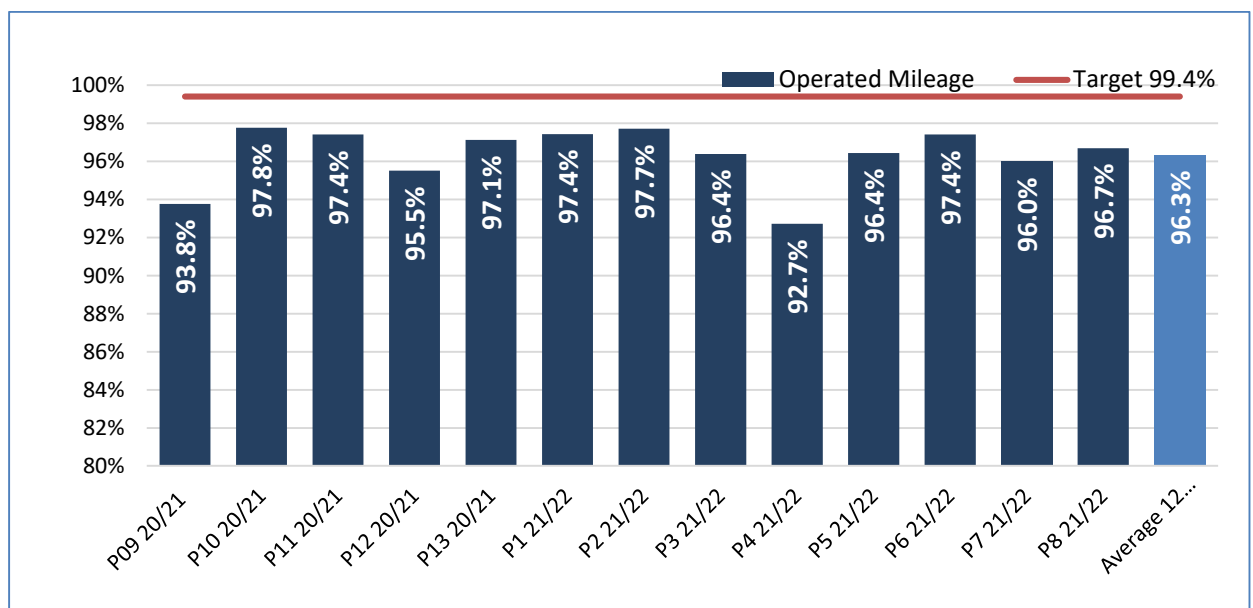
service. The situation is under daily monitoring, together with passenger demand, and any changes will be tailored to demand and advertised to passengers.

Reliability

5.5 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated verses the number of scheduled miles with a target of 99.4% before the pandemic.

Reliability has been between 96% and 97% in recent periods. Aside from staffing issues, the incidents which most influenced performance in recent periods were:

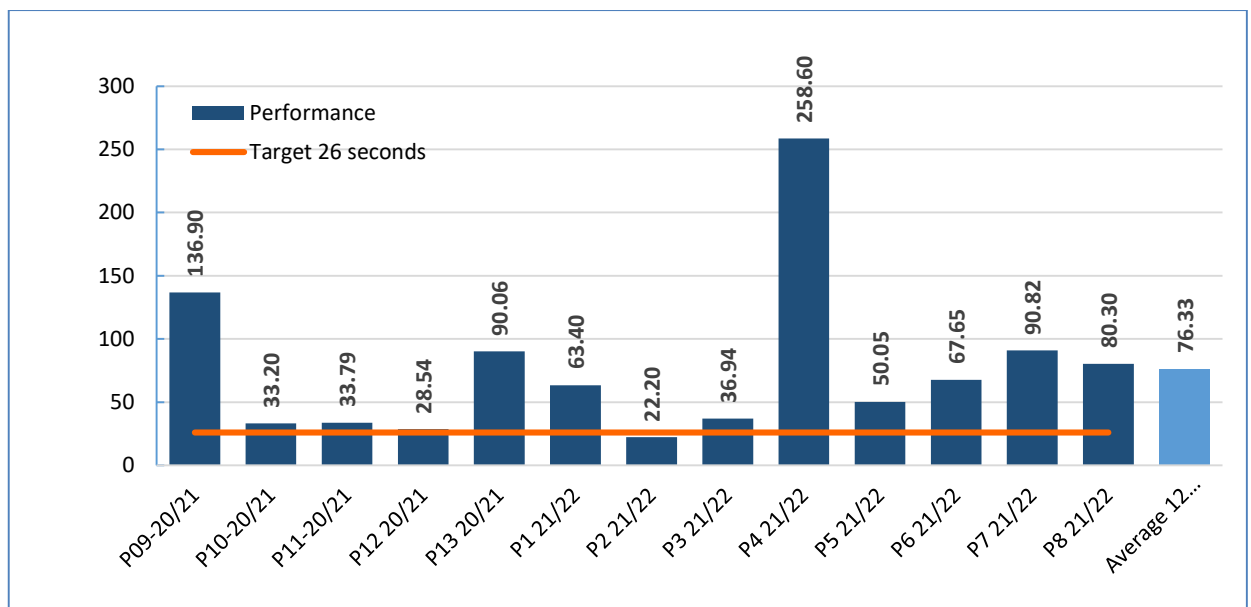
- Period 7: on 9 October, emergency engineering works took place at Deansgate-Castlefield to repair a cracked rail.
- Period 8: on 3 November, a road traffic collision took place near Market Street stop and this impacted all services crossing the city centre.



Excess Wait Time

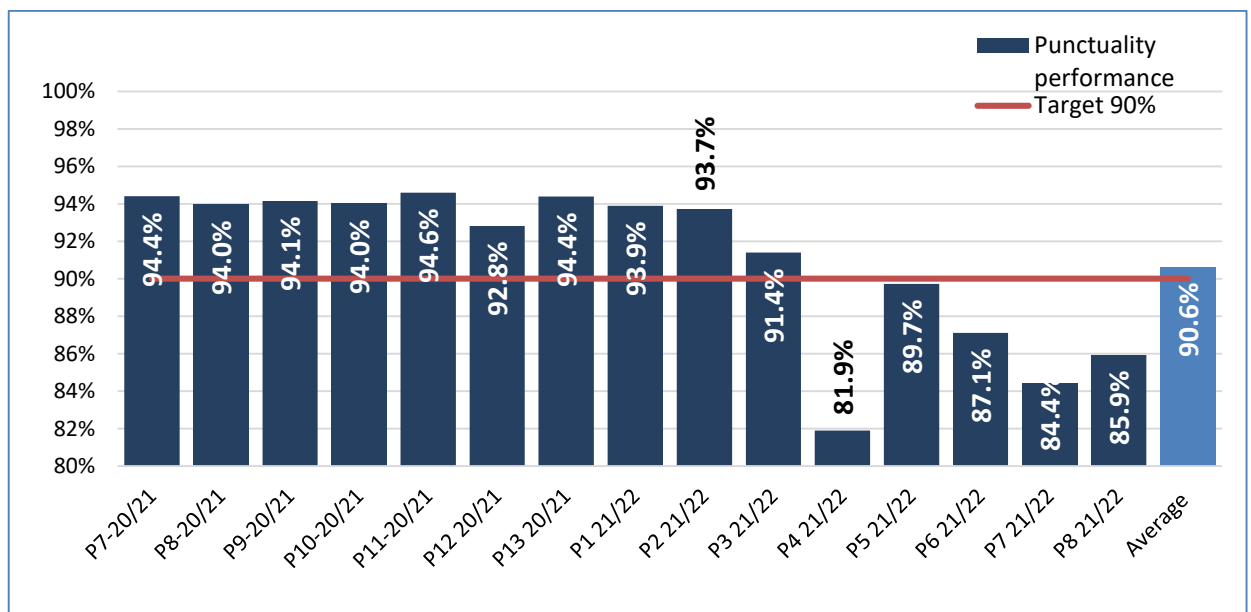
5.6 Excess Wait Time (EWT) is a measure of punctuality. It is the average time passengers wait over what would have been expected if the service was running exactly as scheduled.

- 5.7 The average EWT performance for the 12 months to November 2021 was 76.3 seconds against a pre-pandemic target of 26 seconds. Once again staff shortages are the main reason for missing long run targets.
- 5.8 Performance in periods 7 and 8 was impacted by the incidents described above in 3.5, as well as an overhead line fault at Pomona stop on 8 October and a minor derailment at Rochdale Railway Station stop on 5/6 November.
- 5.9 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.



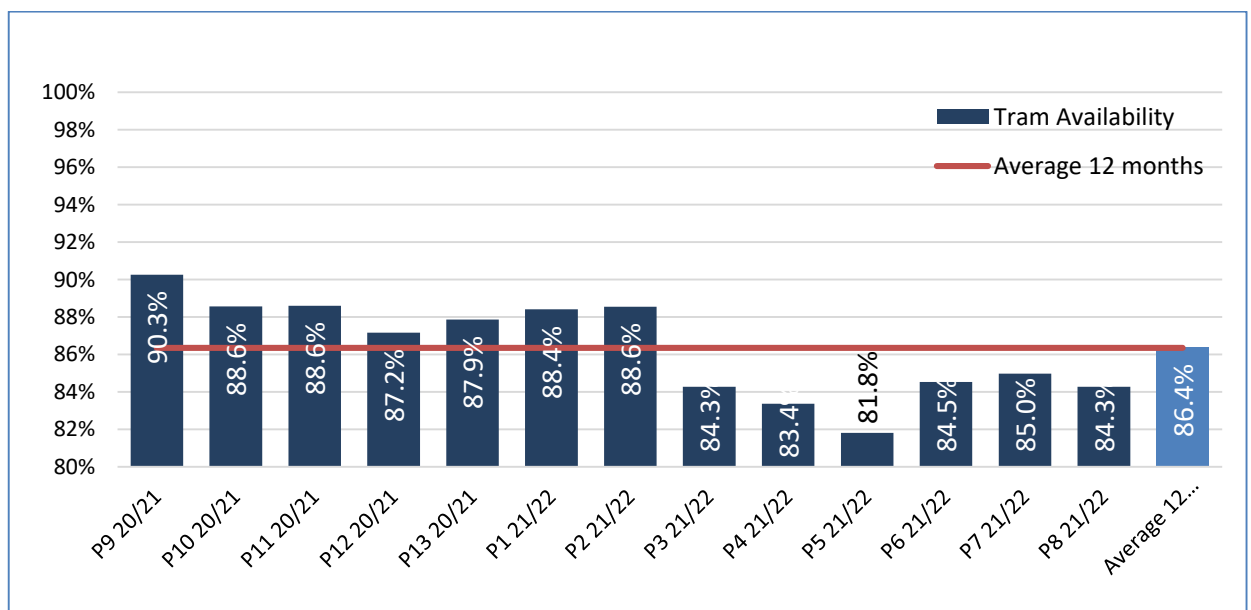
Punctuality - Percentage of services operating to time.

- 5.10 Punctuality performance covering the previous 12 months (13 periods) is shown below. Performance dipped below target for the first time from period 4 due to the ongoing issues experienced with staff unavailability, as outlined previously. However, the average for the previous 12 months remains above target.



Asset reliability - Trams

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



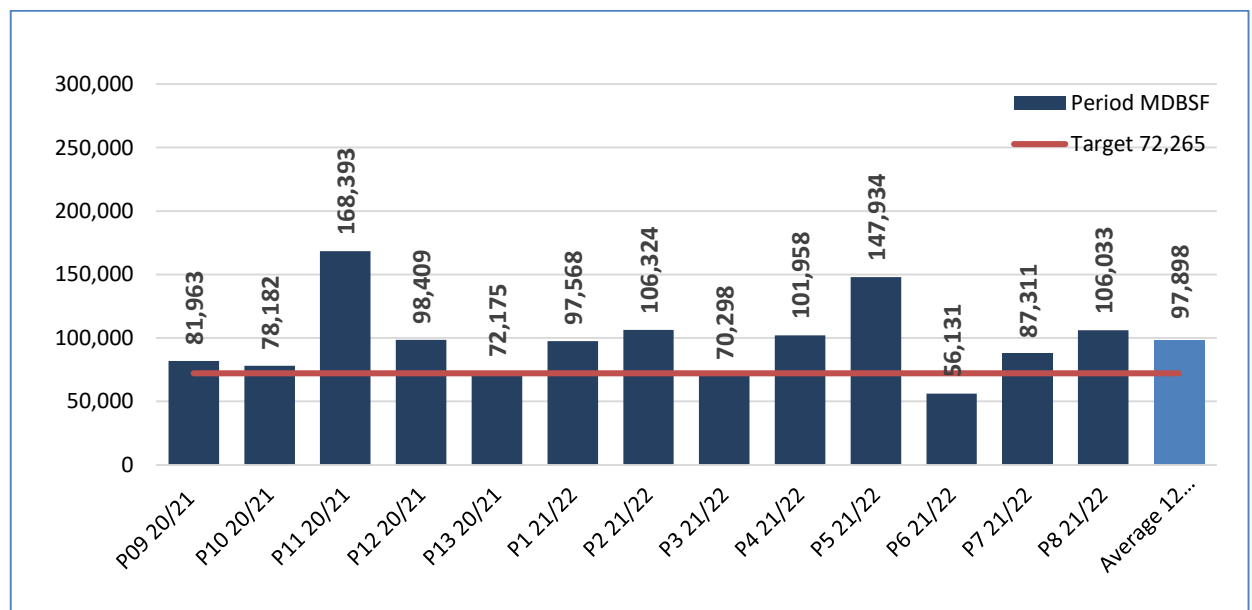
- 5.12 Vandalism continues to be a significant issue, resulting in smashed glazing and damage to ceiling panels. Supply chain problems continue to delay repairs to

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.

- 5.13 Staffing levels in the KAM engineering department continue to be impacted by the pandemic.

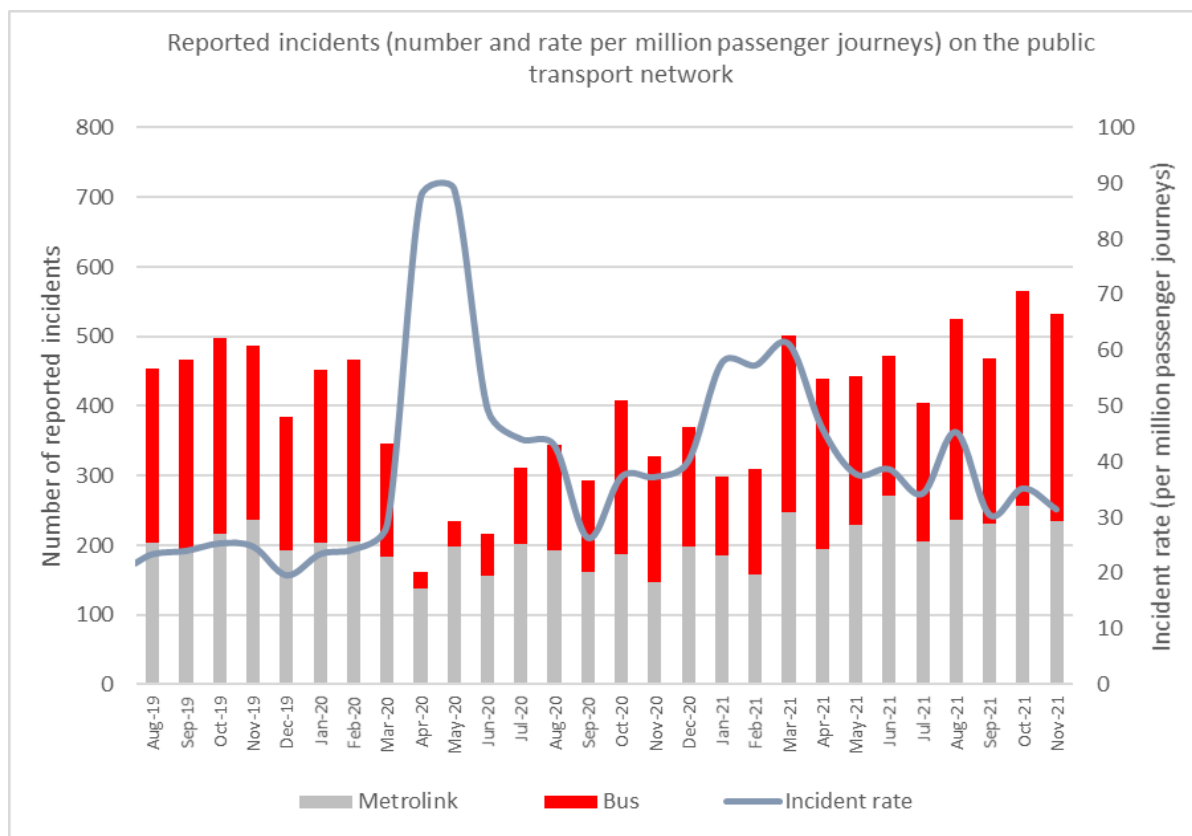
Asset reliability – Infrastructure

- 5.14 Infrastructure reliability performance, 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.
- 5.15 Infrastructure assets performed well in periods 7 and 8, returning to well above target. The average 12 month rolling performance remains positive.



Crime & Anti-Social Behaviour

- 5.16 On average, 219 incidents of crime and anti-social behaviour per month were reported to Metrolink over last 12 months.



Crime & ASB Category	Nov 2019	Nov 2021	Change in incident s
	Reported Incidents	Reported incidents	
ASB	11	22	100%
Assault (inc. domestic incidents)	39	26	-33%
Damage to Property	25	55	120%
Drink and Drug Related Incidents	10	4	-60%
Harassment & Intimidation	67	65	-3%
Obstruction/Interfere with Network Operations	23	30	30%
Other Public Order	12	7	-42%
Robbery & Thefts	25	11	-56%
Sexual Assault/Sexual Incident	16	7	-56%
Tram Surfing	2	2	0%
Weapons Incident	7	5	-29%
Grand Total	237	234	-1%

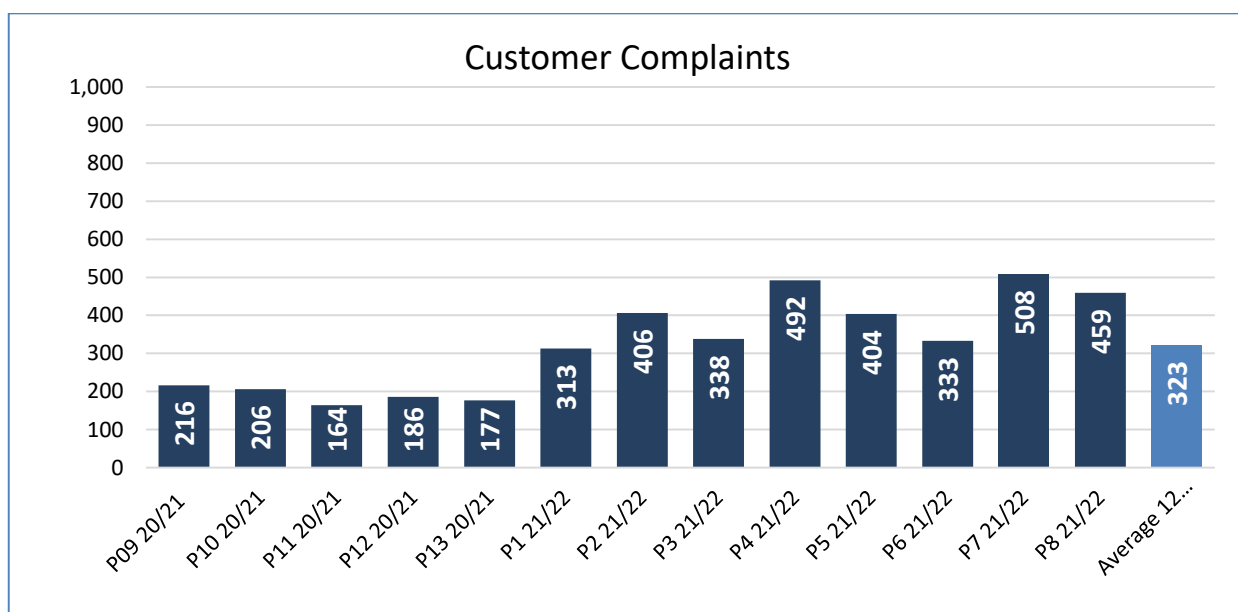
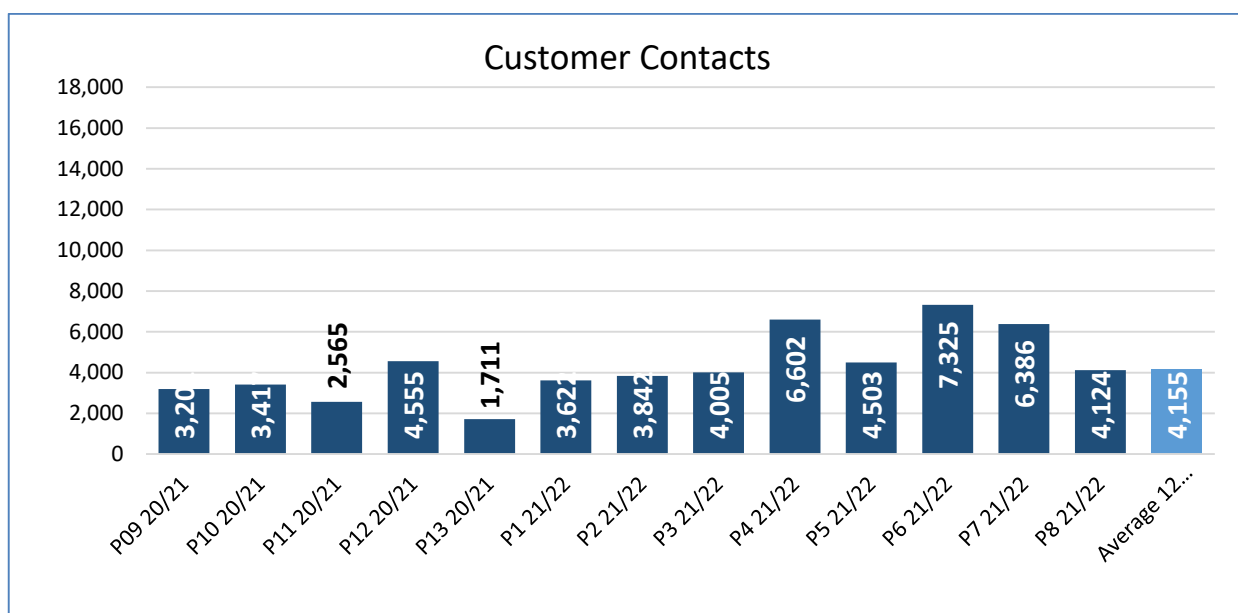
- 5.17 Criminal damage continues to be an issue on the network and periods 7 and 8 saw more incidents on Oldham Rochdale line than any other line. Failsworth was a hotspot location where the most significant issue was criminal damage to shelters. This location was a priority for deployment of staff with an increased presence from the Transport Unit, local police and TravelSafe Officers.
- 5.18 Period 7 and 8 saw an increase in youth related anti-social behaviour on the network, especially on the Airport line. The incidents primarily involve youths engaging in anti-social behaviour and activating door handles, which results in delays on the network and distress to passengers. Out of 27 incidents reported in October 2021, 25 were on the section of line between Wythenshawe Town Centre and Wythenshawe Park. However, from mid-November this type of incident on the Airport line has seen a reduction.
- 5.19 In comparison with October and November 2019, there has been a decrease in assaults with 18 in October and 26 in November 2021. Of the 26 assaults reported

in November, 10 were against staff and 16 involved members of the public, eight were reported on a Saturday and all took place between 17:00 and midnight.

- 5.20 On 10 October, an incident took place involving approximately 30 youths at Radcliffe Park and Ride. Several weapons were involved including machetes, however, no serious injuries were incurred. Seven juveniles have since been arrested, and an investigation into the incident is ongoing. The Bury line was a priority prior to this incident and an increased presence by the Greater Manchester Police and TravelSafe Officers continued to reassure the public.
- 5.21 TravelSafe specialist operations were carried out across the network throughout October and November on the following dates: 8 October (Bury-Whitefield), 15 October (Victoria), 21 October (Rochdale-Newbold), 25 October (Bury-Radcliffe), 28 October (Piccadilly Gardens), 03,15 and 22 November (Bury Interchange and Bury line), 10 November (Ashton), 14 and 18 November (City Centre) and 23 November (Altrincham Interchange).
- 5.22 As part of the Safer Streets pilot, but also linked to wider TravelSafe Partnership aims, a discreet method of reporting has been launched and publicised across public transport using the GMP LiveChat service. Since its launch at the beginning of November, traffic to the page has been growing week on week, jumping from an average of four to 103 in the week commencing 13 December. This has led to an increase in reporting of issues, including harassment which would have previously likely gone unreported. The campaign will also focus on highlighting the network's safety features (including CCTV and help points) as well as how to report incidents.

Customer contacts and complaints

- 5.23 Just under 56,000 customer contacts were dealt with during the year, averaging at 4,297 customer contacts per period (excluding twitter).
- 5.24 The number of queries and complaints has risen in periods 7 and 8 compared with periods 5 and 6, though complaints remain well below the levels seen pre-covid.



Customer Experience and Engagement

- 5.25 The 'Trusted People' element of the Oldham Safer Streets Pilot has now launched to help women and girls feel safe and confident when using the tram network. Staff from Oldham Council's Youth Service, volunteers for Oldham Street Angels and dedicated Metrolink TravelSafe Officers are working together, riding on Metrolink, visiting tram stops, and the areas around them and talking with residents of all ages. The teams are offering a friendly face around the Oldham tram stops in case residents are feeling uneasy, especially as the winter nights draw in.

- 5.26 From November 2021 to March 2022, the Youth Service are covering the stops between Freehold and Oldham Mumps at times when they are busy with school pupils and college students, with the Street Angels covering the later hours and dedicated TravelSafe Officers are covering the full period.
- 5.27 Funding for Trusted People comes after Greater Manchester secured £550k from the Home Office to launch a series of schemes as part of the Greater Manchester-wide Safer Streets campaign, which aims to help helping women and girls feel safer when out and about in the city-region. It follows the launch of Greater Manchester Combined Authority's (GMCA) Gender-Based Violence Strategy, which outlines how GMCA and its partners will tackle the many forms of gender-based violence through a whole-system approach over the next 10 years.
- 5.28 Work is also underway to commission and begin the roll out of vulnerability and harassment training/awareness to all KAM frontline staff. This work will include a 'train the trainer' package to ensure long term sustainability.
- 5.29 Early 2022 will also see the launch of a public transport dedicated (GMP piloted) drone to increase surveillance capabilities, and in particular more remote areas.
- 5.30 Throughout periods 7 and 8, KAM also continued to engage with schools and colleges with the support of TravelSafe colleagues. During period 8, staff attended an assembly at Chorlton High school to engage with the new intake of year 7 students. Safety and security were key themes of the assembly. KAM also attended Oldham college in the period to help deter anti-social behaviour. Some of the sessions were supported by PCSOs.
- 5.31 KAM's School Engagement team supported visits for students at Queens Road and Trafford depots. As part of this the team gave insights into the role of the tram driver, as well as letting the students have a go on the tram simulator.
- 5.32 KAM Customer Service Representatives continued to work with Barnabus's outreach team during period 7 and 8, navigating city centre Metrolink stops, to identify those who are homeless or may require extra support. They engage with those in need and provide assistance where appropriate. During period 8, KAM's Community Engagement team also attended the Barnabus Beacon Centre in

Manchester city centre. This session was open to members of the public who were able to ask questions about how to use the Metrolink network. The Beacon Centre is a vital support for vulnerable people in the community, providing medical check-ups, clean clothes and a place to shower.

- 5.33 KAM's Community Engagement team carried out a series of roadshows during period 8. These took place on the Altrincham and Trafford Park lines to offer reassurance to customers travelling within the Trafford area where COVID-19 infection rates had significantly increased. The team handed out hand gels and face coverings and offered advice to those travelling. 237 customers engaged with the team and the overriding message was that majority of customers felt confident travelling on Metrolink given the measures which are in place to regularly clean the trams and infrastructure.
- 5.34 The Community Engagement team also worked closely with TfGM, supporting local communities in the Trafford area in relation to the delivery of a poetry trail funded by the Arts Council. This entailed a free creative writing adventure for children and families in the M16 postcode area.

6. FORWARD LOOK

Planned network renewals 2022

- 6.0 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.
- 6.1 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.
- 6.2 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.

Upcoming works, January to March 2022:

- January 2022: Network Rail Transpennine Upgrade (TRU) works at Victoria, Piccadilly track works, and Altrincham and Bury signalling renewal works. *The first scheduled works at Victoria for TRU and Metrolink rail renewals from 1st – 3rd January were completed successfully and handed back to service on schedule.*
- February 2022: Network Rail TRU at Victoria and Eccles track renewals to coincide with school half term.
- March 2022: Deansgate points replacement, Piccadilly Gardens and Piccadilly track renewals.

Information will be 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

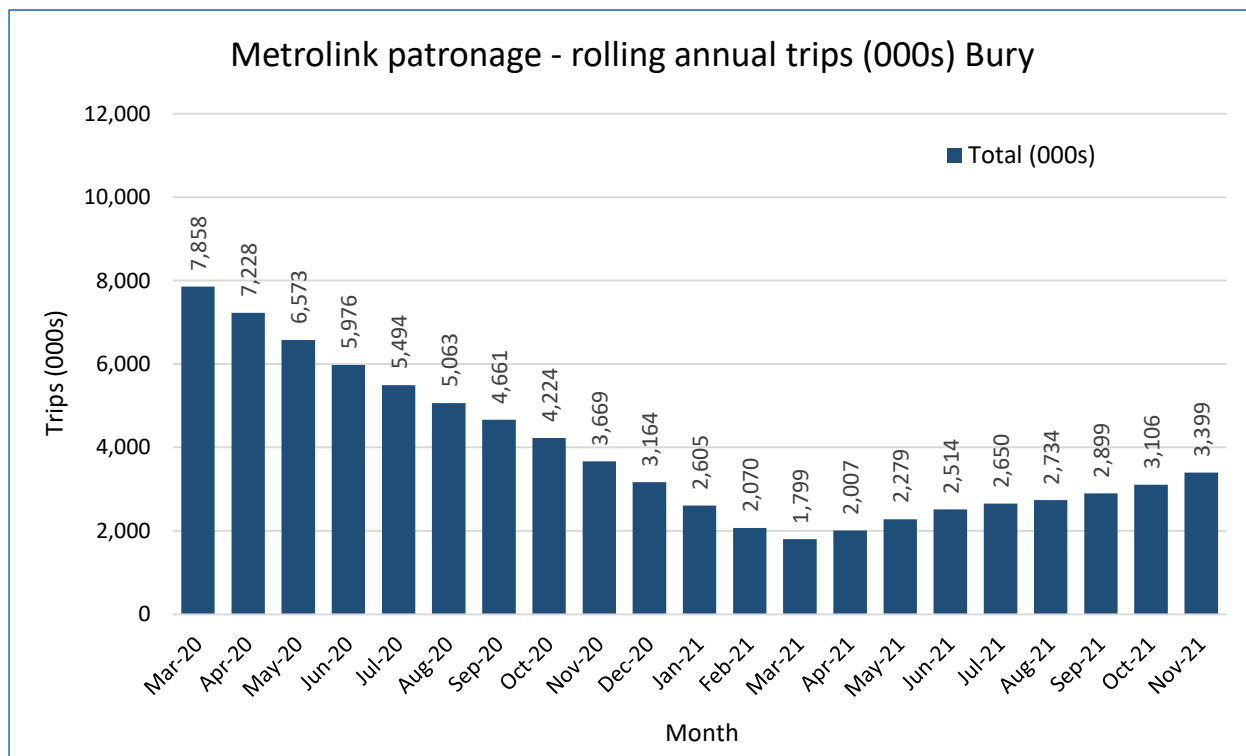
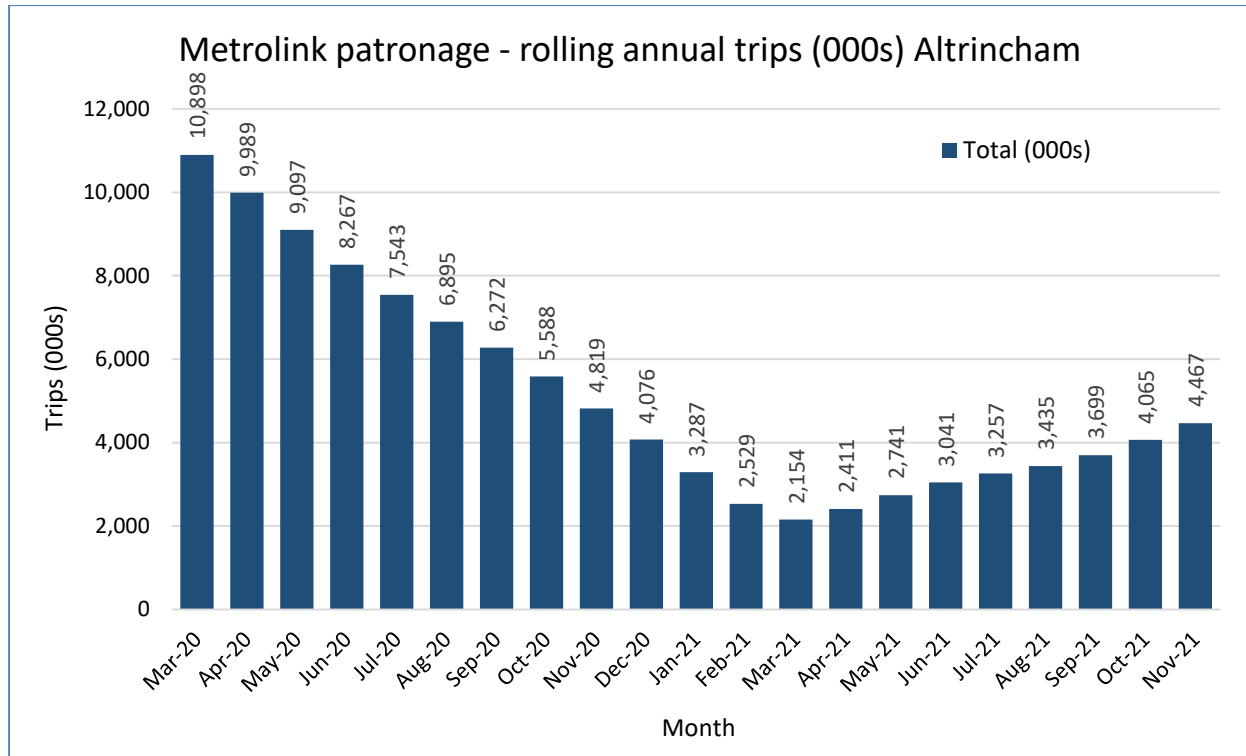
2020/21

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

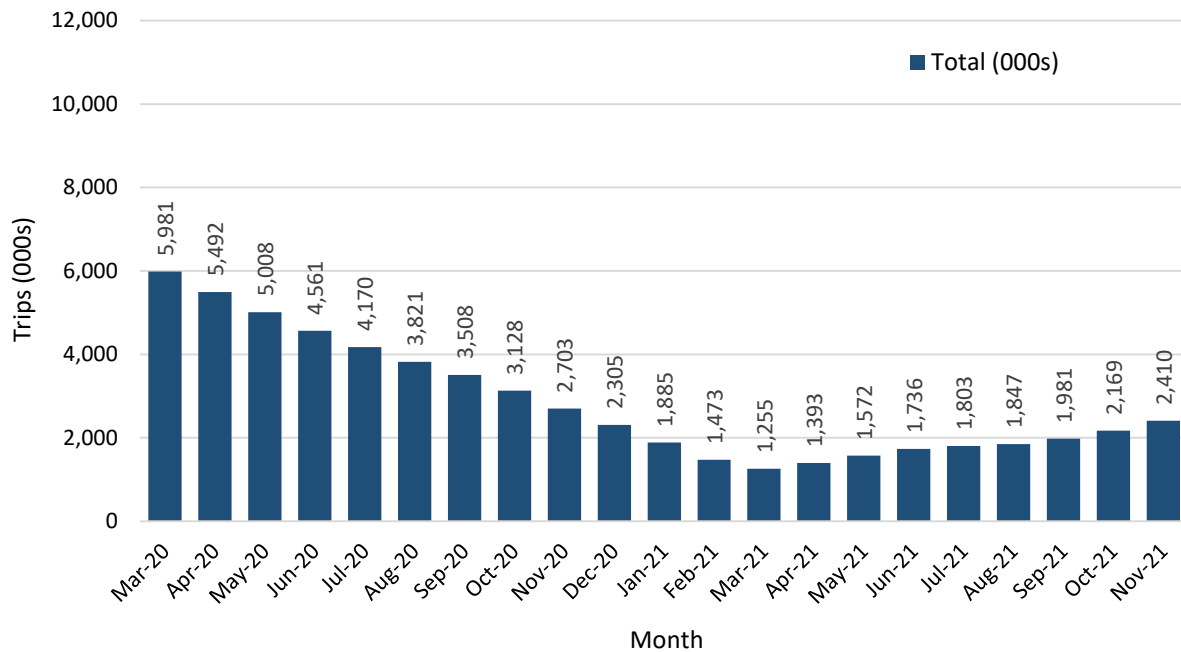
2021/22

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

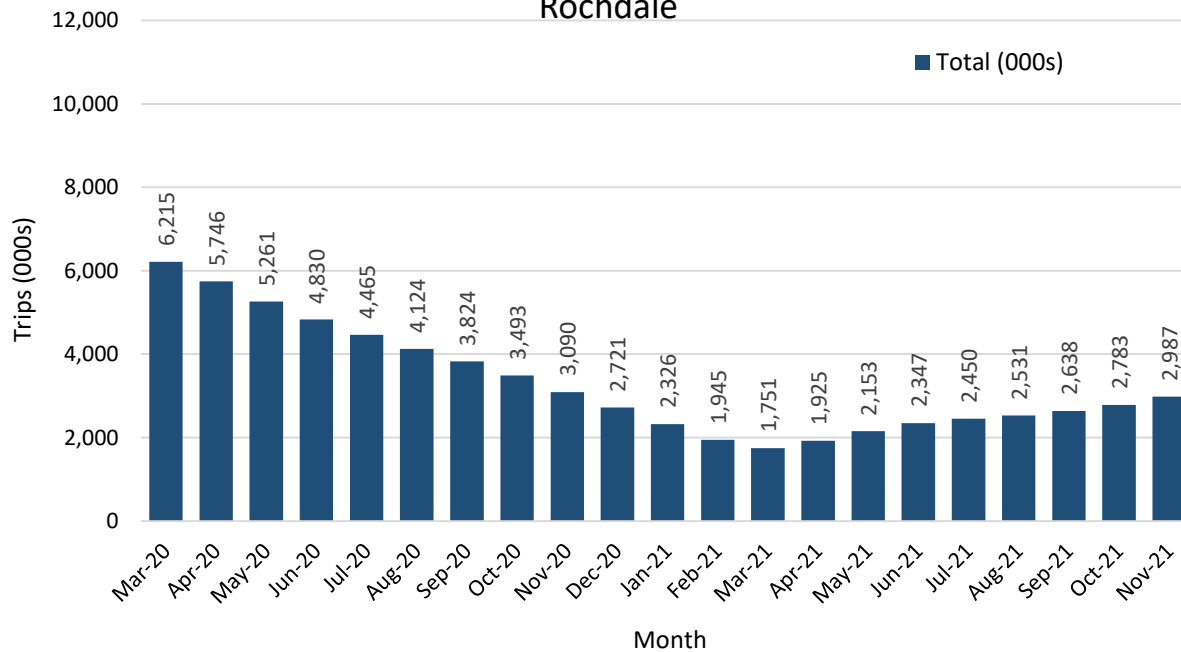
Appendix 2 – Patronage by line



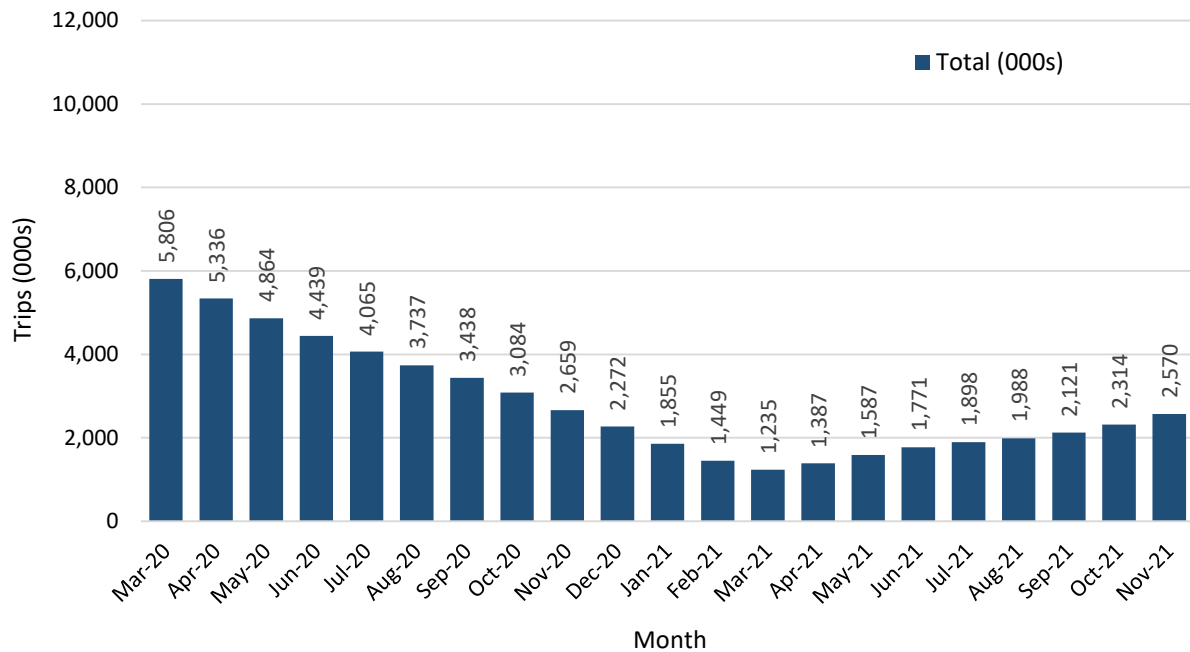
Metrolink patronage - rolling annual trips (000s) Eccles



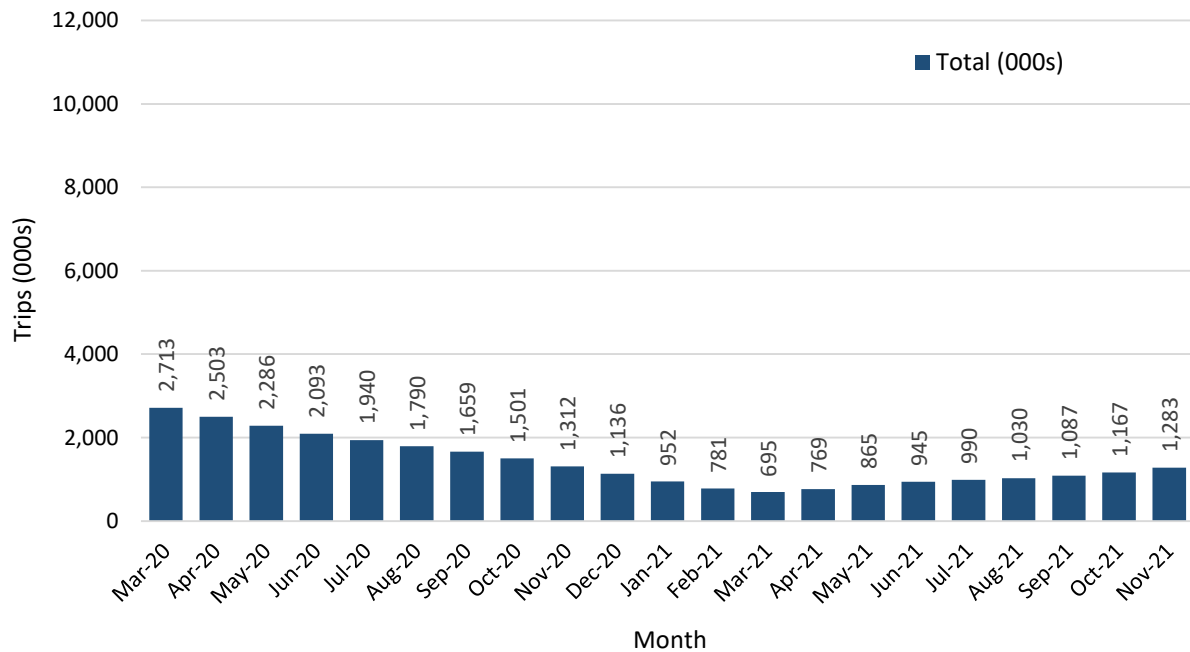
Metrolink patronage - rolling annual trips (000s) Oldham
Rochdale



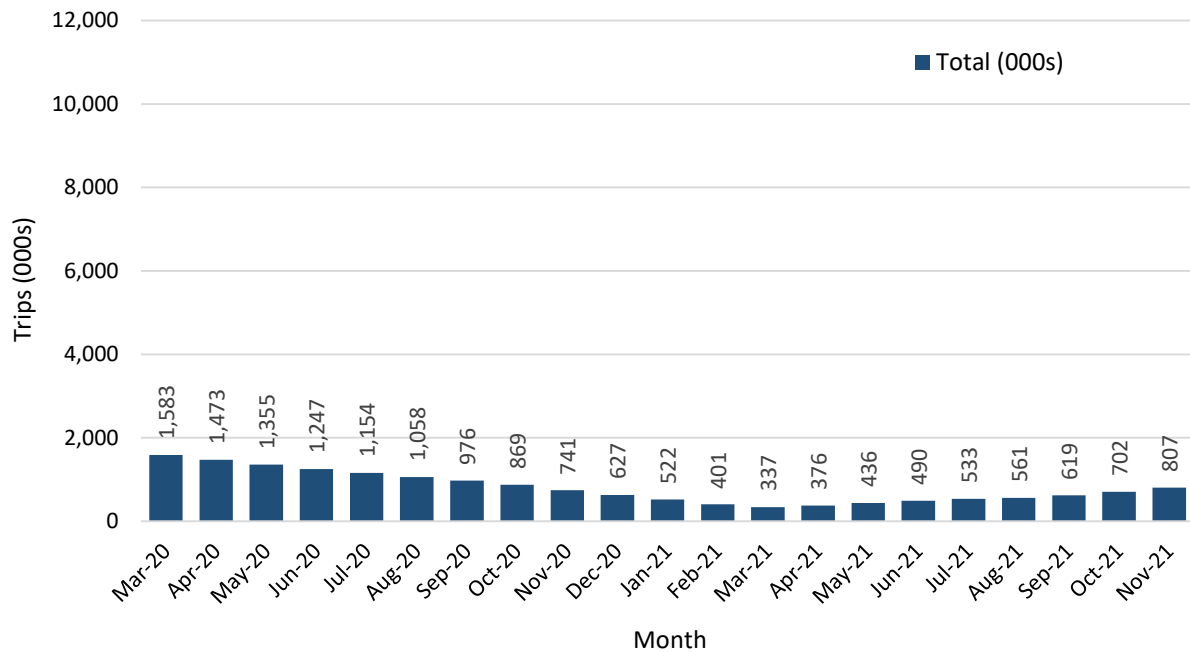
Metrolink patronage - rolling annual trips (000s) East Didsbury



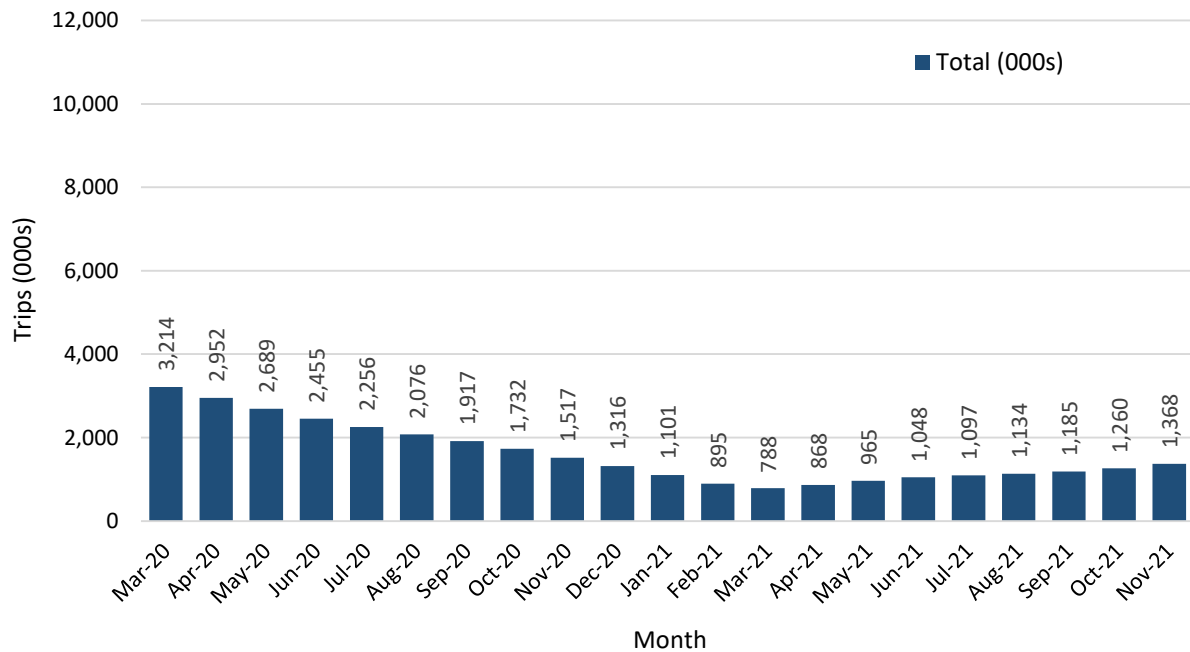
Metrolink patronage - rolling annual trips (000s) Ashton

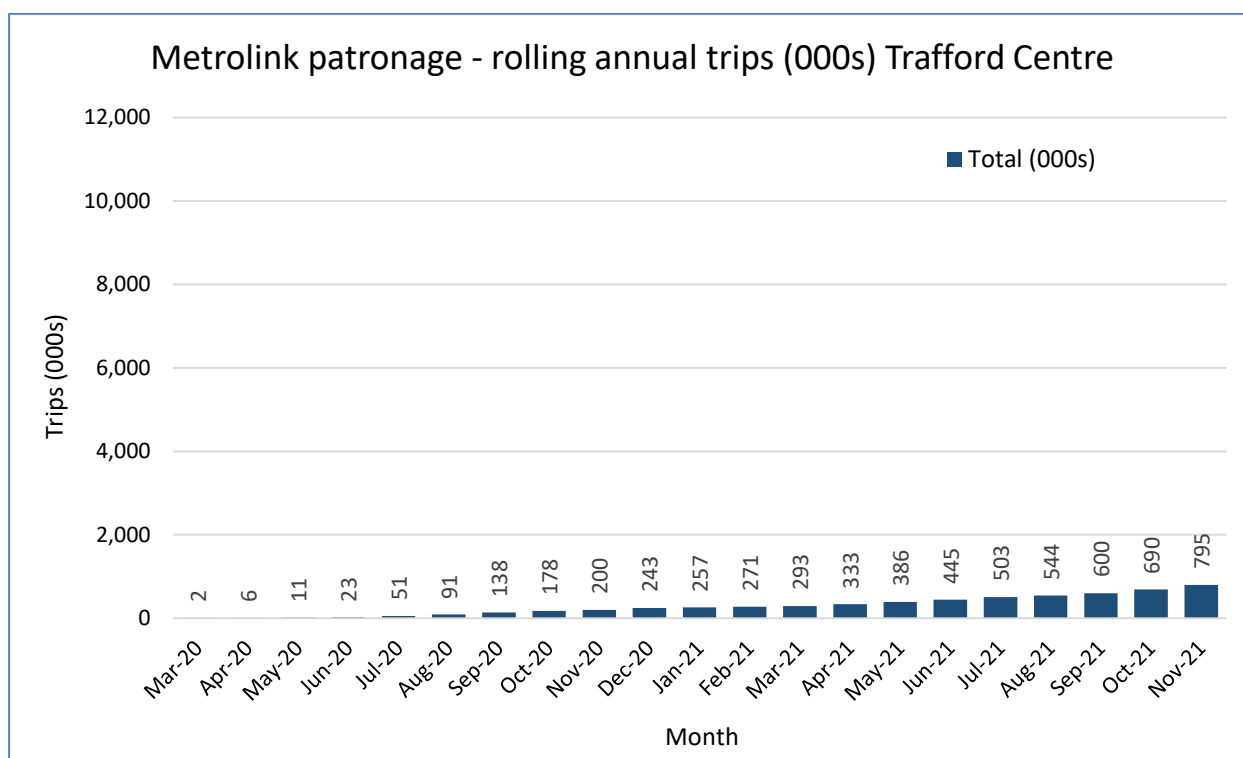


Metrolink patronage - rolling annual trips (000s) City



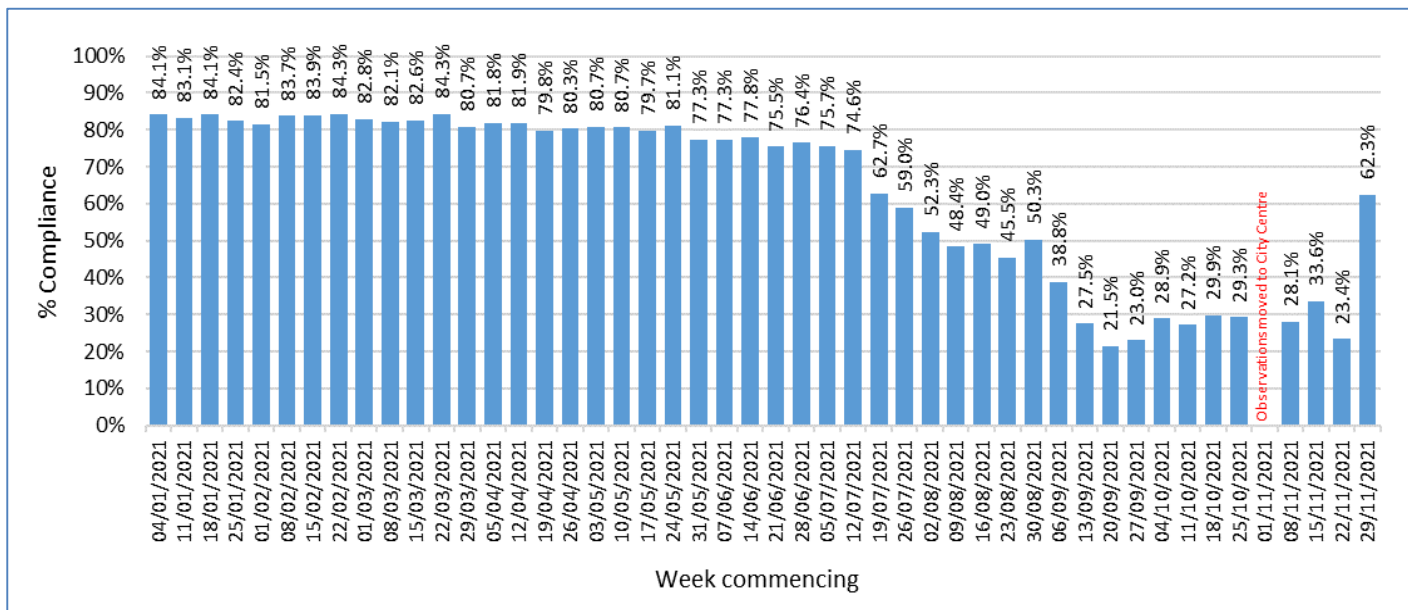
Metrolink patronage - rolling annual trips (000s) Airport





Note that the Trafford Park Line opened on 22 March 2020 and government COVID-19 “Stay at home” restrictions commenced on 23 March 2020.

Appendix 3 – Face covering compliance



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

This page is intentionally left blank

CUSTOMER AND COMMUNITY ENGAGEMENT (NOV – DEC 21)

Damien Chabas, Director Service Delivery

January 2022

Customer and Community Engagement Plan 21/22

- **Rolling 12 months plan** with key initiatives to support Customer Experience and Social Responsibility strategies
- **Key objectives of the plan:**
 - Improve safety and security on Metrolink (Covid, ASB, vulnerable customers...)
 - Reduce fare evasion and increase TfGM farebox
 - Make Metrolink more accessible to all
 - Improve customer and staff perception
 - Support TfGM “Adapting and Build Back Better” plans
- **The plan is broken down in to 3 pillars:**
 - Customer engagement activities (information and reassurance)
 - Education (schools and colleges)
 - Community engagement (partnering with key organisations in GM)



Customer engagement activities (Nov –Dec 21)

- **“Meet our customers” at stops** with distribution of hand gels and face coverings at highly patronised stops and hot spots Covid locations:
 - Reconvene key Covid safe information
 - Reassure customers and promote cleaning programs
 - 12,000 hand gels issued; 20,150 face masks issued
 - Support Councils during specific Covid outbreaks
- **Mental Health Awareness roadshow** at key locations based on incident data
 - Signposting NHS services
 - Customer support and surveys to capture customer sentiment around mental health and wellbeing
- **Dedicated information stalls** to support the closure of key Park and Ride car parks on the Bury line
- **Roll out of new signage** to promote Staff and Customer respect as well as promotion of Contactless ticketing during events



Education - Schools and colleges (Nov –Dec 21)

- **Engagement with over 30 schools** to encourage public transport health & safety, good behavior and deter ASB
 - 29 face to face assemblies & virtual assemblies
 - Schools and colleges in Eccles, Bury , South Manchester Airport, Ashton, Oldham, Altrincham.
 - Total outreach: 6,900 students
- **Attendance at the 'Re-Freshers College Event'** at Bury College and joined up for a targeted school egress operation Bury Interchange Metrolink Station.
- **Manchester's Crucial Crew** supported by the Travelsafe partnership, ran by the Child Safety Media. Crucial Crew is a multi-agency safety event aimed at Year 6 primary school children
- **Support of the National Week of Action around Knife Crime Awareness** at four Manchester College Campuses
- **Eight depot visits** at Queens Road & Old Trafford welcoming students to further insights to the world of Metrolink.



Community Engagement (Nov –Dec 21)

KAM currently works with four key partners in the community:

- **NHS Greater Manchester - Mental Health**
 - Continuation of training program for all KAM managers to better understand challenges associated with mental health, reduce trespass and minimise risk of incidents and service disruption
- **Barnabus - Homelessness**
 - Conducted 10 outreach sessions with Barnabus at key locations to engage with homeless community
 - Delivery of Homelessness Awareness Training to Team Managers
- **Manchester Youth Zone**
 - 6 sessions in house with Junior Cohorts to discuss challenges around ASB and impact on staff and customers
 - Joint deployment with Outreach team during operations
- **The Children's Society**
 - Workshops attended by KAM front line staff about child exploitation and preventative measures in public spaces



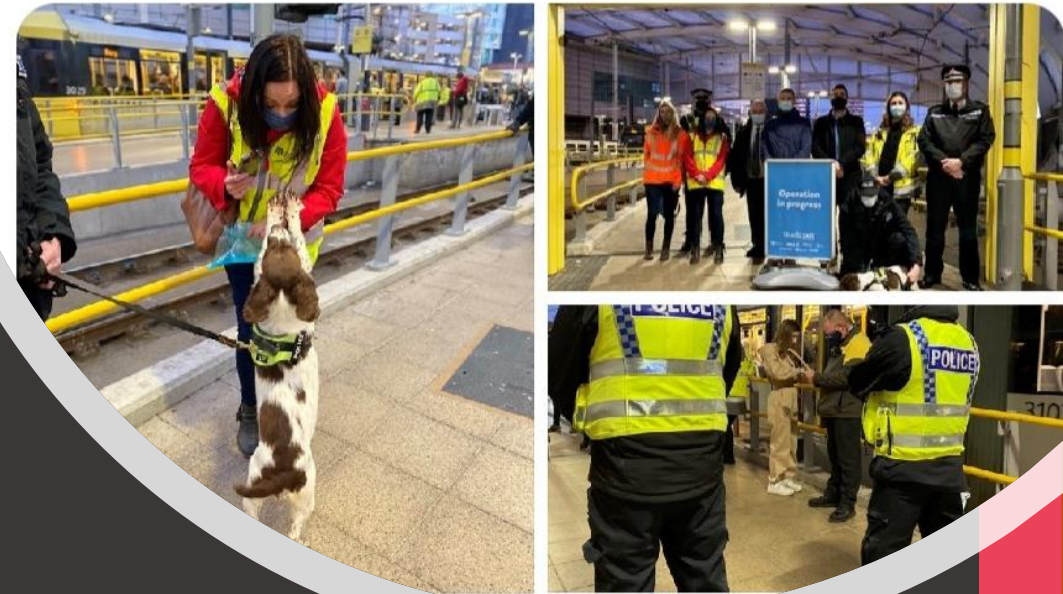
Travel Safe Partnership (Nov – Dec 21)

- Successful roll out of a series of Specialist Operations (approx. twice a week at key locations)
 - Reassurance to customers and staff
 - Visible presence as a deterrent
 - Data driven operations in ASB hot spots
- Launch of the Safer Street initiatives
 - Dedicated security presence at 5 key stops on the Oldham line
 - Work alongside Street Angels to specifically tackle crime against women and girls
 - Very positive feedback received from the community in the first month of operation

Transport for Greater Manches... · 3h

The #GMTravelSafe team are out at #ManchesterVictoria tonight working with the #TransportUnit, @MCRMetrolink @BTPGtrMcr @northernassist and @ManchesterASBAT to keep you safe.

Come and say hello if you see us 🙌🙌🙌



GREATER MANCHESTER TRANSPORT COMMITTEE

METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 14 January 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 07 and 08, 2021/22 (19 September – 13 November 2021).

RECOMMENDATIONS:

Members are asked to note the contents of this report.

CONTACT OFFICERS:

Caroline Whittam	Head of Rail Services	Caroline.whittam@tfgm.com
Mark Angelucci	Rail Performance Officer	Mark.angelucci@tfgm.com

Equalities Implications

Not applicable

Climate Change Impact Assessment and Mitigation Measures

Not applicable

Risk Management

Not applicable

Legal Considerations

Not applicable

Financial Consequences – Revenue

Not applicable

Financial Consequences – Capital

Not applicable

Number of attachments to the report: 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 07 and 08, 2021/22 (19 September – 13 November 2021).
- 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 07 and 08 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
 - Christmas and New Year Services
 - 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 07 and 08, between 19 September and 13 November 2021.
- 2.2. Operational performance remained broadly consistent in Period 07 but declined in Period 08, largely as a result of weather-related events and the onset of autumn, with associated railhead issues across the network.
- 2.3. Train services over the periods covered by this report represented around 82% of pre-Covid levels, following the re-instatement of some services which had been

temporarily suspended in August. These plans mirrored a similar pattern to the timetable operating briefly in December 2020.

- 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.
- 2.5. Patronage levels over the period continued to increase, with Northern reporting around 78% of pre-Covid levels at its highest. Footfall correspondingly increased at Manchester Piccadilly, largely driven by weekend leisure and event demand.
- 2.6. TfGM is currently responding to the detailed timetable consultation as part of the Manchester Recovery Task Force (MRTF). Whilst the preferred option B+ has been chosen, TfGM has some concerns over degradation of connectivity, notably in Wigan and Stockport.
- 2.7. Service delivery has begun to be impacted by crew availability as a result of new and emerging Covid strains. Industrial action and rest day working arrangements are also beginning to impact on staff numbers available for work on certain days.

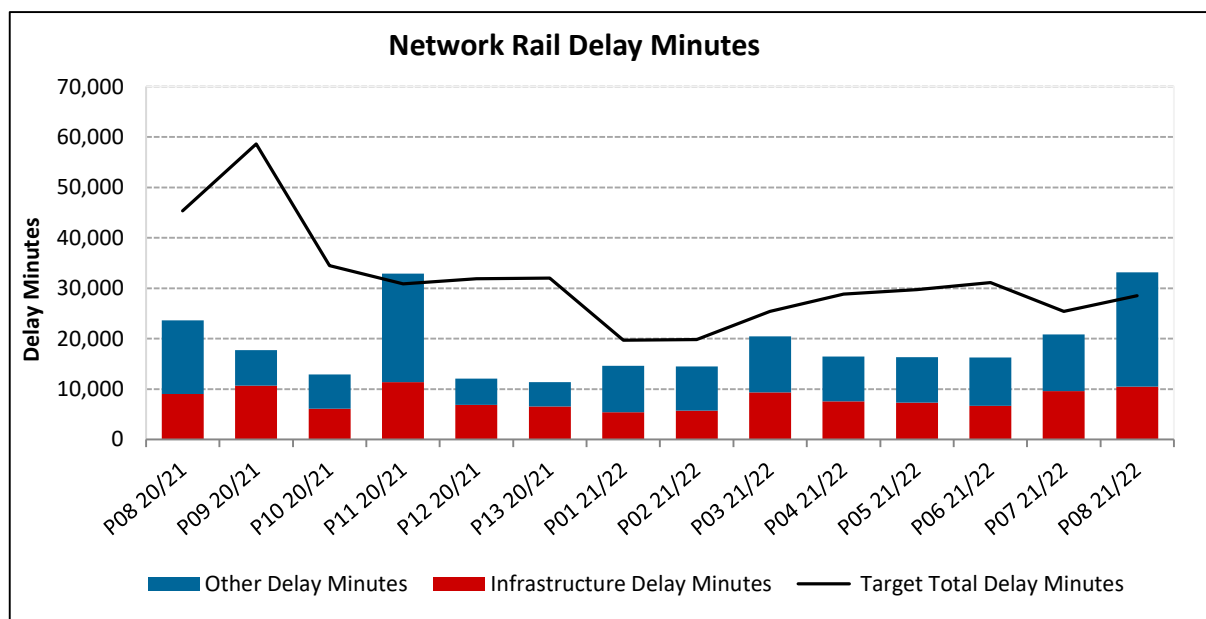
3. OPERATIONAL PERFORMANCE

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 have more than doubled across Network Rail's Manchester Delivery Unit (DU) since Period (P) 06 and reached over 33,000 at the end of P08. Delay minutes in P08 were adverse to target for the first time in ten periods, by 16%
- 3.3. The number of individual infrastructure incidents has risen from 75 in P06 to 88 in P08. Correspondingly, total delay minutes as a result of this have increased from just 6,660 in P06 to 10,505 in P08.
- 3.4. The single largest infrastructure incident involved a damaged OHLE dropper arm at Golborne Junction on 11 October, which resulted in 4,284 minutes delay and a total of 30 cancellations. An emergency speed restriction (ESR) of 20 mph at Chinley on 11 October caused 3,168 minutes delay and 23 cancellations.

- 3.5. Other infrastructure incidents in the periods included signalling failures at Stockport on 30 September (1,223 mins) and at Guide Bridge on 04 October (1,267 mins). Damaged track across Hope Valley caused 1,425 minutes delay on 11 October, whilst a defective rail was responsible for 3,520 minutes delay to Anglo-Scottish services on 02 November.
- 3.6. External delay minutes have been the main driver of increases in overall delay, rising from 9,604 minutes in P06 to 22,675 in P08. Widespread flooding across the network, as a result of Storm Arwen, impacted service delivery and caused multiple cancellations and delay between 26 and 28 October. Locally, lines were flooded at Parkgate and Astley, with further flooding to already saturated ground in the Greenfield area on 02 November.
- 3.7. The largest single External incident involved a repeat trespasser at Slade Lane on 18 October. This caused a 6,179 minutes delay and resulted in 68 full and part train cancellations.

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 Greater Manchester. The largest single incident over the periods covered was a trespasser at Slade Lane Junction on 18 October. BTP were called lineside to apprehend the trespasser, who left the railway only to re-appear later. In total, over 6,000 minutes delay were caused and 68 trains cancelled due to this. It is subject to a Network Rail incident learning review to look at how this type of event can be prevented or better managed in future.
- 3.10. Extensive work is already underway on enhancing physical deterrents at key locations on the network, plus engagement with known offenders and local mental health agencies.
- 3.11. There was a total of four fatalities recorded over the two periods, including incidents at Levenshulme on 07 October and Edgeley Junction on 27 October. Further incidents of threatened suicide were recorded, including at Eccles on 03 October.

Category	Incidents/ Minutes P07	Incidents/ Minutes P08
Trespass	39 (1609)	35 (8262)
Vandalism	5 (101)	6 (264)
Cable Theft	-	-
Fatality	3 (2131)	1 (647)
Grand Total	47 (3841)	42 (9173)

TRAIN OPERATOR PERFORMANCE

- 3.12. Operational performance remained broadly consistent in Period 07, with PPM in the high 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 remained relatively low through the period.
- 3.13. Period 08 saw the onset of autumn and seasonal deterioration in railhead conditions due to accumulated leaf-fall. This year's delays as a result of leaf-fall have not impacted performance as significantly as in previous years. Class 142 (Pacer) units which were highly susceptible to wheel-flats as a result of braking

during autumn, have all been removed from service and both newer and some legacy fleet are now fitted with more advanced braking systems and wheel-slip protection.

- 3.14. Storm Arwen, between 26 – 28 October, was responsible for severe flooding across the network and resulted in emergency speed restrictions in several locations on the network. Additionally, saturated ground led to further flooding at Astley and Greenfield on 02 November.
- 3.15. Crew availability remained relatively stable over the periods and did not largely impact service delivery. For Northern, Sunday Rest Day working arrangements in its Central and West regions continue to present a challenge.
- 3.16. Unit availability has remained strong over autumn, with a reduction in units being taken out of service for wheel repairs (see above). Miles per technical incident have continued to improve for both TPE and Northern's new fleet of vehicles. Northern, however, continues to experience problems on its Class 769 bi-mode units when changing from electric to diesel operation. This has resulted in some of these units being taken out of service and de-strengthening of other services to provide additional diesel stock to cover Southport routes.
- 3.17. Period 08 performance this year has declined for all six GM TOCs compared to the same period last year, when a similar number of train services were operating (82% of pre-Covid). The average of the TOCs PPM scores was 90.1% in 2020 and 79.3% in 2021. This compares to an average of just 72.7% in P08, 2019, when a full timetable was operating.
- 3.18. Period 08 over the past two years has seen severe weather events, however Storm Arwen this year was responsible for greater overall delay. Passenger numbers were also significantly lower last year (during the second national lockdown) at just 15 – 20% of normal, compared to 70 – 75% this year.

TOC/PPM%	P08 2019	P08 2020	P08 2021
Northern	71.5	87.1	81.1
TPE	69.4	93.8	89.8
Virgin/Avanti	66.8	90.5	78.4

Cross Country	76.6	91.9	81.0
TfW	77.7	93.9	73.6
EMR	74.3	83.1	72.1

- 3.19. Towards the end of P08 and P09, crew availability has become the key focus of concern for train operators as new, easier transmissible variants of Covid have emerged. This looks set to progressively worsen as winter approaches, although up to time of publication, emergency train plans have not been implemented.
- 3.20. Industrial relations are affecting crew availability at East Midlands Railway (guards and senior conductors), Cross Country and now TPE. There has been an end to rest day working at TPE and its members of the RMT have been balloted for strike action. Cross Country guards have announced strike days planned for Christmas and New Years' Eves (24 and 31 December). Avanti staff have also been balloted for industrial action. These measures will likely affect service delivery in the run up to Christmas and there is potential for late notification service cancellations.

SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 07/08

Date	Incident	Delay Minutes	Cancellations
18 October	Trespass, Slade Lane	6,179	68 full/part
11 October	OHLE issues, Golborne	4,284	9 full/21 part
27 September	Tree on line, Rochdale	2,089	17 full/56 part
28 October	Points failure, Stalybridge	1,992	47 full/part
01 November	Track circuit failure, Hall Royd Junction	1,650	16 full/part

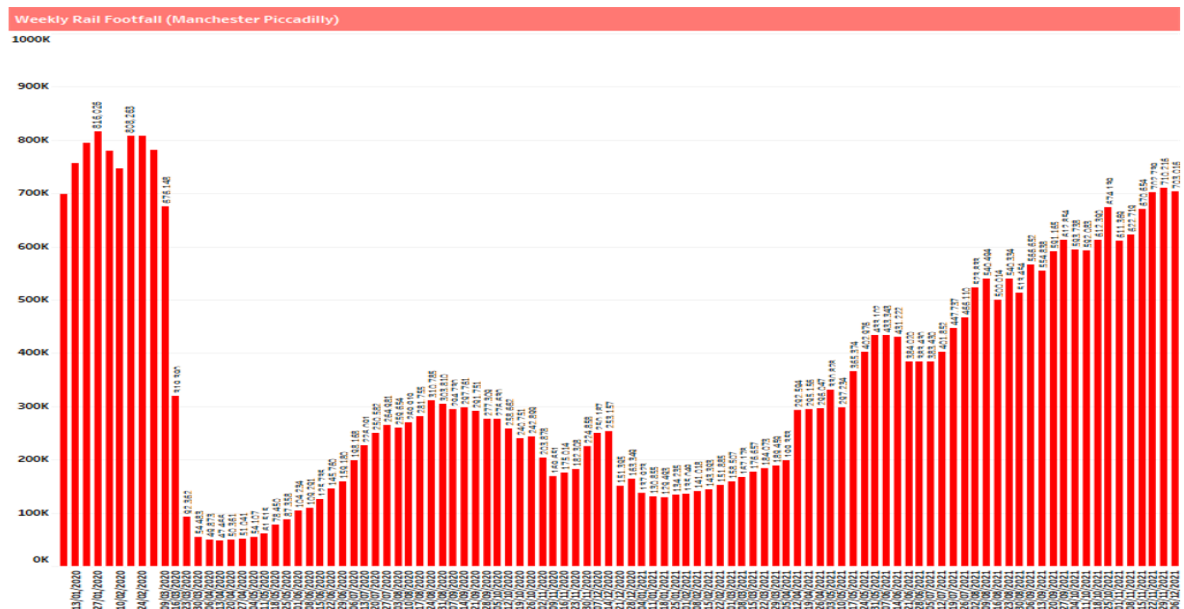
SIGNIFICANT INCIDENTS, LNW NETWORK, PERIODS 07/08

Date	Incident	Delay Minutes	Cancellations
28 October	Unit loss of power, Watford Junction	10,529	38 full/46 part

19 October	Fatality, Watford Junction	4,408	20 full/18 part
20 October	Embankment issues, Chinley	3,875	2 full/part
02 November	Defective rail, Oxenholme	3,520	2 full/part
11 October	20 mph ESR, Chinley	3,168	19 full/4 part

4. PATRONAGE

- 4.1. Nationally, rail patronage increased to around 70% of pre-Covid levels, with some areas, including the north-west, recovering quicker than areas such as London and the south-east. Northern achieved around 78% of its pre-Covid passenger levels over the periods. Patronage remains increasingly driven by leisure travel, with weekends seeing the strongest growth.
- 4.2. TPE reported 68% of its pre-Covid passenger levels, with Anglo-Scottish and weekend services being the busiest. Traditional peak-time demand continues to be suppressed, with those who can, opting to work from home where possible
- 4.3. Longer distance operators experienced demand at around 60% for Avanti West Coast and 50% for EMR on its Liverpool – Norwich services. Fridays and Saturdays remain the busiest days for travel on longer distance services.
- 4.4. More recently, patronage stabilised and has now started to decline, as fears increase around contagion from newer Covid variants. Plan B, brought in by the government on 13 December 2021, will see people advised to work from home again and the re-introduction of mandatory face coverings on public transport.
- 4.5. The chart below shows weekly footfall totals at Piccadilly station since the start of the pandemic. The busiest days of the week continue to be Friday/Saturday (dependant on events), with Sundays now third busiest. Monday and Tuesdays continue to be the quietest days. Footfall on Saturdays had reached almost pre-pandemic levels of 120,000+ on certain days.



5. FACE COVERING USAGE

- 5.1. Face coverings became non-mandatory on 19 July and have gradually declined across summer and autumn. Usage has varied by time and day and on individual routes, with morning peaks and city centre services experiencing greater use. Usage has also varied considerably demographically, with younger people far less inclined to wear coverings.
- 5.2. Coverings became mandatory once again on 13 December, as part of the government's Plan B to try to limit the spread of the Omicron variant. Usage is currently reported at between 65 - 80%, although appears far less at weekends and with younger travellers.
- 5.3. Train operators' staff continue to lead by example and there remain regular automated announcements for passengers to wear masks, particularly when moving about the train and at stations.

6. TIMETABLE CHANGES

- 6.1. Nationally, train timetables changed on 12 December. For Greater Manchester, this saw train services reach approximately 85% of pre-Covid levels, with some improved Sunday services and the return of three trains per hour between Manchester – London.

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:

- Return to 3 trains per hour between Manchester – London

EMR:

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

MANCHESTER RECOVERY TASK FORCE (MRTF)

- 6.2. The government made an announcement regarding the timetable planned for December 2022 on 12 October, alongside publishing the official response to the Manchester Recovery Task Force consultation, which took place between 14 January and 10 March 2021: [Timetable options to improve rail performance in the north of England - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/timetable-options-to-improve-rail-performance-in-the-north-of-england).
- 6.3. The next stage of this process is a detailed operator timetable consultation which TfGM is currently responding to, along with the ten districts and other key stakeholders. 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.
- 6.4. 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.
- 6.5. The consultation closes on 31 December 2021, with timetable changes scheduled to be implemented from December 2022.

7. OPERATOR UPDATES

NETWORK RAIL

- 7.1. Staff resources are stable across all key locations, including managed stations and at operational sites. Network Rail continues to monitor cases and staff isolations across its business. There has been an increase in absence and isolation, but cover has been maintained. To date, there has been no noted increase in Omicron variant cases.
- 7.2. Network Rail has updated its website and social media channels around engineering works taking place this Christmas and New Year. Details as below.
- 7.3. Network Rail has given advance notice of lift refurbishment at Manchester Piccadilly station on platforms 13 and 14. The work will take place between 03 January – 16 May 2022 and sees lifts replaced to improve reliability. A temporary stairlift will be available on platform 14, with additional staff on hand to help passengers. Passengers are advised to pre-book assistance if needed and that rail tickets will be valid to/from nearby fully accessible stations during the period.

NORTHERN TRAINS LIMITED

- 7.4. Customer journeys were reported at 73% of pre-Covid levels up to early December. These have declined from around 78% over the past couple of weeks, since new restrictions came in on 27 November.
- 7.5. Resource picture remains challenging due to Covid and other seasonal sickness. High absence rates have been reported at key depots including Blackburn, Barrow-in-Furness, Blackpool North, Liverpool and Wigan.
- 7.6. Traincrew unavailability (which changes quickly) in mid-December – 15% across the Central Region, 19% across the West Region but higher at some locations.

TRANSPENNINE EXPRESS

- 7.7. In a rail industry first, customers looking to book assistance can now benefit from a new WhatsApp service making it even easier, and providing another option, when booking Passenger Assist prior to travelling.
- 7.8. The new service is monitored seven days a week between 6am and 11pm (except Christmas Day and Boxing Day) and can be accessed at: 07812 223 336. Anyone requesting assistance is asked to message 'Assisted Travel' to the number and a member of staff will help make the booking.

- 7.9. The rail industry, with approval from the Department for Transport, is extending the existing 'Book with Confidence' policy allowing customers to change their booked journey free should their circumstances change. Walk-up tickets already have flexibility inbuilt, but the industry will continue the temporary amendment to Advance ticket terms & conditions to help customers gain confidence travelling by rail again.
- 7.10. Book with Confidence will now run up to and including 31 March 2022 so that Advance ticket bookings can be exchanged to travel at a different time or date free.

8. ENGINEERING

- 8.1. There was significant engineering planned over the Christmas and New Year period, affecting trains using Manchester Victoria, Leeds and Anglo – Scottish services. Manchester Victoria was closed to all rail services on 27 and 28 December and 01 – 03 January. Trains from the north and west were diverted, to start/terminate at Manchester Oxford Rd or Piccadilly. Replacement bus operated to Salford Crescent station. Buses also replaced trains for Ashton and Rochdale services. TPE services for Stalybridge that served Victoria were diverted to/from Manchester Piccadilly.

9. DISRUPTION DUE TO STAFF SHORTAGES

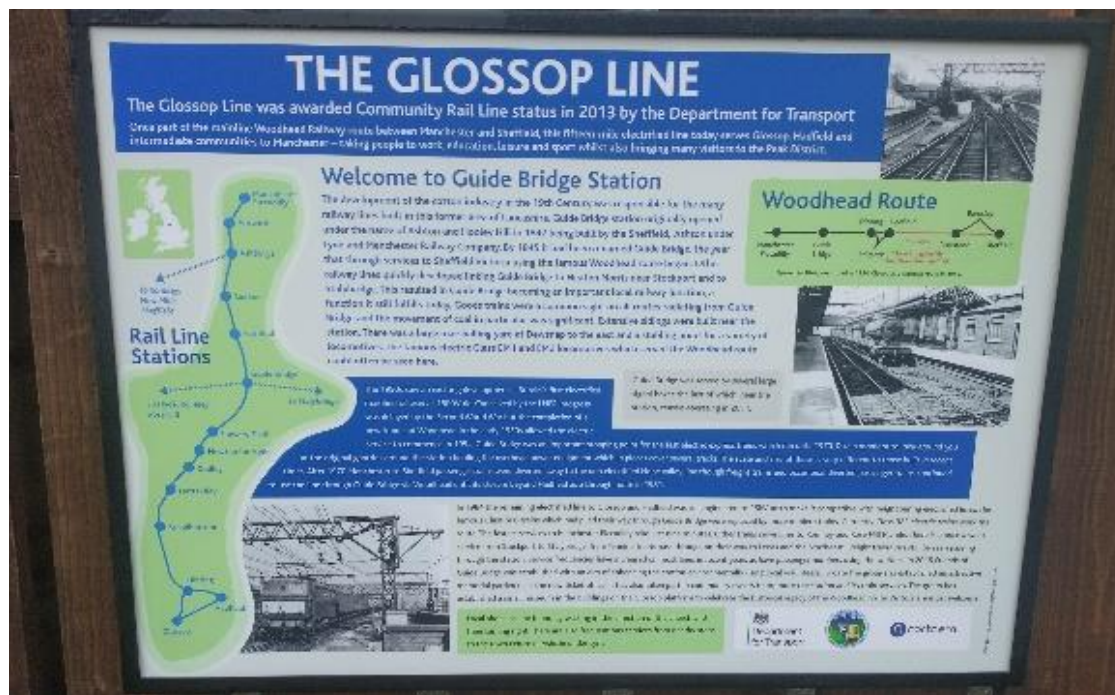
- 9.1. At the time of publication, train operating companies are experiencing crew availability issues as a direct result of Covid and services are subject to both pre-planned and some late-notification cancellations.
- 9.2. On Sundays 12 and 19 November, Northern pre-cancelled around 115 Greater Manchester services on some routes, in order to preserve deliverability on others. This looks likely to continue until the new year and passengers are urged to check before they travel on any train journey. Services have mainly been thinned out and cancelled on Liverpool and other routes in the west of the region and have been targeted, so that alternative services are available.
- 9.3. TPE has now introduced ticket acceptance on other operators' services, should its own services be cancelled. This is available on Northern, LNER and EMR routes until 10 January 2022 and on Cross Country services until 04 January. Northern currently has ticket acceptance in place during disruption to enable its passengers to use TPE services (until 10 January).

- 9.4. It is likely that other operators will follow suit and an update will be provided at Committee.

10. COMMUNITY RAIL

- 10.1. TfGM continues to work with local communities and station groups on various projects in the region. Working closely with colleagues at Northern, we have managed to set up new adoption Friends groups at Ince, Moorside, Hyde North, Hyde Central and Deansgate stations.
- 10.2. Northern has been instrumental in the local school's adoption of Moorside station, which has seen the burnt-out ticket office brought to life with colourful artwork. Other station projects include Ashton (planters and college artwork), Glossop Line (information and local history boards) and Ince (planter and Christmas decorations).
- 10.3. TfGM continues to support our local Community Rail Partnerships (CRPs) and is pleased to congratulate South Lancashire CRP on its recent wins at the national community rail awards, with its Hate Crime and Sunday Rivington bus projects.





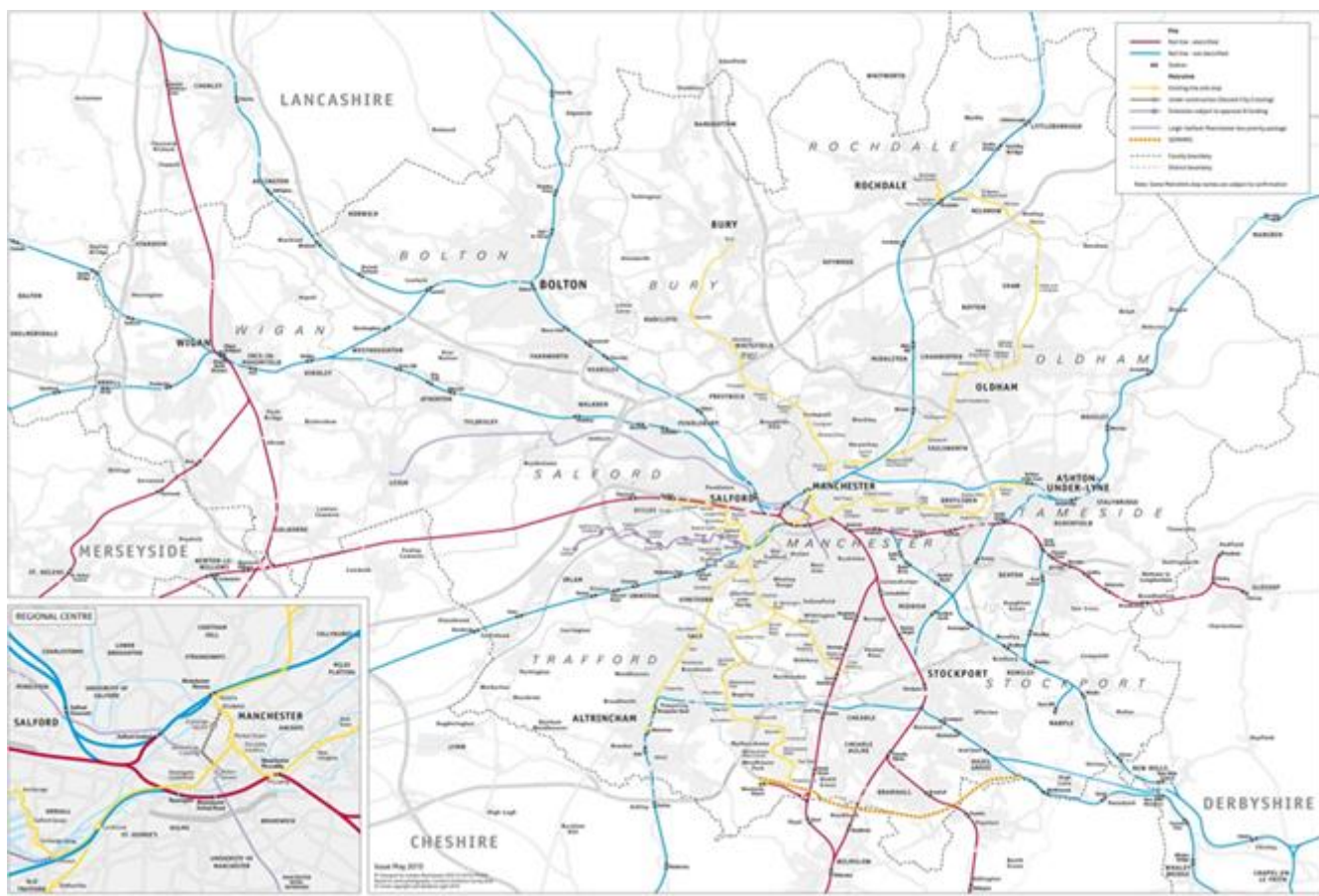
Simon Elliott,

Head of Rail Programme, TfGM

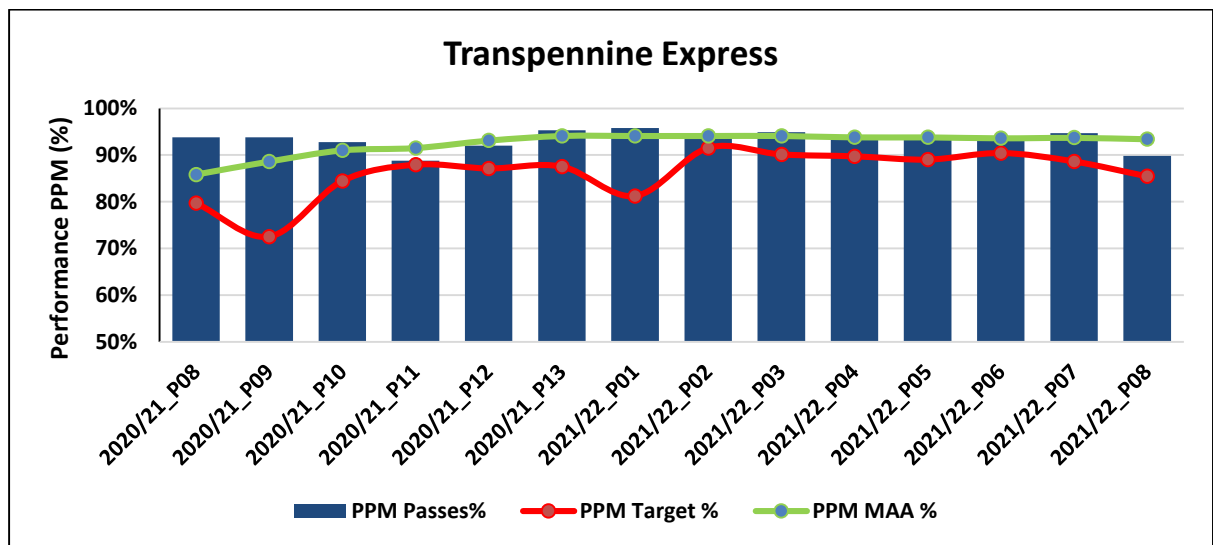
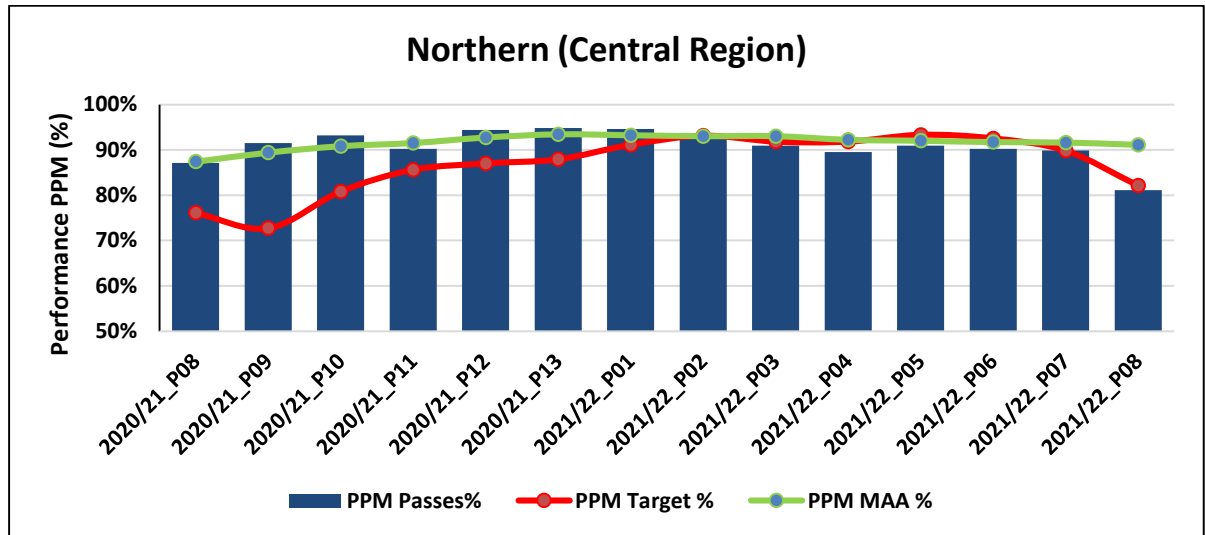
APPENDIX A – RAILWAY PERIOD DATES 2021/22

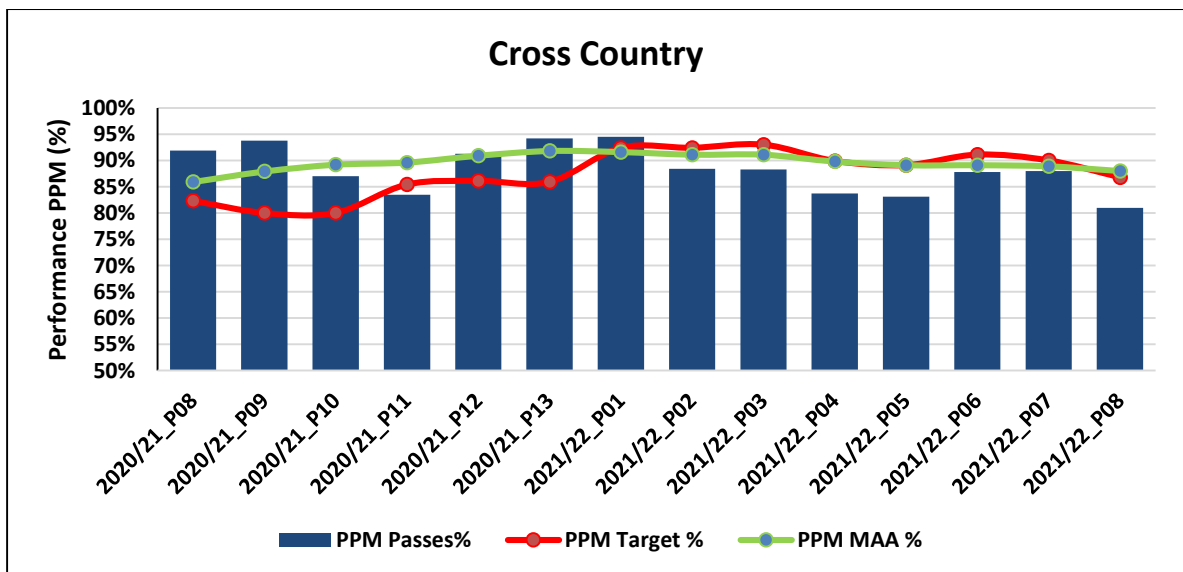
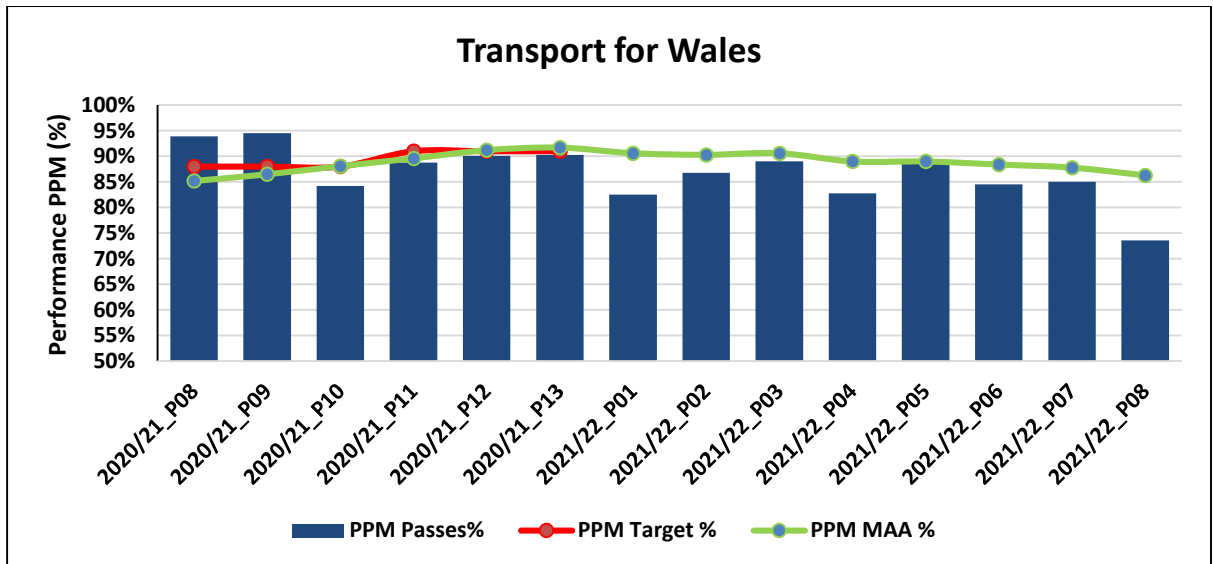
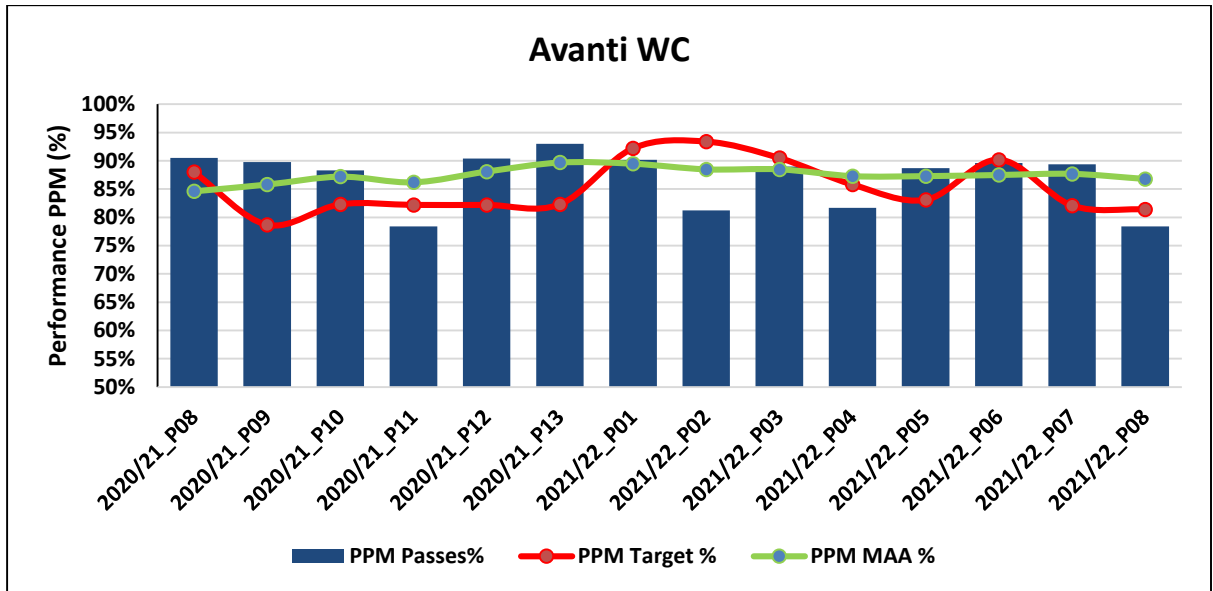
2021-22	Start date	End date
Period 1	01.04.2021	01.05.2021
Period 2	02.05.2021	29.05.2021
Period 3	30.05.2021	26.06.2021
Period 4	27.06.2021	24.07.2021
Period 5	25.07.2021	21.08.2021
Period 6	22.08.2021	18.09.2021
Period 7	19.09.2021	16.10.2021
Period 8	17.10.2021	13.11.2021
Period 9	14.11.2021	11.12.2021
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

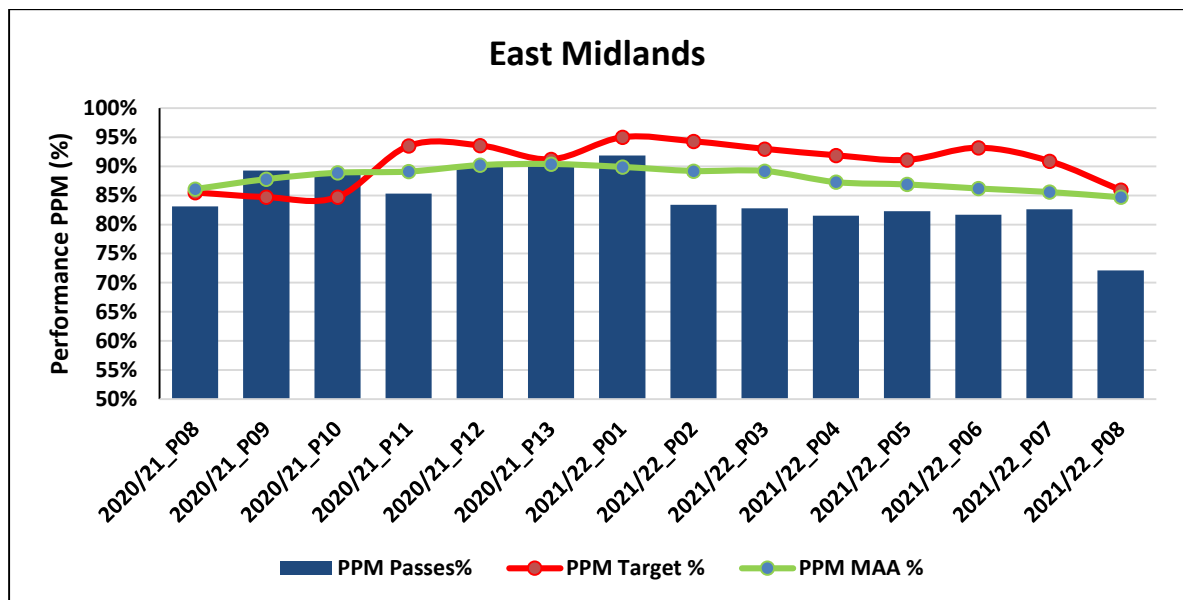
APPENDIX B: GREATER MANCHESTER RAIL NETWORK MAP



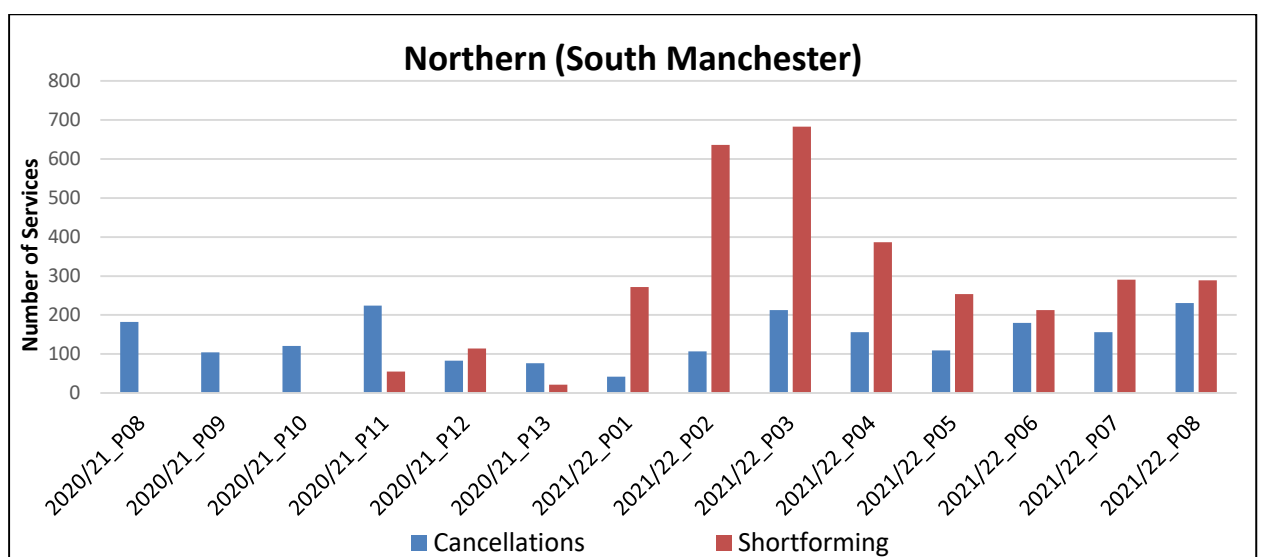
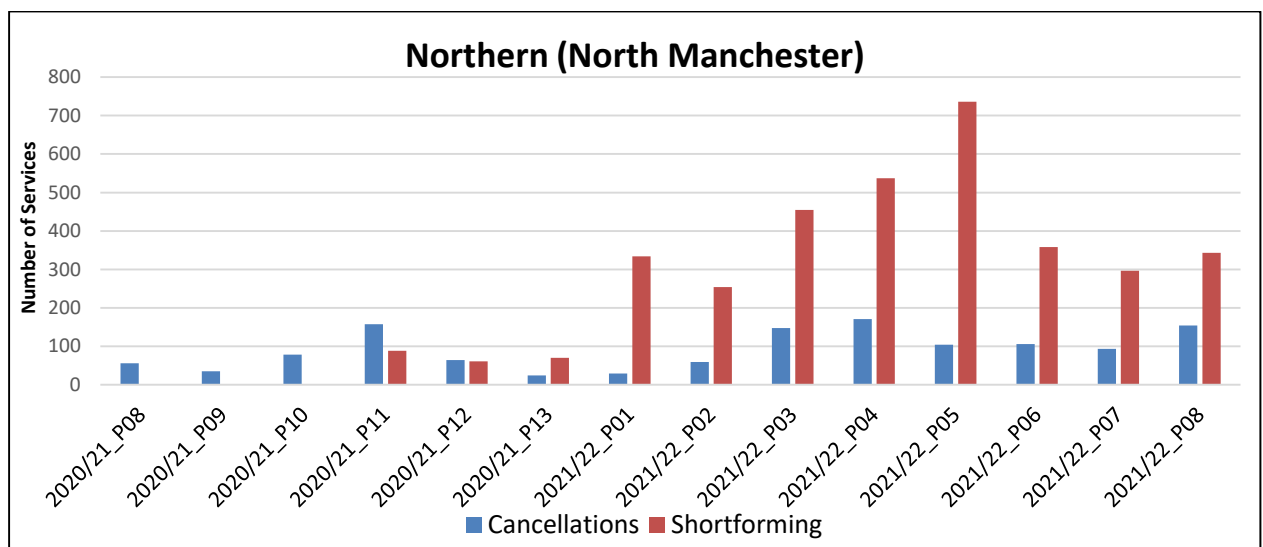
APPENDIX C: TOC PPM V TARGET AND MOVING ANNUAL AVERAGE, PLUS
CANCELLATIONS AND SHORT FORMING

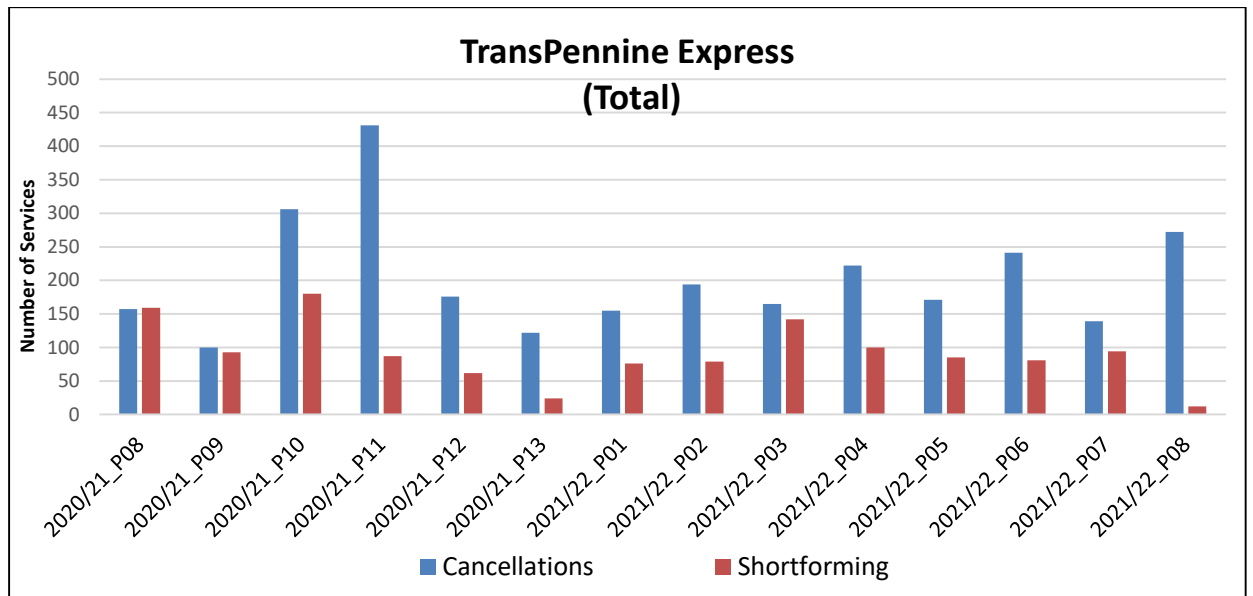






Cancellations and Short Forming – Northern/TPE





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

Northern Line of Route	P07	P08	Year to Date
CLITHEROE - BOLTON - VICTORIA	81.7	72.4	82
PICCADILLY - STOCKPORT - CREWE	77.8	67.2	81.4
PICCADILLY - BUXTON	75.3	69.6	80
LEEDS - WIGAN	55.2	49.6	71
KIRKBY - VICTORIA - BLACKBURN*	72.1	53.9	75.2
PICCADILLY - NEW MILLS CENTRAL	70	62.9	79.3
SOUTHPORT/VICTORIA - STALYBRIDGE	68.6	56.8	68.3
LIVERPOOL - MANCHESTER OXFORD RD	69	59.2	72.9
PICCADILLY - HADFIELD/GLOSSOP	67.9	56	72.1
BLACKPOOL - WIGAN - LIVERPOOL *	68	57.7	71.1
PICCADILLY - STOKE	66.6	55	71
BLACKPOOL Nth - BOLTON - AIRPORT	67.9	59.1	71.7
LIVERPOOL - CREWE via Airport	61.7	52.2	68.8
BLACKBURN - VICTORIA - ROCHDALE (stopper)	n/a	74	83.8
HAZEL GROVE - BLACKPOOL	65	57.6	69.8
PICCADILLY - CHESTER	59.5	50	67.8
MANCHESTER - PRESTON	79.9	65.9	78.4
PICCADILLY - SHEFFIELD	60.3	43.6	64.8
PICCADILLY - ROSE HILL MARPLE	65.6	54.8	69.7
SOUTHPORT - OXFORD RD/ALDERLY EDGE	56.8	45.4	60.4
LIVERPOOL - WARRINGTON - AIRPORT	69.7	59.9	72.2
AIRPORT - WIGAN NW - BARROW/WINDERMERE	57.2	47.9	60.7
MANCHESTER VICTORIA - LEEDS	55.2	35.2	53.3
LEEDS - CHESTER	54.3	34.9	52.8

TPE Service Group	P07	P08	Year to Date
North	72.8	59	75.6
South	69.7	57.5	72.1
Scottish	60.1	42.7	60.6



Greater Manchester Transport Committee –

Work Programme

January 2022 to March 2022

The table below suggests the Committee's work programme from January 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

January 2022

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus Services Sub Committee	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
Metrolink & Rail Services 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
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
	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
	BSIP and CRSTS Update	Steve Warrener / Stephen Rhodes	To update members on the outcomes of the Bus Service Improvement Plan and City Region Sustainable Transport Settlement bids and priorities for implementation across GM.	Implementation
	GM WRAPS (Road Activity	Peter Boulton, TfGM	To provide an update to members on the current	Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Permit Scheme)		arrangements for the GM WRAPS scheme.	

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
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

To be scheduled –

National Bus Strategy

Clean Air Plan

Accessible Transport Review

E-scooter proposals across GM

National and regional position on pavement parking

Our Pass Review