

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

**DATE:** Friday, 12th November, 2021

**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 17 September 2021** 5 - 14  
To consider the approval of the GMTC Metrolink & Rail Sub Committee minutes of the meeting held 17 September 2021.
5. **Metrolink Service Performance** 15 - 36  
Report of Daniel Vaughan, Head of Metrolink, TfGM.

<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>

6. **Metrolink Operator Update**  
Verbal update from KeliosAmey Metrolink.
  
7. **Local Rail Service Performance** 37 - 58  
Report of Caroline Whittam, Head of Rail Services, TfGM.
  
8. **Rail Operator Update**  
Verbal update from Rail Operators.
  
9. **Manchester Recovery Task Force Update**  
Verbal update of Gary Bogan, Rail North Partnership Director
  
10. **GM Transport Committee Work Programme** 59 - 64  
Report of Gwynne Williams, Deputy Monitoring Officer, GMCA.
  
11. **Dates and Times of Future Meetings**  
To consider future meeting dates for the Committee.

Friday 14 January 2022

Friday 11 March 2022

Meetings will commence at 10:30am

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



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## Declaration of Councillors' Interests in Items Appearing on the Agenda

GMTC Metrolink & Rail Sub-Committee 12 November 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
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.

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# Agenda Item 4

**MINUTES OF THE VIRTUAL MEETING OF THE GREATER MANCHESTER  
METROLINK AND RAIL SUB COMMITTEE  
HELD ON FRIDAY, 17 SEPTEMBER 2021 AT 10:30AM MANCHESTER TOWN HALL**

**PRESENT:**

Councillor Stuart Haslam	Bolton Council
Councillor Mohammed Ayub	Bolton Council
Councillor Emma Taylor (Chair)	Manchester City Council
Councillor Norman Briggs	Oldham Council
Councillor Susan Emmott	Rochdale Council
Councillor Shah Wazir	Rochdale Council
Councillor Tom McGee	Stockport MBC
Councillor Angie Clark	Stockport MBC
Councillor Steve Adshead	Trafford Council
Councillor Andrew Western	GMCA

**OFFICERS IN ATTENDANCE:**

Mark Angelucci	Rail Officer, TfGM
Lindsay Dunn	Governance Officer, GMCA
Simon Elliott	Head of Rail Programme, TfGM
Victoria Mercer	Metrolink Service Delivery Manager, TfGM
Caroline Whittam	Head of Rail Services, TfGM
Gwynne Williams	Deputy Monitoring Officer, GMCA

**OPERATORS IN ATTENDANCE:**

Jody Ball	Cross Country Trains
Dan Coles	Network Rail
Charlie French	Avanti
Chris Jackson	Northern
Claire Sprotson	Keolis Amey

**GMTMRC 32/21 APOLOGIES**

**Resolved /-**

That apologies be noted and received from Councillors Doreen Dickinson, Joanne Marshall, Howard Sykes (Councillor Angie Clark substituting), Guillaume Chanussot (Keolis Amey) and Lucja Majewski(TransPennine Express).

**GMTMRC 33/21 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS**

**Resolved /-**

There were no chairs announcements or items of urgent business.

## **GMTMRC 34/21    DECLARATIONS OF INTEREST**

### **Resolved /-**

There were no declarations of interest.

## **GMTMRC 35/21    MINUTES OF THE GM TRANSPORT METROLINK & RAIL SUB COMMITTEE MEETING HELD 16 JULY 2021**

### **Resolved /-**

That the minutes of the GM Transport Metrolink & Rail Sub Committee meeting held 16 July 2021 be approved as a correct record.

## **GMTMRC 36/21    METROLINK SERVICE PERFORMANCE**

Victoria Mercer, Metrolink Service Delivery Manager, TfGM introduced the Metrolink quarterly performance report which provided a performance summary for the rolling 12-month period.

In doing so she provided the Committee with a further update on emerging issues since the publication of the report. Members were advised that the Unite union had confirmed that Metrolink staff, when balloted, had recently voted in favour of industrial action in a dispute over pay. The proposed dates, 25 and 26 September, 10 and 24 October coincided with significant events that would be taking place across the City and subsequently impact on services for passengers. TfGM officers would continue to work closely with KAM on contingency provision for the proposed days of industrial action along with measures across the transport network with other providers to mitigate, where possible, the impact on passengers.

Members were provided with information in relation to two recent safety incidents in Audenshaw and at Exchange Square. It was confirmed that formal investigations had been initiated for both incidents.

It was reported that there had been an increase in Anti-Social Behaviour (ASB) throughout the summer related to incidents involving youths. Work was ongoing with the TravelSafe Partnership, GMP and Local Authorities to tackle increased reports of ASB and assaults across the Metrolink network. As a result, TfGM had received a formal request at the last meeting of Greater Manchester Transport Committee (GMTC), from Councillor Phil Burke for all Metrolink staff to have access to body cameras due to increased assaults to staff. It was reported that this would be considered and reviewed in conjunction with KeolisAmey and further feedback would be provided to all relevant parties.

Operational performance during July 2021 was significantly affected by staff shortages and as a result and the disruption experienced during July, tram frequencies were reduced on 9 August to ensure a more reliable service could be operated. The Altrincham to Bury route was reintroduced from 31 August and the East Didsbury to Shaw route on 6 September.

Patronage had risen above 50% and had reached circa 69% of pre-COVID levels during the current week with a significant uplift of 118% the previous weekend due to events held across the City.

An update relating to engineering works on the network was provided. Services on the Eccles line which were originally scheduled to reopen on the 1 August, reopened on the 16 August as a result of the degraded condition of the concrete which had become visible once the old track was removed. Resources for bus replacement services were restrained throughout the fifteen day delay, the outcome and impact of which had been reviewed to improve services to customers going forward.

It was reported that seven day capping for contactless services had been introduced on 6 September to provide customers with improved value for money offer on fares and flexibility when travelling.

It was reported that robust services had been successfully and safely planned collaboratively to mobilise passengers to events across the transport network including Parklife at Heaton Park, a football match at Old Trafford along with a scheduled cricket match which had been subsequently cancelled.

Members welcomed the informative update along with crime and ASB data within the report. It was advised that residents in Rochdale had contacted Councillor's in relation to ASB at Rochdale Town Centre, Newbold and Milnrow Metrolink stops where youths had been fighting and intimidating passengers and Metrolink staff. The provision of body cameras for all staff was supported along with an increased presence of Travelsafe officers. An increase in police operations across the Rochdale line to include other stops such as Hollinwood and Newton Heath to increase the safety for passengers and staff was requested.

The Committee were reassured that presence was being increased particularly at known hot spots based on data collated and work was ongoing with the TravelSafe Partnership, GMP and Local Authorities to tackle increased reports of Anti-Social Behaviour and assaults across the Metrolink network. Furthermore, every reported incident would be passed to GMP along with evidence to investigate and progress. It was advised that a further update on matters relating to crime and Anti-Social Behaviour along with details of ongoing targeted work and next steps would be reported to the next GMTTC meeting by TFGM and GMP.

Members questioned if data was available on the wearing of face coverings across the network. It was reported that compliance had fallen steadily since the change to national legislation despite it being a condition of carriage on Metrolink. This however was not easily enforceable in practice and current compliance was approximately 50%.

A breakdown of patronage by line was requested and it was agreed that future update reports to the Committee could accommodate this request.

Members highlighted and discussed concerns regarding the planned industrial action and asked what mitigation and additional measures were being considered given the planned events which would attract many visitors over the proposed dates. TfGM reiterated that they would continue to work with KAM on options and proposals for the days of industrial action along with other providers to alleviate, where possible, the effect on passengers and would provide specific communication in advance.

#### **Resolved /-**

1. That the report be noted.
2. That the Sub-Committee be advised that the Unite union had confirmed that Metrolink drivers, when balloted, had voted in favour of industrial action in a

dispute over pay.

3. That it be noted that KeolisAmey would continue to work towards an agreement with Unite to prevent strike action on 25 and 26 September, 10 and 24 October, and mitigate any subsequent impact on services to passengers which coincided with a number of significant events in GM.
4. That TfGM officers would continue to work closely with KAM on contingency provision for the proposed days of industrial action along with measures across the transport network with other providers to mitigate, where possible, the impact on passengers and provide specific communication.
5. That the detail in relation to two safety incidents which had occurred since the publication of the report in Audenshaw and at Exchange Tram stop be noted and Members be advised that formal investigations had been initiated.
6. That Members be advised that work was ongoing with the TravelSafe Partnership, GMP and Local Authorities to tackle increased reports of Anti-Social Behaviour and assaults across the Metrolink network.
7. That it be confirmed that TfGM had received a formal request at the last meeting of Greater Manchester Transport Committee (GMTC), from Councillor Phil Burke for all Metrolink staff to have access to body cameras as a result of increased assaults to staff. This would be considered and reviewed in conjunction with KeolisAmey and further feedback would be provided to all relevant parties.
8. That the comments from Members regarding crime, ASB and intimidation be noted on the Oldham/Rochdale and East Didsbury line and an increase in operations to combat incidents be requested for the safety of passengers.
9. That a further update on matters relating to crime and Anti-Social Behaviour along with details of ongoing targeted work and next steps be reported to the next GMTC meeting.
10. That a breakdown of patronage across the network on a line-by-line basis be included in future updates to the Sub-Committee.

## **GMTMRC 37/21 METROLINK OPERATOR UPDATE**

The Committee invited Claire Sprotson, HR Director, KeolisAmey to provide feedback on Metrolink services in GM over the recent period.

- KeolisAmey were aligned to work in partnership to help tackle crime and ASB and encouraged staff to report activity and incidents across the network to support customers.
- Talks would continue with Unite regarding the pay offer and the planning process alongside TfGM in the event of industrial action.
- Patronage increases and the stabilisation of Covid absences due to the 'pingdemic' were described as encouraging.
- As a result of Covid, there had been a reported increase in staff absence due to mental health issues and long Covid symptoms. Support was being provided to employees across the business.
- Driver recruitment had recommenced and there were an encouragingly high number of reported applicants for positions.
- Staff morale and engagement had been positively affected as a result of successfully mobilising the network to manage Parklife.
- Improving internal communications to engage staff to provide a customer enhanced Metrolink service continued.

## Resolved /-

1. That the update be noted.
2. That Members be advised that KAM were aligned with colleagues and organisations to work in partnership to tackle incidents of crime and ASB and encourage staff to report incidents to support customer safety across the network.

## **GMTMRC 38/21 LOCAL RAIL PERFORMANCE REPORT**

Caroline Whittam (Head of Rail Services, TfGM) provided an update to members on rail service and operation across Greater Manchester over rail periods 03 and 04, 2021/22 (30 May – 24 July 2021).

Although operational performance declined slightly during the period for all six train operating companies serving Greater Manchester performance was reported to be good.

Rail Patronage continued to increase steadily to circa. 60% nationally of pre-Covid levels and Northern had reported that their figures had increased to 65%. It was advised that Northern had brought in amended train plans to reflect their ability to deliver services because of unprecedented numbers of train crew contracting Covid or receiving isolation alerts. Services had been temporarily suspended to preserve service delivery on key routes and avoid late-notification service cancellations.

Whilst face coverings were made non-mandatory on 19 July, usage remained relatively high at around 50 – 60% on rail initially. It had since declined to around 35%, although it was higher on longer distance, city centre and morning peak services.

Regarding timetable changes in December 2021, it was advised that both Northern and TPE had not planned to feature any significant changes or uplifts. However, Northern had prioritised enhancements to some Greater Manchester routes on Sundays which were detailed in the report.

Detail on major improvement on the Hadfield and Glossop lines and key sections of track and railway bridge upgrades to improve reliability as part of the Trans-Pennine Route Upgrade carried out by Network Rail were outlined. It was noted that no negative feedback had been received by TfGM from customers during the period of disruption,

In welcoming the report Members positively acknowledged that there had been no negative feedback received from passengers during the period of disruption. Concern was raised however regarding Sunday services across the network in mid Cheshire, West Houghton and services from Rose Hill in particular and the impact on leisure given the recent uptake in leisure rail services.

It was acknowledged that the provision of Sunday services was linked to historic issues regarding terms and conditions for drivers and the industry were working hard to address as referenced in the Enabling Framework Agreement. It was suggested that the progress of the rail industry to address concerns impacting on Sunday services would be provided at a future meeting by Train Operating Companies (TOCs).

Further detail on the ransomware cyber-attack which had targeted Northern's new self-service ticket machines was requested and provided. It was noted that leniency to customers

that were impacted and unable to purchase tickets in that way had been adopted by train staff during the period.

It was suggested that customers had encountered technical issues when purchasing tickets as part of the launch of Northern's £1 flash sale deal. It was agreed that any specific issues relating to the Northern website or app regarding customers being unable to access the £1 ticket sale be reported directly to Chris Jackson.

### **Resolved /-**

1. That the report be noted.
2. That an update on the progress of the rail industry to address concerns impacting on Sunday services raised by Councillor Angie Clark be provided at a future meeting by Train Operating Companies (TOCs).
3. That any specific issues relating to the Northern website or app regarding customers being unable to access the £1 ticket sale launched by Northern be reported directly to Chris Jackson.

## **GMTMRC 39/21 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 West Coast services had reduced from 2 to 1 per hour during August as the result of increased isolation alerts. Services had now resumed and there had been a reported increase in demand across routes and business routes into Manchester were growing at a strong rate with a 17% increase in growth week on week aligned to the return of schools. It was recognised demand would continue and from December 2021 a third train per hour would be introduced between Manchester to London.

Timetable consultation would be launched over the forthcoming weeks ahead of December 2022. A new marketing campaign had recently been launched which had positively impacted on increased ticket purchases. Operating hours of ticket gates lines had been extended across the network which would result in increased revenue protection. Staffing levels of front line staff were reported to be volatile which had resulted in ticket gates being open during periods of the weekend of Parklife, however alternative methods of fare protection had been adopted.

- Cross Country – reported passenger numbers were between 50-60% pre pandemic. There would be no timetable changes across the Manchester region in December 2021, however the re-introduction of Manchester to Southwest services was being considered for future iterations. There had been some infrastructure failures across the network and work was underway in collaboration with Network Rail to understand the impact. There had been issues in relation to ASB and trespass in Stockport and work was ongoing with British Transport Police (BTP) to address the issue. Double trains were

operating across the network in particular Birmingham to Manchester routes. Enhanced cleaning as a result of Covid remained across the fleet and the organisation continued to support community events where possible.

- Network Rail – the risk impact of track and trace self-isolation across the network had stabilised although the position regarding Covid continued to be monitored.

Footfall at Manchester Piccadilly was reported at 60-80k per day during the week, rising to 80-90k at weekends. Since the beginning of the pandemic, the highest figure had been reached the previous weekend due to events such as Parklife of circa. 115k.

The mobility assistance service at Piccadilly had also increased which was a positive reflection that potentially vulnerable passengers were beginning to return to train travel.

Academic studies had been carried out at Network Rail managed stations which had confirmed there was no prevalence of Covid-19 during the assessment of handrails, ticket machines and infrastructure etc. Furthermore, an industry marketing campaign had been launched to welcome passengers back onto the network.

A breakdown of the completed sixteen day Trans Pennine engineering work programme was outlined. Further detail regarding trespass and vandalism figures were provided and it was reported that a national campaign called 'shattered lives' had been launched. It was confirmed that Network Rail worked alongside BTP undertaking security action days targeting trespass and vandalism. A holistic approach was adopted and prosecutions were undertaken where appropriate.

An update on the campaign launched in Partnership with Shelter using Manchester Piccadilly as a trial site to identify homeless and rough sleepers using the station including the numbers of those referred and placed in permanent and temporary accommodation was provided.

Members were advised of the lift renewal work that would take place at platforms 13 & 14 at Manchester Piccadilly between the period 3 January 2022 – 18 April 2022 and the alternatives available for passengers.

The opportunity to improve accessibility to the car park at Romiley train station at the same time as platform lengthening under the Access for All (AfA) programme was requested, and it was agreed that a site visit would be carried out to establish the possibility.

- Northern Rail – further detail on proposed timetable changes to come into effect in December 2022 was imminent. It was agreed that an update on the proposals and a report on the consultation exercise would be provided at a future meeting of the Sub-Committee.

Working in Partnership with TfGM and other providers to support events across the City had been a recent key focus for Northern.

An update on the progress of the accessibility taskforce was provided and Members were made aware of the significant financial challenge of the aspiration to make all GM train stations accessible. It was advised that £4m of investment had been committed to install accessible toilets at most Greater Manchester train stations and an indicative timetable would be circulated by Northern to all Sub-Committee Members. Furthermore, comments regarding accessibility and footfall were noted and it was agreed to provide further information to Councillor Tom McGee on the criteria for prioritisation.

Improvements at Bolton train station were welcomed by Members and further detail regarding lift replacements at the station planned for April 2022 were provided.

### **Resolved /-**

1. That the update be noted.
2. That the opportunity to improve accessibility to the car park at Romiley train station be considered at the same time as platform lengthening under the Access for All (AfA) programme.
3. That an update on proposed timetable changes to be introduced in December 2022 and a report on the consultation exercise be provided at a future meeting of the Sub-Committee.
4. That Members be made aware of the significant financial challenge of the aspiration to make all GM train stations accessible.
5. That it be noted that £4m of investment had been committed to install accessible toilets at the majority of Greater Manchester train stations and an indicative timetable be circulated by Northern to Members.
6. That comments made regarding accessibility and footfall at train stations be considered and that it be noted that Chris Jackson would provide further information to Councillor Tom McGee on the criteria for prioritisation.

### **GMTMRC 40/21 RAIL PROGRAMME AND INFRASTRUCTURE PROJECT UPDATE**

Simon Elliott, Head of Rail Programme, TfGM provided an update on the status of rail station schemes which TfGM and rail colleagues were currently working on across Greater Manchester.

An update on Access For All (afA) main programme schemes and a further twenty two mid-tier funding programmes was provided. The progress of rail based park and ride at Mills Hill, Walkden and Bromley Cross was outlined for Members along with platform enhancements at Salford Central rail station.

Members were reminded that the Rail Station Alliance had been successfully awarded £650k worth of funding to develop Altrincham, Broadbottom, Heaton Chapel and Trafford station buildings into thriving community assets. TfGM would continue to work closely with Network Rail, Northern and London Continental Railways (LCR), along with the Greater Manchester Centre for Voluntary Organisation (GMCVO) to begin progressing plans at the sites to delivery stage. It was agreed that further information on the not-for-profit social enterprise organisations identified to operate at each location that would deliver a local community benefit to each area would be provided in future updates.

An update on the key themes of the Williams-Shapps Plan for Rail were outlined. It was



advised TfGM were continuing to work with the DfT and TfN to further establish its position and begin developing a partnership with Great British Railways (GBR) to help cement GM Rail and BEE network aspirations now the Williams-Shapps Plan for Rail had been published.

In support of the informative update, Members asked if further consideration was being provided to the provision of Electric Vehicle Charging points (ECV) at rail-based Park and Ride locations. It was suggested and agreed that an update would be provided to the Sub-Committee at a future meeting on the adoption of a holistic approach to decarbonisation at rail-based Park and Ride locations including the installation of Electric Vehicle Charging points prior to GM becoming a Clean Air Zone on 30 May 2022.

**Resolved /-**

1. That the update be noted.
2. That a further update be provided to the Sub-Committee at a future meeting on the adoption of a holistic approach to decarbonisation at rail-based Park and Ride locations including the installation of Electric Vehicle Charging points prior to GM becoming a Clean Air Zone on 30 May 2022.
3. That further information be provided in future updates to the Sub-Committee on not-for-profit social enterprises which form the Greater Manchester rail station alliance.
4. That Members be advised that a progress update on the Williams-Shapps Plan for Rail be provided to GMTC at a future meeting.

**GMTMRC 41/21      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 42/21      DATES OF FUTURE MEETINGS**

**Resolved /-**

Friday 12 November 2021

Friday 14 January 2022

Friday 11 March 2022

All Meetings to commence at 10:30am

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

Date: 12 November 2021  
Subject: Metrolink Service Performance  
Report of: Danny Vaughan, Head of Metrolink, TfGM

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### PURPOSE OF REPORT:

This report provides an update on Metrolink services and performance.

### RECOMMENDATIONS:

Members are asked to note the contents of this report.

### CONTACT OFFICERS:

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

**Equalities Implications: n/a**

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

**Risk Management: n/a**

**Legal Considerations: n/a**

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

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

**Number of attachments to the report: 2**

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

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

**BACKGROUND PAPERS:** Metrolink Service Performance report of 17 September 2021

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		No
GM Transport Committee	Overview & Scrutiny Committee	
n/a	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 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 130 operational 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.

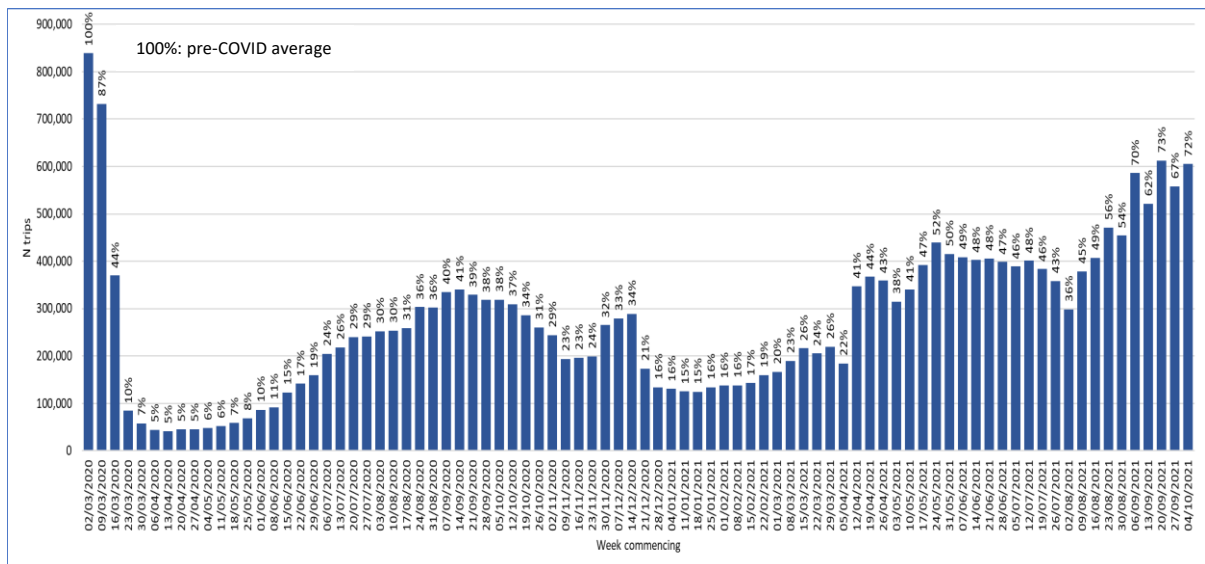
## **2. PERFORMANCE SUMMARY**

- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 Operational performance during August and September improved 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.
- 2.3 Tram frequencies were reduced on 9 August to ensure a more reliable service was operated, with an improved customer experience. The number of doubles was increased and targeted to busiest lines with additional services operated by KAM where possible, targeted at the morning and evening peaks.
- 2.4 Most peak services were reintroduced in September. However, covid related absences have been increasing in recent weeks and is impacting the service, albeit to a more limited extent to that experienced in July. This situation is being closely monitored.
- 2.5 Following a period during covid pandemic when driver recruitment and training was substantially reduced because of social distancing restrictions, KAM is now recruiting more front line staff, which will over time deliver improvements in performance.
- 2.6 During September Metrolink drivers threatened strike action over pay on several weekends which would have impacted on major events such as the marathon. The strike action was averted following a two-year pay deal.
- 2.7 Patronage has continued to increase during September, due to the return to schools and increased commuting. The return of special events also resulted in a busy September for our network, with patronage levels at circa 70% of pre-pandemic levels

- 2.8 Period 5 and 6 had seen an increase in youth related anti-social behaviour on the network and in particular affecting Rochdale Town centre.
- 2.9 Greater Manchester has secured c £0.5m from the Home Office to launch a series of ‘Safer Streets’ schemes aimed at helping women and girls feel safer when out and about in the city-region.
- 2.10 The Global Light Rail awards took place on 6 October 2021. KAM were highly commended in the following categories: Operator of the Year, Significant Safety Initiative and in the Rising Star Award category.

## Patronage

- 2.11 Patronage measures the number of trips that are being made on the network.
- 2.12 Covid significantly impacted patronage on the Metrolink network as can be seen in the chart below, with patronage levels now at circa. 70% of pre-covid levels.



- 2.13 Patronage recovered steadily following significant engineering works on the network during August. Growth was sustained for leisure trips with several weekends having above pre-covid levels of demand due to big events such as Parklife and the marathon. The number of trips recorded on the network on the day of the marathon (Sunday 10 October), saw the highest number of trips made on Metrolink on a Sunday in almost 30 years of service.
- 2.14 Crowding issues on the network are closely correlated with events taking place across the region, with the biggest impact being seen on the Altrincham, Bury and Ashton lines. Some peak services are becoming busier, specifically Altrincham, Bury, East Didsbury and Oldham peak services.
- 2.15 Patronage breakdown by line can be found in Appendix 2 at the back of this report.

## **Funding**

- 2.16 A package of support from central government covering Metrolink's operating costs has been agreed for the remainder of the 2021/22 financial year. Talks are continuing with the Department for Transport in relation to continued funding requirements beyond April 2022, however ongoing support remains uncertain.

## **3. OPERATIONAL PERFORMANCE**

- 3.1 Operational performance during periods 3 and 4 was significantly affected by staff shortages, especially within the driver cohort due to track and trace notifications. In order to provide a reliable service and reduce pressure on the remaining staff, a short term service change was introduced on 9 August. This change saw a network-wide 12 minute service, with increased doubles on the busier lines and additional services operated where possible.
- 3.2 A phased re-introduction of the "peak" services took place in late August - early September. These services boost the busiest lines between 07:00 – 20:00 Mon to Fri and 09:00 – 18:30 on Saturdays. The Altrincham to Bury route was reintroduced from 31 August and the East Didsbury to Shaw route was reintroduced on 6 September.
- 3.3 Due to ongoing resource availability constraints any further uplifts in services remain under review. With demand at circa. 70% of pre-covid levels, TfGM is keeping patronage under constant review to ensure that available capacity is targeted in the right areas and at the right times across the network.

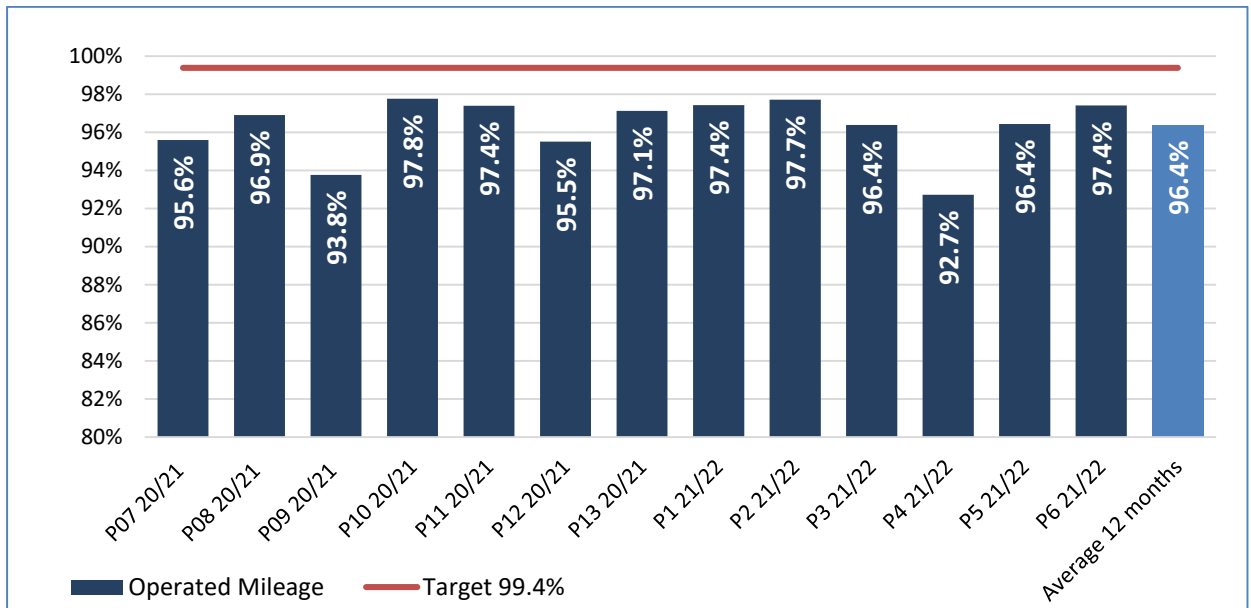
## **Reliability**

- 3.4 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated verses the number of scheduled miles with an operated target of 99.4%.

During periods 3 and 4, reliability performance dipped due to the driver availability issues described above. Periods 5 and 6 saw performance recover to levels seen prior to period 3, demonstrating the effectiveness of the short term service change which was introduced. However, reliability performance has not met the target in the previous 13 periods due to the prolonged impact of the pandemic on staffing levels.

The incidents which most influenced performance are outlined below:

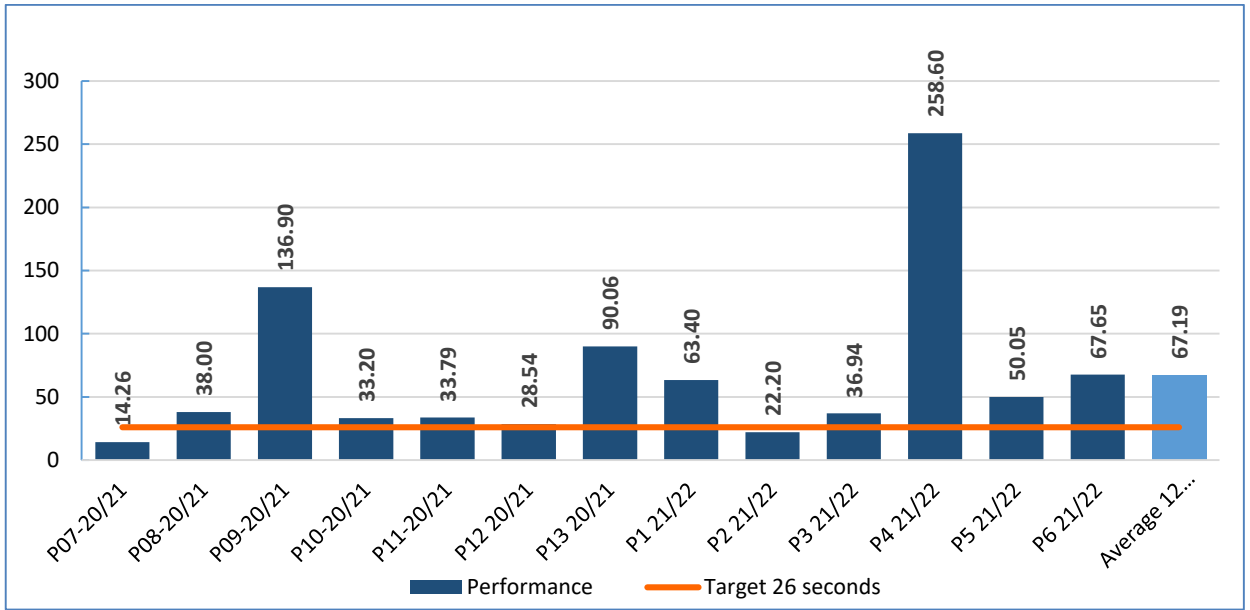
- Period 5: Vehicle availability issues caused by the discovery of damaged pantographs on multiple vehicles on 26 July 2021.
- Period 6: Collision on Ashton New Road on 1 September 2021.



## Excess Wait Time

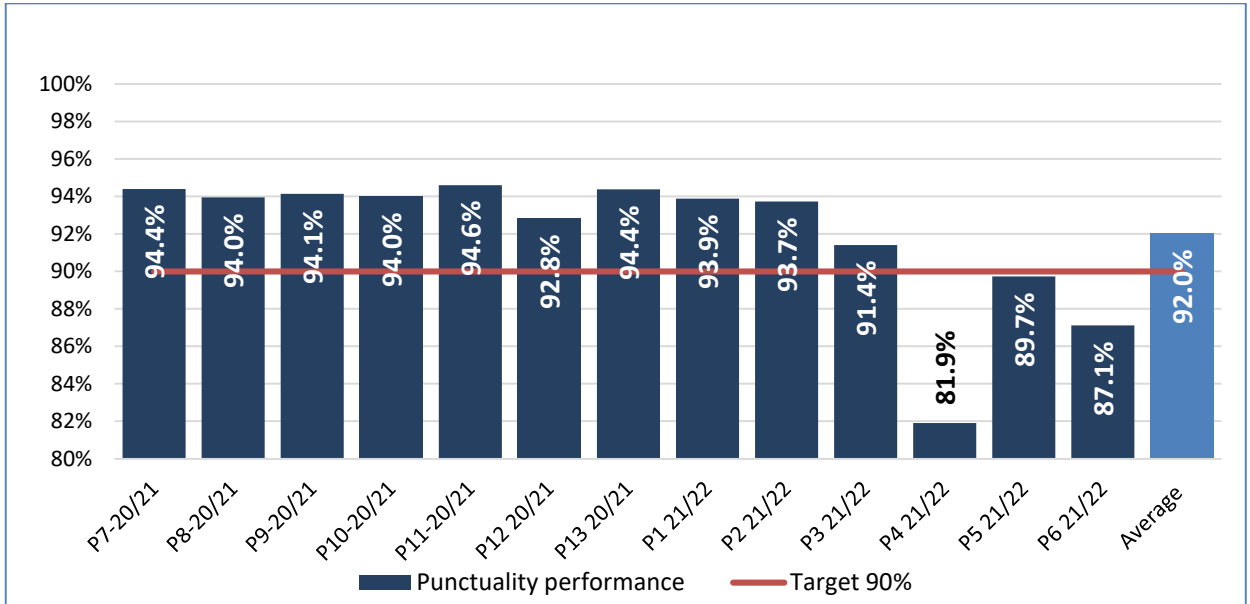
- 3.5 Excess Wait Time (EWT) is a measure of punctuality. It is the average time passengers wait over what would have been expected if the service was running exactly as scheduled.
- 3.6 The average EWT performance for the 12 months to July 2021 was 67.2 seconds against a target of 26 seconds.
- 3.7 Performance in periods 5 and 6 was impacted by the incidents described above in 3.2, as well as a lightning strike at Village on 3 August and a knife incident at East Didsbury on 27 August.
- 3.8 The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.





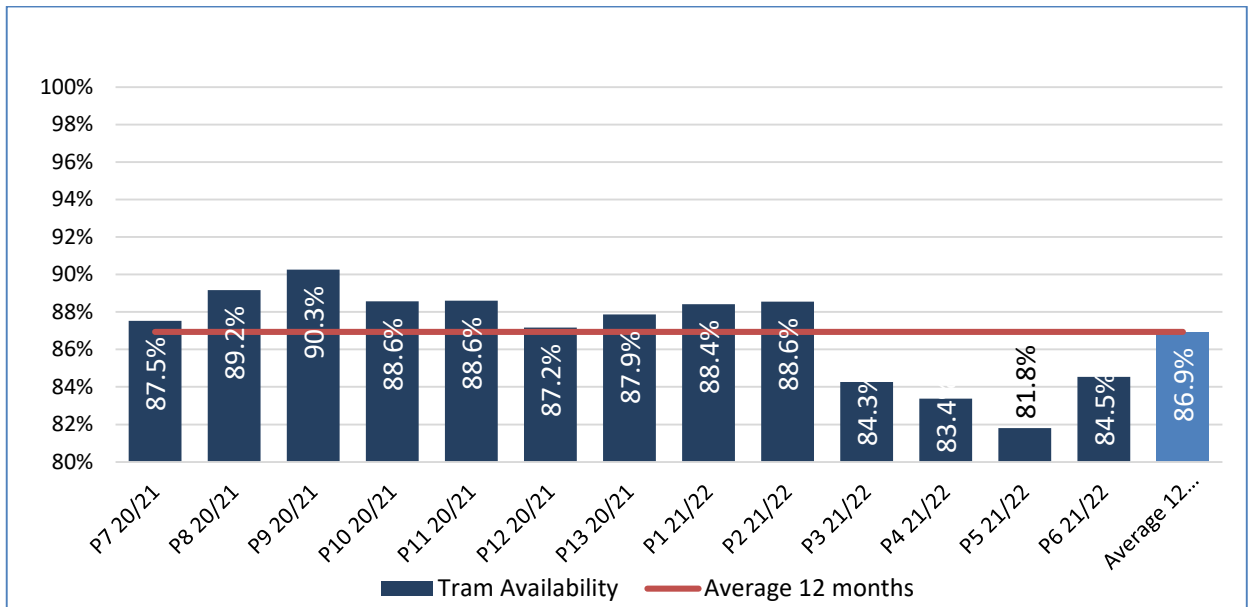
### Punctuality - Percentage of services operating to time.

3.9 Punctuality performance covering the previous 12 months (13 periods) is shown below. Performance dipped below target for the first time in the past year during periods 4, 5 and 6 due to the issues experienced with staff unavailability, as outlined previously. However, the average for the previous 12 months remains above target.



## Asset reliability - Trams

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

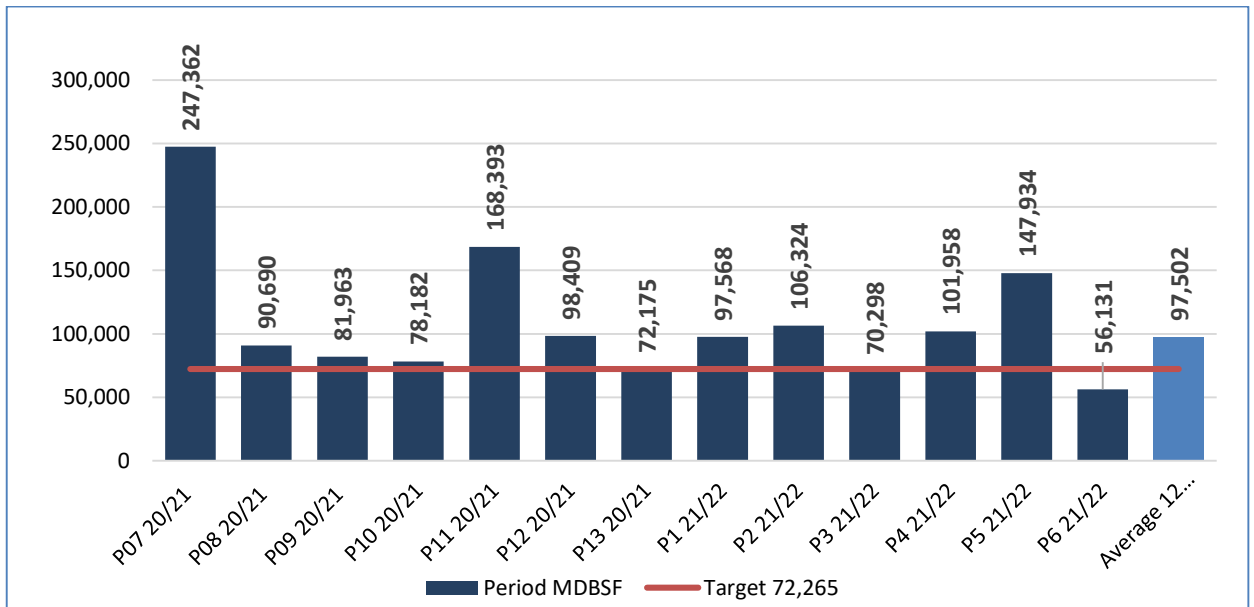


3.11 Driver cab air conditioning failures were a significant issue impacting vehicle availability during a very warm week in early September. Supply chain issues exacerbated these problems with the availability of replacement parts. Supply chain problems have also resulted in repairs taking longer following incidents of vandalism.

3.12 Staffing levels in the engineering department were also impacted by the pandemic.

## Asset reliability – Infrastructure

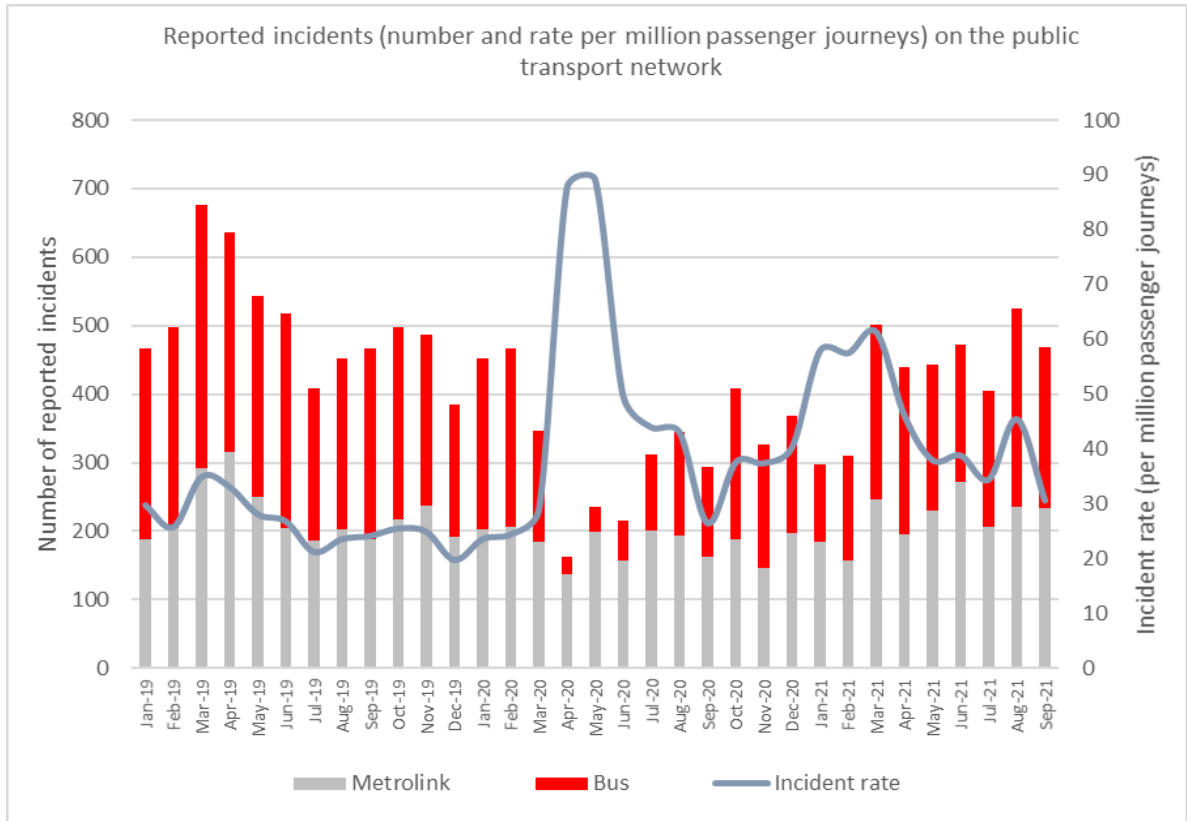
3.13 Infrastructure reliability performance, in terms of service distance travelled between failures.



3.14 Infrastructure assets are largely performing well. In period 5 several trams were removed from service as a result of suspected damage to pantographs arising from an overhead line problem. Additionally, a spell of very hot weather at the beginning of September caused some points control failures which impacted reliability. This has since been rectified. The average 12 month rolling performance remains positive.

## Crime & Anti-Social Behaviour

- 3.15 On average, 205 incidents of crime and anti-social behaviour per month were reported to Metrolink over last 12 months.



Crime & ASB Category	Sep 2019	Sep 2021	Change
	Reported Incidents	Reported incidents	
ASB	12	19	58%
Assault (inc domestic incidents)	34	28	-18%
Damage to Property	19	46	142%
Drink and Drug Related Incidents	7	4	-43%
Harrasment & Intimidation	48	35	-27%
Obstruction/Interfere with Network Operations	19	55	189%
Other Public Order	17	8	-53%
Robbery & Thefts	24	14	-42%
Sexual Assault/Sexual Incident	4	4	0%
Tram Surfing	1	10	900%
Weapons Incident	4	10	150%
Grand Total	189	233	23%

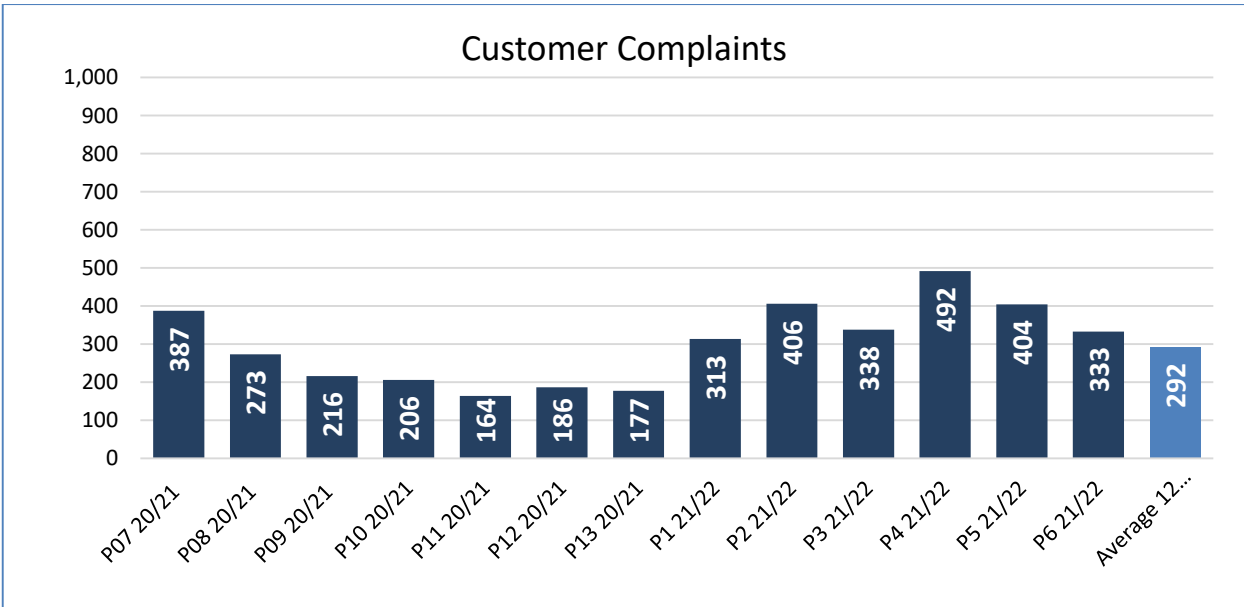
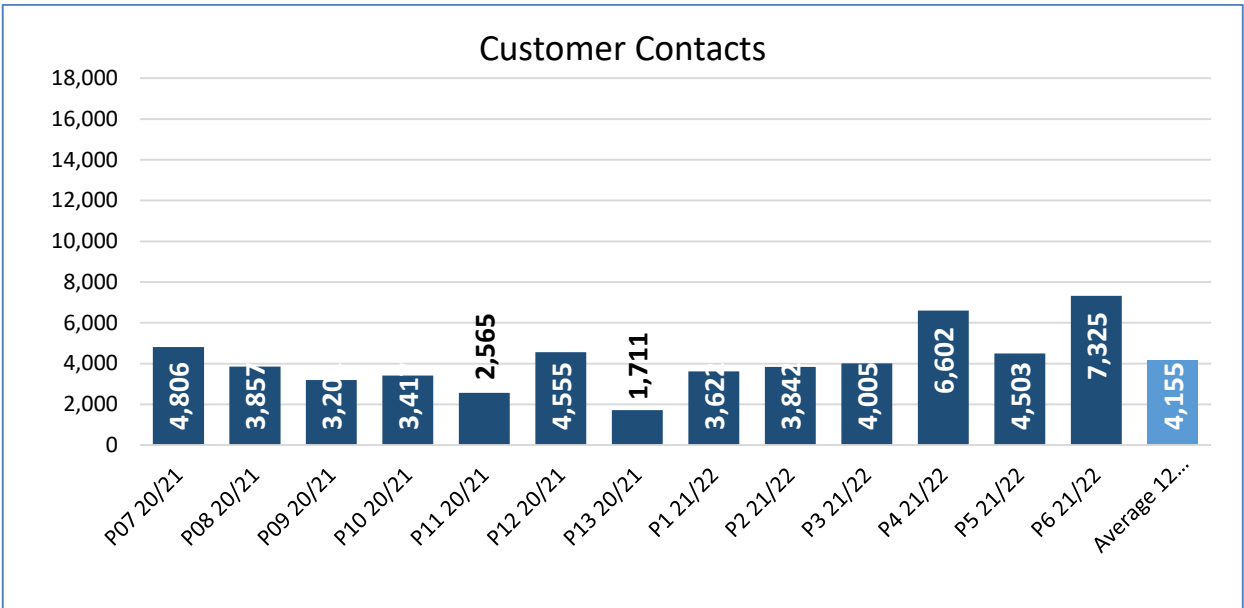
- 3.16 During period 5 there was an increase in criminal damage in the Radcliffe area. This affected tram availability and the perception of security. Multiagency site visit was

conducted which identified where youths were congregating and throwing missiles. The area has been fenced off to prevent entry and this has stopped incidents in the area.

- 3.17 Period 5 and 6 had seen an increase in youth related anti-social behaviour on the network and in particular affecting Rochdale Town centre. A Criminal Behaviour Order has been served on one individual who was responsible for a number of incidents. Incidents of traveling on the outside of vehicles, misuse of door handles and intimidation in the area have reduced significantly since then.
- 3.18 There has been a significant increase in assaults from 9 during August to 28 in September, 7 of which were against staff. Of the 21 assaults against the public 4 appear to be domestic incidents, 2 involved school children, 3 involved groups of youths with the remaining 12 altercations between passengers.
- 3.19 With rising incidents of anti-social behaviour on the Bury line, special operations were organised through the district policing team and Special Constabulary and took place at Bury Interchange at the end of August.
- 3.20 A traveller encampment formed at Ashton Moss Park & Ride in August. Using a procedure developed following similar trespass at Ladywell, notice was served the same evening, with full eviction concluding the following day. As a result of the swift action, damage at the site (litter/criminal damage/disruption to passengers) was minimised.
- 3.21 During Parklife, there was a significant amount of damage to tram windows caused by youths throwing missiles in the Crumpsall area. This caused disruption to service during one of busiest days of the year. Changes have since been made to prevent trespass.
- 3.22 Security issues have been a significant focus in September and October with several high profile incidents reported in the media, including knife crime and a media story concerning comments from Metrolink staff. TfGM and KAM have been working with GMP in response and as structural changes take place in GMP there is a renewed focus on safety and security on public transport.

## **Customer contacts and complaints**

- 3.23 Just over 54,000 customer contacts were dealt with during the year, averaging at 4,155 customer contacts per period (excludes twitter contact).
- 3.24 The number of queries and complaints has started to rise with increasing numbers of customers returning to the network. Though the number of complaints has reduced in periods 5 and 6, compared with period 4, following improved stability as a result of the August service change.



## Customer Experience and Engagement

3.25 Greater Manchester has secured circa £0.5m from the Home Office to launch a series of schemes aimed at helping women and girls feel safer when out and about in the city-region. The 'Safer Streets' fund, launched in 2020, allows local authorities to apply for funding for crime prevention. Greater Manchester's successful partnership bid, submitted by GMCA, TfGM, and Oldham Council, will be used to deploy and test several interventions on the tram network and at key stops to respond to the issues raised by women and girls. If proved successful, the schemes could be rolled out more widely, including beyond transport.

The funding will cover pilot interventions including:

- A reporting campaign led by TfGM to educate passengers on reporting mechanisms and to increase reporting of incidents via the Greater Manchester Police (GMP) Live Chat System.
- Working with women and girls to understand what training and campaigns they would like to see and developing a bespoke package to deliver to boys and men.
- The presence of trusted adults and trained staff to increase security to prevent serious incidents, as well as test more informal approaches to educate and engage people and increase safety and reporting.
- A safe hub and safe places scheme, which will enable increased security to prevent serious incidents using a detached youth team and Street Angels to educate and engage people and increase safety and reporting.
- Integration and upgrades to the CCTV system in key locations so that images can be instantly shared between TfGM and Council systems, increasing facial recognition and coverage, and better enabling tracking of routes to car parks.
- 570 staff – including Customer Service Representatives, TravelSafe officers and tram drivers – will be trained to spot and appropriately respond to incidents and to encourage increased reporting.
- A poster campaign designed by students on acceptable/unacceptable behaviours such as catcalling. The posters will be displayed across the tram network to educate the public.

3.26 KAM continues to be active with school engagement across the communities of Greater Manchester and welcomed students back to the Network in September. As such, they have delivered assemblies to help support and encourage public transport health & safety and deter anti-social behaviour on the Network. There were visits to Manchester Heath Academy, Moor Road and Future Skills, Media City and a virtual assembly to St Monica's High School, Prestwich. Over 11,000 children have been engaged with this year following the monthly activity with schools, colleges and universities.

3.27 Throughout the period, KAMs School Engagement team also attended Manchester University, Manchester College, Future Skills, Salford University & Oldham College's Fresher's Stalls with a successful joint collaborative approach with other members of the Travel Safe partnership.

- 3.28 KAM Customer Service Representatives joined up with Barnabus's outreach team navigating city centre Metrolink stops, to further identify those who are homeless or may require extra support. The team travelled on hotspot tram routes, with a focus on the Ashton Line. The aim was to support the outreach programme and offer further information to KAM's frontline staff to better equip them on how to identify individuals who may be homeless, under the influence of drugs/alcohol or individuals who appear vulnerable on where they can seek further help.
- 3.29 In a pioneering new approach, KAM partnered with the Greater Manchester Mental Health NHS Foundation Trust (GMMH) to develop and implement a custom made mental health awareness training programme to 120 Customer Service front line staff. The training 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 was received who reported feeling more confident and empowered to make the right decisions at the right time and potentially save lives.
- 3.30 Global Light Rail Awards
- 3.31 The Global Light Rail awards took place on 6 October 2021. These awards take place annually and celebrate the achievements of the light rail industry in a number of categories. The focus of this year's awards focused on how networks managed through the pandemic with operational restrictions and reduced passenger numbers. KAM was highly commended in the following categories: Operator of the Year, Significant Safety Initiative and in the Rising Star Award category.



## **FORWARD LOOK**

### **Planned network renewals 2022**

- 3.32 The programme of disruptive access to deliver 2022 asset renewals is in development. 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.
- 3.33 The majority of these essential works are to replace sections of track at key locations on the network of which some will require longer closures to enable the completion.
- 3.34 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.

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

## Appendix 1 - Period date listing

This report details the highlighted Period/s

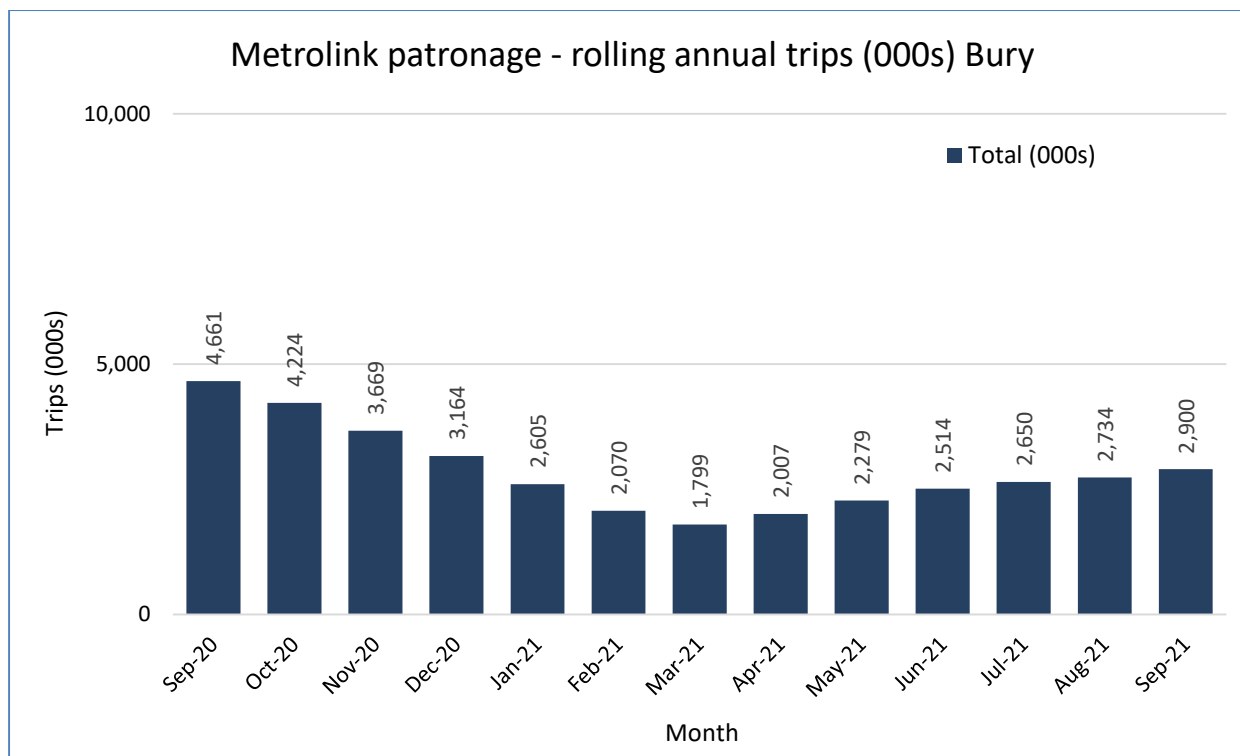
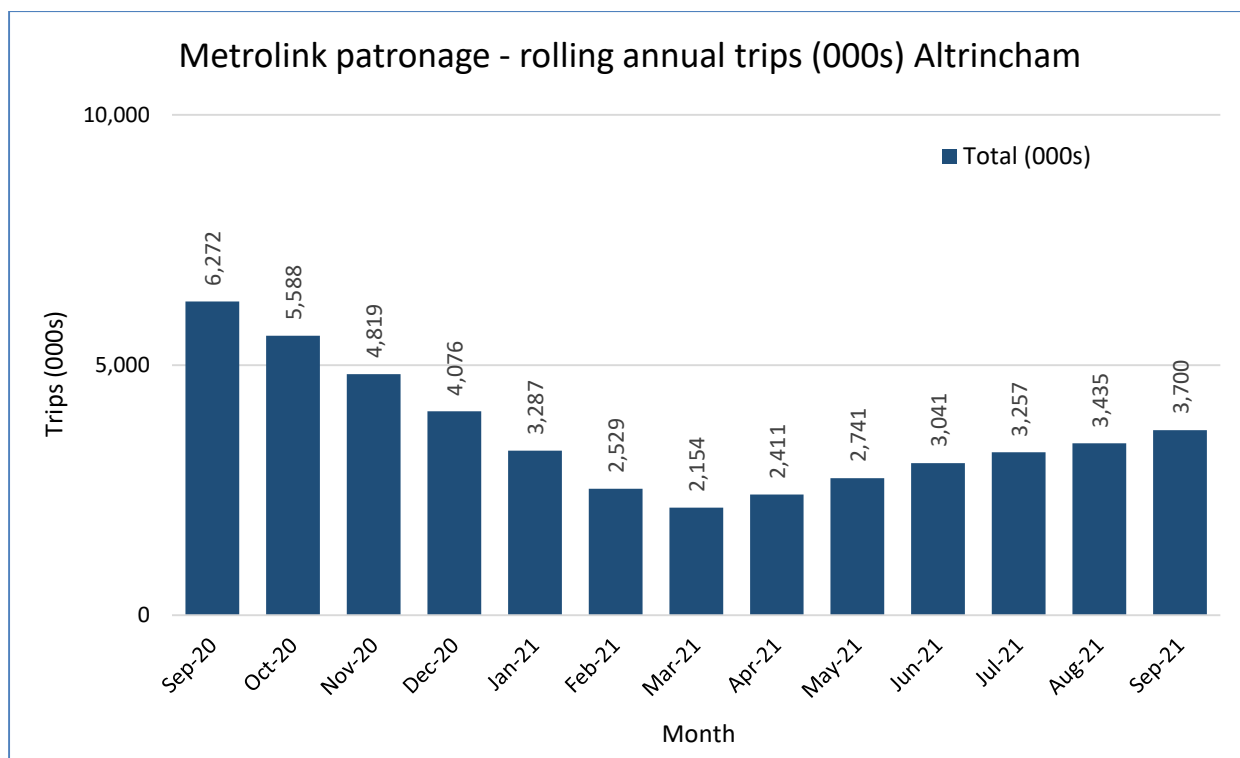
2020/21

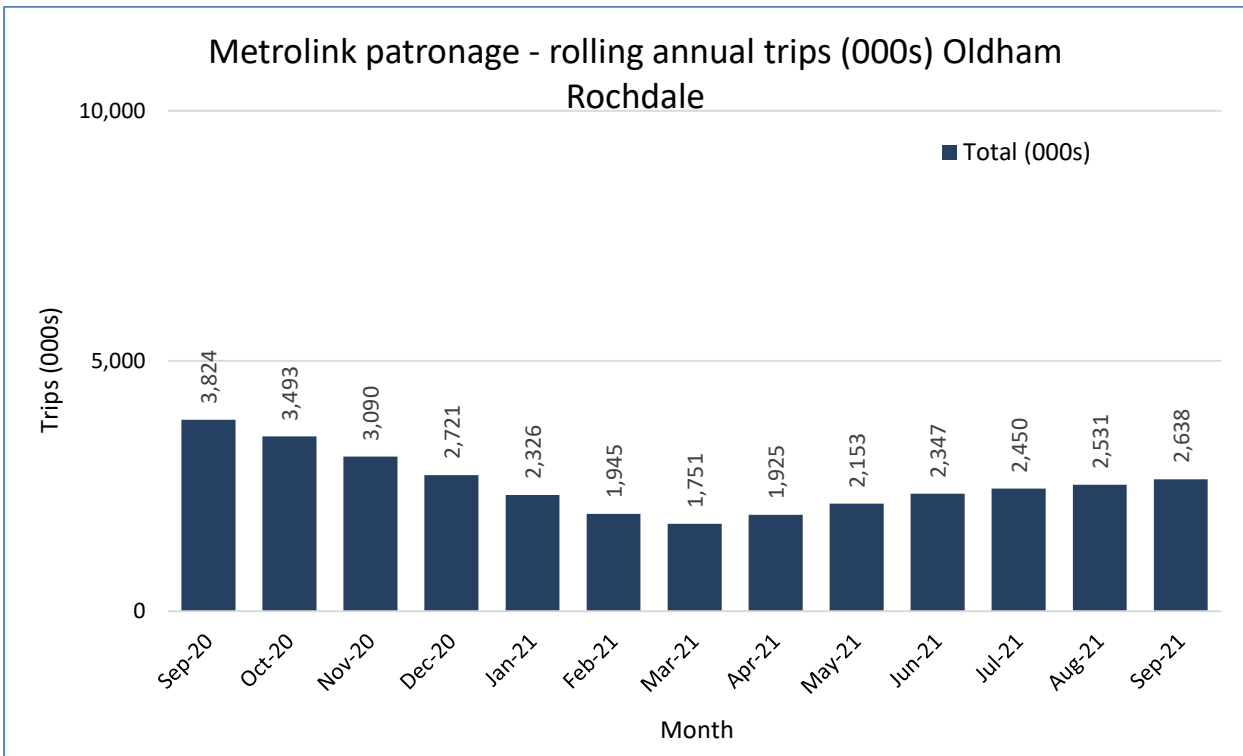
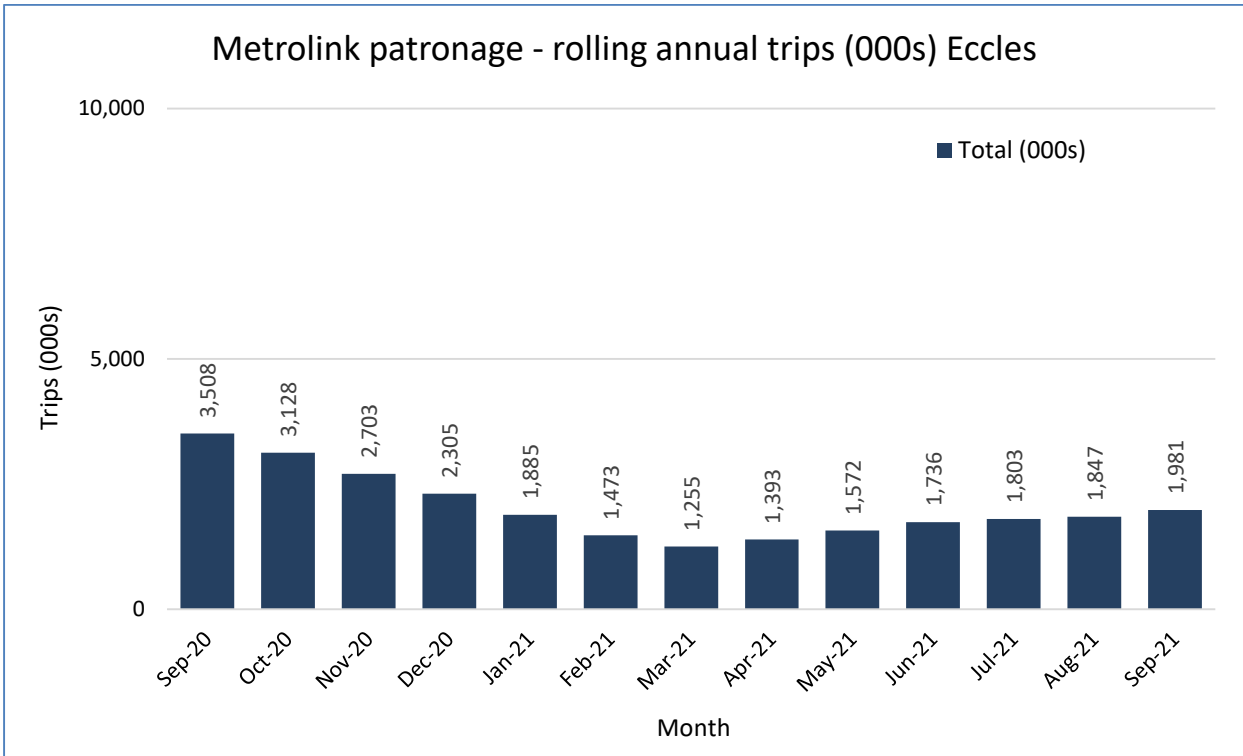
Period	Start Date	End Date
1	01/04/2020	02/05/2020
2	03/05/2020	30/05/2020
3	31/05/2020	27/06/2020
4	28/06/2020	25/07/2020
5	26/07/2020	22/08/2020
6	23/08/2020	19/09/2020
7	20/09/2020	17/10/2020
8	18/10/2020	14/11/2020
9	15/11/2020	12/12/2020
10	13/12/2020	09/01/2021
11	10/01/2021	06/02/2021
12	07/02/2021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

2021/22

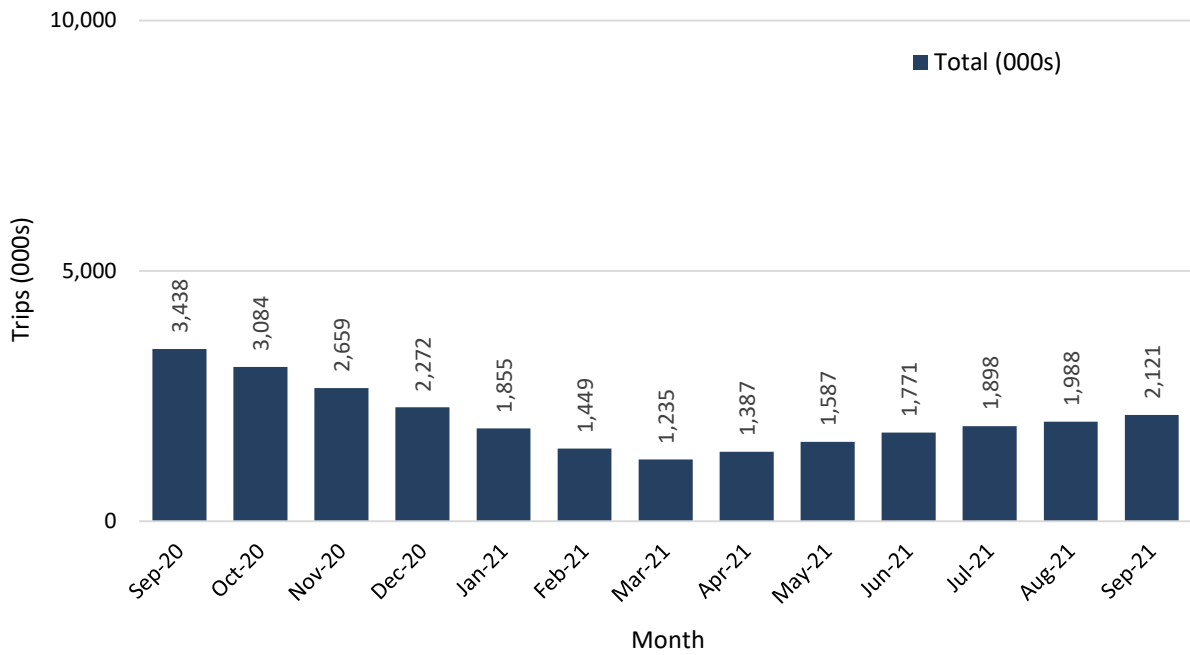
Period	Start Date	End Date
1	01/04/2021	01/05/2021
2	02/05/2021	29/05/2021
3	30/05/2021	26/06/2021
4	27/06/2021	24/07/2021
5	25/07/2021	21/08/2021
6	22/08/2021	18/09/2021
7	19/09/2021	16/10/2021
8	17/10/2021	13/11/2021
9	14/11/2021	11/12/2021
10	12/12/2021	08/01/2022
11	09/01/2022	05/02/2022
12	06/02/2022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

## Appendix 2 – Patronage by line

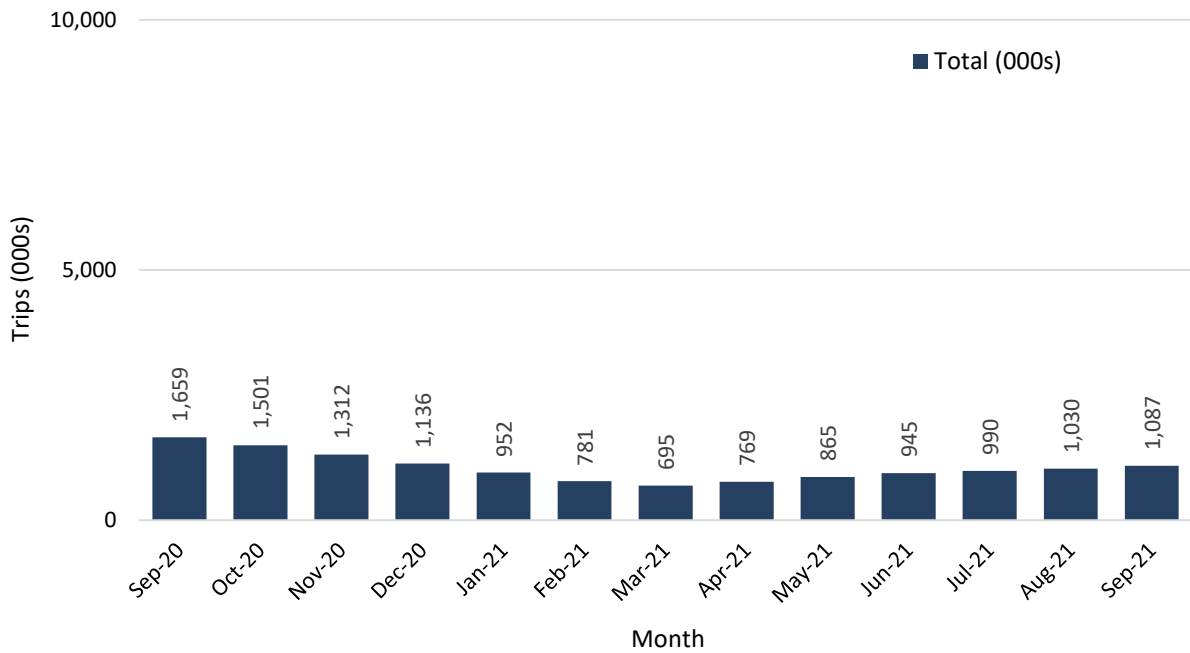


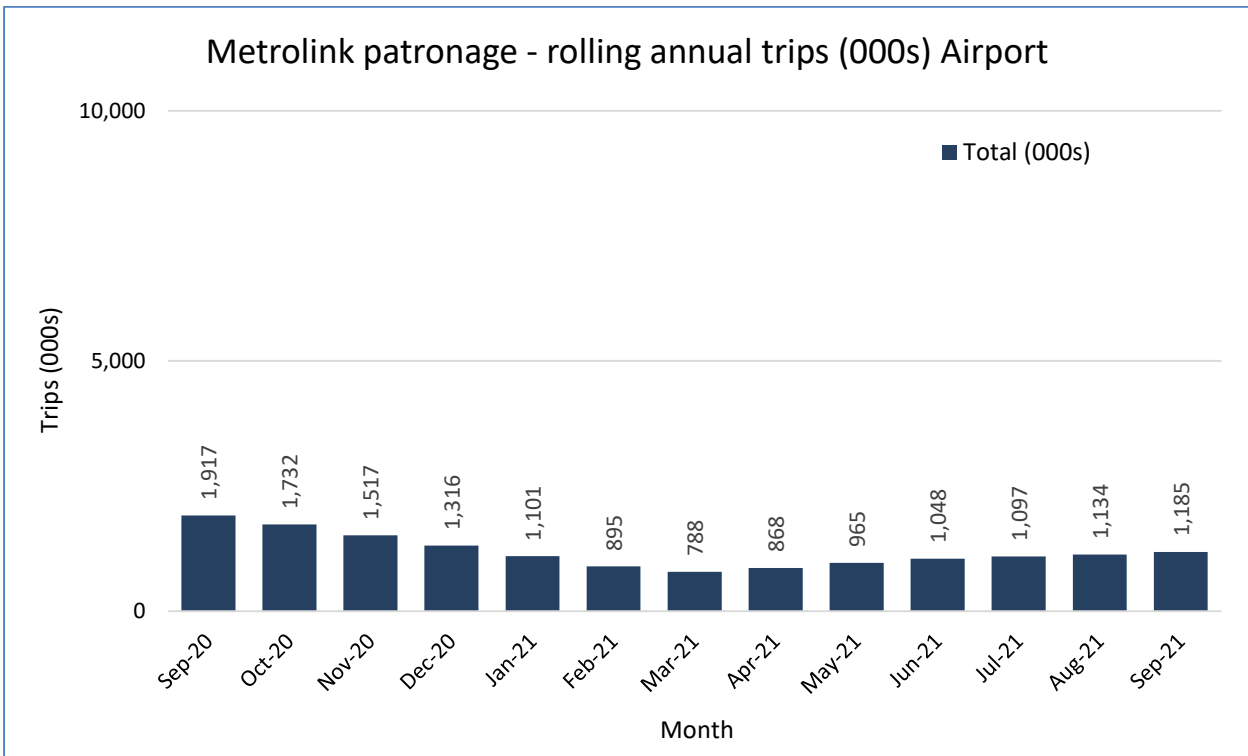
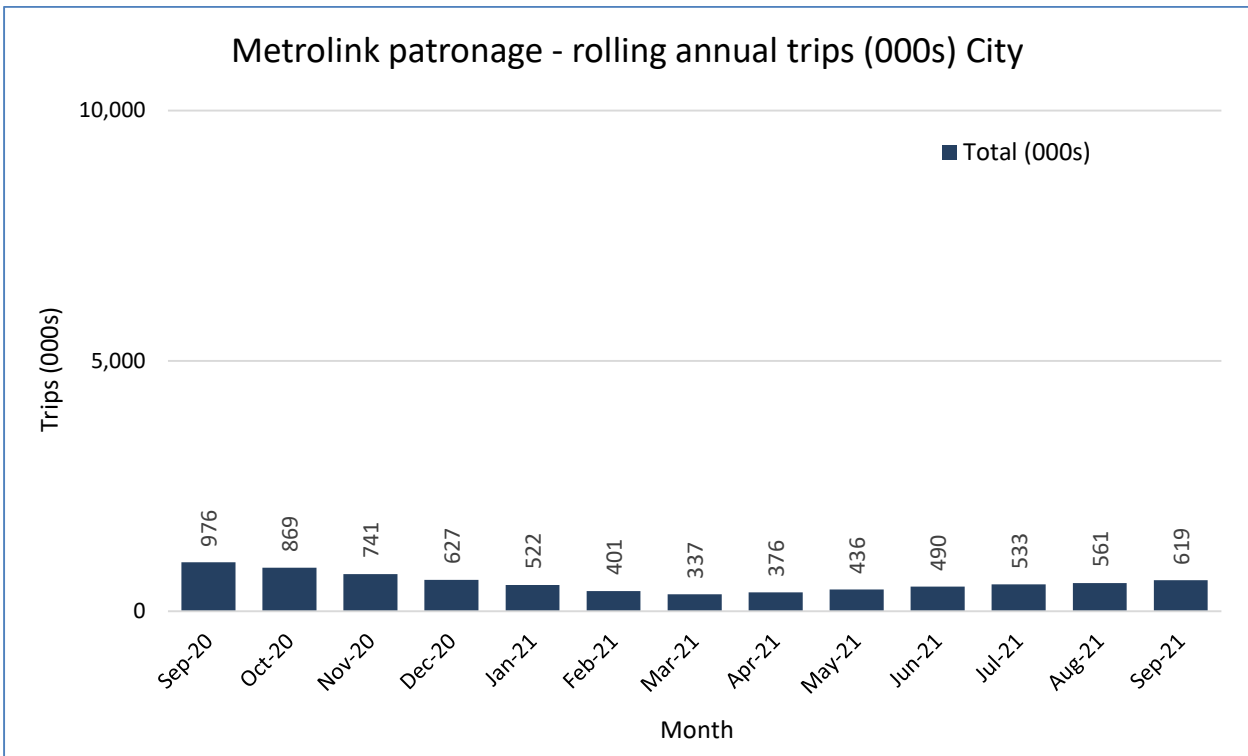


Metrolink patronage - rolling annual trips (000s) East Didsbury

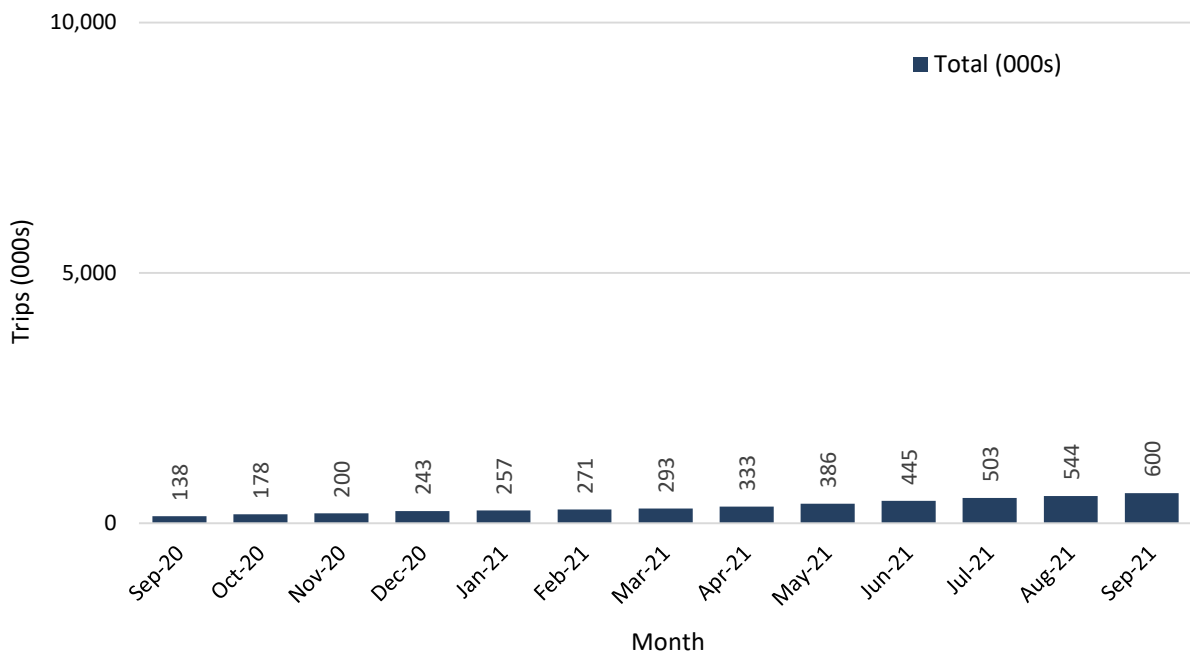


Metrolink patronage - rolling annual trips (000s) Ashton





### Metrolink patronage - rolling annual trips (000s) Trafford Centre



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

Date: 12 November 2021  
Subject: Local Rail Service Performance  
Report Of: Caroline Whittam, Head of Rail Services, TfGM

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**PURPOSE OF REPORT:**

This report provides an update on rail service operation and performance across Greater Manchester over rail periods 05 and 06, 2021/22 (25 July – 18 September 2021)

**RECOMMENDATIONS:**

Members are asked to note the contents of this report.

**CONTACT OFFICERS:**

Caroline Whittam	Head of Rail Services	<a href="mailto:Caroline.whittam@tfgm.com">Caroline.whittam@tfgm.com</a> <a href="mailto:Mark.angelucci@tfgm.com">Mark.angelucci@tfgm.com</a>
Mark Angelucci	Rail Performance Officer	

**Equalities Implications:** n/a

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

**Risk Management:** n/a

**Legal Considerations:** n/a

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

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

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

Comments/recommendations from Overview & Scrutiny Committee

**BACKGROUND PAPERS:** n/a

<b>TRACKING/PROCESS</b>	
Does this report relate to a major strategic decision, as set out in the GMCA Constitution	No.
<b>EXEMPTION FROM CALL IN</b>	
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?	N/A.
GM Transport Committee	Overview & Scrutiny Committee
N/A.	N/A.

# 1. INTRODUCTION

- 1.1 This report provides an update on local rail service operations and performance covering rail periods 05 and 06, 2021/22 (25 July – 18 September 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 05 and 06 overview, including:
  - Network Rail performance and updates
  - Route crime
  - Train operator performance and updates
  - Details of current train plans and December 2021 timetable offering
  - Patronage and footfall updates.
- 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 the period between 25 July and 19 September, following the removal of all remaining Covid restrictions in England on 19 July 2021.
- 2.2 Operational performance has remained broadly consistent in the periods covered by this report, with PPM for Northern and TPE above 90% and Right Time at Destination figures of around 70%. Cancellations have stayed relatively low, at between 3% - 4% for Northern and TPE, although higher for the longer distance operators, notably East Midlands Railway.
- 2.3 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. These services were subsequently re-introduced on 16 August for Avanti and 06 September for Northern.
- 2.4 Following this re-instatement of trains, overall service levels are currently at around 82% of pre-Covid, reflecting those last seen (briefly) in December 2020, before a third national lockdown was introduced.
- 2.5 The government have published a response to the Manchester Recovery Task Force consultation which took place between 14 January and 10 March 2021. The

next stage of this process is a detailed operator timetable consultation for the timetable to be operated in 2022, due to be launched in November 2021.

### 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 Performance nationally during the first quarter (Q1) of 2021-22 continued to be affected by the coronavirus pandemic. During 2020-21, train service and passenger levels on the network were at historically low levels. This led to improvements in both punctuality and reliability. In 2021-22 Q1, train numbers increased by 31% compared with the first quarter of last year. This has led to a deterioration in performance this quarter, however it is still better than in pre-coronavirus years.

Metric	Q1 April – June 2021/22	Q1 April – June 2020/21 comparison	Q1 April – June 2019/20 comparison
On-Time	78.0%	-8.5%	8.6%
PPM	92.6%	-3.5%	2.6%
Cancellations	2.3%	1.1%	-0.1

\*Source: ORR Performance Data: [Passenger Rail Performance 2021-22 Quarter 1 \(orr.gov.uk\)](https://www.orr.gov.uk/Passenger-Rail-Performance-2021-22-Quarter-1)

3.3 From data comparing P03, 2020/21 to P03, 2021/22 (the first full period featuring the current, enhanced train plan) when there were 50% and 83% of pre-Covid services respectively, total Manchester DU minutes delay increased by 40%, whereas an additional 60% of train services were operating.

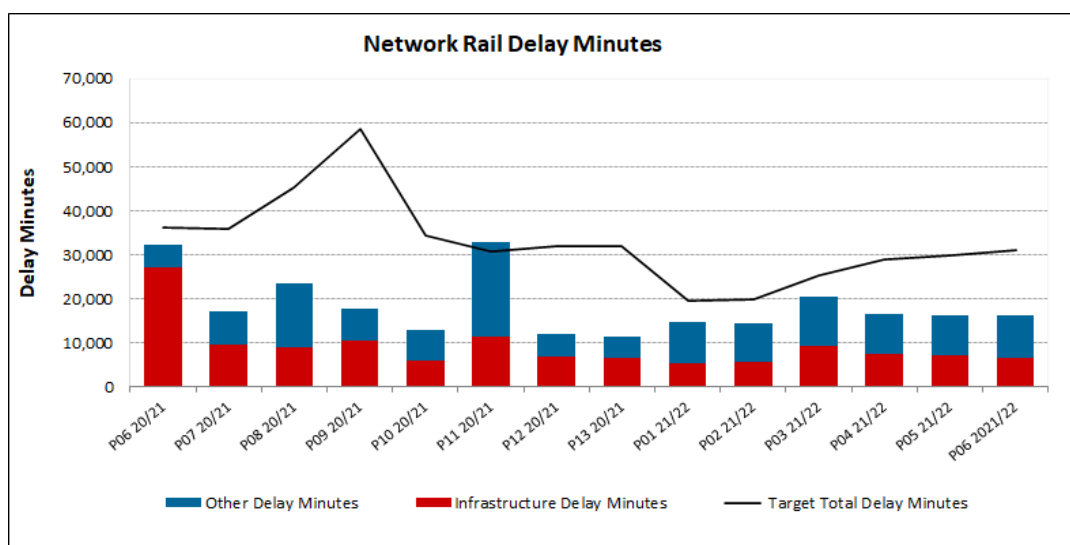
3.4 The number of infrastructure incidents rose from 78 to 89 year-on-year but delay minutes increased from 6,739 (86.4 average per incident) to 9,374 (105.4 average per incident). These figures include increases in reactionary (knock-on) delay, as a result of more trains being affected. Therefore, as more trains have been added (and passengers returning), performance has declined but not in exact correlation to the number of trains. The benefits of the additional services have, to date, outweighed the smaller declines in performance. Delay minutes attributed to each incident will vary according to the severity, location and time of the event. More details can be found at: [Knock-on delays - Network Rail](#)

3.5 Network Rail delay minutes across its Manchester Delivery Unit (DU) have totalled just over 16,000 each period for the last quarter, around 45% favourable to targets. There have been reductions both in the number of infrastructure incidents (75 in

Period 06, from 89 in Period 04) and the total delay, finishing Period 06 at 6,660 minutes.

- 3.6 Other delay, which has included weather-related incidents, trespass and fatality, continues to cause a proportionately greater degree of delay than infrastructure, totalling 9,604 in Period 06.
- 3.7 Significant incidents attributed to Network Rail over the periods have included loss of signalling power between Manchester Airport – Heald Green on 01 September, a possession over-run across Hope Valley on 05 September and a bridge strike near Holmes Chapel on 07 September.

### 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 and vandalism/theft on the railway continue to impact service delivery. The number of trespass incidents in Manchester Delivery Unit (DU) peaked in Period 02 at 75 but declined to 40 in Period 05, finishing Period 06 at 57. There was one instance of cable theft in Period 05 and vandalism incidents remained low.
- 3.10 The GM Route Crime Working Group has brought a greater focus on issues of trespass, ASB and suicide prevention on the rail network in Greater Manchester. TfGM has attended and supported site visits to hot-spot locations, producing joint action plans for these sites, working with the TravelSafe Partnership, the BTP, Network Rail and train operators.
- 3.11 In Period 05, no fatalities were experienced within Manchester DU, however three were recorded in Period 06. These were at Astley on 27 August, Irlam on 06 September and Humphrey Park on 14 September.

<b>Category</b>	<b>Incidents/ Minutes P05</b>	<b>Incidents/ Minutes P06</b>
<b>Trespass</b>	40 (1,434)	57 (2,056)
<b>Vandalism</b>	5 (139)	7 (285)
<b>Cable Theft</b>	1 (3)	-
<b>Fatality</b>	-	3 (350)
<b>Grand Total</b>	<b>46 (1,576)</b>	<b>67 (2,691)</b>

## **TRAIN OPERATOR PERFORMANCE**

- 3.12 Operational performance has remained strong across the periods covered by this report, with Northern reaching a Right Time at Destination figure of 70.9% in Period 05 and 69.6% in Period 06 in its Central/West regions. TPE managed 71.8% and 72.6% for this metric over the respective periods. TPE's PPM score has fared even better, consistently in the low to mid 90% over the past eight periods.
- 3.13 Issues with traincrew availability as a result of Covid alerts and isolation were mitigated by the imposition of amended train plans from the end of July for Avanti and 02 August for Northern. This represented an unprecedented ten timetable iterations since the start of the pandemic for Northern. These slight reductions in overall services ensured that key routes elsewhere were able to be delivered. These trains were subsequently re-introduced on 06 September to coincide with returns to work and school.
- 3.14 Northern crew availability was compounded by Rest Day Working issues in August, particularly on the late Sunday bank-holiday, with several cancellations on leisure routes, including Blackpool and Southport services.
- 3.15 Other factors affecting performance for Northern have been the unreliability of bi-mode Class 769 trains deployed on Southport services. This has included engine and power failures and Northern is currently working with the rolling stock supplier to find solutions. The replacement of these units by older legacy rolling stock (Class 150/156 units) has resulted in some short-forming of services on these routes and elsewhere across the region.
- 3.16 Avanti West Coast performance remains strong, although a reduced service still applies with six trains per hour instead of eight operating from London Euston, two instead of three to Manchester Piccadilly. The second Manchester train per hour was restored on 16 August and it is expected that the third train per hour will return from December. PPM has remained just below 90% over the two periods, with Right Time figures of 45%.
- 3.17 Cross Country services remain at only one train per hour from Manchester to the south coast (Bournemouth), with the second south-west service not being re-instated this summer. The Manchester services have managed a PPM of 87.8% in Period 06, although the Right Time at Destination score was 46.0% due to the nature of its operation, with long distance routes and multiple interfaces across regions,

- 3.18 Transport for Wales services on its two Manchester routes are operating as pre-Covid, with hourly services to both Cardiff and North Wales. Right Time scores have been over 60% at destination over the past quarter. Some North Wales peak-time services, which previously served Earlestown and Newton-le-Willows are not currently calling at these stations, as a result of changes in rolling stock. Safety concerns with door operation and dispatch due to the curvature and length of these platforms have been cited as the reason for this. TfGM continues to work with partners to explore revised operating procedures to enable these calls to be re-instated.
- 3.19 East Midlands Railway continues to be the worst performing operator across Greater Manchester, with its Liverpool – Norwich route attaining slightly over 80% PPM over the past quarter and Right Time at Destination of just 37.2% in Period 06. Significant timetable changes introduced in May 2021, delays to rolling stock cascade and industrial action by guards have all added to problems caused by Covid and a recovery plan is currently in place. There is currently no EMR Sunday service in operation between Sheffield – Manchester – Liverpool.
- 3.20 The average of the six GM TOC PPM was at 89.4% at the end of P06, slightly lower than the 89.8% recorded in P05. Moving Annual Average (MAA) PPM figures remain strong across all six TOCs.
- 3.21 As Period 07 has ended and final Covid restrictions have been removed, new cases of the disease are rising and once again staff sickness and isolation threaten to disrupt service delivery. Additionally, seasonal sickness is compounding crew availability at some depots across the north-west.
- 3.22 Cancellation figures have remained broadly consistent over the periods, with Northern cancelling 2.5% of its North Manchester services and 2.1% in South Manchester in Period 06. Crew availability impacted some Mersey services in Period 06, with 3.9% of services were cancelled. For TPE, South Group services performed worst in both periods as a result of crew availability and significant incidents, including a freight loco failure and possession over-run across the Hope Valley.
- 3.23 Significant incidents affecting performance are listed below, both on the local and national networks, covering Network Rail’s London North-West (LNW) route.

**SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 05 - 06**

<b>Date</b>	<b>Incident</b>	<b>Delay Minutes</b>	<b>Cancellations</b>
23 August	Loco failure, Hope Valley	1,380	1 full/19 part
01 September	Loss of signalling, Airport/Heald Green	1,680	7 full/30 part
05 September	Possession over-run, Hope Valley	1,402	7 full/20 part

07 September	Bridge Strike, Holmes Chapel	1,526	6 full/38 part
16 September	OHLE issues, Manchester Victoria	949	0 full/12 part

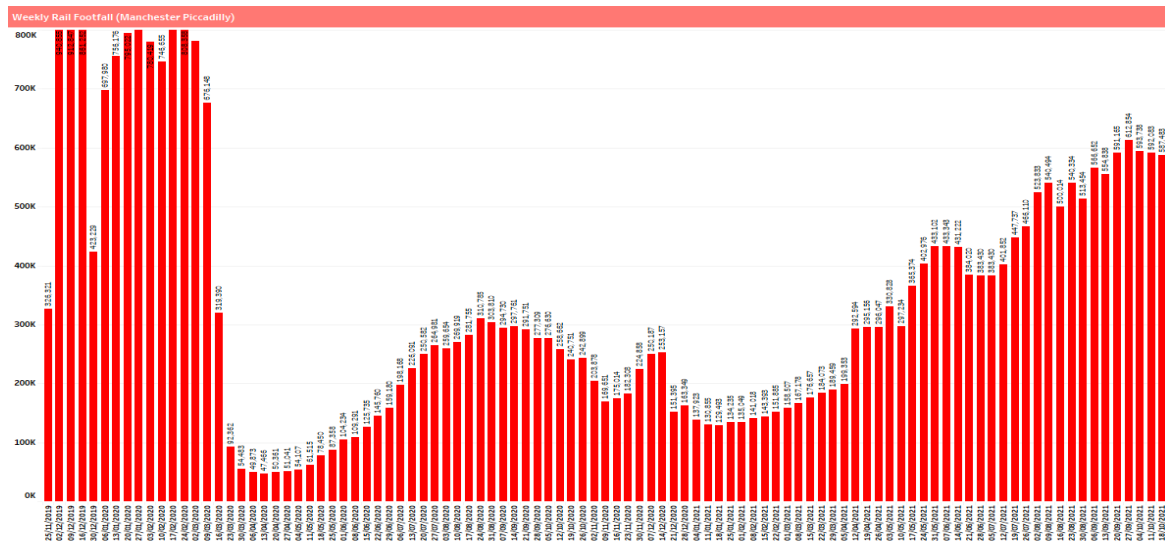
### **SIGNIFICANT INCIDENTS, LNW NETWORK, PERIODS 05 -06**

<b>Date</b>	<b>Incident</b>	<b>Delay Minutes</b>	<b>Cancellations</b>
02 September	Trespass, Watford Junction	1,854	9 total
02 September	Trespass, Crewe	841	3 total
07 September	Rough ride, Watford	1,605	12 total
09 September	Signalling power failure, Willesden	2,324	46 full/39 part
15 September	Points failure, Stafford	996	12 total

## **4. PATRONAGE**

- 4.1 Nationally, rail patronage remains at between 65 – 70% of pre-Covid levels, with some areas, including the north-west, recovering more than areas such as London and the south-east. Patronage remains increasingly driven by leisure travel.
- 4.2 Northern is reporting around 76% of pre-Covid patronage (at time of writing, October 2021), with 83% of its leisure market returning but only 32% of commuters. TPE is reporting 68% of its passenger levels currently, with Anglo-Scot 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 are seeing demand at around 55% for Avanti West Coast and 44% for EMR. Fridays and Saturdays remain the busiest days for travel on longer distance services.
- 4.4 The chart below shows weekly footfall totals at Piccadilly station since the start of the pandemic. Daily totals have steadily increased and are now at around 80,000 per day Monday – Thursday, with large increases on Friday, Saturday and Sunday. Fridays have averaged between 95,000 – 110,000 over the past few weeks, with Saturday totals now at around 120,000. Sundays have registered as the third busiest day now over several weeks, where events such as Parklife or major football fixtures have taken place.





## 5. FACE COVERING USAGE

- 5.1 Whilst face coverings were made non-mandatory on 19 July, covering usage initially remained high, although has declined significantly since and stands at around 10 – 15% currently. This figure is slightly higher on morning peak, city centre and some longer distance services.
- 5.2 Train operators' staff are leading 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 The following services were re-instated or enhanced by Northern on 06 September 2021. Service patterns follow a similar pattern to the timetable introduced in December 2020.
  - Liverpool Lime Street – Manchester Airport (CLC semi-fast)
  - Manchester Victoria – Preston (off-peak, every 2 hours)
  - Chester – Manchester Victoria - Leeds
  - Barrow in Furness/Windermere - Manchester Airport
  - Liverpool Lime Street – Blackpool Nth
  - Some additional peaks on Buxton and New Mills Central services
  - Restored services on Hadfield and Stoke-on-Trent routes.
- 6.2 TPE continues to operate its full timetable as introduced in May 2021.
- 6.3 Avanti West Coast restored its second train per hour between Manchester Piccadilly – London Euston on 16 August.
- 6.4 Transport for Wales (TfW) is operating its usual 2 tph from Manchester (Chester/North Wales and Cardiff/South Wales).

- 6.5 Cross Country remains at 1 tph to Bournemouth from Manchester, with no date set for the return of direct south-west services. All of these services are operating in 8 or 9 car Voyager formations.
- 6.6 East Midlands Railway continues to operate a reduced service on its Norwich – Liverpool route, with the removal of four trains per day in each direction. There is currently no Sunday service operating on this route between Sheffield – Liverpool.

## **DECEMBER 2021 TIMETABLE**

- 6.7 As detailed in previous reports, Northern has been able to prioritise enhancements to the following Greater Manchester routes on Sundays from December 2021:
- Wigan – Bolton – Manchester Victoria (Sunday service restored)
  - Liverpool – Manchester Airport via Newton-le-Willows (extended to Wilmslow).
  - Manchester Piccadilly – Hadfield/Glossop (reverts to a half-hourly service)
  - Liverpool – Warrington Central – Airport (resumes full hourly service).
- 6.8 TPE will be restoring its full pre-Covid service between Manchester Airport – Glasgow from December’s timetable change.
- 6.9 It is expected that Avanti West Coast will be restoring its third train per hour between Manchester – London from December.

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

- 6.10 The government made an announcement regarding the timetable planned for December 2022 on 12<sup>th</sup> October: [High performing rail timetable announced for Manchester - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/high-performing-rail-timetable-announced-for-manchester) 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). The next stage of this process is a detailed operator timetable consultation which TfGM understand will be launched in November 2021 and will last six weeks. This will contain the detailed proposals of the recommended option which referred to by the Manchester Recovery Taskforce as B+ (an adaption of Option B in the original strategic consultation).

# **7. OPERATOR UPDATES**

## **NETWORK RAIL**

- 7.1 Network Rail continues to monitor passenger numbers at Manchester Piccadilly, which have reached pandemic highs, particularly at weekends and during events in the city. All Covid signage is currently in the process of being removed from the station.

- 7.2 Christmas services are expected to be very busy and extra staff will be brought in to help out at the station for visitors to Manchester's Christmas markets on Fridays and Saturdays in December.
- 7.3 Work continues on upgrading the Calder Valley line, with a blockade of the line in place between 23 – 31 October to allow the replacement of 3km of new track within the Summit Tunnel. This £2 million investment forms part of the Great North Rail Investment Project. Replacement buses will operate across the period between either Manchester Victoria/Rochdale – Hebden Bridge/Burnley Manchester Road.
- 7.4 Works will also take place during this period at Rochdale station, resulting in access to the main station entrance being unavailable.
- 7.5 From 01 October until 12 December, a fleet of seven Network Rail vehicles will be out on the network clearing leaves and treating tracks to reduce adhesion problems caused by compacted leaf-mulch. These circuits will cover a total of 97,000 miles over the autumn period.
- 7.6 Investment of £36 million in August has seen 40 year-old signalling replaced in the Trafford area by modern digital systems. 23 signs and 109 new pieces of equipment have been installed to improve reliability and safety and enable longer freight trains to access the terminal at Trafford.
- 7.7 Network Rail is giving advance notice of lift refurbishment at Manchester Piccadilly station on platforms 13 and 14. The work will take place between 03 January – 18 April and see 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**

- 7.8 Northern has a new marketing campaign, launching in November, which includes a commercial 'Go Do Your Thing Commuter'. A further newspaper offer, in conjunction with JPI Media and Reach PLC newspapers in the north of England, is offering a flat fare promotional offer of £10.00 per adult and £5.00 per child for one days travel or a Weekend Rover for £17.50 per adult and £8.75 per child, anywhere on Northern services.
- 7.9 Autumn plans are in place to limit delays caused by leaf fall and poor track condition. 17% of leaves have currently fallen - behind schedule of the last two years. There are no current issues with train unit availability. There are now no Pacers in service, which were historically more susceptible to wheel flat damage. Wheel slide protection is in the process of being fitted to all legacy units starting with Class 156 trains. Dry ice pellets trial on Class 153 in conjunction with University of Sheffield is currently taking place.

#### **TRANSPENNINE EXPRESS**

- 7.10 As reported earlier, patronage is now at around 68% of pre-Covid levels and is being driven by demand for leisure travel, particularly at weekends and on Scottish services. As such, the number of available walk-on fares has been restricted on this route. TPE has seen demand for commuter-friendly flexi-season tickets remain very low.

- 7.11 From December 2021, as a result of platforming changes at Manchester Piccadilly, TPE will be strengthening eight Manchester – Hull services per day from the current three to six cars.
- 7.12 New marketing campaigns will feature on-line and on TV, radio and in the press, whilst bookings for Christmas travel are looking very strong.

## **8. EVENTS AND ENGINEERING**

- 8.1 TransPennine Route Upgrade works progressed well and were completed on-schedule in August. Feedback from customers has been positive and that the blockade and replacement bus provision worked well. Lessons learnt from this initial phase will be carried forward into later works.
- 8.2 The arrangements for the Rugby League Grand Final went very well, with additional staff deployment at major city centre stations and enhanced train plans. Whilst there were reports of around 30 fans not being able to be accommodated on a service, they were safely despatched on the following train.
- 8.3 Events using Horwich Parkway station have gone well this season and TfGM has continued to work with BTP and Northern on event management plans for these days.
- 8.4 Plans for Christmas services have not yet been finalised but are 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 will see a standard service, albeit with some early morning services not running.
- 8.5 Full Christmas plans will be in place, with additional staff deployed and some stand-by trains on certain routes where, traditionally, demand has been heavy. The 2146 Manchester Piccadilly – Stoke-on-Trent service on Saturdays will operate as a 'dry train' in order to deter drunk and anti-social behaviour. Deansgate station will, as in previous years, be closed from 1800hrs on Friday and Saturday evenings during the Christmas markets period.

## **9. STATIONS AND PROJECT UPDATE**

- 9.1 The New Stations workstream took the best performing eight locations from the previous study and progressed these to Strategic Outline Business Case (SOBC) level during 2020/21. The site at Golborne presented an opportunity for immediate further development and capital funding has been allocated to ensure this scheme can progress.
- 9.2 TfGM has currently appointed a contractor to undertake an Outline Business Case, associated design and performance modelling work, for the station site at Golborne, with the supplier expected to complete this work by April 2022.
- 9.3 In April 2019, TfGM was successful in securing Access for All (AfA) funding for Daisy Hill, Irlam and Walkden stations to be made step free. Walkden, Daisy Hill, and Irlam are 1st, 3rd and 4th priority respectively in the list of stations deemed most in need of step-free access.
- 9.4 Swinton, TfGM's 2nd priority station, was unsuccessful in the bid to the DfT's programme. Therefore, GMCA has approved further funding to progress the next schemes on the list, including the development and delivery of Swinton AfA (£2.3 million) and £1.0 million to further develop the next tranche of stations. TfGM has recently appointed contractors to undertake design and development activities for both schemes; with work due to commence imminently.
- 9.5 TfGM continues with its operation of Horwich Parkway station and new public address systems and cycle storage facilities will be introduced in the coming months.
- 9.6 A manager has been appointed for the redundant building project covering Heaton Chapel, Altrincham, Trafford Park and Broadbottom stations. A stakeholder event was recently held for Heaton Chapel community groups to discuss possibilities for use of the refurbished building spaces.

## **10. COMMUNITY RAIL**

- 10.1 TfGM continues to work with local communities and station groups on various projects in the region. Recent volunteer days have helped clean up stations at Eccles, Rochdale, Moston, Hazel Grove and Mills Hill. Further days are planned before the onset of winter at Wigan North Western, in conjunction with Network Rail.



- 10.2 Northern and TfGM are seeking groups to adopt our stations and currently have interest at Ince, Moorside, Deansgate, Hyde stations and Blackrod. TfGM is also looking for station adopters at Ashton station.
- 10.3 TfGM is supporting the creation of a Community Rail Partnership on Manchester – Liverpool routes to fully exploit the leisure, economic and social opportunities that exist along these lines.
- 10.4 TfGM hopes to be able to hold its regular ‘Thank-You’ event on behalf of the Chair for station volunteer groups in January 2022.

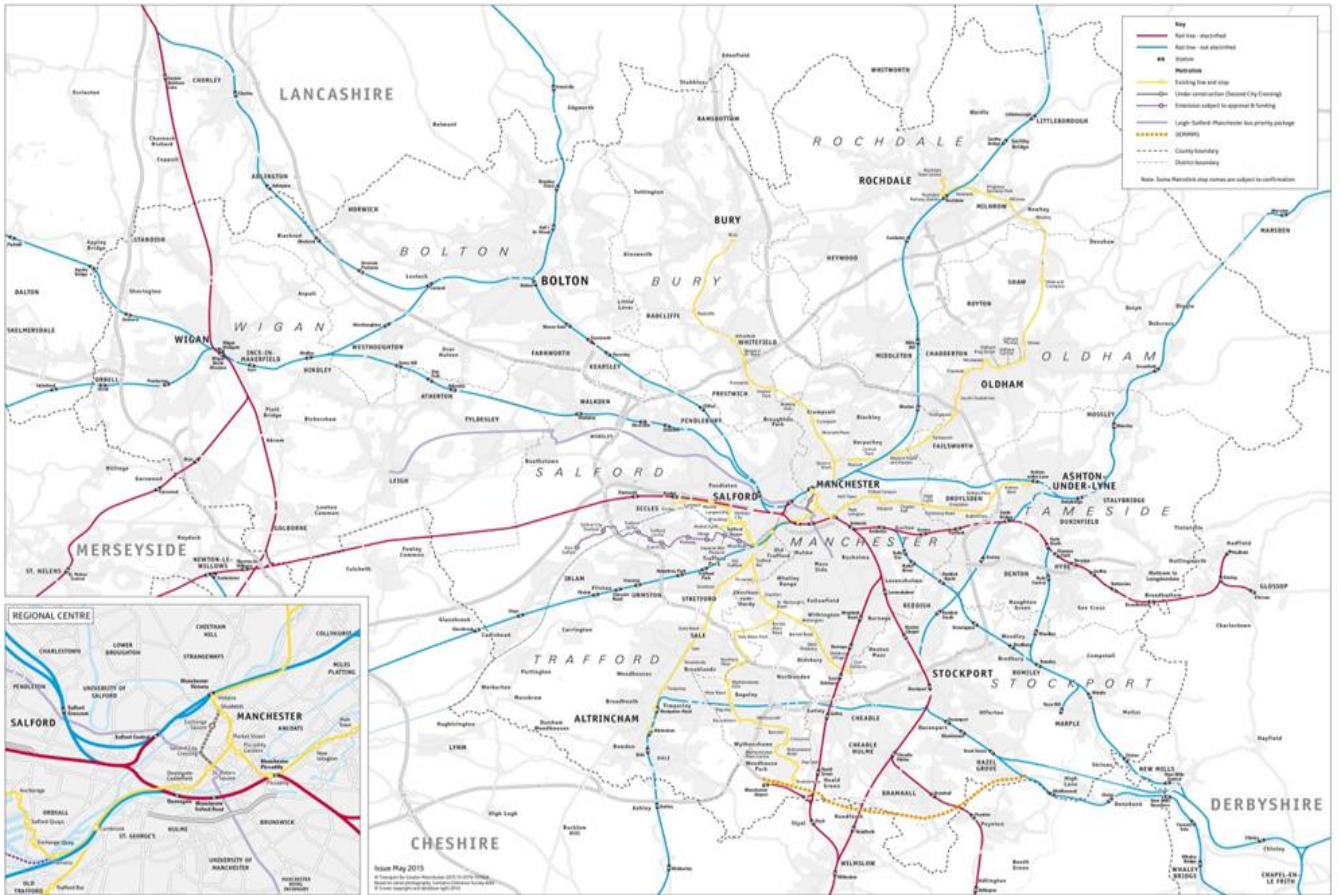
**Caroline Whittam**

**Head of Rail Services, TfGM**

## APPENDIX A – PERIOD DATES

<b>2020-21</b>	<b>Start date</b>	<b>End date</b>
Period 1	01 April 2020	01 May 2020
Period 2	02 May 2020	29 May 2020
Period 3	30 May 2020	26 June 2020
Period 4	27 June 2020	24 July 2020
Period 5	25 July 2020	21 August 2020
Period 6	22 August 2020	18 September 2020
Period 7	19 September 2020	16 October 2020
Period 8	17 October 2020	13 November 2020
Period 9	14 November 2020	11 December 2020
Period 10	12 December 2020	08 January 2021
Period 11	09 January 2021	05 February 2021
Period 12	06 February 2021	05 March 2021
Period 13	06 March 2021	31 March 2021

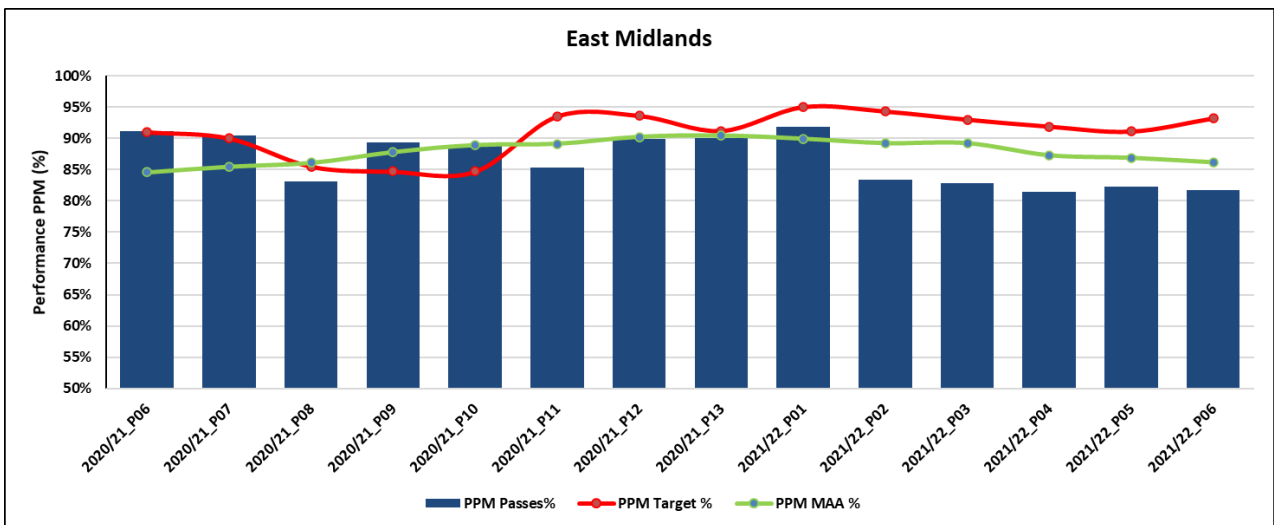
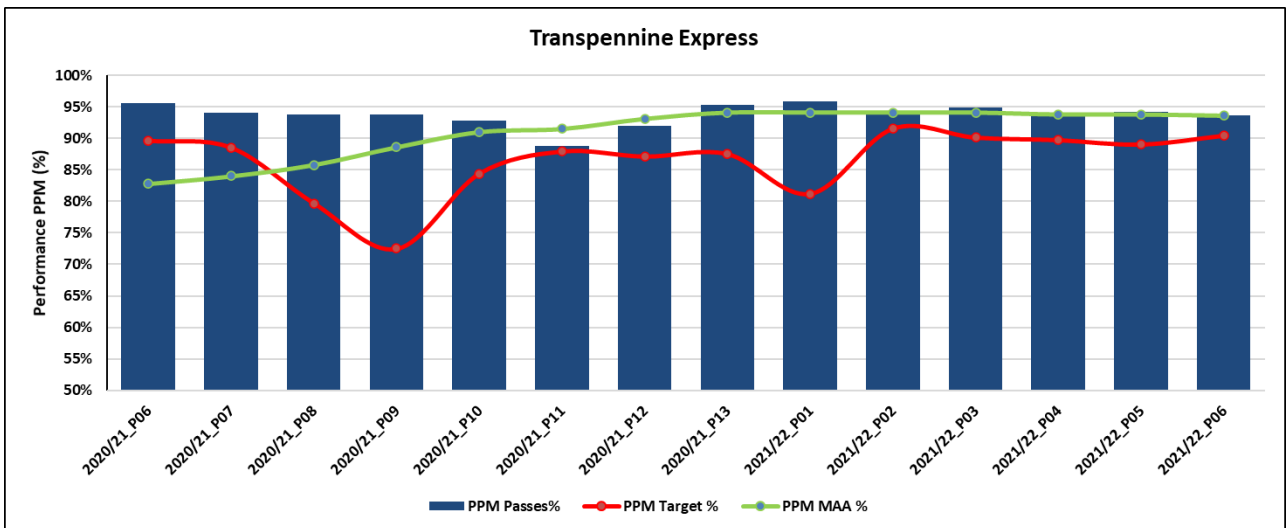
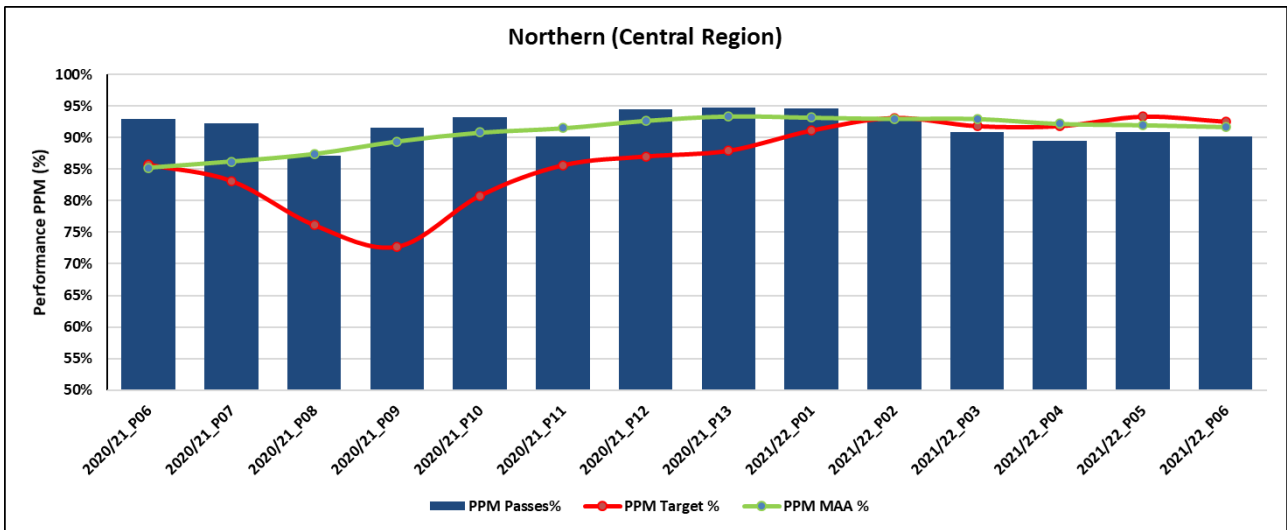
## APPENDIX B: GREATER MANCHESTER MAP

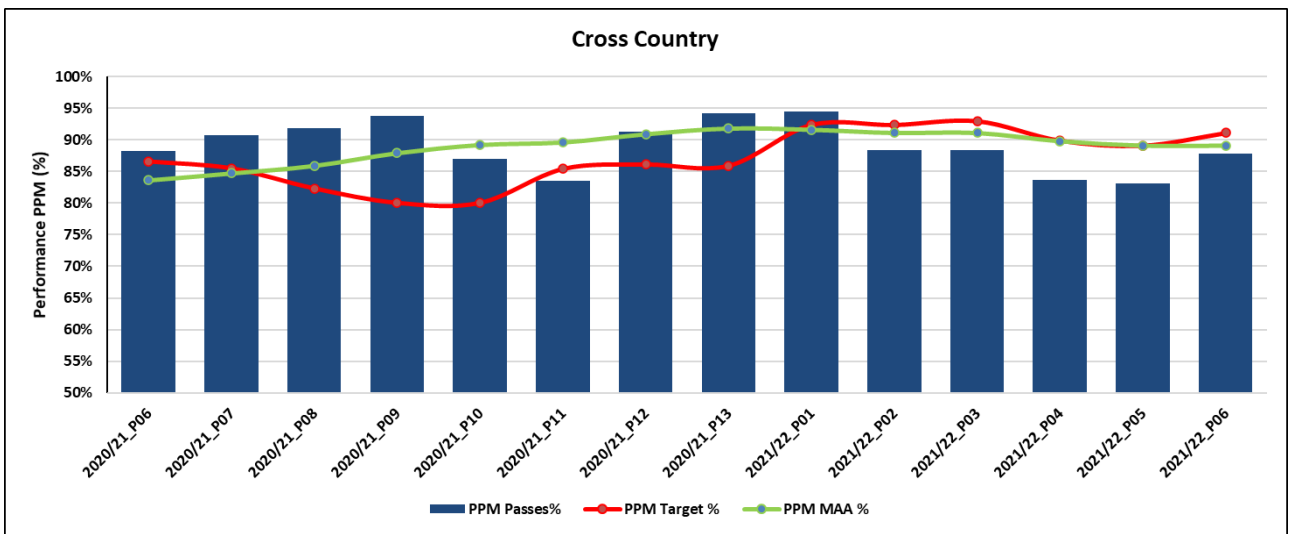
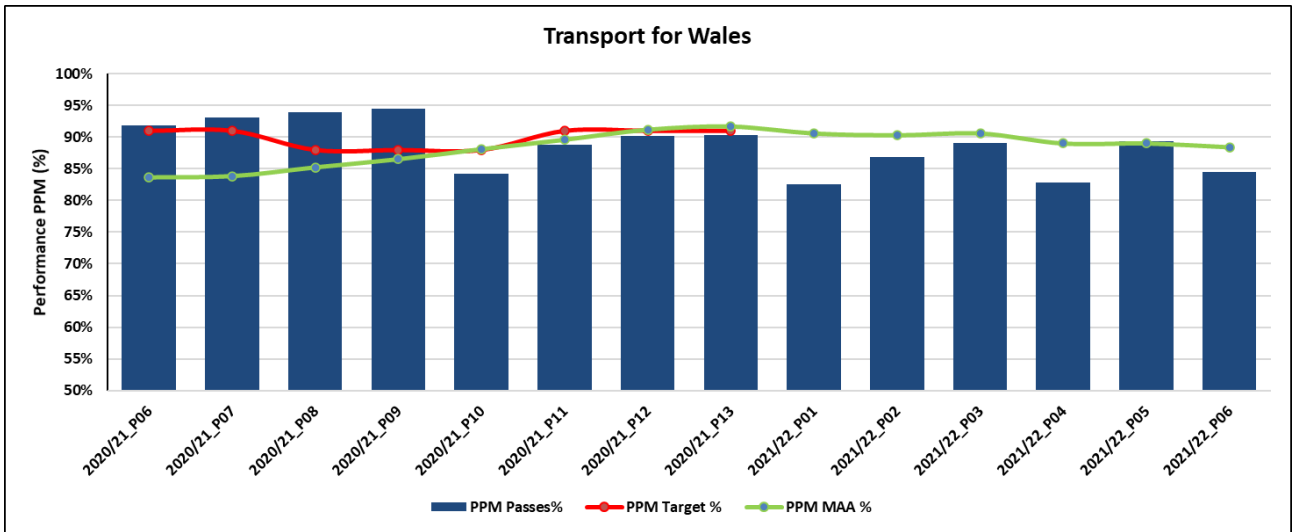
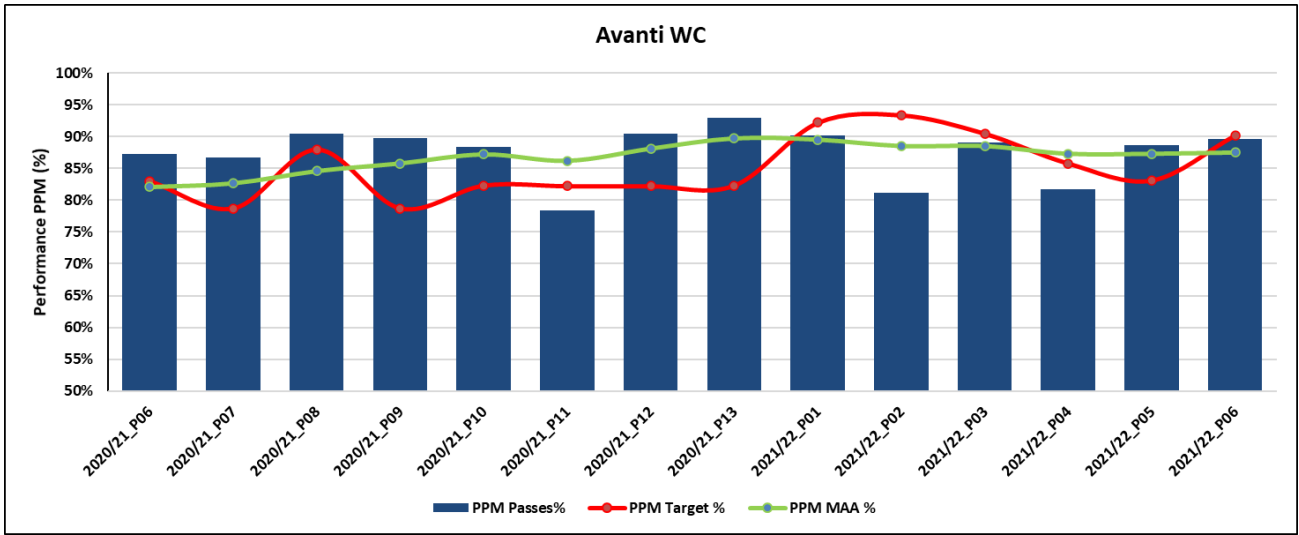




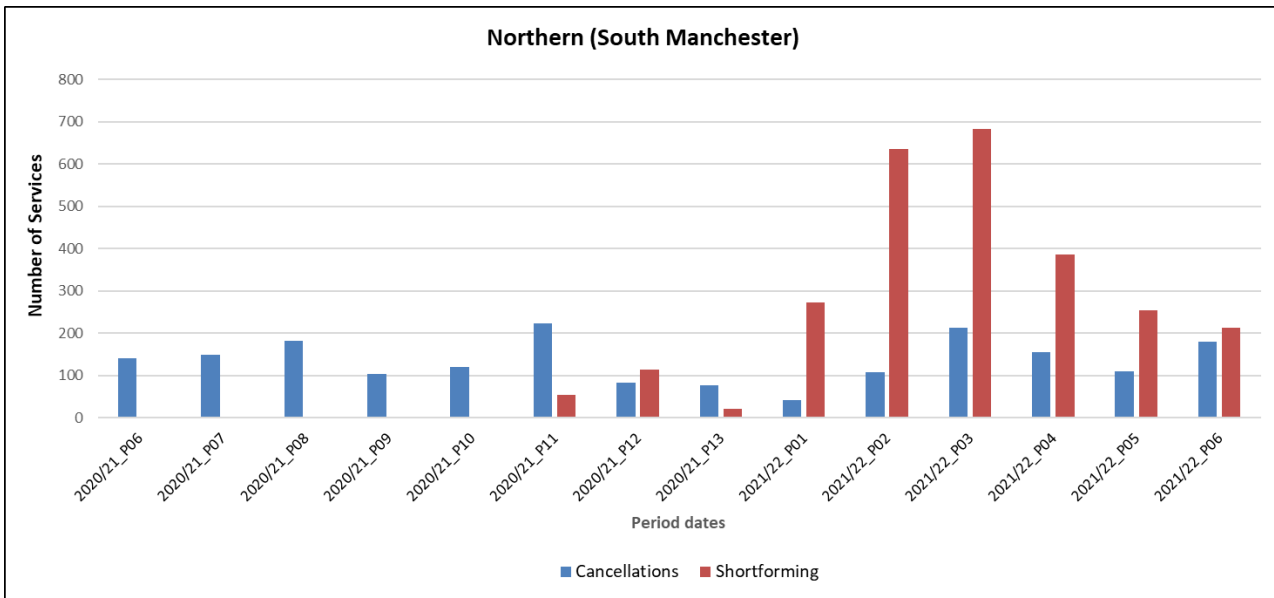
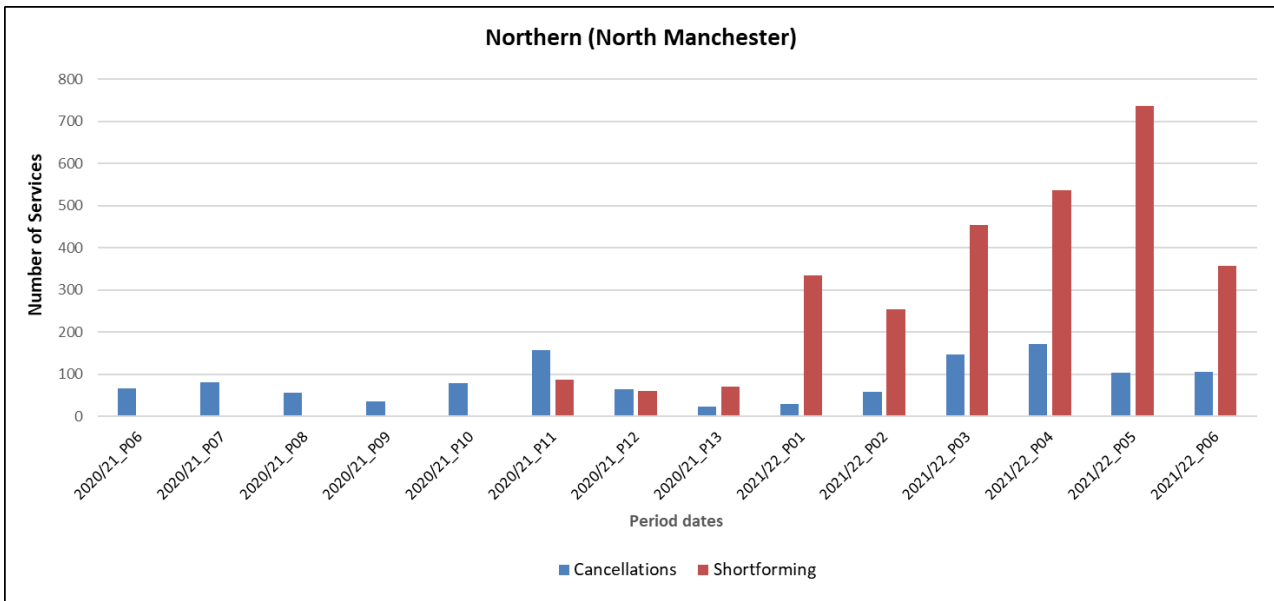
# APPENDIX C – INDIVIDUAL TOC PPM VS TARGET AND MOVING ANNUAL AVERAGE GRAPHS

## TOC PPM vs Target and Moving Annual Average graphs

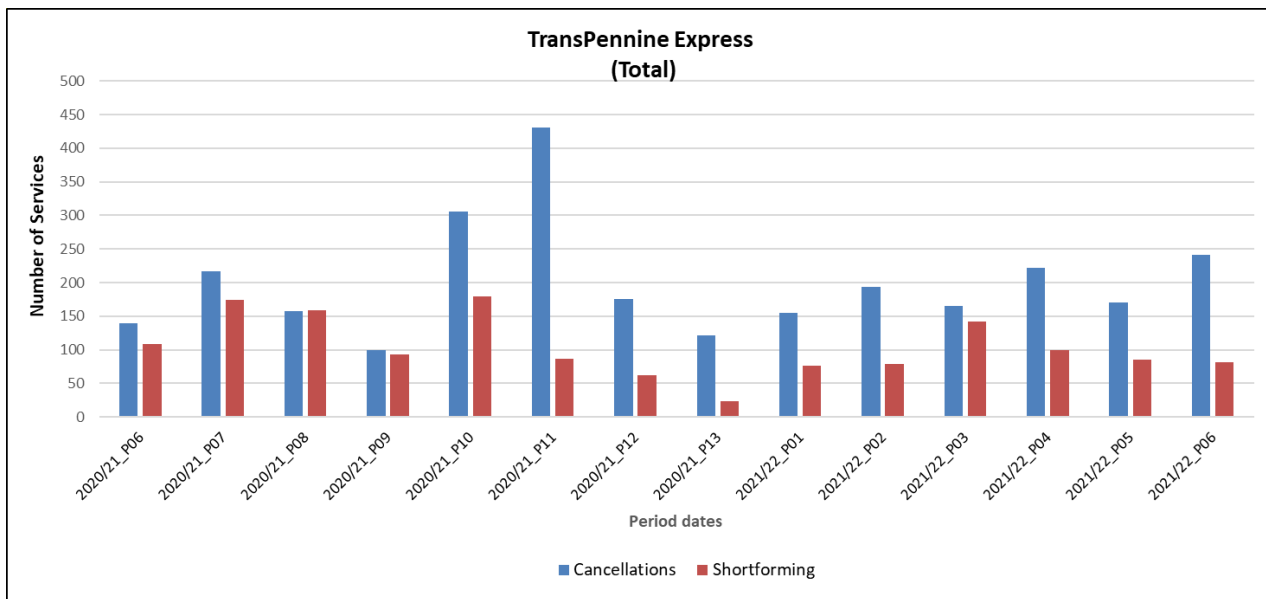




## Cancellations and Short Forming – Northern



### Cancellations and Short Forming – TPE



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

Northern Line of Route	P01	P02	P03	P04	P05	P06	Year to Date
CLITHEROE - BOLTON - VICTORIA	74.7	88.2	84.5	84.4	84.9	84.8	83.3
PICCADILLY - STOCKPORT - CREWE	91.4	87.9	83.5	83.1	81.1	79.5	85.4
PICCADILLY - BUXTON	86	85.2	81.7	83	80.7	78.7	83.3
LEEDS - WIGAN	89.1	81.9	73.9	74.4	71.8	72.2	78.2
KIRKBY - VICTORIA - BLACKBURN*	84.8	86.1	73	77.3	79.7	75	80.2
PICCADILLY - NEW MILLS CENTRAL	85.7	80.3	80.1	92.2	87.7	75.5	85.2
SOUTHPORT/VICTORIA - STALYBRIDGE	78	69.2	70.1	70	67.2	66.8	70.9
LIVERPOOL - MANCHESTER OXFORD RD	82.5	77.8	75.1	76	73.8	69.6	77
PICCADILLY - HADFIELD/GLOSSOP	86.2	79.1	74.9	75.1	69.2	68.4	76.9
BLACKPOOL - WIGAN - LIVERPOOL*	76.5	76.3	72.4	73.5	72.6	71.8	74.3
PICCADILLY - STOKE	80.8	79.2	73.1	74.5	71.2	67.6	75.8
BLACKPOOL Nth - BOLTON - AIRPORT	80.6	74.1	74	73.6	74.2	70.1	75.3
LIVERPOOL - CREWE via Airport	79.8	73.1	74	71	70.7	67.7	73.7
BLACKBURN - VICTORIA - ROCHDALE (stopper)	87.5	85.6	83.7	88			86.2
HAZEL GROVE - BLACKPOOL	74.7	74.8	72.1	73.4	71.4	68.8	73.3
PICCADILLY - CHESTER	79.6	71.5	70.2	73.7	70.3	67	73.1
MANCHESTER - PRESTON	77.6	78.7	79.5	83.4	80.5	81.5	79.9
PICCADILLY - SHEFFIELD	71.1	69	72.6	72.1	67.3	62.7	70.4
PICCADILLY - ROSE HILL/MARPLE	75.6	75.1	73.4	74.5	69.3	69.4	73.6
SOUTHPORT - OXFORD RD/ALDERLY EDGE	68	67.9	61.1	62.3	63.1	58.6	64.5
LIVERPOOL - WARRINGTON - AIRPORT	69.6	77.8	79.6	78.6	75	67.7	76.1
AIRPORT - WIGAN NW - BARROW/WINDERMERE	65.1	62.9	62.8	65.5	63.3	61.1	63.9
MANCHESTER VICTORIA - LEEDS	55.6	54.4	57.1	56.8	57.1	55.2	56.2
LEEDS - CHESTER	60.1	56.4	53.4	57.5	51.4	54.3	55.8

TPE	P01	P02	P03	P04	P05	P06	YTD
North	84.7	79	78.9	78.3	73.3	79.1	78.8
South	76.3	75.4	78.1	72.2	71.7	76.1	74.7
Scottish	61.5	60.4	62.2	64.9	60.7	72.3	61.9

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## Greater Manchester Transport Committee – Master Work Programme

### October 2021 to December 2021

The table below suggests the Committee's work programme from October 2021 to December 2021.

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

October 2021

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
	Road Safety Update	Peter Boulton	To provide an update on the work of road safety initiatives including Drive Safe, specifically how schemes are prioritised and the impact they have made.  Road Danger Reduction Strategy	Accountability
	Destination Bee Network: Developing an Integrated Transport Network for Greater Manchester: Customer Experience,	Simon Warburton and Kate Brown	To discuss how transport and TfGM as an anchor institution can contribute to tackling inequalities.  To receive the review carried out by CLES of TfGM's Social Value Policy and consider TfGM's response to the review recommendations.	Policy Development



MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Inclusion and Equalities and Social Value			
	Bus Reform and Bus Service Improvement Plan	Simon Warburton	To give the Committee an opportunity to review the draft Bus Service Improvement Plan	Policy Development
	Transport Unit Update	Ronnie Neilson, Transport Unit, GMP	To respond to the Committee's request for an understanding of the current priorities of the Transport Unit, specifically work being undertaken to address an increase in anti-social behaviour	Accountability

**November 2021**

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
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
	Priorities for Metrolink	Danny Vaughan	To inform the Committee of the key priorities for the Metrolink system, and potential areas of expansion.	Implementation
	Manchester Recovery Task Force Update	DfT	To inform the Committee of the work to improve the performance of rail services in GM. Note that this change will	Implementation

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
			be implemented between May-December 2021.	

#### December 2021

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
	Winter Planning	Stephen Rhodes	To inform Members of the plans for the winter period across the public transport network.	Accountability
	Active Travel Update with specific focus on over 50's and children &	Richard Nickson		Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	young people initiatives.			
	Williams – Shapps Plan for Rail	Simon Elliott	To update members on the key findings from the Williams-Shapps report for Rail and what this means for GM.	Policy Development