

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

**DATE:** Friday, 17th September, 2021

**TIME:** 10.30 am

**VENUE:** Council Chamber MCC - Manchester Town Hall, Mount  
Street Entrance

**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 the start of the meeting.
- 4. Minutes of the meeting held 16 July 2021** 5 - 12  
To consider the approval of the GMTC Metrolink & Rail Sub Committee minutes of the meeting held 16 July 2021.
- 5. Metrolink Service Performance** 13 - 26  
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** 27 - 46  
Report of Caroline Whittam, Head of Rail Services, TfGM.
  
- 8. Rail Operator Update**  
Verbal update from Rail Operators.
  
- 9. Rail Programme and Infrastructure Project Update** 47 - 58  
Report of Simon Elliott, Head of Rail Programme, TfGM.
  
- 10. GM Transport Committee Work Programme** 59 - 66  
Report of Gwynne Williams, Deputy Monitoring Officer, GMCA.
  
- 11. Dates and Times of Future Meetings**  
To consider future meeting dates for the Committee.

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

**GMTC Metrolink & Rail Sub-Committee on 17 September 2021**

Declaration of Councillors' interests in items appearing on the agenda

NAME: \_\_\_\_\_

Minute Item No. / Agenda Item No.	Nature of Interest	Type of Interest
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary

***PLEASE NOTE SHOULD YOU HAVE A PERSONAL INTEREST THAT IS PREJUDICIAL IN AN ITEM ON THE AGENDA, YOU SHOULD LEAVE THE ROOM FOR THE DURATION OF THE DISCUSSION & THE VOTING THEREON.***

## QUICK GUIDE TO DECLARING INTERESTS AT GMCA MEETINGS

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:

- Bodies to which you have been appointed by the GMCA
- 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:**

- You, and your partner's business interests (eg employment, trade, profession, contracts, or any company with which you are associated)
- You and your partner's wider financial interests (eg trust funds, investments, and assets including land and property).
- 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**

If the answer to that question is 'No' – then that is the end of the matter. 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 PREJUDICIAL?**

A personal interest becomes a prejudicial interest:

- where the well being, 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.
- 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**

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

**TO NOTE:**

- You may remain in the room and speak and vote on the matter
- If your interest relates to a body to which the GMCA has appointed you to you only have to inform the meeting of that interest if you speak on the matter.

**FOR PREJUDICIAL INTERESTS****YOU MUST**

- Notify the governance officer for the meeting as soon as you realise you have a prejudicial interest (before or during the meeting)
- Inform the meeting that you have a prejudicial interest and the nature of the interest
- Fill in the declarations of interest form
- Leave the meeting while that item of business is discussed
- 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



# Agenda Item 4

## MINUTES OF THE VIRTUAL MEETING OF THE GREATER MANCHESTER METROLINK AND RAIL SUB COMMITTEE HELD ON FRIDAY, 16 JULY 2021 AT 10:30AM FRIENDS MEETING HOUSE

### PRESENT:

Councillor Stuart Haslam	Bolton Council
Councillor Mohammed Ayub	Bolton Council
Councillor Emma Taylor	Manchester City Council
Councillor Doreen Dickinson (Chair)	Tameside MBC
Councillor Tom McGee	Stockport MBC
Councillor Angie Clark	Stockport MBC
Councillor Steve Adshead	Trafford Council
Councillor Joanne Marshall	Wigan Council

### OFFICERS IN ATTENDANCE:

Mark Angelucci	Rail Officer, TfGM
Jamie Fallon	Governance Officer, GMCA
Victoria Mercer	Metrolink Service Delivery Manager, TfGM
Danny Vaughan	Head of Metrolink, TfGM
Caroline Whitham	Head of Rail Services, TfGM
Gwynne Williams	Deputy Monitoring Officer, GMCA

### OPERATORS IN ATTENDANCE:

Guillaume Chanussot	KAM
Dan Coles	Network Rail
Charlie French	Avanti
Chris Jackson	Northern

### **GMTMRC 21/21 APOLOGIES**

#### **Resolved /-**

That apologies be noted and received from Councillors Norman Briggs, Howard Sykes (Councillor Angie Clark substituting), Shah Wazir, Andrew Western and Lucja Majewski (TransPennine Express).

### **GMTMRC 22/21 APPOINTMENT OF CHAIR AND VICE CHAIR FOR 2021/22**

#### **Resolved /-**

That it be noted that Councillors Doreen Dickinson be appointed as Chair and Emma Taylor be appointed as Vice Chair of the GM Transport Metrolink & Rail Sub Committee for 2021/22 as approved at the meeting of the GM Transport Committee on 18 June 2021.

## **GMTMRC 23/21 MEMBERSHIP FOR 2021/22**

### **Resolved /-**

That the membership of the GM Transport Metrolink & Rail Sub Committee for 2021/22 be noted as follows.

<b>Members</b>	<b>Representing</b>	<b>Political Party</b>
Councillor Emma Taylor	Manchester CC	Labour
Councillor Norman Briggs	Oldham Council	Labour
Councillor Shah Wazir	Rochdale Council	Labour
Councillor Joanne Marshall	Wigan Council	Labour
Councillor Mohammed Ayub	Bolton Council	Labour
Councillor Andrew Western	GMCA	Labour
Councillor Tom McGee	Stockport MBC	Labour
Councillor Steve Adshead	Trafford Council	Labour
Councillor Doreen Dickinson	Tameside MBC	Conservative
Councillor Stuart Haslam	Bolton Council	Conservative
Councillor Howard Sykes	Oldham Council	Liberal Democrat

## **GMTMRC 24/21 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS**

### **Resolved /-**

1. That all new members be welcomed and an extended thanks on behalf of the Committee to those previous members during the last municipal year.
2. That Members be reminded to complete the annual declaration of interest.

## **GMTMRC 25/21 DECLARATIONS OF INTEREST**

### **Resolved /-**

There were no declarations of interest.

## **GMTMRC 26/21 MINUTES OF THE GM TRANSPORT METROLINK & RAIL SUB COMMITTEE MEETING HELD 19 MARCH 2021**

### **Resolved /-**

That the minutes of the GM Transport Metrolink & Rail Sub Committee meeting held 19 March 2021 be approved as a correct record.

## **GMTMRC 27/21 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 12/13, 2020/21 and 01/02, 2021/22.

It was reported that operational performance had remained consistently strong over the four periods covered by the report for all six train operating companies serving Greater Manchester. Service uplifts had been undertaken by TPE and TfW on 29 March 2021, with



some routes seeing earlier enhancements to cater for school flows. Nationally, train timetables changed on Sunday 16 May, which saw further additions to services across Greater Manchester to around 82% of pre-Covid levels. Furthermore, Emergency Recovery Measures Agreements had been superseded by National Rail Contracts, which had replaced the previous revenue risk-based franchising system.

Members were advised that rail patronage had largely been driven by the tightening and relaxation of Covid restrictions over the past 16 months. Patronage increased after the second lockdown in November 2020, reaching almost 30% of pre-Covid levels by December but then fell back to around 15% in the third national lockdown from January 2021. Patronage had steadily increased since the spring and was currently at around 55-60% of pre-Covid levels for Northern, 45% for TPE and around 30% for the longer distance operators. The most significant increases in patronage had been recorded on local services, It was reported that leisure journeys continued to drive demand, with seaside and Hope Valley services being very popular. Northern reported over Spring Bank Holiday around 90 – 95% of pre-Covid patronage on some of its services.

Face covering compliance had remained consistent on-board trains and at stations and was currently estimated to be at around 80 – 85%.

Nationally, new timetables came into operation from Sunday 16 May, for Greater Manchester this heralded around 82% of pre-Covid services being re-introduced and a full list of current Northern service provision was appended to the report. The May 2021 timetable saw the introduction of bi-mode Class 769 trains on Southport – Alderley Edge and Southport – Stalybridge routes. The services operate under both diesel and electric power and provide enhanced capacity using four car units.

Throughout the pandemic, Northern has instigated a programme of station re-painting and repairs at Wigan, Bolton, Reddish North, Brinnington, Romiley and Hale. Station car park refurbishment had taken place at Newton for Hyde.

It was reported that from the 31 July until 15 August 2021, Network Rail would be working to renew key sections of track and upgrade railway bridges to improve reliability as part of the Trans-Pennine Route Upgrade. This work would take place east of Manchester Victoria station, impacting services to/from Stalybridge and Rochdale. This would also impact on longer distance journeys along the Calder Valley line into/out of Manchester.

Members were informed that TPE was the first UK train company to introduce brand new help points and video calling at stations. The new help points allow customers to use their mobile phones to instantly connect with a member of staff even when at an unstaffed station.

An update on the Williams-Shapps Review, commissioned by government in September 2018 in response to widespread timetable chaos and a failing commercial model for delivering passenger services was provided. The plan had been published as a White Paper on 20 May 2021 and TfGM would look to build on plans for further rail reform and welcomed the announcement of the formation of the new rail body Great British Railways.

The latest update on the Manchester Recovery Task Force Consultation was provided to the Committee. They were also advised that Station Friends groups had been allowed back onto stations since 29 March and been hard at work catching up on clearing, weeding and restoring local stations and gardens to their former glory. Cheshire's Best Kept Station Awards had finally been presented in person to Hale, Altrincham, Heaton Chapel, Rose Hill, Romiley, Marple and Reddish South stations.

In thanking officers for the informative update, the Chair proposed that a letter be sent to the Station Friend groups offering congratulations on behalf of the Committee. Furthermore, it was suggested and agreed that a Community Day event would be arranged by TfGM for Community Rail Groups in December 2021.

Members asked for further clarification on projections for patronage over the summer holiday period particularly for leisure purposes and reassurance that the rail industry was able to cope with increased demand. It was advised that train operators had demonstrated throughout the pandemic the ability to make changes and various timetable iterations had proven their flexibility to react to demand. Northern had increased capacity on popular routes including Southport and Blackpool South. It was noted that there had been a clear lack of direction from DfT regarding long distance operators and reduced services were operating across the network to popular locations including Reading and Bournemouth with 40% reservation capacity availability for advanced bookings.

Charlie French, Regional Growth Manager, Avanti West Coast Partnership informed the Committee that due to Covid, capacity had been reduced to 40% to take into consideration social distancing requirements. Following review, capacity had increased to 50% and would further increase the following week with the removal of social distancing requirements. Relief services had been in operation to manage the increase in demand particularly recently throughout the European Championships and there was further opportunity to provide additional services to cater for increased demand ahead of the next review in September.

Members expressed concern regarding no future significant changes or uplifts in December 2021 timetables being planned for Northern routes which had not returned to pre-Covid levels of service. Northern advised that unfortunately significant challenges to the driver training programme which had been considerably impacted by Covid, meant some off peak services would not return to those of December 2019. However, if resource availability increased, a further review would be undertaken which had been articulated in a letter to the Head of Rail, TfGM, a copy of which would be provided to members of the Committee.

The Committee considered the position on face coverings and it was confirmed that Northern would adopt the same message as other operators to ensure consistency across the network. The final position had not yet been declared, however, this would be communicated appropriately following confirmation being agreed.

Members considered the impact and cost of fly-tipping as detailed in the report and requested further information on what preventative measures were being adopted. Examples of the partnership work being undertaken to combat fly tipping in hot spot areas was provided and it was agreed that future reports would include numbers of investigations and prosecutions for fly tipping on and around railway land.

Councillor Adshead requested further information on developing redundant station buildings into thriving community assets. Dan Coles, Customer Account Manager, Network Rail agreed to directly discuss the work which would progress the site at Trafford to development stage.

Members welcomed the introduction of brand new help points and video calling at stations and it was advised that the ticket vending machines operated by Northern had the functionality. It was agreed that a future update would be provided to the Committee on the aspiration by Northern to allow customers to use their mobile phones to instantly connect with a member of staff even when at an unstaffed station.

The work to develop intelligent CCTV monitoring at known hot-spots, train staff to notice unusual behaviour and improve physical deterrents and mitigation in relation to suicide were recognised. It was proposed and agreed that the training programme being provided to rail staff by the industry in relation to suicide prevention be offered to Station Friends Groups.

### **Resolved /-**

1. That the report be noted.
2. That a letter of congratulations be sent on behalf of the Committee to the Community Rail Groups at the following stations: Hale, Altrincham, Heaton Chapel, Rose Hill, Romiley, Marple and Reddish South for recent success at Cheshire's Best Kept Station Awards.
3. That a copy of the letter from Northern to TfGM regarding proposed December 2021 timetable changes be circulated to Members of the Committee.
4. That the position on face coverings for passengers travelling by Northern be communicated appropriately following confirmation being agreed.
5. That further information with regards to numbers of investigations and prosecutions for fly tipping on and around railway land be provided in future updates to the Committee.
6. That further information regarding Station Project Update for Trafford Park be communicated to Councillor Steve Adshead as agreed by Network Rail.
7. That the training programme being provided to rail staff by the industry in relation to suicide prevention be offered to Station Friends Groups.
8. That a Community Day event be arranged by TfGM for Community Rail Groups in December 2021.

### **GMTMRC 28/21 METROLINK SERVICE PERFORMANCE**

Danny Vaughan, Head of Metrolink, TfGM introduced the Metrolink quarterly performance report which provided a performance summary for the rolling 12-month period. He provided the Committee with an update on the impact of test, trace and isolate on Metrolink services and advised that since the timetable changes on 5 July 2021, Metrolink staff had been severely more affected than previously during the pandemic. Furthermore, some peak services had been removed to alleviate pressure. It was advised that weekend engineering improvement works would be carried out over the summer period and the public were encouraged to refer to the website for further details.

Members were advised that the GM Mayor had announced that face coverings would remain mandatory on Metrolink services which was widely supported to improve confidence for customers and staff and increase patronage across the network.

It was anticipated that there would be an imminent announcement regarding central Government funding to cover the operating costs, hopefully up to the end of the current financial year which would provide greater stability.

Victoria Mercer (Metrolink Service Delivery Manager) provided an overview on Metrolink operation and performance. It was reported that patronage stood at 48% of pre-covid levels and demand had increased in response to leisure. The pre-pandemic patterns of demand had returned, with the busiest times still the traditional morning and evening peaks, which

posed a problem for social distancing, especially on the busiest lines. The significant challenges highlighted regarding staff absence on the timetable uplift would be kept under review and would be mobilised as soon as capacity was available.

Further challenges over the previous four periods and a number of incidents which significantly impacted reliability were highlighted to the Committee.

There had been an average of 186 incidents of crime and anti-social behaviour per month reported to Metrolink. Reduced patronage had resulted in the substantial increase in the rate of reported incidents and there had been an increase in criminal damage on the network to the infrastructure. This had affected tram availability along with the perception of security.

It was advised that KAM had continued with covid-related measures across the network with additional cleaning with anti-viral products, hand sanitiser units across the city centre and a team of Trambassadors to support customers returning to the network and helping them to follow the guidelines for safe travelling. Front line staff had undertaken training in collaboration with colleagues from the NHS to assist customers with vulnerabilities which had been hugely successful.

An overview of the planned engineering works over the summer months to minimise disruption was provided which would coincide with works being undertaken by Network Rail at Victoria Station.

Members requested further information regarding the capability to deploy double trams once demand increased across the network. It was advised that new additional vehicles were now in service and would be deployed to provide double capacity as patronage and demand increased. Furthermore, capacity and demand data would be published to assist customers to time their journeys where possible.

### **Resolved /-**

That the contents of the report be noted.

## **GMTMRC 29/21 OPERATOR UPDATE**

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

Comments raised by operators included the following:

- KeolisAmey Metrolink –acknowledging the significant challenges raised by TfGM colleagues, other areas of focus for the organisation included crime and Anti-Social Behaviour along with community engagement. Furthermore, there would be a fundamental focus on safety of passengers, the health and well being of staff, the environment and customer satisfaction. It was confirmed that all staff, not just those on the frontline would partake in the two-day collaborative NHS training to assist more vulnerable passengers. There had been a further focus on improving the workings of both management and information systems for the organisation. KeolisAmey was the first transport company to become a member of the United Nations global network working towards sustainable development goals.

- Northern Rail – it had been a significant period for the industry particularly with the announcement of the Williams-Shapps Review. An overview of the Framework Agreement was provided and it was highlighted that industry revenue was down by 80% and government support was an unsustainable circa £800m per month with a £2bn gap in industry finances. There had been a recognised requirement for urgent reform. It was advised that currently none of the Northern service groups were achieving a profit which was of concern and growth was needed with current rates of patronage at 55%. An overview of the proposed additional services to be introduced in December 2021 to meet increased leisure demand was provided. It was advised that a return to Sunday services for Rose Hill was not planned for December 2021 and unfortunately possibly not for the foreseeable future. Appreciation was placed on record for the services that were due to return at Wigan and West Houghton with an acknowledgment of the difficulties experienced.
- Avanti West Coast – an overview of current initiatives was provided which included the introduction of standard premium class from May for a fixed price upgrade cost of £25 for services between Manchester and London. This had been complemented by a new seat ordering service via an app which allowed customers to purchase food and beverages on board whilst connected to Wi-Fi. As part of £117m investment, all Pendolino trains would undergo refurbishment throughout the year with the first upgrade due to take place the following week. Station improvements were also underway which included cycle parking, ticket vending machines and energy efficient redevelopment schemes.
- Network Rail – an update on work at Piccadilly Train Station to welcome passengers returning in anticipation of the relaxation of Covid restrictions was provided. Covid management plans were still in place and signage would remain over the forthcoming weeks. Travel ambassadors would be deployed to reassure passengers that it was safe for those less confident who were required to travel. A campaign had been launched on slips, trips, falls and intoxication for safety at the station. Footfall was reported to be around 50k per day which was 50% of pre Covid levels at Piccadilly, but this was anticipated to increase as restrictions were relaxed the following week. Options were being considered to deal effectively with the increases in track, trace and isolate cases amongst staff. Across Network Rail and Train Operators, a campaign had been launched in Partnership with Shelter using Manchester Piccadilly as a trial site to identify homeless and rough sleepers using the station. Since the initiative had begun, a number of individuals had been referred and some had been placed in permanent and temporary accommodation. An overview of the collaborative work underway between the route crime team and the BTP was provided. Further details on the breakdown of forthcoming engineering work was outlined. Further details on the platform lengthening programme was requested and it was agreed that an update would be provided directly to Councillor Angie Clarke.

**Resolved /-**

1. That the report be noted.

2. That an update on platform lengthening projects be provided by Network Rail to Councillor Angie Clark.

### **GMTMRC 30/21 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 31/21 DATES OF FUTURE MEETINGS**

#### **Resolved /-**

Friday 17 September 2021

Friday 12 November 2021

Friday 14 January 2022

Friday 11 March 2022

All Meetings will commence at 10:30am

## GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 17 September 2021  
Subject: Metrolink Service Performance  
Report of: Daniel Vaughan, Head of Metrolink, TfGM

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### PURPOSE OF REPORT:

This report provides an update on Metrolink operation and performance.

### RECOMMENDATIONS:

Members are asked to note the contents of this report.

### CONTACT OFFICERS:

Daniel Vaughan	Head of Metrolink	0161 244 1519 <a href="mailto:daniel.vaughan@tfgm.com">daniel.vaughan@tfgm.com</a>
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Victoria Mercer	Metrolink Service Delivery Manager	0161 244 1737 <a href="mailto:victoria.mercer@tfgm.com">victoria.mercer@tfgm.com</a>
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**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: Face covering compliance by line.

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

**BACKGROUND PAPERS:** Metrolink Service Performance report of 16 July 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?		n/a
GM Transport Committee	Overview & Scrutiny Committee	
n/a	n/a	



## **1. ABOUT METROLINK**

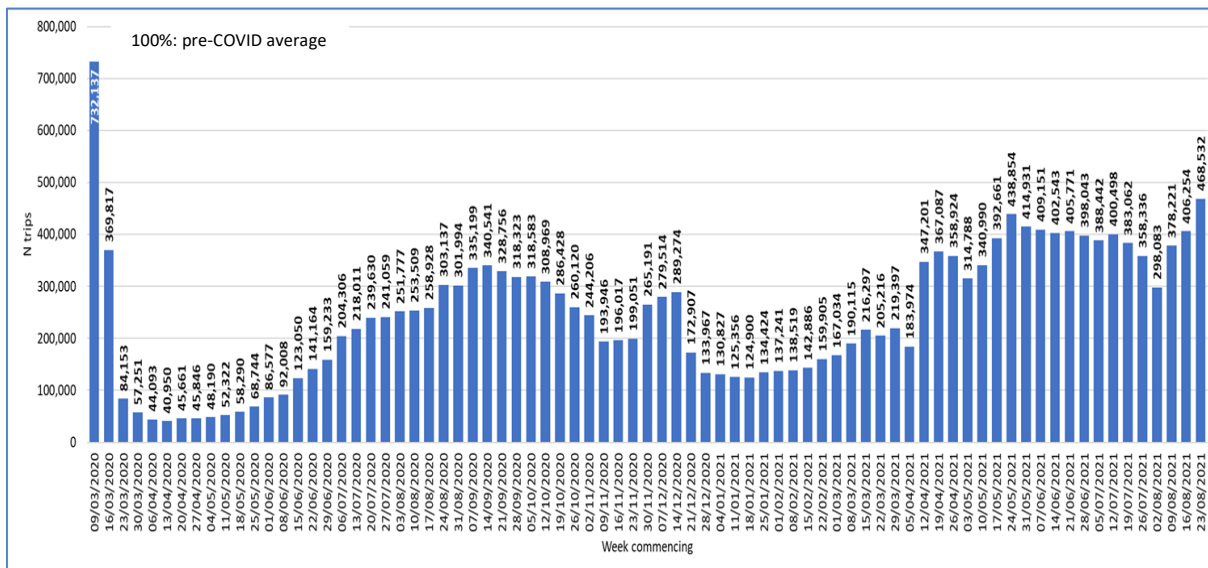
- 1.1 Metrolink is the largest urban light rail network in the UK. It provides a fast, frequent service which is fully accessible to all, running 7 days a week, 364 days of the year.
- 1.2 The Metrolink network is owned by TfGM and is operated on TfGM's behalf through a contract with KeolisAmey Metrolink (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 127 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 July 2021 was significantly affected by staff shortages, especially those in front line operational positions, due to track and trace isolation notifications.
- 2.3 As a result of staff shortages and the disruption experienced in July, tram frequencies were reduced on 9 August to ensure a more reliable service could be operated, with an improved customer experience. The number of doubles was increased and targeted to busier lines. Additional services operated where possible.
- 2.4 Patronage has reached circa 50% of pre-COVID levels during the week and between 60% to 70% at weekends. Patronage is expected to increase from September as schools return and more people return to offices.
- 2.5 Eccles track renewals were extended by 15 days as a result of the degraded condition of the concrete which only became visible once the old track was removed. Services which were originally scheduled to reopen on the 1 August, finally opened on the 16 August.
- 2.6 There were 196 recorded incidents of anti-social behaviour on the network during July 2021. TravelSafe Days of Action have continued during June and July 2021 with a continued focus on locations where anti-social behaviour has been reported.

## Patronage

- 2.7 Patronage measures the number of trips that are being made on the network.
- 2.8 COVID has significantly impacted patronage on the Metrolink network as can be seen in the chart below.



- 2.9 Patronage currently stands at circa 50% of pre-covid levels. Growth has been sustained in leisure market, with weekends continuing to return between 60% to 70% of pre-covid demand. The removal of social distancing requirements has alleviated some of the crowding issues experienced across most lines, however the evening peaks remain busy on Altrincham, Bury, Oldham/Rochdale and East Didsbury lines as commuting and leisure trips are being made at the same time.
- 2.10 The fall off in patronage towards the end of July and start of August is due to a combination of seasonal factors, engineering works on the network, and poor performance arising from “pingdemic” staff absences.

## Funding

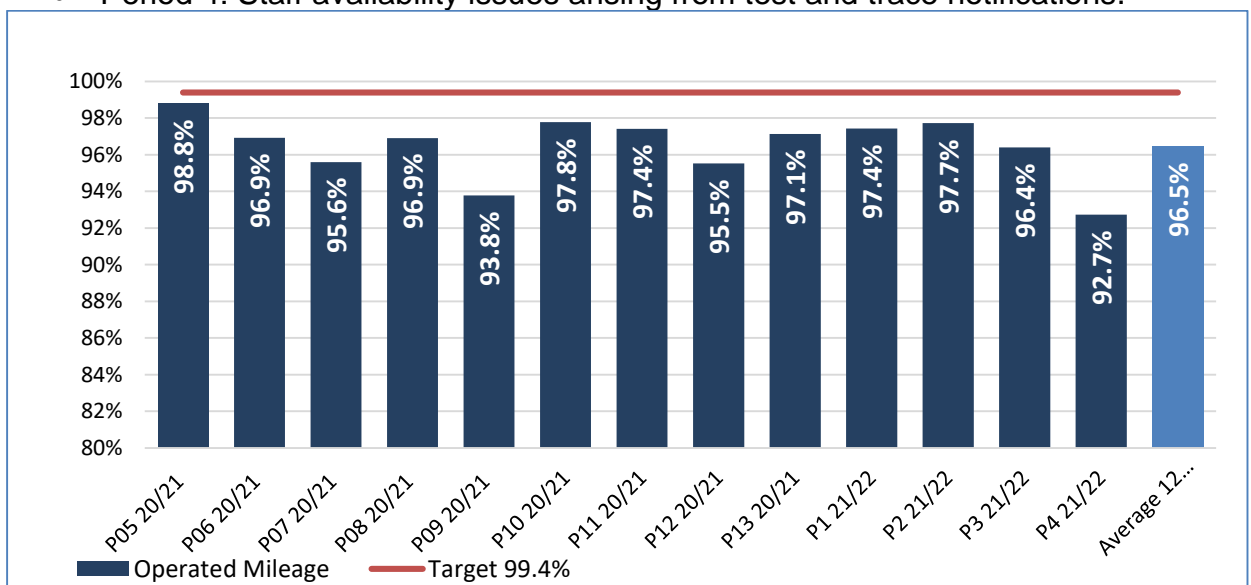
- 2.11 A package of support from central government covered operating costs in full up to 19 July 2021, subject to an ongoing reconciliation process.
- 2.12 Additional support beyond 19 July 2021 was announced during the summer, to cover the remainder of the 2021/22 financial year.

### 3. OPERATIONAL PERFORMANCE

- 3.1 Operational performance during July 2021 was significantly affected by staff shortages, especially within the driver cohort due to track and trace notifications. This can be seen in the operational performance charts in the section below, in particular during period 4. Driver unavailability in July was approximately 10 times greater than the average across the pandemic. This situation had an adverse impact on passenger services. 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 is planned. 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 will be reintroduced from 31 August and the East Didsbury to Shaw route will be reintroduced on 6 September.

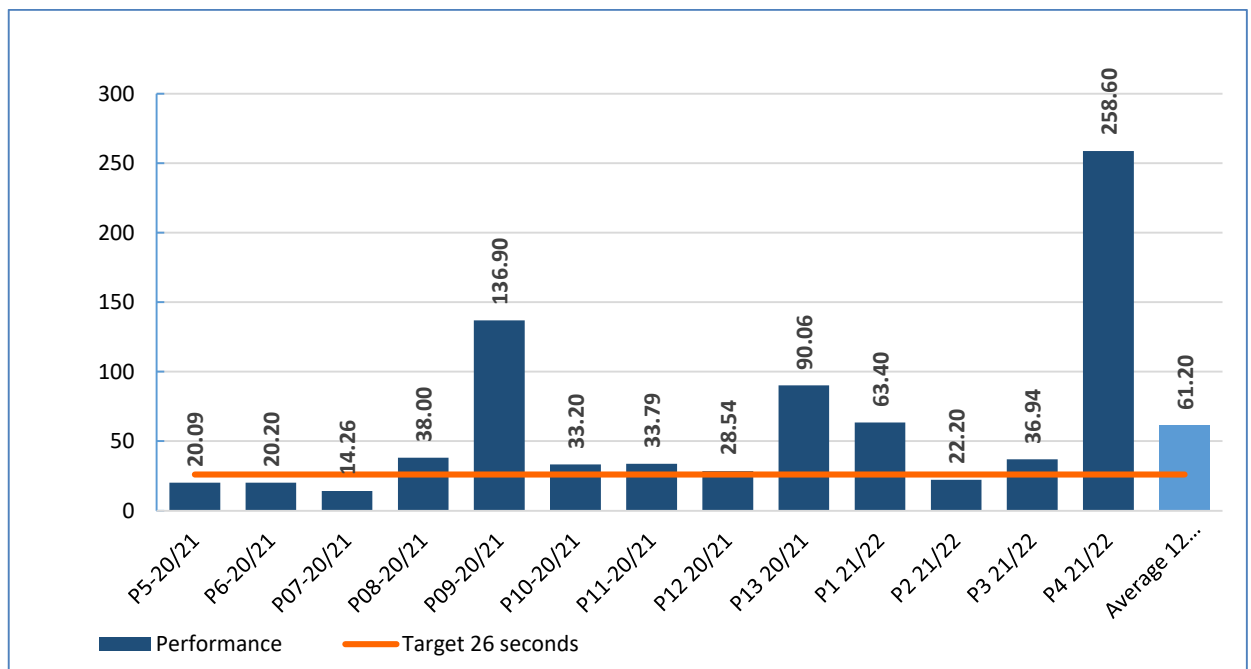
#### Reliability

- 3.3 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%.
- 3.4 Prior to periods 3 and 4, reliability performance had been holding steady at an average of just above 97%. As outlined above, staff unavailability impacted operational delivery and this can be clearly seen in the chart below, in particular in relation to period 4 which ended with a performance result of 92.7%. The incidents which most influenced performance are outlined below:
- Period 3: An underground fire in electrical ducts at Balloon Street in Manchester city centre and signalling fault at Timperley on the Altrincham line.
  - Period 4: Staff availability issues arising from test and trace notifications.



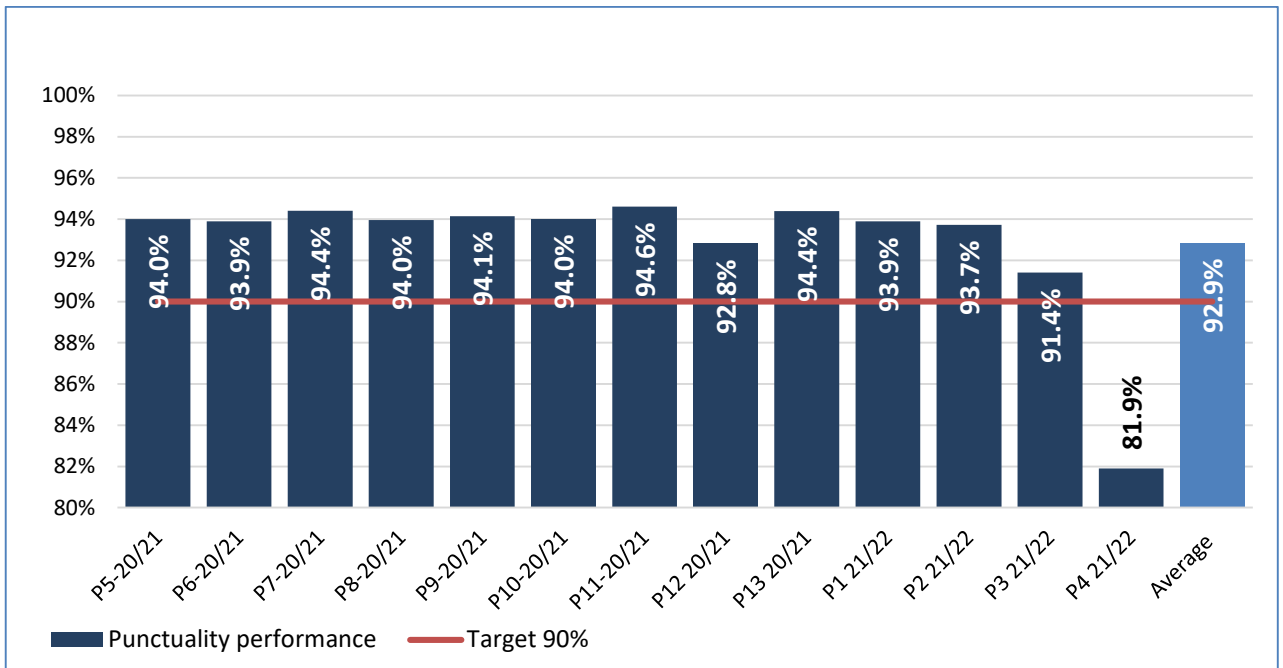
## Excess Wait Time

- 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 61.2 seconds against a target of 26 seconds.
- 3.7 Performance in periods 3 and 4 was impacted by the incidents described above in 3.2. Note that Period 9 performance was affected by two significant overhead line equipment failures, as well as a significant road traffic collision where a van struck a tram on the Ashton Line as reported in the January committee paper.
- 3.8 The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.



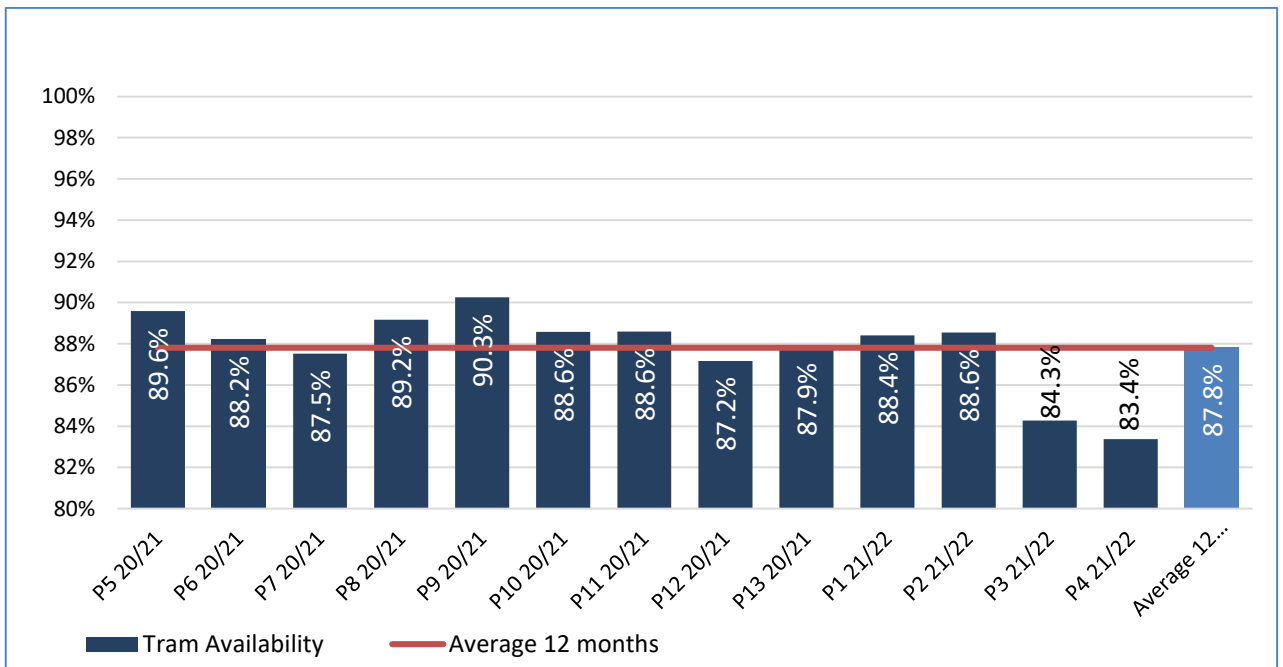
## Punctuality - Percentage of services operating to time.

- 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 period 4 due to the issues experienced with staff unavailability, as outlined previously.



## Asset reliability - Trams

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

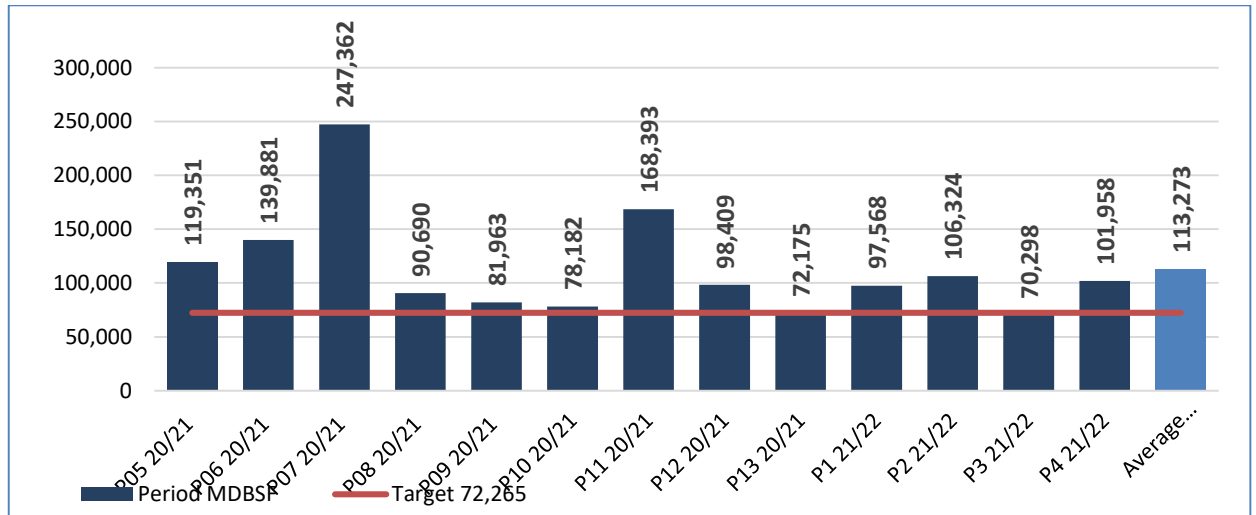


3.11 During both periods, criminal damage was a considerable problem. Smashed saloon windows, damaged seats and interior graffiti all required multiple vehicles to be removed from service for repair. This was a particular problem during the Euro 20 football screenings at Event City, where a total of 19 trams were damaged, resulting in the need to implement operational mitigations to protect the vehicles and infrastructure.

3.12 Staffing levels in the engineering department were also impacted by track and trace.

### Asset reliability – Infrastructure

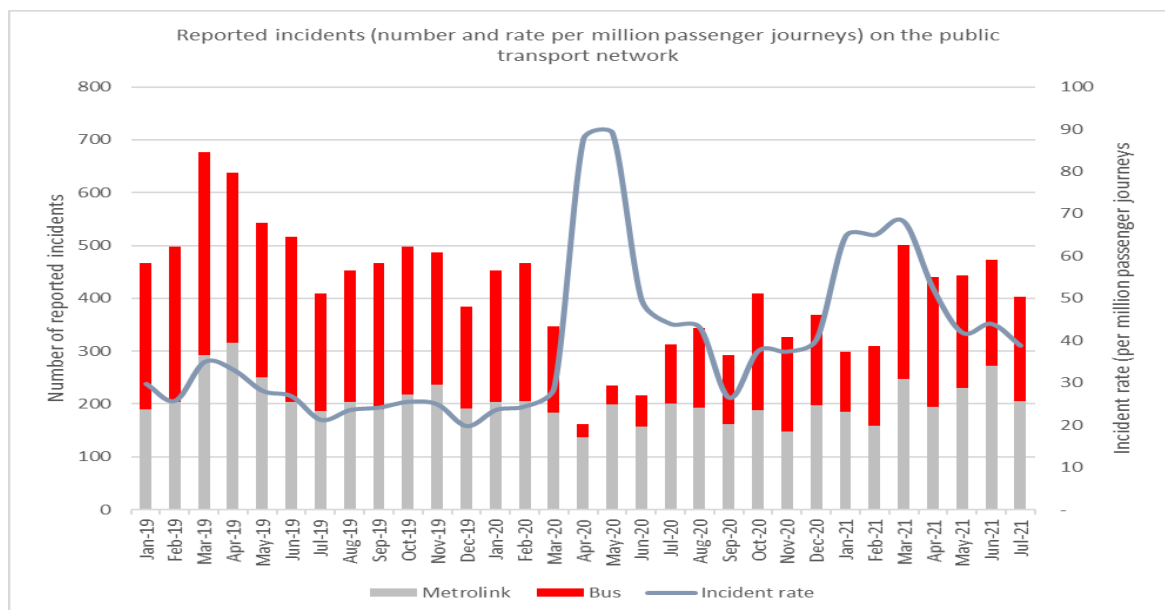
3.13 Infrastructure reliability performance, in terms of service distance travelled between failures.



3.14 Infrastructure performance was slightly below target in period 3 but has since recovered. The average 12 month rolling performance remains positive, despite the significant service affecting incidents described above.

### Crime & Anti-Social Behaviour

3.15 On average, 196 incidents of crime and anti-social behaviour per month were reported to Metrolink. Due to higher patronage numbers during July 2021 the incident rate per million passenger journeys is lower.

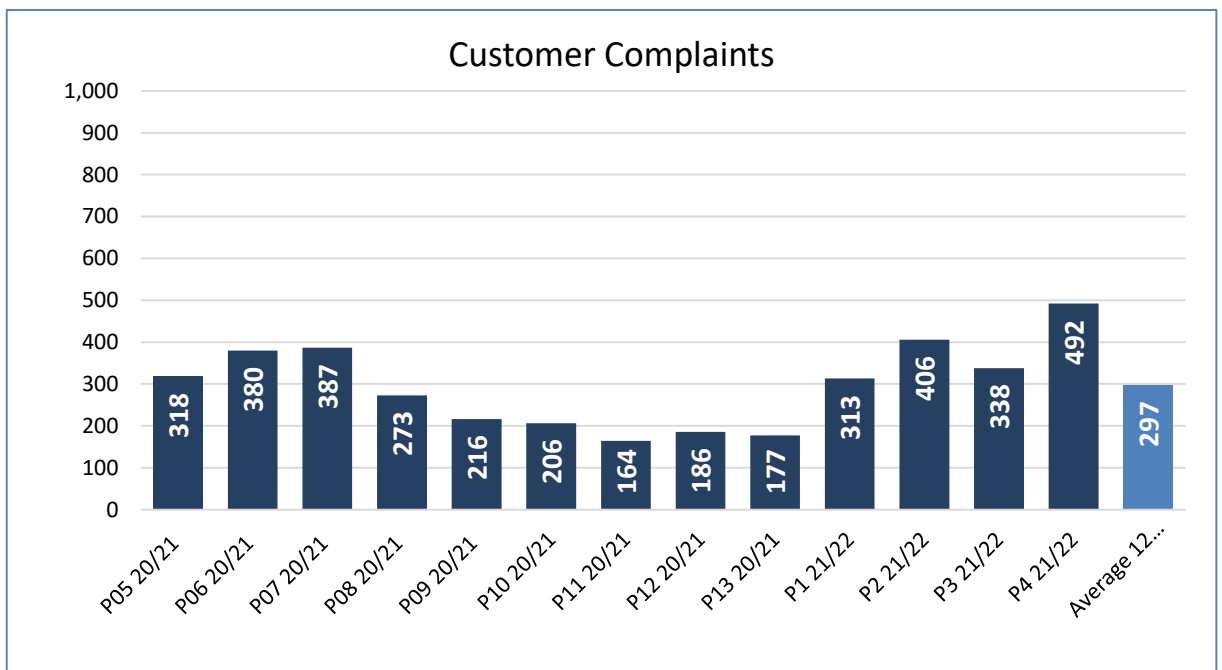
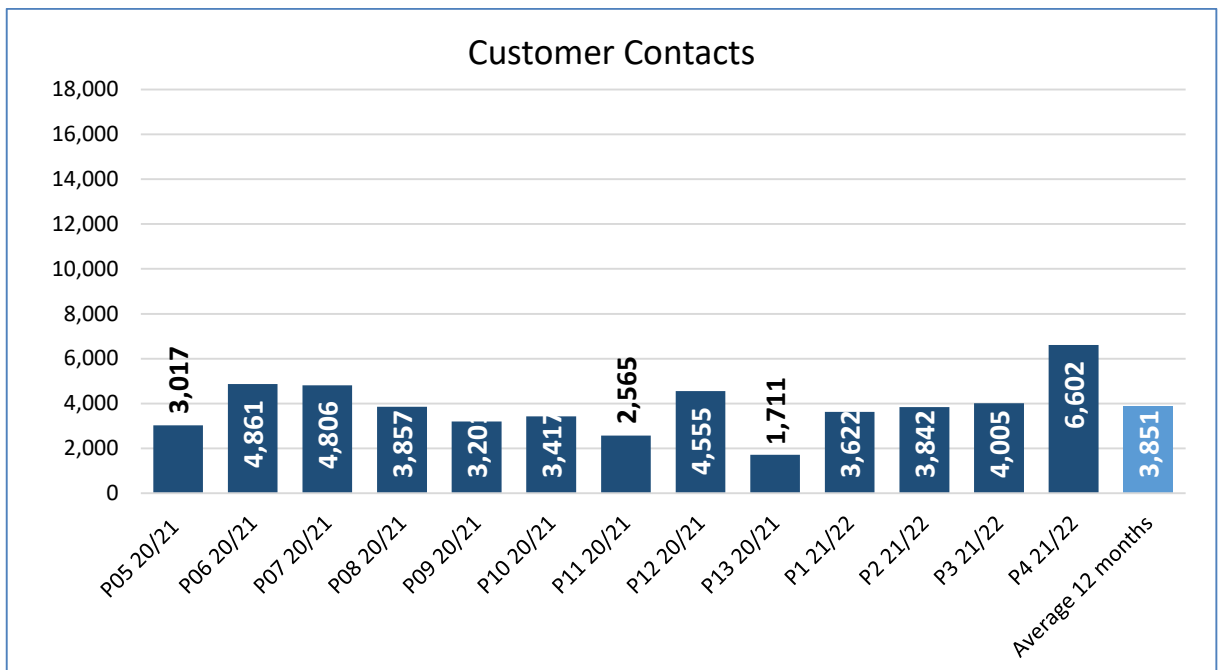


Crime & ASB Category	Jul 2020	Jul 2021	Change in incidents
	Reported Incident	Reported incidents	
Anti-social behaviour	18	19	6%
Assault	13	29	123%
Damage to property	26	30	15%
Drink and drug related incidents	28	7	-75%
Harassment and intimidation	65	45	-31%
Obstruction/ interference with network operations	31	27	-13%
Other public order	12	8	-33%
Robbery and thefts	5	13	160%
Sexual assault	3	4	33%
Tram riding on couplers	0	22	-
Weapons Incident	2	3	50%
Grand Total	203	207	2%

- 3.16 During periods 3 and 4 there was an increase in criminal damage on the network. This affected tram availability and the perception of security. The main contributing factor to this increase were the Euro 2020 screening events at Event City. In total 19 trams were severely damaged throughout the running of this event.
- 3.17 There was also an increase in incidents of youths travelling on the outside of vehicles, which is subject to ongoing focus of the TravelSafe Partnership.
- 3.18 There were 29 reported assaults across the Metrolink network during July, which is the highest monthly total since 35 assaults were recorded at the start of pandemic in March 2020. There were 9 assaults on the Oldham Rochdale line and five of these involved assaults by groups of youths on fellow passengers. As a consequence, the Oldham Rochdale line has been prioritised by the TravelSafe Partnership.
- 3.19 TravelSafe Days of Action have continued during periods 3 and 4 with a continued focus on locations where antisocial behaviour has been reported and low face covering compliance noted.

## Customer contacts and complaints

- 3.20 Just over 50,000 customer contacts were dealt with during the year, averaging at 3,851 customer contacts per period (excludes twitter contact).
- 3.21 The number of queries and complaints has started to rise with increasing numbers of customers returning to the network, and the disruption in period 4 described above.



## Customer Experience and Engagement

- 3.22 KAM has continued with covid-related measures across the network. The enhanced visible touch point cleaning and refilling of hand sanitiser units is ongoing. A further 10 units are being installed throughout period 5.
- 3.23 Face covering compliance has fallen steadily since the change to national legislation. Although wearing face covering is a condition of carriage on Metrolink, it is not easily enforceable in practice. Compliance now stands at approximately 50%.



- 3.24 During periods 3 and 4, KAM delivered face to face and virtual assemblies at 27 schools, reaching over 7,000 students. The sessions focussed on building engagement with students on themes such as anti-social behaviour and safety. The work was undertaken in conjunction with the TravelSafe partnership. Period 4 saw the reintroduction of the “Crucial Crew” on the Bury and Eccles lines. This activity prepares year six students for the transition to travelling to secondary school.
- 3.25 KAM staff have been volunteering with Manchester Youth Zone, undertaking various initiatives. This is to further outreach to young people who attend the Youth Zones within our communities along the Network to further educate around safe use of public transport and the impact their behaviour can have on others.

## **4. FORWARD LOOK**

### **Service enhancement**

- 4.1 From Monday 9 August, services reverted to a 12 minute frequency network wide, with standard finish time of midnight every day. This decision was taken with the intention of preserving a reliable service in response to the staff shortages previously outlined.
- 4.2 The following services will be reintroduced in a phased approach to ensure capacity is available for the return to school and the office after the summer holidays:
- From Tuesday 31 August, after the August bank holiday, the Altrincham to Bury direct service will be reintroduced, restoring a peak time 6 minute service
  - The East Didsbury to Shaw service will be reintroduced on Monday 6 September, restoring a peak time 6 minute service
- 4.3 These revised services will remain under continual review. The MediaCityUK to Etihad Campus service and the later running weekend trams will be reintroduced at the earliest opportunity, subject to staff availability.
- 4.4 With patronage growing at different rates across the region, the changes will be closely monitored, and a flexible approach to the use of double trams will be maintained to ensure they run where they are needed most. All available trams will be put into service, including the new ones as they are commissioned.

### **Return of planned events**

- 4.5 Reintroduction of full capacity football stadiums and commencement of delayed summer events means it's a busy period on Metrolink supporting travel to the venues across Greater Manchester.
- 4.6 The return of special events welcomes customers and visitors back to the network following the series of government restrictions throughout the pandemic.

- 4.7 Staff will be supporting the key messages for travelling safely and asking customers to plan ahead by wearing face coverings on board, using the hand sanitisers provided, respecting other customers and staff and purchasing tickets in advance or using contactless to help make their journeys seamless.
- 4.8 Some of the key events relevant to the Metrolink network are;
- Manchester Pride – free city centre travel to wristband holders
  - Soccer Aid
  - Organised runs and marathons
  - Cycling events
  - Cricket
  - Football
  - Parklife weekend – Travel wristbands for event goers to Heaton Park across the weekend
  - Outdoor concerts
  - Party conferences
- 4.9 In addition, Metrolink is also working with GMP to respond to planned protests and other events which could cause delays to the transport network.
- 4.10 All events are supported with travel advice across all modes, and where appropriate, bespoke online travel pages.
- 4.11 TfGM work with and partner a number of venues/events to provide a seamless and coordinated journey experience.

**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

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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 03 and 04, 2021/22
- 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 03 and 04 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 Operational performance declined slightly in the periods covered by this report for all six train operating companies serving Greater Manchester. Right Time at Destination figures for Northern and TPE remain in the 70%*s*. Cancellations have remained low, although started to increase as a result of crew availability and isolation alerts towards the end of Period 04.
- 2.2 This report covers the period leading up to and immediately after the removal of all remaining Covid restrictions in England on 19 July 2021.
- 2.3 Train services over the time this report covers were around 82% of pre-Covid levels. However, TOCs have since had to bring in amended train plans to reflect their ability to deliver services, as a result of crew availability due to a third wave of Covid and increases in the number of isolation alerts.
- 2.4 Emergency Recovery Measures Agreements have been superseded by National Rail Contracts, which have effectively replaced the previous revenue risk-based franchising system.

- 2.5 It has been announced that the ERMA for West Coast Partnership (WCP) will now extend to 16 October 2022. On expiry, the DfT will directly award WCP a National Rail Contract (NRC). The duration of the NRC, to be up to ten years including any one or more optional periods, will be determined in due course and confirmed by the Department.
- 2.6 Work has continued by the Manchester Recovery Task Force (MRTF), which aims to improve rail performance in the north-west by alleviating some of the congestion and issues along the Castlefield corridor. Option B+ has been recommended by the board and continues to be the working assumption. These plans, originally intended for May 2022, will now not be implemented until December 2022 in order to ensure the new timetable is robust.

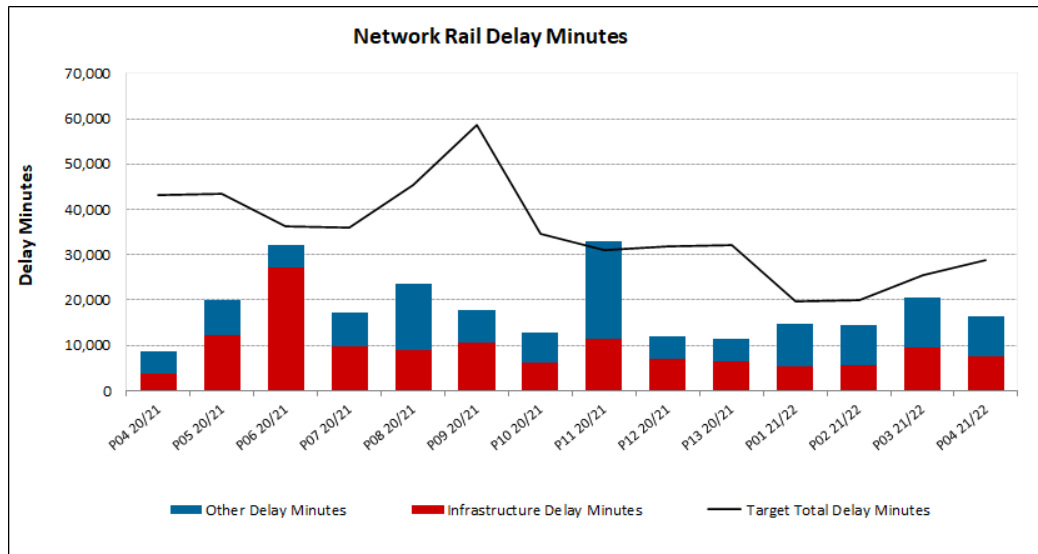
### **3. OPERATIONAL PERFORMANCE**

#### **NETWORK RAIL**

- 3.1 Network Rail performance is measured against overall delay minutes across its network. These include track and non-track infrastructure failures and external (or 'Other') delays, which are attributed to it, such as trespass and weather-related events.
- 3.2 Total Network Rail delay minutes across Manchester increased by over a third in Period 03 but fell considerably in Period 04 to 16,448 minutes. It remained favourable to target in both periods. Other delay spiked in Period 03 at 11,070 but fell in Period 04.
- 3.3 Significant incidents attributed to Network Rail over the periods have included axle counter failures between Walkden and Daisy Hill on 03 June, further signalling issues due to a damaged transformer at Smithy Bridge, also on 03 June and flooding between Sowerby Bridge and Rochdale on 07 June. The final two weeks of June saw the imposition of emergency speed restrictions in various locations, due to critical railhead temperatures, as a result of the heat.
- 3.4 In July, localised, intense, flash-flooding affected various parts of the national network, notably flooding the approaches to London Euston and resulting in the closure of the station on 13 July. This type of weather event is becoming both increasingly severe and occurring more frequently.



## NETWORK RAIL DELAY MINUTES (MANCHESTER DELIVERY UNIT)

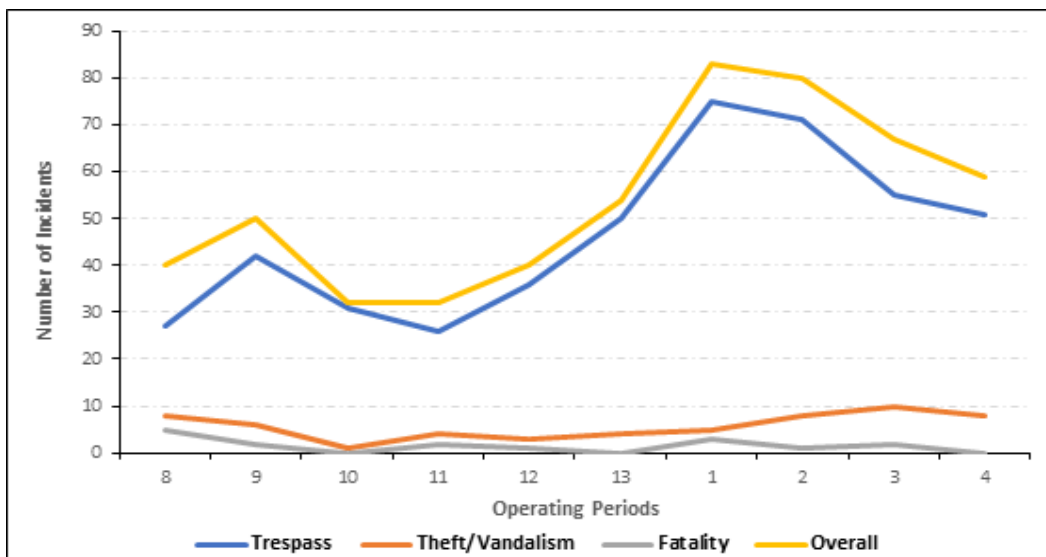


## ROUTE CRIME, MANCHESTER DELIVERY UNIT

- 3.5 Criminal activity, theft and trespass, cause significant delay and cancellations to passengers. Network Rail is responsible for this delay and works closely with train operators, British Transport Police and other agencies to mitigate and prevent such incidences.
- 3.6 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 55 in P03 and 51 in P04. Theft and vandalism incidents peaked in P03, at 10.
- 3.7 #BuildingSafetyTogether was the key theme for Rail Safety Week, which ran from 21 to 27 June, focusing on issues of safety on UK railways.
- 3.8 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.
- 3.9 Period 03 experienced two fatalities in Manchester DU, however, in Period 04, none were reported. Fatalities peaked in Period 08, 2020, with five recorded. This aligns with autumn and the end of BST and, for last year, the prospect of a second national lockdown. It should be noted, however, that nationally figures for suicide on the railway remain lower than for the previous year, with 247 recorded (36 fewer than the previous year).

Category	Incidents/ Minutes P03	Incidents/ Minutes P04
Trespass	55 (3,518)	51 (2,243)
Vandalism	10 (392)	8 (116)
Fatality	2 (1,153)	-
<b>Grand Total</b>	<b>67 (5,063)</b>	<b>59 (2,359)</b>

### MANCHESTER DU – ROUTE CRIME TOTAL INCIDENTS



### TRAIN OPERATOR PERFORMANCE

- 3.10 Train performance has remained relatively strong across the two periods covered by this report, with high PPM and Right Time at destination figures. These have been higher for TPE, with its PPM consistently above 94%. Northern registered slight declines in P03, although its Right Time at Destination figure for Central/West remained at 71.4% at the end of P04.
- 3.11 For the remaining four Greater Manchester TOCs, performance declined markedly in Period 04, notably for East Midlands Railway, who had to bring in an emergency timetable as a performance improvement measure. Additional services to London, issues around Nottingham and delays in new rolling stock introduction have been compounded by crew availability as a result of Covid and industrial action. Currently, a reduced timetable is in operation on Norwich – Manchester – Liverpool services and these services are currently operating Norwich-Sheffield only on Sundays.
- 3.12 The average of the six GM TOC PPM fell from 89.2% in P03 to 85.5% in P04. Moving Annual Average (MAA) PPM figures remain strong across all six TOCs, however they slightly declined period-on-period.
- 3.13 As Periods 03 and 04 progressed, a third 'wave' of Covid evolved, with an exponential increase in contact alerts and subsequent need for staff isolation. This has been well documented and affected service providers across the UK, the railway

industry being no exception. Rather than risk a significant number of late-notification cancellations, Northern removed some of its services from 02 August until 06 September (details can be found in the Timetable Changes section of this report). Avanti West Coast also reduced its total services departing London Euston to 4tph, with just 1tph serving Manchester Piccadilly from 26 July 2021.

- 3.14 Cancellation figures increased over Periods 03 and 04, largely due to crew availability as a result of Covid and isolation spikes. For Northern, depot shortages in Cumbria and Lancashire spread to Manchester depots and impacted services, notably at weekends in June/July.
- 3.15 The single largest delay-accruing incident over the periods involved a failed unit at Lancaster on 28 June. This was responsible for 6,143 minutes delay and 34 cancellations. Other unit issues have affected Northern's bi-mode Class 769 units when changing between power sources. This has affected performance on Southport services.

#### **SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 03-04**

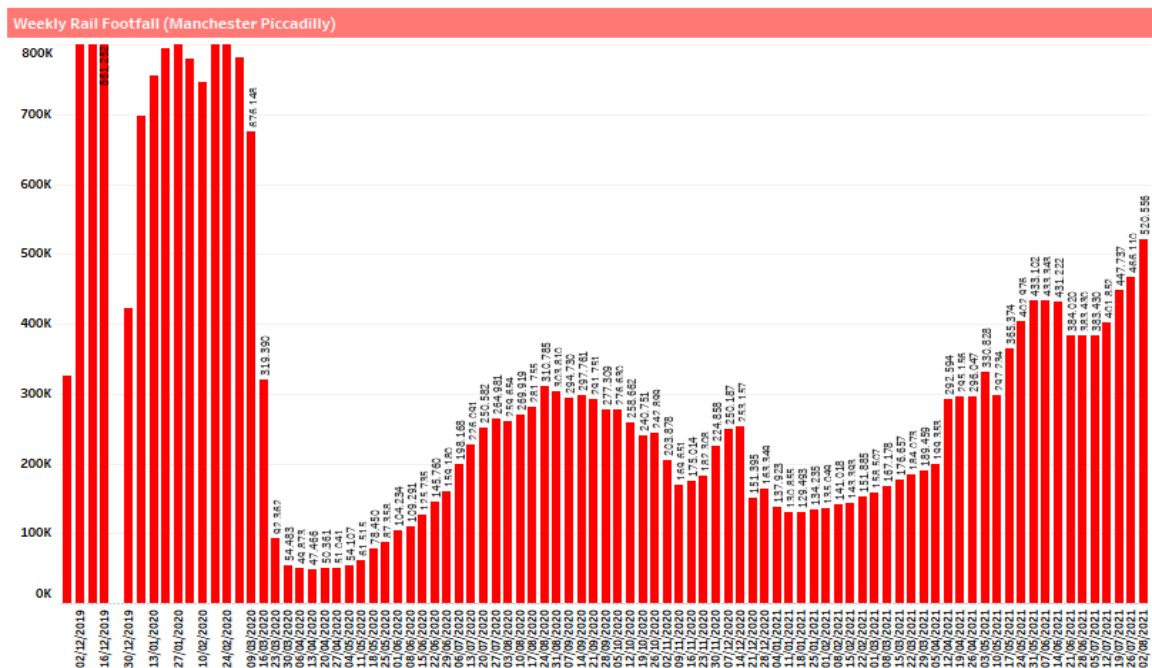
<b>Date</b>	<b>Incident</b>	<b>Delay Minutes</b>	<b>Cancellations</b>
02/03 June	Axle counter failure, Walkden – Daisy Hill	1,189	0 full/7 part
06 July	Flooding, Calder Valley	1,154	7 full/6 part
03 June	Damaged transformer (signalling), Smithy Bdge	935	6 full/25 part
21 July	Lineside Fire, Miles Platting	806	9 full/7 part
06 July	Track circuit failure, Astley	688	1 full/2 part

#### **SIGNIFICANT INCIDENTS, NETWORK, PERIODS 03-04**

<b>Date</b>	<b>Incident</b>	<b>Delay Minutes</b>	<b>Cancellations</b>
28 June	Failed unit, Lancaster	6,143	7 full/30 part
12 July	OHLE issues, Nuneaton	5,687	16 full/20 part
20 July	Axle counter failure, Banbury	5,686	19 full/48 part
15 June	Fatality, Ledburn Jct	4,636	58 full/49 part
04 June	Trespass, Stafford	3,536	9 full/14 part

## 4. PATRONAGE

- 4.1 Rail Patronage has continued to increase steadily, with the industry nationally seeing around 60% of pre-Covid passenger demand. For Northern, latest figures across GM indicate patronage is around 65% of pre-Covid levels.
- 4.2 Demand continues to be driven by leisure travel and this is at around 90% of pre-Covid levels; commuter travel remains at around 50% of pre-Covid levels but is growing, albeit at a slower pace.
- 4.3 Traditional peak-time demand continues to be suppressed, as those with the option to do so, continue to work from home, even following the removal of all Covid restrictions and instructions to work from home.
- 4.4 Longer distance operators are seeing demand at around 50% for Avanti and 38% for EMR. Fridays and Saturdays remain the busiest days for travel on longer distance services.
- 4.5 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 well over 80,000 per day, with some Saturdays in excess of 90,000 passengers. Saturdays and Fridays remain the busiest days of the week, with Sundays becoming increasingly busier.



## 5. FACE COVERING USAGE

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

- 5.2 For longer distance 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 As a result of unprecedented numbers of train crew contracting Covid or receiving isolation alerts, Northern has temporarily removed services on the following routes. This has been implemented to preserve service delivery on its key routes and avoid late-notification service cancellations. These revised services operated from 02 August until 06 September 2021.

- Liverpool Lime Street – Manchester Airport (CLC semi-fast)
- Manchester Victoria – Preston (off-peak)
- Chester – Manchester Victoria - Leeds
- Barrow in Furness/Windermere - Manchester Airport (service reductions)
- Liverpool Lime Street – Blackpool Nth (service reductions)
- Some additional peaks on Buxton and New Mills Central services
- Furthermore, from 16 August until 06 September some services were reduced on Hadfield and Stoke-on-Trent routes.

- 6.2 TPE continues to operate its full May 2021 timetables, although there are service alterations continuing as part of Trans Pennine Route Upgrade works.

- 6.3 Avanti West Coast reduced its services between Manchester – London to 1 tph from 26 July, however services were then uplifted sooner than originally expected on 16 August, with 2 tph returning. It is not expected to return to pre-Covid 3tph until December 2021.

- 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 Timetables for both Northern and TPE are not planned to feature any significant changes or uplifts in December 2021. Northern will extend operation of its Liverpool – Manchester Airport via Warrington services to hourly throughout the day.

- 6.8 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)

## 7. OPERATOR UPDATES

### NETWORK RAIL

#### Altrincham Station Building

- 7.1 Following a damaged internal ceiling collapse at Altrincham station on 8 June 2021 Network Rail has undertaken significant investigative and remedial work to understand the incident.
- 7.2 The principal cause of failure was established as historic water ingress, which has since been repaired by Acrypol waterproofing solution. No water ingress was evident at the time of inspection.
- 7.3 In addition, structural engineers have attended and inspected the building beams to ensure there is no further water ingress. Network Rail continues to monitor the condition of the building.

#### More than Seven Hundred Trespass Incidents Across North-West

- 7.4 More than 700 people have risked their lives trespassing on Northwest rail routes since April this year, a total of 252 in Manchester DU. The figures have been released by Network Rail and British Transport Police as part of the 'You vs Train' campaign to highlight the dangers of railway trespass this summer.
- 7.5 In a new national survey 18% of people from the Northwest said they were prepared to risk life and limb to retrieve an everyday object like a mobile phone, purse or wallet if they thought it was lost on the track. Every year sees thousands of trespass incidents occur across the rail network.
- 7.6 To raise awareness of the dangers a new video called 'Shattered Lives' shows how making the wrong choice to trespass could so easily lead to devastating consequences for not only the trespasser but also their friends and family. Information on the dangers of railway trespass and the You vs Train campaign can be found on the 'You vs Train' website.

#### Fly Tipping Prosecutions

- 7.7 Network Rail has recently successfully prosecuted fly-tippers in the Burnley area, after invoices with the tippers address were found amongst dumped rubbish on railway land: [Railway fly-tipper fined thousands after home address found in waste - Network Rail](#)

## **Major Improvement Works, Hadfield/Glossop Line**

- 7.8 The work to improve track and drainage at Dinting station, where the line splits between Glossop and Hadfield, will mean smoother and more reliable rail journeys. An £870,000 Great North Rail Project investment has seen track being completely replaced and railway drainage upgraded. The work took place over three weekends in August.

## **Manchester to Stalybridge/Rochdale Engineering Work (TRU)**

- 7.9 From the 31 July until 15 August 2021, Network Rail undertook work to renew key sections of track and upgrade railway bridges to improve reliability as part of the Trans-Pennine Route Upgrade. This work took place east of Manchester Victoria station, impacting services to/from Stalybridge and Rochdale. It also impacted longer distance journeys along the Calder Valley line into/out of Manchester.
- 7.10 The works involved upgrading over 3,200m of railway track; track remodelling, installation of 17 new signals; the complete reconstruction of railway bridges at Dantzic Street and Queens Rd and the strengthening/waterproofing of bridges at Bromely St and Oldham Rd.
- 7.11 During this period, train services across the Calder Valley started and terminated at Rochdale, with express road replacement transport provided direct to Manchester Victoria. TfGM worked with industry colleagues to ensure that local stopping train services continued to be provided from Rochdale to Castleton, Mills Hill and Moston, where bus replacement operated to Manchester. Longer distance passengers for Manchester were encouraged to alight at Rochdale and use the bus from here for a better journey experience and shorter overall journey time.
- 7.12 Additional staff were deployed at key locations, including Rochdale station. Feedback has been positive about the works and TfGM has not received any negative correspondence. Passenger numbers were low, with a successful rail replacement operation in place.

## **NORTHERN TRAINS LIMITED**

- 7.13 A ransom ware cyber-attack affected Northern's ticket vending machines (TVMs) in July. The attack targeted Northern's TVM server and there was no data breach of Northern passenger information. Northern and its suppliers have been working hard physically attending each machine to undertake repairs, with the final few machines due to be back working by the end of August.
- 7.14 New media campaign and advertisement – 'Go Do Your Thing' launched across social and physical/print media: #GoDoYourThing | Book today and save up to 65% | Northern - YouTube
- 7.15 Northern £1 promotion sale ongoing, with over one million tickets on offer for all routes, across the network.
- 7.16 Northern joined colleagues from TfGM and Network Rail in a volunteer day at Rochdale and Moston stations on 04 August. The work saw the stations cleaned, painted and brightened up with some artwork and new planters.

7.17 Celebration of the work of railway volunteers: <https://media.northernrailway.co.uk/news/northern-shines-light-on-work-of-regions-railway-volunteers>

7.18 Return to school and work from 06 September will see additional Northern staff presence on the network.

## **TRANSPENNINE EXPRESS**

7.19 In partnership with TfGM and the Department for Transport via Sustrans, TPE has delivered a brand-new cycle parking facility at Manchester Airport railway station. The £48K facility is located at the Ground Transport Interchange and it is hoped it will encourage cycling as a sustainable means of accessing the station for residents of surrounding areas and enable the development of an improved and innovative cycle network.

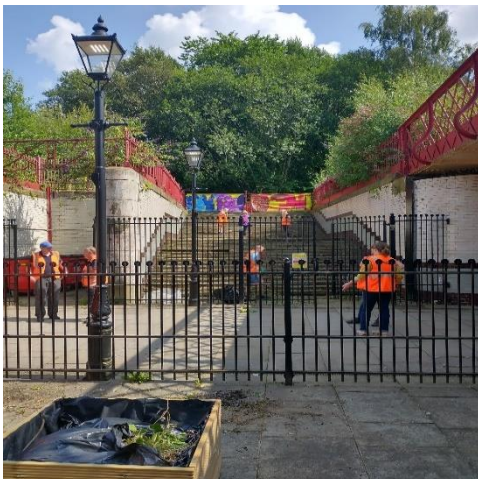
7.20 The new addition provides a sustainable transport option for employees of businesses relocating to Airport City as part of the airport's ongoing expansion and development. Demand for cycle access to the station is growing rapidly with further increases expected from a new green bridge connecting the station with Wythenshawe and it is anticipated that by the early 2030s, usage of the station will double, with increases in sustainable journeys encouraged.

## **8. COMMUNITY RAIL**

8.1 TfGM has been working hard with industry partners and local station groups on a number of projects over the summer. At Ince station, the local primary school produced a series of artwork panels on social diversity, the environment and racial justice. They also developed a new Samaritans poster for the station entrance and further artwork on the station. TfGM funded this project and provided a large planter which has brightened the station and has been filled with pollinator-attracting plants.

8.2 TfGM worked with industry colleagues from Network Rail and Northern on a clean-up volunteer day at Rochdale and Moston stations recently. The works involved removing weeds and foliage, cleaning up brickwork, adding new colourful banners, incorporating vibrant artwork and the addition of several new planters.

8.3 Further volunteer days have already taken place at Hazel Grove station, with planned works ahead at Belle Vue and Ryder Brow.





- 8.4 Community Rail funding from the industry is also securing summer Sunday bus services, linking local attractions with railway stations. TfGM Rail has helped facilitate and fund a new Sunday Haigh Explorer bus service, which is operating to Haigh Woodland Park from Wigan railway stations. This is in addition to the recently extended 575 bus service operating from Bolton – Rivington Barn on Sundays.

**Caroline Whittam**

**Head of Rail Services, TfGM**

**APPENDIX A – PERIOD DATES**

<b>P01 – 2021</b>	<b>P02 – 2021</b>	<b>P03 – 2021</b>	<b>P04 – 2021</b>	<b>P05 – 2021</b>
01 April – 25 April 2021	26 April – 20 May 2021	21 May – 14 June 2021	15 June – 09 July 2021	10 July – 03 August 2021

<b>P06 – 2021</b>	<b>P07 – 2021</b>	<b>P08 – 2021</b>	<b>P09 – 2021</b>	<b>P10 – 2021</b>
04 August – 28 August 2021	29 August – 22 September 2021	23 September – 17 October 2021	18 October – 11 November 2021	12 November – 06 December 2021

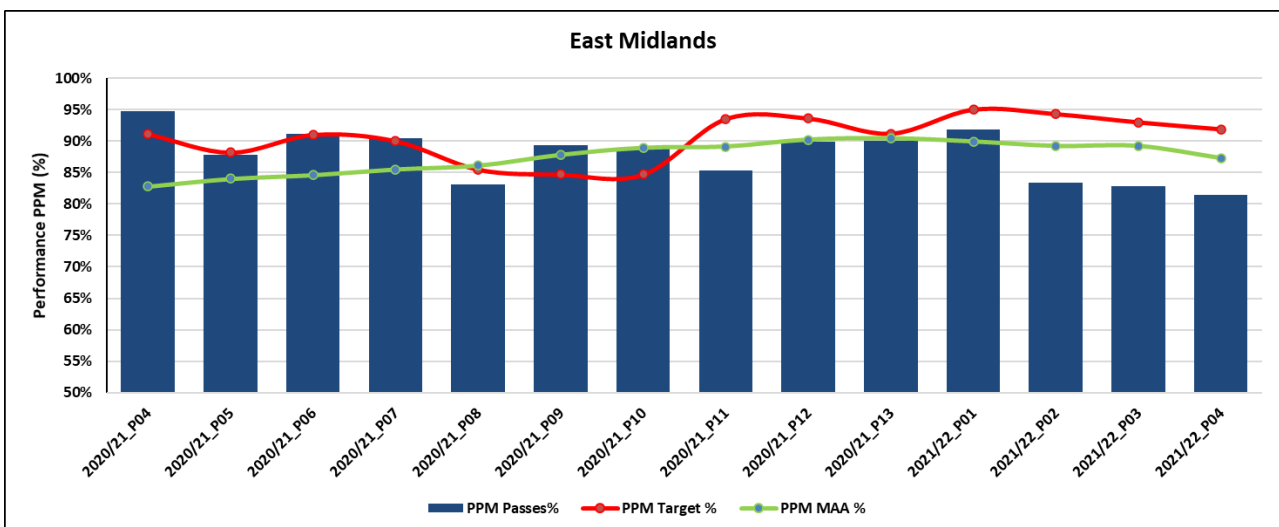
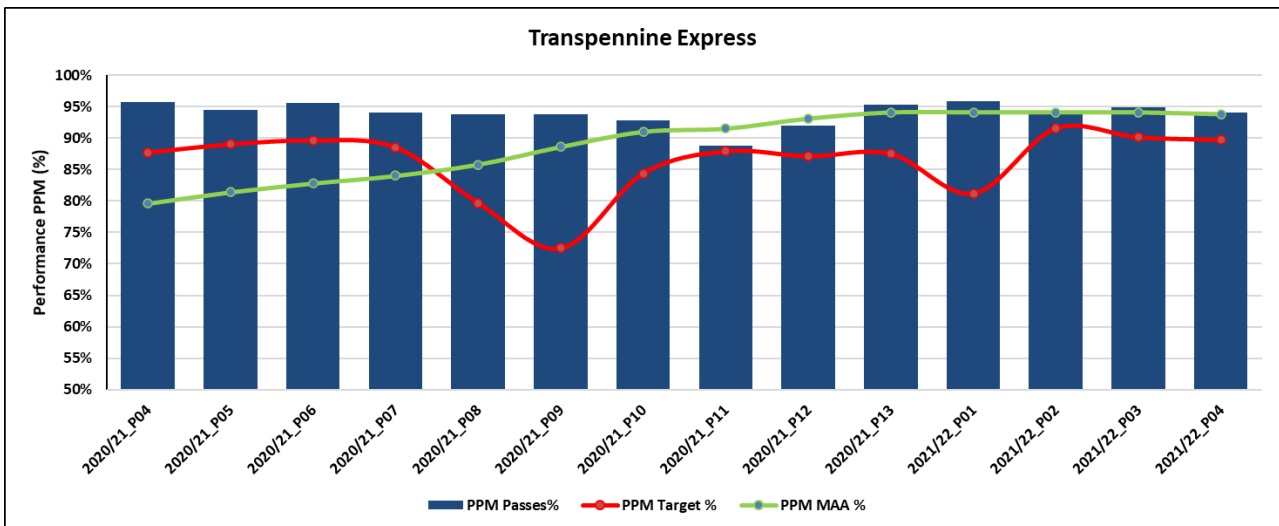
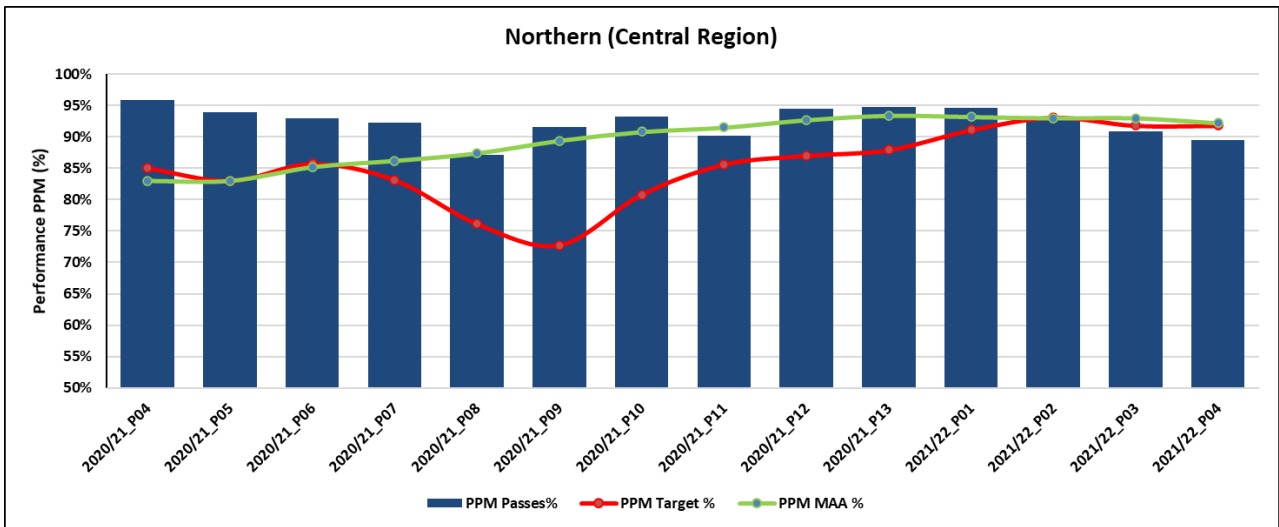
<b>P11 – 20/21</b>	<b>P12 – 2022</b>	<b>P13 – 2022</b>
07 December – 31 December 2021	01 January – 25 January 2022	26 February – 19 February 2022

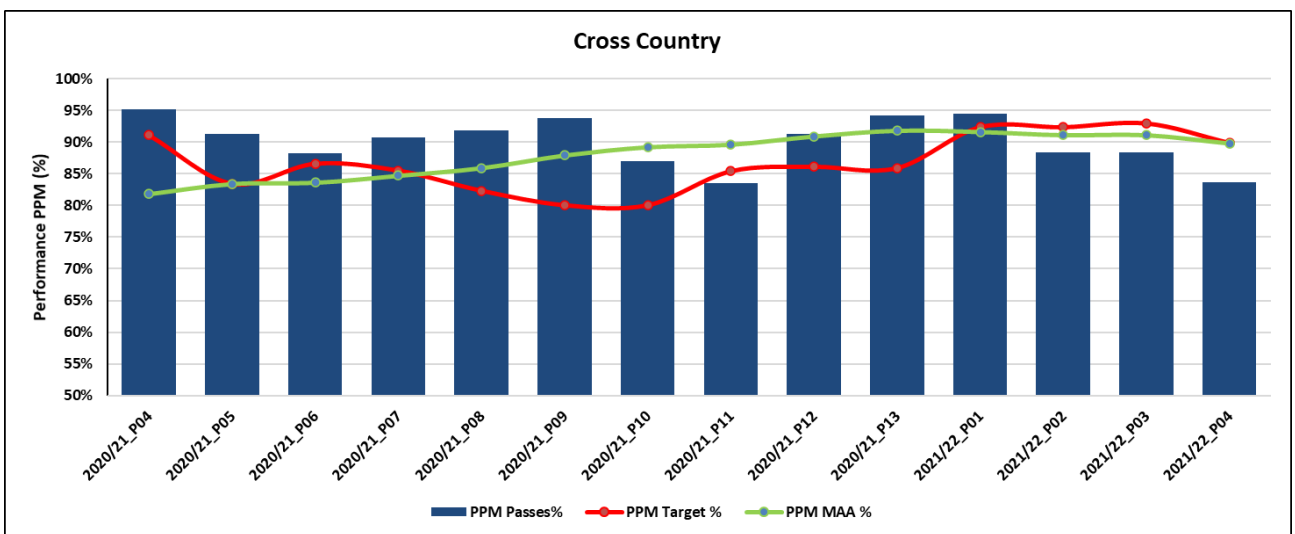
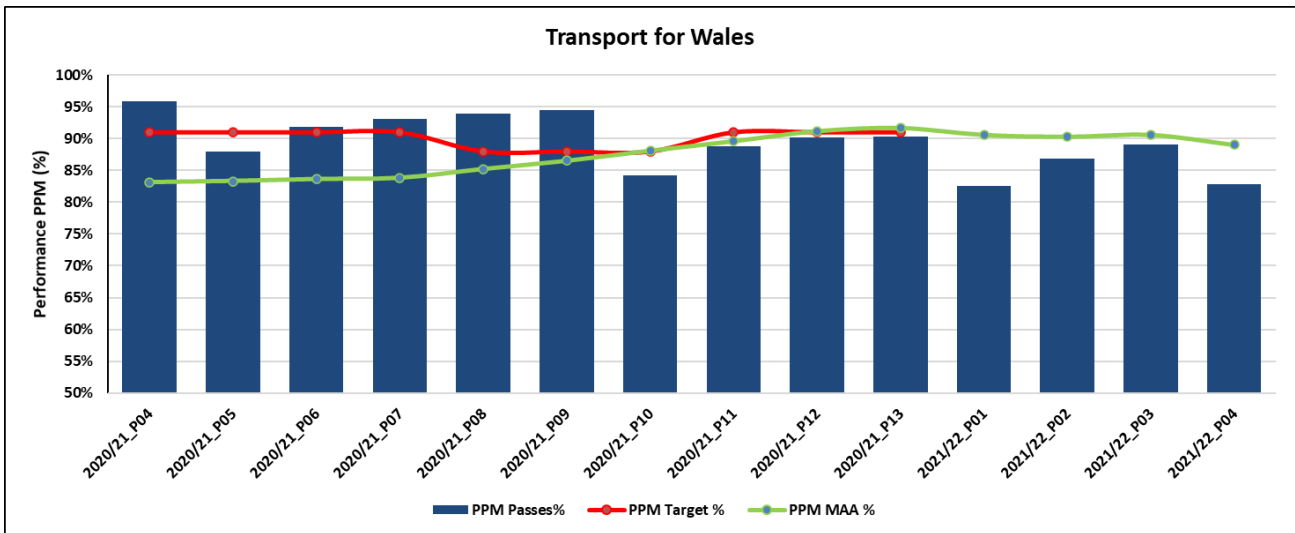
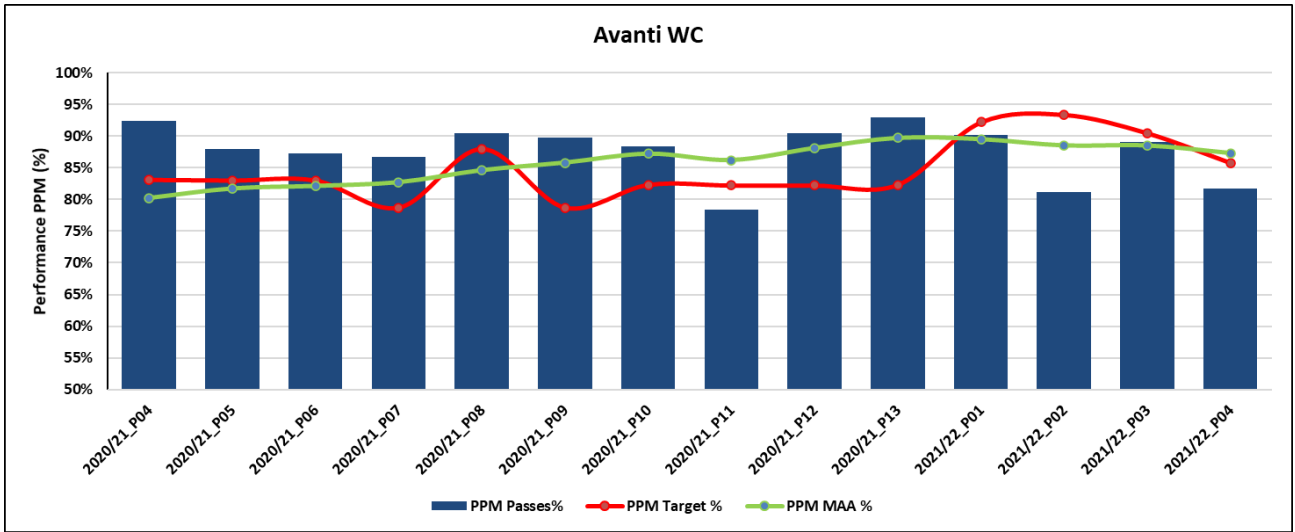
# APPENDIX B: GREATER MANCHESTER MAP



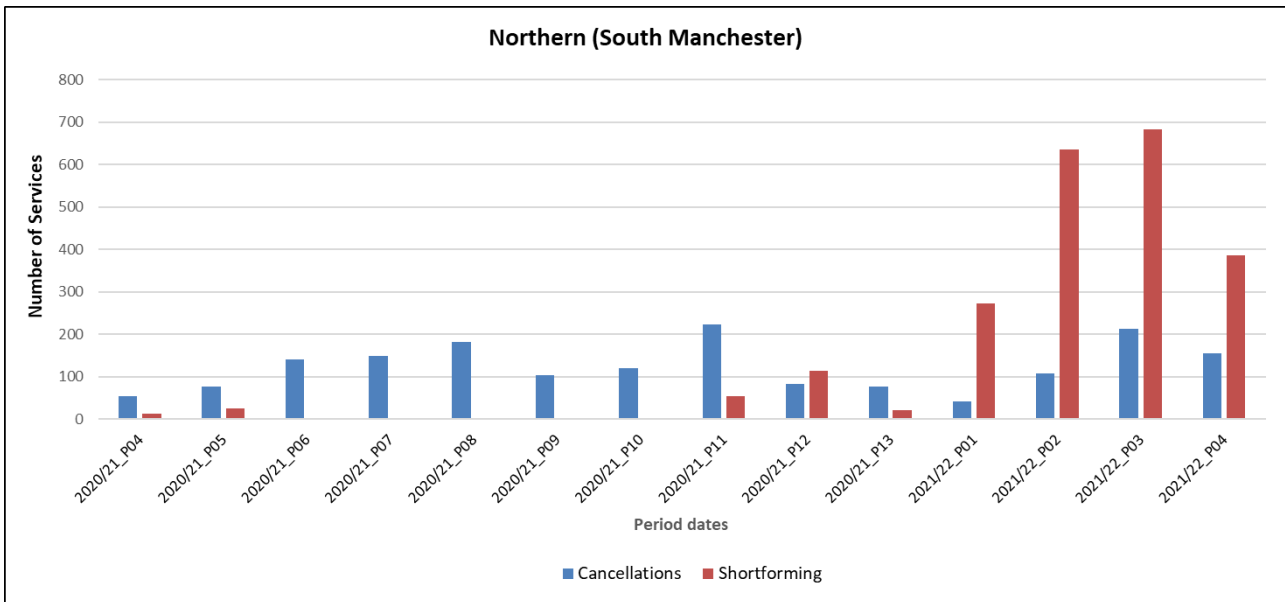
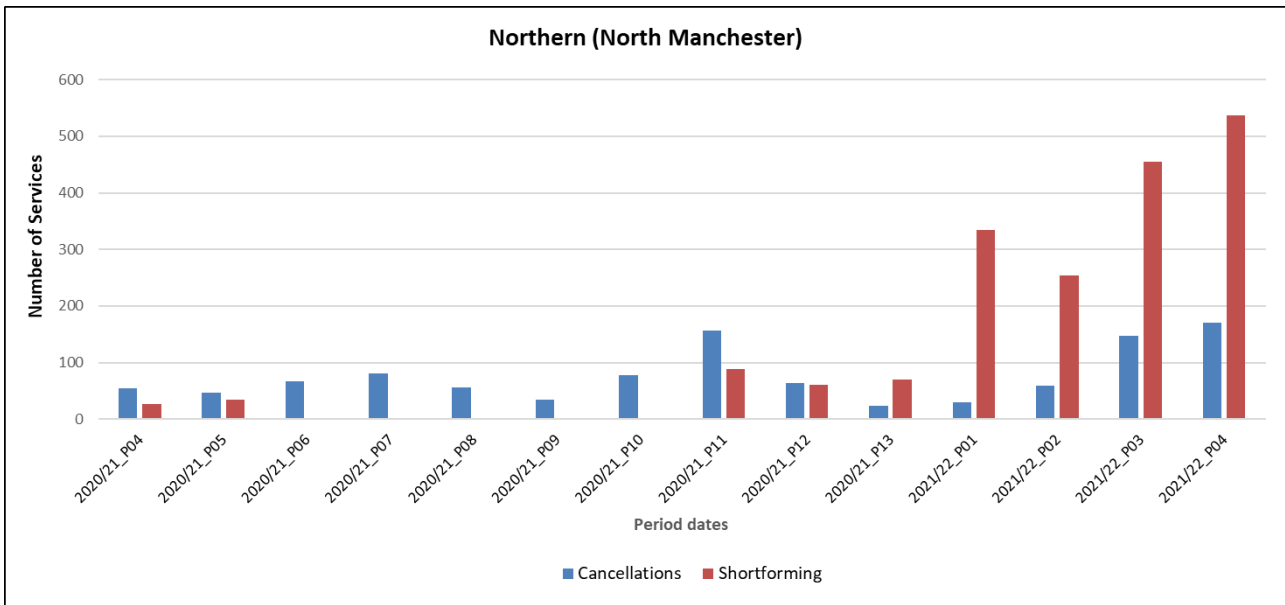
# APPENDIX C – INDIVIDUAL TOC PPM VS TARGET AND MOVING ANNUAL AVERAGE GRAPHS

## TOC PPM vs Target and Moving Annual Average graphs

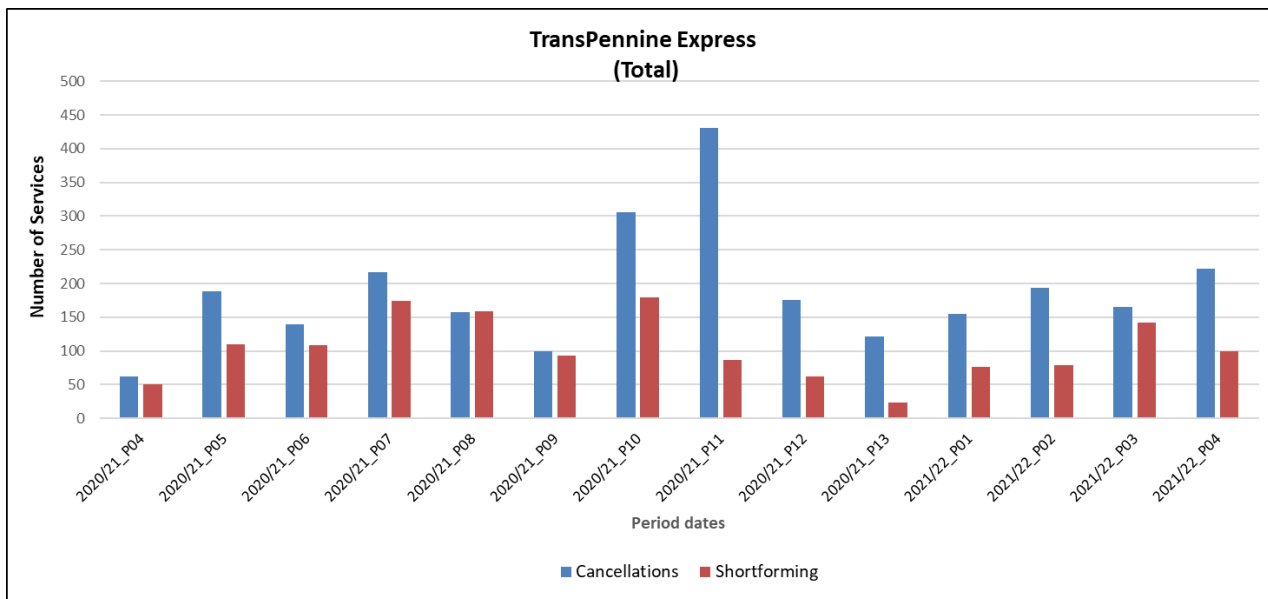




## Cancellations and Short Forming – Northern



### 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	Year to Date
CLITHEROE - BOLTON - VICTORIA	74.7	88.2	84.5	84.4	83
PICCADILLY - STOCKPORT - CREWE	91.4	87.9	83.5	83.1	86.5
PICCADILLY - BUXTON	86	85.2	81.7	83	84
LEEDS - WIGAN	89.1	81.9	73.9	74.4	79.8
KIRKBY - VICTORIA - BLACKBURN*	84.8	86.1	73	77.3	80.3
PICCADILLY - NEW MILLS CENTRAL	85.7	80.3	80.1	92.2	84.6
SOUTHPORT/VICTORIA - STALYBRIDGE	78	69.2	70.1	70	71.8
LIVERPOOL - MANCHESTER OXFORD RD	82.5	77.8	75.1	76	77.9
PICCADILLY - HADFIELD/GLOSSOP	86.2	79.1	74.9	75.1	78.8
BLACKPOOL - WIGAN - LIVERPOOL*	76.5	76.3	72.4	73.5	74.7
PICCADILLY - STOKE	80.8	79.2	73.1	74.5	76.9
BLACKPOOL Nth - BOLTON - AIRPORT	80.6	74.1	74	73.6	75.6
LIVERPOOL - CREWE via Airport	79.8	73.1	74	71	74.5
BLACKBURN - VICTORIA - ROCHDALE (stopper)	87.5	85.6	83.7	88	86.2
HAZEL GROVE - BLACKPOOL	74.7	74.8	72.1	73.4	73.8
PICCADILLY - CHESTER	79.6	71.5	70.2	73.7	73.8
MANCHESTER - PRESTON	77.6	78.7	79.5	83.4	79.8
PICCADILLY - SHEFFIELD	71.1	69	72.6	72.1	71.2
PICCADILLY - ROSE HILL/MARPLE	75.6	75.1	73.4	74.5	74.7
SOUTHPORT - OXFORD RD/ALDERLY EDGE	68	67.9	61.1	62.3	64.8
LIVERPOOL - WARRINGTON - AIRPORT	69.6	77.8	79.6	78.6	76.4
AIRPORT - WIGAN NW - BARROW/WINDERMERE	65.1	62.9	62.8	65.5	64.1
MANCHESTER VICTORIA - LEEDS	55.6	54.4	57.1	56.8	56
LEEDS - CHESTER	60.1	56.4	53.4	57.5	56.9

TPE	P01	P02	P03	P04	YTD
North	84.7	79	78.9	78.3	80.2
South	76.3	75.4	78.1	72.2	75.5
Scottish	61.5	60.4	62.2	64.9	62.3



works

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

Date: 17 September 2021  
Subject: Rail Programme and Infrastructure Project Update  
Report of: Simon Elliott, Head of Rail Programme, TfGM

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### PURPOSE OF REPORT:

This report provides an update on the status of rail stations across Greater Manchester, including an update on the key themes of the Williams-Shapps Plan for Rail.

### RECOMMENDATIONS:

Members are asked to note the contents of this report.

### CONTACT OFFICERS:

Simon Elliott	Head of Rail Programme	<a href="mailto:simon.elliott@tfgm.com">simon.elliott@tfgm.com</a>
Samuel Sayer	Rail Programme Officer	<a href="mailto:samuel.sayer@tfgm.com">samuel.sayer@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:** 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 the status of rail stations across Greater Manchester, including an update on the key themes of the Williams-Shapps Plan for Rail.
- 1.2 The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail infrastructure schemes and initiatives, including:
- Access for All (AfA)
    - Main Programme Schemes
    - Mid-Tier
  - Salford Central Rail Station
  - Rail Based Park and Ride
    - Mills Hill Park and Ride
    - Walkden Park and Ride
    - Swinton Park and Ride
    - Bromley Cross Park and Ride
  - The Greater Manchester Rail Station Alliance
    - Regeneration and Development
  - Rail Station Improvement Schemes (RSIS)
  - Transforming Cities Fund 2
    - Progress to date - Golborne New Station
    - Progress to date – Access for All Swinton and Next Tranche
  - Williams-Shapps Plan for Rail – Next Steps
    - Rail Reform Road Map - Next Steps

## 2. ACCESS FOR ALL

### **Access For All Main Programme Schemes**

- 2.1 Following the successful submissions to DfT for AfA main programme funding, supported by a GMCA funding contribution, to provide step free access via lifts for Daisy Hill, Irlam and Walkden stations, TfGM and rail industry partners have been progressing the development of the schemes.

- 2.2 TfGM will deliver the improvements at Daisy Hill and Irlam, and Network Rail will deliver the proposed improvements at Walkden due to the levels of complexity on their infrastructure.
- 2.3 Development and design activities are underway and initial consultation has begun with key stakeholders to ensure engagement and buy in of the proposed scope. Further consultation with user groups will continue through to project completion.
- 2.4 It is forecast that delivery will be completed on site by Q2 2023. Due to protracted discussion on finalising the necessary Rail Industry/DfT funding and legal agreements, this is a change to the original date of Q4 2022.

**Access For All Mid-Tier**

- 2.5 Following the successful submissions to the DfT for AfA Mid-Tier funding, supported by a GMCA funding contribution, for 22 stations; TfGM and rail industry partners have been progressing the development of the following schemes.

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

- 2.6 TfGM is delivering these enhancements with delivery off all packages anticipated by Q1 2023. This is a change from the original reported date of 2022 due to lengthy discussion on the finalisation of the necessary Rail Industry/DfT funding and legal agreements.

- 2.7 Suppliers for these work packages are currently being procured and upon contract award the design activities will commence.
- 2.8 Consultation on the initial designs has already been conducted with key stakeholders. Further engagement and consultation with user groups will continue as future design work is progressed.

### **3. SALFORD CENTRAL RAIL STATION**

- 3.1 The Salford Central additional platforms scheme is included within the list of prioritised schemes as part of the Local Transport Body devolved majors funding which is part of Local Growth Deal 1.
- 3.2 A phased approach has been adopted to deliver platform enhancements at Salford Central station as follows:
- Phase 1 – Platforms 1 and 2 - Network Rail’s renewal scheme to raise the platforms and canopies to address the stepping distances between the trains and platforms; and
  - Phase 2 – Platforms 3- 5 – TfGM’s scheme to development and reinstate Platforms 3, 4 and 5 to allow more and longer trains to stop at the station.
- 3.3 **Phase 1 Platforms 1 and 2 Renewal Scheme:** This scheme is being delivered by Network Rail and has funding in Control Period 6 (2019-2024) for platform and canopy renewals on platforms 1 and 2 to address the stepping distance issue between the platforms and trains. Network Rail advise that they currently plan to deliver this scheme in 2023. Originally Network Rail had planned to deliver this in 2017 but has been subject to constant slippage. Recently Network Rail advised delivery would be summer 2022, however there have been delays due to finalising design and confirming disruptive possession availability. Network Rail are continuing to monitor the situation to improve upon the current programmed completion date.
- 3.4 **Phase 2 – Platforms 3- 5 – TfGM’s Platforms 3, 4 and 5 Scheme:** TfGM is finalising GRIP 4 (Single Option Development) with a view to starting detailed design this financial year. Subject to receiving the necessary rail industry approvals construction is planned to commence in 2023.

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

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

- 4.1 The Mills Hill Park and Ride project plans will deliver an enhanced Park and Ride facility at Mills Hill Rail Station, on the site of the existing car park, to complement Network Rail's Access for All scheme.
- 4.2 Network Rail completed their scheme to deliver a step-free, unobstructed access route to both platforms at the station by means of ramps and lifts from the station entrances in spring 2021. In addition, they are working on site to provide an unobstructed access route to the station entrance by means of a Puffin signal-controlled crossing on Middleton Road. The Network Rail programme shows an estimated completion in September 2021
- 4.3 The P&R scheme includes increasing the number of parking spaces from 24 to 58 bays, resurfacing and introducing new walking routes, installing new CCTV and LED lighting and improving the drainage and boundary planting. This scheme is jointly funded by Northern and TfGM, supported by the Greater Manchester Local Growth Deal Programme.
- 4.4 In addition, following discussions with Local Authority partners additional works are now planned to include modifications to the footway on Middleton Road adjacent to the car park entrance and egress to enhance pedestrian accessibility. This includes the relocation of some existing signage and traffic signals on Middleton Road, enhancing pedestrian access by reducing existing 'street clutter' and providing new tactile paving to assist the visually impaired. These works will be funded by Oldham Council.
- 4.5 Construction works are planned to be delivered by end of October 2021.

#### **Walkden Park and Ride**

- 4.6 The Walkden Park and Ride scheme is being delivered as part of the Salford Bolton Network Improvements programme and is funded through the Central Government Local Growth Deal.
- 4.7 The scheme will provide a Park and Ride facility on the site of the former Salford City Council Environmental Services depot, off Chestnut Avenue. The facility will provide in excess of 100 car parking spaces, including spaces for blue badge holders and electric vehicle charging points, cycle parking facilities, new street lighting and CCTV.
- 4.8 Full planning permission has been granted and the detailed construction drawings are being finalised. It is anticipated that the main construction works for the scheme will be issued for tender by the end of 2021 with an anticipated start on site date of early 2022, subject to securing all the necessary powers and consents.

### **Swinton Park and Ride**

- 4.9 Salford Council, using Local Growth Deal 3 funds are investigating the suitability of sites close to Swinton Station to develop a Park and Ride facility.

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

- 4.10 Bolton Council is proposing to contribute £0.2 million to the third party development for the Park and Ride facility at Bromley Cross Station with the remaining capital funding being met by the broader development.
- 4.11 Bolton Council Officers are currently working with the developers to finalise drainage designs at the site. A section 106 agreement has now been signed and the planning decision notice issued.

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

- 5.1 The Rail Station Alliance was successfully awarded £650,000 worth of funding from London Continental Railways (LCR) to develop four redundant station buildings in Greater Manchester into thriving community assets, the stations successful were:
- Altrincham;
  - Broadbottom;
  - Heaton Chapel; and
  - Trafford Park.
- 5.2 TfGM will continue to work closely with Network Rail, Northern and LCR, as well as the Greater Manchester Centre for Voluntary Organisation (GMCVO) to begin progressing plans at the sites to delivery stage.
- 5.3 Lead organisations for each location have been identified and site visits with each partner has taken place. The organisations are currently working with GMCVO to develop their individual business plans which will be presented to the Rail Station Alliance Board in due course.
- 5.4 The organisations identified to operate at each location are all not-for-profit social enterprises that will deliver a local community benefit to each area. There will not be a single operator at each location, instead the buildings and rooms will be multi-functional and multi-use and will be available for use daily, including evenings and weekends.
- 5.5 The SME's all offer a variety of different uses and will be encouraged to collaborate with other SME's to ensure that a variety of different services will be on offer at each location.

- 5.6 Whilst the organisations will not be looking to make profit from the buildings, they will be in a position to generate income and therefore conversations will be taking place in the near future as to what financially they will be able to contribute. This may take the form of a monthly rental or once set up, a revenue share with the Rail Station Alliance.
- 5.7 Any income that the Alliance receives will be ringfenced and used for future building developments at other locations across Greater Manchester.
- 5.8 The delivery of the building work required to bring these spaces back into use will be managed by Northern. They are currently in the process of recruiting a new project manager to deliver this work. It is currently expected that this position will be filled by October 2021.

### **Regeneration and Development Update**

- 5.9 Over the past 6 months, the Alliance members have been progressing a portfolio of regeneration and development opportunities with the active Local Authorities, namely Trafford, Stockport and Rochdale.
- 5.10 The works have focussed on feasibility and technical due diligence to establish investable opportunities with around 10 sites currently working through the Alliance's established process to de-risk the propositions. Three sites in Trafford & Stockport have been progressed through numerous pre-application meetings with the respective Local Authorities, the positive formal response from these meetings represents a significant step towards de-risking these opportunities.
- 5.11 The Alliance is now in the final stages of securing approvals to market, there are three sites in Trafford and Stockport, which hope to be secured in the coming months. This will enable the group to take the sites to market and appoint a development partner - most likely via individual site disposals. The sites in Trafford & Stockport have received a significant amount of interest from these types of parties through soft market testing and most recently and more formally via confirmation on their expression of interest.

## **6. RAIL STATION IMPROVEMENT STRATEGY**

- 6.1 The Rail Station Improvement Strategy (RSIS) was established to improve existing passenger security and information systems at smaller rail stations across Greater Manchester, as funding became available.
- 6.2 To date 72 stations have received one or more of help points, CCTV, real time information screens and public announcement systems with induction loops.
- 6.3 In addition, a further five stations have received funding through the Local Growth Fund.



Station	CIS	PA	Help Points	Induction Loops	CCTV
Horwich Parkway		✓		✓	
Hyde Central	✓				
Patricroft		✓	✓	✓	
Woodley		✓	✓	✓	
Swinton			✓	✓	✓

6.4 Hyde Central is complete and Patricroft, Woodley and Swinton works anticipated to be completed on site by Sept 2021. Horwich Parkway works are due to be complete by the end of 2021 financial year, this is due to TfGM becoming Station Facility Owner, therefore requiring a different approach to procurement and delivery.

## 7. TRANSFORMING CITIES FUND 2

7.1 Government announced a second allocation from the TCF i.e. TCF Tranche 2 in January 2019, with Greater Manchester being awarded £69.5 million and, on the 29 January 2021 GMCA approved the prioritisation of schemes for TCF2 funding, included in these proposals were the following rail schemes:

- £1.0 million to fund further development work for Golborne Station, as the best performing option in the New Stations Study;
- A further £15 million for the delivery of Golborne new station;
- £0.5 million to fund further SOBC development of New Stations;
- £3.3 million for the next priority stations under the Access for All programme:
  - £2.3 million for development and delivery of Swinton Access for All (AfA) GM's 2nd priority Station requiring step free access;
  - £1.0 million to develop the next tranche of AfA stations in GM.

7.2 TfGM have appointed Network Rail to complete modelling and costs plans and appoint external resource to support the delivery of the TCF2 Rail Programme.

7.3 The Project Team were appointed in July 2021 and have been progressing procurement activities to enable the appointment of the necessary external disciplines to undertake such activities as design, costings, operational modelling and Value for Money (VfM) assessment which will allow the development of an Outline Business Case and further development and design activities prior to construction.

### **Progress to date - Golborne New Station**

- 7.4 The New Stations SOBC workstream took the best performing 8 locations from the previous 2019/20 New Stations study and progressed these to Strategic Outline Business Case (SOBC) level during 2020/21.
- 7.5 The site at Golborne presented an opportunity for immediate further development, therefore capital funding has been allocated to ensure this scheme can progress.
- 7.6 The brief for Outline Business Case (OBC) was completed and on the 13 July 2021 a tender went out under TfGM's Professional Services (TPS) framework for the OBC, associated design, analysis impact of planned service change and performance modelling with submission deadline of 13 September 2021. The supplier is expected to be announced Early October 2021.

### **Progress to date – Access for All Swinton and Next Tranche**

- 7.7 In April 2019/20, Greater Manchester were successful in securing DfT Access for All funding for Control Period 6 (2019-24) for Daisy Hill, Irlam and Walkden to be made step free. Walkden, Daisy Hill, and Irlam are 1st, 3rd and 4th priority (respectively) in GM's 2018 re-prioritised list of stations most in need of step free access.
- 7.8 Swinton station, GM's 2nd priority station, was unsuccessful in TfGM's bid to the DfT's CP6 Access for All programme. Therefore, GMCA has approved further funding (TCF2) to progress the next schemes on GM's prioritised list, including the development and delivery of Swinton AfA (£2.3 million) and £1.0 million to further develop the next tranche of stations ready for any potential future central government or other funding streams that may become available.
- 7.9 The brief for development activities following Network Rail's Governance for Railway Investment Projects (GRIP) process has been developed and on the 20 August 2021 a tender went out under the TPS framework for the associated design and development work with submission deadline of 17 September 2021. The chosen supplier is expected to be announced in November 2021.

## **8. WILLIAMS-SHAPPS REVIEW**

- 8.1 With the Williams-Shapps Plan for Rail now published; Transport for Greater Manchester (TfGM) is continuing to work with the DfT and TfN to further establish its position and begin developing a partnership with Great British Railways (GBR) that helps us cement our GM Rail and BEE network aspirations.
- 8.2 The review, led by Keith Williams, now gives us the mandate to start having these conversations with GBR reform teams and begin integrating rail (the missing piece of the jigsaw) with the rest of the GM Bee network. Seizing the opportunity now will

be key in allowing us to firmly establish our plans for integrating rail with the rest of the Bee network and put the interests of GM residents and the Our Network 2040 Transport Strategy principles at the forefront.

- 8.3 TfGM has several interfaces with the railway; across fares, information, planning and policy, business support, incident management, station management and in delivery of capital programmes. The review will impact across these activities in a number of different ways, it is therefore important that we plan and adjust our rail strategy to what is now outlined in the review.
- 8.4 Although there is very little detail on the transition to GBR, it is envisaged that our relationships will transition to this body. This means the partnership we build and maintain will be paramount to achieving our objectives within GM. Across all these areas, the devil will be in the detail, and we need to actively participate in shaping the legislation and mechanisms so that the full local potential is realised, and we are well-placed to do so. If we do not proactively take the opportunity it is possible national policy and changes will be implemented without our input, which may impact our local plans.
- 8.5 At the heart of the GM strategy is a focus on public transport integration, so as to provide the mobility that modern commuters and business expect in a forward-looking city region it is vital that all modes of transport play a pivotal role in developing this vision. Currently, rail sits outside of our control and therefore prevents us from being able to fully integrate it within the BEE network and achieve the panacea of a fully integrated, cohesive, affordable and seamless single sustainable transport system.
- 8.6 To ensure we can deliver the integration we need, the review now allows us to shape the three key enablers to integration of PT within GM – Stations, Services and Fares. Our GM Rail plans in these three key areas will us to achieve growth and delivering our 2040 right-mix vision principles.
- 8.7 TfGM over the coming months will continue to work with the Reform Team and begin developing a programme of work that looks to influence this partnership and put GM on the front foot ready to capitalise on the decisions being made within the industry.

### **Rail Reform Road Map - Next Steps**

- 8.8 To progress these plans and establish our position for a deeper and accountable role within the railway we will look to implement the following pathway:
- 8.9 In the short term we will continue to engage with the DfT reform team and other key stakeholders and focus on:
- Establishing the opportunities with the DfT on GM Rail, Stations and Fares and Ticketing.

- Input into the Levelling Up white paper, which is expected to provide more detail on the involvement of devolved city regions in rail and the levers available to them.
- We are currently working with the Urban Transport Group Rail Devolution Network to establish our collective response and engagement with the Rail Industry. We are also supporting TfN with its overall response to the review which is planned be submitted late September 2021.

8.10 TfGM are continuing to work-up their longer-term plans to deliver the programme and truly influence decision making.

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

## Greater Manchester Transport Committee –

### Work Programme

#### September 2021 to November 2021

The table below suggests the Committee’s work programme from September 2021 to November 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

**September 2021**

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Metrolink & Rail Services Sub Committee  (17 September)	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
	Update on Heavy Rail Infrastructure	Simon Elliott	To provide a six monthly update on the status of rail stations across Greater Manchester.  To also include the key themes from the Williams-Shapps plan	Implementation
Bus Services Sub Committee  (1 October)	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Bus Performance Report	Stephen Rhodes, TfGM	To provide an overview of bus services since the last subcommittee meeting.	Accountability
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Bus Service Improvement Plan	Stephen Rhodes	To review the draft plan to improve bus services in GM as directed by the Government's National Bus Strategy.	Implementation
	Interchange Report	Howard Hartley, TfGM	To provide Members with an update on infrastructure overseen by TfGM, including TravelShops, Bus Stops and Bus Shelters.	Accountability

October 2021

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee  (15 October)	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
	Transport response to GM Inequalities Commission	Simon Warburton and Kate Brown	To discuss how transport and TfGM as an anchor institution can contribute to tackling inequalities.	Policy Development
	TfGM Social Value Review	Steve Warrener and Simon Warburton	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



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	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

**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>
Metrolink & Rail Services Sub Committee  (12 November)	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 be implemented between May-December 2021.	Implementation
Bus Services Sub Committee  (19 November)	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Bus Performance Report	Stephen Rhodes, TfGM	To provide an overview of bus services since the last subcommittee meeting.	Accountability

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	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
	Decarbonisation on the bus network	Stephen Rhodes	Following an overview of Decarbonisation initiatives at the last meeting, to provide a specific report on the steps being taken by Bus Operators to reduce their carbon emissions.	Accountability

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