

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

DATE: Friday, 16th July, 2021

TIME: 10.30 am

VENUE: Mechanics Institute, John Tocher Room - 103 Princess Street, Manchester M1 6DD

AGENDA

1. Apologies

2. Appointment of Chair and Vice-Chair

To note the appointments of Councillors Doreen Dickinson, Chair and Emma Taylor, Vice-Chair of the Committee for the 2021/22 municipal year as agreed at GMTC on 18 June 2021.

3. Membership for 2021/22

To note the membership of the GM Transport Metrolink & Rail Services Sub-Committee for 2021/22

Members	Representing	Political Party
Councillor Emma Taylor	Manchester City Council	Labour
Councillor Norman Briggs	Oldham Council	Labour
Councillor Shah Wazir	Rochdale Council	Labour
Councillor Joanne Marshall	Wigan Council	Labour

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

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

Councillor Mohammed Ayub	Bolton Council	Labour
Councillor Andrew Western	GMCA	Labour
Councillor Tom Mc Gee	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

4. Chairs Announcements and Urgent Business

5. 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.

6. Minutes of the Metrolink & Rail Sub-Committee meeting held 19 March 2021 5 - 12

To consider the approval of the minutes of the meeting held 19 March 2021.

7. Local Rail Performance Report 13 - 36

Report of Caroline Whittam, Head of Rail Franchising, TfGM

8. Metrolink Service Performance 37 - 52

Report of Daniel Vaughan, Head of Metrolink, TfGM

9. Operator Update

Verbal Update of Operators

10. Work Programme 53 - 58

To note and comment on the proposed work programme for the GM Transport Committee and its Sub Committees.

11. Dates and Times of Future Meetings

To consider future meeting dates for the Committee.

Friday 17 September 2021

Friday 12 November 2021

Friday 14 January 2022

Friday 11 March 2022

All Meetings will commence at 10:30am

For copies of papers and further information on this meeting please refer to the website

www.greatermanchester-ca.gov.uk. Alternatively, contact the following

Governance & Scrutiny Officer: lindsay.dunn@greatermanchester-ca.gov.uk



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

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GMTC Metrolink & Rail Sub-Committee on 16 July 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 6

**MINUTES OF THE VIRTUAL MEETING OF THE GREATER MANCHESTER
METROLINK AND RAIL SUB COMMITTEE
HELD ON FRIDAY, 19 MARCH 2021 AT 10:30AM VIA MICROSOFT TEAMS**

PRESENT:

Councillor Richard Gold	Bury Council
Councillor Stuart Haslam	Bolton Council
Councillor Dzidra Noor	Manchester City Council
Councillor Howard Sykes	Oldham Council
Councillor Atteque Ur Rehman	Oldham Council
Councillor Doreen Dickinson (in the Chair)	Tameside Council
Councillor Shah Wazir	Rochdale Council
Councillor Peter Robinson	Tameside Council
Councillor Steve Adshead	Trafford Council

OFFICERS AND OPERATORS IN ATTENDANCE:

Mark Angelucci	Rail Officer, TfGM
Guillaume Chanussot	Managing Director, KeolisAmey Metrolink
Daniel Coles	Network Rail
Simon Elliott	Head of Rail Programme, TfGM
Charlie French	Regional Growth Manager, Avanti West Coast
Chris Jackson	Regional Director, Northern
Danielle Lahan	Customer Account Manager, Network Rail
Eddie Muraszko	Department for Transport
Lucja Majewski	Transpennine Express
Victoria Mercer	Metrolink Service Delivery Manager, TfGM
Bob Morris	Chief Operating Officer, TfGM
Owain Roberts	Northern Rail
Lee Teasdale	Governance & Scrutiny, GMCA
Daniel Vaughan	Head of Metrolink, TfGM
Nicola Ward	Governance & Scrutiny, GMCA
Gwynne Williams	Deputy Monitoring Officer, GMCA
Caroline Whittam	Head of Rail Franchising, TfGM

GMTMRC 11/21 APOLOGIES

Resolved /-

That apologies be noted and received from Councillor Joanne Marshall (Wigan Council)

GMTMRC 12/21 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

The Chair made reference to the ongoing inquest into the death of Jack Barnes, who the coroner

ruled was unlawfully killed following his restraint by four individuals employed by Palladium Associates and contracted by the former operator MRDL to provide additional temporary support on the Metrolink network.

The Chair echoed the comments made by the GM Mayor that this was a tragic incident, and the thoughts of the Committee were with those closest to Jack. The coroner had been very clear in his ruling and due to the potential for ongoing enquiries by the police and CPS the Committee was, at the current time, unable to discuss the matter in any detail. At the appropriate time a more detailed update would be requested to come back to the committee.

Members were advised that an additional meeting of the overarching GM Transport Committee would be taking place on 24 March 2021.

Resolved /-

1. That the Committee expresses its condolences to those affected by the death of Jack Barnes, however, note that the coroner was very clear in his ruling and due to the potential for ongoing enquiries by the police and CPS the Committee were unable to discuss this matter in any detail.
2. That the additional GM Transport Committee date of 24 March 2021 be noted by the Committee.

GMTMRC 13/21 DECLARATIONS OF INTEREST

Resolved /-

That there were no declarations of interest.

GMTMRC 14/21 MINUTES OF MEETING OF THE METROLINK & RAIL SUB COMMITTEE HELD ON 22 JANUARY 2021

Resolved /-

That the minutes of the meeting held 22 January 2021 be approved.

GMTMRC 15/21 LOCAL RAIL SERVICE PERFORMANCE

Caroline Whittam (Head of Rail Franchising, TfGM) provided an update to members on rail service and operation across Greater Manchester over rail Periods 10 & 11 2020/21 (13 December 2020 – 6 February 2021).

It was advised that operational performance has remained consistent over the periods covered by the report, although some declines were recorded during Period 11, largely due to severe weather caused by Storm Christoph in the second week of the period.

The December 2020 timetable on 13 December had seen a further uplift in train services across Greater Manchester, representing around 88% of pre-Covid service levels. Industry preparations for Christmas (Covid restriction) relaxations included easement of ticketing and peak restrictions, additional strengthening, and standby buses, however, were not subsequently needed due to a

change in government policy. Christmas services operated to a similar format of previous years and planned engineering works were successfully completed on schedule.

In response to a third national lockdown on 5 January 2021 and Department for Transport instructions to focus on maintaining a reliable service for essential workers, whilst reducing operating costs, emergency train plans were once again introduced. These plans followed a similar pattern to operations between July – September 2020, with around 70% of pre-Covid services operating.

Face covering compliance had increased on rail to around 90%, with a slightly higher figure on longer distance and morning peak services. British Transport Police had recently moved from engagement to greater enforcement of rules.

In response to feedback from Members, a section of the report now detailed incidences of fatalities and suicides on the network. The period had seen fatalities within Greater Manchester at Belle Vue and Levenshulme, affecting South Manchester services. An additional fatality at Hebden Bridge, whilst outside GM, had impacted upon local Calder Valley services. In comparison, nationally there were 26 suicides on the rail network in Period 11, two more than in the same period last year. Overall, the figure stood at 210 this year, 15 fewer than at the same point in 2019/20.

TfGM had successfully applied to become the station licence holder for Horwich Parkway Rail Station. The TfGM-owned station was previously operated by Northern Trains Limited but had come under local control from 01 February 2021. Horwich Parkway would act as a blueprint for GM's future approach to station management, including working with local partners and the rail industry to ensure station accessibility, full integration and reflecting the needs of their communities. TfGM would be responsible for everything at the station apart from the running of the trains and the tracks they operated on. This included selling tickets, customer service, passenger assistance, cleaning and day-to-day maintenance, plus long-term renewals, and enhancements.

Due to the imposition of higher tier restrictions and the third national lockdown, station Friends groups and volunteers had been instructed not to work on stations until further notice. It was hoped that once restrictions began to ease, possibly from 08 March 2021, volunteers would be allowed back.

Resolved /-

1. That the report be noted.
2. That the addition of fatality and suicide statistics within the report be noted by the Committee.
3. That TfGM's successful application to become the station licence holder for Horwich Parkway rail station be noted by the Committee.

GMTMRC 16/21 UPDATE ON TIMETABLE CONSULTATION

The Committee welcomed Eddie Muraszko from the Department for Transport to provide an update on the timetable consultation in his role as the DfT lead for the Manchester Recovery Task Force. He explained the short, medium, and long-term works taking place to improve services throughout GM.

On 14 January 2021 the Department for Transport, in conjunction with Transport for the North and

Network Rail had launched a public consultation: Timetable Options to Improve Rail Performance in the North of England. The consultation set out three options which featured increasing levels of change from the pre-Covid service patterns, planned to be implemented from the May 2022 timetable. The three options affected different routes, and which routes had direct services to Manchester Oxford Road, Manchester Piccadilly, and Manchester Airport stations. On 12th February 2021 GMCA had approved delegation of authority to the Chief Executive Officer, in consultation with the Mayor of Greater Manchester, to approve and submit a response to this consultation on behalf of GMCA. This response was submitted on 10th March and was included within the agenda papers.

The GMCA response identified a revised option which had better outcomes for GM. GMCA had instructed TfGM to continue to progress the Revised Option B/C solution and to work with DfT and Network Rail counterparts to explore it further with a view to an appropriate timetable solution being taken forward which could command the support of GM.

Members enquired as to the level on public feedback that had been received into the consultation. It was advised that over 800 responses had been received to date, and these included individual responses as well as those on behalf of user groups.

Members stated that they would welcome a separate session for Committee Members to consider the ramifications of the timetable changes in more detail. The Chair advised that she seek to have this incorporated into the work programme of the overarching Transport Committee – officers advised that the presentation would prove most useful after the next stage had concluded and the option being taken forward was fully understood.

Members enquired whether May 2022 remained as the proposed date for implementation. It was advised that this would be dependent on the option selection – which had variable implementation dates ranging from May to December 2022.

Members enquired about the process for the second consultation on the proposed timetable changes following the outcomes of the initial option chosen. It was advised that the second consultation would follow along the lines of statutory requirements for any timetable changes and would go into considerably more detail on the specifics of the train arrival times and frequencies. The train operators themselves would take the lead role in this process.

Resolved /-

1. That the update on the Timetable Consultation be noted.
2. That it be noted that GM's response to the consultation has now been returned to the Rail North Committee of Transport for the North.
3. That it be noted that over 800 responses to the consultation had been submitted, including representations from members of the public and user groups and that these responses would be published at the end of the process.
4. That it be noted that the implementation date of any timetable changes would be dependent on which option was selected, but that this would be between May-December 2022.
5. That it be noted that the second consultation would be in line with usual practice undertaken by operators in relation to any proposed timetable change.
6. That an informed session will be scheduled for the GMTTC in relation to how the work of the Rail Task Force supports the rail infrastructure ambitions for the city region.

GMTMRC 17/21 OPERATOR UPDATE

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

Comments raised by train operators included the following:

- Northern Rail – Current ridership levels sat at 22% of their pre-Covid levels – there had been no time in the past 12 months that had seen ridership go any higher than 45% of pre-Covid levels. Plans were in place for significant national and local campaigns which would focus on encouraging and giving the public the confidence to return to rail – emphasising all the changes for the positive that would be revealed to them through updated fleets and enhanced safety and cleaning measures. The current timetables of operation would remain in place until 17th May 2021, at which point a new uplifted service would operate at a level similar to that of the start of January 2021. Background modelling work had been taking place to give operators full confidence in terms of the service provision – part of the modelling had revealed that leisure travel was expected to return at a faster pace than commuter travel, however, even this was not expected to initially exceed 68% of pre-Covid levels. Service punctuality was now at the highest level seen since 2013, which was welcome, and following member comments, it was agreed that enhancements to Sunday services would have to be strongly considered with expected increases in leisure travel at the weekend. Operators also asked that Members help in encouraging rail confidence by sharing the improvements seen with the public.
- Transpennine Express – Performance remained at a very high level. Week on week increases were being seen in patronage, with a notable pick up at weekends, however, this still only represented 15% of pre-Covid levels. The timetable would be uplifted from 29 March 2021, and would represent around 82% of the full timetable, this would be followed by another uplift in May 2021. As with other operators, plans around welcoming customers back with reassurance campaigns were in place – studies had indicated that safety concerns remained a key barrier at present and so the campaign would focus on the Covid safe measures taken, stating “We’re ready when you are”.
- Network Rail – Recent performance figures had been very welcome, and it was hoped these would be retained when customers returned in higher numbers. Work was taking place with colleagues at each of the operators to facilitate customers returning in a safe and reassuring manner. If, as expected, leisure travel was to increase, then Piccadilly Station would become a major leisure travel hub in the near future, and there would need to be reassurance around how well the Station was prepared for this.
- Avanti West Coast – A presentation was on future plans for high-speed rail now that Avanti West Coast had taken over the running of the west coast mainline. Plans included the introduction of a fleet of new trains; investments at stations; service increases; Simplified ticketing; investment in colleagues and communities; and making the railway accessible for all.

Resolved /-

1. That the verbal update from Train Operators be noted.
2. That it be noted that there were service uplifts planned for the end of March and mid May which would provide c. 80% of timetable coverage, akin to provision in January 2021.
3. That it be noted that train operators will be launching their ‘We’re ready when you are’ campaign to reassure passengers about the covid-safe measures on the network from the end of March 2021.
4. That it be noted that performance remained good, and operators were keen to ensure that as services were increased, performance remained as punctual and reliable.

GMTMRC 18/21 METROLINK SERVICE PERFORMANCE

Victoria Mercer (Metrolink Service Delivery Manager) introduced the latest update on Metrolink operation and performance.

Following the commencement of the third national lockdown, patronage figures sat at around 15% of pre-Covid levels, this then stabilised throughout January and February to 17-19%. However, following the government roadmap announcement, and the return of children to schools – patronage levels were now steadily increasing, currently sitting at 23% of pre-Covid levels.

During the third lockdown, service frequency had not been reduced to the same extent that it had been during the previous lockdowns, with the Metrolink still running at a high frequency service, of trams every 10 minutes.

It was fully understood that as restrictions began to loosen in line with the government roadmap, social distancing measures would become increasingly limited. With this in mind, all possible support ranging from enhanced cleaning regimes to a full cohort of customer service ambassadors would be in place. All advances would be closely monitored.

Engagement work had taken place with schools ahead of students returning from 8th March.

There had been an unfortunate increase seen in criminal damage to trams on the network – which had caused some impact on tram availability. Unfortunately, as these incidences of damage were not confined to a particular point on the network, it was difficult to pinpoint exactly where the issues were. However, work was taking place with partner agencies on the best way to tackle this problem. On a more positive note, general anti-social behaviour and crime had reduced on the network.

Some previously notable problems and obstructions on the airport line had now been addressed through strong collaborative work with partners. Following comments received at the Transport Committee about Hollinwood Station in Oldham – namely the perception that the station was unsafe and isolated. TfGM, together with local representatives and GMP had made a site visit to the location and following this the operator had conducted a full review to undertake enhancement work at the station. A patch of land opposite the station had been one of the main areas of concern, and Oldham Council had taken an action to look at how this could be improved. Members representing Oldham on the sub-committee thanked officers for their work in addressing the issues at the station.

Planned works on the network across the spring and summer were explained to members. It was advised that these works had been arranged to have the lowest possible level of impact and inconvenience to service users.

Guillaume Chanussot (Managing Director, KeolisAmey Metrolink) provided an update on operational performance. Employee absenteeism numbers due to Covid19 were improving, though some issues did remain around needed to self-isolate. Some challenges had been faced in terms of maintenance activities, as the availability of equipment from suppliers and contractors did not allow the service to be as reactive as it would be in normal times.

Resolved /-

1. That the contents of the report be noted.
2. That it be noted that as a result of previous discussions at GMTC, a site visit had taken place at the Hollingworth Metrolink stop which had resulted in a full review of lighting and vegetation and investigations into the maintenance of adjoining private land.

GMTMRC 19/21 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 20/21 DATES OF FUTURE MEETINGS

Resolved /-

That the GMCA governance team would be in contact to confirm dates for the 2021/2022 council year.

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GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 16 July 2021
Subject: Local Rail Service Performance
Report of: Caroline Whittam, Head of Rail Services, TfGM

PURPOSE OF REPORT:

This report provides an update on rail service operation and performance across Greater Manchester over rail Periods 12 and 13, 2020/21 and Periods 01 and 02, 2021/22 (07 February – 29 May 2021).

RECOMMENDATIONS:

Members are asked to note the contents of this report.

CONTACT OFFICERS:

Caroline Whittam, Head of Rail Services: caroline.whittam@tfgm.com

Mark Angelucci, Rail Performance Officer: mark.angelucci@tfgm.com

Equalities Implications: 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: 0

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

BACKGROUND PAPERS:

MRN report of 19 March 2021.

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

1. INTRODUCTION/BACKGROUND

- 1.1 This report provides an update on local rail service operations and performance covering rail periods 12/13, 2020/21 and 01/02, 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 12 – 02 overview, including:
 - Network Rail performance and updates
 - Route crime
 - Train operator performance and updates
 - Details of May 2021 timetable and December 2021 offering
 - Patronage and footfall updates
 - Monitoring of face covering compliance.
- 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.
- 1.7 Appendix E provides an overview of Northern's current train plan.

2. OVERVIEW

- 2.1 Operational performance has remained consistently strong over the four periods covered by this report for all six train operating companies serving Greater Manchester. PPM for Northern and TPE has remained in the mid-90%*s*, with Right Time at Destination figures in the high 70%*s*. Cancellations have remained low, averaging below 2% and train plans have been successfully delivered, given exceptional circumstances and fluctuating levels of crew availability.
- 2.2 This report covers the periods following the announcement of the third national Covid lockdown from January 2021, with the implementation of an emergency timetable on 18 January. At this point, rail services were at 70% of pre-Covid levels and patronage at just 15%.
- 2.3 During the periods covered, Covid restrictions were relaxed on 29 March (outdoor meetings), 12 April (non-essential retail, beauty, indoor sports and outdoor hospitality) and 17 May (indoor hospitality).

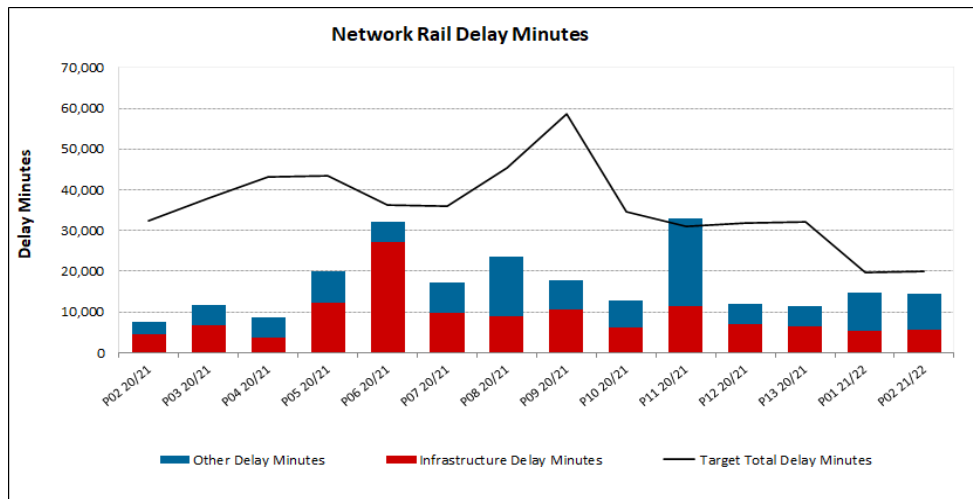
- 2.4 Service uplifts were undertaken by TPE and TfW on 29 March 2021, with some routes seeing earlier enhancements to cater for school flows. Nationally, train timetables changed on Sunday 16 May, which saw further additions to services across Greater Manchester to around 82% of pre-Covid levels.
- 2.5 Emergency Recovery Measures Agreements have been superseded by National Rail Contracts, which have effectively replaced the previous revenue risk-based franchising system.
- 2.6 Work has continued on 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. Various options have been presented but a practicable, workable solution that is acceptable to all parties has yet to be reached. These plans, originally intended for May 2022, will now not be implemented until December 2022.
- 2.7 The Williams-Shapps Review into Rail was eventually published in May 2021, delayed due to Covid. An analysis and overview is detailed in this report.

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 more than halved in Period 12 to just over 12,000 from the previous period but have increased slightly in Periods 01 and 02. Minutes delay caused by infrastructure have remained consistent, averaging around 6,000 per period. Other delays, which were around 5,000 minutes in Periods 12 and 13 have increased in Periods 01 and 02 to around 9,000 minutes, largely due to trespass incidents across the network.
- 3.3 Significant incidents attributed to Network Rail over the periods have included OHLE issues at Stockport, an electrical power failure at Chester and a roof collapse at Northwich station (18 May) which impacted Mid-Cheshire line services. Various trespass and threatened suicides across the network were also recorded, as below, with big increases in Periods 01 and 02. Continued impositions of temporary speed restrictions, notably across Hope Valley and between Wigan – Burscough, have also contributed to delays.
- 3.4 On 18 May part of the station façade at Northwich collapsed through the canopy roof. Fortunately, no passengers were injured in the incident but debris on the track disrupted services. Network Rail has responded to a TfGM request to assure that they have an ongoing asset maintenance programme.
- 3.5 On 08 June, part of a false ceiling collapsed in the station ticket office at Altrincham. Network Rail is investigating the root cause and will share the findings and recommendations with TfGM.

NETWORK RAIL DELAY MINUTES (MANCHESTER DELIVERY UNIT)



ROUTE CRIME, MANCHESTER DELIVERY UNIT

- 3.6 Criminal activity, theft and trespass, cause significant delay and cancellations to passengers. Network Rail is responsible for this delay and works closely with train operators, British Transport Police and other agencies to mitigate and prevent such incidences.
- 3.7 Trespass and vandalism/theft have increased across the periods and have locally included cable theft between Winwick and Wigan on 13 April, trespass at Ardwick on 29 April and at Eccles in May; these incidents alone accounted for almost 3,000 minutes delay.
- 3.8 #BuildingSafetyTogether was the key theme for Rail Safety Week, which ran from 21 to 27 June, focusing on issues of safety on UK railways.
- 3.9 This year, TfGM officers helped to curate and produce a series of national online events in collaboration with industry partners on various themes including passenger safety, workforce safety, trespass, wellbeing, inclusion, work-life balance and mental health.
- 3.10 The GM Route Crime Working Group, co-chaired by TfGM and Network Rail, has brought a greater focus on issues of trespass, ASB and suicide prevention on the rail network in Greater Manchester. TfGM have 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.

Category	Incidents/ Minutes P12	Incidents/ Minutes P13	Incidents/ Minutes P01	Incidents/ Minutes P02
Trespass	36 (1,045)	50 (1,254)	75 (2,240)	71 (2,350)
Vandalism	3 (76)	4 (27)	5 (70)	8 (410)
Fatality	1 (74)	-	3 (692)	1 (48)
Grand Total	40 (1,195)	54 (1,281)	83 (3,002)	80 (2,808)

FATALITY AND THREATENED SUICIDE

- 3.11 Fatalities have been recorded in various locations across the four periods, impacting Greater Manchester, including at Lostock on 20 April. Incidents involving threatened suicide have been reported at Eccles, Patricroft and Alderley Edge.
- 3.12 Nationally, Period 02 saw 16 suicides on the railway, compared to 15 in the corresponding period in 2020.
- 3.13 The rail industry continues to work to develop intelligent CCTV monitoring at known hot-spots, train staff to notice unusual behaviour and improve physical deterrents and mitigation. Work with mental health agencies and the Samaritans continues and TfGM is currently undertaking a schools/Samaritans project at Ince station.
- 3.14 Network Rail has further details on fatality and suicide prevention on the railway at: <http://www.networkrail.co.uk/communities/safety-in-the-community/suicide-prevention-on-the-railway>

TRAIN OPERATOR PERFORMANCE

- 3.15 Train performance has remained strong across the four periods covered by this report, with high PPM and Right Time at destination figures. These have been higher for Northern and TPE, with the longer distance operators not performing quite as well.
- 3.16 Period on period performance improved significantly in Period 12, following on from declines in P11. Additionally, revised timetables from 18 January saw a reduced number of services operating and declines in patronage from pre-Christmas levels.
- 3.17 P13 saw the average of the six TOCs PPM at 92.9%, with Right Time at 72.6%. These figures have declined over Periods 01 and 02 to 87.9% and 63.2% respectively, largely due to longer distance operators' performance. Northern ended P02 at 93.1% (company-wide), with a Central/West Right Time figure of 74.6%. For TPE, performance was even better, with a P02 PPM at 94.3% and Right Time figure of 76.7%.
- 3.18 Moving Annual Average (MAA) PPM figures remain strong across all six TOCs however, except for TPE, have slightly declined for the first time in 12 months at the end of Period 02.
- 3.19 Cancellation figures have averaged around 1.5% for Northern and 2.5% for TPE, with cancellations notably on its Scottish services. Some late notification cancellations were reported for Northern on Sunday 30 May due to driver availability, but this has not largely affected performance.
- 3.20 Unit availability, due to cracks found in a component part of Northern's new CAF-built Class 195 and 331 units resulted in 25 units being withdrawn from service in April. These trains are currently under repair and all but one has now been re-introduced into passenger service.
- 3.21 Following on from this, problems were discovered in new Hitachi Class 800 units operated by LNER and GWR in early May. On 08 May 2021 TPE withdrew its Class 802 units from service for checks and these have since been returned to service on its Liverpool – Newcastle route.

- 3.22 Other unit issues have impacted performance over the past four periods, with a broken-down train at Manchester Oxford Rd on 14 April, unit with pantograph issues at Patricroft on 15 May and a freight train with smoking brakes at Stockport on 24 April.
- 3.23 East Midlands Railway has seen sharp performance declines following on from its new timetable in May 2021, which saw additional services operating into London St. Pancras. Operational difficulties around Nottingham have been compounded by issues with cascaded Class 170 units and crew availability because of Covid. Furthermore, industrial action is being undertaken by senior conductors on Sundays affecting Liverpool – Manchester – Norwich services.

SIGNIFICANT INCIDENTS, LOCALLY, PERIODS 12 – 02

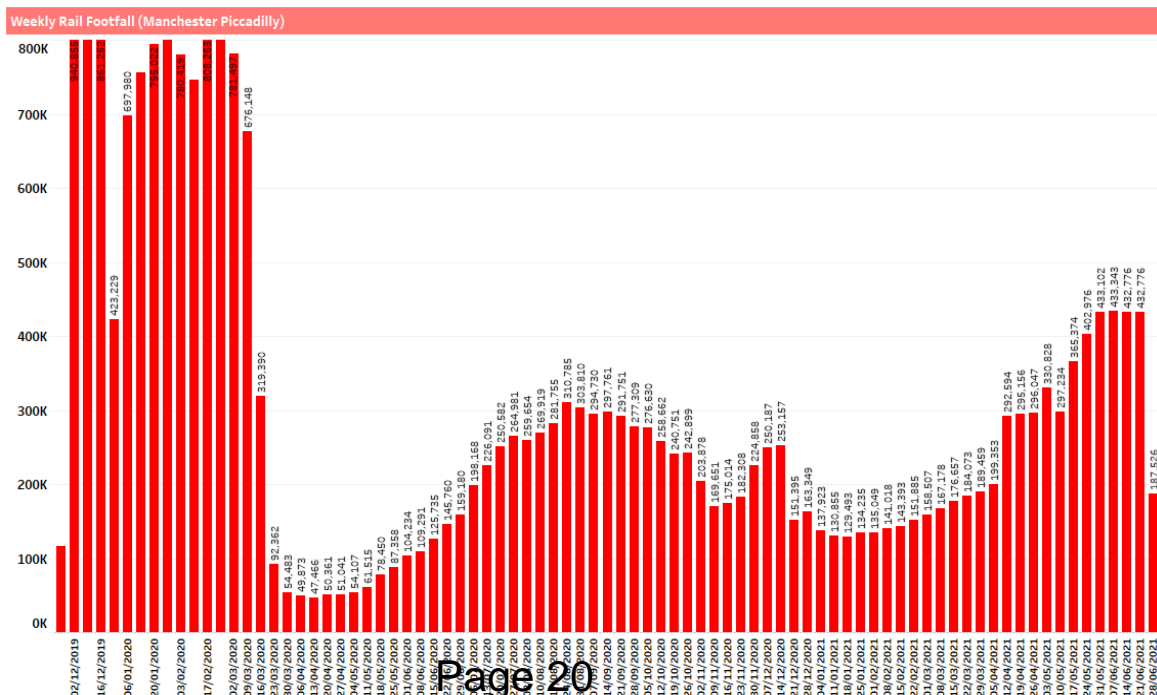
Date	Incident	Delay Minutes	Cancellations
11 February	Weather-related incidents, speed restrictions, including icicles in various tunnels.	3,000+	Multiple part and full cancellations
01 April	OHLE breaker, Burnage	1,126	2 full/10 part
13 April	Cable theft, Winwick	1,248	3 full/18 part
14 April	Brake defect, Manchester Oxford Rd	771	11 full/14 part
17 May	OHLE defect, Stockport	1,600	7 full/22 part

SIGNIFICANT INCIDENTS, NETWORK, PERIODS 12 – 02

Date	Incident	Delay Minutes	Cancellations
30 March	Trespass, Birmingham	2,895	15 full/34 part
04 May	Fatality, Rugeley	2,363	2 full/21 part
14 May	Possession over-run, Milton Keynes	2,322	None
18 May	Fatality, Watford	4,619	10 full/27 part
21 May+	Signalling Failure, Ledburn Junction	21,535	202 full/111 part

4. PATRONAGE

- 4.1 Rail patronage has 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.
- 4.2 Patronage has steadily increased since the spring and is 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 have been recorded on local services, with longer distance services seeing reduced levels of demand. Leisure journeys continue 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.
- 4.3 Traditional peak-time demand continues to be suppressed, as those with the option to do so, continue to work from home. In terms of modes, demand for Rail remains slightly lower than that for Metrolink and Bus.
- 4.4 The industry is awaiting guidance from government on further Covid relaxations on 19 July, which may or not involve the removal of 1m social distancing and face covering rules. Long distance operators remain at reduced levels of service, with Cross Country currently not operating its Manchester – South-West services and Avanti at 2tph between Manchester – London Euston.
- 4.5 Social distancing breaches have been reported on various routes, notably on leisure services to the seaside and at weekends during good weather. Northern has recently strengthened its Hope Valley stopping services at weekends from 2 to 3 car Class 195 units and has had additional ‘sweeper’ trains ready for deployment on various days for Southport and Blackpool South routes.
- 4.6 The chart below shows footfall at Piccadilly station over the previous 16 months. The busiest periods for travel are now Friday afternoons and Saturdays. Sunday footfall has increased significantly and, in some weeks, has surpassed that of Monday and Tuesday.



5. FACE COVERING COMPLIANCE

- 5.1 Face covering compliance has remained consistent on-board trains and at stations. It is currently estimated to be at around 80 – 85%, although higher on longer distance trains and services using city centre stations.
- 5.2 British Transport Police continue to monitor and, where appropriate, enforce covering compliance and in the year to 31 March 2021 had intervened 93,011 times across Britain, with 7,116 directions to leave (7.7%) and 438 fixed penalty notices (0.5%).
- 5.3 Northern has recruited additional Travel Safe Officers across its Central and West regions, based at Manchester Victoria and Manchester Oxford Rd and has joined the TravelSafe Partnership.

6. TIMETABLE ITERATIONS

- 6.1 Following on from the third national lockdown in January 2021, emergency train plans were introduced once again, replacing the December 2020 timetable. These were based on protecting key routes for essential workers and ensuring resilience in the event of crew unavailability due to Covid.
- 6.2 Service uplifts were made to accommodate the re-opening of schools (Northern Mid-Cheshire line, 08 March), whilst TPE and TfW uplifted services further on 29 March, returning an hourly service on their routes (Greenfield and Mossley for TPE and North Wales/Chester - Manchester for TfW).

MAY 2021 TIMETABLE

- 6.3 Nationally, new timetables came into operation from Sunday 16 May; for Greater Manchester this heralded around 82% of pre-Covid services being re-introduced. These included the following routes (a full list of current Northern service provision can be found in Appendix E)
- Barrow/Windermere - Wigan NW – Manchester Airport to 15 tpd
 - Return of hourly Blackpool North – Manchester Airport
 - Hourly Chester – Altrincham – Piccadilly
 - Southport – Alderley Edge restored
 - Southport – Stalybridge restored
 - Removal of Kirkby – Manchester Victoria service and replacement with Kirkby – Blackburn
 - Hourly Chester – Leeds re-introduced
 - Liverpool – Manchester Airport – Crewe (restored through to Crewe)
 - Hourly daytime, semi-fast Liverpool – Manchester Airport via Warrington (re-introduced 07 June)
- 6.4 Whilst there has been a service uplift, increasing frequency and capacity across most of Greater Manchester, some Northern routes have not seen a return to pre-Covid levels of service. Furthermore, some have seen a reduction in service from May 2021 compared to the previous timetable. Northern has stated that due to ongoing crew availability, driver training and resource issues it has had to focus on the key routes listed above. Challenging conditions persist with rising numbers of Covid infections and track and trace alerts in the north-west. Stations and routes which will see a reduced service compared to pre-Covid include:

- Blackrod (off-peak reduction to one train every two hours)
- Ashton/Stalybridge (1tph)
- Some additional peak services previously operated will not operate on Atherton, New Mills Central and Hadfield routes
- Rochdale – Blackburn stopping service not yet re-introduced leaving Moston, Castleton 1 tph. Note that at TfGM request, Northern has switched calls from Smithy Bridge to Mills Hill to provide a fairer distribution of calls east and west of Rochdale. This results in Mills Hill having 2 tph but a reduction to 1 tph, off-peak at Smithy Bridge.
- No Wigan – Bolton – Stalybridge service on Sunday (also impacts Westhoughton and Ashton stations)
- Mid-Cheshire line Sundays every two hours
- Rose Hill/Hyde Loop (half-hourly service not re-instated)

- 6.5 TPE saw no service uplift from 16 May and remains at around 83% of its pre-Covid service levels.
- 6.6 Avanti West Coast remains at 2 trains per hour (tph) each between Manchester – London Euston and through Wigan North Western for London/Scotland.
- 6.7 Transport for Wales (TfW) is operating its usual 2 tph from Manchester (Chester/North Wales and Cardiff/South Wales).
- 6.8 Cross Country remains at 1 tph to Bournemouth from Manchester, with no date set for the return of direct south-west services.
- 6.9 East Midlands Railway had planned to operate its usual 1 tph between Norwich – Liverpool but has withdrawn four trains per day due to performance/operational issues.

DECEMBER 2021 TIMETABLE

- 6.10 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.
- 6.11 TfGM has raised concerns with Northern and Rail North Partnership about delays to uplifting service provision on some of the routes listed above, notably for Blackrod, Wigan via Atherton line and Sunday services. We continue to work with Northern to seek the re-introduction of these services as soon as possible.

7. OPERATOR UPDATES

NETWORK RAIL

Manchester to Stalybridge/Rochdale Engineering Work (TRU) and Other News

- 7.1 From the 31 July until 15 August 2021, Network Rail will be working to renew key sections of track and upgrade railway bridges to improve reliability as part of the Trans-Pennine Route Upgrade. This is a multi-billion pound programme of upgrades that will improve connectivity in the north of England, providing faster, more reliable services between York, Leeds and Manchester. This work will take place east of Manchester Victoria station, impacting services to/from Stalybridge and Rochdale.

This will also impact on longer distance journeys along the Calder Valley line into/out of Manchester.

- 7.2 During this period, train services across the Calder Valley will start and terminate at Rochdale, with express road replacement transport provided direct to Manchester Victoria. TfGM has worked with industry colleagues to ensure that local stopping train services will continue to be provided from Rochdale to Castleton, Mills Hill and Moston, where bus replacement will operate to Manchester. Longer distance passengers for Manchester are encouraged to alight at Rochdale and use the bus from here for a better journey experience and shorter overall journey time.
- 7.3 Passengers looking to travel over this period are being urged to check [National Rail Enquiries](#) More information on the TRU project can be found at <https://www.networkrail.co.uk/running-the-railway/railway-upgrade-plan/key-projects/transpennine-route-upgrade/manchester-to-stalybridge/>
- 7.4 Two heritage railway stations on the Manchester, Atherton and Wigan line have been improved for Northern passengers. Victorian platform canopies at Walkden and Swinton stations have been repaired and restored by Network Rail as part of a £750,000 Great North Rail Project investment. The canopies were built 131 years ago in 1890.
- 7.5 The recent renovations involved structural repairs and repainting steelwork, including their original ornate columns. Netting was also installed to stop birds from roosting in the heritage structures which protect passengers from poor weather.
- 7.6 Passengers will also benefit from accessibility improvements at Walkden station as part of the government's Access for All scheme. Plans to install a new lift, which will provide step-free access to the platforms, are being developed and the upgrade is due to be completed by 2024.
- 7.7 Thousands of pounds have been spent clearing illegal fly tipping dumped metres away from live railway lines in Tameside. Several tonnes of rat-infested, stinking rubbish was left beside tracks in the village of Heyrod near Stalybridge.
- 7.8 Network Rail used specialist waste disposal contractors to remove the garbage which included old duvets, suitcases, plastic and camping equipment. Three lorry loads of rotting waste was removed from beside the major rail route between Manchester and Leeds using a special grabber.
- 7.9 So far in 2021 more than £100,000 has been spent removing illegally dumped waste in the Manchester area alone. Nationally, millions of pounds of tax-payers money is spent clearing up after criminal dumpers each year. This money would otherwise be used to improve stations and track, providing better journeys for passengers and freight in the north-west.



NORTHERN TRAINS LIMITED

- 7.10 May 2021 timetable saw the introduction of bi-mode Class 769 trains on Southport – Alderley Edge and Southport – Stalybridge routes. These services will operate under both diesel and electric power and provide enhanced capacity using four car units.



- 7.11 Throughout the pandemic, Northern has instigated a programme of station re-painting and repairs, including at Wigan, Bolton, Reddish North, Brinnington, Romiley and Hale. Station car park refurbishment has taken place at Newton for Hyde.
- 7.12 Northern has introduced flexi ticketing from 21 June, available for use from 28 June. These tickets provide eight return journeys over a period of twenty-eight days on a designated route and cost 10% less than the equivalent eight adult day return tickets. They are designed to offer flexibility and reduced costs for people travelling in to work on two or three days per week, as opposed to season tickets, whose savings are based on travelling five days per week or more.
- 7.13 Northern is introducing bodycams on its operational and front-line staff as a deterrent to abuse, assault and anti-social behaviour.

TRANSPENNINE EXPRESS

- 7.14 TPE is 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.

8. WILLIAMS-SHAPPS REVIEW

- 8.1 The Williams-Shapps Review, led by Keith Williams, was commissioned by government in September 2018 in response to widespread timetable chaos and a failing commercial model for delivering passenger services. However, due to the coronavirus pandemic the outcome of the review – a rail reform white paper - was delayed so that its final report could take into account the impacts of the pandemic on the rail industry and the steps taken by Government to support rail during the pandemic.
- 8.2 With the plan now published as a White Paper on 20 May 2021: [Great British Railways: Williams-Shapps plan for rail - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/white-papers/great-british-railways-williams-shapps-plan-for-rail). TfGM look to build on their plans for further rail reform and welcome the announcement of the formation of the new rail body Great British Railways.

- 8.3 The Williams-Shapps plan has clearly articulated the issues that have beset the rail industry for a number of decades with the over-riding message of the need to simplify the structure, drive efficiency and deliver accountability. Although it lacks detail on the overall implementation of the commitments, it gives us the permission to start having conversations on accountability for passengers, for local leaders and for costs.
- 8.4 Although the paper falls short of some of the wider reform we would have expected to see, the proposals do present the largest change to the industry since privatisation in the 1990's.
- 8.5 The White Paper proposes and allows for a more detail discussion on four reform key pillars:

Structural Reform

- Fundamental restructuring of the railway industry with the creation of a new public sector arm's length body 'Great British Railways' (GBR). This will subsume the responsibilities of Network Rail, most rail functions of DfT, and many operator roles to ensure a more joined-up approach to running the railway. GBR will act as the 'guiding mind' and will have a devolved regional structure, initially based on the five Network Rail regions.
- GBR has been mandated to achieve better efficiency and co-operation; this may be an opportunity to the extent that GBR is obliged to cooperate with sub-regional bodies such as TfGM.
- The review sets out a clear appetite to involve city regions, in a similar way to the model used by TfL. The Levelling Up white paper, due this summer, is expected to provide more detail on the involvement of devolved city regions in rail and the levers available to them.
- It allows the door to be opened for discussion on the wider importance of rail in an integrated local system which drives economic recovery, growth and rebalancing.
- The review references that local teams will be well placed to improve co-operation with local communities and local leaders and that a pilot of integrated local teams will be undertaken as a priority.

People Reform

- People reform to attract a more diverse workforce and establish better career paths in the railway. The rail sector should work to reflect the people and communities it serves by drawing on the talents of those who are underrepresented in the sector and would be attracted to a rail career with the right information.

Commercial Reform

- The new Passenger Service Contracts will include strong incentives for operators to run high-quality services and increase passenger numbers. They will not be one-size-fits-all: as demand recovers, long-distance operators, will have more commercial freedom. A new 'rules-based' track access system will be introduced to manage the allocation of scarce track capacity may provide opportunities for more on-board competition, with potential benefits to the customer.

- With new Passenger Service Contracts to be reviewed within the next 2/3 years and a clear appetite to involve city regions in the development of the contracts, fares and infrastructure, there is an opportunity to link a future fare structure for rail with franchised bus and Metrolink as part of an integrated Bee Network.

Fares Reform

- There are proposals to simplify the current complex system. This is long overdue to make the railway more user friendly and affordable and is crucial to the recovery. This will start with national roll-out of flexible season tickets (8 in 28 days), and a promise to quickly roll out pay-as-you go ticketing in urban and commuter networks.

8.6 There is now an opportunity to make a pro-active move for TfGM to work with its partners and the wider industry to establish a deeper and more influential role with the railway to help shape and inform a partnership with Great British Railways and cement our vision for GM Rail.

9. MANCHESTER RECOVERY TASK FORCE CONSULTATION

9.1 A single-issue Northern Transport Acceleration Council meeting took place with Chris Heaton Harris on 18 May 2021. The subject of the meeting was infrastructure and northern leaders made clear to the Minister the need for the right infrastructure in Manchester as soon as possible to ensure passenger needs are met in the future.

9.2 The work to implement a temporary timetable in 2022 to improve train performance until the infrastructure is provided was also discussed. The Minister was open to the suggestion from Andy Burnham that the timetable change date be moved to December 2022 to allow for adequate planning. This is now the working assumption of the Manchester Taskforce, although it is still awaiting official ministerial confirmation.

9.3 A follow up meeting with the Minister is due in July, as well as a single issue meeting of Rail North Committee (still awaiting dates for both meetings at time of writing). The Rail North Committee meeting will discuss whether members wish to endorse the Taskforce's recommended timetable for 2022, which is an adaption of Option B, as per the Manchester Recovery Taskforce consultation earlier this year.

10. STATION PROJECT UPDATE

10.1 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.

10.2 TfGM is working alongside LCR, Network Rail, Northern and TPE to begin work that will progress the sites to development stage within the coming months.

11. COMMUNITY RAIL

- 11.1 Station Friends groups have 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.
- 11.2 Cheshire's Best Kept Station Awards were finally presented in person to the following Greater Manchester Stations in May for projects that have recently been completed. Congratulations to the following stations: Hale, Altrincham, Heaton Chapel, Rose Hill, Romiley, Marple and Reddish South.



- 11.3 TfGM is currently funding or facilitating Community and schools' art projects at Hindley, Ince, Mills Hill (above), Romiley, Urmston, Mauldeth Rd, Woodsmoor, Hale, Marple, Bolton and Rochdale stations. Industry volunteer days will be taking place at Oxford Rd, Eccles, Rochdale, Moston and Belle Vue stations over the summer.
- 11.4 Community Rail funding from the rail industry is also enabling summer Sunday bus services from Bolton – Horwich to be extended to Rivington Barn (575). TfGM has also helped facilitate funding for a Sunday Haigh Explorer bus service which will shortly be operating to Haigh Hall Country Park from Wigan railway stations.

Caroline Whittam

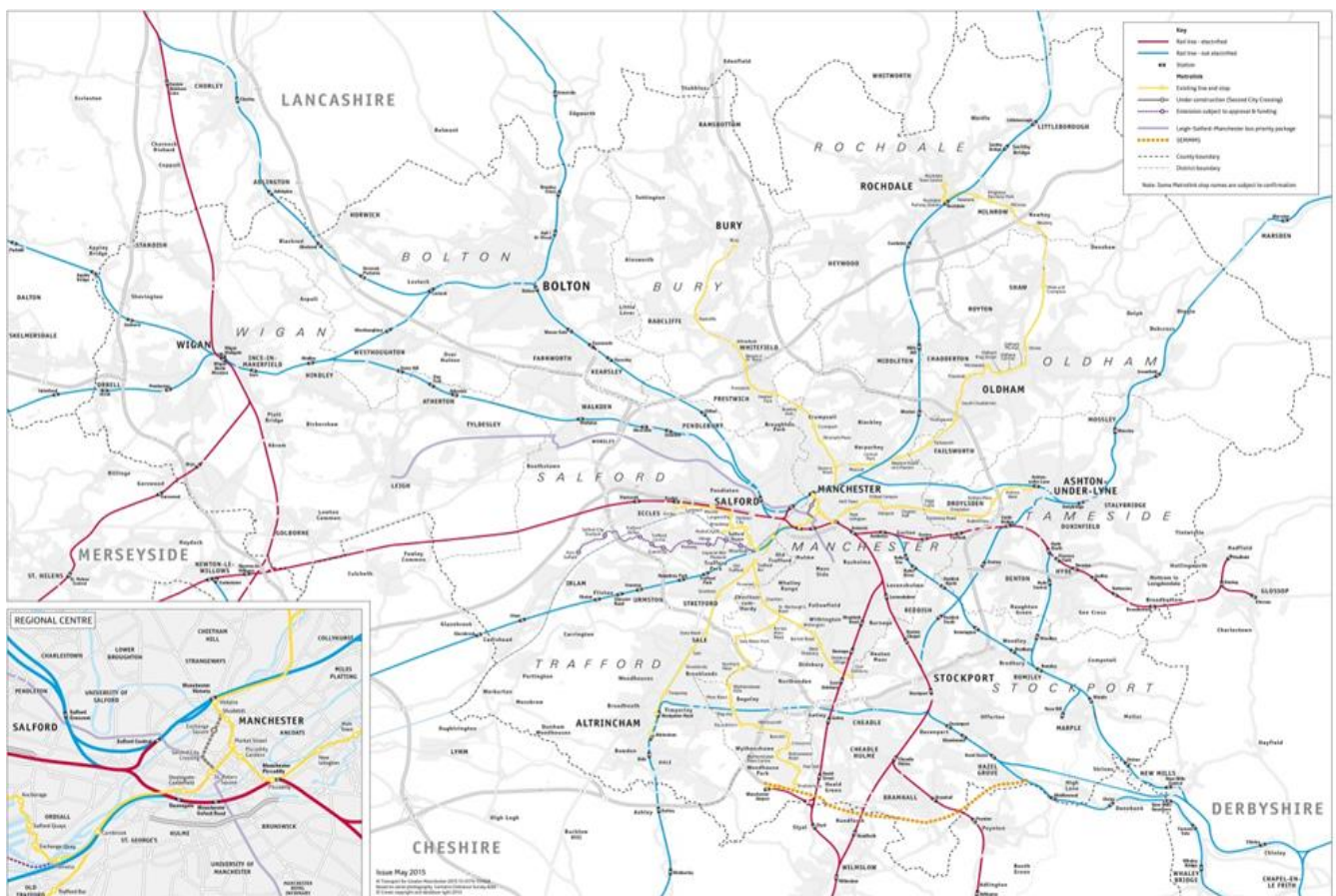
Head of Rail Services, TfGM

Appendix A – Rail Period Dates

P12 – 20/21	P13 – 2021	P01 – 2021/22
07 February – 06 March 2021	07 March – 31 March 2021	01 April – 02 May

P02 – 2021/22	P03 – 2021/22	P04 – 2021/22
03 May – 30 May	31 May – 27 June	28 June – 25 July

APPENDIX B: Greater Manchester Map



BOLTON
BURY

MANCHESTER
OLDHAM

ROCHDALE
SALFORD

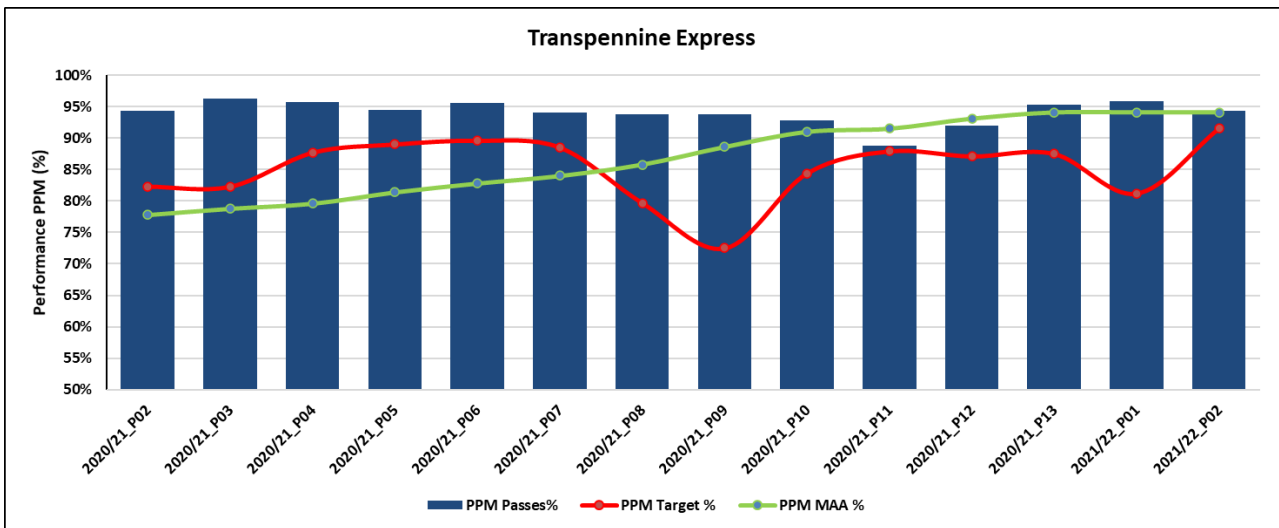
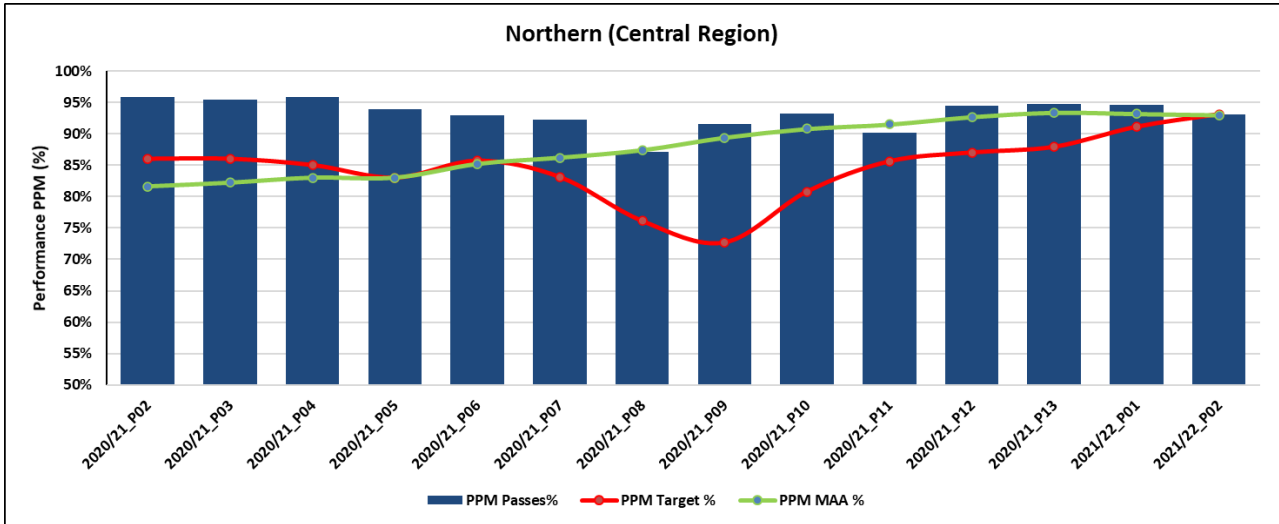
STOCKPORT
TAMESIDE

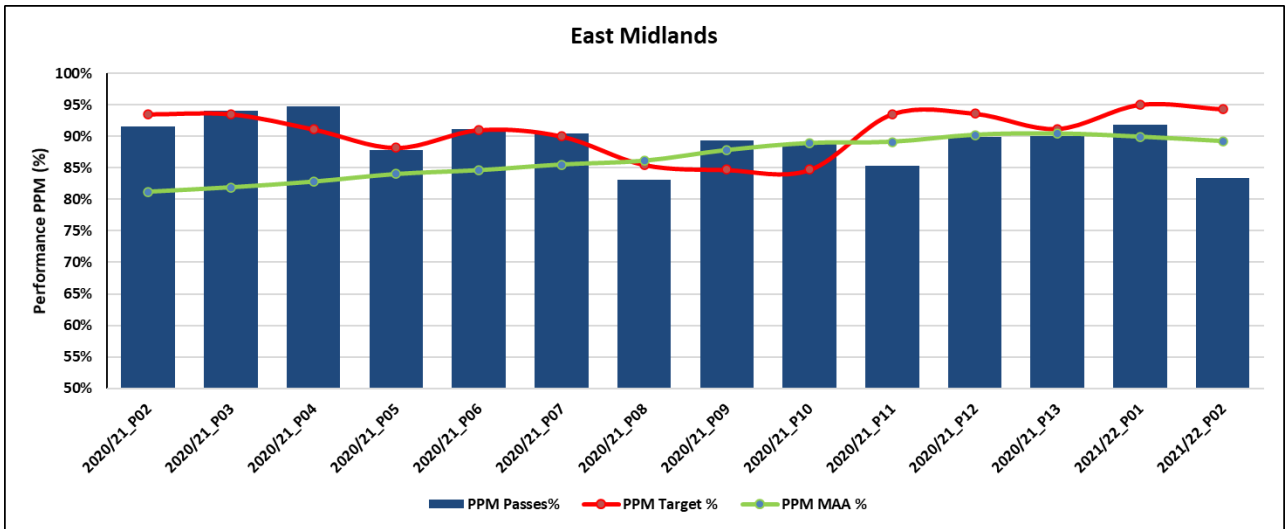
TRAFFORD
WIGAN

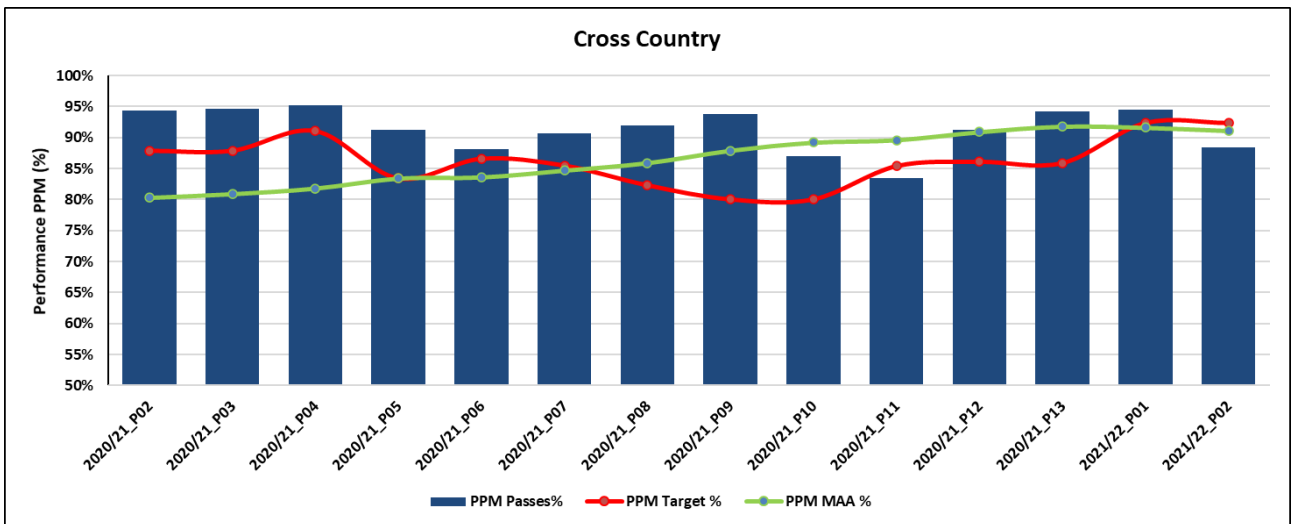
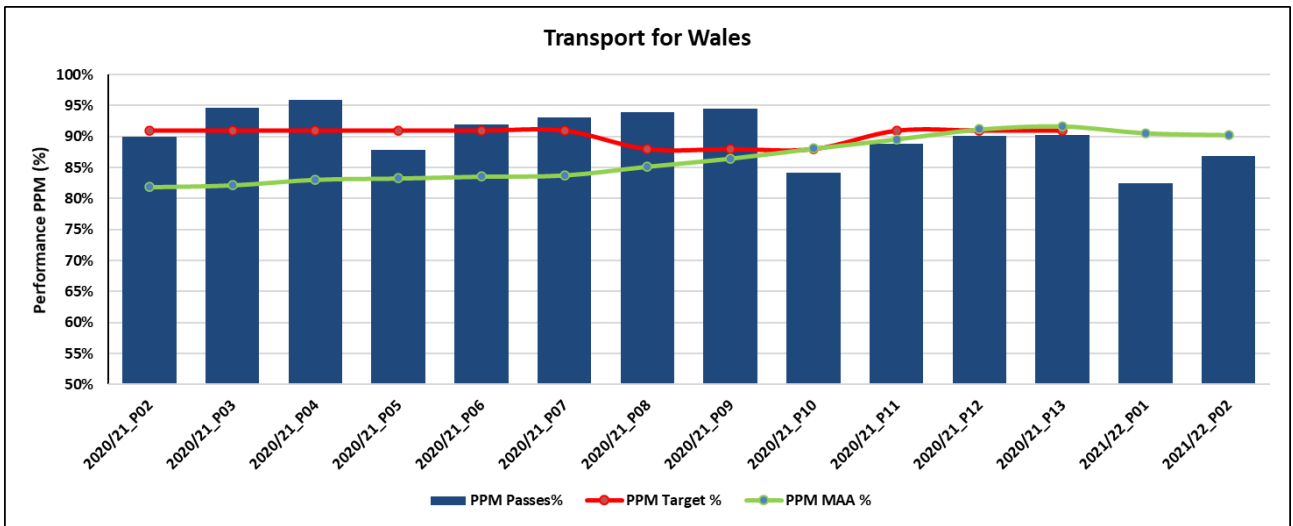
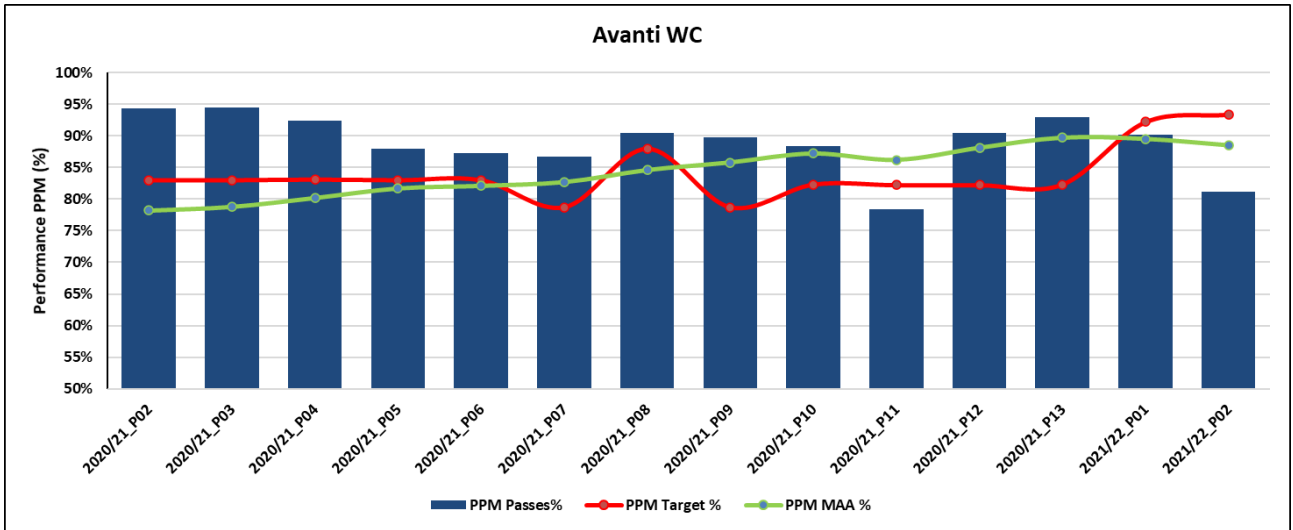
GMCA GREATER
MANCHESTER
COMBINED
AUTHORITY

Appendix C – Individual TOC PPM vs Target and Moving Annual Average graphs

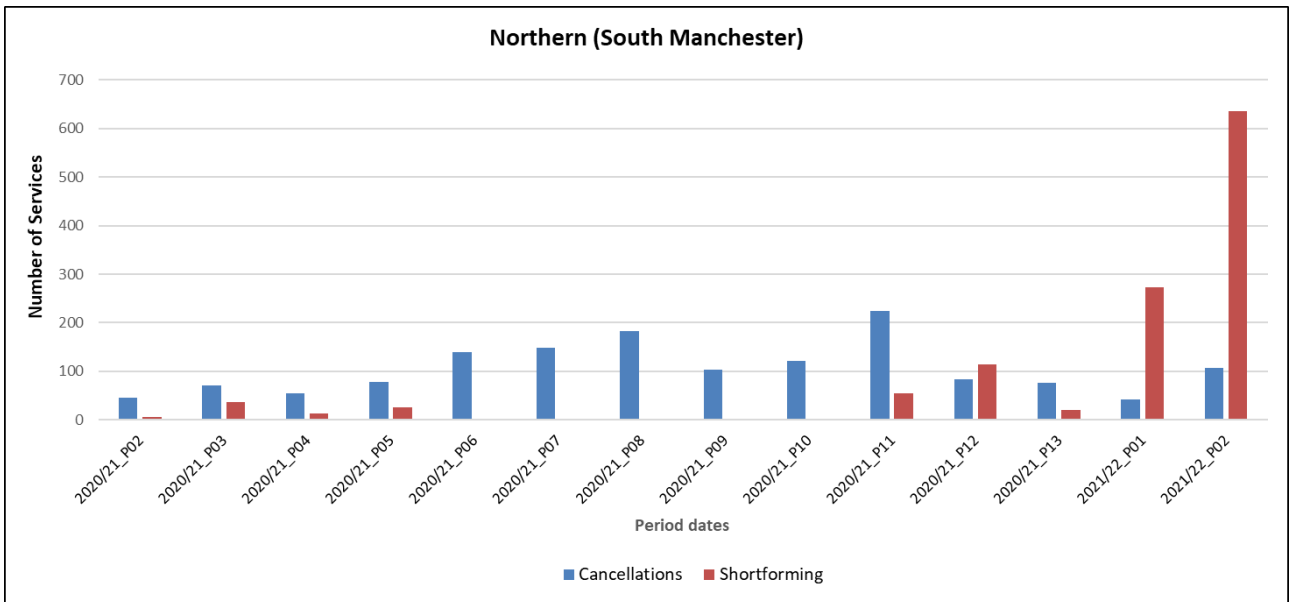
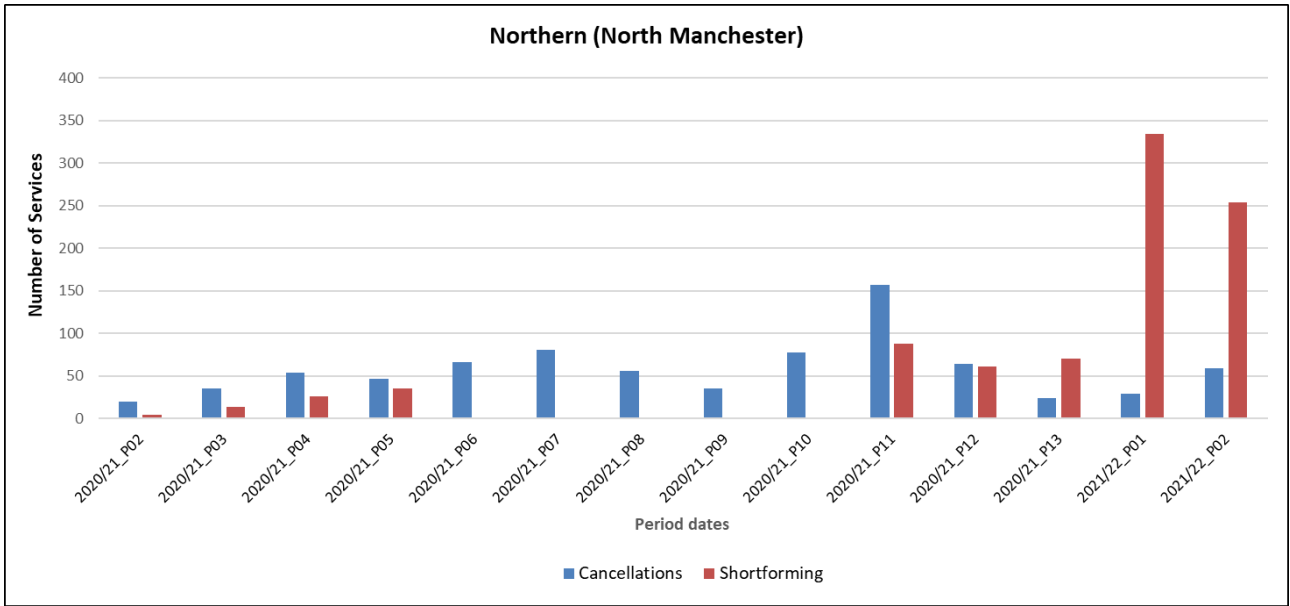
TOC PPM vs Target and Moving Annual Average graphs



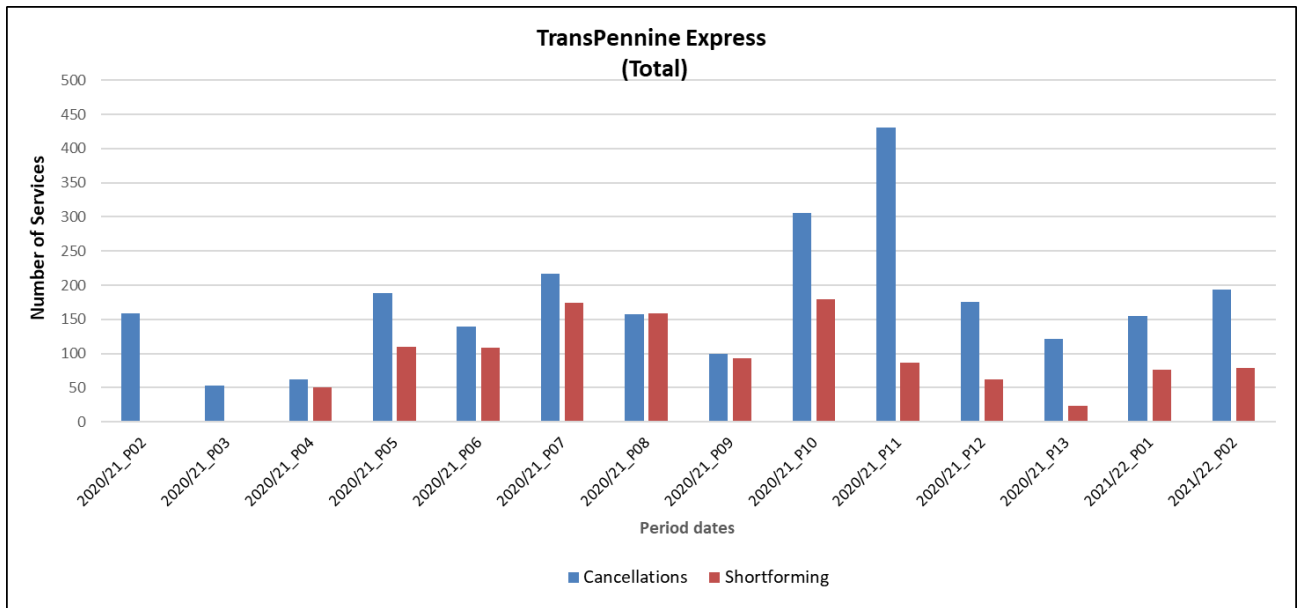




Cancellations and Short Forming – Northern



Cancellations and Short Forming – TPE



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

Northern Line of Route 2020/21 Right Time	P12	P13	P01	P02	YTD
CLITHEROE - BOLTON - VICTORIA	89.6	88.2	74.7	88.2	81.5
PICCADILLY - STOCKPORT - CREWE	92.6	91.5	91.4	87.9	89.7
PICCADILLY - BUXTON	86.1	89.1	86	85.2	85.6
LEEDS - WIGAN	88.9	90.1	89.1	81.9	85.5
KIRKBY - VICTORIA	88.9	87.9	84.8	86.1	85.5
PICCADILLY - NEW MILLS CENTRAL	85.3	86.7	85.7	80.3	83
SOUTHPORT/VICTORIA - STALYBRIDGE	89.1	83.9	78	69.2	73.6
LIVERPOOL - MANCHESTER OXFORD RD	86.6	85.4	82.5	77.8	80.2
PICCADILLY - HADFIELD/GLOSSOP	86	84.9	86.2	79.1	82.7
BLACKPOOL - WIGAN - LIVERPOOL*	84.5	82.5	76.5	76.3	76.4
PICCADILLY - STOKE	80.6	81.5	80.8	79.2	80
BLACKPOOL Nth - BOLTON - AIRPORT	83.3	84.3	80.6	74.1	77.4
LIVERPOOL - CREWE via Airport	81	79.7	79.8	73.1	76.5
BLACKBURN - VICTORIA - ROCHDALE (stopper)	85.1	83	87.5	85.6	86.6
HAZEL GROVE - BLACKPOOL	78.9	80	74.7	74.8	74.8
PICCADILLY - CHESTER	72.7	75.8	79.6	71.5	75.6
MANCHESTER - PRESTON	79.1	79.8	77.6	78.7	78.2
CLITHEROE/BLACKBURN - TODMORDEN - VICTORIA	76	75.9	74.7	72.7	73.7
PICCADILLY - AIRPORT - CREWE	76.2	76.9	82.3	88.6	85.5
PICCADILLY - SHEFFIELD	74.7	74.8	71.1	69	70.1
PICCADILLY - ROSE HILL/MARPLE	70.8	74.5	75.6	75.1	75.4
SOUTHPORT - OXFORD RD/ALDERLY EDGE	76.2	74	68	67.9	68
LIVERPOOL - WARRINGTON - AIRPORT	73.7	60.8	69.6	77.8	73.7
AIRPORT - WIGAN NW - BARROW/WINDERMERE	69.9	61.5	65.1	62.9	64
MANCHESTER VICTORIA - LEEDS	62.4	62.3	55.6	54.4	55
LEEDS - CHESTER	63.6	61.6	60.1	56.4	58.3

TPE RT	P12	P13	P01	P02	YTD
North	79.1	85.2	84.7	79	81.9
South	73.5	77.6	76.3	75.4	75.9
Scottish	62.4	76.5	61.5	60.4	61

APPENDIX E – Northern Train Services, from May 2021

Liverpool - Manchester Airport - Crewe via Newton-le-Willows	Hourly
Southport - Alderley Edge	Hourly
Southport - Stalybridge	Hourly
Stoke - Manchester Piccadilly	Hourly with AM peak Macclesfield-Manchester and PM peak Piccadilly-Stoke
Clitheroe - Rochdale via Bolton and Blackburn	Hourly
Blackburn - Manchester Victoria	Hourly during AM and PM high peak only
Wigan - Leeds via Dewsbury	Hourly
Chester - Manchester Victoria - Leeds via Bradford	Hourly
Manchester Victoria - Leeds via Bradford	Hourly
Manchester Piccadilly - Chester via Altrincham	Hourly
Manchester Piccadilly - Buxton	Hourly with limited peak additional
Manchester Piccadilly - Sheffield via New Mills Central	Hourly
Manchester Piccadilly - New Mills Central	Hourly
Manchester Piccadilly - Hadfield	Half hourly
Manchester Piccadilly - Rose Hill	Mix of hourly and half hourly
Manchester Piccadilly - Crewe via Stockport	Hourly
Liverpool - Wigan	Hourly
Wigan - Victoria - Blackburn via Todmorden	Hourly with extension to/from Kirkby
Manchester Victoria - Kirkby via Atherton	Service Withdrawn with Wigan - Kirkby added to Blackburn - Victoria - Wigan service
Liverpool - Blackpool	Hourly
Manchester Victoria - Liverpool	AM and PM Peak services

**Highlighted rows indicate different plan to December 2020*

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GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 16 July 2021
Subject: Metrolink Service Performance
Report of: Daniel Vaughan, Head of Metrolink, TfGM

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 daniel.vaughan@tfgm.com
Victoria Mercer	Metrolink Service Delivery Manager	0161 244 1737 victoria.mercer@tfgm.com

Equalities Implications: n/a

Climate Change Impact Assessment and Mitigation Measures – n/a

Risk Management: n/a

Legal Considerations: n/a

Financial Consequences – Revenue: n/a

Financial Consequences – Capital: n/a

Number of attachments to the report:2

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

Comments/recommendations from Overview & Scrutiny Committee

BACKGROUND PAPERS: Metrolink Service Performance report of 19 March 2021

TRACKING/PROCESS		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
EXEMPTION FROM CALL IN		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		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, pre COVID.
- 1.4 There are currently 126 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

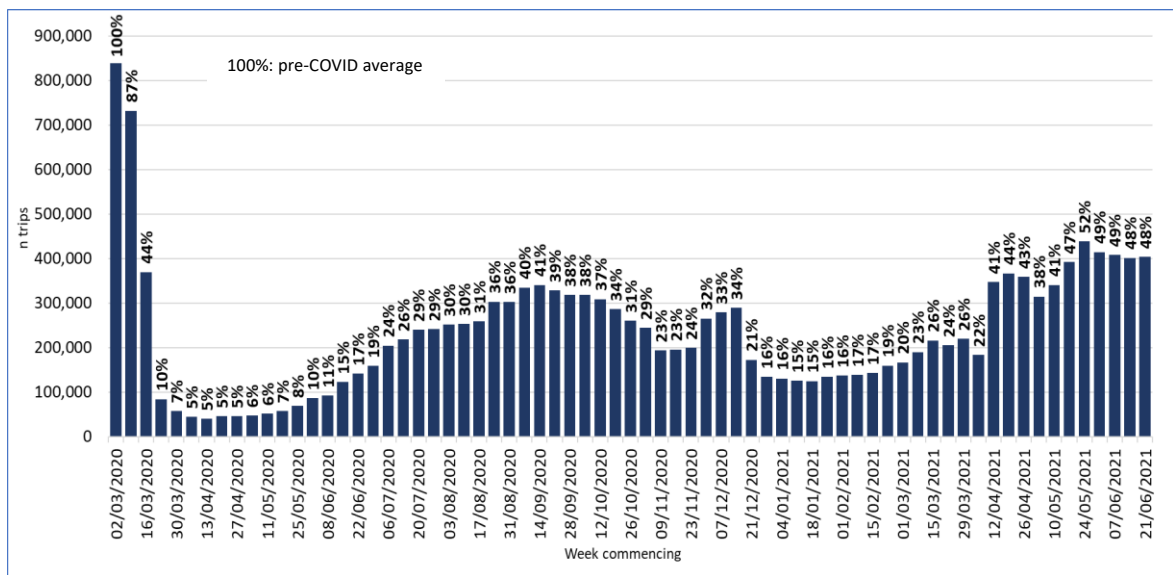
- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 Patronage has reached 48% of pre-COVID levels following the third national lockdown release on 12 April and further easing of restrictions from 17 May 2021. It is expected that patronage will increase marginally as the full lockdown release (expected on 19 July) coincides with the GM school summer holiday period and engineering works taking place on the network. Patronage is expected to increase more steadily from September 2021 as sectors of the local economy begin to recover.
- 2.3 To accommodate current patterns of demand, and allow for further growth from September, a service change will be implemented on the 5 July. This is the next step in returning Metrolink to a pre-pandemic service pattern and see a big boost in off-peak services, extended hours of operation on Fridays and Saturdays and target capacity to the busiest locations on the network at the busiest times.
- 2.4 Metrolink will be continuing the enhanced support for customers to travel safely on the network with additional cleaning, teams of Trambassadors as well as hand sanitiser units. School engagement has continued throughout 2021 with particular focus on the schools and locations where face covering compliance is lower with planned engagement through the summer ahead of the September term start.
- 2.5 97.2% of scheduled miles were operated during the 12 months to May 2021 against a performance target of 99.4%. Performance was impacted by vehicle availability issues and several significant incidents. Vehicle availability has also been impacted by the localised increase in criminal damage which has removed trams from service whilst repairs are completed.
- 2.6 There were 223 recorded incidents of anti-social behaviour on the network which is 24 more incidents reported during May 2021 than in May 2020. TravelSafe Days of

Action have continued during February, March, April and May 2021 with a continued focus on locations where anti-social behaviour has been reported and low face covering compliance noted.

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 48% of pre-covid levels. There is strong growth in leisure demand, with weekends between 60% to 70%. However, the pre-pandemic patterns of demand have returned, with the busiest times still the traditional morning and evening peaks, which poses problems for social distancing, especially on the busiest lines (Altrincham, Bury, Oldham, East Didsbury and MediaCity UK).

Funding

2.10 A package of support from central government has been agreed to cover operating costs in full, subject to ongoing reconciliation.

2.11 Additional support, on the same basis was announced to cover the start of the 2021/22 financial year. The current central government funding package expires on 19 July 2021. DfT acknowledges the need for continued financial support beyond this date and is working with Treasury on a package of 'Recovery Funding' beyond this date. DfT officials have accepted much of the content of TfGM's submission, using Metrolink as a case study within their bid for further funding.

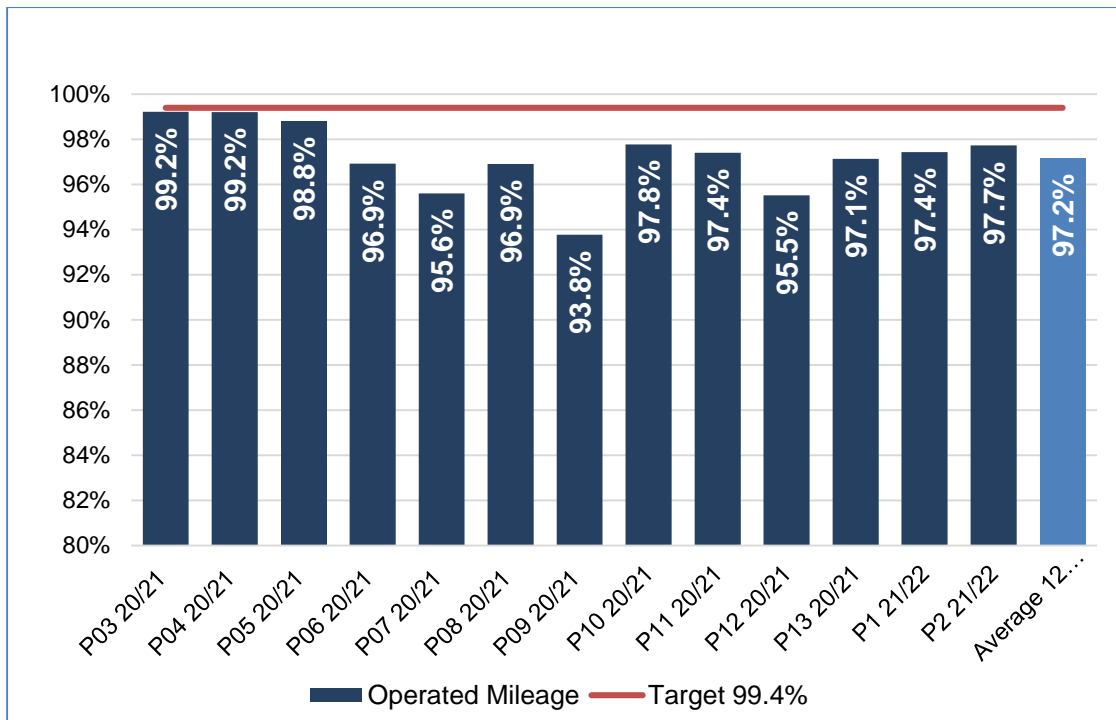
3. OPERATIONAL PERFORMANCE

Reliability

3.1 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%.

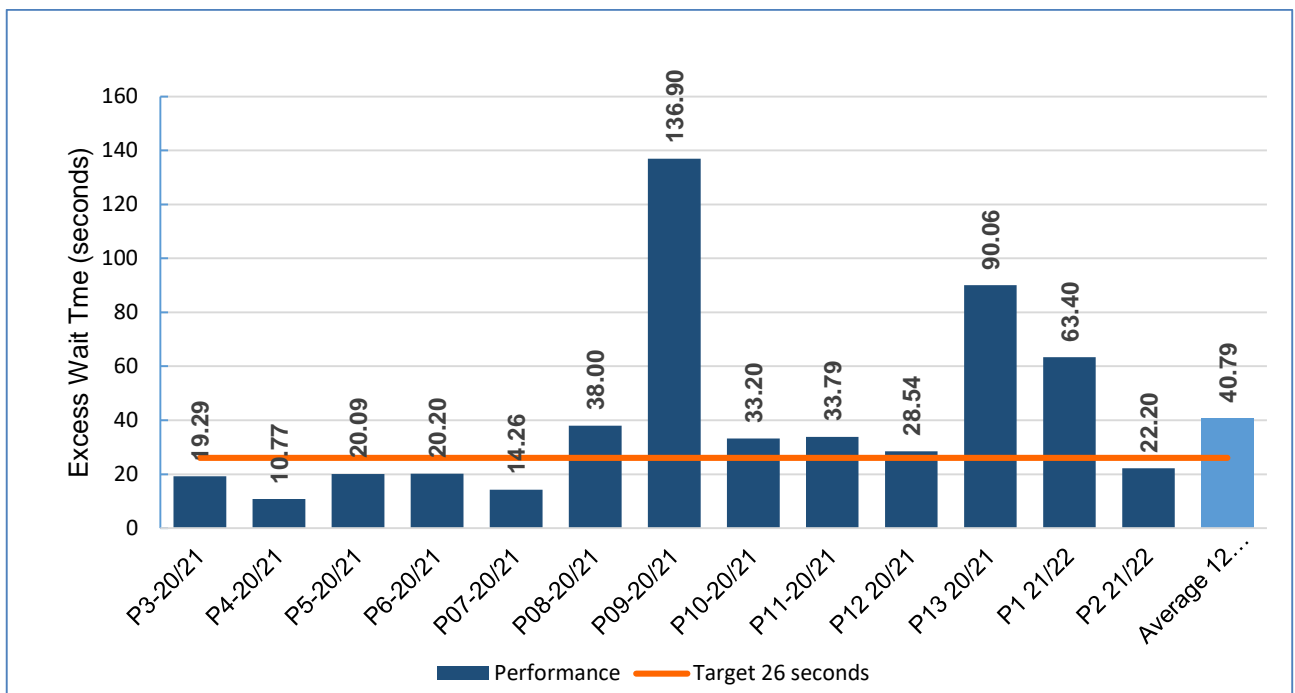
3.2 Reliability performance has been holding steady at an average of just above 97%. Although performance has been improving for the past three periods, it remains below target. Staff availability continues to be affected by self-isolation requirements and this is impacting services on occasion. In the past four periods there have also been a number of incidents which significantly impacted reliability.

- Period 12: Derailment at Deansgate-Castlefield stop.
- Period 13: Emergency engineering works at Whitefield tunnel.
- Period 1: Overhead line fault in the Collyhurst area.
- Period 2: Overrunning engineering works at Cornbrook.



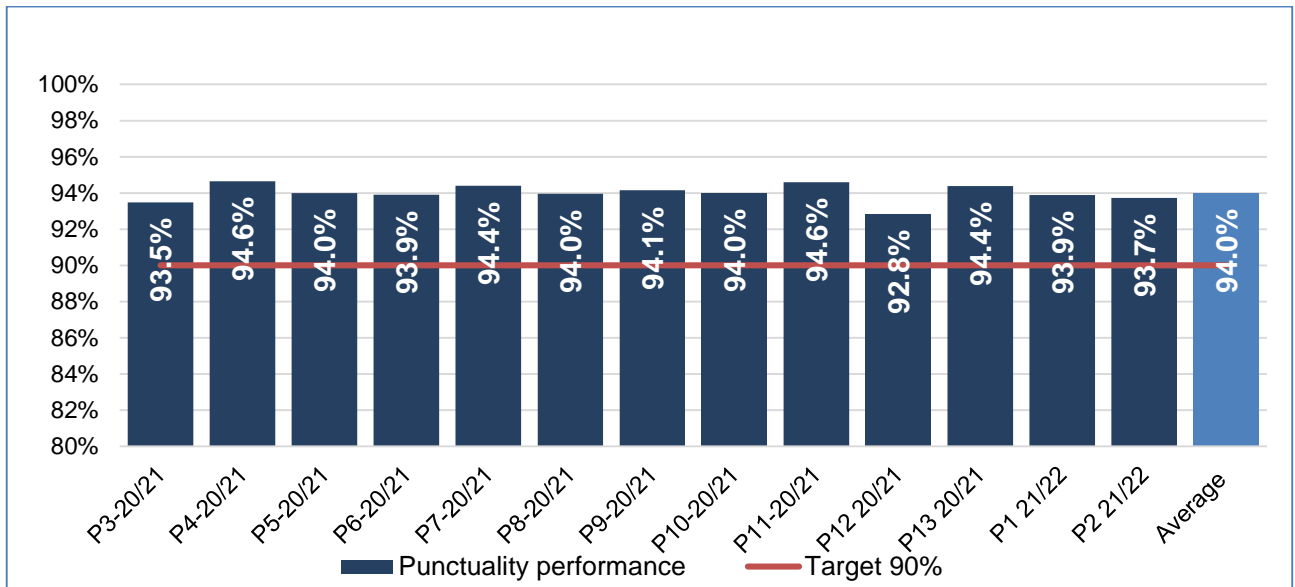
Excess Wait Time

- 3.3 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.
- 3.4 The average EWT performance for the 12 months to May 2021 was 40.79 seconds against a target of 26 seconds.
- 3.5 Performance in periods 13 and 1 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.
- 3.6 The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.



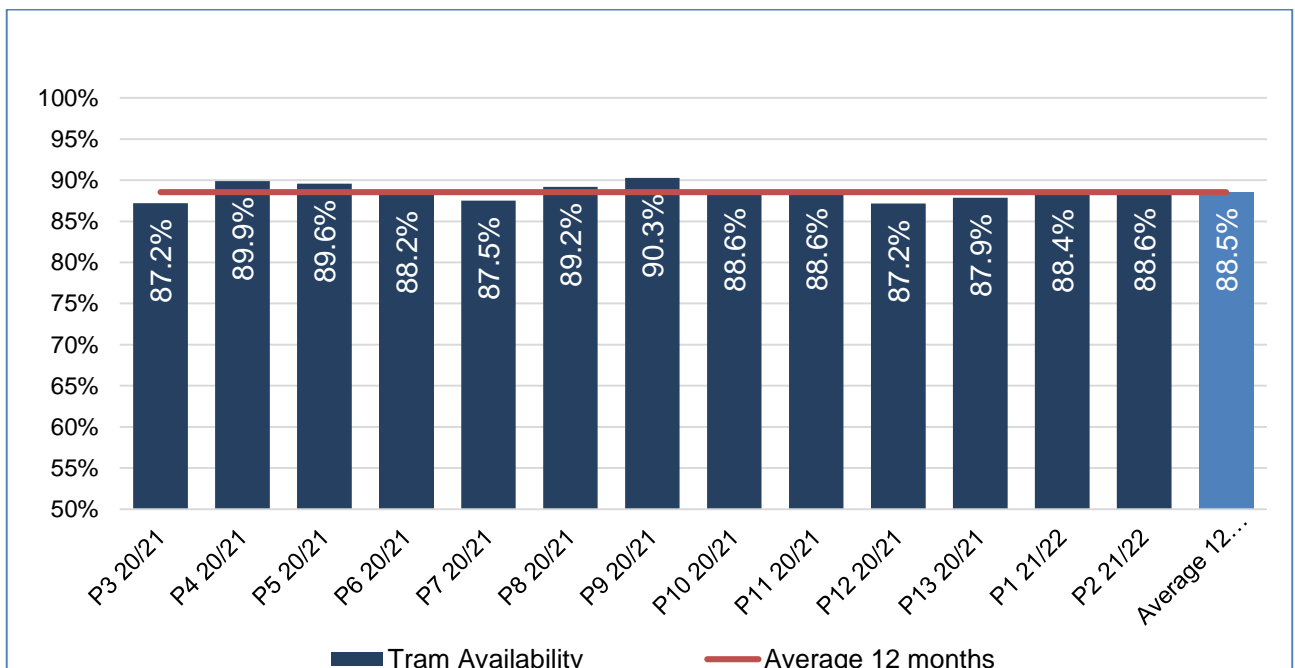
Punctuality - Percentage of services operating to time.

3.7 Punctuality performance covering the previous 12 months (13 periods) is shown below. Performance has been above target for the past 15 months.



Asset reliability - Trams

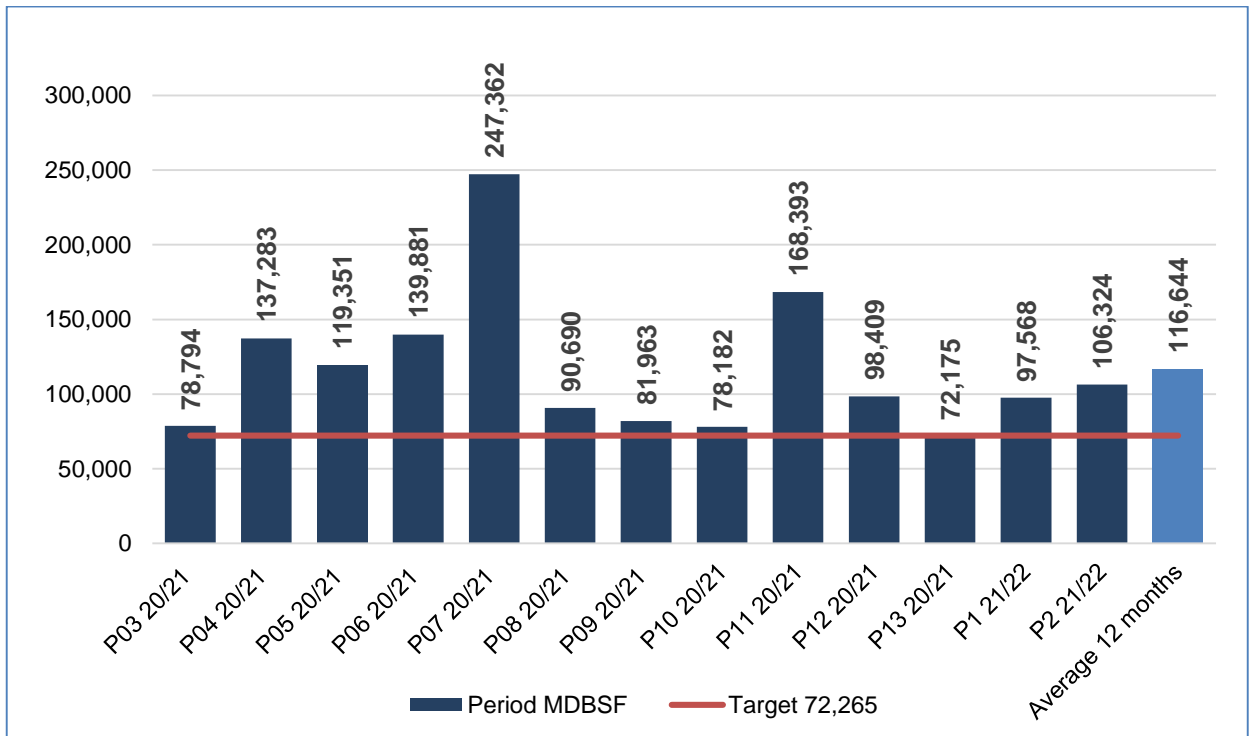
3.8 Tram availability shows percentage of the fleet that has been available during each period.



3.9 Staffing levels as a result of covid have made it difficult to reach the 90% target level for tram availability. An increase in criminal damage, particularly on the Oldham Rochdale line and the city centre, has also made recent periods more challenging.

Asset reliability – Infrastructure

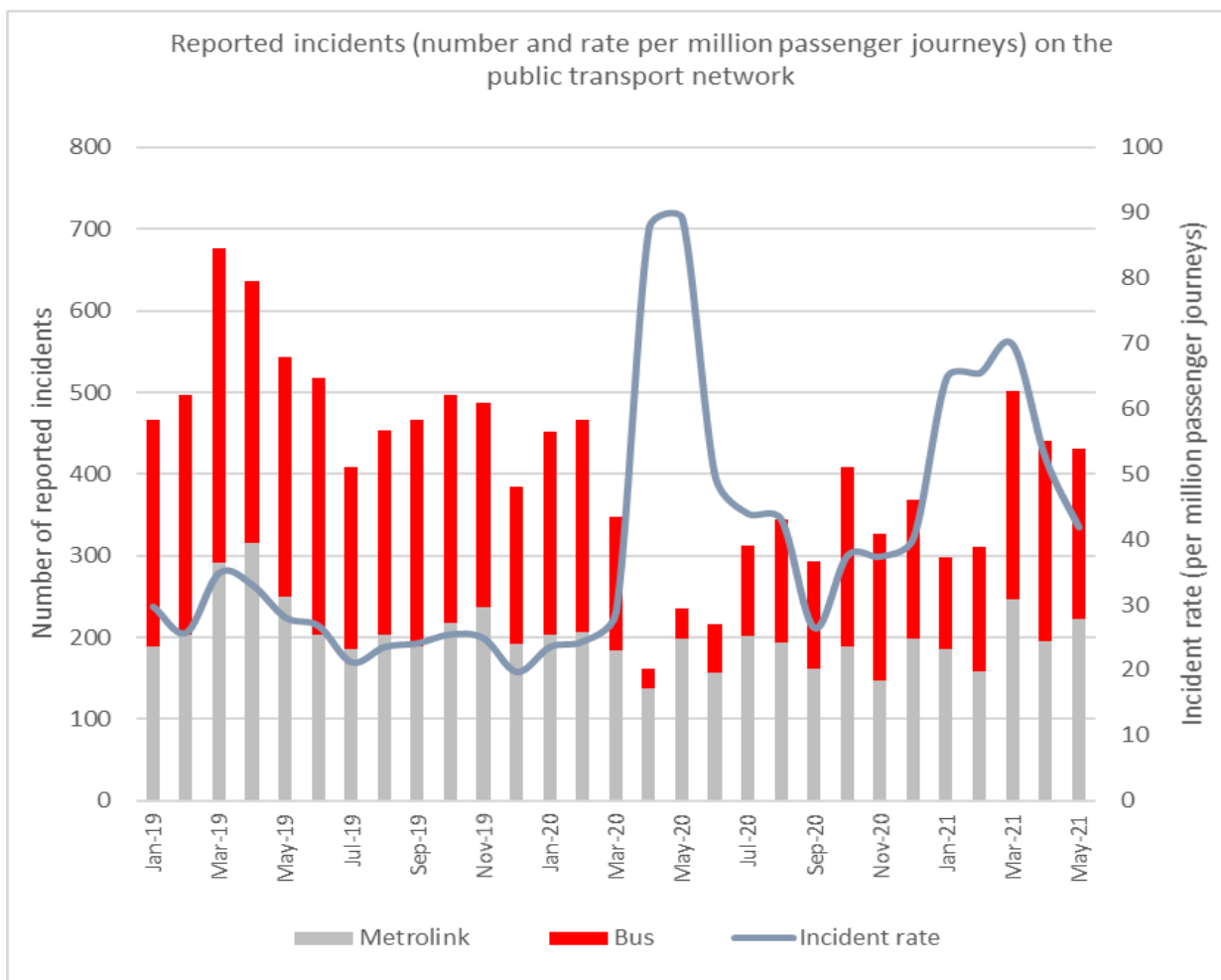
3.10 Infrastructure reliability performance, in terms of service distance travelled between failures.



3.11 Infrastructure performance was slightly below target in period 13 but has since recovered. The average 12 month rolling performance remains positive, despite the significant service affecting incidents described above.

Crime & Anti-Social Behaviour

3.12 On average, 186 incidents of crime and anti-social behaviour per month were reported to Metrolink. Reduced patronage has resulted in the substantial increase in the rate of reported incidents which is calculated per million passenger journeys in the chart below.



Crime & ASB Category	May 2020	May 2021	Change in incidents
	Reported Incidents	Reported incidents	
Anti-social behaviour	22	9	-59%
Assault	3	22	633%
Damage to property	16	25	56%
Drink and drug related incidents	27	16	-41%
Harassment and intimidation	60	46	-23%
Obstruction/ interference with network operations	61	68	11%
Other public order	9	13	44%
Robbery and thefts	0	10	-
Sexual assault	1	4	300%
Tram riding on couplers	0	6	-
Weapons Incident	0	4	-
Grand Total	199	223	12%

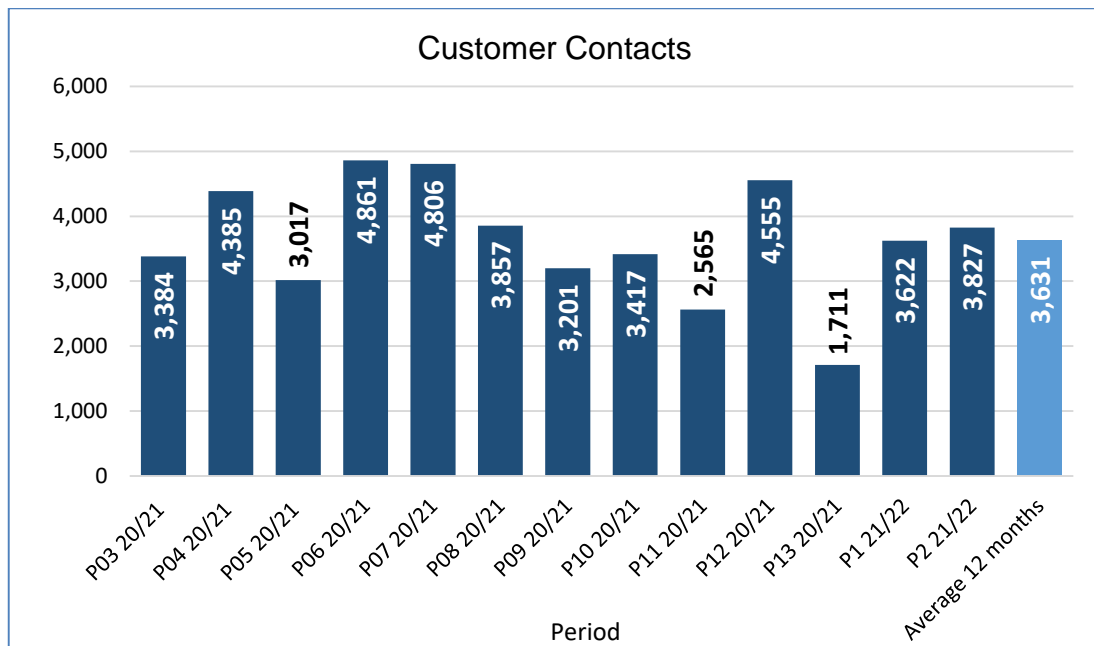
3.13 During periods 12 and 13 there was an increase in criminal damage on the network. This affected tram availability and the perception of security. Damage to trams was

mainly reported on the Ashton and Oldham and Rochdale Lines. Targeted deployment of TravelSafe officers line led to a significant decrease.

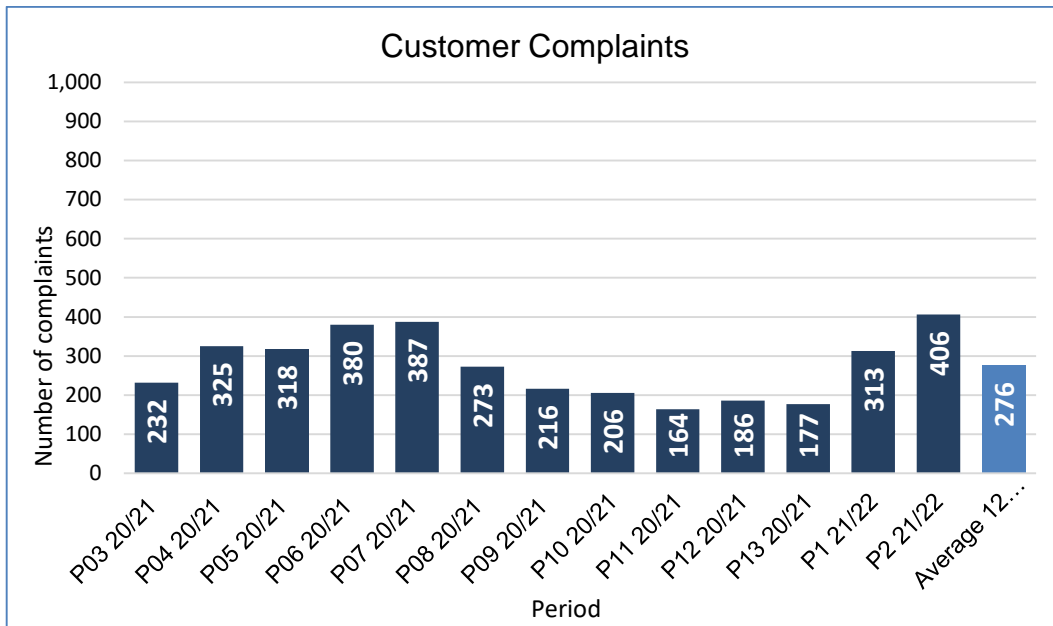
- 3.14 During period 2 there was an increase in drunk and disorderly incidents around the city centre associated with increased patronage and reopening of bars and restaurants. Deployment has therefore been targeted to city centre locations.
- 3.15 In May there were 22 reported assaults across the Metrolink network. This has increased from 13 in April and is the highest monthly total since March 2020, coinciding with the reopening of hospitality venues. Six of the assaults were against staff. Seven of the assaults during May 2021 were on the Oldham and Rochdale line with six of these in the evening between 18:00 and 23:00.
- 3.16 TravelSafe Days of Action have continued with a continued focus on locations where antisocial behaviour has been reported and low face covering compliance noted.

Customer contacts and complaints

- 3.17 Just over 47,000 customer contacts were dealt with during the year, averaging at 3,631 customer contacts per period (excludes twitter contact).



- 3.18 The number of queries and complaints has started to increase with increasing numbers of customers returning to the network.



Customer Experience

- 3.19 KAM has 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. These enhancements are currently planned to remain in place for several months after the lifting of restrictions to make passengers feel more confident in returning to the network.
- 3.20 Face covering compliance remained consistently high on Metrolink at over 80% compliance up until June when the compliance levels fell below 80% for the first time and have remained around 77% on average. There is still higher compliance in the morning and slightly lower compliance in the evening due to increased leisure activity. The most recent compliance by line data can be found in Appendix 2.
- 3.21 Customer engagement commenced in advance of the planned service change on the 5 July and the works planned over July and August which are outlined in section 5 below.

4 FORWARD LOOK

Service enhancement

- 3.22 From Monday 5 July, trams commenced running at least every 12 minutes across the network all day, representing a significant enhancement to the current 20-minute off-peak frequency.
- 3.23 In a further boost, and to increase capacity in the areas where it is most needed, a six-minute service is now operating on the busiest lines at the busiest times – and later running trams will once again be in place across the weekend.
- 3.24 The changes are the next step towards returning a ‘normal’ pre-pandemic service and are being made in response to a rise in the number of leisure trips being made – which will continue throughout the summer – and to meet and support the increased demand expected from the move to step four on the government’s road map and full return of hospitality.
- 3.25 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.

Planned engineering works

- 3.26 Essential improvement works are taking place across our public transport networks and roads this summer. They have been planned and timed to limit any disruption to your journey – and we’ve been working closely with our partners to keep you on the move.
- 3.27 Detailed information relating to Metrolink works can be found on our dedicated travel information page [on the website \(www.tfgm.com\)](http://www.tfgm.com). As well as details of replacement bus services and alternative travel options, information available to passengers includes information on the quietest times to travel information, allowing those who can travel flexibly to avoid Metrolink’s busiest periods.

3.28 In summary, the major works, impact on services and alternative bus provision is:

WORKS	CUSTOMER IMPACT	MITIGATION
Eccles line track renewals (19 July – 1 August)	Full line closure (no trams between Cornbrook and Eccles) Will coincide with the ongoing Trafford Road major Highway Works	Bus replacement between Eccles & Piccadilly
Metrolink track renewals at Victoria (31 July – 9 August)	No trams operating through Victoria, meaning services cut short on Rochdale via Oldham and Bury lines and no Piccadilly to Victoria connection	Bus replacement from Queens Rd/Monsall to Victoria and Piccadilly as well as changes to city destinations for East Didsbury and Airport services
Metrolink track renewals at Piccadilly Gardens (31 July – 6 August)	Same service as above but with southern Metrolink services terminating at Deansgate-Castlefield and Piccadilly	As above with the addition of a bus replacement between Deansgate and Victoria/Piccadilly

3.29 Network Rail is due to carry out works between Victoria rail station and the bridge located at Queens Road. This work is to renew sections of track and upgrade a key railway bridge to improve reliability and forms part of plans to eventually electrify and re-signal the railway and renew all track between Manchester Victoria and Stalybridge.

3.30 To facilitate these works, several possessions on both the heavy rail line and Metrolink lines are required:

- Saturday 31 July to Monday 9 August
- Overnight Tuesday 10, Wednesday 11, Thursday 12 and Friday 13 August
- Saturday 14 August to Monday 16 August

3.31 The work has been programmed to coincide with other major works carried out by Network Rail to limit the overall duration of the disruption. Other maintenance work will be carried out on the Metrolink line at the same time to ensure the most efficient use of the closure.

Appendix 1 - Period date listing

This report details the highlighted Period/s

2020/21

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

2021/22

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

Appendix 2 – Face Covering Compliance by line

Face covering compliance data is based on ad-hoc sampling on each line during the AM and PM peaks Monday-Friday.

The below table provides the latest data set for periods 12, 13, 1 and 2 (07/02/21 to 22/05/21).

Compliance Level	Altrincham	Bury	City Centre	East Didsbury	East Manchester	Eccles	Manchester Airport	Oldham-Rochdale
60 – 70%							✓	✓
70 – 80%		✓			✓			
80 – 90%	✓		✓	✓		✓		
90%+								

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Greater Manchester Transport Committee –

Work Programme

July 2021 to September 2021

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

July 2021

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus Services Sub Committee	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
	Bus Performance Report	Stephen Rhodes	To review overall performance of bus services across GM, in particular to look at how contactless payments will be used in the future.	Accountability
Metrolink & Rail Services Sub Committee	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink, to also cover the future of contactless payments.	Accountability
	Rail Performance Report	Simon Elliott	To review performance across the rail industry, with a specific reference to contactless payments.	Accountability

August 2021

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee	Transport Network Performance	Bob Morris	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
	GM Moving	Eve Holt	To inform the Committee of the work of GM Moving and its role within the Active Travel agenda.	Implementation
	Walking and Cycling Update	Richard Nickson / Chris Boardman	To update the Committee on the status of the Bee Network. To include specific reference to cycling schemes and the GM Bike Hire scheme.	Implementation
	Streets for All	Simon Warburton	To provide an overview of the Streets for All Strategy, which forms a sub-strategy to the Greater Manchester Transport Strategy 2040.	Policy Development
	Electric Vehicles Charging	Simon Warburton	To provide an overview of the Greater Manchester Electric Vehicle Charging Infrastructure Strategy, a sub-strategy of the	Policy Development

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Infrastructure Strategy.		Greater Manchester 2040 Transport Strategy	

September 2021

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

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
			TravelShops, Bus Stops and Bus Shelters.	
Metrolink & Rail Services Sub Committee	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability
	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability
	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 William Shapps plan.	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

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