

GREATER MANCHESTER TRANSPORT COMMITTEE- METROLINK & RAIL SUB-COMMITTEE

DATE: Friday, 19th March, 2021

TIME: 10.30 am

VENUE: The Tootal Buildings - Broadhurst House , 1st Floor, 56
Oxford Street, Manchester, M1 6EU

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 Metrolink & Rail Sub Committee meeting held 22 January 2021** 5 - 12
 To consider the approval of the minutes of the meeting held 22 January 2021

| | | | | |
|---------------|-------------------|-----------------|------------------|-----------------|
| BOLTON | MANCHESTER | ROCHDALE | STOCKPORT | TRAFFORD |
| BURY | OLDHAM | SALFORD | TAMESIDE | WIGAN |

5. **Local Rail Service Performance** 13 - 44
Report of Caroline Whittam, Head of Rail Franchising, TfGM
6. **Update on Timetable Consultation**
Verbal Update of Eddie Muraszko, Deputy Director, Midlands,
North & Wales, Department for Transport (DfT)
7. **Operator Update**
Verbal Update of Operators
8. **Metrolink Service Performance** 45 - 62
Report of Daniel Vaughan, Head of Metrolink, TfGM
9. **Work Programme** 63 - 66
To note and comment on the proposed work programme for the
GM Transport Committee and its Sub Committees.
10. **Dates and Times of Future Meetings**
Future meeting dates for the next municipal year for the
Committee to be confirmed.

For copies of papers and further information on this meeting please refer to the website
www.greatermanchester-ca.gov.uk. 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

GM Transport Committee Metrolink & Rail Sub-Committee on 19 March 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

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Agenda Item 4

**MINUTES OF THE VIRTUAL MEETING OF THE GREATER MANCHESTER
METROLINK AND RAIL SUB COMMITTEE
HELD ON FRIDAY, 22 JANUARY 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 Doreen Dickinson (in the Chair) | Oldham Council |
| Councillor Peter Robinson | Tameside Council |
| Councillor Steve Adshead | Trafford Council |
| Councillor Joanne Marshall | Wigan Council |

OFFICERS AND OPERATORS IN ATTENDANCE:

| | |
|---------------------|--------------------------------------------|
| Mark Angelucci | Rail Officer, TfGM |
| Guillaume Chanussot | Managing Director, KeolisAmey Metrolink |
| 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 |
| Lucja Majewski | Transpennie Express |
| Victoria Mercer | Metrolink Service Delivery Manager, TfGM |
| Bob Morris | Chief Operating Officer, TfGM |
| Lee Teasdale | Governance & Scrutiny, GMCA |
| Daniel Vaughan | Head of Metrolink, TfGM |
| Nicola Ward | Governance & Scrutiny, GMCA |
| Caroline Whittam | Head of Rail Franchising, TfGM |

GMTMRC 01/21 APOLOGIES

Resolved /-

That apologies be noted and received from Councillor Naeem Hassan (Manchester CC), Councillor Atteque Ur-Rehman (Oldham Council), Councillor Shah Wazir (Rochdale Council) and Gwynne Williams (GMCA).

GMTMRC 02/21 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

That it be noted and agreed that an additional supplementary item be added to the agenda at 5a – verbal Operator Update and to be a standard agenda item going forward.

GMTMRC 03/21 DECLARATIONS OF INTEREST

Resolved /-

That there were no declarations of interest.

GMTMRC 04/21 MINUTES OF MEETING OF THE METROLINK & RAIL SUB COMMITTEE HELD ON 20 NOVEMBER 2020

Resolved /-

That the minutes of the meeting held 20 November 2020 be approved.

GMTMRC 05/21 LOCAL RAIL SERVICE PERFORMANCE

Caroline Whittam, Head of Rail Franchising TfGM took Members through a report which provided an update on local rail service operations and performance across Greater Manchester for rail periods 08 and 09, 2020/21 (18 October – 12 December 2020).

It was advised that there had been strong consistent performance by all operators in the area and patronage was at around 15 – 20% of pre-Covid levels. Furthermore, face covering compliance had varied between operators and journey type/time, with average reports of between 80 – 85%.

Train services experienced a further incremental uplift in timetable changes brought in on 13 December and were now at around 88% of pre-Covid levels. Avanti West Coast had reduced services between Manchester – London to two trains per hour (tph) from 14 November 2020. However, it was noted that a number of timetables had changed again since the third national lockdown imposed on 5 January 2021.

New Emergency Recovery Measures Agreements (ERMAs) brought in for train operators on 20 September, remained in place. New agreements would feature additional payments to operators for good performance. TPE had many contract changes during the period due to the effect of the pandemic and would therefore enter into a direct award arrangement from the 1 April 2021. Further detail on this arrangement would be reported at the next meeting.

An update was provided regarding the consultation launched on 14 January 2021 into Timetable Options to Improve Rail Performance in the North of England. The consultation is aimed at improving the reliability of rail services in and around Manchester and of considerable significance to the Committee. An overview of details of the consultation was provided highlighting the requirement of increased infrastructure to operate services. Members were advised that consultation would close on 10 March 2021 and a report detailing the proposed approach in response to the consultation and recommend next steps would be presented to GMCA on 12 February 2021.

The Chair acknowledged the supplementary update relating to Timetable Options to Improve Rail Performance in the North of England and infrastructure requirements. The outstanding work by Community Rail groups and subsequent awards in November and December were also recognised.

Members requested further information regarding the recording of criminal activity on the railway and suggested further comparable data in relation to fatality and crime trends be included in future reports to the Committee.

Additional detail relating to newer trains fitted with more advanced braking systems and wheel-slip protection less susceptible to braking issues and wheel-flats was provided. The Committee were informed that the business case had been approved to fit wheel-slip protection to the remainder of the fleet by the end of 2021. A further update on the progress of the programme would be provided throughout the year.

Resolved /-

1. That the report be noted.
2. That further comparable data in relation to fatality and crime trends be included in future reports to the Committee.

GMTMRC 06/21 OPERATOR UPDATE

The Committee invited Train operators to provide feedback on train services in GM over the recent period, with a particular emphasis on the impact of Covid-19 restrictions on services and recent flooding.

Comments raised by train operators included the following:

- Northern advised 15% of drivers and 9% of conductors were currently absent from work due to Covid related circumstances. TPE had also seen an increase in staff absence, however due to the implementation of a reduced timetable, the impact on performance and service was marginal. Network Rail reported 40 members of staff were currently absent, although staffing levels were not affecting operations.
- Northern reported patronage as low at circa. 15% of pre Covid levels. However, there had been a 4% uplift when compared to previous lockdowns. TPE advised patronage was circa 10% pre Covid levels.
- A year on year decrease of 85% footfall at Manchester Piccadilly station was reported by Network Rail.
- There were no concerns for social distancing capacity on trains. Average train loading into Manchester at the morning peak was reported by Northern as 23 and 26 people per train during the afternoon peak.
- Mask compliance across the network had improved and considered to be helped by the additional employment of 11 Travelsafe officers.
- Customer messaging had evolved during the pandemic. Most recent messaging advised passengers to only travel if the journey was essential and only for legally permitted reasons in line with national guidance.
- Northern had introduced timetable changes on 18 January 2021 to provide stability and punctuality due to increases in Covid related absence. There would now be a focus on identifying any gaps in services ahead of schools reopening on 8 March 2021. From 24 January 2021, there would be a temporary reduction of some Sunday station and ticket offices shifts. This would affect Bolton, Manchester Oxford Road and Victoria and Rochdale stations.

- Future timetable changes to be introduced by Northern in May 2021 were being considered. High level detail of this had been shared with the North of England Contingency Group and an update would be provided to the Committee at a forthcoming meeting.
- Timetable changes would come into effect 25 January 2021 on TPE southern routes between Manchester and Cleethorpes and subsequently on 1 February 2021 on northern routes. Services would temporarily decrease and services could be reinstated if required within two weeks.
- Northern advised that Covid had impacted the driving training programme significantly and would affect May timetable changes and beyond as emphasis would remain on reliability and resilience.
- Northern had launched a scooter policy and permit scheme to allow scooter users to travel on 21 routes using 140 stations reflecting fleet accessibility. Furthermore, modifications in line with legislation for those with reduced mobility were reported to be 90% complete across the fleet.
- A Northern customer panel had been established providing honest feedback to help shape the future.
- 157 Amazon lockers had been installed at along with LED lighting at stations.
- Body cameras had been introduced by Northern for conductors from 12 January 2021 along with recent smart card revenue training to enable more comprehensive revenue enforcement.
- Northern had implemented a controlled shutdown of network on Wednesday 20 January due to weather conditions resulting in more than 50 flood sites across the network. Fortunately, all passengers had been returned home and much of the network had reopened within 48 hours.
- TPE advised they were still experiencing operational issues due to flooding in and around the Garforth area of Leeds which was affecting services passing through Manchester.

Resolved /-

That the verbal update provided by Operators be noted.

GMTMRC 07/21 LOCAL RAIL STATION AND INFRASTRUCTURE PROJECT UPDATE

Simon Elliott, Head of Rail Programme, TfGM provided Members with an update on local rail stations matters within Greater Manchester. The report provided a summary of the background and an update on the progress and current position in relation to rail infrastructure schemes and initiatives.

It was reported that following the successful submissions to DfT for Access for All (AfA) main programme funding, providing step free access via lifts for Daisy Hill, Irlam and Walkden stations, TfGM and rail industry Alliance partners had been progressing the development of the schemes. A summary of the 22 AfA Mid-Tier funded stations along with proposed improvements supported by a GMCA funding contribution was detailed in the report.

An update was provided on Rail Station Based Park and Ride Programme at Mills Hill, Walkden, Swinton and Bromley Cross stations. Members were advised that the Mills Hill Park and Ride project would deliver an enhanced Park and Ride facility on the site of the existing car park, to complement Network Rail's Access for All scheme. The Network Rail programme anticipated an estimated completion in early 2021.

It was reported that over the past few months, the Alliance had been progressing a number of initiatives, however, the pace at which these had progressed has been impacted by COVID. The Alliance was working throughout GM to identify a series of community, regeneration and development opportunities. The group had identified several potential station area projects which presented the opportunity to provide new and improved community assets to the locality.

An update regarding Salford Central Station additional platforms scheme included within the list of prioritised schemes as part of the Local Transport Body devolved majors funding part of Local Growth Deal 1 was detailed within the report.

Members were informed that as part of platform extension plans, work had recently been completed by Network Rail on extending the bay platform at Wigan North Western. Further platform extensions had been announced for Hyde Central and Hyde North stations. Network Rail advised that the passenger lift which serves platforms 13 and 14 at Manchester Piccadilly would be out of service due to replacement between 08 February – 19 May 2021. A fixed stairlift would be available to help passengers to and from the platform level, with staff available to help. Passengers would be made aware via an information campaign.

The Committee were reminded that 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. To date, seventy-one stations had benefited from improvements with a further five currently being developed with works anticipated to be completed on site in summer 2021. In addition, Arriva Rail North committed approximately £30 million to enhance stations across the Northern franchise and developed a programme of works. However, the SIF programme was paused as a result of the changeover to the Operator of Last Resort and Northern Trains Ltd. were asked to develop a prospectus for investment moving forward.

Resolved /-

That the report be noted.

GMTMRC 08/21 METROLINK SERVICE PERFORMANCE

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

Members were advised that since the start of the Covid pandemic, there had been considerable impact to patronage which was currently averaging 15% of pre-COVID levels. The current service provision adopted during the pandemic was outlined and members were informed that all available trams run in service on weekdays, with as many doubles as possible to facilitate social distancing.

There had been a number of operational incidents since the last meeting which had impacted on performance. Firstly, there had been a burst water main in the Oldham Mumps area and two overhead line failures at Chorlton and Cornbrook along with a serious road traffic collision in Ashton requiring a multi-agency response. It was advised that the recent bad weather had caused some disruption to the East Didsbury line, however services overall had been maintained.

Tram availability had significantly improved since the last meeting and increased to above 90% in period nine. The delivery of the first new tram was on the 14 November 2020 and the second tram arrived just before Christmas. Other trams would continue to arrive throughout the course of this year which would increase capacity on the network by enabling the use of more doubles to support social distancing in the short term and support the delivery of patronage growth in the longer term. However, the delivery schedule had been impacted due to the latest national lockdown and would remain under review.

Recorded incidents of crime and anti-social behaviour on the network remained lower than those recorded in 2019. On average, 181 incidents of crime and anti-social behaviour per month were reported to Metrolink across the duration of the year. However, criminal damage had escalated across the network through November and December affecting platform shelters, TVMs, ticket validators, saloon windows, tram seats and cycle hubs. TravelSafe Days of Action have continued and an overview of the activities of the Travel Safe Partnership was provided.

It was reported that during December, additional cleaning resource were introduced onto the network to increase the number of daily touch point cleans along each line and onboard trams. This was an increase of approx. 500 hours per week of touch point cleaning activity. In the same week a team of 'Trambassadors' had been introduced to support customers using the network by informing them of the safety information when using the network and requirements to wear face coverings. Hand sanitiser units were introduced on all city centre stops which have the highest footfall traffic.

Face covering compliance had been monitored across the network and levels remained consistently high on Metrolink at circa 85% compliance. Metrolink Travel Safe Officers had conducted dedicated activities around educating and encouraging the use of face coverings as well as collaborating with the Transport Unit to conduct targeted operations at key locations where compliance was lower and support enforcement activities. In addition, a significant amount of work had been undertaken with local schools and colleges near the network.

The latest funding package available to Metrolink had been confirmed following the latest national lockdown announcement. The total shortfall for 2020/21 was forecast to be circa £64m and a package of support from central government had been agreed. However long-term funding remained uncertain.

Essential maintenance and renewal works would continue to be planned as per the annual programme and work was currently being finalised for scheduling in March and April. Significant track work would take place in the city centre including Victoria and Piccadilly as well as Trafford Bar, Cornbrook, Rochdale and Eccles. Network Rail planned bridge works at Victoria would also impact upon Metrolink services and work was underway with Network Rail to plan and minimise the impact on services as much as possible.

Members welcomed the improvement in compliance in the wearing of face coverings across the network and requested further details on the number of fixed penalties issued for non-compliance. It was confirmed that the within the report details of interventions for non-compliance of face coverings was recorded and 18 Fixed Penalty Notices had been issued across the transport network as a result of enforcement activity. Travel Safe officers had made over 5k interventions including engagement and education and preventing those passengers without exemption from travelling on the network.

It was reported that the business case in relation to the suspension of wi-fi access on the Mertolink network had been provided to the GM Mayor in July 2020 and it was suggested that a copy be circulated to all Members of GMTC following recent concern regarding transparency of the decision-making process expressed at previous meetings.

It was proposed and agreed that further detail in relation to customer contacts and complaints categories would be provided in future reports to the Committee.

Guillaume Chanussot, Managing Director, KeolisAmey Metrolink supplemented the report by providing a verbal performance update highlighting the strength of collaborative work between TfGM and KAM. It was advised that along with operational performance and customer satisfaction, safety across the network remained of significant importance and performance remained high. He reported circa.9% absenteeism in the organisation due to Covid, however, this had not affected service performance. He further highlighted passenger satisfaction had reached the highest level since the commencement of the contract, above 90%.

Resolved /-

1. That the report be noted.
2. That the briefing in relation to the removal of Wifi facilities on Metrolink be shared with all Members of the Committee.
3. That a breakdown of complaints by type be included in future reports to the Committee.

GMTMRC 09/21 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 10/21 DATES OF FUTURE MEETINGS

Resolved /-

That the future meeting dates be noted by the Committee.

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GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 19 March 2021
Subject: Local Rail Service Performance
Report of: Caroline Whittam, Head of Rail Franchising, TfGM

PURPOSE OF REPORT

This report provides an update on rail service operation and performance across Greater Manchester over rail Periods 10 and 11, 2020/21 (13 December 2020 – 06 February 2021).

RECOMMENDATIONS:

Members are asked to note the contents of this report.

CONTACT OFFICERS:

| | | |
|------------------|--------------------------|---------------------------|
| Caroline Whittam | Head of Rail Franchising | 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: Appendix A-G

BACKGROUND PAPERS:

MRN report of 22 January 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

- 1.1 This report provides an update on local rail service operations and performance covering rail periods 10 and 11, 2020/21 (13 December 2020 – 06 February 2021).
- 1.2 The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail service delivery.
- Periods 10 and 11 overview, including:
 - Network Rail performance and updates
 - Route crime
 - Train operator performance and updates
 - Patronage and footfall updates
 - Monitoring of face covering compliance.
 - Details of May 2021 timetable
- 1.3 A list of rail period dates for 2020/21 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, whilst May 2021 train plans are detailed in Appendix F.

2. OVERVIEW

- 2.1 Operational performance has remained consistent over the periods covered by this 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.
- 2.2 The December 2020 timetable on 13 December saw a further uplift in train services across Greater Manchester, representing around 88% of pre-Covid trains.
- 2.3 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.

- 2.4 In response to a third national lockdown on 05 January and DfT instructions to focus on maintaining a reliable service for essential workers, whilst reducing operating costs, emergency train plans were once again introduced on 18 January for Northern, with other TOCs and TPE making changes on 25 January. These plans followed a similar pattern to operations between July – September 2020, with around 70% of pre-Covid services operating.
- 2.5 Patronage has declined from around 30% of pre-Covid levels in the lead up to Christmas to 15% for Northern and less for TPE and the longer distance operators. Footfall at Piccadilly station remains subdued, at around 15% of pre-Covid levels.
- 2.6 Face covering compliance has increased on rail to around 90%, slightly higher on longer distance and morning peak services. British Transport Police have recently moved from engagement to greater enforcement of rules.
- 2.7 Emergency Recovery Measures Agreements (ERMAs) remain in place for TOCs which were brought in on 20 September 2020, continuing the arrangement in which the government assumes liability for the costs of operating railways until March 2021. These agreements feature additional payments to operators for good performance.

3. OPERATIONAL PERFORMANCE

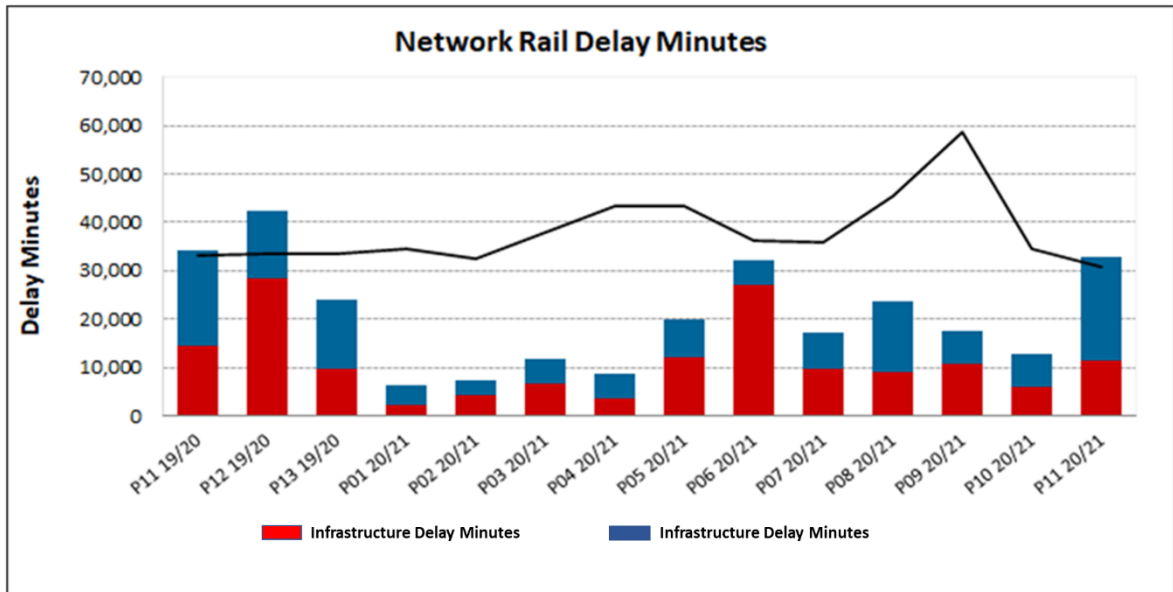
Network Rail

- 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 Network Rail overall delay performed well in Period 10 and recorded the lowest delay minutes since Period 4 of this year, at just below 13,000 minutes; almost evenly split between Infrastructure and Other delay.
- 3.3 In Period 11, both types of delay increased significantly, with Other almost trebling due to Storm Christoph on 19/20 January and flooding earlier in the period. For its Manchester Delivery Unit (DU), a total of 32,942 minutes delay were attributed to Network Rail; 21,537 of these as a result of Other delay.
- 3.4 Flooding across the region earlier in January (including Chinley, Stoke and Astley) was compounded by the effects of Storm Christoph, with the imposition for the first time of a nationwide 40mph emergency speed limit across the entire network. This was due to strong winds, saturated ground and the risk of potential landslips. Seven of the top ten most significant disruption events over the periods were weather-related.
- 3.5 The most significant infrastructure delays to services were caused by failures beyond Greater Manchester's boundary, with a points failure at Carlisle on 07 January causing over 1,400 minutes delay and 10 cancellations to Anglo-Scot services. Axle counter failures at Allerton on 29 December were responsible for 1,374 minutes delay and 16 cancellations.

Avanti services were impacted by a signalling systems fault at Euston on 13 January, causing almost 3,000 minutes delay and 144 cancellations in total.

- 3.6 Delays to services continue as a result of line speed limitations, notably temporary speed restrictions affecting Northern, TPE and EMR services across the Hope Valley.
- 3.7 There were two recorded fatalities in the periods within Greater Manchester, these occurred at Belle Vue and Levenshulme in Period 11. Additionally, a fatality at Hebden Bridge caused disruption to Leeds and local Calder Valley services.

Network Rail Delay Minutes (Manchester DU)



Route Crime, Manchester DU

- 3.8 Criminal activity on the railway causes significant delay and cancellations for passengers. Network Rail is attributable for this delay and it can be broken down into trespass, which includes threatened suicide, vandalism and cable theft. Intentional fatality is also included in these figures.
- 3.9 Cable theft incidents have reduced due to a combination of falling commodity prices, increased BTP surveillance and response and strengthened laws affecting scrap dealers. In Periods 10 and 11, there were no reported instances within Greater Manchester.
- 3.10 The table below illustrates the total number of incidents and delay minutes per category over Periods 10 and 11 this year compared to the corresponding periods last year. Whilst the overall number of incidents has slightly risen, delay minutes have fallen considerably due to the timing/location of incidents and a reduced number of trains running.

| Category | Incidents P10/11 2019/20 | Delay Minutes P10/11 2019/20 | Incidents P10/11 2020/21 | Delay Minutes P10/11 2020/21 |
|--------------------|--------------------------------|------------------------------------|--------------------------------|---------------------------------|
| Trespass | 52 | 5,629 | 55 | 2,268 |
| Vandalism | 4 | 170 | 4 | 221 |
| Fatality | 2 | 1593 | 2 | 419 |
| Grand Total | 58 | 7,392 | 61 | 2,908 |

Fatality and Suicide on the Railway

- 3.11 The period saw fatalities within Greater Manchester at Belle Vue and Levenshulme, affecting South Manchester services. An additional fatality at Hebden Bridge, whilst outside GM, impacted local Calder Valley services.
- 3.12 Suicide on Britain's railways increased from 271 instances in 2018/19 to 283 in 2019/20. For suicide in the UK overall, almost three-quarters of cases involved males, with the highest number in the 45 – 49 years age group. Whilst numbers for under 25's remain some of the lowest, they are, however, increasing significantly. Nationally, there were 26 suicides in Period 11, two more than in the same period last year. Overall figures stand at 210 this year, 15 fewer than at the same point in 2019/20.
- 3.13 Network Rail continues to work with British Transport Police and local mental health agencies, along with groups such as the Samaritans, in a bid to identify and deter potential suicidal behaviour. Physical mitigation at stations includes enhanced platform-end fencing and platform surface deterrents, spiking on bridges, signage and CCTV.
- 3.14 Network Rail has further details on fatality and suicide prevention on the railway at: <https://www.networkrail.co.uk/communities/safety-in-the-community/suicide-prevention-on-the-railway/>

4. PERFORMANCE - OPERATORS

- 4.1 Operator performance across the six TOCs who operate in Greater Manchester has remained consistent throughout the two periods covered by this report, with Northern achieving over 90% PPM in both periods (company whole) and TPE attaining this in Period 10.
- 4.2 The average of the six TOC PPMs was just below 90% in Period 10 but slipped to 85.8% in Period 11, largely as a result of the forementioned severe weather and flooding in early and mid-January. Right Time average of the six TOCs was 67.7% in Period 10, falling to 65.2% in Period 11. For Northern's Central and West regions, Right Time at destination improved over both periods to 74.7% in Period 10 and an impressive 76.6% in Period 11.

- 4.3 Moving Annual Average (MAA) PPM figures improved for five of the six operators at the end of Period 11, as poorer performing periods from last year were excluded from the rolling 13 periods. Northern and TPE both ended the period at 91.5%.
- 4.4 Timetables, both those intended for December 2020 and the emergency plans subsequently introduced in January, have been designed to be resilient and deliverable, accounting for varying levels of crew availability due to Covid and self-isolation. As such, crew availability has not impacted performance over the periods.
- 4.5 As previously detailed, the most serious incident affecting performance over the periods was Storm Christoph between 19 – 21 January. This added to already water-saturated ground and embankments from bad weather in the week commencing 11 January. Flooding and damage to track circuits and other equipment was so widespread and severe that Northern temporarily suspended services on the evening of Wednesday 20 January and a ‘do not travel’ message was put out to the public for the morning of Thursday 21 January.
- 4.6 Due to a landslip near Rugby as a result of the storms, Avanti services were diverted via Trent Valley and issued with Special Stop Orders (SSOs) to help local operators without an amended timetable. These services were subsequently registered as PPM failures over several days.
- 4.7 Fleet have performed well, although Northern has experienced some issues with ageing Class 150 units, including door, engine and braking faults, whilst TPE continues to experience difficulties with its Class 397 electric units. Two failed units, at Hope Valley on 15 December (freight locomotive) and Garstang on 27 January (Avanti Pendolino) accounted for almost 6,000 minutes delay and 78 cancellations.
- 4.8 Station and operational delay caused by extended platform dwell times continues to be significantly reduced as a result of the fall in rail demand.

Most Significant Incidents, Periods 10 and 11

| Date and Period | Location | Incident | Delay minutes and cancellations |
|------------------------|-----------------|-----------------------------|----------------------------------------|
| 20 January | Crewe | Flooding | 6,455 mins; 27 full/34 part cancelled |
| 19 January | Garstang | Flooding | 4,968 mins; 14 full/50 part cancelled |
| 27 January | Garstang | Unit Failure | 4,016 mins; 13 full/40 part cancelled |
| 19 January | Totley | Emergency Speed Restriction | 3,769 mins; 11 full/10 part cancelled |
| 27 January | Rugby | Embankment Movement | 3,691 mins; 3 full cancelled |

| | | | |
|-------------|----------------|--------------------|----------------------------------------|
| 13 January | London Euston | Signalling Failure | 2,803 mins; 74 full/70 part cancelled |
| 19 January | Astley | Flooding | 2,346 mins; 39 full/115 part cancelled |
| 20 January | Stoke on Trent | Flooding | 2,306 mins; 1 full/11 part cancelled |
| 14 January | Astley | Flooding | 2,144 mins; 0 full/8 part cancelled |
| 15 December | Hope Valley | Loco Fault | 1,845 mins; 7 full/18 part cancelled |

4.9 The table below illustrates the six individual Greater Manchester TOCs PPM and Right Time at Destination performance over the previous two periods.

| TOC | | P10 | P11 |
|----------------------|---------------|-------------|-------------|
| Northern* | - Right Time% | 74.7 | 76.6 |
| | - PPM% | 93.2 | 90.2 |
| TPE | - Right Time% | 77.2 | 72.7 |
| | - PPM% | 92.8 | 88.8 |
| Avanti | - Right Time% | 53.9 | 42.1 |
| | - PPM% | 88.3 | 78.4 |
| TfW | - Right Time% | 68.8 | 70.0 |
| | - PPM% | 84.2 | 88.8 |
| Cross Country | - Right Time% | 61.2 | 62.3 |
| | - PPM% | 87.0 | 83.5 |
| EMR | - Right Time% | 70.2 | 67.7 |
| | - PPM% | 88.9 | 85.3 |

**Right Time for Central/West regions; PPM company-wide*

4.10 Graphs detailing the six GM TOC PPM set against target and including a rolling Moving Annual Average (MAA) figure can be found in Appendix C.

4.11 Graphs detailing Northern and TPE cancellations and short forming can also be found in Appendix C. For both of these metrics, the revised train plans have seen good performance since the start of Period 01, 2020/21. Train services have operated reliably, with very few cancellations and full strengthening. The measures used to monitor Northern's short forming were suspended but have resumed from Period 11.

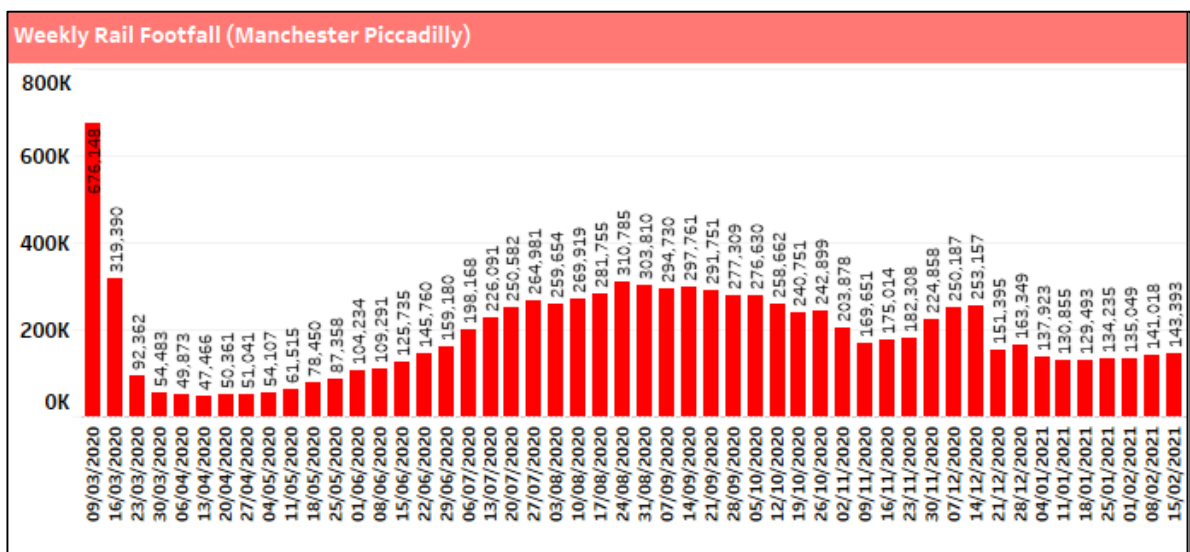
5. PATRONAGE

5.1 Passenger demand had already declined when Greater Manchester entered Tier 4 Covid restrictions on 30 December 2020; it fell further when England entered its third lockdown

on 05 January 2021. Government messaging reverted to ‘stay at home’ and journeys were to be made for essential purposes only.

- 5.2 Northern’s patronage fell to 14% of pre-Covid levels, with TPE at around 10%. For longer distance operators, this was slightly less. Overall, however, patronage remained slightly higher than during the initial lockdown phase in spring 2020.
- 5.3 Northern is currently reporting an average of just 15 people on its central Manchester trains off-peak, with around 32 on its busiest peak services.
- 5.4 Footfall at Manchester Piccadilly registered a reduction of more than a third, declining from highs of 35,000 in the lead-up to Christmas to around 20,000 per day throughout January and February. This figure includes significant station and retail staff movements.

Manchester Piccadilly Footfall



Face Covering Compliance

- 5.5 TfGM continues to work with TOCs, British Transport Police (BTP) and Travel Safe Officers (TSOs) to raise awareness of the mandatory requirement to wear face coverings whilst at stations and on-board public transport. The policy has recently moved away from engagement and education, with a greater focus on enforcement. For rail, face covering compliance has increased to around 90%, with slightly higher compliance on longer distance operators, morning peak and city centre journeys
- 5.6 Since the requirement to wear face coverings began in July 2020, BTP has made a total of 85,118 interventions, resulting in 6,177 directions to leave (7.3%) and 336 fixed penalty notices (0.4%). Figures for the most recent week indicate directions to leave at 13.2% and penalty notices at just below 1.0% of interventions.

Timetable Iterations

- 5.7 Enhanced train services began operating on 13 December, as part of the December 2020 timetable change. This delivered additional services on a number of GM routes, as part of

the long-term plan. Extra Northern train services operated on, amongst other, Liverpool – Manchester Airport, Barrow/Windermere - Airport and Wigan – Blackburn routes, with TPE re-instating its Cleethorpes trains to hourly.

- 5.8 These services operated until 17 January, as revised, emergency timetables were then introduced on 18 January (Northern) and 25 January (TPE). This introduction followed the imposition of a third national lockdown on 05 January, leading to further falls in both passenger demand and crew availability, as a result of a third wave of Covid and increased testing. It should be noted that the Rail industry has proven itself adept and reacted well to changes in demand/resource and DfT instructions over the past year. The year has seen an unprecedented six timetable changes, all involving extensive crew and unit planning.
- 5.9 In brief, the current train plan mirrors that of the plan in place between July – September 2020, with 70% of pre-Covid services operating. Most stations in GM have at least an hourly service, with the exception, off-peak, of Mid-Cheshire line stations, Blackrod, Greenfield and Mossley. The TPE changes brought in on 25 January effectively have seen most of its stations move to a two-hourly service off-peak. TfGM has worked with TPE and RNP to ensure additional calls at Greenfield and Mossley in the peaks.
- 5.10 The present train plan will remain in place until further notice, pending confirmation from government on the relaxation of Covid restrictions and any full return to education/work. Operators have the ability to step-up services at two weeks' notice, potentially on the 08 March, should schools return then. TPE has confirmed that it is looking at an additional morning service between Manchester Piccadilly – Huddersfield from this date to accommodate school flows.

6. MAY 2021 TIMETABLE

- 6.1 May 2021 timetables will return to service plans largely based on the ones in place briefly from December 2020. Operator focus will be on maintaining a reliable and punctual network, with particular emphasis on accommodating increases in demand for seasonal and leisure markets, which are expected to be the first to recover.
- 6.2 A full list of Northern routes and frequencies from May 2021 can be found in Appendix F. Most routes will see service uplifts, including some additional peak trains. Planned extra peak services scheduled in December for Hadfield and New Mills will not be included in the May uplift and Blackrod will stay at one train every two hours, off-peak. Ashton and Westhoughton remain without a train service on Sundays and this is something that TfGM would like to see restored as soon as is possible.
- 6.3 TfGM has worked in consultation with Northern and RNP to prioritise the return of an hourly Liverpool – Manchester Airport service via Warrington Central from May 2021. This will result in the temporary suspension of Northern's Liverpool – Warrington Bank Quay services. Some of the enhanced routes from May include the following:
- Barrow/Windermere - Manchester Airport, 15 trains per day

- Liverpool – Warrington Central – Manchester Airport, hourly daytime
- Wigan – Blackburn re-introduced and extended to Kirkby (Kirkby – Victoria withdrawn)
- Hourly service resumption on Mid-Cheshire, Leeds – Chester, Southport – Stalybridge and Blackpool Nth – Manchester Airport service
- Additional peak services between Stoke – Manchester.

7. NETWORK RAIL AND TOC UPDATES

Network Rail

- 7.1 Improvements have been announced for Greater Manchester as part of the Transpennine Route Upgrade (TRU). The improvements require a 16-day closure of the line in August between Manchester Victoria and Rochdale/Stalybridge stations. Passengers will be kept moving between Leeds and Manchester by train, although replacements buses will be in operation on the Calder Valley line for intermediate stations to Manchester Victoria.

Passenger journeys are being made more reliable with railway drainage upgrade work underway in Greater Manchester. A £1.3m investment will see a new pumping station installed in Timperley and 300 metres of new track drainage installed to help alleviate flooding on the line between Stockport and Altrincham. A further £3m Project investment will see Shakerley Lane railway bridge in Atherton rebuilt and more than a mile of track drainage replaced. This will better protect the track between Manchester and Hindley from flooding caused by heavy rainfall.

- 7.2 Improvements to the information screens in the satellite waiting lounge at Piccadilly will be taking place, with the screens able to be controlled locally and provide additional passenger information during times of disruption
- 7.3 Following damage to the lifts at Wigan North Western caused during Storm Christoph last month, work to repair these will begin on Monday 01 March. The work will be completed during Saturday night shifts beginning on 06 March. It is expected that both lifts will be back in operation before the end of April 2021. While the lifts remain closed, passengers who need step-free access should speak to station staff or contact their train operator's Assistance teams:
- Avanti West Coast's Passenger Assist team - 08000 158 123.
 - Northern's Passenger Assist team - 0800 138 5560.

Northern Railway

- 7.4 A £250,000 fund to improve accessibility has been launched. The fund will improve access to stations and services across Northern's network, enabling users to bid for up to £50,000 in funding. Northern is calling on community groups to share their ideas for making its

trains and stations even more accessible for disabled and older people. The fund was opened on 01 February 2021.

- 7.5 Northern's train refurbishment nears completion as its final train has entered depot for improvements. More than 260 trains have been refurbished, with all trains now having improved seating, lighting, interior and exterior painting and toilets with baby changing facilities. The £100 million pound train transformation programme includes more than 260 electric and diesel units and has been carried out at eight depots across the country.

TransPennine Express

- 7.6 TPE shall be installing defibrillators at its stations at Manchester Airport and Stalybridge in the next few weeks and has also announced the appointment of a new Diversity and Inclusion Manager, who will be joining the business shortly.

Horwich Parkway

- 7.7 TFGM has 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 has come under local control from 01 February 2021
- 7.8 Horwich Parkway will act as a blueprint for Greater Manchester's future approach to station management, which includes working with local partners and the rail industry to ensure stations are accessible, integrated and reflect the needs of their communities.
- 7.9 TfGM will be responsible for everything at the station apart from the running of the trains and the tracks they operate on. This includes selling tickets, customer service, passenger assistance, cleaning and day-to-day maintenance and long-term renewals and enhancements.

8. CONSULTATION ON TIMETABLE OPTIONS TO IMPROVE RAIL PERFORMANCE IN THE NORTH OF ENGLAND

- 8.1 On 14 January 2021 the Department for Transport, in conjunction with Transport for the North and Network Rail, launched a public consultation: Timetable Options to Improve Rail Performance in the North of England.
- 8.2 The consultation sets out three options which feature increasing levels of change from the pre-Covid service patterns, planned to be implemented from the May 2022 timetable. The three options affect different routes, and which routes have direct services to Manchester Oxford Road, Manchester Piccadilly, and Manchester Airport stations
- 8.3 On 12th February GMCA 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 is attached as an appendix to this report (Appendix G: GMCA Response to the North of England Consultation).

8.4 The GMCA response identifies a revised option which has better outcomes for GM. GMCA has 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 can command the support of Greater Manchester.

9. COMMUNITY RAIL

9.1 Due to the imposition of higher tier restrictions and the third national lockdown, station Friends groups and volunteers have been instructed not to work on stations until further notice. It is hoped that once restrictions begin to be eased, possibly from 08 March 2021, volunteers will be allowed back.

9.2 TfGM continues to work closely with Northern, Network Rail, the Community Rail Network and various groups and still has funding in its Small Grants Fund for station projects across Greater Manchester. Art projects involving local schools are currently planned for Mills Hill, Ince and Horwich Parkway stations once schools return in the spring. TfGM is happy to facilitate and provide staff for any volunteer days for station clean-ups/projects, along with our industry colleagues, via: community.rail@tfgm.com

Caroline Whittam

Head of Rail Franchising, TfGM

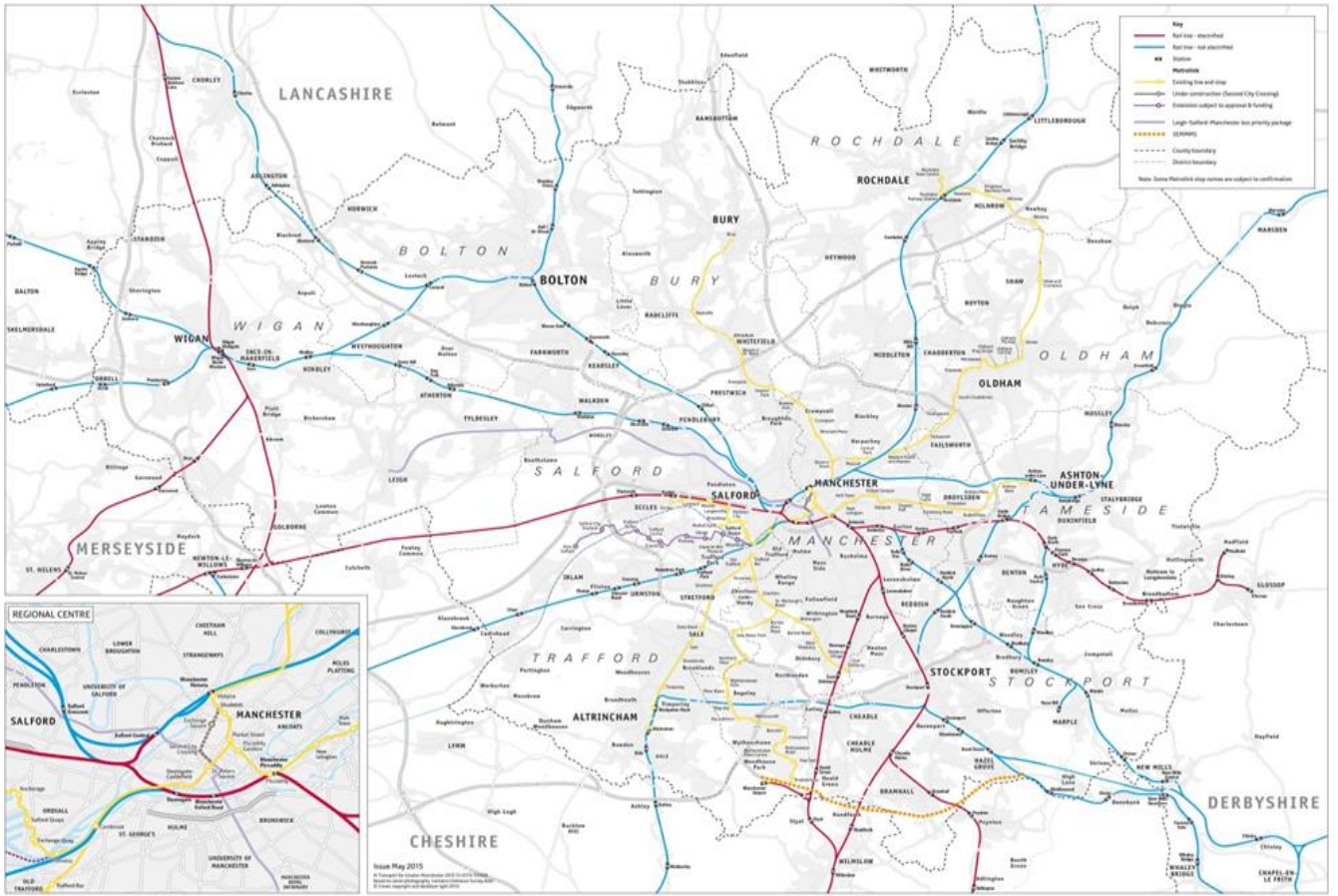
APPENDIX A – PERIOD DATES

| P01 – 20/21 | P02 – 20/21 | P03 – 20/21 | P04 – 20/21 | P05 – 20/21 |
|---------------------------|-------------------------|--------------------------|---------------------------|-----------------------------|
| 01 April – 02 May 2020 | 03 May – 30 May 2020 | 31 May – 27 June 2020 | 28 June – 25 July 2020 | 26 July – 22 August 2020 |

| P06 – 20/21 | P07 – 20/21 | P08 – 20/21 | P09 – 20/21 | P10 – 20/21 |
|-------------------------------------|--------------------------------------|-------------------------------------|--------------------------------------|------------------------------------------|
| 23 August – 19 September 2020 | 20 September – 17 October 2020 | 18 October – 14 November 2020 | 15 November – 12 December 2020 | 13 December 2020 – 09 January 2021 |

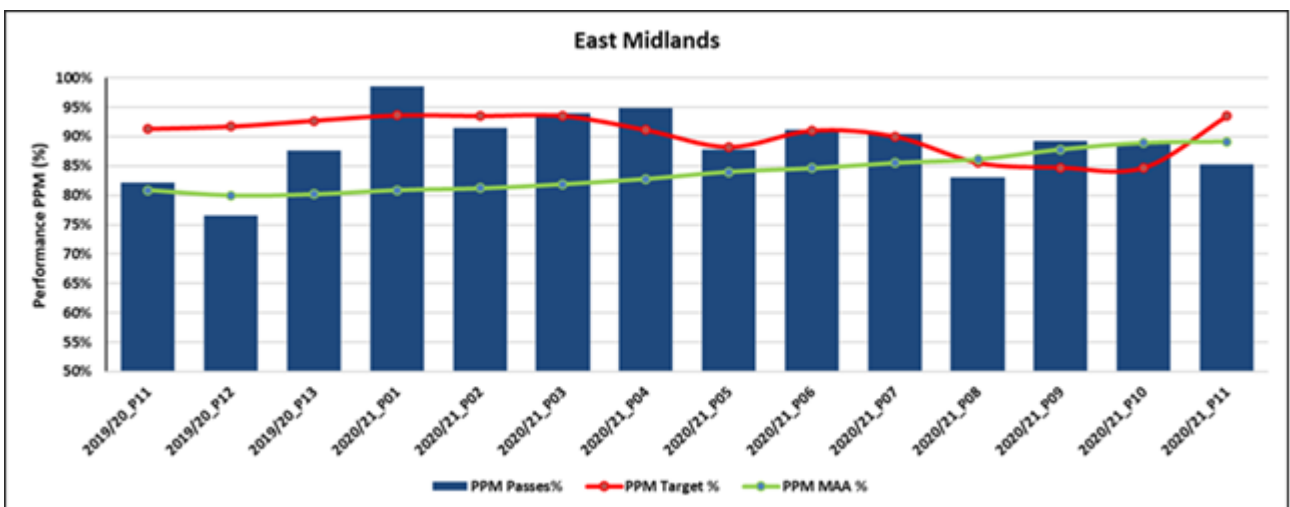
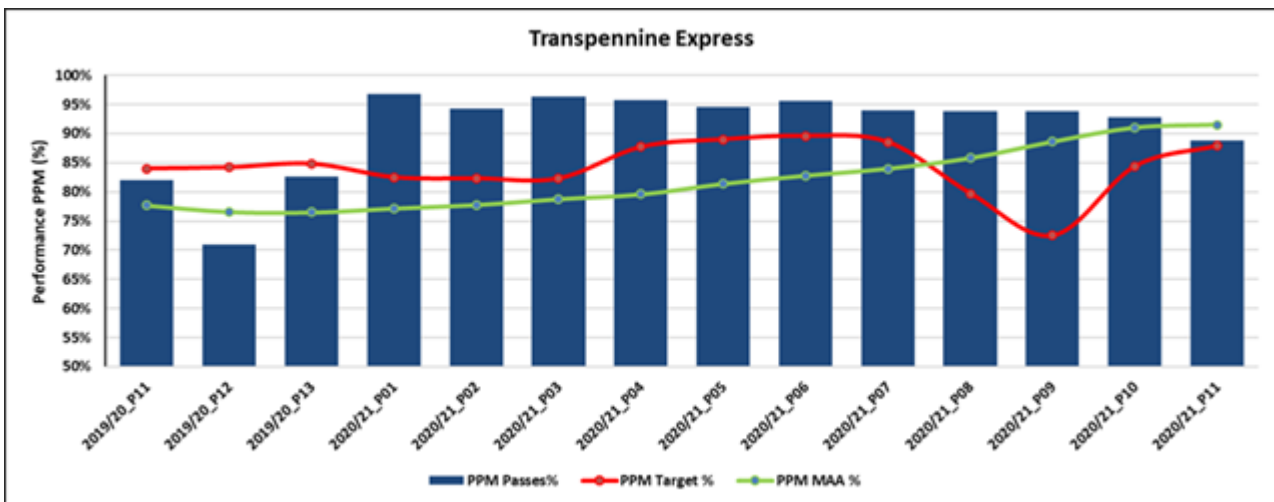
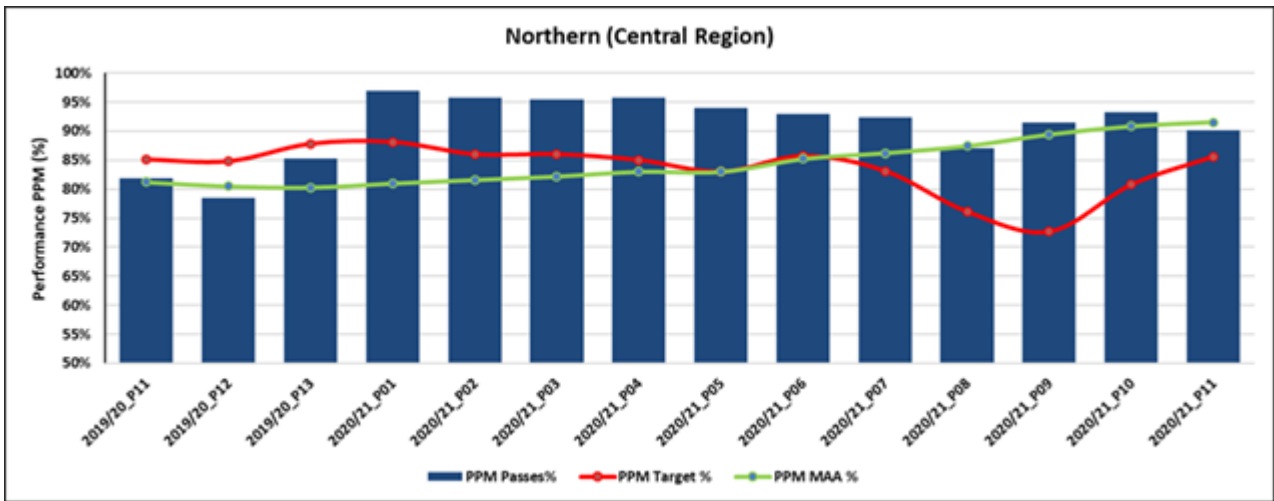
| P11 – 20/21 | P12 – 20/21 | P13 – 20/21 |
|-------------------------------------|--------------------------------|-----------------------------|
| 10 January – 06 February 2021 | 07 February – 06 March 2021 | 07 March – 31 March 2021 |

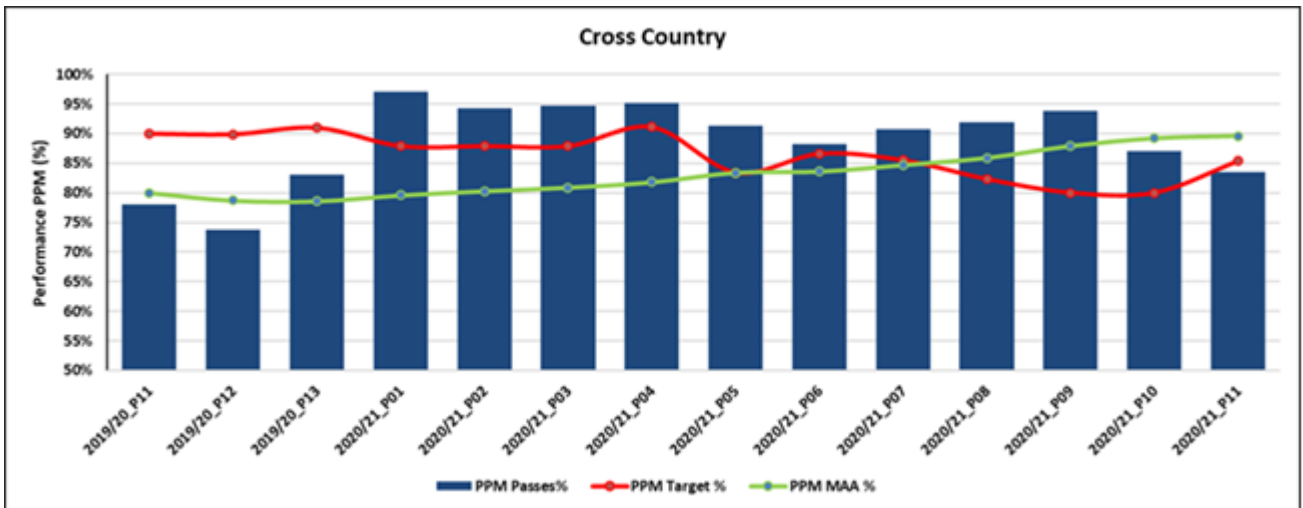
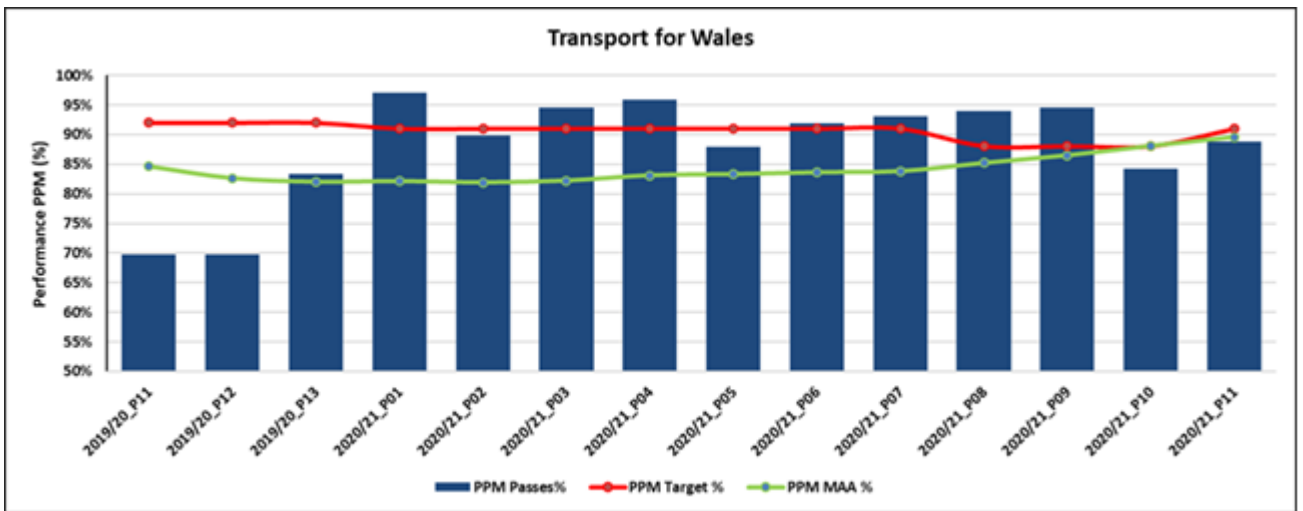
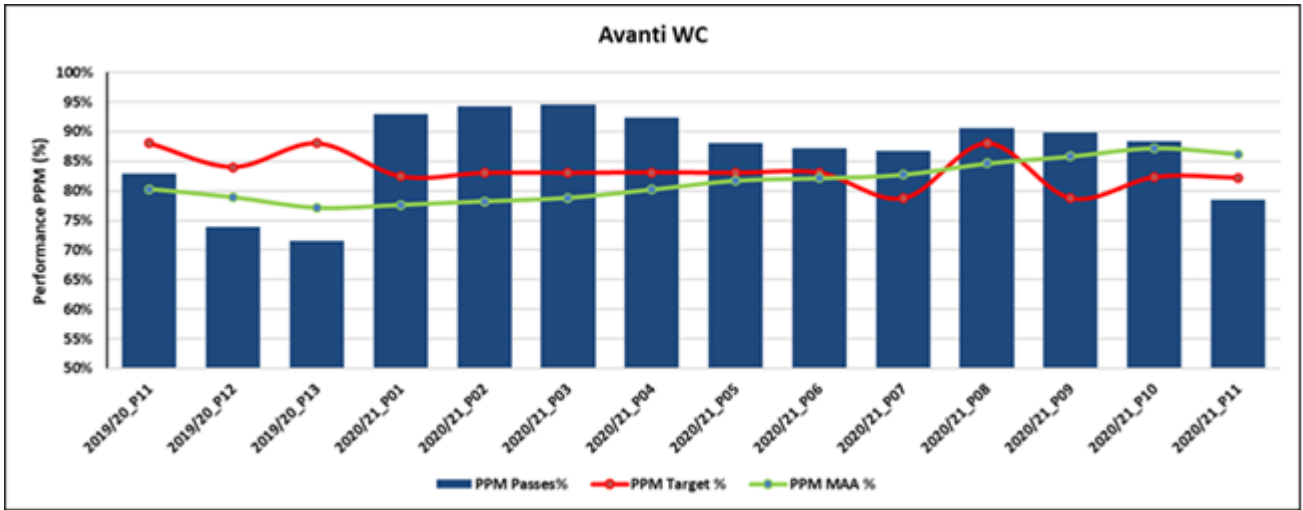
APPENDIX B: GREATER MANCHESTER MAP



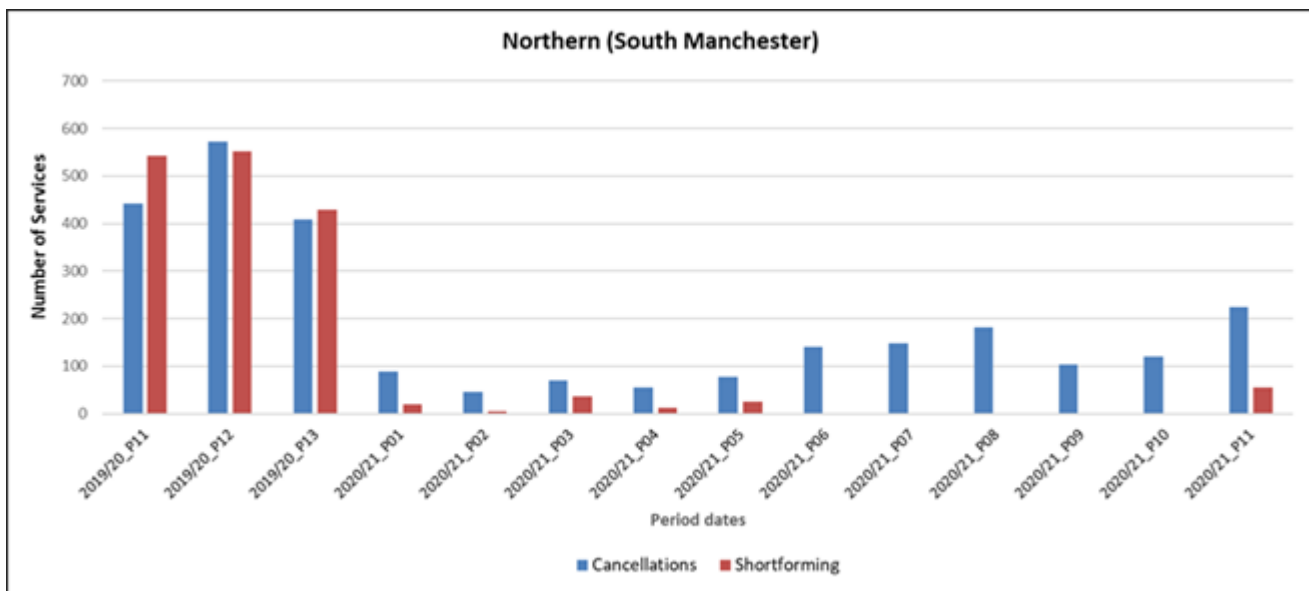
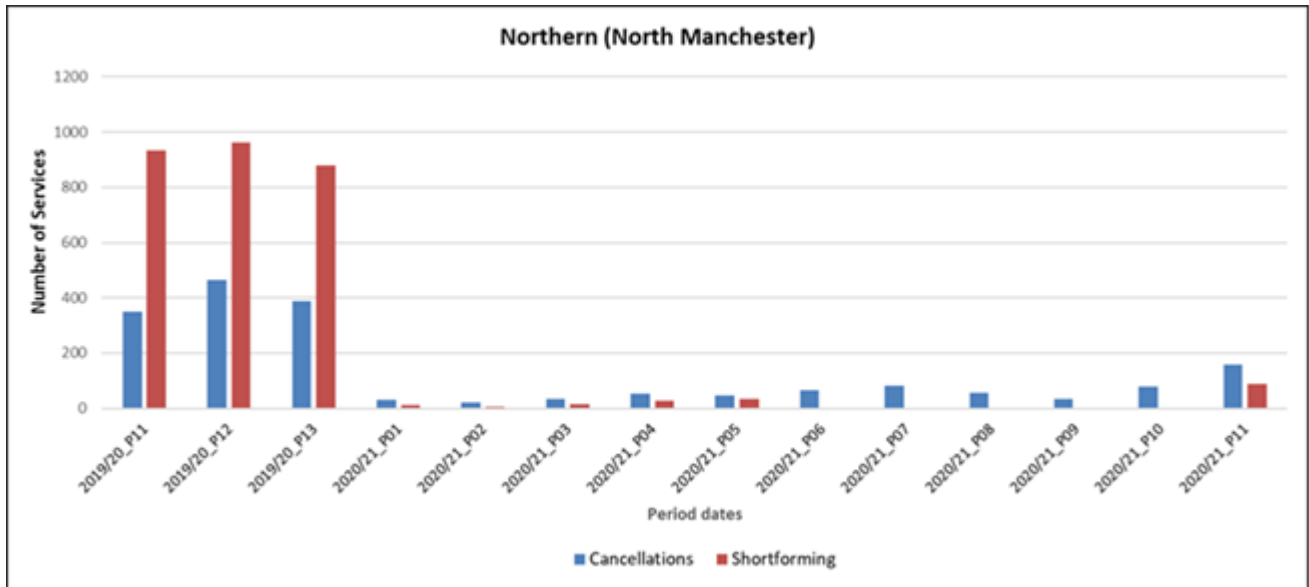
APPENDIX C – INDIVIDUAL TOC PPM VS TARGET AND MOVING ANNUAL AVERAGE GRAPHS

TOC PPM vs Target and Moving Annual Average graphs

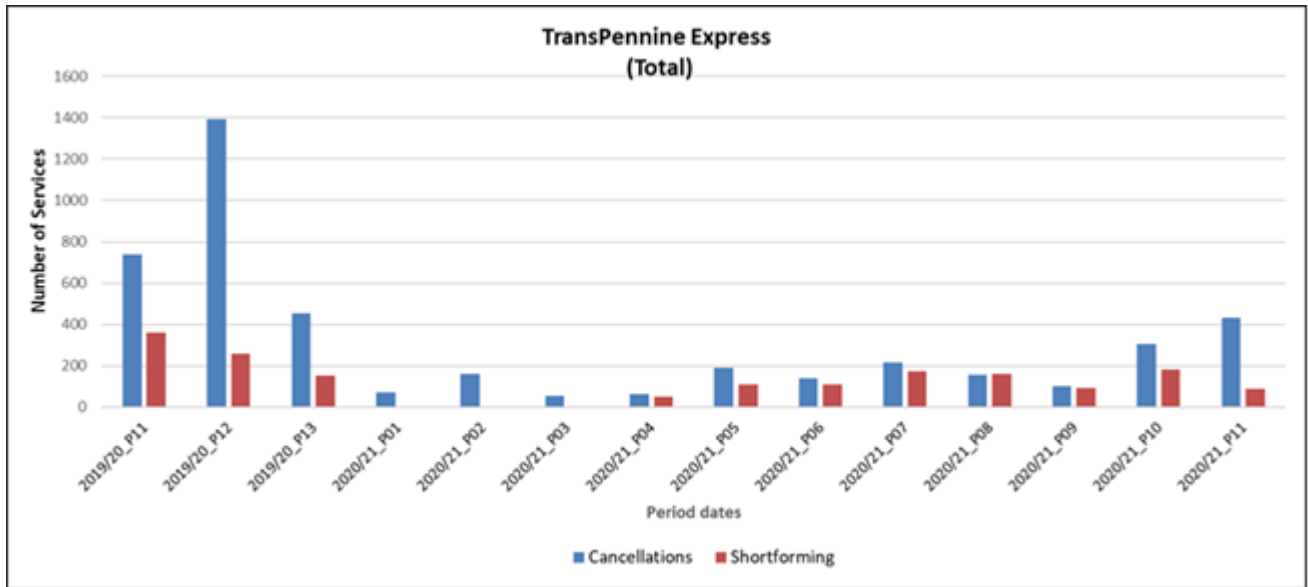




Cancellations and Short Forming – Northern



Cancellations and Short Forming – TPE



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

| Northern Line of Route 2020/21 Right Time | P10 | P11 | YTD |
|--------------------------------------------|------|------|------|
| CLITHEROE - BOLTON - VICTORIA | 85.5 | 86.7 | 87.6 |
| PICCADILLY - STOCKPORT - CREWE | 83 | 84.4 | 86.2 |
| PICCADILLY - BUXTON | 83.6 | 80.9 | 85.4 |
| LEEDS - WIGAN | 81.7 | 84 | 83.9 |
| KIRKBY - VICTORIA | 80.9 | 83.8 | 81.4 |
| PICCADILLY - NEW MILLS CENTRAL | 82.1 | 83.6 | 81.1 |
| SOUTHPORT/VIC - STALYBRIDGE | 75 | 81.6 | 80.6 |
| LIVERPOOL - MANCHESTER OXFORD RD | 80.1 | 81.6 | 80.3 |
| PICCADILLY - HADFIELD/GLOSSOP | 81 | 82.9 | 78.8 |
| PICCADILLY - STOKE | 76.3 | 72.7 | 78.2 |
| BLACKPOOL - WIGAN - LIVERPOOL* | 74.5 | 83.2 | 78 |
| PICCADILLY - CHESTER | 78.9 | 74.3 | 77.9 |
| LIVERPOOL - CREWE via Airport | 72.8 | 76 | 77.3 |
| HAZEL GROVE - BLACKPOOL | 77.4 | 76.6 | 77.1 |
| BLACKPOOL Nth - BOLTON - AIRPORT | 75.5 | 80.7 | 77 |
| MANCHESTER - PRESTON | 74.1 | 75 | 76.6 |
| BLACKBURN - VICTORIA - ROCHDALE (stopper) | 80.6 | 84.9 | 76.6 |
| CLITHEROE/BLACKBURN - TODMORDEN - VICTORIA | 74.1 | 75.1 | 76.4 |
| PICCADILLY - SHEFFIELD | 75.6 | 69.6 | 74.4 |
| PICCADILLY - AIRPORT - CREWE | 76 | 74.7 | 74.4 |
| PICCADILLY - ROSE HILL/MARPLE | 72.7 | 70.7 | 74 |
| SOUTHPORT - OXFORD RD/ALDERLY EDGE | 66.6 | 68 | 72.8 |
| LIVERPOOL - WARRINGTON - AIRPORT | 72.7 | 75.6 | 72.5 |
| AIRPORT - WIGAN NW - BARROW/WINDERMERE | 67.5 | 67.9 | 67 |
| MANCHESTER VICTORIA - LEEDS | 60.4 | 60.9 | 62.5 |
| LEEDS - CHESTER | 63.4 | 60 | 59.8 |

| TPE RT | P10 | P11 | YTD |
|-----------------|------|------|------|
| North | 81.4 | 75.8 | 79.2 |
| South | 72.7 | 61.7 | 73.5 |
| Scottish | 50.1 | 64.5 | 69.5 |

APPENDIX E – REVISED: GM NORTHERN TRAIN PLAN FROM 18/01 UNTIL FURTHER NOTICE

| West and Central Region Service Group | From 18 January 2021 |
|---------------------------------------------------------|---------------------------------------------------------------------|
| Barrow - Manchester Airport | Two Hourly |
| Windermere - Manchester Airport | Two Hourly |
| Blackpool North - Hazel Grove | Hourly |
| Blackpool North - Manchester Airport | Removed, except for AM and PM peak |
| Preston - Manchester Victoria | Hourly |
| Liverpool - Manchester Oxford Road | Half hourly |
| Liverpool - Manchester Airport via Newton-le-Willows | Hourly (no longer operates through to Crewe) |
| Southport - Manchester Oxford Rd | Replaces SOP – SYB. Hourly to/from Oxford Road. SOP - ALD withdrawn |
| Liverpool – Warrington Central - Airport | Service withdrawn |
| Stoke - Manchester Piccadilly | Hourly |
| Clitheroe - Rochdale | Hourly |
| Blackburn - Manchester Victoria | Hourly during AM and PM high peak only |
| Wigan - Leeds via Dewsbury | Hourly |
| Manchester Victoria - Leeds via Bradford | Hourly, with a two-hourly extension to Chester |
| Manchester Piccadilly - Chester via Altrincham | Two Hourly (from hourly) |
| Manchester Piccadilly - Buxton | Hourly, with some peak additional |
| Manchester Piccadilly - Sheffield via New Mills Central | Hourly to Sheffield |
| Manchester Piccadilly - New Mills Central | Two Hourly with additional morning and evening services |
| Manchester Piccadilly - Hadfield | Half hourly |
| Manchester Piccadilly - Rose Hill | Hourly |
| Manchester Piccadilly - Crewe via Stockport | Hourly |
| Liverpool - Wigan | Hourly |
| Victoria - Blackburn via Todmorden | Three Hourly (Hourly Wigan – Blackburn withdrawn) |
| Manchester Victoria - Kirkby | Hourly |
| Manchester Victoria - Rochdale | Hourly during AM and PM peak |
| Manchester Victoria - Stalybridge | Hourly |
| Liverpool - Blackpool North | Mix of Hourly/Two Hourly |

APPENDIX F – 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*

APPENDIX G – GMCA Response to the North of England Consultation

Greater Manchester Combined Authority Response to the North of England Timetable Consultation

This response is from Eamonn Boylan in his role as Chief Executive of Greater Manchester Combined Authority. This response represents the 10 Greater Manchester Local Councils and Manchester Airport, notwithstanding the right of any of those bodies to also represent themselves in local responses to the questions posed by the consultation.

Objective for the options

1. Do you support the aim of standardising and simplifying service patterns if this will significantly improve overall train performance?

Performance in Greater Manchester has been poor since 2017 and was at its worst in 2018 when PPM (the Public Performance Measure against which performance for train operators is measured) fell to 67.9% for Northern’s Central Region and 64.1% for TPE. This abysmal performance was due to chronic underinvestment in infrastructure over decades and was both compounded by and encapsulated in May ‘18 when new services were introduced, despite the inability of the infrastructure to accommodate them. This led to Castlefield Corridor being declared ‘congested infrastructure’ by Network Rail in 2019¹. It is imperative we learn the lessons from the disastrous May ‘18 timetable change and rebuild trust in our railway.

Resolving the issue of poor performance and the high passenger dissatisfaction this caused is clearly dependent on Greater Manchester (GM) getting the investment in infrastructure it needs to meet the demand and connectivity required post-Covid-19 to meet our targets for carbon neutrality by 2038 and for 50% of all trips to be on public transport, on foot or by bicycle by 2040. It is also necessary if GM is able to play its full part in national ‘levelling up’ priorities. Fixing the railway in central Manchester and along the Stockport corridor, is also crucial to making sure Greater Manchester, and in turn the wider North of England, are in a position to fully utilise and benefit from the additional inter-city services which will be brought by HS2 and Northern Powerhouse Rail (NPR). The North should have never been put in the position of deciding which services to axe in order to reach a minimal acceptable level of performance.

This consultation should have come alongside a clear, funded and committed remit of infrastructure delivery with clear timelines. This would have enabled stakeholders to be confident that any compromise timetable option implemented in May 2022 would be short-term with a clear end date. Whilst GM is aware that this infrastructure development work is ongoing, it is incredibly disappointing that we are being asked to compromise before we understand the detail of the timetable’s likely duration and exactly what substantive infrastructure improvements will be delivered at the end of this painful period. If the Government is

¹ Network’s Rail’s Castlefield Corridor Congested Infrastructure Report, published in September 2019, states ‘This report has highlighted throughout the limitations imposed by the infrastructure, particularly with regards to the number of flat junctions in the Central Manchester area and the number of conflicting moves this introduces. Within the Corridor itself it has been identified that there is no scope for running additional trains without the provision of extra infrastructure.

committed to 'levelling up', then, as a matter of priority, it needs to set out how and by when the long-standing and well-understood challenges of local rail network capacity are going to be resolved.

We support the aim of improving train performance and rebuilding passenger trust by 'making best use of what is available now' - providing longer, higher capacity vehicles with simpler service patterns to improve reliability and punctuality - on the basis that it supports GM's position as set out in the GM Prospectus for Rail². GM recognises the aim of this consultation is to start building that trust, but in order to do so it is imperative that it is clear how the consultees are being listened to. The consultation options as they stand would all place an unjustified burden of reduced service frequency and connectivity to particular parts of GM. No option can therefore be supported by GMCA, which represents all 10 local authorities in the city-region. However, on the basis that this is a consultation which genuinely seeks the considered position of consultees, GMCA proposes an adapted option which, as set out in this response and in particular in the response to Question 3, would largely mitigate the greatest negative impacts of the consultation options.

The original objectives of the Task Force were in line with the principles set out in the GM Prospectus for Rail, namely:

- to improve train performance for everybody;
- to maintain service levels and capacity for as many passengers as possible; and
- to create a timetable that is based on sound principles from which it will be possible to build improvements, as infrastructure investment becomes available.

As such, standardisation of service patterns should only be relevant where it serves to meet these objectives and not as a stand-alone aim.

We note that the work on infrastructure has been split into tranches to be delivered at different time horizons and also other infrastructure development is taking place in Manchester post-2022 such as work at Salford Central, a new station at Golborne and platform lengthening works. Rolling stock options are also being considered and provision of longer, good quality rolling stock will prove vital in the task of adapting and pre-empting passenger demand going forward. The 2022 timetable needs to recognise and seek to actively enhance and support GM's local strategic transport, connectivity and place-making priorities. It is important that once a timetable is implemented, it is continuously analysed, reviewed and improved to take advantage of opportunities and infrastructure improvements incrementally. In a similar vein, if the newly implemented timetable does not give the performance benefits expected, this needs to be tested, understood and addressed. We cannot be left in a situation where we compromise heavily on connectivity if the performance benefits we were expecting in compensation are not realised. In summary, any timetable delivered in 2022 to enhance performance will be very much a compromise timetable; it is vital it is recognised as such, and that it is as short-lived as possible, incrementally improved when possible and has a defined end date.

Clearly the remit of the Task Force was set before the full impact of the Covid-19 pandemic was known. It is important that prioritisation and delivery is cognisant of this context and that any changes to the timetable must be part of a wider Covid-19 recovery plan for the railway which helps encourage people back to rail post-pandemic to support the North's economic and environmental objectives.

² <https://www.greatermanchester-ca.gov.uk/what-we-do/transport/rail-prospectus/>

Assessment method

2. Do you support the approach of measuring the service level and performance impacts across all passengers to allow fair trade-offs between options?

The railway is there for passengers and freight customers and needs to attract new ones if we want to meet our local and national objectives. Trade-offs will have to be made because the capacity is not there to support a high performing timetable with the connectivity sought through the original Northern and TPE franchises, as demonstrated by the performance figures following May '18. However, trade-offs must be fair and led by passenger impact/needs.

GMCA is concerned that, in considering these trade-offs in the consultation options, data was used in a very aggregated way which has missed some local nuances which will prove especially detrimental to passenger needs on particular corridors and also may in themselves cause performance issues due to overcrowding. Clearly some passengers are dependent on rail to carry out their daily lives and for these passengers easy and seamless journeys are a fundamental component to improving their everyday lives. This timetable, and indeed any timetable, should not be led by potential financial contribution to the industry, but by what customers (and future customers) need and their contribution to the wider economy.

Initial assessment results

3. On the basis of these results, which is your preferred option?

None of the options give a service pattern which adequately meets the needs of GM. This ties in with our response to question 2 above, i.e. that we understand to improve performance trade-offs will be needed but that these need to be led by passenger needs and be understood at a local level as well as an aggregated level.

To demonstrate the effect the three consultation options have on different routes in GM, we have scored them in the figure overleaf (Figure 1). This demonstrates that there is no good option for the whole of GM. The option which would benefit most routes in and out of Manchester is Option C and, we propose, this could be adapted and merged with the Liverpool to Manchester Airport connectivity in Option B to accommodate the areas of greatest concern, namely the Wigan fast, Atherton line and Hazel Grove provision.

Figure 1 Timetable option scores weighted by rail demand to GM

| Route | Choice | Comments | Weighted by demand GM | | |
|------------------------------|--------|-------------------------------------------------------|-----------------------|-------------|-------------|
| | | | Option A | Option B | Option C |
| Rochdale | A or C | Littleborough to 3tph | 6.9 | 0.0 | 6.9 |
| Ashton | C | | 0.0 | 0.0 | 7.7 |
| Diggle | B or C | | 0.0 | 2.2 | 2.2 |
| Glossop | any | | | | |
| Hyde loop | any | | | | |
| Bredbury/Marple | any | | | | |
| Stockport & inner | B or C | | 0.0 | 3.8 | 3.8 |
| Hazel Grove | A | If B or C with extra all day 1tph Wigan | 7.7 | 0.0 | 0.0 |
| Stoke | any | | | | |
| Crewe | C | Possibility of switching destinations Alderley/Crewe | | | |
| Mid Cheshire | C | | 0.0 | 0.0 | 1.5 |
| Airport | A | B if Wigan link provided | 13.5 | 0.0 | 0.0 |
| Styal line excluding Airport | B | If C chosen seek for 3tph at Heald Green and Gatley | 0.0 | 9.4 | 0.0 |
| CLC | B or C | Extra semi-fast calls at Flixton | 0.0 | 2.7 | 2.7 |
| Chat Moss | A | | 1.1 | 0.0 | 0.0 |
| Atherton | C | Southport-Oxford Rd all day, Swinton call, to Airport | 0.0 | 0.0 | 5.3 |
| Wigan | B or C | With all day to south Mcr/Hazel Grove | 0.0 | 1.5 | 1.5 |
| Bolton inner | C | | 0.0 | 0.0 | 11.9 |
| Westhoughton | C | | 0.0 | 0.0 | 0.5 |
| Chorley | C | Target 3tph at Horwich Parkway | 0.0 | 0.0 | 5.5 |
| Blackburn | C | | 0.0 | 0.0 | 1.9 |
| | | Total points | 29.2 | 19.6 | 51.3 |

Note: rail demand weighting based on 2018/19 ORR footfall allocated to GM based on Network Rail 2013 Regional Urban Market Study. This weighting methodology is further explained in Appendix 1.

Source: TfGM analysis

Therefore, looking at the impact on the whole of GM, we have assessed that the least worst option would be a merge of elements of option B and C. For ease of reference we have referred to this adapted option as a comparison to Option C.

Elements of Option C support the needs of GM and must be retained:

- Improved links from Calder Valley across Manchester Victoria to Warrington and Chester, running at 2tph;
- 2tph all day at Greenfield and Mossley stations;
- 2tph links for Stalybridge and Ashton beyond Manchester Victoria to Bolton and Wigan;
- New semi-fast linkage from Stockport to Knutsford, Northwich, Chester and beyond to North Wales coast (this was a feature of the original Northern Hub plan);
- 2tph southwards from the airport to Wilmslow and Crewe;
- New semi-fast calls at the larger stations on the Warrington central line (Irlam and Urmston);
- New fast linkage Wigan North Western to Hazel Grove across Manchester maintaining a link from Wigan to the Castlefield corridor stations;
- New semi-fast service from Southport via the Atherton line to the Castlefield corridor;
- A regular interval clockface service offer from Manchester Victoria to Wigan via both routes;
- A much more regularised service from Bolton to both Victoria and the Castlefield corridor, including full service calls at Bolton on the TP Scotland-Airport service and a new Bolton-Cumbria link; and
- New 2tph all day calls at intermediate stations between Bolton and Salford Crescent.

However elements of Option C need adapting to take account of key passenger flows or it would cause performance problems when implemented in reality.

- Option C Wigan North Western to Hazel Grove service provided all day, to stop at Golborne station once open;
- Option C peak extra Southport-Atherton line-Manchester Oxford Road provided all day, and if possible extended to Manchester Airport, retaining the stopping patterns on this service as presented in the Option C peak service with the addition of a stop at Swinton;³
- Replacing the Southport-Stalybridge service via the Westhoughton line by a Wigan Wallgate to Stalybridge service;
- Option C Liverpool-Chat Moss-Manchester Oxford Road service extended onto Manchester Airport as per Option B;
- Crewe line possibility of switching the Option C Piccadilly-Airport-Crewe 2tph and Piccadilly-Stockport-Alderley Edge 2tph to having 1tph covering each of Piccadilly-Airport-Crewe, Piccadilly-Airport-Alderley Edge, Piccadilly-Stockport-Crewe and Piccadilly Stockport-Alderley Edge;
- Styal line extra 1tph calls at each of Heald Green and Gatley;
- Extra calls placed on semi-fast services on CLC line at Flixton;
- Option C semi-fast train calls at Buckshaw Parkway and Chorley extended to include Horwich Parkway all day; and
- Littleborough increased service level to 3tph all day.

³ The peak Southport to Manchester Oxford Road service proposed in consultation Option C has the following stopping pattern: Southport, Meols Cop, Burscough Bridge, Parbold, Appley Bridge, Wigan Wallgate, Hindley, Atherton, Walkden, Manchester Oxford Road

It must be noted that our adapted option does not reintroduce the Sheffield to Airport service as we do not think this can be done without significantly undermining performance benefits. However, this service is of high value to us and we would look to see this reinstated with due urgency, as soon as is practicable.

TfGM have carried out analysis for GMCA and collated evidence in order to make the changes to Option C recommended in this section. This evidence is summarised in the table below:

| Adaptation | Evidence |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Option C Wigan North Western to Hazel Grove service provided all day, to stop at Golborne station once open.</p> | <p>Wigan demand to the south side of Manchester city centre is shown from TfGM March 2017 surveys to be close to 50%:50% in the peak and biased towards the south in the off-peak. Without this service running all day there would not be a direct link to the south side of the city centre, seriously affecting the egress times of rail passengers. The service would also provide a service to call at a new Golborne station, once opened, currently provided by the Cumbria to Airport service in the December 19 timetable.</p> |
| <p>Option C peak extra Southport-Atherton line-Manchester Oxford Road provided all day, and if possible extended to Manchester Airport, retaining the stopping patterns on this service as presented in the Option C peak service with the addition of a stop at Swinton.</p> | <p>The Option C reduction from 4tph peak/3tph off-peak in Dec 2019 to only 3tph peak/2tph off-peak does not meet both the levels of demand along the Atherton line, nor the planned future developments along the corridor under Greater Manchester spatial plans.</p> <p>In addition, Option C severs the linkage from beyond Wigan to Southport to the south of the city, despite survey analysis showing a strong desire line to the south in the off-peak period. Therefore, provision of this peak extra service all day would meet this clear desire line for travel.</p> <p>Finally, an additional call should be provided at Swinton given the strength of demand from this station to Manchester, as well as the connectivity required from this administrative centre for Salford.</p> |
| <p>Replacing the Southport-Stalybridge service via the Westhoughton line by a Wigan Wallgate to Stalybridge service.</p> | <p>Given the proposal above for an all-day provision of the Southport semi-fast service via Atherton to Manchester Oxford Road, it would be hard to then justify the continuation (under Option C) for 2tph Southport-Stalybridge via Wigan and Bolton. The level of demand on the section of route between Southport and Wigan is very unlikely to support 3tph all day, so instead our proposal is for one of the option C services to start from Wigan Wallgate to Stalybridge. This would then</p> |

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | provide 1tph Southport to Stalybridge via Bolton and 1tph Southport to Oxford Road running via Atherton, supporting stakeholder requests for both routes to be able to access Southport. |
| Option C Liverpool-Chat Moss-Manchester Oxford Road service extended onto Manchester Airport as per Option B. | Outside of Greater Manchester, the City of Liverpool is in the top 5 surface access markets for Manchester Airport, and rail has a good share of this market (approx. 20% based on 2018 CAA data). Option C cuts off all direct links from Liverpool to the airport, so reinstatement of this service meets this market. This has also been a long standing linkage dating back to the early 2000s at least. |
| Crewe line possibility of switching the Option C Piccadilly-Airport-Crewe 2tph and Piccadilly-Stockport-Alderley Edge 2tph to having 1tph covering each of Piccadilly-Airport-Crewe, Piccadilly-Airport-Alderley Edge, Piccadilly-Stockport-Crewe and Piccadilly Stockport-Alderley Edge. | There is existing demand from the larger stations south of Alderley Edge to Stockport (e.g. Holmes Chapel and Sandbach) which would be severed by Option C (or indeed B). Reinstatement of this link could be achieved by this switching of destinations. |
| Styal line extra 1tph calls at each of Heald Green and Gatley. | Footfall and catchment population at these two stations are substantially greater than other stations on the line. This is recognised in the Dec 2019 timetable, and should be provided in the May 2022 solution. |
| Extra calls placed on semi-fast services on CLC line at Flixton. | Flixton is the next business station on the CLC line after Irlam and Urmston. Flixton also is located close to planned developments in the Carrington area. Given that in Option C semi-fast calls are provided at Irlam and Urmston, a similar solution should be adopted for Flixton. |
| Option C semi-fast train calls at Buckshaw Parkway and Chorley extended to include Horwich Parkway all day. | Option C features calls on the semi-fast Cumbria-Airport service to reflect the greater demand and catchment of these stations. Horwich Parkway has even stronger demand as well as a strong existing and planned future population catchment. As such the same solution of additional semi-fast calls should be applied to Horwich Parkway. |
| Littleborough increased service level to 3tph all day. | Demand to Manchester from Littleborough (2tph) is greater than that from Todmorden (4tph). Also station catchment population is greater at Littleborough, therefore raising the basic service level from 2tph to 3tph is required. |

Revised Option

Therefore our proposed 'Revised Option' would look like Option C with the following amendments:

| Dec-19 | | | | | Option C (C9 v2) | | | Option B/C+ (TfGM) | | |
|------------------|-----|---------------|---------------|-------------------|------------------|------------------------|-----------|------------------------------------------------|-----------|--|
| Route | TOC | Corridor1 | Corridor2 | Service | Frequency | Service | Frequency | Service | Frequency | |
| CLC | EM | CLC | Hazel Grove | NOR-LIV | 1tph | NOR-LIV | 1tph | NOR-LIV (extra call at Flixton) | 1tph | |
| CLC | NT | CLC | Airport | LIV-WAC-MIA | 1tph | CLE-LIV | 1tph | CLE-LIV | 1tph | |
| CLC | NT | CLC | | LIV-MCO | 1tph | WAC-MCO | 1tph | WAC-MCO | 1tph | |
| CLC | NT | CLC | | LIV-MCO | 1tph | WAC-MCO | 1tph pk | WAC-MCO | 1tph pk | |
| Bolton | TP | Chofey | Airport | GLC/EDB-MIA | 1tph | GLC/EDB-MIA | 1tph | GLC/EDB-MIA | 1tph | |
| Bolton | NT | Chofey | Hazel Grove | BPN-HAZ | 1tph | | | | | |
| Bolton | NT | Chofey | Hazel Grove | | | | | | | |
| Bolton | NT | Chofey | Airport | BPN-MIA | 1tph | BPN-MIA | 1tph | BPN-MIA (extra calls at Heald Green or Gatey) | 1tph | |
| Bolton | NT | Chofey | Airport | | | BPN-MIA | 1tph | BPN-MIA (extra calls at Heald Green or Gatey) | 1tph | |
| Bolton | NT | Chofey | Airport | | | BIFWDM-MIA | 1tph | BIFWDM-MIA (extra call at Horwich) | 1tph | |
| Bolton | NT | Chofey | Crews | | | | | | | |
| Bolton | NT | Chofey | Crews | | | | | | | |
| Bolton | NT | Chofey | | PRE-MCV | 1tph | PRE-MCV | 1tph pk | PRE-MCV | 1tph pk | |
| Bolton | NT | Chofey | Airport | | | Bolton-Mkisslow | 1tph pk | Bolton-Mkisslow | 1tph pk | |
| Bolton | NT | Westhoughton | Crews | SOP-ALD | 1tph | | | | | |
| Bolton | NT | Westhoughton | Ashton-u-L | SOP-SYB | 1tph | SOP-SYB | 1tph | 1 SOP-SYB | 1tph | |
| Bolton | NT | Westhoughton | Ashton-u-L | | | SOP-SYB | 1tph | 1 Wigan Wallgate-SYB | 1tph | |
| Bolton | NT | Westhoughton | | | | | | | | |
| Bolton | NT | Westhoughton | Airport | | | | | | | |
| Chat Moss | TP | Chat Moss | Ashton-u-L | LIV-SCA | 1tph | LIV-SCA | 1tph | 1 LIV-SCA | 1tph | |
| Chat Moss | TP | Chat Moss | Ashton-u-L | LIV-NCL/EDB | 1tph | LIV-NCL/EDB | 1tph | 1 LIV-NCL/EDB | 1tph | |
| Chat Moss | NT | Chat Moss | Airport | BIFWDM-MIA | 1tph | | | | | |
| Chat Moss | TP | Chat Moss | Airport | | | | | | | |
| Chat Moss | NT | Chat Moss | Airport | LIV-MIA-CRE | 1tph | | | Liverpool - Airport | 1tph | |
| Chat Moss | NT | Chat Moss | | | | Liverpool - Oxbrd Rd | 1tph | | | |
| Chat Moss | NT | Chat Moss | | LIV-MCV | 1tph pk | LIV-MCV | 1tph pk | LIV-MCV | 1tph pk | |
| Chat Moss | NT | Chat Moss | Calder Valley | CTR-LDS | 1tph | CTR-LDS | 1tph | 1 CTR-LDS (extra call at Littleborough) | 1tph | |
| Chat Moss | NT | Chat Moss | Calder Valley | | | CTR-LDS | 1tph | 1 CTR-LDS (extra call at Littleborough) | 1tph | |
| Chat Moss | NT | Chat Moss | Hazel Grove | | | Wigan NW - Hazel Grove | 1tph pk | Wigan NW - Hazel Grove (all day) | 1tph | |
| Chat Moss | NT | Chat Moss | Ashton-u-L | | | | | | | |
| Chat Moss | AW | Chat Moss | Airport | Nwales-MIA | 1tph | | | | | |
| Chat Moss | AW | Chat Moss | | CTR-MAN | 1tph pk | | | | | |
| TPE North | TP | Airport | Ashton-u-L | MIA-RCC | 1tph | MIA-RCC | 1tph | 1 MIA-RCC | 1tph | |
| TPE North | TP | Airport | Ashton-u-L | MIA-NCL | 1tph | MIA-NCL | 1tph op | 1 MIA-NCL | 1tph op | |
| TPE North | TP | Ashton-u-L | | | | MCV-NCL | 1tph pk | MCV-NCL | 1tph | |
| Victoria North | NT | Ashton-u-L | | MCV-SYB | 1tph | | | | | |
| Victoria North | NT | Calder Valley | | MCV-LDS | 1tph | | | | | |
| Victoria North | NT | Calder Valley | | | | | | | | |
| Victoria North | NT | Atherton | Calder Valley | | | | | | | |
| Victoria North | NT | Atherton | Calder Valley | Wigan-BBN via TOD | 1tph | Kirkby-BBN via Tod | 1tph | 1 Kirkby-BBN via Tod | 1tph | |
| Victoria North | NT | Atherton | Calder Valley | Wigan-LDS | 1tph | Wigan-LDS | 1tph | 1 Wigan-LDS | 1tph | |
| Southport | NT | Atherton | | | | SOP-MIA | 1tph pk | SOP-MIA via Atherton (all day) call at Swinton | 1tph | |
| Victoria North | NT | Blackburn | Calder Valley | CL-RCD | 1tph | CL-RCD | 1tph | 1 CL-RCD | 1tph | |
| Victoria North | NT | Blackburn | Calder Valley | BBN-RCD | 1tph | BBN-RCD | 1tph | 1 BBN-RCD | 1tph | |
| Victoria North | NT | Atherton | | Kirkby-MCV | 1tph | | | | | |
| Victoria North | NT | Atherton | | Wigan-MCV | 1tph pk | | | | | |
| Piccadilly South | NT | Bredbury | | MAN-CHN/SHF | 1tph | MAN-CHN/SHF | 1tph | MAN-CHN/SHF | 1tph | |
| Piccadilly South | NT | Bredbury | | MAN-NMC | 1tph | MAN-NMC | 1tph | MAN-NMC | 1tph | |
| Piccadilly South | NT | Bredbury | | MAN-MIC | 1tph pk | MAN-MIC | 1tph pk | MAN-MIC | 1tph pk | |
| Piccadilly South | NT | Crews | | MAN-SPT-WML-CRE | 1tph | MAN-SPT-ALD | 1tph | MAN-SPT-ALD | 1tph | |
| Piccadilly South | NT | Crews | | | | MAN-SPT-ALD | 1tph | MAN-SPT-ALD (possibly terminate CRE) | 1tph | |
| Piccadilly South | NT | Airport | | | | MAN-MIA-CRE | 1tph | MAN-MIA-CRE | 1tph | |
| Piccadilly South | NT | Airport | | | | MAN-MIA-CRE | 1tph | MAN-MIA-CRE (possibly terminate ALD) | 1tph | |
| Piccadilly South | AW | Crews | | MAN-Swales | 1tph | MAN-Swales | 1tph | MAN-Swales | 1tph | |
| Piccadilly South | VT | Crews | | MAN-CRE-EUS | 1tph | MAN-CRE-EUS | 1tph | MAN-CRE-EUS | 1tph | |
| Piccadilly South | XC | Crews | | MAN-CRE-Seast | 1tph pk | MAN-CRE-Seast | 1tph pk | MAN-CRE-Seast | 1tph pk | |
| Piccadilly South | NT | Guide Bridge | | MAN-GLO | 1tph | MAN-GLO | 1tph | MAN-GLO | 1tph | |
| Piccadilly South | NT | Guide Bridge | | MAN-GLO | 1tph | MAN-GLO | 1tph | MAN-GLO | 1tph | |
| Piccadilly South | NT | Guide Bridge | | MAN-RSH | 1tph | MAN-RSH | 1tph | MAN-RSH | 1tph | |
| Piccadilly South | NT | Guide Bridge | | MAN-RSH | 1tph | MAN-RSH | 1tph | MAN-RSH | 1tph | |
| Piccadilly South | NT | Guide Bridge | | MAN-RSH | 1tph | MAN-RSH | 1tph | MAN-RSH | 1tph | |
| Piccadilly South | TP | Guide Bridge | | MAN-HUL | 1tph | MAN-HUL | 1tph | MAN-HUL | 1tph | |
| Piccadilly South | TP | Guide Bridge | | MAN-HUD | 1tph | MAN-HUD | 1tph | MAN-HUD | 1tph | |
| Piccadilly South | NT | Altrincham | | MAN-CTR | 1tph | MAN-CTR | 1tph | MAN-CTR | 1tph | |
| Piccadilly South | NT | Altrincham | | SPT-CTR | 1tph pk | MAN-North Wales | 1tph | MAN-North Wales | 1tph | |
| Piccadilly South | NT | Hazel Grove | | MAN-BUX | 1tph | MAN-BUX | 1tph | MAN-BUX | 1tph | |
| Piccadilly South | NT | Hazel Grove | | MAN-BUX | 1tph | MAN-BUX | 1tph | MAN-BUX | 1tph | |
| Piccadilly South | NT | Hazel Grove | | | | Wigan NW - Hazel Grove | 1tph pk | Wigan NW - Hazel Grove (all day) | 1tph | |
| Piccadilly South | TP | Hazel Grove | Airport | OLE-MIA | 1tph | | | | | |
| Piccadilly South | NT | Macclesfield | | MAN-SOT | 1tph | MAN-SOT | 1tph | MAN-SOT | 1tph | |
| Piccadilly South | NT | Macclesfield | | MAN-MC/SOT | 1tph pk | MAN-MC/SOT | 1tph pk | MAN-MC/SOT | 1tph pk | |
| Piccadilly South | VT | Macclesfield | | MAN-SOT-EUS | 1tph | MAN-SOT-EUS | 1tph | MAN-SOT-EUS | 1tph | |
| Piccadilly South | VT | Macclesfield | | MAN-SOT-EUS | 1tph | MAN-SOT-EUS | 1tph | MAN-SOT-EUS | 1tph | |
| Piccadilly South | XC | Macclesfield | | MAN-BHM-Sooast | 1tph | MAN-BHM-Sooast | 1tph | MAN-BHM-Sooast | 1tph | |
| Piccadilly South | XC | Macclesfield | | MAN-BHM-Swest | 1tph | MAN-BHM-Swest | 1tph | MAN-BHM-Swest | 1tph | |

We realise in order to accommodate these changes and maintain high performance it is likely that a service would have to be removed from Castlefield Corridor. In line with the proposal in peak for Option C and all day in Option B, therefore following the logic of the Task Force's service choices, the most logical service to remove from the corridor would be the Newcastle to Manchester Airport service. Evidence shows that the performance of the long distance TransPennine services around the chord has been traditionally poor and running two separate TransPennine services via this route before any further infrastructure enhancement has taken place to accommodate it does not seem in line with the Task Force's original objectives. Whilst

the Newcastle to Airport service represents an important flow to the Airport, and one we would like to see return as soon as physically possible, most passengers use this service to make intermediate movements rather than from end to end. In terms of servicing the Airport market, a direct train from York, Leeds and Huddersfield will still be maintained through the Redcar service. The termination of the Newcastle to Manchester Airport service at Victoria is justified on the basis that doing so would accommodate new services in the Revised Option which would provide greater passenger benefit than the original, un-altered, Newcastle-Airport service would. As stated in response to Question 2 above, this timetable, and indeed any timetable, should not be led by potential financial contribution to the industry but by what customers (and future customers) need.

Next steps

4. Please provide your views on the details of the proposed changes which are detailed by route in the Appendix.

It is imperative that the Government understands that implementing any of the three options as they stand will have local impacts which are far reaching and highly detrimental, especially to the goal of rebuilding confidence and patronage on rail and trust within the industry itself. Whilst our Revised Option, an adaption of Option C, still contains significant elements of compromise, it does represent a fairer and most likely better performing option in reality, given overcrowding concerns presented by the original options.

Even with the proposed alterations to Option C, there will still be some gaps in linkages which are valuable. The most important of these are the loss of the Sheffield to Airport link and the loss of a direct service linking Stockport, Heaton Chapel and Levenshulme to Salford Crescent and towards Bolton. Salford Crescent is adjacent to Salford University which has major plans for development in the near future, so will act as a major attractor for employment, education and leisure, which the altered Option C timetable will not meet.

The issue of interchange is not adequately addressed by the consultation. All the consultation options, including our proposed adaption of Option C, break connectivity which passengers have grown used to and will require smooth, good quality interchanges to make them work in reality. This means that the infrastructure works identified for short-term station improvements at Manchester Piccadilly, Oxford Road and Victoria as part of the Manchester and North West Transformation Programme Tranche 1 need to be implemented prior to this timetable change to help passengers make their journeys.

As well as manifesting itself in more interchanges being made for those who want to reach the airport and particular Manchester central destinations (particularly Manchester Piccadilly), if any of the options are implemented as described we are concerned that this will also manifest in more passengers choosing to change trains, in particular for trains from the Atherton, Westhoughton and Blackburn lines, where there are strong desire lines to the south of the city centre. Of particular concern would be the impact of further interchange at Salford Crescent station, which is already operating as a key interchange location (which was never intended when the station first opened in 1987). A reduced level of service on the Atherton line as proposed in the three options would lead to more concentrated boarding and alighting at this station as passengers sought to get from Southport, Kirkby, Wigan and Atherton to the Castlefield Corridor. GMCA's Revised Option mitigates against this with the extended Southport service stopping all day at key stations on this line.

Consideration also needs to be made to how to help customers adapt to the service changes when the timetable comes on board, such as ambassadors, clear communications and printed information as per when the timetable change took place in 2018 (much of which was built into Northern and TPE's franchises).

Deliverability is not adequately addressed by the consultation. If any of these options cannot be delivered robustly in May 2022 they should not be considered. It is important to implement a robust option and one which will perform well in practice. Any changes to the timetable must be part of a wider Covid-19 recovery plan for the railway which helps encourage people back to the railway post-pandemic to support the north's economic and environmental objectives. Operational viability of the option implemented is vital if we are to learn the lessons of May '18 and use this timetable change to demonstrate that the railway has learnt its lessons and put robust processes in place to understand the workability of timetables before they are implemented. As there would also be a timetable change taking place on the East Coast Main Line at the same time, it is imperative that this is understood holistically by those leading the change(s). Another disaster may prove impossible to recover from.

Making the solution COVID proof

All the evidence to date reported by the cross industry "Rail COVID Forecasting Group" is pointing to a future where the traditional commuting peak will be much flatter, with approx. 25% loss in commuting demand due to home based working, a small loss in business trips but with a net gain to rail in leisure trips. There is also emerging evidence that journey to the office trips (commuting) will become fewer per week but over a longer distance. These changes when translated into the plans for the May 2022 timetable suggests that rail based airport demand will recover, as will longer distance trips to seaside resorts and attractions, but that the need for peak extras may change to a need for a more equal all day service. Such a scenario would support the proposals outlined above to change the Option C peak extra trains such as Wigan-Hazel Grove and Southport-Manchester Oxford Road to all day services.

In conclusion, GMCA has instructed TfGM to continue to progress the Revised Option 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 can command the support of Greater Manchester.

GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 19 March 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.

BACKGROUND DOCUMENTS:

Metrolink Service Performance report of 22 January 2021

CONTACT OFFICERS:

| | | |
|-----------------|---------------------------------------|-----------------------------------------------------------------------------------------|
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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

Comments/recommendations from Overview & Scrutiny Committee

BACKGROUND PAPERS: n/a

| | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-----|
| 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 121 operational trams serviced from two depots. All available trams run in service on weekdays, with as many doubles as possible to facilitate social distancing.
- 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.

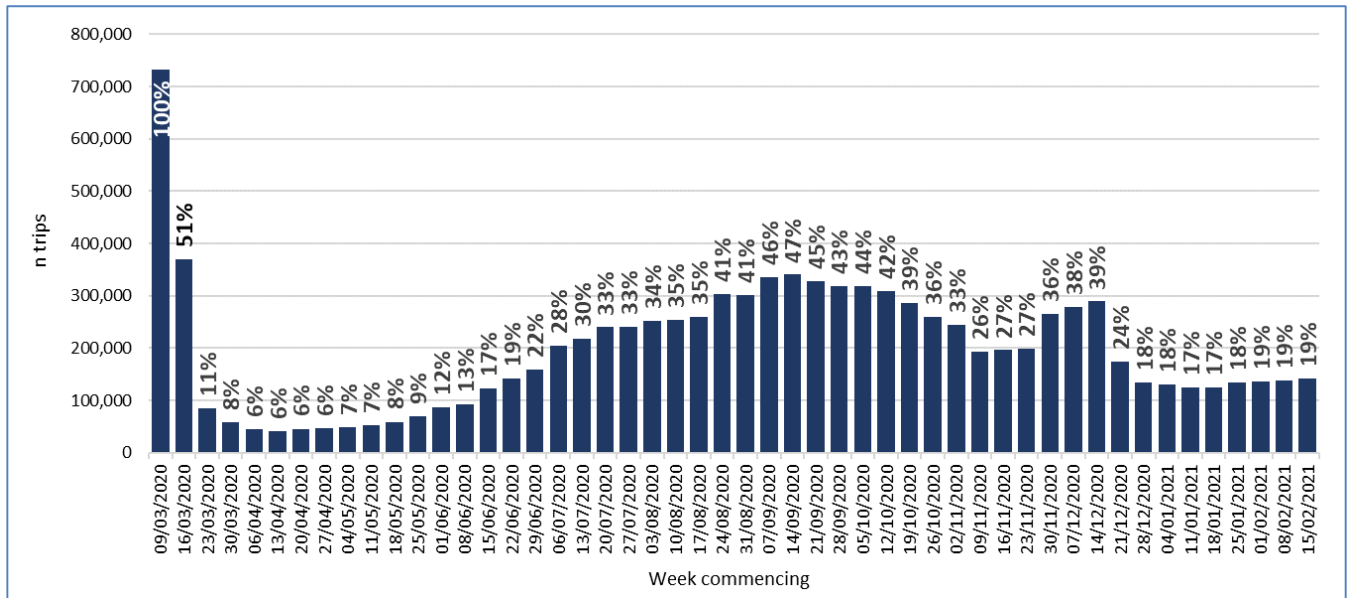
2. PERFORMANCE SUMMARY

- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 The third national lockdown in place from 05 January 2021 resulted in patronage falling to between 17% and 19% of pre-COVID levels. Following the government recovery roadmap announcement on 22 February, it is expected that patronage will now start to increase as pupils and students return to education and lockdown restrictions begin to ease.
- 2.3 97.9% of scheduled miles were operated during the 12 months to February 2021 against a performance target of 99.4%. Performance was impacted by vehicle availability issues and storm Christoph. Vehicle availability has also been impacted by the localised increase in criminal damage which has removed trams from service whilst repairs are completed.
- 2.4 Recorded incidents of crime and anti-social behaviour on the network have reduced from 198 in December to 181 in January and 22 fewer incidents reported than in January 2020.
- 2.5 TravelSafe Days of Action have continued throughout January and February, with a continued focus on locations where ASB has been reported and low face covering compliance noted. In February, TravelSafe completed the 50th Day of Action since July 2020.
- 2.6 Continuation and monitoring of COVID measures continues following the roll out of additional touch point cleaning, hand sanitisers and Trambassadors. Work has been underway to restart the school engagement ahead of the 8 March with particular focus on the schools and locations where compliance was lower last year.

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 decreased to approximately 6% of pre COVID levels during the first lockdown of the pandemic. Patronage increased as schools, colleges and universities returned following the summer holidays, but began to fall again from 21 September, as Greater Manchester entered into tier 2 then tier 3 restrictions.

2.10 The second national lockdown between 05 November and 02 December resulted in patronage falling but remaining well above levels experienced in the first lockdown as non-essential retail offered in-store 'click and collect' services, food outlets and coffee shops opened for takeaway and education remained open for pupils.

2.11 Patronage increased during the run up to Christmas, returning to levels equivalent to August as non-essential retail and service sectors reopened, but tier 3 restrictions continued to suppress travel demand as the hospitality and leisure sectors remained closed.

2.12 The third national lockdown in place from 05 January 2021 resulted in patronage falling to between 17% and 19% of pre-COVID levels. The limited variance in trip numbers experienced during the lockdown period (variance +/- 2%) is expected to come to an end following the government recovery roadmap announcement on 22 February, and we expect patronage to increase as pupils and students return to education and lockdown restrictions begin to ease.

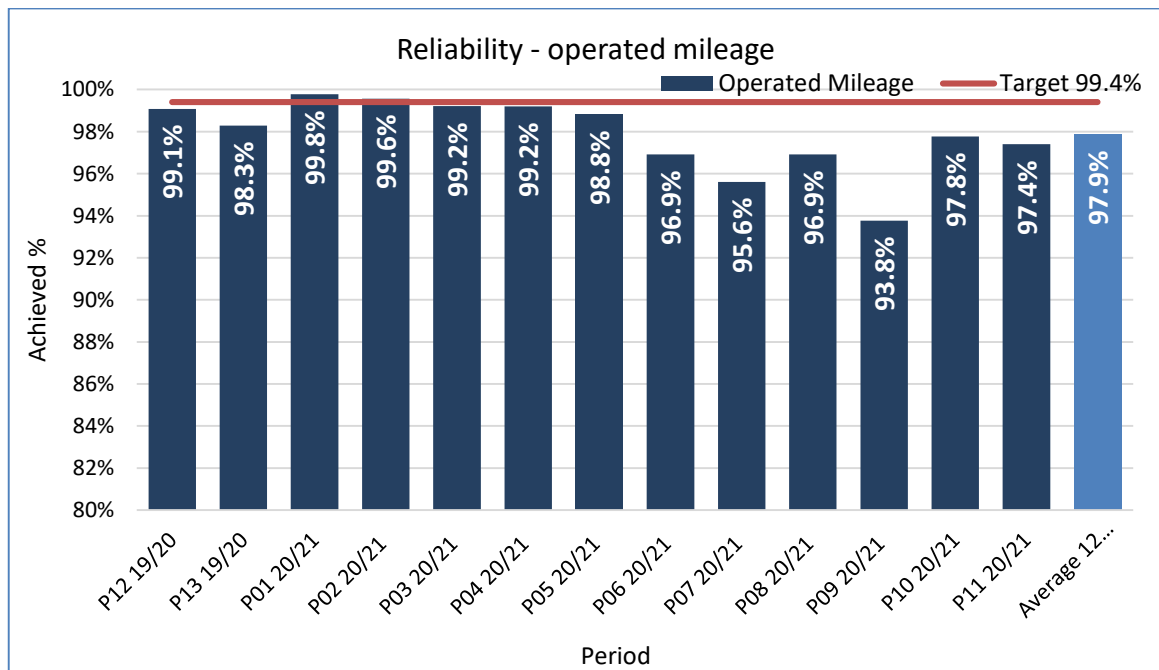
Financial Update

- 2.13 Following the national lockdown announcement on 4th January, the total shortfall for 2020/21 is forecast to be circa £64m. A package of support from central government has been agreed which will cover these costs in full, subject to a reconciliation exercise and the submission of a 'Recovery Plan', which was submitted to the DfT in January 2021.
- 2.14 To date, no feedback on the recovery plan has been received, however DfT are acknowledging need for continued emergency funding beyond March.

3. OPERATIONAL PERFORMANCE

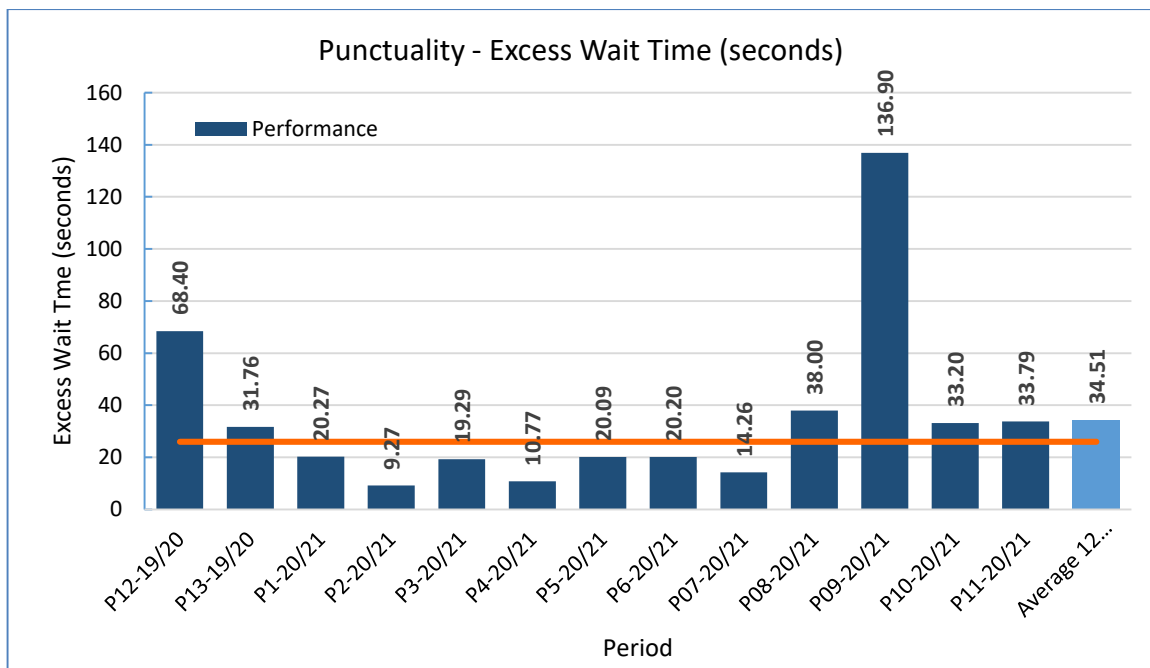
Reliability

- 3.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated verses the number of scheduled miles. A miles operated target of 99.4% was set for the year 2020/21.
- 3.2 Reliability performance has improved in periods 10 and 11, from period 9. However, vehicle availability issues (discussed below in section 3.8) and significant adverse weather conditions during storm Christoph meant that the target of 99.4% was not achieved.



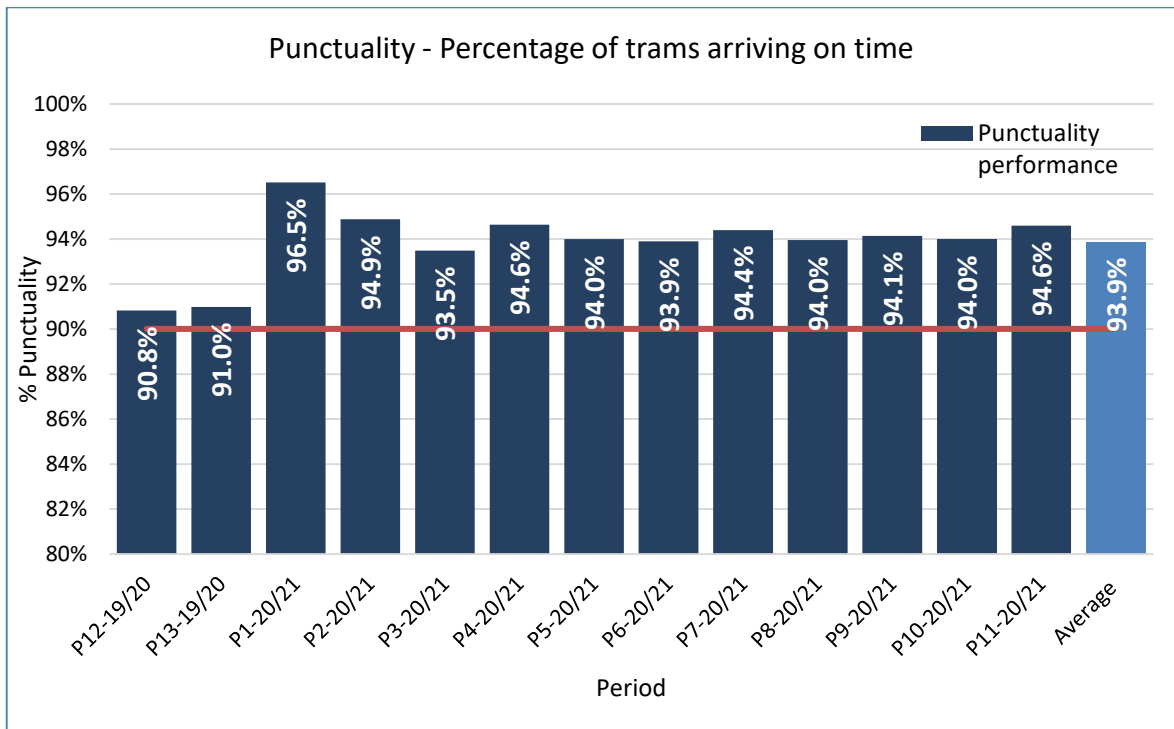
Excess Wait Time

- 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 EWT average performance for the 12 months to February 2021 was 34.51 seconds against a target of 26 seconds. The EWT target of 26 seconds was met on all but 5 days in period 10 and all but 7 days in period 11. 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.
- 3.5 The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.



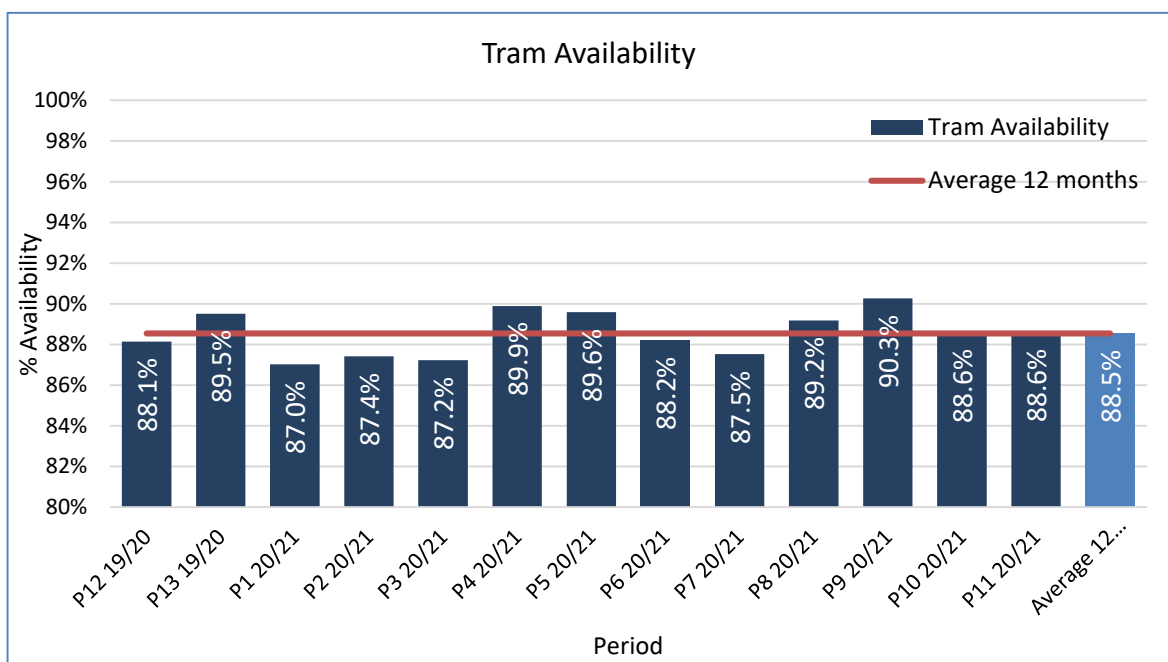
Punctuality - Percentage of services operating to time.

3.6 Punctuality performance covering the previous 12 months (13 periods) is shown below.



Asset reliability - Trams

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

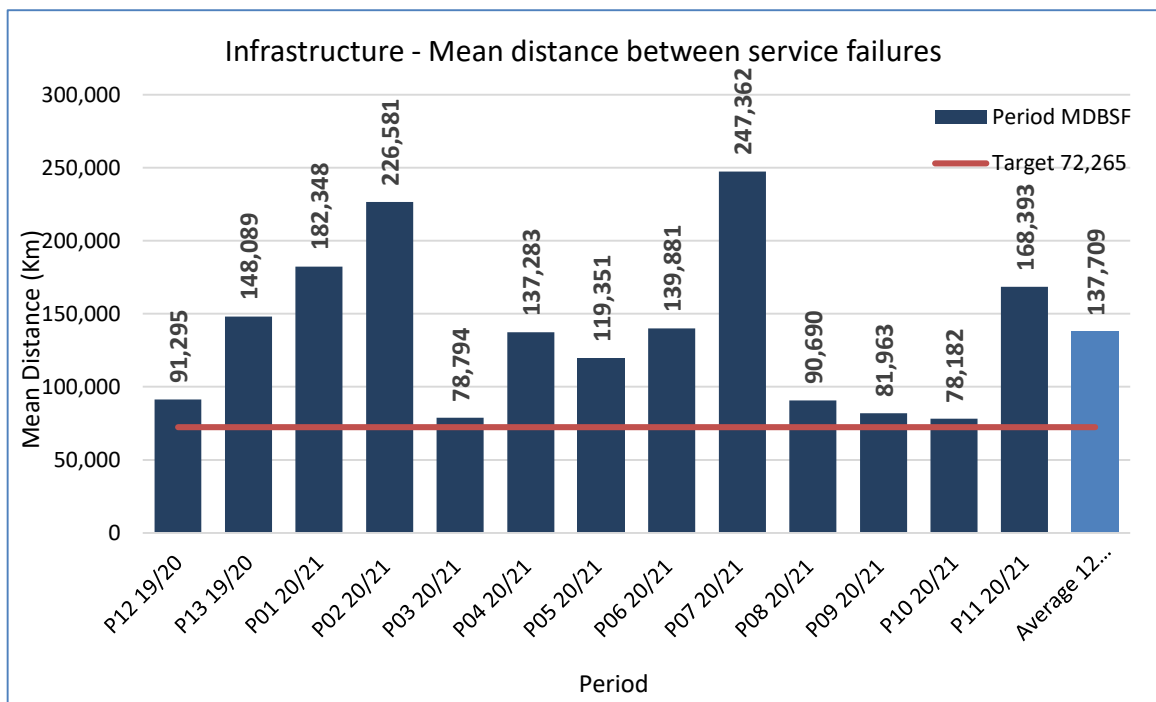


3.8 Tram availability dipped below 90% in both periods 10 and 11. There is no single cause of these availability issues as multiple systems were implicated. The majority were caused by component faults which were subsequently repaired.

3.9 A review of the tram fleet availability and reliability continues with KAM. Staffing levels have contributed to these issues throughout the pandemic with maintenance teams balancing reliability with reactive maintenance and renewal projects. Due to the increase in criminal damage from ASB particularly on the Airport line as outlined in section 3.13, trams have been removed from service and remain out until repairs are completed.

Asset reliability – Infrastructure

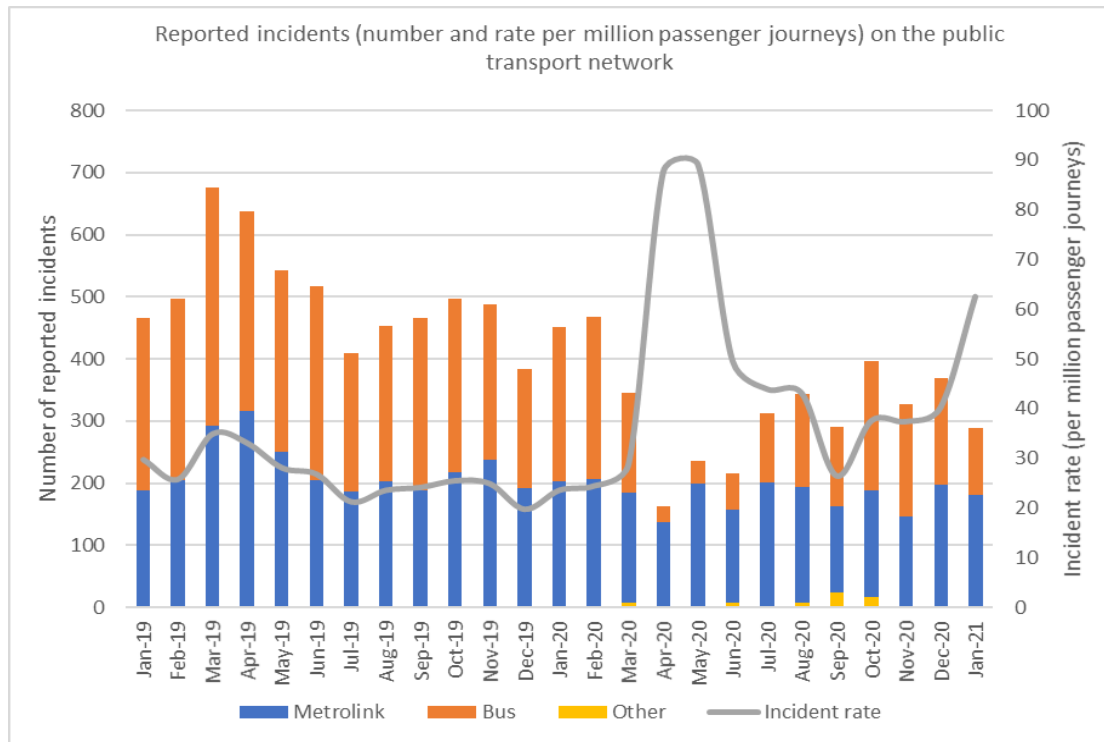
Infrastructure reliability performance, in terms of service distance travelled between failures.



3.10 Infrastructure performance has continued above target for the past 13 periods.

Crime & Anti-Social Behaviour

- 3.11 On average, 179 incidents of crime and anti-social behaviour per month were reported to Metrolink across the duration of the year.
- 3.12 There were 22 fewer reported incidents on the Metrolink network during January 2021 than during January 2020. However, reduced patronage has resulted in a substantial increase in the rate of reported incidents which is calculated per million passenger journeys.

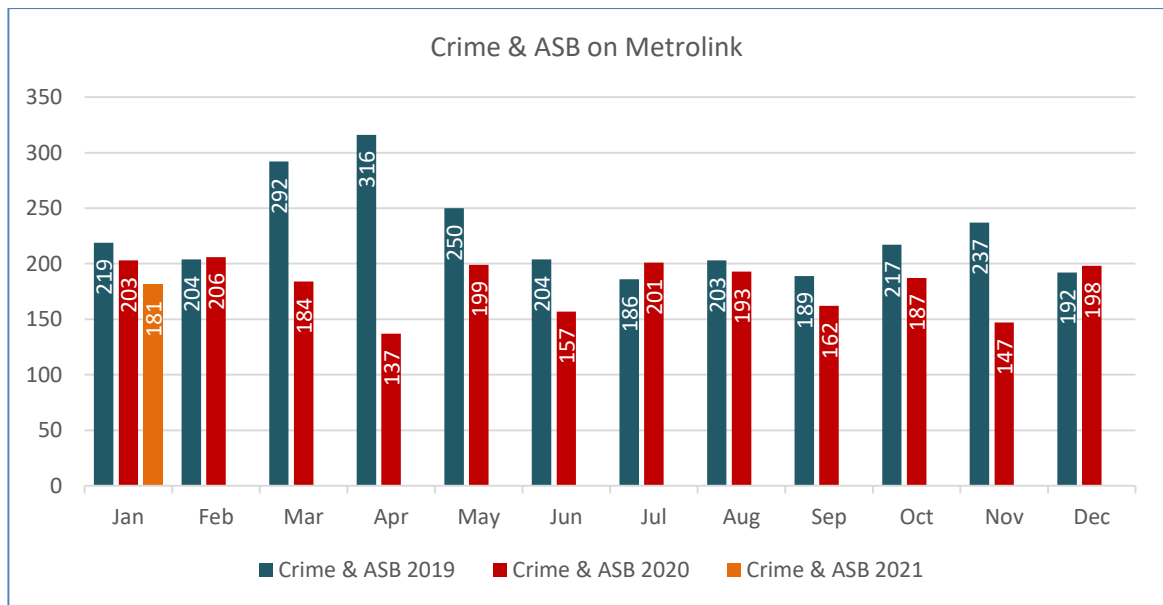


| Crime & ASB Category | Jan 2020 | Jan 2021 | Change in incidents |
|-----------------------------------------------|--------------------|--------------------|---------------------|
| | Reported Incidents | Reported incidents | |
| ASB | 16 | 8 | -50% |
| Assault (inc domestic incidents) | 42 | 5 | -88% |
| Damage to Property | 15 | 31 | 107% |
| Drink and Drug Related Incidents | 8 | 18 | 125% |
| Harassment & Intimidation | 64 | 48 | -25% |
| Obstruction/Interfere with Network Operations | 20 | 49 | 145% |
| Other Public Order | 9 | 5 | -44% |
| Robbery & Thefts | 18 | 13 | -28% |
| Sexual Assault/Sexual Incident | 4 | 0 | -100% |
| Tram Surfing | 5 | 1 | -80% |
| Weapons Incident | 2 | 3 | 50% |
| Grand Total | 203 | 181 | -11% |

3.13 On the Airport line there were 16 reported incidents of obstructing network operations during January 2021. This has reduced from 23 during December 2020, however the issue is ongoing with 14 of the incidents now on the section of line between Crossacres and Wythenshawe Park. In comparison, during January 2020 there was one reported incident on this line.

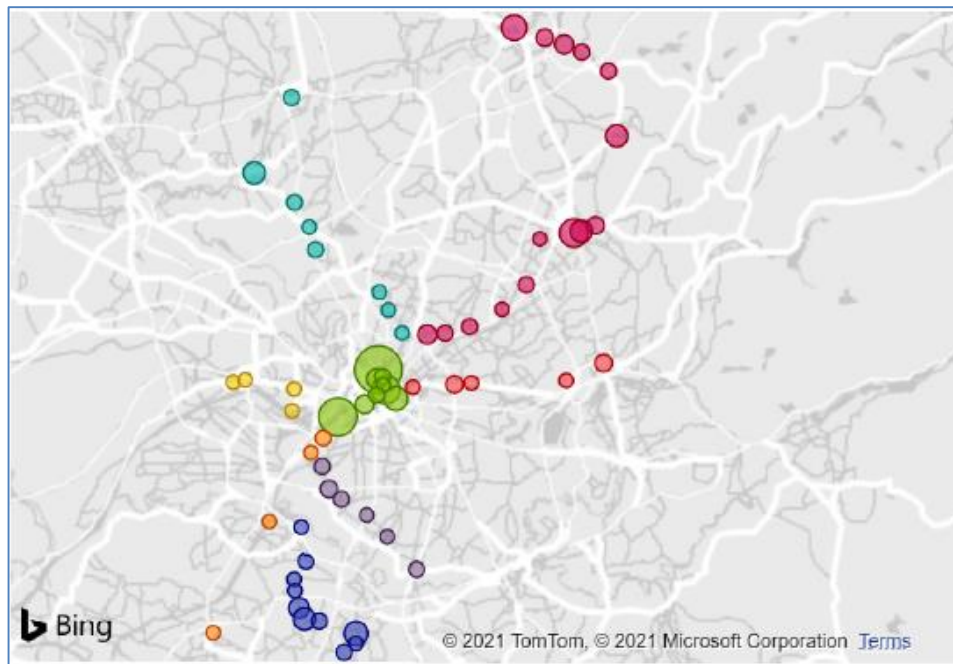
3.14 The mitigations below were introduced on Airport line, which led to a decrease in incidents involving youths pulling the emergency door handle:

- Increased Travel Safe Officer presence at hot spots areas (predominantly around the Martinscroft and Wythenshawe Town Centre stops);
- CCTV collated and sent to GMP for support on crimes;
- The GMP Transport Unit have provided increased presence and the Airport line is the key priority for the Transport Unit;
- Escalations have also been conducted with local council compliance groups; and
- Temporary removal of double units on Airport Line due to this activity being more prevalent on the rear of a double unit.



3.15 The hot spot for ASB remains the city centre. The top five hot spot areas are Victoria, Cornbrook, St Peter’s Square, Piccadilly Gardens and Piccadilly Undercroft. However, the section of route from Oldham King Street to Oldham Mumps has recently developed into a hot spot, primarily due to the current closure of schools. This has resulted in an increase in criminal damage (smashed shelters and windows) and loitering amongst youths.

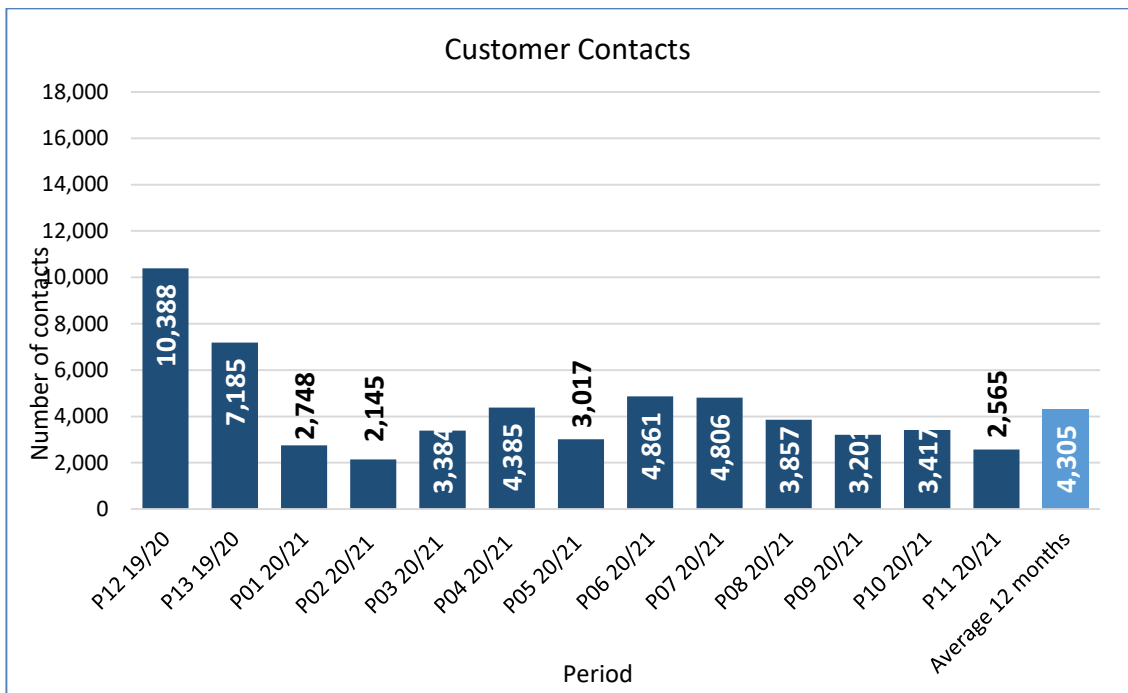
- 3.16 The locations of hot spots for crime and anti-social behaviour during early February are shown on the map below. The size of the circle relates to the scale of reported incidents.



- 3.17 The number of assaults has decreased from 42 in January 2020 to 5 during January 2021. There were two reported assaults against staff during January 2021. This is a decrease from nine during December 2020.
- 3.18 TravelSafe Days of Action have continued during January and February, with a continued focus on locations where ASB has been reported and low face covering compliance noted. In January engagement took place at Shaw & Crompton (14 Jan), Wythenshawe (21 Jan) and Victoria (27 Jan). In February engagement took place at Heaton Park (4 Feb), Ashton-under-Lyne (10 Feb) and Victoria (17 Feb).
- 3.19 During periods 10 and 11, TravelSafe officers reported over 1,000 face covering interventions. Since 15 June 2020 when face coverings on public transport became compulsory, there have been over 6,200 face covering interventions by TravelSafe officers. Through the Transport Unit activity on the network, 19 Fixed Penalty Notices (FPN) have been issued since September by Greater Manchester Police.
- 3.20 Most reported byelaw offences during periods 10 and 11 were for smoking, verbal abuse of staff, misuse of the emergency door handle and alcohol. During period 10, 43 byelaw offences were reported for prosecution through the court. During period 11, 29 byelaw offences were reported for prosecution.
- 3.21 Following an incident of criminal damage where shelters were smashed, GMP have referred three youths to Manchester's restorative justice service. KAM will carry out a virtual awareness session for all involved parties, including the youths and their parents.

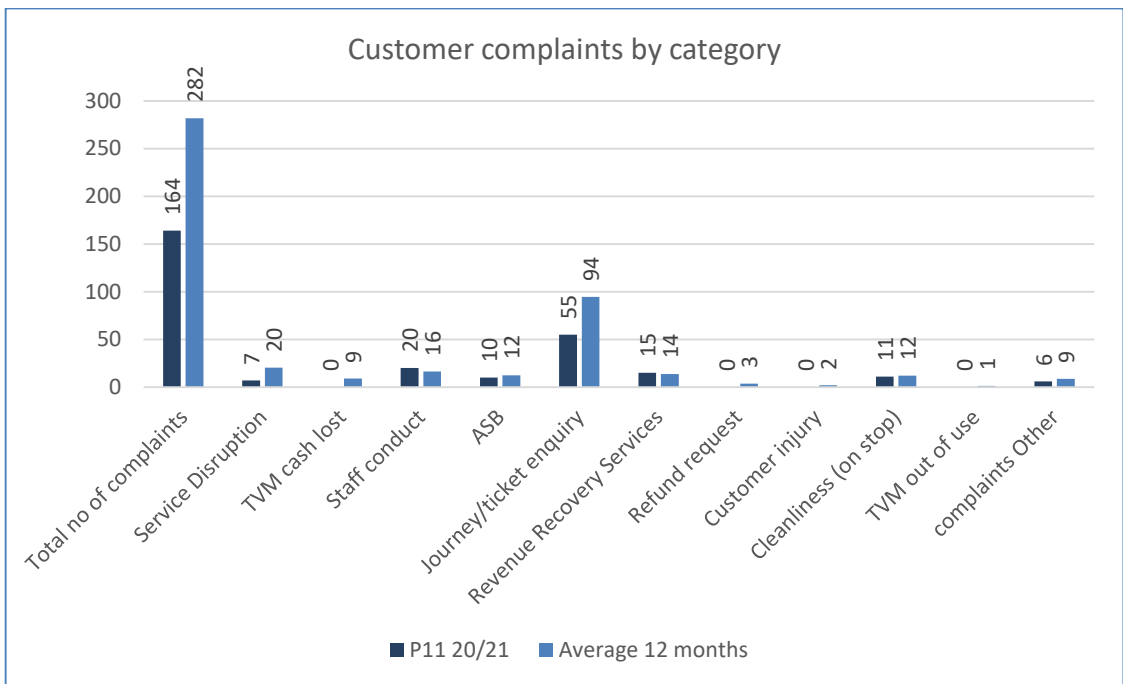
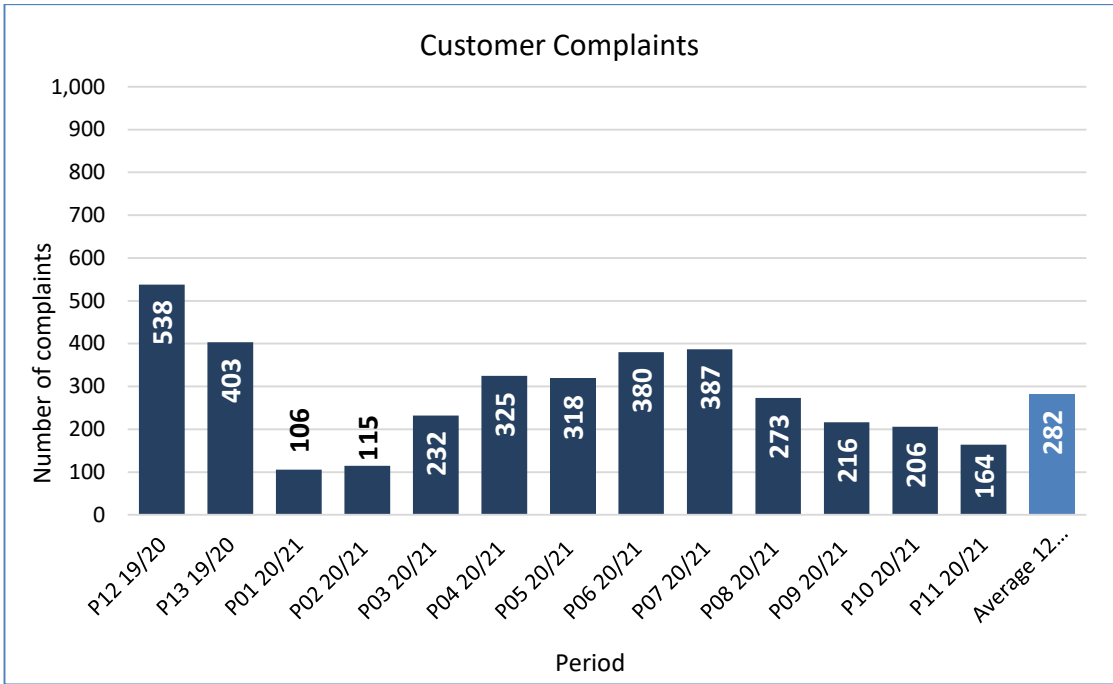
Customer contacts and complaints

3.22 Just under 56,000 customer contacts were dealt with over the duration of the year, averaging at just over 4,305 customer contacts per period (excludes twitter contact).



The charts above and below show clearly how the number of customer contacts and complaints dropped significantly at the outset of COVID. These lower levels have been sustained ever since.

3.23 The category of contacts varies by period. Ticketing related contacts continue to dominate customer feedback channels, as can be seen in the charts below.



4. CAPITAL PROGRAMME

Capacity Improvement Programme

- 4.1 The extensions of Whitefield and Radcliffe Park & Ride sites are to commence in Summer, increasing overall P&R spaces across the two sites by 234. During construction a temporary facility will be located near Radcliffe stop. The invitation to tender for power enhancements on the Bury line is going to market in the coming week to construct three new substations.

Tram Management System (TMS)

- 4.2 The final package of works at Timperley was completed on the 13/14 March 2021.

5. FORWARD LOOK

Service

- 5.1 The Metrolink service provision was not reduced during the November and January lockdowns with all available trams operating on the network. The current service pattern delivers a good spread of capacity across the network and through deployment of double trams the capacity can be mobilised to support social distancing and respond to changes in line demand.
- 5.2 Following the government recovery roadmap announcement we will maintain the current capacity through the return of passengers, noting that all available trams are operating.
- 5.3 A longer-term service pattern is in development with KeolisAmey Metrolink. The recovery service options in development aim to optimise capacity and target to meet demand.

Planned engineering works

- 5.4 This year essential maintenance and renewal works will continue to be planned as per the annual programme.
- 5.5 There will be track works in the city centre including Victoria and Piccadilly as well as Trafford Bar, Cornbrook, Rochdale and Eccles. Most works will be constrained to weekends except for the two closures outlined below at Eccles and Victoria. Planning of services during these works are underway and will be communicated at the earliest opportunity to both stakeholders and customers. All works are coordinated to reduce the impact as much as possible for customers returning to the network.
- 5.6 Eccles New Road resurfacing works have been brought forward to be completed in March ahead of the first phase of recovery planned for the 12 April. These works are currently scheduled to commence on the 20 March through to the 5 April 2020. This will close the Metrolink line between MediaCityUK and Eccles throughout the duration. Service

replacement is currently being planned in due to the complexities of the highway work and detailed information will be provided to customers and stakeholders in advance.

- 5.7 Network Rail planned bridge works at Victoria impact upon Metrolink throughout August for services which travel through Victoria. TfGM is working closely with Network Rail to plan these works and minimise the impact on services as much as possible.
- 5.8 Victoria track works will commence in June through to August when Network Rail bridge works commence. The impact will be minimal for the first 3 stages (6 weeks) with only a minor service change required to facilitate. The final two stages will be more disruptive to services through Victoria but for much shorter durations. These will also interface with the Network Rail works to integrate as much as possible. These works cannot overlap due to the nature of the requirements for each in the area and safe systems of work.
- 5.9 The pandemic has impacted the procurement process and ability to award contracts earlier due to available resource and materials, therefore this has restricted our ability to expedite these works during lockdown periods.

Customer Experience

- 5.10 Continuation of the enhanced COVID measures across the network with additional touch point cleans on trams and stops, 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 and travelling safely.
- 5.11 Face covering compliance has continued to be monitored across the network Monday-Friday in the AM and PM peaks. The levels remain consistently high on Metrolink at over 80% compliance, with higher compliance in the AM peak and slightly lower compliance levels in the PM peak due to increased leisure activity. The most recent compliance by line data can be found in Appendix 2.
- 5.12 Compliance measures have continued throughout lockdown with media and marketing campaigns of travelling safely when using public transport, highly visible signage across all stops and trams, journey planning information, regular announcements on stops, staff support in educating, engaging and encouraging the use of face coverings which included proactive handouts of face covers to encourage the right behaviours in the early days/weeks.
- 5.13 As reported to the last committee, KAM's Customer Compliance Plan resulted in improved fare and face covering compliance. Strategic deployment of Customer Service Representatives to check tickets and issue standard fares, planned days of action with TfGM and GMP, and effective school engagement were key enablers. This work has continued throughout lockdown and work has commenced to engage with the education sector in readiness for school return from the 8 March.

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 | 24/04/2021 |
| 2 | 25/04/2021 | 22/05/2021 |
| 3 | 23/05/2021 | 19/06/2021 |
| 4 | 20/06/2021 | 17/07/2021 |
| 5 | 18/07/2021 | 14/08/2021 |
| 6 | 15/08/2021 | 11/09/2021 |
| 7 | 12/09/2021 | 09/10/2021 |
| 8 | 10/10/2021 | 06/11/2021 |
| 9 | 07/11/2021 | 04/12/2021 |
| 10 | 05/12/2021 | 01/01/2022 |
| 11 | 02/01/2022 | 29/01/2022 |
| 12 | 30/01/2022 | 26/02/2022 |
| 13 | 27/02/2022 | 31/03/2022 |

Appendix 2 – Face Covering Compliance by line

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

The below table provides the latest data set for periods 10 and 11.

| 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 – Draft Work Programme

March 2021 – March 2021

The table below suggests the Committee's work programme from March 2021 to March 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

March

| MEETING DATE | 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 |
| | Ring and Ride Update | Nick Roberts, TfGM | To update Members on the current operation of the Ring and Ride service. | Accountability |
| Metrolink & Rail Services Sub Committee | Metrolink Performance Report | Daniel Vaughan | To review overall performance of Metrolink. | Accountability |
| | Rail Performance Report | Simon Elliott | To review performance across the rail industry. | Accountability |
| | Feedback from Central Manchester Rail Task Force | Dtf/TfN | To receive an update following the Central Manchester Rail Task Force review. | Accountability |

| MEETING DATE | TOPIC | CONTACT OFFICER | PURPOSE | ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE |
|--------------|-----------------------|-----------------|--------------------------------------------------------------------------------------------|--------------------------------------------------|
| | Update from Operators | All Operators | To inform the Committee of the latest challenges, issues and achievements across networks. | Accountability |

March 24

| MEETING DATE | TOPIC | CONTACT OFFICER | PURPOSE | ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE |
|----------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| Full Committee | Transport Network Performance (including the transport implications of the Government's Roadmap out of lockdown) | 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 |
| | Budget and National Transport Strategy | Simon Warburton, TfGM | A report for information on the transport implications of the Government's Budget and an update on a number of forthcoming national transport strategies and policies. | Implementation |

| MEETING DATE | TOPIC | CONTACT OFFICER | PURPOSE | ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE |
|--------------|---------------------|-----------------------|----------------------------------------------------------------------------|--------------------------------------------------|
| | GM Moving – Walking | Richard Nickson, TfGM | A report and presentation on initiatives to support and encourage walking. | Implementation |