

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

DATE: Friday, 22nd January, 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 & 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 5 - 12

To consider the approval of the minutes of the meeting held on 20 November 2020.

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

- | | | |
|-----------|--|---------|
| 5. | Local Rail Service Performance
Report of Caroline Whittam, Head of Rail Franchising, TfGM. | 13 - 32 |
| 6. | Local Rail Station & Infrastructure Project Update
Report of Simon Elliott, Head of Rail Programme, TfGM. | 33 - 44 |
| 7. | Metrolink Service Performance
Report of Daniel Vaughan, Head of Metrolink, TfGM. | 45 - 62 |
| 8. | Work Programme
To note and comment on the proposed work programme for the GM Transport Committee and its Sub Committees. | 63 - 68 |
| 9. | Date of Next Meeting
Friday 19 March 2021. | |

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 22 January 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 20 NOVEMBER AT 10:30AM VIA MICROSOFT TEAMS**

PRESENT:

Councillor Richard Gold	Bury Council
Councillor Stuart Haslam	Bolton Council
Councillor Naeem Hassan	Manchester City Council
Councillor Dzidra Noor (in the Chair)	Manchester City Council
Councillor Atteque Ur-Rehman	Oldham Council
Councillor Howard Sykes	Oldham Council
Councillor Shah Wazir	Rochdale Council
Councillor Doreen Dickinson	Tameside Council (from agenda item 6)
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
Lindsay Dunn	Governance & Scrutiny, GMCA
Lucja Majewski	Transpennie Express
Victoria Mercer	Metrolink Service Delivery Manager, TfGM
Lee Teasdale	Governance & Scrutiny, GMCA
Daniel Vaughan	Head of Metrolink, TfGM
Nicola Ward	Governance & Scrutiny, GMCA
Caroline Whittam	Head of Rail Franchising, TfGM
Gwynne Williams	Deputy Monitoring Officer, GMCA

GMTMRC 11/20 APOLOGIES

Resolved /-

1. That apologies be noted and received from Bob Morris, TfGM and Chris Jackson, Northern.
2. That it be noted that Councillor Peter Robinson (Tameside) was unable to join the meeting due to technical difficulties.

GMTMRC 12/20 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

There were no Chair's announcements or urgent business.

GMTMRC 13/20 DECLARATIONS OF INTEREST

Resolved /-

That there were no declarations of interest.

**GMTMRC 14/20 MINUTES OF MEETING OF THE METROLINK & RAIL SUB COMMITTEE HELD 18
SEPTEMBER 2020**

Resolved /-

That the minutes of the meeting held 18 September 2020 be approved.

GMTMRC 15/20 LOCAL RAIL SERVICE PERFORMANCE AND OPERATIONS UPDATE

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 05 – 07, 2020/21 (26 July – 17 October 2020). It was advised that there had been strong consistent performance by all operators in the area with both Northern and Transpennine Express recording Right Time performance above 70% and the Public Performance Measure above 90%. Network Rail delay minutes continued to perform well and had remained considerably favourable to targets across its Manchester area.

Members were advised there had also been an uplift in services from 14 September 2020 to approximately 85% of pre Covid provision. The Rose Hill line had returned to a 90-minute service frequency being re-instated from 26 October (with some additional peak services) and an hourly service was scheduled to return from 14 December.

Patronage increased steadily in July and August to between 35 – 40% of pre-Covid levels, largely as a result of more leisure journeys. This however decreased in September as schools returned and further Covid restrictions were imposed locally across the region. The current national lockdown was anticipated to result in a further decrease.

New Emergency Recovery Measures Agreements (ERMAs) were brought in for train operators on 20 September, the new agreements featured additional payments to operators for good performance. Face covering compliance, Christmas and New Year Services and a Community Rail update were also detailed in the report.

Members acknowledged the challenging position for operators and requested that further information regarding contingency planning ahead of the roll out of the Covid-19 vaccine and any changes to the guidelines be included in future reports to the Committee.

It was advised that currently patronage was low and provision was relatively high (up to 85% pre Covid levels), therefore there were no current issues regarding social distancing. However, the changing environment ensured that contingency planning was being undertaken ahead of any further increase in patronage to make certain guidelines could be adhered to.

On behalf of Northern, Owain Roberts, reported that recent patronage figures had decreased to as low as 21% for the same period the previous year. The timetable uplift commencing on 14 December

had been developed based on resource assumptions, taking into account staff currently self-isolating and sickness levels. Further service uplifts would be provided when there was confidence that a reliable service could be provided.

Lucja Majewski, Regional development Manager, TPE, explained that the timetables implemented were based on current demand and the availability of resources mainly due to the delays in driver training due to social distancing measures. TPE had invested £1.7m in additional cleaning and highlighted that further reassurance messages needed to be communicated to the public to encourage confidence in the use of public transport.

Mark Angelucci, Rail Officer, TfGM provided an updated presentation on forthcoming timetable changes which would be shared with the Committee. It was advised that train service provision would increase from approximately 85 to 90%. The main timetable changes for Northern and TPE services were summarised for Members. Avanti West Coast and East Midlands Railway changes were outlined and there were no reported changes from Transport for Wales and Cross Country.

Members asked if the restoration of Sunday services from Moses Gate, Farnworth and Kearsley would be reinstated in future timetable changes. It was advised that pre Covid, the most favourable business case option was to restore services at Farnworth. Due the pandemic this had been stalled, however once recovery begins, services would be reviewed and commuter demand and railway revenue would be evaluated in order to consider the re-introduction of services.

Resolved /-

1. That the report be noted.
2. That as a result of the imminent roll out of the Covid-19 vaccine, contingency planning, taking into account government advice, be undertaken in advance of any planned reliable service uplift and detailed in future reports to the Committee.
3. That emphasis on safe contingency planning and any planned service uplifts be reassuringly communicated to the public to encourage confidence in the use of public transport.
4. That an updated presentation on forthcoming timetable changes (non-GM services removed) be shared with the Committee.
5. That the business case for the restoration of Sunday service from Moses Gate, Farnworth and Kearsley be reviewed and considered in future timetable changes.

GMTMRC 16/20 METROLINK PERFORMANCE REPORT

Victoria Mercer, Metrolink Service Delivery Manager, TfGM introduced a report which provided a performance summary for the rolling 12-month period through to 17 October 2020.

Since the start of the Covid pandemic, there had been a considerable impact to patronage and since the last meeting of the Committee, patronage peaked but had steadily declined due to evening curfews as part of the tier system and moving into national lockdown. This had decreased from levels of c. 40 to 23% pre Covid levels.

The latest funding package available to Metrolink had been confirmed by the DfT at the end of October of up to £33.58 million. This would be available in two tranches to include recovery planning up to 31 March 2021 and would be subject to Ministerial review in January 2021.

Tram reliability for the period remained below 90% and had been impacted by problems with a mounting bracket becoming loose and even detached. This had led to a fleet check being carried out very rapidly with additional in-service monitoring resulting in eight trams being taken out of service to have suspension units repaired or adjusted with a consequential impact on fleet reliability. Bombardier have supported the ongoing investigation.

Despite a reduction in capacity to enable the use of doubles to support social distancing, network performance in relation to punctuality had been robust with the average Excess Wait Time (EWT) below 26 seconds. Furthermore, infrastructure performance had continued to be well above target.

The Trafford Park Line Metrolink extension has been accredited as “CEEQUAL Excellent”. On 5 November the Trafford Park Line contractor, MPT, won 3 prestigious awards at the annual British Construction Industry Awards. These were “Transport Project of the Year”, “Health, Safety and Wellbeing Initiative of the Year” and overall “Project of the Year”.

Recorded incidents of crime and anti-social behaviour on the network had risen and the current hotspot for crime and ASB was reported to be the city centre, mainly Victoria Station. Criminal damage had escalated across the network to platform shelters, ticket vending machines (TVMs), ticket validators, saloon windows, tram seats and cycle hubs. From the end of September onwards the TravelSafe Partnership carried out 15 days of action on the Metrolink network predominantly focusing on the Bury, Ashton, Altrincham and Oldham lines.

Tram surfing had increased on the network across various locations in September, but more recently in the city centre and a juvenile sustained a minor injury whilst surfing. The Transport Unit and KAM were keen to explore a restorative justice approach and work was ongoing to determine whether the juvenile would be willing to partake in some media activity to deter others from doing the same. More encouragingly, after serving a “Community Protection Notice” on the organiser of car cruises, there had been a drop in these types of events over last couple of months.

Members were informed that the first new tram had arrived at Queen’s Road Depot the previous weekend and the commissioning process had begun. Long term service pattern was in development with KeolisAmey Metrolink for 2021 and demand was being reviewed alongside remodelling for the anticipated recovery and growth. The current service pattern delivered a good spread of capacity across the network and through deployment of double trams the capacity could be mobilised to support social distancing and respond to changes in line demand. Services over the Christmas period had been finalised but remained under review as the country emerged from lockdown.

There were no plans for further engineering work for the remainder of the year, however significant maintenance and renewal works were planned for 2021 as per the annual programme and would be detailed for presentation to the Committee once the full scope and customer impact was known.

Metrolink had implemented several national recommendations from the RAIB investigation into the Sandilands incident with further work continuing. Metrolink would launch a Customer Policy which would provide oversight on how the services operate, what to expect from the journey experience and what is also expected from customers when travelling with Metrolink.

Additional resource would be brought onto the network in December to support the Covid response and support customers throughout their journeys. A team of 'Trambassadors' would be introduced to support customers using the network providing information on travelling safely and responsibly and handing out face coverings and hand sanitizers as required. Daily stop cleans would be increased and on-board cleaning of touch points across the network by providing up to 500 additional hours per week. Hand sanitizer units would also be installed at high footfall stops along the network. A campaign refresh highlighting the enhanced activities as well as promoting safety guidelines whilst using the network, would be delivered.

Members expressed their concern and asked for further detail on the decision-making process regarding the continued suspension of wi-fi access on the Metrolink network. It was clarified that prior to Covid, usage on the wi-fi network had been reviewed ahead of renewal and there had been a reduction in use. As lockdown was entered, usage continued to decline, however for those still accessing the wi-fi, there had been a correlation that it had created congregation and ASB across the tram network. The initial decision taken early during lockdown to remove the function to deter anti-social behaviour continued to be reviewed and it was decided that due to declining usage and in light of the significant loss in revenue and financial constraints an estimated £300k would be saved by not providing the service. Furthermore, upgrading the infrastructure would cost in excess of £1m. Hence, the service continued to be suspended. It was proposed and agreed that a report detailing the full rationale and transparency of the decision-making process would be provided to the Committee at the next meeting.

Further detail regarding compliance of face coverings was requested and Members asked for information on the number of enforcement actions taken for non-compliance. It was reported that general compliance was between 80-90% but did differ at peak times during the morning and afternoon. It was agreed that further information would be obtained from the TravelSafe Partnership and provided in future updates including data by line to inform more targeted enforcement action and ultimately encourage public confidence to return to the network. Members offered their support and appreciation for the recent TravelSafe Partnership enforcement programme.

Along with the restorative justice approach considered for tram surfing, Members asked if other physical measures had been considered to deter young people from danger. TfGM officers confirmed it was a big concern and safety measures to deter tram surfing, including proposals to introduce infra-red technology along with a publicity campaign were being investigated.

Guillaume Chanussot, Managing Director, KeolisAmey (KAM) provided the Committee with a presentation on the overall performance and achievements of KAM and focussed response to Covid. Furthermore, the next steps in supporting and strengthening the roadmap to recovery with TfGM were outlined. On behalf of the Committee, the Chair thanked Guillaume for the reassuring work being undertaken to protect employees and public transport users.

Members asked what measures to address concerns of overcrowding on the network experienced pre-pandemic were being considered. The Committee were reminded about the twenty-seven new trams which would be added to the network enabling the spread of capacity and deployment of double trams to address demand and support social distancing. Options were being considered with TfGM and frequency and capacity planning would be reviewed.

The provision of anti-viral coatings on high use touch points on trams was discussed and it was

confirmed that as safety was of primary importance, frequent speciality cleaning of trams was taking place. Furthermore, at the end of each line, the main touch points of the trams were being cleaned which was considered more effective than anti-viral coating alone.

It was noted that Councillor Doreen Dickinson joined the meeting during the presentation of the report. She explained the technical issues experienced and offered appreciation to Councillor Dzidra Noor for chairing the meeting.

Resolved /-

1. That the report be noted.
2. That it be noted that services over Christmas had been finalised but remain under review as the country emerges from lockdown.
3. That it be noted that significant maintenance and renewal works are planned for 2021 as per the annual programme and would be detailed for presentation to the Committee once the full scope and customer impact is known.
4. That further detail on the decision-making process regarding the continued suspension of wi-fi access on Metrolink be provided to Councillor Howard Sykes (Oldham).
5. That a report on the rationale on the suspension of provision of wi-fi access on Metrolink be presented at the next meeting of the Committee.
6. That further detail regarding the number of enforcement actions taken for non-compliance of face coverings on the Metrolink be obtained from the TravelSafe Partnership and provided to Councillor Richard Gold (Bury).
7. That compliance of face covering data be provided by line and time in future reports to inform more targeted enforcement action and ultimately encourage public confidence to return to the network.
8. That support and appreciation of the Committee for the recent TravelSafe Partnership enforcement programme be noted.
9. That it be noted that safety measures to deter tram surfing, including proposals to introduce infra-red technology and a publicity campaign were being investigated.
10. That the presentation provided by Guillaume Chanussot, Managing Director, KeolisAmey Metrolink be circulated to Members of the Committee.
11. That work undertaken to ensure the safety of passengers and staff across Metrolink to further encourage patronage be acknowledged.
12. That frequency, demand and capacity planning to ensure social distancing can be adhered to on the tram network be further addressed during recovery, further supported by the deployment of twenty-seven new trams.

13. That it be noted that safety of passengers was the priority and frequent speciality cleaning of trams takes place.

GMTMRC 17/20 GMTC TRANSPORT WORK PROGRAMME

Gwynne Williams, Deputy Monitoring Officer GMCA introduced the latest work programme for the GM Transport Committee and agreed to ensure that the report requested by Councillor Howard Sykes (Oldham) regarding the rationale for the suspension of wi-fi service across the Metrolink network be included for presentation at the next meeting in January 2021.

Resolved /-

1. That the Work Programme be noted.
2. That a report on the rationale on the suspension of provision of wi-fi access on Metrolink be added to the work programme and presented at the next meeting of the Committee in January 2021.

GMTMRC 18/20 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: 22 January 2021

Subject: Local Rail Service Performance

Report of: Caroline Whittam, Head of Rail Franchising, TfGM

PURPOSE OF REPORT

This report provides an update on local rail service operation and performance across Greater Manchester over Rail Periods 08 and 09, 2020/21 (18 October – 12 December 2020).

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: 0

BACKGROUND PAPERS:

MRN report of 20 November 2020

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 08 and 09, 18 October – 12 December 2020.
- 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 08 and 09 overview, including:
 - Network Rail performance and updates
 - Route crime, trespass and fatality
 - Train operator performance and updates
 - Details of December 2020 timetable
 - Patronage and footfall updates
 - Monitoring of face covering compliance
- 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 TOC PPM vs Target and Moving Annual Average graphs and Northern and TPE cancellations and short forming graphs can be found in Appendix C.
- 1.6 Individual Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.
- 1.7 Appendix E details Northern’s Greater Manchester routes which have seen uplifts in December 2020 timetable change (shown in yellow).

2. OVERVIEW

- 2.1 The two periods covered by this report have seen continued robust operational performance by train operators, with high PPM and Right Time figures and low numbers of cancellations. Network Rail delay minutes continue to perform well and remain favourable to targets.
- 2.2 Train services experienced a further incremental uplift in timetable changes brought in on 13 December and are now at around 88% of pre-Covid levels. Avanti West Coast reduced services between Manchester – London to two trains per hour (tph) from 14 November 2020.
- 2.3 A full list of enhanced services can be found in this report and include Liverpool – Manchester Airport via Warrington, Wigan – Blackburn, Barrow/Windermere - Manchester

Airport services and the return of hourly trains between Leeds – Chester, Piccadilly – Chester via Altrincham, as well as the restoration of an hourly service for Rose Hill.

- 2.4 Christmas rail services followed a similar pattern to previous years, with early wind-downs on 24 and 31 December and no services on 25 and 26 December. Planned engineering works took place successfully, with no possession over-runs affecting local services over the Christmas period.
- 2.5 As part of its previous franchise commitments, Northern took delivery of its final new train in the autumn, with 101 brand new vehicles now in its fleet. The last Pacer train journey took place on 27 November and these have now finally been retired, after extensions to their use to help ensure social distancing on services.
- 2.6 Patronage has fluctuated, declining after increased leisure usage in summer and aligning with changes to Covid restrictions. Latest intelligence suggests that patronage is at around 15 – 20% of pre-Covid levels.
- 2.7 Face covering compliance has varied between operators and journey type/time, with average reports of between 80 – 85%. This remains higher for longer distance operators, at city centre and staffed or gated stations and in the morning peak period.
- 2.8 Emergency Recovery Measures Agreements (ERMAs) remain in place for TOCs which were brought in on 20 September, 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.
- 2.9 Collaborative working across the industry and with input from TfGM, ensured that plans were in place for students to travel home for Christmas over their ‘travel window’. Furthermore, plans were put into place for passengers taking advantage of relaxed Covid restrictions over Christmas, which were subsequently revoked by government. Additional strengthening of some services, stand-by buses, easement of peak ticketing restrictions and messaging around the necessity of seat reservations had been put into place, although were not required.
- 2.10 Notable dates around Covid restrictions included the second national lockdown from 05 November until 02 December, the student travel window from 03 – 09 December, the Christmas relaxation period (later withdrawn) from 23 – 27 December and the imposition of tougher tiers for large parts of the country from 31 December, which saw Manchester enter Tier 4. As from 05 January, a third national lockdown has been imposed.

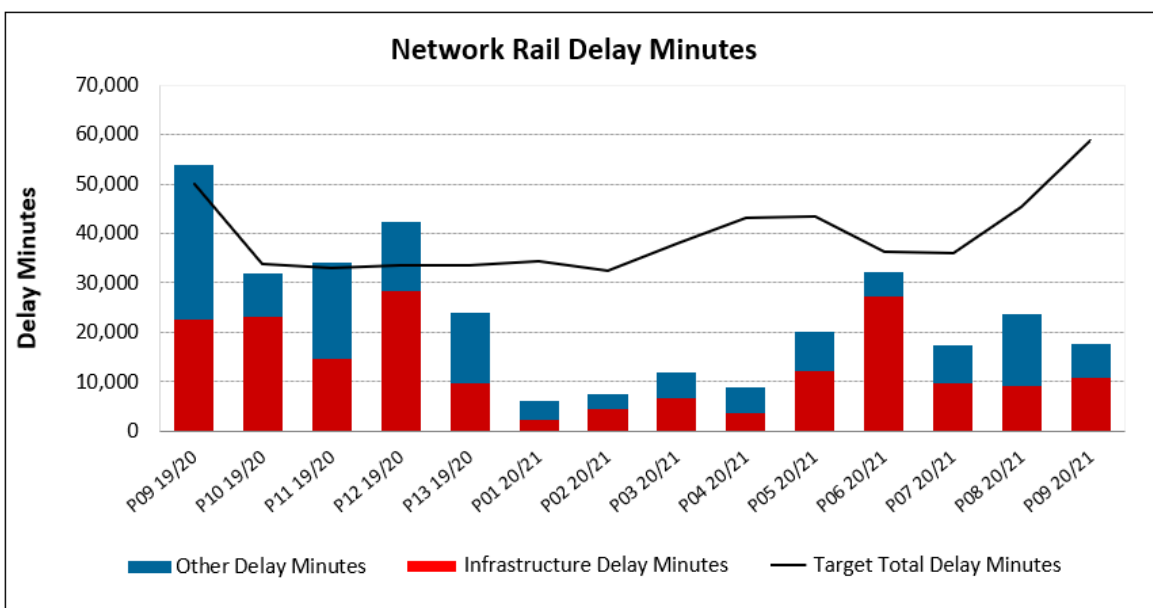
3. OPERATIONAL PERFORMANCE

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 Delays have reduced significantly and performance improved due to the rail network being considerably less congested since emergency train plans were introduced on 23 March 2020. Performance gains have been maintained as services have been added incrementally in July, September and again in December. Both primary and reactionary delay to incidents have fallen considerably, dwell times at stations have improved as a result of fewer passengers and infrastructure continues to perform well.
- 3.3 Total Network Rail delay increased in Period 08, largely due to increases in Other delay as a result of flooding across various parts of the network. This has halved in Period 09 bringing total delay down to 17,717 minutes in its Manchester area. Infrastructure caused delay has remained consistent over the past quarter at around 10,000 minutes.
- 3.4 The most significant infrastructure incidents over the periods included track circuit failures at Eccles (20/11) and Atherton (11/11), accounting for almost 2,000 minutes delay. An object on the OHLE at Trafford Park on 04 November caused 1,410 minutes delay and 7 cancellations. An engineering over-run on 09 November caused cancellations to Buxton services, with morning trains starting/terminating at Hazel Grove and replacement bus in operation.
- 3.5 Other delay included a combination of weather-related disruption, with widespread flooding on 26 October along parts of the WCML, Hope and Calder Valleys. Further flooding at Chinley on 23 November caused over 900 minutes delay. The most significant event of the periods was a lineside fire at Bradford on 16 November, which impacted both Northern and TPE services, causing disruption to Calder Valley services and considerable reactionary delay and congestion at Leeds station.
- 3.6 There were seven fatalities in the periods affecting local services; these included Trafford Park and Ince on 09 November, Slaithwaite on 26 October, Euxton on 28 November and Adlington on 30 November. Whilst the 09 November incidents had little direct impact on performance, the Euxton fatality caused almost 1,000 minutes delay to services and four cancellations.

Network Rail Delay Minutes (Manchester DU)



Route Crime, Manchester DU

- 3.7 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 can be accidental or intentional (and also includes threatened suicide), vandalism and fatality.

Category	Incidents P08	Delay Minutes P08	Incidents P09	Delay Minutes P09
Trespass	27	940	42	1160
Vandalism	8	215	6	64
Fatality	5	1277	2	235
Grand Total	40	2432	50	1459

- 3.8 The periods saw fatalities within Greater Manchester, including those detailed above. Further threatened suicides were reported at Chorley and Leyland stations, impacting Preston and Anglo-Scottish services.

- 3.9 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.

Operator Performance

- 3.10 Operator performance across the six TOCs who operate in Greater Manchester has remained consistent throughout the two periods covered by this report. TOCs have recorded PPM scores in the low to mid-nineties and right time performance averaging over 64% for the six in Period 08 and 68% in Period 09. Cancellation figures have remained low and CaSL figures stand at around 2-3%.
- 3.11 In addition to Network Rail delay, TOCs cause delay to themselves and to other TOCs (and freight companies). This can be due to crew issues, rolling stock failures, station or other operational issues, usually accounting for a third to a half of total delay. The tables below detail the largest delay-causing incidents across Periods 08 and 09. These included a derailed freight train at Sheffield, impacting longer distance services over three days from 11 November, a failed locomotive over Hope Valley on 04 November and a unit with pantograph issues on 07 November.
- 3.12 Autumnal period declines covered by this report have not impacted as significantly as in previous years. Reactionary delay to delayed trains has decreased due to a less congested network. Trains which were more susceptible to braking issues and wheel-flats, notably Pacer units, have been gradually withdrawn from service, with newer fleet fitted with more advanced braking systems and wheel-slip protection.

- 3.13 Covid train plans have been devised to be resilient and have contingency for unavailable crew. Largely, crew availability has not impacted service delivery, although the roll out of mass testing in Liverpool resulted in significant numbers of crew being diagnosed or having to self-isolate due to Covid. Rather than cancel services at short notice, Northern pre-planned the cancellation of some of its half-hourly stopping services between Liverpool – Manchester Oxford Rd on five days over the periods on 25, 28, 30 October and 05, 07 November. An hourly stopping service was maintained on the route, along with additional (mostly) hourly EMR express services. A limited number of these EMR services are currently withdrawn or only operating between Liverpool – Manchester – Nottingham, again due to issues with crew availability.
- 3.14 New trains for both Northern and TPE are now performing well after some initial teething problems. Northern took delivery of its final new train in the autumn to complete its brand-new fleet of 101 vehicles. Although they have technically performed well and far outlasted their planned service, Pacer trains were still required until 27 December as the last journey was made by one to Kirkby.
- 3.15 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 – GM Travel to Work Area, all causes:

Date and Period	Location	Incident	Delay minutes and cancellations
16 November (P09)	Bradford	Lineside Fire	2,000+ mins tbc; 50 full/70 part cancellations for Northern alone
11 November (P08)	Sheffield	Freight Train De-railment	2,019 mins; 274 full and part cancellations
26 October (P08)	Hattersley, Woodley, Rose Hill and WCML	Flooding	Excess 1,000 mins; various full/part cancellations
04 November	Trafford Park	Object on OHLE	1,410 mins; 4 full/3 part cancellations
04 November	Hope Valley	Loco Failure	1,038 mins; 2 full/5 part cancellations

- 3.16 The table below illustrates the six individual Greater Manchester TOCs PPM and Right Time performance over the previous two periods. PPM fell for Northern in Period 08 to below 90% for the first time since emergency timetables were introduced in March but recovered in Period 09. The average of the six TOCs Right Time scores in Period 09 reached 68%.

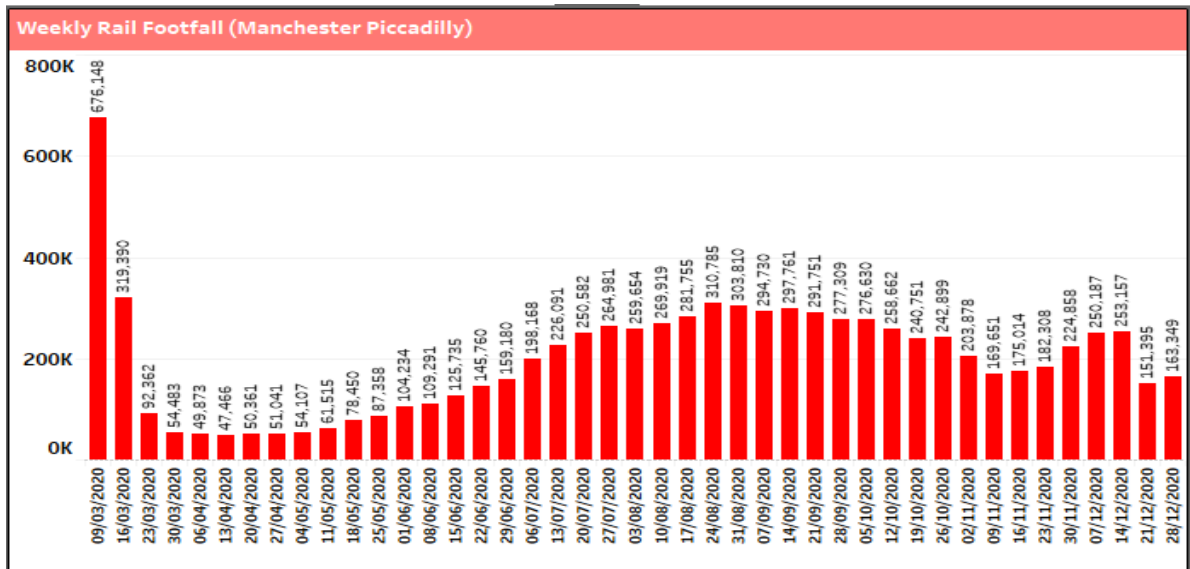
TOC		P08	P09
Northern*	- Right Time%	76.1	70.4
	- PPM%	87.1	91.5
TPE	- Right Time%	79.7	73.7
	- PPM%	93.8	93.8
Avanti	- Right Time%	45.3	53.6
	- PPM%	90.5	89.8
TfW	- Right Time%	80.0	77.3
	- PPM%	93.9	94.5
Cross Country	- Right Time%	51.3	62.3
	- PPM%	91.9	93.8
EMR	- Right Time%	51.3	71.4
	- PPM%	83.1	89.3

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

- 3.17 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.
- 3.18 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 excellent 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 have been suspended.

4. PATRONAGE

- 4.1 Passenger demand across the rail network declined over the periods, reflective of more stringent Covid tier restrictions across the region. This culminated in the second national lockdown on 05 November, with patronage dropping to around 15% of pre-Covid levels. Operators have maintained service levels and plans to introduce additional trains in December, other than Avanti who has reduced its Manchester – London service from 3 to 2 tph.
- 4.2 Footfall at Piccadilly station declined to less than 25,000 per day throughout the second lockdown (including significant staff movements), rising to around 30,000 following relaxation. Figures have declined further over Christmas and remain approximately 75% lower than in the same period last year.



5. FACE COVERING COMPLIANCE

5.1 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 been one of education, engagement and, if necessary, enforcement. For rail, face covering compliance remains at around 80% – 85%, with slightly higher compliance on longer distance operators. Morning peak and city centre journeys also attract higher levels of compliance.

5.2 Cumulative figures from BTP since the requirement began in July, report that, up until 21 December, 71,800 interventions were made, with 4,667 persons directed to leave the train and 162 fixed penalty notices issued across the whole of the national heavy rail network.

6. DECEMBER 2020 TIMETABLE

6.1 Enhanced train services began operating on the 13 December, as part of the December timetable change, on the following Northern services, as previously detailed;

- Liverpool – Warrington Central – Manchester Airport
- Barrow/Windermere - Wigan North Western – Manchester Airport
- Wigan Wallgate – Blackburn
- Manchester Piccadilly - Stoke
- Leeds – Manchester Victoria – Chester
- Manchester Piccadilly – Altrincham – Chester
- Manchester Piccadilly – Rose Hill

- 6.2 TPE saw its Cleethorpes – Sheffield – Manchester Airport service re-instated to hourly, although only operating to Manchester Piccadilly.
- 6.3 Whilst services will be enhanced by the December timetable, a small number of Northern trains due for implementation in December, will now not be introduced until 25 January. These include two trains in each direction on Manchester – Altrincham route and two additional peak trains in each direction between Manchester – Hadfield. Additionally, one existing train in each direction between Manchester – Sheffield will not now operate until 25 January. This is due to on-going crew availability as a direct result of Covid.

7. CHRISTMAS & NEW YEAR SERVICES

- 7.1 As reported in the previous MRN report, Christmas and New Year rail services operated to a similar pattern of previous years. Services finished early on Christmas and New Year's Eves, with no train services in place on 25 and 26 December. New Year's Day saw a normal weekday service operate, with the exclusion of some early morning services.
- 7.2 Due to a combination of crew unavailability as a result of Covid and a reluctance to work the rest day Sunday between Christmas and New Year, there were one hundred Northern service cancellations on Sunday 27 December impacting Greater Manchester, although passenger demand was extremely low.

8. NETWORK UPDATES

- 8.1 Northern has announced an additional eleven Travel Safe Officers to join its team in Manchester. These will be working alongside British Transport Police and based on stations and trains out of Manchester Victoria and Manchester Oxford Rd stations.
- 8.2 Following on from a successful trial, Northern is now able to offer its customers who use mobility scooters access to its services at more than 100 accessible stations across its network. More information, including details of the permit scheme, maps of the stations which are covered, the types of scooters which are accepted under the scheme form to apply for a Scooter 'Rail Ready' permit can be found here:

<https://www.northernrailway.co.uk/mobilityscooter>

- 8.3 As part of a review of performance following the 2018 timetable, the Manchester Recovery Task Force is looking at services using Manchester and the Castlefield corridor in a bid to evaluate how performance and reliability can be improved. Stakeholder consultation will begin on plans for May 2022 timetable changes in early January.

9. EMERGENCY RECOVERY MEASURES AGREEMENTS

- 9.1 The Emergency Recovery Measures Agreements introduced in September continue to give the rail industry the financial support and clear directives it needs to continue operating.

- 9.2 The DfT continues to waive TOCs revenue, cost and contingent capital risk and is paying a fixed management fee (max 1.5%) with the potential for an additional performance-based fee, based on measures including punctuality, passenger satisfaction and financial performance.
- 9.3 Currently, Northern Trains Limited continue to operate under an Operator of Last Resort (OLR) arrangement; Cross Country are operating under a Direct Award until October 2023 and TfW are now operating under a Welsh government OLR. TPE, Avanti and EMR are all covered by ERMA's.
- 9.4 The government has announced that rail fares will rise in January based on the RPI+1% formula. Over recent years, the additional +1% has been dropped and fares have risen with inflation. The government cites unprecedented funding for the rail industry over the past year as the basis for restoring this. This will mean that regulated fares will face a rise of 2.6%.

10. COMMUNITY RAIL

- 10.1 Station Friends groups and adopters have returned to their stations and continue to help put them at the centre of their local communities. Outstanding work by groups at Heaton Chapel, Rose Hill, Reddish South, Romiley, Marple and Altrincham was recognised with awards at Cheshire's Best Kept Station event in November (the awards feature stations previously classed as Cheshire pre-local authority boundary changes). Further honours were bestowed to Hindley, Heaton Chapel and Rose Hill stations at the national Community Rail Network awards in December.
- 10.2 TfGM continues to help set up new Friends groups and, in addition to the newly formed group at Pemberton, have new members at Hindley and a local school interested in adopting Ince. TfGM will be working with Northern and Ince primary school, in conjunction with the Samaritans, to brighten the area up and deter people from thoughts of suicide or self-harm.

11. FORWARD LOOK

- 11.1 December 2020 saw new timetables featuring more services. Service levels will once again need review following national lockdown. The latest estimates on when passenger demand will return to pre-Covid levels for rail travel vary (ranging from 2024 – 2029).
- 11.2 TfGM has learnt that, as a result of the government's intentions not to award rail workers a pay rise in 2021/22, RMT guards at TPE shall be undertaking a 'work to rule' from 06 January 2021. This will see guards refusing to work overtime or rest days. TPE believes that contingency in its train planning will enable services to still be delivered.
- 11.3 The industry continues to await publication of the further-delayed Williams Review into Rail, which will now include a response to the post-Covid environment and challenges faced.

- 11.4 As a result of DfT instruction to enable reliable service delivery amidst increasing crew unavailability due to Covid and a further fall in passenger demand, train plans will change from 18 January 2021. Northern changes are listed in a revised Appendix E. TPE and EMR services will change from 25 January and Members will be verbally updated at Committee.

Caroline Whittam
Head of Rail Franchising, TfGM

Appendix A – Period Dates

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

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

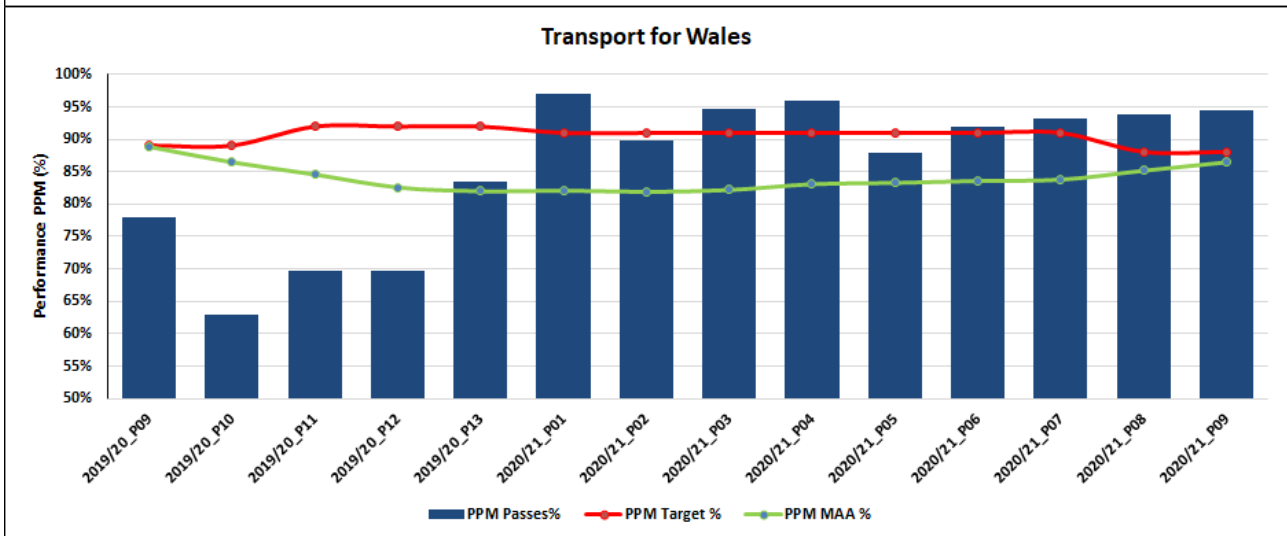
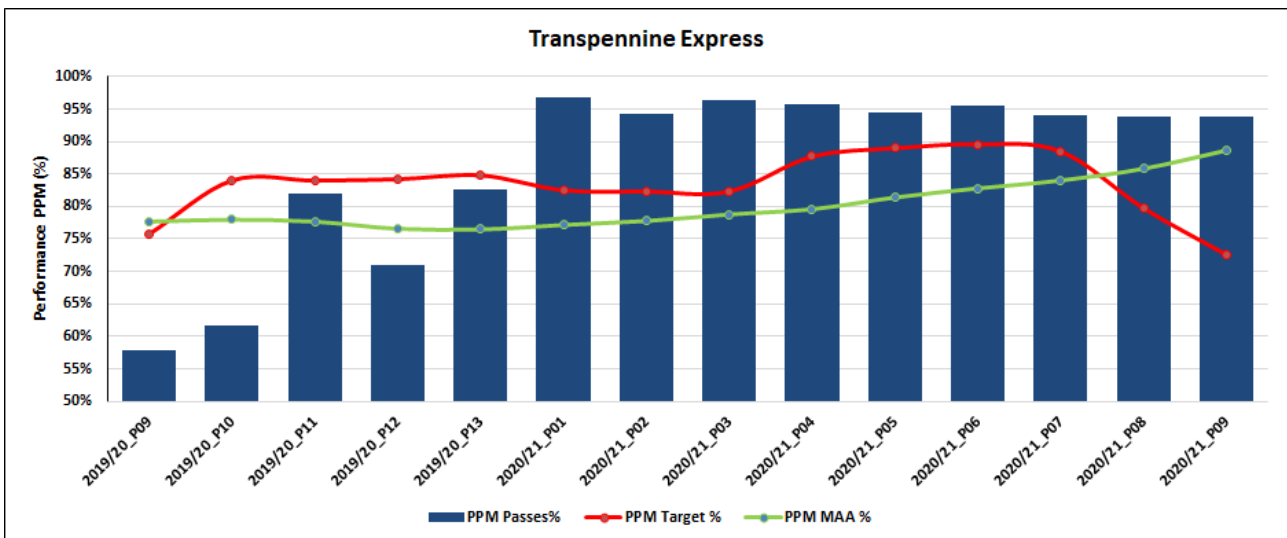
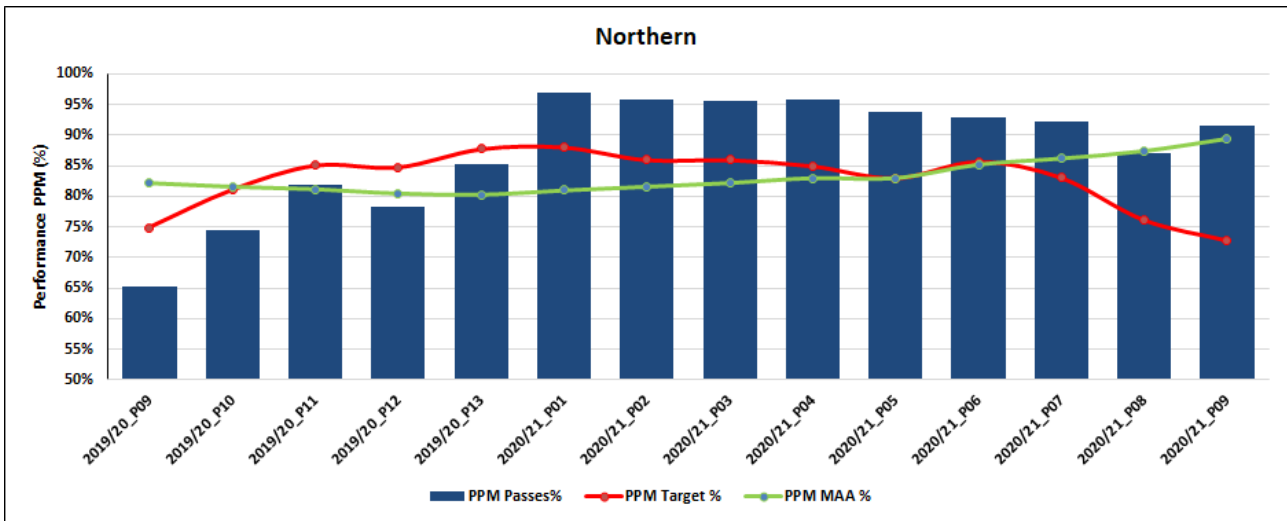
P11 – 21	P12 – 21	P13 – 21
10 January – 06 February	07 February – 06 March	07 March – 31 March

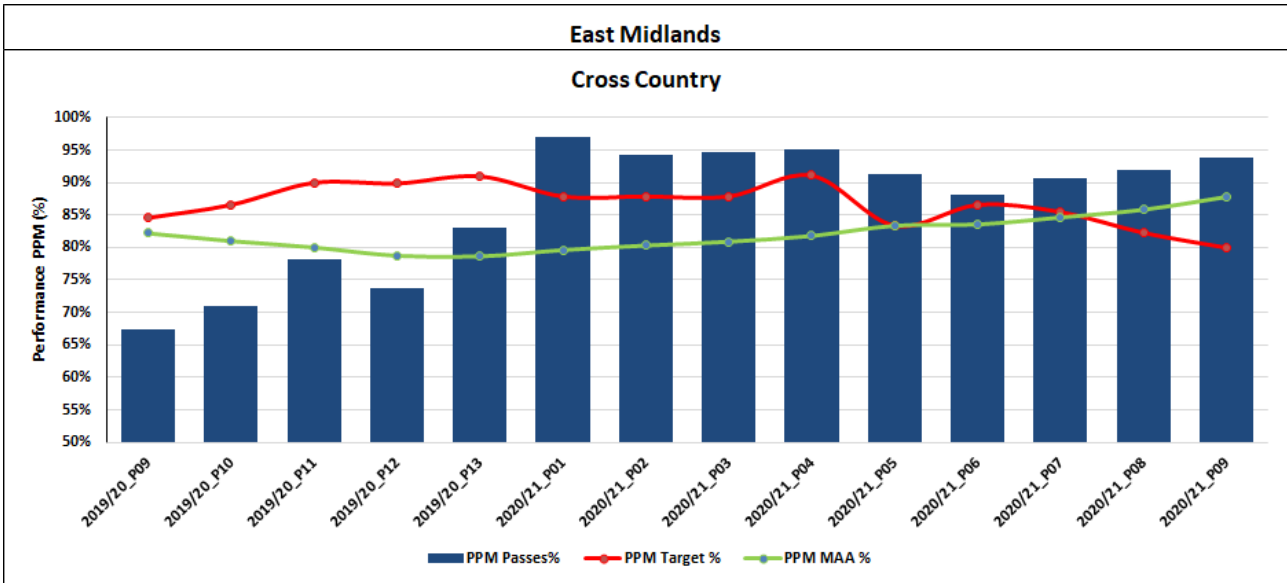
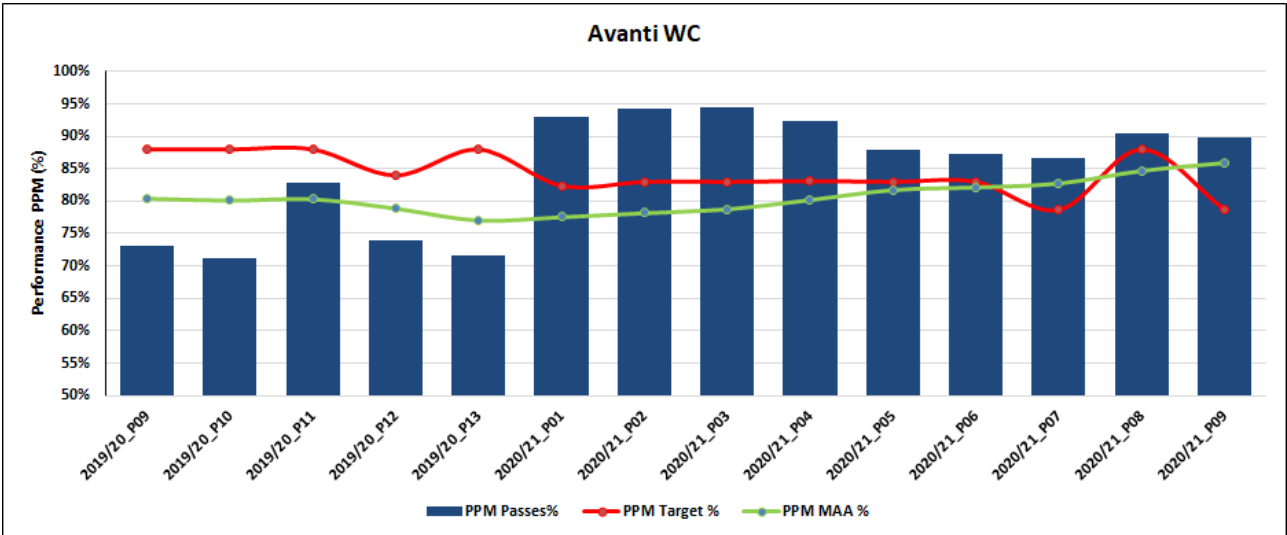
APPENDIX B: Greater Manchester Map



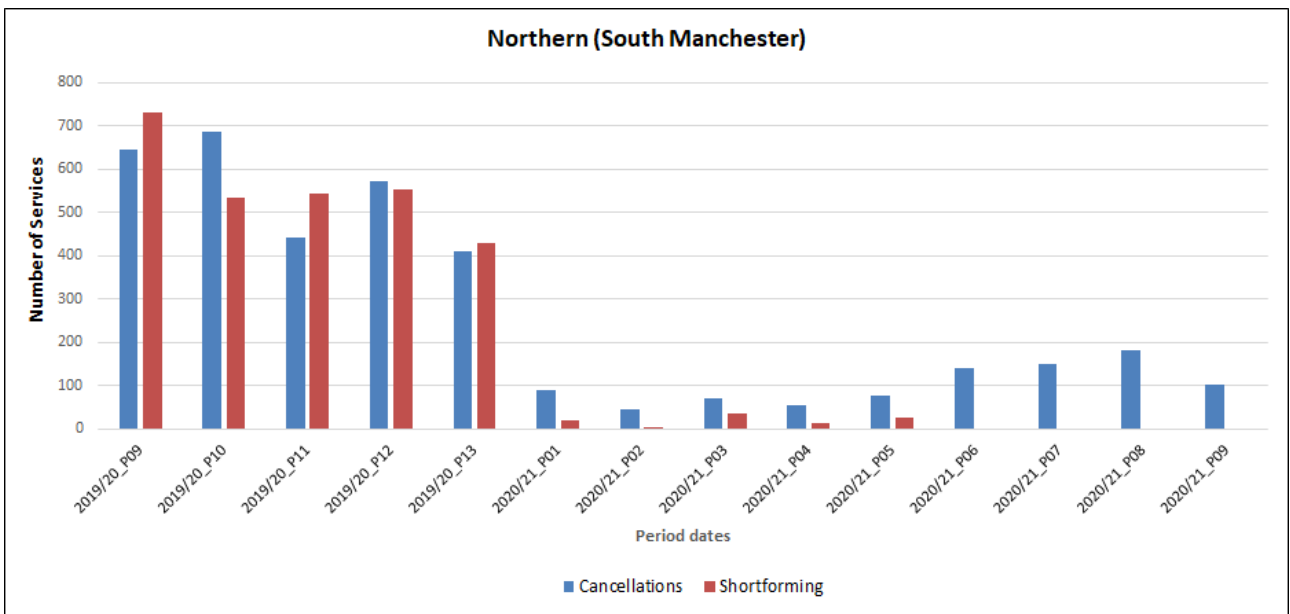
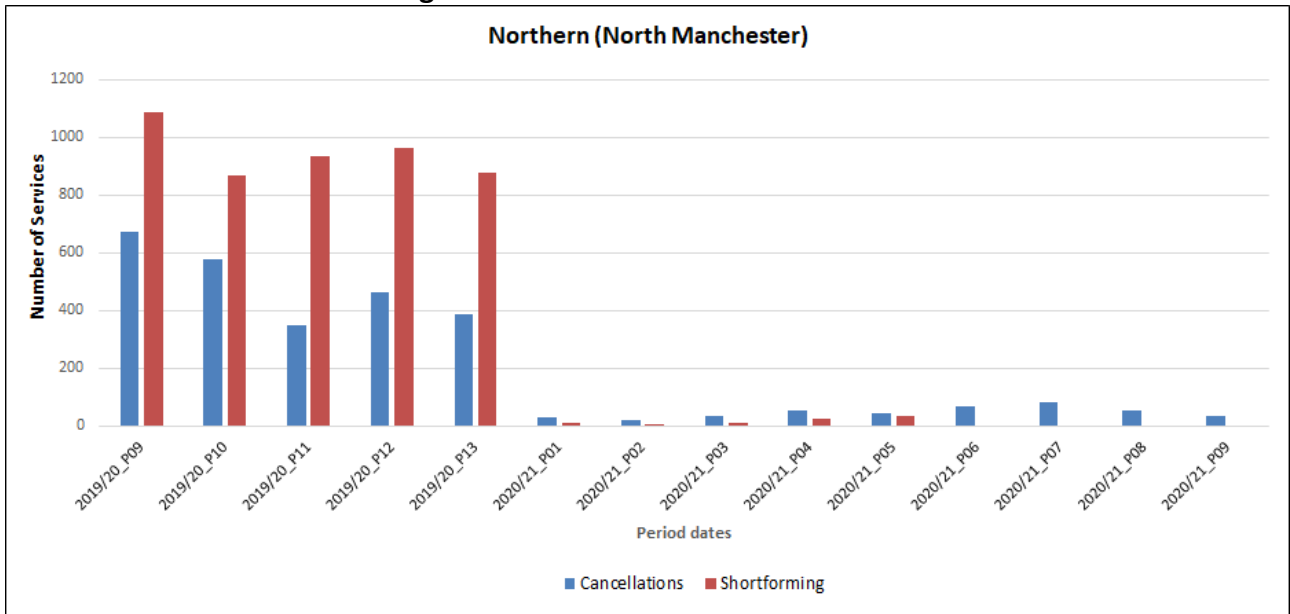
Appendix C – Individual TOC PPM vs Target and Moving Annual Average graphs

TOC PPM vs Target and Moving Annual Average graphs

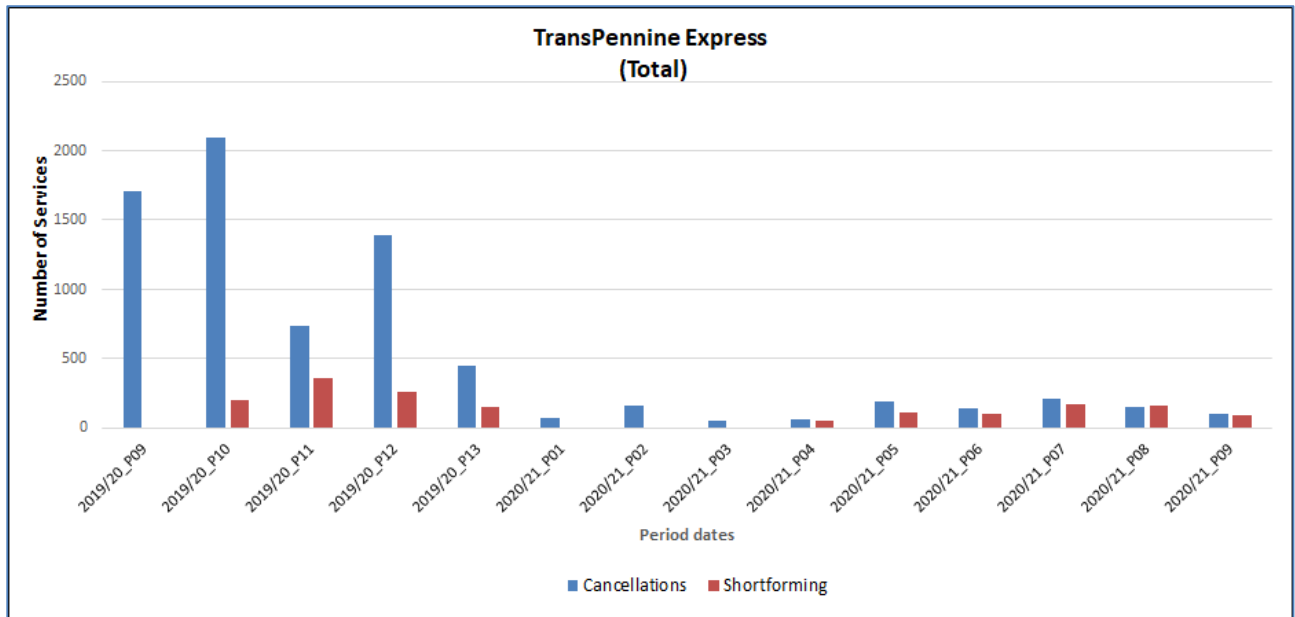




Cancellations and Short Forming – Northern



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	P08	P09	YTD
CLITHEROE - BOLTON - VICTORIA	81.6	85.6	88
PICCADILLY - STOCKPORT - CREWE	76.3	81.1	86.7
PICCADILLY - BUXTON	76.2	80.6	86.1
LEEDS - WIGAN	65.9	69.3	84.2
SOUTHPORT/VIC - STALYBRIDGE	67.2	71.3	81.1
KIRKBY - VICTORIA	66.4	75.8	81.1
PICCADILLY - NEW MILLS CENTRAL	64.2	73.2	80.7
LIVERPOOL - MANCHESTER OXFORD RD	67.1	73.6	80.1
PICCADILLY - STOKE	64.6	74.1	79.1
PICCADILLY - CHESTER	56.6	66	78.2
PICCADILLY - HADFIELD/GLOSSOP	55.2	62.3	78
LIVERPOOL - CREWE via Airport	62.1	67.9	77.9
BLACKPOOL - WIGAN - LIVERPOOL*	66.1	72.8	77.8
MANCHESTER - PRESTON	68	73.1	77.1
HAZEL GROVE - BLACKPOOL	68.9	75.4	77.1
CLITHEROE/BLACKBURN - TODMORDEN - VICTORIA	71.8	73	76.8
BLACKPOOL Nth - BOLTON - AIRPORT	71.6	76.3	76.6
BLACKBURN - VICTORIA - ROCHDALE (stopper)	89.3	85.8	75.2
PICCADILLY - SHEFFIELD	60.9	72.5	74.8
PICCADILLY - ROSE HILL/MARPLE	63.6	70.8	74.5
PICCADILLY - AIRPORT - CREWE	55	66.7	74.1
SOUTHPORT - OXFORD RD/ALDERLY EDGE	56.5	62.4	74
LIVERPOOL - WARRINGTON - AIRPORT	70.6	66.6	71.9
AIRPORT - WIGAN NW - BARROW/WINDERMERE	54.6	61.6	66.8
MANCHESTER VICTORIA - LEEDS	43.7	48.8	63
LEEDS - CHESTER	43	48.6	59.3

TPE RT	P08	P09	YTD
North	70.1	74	79.3
South	64.2	73.4	74.9
Scottish	64.9	71.4	72.2

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

GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 22 January 2021

Subject: Local Rail Station and Infrastructure Project Update

Report of: Simon Elliott, Head of Rail Programme, TfGM

PURPOSE OF REPORT

This report provides an update on local rail stations matters within Greater Manchester.

RECOMMENDATIONS:

Members are asked to note the contents of the report.

CONTACT OFFICERS:

Simon Elliott	Head of Rail Programme	simon.elliott@tfgm.com
Cat Dowell	Rail Programme Sponsor	cat.dowell@tfgm.com

Equalities Implications: n/a

Climate Change Impact Assessment and Mitigation Measures: n/a

Risk Management: n/a

Legal Considerations: n/a

Financial Consequences – Revenue: n/a

Financial Consequences – Capital: n/a

Number of attachments to the report: 0

BACKGROUND PAPERS:

GMTC MRN report 18th September 2020

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

1. INTRODUCTION/BACKGROUND

1.1 This report provides Members with a summary of the background and an update on the progress and current position in relation to the following rail infrastructure schemes and initiatives:

- Access for All;
- The Rail Station Improvement Strategy (RSIS);
- Greater Manchester Rail Station Alliance;
- Salford Central Rail Station;
- Rail Station Based Park and Ride (Walkden, Mills Hill, Swinton & Bromley Cross);
- Rail Industry Projects;
- Cycle Facilities at Rail Stations; and
- Northern Station Investment Fund (SIF)

2. ACCESS FOR ALL

All Major Schemes

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

2.2 Scheme options have now been sufficiently developed in outline and as such the next stage is to develop these to detailed design.

2.3 It is planned that TfGM will deliver the improvements at Daisy Hill and Irlam, and Network Rail will deliver the proposed improvements at Walkden due to the levels of complexity on their infrastructure.

2.4 Further development and design activities are planned for the first quarter of 2021 with a forecast delivery on site of Q4 2022.

Access for All Mid-Tier

2.5 Following the successful submissions to the DfT for AfA Mid-Tier funding, supported by a GMCA funding contribution, for 22 stations, TfGM and the rail industry Alliance partners have been progressing the development of the schemes. A summary of the stations and improvements proposed is provided in the table below.

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

2.6 TfGM is delivering these enhancements and further development and design activities are planned for early 2021 with delivery of all packages anticipated by 2022.

3. RAIL STATION IMPROVEMENT STRATEGY (RSIS)

3.1 The Rail Station Improvement Strategy (RSIS) was established to improve existing passenger security and information systems at smaller rail stations across Greater Manchester, as funding became available.

3.2 To date 71 stations have received one or more of; help points, CCTV, real time information screens and public announcement systems with Induction Loops.

3.3 There are a further five stations, funded through the Local Growth Fund which are currently being developed with works anticipated to be completed on site in summer 2021. The table below provides the stations and the associated scope.

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

4. GREATER MANCHESTER RAIL STATION ALLIANCE

4.1 In late 2017, the Secretary of State, responding to the Devolution agenda, endorsed an Alliance approach for rail stations in Greater Manchester (GM). This included a focus on fostering a 'one team' approach at rail stations to achieve the broad range of improvements required to meet the needs of a 21st century railway, under the Greater Manchester Stations Alliance (the Alliance).

4.2 In response, the Alliance members worked together to define a new framework for working at rail stations. This work culminated in the signing of the Alliance Agreement on 4th April 2019. The parties also agreed terms of an agreement covering specific activities in the field of Regeneration and Development; Community and Station Improvements; and Accessibility (the Accessibility workstream is covered in Section 2 of this report).

Regeneration and Development Update

4.3 Over the past 6 months, the Alliance members have been progressing a portfolio of regeneration and development opportunities with the active Local Authorities, namely Trafford, Stockport and Rochdale.

4.4 The works have focussed around feasibility and due diligence to establish investable opportunities with around 10 sites currently working through the Alliance's established process to de-risk the propositions.

4.5 The Alliance is now in the final stages of approvals with the Trafford and Stockport sites. This will enable the group to take the sites to market and appoint a development partner - most likely under a portfolio approach but with individual site disposals. Where the Local Authority is a landowner, a land promotion agreement with London and Continental Railways (LCR) will be in place. In most cases, this will also cover assets where LCR will acquire the necessary 3rd party land to maximise the development opportunities. The Alliance and the Local Authorities will identify an appropriate partner in the coming months. This will include both Build to Rent developers and Registered Social Landlords, the latter being able to access Homes England affordable housing grant.

4.6 The relationship with Homes England will be critical in delivering the sites with some financial support required on all the Alliance opportunities to assist with viability on these challenging sites. Via the GMCA, strong local links are being progressed, and LCR and Network Rail bring all the Alliance work onto a national collaboration board on which Homes England sits.

4.7 In Rochdale work is also progressing under similar governance arrangements on the Town Centre opportunity and several stations within the Rochdale/ Castleton Station corridor. While the sites will follow a similar de-risking process, Rochdale MBC is leading Strategic Planning Documents in both Rochdale Town Centre and Castleton.

- 4.8 We are undertaking early engagement with all necessary parts of Network Rail to ensure smooth passage through the clearance process and ensuring that the benefits for the passenger are maximised.
- 4.9 The Alliance is in the final stages of Task Agreements with Bolton MBC. We remain in contact with Tameside, Wigan, Salford, Oldham about how we can assist Regeneration and Development activities around their rail stations.

Community and Station Improvements

- 4.10 Over the past few months, the Alliance has been progressing a number of initiatives, but the pace at which these have been progressed has been impacted by COVID. The Alliance is working throughout Greater Manchester to identify a series of community, regeneration and development opportunities. The group have identified several potential station area projects which present the opportunity to provide new and improved community assets to the locality.
- 4.11 The stations that have been identified as part of the initial tranche are; Altrincham, Heaton Chapel, Trafford Park and Broadbottom. TfGM continue to work closely with Network Rail, Northern and LCR, looking to bring back the spaces at these stations into use for the community, social enterprise or for commercial use.

5. RAIL BASED PARK AND RIDE

Mills Hill Park and Ride

- 5.1 The Mills Hill Park and Ride project will deliver an enhanced Park and Ride facility at Mills Hill rail station, on the site of the existing car park, to complement Network Rail's Access for All scheme.
- 5.2 Network Rail is nearing completion of their scheme to deliver a step-free, unobstructed access route to both platforms at the station by means of ramps and lifts from the station entrances and an unobstructed access route to the station entrance by means of a Puffin signal-controlled crossing on Middleton Road. The Network Rail programme shows an estimated completion in early 2021.
- 5.3 The Mills Hill Park and Ride project will deliver the following:
- An increase in parking spaces from 24 to 63 parking bays (including 3 blue badge holder parking bays and 2 motorbike parking spaces);
 - Re-surfacing for a smoother drive and new designated walking routes within the car park;
 - Improved drainage;

- Passive provision for the introduction of Electric Vehicle charging points at a future date;
- New CCTV and lighting for a safer and more attractive environment; and
- Removal of widespread vegetation in the area to enhance the car park and provide additional security in general.

5.4 Construction works are due to commence in early 2021 following the completion of Network Rail Access for All works and are planned to be delivered by spring 2021.

Walkden Park and Ride

5.5 The Walkden Park and Ride scheme is being delivered as part of the Salford Bolton Network Improvements programme and is funded through the Central Government Local Growth Deal.

5.6 The scheme will provide a Park and Ride facility on the site of the former Salford City Council Environmental Services depot, off Chestnut Avenue. The facility will provide in excess of 100 car parking spaces, including spaces for blue badge holders and electric vehicle charging points, cycle parking facilities, new street lighting and CCTV.

5.7 A planning application for the scheme has been submitted to Salford City Council and is currently under consideration. It is envisaged that planning permission will be granted in early 2021. It is anticipated that the main construction works for the scheme will be issued for tender in spring 2021 with an anticipated start on site date of summer 2021, subject to securing all the necessary powers and consents.

Swinton Park and Ride

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

Bromley Cross Park and Ride

5.9 Bolton Council is planning to support the funding of a new Park and Ride facility at Bromley Cross rail station to enhance a local planning application (Lidl) proposal. Lidl's planning application includes the provision for a local Park and Ride facility at the bottom of the B6391 located off Darwen Road. Bolton Council is proposing to contribute £0.2 million to the Lidl development for the Park and Ride facility with the remaining capital funding being met by the broader Lidl development. Bolton Council Officers are currently finalising the business case for submission to the Transport Strategy Group for approval in early 2021.

5.10 A planning application for the scheme has been submitted by Lidl to Bolton Council and is currently under consideration. It is expected that planning permission will be granted in early 2021. Subject the outcome of the application, Lidl is expected to be on-site later this year.

5.11 Once the facility is built the Park and Ride land will be leased to Bolton Council from Lidl, and any ongoing management and maintenance will be Bolton Council's responsibility.

6. SALFORD CENTRAL RAIL STATION

6.1 The Salford Central additional platforms scheme is included within the list of prioritised schemes as part of the Local Transport Body devolved majors funding which is part of Local Growth Deal 1.

6.2 A phased approach has been adopted to deliver platform enhancements at Salford Central station as follows:

- Phase 1 – Platforms 1 and 2 - Network Rail's renewal scheme to raise the platforms and canopies to address the stepping distances between the trains and platforms; and
- Phase 2 – Platforms 3- 5 – TfGM's scheme to development and reinstate Platforms 3, 4 and 5 to allow more and longer trains to stop at the station.

6.3 Phase 1 - Network Rail Platforms 1 and 2 Renewal Scheme. Network Rail has funding in Control Period 6 (2019-2024) for platform and canopy renewals on platforms 1 and 2 to address the stepping distance issue between the platforms and trains. Network Rail advise that they currently plan to deliver this scheme in summer 2022.

6.4 Phase 2 – Platforms 3- 5 – TfGM's Platforms 3, 4 and 5. TfGM continue to progress (GRIP 4 Single Option Development) the outline design development for the additional platforms, and to date a number of activities have been completed including: outline designs for the concourse and platforms and surveys (structural, drainage, topographical, environmental/ecological etc). Subject to receiving necessary rail industry approvals it is planned to complete GRIP 4 in summer 2021, with a view to entering into a Design and Build contract to allow construction to commence in 2022/23.

7. Rail Industry Projects

7.1 As part of its platform extension plans, work has recently been completed by Network Rail on extending the bay platform at Wigan North Western. Platform 3 will now be able to accommodate four car trains and help operationally with train movements from Springs Branch depot. Further platform extensions have been announced for Hyde Central and Hyde North stations; again, these will enable operation of four car Class 156 trains (slightly longer than the 20m Class 150 currently in use).

7.2 Northern is continuing with its rolling programme of station improvements across the Region, with work completed at Bolton and Cheadle Hulme stations recently. Further stations will receive new and improved LED lighting. Staff facilities at Manchester Victoria have also been refreshed and improved during the Covid pandemic.

7.3 Network Rail has advised that the passenger lift which serves platforms 13 and 14 at Manchester Piccadilly will be out of service due to replacement between 08 February – 19 May. A fixed stairlift will be available to help passengers to and from platform level, with staff available to help. Passengers will be made aware via an information campaign and will be able to pre-book assistance via their TOC or secure transport to the nearest step-free station.

8. CYCLE FACILITIES AT RAIL STATIONS

8.1 Growth Deal Two Additional Priorities Funding has been allocated to improve the cycle facilities at rail stations. As part of the Growth Deal Two Cycle and Ride project the cycle parking facilities are to be upgraded at Reddish North Station and Urmston Station. In total 18 covered cycle spaces will be provided, and highway improvements are to be made in Urmston to assist travellers access the station. The works are due to be completed in the spring of 2021.

8.2 In addition, Northern Rail and Avanti West Coast were successful in securing DfT Cycle Rail funding to improve the cycle facilities at 9 stations within Greater Manchester including at Manchester Piccadilly. In total approximately 200 spaces are to be delivered across the 8 stations and over 100 additional spaces at Manchester Piccadilly. TfGM is currently in the process of reviewing the designs and implementation is planned for summer 2021. The table below provides the stations and number of spaces.

Station	Lead delivering Operator	Number of spaces provided
Horwich Parkway	Northern	30
Bolton	Northern	100
Atherton	Northern	10
Hindley	Northern	10
Mills Hill	Northern	20
Davenport	Northern	10
Hag Fold	Northern	10
Woodsmoor	Northern	10
Manchester Piccadilly	Avanti	Approx. 100 additional spaces

9. NORTHERN STATION INVESTMENT FUND (SIF)

- 9.1 In 2016 Arriva Rail North committed approximately £30 million to enhance stations across the Northern franchise and developed a programme of works (across 2 phases) covering:
 - 9.1.1 Phase 1 - Waiting shelters, waiting rooms and toilet improvements, seating, additional ticket vending machines and customer help points, customer information screens, PA, accessibility improvements and CCTV, ticket barriers, and new parking spaces; and
 - 9.1.2 Phase 2 - Northern Connect - staffed stations (Bolton, Deansgate, Heald Green, Horwich Parkway, Manchester Oxford Road, Manchester Victoria, Rochdale, and Salford Crescent) with WiFi, and catering facilities.
- 9.2 Works progressed across the franchise, including GM stations, throughout 2016-2019, however in 2019 Arriva Rail North lost the franchise and the Northern Franchise was operated by the Operator of Last Resort (OLR).
- 9.3 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; the “Hundred Day Plan”. Appendix A lists the GM Station enhancements that have been paused as a result.
- 9.4 The Hundred Day Plan, which is currently awaiting sign off, looks at investment in a different way with a focus on Accessibility and Security as well as information for customers but will, if approved, see a broad range of facility improvement (although not necessarily the same as the original SIF plan).

Simon Elliott

Head of Rail Programme

APPENDIX A – GM Station Enhancements paused due to OLR:

Replacement Shelters x 16

Flixton x 1
Godley x 1
Gorton x 2
Hag Fold x 2
Hall l'Th Wood x 2
Hyde North x 2
Lostock x 2
Mills Hill x 2
Trafford x 2

Waiting Shelter Refurb x 5

Chassen Road x 2
Flixton x 1
Hadfield x 1
Newton for Hyde x 1

Accessible Humps – All were subject to feasibility and not confirmed. x 7

Davenport x 2
Dinting x 1
Irlam x 1
Salford Crescent x 2
Urmston x 1

Accessible Hubs x 1

Heald Green

Customer Information Screens x4

Fairfield x2
Hall l'th Wood x2

WiFi x 8

Bolton
Deansgate
Heald Green
Horwich Parkway
Man Ox Road
Man Vic
Rochdale
Salford Crescent

CCTV x 3 sites

Ryder Brow
Chassen Road

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GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 22 January 2021
Subject: Metrolink Service Performance
Report of: Danny 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:

GMTC report of 23 December 2020

CONTACT OFFICERS:

Daniel Vaughan	Head of Metrolink	0161 244 1519 daniel.vaughan@tfgm.com
Victoria Mercer	Metrolink Service Delivery Manager	0161 244 1737 victoria.mercer@tfgm.com

Equalities Implications: n/a

Climate Change Impact Assessment and Mitigation Measures – n/a

Risk Management: n/a

Legal Considerations: n/a

Financial Consequences – Revenue: n/a

Financial Consequences – Capital: n/a

Number of attachments to the report: 1

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

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.

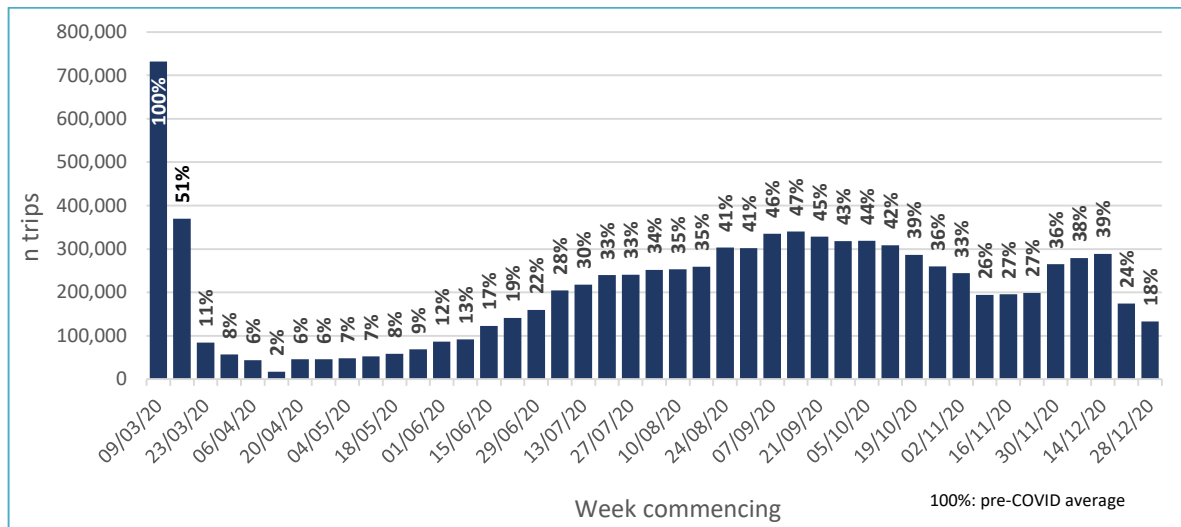
2. PERFORMANCE SUMMARY

- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 98.1% of scheduled miles were operated during the 12 months to December 2020 against a performance target of 99.4%. Performance was impacted by two significant overhead line equipment (OHLE) failures, a serious road traffic collision and the ongoing influence of short notice staff unavailability due to COVID.
- 2.3 Recorded incidents of crime and anti-social behaviour on the network have risen following the increase in patronage post first lockdown but overall remain lower than levels recorded in 2019. However, reported criminal damage has escalated across the network (platform shelters, TVMs, ticket validators, saloon windows, tram seats and cycle hubs) and is notably higher than those reported in 2019.
- 2.4 Issues relating to ticketing remain consistently the top reason for customer contact.
- 2.5 Additional COVID measures were implemented in December to include increased resourcing to support customers travelling safely. This included an additional 500 hours per week of touch point cleaning, teams of 'Trambassadors' engaging with customers on the requirements for safe travel as well as the installation of hand sanitiser units on high footfall stops.
- 2.6 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.

- 2.7 Vehicle availability was reduced for two weeks during the November lockdown to facilitate fleet inspections and maintenance following an identified fault on the track brake suspension brackets. This work was completed before the end of lockdown 2.
- 2.8 Metrolink have implemented several national recommendations from the RAIB investigation into the Sandilands incident with further work continuing.

Patronage

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



- 2.11 Patronage decreased to approximately 5% of pre COVID levels during the first lockdown of the pandemic.
- 2.12 Patronage increased again as schools, colleges and universities returned following the summer holidays, but began to fall again from 21 September, as Greater Manchester entered tier 2 then tier 3 restrictions, and curfews were placed upon the hospitality sector.
- 2.13 Patronage fell week commencing 26 October to 30% of pre-COVID average, affected in part by GM schools’ half term holidays, the closure of licensed premises (not serving meals) and a week of inclement weather.
- 2.14 A national lockdown was announced on 31 October covering the period from 4 November to 2 December where leisure facilities and hospitality sectors closed in full.
- 2.15 Pre-Christmas, Tier 4 restrictions were introduced followed by a national lockdown from the 5 January. Patronage is currently averaging 15% of pre-COVID levels.

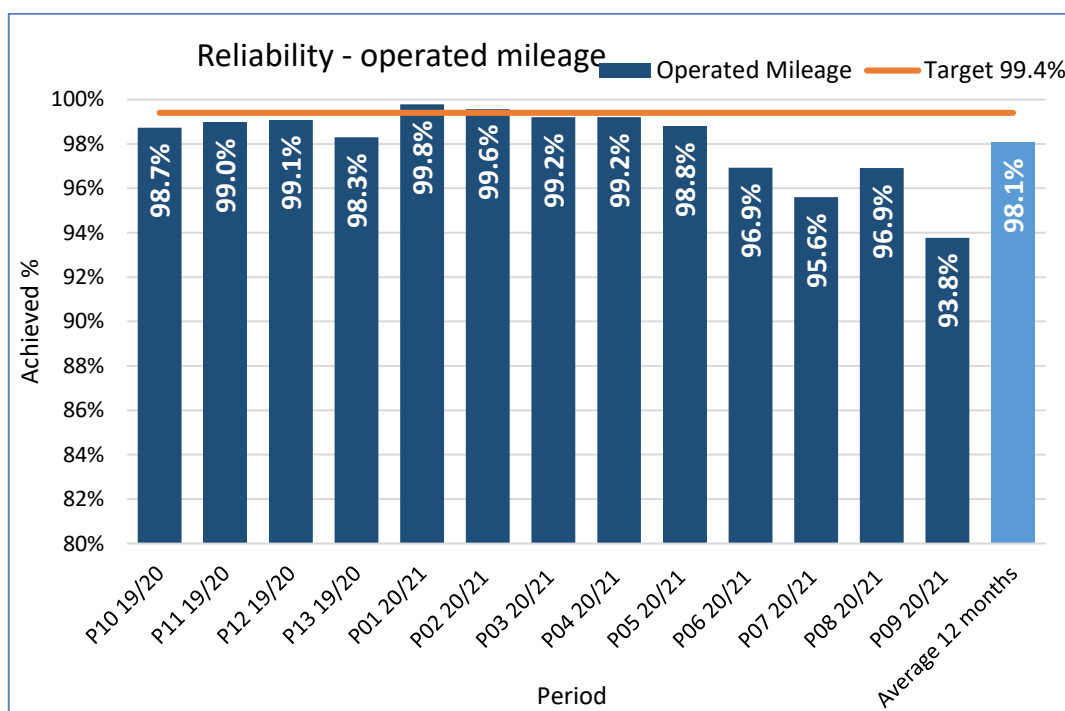
Financial Update

- 2.16 Following the national lockdown announcement on 4 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' on 8 January 2021.
- 2.17 However long-term funding remains uncertain. Even in the most optimistic of scenarios, as restrictions on public transport are eased, Metrolink patronage and therefore revenue is unlikely to return to pre-COVID levels for several years.

3. OPERATIONAL PERFORMANCE

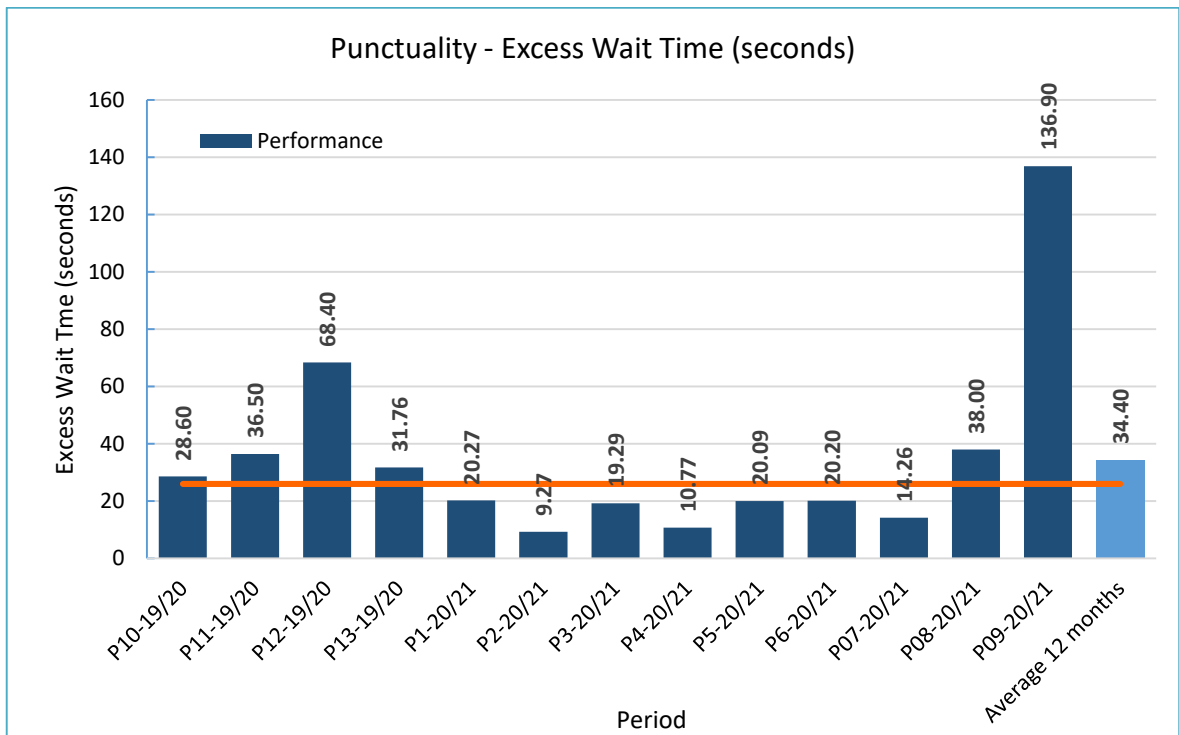
Reliability

- 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 deteriorated over recent periods due to several significant incidents. A burst water main in the Oldham Mumps area affected service delivery in period 8. Two overhead line equipment failures occurred in period 9 at Chorlton and Cornbrook, as well as a serious road traffic collision where a van struck a tram in Ashton.
- 3.3 During the November lockdown when patronage reduced Metrolink took the opportunity to conduct additional fleet maintenance by reducing the number of doubles from the 16 – 29 November.



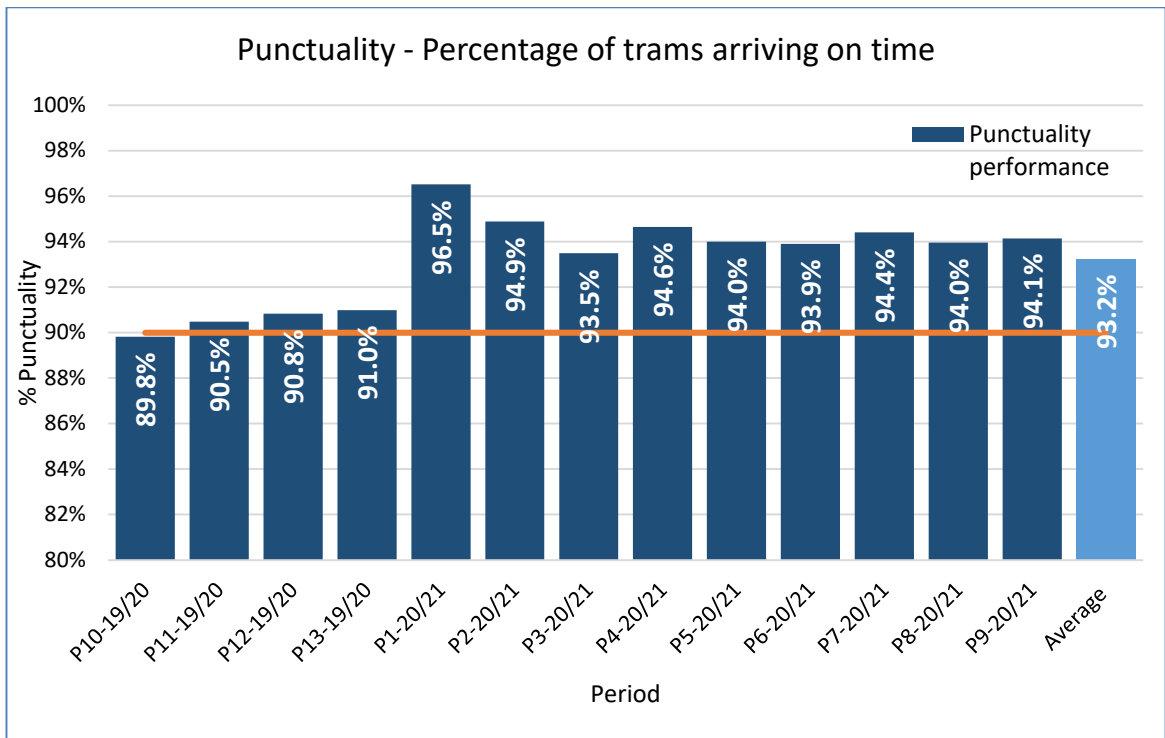
Excess Wait Time

- 3.4 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.
- 3.5 The EWT average performance for the 12 months to December 2020 was 34 seconds against a target of 26 seconds. Recent performance was negatively impacted in periods 8 and 9 due to the above mentioned incidents. However, the EWT target of 26 seconds was met on all but 7 days in period 8 and all but 5 days in period 9.
- 3.6 The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.



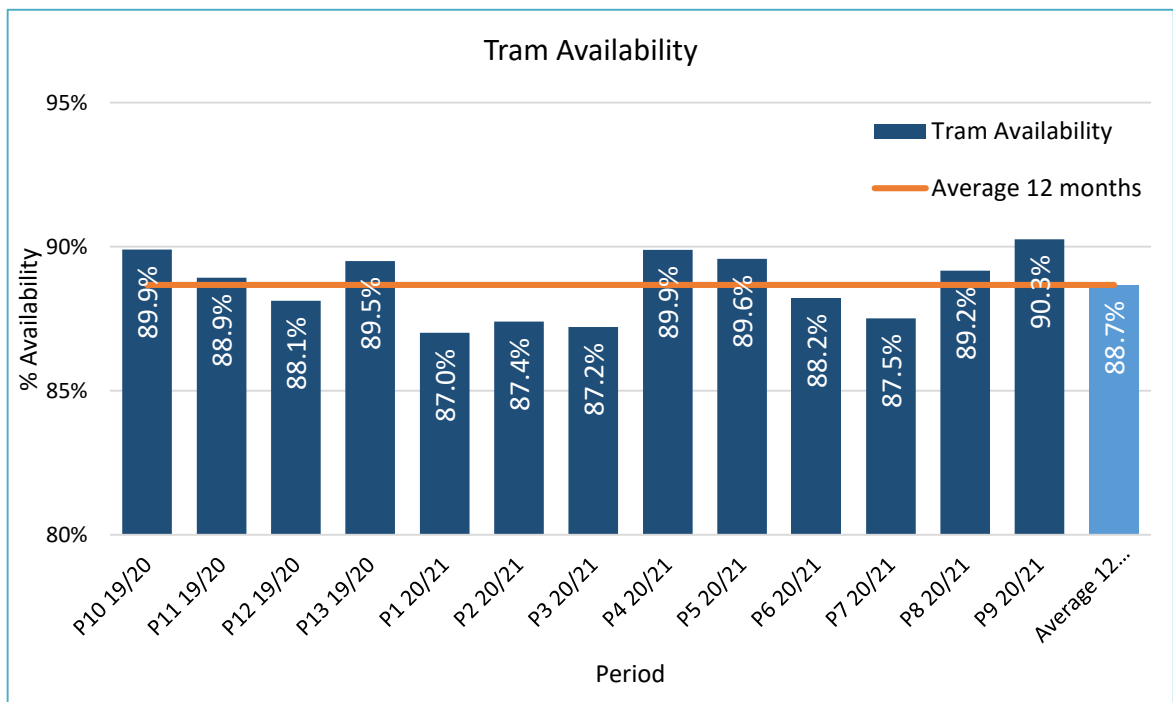
Punctuality - Percentage of services operating to time.

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



Asset reliability - Trams

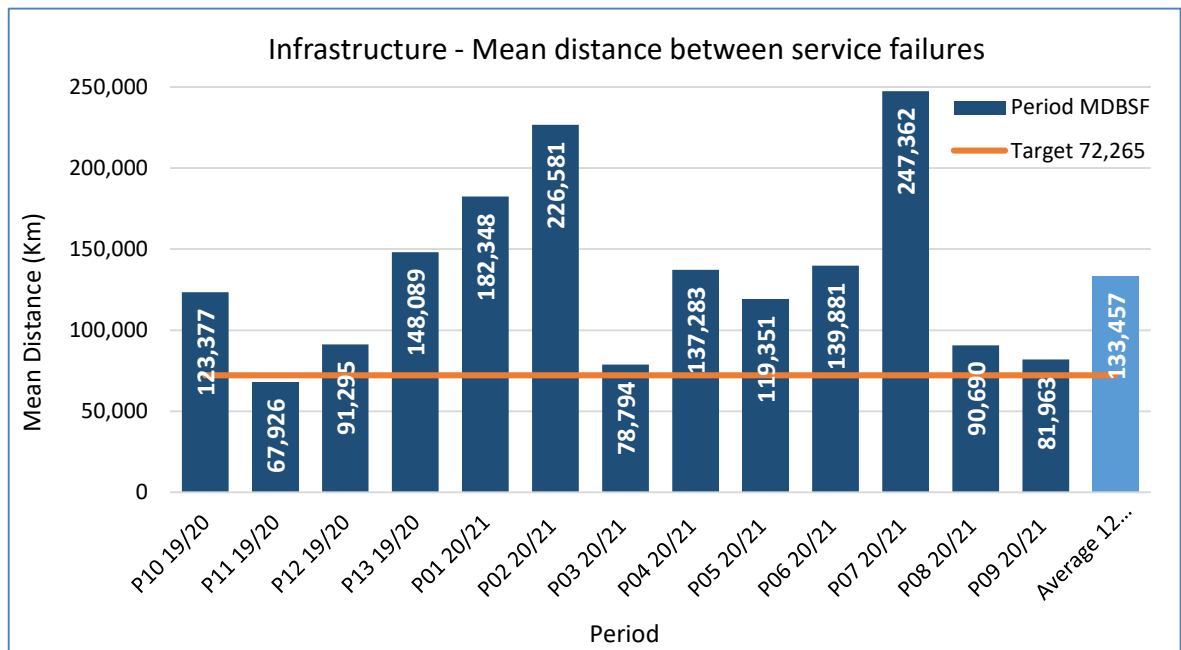
3.8 Tram availability shows percentage of the fleet that has been available during each period.



3.9 Tram availability increased to above 90% in period 9, reflecting the amount of work undertaken to improve this measure and boost the number of double trams able to operate.

Asset reliability – Infrastructure

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

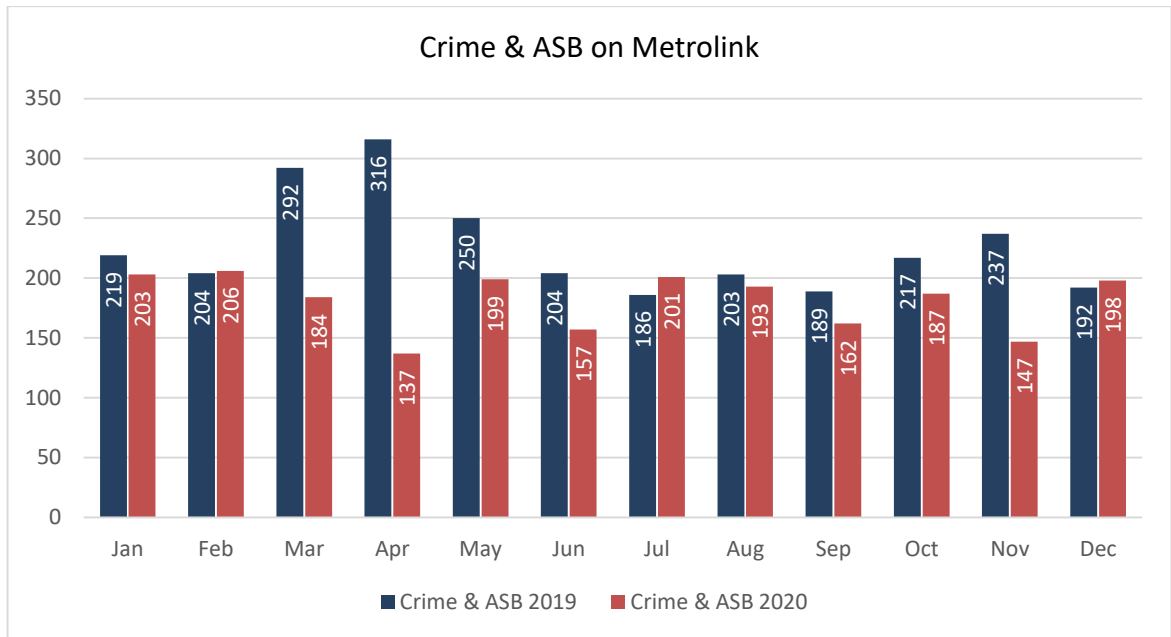


3.10 Infrastructure performance has continued above target now for the past 11 periods. The tram management system has performed particularly well.

Crime & Anti-Social Behaviour

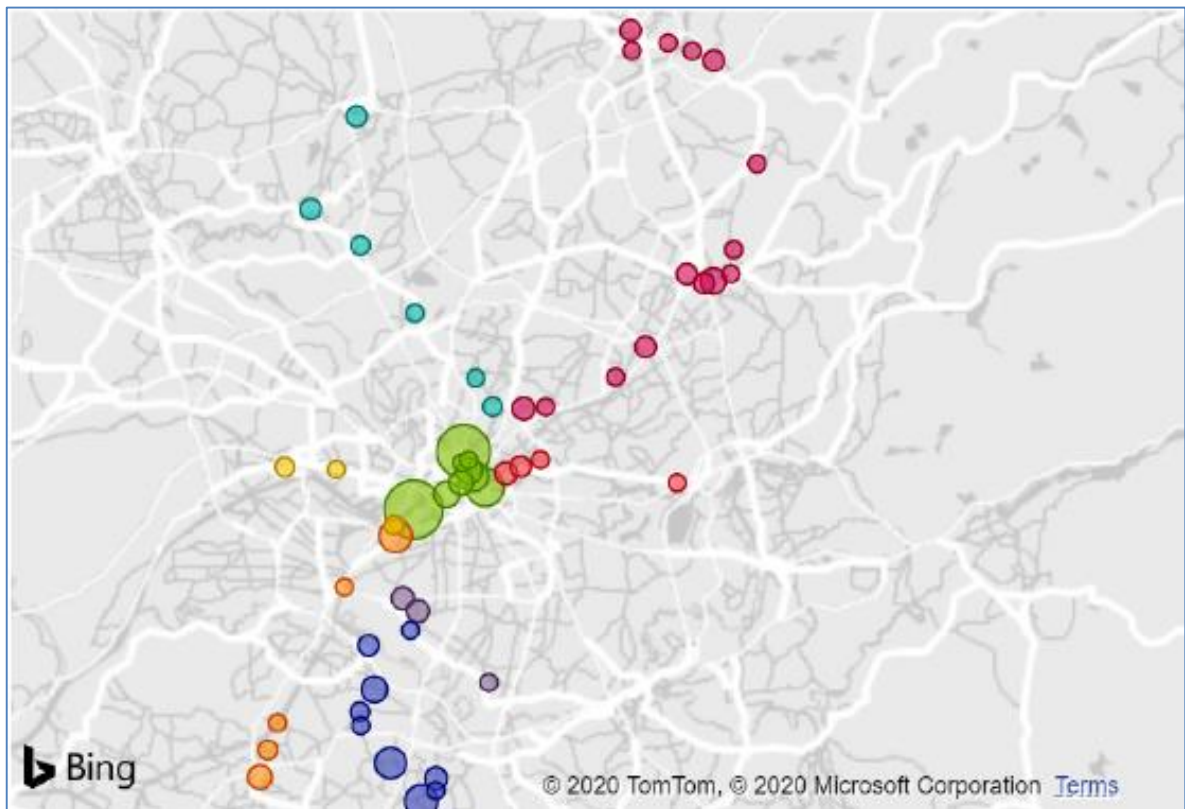
3.11 On average, 181 incidents of crime and anti-social behaviour per month were reported to Metrolink across the duration of the year.

3.12 Recorded incidents of crime and anti-social behaviour on the network remain lower than those recorded in 2019. Criminal damage has escalated across the network through November and December affecting platform shelters, TVMs, ticket validators, saloon windows, tram seats and cycle hubs. This correlates to second lockdown, the lead up to the festive period, bonfire/halloween events and school holidays.



Data source: Travel Safe Partnership consolidated dataset

The locations of hot spots for crime and anti-social behavior during December are shown on the map below. The size of the circle relates to the scales of reported incidents.



Data Source: KAM ASB and Crime

3.13 TravelSafe Days of Action have continued during December, with a focus on city centre locations to support the student travel window and return to retail. Engagement took place at Victoria (04 Dec), Piccadilly (05 Dec), Velopark (17 Dec) and Victoria (23 Dec). Below shows an infographic to showcase these activities since they commenced in July;



3.14 15 Partnership letters have been sent to schools at which rates of compliance with face coverings had been noted as low, this approach appears to have had a positive impact.

3.15 A series of ‘staff impact videos’ have been developed for use across social media to support engagement with young people around safe travel behaviours.

3.16 The hot spot for ASB remains Manchester City Centre. The top five hot spot areas are Victoria, Cornbrook, St Peter’s Square, Piccadilly Gardens and Piccadilly undercroft.

3.17 Tram ‘surfing’ remains an issue and recent hot spot locations for “boarding” trams have been identified. These are being closely monitored. One identified youth will enter a restorative justice process, once this can be safely facilitated at Queens Road Depot.

3.18 During period 9, TravelSafe officers reported over 700 face covering interventions and since 15 June 2020 when face coverings on public transport became compulsory there were over 5200 face covering interventions by TravelSafe officers. Through the Transport Unit activity on the network 18 Fixed Penalty Notices (FPN) have been issued to date by Greater

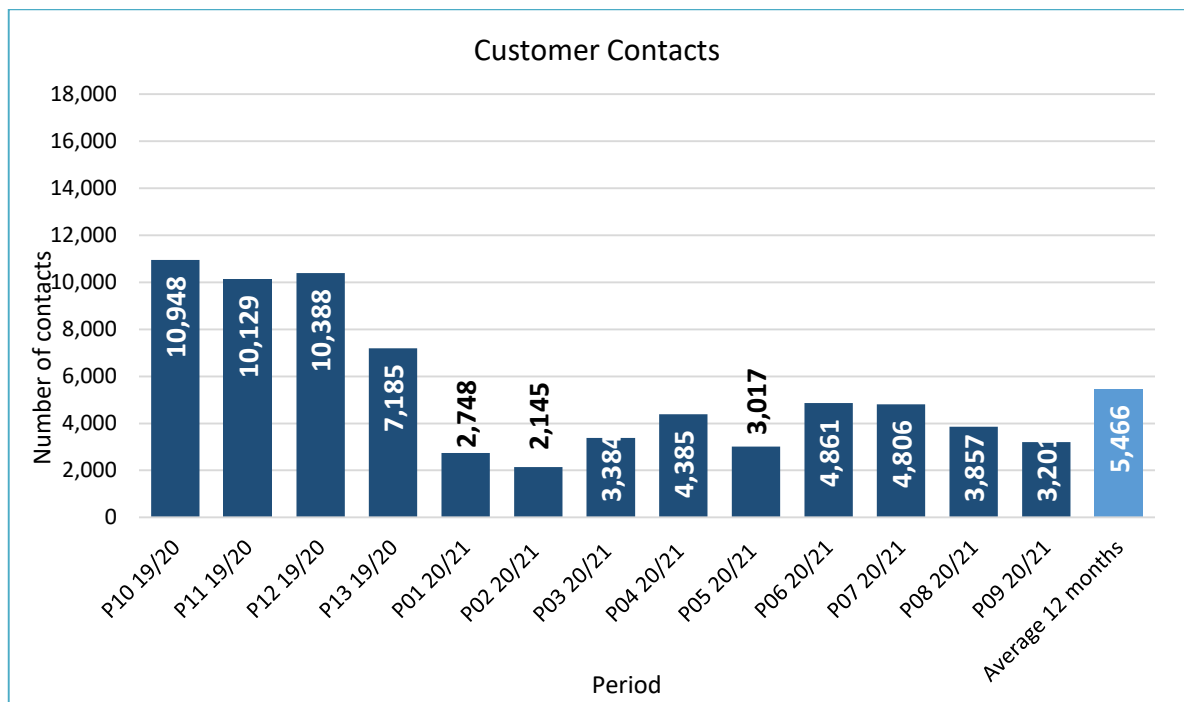
Manchester Police. Also, during period 9 there was introduction of Trambassadors, and their role is to encourage people to wear face coverings, hand out hand sanitisers and promote COVID safe travel.

3.19 Most reported bylaw offences during period 9 were for smoking, verbal abuse of staff, trespass, loitering and alcohol. 28 bylaw offences were reported for prosecution through the court.

3.20 The recent rise COVID cases is impacting on staff and teams of the TravelSafe Partnership members through illness or staff self-isolating, including GMP. Adjustments to rosters and tasking are being made, however we are determined that the positive momentum on face covering enforcement will continue.

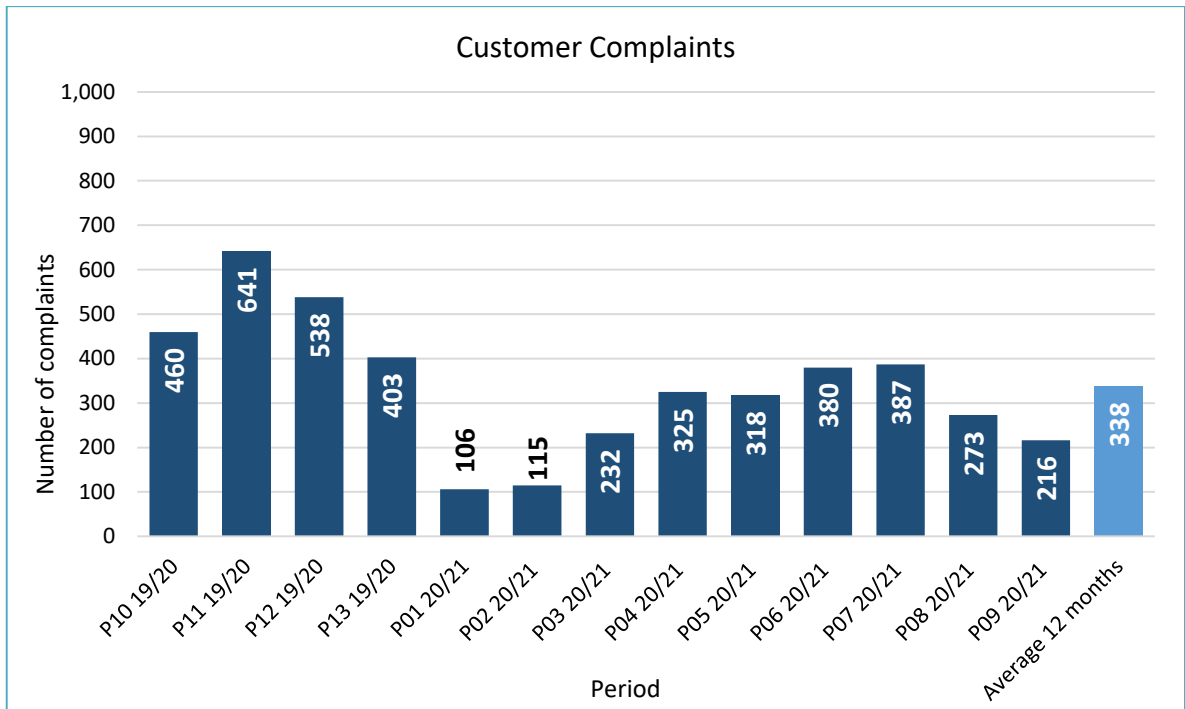
Customer contacts and complaints

3.21 Just over 71,000 customer contacts were dealt with over the duration of the year, averaging at just under 5,500 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. They have subsequently increased but not to the levels seen pre COVID.

3.22 The category of contacts varies by period. Ticketing related contacts dominate customer feedback channels, particularly in respect of incomplete journeys arising from an unregistered tap out using contactless and how to see journeys and get receipts online. This also correlates to the increased use of contactless during the pandemic with new customers familiarising themselves with the service. A new campaign was launched for contactless to further promote the service and how to use it.



4. CAPITAL PROGRAMME

New trams

- 4.1 The delivery of the first new tram was 14 November with the second tram arriving before Christmas. Testing and commissioning of these vehicles is underway with the first tram entering passenger service before Christmas. Other trams will continue to arrive throughout the course of this year which will 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. The delivery schedule will be impacted by the latest lockdown in the UK and Europe and will therefore remain under constant review.

Tram Management System (TMS)

- 4.2 TMS programme continued with the completion of the Bury Line conversion to line of sight operations in November.
- 4.3 Work continues this year with the conversion at Timperley planned.

5. FORWARD PLAN

Service

- 5.1 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. A longer-term service pattern is in development with KeolisAmey Metrolink.
- 5.2 Due to the changes in the COVID response following the introduction of the Tier system, Greater Manchester moving into Tier 4 followed by national lockdown from 5 January, it is not proposed to make any significant changes to the service until later this year.
- 5.3 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.
- 5.6 Continuation of infrastructure enhancements to prepare for the 27 new trams. One depot has already had minor works completed, while the other will require more substantial upgrades next year. The depot works is unlikely to affect passengers. Three new substations on the Bury line are also required to provide additional power for the trams. It is not yet known what the impact of these works will be on passengers, though it is likely to be minimal.
- 5.7 Network Rail planned bridge works at Victoria will also impact upon Metrolink services and we have been working closely with Network Rail to plan these works and minimise the impact on services as much as possible.

Customer Experience

- 5.8 On the 3 December additional cleaning resource was introduced onto the network to increase the number of daily touch point cleans along each line and onboard the trams, this is an increase of approx. 500 hours per week of touch point cleaning activity.
- 5.9 On the same week a team of 'Trambassadors' were introduced to support customers using the network by informing them of the safety information when using the network and requirements to wear face coverings, using contactless ticket purchase options where possible and keeping a safe distance from other customers. They are proactively handing out travel size hand sanitisers and face masks to customers who have not come prepared as part of a campaign to encourage and educate customers returning to the service.

- 5.10 Hand sanitisers were introduced on all city centre stops which have the highest footfall traffic. These assets have been a challenge for Metrolink to introduce due to the outdoor exposed stops with no static staff presence. The introduction in the city centre will be closely monitored and reviewed.
- 5.11 Face covering compliance has been monitored across the network Monday-Friday in the AM and PM peaks. The levels have remained consistently high on Metrolink at circa 85% compliance, with higher compliance in the AM peak and slightly lower compliance levels in the PM peak due to increased leisure activity.
- 5.12 Exemptions to wearing a face covering is expected to be over 10% which means that our compliance of circa 85% is significantly high and consistent with other modes of public transport.
- 5.13 Several measures have been taken to ensure customers are aware that they must wear a face covering unless exempt including but not limited to; 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.
- 5.14 Metrolink Travel Safe Officers have 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 is lower and support the enforcement activities.
- 5.15 A significant amount of work has been done with local schools and colleges near the network which has included support from teachers attending operations which has been highly successful. The most recent compliance by line data can be found in Appendix 2.

Wi-Fi

- 5.16 Wi-Fi equipment was installed on trams following funding secured through the Super-Connected Cities programme in 2015. Metrolink and Free Bus had been providing free at the point of use Wi-Fi to passengers since then, with the costs of operating the service largely covered by commercial sponsorship from March 2018 to October 2019. Whilst there could be potential for a new sponsorship deal to replace the previous arrangement, commercial advice is that this is unlikely, at least in the short-term, as patronage and therefore advertising reach is significantly depressed by the COVID pandemic.
- 5.17 Usage levels had declined year on year since 2017, in line with the increased availability of cheaper, and in some cases unlimited personal data allowances, with this trend expected to continue in the future. The service allowance was limited on the Wi-Fi (to ensure fair usage and control costs) which meant users could not use excessive amounts of data by streaming music or videos.

- 5.18 During 2019/20 there were approximately 7,000 customers accessing the Wi-Fi on an average day. When compared to the average number of trips per day (c.134,000) pre-COVID, that equates to circa 5% of users.
- 5.19 Following the loss of a sponsorship deal to fund the WiFi provision followed by a significant reduction in Metrolink patronage, the free Wi-Fi on trams (and on the city centre Free Bus service) was switched off at the start of lockdown, on 24 March. Due to the financial challenges faced by TfGM and Metrolink during the pandemic the Wi-Fi service was placed under review.
- 5.20 Since the switch-off there has been very little customer feedback around the service and of those received none of those customers commented further when an explanation was provided.

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 ad hoc sampling on each line during the AM and PM peaks Monday-Friday.

The below table provides the latest data set from December;

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

January 2021 – March 2021

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

January

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
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
	Rail Programme Infrastructure	Simon Elliott	To provide an update on the latest developments for Rail Infrastructure.	Implementation

February

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Travelsafe Partnership Annual Report	Lucy Kennon, TfGM	To update the Committee on the work undertaken by the Travelsafe Partnership over the last year, and its priorities for 2021.	Accountability
	Outcomes of the City Centre Transport Strategy Consultation	Simon Warburton, TfGM	To report the findings of the City Centre Transport Strategy Consultation.	Policy Development
	Active travel update	Richard Nickson	To update Members on the active travel initiatives for 2021.	Implementation

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
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

To be scheduled –

RAPS – to review the coordination of works across the highway.

Rail station update – 6 monthly update to M&R sub-committee

Drive Safe schemes

2040 Strategy Delivery Plan

Decarbonisation of transport - progress on initiatives as well as numerical data on annual carbon reductions and future projections, and if we are on target with delivering reductions as per our plan.

Building Public Confidence in the public transport system

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