

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

DATE: Friday, 20th November, 2020

TIME: 10.30 am

VENUE: Microsoft Teams

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 of the GMTC Metrolink & Rail Sub-Committee held 18 September 2020** 5 - 12

To consider the approval of the minutes of the meeting held on 18 September 2020.

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

- | | | |
|-----------|--|---------|
| 5. | Local Rail Service Performance and Operations Update
Report of Caroline Whittam, Head of Rail Franchising, TfGM. | 13 - 36 |
| 6. | Metrolink Service Performance
Report of Daniel Vaughan, Head of Metrolink, TfGM. | 37 - 50 |
| 7. | GMTC Work Programme
Report of Gwynne Williams, Deputy Monitoring Officer, GMCA. | 51 - 56 |
| 8. | Dates of Future Meetings
Friday 22 January 2021
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 20 November 2020

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 18 SEPTEMBER AT 10:30AM VIA MICROSOFT TEAMS**

PRESENT:

Councillor Doreen Dickinson (in the Chair)	Tameside MBC
Councillor Richard Gold	Bury Council
Councillor Stuart Haslam	Bolton Council
Councillor Naeem Hassan	Manchester City Council
Councillor Dzidra Noor	Manchester City Council
Councillor Atteque Ur-Rehman	Oldham Council
Councillor Shah Wazir	Rochdale Council
Councillor Angie Clark	Stockport Council
Councillor Peter Robinson	Tameside MBC
Councillor Steve Adshead	Trafford Council
Councillor Joanne Marshall	Wigan Council

OFFICERS AND OPERATORS IN ATTENDANCE:

Mark Angelucci	TfGM
Guillaume Chanussot	Keolis
Daniel Coles	Network Rail
Lindsay Dunn	Governance Officer, GMCA
Chris Jackson	Northern
Lucja Majewski	Transpennie Express
Victoria Mercer	Metrolink Service Delivery Manager, TfGM
Daniel Vaughan	Head of Metrolink, TfGM
Caroline Whittam	Head of Rail Franchising, TfGM
Gwynne Williams	Deputy Monitoring Officer, GMCA
Lindsay Dunn	Governance & Scrutiny, GMCA
Nicola Ward	Governance & Scrutiny, GMCA
Lee Teasdale	Governance & Scrutiny, GMCA

GMTMRC 01/20 APOLOGIES

Resolved /-

That apologies be noted and received from Councillor Howard Sykes (Councillor Angie Clark substituting).

GMTMRC 02/20 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

That there were no Chair's announcements or urgent business.

GMTMRC 03/20 DECLARATIONS OF INTEREST

Resolved /-

That there were no declarations of interest.

GMTMRC 04/20 APPOINTMENT OF VICE-CHAIR

Resolved /-

That Councillor Dzidra Noor be appointed as Vice-Chair of the GMTC Metrolink & Rail Sub-Committee for the Municipal Year 2020/21.

GMTMRC 05/20 LOCAL RAIL SERVICE PERFORMANCE

Caroline Whittam, Head of Rail Franchising TfGM took Members through a report which provided an update on local rail service operation and performance across Greater Manchester. It particularly focussed on the period from March 2020 following the start of the Coronavirus pandemic. From this period, all Rail Operators introduced a key worker timetable which provided minimal service coverage but was designed to meet the needs and shift patterns of local key workers. Since then, there had been several timetable changes as government guidance had begun to encourage people back into the workplace, and schools resumed. Over this period performance had been excellent, with all operators reporting PPMs (Public Performance Measure) in the high nineties, the challenge ahead would be to retain this high performance whilst bringing further services back online. Dialogue and engagement across operators and with TfGM had been very positive throughout this period, and all parties were keen to maintain partnership working and collaboration going forward.

The latest timetable change had taken place for most operators on the 6 September (13 September for Northern) which had overall provided another service uplift, however officers had indicated some concerns regarding Northern's proposal to temporarily withdraw the Manchester-Rose Hill line. The position in relation to this line had moved on considerably, and with thanks to officers and Members, the Rail Minister had asked Northern to re-instate three journeys per day for the benefit of passengers, specifically those travelling to Rose Hill/Marple to access educational establishments. Furthermore, there had been a reduction in services to Swinton, with the period of 9-11.30am being particularly adversely affected. Further discussions with local councillors and Northern were planned to consider how the impact of these changes on passengers may be mitigated.

Members asked when the industry were anticipating further patronage demand. Officers reported that this was unclear, and dependent on a number of factors including local lockdown restrictions and that the industry was anticipating a changeable and difficult winter season. Although communications had moved from an 'essential travel only' message to 'travel safely' it was considered that the country was not yet in a position for the industry to move encouraging more people back onto public transport as yet.

Members reported that there was no clear signage at Hyde North station in relation to the

provision of the three daily services to Rose Hill. Northern agreed to check this and install as necessary.

Members of the committee asked for an update in relation to the current status of the Emergency Measures Agreement (EMA) and the potential for future rail franchising. Officers reported that these measures had recently been discussed in Parliament and the outcomes of those decisions was anticipated shortly. With regards to rail franchising, it was expected that the Williams Review (due for publication later in the year) would give further clarity on the direction of travel, but that it was likely, as a result of Covid, that this would look different to what was initially anticipated. Transpennine Express added that they were also unaware of any announcements in relation to the EMA as yet, but would update the Committee when possible.

Resolved /-

1. That the report be noted.
2. That as a result of detailed negotiations, there had been an updated situation in relation to the Rose Hill line, specifically the extra provision of 3 trains (2 morning peak, 1 afternoon) per day to support access to educational establishments in Marple, further supplemented by a rail replacement bus service throughout the day.
3. That it be noted that TfGM would be arranging a meeting between Northern and the Salford City Mayor to discuss the reduction in services to Swinton.
4. That a further update on December rail timetable changes be presented to the M&R Committee at the next meeting.
5. That it be noted that Northern agreed to ensure there was adequate signage to reflect current operational services at stations along the Rose Hill line.
6. That further information with regards to the next plans for Government's Emergency Measure Agreements and the future of franchising agreements were anticipated to be announced shortly and included in the Williams review (expected autumn 2020) and would be provided to the Committee once available.

GMTMRC 06/20 UPDATE FROM NORTHERN

Chris Jackson, Regional Director Northern gave an update to the Committee on the last couple of periods, the current picture for the company and future plans. Northern were now running 2,000 trains per day, providing 85% of the pre-covid network coverage. The return of schools had been successful, with some services being flexed as a result of unforeseen demand.

Onboard revenue collection had now re-commenced which would be a vital element to the recovery and sustainability of the industry. Patronage levels were c. 33% of normal levels, and there was some concern that the initial message of 'essential travel only' had caused anxiety amongst passengers that now needed some reassurance communications regarding the safety of the train service in order to encourage them to return. Face covering compliance had generally been good, but with the support of the British Transport Police, stronger enforcement for non-compliance was being put into place. Members of the Committee recognised the essential need for revenue protection to re-commence and for a strong adherence amongst passengers on the requirement to wear face coverings whilst on board and at train stations.

Northern now had 139 drivers (out of 994) who had to pause their training as a result of covid, and further to this, 42 drivers had also retired during this period. These resourcing levels had a direct impact on the availability of drivers to maintain the Rose Hill line, and the resulting decision to temporarily suspend services. In addition to the school services, Northern had provided a number of rail replacement services and ring and ride provision for passengers on this line. From 26 October 2020, there would be a 90 minute service along this line, with a full timetable return anticipated for the 14 December 2020. Members welcomed this new position, and further planned uplift to Rose Hill services. Reportedly the additional schools services had been well used, and issues with the rail replacement services addressed promptly. Furthermore, Northern had assured Members at a special meeting regarding these changes that this would not be a pre-cursor to the permanent closure of the Rose Hill line.

In relation to performance, it was positive to see that despite difficult circumstances, it had been strong. It was recognised that this was crucial to maintain as timetables were increased and further passengers returned to the network. Northern were clear that this period had given a good opportunity to do things differently and would be urging colleagues to look at how congestion along the Castlefield Corridor could be addressed to support aspirations for improved punctuality. Members thanked Northern for their good general coverage and strong performance across the network, especially during the period of the key worker timetable, as this made a significant difference to those being required to travel to work.

All new trains (Class 159s) were available, however they were being rolled out onto the network inline with completed driver training. The refurbishment of other units was also progressing, which included upgrades to seat coverings to make the trains easier to clean. Members asked whether these new trains would be seen on the Hyde Loop, it was confirmed that one of the schools services was made up of a Class 159 unit, and from 21 September there would be further new trains added to this line.

Flexible season ticket trials were also underway, with a tap-in tap-out design to allow season tickets to benefit those with varying travel patterns. An extension had also been applied to the discounts available for the educational season tickets. Members recognised that season ticket sales will be key to the future success of operators, but that consideration must be given to the level of annual fare increases as to not further dissuade passengers from returning. Northern added that there had been significant season ticket refunds made over the past few months which had created a substantial revenue black hole that would be a likely contributing factor to the levels of ticket prices in 2021.

With regards to staffing levels, there had been a number of staff who had been required to isolate over the past week, the impact of this and local lockdown measures still being difficult to predict.

Members of the Committee asked for an update as to how successful the Operator of Last Resort had been to date. Northern confirmed that it had been positive so far, with a series of improvements having been made to staff accommodation, passenger experience and that there was currently a good outlook for the future of the arrangements. The 100 day plan was significant and far reaching, and despite the impact of Covid remained a substantial focus for the organisation.

In relation to works on the Gauxholme viaduct, members asked that Northern give further

consideration as to how passengers can access Littleborough and Smithy Bridge stations as rail replacement is not always accessible. It was confirmed that there was a planned meeting with STORM (the local user group) to look at the plans for these works and determine whether the rationale behind the decisions is accurate. Members added that station adoption groups and 'friends of' groups were clear assets to any station, and should be effectively used to improve the experience for passengers and support operators in encouraging people back onto the rail service.

Resolved /-

1. That the update from Northern be noted.
2. That it be noted that there are a number of new ticket options on trial, including a flexible season ticket.
3. That it be noted that from 26/10 there would be a 90 minute service on the Rose Hill line.
4. That the slides presented by Northern be shared with members of the M&R Sub Committee.
5. That it be noted that revenue protection would now re-commence across services, to help address the long term commercial viability of the train network.
6. That during the period of 24 Oct – 1 Nov there were engineering works planned for Gauxholme Viaduct that would have an impact on stations at Littleborough, Smithy Bridge and in relation to this, Northern would be meeting with Network Rail and the user group Storm to consider available options.
7. That the essential travel message was now only being promoted in areas of local lockdown, but that it would be necessary for both Operators and politicians to work together to address passengers confidence in returning back to public transport.
8. That it be noted that Class 195 new trains are being regularly added to the network, including those services on the Hyde loop.

GMTMRC 07/20 LOCAL STATIONS UPDATE

Caroline Whittam, Head of Rail Franchising TfGM took the Committee through a report which provided the latest update on rail stations across Greater Manchester. Specifically it detailed information about the Access for All Programme, improvements to Mills Hill Park and Ride, interventions undertaken and those planned for the future within the RSIS (Rail Station Improvement Schemes) Programme, work undertaken by the Rail Station Alliance and an update on Community Rail. In relation to this, congratulations were extended to Hindley Station for their recent Small Station award.

Members asked why an update on the accessibility at Newton and Godley stations had not been included in the report, officers confirmed that this was part of a different programme, but could be included in future reports.

Resolved /-

1. That the report be noted.
2. That it be noted that Northern would respond directly to Cllr Peter Robinson with relation to works planned for Newton and Godley stations on the Hadfield Line, and information included in a future report.

3. That congratulations be extended to Hindley train station who recently received a highly commended award at the National Rail awards.

GMTMRC 08/20 METROLINK PERFORMANCE REPORT

Victoria Mercer, Metrolink Service Delivery Manager, TfGM introduced a report which detailed operational performance of Metrolink over the last year, with a focus on the most recent quarter.

Since the start of the Covid pandemic there had been a considerable impact to patronage, with a record low of 5% of normal levels in April 2020, and current levels of c. 40%. Full network coverage is now available, but with social distancing measures in place, each tram can only accommodate 23% of normal capacity. Over this period there had been four service pattern changes and two further enhancements as Government guidelines evolved and more people returned to the workplace. There had been a shift from the usual busiest lines, to those that serve Oldham, Rochdale and Manchester Airport, requiring some movement of units to accommodate the number of passengers in these areas. The network was now working to a 10 minute frequency, which is under continuous review.

The next planned service change is scheduled for January 2021, but will be dependent on the current Government guidance. Officers are very much aware of the changing picture, and the recent 'essential travel only' message applied in the North East of England. The impact of self-isolation since the return to schools and the introduction of the track and trace programme had also become evident as there had been an increase in the number of staff isolating.

Performance had remained above target over the last quarter, and despite Covid, the Trafford Park line was able to open on the 23 March and had seen patronage continue to grow steadily. There had been a reduction in the number of ASB incidents in early 2020, but as more passengers had returned to the network this had begun to increase and therefore there had been a number of targeted interventions through Travelsafe and other partners to address any particular hotspot areas. Some of these interventions had been designed to particularly increase awareness of the requirement to wear face coverings, and again these had been specifically targeted to areas of lower compliance. However, general compliance across the network had been recorded as c. 80-90% which was positive.

There had been a series of changes made to minimise the risk of Covid spread units, including enhanced cleaning regimes, increased signage to encourage social distancing and contactless payment options. Members asked whether the ability to only accommodate 23% of normal capacity was proving a challenge. Officers confirmed that it was becoming a challenge on some lines and certain times, and that the return to schools had exacerbated this challenge further. However, the spread of double units across the network, and the 10 minute service frequency was ensuring that there was the maximum opportunity for passengers to maintain social distancing on the majority of services.

Flexible season ticketing had also been introduced through the carnet ticket that allows 10 day passes for the price of 9 to be used within a 28 day period. Members asked that further consideration be given to this flexibility as working patterns had changed significantly and

passengers may not be able to use their full ticket allowance within a 28 day period.

Funding from DfT to support the operational costs of Metrolink had been secured until the 26 October, and there were ongoing discussions about future funding packages. Members questioned as to whether the level of funding was sufficient, officers reported that it only covered operating costs, and was subject to detailed audit and reconciliation.

Resolved /-

1. That the report be noted.
2. That face covering compliance had been recorded as between 80-90% with some variance on lines and times of day and that targeted intervention had been undertaken to address areas of poorer compliance.
3. That it be noted that Government's Light Rail Funding offer had been extended until the 26 October 2020 which covers operating costs only, and there were ongoing discussions with DfT regarding future funding packages.
4. That it be noted that capacity had begun to become an issue on some peak time services under the current social distancing guidance. However, in additions to the use of doubles across the network, recent TfGM communications campaigns had been designed to encourage people to travel outside peak times where possible.
5. That it be noted that further ticket options to ensure value and flexibility were being considered by TfGM.

GMTMRC 09/20 GMTC TRANSPORT WORK PROGRAMME

Gwynne Williams, Deputy Monitoring Officer GMCA introduced the latest work programme for the GM Transport Committee and asked for Members suggestions as to future items for inclusion.

In relation to the work programme of the sub committees, a Member asked whether they could receive details of each agenda in order to submit contributions via another Member on the sub committee if required.

Resolved /-

1. That the Work Programme be noted.
2. That Members of the Metrolink & Rail Sub-Committee be given details of the publication of papers for the Bus Services Sub-Committee.

GMTMRC 10/20 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: 20 November 2020

Subject: Local Rail Service Performance and Operations Update

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

PURPOSE OF REPORT

This report provides an update on local rail service operations and performance across Greater Manchester for Rail Periods 05 – 07, 2020/21 (26 July – 17 October 2020).

RECOMMENDATIONS:

Members are asked to note the contents of this report.

BACKGROUND DOCUMENTS:

Metrolink & Rail Networks Sub-Committee Report 18 September, 2020

CONTACT OFFICERS:

Mark Angelucci	Rail Officer	mark.angelucci@tfgm.com
Caroline Whittam	Head of Rail Franchising	caroline.whittam@tfgm.com

Equalities Implications:

There are no equalities implications relating to this report

Climate Change Impact Assessment and Mitigation Measures:

As per TfGM policies

Risk Management:

Report is for information only

Legal Considerations:

No legal considerations implicated in this report

Financial Consequences – Revenue:

N/A

Financial Consequences – Capital:

N/A

Number of attachments to the report:

There are no attachments to this report

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 aims to provide an update on local rail service operations and performance between rail periods 05 and 07, 26 July - 17 October 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.
- 1.3 Periods 05 - 07 overview, including:
- Network Rail performance and updates
 - Route crime, trespass and fatality
 - Train operator performance and updates
 - Details of revised train plans and service provision
 - Patronage and footfall updates
 - Monitoring of face covering compliance
 - December 2020 timetable change
 - Christmas and New Year service provision
- 1.4 A list of rail period dates for 2020/21 can be found in Appendix A.
- 1.5 A geographic map showing all Greater Manchester rail lines and stations can be found in Appendix B.
- 1.6 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.
- 1.7 Individual Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.
- 1.8 Appendix E lists Northern's Greater Manchester routes which have reduced services and/or will benefit from uplifts in December 2020

2 OVERVIEW

- 2.1 The three periods covered by this report have seen strong and consistent operational performance by train operating companies, with high PPM and Right Time figures and low numbers of train cancellations. Network Rail delay minutes continue to perform well and these have remained considerably favourable to targets across its Manchester area.
- 2.2 Train plans nationwide were further uplifted on 14 September, specifically focusing on the return of education and work travellers. Train service provision currently stands at around 85% of pre-Covid levels.

- 2.3 Plans to remove Northern’s Rose Hill services due to resource limitations and the need to prioritise network reliability were successfully challenged by TfGM, resulting in a key schools service being maintained throughout and a 90 minute service frequency being reinstated from 26 October (with some additional peak services). An hourly service is scheduled to return from 14 December.
- 2.4 Train operator patronage increased steadily in July and August to between 35 – 40% of pre-Covid levels, largely as a result of more leisure journeys, however decreased in September, as schools returned and further Covid restrictions were imposed locally across the region.
- 2.5 Face covering compliance has varied between operators and journey type/time, with average reports of between 80 – 85%. This has increased for longer distance operators, at city centre and staffed or gated stations and in the morning peak period.
- 2.6 New Emergency Recovery Measures Agreements (ERMAs) were brought in for TOCs on 20 September, continuing the arrangement in which the government has assumed liability for the costs of operating railways until March 2021. These new agreements feature additional payments to operators for good performance.
- 2.7 Notable dates around Covid restrictions over the periods included hospitality industry closures at 2200hrs from 24 September and the elevation of Greater Manchester into Tier 2 and subsequently Tier 3 on 16 October, with guidance against travel into and out of the region.

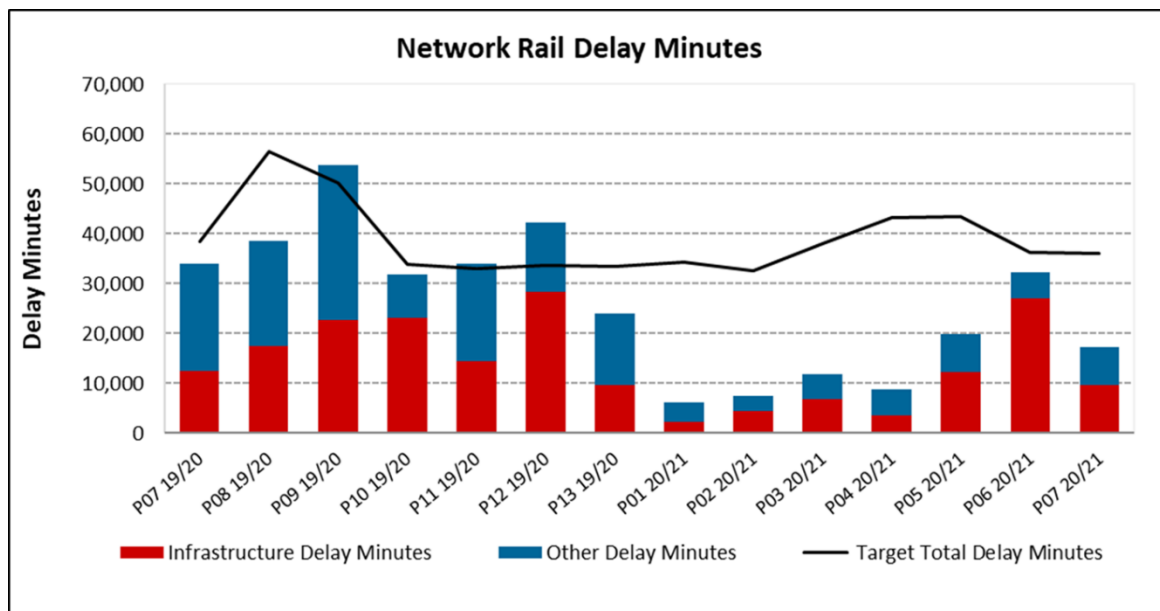
3 OPERATIONAL PERFORMANCE

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 fallen significantly and performance improved due to the rail network being considerably less congested since emergency train plans were introduced on 23 March. Performance gains have been maintained as services have been added incrementally in July and September. Both primary and reactionary delay to incidents have fallen considerably, dwell times at stations have improved as a result of far fewer passengers and infrastructure has, with the exception of a few notable incidents, performed well.
- 3.3 The most significant infrastructure incidents affecting performance included a total signalling failure at Cheadle on 16 September, responsible for over 18,000 minutes worth of delays, train diversions and almost 400 cancellations to both local and longer distance services for the remainder of that week. An industry incident learning review will be held to discover the causes and lessons learnt from this, which happened to a unique type of signalling system.

3.4 Other delay across the three periods has averaged out at just over 6,800 minutes per period and has largely been driven by weather related events, including various flooding across the network and landslips at Roby, Euxton and Parbold in October. Fatalities at both Greenfield and Leyland and a major trespass at Crewe also adversely affected performance.

Network Rail Delay Minutes, Manchester DU



Route Crime, Manchester DU

3.5 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 include threatened suicide), vandalism and fatality. The number of incidents since lockdown peaked in Period 5 but has stabilised since the return to school in September.

Category	Incidents P05	Delay Minutes P05	Incidents P06	Delay Minutes P06	Incidents P07	Delay Minutes P07
Trespass	65	2224	58	1741	38	1714
Vandalism	12	392	4	81	10	295
Fatality	1	928	0	0	1	318
Grand Total	78	3544	62	1822	49	2327

4 PERFORMANCE – OPERATORS

- 4.1 Operator performance across the six TOCs who operate in Greater Manchester has been strong throughout the three periods covered by this report. It has remained consistent, with PPM scores in the low to mid-nineties and right time performance averaging over 62% for the six in Period 7. Cancellation figures have remained low and CaSL figures remain at around 2-3%.
- 4.2 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 fifth of total delay. The tables below detail the largest single delay-causing incidents across Periods 5 - 7, although, unusually, do not include any TOC attributable ones.
- 4.3 Post-Covid train plans have been designed to be resilient and crew availability, so far during the pandemic, has not affected service delivery. Initial snagging problems with new trains for both Northern and TPE have been resolved and units are performing well. Additionally, problems caused by extended platform dwell times have 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 Sept (P06)	Cheadle	Signalling Failure	18,511 mins delay, 197 full/188 part cancellations.
16 Sept (P06)	Crewe	Trespass	4,556 mins delay, 42 full/54 part cancellations
12 August (P05)	Macclesfield	Track Circuit Failure	4,121 mins delay, 3 full/18 part cancellations.
03 October (P07)	Stockport	OLE Defect	2,297 mins delay, 23 full/47 part cancellations.
17 October (P07)	Leyland	Fatality	1,591 mins delay, 14 full/22 part cancellations.
15 September (P06)	Manchester Victoria	Signalling Failure	1,310 mins delay, 7 full/17 part cancellations

Most Significant Incidents – LNW, all causes

Date (Period)	Location	Incident	Delay minutes and cancellations
07 October (P07)	Bletchley	Power Failure	5,422 mins delay, 153 full/67 part cancellations.
27 September (P07)	Euston	Signal Failure	4,417 mins delay, 31 full/104 part cancellations.
25 August (P06)	Stafford	Fatality	3,717 mins delay, 24 full/9 part cancellations.
18 September (P07)	Birmingham	Signal Failure	3,541 mins delay, 295 full/85 part cancellations.
01 September (P06)	Harrow	Track Defect	3,341 mins delay, 46 full/11 part.

- 4.4 The table below illustrates the six individual Greater Manchester TOCs PPM and Right Time performance over the previous quarter. PPM has remained consistently above the 90% mark for both Northern and TPE peaking at 95.6% for TPE in Period 6. Even with the addition of extra services in uplifts in July and September, PPM has remained strong.

TOC		P05	P06	P07
Northern*	- Right Time%	74.3	73.0	71.3
	- PPM%	93.9	93.0	92.3
TPE	- Right Time%	76.0	78.1	75.6
	- PPM%	94.5	95.6	94.0
Avanti	- Right Time%	49.7	48.4	41.8
	- PPM%	88.0	87.2	86.7
TfW	- Right Time%	67.9	72.6	73.2
	- PPM%	87.9	91.9	93.1
Cross Country	- Right Time%	63.2	59.7	55.1
	- PPM%	91.3	88.2	90.7
EMR	- Right Time%	65.5	59.7	55.1
	- PPM%	87.8	91.2	90.4

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

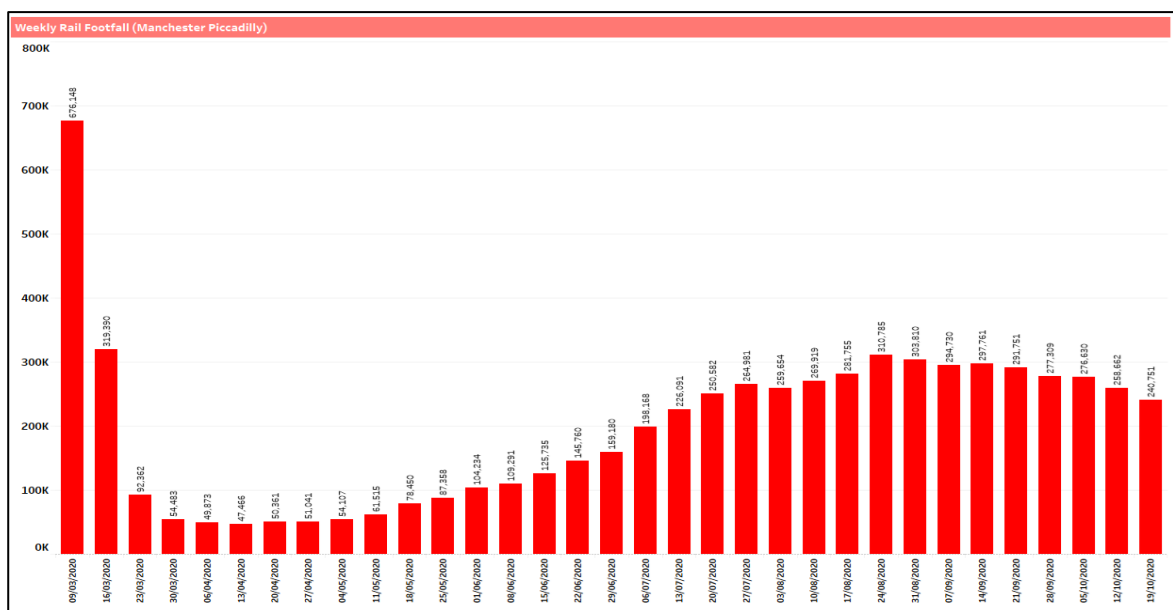
- 4.5 Graphs detailing the six GM TOC PPM set against target and including a rolling Moving Annual Average (MAA) figure can be found in Appendix C.
- 4.6 Graphs detailing Northern and TPE cancellations and short forming can also be found in Appendix C for both of these metrics, the revised train plans have seen excellent

performance since the start of Period 1. Train services have operated reliably, with very few cancellations and full strengthening. New units have performed well after some initial snagging problems. Class 142 (Pacer) units have been used on a limited number of Northern routes to enable fully strengthened services by coupling to fully PRM compliant units. These are expected to leave service finally in December as the last of Northern’s new 101 trains is delivered and driver training has progressed.

5 PATRONAGE

- 5.1 Passenger demand across the rail network increased over the summer months as Covid restrictions were eased, with more leisure travel taking place. The period saw a shift in travel patterns, with the demise of the traditional morning and evening ‘peak’ periods. These have been replaced with more people travelling on Fridays and Saturdays and during late morning/afternoons.
- 5.2 Northern reported patronage highs at the end of summer of around 35 – 40% of pre-Covid levels. For longer distance operators, this was slightly less at around 30%. Patronage has declined since the end of the summer, as people return to work and education and additional restrictions were implemented across the region.
- 5.3 Footfall at Manchester Piccadilly station, which had steadily increased over the summer to around 50,000 passengers per day, has decreased dramatically following the introduction of Tier 3 restrictions, with the first Friday and Saturday afterwards recording -15% and -18% reductions. It currently stands at around 240,000 per week, a 72% reduction on the corresponding week last year.

Manchester Piccadilly Footfall



6 FACE COVERING COMPLIANCE

- 6.1 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 is at around 80% – 85%, with slightly higher compliance on longer distance operators. Morning peak and city centre journeys also attract higher levels of compliance.
- 6.2 Cumulative figures from BTP since the requirement began in July, report that, up until 29 October, out of 65,289 interventions, 4,353 people were directed to leave the train and 126 fixed penalty notices were issued across Great Britain.

7 CHRISTMAS AND NEW YEAR SERVICES

- 7.1 Full details of train companies Christmas and New Year services are yet to be finalised, however will take the form of previous years, as below:
- Thursday 24 December – current weekday service, with earlier finishes between 1800 – 1900hrs.
 - Friday 25 December and Saturday 26 December – No services will operate.
 - Sunday 27 December – usual Sunday service with some morning services starting later than usual.
 - Monday 28 – Wednesday 30 December – current weekday timetable, with some early morning trains not operating.
 - Thursday 31 December – current weekday timetable, with earlier finishes of around 1800/1900hrs.
 - Friday 01 January – current weekday service, with some early morning trains not operating.
- 7.2 Full details will be available at: www.nationalrail.co.uk.

8 EMERGENCY RECOVERY MEASURES AGREEMENTS

- 8.1 Following the dramatic collapse in passenger numbers across the industry, as a result of Covid, the UK government made the decision to step in to provide financial support to train operators in the form of Emergency Measures Agreements.

- 8.2 These measures have been superseded with the introduction of new Emergency Recovery Measures Agreements (ERMAs), which came into effect on 20 September. The emergency funding arrangements are intended to give the rail industry the financial support and clear directives it needs to continue operating.
- 8.3 The DfT will continue to waive TOCs revenue, cost and contingent capital risk and will pay 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.
- 8.4 These changes represent a fundamental shift away from the existing franchising model, requiring significant levels of direct government subsidy, which in the case of EMRAs could last until early 2022.
- 8.5 Currently, Northern Trains Limited continue to operate under an Operator of Last Resort (OLR) arrangement; Cross Country are operating under an extended Direct Award until October 2023 and TfW are now operating under a Welsh government OLR. TPE, Avanti and EMR are all covered by ERMAs.
- 8.6 At the time of writing, the DfT is yet to confirm whether rail ticket prices will increase in January, based on the current RPI formula of 1.6%

9 COMMUNITY RAIL

- 9.1 Community Rail groups across the region have continued their station adoption work, maintaining gardens, clearing vegetation and preparing for winter. This work has been completed within Covid guidelines. TfGM has helped out with volunteering at various stations this autumn, including Pemberton, Romiley and Heaton Chapel.
- 9.2 As a result of a TfGM poster campaign aimed at recruiting new adoption groups in the Wigan area, a successful industry volunteer day was held at Pemberton on 4 October and a new 'Friends' group has been formed there. The work has transformed an unloved station and the group hope to build on their work and emulate neighbours at Orrell and Hindley.
- 9.3 Other TfGM Small Grants Funding is helping with station projects at Patricroft, Orrell, Reddish South and Heaton Chapel.
- 9.4 The Community Rail Awards for 2020 will take place virtually on 09 December this year, with the following Greater Manchester stations successfully short-listed: Heaton Chapel, Hindley, Rose Hill and Strines.



10 FORWARD LOOK

- 10.1 On 31 October, the government announced a further national lockdown for England between 05 November and 02 December. Schools and colleges will, this time, remain open. Current train timetables look likely to continue to operate, given the length of time and difficulty in re-writing plans, although some service reductions may occur. TfGM has been informed that Avanti Manchester – London services will be reduced to 2 tph.
- 10.2 The industry remains concerned over longer term social and economic change as a result of Coronavirus. The virus has acted as a catalyst for a massive change in working patterns, work from home and high street retailing. It is expected that the reduction in overall demand and ticket revenue will continue, particularly as season ticket sales reduce. New, more flexible ticketing, such as the Metrolink ‘Clipper’ or carnet tickets look set to replace traditional commuter season tickets.
- 10.3 There are varying estimates from 2024 – 2029 on when passenger demand will return to pre-Covid levels for rail travel. The industry and central government will have to tackle revenue losses and explore innovative ways of ticket pricing and attracting passengers back. Government policy has, for the past few years, transferred the funding of our railways away from the taxpayer to the user; this no longer looks to be a sustainable option in the short to mid-term. Operational costs and current routes, frequencies and operating practices may all be subject to review in the coming years.
- 10.4 The industry is still awaiting publication of the much-delayed Williams Review into Rail, which will now include a response to the post-Covid environment and challenges faced.

Caroline Whittam

Head of Rail Franchising, TfGM

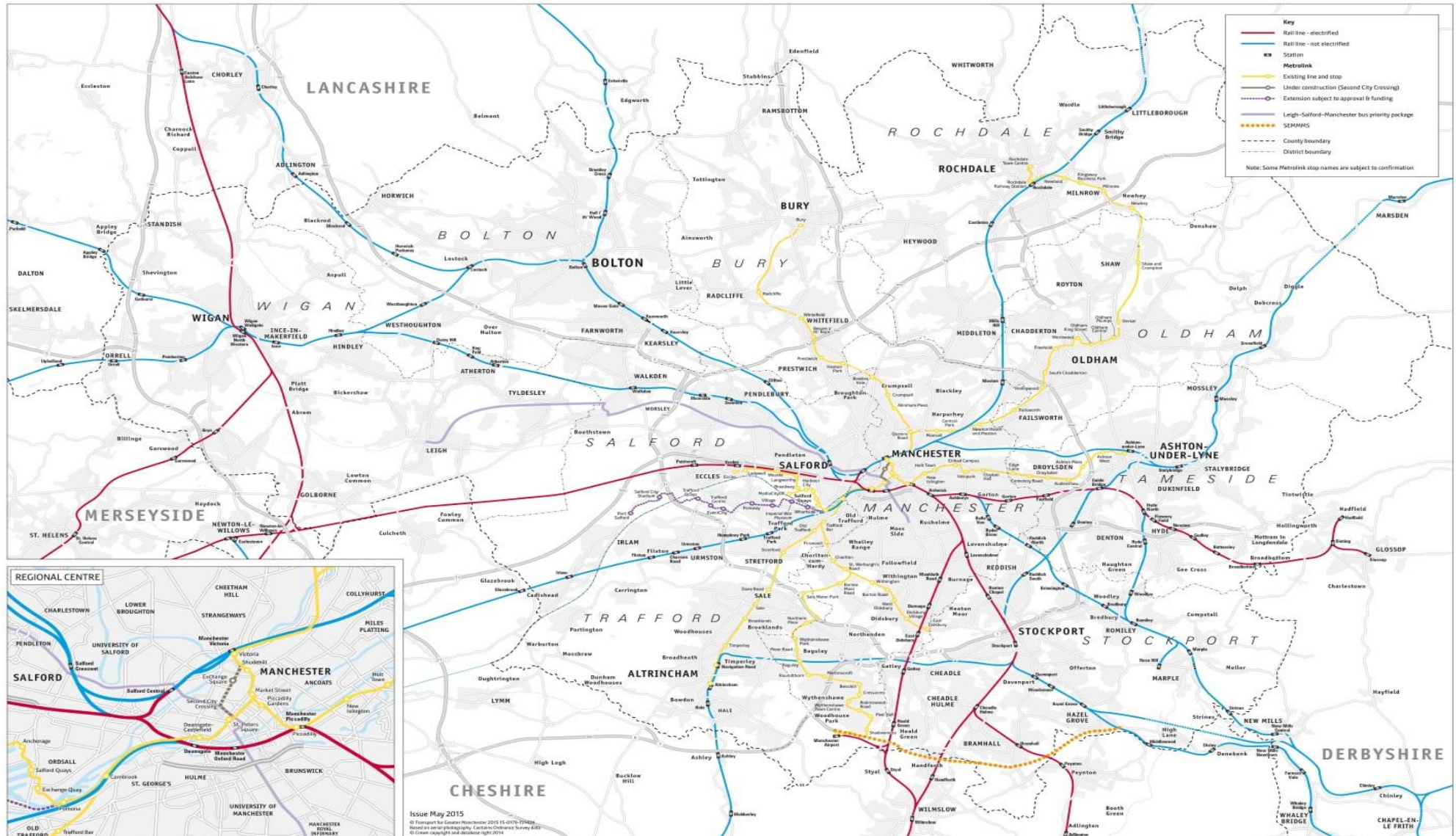
Appendix A – Period Dates

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	20 September – 17 October	18 October – 14 November	15 November – 12 December	13 December – 9 January

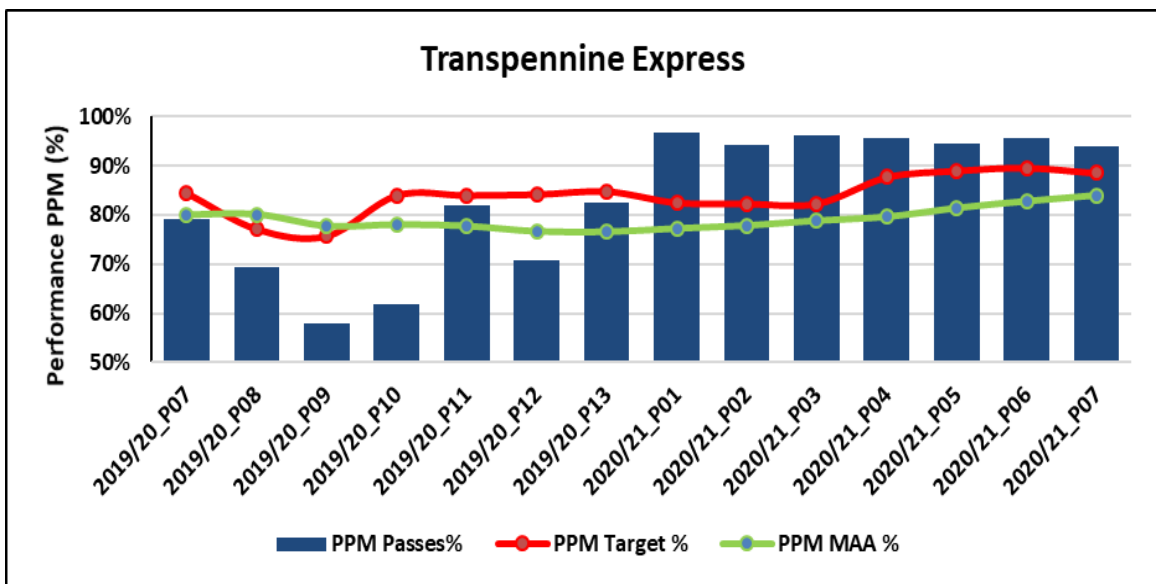
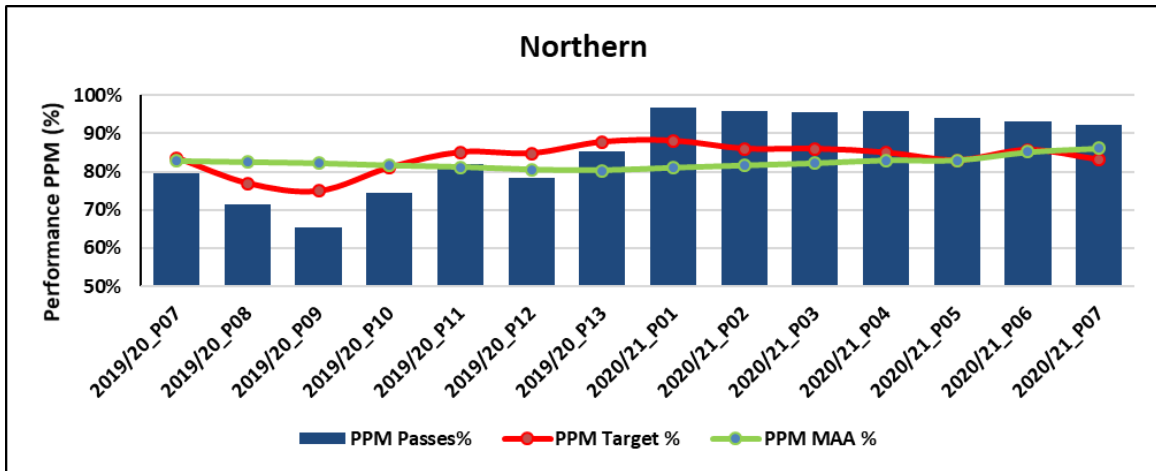
P11 – 21	P12 – 21	P13 – 21
10 January – 06 February	07 February – 06 March	07 March – 31 March

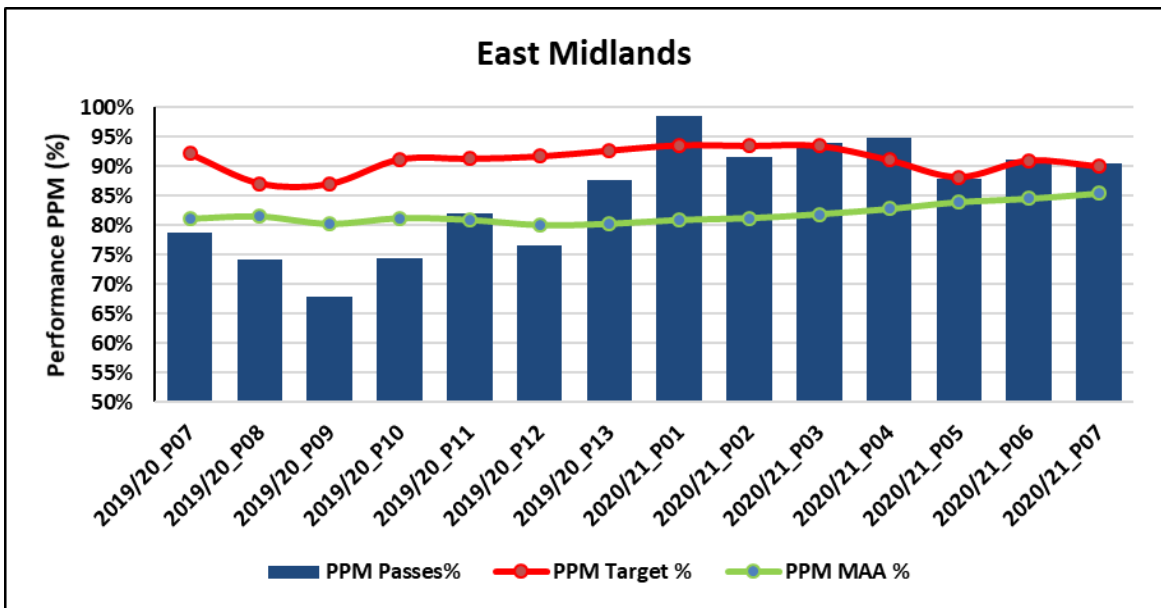
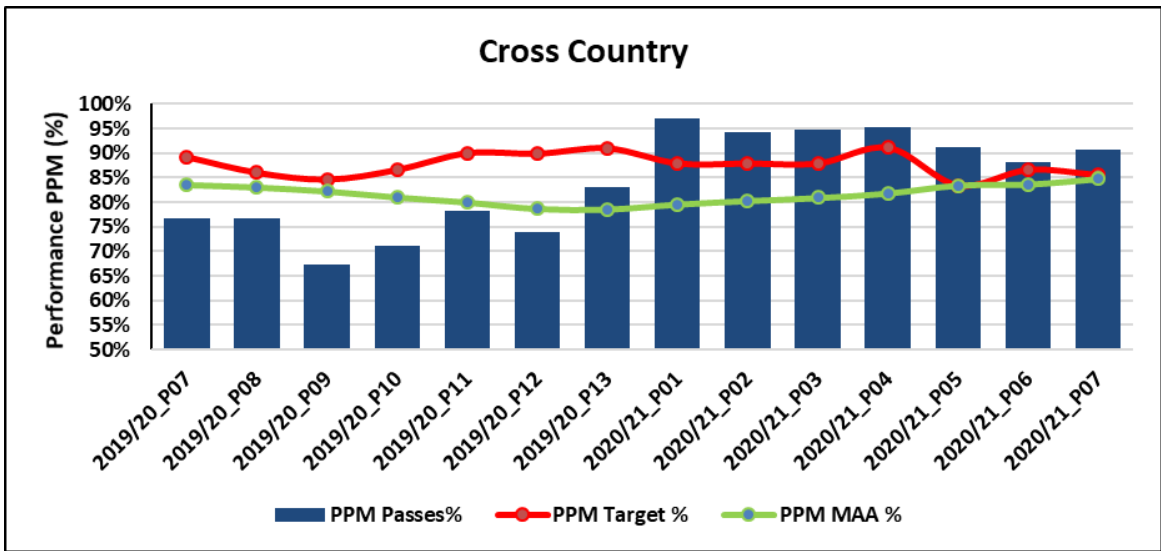
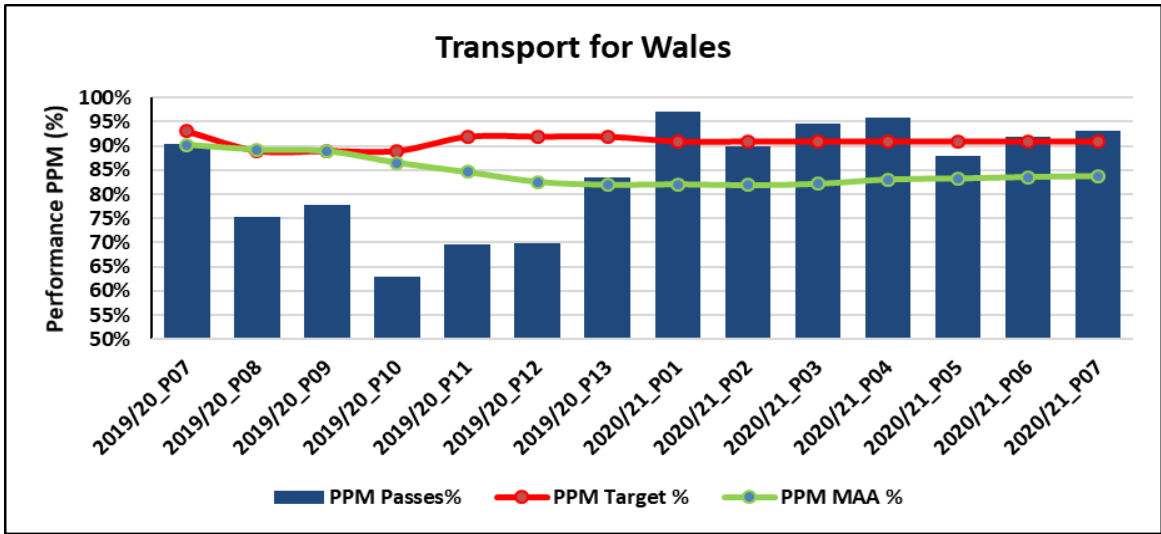
Appendix B – Train Services in Greater Manchester

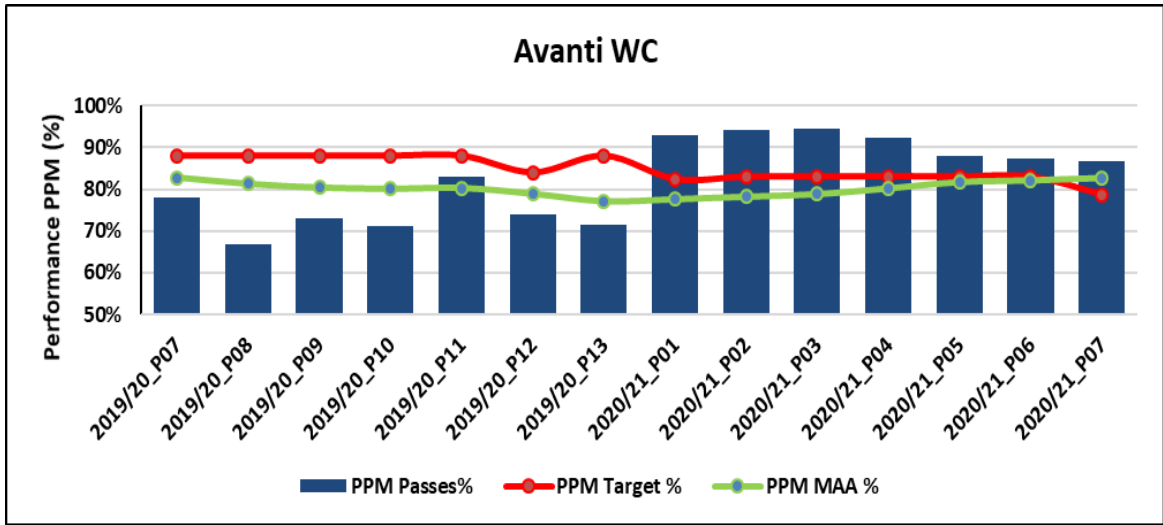


Appendix C – Individual TOC PPM vs Target and Moving Annual Average graphs

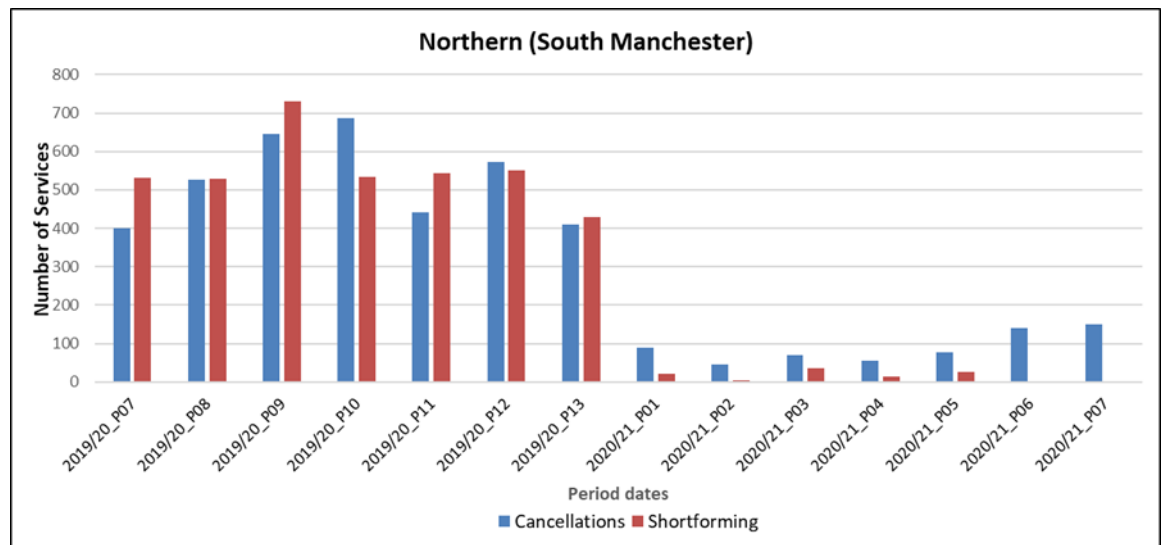
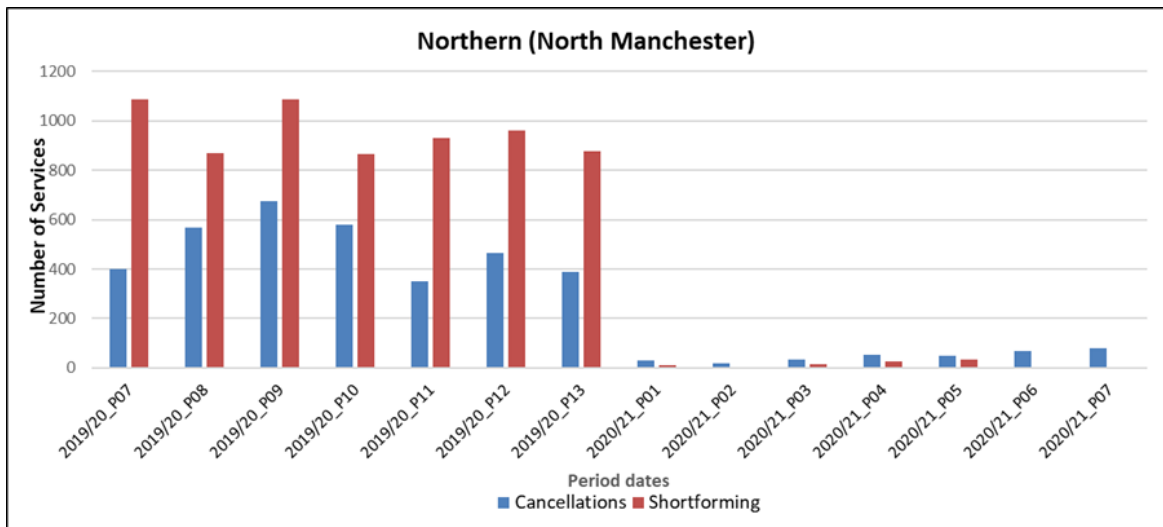
TOC PPM vs Target and Moving Annual Average graphs

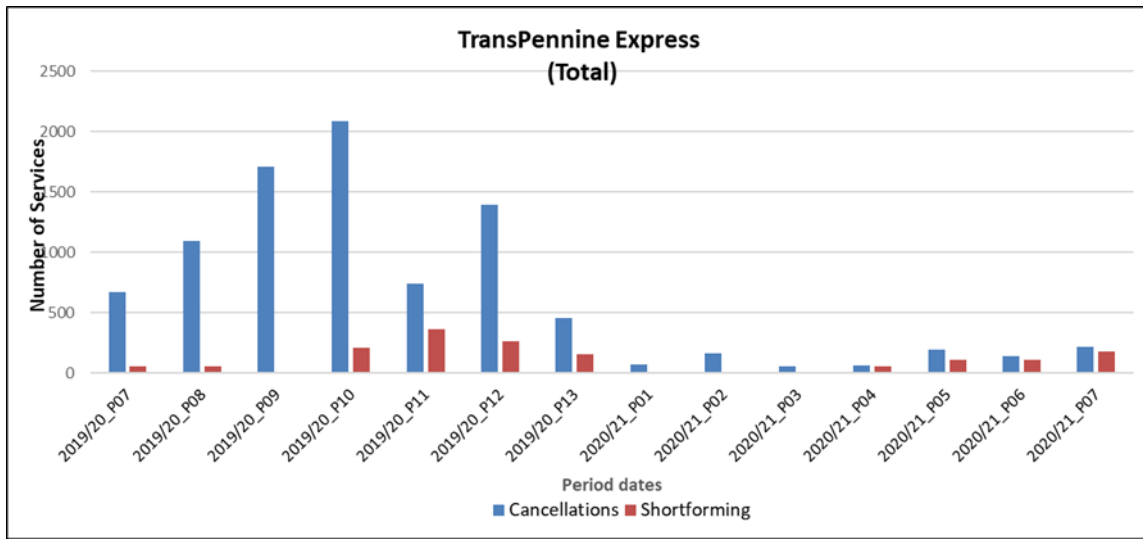






Northern and TPE Cancellations and Short forming graphs





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

Northern Line of Route 2020/21 Right Time	P01	P02	P03	P04	P05	P06	P07	YTD
CLITHEROE - BOLTON - VICTORIA	94.7	92.7	90.4	90	87.9	85.2	83.7	89.2
PICCADILLY - STOCKPORT - CREWE	85.8	95.1	93.7	91.6	90	88.6	78.5	89
LEEDS - WIGAN	92.8	90.7	93	90.9	87.3	87.3	80.5	88.9
PICCADILLY - BUXTON	92.6	89.6	88.3	89	87.4	88.1	83.3	88.3
SOUTHPORT/VIC - STALYBRIDGE	90.3	86.4	89.3	85.4	85.6	80	74.4	84.5
PICCADILLY - NEW MILLS CENTRAL	93.0	85.8	87.1	84.7	81.8	80	76.2	84.1
KIRKBY - VICTORIA	82.8	87.5	86.7	85.9	86.2	81.3	77.7	84
PICCADILLY - HADFIELD/GLOSSOP	86.8	89.1	86.5	88.2	87	81	66.3	83.6
PICCADILLY - CHESTER	92.9	86.5	87.6	83.4	80.2	77.6	73	83
LIVERPOOL - MANCHESTER OXFORD RD	86.7	87.7	86.4	84.6	80.6	78.3	76.3	82.9
PICCADILLY - STOKE	89.6	87.3	88.1	83.2	79.8	73.8	71.2	81.9
LIVERPOOL - CREWE via Airport	89.8	86.5	86.6	82.6	79.5	74.7	71.3	81.6
PICCADILLY - AIRPORT - CREWE	N/A	N/A	N/A	89	85.6	74.9	73.5	80.8
BLACKPOOL - WIGAN - LIVERPOOL*	90.8	81.5	83.8	80.8	76.5	72.9	74.6	80.1
MANCHESTER - PRESTON	87.9	88.9	80.7	83.4	78.9	64.3	68.6	79
HAZEL GROVE - BLACKPOOL	89.0	82.8	81.2	81	75.5	67.8	72.1	78.5
SOUTHPORT - OXFORD RD/ALDERLY EDGE	88.7	85.1	82.9	84.4	71.7	72	62.7	78.2
CLITHEROE/BLACKBURN - TODMORDEN - VICTORIA	88.8	77.2	74.6	76.5	75.1	76	77.8	78
BLACKPOOL Nth - BOLTON - AIRPORT	N/A	N/A	N/A	86	80.6	70.5	74.6	77.9
PICCADILLY - SHEFFIELD	90.6	84.2	78.2	76.4	67	68.7	75.1	77.2
PICCADILLY - ROSE HILL/MARPLE	92.0	83.3	70.6	73.9	67.3	68.6	80.4	76.6
LIVERPOOL - WARRINGTON - AIRPORT	N/A	N/A	N/A	75.1	74.1	74.4	70.6	73.6
BLACKBURN - VICTORIA - ROCHDALE (stopper)	48.5	66.6	69.5	79.2	73.8	74.8	89.3	71.7
AIRPORT - WIGAN NW - BARROW/WINDERMERE	76.4	73.2	72.9	72.1	64	64.1	62.4	69.3
MANCHESTER VICTORIA - LEEDS/YORK	74.0	69.6	69.3	69.1	67.2	61.6	63.3	67.7

LEEDS - CHESTER	72.3	63	68.4	67.1	59.6	58.9	53.1	63.2
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TPE Service Group Right Time

North	84.8	82	88.8	80.5	77.1	79.1	77.2	81.4
South	90.8	80.7	73.5	71.8	71.1	76.1	72.9	76.7
Scottish	72.2	74.7	77.1	78.1	72.9	72.3	66.3	73.4

Appendix E - September/December timetable route

West and Central Region Route	From 14 September 2020	From 14 December 2020
Barrow - Manchester Airport	Hourly Barrow-Preston/Lancaster with peak trains to/from Manchester Airport	Hourly Barrow-Lancaster with 11tpd to/from Manchester Airport
Windermere - Manchester Airport	Hourly Windermere-Oxenholme with peak trains to/from Manchester Airport	Hourly Oxenholme-Windermere with 4tpd to/from Manchester Airport
Blackpool North - Hazel Grove	Hourly	Service broadly unchanged
Blackpool North - Manchester Airport	Hourly	Service broadly unchanged
Preston - Victoria	Two Hourly	Service broadly unchanged
Liverpool - Manchester Oxford Road	Half hourly	Service broadly unchanged
Liverpool - Manchester Airport via Warrington Central	Hourly during AM and PM peak	Increase from 3tpd to 7/8tpd
Liverpool - Manchester Airport - Crewe via Newton-le-Willows	Hourly	Service broadly unchanged
Southport - Alderley Edge	Hourly	Service broadly unchanged
Southport - Stalybridge	Hourly	Service broadly unchanged
Stoke - Manchester Piccadilly	Hourly	Hourly with AM peak Macclesfield-Manchester and PM peak Manchester-Stoke
Clitheroe - Rochdale	Hourly	Service broadly unchanged
Blackburn - Manchester Victoria	Hourly during AM and PM high peak only	Service broadly unchanged
Wigan - Leeds via Dewsbury	Hourly	Service broadly unchanged

Chester - Manchester Victoria - Leeds via Bradford	Hourly with a two hourly extension to Chester	Hourly
Manchester Victoria - Leeds via Bradford	Hourly	Service broadly unchanged
Manchester Piccadilly - Chester via Altrincham	Hourly during peak periods, 2 hourly off peak	Hourly
Manchester Piccadilly - Buxton	Hourly with some peak additional	Service broadly unchanged
Manchester Piccadilly - Sheffield via New Mills Central	Hourly	Service broadly unchanged
Manchester Piccadilly - New Mills Central	Hourly	Service broadly unchanged
Manchester Piccadilly - Hadfield	Half hourly	Additional peak service resumes
Manchester Piccadilly - Rose Hill	Service group temporarily suspended	Mix of hourly and half hourly
Manchester Piccadilly - Crewe via Stockport	Hourly	Service broadly unchanged
Liverpool - Wigan	Hourly	Service broadly unchanged
Victoria - Blackburn via Todmorden	Three Hourly (Suspend Wigan - Victoria)	Hourly as part of Wigan-Blackburn service
Manchester Victoria - Kirkby via Atherton	Hourly	Service broadly unchanged
Liverpool - Blackpool	Hourly	Service broadly unchanged

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Dec 2020 Timetable Changes

Page 33

Mark Angelucci
Rail Performance Officer
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Northern Dec 2020 Timetable Changes

- Increased connectivity from Cumbria; with ~~1~~ ² daily fast Manchester south services from Wigan NW returning
- Increase in Liverpool – Airport via CLC
- Additional peak Stoke and Hadfield services
- Chester hourly from every two hours on both Mid Cheshire and Newton routes
- Rose Hill returns hourly
- Wigan – Blackburn resumes (with Swinton back to 2 tph)

West and Central Region Route	From 14 December
Barrow – Manchester Airport	Hourly Barrow-Lancaster with 11tpd to/from Manchester Airport
Windermere - Manchester Airport	Hourly Oxenholme-Windermere with 4tpd to/from Manchester Airport
Blackpool North – Hazel Gove	Service broadly unchanged
Blackpool North – Manchester Airport	Service broadly unchanged
Preston - Victoria	Service broadly unchanged
Liverpool – Manchester Oxford Road	Service broadly unchanged
Liverpool – Manchester Airport via Warrington Central	Increase from 3tpd to 7/8tpd
Liverpool – Manchester Airport - Crewe via Newton le Willows	Service broadly unchanged
Southport – Alderley Edge	Service broadly unchanged
Southport - Stalybridge	Service broadly unchanged
Stoke – Manchester Piccadilly	Hourly with AM peak Macclesfield-Manchester and PM peak Manchester-Stoke
Clitheroe - Rochdale	Service broadly unchanged
Blackburn - Manchester Victoria	Service broadly unchanged
Wigan - Leeds via Dewsbury	Service broadly unchanged
Chester - Manchester Victoria - Leeds via Bradford	Hourly
Manchester Victoria – Leeds via Bradford	Service broadly unchanged
Manchester Piccadilly - Chester via Altrincham	Hourly
Manchester Piccadilly - Buxton	Service broadly unchanged
Manchester Piccadilly - Sheffield via New Mills Central	Service broadly unchanged
Manchester Piccadilly - New Mills Central	Service broadly unchanged
Manchester Piccadilly - Hadfield	Additional peak service resumes
Manchester Piccadilly - Rose Hill	Mix of hourly and half hourly
Manchester Piccadilly - Crewe via Stockport	Service broadly unchanged
Liverpool - Wigan	Service broadly unchanged
Victoria - Blackburn via Todmorden	Hourly as part of Wigan-Blackburn service
Manchester Victoria - Kirkby via Atherton	Service broadly unchanged
Liverpool - Blackpool	Service broadly unchanged

TPE Dec 2020 Timetable Changes

South Route:

- **Manchester Airport – Cleethorpes** - Service will continue to start/terminate at Manchester Piccadilly and run hourly. (The vast majority of trains will be comprised of double Class 185s)

Anglo Scottish:

- **Manchester Airport – Edinburgh** - Service will run every two hours.
- **Manchester Airport – Glasgow Central** – No change
- **Liverpool Lime Street – Glasgow Central** - No change

North Route:

- **Liverpool Lime Street – Scarborough** - No through services beyond York. An hourly shuttle between Leeds and Manchester will be resourced instead.
- **Manchester Airport – Redcar Central** – Continue to run hourly, although some two-hour gaps in service remain to Redcar in the evenings. (All trains will be comprised of double Class 185s)
- **Liverpool – York – Edinburgh** – 2tpd each way running between Newcastle and Edinburgh.
- **Manchester Airport – Newcastle** - Will run to/from Manchester Victoria.
- **Manchester Piccadilly – Hull** – Continue to run hourly. On Evenings and Sundays this service will additionally call at Mossley, Greenfield, Marsden and Slaithwaite. (services will be comprised of double 185s)
- **Manchester Piccadilly – Huddersfield** - Will run hourly Monday to Saturday daytimes only. (service reverts to single Class 185 operation)
- **Leeds – Huddersfield** – Largely unchanged. (services will be comprised of a single Class 185 operation)



Other TOC Dec 2020 Timetable Changes



Avanti West Coast

- **From 14 Nov:** Manchester – London services will be reduced from 3 to 2tph.
- Wigan NW – London will reduce from 3tph to 2tph.

East Midlands Railway

- **From 13 Dec:** Operating over 90% of the normal, pre-Covid, timetable. With no incremental changes to GM services.
- Introduction of Class 170s which will increase resilience across regional network.

Transport for Wales

- No change

Cross Country

- No change

GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 20 November 2020

Subject: Metrolink Service Performance

Report of: Daniel Vaughan, Head of Metrolink, TfGM

PURPOSE OF REPORT

This report provides an update on Metrolink operation and performance.

RECOMMENDATIONS:

Members are asked to note the contents of this report.

BACKGROUND DOCUMENTS:

GMTC report of 18 September, 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

- o Appendix 1: Period date listing

Comments/recommendations from Overview & Scrutiny Committee

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-19.
- 1.4 There are currently 120 trams serviced from two depots with 108 required to operate the current weekday daytime service.
- 1.5 Trams serve 99 stops covering routes totalling just over 100 Km. Metrolink is the most accessible of the public transport networks in Greater Manchester, providing step free access to all stops.

2. PERFORMANCE SUMMARY

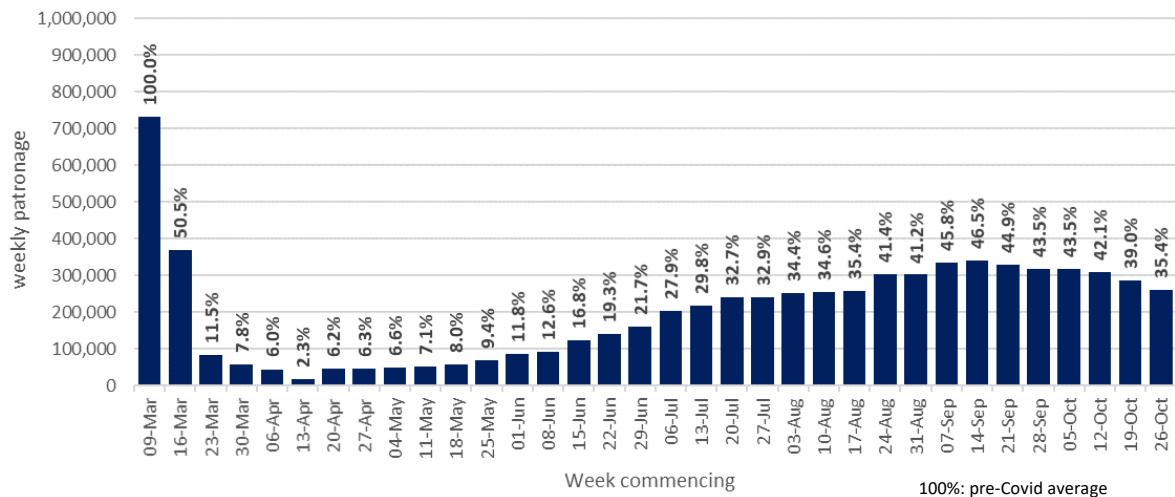
- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period through to 17 October 2020.
- 2.2 98.6% of scheduled miles were operated during the 12 months to October 2020 against a performance target of 99.4%. Tram availability issues were the dominant cause of lost mileage during the most recent period.
- 2.3 Recorded incidents of crime and anti-social behaviour on the network have risen following the increase in patronage post first lockdown. Byelaw breaches have increased resulting in court prosecutions. Criminal damage has escalated across the network to platform shelters, TVMs, ticket validators, saloon windows, tram seats and cycle hubs.
- 2.4 Issues relating to ticketing, particularly contactless and cash lost in TVMs ranked as the top reasons for customer contact.
- 2.5 Additional Covid measures will be implemented in December to include increased resourcing to support customers travelling safely, an additional 500 hours per week of touch point cleaning as well as the installation of 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 actions with TfGM and GMP, and effective school engagement plan were key enablers.
- 2.7 Metrolink infrastructure assets are continuing to perform well however vehicle reliability continues to impact performance. This continues to be monitored as all available trams are operating to support social distancing.

2.8 Metrolink have implemented several national recommendations from the RAIB investigation into the Sandilands incident with further work continuing.

2.9 **Patronage**

2.10 Patronage measures the number of trips that are being made on the network.

2.11 COVID-19 has significantly impacted patronage on the Metrolink network as can be seen in the chart below.



2.12 Patronage decreased to approximately 5% of pre Covid levels during the first lockdown of the pandemic, showing a week on week increase from the 13th March.

2.13 Patronage increased again as schools, colleges and universities returned following the summer holidays, but began to fall again from the 21st September, as Greater Manchester entered into Tier 2 then tier 3 restrictions, and curfews were placed upon the hospitality sector.

2.14 Patronage during week commencing 26th October fell to 30% of pre-Covid average patronage, effected in part by GM schools half term holidays, the closure of licensed premises (not serving meals) and a week of inclement weather.

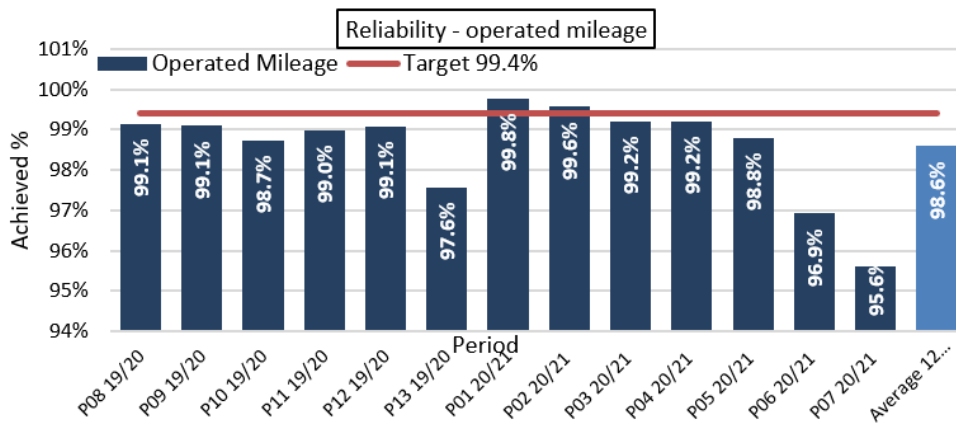
A national lockdown was announced on 31 October covering the period from 4 November to 2 December where leisure facilities and hospitality sectors will close in full. This will significantly be reducing patronage on Metrolink during the month of November 2020.

2.15 The Department for Transport (DfT) confirmed that a further funding package of up to £33.58 million will be made available to Metrolink this was in addition to the £44m previously awarded since March. The money is part of a wider £67.8m funding package which has been made available to tram services across the North and Midlands in the latest announcement. The funding will be available from 27 October 2020 to 31 March 2021 and will be split into two tranches but subject to Ministerial review and recovery plan including fares, capital renewals, services and “modernising the workforce”.

3. OPERATIONAL PERFORMANCE

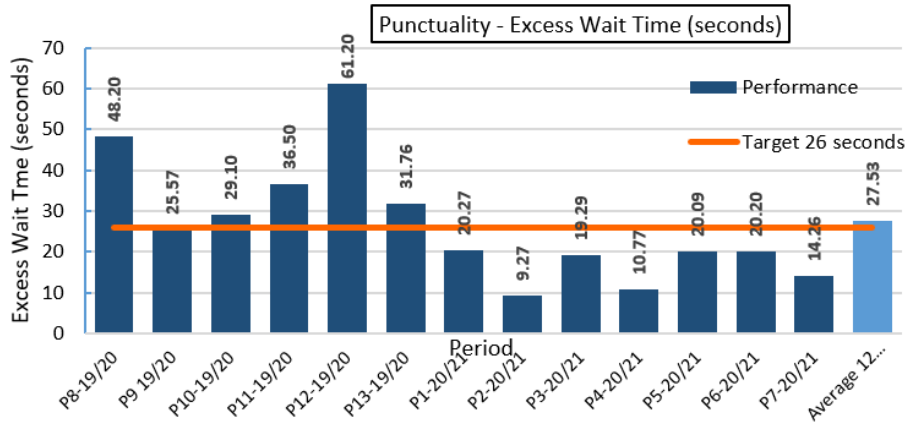
Reliability

- 3.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated versus the number of scheduled miles.
- 3.2 A miles operated target of 99.4% was set for the year 2020/21, with the annual average reliability measure missing the target owing to tram related issues.



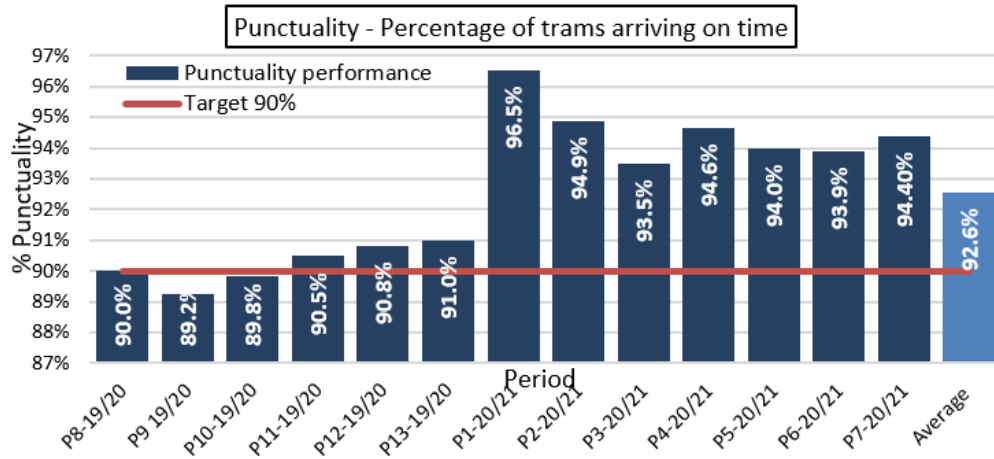
Excess Wait Time

- 3.3 Excess Wait Time (EWT) is a measure of punctuality. It is the average time passengers wait over what would have been expected if the service was running exactly as scheduled.
- 3.4 The EWT average performance for the 12 months to October 2020 was 28 seconds against a target of 26 seconds and has shown significantly improved performance since period 1. The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.



Punctuality - Percentage of trams operating to time.

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



Asset reliability - Trams

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

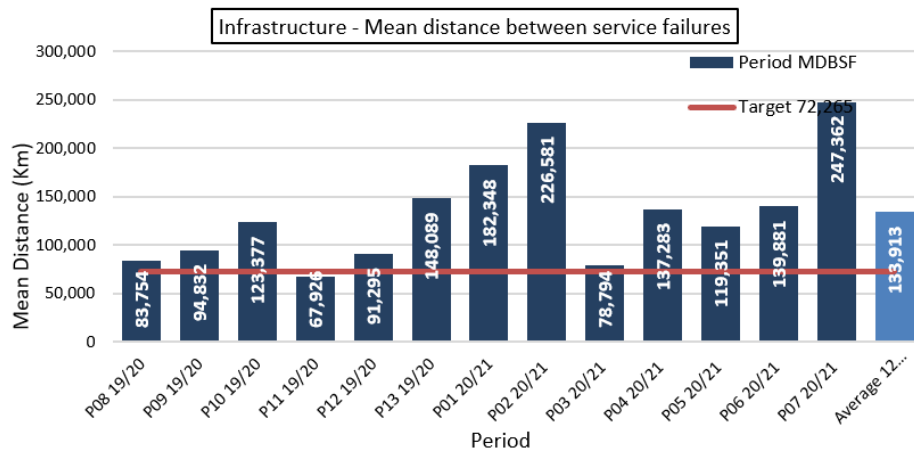


3.7 Tram reliability for the period has remained below 90%. As was mentioned in the last report, an exacerbating factor this period has been problems with a mounting bracket becoming loose or even detached. This led to a fleet check being carried out very rapidly with additional in-service monitoring. This monitoring resulted in eight trams being taken out of service to have the suspension units repaired or adjusted with a consequent impact on fleet reliability. Bombardier have supported the investigation.

3.8 This has added to the pressure on resources already present due to COVID restrictions which limit the flexibility that is normally available with teams being kept in separate ‘bubbles’ to minimise transmission risk.

Asset reliability - Infrastructure

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

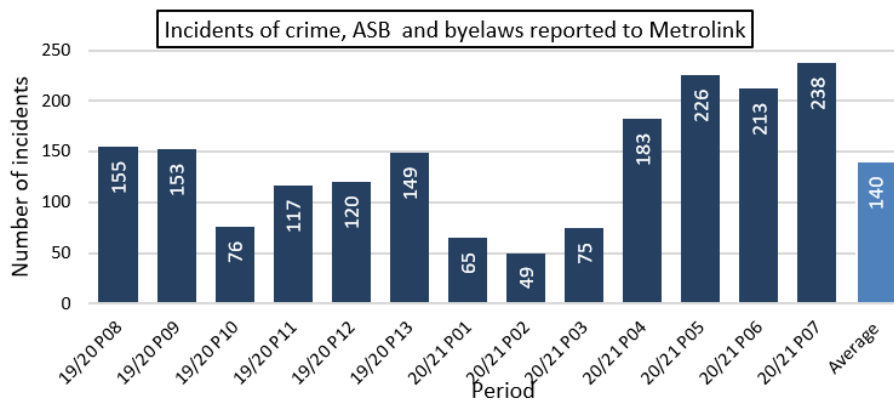


3.10 Infrastructure performance has continued to be well above target now for the past 8 periods. The tram management system has performed particularly well.

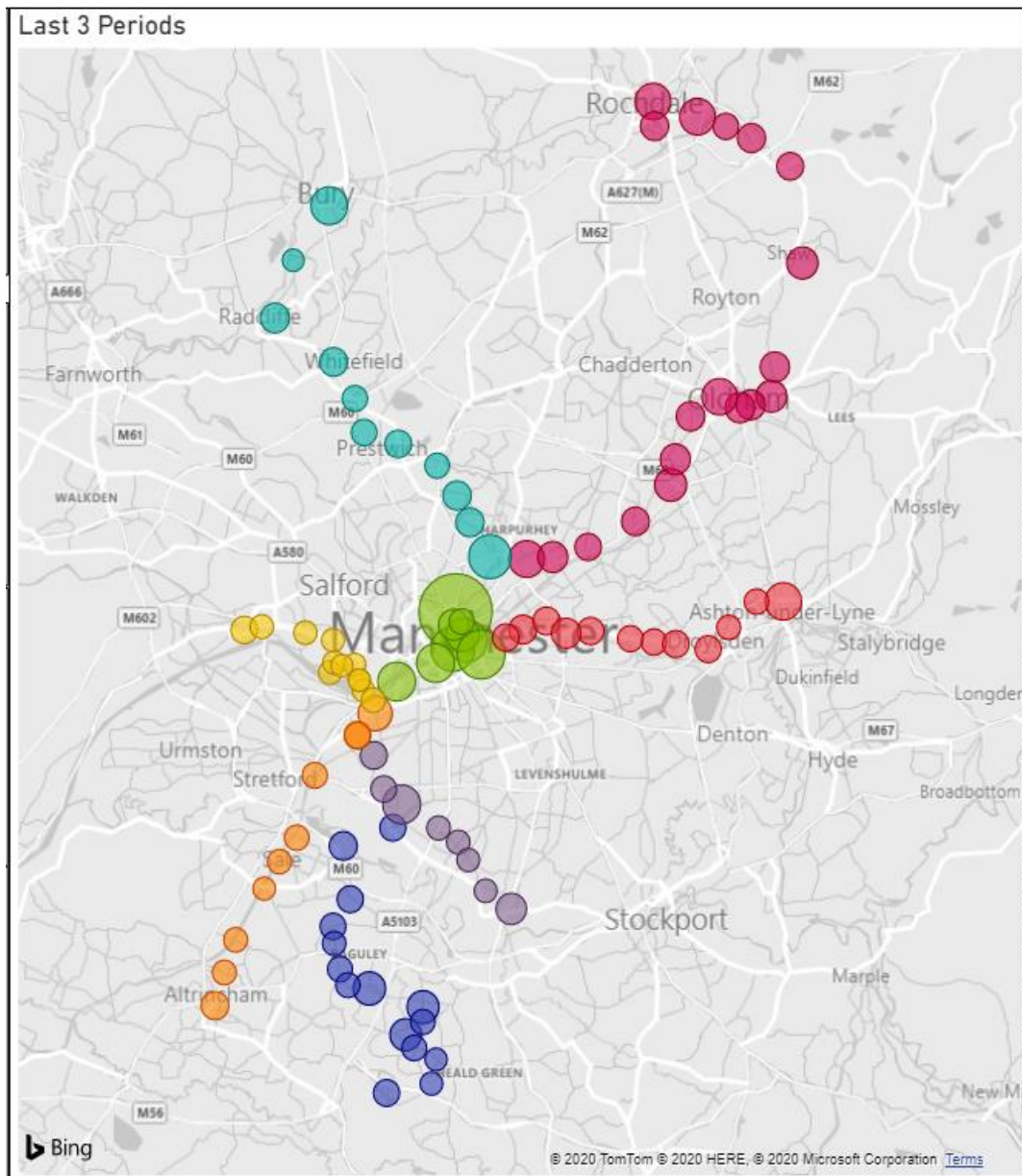
Crime & Anti-Social Behaviour

3.11 On average, 140 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 have risen. Byelaw breaches have increased resulting in court prosecutions. Criminal damage has escalated across the network to platform shelters, TVMs, ticket validators, saloon windows, tram seats and cycle hubs.



The locations of hot spots for crime and anti-social behavior in the past three periods are shown on the map below.

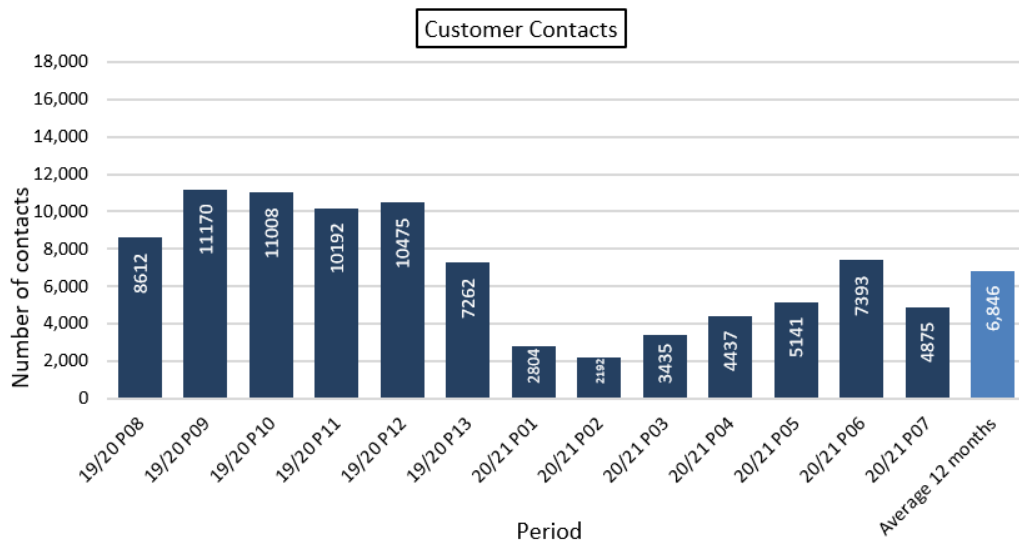


- 3.13 From the end of September onwards the TravelSafe Partnership have carried out 15 days of action on the Metrolink network predominantly focussing on the Bury, Ashton, Altrincham and Oldham lines which were highlighted as hotspots for non-compliance of wearing face coverings. This was mainly to target with school children traveling to school and back and not adhering to the Covid guidelines of social distancing and wearing a face covering. Agency staff supported the operations by handing out face masks and some schools sent teachers to help deliver education message to children.
- 3.14 After serving a “Community Protection Notice” on the organiser of car cruises there has been a drop in these type of events over last couple of months. This is being continually monitored so we can react promptly.
- 3.15 Currently the hotspot for crime and ASB is city centre, mainly Victoria Station.

- 3.16 Tram surfing increased on the network across various locations in September, but more recently in the city centre. A juvenile sustained a minor injury whilst surfing. The Transport Unit and KAM are keen to explore a restorative justice approach and work is ongoing to determine whether the juvenile would be willing to partake in some media activity to deter others from doing the same. Several initiatives are being delivered by the operator to be able to detect this activity quickly to enable to driver to take immediate action.
- 3.17 TravelSafe Officers have completed byelaw enforcement training and commenced byelaw enforcement activity across the Metrolink Network on the 7th September 2020. Since 7th September 2020 to 31st October 2020, TravelSafe officers reported 309 byelaw offences and out of those 90 were reported for prosecution through the court. Most reported byelaw offences are for smoking, verbal abuse and open alcohol containers.

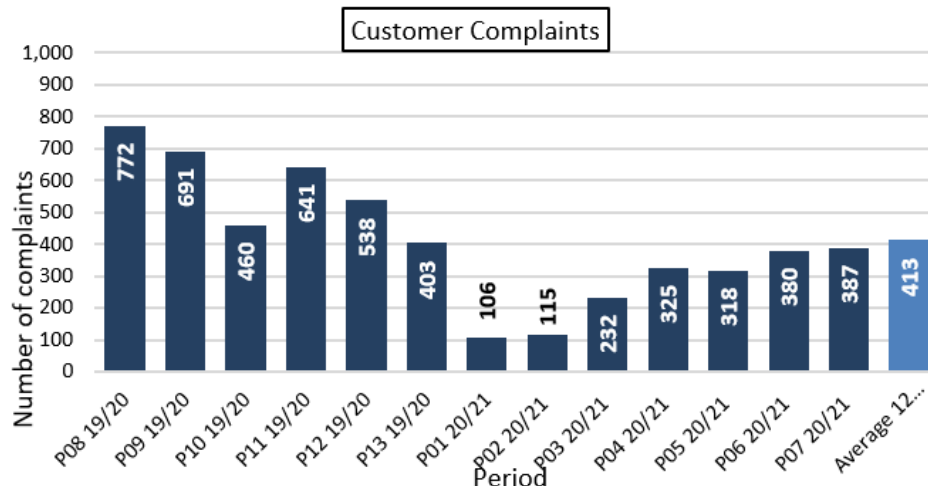
Customer contacts and complaints

- 3.18 Just under 90,000 customer contacts were dealt with over the duration of the year, averaging at just under 7,500 customer contacts per period (excludes twitter contact).



The charts above and below show clearly how the number of customers contacts dropped significantly at the outset of Covid-19.

- 3.19 The category of contacts varies by period. Ticketing related contacts dominated customer feedback channels, particularly in respect of incomplete journeys arising from an unregistered tap out using contactless.



4. CAPITAL PROGRAMME

Trafford Park Line

- 4.1 The Trafford Park Line Metrolink extension has been accredited as “CEEQUAL Excellent”. CEEQUAL is the evidence-based sustainability assessment, rating and awards scheme for civil engineering, infrastructure, landscaping and public realm projects.

The assessment of Trafford Park Line was carried out over several years and the project achieved “Excellent” ratings for both its Sustainability Strategy and Sustainability Performance Whole Team Assessment. The CEEQUAL assessor noted how the TPL Business Plan had sustainability at its heart (both socio-economic and environmental), and TfGM’s Environmental Policy was highlighted in the assessment for outlining clear environmental objectives in terms of energy, waste, water, air quality, construction and sustainable procurement and biodiversity

- 4.2 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”.

New trams

- 4.3 The delivery of the first new tram is expected mid-November and following rigorous testing and commissioning should be in service before Christmas. Other trams will arrive shortly after through the course of next 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. Deliveries continue to April 2022.

Tram Management System (TMS)

- 4.4 TMS programme continued with the completion of works at MediaCityUK, Rochdale Town Centre and Bury Line conversion to line of sight operations with the final works this year taking place on the 14/15 November between Bury and Whitefield.

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 3 in October and the announcement of a November lockdown, it is not proposed to make any significant changes to the service until Q2 2021.
- 5.3 Recovery service options in development to optimise capacity and target to meet demand.

Planned engineering works

- 5.4 Next 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, 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 TfGM continue to review the ticketing offer in these changing times following the reduction of cash payments throughout Covid-19 and changes in travel behaviour and is a key activity within the recovery roadmap.

- 5.9 Additional resource will be brought onto the network in December to support the Covid response and support customers throughout their journeys. A campaign refresh that highlights these enhanced activities as well as promoting the safety guidelines whilst using the network, will also be delivered.
- 5.10 Metrolink will also launch a Customer Policy which provides oversight on how our services operate, what to expect from their journey experience and what is also expected from our customers when travelling with us. This will form part of the information available to customers online alongside our Accessibility Guide and monthly performance overview.
- 5.11 Metrolink's Customer Experience Plan for 2021 is being developed which will outline the key priorities for both KAM and TfGM next year. A situational analysis has been drafted which identifies key themes from customer feedback collated throughout 2020.

Danny Vaughan
Head of Metrolink, TfGM

Appendix - 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

Greater Manchester Transport Committee –

Draft Work Programme

December 2020 – February 2021

The table below suggests the Committee's work programme from December 2020 to February 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

December 2020

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
	GM 2040 Delivery Plan	Simon Warburton	To give Members the opportunity to discuss the main elements of the City Region Plan, which focusses on an investment programme over the next two years to support the delivery of the GM 2040 Strategy.	Policy Development
	Passenger Perceptions	Transport Focus	To gain a greater understanding of passenger perceptions of the public transport network.	Accountability

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
	Feedback from Central Manchester Rail Task Force	Caroline Whittam	To receive an update following the Central Manchester Rail Task Force review.	Accountability
	Rail Programme Infrastructure	Simon Elliott		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
	Public Transport Recovery Planning	Kate Brown, TfGM	To update members as to how TfGM will be supporting the recovery of the public transport system, and encouraging passengers to return to the network.	Implementation
	Outcomes of the City Centre Transport Strategy Consultation	Simon Warburton, TfGM	To report the outcomes of the City Centre Transport Strategy Consultation.	Policy Development

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

Feedback from Manchester Recovery Taskforce

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