

# **GREATER MANCHESTER TRANSPORT COMMITTEE**

## **METROLINK AND RAIL NETWORKS SUB-COMMITTEE**

Date: Friday 03 March 2023  
Subject: Local Rail Services Performance Report  
Report of: Simon Elliott, Head of Rail Programme, TfGM

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### **PURPOSE OF REPORT:**

To update Members on local rail service performance and operations between rail periods 09, 10 and 11, 2022/23 (13 November 2022 – 04 February 2023).

### **RECOMMENDATIONS:**

Members are asked to note the contents of this report.

### **CONTACT OFFICERS:**

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## **Equalities Implications**

Not applicable

## **Climate Change Impact Assessment and Mitigation Measures**

Not applicable

## **Risk Management**

Not applicable

## **Legal Considerations**

Not applicable

## **Financial Consequences – Revenue**

Not applicable

## **Financial Consequences – Capital**

Not applicable

## **Number of attachments to the report:**

Nil

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

Not applicable

## **Background Papers**

GMTC MRN 20221111 Local Rail Services Performance 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?

No

## **GM Transport Committee**

Not applicable

## **Overview and Scrutiny Committee**

Not applicable

## **1. INTRODUCTION/BACKGROUND**

- 1.1. To update Members on local rail service performance and operations in rail periods 09, 10 and 11 (13 November 2022 – 04 February 2023)
- 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 09, 10 and 11 overview
  - Network Rail performance and updates
  - Route crime
  - Train operator performance and updates
  - Details of current train plans since December 2022 timetable
  - Patronage and footfall figures
  - Industrial Relations update
  - Operations and Engineering updates
  - Community Rail
- 1.3. A list of rail period dates for 2022/23 can be found in Appendix A.
- 1.4. A geographic map showing all Greater Manchester rail lines and stations can be found in Appendix B.
- 1.5. Individual PPM vs Target and Moving Annual Average graphs can be found in Appendix C for all six GM Train Operating Companies (TOCs). This also includes cancellation and short formation graphs for Northern and TPE.
- 1.6. Right Time at Destination by Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.
- 1.7. A letter from the Rail Regulator to TOCs addressing pre-cancellations (p-coding) of services can be found in Appendix E.
- 1.8. A further letter from the Rail Regulator to Avanti West Coast concerning advance ticket availability can be found in Appendix F.

## **2. OVERVIEW**

- 2.1. This report covers rail periods 09, 10 and 11 2022/23 (13 November 2022 – 04 February 2023)
- 2.2. Operational performance for GM train operators declined overall from Period 08 into Periods 09 and 10, with falls in PPM and Right Time scores and continued high levels of cancellations at above 5%.

- 2.3. PPM and Right Time at Destination scores improved for Northern, TPE and TfW services in Period 11, finishing at over 56% for Northern and TfW. Avanti West Coast remains the worst operator for punctuality, with a PPM of 58.1% in Period 11 and Right Time at Destination on its Manchester – London service group of around 16%.
- 2.4. Period 10 experienced a significant number of days affecting service provision, with nine full days of industrial action and a further fourteen days of action short of a strike. Strikes took place between 13 – 17 December and 03 – 07 January, with Network Rail staff also striking from 18:00hrs on 24 December until 05:59 on 27 December.
- 2.5. According to TPE, a lack of a rest day working agreement at TransPennine Express continues to significantly affect service delivery. Following intervention by the Secretary of State, a new offer on rest day working was put to ASLEF by TPE but rejected. A recovery plan announced by TPE has been presented to Rail North Committee on Wednesday 22<sup>nd</sup> February 2023.
- 2.6. New national rail timetables were introduced on 11 December. For Greater Manchester, this saw an uplift in services, with over 700 additional weekly Northern services operating and the return of three trains per hour (tph) from Avanti West Coast between Manchester – London.
- 2.7. Whilst the December timetable saw service enhancements for Northern, some of these services were pre-cancelled in the lead-up to Christmas due to resource availability and the effects of wider strike action. This saw reduced service in operation week commencing 19 December and on Christmas and New Year's Eves.
- 2.8. Performance in Period 11 (08 January – 04 February) has improved markedly for train operators across Greater Manchester, except for TransPennine Express, where total cancellations represented over a quarter of its contracted services in the period. For Northern, cancellations have reduced to around 3% across its Central/West region.
- 2.9. TPE have reported that crew resource as a result of sickness, both short-notice and longer-term continues to impact service delivery, with some depots at over 12% sickness levels, approximately double the seasonal norm. Action short of a strike and the withdrawal of rest day working and overtime at various TOCs continues to impact overall service delivery.

- 2.10. Pre-planned service cancellations (or P-coded trains) have continued to be used daily by TPE, due to lack of crew availability. In the latest period, around 17% of its services were pre-cancelled up to 22:00hrs the night before scheduled. With further on the day cancellations included, over 25% of TPE services have been cancelled in Period 11.
- 2.11. In January, the rail regulator, the ORR, wrote to TOCs to demand action on addressing p-coded trains and instructed them to work alongside Network Rail to reduce daily, late-notice pre-cancelling of services due to resource availability. Improved, more transparent reporting of these cancellations must now also be undertaken to reliably inform passengers and stakeholders of the extent of total cancellations. A copy of this letter can be found in Appendix E.
- 2.12. Network Rail delay minutes across its Manchester DU continued to perform well in Periods 09 and 10, being favourable to targets and with reductions in infrastructure delay. Period 11 saw a doubling of the number of infrastructure incidents, with a threefold increase in delay minutes as a result of this, partly due to increases in reactionary delay as a result of additional trains on the network.
- 2.13. Patronage and demand levels over the periods have been affected by industrial action, weekend engineering and the general unreliability of services. Demand for Northern services has returned to around 85% of pre-COVID levels and Manchester Piccadilly footfall has surpassed 100,000 per day on recent Fridays.

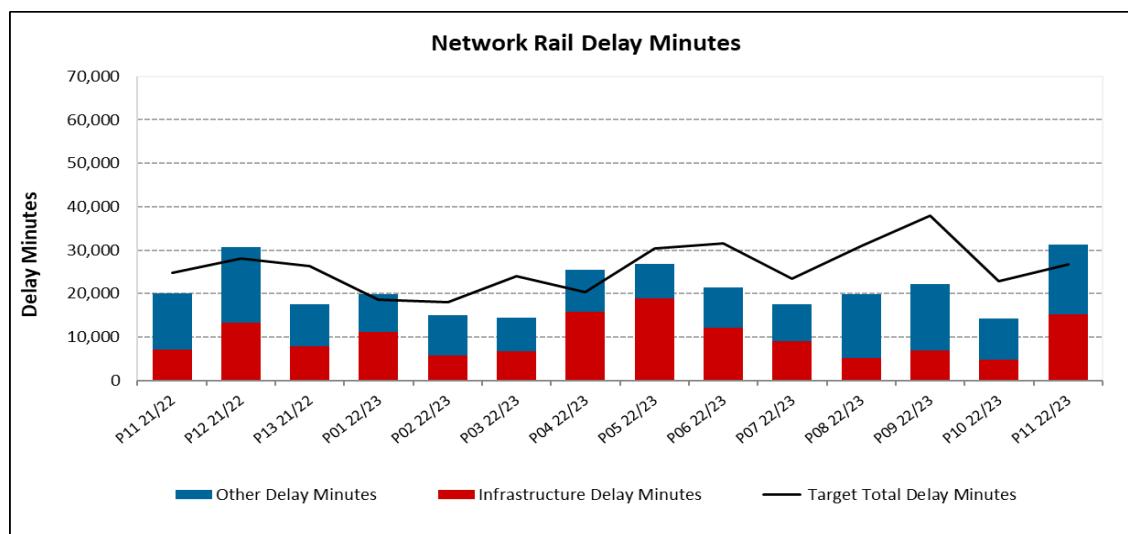
### **3. OPERATIONAL PERFORMANCE**

#### **NETWORK RAIL**

- 3.1. Network Rail (NR) performance is measured against overall delay minutes across its network. These include track and non-track infrastructure failures and external (or ‘Other’) delays, which are attributed to it, such as trespass and weather-related events.
- 3.2. Total NR delay minutes across its Manchester Delivery Unit have performed well over the five periods from Period 06, averaging around 20,000 minutes and favourable to target. The proportion of infrastructure delay continues to be smaller than external delay, although this increased significantly in the latest period, trebling to 15,284 minutes. Period 11 saw total Network Rail delay minutes at 31,175 adverse to target by 17%. For the year to date, however, delay remains 17% favourable to target in Manchester. The number of infrastructure incidents, which had fallen considerably in Period 10, almost doubled in Period 11 to 96.

- 3.3. Infrastructure incidents attributed to NR over the periods included damaged Overhead Line Equipment (OHLE) at Ashburys on 16 January and an axle-counter failure at Deansgate on 17 January, which contributed over 2,000 minutes delay to period totals. Reactionary delay has increased in the period due to additional services now operating on the network.
- 3.4. External Network Rail delay remained consistent in Period 09, fell in Period 10 but increased in Period 11 to almost 16,000 minutes. This was reflective of a relatively mild late autumn/winter, with an absence of severe weather incidents. Period 11 spikes were largely due to flooding across the region, notably at Astley on 10 January and Greenfield on 14 January.

#### **NETWORK RAIL DELAY MINUTES (MANCHESTER DU)**



## **ROUTE CRIME, MANCHESTER DELIVERY UNIT**

- 3.5. Criminal activity, theft and trespass continue to cause significant delay across the rail network. These delays are attributed to Network Rail and it works closely with train operators, British Transport Police and other agencies to mitigate and prevent such incidences occurring.
- 3.6. Period 10 saw decreases in overall delay caused by criminal activity on the railway, with no reported incidents of vandalism locally and 20 cases of trespass. In Period 11, there were 3 recorded incidents of vandalism and 28 trespasses. Across the three periods, there were no reported incidents of cable theft in Manchester DU.
- 3.7. British Transport Police continues to work with train operators and Network Rail, alongside Travel Safe Officers. The use of body-worn cameras continues to be rolled out for front-line staff across the network.

## **FATALITY**

- 3.8. There were two reported fatalities in Manchester DU in Period 11, plus others at Adlington (Cheshire) and Leeds, which impacted local services. Avanti services were impacted significantly by an incident at Milton Keynes on 17 January, which caused almost 8,000 minutes delay to the network and 75 cancellations.
- 3.9. Nationally, during P7 to P9 (the latest periods that figures are available), a total of 78 suicidal events took place, 70 resulting in death and 8 resulting in injury. In the same time period in 2021, there were 83 suicidal incidents in total, although 24 of these resulted in injury and 59 involved loss of life.
- 3.10. Work continues enhancing physical deterrents at key locations on the network, including additional platform-end fencing, surface matting and signage, with smart CCTV being installed at various locations to detect unusual behaviour and alert control centres.
- 3.11. The Samaritans offers courses to rail industry staff and stakeholders on identifying and intervening in potential suicidal behaviour and more details can be found by emailing them at: [railcompaniestraining@samaritans.org](mailto:railcompaniestraining@samaritans.org)

<b>Category</b>	<b>Incidents/ Minutes P10</b>	<b>Incidents/Minutes P11</b>
<b>Trespass</b>	20/1,736	28/1,699
<b>Vandalism</b>	-	3/81
<b>Cable Theft</b>	-	-
<b>Fatality</b>	-	2/788
<b>Total</b>	20/1,736	33/2,568

## TRAIN OPERATOR PERFORMANCE

- 3.12. Overall operational performance declined in Periods 09 and 10, with reductions in PPM and Right Time at Destination, except for EMR, which registered improvements on its Norwich – Liverpool service group. Period 10 saw the introduction of December 2022 timetable featuring additional services for Northern, Avanti West Coast and TPE. As previously stated, the period also saw 23 days of disruption through official strike action and action short of a strike, plus Christmas and Boxing Day holidays with no train service and significant engineering works.
- 3.13. Moving annual average PPM has declined across all six TOCs over the three periods, ranging from a low of 70.1% for Avanti to 83.7% for TPE. The TPE figure, as with all other official TPE data excludes pre-cancelled trains. The average of the six TOCs PPM in Period 09 was 72.2%, this dropped to 68.5% in Period 10 but has recovered to 76.0% in Period 11.
- 3.14. Right Time figures have followed a similar pattern, worsening in Period 09 and 10 (except for EMR), before recovering in Period 11 to finish with an average of the six TOCs at 41.0%.
- 3.15. According to TOCs, cancellations continued to increase for operators over the periods, largely due to crew availability and the continued loss of rest day working (RDW) agreements. Even for companies with RDW agreements in place, some traincrew are continuing to decline to work rest days and additional overtime.
- 3.16. On-going COVID sickness and short-notice, seasonal sickness is continuing to affect crew availability across depots; this is being compounded by crew awaiting NHS surgery for longer-term conditions and drivers who are unable to complete driving duties.

- 3.17. Cancellations have ranged from between around 5% to 10% and are still largely being driven by traincrew availability, although for Avanti a number of very disruptive incidents out of its control have affected its performance in Period 11. These have included fatality, signalling and track issues around Milton Keynes – London Euston.
- 3.18. Network Rail delay, previously detailed, has affected Northern, TPE and TfW services with flooding at Astley (and Greenfield for TPE), with longer distance operators impacted by infrastructure and external delays around Milton Keynes, Watford Junction and Banbury over the periods.
- 3.19. Delays caused by other TOCs and freight companies also impact service performance and failed units have caused disruption to both local and longer distance services over the periods, notably with a failed unit near Euston on 25 January (2,828 mins delay and 44 cancellations) plus a de-railed freight unit near Crewe on 18 November, which was responsible for 2,708 mins delay.

### **NORTHERN TRAINS LIMITED**

- 3.20. Northern's punctuality and reliability declined in Periods 09 and 10 but has recovered considerably since Period 11. (Period 11 effectively became the first full working period of December 2022 timetable, following the disruption by strikes in Period 10). Right Time at Destination for Northern's Central & West regions services was 56.4% in Period 11, over 12% points higher than in Period 09.
- 3.21. Cancellations in Northern's North and South Manchester service groups increased in Period 10 to 9.8% and 2.8% of services respectively, as detailed below. For Period 11, North Manchester recorded just 2.8% cancellations and South Manchester 1.8%.
- 3.22. Northern's December timetable featured a considerable enhancement of its Greater Manchester services, with around 700 additional weekly trains. On-going crew resource availability had initially led to the operator wanting to incrementally introduce these services, however, it was decided to implement all of them from 11 December. This came with the caveat that there would be some pre-cancelling of services for a strictly limited duration and with 48-hrs notice, where possible, with active stakeholder engagement. In the week commencing 19 December, Northern pre-cancelled between 150 – 200 of its Greater Manchester services. Saturday 24 and 31 December saw a very limited train service operated by Northern, effectively a 'key route strategy plus' based on crew availability and planned strikes from 18:00hrs on 24 December.

- 3.23. Sunday service provision, which has traditionally been challenging for Northern due to it being a rest day, has recently improved, with encouraging punctuality and reliability and fewer cancellations.
- 3.24. Short-forming of Northern services increased significantly in Period 10 in North and South Manchester, with almost a quarter of North Manchester services operating with fewer carriages or in a different formation to planned. This was as a result of depot crew availability and unit displacement/depot movements being affected by strike action over the period. In Period 11, this has reduced by more than half, with North Manchester recording 11.2% and South Manchester just 4.9% of short-formed services.

### **TRANSPENNINE EXPRESS**

- 3.25. TPE official performance data records TPE with a consistent Right Time at Destination figure of around 40% over the three periods. TPE officially ended Period 11 with a PPM at 77.7% and cancellations at just over 9%. These on the day cancellation figures exclude pre-cancelled (or p-coded) services.
- 3.26. TransPennine Express has repeatedly stated to stakeholders that it expected improvements in service provision, even whilst there was no rest day working agreement in place since December 2021. A service uplift was questioned by TfGM in March 2022 ahead of the May 2022 timetable change. Further promises on securing service delivery were made when 40 Anglo - Scot services were removed from the timetable in September 2022. Assurances were then given that services would improve in January 2023.
- 3.27. In Period 11, TPE part or fully p-coded 1,360 trains, or 17.4%, of what it should have operated according to its contracted timetable. Over the period, a further 707 services were cancelled on the day, resulting in 2,067 cancelled services, or 26% of what should have operated.
- 3.28. Weekly cancellations for TPE had been between 250 – 400 services throughout autumn, with spikes in the half-term week, however during week commencing 15 January, TPE cancelled over 600 trains across Greater Manchester, recording its worst week of operations.

- 3.29. As part of an overall December uplift and new routes, including the Cleethorpes – Liverpool service and associated increases in driver training, TPE had stated that, in order to prioritise driver training for those drivers whose training was near completion, it would need to temporary remove 12 trains per day. Whilst most of these had negligible impact on Greater Manchester, the removal of the 1730 Piccadilly – Scarborough service was recognised as cause for concern and, after discussion with TfGM and other stakeholders, the service was reprieved, although has been subject to regular pre-cancellation since.
- 3.30. The new offer by TPE to ASLEF on a renewed rest day working agreement has been rejected by ASLEF. It remains on the table and TPE state that the lack of such agreement acts as an impediment to delivering a reliable service. Additional driver training requirements remain for December 2022 and the Trans-Pennine Route Upgrade (TRU).
- 3.31. Whilst cancellations and delay have largely been impacted by crew availability and TOC-on-self (around 60% of all failed PPM), performance has also been impacted by infrastructure failure, fatality and weather-related events. These have included OHLE issues at Neville Hill, Leeds, signalling failure at Huddersfield and a points failure at Leeds all recorded in Period 11.

## **AVANTI WEST COAST**

- 3.32. Avanti West Coast performance over the three periods has remained poor, with PPM averaging just 57.4% and Right Time at Destination on London – Manchester services averaging 21.3% over the periods. Its PPM MAA is the worst of GM's six TOCs, currently standing at just 70.1%.
- 3.33. The re-instatement of 3 tph between Manchester Piccadilly – London Euston from 11 December represented a significant challenge to the operator, with crew resource availability still impacting. Poor performance and cancellations when the timetable consisted of just 1 tph (and subsequently 1tph+) had resulted in well-publicised complaints about seat availability, over-crowding and toilets not working throughout autumn. The increase to 3 tph has seen cancellations of around 8 – 10% of services, which whilst not acceptable in the longer-term, represents a considerable improvement on pre-Christmas service delivery.

- 3.34. Avanti West Coast performance has also been impacted by a series of very major Network Rail incidents on its route, notably over the past period. Four incidents alone, all between London Euston and Milton Keynes have caused almost 28,000 minutes delay and 258 cancellations network-wide (17,194 mins and 109 cancellations to Avanti itself).
- 3.35. Advance ticket availability for Avanti services has been restricted over the past months, with tickets, especially for weekend travel, unavailable to be purchased until sometimes just a few days prior. The Office of Rail and Road (ORR) has written to Avanti demanding an improvement plan, notwithstanding current planned disruption and engineering, to enable passengers to better plan their journeys and avail themselves of advance fares. The letter is reproduced in Appendix F.

## **OTHER OPERATORS**

- 3.36. Transport for Wales Rail (TfW) service performance has remained consistently the best of the six TOCs, finishing Period 11 at 56.6%. Its PPM MAA remains above 80%.
- 3.37. Transport for Wales services to Manchester continue to operate, with 1 tph to Chester/North Wales and 1 tph to Cardiff/South Wales. New rolling stock in the form of Class 197 units have started to be deployed from December's timetable change, providing enhanced capacity and comfort on Anglo – Welsh services.
- 3.38. Due to train lengths on some of its new rolling stock, TfW is not calling key peak services at Earlestown or Newton-le-Willows stations. Displaced passengers for Manchester (Oxford Rd and Piccadilly) are now using Northern's stopping service. TfGM is in dialogue with TfW around reviewing safety procedures for door operation and train despatch at these stations.
- 3.39. Cross Country performance remains poor, with crew availability impacting in autumn and increases in reactionary delay as more trains operate across its network. Right Time at Destination scored 22.1% in Period 09 but had improved to 38.6% in Period 11. External factors, including a fatality at Adlington, Cheshire and trespass at Bramhall, have impacted recent performance in Period 11.
- 3.40. From December 2022, Cross Country is operating 1tph to Bournemouth, with 3/4 morning and evening services now serving Bristol. A daytime hourly service to Bristol, with some trains extended further to the south-west will now be re-introduced from May 2023. Further details of May 2023 timetables will be included in a future report.

- 3.41. EMR performance has improved over the past three periods on its Norwich – Liverpool route, with PPM at 82.2% in Period 11 and a high of 42.3% Right Time in Period 10. Its PPM MAA finished Period 11 at 78.3%. Cancellations in Period 11 were 2.4% against a target of 2.8%.
- 3.42. Hourly EMR services between Norwich – Liverpool have experienced some short-forming over the periods and associated crowding. Cancellations by TPE services on shared section of route between Liverpool – Manchester – Sheffield have added to crowding on these and Northern's local stopping Hope Valley services.
- 3.43. Concerns over the removal of an 0830 EMR departure from Liverpool Lime Street and 2 car formation of some other services are currently being raised by TfGM with the operator.

#### **SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 09 -11**

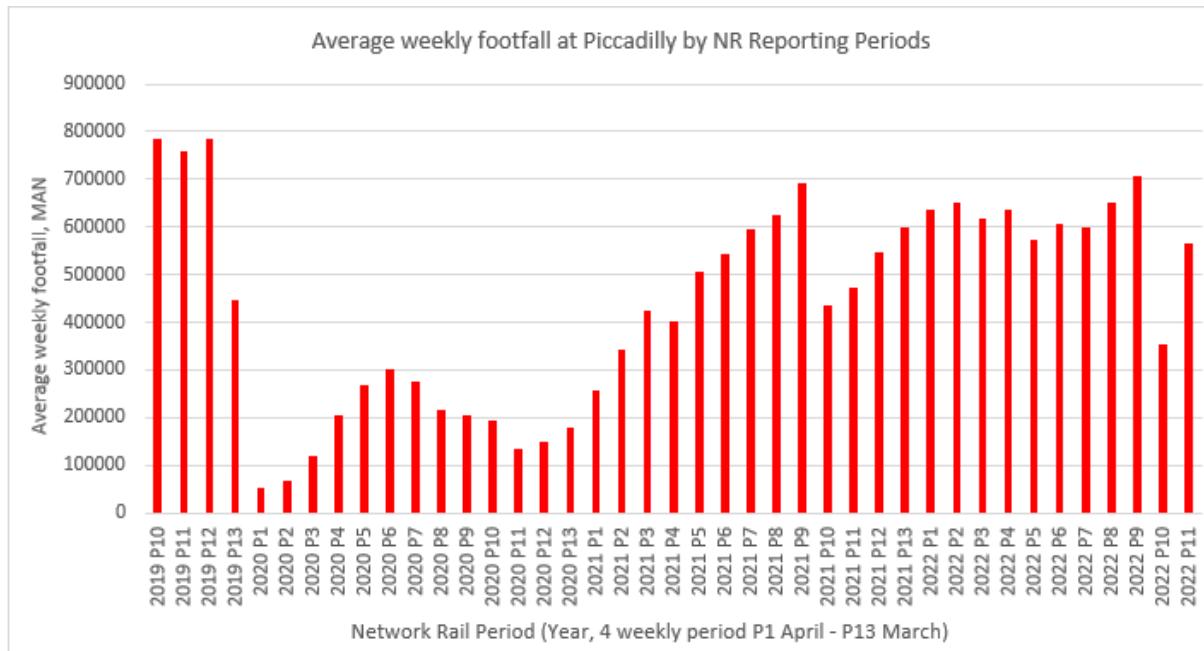
Date	Incident	Delay Minutes	Cancellations
18 November	Crewe freight derailment	5,599	10
10 January	Flooding, Astley	3,668	2
14 January	Flooding, Greenfield	tbc	-
16 January	Damaged OHLE, Ashburys	980	2
17 January	Axle-counter failure, Deansgate	1,158	-

#### **SIGNIFICANT INCIDENTS, LNW NETWORK, PERIODS 09 - 11**

Date	Incident	Delay Minutes	Cancellations
06 January	Hanslope Junction, 20mph ESR	9,278	-
15 January	OHLE power trip, Birmingham	8,903	44 full/158 part
17 January	Fatality, Milton Keynes	7,786	38 full/37 part
23 January	Signalling failure, Harrow & Wealdstone	6,924	118 full/58 part
15 December	Signalling comms failure, London Euston	5,024	266 full/92 part

## 4. PATRONAGE

- 4.1. Rail patronage fluctuates amongst operators and continues to be impacted by service unreliability, industrial action and weekend engineering works. Latest reports from Northern suggest demand has returned to around 91% of pre-COVID levels on its services, with demand and revenue tracking higher than the national average.
- 4.2. Services are now operating (or timetabled to operate) at around 92% of pre-COVID levels across Greater Manchester. Whilst there are some gaps in service compared to pre-COVID, overall capacity levels remain provided through longer trains and strengthened services.
- 4.3. Demand recovery, which had been driven largely by leisure travellers has now seen the return of commuters, especially where delivery on routes has been dependable. Whilst not a return to the five day per week Monday – Friday commute, there has been some growth in peak flows on key routes.
- 4.4. Weekly footfall totals at Piccadilly station since the start of the pandemic are shown below. The busiest day of the week continues to be Friday, with Saturdays and Sundays recently impacted by significant weekend works around Stockport/Macclesfield and Hope Valley routes. Mondays and Tuesdays continue to be the quietest days of the week.



## **5. INDUSTRIAL ACTION**

- 5.1. Strikes by RMT and ASLEF members continue to impact rail service provision, with industrial action having taken place on 13/14 and 16/17 December and between 03 - 07 January. Additionally, a strike by Network Rail staff took place from 18:00hrs on 24 December through until 27 December.
- 5.2. Members of the RMT and ASLEF rail unions are yet to agree on pay awards and potential changes to working terms and conditions with train operators and Network Rail across England. Various offers have been made to the RMT, amounting to a 9% pay rise over two years (5% backdated to April 2022 and 4% from April 2023) and a guarantee of no compulsory redundancies until January 2025. To date, these offers have not been accepted by the RMT executive. Further strike days have been announced by the RMT at 14 TOCs on 16, 18, 30 March and 01 April 2023, with Network Rail RMT members also striking on 16 March.
- 5.3. Additionally, train crew continue to decline to work rest days and overtime. This has mainly impacted Avanti West Coast and TPE services, as detailed elsewhere in this report. For TPE, the lack of a rest day working agreement remains the main factor in its inability to deliver promised services and driver training, this also impacts driver training for the Trans-Pennine Route Upgrade, where services will operate on a diversionary route across the Calder Valley.
- 5.4. For passengers and TfGM, the dispute has impacted Metrolink operations to Altrincham, with contingency cover for shared signalling sections between Timperley – Altrincham only being provided between 0700 – 1900hrs on RMT strike days and replacement bus operation beyond these hours.

## **6. DECEMBER 2022 TIMETABLE (MTF)**

- 6.1. Changes made to regularise services and improve overall performance were brought in from December 11 timetable change (MTF). With a loss of some connectivity, including Stockport, Sheffield and Wigan losing their Manchester Airport connections and Wigan/Southport losing their Manchester Piccadilly services. An additional loss of connectivity between North and South Manchester has been affected by the removal of Blackpool North – Hazel Grove and Southport – Alderley Edge services.

- 6.2. Services have been standardised and made more consistent in this timetable; there are fewer trains operating along the Castlefield corridor, fewer trains calling at Deansgate out of the peaks and fewer conflicting movements at flat junctions. Given the large-scale disruption caused by industrial action from the start of Period 10, the first effective, workable weeks of the new timetable began on 08 January and, as such, it remains too soon to have a definitive picture of any long-term performance benefits as a result of the changes.
- 6.3. Northern's December timetable features an uplift of around 700 additional weekly trains across Greater Manchester, or around 14%. Earlier Sunday services are now operating from New Mills Central, and Macclesfield, with Farnworth gaining a new Sunday service.
- 6.4. Northern peak time services have been restored on Buxton, New Mills Central and Mid-Cheshire lines. Hadfield/Glossop services revert to half-hourly all day. Rochdale – Blackburn services return hourly all day, providing second train per hour calls at Moston, Castleton and Mills Hill. Smithy Bridge sees its second train per hour restored and Blackrod's hourly off-peak service resumes. The second tph at Irlam and Urmston stations will now be provided off-peak by the new TPE Cleethorpes – Liverpool service. Calls at Deansgate by Liverpool/Warrington stopping services will also be removed off-peak.
- 6.5. TPE will uplift its Anglo – Scottish services incrementally, with the re-introduction of 31 and then 35 services from December. The full 40 withdrawn services will not be re-introduced until May 2023 due to substantive engineering works at Carstairs in the spring.
- 6.6. Avanti West Coast restored its 3tph between Manchester Piccadilly – London Euston from 12 December.

- 6.7. After just one full period of operation, it remains too early to say whether there has been any long-term improvement in performance through the Castlefield corridor and wider Greater Manchester network; however, initial line of route Right Time performance data has shown improvements in four of five of Northern's services which operate through. The most improved route in Period 11 has been Southport services to Manchester Oxford Rd, where 59.1% arrived at their final destination on time (compared to just 40.7% in Period 09 when the services operated through to Alderley Edge). Blackpool North – Manchester Airport services have improved by almost 5% in the period and there have been improvements for CLC stopping and Cumbria – Airport services. Chat Moss service performance has declined in the period but external factors, including flooding, impacted during the period. A line of route Right Time chart can be found in Appendix D.

## **7. FORTHCOMING ENGINEERING**

- 7.1. Salford Central station is currently closed until 21 May 2023. Trains are operating through the station but not stopping, maintaining links between Salford Crescent and Manchester Victoria. There will be some weekend blockades of the line to enable works to be completed, with services diverted to Manchester Oxford Road or bus replacement from Salford Crescent. These works will see new, raised platforms, canopies and lighting at the station, improving accessibility, safety and the customer experience.
- 7.2. North West Electrification works will see bridge works and the installation of OHLE between Lostock Junction and Wigan North Western. This will entail station and local road closures along the line. Works at Hindley are taking place at weekends from January and then between 13 March and 23 July 2023. Further works will follow at Ince from 24 July until December 2023. TfGM, Network Rail and Northern continue to engage with residents and stakeholders to discuss plans and local road closures.

- 7.3. **Wigan Wallgate to Kirkby line closure:** In order to build Headbolt Lane station, closures of the railway line between Wigan and Kirkby will take place with buses replacing trains from Monday 13 until Friday 17 February 2023 **Preston station closures:** Over four weekends, Network Rail will be undertaking essential upgrades to railway lines at Preston station. The railway lines through Preston to Lancaster, Blackpool, Wigan, Buckshaw and Blackburn will be closed, with buses replacing trains on the following dates: Saturdays 18/25 and Sundays 19/26 February and Saturday 4 and Sundays 5/12 March. **Hazel Grove to Buxton line closure:** Between Saturday 18 and Monday 27 February 2023, Network Rail is undertaking major work on the Grade 2 listed bridge which carries the railway across Buxton Road at Whaley Bridge. This work requires the railway line between Hazel Grove to Buxton to be closed, with buses replacing trains.
- 7.4. Work is currently underway to extend platforms at Mauldeth Road, East Didsbury and Gatley to accommodate longer trains as part of the MTF. Additionally, the line to Manchester Airport is closed on six consecutive Sundays between January – February, with bus replacement.
- 7.5. Between Saturday 4 March and Sunday 4 June, Network Rail is completing major track renewals and overhead line installation work near Carstairs in Scotland, remodelling the track layout to provide a better performing, more robust and easier to maintain infrastructure asset. The main impact of this engineering work will be felt on all routes into Scotland. There will also be some cancelled weekday services between Manchester and London Euston during Phase 1 of the works, which last between Saturday 4 – Sunday 19 March.
- 7.6. Passengers are urged to plan ahead, make a reservation, leave extra time for their journey and check the Avanti West Coast, TPE or National Rail Enquiries websites before travelling. More information can be found here:  
<https://scotlandsrailway.com/projects/carstairs-modernisation>

## **8. OPERATOR UPDATES**

- 8.1. Funded through resources secured from Sustrans, Avanti West Coast will be installing new cycle parking at Manchester Piccadilly over the coming weeks. Parking will be situated at four separate locations across the station. In total there will be 162 open canopy storage spaces following the installation, an increase of 118 of what is currently available.
- 8.2. This year will see Avanti West Coast's biggest ever driver recruitment push. The aim is to increase female applications to 20% with the hopes of reaching 100-120 successful applicants across the gender split to enrol as trainee drivers. The campaign is part of Avanti West Coast's regular driver recruitment to replace drivers retiring or leaving the industry. In 2022, female applicants made up 18% of driver applications at Avanti West Coast, compared to 12.5% in 2020.
- 8.3. The £117m programme to refurbish Avanti's fleet of Pendolino trains is progressing well, with approximately 21 of the 56 strong fleet having undergone a refurbishment at Alstom's depot in Widnes. The enhancements include brand new seats, improved toilets, lighting, carpets, and on-board information, plus more luggage storage, improved wheelchair accessible spaces, and a redesigned shop area.
- 8.4. Northern and TfGM continue to roll out new fully accessible toilet pods at 83 Northern stations, including the first one for Greater Manchester at Guide Bridge.
- 8.5. Northern is continuing to install water fountains for its customer use at Greater Manchester stations. Recently added fountains are at Levenshulme and Heaton Chapel.
- 8.6. Northern is encouraging passengers back onto the railway in Bolton with a £3 return offer on Thursdays. The special price tickets of £1.50 each way are available between Bolton – Manchester stations on Thursdays and need to be purchased three days in advance at [www.northernrailway.co.uk](http://www.northernrailway.co.uk). The offer runs from 06 February – 27 April.

## **9. COMMUNITY RAIL**

- 9.1. TfGM continues to work with industry partners to fund and facilitate community projects at our stations. Work is currently underway with schools and colleges at Rochdale, Reddish North, Gathurst and Horwich Parkway stations. A community art hub is involved with works for Bramhall and industry volunteer days will be arranged shortly for clean ups at several local stations, including Mauldeth Road and Bramhall.
- 9.2. TfGM is supporting the Cheshire Best Station awards once again for our stations which were in the county, pre-boundary changes. These will be held in March 2023, with TfGM sponsoring a prize category.

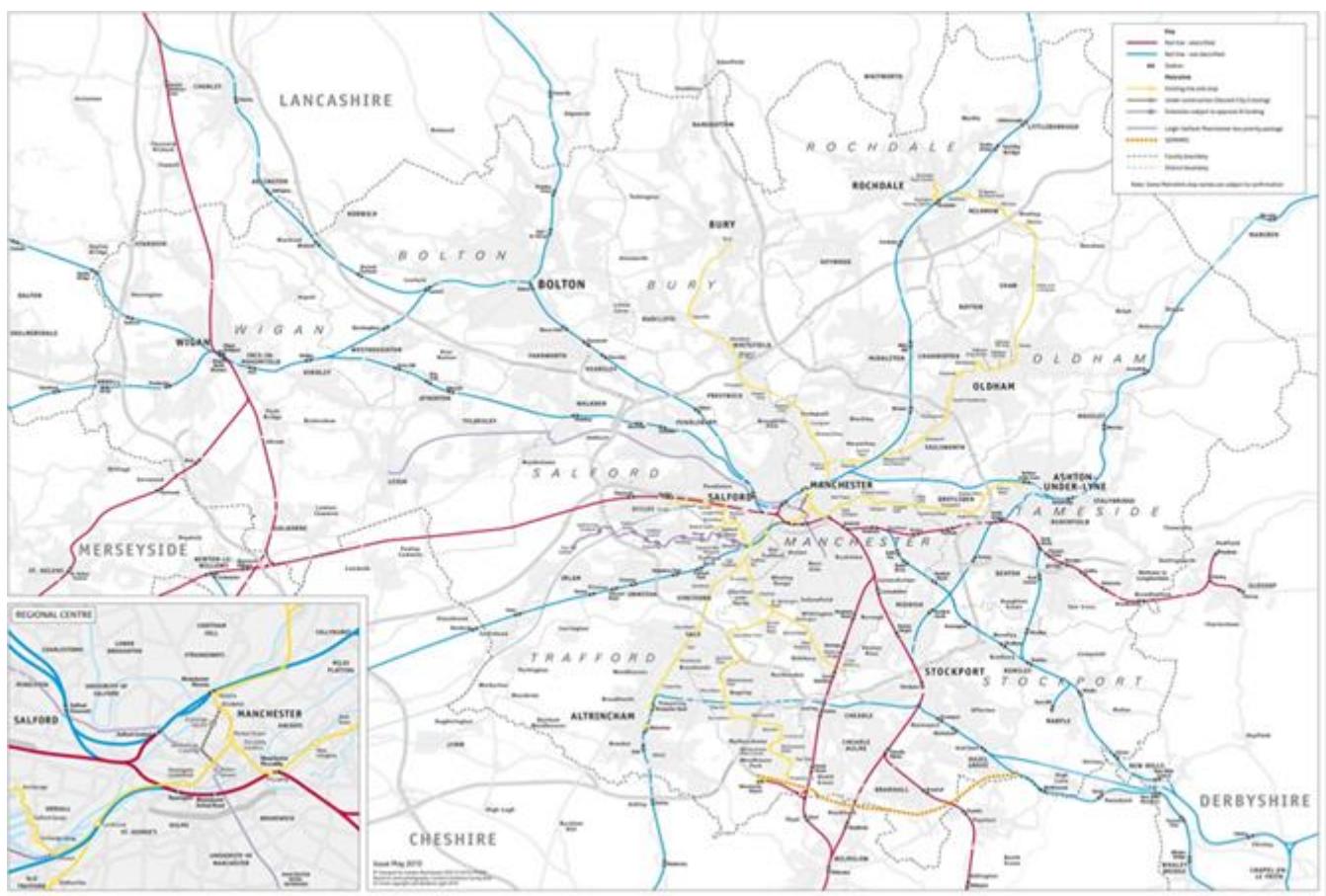
**Simon Elliott,**

**Head of Rail Programme, TfGM**

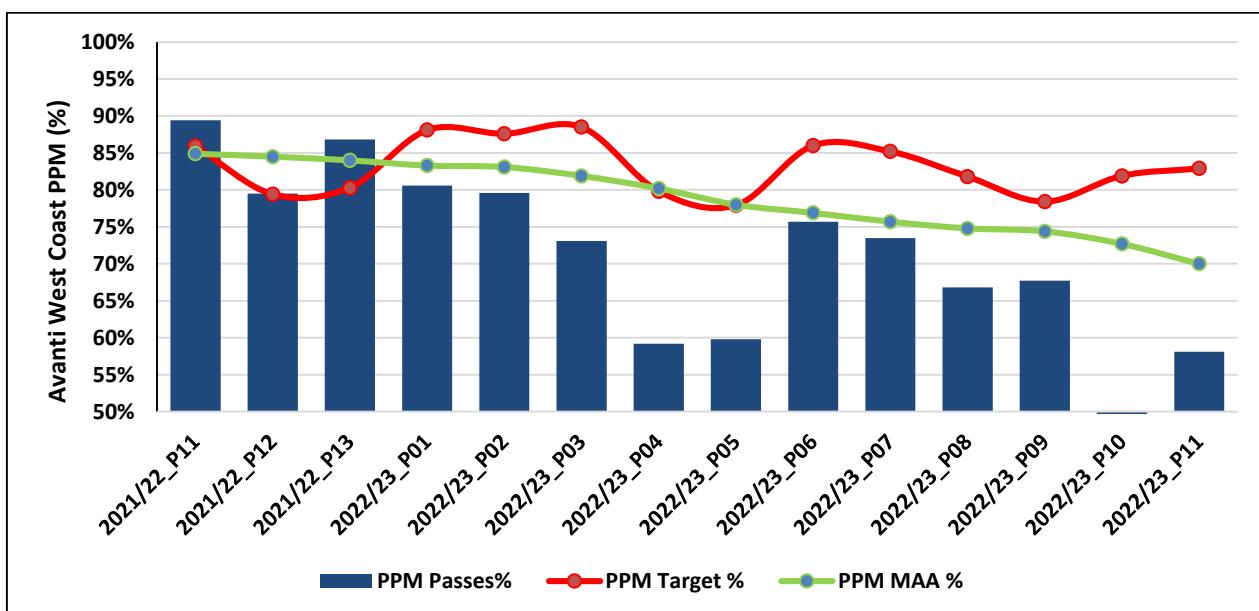
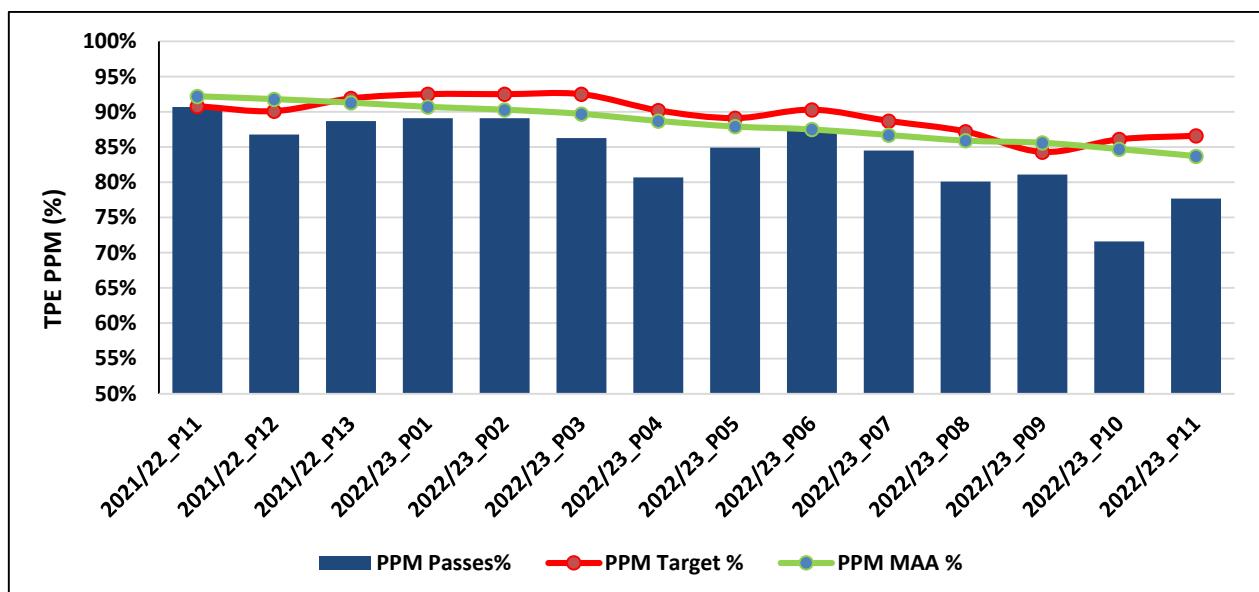
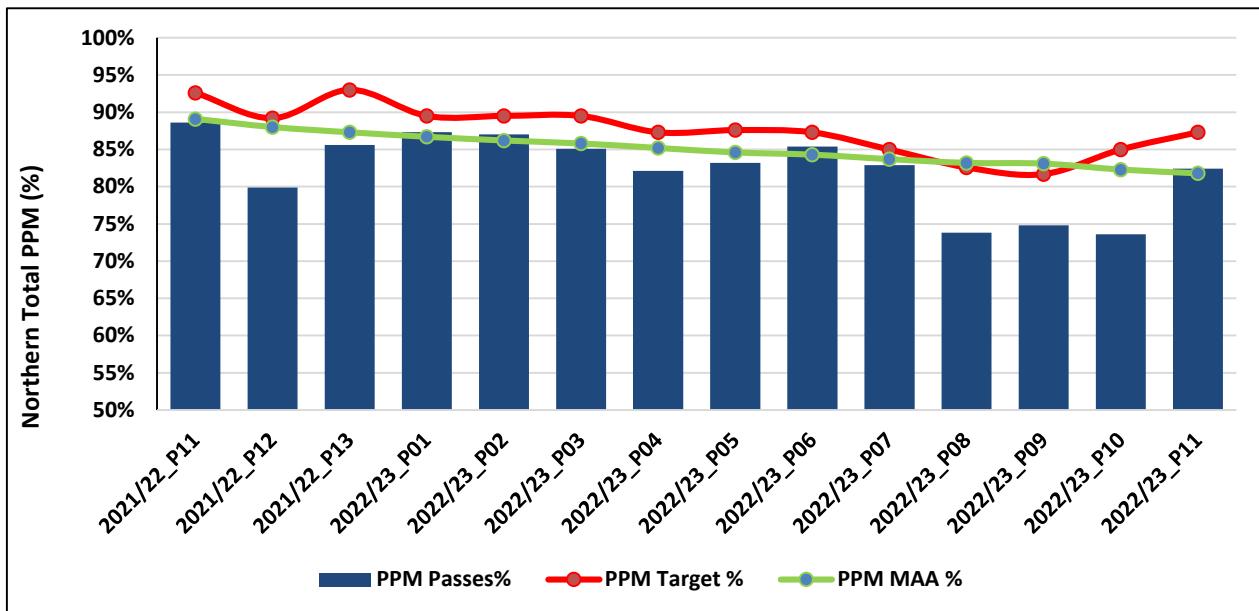
## **APPENDIX A – RAILWAY PERIOD DATES 2022/23**

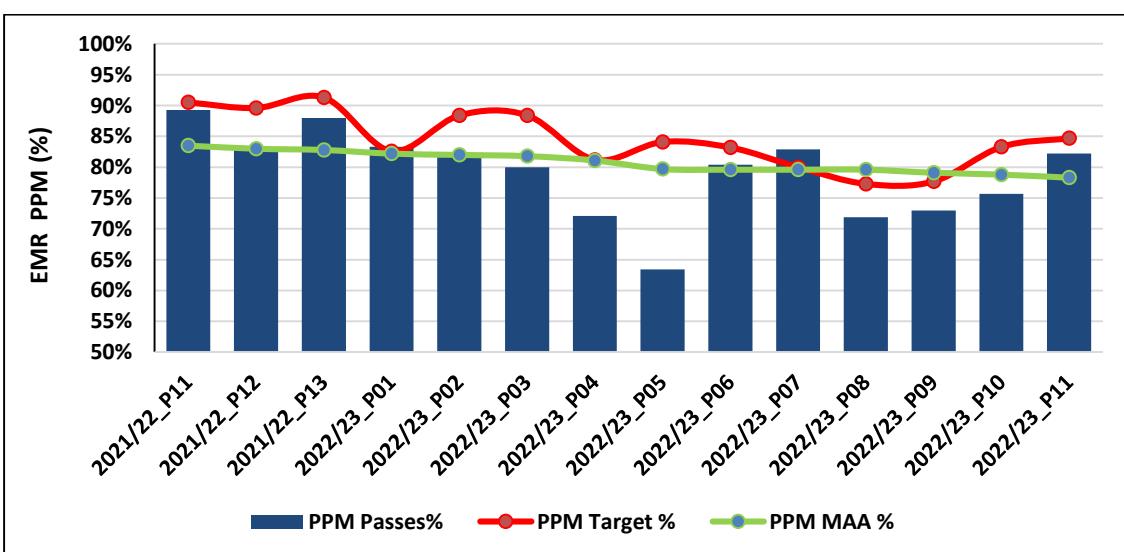
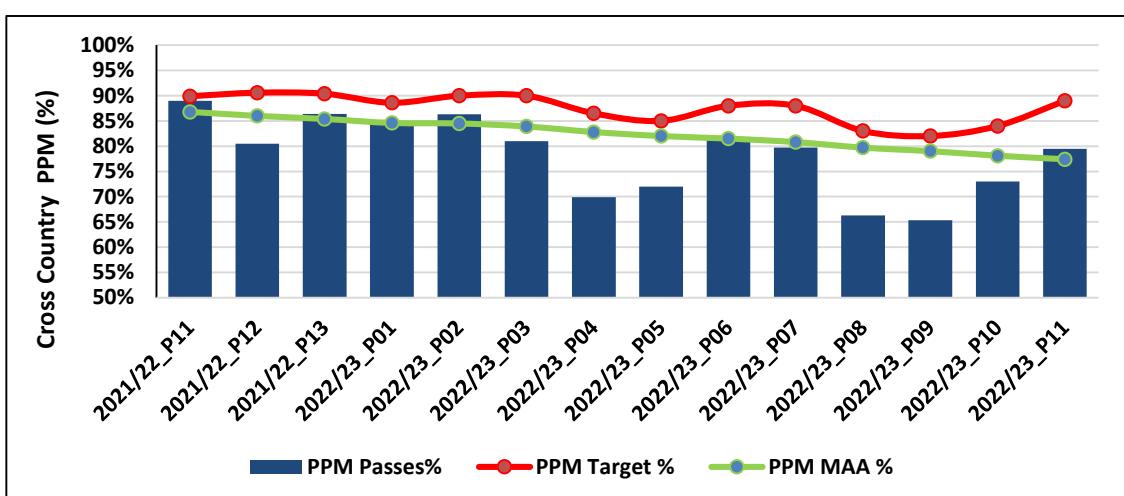
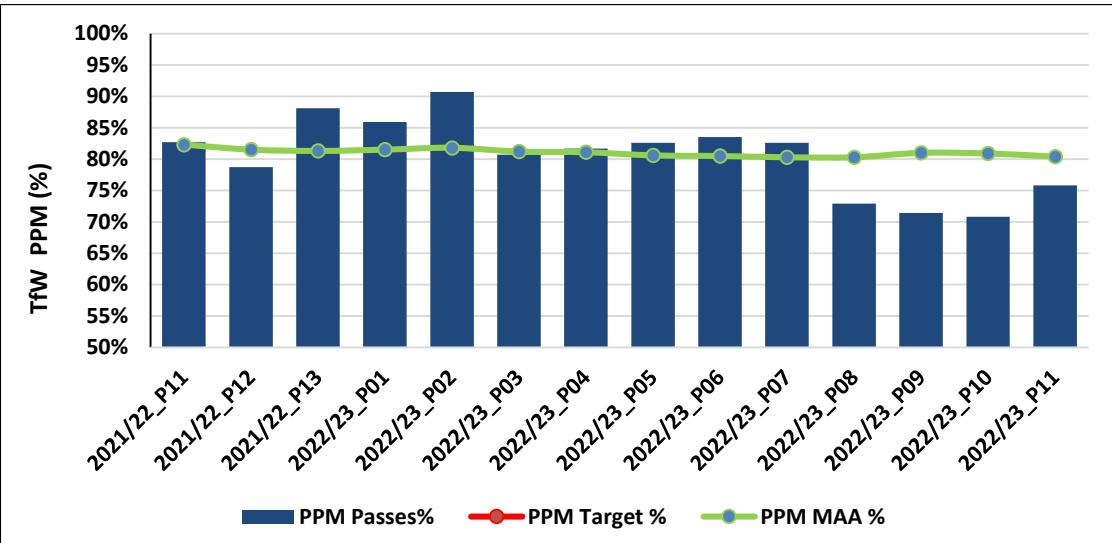
<b>Year</b>	<b>Year/Period</b>	<b>Date From</b>	<b>Date To</b>
2022/23	2022/23_P01	2022-04-01	2022-04-30
2022/23	2022/23_P02	2022-05-01	2022-05-28
2022/23	2022/23_P03	2022-05-29	2022-06-25
2022/23	2022/23_P04	2022-06-26	2022-07-23
2022/23	2022/23_P05	2022-07-24	2022-08-20
2022/23	2022/23_P06	2022-08-21	2022-09-17
2022/23	2022/23_P07	2022-09-18	2022-10-15
2022/23	2022/23_P08	2022-10-16	2022-11-12
2022/23	2022/23_P09	2022-11-13	2022-12-10
2022/23	2022/23_P10	2022-12-11	2023-01-07
2022/23	2022/23_P11	2023-01-08	2023-02-04
2022/23	2022/23_P12	2023-02-05	2023-03-04
2022/23	2022/23_P13	2023-03-05	2023-03-31

## APPENDIX B: GREATER MANCHESTER RAIL NETWORK MAP

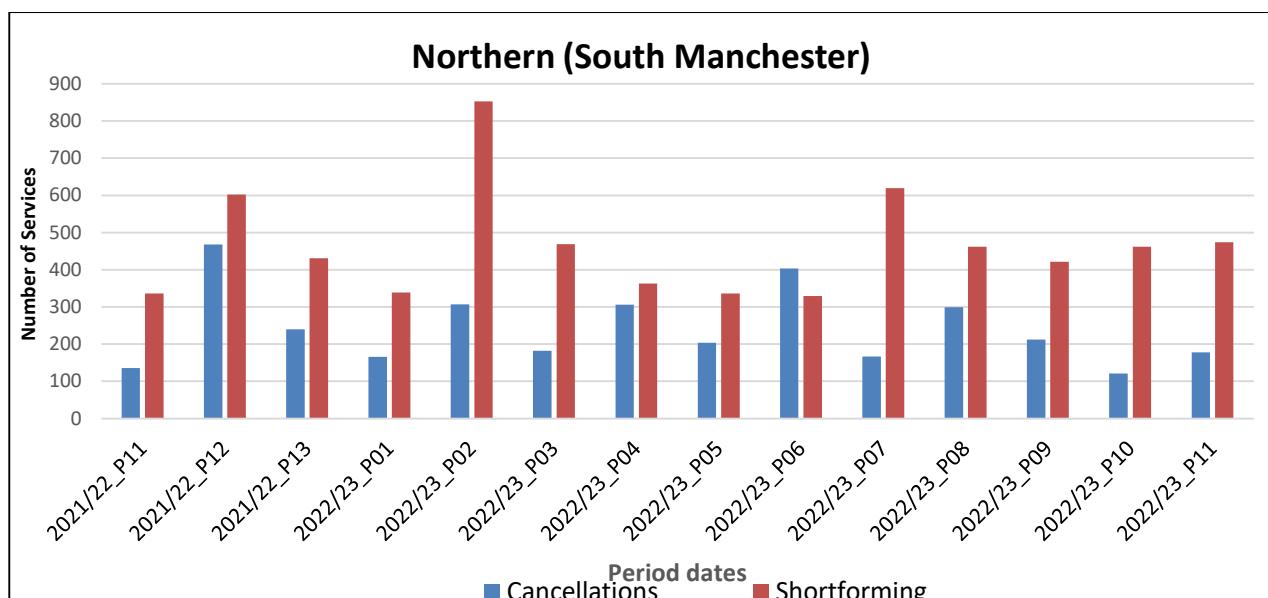
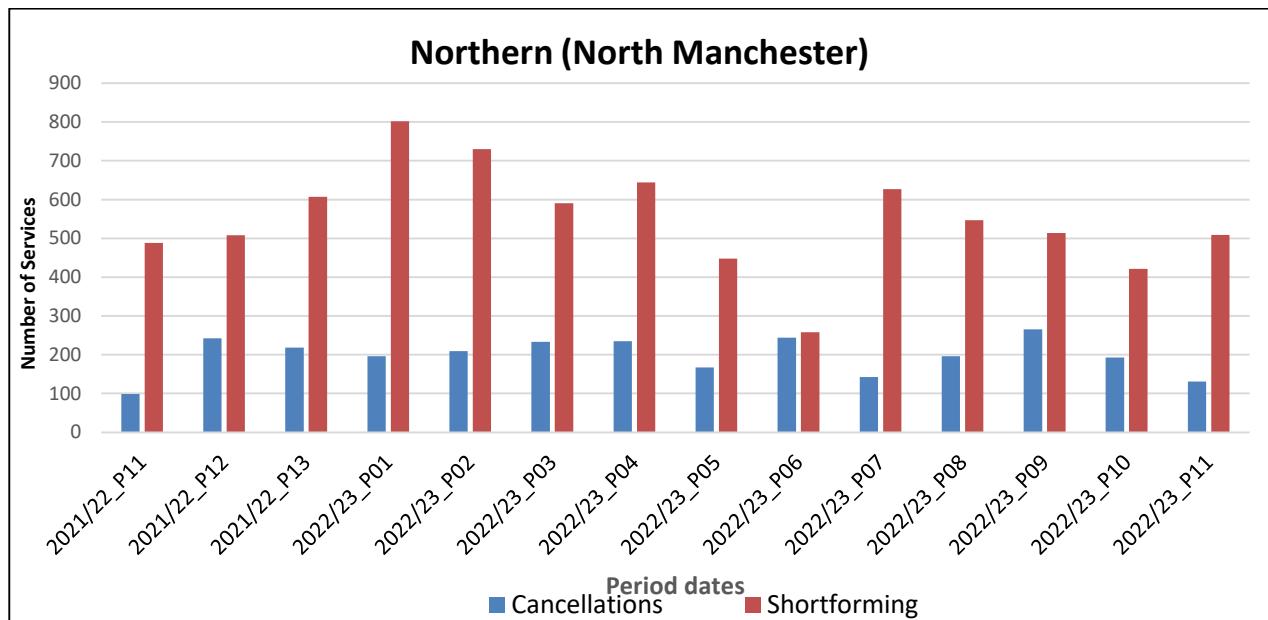


## APPENDIX C: TOC PPM V TARGET AND MOVING ANNUAL AVERAGE

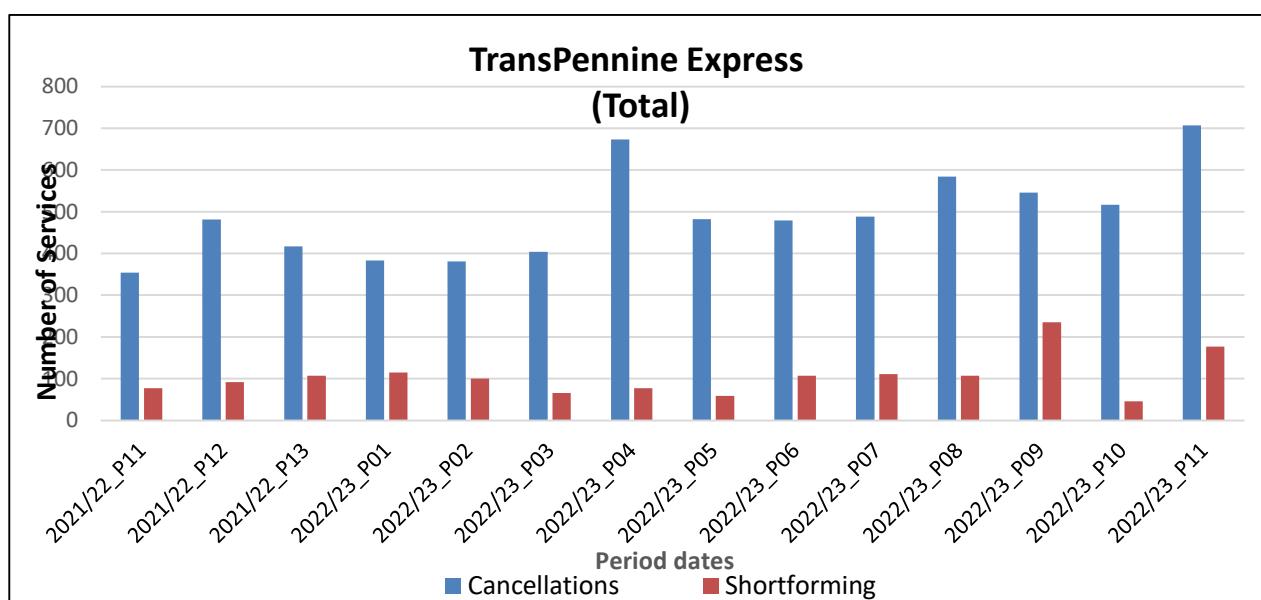




## Cancellations and Short Forming - Northern



## TPE



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

RT at Destination by Northern Line of Route 2022/23	P09	P10	P11	YTD
CLITHEROE - VICTORIA - ROCHDALE	61.2	65.9	66.2	72.9
PICCADILLY - BUXTON	60.2	68.2	64.3	69.5
PICCADILLY - STOCKPORT - CREWE	57.4	65.4	65.9	67.3
CLITHEROE - BOLTON - VICTORIA	64.3	61.2	65.1	66.9
KIRKBY - VICTORIA - BLACKBURN	47.5	60.1	67.5	63.7
PICCADILLY - NEW MILLS CENTRAL	45.6	66.2	66	63.7
BLACKPOOL - WIGAN - LIVERPOOL	49.4	63.5	66.1	62.7
PICCADILLY - ROSE HILL MARPLE	46.4	76.3	69.2	60.2
LEEDS - WIGAN	40.4	55.5	68.9	59.3
SOUTHPORT/VICTORIA - STALYBRIDGE	63.3	55	60.4	57.7
PICCADILLY - STOKE	42.8	63.3	61.7	57.1
PICCADILLY - HADFIELD/GLOSSOP	42.3	67.6	58.9	56.3
PICCADILLY - CHESTER	33.1	55.6	65.9	56
LIVERPOOL - MANCHESTER OXFORD RD	45	39.2	52.6	54.7
BLACKPOOL Nth - BOLTON - AIRPORT	48	49.8	54.4	54.7
WIGAN NW – ECC - MCV	-	-	54.3	54.3
LIVERPOOL - AIRPORT	57.4	37.9	36.2	53.9
PICCADILLY - SHEFFIELD	41.6	61.5	61.2	53.8
SOUTHPORT - MANCHESTER OXFORD RD	40.7	55.1	59.1	52.2
AIRPORT - WIGAN NW - BARROW/WINDERMERE	42.7	40	47.7	48.2
MANCHESTER VICTORIA - LEEDS	33	31.1	35.8	45.4
LEEDS - CHESTER	31.8	22.8	23	42.7

TPE RT at Destination	P09	P10	P11	YTD
North	44.2	44.2	40.4	53.4
South	35.9	40	37	47.7
Scottish	29.8	41.4	40.9	38.9

## **APPENDIX E – LETTER FROM ORR TO TOCs REGARDING RESOURCE LED PRE-CANCELLATIONS**

Feras Alshaker Director, Planning & Performance A TOC Managing Director BY EMAIL 19 January 2023

Dear TOC MD, Resource Availability Shortage “P\*-Coded” Pre-Cancellations

I write to you today, further to my letter titled “Understanding Where Rail Passenger Experience Differs from Official Cancellations Statistics” and dated 25th November 2022. For the benefit of passengers and to support industry transparency, we are seeking confirmation that your TOC will support and participate in action by the industry to stop the use of “P\*-coded” pre-cancellations caused by late-notice resource availability shortages.

### **Effect on Passengers**

Over the past year there has been a significant national rise in train service cancellations affecting passengers. The work we have done since my previous letter has demonstrated that there has also been significant use of “pre-cancellations” by a number of TOCs, on becoming aware that traincrew or rolling stock would not be available to run planned services. These “pre-cancellations” are made in advance of 22:00 the previous evening, at which point the timetable is finalised. The use of this practice means that official statistics on cancellations for some TOCs have not recently resembled the service quality experienced by passengers.

Where cancellations are necessary and known, advertising these in advance for the benefit of passenger planning is good practice. Operators acting in advance also allows for good operational discipline, supporting Controllers to modify passenger information systems, book replacement transport where necessary, ensure appropriate ticket acceptance arrangements are in place, brief passenger-facing staff at stations and in contact centres, and amend stock and crew diagrams to minimise the knock-on disruption on the day itself. However, as you will be aware, removing trains from the timetable in this way can mean that a train a passenger expected to catch when they went to bed can disappear from the timetable by the time they leave for the station, unaware that the train has been cancelled. We recognise that some TOCs have developed good workarounds to retain these trains on customer systems as cancelled services, but these may require additional manual intervention. Delay Repay eligibility for passengers may also be impacted by removal of the train from the timetable. Again, we recognise that in practice some TOCs have developed a methodology to ensure that passengers receive

appropriate compensation for delayed journeys – but these workarounds may require additional manual intervention.

These practices have had unintended consequences which have led to questions about the transparency of industry official statistics published by ORR: as highlighted above, “pre-cancelled” trains are not included in the official statistics, giving the impression of better performance than many passengers have been experiencing. The official statistics are used by railway industry stakeholders to make judgments and inform decision making; it is important that trust in the statistics, and therefore the industry, is not eroded. While accurate to the definition, official statistics on cancellations could be seen as non-transparent as they do not reflect the realistic scale of cancellations experienced by passengers. This practice also means the industry’s delay attribution process does not fulfil its primary purpose: by excluding these cancellations it does not produce an accurate dataset on which to base future plans for industry performance improvement.

The act of changing the timetable at late notice is covered by the Network Code and Railway Operational Code provisions on “Emergency Timetables”. ORR recognises that the Delay Attribution Board’s “Delay Attribution Principles & Rules” (DAPR) currently allows any train service cancelled before 22:00 the previous night – for any reason - to be removed from the “Applicable Timetable” for that day, by marking the service with a “P\*-code” (normally “PG”). This stands for “Planned Cancellation”. This mechanism exists to cater for large-scale issues such as incoming severe weather or major infrastructure damage – or other causes that require whole-scale amendment or replacement of a planned timetable for a given day (or period of the day). We are not seeking to amend these established provisions. As mentioned above, we have become aware that this “P\*-coding” has been increasingly used over the past year to remove or cancel specific trains from the planned timetable that cannot be operated due to a shortage of traincrew or suitable rolling stock. These service changes are confirmed within 24/48/72 hours of the timetabled service and trains are removed from the operational plan, ahead of the finalisation of the Applicable Timetable at 22:00 the day before. These cancellations are reactive to a resource availability shortage. ORR’s view is that such late-notice amendments should not be considered an “Emergency Timetable” and so should not lead to a late change to the Applicable Timetable. This improves passenger outcomes and reduces knock-on delays to the wider rail network. Although not the primary purpose of this letter, we identify that TOCs should share (or continue to share) good operational practices in this regard.

While publicly identifying and communicating the cancellation is good practice, the specific identified practice of “P\*-coding” cancellations due to a late-notice resource availability shortage – normally of traincrew or rolling stock – is not in the best interests of either passengers or stakeholders. We believe it also goes against the intent of the relevant parts of the Network Code.

We are therefore asking you to engage with the following two actions: Action 1 Network Rail and all TOCs are to work together to identify and implement an appropriate method to end the use of late-notice, resource availability shortage “P\*- coded” pre-cancellations. Cancellations must remain visible to passengers and must also form a part of the industry dataset to inform decision making. For clarity, this should not simply mean a return to ‘on the day’ cancellations only. We require a method to be employed by which cancellations due to late-notice resource availability shortages remain visible, counted against their true cause and within the official statistics. We are asking the rail industry to define the exact scope and methodology required to achieve this. Note that any thresholds identified in this letter must not prejudice industry’s thinking in designing that plan. We are asking the Network Rail System Operator to contact TOCs and develop a coordinated timeline with specific milestones to implement this.

Further to industry consultation undertaken prior to writing this letter - and recognising the significant detailed work that will be required to ensure there are no new, unintended consequences - we are asking Network Rail to provide the plan and associated timeline to ORR no later than Friday 10th March 2023. If this date looks likely to be unachievable once work gets underway, I have asked Network Rail to contact me at the earliest opportunity to discuss further.

Until this practice ceases (in line with the plan established in action 1), we ask all TOCs to provide ORR with data counting this type of resource-driven “p\*-coded” precancellation at the end of each railway period. This is for the express purpose of reporting on ORR’s website as supplementary information to the official statistics to maintain the high levels of transparency about rail industry performance relied upon by passengers and stakeholders. I would welcome your positive confirmation that your TOC will support our efforts to improve passenger provisions and industry transparency in this area. I am available to answer any questions on this or related matters

## **APPENDIX F – LETTER TO AVANTI WEST COAST FROM ORR REGARDING ADVANCE TICKET AVAILABILITY**

I am writing to ask that you make improvements to the recovery plan for timetable production that we accepted from you in September 2022. In August 2022, Avanti introduced a reduced timetable at very short notice. One consequence was that passengers were offered very short booking horizons, often only a matter of days. You agreed that this position was unacceptable. We required you to provide a recovery plan in August and, after rejecting your initial proposals, accepted the plan submitted on 30 September.

Avanti made reasonable progress against this plan and booking horizons had improved in the period leading up the Christmas. However, the position has deteriorated significantly in 2023. For several weekends in January, passengers have only been able to book tickets at a few days' notice. Avanti's current plans for February show a better picture for weekday travel but still fall short of industry norms and your customers' needs for weekend journeys. I remain unclear when you expect to be able to return to releasing timetables in line with industry norms. As well as the significant impact on passengers' ability to plan and book their journeys, if Avanti is not able to work to the same timelines as the wider industry you are increasing the risk that you will not secure the timetable that you bid for. This in turn can lead to increased journey times for passengers, a need for you to re-plan your services at pace, and additional demands on Network Rail.

We recognise that the external environment is creating significant challenges for timetable planning, including the work needed to establish revised timetables where there is industrial action and to establish novel solutions for complex engineering. Equally, Avanti's delivery of published timetables remains worse than that of other operators who are exposed to very similar challenges. We expect you to anticipate better these risks and to be able to demonstrate that you are taking all reasonable steps to deliver timetables to passengers. In particular, your arrangements need to be sufficiently robust to deal better with situations where a "normal" timetable is not planned to be operated, such as the upcoming engineering work at Carstairs junction.

Avanti is required to secure the provision of accurate and timely information to enable passengers to plan and make their journeys with a reasonable degree of assurance, including when there is disruption and to achieve this to the greatest extent reasonably practicable having regard to all relevant circumstances.

Consistent with this licence requirement, we are now asking you to submit an improved recovery plan for timetable production to us by 2 February 2023. As a minimum, we expect you to set out: an assessment of the reasons for your deterioration in performance and, with this in mind, your subsequent plans for 2023; an assessment of opportunities for improvement against current plans, together with risks and mitigations; key milestones that will take you back to releasing timetables in line with industry norms; and wider plans for passenger information. We also expect you to demonstrate that Network Rail is content to support delivery of your plan.

We will monitor your delivery of the improved plan and we expect you to consider how to communicate transparently with passengers about your progress. You should note that failure to produce an acceptable plan or to deliver it may lead us to consider more formal measures under your licence. I am copying this letter to Jake Kelly, Group Director for the System Operator at Network Rail. In the interests of transparency and understanding I will organise a tripartite meeting to consider your recovery plan, after it has been submitted to us.