

GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 17 September 2021
Subject: Local Rail Service Performance
Report of: Caroline Whittam, Head of Rail Services, TfGM

PURPOSE OF REPORT:

This report provides an update on rail service operation and performance across Greater Manchester over rail Periods 03 and 04, 2021/22 (30 May – 24 July 2021)

RECOMMENDATIONS:

Members are asked to note the contents of this report.

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BOLTON
BURY

MANCHESTER
OLDHAM

ROCHDALE
SALFORD

STOCKPORT
TAMESIDE

TRAFFORD
WIGAN

GMCA GREATER
MANCHESTER
COMBINED
AUTHORITY

Mark Angelucci Rail Performance Officer

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: n/a

Comments/recommendations from Overview & Scrutiny Committee

BACKGROUND PAPERS: n/a

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

1. INTRODUCTION

- 1.1 This report provides an update on local rail service operations and performance covering rail periods 03 and 04, 2021/22
- 1.2 The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail service delivery.
- Periods 03 and 04 overview, including:
 - Network Rail performance and updates
 - Route crime
 - Train operator performance and updates
 - Details of current train plans and December 2021 timetable offering
 - Patronage and footfall updates
- 1.3 A list of rail period dates for 2021/22 can be found in Appendix A.
- 1.4 A geographic map showing all Greater Manchester rail lines and stations can be found in Appendix B.
- 1.5 Individual PPM vs Target and Moving Annual Average graphs can be found in Appendix C for all six GM TOCs. This also includes cancellation and short formation graphs for Northern and TPE
- 1.6 Right Time Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.

2. OVERVIEW

- 2.1 Operational performance declined slightly in the periods covered by this report for all six train operating companies serving Greater Manchester. Right Time at Destination figures for Northern and TPE remain in the 70%*s*. Cancellations have remained low, although started to increase as a result of crew availability and isolation alerts towards the end of Period 04.
- 2.2 This report covers the period leading up to and immediately after the removal of all remaining Covid restrictions in England on 19 July 2021.
- 2.3 Train services over the time this report covers were around 82% of pre-Covid levels. However, TOCs have since had to bring in amended train plans to reflect their ability to deliver services, as a result of crew availability due to a third wave of Covid and increases in the number of isolation alerts.
- 2.4 Emergency Recovery Measures Agreements have been superseded by National Rail Contracts, which have effectively replaced the previous revenue risk-based franchising system.

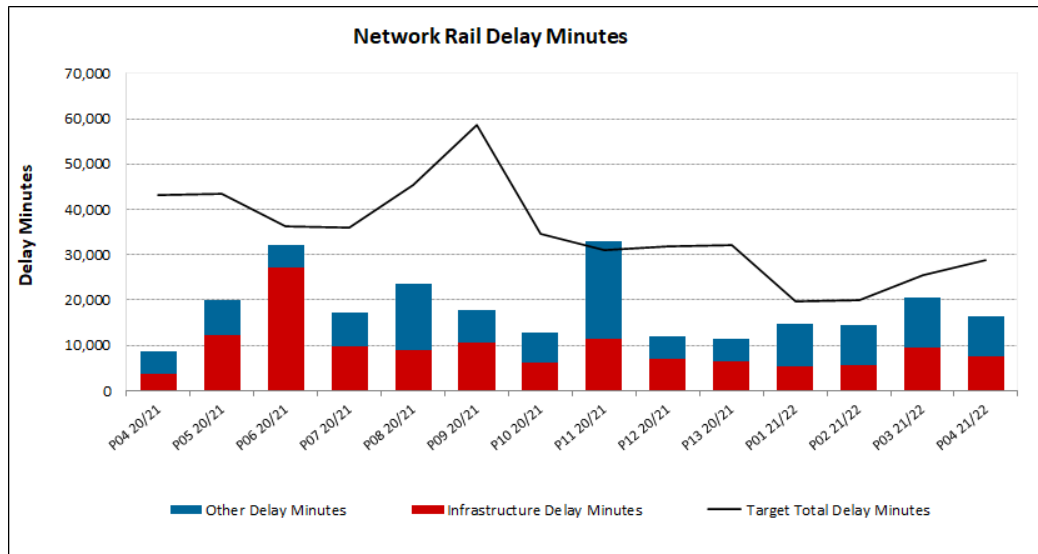
- 2.5 It has been announced that the ERMA for West Coast Partnership (WCP) will now extend to 16 October 2022. On expiry, the DfT will directly award WCP a National Rail Contract (NRC). The duration of the NRC, to be up to ten years including any one or more optional periods, will be determined in due course and confirmed by the Department.
- 2.6 Work has continued by the Manchester Recovery Task Force (MRTF), which aims to improve rail performance in the north-west by alleviating some of the congestion and issues along the Castlefield corridor. Option B+ has been recommended by the board and continues to be the working assumption. These plans, originally intended for May 2022, will now not be implemented until December 2022 in order to ensure the new timetable is robust.

3. OPERATIONAL PERFORMANCE

NETWORK RAIL

- 3.1 Network Rail performance is measured against overall delay minutes across its network. These include track and non-track infrastructure failures and external (or 'Other') delays, which are attributed to it, such as trespass and weather-related events.
- 3.2 Total Network Rail delay minutes across Manchester increased by over a third in Period 03 but fell considerably in Period 04 to 16,448 minutes. It remained favourable to target in both periods. Other delay spiked in Period 03 at 11,070 but fell in Period 04.
- 3.3 Significant incidents attributed to Network Rail over the periods have included axle counter failures between Walkden and Daisy Hill on 03 June, further signalling issues due to a damaged transformer at Smithy Bridge, also on 03 June and flooding between Sowerby Bridge and Rochdale on 07 June. The final two weeks of June saw the imposition of emergency speed restrictions in various locations, due to critical railhead temperatures, as a result of the heat.
- 3.4 In July, localised, intense, flash-flooding affected various parts of the national network, notably flooding the approaches to London Euston and resulting in the closure of the station on 13 July. This type of weather event is becoming both increasingly severe and occurring more frequently.

NETWORK RAIL DELAY MINUTES (MANCHESTER DELIVERY UNIT)

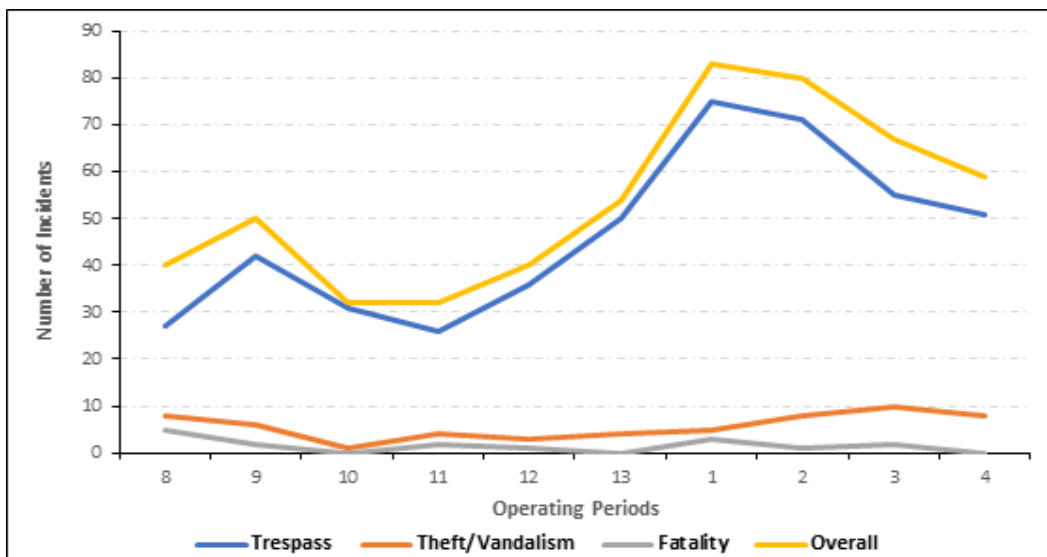


ROUTE CRIME, MANCHESTER DELIVERY UNIT

- 3.5 Criminal activity, theft and trespass, cause significant delay and cancellations to passengers. Network Rail is responsible for this delay and works closely with train operators, British Transport Police and other agencies to mitigate and prevent such incidences.
- 3.6 Trespass and vandalism/theft on the railway continue to impact service delivery. The number of trespass incidents in Manchester Delivery Unit (DU) peaked in Period 02 at 75 but declined to 55 in P03 and 51 in P04. Theft and vandalism incidents peaked in P03, at 10.
- 3.7 #BuildingSafetyTogether was the key theme for Rail Safety Week, which ran from 21 to 27 June, focusing on issues of safety on UK railways.
- 3.8 The GM Route Crime Working Group has brought a greater focus on issues of trespass, ASB and suicide prevention on the rail network in Greater Manchester. TfGM has attended and supported site visits to hot-spot locations, producing joint action plans for these sites, working with the TravelSafe Partnership, the BTP, Network Rail and train operators.
- 3.9 Period 03 experienced two fatalities in Manchester DU, however, in Period 04, none were reported. Fatalities peaked in Period 08, 2020, with five recorded. This aligns with autumn and the end of BST and, for last year, the prospect of a second national lockdown. It should be noted, however, that nationally figures for suicide on the railway remain lower than for the previous year, with 247 recorded (36 fewer than the previous year).

Category	Incidents/ Minutes P03	Incidents/ Minutes P04
Trespass	55 (3,518)	51 (2,243)
Vandalism	10 (392)	8 (116)
Fatality	2 (1,153)	-
Grand Total	67 (5,063)	59 (2,359)

MANCHESTER DU – ROUTE CRIME TOTAL INCIDENTS



TRAIN OPERATOR PERFORMANCE

- 3.10 Train performance has remained relatively strong across the two periods covered by this report, with high PPM and Right Time at destination figures. These have been higher for TPE, with its PPM consistently above 94%. Northern registered slight declines in P03, although its Right Time at Destination figure for Central/West remained at 71.4% at the end of P04.
- 3.11 For the remaining four Greater Manchester TOCs, performance declined markedly in Period 04, notably for East Midlands Railway, who had to bring in an emergency timetable as a performance improvement measure. Additional services to London, issues around Nottingham and delays in new rolling stock introduction have been compounded by crew availability as a result of Covid and industrial action. Currently, a reduced timetable is in operation on Norwich – Manchester – Liverpool services and these services are currently operating Norwich-Sheffield only on Sundays.
- 3.12 The average of the six GM TOC PPM fell from 89.2% in P03 to 85.5% in P04. Moving Annual Average (MAA) PPM figures remain strong across all six TOCs, however they slightly declined period-on-period.
- 3.13 As Periods 03 and 04 progressed, a third 'wave' of Covid evolved, with an exponential increase in contact alerts and subsequent need for staff isolation. This has been well documented and affected service providers across the UK, the railway

industry being no exception. Rather than risk a significant number of late-notification cancellations, Northern removed some of its services from 02 August until 06 September (details can be found in the Timetable Changes section of this report). Avanti West Coast also reduced its total services departing London Euston to 4tph, with just 1tph serving Manchester Piccadilly from 26 July 2021.

- 3.14 Cancellation figures increased over Periods 03 and 04, largely due to crew availability as a result of Covid and isolation spikes. For Northern, depot shortages in Cumbria and Lancashire spread to Manchester depots and impacted services, notably at weekends in June/July.
- 3.15 The single largest delay-accruing incident over the periods involved a failed unit at Lancaster on 28 June. This was responsible for 6,143 minutes delay and 34 cancellations. Other unit issues have affected Northern's bi-mode Class 769 units when changing between power sources. This has affected performance on Southport services.

SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 03-04

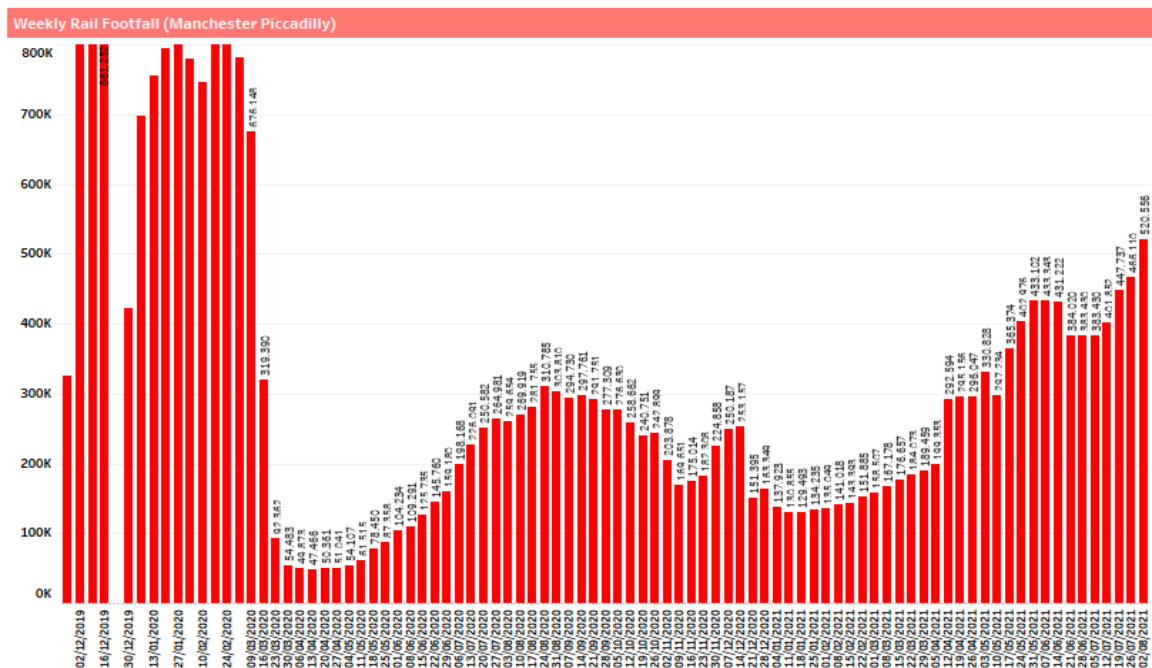
Date	Incident	Delay Minutes	Cancellations
02/03 June	Axle counter failure, Walkden – Daisy Hill	1,189	0 full/7 part
06 July	Flooding, Calder Valley	1,154	7 full/6 part
03 June	Damaged transformer (signalling), Smithy Bdge	935	6 full/25 part
21 July	Lineside Fire, Miles Platting	806	9 full/7 part
06 July	Track circuit failure, Astley	688	1 full/2 part

SIGNIFICANT INCIDENTS, NETWORK, PERIODS 03-04

Date	Incident	Delay Minutes	Cancellations
28 June	Failed unit, Lancaster	6,143	7 full/30 part
12 July	OHLE issues, Nuneaton	5,687	16 full/20 part
20 July	Axle counter failure, Banbury	5,686	19 full/48 part
15 June	Fatality, Ledburn Jct	4,636	58 full/49 part
04 June	Trespass, Stafford	3,536	9 full/14 part

4. PATRONAGE

- 4.1 Rail Patronage has continued to increase steadily, with the industry nationally seeing around 60% of pre-Covid passenger demand. For Northern, latest figures across GM indicate patronage is around 65% of pre-Covid levels.
- 4.2 Demand continues to be driven by leisure travel and this is at around 90% of pre-Covid levels; commuter travel remains at around 50% of pre-Covid levels but is growing, albeit at a slower pace.
- 4.3 Traditional peak-time demand continues to be suppressed, as those with the option to do so, continue to work from home, even following the removal of all Covid restrictions and instructions to work from home.
- 4.4 Longer distance operators are seeing demand at around 50% for Avanti and 38% for EMR. Fridays and Saturdays remain the busiest days for travel on longer distance services.
- 4.5 The chart below shows weekly footfall totals at Piccadilly station since the start of the pandemic. Daily totals have steadily increased and are now at well over 80,000 per day, with some Saturdays in excess of 90,000 passengers. Saturdays and Fridays remain the busiest days of the week, with Sundays becoming increasingly busier.



5. FACE COVERING USAGE

- 5.1 Whilst face coverings were made non-mandatory on 19 July, covering usage remained relatively high at around 50 – 60% on rail initially. It has since declined to around 35%, although is higher on longer distance, city centre and morning peak services.

- 5.2 For longer distance operators, staff are leading by example and there remain regular automated announcements for passengers to wear masks, particularly when moving about the train and at stations.

6. TIMETABLE CHANGES

- 6.1 As a result of unprecedented numbers of train crew contracting Covid or receiving isolation alerts, Northern has temporarily removed services on the following routes. This has been implemented to preserve service delivery on its key routes and avoid late-notification service cancellations. These revised services operated from 02 August until 06 September 2021.

- Liverpool Lime Street – Manchester Airport (CLC semi-fast)
- Manchester Victoria – Preston (off-peak)
- Chester – Manchester Victoria - Leeds
- Barrow in Furness/Windermere - Manchester Airport (service reductions)
- Liverpool Lime Street – Blackpool Nth (service reductions)
- Some additional peaks on Buxton and New Mills Central services
- Furthermore, from 16 August until 06 September some services were reduced on Hadfield and Stoke-on-Trent routes.

- 6.2 TPE continues to operate its full May 2021 timetables, although there are service alterations continuing as part of Trans Pennine Route Upgrade works.

- 6.3 Avanti West Coast reduced its services between Manchester – London to 1 tph from 26 July, however services were then uplifted sooner than originally expected on 16 August, with 2 tph returning. It is not expected to return to pre-Covid 3tph until December 2021.

- 6.4 Transport for Wales (TfW) is operating its usual 2 tph from Manchester (Chester/North Wales and Cardiff/South Wales).

- 6.5 Cross Country remains at 1 tph to Bournemouth from Manchester, with no date set for the return of direct south-west services. All of these services are operating in 8 or 9 car Voyager formations.

- 6.6 East Midlands Railway continues to operate a reduced service on its Norwich – Liverpool route, with the removal of four trains per day in each direction. There is currently no Sunday service operating on this route between Sheffield – Liverpool.

DECEMBER 2021 TIMETABLE

- 6.7 Timetables for both Northern and TPE are not planned to feature any significant changes or uplifts in December 2021. Northern will extend operation of its Liverpool – Manchester Airport via Warrington services to hourly throughout the day.

- 6.8 Northern has been able to prioritise enhancements to the following Greater Manchester routes on Sundays from December 2021:

- Wigan – Bolton – Manchester Victoria (Sunday service restored)

- Liverpool – Manchester Airport via Newton-le-Willows (extended to Wilmslow).
- Manchester Piccadilly – Hadfield/Glossop (reverts to a half-hourly service)

7. OPERATOR UPDATES

NETWORK RAIL

Altrincham Station Building

- 7.1 Following a damaged internal ceiling collapse at Altrincham station on 8 June 2021 Network Rail has undertaken significant investigative and remedial work to understand the incident.
- 7.2 The principal cause of failure was established as historic water ingress, which has since been repaired by Acrypol waterproofing solution. No water ingress was evident at the time of inspection.
- 7.3 In addition, structural engineers have attended and inspected the building beams to ensure there is no further water ingress. Network Rail continues to monitor the condition of the building.

More than Seven Hundred Trespass Incidents Across North-West

- 7.4 More than 700 people have risked their lives trespassing on Northwest rail routes since April this year, a total of 252 in Manchester DU. The figures have been released by Network Rail and British Transport Police as part of the 'You vs Train' campaign to highlight the dangers of railway trespass this summer.
- 7.5 In a new national survey 18% of people from the Northwest said they were prepared to risk life and limb to retrieve an everyday object like a mobile phone, purse or wallet if they thought it was lost on the track. Every year sees thousands of trespass incidents occur across the rail network.
- 7.6 To raise awareness of the dangers a new video called 'Shattered Lives' shows how making the wrong choice to trespass could so easily lead to devastating consequences for not only the trespasser but also their friends and family. Information on the dangers of railway trespass and the You vs Train campaign can be found on the 'You vs Train' website.

Fly Tipping Prosecutions

- 7.7 Network Rail has recently successfully prosecuted fly-tippers in the Burnley area, after invoices with the tippers address were found amongst dumped rubbish on railway land: [Railway fly-tipper fined thousands after home address found in waste - Network Rail](#)

Major Improvement Works, Hadfield/Glossop Line

- 7.8 The work to improve track and drainage at Dinting station, where the line splits between Glossop and Hadfield, will mean smoother and more reliable rail journeys. An £870,000 Great North Rail Project investment has seen track being completely replaced and railway drainage upgraded. The work took place over three weekends in August.

Manchester to Stalybridge/Rochdale Engineering Work (TRU)

- 7.9 From the 31 July until 15 August 2021, Network Rail undertook work to renew key sections of track and upgrade railway bridges to improve reliability as part of the Trans-Pennine Route Upgrade. This work took place east of Manchester Victoria station, impacting services to/from Stalybridge and Rochdale. It also impacted longer distance journeys along the Calder Valley line into/out of Manchester.
- 7.10 The works involved upgrading over 3,200m of railway track; track remodelling, installation of 17 new signals; the complete reconstruction of railway bridges at Dantzic Street and Queens Rd and the strengthening/waterproofing of bridges at Bromely St and Oldham Rd.
- 7.11 During this period, train services across the Calder Valley started and terminated at Rochdale, with express road replacement transport provided direct to Manchester Victoria. TfGM worked with industry colleagues to ensure that local stopping train services continued to be provided from Rochdale to Castleton, Mills Hill and Moston, where bus replacement operated to Manchester. Longer distance passengers for Manchester were encouraged to alight at Rochdale and use the bus from here for a better journey experience and shorter overall journey time.
- 7.12 Additional staff were deployed at key locations, including Rochdale station. Feedback has been positive about the works and TfGM has not received any negative correspondence. Passenger numbers were low, with a successful rail replacement operation in place.

NORTHERN TRAINS LIMITED

- 7.13 A ransom ware cyber-attack affected Northern's ticket vending machines (TVMs) in July. The attack targeted Northern's TVM server and there was no data breach of Northern passenger information. Northern and its suppliers have been working hard physically attending each machine to undertake repairs, with the final few machines due to be back working by the end of August.
- 7.14 New media campaign and advertisement – 'Go Do Your Thing' launched across social and physical/print media: #GoDoYourThing | Book today and save up to 65% | Northern - YouTube
- 7.15 Northern £1 promotion sale ongoing, with over one million tickets on offer for all routes, across the network.
- 7.16 Northern joined colleagues from TfGM and Network Rail in a volunteer day at Rochdale and Moston stations on 04 August. The work saw the stations cleaned, painted and brightened up with some artwork and new planters.

7.17 Celebration of the work of railway volunteers: <https://media.northernrailway.co.uk/news/northern-shines-light-on-work-of-regions-railway-volunteers>

7.18 Return to school and work from 06 September will see additional Northern staff presence on the network.

TRANSPENNINE EXPRESS

7.19 In partnership with TfGM and the Department for Transport via Sustrans, TPE has delivered a brand-new cycle parking facility at Manchester Airport railway station. The £48K facility is located at the Ground Transport Interchange and it is hoped it will encourage cycling as a sustainable means of accessing the station for residents of surrounding areas and enable the development of an improved and innovative cycle network.

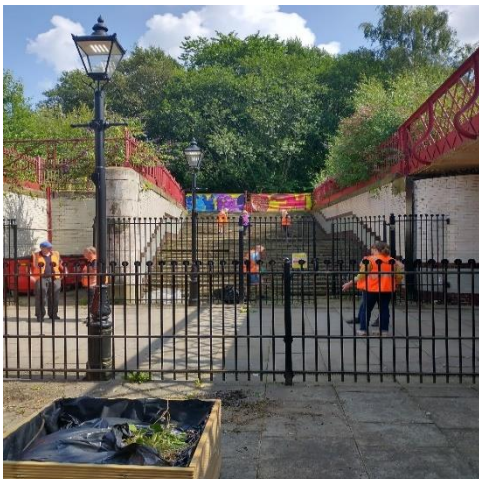
7.20 The new addition provides a sustainable transport option for employees of businesses relocating to Airport City as part of the airport's ongoing expansion and development. Demand for cycle access to the station is growing rapidly with further increases expected from a new green bridge connecting the station with Wythenshawe and it is anticipated that by the early 2030s, usage of the station will double, with increases in sustainable journeys encouraged.

8. COMMUNITY RAIL

8.1 TfGM has been working hard with industry partners and local station groups on a number of projects over the summer. At Ince station, the local primary school produced a series of artwork panels on social diversity, the environment and racial justice. They also developed a new Samaritans poster for the station entrance and further artwork on the station. TfGM funded this project and provided a large planter which has brightened the station and has been filled with pollinator-attracting plants.

8.2 TfGM worked with industry colleagues from Network Rail and Northern on a clean-up volunteer day at Rochdale and Moston stations recently. The works involved removing weeds and foliage, cleaning up brickwork, adding new colourful banners, incorporating vibrant artwork and the addition of several new planters.

8.3 Further volunteer days have already taken place at Hazel Grove station, with planned works ahead at Belle Vue and Ryder Brow.



8.4 Community Rail funding from the industry is also securing summer Sunday bus services, linking local attractions with railway stations. TfGM Rail has helped facilitate and fund a new Sunday Haigh Explorer bus service, which is operating to Haigh Woodland Park from Wigan railway stations. This is in addition to the recently extended 575 bus service operating from Bolton – Rivington Barn on Sundays.

Caroline Whittam

Head of Rail Services, TfGM

APPENDIX A – PERIOD DATES

P01 – 2021	P02 – 2021	P03 – 2021	P04 – 2021	P05 – 2021
01 April – 25 April 2021	26 April – 20 May 2021	21 May – 14 June 2021	15 June – 09 July 2021	10 July – 03 August 2021

P06 – 2021	P07 – 2021	P08 – 2021	P09 – 2021	P10 – 2021
04 August – 28 August 2021	29 August – 22 September 2021	23 September – 17 October 2021	18 October – 11 November 2021	12 November – 06 December 2021

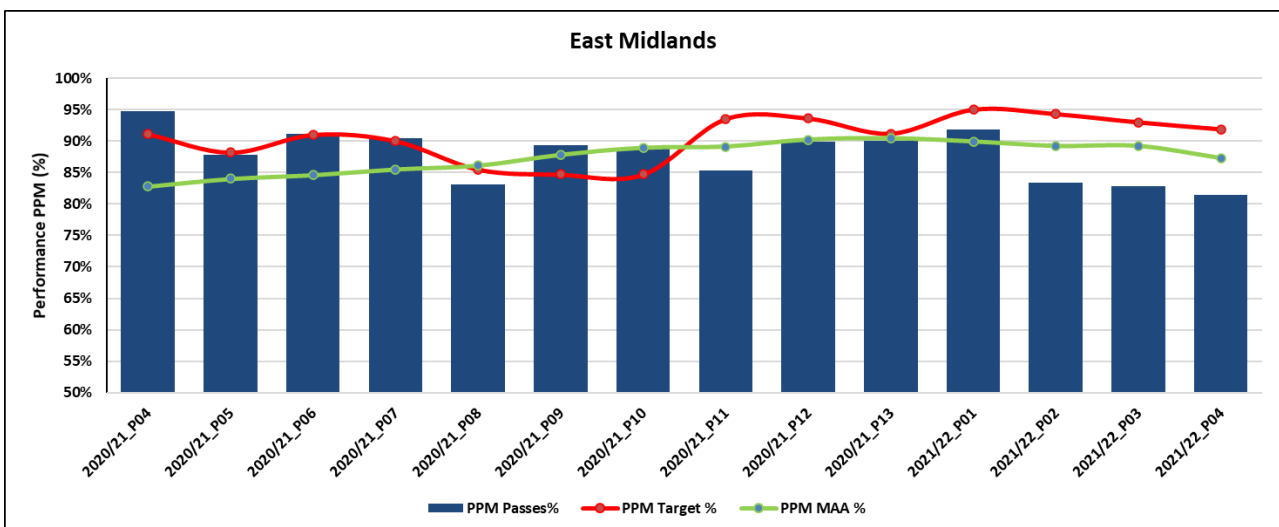
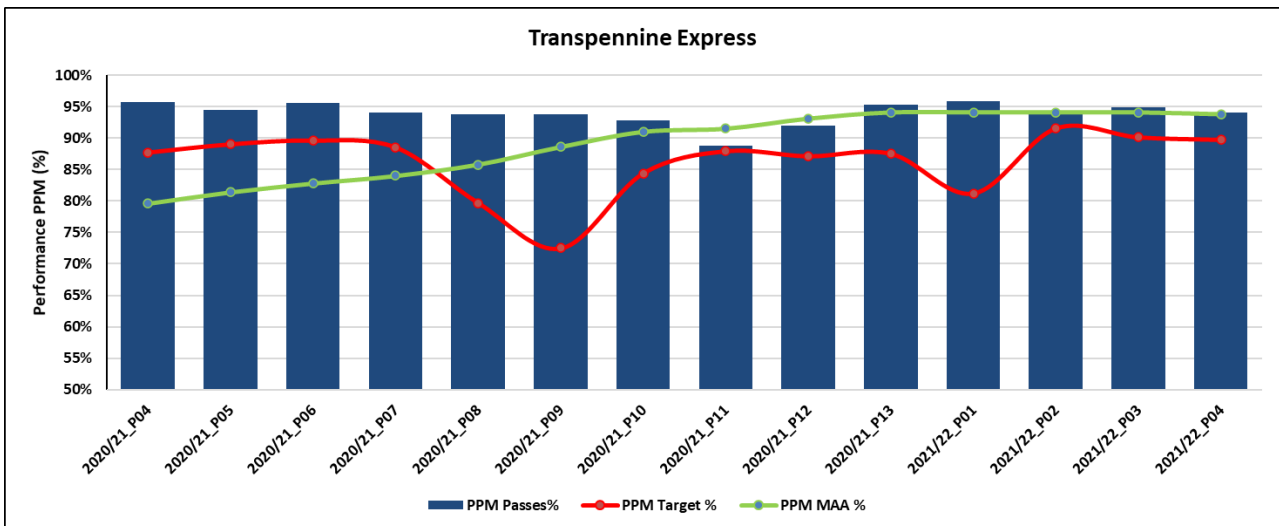
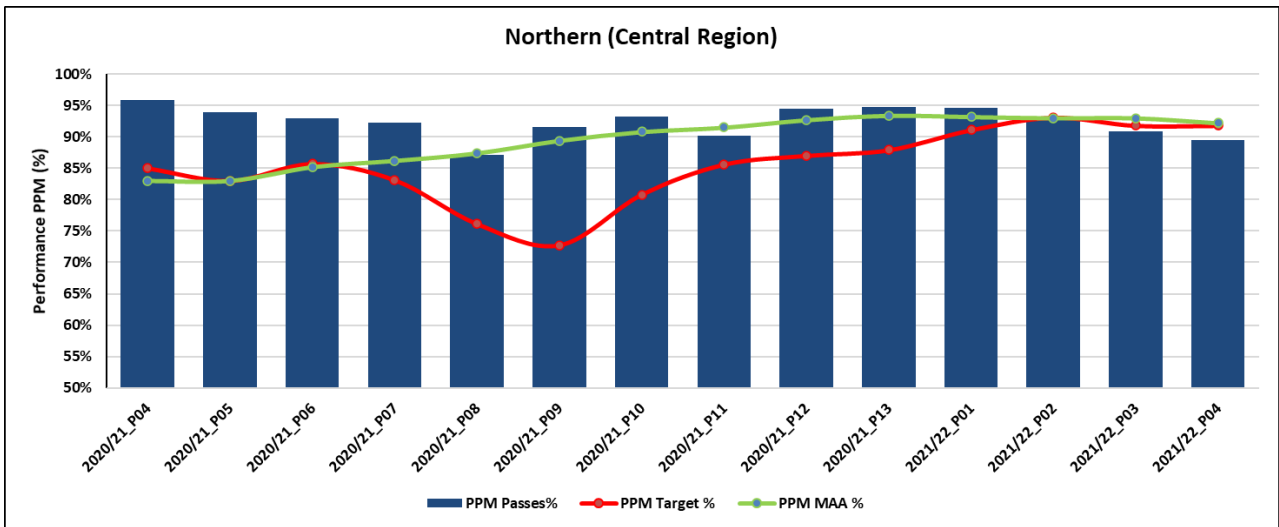
P11 – 20/21	P12 – 2022	P13 – 2022
07 December – 31 December 2021	01 January – 25 January 2022	26 February – 19 February 2022

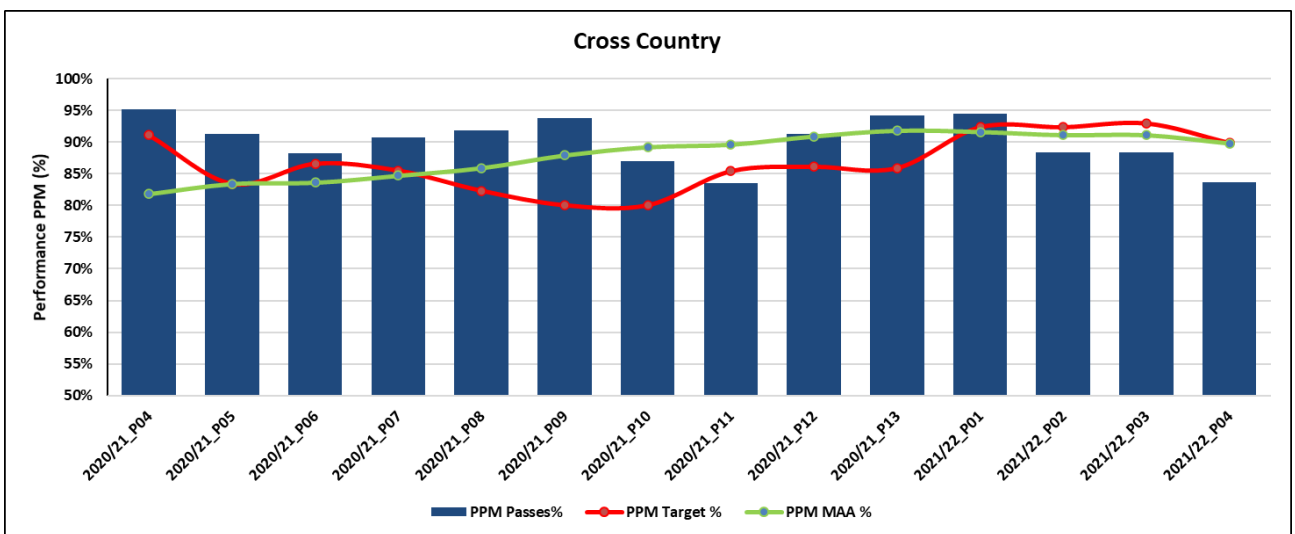
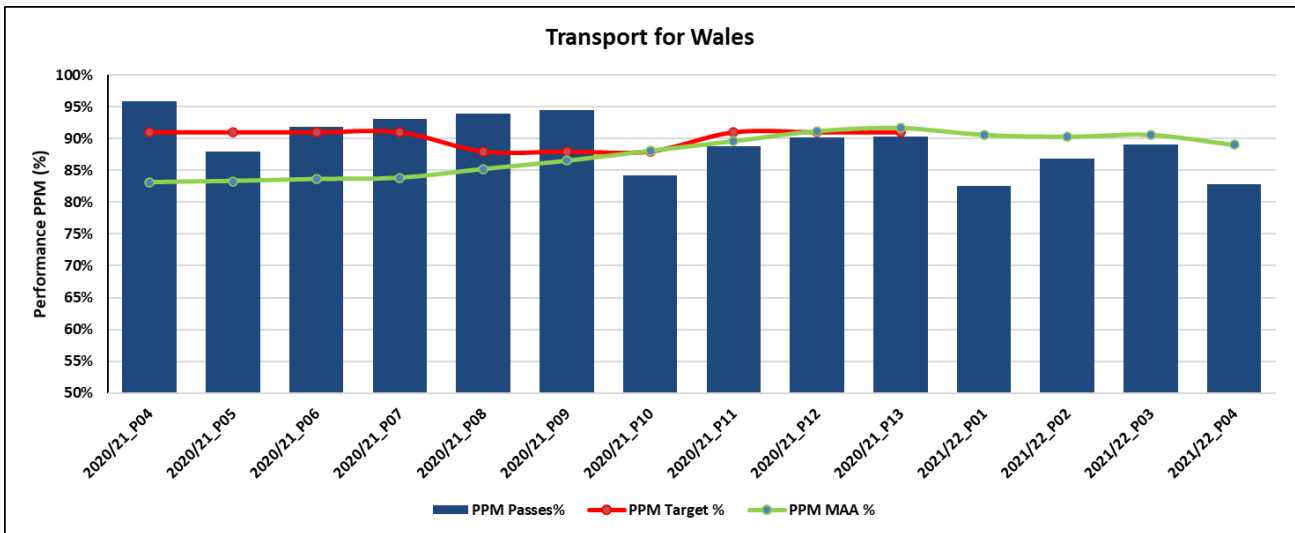
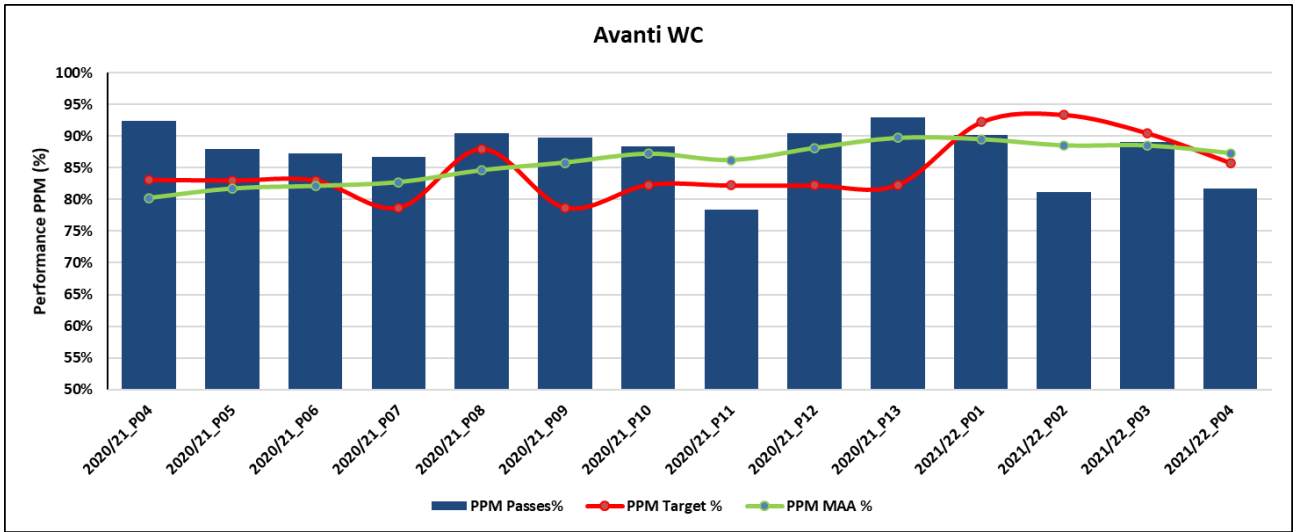
APPENDIX B: GREATER MANCHESTER MAP



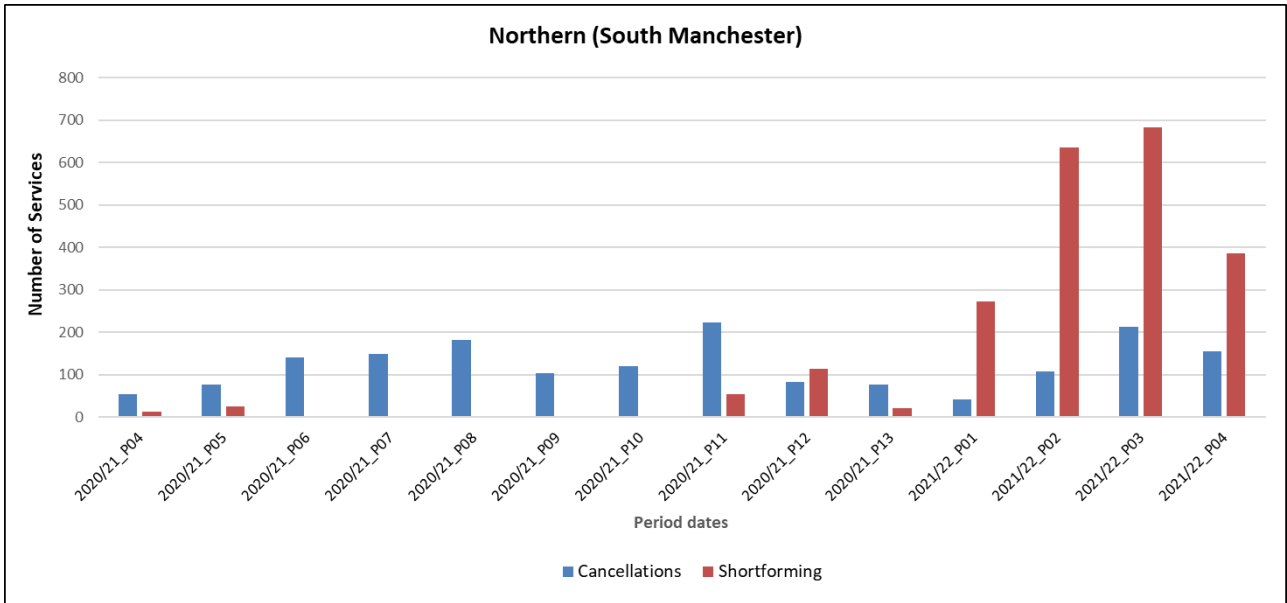
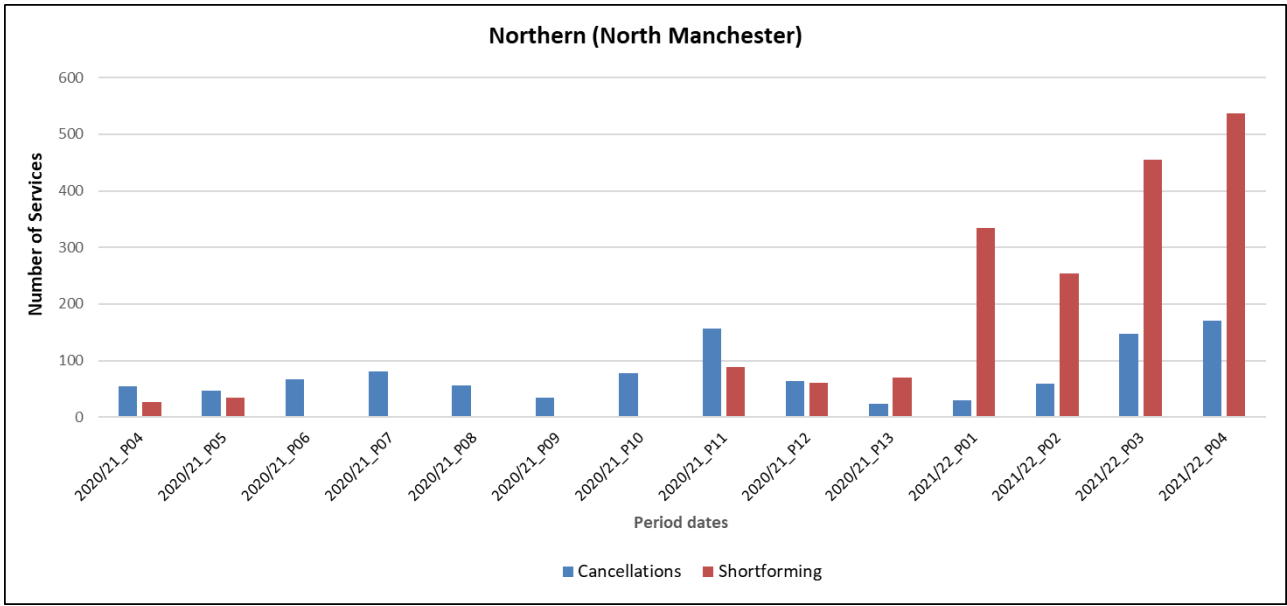
APPENDIX C – INDIVIDUAL TOC PPM VS TARGET AND MOVING ANNUAL AVERAGE GRAPHS

TOC PPM vs Target and Moving Annual Average graphs

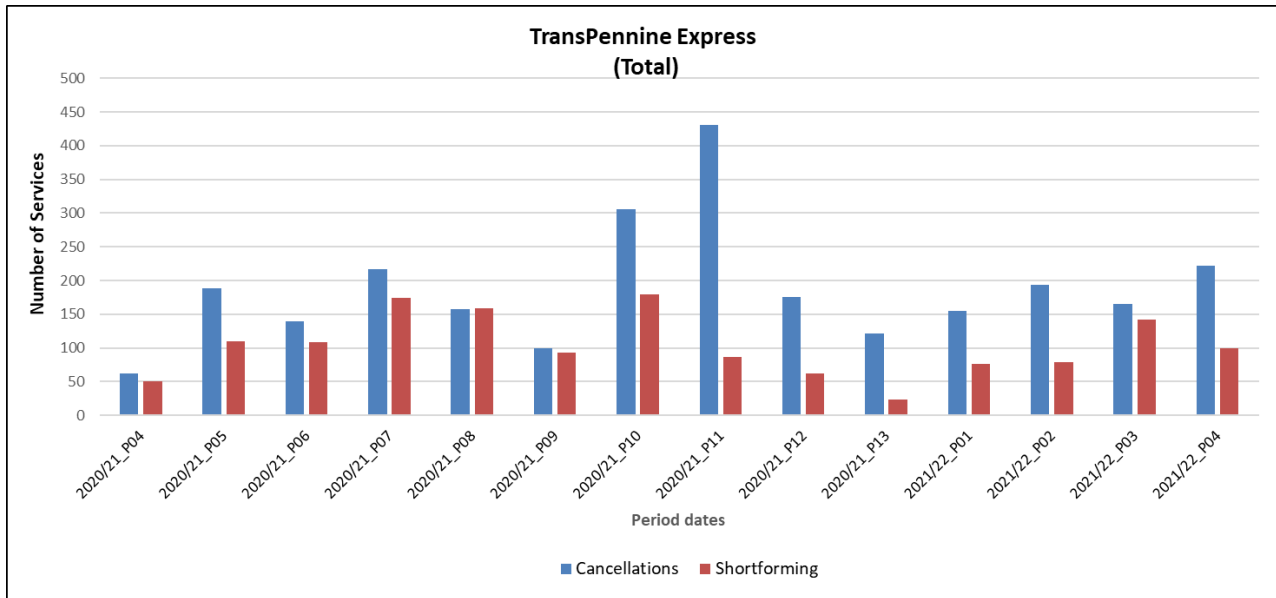




Cancellations and Short Forming – Northern



Cancellations and Short Forming – TPE



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

Northern Line of Route	P01	P02	P03	P04	Year to Date
CLITHEROE - BOLTON - VICTORIA	74.7	88.2	84.5	84.4	83
PICCADILLY - STOCKPORT - CREWE	91.4	87.9	83.5	83.1	86.5
PICCADILLY - BUXTON	86	85.2	81.7	83	84
LEEDS - WIGAN	89.1	81.9	73.9	74.4	79.8
KIRKBY - VICTORIA - BLACKBURN*	84.8	86.1	73	77.3	80.3
PICCADILLY - NEW MILLS CENTRAL	85.7	80.3	80.1	92.2	84.6
SOUTHPORT/VICTORIA - STALYBRIDGE	78	69.2	70.1	70	71.8
LIVERPOOL - MANCHESTER OXFORD RD	82.5	77.8	75.1	76	77.9
PICCADILLY - HADFIELD/GLOSSOP	86.2	79.1	74.9	75.1	78.8
BLACKPOOL - WIGAN - LIVERPOOL*	76.5	76.3	72.4	73.5	74.7
PICCADILLY - STOKE	80.8	79.2	73.1	74.5	76.9
BLACKPOOL Nth - BOLTON - AIRPORT	80.6	74.1	74	73.6	75.6
LIVERPOOL - CREWE via Airport	79.8	73.1	74	71	74.5
BLACKBURN - VICTORIA - ROCHDALE (stopper)	87.5	85.6	83.7	88	86.2
HAZEL GROVE - BLACKPOOL	74.7	74.8	72.1	73.4	73.8
PICCADILLY - CHESTER	79.6	71.5	70.2	73.7	73.8
MANCHESTER - PRESTON	77.6	78.7	79.5	83.4	79.8
PICCADILLY - SHEFFIELD	71.1	69	72.6	72.1	71.2
PICCADILLY - ROSE HILL/MARPLE	75.6	75.1	73.4	74.5	74.7
SOUTHPORT - OXFORD RD/ALDERLY EDGE	68	67.9	61.1	62.3	64.8
LIVERPOOL - WARRINGTON - AIRPORT	69.6	77.8	79.6	78.6	76.4
AIRPORT - WIGAN NW - BARROW/WINDERMERE	65.1	62.9	62.8	65.5	64.1
MANCHESTER VICTORIA - LEEDS	55.6	54.4	57.1	56.8	56
LEEDS - CHESTER	60.1	56.4	53.4	57.5	56.9

TPE	P01	P02	P03	P04	YTD
North	84.7	79	78.9	78.3	80.2
South	76.3	75.4	78.1	72.2	75.5
Scottish	61.5	60.4	62.2	64.9	62.3