

## GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 11 March 2022  
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, 2021/22 (14 November 2021 – 05 February 2022).

### RECOMMENDATIONS:

Members are asked to note the contents of this report.

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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

<u>BOLTON</u>	<u>MANCHESTER</u>	<u>ROCHDALE</u>	<u>STOCKPORT</u>	<u>TRAFFORD</u>
<u>BURY</u>	<u>OLDHAM</u>	<u>SALFORD</u>	<u>TAMESIDE</u>	<u>WIGAN</u>

## **Financial Consequences – Revenue**

Not applicable

## **Financial Consequences – Capital**

Not applicable

## **Number of attachments to the report: 4**

Appendix A – Railway Period Dates 2021/22

Appendix B – Greater Manchester Rail Network Map

Appendix C – TOC PPM vs Target and Moving Annual Average

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

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

Not applicable

## **Background Papers**

Nil

## **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. This report provides an update on local rail service operations and performance, covering rail periods 09, 10 and 11, 2021/22 (14 November 2021 - 05 February 2022).
- 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 and MRTF updates for December 2022 timetable
  - Patronage and footfall figures
  - Engineering and Events
  - Community Rail
- 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. This report covers rail periods 09, 10 and 11, between 14 November 2021 and 05 February 2022.
- 2.2. Operational performance saw significant declines in Period 09 due to a combination of weather-related events and on-going poor autumnal railhead conditions. Towards the end of the period, crew availability began to seriously impact service delivery as a result of new-variant Covid and staff having to isolate.

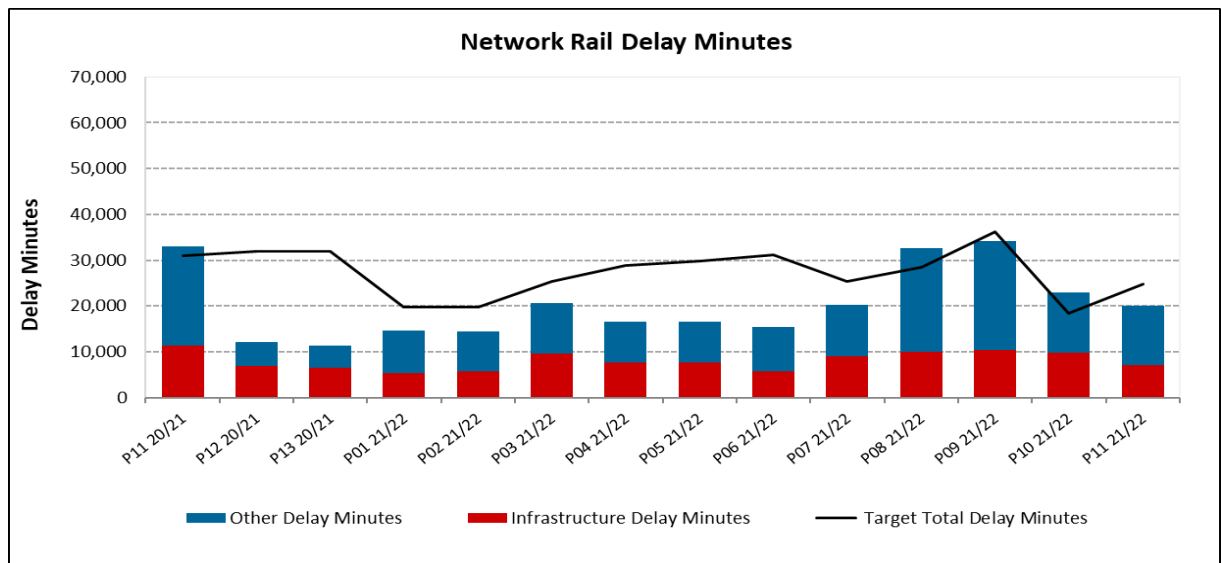
- 2.3. There were modest improvements in performance in Period 10 and these were built upon in Period 11, however performance was worse than in the same period in 2020 for Northern and Transport for Wales Rail. Northern and other operators experienced late notification cancellations as a result of crew availability. Pre-planned service cancellations were instigated on some Northern routes in December and early January.
- 2.4. A new national rail timetable was launched on 12 December 2021, featuring some planned enhancements to Greater Manchester services on Sundays and the return of three Avanti trains per hour between Manchester and London. These enhancements proved short-lived due to the new Covid variant dramatically impacting crew availability and were replaced, once again, by amended train plans from the beginning of January for Northern, EMR, TPE and Avanti West Coast.
- 2.5. Train services over the periods covered by this report represented around 75% of pre-Covid levels. The reduced timetables have enabled resource to be focused on guaranteeing the delivery of key routes.
- 2.6. Patronage and demand levels over the periods increased until mid-December, when concerns over the Omicron variant and subsequent introduction of the government's Plan B affected demand. Footfall, which had been boosted by leisure travel at weekends, declined significantly throughout end-December/January but has since increased in February, following the lifting of Covid restrictions.
- 2.7. TfGM has submitted its response to the detailed timetable consultation as part of the Manchester Recovery Task Force (MRTF). Whilst the preferred option B+ has been chosen, TfGM has asked for amendments and enhancements to some service calls and timetables, which have been presented to GMTTC.
- 2.8. Industrial action and the ending of existing rest day working (RDW) agreements at Northern and TPE have begun to affect crew availability. Staff are now declining to work rest days and overtime and this is impacting some Sunday and early morning/late evening services. Industrial action is also scheduled to take place at weekends in February and March on TPE and Cross Country services.

### **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 delay minutes remained high in Period 09 but subsequently fell in Periods 10 and 11, finishing at below 20,000 for the period. Period 09 was the worst period of the quarter, with delay minutes at almost 34,000 minutes across Manchester Delivery Unit (DU).
- 3.3. Period 09 increases in delay were largely driven by external factors, with Storm Arwen impacting the UK on 26 – 28 November. Heavy rainfall continued to cause widespread flooding across the north-west, including flooding between Parkside and Astley on 08 December, which caused almost five thousand minutes delay.
- 3.4. Period 10 delay decreased to a total of 23,786 minutes, with external delays accounting for 13,277 minutes of this. Of this delay, over four thousand minutes were attributed to two fatalities, one at Heaton Chapel on 23 December and a further one the day after at Manchester Piccadilly. The single largest incident in the period, however, was a power failure at Wigan on 10 December resulting in 9,216 minutes delay and 133 cancelled trains.
- 3.5. Period 11 saw improvements in delay minutes, with infrastructure delay falling to 7,044 minutes and external delay also decreasing to 12,945 minutes. Nonetheless, the three most significant incidents of the period involved a signalling failure at Slade Lane on 17 January, a fatality at Winwick on 11 January and a train striking deer near Wigan on 17 January. Period 11 saw the introduction of revised timetables with a reduced number of trains operating, this has led to corresponding decreases in reactionary delay.
- 3.6. The number of individual infrastructure incidents increased to 97 in P09 but decreased in P10 and P11 to 82. Incidents have involved track circuit (signalling), power and level crossing failures, including issues recently at Smithy Bridge.
- 3.7. Incidents beyond Greater Manchester attributed to Network Rail which have affected longer distance services have included trespass at Lancaster on 14 January and a damaged rail at Edale, Hope Valley, on 15 December. Fatalities at Harrow & Wealdstone, Atherstone and Rugby over the quarter resulted in almost 20,000 minutes delay.

## NETWORK RAIL DELAY MINUTES (MANCHESTER DU)



## ROUTE CRIME, MANCHESTER DELIVERY UNIT

- 3.8. Criminal activity, theft and trespass causes 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 occurring.
- 3.9. Trespass, vandalism and theft on the railway continue to impact service delivery across the network. The number of trespass and vandalism incidents in Manchester DU decreased slightly during the quarter, with overall delay as a result of this down from over nine thousand minutes in P08 to 5,230 minutes at the end of Period 11.
- 3.10. Anti-social behaviour is increasingly being reported across all public transport modes. For rail, this includes both on-train and station activity, for which British Transport Police is responsible. Train operators and Network Rail take this issue seriously and have expanded the use of covert and open CCTV, body-worn cameras and increased officer patrols.
- 3.11. On 04 February, a Northern train driver was taken to hospital suffering injuries after bricks were thrown at his train in the Clifton area. Northern has offered a £1,000 reward for information leading to a conviction.

## FATALITY

- 3.12. Fatalities spiked in Period 10 (which covered the period over Christmas and New Year), with four incidents recorded, including at Heaton Chapel on 23 December and Manchester Piccadilly on Christmas Eve. A further two fatalities occurred at Stockport on 10 January and Moses Gate on 12 January.
- 3.13. Extensive work continues enhancing physical deterrents at key locations on the network, including additional platform-end fencing, surface matting and signage. Station staff are trained on how to spot unusual behaviour and intervention techniques. BTP continues to work with the Samaritans, Network Rail, train operating companies and local mental health agencies to identify and engage with the local community.

<b>Category</b>	<b>Incidents/ Minutes P09</b>	<b>Incidents/ Minutes P10</b>	<b>Incidents/ Minutes P11</b>
<b>Trespass</b>	33/1609	29/1729	32/3655
<b>Vandalism</b>	4/509	3/86	6/547
<b>Cable Theft</b>	-	-	-
<b>Fatality</b>	-	4/4146	2/1028
<b>Grand Total</b>	37/2118	36/5961	47/5230

## TRAIN OPERATOR PERFORMANCE

- 3.14. Operational performance declined significantly in Period 09 for all six Greater Manchester TOCs. PPM and Right Time at Destination figures worsened across the board and cancellations increased.
- 3.15. The table below shows PPM for the six GM TOCs at the end of Period 11 in February 2020 (pre-Covid levels), 2021 (Covid, second lock-down) and 2022. Note that current service levels are around 75% of those in February 2022 but comparable to 2021.

<b>TOC/PPM%</b>	<b>P11 2020</b>	<b>P11 2021</b>	<b>P11 2022</b>
<b>Northern</b>	81.9%	90.2%	88.6%
<b>TPE</b>	82.0%	88.8%	90.7%
<b>Virgin/Avanti</b>	82.9%	78.4%	89.4%
<b>Cross Country</b>	78.1%	83.5%	89.0%
<b>TfW</b>	69.7%	88.8%	82.7%
<b>EMR</b>	82.1%	85.3%	89.3%

- 3.16. Northern’s punctuality and reliability worsened in Period 09, with a PPM of just 75.8% across the business. In Central/West regions (those most closely aligned with Greater Manchester), Right Time at Destination fell to 45.5%. Both of these metrics saw improvements in Periods 10 and 11, with PPM finishing P11 at 88.6% and Right Time at 66.5%. It should be noted that the figures for Period 11 are based on the revised train plans currently operating.
- 3.17. Moving annual average figures for Northern PPM continue to decline from a high of over 93% in Period 13, 2021 to 89.1% currently.
- 3.18. Cancellations by Northern, both full and part, increased in the period from an average of around 2.5% to between 6 – 9% in Periods 09 and 10. These have reduced as amended train plans have been implemented and provided greater certainty of operation for passengers. At the end of Period 11, Northern had cancelled 2.4% of its planned services in North Manchester and just 1.6% in South Manchester.
- 3.19. Period 09 saw the final weeks of autumn and associated deterioration in railhead conditions due to accumulated leaf-fall. Storm Arwen, between 26 – 28 November, was responsible for severe flooding across the north-west and resulted in emergency speed restrictions in several locations on the network. Further flooding took place as previously detailed.



- 3.20. Crew availability became a serious concern from mid-November, as the more easily transmissible Covid variant, Omicron, became the prevalent strain. This led to large increases in infections and exponential increases in the number of people required to self-isolate. The numbers of traincrew, signallers, control-room, station and other front-line staff who were unavailable to work increased to between 15 – 20%. At some Northern depots over the period, staff unavailability reached 40%. These absences were also compounded by other, non-Covid, seasonal sickness during the quarter.
- 3.21. For both Northern and TPE, rest day working (RDW) arrangements continue to present a challenge. Agreements on RDW have finished at both companies, without agreement being reached on new terms. Drivers, therefore, are opting not to work their rest days and, in some cases, additional daily overtime. This is causing issues for Northern, particularly on Sundays.
- 3.22. Crew availability resulted in Northern pre-planning cancellations of approximately 130 trains on a number of GM services in the run up to and over the Christmas and new year period. Routes affected included Liverpool – Manchester Oxford Rd, Hadfield/Glossop and Wigan – Liverpool, where alternative services were available.
- 3.23. As a direct result of Covid and the need to stabilise services and ensure deliverability of key routes, amended train plans were once again brought in by Northern from 04 January. This action has previously guaranteed a degree of resilience and good performance, with significant reductions in late-notification cancellations. Some services have been temporarily suspended and it is assumed that these trains will be re-introduced when resource levels improve in early spring.
- 3.24. Delays caused by train operating companies themselves and other passenger/freight companies continue to affect punctuality and reliability. Broken down trains over the period caused multiple delay and cancellations. These included a broken-down train near Stockport on 28 November (5,344 minutes delay and 81 cancellations in total), a bio-mass freight train with brake problems at Hale on 28 November and a failed unit at Chelford on 22 December.
- 3.25. Northern's bi-mode Class 769 fleet, in operation on Southport routes, have suffered from power change-over failures when heading westward from Bolton (and, to a lesser extent, eastward from Victoria) as pantographs have been lowered to switch over to diesel running. Revised procedures and technical amendments by the rolling stock company are expected to resolve some of these issues going forward.

- 3.26. Other delays caused by train companies themselves have involved late staff arrivals for work or after meal breaks, delays due to staff transferring between depot and/or stations and problems caused by sick and/or abusive passengers on-board trains. A number of incidents were reported over the periods of anti-social behaviour on-board trains and passengers becoming abusive to guards and other railway staff.
- 3.27. TPE performance, following a similar pattern to Northern's, declined markedly in Period 09. It slipped further though in Period 10 before recovering in Period 11, after the introduction of an amended train plan on 10 January and some reductions in crew absence due to Covid. In Period 09, TPE achieved a PPM of 85.4% and Right Time at Destination of 53.2%. PPM was 83.4% in P10 and improved to 90.7% in P11. Note that the P11 figure is based on the revised train plan and does not include any trains which have been additionally pre-cancelled. At the time of publication, detailed information on Period 11 TPE Right Time and service group cancellations was unavailable.
- 3.28. Services have been reduced on all three of TPEs service groups, with amendments made to Liverpool/Manchester - Northeast via Leeds, Scottish and Cleethorpes routes. Whilst these revised train plans have been formulated to take account of Covid, additional pressures as a result of a lapsed RDW agreement have compounded crew availability.
- 3.29. Furthermore, disagreement over differentials paid to drivers and guards for rest day working and a failure to resolve a claim for additional pay for scanning tickets on mobile devices, has led the RMT union to instruct its TPE members not to work on four Sundays from 13 February – 06 March. This is in addition to not working any overtime and has necessitated the additional daily pre-cancellation of some services.
- 3.30. TPE performance, notably on its Scottish routes, continues to perform poorly and has been directly impacted by the crew availability detailed above and very significant incidents across its network. These have included the flooding at Parkside on 08 December, power failure at Wigan on 10 December, trespass at Lancaster on 14 January and animal strike at Standish on 16 January.

- 3.31. All the Greater Manchester train operators, as with industry throughout the UK, have struggled with staff availability due to the pandemic but have managed to largely maintain essential services. They have shown adaptability and flexibility in being able to switch train plans and collaborative working, with revised calling patterns and ticket acceptance, where it has been needed.
- 3.32. PPM and Right Time figures for Avanti West Coast, Transport for Wales, Cross Country and East Midlands Railway declined in Period 09 but improved marginally in P10 before making slightly larger gains in P11. Generally, crew availability has been the influencing factor in poor performance, although unit reliability, regulation issues and trespass/fatality have also contributed to this.
- 3.33. Of the remaining four TOCs, Avanti West Coast is currently operating a revised train plan featuring 1tph between Manchester – London Euston and 1 tph between London – Glasgow via Wigan North Western. There are some additional trains operating to make 2tph at known busy periods.
- 3.34. East Midlands Railway's (EMR) plans to re-instate some withdrawn services between Norwich/Nottingham - Liverpool were deferred in January. There are currently four trains per day missing from the timetable and no Sunday service between Sheffield – Liverpool. EMR has recently announced that there will be an incremental re-introduction of these services, including some Sunday trains, from mid-February.
- 3.35. Transport for Wales services to Manchester are continuing to operate, with 1 tph to Chester/North Wales and 1 tph to Cardiff. In addition to the crew issues noted, problems with new rolling stock and early morning depot movements have impacted its service delivery.
- 3.36. Cross Country trains have not seen a re-instatement to 2tph from Manchester since the start of Covid. Currently, 1tph serves Reading/Bournemouth, with no direct link to the south-west.
- 3.37. An industrial dispute at Cross Country by RMT guards and senior conductors had led to two threatened days of strike action, planned for 19 February and 05 March. The action was planned over management holding competencies to operate trains (something that is widespread across the industry and helps during times of perturbation). These strike days have now been called off (as of 18 February).

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

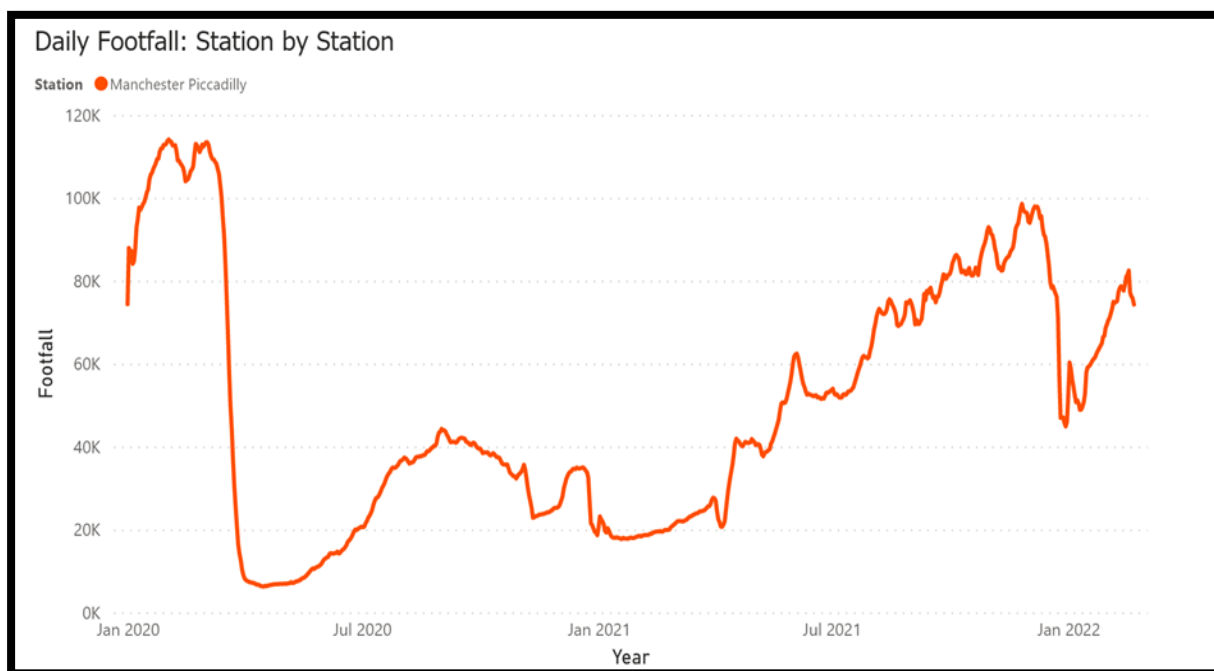
Date	Incident	Delay Minutes	Cancellations
10 December	Power Failure, Wigan	9,216	51 full/82 part
28 November	Failed train, Stockport	5,344	81 total
08 December	Flooding, Parkside	4,781	24 full/47 part
16 January	Animal strike, Wigan	2,730	10 full/30 part
24 December	Fatality, Piccadilly	2,237	51 full/29 part
11 January	Fatality, Winwick	2,040	3 full/7 part
17 January	Signalling failure, Slade Ln	2,031	27 full/52 part
23 December	Fatality, Heaton Chapel	1,834	3 full/31 part

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

Date	Incident	Delay Minutes	Cancellations
30 November	Fatality, Atherstone	8,574	10 full/17 part
02 December	Fatality, Harrow & Wealdstone	7,917	1 full/11 part
10 January	Points failure, Kingsbury Jct	7,455	4 full/8 part
14 January	Trespass, Lancaster	2,730	10 full/30 part
03 February	Track circuit failure, Neasden South	2,225	33 full/11 part

## 4. PATRONAGE

- 4.1. Rail patronage peaked nationally at around 70% of pre-Covid levels in early December 2021, however fears around the more easily transmissible Omicron variant and the imposition of the government's Plan B from 12 December resulted in these dropping back to around 50 – 55% by the end of the month. Since Covid restrictions were relaxed again in January 2022, patronage has increased and currently stands at around 65% nationally.
- 4.2. Northern's latest patronage figures are around 71%, with leisure travel once more rebounding quicker and up to 85% of pre-Covid levels. Commuter travel remains at below 50%, however. TPE is currently reporting around 66% of its pre-Covid demand, with this again being driven by leisure markets.
- 4.3. Longer distance operators continue to experience generally lower levels of demand, although Fridays and Saturdays remain busy for some leisure destinations, notably Anglo – Scot services.
- 4.4. The chart below shows footfall totals at Piccadilly station since the start of the pandemic. The busiest days of the week continue to be Friday/Saturday (dependant on events), with Sundays now often third busiest. Mondays and Tuesdays continue to be the quietest days. Footfall on Saturdays had reached almost pre-pandemic levels in December 2021 and is recovering again, with totals approaching 100,000



## **5. FACE COVERING USAGE**

- 5.1. Face coverings became mandatory once again on public transport from 12 December 2021, as part of the government's Plan B. Compliance for heavy rail varied dependant on route, time of day and demographic but was generally around 70 – 75%. Since the removal of this requirement from 26 January 2022, face covering usage is reported at around 10 - 15%.
- 5.2. Train operators' staff continue to lead by example and there remain regular automated announcements that passengers should continue to wear masks, particularly when moving about the train and at stations.

## **6. TIMETABLE CHANGES**

- 6.1. The following services were re-instated or enhanced from the national timetable change on 12 December 2021.

### **Northern:**

- Re-instatement of Sunday Wigan – Bolton – Manchester Victoria service
- Extension of Liverpool – Airport via Newton services to Wilmslow (Sundays)
- Hourly, all-day Sundays Liverpool – Manchester Airport via Warrington Central
- Half-hourly Sunday service re-instated on Hadfield line
- Some additional (Monday – Saturday) later trains on Liverpool and other routes
- Re-instatement of 0740 New Mills Central service from Piccadilly (school flows)

### **TPE:**

- Re-instatement of full Manchester Airport – Scotland service
- Strengthening of eight additional Hull – Manchester services from 3 to 6 car

### **Avanti West Coast:**

- Return to 3 trains per hour between Manchester – London

### **EMR:**

- Return of 4 temporarily suspended Monday to Saturday Norwich – Manchester - Liverpool services.

- 6.2. Amended train plans were subsequently brought in by operators in January as a direct result of crew availability being impacted by the new Omicron strain and exponential increases in self-isolation. At some points, crew unavailability was at unprecedented levels of between 20 – 40% at some depots across the north and west. As at other times during the pandemic, this prioritisation of key routes has resulted in service delivery being stabilized and a reduction in late-notification cancellations.
- 6.3. The following amendments are currently in place across Greater Manchester rail services. These services are now expected to be returned at the national timetable change in May 2022.
- **Northern:** Preston – Manchester Victoria, Liverpool – Warrington – Manchester Airport services currently withdrawn. Other service reductions on Barrow/Windermere - Airport, Buxton, Sheffield/New Mills Central, Rose Hill, Kirkby and Liverpool – Wigan – Blackpool routes.
  - **TPE:** Limited Manchester Airport – Scotland service, revised Cleethorpes – Manchester Piccadilly (every two hours, off-peak) and changes to Scarborough – Manchester Victoria – Liverpool services.
  - **Avanti West Coast:** Reduced service to one train per hour between Manchester Piccadilly – London Euston (some additional trains during busy periods)
  - **East Midlands Railway:** Planned re-introduction of some missing Liverpool – Norwich services Monday – Saturday has been deferred. No Sunday service currently operating between Sheffield – Manchester – Liverpool.

#### **MANCHESTER RECOVERY TASK FORCE (MRTF)**

- 6.4. TfGM has submitted its response to the MRTF public timetable consultation. TfGM is requesting additional station calls and amendments to some of the Option B+ proposals, which would see an enhanced offer for some Greater Manchester stations, should they be accepted. These include enhanced service provision on some routes, a better Sunday service for Stoke-on-Trent, New Mills Central and Mid-Cheshire lines and potentially a Sunday call for Farnworth station.

- 6.5. The MRTF Board and Mayor of Greater Manchester continue to press for guarantees from central government that promised infrastructure improvements to Central Manchester will be delivered.
- 6.6. The consultation closed on 31 December 2021, with timetable changes scheduled to be implemented from December 2022.

## **7. OPERATOR UPDATES**

### **NETWORK RAIL**

- 7.1. Network Rail is continuing major railway upgrades between Manchester and Stalybridge. This is part of the Trans-Pennine Route Upgrade which will see the line electrified and bring faster, more frequent and reliable trains. Buses and train diversions will keep passengers moving throughout weekends between February and May. Network Rail will install new trackside columns, renew one mile of track and upgrade the signalling equipment over the next few months. Two bridges in Ashton-under-Lyne (Southampton Street and Granville Street) will also be raised and upgraded by Network Rail, so that electric wires can pass beneath them.
- 7.2. Passengers are being advised about work to replace the lift giving access to platforms 13 and 14 at Manchester Piccadilly station. The work started in early February and takes place until Monday 16 May 2022. Between these dates, the lift will be out of use, however step free access to platforms 13 and 14 will be available by using a new fixed stairlift fitted to the staircase on platform 14. Passengers who need step-free access or assistance with luggage are recommended to allow extra time for their journeys and, where possible, book assisted travel in advance with their train operator.
- 7.3. Plans have been revealed for a new Assisted Travel Lounge at Manchester Piccadilly station for passengers who need help to get on and off their train. Network Rail is investing £800,000 to transform a disused room near platform one into a quiet and welcoming waiting space for people with additional mobility and sensory needs, served by a dedicated team of staff to help them. It will include:
  - Accessible seating and seven wheelchair bays
  - An accredited Changing Places toilet facility
  - A sensory space for people who find stations overwhelming
  - A staffed welcome desk



- A water bowl for service dogs
  - Work on the new lounge will start in June and is expected to be complete by the autumn.
- 7.4. Network Rail is investing £2.3m to build a new railway bridge at Westhoughton, as part of the £78 million electrification of the line between Lostock Junction and Wigan North Western. The major investment will ensure that older diesel trains are replaced by cleaner and longer electric rolling stock. By 2025, electric trains will provide passengers with greener, more comfortable, and more reliable journeys. To prepare for the overhead lines, seventeen structures need to be overhauled on the route.
- 7.5. Manchester has been heavily impacted by several extreme weather events during February, including three storms in five days. Network Rail engineers worked to clear trees and debris from railway lines on the West Coast main line and other key Northwest rail routes after Storm Dudley brought gusts of 90mph overnight.
- 7.6. With just a few hours calm between the storms, specialist teams worked all day to clear up after Storm Dudley. Trees were brought down in many locations across the region, including multiple incidents at Styal, Levenshulme and Gatley.

#### **NORTHERN TRAINS LIMITED**

- 7.7. Under challenging conditions in February, Northern made every effort to maintain train service provision where possible, but services were temporarily suspended between approximately 08:00 and 10:30 on Monday 21 February due to the extent and severity of conditions caused by Storm Franklin.
- 7.8. The impact of the storms has resulted in a drop to 62% of pre-Covid footfall in mid-February in terms of passenger journeys, compared to 69% the previous week.
- 7.9. Northern is still experiencing continuing high levels of Covid and general sickness related absence, particularly at a number of key depots, including Barrow-in-Furness, Blackpool, Liverpool and Wigan
- 7.10. Trade Union engagement is continuing on trying to agree new conditions for rest day working at Northern's Central and West depots.
- 7.11. Services which have been absent from the timetable since 4 January 2022 will be reinstated at the earliest opportunity, with the current timetable continuing into at least March.

## **TRANSPENNINE EXPRESS**

- 7.12. The RMT union has instructed its members who are guards working for TransPennine Express not to work on four consecutive Sundays in February. This is after members were balloted for industrial action over differentials paid to drivers and guards for day off working. Furthermore, union claims for additional payment for scanning electronic devices have not been agreed to. Strike action is planned on four Sundays on 13, 20, 27 February and 06 March.
- 7.13. A limited service is being operated by management and non-union staff on certain routes on Sundays, with ticket acceptance in place for other operators' services. Passengers are advised not to travel on strike days and check beforehand at [www.tpexpress.co.uk](http://www.tpexpress.co.uk)
- 7.14. Crew availability remains impacted by the end of existing rest day working agreements and this is resulting in some daily pre-planned service cancellations.
- 7.15. The current train plan will continue until the May timetable change and TPE is monitoring services with regards to passenger loadings.

## **AVANTI WEST COAST**

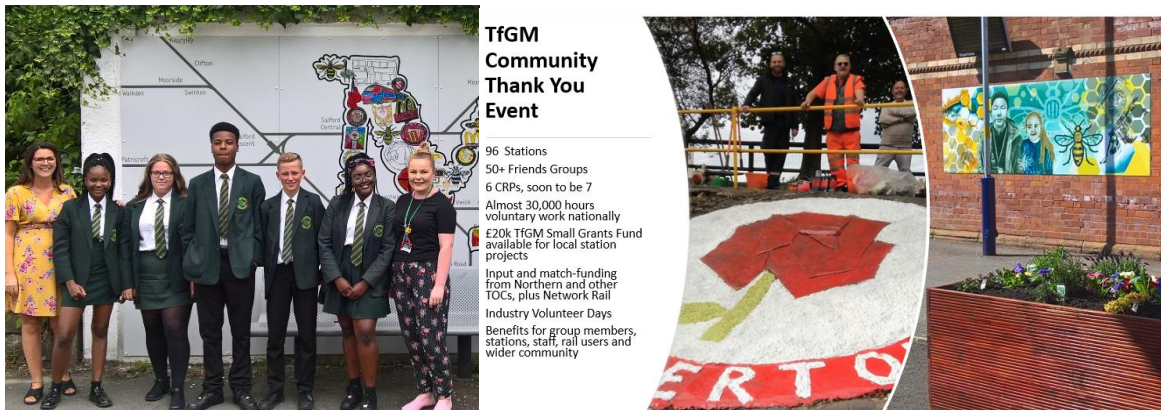
- 7.16. Train services provided by Avanti West Coast will be incrementally increased through February. From Friday 18 - 25 February, a number of morning and evening weekday services will be added to the timetable between Manchester – London. Additional Friday services were also reintroduced sooner in response to high demand.
- 7.17. From Monday 28 February, in response to anticipated growth in demand, Avanti West Coast will return to a six train per hour timetable, with two trains per hour operating between Manchester and London. This timetable is expected to remain in place until the national timetable change, planned to take effect on Sunday 15 May.

## **8. HORWICH PARKWAY**

- 8.1. As part of TfGM's Safety Authorisation renewal for Horwich Parkway, we have recently received an audit and inspection from the Office of Rail and Road (ORR). The audit focused on assessing the implantation of TfGM's processes and operational procedures at the station. There were no critical safety concerns raised by the ORR on the day and the Safety Authorisation document has been submitted, with approval expected to be announced towards the middle of March 2022.

## 9. COMMUNITY RAIL

- 9.1. TfGM continues to work with industry partners to fund and facilitate community projects at our stations. New station Friends groups have recently been set up at Hyde Central and North, with a new one planned for Ashton.
- 9.2. Schemes currently underway or planned by TfGM and Northern include station improvements, planting and college artwork at Ashton, a memorial soldier cast at Altrincham and gardening improvement grants for Hindley, Heaton Chapel, Romiley and Ince.
- 9.3. Additionally, TfGM Rail Team staff will be supporting industry volunteer days at Stockport and Urmston stations during this summer.
- 9.4. TfGM will be supporting Cheshire Best Kept Station Awards this year for our pre-boundary change stations and will be holding its annual Chair's Community Thank You event for all our station groups at Wigan Town Hall on 10 March.



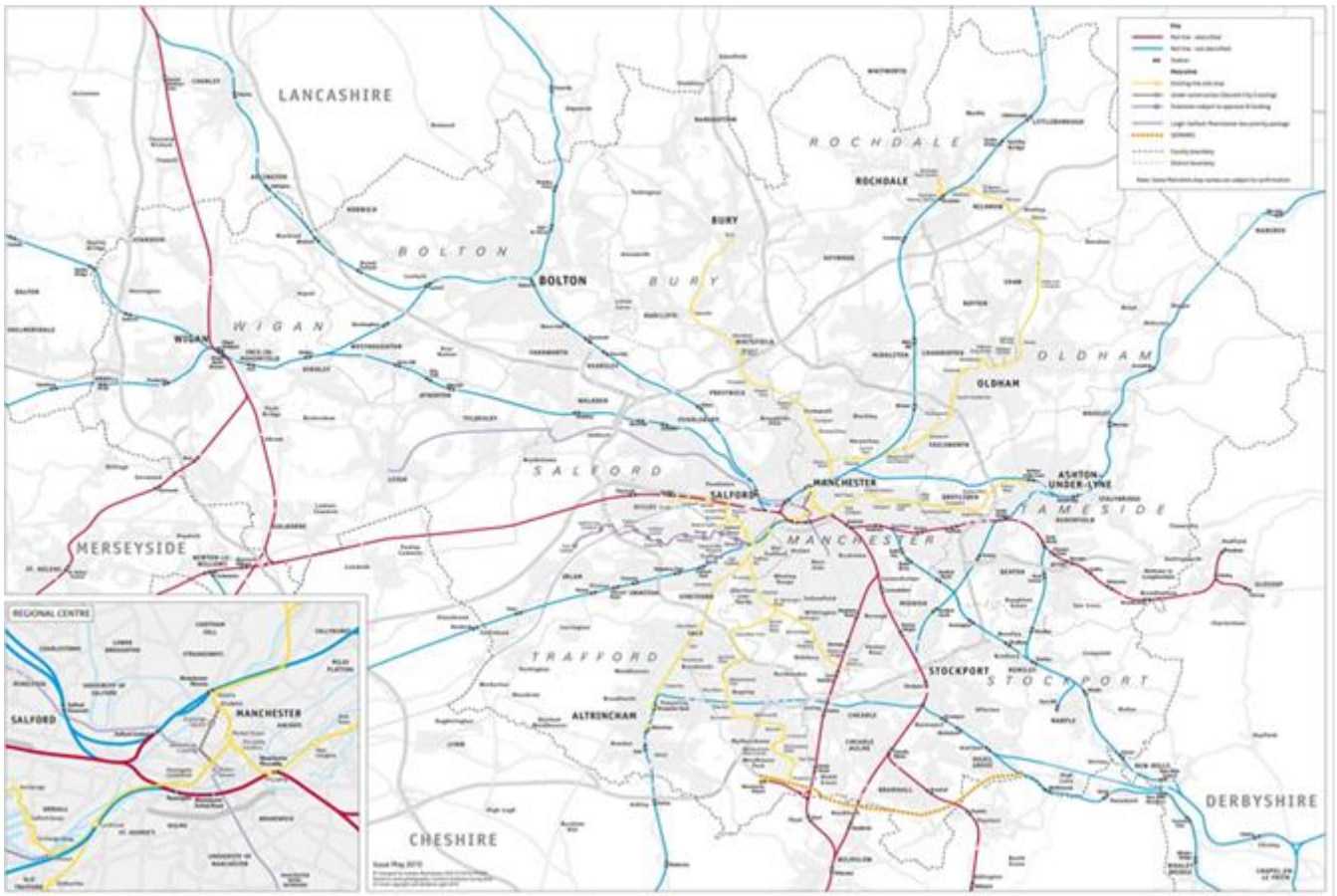
**Simon Elliott,**

**Head of Rail Programme, TfGM**

APPENDIX A – RAILWAY PERIOD DATES 2021/22

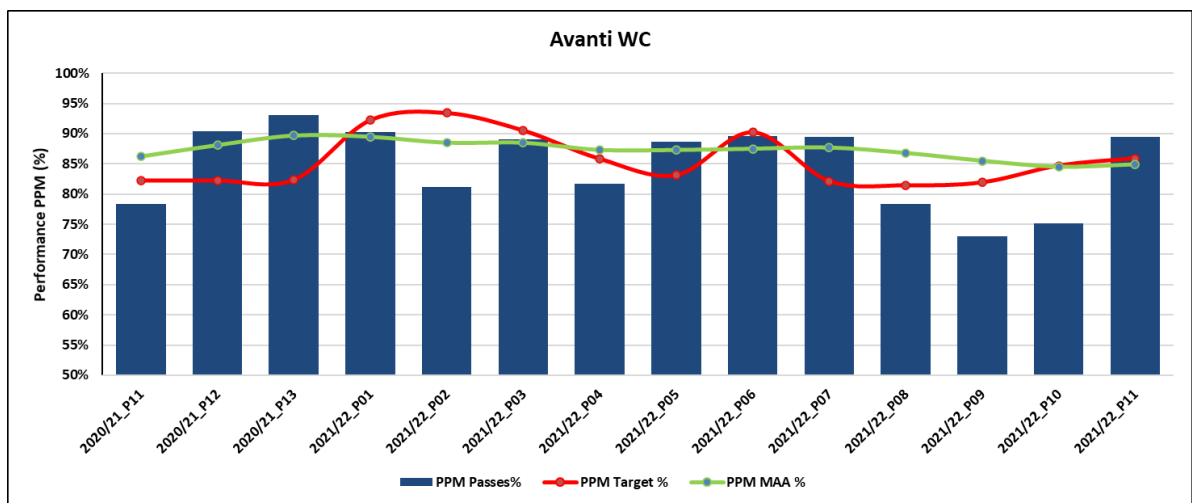
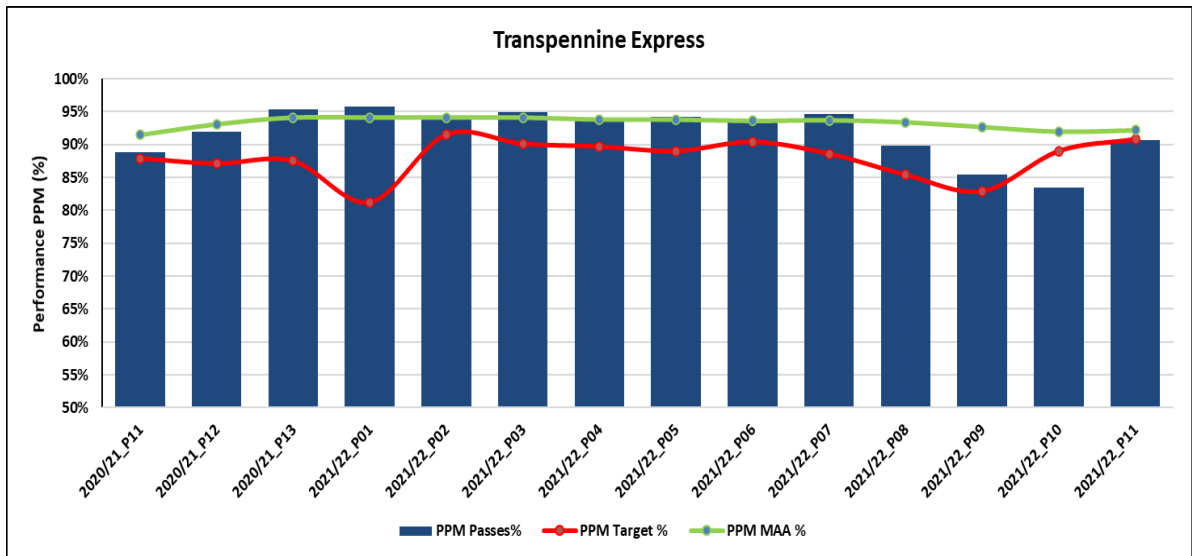
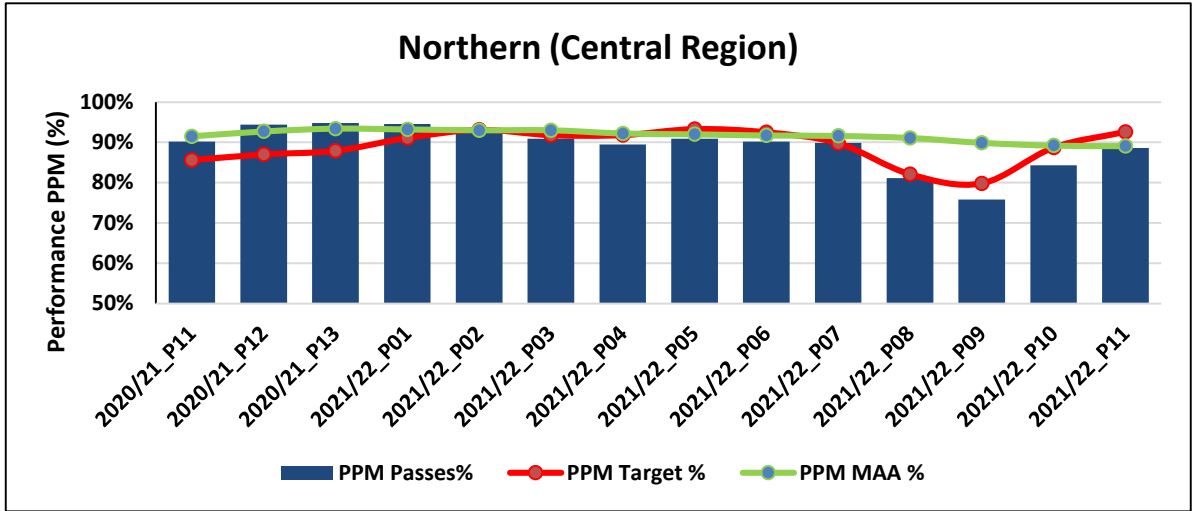
<b>2021-22</b>	<b>Start date</b>	<b>End date</b>
Period 1	01.04.2021	01.05.2021
Period 2	02.05.2021	29.05.2021
Period 3	30.05.2021	26.06.2021
Period 4	27.06.2021	24.07.2021
Period 5	25.07.2021	21.08.2021
Period 6	22.08.2021	18.09.2021
Period 7	19.09.2021	16.10.2021
Period 8	17.10.2021	13.11.2021
Period 9	14.11.2021	11.12.2021
Period 10	12.12.2021	08.01.2022
Period 11	09.01.2022	05.02.2022
Period 12	06.02.2022	05.03.2022
Period 13	06.03.2022	31.03.2022

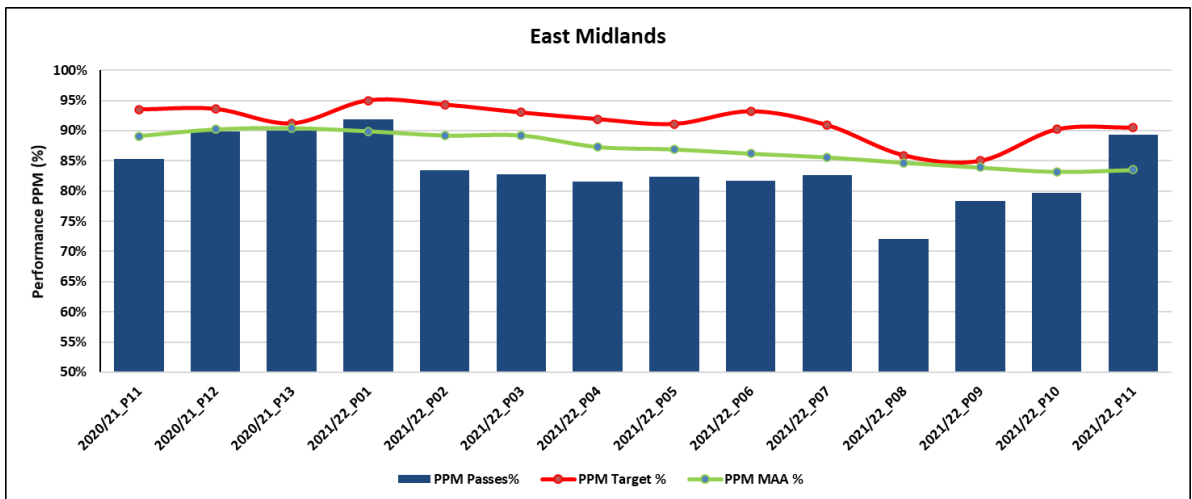
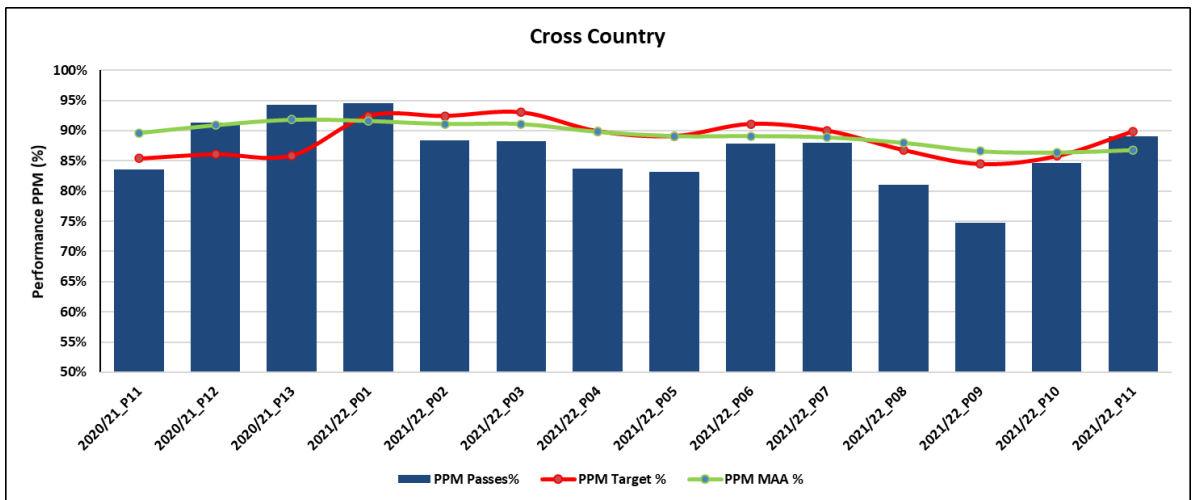
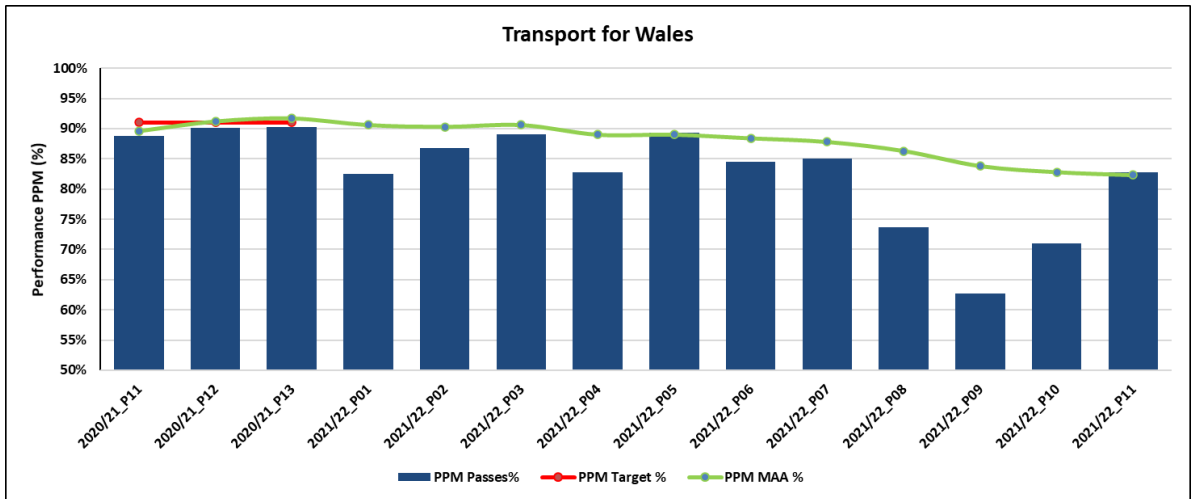
**APPENDIX B: GREATER MANCHESTER RAIL NETWORK MAP**



<b>BOLTON</b>	<b>MANCHESTER</b>	<b>ROCHDALE</b>	<b>STOCKPORT</b>	<b>TRAFFORD</b>
<b>BURY</b>	<b>OLDHAM</b>	<b>SALFORD</b>	<b>TAMESIDE</b>	<b>WIGAN</b>

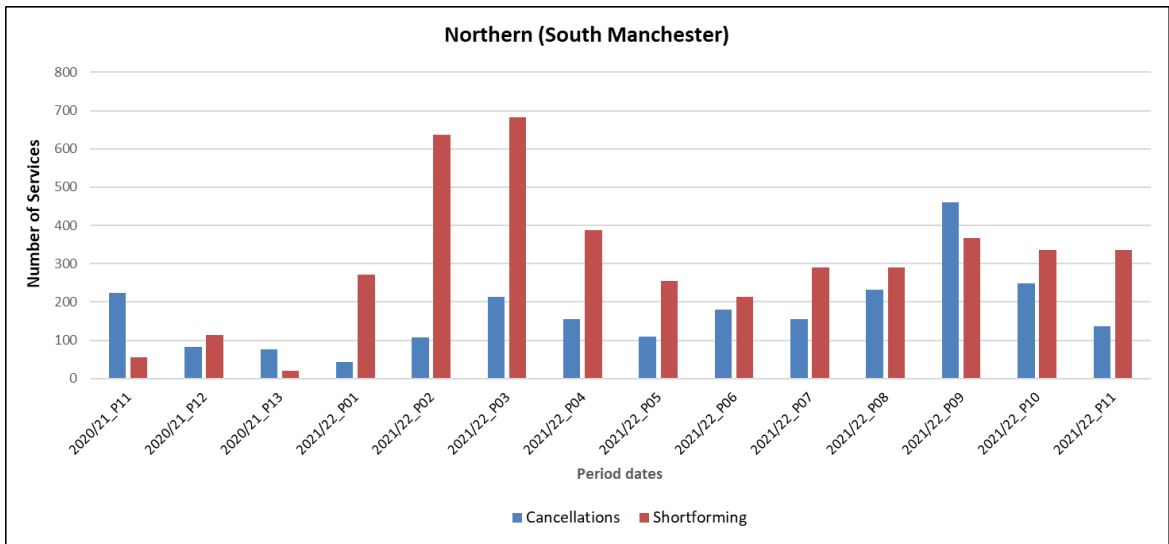
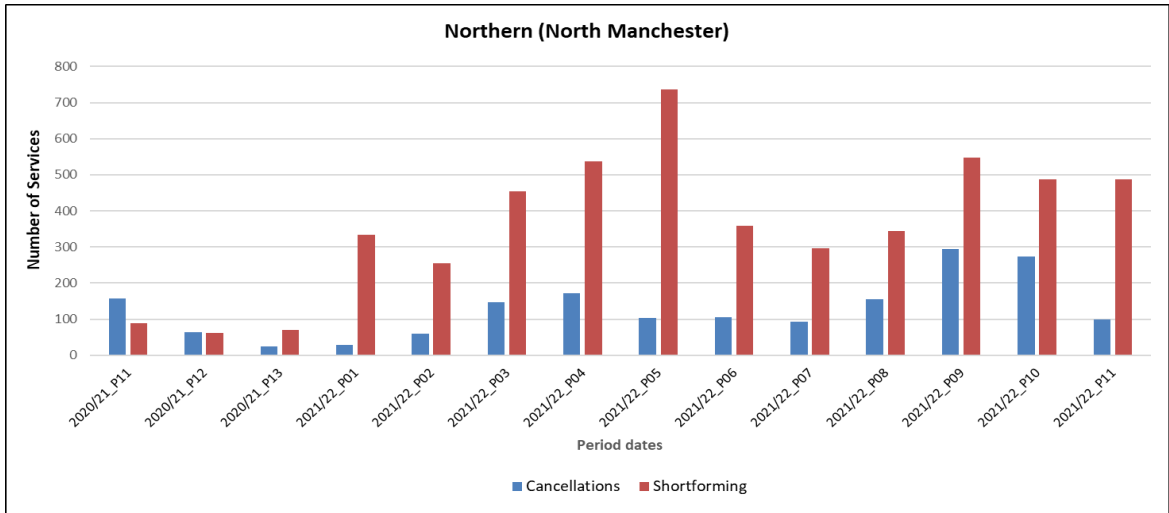
APPENDIX C: TOC PPM V TARGET AND MOVING ANNUAL AVERAGE



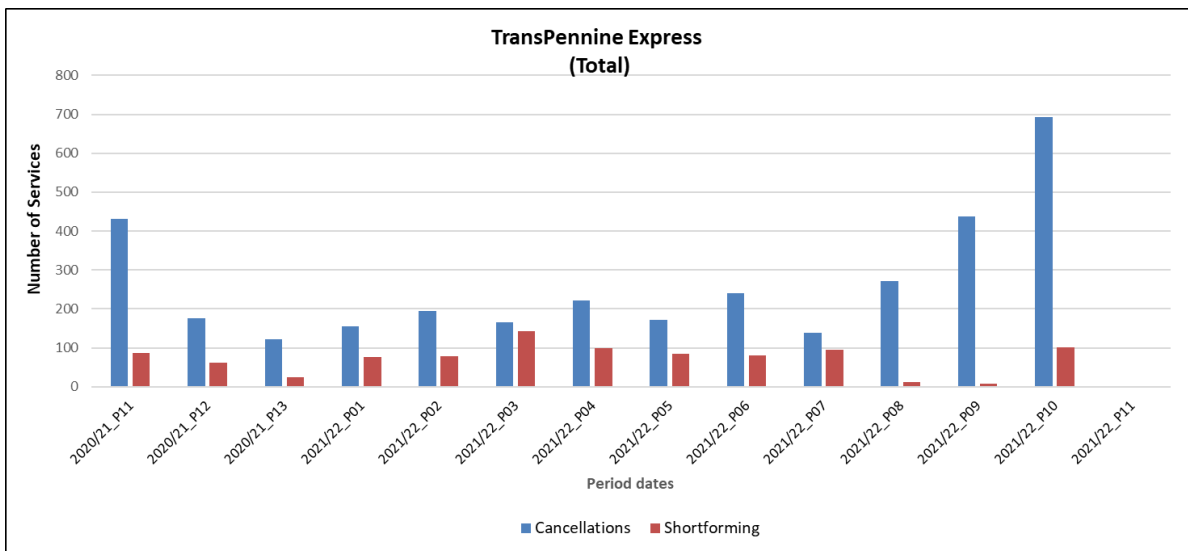




## Cancellations and Short Forming – Northern/TPE



## TPE – To Period 10





**APPENDIX D – NORTHERN LINE OF ROUTE/TPE SERVICE GROUP RIGHT TIME at  
DESTINATION %**

Northern Line of Route	P09	P10	P11	Year to Date
CLITHEROE - BOLTON - VICTORIA	68.2	81.5	83.7	80.8
PICCADILLY - STOCKPORT - CREWE	60.6	79.5	81.4	79.4
PICCADILLY - BUXTON	64.2	75.4	78.8	78.1
LEEDS - WIGAN	36.5	69	71.6	67.7
KIRKBY - VICTORIA - BLACKBURN*	49	72.6	74	72.5
PICCADILLY - NEW MILLS CENTRAL	55.2	66.8	70.5	75.2
SOUTHPORT/VICTORIA - STALYBRIDGE	49.4	62.6	67.5	66
LIVERPOOL - MANCHESTER OXFORD RD	52.5	66.3	52.5	68.6
PICCADILLY - HADFIELD/GLOSSOP	49.1	46.2	57.3	66.3
BLACKPOOL - WIGAN - LIVERPOOL*	54.2	70.1	49.7	67.5
PICCADILLY - STOKE	46.9	64.2	68.8	68
BLACKPOOL Nth - BOLTON - AIRPORT	55.3	66.6	72.7	69.9
LIVERPOOL - CREWE via Airport	45.1	65.4	70.5	66.5
BLACKBURN - VICTORIA - ROCHDALE (stopper)	69.2	87.9	89	83.1
HAZEL GROVE - BLACKPOOL	53.7	65.4	69.1	67.8
PICCADILLY - CHESTER	37.1	63.5	68.8	64.7
MANCHESTER - PRESTON	62.2	70	56.9	74.2
PICCADILLY - SHEFFIELD	39.9	58.2	61.3	61.5
PICCADILLY - ROSE HILL MARPLE	48.8	62.4	60.8	66.3
SOUTHPORT - OXFORD RD/ALDERLY EDGE	41.3	57.5	61.8	58.5
LIVERPOOL - WARRINGTON - AIRPORT	53.2	58.7	72.7	69.3
AIRPORT - WIGAN NW - BARROW/WINDERMERE	42	58.6	61.2	58.8
MANCHESTER VICTORIA - LEEDS	32.8	49.5	52.4	51
LEEDS - CHESTER	26.9	51.5	55.8	50.6

TPE Service Group	P09	P10	P11	Year to Date to P10
North	56.1	56.6	n/a	71.8
South	48.1	57.1	n/a	68.2
Scottish	39.2	43.1	n/a	56.7

<b>BOLTON</b>	<b>MANCHESTER</b>	<b>ROCHDALE</b>	<b>STOCKPORT</b>	<b>TRAFFORD</b>
<b>BURY</b>	<b>OLDHAM</b>	<b>SALFORD</b>	<b>TAMESIDE</b>	<b>WIGAN</b>