

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

Date: 16 September 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 03 and 04 2022/23 (29 May – 23 July 2022).

### **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: 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. To update Members on local rail service performance and operations in rail periods 03 and 04, 2022/23 (29 May – 23 July 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 03 and 04 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
  - Industrial Relations update
  - Operations and Stations update
  - 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 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 copy of the letter sent to the Secretary of State by the Mayors of Manchester and London over the Avanti West Coast service withdrawal can be found in Appendix E
- 1.8. Diagrams detailing Manchester rail routes from December 2022 can be found in Appendix F.

## 2. OVERVIEW

- 2.1. This report covers rail periods 03 and 04, 2022/23 (29 May – 23 July)
- 2.2. Operational performance saw continued declines in both Periods 03 and 04, with only Transport for Wales Rail (TfW) services registering a slight improvement in Period 04. PPM and Right Time figures at Destination continued to decline, with associated decreases in moving annual average (MAA) figures.
- 2.3. Service cancellations have continued to increase across TOCs, although, for Northern, these have stabilised since the resolution of a rostering dispute in May.
- 2.4. Pre-planned service cancellations (or P-coded trains) have continued to be applied, notably for TPE. These pre-cancelled trains began to feature in train plans as a result of crew shortages due to Covid and isolation but have continued due to crew unavailability as a result of the withdrawal of rest day working (RDW) and overtime at TPE. Whilst giving some advance notice of cancellation (removed from systems by 2200hrs on the night before), they nonetheless cause inconvenience for passengers and are adding to capacity issues for other operators, notably on Anglo – Scot and Hope Valley routes. Additionally, these cancelled trains are excluded from official performance figures. A breakdown of TPEs full cancellations can be found later in this report.
- 2.5. Period 03 was the first full reporting period featuring enhancements from the May 2022 timetable change. This change resulted in additional Cumbria – Manchester Airport, Sheffield and Blackrod Northern services, a return to hourly Cleethorpes – Manchester Airport TPE services and an uplift for Avanti Manchester Piccadilly – London Euston services to three trains per hour (tph).
- 2.6. Train services over the periods covered by this report represent approximately 82% of pre-Covid levels. The reduced timetables still in place have largely continued to afford a degree of resilience and deliverability.
- 2.7. Period 03 saw improvements in Network Rail delay in its Manchester Delivery Unit (DU). Overall delay minutes were 40% favourable to target at just over 14,500. In Period 04, extreme heat in the final week of the period caused both external and infrastructure delay minutes to significantly increase and these ended the period over 11,000 higher than Period 03.

- 2.8. Patronage and demand levels over the periods increased in Period 03 but subsequently have declined in Period 04, as a result of industrial action, large numbers of cancelled trains and significant weekend engineering.
- 2.9. TfGM has had some success with requests made as part of the Manchester Recovery Task Force (now Manchester Task Force) timetable consultation. This will see some extra services and station calls on various Greater Manchester routes from December 2022. Further details can be found in Section 6 of this report.
- 2.10. The single largest factor now impacting train service delivery is industrial unrest caused by several factors, including lack of formal or unacceptable pay offers, no guarantees on compulsory redundancies and other grievances around working practices and payments. The unrest is affecting all parts of the industry, with RMT (representing guards and other rail staff), TSSA (representing office and management) and ASLEF (representing train drivers) all involved.
- 2.11. Strike days were held on 21, 23 and 25 June, plus further ones on 27 July, 13, 18 and 20 August.
- 2.12. In addition to the strike days listed above, TPE guards have been declining to work rest days and overtime as part of an earlier dispute since spring 2022. This has severely impacted service delivery, with multiple cancellations being recorded due to lack of crew.
- 2.13. Drivers at Avanti West Coast also began declining to work RDW and overtime in late July 2022 and this has led to the reduction of Manchester – London services from 3 tph to just 1 tph from 14 August, until further notice.

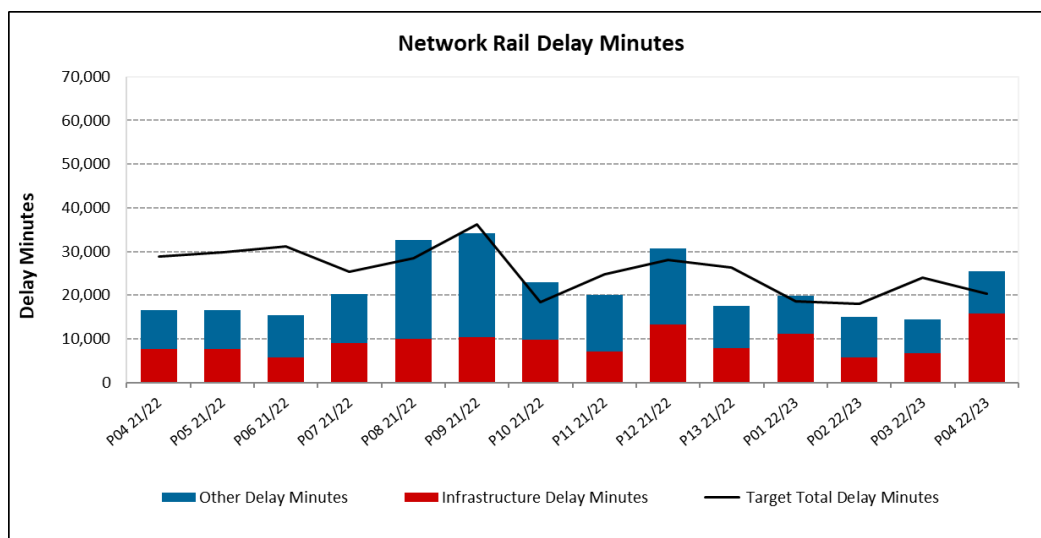
### **3. OPERATIONAL PERFORMANCE**

#### **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 reduced in Period 03, with infrastructure causing 6,802 and a reduction in external delay to 7,711. In Period 04, however, overall delay almost doubled, largely due to the impact of severe weather and the unprecedented heat that occurred in the final week of the period.

- 3.3. Infrastructure delay more than doubled in Period 04, with a significant number of OHLE problems reported due to heat expansion and sagging overhead wires, plus track and signalling issues, as a result of temperatures of up to 35\* between 18 – 20 July. Further OHLE issues were reported over the periods at Slade Lane on 18 July and between Wigan North-Western and Euxton Junction on 16 June.
- 3.4. External delay in Period 04 increased, with significant delays caused by heat-related emergency speed restrictions (ESRs) across the network during the extreme weather period. Fatalities in the periods were recorded near Wigan North-Western and at Alderley Edge. Other external delay in the periods included a landslip at Mossley on 12 July.
- 3.5. Whilst cable theft has not significantly impacted Greater Manchester operations to date, it has increased across the network as commodity prices have increased. Network Rail continues to work with British Transport Police (BTP) to focus on known theft hotspots.
- 3.6. Incidents beyond Greater Manchester attributed to Network Rail continue to affect local services and the extreme heat of 18 – 20 July saw the East Coast Main Line completely closed to traffic for two days. Significant incidents beyond Greater Manchester, notably on the West Coast Main Line, caused reactionary delay to South and North/West Manchester train services. Incidents over these periods included a struck tree at Watford Junction on 19 July and OHLE being ripped down during the heat near Lancaster on 18 July.

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



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

- 3.7. 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 occurring.
- 3.8. 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 over the periods, although overall delay minutes increased, as per table below.
- 3.9. Anti-social behaviour continues to be 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.

## **FATALITY**

- 3.10. There was one fatality reported in Manchester DU over the periods, which occurred between Wigan North-Western and Euxton Junction on 21 July. Further fatalities just outside GM were also reported, including one at Alderley Edge on 26 June.
- 3.11. Nationally, in the quarter to the end of P3, a total of 65 suspected suicides had taken place on the railway network, the same figure as at the end of P3 in 2021/22. Eight further individuals attempted suicide during the first three periods of this year, with one matter still under investigation and pending a classification. Of the 65 suicides that took place, 60 of them involved male individuals. This equates to 92%. 41 of the 65 individuals were known to have a history of mental health issues, equating to 63%.
- 3.12. 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.



<b>Category</b>	<b>Incidents/ Minutes P03</b>	<b>Incidents/ Minutes P04</b>
<b>Trespass</b>	57/1,257	43/2,352
<b>Vandalism</b>	5/290	4/41
<b>Cable Theft</b>	1/9	4/626
<b>Fatality</b>	-	1/567
<b>Total</b>	63/1,556	53/3,586

### **TRAIN OPERATOR PERFORMANCE**

- 3.13. Operational performance continued to decline for five of the six TOCs in Greater Manchester through Periods 03 and 04. PPM and Right Time at Destination figures worsened in both periods for all except TfW, whose services recorded improvements in Period 04. The total number of service cancellations across Greater Manchester train companies continued to increase, though by varying degrees.
- 3.14. The number of daily pre-cancelled services increased over the periods for TPE due to crew availability as a result of the withdrawal of rest day working and overtime. Anglo – Scot services have been particularly affected by these. For Northern, cancellations have remained static, following a spike in May due to disagreements over new rosters, which have since been resolved. TfW has seen performance improve in Period 04 and a reduction in service cancellations. There are currently no industrial relations issues at TfW, following agreement over a pay award. EMR, Cross Country and Avanti have all recorded increases in cancellations over the periods.
- 3.15. The table below shows PPM for the six GM TOCs at the end of Period 04 in July 2019, July 2020 (after first lockdown, around 65% pre-Covid services operating), 2021 (after third lock-down) and this year (both around 80% of services). For all operators, performance is worse than pre-Covid, even with a reduced overall number of services operating.

<b>TOC/PPM%</b>	<b>P04 2019</b>	<b>P04 2020</b>	<b>P04 2021</b>	<b>P04 2022</b>
<b>Northern</b>	85.5%	95.8%	89.5%	82.1%
<b>TPE</b>	85.5%	95.7%	94.0%	80.7%
<b>Avanti West Coast</b>	83.1%	92.4%	81.7%	59.2%
<b>Cross Country</b>	83.0%	95.2%	83.7%	69.9%
<b>TfW</b>	84.2%	95.9%	82.8%	81.7%
<b>EMR</b>	83.0%	94.8%	81.5%	72.1%

### **NORTHERN TRAINS LIMITED**

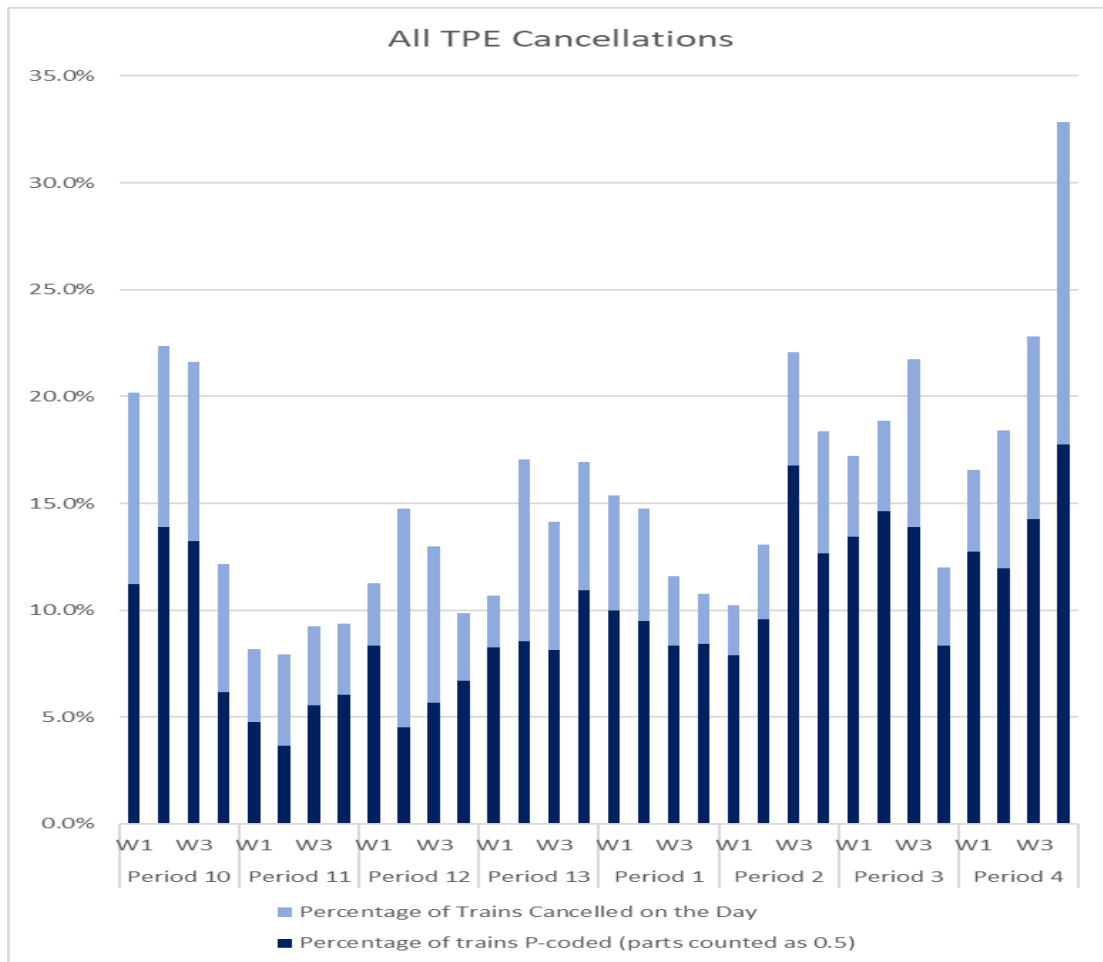
- 3.16. Northern's punctuality and reliability over Periods 03 and 04 worsened, finishing with a PPM of 82.1% across its business. In Central/West regions (those most closely aligned with Greater Manchester), Right Time at Destination was 60.7%, some 4% lower than at the end of Period 02.
- 3.17. Moving annual average figures for Northern PPM continue to decline from a high of over 93% in Period 13, 2021 to 85.2% currently.
- 3.18. Cancellations by Northern, both full and part, were at 6.9% in North Manchester in Period 03, reducing to 5.9% in Period 04, however South Manchester cancellations increased from 2.5% to 3.8% over the same period.
- 3.19. The final week of Period 04 experienced unprecedented extreme heat across the country and this impacted performance and cancellation figures, with multiple services cancelled due to OHLE and signalling/track issues, notably on Crewe and Hadfield lines. Emergency speed restrictions were also in place in many parts of the network
- 3.20. Crew availability remains an issue, with sickness levels at around 7%, spiking at certain depots. Covid, self-isolation and other longer-term sickness continues to impact crew availability across the industry.

- 3.21. As with other train companies, strike action is impacting service delivery. In addition to the actual days of action, services have been disrupted on adjoining days with stock movement and displacement issues. This has led to some early morning train cancellations and short-forming increases.
- 3.22. Instances of short-forming of Northern services improved over the two periods falling from 19.3% and 7.2% in North and South Manchester respectively in Period 03 to 17.5% and 4.9% of services in Period 04. Shortages of depot drivers, stock displacement due to strike action and on-going issues with bi-mode Class 769 units on Southport routes continue to affect this metric.
- 3.23. Delays caused by train operating companies themselves and other passenger/freight companies continue to affect punctuality and reliability. Crew issues, operational challenges and unit reliability all contribute to poor performance. For Northern, the most significant single incident occurred on 01 June when a brake failure at Moston on one of its units caused a total of 2,225 minutes delay and 31 cancellations for Calder Valley services.
- 3.24. Northern's bi-mode Class 769 fleet, in operation on Southport routes have seen improvements in their reliability, with miles per technical incident rising from 1 incident per 1,000 miles to over 1 in 3,000. This unit class is, however, still amongst the worst performing nationally.
- 3.25. 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. For several TOCs, the nationwide shortage of taxi drivers post-Covid has resulted in delays to crew transfers. Other operational difficulties recently have involved disabled ramps on-board and at stations being missing. Incidents continue to be reported of anti-social behaviour on-board trains and passengers becoming abusive to guards and other railway staff.

### **TRANSPENNINE EXPRESS**

- 3.26. TPE performance, following a similar pattern to Northern's, declined in Periods 03 and 04, finishing with a PPM of 80.7% and Right Time at Destination figure of 51.6% across its operations.

- 3.27. Cancellations have increased across all three service groups, with a total of 404 full and part cancellations in Period 03, rising to 673 in Period 04. These totals are on-the-day cancellations and do not include the additional trains pre-cancelled on the previous day. For Scottish services, CaSL (cancellations and significant lateness) figures were 14.5% in Period 03 and 22.9% in Period 04; again, these figures exclude pre-planned cancellations.
- 3.28. TPE, like all operators has seen operational performance impacted by crew availability due to both Covid and non-Covid sickness, with sickness levels still much higher than normal. A guards' strike from February and further industrial relations issues have resulted in traincrew declining to work rest days and overtime. This has significantly impacted service delivery and led to regular daily pre-planned cancellations. These pre-planned cancellations give some advance notice to passengers and enable alternative plans to be made. Ticket acceptance has been put in place with other operators and, where necessary, with local bus companies to mitigate some of the effects of these cancellations.
- 3.29. Cancellations have been particularly prevalent on TPE's Anglo – Scot route, with total cancellations (full and part and pre-planned) at over 60% of total services in Periods 03 and 04. For passengers travelling between Manchester Airport/ Piccadilly and Scotland, this has necessitated alternative travel plans and changing at Preston onto Avanti West Coast services. These services are already suffering from capacity constraints, particularly at weekends and are also now having to pick up additional station calls to cover the withdrawn TPE service calls.
- 3.30. The effects of rest day working withdrawal have also resulted in a backlog to driver training, which has further impacted crew availability.
- 3.31. TfGM raised concerns with TPE over its May 2022 timetable uplift in the spring, suggesting that it should be deferred but were informed that the operator expected its resource position to improve and that the new timetable would be deliverable.
- 3.32. The chart below shows the percentage of total weekly cancellations across the TPE network from December 2021 until June 2022. Cancellations shown are split between pre-cancelled and on-the-day cancellations.



3.33. TPE services were also impacted by the extreme weather conditions at the end of Period 04, notably on the WCML. Emergency speed restrictions due to critical rail head temperatures and sagging OHLE were in place between 18 – 20 July. The single largest incident affecting services was OHLE damage near Lancaster on 19 July, which caused 4,663 minutes delay and was responsible for a total of 107 cancellations.

3.34. Other incidents in the periods affecting TPE performance included fatalities near Wigan North-Western on 21 July and Garstang on 22 July, which were responsible for almost 7,500 minutes delay and 72 cancellations. TPE North services were also affected by a landslip near Mossley on 12 July and failed unit at Leeds on 21 July.

### AVANTI WEST COAST

3.35. PPM and Right Time figures for Avanti West Coast also declined over the reporting periods, with corresponding falls in moving annual average totals. Cancellations increased following the May timetable change, which saw the reinstatement of three trains per hour (tph) between Manchester Piccadilly – London Euston. PPM at the end of Period 04 was just 59.2%, with a Right Time at Destination figure of 20.6%, making Avanti West Coast the worst performing TOC serving Greater Manchester.

- 3.36. Avanti West Coast briefed in July that it would be reducing weekend services between Manchester – London to 2tph and that these would be reduced further over the weekends 30/31 July and 05/06 August to 1tph, so that it could target resource at Birmingham for the Commonwealth Games.
- 3.37. Avanti West Coast drivers, as part of wider industrial action, began to decline rest day working and overtime from early August. TfGM was subsequently briefed that, until further notice from 14 August, its service offer would reduce to a total of just 4tph from London Euston, featuring 1tph to Manchester. This briefing was made without any prior consultation and has been strongly objected to by TfGM and the Mayors of both Manchester and London. A letter from the Mayors to the Secretary of State for Transport can be found in Appendix E at the back of this report.
- 3.38. According to Avanti West Coast, 400 of its train services are usually covered by voluntary driver RDW and overtime. This working arrangement was unilaterally ended by drivers. For Avanti West Coast, this figure represents around 25% of its scheduled train services. Research by TfGM has discovered that other operators usually cover between 5 – 15% of their services with similar arrangements. This has led to questions being raised about an over-reliance on RDW and backlogs in driver training at Avanti West Coast.
- 3.39. The amended train plan consists of 1tph from London – Manchester, which is routed via Stoke-on-Trent, leaving capacity issues and no direct Avanti services from Wilmslow and Crewe. Wigan North-Western sees 1tph calls on London – Glasgow services, with a further train every two hours (0.5tph) between London – Edinburgh.
- 3.40. TfGM is working with the mayor's office and Avanti West Coast to ensure that services are reinstated as soon as is possible to minimise any further inconvenience for passengers and damage to our economy. Major events, such as Premier League football, cricket and Manchester Pride have been highlighted and we are seeking assurances that additional services are provided to cater for these.
- 3.41. TfGM is also concerned about the possible delay in re-instating the withdrawn 0616 London – Manchester service, which was promised to return on 12 September. This service has significant flows from Stoke-on-Trent and Macclesfield into Manchester and its withdrawal has resulted in displaced passengers having to use surrounding Northern local stopping services. This has led to some overcrowding of these trains and capacity concerns at Poynton and Bramhall stations.

## **TfW RAIL**

- 3.42. Transport for Wales Rail (TfW) service performance declined in Period 03 but recovered in Period 04, with marginal increases in PPM and RT and an improvement in the number of cancelled services. Industrial relations issues which have beset other TOCs, have been resolved at TfW, although its services have been unable to operate on strike days, due to Network Rail signalling staff being on strike.
- 3.43. Transport for Wales services to Manchester continue to operate, with 1 tph to Chester/North Wales and 1 tph to Cardiff. There continues to be short-forming of some of its services to South Wales, with three car units being replaced by two car trains. This continues to cause over-crowding, notably on sections between Manchester – Crewe, since the removal of Avanti West Coast services

## **CROSSCOUNTRY**

- 3.44. Cross Country saw a slight uplift in its May timetable offer, with limited early morning and evening direct services between Manchester – Bristol returning for the first time since the pandemic. Most services continue to operate from Manchester with strengthened 8 or 9 car Voyager trains.
- 3.45. Operational performance remains weak, however, with PPM finishing Period 04 at 69.9% and Right Time at Destination at 32.3%. Cancellations have also increased over the periods, although remain lower than at TPE and Avanti West Coast.
- 3.46. CrossCountry performance was also affected by significant incidents including an OHLE de-wirement at Birmingham New Street on 19/07. This major incident alone caused 5,326 minutes delay and almost 700 cancellations across operators. Other incidents impacting performance included OHLE issues at Slade Lane and a signalling failure at Cheadle Hulme, both on 18 July.

## **EAST MIDLANDS RAILWAY**

- 3.47. EMR services between Norwich – Liverpool have also performed poorly over the two periods, finishing Period 04 with a PPM of 72.1% and Right Time at Destination figure of 27.0%. Services were particularly affected over the three-day period of extreme heat between 18 – 20 July, with large parts of the eastern railway network closed or operating with emergency speed restrictions.

**SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 03 and 04**

<b>Date</b>	<b>Incident</b>	<b>Delay Minutes</b>	<b>Cancellations</b>
21 July	Fatality, Wigan NW	4,906	8 full/24 part
01 June	Failed unit, Moston	2,225	15 full/16 part
18 July	OHLE damage, Slade Lane	1,019	tbc
18 July	Signalling failure, Cheadle Hulme	771	34 full/29 part
12 July	Landslip, Mossley	580	7 full/7 part
26 June	Fatality, Alderley Edge	541	6 total

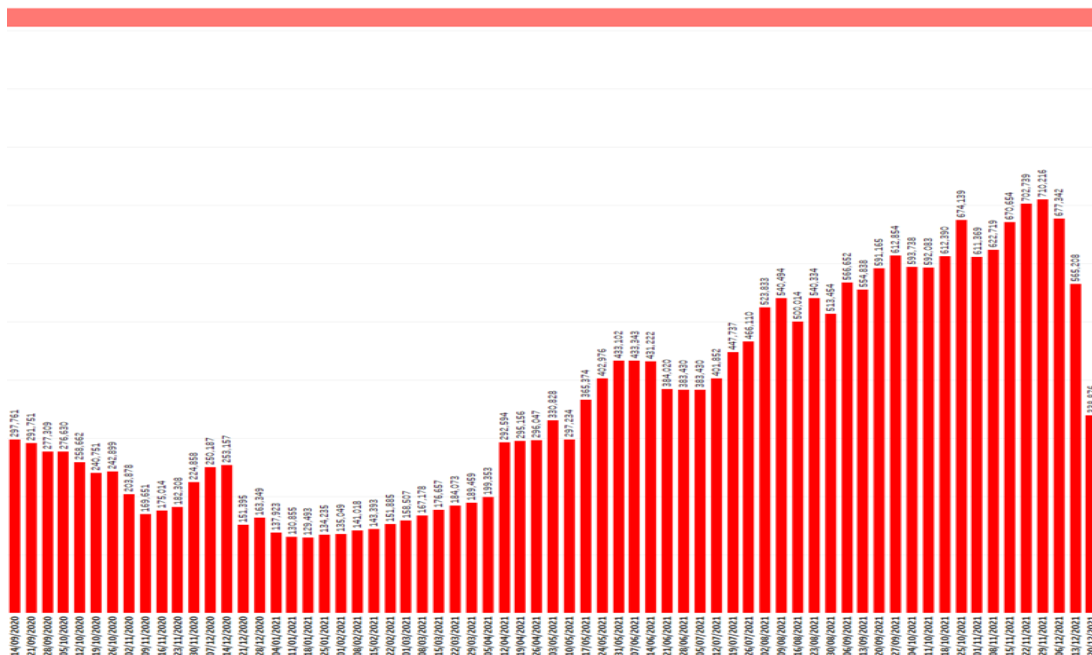
**SIGNIFICANT INCIDENTS, LNW NETWORK, PERIODS 03 and 04**

<b>Date</b>	<b>Incident</b>	<b>Delay Minutes</b>	<b>Cancellations</b>
19 July	Struck tree, Harrow & Wealdstone	7,388	284 full/60 part
19 July	De-wirement, Birmingham	5,326	482 full/213 part
16 July	Lineside fire, Stafford	4,924	7 full/8 part
19 July	OHLE damaged, Lancaster	4,663	54 full/53 part
19 July	ADD activation (OHLE), Penrith	2,534	18 full/23 part
22 July	Fatality, Garstang	2,489	38 full/32 part



## 4. PATRONAGE

- 4.1. Rail patronage nationally remains suppressed following on from the pandemic and uncertainty caused by industrial unrest. The commuter and business markets continue to see slowest growth, as working from home and video conferencing have become established as the norm.
- 4.2. Rail in the north has recovered faster than the national average and London/south-east, with patronage at around 75% of pre-Covid figures. TfW has reported some leisure routes at 140% of pre-Covid levels, with discretionary leisure travel also leading the recovery for Northern and TPE. Patronage has fallen back slightly on spring 2022 figures, largely as a result of the number of strike days and associated disruption. Service levels remain at only around 80% of pre-Covid trains. For Northern, commuter travel remains at below 50%, with leisure travel back to near pre-Covid levels on certain routes.
- 4.3. The chart below shows weekly footfall totals at Piccadilly station since the start of the pandemic. The busiest days of the week continue to be Friday/Saturday, with Sundays now often third busiest (event-dependant). Mondays and Tuesdays continue to be the quietest days. Footfall on Saturdays had reached almost pre-pandemic levels in spring 2022 but has since fallen due to the unreliability of services, strikes and significant engineering works taking place.



## 5. INDUSTRIAL ACTION

- 5.1. As a result of failures to agree on pay awards, rail unions have balloted their members for strike action and action short of a strike. The results of these ballots at 13 TOCs and Network Rail have been for strike action by RMT, ASLEF and TSSA members. This covers Network Rail maintenance and signalling staff and train operating companies' drivers, guards and station staff. Further concerns have been raised over the potential for compulsory redundancies and associated safety risks through downgraded maintenance regimes. Fears over the closure of ticket offices nationally have also been highlighted.
- 5.2. Strikes by RMT members have been held on Tuesday 21, Thursday 23 and Saturday 25 June, Wednesday 27 July and Thursday 18, Saturday 20 August. Minimal passenger and freight services were able to operate on these days through management and non-union cover. Service disruption on days either side of the strike days was experienced due to the need for earlier stock movements back to depots and unit displacement.
- 5.3. Drivers at 8 TOCs (9 in August) undertook strike action on Saturday 30 July and subsequently on Saturday 13 August. Whilst the 30 July strike did not involve GM TOCs, some additional disruption was caused by drivers declining to work rest days, late-notification sickness and refusal to cross picket lines.
- 5.4. Additionally, work to rule action by train crew has involved declining to work rest days and overtime. This has had the biggest impact on Avanti West Coast and TPE services, as detailed elsewhere in this report.
- 5.5. For customers 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 strike days.
- 5.6. Customer messaging by the industry has been 'do not travel' on strike days and 'essential travel only' on adjoining days. No replacement bus services have been provided. Ticket refunds for strike day travel and relaxations for travel on alternative dates have been put into place, with additional management presence at key stations for train despatch and customer service.
- 5.7. Train drivers at Northern and TPE have recently voted for further strike action, although, at the time of publication, dates have not been announced.

## 6. DECEMBER 2022 TIMETABLE (MRTF)

- 6.1. As a result of the Manchester Recovery Task Force work into relieving congestion in the Castlefield area to improve rail performance, there will be significant changes to train services from 11 December 2022. A full list of routes and changes can be found in Appendix F.
- 6.2. The main changes involve removing some services from the Castlefield corridor, streamlining others to follow more consistent, regular patterns and the reduction of conflicting movements at flat junctions. Some services will also see fewer calls at Deansgate station. In summary:-
- TPE services that currently operate between Cleethorpes – Manchester Airport will operate Cleethorpes – Liverpool.
  - Northern services will change to see both Blackpool North services operating to Manchester Airport, Southport services will operate to Stalybridge as present but the Alderley Edge service will terminate at Manchester Oxford Rd.
  - Liverpool – Oxford Rd stopping services will operate hourly off-peak instead of half-hourly but the new TPE service will pick up the second train per hour call at Urmston and Irlam.
  - Northern's Barrow and Windermere – Airport services will operate via Bolton instead of Wigan North-Western. Liverpool – Crewe services will operate between Liverpool – Manchester Airport.
  - Where through services have been curtailed, replacement shuttle services will replace these.
- 6.3. Northern's stopping service between Liverpool – Manchester Oxford Rd will be reduced off-peak to 1tph, with its second train operating between Liverpool – Warrington Central only. To compensate for this, the additional fast TPE service between Cleethorpes – Liverpool will pick up calls at Urmston and Irlam to retain an all-day 2tph service at these busy stations. During pre-operation safety assessments, it has been discovered that TPE will not now be able to make the calls at Irlam due to platform height stepping distances Liverpool bound. TfGM is working with Network Rail and TPE to ensure that the necessary platform works are in place to allow the delivery of this timetable.

- 6.4. The changes have been made to regularise services and improve overall performance but with the loss of some connectivity. Stockport and Sheffield lose their airport connection, Wigan and Southport lose their Manchester Piccadilly services and there is a loss of connectivity between North and South Manchester as the Hazel Grove – Blackpool North service is removed.
- 6.5. Whilst most peak time services will be restored, notably on Buxton, New Mills Central and Mid-Cheshire lines, the Atherton line will see only one additional peak train operating in the high-peak. Calls at Deansgate by Liverpool/Warrington stopping services will also be removed off-peak.
- 6.6. TfGM has responded to the MRTF timetable consultation, and the following enhancements will now be made as a result of our requests:
- Sunday calls for the first time at Farnworth station
  - Earlier Sunday service from Macclesfield into Manchester
  - Earlier Sunday service from New Mills Central into Manchester
  - Extended peak-hour calls on Liverpool – Manchester Oxford Rd to include Saturdays
  - Removal of skip-stop trains on Hope Valley services.

## **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.
- 7.2. Salford Central station will be closed for platform works from January – May 2023. Further details Section 8 of this report.
- 7.3. Electrification works between Lostock Junction and Wigan will necessitate bridge works in the area and some road closures. These works are due to start in 2023.

### **NORTHERN TRAINS LIMITED**

- 7.4. Northern has been advised by ASLEF that its members will be taking further strike action following the results of a latest ballot. TSSA staff will not be taking strike action but will be taking action short of a strike. Dates have not yet been confirmed at time of publication.
- 7.5. On Tuesday 30 August Northern held a flash sale of Advance Purchase tickets, valid on selected dates in September and October. These tickets will only be offered for sale on quieter services, where sufficient capacity is available, with relevant restrictions on certain routes during Fridays, Saturdays, Sundays and during Half Term weeks
- 7.6. Northern has teamed-up with 124 secondary schools and university technical colleges across the length and breadth of its network to offer special education season tickets, which offer their students up to 75% off the normal adult fare. On some routes, the savings are worth as much as £575 per year.
- 7.7. Education Season Tickets offer unlimited travel between two stations and are valid seven days a week. As such, they can be used at weekends and during the holidays – not just the 195 days per year that schools are open.
- 7.8. For a full list of participating schools and to purchase an Education Season Ticket for the new academic year, parents should visit:  
[www.northernrailway.co.uk/tickets/educational-season](http://www.northernrailway.co.uk/tickets/educational-season)

- 7.9. Thirsty customers will soon be able to refill their water bottles across some of Northern's busiest stations and cut down on plastic waste. Water dispensers are set to be installed at 32 of the train operator's busiest stations in the next few weeks, meaning that 45 per cent of the rail operator's station footfall will be able to take advantage of the new facilities. The new dispensers have been given the go ahead after a successful trail at Bolton and Castleford stations. A further 19 will be installed early next year. Each water dispenser has a hands-free sensor and will provide free chilled water. Customers will be able to see how many times reusable bottles have been refilled thanks to a digital counter.

### **TRANSPENNINE EXPRESS**

- 7.10. TPE has announced that a temporary timetable will be in place on its Anglo-Scot route from 12 September until further notice. This will see a reduced schedule of trains between Manchester Airport and Glasgow/Edinburgh, with six direct trains per day removed. This is to provide passengers with a greater degree of certainty and reduce late notification and daily pre-planned cancelled trains as a result of ongoing crew availability issues.

## **8. OPERATIONS & STATIONS**

- 8.1. As we enter a busy period of sporting fixtures, music and cultural events in the lead up to autumn and Christmas, TfGM continues to engage event organisers, venues and transport partners to ensure that we communicate with network users about events and journey opportunities.
- 8.2. An emerging issue, post-pandemic, has been the rise of ASB and football related crime across the country. TfGM is working with partners to address the issues at a regional and national level with the UK Football Policing Unit and Rail Delivery Group's Football Partnership Forum.
- 8.3. In line with previous years, there will be engineering works over the festive period with alterations to train services. It is expected that service patterns will broadly follow similar patterns to previous years. Further details will follow in the next report.

- 8.4. Salford Central station will have long awaited station improvements early in the new year. The station will be closed between 02/01/23 until 21/05/23. Trains will still run through the station not stopping, maintaining service links to and through Manchester Victoria. There will be a number of Sunday possessions that will see service changes across the route in January to March 2023 to facilitate construction works. The works will include the replacement of the canopies and coping stones, installation of new platform tactile paving, ducting and drainage, and new passenger information equipment. TfGM are due to meet with Northern to discuss disruption mitigations.
- 8.5. TfGM is continuing to work alongside LCR, TPE, Network Rail and Tameside Council on the town masterplan and the redevelopment of Stalybridge Station. A feasibility study for the station has been completed and we are currently working on the next stage of the development and studies to determine the best options.
- 8.6. TfGM has started work alongside LCR, Network Rail and Tameside Council on the potential town masterplan for Ashton. This is currently at an early stage with all parties currently providing the necessary information such as buried service reports, along with a tranche of documents and drawings relating to station infrastructure. In particular, the bridges and the underpass. An inception meeting has taken place with consultants to discuss the scope of the project and what the potential outcomes are.
- 8.7. Bramhall, Davenport, Romiley and Heaton Chapel stations have all benefitted from accessibility improvements, as part of the mid-tier funding bid. New and improved handrails, seating, fencing and staircase markings and treads have been recently installed.

## 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 are now in place at Bramhall and Hag Fold and these now total 50 groups, having doubled over five years.
- 9.2. TfGM has worked with Northern Trains on a refresh at Ashton station, featuring enhanced lighting, repainting, new seating and improved signage. Additionally, a project with Clarendon College has seen the installation of some inspired photographic work at the entrance and platform approach ramp.
- 9.3. Other TfGM station projects underway include schools' artwork for Reddish North and Ashburys station, volunteer days at Ashburys and Bramhall and future art projects planned for Horwich Parkway, Rochdale and Gathurst stations.
- 9.4. TfGM Community Rail funding has attracted further grants from the industry and is helping secure weekend bus services between Walkden railway station and the new RHS Bridgewater site, plus a Sunday bus service linking Horwich Parkway station to Rivington Country Park.
- 9.5. TfGM will be co-sponsoring this year's Community Rail Network Awards, along with our industry partners, Northern Trains. The awards will take place at Manchester Central on 05 October and 14 Greater Manchester station projects/groups have been shortlisted for awards. We wish all the shortlisted nominees the very best of luck and thank all of our station Friends groups for their continued commitment and hard work.



**Simon Elliott,**

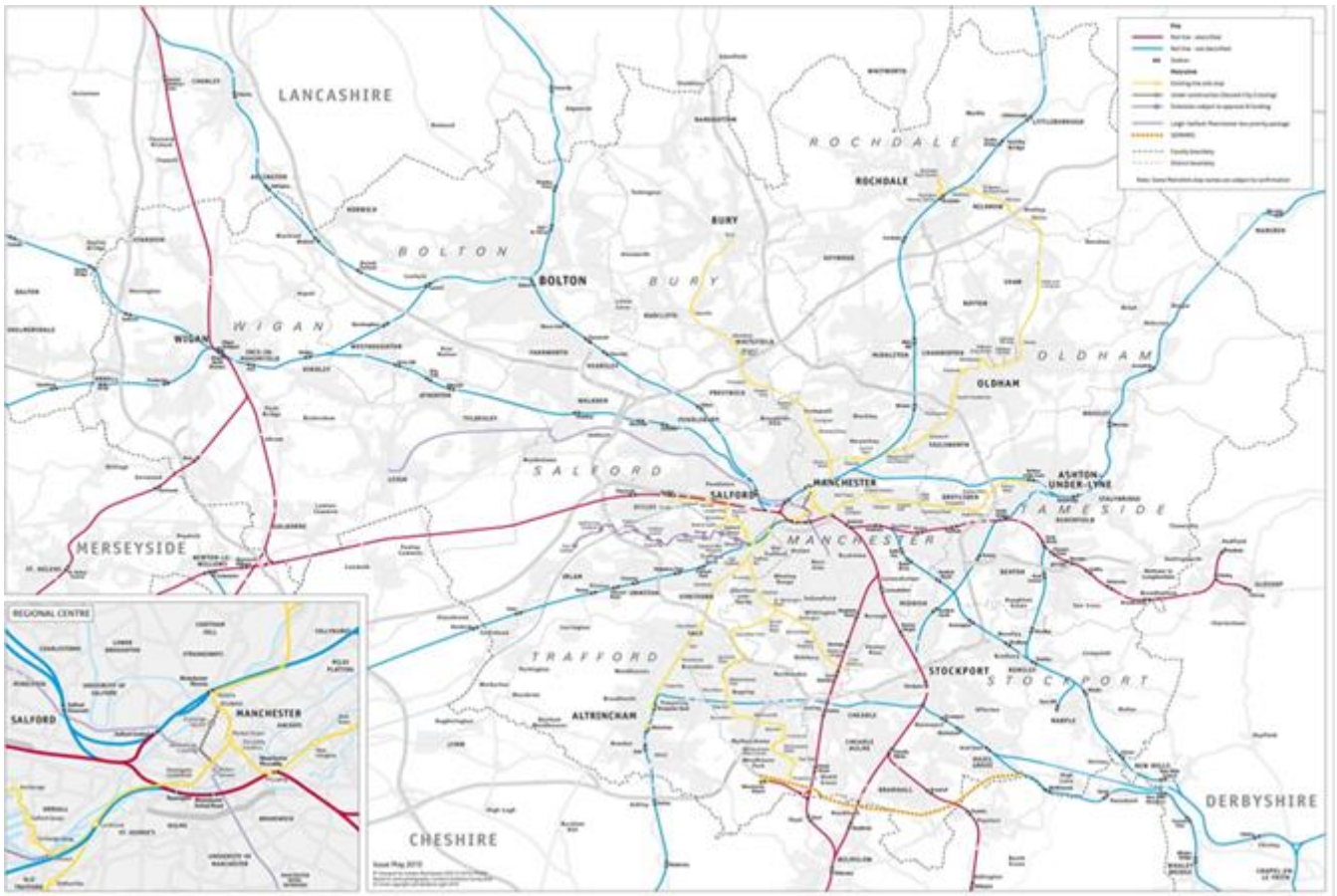
**Head of Rail Programme, TfGM**



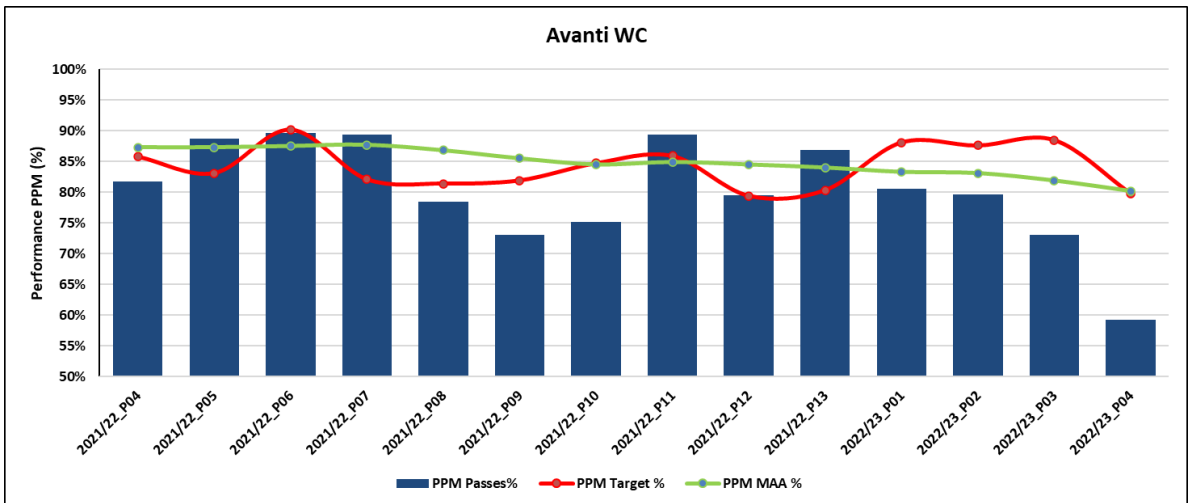
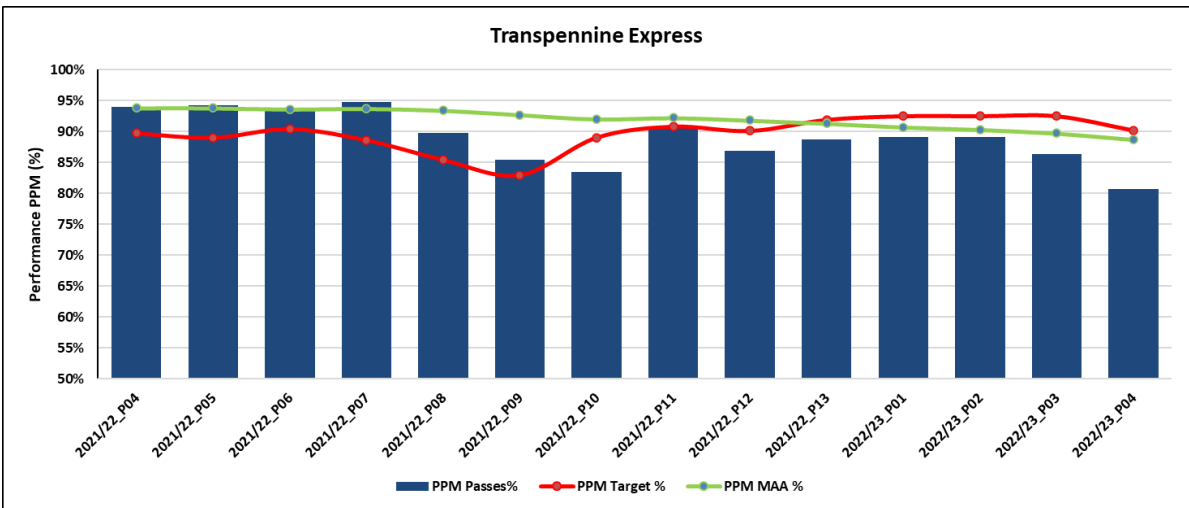
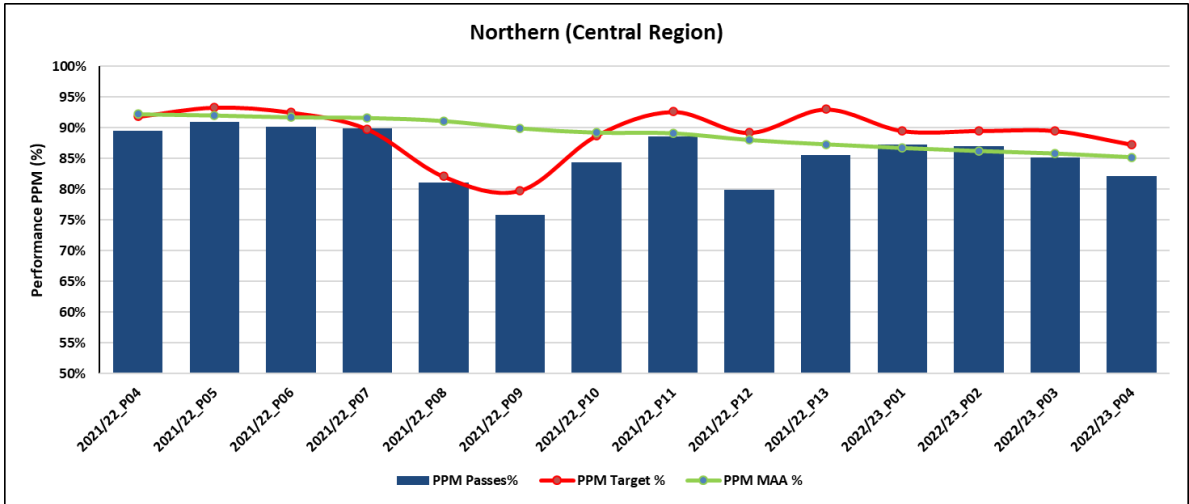
## APPENDIX A – RAILWAY PERIOD DATES 2022/2

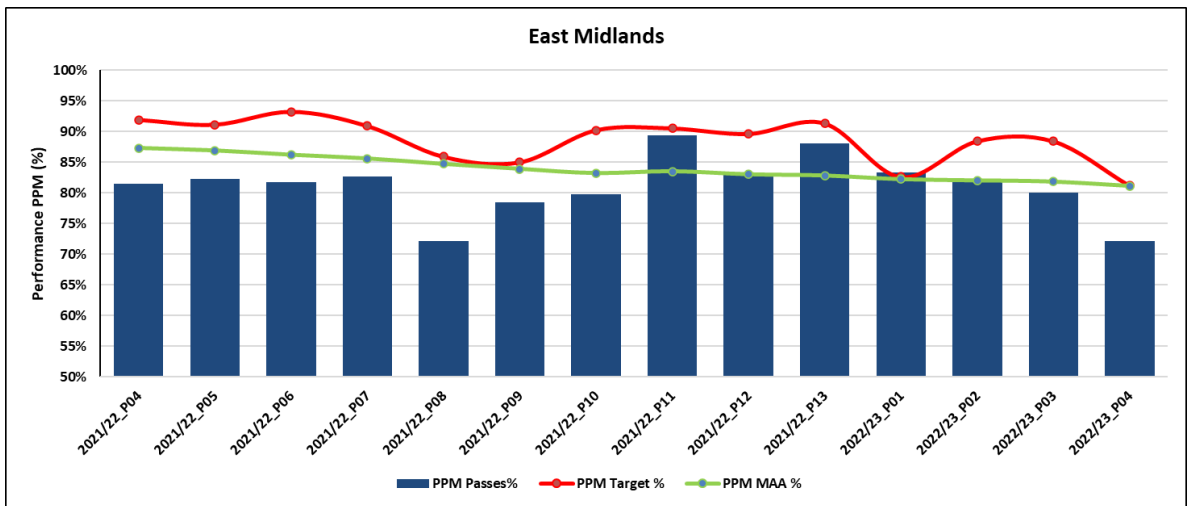
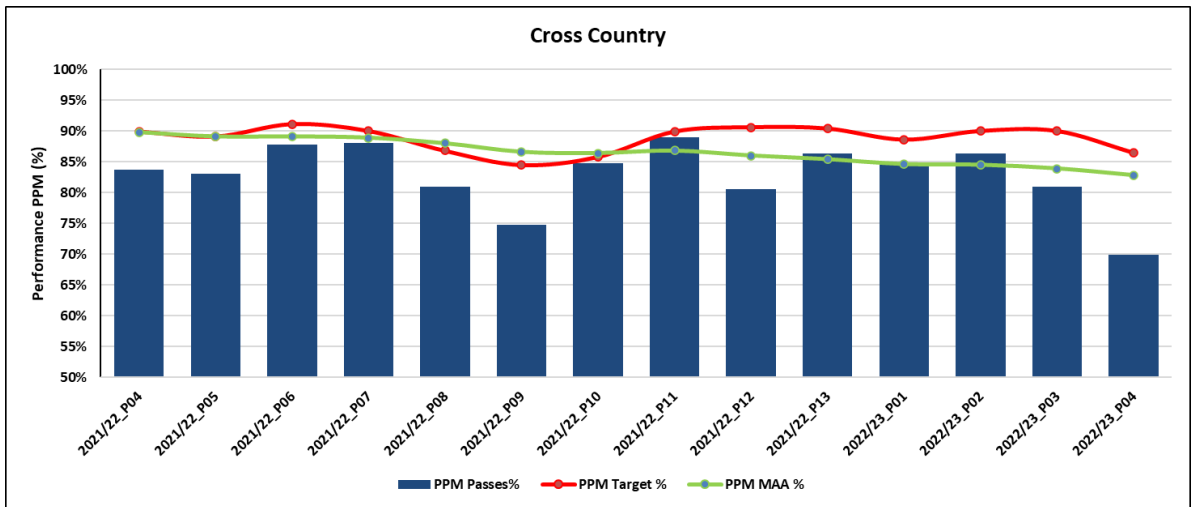
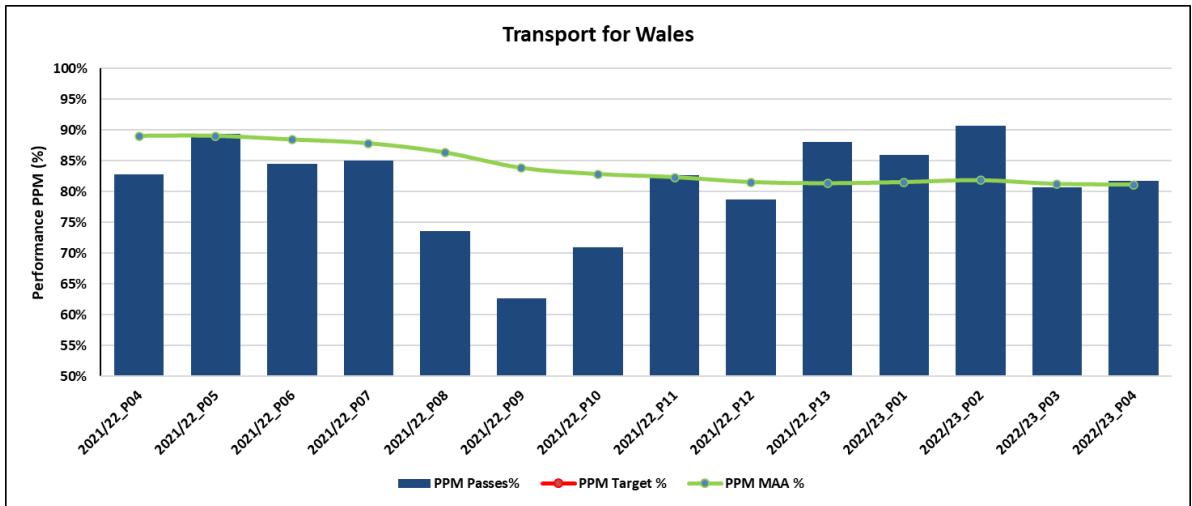
Year	Year/Period	Date From	Date To
2022/23	2022/23_P01	2022-04-01	2022-04-30
2022/23	2022/23_P02	2022-05-01	2022-05-28
2022/23	2022/23_P03	2022-05-29	2022-06-25
2022/23	2022/23_P04	2022-06-26	2022-07-23
2022/23	2022/23_P05	2022-07-24	2022-08-20
2022/23	2022/23_P06	2022-08-21	2022-09-17
2022/23	2022/23_P07	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

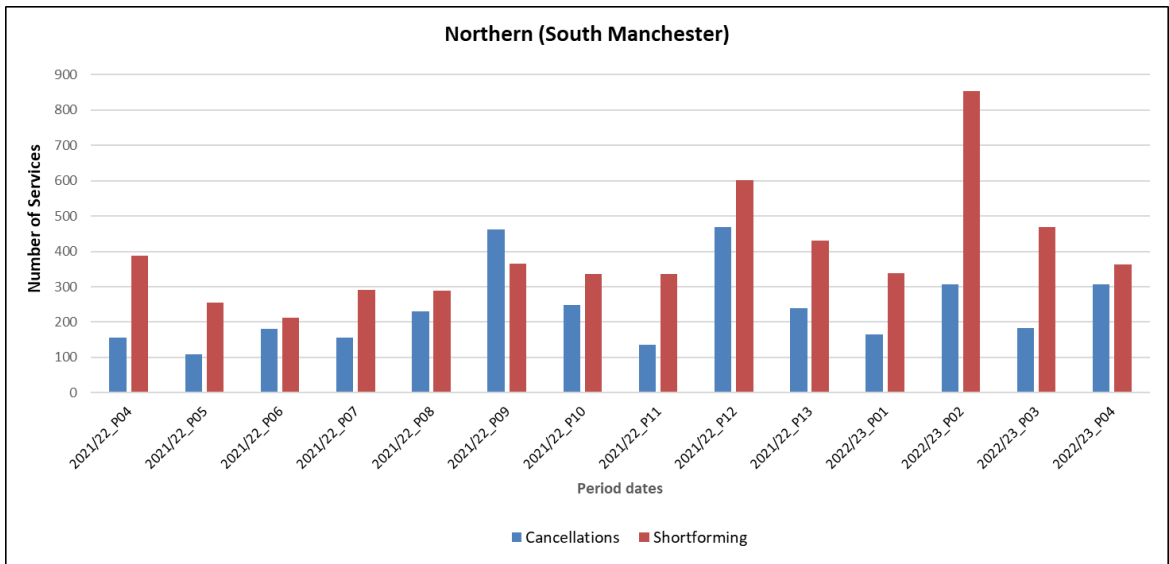
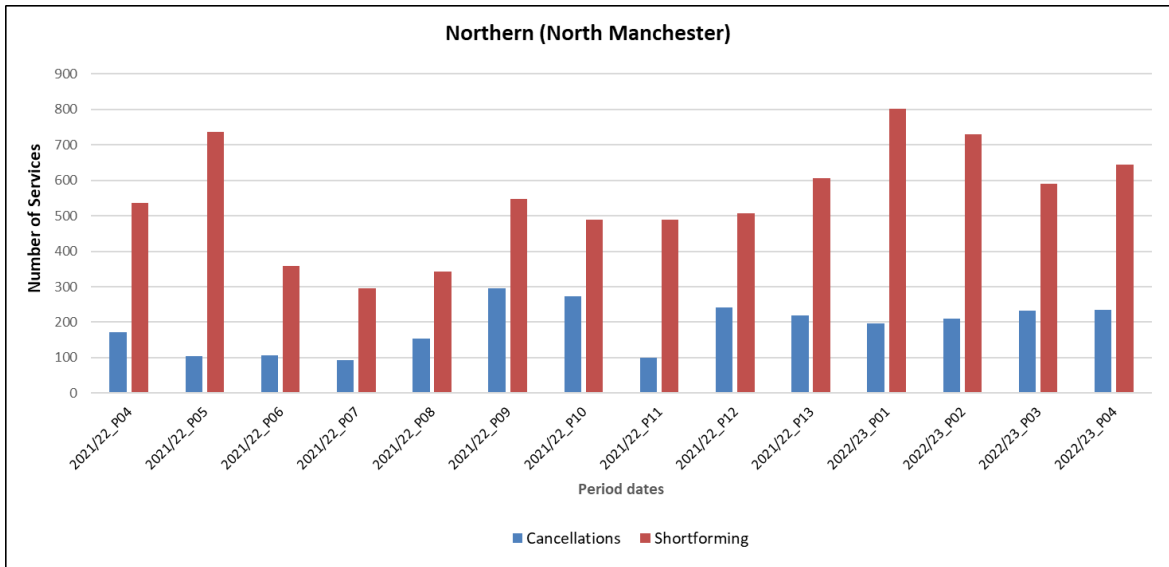


**APPENDIX C: TOC PPM V TARGET AND MOVING ANNUAL AVERAGE**

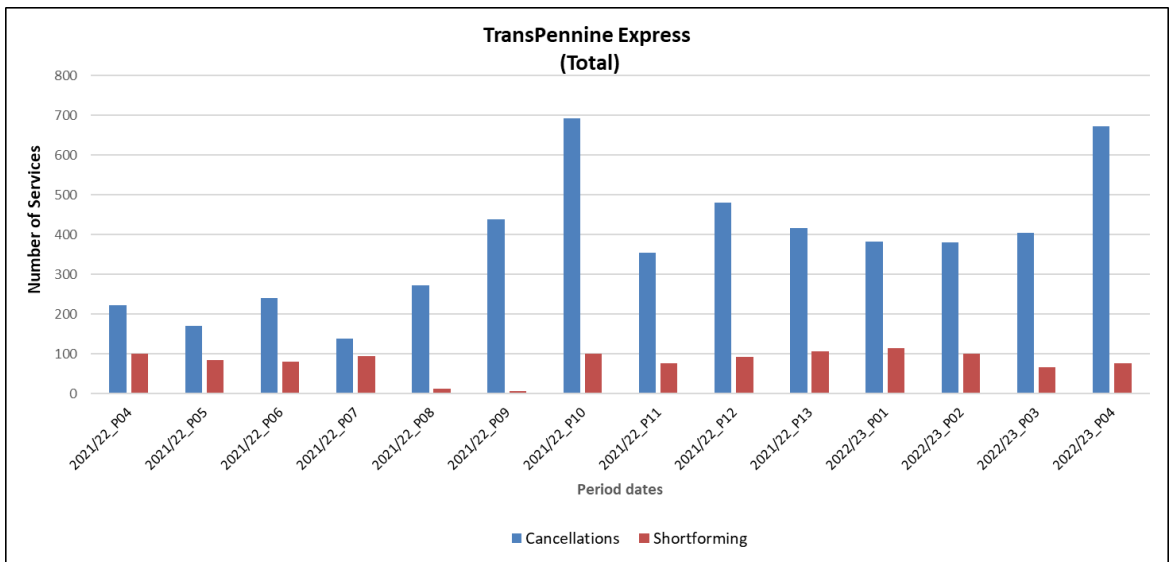




## Cancellations and Short Forming – Northern/TPE



## TPE



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

Northern Line of Route 2022/23	P01	P02	P03	P04	YTD
CLITHEROE - BOLTON - VICTORIA	78	82.1	79.6	77.9	79.4
CLITHEROE - VICTORIA - ROCHDALE	77.9	82.3	78.8	76	78.8
PICCADILLY - STOCKPORT - CREWE	79.5	77.1	74.9	72.1	75.9
PICCADILLY - BUXTON	76.7	75.1	72.3	70.8	73.7
KIRKBY - VICTORIA - BLACKBURN*	66.6	69.7	69.3	69.2	68.7
BLACKPOOL - WIGAN - LIVERPOOL*	72.3	70.5	68.4	63.2	68.6
PICCADILLY - NEW MILLS CENTRAL	61.3	65	69.9	70.7	66.7
PICCADILLY - ROSE HILL MARPLE	63.3	64.7	63	65.5	64.1
LIVERPOOL - WARRINGTON - AIRPORT	68	69.4	54.3	58.9	62.7
LEEDS - WIGAN	67.8	69.1	66	45	62
LIVERPOOL - MANCHESTER OXFORD RD	63	62.3	62.1	58.9	61.6
PICCADILLY - CHESTER	58.5	64.4	62.4	58.6	61
LIVERPOOL - CREWE via Airport	61	61.1	60.3	59.9	60.6
PICCADILLY - HADFIELD/GLOSSOP	65.4	58.9	59.2	57.5	60.3
HAZEL GROVE - BLACKPOOL	59.2	61.5	61.2	59.3	60.3
BLACKPOOL Nth - BOLTON - AIRPORT	59.4	64.7	60.2	55.9	60.1
PICCADILLY - STOKE	60.6	62.4	59.4	55.3	59.4
SOUTHPORT/VICTORIA - STALYBRIDGE	58.7	60.9	58.7	58.9	59.3
PICCADILLY - SHEFFIELD	55.9	58.6	56.4	53.9	56.2
MANCHESTER VICTORIA - LEEDS	55.4	55.3	54	49.1	53.5
SOUTHPORT - OXFORD RD/ALDERLY EDGE	51.9	53.6	50	56.1	52.9
LEEDS - CHESTER	56	55.9	50.8	46.9	52.4
AIRPORT - WIGAN NW - BARROW/WINDERMERE	54.3	52.2	51.7	50.5	52.2

TPE Service Group	P12	P13	P01	P02	YTD
North	65.9	64	61.5	54.9	61.6
South	60.4	60.4	49.9	46.1	54.2
Scottish	47.9	46.5	44.7	37.1	44.1

## APPENDIX E: Letter from Manchester and London Mayors to Secretary of State

MAYOR OF LONDON

**ANDY BURNHAM**  
MAYOR OF  
GREATER  
MANCHESTER



MANCHESTER  
CITY COUNCIL

**GMCA**

GREATER  
MANCHESTER  
COMBINED  
AUTHORITY

Rt Hon Grant Shapps MP  
Secretary of State for Transport  
(via email)

9 August 2022

Dear Secretary of State,

### **WEST COAST MAIN LINE SERVICES BETWEEN MANCHESTER AND LONDON**

We are angered by Avanti West Coast's decision to inflict a drastically reduced timetable on travel between our cities. The plan to run just four trains an hour from London Euston, with only one service to Manchester, came with no notice nor any consultation beforehand and no date by which the full timetable will be restored. This is completely unacceptable.

Avanti's severely reduced timetable will damage some of the UK's largest and most important economic and cultural centres at a critical time in their recovery following the COVID-19 pandemic. This month alone will see the Manchester Pride Festival and Notting Hill Carnival take place, alongside sporting fixtures and other attractions for which people will need to travel between London and Manchester. This morning, people are already unable to book advance tickets online.

Our cities rely heavily on the West Coast Main Line and this unilateral withdrawal of services, on the basis of what appears to be a complete failure of Avanti's senior management to manage rostering and rest day working, is frankly a national outrage.

Avanti have blamed this disruption on "unofficial strike action" by ASLEF, the train drivers' union. Not only is this description disingenuous – drivers are completely entitled to choose not to work on their rest days – it also seeks to shift blame off Avanti management for their failure to provide appropriate mitigations for an entirely foreseeable situation.

It also reflects extremely poorly on an operator that should be working hard to bring the public back to rail. Avanti's decision to suspend ticket sales damages the efforts of other public transport operators, making it harder for people to take the train and other sustainable forms of travel.

In order to prevent the enormous disruption and economic damage these service reductions will cause, we are seeking an urgent meeting with you, your officials and Avanti's management to agree a date for full restoration of the timetable. If Avanti is unable to agree a date, or is unable to meet that date once agreed, we would ask that you begin the process of withdrawing the operator's contract and do not grant it a new National Rail Contract once current arrangements end in October this year.

Given the seriousness of this situation, we would appreciate an early reply.

Yours sincerely,



**ANDY BURNHAM**

MAYOR OF GREATER  
MANCHESTER



**SADIQ KHAN**

MAYOR OF LONDON

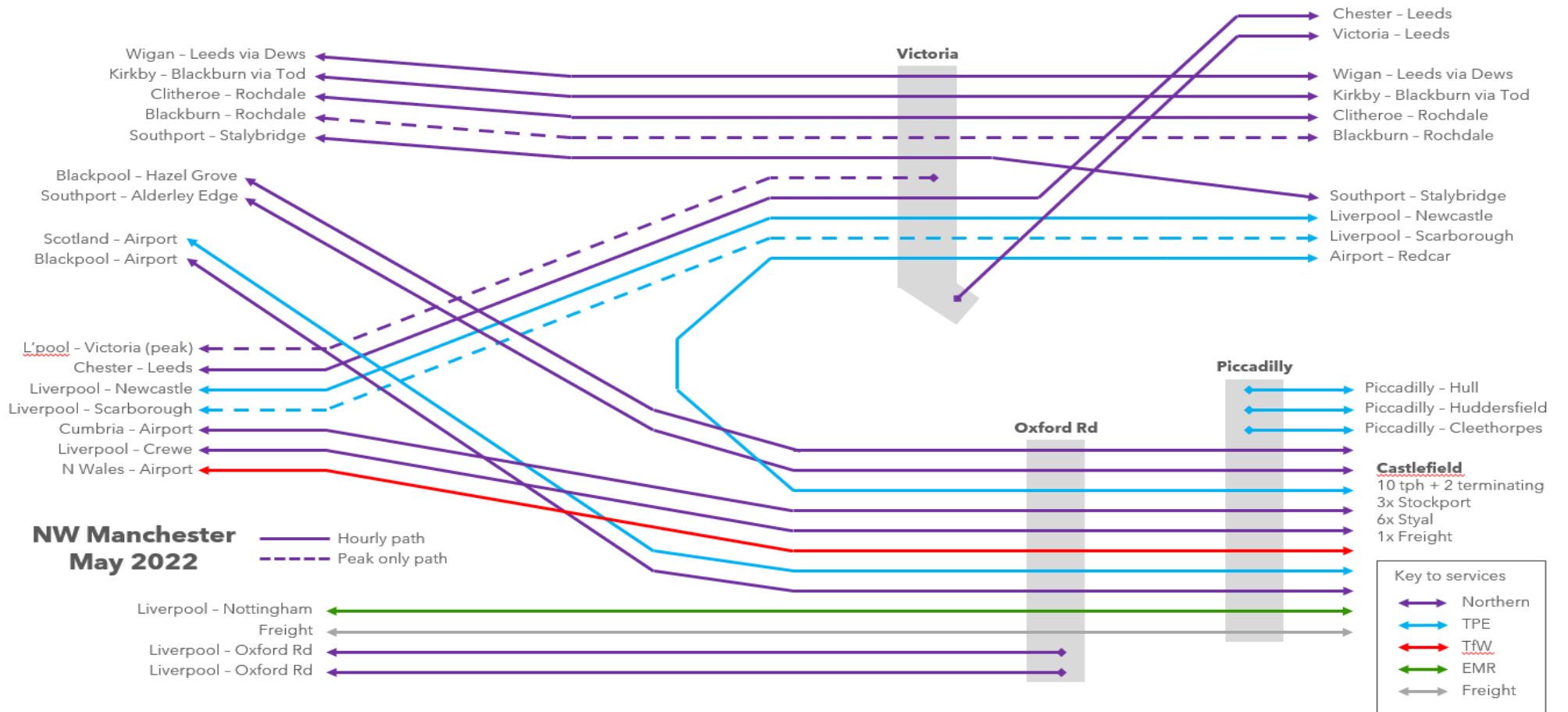


**CLLR BEV CRAIG**

LEADER OF MANCHESTER  
CITY COUNCIL



# APPENDIX F: MANCHESTER ROUTES FROM DECEMBER 2022



# South Manchester December 2022

— Hourly path  
- - - Peak only path

