

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

Date: 20 November 2020

Subject: Local Rail Service Performance and Operations Update

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

PURPOSE OF REPORT

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

RECOMMENDATIONS:

Members are asked to note the contents of this report.

BACKGROUND DOCUMENTS:

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

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Equalities Implications:

There are no equalities implications relating to this report

Climate Change Impact Assessment and Mitigation Measures:

As per TfGM policies

Risk Management:

Report is for information only

Legal Considerations:

No legal considerations implicated in this report

Financial Consequences – Revenue:

N/A

Financial Consequences – Capital:

N/A

Number of attachments to the report:

There are no attachments to this report

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

1 INTRODUCTION

- 1.1 This report aims to provide an update on local rail service operations and performance between rail periods 05 and 07, 26 July - 17 October 2020.
- 1.2 The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail service delivery.
- 1.3 Periods 05 - 07 overview, including:
- Network Rail performance and updates
 - Route crime, trespass and fatality
 - Train operator performance and updates
 - Details of revised train plans and service provision
 - Patronage and footfall updates
 - Monitoring of face covering compliance
 - December 2020 timetable change
 - Christmas and New Year service provision
- 1.4 A list of rail period dates for 2020/21 can be found in Appendix A.
- 1.5 A geographic map showing all Greater Manchester rail lines and stations can be found in Appendix B.
- 1.6 Individual TOC PPM vs Target and Moving Annual Average graphs and Northern and TPE cancellations and short forming graphs can be found in Appendix C.
- 1.7 Individual Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.
- 1.8 Appendix E lists Northern's Greater Manchester routes which have reduced services and/or will benefit from uplifts in December 2020

2 OVERVIEW

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

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

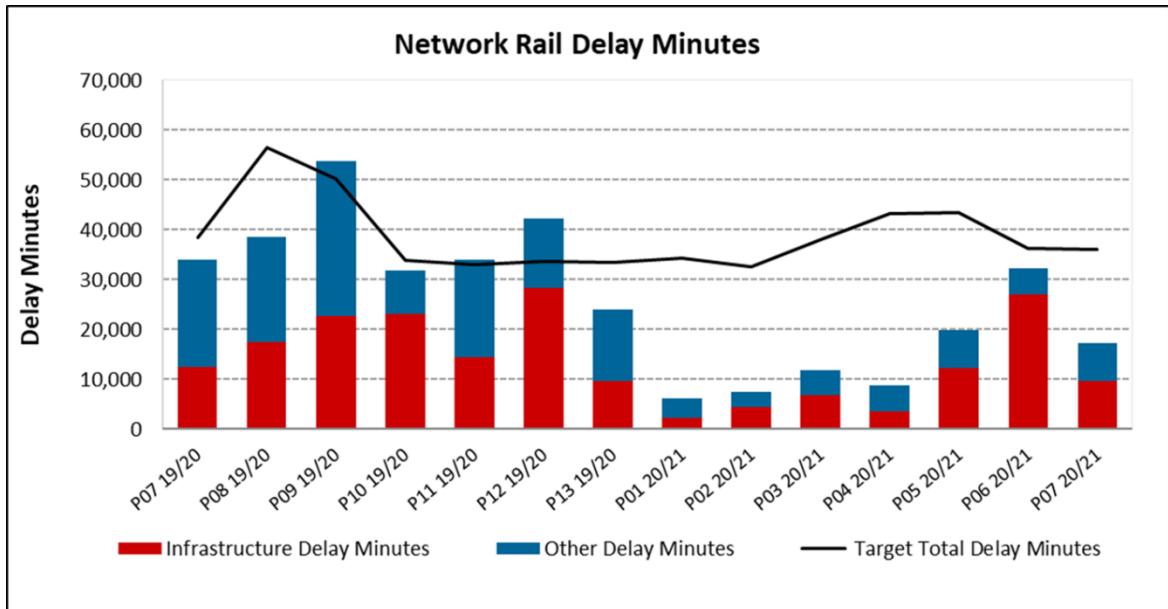
3 OPERATIONAL PERFORMANCE

Network Rail

- 3.1 Network Rail performance is measured against overall delay minutes across its network. These include track and non-track infrastructure failures and external (or 'Other') delays, which are attributed to it, such as trespass and weather-related events.
- 3.2 Delays have fallen significantly and performance improved due to the rail network being considerably less congested since emergency train plans were introduced on 23 March. Performance gains have been maintained as services have been added incrementally in July and September. Both primary and reactionary delay to incidents have fallen considerably, dwell times at stations have improved as a result of far fewer passengers and infrastructure has, with the exception of a few notable incidents, performed well.
- 3.3 The most significant infrastructure incidents affecting performance included a total signalling failure at Cheadle on 16 September, responsible for over 18,000 minutes worth of delays, train diversions and almost 400 cancellations to both local and longer distance services for the remainder of that week. An industry incident learning review will be held to discover the causes and lessons learnt from this, which happened to a unique type of signalling system.

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

Network Rail Delay Minutes, Manchester DU



Route Crime, Manchester DU

3.5 Criminal activity on the railway causes significant delay and cancellations for passengers. Network Rail is attributable for this delay and it can be broken down into trespass, which can be accidental or intentional (and also include threatened suicide), vandalism and fatality. The number of incidents since lockdown peaked in Period 5 but has stabilised since the return to school in September.

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

4 PERFORMANCE – OPERATORS

- 4.1 Operator performance across the six TOCs who operate in Greater Manchester has been strong throughout the three periods covered by this report. It has remained consistent, with PPM scores in the low to mid-nineties and right time performance averaging over 62% for the six in Period 7. Cancellation figures have remained low and CaSL figures remain at around 2-3%.
- 4.2 In addition to Network Rail delay, TOCs cause delay to themselves and to other TOCs (and freight companies). This can be due to crew issues, rolling stock failures, station or other operational issues, usually accounting for a third to a fifth of total delay. The tables below detail the largest single delay-causing incidents across Periods 5 - 7, although, unusually, do not include any TOC attributable ones.
- 4.3 Post-Covid train plans have been designed to be resilient and crew availability, so far during the pandemic, has not affected service delivery. Initial snagging problems with new trains for both Northern and TPE have been resolved and units are performing well. Additionally, problems caused by extended platform dwell times have significantly reduced as a result of the fall in rail demand.

Most Significant Incidents – GM Travel to Work Area, all causes

Date and Period	Location	Incident	Delay minutes and cancellations
16 Sept (P06)	Cheadle	Signalling Failure	18,511 mins delay, 197 full/188 part cancellations.
16 Sept (P06)	Crewe	Trespass	4,556 mins delay, 42 full/54 part cancellations
12 August (P05)	Macclesfield	Track Circuit Failure	4,121 mins delay, 3 full/18 part cancellations.
03 October (P07)	Stockport	OLE Defect	2,297 mins delay, 23 full/47 part cancellations.
17 October (P07)	Leyland	Fatality	1,591 mins delay, 14 full/22 part cancellations.
15 September (P06)	Manchester Victoria	Signalling Failure	1,310 mins delay, 7 full/17 part cancellations

Most Significant Incidents – LNW, all causes

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

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

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

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

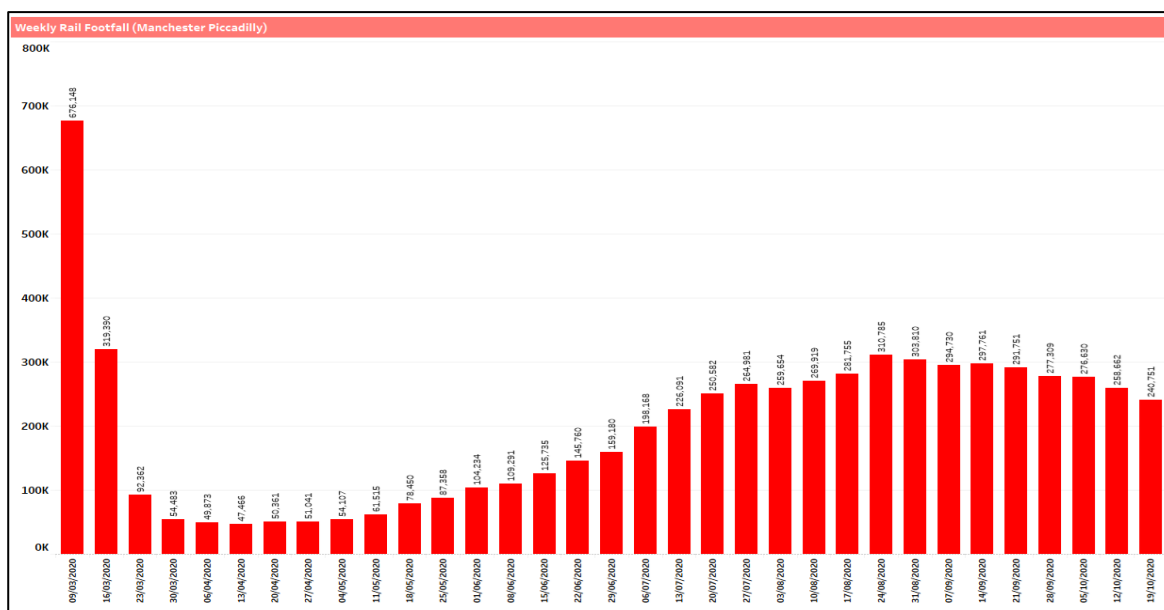
- 4.5 Graphs detailing the six GM TOC PPM set against target and including a rolling Moving Annual Average (MAA) figure can be found in Appendix C.
- 4.6 Graphs detailing Northern and TPE cancellations and short forming can also be found in Appendix C for both of these metrics, the revised train plans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

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

5 PATRONAGE

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

Manchester Piccadilly Footfall



6 FACE COVERING COMPLIANCE

- 6.1 TfGM continues to work with TOCs, British Transport Police (BTP) and Travel Safe Officers (TSOs) to raise awareness of the mandatory requirement to wear face coverings whilst at stations and on-board public transport. The policy has been one of education, engagement and, if necessary, enforcement. For rail, face covering compliance is at around 80% – 85%, with slightly higher compliance on longer distance operators. Morning peak and city centre journeys also attract higher levels of compliance.
- 6.2 Cumulative figures from BTP since the requirement began in July, report that, up until 29 October, out of 65,289 interventions, 4,353 people were directed to leave the train and 126 fixed penalty notices were issued across Great Britain.

7 CHRISTMAS AND NEW YEAR SERVICES

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

8 EMERGENCY RECOVERY MEASURES AGREEMENTS

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

- 8.2 These measures have been superseded with the introduction of new Emergency Recovery Measures Agreements (ERMAs), which came into effect on 20 September. The emergency funding arrangements are intended to give the rail industry the financial support and clear directives it needs to continue operating.
- 8.3 The DfT will continue to waive TOCs revenue, cost and contingent capital risk and will pay a fixed management fee (max 1.5%) with the potential for an additional performance-based fee, based on measures including punctuality, passenger satisfaction and financial performance.
- 8.4 These changes represent a fundamental shift away from the existing franchising model, requiring significant levels of direct government subsidy, which in the case of EMRAs could last until early 2022.
- 8.5 Currently, Northern Trains Limited continue to operate under an Operator of Last Resort (OLR) arrangement; Cross Country are operating under an extended Direct Award until October 2023 and TfW are now operating under a Welsh government OLR. TPE, Avanti and EMR are all covered by ERMAs.
- 8.6 At the time of writing, the DfT is yet to confirm whether rail ticket prices will increase in January, based on the current RPI formula of 1.6%

9 COMMUNITY RAIL

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



10 FORWARD LOOK

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

Caroline Whittam

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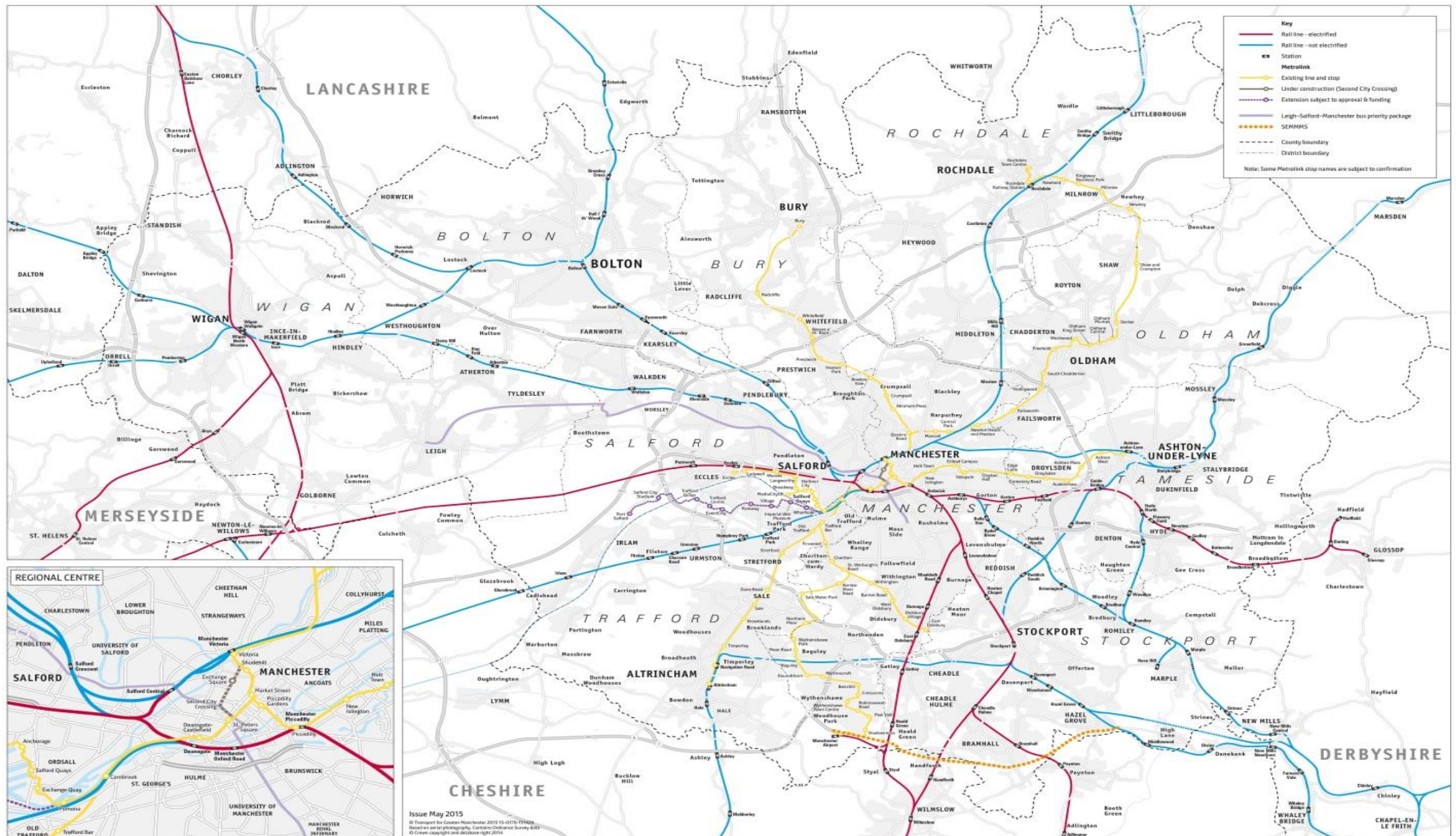
Appendix A – Period Dates

P01 – 20	P02 – 20	P03 – 20	P04 – 20	P05 – 20
01 April – 02 May 20	03 May – 30 May 20	31 May – 27 June 20	28 June – 25 July 20	26 July – 22 August 20

P06 – 20	P07 – 20	P08 – 20	P09 – 20	P10 – 20/21
23 August – 19 September 20	20 September – 17 October	18 October – 14 November	15 November – 12 December	13 December – 9 January

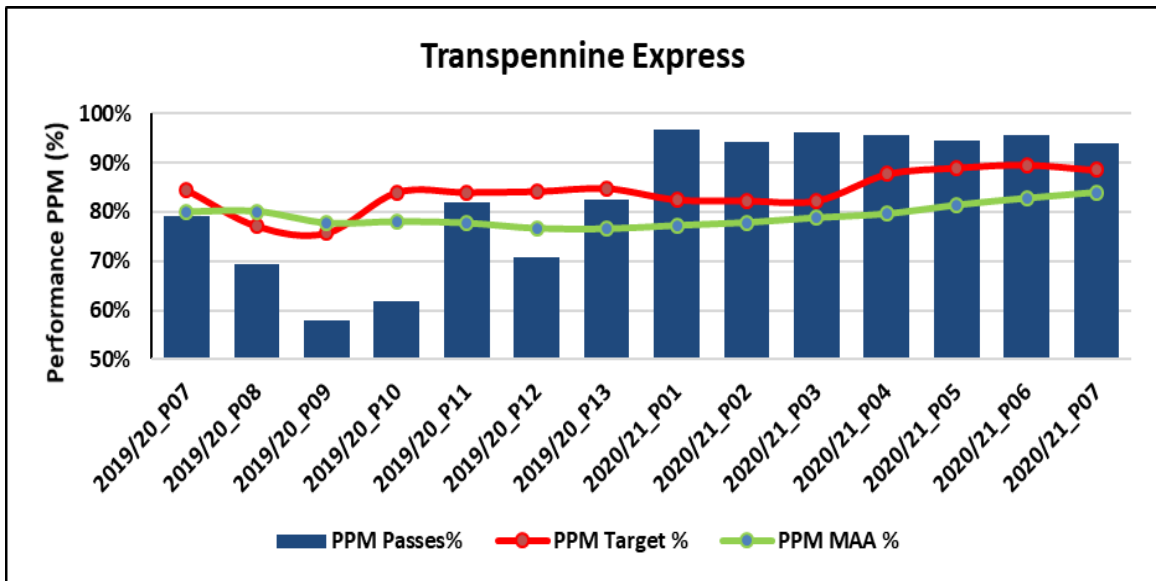
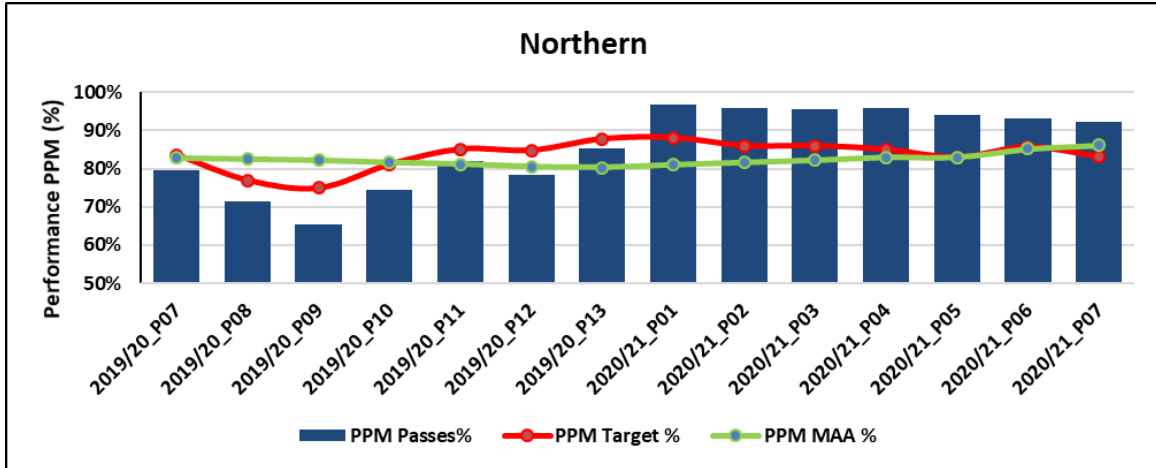
P11 – 21	P12 – 21	P13 – 21
10 January – 06 February	07 February – 06 March	07 March – 31 March

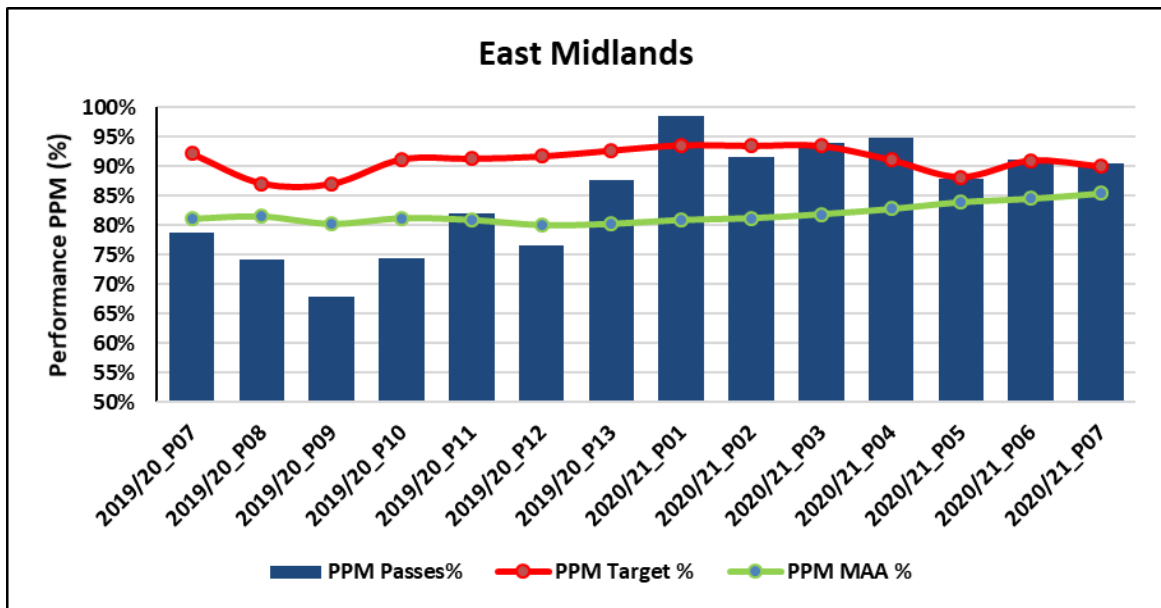
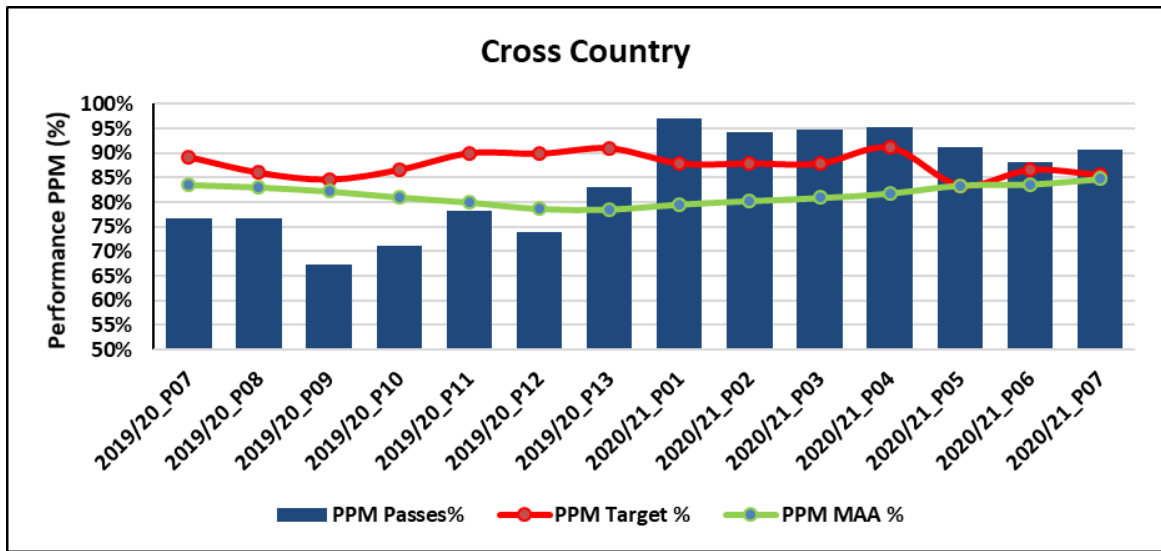
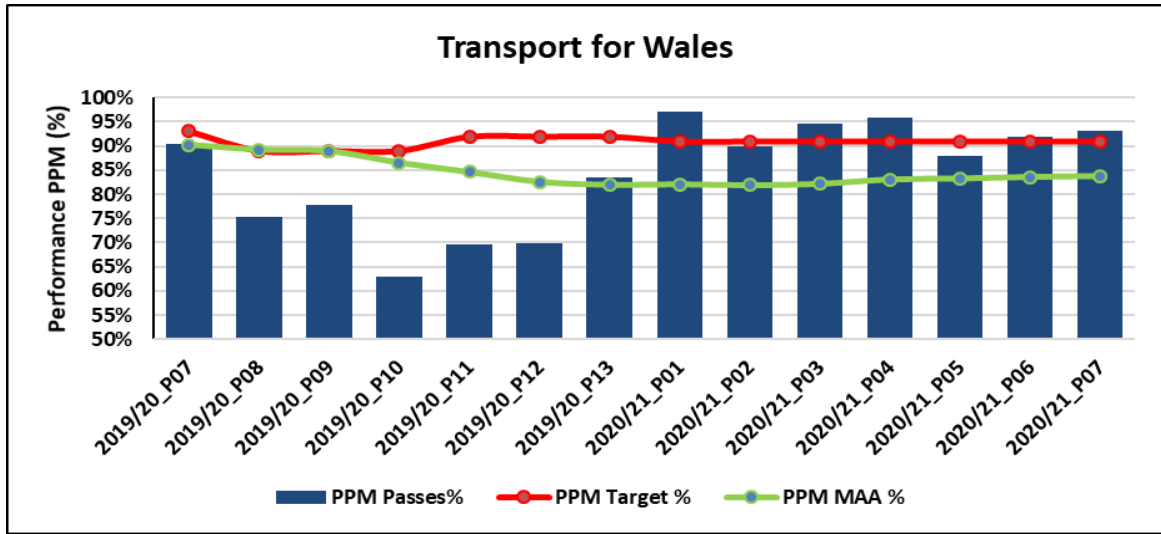
Appendix B – Train Services in Greater Manchester

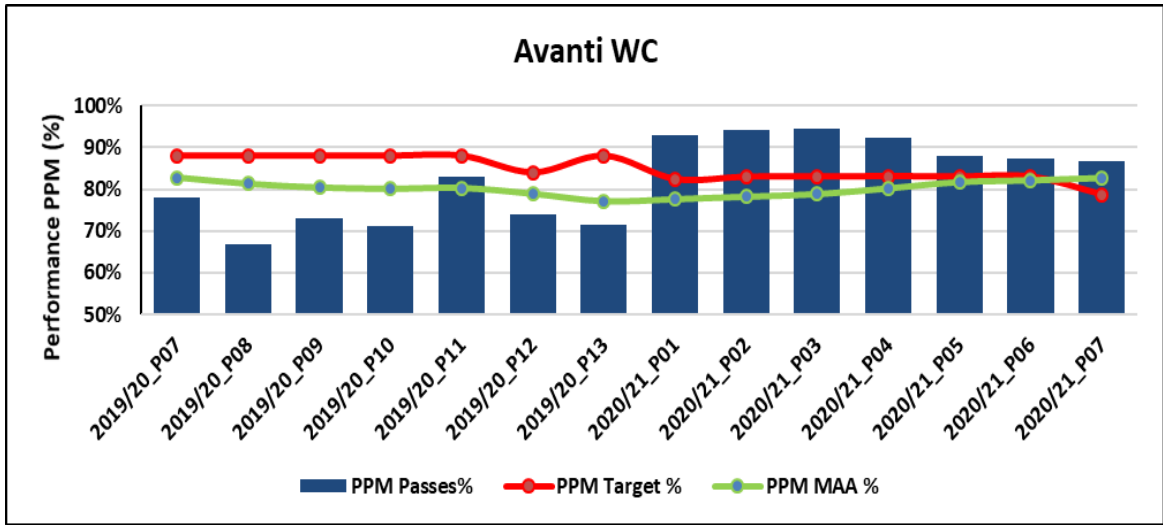


Appendix C – Individual TOC PPM vs Target and Moving Annual Average graphs

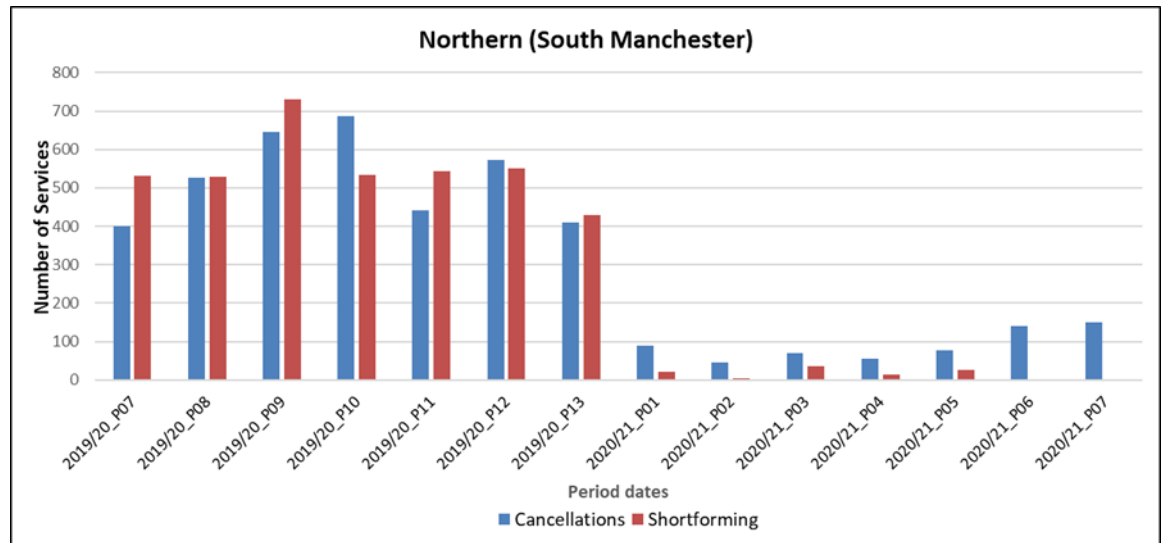
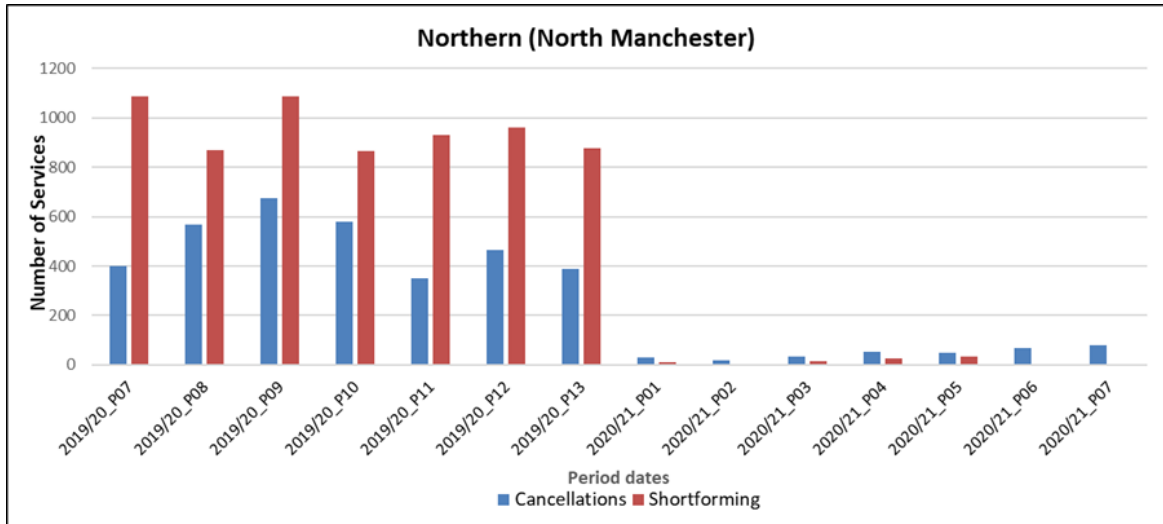
TOC PPM vs Target and Moving Annual Average graphs

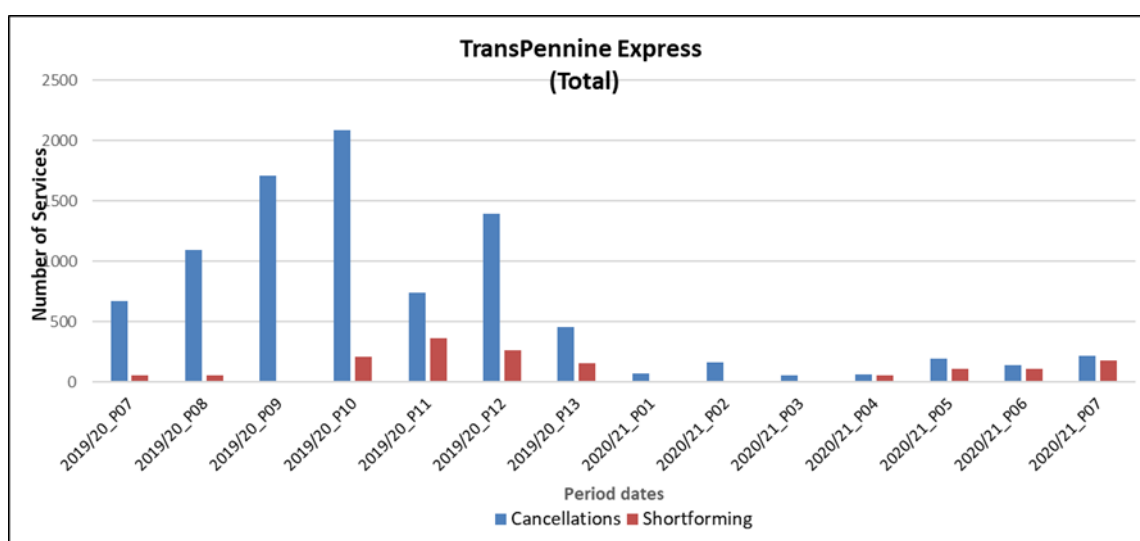






Northern and TPE Cancellations and Short forming graphs





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

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

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

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

Appendix E - September/December timetable route

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

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