

Greater Manchester Transport Committee

Date: 08 November 2019

Subject: Transport Network Performance September 2019

Report of: Bob Morris, Chief Operating Officer, TfGM

PURPOSE OF REPORT

This report provides an overview of Transport Network Performance in Greater Manchester for September 2019.

RECOMMENDATIONS:

Members are asked to note the contents of the report.

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Risk Management – not applicable

Legal Considerations – not applicable

Financial Consequences – Revenue – not applicable

Financial Consequences – Capital – not applicable

Number of attachments included in the report: 2

- Appendix A: Glossary
- Appendix B: Metrolink Performance
- Appendix C: Christmas Services

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?		None
GMTC	Overview & Scrutiny Committee	
Not applicable	Not applicable	

1 OVERVIEW

- 1.1 The Greater Manchester Transport Committee has a key role to oversee the provision of transport services including the performance of Metrolink, Bus and Rail Operators and the Strategic Highways Network on behalf of residents, businesses and visitors. The Committee also oversees the move towards the Our Network vision for an integrated transport network for Greater Manchester, as set out in the 2040 Transport Strategy.
- 1.2 This network performance report covers performance across all transport modes in Greater Manchester during September 2019.
- 1.3 This report also includes an update (APPENDIX C) on public transport provision during the 2019/20 Christmas and New Year period.

2 OVERALL NETWORK PERFORMANCE SUMMARY

- 2.1 Traffic volumes have increased in September after the summer holiday period and journey time reliability has as a consequence been impacted compared to August. Bus performance has also shown a downward trend, reflecting the trend in journey time reliability on the highway network.
- 2.2 Metrolink performance was poor in terms of both punctuality and operated mileage in the period due to issues surrounding tram availability and reliability.
- 2.3 Period-on-period improvements in Rail PPM and Right-Time performance for all six TOCs, however performance remains lower than in the same period last year.

3 NETWORK OVERVIEW

Events

- 3.1 The commencement of the football season including a number of evening fixtures have impacted on the highways network with additional traffic coming into the Regional Centre during the PM peak when the network is operating at near to capacity. At the beginning of the month the Extinction Rebellion protest, which closed off Deansgate and culminated in a day of action on the 2nd September, caused minimal disruption to the network predominantly due to the multi agency planning and mitigation strategies which preceded the event.
- 3.2 The Conservative Party Conference took place between 30 September and 02 October, resulting in a series of road closures and bus diversions, around the venue with a concurrent major Manchester United home fixture on the first evening. The conference attracted a number of protests and marches, which were again planned and mitigated successfully leading to less of an impact on the transport network.

Metrolink

- 3.1 Metrolink Network performance is published on the TfGM.com website, with individual line performance shown in addition to the overall network (APPENDIX B).
- 3.2 Metrolink performance has continued the below standard performance from August in terms of both punctuality and reliability. The major incident was an overhead line issue at MediaCity while tram availability and reliability problems continued in the period.

Rail

- 3.3 Rail Performance for all 6 TOCs serving Greater Manchester improved during the period, however it remains lower than the same period last year for Northern (-4.2%), TPE (-2.6%) and Virgin (-5.2%). Train unit issues/failures were responsible for 6 of the top 10 delay-causing incidents in the period and these have included snagging issues with Northern's new Class 195 units, in addition to problems reported on ageing Class 319 electric units.

- 3.4 The scheduled removal of Pacer trains from Greater Manchester services before the new year has now been delayed. Some units will remain in operation on a small number of routes into 2020.

Bus

- 3.5 Bus Performance worsened period on period reflecting increased traffic volumes and journey time reliability on the highway network overall. Following the transfer of bus services in Bolton from First Manchester to Diamond at the beginning of August, problems continue to be encountered, particularly at weekends, resulting in significant gaps in service. These issues continue to be raised with Diamond as a priority.
- 3.6 The number of Our Pass journeys has increased steadily during September; at the end of the month circa 50,000 Our Pass journeys per day were being made on the bus network, with relatively few issues experienced, reflecting a successful introduction of this initiative.

North Manchester Ticketing Scheme

- 3.7 Further to the acquisition of First Manchester's Queens Road depot in June 2019, Go North West entered into an agreement with First Manchester so that their respective products offered interoperability between services to preserve as much of the network benefit as possible.
- 3.8 The ticketing arrangement in place between Go North West and First Manchester, the 'North Manchester Ticketing Scheme', was extended to include Diamond Bus services following their acquisition of First Manchester's Bolton depot in August 2019.
- 3.9 This allowed use of each individual operators' tickets on each other's services, resulting in no disbenefit to passengers who had previously purchased First Manchester products and now needed to travel on services run by different operators.
- 3.10 The North Manchester Ticketing Scheme covers services operating in a number of GM Districts, including Bolton, Bury, Manchester, Salford, Oldham and Rochdale.
- 3.11 The three operators involved in the North Manchester Ticketing Scheme have reached agreement that the joint ticketing arrangement they have in place will end from 1 January 2020.

- 3.12 This will affect passengers who travel on services provided by different operators, when they previously travelled only on First Manchester services. For example, the current price of a 7-day mobile product, valid on Diamond Bus, First Manchester or Go North West services, is £16.00. The equivalent 7-day multi-operator product is currently £19.00.
- 3.13 For customers who have annual passes valid beyond 1 January 2020, the operators' have advised their intention is to refund, if asked, the pro-rata amount from 1 January 2020 until the pass end date.

Highways

- 3.14 Traffic volumes increased as the school summer holiday period came to an end at the beginning of September. This led to a deterioration in journey time reliability and an increase in average network delay; although the overall demand on the network is comparable with last year.
- 3.15 The MSIRR Regent Road / Water Street Phase 1 works are now, belatedly, nearing completion with traffic management having been lifted in a number of locations including Regent Road and Mancunian Way which has reintroduced much needed capacity on to the network in peak periods.
- 3.16 On 24 September the City Centre reached a near gridlocked situation caused in the main by roadworks on Medlock Street. This and other 'unplanned' activities and vehicle breakdowns, combined with heavy rainfall, resulted in up 90 minute delays to some journeys from and through the Regional Centre in the PM peak. Tweets were sent out and roadside VMS were updated throughout the evening to ensure customers were informed of the issues. Plans were put in place the following day by MCC to remove disruptive traffic management during the peak period to avoid a repeat of the disruption.

4 NETWORK PERFORMANCE SCORECARD

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	R	90%	89.9%	S
Metrolink Reliability	A	99%	98.1%	I
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	R	86.1%	82.9%	S
Northern Reliability (CaSL)*	R	6%	4.9%	W
Northern Right Time	R	55.1%	51.1%	I
TPE Punctuality (PPM)	R	84.5%	77.6%	S
TPE Reliability (CaSL)	R	5.84%	10.8%	W
TPE Right Time*	R	50%	35.0%	I
Network Rail Delay Minutes	R	33,505	41,639	I
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	97.6%	S
Commercial Bus Service Reliability	G	97.0%	97.4%	W
Subsidised Bus Service Reliability	G	97.0%	99.0%	S
Network Bus Overall Punctuality	G	80.0%	82.8%	S
Commercial Bus Overall Punctuality	G	80.0%	82.5%	W
Subsidised Bus Overall Punctuality	G	80.0%	83.1%	I
Network Bus Regularity	R	97.0%	95.5%	S
Commercial Bus Regularity	R	97.0%	95.5%	I
Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	87.4%	W
Highways Level of Delay (Average)	A	30.0%	37.7%	W
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Mar '19)	R	576	672	I
<i>* TfGM assumed targets set, to be finalised at a later date.</i>				

See Appendix A for glossary.

Reporting Periods: 1 – Period 6 (18 August to 14 September)
2 – September 2019

Trend key: W = Worsening, S= Stable, I = Improving

Glossary

Measure	Description	RAG thresholds
Metrolink Punctuality	Percentage of trams departing less than two minutes late.	GREEN if equal to or above 90% RED if less than 90%.
Metrolink Reliability	Percentage of planned miles operated.	Target for 2019 is 99%. RED if less than 97%. AMBER if 99% - 97%. GREEN if 99% or above.
Northern Punctuality (PPM)	PPM = Public Performance Measure. The percentage of services arriving at destination (having called at all scheduled stops) within 5 minutes of the planned arrival time.	GREEN if equal to or above the target. RED if below target.
Northern Reliability (CaSL)	CaSL= Cancelled and Significant Lateness. % of services part/fully cancelled or arriving at their destination later than 30 minutes after scheduled arrival time.	No industry targets set. RED if trend is worsening over consecutive periods. AMBER if stabilising of consecutive periods. GREEN if improving over consecutive periods.
TPE Reliability (CaSL)	CaSL= Cancelled and Significant Lateness. % of services part/fully cancelled or arriving at their destination later than 30 minutes after scheduled arrival time.	Target for Period 4 is 6%. RED if above target. AMBER if equal to target. GREEN if below target.
TPE Punctuality (PPM)	PPM = Public Performance Measure. The percentage of services arriving at destination (having called at all scheduled stops) within 10 minutes of the planned arrival time.	GREEN if equal or above the target. RED if below target.
Northern Right Time	% of recorded station stops where the train arrived less than one minute later than its advertised time.	Target for Period 4 is 52.3%. GREEN if above or equal to target. RED if below target.
TPE Right Time	% of recorded station stops where the train arrived less	No industry targets set. RED if trend is worsening over consecutive periods.

Measure	Description	RAG thresholds
	than one minute later than its advertised time.	AMBER if stabilising of consecutive periods. GREEN if improving over consecutive periods.
Network Rail Delay Minutes	Total number of Train Operator Delay minutes attributable to Network Rail.	GREEN if equal to or below the target. RED if above target.
Bus Service Reliability	Scheduled Service Reliability – measured by the percentage of observed bus departures from a given location compared to the service provision promised to the public.	GREEN if equal to or above the target. RED if below target.
Bus Overall Punctuality	Scheduled Service Punctuality – measured by the percentage of ‘on-time’ observed bus departures from a given location. The definition of an on-time departure is one which is between 60 seconds early and 5 minutes and 59 seconds late, inclusive.	GREEN if equal to or above the target. RED if below target.
Bus Regularity	Frequent Service Regularity – measured by the percentage of occasions where the gap between services is either over 2 times the service headway, or 10 minutes, whichever is the larger number. Service Regularity encapsulates both the reliability and punctuality aspect of a frequent service.	GREEN if equal to or above the target. RED if below target.
Highways Journey Time Reliability (JTR)	% of highway journeys completed within an ‘acceptable journey time’, defined as the typical journey time +25%.	GREEN > = 90% AMBER 80-90% RED < 80%

Measure	Description	RAG thresholds
Highways Level of Delay (Average)	The difference between the typical journey time (median) and the optimum journey time (5th percentile) during the peak period.	GREEN < 30% AMBER 30-50% RED >= 50%
Killed & Seriously Injured (KSI)	Number of people killed or seriously injured on GM roads.	GREEN if equal to or below the annual forecast projection. RED if above forecast. (DfT developed a forecast for KSI casualties, as part of the Road Safety Strategy. This forecast (based on a central projection) was for a 40% reduction in KSI casualties by 2020 against a 2005-09 baseline. For GM this was no more than 550 KSI per year casualties by 2020.)

Metrolink Performance Network Summary

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **18 August until 14 September 2019**

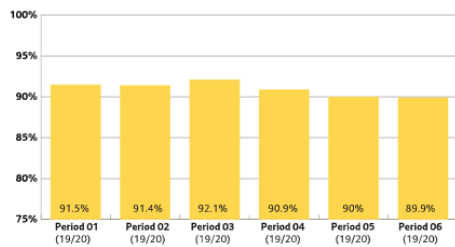
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

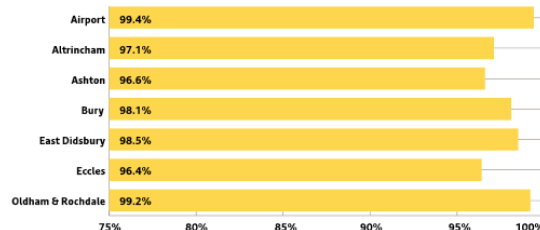
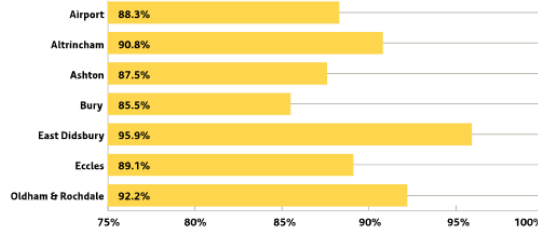
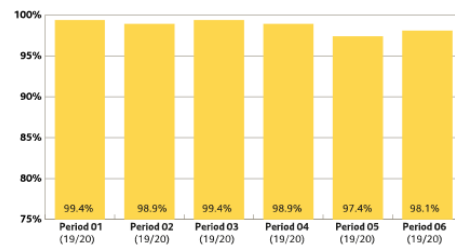
89.9%



Reliability

Percentage of planned miles operated.

98.1%



Cancellations

Journeys cancelled.

0.49% of all planned journeys.



Short journeys

Incomplete journeys.

0.54% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 30 September 2019



Metrolink is operated on behalf of
Transport for Greater Manchester by
KEOLIS amey
Metrolink

Christmas Services Update

1 INTRODUCTION

- 1.1 This update outlines public transport provision over the Christmas and New Year period from 23 December 2019 to 3 January 2020.
- 1.2 The update includes information that has been made available to date in respect of bus, Free Bus, Metroshuttle, rail, Metrolink, Local Link and Ring & Ride services. The update also outlines opening times for TfGM including Interchanges, Travelshops and its Customer Contact Centre (CCC).
- 1.3 The information included in this update may be subject to change and TfGM will ensure that its channels of communication are updated as and when further information is provided.

2 BUS

- 2.1 Legislation allows bus operators to submit variations to festive services up to 21 days prior to the holiday period. Officers continue to encourage bus operators to offer as wide a range of commercial services as possible and to make their intentions known from mid-October onwards. This allows TfGM to provide travel information for commuters, shoppers and all other public transport users well in advance of the festive period.
- 2.2 As of 22 October 2019, around half of operators had provided the information requested, and service information will be continually updated as and when it is received.
- 2.3 In general terms, the pattern of service follows previous years, whereby there will be earlier finishes from around 19:00 on Christmas Eve and New Year's Eve.
- 2.4 Stagecoach Manchester is the only operator to confirm that they will be operating a service (43 to Manchester Airport) on Christmas Day.
- 2.5 On Boxing Day and New Year's Day, some operators are considering running limited services and TfGM will make this information available once received.
- 2.6 Stagecoach Manchester will be operating some special service timetables until approximately 04:00 on New Year's Day morning
- 2.7 The table in Appendix 1 presents the latest information provided from bus operators.

3 FREE BUS AND METROSHUTTLE

- 3.1 There will be no Free Bus or Metroshuttle Services on Christmas Day.
- 3.2 Manchester Free Bus services will operate a Sunday timetable on Tuesday 24 December (Christmas Eve), Thursday 26 December (Boxing Day) and Wednesday 1 January (New Year's Day). Normal timetables will operate on all other days.
- 3.3 Bolton Metroshuttle buses will run normal timetables every day except Christmas Day, Boxing Day and New Year's Day.
- 3.4 Full details of Metroshuttle and Free Bus services, over the Christmas and New Year period are shown in Appendix 1.

4 LOCAL LINK AND RING & RIDE

- 4.1 The hours of operation are in line with previous years, with no service on Christmas Day, Boxing Day and New Year's Day. For Local Link, services finish early on Christmas Eve and New Year's Eve around 21:00.
- 4.2 A normal service will operate on all other days.
- 4.3 Full details of Local Link and Ring and Ride services can be found in Appendix 1.

5 TRAVELSHOPS AND BUS STATIONS

- 5.1 Details of opening hours are shown in Appendix 1. Travelshop information is also available on the website at www.tfgm.com.

6 RAIL

- 6.1 The pattern of service follows previous years, with no service on Christmas Day and earlier finishes on Christmas Eve and New Year's Eve. On Boxing day Northern will operate a Bolton to Salford Central shuttle service between approximately 0800 to 1800 hrs. No other train services will operate in GM.
- 6.2 Engineering works along the West Coast mainline will affect services operated by First (formerly Virgin) and TPE to Edinburgh from Friday 27 December. A replacement bus service will be in place for a number of the affected services.

- 6.3 Piccadilly station will be closed for heavy rail passengers on Boxing Day but will be accessible to Metrolink customers.
- 6.4 For full details on any Sunday cancellations for Northern services, customers are advised to go to www.nationalrail.co.uk.
- 6.5 Details of Northern Rail and First TransPennine Express rail services are detailed at Appendix 1, attached to this report.
- 6.6 Customers can access additional information on the National Rail website (www.nationalrail.co.uk), or by contacting National Rail Enquiries on 08457 48 49 50. TfGM's website will also provide further information for customers as soon as it becomes available.

7 METROLINK

- 7.1 From the 23 November to 22 December Metrolink will be extending the six minute frequency to 9pm between Thursday and Saturday and will increase capacity on Sundays with double trams on the Altrincham to Bury and East Didsbury to Shaw and Crompton lines. Metrolink will also be extending the last services by one hour on Friday and Saturday evenings across all lines throughout the festive period.
- 7.2 Services will finish earlier on Christmas Eve, with last trams scheduled to depart from 9pm. There will be no service on Christmas Day.
- 7.3 A Saturday service with an earlier finish time of midnight will operate on Boxing Day but will be strengthened in capacity to accommodate the football match at Old Trafford.
- 7.4 A normal service will be in operation on the days between Christmas and New Year. The service will be strengthened in capacity to accommodate the football match at Etihad Stadium on 29th of December.
- 7.5 A Saturday service will operate on New Year's Eve with last trams scheduled to arrive at their destination no earlier than 02:00 on New Year's Day. A Sunday service will operate on New Year's Day.
- 7.6 Normal services will resume on Thursday 2 January 2020. The proposed schedule is shown in Appendix 1.

8 PASSENGER INFORMATION

- 8.1 The TfGM website (www.tfgm.com) will be the primary source for travel information over the festive period.
- 8.2 As in previous years, passenger information will consist of summarising the level of service planned for each day of the festive period and directing customers to TfGM's website or alternatively to call TfGM's Customer Contact Centre.
- 8.3 The normal opening times for the contact centre are 07:00 to 20:00 Mondays to Fridays and 08:00 to 20:00 on Saturdays, Sundays and Bank Holidays. Proposals for opening times for the contact centre over the festive period will be similar to those of last year and are detailed in Appendix 1.
- 8.4 In addition to the above arrangements, a pocket information guide will be available. This provides a summary of service levels for buses, trains and trams. The main message will be that for public transport information, people should visit the TfGM website and access the My TfGM journey planner. The call centre opening times and Travelshop opening times will also be listed as well as social media channels.
- 8.5 This pocket guide will be available online and widely distributed through Travelshops, rail stations and through the established network of distribution outlets across Greater Manchester. Production of the guide is currently underway to ensure distribution by early December.
- 8.6 Finally, all service information will be provided to the National Dataset which will feed the My TfGM journey Planner as well as other third-party systems. This will provide customers with accurate and up to date travel information throughout the festive period.

APPENDIX 1: Public transport arrangements for Christmas and the New Year holiday period 2018/19

DATE	BUS OPERATOR PROPOSALS SUPPLIED TO DATE	FREE BUS AND METROSHUTTLE	LOCAL LINK	RING AND RIDE	RAIL	METROLINK	TRAVELSHOP OPENING TIMES	BUS STATIONS	TfGM's Customer Contact Centre (CCC)
Tuesday 24/12/19 <i>Christmas Eve</i>	Weekday or Saturday service with early finish from 19:00	Sunday service on Manchester Free Bus	Normal service until 21:00	Normal service	Normal Monday-Friday service with Run-down of Northern services from early evening. No alterations are yet proposed on FTPE. 2tph between Manchester Piccadilly and London Euston compared to the usual 3 trains per hour.	Tuesday timetable with last trams to leave termini no earlier than 21:00 hours.	Altrincham 06:40 – 17:10. Eccles 07:30 – 16:00. Middleton Stockport, & Wythenshawe 08:30 – 16:00. Hyde closed. All other Travelshops 07:00 – 16:00	Manchester Airport 06:00 – 18:00 Intu Trafford Centre 07:00 – 19:30 All other bus stations 07:00 – 18:00	Open 08:00 - 18:00
Wednesday 25/12/19 <i>Christmas Day</i>	No service except special service 43 (Manchester to Airport)	No service	No service	No service	No service	No service	Closed	Closed	Closed
Thursday 26/12/19 <i>Boxing Day</i>	Special services on some routes only from approx. 09:00 – 17:00.	Sunday service on Manchester Free Bus.	No service	No service	No service	A Saturday service with an earlier finish time of midnight will operate on Boxing Day but will be strengthened in capacity to accommodate the football match at Old Trafford (17:30 kick off).	Closed	Bolton 10:00 – 18:00 Intu Trafford Centre 08:00 – 20:30 Manchester Airport 08:00 – 18:00 All other bus stations closed	Open 08:00 – 18:00
Friday 27/12/19	Weekday or Saturday services	Normal service	Normal service	Normal service	No services to/from or through Manchester Victoria station. Rail	Normal service		Hyde 07:00 – 19:00	Open 07:00 to 20:00

DATE	BUS OPERATOR PROPOSALS SUPPLIED TO DATE	FREE BUS AND METROSHUTTLE	LOCAL LINK	RING AND RIDE	RAIL	METROLINK	TRAVELSHOP OPENING TIMES	BUS STATIONS	TfGM's Customer Contact Centre (CCC)
					<p>replacement bus services will operate between Victoria and Stalybridge/Rochdale/Salford Central</p> <p>Engineering work will close the line between Warrington Central and Widnes. Local stopping services will operate between Manchester Oxford Road and Warrington Central with other services diverted via Newton-le-Willows.</p> <p>2 trains per hour between Manchester Piccadilly and London Euston compared to the usual 3tph</p> <p>Some late-night service alternations. See website for details: www.northernrailway.co.uk or http://www.tpexpress.co.uk/your-journey/changes-to-train-times/</p>		<p>Altrincham 08:00 – 20:20.</p> <p>Eccles 07:30 – 16:00.</p> <p>Hyde, & Middleton 08:30 – 16:00.</p> <p>Piccadilly & Shudehill 7:00 – 18:00.</p> <p>All other Travelshops 07:00 – 17:30.</p>	<p>Manchester Airport 06:00 – 22:00</p> <p>Wythenshawe 07:00 – 21:00</p> <p>Intu Trafford Centre 07:00 – 24:00</p> <p>All other bus stations 07:00 – 23:00</p>	
Saturday 28/12/19	Normal service	Normal service	Normal service	Normal service	No services to/from or through Manchester Victoria station. Rail replacement bus services will operate between Victoria and	Normal service	<p>Altrincham 07:10 – 20:20.</p> <p>Ashton & Oldham 08:00 – 17:30.</p>	<p>Manchester Airport 06:00 – 22:00</p>	Open 08:00 to 20:00

DATE	BUS OPERATOR PROPOSALS SUPPLIED TO DATE	FREE BUS AND METROSHUTTLE	LOCAL LINK	RING AND RIDE	RAIL	METROLINK	TRAVELSHOP OPENING TIMES	BUS STATIONS	TfGM's Customer Contact Centre (CCC)
					<p>Stalybridge/Rochdale/Salford Central</p> <p>Engineering work will close the line between Warrington Central and Widnes. Local stopping services will operate between Manchester Oxford Road and Warrington Central with other services diverted via Newton-le-Willows.</p> <p>See website for details: www.northernrailway.co.uk or http://www.tpexpress.co.uk/your-journey/changes-to-train-times/</p>		<p>Bury & Leigh 07:00 – 17:30.</p> <p>Eccles 08:00 – 15:30</p> <p>Piccadilly & Shudehill 07:00 – 18:00</p> <p>All other Travelshops 08:30 – 16:00</p>	<p>Hyde 07:00 – 19:00</p> <p>Wythenshawe 07:00 – 21:00</p> <p>Intu Trafford Centre 07:00 – 24:00</p> <p>All other bus stations 07:00 – 23:00</p>	
Sunday 29/12/19	Normal service	Normal service	Normal service	Normal service	<p>Engineering work is taking place around Warrington Central. It is not yet known how train services will be affected by this.</p> <p>See website for details: www.northernrailway.co.uk or http://www.tpexpress.co.uk/your-journey/changes-to-train-times/</p>	Normal service strengthened in capacity to accommodate the football match at Etihad Stadium (kick off 18:00).	<p>Altrincham 09:20 – 16:50</p> <p>Piccadilly & Shudehill 10:00 – 17:30</p> <p>All other Travelshops closed.</p>	<p>Manchester Airport 10:00 – 17:00</p> <p>Altrincham 09:10 – 17:10</p> <p>Piccadilly 11:00 – 14:00</p> <p>Shudehill 07:00 – 18:00</p> <p>Intu Trafford Centre 07:00 – 24:00</p> <p>Eccles, Hyde & Wythenshawe close.</p>	Open 08:00 to 20:00

DATE	BUS OPERATOR PROPOSALS SUPPLIED TO DATE	FREE BUS AND METROSHUTTLE	LOCAL LINK	RING AND RIDE	RAIL	METROLINK	TRAVELSHOP OPENING TIMES	BUS STATIONS	TfGM's Customer Contact Centre (CCC)
								All other bus stations 10:00 -17:00	
Monday 30/12/19	Weekday or Saturday services	Normal service	Normal service	Normal service	Engineering work is taking place around Warrington Central. It is not yet known how train services will be affected by this. 2 trains per hour between Manchester Piccadilly and London Euston compared to the usual 3 trains per hour. See website for details: www.northernrailway.co.uk or http://www.tpexpress.co.uk/your-journey/changes-to-train-times/	Normal service	Altrincham 06:40 – 20:20. Eccles 07:30 – 16:00 Hyde & Middleton – 08:30 – 16:00 Piccadilly & Shudehill 07:00 – 18:00. All other Travelshops 07:00 – 17:30.	Manchester Airport 06:00 – 22:00 Hyde 07:00 – 19:00 Wythenshawe 07:00 – 21:00 Intu Trafford Centre 07:00 – 24:00 All other bus stations 07:00 – 23:00	Open 07:00 to 20:00
Tuesday 31/12/19 <i>New Year's Eve</i>	Weekday or Saturday service with early finish from around 19:00 hours onwards Special evening/night services on limited routes until approximately 04.00	Normal service	Normal service until 21:00	Normal service	Engineering work is taking place around Warrington Central. It is not yet known how train services will be affected by this. See website for details: www.northernrailway.co.uk or http://www.tpexpress.co.uk/your-journey/changes-to-train-times/	Saturday Timetable with last trams arriving at their termini no earlier than 02:00 on New Year's Day.	Altrincham 06:40 – 17:10 Eccles 07:30 – 16:00 Hyde, Middleton, Stockport, Wythenshawe, 08:30 – 16:00 All other Travelshops 07:00 – 16:00	Manchester Airport 06:00 – 18:00 Intu Trafford Centre 07:00 – 19:30 All other bus stations 07:00 – 18:00	Open 08:00 to 18:00

DATE	BUS OPERATOR PROPOSALS SUPPLIED TO DATE	FREE BUS AND METROSHUTTLE	LOCAL LINK	RING AND RIDE	RAIL	METROLINK	TRAVELSHOP OPENING TIMES	BUS STATIONS	TfGM's Customer Contact Centre (CCC)
					Rundown for Northern Services from early evening				
Wednesday 01/01/20 <i>New Year's Day</i>	Special services on limited routes only, mostly between 09:00 and 18:00	Sunday service on Manchester Free Bus.	No service	No service	Engineering work is taking place around Warrington Central. It is not yet known how train services will be affected by this. See website for details: www.northernrailway.co.uk or http://www.tpexpress.co.uk/your-journey/changes-to-train-times/	Sunday service strengthened in capacity to accommodate the football match at Etihad Stadium (kick off 17:30).	Altrincham 09:20 – 16:50. All other Travelshops closed.	Manchester Airport 06:00 – 18:00 Altrincham 09:10 – 17:10 Intu Trafford Centre 07:00 – 19:30 All other bus stations closed	Closed
Thursday 02/01/20	Normal weekday service resumes	Normal weekday service resumes	Normal weekday service resumes	Normal weekday service resumes	Normal service	Normal service	Normal opening times resume.	All bus stations are open as normal.	Open 08:00 to 20:00
Friday 03/01/20	Normal weekday service	Normal weekday service resumes	Normal weekday service	Normal weekday service	Normal Service	Normal service		Normal service resumes	Normal Service resumes