

**Greater Manchester Transport Committee**

Date: 13 March 2020

Subject: Rail Performance Report

Report of: Bob Morris, Chief Executive Officer, TfGM

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**PURPOSE OF REPORT**

To provide Members with an update on rail performance in Greater Manchester from Rail Period 10, 2019/20 to Rail Period 11, 2020/20 (08 December 2019 – 01 February 2020).

**RECOMMENDATIONS:**

Members are asked to note the contents of the report.

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**RISK/ FINANCIAL/ LEGAL CONSEQUENCES/DETAILS**

Risk Management – N/A  
 Legal Considerations – N/A  
 Financial Consequences – N/A  
 Financial Consequences – Capital - N/A

**BACKGROUND PAPERS:**

- GMTC Rail Performance Report, 17 January, 2020
- GMTC Rail Performance Report, 13 September, 2019
- GMCA Rail Performance Report, 01 March, 2019

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
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
GMTC	Overview & Scrutiny Committee	
N/A	N/A	

## **1 INTRODUCTION**

- 1.1 This report provides a summary of rail network performance in Greater Manchester (GM), focusing on performance from Rail Period 10, 2019/20 to Rail Period 11, 2020/20 (08 December 2019 – 01 February 2020).

## **2 BACKGROUND AND OVERVIEW**

- 2.1 Overall rail performance for all operators in GM has improved in Periods 10 and 11, with the Public Performance Measure (PPM) for both Northern's Central Region and TransPennine Express increasing by 16.6% and 24.1%, respectively since Period 9 (10 November – 08 December 2019). Despite this, performance for both operators remains adverse to target and worse than the corresponding periods last year.
- 2.2 Since Period 9, Network Rail's total delay minutes within its Manchester Delivery Unit have reduced and remained stable over Periods 10 and 11. Infrastructure delay increased in Period 10 but declined in Period 11, which saw a large increase in 'Other delay', largely caused by incidents of trespass and fatality.
- 2.3 New timetables came into effect on 15 December 2019. These featured incremental changes for Northern services, aimed at maintaining stability. Northern's peak time services between Huddersfield – Manchester were withdrawn and Southport services began to operate all day to Alderley Edge via Bolton. For TPE, new Scottish services from Liverpool to Glasgow were introduced and Newcastle services extended to Edinburgh.
- 2.4 Both Northern and TPE have continued to experience delays in the delivery of new rolling stock and the need for this to be put into passenger service as quickly as possible has resulted in condensed timescales for driver training. This continues to cause driver shortages for both Northern and TPE. For Northern, this had been exacerbated by the lack of a rest day working agreement for its drivers in Central and West regions, resulting in multiple planned and un-planned cancellations on Sundays across Greater Manchester. Various routes were affected, with bus replacement, other operators' services or Metrolink ticket acceptance being put into place. This has now been resolved through a new productivity agreement, which saw Sunday services return to a near normal level from 26 January, 2020. For TPE, thirty-two of its planned new Scottish services were withdrawn as it implemented an amended timetable, due to the availability of both new rolling stock and trained crew. These have subsequently been reintroduced.
- 2.5 A series of unprecedented major incidents took place during the first week of the December timetable in Period 10, which significantly affected performance. These included a unit derailed at a depot, damaged OHLE resulting from a tree blown onto it, a ram-raid at Wigan North Western station, a broken down train at Piccadilly, track circuit failures at Castleton and a withdrawal of labour at Victoria after a threatened assault on staff. These

all resulted in the worst week of performance since the start of both Northern and TPE's franchises.

- 2.6 Further to this, increases in staff sickness in the lead up to Christmas (by 30% for Northern compared to 2018) led to additional late-notification service cancellations. On Christmas Eve, this resulted in Northern pre-cancelling 95 Greater Manchester services, with a further 201 cancelled in advance of 27 December.

### **3 Interim arrangements for the Operator of Last Resort (OLR) and Northern Rail.**

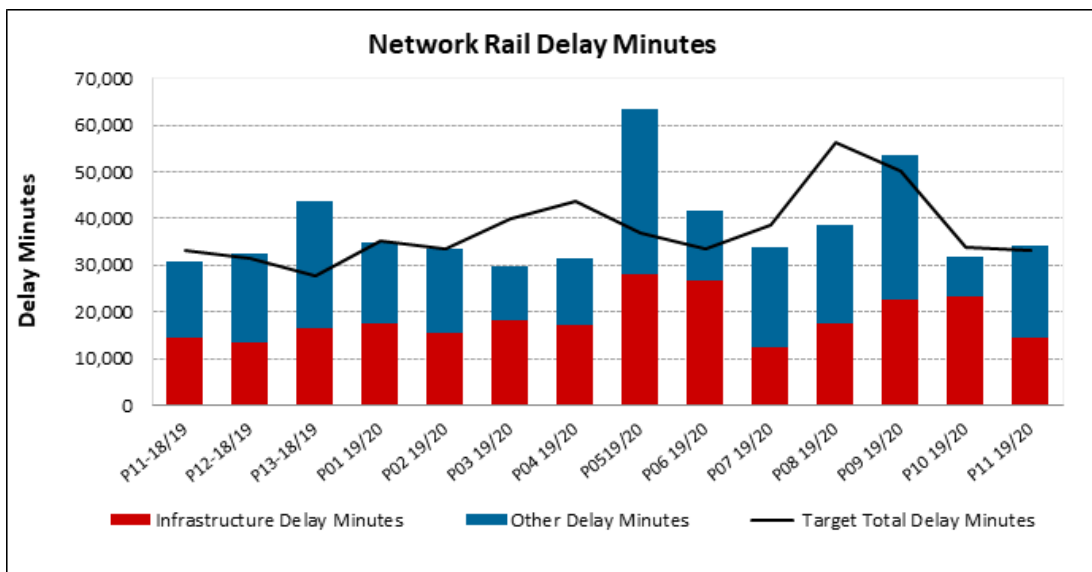
- 3.1 The OLR took over the Northern Rail Franchise on 1 March 2020.
- 3.2 The OLR is governed by Directly Operated Holdings Ltd (DOHL) which is a company owned wholly by the Secretary of State for Transport. The DOHL board is appointed by the Secretary of State and consists of five directors, including a Chair (Richard George), and a CEO (Robin Gisby)
- 3.3 The OLR will operate services under the name 'Northern Trains Ltd', however the change of ownership will have very little (if any) immediate impact on passengers. Nick Donovan has been appointed as the new Managing Director of Northern Trains Ltd.
- 3.4 The Northern network is huge and complex – serving over 108 million passenger journeys a year on 2800 daily services, calling at 528 stations. Because of this complexity and the fact that many of Northern's problems are infrastructure-related there will be two main activities:
- DOHL to prepare a plan in their first 100 days. This will be a top to bottom review of everything from operational management, to rostering patterns and, most critically, customer experience. This will gather detailed and accurate information about the business and establish a budget and business plan to which the business can operate, whilst the wider and longer-term arrangements are developed.
  - DOHL to work with Network Rail and build a comprehensive new masterplan to review congestion around Manchester.
- 3.5 In addition the Secretary of State has committed to delivering real and tangible improvements across the network as quickly as possible, and will introduce a series of measures including;
- introduce a number of electric trains from elsewhere on the network, boosting capacity for commuters into Manchester and Leeds
  - lengthening platforms at 30 stations by the spring, in addition to the 30 already completed, to allow longer trains to run

- all existing trains will be deep-cleaned and the approach to cleaning reviewed to ensure passengers experience the service they deserve from the first train to the last
- building on the recent agreement with ASLEF and improve the reliability of Sunday services

## 4 NETWORK RAIL PERFORMANCE

4.1 Network Rail operates the UK’s railway infrastructure, including track, signalling, level crossings and major stations. The performance of railway infrastructure is measured by the number of minutes that trains are delayed by infrastructure failures or external issues such as weather-related events, trespass, theft, vandalism and suicide on the railway.

4.2 The chart below illustrates Network Rail delay minutes in its Manchester Delivery Unit over the past 14 periods, split by Infrastructure and Other (or ‘external’) causes, as above. Over the past few months, ‘Other delay’ has significantly increased, and now accounts for over 50% of total Network Rail delay minutes. This is largely due to increases in trespass, fatality and threatened suicide on the railway, along with increased incidences and severity of extreme weather events. This peaked in Periods 5 and 9, largely due to extensive flooding across the region.



4.3 Period 10 experienced a rise in infrastructure delay, with OHLE issues at Ardwick on 13 December causing almost 6,000 minutes delay and 110 cancellations alone. Additionally, a signalling failure at Salford on 20 December was responsible for over 1,500 minutes delay.

4.4 In Period 11, infrastructure delay decreased but ‘Other Delay’ rose; this included two fatalities and a case of threatened suicide on the local network.

## SIGNIFICANT LOCAL INCIDENTS IMPACTING PERFORMANCE

Date (Period)	Location	Incident	Operational Impacts (Delay minutes and cancellations)	
13 Dec (P10)	Astley	Flooding	2,840 mins	6 part and 6 full cancellations
13 Dec (P10)	Ardwick junction	OHLE failure	5,886 mins	78 part and 32 full cancellations
19 Dec (P10)	Manchester Vic	Suspended Working	7,945 mins	67 part and 19 full cancellations
16 Jan (P11)	Manchester Oxford Road	Axle counter failure	3,367 mins	12 part and 6 cancellations
20 Jan (P11)	Cheadle Hulme	Possession overrun	2,316 mins	12 part and 2 cancellations
29 Jan (P11)	Astley	Suicidal Person	2,213 mins	20 part and 1 cancellation
30 Jan (P11)	Cheadle Hulme	Fatality	1,515 mins	14 part cancellations

- 4.5 Network infrastructure capacity constraints and the lack of timetable resilience causes an increase in reactionary delay to incidents. Train operations in Greater Manchester are also adversely affected by incidents occurring well beyond our region. Late running long distance services and the effect of regulation prioritising these over local services continues to impact performance, notably in South Manchester.

## SIGNIFICANT NETWORK INCIDENTS AFFECTING GM PERFORMANCE

Date (Period)	Location	Incident	Operational Impacts (Delay minutes and cancellations)
13 Dec (P10)	Birmingham	Trespass	2,631 mins delay, 40 part and 6 full cancellations.
06 Jan (P11)	Penrith	Fatality	4,637 mins delay, 17 part and 4 full cancellations.
10 Jan (P11)	Rugby	Locomotive failure	2,779 mins delay, 28 part and 8 full cancellations.
16 Jan (P11)	Lancaster	OHLE dewirement	4,713 mins delay, 153 part and 55 full cancellations.
18 Jan (P11)	Crewe	Fatality	2,588 mins delay, 22 part and 6 full cancellations.

23 Jan (P11)	Watford	Points failure	4,039 mins delay, 21 part and 17 full cancellations.
14 Feb (P12)	Bamford	Track defect	2,420 mins delay, 17 part and 4 full cancellations.

## 5 NETWORK RAIL ROUTE CRIME

- 5.1 Criminal activity on the rail network includes trespass, vandalism, threatened suicide, fatality and cable theft. Network Rail is responsible for these causes of delay. Physical mitigation includes enhanced platform end and trackside fencing, fixed and mobile CCTV (including intelligent monitoring systems) and bridge spiking.
- 5.2 Engagement with local agencies, including the Samaritans and mental health groups continues and, additionally, BT Police has an officer stationed at Network Rail's control centre. BTP also formally joined the travelsafe partnership in January.
- 5.3 The table below details the number of various incidents and minutes delay caused in Periods 10 and 11 in Network Rail's Manchester area.
- 5.4 Delays as a result of criminal incidents on the railway fell in Period 10 but increased subsequently in Period 11, due to the nature and length of trespass incidents (including a threatened suicide) and a further two fatalities across the network.

Category	P09 2019/20 Incidents (Mins)	P10 2019/20 Incidents (Mins)	P11 2020 Incidents (Mins)
Trespass	31 (2,487)	26 (886)	26 (4,743)
Vandalism	2 (29)	-	4 (170)
Fatality	3 (7,761)	-	2 (1,593)
<b>Total</b>	<b>36 (10,277)</b>	<b>26 (886)</b>	<b>32 (6,506)</b>

## 6 NETWORK RAIL UPDATES

### Piccadilly Station – One Team

- 6.1 Network Rail and TOC's at Piccadilly have been working to introduce new dedicated team on Platforms 13/14 at Manchester Piccadilly, responsible for customer service, passenger assistance and safety/security on these platforms. The aim is to run these platforms as a 'station within a station', improving the passenger environment, safety and train performance.
- 6.2 Staff will be wearing a new One Team hi-vis tabard (Network Rail and TOCs). This is Intended to improve visibility of staff and which, combined with joint 'One Team Piccadilly' training, will ensure that all colleagues can work with passengers regardless of which operator they are travelling with.
- 6.3 Improvements to the lighting on platforms and hundreds of additional seats for passenger use have also been completed by Network Rail.

### **Spring weekend upgrades on the West Coast Mainline**

- 6.4 Network Rail will be delivering a multi-million-pound programme of maintenance and renewal work on the West Coast Mainline over 10 weekends between April and June this year impacting on GM rail service.
- 6.5 Engineers will refurbish or renew more than 17 kilometres of track at 20 locations along the line. Therefore, passengers looking to travel over the upcoming bank holiday weekends are being reminded to plan ahead, as major engineering work takes place on the West Coast main line between London and Scotland.
- 6.6 The key weekends of Railway Upgrade Plan work, agreed with the rail industry , are as follows:
- 10 – 13 April (Easter weekend)
  - 2 – 3 May
  - 9 – 10 May (after VE Day bank holiday Friday)
  - 23 – 25 May (late May bank holiday)
  - 10 weekends of work between Carstairs and the border in Scotland (Saturday 4 April – Sunday 7 June)
- 6.7 The vital upgrades will help to make the railway more reliable and improve future journeys. In advance passenger are urged to check before travelling at the National Rail website: [www.nationalrail.co.uk/westcoast](http://www.nationalrail.co.uk/westcoast).

### **GM specific updates**

#### Slade Lane, Levenshulme Bridge Upgrade

- 6.8 Network Rail staff have been working on a £650,000 upgrade to the Slade Lane, Levenshulme bridge. The works aim to restrengthen the bridge making it into a more reliable part of the Great North Rail Project.



### Bredbury Car Park

- 6.9 Northern and Network Rail are working together to deliver a £40,000 investment to improve the car parking and drainage facilities at Bredbury.

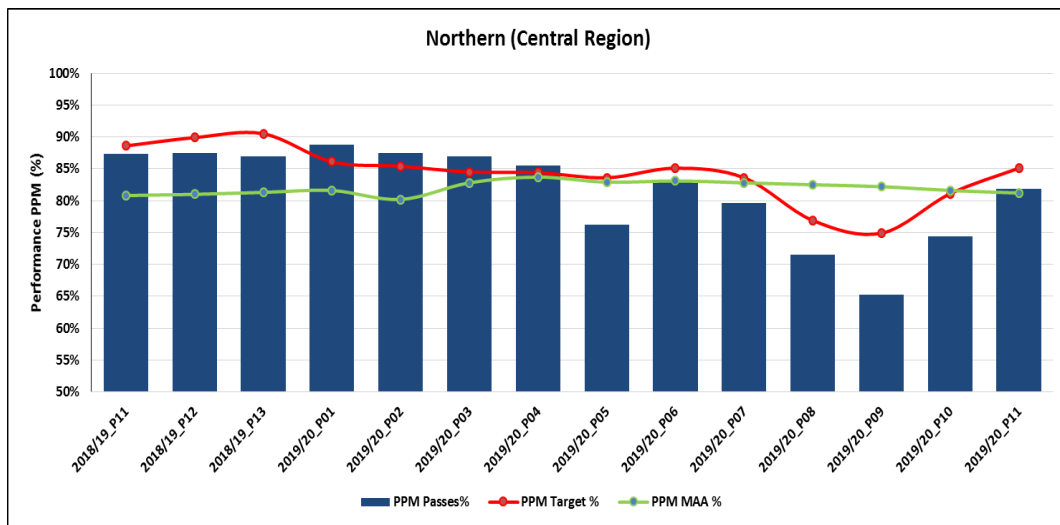
### Stalybridge

- 6.10 Network Rail continue with there trespass and vandalism prevention activities in the Stalybridge area, this includes better fencing and community activities. Stalybridge is one of the biggest hotspots that affects the reliability and performance of services in Greater Manchester.
- 6.11 Members are invited to raise any specific infrastructure items with Network Rail.

## **7 TRAIN OPERATOR PERFORMANCE METRICS**

- 7.1 Train operators, including Northern and TransPennine Express (TPE), have performance regimes with annual and period targets for:
- Public Performance Measure (PPM) – previous rail industry standard measure for trains arriving at destination within 5 mins (Northern and Transport for Wales) or 10 mins (TransPennine Express and other long-distance operators) of the advertised timetable. Northern and TPE are measured contractually using this metric.
  - Right Time – the industry measure from 01 April 2019, where a train is classed as right time within one minute of its scheduled arrival. Figures quoted in this report are for right time arrivals at final destination stations unless otherwise stated.
  - Cancellations and Significant Lateness (CaSL) - the proportion of trains which arrive at their final destination greater than 30 minutes from planned arrival or are full/part cancelled or incur missed stops.

## 8 NORTHERN PERFORMANCE



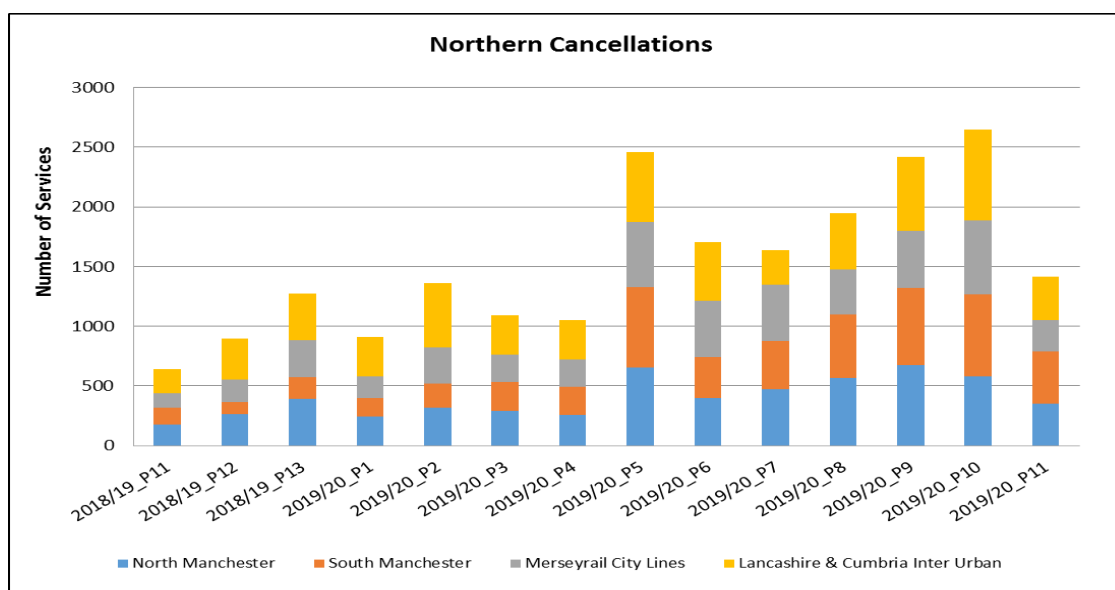
- 8.1 Since the start of the franchise in April 2016, PPM has declined from a moving annual average (MAA) of 89.3% to 81.2% for Northern's Central Region services. PPM has recovered from a franchise low of 65.3% in Period 9 to 74.4% in Period 10 and 81.9% at the end of Period 11.
- 8.2 Right Time performance for Northern in its Central region declined from 58.8% in Period 1 (01 April – 27 April 2019) to just 30.8% in Period 9 (see graph in Section 11). It has since recovered slightly, finishing at 49.3% in Period 11. Performance, however, remains well below target and is 5.4% worse than in the same period of last year.
- 8.3 In Period 11, the largest proportion of delay to Northern's services is a result of delay caused by itself (crew, fleet, operations) at 44.8%. Network Rail caused delay has fallen from 50.8% in Period 11 last year to 41.8% this year, other TOCs (and freight companies) delay was responsible for 13.4% of Northern's total delay. The high delay being attributed to itself is likely due to on-going fleet and crew availability issues.
- 8.4 Fleet problems with older trains, notably the electric Class 319s (now almost 30 years old) have been compounded by technical issues with newer fleet. Whilst initial issues with Class 195 diesels now appear to have been resolved, there are on-going snagging issues with electric Class 331 units.

### Northern Cancellations

- 8.5 Northern currently has around 70% of its drivers trained on new rolling stock and cancellations due to crew availability have fallen in Period 11. An agreement on rest day working in Northern's Central and West regions, as part of a productivity package, has seen restoration of most Sunday services since 02 February, 2020. Until this time, Northern had

pre-planned an average 92 service cancellations every Sunday across Greater Manchester, with a further average of 89 trains per Sunday being cancelled on the day.

- 8.6 Services had been pre-cancelled regularly on the following GM routes; Wigan – Stalybridge, Southport – Blackburn, Victoria – Blackpool North, Victoria – Clitheroe via Bolton, Hadfield – Piccadilly and Manchester – Crewe. Other train services and bus replacement were available for affected routes and TfGM assisted with Metrolink ticket acceptance being put into place for Ashton and Rochdale services.
- 8.7 Cancellations for Northern’s four service groups spiked in Period 10, largely as a result of on-going driver training programme and the lack of rest day working agreement. Further to this a number of major incidents during the first week of the December timetable change significantly impacted performance and as a result cancellations.
- 8.8 The unacceptable level of cancellations during Period 10 was compounded by a sharp rise in reported staff sickness. For Northern as a whole, 1,700 incidences of sickness were reported in December 2019, a 30% increase on the 1,300 in 2018.
- 8.9 In Period 11 there was a significant decrease in cancellations, largely due to improved performance and the productivity agreement between Northern and ASLEF and its drivers being put into place. However, despite the fall these figures are still adverse to targets.

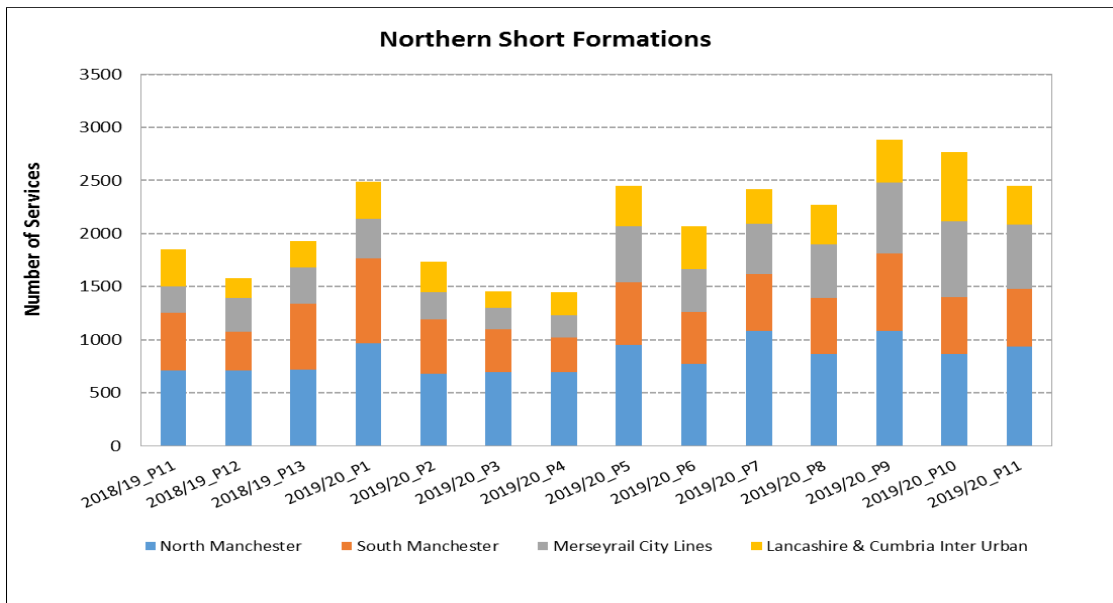


### Northern Short Forming

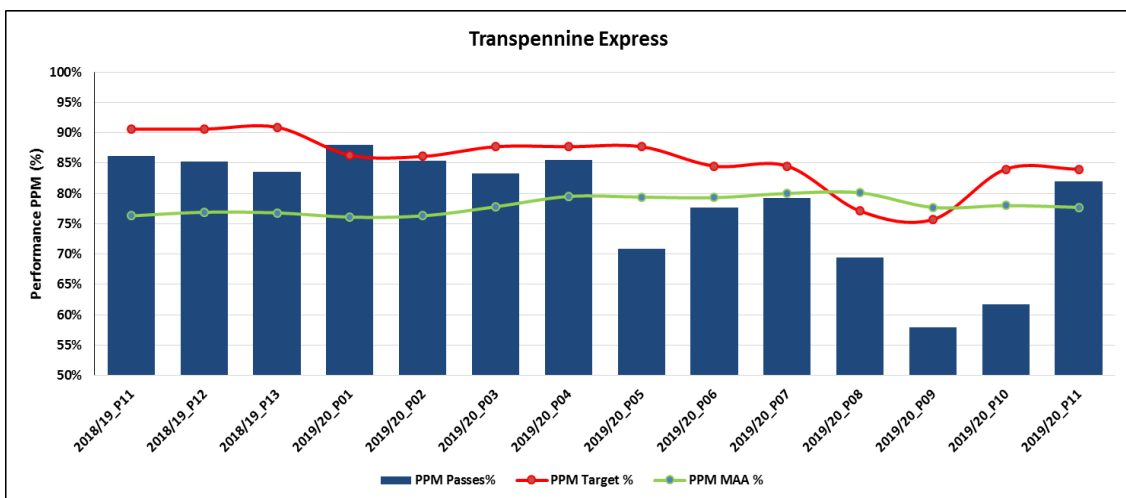
- 8.10 Short forming occurs when services operate with fewer (or different) carriages than planned. Rather than cancel services, short forming represents a less disruptive option, although can cause severe overcrowding and operational delays due to extended platform dwell times.

8.11 Instances of short forming continued to increase across all four of Northern’s service groups, peaking in Period 9. They have since marginally declined as new units enter service and refurbished units are brought back into use. Class 142 Pacer units continue to be used for strengthening services on Atherton, Clitheroe and Rose Hill/Sheffield routes. These are expected to all be retired by the end of February, 2020. Full details of Pacer routes and derogation dates can be found in Appendix G.

8.12 In addition, logistical difficulties around transferring rolling stock between existing depots to the new facility at Springs Branch and Ardwick contributed to the short forming of units throughout the period.



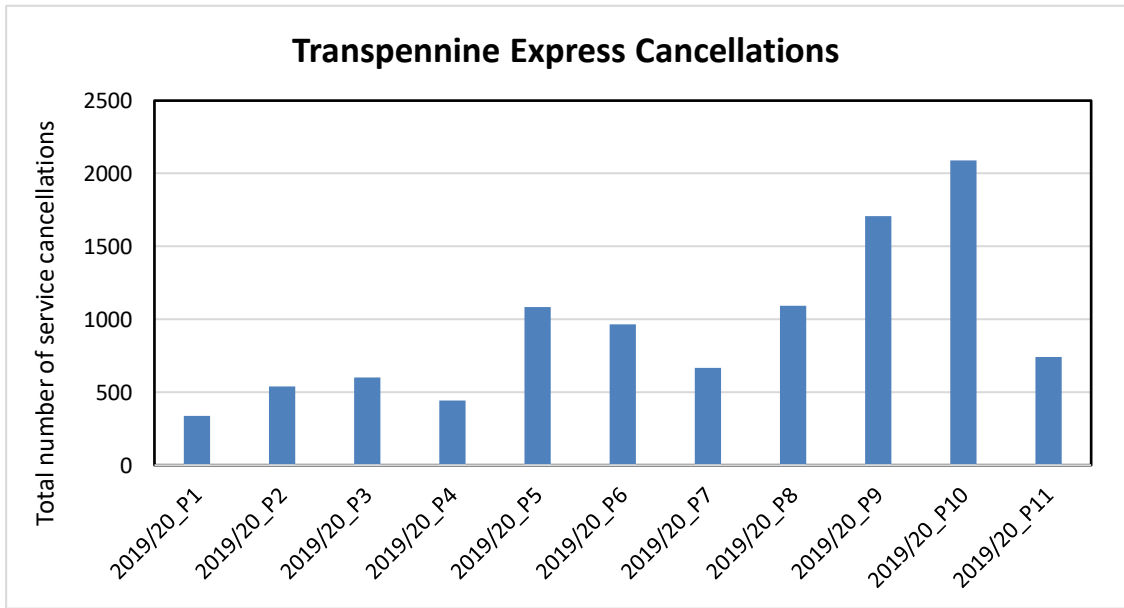
**TPE PERFORMANCE**



- 8.13 TPE performance has improved since Period 9, largely as a result of its amended timetables introduced in early January. The amended plan has involved the removal of TPE's newly introduced Liverpool – Scotland services, which have since been gradually re-instated from February, 2020.
- 8.14 TPE's moving annual average (MAA) PPM figure has fallen from 89.3% at the start of its franchise to just 77.7% at the end of Period 11, 2019/20. PPM improved from a franchise low of 57.9% in Period 9 to 61.7% in Period 10 and 82.0% in Period 11.
- 8.15 Right Time figures for TPE services have also improved since the very low figure of 18.2% attained in Period 9. This figure rose to 32.0% in Period 10 and ended Period 11 at 49.1%.
- 8.16 TPE services continue to be adversely affected by events beyond its immediate control. These have included the following in recent periods; De-wirement of the OHLE at Lancaster, fatality at Penrith, flooding at Astley and infrastructure issues at Ardwick/Piccadilly. Operational issues, both on the WCML North of Preston and around Leeds continue to contribute to poor performance.
- 8.17 TPE's delay attribution split has seen Network Rail's delay fall from around 50% in Period 1 to 35% in Period 11; other TOC delay has also fallen from 23% to 19%, whilst its own cause delay has increased from 27% to 46% over the same periods, as a result of crew and the delivery of the new vehicle units.

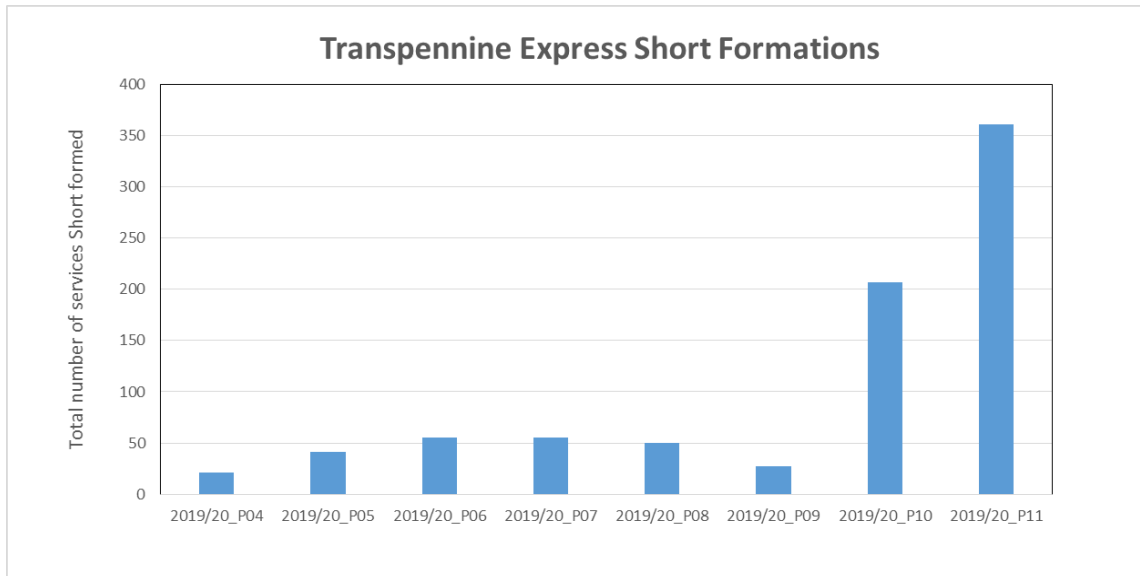
#### **TPE Cancellations**

- 8.18 As with Northern, condensed schedules for driver training for the new vehicles have impacted on day to day service delivery due to driver availability. These impacted significantly in December, resulting in increased cancellations.
- 8.19 Unit issues have also increased as some electric Class 350s have gone off-lease (returned to the rolling stock company for use elsewhere) and are no longer available. Delays to the introduction of new fleet into passenger service, combined with additional new services launched in December from Liverpool – Scotland has resulted in over-stretching of the current fleet, notably Class 185 units. Technical issues with different types of new fleet have added to poor performance since their introduction.
- 8.20 TPE's CaSL figure at the end of Period 11 was 9.3%, an improvement on Period 9 and Period 10 but based on amended timetables, with 32 daily withdrawn services on Monday – Friday, 31 on Saturdays and 20 on Sundays on the route between Liverpool and Edinburgh. As of 03 February TPE began to reintroduce its Liverpool – Edinburgh services, the last of which were re-introduced on Monday 17 February.



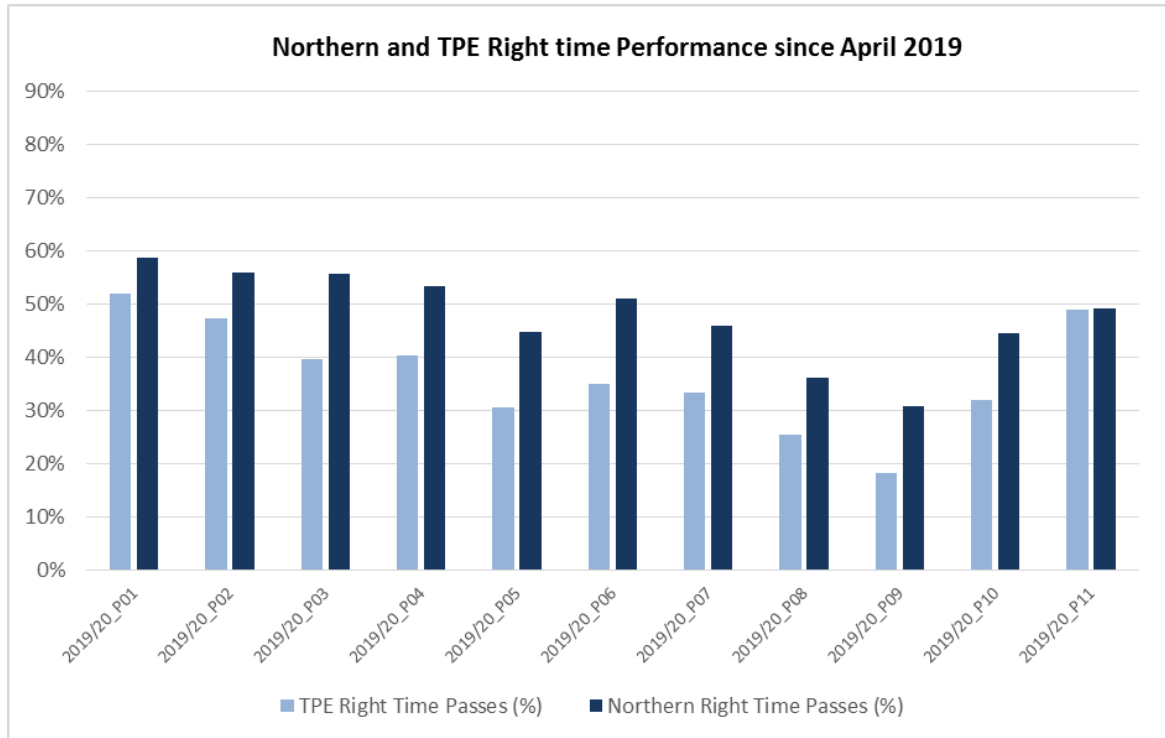
### TPE Short Forming

8.21 For TPE, short-formations have increased dramatically over the past two periods, largely as a result of delays to the introduction of new electric rolling stock. Overall, in Period 11, 361 services were short-formed, 151 of these on South TransPennine (Airport – Cleethorpes) route.



## Northern and TPE Comparisons

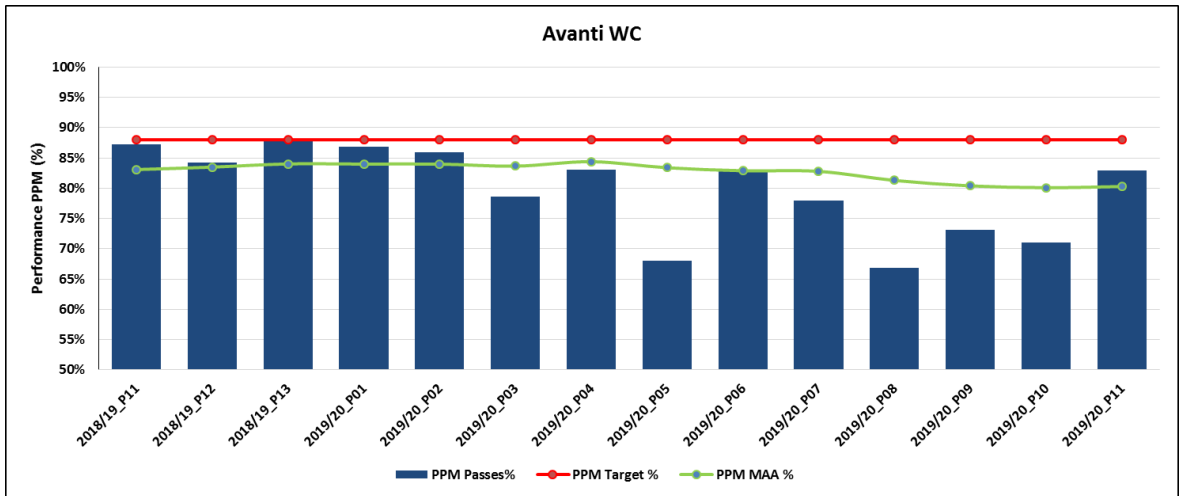
### Right time data since Period 01, 2019-20



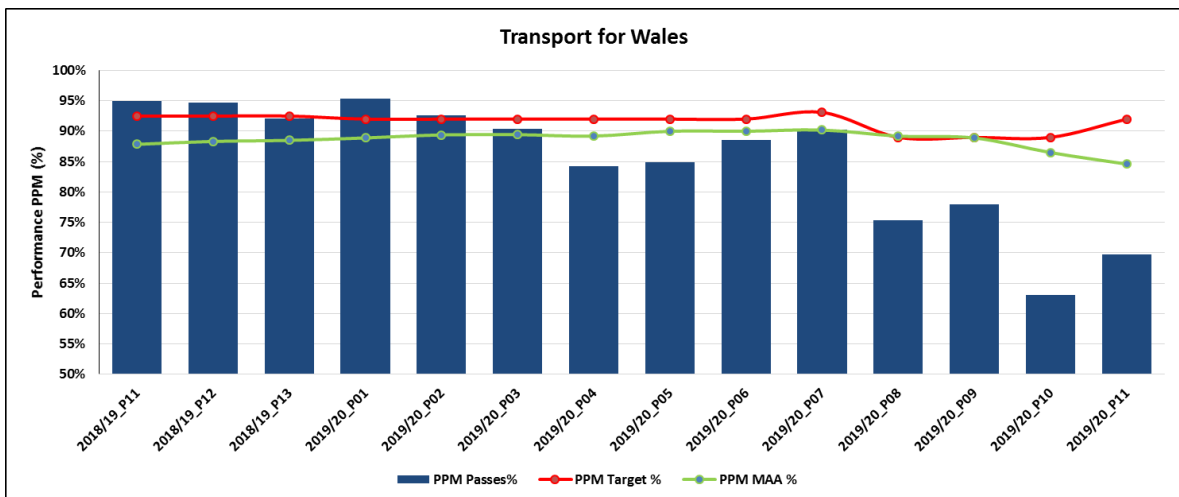
### Other TOC Performance

- 8.22 Other TOC performance has largely mirrored that of Northern and TPE, featuring declines in Period 9 and gradual improvements in Periods 10 and 11. Longer distance operators have been affected by large scale and severe flooding across parts of the network and increases in fatalities and instances of threatened suicide. Performance remains subdued with the average six TOC PPM 9.3% lower than in the corresponding period of 2018/19. Worst performing of the other TOCs is Transport for Wales, who's PPM has fallen by 25.2% year-on-year. This has been caused by increases in flooding and an acute shortage of units.

**Virgin Trains/Avanti West Coast (WCML: London – Manchester and London – Scotland)**

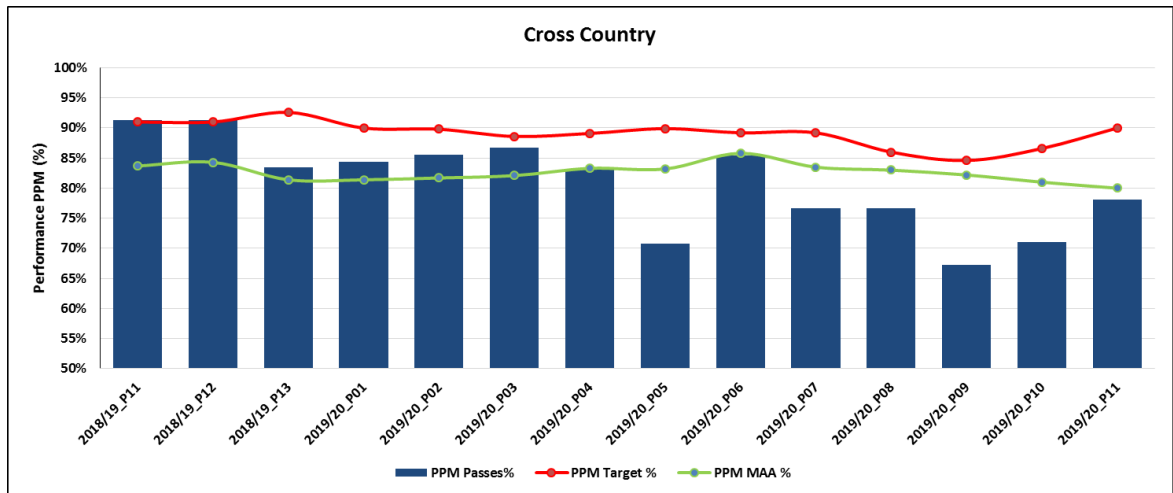


**Transport for Wales Performance (Previously Arriva Trains Wales: England – Wales services)**

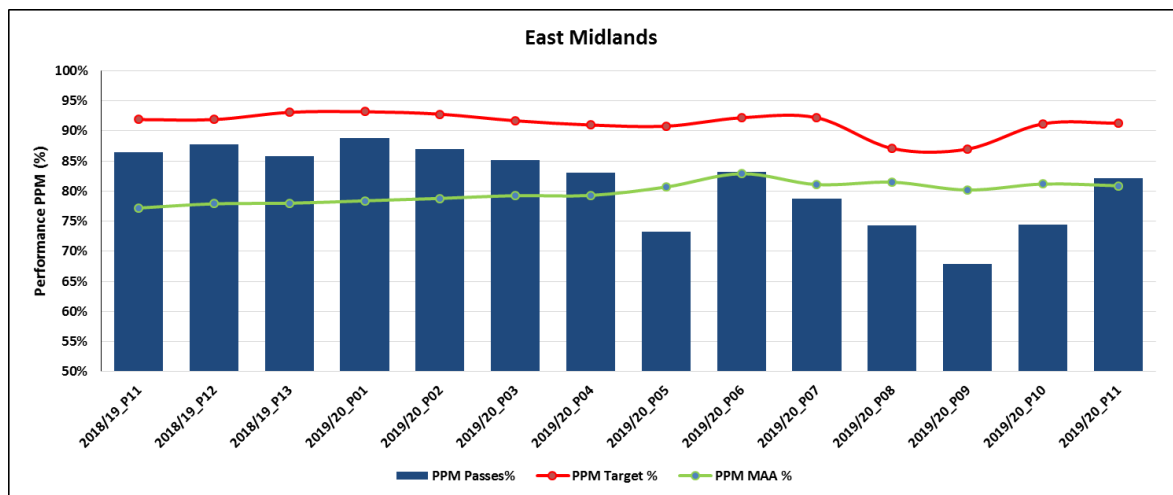




## Cross Country Performance (Inter City Service group)



## East Midlands Railway Performance (Previously East Midlands Trains)



## 9. TRAIN OPERATORS

### Northern Company News

#### New Wigan Springs Branch Depot

- 9.1 On Friday 07 February, Northern and Network Rail unveiled a £46m state-of-the-art train depot in Wigan. The depot will provide a new base from which many of Northern’s new trains will be cleaned and looked after – giving the operator more flexibility to maintain its fleet, streamlining processes and, ultimately, improving performance and punctuality for customers.

- 9.2 Ideally located on the West Coast main line, the depot delivers valuable flexibility for the railway. It provides extra space for Northern to stable and maintain 24 electric and eight diesel trains overnight in preparation for services across the north the following day.
- 9.3 It's located next to an existing freight train yard at Springs Branch in Ince-in-Makerfield and has created 18 new jobs in the area.

### **Moorside Station**

- 9.4 The recently refurbished Moorside station in the Salford District suffered a suspected arson attack in Mid-February. Northern alongside Network Rail are currently constructing a temporary walkway to enable the station to reopen. An update will be provided at the meeting.

### **British Sign Language at Levenshulme**

- 9.5 Pupils at Alma Park Primary School have re-instated an iconic piece of sign language artwork at the Greater Manchester station, which was unveiled in January. The project, supported by Northern, Friends of Levenshulme Station and ACORP, is designed to highlight the work done at the school to support hearing impaired and deaf children.

### **Women in Rail**

- 9.6 Northern colleagues spent a morning in January inspiring a future generation of budding female rail industry workers. The trip was part of Community Rail Lancashire's Women in STEM (Science, Technology, Engineering and Mathematics), formerly known as 'Women Who Wander' - a project in the North West aimed at improving equality, diversity and inclusion, that is passionately supported by Northern and Network Rail.

### **TransPennine Express**

#### **TransPennine Express Launches Sunflower Lanyards**

- 9.7 TransPennine Express launched the Sunflower Lanyard scheme at TPE stations and on their services, replacing the previous BlueAssist cards. The Sunflower Lanyard scheme was developed and introduced by Gatwick Airport in 2016 with the purpose of providing a simple means for customers to indicate that they have a non-visible disability and may need assistance or a little patience when travelling.
- 9.8 Customers wear the Sunflower Lanyard, which is bright and easily recognisable by TPE staff. Each TPE station has a display box and window stickers to help raise awareness of the scheme, and encourage customers to feel comfortable asking for a Sunflower Lanyard or Assistance Card.

## 10. DECEMBER 2019 TIMETABLE CHANGES

### Northern

10.1 Northern's December timetable change focused on maintaining stability and reliability and included limited changes to services, with enhancements to services largely deferred until a later timetable date. The following changes were made:

- Peak time Southport services to South Manchester stations and Alderley Edge operating all day, Monday – Saturday
- Blackburn and Leeds services previously serving Southport operate to/from Wigan North Western
- Atherton line loses Southport connectivity, as both Southport services are routed via Bolton, one to Stalybridge and one to Alderley Edge
- Manchester – Kirkby through service restored
- Northern transfer operation of peak time Manchester – Huddersfield services to TPE
- Timing changes to Hadfield/Glossop/Rose Hill/New Mills services (to accommodate TPE)
- Strines/Belle Vue 1 tph all day
- Additional calls put in on some Hope Valley stoppers (Dore and Hathersage – previously dropped due to freight)
- Timing changes to Blackburn – Victoria via Todmorden services
- Changes to calling points between Manchester Piccadilly – Airport, with services now calling at same stops inbound as outbound.
- 0749 Macclesfield – Manchester service starts at Stoke, with an additional call at Congleton
- Additional calls at Stockport for 1257 from Stoke – MAN (SX) and Cheadle Hulme (SO)
- Class 195s rolled out and operating on Liverpool – Airport via Warrington and Windermere/Barrow – Airport services
- Class 331 introduction from November on Blackpool – Manchester routes
- Class 153 and 142 units now retained for strengthening until spring 2020 on selected routes only.
- Class 769s (bi-modal 4-car units) – are planned to operate between Southport/Wigan, Manchester and Alderley Edge from May.

### TransPennine Express

10.2 TransPennine Express services have seen the following changes from December 2019

- TPE operating all services across the Pennines for Mossley and Greenfield stations, Northern peak time services removed.

- Launch of new Liverpool – Glasgow service
- Extension of Liverpool Lime Street – Newcastle services to Morpeth and Edinburgh (since operating to an amended train plan)
- Extension of Manchester Airport – Middlesbrough services to Redcar
- Additional early morning and later evening services across network
- Further roll out of new rolling stock Nova fleet 1, 2 and 3.

## 11. ORR GM STATION PATRONAGE

- 11.1 On 14 January, Office of Rail and Road (ORR) published its annual estimates of station usage across Great Britain for the period between 01 April 2018 and 31 March 2019.
- 11.2 For stations in GM, an estimate of concessionary travel was added to the figures for the first time, this has increased usage when compared with previous years.
- 11.3 The published figures show a 9.7% increase on the previous year in the overall estimated usage of GM stations, however this falls to a 0.8% increase once concessionary travel is removed (see Appendix G – ORR GM Station Patronage for district figures). For the purpose of the data presented below figures have been adjusted to remove concessionary travel.
- 11.4 Despite a small overall increase across GM, the adjusted figures show a fall in estimated usage at 74 out of GM's 97, when compared to the previous year. Each of Manchester's four city centre stations (Piccadilly, Victoria, Oxford Road and Deansgate) increased its usage by 6.3%, this offset an overall decrease in usage at stations outside the city centre, which taken together has fallen by 5.9%.
- 11.5 Evidence gathered from TfGM's surveys suggests the rise in patronage in the city centre stations is coming from increased long distance rail demand originating from stations outside of GM. The equal growth of 6.3% across all four stations is a function of how the figures are calculated (equally attributed to all 4 stations) and thus should be treated with some caution.
- 11.6 Stations in GM with the largest estimated usage increase were recorded at Salford Central (+21%), Glossop (+19%), Dinting (+16%) and Ashburys (+17%). These increases are evidence of the impact of commercial and residential development close to the stations and a higher reliability/frequency of service. On a corridor basis, only GM stations in Central Manchester and on the Hadfield Glossop line witnessed an overall increase in usage.
- 11.7 The GM stations which witnessed the largest percentage decrease in estimated usage were Moorside (-41%), Ince (-35%), Hindley (-30%) and Levenshulme (-28%).
- 11.8 Overall, GM stations on the Buxton (-24%) and Atherton (-13%) lines saw the largest estimated fall in usage by route. It is likely reductions in usage at these locations have been

a result of a number of factors, exacerbated by timetabling and industrial relations problems.

- 11.9 Stations in eight of the 10 GM districts witnessed an overall decrease in usage, this includes a fall of 12.2% for stations in Tameside, 11.2% in Wigan and 9% in Bolton. Stations in these districts were particularly impacted by weekend cancellations, including Sunday cancellations due to industrial relations issues and the blockade of Wigan/Bolton lines for the North West electrification programme.
- 11.10 Stations in Manchester and Salford increased their usage by 5.2% and 1.1% respectively. This correlates with increased road traffic and congestion and the impact of longer distance demand.

## **12. FRANCHISING UPDATE**

- 12.1 On 29 January the Secretary of State announced the termination of the Northern Arriva franchise and that the Operator of Last Resort (OLR) would come into effect as of 01 March. TfGM will continue to work with the Rail North Partnership (RNP) and Rail North Committee (RNC) to discuss future franchise agreements and the OLR process.
- 12.2 First TrenItalia commenced their operation of the West Coast Partnership franchise on 08 December 2019, replacing Virgin Trains. The new franchise is operating under the trading name of "Avanti West Coast" and is due to operate until 2031, with an option for an extension until 2034 at the Secretary of State for Transport's discretion. The franchise will be operated under a typical commercial arrangement until the opening of the first stage of HS2 (originally expected to be 2026 but now unknown), when it will revert to a management contract operating both West Coast and HS2 services to Government specification.
- 12.3 Alongside the operation of West Coast services, the franchisee has set up a company called West Coast Partnership Development that will provide design and development services and advice to DfT and HS2 Ltd to inform the future operation of high-speed services.
- 12.4 East Midlands Railway have recently consulted on its December 2020 timetable change. This is primarily focused on changes to its Midland Main Line operation but does include an additional late-night service from Manchester to Nottingham. It is still expected that the Liverpool to Nottingham service will transfer to either Northern or TransPennine Express in December 2021, but there is nothing to report on how discussions with either operator are progressing.
- 12.5 Transport for Wales is in the process of setting up a series of stakeholder forums and boards, with stronger representation available for areas within England that are served by TfW services. TfGM have provided feedback on the proposals and will seek to suitably engage in the process.

- 12.6 Since the cancellation of the franchise competition, the Cross-Country franchise is currently being operated by Arriva under a Direct Award that is due to expire in October 2020. As of 24 February Cross-Country and the DfT; announced £2.5 million worth of new funding to deliver improvements for CrossCountry passengers, which will include an additional 20,000 extra seats a week from May 2021.
- 12.7 Transport Scotland have announced that they will not be extending Abellio's Scotrail franchise beyond March 2022 and the options are being considered for operation beyond this date. With the South Eastern and Cross-Country franchises currently on Direct Awards that end in 2020 and Great Western, Chiltern and Thameslink, Southern & Great Northern (TSGN) due to finish in the next 2 years. With this additional pressure and the upcoming Rail Reform White Paper expected in March, we are likely to see a move away from the current franchising model.

### **13. ACCESS FOR ALL FUNDING AND MID-TIER PROGRAMME**

- 13.1 In April 2019, DfT announced the outcome of the Access for All programme, which will, subject to feasibility design, award funding to 73 stations to receive accessibility improvements. In Greater Manchester, Daisy Hill and Irlam were successful. TfGM is working closely with Network Rail and Northern to progress these projects. All work at Daisy Hill and Irlam is to be completed by the end of March 2024. TfGM have agreed with Network Rail and Northern to procure the delivery of GRIP Stages 3-5.
- 13.2 In July 2019, DfT announced the Access for All Mid-Tier programme. This fund will provide £20 million nationally focused on stations where accessibility improvements can be delivered with a fixed contribution up to £1 million of government support. This funding is in addition to the Access for All Programme detailed above. The fund is targeted at smaller scale access improvements and TfGM has submitted a single nomination covering a number of smaller improvements at around 22 stations. The types of improvements proposed include:
- Compliant hand rails – including modifications to existing fencing
  - Enhanced seating – for instance resting points along ramps
  - Refined disabled parking bays;
  - Harrington hump<sup>1</sup>;
  - Enhanced signage;
  - Help points;
  - Hearing induction loops;
  - PA systems;
  - CCTV; and

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<sup>1</sup> Harrington Hump - a modular and easy-to-install system by which the height of a railway platform can be increased to ease stepping distances between train and platform.

- Customer information screens.

13.3 The DfT announced on 26 February 2020 that all 22 stations submitted by TfGM and Northern were successful in securing funding. 124 stations across Great Britain will receive a share of £20 million funding for accessibility improvements. These stations are listed in Appendix H.

#### **14. TFGM COMMUNITY**

14.1 TfGM continues to work with local station adopter and Friends groups and is pleased to support Cheshire's Best Kept Station Awards again this year. Congratulations to the best overall station winner, Rose Hill and also to Marple, Altrincham and Heaton Chapel stations for their well-deserved awards.

14.2 A full list of winners can be found at: <https://www.bestkeptstations.org.uk/2019-winners/>

14.3 TfGM will be helping to facilitate and fund industry volunteer days at seven local stations this spring and summer. Working with colleagues from Northern and Network Rail, we shall be cleaning up, planting, painting and restoring lost garden areas and mosaics at Oxford Rd, Eccles, Reddish North, Pemberton, Smithy Bridge, Hazel Grove and Hale stations.

#### **15. RECOMMENDATIONS**

15.1 Recommendations are set out at the front of this report.

**Bob Morris**

**Chief Operating Officer, TfGM**

**Appendix A: Rail Period Dates**

<b>P9 - 18/19</b>	<b>P10 -18/19</b>	<b>P11 - 18/19</b>	<b>P12 - 18/19</b>	<b>P13 - 18/19</b>	<b>P1 - 19/20</b>	<b>P2 - 19/20</b>
11 Nov – 08 Dec 18	09 Dec– 05 Jan 18/19	06 Jan – 02 Feb 19	03 Feb – 02 Mar 19	Mar 03 – 31 Mar 19	1 Apr – 27 Apr 19	28 Apr – 25 May 19

<b>P3 – 19/20</b>	<b>P4 – 19/20</b>	<b>P5 - 19/20</b>	<b>P6 - 19/20</b>	<b>P7 – 19/20</b>	<b>P8 –19/20</b>	<b>P9 –19/20</b>
26 May – 22 Jun 19	23 Jun – 20 Jul 19	21 Jul – 17 Aug 19	18 Aug – 14 Sept 19	15 Sept – 12 Oct 19	13 Oct – 09 Nov 19	10 Nov – 07 Dec 19

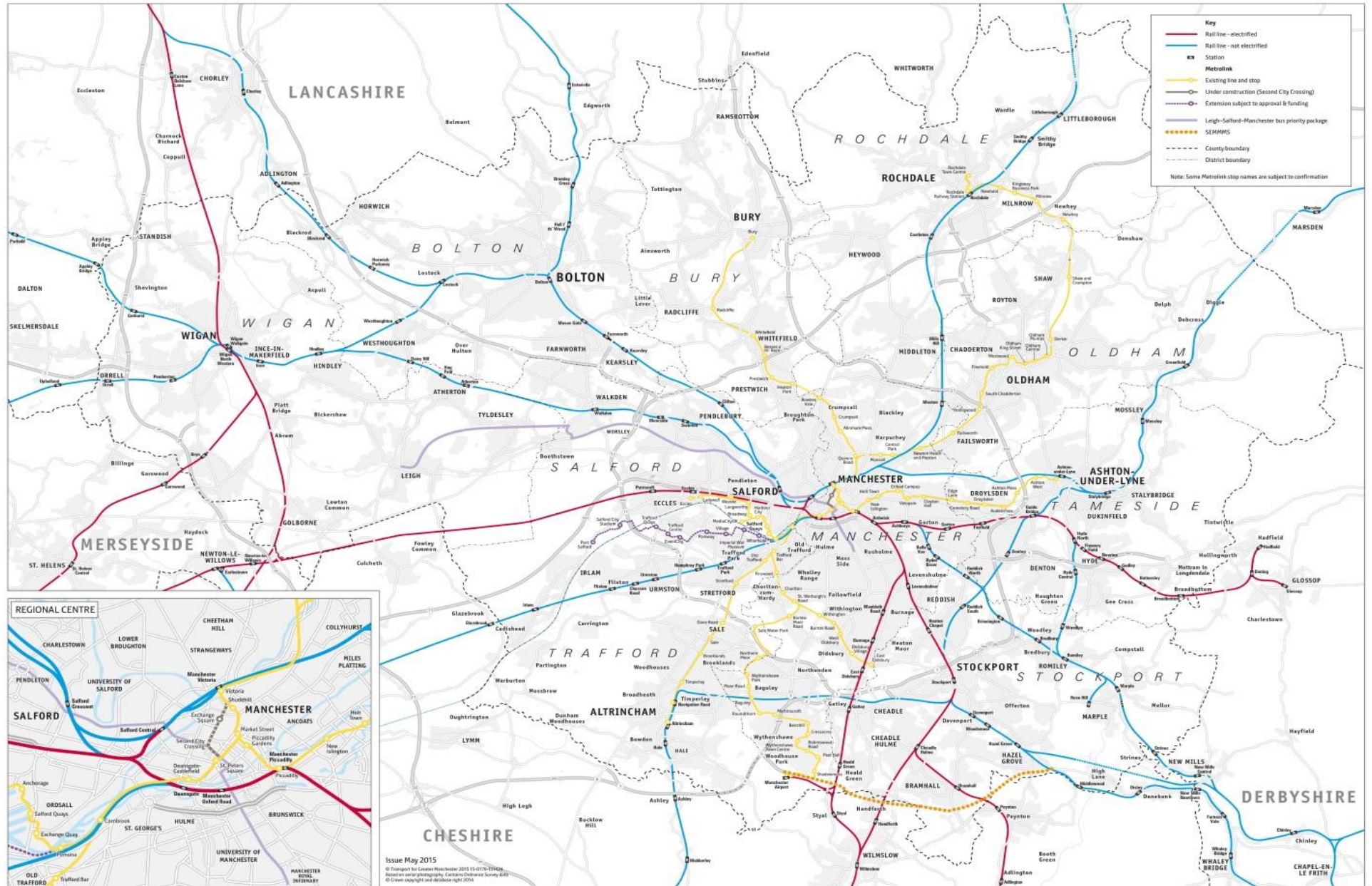
<b>P10 – 19/20</b>	<b>P11 – 19/20</b>	<b>P12 – 19/20</b>
08 Dec –04 Jan 19/20	05 Jan – 01 Feb 20	02 Feb – 29 Feb 20



## Appendix B: Glossary

ARN	Arriva Rail North (Operating as Northern Railway).
CaSL	Cancellation (full or part) and Severe Late Running (30 mins or more).
ILR	Incident Learning Review is a review carried out by Network Rail to investigate the root cause of incidents and put mitigating actions in place to prevent further issues of the same nature.
LNW	London North Western (Network Rail route).
MDU	Manchester Delivery Unit (Network Rail Area).
MAA	Moving annual average provides an overview of performance over a 12 month period.
OHLE/OLE	Overhead line equipment (used to transmit electricity to vehicles).
Period	Rail industry reporting period (usually 4 weeks, year ends 31 March).
PPM	Performance is expressed as the “Public Performance Measure” (PPM). Trains that call at all scheduled stations and arrive at their destination within either 5 mins (local operator) or 10 mins (long distance operator) of scheduled time.
Right Time/OnTime	Train arriving at a station within one minute of its schedule
Service Group	A particular set of train services which are grouped together for the purpose of measuring performance.
Service Quality Monitoring	The quality of both stations and trains across its franchise is audited by Northern Rail.
Station & Train Service Quality	Scores are based solely on self-inspection audits carried out at stations and vehicles Northern Rail.
Significant Performance Monitoring	An incident that affects the performance of trains and causes more than 2 hours and 30 minutes of delay to various trains and / or more than 10 cancellations.
SPAD	Signal Passed at Danger.
Strengthening	Means providing more than the basic two carriage train than is usual in the off-peak period. It should be noted that the priority is always for the timetabled service to run and then to provide the strengthening.
TOC / FOC	Train / Freight Operating Company.
TPE	TransPennine Express.
WCML	West Coast Main Line

# Appendix C – Greater Manchester Rail Network Map



## Appendix D – Line of Route/Service Group Data (Right Time Performance)

Northern Line of Route	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	YTD
KIRKBY - VICTORIA	79.4	77.3	74	74.2	67.8	73.4	69.1	55.8	45.8	50.6	57.1	65.9
CLITHEROE - BOLTON - VICTORIA	77.9	71.5	70.6	66	55.4	63.3	62.6	44.1	35.8	58.2	75.4	61.9
PICCADILLY - STOCKPORT - CREWE	81.7	76	72.9	68.7	51.8	65.2	57.4	43	38	54.8	59.7	60.8
VICTORIA - STALYBRIDGE	75.3	67.2	53.7	55.4	51.5	57.3	52.8	45.6	45.1	64	67.2	57.7
PICCADILLY - BUXTON	61.1	58.2	66.6	65.4	49.9	58.3	54.2	51.1	42.1	55.6	60.2	56.6
SOUTHPORT***/WIGAN - VICTORIA - STALYBRIDGE	63.4	61.8	64.8	58.8	51.4	58.5	55.7	45.6	45.1	43.9	50.9	54.5
BLACKPOOL - WIGAN - LIVERPOOL*	59.6	59.2	61.1	57.6	51.5	52.3	49.2	43.4	37.6	49.3	63.9	53.2
BLACKBURN - ROCHDALE - VICTORIA	60.4	59.9	58.8	61	51.2	52.4	48.5	32.7	25	45.5	60.1	50.5
WIGAN - BLACKBURN***										48.2	49.7	49
PICCADILLY - HADFIELD/GLOSSOP	68.7	62.7	43.5	41.9	51.4	52.5	46.1	38.1	35.8	51	42.3	48.5
MANCHESTER VICTORIA - LEEDS	60.1	57.3	64.3	54.9	50.5	51.5	54.1	27.3	27.7	35.5	43.5	47.9
MANCHESTER - PRESTON	63.5	63.8	64.7	60.2	40.1	42.9	46.3	34.1	26.5	38.2	44	47.7
PICCADILLY - AIRPORT - CREWE	53.5	47.5	56.1	54.7	37.1	65.2	38.6	35.5	31.7	47.6	54	47.4
LEEDS - WIGAN*** (previously Southport - Leeds)	61.4	60.4	57.5	55.4	44	46.8	50.5	28.3	20.4	33.8	53	46.5
LIVERPOOL - NEWTON - AIRPORT - CREWE	58.4	54.2	51	52.8	35	41.8	38.6	35.4	26.9	38.8	50.3	43.9
PICCADILLY - ROSE HILL/MARPLE/NEW MILLS*	51.8	54.7	45.4	42	44.7	44.7	39.9	33	28.6	44.7	45.1	43.1
LEEDS - CHESTER**	N/A	47.6	47.7	43.5	36.6	48.1	49.4	31.4	25.9	36.7	51.1	41.8
BLACKPOOL Nth - BOLTON - AIRPORT **	51.8	50	43.3	48	35.7	41.1	37.6	32.3	30.7	36	49.5	41.5
AIRPORT - WIGAN NW - BARROW/WINDERMERE**	N/A	41.9	43.4	35	33.4	49.7	39.1	44.6	35.2	39.3	41.8	40.3
PICCADILLY - STOKE	56.4	53.5	57.9	57.9	32.4	40.8	33	22.6	18.9	28.4	31.1	39.4
LIVERPOOL - WARRINGTON - AIRPORT	53.5	53.4	50.1	46.4	25	31.8	26.3	24.5	21.6	35	48.7	37.8
SOUTHPORT - PICCADILLY - ALDERLEY EDGE***	59.2	59.9	37.1	35.6	32.1	42.8	36.1	29.3	22.4	26.6	26.4	37
PICCADILLY - CHESTER	47.1	44.1	42.3	33.4	33.2	40.6	35.2	27.2	21.8	38.2	44.2	37
LIVERPOOL - MANCHESTER OXFORD RD	42.1	38.4	43.3	38.4	25.7	34.4	29.6	22.6	21.4	32.2	38.6	33.3
HAZEL GROVE - BLACKPOOL**	N/A	33.6	41.1	41.8	27.8	38.9	27.4	23.1	21.2	22.9	36.2	31.4
PICCADILLY - SHEFFIELD	36.9	34.6	32.7	35.1	31.7	32.2	25.6	22.6	14.5	27.5	31.9	29.6
* Combined fast/stopping services **New routes from period 2 *** from P10, 2019/20												

## Appendix E – TPE Service Group Performance Right Time

	P01	P02	P03	P04	P05	P06	P07	P08	P09	P10	P11	YTD
South	65.3	47.2	51.4	42.6	37.4	44.5	42.6	31.5	22	37.8	51	43.0
North	50.6	56.7	38	40	29.5	32.7	31.8	24.5	18.3	32	50.7	36.8
Scottish	48.3	37.6	39	41.2	31.5	42.4	35.7	26	12.6	26.8	38.9	34.5

## Appendix F – TransPennine Express amended train plan

Services have been introduced as of 17 Feb

### TPE Timetable Amendments 6<sup>th</sup> January – 31st January

Further alterations from the timetable amendments that have operated since 15<sup>th</sup> December are highlighted in yellow

#### Monday – Friday

##### Services cancelled throughout:

1E57GT	23.08 LIV – YRK	9M17FT	17.33 EDB – LIV
1P04FB	00.08 NCL – MIA	9M19FT	19.30 EDB – LIV
9E19GT	19.25 LIV – NCL	9P20FB	08.11 EDB – NCL
9E20LP	20.24 LIV – NCL	9P20FT	20.30 EDB – MIA
9E22FT	22.14 EDB – NCL	9S02LP	05.53 NCL – EDB
9M02FT	06.00 SYB – LIV	9S04LP	04.22 MIA – EDB
9M03FT	05.06 NCL – LIV	9S05LR	05.20 LIV – EDB
9M04FT	06.06 NCL – LIV	9S07LP	07.24 LIV – EDB
9M05FT	05.27 EDB – LIV	9S08LP	08.24 LIV – EDB
9M07FT	09.06 NCL – LIV	9S09LP	09.24 LIV – EDB
9M09FT	09.33 EDB – LIV	9S10LP	10.24 LIV – EDB
9M10FT	10.21 EDB – LIV	9S12LP	12.24 LIV – EDB
9M12FT	12.33 EDB – LIV	9S14LP	14.25 LIV – EDB
9M13FT	13.19 EDB – LIV	9S15LP	15.24 LIV – EDB
9M14FT	14.33 EDB – LIV	9S17LP	17.24 LIV – EDB
9M15FT	15.33 EDB – LIV	9S18LP	18.25 LIV – EDB

#### Saturdays

##### Services cancelled throughout:

1D80GA	22.30 NCL – DHM	9M14FT	14.33 EDB – LIV
1E57GT	23.08 LIV – YRK	9M15FT	15.33 EDB – LIV
1P04FB	00.08 NCL – MIA	9M17FT	17.33 EDB – LIV
9E17GT	17.25 LIV – NCL	9M19FT	19.30 EDB – LIV
9E18GT	18.24 LIV – NCL	9P20FB	08.11 EDB – NCL
9E19GT	19.25 LIV – NCL	9S02LP	05.53 NCL – EDB
9E20GT	20.24 LIV – NCL	9S04LP	04.22 MIA – EDB
9M02FT	06.00 SYB – LIV	9S05LR	05.20 LIV – EDB
9M03FT	05.06 NCL – LIV	9S07LP	07.24 LIV – EDB
9M04FT	06.06 NCL – LIV	9S08LP	08.24 LIV – EDB
9M05FT	05.14 EDB – LIV	9S09LP	09.24 LIV – EDB
9M07FT	09.06 NCL – LIV	9S10LP	10.24 LIV – EDB
9M09FT	09.33 EDB – LIV	9S12LP	12.24 LIV – EDB
9M10FT	10.16 EDB – LIV	9S14LP	14.25 LIV – EDB
9M12FT	12.33 EDB – LIV	9S15LP	15.24 LIV – EDB
9M13FT	13.19 EDB – LIV		

## Appendix G: Northern Pacer Removal

### Northern Pacer Removal

Unit Class	Number of units	Deadline for dispensation	Comments
142	24	31 May 2020	Pacers being retained until new rolling stock enters service on Marple/New Mills, Rose Hill and Sheffield services. May only operate coupled to compliant rolling stock.
144	23	31 August 2020	Pacers being retained until new rolling stock enters service. May only operate on specified routes (none in GM)
150	7	30 September 2020	Undergoing refurbishment to meet PRM standards
153	20	31 December 2020	May only operate coupled to compliant rolling stock or on specified routes (Calder Valley/Clitheroe)
156	6	31 December 2020	Undergoing refurbishment to meet PRM standards
323	12	31 October 2020	Undergoing refurbishment to meet PRM standards

## Appendix G – ORR GM Station Patronage

(Figures show concessionary travel removed)

### ORR GM Station Patronage by District

District	Count	2015-16	2016-17	2017-18	2018-19	15-16/16-17	16-17/17-18	17-18/18-19
Bolton	11	5,167,366	5,871,146	5,333,524	4,853,151	13.6%	-9.2%	-9.0%
High Peak	3	1,369,930	1,405,946	1,434,494	1,686,370	2.6%	2.0%	17.6%
Manchester	15	47,197,736	51,267,016	51,372,254	54,062,679	8.6%	0.2%	5.2%
Oldham	1	338,694	369,826	332,332	316,574	9.2%	-10.1%	-4.7%
Rochdale	5	2,133,760	2,326,882	2,284,260	2,098,322	9.1%	-1.8%	-8.1%
Salford	9	2,397,460	2,744,476	2,830,728	2,860,888	14.5%	3.1%	1.1%
Stockport	19	8,855,682	9,465,616	9,595,976	8,896,185	6.9%	1.4%	-7.3%
Tameside	13	2,899,610	3,100,950	3,043,356	2,672,059	6.9%	-1.9%	-12.2%
Trafford	9	1,216,436	1,345,266	1,279,684	1,189,957	10.6%	-4.9%	-7.0%
Warrington	1	48,380	47,032	45,432	49,574	-2.8%	-3.4%	9.1%
West Lancashire	1	247,246	246,606	231,154	224,338	-0.3%	-6.3%	-2.9%
Wigan	10	4,181,382	4,280,690	4,123,518	3,661,694	2.4%	-3.7%	-11.2%
<b>Total GM stations</b>	x	76,053,682	82,471,452	81,906,712	82,571,791	8.4%	-0.7%	0.8%

### ORR GM Station Patronage by corridor

Corridor	2015-16	2016-17	2017-18	2018-19	15/16-16/17	16/17-17/18	17/18-18/19
Airport	5,255,910	6,007,744	6,344,500	6,298,551	14%	6%	-1%
Atherton	3,747,100	3,536,776	3,371,366	2,921,815	-6%	-5%	-13%
Blackburn	408,182	517,882	454,266	419,972	27%	-12%	-8%
Bolton Preston	4,422,760	5,055,294	4,593,540	4,199,914	14%	-9%	-9%
Buxton	2,466,766	2,712,228	2,726,046	2,275,765	10%	1%	-17%
Calder Valley	2,205,492	2,395,056	2,339,948	2,152,295	9%	-2%	-8%
Chat Moss	210,766	264,114	249,564	236,878	25%	-6%	-5%
City Centre	43,143,176	46,669,974	46,674,302	49,672,843	8%	0%	6%
CLC	926,628	1,071,174	1,035,932	910,214	16%	-3%	-12%
Denton	112	238	174	106	113%	-27%	-39%
Hadfield Glossop	2,447,830	2,614,288	2,666,498	2,805,502	7%	2%	5%
Macclesfield	4,661,182	4,945,990	5,021,114	4,923,001	6%	2%	-2%
Marple	1,696,168	1,823,238	1,872,320	1,698,473	7%	3%	-9%
Mid Cheshire	794,572	853,334	711,336	620,071	7%	-17%	-13%
North TP	2,135,690	2,229,546	2,108,724	1,837,761	4%	-5%	-13%
Wigan Liverpool	1,531,348	1,774,576	1,737,082	1,598,630	16%	-2%	-8%
<b>Total GM stations</b>	76,053,682	82,471,452	81,906,712	82,571,791	8.4%	-0.7%	0.8%

## Appendix H – Access for All Mid-Tier programme GM Stations

<b>Rail Station</b>	<b>Brief Description of Works</b>
Heald Green	Hearing Induction Loops
Bramhall	Handrails
Romiley	Resting points
Heaton Chapel	Resting points
Bromley Cross	Handrails
Lostock	Resting points
Belle Vue	Customer Information Screens (CIS)
Chassen Road	Customer Information Screens (CIS)
Fairfield	Customer Information Screens (CIS)
Farnworth	Customer Information Screens (CIS)
Humphrey Park	Customer Information Screens (CIS)
Kearsley	Customer Information Screens (CIS)
Middlewood	Customer Information Screens (CIS)
Moorside	Customer Information Screens (CIS)
Moses Gate	Customer Information Screens (CIS)
Ryder Brow	Customer Information Screens (CIS)
Trafford Park	Customer Information Screens (CIS)
Altrincham	Hearing Induction Loops
Rose Hill	Harrington Hump
Westhoughton	Handrails
Bredbury	Ramp
Davenport	Handrails