

GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 11 November 2022
Subject: Local Rail Services Performance Report
Report of: Simon Elliott, Head of Rail Programme, TfGM

PURPOSE OF REPORT:

To update Members on local rail service performance and operations between rail periods 05 and 06, 2022/23 (24 July – 17 September 2022).

RECOMMENDATION:

Members are asked to note the contents of this report.

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Equalities Implications

Not applicable

Climate Change Impact Assessment and Mitigation Measures

Not applicable

Risk Management

Not applicable

Legal Considerations

Not applicable

Financial Consequences – Revenue

Not applicable

Financial Consequences – Capital

Not applicable

Number of attachments to the report:

Nil

Comments/recommendations from Overview & Scrutiny Committee

Not applicable

Background Papers

GMTC MRN 20220916 Local Rail Services Performance 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?

No

GM Transport Committee

Not applicable

Overview and Scrutiny Committee

Not applicable

1. INTRODUCTION/BACKGROUND

- 1.1. To update Members on local rail service performance and operations in rail periods 05 and 06 2022/23 (24 July – 17 September 2022).
- 1.2. The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail service delivery:
 - Periods 05 and 06 overview
 - Network Rail performance and updates
 - Route crime
 - Train operator performance and updates
 - Details of current train plans and December 2022 timetable
 - Patronage and footfall figures
 - Industrial Relations update
 - Operations and Stations update, including Christmas & New Year Overview
 - Community Rail
- 1.3. A list of rail period dates for 2022/23 can be found in Appendix A.
- 1.4. A geographic map showing all Greater Manchester rail lines and stations can be found in Appendix B.
- 1.5. Individual PPM vs Target and Moving Annual Average graphs can be found in Appendix C for all six GM TOCs. This also includes cancellation and short formation graphs for Northern and TPE.
- 1.6. Right Time at Destination by Line of Route performance for Northern and Service Group performance for TPE can be found in Appendix D.
- 1.7. Diagrams detailing Manchester rail routes from December 2022 can be found in Appendix E.

2. OVERVIEW

- 2.1. This report covers rail periods 05 and 06, 2022/23 (24 July – 17 September).
- 2.2. Operational performance improved slightly for five of the six Greater Manchester operators in Period 05 (the exception being EMR), with further improvements registered in Period 06 for all. Whilst improvements were registered period-on-period in P05, Period 04 had seen performance impacted by severe heat in the final week. Year on year comparisons reveal Northern's PPM at 7% lower than in the corresponding period in 2021, with TPE's worse by 10%.
- 2.3. Service cancellations have continued to increase across TOCs due to a number of factors. These include on-going COVID infections, other sickness, lack of rest day working agreements and both strike days, plus unofficial 'work to rule' by crew at various train companies.
- 2.4. Pre-planned service cancellations (or P-coded trains) have continued to be applied, notably for TPE, due to lack of crew availability. Whilst giving some advance notice of cancellation (removed from systems by 2200hrs on the night before), they continue to cause inconvenience for passengers, are not included in Delay Repay schemes and do not count in official performance figures. These short notice cancellations also cause additional capacity constraints on other operators' services, where overcrowding has been reported, notably on Anglo-Scot and Hope Valley services.
- 2.5. The periods saw slight increases for Right Time at Destination, with Northern at around 60% and TPE at about 55%, although Northern achieved a five period best figure of 62.2% in Period 06. Longer distance operators' performance on this metric continued to remain disappointing, with Avanti West Coast and EMR only managing to achieve a one-train-in-five right time arrival at final destination.
- 2.6. Northern continues to experience late notice cancellations on Sundays due to the lack of a rest day working agreement, which have included multiple service cancellations over the summer on Buxton, Liverpool and Southport routes. A disagreement on new rosters, which had caused some additional cancellations, has now been resolved and performance is expected to improve further as a result of this.

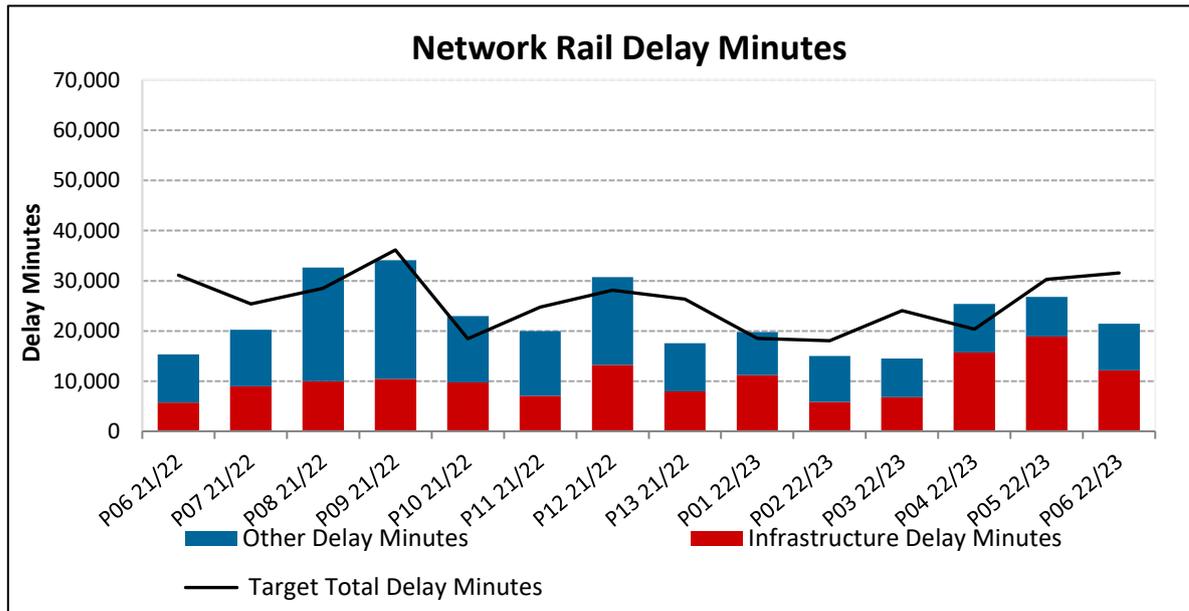
- 2.7. Due to industrial action and the removal of rest day and overtime working by crew at Avanti West Coast and TPE, amended train plans were introduced over these periods, seeing a reduction in services. These amended train plans were instigated in order to stabilise service delivery and provide a greater degree of certainty for passengers, although have resulted in overcrowding on some services and, for the first few weeks of their introduction, on-going additional on the day and p-coded cancellations. For Avanti, as previously reported, Manchester – London services were reduced significantly and without prior consultation, from 3tph to just 1tph from 14 August. TPE Manchester Airport (and some Liverpool) – Scotland services were also reduced from 11 September, with the Airport seeing 10 trains per day in each direction to Scotland, instead of the 16 which should have been delivered.
- 2.8. Periods 05 and 06 saw Network Rail delay minutes remain relatively stable, with increases in Period 05 due to infrastructure. These declined in P06, as external delays increased, the most significant of which involved a burst United Utilities water main in the Fairfield area in September.
- 2.9. Patronage and demand levels over the periods has plateaued, with some reductions as a result of industrial action, unreliable, cancelled trains and significant engineering works at weekends. Patronage and footfall at north-west major stations remains higher than in London and the south-east.
- 2.10. TfGM has received assurances from Network Rail that platform enhancement works on the Liverpool bound platform at Irlam will be prioritised and completed by the end of December 2022; this will allow a 2tph off-peak service to continue at the station.
- 2.11. Industrial relations breakdown, caused by lack of formal or acceptable pay offers, guarantees on compulsory redundancies and other grievances around working practices and payments continues. RMT (representing guards and other rail staff), TSSA (representing office and management) and ASLEF (representing train drivers) are all involved.
- 2.12. Strike days took place across the rail network on 27 and 30 July, plus the 13, 18 and 20 August. Strikes planned for 15 and 17 September were called off after the death of HRH, Queen Elizabeth. Further strikes have since taken place on 05 and 08 October, with additional planned action on 22 October, 05, 07 and 09 November.
- 2.13. In addition to the strike days listed above, TPE and Avanti traincrew have been declining to work rest days and overtime. This has impacted service delivery, with multiple p-coded and late notification cancellations being recorded.

3. OPERATIONAL PERFORMANCE

NETWORK RAIL

- 3.1. Network Rail performance is measured against overall delay minutes across its network. These include track and non-track infrastructure failures and external (or 'Other') delays, which are attributed to it, such as trespass and weather-related events.
- 3.2. Total delay minutes in Manchester DU increased in P05 from around 25,000 to just below 27,000 before falling back to around 21,500 in P06. Infrastructure delay increased in P05, with the most significant incident a signalling failure at Slade Lane Junction on 08 August, which was responsible for 3,512 minutes delay, 18 full and 34 part-cancellations.
- 3.3. Infrastructure delay improved in Period 06, however there were increases in external delay, largely as a result of a burst United Utilities water main in the Fairfield area between 01 – 05 September. This resulted in widespread flooding to both the railway between Guide Bridge and Gorton and local highway closures. The incident also caused damage to railway signalling systems in the area. The flooding alone caused 2,723 minutes delay, 78 full and 147 part-cancellations to train services over several days.
- 3.4. Other significant Network Rail delays in the periods included sagging OHLE wires in the Gorton area on 11 August due to extreme heat plus trespass incidents at Huyton on 27 July, Mills Hill and Bolton on 01 August.
- 3.5. Incidents beyond Greater Manchester attributed to Network Rail continue to affect local services through reactionary delay. Fatalities at Watford Junction and Bletchley caused around 10,000 minutes delay in the periods alone. Cable theft in the Tyseley area and a points failure at Crewe also contributed in excess of 10,000 minutes delay to both local and longer distance services.

NETWORK RAIL DELAY MINUTES (MANCHESTER DU)



ROUTE CRIME, MANCHESTER DELIVERY UNIT

- 3.6. Criminal activity, theft and trespass cause significant delay and cancellations to passengers. Network Rail is responsible for this delay and works closely with train operators, British Transport Police and other agencies to mitigate and prevent such incidences occurring.
- 3.7. Trespass, vandalism and theft on the railway continue to impact service delivery across the network. The number of trespass and vandalism incidents in Manchester DU increased to 54 in Period 05 but declined to 47 in Period 06 following the end of the summer holiday period.
- 3.8. Anti-social behaviour continues to be reported across all public transport modes. For rail, this includes both on-train and station activity, for which British Transport Police is responsible. Train operators and Network Rail take this issue seriously and have expanded the use of covert and open CCTV, body-worn cameras and increased officer patrols.
- 3.9. Incidences of cable theft, whilst not significantly impacting Greater Manchester operations to date, has continued to increase elsewhere across the network, partly due to increases in commodity prices. Network Rail continues to work with British Transport Police (BTP), focusing on known hot spots and visiting scrap metal merchants.

FATALITY

- 3.10. There were no reported fatalities in Manchester DU in Period 05, however three were reported in Period 06.
- 3.11. Data from the Rail Delivery Group lists the following suspected suicides and suicide attempts nationally in Periods 05 and 06. Further information is available at: [Rail industry suicide prevention programme | Samaritans](#)

Period/ Category	Suicide	Attempted	Males	Females	Mental Health	Youngest	Oldest
P05	15	3	14	4	9	27	69
P06	18	6	19	5	15	16	73

- 3.12. Work continues enhancing physical deterrents at key locations on the network, including additional platform-end fencing, surface matting and signage, with smart CCTV being installed at various locations to detect unusual behaviour and alert control centres.

Category	Incidents/ Minutes P05	Incidents/ Minutes P06
Trespass	47/3,707	37/2,056
Vandalism	5/139	7/285
Cable Theft	2/93	-
Fatality	-	3/350
Total	54/3,939	47/2,691

TRAIN OPERATOR PERFORMANCE

- 3.13. Operational performance improved marginally in Periods 05 and 06 for the six Greater Manchester TOCs, excluding EMR, which experienced a slight decline in P05 before improving in P06. Overall, slight improvements were recorded in PPM and Right Time at Destination, though it must be remembered that these figures exclude a significant number of p-coded services for TPE and are based on reduced train plans for both TPE and Avanti West Coast.
- 3.14. Cancellations continued to increase for operators over the periods, largely due to crew availability and the loss of rest day and overtime working. Averages of between 4 – 5% cancelled services are masked by TPE's daily pre-cancelling of anything between 35 – 80 trains across its network. In Period 06, TPE's cancellation and significant lateness (CaSL) figures were 7.8% across its network and 13.5% on Anglo-Scot services. The figure for Anglo-Scot excludes 40 services removed on 11 September and the services pre-cancelled before 2200hrs on the day before (p-codes). In total, in Period 06, TPE cancelled, either fully or partly a further 479 trains.
- 3.15. Other factors affecting train operator performance included Network Rail delay previously detailed, including flooding at Fairfield which impacted Hadfield/Glossop and TPE North Group services via Guide Bridge over a number of days. The signalling failure incident at Slade Lane caused significant delays and cancellations to South Manchester local and longer distance services, with diversions in place for passenger and freight services via Styal and Romiley lines, where driver route knowledge permitted.
- 3.16. A track circuit failure between Hazel Grove and Chinley affected Northern, TPE and EMR services on 30 August, whilst trespass incidents at Mills Hill and Bolton on 01 August resulted in cancellations and service diversions.
- 3.17. Delays caused by other TOCs and freight companies also impact service performance and failed freight units have caused disruption to both local and longer distance services in the Rochdale and Greenfield areas over the periods.

3.18. The table below shows PPM for the six GM TOCs at the end of Period 06 in September 2019 (pre-COVID), September 2020, (around 70% services operating), September 2021 and this year (both around 80% of services). Whilst PPM improved with fewer trains and passengers during COVID restrictions, performance now is not only worse than in COVID times, it is worse than pre-COVID for four of the six GM TOCs. This includes Avanti, who are operating a much-reduced train plan currently. Only Northern Trains and TPE score higher than pre-COVID and TPE's figures exclude a significant volume of additional pre-cancelled trains.

TOC/PPM%	P06 2019	P06 2020	P06 2021	P06 2022
Northern	82.9%	93.0%	90.2%	85.4%
TPE*	77.6%	95.6%	93.6%	87.6%
Avanti West Coast	82.8%	87.2%	89.6%	75.7%
Cross Country	85.4%	88.2%	87.8%	81.2%
TfW	88.6%	91.9%	84.5%	83.5%
EMR	83.2%	91.2%	81.7%	80.4%

**excludes p-coded trains*

NORTHERN TRAINS LIMITED

- 3.19. Northern's punctuality and reliability over Periods 05 and 06 improved slightly, with PPM (company-wide) reaching 85.4% and RT (Central/West) at 62.2% at the end of Period 06. Moving Annual Average (MAA) PPM continued to decline to 84.3%.
- 3.20. Cancellations across the north-west by Northern, both full and part, decreased in Period 05 but subsequently increased in Period 06. For Northern's North and South Manchester service groups, cancellations decreased from 541 in P04 to 371 in P05 but rose to 607 in P06.

- 3.21. Crew availability on Sundays, which remain for the large part voluntary for Northern's drivers, continues to be challenging and revised rest day working arrangements are still to be agreed. Additionally, a dispute over new rosters brought in from May 2022 has affected service delivery, with some late notice service cancellations. This dispute has since been resolved and Northern expect to see improvements in performance from the end of October.
- 3.22. Network incidents previously detailed have added to performance issues, with Fairfield flooding, OHLE at Gorton, Slade Lane signalling and failed freight units all impacting. Pre and post-strike day services also have been impacted by industrial action, with unit displacement and early morning depot movements affected by this.
- 3.23. Crew availability as a result of COVID infections and non-COVID sickness remain an issue, with sickness levels reportedly double the seasonal norm at various north-west depots.
- 3.24. Instances of short-forming of Northern services improved over the two periods, with totals of North and South Manchester short-formed trains falling from 1,007 in Period 04 to 784 in Period 05 and 587 in Period 06. Improved fleet reliability and availability has contributed to these figures.

Delays caused by train operating companies themselves and other passenger/ freight companies continue to affect punctuality and reliability. Crew availability, crew movement across the city centre and between depots, operational challenges and unit reliability all continue to contribute to poor performance. Incidences of ill passengers, anti-social behaviour on trains, excess dwell times at stations and passengers requiring un-booked travel assistance all add to operational delays.

TRANSPENNINE EXPRESS

- 3.25. TPE performance, judged on official figures, improved over the period, finishing P06 with a PPM of 87.6% and Right Time at Destination of 56.5%. CaSL was 7.8% across its business. MAA PPM declined to 87.5%.
- 3.26. Following on from a period of significant daily pre-cancelled trains (p-codes), TPE instigated a revised train plan on its Anglo-Scot route from 11 September. This saw the daily number of Manchester Airport – Scotland services reduced from 16 in each direction to just 10. Edinburgh lost one service, whereas Glasgow trains were reduced by five. Additionally, some Liverpool services were removed and short-workings introduced between Preston/Lancaster – Scotland.
- 3.27. Performance on this route has not been helped by several major incidents over the periods, including heat-related speed restrictions and an OHLE de-wirement in the summer and two fatalities more recently. These fatalities have impacted both driver and driver instructor availability as the operator seeks to ramp up driver training to provide additional resource to deliver its December 2022 timetable.
- 3.28. Assurances were made to both TfGM and GMCA that removing these services would enable more robust deliverability of the remaining train plan, however, this has not been the case. Recently, in addition to the agreed 40 withdrawn weekly services on this route, there have been significant daily p-coded cancellations and further on the day cancellations. Even allowing for the vastly reduced train plan, a further 19% of services on this route were cancelled over the two weeks beginning 02 October.
- 3.29. Across its network, TPE is struggling to deliver its services, with upwards of 500 trains being either fully or partly pre-cancelled in one week in October. TfGM has escalated TPE's performance to Rail North Partnership (RNP) / Department for Transport (DfT) and the Mayor of Manchester has demanded performance improvements or the removal of TPE's passenger contract.
- 3.30. TPE services on its wider network have been impacted by the severity of some of the incidents already detailed in this report, including Slade Lane signalling, Fairfield flooding and the unit failure near Diggle. Fatalities in North Lancashire, Cumbria and Leeds have impacted performance and unit, as well as crew availability.

AVANTI WEST COAST

- 3.31. Avanti West Coast reduced its Manchester – London services from 3tph to just 1 tph on 14 August. This was done without consultation and at very short notice. The removal of services has caused overcrowding on adjacent services and problems for passengers planning journeys over the summer holidays and even purchasing tickets.
- 3.32. As with TPE, these service reductions were planned to stabilise service provision and enable a guarantee of reliability. Whilst initially, this did not happen (there were further daily cancellations on the route), service delivery has improved and cancellations reduced considerably. An uplift to services was achieved in September, with up to an additional 10 services per day re-introduced, but this fell short of TfGM/Mayoral aspirations for a recovery plan which would have seen the return of 2tph. Avanti West Coast has said that it intends to return to 3tph from December 2022 on this route.
- 3.33. Wigan North-Western continues to be served by Avanti's Anglo-Scot services between London Euston and Glasgow/Edinburgh.
- 3.34. TfGM is pleased to report that the removed 0616 London Euston – Manchester Piccadilly service has been re-introduced from September, albeit starting from Stafford. This service makes key calls at Stoke-on-Trent and Macclesfield (at 0745 and 0802 respectively) and helps deliver key commuter flows into Manchester, whilst allowing additional capacity for local commuters further along the line at Poynton and Bramhall stations.

OTHER OPERATORS

- 3.35. Transport for Wales Rail (TfW) service performance improved over the periods, finishing P06 with the best Right Time at Destination of all GM TOCs at 67.3%
- 3.36. Transport for Wales services to Manchester continue to operate, with 1 tph to Chester/North Wales and 1 tph to Cardiff/South Wales. There continues to be short-forming of some of its services to South Wales, with three car units being replaced by two car trains. This continues to cause over-crowding, notably on sections between Manchester – Crewe, following the removal of Avanti West Coast services
- 3.37. Cross Country has not seen any further service enhancements since May 2022, when some early morning and evening direct services between Manchester – Bristol returned for the first time since the pandemic. Most services continue to operate from Manchester with strengthened 8 or 9 car Voyager trains.

- 3.38. Operational performance has improved over the two periods covered by this report and finished P06 with a RT figure 7.8% higher than in P04 of 40.1%.
- 3.39. CrossCountry performance was affected by significant incidents over the periods, including cable theft and flooding in the Birmingham areas and the signalling failure at Slade Lane.
- 3.40. EMR services between Norwich – Liverpool have seen performance improvements over the two periods, finishing P06 at 48.8% RT at destination. Services on this route were particularly affected by the extreme heat at the end of Period 04. Some short-forming of these services has resulted in over-crowding on these and Northern stopping services between Sheffield – Manchester – Liverpool.

SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 05 AND 06

Date	Incident	Delay Minutes	Cancellations
08 August	Signalling failure, Slade Lane Junction	3,688	18 full/34 part
01 September	Flooding, Fairfield	2,723	78 full/147 part
05 September	Failed freight unit, Rochdale	1,371	15 full/40 part
30 August	Track circuit failure, Hazel Grove	1,083	1 full/12 part
01 August	Trespass, Mills Hill	1,009	2 full/11 part
01 August	Trespass, Bolton	842	0 full/13 part

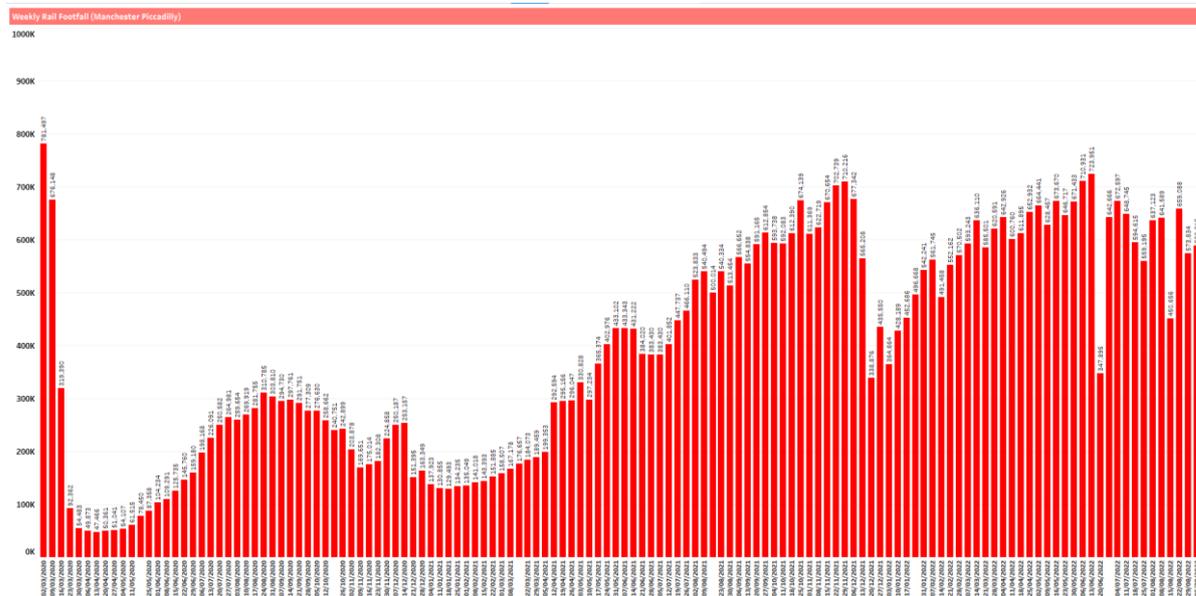
SIGNIFICANT INCIDENTS, LNW NETWORK, PERIODS 05 AND 06

Date	Incident	Delay Minutes	Cancellations
28 July	Fatality, Bletchley	6,255	54 full/38 part
25 August	Points failure, Kingsbury Junction	6,213	7 full/11 part
03 August	Cable theft, Tyseley	5,335	65 full/89 part
05 August	Points failure, Crewe	5,179	3 full
07 September	Lineside fire, Amington	5,120	3 full/6 part
29 August	Fatality, Watford Jct	3,604	6 full/11 part

4. PATRONAGE

- 4.1. Rail patronage across the north, which had steadily increased over the summer and at the beginning of September, has largely remained stable since, at between 70 – 85% of pre-COVID, depending on operator and journey type. The return to commuting has not so far fully materialised and demand continues to be largely driven by leisure travel.
- 4.2. Rail in the north has recovered faster than the national average and London/south-east, with higher patronage levels. Network Rail managed stations have shown higher footfall in the north-west than in London and the south-east, with Liverpool Lime Street leading the way at pre-COVID levels and above. Piccadilly totals are around 82% of pre-COVID, with London stations at below 70%. It should be noted that Merseyrail services in Liverpool have returned to full pre-COVID timetables and that operations have largely not been affected by industrial action elsewhere.
- 4.3. The chart below shows weekly footfall totals at Piccadilly station since the start of the pandemic. The busiest days of the week continue to be Friday/Saturday, with Sundays now often third busiest (event-dependant). Mondays and Tuesdays continue to be the quietest days.

MANCHESTER PICCADILLY FOOTFALL FIGURES



5. INDUSTRIAL ACTION

- 5.1. Rail unions are yet to agree on pay awards with their employers at a large number of train operators; although Transport for Wales, Scotrail and Merseyrail have agreed deals.
- 5.2. Strikes by RMT members (guards), ASLEF (drivers) and TSSA (salaried staff) have impacted rail delivery throughout the summer, with strikes having taken place on 27, 30 July, 13, 18, 20 August, 05, 08, 22 October and further action currently planned for 05, 07 and 09 November.
- 5.3. Depending on the unions involved, strike action has either resulted in a skeleton rail service on key parts of the network or no trains at all. Industry messaging has been not to travel at all and if possible, only essential travel on days bordering action. Ticket refunds have been in place, with other restrictions relaxed or acceptance in place with TOCs not involved in the action on various days. There has been no replacement bus operation due to the extent of the industrial action.
- 5.4. Additionally, train crew declining to work rest days and overtime. This has impacted on Avanti West Coast and TPE services, as detailed elsewhere in this report.
- 5.5. For customers and TfGM, the dispute has impacted Metrolink operations to Altrincham, with contingency cover for shared signalling sections between Timperley – Altrincham only being provided between 0700 – 1900hrs on certain strike days.

6. DECEMBER 2022 TIMETABLE (MTF)

- 6.1. As previously detailed, major changes to train timetables and switching of services comes into place from 11 December 2022. Full details can be found in the previous Metrolink & Rail Performance report and a diagram of new routes is in Appendix E.
- 6.2. The changes have been made to regularise services and improve overall performance but with the loss of some connectivity. Stockport and Sheffield lose their airport connections, Wigan and Southport lose their Manchester Piccadilly services and there is a loss of connectivity between North and South Manchester as the Hazel Grove – Blackpool North service is removed.

- 6.3. Whilst most peak time services will be restored, notably on Buxton, New Mills Central and Mid-Cheshire lines, the Atherton line will see only one additional peak train operating in the high-peak. Calls at Deansgate by Liverpool/Warrington stopping services will also be removed off-peak.
- 6.4. Safety concerns over the height of the west-bound platform at Irlam had led to fears that the second tph off-peak here would be discontinued. TfGM has worked with industry partners to ensure that works to heighten the platform have been prioritised and that these will be completed in December to enable the continued operation of 2 tph in both directions at the station.
- 6.5. As a result of continuing industrial relations issues, lack of RDW agreements, delays to driver training and spikes in recent COVID infections across the north-west, coupled with increases in other long-term sickness, TfGM is concerned about the deliverability of the December 2022 timetable. These concerns are notably focused on TPE and Avanti West Coast.

7. OPERATOR UPDATES

NORTHERN TRAINS LIMITED

- 7.1. Northern is prepared to deliver its December 2022 timetable change, from 11 December. This will see service enhancements on a number of routes; however, a small number of service improvements will be deferred until 03 January 2023.
- 7.2. Northern has confirmed additional management presence at its key Manchester city stations on Saturdays from 12 November until 17 December. This will see front-line staff supported at Manchester Victoria, Oxford Road and Salford Central stations.
- 7.3. Congratulations to Bolton station which won 'Best Medium Station' at this year's National Rail Awards.
- 7.4. RMT has announced strikes which will affect Northern services on 03 and 05 November. Previously, this action has seen Northern operate a service between Liverpool – Alderley Edge only.
- 7.5. Northern has had positive discussions with ASLEF over a rostering disagreement, which should see performance improvements from October.
- 7.6. A new passenger toilet pod has recently opened at Guide Bridge station.

- 7.7. Northern is pleased to have installed specially commissioned new artwork on the passenger overbridge at Manchester Victoria, which considerably enhances the environment.

TRANSPENNINE EXPRESS

- 7.8. The overall number of Scottish services was reduced to 31 on weekdays, supplemented by coach services at some locations. This amended timetable has provided some stability and seen the number of short notice cancellations and amendments reduced.
- 7.9. TPE is currently planning to operate 35 services on the WCML from the December 2022 timetable, with improved connectivity between Manchester – Edinburgh/Glasgow.
- 7.10. Network Rail works on the WCML at Carstairs from 04 March 2023 will close the route through Carstairs to Edinburgh and Glasgow for the first 16 days of works, with the route available to Edinburgh available after then during midweek only. Weekend route closures will take place every weekend for these works until the end of May 2023. As a result of this, the May 2023 timetable change is the earliest opportunity after the December timetable change to uplift WCML services, which in May will increase to 40 trains per weekday.

AVANTI WEST COAST

- 7.11. Avanti West Coast (AWC) remain focused on restoring its services. At the end of July, virtually all AWC drivers decided to stop volunteering for overtime. This caused multiple short-notice cancellations. To improve reliability AWC reduced its timetable. As a result, AWC-related cancellations have improved significantly – from nearly 25% at the end of July / start of August to 5% for each of the last two weeks to 22 October.
- 7.12. In September AWC stepped up its timetable, with up to 10 extra trains a day between Manchester and London. In December, a further step up will introduce a significant increase in the timetable, going from around 180 services a day now, to 264 services a day. This timetable will not be dependent on driver overtime. That will mean all AWCs principal routes (Manchester, Liverpool, Glasgow, Birmingham, Holyhead) have more services than they had in May, including Manchester restored to its full 3 trains per hour service.

- 7.13. AWC's planning team have worked closely with industry partners including Network Rail to validate and upload train services, meaning that the forward window for ticket purchases has increased making it easier for customers to plan their journey. Tickets are now on sale up to 13th January (weekdays), and 29th October (weekends). AWC are working hard to increase the booking horizon, and weekends will be available four weeks out from 7th November, before increasing to six weeks out in the new year.
- 7.14. AWC is delivering a wide range of station enhancements across the network. Of note are improvements to waiting rooms which will take place this financial year. Additional seating and waiting shelters are also set to be installed in key locations and Real Time Bus Information (RTBI) screens have recently been installed providing customers with up to date onward travel information. AWC continues to work in partnership with stakeholders to develop and deliver planned station enhancements at Greater Manchester stations particularly at Wigan North Western and Stockport. These include near term improvements to customer facilities alongside long term investments in preparation for the arrival of high speed and integrated services.
- 7.15. In addition to station enhancements, AWC is enhancing its fleet of Pendolino trains through a £117M investment programme which sees trains fitted with new seating, LED lighting, new café bar, improved Wi-Fi, plug sockets and USB chargers at every seat, and on 11 car units one First Class carriage gets converted to Standard Class, providing additional on board capacity for customers. The programme is being undertaken at Widnes and is progressing well with over 10 units now refurbished and out on the network.

8. PASSENGER CONTRACTS

- 8.1. The Avanti West Coast passenger contract has been extended by 6 months to 01 April 2023. The extension is designed to provide Avanti with the opportunity to improve its services. The government will then consider Avanti's performance while finalising a National Rail Contract that will have a renewed focus on resilience of train services and continuity for passengers. Details at: [Avanti West Coast placed on short-term contract to drastically improve services - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/avanti-west-coast-placed-on-short-term-contract-to-drastically-improve-services)
- 8.2. The Department for Transport is currently working on drafting terms for a Direct Award for TPE to continue providing passenger services across the north.

8.3. Northern and Transport for Wales remain as Operators of Last Resort.

9. OPERATIONS & STATIONS

9.1. Northern Trains has confirmed Metrolink ticket acceptance on its service between Deansgate and Manchester Piccadilly stations during Metrolink track replacement works in the city centre from 24 October.

9.2. In line with previous years, there will be engineering works over the festive period with alterations to some train services. It is expected that service patterns will broadly follow similar patterns to previous years. Further details will be available in a separate report to GMTC.

9.3. It is expected that services will wind down early on 24 December and that there will be no train services operating on 25 and 26 December. Weekday services will operate between Monday 27 and Saturday 31 December, albeit with some removed early morning trains. Services will finish earlier than usual on Saturday 31 December. A normal Sunday timetable is expected to operate on 01 January, although some of these may be subject to cancellation due to current rest day working arrangements. Monday 02 January will see a normal weekday service operating, with some removed early morning services. This is all subject to any further industrial action being announced.

9.4. Piccadilly train station will be closed to the public for heavy rail services on 25 and 26 December. Access via Fairfield Street for Metrolink services will be available on 26 December.

9.5. As in previous years and for crowd control and safety, Deansgate station will be closed in the evenings on Fridays and Saturdays during the Manchester Christmas Markets, from Friday 11 November until Saturday 17 December. Full details of last trains from Deansgate can be found at: www.northernrailway.co.uk

9.6. Northern will be operating strengthened services where possible on late evening weekend trains, including six car formation on Macclesfield/Stoke-on-Trent trains. These services will not operate as 'dry trains' this year.

- 9.7. Salford Central station will have long awaited station improvements early in the new year. The station will be closed between 02/01/23 until 21/05/23. Trains will still run through the station not stopping, maintaining service links to and through Manchester Victoria. There will be some weekend blockades of the line to enable works to be completed, with services diverted or bus replacement. Further details will follow in the next MRN Performance report.
- 9.8. The works will include the replacement of the canopies and coping stones, installation of new platform tactile paving, ducting and drainage, and new passenger information equipment.
- 9.9. North West Electrification works will see bridge works and the installation of OHLE between Lostock Junction and Wigan North Western. This will entail station and local road closures along the line. Works at Hindley are expected to take place between 13 March and 23 July 2023, with works following on at Ince from 24 July until December 2023. Full details will be provided in future reports.

10. COMMUNITY RAIL

- 10.1. TfGM continues to work with industry partners to fund and facilitate community projects at our stations. Recent projects include collaborative schools work at Reddish North, Hag Fold and Ashburys, with further work at Ashton. Future projects include works by college students at St. John Rigby for Gathurst station and new artwork at Horwich Parkway and Bramhall.
- 10.2. TfGM co-sponsored this year's Community Rail Network Awards, along with our industry partners, Northern Trains. The awards took place at Manchester Central on 05 October and 14 Greater Manchester station projects/groups were shortlisted for awards. TfGM and Northern also helped arrange visits for attendees to Castlefield Viaduct, Irlam, Hindley and Bolton stations.

10.3. Many congratulations go to local winners for their great and inspiring work. Manchester groups won three prizes, with South East Lancashire CRP picking up first prize for its Wigan North Western mural, outstanding volunteer award for Julie Levy and Irlam winning best photograph. Friends of Hindley came third for their station.



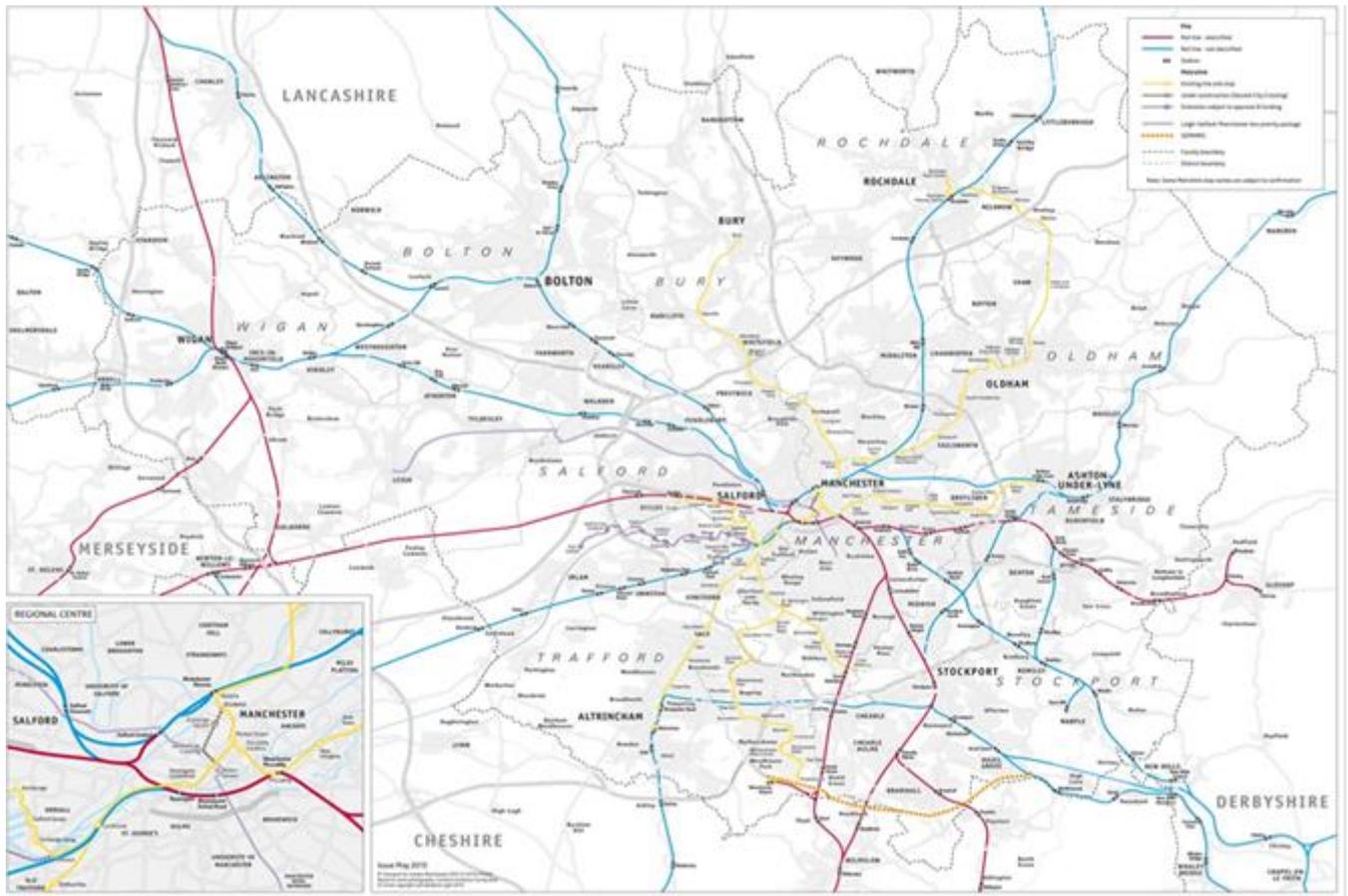
Simon Elliott,

Head of Rail Programme, TfGM

APPENDIX A – RAILWAY PERIOD DATES 2022/2

Year	Year/Period	Date From	Date To
2022/23	2022/23_P01	2022-04-01	2022-04-30
2022/23	2022/23_P02	2022-05-01	2022-05-28
2022/23	2022/23_P03	2022-05-29	2022-06-25
2022/23	2022/23_P04	2022-06-26	2022-07-23
2022/23	2022/23_P05	2022-07-24	2022-08-20
2022/23	2022/23_P06	2022-08-21	2022-09-17
2022/23	2022/23_P07	2022-09-18	2022-10-15
2022/23	2022/23_P08	2022-10-16	2022-11-12
2022/23	2022/23_P09	2022-11-13	2022-12-10
2022/23	2022/23_P10	2022-12-11	2023-01-07
2022/23	2022/23_P11	2023-01-08	2023-02-04
2022/23	2022/23_P12	2023-02-05	2023-03-04
2022/23	2022/23_P13	2023-03-05	2023-03-31

APPENDIX B: GREATER MANCHESTER RAIL NETWORK MAP



BOLTON
BURY

MANCHESTER
OLDHAM

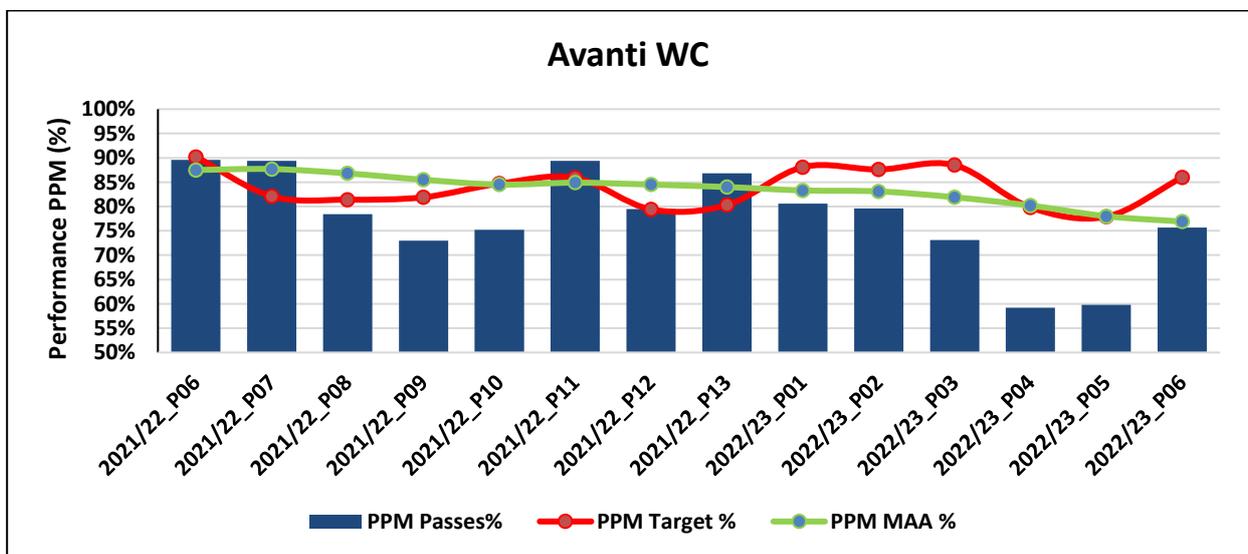
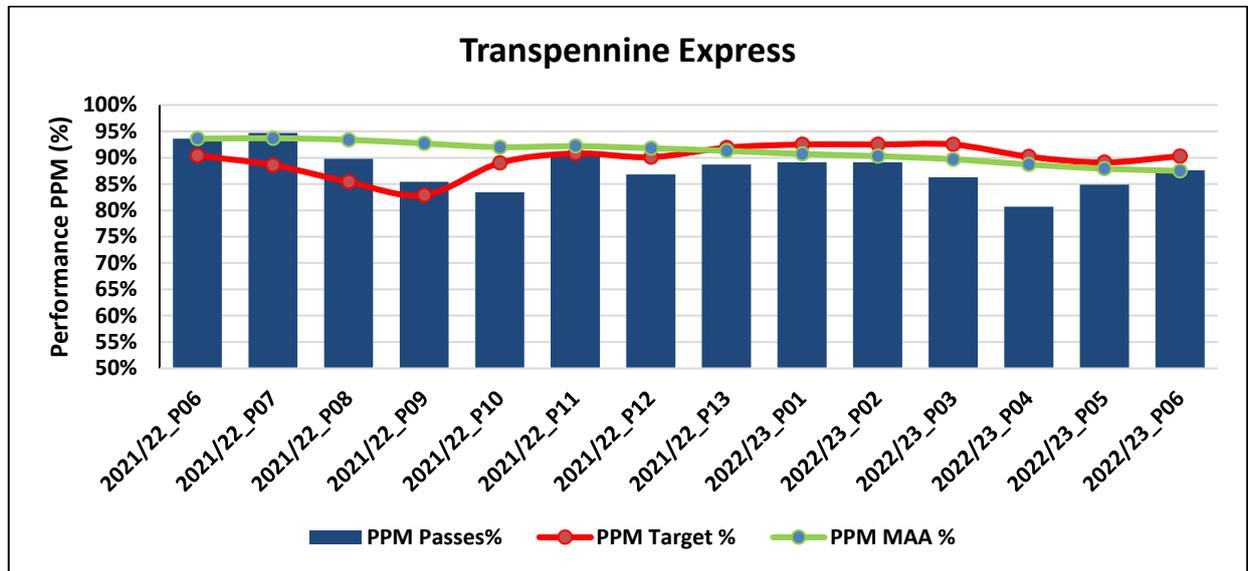
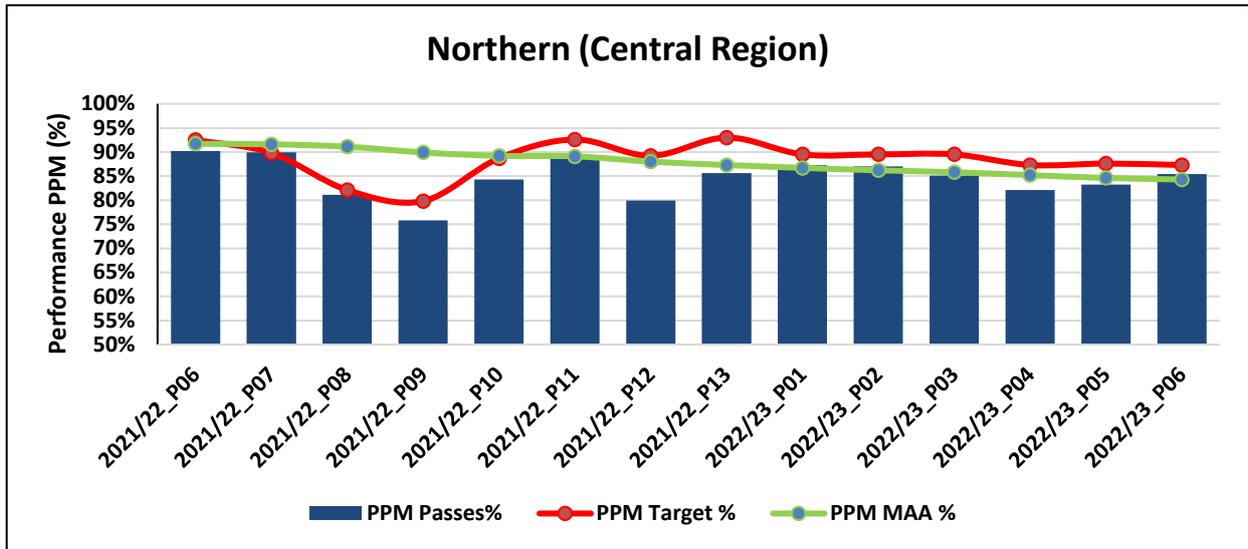
ROCHDALE
SALFORD

STOCKPORT
TAMESIDE

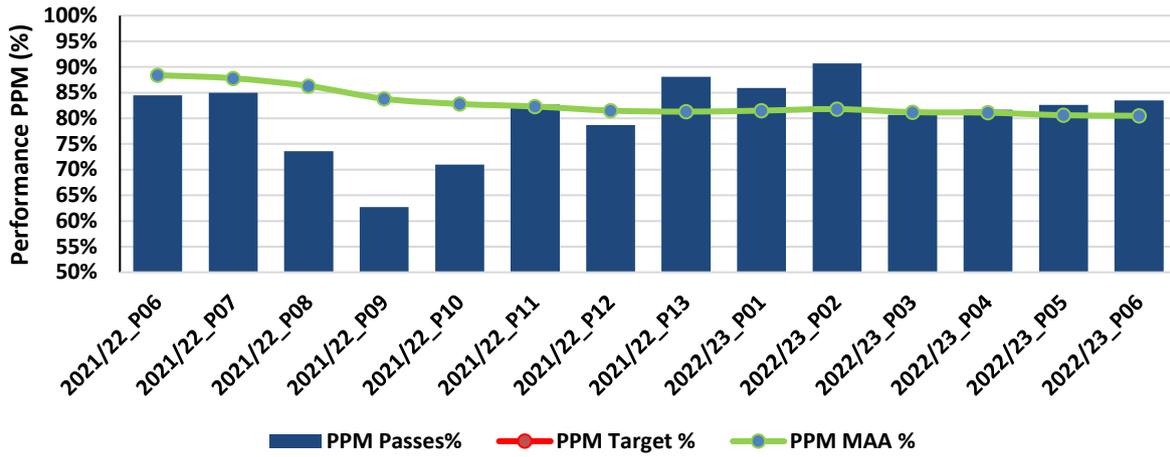
TRAFFORD
WIGAN

GMCA GREATER
MANCHESTER
COMBINED
AUTHORITY

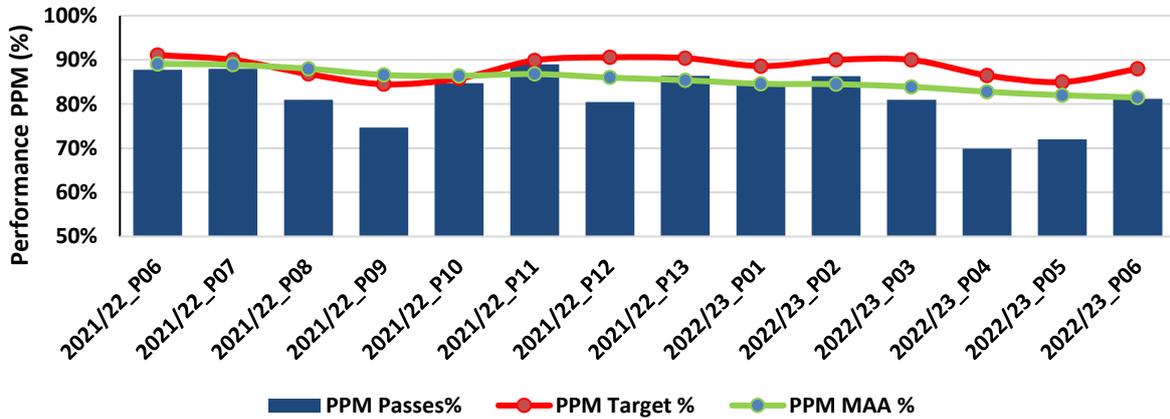
APPENDIX C: TOC PPM V TARGET AND MOVING ANNUAL AVERAGE



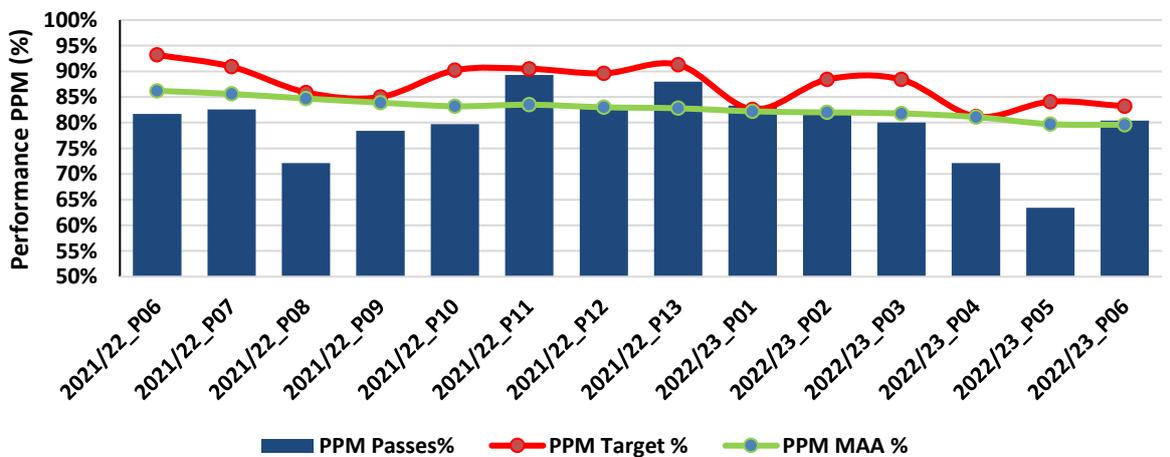
Transport for Wales



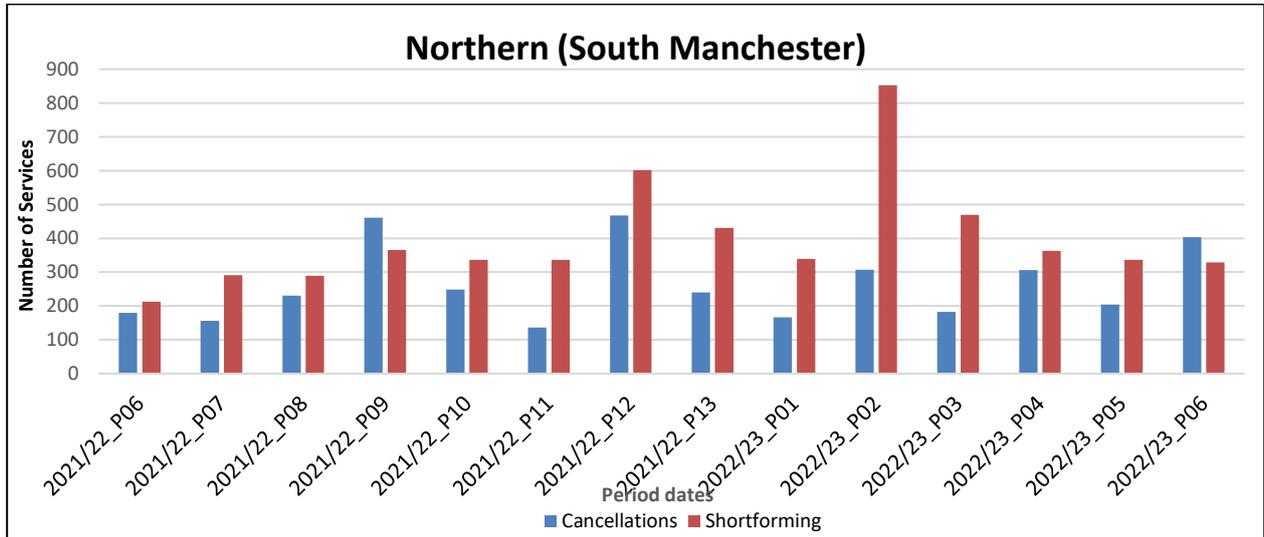
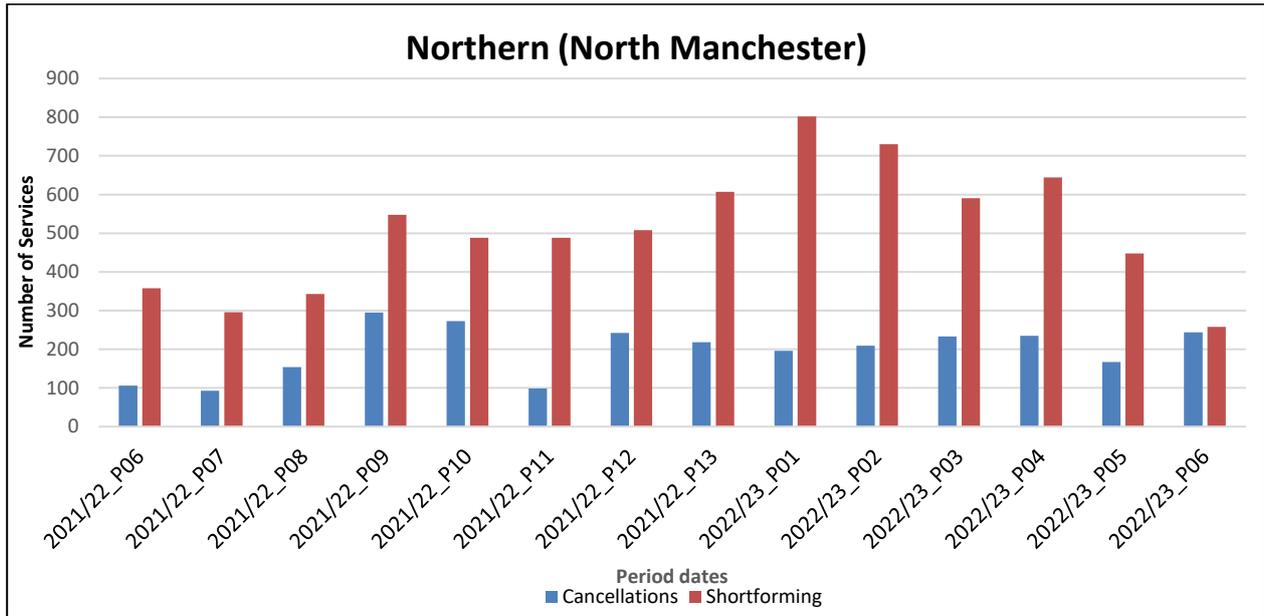
Cross Country



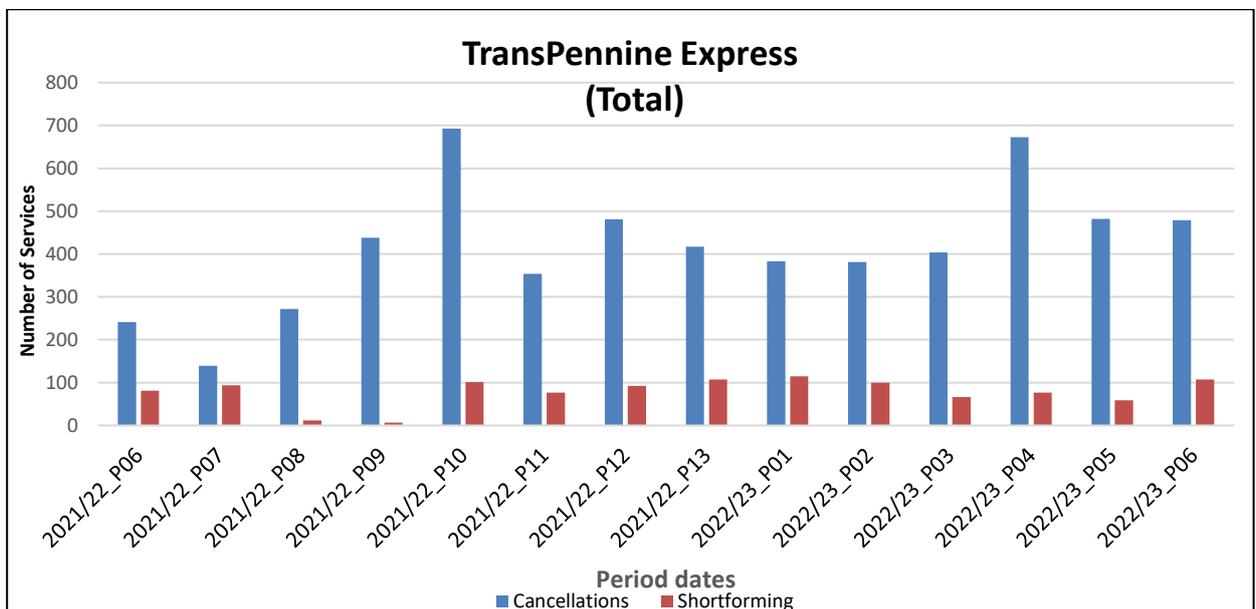
East Midlands



Cancellations and Short Forming - Northern



TPE

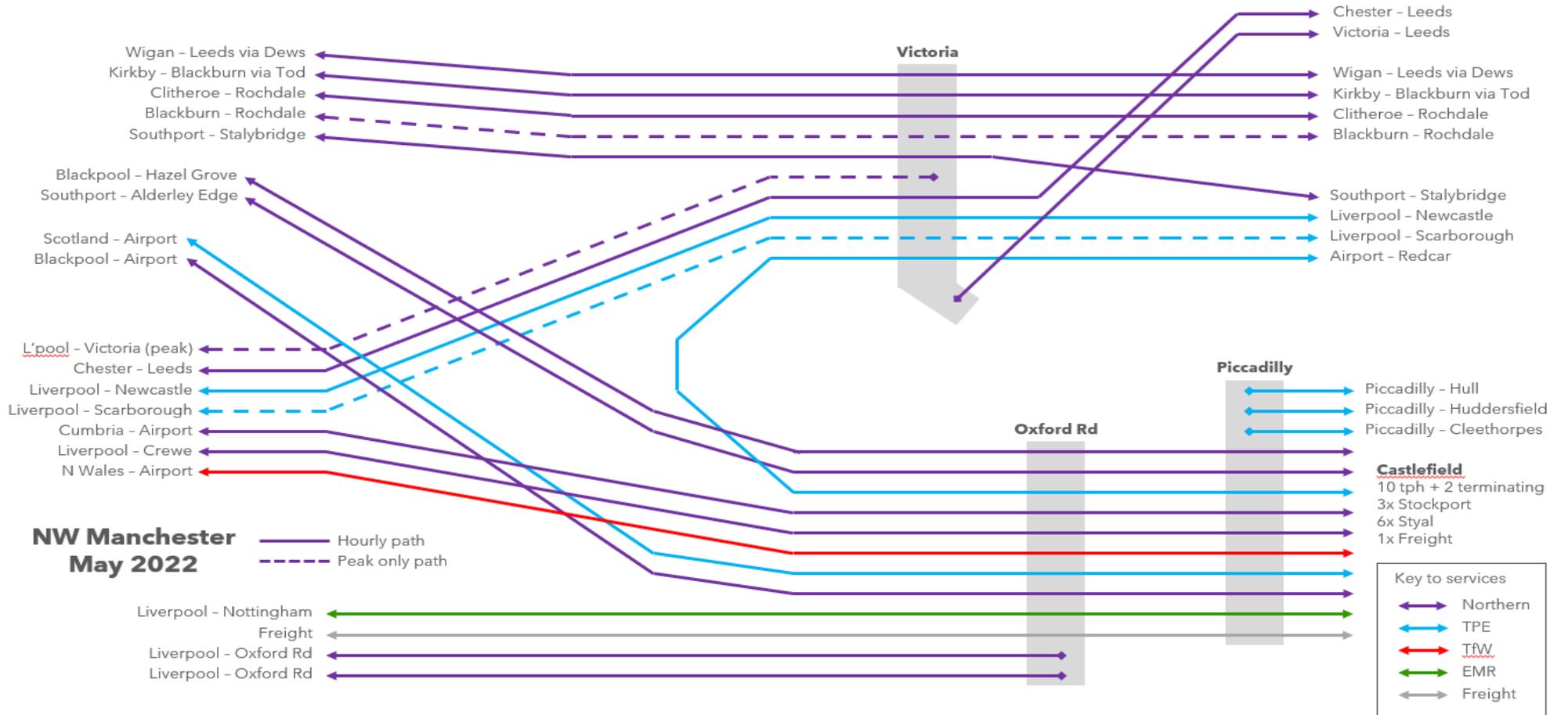


APPENDIX D – NORTHERN LINE OF ROUTE/TPE SERVICE GROUP RIGHT TIME at DESTINATION %

RT Northern Line of Route 2022/23	P01	P02	P03	P04	P05	P06	YTD
CLITHEROE - VICTORIA - ROCHDALE	77.9	82.3	78.8	76	77.6	78.2	78.4
PICCADILLY - STOCKPORT - CREWE	79.5	77.1	74.9	72.1	68.2	73.3	74.2
PICCADILLY - BUXTON	76.7	75.1	72.3	70.8	73.8	73.9	73.8
KIRKBY - VICTORIA - BLACKBURN*	66.6	69.7	69.3	69.2	69.4	68.8	68.8
PICCADILLY - NEW MILLS CENTRAL	61.3	65	69.9	70.7	71	71	68.2
CLITHEROE - BOLTON - VICTORIA	78	82.1	79.6	77.9	7.6	79.1	67.4
BLACKPOOL - WIGAN - LIVERPOOL*	72.3	70.5	68.4	63.2	61.8	64.9	66.9
LEEDS - WIGAN	67.8	69.1	66	45	64.1	66.6	63.1
PICCADILLY - ROSE HILL MARPLE	63.3	64.7	63	65.5	62	50.3	61.5
LIVERPOOL - MANCHESTER OXFORD RD	63	62.3	62.1	58.9	57.7	62.9	61.2
PICCADILLY - CHESTER	58.5	64.4	62.4	58.6	61.9	58.3	60.7
LIVERPOOL - CREWE via Airport	61	61.1	60.3	59.9	59	61.5	60.5
LIVERPOOL - WARRINGTON - AIRPORT	68	69.4	54.3	58.9	56.8	53.7	60.2
HAZEL GROVE - BLACKPOOL	59.2	61.5	61.2	59.3	57.8	58.4	59.6
PICCADILLY - STOKE	60.6	62.4	59.4	55.3	57.8	60.7	59.4
SOUTHPORT/VICTORIA - STALYBRIDGE	58.7	60.9	58.7	58.9	55.9	58.5	58.6
PICCADILLY - HADFIELD/GLOSSOP	65.4	58.9	59.2	57.5	56	53	58.4
BLACKPOOL Nth - BOLTON - AIRPORT	59.4	64.7	60.2	55.9	54.3	54.8	58.2
PICCADILLY - SHEFFIELD	55.9	58.6	56.4	53.9	55.2	54.1	55.7
SOUTHPORT - OXFORD RD/ALDERLEY EDGE	51.9	53.6	50	56.1	55.9	56.7	54
MANCHESTER VICTORIA - LEEDS	55.4	55.3	54	49.1	49.8	54	52.9
LEEDS - CHESTER	56	55.9	50.8	46.9	48.3	54	52
AIRPORT - WIGAN NW - BARROW/WINDERMERE	54.3	52.2	51.7	50.5	49	51.9	51.6

TPE	P01	P02	P03	P04	P05	P06	YTD
North	65.9	64	61.5	54.9	59.7	58.5	60.8
South	60.4	60.4	49.9	46.1	48.7	57.5	53.8
Scottish	47.9	46.5	44.7	37.1	32.8	43.2	42

APPENDIX E: MANCHESTER ROUTES FROM DECEMBER 2022



BOLTON
BURY

MANCHESTER
OLDHAM

ROCHDALE
SALFORD

STOCKPORT
TAMESIDE

TRAFFORD
WIGAN

GMCA GREATER
MANCHESTER
COMBINED
AUTHORITY

South Manchester December 2022

— Hourly path
- - - Peak only path

