



## Bee Network Committee

Date: Thursday 25 January 2024  
Subject: Greater Manchester Rail Update  
Report of: Simon Elliott, Head of Rail, TfGM

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### **Purpose of Report**

To provide the Committee with an update on the performance of the Greater Manchester rail network and delivery of the capital and strategic rail programmes.

### **Recommendations:**

The GMCA is requested to:

1. Note and comment on the performance of the Greater Manchester rail network;
2. Note and comment on the progress of the capital rail delivery programme; and
3. Note and comment on the strategic rail programme.

### **Contact Officers**

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## **Equalities Impact, Carbon and Sustainability Assessment**

N/A

## **Risk Management**

N/A

## **Legal Considerations**

N/A

## **Financial Consequences – Revenue**

N/A

## **Financial Consequences – Capital**

This report provides an update on the current progress of the capital rail delivery programme. However, all capital finance information which is provided to this committee or the GMCA is presented in the main capital programme papers.

**Number of attachments to the report: 0**

## **Comments/recommendations from Overview & Scrutiny Committee**

N/A

## **Background Papers**

N/A

## **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

## **Overview and Scrutiny Committee**

N/A



## 1. Executive Summary

- 1.1. This report provides the Committee with an update on the performance of the Greater Manchester rail network, the rail capital delivery programme and strategic rail programme.
- 1.2. A list of railway terminology can be found in in Appendix C.

### **Network Overview**

- 1.3. Whilst this report covers rail performance over the past six months, it should be seen in the wider context of a more general decline from a high point in 2016, when new franchises were awarded for the then TPE and Northern businesses. Despite a succession of infrastructure enhancements across the north-west network, newer trains and plans for simplified operations and fewer conflicting train movements at major junctions, overall performance is now worse than it was eight years ago.
- 1.4. This report examines the underlying trends and reasons for poor performance in the industry and explores potential improvement plans.

### **Rail Capital Programme**

- 1.5. TfGM are working with local authorities to develop proposals for new stations in Golborne and Cheadle. Golborne station, subject to public consultation which commenced on the 4th January 2024, will have an hourly service between Wigan and Stalybridge (via Manchester Victoria) and will be fully accessible. Plans for a new station at Cheadle in Stockport continue to develop. Performance modelling work has recently concluded, and further work is required with Northern Trains Limited to develop a viable solution to the service provision for the station. Several station masterplans in Stockport, Rochdale and Stalybridge are also being supported by TfGM.
- 1.6. To ensure there is a focus on further improving accessibility at GM stations, the Greater Manchester Stations Accessibility Task Force (GMSATF) have developed a strategy that involves accelerating work to remove the physical barriers to rail travel at the 54 remaining inaccessible stations within Greater Manchester. Several Access for All (AfA) schemes are underway, and TfGM await the outcome of the CP7 funding bid in the hope to progress further prioritised schemes that will sit within the Access for All Programme.
- 1.7. TfGM have also been working collaboratively alongside Network Rail, Northern, London Continental Railways (LCR) and Greater Manchester Consultants for



Voluntary Organisations (GMCVO) in identifying old station buildings and rooms that can be used for community use. Heaton Chapel, Altrincham and Trafford Park were identified as being locations that could be redeveloped and brought back into use.

## **Rail Strategic Programme**

- 1.8. As part of TfGM's evolving strategic rail programme, we are involved in key industry consultations and continue to monitor network change and track access applications, responding where these appear detrimental to Greater Manchester rail aspirations. Furthermore, TfGM hold influence in many strategic and delivery programmes that are being led by the rest of the rail industry, primarily through Network Rail. The Manchester Taskforce (MTF) programme is intended to provide a resolution to the timetable and capacity problems which occurred in May 2018 and brings together Network Rail, the DfT, TfN, TOCs and TfGM.
- 1.9. Within TfGM's Rail strategy study remit, there are currently two main strategic studies in progress. The North of England Freight Routing study commenced in October and provides an update to the 2019 Freight Routing study to reflect changes that have occurred post-Covid and to gain a better understanding of TransPennine freight requirements. The 7-Day Railway study commenced in November and will explore the potential for improving the span of operation of rail services to provide an improved offer across Greater Manchester.
- 1.10. Greater Manchester earlier this year agreed the city-region's Trailblazer Deeper Devolution Deal with central government. The deal sets out the ambition to integrate rail into GM's Bee Network by 2030. This includes London-style integrated fares and ticketing across bus, Metrolink and rail, and Bee Network co-branding across the public transport network. This will be taken forward by a new Rail Partnership with Great British Railways, that will enhance the current ways we work with the rail industry, and work towards delivering our aspirations and ensuring public transport plays a crucial role in the prosperity of the GM region.
- 1.11. As part of this programme, TfGM officers have also been working with rail industry partners and local authorities to develop a prospectus for the 6 central stations within Manchester and Salford, along with developing proposals for an enhanced station at Stockport as part of the Mayoral Development Corporation (MDC).



## 2. Network Overview

### Historical Context

- 2.1. Since 2016, overall punctuality and reliability of Train Operating Companies (TOCs) in Greater Manchester has decreased, with Network Rail delay minutes increasing (see Appendix A, which features moving annual average PPM of three train companies and Network Rail delay since 2016).
- 2.2. Various service uplifts, notably the May 2018 timetable, added more trains onto already congested infrastructure. Despite emergency train plans, which saw the removal of some of these services, significant improvements were not made until the pandemic, when 50% of services were cut and only 5% of passenger journeys made. These improvements have largely been reversed over time as more trains have been incrementally returned.
- 2.3. Industrial unrest, through guards' action against plans for driver operated doors and some further localised disputes have preceded national strikes over pay and conditions and caused significant disruption over the past 18 months. Terms and conditions have never been modernised, with governments leaving these to individual TOCs to resolve. A modern railway, now reliant on a leisure-driven recovery, continues to see Sunday working as voluntary. Over the past 18 months, Avanti has repeatedly cut services on its key Manchester – London route, citing over-reliance on rest-day working. By its own figures, at one time 25% of services were reliant on this.
- 2.4. Resilience has diminished and, where in the past, periods of good performance led to improvements in the overall average performance, there have been very few of these. Adapting the network to the increasing ferocity and regularity of severe weather events must be fundamental to securing any longer-term improvements.

### Performance Overview

- 2.5. Train services in Greater Manchester were restored to approximately 92% of pre-pandemic levels from the December 2022 timetable change. Both regionally and nationally, the number of planned trains remains lower than before the pandemic. The December change also saw revised train service patterns as part of the Manchester Task Force recommendations to relieve congestion through the Castlefield corridor and improve performance across the wider network, resulting in



some loss of connectivity but initial improvements in performance. Further, minor service enhancements were delivered in the May 2023 timetable change.

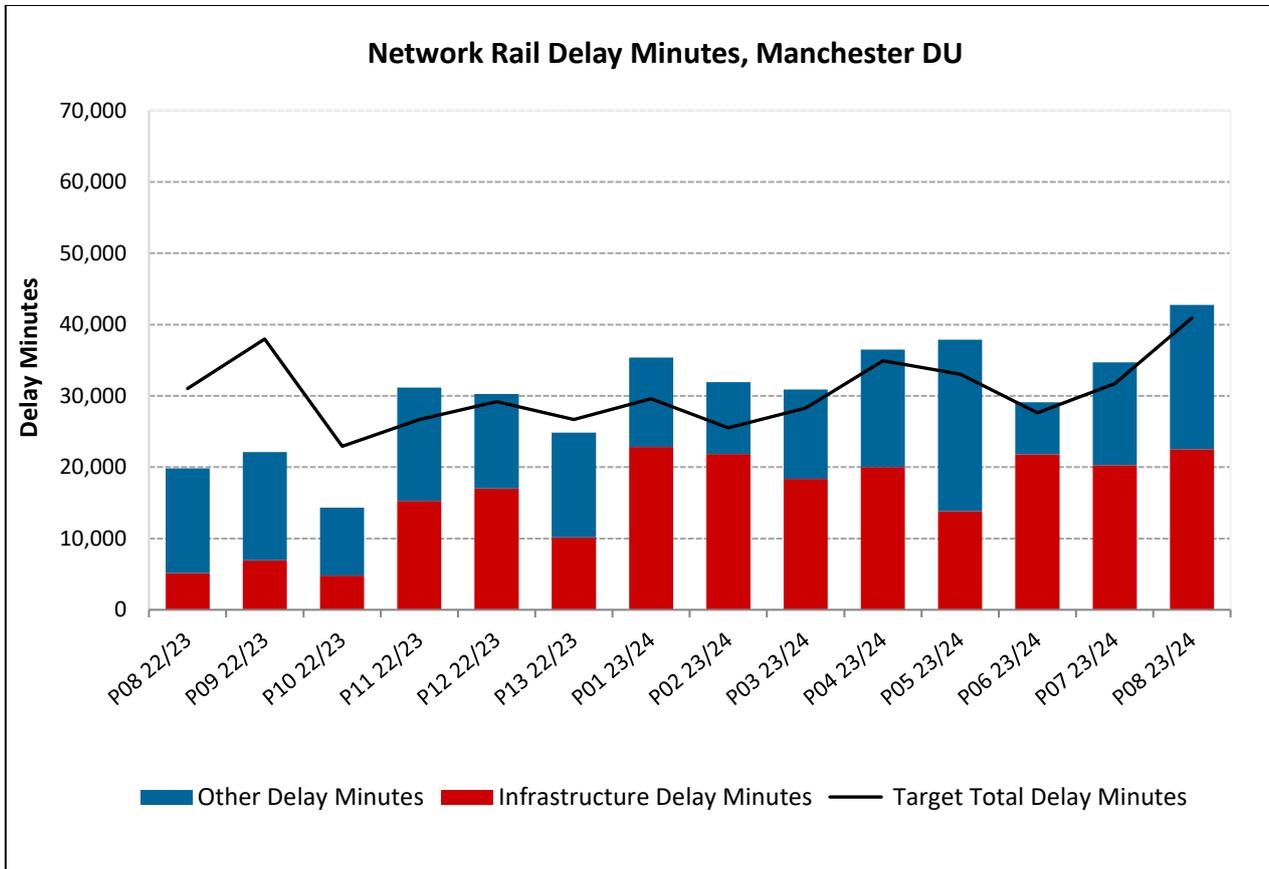
- 2.6. Overall, service performance over the past year has worsened for Network Rail and the six TOCs that operate in Greater Manchester (see Appendix B). There have been declines in punctuality and increases in the number of cancelled trains. This reflects the national picture, where performance is worse than it was both one year ago and in the period prior to the pandemic. It is worth noting that pre-pandemic performance in Greater Manchester was depressed and had not returned to pre-May 2018 timetable-change levels. Current performance levels are still based on fewer trains operating and around 90% of pre-Covid passenger demand.
- 2.7. The past 18 months have seen industrial action as a result of striking guards, drivers and Network Rail staff. This action, in the form of strike days and action short of a strike (ASoS) has significantly affected service provision and slowed down rail demand recovery.

## **Network Rail Delay**

- 2.8. Overall Network Rail delay minutes across its Manchester Delivery Unit (DU) have continued to increase over the past year, with Period 08 totals at more than double the same period last year and in excess of 40,000 minutes.
- 2.9. Over recent years, the proportion of Network Rail delays caused by infrastructure issues had fallen relative to increases in external delay. External delay increases have been fuelled by trespass, fatality and the increasing severity and frequency of extreme weather events, whilst total delays caused by infrastructure (track and non-track failures) had reduced, helped by fewer trains operating on the network and decreases in reactionary delay.
- 2.10. This has recently reversed, with significant rises in delay minutes due to infrastructure recorded from Period (P) 01, April 2023. These include points, track circuit and other signalling/power failures, damage to OHLE, speed restrictions due to track condition and level crossing failures.
- 2.11. Recently, five successive storms have hit the UK causing widespread disruption and resulting in blanket emergency speed restrictions (ESRs) across the network. Blown debris and trees have caused damage to OHLE and blocked tracks, whilst flooding has caused delays and landslides at various locations, most recently at Dewsbury, impacting both Northern and TPE services.



- 2.12. The chart overleaf shows increasing levels of Network Rail delay and proportionately more delays caused by infrastructure over the past 14 periods. Overall year to date delay minutes are 15% adverse to Network Rail's own targets.



## Train Operating Companies

- 2.13. Overall TOC performance also continues to be impacted by TOC-on-self delay and cancellation and the effects of other-TOC and freight delay. Crew availability is currently the main cause of TOC-on-self cancellations across the network, with Northern, Avanti West Coast and TPE all experiencing significant challenges.
- 2.14. Training for new drivers, on varied rolling stock and on new and diversionary routes was delayed during the pandemic and training progress has been further slowed by the loss of rest day working (RDW) agreements, notably at TPE.
- 2.15. High levels of driver attrition to other TOCs or freight companies and early retirement have led to unprecedented crew availability challenges. Furthermore, historic working arrangements have impacted services across the north-west, particularly at weekends for operators without RDW agreements in place. For TPE, this had led to the operator pre-cancelling many of its scheduled services on a daily basis for almost 18 months from December 2021 until May 2023, when a revised RDW agreement came into effect. This agreement has seen a huge drop in the



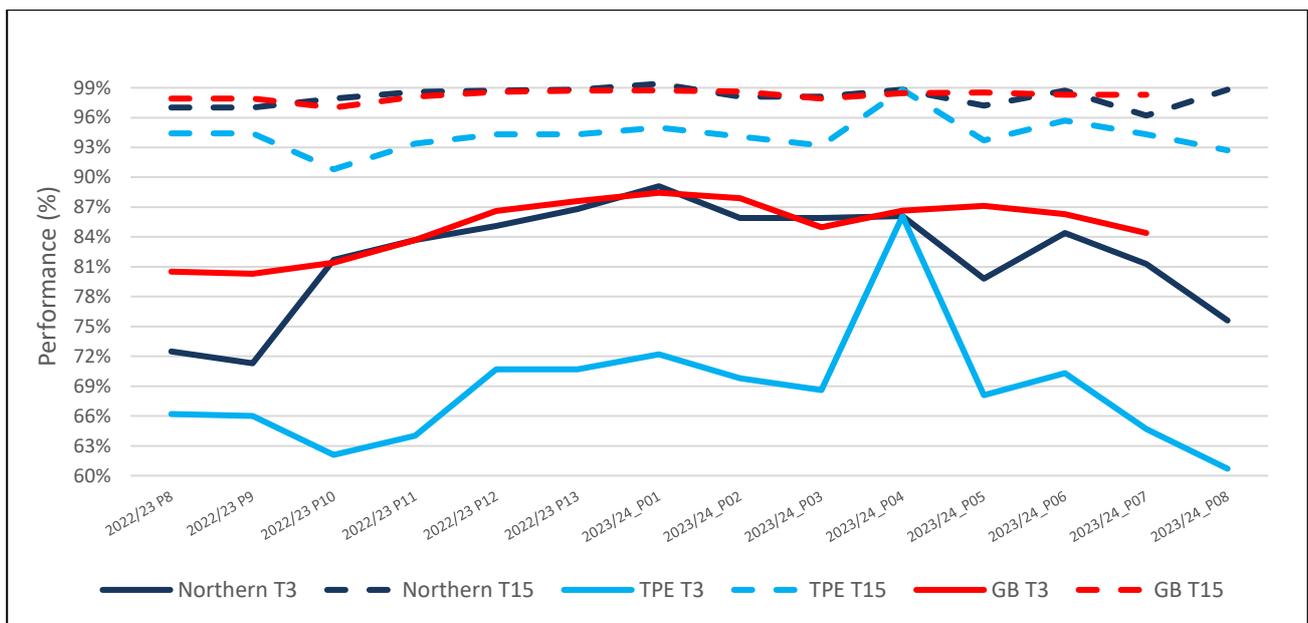
numbers of its pre-cancelled trains, from around 300 per week to 30, although during ASoS periods, the continued reliance on RDW is exposed, with sharp increases. Northern Trains has continued to experience regular Sunday cancellations as a direct result of this. A new RDW is now also in place at Northern.

- 2.16. Avanti services, which had been reduced in the summer of 2022 and then incrementally returned from December 2022, are once again affected by crew availability, with amended train plans in place from 09 December 2023 on its key Manchester – London route. Saturdays 09, 16, 23 and 30 December have effectively seen one third of trains removed, with mid-week services reduced by around 10% from 11 December and 20% the following week.
- 2.17. Sickness levels remain high across the industry and at some TOCs are twice pre-pandemic levels. For Northern, whose train plan deliverability assumed maximum sickness levels of 5%, a level of 8% is now factored as workable. Whilst changes have been made, sickness levels at some depots have reached 20% and inevitably, this has resulted in additional pre-planned and on-the-day cancellations. High sickness levels continue for Northern at Barrow, Blackpool and Liverpool depots. Trespass and fatality also continue to impact driver availability, with drivers often away from the business following incidents.
- 2.18. Cancellations due to delays with new and cascaded rolling stock have resulted in amended train plans for TfW services, made worse by associated driver training delay. Further issues with older diesel units have also meant significant short-forming of key services over this summer. Service uplifts for Cross Country Trains back to 2tph from Manchester – Birmingham in May 2023 caused some deterioration in performance levels. Crew availability is also impacting Cross Country Trains and at EMR.
- 2.19. Short-forming of services continues to cause over-crowding, increased dwell times and difficulty for guards/despatch. Cyclical train maintenance and exams, combined with a shortage of diesel stock and poor performance from bi-mode Class 769 units continues to impact Northern services, notably on North Manchester and Lancashire routes. TfW services continue to regularly be short-formed on both its Cardiff and North-Wales routes, although this is easing as new stock becomes available.
- 2.20. Revised industry metrics now measure the percentage of trains arriving at their destination within 3 (T-3) and 15 (T-15) minutes. The chart below highlights T-3



and T-15 scores for Northern and TPE, compared to the UK average over the past 14 rail periods. Whilst Northern has largely tracked the national average since December 2022 timetable change and improvements through Castlefield, it has started to fall back from summer. Periods 04 and 05 saw big rises in external delay, with extreme heat in June affecting OHLE, plus reduced running speeds and a major trespass incident in Levenshulme in P05 causing a full blockade of all 4 lines and almost 10,000 mins delay. Punctuality has continued to decline, with additional delays caused by poor track adhesion due to autumn.

- 2.21. Latest data, for P09 (4 weeks to 9 December) reveals a further decline in performance for all six of the TOCs operating in Greater Manchester, with over 8% drops in Right Time at Destination figures for both Northern and TPE, largely due to Storms Debi, Erin and Fergus. Crew shortages as a result of sickness and leave continue for Northern, Avanti and Cross Country.



## Performance Improvement Plans

- 2.22. TfGM continues to work with industry partners through our seat on the Rail North Partnership (RNP) and the creation of a North-West Regional Business Unit (NWRBU) to better understand the causes of poor performance and deliver improvement measures. This has recently included sharing best practise on sickness management, back to work process and employee welfare schemes.
- 2.23. Network Rail's recent West Coast Improvement Plan, implemented following poor route performance earlier this year and ORR intervention, is looking at both track



and non-track asset performance, technological improvements to some assets, enhanced pre-emptive maintenance and improved seasonality readiness.

- 2.24. Working with train operators, plans also include increasing train diagram resilience (previously reduced to maximise efficiency), reviews of rolling stock and timetables, pathing allowances, sectional running times and signalling regulation.
- 2.25. Embedded BTP officers at control centres, further use of technology in surveillance at key hotspots, and engagement with schools and mental health agencies continues in a bid to reduce and mitigate the effects of trespass, fatality and threatened suicide on the railway. Further measures include physical deterrents and signage at platform ends and strengthened fencing at known entry points.
- 2.26. High level incident learning reviews take place locally following major incidents to identify areas of future improvement and share best practice across industry partners. These have recently focused on a major trespass incident at Levenshulme and detached signal gantry cage at Longsight.

## **Train service levels & December 2023 timetable change**

- 2.27. Train services across Greater Manchester currently remain at around 90% of pre-Covid levels.
- 2.28. December 2022 saw considerable changes to north-west train plans, with service alterations and reductions through the Castlefield corridor. These cut some north-south connectivity and saw the loss of off-peak calls at Deansgate. Performance of services using this corridor improved markedly (by over 30%) in the first few periods of operation but has since declined. Whilst overall punctuality on the CLC line is better than it was pre-December 2022 changes, it is currently not much improved on where it was in 2020.
- 2.29. December 2022 and May 2023 saw the re-introduction of most services which had been removed during Covid, however some services are yet to be fully restored. Compared to pre-Covid, fewer trains are still operating on Wigan – Atherton – Manchester, Hadfield/Glossop and Rose Hill lines.
- 2.30. In October, TfGM undertook passenger loading surveys at key locations across city centre stations and will be undertaking further survey work in March 2024. These found large variations in demand by route, time of day and day of week. Overall, demand had increased since previous surveys last year, although shoulder morning peak had reduced. This was offset by increased demand in the afternoon shoulder peaks. Busiest routes included Hadfield/Glossop, Blackpool North



(although figures skewed by cancellations and short formations), Cumbria services, Macclesfield/Stoke and Blackburn – Rochdale.

- 2.31. December 2023 will largely see a roll-over of current services, except for TPE, where an amended temporary train plan will be introduced. This will effectively reduce cross-Pennine services from 5tph – 4tph, although capacity will largely be maintained through additional strengthening of the remaining services. These changes are aimed at stabilising service delivery, providing more certainty for passengers with the reduction of late notice cancellations and will enable driver training to be accelerated. A removal of Class 68/Mk5a sub-fleet has also been approved to further simplify and speed-up training. These services, along with some still withdrawn Airport – Scotland trains will be reintroduced in December 2024.
- 2.32. For Northern, 3 of 8 diagrams on its Blackpool North – Manchester Airport route will operate as 4 car units instead of 6. Unit formations will change on Liverpool – Wigan/Blackpool services, with 3 car units deployed. A capacity uplift on Chat Moss line will see the incremental introduction of 4 car Class 331 units. Buxton services will see reductions in off-peak formations from 4 to 2 car units, although more 4 car units will operate at weekends. Overcrowding on Northern Chat Moss stopping services should also be partly relieved by the re-instatement of TfW peak service calls at Newton-le-Willows from December.
- 2.33. EMR will re-introduce a busy shoulder peak service departing Liverpool Lime Street at 0851 for Manchester, Sheffield and Norwich from December. Surrounding services will also return to 4 car from 2. Further capacity improvements will take place next year with the incremental introduction of 6 car trains on the route.

## **Community Rail**

- 2.34. TfGM continues its work with rail industry colleagues and the wider community, funding and facilitating a wide range of schools and community projects across our region.



## 3. Rail Capital Programme

### New Stations

#### Cheadle New Station

- 3.1. Transport for Greater Manchester (TfGM) is working with Stockport Council to develop proposals for a new rail station in Cheadle.
- 3.2. There is currently no railway station in Cheadle and the nearest passenger services in operation are at Gatley, which is approximately 1.2km from Cheadle High Street. As a result, a new station in Cheadle has been identified as a key piece of infrastructure and has strong support from the local community.
- 3.3. The proposed station would comprise of a single platform located to the north of the existing Chester to Manchester railway line with covered waiting shelters.
- 3.4. There are challenges currently with the timetable modelling for the station which are being worked through with Northern.

#### Golborne New Station

- 3.5. Transport for Greater Manchester (TfGM) is working with Wigan Council to develop proposals for a new rail station in Golborne.
- 3.6. A new station in Golborne presents a significant opportunity to create local rail connectivity and give people an easier choice to catch a train rather than rely on the car. Golborne is one of the largest towns in Greater Manchester without a railway station and its residents currently face a long car or bus journey, of over one-hour, to get into Manchester city centre. Introduction of a train service to Manchester city centre would reduce this to approximately 30 minutes. This lack of connectivity makes it difficult for people to get to work, school, education, or to enjoy Manchester's world-class cultural scene. This new station would help make Golborne and its surrounding areas an even better place to live.
- 3.7. The current proposal, subject to public consultation which starts from the 4th January 2024, is to build a new station near to the site of the previous Golborne Station which will have an hourly service between Wigan and Stalybridge (via Manchester Victoria). The station will be fully accessible and include a new footbridge across the railway with passenger lifts to all platforms. Also included in the design will be a variety of passenger amenities including cycle storage, ticket vending machines, real time train information, passenger help points, seating and waiting shelters.



- 3.8. Further enhancements are proposed around the new station including improved town centre parking, better options for travelling to and from the station by introducing improved walking, wheeling, cycling and scooting links. We will also be looking at possible links to the east of the train tracks, providing an alternative route to the town centre.
- 3.9. It is the intention that all new stations that are built by TfGM now and in the future, will be owned and maintained by TfGM in the same way as Horwich Parkway is currently operated and managed.
- 3.10. This project is a retained scheme within the CRSTS programme, meaning that the ultimate approval of the business case at the various stages of the project lifecycle resides with Government, who have a particular interest in the rail network integration aspects of the scheme.
- 3.11. Following the previous approval of the Strategic Outline Business Case (SOBC) for this project and conclusion of the necessary internal governance in relation to the Outline Business Case submission, it is now intended that the relevant documentation required to secure Government approval of the Outline Business Case for the scheme will be submitted to the Department for Transport (DfT) for review by the end of January 2024.

## **Access for All**

### **Main Programme (Irlam, Daisy Hill)**

- 3.12. Detailed design (GRIP 5) works have commenced on Daisy Hill and Irlam stations following the appointment of a design and build contractor in September 2023. Works are due to commence on site with completion and handover in early 2025.

### **Swinton and Next Tranche (Reddish North, Hindley, Bryn)**

- 3.13. Outline design for Swinton and Next Tranche stations (Reddish North, Hindley, Bryn) has recently concluded. Detailed design is set to commence early 2024 after appointment of a design and build contractor. The overall completion is expected to be in 2027, subject to railway possessions and access.

### **Mid-Tier**

- 3.14. A package of minor accessibility interventions across GM stations has been delivered. Works to install Customer Information Systems (CIS) in 14 GM stations



are underway to be completed by the end of March 2024. The access ramp at Bredbury Station is substantially complete. Rose Hill Station drop off works are currently on site and to be completed by the end of February 2024.

## **Salford Central Station Enhancements**

- 3.15. The revised scope for Salford Central is focussed on providing a modern, accessible station, with improved operational facilities and a quality passenger offering. A high-level summary of the proposed scope includes improved station information and security systems throughout the station; accessibility enhancements including the upgrade of the existing ramps to platforms 1 and 2, provision of passenger furniture and provision of new customer toilets and way finding throughout the station; modernisation of the lower concourse (including the relocation of the passenger facing facilities to this concourse).
- 3.16. It was planned for the scheme to be delivered between May and November 2024 however, as a result of rail industry approvals and possessions not being confirmed, it is now planned for the scheme to be on site from early 2025 for 10 weeks.

## **Community Buildings**

- 3.17. TfGM have been working in collaboration with Network Rail, Northern, London Continental Railway (LCR) and Greater Manchester Centre for Voluntary Organisation (MCVO) in identifying old station buildings and rooms that can be used for community use.
- 3.18. Heaton Chapel, Altrincham and Trafford Park were identified as stations with buildings that could be redeveloped and brought back into use. Whilst fit out work has taken place, GMCVO has identified different small to medium enterprises (SMEs) who are looking for space to work in that meets their needs and the local communities. For a full list of the SMEs please see Appendix F.
- 3.19. We are now currently reviewing other disused buildings across GM and will shortly be deciding on a tranche 2 of works, should funding become available, delivering more community hubs across GM.



## Masterplans

### Stockport Masterplan

- 3.20. TfGM officers are working closely with Network Rail and Stockport Council on the redevelopment of Stockport Station. The project is part of City Region Sustainable Transport Settlement (CRSTS) programme.
- 3.21. Consultants have begun engagement with stakeholders and have held site visits to develop the survey requirements. Engagement has also taken place on developing the funding strategy for the overall scheme. The next steering group meeting is likely to take place in January.

### Stalybridge Masterplan

- 3.22. In conjunction with TPE and LCR, TfGM are working in partnership into the feasibility of several development/ changes to the station at Stalybridge as part of a Masterplan for the regeneration of the area and improve customer transport links.
- 3.23. The objective of the project is the creation of number of station modernisations to enhance travel and to feature Stalybridge station as the new transport hub for the town. This includes a new entrance/exit on the Manchester bound side of the station, improve the station approach and options for the ramp area South of the station and installation of additional parking at grade if this can be fitted within the area.
- 3.24. Surveys and further design work are planned in the early 2024 and TfGM and TPE are continuing to review and identify potential funding for the overall scheme.

### Rochdale Masterplan

- 3.25. TfGM officers have been working extensively with Rochdale Council and Rail stakeholders on developing the masterplan for Rochdale station and the surrounding areas.
- 3.26. Station Square and Platform Park are currently progressing through design stages with collaboration from Rochdale Council, TfGM, Network Rail and Northern. Surveys have also been undertaken and a planning application was submitted at the end of Nov 23.



## 4. Rail Strategic Programme

### Rail Reform & Trailblazer Deeper Devolution Deal

#### Trailblazer Deeper Devolution Deal

- 4.1. Greater Manchester has a compelling vision to improve public transport through the Bee Network - an integrated London-style transport system for the city-region across bus, Metrolink, rail, and cycle hire services. Building on existing plans for transport integration between trams and buses through bus franchising, the Trailblazer Deeper Devolution Deal (TDDD) ambition sets out activity to enable the delivery of integration of rail into the Bee Network by 2030. This includes London-style touch-in/touch-out integrated fares and ticketing across bus, Metrolink and rail and Bee Network co-branding across the public transport network.
- 4.2. The deal also lays the foundation for greater input into our stations, services and strategic infrastructure investment with the creation of a Greater Manchester-Great British Railways Partnership and North West Regional Business Unit (a GM Rail Board has been set up in the interim pre-GBR stand-up). This will enable TfGM to improve local scrutiny of performance, help shape future service integration with the Bee Network and support the best possible public transport experience for the people and businesses in Greater Manchester.

#### Greater Manchester – Great British Railways Partnership

- 4.3. Following the publication of the Williams Shapps Plan for Rail in 2021 and the subsequent creation of the Great British Railways Transition Team (GBRTT), a Trailblazer partnership has been set-up between Greater Manchester and GBRTT.
- 4.4. The first Partnership Oversight Group was held in October and a subsequent meeting in December between Greater Manchester, GBRTT, the Department for Transport, Transport for the North, Network Rail and Northern and Transpennine representatives. Work so far has focused on developing the principles of a long-term future partnership arrangement between GM and GBR (the rail industry), which will fundamentally focus on delivering the Trailblazer Devolution Deal and integrate rail into the Bee Network by 2030.

#### GM-GBR's Fares, Ticketing and Retail (FTR) programme

- 4.5. A key part of the partnership with GBRTT is the delivery of the Pay As You Go (PAYG) smart ticketing Phase 1 between TfGM, GBRTT and the DfT, as outlined in



the Trailblazer Devolution Deal. The project team's immediate focus is on finalising detailed design work and a Full Business Case (FBC) assessment for Phase 1 roll out (Hadfield-Glossop and Stalybridge lines), this is set to be completed by Q2 next year, following recent approval by the DfT of the Outline Business Case (OBC).

- 4.6. A key component of the business case will be an assessment on fares simplification and readiness for future integration & capping between rail and local modes, in driving patronage growth and modal shift. Phase 1 roll out will help support the case of the future phases rolling out PAYG GM wider.
- 4.7. The full delivery of the PAYG scheme GM wide by 2030, including wider fares and ticketing simplification and modal integration with Bus and Metrolink is truly exciting, providing passengers with a more seamless, convenient, and trustworthy travel experience.

## **Manchester Central & Salford Stations Development**

- 4.8. TfGM officers have been working with rail industry partners and local authorities to develop a prospectus for the 6 central stations within Manchester and Salford, along with developing proposals for an enhanced station at Stockport as part of the Mayoral Development Corporation (MDC).
- 4.9. The development of Manchester Piccadilly, Manchester Victoria, Manchester Oxford Road, Deansgate, Salford Crescent and Salford Central are all integral to assisting Manchester City Centre and Central Salford form part of the fastest growing metropolitan area in the UK. Infrastructure improvements are needed to keep pace with the city's projected population and economic growth.
- 4.10. Key partners include Network Rail, Transport for Greater Manchester, Greater Manchester Combined Authority (GMCA), Manchester City Council, Salford City Council, and Train Operating Companies (TOCs).
- 4.11. Three stakeholder workshops, organised by Network Rail (NR) and Transport for Greater Manchester (TfGM), have already been conducted to shape a Prospectus, which presents a clear vision, shared objectives, and actions for each station area, fostering integration with wider development and regeneration opportunities.
- 4.12. A Stations Steering Group has been established to provide oversight, ensuring stakeholders' outcomes are met. Regular annual reviews of the Prospectus will track progress against the Action Plan, ensuring specific actions are fulfilled.
- 4.13. Working in partnership, we will create improvement plans for each of the stations and their surrounding areas, prioritising the needs of customers and local



communities. By pooling resources and funding streams, we aim to maximise operational and infrastructure investment, ensuring a well-rounded and cohesive approach to station enhancements and overall placemaking.

## **GM-GBR's Customer Integration Programme**

- 4.14. To support the FTR roll-out and the Trailblazer Devolution Deal commitment of integrating rail into the Bee Network by 2030, the partnership team are actively developing initiatives that bring this vision to life. Our collective efforts are centred on the development of a joint Bee Network/Rail Customer Integration strategy and implementation plan, which will include the delivery of some early deliverables that test the concept and realise the vision of integrating rail into the Bee Network. A Customer Integration Delivery Group (CIDG) consisting of industry partners (GBRTT, DfT, Network Rail, Northern and Transpennine) to support the delivery of this vision has also been set up.

### **Consultations**

- 4.15. TfGM are consulted on the key changes, proposals or decisions made within the Rail Industry and have a duty to submit a response in the best interests of Greater Manchester. A list of consultations that TfGM has responded to across the last year can be found in the appendix (Appendix D). In addition to these, TfGM continues to monitor network change and track access applications and will respond where these appear detrimental to TfGM aspirations.

### **Strategic Rail Study Programme**

- 4.16. There are two main strategic rail studies currently in progress:
- The North of England Freight Routing** study commenced in October and provides an update to the 2019 Freight Routing study to reflect changes that have occurred post-covid and to gain a better understanding of TransPennine freight requirements. We are working in partnership with the DfT, TfN, Network Rail and GBRTT on this study and will be using the results to understand the interventions required on the network to enable the rail freight benefits which form a key part of the TransPennine Route Upgrade business case. The study will also set out the potential opportunity for greater rail mode share of freight by highlighting the variation between constrained and unconstrained future rail freight forecasts. There will also be an assessment of the economic value of rail freight which will help to define the case for freight modal shift. To ensure the study captures the full



TransPennine freight requirements and to meet partner requirements, the geographical scope has been expanded to cover the whole North of England. The study is programmed for completion by the end of March 2024.

**The 7-Day Railway** study commenced in November and will explore the potential for improving the span of operation of rail services to provide an improved offer across Greater Manchester. The study is being progressed in three stages. The first stage will use evidence to create a service level definition for rail services to which we will aspire, the second stage will carry out a gap analysis to understand where enhanced levels of service are required to achieve the definition, and the third stage will use a range of metrics to provide a priority ranking for addressing those gaps. The study is planned for completion by the end of March 2024.

- 4.17. Separately to the rail studies, we are also working closely with our Modelling and Appraisal team to update the Rail Markets Model forecasting tool to better reflect post-Covid demand patterns. Once this is complete, we will be able to update our rail demand forecasts to understand the priority areas for rail service improvements.

### **Rail Industry Programme**

- 4.18. The Rail Strategy team are also engaged in many strategic and delivery programmes that are being led by the rest of the rail industry, primarily through Network Rail.
- 4.19. The Manchester Taskforce (MTF) programme is intended to provide a resolution to the timetable and capacity problems which occurred in May 2018 and brings together Network Rail, the DfT, TfN, TOCs and TfGM. The programme has been split into five distinct stages known as Configuration States and progress on these is as follows:
- **Configuration State 1** involved reducing train services to a level that could be delivered reliably. This was delivered with the December 2022 timetable change. A programme of platform lengthening has been taking place in parallel to allow for longer trains on some routes.
  - **Configuration State 2** provides for a series of small infrastructure enhancements that will further improve performance and allow better balance of capacity with demand. These schemes are; Salford Crescent 3rd



platform; turnbacks west of Salford Central and east of Manchester Victoria, and passenger capacity improvements at Manchester Victoria. These schemes have received funding approval from the DfT and are now in the early stages of delivery. Along with the previously funded electrification schemes to Stalybridge and between Bolton and Wigan, these should be complete to allow a revised timetable to be introduced in December 2025.

- **Configuration State 3** provides for some larger infrastructure schemes that will allow further reinstatement of train services removed in December 2022, along with further platform lengthening to support longer trains which are planned as part of the TransPennine Route Upgrade. The main schemes being planned are platform lengthening at Manchester Airport, rebuilding of Manchester Oxford Road station, small enhancements to Manchester Piccadilly throat and upgrading of the CLC line. These schemes are currently funded for development and are progressing towards a Strategic Outline Business Case. Current timescales are for these schemes to be delivered by the early 2030s.
- **Configuration State 4** will look at further infrastructure enhancements that will be necessary to enable Manchester to be ready for the introduction of HS2 and TRU services and to cater for future forecast demand growth. At the moment, this is in the very early stages of strategic planning and Network Rail have commenced a South Manchester Strategic Advice study to analyse what level of service needs to be accommodated and to identify the infrastructure solutions that will be necessary. The timescales for this stage will be mid to late 2030s and beyond.
- **Configuration State 5** represents the level of service which Greater Manchester will need to accommodate once HS2 and Northern Powerhouse Rail (NPR) schemes are complete. Originally this intended to include the HS2 infrastructure and released capacity opportunities, but this will now need to be re-considered in light of the Network North announcement.

4.20. Network Rail are also progressing with the Hope Valley upgrades. These provide extra capacity on the Hope Valley line by providing freight loop improvements at Bamford and Dore South, as well as reinstating double track through Dore & Totley station. This programme is on track for completion in Spring 2024 and should improve resilience and reliability of services travelling between Manchester and

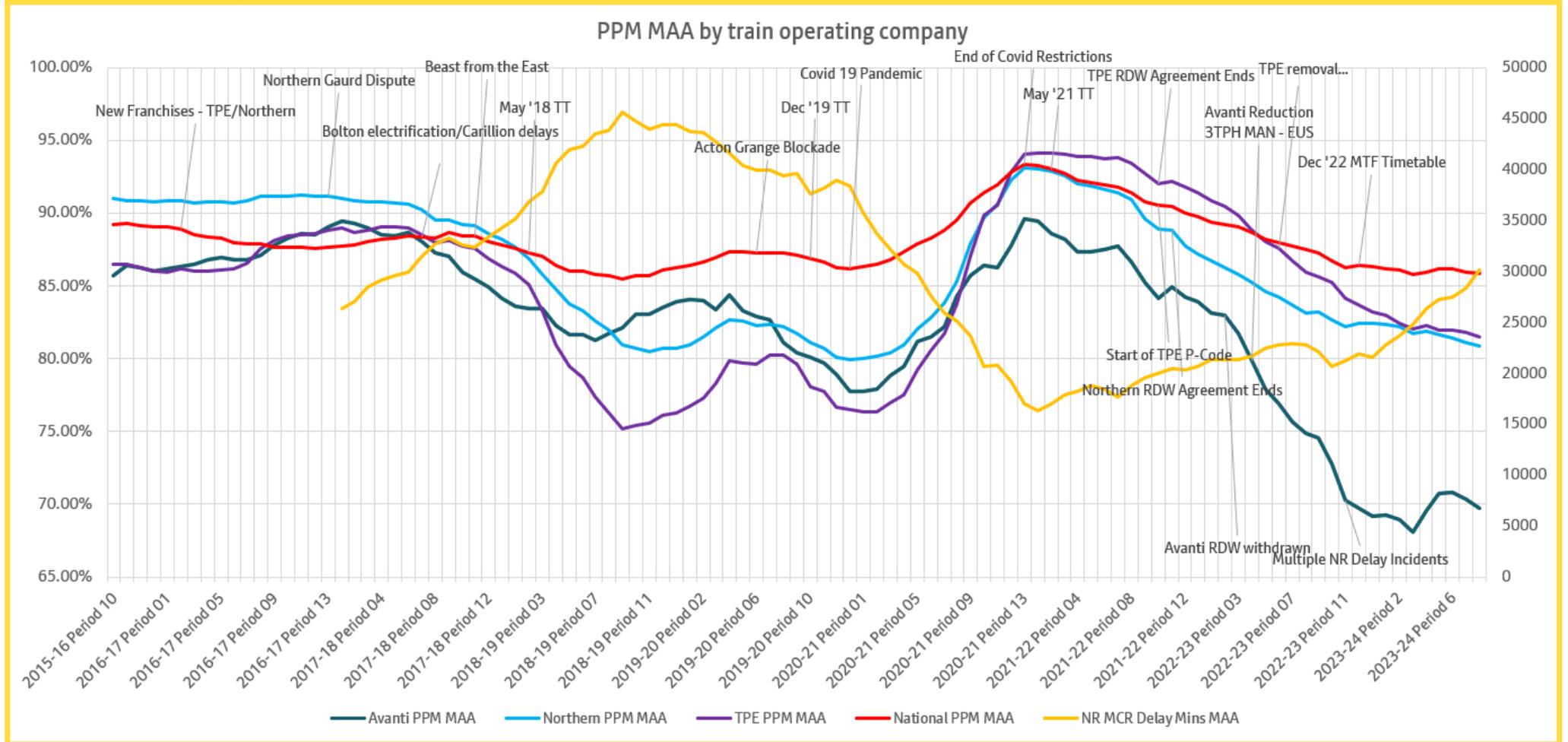


Sheffield. In the longer term, the enhancements should provide capacity for an additional passenger service, but this is dependent on addressing capacity problems in South Manchester and at Sheffield station.

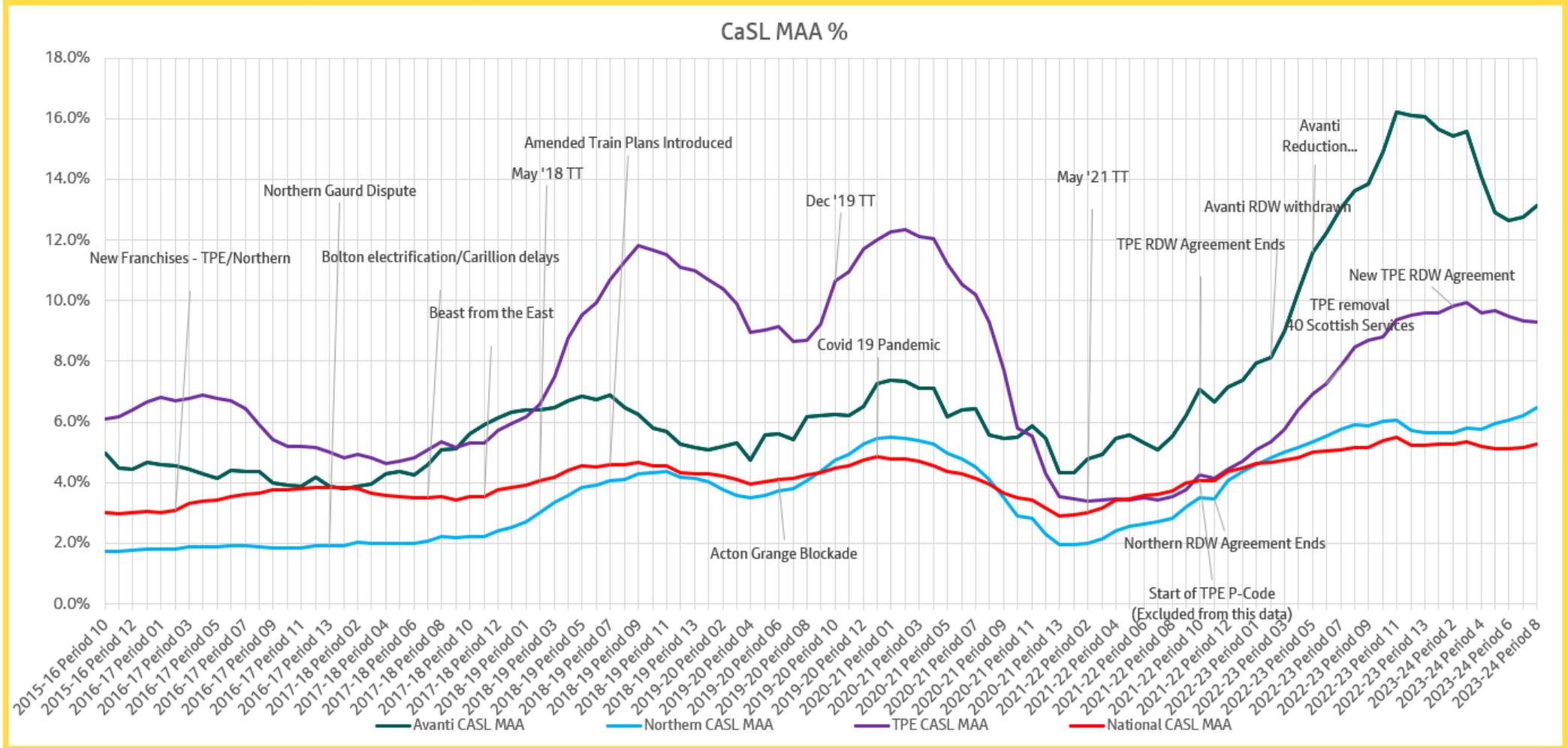
- 4.21. The TransPennine Route Upgrade (TRU) programme is also progressing. Work is ongoing to install electrification between Manchester Victoria and Stalybridge and between Guide Bridge and Stalybridge and once complete, will allow some local trains to convert to electric traction. Large scale investment is also being planned in West Yorkshire to commence in 2024 which will rebuild Huddersfield station and provide for 4-track from Huddersfield to Heaton Lodge Junction. While this is taking place there will be significant disruption and TransPennine Trains will need to use diversionary routes. TransPennine Trains Ltd have also started a market engagement exercise as a first step towards procuring new trains to operate on the TRU network once it is complete.

## Appendix A – Historical Performance Overview

### TOC Reliability & Network Rail Delay Minutes

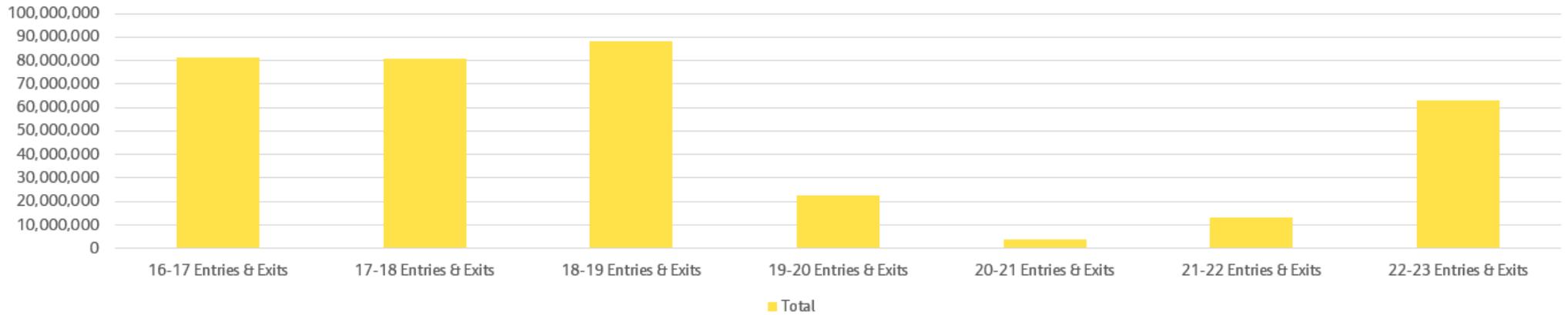


# Cancellations & Significantly Late

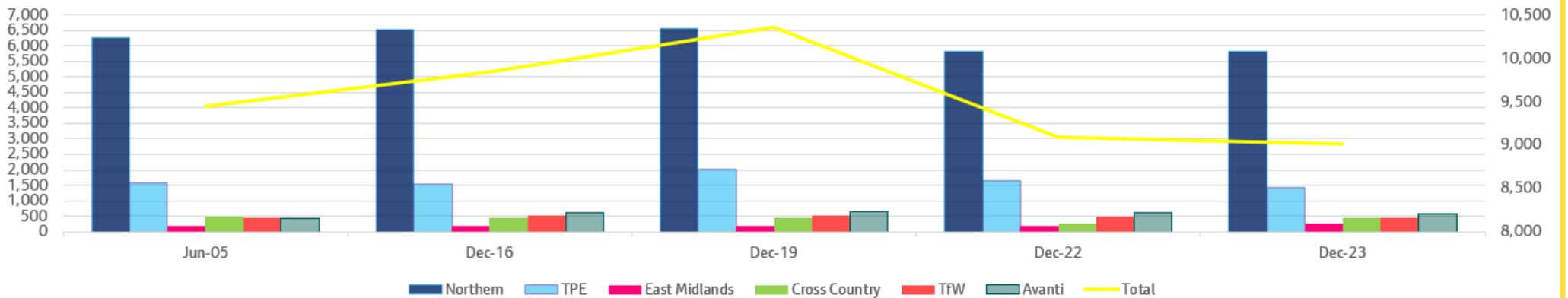


# Demand Vs Capacity

### GM Stations Usage

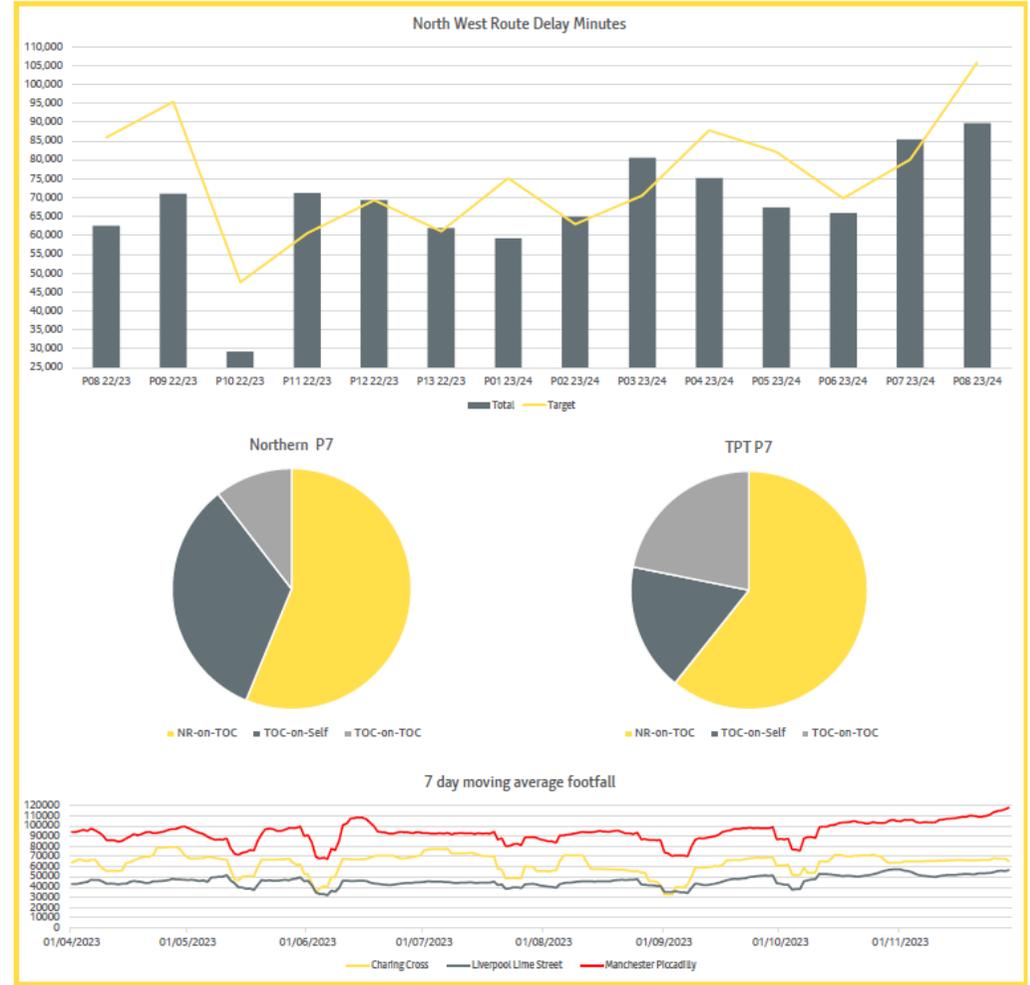


### Weekly GM Trains



# Appendix B - Rail Performance Dashboard

(Period 1 to Period 8 – 1<sup>st</sup> April to 12<sup>th</sup> Nov 2023 respectively)





## Appendix C – Terminology Appendix

**Action short of a strike (ASoS)** – as part of industrial dispute, where labour is not entirely withdrawn for a period, but unions may instruct other action, such as an overtime or rest-day working ban

**Blockade** – the closure of a route or part route (typically more than a weekend)

**CaSL (cancellation and significant lateness)** – any part or fully cancelled train or train operating over 30 mins late

**Delay minutes** - delay minutes represent the total number of minutes delay to passenger and freight trains, where the cause of delay is attributed to Network Rail.

**Delivery unit** – the geographic area covered by Network Rail’s maintenance teams.

**External delay** – the amount of delay minutes attributed to Network Rail not involving its track or non-track assets. This includes trespass, fatality, threatened suicide, cable theft or other vandalism and weather impacts.

**ESRs (emergency speed restrictions)** – these can also be BSRs (blanket) and are used as cautionary measure to slow trains down but keep lines open (often used during severe weather)

**Reactionary delay** – delays caused to train and freight operators following incidents that they were not directly involved in

**P-coded (or pre-cancelled)** – any train cancelled in advance and removed from the train plan.

**RDW (rest day working)** – any work in addition to contracted hours/days. RDW agreements will usually involve a premium rate or minimum number of hours pay for day-off work.

**PPM** – the previous industry metric for operators to achieve all station calls and arrival at final destination within 5 minutes (local operator) or 10 minutes (long distance) of schedule. This is used in this report for historic comparison.

**TOC-on-self** – the amount of delay caused through the specific TOC own fault.

**Other-TOC (or TOC-on-TOC)** – the amount of delay caused to an operator caused by another TOC.

**T-3, T-15** – industry metrics to measure the total number of station calls made by operators at their stations within either 3 or 5 minutes of schedule.

**Period** – a railway industry reporting period of 28 days

**Moving Annual Average (MAA)** – an average of data calculated over 13 periods.

**Right Time at Destination** – trains arriving at their final destination having called at all stops, within one minute of scheduled.

BOLTON  
BURY

MANCHESTER  
OLDHAM

ROCHDALE  
SALFORD

STOCKPORT  
TAMESIDE

TRAFFORD  
WIGAN



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## Appendix D – List of Consultation Responses

Consultation	Description of Consultation	TfGM response
Proposals to modify timetable publication in Network Rail's license	<p>In summary, the ORR are proposing to remove the explicit reference to the 12-week advance period in which Network Rail must advise TOC's on the running trains, following a timetable change and replace it with the requirement for Network Rail to follow the timescales in the Network Code.</p> <p>They are asking whether this change achieves the following objectives:</p> <ul style="list-style-type: none"> <li>• Future proof the timetable information deadlines for industry by explicitly linking the license and Network Code.</li> <li>• Improve the clarity of the Relevant Timetable Change definition.</li> <li>• At a future point, enable ORR to consider the industry-agreed proposal to amend the Network Code so timetables are finalised 8 weeks prior to trains running (T-8)</li> </ul>	<p>At TfGM there was a collective concern that the proposed timetable time horizon changes would affect the ability of operators to reliably offer competitive book ahead tickets. Therefore, TfGM suggested this ORR proposal should be reviewed in order to protect the competitiveness of rail against alternative modes and retain passenger confidence.</p>
Minimum service levels for passenger rail during strike action	<p>DfT are publicly consulting on the most appropriate approach for delivering minimum service levels for passenger rail services.</p>	<p>TfGM decided not to respond to this consultation as we felt it inappropriate to engage on matters of industrial relations.</p>
Ticket Offices	<p>TfGM also led on the response to the proposals by the Rail Delivery Group to reduce the number and staffed hours of station ticket offices across the conurbation and nationally. This included the drawing together and analysis of a range of data in order to oppose these changes, as well as sourcing and integrating advice from legal and legislative experts.</p>	<p>TfGM were extremely disappointed in this proposal, both in terms of the manner in which the consultation process had been undertaken, and the detail of what was being suggested. The proposals lacked coherence, consistency, and a suitable evidence base, with no accountability provided at any level of the industry. We therefore proposed that that the proposals are not taken forward, which was the conclusion of the Transport Focus recommendation to Government which they accepted. All TOC proposals were withdrawn.</p>

## Appendix E – Status of Train Operating Companies

Train Operating Company	Owning Group	Contractual Status	Contract End Date
Northern Trains	DfT OLR Holdings Ltd	DfT Operator of Last Resort (OLR)	March 2025 (optional extension up to March 2027)
TransPennine Trains	DfT OLR Holdings Ltd	DfT Operator of Last Resort (OLR)	<i>No end date published</i>
Avanti West Coast	FirstGroup (70%) / Trenitalia (30%)	National Rail Contract	October 2026 (optional extension up to October 2032)
Cross Country	Arriva UK Trains (owned by Deutsche Bahn)	National Rail Contract	October 2027 (optional extension up to October 2031)
Transport for Wales Rail	Transport for Wales (Welsh Government)	Directly operated subsidiary of Welsh Government	No specified end date
East Midlands Railway	Transport UK Group	National Rail Contract	October 2026 (optional extension up to October 2030)

## Appendix F – Community Building Schemes

- **Heaton Chapel – Flourish Together:** They offer one-to-one consultancy around enterprise, leadership, governance, income generation strategies and social value measurement. They invest their surplus resources in supporting women as a force for social change and wider social enterprise activity.
- **Trafford Park – The Wellbeing Rooms:** The mission of The Wellbeing Rooms is to find ways to provide high quality, low cost, holistic healthcare for everyone in our community. They believe that everyone should be able to access therapies that work for them. They work in a shared space so that they can offer therapies at a low price. This means more people can have access to holistic treatments.
- **Altrincham** - Currently doesn't have a sitting tenant as the proposed tenant pulled out due to delays to the repairs to the building and funding deadlines. TfGM are currently working alongside partners to identify a prospective new tenant.