

## GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK & RAIL SUB-COMMITTEE

**DATE:** Friday 23rd September, 2022

**TIME:** 10.30 am

**VENUE:** Council Chamber, Manchester CC, Mount St,  
Manchester

### AGENDA

**1. APOLOGIES**

**2. APPOINTMENT OF CHAIR AND VICE-CHAIR**

To note the appointments of Councillors Doreen Dickinson, Chair and Dzidra Noor, Vice-Chair of the Committee for the 2022/23 municipal year as agreed at GMTC on 12 August 2022.

**3. MEMBERSHIP FOR 2022/23**

To note the membership of the GM Transport Metrolink & Rail Services Sub-Committee for 2022/23

Members	Representing	Political Party
Councillor Kevin Peel	Bury Council	Labour
Councillor Mohammed Ayub	Bolton Council	Labour
Councillor Dzidra Noor	Manchester City Council	Labour
Councillor Naeem Hassan	Manchester City Council	Labour
Councillor Aasim Rashid	Rochdale Council	Labour
Councillor Damian Bailey	Salford City Council	Labour
Councillor Andrew Western	GMCA	Labour

<b>BOLTON</b>	<b>MANCHESTER</b>	<b>ROCHDALE</b>	<b>STOCKPORT</b>	<b>TRAFFORD</b>
<b>BURY</b>	<b>OLDHAM</b>	<b>SALFORD</b>	<b>TAMESIDE</b>	<b>WIGAN</b>

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Councillor John Vickers	Wigan Council	Labour
Councillor Stuart Haslam	Bolton Council	Conservative
Councillor Doreen Dickinson	Tameside MBC	Conservative
Councillor Angie Clark	Stockport Council	Liberal Democrat

**4. CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS**

**5. DECLARATIONS OF INTEREST** 1 - 4

**6. MINUTES OF THE METROLINK & RAIL SUB-COMMITTEE MEETING HELD 11 MARCH 2022** 5 - 18

To consider the approval of the minutes of the meeting held 11 March 2022.

**7. METROLINK SERVICE PERFORMANCE** 19 - 36

Report of Daniel Vaughan, Head of Metrolink, TfGM.

**8. METROLINK OPERATOR UPDATE**

Verbal update from Kelios Amey Metrolink.

**9. LOCAL RAIL PERFORMANCE REPORT** 37 - 70

Report of Simon Elliott, Head of Rail Programme, TfGM.

**10. RAIL OPERATOR UPDATE**

Verbal update from Rail Operators and Network Rail.

**11. WORK PROGRAMME** 71 - 78

To note the proposed work programme for the GM Transport Committee and its Sub Committees.

**12. DATES AND TIMES OF FUTURE MEETINGS**

To consider future meeting dates for the Committee.

Friday 11 November 2022  
Friday 13 January 2023  
Friday 3 March 2023

All Meetings will commence at 10:30am

For copies of papers and further information on this meeting please refer to the website [www.greatermanchester-ca.gov.uk](http://www.greatermanchester-ca.gov.uk). Alternatively, contact the following

Governance & Scrutiny Officer: [Lindsay.dunn@greatermanchester-ca.gov.uk](mailto:Lindsay.dunn@greatermanchester-ca.gov.uk)



This agenda was issued on 15 September 2022 on behalf of Julie Connor, Secretary to the Greater Manchester Combined Authority, Broadhurst House, 56 Oxford Street, Manchester M1 6EU

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# Declaration of Councillors' Interests in Items Appearing on the Agenda

GM Transport Metrolink & Rail Sub- Committee Friday 23 September 2022

Agenda Item Number	Type of Interest - PERSONAL AND NON PREJUDICIAL Reason for declaration of interest	NON PREJUDICIAL Reason for declaration of interest Type of Interest – PREJUDICIAL Reason for declaration of interest	Type of Interest – DISCLOSABLE PECUNIARY INTEREST Reason for declaration of interest
Page 1			

Please see overleaf for a quick guide to declaring interests at GMCA meetings.

## Quick Guide to Declaring Interests at GMCA Meetings

Please Note: should you have a personal interest that is prejudicial in an item on the agenda, you should leave the meeting for the duration of the discussion and the voting thereon.

This is a summary of the rules around declaring interests at meetings. It does not replace the Member's Code of Conduct, the full description can be found in the GMCA's constitution Part 7A.

Your personal interests must be registered on the GMCA's Annual Register within 28 days of your appointment onto a GMCA committee and any changes to these interests must notified within 28 days. Personal interests that should be on the register include:

1. Bodies to which you have been appointed by the GMCA
2. Your membership of bodies exercising functions of a public nature, including charities, societies, political parties or trade unions.

**You are also legally bound to disclose the following information called Disclosable Personal Interests which includes:**

1. You, and your partner's business interests (eg employment, trade, profession, contracts, or any company with which you are associated).
2. You and your partner's wider financial interests (eg trust funds, investments, and assets including land and property).
3. Any sponsorship you receive.

**Failure to disclose this information is a criminal offence**

**Step One: Establish whether you have an interest in the business of the agenda**

1. If the answer to that question is 'No' then that is the end of the matter.
2. If the answer is 'Yes' or Very Likely' then you must go on to consider if that personal interest can be construed as being a prejudicial interest.

## Step Two: Determining if your interest is prejudicial

A personal interest becomes a prejudicial interest:

1. where the wellbeing, or financial position of you, your partner, members of your family, or people with whom you have a close association (people who are more than just an acquaintance) are likely to be affected by the business of the meeting more than it would affect most people in the area.
2. the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest.

### For a non-prejudicial interest, you must:

1. Notify the governance officer for the meeting as soon as you realise you have an interest.
2. Inform the meeting that you have a personal interest and the nature of the interest.
3. Fill in the declarations of interest form.

### To note:

1. You may remain in the room and speak and vote on the matter

2. If your interest relates to a body to which the GMCA has appointed you to, you only have to inform the meeting of that interest if you speak on the matter.

### For prejudicial interests, you must:

1. Notify the governance officer for the meeting as soon as you realise you have a prejudicial interest (before or during the meeting).
2. Inform the meeting that you have a prejudicial interest and the nature of the interest.
3. Fill in the declarations of interest form.
4. Leave the meeting while that item of business is discussed.
5. Make sure the interest is recorded on your annual register of interests form if it relates to you or your partner's business or financial affairs. If it is not on the Register update it within 28 days of the interest becoming apparent.

### You must not:

Participate in any discussion of the business at the meeting, or if you become aware of your disclosable pecuniary interest during the meeting participate further in any discussion of the business,  
participate in any vote or further vote taken on the matter at the meeting.

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# Agenda Item 6

**MINUTES OF THE MEETING OF THE GREATER MANCHESTER  
METROLINK AND RAIL SUB COMMITTEE  
HELD ON FRIDAY 11 MARCH 2022  
AT THE FRIENDS MEETING HOUSE, MANCHESTER**

**PRESENT:**

Councillor Stuart Haslam	Bolton Council
Councillor Emma Taylor	Manchester City Council
Councillor Howard Sykes	Oldham Council
Councillor Norman Briggs	Oldham Council
Councillor Tom McGee	Stockport MBC
Councillor Doreen Dickinson (Chair)	Tameside Council
Councillor Steve Adshead	Trafford Council
Councillor Angie Clarke	Stockport MBC

**OFFICERS IN ATTENDANCE:**

Nicola Ward	Senior Governance Officer, GMCA
Simon Elliott	Head of Rail Programme, TfGM
Danny Vaughan	Head of Metrolink, TfGM
Victoria Mercer	Metrolink Service Delivery Manager, TfGM
Gwynne Williams	Deputy Monitoring Officer, GMCA
Mark Angelucci	Rail Officer, TfGM

**OPERATORS IN ATTENDANCE:**

Guillaume Chanussot	Keolis Amey Metrolink (KAM)
Lucja Majewski	TransPennine Express (TPE)
Chris Jackson	Northern
Jamie McGowan	British Transport Police

**GMTMRC 10/22 APOLOGIES**

**Resolved /-**

That apologies be noted and received from Councillor's Andrew Western (GMCA), Shah Wazir (Rochdale), Joanne Marshall (Wigan Council), Charlie French (Avanti) and Caroline Whittam (TfGM).

## **GMTMRC 11/22 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS**

### **Resolved /-**

There were no chairs announcements or items of urgent business.

## **GMTMRC 12/22 DECLARATIONS OF INTEREST**

### **Resolved /-**

There were no declarations of interest.

## **GMTMRC 13/22 MINUTES OF THE GM TRANSPORT METROLINK & RAIL SUB COMMITTEE MEETING HELD 14 JANUARY 2022**

### **Resolved /-**

That the minutes of the GM Transport Metrolink & Rail Sub Committee meeting held 14 January 2022 be approved as a correct record.

## **GMTMRC 14/22 METROLINK SERVICE PERFORMANCE**

Victoria Mercer, Metrolink Service Delivery Manager, TfGM took Members through the latest Metrolink Service Performance Report which covered periods 9-11 from mid November 2021 to early February 2022 and evidenced the significant impact on patronage levels as a result of Government's Plan B restrictions surrounding the Omicron variant. The post-Christmas recovery had been slow, however since the relaxation of these restrictions, patronage had increased to c.41% with the highest levels of c. 65% on special event days in GM. However, alongside this increase in patronage there had also been evidence of some capacity issues, further exasperated by delays and reduced services due to high staff absences.

The performance throughout the period was further impacted by a number of storms, however the level of impact was mitigated through a patrolling contractor promptly responding to fallen trees and other storm related issues on the network. Despite further

performance setbacks as a result of signalling failures and a significantly longer lead time on parts and spares, overall performance had increased through period 11.

There had been some serious incidents of anti-social behaviour (ASB) throughout this period, including significant damage to shelters in the Failsworth area. Collaborate work with Greater Manchester Police and KAM was underway, especially in relation to targeted restorative justice interventions with young people involved in instances of ASB on the Manchester Airport and Rochdale lines. There had also been some other specialist operations on the network with the TravelSafe Partnership including a high-profile operation at Victoria Station which resulted in two arrests and the identification of three vulnerable children.

As a result of the Safer Streets funding in January 2022, there had been a dedicated resource deployed to the five stops along the Rochdale/Oldham line including Youth Teams and Street Angel Teams to ensure that women and girls specifically feel more confident in travelling on Metrolink. This initiative further supported the overall campaign, the introduction of GMP's Live Chat facility and specific training for KAM staff, had undoubtedly contributed to an increased perception of safety on the network, as per the latest travel survey, however this would continue to be monitored and further campaign communications were planned.

With regards to other passenger groups, KAM were continuing their education programme to schools, specifically focussed on the impact of anti-social behaviour and promoting safe travel for young people. Their restorative justice approach with perpetrators was designed to increase their awareness of the wider impacts of their behaviour, on other passengers, staff and the network as a whole and it was yielding positive results. KAM had also offered sessions at their depot aimed at more vulnerable passengers, to share information with them on the safety of tram travel, especially in relation to increasing their awareness of driver perception.

There were a number of works planned over the coming months, which had been designed to predominately take place during the quietest periods on the network including school holidays. These would see improvements to the Eccles line in February and further works to the Media City line in April. City Centre works would take place between 20-27 March in the Piccadilly Gardens and Piccadilly Station areas. Works in the summer

period were yet to be confirmed but it was hoped to include further work to the Media City – Eccles line in July, followed by points work in Eccles in early Autumn. All of which would be communicated through a range of media channels including the TfGM website, printed displays for stops, audio announcements and face-to-face interactions with staff. Members noted that there had already been significant works undertaken in January, including upgrades to the Trans Pennine line, track works at Victoria and communications renewals on the Altrincham and Bury lines.

With regards to the Safer Streets initiatives, Members asked whether there had been an evaluation as yet from the pilots. It was confirmed that staff were still delivering this, but that initial outputs were being delivered and a review was underway.

The reported increase in anti-social behaviour, particularly denoting the doubling of incidents on the Oldham/Rochdale line since 2019 was of concern to Members, and the wider determinants of this type of activity were often the root cause than needed addressing. Officers reported that these perpetrators often had very complex cases and required significant partnership resource, however bespoke plans were being delivered, recognising that local problem solving was key and that as a result, there would be further increases to safety perception on the network.

Members raised specific concerns that there had been Metrolink works and as a result, reduced services on a recent football derby day in Manchester. Officers agreed that this was not an ideal scenario, however when fixtures are announced with little notice, often works have already been booked with specialist contractors and can not be altered. In this case, further shuttle buses were added and a six-minute service to Bury remained. However, this would always be avoided if possible, in the future.

The report noted that during period 4, Metrolink performance had dropped to a low level of 81% and Members questioned as to the factors which had resulted in this significant poor performance. There were several contributors to this figure, however officers reported that the greatest impact had been as a result of the Omicron variant, whether that be positive cases or isolation, impacting available resources. However, it was pleasing to report that performance had improved over recent months and levels were now in line with performance targets for the current period.

Members reported positive impacts of the Safer Streets pilots, however felt that unless there were an increased number of uniformed officers on the Metrolink network, then prevention of future incidents would be challenging as the current level of resources only allowed for responsive services once an incident had taken place. KAM reported that tackling anti-social behaviour remained a priority for them and their partner organisations and that more innovative work was being undertaken with agencies including YouthZone and Barnabas to creatively inform and advise potential perpetrators as to the damage caused by such behaviours. The increased support from GMP had also been noted, which due to their powers of arrest, was making a significant difference to the number of charges being brought about on the network.

With regards to the future funding of Metrolink and bus services, Members were aware that the current 'recovery' funding from Government was due to finish at the end of March and there was still no confirmation of any future funding. Officers reported that last week there had been an announcement by Grant Shapps, Secretary of State for Transport that there would be a further £150m package for bus and light rail in England, however this would only be for the next six months and after which, there would be no further recovery funding. With regards to patronage predictions, it was difficult to foresee as there were many contributing factors still to be determined. Current levels were c. 65% pre-covid levels and with inflation costs, the cost of running the network would also inevitably increase. As most commuters had only returned to the office 2-3 days per week, there was a mixed and fluctuating picture regarding capacity levels, however peak travel had resurfaced as the busiest time on the network. It was hoped that Greater Manchester would be made aware of its allocation of the Recovery Funding over the next couple of weeks, however Members were concerned that this is too close to the end of the previous funding and offers no opportunity for forward planning.

In relation to planned works on the network, Members were concerned that the TfGM website remained too complex and difficult to navigate and urged that other forms of communications be used to inform residents of the potential impact of works. Officers reported that the TfGM website was currently going through a review process to ensure it was as simple and accessible as possible, however alongside it there were a number of other communications channels used to ensure planned works were effectively promoted, including printed information on stops, press releases, social media channels, signage and face to face contact with staff on the ground.

**Resolved /-**

1. That the report be noted.
2. That TfGM provide the outcomes of the Safer Streets pilots at the next meeting of the sub-committee.
3. That it be noted that Greater Manchester's allocation of Light Rail recovery funding from Government between April-October is still to be determined.

**GMTMRC 15/22 METROLINK OPERATOR UPDATE**

Guillaume Chanussot, Managing Director of KAM provided a verbal update to the Committee, which complemented the information already shared in the Metrolink Service Performance Report. The impact of covid still remained in the organisation, with higher-than-average levels of absenteeism, especially in relation to long term absenteeism as a result of long covid or operation wait times.

Anti-social behaviour remains a challenge, however there had been a reduction of incidents as a result of effective partnership working and a stronger presence of officers on the network.

Due to the current situation with Ukraine, further support had been offered to employees affected, alongside additional training on equalities and diversity for all Metrolink staff.

**Resolved /-**

1. That the verbal update from KAM be noted.
2. That all members of the GM Transport Committee be invited to a site visit of Metrolink backstage facilities.

**GMTMRC 16/22 LOCAL RAIL SERVICE PERFORMANCE REPORT**

Simon Elliott, Head of Rail Programme, TfGM introduced a report which provided performance data across the rail network through periods 9, 10 and 11 (November 2021-February 2022).

There had been a decline in performance across all train operators through this period due to poor conditions (Northern 88 PPM and TPE 90 PPM) and overall levels were lower than 2020.

With regards to patronage, Northern reporting current levels of c. 71% and TPE reporting current levels of 60%. Although these levels were significantly lower than average, there had been some increase in leisure travel, and the Northwest were trending higher than the national average.

Face coverings are no longer mandatory on public transport and since the removal of the regulations compliance levels have been c. 10-15% whereas during Plan B, compliance had reached as high as 75%. Operators continue to pursue a promotional message to encourage passengers to wear a mask on trains and at stations.

There were ongoing industrial relations with regards to rest day working that had impacted some Sunday services, however both Northern and TPE had reached new terms with their employees. Current timetables had been reduced where required to mitigate further cancellations as a result of resourcing shortages.

Planned works on Platforms 13 and 14 at Manchester Piccadilly was due to begin shortly, which would include the refurbishment of lifts and therefore over this period there would be additional assistance and temporary measures put in place to assist passengers.

A successful 'Friends of Stations' event had been hosted this week, with over 26 stations represented and 60 people in attendance. Members wished to express their thanks to station volunteers who make a real difference to their local area, and for their willingness to share ideas and support one another through events such as these.

Members expressed their concern over some short forming of East Midlands Rail services and capacity issues as a result. Officers reported that there had been a number of engines in for maintenance (158 units) however these were beginning to be returned to the network and would hopefully address incidents of short forming.

With regards to anti-social behaviour, Members recounted an incident which took place at Clifton on the 4 February, at which a brick was thrown through the driver's window resulting in significant injury. Northern were able to provide an update on this horrific incident, in that the

driver was recovering well, however the hooded perpetrators were yet to be identified. A reward of £1000 had been offered for any information which leads to a conviction and this would be re-communicated again by Northern in light of no current leads.

**Resolved /-**

That the report be noted.

**GMTMRC 17/22 RAIL OPERATOR UPDATE**

Rail operators in attendance were invited to provide a verbal update to the Committee which included –

- TransPennine Express reported an ongoing dispute with RMT which may result in further strike action over the next four Sundays and forthcoming Bank Holiday periods. Discussions remained open, however there was a temporary reduced timetable in place to mitigate any disruptions. Patronage levels had remained consistent over recent weeks at c. 72% of pre-covid levels. There would be limited changes to the proposed May timetable in light of all the above, however it would see the reinstatement of an hourly service from Glasgow to Manchester Airport and the Cleethorpes service reinstated. Timetable changes for December 2022 were currently under discussion and would be communicated to Members in due course. A number of accessibility improvements were also underway, including the provision of tablets for live sign language interpretation at some stations and potentially on the TPE website. Maps were being installed at key stations in conjunction with the Royal National Institute for the Blind to provide strong colour contrasting maps alongside braille directions. In areas where passengers would less likely want to use their hands to read braille (i.e. toilet facilities) there were audio systems being installed which would read aloud signage. Lastly, the contact centre would be opened 24 hours a day to allow passenger assist facilities to be pre-booked at any time.
- Northern reported a recent reduction in the number of cancelled services following the increased flexibility from ASLEF (Trade Union of Train Drivers) over the past six weeks which will continue to be seen over the next couple of weeks as more depots increase their flexible working arrangements. However, throughout these challenges,



additional bus replacement services have been put in place and there had been general content amongst passengers. The current timetable was in line with the current patronage levels of around  $\frac{3}{4}$  of pre-pandemic levels, however there were plans for some changes within the May timetable that would be shared with Members as soon as possible. The consultation outcomes in relation to the December 2022 timetable changes were also being reviewed and Northern would be responding to them over the next few weeks. There had been a significant amount of activity alongside TfGM with regards to the CP7 bid for Access for All funding for schemes between 2024-2029. Staff absence levels remained stubbornly high, further exasperated by a shortage of Occupational Health practitioners, and consideration was being given as to how to address this contributing factor.

- British Transport Police (BTP) reported a 31% decline in crime rates relating to personal property theft, drugs and cycle theft on the network, however other crimes including violence, common assaults and sexual assaults had remained at previous levels. Although there had been a significant increase in the reporting of sexual assaults as a result of recent campaigns, the fundamental issue remained, that there should be no such crimes on the transport network. One of the most recent hotspot areas in relation to anti-social behaviour was Brinnington, which was a stop on the Sheffield line. Targeted operational activity had taken place including a wide range of organisations along the route, and plans were in place for camera assistance to help identify the offenders. Unfortunately, ASB had seemingly been displaced from the town centre and was also evidently targeting areas where uniform presence was expected. This had been seen at Stockport Interchange recently, where a group of youths had caused significant damage and disturbance. Thankfully they had now been identified and work was underway with the Youth Offending Team to prevent any re-offending. Collaborative approaches such as these had also been successful alongside the Crucial Crew in Bolton, Oldham and Salford, and work was ongoing with the Railway Children organisation. There had been a spike in cable theft on the network, especially relating to products which had not yet been laid, which the Northwest Disruption Team were addressing.

Members questioned as to the current policies for all rail providers with regards to staff who are covid positive, all train operators in attendance confirmed that they would not ask a staff

member who tested positive for covid-19 to attend the workplace, as this would clearly put more people at risk.

In relation to the reported anti-social behaviour in Brinnington, Members reported that this was also further down the line to Bredbury and Romiley with young people travelling ticketless between stations. Incidents had become more frequent and more severe, with staff and members of the public being intimidated by their presence, and no support from GMP. It was suggested that further support from BTP would be welcomed, along with more support for the station staff from Network Rail. The use of pop up cameras in the area was also supported, however Members urged that these needed to be directional rather than fixed as often the perpetrators were aware of the cameras and therefore were able to avoid them. BTP confirmed that the dates and times of these recent incidents would be reviewed and that the directional cameras would be located with advice from the Crime Officer to ensure they had the greatest chance of capturing evidence. Further days of action were planned for this route and patrols would be targeted according to these reports.

Members expressed how anti-social behaviour was an issue for all modes in the south of the conurbation, however in Stockport, further funding was given to the Youth Offending Team to help them to address ASB, particularly around the town centre and bus station. It was clear that preventative measures and education were needed to reduce youth related crimes.

Regarding BTP response times, it was suggested that there should be smaller, part-time offices for officers across the network to reduce travel times to incidents. Officers agreed to look at other potential options in addition to Manchester Piccadilly and Victoria stations.

#### **Resolved /-**

1. That the verbal updates from TransPennine Express, Northern and British Transport Police be noted.
2. That it be noted that operators would share details of the May timetable with members of the Sub-Committee in due course.
3. That it be noted that officers from British Transport Police offered to review the dates and times of recent incidents on the Brinnington/Bredbury/Romiley line and consider how the directional cameras may assist in identifying perpetrators.
4. That local councillors be invited to attend future cross-border meetings in these areas.

5. That it be noted that officers from British Transport Police would look to further develop their network of temporary satellite offices to enable faster response times to incidents.

## **GMTMRC 18/22      RAIL PROGRAMME AND INFRASTRUCTURE PROJECT UPDATE**

Simon Elliott, Head of Rail Programme, TfGM took Members through a report which provided a six-monthly update on the rail infrastructure schemes and initiatives in the Greater Manchester area.

In relation to previously awarded Access for All schemes, both Daisyhill and Irlam would become step-free by the end of 2023 as per their detailed designs. Funding had also been secured for Swinton station, which was planned to be delivered in 2024. Within the CP6 scheme, Department for Transport had awarded funding for small interventions across 22 stations, including Rose Hill and Salford Central, alongside Park & Ride schemes in Mills Hill and Walkden. New rail stations were also planned for Golborne and Cheadle, with the outline business case and modelling currently being developed for Cheadle and the operational challenges currently being considered for Golborne.

With regards to Rail Reform, Members were reminded that they had received a report earlier in the year which outlined the plans for the establishment of Great British rail, and conversations had already begun with their transition team regarding the development of the organisation and its lines of accountability.

In February, the GM Transport Committee received a report which outlined TfGM's proposed submission to the CP7 Access for All scheme, within which 11 stations had been assessed against the agreed criteria and put forward for inclusion. Current assessment of the match funding availability was positive and in line with that available for the previous round. The next steps would be to formally submit the bid on 15 April, alongside which formal letters of support from local councillors and the Metrolink & Rail sub-committee would be welcomed.

Members were informed of the early introduction of CP7 in light of the lessons learnt from the previous round and welcomed the opportunity it presented to fast track the procurement

process ahead of the project start dates. Officers agreed to ensure the Committee were informed of the outcome once the funding had been awarded.

With regards to the Restoring Railways funding, Members queried as to the potential inclusion of the Mid-Cheshire line as it would offer significant benefits to Northenden and Baguley, amongst other areas. Officers reported that the Ashton-Stockport line was being assessed currently, but that the industry had given no indication of further rounds as yet.

A further £80m of funding had been awarded to GM in support of the December 2022 timetable change to undertake the relevant platform extensions, signalling works etc and although positive, this was not a sufficient level of funding for what was needed.

In relation to the map of accessible stations provided within the report, Members were concerned that a large area of south Manchester seemed to be disproportionately disadvantaged. The potential for small 'easy-win' schemes was suggested so that these populations could be better connected quickly. Officers acknowledged that the southeast of the conurbation was disproportionately affected by inaccessible stations, however GM in its scheme criteria had looked not only at footfall and demographics, but also gaps in the network, which was actually contrary to DfT's guidance.

Members urged that other areas along the Ashton-Stockport restoring railways scheme should be considered, including Stalybridge. Officers confirmed that the wider corridor would be considered and that it was recognised that a daily parliamentary service was not sufficient.

Improved platform access was a key objective for Members; however, concerns were raised regarding the compliance of trains that travelled across Greater Manchester. Officers echoed this pertinent point and recognised that accessibility should be about the end-to-end journey, not just siloed elements of a journey. There was currently a hugely varied rolling stock, and whilst the more modern stock was much more accessible, the industry as a whole would like to see more harmonisation, hence its inclusion in the latest Rolling Stock Strategy.

**Resolved /-**

1. That the report be noted.

2. That local councillors would be invited to contribute letters of support to those schemes included in the Access for All CP7 bid.
3. That a further letter of support on behalf of the Metrolink & Rail Sub Committee also be sent by the Chair.

**GMTMRC 19/22      WORK PROGRAMME**

**Resolved /-**

That the GM Transport Committee Work Programme be noted.

**GMTMRC 20/22      DATES AND TIMES OF FUTURE MEETINGS**

**Resolved /-**

That future meeting dates for the next municipal year of the Committee to be confirmed.

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

Date: 23 September 2022  
Subject: Metrolink Service Performance  
Report of: Danny Vaughan, Head of Metrolink, TfGM

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### PURPOSE OF REPORT:

This report provides an update on Metrolink services and performance.

### RECOMMENDATIONS:

Members are asked to note the contents of this report.

### CONTACT OFFICERS:

Danny Vaughan     Head of Metrolink     [daniel.vaughan@tfgm.com](mailto:daniel.vaughan@tfgm.com)

Victoria Mercer     Metrolink Service Delivery Manager     [victoria.mercer@tfgm.com](mailto:victoria.mercer@tfgm.com)

**Equalities Implications: n/a**

**Climate Change Impact Assessment and Mitigation Measures: n/a**

**Risk Management: n/a**

**Legal Considerations: n/a**

**Financial Consequences – Revenue: n/a**

**Financial Consequences – Capital: n/a**

**Number of attachments to the report: 3**

- Appendix 1: Period date listing
- Appendix 2: Patronage by line
- Appendix 3: Dogs on trams pilot

**Comments/recommendations from Overview & Scrutiny Committee: n/a**

**BACKGROUND PAPERS:** Metrolink Service Performance report of 15 July 2022

#### **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 n/a**

**Overview & Scrutiny Committee n/a**



## **1. ABOUT METROLINK**

- 1.1 Metrolink is the largest urban light rail network in the UK. It provides a fast, frequent service which is fully accessible to all, running 7 days a week, 364 days of the year.
- 1.2 The Metrolink network is owned by TfGM and is operated and maintained on TfGM's behalf through a contract with KeolisAmey Metrolink (KAM).
- 1.3 The network uses high-floor trams with raised platform stops and had reached patronage of over 45 million passengers each year prior to the covid pandemic.
- 1.4 There are currently 145 trams serviced from two depots.
- 1.5 Trams serve 99 stops covering routes totalling just over 100km. Metrolink is the most accessible of the public transport networks in Greater Manchester, providing step free access across the entire network.

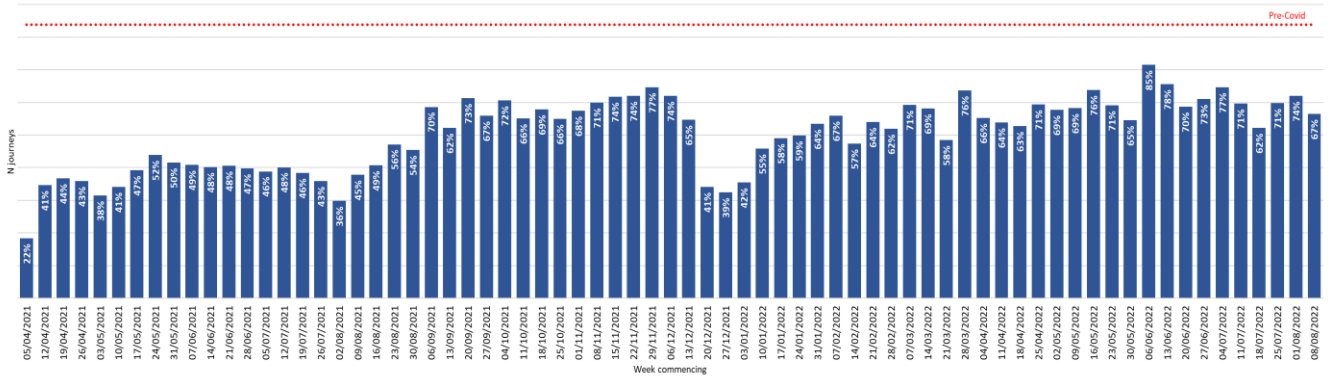
## **2. PERFORMANCE SUMMARY**

- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 Patronage continues to increase, punctuated by impacts of national events, holiday periods and planned engineering work on the network. However, patronage recovery remains well below pre-covid levels.
- 2.3 Operational performance during periods 3 and 4 deteriorated due to the extreme high temperatures experienced on 18 and 19 July which significantly impacted overhead line equipment and required temporary speed restrictions and service cancellations. Significant hot weather impacts continued to be experienced through period 4 and into period 5 with temporary speed restrictions applied in various locations across the network between 10 and 14 August due to the temperatures exceeding 30°C.
- 2.4 Engineering and renewals works continue in summer/autumn which will see planned changes to the Eccles and city centre lines throughout September and October.
- 2.5 A three month pilot of carriage of dogs on Metrolink began on 1 August 2022 to fulfil a mayoral manifesto commitment. The pilot allows passengers to take two non-assistance dogs on Metrolink at any time of the day for no charge, subject to following guidance regarding behaviour. An online survey has been set up on the TfGM website to collate feedback from all customers, whether travelling with a dog or not. The survey closes on 31 October and the data will be used to help determine whether dogs can continue to be allowed on trams after the pilot has ended. More detail can be found in appendix 3.

### 3. PATRONAGE

3.1 Patronage measures the number of single journeys that are made on the network.

3.2 As can be seen in the chart below, patronage has been steadily recovering since the low of circa 41% of pre-covid levels during the Christmas period following the Government imposing Plan B restrictions at a national level.



3.3 Patronage has continued recovering, punctuated by impacts of national events, holiday periods, planned engineering work on the network, rail strikes and most recently national weather warnings of extreme heat.

3.4 Taking in to account the factors referenced above in 3.4, journeys on the network have recovered to between 70% - 75% of pre-Covid average patronage on a regular basis.

3.5 Increases in patronage continues to be correlated to football matches and large concerts across the city. For example, journey numbers carried during the weekend of the Parklife festival (11 June – 12 June 2022) are estimated to have been the highest number carried in 30 years of Metrolink operations (151% of a pre-Covid average weekend).

3.6 Commuter trip numbers, although still suppressed, have also begun to recover on an upward trajectory. Estimates suggest that approximately 70% of pre-Covid average commuter patronage has returned to the network with some pressure on peak capacities between Tuesdays and Thursdays on Altrincham, Bury, East Didsbury and Eccles lines.

3.7 A breakdown of patronage by line can be found in Appendix 2.

## **4. FUNDING**

- 4.1 A package of funding support from central government has been agreed up to the beginning of October 2022. DfT / HMT have indicated that no further recovery funding will be provided beyond this point. TfGM is engaged in ongoing dialogue with DfT. As a last resort, GMCA has sufficient reserves available to temporarily fund Metrolink's forecast net deficit for the remainder of 2022/23 and it is recommended that provision is made for this to continue in 2023/24, noting that these Reserves would subsequently need to be replenished. In parallel, a Financial Sustainability Plan is being prepared, which will include a strategy for Metrolink to cover its operating, renewals and financing costs in the medium to long term, including replenishing the reserves.

## **5. OPERATIONAL AND CUSTOMER PERFORMANCE**

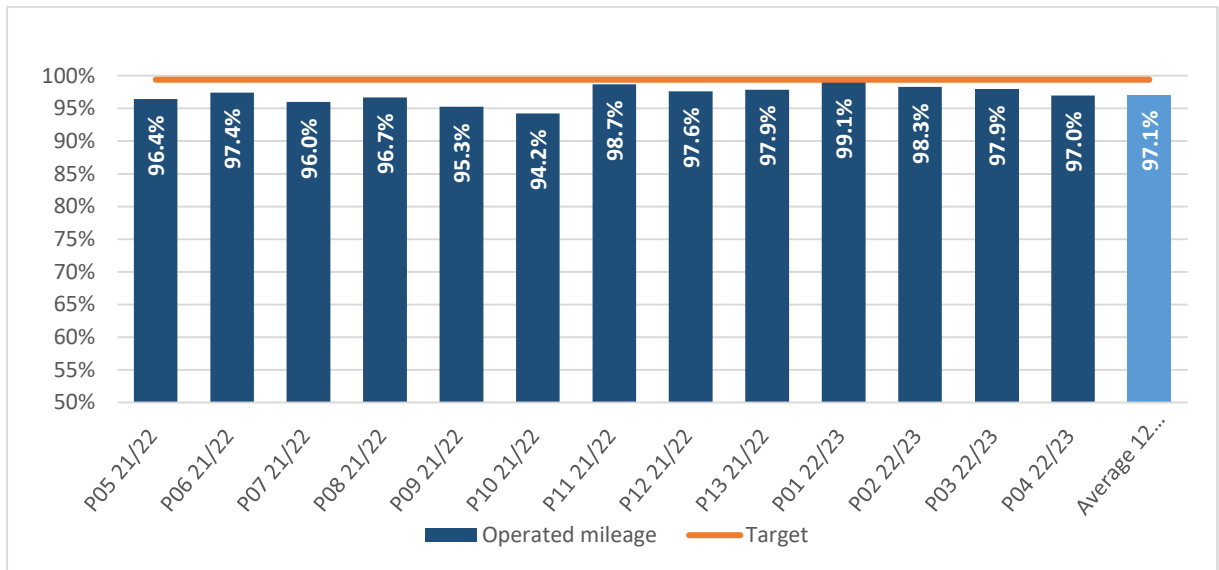
- 5.1 Operational performance during periods 3 and 4 deteriorated due to the extreme high temperatures experienced on 18 and 19 July which significantly impacted overhead line equipment and required temporary speed restrictions and service cancellations. This deterioration continued through period 5 as high temperatures returned and impacted operations during week commencing 08 August.
- 5.2 Driver availability is impacting on performance. Some covid related absence is still being recorded, however, the number of instances is currently minimal. The focus is now recruitment and route training throughout 2022 and 2023 to increase the number of drivers available for service and stabilise operational performance.

### **Reliability**

- 5.3 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated compared with the number of scheduled miles, with a target of 99.4% before the pandemic.

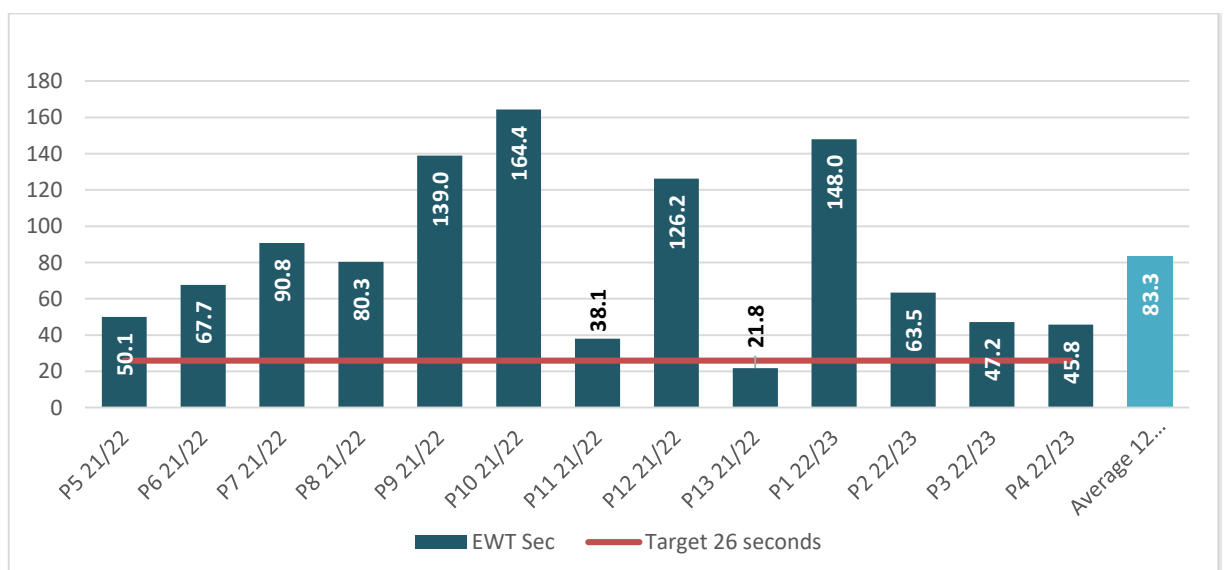
Reliability declined in periods 3 and 4. The incidents which most influenced performance in recent periods were:

- Period 3: on 15 June, an overhead line fault impacted the Bury line during the evening until the end of service. The fault was repaired overnight, and service operated as normal the next day.
- Period 4: the extreme temperatures experienced on 18 and 19 July impacted the full network and required temporary speed restrictions network wide. Service cancellations on the Bury and Oldham Rochdale lines were necessary due to heat related damage to multiple assets which were operating beyond their specified tolerances.



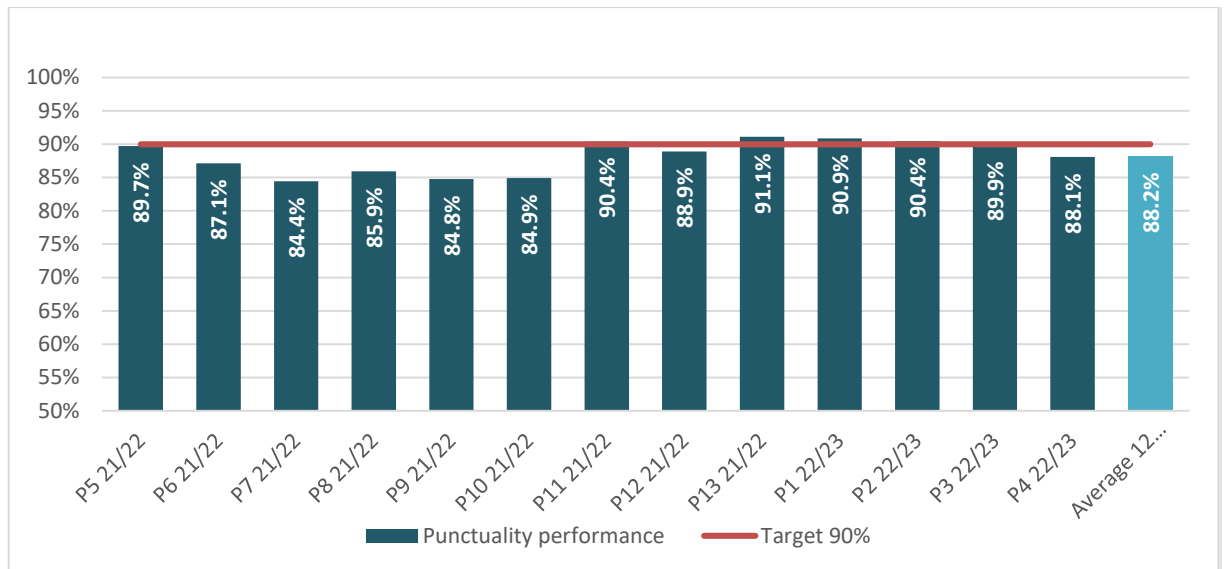
## Excess Wait Time

- 5.4 Excess Wait Time (EWT) is a measure of punctuality. It is the average time passengers wait over what would have been expected if the service were running exactly as scheduled.
- 5.5 The average EWT performance for the 12 months to July 2022 was 83.3 seconds against a pre-pandemic target of 26 seconds.
- 5.6 Performance in periods 3 and 4 was impacted by the incidents described above in 5.2 but held steady, albeit slightly above target.
- 5.7 The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.



## Punctuality - Percentage of services operating to time.

5.8 Punctuality performance covering the previous 12 months (13 periods) is shown below. Performance dipped below target in period 4 due to the extreme weather events outlined above.



## Asset reliability - Trams

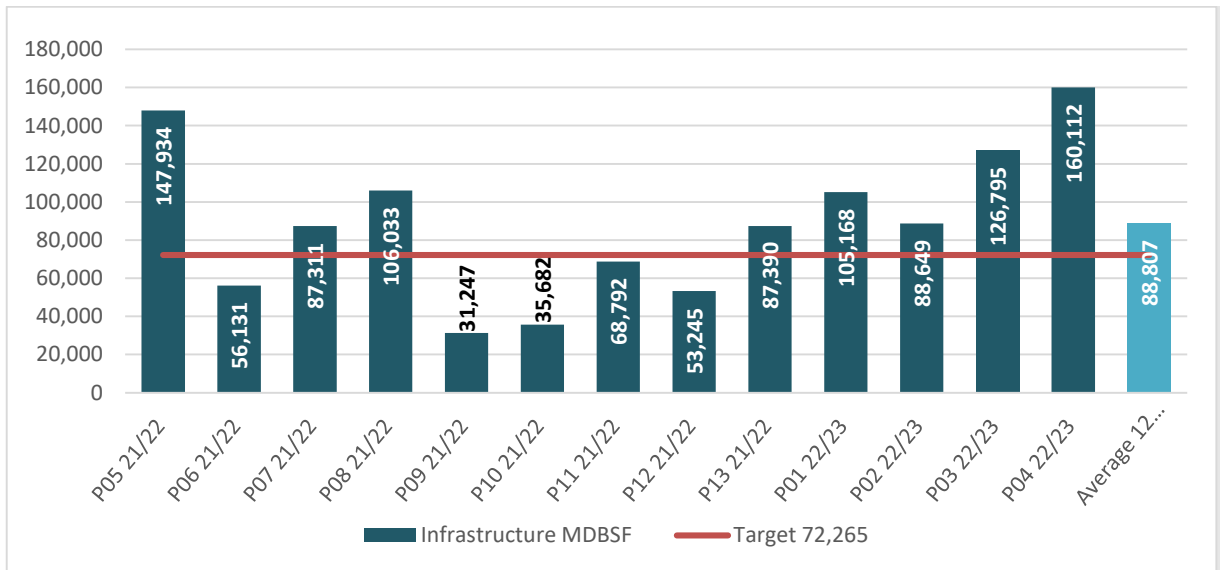
5.9 Tram availability shows percentage of the fleet that has been available during each period.



Recent periods have seen a sharp increase in anti-social behaviour. This results in smashed glazing and doors, damage to ceiling panels, damaged seating, graffiti and etching. This high level of damage impacts on vehicle availability which is then exacerbated by supply chain issues.

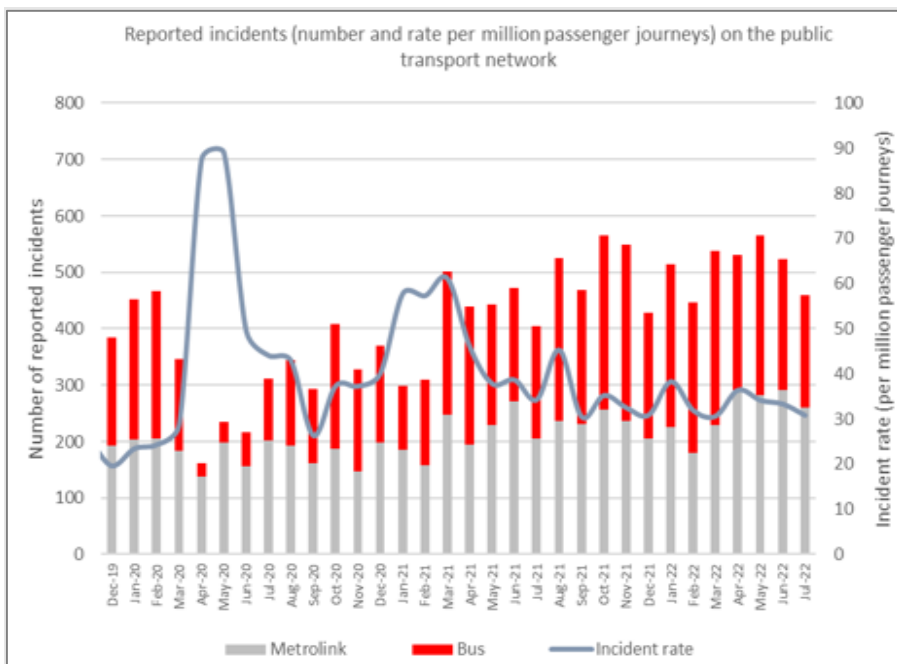
## Asset reliability – Infrastructure

- 5.10 Infrastructure reliability performance is measured in terms of service distance travelled between failures. Examples of some of the infrastructure equipment covered by this category are signalling systems, overhead line, track and traction substations.
- 5.11 Infrastructure assets have maintained well above target performance in the last five periods. The average 12 month rolling performance is also above target.



## Crime & Anti-Social Behaviour

- 5.12 On average, 242 incidents of crime and anti-social behaviour per month were reported to Metrolink over last 12 months.

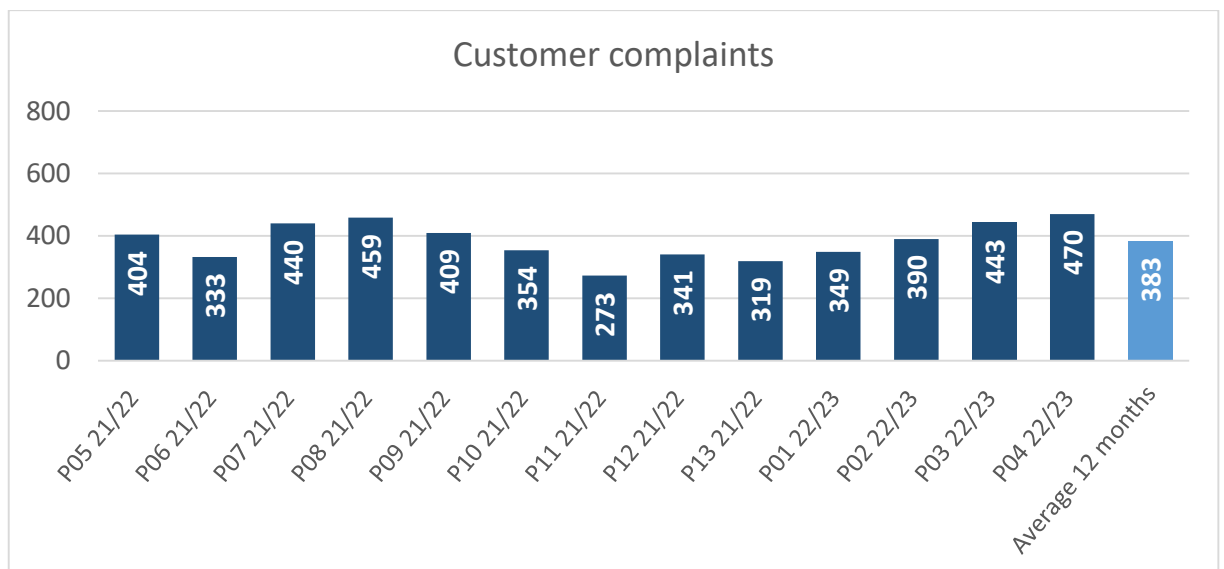
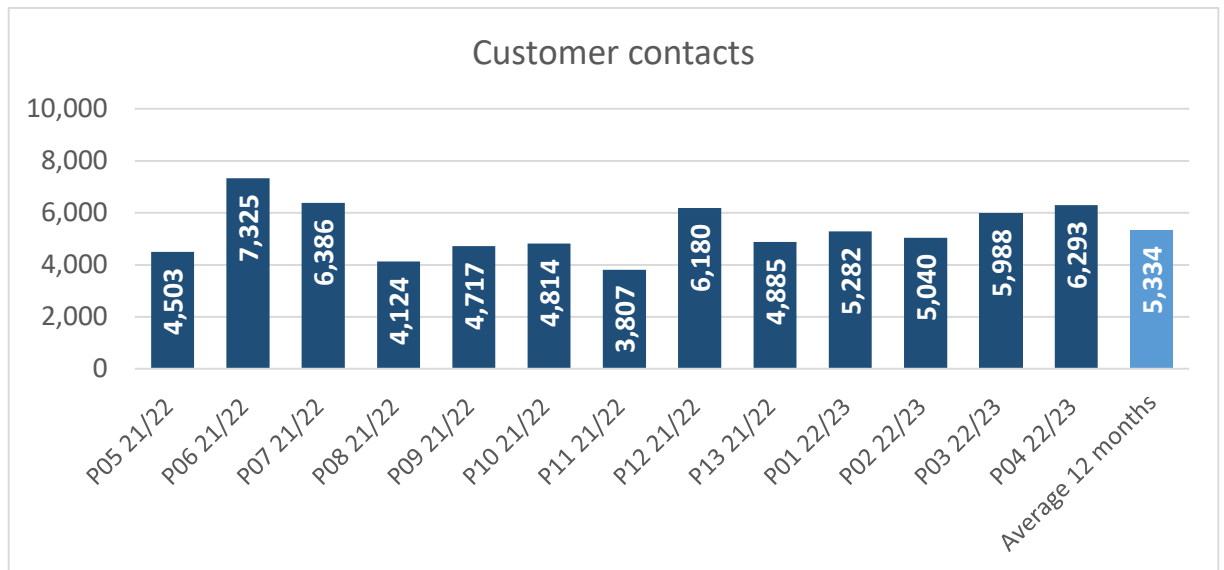


Crime & ASB Category	July 2019	July 2022
	Reported Incidents	Reported incidents
ASB	5	28
Assault (inc. domestic incidents)	22	22
Damage to Property	28	50
Drink and Drug Related Incidents	7	16
Harassment & Intimidation	52	58
Obstruct/Interfere with Network Operations	23	31
Other Public Order	14	10
Robbery & Thefts	27	21
Sexual Assault/Sexual Incident	3	7
Tram Surfing	1	10
Weapons Incident	4	8
Grand Total	186	261

- 5.13 Criminal damage continues to be an issue on the network and periods 3 and 4 continue to see more incidents on the Oldham Rochdale line than any other line. The incidents of damage were dispersed along the line in July 2022.
- 5.14 The most common incident type is smashed station furniture, followed by damage to trams. TfGM is exploring the potential installation of materials other than glass in shelters to mitigate the impact of this damage. This line remains a current TravelSafe tactical priority and TravelSafe Officers (TSO) deployments are prioritised for this line especially during evenings.
- 5.15 Periods 3 and 4 saw continued youth related anti-social behaviour on the network, especially on the Airport line. The incidents primarily involve youths engaging in anti-social behaviour and activating door handles, resulting in delays on the network and distress to passengers.
- 5.16 TravelSafe specialist operations were carried out across the network throughout periods 3 and 4 focusing on crime and ASB hotspots. Deployments were supported by Trafford Council, Rochdale Council, district policing teams and British Transport Police. Dates and locations of deployments in July include:
- Bury: 7 July
  - Rochdale & Newbold: 13 July
  - East Didsbury line: 20 July
  - Altrincham: 28 July

## Customer contacts and complaints

- 5.17 Just over 69,000 customer contacts were dealt with during the year, averaging at 5,334 customer contacts per period (excluding twitter).
- 5.18 Customer contacts and complaints have been increasing slightly period on period in the past six months. However, neither contacts nor complaints have returned to pre Covid levels.



## Customer Experience and Engagement

- 5.19 KAM's School Engagement team continue to engage with the local community. Engagement days recently took place as part of the Safer Streets initiative. Oldham College's Open day was a joint effort between the TravelSafe team and KAM's engagement team to promote security and safety patrols as well as Greater Manchester Police joint operations, as part of Safer Streets Week.



- 5.20 In period 4, students from Waterhead Academy in Oldham were given assembly talks on safety and anti-social behaviour, as well as a reminder about the risks of fare evasion. Over 200 students attended.
- 5.21 The school engagement team also attended Manchester's Crucial Crew alongside the TravelSafe Partnership. The Crucial Crew is a multi-agency safety event aimed at 10-11 year olds. These sessions reached over 700 students from 15 primary schools in East Didsbury.
- 5.22 Students from Phillips High School in Bury attended a depot visit during period 4 whereby they were able to visit the control room, the engineering department and attend a Q&A session with Customer Service Representatives.
- 5.23 Since the launch of the Manchester Youth Zone partnership in period 2, outreach workers continued to be deployed two nights per week on the Oldham Rochdale line. Deployment is planned along the Airport line in period 5. In the first six weeks outreach workers have engaged with over 130 youths. Key challenges have been youths using the Newton Heath & Moston and Monsall stops as meeting points. Workers have engaged with these groups and successfully involved them in nearby sport sessions such as football matches.
- 5.24 A customer information stall was positioned at Manchester Piccadilly to provide reassurance and support to regular passengers and visitors to the area. KAM's Metrolink Ambassadors handed out leaflets and hand sanitiser whilst offering travel advice and answering customer enquiries.

## **6. FORWARD LOOK**

### **Planned network renewals 2022**

- 6.1 The programme of disruptive access to deliver 2022 asset renewals is a rolling schedule. While the disruption has an impact on customers, early planning of these works has allowed the impact to be mitigated through well planned and early communication to customers, staff and stakeholders and allow the production of robust timetables and the procurement of replacement buses where required.
- 6.2 Most of the essential works during 2022 are to replace sections of track at key locations on the network of which some will require longer duration closures.
- 1.1 The lengthier closures mainly impact the city centre, Bury and Eccles lines, targeted around the quieter school holiday periods where possible. Other works will be shorter durations over weekends, evenings and overnight.

Works programme:

- Eccles Line track renewals 16 July – 21 October 2022. This is a continuation of works which were completed earlier this year and these works have resulted in the partial closure of the line from MediaCityUK to Eccles with a bus replacement serving those stops.

- Piccadilly Gardens rail renewal in October for approx. 1 week. Services in the city centre will be diverted to new termini during this time. Service provision is currently in the planning phase.
- Victoria track works early November for 1 day. This will require a bus replacement to link the Bury, Rochdale and Airport services across the city during this day.

1.2 The work to repair the damaged beam in Whitefield tunnel continues. The site is complicated having several utilities running directly above the beams. It is expected that the main repairs will be undertaken next spring with mitigations in place to keep the tunnel safe for operations.

**Danny Vaughan**  
**Head of Metrolink, TfGM**

## Appendix 1 - Period date listing

This report details the highlighted Period/s

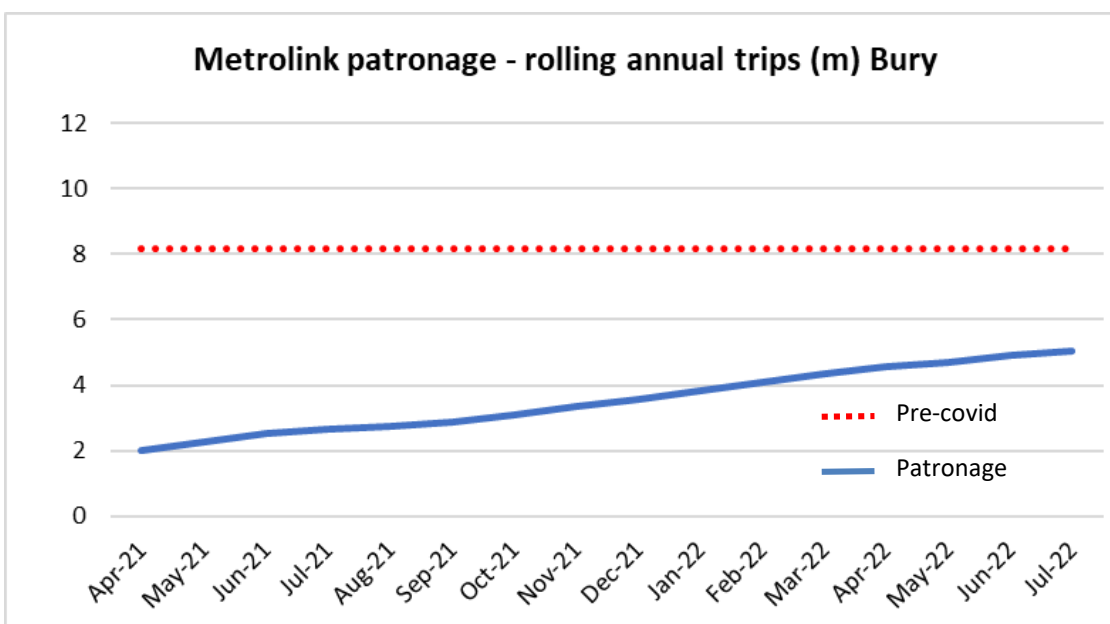
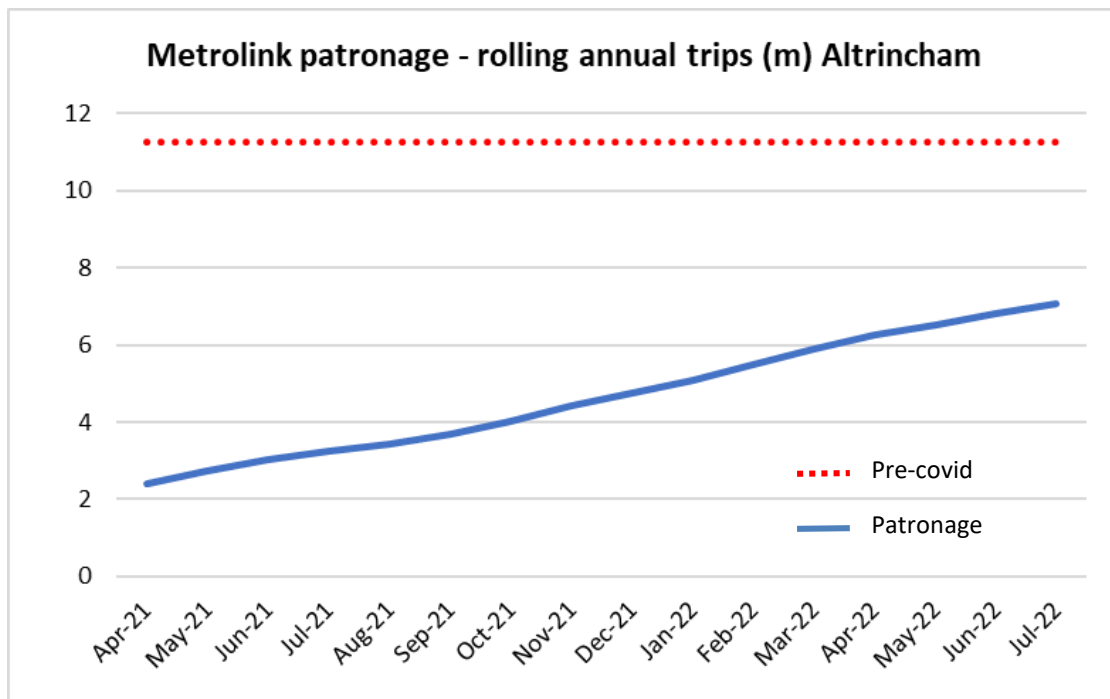
2021/22

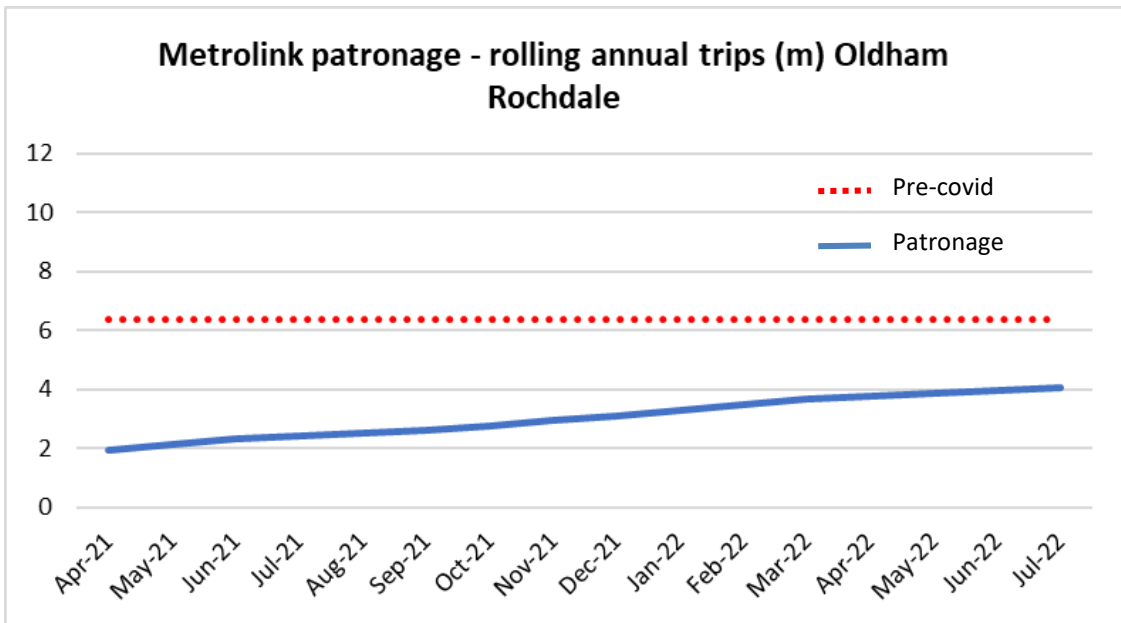
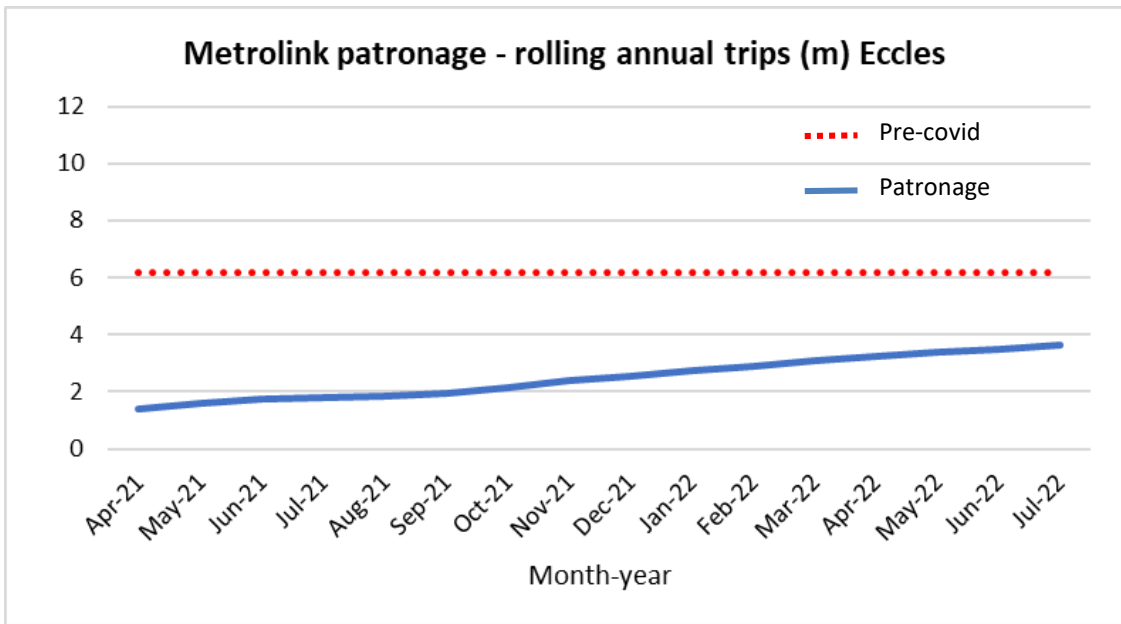
Period	Start Date	End Date
1	01/04/2021	01/05/2021
2	02/05/2021	29/05/2021
3	30/05/2021	26/06/2021
4	27/06/2021	24/07/2021
5	25/07/2021	21/08/2021
6	22/08/2021	18/09/2021
7	19/09/2021	16/10/2021
8	17/10/2021	13/11/2021
9	14/11/2021	11/12/2021
10	12/12/2021	08/01/2022
11	09/01/2022	05/02/2022
12	06/02/2022	05/03/2022
13	06/03/2022	31/03/2022

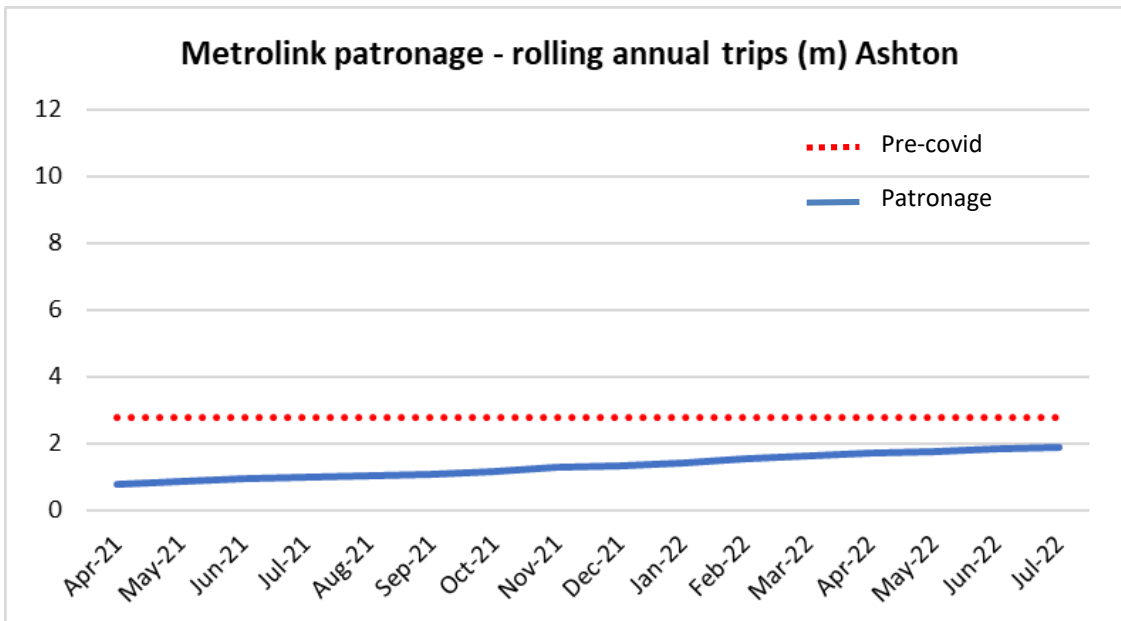
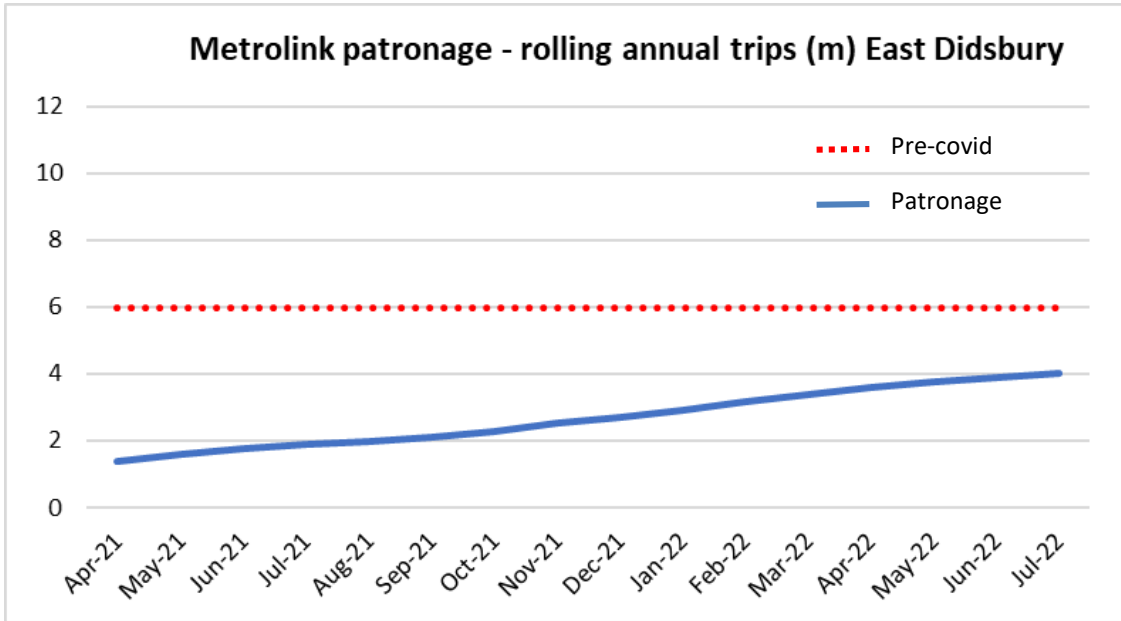
2022/23

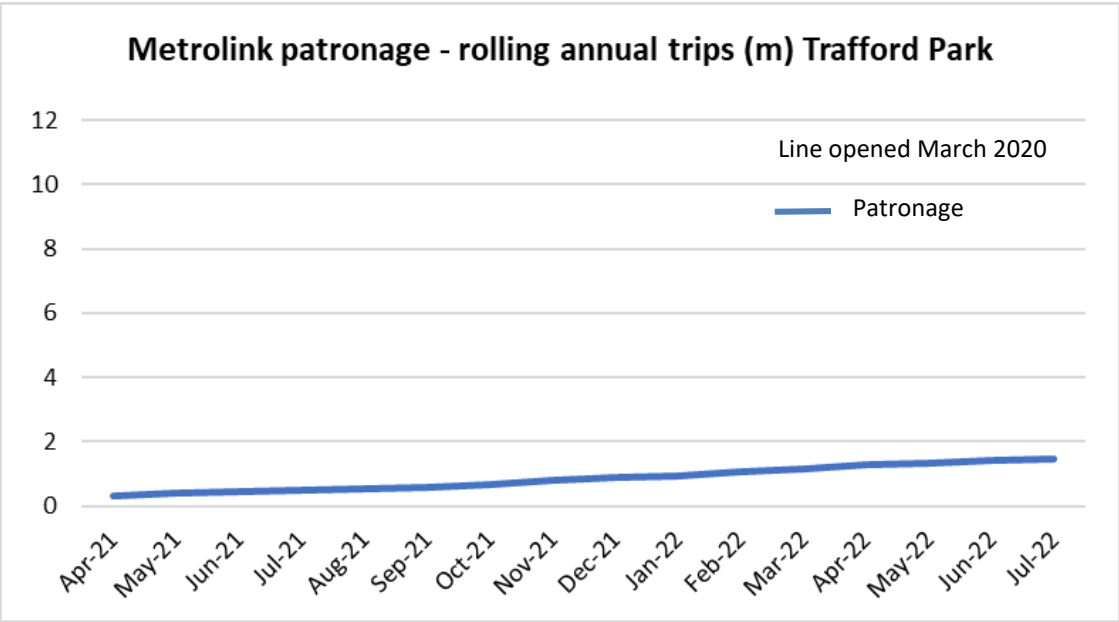
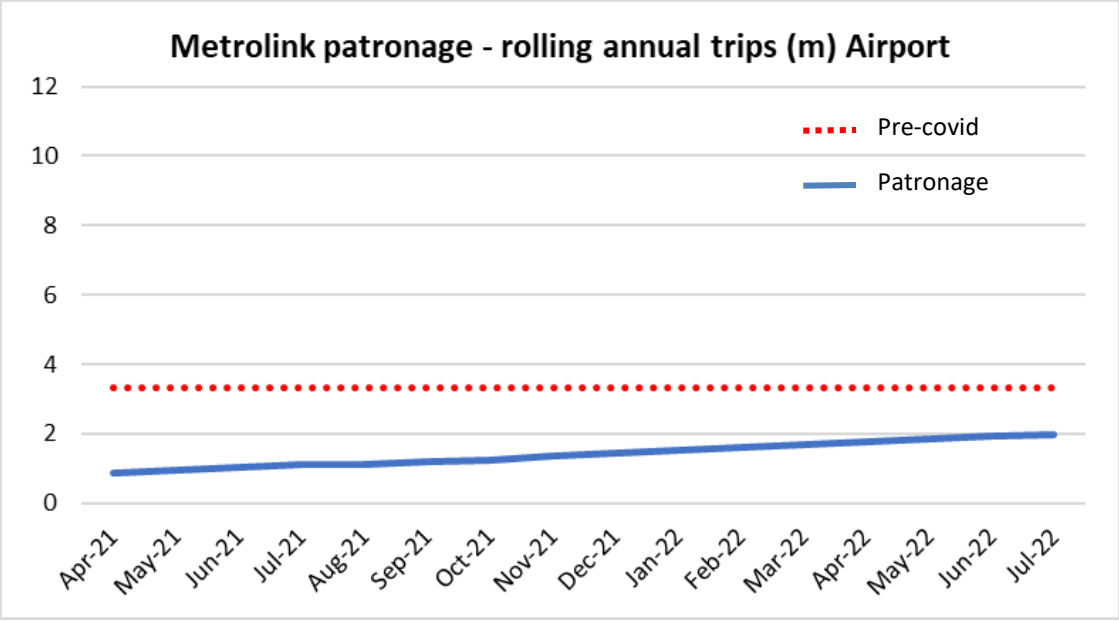
Period	Start Date	End Date
1	01/04/2022	30/04/2022
2	01/05/2022	28/05/2022
3	29/05/2022	25/06/2022
4	26/06/2022	23/07/2022
5	24/07/2022	20/08/2022
6	21/08/2022	17/09/2022
7	18/09/2022	15/10/2022
8	16/10/2022	12/11/2022
9	13/11/2022	10/12/2022
10	11/12/2022	07/01/2023
11	08/01/2023	04/02/2023
12	05/02/2023	04/03/2023
13	05/03/2023	31/03/2023

## Appendix 2 – Patronage by line









## Appendix 3 - Dogs on trams pilot

- From Monday 1 August pet dogs were allowed onto Metrolink as part of a three-month pilot. The pilot means all non-assistance dogs can travel on the network for free, but dog owners will need to follow rules on safety, cleanliness and the consideration of others, which includes keeping dogs on leads.
- To help decide if the scheme should be extended or made permanent, all Metrolink passengers – including those without dogs – are being urged to share their views and experiences during the pilot. A survey allowing all Metrolink users to have their say is available on the TfGM website and the outcome of the pilot depends on feedback received.
- Various groups have been involved in the pilot design to ensure a broad range of views is heard. We will continue this engagement during the pilot period to seek further feedback. Impacts on service reliability, cleaning requirements and operating costs are being monitored by TfGM and KAM.
- Overall, the survey has seen a positive response to allowing dogs on trams, but concerns around allergies, dog behaviour - including persistent barking, and dogs taking up seats and space on the tram have been reported.
- 80% of the people who have responded to the survey have not experienced or witnessed a problem with pet dogs during the pilot.
- The majority of media coverage has been positive in terms of sentiment at 51% positive, with 35% negative.
- 495 Tweets have been received by @MCRMetroLink with the majority positive. 488 Tweets have been received by @OfficialTfGM – these are split broadly 50/50 positive/negative.
- To date KAM have reported no incidents affecting service or safety. There have been a few reports of dog mess on the platforms and one onboard.
- An update will be provided at the end of the pilot period.



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

Date: 23 September 2022  
Subject: Local Rail Services Performance Report  
Report of: Simon Elliott, Head of Rail Programme, TfGM

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**PURPOSE OF REPORT:**

To update Members on local rail service performance and operations between rail periods 03 and 04 2022/23 (29 May – 23 July 2022).

**RECOMMENDATIONS:**

Members are asked to note the contents of this report.

**CONTACT OFFICERS:**

Simon Elliott	Head of Rail Programme	<a href="mailto:Simon.elliott@tfgm.com">Simon.elliott@tfgm.com</a>
Mark Angelucci	Rail Performance Officer	<a href="mailto:Mark.angelucci@tfgm.com">Mark.angelucci@tfgm.com</a>

## **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: 4**

Appendix A – Railway Period Dates 2021/22

Appendix B – Greater Manchester Rail Network Map

Appendix C – TOC PPM vs Target and Moving Annual Average

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

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

Not applicable

## **Background Papers**

Nil

## **Tracking/ Process**

Does this report relate to a major strategic decision, as set out in the GMCA Constitution

No

## **Exemption from call in**

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?

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 03 and 04, 2022/23 (29 May – 23 July 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 03 and 04 overview
  - Network Rail performance and updates
  - Route crime
  - Train operator performance and updates
  - Details of current train plans and MRTF updates for December 2022 timetable
  - Patronage and footfall figures
  - Industrial Relations update
  - Operations and Stations update
  - 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. A copy of the letter sent to the Secretary of State by the Mayors of Manchester and London over the Avanti West Coast service withdrawal can be found in Appendix E
- 1.8. Diagrams detailing Manchester rail routes from December 2022 can be found in Appendix F.

## 2. OVERVIEW

- 2.1. This report covers rail periods 03 and 04, 2022/23 (29 May – 23 July)
- 2.2. Operational performance saw continued declines in both Periods 03 and 04, with only Transport for Wales Rail (TfW) services registering a slight improvement in Period 04. PPM and Right Time figures at Destination continued to decline, with associated decreases in moving annual average (MAA) figures.
- 2.3. Service cancellations have continued to increase across TOCs, although, for Northern, these have stabilised since the resolution of a rostering dispute in May.
- 2.4. Pre-planned service cancellations (or P-coded trains) have continued to be applied, notably for TPE. These pre-cancelled trains began to feature in train plans as a result of crew shortages due to Covid and isolation but have continued due to crew unavailability as a result of the withdrawal of rest day working (RDW) and overtime at TPE. Whilst giving some advance notice of cancellation (removed from systems by 2200hrs on the night before), they nonetheless cause inconvenience for passengers and are adding to capacity issues for other operators, notably on Anglo – Scot and Hope Valley routes. Additionally, these cancelled trains are excluded from official performance figures. A breakdown of TPEs full cancellations can be found later in this report.
- 2.5. Period 03 was the first full reporting period featuring enhancements from the May 2022 timetable change. This change resulted in additional Cumbria – Manchester Airport, Sheffield and Blackrod Northern services, a return to hourly Cleethorpes – Manchester Airport TPE services and an uplift for Avanti Manchester Piccadilly – London Euston services to three trains per hour (tph).
- 2.6. Train services over the periods covered by this report represent approximately 82% of pre-Covid levels. The reduced timetables still in place have largely continued to afford a degree of resilience and deliverability.
- 2.7. Period 03 saw improvements in Network Rail delay in its Manchester Delivery Unit (DU). Overall delay minutes were 40% favourable to target at just over 14,500. In Period 04, extreme heat in the final week of the period caused both external and infrastructure delay minutes to significantly increase and these ended the period over 11,000 higher than Period 03.

- 2.8. Patronage and demand levels over the periods increased in Period 03 but subsequently have declined in Period 04, as a result of industrial action, large numbers of cancelled trains and significant weekend engineering.
- 2.9. TfGM has had some success with requests made as part of the Manchester Recovery Task Force (now Manchester Task Force) timetable consultation. This will see some extra services and station calls on various Greater Manchester routes from December 2022. Further details can be found in Section 6 of this report.
- 2.10. The single largest factor now impacting train service delivery is industrial unrest caused by several factors, including lack of formal or unacceptable pay offers, no guarantees on compulsory redundancies and other grievances around working practices and payments. The unrest is affecting all parts of the industry, with RMT (representing guards and other rail staff), TSSA (representing office and management) and ASLEF (representing train drivers) all involved.
- 2.11. Strike days were held on 21, 23 and 25 June, plus further ones on 27 July, 13, 18 and 20 August.
- 2.12. In addition to the strike days listed above, TPE guards have been declining to work rest days and overtime as part of an earlier dispute since spring 2022. This has severely impacted service delivery, with multiple cancellations being recorded due to lack of crew.
- 2.13. Drivers at Avanti West Coast also began declining to work RDW and overtime in late July 2022 and this has led to the reduction of Manchester – London services from 3 tph to just 1 tph from 14 August, until further notice.

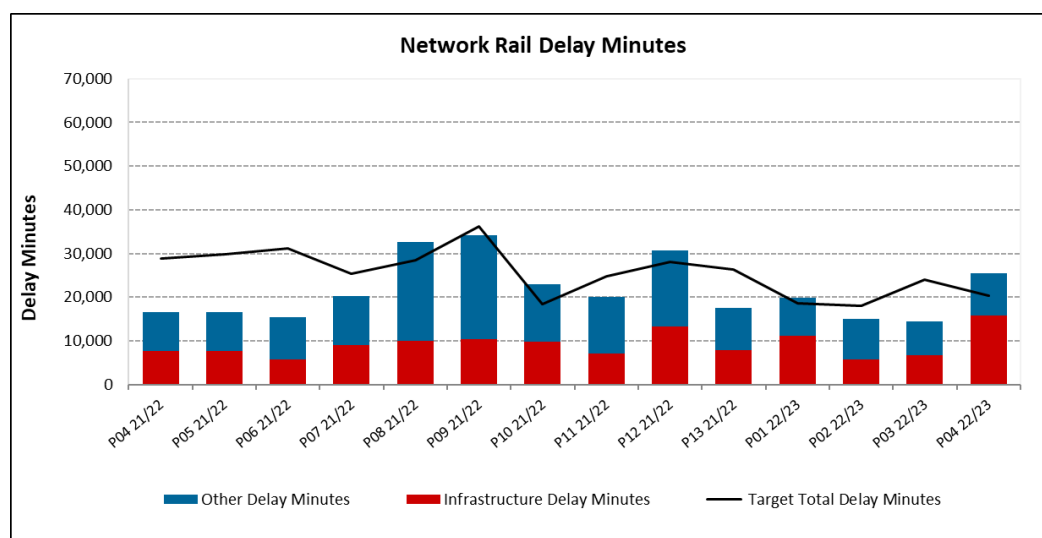
### **3. OPERATIONAL PERFORMANCE**

#### **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 reduced in Period 03, with infrastructure causing 6,802 and a reduction in external delay to 7,711. In Period 04, however, overall delay almost doubled, largely due to the impact of severe weather and the unprecedented heat that occurred in the final week of the period.

- 3.3. Infrastructure delay more than doubled in Period 04, with a significant number of OHLE problems reported due to heat expansion and sagging overhead wires, plus track and signalling issues, as a result of temperatures of up to 35\* between 18 – 20 July. Further OHLE issues were reported over the periods at Slade Lane on 18 July and between Wigan North-Western and Euxton Junction on 16 June.
- 3.4. External delay in Period 04 increased, with significant delays caused by heat-related emergency speed restrictions (ESRs) across the network during the extreme weather period. Fatalities in the periods were recorded near Wigan North-Western and at Alderley Edge. Other external delay in the periods included a landslip at Mossley on 12 July.
- 3.5. Whilst cable theft has not significantly impacted Greater Manchester operations to date, it has increased across the network as commodity prices have increased. Network Rail continues to work with British Transport Police (BTP) to focus on known theft hotspots.
- 3.6. Incidents beyond Greater Manchester attributed to Network Rail continue to affect local services and the extreme heat of 18 – 20 July saw the East Coast Main Line completely closed to traffic for two days. Significant incidents beyond Greater Manchester, notably on the West Coast Main Line, caused reactionary delay to South and North/West Manchester train services. Incidents over these periods included a struck tree at Watford Junction on 19 July and OHLE being ripped down during the heat near Lancaster on 18 July.

### NETWORK RAIL DELAY MINUTES (MANCHESTER DU)



## **ROUTE CRIME, MANCHESTER DELIVERY UNIT**

- 3.7. 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.
- 3.8. 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 decreased over the periods, although overall delay minutes increased, as per table below.
- 3.9. 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.

## **FATALITY**

- 3.10. There was one fatality reported in Manchester DU over the periods, which occurred between Wigan North-Western and Euxton Junction on 21 July. Further fatalities just outside GM were also reported, including one at Alderley Edge on 26 June.
- 3.11. Nationally, in the quarter to the end of P3, a total of 65 suspected suicides had taken place on the railway network, the same figure as at the end of P3 in 2021/22. Eight further individuals attempted suicide during the first three periods of this year, with one matter still under investigation and pending a classification. Of the 65 suicides that took place, 60 of them involved male individuals. This equates to 92%. 41 of the 65 individuals were known to have a history of mental health issues, equating to 63%.
- 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.



<b>Category</b>	<b>Incidents/ Minutes P03</b>	<b>Incidents/ Minutes P04</b>
<b>Trespass</b>	57/1,257	43/2,352
<b>Vandalism</b>	5/290	4/41
<b>Cable Theft</b>	1/9	4/626
<b>Fatality</b>	-	1/567
<b>Total</b>	63/1,556	53/3,586

### **TRAIN OPERATOR PERFORMANCE**

- 3.13. Operational performance continued to decline for five of the six TOCs in Greater Manchester through Periods 03 and 04. PPM and Right Time at Destination figures worsened in both periods for all except TfW, whose services recorded improvements in Period 04. The total number of service cancellations across Greater Manchester train companies continued to increase, though by varying degrees.
- 3.14. The number of daily pre-cancelled services increased over the periods for TPE due to crew availability as a result of the withdrawal of rest day working and overtime. Anglo – Scot services have been particularly affected by these. For Northern, cancellations have remained static, following a spike in May due to disagreements over new rosters, which have since been resolved. TfW has seen performance improve in Period 04 and a reduction in service cancellations. There are currently no industrial relations issues at TfW, following agreement over a pay award. EMR, Cross Country and Avanti have all recorded increases in cancellations over the periods.
- 3.15. The table below shows PPM for the six GM TOCs at the end of Period 04 in July 2019, July 2020 (after first lockdown, around 65% pre-Covid services operating), 2021 (after third lock-down) and this year (both around 80% of services). For all operators, performance is worse than pre-Covid, even with a reduced overall number of services operating.

TOC/PPM%	P04 2019	P04 2020	P04 2021	P04 2022
<b>Northern</b>	85.5%	95.8%	89.5%	82.1%
<b>TPE</b>	85.5%	95.7%	94.0%	80.7%
<b>Avanti West Coast</b>	83.1%	92.4%	81.7%	59.2%
<b>Cross Country</b>	83.0%	95.2%	83.7%	69.9%
<b>TfW</b>	84.2%	95.9%	82.8%	81.7%
<b>EMR</b>	83.0%	94.8%	81.5%	72.1%

### **NORTHERN TRAINS LIMITED**

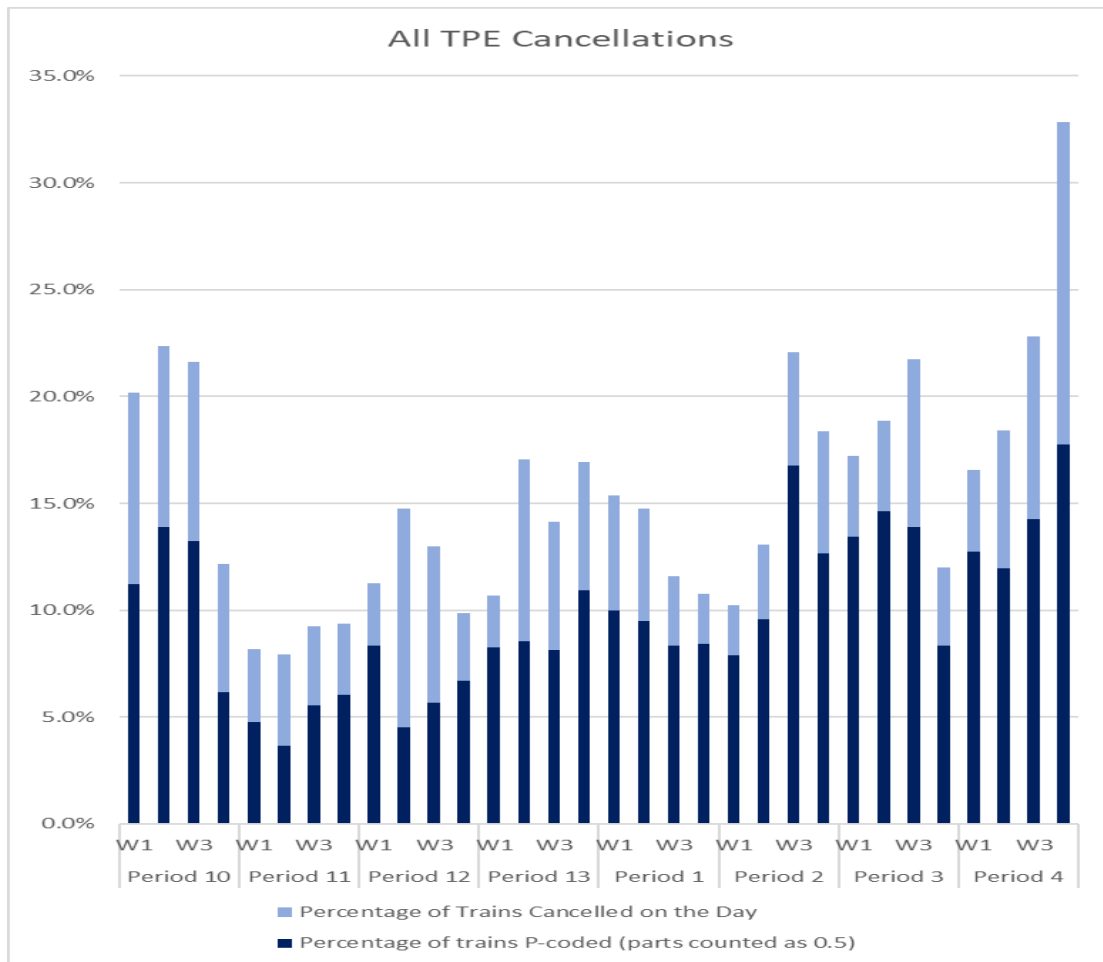
- 3.16. Northern's punctuality and reliability over Periods 03 and 04 worsened, finishing with a PPM of 82.1% across its business. In Central/West regions (those most closely aligned with Greater Manchester), Right Time at Destination was 60.7%, some 4% lower than at the end of Period 02.
- 3.17. Moving annual average figures for Northern PPM continue to decline from a high of over 93% in Period 13, 2021 to 85.2% currently.
- 3.18. Cancellations by Northern, both full and part, were at 6.9% in North Manchester in Period 03, reducing to 5.9% in Period 04, however South Manchester cancellations increased from 2.5% to 3.8% over the same period.
- 3.19. The final week of Period 04 experienced unprecedented extreme heat across the country and this impacted performance and cancellation figures, with multiple services cancelled due to OHLE and signalling/track issues, notably on Crewe and Hadfield lines. Emergency speed restrictions were also in place in many parts of the network
- 3.20. Crew availability remains an issue, with sickness levels at around 7%, spiking at certain depots. Covid, self-isolation and other longer-term sickness continues to impact crew availability across the industry.

- 3.21. As with other train companies, strike action is impacting service delivery. In addition to the actual days of action, services have been disrupted on adjoining days with stock movement and displacement issues. This has led to some early morning train cancellations and short-forming increases.
- 3.22. Instances of short-forming of Northern services improved over the two periods falling from 19.3% and 7.2% in North and South Manchester respectively in Period 03 to 17.5% and 4.9% of services in Period 04. Shortages of depot drivers, stock displacement due to strike action and on-going issues with bi-mode Class 769 units on Southport routes continue to affect this metric.
- 3.23. Delays caused by train operating companies themselves and other passenger/freight companies continue to affect punctuality and reliability. Crew issues, operational challenges and unit reliability all contribute to poor performance. For Northern, the most significant single incident occurred on 01 June when a brake failure at Moston on one of its units caused a total of 2,225 minutes delay and 31 cancellations for Calder Valley services.
- 3.24. Northern's bi-mode Class 769 fleet, in operation on Southport routes have seen improvements in their reliability, with miles per technical incident rising from 1 incident per 1,000 miles to over 1 in 3,000. This unit class is, however, still amongst the worst performing nationally.
- 3.25. Other delays caused by train companies themselves have involved late staff arrivals for work or after meal breaks, delays due to staff transferring between depot and/or stations and problems caused by sick and/or abusive passengers on-board trains. For several TOCs, the nationwide shortage of taxi drivers post-Covid has resulted in delays to crew transfers. Other operational difficulties recently have involved disabled ramps on-board and at stations being missing. Incidents continue to be reported of anti-social behaviour on-board trains and passengers becoming abusive to guards and other railway staff.

### **TRANSPENNINE EXPRESS**

- 3.26. TPE performance, following a similar pattern to Northern's, declined in Periods 03 and 04, finishing with a PPM of 80.7% and Right Time at Destination figure of 51.6% across its operations.

- 3.27. Cancellations have increased across all three service groups, with a total of 404 full and part cancellations in Period 03, rising to 673 in Period 04. These totals are on-the-day cancellations and do not include the additional trains pre-cancelled on the previous day. For Scottish services, CaSL (cancellations and significant lateness) figures were 14.5% in Period 03 and 22.9% in Period 04; again, these figures exclude pre-planned cancellations.
- 3.28. TPE, like all operators has seen operational performance impacted by crew availability due to both Covid and non-Covid sickness, with sickness levels still much higher than normal. A guards' strike from February and further industrial relations issues have resulted in traincrew declining to work rest days and overtime. This has significantly impacted service delivery and led to regular daily pre-planned cancellations. These pre-planned cancellations give some advance notice to passengers and enable alternative plans to be made. Ticket acceptance has been put in place with other operators and, where necessary, with local bus companies to mitigate some of the effects of these cancellations.
- 3.29. Cancellations have been particularly prevalent on TPE's Anglo – Scot route, with total cancellations (full and part and pre-planned) at over 60% of total services in Periods 03 and 04. For passengers travelling between Manchester Airport/ Piccadilly and Scotland, this has necessitated alternative travel plans and changing at Preston onto Avanti West Coast services. These services are already suffering from capacity constraints, particularly at weekends and are also now having to pick up additional station calls to cover the withdrawn TPE service calls.
- 3.30. The effects of rest day working withdrawal have also resulted in a backlog to driver training, which has further impacted crew availability.
- 3.31. TfGM raised concerns with TPE over its May 2022 timetable uplift in the spring, suggesting that it should be deferred but were informed that the operator expected its resource position to improve and that the new timetable would be deliverable.
- 3.32. The chart below shows the percentage of total weekly cancellations across the TPE network from December 2021 until June 2022. Cancellations shown are split between pre-cancelled and on-the-day cancellations.



3.33. TPE services were also impacted by the extreme weather conditions at the end of Period 04, notably on the WCML. Emergency speed restrictions due to critical rail head temperatures and sagging OHLE were in place between 18 – 20 July. The single largest incident affecting services was OHLE damage near Lancaster on 19 July, which caused 4,663 minutes delay and was responsible for a total of 107 cancellations.

3.34. Other incidents in the periods affecting TPE performance included fatalities near Wigan North-Western on 21 July and Garstang on 22 July, which were responsible for almost 7,500 minutes delay and 72 cancellations. TPE North services were also affected by a landslip near Mossley on 12 July and failed unit at Leeds on 21 July.

**AVANTI WEST COAST**

3.35. PPM and Right Time figures for Avanti West Coast also declined over the reporting periods, with corresponding falls in moving annual average totals. Cancellations increased following the May timetable change, which saw the reinstatement of three trains per hour (tph) between Manchester Piccadilly – London Euston. PPM at the end of Period 04 was just 59.2%, with a Right Time at Destination figure of 20.6%, making Avanti West Coast the worst performing TOC serving Greater Manchester.

- 3.36. Avanti West Coast briefed in July that it would be reducing weekend services between Manchester – London to 2tph and that these would be reduced further over the weekends 30/31 July and 05/06 August to 1tph, so that it could target resource at Birmingham for the Commonwealth Games.
- 3.37. Avanti West Coast drivers, as part of wider industrial action, began to decline rest day working and overtime from early August. TfGM was subsequently briefed that, until further notice from 14 August, its service offer would reduce to a total of just 4tph from London Euston, featuring 1tph to Manchester. This briefing was made without any prior consultation and has been strongly objected to by TfGM and the Mayors of both Manchester and London. A letter from the Mayors to the Secretary of State for Transport can be found in Appendix E at the back of this report.
- 3.38. According to Avanti West Coast, 400 of its train services are usually covered by voluntary driver RDW and overtime. This working arrangement was unilaterally ended by drivers. For Avanti West Coast, this figure represents around 25% of its scheduled train services. Research by TfGM has discovered that other operators usually cover between 5 – 15% of their services with similar arrangements. This has led to questions being raised about an over-reliance on RDW and backlogs in driver training at Avanti West Coast.
- 3.39. The amended train plan consists of 1tph from London – Manchester, which is routed via Stoke-on-Trent, leaving capacity issues and no direct Avanti services from Wilmslow and Crewe. Wigan North-Western sees 1tph calls on London – Glasgow services, with a further train every two hours (0.5tph) between London – Edinburgh.
- 3.40. TfGM is working with the mayor's office and Avanti West Coast to ensure that services are reinstated as soon as is possible to minimise any further inconvenience for passengers and damage to our economy. Major events, such as Premier League football, cricket and Manchester Pride have been highlighted and we are seeking assurances that additional services are provided to cater for these.
- 3.41. TfGM is also concerned about the possible delay in re-instating the withdrawn 0616 London – Manchester service, which was promised to return on 12 September. This service has significant flows from Stoke-on-Trent and Macclesfield into Manchester and its withdrawal has resulted in displaced passengers having to use surrounding Northern local stopping services. This has led to some overcrowding of these trains and capacity concerns at Poynton and Bramhall stations.

## **TfW RAIL**

- 3.42. Transport for Wales Rail (TfW) service performance declined in Period 03 but recovered in Period 04, with marginal increases in PPM and RT and an improvement in the number of cancelled services. Industrial relations issues which have beset other TOCs, have been resolved at TfW, although its services have been unable to operate on strike days, due to Network Rail signalling staff being on strike.
- 3.43. Transport for Wales services to Manchester continue to operate, with 1 tph to Chester/North Wales and 1 tph to Cardiff. 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, since the removal of Avanti West Coast services

## **CROSSCOUNTRY**

- 3.44. Cross Country saw a slight uplift in its May timetable offer, with limited early morning and evening direct services between Manchester – Bristol returning for the first time since the pandemic. Most services continue to operate from Manchester with strengthened 8 or 9 car Voyager trains.
- 3.45. Operational performance remains weak, however, with PPM finishing Period 04 at 69.9% and Right Time at Destination at 32.3%. Cancellations have also increased over the periods, although remain lower than at TPE and Avanti West Coast.
- 3.46. CrossCountry performance was also affected by significant incidents including an OHLE de-wirement at Birmingham New Street on 19/07. This major incident alone caused 5,326 minutes delay and almost 700 cancellations across operators. Other incidents impacting performance included OHLE issues at Slade Lane and a signalling failure at Cheadle Hulme, both on 18 July.

## **EAST MIDLANDS RAILWAY**

- 3.47. EMR services between Norwich – Liverpool have also performed poorly over the two periods, finishing Period 04 with a PPM of 72.1% and Right Time at Destination figure of 27.0%. Services were particularly affected over the three-day period of extreme heat between 18 – 20 July, with large parts of the eastern railway network closed or operating with emergency speed restrictions.

### SIGNIFICANT INCIDENTS, LOCAL NETWORK, PERIODS 03 and 04

Date	Incident	Delay Minutes	Cancellations
21 July	Fatality, Wigan NW	4,906	8 full/24 part
01 June	Failed unit, Moston	2,225	15 full/16 part
18 July	OHLE damage, Slade Lane	1,019	tbc
18 July	Signalling failure, Cheadle Hulme	771	34 full/29 part
12 July	Landslip, Mossley	580	7 full/7 part
26 June	Fatality, Alderley Edge	541	6 total

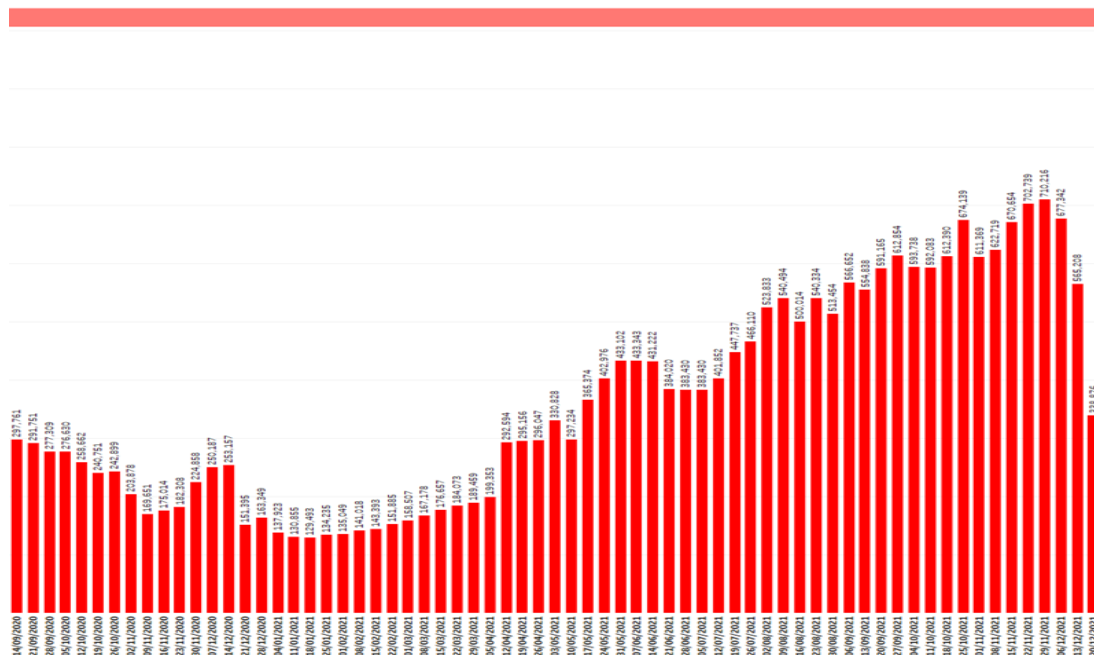
### SIGNIFICANT INCIDENTS, LNW NETWORK, PERIODS 03 and 04

Date	Incident	Delay Minutes	Cancellations
19 July	Struck tree, Harrow & Wealdstone	7,388	284 full/60 part
19 July	De-wirement, Birmingham	5,326	482 full/213 part
16 July	Lineside fire, Stafford	4,924	7 full/8 part
19 July	OHLE damaged, Lancaster	4,663	54 full/53 part
19 July	ADD activation (OHLE), Penrith	2,534	18 full/23 part
22 July	Fatality, Garstang	2,489	38 full/32 part



## 4. PATRONAGE

- 4.1. Rail patronage nationally remains suppressed following on from the pandemic and uncertainty caused by industrial unrest. The commuter and business markets continue to see slowest growth, as working from home and video conferencing have become established as the norm.
- 4.2. Rail in the north has recovered faster than the national average and London/south-east, with patronage at around 75% of pre-Covid figures. TfW has reported some leisure routes at 140% of pre-Covid levels, with discretionary leisure travel also leading the recovery for Northern and TPE. Patronage has fallen back slightly on spring 2022 figures, largely as a result of the number of strike days and associated disruption. Service levels remain at only around 80% of pre-Covid trains. For Northern, commuter travel remains at below 50%, with leisure travel back to near pre-Covid levels on certain routes.
- 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. Footfall on Saturdays had reached almost pre-pandemic levels in spring 2022 but has since fallen due to the unreliability of services, strikes and significant engineering works taking place.



## 5. INDUSTRIAL ACTION

- 5.1. As a result of failures to agree on pay awards, rail unions have balloted their members for strike action and action short of a strike. The results of these ballots at 13 TOCs and Network Rail have been for strike action by RMT, ASLEF and TSSA members. This covers Network Rail maintenance and signalling staff and train operating companies' drivers, guards and station staff. Further concerns have been raised over the potential for compulsory redundancies and associated safety risks through downgraded maintenance regimes. Fears over the closure of ticket offices nationally have also been highlighted.
- 5.2. Strikes by RMT members have been held on Tuesday 21, Thursday 23 and Saturday 25 June, Wednesday 27 July and Thursday 18, Saturday 20 August. Minimal passenger and freight services were able to operate on these days through management and non-union cover. Service disruption on days either side of the strike days was experienced due to the need for earlier stock movements back to depots and unit displacement.
- 5.3. Drivers at 8 TOCs (9 in August) undertook strike action on Saturday 30 July and subsequently on Saturday 13 August. Whilst the 30 July strike did not involve GM TOCs, some additional disruption was caused by drivers declining to work rest days, late-notification sickness and refusal to cross picket lines.
- 5.4. Additionally, work to rule action by train crew has involved declining to work rest days and overtime. This has had the biggest impact 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 strike days.
- 5.6. Customer messaging by the industry has been 'do not travel' on strike days and 'essential travel only' on adjoining days. No replacement bus services have been provided. Ticket refunds for strike day travel and relaxations for travel on alternative dates have been put into place, with additional management presence at key stations for train despatch and customer service.
- 5.7. Train drivers at Northern and TPE have recently voted for further strike action, although, at the time of publication, dates have not been announced.

## 6. DECEMBER 2022 TIMETABLE (MRTF)

- 6.1. As a result of the Manchester Recovery Task Force work into relieving congestion in the Castlefield area to improve rail performance, there will be significant changes to train services from 11 December 2022. A full list of routes and changes can be found in Appendix F.
- 6.2. The main changes involve removing some services from the Castlefield corridor, streamlining others to follow more consistent, regular patterns and the reduction of conflicting movements at flat junctions. Some services will also see fewer calls at Deansgate station. In summary:-
- TPE services that currently operate between Cleethorpes – Manchester Airport will operate Cleethorpes – Liverpool.
  - Northern services will change to see both Blackpool North services operating to Manchester Airport, Southport services will operate to Stalybridge as present but the Alderley Edge service will terminate at Manchester Oxford Rd.
  - Liverpool – Oxford Rd stopping services will operate hourly off-peak instead of half-hourly but the new TPE service will pick up the second train per hour call at Urmston and Irlam.
  - Northern's Barrow and Windermere – Airport services will operate via Bolton instead of Wigan North-Western. Liverpool – Crewe services will operate between Liverpool – Manchester Airport.
  - Where through services have been curtailed, replacement shuttle services will replace these.
- 6.3. Northern's stopping service between Liverpool – Manchester Oxford Rd will be reduced off-peak to 1tph, with its second train operating between Liverpool – Warrington Central only. To compensate for this, the additional fast TPE service between Cleethorpes – Liverpool will pick up calls at Urmston and Irlam to retain an all-day 2tph service at these busy stations. During pre-operation safety assessments, it has been discovered that TPE will not now be able to make the calls at Irlam due to platform height stepping distances Liverpool bound. TfGM is working with Network Rail and TPE to ensure that the necessary platform works are in place to allow the delivery of this timetable.

- 6.4. 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 connection, 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.
- 6.5. 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.
- 6.6. TfGM has responded to the MRTF timetable consultation, and the following enhancements will now be made as a result of our requests:
- Sunday calls for the first time at Farnworth station
  - Earlier Sunday service from Macclesfield into Manchester
  - Earlier Sunday service from New Mills Central into Manchester
  - Extended peak-hour calls on Liverpool – Manchester Oxford Rd to include Saturdays
  - Removal of skip-stop trains on Hope Valley services.

## **7. OPERATOR UPDATES**

### **NETWORK RAIL**

- 7.1. Network Rail is continuing major railway upgrades between Manchester and Stalybridge. This is part of the Trans-Pennine Route Upgrade which will see the line electrified and bring faster, more frequent and reliable trains.
- 7.2. Salford Central station will be closed for platform works from January – May 2023. Further details Section 8 of this report.
- 7.3. Electrification works between Lostock Junction and Wigan will necessitate bridge works in the area and some road closures. These works are due to start in 2023.

### **NORTHERN TRAINS LIMITED**

- 7.4. Northern has been advised by ASLEF that its members will be taking further strike action following the results of a latest ballot. TSSA staff will not be taking strike action but will be taking action short of a strike. Dates have not yet been confirmed at time of publication.
- 7.5. On Tuesday 30 August Northern held a flash sale of Advance Purchase tickets, valid on selected dates in September and October. These tickets will only be offered for sale on quieter services, where sufficient capacity is available, with relevant restrictions on certain routes during Fridays, Saturdays, Sundays and during Half Term weeks
- 7.6. Northern has teamed-up with 124 secondary schools and university technical colleges across the length and breadth of its network to offer special education season tickets, which offer their students up to 75% off the normal adult fare. On some routes, the savings are worth as much as £575 per year.
- 7.7. Education Season Tickets offer unlimited travel between two stations and are valid seven days a week. As such, they can be used at weekends and during the holidays – not just the 195 days per year that schools are open.
- 7.8. For a full list of participating schools and to purchase an Education Season Ticket for the new academic year, parents should visit:  
[www.northernrailway.co.uk/tickets/educational-season](http://www.northernrailway.co.uk/tickets/educational-season)

- 7.9. Thirsty customers will soon be able to refill their water bottles across some of Northern's busiest stations and cut down on plastic waste. Water dispensers are set to be installed at 32 of the train operator's busiest stations in the next few weeks, meaning that 45 per cent of the rail operator's station footfall will be able to take advantage of the new facilities. The new dispensers have been given the go ahead after a successful trail at Bolton and Castleford stations. A further 19 will be installed early next year. Each water dispenser has a hands-free sensor and will provide free chilled water. Customers will be able to see how many times reusable bottles have been refilled thanks to a digital counter.

### **TRANSPENNINE EXPRESS**

- 7.10. TPE has announced that a temporary timetable will be in place on its Anglo-Scot route from 12 September until further notice. This will see a reduced schedule of trains between Manchester Airport and Glasgow/Edinburgh, with six direct trains per day removed. This is to provide passengers with a greater degree of certainty and reduce late notification and daily pre-planned cancelled trains as a result of ongoing crew availability issues.

## **8. OPERATIONS & STATIONS**

- 8.1. As we enter a busy period of sporting fixtures, music and cultural events in the lead up to autumn and Christmas, TfGM continues to engage event organisers, venues and transport partners to ensure that we communicate with network users about events and journey opportunities.
- 8.2. An emerging issue, post-pandemic, has been the rise of ASB and football related crime across the country. TfGM is working with partners to address the issues at a regional and national level with the UK Football Policing Unit and Rail Delivery Group's Football Partnership Forum.
- 8.3. In line with previous years, there will be engineering works over the festive period with alterations to train services. It is expected that service patterns will broadly follow similar patterns to previous years. Further details will follow in the next report.

- 8.4. 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 a number of Sunday possessions that will see service changes across the route in January to March 2023 to facilitate construction works. 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. TfGM are due to meet with Northern to discuss disruption mitigations.
- 8.5. TfGM is continuing to work alongside LCR, TPE, Network Rail and Tameside Council on the town masterplan and the redevelopment of Stalybridge Station. A feasibility study for the station has been completed and we are currently working on the next stage of the development and studies to determine the best options.
- 8.6. TfGM has started work alongside LCR, Network Rail and Tameside Council on the potential town masterplan for Ashton. This is currently at an early stage with all parties currently providing the necessary information such as buried service reports, along with a tranche of documents and drawings relating to station infrastructure. In particular, the bridges and the underpass. An inception meeting has taken place with consultants to discuss the scope of the project and what the potential outcomes are.
- 8.7. Bramhall, Davenport, Romiley and Heaton Chapel stations have all benefitted from accessibility improvements, as part of the mid-tier funding bid. New and improved handrails, seating, fencing and staircase markings and treads have been recently installed.

## 9. COMMUNITY RAIL

- 9.1. TfGM continues to work with industry partners to fund and facilitate community projects at our stations. New station Friends groups are now in place at Bramhall and Hag Fold and these now total 50 groups, having doubled over five years.
- 9.2. TfGM has worked with Northern Trains on a refresh at Ashton station, featuring enhanced lighting, repainting, new seating and improved signage. Additionally, a project with Clarendon College has seen the installation of some inspired photographic work at the entrance and platform approach ramp.
- 9.3. Other TfGM station projects underway include schools' artwork for Reddish North and Ashburys station, volunteer days at Ashburys and Bramhall and future art projects planned for Horwich Parkway, Rochdale and Gathurst stations.
- 9.4. TfGM Community Rail funding has attracted further grants from the industry and is helping secure weekend bus services between Walkden railway station and the new RHS Bridgewater site, plus a Sunday bus service linking Horwich Parkway station to Rivington Country Park.
- 9.5. TfGM will be co-sponsoring this year's Community Rail Network Awards, along with our industry partners, Northern Trains. The awards will take place at Manchester Central on 05 October and 14 Greater Manchester station projects/groups have been shortlisted for awards. We wish all the shortlisted nominees the very best of luck and thank all of our station Friends groups for their continued commitment and hard work.



**Simon Elliott,**

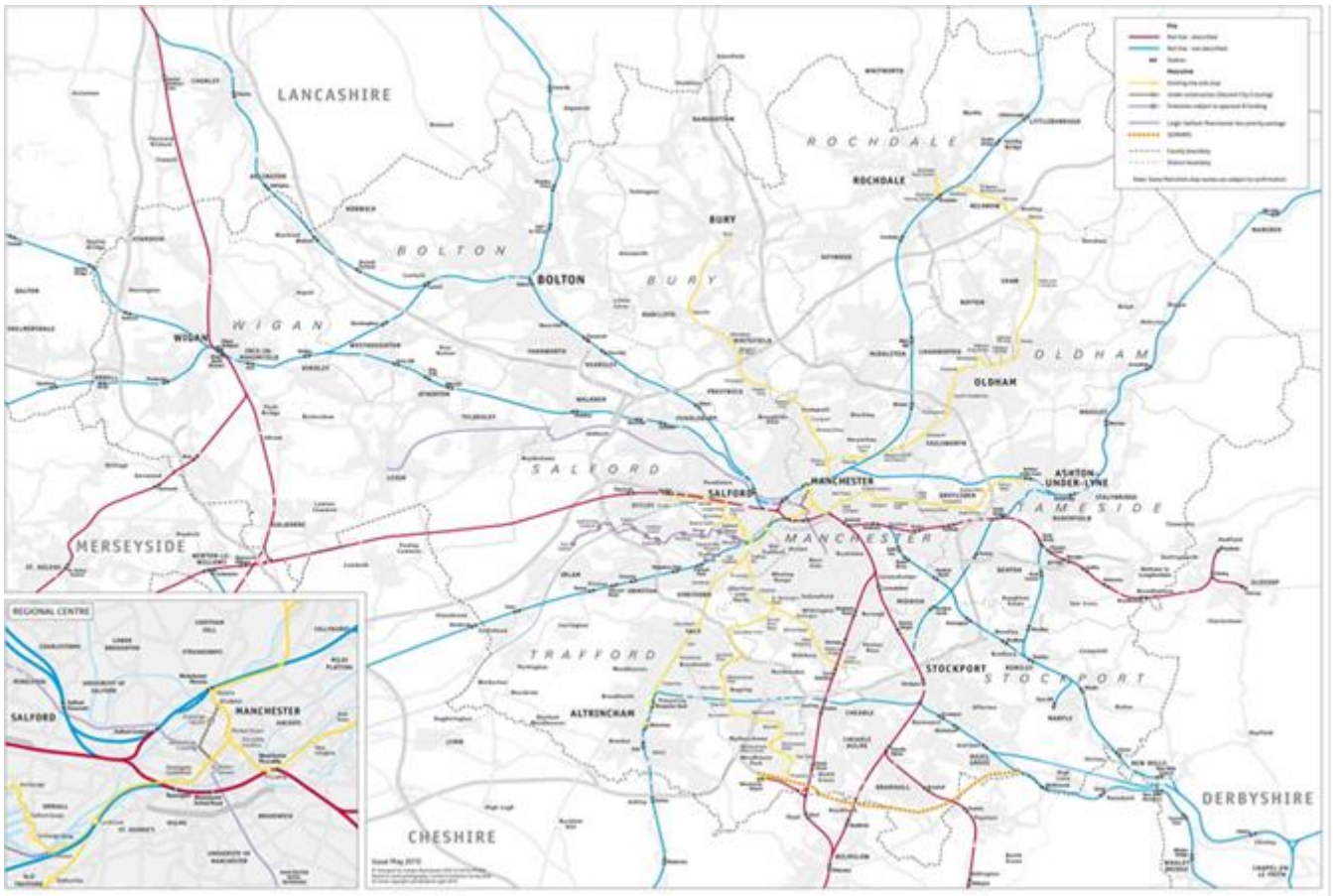
**Head of Rail Programme, TfGM**



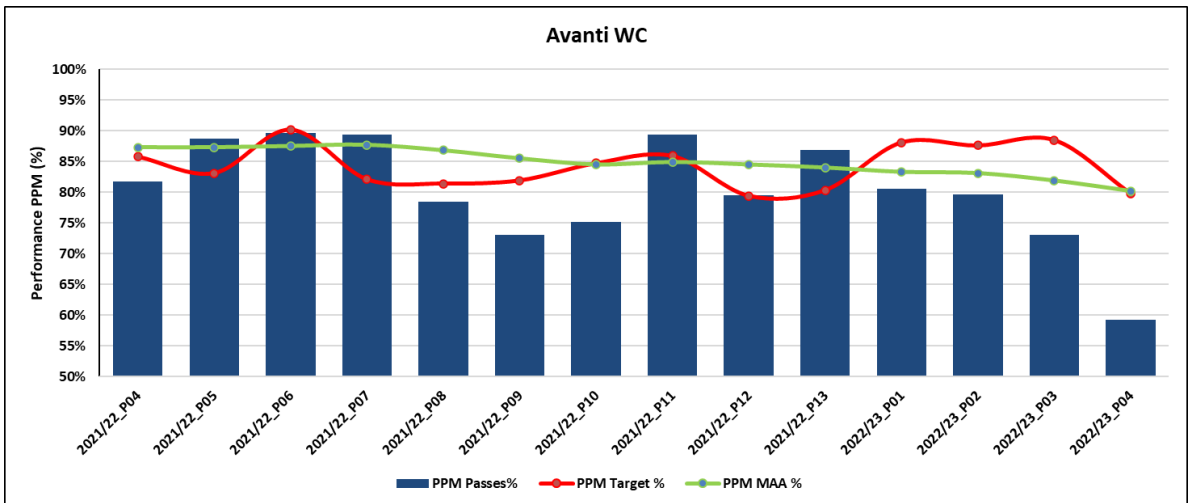
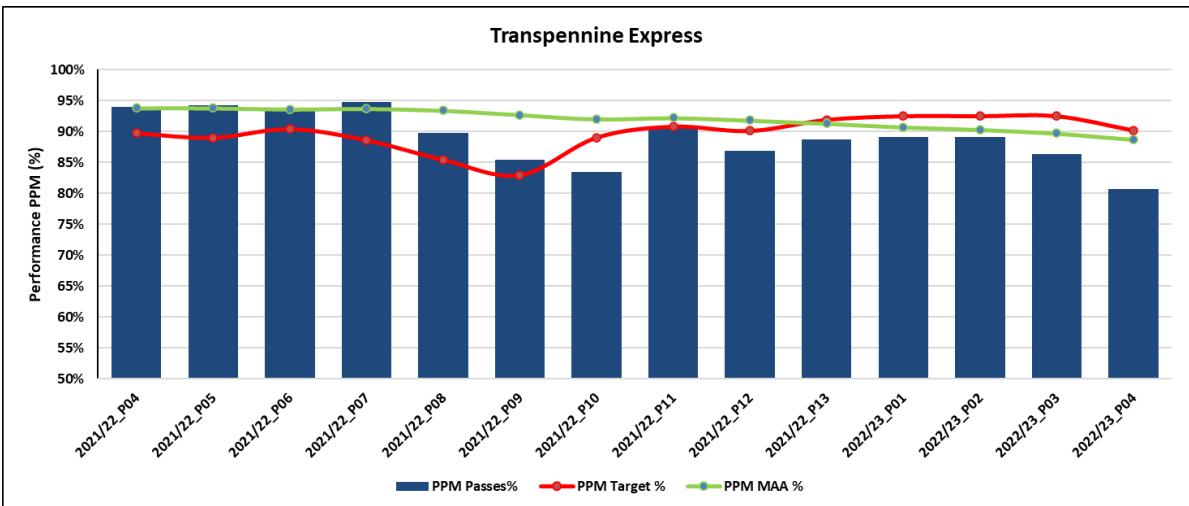
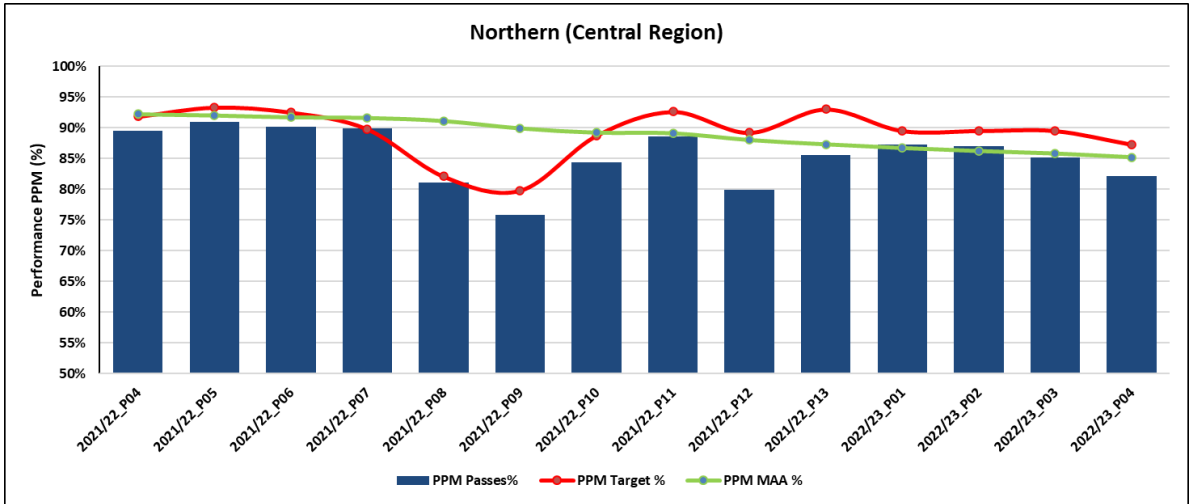
**APPENDIX A – RAILWAY PERIOD DATES 2022/2**

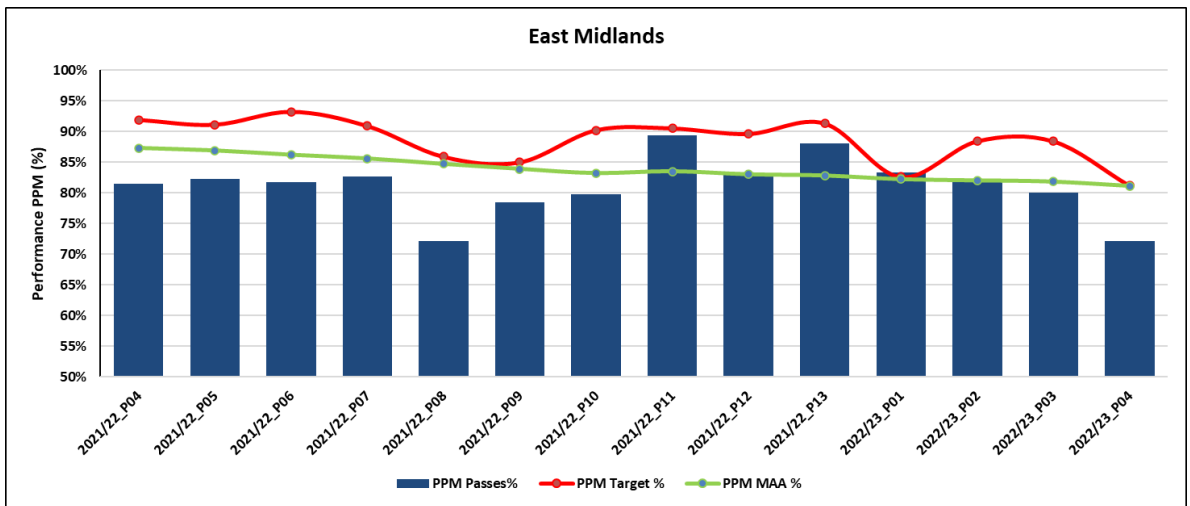
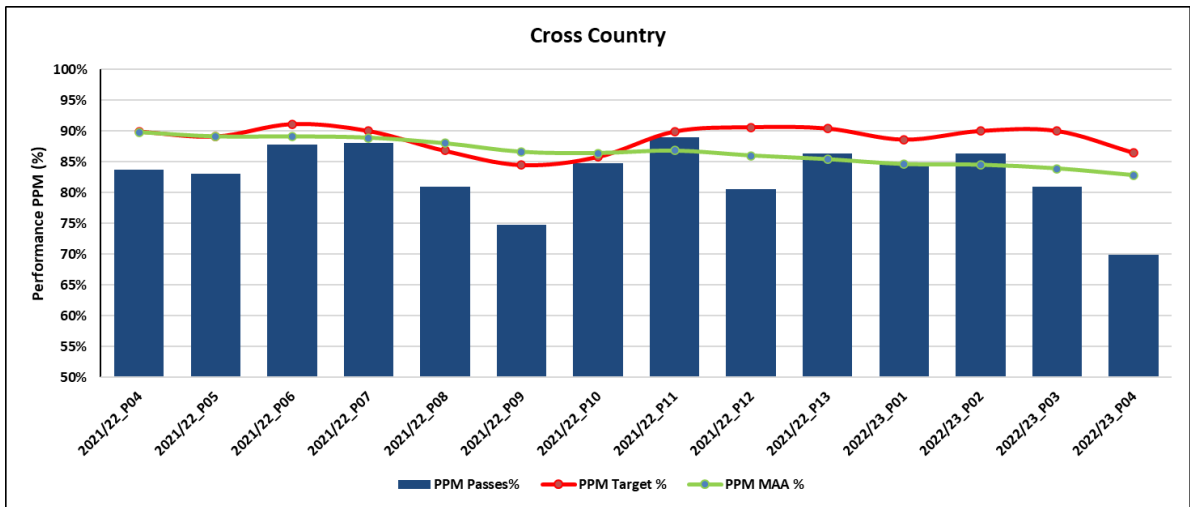
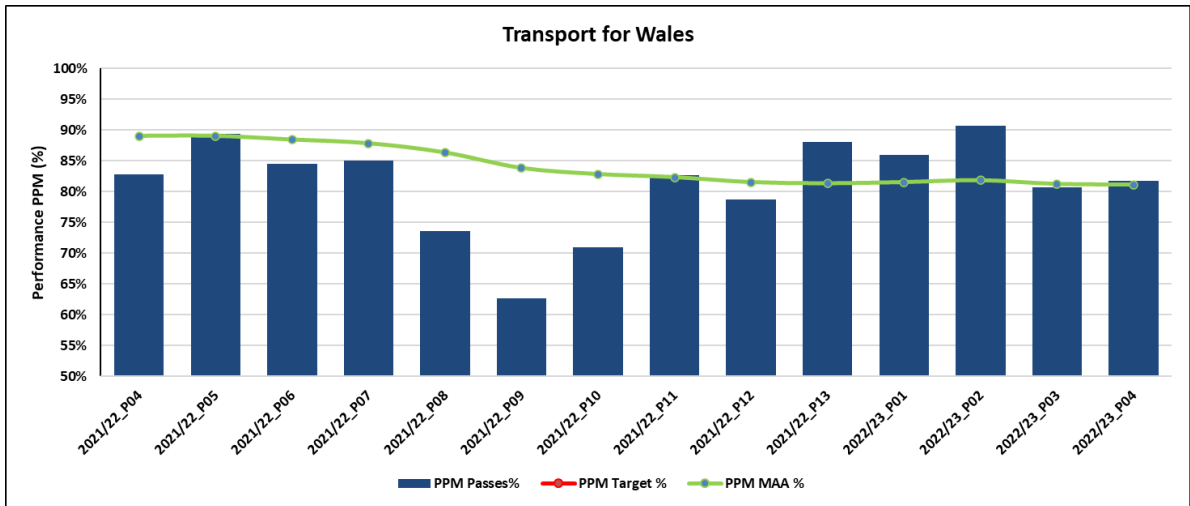
<b>Year</b>	<b>Year/Period</b>	<b>Date From</b>	<b>Date To</b>
2022/23	2022/23_P01	2022-04-01	2022-04-30
2022/23	2022/23_P02	2022-05-01	2022-05-28
2022/23	2022/23_P03	2022-05-29	2022-06-25
2022/23	2022/23_P04	2022-06-26	2022-07-23
2022/23	2022/23_P05	2022-07-24	2022-08-20
2022/23	2022/23_P06	2022-08-21	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**

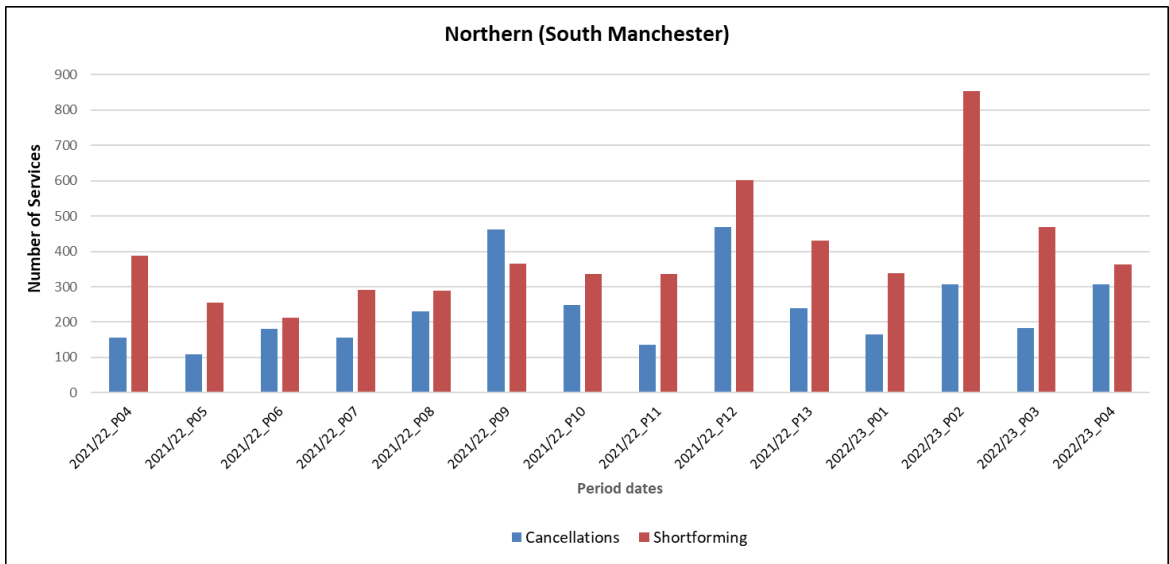
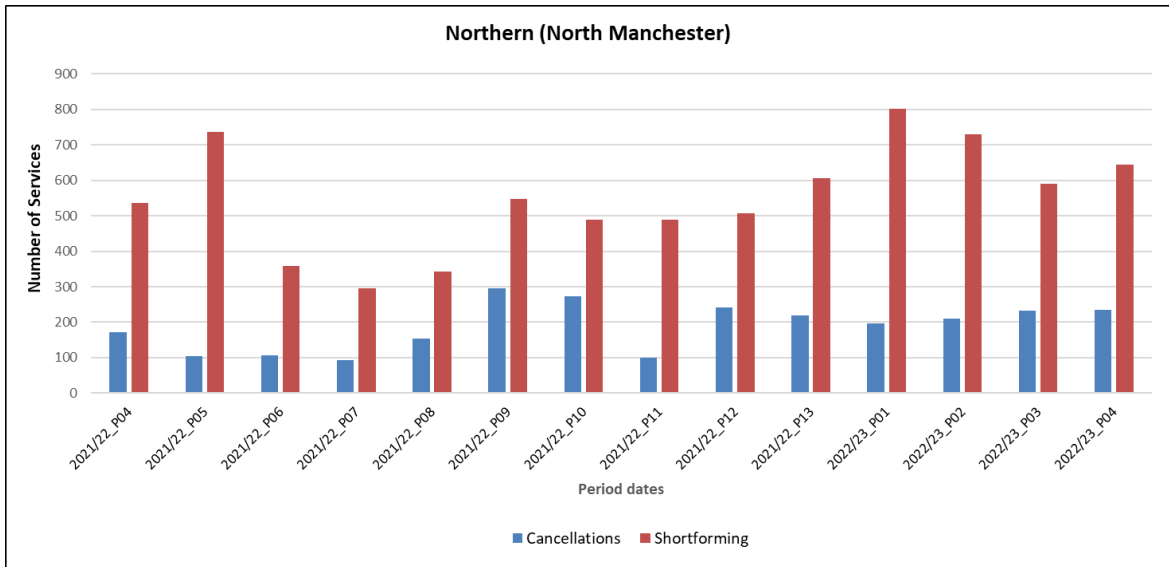


**APPENDIX C: TOC PPM V TARGET AND MOVING ANNUAL AVERAGE**

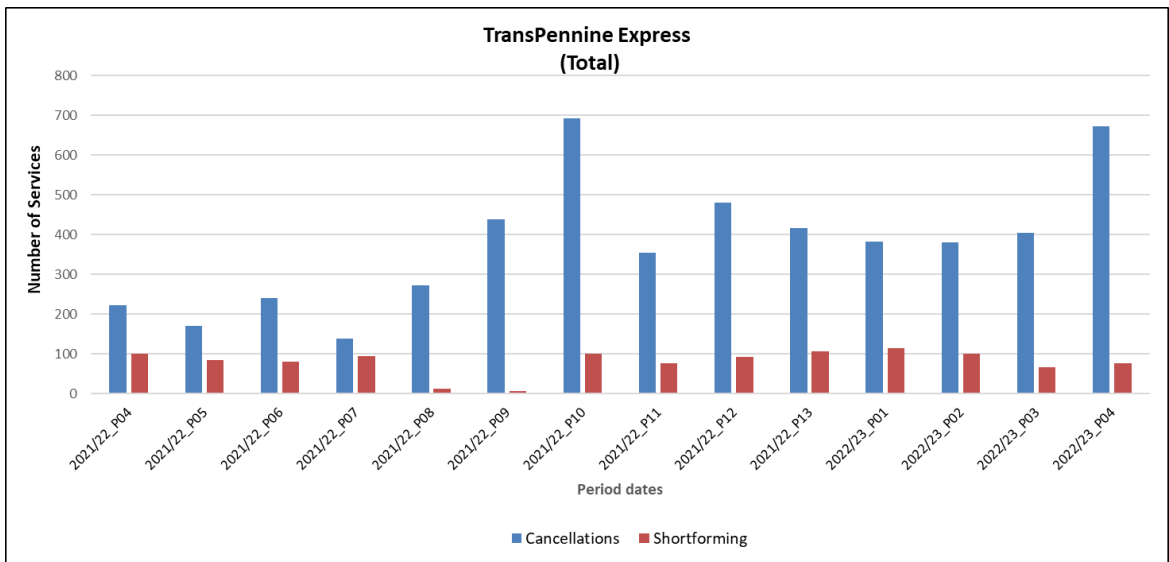




## Cancellations and Short Forming – Northern/TPE



## TPE



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

Northern Line of Route 2022/23	P01	P02	P03	P04	YTD
CLITHEROE - BOLTON - VICTORIA	78	82.1	79.6	77.9	79.4
CLITHEROE - VICTORIA - ROCHDALE	77.9	82.3	78.8	76	78.8
PICCADILLY - STOCKPORT - CREWE	79.5	77.1	74.9	72.1	75.9
PICCADILLY - BUXTON	76.7	75.1	72.3	70.8	73.7
KIRKBY - VICTORIA - BLACKBURN*	66.6	69.7	69.3	69.2	68.7
BLACKPOOL - WIGAN - LIVERPOOL*	72.3	70.5	68.4	63.2	68.6
PICCADILLY - NEW MILLS CENTRAL	61.3	65	69.9	70.7	66.7
PICCADILLY - ROSE HILL MARPLE	63.3	64.7	63	65.5	64.1
LIVERPOOL - WARRINGTON - AIRPORT	68	69.4	54.3	58.9	62.7
LEEDS - WIGAN	67.8	69.1	66	45	62
LIVERPOOL - MANCHESTER OXFORD RD	63	62.3	62.1	58.9	61.6
PICCADILLY - CHESTER	58.5	64.4	62.4	58.6	61
LIVERPOOL - CREWE via Airport	61	61.1	60.3	59.9	60.6
PICCADILLY - HADFIELD/GLOSSOP	65.4	58.9	59.2	57.5	60.3
HAZEL GROVE - BLACKPOOL	59.2	61.5	61.2	59.3	60.3
BLACKPOOL Nth - BOLTON - AIRPORT	59.4	64.7	60.2	55.9	60.1
PICCADILLY - STOKE	60.6	62.4	59.4	55.3	59.4
SOUTHPORT/VICTORIA - STALYBRIDGE	58.7	60.9	58.7	58.9	59.3
PICCADILLY - SHEFFIELD	55.9	58.6	56.4	53.9	56.2
MANCHESTER VICTORIA - LEEDS	55.4	55.3	54	49.1	53.5
SOUTHPORT - OXFORD RD/ALDERLY EDGE	51.9	53.6	50	56.1	52.9
LEEDS - CHESTER	56	55.9	50.8	46.9	52.4
AIRPORT - WIGAN NW - BARROW/WINDERMERE	54.3	52.2	51.7	50.5	52.2

TPE Service Group	P12	P13	P01	P02	YTD
North	65.9	64	61.5	54.9	61.6
South	60.4	60.4	49.9	46.1	54.2
Scottish	47.9	46.5	44.7	37.1	44.1

## APPENDIX E: Letter from Manchester and London Mayors to Secretary of State

MAYOR OF LONDON

**ANDY BURNHAM**  
MAYOR OF  
GREATER  
MANCHESTER



MANCHESTER  
CITY COUNCIL

**GMCA** GREATER  
MANCHESTER  
COMBINED  
AUTHORITY

Rt Hon Grant Shapps MP  
Secretary of State for Transport  
(via email)

9 August 2022

Dear Secretary of State,

### **WEST COAST MAIN LINE SERVICES BETWEEN MANCHESTER AND LONDON**

We are angered by Avanti West Coast's decision to inflict a drastically reduced timetable on travel between our cities. The plan to run just four trains an hour from London Euston, with only one service to Manchester, came with no notice nor any consultation beforehand and no date by which the full timetable will be restored. This is completely unacceptable.

Avanti's severely reduced timetable will damage some of the UK's largest and most important economic and cultural centres at a critical time in their recovery following the COVID-19 pandemic. This month alone will see the Manchester Pride Festival and Notting Hill Carnival take place, alongside sporting fixtures and other attractions for which people will need to travel between London and Manchester. This morning, people are already unable to book advance tickets online.

Our cities rely heavily on the West Coast Main Line and this unilateral withdrawal of services, on the basis of what appears to be a complete failure of Avanti's senior management to manage rostering and rest day working, is frankly a national outrage.

Avanti have blamed this disruption on "unofficial strike action" by ASLEF, the train drivers' union. Not only is this description disingenuous – drivers are completely entitled to choose not to work on their rest days – it also seeks to shift blame off Avanti management for their failure to provide appropriate mitigations for an entirely foreseeable situation.

It also reflects extremely poorly on an operator that should be working hard to bring the public back to rail. Avanti's decision to suspend ticket sales damages the efforts of other public transport operators, making it harder for people to take the train and other sustainable forms of travel.

In order to prevent the enormous disruption and economic damage these service reductions will cause, we are seeking an urgent meeting with you, your officials and Avanti's management to agree a date for full restoration of the timetable. If Avanti is unable to agree a date, or is unable to meet that date once agreed, we would ask that you begin the process of withdrawing the operator's contract and do not grant it a new National Rail Contract once current arrangements end in October this year.

Given the seriousness of this situation, we would appreciate an early reply.

Yours sincerely,



**ANDY BURNHAM**

MAYOR OF GREATER  
MANCHESTER



**SADIQ KHAN**

MAYOR OF LONDON



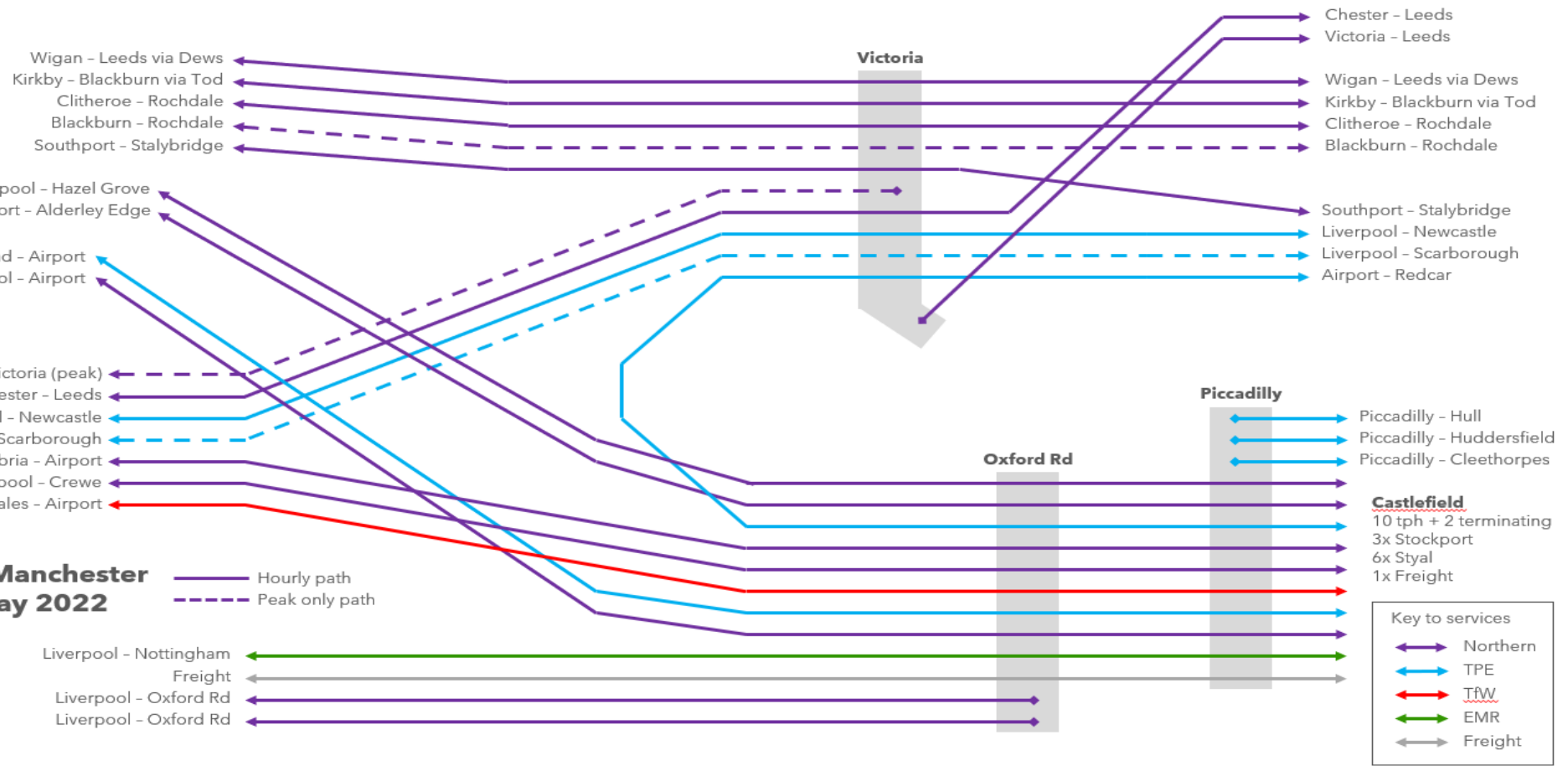
**CLLR BEV CRAIG**

LEADER OF MANCHESTER  
CITY COUNCIL



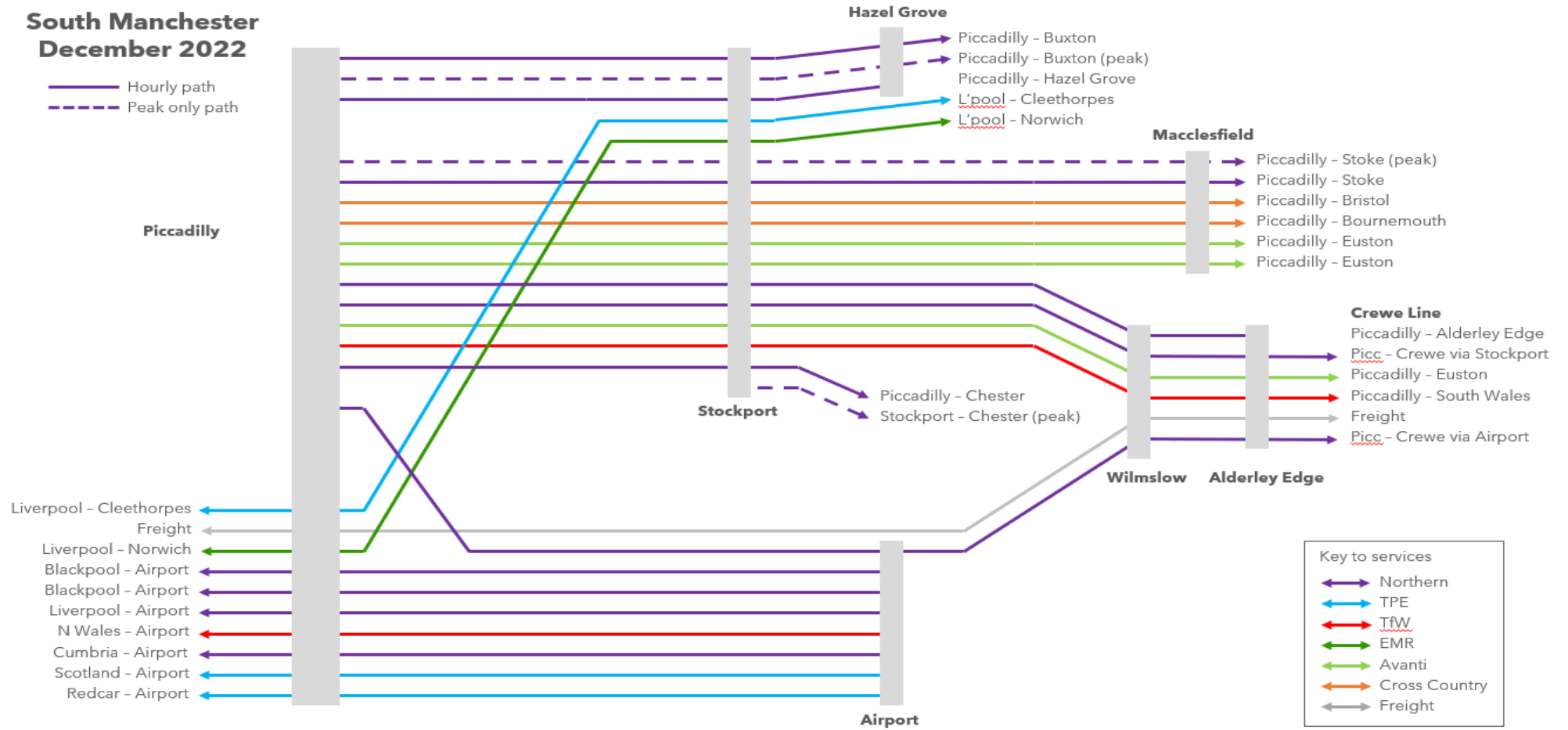
# APPENDIX F: MANCHESTER ROUTES FROM DECEMBER 2022

## NW Manchester May 2022



# South Manchester December 2022

- Hourly path
- - - Peak only path



## Greater Manchester Transport Committee – Master Work Programme

### September 2022 to January 2023

The table below suggests the Committee’s work programme from September 2022 to January 2023.

Members are invited to further develop, review and agree topics which they would like to consider. The work programme will be reviewed and updated regularly to ensure that the Committee’s work remains current.

The key functions of the Committee are –

- **Accountability:** active and regular monitoring of the performance of the transport network, including the Key Route Network, the operation of the GM Road Activities Permit Scheme, road safety activities, etc as well as all public transport modes. This role will include holding service operators, TfGM, highway authorities and transport infrastructure providers to public account, and to recommend appropriate action as appropriate;
- **Implementation:** oversee the delivery of agreed Local Transport Plan commitments. This includes the active oversight of the transport capital programme, and decisions over supported bus services network to be made within the context of policy and budgets set by the Mayor and the GMCA as appropriate; and
- **Policy Development:** undertake policy development on specific issues, as may be directed by the Mayor and / or the GMCA

**September 2022**

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Metrolink & Rail Services Sub Committee	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability
	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability
	Operators Updates	TOC's	To provide an update on current performance and issues	Accountability

October 2022

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus Services Sub Committee	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
	Bus Network review Update	Stephen Rhodes	To provide members with an update on the approach to stabilise the network in advance of the end of Government recovering funding in October 2022.	Implementation
Full Committee	Road Safety Update	Peter Boulton	To provide an update on the work of road safety initiatives, specifically the Road Danger Reduction Plan.	Accountability
	Six monthly update on TravelSafe	Lucy Kennon, TfGM	To provide a regular update on the work undertaken by the TravelSafe Partnership	Accountability

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
	Network and Market Renewal Update and insight data	Bob Morris	To brief Members on the current status of the public transport network and proposals to encourage people back to public transport. To also include accessible transport.	Implementation
	Transport Finance and Funding	Steve Warrener	To provide an update on current transport finance funding and challenges	Accountability
Active Travel Sub Committee	Active Travel Progress and Programme Update	Richard Nickson/David Budd	To provide an overview of forthcoming workstreams and key activities.	Implementation

**November 2022**

<b>MEETING</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Metrolink & Rail Services Sub Committee	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability
	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability
	Operator Updates	TOC's	To provide an update on current performance and issues	Accountability
	Infrastructure Project Update	Simon Elliott	To provide a update on the status of rail stations across Greater Manchester.	Implementation
	Update and Evaluation of Dogs on Trams	Daniel Vaughan	To provide an update on the feedback received and the outcome of the pilot of dogs on trams.	Policy Development

December 2022

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Full Committee	Customer Information / Transport Interchanges	Sean Dyball / Howard Hartley	To evidence to Members how customers receive information and provide an update on the current status of Transport Interchanges.	Accountability
	Introduction to the Active Travel Commissioner	Sarah Storey	To provide n opportunity for the Committee to meet the new Active Travel Commissioner and hear about her vision for GM.	Policy Development
	Accessibility item following Destination Bee Network consultation	Emma Flynn	In light of TfGM’s commitment to accessibility, to provide an update on measures being taken to ensure the network is as accessible as possible.	Implementation
	City Region Sustainable Transport Settlement delivery	TBA	Update on the programme delivery plan.	Implementation



January 2023

MEETING	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus Services Sub Committee	Changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate.	Implementation
	Update from Operators	All Operators	To inform the Committee of the latest challenges, issues and achievements across the bus network.	Accountability
Metrolink & Rail Services Sub Committee	Metrolink Performance Report	Daniel Vaughan	To review overall performance of Metrolink.	Accountability
	Rail Performance Report	Simon Elliott	To review performance across the rail industry.	Accountability
	Rail Station Accessibility Programme	Simon Elliott	To receive an update on the status of rail stations across Greater Manchester	Implementation
	Manchester Recovery Taskforce	DfT	To inform the Committee of the work to improve the performance of rail services in GM.	Implementation

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