MINUTES OF THE MEETING OF THE METROLINK AND RAIL NETWORKS SUB COMMITTEE HELD ON 24 JUNE 2016 AT THE FRIENDS MEETING HOUSE, 6 MOUNT STREET, MANCHESTER

Councillor David Chadwick   Bolton
Councillor Stuart Haslam   Bolton
Councillor Azra Ali   Manchester
Councillor Geoff Abell   Stockport
Councillor Doreen Dickinson   Tameside (in the Chair)
Councillor Peter Robinson   Tameside
Councillor Michael Cordingley   Trafford
Councillor David Hopps*   Trafford
Councillor Lynne Holland   Wigan

* indicates substitute Member

IN ATTENDANCE:

Mark Salter   Rail Team, TfGM
Victoria Mercer   Metrolink Team, TfGM
Abiola Akinwale   Rail Team, TfGM
Paul Harris   GMIST

ALSO PRESENT:

Graham Meihlejoh   Trans Pennine Express
Matthew Worman   Northern Rail
Lesley Lee   Network Rail
Nicola Watson   Metrolink MRDL

MR16/01   APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Norman Briggs (Oldham) Ian Duckworth (Rochdale), Tom Grundy (Stockport) Roger Jones (Salford) and Dzidra Noor (Manchester).

MR16/02   CHAIR’S ANNOUNCEMENTS AND URGENT BUSINESS

a.) Welcome to Operators

The Chair extended a welcome to representatives from the train operators and thanked them for their continued attendance at Sub Committee meetings.
b) Members’ Briefing

It was noted that at the rise of the meeting, Network Rail was to provide a brief presentation on suicide prevention initiatives.

MR16/03 DECLARATIONS OF INTEREST

There were no declarations of interest made in relation to any item on the agenda.

MR16/04 MEMBERSHIP OF THE SUB COMMITTEE 2016/17

Members noted that TfGMC, at its meeting on 10 June 2016, appointed the following thirteen Members to the Metrolink and Rail Networks Sub Committee, comprising of nine Labour, three Conservative; one Liberal Democrat councillors and their substitutes.

Cllr Geoff Abell      LD  (Stockport)  
Cllr Azra Ali         Lab (Manchester)  
Cllr Norman Briggs    Lab (Oldham)    
Cllr David Chadwick   Lab (Bolton)     
Cllr Michael Cordingley Lab (Trafford) 
Cllr Doreen Dickinson (Chair) Con (Tameside) 
Cllr Ian Duckworth    Con (Rochdale)   
Cllr Tom Grundy       Lab (Stockport)  
Cllr Stuart Haslam    Con (Bolton)     
Cllr Lynne Holland (Deputy Chair) Lab (Wigan) 
Cllr Roger Jones      Lab (Salford)    
Cllr Dzidra Noor      Lab (Manchester) 
Cllr Peter Robinson   Lab (Tameside)  

Substitutes:  
Cllr James Grundy     Con (Wigan)     
Cllr Naeem Hassan     Lab (Manchester) 
Cllr David Hopp        Con (Trafford)  
Cllr Eunice Smethurst  Lab (Wigan)     
Cllr Howard Sykes      LD  (Oldham)    
Cllr Jamie Walker      Lab  (Bury)     

Resolved/-

That the membership of the Metrolink and Rail Networks Sub Committee for 2016/17, as set out above, be noted.

MR16/05 TERMS OF REFERENCE

Members noted that TfGMC, at its meeting on 10 June 2016 the following Terms of Reference for the Metrolink and Rail Networks Sub Committee were agreed:-
The Metrolink and Rail Networks Sub Committee, in accordance with the Committee’s policies for integrated public transport:

1. Considers all matters relating to the operation and service of local rail and Metrolink services in Greater Manchester, together with related facilities, including the status of individual rail stations within the TfGM’s monitoring system, and the promotion of local rail and Metrolink services.

2. Reviews issues concerned with the level of, and support of, local rail services.

3. Monitors the performance of local rail services and the performance of Metrolink services.

Resolved/-

To note the Terms of Reference of the Metrolink and Rail Networks Sub Committee.

MR16/06 PROGRAMME OF MEETINGS

It was noted that TfGMC, at its meeting on 10 June 2016, agreed the following dates for a programme of meetings for the Metrolink and Rail Networks Sub Committee for 2016/17:-

Meetings to commence at 10.30 am unless otherwise indicated.

• Friday 24 June 2016
• Friday 9 September 2016
• Friday 21 October 2016
• Friday 9 December 2016
• Friday 3 February 2017
• Friday 7 April 2017

MR16/07 MINUTES

The Minutes of the meeting of the Metrolink and Rail Networks Sub Committee, held on 8 April 2016 were submitted.

Resolved/-

That the Minutes of the meeting held on 8 April 2016 were approved as a correct record.

MR16/08 METROLINK SERVICE PERFORMANCE

Members considered a report which informed them of the service performance and developments that had affected the Metrolink system during
monitoring periods during Period 12, 13 and 1 of Metrolink operations (Monday 01 March – Sunday 27 March, Monday 28 March – Sunday 24 April and Monday 25 April – Sunday 22 May inclusive).

Members noted that from 26 June 2016, St Peter’s Square will be closed until the end of August 2016 to facilitate the installation of a new stop. For this reason, services will not operate through this section of the line whilst this essential work was taking place. South side services would be terminating at Deansgate-Castlefield and Cornbrook and officers explained the bus replacement and Metroshuttle arrangements that will be introduced. Members also noted that to coincide with this work, track renewal works on the Eccles line would also take place during which a bus replacement service was to be introduced. Examples of TfGM publicity and passenger information regarding these blockades were circulated for the information of Members.

Following a comment from a Member, officers confirmed that walking routes from Deansgate-Castlefield had been developed with the assistance of TfGM’s Disability Team to ensure that such routes were step free.

Resolved/-

To note the update on Metrolink Service Performance for Periods 12, 13 and 1, as set out in the report.

MR16/09  DEPLOYMENT OF METROLINK CUSTOMER SERVICE REPRESENTATIVES (CSR)

Members received a report which informed them of the deployment of Customer Services Representatives (CSRs) and their activities on the Metrolink system during monitoring periods during Period 12, 13 and 1 of Metrolink operations (Monday 01 March – Sunday 27 March, Monday 28 March – Sunday 24 April and Monday 25 April – Sunday 22 May inclusive). The report addressed the three core duties of the CSRs; revenue protection, security and customer care.

Following an enquiry from a Member, MRDL Metrolink confirmed that there were currently 106 CSRs employed by them. This included Customer Ambassador roles. Members noted that the number of CSRs deployed at anyone time may vary depending on the number of events taking place across the network and undertook to provide further details on this to the Member concerned.

Resolved/-

To note the update on the deployment of Metrolink Customer Service Representatives.
Members considered local rail service performance and station issues within Greater Manchester and the surrounding area for heavy rail Periods 13 (06 March to 31 March 2016) and Period 1 (1 April to 30 April 2016). Updates were also provided on engineering works, Network Rail and train operator performance, Network Rail Delivery Plans, complaints and the new Northern and TransPennine franchises that commenced on 1 April 2016.

Members welcomed the work by Network Rail which has seen a substantial decrease in the number of cable theft incidents and also noted the contribution also made by Local Authorities with regard to the licensing of scrap dealers.

With regard to Northern performance, the continued poor performance of the Southport to Manchester Airport Service was noted. Northern highlighted the work taking place with Network Rail and TransPennine Express to address cross company performance issues, including trespass, across the rail network.

In response to an enquiry from a Member, Northern explained that the Northern Connect would be introduced by 2020 and would enhance the passenger experience with the inclusion of catering facilities at stations and on board trains.

Following a comment from a Member, officers noted that they were working with Network Rail to deliver the sky link at Bolton station as part of the current development works. A Member requested that the snack bar at Bolton Station be restored once the skylink works had been completed.

A Member requested that information on rolling stock cascades be presented to the next meeting of this Sub Committee.

In response to an enquiry from a Member, officers undertook to share details of the West Coast mainline franchise arrangements.

A Member highlighted the number of trains that were short-formed and the impact this had on capacity.

Resolved/-

To note the update on Rail Service Performance as set out in the report.