PURPOSE OF REPORT

To inform Members of local rail service performance and station matters within Greater Manchester and the surrounding area for heavy rail Period 2 to Period 4.

NOTE: New Northern and Transpenine Franchise Express commenced on 1st of April 2016

RECOMMENDATIONS

Members are asked to note the contents of this report.

BACKGROUND DOCUMENTS

Local Rail Service Performance Issues report to Metrolink and Rail Networks Sub-Committee on 24 June 2016.

CONTACT OFFICERS

Amanda White  0161 244 0893  amanda.white@tfgm.com
Abiola Akinwale  0161 244 1298  abiola.akinwale@tfgm.com
Mark Salter  0161 244 1469  mark.salter@tfgm.com
Report on Local Rail Service Performance

1. Introduction

1.1 At the previous meeting of this Sub-Committee on 23rd of June 2016. Members received information on performance in Periods 13 (06 March 2016 to 31 March 2016) and Period 1 (1 April 2016 to 30 April 2016). This report contains detail of activities across the Greater Manchester rail network for Periods 2, 3 and 4 (1 May to 23 July 2016).

1.2 The report is structured under subject headings aligned with the following key areas of focus for TfGM in relation to rail quality measures;

- Rail North and Transport for the North
- Managing Events and Disruption in GM
- Timetable Changes
- Network Rail Performance & Delay Minutes Impact on Operators
- Train Operator Performance and news
- A forward look to Period 5
- Complaints
- Engagement
- Rail in the community
- TfGM Audits
- Stations Projects
- Cycle Hubs at Stations
- Engineering Works
- Rolling Stock and
- Re-Franchising

1.3 The use of technical terms has been kept to a minimum in the report and a glossary of those terms which have been unavoidable 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.
2. Summary

2.1 The redacted copy of the franchise agreement for Transpennine and Northern was published by the DfT in Period 4 and is being reviewed by the TfGM team to understand the TOCs’ committed obligations and to identify opportunities and risks during the franchise life.

2.2 Rail North and the operators are currently focusing on developing the December 2017 timetable. We anticipate the draft timetables to be issued for consultation in the next two months.

2.3 TfGM Rail team have successfully worked with TOC’s and Network Rail to support major Manchester events Parklife and Battle of the Somme 100. Preparations are underway to host the Team GB medal parade, the annual Rugby League Grand Final and of course the Christmas Markets.

2.4 Period 2 was, and remains, the best performance since April 2015 for all the train operators within Greater Manchester. Virgin and Northern performed well across periods 2-4, however Northern just missed their target in P3.

2.5 The TfGM team are looking to working with all TOC’s on joint initiatives with Network Rail to improve the operational performance such as right time and PPM improvement for various stations.

2.6 The number of route crime incidents reported has reduced from 142 in Period 2 to 114 in Period 4. Network Rail have been busy patrolling troubled areas, installing temporary CCTV at stations and areas with high levels of trespass, which has delivered an improved result.

2.7 Northern Rail won two awards from The Chartered Institute of Logistics and Transport (North West). One for the Digital Innovation Screen that gives real time train running information. The other award was the Young Passenger Manager, awarded to a Driver Team Manager.

2.8 TransPennine Express are lowering fares for customers with advance booking for a number of long-distance. The advance purchase tickets are for journeys from 04 September 2016 onwards, making them available for students returning to university.

Automatic Ticket Gates installed between Platforms 4-7 at Manchester Piccadilly became operational on Tuesday 16th August. Virgin Trains are liaising with all operators within Manchester Piccadilly to make sure the pedestrian flow is managed properly.
Headlines

3. Rail North & Transport for the North

3.1 The redacted copy of the franchise agreement for Transpennine and Northern was published by the DfT in Period 4 and is being reviewed by the TfGM team.

3.2 Rail North and the operators are currently focusing on developing the December 2017 timetable, the first major uplift in service and capacity in the new franchises. We anticipate the draft timetables to be issued for consultation in the next two months.

3.3 Rail North is now joint client (with DfT) for the TransPennine Route Upgrade (including electrification). Network Rail has to prepare a detailed plan for consideration by December 2017. It is likely that Rail North will have a number of choices to make on the scope of the scheme and timing of delivery.

3.4 Transport for North is developing its organisational structure in readiness for becoming a full statutory body from 2017. This structure includes incorporation of Rail North as the franchising body and greater capacity for developing and delivering joined up rail infrastructure enhancements.

4. Managing Events and Disruption in GM

4.1 TfGM Rail Team has facilitated and supported collaborative working with operators and Network Rail in the run up to large singular events and multi-event days such as music events at the Etihad, SoccerAid, International Cricket, Parklife and Somme 100. Train operators provided additional strengthening, Etihad Stadium provided pop-up park and ride facilities, additional customer hosts were available at stations and enhanced crowd management plans were in place at city centre stations. We have also supported complex engineering works on both heavy and light rail for Ordsall Chord and Eccles track renewals, providing cross-ticket acceptance during major events and enhanced customer information for our industry partners.

4.2 We have worked with teams within TfGM such as Metrolink, Highways and Bus to deliver these high profile events. Multi-agency partnerships (MAP) have been convened to offer a strategic level support of events and the Traffic and Transport Sub-Group (TTSG) have been the delivery group for these events. The MAPs have allowed Network Rail, Train Operators, Highways England, Bus Operators, Metrolink, BTP, GMP and the modal
teams within TfGM to come together to plan for events in terms of joint-communications, operations and event co-ordination.

4.3 Coming up we are planning additional measures for the Team GB’s medal parade, the annual Rugby League Grand Final and of course the Christmas period. These events present additional challenges due to large scale possessions for the Ordsall Chord works to allow the link between Manchester Victoria and Manchester Piccadilly, for the first time. This will unlock the North and South of the city for connectivity, culture and commerce.

4.4 In addition the rail team have been working with the BTP and TOCs to ensure that we have a safe and secure railway, particularly for customers travelling to cultural and sporting events. Working collaboratively at Horwich Parkway with the BTP, Northern and BWFC to review the crowd management plans and improve the infrastructure at the station.

4.5 TfGM have taken active participation in GM resilience exercises of Exercise Triton II, Exercise Sherman and planning for forthcoming Exercise’s, Labyrinth and Cassandra. These exercises have allowed us to test and demonstrate our processes, capabilities and responsibilities during serious disruptive incidents.

5. **Timetable Changes**

5.1 There have been no timetable changes since the previous Rail Committee Report. The next winter timetable change will be on Sunday 11th December and the minor changes which are expected as part of this will be announced and consulted on at in the next few weeks

6. **Network Rail Performance – Delay Minutes**

![Network Rail Delay Minutes Graph](image)
6.1 Total delay minutes in the Manchester area for Periods 2, 3 and 4 were slightly above the target, although there was a drop in reported incidents between Period 3 and Period 4. Period 3 drop in performance was down to major OLE faults in both Lancaster and Wigan areas while drop in Period 4 was due to the heat wave which affected the track equipment.

6.2 In the North West, infrastructure delays in Periods 2, 3 and 4 were slightly higher than the target and delays were also higher when compared same Periods last year performance. However the delays attributed to points’ failures in Periods 2, 3 and 4 were below the target for Period 2 and Period 4.

6.3 Top 10 local incidents affecting Period 2, 3 and 4:

<table>
<thead>
<tr>
<th>Date</th>
<th>Incident</th>
<th>Location</th>
<th>Delay</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>23-Jun</td>
<td>OLE Failure</td>
<td>Wigan</td>
<td>4,265</td>
<td>22 Full / 34 Part</td>
</tr>
<tr>
<td>09-May</td>
<td>Train Fault</td>
<td>Penrith North Lakes</td>
<td>3,220</td>
<td>19 Full / 37 Part</td>
</tr>
<tr>
<td>12-Jul</td>
<td>OLE Defect</td>
<td>Carlisle</td>
<td>2,617</td>
<td>6 Full / 11 Part</td>
</tr>
<tr>
<td>05-May</td>
<td>Axle Counter Failure</td>
<td>Huyton</td>
<td>2,518</td>
<td>24 Full / 13 Part</td>
</tr>
<tr>
<td>22-Jun</td>
<td>OLE Failure</td>
<td>Lancaster</td>
<td>2,391</td>
<td>3 Full/13 Part</td>
</tr>
<tr>
<td>08-Jun</td>
<td>Trespass</td>
<td>Blackpool North</td>
<td>2,037</td>
<td>3 Full / 21 Part</td>
</tr>
<tr>
<td>23-May</td>
<td>Trespass</td>
<td>Slade Lane</td>
<td>1,758</td>
<td>7 Part</td>
</tr>
<tr>
<td>26-May</td>
<td>Train Fault</td>
<td>Lancaster</td>
<td>1,745</td>
<td>3 Full / 4 Part</td>
</tr>
<tr>
<td>18-Jul</td>
<td>Tree on OHL</td>
<td>MUFC Halt</td>
<td>1,710</td>
<td>10 Full / 10 Part</td>
</tr>
<tr>
<td>11-Jul</td>
<td>Points Failure</td>
<td>Ordsall Lane Jn</td>
<td>1,702</td>
<td>7 Full / 36 Part</td>
</tr>
</tbody>
</table>

1 Major local incident is an incident with over 1000 delay minutes which affected the GM area.

6.4 In Period 2 a train fault within Penrith North Lakes led to 56 trains being cancelled with over 3000 delay minutes. In Period 3, an OLE failure within the Wigan area caused the major failure due to a bird being caught between the lines. This led to 56 trains being cancelled and 4000 delay minutes.
6.5 Network wide incident creating knock on impacts in GM included:

<table>
<thead>
<tr>
<th>Date</th>
<th>Incident</th>
<th>Location</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>21-May</td>
<td>Signal Fault</td>
<td>Blackpool North</td>
<td>1,884 delays</td>
</tr>
<tr>
<td>04-Jul</td>
<td>Suicidal Passenger</td>
<td>Earlestown</td>
<td>1,054 delays</td>
</tr>
</tbody>
</table>

^ Major local incident is an incident with over 1000 delay minutes which affected the GM area.

6.6 In Period 2, a signalling fault in Blackpool North outside Greater Manchester (GM) area had a direct impact on TOCs within the GM area, this incident accrued over 43 cancellations and 1800 delay minutes.

6.7 Route Crime - incidents on LNW North route:

N.B. Some incidents recorded on Network Rail’s LNW route may not directly affect Greater Manchester

6.8 The number of incidents reported reduce from 142 in Period 2 to 114 in Period 4. The reduction is supported by Network Rail’s crime team, increasing the patrolling of areas prone to crime.
6.9 Vandalism increased from 14 incidents in Period 2 to 18 incidents in Period 4, the increase can be attributed to youths being on holiday from school.

6.10 Suicide Prevention Updates:

(i) Samaritans held an awareness event throughout the North West on 14th July 2016. Volunteers were present at several stations during the morning and afternoon peaks handing out ticket wallets and contact cards.

(ii) Samaritans volunteers are engaging in school visits during the term to break down stigma and talking openly about suicide and mental health.

7. Train Operator Performance - Public Performance Measure (PPM)

<table>
<thead>
<tr>
<th>TOC</th>
<th>PPM (min)</th>
<th>PERIOD 2</th>
<th>PERIOD 2 Target</th>
<th>PERIOD 3</th>
<th>PERIOD 3 Target</th>
<th>PERIOD 4</th>
<th>PERIOD 4 Target</th>
<th>PERIOD 4 MAA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern</td>
<td>&lt;5</td>
<td>93.4%</td>
<td>93.0%</td>
<td>91.2%</td>
<td>92.4%</td>
<td>92.6%</td>
<td>91.6%</td>
<td>90.8%</td>
</tr>
<tr>
<td>TPE</td>
<td>&lt;10</td>
<td>92.3%</td>
<td>89.5%</td>
<td>88.5%</td>
<td>89.3%</td>
<td>88.6%</td>
<td>89.0%</td>
<td>87.9%</td>
</tr>
<tr>
<td>Virgin</td>
<td>&lt;10</td>
<td>92.3%</td>
<td>88.0%</td>
<td>93.1%</td>
<td>88.0%</td>
<td>91.9%</td>
<td>88.0%</td>
<td>89.4%</td>
</tr>
<tr>
<td>XCountry</td>
<td>&lt;10</td>
<td>90.9%</td>
<td>90.8%</td>
<td>88.5%</td>
<td>90.8%</td>
<td>85.7%</td>
<td>90.8%</td>
<td>85.8%</td>
</tr>
<tr>
<td>ATW</td>
<td>&lt;5</td>
<td>91.3%</td>
<td>91.0%</td>
<td>88.9%</td>
<td>91.0%</td>
<td>88.0%</td>
<td>91.0%</td>
<td>87.5%</td>
</tr>
<tr>
<td>EMT</td>
<td>&lt;10</td>
<td>93.2%</td>
<td>92.1%</td>
<td>87.7%</td>
<td>92.1%</td>
<td>90.8%</td>
<td>92.1%</td>
<td>89.2%</td>
</tr>
</tbody>
</table>

7.1 In Period 2, all the operators were above the performance target. In Period 3, only Virgin Trains was above target. However, in Period 4 Virgin Trains and Northern Rail performed better than the KPI while other operators were below the targets. The poor performance was down to unseasonable extreme hot weather and an increased number of significant OLE faults which is being investigated by Network Rail.
8. Northern Rail

8.1 Performance for Northern Rail’s Greater Manchester services has improved steadily over several Periods, with Northern exceeding the targets in Period 2 (93.4%) and Period 4 (91.6%) while Period 3 (91.2%) was marginally below the performance target by 1.2%.

8.2 All the major failures in the 3 periods reported were down to external causes.

8.3 In Period 2, the major failure that affected Northern was signalling panel failure at Blackpool North which caused over 43 cancellations and 1,500 delay minutes. In Period 3, the biggest cause of delay was a trespass incident which resulted in 24 cancellations and over 1,500 delay minutes.

The best and worst performing Northern Rail TfGM routes:

8.4 TfGM is currently working with Rail North and the TOCs to prepare this data and we hope it will be available by the end of September.
9. Northern Rail News

9.1 In line with their franchise commitment, Northern Rail have launched a new Innovation Board and are seeking customer representatives to volunteer to bring a fresh perspective to challenge, inform and support the Board's decision making process, knowledge development and problem solving.

9.2 On June 20, Northern Rail management presented their vision for the new franchise to public transport executives in the North West.

9.3 The presentation outlined how Northern Rail will transform current services by launching new trains, investing in stations with improved facilities and better customer oriented services.

9.4 Since 1st July, the Northern Central region has continued to take shape, with Regional Director, Liam Sumpter completing the recruitment of his senior team in August. The Central team will, continue to be based in Square One.

9.5 A team of five employees from Northern have completed a charity cycle challenge from London to Paris, raising more than £14,600 along the way for Railway Benefit Fund. The cycle event was organised by Global Adventure Challenges and saw the team ride 346 miles in four days, climbing 12,000 feet in the process.

9.6 Winners of The Chartered Institute of Logistics and Transport North West Annual Awards for Education and Excellence were announced on Friday 24 June at the Titanic Hotel in Liverpool. Northern had double success and brought home two awards as well as being a finalist in five categories.

9.7 Northern’s Digital Information Screens picked up the Award for Information Management. They have been implemented at Northern’s more rural stations to provide customers with real time train running information. Northern can now communicate directly with more remote customers with the most up to date information at the touch of a button.

9.8 Northern will be conducting a market survey by using the public to identify which type of seats will be used in the new fleets. 3 samples of seats will be taken on a small roadshow around the network and people will be invited to vote on their favourite. The winning seat will then go into the new trains and might be considered for some of the refurbished fleets as well.
10. **TfGM Audits - Northern Service and Station Quality**

10.1 The Service Quality regime that was carried out by TfGM and other Northern PTEs was co-terminus with the end of the existing franchise, therefore ceased on 31 March 2016. Future inspection and assurance regimes are expected to be made clear over the coming months from the new franchisees.

11. **Arriva Trains Wales - Regional & Inter-Urban**

11.1 Arriva Trains Wales’ was above the performance threshold in Period 2 (91.0%) while the performance was marginally below the target (90%) in Period 3 (88.9%) and Period 4 (88.0%).

11.2 In Period 2, the only major failure is down to unit failure in Craven Arms which led to over 2,000 delay minutes. While in Period 3 and Period 4 the major problem was staffing issues and Arriva Train Wales have recognised this and are recruiting new drivers and conductors.

11.3 In Period 3, the flooding between Shotton and Flint affected the train services to Manchester Airport. In Period 4, the cable damage between Crewe and Chester also had a big effect on the train performance.

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**Long Distance Operator Performance**

![Graph showing PPM % <10 Minutes](image)
12. TransPennine Express (TPE)

12.1 In Period 2, TPE had a performance of 92.3% which was over the franchise target by 1.5% compared to the latter Periods (Period 3 & Period 4) where the performance (88.5% & 88.6%) was marginally below the target by 0.8% and 0.5% respectively.

12.2 In Period 3, the major failure that affected TPE was overhead line collapse due to a bird being caught between the lines at Wigan, this caused over 56 cancellations and 4,000 delay minutes.

12.3 In Period 4, the major issue for TPE was a power failure between Ashburys and Romiley which caused 8 cancellations and over 500 delay minutes.

13. TPE News

13.1 TransPennine Express (TPE) is lowering the price of some of its advance train tickets. This will be for a number of long-distance journeys between towns and cities across the North and into Scotland. By booking in advance, customers can benefit from lower prices for a range of journeys. The tickets are for journeys from 04 September 2016 onwards, making them available for students returning to university.

13.2 There have been reports of players capturing virtual Pokémon characters on-board trains and at railway stations with the game proving to be a big distraction from what’s going on around them. TransPennine Express issued advice to players to concentrate on their surroundings, especially when boarding trains or walking along station platforms. The smartphone game allows users to catch a wide-variety of Pokémon using GPS and the creatures can be found at a variety of different locations and landmarks, including on trains and in and around railway stations.

13.3 Attendees of the Leeds Festival have been offered a special TPE ticket to encourage use of public transport rather than the car to and from the event. Taking place between the 26 and 28 August, TPE offered a 20 per cent discount off the off-peak fare to Leeds and York which included bus travel to Bramham Park on the Festival Shuttle service operated by First Bus. Those with a valid 16-25 railcard will receive a further discount off the price of travel, allowing the holder to travel at any time after 09.30 weekdays and at any time during weekends and bank holidays.

13.4 TPE have announced the winners of their ‘Where Next?’ project, where six Future Stars were selected to be mentored by experts in art, music and food and drink through a three month mentorship scheme culminating in a showcase event on the TPE network later this year. Scottish TV chef
Tony Singh, Leeds-born neon artist Julia Bickerstaff and Lancashire-raised radio DJ Shaun Keaveny head up the food and drink, art and music categories respectively. The mentors have selected the Future Stars based on their talent and ability to help contribute to the cultural vibrancy and economic growth of the region TPE serves. The chosen Future Stars will be provided with a learning experience to help them develop their individual skills and take them one step closer to success.

14. **East Midlands Trains – Long Distance (Liverpool – Norwich)**

14.1 In Period 2, EMT performed (93.2%) better than the target (92.1%). The performance in Period 3 (87.7%) and Period 4 (90.8%) was below the target (92.1%) for EMT. The major impact in Period 3 for EMT within GM area was Hazel Grove flooding, trespass at Slade Lane and points failure at Ardwick junction.

14.2 The poor performance in Period 4 was down to emergency speed restrictions at Chinley North to Hazel Grove because of systemic failure of various infrastructure devices due to the hot weather.

15. **Virgin Trains – Long distance (London Euston – Manchester)**

15.1 Virgin Trains performance exceeded target in all Periods reported. Period 3 had the best, the performance was 93.1% which was better than the Period 2 (92.3%) and Period 4 (91.9%).

![Long Distance Operator Performance chart](chart.png)
15.2 On the 29 June Virgin Trains best daily performance score was recorded (99.34%). Only 2 trains failed PPM which was an excellent result. In Period 4, Virgin Train had a low performance of 45% PPM on the 19th of July because of points failures at Stafford and Rugby and a 20mph Emergency Speed Restriction north of Ledburn Junction.

16. **Virgin Trains - Company News**

16.1 Virgin Trains has launched a Netflix-style entertainment system allowing passengers to watch films and TV programmes on demand using their own devices. Travellers can stream from a library of around 200 hours of content to their mobiles and tablets.

16.2 The free service involves using Virgin's Beam app via an on-board server, meaning there is no need to use Wi-Fi or mobile data.

17. **Virgin Trains - Manchester / Stockport News**

17.1 Automatic Ticket Gates ATG installed by Virgin Trains at Manchester Piccadilly (Platforms 4-7) became operational on Tuesday 16 August. All operators within Piccadilly were affected by the use of these gates because of the pedestrian flow during the peak hours in both morning and evening. The operators are working together to make sure the passenger journeys are not affected and the feedbacks have been positive since the gates became operational.

17.2 An estimated 1k people visited the popular Stockport Rail Day. The annual charity event took place on Sunday, 31 July, the platform awash with community groups, railway memorabilia and even a visiting freight locomotive.

17.3 Work continues apace to improve access and egress to and from the main station entrance to reflect the wider redevelopment of the area. With both the toilets and waiting rooms having recently benefitted from a complete refresh, a joint project with Network Rail is also about to commence to improve station CCTV and information screens.

17.4 An image from the emotional unveiling of the WWI memorial at Piccadilly has been shortlisted in the Best ‘Essence of Community Rail’ category of the Community Rail Awards.
18. Cross Country – South West to North including Manchester Services (Long Distance)

18.1 Cross Country was above the target (90.8%) in Period 2 (90.9%) but missed their performance target (90.8%) in both Period 3 (88.5%) and Period 4 (85.7%) respectively.

18.2 In Period 2, the major failures included an OLE failure in the Barnet Green area and driver shortage at Birmingham New Street and flooding at Landor Street. In Period 3, the major reason performance was below target was a fatality at Wichmor.

18.3 Finally, the major failures that affected performance in Period 4 were a track circuit failure at Banbury and points failure at Wichnor.

19. A forward look to performance in Period 5

19.1 Period 5 major incidents

<table>
<thead>
<tr>
<th>Period</th>
<th>Date</th>
<th>Incident</th>
<th>Location</th>
<th>Operational Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Delay Minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cancellations</td>
</tr>
<tr>
<td>P5</td>
<td>30-Jul</td>
<td>Points Failure</td>
<td>Ardwick</td>
<td>6,155</td>
</tr>
<tr>
<td>P5</td>
<td>25-Jul</td>
<td>Signal Failure</td>
<td>Chester</td>
<td>1,871</td>
</tr>
<tr>
<td>P5</td>
<td>27-Jul</td>
<td>Points Failure</td>
<td>Clitheroe</td>
<td>1,583</td>
</tr>
<tr>
<td>P5</td>
<td>04-Aug</td>
<td>Ill Passenger</td>
<td>Manchester Piccadilly</td>
<td>1,025</td>
</tr>
</tbody>
</table>

19.2 In Period 5, the major notable failure was a points failure at Mayfield causing severe disruption to train movements in and out of Piccadilly with points secured in one position, this was rectified overnight.
### 19.3 Period 5 Operators’ Performance

<table>
<thead>
<tr>
<th>Operator</th>
<th>PPM (mins)</th>
<th>P5 16/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northern (GM)</td>
<td>&lt;5</td>
<td>92.0%</td>
</tr>
<tr>
<td>TransPennine</td>
<td>&lt;10</td>
<td>90.2%</td>
</tr>
<tr>
<td>Virgin Trains</td>
<td>&lt;10</td>
<td>92.7%</td>
</tr>
<tr>
<td>Cross Country</td>
<td>&lt;10</td>
<td>88.7%</td>
</tr>
<tr>
<td>ATW</td>
<td>&lt;5</td>
<td>85.3%</td>
</tr>
<tr>
<td>East Midlands</td>
<td>&lt;10</td>
<td>89.7%</td>
</tr>
</tbody>
</table>

### 20. Complaints

20.1 This section will summarise complaints received by Northern and TPE in relation to services and station. However, currently TfGM is awaiting access to this data. The data will be published as soon as this is gained.

### 21. Rail in the Community

21.1 TfGM officers attended the meeting of Arriva Rail North’s new ComREG (Community Rail Engagement Group). The purpose of the group is to support Arriva Rail North’s franchise commitments and engagement with wider community stakeholders.

21.2 ComREG is intended to hold Northern to account for its delivery of its community rail commitments and to guide Northern’s policy in the area of community rail. TfGM officers attend these meetings along with the CRP’s themselves to advise and offer strategic guidance to ensure that Northern make the very best use of the money. ComREG will specifically look at the use of stations buildings that have no commercial value or operational use but could offer wider communities and social engagement. TfGM are able to influence these decisions using evidence based data to ensure that each location is considered for its most appropriate use for industry and community engagement. There will be a focus on including wider community, social groups, drop/scanning centres, café’s and libraries.

21.3 As part of Arriva Rail North’s seed corn fund, ComREG will guide the business depending on take up and value delivered as to whether or not the funds available are sufficient. In the event that the scheme is oversubscribed, ComREG will decide which schemes are best value for money, focused on real benefits to passengers and communities.
21.4 TfGM continues to build strong links with the community. This has involved attending the Network Rail Community Rail Event, where TfGM along with other stakeholders met up with various CRP’s and Friends groups to discuss how the partnerships can continue to grow and add value to their stations and communities.

21.5 TfGM Rail Team are meeting with members of Women in Community Rail to discuss how TfGM can play a greater part in promoting this group in the future.

Engineering and Project Updates

21.6 Volunteers from Network Rail's Property and Route Stakeholder teams and Northern recently joined forces to breathe new life into the disused platform at Oxford Road station.

21.7 The group of seven volunteers completely cleared all overgrown vegetation encumbering the platform overlooked by platform 5 and replenished planters with low maintenance, authentic artificial plants. More recently described as an eyesore of Oxford Road station, the platform has been completely restored to its former glory.

21.8 The Farnworth project team came away victorious at the North West Construction Awards in Liverpool earlier this month, scooping the Health and Safety and Project of the Year awards. It's hard to believe that 12 months ago the boring machine ‘Fillie’ was in the process of being constructed at the Farnworth Tunnel site.

22. North West Electrification - Phase 5 (Victoria to Stalybridge)

22.1 The project team is working ahead of schedule at Stalybridge station as they begin to install dagger boards to the newly cut-back canopy on
platform 4. In recent months the station has been given a make-over by painting the guttering and installing new boards.

23. **Phase 4 Electrification - Manchester to Preston**

23.1 Since 18 June, work has been ongoing at Chorley station (during weekend possessions) to prepare for electrification of the Manchester-Preston route.

24. **Ordsall Chord**

24.1 In July the remaining section of Princes Bridge, off Water Street, was removed ready for the next phase of work on the Ordsall Chord site. The bridge has been taken down in sections, allowing the project team to gain access to the girder extension adjacent to it.

24.2 The girder extension, which was built in the 1860s, was demolished this month revealing Stephenson’s bridge for the first time in 150 years. The Grade-I listed structure will later be cleaned and the girder extension support will remain as a reminder of what once was there.

24.3 A new steel footbridge, which will allow the public to see Stephenson’s bridge, has been constructed on site and will be installed later this year.

24.4 Recently, Sir Richard Leese also recently visited the site. Already a heavy advocate of the scheme, this was his first visit on site as work was ongoing. He told the project team he could see the “enormous benefits” that the Ordsall Chord would bring, not only locally in Manchester, but wide-ranging across the north.

24.5 On the day the last section of the Princess Bridge was removed TfGM’s Rail Team also had the pleasure of a guided tour of the project’s various site compounds and were able to see the last section of the bridge being broken up on site.

24.6 Also in July nearly two hundred years of history was unearthed by archaeologists and engineers during Orsdall Chord works. Over the course of the last twelve months, Archaeologists from the University of Salford have been busy excavating various trenches and open areas along the route of the Ordsall Chord.

24.7 During recent excavation work, remains of Rothwell’s dye works and New Botany Warehouse were uncovered on the site on Water Street. Both were built during the late 18th Century as part of the flourishing textile industry that Greater Manchester is famous for.
Rolling Stock

25. Class 170 cascade to Chiltern

25.1 In July 2016 the remaining four Class 170 units currently operated by TPE was transferred to the Chiltern franchise. In order for TPE to continue to run all of their timetabled services one of the Class 185 units currently sub-leased to Northern will return to TPE.

25.2 As a result of this it, Northern rail had to change the formation of some unit diagrams in order to maintain the capacity needed on key corridors. Some services experienced an increase in available capacity with others had a decrease. Details of the changes are listed in Appendix C.

26. New Northern Rolling Stock

26.1 The passenger carrying capacities of the new electric Class 331 and diesel Class 195 units have now been published in the Northern franchise agreement. The carriages are 24 metres in length with 2+2 seating and will provide capacity uplift compared to the current rolling stock which is operated by Northern. The Class 331 units will be a mixture of 3 and 4 car fixed formations and the Class 195 units will be a mixture of 2 and 3 car fixed formations.
27. Intercity West Coast Franchise

Consultation for the new Intercity West Coast Franchise closed on Tuesday 2nd August. TfGM submitted a response to this after undertaking discussions and inviting representations from local authorities across Greater Manchester. The Invitation to Tender document which follows on from this consultation and invites Rail Transport operators to bid for the
franchise is expected to be released by the Department for Transport in late 2016/early 2017.

28. **West Midlands franchise**

28.1 We expect the Invitation to Tender for the West Midlands franchise to be released imminently.

28.2 MTR Corporation has withdrawn from the competition to focus on its bid for the South Western rail franchise.

28.3 The final shortlisted bidders are London and West Midlands Railway (consortium of Keolis and Go-Ahead Group) and West Midlands Trains Ltd (consortium of Abellio, East Japan Railway and Mitsui Company)

29. **Wales and Borders**

29.1 The Wales and Borders franchise, currently operated by Arriva Trains Wales, ends in October 2018 and the Welsh Government has been consulting on its proposals for the future operation.

29.2 Prequalification will take place in December 2017, with a Franchise award in June 2018 and commencement in October 2018. This Franchise is likely to then be administered by the Welsh Assembly.

29.3 TfGM have responded to the Wales and Borders Franchise Consultation, which seeks to set the specification for the new forthcoming Franchise competition.

30. **Recommendations**

Members are asked to note the contents of this report.

*Amanda White - Head of Rail*
## Appendix A: GLOSSARY

| Period | Period 2: May 1 – May 28  
|        | Period 3: May 29 – June 25  
|        | Period 4: June 26 – July 23  
| PPM | Performance is expressed as the “Public Performance Measure” (PPM). This is the railway’s nationally applied standard which represents a combination of the two performance measures: trains that were not cancelled and those that run less than five minutes late (10 minutes for long distance trains).  
| PMU | The Northern Rail franchise is split into Performance Management Units; the Greater Manchester area is part of the Manchester and Liverpool PMU.  
| TOC / FOC | Train / Freight Operating Company.  
| ILR | Incident Learning Review is a review carried out by Network Rail to investigate the root cause of incidents and put mitigating actions in place to prevent further issues of the same nature. ILRs are instigated for incidents causing over 1000 delay minutes or in some case fewer if impact to network is severe.  
| Service Group | A particular set of train services which are grouped together for the purpose of measuring performance. Most service groups that operate in Greater Manchester are in the Manchester and Liverpool PMU, however four operate within Greater Manchester but are included in other PMUs, two are in the Lancashire and Cumbria PMU and two are in the West and North Yorkshire PMU.  
| Service Quality Monitoring | The quality of both stations and trains in Greater Manchester is audited on a non-contractual basis by TfGM, in co-operation with Northern Rail. Passes are recognised as scores over 90%, whilst scores below 80% are classed as failures.  
| Train Service Quality | Scores apply to 23 in-service Northern Rail services undertaken by TfGM  
| Station Service Quality | Scores are based solely on inspection audits carried out at stations in the TfGM area operated by Northern Rail.  
| Significant Performance Monitoring | An incident that affects the performance of trains and causes more than 2 hours and 30 minutes of delay to various trains and / or more than 10 cancellations.  
| Strengthening | Means providing more than the basic two carriage train than is usual in the off-peak Period. It should be noted that the priority is always for the timetabled service to run and then to provide the strengthening.  
| OLE | Overhead line equipment - An overhead line or overhead wire is used to transmit electrical energy to trains.
Appendix B: Greater Manchester Rail Services
## Appendix C (Rolling Stock cascade changes)

### TfGM area specific traction changes by flow

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Appendix D – Network Rail Map of Engineering Works: