PURPOSE OF REPORT

To provide an update to Members on the review of policy regarding the provision of safety, security and information improvements at stations and to seek approval of recommended further changes to policy and the scope of the RSIS Tranche 6 programme.

RECOMMENDATIONS

Members are asked to approve:

The following changes in policy:

- The removal of tactile strips from RSIS policy.

Changes to the following scope from RSIS tranche 6:

- Removal of tactile strips from RSIS scope; and
- Installation of Customer Information Screens (CIS) at Hyde Central station due to significant increase of footfall.

Reallocation of funding to:

- Installation of RSIS scope at RSIS tranche 6 reserve stations based upon current policy and buildability at as many stations that can be afforded within current funding.

BACKGROUND DOCUMENTS


CONTACT OFFICERS

Cat Dowell 0161 244 1133 cat.dowell@tfgm.com
1. **Introduction and Background**

1.1 The Rail Station Improvement Strategy (RSIS) was established to improve passenger safety, security and information systems at rail stations across Greater Manchester. Introduced in 2006, the original scope of RSIS focussed on enhancing and improving the customer experience at stations in the following key areas:

- Passenger Safety;
- Security; and
- Information.

1.2 The RSIS programme has focussed on the installation of information and security systems such as Closed Circuit Television (CCTV), Help Points, Customer Information Screens (CIS) and Public Address Systems (PA) across stations in Greater Manchester (GM).

1.3 In previous tranche, help points, CCTV, real time information screens and public announcement systems have been installed at 46 stations. Growth Deal Two Additional Priorities funding of £2.4 million has been set aside for the provision of further such systems. The delivery of the current tranche was split in to two phases and the first phase is predominantly complete. This provided help points, CCTV, real time information screens and public announcement systems at 25 stations.

1.4 In March 2017 TfGM submitted the ‘Case for Change’ to Government, one of the key components of which was an evidence-based approach to asset investment. With this in mind a prioritised work bank was prepared across the rail stations estate to refocus station investments, including Growth Deal 3 and RSIS tranche 6 sites. This review resulted in recommendations for a revised scope for RSIS and proposals for a revision to TfGM policies that govern the investment in and use of CCTV and CIS across heavy rail stations in the GM Network.

1.5 RSIS Tranche 6 works were split into two delivery phases:

- Phase 1 – Previously agreed and predominantly complete; and
- Phase 2 – Modified scope to be agreed by members as shown in Appendix 1.

---

1 The Case for Change is Greater Manchester’s case to Government to take over local control over rail stations to deliver improvements to customers.
2. RSIS Scope Review

2.1 The review of the RSIS programme resulted in the following changes to policy:

- CCTV investment is only progressed where a case is made to provide one or more of the following defined measurable outputs:
  - Monitoring antisocial activity at identified high crime locations;
  - Crowd management at events;
  - Performance monitoring of fleet;
  - Monitoring customer numbers and retail preferences; and
  - Car park usage and enforcement with Automatic Number Plate Recognition (ANPR) technology.

- CIS installation is deferred at very low footfall stations or those with poor connectivity, ensuring that a PA system and digital information is made available for passengers; and

- The scope of the RSIS Tranche 6 programme be expanded to include provision of tactile strips to enhance safety of stations in GM.

3. Provision of tactile strips on the platform edge

3.1 As part of Phase 2 of RSIS Tranche 6, initial designs for platform tactiles were developed for a number of stations. This was proposed as an enhancement to the minimum standards maintained by Network Rail, as the station owner at all stations where this was planned. The designs focussed on providing tactiles in the form of concrete slabs. However during the development stage some delivery concerns became evident, namely:

- The risk of disturbance to the existing platform surface which may result in additional works potentially including track realignment to rectify;
- The risk of coming across unexpected buried services; and
- Possession requirements during delivery as works have to be done overnight during non-disruptive line blockages.

3.2 In mitigation of these issues TfGM considered the use of vinyl ‘stick on’ tactile strips (already in use in some UK locations as part of new build platforms), rather than standard concrete slabs being physically built into the platform infrastructure.

3.3 Following protracted discussions with Network Rail to allow the application of the ‘stick on’ tactile strips, their definitive view was that this approach was only applicable when they were used in the design of a complete
system, as opposed to being retro fitted to existing infrastructure. Because of the items in 3.1, value for money could be better achieved on other measures. Network Rail/the train operator remain responsible for safety at all stations they own/operate respectively, including ensuring platform edges meet safe design standards.

3.4 TfGM therefore recommend the removal of tactile strips from RSIS policy, and replace with better value for money interventions.

4. **Provision of Customer Information Screens (CIS)**

4.1 The 2017 policy change resulted in CIS installation being deferred at very low footfall (below 100,000 per annum) stations or those with poor connectivity, meaning that the provision of CIS at following three stations was removed from the RSIS Tranche 6 scope:

- Hyde Central;
- Hyde North; and
- Glazebrook.

4.2 In line with this scope change proposal current footfall figures have been reviewed to ensure that the RSIS scope is still reflective of passenger demand in the Phase 2 stations.

4.3 There has been a significant increase (32,482 or 47%) in passenger numbers at Hyde Central therefore TfGM would propose to add the provision of CIS back to the scope of enhancements for this station. There has been little change in passenger numbers for the stations at Hyde North and Glazebrook however and therefore no further changes are proposed to the scope for these stations.

5. **Provision of CCTV**

5.1 The 2017 policy change that resulted in CCTV investment only being progressed where a case is made to provide one or more of the defined measurable outputs listed in (2.1) meant that the following five stations were removed from the RSIS Tranche 6 scope:

- Appley Bridge;
- Bryn;
- Dinting;
- Glazebrook; and
- Navigation Road.
5.2 In line with this scope change proposal current crime statistics have been reviewed to ensure that the RSIS scope is still reflective of passenger demand / need in the Phase 2 stations.

5.3 There has been no change in crime levels in any of the Phase 2 stations where CCTV was previously removed from the scope. Therefore no further changes are proposed for the provision of CCTV at these stations.

6. **Way Forward**

6.1 It has not been possible to identify an agreeable method of installation for the provision of tactile strips as part of RSIS Tranche 6 therefore it is proposed that this scope is removed from the programme.

6.2 It is also proposed that RSIS policy is changed to remove the provision of tactile paving.

6.3 Hyde Central will now benefit from installation of CIS.

6.4 Due to the removal of tactile strips from the scope there is now an opportunity to visit the reserve list of 14 stations to identify further RSIS interventions to utilise the remaining budget for Phase 2.

6.5 The scope for Phase 2 will be determined based on the necessary detailed design work and costings. The stations will be prioritised based on footfall and an assessment of buildability.

6.6 Of the previously agreed Phase 2 scope, provision of a PA System at Horwich Parkway station is still outstanding and remains within scope.

7. **Delivery Approach**

7.1 RSIS Tranche 6 works were split into two delivery phases:

- Phase 1 – Previously agreed and predominantly complete; and

- Phase 2 – Modified scope to be agreed by members as shown in Appendix 1.

7.2 With regards to Phase 2 it is proposed that TfGM appoints Northern (Arriva) through a fixed price agreement in line with the delivery of previous RSIS enhancements. Northern (Arriva Rail North Ltd) has the necessary rail safety case and as the Station Facility Owner (SFO) is able to facilitate the necessary rail approvals (i.e. landlord consent, station change, handover) in an efficient and economic manner.

7.3 It is planned that all of Phase 2 will be delivered in 2019-20.
8. **Recommendations**

8.1 Recommendations are included at the front of this report.

Caroline Whittam

Acting Head of Rail, TfGM
### Appendix 1 – RSIS Tranche 6 Phase 2 Scope / Reserve List

<table>
<thead>
<tr>
<th>No</th>
<th>Station</th>
<th>ORR Footfall (17/18)</th>
<th>CIS</th>
<th>PA</th>
<th>Help points</th>
<th>CCTV</th>
<th>Induction Loops for PA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Horwich Parkway</td>
<td>580,308</td>
<td>☑</td>
<td>✓</td>
<td>✓</td>
<td>☑</td>
<td>✓</td>
</tr>
<tr>
<td>2</td>
<td>Hyde Central</td>
<td>101,984</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>3</td>
<td>Patricroft</td>
<td>86,744</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>SIF</td>
<td>✓</td>
</tr>
<tr>
<td>4</td>
<td>Woodley</td>
<td>63,556</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>SIF</td>
<td>✓</td>
</tr>
<tr>
<td>5</td>
<td>Trafford Park</td>
<td>54,870</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>6</td>
<td>Chassen Road</td>
<td>49,210</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>SIF</td>
<td>✓</td>
</tr>
<tr>
<td>7</td>
<td>Moorside</td>
<td>45,794</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>SIF</td>
<td>✓</td>
</tr>
<tr>
<td>8</td>
<td>Fairfield</td>
<td>37,860</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>SIF</td>
<td>✓</td>
</tr>
<tr>
<td>9</td>
<td>Farnworth</td>
<td>36,922</td>
<td>☑</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>10</td>
<td>Kearsley</td>
<td>36,752</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>SIF</td>
<td>✓</td>
</tr>
<tr>
<td>11</td>
<td>Humphrey Park</td>
<td>34,866</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>SIF</td>
<td>✓</td>
</tr>
<tr>
<td>12</td>
<td>Ryder Brow</td>
<td>30,182</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>SIF</td>
<td>✓</td>
</tr>
<tr>
<td>13</td>
<td>Middlewood</td>
<td>25,226</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>14</td>
<td>Moses Gate</td>
<td>19,030</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>15</td>
<td>Belle Vue</td>
<td>9,990</td>
<td>x</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
<td>✓</td>
</tr>
</tbody>
</table>

**KEY**

- ☑ equipment already installed
- ✓ equipment could be provided (subject to detailed design, buildability and available funds)
- x shows where equipment is considered low priority
- SIF funded through Northern’s Station Improvement Fund
- Phase 1 being delivered as part of Phase 1 works