

TRANSPORT FOR GREATER MANCHESTER COMMITTEE

MINUTES OF THE MEETING OF THE METROLINK AND RAIL NETWORKS SUB COMMITTEE HELD ON 21 OCTOBER 2016 AT MANCHESTER TOWN HALL

Councillor David Chadwick	Bolton
Councillor Stuart Haslam	Bolton
Councillor Azra Ali	Manchester
Councillor Norman Briggs	Oldham
Councillor Roger Jones	Salford
Councillor Geoff Abell	Stockport
Councillor Tom Grundy	Stockport
Councillor Doreen Dickinson	Tameside (in the Chair)
Councillor Peter Robinson	Tameside
Councillor Michael Cordingley	Trafford
Councillor David Hopps*	Trafford

* indicates substitute Member

IN ATTENDANCE:

Peter Cushing	Metrolink, TfGM
Mark Salter	Rail Team, TfGM
Victoria Mercer	Metrolink Team, TfGM
Abiola Akinwale	Rail Team, TfGM
Paul Harris	GMIST
Emma Stonier	GMIST

ALSO PRESENT:

Billy Vickers	Trans Pennine Express
Matthew Worman	Northern Rail
Marianne Webb	Network Rail
Nicola Watson	Metrolink MRDL

MR16/18 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Ian Duckworth (Rochdale), Lynne Holland (Wigan) and Dzidra Noor (Manchester).

MR16/19 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) Welcome to Emma Stonier

The Chair welcomed Emma Stonier to her first meeting of the Sub-Committee and noted that Emma will be providing support to the Sub-Committee in future. The Chair thanked Paul Harris for the support provided to the Sub-Committee.

MR16/20 DECLARATIONS OF INTEREST

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

MR16/21 MINUTES

The Minutes of the meeting of the Metrolink and Rail Networks Sub Committee, held on 9 September 2016 were submitted.

Resolved/-

That the minutes of the meeting of the Metrolink and Rail Networks Sub Committee be approved as an accurate record.

MR16/22 METROLINK SERVICE PERFORMANCE

Members received a report which informed them of the service performance and developments that had affected the Metrolink system during monitoring Periods 4 and 5 of Metrolink operations (18 July 2016 – 11 September 2016 inclusive). The report provided an overview of performance and highlighted the following;

- a) The exceptional weather on 13th September 2016 which affected performance. Normal services were resumed on 15th September 2016.
- b) The roll out of the first phase of the 'Pet Hates' campaign, highlighting some of the behaviours most commonly believed to irritate fellow passengers. A possible second phase of activity could run in 2017.
- c) There were three incidents of cars on tracks, these will be monitored to assess whether there are any particular areas where incidences increase.
- d) Winter preparedness plans have been put in place, and went into operation on 1st October 2016.
- e) Operated mileage was 99.75% in period 4 and 99.84% in period 5.
- f) There were 654 complaints in period 4 and 715 in period 5, with the top three categories being ticket vending machines (TVM), service disruption and staff conduct. Members noted that TfGM were working with the police regarding recent vandalism and break-ins to TVMs and

informed the Sub-Committee they would report back to them on this issue.

- g) Passenger numbers were 5000 above forecasted, with the main increases on the Bury, Rochdale and Altrincham lines.

Additionally TfGM informed the Sub-Committee they were working towards the reporting of key trends on Twitter, and in early 2017 hoped they would be able to provide the Sub-Committee with detailed breakdowns of Twitter trends.

A Member asked whether there were any policies in place at Metrolink for when a passenger was unable to purchase a ticket due to TVMs not being in service. In response, TfGM informed members that in the event TVMs are out of service passengers are encouraged to use the customer contact point, to enable travel without a ticket.

A Member commented that they had received reports of tram doors closing on passengers and asked whether there were any security measures in place to prevent this from occurring or whether it was the driver who had control over closing doors. In response, TfGM noted that the tram doors are designed with in-built sensors which prevents them from closing on people. Drivers implement the closing of tram doors, and once they have started this process it can not be reversed. In addition, the alarms on the tram doors which warn passengers when they are due to close.

A Member noted the incidence of tram windows being smashed and queried what action had been taken by Greater Manchester Police regarding this anti social behaviour and whether anyone had been apprehended. TfGM noted that they would take this away to investigate and would report back to Members at the next meeting of the Sub-Committee.

Resolved/-

To note the update on Metrolink Services.

MR16/23 DEPLOYMENT OF METROLINK CUSTOMER SERVICE REPRESENTATIVES

Members received a report which informed them of the deployment of Customer Services Representatives (CSRs) and their activities on the Metrolink during monitoring Period 4 and 5 of Metrolink operations (Monday 18 July – Sunday 11 September 2016). The report addressed the three core duties of the CSRs; revenue protection, security and customer care.

A Member asked whether it was possible to estimate the numbers of customers travelling on Metrolink without a ticket. TfGM informed members that the numbers on Metrolink without a ticket were comparable with open access transport networks across Europe, which on average is between 11-14%. In GM this is approximately 7.5% of passengers. Members queried whether the presence of a conductor would assist in bringing this percentage

down further. TfGM noted that maintaining single figure percentage rates of passengers travelling without tickets would be challenging on a transport system, including closed networks, and that the presence of an onboard conductor would not necessarily result in a reduction of passengers travelling without a valid ticket.

A Member commented that a Metrolink driver had recently been assaulted in Baguley, and that it was possible that the presence of a second member of staff could have provided enhanced security for the driver. TfGM informed Members that this type of incident was becoming increasingly rare on trams.

Resolved/-

To note the update on the deployment of Metrolink Customer Services Representatives.

MR16/24 LOCAL RAIL SERVICE PERFORMANCE AND STATION UPDATE

Members considered a report which informed them of local rail service performance and station matters within Greater Manchester and the surrounding area for heavy rail in Periods 5 and 6 (24 July 2016 to 17 September 2016 inclusive). The report included updates on; Rail North and Transport for the North, timetable changes, Network Rail performance, complaints, Rail in the Community, Ordsall Chord and engineering and project updates.

A member noted that ticket gates were being installed next spring in Bolton, and had concerns about the potential for overcrowding to occur due to the station layout. Northern Rail informed members that this is an issue which has been considered in the planning process and additionally gates would be manned. Once plans are in place Northern Rail can share these with officers at TfGM for the Sub-Committee to have sight of.

A member asked whether the delay in stock transfer would exacerbate the problem of overcrowded local trains. Members were informed that the effects of the delay are being worked on currently and that a statement from Rail North was expected imminently. This would be included in the next report to the Sub-Committee.

A member asked whether there was any update on proposals for the Southport to Manchester Airport line. Concerns have been expressed regarding Northern Rail swapping this service to an alternative line. Members were informed that there was no further update at present, and that options are being looked into with the ultimate decision to be taken by Rail North. Discussions with Rail North are ongoing and the Sub-Committee will be updated with any progress.

A member noted that they had visited the Ordsall Chord works with the Salford City Mayor and recommended Sub-Committee members visited to

see the scale of the programme. The Chair informed Members that a visit is in the process of being arranged and Members will be contacted regarding this.

Members noted they would like to see the best and worst performing routes included in the report. TfGM informed Members that data reporting is being looked at with Rail North, with the intention that route performance data would be included in the next and future reports to this Sub-Committee.

Members asked about the roof in Victoria Station and how this had occurred. Network Rail informed members an investigation was in place to establish the causes and that all options would be considered. The safety of passengers was of utmost concern, the hole in the roof has been repaired and the damaged panel replaced shortly to ensure the roof is secured.

Resolved/-

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