

TRANSPORT FOR GREATER MANCHESTER COMMITTEE

MINUTES OF THE MEETING OF THE METROLINK AND RAIL NETWORKS SUB COMMITTEE HELD ON 30 JUNE 2017 AT MANCHESTER TOWN HALL

Councillor David Chadwick	Bolton
Councillor Stuart Haslam	Bolton
Councillor Dzidra Noor	Manchester
Councillor Christine Corris	Stockport
Councillor Tom Grundy	Stockport
Councillor Doreen Dickinson	Tameside (in the Chair)
Councillor Peter Robinson	Tameside
Councillor Julie Reilly	Trafford
Councillor Lynne Holland	Wigan

IN ATTENDANCE:

Caroline Whittram	Metrolink Director, TfGM
Victoria Mercer	Metrolink Team, TfGM
Amanda White	Rail Team, TfGM
Allan Sparrow	GMCA

ALSO PRESENT:

Lucja Majewski	Trans Pennine Express
Matthew Worman	Northern Rail

MR17/01 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Azra Ali, Councillor Michael Cordingly and Councillor Chris Goodwin.

MR17/02 CHAIR'S ANNOUNCEMENTS AND URGENT BUSINESS

There were no items of urgent business for the Sub Committee to consider.

The Chair welcomed representatives from the train operators to the meeting. It was noted that apologies had been received from Network Rail and MRDL.

MR17/03 DECLARATIONS OF INTEREST

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

MR17/04 MEMBERSHIP OF THE SUB COMMITTEE 2017/18

The Committee was informed that TfGMC, at its meeting held on 16 June 2017, appointed the following Members to the Metrolink and Rail Networks Sub Committee (13 Members) 9 Labour, 3 Conservative and 1 Liberal Democrat and their Substitutes.

Resolved/-

That the membership of the Sub Committee 2017/18 be noted as follows:

Cllr Christine Corris	Stockport	Lib Dem
Cllr Azra Ali	Manchester	Lab
Cllr Chris Goodwin	Oldham	Lab
Cllr David Chadwick	Bolton	Lab
Cllr Michael Cordingley	Trafford	Lab
Cllr Doreen Dickinson (Chair)	Tameside	Con
Cllr Tom Grundy	Stockport	Lab
Cllr Stuart Haslam	Bolton	Con
Cllr Lynne Holland (Deputy Chair)	Wigan	Lab
Cllr Roger Jones	Salford	Lab
Cllr Dzidra Noor	Manchester	Lab
Cllr June Reilly	Trafford	Con
Cllr Peter Robinson	Tameside	Lab

Substitute Members:

Cllr Rhyse Cathcart	Bury	Lab
Cllr Rob Chilton	Trafford	Con
Cllr James Grundy	Wigan	Con
Cllr Naeem Hassan	Manchester	Lab
Cllr Eunice Smethurst	Wigan	Lab
Cllr Howard Sykes	Oldham	Lib Dem
Cllr Barry Warner	Salford	Lab

MR/17/05 TERMS OF REFERENCE

Resolved/-

That the Terms of Reference for the Metrolink and Rail Networks Sub Committee approved by the TfGMC at its meeting on 16 June 2017 be noted as follows:

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.

MR17/06 PROGRAMME OF MEETINGS

Resolved/-

That the following future programme of meeting dates for the Metrolink and Rail Networks Sub Committee for 2017/18 as approved by TfGMC at its meeting held on 16 June 2017 be noted as follows:

(All meetings to commence at 10.30hrs unless otherwise indicated)

- Friday 8 September 2017
- Friday 27 October 2017
- Friday 8 December 2017
- Friday 2 February 2018
- Friday 6 April 2018

MR17/07 MINUTES

The Minutes of the meeting of the Metrolink and Rail Networks Sub Committee, held on 7 April 2017 were submitted.

Resolved/-

That the Minutes of the meeting of the Metrolink and Rail Networks Sub Committee on 7 April 2017 be approved as an accurate record.

MR17/08 METROLINK SERVICE PERFORMANCE

Members received a report which informed them with an overview of the service performance and developments that had affected the Metrolink system during the following monitoring periods:

Period 12 (27 February to 22 March 2017)

Period 13 (27 March to 22 April 2017)

Period 1 (24 April to 21 May 2017)

The following key points were highlighted:

- The Sub Committee was informed that the service performance period 2 report would cover the impact of the terror attack on the Manchester Arena on 22 May 2017 and this would be reported at the next Sub Committee meeting. This report would also cover the serious incident at Derker where a tram driver was injured following a rock being thrown through the

front window screen. Members noted that following this incident the system was now seeing a reduction in the number of anti-social incidents being reported. This might be due to increased security measures introduced on the network

- As part of the Metrolink systems multi-million pound improvement package preparation works for two new substations to provide additional power and resilience across the network were set to be installed on Metrolink's Brooklands and Whitefield Park and Ride sites. The substations were due to be completed by Summer 2017
- Since the commencement of Metrolink operations in April 1992 between Bury and Altrincham the network had grown beyond recognition, catering for more than 37 million passenger journeys a year and rising
- Keolis Amey the new Metrolink operator were on track to commence operating the system from 15 July 2017
- Members were informed that in terms of service performance Metrolink had operated above its targets and there had been a reduction in TVM complaints. Improvements were also being made to vehicle interior cleanliness. Metrolink would look again at how it could improve matters further
- Serious disruptions to the service during the period February to May 2017 were outlined in the paper.

A member referred to the fact that the Metrolink contractor on the Trafford Park line seemed to be making good progress and could the Sub Committee have an update on this at the next board meeting.

A member asked if there had been any noticeable instances of race hate incidents on the network and had Metrolink staff been trained to deal with these issues. It was reported that such incidents were reported as anti-social behaviour but no specific race hate training was given. It was reported that in terms of security, staff were trained to ensure that any issues were reported through the Metrolink Control Room and this seemed to work.

Members were also informed that discussions would be held with the new operator Keolis Amey around timetable changes due to the very high demand on the Bury/Altrincham line. These discussions would also look finding ways to ensure that the Manchester Airport line ran straight through to Manchester City centre.

Resolved/-

1. To note the update on Metrolink Services.
2. That an update be given to the next Sub Committee meeting setting out the progress being made with the extension of Metrolink out to the Trafford centre.

MR17/09 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 Period 13 (5 March – 31 March) 2016/17 and Periods 1 (1 April – 29 April) and 2 (30 April – 27 May) 2017/18. The report also provided details on: The Manchester Arena bomb; Network Rail performance; Route crime; Train operator performance and news; Project updates; Managing events and disruption in GM; TfGM rail communication; Rail in the community and the Rail Strategy. The following issues were highlighted by the Sub Committee:

- The Chair referred to the Manchester Arena terrorist attack which shocked the world and highlighted not just the work undertaken by blue light services but a lot of unseen work carried out by TfGM to ensure that the transport network continued to serve the people of Manchester after the incident. The Sub Committee was informed that the first people to arrive at the scene after the explosion was Northern rail and Metrolink staff from Victoria Station. Members highlighted the need to express the Sub Committee's gratitude to Northern Rail and Metrolink staff for their incredibly brave response to this incident.

It was noted that in the immediate aftermath of the terror attack Northern Rail and Metrolink staff ran towards the incident, not away, with little concern for their own safety, to offer whatever support they could to those badly injured or affected by the incident. Members were very much aware of the dreadful scene that they must have faced at the Manchester Arena with many staff still coming to terms and receiving support to help deal with this incident.

The Chair undertook to write on behalf of the Sub Committee to convey its profound thanks to Northern rail and Metrolink staff for their many acts of heroism and to send members best wishes for a speedy recovery to those still affected by the incident.

- The Sub Committee was informed that work on the Ordsall Chord was due for completion in December 2017
- Members asked for an update on the Northern Rail Conductors planned industrial action. It was reported that industrial action scheduled for 30 May 2017 was cancelled following the Manchester Arena terror attack. The Industrial action would now take place from 8 to 10 July 2017 inclusive
- Members noted that a major passenger survey had been undertaken of rail users at all five city centre stations during March and when would the results be known. It was reported that the results would be reported back to the Sub Committee in the near future

- It was reported that as part of the rail station improvement strategy Ashton Station would be closed during July and Bolton Station would be closed in August to allow the reinstatement of platform 5. In terms of the Bolton blockade it was felt that this would deeply affect many users of the station and was TfGM sure that the planned alternative transport arrangements to be put in place was adequate. Furthermore would there be additional staff on hand during this period. It was also hoped that the reinstated platform 5 would have similar passenger facility upgrades to other platforms at the station.

In response it was reported that the planned blockade would be closely monitored particularly around how well the alternative bus services worked. Final plans for the blockade were currently being worked up. Once this was known a briefing session was to be arranged and an invitation to this would go out to the Sub Committee. In terms of facilities at platform 5 this would be looked at with TfGM's Estates Team.

Members discussed the fact that Network Rail had given very little notice that the blockade would take place in August and this had impacted on a major public event taking place in the Town. Concern was also expressed that the 'skylink' from the station to the transport interchange opening had now slid back to September.

- A member asked if there was an end date for the refurbishment of the existing rail rolling stock by Arriva Northern. It was reported that there would be a staggered approach to refurbishing the rolling stock and no end date had been envisaged but work should be completed by the end of 2019. During 2020 the networks Pacer units would go and new units come into operation. It was reported that Northern Rail would ask the Project Manager to give a presentation on the refurbishment programme to a future meeting of the Sub Committee
- Network Rail reported that the GM wide investment for rail stations was more about incremental upgrades rather than being a major infrastructure programme. GM had a 'priority list' of stations for 'step free' upgrades although much of this work would be about inclusivity for all rail users. A comment was made that GM had an aging population so it wasn't just about accessibility for the disabled. It was noted that the issue of station accessibility for all was now a mayoral pledge but it would be difficult to upgrade every station
- A member referred to the planned refurbishment works to Ashton Station and asked if the current timetable display board could be relocated out of the waiting room and on to the platform while the station was undergoing refurbishment works
- Reference was made to the number of rail journeys lost or delayed due to points or signalling faults and the need to ensure that passenger were better informed of what was taking place i.e. provide additional information

on other means to complete their journeys. A concern was raised regarding the 90% performance figure for the Stockport to Manchester Airport line particularly as some major problems had been reported on the line at Hazel Grove. The Network Rail representation undertook to meet the Member after the meeting

- A member highlighted anti-social behaviour problems he had encountered on the network with people who were disorderly and drunk. He asked what options were available to prohibit these people travelling on public transport (similar to the way airlines operate). It was reported that Network Rail had no legal authority to deny people access to the network, only the British Transport Police had powers to remove or prohibit people using public transport. It was reported that rail staff were not being issued body cameras (similar to GMP) to capture evidence of anti-social behaviour. It was agreed that British Transport Police should be invited to the next Sub Committee meeting to give an update on anti-social behaviour on the network and how they were addressing these issues
- A member asked how much funding was available for community rail groups and whether these funds could be used to fund new groups at the stations where none existed. It was felt that the establishment of these groups helped bring local stations more into the local community and helped improve their appearance. The importance of recognising the work undertaken by rail community groups was also highlighted and a suggestion was made that annual awards should be awarded to the best kept stations, as they do in Cheshire. The Sub Committee highlighted the need to recognise the work of these groups and officers undertook to explore a way forward. Network Rail responded that the current operator franchise had a measure around the improvement of local stations.

Resolved/-

1. To note the contents of the report.
2. That the Chair, on behalf of Sub Committee to convey its profound thanks to the Northern Rail and Metrolink staff for their many acts of heroism following the aftermath of the terrorist bomb at the Manchester Arena and that the Sub Committee's best wishes for a speedy recovery be sent to those staff still affected by the incident.
3. That British Transport Police be invited to the next Sub Committee meeting to give an update on anti-social behaviour on the rail network and how they were addressing these issues.

MR17/10 DATE OF NEXT MEETING

Friday 8 September 2017 at 10.30am, Town Hall, Manchester.