

TRANSPORT FOR GREATER MANCHESTER COMMITTEE

MINUTES OF THE MEETING OF THE METROLINK AND RAIL NETWORKS SUB COMMITTEE HELD ON 29 JUNE 2018 AT MANCHESTER TOWN HALL

Councillor David Chadwick	Bolton
Councillor Stuart Haslam	Bolton
Councillor Eddy Newman	Manchester
Councillor Dzidra Noor	Manchester
Councillor Chris Goodwin	Oldham
Councillor Steve Gribbon	Stockport
Councillor John Taylor	Stockport
Councillor Warren Bray	Tameside
Councillor Doreen Dickinson	Tameside (in the Chair)
Councillor Michael Cordingley	Trafford
Councillor David Hopps	Trafford
Councillor Lynne Holland	Wigan

IN ATTENDANCE:

Emma Stonier	Governance & Scrutiny, GMCA
Daniel Vaughan	Head of Metrolink, TfGM
Victoria Mercer	Metrolink Service Delivery Manager, TfGM
Caroline Whittam	Rail Programme Manager - Operations, TfGM
Owain Roberts	Rail Services Development Manager, TfGM
Daniel Coles	Network Rail
Lucja Majewski	Transpennine Express
Vicky Cropper	Northern Rail

MR18/01 APOLOGIES FOR ABSENCE

Apologies were received from Councillor Adrian Alexander, Oldham Council.

MR18/02 CHAIR'S ANNOUNCEMENTS AND URGENT BUSINESS

The Chair welcomed representatives from TfGM and the train operators to the meeting.

MR18/03 DECLARATIONS OF INTEREST

There was a Declarations of Interest made from Councillor Lynne Holland in relation to item MR18/10 – Metrolink Zonal Fares presentation.

MR18/04 MEMBERSHIP OF THE SUB COMMITTEE 2018/19

Membership of the Sub-Committee for 2018/19 was noted. Councillors Eddy Newman (Manchester), Neil Emmott (Rochdale) and Adrian Alexander (Oldham) would be formally approved at TfGMC on 13th July 2018.

Resolved/-

That the Membership of the Sub-Committee for 2018/19 was noted.

MR18/05 TERMS OF REFERENCE

TfGMC agreed the following Terms of Reference for the Metrolink and Rail Networks Sub Committee at its meeting on 15 June 2018:-

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/-

That the Terms of Reference agreed at TfGMC on 15 June 2018 be noted.

MR18/06 PROGRAMME OF MEETINGS

TfGMC at its meeting on 15 June 2018 agreed the following dates for a programme of meetings for the Metrolink and Rail Networks Sub Committee for 2018/19:-

Meetings to commence at 10.30am unless otherwise indicated.

- Friday 29 June 2018

Resolved/-

That the programme of meetings be noted.

MR18/07 MINUTES OF MEETING HELD FRIDAY 6 APRIL 2018

The minutes of the meeting of the TfGM Metrolink and Rail Networks Sub Committee, held on 6 April 2018 were submitted.

A Member requested clarity regarding timescales for use of the empty retail units at Bolton station. TfGM officers confirmed they would follow this up with Northern.

Resolved/-

That the minutes of the meeting of the TfGM Metrolink and Rail Networks Sub Committee on 6 April 2018 be approved as a correct record.

MR18/08 METROLINK SERVICE PERFORMANCE

The TfGM Metrolink and Rail Networks Sub Committee considered the report of the Head of Metrolink that set out the operational performance summary for Period 12 (4 February 2018 – 3 March 2018), Period 13 (4 March 2018 – 31 March 2018) and Period 1 (1 April 2018 – 28 April 2018).

Key items highlighted were;

- An £80m fund had been secured to purchase up to 27 new Metrolink trams and would provide an overall capacity increase of 25%. The contract was due to be signed on the afternoon of Friday 29 June.
- As part of the Mayor's 'Congestion Deal' it has been agreed that new early bird 'pre-peak' ticket and group Metrolink discount for businesses that incorporate flexible working policies will be introduced.
- Damage to overhead lines 19 February resulted in significant network wide delays. A full review was undertaken and affected passengers offered compensation. Following this a disruption management plan has been developed with the operator and so far this had seen positive results.
- Preparation for the Eccles line closure, to enable work to take place on the new Trafford Park line, was underway. The line will close from 28 June until 10 August and replacement buses will be in operation.
- A public consultation on the introduction of fares had taken place from 1 – 17 June 2018. This was intended to simplify the ticketing system. Under the proposed new system the number of fare options would reduce to four zones and 10 fare combinations.
- Parklife and a series of other high profile events had taken place on the weekend of 9 and 10 June 2018. A robust plan had been developed

and joined up event management rooms were established. Overall Metrolink had coped well with the extra demand.

- Estimated Weight Time (EWT) and operated mileage had been affected by service disruptions in period 12. Performance had improved in periods 13 and 1.
- Metrolink was meeting targets for first and last tram departure times.
- The escalator at Bury was expected to be back in service imminently. And the escalator at Manchester Airport had been returned to service on 1 June 2018.
- Vehicle reliability had fallen in periods 13 and 1. The operator had introduced new measures which have changed fault reporting. Work was underway to fully understand the dip in performance.
- Customer complaints had increased in period 12 but since then the number of complaints had fallen. Ticket Vending Machine (TVM) complaints had also reduced but these remained a key area for improvement. Strengthened side panels had also been fitted to 27 vandalised machines to return them to service.
- The customer journey experience survey data was presented for the last 6 months. Data was broken down by categories and the lowest scoring questions were those related to security on the network.
- Anti-social behaviour remained a key area of concern. Deployment was being focused on the Oldham and Rochdale line and the Ashton line, with work taking place with local teams, PCSOs, the Travel Safe Unit and the Oldham Youth Team. Work was also underway to improve analysis of the figures to break these down into incident type.

Members welcomed the funding secured for additional trams on the network and noted the success of the new, joined up event management.

A Member asked how the customer experience survey data was sampled. Members were informed that a survey was undertaken which took into consideration boarding stop, tram journey and alighting stop. This was carried out by an external, independent auditor. The drop in performance figures for the Ashton line related to security were highlighted and it was emphasised that this needed to improve.

A Member queried whether installing ticket machines on trams had been considered to assist with tackling fare evasion and anti-social behaviour. It was noted that Metrolink had been designed as an open access network. Hotspot areas for fare evasion needed to be targeted and Members were informed that it was expected that there would be new developments in future revenue collection.

Members stressed that anti-social behaviour continued to be a significant concern. However it was also noted that the recent figures showing a reduction in incidences were encouraging. It was also asked whether, on lines with higher levels, it was the same people responsible for multiple incidences. Officers confirmed that this had been the case in some incidents. Local engagement and the various methods being used to tackle anti-social behaviour were also highlighted.

A Member asked whether British Transport Police (BTP) could be used to assist with tackling anti-social behaviour. TfGM confirmed that at Manchester Victoria and Manchester Piccadilly Metrolink worked with BTP at these touchpoints. TfGM and Metrolink worked with Greater Manchester Police (GMP) regarding security locally.

A Member highlighted queuing for tram tickets at particularly busy times and noted the importance to customers of having access to contactless payment methods on trams. They also asked whether TfGM had analysis available for TVM usage. It was confirmed that TfGM have information regarding TVM demand and machine usage and that this would be shared.

Resolved/-

That the Metrolink performance update be noted.

MR18/09 LOCAL RAIL SERVICE PERFORMANCE AND STATION UPDATE

The TfGM Metrolink and Rail Networks Sub Committee considered the report of the Head of Rail that informed Members of local rail service performance and station matters within Greater Manchester and its travel to work area for heavy rail in periods 12, 13 and 14 (4 February 2018 – 28 April 2018).

The Rail Programme Manager - Operations presented the item to Members and drew out the following points from the report:

- The reporting period did not include performance following the introduction of the May 2018 timetable.
- Performance had started to decline for all six Train Operating Companies (TOCs) in Greater Manchester in period 12.
- Network Rail's delivery of Blackpool line electrification was delayed. This has led to significant issues with driver training which have impacted across the network.
- The blockade of the Bolton line at weekends was expected to continue after the summer, into early November 2018.
- Tracks and signalling works around Stalybridge and Ashton had been completed on schedule over the Easter weekend. This had required a 4 day blockade at Manchester Victoria over the Easter break.
- Industrial action over Driver Controlled Action continued. Strikes had taken place on 3, 26 and 29 March and on 19, 21 and 23 June 2018.
- Northern had marked Dementia Awareness Week by arranging a dementia friend session at Altrincham station, which had been a successful event.
- Northern and Network Rail had taken part in a community volunteer day at Bolton Station on 1 June. A Community Gala was taking place on 30 June 2018 at Bolton station and had been organised by the Bolton Community Development Trust (which includes representation from Northern, Network Rail, TfGM and Bolton Council).

- Transpennine Experess (TPE) had introduced changes which mean that customers requesting Passenger Assistance will only need to give two hours' notice (reduced from 24 hours).
- TPE have introduced a new policy for compulsory bike reservations on all services. Customers will need to make reservations 24 hours in advance.
- TPE had planned to introduce two Mark 3 trains on the route between Liverpool and Scarborough to increase capacity on a temporary basis. These will now be used exclusively to support the driver training programme for the introduction of new trains.

Owain Roberts, TfGM, provided Members with a presentation update on the introduction of the May 2018 timetable. Key items highlighted included;

- May 2018 timetable was introduced 20th May 2018 and following introduction there has been widespread performance issues;
- A temporary timetable was implemented on 4th June and will be in place until 31st July 2018. This has mainly affected off-peak services;
- TfGM are working with Rail North to understand performance implications when the full service is resumed;
- Liverpool Lime Street had a full blockade from 2-10th June. There will be another full blockade from 14th – 29th July and from 10th June – 13th July a partial blockade was in place; and
- The first two TPE Mk5's had been delivered to Longsight.

Members noted the poor performance of Northern, particularly after the introduction of the May 2018 timetable, but also highlighted other factors which had impacted on performance, including the delays to electrification. Members also stated

Members highlighted that TPE and Cross Country performance had dipped below target and requested an explanation for this. TPE stated performance had been affected by infrastructure issues, weather related problems (such as the beast from the East) and that performance was slowly improving. They had also experienced challenges in getting services out of Manchester. Cross Country noted that they were now seeing improvements in performance.

Members raised the delays to electrification on the Bolton line and noted concerns that the December 2018 date would not be met. Members were informed that Network Rail required additional access on the Bolton line for 9 days in August. It was emphasised that the decision regarding the December 2018 date lay with the Secretary of State.

Members asked which timetable would be reintroduced at the end of July when the emergency timetable came to an end. It was noted that the aim was to re-introduce the May 2018 timetable and work was underway to try and ensure that this was robust and that performance was not severely impacted. Network Rail were also working with Northern around the re-introduction of full services. It was noted that the timetable will have to change at the end of July as the Liverpool blockade will have ended.

A Member enquired about the status of driver training as this had been a factor in recent train cancellations. It was noted that this remained a challenge and that further training would be required due to the introduction of additional new units.

Members questioned whether diesel trains could be used on blockaded lines. Network Rail confirmed they would take this away for response.

A Member raised the fact that during the emergency timetable the Manchester Victoria – Stalybridge shuttle was not in operation during off-peak. TfGM confirmed that for the majority of the day, during the off peak period, there was 1 train per hour. The reintroduction of this service at the end of July was being considered.

A Member queried the timetable rationale, and gaps between services, calling at Heaton Chapel and asked whether the number of services under the previous timetable would be reintroduced. TfGM noted that this was a temporary timetable and that it was anticipated there would be 4 trains per hour once electrification was completed. TfGM were also in discussions with Rail North and the Department of Transport regarding timetabling slots, which were included in the franchise.

A Member asked whether problems with the maintenance of infrastructure was ever a contributing cause to infrastructure failures. Network Rail informed Members that infrastructure maintenance was carried out on a priority basis, with critical points being maintained on a regular basis. Work is undertaken with train operating companies to understand where the most regular maintenance is required on the network. Some issues, such as trespass and fatalities, were difficult to mitigate and work did take place with partner organisations to reduce these numbers.

A Member had received reports from constituents about trains skipping stops and asked to what extent this was occurring across the network and reasons for this. This occurred when incidents caused disruptions to the timetable and a decision was made to allow short term disruption, to allow the timetable to return to normal as soon as possible, and impact fewer people overall. Members were informed this was not currently monitored and therefore it was difficult to assess occurrence.

A Member noted thanks to Virgin for their involvement in a gala at Stockport station on 5th May. Network Rail and the Train Operating Companies were keen to be more involved with events like this and Network Rail also informed members they would welcome ideas and support for community events.

Resolved/-

That the Local Rail service performance update be noted.

MR18/10 METROLINK ZONAL FARES PRESENTATION

Gareth Turner, Head of Fares and Ticketing, TfGM provided a presentation to Members on the proposed Metrolink Zonal Fares.

Members had the following comments and questions;

- That the reduction in the number of possible ticket combinations from 8556 to 10 was very positive.
- That there were disparities between some of the proposed fares, for example Wythenshawe to Chorlton and Wythenshawe to St Peter's Square remained the same cost as previously but a Chorlton to Media City fare had seen a reduction. It was stated that this was due to the proposed zone 2 and challenges associated with location of interchanges to the South and West of the city. The new approach was also intended to encourage journeys across zones and therefore the proposal lowered fares between lines. It was also noted that Wythenshawe residents should see similar benefits if travelling to Media City.
- Whether the proposed zonal model was the same as that used by Transport for London (TfL). It was confirmed that the model was different due to London having a larger number of zones and the fact it would not be flexible enough to duplicate for Metrolink. The need for a clear communication campaign regarding the new zonal model was stressed by Members.

Resolved/-

That the presentation be noted.

MR18/11 TRAVELSAFE/ANTI-SOCIAL BEHAVIOUR PRESENTATION

Lucy Kennon, Head of Resilience and Business Continuity, TfGM and Inspector Steven Henderson, GMP TravelSafe Unti gave a presentation on the TravelSafe Partnership and work to tackle anti-social behaviour.

Members had the following comments and questions;

- Support for the TSU and the partnership work was noted.
- Whether CCTV had an impact as a 'preventative' measure, as there was a perception that this did not always act as a deterrent. Metrolink considered CCTV did have an impact, particularly in identifying perpetrators. Additionally Metrolink has introduced signs which informed people CCTV was in operation and the impact of these will be assessed. Customer Service Representatives had also recently begun to wear Body Worn Video and the impact of this would also be looked into.
- That on the map of divisions South Manchester did not appear to have dedicated staff. Members were informed that Trafford, Stockport and the City of Manchester covered South Manchester and that, currently,

the officer from Trafford was assisting with incidents that had occurred in Wythenshawe.

- That incidents of aggressive begging had been witnessed on the network and that it was important that this was dealt with.
- What was the position with regards to the receipt of civil powers from Government for anti-social behaviour? Members were informed that a meeting had taken place with the Mayor recently to discuss this.

Resolved/-

That the presentation be noted.