

REPORT FOR INFORMATION

COMMITTEE: Rail and Metrolink Networks
DATE: 2nd October 2009
SUBJECT: Local Rail Stations and Promotion
REPORT OF: Interim Bus and Rail Director, GMPTE

PURPOSE OF REPORT

To inform Members of all activities related to local rail stations and promotion within Greater Manchester and the surrounding area

RECOMMENDATIONS

Members of the Committee are recommended to note the contents of this report.

BACKGROUND DOCUMENTS

Report to 17 July 2009 Rail and Metrolink Networks Committee entitled "Local Rail Stations and Promotion"

CONTACT OFFICERS

Michael Renshaw	0161 244 1026	michael.renshaw@gmppte.gov.uk
Paul Lucas	0161 244 1645	paul.lucas@gmppte.gov.uk
Bob Woolvin	0161 244 1705	bob.woolvin@gmppte.gov.uk
Alison Chew	0161 244 1726	alison.chew@gmppte.gov.uk
Steve Magner	0161 244 1697	steve.magner@gmppte.gov.uk

Summary of results for 3 to 31 May 2009 - Reporting period 5

Northern Rail – Service Quality

- Station Service Quality **DOWN** to 85.68%.
- 1 station achieved a score of 100%
- 18 stations failed to achieve a score of 80%.
- 12 ticket offices closed temporarily during the period.
- District Service Quality Scores included in Section 3.5.

Stations

Rail Stations Improvement Programme – Commencement of Implementation

Altrincham platform refurbishment

Community Rail Activities

- A new Friends of Rose Hill station group was formed on 29th June.
- ACORP published “Value of Volunteers” report on 15th July.
- Community Rail Awards – 25th September

Passenger Information

Replacement timetable publicity for October timetable change.

Promotion

- Spotlight newspapers promoting station improvements at Stalybridge, Hazel Grove, Lostock and Greenfield have been produced and were distributed in early September.

Report on Service Quality Monitoring and Other Issues

1 Introduction

1.1 This report contains performance monitoring information for the period from 26 July to 22 August (period 5 2009/10).

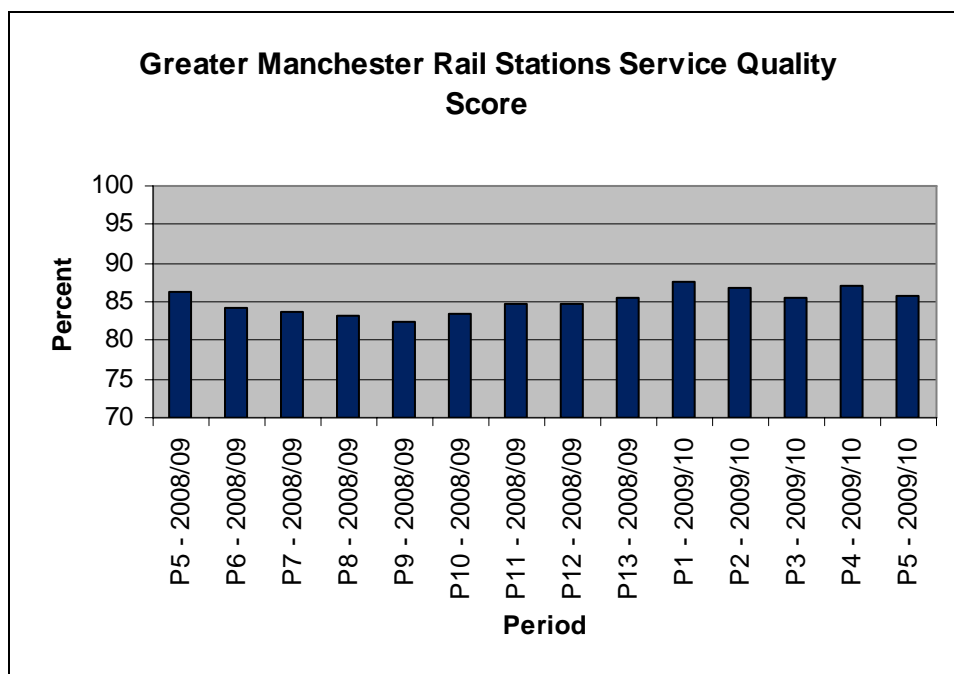
2 Northern Rail – Service Quality Monitoring (SQM)

2.1 The quality of stations in Greater Manchester is audited on a regular basis by monitoring day-to-day cleaning and maintenance. Each station is inspected and given an individual percentage score and an overall average for the period is calculated. Scores are categorised into zones as follows; Neutral – between 80% and 90%, Incentive - above 90% and Penalty - below 80%. A score in the Incentive zone will generate an additional payment to the operator under the terms of the Franchise Agreement. A score in the Penalty zone means that the payment to the operator is reduced.

2.2 It should be noted that the Station Service Quality scores are based solely on inspection audits carried out at stations in the GMPTE area operated by Northern Rail.

3 Review of Results

3.1 Stations in Greater Manchester scored an average of 85.68% for the Service Quality regime in period 5. This was a decrease compared with period 4 when 86.86% was achieved.



3.2 1 station (Greenfield) scored 100% and 18 failed to achieve a score of 80% or above, 1 more than the previous period. The stations that scored below 80% were:

Gorton, Burnage, Oldham Mumps, Oldham Werneth, Mauldeth Road, Dean Lane, Flowery Field, Failsworth, Moston, Littleborough, Castleton, Broadbottom, Newton for Hyde, Marple, Shaw & Crompton, Hadfield, Hazel Grove and Hattersley.

- 3.3 Regularly failing stations remain under close observation and continue to be addressed using action plans at regular meetings and station visits with Northern Rail.
- 3.4 The main reasons for failures were due to poor cleanliness, graffiti, missing and defaced signage, rusting seats, broken fencing, lighting, defective toilets, broken help points and vegetation growth.
- 3.5 District Service Quality Scores have been calculated and are shown below and in Appendix A. These take into account all the stations within each District area.

District	Period 3 2009/10	Period 4 2009/10	Period 5 2009/10
Bolton	89.38%	88.53%	89.15%
High Peak	85.16%	87.17%	80.85%
Manchester	83.54%	84.35%	84.78%
Oldham	86.80%	87.54%	82.06%
Rochdale	85.21%	87.72%	83.98%
Salford	91.30%	92.05%	91.28%
Stockport	81.41%	85.09%	82.85%
Tameside	86.69%	86.24%	82.96%
Trafford	86.27%	84.76%	88.59%
Wigan	86.30%	88.27%	86.42%
GM Overall	85.57%	86.96%	85.68%

- 3.6 Non Northern Rail stations were also surveyed in June:

Stockport	-	Virgin Trains	83.76%
Wigan North Western	-	Virgin Trains	87.73%
Stalybridge	-	TransPennine Express	95.45%
Manchester Airport	-	TransPennine Express	87.96%

4 Temporarily Closed Ticket Offices

- 4.1 There were twelve ticket offices in Greater Manchester that were closed during their advertised opening hours during period 5. Details are provided in the table below:

Station	Date	Hours	Cause
Newton for Hyde	All period	168	Refurbishment of ticket office and repair of damp.
Gorton	w/c 1 st & 8 th Aug	85	Break in
Chassen Road	All period	61	Fire Damage
Shaw & Crompton	6 th – 8 th August	23 hrs 55 min	Sickness
Heald Green	1 st August	13 hrs 45 min	Staff shortage
Hadfield	7 th August	7 hrs 30 min	Sickness
Brinnington	29 th July	7 hrs 14 min	Staff shortage
Broadbottom	17 th August	7 hrs 10 min	Leave
Ashton-u-Lyne	13 th August	6 hrs 45 min	Sickness
Horwich Parkway	3 rd August	6 hrs 45 min	Sickness
Lostock	1 st August	6 hrs 45 min	Sickness
Burnage	12 th August	6 hrs 40 min	Sickness

- 4.2 GMPTE officers have expressed their concern and disappointment at the level of temporary closures and have arranged a specific meeting with Northern Rail to agree remedial measures to prevent a similar repetition in subsequent periods.
- 4.3 Rose Hill Marple ticket office is scheduled to close temporarily for approximately eight weeks for refurbishment. Additional staff will be provided at the station to issue tickets.
- 4.4 Northern Rail has confirmed that Chassen Road ticket office will be refurbished and reopened as soon as possible. Notices to this effect have been displayed at the station following passenger concern that the ticket office would not be reopened.

5 Other Station Issues

5.1 Altrincham.

Refurbishment work costing £1.8 m has been completed. Network Rail has provided £490k from the National Stations Improvement Programme (NSIP) and GMPTE has provided £1.3 m from the Minor Works Capital Programme. The works included the following;

- Platform resurfacing and provision of tactile edging
- New signage
- Repainting
- CCTV
- Improved lighting
- Booking Hall refurbishment
- Platform seating
- Footbridge improvements
- Access improvements

5.2 Rail Stations Improvement Programme

Improvements to stations cover the installation of new:

Customer Information Systems (CIS)

Public Address Systems (PA)

Closed Circuit Television Monitoring (CCTV)

Passenger Help Points

Implementation work has commenced on Phase 1 (Heaton Chapel, Mossley, Romiley, and Orrell) and Phase 2 (Cheadle Hulme, Swinton, Guide Bridge, Mauldeth Road and Greenfield) during July with completion on site expected in December. Phase 3 (Urmston, Levenshulme Heald Green, East Didsbury, Gatley, Mills Hill, Davenport, Bryn plus Littleborough (from Phase 1) is expected to start on site in the New Year with completion by end of March 2010.

6 Community Rail Activities

6.1 ACORP National Conference

The Association of Community Rail Partnerships (ACORP) published a report on 15th July on "The Value of Volunteers". Key outputs:

- Estimates are that there are over 4000 volunteers contributing 1.2 million hours of support per annum.
- Worth up to £27million in terms of time contributed.
- Low cost / high benefit ratio.
- 68% aged over 55. 70% male. Usually in the ABC1 social category.

6.2 Community Rail Awards

The Annual Community Rail Awards will take place in Carlisle on Friday 25th September. Friends of Glossop Station have been shortlisted in the Best Station Adoption Group category.

7 Passenger Information

GMPTE will be reproducing pocket Commuter /Guide timetables and summary departure posters to coincide with timetable changes in October.

8 Promotion

8.1 GMPTE produced four more "Spotlight" newspapers to promote station improvements. The 8 page newspapers were distributed in the vicinity of Stalybridge, Hazel Grove, Lostock and Greenfield during early September.

8.2 "Spotlight" newspapers are aimed at promoting the station concerned and raising awareness amongst the local community. These are generally issued to all houses within 800 metres of the train station.

9. Recommendations

9.1 Recommendations appear at the front of this report.

Michael Renshaw
Interim Bus and Rail Director

District Rail Stations Service Quality Score

