

GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY**REPORT FOR INFORMATION**

COMMITTEE: Rail and Metrolink Networks
DATE: 4 December 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 2nd October 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

Northern Rail – Service Quality results for 20 September to 17 October – Reporting Period 7

- Station Service Quality **UP** to 85.68%.
- **3** stations achieved a score of 100%
- **13** stations failed to achieve a score of 80%.
- **8** ticket offices closed temporarily during the period.
- District Service Quality Scores included in Section 3.4.

Stations

- Rail Stations Improvement Programme – Phases 1 & 2 expected to be complete by the end of November.
- Dft report on station stations.

Community Rail Activities

- New Friends of Patricroft Station group formed on 24 September.
- Friends of Glossop Station won Best Station Adoption Group category at Community Rail Awards – 25 September.
- GMITA Autumn Seminar on Station Friends Scheme on 5 November.

Passenger Information

- Replacement timetable publicity for December timetable change.

Promotion

- Market research being carried out into the effect of Spotlight newspapers promoting station improvements.

Report on Service Quality Monitoring and Other Issues

1 Introduction

1.1 This report contains service quality monitoring information for the period from 20 September to 17 October 2009 (period 7 2009/10). The charts included also show service quality results for period 6 (23 August – 19 September) which have not been previously reported to Members.

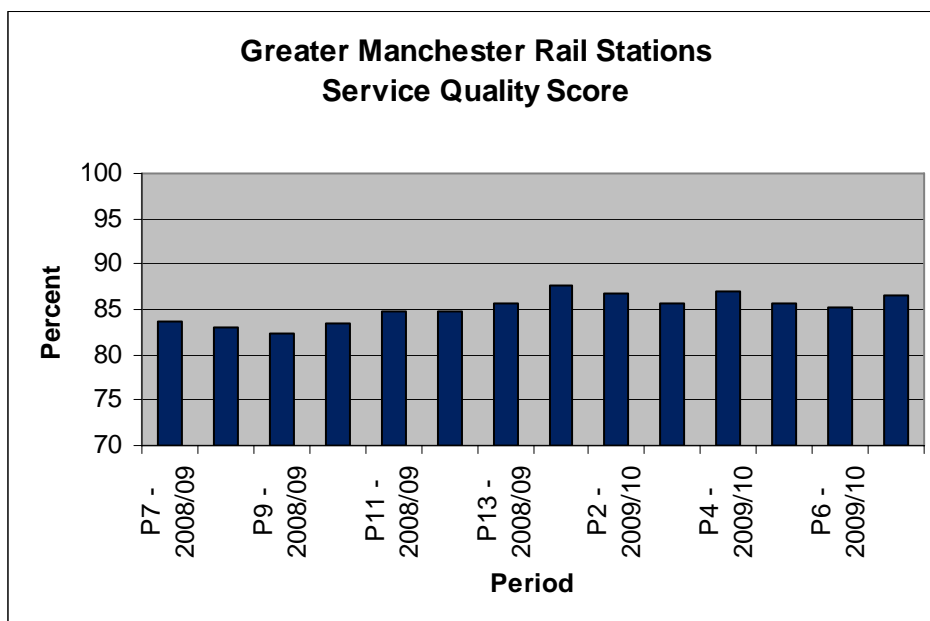
2 Northern Rail – Service Quality Monitoring (SQM)

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 86.64% for the Service Quality regime in period 7. This was an increase of 1.5% on the previous period.



3.2 3 stations scored 100% (Blackrod, Greenfield and Romiley) and 13 failed to achieve a score of 80%. The stations that scored below 80% were:

Station	Key areas of failure
Altrincham	Missing assets, signage, litter.
Ashton-under-Lyne	Passenger lift out of service, litter.
Cheadle Hulme	Graffiti.
Disley	Litter.
Hattersley	Vandalism, graffiti.
Hazel Grove	Non availability of passenger toilets, lighting.
Heaton Chapel	Litter
Hindley	Graffiti, signage.
Irlam	Litter.
Kearsley	Signage, information posters
Navigation Road	Litter, graffiti
Newton for Hyde	Non availability of ticket issuing staff, fencing.
Walkden.	Litter

3.3 Regularly failing stations remain under close observation and are addressed using action plans at regular meetings and station visits with Northern Rail.

3.4 With the objective of achieving a significant improvement in station quality, GMPTE has started a joint initiative with Northern Rail. This will focus on the stations on the lines of route; Manchester Piccadilly to Glossop/Hadfield and Manchester Piccadilly to Liverpool via Eccles. It will identify and take forward innovative opportunities to not only address the basic issues but also involve other stakeholders in improving the overall station environment. This may involve local communities, local authorities and others who may have an interest in improving the station. The initiative is in its early stages but it is hoped that successes achieved by the approach can be spread across the network to other stations as best practice. Members will be kept informed of progress.

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 6 2009/10	Period 7 2009/10
Bolton	86.92%	89.51%
High Peak	91.54%	90.26%
Manchester	84.89%	84.90%
Oldham	86.18%	100% *
Rochdale	81.84%	91.29%
Salford	87.50%	88.42%
Stockport	81.91%	85.52%
Tameside	87.46%	85.71%
Trafford	82.76%	82.88%
Wigan	82.25%	88.66%
GM Overall	85.18%	86.64%

- * Oldham Loop monitoring was suspended at the end of Period 6. Following closure of the Oldham – Rochdale line there is now only one station, Greenfield, within the Oldham MBC area.

4 Temporarily Closed Ticket Offices

- 4.1 There were eight ticket offices in Greater Manchester that were closed during their advertised opening hours during period 7. Details are provided in the table below:

Station	Date	Hours	Cause
Altrincham	w/e 10 & 17 Oct	179 hrs	Refurbishment of ticket office
Newton for Hyde	All period	168 hrs	Refurbishment of ticket office and repair of damp
Chassen Road	All period	61 hours	Fire damage.
Rose Hill	All period	168 hours	Refurbishment of ticket office
Lostock	16 & 17	12 hrs 50 min	Staff sickness
Reddish North	28 Sept	7 hrs 15 min	Staff sickness
East Didsbury	24 Sept	7 hrs	Staff sickness
Littleborough	28 Sept	7 hrs	Staff sickness

- 4.2 GMPTE officers review the level of temporary closures at a regular specific meeting with Northern Rail to agree remedial measures to prevent a similar repetition in subsequent periods.
- 4.3 Chassen Road reopened on 4th November. Rose Hill is expected to reopen at the end of November and Altrincham in December.
- 4.4 Newton for Hyde may open in November when the ticket office is complete but is dependent on how a structural defect that has been discovered during the work can be dealt with.

5 Other Station Issues

5.1 GMPTE Rail Stations Improvement Programme

This GMITA initiative will provide improvements to stations including the installation of the following where they are not already provided:

Customer Information Systems (CIS)

Public Address Systems (PA)

Closed Circuit Television Monitoring (CCTV)

Passenger Help Points

- 5.2 Implementation work on Phase 1 (Heaton Chapel, Mossley, Romiley, and Orrell) and Phase 2 (Cheadle Hulme, Swinton, Guide Bridge, Mauldeth Road and Greenfield) is expected to be complete by 26 November. Installation work at Phase 3 stations (Urmston, Levenshulme, Heald Green, East Didsbury, Gatley, Mills Hill, Davenport, Bryn, Littleborough and Horwich Parkway) is expected to commence in the New Year with completion by end of April 2010.

5.3 Government Investment in Key Stations

Transport Secretary Andrew Adonis has announced a new £50m fund for investment in key stations following the issue of his independent station champions' report on the state of station passenger facilities across the country. The fund will be supplemented by commercial and third party contributions and commitments by train operating companies.

Three stations within the GMPTE area – Stockport, Wigan North Western and Manchester Victoria will qualify for this investment. The improvements will focus on information, car and bike parking, facilities and environment.

Network Rail has published a consultation document entitled “Action Stations” which invites comments on the future of stations over the next 20 years.

Members of GMITA will receive a more detailed report on these initiatives in due course.

6 **Community Rail Activities**

6.1 Community Rail Awards

The Annual Community Rail Awards took place in Carlisle on Friday 25th September. Friends of Glossop Station won First Prize for the Best Station Adoption Group category.



Neil Williams, Chair of Friends of Glossop Station receiving his award.

Photograph courtesy of Paul Bigland.

6.2 Station Friends Groups

GMITA's Autumn Transport Seminar was dedicated to the Station Adoption Scheme. Presentations were made by Northern Rail, Network Rail and the Association of Community Rail Partnerships (ACORP) as well as a number of Station Friends Groups. Seven of the Station Friends Groups displayed exhibitions on progress being made at their local station.



Friends of Hindley Station renovating station gardens on the Manchester bound platform.

7 **Passenger Information**

GMPTE has produced updated pocket Commuter Guide timetables and summary departure posters to coincide with timetable changes from 13 December.

8 **Promotion**

8.1 GMPTE is currently carrying out market research into the effect of "Spotlight" newspapers distributed to promote station improvements. The results of this research are likely to be available in December.

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 **January 2010 Fares Revision**

9.1 Train operators will implement their main annual fares revision in January. Nationally, the Association of Train Operating Companies (ATOC) has calculated that rail fares will increase by an average of 1.1%. However, the price of tickets for the great majority of local journeys within Greater Manchester will be unchanged or reduce as they are regulated.

9.2 Regulated fares are allowed to increase on the basis of the Retail Price Index (RPI) at July in the previous year plus 1%. In 2009, the RPI was -1.4%.

10. Recommendations

10.1 Recommendations appear at the front of this report.

Michael Renshaw
Interim Bus and Rail Director

District Rail Stations Service Quality Score

