

**MINUTES OF THE PROCEEDINGS OF THE
RAIL AND METROLINK SERVICES
COMMITTEE OF GREATER MANCHESTER
INTEGRATED TRANSPORT AUTHORITY
HELD ON 4 DECEMBER 2009**

PRESENT: Councillor Dickinson (in the Chair)

Councillors Mark Aldred, David Chadwick, John Dillon, Peter Evans, Roland Griffin, Brian Rigby, Peter Scott*, Alan Whitehead, David Wilkinson, Michael Winstanley and Craig Wright.

* Indicates nominated deputy for an absent committee member.

APOLOGIES: Councillors Jim Dawson and Patricia Holland.

RMN/09/24 DECLARATIONS OF INTEREST

There were no declarations of interest.

RMN/09/25 MINUTES

The minutes of the meeting of the committee held on 2 October 2009 were submitted.

A Member requested an update on the potential introduction of a Sunday service on the Atherton line. In response, the Interim Bus and Rail Director, GMPTE, explained that an update report on the matter would be submitted to the meeting of the Authority on the 18 December 2009.

RESOLVED/-

That the minutes of the proceedings of the Rail and Metrolink Committee held on 2 October 2009 be approved.

RMN/09/26 CONSULTATION WITH RAIL USE

The Committee received a report which set out information on the consultation meeting held on the 19 November 2009 with Rail User Groups regarding the December 2010 improvement aspirations.

The Operational Service Planning Manager, GMPTE, reported that since the meeting Northern Rail had indicated that they were examining options for service improvement on the Hope Valley, Blackburn, Liverpool/Warrington and Marple/Rose Hill corridors. In addition, proposals for the introduction of a Sunday service on the Atherton line had been finalised and would be presented to the meeting of the Authority on the 18 December 2009.

Members welcomed the report and made the following observations:

- Clarification on how individual comments from rail users were logged by the PTE. *In response, the Operational Service Planning Manager explained that individual comments on rail services were logged and analysed through the PTE's Customer Relationship Management system and fed into the development of the GMITA/PTE's future timetabling aspirations.*
- Whether the timetable could be amended on the Kirby branch line to accommodate the needs to students at Winstanly College, Wigan. *In response, the Client and Stakeholder Manager, Northern Rail, reported that a proposal had been developed for the 1510 service from Manchester Victoria to depart Orrell five minutes later at 1605.*
- The need to introduce a Sunday service from Bryn.
- The need to reinstate pre-December 2008 morning and evening peak stopping patterns at Lostock. *In response, the Interim Bus & Rail Director explained that the restoration of evening and peak services at Lostock remained an aspiration of the PTE and would be pursued as part of the wider developments to the Manchester/Preston line and adjacent corridors.*

RESOLVED/-

- 1) That the proceedings of the meeting with Rail User Groups held on the 19 November 2009 be noted; and
- 2) That further reports regarding consultation with Rail User Groups be submitted to future meetings of the Committee as appropriate.

RMN/09/27 LOCAL RAIL SERVICE PERFORMANCE

Consideration was given to a report informed Members of local rail service performance within Greater Manchester and the surrounding area.

It was reported that it was proposed to establish a Quality Improvement Initiative to address the recent underperformance on the Calder Valley line.

Members made the following observations in relation to report:

- The need to consider operating a direct bus replacement service from Marple to Stockport during the train service disruptions between Manchester Piccadilly and Sheffield on Sundays 4 April – 9 May and Saturdays 10 and 17 April (as detailed in section 15.1 of the report). *In response, the Interim Bus & Rail Director reported that the matter would be taken away and investigated in partnership with the rail industry.*
- The need to maintain the train strengthening arrangements on the Caldervale line to meet increased patronage demands.

- Concerns were raised regarding the performance of the 0718 Southport - Manchester Airport service. *In response, the Client and Stakeholder Manager, Northern Rail, reported that measures were in place to address the underperformance of the highlighted service.*
- The need to replace the shelter at Ince station. *In response, the Client and Stakeholder Manager, Northern Rail, reported that Northern were working to replace the shelter at the earliest possible opportunity.*
- Concerns were raised regarding the performance of morning peak Huddersfield to Manchester services during November 2009.

To conclude, the Vice Chair thanked Northern for their efforts to mark the final service on the Oldham Loop line.

RESOLVED/-

- 1) That the performance of rail services be noted;
- 2) That the request for Northern Rail to consider the establishment of a Quality Improvement Initiative for the Caldervale route be endorsed.

RMN/09/28 CHRISTMAS AND NEW YEAR RAIL & METROLINK SERVICES 2009/10

Members considered a report which provided an update on rail and Metrolink service provision during the 2009/10 Christmas and New Year period.

RESOLVED/-

That the contents of the report be noted.

RMN/09/29 LOCAL RAIL STATIONS AND PROMOTION

A report of the Interim Bus and Rail Director was submitted that informed Members of all activities related to local rail stations and promotion within Greater Manchester and the surrounding area.

The Interim Bus and Rail Director explained that a report on the government's proposed investment in key stations would be submitted to the next meeting of the Authority on the 18 December.

Members made the following observations in relation to the report:

- The need to reinstall the electronic passenger information board at Ashton rail station. *In response, the Client and Stakeholder Manager, Northern Rail, undertook to make enquiries and report back on when the information board would be reinstalled.*
- The frequency of booking office closures at Ashton rail station. *In response, the Client and Stakeholder Manager, Northern Rail, explained*

that the booking office may be closed for a short period when staff were attending to other duties at the station. However, the concerns would be relayed to the station manager for further investigation.

- A Member welcomed the improvements to the Rose Hill booking office but requested that future refurbishment works be coordinated more effectively to minimise disruption to passengers.
- That the dot matrix indicator at Marple was not working.
- In respect to the Rail Stations Improvement Programme, as set out in section 5.2 of the report, a Member queried the published completion date for Phase 3 works which he had originally envisaged would be December 2009. *In response, the Interim Bus & Rail Director explained that Phase 3 works would be completed by the end of March 2010 but that the he would investigate the Member's query and report back.*

RESOLVED/-

That the report be noted.

RMN/09/30 METROLINK SERVICE PERFORMANCE

A report was submitted which informed Members of the service performance and developments which affect the Metrolink system over recent months.

Members made the following observations in relation to the Metrolink performance:

- The need for Metrolink services not to be disrupted as a result of freezing weather conditions. *In response, the Passenger Services Manager, Metrolink, explained that maintenance possessions on the Metrolink network had resulted in an 'ice breaker' tram not being able to operate through the night prior to the recent freezing weather conditions, and that this had resulted in disruptions to services. Procedures had now been put in place to ensure that maintaining passenger services took precedence over other considerations.*
- The need to put in measures to minimise cable thefts. *In response, the Passenger Services Manager, Metrolink, reported that security patrols were being stepped up at key hotspot areas and that manufactures were investigating new designs to minimise the attractiveness of cable to potential thieves.*
- Whether the incidents of tram failures, as detailed under section 3.4.1 of the report, were as a result of design faults. *In response, the Passenger Services Manager, Metrolink, undertook to investigate the matter and report back.*
- The opportunities for improving internal tram displays for passengers whose first language wasn't English.

RESOLVED/-

That the performance of Metrolink services be noted.

RMN/09/31 PRESENTATION – METROLINK

Lee Harrison, Stagecoach Metrolink, and Mark Taylor, Metrolink, gave a presentation on the management of the Metrolink network and the respective responsibilities of the PTE and Stagecoach.

RESOLVED/-

That the presentation be received with thanks and noted.