

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

COMMITTEE: Rail and Metrolink Networks
DATE: 5th February 2010
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 4 December 2009 Rail and Metrolink Networks Committee entitled "Local Rail Stations and Promotion"

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Summary

Northern Rail – Service Quality results for 15 November to 12 December – Reporting Period 9

- Station Service Quality slightly **DOWN** to 86.51%.
- 2 stations achieved a score of 100%
- 10 stations failed to achieve a score of 80%.
- 8 ticket offices closed temporarily during the period.
- District Service Quality Scores included in Section 3.5

Stations

- Rail Stations Improvement Programme – Phases 1 & 2 completed by end of November.

Community Rail Activities

- Third version of Station Adoption Toolkit launched at Glossop.

Passenger Information

- Replacement timetable publicity for December timetable change.

Report on Service Quality Monitoring and Other Issues

1 Introduction

1.1 This report contains service quality monitoring information for Period 9 from 15 November to 12 December (period 9 2009/10) and also shows service quality results for period 8 (18th October – 14 November) which have not been previously reported.

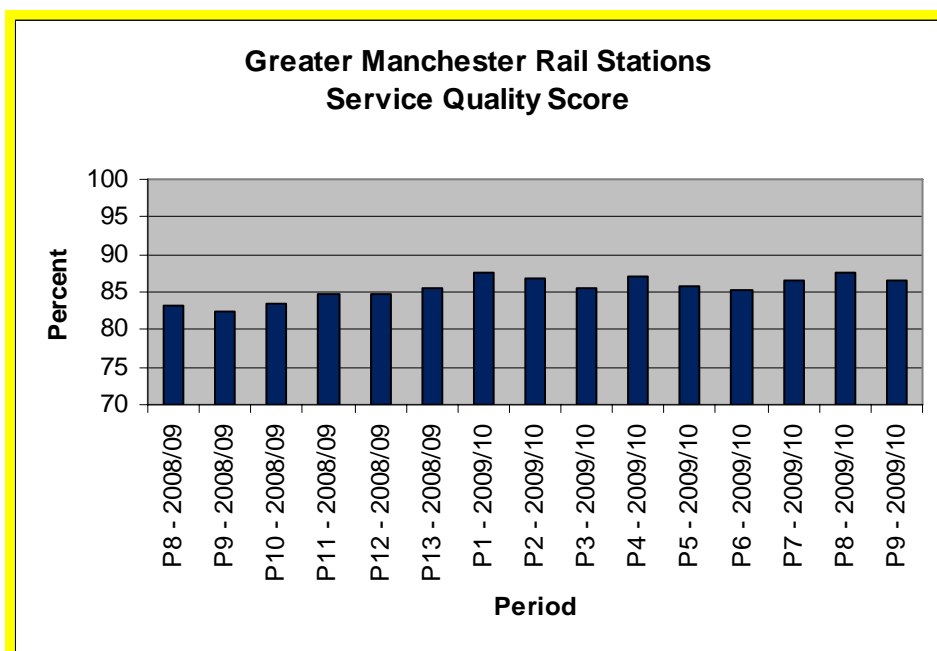
2 Northern Rail – Service Quality Monitoring (SQM)

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 GMPTA area operated by Northern Rail.

3 Review of Results

3.1 Stations in Greater Manchester scored an average of 86.51% for the Service Quality regime in period 9. This was a decrease of 1% on the previous period but 4.2% higher than the comparable period last year. Scores during this period usually show a downturn due to seasonal failures such as lighting and cleanliness. However the improvement in comparison to last year is encouraging and demonstrates the success of measures that have been implemented to address such shortcomings.



3.2 In Period 9 2 stations scored 100% (Bredbury and Greenfield) and 10 failed to achieve a score of 80%. The stations that scored below 80% were:

Station	Commentary
Bramhall	Graffiti, litter
Denton	Graffiti
Gorton	Fencing
Hazel Grove	Out of order toilets, lighting
Heald Green	Graffiti, litter
Ince	Graffiti, litter, missing shelter
Irlam	Litter
Marple	Out of order toilets
Smithy Bridge	Graffiti
Strines	Lighting

In Period 8 3 stations scored 100% (Greenfield, Romiley and Strines) and 10 failed to achieve a score of 80%. The stations that scored below 80% were:

Station	Commentary
Castleton	Graffiti, litter
Chassen Road	Closure of ticket office, litter
Hazel Grove	Out of order toilets
Humphrey Park	Graffiti, litter
Ince	Litter, missing shelter
Irlam	Graffiti, litter
Marple	Customer Information Screens Out of order toilets,
Mills Hill	Litter
Moses Gate	Litter
Patricroft	Graffiti, 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 8 2009/10	Period 9 2009/10
Bolton	88.06%	90.00%
High Peak	90.27%	89.88%
Manchester	87.38%	86.77%
Oldham	100% *	100% *
Rochdale	87.77%	89.64%
Salford	78.19%	90.35%
Stockport	81.90%	80.73%
Tameside	89.39%	90.07%
Trafford	87.04%	88.47%
Wigan	89.52%	88.20%
GM Overall	87.56%	86.51%

* 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 During Period 9 eight ticket offices in Greater Manchester were closed during their advertised opening hours.

Station	Date	Hours	Cause
Altrincham	All period	358 hrs	Refurbishment of ticket office
Swinton	From 30 November	168 hrs	Asbestos removal and refurbishment of ticket office
Newton for Hyde	Until 30 November	84 hrs	Refurbishment of ticket office and repair of damp
Rose Hill	Until 19 November	35 hours	Refurbishment of ticket office
Hattersley	w/e 5 & 12 December	14 hrs 10 min	Staff sickness
Marple	w/e 5 Dec	7 hrs 05 min	Staff rostering error
Ashton under Lyne	w/e 28 Nov	7 hrs	Staff sickness
Urmston	w/e 28Nov	6 hrs 30 min	Staff sickness

Refurbishment of Altrincham Ticket Office was completed on 18th December but regrettably a fire in the booking hall area on the evening of 3rd/4th January meant that the ticket office was closed again temporarily pending remedial work being undertaken.

During Period 8 eleven ticket offices in Greater Manchester were closed during their advertised opening hours. Details are provided in the table below:

Station	Date	Hours	Cause
Altrincham	All period	358 hours	Refurbishment of ticket office
Newton for Hyde	All period	168 hours	Refurbishment of ticket office and repair of damp
Rose Hill	All period	145 hours 20 min	Refurbishment of ticket office
Chassen Road	w/e 24 & 31 Oct	61 hrs	Fire Damage
Heaton Chapel	19 & 20 Oct	13 hrs 40 min	Staff sickness
Bredbury	27 Oct	7 hrs 5 min	Staff sickness
Glossop	13 November	6 hrs 50 min	Staff sickness
Lostock	28 October	6 hrs 45 min	Staff sickness
Hadfield	3 November	6 hrs 40 min	Staff sickness
Hindley	3 November	6 hrs 40 min	Staff sickness
Gatley	11 November	5 hrs 40 min	Staff sickness

Revenue staff were in attendance at Rose Hill and Altrincham to issue tickets while the ticket offices were closed. Chassen Road reopened on 2nd November.

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 Future reports will reflect the overall percentage of scheduled opening hours being met each period.

5 Other Station Issues

5.1 GMPTE Rail Stations Improvement Programme

This GMITA initiative is funding improvements to stations including the installation of the following facilities 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) was completed by 26 November subject to minor snagging items. Installation work at Phase 3 stations (Urmston, Levenshulme, Heald Green, East Didsbury, Gatley, Mills Hill, Davenport, Bryn, Littleborough and Horwich Parkway) is scheduled to commence in early 2010 with completion by end of April 2010.

6 Community Rail Activities

6.1 Station Adoption Toolkit

The third version of the Station Adoption Toolkit has been published by the Association of Community Rail Partnerships (ACoRP). The launch event took place at Glossop Station on 17th December. The document is part sponsored by GMPTE and contains an introduction by the Chairman of GMITA. It provides an easy to read guide on how to set up a local group and examples of case studies from groups across the country. The latest version of the toolkit can be downloaded from the ACoRP website www.acorp.uk.com.

7 Passenger Information

GMPTE produced updated pocket Commuter Guide timetables and summary departure posters to coincide with timetable changes from 13 December. These supplemented information provided by train operators and provide simplified information for journeys to / from outlying stations and Manchester.

New fares leaflets have been produced from the start of the year to reflect revised local fares relating to Season Tickets and Rail Ranger / Evening Ranger leaflets.

8. Recommendations

8.1 Recommendations appear at the front of this report.

Michael Renshaw
Interim Bus and Rail Director

Appendix A

District Rail Stations Service Quality Score

