

## MINUTES OF THE PROCEEDINGS OF THE RAIL AND METROLINK SERVICES COMMITTEE OF GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY HELD ON 5 FEBRUARY 2010

**PRESENT:** Councillor Dickinson (in the Chair)

Councillors Mark Aldred, David Chadwick, Yvonne Creswell\*, Jim Dawson, John Dillon, Roland Griffin, Patricia Holland, Alan Whitehead, David Wilkinson, Michael Winstanley and Craig Wright.

\* Indicates nominated deputy for an absent committee member.

**APOLOGIES:** Councillors Peter Evans and Brian Rigby.

### **RMN/09/32 DECLARATIONS OF INTEREST**

There were no declarations of a personal or prejudicial interest made regarding any matter on the agenda.

### **RMN/09/33 URGENT BUSINESS**

No matters of urgent business were reported.

### **RMN/09/34 MINUTES**

The minutes of the proceedings of the committee held on 4 December 2009 were submitted.

A Member expressed disappointment that a passenger shelter at Ince Railway Station had not been installed and requested an update on the progress of this issue. In response, a representative from Network Rail acknowledged that the lack of progress on this matter was not acceptable, explaining that ongoing discussions with the insurance company hindered matters, but assured Members that this shelter had been programmed for installation within the next 6 weeks.

Concern was raised that the travelling public continued to be affected by the lack of such infrastructure whilst operators await an insurance award. Discussions were to take place with the Department for Transport to seek inclusion in any future franchise, the requirement on operators to replace such station infrastructure within a reasonable period.

### **RESOLVED/-**

That the minutes of the proceedings of the Rail and Metrolink Networks Committee held on 4 December 2009, be approved as a correct record.

## **RMN/09/35 LOCAL RAIL SERVICE PERFORMANCE**

Consideration was given to a report informed Members of local rail service performance within Greater Manchester and the surrounding area during operating period 9 (15 November to 12 December 2009). Information of performance during period 8, (18 October to 14 November 2009) was also highlighted.

It was reported that during period 9, 12 of the 23 service groups that operate within Greater Manchester achieved a PPM score in excess of 90%. The best performing service group in period 9 was Manchester Piccadilly – Romiley/Rose Hill, with a PPM of 93.29%.

The following service groups were the worst performing during these monitoring periods:-

- Clitheroe – Blackburn – Manchester Victoria: 88.15% (91.42% in period 8)
- Southport – Wigan – Bolton – Manchester Victoria/Oxford Road/ Airport: 87.39% (86.29% in period 8)
- Manchester – Macclesfield / Stoke on Trent: 84.44% (78.65% in period 8)
- Preston – Hazel Grove: 82.73% (87.41% in period 8)
- Manchester Victoria – Leeds (Caldervale Line): 80.91% (78.14% in period 8)

A Quality Improvement Team had been set up look into poor performance on these lines and a Member requested that regular reporting of those measures undertaken by such be reported to this committee.

A Member requested that more up to date performance data be reported to this committee. In addition, year on year comparative data was also requested to be included in future reports. In response, officers undertook to arrange for committee meetings in the forthcoming Municipal year to coincide better with performance reporting periods.

Concern was raised that the Preston to Hazel Grove service group continued to be performing poorly. In response, Northern Rail explained that there had been a number of reliability problems on this line and services were competing with other operators.

In response to an enquiry from a Member regarding strengthening of the 20:21 hrs Manchester-Calder Vale Sunday Service, Northern Rail were to discuss this matter at a forthcoming Focus Group meeting.

### **RESOLVED/-**

- 1.) That the report be noted;
- 2.) That details of the work of quality improvement teams on those poor performing services outlined in the preamble above, be reported to future meetings of this committee;
- 3.) That up to date performance data, with yearly comparative figures, be provided at future meetings.

## **RMN/09/36 LOCAL RAIL STATIONS AND PROMOTION**

A report of the Interim Bus and Rail Director was submitted that informed Members of all of those activities related to local rail stations and promotion within Greater Manchester and the surrounding area. The report contained 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 (18<sup>th</sup> October – 14 November) which had not been previously reported.

Concern was raised by Members that those toilets at both Marple and Hazel Grove stations were still not functioning. In response, officers undertook to raise the matter with the Regional Director, Northern Rail.

A Member requested that with regard to station booking halls, the details of those stations programmed to be temporarily closed were to be included in future committee reports.

### **RESOLVED/-**

- 1.) That the report be noted;
- 2.) That with regard to the lack of toilet provision at Marple and Hazel Grove stations, officers undertook to speak to the Regional Director, Northern Rail to seek a resolution to this matter.
- 3.) That the details of those stations programmed to be temporarily closed were to be included in future reports to this committee.

## **RMN/09/37 DEVELOPMENT OF THE DECEMBER 2010, MAY 2011 AND DECEMBER 2011 TIMETABLES**

The Interim Bus and Rail Director submitted a report that sought agreement on a list of the Authority's priorities for consideration in the development of the December 2010 and 2011 rail timetables. This list was set out at Appendix 1 to the report.

A Member requested that with regard to the Manchester to Liverpool via Newton le Willows (Chat Moss) corridor, and additional stopping pattern at Eccles should be included. In response, officers were to continue such discussions with operators.

Concern was raised that those proposals on the Manchester – Wigan - Southport and Kirby (via Atherton) corridor would not improve services and would cause problems for passengers travelling from Bolton. In addition, patronage data from Lostock and Wigan Stations was requested.

A Member commented that by extending the 2012 electrification programme to Stalybridge, problems regarding changes at Manchester Victoria would be resolved. In response, it was reported that discussions regarding this issue were continuing with the Department for Transport and that any outcome would be shared with Members in due course.

A Member highlighted concerns that there were not any improvements to and services that served the Stockport area. Aspirations for this area had not changed for a number of years.

A Member enquired as to how accurate the data on patronage could be if overcrowded trains made it difficult for ticket inspectors to collect revenue. In response, Northern Rail representatives agreed to provide a presentation on such to the next meeting of this committee.

**RESOLVED/-**

1. That the report be noted
2. That those comments outlined in the preamble above be included in the priorities for immediate inclusion in the final development of the December 2010 rail timetable and confirmed with Northern Rail.
3. That Members for Officers begin to plan a 'User Group' seminar to be held in March 2010.
4. After the March seminar, confirm with Northern Rail the Authority priorities for inclusion in the May and December 2011 rail timetables.
5. That a further report be brought to this Committee in April 2010,
6. That patronage data from Lostock and Wigan Stations be forwarded to Members.
7. That Northern Rail provide a presentation on revenue collection to the next meeting of this committee.
8. That all ITA Members and relevant District Liaison Officers be included in any consultation regarding these proposals.
9. That the details of the Manchester – Atherton - Wigan Sunday services, be forwarded to Wigan Members.

**RMN/09/38 METROLINK SERVICE PERFORMANCE**

A report was submitted which informed Members of the service performance and developments which had affected the Metrolink system for periods 7 and 8 (19 October – 13 December 2009)

A Member commented that the corralling system introduced at Old Trafford Tram Station worked well following a major event.

A Member requested that details of those fare evasion hot spots be reported to the next meeting of this committee. In addition information on tram frequency was also to be provided.

**RESOLVED/-**

That the performance of Metrolink services be noted.

**RMN/09/39 RAIL AND METROLINK SERVICE PERFORMANCE DURING ADVERSE WEATHER**

Members considered a joint report of the Interim Bus and Rail Director and the Metrolink Director, GMPTE, which explained the impact of the recent adverse weather on Rail and Metrolink services.

**RESOLVED/-**

That the report be noted.