

GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY

REPORT FOR INFORMATION

COMMITTEE: Rail and Metrolink Networks
DATE: 9 April 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 5 February Rail and Metrolink Networks Committee entitled "Local Rail Stations and Promotion"

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Summary

Northern Rail – Service Quality results for 10 January to 6 February – Reporting Period 11

- Station Service Quality **UP** to 87.88%
- 4 stations achieved a score of 100%
- 10 stations failed to achieve a score of 80%.
- 7 ticket offices closed temporarily during the period.
- District Service Quality Scores included in Section 3.5

Stations

- Replacement shelter installed at Ince.
- Launch of Route 28 Service Quality Initiative.

Community Rail Activities

- New Friends of Mossley Station group established.
- Community Adoption project launched at Bolton

Passenger Information and Promotion

- Local Commuter guides and Summary Departure posters to be reprinted for the May 2010 timetable change.
- Joint GMPTE / Northern Marketing campaign to launch Atherton Line Sunday services for May.

Report on Service Quality Monitoring and Other Issues

1 Introduction

1.1 This report contains service quality monitoring information for Period 11 from 10 January to 6 February and also shows service quality results for period 10 (13 December – 9 January) which have not been previously reported.

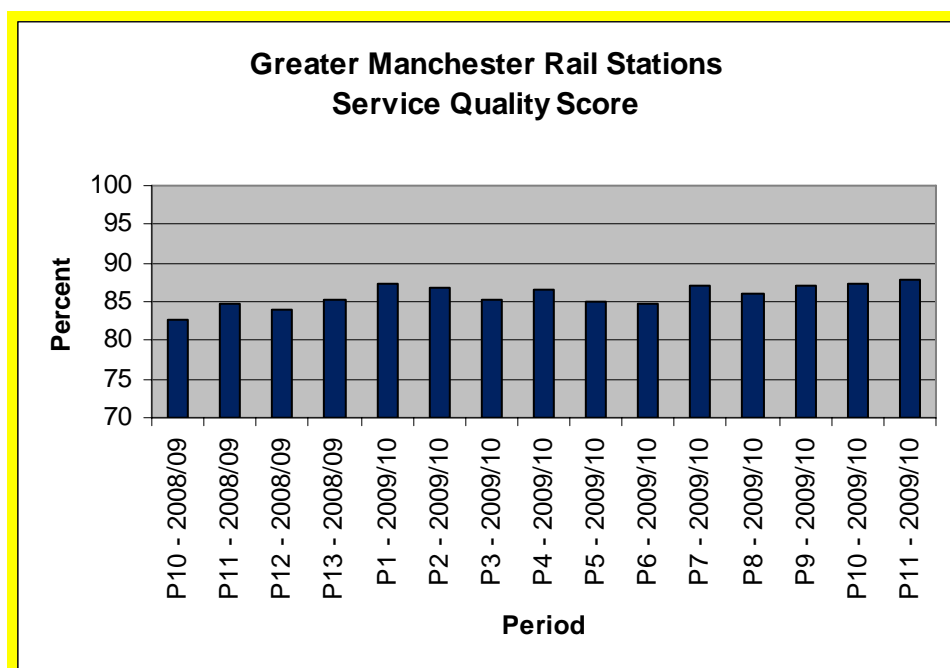
2 Northern Rail – Service Quality Monitoring (SQM)

2.1 The quality of Northern Rail 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 87.88% for the Service Quality regime in period 11. This is the highest score recorded for this financial year and is 3.25% higher than the corresponding period last year. It is also worth noting that no Greater Manchester stations are included in the list of the 10 worst performing Northern Rail stations overall in Period 11.



3.2 In Period 11 4 stations scored 100% (Bromley Cross, Greenfield, Rose Hill Marple & Strines) and 10 failed to achieve a score of 80%. The stations that scored below 80% were:

Station	Commentary
Chassen Road	Lighting
Flowery Field	Litter, graffiti
Hattersley	Graffiti
Ince	Missing shelter
Irlam	Litter
Kearsley	Litter, graffiti
Middlewood	Signage
Newton for Hyde	Graffiti, signage
Pemberton	Litter, graffiti
Ryder Brow	Litter, signage

The replacement shelter at Ince was installed on 23rd March.



New shelter at Ince.

In Period 10 1 station scored 100% (Guide Bridge) and 14 failed to achieve a score of 80%. The stations that scored below 80% were:

Station	Commentary
Bryn	Litter
Denton	Signage
Hazel Grove	Toilets, litter, lighting
Ince	Missing shelter
Irlam	Litter, lighting
Kearsley	Litter, graffiti
Middlewood	Signage, customer information
Navigation Road	Litter
Patricroft	Litter
Ryder Brow	Litter, signage
Salford Crescent	Customer information
Smithy Bridge	Litter, customer information
Swinton	Litter
Walkden	Signage

- 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 The “Route 28” initiative was launched jointly with GMPTE, Northern Rail and Network Rail at Glossop on 16th March with the objective of achieving a significant improvement in station appearance and quality. This will focus on the 28 Northern Rail managed stations on the lines of route from Glossop/Hadfield to Edge Hill via Manchester Piccadilly and 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 have an interest in improving the station. Members will be kept informed of progress as the initiative develops.
- 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 10 2009/10	Period 11 2009/10
Bolton	90.72%	91.04%
High Peak	90.94%	90.00%
Manchester	86.01%	86.10%
Oldham *	98.57%	96.30%
Rochdale	88.37%	88.14%
Salford	84.57%	88.07%
Stockport	85.70%	87.34%
Tameside	87.62%	87.69%
Trafford	83.97%	86.97%
Wigan	88.79%	86.66%
GM Overall	87.21%	87.88%

* Following closure of the Oldham – Rochdale line there is now only one station, Greenfield, within the Oldham MBC area. The figure for Oldham District therefore shows the score for that station. The 13 period trends in performance are shown in Appendices A & B

3.6 The following non Northern Rail stations were also surveyed in February / March. The results are shown below. It should be noted that these stations are audited on the same basis as Northern Rail stations but the scores do not trigger the penalty / reward regime outlined in paragraph 2.1 above.

Stockport	-	Virgin Trains	81.61%
Stalybridge	-	TransPennine Express	98.25%
Manchester Airport	-	TransPennine Express	91.82%

4 Temporarily Closed Ticket Offices

4.1 During Period 11 there were seven ticket offices in Greater Manchester that were closed during their advertised opening hours. This was a significant improvement compared with the previous period.

Station	Date	Hours	Cause
Daisy Hill	From 21 January	203 hrs 15 min	Asbestos removal and refurbishment of ticket office
Swinton	All period	174 hrs	Asbestos removal and refurbishment of ticket office
Reddish North	11 & 14 January	14 hrs 30 min	Snow prevented staff taking duty
Flixton	11 January	7 hrs 45 min	Snow prevented staff taking duty
Rose Hill	11 January	7 hrs	Snow prevented staff taking duty
Ashton under Lyne	25 January	6 hrs 45 min	Staff sickness
Bredbury	15 January	5 hrs 40 min	Staff sickness

Scheduled Ticket Office Hours: 3324 hours 10 minutes
 Uncovered Ticket Office Hours: 41 hours 40 minutes
 % Coverage: 98.75% (Not including scheduled closures)

Swinton reopened on 17th March. Daisy Hill is scheduled to open w/c 29th March.

- 4.2 During Period 10 there were 14 ticket offices in Greater Manchester that were closed during their advertised opening hours. The main cause was the significantly bad weather on 5th January which prevented some staff taking their duty.

Station	Date	Hours	Cause
Swinton	All period	203 hrs 50 min	Asbestos removal and refurbishment of ticket office
Altrincham	4 th – 14 th January	130 hrs 30 min	Fire damage to booking hall
Daisy Hill	5 th January	13 hrs 55 min	Snow prevented staff taking duty
Bredbury	5 th January	7 hrs 15 min	Snow prevented staff taking duty
Ashton under Lyne	8 th January	7 hrs 05 min	Snow prevented staff taking duty
Hale	5 th January	7 hrs	Snow prevented staff taking duty
Burnage	2 nd January	7 hrs	Staff sickness
Heald Green	5 th January	7 hrs	Snow prevented staff taking duty
Mauldeth Road	5 th January	7 hrs	Snow prevented staff taking duty
Littleborough	5 th January	7 hrs	Snow prevented staff taking duty
Horwich Parkway	5 th January	6 hrs 40 min	Snow prevented staff taking duty
Lostock	2 nd January	6 hrs 40 min	Annual leave
Salford Central	4 th January	6 hrs 25 min	Staff sickness
Romiley	5 th January	6 hrs 20 min	Snow prevented staff taking duty

Scheduled Ticket Office Hours: 3324 hours 10 minutes

Uncovered Ticket Office Hours: 219 hours 50 minutes

% Coverage: 93.39% (Not including scheduled closures)

- 4.3 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. At stations where ticket offices were closed to enable refurbishment work to be undertaken alternative ticketing facilities were provided.

- 4.4 Northern have advised the following the following ticket office refurbishments:

Bolton – starting in May for 3-4 months. A temporary booking office will be installed outside. Rochdale, Oxford Road, Heald Green and Burnage – dates to be advised.

5 Other Station Issues

- 5.1 Northern Rail undertook a revenue protection initiative on the Manchester to Crewe line for Period 11 with additional revenue staff in place at Levenshulme, Heaton Chapel, Stockport and Cheadle Hulme stations. Additional revenue staff were also placed on Manchester – Crewe (via Airport) services between Manchester Piccadilly and Manchester Airport during the morning peak. Northern also implemented a two week absolute entrance / exit blockage at Manchester Piccadilly commencing 1st March. Ticketless travel in the West Area (Manchester and Liverpool) was 5.5% in Period 10. Year to date Moving Annual Average is 3.7%.

- 5.2 Northern are planning to introduce new Self Service Ticket Vending Machines at Glossop, Littleborough and Rochdale in June.

5.3. Northern will be making a presentation on Revenue Protection as part of the Rail and Metrolink Networks Committee on 9th April.

5.4 During 2009/10 Northern have completed the following schemes as part of their Minor Works Capital Programme:

- Heald Green - Removal of step leading to Ticket Office / Waiting Room.
- Wigan Wallgate - Installation of anti slip stair treads / tactile warning strips on the platform access stairs.
- Daisy Hill - Installation of anti slip stair treads on the platform access stairs.

5.5 Rail Stations Improvement Programme – Tranche 3. This is scheduled to provide:

Customer Information Systems (CIS), Public Address Systems (PA)

Closed Circuit Television Monitoring (CCTV) and Passenger Help Points at:

Urmston, Levenshulme, Heald Green, East Didsbury, Gatley, Mills Hill, Davenport, Bryn, Littleborough and Horwich Parkway.

This has been delayed due to difficulties with obtaining Network Rail technical approvals.

6 Community Rail Activities

6.1 A new Friends of Mossley Station group has been formed on 23rd February. Of the 96 stations in the Greater Manchester area 19 now have Friends Groups.

6.2 Northern Rail's Community Safety Manager has arranged station adoption of Bolton railway station by the charitable group, 'Reclaim'. The Manchester based Urbis Friends Group conducted a weekend station adoption on Saturday 30th and Sunday 31st January 2010, where twenty five boys and fifteen mentors from 'Reclaim East Bolton' split into five groups and created five murals, themed on the Bolton area, for the station's platform 4. 'Reclaim' facilitated all art direction at their Manchester base, Urbis, aided by BTP Police Officers and a Police Forensic Artist. The artwork was installed on 31 January in the presence of the Mayor of Bolton.



6.3 At Bromley Cross GMPTE has funded a new display board in association with the community Rail Partnership. This will enable information about the history of the station and line and Community Rail activities to be communicated to passengers.

7 Passenger Information

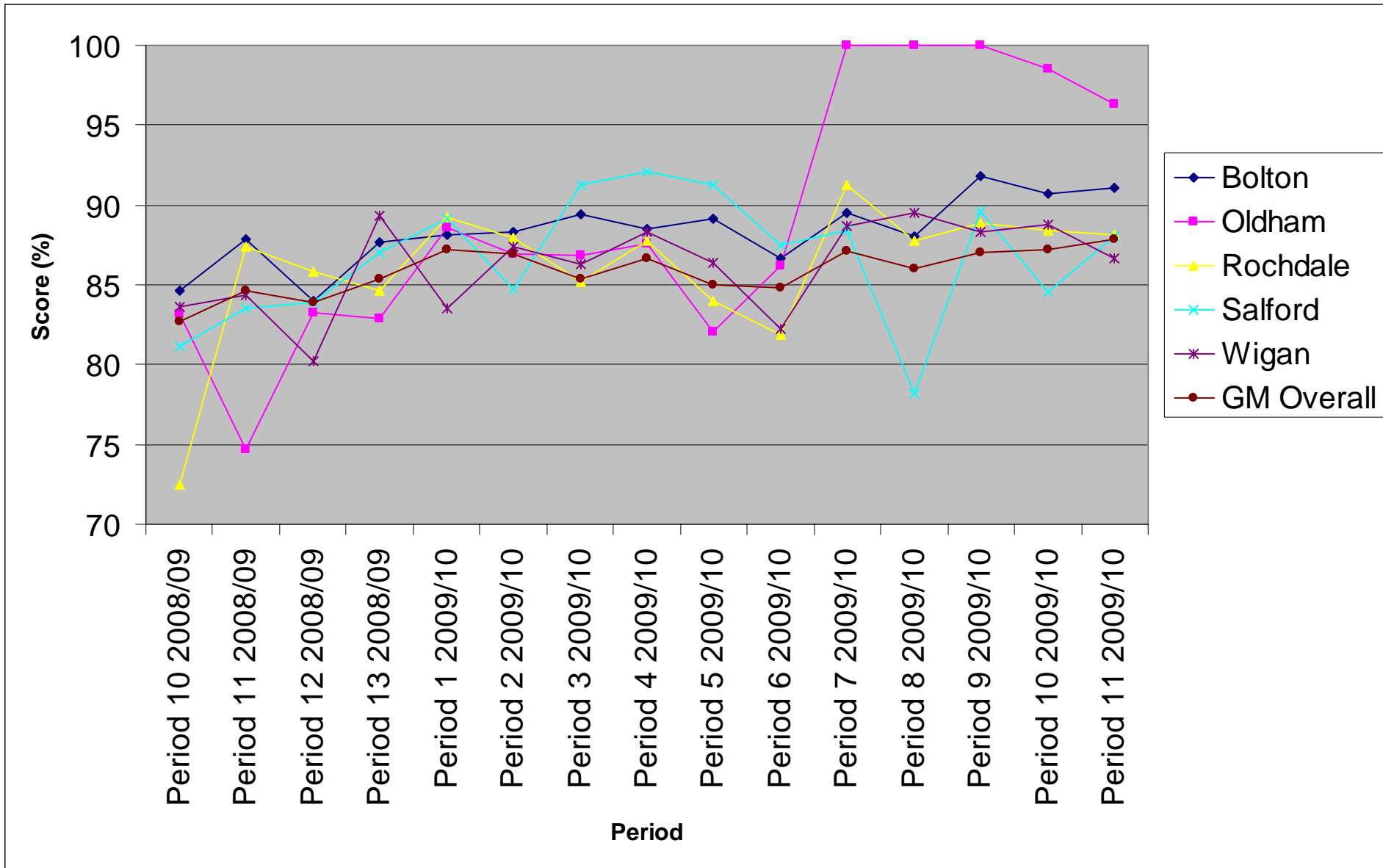
- 7.1 Local Commuter guides and Summary Departure posters will be reprinted for the May 2010 timetable change.
- 7.2 GMPTE and Northern are developing a joint marketing campaign to promote the new GMITA funded Atherton Line Sunday services commencing on 23 May. This will be implemented in conjunction with Friends of Hindley and Friends of Walkden Stations

8. Recommendations

- 8.1 Recommendations appear at the front of this report.

Michael Renshaw Interim Bus and Rail Director

District Rail Stations Service Quality Score (Manchester North)



District Rail Stations Service Quality Score (Manchester South)

