

**Basic Guide to**

**GREATER**

**MANCHESTER**

**RAILWAYS**



**Second Edition**

## Introduction

Greater Manchester has an extensive network of train services as shown on the map on page 20.

This Guide provides a brief outline of these services, the roles of the various elements of the railway industry, the regulatory authorities and particularly the ITA and PTE.

This second edition of the Guide incorporates the timetable alterations introduced in December 2008; the most extensive and far reaching in the Greater Manchester area for almost 20 years. They affected all train operators and were driven by the need to accommodate extra Manchester/London Virgin Trains services at Manchester Piccadilly. This reduced the amount of track capacity available to other operators and there was a need to rearrange and, in some instances curtail other operators' services. However, where appropriate, the opportunity was taken to introduce improvements to services provided by local and inter-urban operators.

It is intended to further update the Guide on a regular basis and comments would be welcomed regarding future development of the Guide. Please contact Bob Woolvin on 0161 244 1705 or email: [bob.woolvin@gmppte.gov.uk](mailto:bob.woolvin@gmppte.gov.uk) with your comments.

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## Section 1 - The Basics

- Train Services
  - Are operated by Train Operating Companies (TOCs).
  - TOCs compete to win franchises to operate train services for a set period to a specification determined by DfT (Rail) and, where appropriate, PTEs.
  - The specification stipulates: service frequency, journey time and seating capacity.
  - TOCs are monitored against targets set for punctuality, reliability and service quality.
- Stations
  - Stations are operated by TOCs as part of their franchises (apart from 17 of the biggest and busiest which are operated by Network Rail).
  - TOCs are responsible for day-to-day maintenance and cleaning.
  - TOCs are also monitored against targets set for service quality at stations.
  - Network Rail own the stations and are responsible for maintaining them in a condition fit for them to be operated by their tenants, the TOCs.
- Trains
  - Trains, also known as 'Rolling Stock', are usually owned by one of three Rolling Stock Leasing Companies (ROSCOs).
  - Day to day maintenance is the responsibility of TOCs, and ROSCOs undertake major overhauls and refurbishment.
- Railway Network
  - Network Rail own the rail network (track, signalling, infrastructure and stations).
  - They are responsible for its maintenance and renewal to standards determined by DfT (Rail) and the Office of Rail Regulation (ORR).
  - Network Rail operate the railway network and determine with TOCs how their train services can be operated in a way that makes best use of the network and meets reliability criteria.

- Fares
  - Fares regimes are determined by DfT (Rail) and, where appropriate, PTEs.
  - Two main types of fare exist: regulated and unregulated.
  - Regulated fares are the basic ordinary single or return fares, which also dictate the price of season tickets.
  - Currently, TOCs are allowed to increase these fares each year by the prevailing rate of inflation plus 1%.
  - Unregulated fares include special deals and first-class tickets, and TOCs are free to charge these at whatever rate they consider commercial.
  
- Development of the Network
  - The initiative and funds for development of the rail network can come from a number of sources. The TOC sometimes has major development initiatives built into their franchise; this was not the case with Northern Rail but TPE had a commitment to replace all their trains and undertake refurbishment at all their stations.
  - DfT (Rail), Network Rail and, in the Greater Manchester area, GMITA / GMPTE are the primary initiators and funders of improvements to the network including passenger facilities.
  - Progress in implementing developments is reported regularly to the Integrated Transport Authority.

## **Section 2 - Railways in Greater Manchester**

GMPTE implements the policies and specification set by Greater Manchester Integrated Transport Authority (GMITA), formerly GMPTA, to ensure that rail services meet local travel needs.

The specification includes:

- Train service frequency, stopping patterns and journey times in the Service Level Commitment (SLC)
- Train service reliability and punctuality
- On train and on station quality standards
- Fare levels
- Ticket types

DfT funds Northern Rail to provide services to the level specified by the PTE in the franchise agreement. Any service or facility enhancement over and above this basic level has to be provided from ITA funds or from other sources.

As co-signatory to Northern Rail's franchise agreement with DfT, GMPTE rigorously monitor Northern Rail against their obligations and report results regularly to the ITA.

### **Train Service Reliability and Punctuality**

Train running performance is measured using a Public Performance Measure (PPM). The PPM figure represents a combination of two performance measures expressed as a percentage; trains that are not cancelled/short run and trains that arrive at their destination on time or within five minutes of that time.

Northern Rail's franchise requirement is to achieve a PPM MAA across the franchise of at least 83.3%, and to use all reasonable endeavours to achieve 86.1% during the same period. Northern Rail is currently achieving performance well above this figure and its current aspiration is to achieve 90%.

### **Station and Train Quality**

Performance is also monitored using the Service Quality regime, designed to put the customer first, and to measure the quality of those things that Northern Rail's customers use on trains and on stations each day. The standards against which Northern Rail is measured focus on train presentation, station environment, information provision, and ticket selling.

Stations and trains in Greater Manchester are audited on a regular basis against the standards. Each station and train is given a percentage score and an average for the period obtained. 80%-90% is the Neutral zone, above 90% is the Incentive zone and below 80% is the Penalty zone. Above 90% means that an incentive payment to the operator is generated. Below 80% means that the operator is required to make penalty payments to DfT.

GMPTE work with Northern Rail to improve performance through the development of action plans.

Other areas related to performance against which GMPTE monitor Northern Rail include:

- Service Specification – monitoring provision of train services against the Service Level Commitment specification.
- Overcrowding – monitoring demand for services and working to improve service provision, deployment of units etc.
- Short-term service changes - including emergencies, seasonal variations and engineering work arrangements.
- Fares and Ticketing – monitoring Northern Rail's compliance with the fares regime and encouraging them to develop fares and ticketing to promote greater use of public transport.

GMPTE has a series of regular monitoring meetings concerning Northern Rail throughout the year, both at a senior level with other PTEs and the DfT, and at a local level with Northern Rail Managers. These meetings are a forum to discuss issues and problems, as well as potential improvements, initiatives and enhancements.

GMPTE work to develop partnerships with other Stakeholders and community partners such as Network Rail, Rail User Groups and Station Friends Groups, and improve passenger facilities through partnership working.

GMPTE also work, in support of the ITA's overall aims and objectives, to develop and improve the local railway. In the short-term this can include minor service enhancements, station improvements and contributions towards major schemes such as the provision of the 3<sup>rd</sup> platform at Manchester Airport station and the refurbishment of Salford Central station. Major, longer term strategic issues, such as the need to increase capacity for trains in the Manchester Hub are taken through lobbying Government and working in partnership with local stakeholders.

## **Section 3 - Train Operating Companies**

Train Operating Companies (TOCs) operate passenger trains and have existed since the privatisation of the railway network in 1993.

There are two types of TOC. The majority hold franchises let by the government to operate services, while there is also a small number of 'open-access' operators which hold licences to provide supplementary services. The franchised operators have changed considerably since privatisation; previous franchises have been divided, merged, re-let to new operators, or re-named.

There are currently 17 TOCs in the United Kingdom. The following 5 TOCs operate train services in Greater Manchester:

### **Northern Rail**

Northern Rail operate most local rail services in Greater Manchester and across the north of England. Northern Rail is a consortium of Serco and NedRail (Dutch Railways).

The franchise commenced in December 2004 with the merger of two regional franchises – Arriva Trains Northern and First North Western.

As co-signatory to Northern Rail's franchise agreement with DfT, GMPTE specify and monitor service levels, quality requirements and fares levels (see Section 2).

For more information please visit: [www.northernrail.org](http://www.northernrail.org)

### **Transpennine Express (TPE)**

TPE's franchise commenced in February 2004; they operate 3 inter-urban groups of services through Greater Manchester. TPE is a consortium of First Group and Keolis (a France based public transport operator).

The 3 groups of services are:

- **North** – services between Liverpool, Manchester Airport, Manchester Piccadilly, Leeds, Hull, York, Scarborough, Middlesbrough, and Newcastle.
- **South** – services between Manchester Airport, Manchester Piccadilly, Stockport, Sheffield, Meadowhall, Doncaster, Scunthorpe, Grimsby and Cleethorpes.
- **North-West and Scotland** – services between Manchester Airport, Manchester Piccadilly, Bolton, Chorley, Preston, then onto, Blackpool North, Barrow-in-Furness, Windermere, Glasgow or Edinburgh.

The North-West services are a significant element of the overall service between Manchester and Preston via Bolton.

For more information please visit: [www.tpexpress.co.uk](http://www.tpexpress.co.uk)

### **East Midlands Trains**

East Midlands Trains operate the hourly Liverpool / Norwich service through Greater Manchester, calling at stations including Liverpool, Warrington, Stockport, Sheffield, Chesterfield, Nottingham, Grantham and Norwich.

East Midlands Trains is a Stagecoach company.

For more information please visit [www.eastmidlandstrains.co.uk](http://www.eastmidlandstrains.co.uk)

### **Arriva Trains Cross Country**

Arriva Trains Cross Country operate services from Manchester Piccadilly to Birmingham and onwards to the South Coast and the South West.

For more information please visit [www.crosscountrytrains.co.uk](http://www.crosscountrytrains.co.uk)

### **Arriva Trains Wales (ATW)**

ATW operate 2 service groups which link Greater Manchester with North and South Wales:

- Manchester / South Wales – services between stations including Manchester Piccadilly, Stockport, Wilmslow, Crewe, Shrewsbury, Hereford, Cardiff and other points in South Wales.
- Manchester / North Wales – services between stations including Manchester Piccadilly, Newton-le-Willows, Warrington, Chester, Rhyl, Llandudno, Bangor and Holyhead.

For more information please visit: [www.arrivatrainswales.co.uk](http://www.arrivatrainswales.co.uk)

### **Virgin Trains**

Virgin Trains (a consortium of Virgin and Stagecoach) operate services to and from London Euston on the West Coast Main Line, from Manchester Piccadilly, Stockport and Wigan.

They also operate services between Birmingham and Scotland via Wigan.

For more information please visit: [www.virgintrains.co.uk](http://www.virgintrains.co.uk)

## **Section 4 – Railway Industry Partners**

The following is a summary of the roles and responsibilities of the main rail partner organisations, other than train operators, with whom the PTE work in regard to rail issues. Website link details are provided to obtain more details if required.

### **Department for Transport (DfT)**

The Department for Transport's Rail Group was set up in summer 2005 following the Railways Act 2005. The following is extracted from the DfT's website summary.

The Group combines the Department's strategic and financial responsibilities for the railways with many of the functions formerly carried out by the Strategic Rail Authority (SRA).

The Government's role in the running of the railways is to provide strategic direction and to procure rail services and projects that only it can specify. Responsibility for day-to-day delivery of railway services rests with the industry.

In July 2007 the Government specified, for the first time, specify what it wants to buy from the railway (in terms of safety, performance and capacity) – the five-year high level output specification (HLOS), and will say how much money it has to spend – the statement of funds available (SoFA).

This was published alongside a long-term rail strategy that considers the longer-term challenges facing the railway such as increasing demand, environmental pressures and customer expectations. It is intended to provide a sense of direction and continuity for the rail industry.

DfT is responsible for specifying and letting contracts to train operating companies to run franchised passenger services in England and inter-city services to and from Scotland and Wales.

DfT works with industry partners to deliver major projects in a cost-effective and timely manner.

DfT Rail co-operate with a wide range of local and regional bodies such as regional assemblies, regional development agencies, Transport for London and English passenger transport executives.

DfT Rail also ensures the effective alignment between UK and EU rail strategies.

For more information please visit: [www.dft.gov.uk](http://www.dft.gov.uk)

### **Network Rail**

In October 2002, Network Rail took over the running of Britain's rail infrastructure. They run, maintain and develop Britain's tracks, signalling system, bridges, tunnels, level crossings, viaducts and 17 key stations. They were given a mandate by the Government to improve the safety, reliability and efficiency of the railway.

Network Rail is a 'not for dividend' company limited by guarantee. Profits go back into improving the railway. Network Rail is directly accountable to its Members, who are

drawn from the rail industry and general public. Unlike shareholders in a plc, Members do not have any financial or economic interest in the company.

Network Rail is regulated by the Office of Rail Regulation.

Network Rail is divided into eight routes, or territories, to enable them to work closely with the train and freight operating companies. Greater Manchester is covered by the London North Western route..

Network Rail is developing a series of Route Utilisation Strategies as a key element of the Rail Industry planning framework. A Route Utilisation Strategy (RUS) is a strategy which will promote the route utilisation objective of 'effective and efficient use and development of capacity available, consistent with funding that is, or is likely to become, available'.

The North West Route Utilisation Strategy was published in May 2007.

For more information please visit: [www.networkrail.co.uk](http://www.networkrail.co.uk)

### **Office of Rail Regulation**

The Office of Rail Regulation (ORR) is the integrated safety and economic regulator for the railway industry.

Key Roles of ORR are:

- To ensure that Network Rail manages the network efficiently and in a way that meets the needs of its users.
- To encourage continuous improvement in health and safety performance.
- To secure compliance with relevant health and safety law, including taking enforcement action as necessary.
- To develop policy and enhance relevant railway health and safety legislation
- Responsible for licensing operators of railway assets, settling the terms for access by operators to the network and other railway facilities, and enforcing competition law in the rail sector.

The aim of ORR is 'to apply independent, fair and effective regulation to enable the railway to be safe, well maintained and efficient and to ensure that it provides value for money for users and for its funders'.

For more information please visit: [www.rail-reg.gov.uk](http://www.rail-reg.gov.uk)

### **Passenger Focus**

Passenger Focus is the independent national rail consumer watchdog. It was set up by Government to protect the interests of Britain's rail passengers. Passenger Focus is funded by the Department for Transport with independence guaranteed by an Act of Parliament.

Passenger Focus was established in 2005 as a result of the Railways Act 2005, Passenger Focus replaced the previous Rail Passengers' Council and regional Rail Passengers' Committees, to provide an official, independent voice of all rail passengers.

It works to get the best deal for Britain's rail passengers. With a strong emphasis on evidence-based campaigning and research, they ensure that they know what is happening on the ground.

Passenger Focus use their knowledge to influence decisions on behalf of rail passengers and work with the rail industry, other passenger groups and government to secure journey improvements.

Passenger Focus campaign for improvements, by gathering research and information, working with government and the rail industry to ensure that the passenger voice is heard when making decisions about the future of the railways, and focusing on a number of key issues (fares and tickets, quality and level of services, investment in the railway). Passenger Focus conducts the National Passenger Survey, where 50,000 rail passengers provide their views about rail journeys.

They also provide practical advice to passengers when using the rail network, explain their rights and help them when things go wrong. Passenger Focus works with other passenger groups to support them in their work.

They can also resolve complaints with the company involved if a passenger is unhappy with the response they have received.

For more information please visit: [www.passengerfocus.co.uk](http://www.passengerfocus.co.uk)

### **The Association of Train Operating Companies**

The Association of Train Operating Companies (ATOC) represents train operating companies to the government, regulatory bodies, the media and other opinion formers on transport policy issues. It is the co-ordinator of joint activities for train operators, and is responsible for managing revenue allocation and settlement, impartial retailing, National Rail Enquiries, Railcard marketing, staff travel arrangements, international products, travel agent licensing, and for facilitating common train operator positions on many engineering and operational issues.

ATOC's principal activities are:

- Facilitation; to help members work together to meet their obligations and to promote the use of passenger services.
- Assisting members to co-operate on developing products and managing projects that benefit passengers, to promote the advantages of the rail network, and to share best practice.
- Communicating with government, public bodies, European institutions and other authorities, the media, and to and from third parties including other transport operators.
- Providing information through printed and electronic materials, conferences, meetings and seminars on passenger rail industry issues and to collect, analyse and circulate relevant data.

For more information please visit: [www.atoc.org](http://www.atoc.org)

## **Section 5 – Appendices**

Appendix 1 – Stations in Greater Manchester

Appendix 2 – Trains used in Greater Manchester

Appendix 3 – Map of Rail Services in Greater Manchester

Appendix 4 – Glossary of Terms

## Appendix 1 - Greater Manchester Stations

Greater Manchester stations vary from large city centre hubs to those serving small rural communities. Below is a list of all Greater Manchester railway stations. All stations are operated by Northern Rail apart from; Manchester Piccadilly, operated by Network Rail, Stalybridge and Manchester Airport, operated by TPE, Stockport and Wigan North Western operated by Virgin Trains.

Stations marked with an asterisk are not located in Greater Manchester but are included in the Greater Manchester ticketing area.

Altrincham	Glazebrook*	Moses Gate
Appley Bridge*	Glossop*	Mossley
Ardwick	Godley	Moston
Ashburys	Gorton	Navigation Road
Ashton-under-Lyne	Greenfield	
Atherton	Guide Bridge	New Mills Newtown*
Belle Vue	Hadfield*	Newton for Hyde
Blackrod	Hag Fold	
Bolton	Hale	
Bramhall	Hall I'Th' Wood	Orrell
Bredbury	Hattersley	Patricroft
Brinnington	Hazel Grove	Pemberton
Broadbottom	Heald Green	Reddish North
Bromley Cross	Heaton Chapel	Rochdale
Bryn	Hindley	Romiley
Burnage		Rose Hill Marple
Castleton	Horwich Parkway	Ryder Brow
Chassen Road	Humphrey Park	Salford Central
Cheadle Hulme	Hyde Central	Salford Crescent
Clifton	Hyde North	
Daisy Hill	Ince	Smithy Bridge
Davenport	Irlam	Stalybridge
	Kearsley	Stockport
Deansgate	Levenshulme	Strines
	Littleborough	Swinton
Dinting*	Lostock	Trafford Park
Disley	Manchester Airport	Urmston
East Didsbury	Manchester Oxford Road	Walkden
Eccles	Manchester Piccadilly	Westhoughton
	Manchester Victoria	Wigan North Western
Fairfield	Marple	Wigan Wallgate
Farnworth	Mauldeth Road	Woodley
Flixton	Middlewood	Woodsmoor
Flowery Field	Mills Hill	
Gathurst		
Gatley	Moorside	

## Station Patronage

### GMTU Data

The Greater Manchester Transportation Unit (GMTU) undertake counts of boarding and alighting rail passengers both inbound towards and outbound from Manchester City Centre on an annual basis at a sample of stations throughout the county. The most recent counts were undertaken in Autumn 2008 and are shown in Table 1 below.

The figures show a snapshot of usage levels at the 73 railway stations surveyed. The stations were generally selected to give a representative overall figure of travellers on each corridor.

<b>Table 1: Boarders and Alighters at 73 Rail Stations Surveyed in 2008</b>								
	<b>AM Peak 07:30-09:29</b>				<b>Off-Peak 09:30-13:29</b>			
	<b>Inbound</b>		<b>Outbound</b>		<b>Inbound</b>		<b>Outbound</b>	
<b>Station</b>	<b>Board</b>	<b>Alight</b>	<b>Board</b>	<b>Alight</b>	<b>Board</b>	<b>Alight</b>	<b>Board</b>	<b>Alight</b>
Airport	0	441	435	0	0	816	826	0
Altrincham	42	100	86	61	40	88	71	28
Ardwick	0	5	0	0	0	0	0	0
Ashburys	0	5	2	13	0	0	12	8
Ashton	291	21	25	59	266	35	19	114
Atherton	255	13	70	5	187	32	76	37
Belle Vue	1	2	1	1	3	0	1	3
Bolton	1442	573	451	291	1100	431	382	641
Bramhall	195	5	17	15	66	6	2	21
Bredbury	113	6	14	31	133	5	10	26
Brinnington	34	5	29	11	21	6	10	12
Broadbottom	114	5	14	1	87	12	12	13
Bromley Cross	226	26	24	115	114	10	9	47
Burnage	122	0	26	3	48	1	7	10
Castleton	98	18	12	16	82	6	11	8
Cheadle Hulme	485	74	53	92	190	19	24	83
Daisy Hill	222	2	37	5	50	11	29	21
Davenport	180	53	3	13	76	18	5	15
Dean Lane	18	2	5	14	24	1	7	4
Derker	10	9	4	11	12	0	5	8
Dinting	106	14	15	11	44	28	28	12
East Didsbury	153	46	37	88	51	16	20	40
Eccles	35	13	9	26	30	16	13	21
Failsworth	58	4	3	2	28	5	1	11
Fairfield	8	0	0	1	8	0	0	3
Flowery Field	110	25	6	29	62	3	9	24
Gatley	242	7	19	41	69	4	3	21
Glossop	427	113	0	0	211	114	42	41
Godley	54	15	5	9	23	12	8	8
Gorton	71	9	13	1	46	4	10	8
Greenfield	206	0	21	6	105	5	6	33
Guide Bridge	143	60	27	24	81	24	20	42
Hadfield	225	0	0	22	108	0	0	27
Hale	43	47	60	21	35	6	8	6

<b>Table 1: Boarders and Alighters at 73 Rail Stations Surveyed in 2008</b>								
<b>Hattersley</b>	25	3	4	2	29	10	9	6
<b>Hazel Grove</b>	480	41	0	26	182	12	15	25
<b>Heald Green</b>	270	3	18	123	134	11	26	65
<b>Heaton Chapel</b>	479	29	86	24	156	21	50	22
<b>Hollinwood</b>	18	5	4	14	41	6	5	14
<b>Horwich Parkway</b>	192	46	14	124	78	26	7	53
<b>Hyde Central</b>	42	5	3	7	24	7	4	8
<b>Hyde North</b>	31	3	2	4	10	1	0	1
<b>Irlam</b>	176	10	20	31	49	2	23	25
<b>Levenshulme</b>	209	19	52	14	139	14	22	43
<b>Littleborough</b>	138	6	21	21	116	7	14	30
<b>Lostock Junction</b>	198	2	21	1	72	4	11	6
<b>Marple</b>	403	6	7	50	157	4	14	70
<b>Mauldeth Road</b>	179	3	21	11	121	5	13	29
<b>Middlewood</b>	3	0	0	0	1	0	0	0
<b>Mills Hill</b>	172	8	16	11	121	12	14	37
<b>Milnrow</b>	40	2	36	5	37	10	36	13
<b>Mossley</b>	218	1	10	8	94	4	11	26
<b>Moston</b>	21	3	5	7	33	4	9	7
<b>Navigation Road</b>	41	7	38	17	13	6	9	7
<b>New Hey</b>	23	4	14	1	18	3	9	4
<b>Newton</b>	132	34	6	11	72	18	14	19
<b>Oldham Mumps</b>	118	38	5	39	120	21	27	60
<b>Oldham Werneth</b>	12	0	0	13	20	3	3	6
<b>Reddish North</b>	107	13	19	2	19	15	21	8
<b>Rochdale</b>	451	76	62	96	511	85	51	149
<b>Romiley</b>	234	6	25	18	111	6	18	47
<b>Rose Hill</b>	85	0	0	28	53	0	0	30
<b>Ryder Brow</b>	18	1	2	0	20	0	0	6
<b>Salford Crescent</b>	434	716	127	677	493	465	302	831
<b>Shaw</b>	181	8	14	21	145	19	15	67
<b>Stalybridge</b>	529	43	155	36	174	48	48	44
<b>Stockport</b>	655	819	970	368	398	720	736	332
<b>Urmston</b>	144	30	33	23	64	20	21	35
<b>Walkden</b>	200	21	17	33	102	27	37	45
<b>Wigan North Western</b>	422	242	266	110	384	297	273	143
<b>Wigan Wallgate</b>	412	135	58	385	711	157	133	488
<b>Woodley</b>	35	5	10	0	14	1	6	5
<b>Woodsmoor</b>	129	13	0	21	52	5	1	22

**Notes:**

1. Glossop outbound patronage refers to patronage to Hadfield
2. Manchester Airport patronage refers to patronage to and from Manchester Airport
3. Rochdale inbound patronage includes patronage via Oldham
4. Wigan North Western patronage refers to patronage to and from Wigan North Western.  
Only one AM peak train travels inbound to Manchester. This had 55 boarders and 15 alighters

GMTU data is used to give a year by year comparison on a corridor basis as shown on the following pages. The tables and graphs overleaf show the inbound (towards Manchester City Centre) rail boarders on each corridor between 1999 and 2008 for the peak and off-peak periods

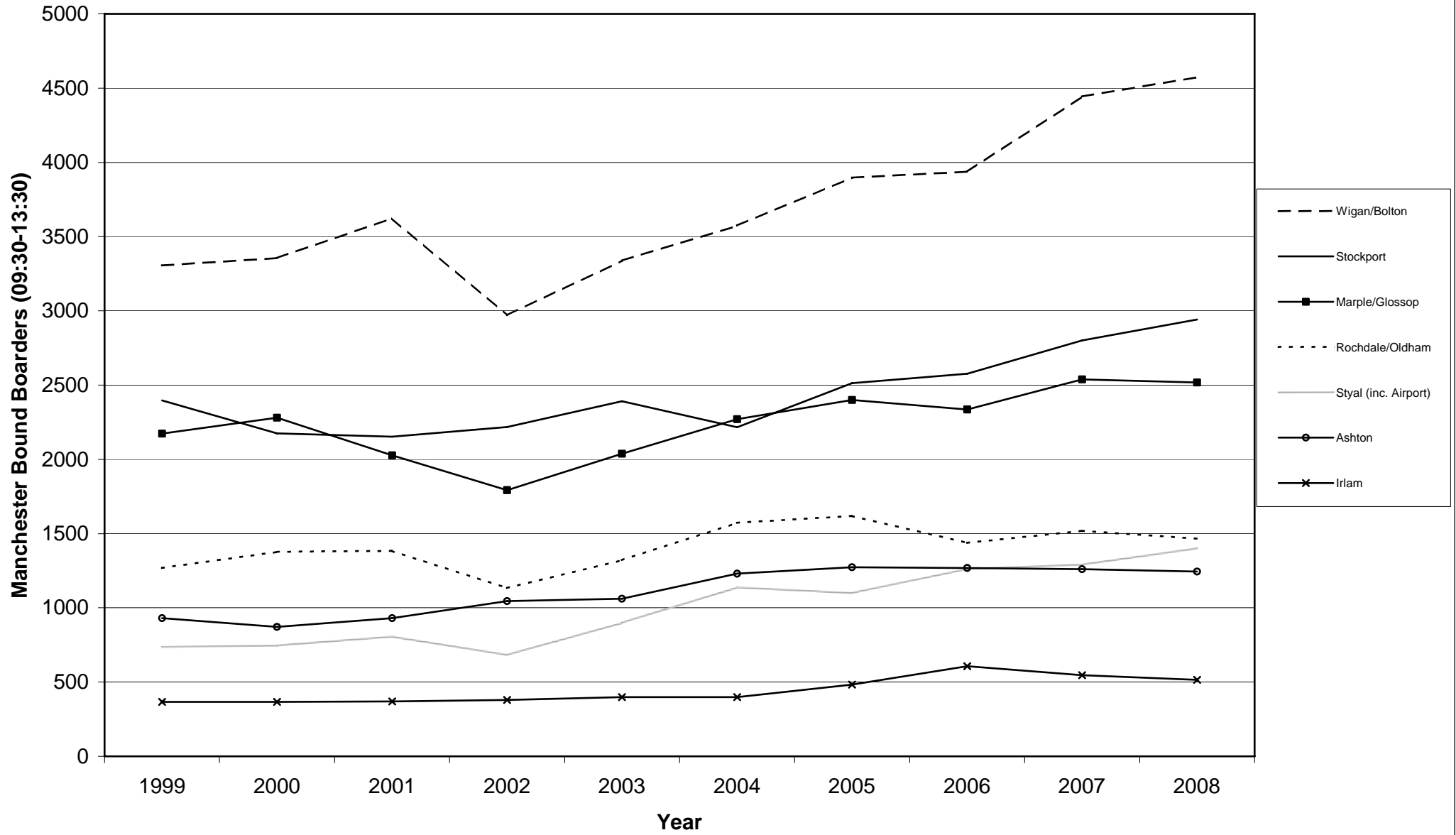
respectively. The data demonstrates a significant and sustained increase in usage levels over 10 years. The overall increase in usage between 1999 and 2008 is almost 43%.

<b>Manchester Bound Borders by Corridor 1999-2008 (excluding the Eccles Corridor)</b>										
<b>Peak Period (0730-0930)</b>										
<b>Line/Corridor</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
Wigan/Bolton	3306	3356	3624	2970	3338	3574	3898	3937	4444	4573
Rochdale/Oldham	1268	1377	1383	1133	1322	1572	1619	1437	1518	1465
Ashton	931	871	930	1046	1061	1230	1273	1268	1261	1244
<b>North Side Total</b>	<b>5505</b>	<b>5604</b>	<b>5937</b>	<b>5149</b>	<b>5721</b>	<b>6376</b>	<b>6790</b>	<b>6642</b>	<b>7223</b>	<b>7283</b>
<b>% Total Patronage</b>	<b>49</b>	<b>50</b>	<b>53</b>	<b>50</b>	<b>50</b>	<b>51</b>	<b>51</b>	<b>49</b>	<b>50</b>	<b>50</b>
Marple/Glossop	2173	2280	2026	1793	2038	2270	2400	2335	2539	2518
Stockport	2396	2175	2152	2218	2392	2216	2513	2576	2801	2941
Styal Excl. Airport	523	568	550	460	616	709	802	807	884	966
Manchester Airport	213	178	256	222	282	429	298	455	407	435
Irlam	367	366	369	380	405	399	483	607	546	515
<b>South Side Total</b>	<b>5672</b>	<b>5567</b>	<b>5353</b>	<b>5073</b>	<b>5733</b>	<b>6023</b>	<b>6496</b>	<b>6780</b>	<b>7177</b>	<b>7375</b>
<b>% Total Patronage</b>	<b>51</b>	<b>50</b>	<b>47</b>	<b>50</b>	<b>50</b>	<b>49</b>	<b>49</b>	<b>51</b>	<b>50</b>	<b>50</b>
<b>Grand Total</b>	<b>11177</b>	<b>11171</b>	<b>11290</b>	<b>10222</b>	<b>11454</b>	<b>12399</b>	<b>13286</b>	<b>13422</b>	<b>14400</b>	<b>14658</b>

**Notes:**

1. Figures are based on all available station counts in each year. However, almost all stations in the GMPTe area have been counted in the last three years, the Marple/Glossop, Stockport, Styal and Rochdale lines in 2008, the Irlam line in 2007 and the Wigan/Bolton line in 2006. All stations on the Ashton line have been counted every year since 2005.
2. There was sustained industrial action in 2002 by employees of First North Western and Arriva. While an attempt was made to avoid actual strike days the work to rule by First North Western staff in particular may have had an effect on passenger numbers.

Rail Peak Period Patronage by Corridor 1999 to 2008

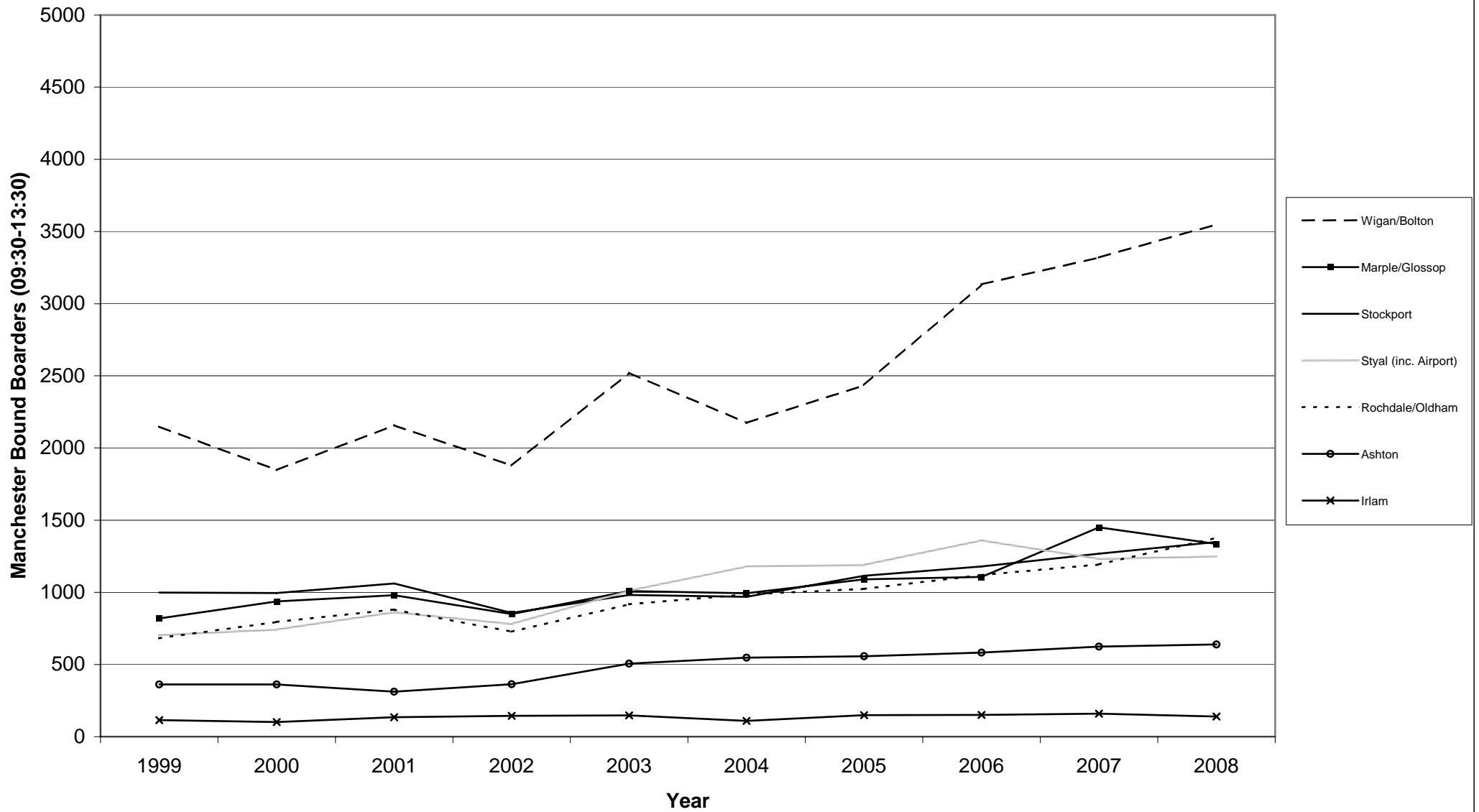


<b>Manchester Bound Boarders by Corridor 1999 to 2008 (excluding the Eccles Corridor)</b>										
<b>Off-Peak Period (0930-1330)</b>										
<b>Line/Corridor</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>
Wigan/Bolton	2148	1847	2159	1878	2522	2174	2436	3133	3320	3549
Rochdale/Oldham	681	795	881	727	918	986	1023	1120	1192	1379
Ashton	361	362	312	363	506	548	557	582	624	639
<b>North Side Total</b>	<b>3190</b>	<b>3004</b>	<b>3352</b>	<b>2968</b>	<b>3946</b>	<b>3708</b>	<b>4015</b>	<b>4835</b>	<b>5136</b>	<b>5567</b>
<b>% Total Patronage</b>	<b>55</b>	<b>52</b>	<b>52</b>	<b>53</b>	<b>56</b>	<b>53</b>	<b>53</b>	<b>56</b>	<b>56</b>	<b>58</b>
Marple/Glossop	819	937	981	850	1009	994	1090	1107	1449	1336
Stockport	999	996	1062	857	982	968	1114	1179	1268	1348
Styal Excl. Airport	258	288	265	244	332	320	380	430	383	423
Manchester Airport	445	453	598	535	678	860	810	930	848	826
Irlam	115	101	134	145	148	109	149	151	159	139
<b>South Side Total</b>	<b>2636</b>	<b>2775</b>	<b>3040</b>	<b>2631</b>	<b>3149</b>	<b>3251</b>	<b>3543</b>	<b>3797</b>	<b>4107</b>	<b>4072</b>
<b>% Total Patronage</b>	<b>45</b>	<b>48</b>	<b>48</b>	<b>47</b>	<b>44</b>	<b>47</b>	<b>47</b>	<b>44</b>	<b>44</b>	<b>42</b>
<b>Grand Total</b>	<b>5826</b>	<b>5779</b>	<b>6392</b>	<b>5599</b>	<b>7095</b>	<b>6959</b>	<b>7558</b>	<b>8631</b>	<b>9243</b>	<b>9639</b>

**Notes:**

1. Figures are based on all available station counts in each year. However, almost all stations in the GMPTE area have been counted in the last three years, the Marple/Glossop, Stockport, Styal and Rochdale lines in 2008, the Irlam line in 2007 and the Wigan/Bolton line in 2006. All stations on the Ashton line have been counted every year since 2005.
2. There was sustained industrial action in 2002 by employees of First North Western and Arriva. Whilst an attempt was made to avoid actual strike days the work to rule by First North Western staff in particular may have had an effect on passenger numbers.

Rail Off-Peak Period Patronage by Corridor 1999 to 2008



### Northern Rail APC Data

Northern Rail has supplied data for Manchester Piccadilly, Manchester Victoria and Manchester Oxford Road, containing detail of weekday peak loadings in Autumn 2007 and Autumn 2008. The average number of passengers alighting in the morning peak and boarding in the evening peak are shown below. It should be noted that these figures only refer to the use of Northern Rail trains. The GMTU figures include all station users.

<b>Autumn Weekday AM Peak Arrivals – Number of Passengers Alighting</b>		
	<b>2007</b>	<b>2008</b>
<b>Manchester Piccadilly</b>		
0700 – 0729	562	583
0730 – 0759	1110	1055
0800 – 0829	1890	1999
0830 – 0859	2089	2124
0900 – 0929	570	497
0930 – 1000	845	904
<b>Total</b>	<b>7066</b>	<b>7162</b>
<b>Manchester Victoria</b>		
0700 – 0729	286	333
0730 – 0759	824	809
0800 – 0829	1353	1459
0830 – 0859	1059	1002
0900 – 0929	843	762
0930 – 1000	476	457
<b>Total</b>	<b>4841</b>	<b>4822</b>
<b>Manchester Oxford Road</b>		
0700 – 0729	67	90
0730 – 0759	266	311
0800 – 0829	452	477
0830 – 0859	402	415
0900 – 0929	335	322
0930 – 1000	330	360
<b>Total</b>	<b>1852</b>	<b>1975</b>

<b>Autumn Weekday PM Peak Departures – Number of Passengers Boarding</b>		
	<b>2007</b>	<b>2008</b>
<b>Manchester Piccadilly</b>		
1600 – 1629	695	665
1630 – 1659	1612	1495
1700 – 1729	1404	1348
1730 – 1759	1603	1406
1800 – 1829	803	1071
1830 – 1859	931	946
<b>Total</b>	<b>7048</b>	<b>6931</b>
<b>Manchester Victoria</b>		
1600 – 1629	934	960
1630 – 1659	779	787
1700 – 1729	1582	1568
1730 – 1759	952	1024
1800 – 1829	881	922
1830 – 1859	342	404
<b>Total</b>	<b>5470</b>	<b>5665</b>
<b>Manchester Oxford Road</b>		
1600 – 1629	217	215
1630 – 1659	461	498
1700 – 1729	473	507
1730 – 1759	404	397
1800 – 1829	84	100
1830 – 1859	278	246
<b>Total</b>	<b>1917</b>	<b>1963</b>



## Appendix 2 - Trains used in Greater Manchester

Trains in Greater Manchester are either powered by diesel engines or by electricity supplied through overhead wires. The terms set or, more commonly, unit are used to refer to a group of permanently coupled carriages.

A train may consist of one or several units of carriages, some or all of which may be powered. The whole train is sometimes referred to as a 'multiple unit'. The basic unit used on local services in Greater Manchester comprises 2 or 3 carriages but the longer distance trains may have up to 9 carriages

The acronyms 'DMU' or 'EMU' are commonly used in regard to respectively diesel or electric powered multiple unit trains.

A number of different types of train operate in the Greater Manchester area and are detailed below.

Class of Train	Type of Train	Description / Use
142	DMU	<p>'Pacer' train used on rural and suburban services by Northern Rail.</p> 
144	DMU	<p>'Pacer' train used on the service from Leeds to Manchester Victoria, along the Calder Valley line.</p> 

150

DMU

'Sprinter' train used for longer distance services by Northern Rail.



A 150/1 unit can be coupled to other units but there is no corridor connection.






Unlike the 150/1, a 150/2 unit has a corridor connection to enable passengers and staff to access all carriages of the train.




153




DMU

Single carriage 'Super-Sprinter' unit train used on its own or coupled to other multiple units operated by Northern Rail.



156	DMU	<p>'Super-Sprinter' train used by Northern Rail on longer distance journeys.</p> 
158	DMU	<p>'Express Sprinter' used by Northern Rail on longer distance journeys. Air conditioned.</p> 
170	DMU	<p>'Turbostar' used by East Midlands Trains on the Liverpool / Norwich route and TPE on the Manchester Piccadilly / Hull route.</p> 

175	DMU	<p>'Coradia' unit used by Arriva Trains Wales on their services from Manchester to North Wales and South Wales.</p> 
180	DMU	<p>'Adelante' trains used by Northern Rail on Manchester Victoria / Blackpool and Hazel Grove / Preston Services.</p> 
185	DMU	<p>'Pennine 185' used by TPE on services other than to Hull.</p> 

Class 220	DEMU	<p>'Voyager' high-speed train used by Arriva Cross Country.</p> 
Class 221	DEMU	<p>'Super Voyagers' are similar to the Class 220 'Voyager' units, but they are built with a tilting mechanism to allow faster speeds on curved tracks.</p> 
Class 323	EMU	<p>Built for inner-suburban services and used in Greater Manchester on services in the south of the conurbation.</p> 

Class 390

EMU

'Pendolino' units are tilting trains used by Virgin Trains West Coast services.



## **Appendix 4 – Glossary of Terms**

Adelante	Type of unit used by Northern Rail on their Manchester Victoria – Blackpool North services
ATOC	Association of Train Operating Companies
ATW	Arriva Trains Wales
BR	British Rail
Coradia	Type of unit used by Arriva Trains Wales on their route from Manchester to North Wales and South Wales
CTRL	Channel Tunnel Rail Link
DDA	Disability Discrimination Act 2005
DfT	Department for Transport
DMU	Diesel Multiple Unit
DPTAC	Disabled Persons Transport Advisory Committee
EMU	Electric Multiple Unit
ERTMS	European Rail Traffic Management System
HLOS	High Level Output Specification
HSE	Health & Safety Executive
HST	High-Speed Train
ITA	Integrated Transport Authority
LTP	Local Transport Plan
NAO	National Audit Office
NR or NetR	Network Rail
NoR	Northern Rail
NRES	National Rail Enquiry Service
NSBP or SBP	Network Rail Strategic Business Plan
ORR	Office of Rail Regulation
Pacer	Type of train used on rural and suburban services by Northern Rail
P&R	Park and Ride
PDFH	Passenger Demand Forecasting Handbook

Pendolino	Type of tilting train used by Virgin Trains on West Coast Main Line services
PiXC	Passengers in excess of capacity (measure of overcrowding)
PPM	Public Performance Measure
PTE	Passenger Transport Executive
RAB	Regulated Asset Base
ROSCO	Rolling Stock Company
RSSB	Rail Safety and Standards Board
RUS	Route Utilisation Strategy
RVAR	Rail Vehicle Accessibility Regulations
SLC	Service Level Commitment
SoFA	Statement of Government Funds Available
Sprinter	Type of train used for medium and longer distance services I
SRA	Strategic Rail Authority
Super Sprinter	Type of one or two-car train used by Northern Rail
SQM	Service Quality Monitoring
TAC	Track Access Charges
TOC	Train Operating Company
TPE	TransPennine Express
TPH	Trains per Hour
TTW	Travel to work area
Turbostar	Type of train used by East Midlands Trains on the Liverpool / Norwich route and TPE on the Manchester Piccadilly / Hull route
Voyager	Type of high-speed train used by Arriva Cross Country, with or without tilting mechanism
VWC	Virgin West Coast Franchise
WCML	West Coast Main Line