

REPORT FOR INFORMATION

COMMITTEE: Rail and Metrolink Networks
DATE: 17 July 2009
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 activities described.

BACKGROUND DOCUMENTS

'Rail Service Quality Monitoring and Other Relevant Issues' report to the 22 May 2009 Transport Network Committee.

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Summary of results for 3 to 31 May 2009 - Reporting period 2

Northern Rail – Service Quality

- Station Service Quality **DOWN 0.86%** to 86.83%.
- Station Service Quality declined after recent improvement.
- 1 station achieved a score of 100% (Greenfield).
- 19 stations failed to achieve a score of 80%.
- 3 ticket offices closed temporarily during the period.
- District Service Quality Scores included in section 3.7.

Stations

- Hazel Grove travel planning initiative unveiled on the 19th June.

Community Rail Activities

- Friends of Reddish North Station recently installed a mural on the side of the station building.
- A new Friends of Rose Hill station group is to be formed.
- National ACORP Conference held on 15 July.

Passenger Information

- Northern Rail has recently provided “Blackberry” handheld computers to all conductors.

National Passenger Survey

- Results of the Passenger Focus Spring 2009 National Passenger Survey are summarised in Section 8.

Promotion

- Spotlight newspapers promoting station improvements at Stalybridge, Hazel Grove, Lostock and Greenfield planned for July.

Report on Service Quality Monitoring and Other Issues

1 Introduction

- 1.1 This report contains performance monitoring information for the period from 3 to 31 May 2009 (period 2 2009/10). The charts included also show service quality scores for period 1 (1 April – 2 May 2009), which has not been previously reported.

2 Northern Rail – Service Quality Monitoring (SQM)

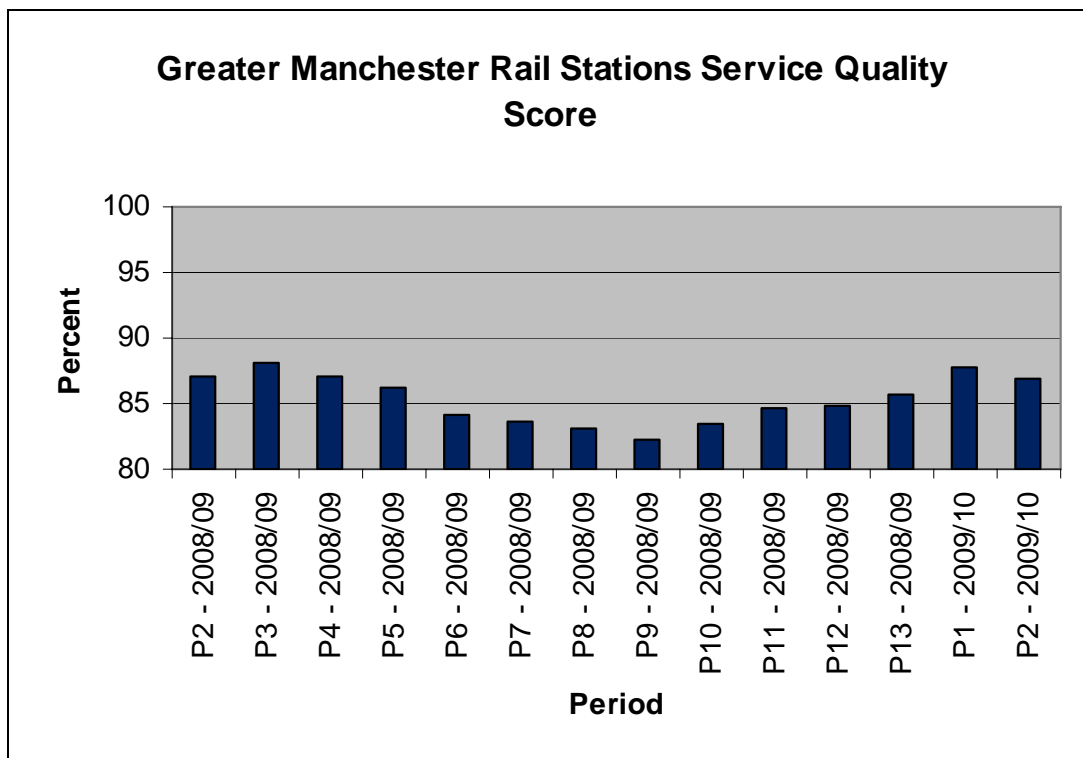
2.1 The quality of stations in Greater Manchester is audited on a regular basis by monitoring day-to-day cleaning and maintenance. Each station is inspected and given an individual percentage score and an overall average for the period is calculated. Scores are categorised into zones as follows; Neutral – 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 GMPTE area operated by Northern Rail.

3 Review of Results

3.1 Stations in Greater Manchester scored an average of 86.83% for the Service Quality regime in period 2. This was a decrease compared with period 1 when 87.69% was achieved. It is also slightly worse than the equivalent period last year when a score of 87.02% was achieved.

3.2 Service Quality scores have disappointingly dropped in period 2 after a recent improvement.



3.3 103 GMPTE stations were inspected in period 2. 1 scored 100% (Greenfield), and 19 failed to achieve a score of 80% or above.

- 3.4 Regularly failing stations remain under close observation and continue to be addressed using action plans at regular meetings and station visits with Northern Rail.
- 3.5 2 stations failed in both periods 1 and 2; Hattersley and Ince. This is a decrease of 3 stations compared with the number which failed in both periods 13 and 1. Hattersley has suffered from persistent vandalism in recent periods and Northern together with stakeholders are looking at what can be done to reduce this.
- 3.6 The main reasons for failures were due to poor cleanliness, graffiti, missing and defaced signage, rusting seats, broken fencing, lighting, defective toilets, broken help points and vegetation growth.
- 3.7 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 13 2008/09	Period 1 2009/10	Period 2 2009/10
Bolton	87.45%	88.45%	88.09%
High Peak	87.00%	91.00%	87.75%
Manchester	87.29%	88.36%	87.07%
Oldham	82.86%	88.00%	86.29%
Rochdale	81.71%	89.29%	84.86%
Salford	83.89%	87.22%	84.33%
Stockport	84.68%	86.16%	87.37%
Tameside	82.92%	89.17%	88.42%
Trafford	84.89%	86.22%	85.20%
Wigan	86.80%	84.50%	86.40%
GM Overall	85.61%	87.69%	86.83%

4 Temporarily Closed Ticket Offices

- 4.1 There were three ticket offices in Greater Manchester that were closed during their advertised opening hours during period 2. In all cases in period 2 this was due to short-notice sickness. Details are provided in the table below:

Station	Date Closed	Duration Closed	Duration Closed as a %age of total advertised opening hours during period 2
Bredbury	30 th May	7 hours 5 mins	2.4%
Marple	8 th May	7 hours	2.2%
Moorside	4 th , 15 th , 20 th May	19 hours 30 mins	15.0%

- 4.2 There were also 3 ticket offices closed during their advertised opening hours in period 1.

5 Other Station Issues

5.1 Hazel Grove

The Hazel Grove travel planning initiative was unveiled on the 19th June as part of an overall national pilot programme. The aims of the plan are to increase passenger numbers and encourage people who use the station to use sustainable travel methods to get there, such as walking, cycling and the bus, as well as improve

access to the train station for pedestrians and cyclists. Future improvements include new cycle storage facilities, enhanced information and signage, and improved walking and cycling links. Funding for these initiatives is coming from Stockport MBC.

5.2 Bolton

Options surrounding advertising Bolton Metroshuttle at Bolton train station are being considered as part of more widespread assessment of related publicity issues. Members will be updated on this in future reports.

6 **Community Rail Activities**

6.1 Reddish North

Friends of Reddish North Station have recently installed a mural on the side of the station building:



6.2 Rose Hill

At Rose Hill, a Station Friends group is being formed with an initial public meeting on 29th June.

6.3 ACORP National Conference

The Association of Community Rail Partnerships (ACORP) held a national conference in Huddersfield on 15th July on "The Value of Volunteers", with a report published by Northern Rail. Further information will be provided to Members in the next report to this Committee.

7 **Passenger Information**

7.1 Northern Rail has recently provided "Blackberry" handheld computers to all train conductors so that they can give customers faster, accurate and more comprehensive information while they are travelling on trains. They are the first train operating company to do this, and the Blackberries enable better quality

information to be given to passengers about any current services, whether there are any delays, onward connections at stations and planned engineering works. The Blackberries also have internet access to live departure boards, which means conductors can provide customers with up-to-date information about onward connections.

8 National Passenger Survey

- 8.1 Passenger Focus has released the results of their Spring 2009 National Passenger Survey. This twice yearly survey provides a picture of passengers' satisfaction with rail travel at a national and individual train operating company level. An overall passenger satisfaction score is achieved and passengers are asked for their opinion on 30 individual aspects of service quality.
- 8.2 The survey showed that nationally 81% of passengers were satisfied with their rail journey. This represents a 1% improvement compared with the survey undertaken in Spring 2008.
- 8.3 The overall satisfaction scores for train operators serving the GMPTE area were as follows (Spring 2008 score shown in brackets)
- | | |
|------------------------------|-----------|
| • Arriva Trains Wales | 87% (83%) |
| • Arriva Cross Country | 85% (84%) |
| • Virgin West Coast | 86% (85%) |
| • First TransPennine Express | 87% (84%) |
| • Northern Rail | 80% (79%) |
| • East Midlands Trains | 80% (79%) |
- 8.4 Of the six train operators listed above, all have improved compared with Spring 2008.
- 8.5 The most significant change was registered by Arriva Trains Wales (ATW) passengers, whose responses were 4% more favourable. Significant improvements were seen in passengers' satisfaction with station cleanliness, station facilities and services, and the exterior cleanliness of trains.
- 8.6 Transpennine Express (TPE) passengers also registered a significant change in overall satisfaction (3%). The main improvement related to train performance; however a significant decline in satisfaction occurred in relation to how well passengers perceive the train company to deal with delays.
- 8.7 Northern Rail passengers registered the same or a better score in relation to Spring 2008, in 11 of the individual service quality aspects surveyed. The main improvement was in relation to how well passengers perceive the train company to deal with delays. A notable decline was seen in categories relating to train frequency, train toilets, and the exterior cleanliness of trains.

9 Promotion

- 9.1 GMPTE will be producing more "Spotlight" newspapers to promote station improvements. The 8 page newspapers will be distributed in the vicinity of Stalybridge, Hazel Grove, Lostock and Greenfield during July.

9.2 Spotlights newspapers are aimed at promoting the station concerned and raising awareness amongst the local community. These are generally issued to all houses within 800 metres of the train station.

10 Recommendations

10.1 Recommendations appear at the front of this report.

Michael Renshaw
Interim Bus and Rail Director

District Rail Stations Service Quality Score

