

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

COMMITTEE: Bus Network and PTE Services
DATE: 9th October 2009
SUBJECT: Christmas & New Year Public Transport Services 2009/10
REPORT OF: Interim Bus and Rail Director, GMPTE

PURPOSE OF REPORT

To provide Members with an update on progress towards public transport provision during the 2009/10 Christmas & New Year period.

RECOMMENDATIONS

Members are asked to: -

- 1) Note the contents of the report in respect of the provision of bus, rail, tram and information services during the 2009/10 Christmas & New Year period.
- 2) Receive a further report on progress at the next meeting of this Committee in November 2009.

BACKGROUND DOCUMENTS

Report to the Transport Network Committee, 5 November 2004, 24 March 2005, 12 August 2005, 2 November 2006, 2 November 2007, 26 September 2008

CONTACT OFFICERS

Paul Lucas	0161 244 1645	paul.lucas@gmpte.gov.uk
Caroline Armitage	0161 244 1633	caroline.armitage@gmpte.gov.uk
Anita Boothman	Tel: 0161 244 1611	anita.boothman@gmpte.gov.uk

1 Introduction

- 1.1 Bus operators only have to register holiday services 21 days prior to the holiday period. However, officers are working with operators of all modes and information on service levels over the festive period is already being provided.
- 1.2 This report sets out progress made to date in respect of bus, rail, tram provision and information services. Members will be further updated as information becomes available.

2 Bus & Metroshuttle

- 2.1 Bus operators have been approached to establish their operational intentions over the Christmas and New Year period. Operators are responding and proposals to date are shown in Appendix 1 to this report.
- 2.2 Officers are obtaining details of retail opening hours across the festive period, for centres around Greater Manchester. Information obtained to date has been passed to operators and further information will be provided as it becomes available. A copy is attached as Appendix 5 to this report.
- 2.3 Officers will continue to encourage operators to offer as wide a range of commercial services as possible and make their intentions known by mid October, in order that full information can be provided for workers, shoppers and all other public transport users well in advance of the festive period.
- 2.4 It is intended that night services are provided at the same level as last year.

3. Rail

- 3.1 Details of Northern Rail, TransPennine Express, Virgin West Coast and Arriva Cross Country proposed services are detailed in Appendices 2 and 3.

4. Metrolink

- 4.1 It is proposed that the service over the 2009/10 festive period be similar to that provided in previous years.
- 4.2 Last year the Manchester Arndale opening hours for Boxing Day was 0800 hours, two hours earlier than previous years. This year the opening time will revert to 1000 hours. In addition Manchester United is at home to Wigan on the 28th December and the trains would arrive at Piccadilly or Oxford Road Rail Stations. Miley Cyrus is playing at the MEN arena on the same night. There are no other events advertised that would affect the Metrolink service.
- 4.3 The times for Metrolink Festive services are shown in Appendix 4.

5. Local Link and Ring and Ride

- 5.1 In order to provide Members with complete information on public transport over the Christmas and New Year period 2009 / 10, the operating hours for Local Link and Ring and Ride have been included in Appendix 1 to this report. The operational times are in line with previous years.

6. Public Information

- 6.1 As in previous years, passenger information will be based on summarising the level of service planned for each day of the festive period and directing further enquiries to the Traveline Call Centre and the website. This has proved to be an effective communication method and it is planned to follow the same model this year.
- 6.2 Individual elements within this are:
- Pocket guide – includes a summary of service level for buses, trains and trams. The main message being that for public transport information, people should ring Traveline. Call centre opening times are also listed. This was widely distributed through Travelshops, rail stations and through the network of distribution outlets across the County.
 - Double Royal poster – large sized version of the main message; to contact Traveline for transport information, together with the call centre number and opening times. Displayed at Bus and Rail Stations and tram stops.
 - Bus stop Information Poster – slim poster displayed at key bus stops around the County to show the main message, call centre number and opening times. This was added last year and successfully raised additional awareness at bus stop level. It is proposed to include it this year again at key bus stops.
 - Additional leaflets – where additional bespoke information is required, extra A5 flier type leaflets will be produced and distributed where these are required. (Eg New Year's Eve services.)
 - Bus operators also provided additional coverage last year through their own covering panel posters. It is anticipated that this will be done again this year.
 - All service information will be updated on the Network Database by Database staff for feeding Traveline consoles and the internet Journey Planner, ensuring planned journey information is accurate.
- 6.3 All of these elements have been planned into and will be met from the existing Information budget.
- 6.4 Timescales are crucial to supporting distribution of this material from 1st December. To meet this deadline, service information needs to be agreed and copy provided for production elements to be prepared with sufficient time for final artwork being signed off for print by the beginning of November.
- 6.5 Extra staff time will be deployed in the Network Database Unit to cope with the increased need for service detail input, on-going amendments and reverting to previous timetables following the Festive period. This demand is also already planned within existing budgets.
- 6.6 Traveline Call Centre – the normal call centre opening times are 7am to 8pm Mondays to Fridays and 7am to 7pm on Saturdays, Sundays and Bank Holidays. Over Christmas and New Year, some days will have different opening hours. Proposals for opening times for the Traveline Call Centre are in the process of being agreed and will be reported to the November meeting of this committee. The opening times will be similar to those of last year.
- 6.7 There will also be an out of hours message giving the opening times, together with information about the level of services running, particularly on Boxing Day and New Year's Day.

6.8 Website – officers are pleased to report that the Timetable Library on the GMPTE website receives between 120,000 and 140,000 hits each month and is the second most used site after the Home page. Use of the internet gives customers an option which is cheap, accessible 24 hours a day, always up to date and environmentally friendly.

7. Travelshops and Bus Stations

7.1 Work is currently ongoing to examine in detail where specific variations to opening hours may be appropriate to reflect service provision at that location. The summary below gives an indication of the pattern of operations proposed.

Date	Travelshops	Bus Stations
Thurs 24 th Dec	Normal opening hours, but all Travelshops with closing times no later than 1600.	Staff will be on duty up to 19:00 hours.
Christmas Day Fri 25 th Dec	Closed	Closed
Boxing Day Sat 26 th Dec	Closed Except Piccadilly and Shudehill.	Closed Except Piccadilly and Shudehill.
Sun 27 th Dec	Normal Opening Hours	Normal Opening Hours
Bank Holiday, Mon 28 th Dec	Closed Except Piccadilly and Shudehill.	Closed Except Piccadilly and Shudehill.
Tues 29 th and Wed 30 th Dec	Normal Opening Hours	Normal Opening Hours
Thurs 31 st Dec	Normal opening hours, but all Travelshops with closing times no later than 1600.	Staff will be on duty up to 19:00 hours.
New Years Day Fri 1 st Jan	Closed Except Piccadilly and Shudehill.	Closed Except Piccadilly and Shudehill.
Sat 2 nd Jan	Normal Opening Hours	Normal Opening Hours

* See Appendix 6 for details of Travelshop normal opening hours. This information is also available through the website at www.gmpite.com

8. Conclusion

This report sets out initial proposals for public transport provision during the 2009/10 Christmas and New Year period and Members are referred to the recommendations at the front of this report.

Michael Renshaw
Interim Service Delivery Director

APPENDIX 1

	BUS	METROSHUTTLE	LOCAL LINK	RING AND RIDE
	Operators Proposals	Operators Proposals	GMPTE's Proposals	GMATL's Proposals
Wed 23 rd Dec	Normal Service	Normal Service	Normal Service	Normal Service
Thurs 24 th Dec	Normal service until around 1900 hours when most services cease.	Saturday Service	Normal service until around 1900 hours	Normal Service until 2100 hours
Christmas Day Fri 25 th Dec	It is hoped that the limited service provided last year will be repeated.	No Service	No service	No Service
Boxing Day Sat 26 th Dec	Limited Service	No Service	No service	No Service
Sun 27 th Dec	Normal Service	Normal Service	Normal service	Normal service
Bank Holiday Mon 28 th Dec	Sunday service	Sunday Service	Sunday service	Normal service
Tues 29 th – Wed 30 th Dec	Mainly Saturday Service with extra buses during the early mornings. Some services will have normal Monday to Friday timetables.	Saturday Service	Normal service	Normal Service
Thurs 31 st Dec	Saturday service until around 1900 hours when most services cease. Some night bus services will operate.	Saturday Service	Normal service until around 1900 hours	Normal Service until 2100 hours
New Years Day Fri 1 st Jan	Sunday service	No Service	No service	No Service
Sat 2 nd Jan	Normal Service	Normal Service	Normal Service	Normal Service

APPENDIX 2

TRAIN				
	Northern Rail	TransPennine Express *	Virgin WC	Arriva Cross Country
Thurs 24 th Dec	Normal service with run down from 2000.	Normal service with an early finish - most services are scheduled to arrive at their final destination between 2000 and 2100.	Normal service with an early finish.	Normal service with run down from 2000.
Christmas Day Fri 25 th Dec	No service.	No service	No Service	No Service
Boxing Day Sat 26 th Dec	No service.	No service.	No Service	No Service
Sun 27 th Dec	Normal Sunday service.	<p>Most services to operate a normal Sunday service apart from those on the Hope Valley, which will be closed between Manchester and Sheffield; a rail replacement service will operate.</p> <p>Reduced service between Piccadilly and the Airport, 2 lines will be shut, resulting in 2 rather than 4 services an hour.</p>	Normal service with a later start, apart from Manchester via Crewe services; Wilmslow to Crewe is blocked therefore Manchester (via Crewe) services will be diverted via Stoke with coaches between Macclesfield and Wilmslow.	<p>A revised level of service will operate including an hourly Birmingham New Street - Manchester Piccadilly service.</p> <p>Last trains to destinations will be earlier than scheduled.</p>
Bank Holiday Mon 28 th Dec	Normal service.	Most services to operate a normal service apart from those on the Hope Valley which, will be closed between Manchester and Sheffield; a rail replacement service	Normal service apart from Manchester via Crewe services; Wilmslow to Crewe is blocked therefore Manchester (via Crewe) services	<p>Trains will commence service from approximately 0900.</p> <p>A revised level of service will operate including an hourly Birmingham New</p>

		will operate.	will be diverted via Stoke with coaches between Macclesfield and Wilmslow.	Street - Manchester Piccadilly service. Last trains to destinations will be earlier than scheduled.
Tues 29 th and Wed 30 th Dec	Normal service.	Normal service.	Normal service.	A revised level of service will operate including an hourly Birmingham New Street - Manchester Piccadilly service. Last trains to destinations will be earlier than scheduled.
Thurs 31 st Dec	Normal service with run down from 2000.	Some earlier finishes, although services will run later than Christmas Eve.	Normal service.	A revised level of service will operate including an hourly Birmingham New Street - Manchester Piccadilly service. Services will run down from 2000.
New Year's Day, Fri 1 st Jan	Normal service with the withdrawal of a limited number of early morning services.	Normal service will operate apart from a couple of very early morning services.	Normal service.	Trains will commence service from approximately 0800. A revised level of service will operate including an hourly Birmingham New Street - Manchester Piccadilly service.
Sat 2 nd Jan	Normal service.	Normal service.	Normal service.	Normal service.

Summary of Festive Services

NORTHERN RAIL

Northern Rail will operate a normal service throughout the Christmas and New Year period, with the exception of an earlier run down of services on Christmas Eve and New Year's Eve. There will be no services on Christmas Day or Boxing Day. On New Year's Day, a limited number of early morning services will not operate.

TRANSPENNINE EXPRESS (TPE)

TPE services will run down earlier on Christmas Eve and New Year's Eve, although trains on New Year's Eve will run slightly later than trains on Christmas Eve. There will be no services on Christmas Day or Boxing Day. On New Year's Day, a limited number of early morning services will not operate.

The Hope Valley will be closed between Manchester and Sheffield on 27 and 28 December during which time a rail replacement service will operate. There will also be a reduced service between Manchester Piccadilly and Manchester Airport on the 27 December because 2 of the four railway lines will be closed. TPE will consequently be running 2 rather than 4 services an hour to / from Manchester airport.

VIRGIN WEST COAST

Virgin services will run down earlier on Christmas Eve and there will be no services on Christmas Day or Boxing Day.

The route between Manchester and London Euston will be open every day, however on the 27 and 28 December the route between Wilmslow and Crewe will be blocked. Manchester - London (via Crewe) services will be diverted via Stoke with a rail replacement service in place between Macclesfield and Wilmslow.

ARRIVA CROSS COUNTRY

Cross Country services will run down earlier on Christmas Eve and New Year's Eve. There will be no service on Christmas Day or Boxing Day and services will start slightly later than usual on the 28 December and on New Year's Day. Between Christmas and New Year, the last trains to certain destinations may be earlier than scheduled.

A revised level of service will be in operation on some CrossCountry routes between Christmas and New Year. This means that an hourly service will operate between Manchester and Birmingham. Engineering work at Wolverhampton will mean that trains to/from Manchester Piccadilly will divert via Bescot with journey times extended by approx ten minutes.

**Stagecoach Metrolink 2009/10
Times for Metrolink Festive Schedules**

Thursday 24/12/09

Bury – Altrincham

0600-2100 12 minutes service via Piccadilly

0930-1800 12 minutes service direct (no doubles)

Eccles Line

0600-2100 12 minute service

Friday 25/12/09

No service

Saturday 26/12/09

Bury - Altrincham

0900-2000 12 minute service direct (Piccadilly Station is closed)

Eccles Line

0900-2000 12 minute service

Sunday 27/12/09

Sunday service

Monday 28/12/09

Saturday service (Monday finish times) with doubles on the Altrincham line for MUFC v Wigan

Tuesday 29/12/09

Saturday service (Tuesday finish times)

Wednesday 30/12/09

Saturday service (Wednesday finish times)

Thursday 31/12/09

Saturday service

Friday 1/1/10

Bury – Altrincham

0900-2100 12 minute service via Piccadilly

Eccles Line

0900-2100 12 minute service

Saturday 2/1/10

Normal service is resumed

Start times are from terminal stations and finish times are from the city centre to terminal stations.

APPENDIX 5

SELECTED CHRISTMAS & NEW YEAR OPENING TIMES 2009/10

Stores	Thurs 24/12 Xmas Eve	Fri 25/12 Xmas Day	Sat 26/12 Boxing Day	Sun 27/12	Mon 28/12	Tues 29/12	Wed 30/12	Thurs 31/12 New Years Eve	Fri 01/01 New Year's Day	Sat 02/01
Merseyway Shopping Centre	0900 - 1730	Closed	1030 - 1630	1030 - 1630	1030 - 1630	0930 - 1730	0900 - 1730	0900 - 1730	1030 - 1630	0900 - 1730
Stretford Mall										
Market Place, Bolton										
Manchester Arndale	0800 - 1700	Closed	1000 - 1800	1000 - 1800	1000 - 1800	0900 - 2100	0900 - 2100	0800 - 1700	1100 - 1800	0900 - 1900
Marks & Spencers, M/cr										
Rochdale Exchange Shopping Centre	0900 - 1630	Closed	1030 - 1630	1030 - 1630	1030 - 1630	0900 - 1730	0900 - 1730	0900 - 1630	Closed	0900 - 1730
Middleton Shopping Centre										

Spindles & Town Centre, Oldham										
Mill Gate, Bury	0900 – 1630/1700	Closed	0900 – 1730	1030 - 1630	0900 – 1730	0900 – 1730	0900 – 1730	0900 – 1630/1700	Closed	0900 – 1730
Lowry Designer Outlet, Salford Quays	1000 - 1600	Closed	1000 - 1900	1100 - 1700	1000 - 1800	1000 - 2000	1000 - 2000	1000 - 1600	Closed	1000 – 1900
Trafford Centre										
Wigan Galleries Centre										
Wythenshawe Shopping Centre										
Wigan Market Hall										
AMC										
Bar 38										

Great Northern Casino										
House of Fraser, Manchester	0900 – 1700	Closed	0800 – 1900	1030 – 1700	0900 – 2000	0900 – 2000	0900 – 2000	0900 – 1600	1200 – 1800	0900 - 1900
Selfridges, Manchester										
The Arcades Shopping Centre, Tameside	0830 - 1730	Closed	1000 - 1600	1000 - 1600	1000 - 1600	0930 - 1730	0930 - 1730	0930 - 1730	Closed	0900 - 1730

Travel Shop Opening Times

Altrincham

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0730 to 1700	0730 to 1700	0730 to 1700	0730 to 1700	0730 to 1700	0730 to 1700	Closed
Closed for lunch 1315 to 1400						

Ashton

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0800 to 1730	Closed

Bolton

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0800 to 1730	Closed

Bury

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0800 to 1730	Closed

Eccles

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0730 to 1600	0730 to 1600	0730 to 1600	0730 to 1600	0730 to 1600	0800 to 1530	Closed
Closed for lunch 1115 to 1200 on Saturdays						

Hyde

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	Closed
Closed for lunch 1315 to 1400						

Leigh

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0930 to 1700	0830 to 1600	0830 to 1600	0830 to 1600	0730 to 1500	0830 to 1600	Closed
Closed for lunch 1315 to 1400, Mon/Tue/Wed/Thu/Sat Closed for lunch 1115 to 1200, Fridays						

Middleton

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	Closed
Closed for lunch 1315 to 1400						

Oldham

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0800 to 1730	Closed

Piccadilly

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0700 to 1800	0700 to 1800	0700 to 1800	0700 to 1800	0700 to 1800	0700 to 1800	1000 to 1800

Rochdale

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0800 to 1730	Closed
<i>Closed 1015 to 1100 Mondays to Saturdays</i>						

Shudehill

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0700 to 1930	0700 to 1930	0700 to 1930	0700 to 1930	0700 to 1930	0700 to 1930	1000 to 1730
<i>Closed for lunch 1320 to 1400 on Sundays only</i>						

Stockport

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0700 to 1730	0800 to 1730	Closed

Wigan

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	Closed
<i>Closed for lunch 1315 to 1400</i>						

Wythenshawe

Mon	Tue	Wed	Thu	Fri	Sat	Sun
0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	0830 to 1600	Closed

Closed for lunch 1315 to 1400