

LIVERPOOL CITY REGION COMBINED AUTHORITY

Contact: Michelle Keating

Tel: 0151 330 1086

Date: 21 June 2017

To: All Members of the Transport Committee
Councillors L Robinson (Chair), G Friel
(Deputy Chair), R Abbey, J Bradshaw,
A Carr, T Crone, G Cross, K Deakin,
J Dodd, G Flatley, S Foulkes, H Howard,
A Jones, K McGlashan, P McKinley,
V McNeill, N Nicholas, G Philbin,
M Rasmussen, K Roberts, L Rowlands,
J Stockton, P Thomas, J Williams,
J Wolfson and M Wynn

Dear Councillor

You are requested to attend a meeting of the **Transport Committee** to be held on **Thursday, 29 June 2017 at 2.00 pm** in the Authority Chamber, Merseytravel Offices, No.1 Mann Island, Liverpool, L3 1BP.

The agenda for the meeting is attached.

Should Members need to declare an interest in any items included on the agenda, forms are obtainable from the Democratic Services Team or in the meeting.

Yours faithfully



Head of Paid Service

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Transport Committee

29 June 2017

Agenda

1. **Apologies for Absence**
2. **Declarations of Interest**
3. **Minutes of the Last Meeting** 1 - 10
4. **Stagecoach Presentation**
To consider a presentation from Rob Jones, Managing Director, Stagecoach Merseyside and South Lancashire, Chester and Wirral
5. **Bus Update** 11 - 16
To consider a report of the Lead Officer for Transport concerning the key activities being progressed by Merseytravel's Bus Department
6. **TransPennine Express and Northern May 2018 Timetable Consultation** 17 - 28
To consider a report of Merseytravel concerning the Liverpool City Region's response to the TransPennine Express and Northern May 2018 Timetable Consultation.
7. **Public Question Time**
Members of the public will be given the opportunity to ask questions which have been submitted in accordance with Meetings Standing Orders No.11.

A period of 30 minutes will be allocated for this item and copies of valid questions will be circulated at the meeting.

Members of the public who wish to submit questions are asked to contact Democratic Services by either:
Email: democratic.services@merseytravel.gov.uk
Telephone: 0151 330 1086
In writing: Democratic Services, Merseytravel, No.1 Mann Island, PO Box 1976, Liverpool, L69 3HN

A pro-forma will be supplied which, for this meeting must be

returned by 5.00pm on 23 June 2017 (three working days before the meeting). In this respect, return details are set out in the pro-forma.

8. **Petitions and Statements**

Members of the public will be given the opportunity to submit a single petition or statement in accordance with Meetings Standing Orders No. 11.

Members of the Public who wish to submit a single petition or statement are asked to contact Democratic Services by either:

Email: democratic.services@merseytravel.gov.uk

Telephone: 0151 330 1086

In writing: Democratic Services, Merseytravel, No.1 Mann Island, PO Box 1976, Liverpool, L69 3HN

All petitions and statements for this meeting should be submitted to Merseytravel, using the contact details above, by 12noon on (day before the meeting)

9. **Any Other Urgent Business Approved by the Chair**

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Agenda Item 3

Transport Committee

Transport Committee

13 June 2017

Present: Councillor L Robinson, Chair
Councillor G Friel, Deputy Chair

Councillors A Carr, T Crone, J Dodd, S Foulkes,
H Howard, A Jones, K McGlashan, V McNeill,
N Nicholas, G Philbin, M Rasmussen, K Roberts,
L Rowlands, J Stockton, P Thomas, J Williams and
J Wolfson

Apologies for absence were submitted by
Councillors R Abbey, J Bradshaw, G Flatley and P McKinley

1. **Appointment of Chair**

The Senior Democratic Services Officer opened the meeting and invited nominations for the appointment of Chair of the Transport Committee for the ensuing year. It was moved by Councillor Friel and seconded by Councillor Foulkes, and:-

Resolved that Councillor Liam Robinson be appointed Chair of the Transport Committee.

2. **Appointment of Deputy Chair**

The Chair invited nominations for the appointment of Deputy Chair of the Transport Committee for the ensuing year. It was moved by Councillor Robinson and seconded by Councillor Foulkes, and:-

Resolved that Councillor Friel be appointed Deputy Chair of the Transport Committee.

3. **Declarations of Interest**

There were no declarations of interest received.

4. **Minutes of the Last Meeting**

Resolved that the minutes of the last meeting held on 7 April 2017 be approved as a correct record.

5. **Combined Authority Constitution, Committee Terms of Reference and Membership 2017/18**

The Committee considered a report of the Treasurer regarding the approved Constitution of for the Combined Authority along with the Committee's Terms of Reference and Membership, as appointed by the Constituent District Councils.

With regard to the changes in Membership of the Committee, Councillor Robinson expressed thanks to former Members Councillors Daniel Barrington and Terry Shields and congratulated them on their new appointments within their Constituent Councils. He further gave a warm welcome to the new Members of the Committee; Councillors John Bradshaw, Tom Crone, Allan Jones, Veronica McNeill and Ged Philbin.

Motion by Councillor Robinson, seconded by Councillor Friel

That:-

- A) the recommendations in paragraph 2 of the report be moved viz:
- (i) the membership of the Transport Committee for 2017/18 be noted;
 - (ii) the new Members; Councillors John Bradshaw, Tom Crone, Allan Jones, Veronica McNeill and Ged Philbin be welcomed to the Committee;
 - (iii) former members Councillors Daniel Barrington and Councillor Terry Shields, be thanked for their work on behalf of the Committee and their contribution to taking forward the transport agenda of the City Region;

- (iv) the responsibility for functions as set out in Part 3 of the Combined Authority Constitution and in particular those responsibilities referred to and delegated to the Transport Committee in Section F(2) be noted;
 - (v) the Meetings Standing Orders set out in Section A of Part 4 of the Constitution of the Combined Authority be noted; and
 - (vi) the contents of the Code of Conduct for Members as set out in Section A of Part 6 of the Constitution of the Combined Authority be noted.
- B) Lead Members be appointed for the following areas:
- Bus - Ron Abbey
 - Rail and Freight- Gordon Friel
 - Ferries and Visitor Economy - Ken McGlashan
 - Finance and Organisational Development - Steve Foulkes
 - Tunnels, Highways and the Key Route Network - Mary Rasmussen
 - Lead Member Customer and Smart Ticketing - John Stockton

The **Motion** was then put, carried and **Resolved Accordingly**

6. **Cycle of Meetings and Appointments to Outside Bodies and Spokespersons 2017/18**

The Committee considered a report of the Treasurer regarding the proposed cycle of meetings for 2017/18, the appointment of representatives to Outside Bodies and the nomination of Spokespersons to answer questions on the discharge of functions.

Motion by Councillor Robinson, seconded by Councillor Friel

That:-

- A) Cycle of Meetings

Transport Committee

- (i) the cycle of meetings for 2017/18 as set out below for the Transport Committee be approved:

29 June
27 July
7 September
5 October
2 November
7 December
4 January
1 February
1 March
5 April

- (ii) meetings be held in the Authority Chamber, No.1 Mann Island, Liverpool at 2pm; and
- (iii) attendance at the Briefing Sessions for Members in transport related matters be agreed as an approved duty.

B) Outside Bodies

- (i) Appointment of Members to Outside Bodies be as follows:
 - (a) City Regions Transport Special Interest Group
Councillors L Robinson, G Friel and L Rowlands
 - (b) North West Employers
Councillor P McKinley
 - (c) Mersey Ferries Limited
Councillors K McGlashan and L Rowlands
 - (d) Beatles Story Limited
Councillors K McGlashan, J Williams and A Jones
 - (e) TravelSafe Board
Councillors J Stockton (Chair), K McGlashan (Deputy Chair) and J Dodd

- (f) Mersey Dee Alliance
Councillors G Friel, R Abbey and J Bradshaw
 - (g) Local Enterprise Partnership Advisory
Councillor L Robinson
- (ii) the current transport arrangements regarding representation on the Mersey Dee Alliance be maintained for this year only; moving forward, representation at a Combined Authority level be rationalised in line with the Liverpool City Region's new governance arrangements.
- C) District Council Spokespersons

The following Members be appointed to answer questions on the discharge of functions in District Councils:

Halton	To be confirmed
Knowsley	Ken McGlashan
Liverpool	Liam Robinson
Sefton	Gordon Friel
St Helens	Keith Roberts
Wirral	Ron Abbey

- D) Appointments by the Combined Authority

The continuing appointment by the Combined Authority of the Chair of the Transport Committee on the Transport for the North Partnership Board, the Association of Rail North Authority Leaders, as a Director of Rail North Ltd, and as a co-opted member of the Liverpool City Region Combined Authority, holding the transport portfolio on behalf of the City Region, be noted.

The **Motion** was then put, carried and it was **Resolved Accordingly**.

7. **Bus Alliance Business and Investment Plan 2017/18**

The Committee considered a report of Merseytravel regarding the Bus Alliance Business and Investment Plan for 2017/18.

Councillor Carr enquired as to how the smaller bus operators were being supported through the Alliance, particularly in regard to investment. The Head of Bus explained that the Alliance recognised the vital role the smaller operators played on both the commercial and supported network. There was a keenness for these operators to join the Alliance and productive conversations had been held. The Voluntary Partnership Agreement detailed the guidelines for becoming a member and all of the smaller operators had already agreed to follow some of these, such as the same timetable change dates. The commitment to improving reliability and punctuality on the network was also open to all operators on the network.

Councillor Stockton referred to the Performance Management Framework, which was important for the Committee to see in order for them to monitor how the Alliance was performing, and asked how frequently the Committee would be presented with this information.

It was advised that detailed monitoring was undertaken on a monthly basis by the Alliance Programme Board and updates would be provided to the Committee as part of the quarterly bus update reports. The Lead Member for Bus also regularly monitored progress of the Alliance.

Councillor Foulkes mentioned the achievement of 9.7% patronage growth, which was largely due to an increase in young passengers. He cautioned against underestimating investment in young people as these were the bus users of the future and asked whether any analysis had been undertaken on whether these passengers would turn into adult bus users.

The Head of Bus agreed that young person's patronage had been a real success, with the introduction of My Ticket seeing this increase by 80%. With regard to retaining young people as passengers as they got older, the various Workstreams of the Alliance were working to ensure there was a good quality offer, as it was evident from the success of My Ticket that a simple offer lead to growth.

Councillor Rowlands commended the Business and Investment Plan, however, he raised concern that the need to make a profit could affect the provision of services in rural areas and hoped that work was being undertaken to mitigate this.

It was explained that the aim of the Alliance was to increase fare paying patronage and increase profit, which would ultimately help rural services. Merseytravel had less money to spend on supported services during the current financial year and were focused on such areas to ensure that all people were within 400 yards of a bus route. Part of this was encouraging the bus operators to take over supported routes on a commercial basis and there was evidence of this being done.

Councillor Robinson commented that Merseytravel were encouraging operators to invest in the Liverpool City Region. Due to a levy reduction, supported service spend had been reduced, but the organisation was doing the best under difficult circumstances and trying to ensure that no area was without a bus service; something that had not been demonstrated in other parts of the country.

Councillor Nicholas commended the hard work and dedication of the staff involved in the Alliance. She further applauded the introduction of USB and Wi-Fi on buses as a result of listening to passengers' requests. The whole Liverpool City Region should be proud of the work that had been put in to improve the bus offer in the area.

Councillor Robinson added that the details of the report did not do justice to the depth of work that had been put into improving the bus offer and thanks were given to the Head of Bus and his team. 10% growth was an outstanding achievement, especially when compared to other areas of the country that were seeing small increases in patronage or even a decline. Although there had been significant achievements through the Alliance this was only the start of the journey and the Buses Bill presented a number of other opportunities for improving bus services. A detailed Business Case on this would be presented to a future Committee.

Resolved that the Bus Alliance Business and Investment Plan for 2017/18 be approved.

8. **Walrus Smart Ticketing - Update Report**

The Committee considered a report of the Lead Officer for Transport regarding an update on the current developments of the Walrus Smart Ticketing Platform.

Councillor Rowlands commended the work that had been done in relation to Smart Ticketing and was pleased to see how it was progressing. With regard to the charge mentioned in 5.5 of the report he sought and received clarification that it would be a £1 charge. Officers gave assurance that this would be heavily publicised to customers in advance of its introduction.

Councillor Rowlands further asked if Merseytravel had any data on the take up of Walrus cards by older passengers and was advised that currently there was no way to identify the age of those purchasing commercial tickets. Following the introduction of the Walrus Portal, customers would be encouraged to register their cards and this would provide such data. It would also allow for increased and targeted communication.

With regard to the Portal, Councillor Carr highlighted that it was in the customers' interests to register their cards in order to protect their purchase if lost and asked that this be encouraged as much as possible.

Councillor Stockton thanked the officers for their hard work and efforts, and for making the Walrus scheme the best ticketing provision outside of Oyster in London.

Councillor Foulkes referred to the £13million Smart Ticketing fund announced by the Government and encouraged Merseytravel to continue to bid for this and other relevant funds. Although the Walrus scheme was making good progress it was still eligible for these streams and should not lose out for being further advanced than other areas.

Councillor Robinson commended the progress made to date and looked forward to further reports.

Resolved that the contents of the report be noted.

9. **Response to Wales & Borders Rail Franchise Consultation - "Design of Wales and Borders Rail Service Including Metro"**

The Committee considered a report of Merseytravel regarding Merseytravel's response to the Wales & Borders Rail Franchise; "Design of Wales and Borders Rail Service Including Metro" Consultation undertaken by Transport for Wales.

Councillor Robinson commended the response, which demonstrated the importance of the links between the Liverpool City Region and Wales. There was the potential for vital, transformational services to be provided and he encouraged all Members of the Committee to lobby for this.

Resolved that the response, which was submitted to Transport for Wales on 24 May 2017, be noted.

10. **Public Question Time**

The Chair advised the Committee that one question had been received for this item from Mr John Brace.

As Mr Brace was unable to attend the meeting the Chair conveyed the question to the Committee:-

“Phase 3 of the Wirral Loop Line Track Renewal is underway. Rail replacement buses are replacing some train services. Can you please give details of what training the bus drivers receive before driving on the rail replacement service for the Wirral Loop Line Track Renewal specifically in reference to assisting disabled passengers on and off buses (particularly those with mobility issues such as those who use walking sticks or wheelchairs)?”

The question had been addressed to Councillor Robinson, therefore he also provided the answer to the Committee:-

“During Phase 3 of Wirral loop line track renewal, Merseyrail cross-river passengers requiring assistance are transported on rail replacement buses provided by Arriva, or a bespoke wheelchair/mobility scooter carrying service provided by Destinations.

Passengers using the rail replacement buses and who require assistance are helped by Arriva customer representatives who have been trained in customer service and the use of appropriate equipment to facilitate safe access and egress to/from the vehicle.

The Destinations service is a fleet of minibuses equipped with a hydraulic ramp to facilitate access to the vehicle, whose drivers have extensive experience of providing transportation services to disabled passengers.

Additionally

For the customer interface there is also a Freephone number to make requests or enquires in advance, details of which can be found in the Passenger information booklet, Merseyrail website or at all Merseyrail stations. Merseyrail staff at outlying stations are also well experienced and happy in providing assistance and guidance on mobility issues.”

A written response would be provided to Mr Brace within three working days of the meeting.

11. **Petitions and Statements**

The Chair advised that no petitions or statements had been received for this meeting.

CHAIR

LIVERPOOL CITY REGION COMBINED AUTHORITY

To: The Chair and Members of the Transport Committee

Meeting: 29 June 2017

Authority/Authorities Affected: All

EXEMPT/CONFIDENTIAL ITEM: No

REPORT OF THE LEAD OFFICER: TRANSPORT

BUS UPDATE

1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to update the Transport Committee on key activities being progressed by Merseytravel's Bus Department.
- 1.2. Specifically, the report will provide Committee Members with the quarterly update on the Bus Alliance (brought forward from July), progress on developing the commitment of the LCR Devolution Deal in respect of improving bus services, and progress on improving the procurement, management and quality of supported bus services through a series of reforms.

2. RECOMMENDATIONS

- 2.1. It is recommended that the Transport Committee:
 - (a) Note the contents of the report.

3. BACKGROUND

3.1. LCR Bus Alliance

- 3.1.1 Buses are vital to the economy of the Liverpool City Region. Every day, buses take around 100,000 people to their place of work. The bus industry also accounts for over 3,000 local jobs.
- 3.1.2 Merseytravel, along with the two largest operators in the Liverpool City Region; Arriva and Stagecoach, make up the Liverpool City Region Bus Alliance. This high profile partnership aims to increase bus patronage and improve the bus offer for customers and has already overseen patronage growth of 9.7% between March 2014 and March 2016. Discussions are ongoing with small bus operators to encourage more membership of the Bus Alliance.

- 3.1.3 The milestones and key performance indicators of the LCR Bus Alliance are laid out in the Performance Management Framework 2017/18 which as approved by the Transport Committee on 14 June 2017, along with the 2017/18 investment plan and 2017-2020 Outcome Measures.
- 3.1.4 The Transport Committee receives an update on the progress of the Bus Alliance each quarter. In quarter one of 2017/18, key outputs of the Alliance have included:
- 3.1.4.1 The implementation of the bus network reviews in Sefton alongside developmental work and consultation in respect of the reviews in Liverpool and Wirral.
 - 3.1.4.2 The development of a number of punctuality improvement schemes using bus performance data and district and operator support. The implementation of these schemes is vital to improving customer satisfaction in the bus offer and is closely monitored by the Reliability and Punctuality workstream with support from Merseytravel's Programme Management Office.
 - 3.1.4.3 The high profile launch of the *Better by Bus* campaign, with over 1.3m opportunities to see, hear and interact with the campaign via traditional print, radio, social and engagement activities.
 - 3.1.4.4 Launch of the Merseytravel Contact Centre system on 23 May 2017, the change of name from Traveline to Customer Services and the soft launch of One Point of Contact.
 - 3.1.4.5 Continuation of the driver customer service training programme delivered to Arriva and Stagecoach, which also won an award for staff development from the Chartered Institute of Logistics and Transport, beating other organisations in the same category such as Bentley and Stobart Group.
 - 3.1.4.6 Reduction in the mean age of vehicles in both Arriva and Stagecoach fleets to under 7 years old (achieved well ahead of March 2018 target)
 - 3.1.4.7 Increased in WiFi access across the Arriva and Stagecoach fleet
 - 3.1.4.8 Removal of the area based system for Solo bus tickets
 - 3.1.4.9 Introduction of Solo Young Persons 4-weekly ticket
- 3.1.5 Since May 2017 a permanent Bus Strategy Programme Manager has been in place to coordinate the LCR Bus Alliance and the implementation of the LCR Bus Strategy.
- 3.2. LCR Devolution Deal – improving bus services
- 3.2.1 The Bus Services Act (2017) gives new powers to Mayoral Combined Authorities such as the LCR which can be used to further improve bus services. These include options to strengthen partnerships, improve ticketing, and franchise bus services.

The benefits of these options will be assessed by Merseytravel and recommendations made over the next two years.

- 3.2.2 In order to examine these options and provide recommendations to the LCRCA in respect of bus service delivery, Merseytravel and the LCRCA have approved the development of a business case in line with the Bus Services Act (2017).
- 3.2.3 The first stage in this process, the Strategic Outline Programme (SOP) business case began in January 2017 and is now complete. The business case examines the full range of options available to the LCRCA, particularly in terms of the potential contribution of the options to the vision outlined in the LCR Bus Strategy and Transport Plan for Growth. These options will include the existing LCR Bus Alliance.
- 3.2.4 Preparation of a SOP is recommended in HM Treasury Green Book Supplementary Guidance and is the approach agreed between the advisory team and Merseytravel on inception. It establishes the need for intervention and summarises the suitability of, and differences between, the main options available. For this subject, the role of the SOP is to:
- (a) Improve the understanding of stakeholders and decision makers of the intervention options available, their potential contribution towards delivery of the Bus Strategy and their differentiating risks.
 - (b) Explain the transition between the entire LCR area/policy and an intervention's geographical scope (in the event that an intervention's potential suitability is on a more targeted basis).
 - (c) Allow the LCRCA to make a robust, well-informed and justified decision of whether to progress the development of options.
- 3.2.5 The next stage in the process will be the development of a Strategic Outline Case (SOC) which will build on the issues identified in the SOP. The SOC will include the option development and selection stages and will set out specific applications of the policy tools available to the LCRCA, allowing a preferred option(s) to be chosen. It is anticipated that this will come forward in Q3/Q4 2017/18. Further stages of the business case process, subject to authorisation, would include production of the Outline Business Case (OBC) and Full Business Case (FBC).
- 3.3. Supported bus services – contract and procurement reform
- 3.3.1 Merseytravel's Bus and Legal teams have been working closely together on a project to radically improve the conditions of contract for Supported Bus Services.
- 3.3.2 The Contract Review & Procurement element of this reform project has already delivered a move of all bus contracting from paper based system to e-procurement through the Chest. A programme to revise the Conditions of Contract and associated documentation for supported services has been developed by the Bus and Legal team to support improved quality and continuous improvement in supported bus services across the Liverpool City Region in line with the aspirations of the Bus Alliance. Gaps in the current conditions have been identified and a new set of contractual terms and conditions to address these have been drafted, with approval for these to be sought in July 2017.

- 3.3.3 The second phase of this project will shift to the development and implementation of a new management and procurement regime based on a Dynamic Purchasing System. This provides the opportunity for a higher threshold for bidding operators, the ability to assess quality and the effective use of real performance in procurement and contract management processes.
- 3.3.4 Rewarding quality operations and good performance is intended to drive improved business relationships and delivery of supported bus services in line with Bus Strategy.

4. RESOURCE IMPLICATIONS

4.1. Financial

There are no new financial considerations at this stage

4.2. Human Resources

There are no new human resources implications at this stage

4.3. Physical Assets

There are no implications for physical assets at this stage

4.4. Information Technology

The Performance Management Framework outlines smart card related milestones identified through the Walrus Delivery Programme, however, no internal investment has as yet been made available for 2017/2018 programme.

5. RISKS AND MITIGATION

5.1. In order to reduce risks of delivery and legal challenge:-

- 5.1.1 The Bus Strategy Programme Manager for the LCR Bus Alliance works closely with Merseytravel's Programme Management Office to ensure that expenditure, milestones, risks and impact of each improvement delivery outlined in the Performance Management Framework 2017/2018 are measured, monitored and reported.
- 5.1.2 The SOP business case has been legally led by an advisory team of Addleshaw Goddard (lead), Pricewaterhouse Cooper and Steer Davies Gleave.
- 5.1.3 Merseytravel's Legal and Procurement teams are heavily involved in the supported bus services – contract and procurement reform

6. EQUALITY AND DIVERSITY IMPLICATIONS

The equality and diversity implications of individual activities have been and will continue to be fully considered as part of the developing Bus Alliance Investment plans, bus service reviews and considerations as part of the Business Case for alternative bus models in alignment with the Bus Services Act.

Through collaboratively delivering the milestones of the Bus Alliance and considering the opportunities that contract reform and the LCR devolution deal can bring, Merseytravel seeks to maximise the positive impact of better bus services. For example:-

- Through continuing to roll out the driver customer service training programme to new bus drivers we endeavour to eliminate discrimination, harassment and victimisation, that customers and drivers may experience on services.
- Through striving for more punctual and reliable services and our commitment to ensuring that no community is further than 400 meters from a bus service, we seek to foster good relations between different parts of the community and reduce social isolation
- Through delivering smarter tickets and cheaper fares we aim to advance equality of opportunity across communities

7. COMMUNICATION ISSUES

7.1. The LCR Bus Alliance has an associated joint communications plan

8. CONCLUSION

8.1 This report has highlighted activities delivered in quarter one of 2017/18 by the LCR Bus Alliance and the commitment of the LCR Devolution Deal in respect of improving bus services. Clear progress can also be seen as we seek to improve the procurement, management and quality of supported bus services through a series of reforms.

FRANK ROGERS
Lead Officer: Transport

Contact Officer(s):

Matt Goggins – Head of Bus, Merseytravel, 0151 330 1340

matthew.goggins@merseytravel.gov.uk

Laura Needham – Bus Strategy Programme Manager, Merseytravel, 0151 330 4568

laura.needham@merseytravel.gov.uk

Liz Storey – Corporate Communications Manager, Merseytravel, 0151 330 1151

liz.storey@merseytravel.gov.uk

Appendices:

None

Background Documents:

None

LIVERPOOL CITY REGION COMBINED AUTHORITY

To: The Chair and Members of the Transport Committee

Meeting: 29 June 2017

Authority/Authorities Affected: All Districts

EXEMPT/CONFIDENTIAL ITEM: No

REPORT OF MERSEYTRAVEL

TRANSPENNINE EXPRESS AND NORTHERN MAY 2018 TIMETABLE CONSULTATION

1. PURPOSE OF REPORT

TransPennine Express and Northern are both consulting stakeholders on major timetable changes, which are planned to take effect from 20 May 2018. This report gives details of the changes and proposes a response to the consultation from the Liverpool City Region.

2. RECOMMENDATIONS

It is recommended that the Transport Committee:

- (a) approves the responses to the TPE and Northern consultations on the May 2018 timetable, attached as Appendix A to this report; and
- (b) notes that Rail North, Northern and the user groups are working together to develop further Northern's proposals for Southport – Manchester services.

3. BACKGROUND

- 3.1 The Train Service Requirements (TSR) contained in the franchise contracts for both TransPennine Express (TPE) and Northern require the franchisees to provide new and additional services, to cater for growth and to make full use of the investment in the Northern Hub, which provides much needed extra infrastructure capacity in central Manchester and elsewhere across the north, and in electrification of lines in the north west, including the Chat Moss route between Liverpool and Manchester and the Liverpool – St Helens – Wigan line. Members will recall that the previous Northern franchise was let in 2004 on the basis of “no growth,” and not surprisingly was unable to cater fully for the 30% growth in patronage experienced during the franchise term, and will be aware of the overcrowding now being experienced on TransPennine Express services, where the previous franchisee's investment in a new fleet of diesel and, more recently, electric trains and additional services,

including fast Liverpool – Newcastle services, was rewarded by so much growth in traffic that its fleet could not provide adequate capacity.

3.2 The TSRs in both franchises specify the services to be provided at the start of the franchise and at set dates within the franchise term. The intention is to encourage incremental development of services, as infrastructure capacity is enhanced and new and cascaded rolling stock is delivered to the operators. The Northern franchise contains TSRs for December 2017 and December 2019, as well as the initial TSR, while the TPE franchise has the initial TSR and TSRs for December 2017, December 2018 and December 2019. These dates were chosen in accordance with the planned completion of stages of the Northern Hub and North West electrification schemes, also recognising the lead times for delivery and commissioning of new rolling stock for both operators and the anticipated availability of additional stock for cascade into the Northern franchise.

3.3 Network Rail announced in November 2016 that there would be delays to the completion of the infrastructure works necessary for some of the services specified in the December 2017 TSRs to operate. While both operators will be making changes in December 2017, the major timetable change specified for December 2017 has been deferred to May 2018.

3.4 **TransPennine Express services – May 2018**

North TransPennine

3.4.1 TPE will recast its North TransPennine services in May 2018, taking advantage of the completion of the Ordsall Curve in central Manchester, which allows through services to operate between Manchester Victoria, Oxford Road and Piccadilly stations for the first time.

3.4.2 The proposed service pattern is, in trains per hour (tph)

- (a) 1tph Liverpool – Manchester Victoria – Leeds – York – Newcastle
- (b) 1tph Liverpool – Manchester Victoria – Leeds – York – Scarborough
- (c) 1tph Manchester Airport – Manchester Victoria – Leeds – York – Newcastle
- (d) 1tph Manchester Airport – Manchester Victoria – Leeds – York – Middlesbrough
- (e) 1tph Manchester Piccadilly – Leeds – Hull
- (f) 1tph Manchester Piccadilly – Leeds semi-fast, calling at local stations

3.4.3 This will offer a half-hourly service between Liverpool, Manchester Victoria, Leeds and York throughout the day, with hourly services from Liverpool to both Newcastle and Scarborough. Liverpool – Scarborough services will be switched from the Cheshire Lines (CLC) to the Chat Moss line to Manchester, serving Manchester Victoria rather than Oxford Road and Piccadilly. Early and late services are improved, with the first weekday departure from Liverpool to Newcastle at 0526 (now 0612), arriving in Newcastle at 0821 (now 0914), and the last departure for Newcastle an hour later than currently at 2124.

- 3.4.4 The Liverpool – Newcastle service is proposed to call at Newton-le-Willows and the Liverpool – Scarborough service at either St Helens Junction or Lea Green. It should be noted that the TPE TSR specifies 1tph to call at St Helens Junction, but that since the specification was written there has been significant new development around Lea Green station, which also has more frequent bus links to St Helens town centre and better highway access than St Helens Junction. Annual usage of Lea Green in 2015/16 was 439,500, compared with 385,966 at St Helens Junction (source: Office of Rail and Road). Recognising this, TPE has offered the option for services to call at Lea Green rather than St Helens Junction if this is preferable for stakeholders and to facilitate the necessary TSR change.
- 3.4.5 Northern will provide a replacement fast service over the CLC route between Liverpool, Warrington and Manchester, described in paragraph 3.5.4.
- 3.4.6 TPE will introduce new rolling stock on Liverpool – Newcastle services during 2018; 5-coach locomotive-hauled sets will replace the 3-car class 185 diesel units, providing a welcome increase in seated capacity. In December 2019, the Liverpool – Newcastle service will be extended to Edinburgh, with another build of new stock, this time 125mph bi-mode units, taking over operation. The loco-hauled sets will then be reallocated to Liverpool – Scarborough services.

Anglo-Scottish services

- 3.4.7 Manchester – Glasgow/Edinburgh services will return to the Bolton route between Manchester and Preston in May 2018, following completion of electrification. New 5-car electric units will be introduced on this service in 2018/19, replacing 4-car class 350 units.
- 3.4.8 In December 2018, when the new electric units are available, TPE will introduce a new service between Liverpool and Glasgow Central, initially three trains per day in each direction, which is planned to call at St Helens Central and Wigan North Western.

3.5 Northern Services: May 2018

City Line

- 3.5.1 Northern is able to introduce an improvement to City Line services in December 2017; weekday evening and Sunday daytime services between Liverpool and Wigan will be increased to half-hourly, with Eccleston Park and Bryn stations opening on Sundays.
- 3.5.2 City Line services will be recast in May 2018. The half-hourly Liverpool – Wigan service and the hourly Liverpool – Warrington Bank Quay service will be retimed in both directions, while the Liverpool – Manchester Victoria stopping service will be retimed, diverted to Manchester Oxford Road and extended to Manchester Piccadilly and Manchester Airport. Liverpool – Preston fast services will be retimed and once more extended to Blackpool North, following completion of electrification (due in March 2018).

- 3.5.3 Liverpool – Warrington – Manchester semi-slow services will be retimed, with some additional evening services. When the new Warrington West station opens, these services will call at Warrington West instead of Sankey, which will be reduced to a peak hour service only.

Northern Connect

- 3.5.4 Northern is to introduce a new network of fast services, complementing the TPE network and in some cases replacing TPE services. Two routes will serve the Liverpool City Region from May 2018.
- (a) 1tph Liverpool – Liverpool South Parkway – Warrington Central – Birchwood – Manchester Oxford Road and Piccadilly – Manchester Airport, replacing the TPE Liverpool – Scarborough service on the CLC route. This service will call additionally at Warrington West when the new station opens.
 - (b) 1tph Chester – Warrington Bank Quay – Manchester Victoria – Bradford – Leeds, maintaining a through link between Warrington and Leeds. These trains will call at Helsby, Frodsham and Runcorn East in peak hours. One train in each peak hour will operate to/from Ellesmere Port rather than Chester, to provide a service for commuters to Warrington and Manchester.

East Midlands Trains' Liverpool – Norwich services and Arriva Trains Wales Llandudno – Chester – Manchester services will continue to operate as now, with only minor timing changes.

- 3.5.5 The full Northern Connect network and branding will be introduced in December 2019, when the fleet of new diesel and electric units designed for these services is delivered. This will include an hourly service from Liverpool to Manchester Victoria, Bradford and Leeds, calling at Huyton, commencing in December 2019.
- 3.5.6 Preston – Ormskirk services will be increased to hourly all day in May 2018.
- 3.5.7 Southport – Manchester services are recast. Southport – Manchester retains 2tph; both services will operate over the Atherton line direct to Manchester Victoria at off-peak times, with 1tph extended to Leeds via Rochdale and Hebden Bridge and 1tph extended to Blackburn via Rochdale and Burnley. Two Southport – Manchester morning peak trains will operate via Bolton to Manchester Piccadilly and continue to Alderley Edge, with two return services from Alderley Edge in the evening peak. This is a change to the proposed timetables submitted in the franchise bid; Rail North, Northern and rail user groups are working together to develop this initiative further. To meet the planning timescales for the May 2018 timetable, Northern must agree a final timetable with Rail North, including the type of units which will be used to operate these services and any consequent changes to timetables for other lines, for submission to Network Rail in early August.

- 3.5.8 Kirkby – Manchester remains an hourly, weekday daytime service.
- 3.5.9 Northern, like TPE, will introduce new rolling stock in 2018/19. There will be new electric and diesel units for Northern Connect services, and additional electric and diesel units will be cascaded into the franchise from elsewhere. Northern's initial rolling stock plans assumed faster completion of electrification than will be the case, but an innovative proposal is to equip a batch of class 319 4-car electric units with auxiliary diesel engines, to allow operation away from the electrified network. These converted bi-mode units will operate the peak Southport – Alderley Edge services, running in diesel mode between Southport and Bolton and in electric mode from Bolton southwards.

3.6 **Commentary**

- 3.6.1 In general these changes are welcome. They meet many of the City Region's immediate needs for improved services and move towards the aspirations set out in the response to the 2014 franchise consultation, which influenced the train service specifications for both franchises
- 3.6.2 There are some matters of detail to be resolved, particularly at stations served by both operators. For example, the hourly TPE and Northern services between Liverpool and Newton-le-Willows are proposed to depart 3 minutes apart from Lime Street and 7 minutes apart from Newton-le-Willows; a better split of services would be highly desirable. Merseytravel will raise such items in discussions with the operators.
- 3.6.3 Work has continued to examine options for the Southport to Manchester train service to serve Manchester Piccadilly and the Airport. Liverpool City Region Combined Authority on 17 June 2016 requested that "the Lead Officer (Transport) to work with Rail North and Arriva Trains North to seek to retain and enhance service patterns on the Southport – Manchester line". This recommendation arose from a paper submitted to the Combined Authority by the Lead Officer (Transport) in relation to this issue of the emerging proposals for services between Southport and Manchester.
- 3.6.4 There was a meeting held on 1 July 2016 with a number of the key regional MPs whose constituents are affected by the proposed service changes under the Northern Franchise. Although this meeting did not reach agreement, subsequent meetings between Rail North, Northern and stakeholder bodies including rail user groups such as Ormskirk Preston Southport Travellers' Association (OPSTA) and the Southport Rail Transport Forum (SRTF) has developed the proposals for the introduction of the peak services.
- 3.6.5 Through Merseytravel, the LCR has been party to a number of discussions with both Rail North and Arriva since the meeting of 1st July 2016 in connection with the Southport to Manchester Rail services and whilst not a direct member of the working group established between Rail North, OPSTA, SRTF and Arriva to further develop all the potential service options, has throughout those discussions supported the restoration of the link to Manchester Piccadilly and to the Airport. The LCR is also aware that a

meeting took place between the parties and the Rail Minister, Paul Maynard, on 1st March 2017, which Merseytravel was not asked to attend.

3.6.7 Rail North has advised that proposals for an all-day service are subject to a business case and an evidence-led view on the impacts across the north, and that a joint development of the business case will be taken forward, with Arriva having already commenced pulling this together. The LCR understands that a further meeting took place in May between Arriva, Rail North and the two rail user groups which discussed this position. The LCR will continue to press Rail North and Arriva on the matter and will provide whatever support is needed to the development of the business case.

3.6.6 The City Region looks forward to the introduction of further new and enhanced services and new rolling stock by both operators in 2018/19, especially the reintroduction of through Liverpool – Glasgow services by TPE.

4. RESOURCE IMPLICATIONS

4.1 Financial

Any additional costs arising from these changes will be met by Rail North.

4.2 Human Resources

No impact.

4.3 Physical Assets

No impact.

4.4 Information Technology

No impact.

5. RISKS AND MITIGATION

It is important to ensure that TransPennine express and Northern rail services meet the needs of the Liverpool City Region; the consultation response makes this clear.

6. EQUALITY AND DIVERSITY IMPLICATIONS

There are no adverse implications. The new rolling stock to be introduced on fast, long distance services by both operators will be fully accessible and fully compliant with the latest European technical standards.

7. COMMUNICATION ISSUES

TransPennine Express and Northern are consulting stakeholders on their proposed timetables in accordance with the provisions of their franchise agreements.

8. CONCLUSION

The new TransPennine Express and Northern franchises, which commenced in April 2016, were intended to transform the North's rail network, with new and improved services and new rolling stock, offering greatly increased capacity and higher quality. The May 2018 timetable is the first step towards delivering the vision of Rail North and its member authorities for a rail network in Northern England which supports economic growth and meets the needs and aspirations of the North's residents, rail users, investors and tourists. The Liverpool City Region looks forward to the introduction of these new services and their further development, while noting that issues remain to be resolved with the Southport – Manchester service.

FRANK ROGERS
Director General, Merseytravel

Contact Officer(s):

Wayne Menzies, Head of Rail Services, Merseytravel (0151 330 1245)

Julian Daley, Rail Development Officer, Merseytravel (0151 330 1243)

Media Enquiries to Liz Storey, Communications Manager, Merseytravel (0151 330 1151)

Appendices:

Appendix One – TransPennine Express May 2018 Timetable Consultation: Response of the Liverpool City Region.

Appendix Two – Northern May 2018 Timetable Consultation: Response of the Liverpool City Region.

Background Documents:

None

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Appendix One – TransPennine Express May 2018 Timetable Consultation: Response of the Liverpool City Region.

The Liverpool City Region (LCR) welcomes the proposals for the TransPennine Express timetable for May 2018, which offer a regular interval, half-hourly service between Liverpool, Manchester Victoria, Leeds and York with faster journey times and improved early, late and Sunday services.

Lea Green or St. Helens Junction?

The LCR notes that traditionally fast services on the Chat Moss line have called at St. Helens Junction, and that this was carried forward in the franchise specification. However, since the franchise specification was written there has been significant new development in the area around Lea Green. Passenger count data provided by the Office of Rail and Road shows that in 2015/16 Lea Green station was used by a higher number of passengers (439,500) than St. Helens Junction (385,966). Lea Green has a larger car park, is better placed for highway access and has a more frequent bus service to St. Helens town centre, although this departs from stops on the adjacent main road rather than in the station forecourt. The LCR is aware that St. Helens Council has expressed a preference for TPE services to call at Lea Green. The LCR recognises that the final decision is for TransPennine Express to make, but would be happy to support a move to Lea Green.

Other details

The LCR notes that there are some matters of detail to be resolved, particularly at stations served by both TPE and Northern. For example, the hourly TPE and Northern services between Liverpool and Newton-le-Willows are proposed to depart 3 minutes apart from Lime Street and 7 minutes apart from Newton-le-Willows. A better split of services would be highly desirable; this will be raised in detailed discussions with both operators.

Future Service Changes

The LCR looks forward to the delivery of TPE's new rolling stock for Liverpool services, the introduction of Liverpool – Glasgow services in December 2018 and the extension of Liverpool – Newcastle services to Edinburgh in December 2019. The full package of improvements offers a step change in capacity and connectivity on long distance services which are of vital importance for the economy of the Liverpool City Region.

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Appendix Two – Northern May 2018 Timetable Consultation: Response of the Liverpool City Region

The Liverpool City Region (LCR) supports the proposed changes to City Line services in May 2018, which allow the benefits from investment in electrification and the additional capacity provided by the Northern Hub project to be realised. The LCR also supports the introduction of the Northern Connect services between Liverpool and Manchester Airport, and between Chester, Warrington and Leeds, and the increase in frequency of Preston – Ormskirk services to hourly.

Detailed issues

The LCR notes that there are some matters of detail to be resolved, particularly at stations served by both TPE and Northern. For example, the hourly TPE and Northern services between Liverpool and Newton-le-Willows are proposed to depart 3 minutes apart from Lime Street and 7 minutes apart from Newton-le-Willows. A better split of services would be highly desirable; this and any similar issue will be raised in detailed discussions with both operators.

Southport – Manchester services

The LCR notes that the Southport – Manchester service is being considered separately by a working group comprising of Rail North, Northern and the representative Rail User groups, and that Northern's development of bi-mode units has offered a partial solution to the concerns which have been raised about continued access from this line to stations on the south side of Manchester with the introduction of a peak service providing some connectivity. The LCR firmly supports the aspirations of the Southport rail user community for a restoration of services to south of Manchester and to Manchester Airport.

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