

## Greater Manchester Transport Committee

**DATE:** Friday, 8 November 2019

**TIME:** 10.30 am

**VENUE:** Main Hall, Friends Meeting House, Mount Street, Manchester

- **Nearest Metrolink Stop:** St Peters Square
- **Public Wi-Fi**

## Agenda

Item	Pages
1. <b>APOLOGIES</b>	
2. <b>CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS</b>	
3. <b>DECLARATIONS OF INTEREST</b>	1 - 4
To receive declarations of interest in any item for discussion at the meeting. A blank form for declaring interests has been circulated with the agenda; please ensure that this is returned to the Governance & Scrutiny Officer at the start of the meeting.	
4. <b>MINUTES</b>	5 - 14
To consider the approval of the minutes of the meeting held on 11 October 2019.	

- |            |  |           |
|------------|--|-----------|
| <b>5.</b>  | <b>TRANSPORT COMMITTEE DRAFT WORK PROGRAMME</b>  | 15 - 26   |
|            | Report of Liz Treacy, GMCA Monitoring Officer.   |           |
| <b>6.</b>  | <b>BUS ANNUAL PERFORMANCE REPORT</b>   | 27 - 44   |
|            | Report of Alison Chew, Interim Head of Bus Services, TfGM.   |           |
| <b>7.</b>  | <b>HIGHWAYS ANNUAL PERFORMANCE REPORT</b>  | 45 - 66   |
|            | Report of Peter Boulton, Head of Highways, TfGM.   |           |
| <b>8.</b>  | <b>HIGHWAYS AND CONGESTION UPDATE</b>  | 67 - 74   |
|            | Report of Bob Morris, Chief Operating Officer, TfGM.   |           |
| <b>9.</b>  | <b>ROAD SAFETY AND ENFORCEMENT</b>   | 75 - 90   |
|            | Report of Peter Boulton, Head of Highways, TfGM.   |           |
| <b>10.</b> | <b>TRANSPORT NETWORK PERFORMANCE REPORT</b>  | 91 - 110  |
|            | Report of Bob Morris, Chief Operating Officer, TfGM.   |           |
| <b>11.</b> | <b>Exclusion of the Press and Public</b>   |           |
|            | That, under section 100 (A)(4) of the Local Government Act 1972 the press and public should be excluded from the meeting for the following items on business on the grounds that this involved the likely disclosure of exempt information, as set out in the relevant paragraphs of Part 1, Schedule 12A of the Local Government Act 1972 and that the public interest in maintaining the exemption outweighed the public interest in disclosing the information. |           |
| <b>12.</b> | <b>BUS ANNUAL PERFORMANCE REPORT - PART B</b>  | 111 - 116 |

For copies of papers and further information on this meeting please refer to the website [www.greatmanchester-ca.gov.uk](http://www.greatmanchester-ca.gov.uk). Alternatively, contact the following:  
Governance & Scrutiny Officer: Nicola Ward 0161 778 7009  
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This agenda was issued on 31 October 2019 on behalf of Eamonn Boylan, Secretary to the Greater Manchester Combined Authority, Churchgate House, 56 Oxford Street, Manchester M1 6EU

## Membership 2019/20

<b>Members</b>	<b>Representing</b>	<b>Political Party</b>
Stuart Haslam	Bolton	Conservative
Beth Mortenson	Bury	Labour
Angeliki Stogia	Manchester	Labour
Naeem Hassan	Manchester	Labour
Ateeque Ur-Rehman	Oldham	Labour
Phil Burke	Rochdale	Labour
Roger Jones	Salford	Labour
David Meller	Stockport	Labour
Warren Bray	Tameside	Labour
Steve Adshead	Trafford	Labour
Mark Aldred	Wigan	Labour
Sean Fielding	GMCA	Labour
Roy Walker	Mayoral appointment	Conservative
John Leech	Mayoral appointment	Liberal Democrat
Dzidra Noor	Mayoral appointment	Labour
Howard Sykes	Mayoral appointment	Liberal Democrat
Liam O'Rourke	Mayoral appointment	Labour
Barry Warner	Mayoral appointment	Labour
Doreen Dickinson	Mayoral appointment	Conservative
Peter Robinson	Mayoral appointment	Labour
Nathan Evans	Mayoral appointment	Conservative
Joanne Marshall	Mayoral appointment	Labour

<b>Substitutes</b>	<b>Representing</b>	<b>Political Party</b>
Derek Bullock	Bolton	Conservative
David Jones	Bury	Labour
Basat Shiekh	Manchester	Labour
Eddy Newman	Manchester	Labour
Shah Wazir	Rochdale	Labour
Matt Wynne	Stockport	Labour
Barrie Holland	Tameside	Labour
James Wright	Trafford	Labour
Carl Sweeney	Wigan	Labour
Allan Brett	GMCA	Labour
David Wilkinson	Mayoral appointment	Liberal Democrat
John Hudson	Mayoral appointment	Conservative
Linda Holt	Mayoral appointment	Conservative
Angie Clark	Mayoral appointment	Liberal Democrat

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**GM Transport Committee on 8 November 2019**

Declaration of Councillors' interests in items appearing on the agenda

NAME: \_\_\_\_\_

Minute Item No. / Agenda Item No.	Nature of Interest	Type of Interest
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary
		Personal / Prejudicial / Disclosable Pecuniary

*PLEASE NOTE SHOULD YOU HAVE A PERSONAL INTEREST THAT IS PREJUDICIAL IN AN ITEM ON THE AGENDA, YOU SHOULD LEAVE THE ROOM FOR THE DURATION OF THE DISCUSSION & THE VOTING THEREON.*

## QUICK GUIDE TO DECLARING INTERESTS AT GMCA MEETINGS

This is a summary of the rules around declaring interests at meetings. It does not replace the Member's Code of Conduct, the full description can be found in the GMCA's constitution Part 7A.

Your personal interests must be registered on the GMCA's Annual Register within 28 days of your appointment onto a GMCA committee and any changes to these interests must notified within 28 days. Personal interests that should be on the register include:

- Bodies to which you have been appointed by the GMCA
- Your membership of bodies exercising functions of a public nature, including charities, societies, political parties or trade unions.

**You are also legally bound to disclose the following information called DISCLOSABLE PERSONAL INTERESTS which includes:**

- You, and your partner's business interests (eg employment, trade, profession, contracts, or any company with which you are associated)
- You and your partner's wider financial interests (eg trust funds, investments, and assets including land and property).
- Any sponsorship you receive.

### FAILURE TO DISCLOSE THIS INFORMATION IS A CRIMINAL OFFENCE

#### STEP ONE: ESTABLISH WHETHER YOU HAVE AN INTEREST IN THE BUSINESS OF THE AGENDA

If the answer to that question is 'No' – then that is the end of the matter. If the answer is 'Yes' or 'Very Likely' then you must go on to consider if that personal interest can be construed as being a prejudicial interest.

#### STEP TWO: DETERMINING IF YOUR INTEREST PREJUDICIAL?

A personal interest becomes a prejudicial interest:

- where the well being, or financial position of you, your partner, members of your family, or people with whom you have a close association (people who are more than just an acquaintance) are likely to be affected by the business of the meeting more than it would affect most people in the area.
- the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest.

**FOR A NON PREJUDICIAL INTEREST****YOU MUST**

- Notify the governance officer for the meeting as soon as you realise you have an interest
- Inform the meeting that you have a personal interest and the nature of the interest
- Fill in the declarations of interest form

**TO NOTE:**

- You may remain in the room and speak and vote on the matter
- If your interest relates to a body to which the GMCA has appointed you to you only have to inform the meeting of that interest if you speak on the matter.

**FOR PREJUDICIAL INTERESTS****YOU MUST**

- Notify the governance officer for the meeting as soon as you realise you have a prejudicial interest (before or during the meeting)
- Inform the meeting that you have a prejudicial interest and the nature of the interest
- Fill in the declarations of interest form
- Leave the meeting while that item of business is discussed
- Make sure the interest is recorded on your annual register of interests form if it relates to you or your partner's business or financial affairs. If it is not on the Register update it within 28 days of the interest becoming apparent.

**YOU MUST NOT:**

- participate in any discussion of the business at the meeting, or if you become aware of your disclosable pecuniary interest during the meeting participate further in any discussion of the business,
- participate in any vote or further vote taken on the matter at the meeting

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## MINUTES OF THE GREATER MANCHESTER TRANSPORT COMMITTEE HELD ON FRIDAY 11 OCTOBER 2019 AT FRIENDS MEETING HOUSE, MANCHESTER

### PRESENT:

#### Member

Councillor Stuart Haslam  
Councillor Roy Walker  
Councillor Naeem Hassan  
Councillor Dzidra Noor  
Councillor Howard Sykes  
Councillor Sean Fielding  
Councillor Phil Burke  
Councillor Shah Wazir  
Councillor Roger Jones  
Councillor Barry Warner  
Councillor David Meller  
Councillor Angie Clark  
Councillor Warren Bray  
Councillor Peter Robinson  
Councillor Doreen Dickinson  
Councillor Nathan Evans  
Councillor Mark Aldred (Chair)  
Councillor Joanne Marshall

#### Representing

Bolton  
Bury  
Manchester  
Manchester  
Oldham  
Oldham  
Rochdale  
Rochdale  
Salford  
Salford  
Stockport  
Stockport  
Tameside  
Tameside  
Tameside  
Trafford  
Wigan  
Wigan

#### Officers in attendance

Bob Morris Chief Operating Officer  
Simon Warbuton Director of Strategy  
Alison Chew Interim Head of Bus Services  
Alex Cropper Head of Operations  
Danny Vaughan Head of Metrolink  
Caroline Whittam Head of Rail Franchising  
Gwynne Williams Deputy Monitoring Officer, GMCA  
Nick Roberts Head of Services and Commercial  
Development  
Nicola Ward Governance and Scrutiny  
Ninoshka Martin Governance and Scrutiny

#### Operators in attendance

Adam Clark Stagecoach  
Gareth Mead Warrington's Own Buses  
Guy Warren First Group

**GMTC 39/19 APOLOGIES**

**RESOLVED /-**

That apologies were received and noted from Councillors Angeliki Stogia, John Leech, Atteque Ur-Rehman and Liam O'Rourke.

**GMTC 40/19 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS**

**RESOLVED /-**

There were no chairs announcements or urgent business.

**GMTC 41/19 DECLARATIONS OF INTEREST**

**RESOLVED /-**

Councillor Phil Burke declared a personal interest in relation to item 6 (Transport Network Performance) and item 7 (Metrolink Annual Performance Report) as an employee of Metrolink.

**GMTC 42/19 MINUTES OF THE MEETING HELD 13 SEPTEMBER 2019**

**RESOLVED /-**

1. That the minutes of the GM Transport Committee held on 13 September 2019 be approved as a correct record subject the amendments as below.
  - GMTC/34/19 to read 'A member reported that a number of his constituents had been charged *in excess of what they had anticipated* for their Metrolink journey following the introduction of contactless payments *because they had failed to touch out.*'
  - GMTC/34/19 to read 'The Committee were informed that Metrolink Passengers who had not *touched* out and therefore charged for a day fare, could request a refund via TfGM.'
  - GMTC/34/19 resolution 5 to read 'That it be noted that Metrolink Passengers who have been charged *because they failed to touch out* using contactless payments can request a refund via TfGM.'
  - GMTC/34/19 resolution 6 to read 'That it be noted that a breakdown of reliability issues by Metrolink line be incorporated into the Metrolink *Annual Report.*'

- GMTC/36/19 to read 'Northern confirmed that this was primarily due to driver shortages
  - GMTC/36/19 to read 'A member raised concerns regarding the short notice cancellations, and non-stopping trains with no advance notice, which was affecting Rochdale *and Stockport* Stations (Smithy Hill, Castleton, Mills Hill *and Romiley*).
  - GMTC/36/19 resolution 7 to read 'That an analysis of 'penalty fares' issued since 2017 be incorporated into the next Rail Performance report, *subject to data availability*.'
2. That in relation to the Centre for Local Economic Strategies, that the request to review the role of public transport in reducing public health inequalities be agreed.
  3. That it be noted that the mid-tier submission would be submitted on the 18 October 2019, and therefore there was no further information for Members at this stage.

#### **GMTC 43/19 GREATER MANCHESTER TRANSPORT COMMITTEE WORK PROGRAMME**

Gwynne Williams, Deputy Monitoring Officer, GMCA introduced the latest version of the work programme for the Greater Manchester Transport Committee, which had incorporated potential future report items as suggested by members.

In addition, members suggested that consideration be given to the future report on Age Friendly Transport, and whether it could include a review of the concessionary pass for pensioners before 9.30am.

In relation to bus shelters, members sought clarity as to whether the remit of the new GM Transport Committee allowed for these to be considered in a formal committee setting, or whether another process would be more efficient in responding to Members regarding shelter requests within their Local Authority.

Members further requested bringing forward the climate change report in advance of March 2020 following the recent climate change emergency declaration by the GMCA.

#### **RESOLVED /-**

1. That the draft work programme from November 2019 to March 2020 be noted.
2. That it be agreed that the forthcoming report on Age Friendly Transport consider as to the potential extension of the operational time to use concessionary passes before 9.30 am for pensioners.
3. That it be agreed that TfGM provide a direct response to Councillor Sykes in relation to his local bus shelter enquiries.

4. That it be agreed that officers review the terms of reference of the new GM Transport Committee to clarify its role in relation to bus shelters with a view to determining a process for member engagement regarding shelters within their respective areas.
5. That it be agreed that officers consider the potential of bringing a future report to the Committee on the impact of public transport on climate change in advance of the current proposed timescale of March 2020.

#### **GMTC 44/19 TRANSPORT NETWORK PERFORMANCE**

Alex Cropper, Head of Operations, TfGM took members through a report which set out an overview of transport network performance in Greater Manchester for August 2019. He highlighted that heavy rain, issues with the Toddbrook Dam in Whaley Bridge and depot trespass issues had been detrimental to performance over this period. However, the school holiday period had also reduced journey times to result in overall good performance. The Our Pass scheme for 16-18 year olds had recently been successfully launched with a multi-agency approach and had been well received by young people.

Members questioned the current status of rail services in GM, and in particular the proposals for Sunday services which had been recommended by ASLEF (Associated Society of Locomotive Engineers & Firemen), but rejected by its members. Latest information from Northern had also indicated that the removal of the Pacer trains would be delayed, however members had been made aware that there was a commitment to ensure their removal by the end of 2019.

Members further reported a £25m deficit between Northern and Government, hence discussions regarding the future of the franchise were still ongoing. The GMCA had already urged for the termination of their franchise due to poor performance, and the Mayor had also committed to continue to lobby for improved rail services across GM.

#### **RESOLVED /-**

1. That the report be noted.
2. That it be agreed that TfGM share information directly with Councillor Adshead in relation to the increase in train delay minutes over the last period as reported by Network Rail.
3. That it be noted that members were advised to raise their concerns regarding the delayed removal of the Pacer trains directly with Northern and that it be noted that TfGM would continue to pursue Northern in response to their recent announcement regarding the delay in the removal of the Pacer trains.

## **GMTC 45/19 METROLINK ANNUAL PERFORMANCE REPORT**

Daniel Vaughan, Head of Metrolink, TfGM introduced a report which provided an overview of the operational performance of Metrolink services over the last year up until August 2019. He reported patronage growth, with circa 45m annual trips, positioning Metrolink patronage ahead of forecasted levels. However, with this demand, there had been some issues regarding capacity resulting in additional trams being allocated to the Bury, Oldham and Ashton lines. The introduction of the zonal fare structure and contactless payments had gone well, with predominately positive experiences expressed by passengers (90% customer satisfaction).

Across the year, Metrolink was performing well until July, when the summer months brought an increase in issues with rolling stock, and overhead lines. There were also an increase in road traffic accidents and some break-downs attributed to the hot weather.

However, as the Metrolink system matures, there had been less and less infrastructure issues and an overall reduction in anti-social behaviour. In relation to this, there were planned changes to the Travelsafe Partnership from November 2019, which would see more uniformed police on trams.

Through the service level agreement with the operator KAM (KEOLIS-Amey Metrolink), there had been 28 apprenticeships offered, and 48% of services to support the contract had been procured within a 25 mile radius of GM.

Transport Focus had nominated Metrolink for the light rail operator of the year award, which was a significant achievement against larger operators. Benchmarking internationally had also shown significant value for money in the Metrolink service.

Members questioned as to whether there were sidings available to place trams which had broken down to ensure the system could begin moving as quickly as possible. In particular, a member reported a breakdown on the Bury line which had resulted in bus alternatives and significant passenger confusion. Officers were aware of the failure of a double tram in a tunnel, that required concentration on the safety of passengers who were on board as priority. In such instances, contingency plans and the use of sidings were not always possible, hence some disruption to the wider network.

Members questioned whether there were any interim arrangements for increase police presence on trams before the changes to the Travel Safe Partnership had been implemented in November. Officers reported that the Partnership was aware of the impact of a slight delay to their previously published programme, and were in discussions with KAM to ensure that the balance of security/customer service staff was right now, and going forward into the future.

A member asked whether the additional 27 trams as detailed in the report were included with those to come into the network as part of the Trafford Park expansion. Officers

confirmed that these were additional units which would be used to increase double units on existing routes and increase capacity over the whole system.

Members asked for some feedback following the introduction of zonal fares, and it was reported that it had generally gone well and passengers feedback indicating that they feel travel is better value for money, with only some reported confusion in relation to the change in payment machine screens. There had also been some incidents of people being charged for a day ticket after failing to tap out, however refunds were available via TfGM for infrequent offences.

A member asked about the Operators commitment to the GMCA's Social Value Policy and it was confirmed that this is detailed within the contract as part of the procurement process.

A member also requested information in relation to Metrolink on a line-by-line basis. Officers confirmed that this was available on a monthly basis via the TfGM website, but could also be provided to members upon request.

**RESOLVED /-**

1. That the performance report be noted.
2. That it be noted that KAM (KEOLIS-Amey Metrolink) have indicated that they will attend future meetings of the GM Transport Committee in relation to any report on Metrolink.
3. That it be agreed that officers provide a summary breakdown of staff employed by KAM directly to Councillor Haslam.
4. That it be noted that detailed information on Metrolink issues was available on the TfGM website on a monthly basis, but can also be provided to members directly upon request.

**GMTC 46/19 FORTHCOMING CHANGES TO THE BUS NETWORK (Key Decision)**

Nick Roberts, Head of Services and Commercial Development, TfGM took members through a report which informed the Committee of the changes that have taken place to the bus network since the last meeting and any consequential action taken or proposed by Transport for Greater Manchester.

In relation to service 180, members had received representations from a resident opposed to the planned changes from First. Officers from TfGM offered to facilitate the opportunity for further dialogue in relation to the proposed changes to this service.

Members urged that in relation to any proposed changes, that these are shared with elected members as they can often suggest alternative solutions that would meet the needs of local residents.

Members welcomed the planned introduction of a 5 minute service by Go-North West from Manchester-Middleton, however had some concerns as to its reliability as per the previous 10 minute service. Furthermore, members welcomed the splitting of services at Oldham Town Centre to improve reliability, but urged operators to consider through fares as an option for passengers. Operators confirmed that passengers making these journeys tended to be users of a day/week ticket.

Members reported significant issues in relation to Diamond Buses, including a lack of drivers, a lack of frequency of services, buses without capacity and vandalism at their depot. They questioned whether Diamond had the ability to deliver the contract as members had received a number of complaints about their services.

Members welcomed the introduction of additional services Logistics North Bolton Link serving commuters to Logistics North, but noted that there had been a number of refusals due to capacity issues. It was questioned as to whether the increased service could be introduced earlier than January 2020. Officers agreed to look at this, but suspected that it was in relation to contract agreements.

#### **RESOLVED /-**

1. That the changes to the commercial network and the proposals not to replace the de-registered commercial services as set out in Annex A be noted.
2. That the changes to the commercial network and the proposals not to replace the de-registered commercial services as set out in Annex A, be agreed.
3. That it be noted that First will re-consider (following correspondence received from a local resident) the proposed commercial changes to service 180.
4. That the proposed action in respect of changes or de-registered commercial services as set out in Annex B be agreed.
5. That the proposed changes to general subsidised services set out in Annex C be approved.
6. That it be agreed that TfGM review whether the start date of changes to the Logistic North Local Link could be brought forward.

Bob Morris, Chief Operating Officer, TfGM introduced a report which informed members of the publication of the GM Prospectus for Rail, and linked strongly to the Strategic Rail Update report as introduced by Simon Warburton which provided an update on the work being undertaken by TfGM and partners on two long term strategic rail programme components: HS2 and Northern Powerhouse Rail and Tram-Train.

The Rail Prospectus was launched on the 26 September, covering four key aspects –

- Making best use of what's available now
- Delivering more capacity and better connectivity
- Devolved and accountable rail-based network
- Integrated travel between all modes.

The Prospectus would further be steered by the outcomes of the Williams review, and its findings in relation to the future of rail.

HS2 and Northern Powerhouse Rail were two critical elements to the rail prospectus, within a set of deliverables to address the current rail challenges. It was vital that the network is developed to support sector growth, and manage passenger demand. Transport for the North and the Department for Transport have already undertaken some work in relation to a growth strategy for rail stations and how they can contribute to the growth of the GM economy as a whole.

There is a national review of HS2 to which GM are contributing.

In relation to tram-train, there was a new momentum for taking this forward following the Prospectus, and a number of potential corridors had already been identified.

Members welcomed plans in relation to Stockport Train Station, as a key element of the Mayoral Development Area, there was already work underway to engage with Network Rail to deliver improvements in and around the station. However, there was also a programme of work required to fully understand the impact of HS2 on Stockport Station, and release further capacity for localised services.

A member of the committee urged that myths around the potential for surplus funding should HS2 be cancelled are challenged, as without the removal of fast trains from the network, capacity will not be able to be increased and therefore HS2 was a vital contributing factor to the successful development of the train network.

Members were concerned that there had been little progression in relation to tram-train, and only ever one trial in the UK. It was felt that there was little commitment from Government in relation to these concepts and potentially further expansion of the Metrolink system would be greater supported.

A Member asked about the potential for a train station in Diggle, as this was not included in the 2040 Delivery Plan. Officers confirmed that this Plan was still in draft form, and the



consultation responses were currently being reviewed. Final agreement on its content would be approved by the GMCA in due course.

A Member reported an exceptional station at Hindley, which had been improved by the Friends of Hindley Station group, and a range of activities undertaken with young people and other disadvantaged groups. The Station had also recently been awarded a Wigan in Bloom award.

Members were reminded of the Community Friends Day where all groups were invited to share good news and have a networking opportunity. There was a lot of activity like this across the network, and it was important to recognise all their efforts.

A member urged for consideration to be given to a station request for Cheadle, where the platform remains, and a potential to serve a number of large scale employers. Officers confirmed that Cheadle was on the map as a potential new station site, however there were some challenges as a result of a single track to and from the station.

In relation to a tram-train service to Marple, a member also urged that officers consider a rail route to Stockport. Officers confirmed that a rapid transit corridor between Marple and Stockport had been considered, however it was proving a challenging business case to address as the end point was not of a significant scale.

The Wigan-Manchester line passes at the base of Logistics North, which would prove an ideal location for a station to service the businesses. Members added that Bolton to Walkden railway line could also be used to link to Bolton Hospital. Officers agreed to consider the opportunity provided through the Bolton-Walkden line.

#### **RESOLVED /-**

1. That the reports be noted.
2. That it be noted that the Delivery Plan was currently in draft form, and following the review of the consultation responses, would be submitted to the GMCA for approval.
3. That the Committee record its thanks to all Friends of Station Groups, with special mention to the Friends of Hindley Station who had recently received a national award for their work with young people and disadvantaged groups, in addition to a local award from Wigan in Bloom.
4. That it be agreed that TfGM respond directly to Councillor Stuart Haslam in relation to proposals relating to links to Bolton Hospital.

#### **GMTC 48/19 EXCLUSION OF THE PRESS AND PUBLIC**

#### **RESOLVED /-**

That, under section 100 (A)(4) of the Local Government Act 1972 the press and public should be excluded from the meeting for the following items of business on the grounds that this involved the likely disclosure of exempt information, as set out in the relevant paragraphs of Part 1, Schedule 12A of the Local Government Act 1972 and that the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

**GMTC 49/19 FORTHCOMING CHANGES TO THE BUS NETWORK - PART B**

**RESOLVED /-**

That the report be noted.

## Greater Manchester Transport Committee – Draft Work Programme

**December 2019 – March 2020**

The table below suggests the Committee's work programme from November to March 2020.

Members are invited to further develop, review and agree topics which they would like to consider.

The work programme will be reviewed and updated regularly to ensure that the Committee's work remains current.

The key functions of the Committee are –

- **Accountability:** active and regular monitoring of the performance of the transport network, including the Key Route Network, the operation of the GM Road Activities Permit Scheme, road safety activities, etc as well as all public transport modes. This role will include holding service operators, TfGM, highway authorities and transport infrastructure providers to public account, and to recommend appropriate action as appropriate;
- **Implementation:** oversee the delivery of agreed Local Transport Plan commitments. This includes the active oversight of the transport capital programme, and decisions over supported bus services network to be made within the context of policy and budgets set by the Mayor and the GMCA as appropriate; and
- **Policy Development:** undertake policy development on specific issues, as may be directed by the Mayor and / or the GMCA.

Friday 6 December 2019

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Rail operational focus	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Rail Performance – Quarterly Update	Bob Morris, TfGM	To provide an update on rail performance over the previous quarter. Rail operators to be invited to attend.	Accountability
	December changes to the Bus Network	Alison Chew, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate. Bus operators to attend.	Accountability
Strategic Focus - Delivering Our	<b>Mayoral Update</b>	<b>Andy Burnham, Mayor of Greater Manchester</b>	<b>Report from the Mayor in his role as GMCA Transport Portfolio Holder. To include Our Pass update.</b>	<b>Implementation</b>

<b>MEETING DATE</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALLIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
Network and Passenger Focus	<b>GM Transport Strategy 2040 Delivery Plan</b>	<b>Simon Warburton, TfGM</b>	<b>To receive a report on the updated 2040 Delivery Plan. To include looking at the wider connectivity of the GM outlying towns and areas which require access to public transport networks.</b>	<b>Policy development</b>
	<b>Passenger Satisfaction Report</b>	<b>David Sidebottom, Transport Focus</b>	<b>Report on the findings of the annual passenger surveys conducted by Transport Focus.</b>	<b>Accountability</b>
	<b>Customer Information</b>	<b>Sean Dyball and Rachel Hutchins, TfGM</b>	<b>An overview of the Customer Travel Information roadmap and key priority areas for the next 12 months for members to comment and give direction. To include an update on real-time bus information.</b>	<b>Implementation</b>
	<b>Travel Safe Partnership</b>	<b>Lucy Kennon, TfGM</b>	<b>Following the initial presentation in July 2019 – an update on the outcomes of the Travel Safe Partnership Governance Review.</b>	<b>Accountability, Implementation</b>
	<b>Transport Capital Programme Update</b>	<b>Chris Barnes, TfGM</b>	<b>To receive an update for comment on the transport capital programme.</b>	<b>Implementation</b>

Friday 17 January 2020

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Bus operational focus	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Assessment of the impact of changes to subsidised bus services	Alison Chew and Nick Roberts, TfGM	To note and comment on the assessment of the impact if changes to the bus network for communities. Bus operators to attend.	Accountability
Strategic Focus - Healthy Network	<b>Made to Move Update</b>	<b>Chris Boardman, GM Cycling &amp; Walking Commissioner</b>	<b>To receive a report from the Greater Manchester Cycling &amp; Walking Commissioner on progress implementing Made to Move and the Bee Network.</b>	<b>Implementation</b>
	<b>Streets for All Strategy</b>	<b>Nicola Kane, TfGM</b>	<b>To receive a report for comment on the developing strategy (which is a sub-set of the 2040 Transport Strategy).</b>	<b>Policy development</b>
	<b>Open Streets</b>	<b>Stephen Rhodes, Anna Collins, TfGM</b>	<b>To receive a report on the funding available for Open Streets events,</b>	<b>Policy development</b>

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
			which temporarily open streets to people by closing them to cars.	
	Delivering a Healthy Transport Network	TfGM, Kate Brown	To receive the CLES report on how transport is impacting on health inequalities across GM for members to inform report and recommendations.	Policy development
	Transport & Climate Change	Simon Warburton, TfGM	Update on increased efficiency & deployment of low energy transport, low carbon infrastructure and plan for progressing to zero emissions vehicles by 2038.	Policy development

Friday 21 February 2020

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Metrolink operational focus	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	January 2020 changes to the Bus Network and Review of Subsidised Bus Services Budget	Alison Chew and Nick Roberts, TfGM	To note forthcoming changes to the bus network and to review and make decisions relating to supported bus services within the context of policy and budgets set by the Mayor and GMCA as appropriate. Bus operators to attend.	Implementation
	Metrolink Performance – Quarterly Update	Danny Vaughan, TfGM	To provide an update on performance over the previous quarter. KAM to attend.	Accountability
Strategic Focus - Inclusive Network	<b>Fares and Ticketing</b>	<b>Stephen Rhodes, TfGM</b>	<b>To note and comment on the development of the Fares and Ticketing Roadmap including Smart Ticketing, Contactless and Concessions.</b>	<b>Policy development</b>
	<b>Social Value</b>	<b>Steve Warrener,</b>	<b>To review the social value of our public transport network, as requested by members. To cover</b>	<b>Accountability, Implementation</b>



<b>MEETING DATE</b>	<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>
		Kate Brown, TfGM	procurement and how transport is supporting the wider GM Strategy.	
	Age Friendly Transport	Kate Brown, TfGM	Update on how transport is supporting the GM Ageing Strategy.	Policy development

Friday 13 March 2020

MEETING DATE	TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE
Rail operational focus	Transport Network Performance	Bob Morris, TfGM	To review performance of the transport network, including the Key Route Network and all public transport modes. To hold service operators, TfGM, highway authorities and transport infrastructure providers to public account and to recommend appropriate action.	Accountability
	Rail Performance – Quarterly Update	Bob Morris, TfGM	To provide an update on rail performance over the previous quarter. Rail Operators to attend	Accountability
Strategic Focus - Environmentally Responsible Network	<b>Sustainable Journeys</b>	<b>Stephan Rhodes, Anna Collins, TfGM</b>	<b>A report on initiatives to support a shift to more sustainable travel. To include the promotion of sustainable travel options to people moving into new homes and workplaces.</b>	<b>Policy development</b>

## Member Requests

TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE	PROPOSED WAY OF ADDRESSING
Taxi Licensing Standards Update	Kate Brown, TfGM	Update on progress of collaborative working with LAs and role within an integrated transport network.	Policy development	Include as part of Clean Air informal briefing.
2040 Strategy Delivery Plan	Simon Warburton, TfGM	To receive the draft 2040 Delivery plan for 2021-2026	Accountability	Report to meeting December 2019.
Tram / Train development	Simon Warburton, TfGM	To receive a report back following the trials of the tram/train opportunities and the future plans for GM.	Policy Development	Strategic Rail Item October 2019. Progress report to committee summer 2020.
Manchester Airport Transformation Plan and surface transport	Simon Warburton, TfGM	To receive an update from Manchester Airport about their transformation plan and on surface transport issues.	Implementation	A separate Committee visit to the airport.
Travel Information	Stephen Rhodes, TfGM	To receive an update on the implementation of real time information for bus services.	Policy development	Customer Information report December 2019
Orbital routes and connecting GM Towns and	Bob Morris, TfGM	To look at the wider connectivity of GM's outer lying towns and areas which rely on the public transport network.	Policy development	Address as part of 2040 delivery plan, December 2019.

<b>TOPIC</b>	<b>CONTACT OFFICER</b>	<b>PURPOSE</b>	<b>ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE</b>	<b>PROPOSED WAY OF ADDRESSING</b>
<b>Communities Most at Need</b>				
<b>Free Public Transport to Home owners in New Developments</b>	<b>Steve Warrener, TfGM</b>	<b>Following the offer of free Metrolink travel to purchasers of properties within the MODE scheme in Manchester City Centre, members have requested information on the arrangement and potential role out for other new build developments.</b>	<b>Policy Development</b>	<b>Address as part of Sustainable Journeys Update, March 2020.</b>
<b>Our Pass</b>	<b>Steve Warrener, TfGM</b>	<b>To receive an update on the roll out of the Our Pass scheme, specifically how it has been communicated across all areas of GM to ensure equal access for all young people.</b>	<b>Implementation</b>	<b>To be included in the Mayor's Update in December 2019.</b>
<b>Clean Air Plan</b>	<b>Simon Warburton, TfGM</b>	<b>To update members on the development and implementation of the draft GM Clean Air Plan</b>	<b>Implementation</b>	<b>Informal Briefing March 2020</b>
<b>Rail Network Expansion Plans</b>	<b>Bob Morris, TfGM</b>	<b>Update on expansion plans and funding bids</b>	<b>Policy Development</b>	<b>Address as part of Strategic Rail item in October 2019.</b>
<b>The Misuse of Bus Lanes</b>	<b>Bob Morris, TfGM</b>	<b>To update members of the figures in relation to the misuse of bus lanes, the implementation of bus lane cameras in hotspot areas and</b>	<b>Accountability</b>	<b>To cover in Road Safety report, November 2019.</b>

TOPIC	CONTACT OFFICER	PURPOSE	ALIGNMENT TO WHICH KEY FUNCTION OF THE COMMITTEE	PROPOSED WAY OF ADDRESSING
		the breakdown of fines in each LA area.		

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## Greater Manchester Transport Committee

Date: 08 November 2019  
Subject: Bus Annual Performance Report  
Report of: Interim Head of Bus Services

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### PURPOSE OF REPORT

To inform members of the performance of the Greater Manchester bus network during the Sept 18 to Aug 19 period, with particularly focus on the subsidised bus network.

### RECOMMENDATIONS:

Members are asked to note the content of the report

### CONTACT OFFICERS:

Alison Chew	Interim Head of Bus Services	0161 244 1726
		<a href="mailto:alison.chew@tfgm.com">alison.chew@tfgm.com</a>
Martin Shier	Bus Partnerships Delivery Manager	0161 244 1684
		<a href="mailto:martin.shier@tfgm.com">martin.shier@tfgm.com</a>

Risk Management – n/a

Legal Considerations – n/a

Financial Consequences – n/a

Financial Consequences – n/a

Number of attachments included in the report: 2

- APPENDIX A: General Contract Operator Ranking – Q1 2019/20 (12 months ending June 2019)
- APPENDIX B: School Contract Operator Ranking – Q1 2019/20 (12 months ending June 2019)

**BACKGROUND PAPERS:** None

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		No
GMTC	Overview & Scrutiny Committee	
N/A	N/A	



## **1 INTRODUCTION**

- 1.1 Greater Manchester has an extensive bus network covering in the order of 57.537 million miles and supporting an annual ridership of 186.7 million passengers. The network (870 services), is provided on both a commercial and subsidised basis by over 35 operators (as at Sept 2019) including Stagecoach Manchester, Go North West, Diamond Bus, First Manchester, Manchester Community Transport (MCT) and Arriva North West.
- 1.2 Transport for Greater Manchester (TfGM), financially supports and manages the subsidised bus network on behalf of the Greater Manchester Combined Authority (GMCA). The subsidised network (16.3% of overall mileage) is provided with a budget of £27.6 million (2019/20). The funding level supports areas of the network which are not deemed commercially viable by operators, but are considered socially necessary, and delivers an extensive network of school bus services.
- 1.3 Bus service provision represents a vital element of the Greater Manchester public transport network. Currently, three out of every four public transport journeys in Greater Manchester are undertaken by bus services. It is therefore essential that the performance of the bus network is closely monitored and understood, ensuring that not only is the quality of provision and customer journey experience maintained and enhanced, but the subsidised services budget is effectively and efficiently deployed.

The latest Transport Focus survey (Autumn 2018) indicated that within Greater Manchester, 87% of passengers are satisfied with their overall journey, and the key customer priorities were value for money, driver behaviour, punctuality and journey time.

## **2 OPERATIONAL PERFORMANCE**

- 2.1 This section of the report presents network wide bus performance statistics for the Greater Manchester region, extracted from TfGM's in-house Punctuality Reliability Monitoring System (PRMS). Performance levels are tracked against the Code of Conduct Voluntary Partnership Agreement (CoC VPA) and Traffic Commissioner targets.
- 2.2 Figures 1 and 2 summarise the network headline results for the Sept 18-Aug 19 period split between those registered to adhere to a timetable with specific departure times (scheduled services) and those registered to operate six buses an hour or more, with the associated timetable stating the service frequency (frequent services). The observed profile of the bus fleet, in terms of vehicle age and engine emission standards is also outlined in Figure 1 and is assessed based on observations undertaken on both frequent and scheduled services.

**Figure 1: Bus Service Performance and Vehicle Profile (Sept 18 – Aug 19)**

Measure	Minimum Standard	No. Obs.	Network Average (Sept 18- Aug 19)	Change from 2018/19	Trend
<b>Scheduled Service Performance (last 12 months)</b>					
Reliability	97.0%	64,454	98.4%	0.53%	Improving
Start Point Punctuality	90.0%	31,237	88.4%	0.49%	Improving
Mid-Point Punctuality	70.0%	33,217	80.4%	-1.24%	Declining
Overall Punctuality	80.0%	64,454	84.4%	-0.38%	Declining
<b>Frequent Service Performance (last 12 months)</b>					
Regularity	97.0%	27260	95.6%	-0.09%	Stable
<b>All Service Vehicle Quality (June 19 – Aug 19)</b>					
Euro IV +	-		94.2%	1.67%	Improving
Hybrid Diesel	-	25,408*	14.3%	-1.31%	Declining
Euro VI	-		24.5%	1.71%	Improving
Age (Yrs.)	-		8.5	0.07	Stable

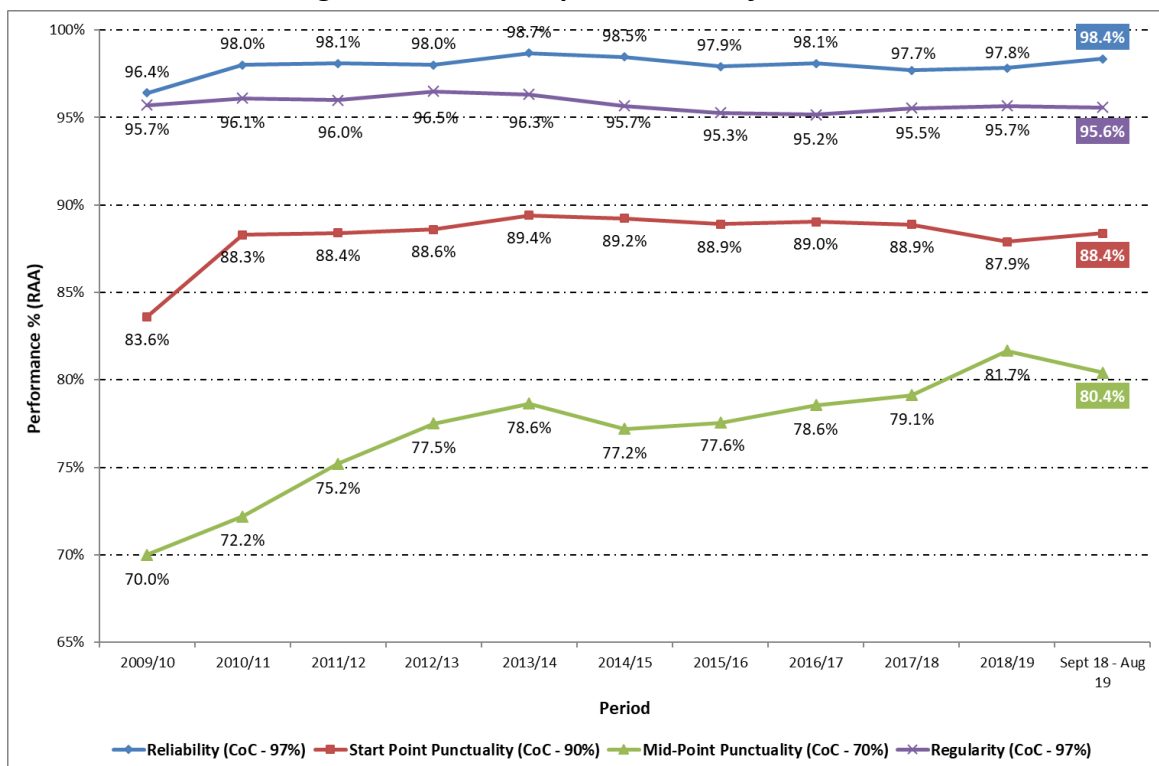
\*total number of fleet observations in the June 19 – Aug 19 period

### **Scheduled Service Performance**

- 2.3 The reliability of scheduled services (Figures 1 and 2) at the network level was 98.4%, representing an improvement from the level achieved in 2018/19 (97.8%), and continues to exceed the Code of Conduct minimum standard (97%).
- 2.4 Start-point punctuality of scheduled services is an area where TfGM has sought more action on the part of the operator, as it is incumbent on them to provide reasonable recovery time and develop contingency plans to enable journeys to start punctually. Traffic congestion in the Regional Centre has hampered the increased recovery times put in place by some operators, particularly given the limited space available for vehicle layover, while others continue to develop and better utilise their respective Automatic Vehicle Location (AVL) performance information in terms of service planning.
- 2.5 For the current rolling 12-month period (Sept 18-Aug 19) the network level performance for start point punctuality was observed at 88.4% (Figures 1 and 2) which was below the Code of Conduct minimum standard (90%), however it did represent an improvement from the level observed in 2018/19 (87.9%). The observed performance level partly reflected the scale and intensity of the infrastructure works in the Regional Centre and on the key radial corridors, and the level of planned and unplanned roadworks and events.
- 2.6 The mid-point punctuality of scheduled services is an area where TfGM is seeking action from both bus operators and highway authorities, and other stakeholders who have an influence over management of the local and strategic road network. At the network level (Figures 1 and 2) the mid-point punctuality of scheduled services had decreased to 80.4% (Sept 18 – Aug 19) from 81.7% (2018/19). However, the current level of performance was over ten percentage points higher than the Traffic Commissioner’s minimum standard of

70%, despite the challenging operating conditions resulting from the numerous infrastructure works on the Greater Manchester highway network, particularly in the Regional Centre.

**Figure 2: Network Operational Performance**



### **Frequent Service Performance**

- 2.7 In the case of frequent services, the key issue for passengers is not the adherence to a specific set of timetabled departures, but the regularity of the service compared to their expectations. Performance is measured at intermediate timing points of a journey therefore this is another area where the CoC VPA has acknowledged there may be a need for highways management interventions to achieve the minimum standards.
- 2.8 Network mid-point regularity performance (Figures 1 and 2) for the 12-month period (Sept 18-Aug 19) was 95.6%, which had remained relatively static from the performance level achieved in 2018/19 (95.7%) and continued to be below the CoC VPA minimum standard (97%). The level of performance of frequent services needs to be appreciated, against the underlying picture of several corridors disrupted by major roadworks and events.

### ***Fleet Profile***

- 2.9 The observed bus fleet profile in terms of vehicle age and engine emission standards are shown in Figure 1.
- 2.10 The quality of the fleet has remained high with 94.2% (2019/20 Q2) of the observed fleet classified as Euro IV+ or better. Furthermore, the deployment of the vehicles meeting the Euro VI emission classification has continued to increase and now stands at 24.5% (2019/20 Q2). The age of the fleet, observed through PRMS, has remained static at 8.5 years.

## **3 SUBSIDISED BUS NETWORK PERFORMANCE**

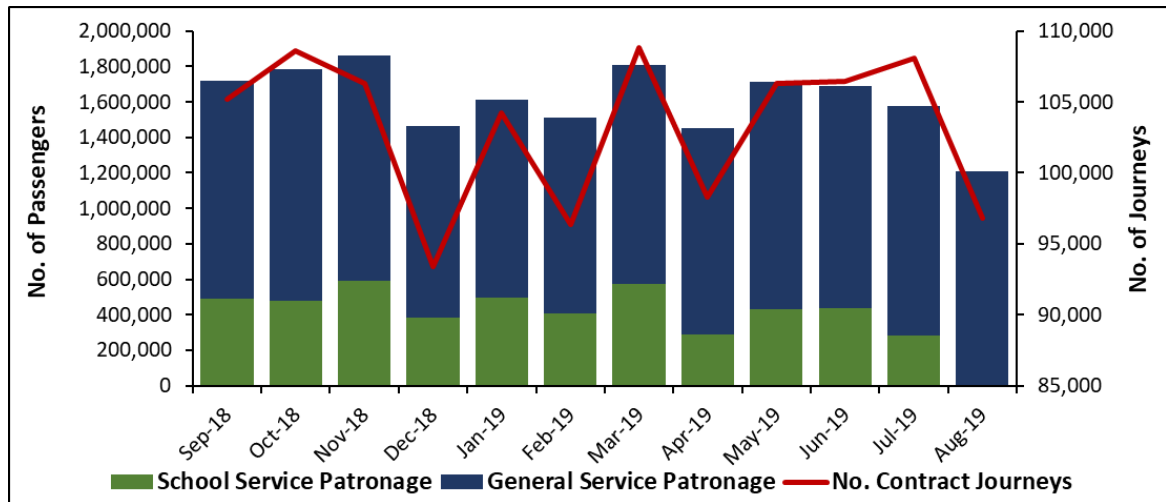
### ***Overview***

- 3.1 Over the 12-month period (Sept 18 – Aug 19), 83.7% (48.167 million miles) of the bus network mileage within Greater Manchester was provided on a commercial basis by over 35 operators. TfGM subsidised the remaining 16.3% (9.371 million miles per annum) which supported socially necessary and school bus services.
- 3.2 During Sept 19 there were 527 (compared to 537 in Mar 19) subsidised service contracts in operation, covering 665 (641, Mar 19) services and provided by 22 (24, Mar 19) operators. Subsidised bus mileage in Sept 19 was estimated to be 802,003 miles of which Stagecoach Manchester (21.8% market share), Diamond Bus (17.7%) and MCT (17.9%) operated 213 of the contracts and 59.0% (472,834 miles) of the subsidised network mileage. It is worth noting that following the acquisition of First Manchester's Queens Road and Bolton operations by Go North West and Diamond Bus respectively, First Manchester's subsidised market share had declined from 9.1% (71,868 miles) to 2.3% (18,720 miles). Diamond Bus are the second largest contractor, behind Stagecoach Manchester, with a subsidised mileage market share of 17.7% (Sept 19).

### ***Patronage***

- 3.3 Patronage information is collated and analysed each month to identify trends, increase our understanding of passenger demand across the subsidised bus network and facilitate contract management. Figure 3 presents the monthly patronage profile on subsidised bus services, along with the number of contracted journeys for the period Sept 18 to Aug 19.

**Figure 3: Subsidised Bus Service Patronage (Sept 18 – Aug 19)**



3.4 Subsidised service patronage (including school and general services) for Sept 18-Aug 19 was 19.401million, generated from 1.239 million journeys which had slightly declined (-0.53%) from 19.504 million passengers in 2018/19. However, it is worth noting that the average number of passengers per journey remained static at 15.7. The subsidised service patronage demand represented approximately 10.4% of the overall bus market for Greater Manchester (186.7 million, Q3 2018/19 - 2019/20 Q1).

3.5 For Sept 18-Aug 19, the three principal subsidised service operators (Stagecoach Manchester, Diamond Bus and MCT) carried 56.5% (10.955m million) of the subsidised service patronage, however, Stagecoach Manchester’s share of patronage was 38.4% (7.445 million) of overall subsidised patronage.

3.6 School services patronage, which represented 25.0% of the overall subsidised bus demand, decreased by 1.1% between 2018/19 (4.910million) and Sept 18-Aug 19 period (4.856 million), but corresponded with an equivalent decline in number of contracted journeys (-2.9%). Average occupancy per school journey remained relatively stable (38.2; Sept 18-Aug 19). In terms of the school services, Stagecoach Manchester (1.338million), R S Tyrer & Sons (0.873million) and Vision Bus (0.476million) carried 55.3% of the overall subsidised school patronage.

**Contract Cost**

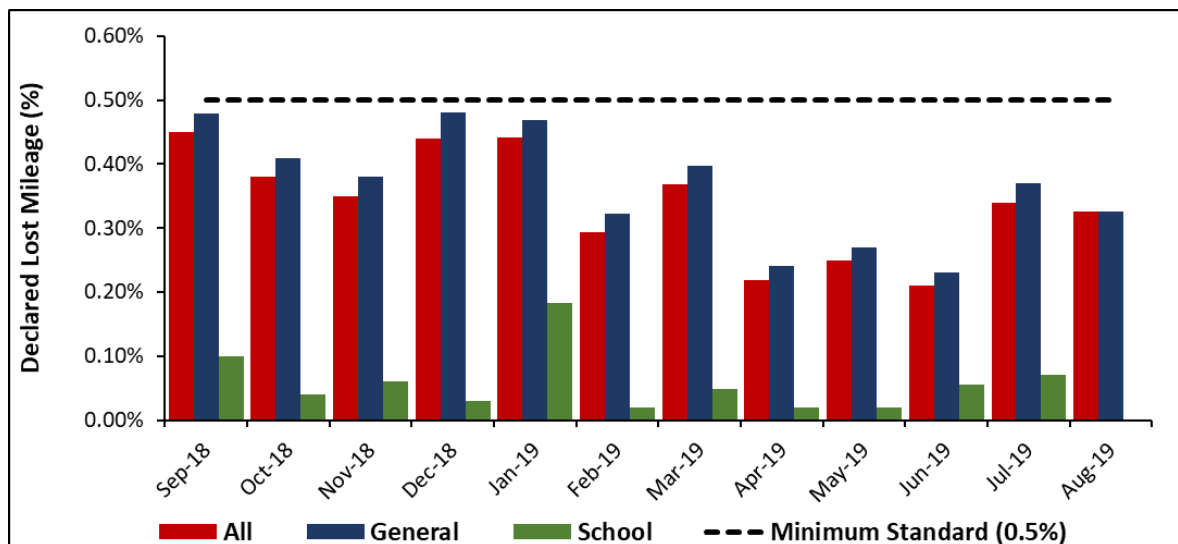
3.7 Overall contract cost for the Sept 18-Aug 19 period was £27.647 million, (net £24.223 million). Overall subsidised service expenditure remained relatively static compared to the 2018/19 figure (£27.422 million). Subsidised service cost per passenger (excluding de-Minimis and Local Link contracts) was £1.25 (Sept 18 – Aug 19). Disaggregated by contract type, the ratios were £1.08 (General) and £1.75 (Schools).

**Declared Lost Mileage**

3.8 Operators are contractually obliged to declare any lost mileage that occurs on TfGM contracts each month and these declarations are subsequently verified through analysis of their electronic ticket machine data. The proportion of declared lost mileage incurred on the subsidised service network during the Sept 18 – Aug 19 period, broken down by contract type is presented in Figure 4.

3.9 For the Sept 18 – Aug 19 period, the declared lost mileage was 0.34% of the subsidised schedule mileage. The 12-month declaration represented an improvement from the equivalent figure for 2018/19 (0.43%) and continued to operate within the industry standard (0.5%). Overall, the individual monthly declarations were also within the desired threshold.

**Figure 4: Declared Lost Mileage (Sept 18 – Aug 19)**



3.10 The principal causes of the declared lost mileage during the Sept 18 – Aug 19 period, as identified by the operators, were vehicle breakdowns (13,357 miles; 2,098 trips, 42.0%) and traffic congestion / enforcement (6,566 miles, 1,503 trips, 20.7%). Staff issues accounted for 15.3% (4,857 miles, 761 trips) of the declared lost mileage.

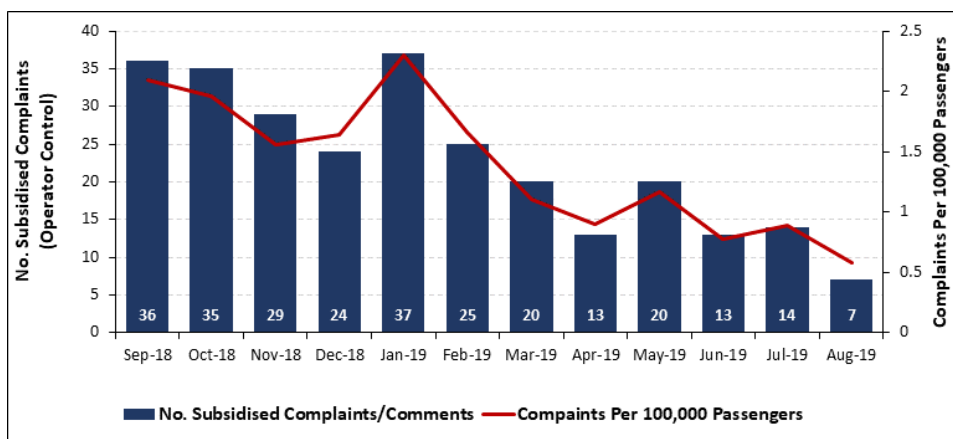
**Operational Performance**

3.11 The operational performance of the subsidised bus service network during the Sept 18 – Aug 19 period exceeded the overall network figures both for start point punctuality and reliability; at 89.7% and 98.9%. respectively. Mid point punctuality was observed at 79.3%, which was less than that for the overall network.

### Customer Comments

3.12 For the Sept 18 – Aug 19 period, a total of 273 subsidised bus service comments, which were within the operators’ control, were received by TfGM (Figure 5). The level of comments/complaints decreased from the number attained in 2018/19 (337). The current period’s figure equates to 1.41 complaints per 100,000 passenger journeys.

**Figure 5: Customer Complaints / Comments (Sept 18 – Aug 19)**



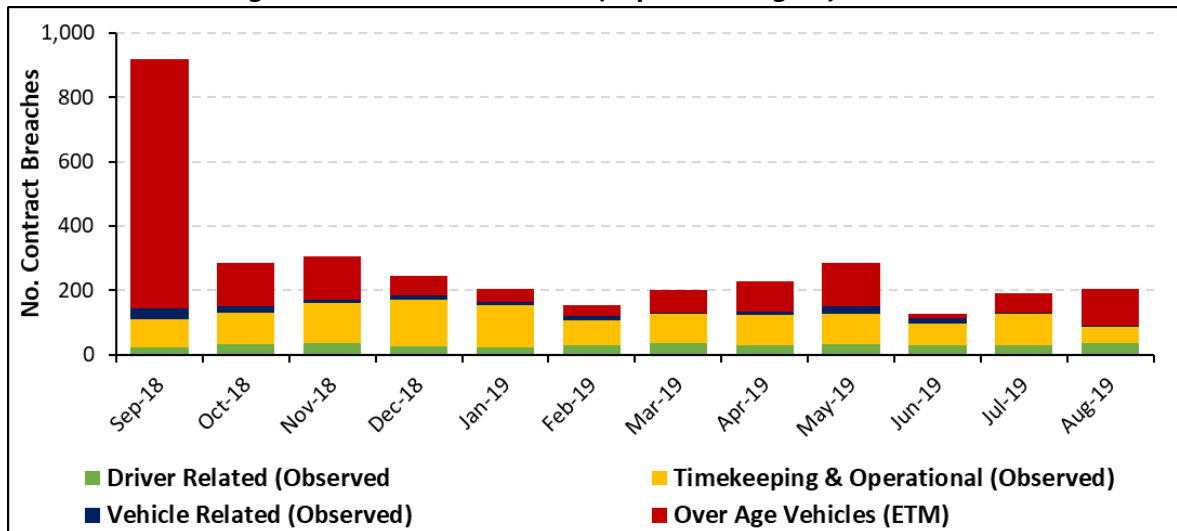
### Contract Breaches

3.13 Contract breaches are reported failures to deliver a subsidised service in accordance with the contract specification and will culminate in a financial deduction being made from the operator’s monthly payment. The level of financial penalty is dependent on the number and composition of breach types. Figure 6 shows the monthly number of contract breaches by type/source for the Sept 18-Aug 19 period.

3.14 During the review period there were 3,349 confirmed contract breaches of which 49.7% were associated with the deployment of over age vehicles on the subsidised network; recorded through the operators’ electronic ticket machine (ETM) declarations. This category of breach spiked in the first month of the review period (Sept 19) which coincided with the commencement of school services and embedding of the vehicle compliance process with operators (commenced in Apr 18). Timekeeping and operational breaches continued to be the main category of observed contract breaches (1,162).

3.15 The overall level of breaches in the review period equated to 0.03 breaches per mile and 0.53 per contract respectively. To receive the maximum score in TfGM’s Supplier Rating (see paragraph 4) operators would need to attain 0.01 breaches per mile to gain the full available score.

**Figure 6: Contract Breaches (Sept 18 – Aug 19)**



### Vehicle Profile

Over 1,700 vehicles were deployed per month on the Greater Manchester subsidised bus network during the Sept 18 – Aug 19 period. Stagecoach Manchester, the largest TfGM contractor, deployed over 700 vehicles to cover their contracted network. The average age of the vehicle fleet used on the subsidised network was 8.5 years (Jul 19), but differed significantly by contract type (i.e. General - 8.4 years and School - 10.3 years).

### Deductions from Operator Payments

3.16 Contract deductions for the Sept 18 – Aug 19 period amounted to £235,526 and represented 0.9% of the total operator payment (£26.155 million); lower than the proportion deducted during 2018/19 (1.05%; £274,338). Most of the deduction (£141,992, 60.3%) was associated with the lost mileage declared through the operators' Electronic Ticket Machine (ETM) submissions. Nearly £26,000 was deducted for the deployment of over age vehicles.

## 4 SUPPLIER RATING – SUBSIDISED SERVICES

4.1 TfGM's Supplier Rating came into effect on 1st February 2012 and introduced a quality threshold to the tendering process for subsidised bus services with the aim of improving service delivery to the customer and improving the attractiveness and perception of bus travel.

4.2 The rating is calculated using criteria centred on service delivery, which accounts for 60% of the available score, as well as other indicators of professional competence and the provision of contractual data to TfGM. These factors form a key element of regular contract performance meetings with bus operators.

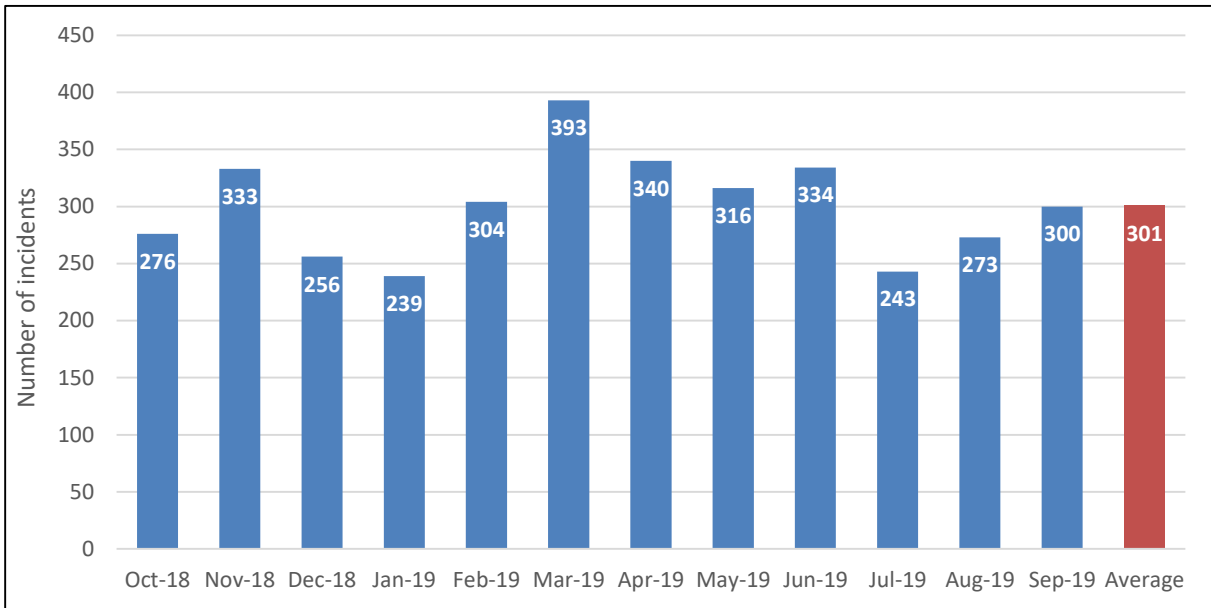


- 4.3 The performance of TfGM's school and general bus network contracts are recorded separately each quarter, with scores in each of 13 individual measures weighted to reflect their relative importance to the customer and TfGM.
- 4.4 The results are then aggregated with those of the three previous quarters to produce a Moving Annual Average for each operator which, in turn, enables operators to be ranked in terms of their overall performance.
- 4.5 Since its inception, Supplier Rating has influenced operators to make changes to improve their service quality and delivery and, in turn, their Supplier Rating.
- 4.6 The rankings for Quarter 1 for the General Network operators are detailed in Appendix A and those for TfGM's School operators are in Appendix B. Further details on individual operator results are provided in the Part B report to this meeting.

## **5 CRIME AND ANTI-SOCIAL BEHAVIOUR**

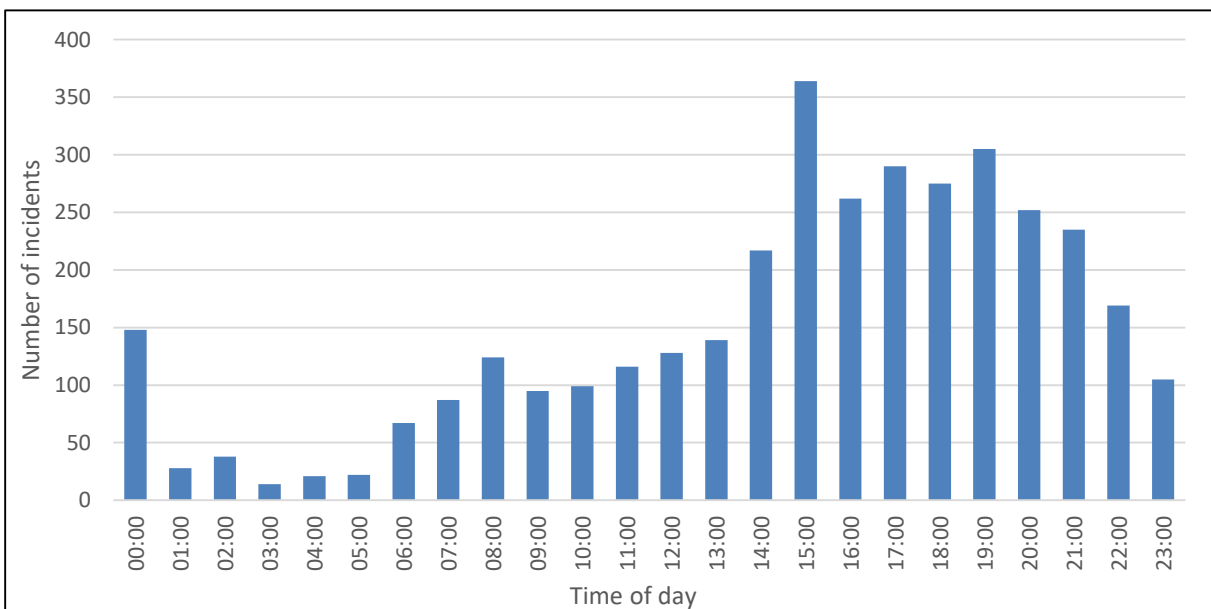
- 5.1 Led by TfGM and Greater Manchester Police, and with support from contributing operators KeolisAmey Metrolink, Stagecoach and First Manchester, visible patrols and dedicated, intelligence-led operations offer reassurance and help prevent and deal with incidents of crime, antisocial behaviour and fare evasion on our networks.
- 5.2 This work is complemented by an extensive youth engagement and education programme, which has seen TravelSafe Partnership (TSP) officers speak to more than 26,000 children and young adults between May 2018 and February 2019 about the importance of behaving on public transport.
- 5.3 A TravelSafe week is planned for the start of next year which will include a relaunch of the TravelSafe website, a broad behaviours focused campaign and a social media campaign, humanising the effect of Anti-Social Behaviour (ASB) on passengers and staff.
- 5.4 High level trends in Bus Incidents.
- The analysis below uses data drawn from a number of TravelSafe partners including GMP, Bus Operators and TfGM Staff. In total, 3607 incidents were reported during the 12 months from October 2018 to September 2019, of these 42% were reported to GMP.
  - On average, 301 incidents were reported to the TravelSafe Partnership per month.

**Figure 7: Incidents on the bus network reported to the TravelSafe partnership by month.**



- The number of incidents varied by day of week and time of day. There was an average of 11 incidents on weekdays, 10 on Saturdays and 7 on Sundays. This trend is likely be linked to the higher number of services and greater patronage levels on weekdays.

**Figure 8: Incidents on the bus network reported to the TravelSafe Partnership by time of day.**



- Analysis of incidents by time shows a spike during the hour commencing 15:00. This period coincides with the end of the school day in many areas.
- There are a range of incidents reported into the partnership; of the 3607 incidents reported in the 12 months commencing October 2018 there were 584 assaults, 525 incidents of threatening behavior or verbal abuse, 379 incidents of criminal damage and 351 thefts or attempted thefts.
- Using the data available, the TravelSafe partnership identifies the location and characteristics of hot spots on the network. This enables a response to be tailored accordingly. For example, the partnership identified that the Oxford Road corridor carries approximately 5% of bus patronage in GM but attracted 12% of thefts and attempted thefts on the bus network. Analysis of data available from the police open data portal showed that thefts from a person account for 9% of the crimes identified as being on the Oxford Road Corridor. For GM as a whole, thefts from a person account for only 2% of reported crimes. This information enables a coordinated approach addressing the issue at a neighborhood level as well as on the transport network to be developed.

## 6 OUR PASS

- 6.1 1st September 2019 saw the introduction of a new pass that gives 16-18 year-olds across Greater Manchester the freedom to travel, work and learn. For a one off £10 administration fee, Our Pass card holders can travel for free on local buses across Greater Manchester. They can also benefit from half-price off peak 1 day and weekend travelcards on Metrolink, and exclusive opportunities, experiences and benefits from a range of partner organisations.
- 6.2 Our Pass can be used for up to two years, starting from 1 September after the applicant's sixteenth birthday, and is available to people who live in Greater Manchester.
- 6.3 Extensive work was carried out with all GM bus operators in the months leading up to the launch of the pass around technical acceptance, operator reimbursement, and additional capacity requirements.
- 6.4 Our Pass was launched successfully with very few issues arising from its introduction. There are now in excess of 33,000 pass holders and over 50,000 journeys being made per day across the region.

## **7 CORPORATE SOCIAL RESPONSIBILITY**

7.1 In order to focus on ensuring social value for the residents of Greater Manchester, officers have reviewed how we record and report on this important area in respect of bus services. A number of recent activities are outlined below:

### **'Your Bus?' competition**

7.2 As part of the Conditions of Contract for subsidised general and school bus services in Greater Manchester, TfGM stipulates a maximum age criteria of 15 years for vehicles to operate contracts for TfGM. Six of our Yellow School buses became over-age this year.

7.3 In 2018 TfGM donated one ex-Yellow School Bus to a primary school in Tameside (Greswell Primary School), after a pupil wrote to TfGM requesting the donation of a bus. The bus was transformed into a static library using National Lottery funding to pay for the conversion costs.

7.4 This approach was extended to the six 'retiring vehicles' in 2019 and a competition was developed where schools or community groups were given the opportunity to apply to be gifted a bus. This was delivered through a competition branded 'Your Bus?' which was promoted through social media, posters at community centres and through the TfGM website.

7.5 The scheme required applicants to outline how they would use the bus, who would benefit and how they would finance their proposed scheme.

7.6 The competition opened on 24th June 2019 and ran for three weeks, closing on 14th July 2019. Interest in the scheme was significantly greater than anticipated, with over 200 applications.

7.7 The successful 6 applicants were all schools with schemes which offered wider community benefits and included plans for a counselling and wellbeing space, breakfast club, and plans for a hub for deprived families – including a food and toiletries bank; and a washing machine to clean uniforms.

### **Summer activities transport provision**

7.8 TfGM worked with Trafford Council, the Museum of Transport and Goodwin's Coaches to ease the financial burden of the school summer holidays on low-income families.

7.9 As part of the council's Summer of Sport initiative, six free trips to the museum took place, for groups of up to 20 children, aged 7-9, from the Trafford borough.

7.10 Goodwin's provided transport to and from the venue as a goodwill gesture and the museum sourced extra volunteers to help accommodate the visits.

- 7.11 The initiative aimed to provide activities and lunches for children during the six-week holiday period, which can be expensive as children seek mental stimulation and physical exercise.

**Free Bus travel for former Thomas Cook employees to jobs fair at Manchester Airport**

- 7.12 On behalf of GMCA, TfGM officers liaised with operators to secure free bus travel to a Manchester Airport hosted jobs fair for those impacted by Thomas Cook entering administration.

**8 RECOMMENDATIONS**

- 8.1 Recommendations are set out at the front of this report

**Alison Chew**  
**Interim Head of Bus Services**

**APPENDIX A: General Contract Operator Ranking – Q1 2019/20  
(12 months ending June 2019)**

<b>General Contract Operator</b>	<b>Ranking</b>
Stagecoach	<b>1</b>
Jim Stones	<b>2</b>
Vision Bus	<b>3</b>
Arriva	<b>4</b>
Nexus Move	<b>5</b>
Diamond Bus	<b>6</b>
M Travel	<b>7</b>
Warrington's Own Buses	<b>8</b>
Stott's of Oldham	<b>9</b>
First Manchester	<b>10</b>
D & G Bus	<b>11</b>
Rosso	<b>12</b>
MCT	<b>13</b>
Selwyn's Travel	<b>14</b>

**APPENDIX B: School Contract Operator Ranking – Q1 2019/20  
(12 months ending June 2019)**

<b>School Contract Operator</b>	<b>Ranking</b>
Jim Stones	1
R.S. Tyrer & Sons	2
Stagecoach	3
Go Goodwins	4
Vision Bus	=5
Viking Coaches	=5
R Bullock Buses	7
Belle Vue Coaches	8
Hattons Travel	9
First Manchester	10
Atlantic Travel	11
G B Coaches	12
Stott's	13
Diamond Bus	14
Selwyn's Travel	15
Olympia Travel	16
MCT	17
Rosso	18
M Travel	19

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## Greater Manchester Transport Committee

Date: 08 November 2019

Subject: Highways Annual Performance Report

Report of: Peter Boulton, Head of Highways, TfGM

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### **PURPOSE OF REPORT**

Provide an overview of Greater Manchester's Highways' network performance.

### **RECOMMENDATIONS:**

Members are asked to note the performance of Greater Manchester's Highways' Network.

### **CONTACT OFFICERS:**

Peter Boulton

Head of Highways

0161 244 1411

[peter.boulton@tfgm.com](mailto:peter.boulton@tfgm.com)

Risk Management – n/a

Legal Considerations – n/a

Financial Consequences – Revenue – n/a

Financial Consequences – Capital – n/a

Number of attachments included in the report: One

- Appendix 1: Monthly Journey Time Reliability for GM Zones

**BACKGROUND PAPERS:**

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		N/A
GMTC	Overview & Scrutiny Committee	
N/A	N/A	

## **1 TfGM's HIGHWAYS ROLE & CONTROL CENTRE**

### **1.1 TfGM Highways**

1.1.1 With an estimated 2.5 billion trips made on the Greater Manchester (GM) road network (with an origin and/or destination inside GM) each year, Greater Manchester's road network is an essential part of GM's transport infrastructure.

1.1.2 Travel by road (by all modes) in GM comprises approximately 90% of all journeys; the highway network is a critical transport asset on which public transport, freight, business, visitors and commuters rely. A well-managed and maintained highway network is a vital part of creating a prosperous and forward looking regional economy. How the highway network and the traffic on it is managed is also critical to the safety and environmental well-being in GM.

1.1.3 The Local Highway Authorities are responsible for maintaining the safety and usability of roads. These responsibilities are set out in the Highways Act 1980

1.1.4 Transport for Greater Manchester (TfGM) fulfils its highways function, and its obligations delegated by the Greater Manchester Combined Authority (GMCA), primarily by working in collaboration with the 10 GM Local Highway Authorities and Highways England (as the Traffic Authority for the Strategic Road Network), GM Police and road users to achieve a reliable, resilient and safe highway network.

1.1.5 Specific Highway functions undertaken by TfGM are defined by delegations from the GMCA for areas of activity where a regional approach is required. These responsibilities are principally around GM-wide management of the major roads (the Key Route Network<sup>1</sup>), road safety, network management, traffic signals, urban traffic control (UTC) and intelligent transport systems, traffic forecasting and transport modelling.

1.1.6 The delegations are set out within 4 Protocols between the GM Combined Authority, TfGM and The Association of Greater Manchester Authorities (AGMA) Local Highway / Traffic Authorities.

- Protocol 1: Traffic Signals;
- Protocol 2: Transport Studies / Forecasting;
- Protocol 3: Network Management and Development; and
- Protocol 4: Road Safety.

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<sup>1</sup> TfGM have strategic oversight and management of the Key Route Network which makes up nearly 400 miles of Greater Manchester's busiest roads. Whilst this is just 7% of the total length of the highways network, it carries some two-thirds of peak-time traffic.

- 1.1.7 In addition to the Highway Protocols; and under Road Safety, TfGM is also responsible for direct delivery of driver re-training through referrals from GM Police. This is covered under the Memorandum of Understanding (MoU) between TfGM and the former Police and Crime Commissioner (PCC). A separate report is on the Agenda for this meeting covering Road Safety.

## **1.2 TfGM Control Centre**

- 1.2.1 TfGM Control Centre moved to a 24/7 operation on the 1st April 2018. The Control Centre is responsible for monitoring and reporting the transport network performance and ensuring that TfGM responds to incidents in timely and suitable fashion. The Control Centre monitors planned activity on the network, ensuring that any deviation from the plan is reported and escalated as appropriate. Working closely with internal and external stakeholders, the Control Centre aims to enhance GM commuters experience by providing upto date service disruption information, allowing commuters to make better informed decisions on their commute. A twice daily peak report is produced to inform stakeholders of the network performance during the AM and PM peak. The role TfGM's Control Centre performs is as follows:

### **Highway Monitoring**

- 1.2.2 The Control Centre uses passive highway sensors and Google data to monitor the highway network. In addition to data, the Control Centre has access to 76 TfGM highway CCTV cameras and 32 Rapid Deployable CCTV cameras. They also have access to Bury, Manchester, Stockport and Wigan highway CCTV. The Control Centre liaises with Highways England, accessing CCTV and having regular contact, particularly if there is an incident on the SRN.
- 1.2.3 The Control Centre also monitor the operation of the guided section of the Leigh Guided Busway via CCTV and act as first response to calls via the Emergency Call Points.
- 1.2.4 The Control Centre also has good links with bus operators with Stagecoach staff co-located in the Control Centre, helping to provide a broader understanding of the wider network, particularly in areas with limited CCTV and providing support when bus services are having operational difficulties. Urban Traffic Control (UTC) engineers are also present in the Control Centre, carrying out signal interventions when the highway network impacted.

### **Metrolink Monitoring**

- 1.2.5 The Control Centre is the first point of contact for the Metrolink operator, KAM. If there is an incident on the Metrolink network, KAM informs the Control Centre as soon as possible. In addition to the incident support, the Control Centre has a daily call with KAM to better understand if there are any events and or issues for the day that could impact service provision. Control have access to Metrolink infrastructure CCTV and the Metrolink systems which provides real time tram location information.

## Rail Monitoring

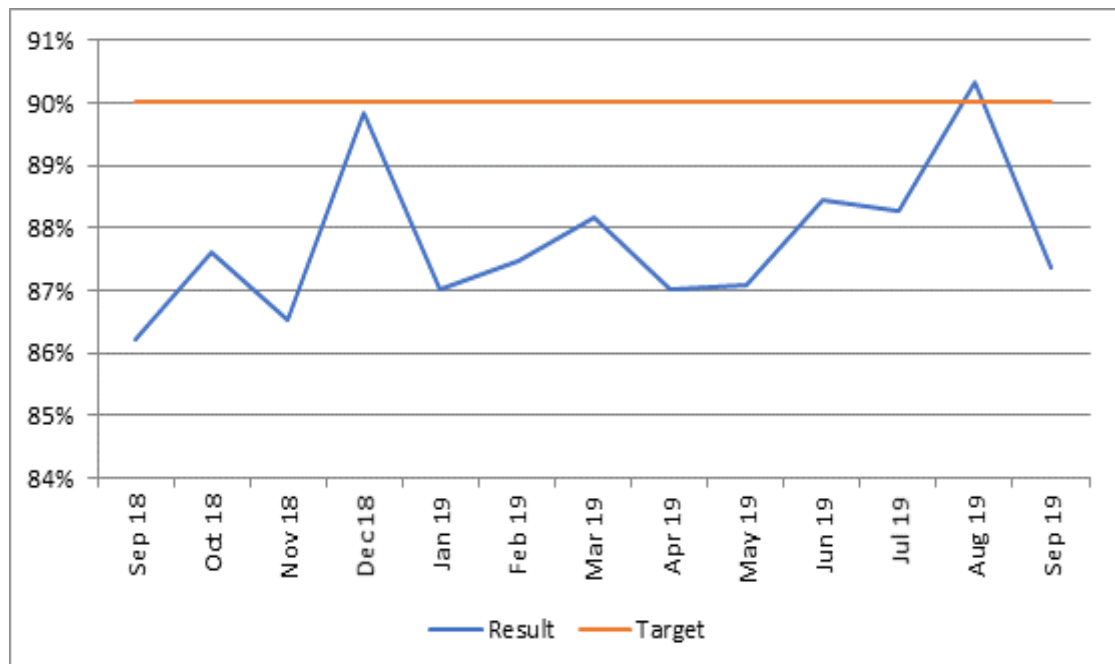
- 1.2.6 The Control Centre has access to software which provides real time train location and time adherence information. The Control Centre also receive disruption emails from Network Rail, providing details of rail incidents and their likely impact.

## 2 HIGHWAYS NETWORK PERFORMANCE

### 2.1 Key Route Network (KRN)

- 2.1.1 Highways key performance indicator of journey time reliability was developed in response to the 2040 strategy which outlines TfGM's commitment to working with Local Highway Authorities (LHA) in delivering reliable journeys on a resilient highway network. The metric measures the percentage of journeys completed within an acceptable journey time threshold (defined as the typical journey time plus a tolerance of 25%). The target benchmark is 90%

**Fig 1: Journey time reliability on the KRN**



- 2.1.2 The results show that there is an improvement in journey time reliability between September 2018 and September 2019. This improvement is in part due to the reduction in traffic management associated with the Water Street/ Regent Road, Manchester Salford Inner Relief Route (MSIRR) project with the greatest improvement recorded on the zones adjacent to the works. It is estimated that the traffic management for these MSIRR works reduced the capacity of the Regional Centre zone by approximately 12%. Reliability was lower than expected

during the months of April and May 2019 despite the spring half term holidays. The reduction during this period was caused by a combination of roadworks, adverse weather and events during PM peak periods, impacting the resilience of the highway network.

2.1.3 Whilst the MSIRR works are yet to be completed the scheme is already delivering benefits with improvements in journey times on Regent Road, Trinity Way and the Mancunian Way since the reduction in traffic management. Journey times westbound on the Mancunian Way have reduced 51% during the PM peak (period Monday 16<sup>th</sup> September 2019 to Friday 11<sup>th</sup> October 2019 compared to Monday 18<sup>th</sup> September 2017 to Friday 13<sup>th</sup> October 2017) - from an average of 16 minutes 22 seconds to 8 minutes and 2 seconds. Traffic volumes westbound on the Mancunian Way have also increased approximately 9% during these periods from an average of 1086 vehicles an hour to 1187 vehicles an hour.

2.1.4 Monthly Journey Time Reliability for the whole of GM is included in Appendix 1 to this report.

## **2.2 Strategic Road Network (SRN)**

2.2.1 The Strategic Road Network (or SRN) is made up of motorways and trunk roads (i.e. the most significant 'A' roads). The SRN is administered by Highways England.

2.2.2 The table below provides the latest performance data for the SRN in Greater Manchester as provided by Highways England. Data from previous years has also been presented to allow for comparisons to be made beyond the annual profile. There has been a general trend demonstrating improvements in acceptable journeys since January 2016. The latest performance figures include data up to 31 August 2019.

2.2.3 The latest data for August 2019 identifies an average delay of 12.1 seconds per mile, which is an improvement when compared to the previous month and reflects the performance associated with previous reporting periods. The Average Speed for August is 57mph which is the fourth highest output over the previous 3.5 year period. The Acceptable Journeys are 77.6% (August) which shows no significant deviation from the trend which is a generally on an upward trajectory when compared to outputs from previous years.

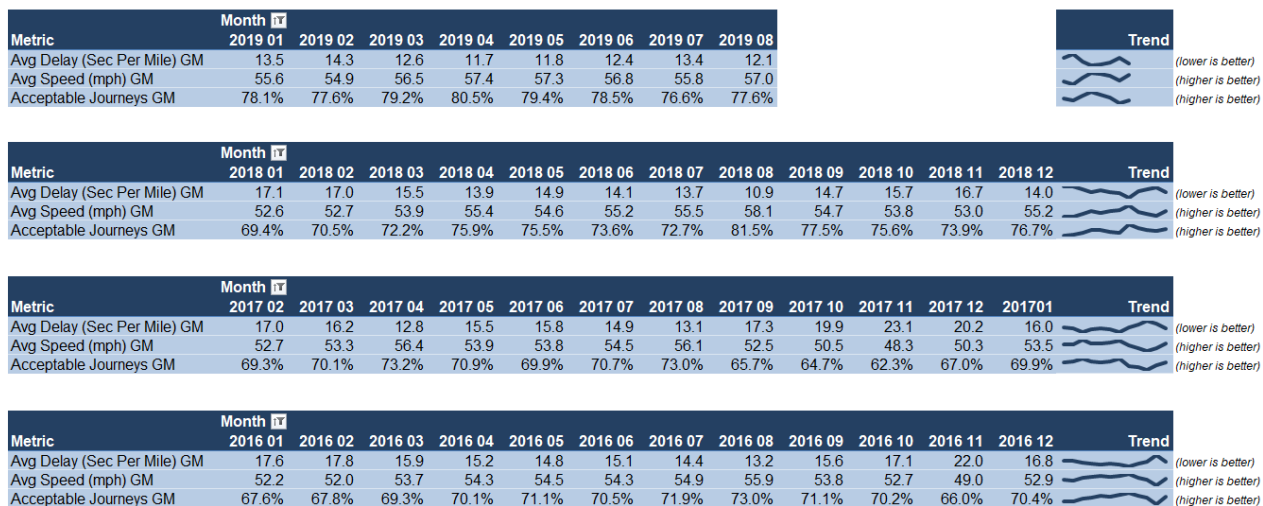
**Fig 2: SRN Performance Data 2016 - 2019**

**Delay Data for Greater Manchester Mainline Links (SRN)**

Calculated as per Performance Specification Metrics

(Refer to summary definition of metrics tab and technical summary tab for details)

Produced by the NWRUI, Highways England

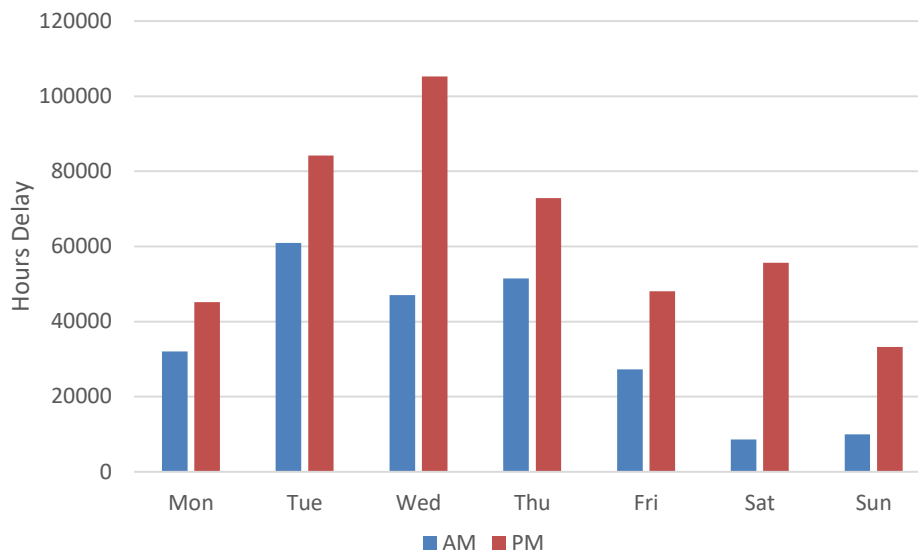


2.2.4 TfGM has identified the smart motorways works on the M56 Junction 6 to 8 which are due to start in Spring 2020 as a major challenge facing network performance on both the SRN and KRN and we will be working with Highways England and other key stakeholders to manage the impact of the scheme.

**2.3 Causes of delay**

2.3.1 The chart below shows the causes of delay on the 14 corridors reported by TfGM's Control Centre (representing approximately 40% of the KRN) between 1st March 2019 and 30th September 2019. Delays are for weekdays during the AM peak 06:00 to 10:00, PM Peak 16:00 to 20:00 and weekends 09:00 to 19:00.

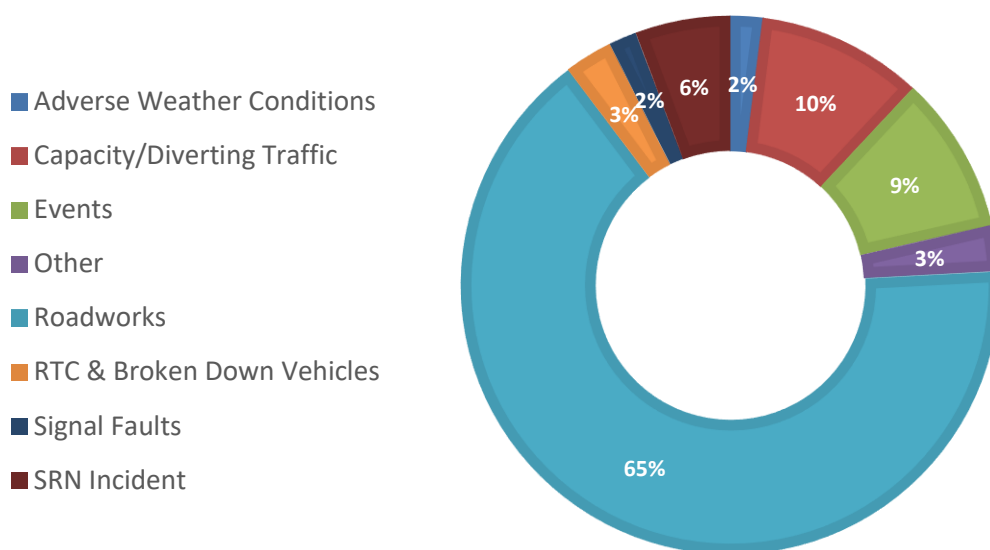
**Fig 3: Hours of delay by weekday and period.**



2.3.2 Wednesday’s PM can be identified as the period with the highest level of delay. This peak is predominantly related to delays caused by events, specifically match day events at The Etihad and Old Trafford.

2.3.3 Roadworks were the major cause of delay accounting for 65% of delay between March and September. TfGM are working with LHA’s to improve the way roadworks are managed across GM including improvements to Greater Manchester’s Roadworks Permitting Scheme (GMRAPS) and the development of the corridor management function.

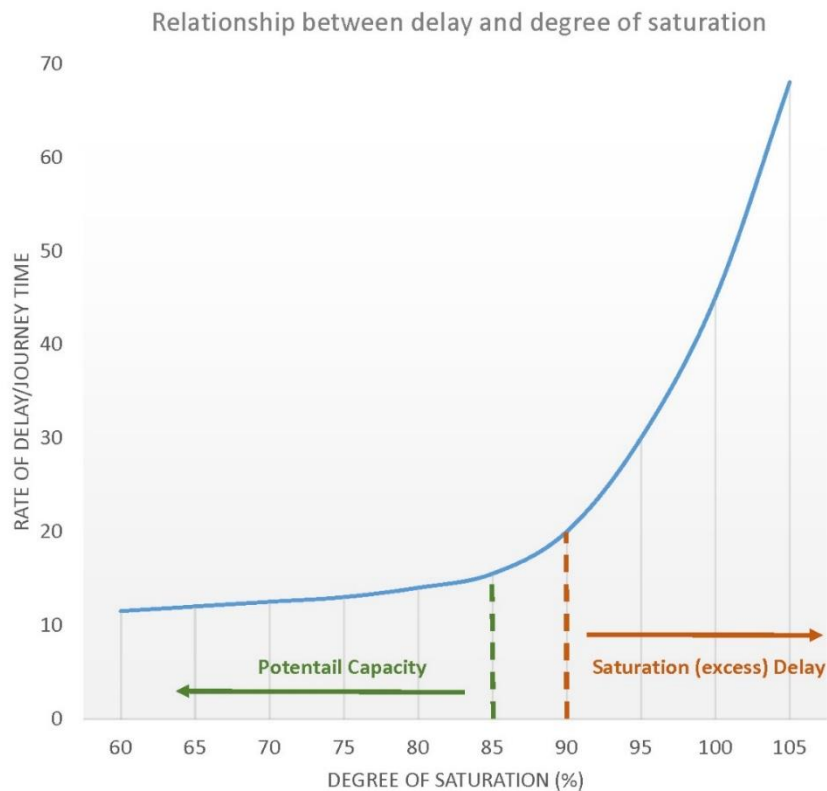
**Fig 4: Causes of delay**





- 2.3.4 The amount of traffic travelling along a corridor can increase with little impact on journey times until a critical point where the volume of traffic is close to the capacity of the road.
- 2.3.5 Beyond this tipping point a small increase in the number of vehicles or slight reduction in the availability or road space leads to a large increase in congestion.

**Fig 5: Relationship between delay and degree of saturation.**



- 2.3.6 Analysis of journey time data suggests that almost a third of the classified road network in GM (Motorways, A Roads and B Roads) are operating beyond this tipping point at some time during the day.
- 2.3.7 However this also means a small reduction in traffic leads to a large decrease in congestion. During the School Holiday period there is a reduction in AM peak traffic of 8-10%. This results in a reduction in journey time on some corridors of up to 60%. Many of TfGMs activities such as the delivery of Travel Demand Management initiatives are focused on achieving some of the benefits of reducing traffic levels to within these tipping points.

### **3 HIGHWAYS DEVELOPMENT**

#### **3.1 Major schemes**

3.1.1 A number of major highway improvement projects have been completed (or will be completed shortly) within Greater Manchester over the last twelve months. Projects completed are:

- Water Street/ Regent Road, Manchester Salford Inner Relief Route (MSIRR). These works provide an improvement in highway capacity at a major junction between the radial route from M602 and the regional centre ring road. They also provide improved pedestrian crossing facilities. Works have been designed and delivered by Manchester and Salford City Councils.
- Stockport Town Centre Access Package (TCAP). The TCAP works have provided significant improvements to routes around Stockport town centre including the construction of the Travis Brow link road. All works have been developed and supervised by Stockport MBC.
- A6MARR. The A6 to Manchester Airport Relief Road has provided a dual carriageway relief route from the A6 south of Hazel Grove to Manchester Airport. This project was led by Stockport MBC in partnership with Cheshire East and Manchester City Council. This new road opened in October 2018. 3.2.1 The A6MARR has delivered benefits to those who use the A6 by delivering a reduction in the amount of traffic using the route north of the A555/A6 junction. Northbound traffic volumes have reduced during the AM peak (10%), PM Peak (6%) and Inter Peak periods (7%).
- Salford Bolton Network Improvements (SBNI). This project has undertaken works to improve highway capacity provide walking and cycle improvements and improve bus reliability on roads between Bolton, Salford and the Regional Centre including the A6 and A666. Works have been designed and supervised By Bolton MBC and Salford City Council.

#### **3.2 Major Schemes in Development**

3.2.1 A number of highway schemes are also currently being developed by local authorities. Funding for these are being provided from the Government's Growth Deal.

- M62 Junction 19 South Heywood Link Road, Rochdale. To facilitate development in the area. The project is currently being tendered. Completion is programmed for Spring 2022.
- Carrington Relief Road, Trafford. To facilitate development in the area and provide traffic bypass. Works designs are being finalised. Completion is programmed for Summer 2022.

- Great Ancoats Street, Manchester. Environmental improvements and improvement of pedestrian and cycle crossing facilities of the Inner Relief Route. Completion programmed for Winter 2021.
- M58, Wigan. To facilitate development in the area and provide traffic bypass. Scheme design is progressing. Completion date yet to be confirmed.
- A49, Wigan. To facilitate development in the area and provide traffic bypass. Construction is in progress. Completion is programmed for Spring 2020.
- Trafford Road Improvements, Salford. To improve traffic flows and improve walking and cycling provision. Joint funding with the Mayor's Challenge Fund. Scheme design is progressing. Completion is anticipated Winter 2022.

3.2.2 In addition to these major projects, local authorities are developing and implementing a number of minor improvements projects utilising Growth Deal Minors funding to facilitate local improvements.

3.2.3 As required under the approved governance arrangements a formal Growth Deal projects update is provided to Greater Manchester Combined Authority on a six monthly basis. The latest update being November 2019.

### **3.3 Streets for All**

3.3.1 Streets for All is a new way of thinking about the role of streets in creating sustainable, healthy and resilient places. It focuses on balancing the movement of people and goods alongside the creation of more people friendly and less polluted streets and places, reflecting the recommendations set out in the Cycling and Walking Commissioner's report, Made to Move. The ten GM Local Authorities and TfGM have been developing thinking around the concept of Streets for All.

3.3.2 Over the past 12 months there has been a programme of Streets for All corridor studies, focused on key parts of our Key Route Network. These studies have identified a range of interventions which will be developed to produce a pipeline of "shovel ready" schemes. The interventions have been developed based on the principles set out in the 2040 Strategy and will take into account a wide range of emerging priorities including the Congestion Deal, Clean Air Plan, Made to Move, and the Local Cycling and Walking Infrastructure Plan (LCWIP).

3.3.3 The pipeline development will be based around new approaches to highways design and management and will initially focus on the KRN corridor. Whilst it is anticipated that the focus will be on improvements to the KRN, parallel routes will also be considered to identify opportunities to prioritise different users on different roads/streets within a corridor, e.g. identifying less busy cycleways on roads adjacent to major arterial routes.

### **3.4 Spatial Framework**

- 3.4.1 The Greater Manchester Spatial Framework (GMSF) seeks to influence the scale and distribution of housing and employment throughout the region. To support the scale of growth envisaged by the GMSF, TfGM and the Greater Manchester local authorities have examined the implications of the planned growth on the wider transport network to set out the critical transport challenges facing the transport system to accommodate planned growth. As with the Streets for All concept, a number of interventions will be investigated, developed and tested to support the planned growth and address the expected transport issues. The resultant transport and highway interventions will be included in the 2040 Delivery Plan.
- 3.4.2 In addition, there will also be the need for a range of more local interventions which will further enable access to GMSF locations. This pipeline local interventions will be developed by the TfGM Highways team in collaboration with the GM local authorities and developers.

### **3.5 Mayor's Challenge Fund**

- 3.5.1 Utilising Transforming Cities Funding, the GM Mayor's Challenge Fund has invited bids to provide improved walking and cycling facilities which will form part of the Greater Manchester Bee Network. A total of £160 million of funding has been allocated to these works, the delivery of which is administered on behalf of GMCA by the Mayor's Walking and Cycling Board.
- 3.5.2 Local authorities have been invited to propose walking and cycling improvements which will form part of the Greater Manchester Bee Network through a formal bidding process. Bids have been assessed in accordance with an agreed assessment process. To date 57 schemes have been approved for Programme Entry which ensures local authorities detailed development costs can be funded from the Mayor's Challenge Fund.
- 3.5.3 November's GMCA meeting will be recommended to approve the sixth tranche of bids for programme entry. Tranche Six approval will mean that 87 walking and cycling improvements have been approved for Programme Entry. The estimated total value of schemes approved now totals over £600 million. A further prioritisation exercise will therefore be undertaken to determine which projects are constructed using the current allocation. GMCA, TfGM and Local Authority partners will continue to seek additional funding to enable further projects to be delivered.
- 3.5.4 The aim of these projects is to make 'active' travel (walking and cycling) the preferred mode for all 'short' journeys.
- 3.5.5 Significant challenges with delivery of 'Bee Network' projects remain due to impacts on vehicular modes including bus, due to the reallocation of road space that is required to accommodate, primarily, new cycling facilities.

- 3.5.6 To endeavour to ensure the 'Bee Network' can be delivered with minimal impact on vehicular traffic, including bus, TfGM's Highways team has been working with Local Authority colleagues and has developed an innovative 'cyclops' junction layout. This layout ensures that safe walking and cycling facilities are provided whilst minimising the impacts on the vehicular capacity of the junction. The first of these junctions will shortly be delivered as part of schemes in Manchester and Bolton.

**Fig 6: 'Cyclops' junction at Royce Road / Chorlton Road, Hulme, Manchester.**

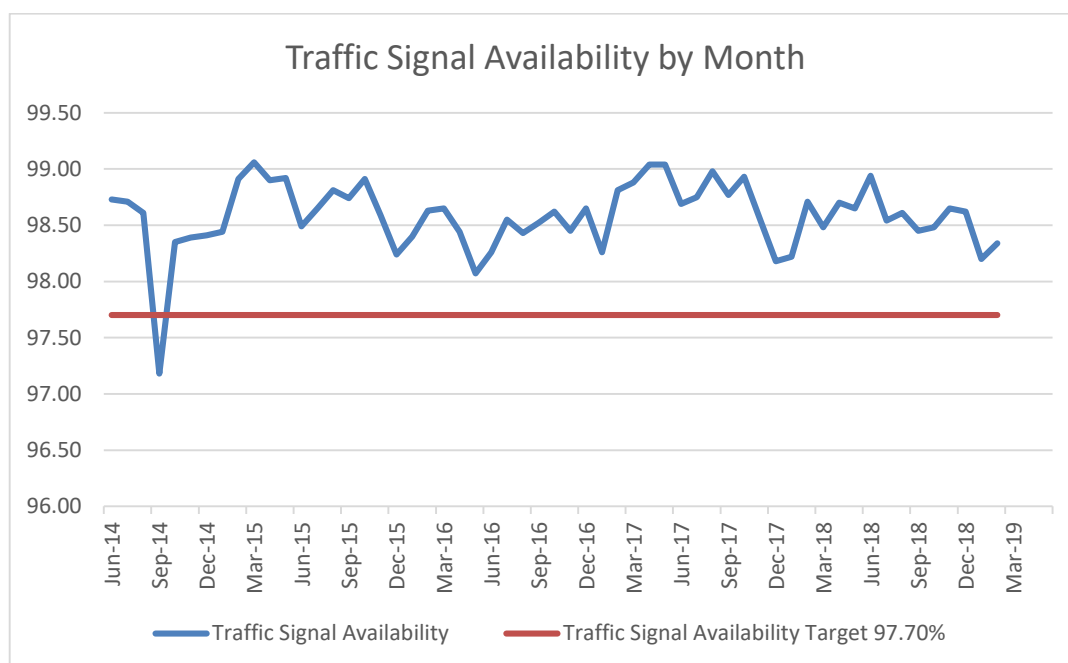


## **4 HIGHWAYS OPERATIONS**

### **4.1 Traffic Signals**

- 4.1.1 TfGM on behalf of the GMCA install, maintain, manage and operate all traffic signals within Greater Manchester.
- 4.1.2 Installation and maintenance of the traffic signals is undertaken on behalf of TfGM by Siemens, who are currently in Year 9 of a 15-year contract. A recently completed Year 8 review concluded that the contract continues to offer a 'best value' service and that it remains fit for purpose.
- 4.1.3 The contract operates on the basis of Siemens proactively maintain all traffic signals to ensure they remain 'available' for operation. Siemens are contractually required to maintain a traffic signal availability of 97.7%. Contract performance is continuously monitored, and availability is consistently more than this contractual availability level.

**Fig 7: Traffic Signal Availability**



4.1.4 The number of traffic signals in Greater Manchester continues to increase due to ongoing development and the requirements of various projects including those to establish and create the Bee Network. The increase in traffic signals means that the maintenance costs are continually increasing. These additional costs must be funded as part of TfGM’s overall levy funding. Efforts continue to ensure TfGM maintain the traffic signals as efficiently and effectively as possible to ensure demand on levy funding is minimised. Opportunities to reduce costs in terms of all aspects of traffic signal operation and maintenance are therefore taken whenever possible and feasible.

4.1.5 When improvement works are promoted and undertaken by a district council or TfGM, the increasing costs of maintaining the infrastructure is funded as part of the GMCA levy which is provided to TfGM. Significant increases in the maintenance and operation costs are considered and form part of the overarching levy discussions.

4.1.6 When a third party (such as a developer) installs or improves a traffic signal installation, they are required to pay a commuted sum to fund the operation and maintenance costs. TfGM, on behalf of GMCA, has undertaken extensive research to determine the level of commuted sum payable. Commuted sums in GM are based on guidance provided by the County Surveyors Society.

**4.2 Adaptive Traffic Signal Control**

4.2.1 In order to ensure the maximum highway capacity is achieved, TfGM on behalf of GMCA requires new traffic signal installations to include adaptive traffic signal control. Adaptive traffic control is a traffic management strategy in which traffic signal timing changes, or adapts, based on actual traffic demand. If the junction is part of a network of junctions this is provided by a SCOOT (Split Cycle

Offset Optimisation Technique) system. If the junction operates independently and without interaction with adjacent junctions, a system known as MOVA (Microprocessor Optimised Vehicle Actuation) is used.

4.2.2 Utilising Growth Deal funding, TfGM Highways, in conjunction with district colleagues, are currently undertaking a project to install adaptive traffic signal control at 97 existing junctions at various locations throughout Greater Manchester. Adaptive Traffic Signal Controlled junctions have the ability to improve junction capacity by up to 15% ensuring efficient movement of all traffic at junctions.

4.2.3 To date, improvement works have been undertaken at 46 locations, with the remainder programmed to be completed by March 2020. Additional funding continues to be sought that would enable all traffic signals in Greater Manchester to operate under adaptive control ensuring the maximum capacity of junctions is achieved and delays and congestion are minimised assisting efforts to improve air quality.

#### **4.3 Bus Priority on the A6 between Hazel Grove and Manchester City Centre**

4.3.1 TfGM Highways works extensively with Local Authority colleagues to improve traffic flows for all transport modes. We have recently introduced additional bus priority on the A6 (Manchester to Stockport) through the use of SCOOT improvements specifically related to bus. Using information on bus location (supplied via its onboard ticket machine), TfGM are able to adjust traffic signal timings to improve bus reliability, thereby hopefully making it a more attractive travel choice. TfGM Highways will continue to work with Local Authority colleagues to identify further locations this technology could be rolled out if additional funding is identified.

#### **4.4 Review and retime signalling; 'green' time for pedestrians**

4.4.1 As part of its commitment to consider all 'traffic' modes which use the highway network, TfGM continuously monitors and evaluates network performance. As part of its commitment to encourage 'active' travel and especially walking, TfGM is currently evaluating traffic signal timings with reference to time allocated to the 'green pedestrian aspect' for pedestrians to cross the highway. Work is currently being undertaken to ensure sufficient 'green' time is provided for all pedestrians crossing roads.

4.4.2 TfGM Highways, as part of the GM Mayor's Congestion Deal, is also undertaking a comprehensive review of traffic signal timings to ensure levels of delay and congestion are minimised as far as possible. Over the past 12 months, over 200 sets of traffic signals have been assessed and the timings of them adjusted, when required, to ensure they operate as efficiently and effectively as possible.

## 4.5 KRN Asset Management

4.5.1 KRN Asset Management is about the whole life management of assets, and will assist Local Highway Authorities (LHA's) to realise value from the KRN highway assets. The Government recognises that the following benefits can be achieved by deploying asset management techniques consistently across GM, they are;

- Long term reductions in reactive maintenance costs;
- Better decision making around planned works;
- Improved management of risks and network resilience;
- Reductions in third party accidents and associated claims;
- Better customer satisfaction and stakeholder awareness and involvement;
- Improved journey times and reduced delays;
- Better knowledge of asset performance/condition and the cost to maintain them;
- A clearer understanding of future demands and a better managed resilient network;
- Improved financial performance;
- Closer compliance/alignment with Codes of Practice;
- Enhanced reputation;
- Sharing of physical resources to spread the workload;
- Closer engagement with all stakeholders including LHA's elected members, contractors, transport providers and road users; and
- Smarter ways of working

4.5.2 A KRN Asset Management Strategy (AMS) was developed and agreed with the Greater Manchester (GM) LHA's in September 2017 incorporating a Performance Management Framework (PMF) for the four key KRN assets, which are;

- Carriageways;
- Footways;
- Bridges and Structures; and
- Street Lighting.

LHA's have built up consistent KRN condition data sets for both carriageways and structures with key current condition trends outlined below.

### **KRN carriageway condition**

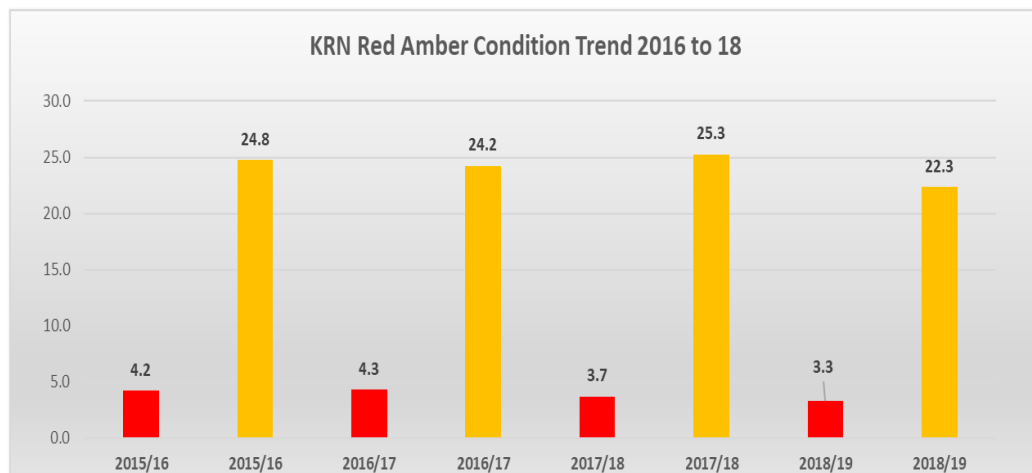
4.5.3 The KRN carriageway condition survey first carried out in March 2016 reported a red condition (requires planned maintenance soon) of 4.2% with an amber



condition (requires planned investigation) of 24.8%. Having embedded asset management principles through the KRN AMS in 2018, our PMF aspiration is for a KRN at 5% within the funding available across GM for all classifications of local roads.

4.5.4 The condition trend of the KRN carriageways to 2018 can be seen in figure 8 below.

**Fig 8: KRN Red Amber Condition Trend 2016-18.**



4.5.5 Figure 8 shows that the KRN carriageway has seen improved red condition of almost 1%, more importantly a stronger improvement in amber condition of 2.5% where the strategy has been to stop amber falling into red condition. This has been achieved by deploying preventative maintenance techniques and processes through timely intervention to slow deterioration and seal the road surface against water ingress.

#### **KRN Structures investment and condition performance**

4.5.6 There are 929 structures on the KRN consisting of bridges, retaining walls, subways and culverts. Across GM, the total number of structures that LHA's are responsible for maintaining is 3,291. The KRN element of these assets is 24%.

4.5.7 TfGM in collaboration with the Local Authorities bridge engineers has developed a long-term programme of maintenance for structure's assets on the KRN. The programme developed in 2017/18 spans to 2022/23 and includes structural maintenance works and principal inspections to monitor condition trends which provides key data for forecasting deterioration trends.

4.5.8 In 2016, TfGM procured a bridge asset management system on behalf of the ten GM LHA's. The system went live in July 2016 and is now populated and fully operational.

4.5.9 KRN bridge condition is reported in the form Bridge Condition Indicator (BCI) and consist of two types of condition inspection, which are;

- General Inspection (GI) – every two years; and
- Principal inspection (PI)- at least every 6 years to a maximum of 12 years.

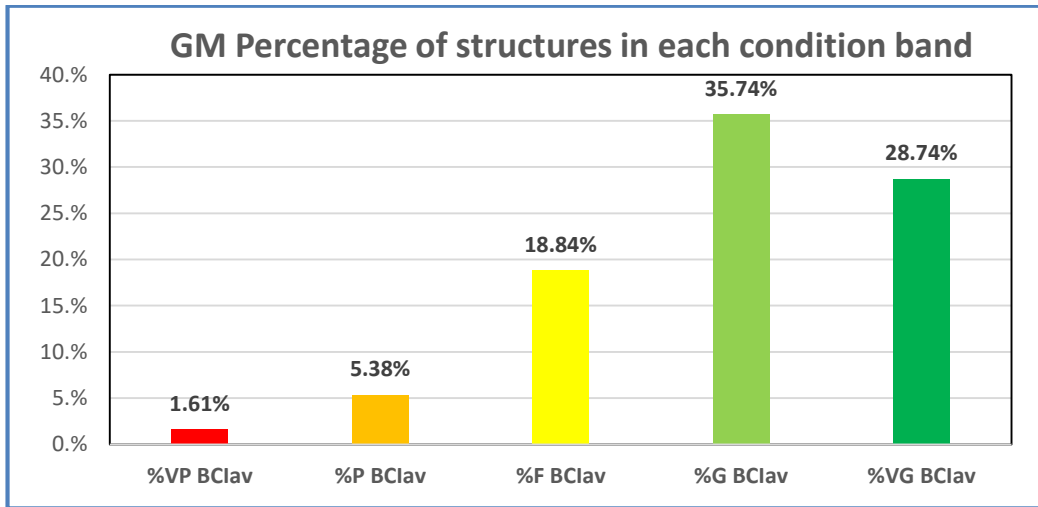
These are reported as BCI Average (BCIav) and BCI Critical (BCIcrit). For the purposes of this report, the focus is on BCIav.

4.5.10 The bridge asset management system records the condition of structures in 5 industry standard condition bands, which are;

- Very Good (VG)
- Good (G)
- Fair (F)
- Poor (P)
- Very Poor (VP)

The current overall condition of KRN structures across GM is good. Figure 10 below shows the percentage of structures in each condition band to date.

**Fig 9: % of structures in each condition band**



4.5.11 TfGM will continue to work closely with GM LHA’s to build on current good working relationships to secure ongoing KRN investment and developing asset management for long term resilience and sustainability of the KRN.

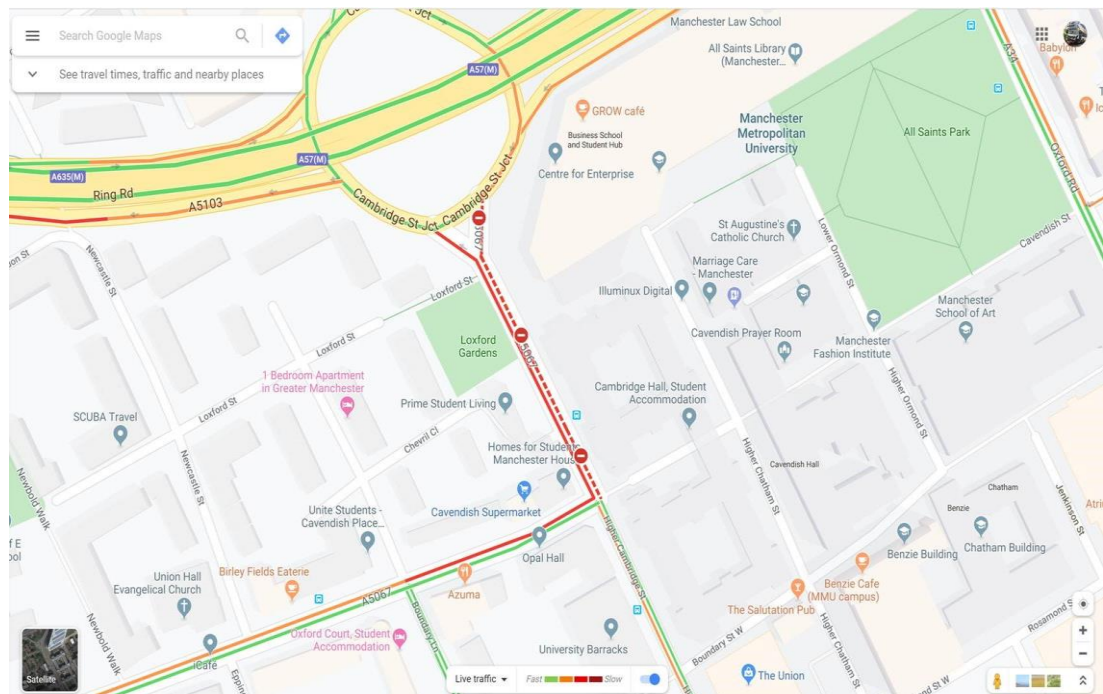
**4.6 Transport Network Incident Management**

4.6.1 If there is an incident on the transport network, the Control Centre ensures that an escalation procedure is implemented. Depending on the gravity of the incident, this may be informing customers via social media of the incident, or deploying the TfGM Incident Management Team, who are responsible for ensuring TfGM’s response to major incidents is supportive of customer and stakeholder expectations.

## 4.7 Travel Demand Management

- 4.7.1 Where there is a planned or unplanned event the Control Centre use a number of tools to influence commuter behaviour, getting commuters to think about how they travel – whether they can remode, retime or reroute their journey to avoid the event.
- 4.7.2 The Control Centre also use Elgin’s one.network platform to plan, monitor, communicate and analyse traffic disruptions. This is a GIS system that allows planned and unplanned events to be plotted and uploaded to Satnavs and Google Maps.

**Fig 10: Road closures shown on Google Maps after being plotted on Elgin by the Control Centre**



- 4.7.3 The Control Centre utilise the 60 Greater Manchester Variable Message Signs (VMS). VMS are digital road signs used to inform road users about specific temporary events and real-time traffic conditions.
- 4.7.4 VMS provide drivers with mandatory and/or advisory information at the roadside. VMS can be used for many different purposes with the potential benefits of reducing car drivers’ stress, travel time and increasing traffic safety. VMS may ask drivers to change travel speed, change lanes, divert to a different route, direct to the available parking space, or simply to be aware of a change in current or future traffic conditions by providing information. The information is intended to assist drivers in selecting appropriate routes avoiding congestion and to reduce drivers’ anxiety.
- 4.7.5 The VMS are also being used by the Control Centre to engage commuters and provide information on up coming events that will potentially cause increased

traffic and to encourage commuters to remode, retime or reroute. This light hearted, topical and engaging method has received widespread media attention, with the added advantage of further spreading the messages we are giving to a wider audience than those who will pass on their daily journeys.

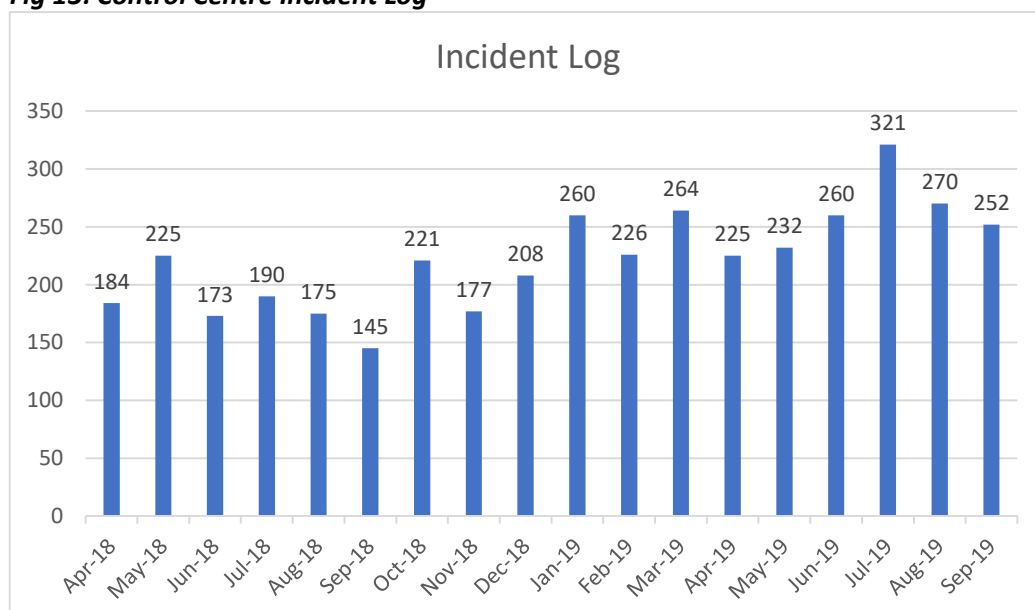
**Fig 12: GM Variable Message Signs – examples of advanced notification of events** (Left to Right: Spice Girls Concert, Etihad Stadium, May 2019; MCFC Victory Parade Manchester City Centre, May 2019)



#### 4.8 Transport Network Incidents

4.8.1 Since the Control Centre went to 24/7 operation, over 4,000 incidents have been logged and actioned. Incidents on the network are defined as something that impacts commuters travel pattern.

**Fig 13: Control Centre Incident Log**



4.8.2 Additionally, the Control Centre supports major events across GM, including most recently;

- Parklife
- Tour of Britain
- Pride
- Conservative Party Conference
- Great Manchester Marathon
- Football fixtures at the Etihad and Old Trafford

## **5 RECOMMENDATIONS**

5.1 Recommendations are set out at the front of the report

**Peter Boulton**

**Head of Highways**

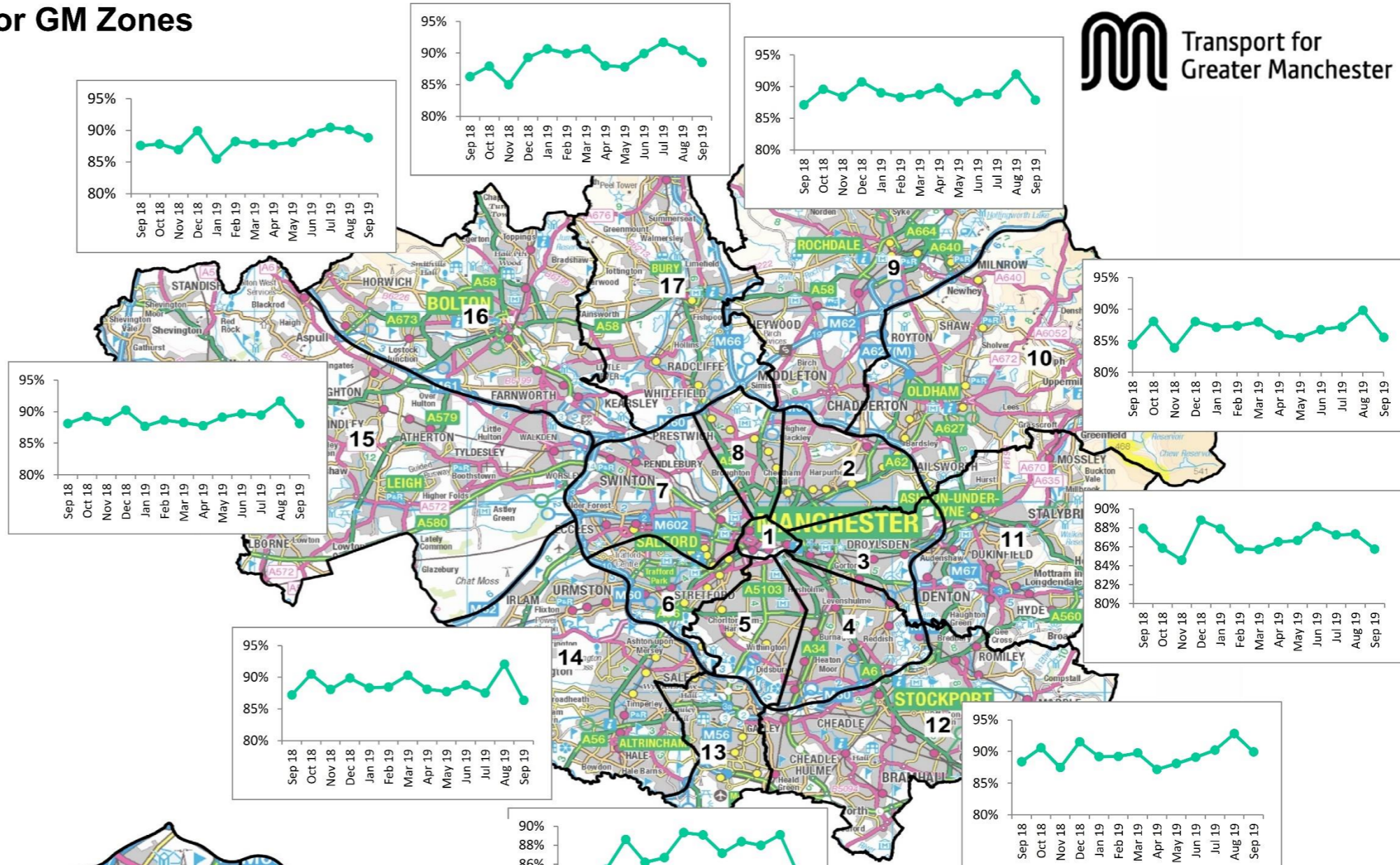
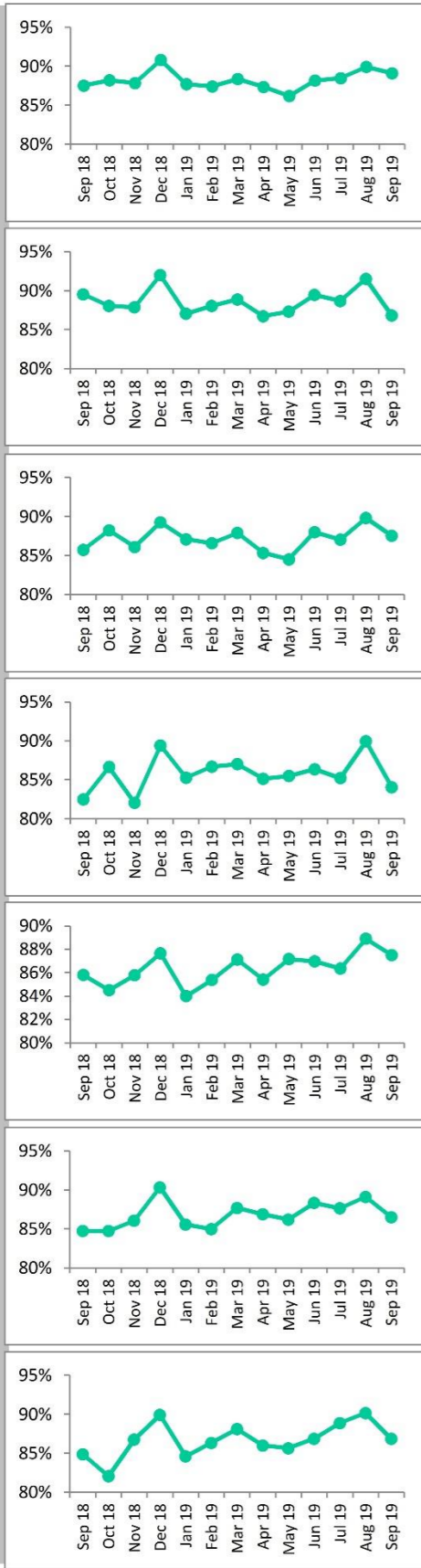


# Monthly Journey Time Reliability for GM Zones

## September 2018 to September 2019



Zone 2  
Zone 3  
Zone 4  
Zone 5  
Zone 6  
Zone 7  
Zone 8



**About the data**

JTR calculated from journey time data obtained by TfGM's network of passive sensors.

Profiles reflect the overall monthly JTR figure for both the AM (07:00-10:00) and PM (16:00-19:00) peak periods.

JTR figures reflect weekdays during school term time and non term time. Weekends and bank holidays are not included.

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## Greater Manchester Transport Committee

Date: 08 November 2019

Subject: Highways and Congestion Update

Report of: Bob Morris, Chief Operating Officer, TfGM

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### PURPOSE OF REPORT

This report provides an overview of progress on the implementation of the Greater Manchester Congestion Deal since it was launched in March 2018.

### RECOMMENDATIONS:

Members are asked to note the contents of the report.

### CONTACT OFFICERS:

Bob Morris	0161 244 1022	<a href="mailto:bob.morris@tfgm.com">bob.morris@tfgm.com</a>
Peter Boulton	0161 244 1411	<a href="mailto:peter.boulton@tfgm.com">peter.boulton@tfgm.com</a>

Risk Management – not applicable

Legal Considerations – not applicable

Financial Consequences – Revenue – not applicable

Financial Consequences – Capital – not applicable

Number of attachments included in the report: One

Appendix 1: Congestion Deal 2018/19: Measures Delivered

**BACKGROUND PAPERS: Nil**

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		None
GMTC	Overview & Scrutiny Committee	
Not applicable	Not applicable	



## **1 OVERVIEW**

- 1.1 This report provides an overview of progress on Greater Manchester's Congestion Deal since it was launched following GMCA approval on 29 March 2018.
- 1.2 Greater Manchester is growing. In the last decade alone, the population has increased by more than 200,000 to almost 2.8 million people, with a 6.8% increase in our economy. Greater Manchester has one of the largest student populations in Europe (100,000), and 1.38 million international visitors are now attracted each year.
- 1.3 Further growth will increase demand for transport and infrastructure. It is anticipated that we will need 227,500 new homes, with up to 200,000 new jobs created across Greater Manchester by 2035. This could mean an additional 600,000 trips on our transport network every day, so if our success is to continue we need a world class transport system that supports sustainable economic growth and provides access to opportunity for all.
- 1.4 The three main themes of the Deal are to:
- Improve the management of the transport network to make it work more efficiently;
  - Provide people with more information about their travel choices – particularly how and when they travel; and
  - Increase the capacity of our transport network to facilitate more reliable journeys.
- 1.5 Following GMCA funding approval on 26 October 2018, a range of physical interventions on the highway network, network monitoring / management solutions and policy interventions have been developed and delivered to achieve these aims.

## **2 CONTEXT**

- 2.1 In April 2018 TfGM's Control Centre transitioned to 24 / 7 operation to increase the round the clock capability to monitor and respond to events and incidents impacting the transport network. Regardless of the time of day, we're now better able to identify issues and in most cases, reduce the impact on the travelling public by altering traffic signal timings to improve vehicle flows.

- 2.2 The Control Centre also facilitates an integrated, multi-partner approach to better coordinate network management. This allows for faster, wider ranging customer messaging to inform journeys that may be affected by disruption.
- 2.3 Alongside this, a new approach to network management was adopted with a focus on the 14 most congested corridors across Greater Manchester where efforts to monitor, manage and improve would be directed.
- 2.4 To support this new corridor management approach, TfGM appointed a dedicated team of Corridor Managers that commenced in September 2018. Since appointment, Corridor Managers have established a partnership approach with network management teams across the 10 local authorities to carry out corridor monitoring and identify where improvements can be made.
- 2.5 At the launch of the Congestion Deal, TfGM and the GMCA committed to an £80 million investment in new trams, providing 4,800 extra spaces and increasing capacity on the busiest lines, and allocated £160 million of funding to the Mayor's Cycling & Walking Challenge Fund, giving thousands of people the potential to move around without reliance on private car use.

### **3 KEY PROGRESS**

- 3.1 Since funding approval, TfGM has delivered a programme of enabling infrastructure across the highway network to better monitor and manage highway network conditions across Greater Manchester and implement interventions in response to disruption, where appropriate in conjunction with relevant highway authorities.
- 3.2 To enhance TfGM's ability to monitor and manage the highways network, as a part of the Congestion Deal, TfGM have installed 5 new permanent CCTV installations at key junctions across Manchester and Tameside; 15 Rapid Deployable Cameras (RDCs) deployed at key junctions across GM local authorities; and 6 permanent Variable Message Signs (VMS) installed across 6 different GM local authorities;
- 3.3 Through the corridor management approach, TfGM has worked closely with local authorities to develop and deliver a programme of minor highway improvement works along key congestion corridors. These improvements have ranged from relining and marking works (lane markings and 97 yellow box junctions have been remarked) on the approach to and at busy junctions, to the introduction of new Traffic Regulation Orders (TROs) to introduce peak time parking and loading restrictions.
- 3.4 The relining of faded road markings will help raise awareness of hazards, make enforcement easier and help to keep vehicles moving along and across some of our busiest corridors. The presence of faded yellow box markings and the

difficulties this causes for enforcement is one of the biggest causes of delay, outside of roadworks, particularly for Metrolink and bus passengers. Having well marked junctions that can be enforced supports Greater Manchester's case to central Government for putting powers to enforce moving traffic offences into local control.

- 3.5 TfGM has also invested in a real-time data solution that provides live highways journey time data to the Control Centre, helping to improve network management. The Elgin software enables TfGM to better respond to issues on the network providing the ability to supply up to date road closures and reopening information to satellite navigation systems. Local highway authorities have also been provided access to this software to improve coordination of efforts.
- 3.6 TfGM has successfully piloted a bus priority traffic signals scheme at 26 junctions along the A6 – Hazel Grove to Manchester corridor. The SCOOT (Split Cycle Offset Optimisation Technique) adaptive traffic signal control system was used to provide additional green time to late running buses where the system detected spare capacity based on real-time traffic flows, without any adverse impact to general traffic. The pilot is now planned to be rolled out across several other corridors across Greater Manchester including A635 Ashton Old Road and A5103 Princess Road.
- 3.7 Appendix 1 represents the geographic spread of the physical interventions / measures implemented thus far across Greater Manchester.
- 3.8 There are over 2,400 signalised junctions across Greater Manchester with 47% operated by smart traffic signal technology that responds in real-time to changes in traffic volumes and dynamically changes signal timings to optimise the flow of vehicles. To provide this benefit across GM, TfGM is delivering a programme of smart traffic signal installation and commissioning at 97 junctions with 46 junctions currently commissioned ahead of schedule. An additional 12 existing smart signal junctions have also been connected to the signal network, where due to their isolated locations, they previously could not be connected.
- 3.9 To also ensure maximum capacity is provided to arms of junctions where traffic volumes are significantly high at peak times, TfGM has also reviewed over 200 standalone (i.e. not adaptive) signalised junctions and have made timing adjustments where necessary to improve traffic flows. This programme of signal timing reviews will continue to ensure our junctions are operating as efficiently and effectively as possible.
- 3.10 In line with the aim of providing the travelling public with more information on the travel choices available to them both as part of routine journeys and during times of disruption, TfGM has greatly enhanced a travel demand management (TDM) approach. Following the principle of the 4 R's: re-mode, re-time, re-route

and reduce; customers are provided with enhanced messaging, making use of digital media channels such as LinkedIn, Twitter, Facebook and Instagram to allow people to plan for key events and avoid travel disruption.

- 3.11 To enhance this offer, a number of improvements have been made to TfGM's web pages including provision of real-time live traffic status for 36 routes throughout GM alongside a rollout of real-time camera feeds across the highway network to help motorists better plan their journeys.

## **4 NEXT STEPS**

- 4.1 The Congestion Deal is a three-year initiative to reduce congestion through behavioural change and improvements to Our Network. Therefore, in the second year of the Deal (2019/20) TfGM is developing and delivering a range of measures to achieve this, including:

- Identifying potential Red Route pilots with Local Authority partners for delivery;
- Developing proposals and securing funding for the enhancement of P&R capacity across modes;
- Business Engagement to promote flexible working;
- Enhancing TfGM.com and social media channels to provide targeted and clear communications regarding network performance and disruption;
- Building on the Early Bird ticketing pilot to bring forwards innovative ticketing solutions to promote re-timing of journeys;
- Coordinating multi-agency actions to manage the disruption caused by the capital investment programme; and
- Building on the momentum of the Deal to developing proposals for the third year of the Congestion Deal.

## **5 RECOMMENDATIONS**

- 5.1 Recommendations are set out at the front of this report.

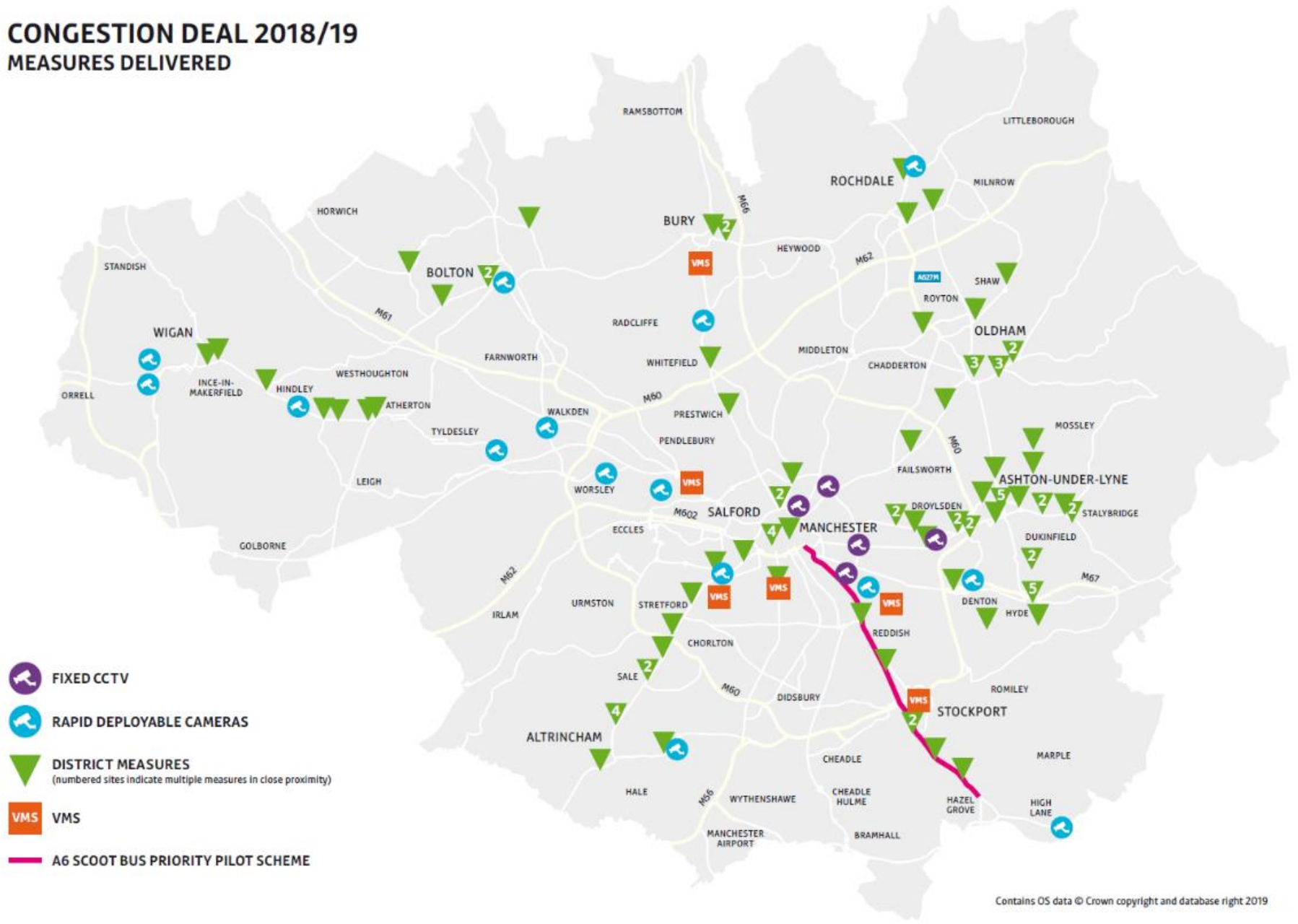
**BOB MORRIS**

**CHIEF OPERATING OFFICER**

Appendix 1

# CONGESTION DEAL 2018/19 MEASURES DELIVERED

Page 73



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## Greater Manchester Transport Committee

Date: 08 November 2019

Subject: Road Safety and Enforcement

Report of: Peter Boulton, Head of Highways, TfGM

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### **PURPOSE OF REPORT**

Provide an overview of Greater Manchester's road safety performance and the role of Safer Roads Greater Manchester.

### **RECOMMENDATIONS:**

Members are asked to note the current Killed and Seriously Injured (KSI's) road casualties following DfT publication of 2018 statistics and the latest 2019 figures; and the progress on various road safety activities.

### **CONTACT OFFICERS:**

Peter Boulton

Head of Highways

0161 244 1411

[peter.boulton@tfgm.com](mailto:peter.boulton@tfgm.com)

Risk Management – n/a

Legal Considerations – n/a

Financial Consequences – Revenue – n/a

Financial Consequences – Capital – n/a

Number of attachments included in the report: One

- Appendix 1: GM Safety Camera Operation roles and responsibilities

**BACKGROUND PAPERS:**

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		N/A
GMTC	Overview & Scrutiny Committee	
N/A	N/A	



## **1 ROAD SAFETY**

### **1.1 Background and Context to Safer Roads GM (SRGM)**

1.1.1 The GMCA have delegated the discharge of several of their road safety duties to the Transport Committee (formerly TfGMC). TfGM, on behalf of the Transport Committee, discharges these duties through the Safer Roads Greater Manchester (SRGM) Partnership. Membership consists of representatives of GM Local Authorities, the Mayor's representative as Police and Crime Commissioner, GM Police, TfGM, GM Fire and Rescue Service, Highways England and Public Health.

1.1.2 The Partnership oversees the funding of a limited number of interventions aimed at addressing road danger in Greater Manchester, funded through cost recovery of the delivery of National Driver Intervention Scheme courses. The governance arrangements for SRGM are supported by a Memorandum of Understanding between TfGM and the GMCA (formerly Police and Crime Commissioner for Greater Manchester) on behalf of Greater Manchester Police.

1.1.3 Responsibilities for delivery of GM-wide and local road safety priorities are set out in the Road Safety Protocol revised and signed by all 10 Local Authorities and TfGM in August 2015. TfGM's responsibilities under the protocol largely delivered by the Safer Roads Group (SRG), a small specialist team within TfGM's Highways Department.

1.1.4 It should be noted that Local Authorities are defined as Highway Authorities within the Road Traffic Act 1988 (Section 39) and as such hold a statutory duty to:

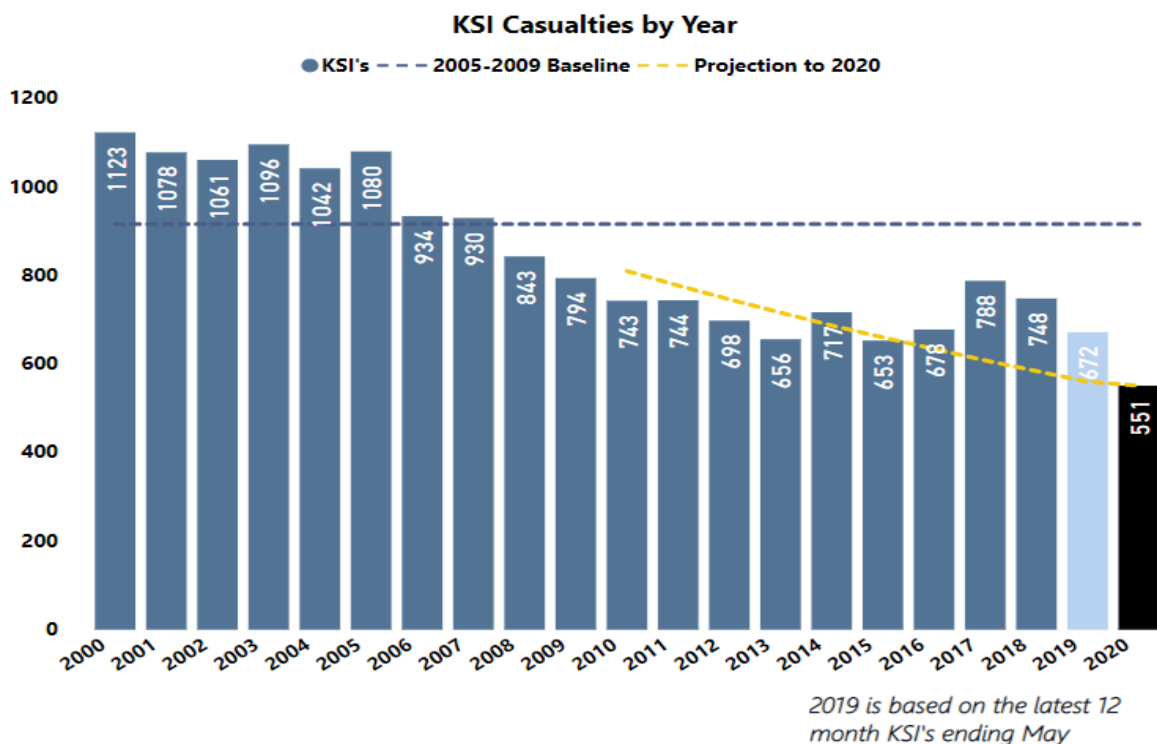
- Prepare and carry out a programme of measures designed to promote road safety.
- Carry out studies into collisions arising out of the use of vehicles.
- Take appropriate measures to prevent such collisions, including the dissemination of information and advice relating to the use of roads; practical training to road users; the construction, improvement, maintenance or repair of roads for the maintenance of which they are responsible; and other measures taken in the exercise of their powers for controlling, protecting or assisting the movement of traffic on roads.
- Take appropriate measures to reduce the possibilities of collisions when 'new' roads come into use.

1.1.5 In addition to the above act, Highway Authorities also have powers to set and alter speed limits, and a statutory duty to maintain speed limit signing. (Road Traffic Regulation Act 1984, Sections 82, 84 and 85).

- 1.1.6 As such, each Local Authority has its own initiatives around road safety which it exercises to a lesser or greater degree depending upon skills, resources and priorities. TfGM provides advice and insight on local initiatives particularly where they impact upon the Key Route Network (KRN).
- 1.1.7 The management and accounting arrangements for the Partnership is overseen by TfGM. GMP currently acts as Chair to the Partnership and TfGM provides technical and managerial support to the Partnership via the work of SRG.
- 1.1.8 TfGM also works closely with Highways England and GM Police, via the GM Highways Strategy Board, to ensure co-ordinated action across the Strategic Road Network (SRN), the KRN and local roads. TfGM also works across the GM boundary to co-ordinate with neighbouring, regional and national bodies.

## 2 KILLED AND SERIOUSLY INJURED (KSI) CASUALTIES

- 2.1.1 2018 Road Casualty Great Britain Statistics were published by the Department for Transport (DfT) on 26th September 2019.
- 2.1.2 Greater Manchester saw a decrease in KSI casualties of -5% in 2018 when compared to 2017. This compares to an overall increase of 2% for Great Britain as a whole.
- 2.1.3 Greater Manchester has seen an 18% reduction in KSI casualties from the base line figures for 2005-2009. A further 22% reduction by 2020 (to meet the DfT forecast for a 40% reduction in KSI casualties) would be necessary. Great Britain KSI casualties reduced by 9% from the base line figures for 2005-2009,



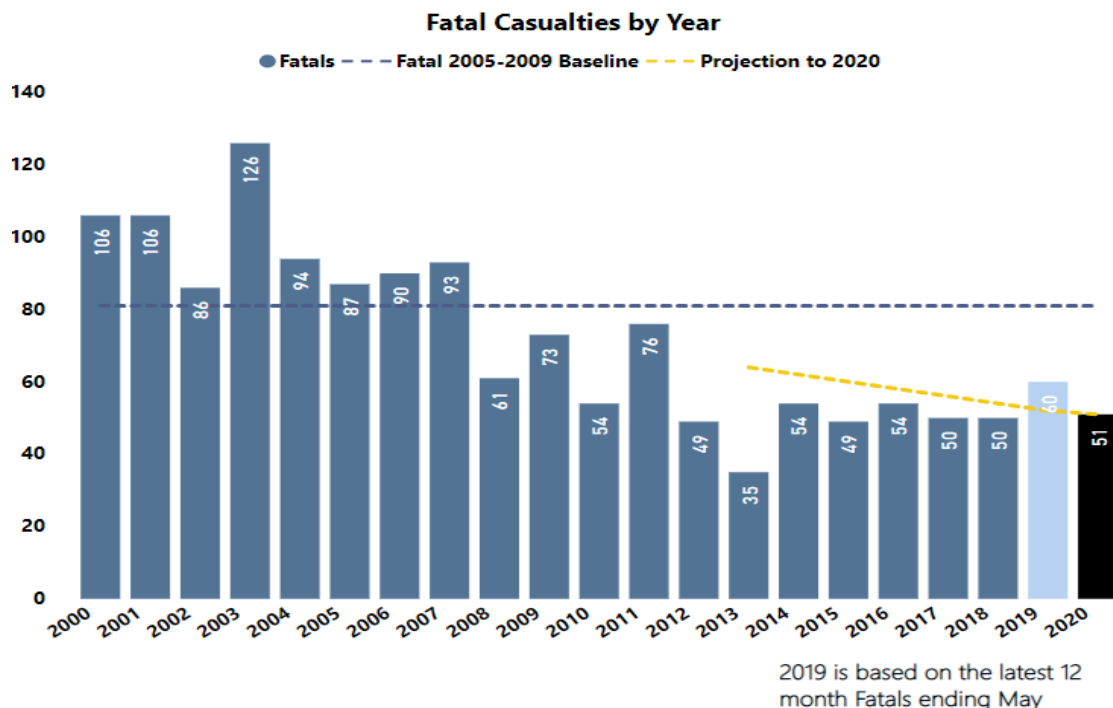
acknowledging the changes in the reporting and recording of injury collisions in some other police force areas.

- 2.1.4 As with other parts of England, the DfT’s forecast for reductions in KSI’s are unlikely to be achieved due to pre-2010 levels of funding for road safety programmes; road safety activities; and enforcement operations not being sustained post-2010.
- 2.1.5 The rolling 12 months KSI’s ending May 2019 shows a reduction in KSI’s of -16.7% on the same period ending May 2018. The decrease is partly linked to data processing issues for GMP resulting from the recent introduction of the ‘Single Online Home’ for the public reporting of collisions on the GMP website. This may also affect comparisons of performance against future data trends.

### 3 FATAL CASUALTIES

3.1.1 The DfT’s National Strategic Framework for Road Safety (May 2011) also forecasts a 37% reduction in Fatal casualties by 2020. This would seek to reduce fatalities in GM to 51 by the end of 2020. In 2018 there were 50 fatal casualties representing a reduction of 38% against the 2005-2009 Baseline.

3.1.2 The rolling 12-month figure (ending May 2019) is 60 fatalities. This is unusually high although it includes a high number of fatalities during the second half of 2018. An unusually high number of fatalities were also recorded during February 2019 with 10 occurring (February average is 4). 7 of the casualties were vulnerable road users. This in part was related to the uncharacteristically warm and dry weather in February 2019.

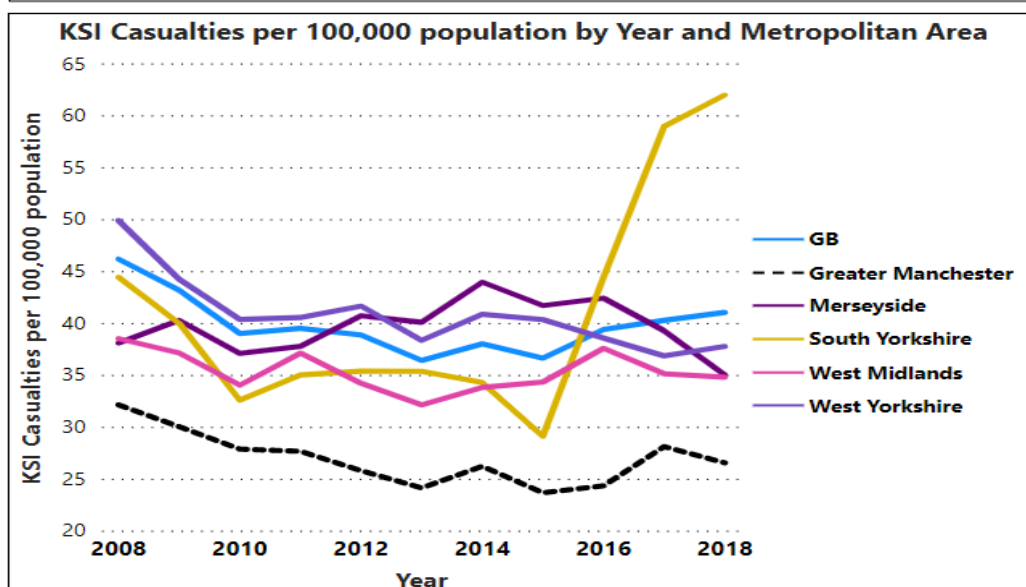
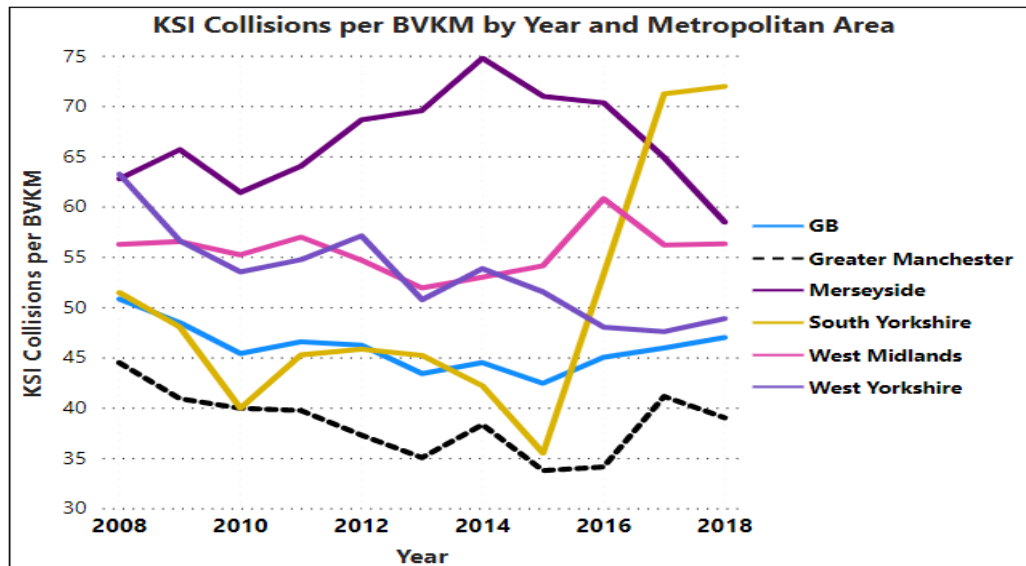


3.1.3 The Met Office daily maximum temperatures were reported to be the highest on record (dating back to 1910); with and the mildest February recorded since 1929. The previous UK maximum daily record was broken on multiple days, such as 20.4 Celsius in Rochdale. DfT research acknowledges that such weather can increase exposure to collision risk especially for people motorcycling; cycling or walking.

#### 4 COMPARISON TO OTHER METROPOLITAN AREAS

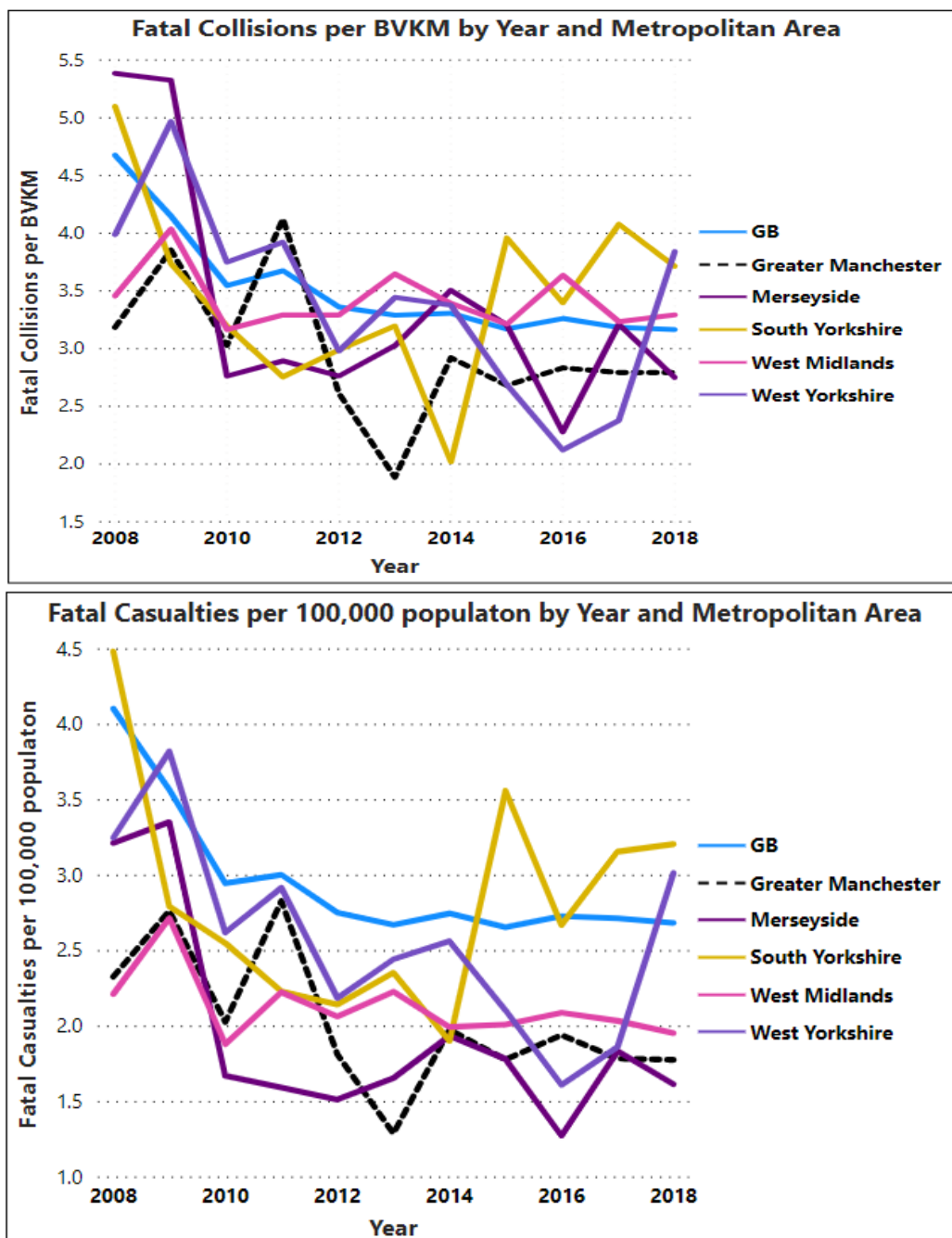
4.1.1 In comparison to other Metropolitan areas and GB as a whole; GM has the lowest KSI rate both in terms of collisions per Billion Vehicle KM (bvkm) and casualties by head of population.

4.1.2 Amongst the other Metropolitan areas, GM has seen the second greatest reduction in KSI Rates in 2018 from the previous year (in both metrics) and differs from the national trend where there have been increases in KSI rate per bvkm (2.28%) and KSI rate per 1,000,000 population (1.91%).



4.1.3 The spike in South Yorkshire’s KSI’s may be attributed, in the main, to the adoption of the new reporting system, CRASH (Collision Reporting and Sharing System) in 2016 and West Midlands at the end of 2015. CRASH uses new method of assessing injuries, this has resulted in an increase in casualties classified as serious due to the self-validating nature of injury severity classification within the CRASH system.

4.1.4 GM also has a relatively low fatality rate compared to the other Metropolitan areas and GB. Although fatality numbers are more susceptible to fluctuation, they are considered more robust and are not affected by the introduction of the CRASH reporting system; or other changes to the reporting and recording of injury collisions. The current trend for road fatalities in GM is disappointingly flat; and reflects the overall trend for Great Britain.

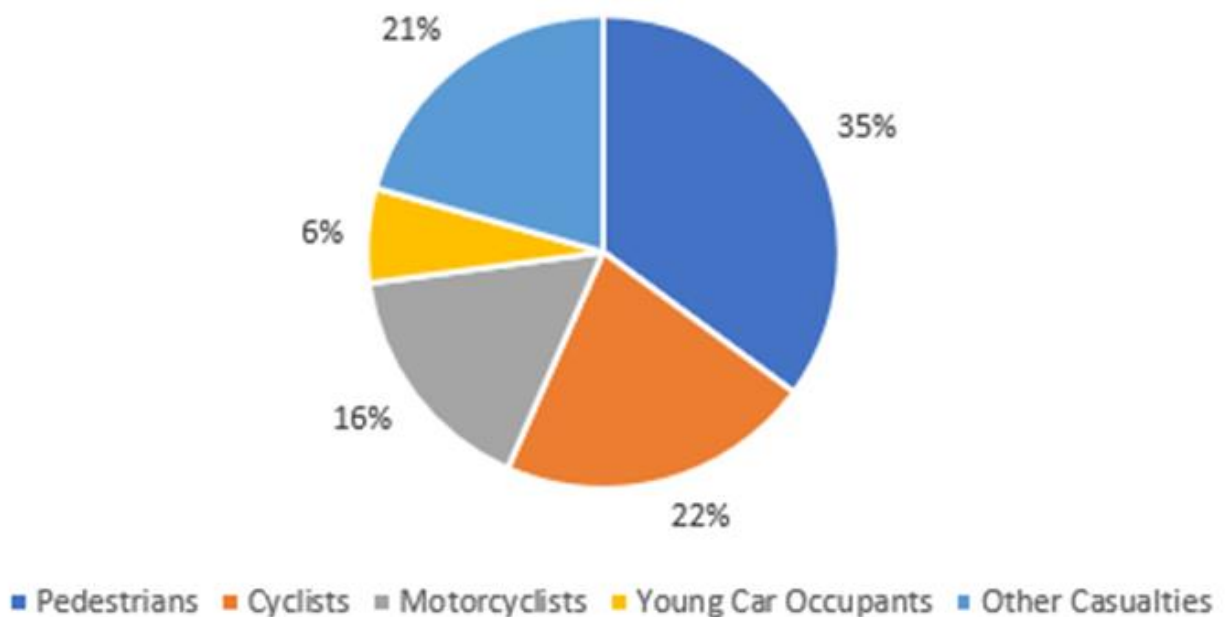


## 5 ROAD USER GROUPS

5.1.1 People cycling; motorcycling; walking; and younger vehicle occupants (aged 17-25) make up almost 80% of all people killed or seriously injured, reflecting the largely urban nature of GM roads. These road user groups are 'Vulnerable Road Users'. Evidence suggests that for people cycling; motorcycling; or walking the source of road danger is often from other motorised traffic (where at least one other vehicle was involved).

5.1.2 In the 36-month period 2016-2018 79% of all KSI casualties were Vulnerable Road Users (VRU's) consisting of: 770 pedestrians (35%); 360 cyclists (16%); 477 Motorcyclists (22%); and 143 Young Drivers/Passengers (17-25 years old) (6%).

### Vulnerable Road Users KSI Casualties 2016-2018



5.1.3 During 2018 VRU KSI's reduced in 2018 with the exception of motorcyclists. The 2018 summer heatwave may have contributed to this increase as warm weather tends to increase motorcycling activity

Road User	Trend	2017	2018	% Change														
Pedestrians	<p><b>Pedestrians</b></p> <table border="1"> <tr><th>Year</th><td>2013</td><td>2014</td><td>2015</td><td>2016</td><td>2017</td><td>2018</td></tr> <tr><th>Count</th><td>242</td><td>267</td><td>230</td><td>263</td><td>260</td><td>254</td></tr> </table>	Year	2013	2014	2015	2016	2017	2018	Count	242	267	230	263	260	254	260	254	-2.31%
Year	2013	2014	2015	2016	2017	2018												
Count	242	267	230	263	260	254												
Cyclists	<p><b>Cyclists</b></p> <table border="1"> <tr><th>Year</th><td>2013</td><td>2014</td><td>2015</td><td>2016</td><td>2017</td><td>2018</td></tr> <tr><th>Count</th><td>92</td><td>105</td><td>75</td><td>92</td><td>145</td><td>123</td></tr> </table>	Year	2013	2014	2015	2016	2017	2018	Count	92	105	75	92	145	123	145	123	-15.17%
Year	2013	2014	2015	2016	2017	2018												
Count	92	105	75	92	145	123												
Motorcyclists	<p><b>Motorcyclists</b></p> <table border="1"> <tr><th>Year</th><td>2013</td><td>2014</td><td>2015</td><td>2016</td><td>2017</td><td>2018</td></tr> <tr><th>Count</th><td>143</td><td>152</td><td>140</td><td>135</td><td>161</td><td>181</td></tr> </table>	Year	2013	2014	2015	2016	2017	2018	Count	143	152	140	135	161	181	161	181	12.42%
Year	2013	2014	2015	2016	2017	2018												
Count	143	152	140	135	161	181												
Young Car Occupants (17-25 yrs)	<p><b>Young Car Occupants</b></p> <table border="1"> <tr><th>Year</th><td>2013</td><td>2014</td><td>2015</td><td>2016</td><td>2017</td><td>2018</td></tr> <tr><th>Count</th><td>36</td><td>53</td><td>58</td><td>54</td><td>46</td><td>39</td></tr> </table>	Year	2013	2014	2015	2016	2017	2018	Count	36	53	58	54	46	39	46	39	-15.22%
Year	2013	2014	2015	2016	2017	2018												
Count	36	53	58	54	46	39												

## 6 FACTORS THAT AFFECT ROAD CASUALTY NUMBERS

6.1.1 There is no single underlying factor that drives road casualties. Instead, there are several influences. These include:

- The distance people travel (which is partly affected by economic factors).
- The mix of transport modes used.
- Behaviour of drivers, riders and pedestrians.
- The mix of groups of people using the road (e.g. changes in the number of newly qualified or older drivers).
- External effects such as the weather, which can influence behaviour (for instance, encouraging / discouraging travel, or closing roads) or change in the risk on roads (by making the road surface more slippery).

6.1.2 It is very hard to isolate many of these factors between years. In particular, police-reported road casualty data only gives a limited amount of information about behaviour changes and it is very rare to be able to identify such changes between individual years.

## 7 SAFER ROADS MARKETING AND GM LEVEL INTERVENTIONS

7.1.1 TfGM delivers the Safer Roads GM (SRGM) annual media shape plan aimed at promoting road safety messages in support of Districts' statutory duty to disseminate 'information and advice relating to the use of roads' as part of their statutory duties within Section 39 (3b) of the Road Traffic Act 1988.

7.1.2 The monthly themes reflect seasonal trends in GM road casualties together, with geodemographic market segmentation data to ensure that the appropriate audiences are reached using specific media channels e.g. digital online advertising, bus backs, radio stations etc. Where appropriate the monthly theme complements operational activities by GMP Roads Policing.





7.1.3 Other GM level interventions supported by SRGM Partners include:

- BikeSafe motorcycling workshops and assessment initiative (GMP).
- Safer Driving for Longer, aimed at older drivers (TfGM DriveSafe).
- Operation Ballater – aimed at addressing anti-social driving connected with ‘car cruises’ or car meets, led by GMP.
- Safe Drive Stay Alive (SDSA) safer driving initiative aimed at 16-18 year olds, funded by SRGM and led by GM Fire & Rescue Service with support from all emergency services.
- Research into the root cause and factors of fatal road collisions to support continuous improvement and development of future interventions aimed towards prevention (TfGM/GMP).

## 8 DRIVESAFE

8.1.1 DriveSafe delivers a number of National Driver Offender Retraining Scheme (NDORS) courses, predominantly focussed on drivers referred to DriveSafe from Greater Manchester Police (GMP) and other police forces. Clients referred have committed some form of alleged motoring offence; the courses are offered as an alternative to a fixed penalty or prosecution.

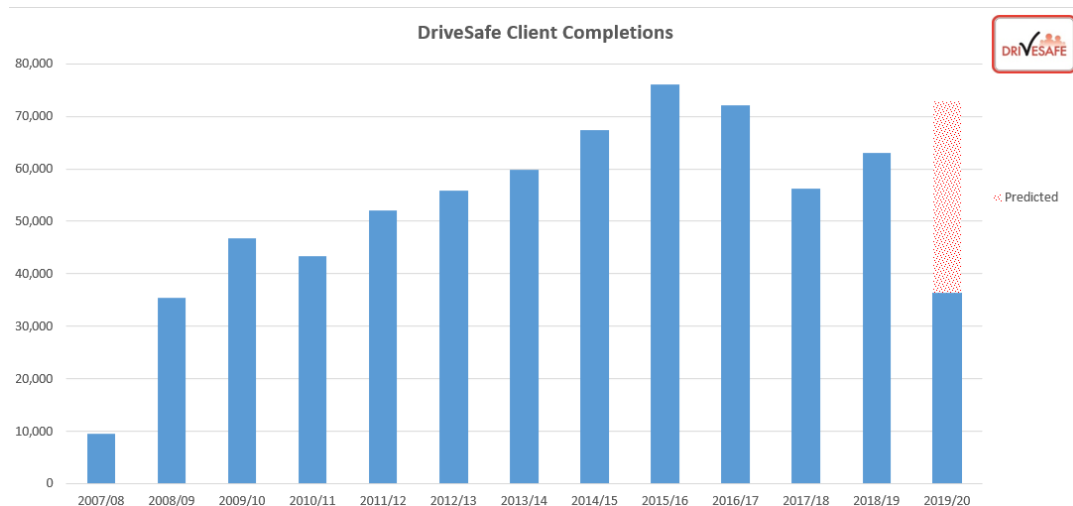
8.1.2 These NDORS course include:

- National Speed Awareness Course – speeding offences
- National Motorway Awareness Course – Smart motorway offences
- What’s Driving Us? Course - a deliberate or wilful act (e.g. using a mobile phone whilst driving)
- National Driver Alertness Course – a practical course following a road traffic collision

8.1.3 GMP Central Ticket Office (CTO) is the main source of all local client referrals and the efficiency of the delivery of courses depends on a regular throughput.

8.1.4 The aim of the Scheme is to influence driver behaviour and support responsible road use by providing driver educational courses.

8.1.5 The graph below illustrates how the scheme has grown since the introduction of the National Speed Awareness Course in 2007. It should be noted that this does not represent an increase in non-compliance but that more drivers have been given the opportunity to receive an educational course as thresholds have widened and further courses have become available for additional offences.



8.1.6 It is predicted that the number of client completions for 2019/20 is likely to be approximately 72,000 clients.

8.1.7 In addition to NDORS courses, DriveSafe also delivers other driver educational courses, helping to keep our roads safer, including:

- MiDAS (minibus driver assessment scheme)
- Fleet driver training (aimed at drivers who drive for work)
- Safer Driver for Longer (a free course for older drivers)
- Taxi driver assessments (aimed of standardising taxi and private hire driver requirements on behalf of the GM Districts)

8.1.8 The DriveSafe team at TfGM is funded from income generated from client course fees. In the event that the net income from delivery of NDORS courses is greater than the cost of delivery of services, funds can be made available for road safety initiatives to GM partners via the Road Safety Intervention Fund, the only source of funding ring-fenced towards road safety since the DfT's Specific Road Safety Grant ceased in 2010.

## 9 GMP REVISED TRANSPORT UNIT

9.1.1 GMP's revised Transport Unit is intended to cover the transport network, including roads, in relation to cycling and walking; and, to support Manchester City Centre transport hubs at the weekends. Discussions have continued with GMP on the development of an Enforcement; Prevention; Intelligence; and Communications (EPIC) strategy to identify opportunities and support collaboration with Safer Roads and TravelSafe Partnerships. The initial round of recruitment has been completed and a soft launch is expected in November 2019.

## **10 SAFETY CAMERAS**

- 10.1.1 Fixed roadside safety camera housings are Local Authority assets, including responsibility for whole life maintenance and asset replacement. Safer Roads GM (SRGM), as a partnership, currently fund and coordinate the necessary day-to-day maintenance of 236 roadside safety camera housings through TfGM on behalf of GM Local Authorities.
- 10.1.2 This arrangement differs from many other areas in England, where Local Authorities are required to contribute towards the cost of the safety camera housing maintenance, and represents a significant revenue cost saving to GM Districts. More information on responsibilities can be found in Appendix 1.
- 10.1.3 As the owner of the asset, Local Authorities are also responsible for funding the upgrade or replacement of safety camera housings as necessary. On behalf of GM Local Authorities, TfGM are progressing the development of a business case for the replacement and upgrade of safety camera housings with modern digital and potentially multi-function technology to increase the 'halo' effect (defined as the length of time or distance over which the effects of an enforcement operation lasts after a driver passes an enforcement site) of existing spot speed and red-light safety camera housings. Subject to approval, funding from the Mayor's Challenge Fund represents an enhanced opportunity to reduce road danger.

## **11 RECOMMENDATIONS**

- 11.1 Recommendations are set out at the front of the report

**Peter Boulton**

**Head of Highways**

## **Appendix 1 – GM Safety Camera Operation roles and responsibilities**

### **1 Greater Manchester Police (GMP) roles and responsibilities**

1.1 GMP are responsible for the day-to-day speed and red-light enforcement activities. Associated responsibilities of the GMP Central Ticket Office linked to the safety camera operation include:

- Processing and management of offences including, where relevant, the offer of a driver awareness course; fixed penalties; or prosecution where necessary.
- Maintenance of back office equipment; procedures; and processes.
- Calibration; servicing and repair of safety camera enforcement equipment units.
- ADSL and mobile data communications.
- Prioritisation of enforcement resources using appropriate information and intelligence.
- Assisting other GMP units with enquiries on criminal use of roads.
- Responding to road offender enquiries.

1.2 GMP are not in a position to disclose site specific enforcement level data, as it is not deemed to be in the public interest. The police generally rely on the perception by drivers that safety camera housings could be active at any time, as deployment is prioritised based on intelligence and safety rankings. If this information was disclosed, then drivers would know when they can and cannot pass this specific sites at a speed above the statutory limit; or fail to stop at traffic signals where red-light safety camera housings are located. Disclosing information would render the purpose of the safety camera housings at this location obsolete and may have a detrimental effect on safety.

1.3 Further to the above, following a complaint against West Yorkshire Police for not disclosing site specific enforcement data, the Information Commissioner's Office (ICO) decision was to maintain the exemption to a similar Freedom of Information (FOI) request.<sup>1</sup>

### **2 Transport for Greater Manchester (TfGM) roles and responsibilities**

Through the funding support of Safer Roads GM (SRGM), TfGM coordinates the day-to-day maintenance of Home Office Type Approval (HOTA) safety camera housings, including:

- Annual inspections; electrical testing; and certification by the designated supplier to maintain HOTA status;

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<sup>1</sup> <https://ico.org.uk/media/action-weve-taken/decision-notice/2017/2013949/fs50653192.pdf>

- commissioning routine and reactive maintenance due to individual component or communications failure;
- commissioning replacement of sub-surface detection loops and traffic signal interfaces (where applicable);
- supplier maintenance contract management;
- energy consumption;
- emergency out of hours response via the Urban Traffic Control Contract where required;
- analysing speed and collision data to produce a ranking tools for use by GMP; and
- where appropriate - facilitating discussion and communication between GMP and Districts on existing and proposed enforcement locations; Speed Limit Order documentation; and witness statements in support of any legal challenges or prosecution processes.

### **3 GM Local Highway Authority roles and responsibilities**

#### 3.1 Responsibilities include:

- Maintenance of signs; white lining; foliage; and power supply issues.
- Asset replacement (e.g. end of life or total loss).
- Assessing requests for new fixed or mobile safety camera locations.

### **4 Site selection criteria for new safety camera enforcement locations**

4.1 Requests for new safety camera locations should be considered by the respective Local Highway Authorities in the context of their statutory duties within Section 39 (2) and (3) of the Road Traffic Act 1988. Local Authorities are responsible assessing requests for new fixed or mobile safety camera enforcement contained within a GM Safety Camera Handbook (drawn from the current Department for Transport guidelines on the criteria for site selection<sup>2</sup>). This is to ensure that, as per the criteria, that there is no other cost effective and appropriate engineering solution e.g. speed reduction measures.

4.2 Following the application of the above process, any location deemed to be appropriate for a new fixed safety camera housing, would require further discussion with GMP and TfGM. Discussions would include appropriateness of the location; technical feasibility; access for operatives; route(s) to procurement; and a review of speed limit signing and the legal order (Speed Limit Order).

4.3 Assuming a location was jointly agreed in principle by GMP; the Local Authority; and TfGM, the location would need to be ratified by SRGM before commencing

<sup>2</sup> See the Annex on p11 of DfT Circular 01/2007

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/465165/dft-circular-0107.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/465165/dft-circular-0107.pdf)

implementation. Local Authorities are required to secure an appropriate source of funding to enable procurement; installation and commissioning of roadside equipment and GMP Central Ticket Office systems integration.

- 4.4 The process for mobile safety camera locations is similar to the process for fixed safety camera housings, acknowledging that there is a minimal requirement for roadside infrastructure; and the necessary prioritisation of limited capacity within GMP to carry out mobile speed enforcement.
- 4.5 Both Community Concern and Community Speed watch are GMP led initiatives that are currently undergoing review and consideration.

## Greater Manchester Transport Committee

Date: 08 November 2019

Subject: Transport Network Performance September 2019

Report of: Bob Morris, Chief Operating Officer, TfGM

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### PURPOSE OF REPORT

This report provides an overview of Transport Network Performance in Greater Manchester for September 2019.

### RECOMMENDATIONS:

Members are asked to note the contents of the report.

### CONTACT OFFICERS:

Alex Cropper	Interim Head of Operations	0161 244 1122 <a href="mailto:alex.cropper@tfgm.com">alex.cropper@tfgm.com</a>
Julie Flanagan	COO Sponsor and Support Officer	0161 244 1164 <a href="mailto:julie.flanagan@tfgm.com">julie.flanagan@tfgm.com</a>

Risk Management – not applicable

Legal Considerations – not applicable

Financial Consequences – Revenue – not applicable

Financial Consequences – Capital – not applicable

Number of attachments included in the report: 2

- Appendix A: Glossary
- Appendix B: Metrolink Performance
- Appendix C: Christmas Services

**BACKGROUND PAPERS: Nil**

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency?		None
GMTC	Overview & Scrutiny Committee	
Not applicable	Not applicable	



## **1 OVERVIEW**

- 1.1 The Greater Manchester Transport Committee has a key role to oversee the provision of transport services including the performance of Metrolink, Bus and Rail Operators and the Strategic Highways Network on behalf of residents, businesses and visitors. The Committee also oversees the move towards the Our Network vision for an integrated transport network for Greater Manchester, as set out in the 2040 Transport Strategy.
- 1.2 This network performance report covers performance across all transport modes in Greater Manchester during September 2019.
- 1.3 This report also includes an update (APPENDIX C) on public transport provision during the 2019/20 Christmas and New Year period.

## **2 OVERALL NETWORK PERFORMANCE SUMMARY**

- 2.1 Traffic volumes have increased in September after the summer holiday period and journey time reliability has as a consequence been impacted compared to August. Bus performance has also shown a downward trend, reflecting the trend in journey time reliability on the highway network.
- 2.2 Metrolink performance was poor in terms of both punctuality and operated mileage in the period due to issues surrounding tram availability and reliability.
- 2.3 Period-on-period improvements in Rail PPM and Right-Time performance for all six TOCs, however performance remains lower than in the same period last year.

### 3 NETWORK OVERVIEW

#### Events

- 3.1 The commencement of the football season including a number of evening fixtures have impacted on the highways network with additional traffic coming into the Regional Centre during the PM peak when the network is operating at near to capacity. At the beginning of the month the Extinction Rebellion protest, which closed off Deansgate and culminated in a day of action on the 2nd September, caused minimal disruption to the network predominantly due to the multi agency planning and mitigation strategies which preceded the event.
- 3.2 The Conservative Party Conference took place between 30 September and 02 October, resulting in a series of road closures and bus diversions, around the venue with a concurrent major Manchester United home fixture on the first evening. The conference attracted a number of protests and marches, which were again planned and mitigated successfully leading to less of an impact on the transport network.

#### Metrolink

- 3.1 Metrolink Network performance is published on the TfGM.com website, with individual line performance shown in addition to the overall network (APPENDIX B).
- 3.2 Metrolink performance has continued the below standard performance from August in terms of both punctuality and reliability. The major incident was an overhead line issue at MediaCity while tram availability and reliability problems continued in the period.

#### Rail

- 3.3 Rail Performance for all 6 TOCs serving Greater Manchester improved during the period, however it remains lower than the same period last year for Northern (-4.2%), TPE (-2.6%) and Virgin (-5.2%). Train unit issues/failures were responsible for 6 of the top 10 delay-causing incidents in the period and these have included snagging issues with Northern's new Class 195 units, in addition to problems reported on ageing Class 319 electric units.

- 3.4 The scheduled removal of Pacer trains from Greater Manchester services before the new year has now been delayed. Some units will remain in operation on a small number of routes into 2020.

## **Bus**

- 3.5 Bus Performance worsened period on period reflecting increased traffic volumes and journey time reliability on the highway network overall. Following the transfer of bus services in Bolton from First Manchester to Diamond at the beginning of August, problems continue to be encountered, particularly at weekends, resulting in significant gaps in service. These issues continue to be raised with Diamond as a priority.
- 3.6 The number of Our Pass journeys has increased steadily during September; at the end of the month circa 50,000 Our Pass journeys per day were being made on the bus network, with relatively few issues experienced, reflecting a successful introduction of this initiative.

## **North Manchester Ticketing Scheme**

- 3.7 Further to the acquisition of First Manchester's Queens Road depot in June 2019, Go North West entered into an agreement with First Manchester so that their respective products offered interoperability between services to preserve as much of the network benefit as possible.
- 3.8 The ticketing arrangement in place between Go North West and First Manchester, the 'North Manchester Ticketing Scheme', was extended to include Diamond Bus services following their acquisition of First Manchester's Bolton depot in August 2019.
- 3.9 This allowed use of each individual operators' tickets on each other's services, resulting in no disbenefit to passengers who had previously purchased First Manchester products and now needed to travel on services run by different operators.
- 3.10 The North Manchester Ticketing Scheme covers services operating in a number of GM Districts, including Bolton, Bury, Manchester, Salford, Oldham and Rochdale.
- 3.11 The three operators involved in the North Manchester Ticketing Scheme have reached agreement that the joint ticketing arrangement they have in place will end from 1 January 2020.

- 3.12 This will affect passengers who travel on services provided by different operators, when they previously travelled only on First Manchester services. For example, the current price of a 7-day mobile product, valid on Diamond Bus, First Manchester or Go North West services, is £16.00. The equivalent 7-day multi-operator product is currently £19.00.
- 3.13 For customers who have annual passes valid beyond 1 January 2020, the operators' have advised their intention is to refund, if asked, the pro-rata amount from 1 January 2020 until the pass end date.

### Highways

- 3.14 Traffic volumes increased as the school summer holiday period came to an end at the beginning of September. This led to a deterioration in journey time reliability and an increase in average network delay; although the overall demand on the network is comparable with last year.
- 3.15 The MSIRR Regent Road / Water Street Phase 1 works are now, belatedly, nearing completion with traffic management having been lifted in a number of locations including Regent Road and Mancunian Way which has reintroduced much needed capacity on to the network in peak periods.
- 3.16 On 24 September the City Centre reached a near gridlocked situation caused in the main by roadworks on Medlock Street. This and other 'unplanned' activities and vehicle breakdowns, combined with heavy rainfall, resulted in up 90 minute delays to some journeys from and through the Regional Centre in the PM peak. Tweets were sent out and roadside VMS were updated throughout the evening to ensure customers were informed of the issues. Plans were put in place the following day by MCC to remove disruptive traffic management during the peak period to avoid a repeat of the disruption.

#### 4 NETWORK PERFORMANCE SCORECARD

<b>Metrolink<sup>1</sup></b>	Status	Target	Achieved	Trend
Metrolink Punctuality	R	90%	89.9%	S
Metrolink Reliability	A	99%	98.1%	I
<b>Rail<sup>1</sup></b>	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	R	86.1%	82.9%	S
Northern Reliability (CaSL)*	R	6%	4.9%	W
Northern Right Time	R	55.1%	51.1%	I
TPE Punctuality (PPM)	R	84.5%	77.6%	S
TPE Reliability (CaSL)	R	5.84%	10.8%	W
TPE Right Time*	R	50%	35.0%	I
Network Rail Delay Minutes	R	33,505	41,639	I
<b>Bus<sup>2</sup></b>	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	97.6%	S
Commercial Bus Service Reliability	G	97.0%	97.4%	W
Subsidised Bus Service Reliability	G	97.0%	99.0%	S
Network Bus Overall Punctuality	G	80.0%	82.8%	S
Commercial Bus Overall Punctuality	G	80.0%	82.5%	W
Subsidised Bus Overall Punctuality	G	80.0%	83.1%	I
Network Bus Regularity	R	97.0%	95.5%	S
Commercial Bus Regularity	R	97.0%	95.5%	I
Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
<b>Highways<sup>2</sup></b>	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	87.4%	W
Highways Level of Delay (Average)	A	30.0%	37.7%	W
<b>Network Safety</b>	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Mar '19)	R	576	672	I
<i>* TfGM assumed targets set, to be finalised at a later date.</i>				

See Appendix A for glossary.

**Reporting Periods:** 1 – Period 6 (18 August to 14 September)  
2 – September 2019

**Trend key:** W = Worsening, S= Stable, I = Improving

## Glossary

Measure	Description	RAG thresholds
Metrolink Punctuality	Percentage of trams departing less than two minutes late.	GREEN if equal to or above 90% RED if less than 90%.
Metrolink Reliability	Percentage of planned miles operated.	Target for 2019 is 99%. RED if less than 97%. AMBER if 99% - 97%. GREEN if 99% or above.
Northern Punctuality (PPM)	PPM = Public Performance Measure. The percentage of services arriving at destination (having called at all scheduled stops) within 5 minutes of the planned arrival time.	GREEN if equal to or above the target. RED if below target.
Northern Reliability (CaSL)	CaSL= Cancelled and Significant Lateness. % of services part/fully cancelled or arriving at their destination later than 30 minutes after scheduled arrival time.	No industry targets set. RED if trend is worsening over consecutive periods. AMBER if stabilising of consecutive periods. GREEN if improving over consecutive periods.
TPE Reliability (CaSL)	CaSL= Cancelled and Significant Lateness. % of services part/fully cancelled or arriving at their destination later than 30 minutes after scheduled arrival time.	Target for Period 4 is 6%. RED if above target. AMBER if equal to target. GREEN if below target.
TPE Punctuality (PPM)	PPM = Public Performance Measure. The percentage of services arriving at destination (having called at all scheduled stops) within 10 minutes of the planned arrival time.	GREEN if equal or above the target. RED if below target.
Northern Right Time	% of recorded station stops where the train arrived less than one minute later than its advertised time.	Target for Period 4 is 52.3%. GREEN if above or equal to target. RED if below target.
TPE Right Time	% of recorded station stops where the train arrived less	No industry targets set. RED if trend is worsening over consecutive periods.

Measure	Description	RAG thresholds
	than one minute later than its advertised time.	AMBER if stabilising of consecutive periods. GREEN if improving over consecutive periods.
Network Rail Delay Minutes	Total number of Train Operator Delay minutes attributable to Network Rail.	GREEN if equal to or below the target. RED if above target.
Bus Service Reliability	Scheduled Service Reliability – measured by the percentage of observed bus departures from a given location compared to the service provision promised to the public.	GREEN if equal to or above the target. RED if below target.
Bus Overall Punctuality	Scheduled Service Punctuality – measured by the percentage of ‘on-time’ observed bus departures from a given location. The definition of an on-time departure is one which is between 60 seconds early and 5 minutes and 59 seconds late, inclusive.	GREEN if equal to or above the target. RED if below target.
Bus Regularity	Frequent Service Regularity – measured by the percentage of occasions where the gap between services is either over 2 times the service headway, or 10 minutes, whichever is the larger number. Service Regularity encapsulates both the reliability and punctuality aspect of a frequent service.	GREEN if equal to or above the target. RED if below target.
Highways Journey Time Reliability (JTR)	% of highway journeys completed within an ‘acceptable journey time’, defined as the typical journey time +25%.	GREEN > = 90% AMBER 80-90% RED < 80%

Measure	Description	RAG thresholds
Highways Level of Delay (Average)	The difference between the typical journey time (median) and the optimum journey time (5th percentile) during the peak period.	GREEN < 30% AMBER 30-50% RED >= 50%
Killed & Seriously Injured (KSI)	Number of people killed or seriously injured on GM roads.	GREEN if equal to or below the annual forecast projection. RED if above forecast. (DfT developed a forecast for KSI casualties, as part of the Road Safety Strategy. This forecast (based on a central projection) was for a 40% reduction in KSI casualties by 2020 against a 2005-09 baseline. For GM this was no more than 550 KSI per year casualties by 2020.)



# Metrolink Performance Network Summary

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **18 August until 14 September 2019**

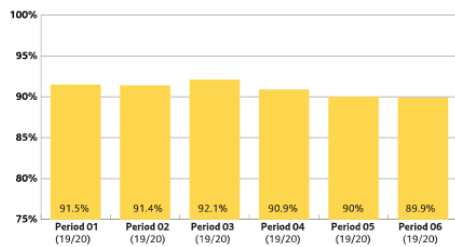
## How we performed



### Punctuality

Percentage of trams departing less than two minutes late.

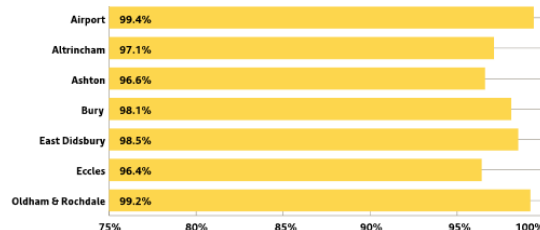
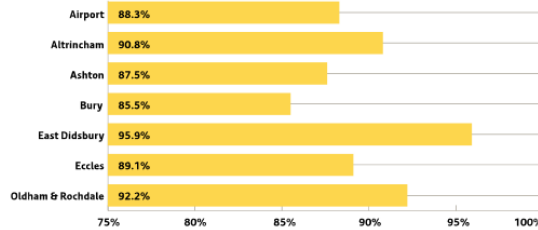
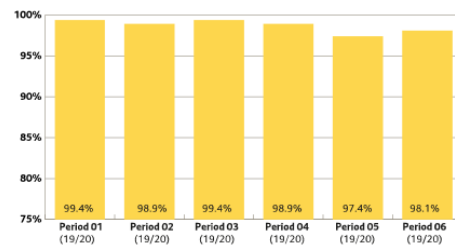
**89.9%**



### Reliability

Percentage of planned miles operated.

**98.1%**



### Cancellations

Journeys cancelled.

**0.49%** of all planned journeys.



### Short journeys

Incomplete journeys.

**0.54%** of all planned journeys.

Aline Frantzen  
Managing Director at KeolisAmey Metrolink

Issued on 30 September 2019



Metrolink is operated on behalf of  
Transport for Greater Manchester by  
**KEOLIS amey**  
Metrolink

## Christmas Services Update

### 1 INTRODUCTION

- 1.1 This update outlines public transport provision over the Christmas and New Year period from 23 December 2019 to 3 January 2020.
- 1.2 The update includes information that has been made available to date in respect of bus, Free Bus, Metroshuttle, rail, Metrolink, Local Link and Ring & Ride services. The update also outlines opening times for TfGM including Interchanges, Travelshops and its Customer Contact Centre (CCC).
- 1.3 The information included in this update may be subject to change and TfGM will ensure that its channels of communication are updated as and when further information is provided.

### 2 BUS

- 2.1 Legislation allows bus operators to submit variations to festive services up to 21 days prior to the holiday period. Officers continue to encourage bus operators to offer as wide a range of commercial services as possible and to make their intentions known from mid-October onwards. This allows TfGM to provide travel information for commuters, shoppers and all other public transport users well in advance of the festive period.
- 2.2 As of 22 October 2019, around half of operators had provided the information requested, and service information will be continually updated as and when it is received.
- 2.3 In general terms, the pattern of service follows previous years, whereby there will be earlier finishes from around 19:00 on Christmas Eve and New Year's Eve.
- 2.4 Stagecoach Manchester is the only operator to confirm that they will be operating a service (43 to Manchester Airport) on Christmas Day.
- 2.5 On Boxing Day and New Year's Day, some operators are considering running limited services and TfGM will make this information available once received.
- 2.6 Stagecoach Manchester will be operating some special service timetables until approximately 04:00 on New Year's Day morning
- 2.7 The table in Appendix 1 presents the latest information provided from bus operators.

### **3 FREE BUS AND METROSHUTTLE**

- 3.1 There will be no Free Bus or Metroshuttle Services on Christmas Day.
- 3.2 Manchester Free Bus services will operate a Sunday timetable on Tuesday 24 December (Christmas Eve), Thursday 26 December (Boxing Day) and Wednesday 1 January (New Year's Day). Normal timetables will operate on all other days.
- 3.3 Bolton Metroshuttle buses will run normal timetables every day except Christmas Day, Boxing Day and New Year's Day.
- 3.4 Full details of Metroshuttle and Free Bus services, over the Christmas and New Year period are shown in Appendix 1.

### **4 LOCAL LINK AND RING & RIDE**

- 4.1 The hours of operation are in line with previous years, with no service on Christmas Day, Boxing Day and New Year's Day. For Local Link, services finish early on Christmas Eve and New Year's Eve around 21:00.
- 4.2 A normal service will operate on all other days.
- 4.3 Full details of Local Link and Ring and Ride services can be found in Appendix 1.

### **5 TRAVELSHOPS AND BUS STATIONS**

- 5.1 Details of opening hours are shown in Appendix 1. Travelshop information is also available on the website at [www.tfgm.com](http://www.tfgm.com).

### **6 RAIL**

- 6.1 The pattern of service follows previous years, with no service on Christmas Day and earlier finishes on Christmas Eve and New Year's Eve. On Boxing day Northern will operate a Bolton to Salford Central shuttle service between approximately 0800 to 1800 hrs. No other train services will operate in GM.
- 6.2 Engineering works along the West Coast mainline will affect services operated by First (formerly Virgin) and TPE to Edinburgh from Friday 27 December. A replacement bus service will be in place for a number of the affected services.

- 6.3 Piccadilly station will be closed for heavy rail passengers on Boxing Day but will be accessible to Metrolink customers.
- 6.4 For full details on any Sunday cancellations for Northern services, customers are advised to go to [www.nationalrail.co.uk](http://www.nationalrail.co.uk).
- 6.5 Details of Northern Rail and First TransPennine Express rail services are detailed at Appendix 1, attached to this report.
- 6.6 Customers can access additional information on the National Rail website ([www.nationalrail.co.uk](http://www.nationalrail.co.uk)), or by contacting National Rail Enquiries on 08457 48 49 50. TfGM's website will also provide further information for customers as soon as it becomes available.

## **7 METROLINK**

- 7.1 From the 23 November to 22 December Metrolink will be extending the six minute frequency to 9pm between Thursday and Saturday and will increase capacity on Sundays with double trams on the Altrincham to Bury and East Didsbury to Shaw and Crompton lines. Metrolink will also be extending the last services by one hour on Friday and Saturday evenings across all lines throughout the festive period.
- 7.2 Services will finish earlier on Christmas Eve, with last trams scheduled to depart from 9pm. There will be no service on Christmas Day.
- 7.3 A Saturday service with an earlier finish time of midnight will operate on Boxing Day but will be strengthened in capacity to accommodate the football match at Old Trafford.
- 7.4 A normal service will be in operation on the days between Christmas and New Year. The service will be strengthened in capacity to accommodate the football match at Etihad Stadium on 29th of December.
- 7.5 A Saturday service will operate on New Year's Eve with last trams scheduled to arrive at their destination no earlier than 02:00 on New Year's Day. A Sunday service will operate on New Year's Day.
- 7.6 Normal services will resume on Thursday 2 January 2020. The proposed schedule is shown in Appendix 1.

## **8 PASSENGER INFORMATION**

- 8.1 The TfGM website ([www.tfgm.com](http://www.tfgm.com)) will be the primary source for travel information over the festive period.
- 8.2 As in previous years, passenger information will consist of summarising the level of service planned for each day of the festive period and directing customers to TfGM's website or alternatively to call TfGM's Customer Contact Centre.
- 8.3 The normal opening times for the contact centre are 07:00 to 20:00 Mondays to Fridays and 08:00 to 20:00 on Saturdays, Sundays and Bank Holidays. Proposals for opening times for the contact centre over the festive period will be similar to those of last year and are detailed in Appendix 1.
- 8.4 In addition to the above arrangements, a pocket information guide will be available. This provides a summary of service levels for buses, trains and trams. The main message will be that for public transport information, people should visit the TfGM website and access the My TfGM journey planner. The call centre opening times and Travelshop opening times will also listed as well as social media channels.
- 8.5 This pocket guide will be available online and widely distributed through Travelshops, rail stations and through the established network of distribution outlets across Greater Manchester. Production of the guide is currently underway to ensure distribution by early December.
- 8.6 Finally, all service information will be provided to the National Dataset which will feed the My TfGM journey Planner as well as other third-party systems. This will provide customers with accurate and up to date travel information throughout the festive period.

APPENDIX 1: Public transport arrangements for Christmas and the New Year holiday period 2018/19

DATE	BUS OPERATOR PROPOSALS SUPPLIED TO DATE	FREE BUS AND METROSHUTTLE	LOCAL LINK	RING AND RIDE	RAIL	METROLINK	TRAVELSHOP OPENING TIMES	BUS STATIONS	TfGM's Customer Contact Centre (CCC)
Tuesday 24/12/19 <i>Christmas Eve</i>	Weekday or Saturday service with early finish from 19:00	Sunday service on Manchester Free Bus	Normal service until 21:00	Normal service	Normal Monday-Friday service with Run-down of Northern services from early evening.  No alterations are yet proposed on FTPE.  2tph between Manchester Piccadilly and London Euston compared to the usual 3 trains per hour.	Tuesday timetable with last trams to leave termini no earlier than 21:00 hours.	Altrincham 06:40 – 17:10. Eccles 07:30 – 16:00. Middleton Stockport, & Wythenshawe 08:30 – 16:00. Hyde closed. All other Travelshops 07:00 – 16:00	Manchester Airport 06:00 – 18:00 Intu Trafford Centre 07:00 – 19:30 All other bus stations 07:00 – 18:00	Open 08:00 - 18:00
Wednesday 25/12/19 <i>Christmas Day</i>	<b>No service</b> except special service 43 (Manchester to Airport)	<b>No service</b>	<b>No service</b>	<b>No service</b>	<b>No service</b>	<b>No service</b>	<b>Closed</b>	<b>Closed</b>	<b>Closed</b>
Thursday 26/12/19 <i>Boxing Day</i>	Special services on some routes only from approx. 09:00 – 17:00.	Sunday service on Manchester Free Bus.	<b>No service</b>	<b>No service</b>	<b>No service</b>	A Saturday service with an earlier finish time of midnight will operate on Boxing Day but will be strengthened in capacity to accommodate the football match at Old Trafford (17:30 kick off).	<b>Closed</b>	Bolton 10:00 – 18:00 Intu Trafford Centre 08:00 – 20:30 Manchester Airport 08:00 – 18:00 All other bus stations closed	Open 08:00 – 18:00
Friday 27/12/19	Weekday or Saturday services	Normal service	Normal service	Normal service	No services to/from or through Manchester Victoria station. Rail	Normal service		Hyde 07:00 – 19:00	Open 07:00 to 20:00

DATE	BUS OPERATOR PROPOSALS SUPPLIED TO DATE	FREE BUS AND METROSHUTTLE	LOCAL LINK	RING AND RIDE	RAIL	METROLINK	TRAVELSHOP OPENING TIMES	BUS STATIONS	TfGM's Customer Contact Centre (CCC)
					<p>replacement bus services will operate between Victoria and Stalybridge/Rochdale/Salford Central</p> <p>Engineering work will close the line between Warrington Central and Widnes. Local stopping services will operate between Manchester Oxford Road and Warrington Central with other services diverted via Newton-le-Willows.</p> <p>2 trains per hour between Manchester Piccadilly and London Euston compared to the usual 3tph</p> <p>Some late-night service alternations. See website for details: <a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a> or <a href="http://www.tpexpress.co.uk/your-journey/changes-to-train-times/">http://www.tpexpress.co.uk/your-journey/changes-to-train-times/</a></p>		<p>Altrincham 08:00 – 20:20.</p> <p>Eccles 07:30 – 16:00.</p> <p>Hyde, &amp; Middleton 08:30 – 16:00.</p> <p>Piccadilly &amp; Shudehill 7:00 – 18:00.</p> <p>All other Travelshops 07:00 – 17:30.</p>	<p>Manchester Airport 06:00 – 22:00</p> <p>Wythenshawe 07:00 – 21:00</p> <p>Intu Trafford Centre 07:00 – 24:00</p> <p>All other bus stations 07:00 – 23:00</p>	
Saturday 28/12/19	Normal service	Normal service	Normal service	Normal service	No services to/from or through Manchester Victoria station. Rail replacement bus services will operate between Victoria and	Normal service	<p>Altrincham 07:10 – 20:20.</p> <p>Ashton &amp; Oldham 08:00 – 17:30.</p>	<p>Manchester Airport 06:00 – 22:00</p>	Open 08:00 to 20:00

DATE	BUS OPERATOR PROPOSALS SUPPLIED TO DATE	FREE BUS AND METROSHUTTLE	LOCAL LINK	RING AND RIDE	RAIL	METROLINK	TRAVELSHOP OPENING TIMES	BUS STATIONS	TfGM's Customer Contact Centre (CCC)
					<p>Stalybridge/Rochdale/Salford Central</p> <p>Engineering work will close the line between Warrington Central and Widnes. Local stopping services will operate between Manchester Oxford Road and Warrington Central with other services diverted via Newton-le-Willows.</p> <p>See website for details: <a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a> or <a href="http://www.tpexpress.co.uk/your-journey/changes-to-train-times/">http://www.tpexpress.co.uk/your-journey/changes-to-train-times/</a></p>		<p>Bury &amp; Leigh 07:00 – 17:30.</p> <p>Eccles 08:00 – 15:30</p> <p>Piccadilly &amp; Shudehill 07:00 – 18:00</p> <p>All other Travelshops 08:30 – 16:00</p>	<p>Hyde 07:00 – 19:00</p> <p>Wythenshawe 07:00 – 21:00</p> <p>Intu Trafford Centre 07:00 – 24:00</p> <p>All other bus stations 07:00 – 23:00</p>	
Sunday 29/12/19	Normal service	Normal service	Normal service	Normal service	<p>Engineering work is taking place around Warrington Central. It is not yet known how train services will be affected by this.</p> <p>See website for details: <a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a> or <a href="http://www.tpexpress.co.uk/your-journey/changes-to-train-times/">http://www.tpexpress.co.uk/your-journey/changes-to-train-times/</a></p>	Normal service strengthened in capacity to accommodate the football match at Etihad Stadium (kick off 18:00).	<p>Altrincham 09:20 – 16:50</p> <p>Piccadilly &amp; Shudehill 10:00 – 17:30</p> <p>All other Travelshops closed.</p>	<p>Manchester Airport 10:00 – 17:00</p> <p>Altrincham 09:10 – 17:10</p> <p>Piccadilly 11:00 – 14:00</p> <p>Shudehill 07:00 – 18:00</p> <p>Intu Trafford Centre 07:00 – 24:00</p> <p>Eccles, Hyde &amp; Wythenshawe close.</p>	Open 08:00 to 20:00



DATE	BUS OPERATOR PROPOSALS SUPPLIED TO DATE	FREE BUS AND METROSHUTTLE	LOCAL LINK	RING AND RIDE	RAIL	METROLINK	TRAVELSHOP OPENING TIMES	BUS STATIONS	TfGM's Customer Contact Centre (CCC)
								All other bus stations 10:00 -17:00	
Monday 30/12/19	Weekday or Saturday services	Normal service	Normal service	Normal service	Engineering work is taking place around Warrington Central. It is not yet known how train services will be affected by this.  2 trains per hour between Manchester Piccadilly and London Euston compared to the usual 3 trains per hour.  See website for details: <a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a> or <a href="http://www.tpexpress.co.uk/your-journey/changes-to-train-times/">http://www.tpexpress.co.uk/your-journey/changes-to-train-times/</a>	Normal service	Altrincham 06:40 – 20:20. Eccles 07:30 – 16:00 Hyde & Middleton – 08:30 – 16:00 Piccadilly & Shudehill 07:00 – 18:00. All other Travelshops 07:00 – 17:30.	Manchester Airport 06:00 – 22:00 Hyde 07:00 – 19:00 Wythenshawe 07:00 – 21:00 Intu Trafford Centre 07:00 – 24:00 All other bus stations 07:00 – 23:00	Open 07:00 to 20:00
Tuesday 31/12/19 <i>New Year's Eve</i>	Weekday or Saturday service with early finish from around 19:00 hours onwards  Special evening/night services on limited routes until approximately 04.00	Normal service	Normal service until 21:00	Normal service	Engineering work is taking place around Warrington Central. It is not yet known how train services will be affected by this.  See website for details: <a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a> or <a href="http://www.tpexpress.co.uk/your-journey/changes-to-train-times/">http://www.tpexpress.co.uk/your-journey/changes-to-train-times/</a>	Saturday Timetable with last trams arriving at their termini no earlier than 02:00 on New Year's Day.	Altrincham 06:40 – 17:10 Eccles 07:30 – 16:00 Hyde, Middleton, Stockport, Wythenshawe, 08:30 – 16:00 All other Travelshops 07:00 – 16:00	Manchester Airport 06:00 – 18:00 Intu Trafford Centre 07:00 – 19:30 All other bus stations 07:00 – 18:00	Open 08:00 to 18:00

DATE	BUS OPERATOR PROPOSALS SUPPLIED TO DATE	FREE BUS AND METROSHUTTLE	LOCAL LINK	RING AND RIDE	RAIL	METROLINK	TRAVELSHOP OPENING TIMES	BUS STATIONS	TfGM's Customer Contact Centre (CCC)
					Rundown for Northern Services from early evening				
Wednesday 01/01/20  <i>New Year's Day</i>	Special services on limited routes only, mostly between 09:00 and 18:00	Sunday service on Manchester Free Bus.	<b>No service</b>	<b>No service</b>	Engineering work is taking place around Warrington Central. It is not yet known how train services will be affected by this.  See website for details: <a href="http://www.northernrailway.co.uk">www.northernrailway.co.uk</a> or <a href="http://www.tpexpress.co.uk/your-journey/changes-to-train-times/">http://www.tpexpress.co.uk/your-journey/changes-to-train-times/</a>	Sunday service strengthened in capacity to accommodate the football match at Etihad Stadium (kick off 17:30).	Altrincham 09:20 – 16:50.  All other Travelshops closed.	Manchester Airport 06:00 – 18:00  Altrincham 09:10 – 17:10  Intu Trafford Centre 07:00 – 19:30  All other bus stations closed	<b>Closed</b>
Thursday 02/01/20	Normal weekday service resumes	Normal weekday service resumes	Normal weekday service resumes	Normal weekday service resumes	Normal service	Normal service	Normal opening times resume.	All bus stations are open as normal.	Open 08:00 to 20:00
Friday 03/01/20	Normal weekday service	Normal weekday service resumes	Normal weekday service	Normal weekday service	Normal Service	Normal service		Normal service resumes	Normal Service resumes

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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