

**GREATER MANCHESTER TRANSPORT COMMITTEE
REPORT FOR INFORMATION**

Date: 09 August 2019
Title: Transport Network Performance June 2019
Report of: Head of Operations, Transport for Greater Manchester

PURPOSE OF REPORT

This report provides an overview of Transport Network Performance for June 2019.

RECOMMENDATIONS

Members are asked to note the contents of the report.

BACKGROUND DOCUMENTS

None applicable.

CONTACT OFFICERS

Alex Cropper	0161 244 1122	alex.cropper@tfgm.com
Julie Flanagan	0161 244 1164	julie.flanagan@tfgm.com

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: Appendix A included

BACKGROUND PAPERS: None

TRACKING/PROCESS		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
EXEMPTION FROM CALL IN		
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
TfGMC	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 during June.

2. Overall Network Performance Summary

- 2.1 Metrolink performance was good with an improving position for both public facing measures, however repair times arising after road traffic collisions and vandalism are impacting tram availability.
- 2.2 The targets for rail performance in 2019-20 for Northern and TransPennine Express (TPE) have been lowered by Network Rail and TPE and Northern respectively due to the risks associated with the introduction of new rolling stock and acknowledgement of previous performance issues on GM corridors. Performance for both operators has declined from May to June and will likely be further impacted by planned infrastructure disruption and weather-related issues over the summer period.
- 2.3 Bus performance has maintained a good level, with performance above the targets for scheduled service reliability and overall punctuality.
- 2.4 Reliability on the highways network has shown improvement, reflecting a lower volume of disruptive roadworks. Reduced traffic volumes are likely to maintain good journey time reliability over the school summer holiday period. Work is progressing to coordinate planning for future disruptions to minimise the impact on the travelling public and to provide timely information to allow people to make informed travel choices.

3. Network Overview

Events

- 3.1 There was a high level of pre-planned events throughout the month including the Manchester Day Parade, the Cricket World Cup and the Parklife Weekend; in addition to a number of late or no notice events in the regional centre and a large protest starting from Piccadilly Gardens headed to St Peters Square. We have started work to review, with Councils, the role of TfGM in supporting Open Streets events, including traffic management.
- 3.2 The Parklife weekend and concerts at other locations were successfully managed, with Metrolink carrying the largest ever number of people for these events – 80,000 journeys for Parklife and a further 20,000 for Metallica and Muse concerts at the Arena and Etihad Stadium.

Metrolink

- 3.3 Metrolink Network performance in terms of punctuality and reliability are published on the TfGM.com website, with individual line performance shown in addition to the overall network. An example of how this information is published is included as Appendix B.
- 3.4 Metrolink performance remains good with improving trends for both performance metrics. Whilst tram availability has been impacted by repairs for road traffic collisions and vandalism, this has not affected the performance of the network in terms of reliability.
- 3.5 Effective planning and communication for the Cricket World Cup matches at Old Trafford allowed the efficient transportation of fans to and from the venue with minimal impact on the wider travelling public. Specific issues with heat related signalling and points failures on Metrolink services were communicated in partnership with the venue to minimise the impact on event egress.
- 3.6 Crime and anti-social behaviour continue to be an issue, particularly around late evening services, resulting in high levels of repairs being required to trams, with the potential to limit availability of services. TravelSafe activity continues to be directed to known problem areas.

- 3.7 A presentation on network crime and anti-social behaviour and an overview of TravelSafe activity is included as part of this Agenda.

Rail

- 3.8 Timetable changes in May 2019 are delivering performance improvements for passengers, although crowding issues and service quality remain key topics on social media.
- 3.9 There has been an increase in service failures of refurbished old rolling stock (class 319) cascaded for use on GM routes.
- 3.10 The bridging agreement that had been in place for Sunday Working issues for Northern is no longer in effect as ASLEF members voted to reject Northern's proposals going forward. As a result, there will be pre-planned Sunday service cancellations in addition to late notice cancellations on the day.

Bus

- 3.11 Bus network performance has improved in line with improvements in highways journey time reliability.
- 3.12 Positive engagement with Go North West following the commencement of their operation in Greater Manchester on 2 June.
- 3.13 Guided busway services continue to exceed patronage projections year on year. Capacity following the school summer holiday period is being reviewed.
- 3.14 The Yellow School Bus application portal launched on 1 June and 83% of places for the new academic year have already been allocated.
- 3.15 At its meeting on Friday 28 June, the GMCA agreed to proceed to instruct an independent auditor to provide a report on the Bus Reform Assessment. The auditor (Grant Thornton) commenced work on 1 July and their work is ongoing. It is proposed that an update on Bus Reform will be provided to the Board in August or September.

Highways

- 3.16 Roadworks, road traffic collisions and vulnerable people continue to have an impact across all transport modes. Emergency roadworks have also been required due to flooding and sinkholes developing in a number of areas, with traffic diverting to nearby routes. All of these were managed effectively and disruption to the travelling public was minimised.
- 3.17 The MSIRR Phase 1 works are now nearing completion, with resurfacing works taking place overnight to minimise disruption on Regent Road and Water Street. Advance utility works have started for the Great Ancoats improvement scheme (off peak working).
- 3.18 Given the scale of highways works scheduled over the next 12 months, we are working with MCC, Salford and Trafford on a coordinated 'regional centre' approach.
- 3.19 The 12-month rolling number of people Killed or Seriously Injured (KSI) on GM roads has reduced slightly but exceeds the DfT forecast. The reduction is not statistically significant meaning that the reduction cannot be attributed to any specific intervention.

4. Network Performance Scorecard

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	A	n/a	92.1%	I
Metrolink Reliability	G	n/a	99.4%	I
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	86.5%	87.0%	S
Northern Reliability (CaSL)	R	n/a	3.8%	W
Northern Right Time	R	n/a	55.7%	W
TPE Punctuality (PPM)	R	87.7%	83.3%	W
TPE Reliability (CaSL)	R	n/a	7.7%	W
TPE Right Time	R	n/a	39.6%	W
Network Rail Delay Minutes	G	40,083	29,890	I
Bus²	Status	Target	Achieved	Trend
Bus Service Reliability	G	97.0%	97.9%	I
Bus Overall Punctuality	G	80.0%	96.3%	I
Bus Regularity	R	97.0%	96.7%	I
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	88.4%	I
Highways Level of Delay (Average)	A	30.0%	34.0%	I
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Feb 2019)	R	580	716	I

See Appendix A for glossary.

Reporting Periods

1 – Period 3 (26 May to 22 June)

2 – June 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.	RED if less than 90%. AMBER if 90-95%. GREEN if more than 95%
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 and 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.	No industry targets set. RED if trend is worsening over consecutive periods. AMBER if stabilising over consecutive periods. GREEN if improving over consecutive periods.
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 and TPE Right Time	% of recorded station stops where the train arrived less than one minute later than its advertised 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.
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.

Measure	Description	RAG thresholds
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%
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%

Measure	Description	RAG thresholds
Killed & Seriously Injured (KSI)	Number of people killed or seriously injured on GM roads.	<p>GREEN if equal to or below the annual forecast projection.</p> <p>RED if above forecast.</p> <p>(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.)</p>

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:

26 May until 22 June 2019

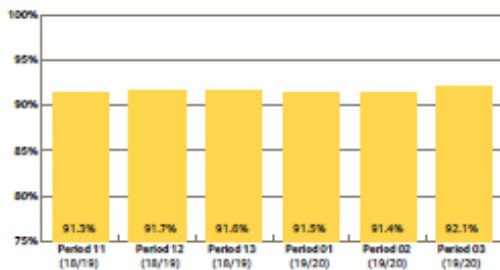
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

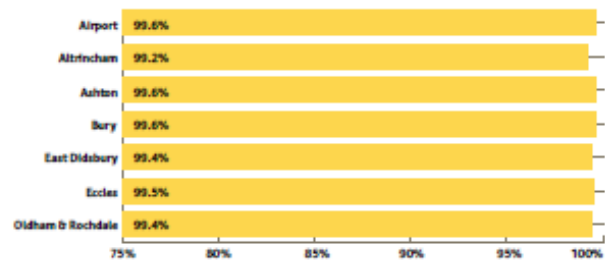
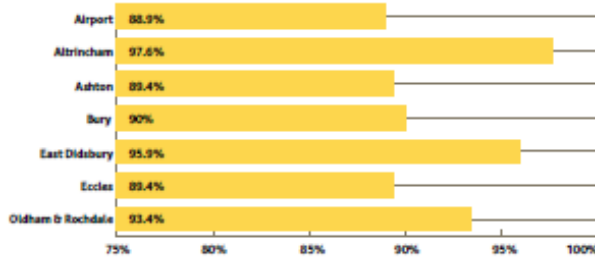
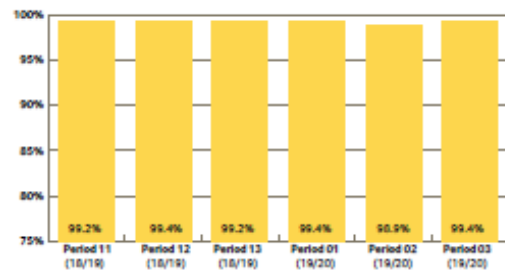
92.1%



Reliability

Percentage of planned miles operated.

99.4%



Cancellations

Journeys cancelled.

0.23% of all planned journeys.



Short journeys

Incomplete journeys.

0.42% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 12 July 2019



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