

Date: 11 December 2020  
Subject: Transport Network Performance Update  
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

**RECOMMENDATIONS:**

Members are asked to note the contents of the report.

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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: 1

- Appendix A: Glossary

**BACKGROUND PAPERS: Nil**

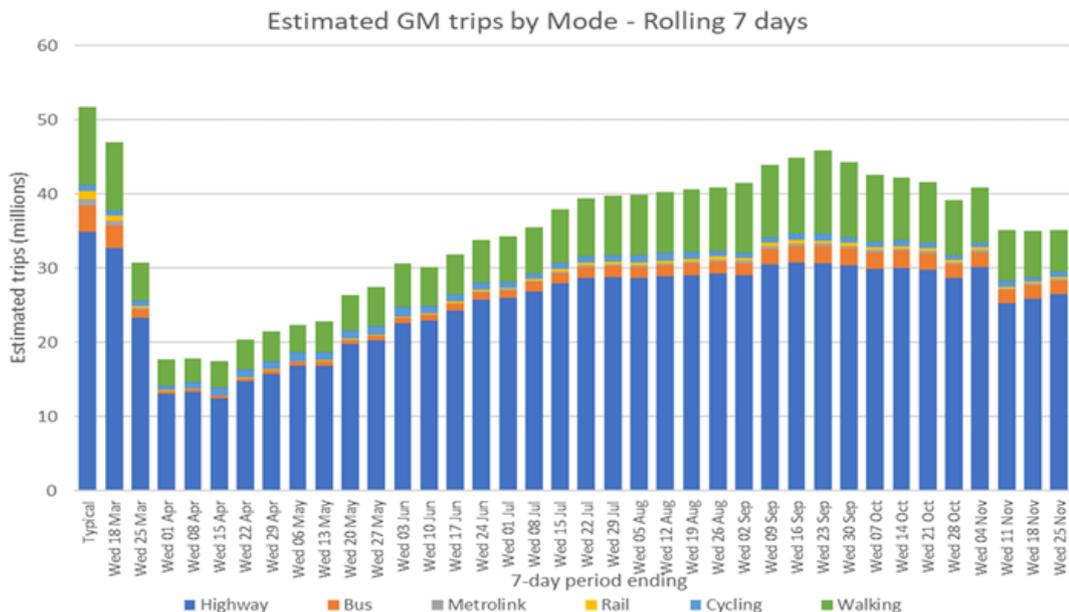
<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds 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 for October 2020.

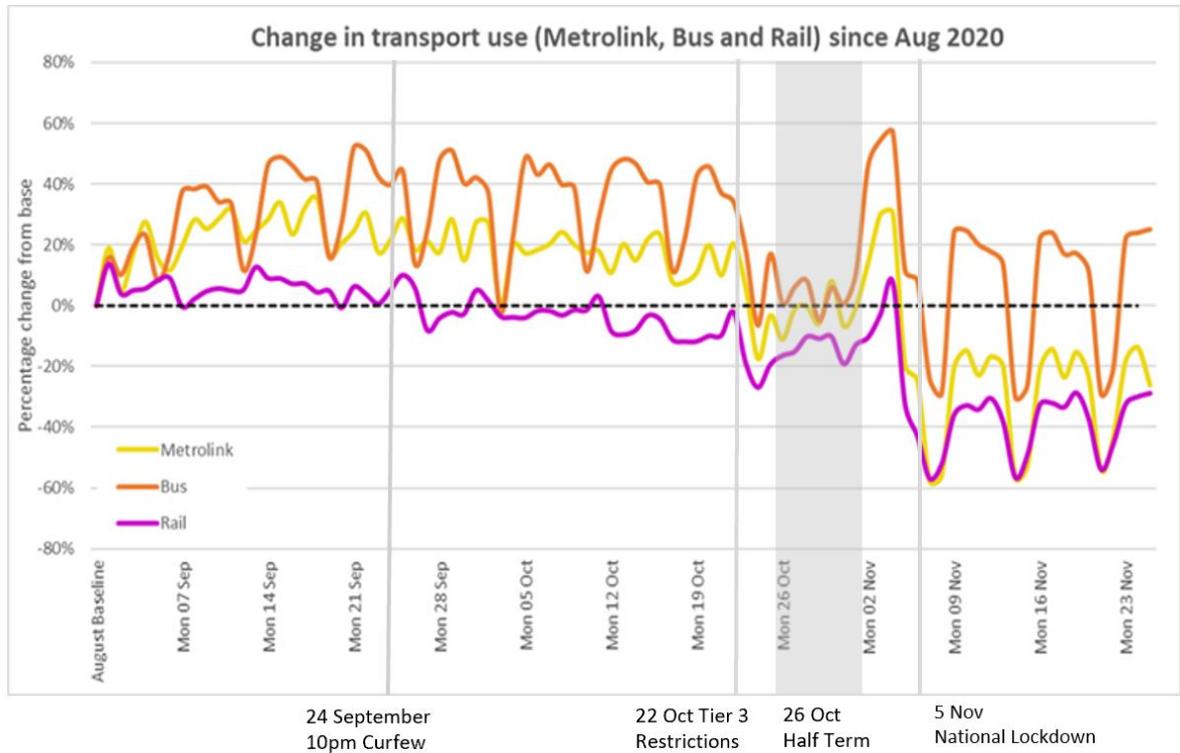
**2.. OVERALL NETWORK PERFORMANCE SUMMARY**

- 2.1. Passenger numbers showed a steady decline across all modes and with the exception of the highway network, were still significantly below pre COVID levels.
- 2.2. Total passenger trips was impacted during October by half term and the introduction of tier 3 measures in Greater Manchester on 22 October 2020. This led to significant reductions across all modes and also the highway network.
- 2.3. Operational performance across rail, bus and Metrolink has remained high albeit with reduced patronage. The number and frequency of complaints to TfGM and on social media about the enforcement of face coverings on public transport has reduced to low levels and this is also reflected across bus, rail and light rail operators.
- 2.4. The detail contained later in this report covers the modal response and performance during the period in more detail, noting that the MRN and Bus sub committees are now re-established.

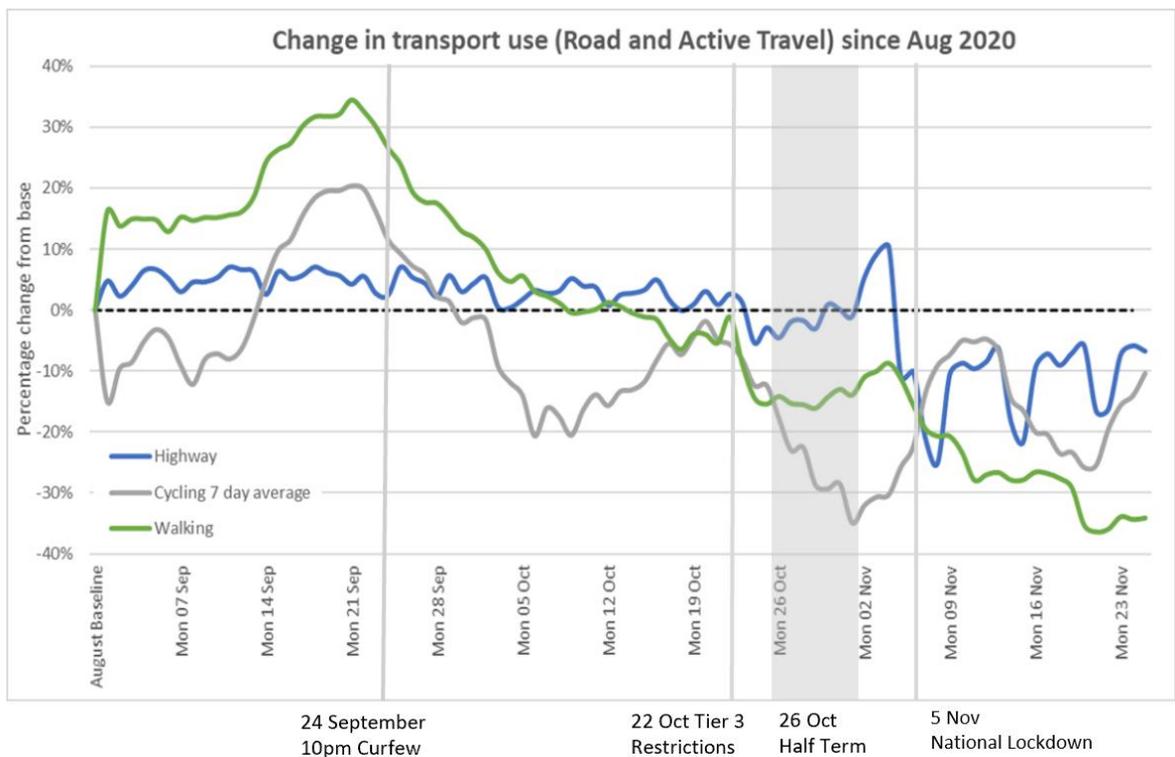


2.5. A number of changes to Government guidance, including 10pm curfew, Regional Tiers and National Lockdowns have had an impact on passenger behaviour throughout the pandemic, additionally, the school half term also effects commuter behaviour. The graphs below show the impact of key events on Public Transport and Active Travel.

### Trip Change on Public Transport



### Trip Change on Active Travel (Cycling and Walking)



### **3.. NETWORK OVERVIEW**

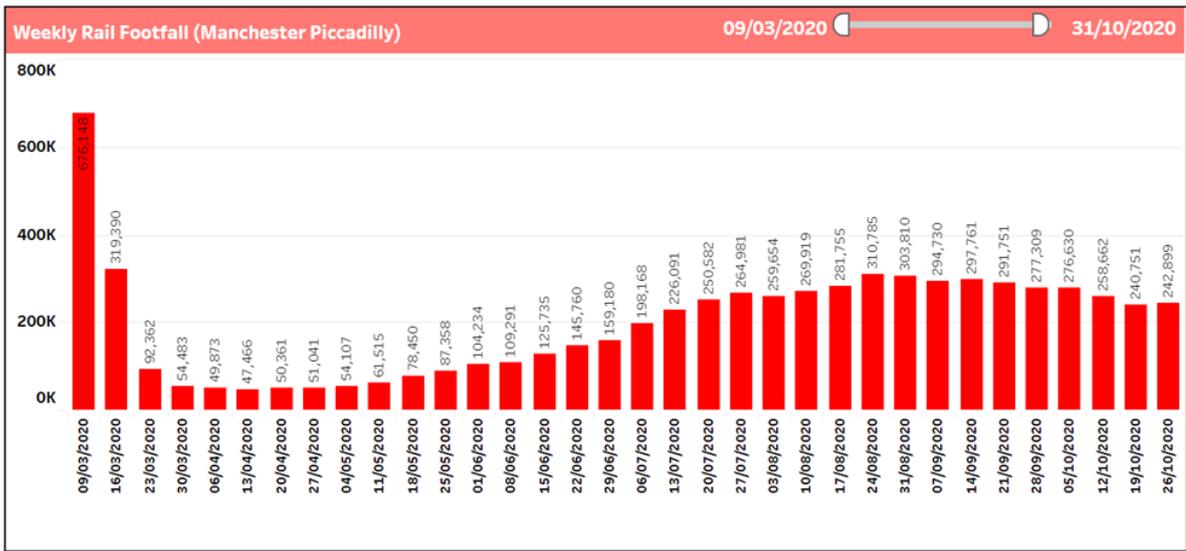
#### **Metrolink**

- 3.1. The 10-minute service remains in operation across the network, with all available trams in use and two-thirds of the services being doubles.
- 3.2. Patronage has fallen to just below 25% of pre-Covid levels, following the start of the second national lockdown. Patronage has been declining since mid-September.
- 3.3. Face covering usage remains high and overall morning peak compliance increasing and is currently at an average of 86% and evening peak compliance at around 81%. Compliance of the face covering rule amongst secondary school children is lower than that for adults and has been a focus of partnership working between TfGM, KAM and schools
- 3.4. Currently less than 7% of services exceed the theoretical capacity, allowing for 1m social distancing.
- 3.5. Metrolink are introducing additional front-line staff, more visible cleaning and hand sanitisers on some unstaffed stops in the coming weeks in order to restore confidence to passengers in the use of public transport.
- 3.6. Performance of services remains good however there have been some tram availability issues resulting in fewer doubles than planned on some days. This was exacerbated by staff shortages, particularly engineering, due to a high proportion of the workforce self-isolating. Thankfully staff impacts are reducing and tram availability improving once more.
- 3.7. On 25 November an overhead line fault on the East Didsbury line resulted in a suspension of that line for most of the day and a partial suspension of the airport line. Disrupted passengers were diverted to buses.

#### **Rail**

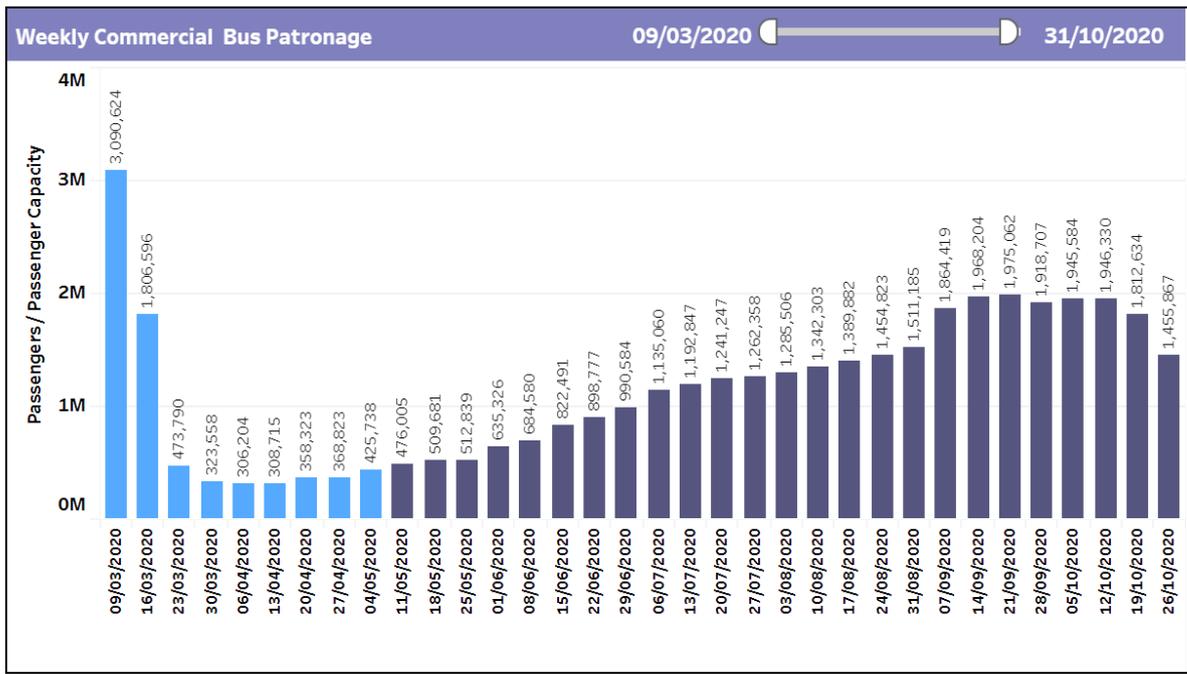
- 3.8. Estimated rail patronage across Greater Manchester now stands around 20%, with TPE reporting patronage around 12% of pre-Covid levels. Piccadilly Station footfall has continued to decline after the introduction of tiers and the second national lockdown, with footfall levels around 20% of pre-Covid at approximately 25,000 per day.
- 3.9. Face covering compliance among rail passengers has slightly improved, with compliance levels on Northern services between 85-90%, higher for TPE and other long-distance services. TfGM continue to work with Train Operating Companies (TOCs), British Transport Police (BTP) and Travel Safe Officers (TSOs) to raise awareness of the mandatory requirement to wear face coverings whilst at stations and on-board public transport.
- 3.10. Friday and Monday are now the busiest days of the week, with significant declines in weekend travel due lockdown restrictions. Shoulder peak, mid/late afternoon remains the busiest period, although recent weeks suggest a greater uptake in AM peak travel, indicating a re-emergence of some commuter travel.

- 3.11. The operational performance of rail services remains high, with PPM averaging around 88% for Northern and over 90% for TPE. Cancellations remain low, with CaSL figures of around 2.5%
- 3.12. The December 2020 timetable will build further on uplifting capacity and frequency and should see approximately 90% of pre-Covid services restored. TfGM has received notification of Northern plans to temporarily delay the introduction of eight specific train services planned for December and the withdrawal of a further two currently operating, until 25 January 2021.
- 3.13. Crew availability issues as a result of Covid at Northern’s Liverpool depot is impacting service delivery on its Liverpool – Manchester Oxford Rd route, with late notification cancellations on 25 and 28 November and the likelihood of further disruption. TfGM is working with Northern to understand possible impacts should its Manchester depots experience similar levels of staff sickness.
- 3.14. TfGM continues to work with TOCs and NR to ensure sufficient supply and demand management for both students returning home from university and for the Christmas relaxation of Covid restrictions between 23 – 27 December.



**Bus**

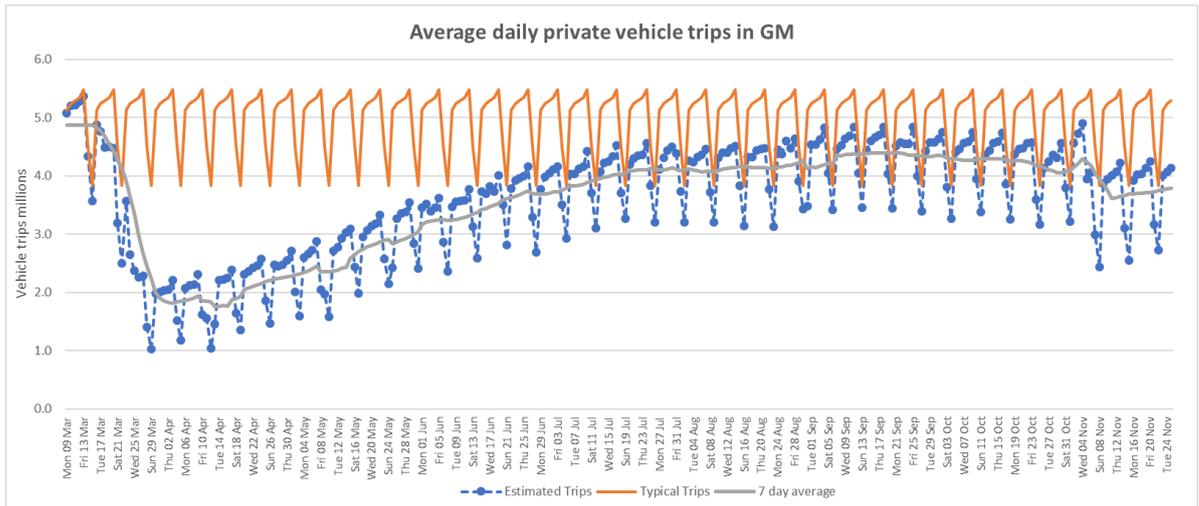
- 3.15. Bus operators have returned to operating 100% of pre-Covid service levels, as measured by operated mileage from September.
- 3.16. Bus patronage has remained at approximately 60% of pre-Covid levels immediately before the half term and dropped to approximately 45% by month end as the tier 3 restrictions were implemented.



- 3.17. After the October half term the additional school only duplicate services (funded by the DfE grant) continued to support the commercial routes. TfGM have continued to work closely with operators and schools to closely monitor usage to ensure efficiency of the network.

### Highways

- 3.18. While traffic volumes are an estimated 25% below pre pandemic levels, during the w/c 23 November the highway network accounted for 75% of all trips in GM. Prior to the pandemic it was 67%.
- 3.19. In the days leading up to lockdown 2 there was an increase in demand for travel. Monday 2nd to Wednesday 4th November were the busiest days on the highway network since March with congestion returning to the network in a number of locations.
- 3.20. It is anticipated that coming out of the second national lockdown we will again see an increase in demand for travel, in particular retail trips (there were an additional 1.5 to 1.8 million trips on the across all modes during the week non-essential retail reopened in the first national lockdown). GM's Urban Traffic Control (UTC) will be monitoring the network to adjust signal timings, a Travel Demand Mgt (TDM) plan has been developed to mitigate some of the potential impacts and TfGM's control centre will be working with partners responding and coordinating to any issues that arise.



3.21. Cycle volumes are currently at 9% above last week but 26% below the annual average.

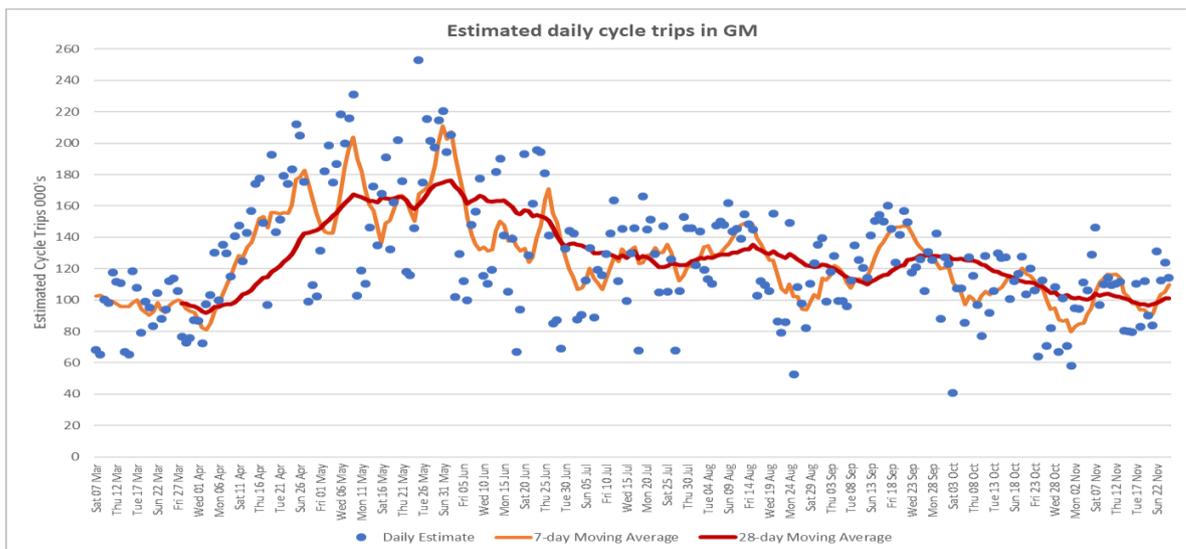
3.22. A comparison between TfL and TfGM cycle data show a similar pattern. Comparative data for 2019 and 2020 show reduced cycle volumes during weekdays but increased cycle volumes on weekends.

The 2019 2020 comparison for GM shows that:

- Cycle activity on the Oxford Road corridor, GM’s busiest cycle route, is 45% down on 2019.
- Cycle activity on Deansgate adjacent to the active travel measure is approximately 68% above 2019.

3.23. From Monday 30th November the A635 pop-up cycle lane will be implemented westbound from the Snipe Retail Park to the Tameside / Manchester boundary.

3.24. Following the second national lockdown pedestrian activity at the sensors in the regional centre has fallen to a third of pre pandemic levels.



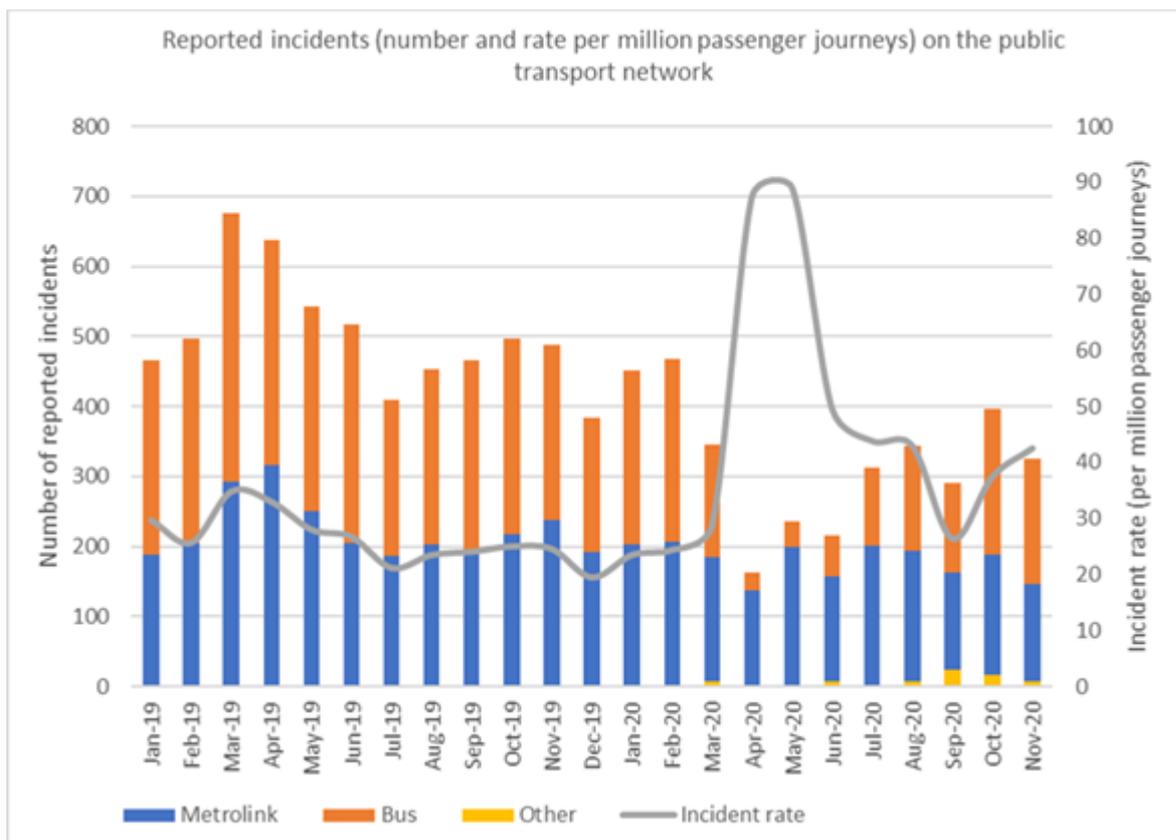
3.25. In May, the DfT announced a £250m Emergency Active Travel Fund. GMCA was successful at Tranche 1 receiving £3.1m – 100% of its indicative allocation at that stage. Indicative allocations were established by the DfT based on parameters of population and per capita

public transport usage. Authorities received between 25% and 110% of their indicative allocation at tranche 1, depending on the strength of their bid.

- 3.26. On 7 August 2020 a submission for £13.97m (110% of indicative allocation) was made to the DfT, by TfGM, on behalf of GMCA for the Tranche 2 stage of the fund. There have been significant delays to the determination of this funding, and some significant changes to the requirements from the DfT.
- 3.27. The settlement was announced on 13 November. GMCA has been awarded £15.87m – some 125% of the indicative allocation; £1.9m more than our bid; and the single largest allocation outside London.
- 3.28. The Emergency Active Travel Fund Tranche 2 has been renamed the Active Travel Fund.

**Crime and Anti-Social Behaviour (ASB)**

- 3.29. There has been an increase in the number of reported incidents of crime and anti-social behaviour, (ASB), on both Metrolink and the Bus network. The overall rate of incidents (per million passenger journeys) has risen to 31 from 26 during the 12 months to October 2019. The severity of some incidents as detailed below has also increased.



Reported incidents of Crime and ASB (per million journeys)

- 3.30. A series of TravelSafe Partnership Days of Action / school engagement events have taken place throughout October to target face covering compliance and school related ASB. These

include: Marple Hall School (06 Oct), Edge Lane Tram Stop (13 Oct), Rochdale Road (15 Oct), New Islington Tram Stop (22 Oct), Holt Town Tram Stop (23 Oct), A6 Salford University Corridor (27 Oct) and Victoria Station (29 Oct).

- 3.31. There has been an increase in tram surfing incidents during October with one incident on the 25 October resulting in a minor (known individual) injuring himself after falling from the coupling unit. The Transport Unit are looking at dealing with this through restorative justice and have the support of the individual's parents.
- 3.32. The youth responsible for shooting a Vision bus driver with a Ball bearing (BB) gun (15 Aug) has been sentenced to a two-year custodial sentence and subsequent two-year Criminal Behaviour Order. This links into a wider piece of work with the local authority and district policing team to address the youth related issues in the area which include the Council issue of a town centre Public Spaces Protection Order (PSPO).
- 3.33. On 03 October, a Diamond bus driver was assaulted when he refused to provide the offender with a cigarette. The offender brandished a knife and made off into Bolton Town Centre. Enquiries are ongoing.
- 3.34. A serious assault took place on 16 October at Wigan interchange perpetrated by a group of youths. The incident started elsewhere but moved to the interchange and resulted in an intervening passenger being assaulted with a metal bar. Two arrests have been made. Coupled with a resurgence of ASB issues in Wigan, targeted police deployments involving both the Transport Unit and district officers commenced 09 November.
- 3.35. On 20 October three females were assaulted at Old Trafford, one was dragged off the tram but quick thinking by the driver intervening prevented a more serious incident. GMP are treating as a hate crime, enquiries are ongoing.

#### 4.. NETWORK PERFORMANCE SCORECARD

<b>Metrolink<sup>1</sup></b>	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	94.4%	I
Metrolink Reliability	R	99%	95.6%	W
<b>Rail<sup>1</sup></b>	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	76.1%	98.6%	S
Northern Reliability (CaSL)	A	N/A	2.2%	W
Northern Right Time	A	N/A	63.4%	W
TPE Punctuality (PPM)	G	79.7%	93.8%	S
TPE Reliability (CaSL)	G	N/A	2.9%	S
TPE Right Time	A	N/A	68.9%	W
Network Rail Delay Minutes	G	45,388	23,665	S
<b>Bus<sup>2</sup></b>	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	98.3%	S
Commercial Bus Service Reliability	G	97.0%	98.3%	S
Subsidised Bus Service Reliability	G	97.0%	98.4%	S
Network Bus Overall Punctuality	G	80.0%	89.1%	S
Commercial Bus Overall Punctuality	G	80.0%	89.2%	S
Subsidised Bus Overall Punctuality	G	80.0%	91.2%	S
Network Bus Regularity	G	97.0%	98.0%	S
Commercial Bus Regularity	G	97.0%	98.0%	S
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	G	90.0%	90.8%	S
Highways Level of Delay (Average)	G	30.0%	25.3%	S
<b>Network Safety</b>	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Aug '19)	R	556	650	I
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to Oct '20)	R	29	31	W

**Several KPIs suspended as a result of Covid-19**

See Appendix A for glossary.

**Reporting Periods:** This report covers October 2020

**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.	RED if above target. AMBER if equal to target. GREEN if below target.
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.	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.	RED if above target. AMBER if equal to target. GREEN if below target.
TPE Right Time	% of recorded station stops where the train arrived less than one minute later than its advertised time.	RED if above target. AMBER if equal to target. GREEN if below target.

Measure	Description	RAG thresholds
Network Rail Delay Minutes	Total number of 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%
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.

Measure	Description	RAG thresholds
		(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.)