

**Greater Manchester Transport Committee**

Date: 19 February 2021  
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.

**CONTACT OFFICERS:**

Steve Gilholme	Head of Service Delivery	07769 235 580 <a href="mailto:steve.gilholme@tfgm.com">steve.gilholme@tfgm.com</a>
David Atkin	Analysis and Reporting Manager	07920 252 319 <a href="mailto:david.atkin@tfgm.com">david.atkin@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: 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**

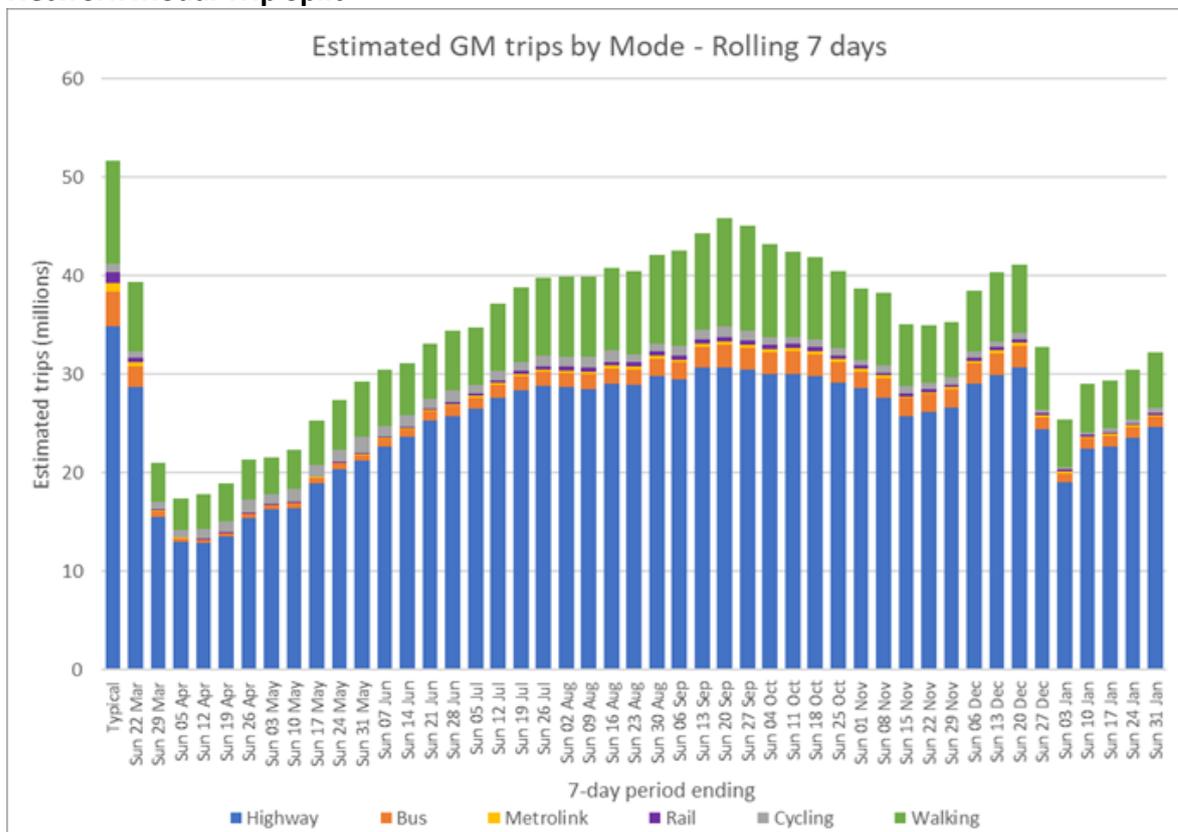
- 1.1 The Greater Manchester Transport Committee has a key role to oversee the provision of transport services including the performance of Metrolink, Bus and Rail Operators and the Strategic Highways Network on behalf of residents, businesses and visitors. The Committee also oversees the move towards 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 January 2021.
- 1.3 More detailed reports on the performance of rail, bus and Metrolink services are provided to the relevant subcommittees.

## **2. OVERALL NETWORK PERFORMANCE SUMMARY**

- 2.1 A third national lockdown was implemented on 4<sup>th</sup> January 2021, having an impact on passenger trips during the month. As with lockdown 1 and 2, non-essential retail closed, in addition, lockdown 3 includes the partial closure of schools.
- 2.2 During January there were an estimated 129.4m trips across the Greater Manchester transport network. This was 25.2% lower than December (162.1m).
- 2.3 The total trip number for January was 46% higher than April 20 (lockdown 1), however, 15% fewer than November (lockdown 2).
- 2.4 The reduction of educational trips in January is partly responsible for the fall in total trips. In comparison September saw a total of 190m trips, 47% more than the current period.
- 2.5 Trips on the highway accounted for 77% of all trips (100m), 22% fewer than December (122m) and 32% below pre-pandemic levels.
- 2.6 Public Transport accounted for less than 4% of all trips (5.2m), which is 73% lower than December (9.0m) and is 73% below pre-pandemic levels.
- 2.7 Unlike the first lockdown in which Active Travel trips were higher than typical, lockdown 3 saw trips drop. In January there was a total of 24.2m cycling and walking trips which was 20% lower than December (30.6m). It's worth noting that the weather has a significant influence on Active Travel trips.
- 2.8 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.

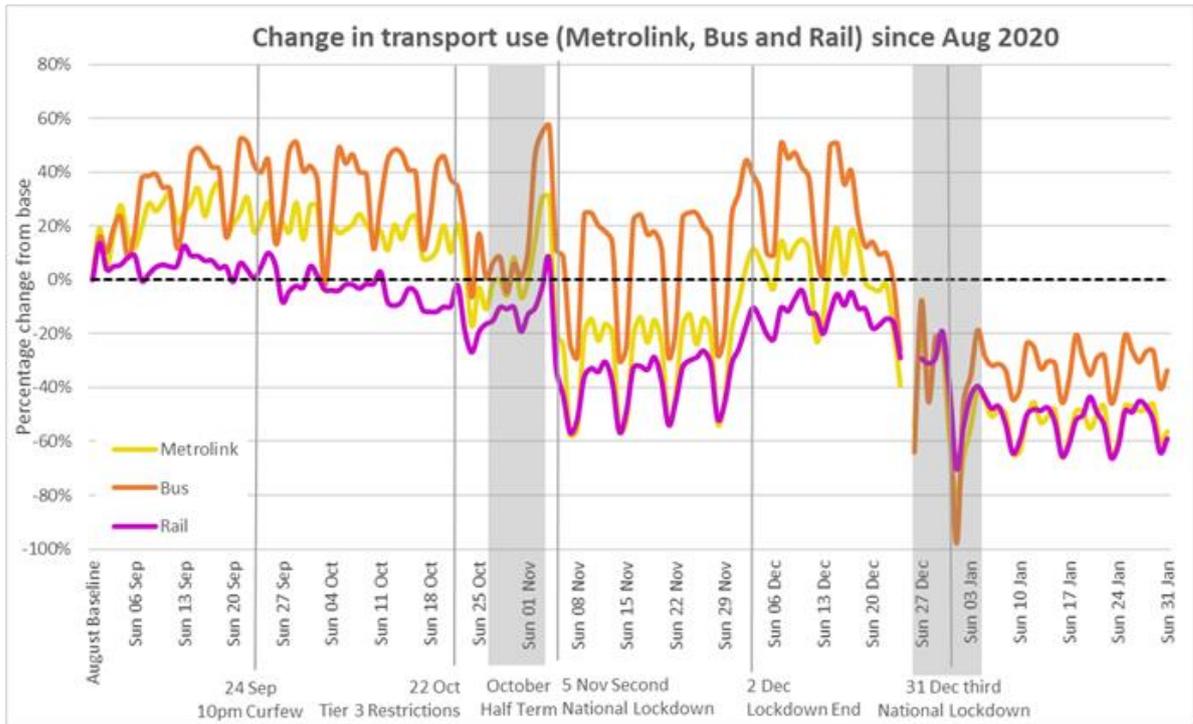
2.9 The detail contained later in this report covers the key highlights relating to performance of transport modes during the period, noting that the relevant subcommittees receive detailed reports on Bus, Rail and Metrolink performance.

**Network Modal Trip Split**

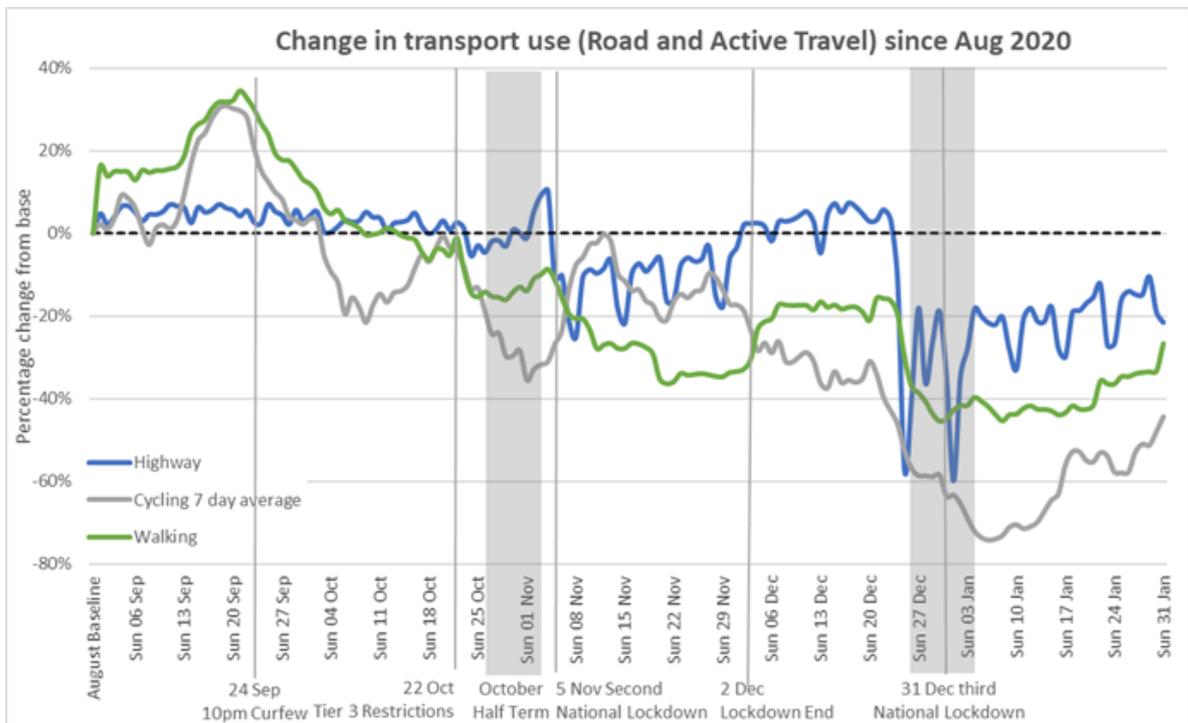


2.10 A number of changes to Government guidance, including 10pm curfew, Regional Tiers and National Lockdowns have had an impact on passenger behaviour throughout the pandemic. Additionally the school holidays also affect commuter behaviour. The graphs below show the impact of key events on Public Transport and Active Travel against a baseline start of August 2020.

**% Change on Public Transport (Sep 20 - Jan 21)**



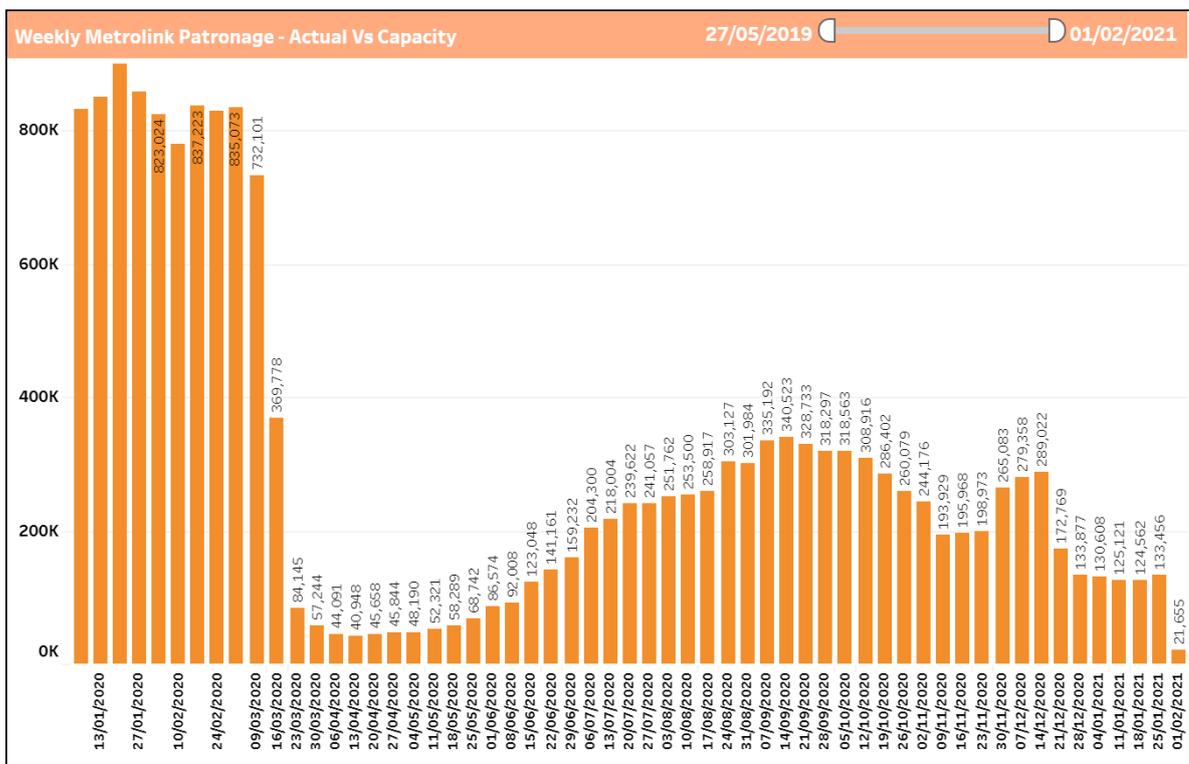
**% Change on Road & Active Travel (Sep 20 – Jan 21)**



### 3. NETWORK OVERVIEW

#### 3.1. Metrolink

- 3.2. The 10-minute service remains in operation across the network, with all available trams in use and two-thirds of the services being doubles.
- 3.3. The first two new trams arrived in November and December, with the first now in service and the second due to go into service once the commissioning work is complete. The third new tram is due to arrive in early February.
- 3.4. During January there were 551k trips made on the Metrolink network, this is 83% below pre-pandemic levels and 524k fewer than December. Trips were impacted by the implementation of the third national lockdown. By the end of January, the average patronage was 15.9 people per tram.
- 3.5. Face covering usage remains high and overall morning peak compliance remained stable at 88.5% and evening peak at around 78.9%. Compliance amongst secondary school children remains lower than that for adults and has been a focus of partnership working between TfGM, KAM and schools.
- 3.6. During January less than 0.5% of services exceeded the theoretical capacity, allowing for +1m social distancing.



- 3.7. Performance of services during January was good, the most notable impacting events were;
- On Sunday 10<sup>th</sup> January services on the Airport line were temporarily suspended due to an electrical substation fault causing a loss of power to the trams from start of service until the fault was resolved with services resuming by 10am.
  - On Wednesday 20<sup>th</sup> January storm Christoph affected service performance. Services were temporarily suspended between Rochdale and Oldham Mumps due to flooding of the track at Derker; services were temporarily suspended between East Didsbury and West Didsbury due to trees falling on the line.
  - On Wednesday 27<sup>th</sup> January, a road traffic collision between a car and a tram at Droylsden during the evening peak resulted in services being suspended between Etihad and Ashton.

3.8. By the end of January Covid related absences affected 2.5% of KAM staff.

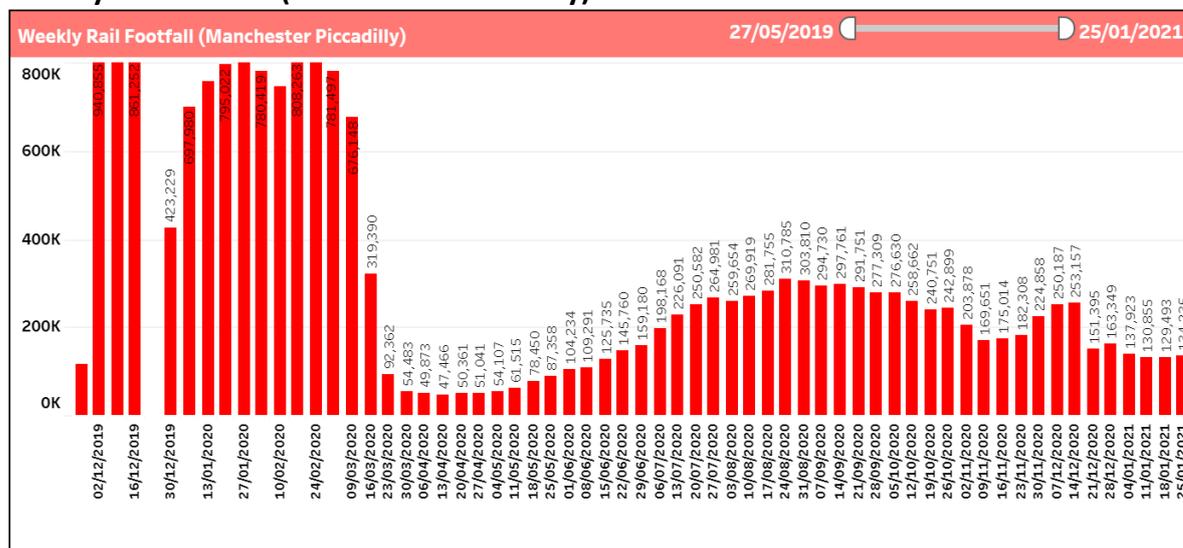
### 3.9. Rail

3.10. Estimated rail patronage across Greater Manchester now stands around 13% for Northern, with TPE reporting patronage around 10% of pre-Covid levels. Piccadilly Station footfall for January was 585k, which is 376k fewer than December and 82% below pre-pandemic levels.

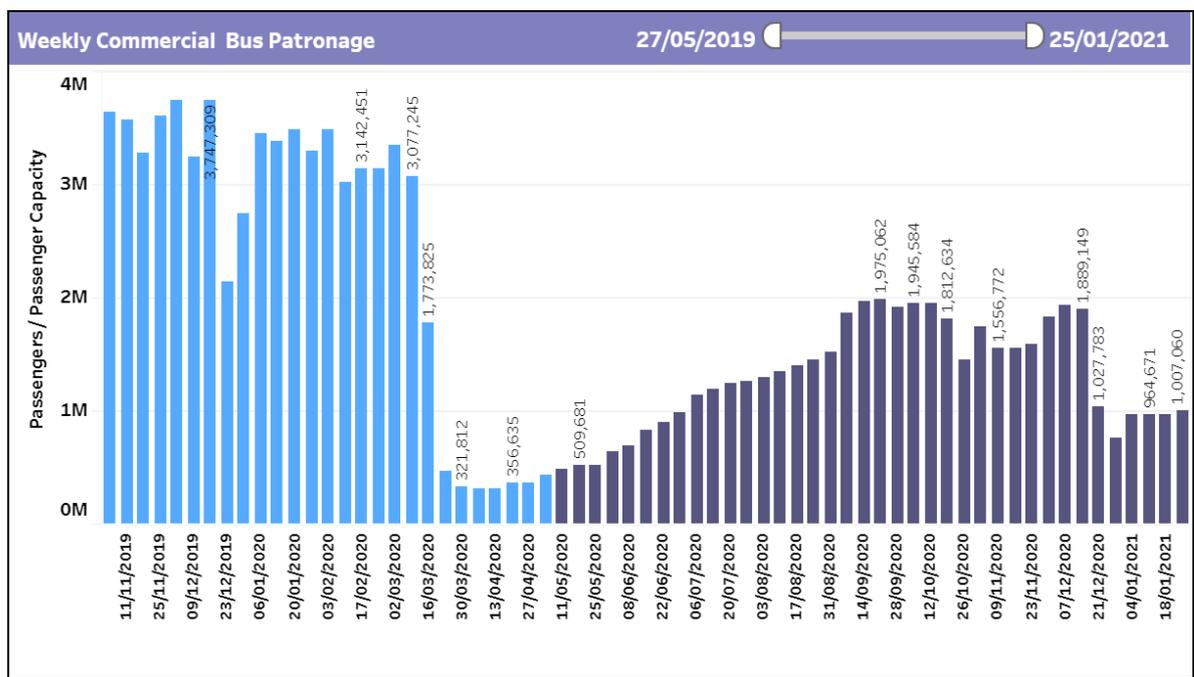
3.11. Face covering compliance amongst rail passengers remained stable with compliance levels on Northern services between 85-90%, higher for TPE and other long-distance services. TfGM continue to work with Train Operating Companies (TOCs), British Transport Police (BTP) and TraveSafe Officers (TSOs) to raise awareness of the mandatory requirement to wear face coverings whilst at stations and on-board public transport.

3.12. The operational performance of rail services remains high, with PPM averaging around 93% for Northern and over 94% for TPE. Cancellations remain low, with Cancellations and Significant Lateness (CaSL) figures of around 4.0%. A work to rule by RMT guards on TPE commenced on 6<sup>th</sup> January; to date this hasn't impacted service provision.

### Weekly Rail Footfall (Manchester Piccadilly)

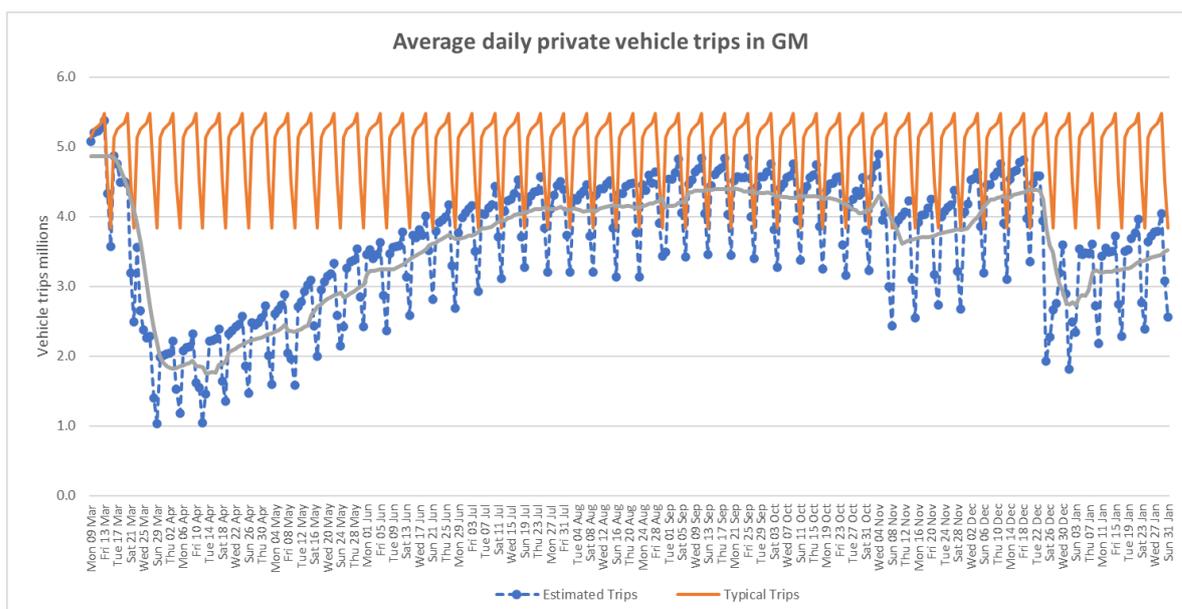


- 3.13. Northern implemented a new timetable which came into effect on 18<sup>th</sup> January which represents c.68% of pre-pandemic services across the entire Northern Network. TPE service changes came into effect on 25<sup>th</sup> January. Avanti, Cross Country and EMR also implemented changes on 18<sup>th</sup> January. The changes are largely reduction of frequencies or de-strengthening, for example, reducing from a five car to service to four. The revised train plans have not resulted in any known issues, particularly social distancing.
- 3.14. By the end of January, Northern reported that 15% of drivers and 9% of guards were subject to Covid related absence. TPE reported 7% of staff were affected.
- 3.15. **Bus**
- 3.16. Following timetable changes to commercial services, effective 31<sup>st</sup> January, operating mileage is now around 85% of pre-Covid service levels.
- 3.17. During January bus patronage was 4.0m, which is 2.9m fewer than December and 72% below pre-Covid levels. The average daily passenger trips during January was 131k, which is 71% fewer than January 20 (452k) and 51% fewer than September 20 (271k).
- 3.18. 42% of school services, including the commercial duplicate services, were suspended due to the third lockdown.
- 3.19. Face covering compliance remains high at c.90%, with school pupils around 80%.

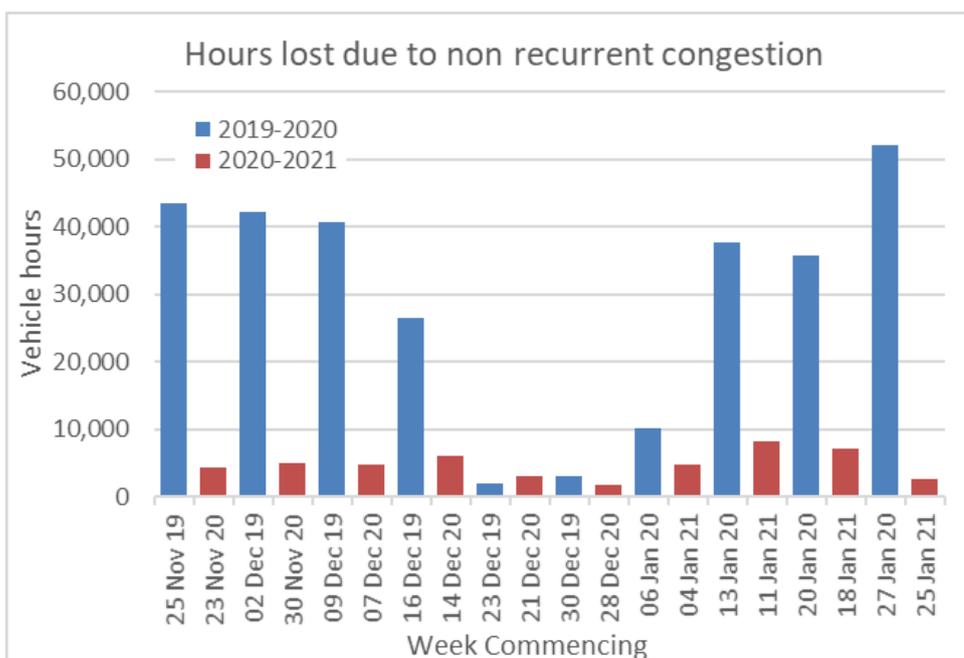


- 3.20. Ring and Ride restrictions were eased to increase accessibility for travel to vaccination centres. Ring and Ride services will be in operation from 8am to 10.30pm and will allow travel for any ENCTS pass holder who wishes to travel to a vaccination centre. Passengers can travel up to 10 miles (increased from six miles) from their home address using the service to attend their vaccination appointment.

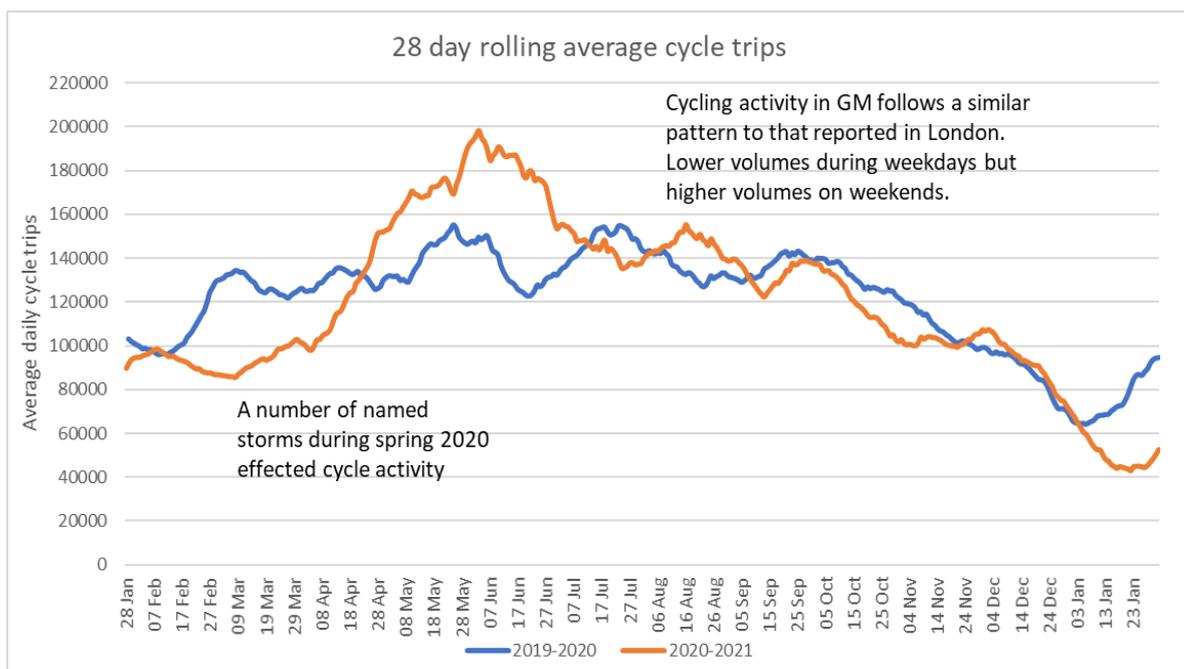
- 3.21. Commercial bus operators have suspended the purchasing of the GMTL multi-operator product on-board vehicles via contactless, due to a significant increase in fraudulent activity.
- 3.22. **Highways**
- 3.23. There were an estimated 100.1 million trips on the highway network during January 2021. This is 18% below last month (December 2020) and 33% below January 2020 (pre Covid)
- 3.24. Trips on the highway network accounted for approximately 77% of all trips made in GM during January. During a typical month, prior to the pandemic, highways would have accounted for 67% of all trips.
- 3.25. Traffic volume data also suggests there was good compliance with the messaging around not mixing households over the new year period. On New Year's Day 2021 traffic volumes were 38% below New Year's day in 2020.
- 3.26. Through January there has been increasing amounts of traffic on the road. During the 7-day period ending 31<sup>st</sup> January there was an estimated 10% more traffic using the network than during the 7-day period ending 12<sup>th</sup> January. Some of this growth can be explained by seasonal changes. Over the same period during 2020 traffic increased by 4%.



- 3.27. Monitoring of congestion resulting from unexpected delays (incidents and events) shows there was an estimated 22,800 hours lost to non-recurrent congestion during January 2021. This is 83% below January 2020 where 136,600 hours were lost to do non-recurrent congestion. During both January 2021 and January 2020 roadworks were the main contributing factor.

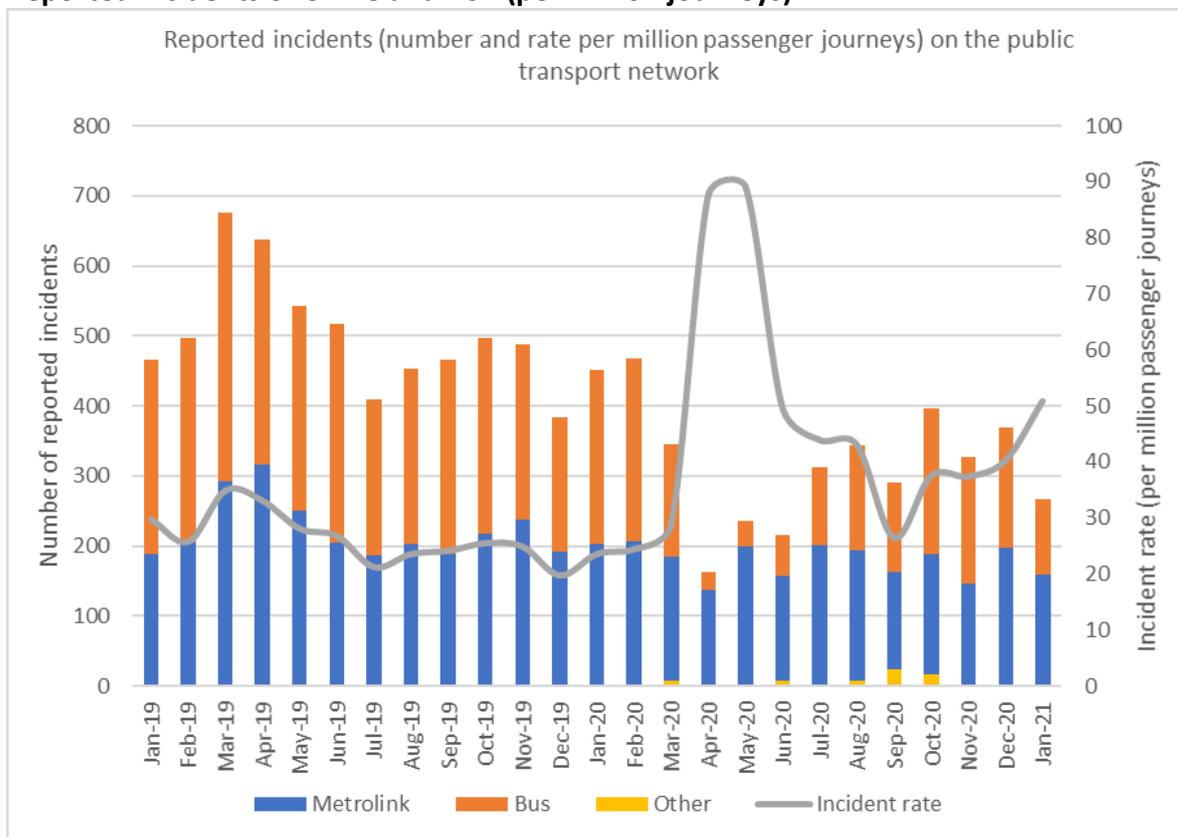


- 3.28. During January there were an estimated 1.55 million cycle trips in Greater Manchester. This is 45% below January 2020 (2.84 million). Severe weather will have contributed to the reduction in cycling activity during January 2021.
- 3.29. While there has been a substantial year on year reduction in cycle volumes during January the pattern identified in both TfL and TfGM cycle data persists i.e. Cycle activity during weekdays is much reduced (56% down) cycle activity during weekends remains strong (2% up).
- 3.30. The emergency active travel measure implemented on the A56 in Trafford will be replaced with longer term interventions. A four phased programme of replacing the temporary cones with semi-permanent cylinders/bollards began at the end of January.



- 3.31. Following the third national lockdown pedestrian activity at the sensors in the regional centre has fallen to an estimated 19% of pre Covid levels.
- 3.32. Work on the GM Bee Network is continuing with 17 new crossings in Bury and Manchester starting construction and outline designs being developed for Oldham, Trafford, Wigan and Bolton.
- 3.33. The UK's second pioneering CYCLOPS junction was implemented with nine more set to be delivered across GM in 2021
- 3.34. £15.9m additional funding secured to deliver 24 miles of new routes and complementary measures including school streets, cycle parking, loan bikes and community initiatives.
- 3.35. The Comprehensive Spending Review committed an additional £257m for active travel in 2021/22 with details expected soon.
- 3.36. **Crime and Anti-Social Behaviour (ASB)**
- 3.37. During January there was a reduction in the number of reported incidents of crime and anti-social behaviour on Metrolink and bus services. However, due to reduced passenger numbers the overall rate of incidents (per million passenger journeys) increased to 51 reported incidents per million passenger journeys from 40 during December 2020 and 24 during January 2020.

**Reported incidents of Crime and ASB (per million journeys)**



- 3.38. During January 2021 there were 267 reported incidents across all partners. This is 41% below January 2020 (21% down on Metrolink and 57% down on the bus network).
- 3.39. There was an increase in reported incidents at Leigh Bus Station and the Leigh Guided Busway and at Rochdale Interchange. In January on Metrolink there was an increase in the number of reported incidents on the Airport line, with vandalism in particular affecting services.
- 3.40. The TravelSafe Partnership has identified Wigan and Leigh bus stations, the Guided Busway and the Metrolink Airport line as priority areas. In addition to the above the partnership is also working with Local Authority colleagues and District GMP to address the ongoing level of incidents at Rochdale interchange.

#### 4. NETWORK PERFORMANCE SCORECARD

<b>Metrolink<sup>1</sup></b>	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	94.0%	S
Metrolink Reliability	A	99%	97.8%	I
<b>Rail<sup>1</sup></b>	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	80.8%	93.2%	S
Northern Reliability (CaSL)	G	N/A	1.7%	I
Northern Right Time	G	N/A	74.7%	I
TPE Punctuality (PPM)	G	84.4%	92.8%	S
TPE Reliability (CaSL)	A	N/A	4.8%	W
TPE Right Time	G	N/A	77.2%	S
Network Rail Delay Minutes	G	34,526	12,917	I
<b>Bus<sup>2</sup></b>	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	98.7%	I
Commercial Bus Service Reliability	G	97.0%	98.7%	I
Subsidised Bus Service Reliability	G	97.0%	98.6%	I
Network Bus Overall Punctuality	G	80.0%	90.5%	I
Commercial Bus Overall Punctuality	G	80.0%	90.7%	I
Subsidised Bus Overall Punctuality	G	80.0%	92.4%	I
Network Bus Regularity	G	97.0%	99.13%	S
Commercial Bus Regularity	G	97.0%	99.13%	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%	90.1%	S
Highways Level of Delay (Average)	G	30.0%	26.7%	S
<b>Network Safety</b>	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Aug '19)	R	556	632	I
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to Nov '20)	R	30	32	W

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

See Appendix A for glossary.

**Reporting Periods:** This report covers December 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.)