

Greater Manchester Transport Committee

Date: 24 March 2021
Subject: Transport Network Performance Update
Report of: Bob Morris, Chief Operating Officer, TfGM

PURPOSE OF REPORT

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

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

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
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 on behalf of residents, businesses, and visitors. This includes the performance of Metrolink, Bus and Rail Operators and the Strategic Highways Network. 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 February 2021.
- 1.3. More detailed reports on the performance of rail, bus and Metrolink services are provided to the relevant subcommittees.

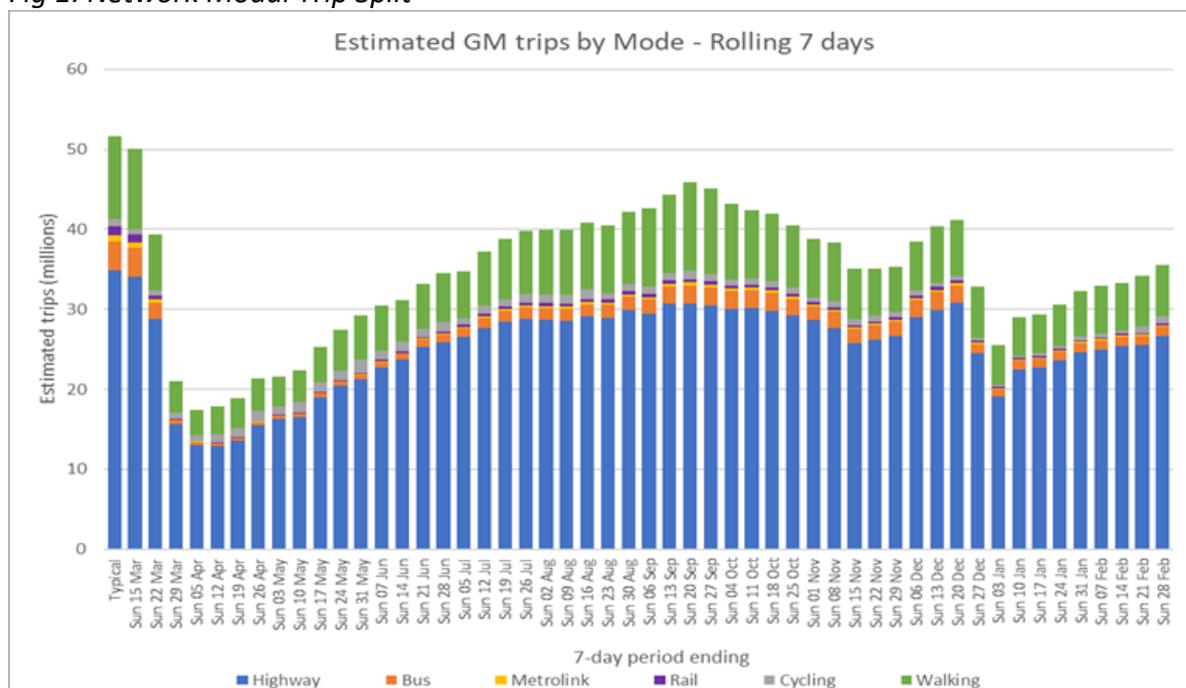
2. OVERALL NETWORK PERFORMANCE SUMMARY

- 2.1 A third national lockdown was implemented on 4th January 2021, which has had an impact on passenger trips during February. As with lockdown 1 and 2, non-essential retail has closed, in addition, lockdown 3 includes the partial closure of schools. However, towards the end of February after a consistently low period there was an increase in trips being made. It is likely the vaccination programme along with the drier and milder weather contributed to this.
- 2.2 There were an estimated 134.9m trips across the Greater Manchester transport network. This was 4% (5.4m) higher than January (129.4m).
- 2.3 The average daily trip total for February (4.8m) was 43% higher than Lockdown 1 (3.3m), however, 23% fewer than September 2020 (return of education) (6.2m) and consistent with lockdown 2 (4.9m).
- 2.4 Trips on the highway accounted for 76% of all trips (102m), 2.3% higher than January (100m) and 31% below pre-pandemic levels.
- 2.5 Public transport accounted for less than 4% of all trips (5.3m), which is 2% higher than January (5.1m) and is 75% below pre-pandemic levels.
- 2.6 Active travel accounted for 20% of all trips. The second half of February saw an increase in Active Travel trips with increased activity around parks and areas that attract walkers. Overall there were 27.1 million trips, 3 million more than January (24.1m).
- 2.7 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 remained at a low level.

2.8 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.

2.9 There has been a significant reduction in travel across Greater Manchester, which has been subject to local and national restrictions for much of the pandemic. There have, however, been events that have resulted in marked increases in trips being made, such as the reopening of non-essential retail, Eat Out to Help Out scheme and the return of education. A second national lockdown was implemented on 5th November to 2nd December. Following the end of lockdown, Greater Manchester had tier 3 restrictions imposed. Greater Manchester was then, very briefly, put under tier 4 restrictions from 31st December; however, a third national lockdown came into effect on 4th January 2021.

Fig 1: Network Modal Trip Split



2.10 The graphs in figure 2 and 3 show the impact of key events on public transport and active travel against a baseline start of August 2020.

Fig 2: % Change on Public Transport (September 20 – February 21)

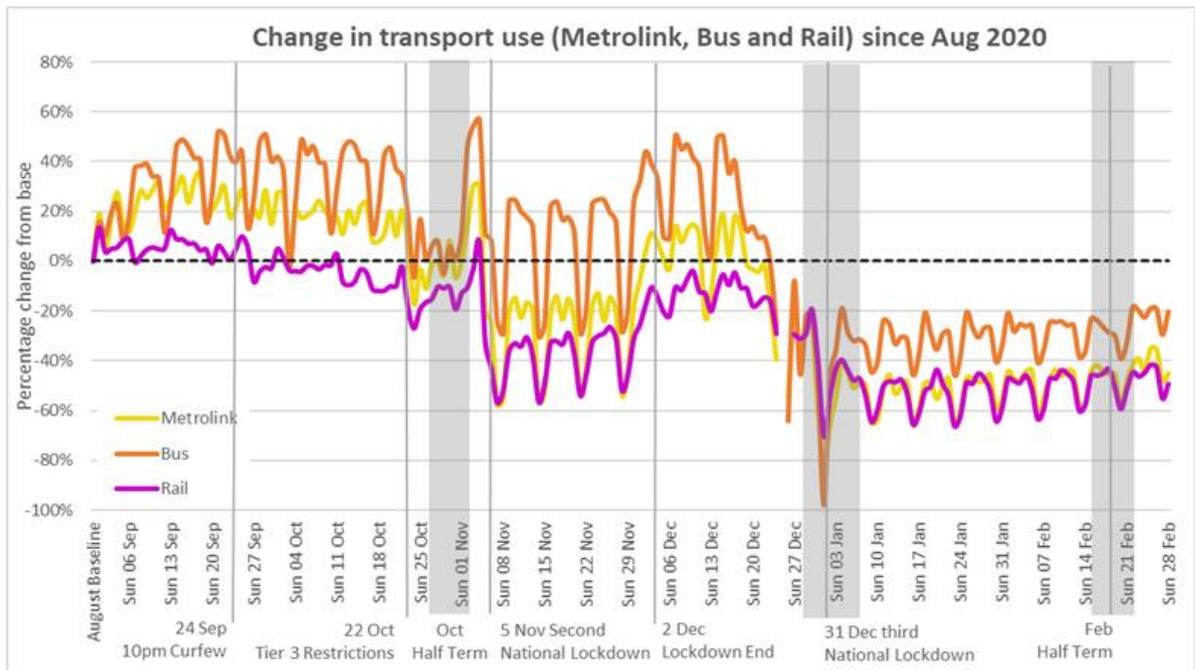
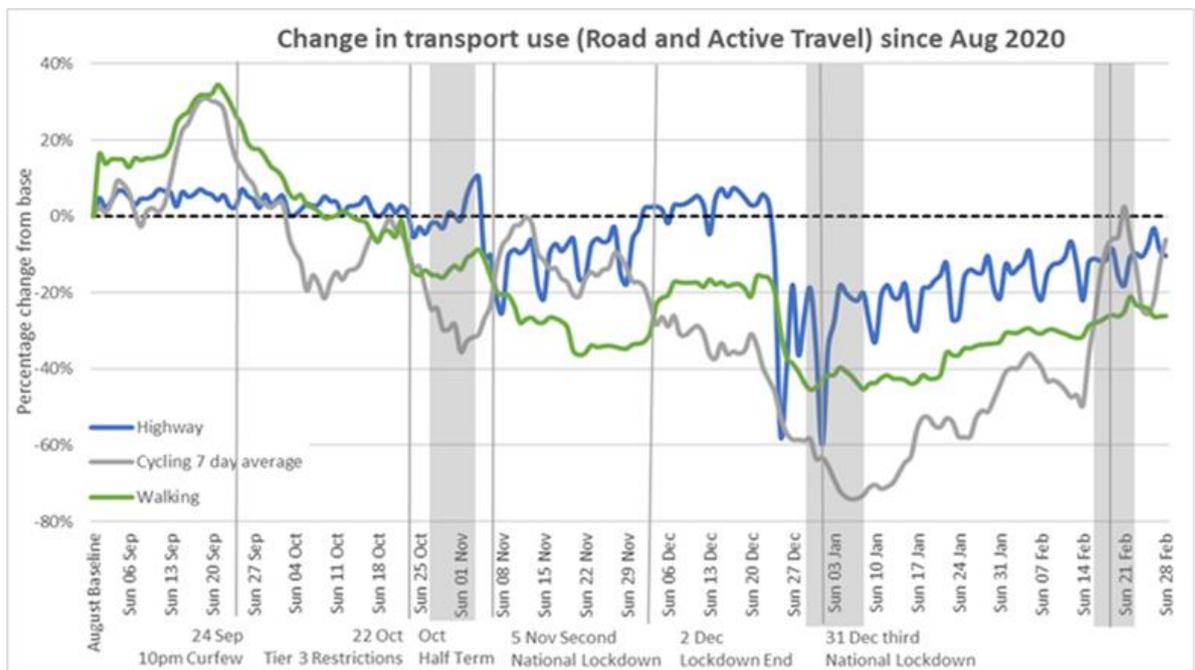


Fig 3: % Change on Road & Active Travel (September 20 – January 21)



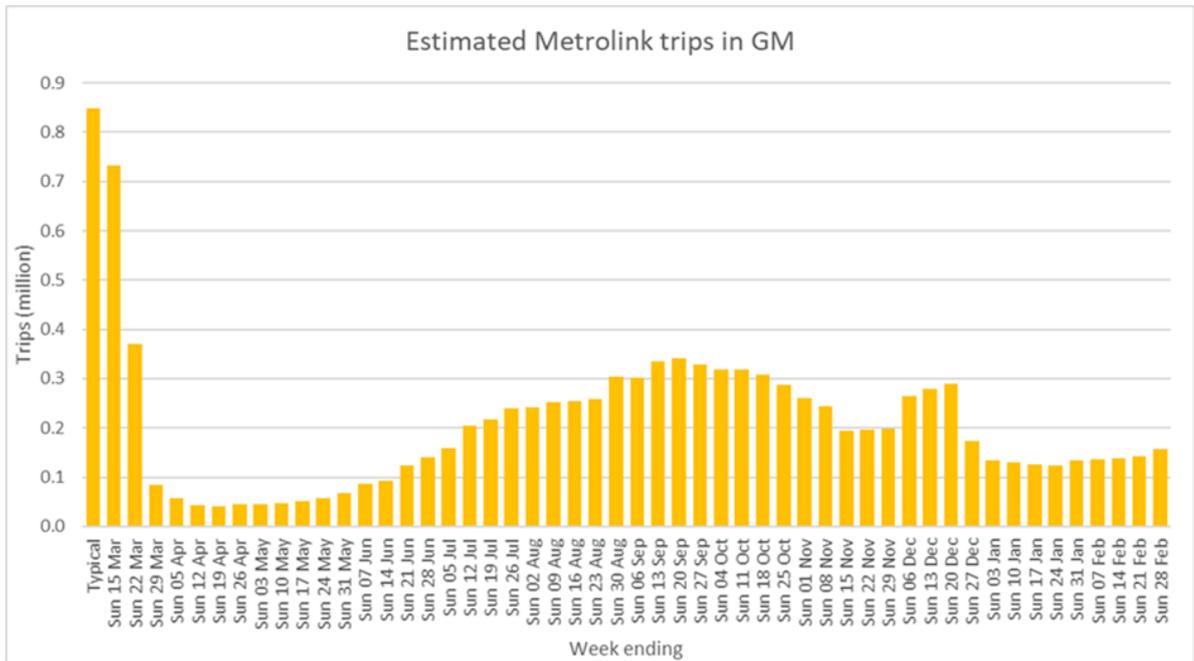
2.11 A 6% increase in trips is expected from 8th March in line with step 1 of the Government Road map, the increase of trips associated with education will be primarily responsible for the growth.

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 to assist with social distancing.
- 3.2. During February there were 575k trips made on the Metrolink network, this is 82% below pre-pandemic levels and 54% below the pandemic high (September 2020). This represents a 5% increase when compared to January (546k). By the end of February average patronage was 17.4 people per tram.

Fig 4: Weekly Metrolink Trips



- 3.3. Face covering usage remains high and overall at 83.4%. Morning peak compliance saw a decrease to 86.5% whilst the evening peak remained stable at around 80.6%. TfGM are preparing to work with schools and partner agencies to ensure that compliance remains high during the return of education.
- 3.4. During February less than 0.5% of services exceeded the theoretical capacity, allowing for 1m+ social distancing.
- 3.5. Performance of services during February was good, however, several incidents resulted in short term disruption. The most notable impacting events were;
 - Thursday 18th February: Services across the Manchester City Centre were disrupted due to a tram derailment at Deansgate-Castlefield which required a number of service changes. The cause is currently under investigation.
 - Wednesday 24th February: Incident at Sale with a male falling under a tram on its way back to the depot after the service had finished for the night. The male has potentially life changing injuries.

- Saturday 27th into Sunday 28th February: Police incident at St Peters Square resulted in both 1CC and 2CC being out of use. Services amended and staff supported customers throughout.

3.6. By the end of February, KAM reported that 2.4% of staff were subject to Covid related absence.

Planned Engineering Works

3.7. There will be Metrolink track works in the City Centre including Victoria and Piccadilly as well as Trafford Bar, Cornbrook, Rochdale and Eccles. Most works will be constrained to weekends except for the two closures outlined below at Eccles and Victoria.

3.8. Eccles New Road resurfacing works have been brought forward to be completed ahead of reopening of non-essential retail planned for the 12th April. These works are currently scheduled to commence on the 20th March through to the 5th April 2020. This will close the line between MediaCityUK and Eccles throughout the duration. Service replacement is currently being planned. Detailed information will be provided to customers and stakeholders in advance.

3.9. Network Rail planned bridge works at Victoria will impact Metrolink services for the duration of the works. TfGM is working closely with Network Rail to minimise the impact on services as much as possible.

3.10. Victoria track works will commence in June through to August when Network Rail bridge works commence. The impact will be minimal for the first 3 stages (6 weeks) with only a minor service change required to facilitate. The final two stages will be more disruptive to services through Victoria but for much shorter durations. These will also interface with the Network Rail works to integrate as much as possible. These works cannot overlap due to the nature of the requirements for each in the area and safe systems of work.

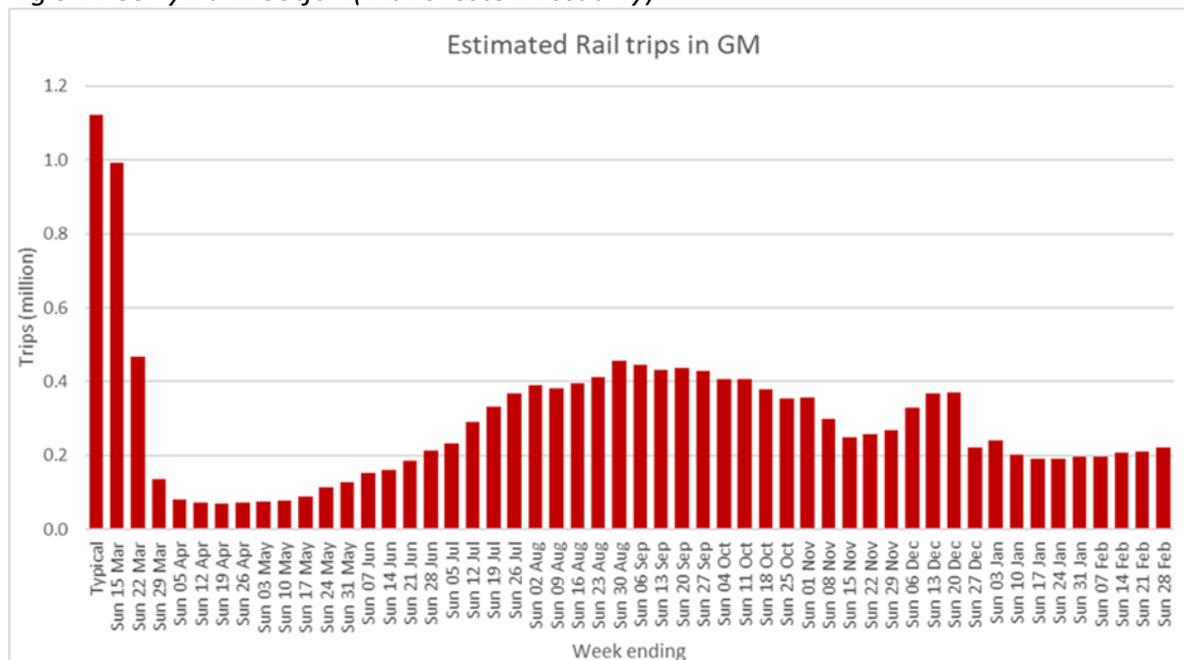
Rail

3.11. Footfall at Piccadilly Station shown in figure 5 during February was 570k, which is 14k (-2.6%) fewer than January. This equates to around 22,000 passengers per day and is 81% below pre-pandemic average, however, 200% above lockdown 1 average. Reported rail patronage across Greater Manchester now stands at around 15% for Northern, with TPE reporting patronage of around 8% of pre-Covid levels.

3.12. Face covering compliance amongst rail passengers remained stable with compliance levels on Northern services between 85-90%, this is higher for TPE and other long-distance services. A number of BTP days of action at Manchester central stations has led to an increase in directions to leave and fixed penalty notices being issued. 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.

- 3.13. The operational performance of rail services remains high, with PPM averaging around 94% for Northern and 93% for TPE. Cancellations and Significant Lateness (CaSL) figures remain low, around 1.9%. A work to rule by RMT guards on TPE commenced on 6th January; to date this hasn't impacted service provision.
- 3.14. 73% of service are being operated compared to the pre-pandemic timetable.

Fig 5: Weekly Rail Footfall (Manchester Piccadilly)



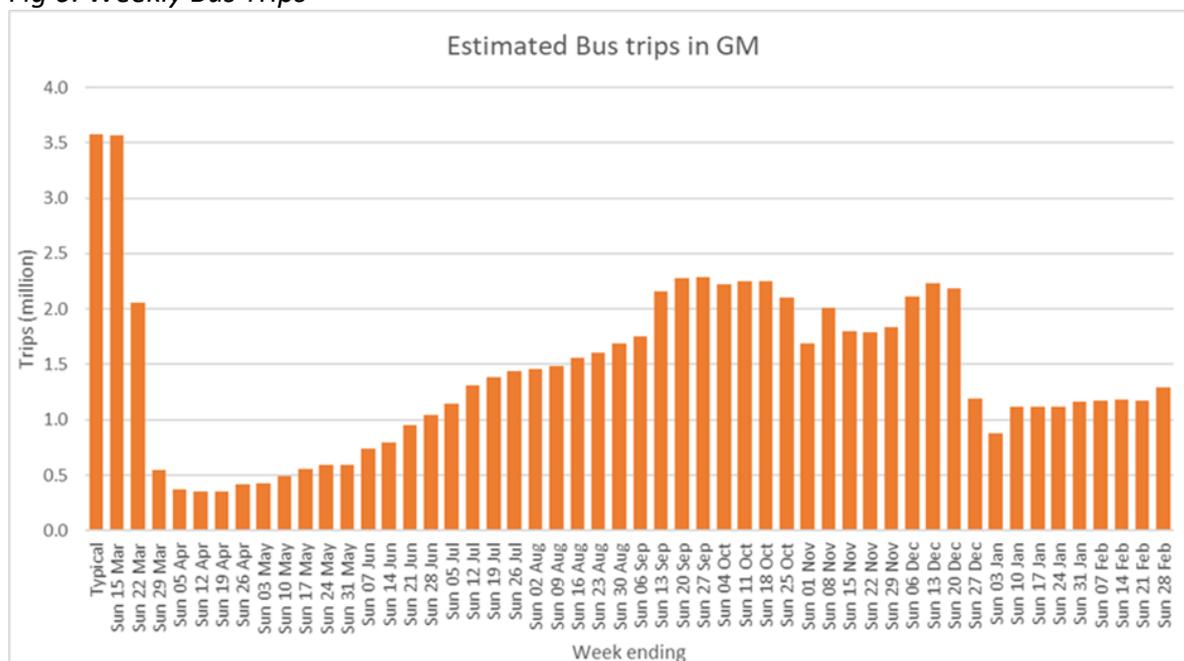
- 3.15. A 2.6% rail fare rise delayed from January, was brought in on 1st March.
- 3.16. There was an enhancement of some services from 8th March including the introduction of Mid-Cheshire line services for return to schools. Further enhancements are planned for 29th March and 12th April. More significant changes will come from the planned timetable changes in May.
- 3.17. The Department for Transport (DfT) is proposing a Direct Award for the Northern Franchise to Northern Trains Limited (NTL). The current contract expires on the 1st March 2022 after the DfT took over from Arriva Rail North on 1st March 2020. The Direct Award is for the franchisee to continue to operate the franchise for up to 5 years, with a fixed period of 2 years.
- 3.18. By the end of February Covid related absence was 7% on average for TOC's. Two TOCs reported over 10%, impacting one TOC operating services. 219 staff have been identified as CEV (clinically extremely vulnerable) accounting for 32% of all absences.

Bus

- 3.19. During February bus patronage was 4.1 million, which was consistent with January 2021 (4.0m). This was 71% below pre-Covid levels, however, 210% above the first national lockdown average. The average daily passenger trips during February was 148k, higher than January (131k), however, not as high as the pandemic high in September 2020 (271k).

- 3.20. Industrial Action by Go North West drivers started on Sunday 28th February. The Operator subcontracted some services to other operators to minimise the impact to customers, a £1 flat fare and all SMART/Mobile tickets are accepted as flash passes.
- 3.21. Following timetable changes to commercial services, effective 31st January, operating mileage is now around 85% of pre-Covid service levels.

Fig 6: Weekly Bus Trips



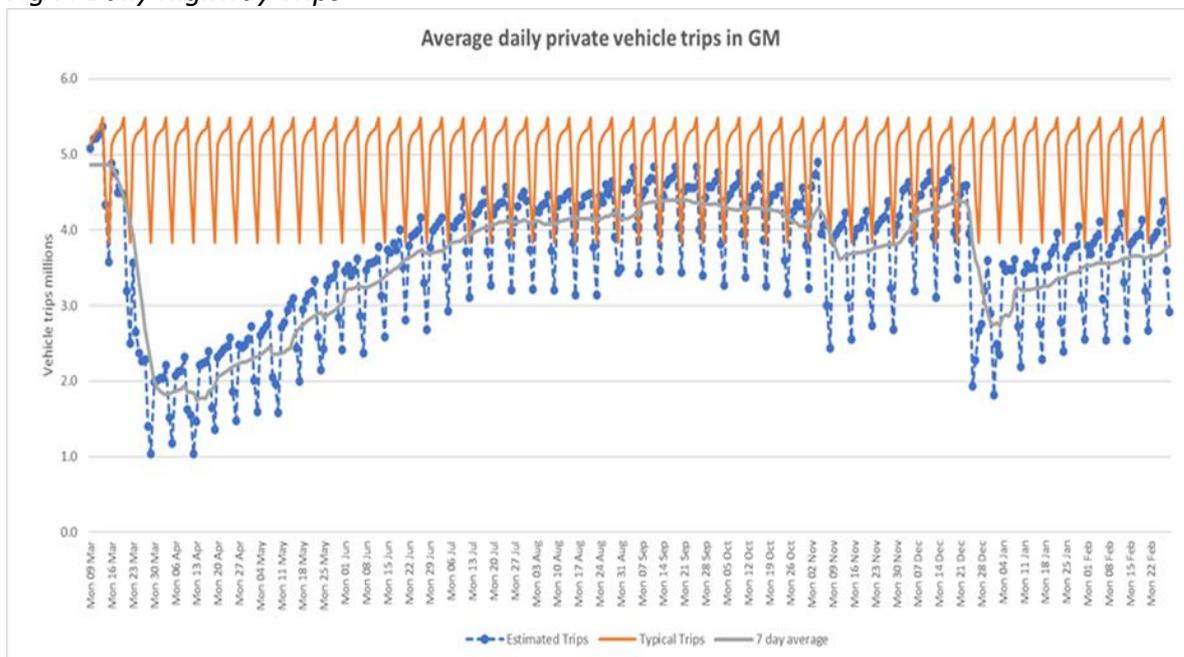
- 3.22. Stagecoach were the only commercial operator to formally change service levels for the week beginning 8th March (return of education). All other operators reinstated the DfT funded duplicate journeys to cope with school flows and are looking to increase service level formally from 11th April to coincide with non-essential retail reopening.
- 3.23. Face covering compliance remains high at c.90%.

Highways

- 3.24. There were an estimated 102.4 million trips on the highway network during February 2021. This is 2.4% higher than the previous month (January 2021) and 31% below January 2020 (pre Covid).
- 3.25. Trips on the highway network accounted for approximately 75% of all trips made in GM during February. During a typical month, prior to the pandemic, highways would have accounted for 67% of all trips.
- 3.26. Through February there has been increasing amounts of traffic on the road. Friday 26th had the highest number of estimated trips since the beginning of the third national lockdown (4.4 million trips). On Saturday 13th 3.3 million trips were recorded, representing an increase of c.800,000 vehicles (7.2%) compared to Saturday 6th. Half term and retail demand for Valentines Day are likely to contributed to the increase.

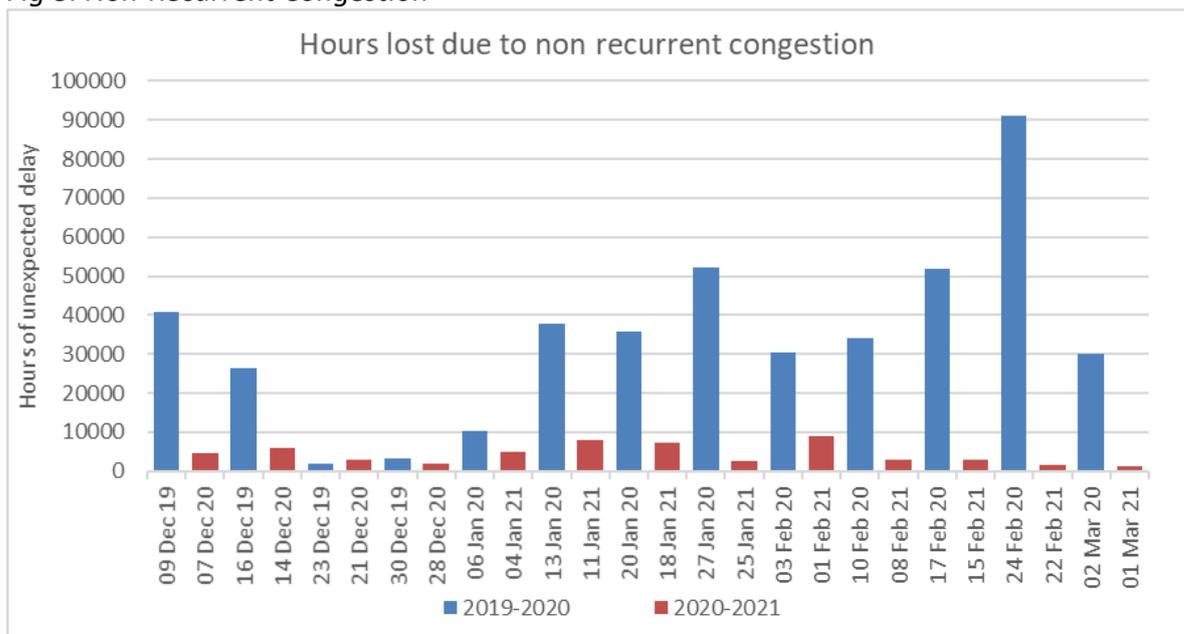
- 3.27. There is evidence to suggest that leisure trips over the half term holiday increased contributing to overall growth in traffic volumes with count locations near parks showing a larger increase than the network average.

Fig 7: Daily Highway Trips



- 3.28. Monitoring of congestion resulting from unexpected delays (including incidents and events) shows there was an estimated 17,000 vehicle hours lost to non-recurrent congestion during February 2021. This is 92% below February 2020 where an estimated 209,100 hours were lost to do non-recurrent congestion. During both February 2021 and February 2020 roadworks were the main contributing factor.

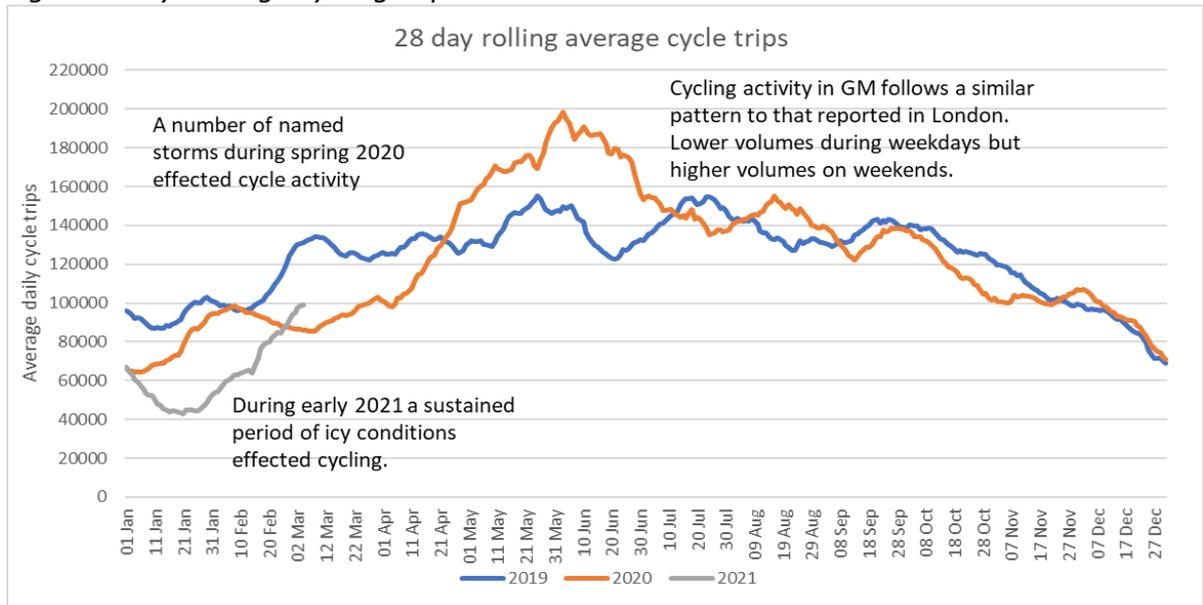
Fig 8: Non-Recurrent Congestion



Active Travel

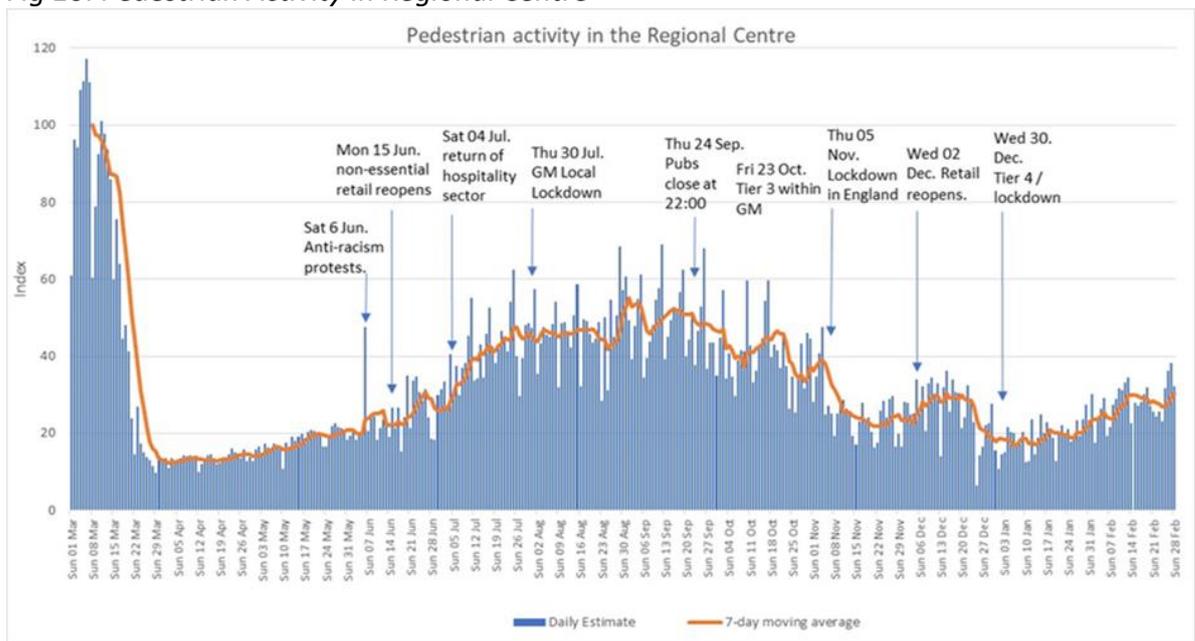
- 3.29. During February there were an estimated 2.6 million cycle trips in Greater Manchester which accounted for 1.9% of all trips and is 41% higher than January 2021 (1.5m) and 6% higher than February 2020. There were an estimated 115k trips per day during the second half of the month compared to a daily average of 67k in the first half of February. Levels of cycling on A-roads and B-roads have remained consistent. This could suggest steady levels of cycling for work/utility purposes.

Fig 9: 28 Day Average Cycling Trips



- 3.30. Walking accounted for 18.1% of all trips during February (24.5m), which was 7.7% higher than January (22.6m). Volumes remain significantly higher than those observed in early February.

Fig 10: Pedestrian Activity in Regional Centre

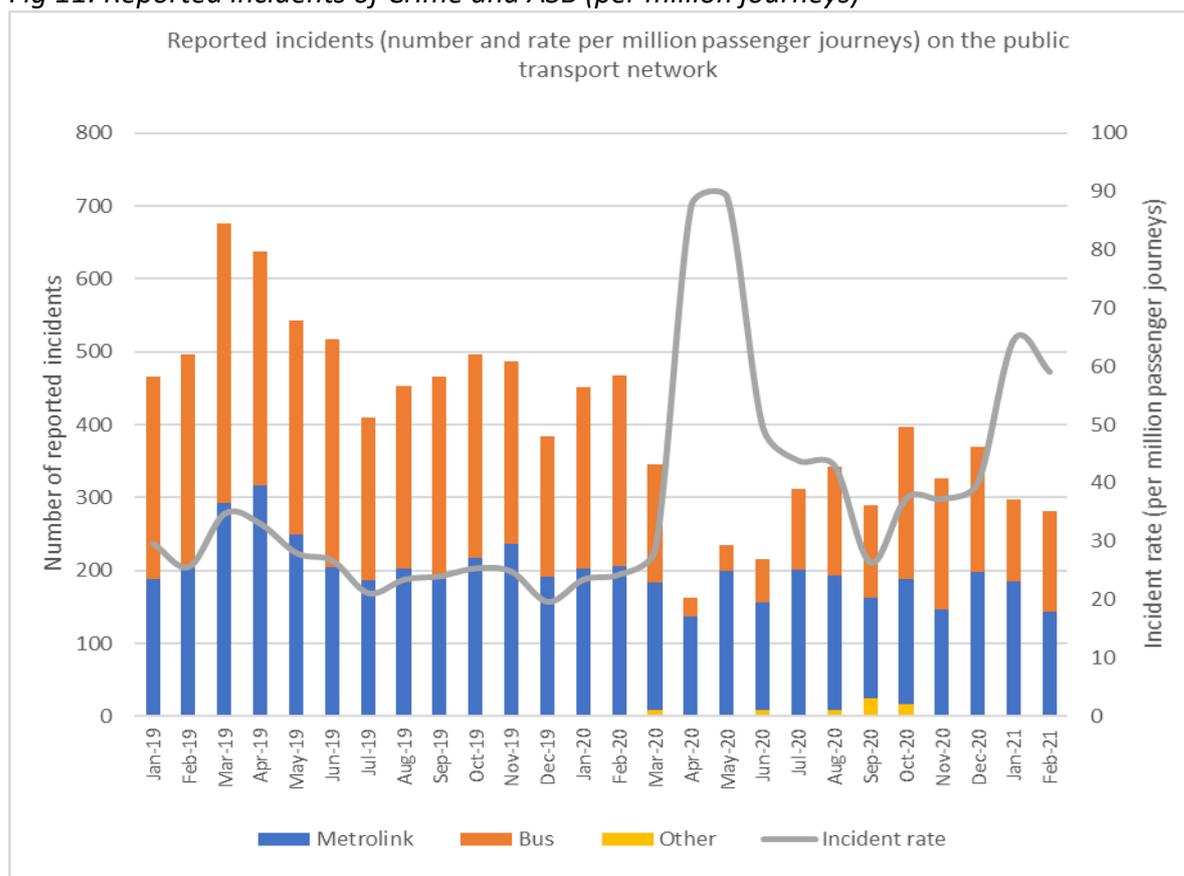


- 3.31. Overall, pedestrian footfall in the Regional Centre is around 28% of the pre-pandemic average. Levels remain in line with the second lockdown in November, where activity was around 25% - 30% of pre-pandemic levels.
- 3.32. GM Bee Network Crossings: 17 new crossings in Bury and Manchester starting construction and outline designs being developed for Oldham, Trafford, Wigan, and Bolton.
- 3.33. GM active neighbourhoods are being finalised with each local authority. Bury and Bolton have launched their first public engagement activities.

Crime and Anti-Social Behaviour (ASB)

- 3.34. The TravelSafe partnership reports incidents of crime and anti-social behaviour per million passenger journeys (fig 11). The rolling 12-month averages for February 2021 were:
- 20 incidents per million passenger journeys on Bus (up from 18 during the 12 months to February 2020),
 - 181 incidents per million passenger journeys on Metrolink (up from 59 during the 12 months to February 2020), and
 - The average for Bus and Metrolink combined was 42 incidents per million passenger journeys (up from 26 during the 12 months to February 2020).
- 3.35. On the bus network there were 122 fewer reported incidents on the bus network in February 2021 than during February 2020. However due to reduced passenger numbers there is a higher rate of reported incidents.
- 3.36. Reported incidents of ASB increased from 20 during January 2021 to 40 this month. This was primarily due to an increase in incidents at bus stations from 15 to 32. The district of Wigan continues to be a hotspot for ASB at bus stations with 12 incidents at Wigan and 8 at Leigh. 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.

Fig 11: Reported incidents of Crime and ASB (per million journeys)



- 3.37. On the Metrolink network there were 62 fewer reported incidents on the Metrolink network during February 2021 than during February 2020. Reduced patronage has resulted in a substantial increase in the rate of reported incidents.
- 3.38. Whilst monthly incidents decreased overall, the number of incidents involving staff increased from 19 in January to 29 during February including two assaults, minor injuries sustained.
- 3.39. A 13-year-old youth was stabbed (suffering non-life-threatening injuries) at Edge Lane Metrolink stop on 05 February. GMP officers arrested a male on suspicion of assault. Travel Authority letters have been provided to council Youth Engagement Teams in order to support wider intervention activities in the area.
- 3.40. The 50th TravelSafe Partnership Day of Action took place at Victoria Station on 17 February; this was in conjunction GMP, British Transport Police, Metrolink and the newest member of the Partnership Northern Rail. Social Media of the event gained good media coverage.
- 3.41. Operation Sceptre took place over three consecutive weekends during February on the Rochdale line concluding on the 21 February. The Operation was organised by the Rochdale District policing team with support from Metrolink, GMP Transport Unit, BTP and Rochdale Council Youth Services. There were a range of positive outcomes including the issuing of penalty fares, police stop and searches, individuals being given advice, one arrest and a large number of interactions recorded with young people.

4. NETWORK PERFORMANCE SCORECARD

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	94.0%	S
Metrolink Reliability	A	99%	97.8%	I
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	85.6%	90.2%	S
Northern Reliability (CaSL)	G	N/A	3.3%	I
Northern Right Time	G	N/A	76.6%	I
TPE Punctuality (PPM)	G	87.9%	88.8%	S
TPE Reliability (CaSL)	A	N/A	7.3%	W
TPE Right Time	G	N/A	72.7%	S
Network Rail Delay Minutes	R	30,900	32,942	W
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	99.0%	S
Commercial Bus Service Reliability	G	97.0%	99.0%	S
Subsidised Bus Service Reliability	G	97.0%	98.9%	S
Network Bus Overall Punctuality	G	80.0%	92.7%	I
Commercial Bus Overall Punctuality	G	80.0%	92.5%	I
Subsidised Bus Overall Punctuality	G	80.0%	93.8%	I
Network Bus Regularity	G	97.0%	99.1%	S
Commercial Bus Regularity	G	97.0%	99.1%	S
Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	G	90.0%	91.5%	S
Highways Level of Delay (Average)	G	30.0%	23.5%	S
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Aug '19)	R	553	598	I
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to Feb 2021)	R	38	42	W

Several KPIs suspended as a result of Covid-19

See Appendix A for glossary.

Reporting Periods: This report covers January/February 2021

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.)