

## Greater Manchester Transport Committee

Date: 18 June 2021

Subject: Transport Network Performance Update and Stage 4 Roadmap  
Forward Look

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 and planning and preparation for the next stages of the government roadmap including interventions to ensure public transport and active travel fully support Greater Manchester's recovery.

### RECOMMENDATIONS:

Members are asked to note the contents of the report.

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**Equalities Implications:**

Not applicable

**Climate Change Impact Assessment and Mitigation Measures**

Not applicable

**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

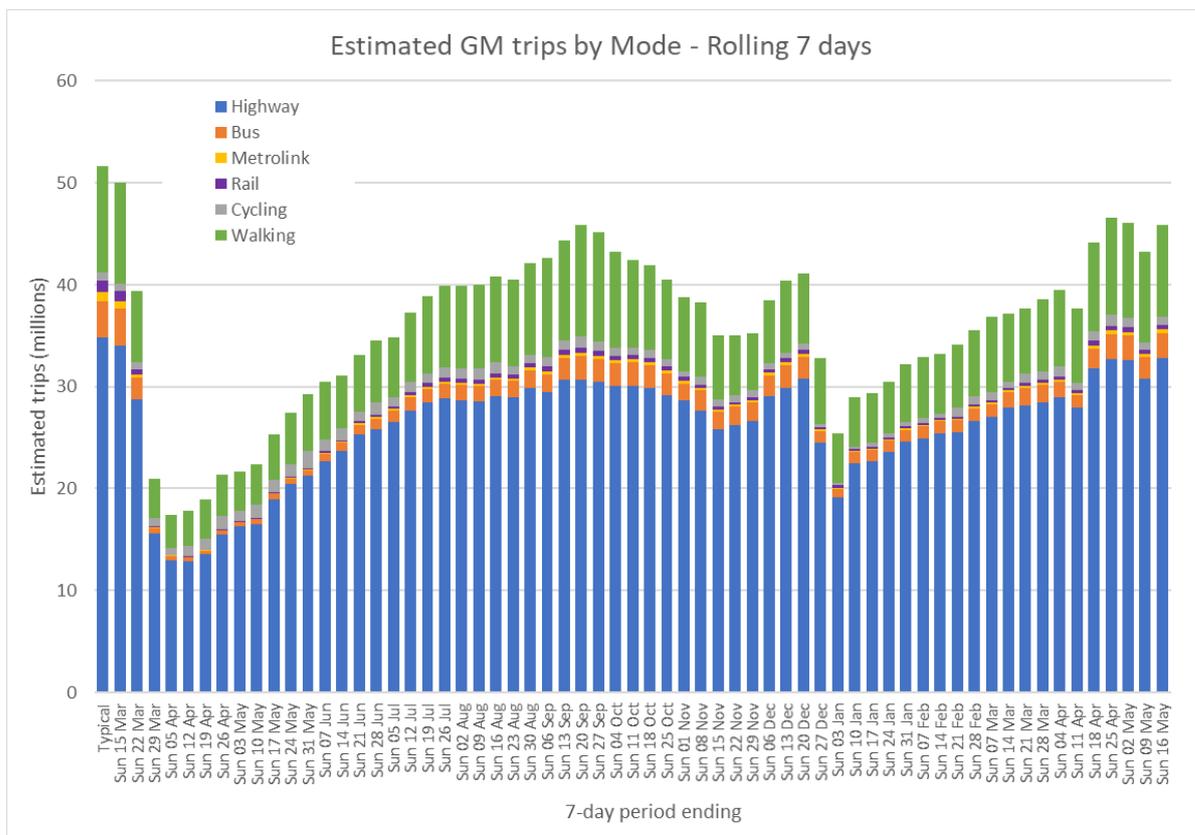
- 1.1. The Greater Manchester Transport Committee has a key role to oversee the provision of transport services on behalf of residents, businesses, and visitors. This includes the performance of Metrolink, Bus and Rail Operators and the Strategic Highways Network. The Committee also oversees the move 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 to the third step in the government roadmap out of lockdown.
- 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 On 22 February the government set out its “Roadmap out of lockdown”. This announcement set out four steps roadmap to ease restrictions and provide a phased route to lifting restrictions on social contact by 21 June
- 2.2 The first step on 8 March saw a return to face-to-face education in schools and colleges. Whilst there was a phased return, a number of schools and colleges the week commencing 8 March saw a 22% increase in public transport patronage.
- 2.3 The second step on 12 April saw the re-opening of non-essential retail, personal care premises such as hairdressers and nail salons, public buildings, and gyms. During the week commencing 12 April there was an addition 4.6 million trips across all modes. Equivalent to an 11% increase in trips. Following this rapid return of trips to the network volumes stabilised at around 46 million trips per week, approximately 11% below pre pandemic levels and equivalent to the 2020 high point during September.
- 2.4 The third step on 17 May saw indoor hospitality reopen and indoor entertainment resume, including cinemas, museums, and children’s play areas. Additionally, up to 6 people or 2 households are able to meet indoors and up to 30 people outdoors. Whilst 17 May saw a further easing of restrictions it also saw increasing case rates in GM, particularly in the Bolton area. The days immediately following step 3 saw a 3% increase in trips on the Highway network.
- 2.5 Trips on the highway accounted for 72% of trips each week (32.9m), 14% higher than prior to the 12 April step in the roadmap (28.9m) and just 6% below pre-pandemic levels.
- 2.6 Public transport accounted for 7% of all weekly trips (3.2m), which is 527% higher than the first lockdown low (0.5m) and is 42% below pre-pandemic levels.

- 2.7 Active travel accounted for 21% of all trips. Walking activity remains relatively constant. However, cycling activity sees substantial variations related to the weather. Since 12 April cycle volumes have fluctuated between an estimated 56k and 166k trips per day.
- 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 remained at a low level.
- 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.
- 2.10 The introduction and subsequent easing of restrictions, government guidance and legislation designed to help reduce the spread of coronavirus is reflected in changes in travel behaviour observed across Greater Manchester. Local restrictions and national lockdowns see significant reductions in travel. The easing of these measures see increases in travel.

Fig 1: Network Modal Trip Split



- 2.11 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 – May 21)

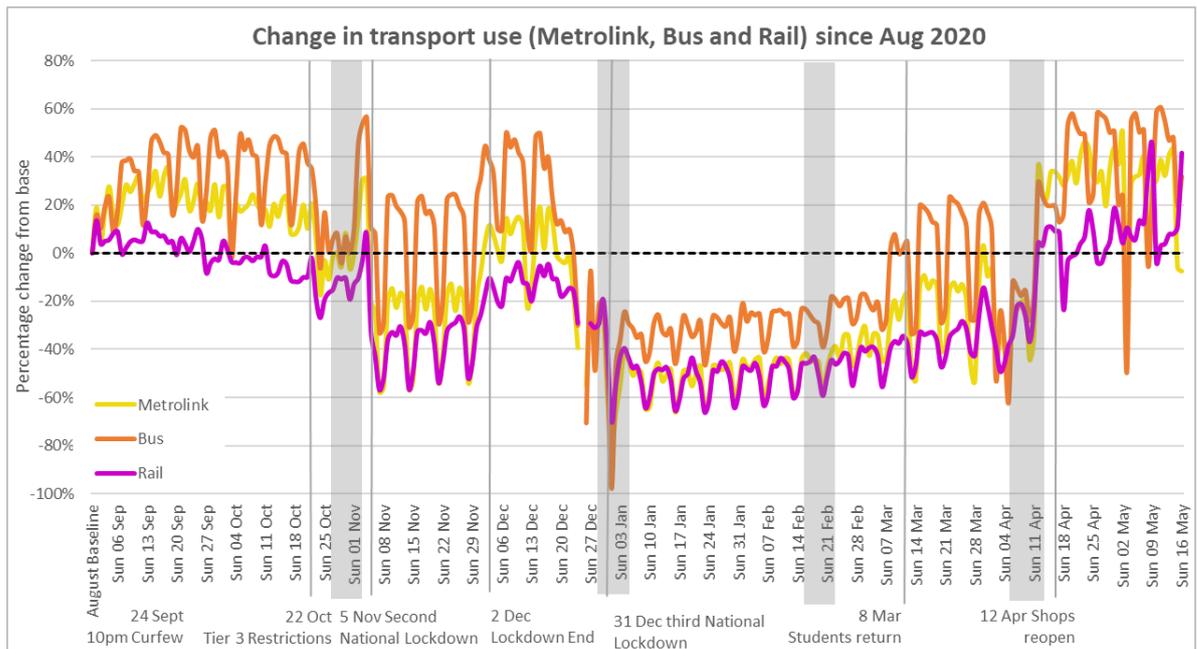
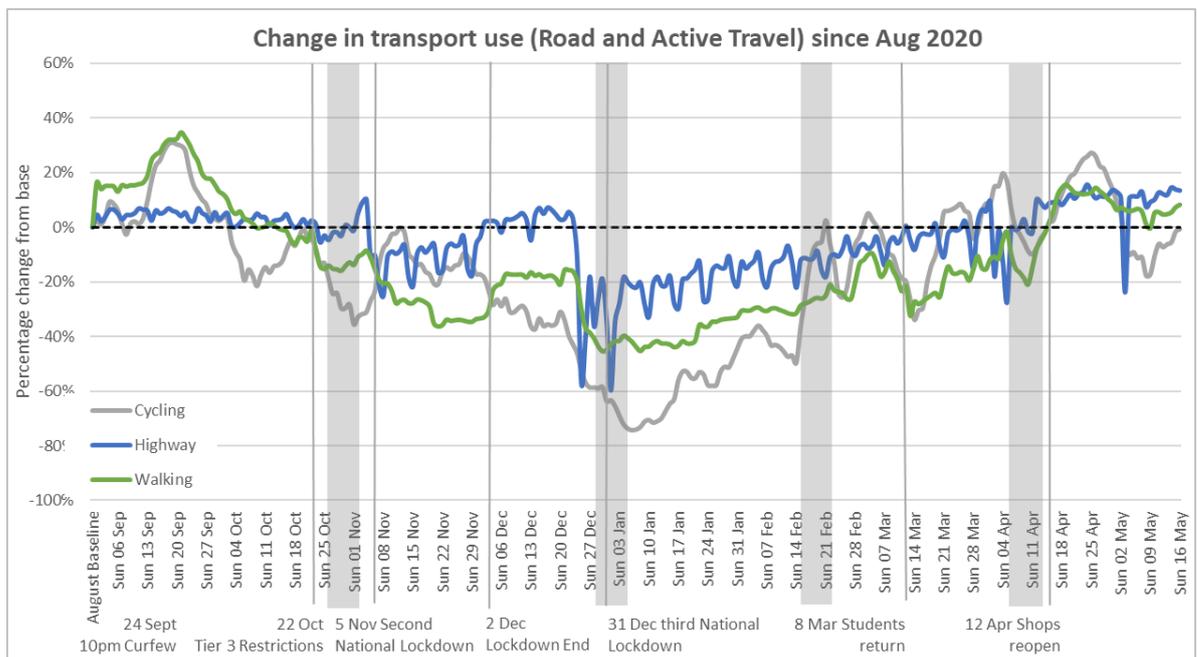


Fig 3: % Change on Road & Active Travel (September 20 – May 21)



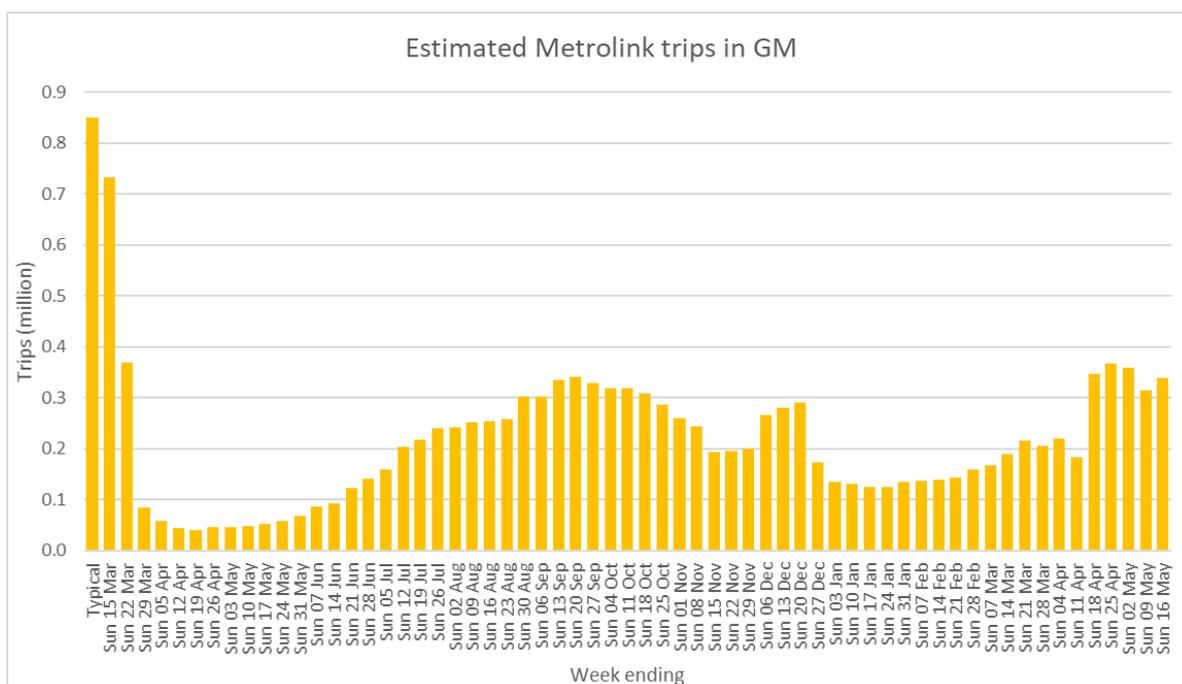
2.12 From 17 May there was an increase in trips, particularly during the PM, evening and weekends as restrictions on social contact and the re-opening of indoor hospitality were eased.

### 3. NETWORK OVERVIEW

#### Metrolink

- 3.1. All available trams are currently deployed across the network (0600-1900) at 10-minute intervals with the maximum number of doubles (roughly two-thirds). Services outside of these hours have a frequency of 20 minute with earlier last services Friday – Sunday (midnight Fri/Sat and 2300 Sunday). To support social distancing and the use of the network by regular users enhanced services were in operation for the fixtures at Old Trafford and Etihad stadium in May, which saw a limited return of spectators at sporting events.
- 3.2. From 12 April Metrolink patronage grew and now stands at circa 45% of the pre-covid average. This level of patronage now means that social distancing is not possible during the morning and evening peaks on the busiest routes: Altrincham, Bury, East Didsbury, Oldham and MediaCity UK. TfGM is investigating timetable options that would better cater for returning demand.

Fig 4: Weekly Metrolink Trips



- 3.3. Face covering usage remains high with 33 consecutive weeks of 80%+ compliance. TfGM has worked with schools, partner agencies and delivered a number of days of actions to ensure that compliance remains high through the implementation and easing of restrictions.
- 3.4. Performance of services through April and into May was good, however, several incidents resulted in short term disruption. The most notable impacting events were;
  - Monday 17 May: Due to over-running engineering works at Cornbrook several service changes remained in place across the network. Ticket acceptance was in place on commercial bus and rail services and a dedicated bus service operated between Chorlton, Old Trafford and Piccadilly. Given the impact to

customers a review of the events was undertaken, and lessons identified for future works.

- **Monday 3<sup>rd</sup> May:** During high winds, a tree fell on the Oldham Rochdale line across the single track at Newton Heath & Moston. Ticket acceptance was available on bus services and Northern Rail.
- **Wednesday 28<sup>th</sup> April:** At 04:00am the overhead line failed at Collyhurst tunnel preventing services from operating on the Bury line and preventing Rochdale services from entering Victoria. Repairs were made to the section with, full service restored by 13:30.
- **Saturday 30<sup>th</sup> April:** From 16:00 protests in St Peter's Square and Mosley Street resulted in services being suspended through that section and diversions in place until GMP intervened with a dispersal order which was put in place until 1am and started to clear the routes.
- **Thursday 25 March – Sunday 28 March:** At 11:40am on 25 March a defect had been detected in the tunnel past Whitefield stop preventing services from operating between Bury and Whitefield until remedial works were completed over the weekend. A bespoke bus service was in operation alongside ticket acceptance on bus services.

### **Planned Engineering Works**

3.5. Metrolink's programme of planned maintenance and renewal work is continuing over the summer, with works focused on safety and performance critical activities such as track renewal. The following is currently planned, with weekends and times selected so as to minimise the impact on customers and residents and to make the most of planned Network Rail works at Victoria station.

- **24 June to 31 July:** Initial stages (phases 1 to 3) of Victoria track renewals, Airport services will terminate at an alternative city centre location.
- **4 July:** Track renewal at Westwood in Oldham. Replacement bus service between Rochdale and Freehold.
- **19 July to 1 August:** Eccles curves renewals. Replacement bus service between Eccles and Piccadilly via MediaCityUK.
- **31 July to 9 August:** Victoria track renewals (phase 4). Bus replacement between Queens Rd/Monsall to Victoria and Piccadilly and changes to city destinations for East Didsbury and Airport services. Combined with Network Rail Victoria Bridge works.
- **31 July to 4 August:** Piccadilly Gardens track renewal. Same service as above but with Metrolink services terminating at Deansgate-Castlefield and Piccadilly.
- **14 to 16 August:** Victoria track renewals (phase 5 part 1), combined with the last part of the Network Rail blockade at Victoria. Bus replacement between

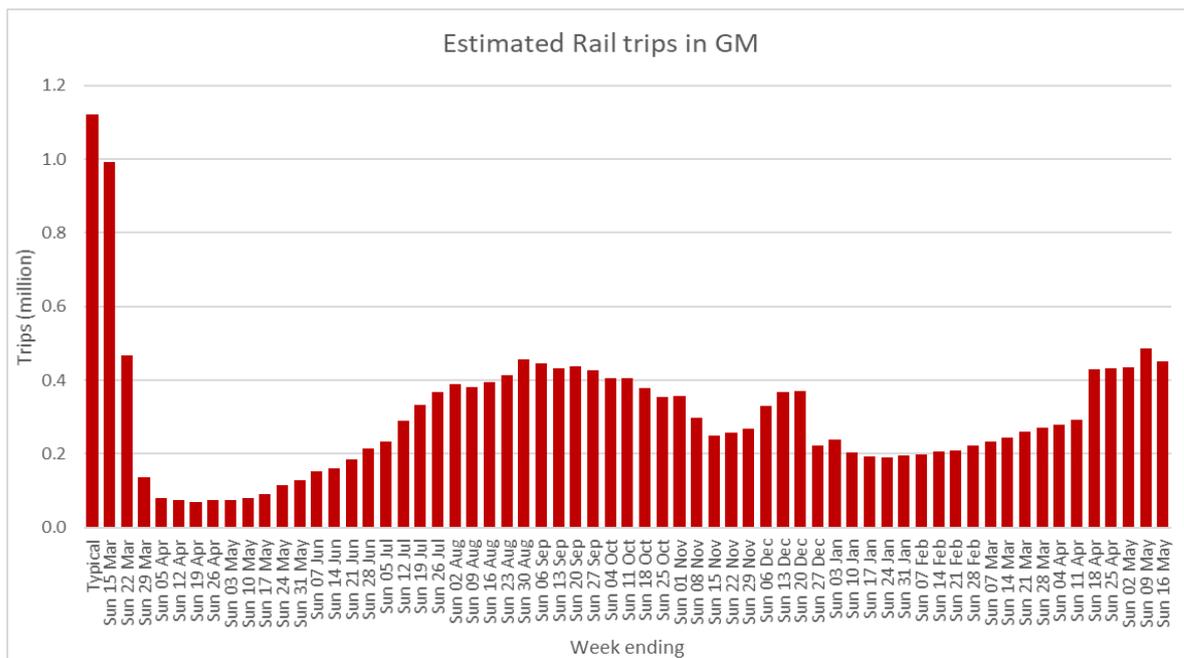
Queens Rd/Monsall to Victoria and Piccadilly and changes to city destinations for East Didsbury and Airport services. Combined with Network Rail Victoria Bridge works.

- **14 to 16 August:** Auburn Street and Clayton Hall track renewals. This coincides with the service above but also requires a replacement bus service along the Ashton Line and connecting city centre stops.
- **21 – 23 August:** Victoria track renewals (phase 5 part 2), Bus replacement between Queens Rd/Monsall to Victoria and Piccadilly and changes to city destinations for East Didsbury and Airport services.

## Rail

- 3.6. Average weekly Footfall at Piccadilly Station (shown in figure 5) increased to 452k following 12 April step in the roadmap. This is 66% above the five weeks between step one (return of education on 8 March) and step two (12 April). This equates to around 65k passengers per day and is 60% below pre-pandemic average. However, this is 445% above the first national lockdown low. Reported rail patronage across Greater Manchester now stands at around 45% for Northern, with TPE reporting patronage of around 38% of pre-Covid levels.
- 3.7. Face covering compliance amongst rail passengers remained stable with compliance levels on Northern services at around 85%. 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 TravelSafe Officers (TSOs) to raise awareness of the mandatory requirement to wear face coverings whilst at stations and on-board public transport.
- 3.8. The operational performance of rail services remains high, with PPM averaging around 94% for Northern and 96% for TPE. Cancellations and Significant Lateness (CaSL) figures remain low, around 1.5%.
- 3.9. 73% of service are being operated compared to the pre-pandemic timetable.

Fig 5: Weekly Rail Footfall (Manchester Piccadilly)

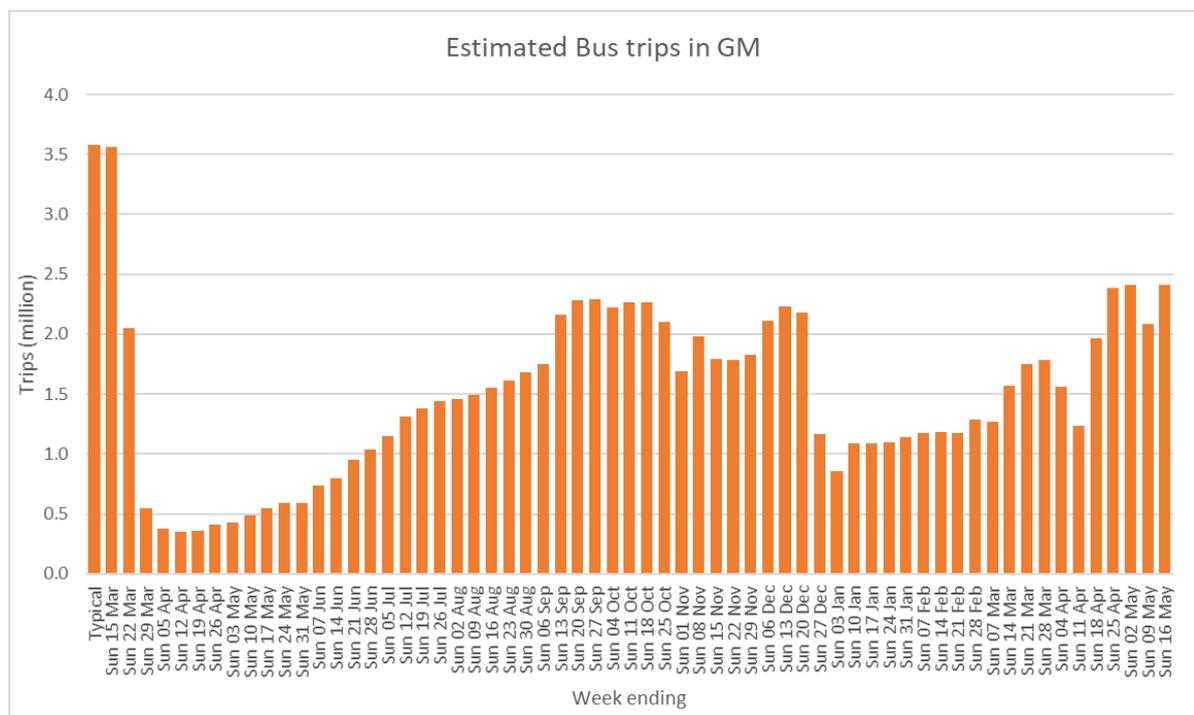


- 3.10. A 2.6% rail fare rise on regulated fares, delayed from January, was brought in on 1<sup>st</sup> March, 2021
- 3.11. Services were uplifted on 29 March by TPE and TfW, with their services returning to a minimum hourly daytime frequency on all routes.
- 3.12. New national rail timetables took effect from Sunday 16 May. Northern services were uplifted to around 80% of their pre-Covid levels, from 70%, with some GM stations continuing to see reduced levels of service compared to pre-Covid. Avanti services were restored to 2tph between London – Manchester Piccadilly and 2tph via Wigan North Western on its Anglo-Scot services.
- 3.13. After the discovery of damage to a component part on Northern’s new CAF-built Class 195 and Class 331 trains, 23 of these units have been withdrawn from service for repairs. Northern has been able to deliver its train plan, albeit with some de-strengthening of services and a delay to the re-introduction of Liverpool – Manchester Airport services via Warrington Central.
- 3.14. Some TPE Liverpool – Newcastle services were cancelled due to safety checks on its Hitachi-built Class 802 trains, following the appearance of faults on similar units used by GWR and LNER. Full services were re-introduced on 13 May. .
- 3.15. The Williams Review, led by Keith Williams, was launched in 2018. However, due to the coronavirus pandemic the outcome of the review – a rail reform white paper - was delayed so that its final report could take into account the impacts of the pandemic on the rail industry and the steps taken by Government to support rail during the pandemic. This review formally reported its finding on 20<sup>th</sup> May and will see the recreation of the Great British Railways body.
- 3.16. The review is built upon 10 key outcomes and 62 commitments. The review states that, together, these form a common goal: “to secure the future of the network and

everyone who uses it or works on it". Further details and the reviews impact on the GM agenda will be taken to the next GMTC Metrolink and Rail Network subcommittee.

## Bus

- 3.17. By step three in the roadmap (17 May) bus patronage was 2.4 million trips per week. This is 33% below pre-pandemic levels but 6% above the September 2020 high and 549% above the first national lockdown low.
- 3.18. Commercial operators moved to c.80% capacity from Monday 17 May In line with new guidance, all front facing seats can now be occupied. There was some initial customer concern leading to passengers preferring to stand up rather than sit next to an unknown person, but this was short lived.
- 3.19. On 17 May Unite announced that a long running strike by bus drivers at Go North West had ended as drivers had voted to accept a deal to resolve a dispute over pay and conditions. Industrial Action had run for 12 weeks. The operator plans incremental increase to operating mileage, 95% of mileage will be operated by 23<sup>rd</sup> May and 100% by week commencing 30<sup>th</sup> May.
- 3.20. With the funded dedicated school services expected to end in June in line with the government roadmap, TfGM continues to liaise closely with Department of Education colleagues to seek reassurances on the impact to the travelling public an early term cessation may cause. *Fig 6: Weekly Bus Trips*



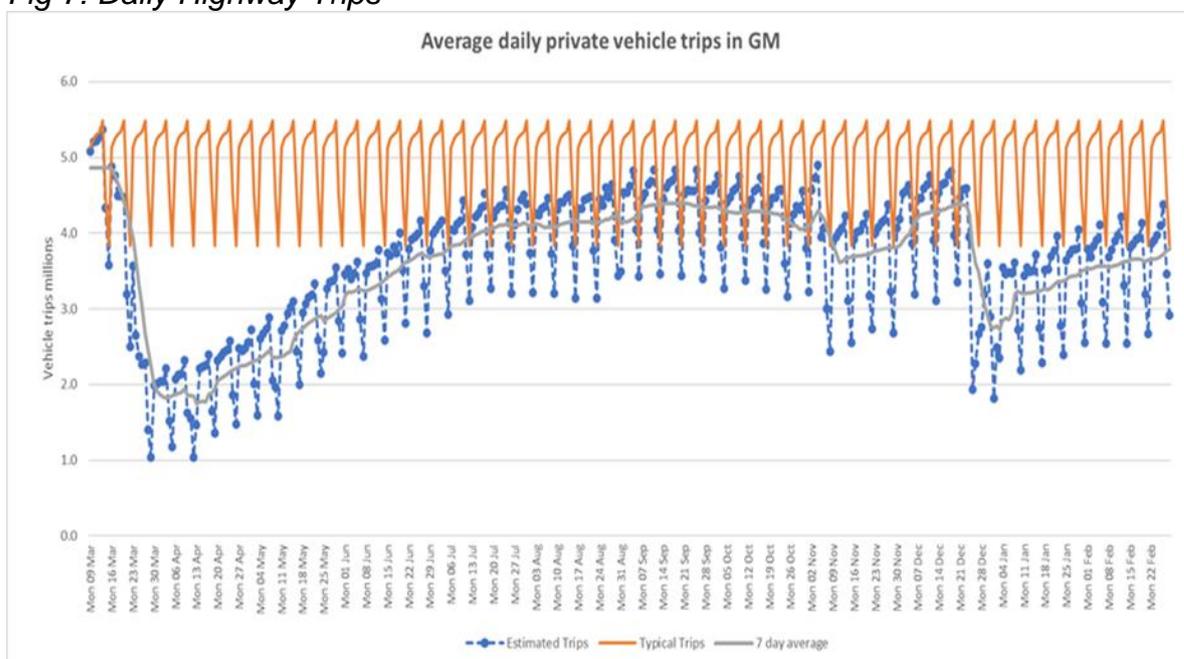
- 3.21. Consecutive works in Bolton, Salford and Manchester City Centre has resulted in delays to bus services using the key KRN corridors that flow on to / from A6 Chapel Street. TfGM continue to liaise closely with bus operators and key stakeholders to minimise delays and thereby limit the impact on the travelling public.

- 3.22. Withy Grove reopened on the 17<sup>th</sup> May which assists a large number of bus services accessing Shudehill Bus Station.

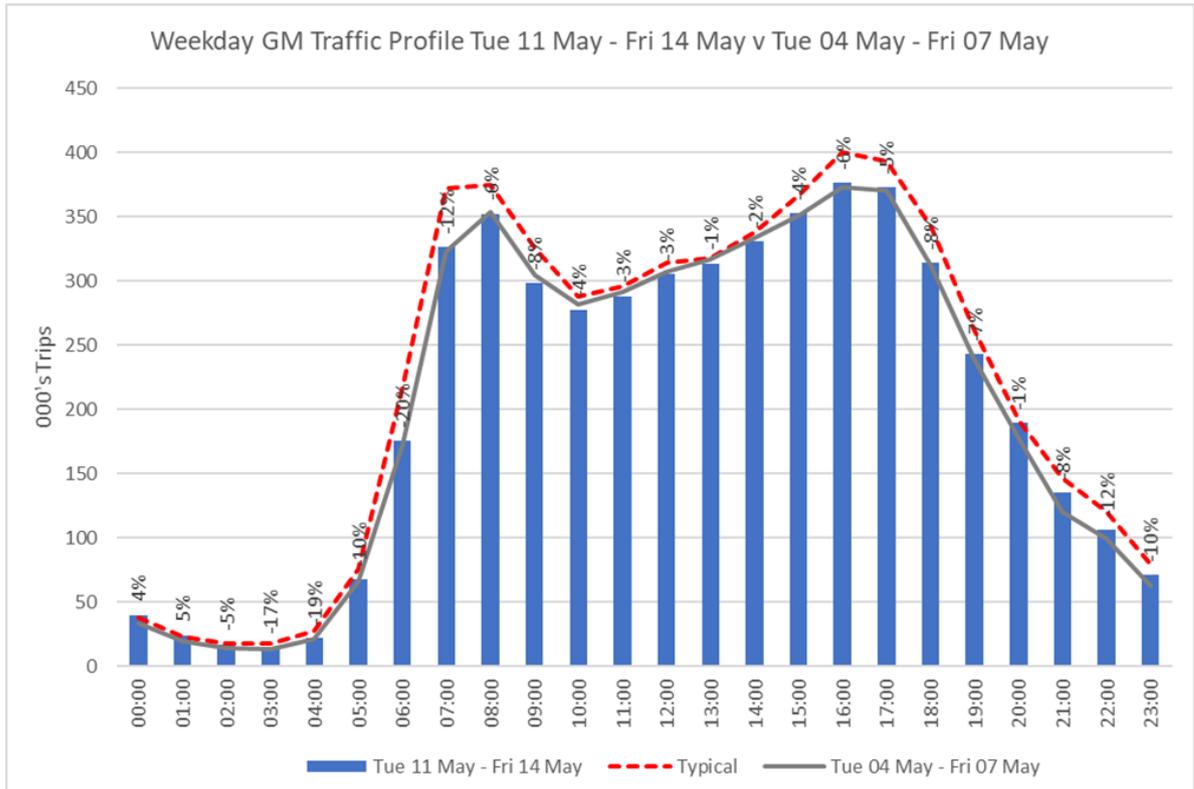
### Highways

- 3.23. Following the 12 April step in the roadmap there have been approximately 32.9 million trips on the highway network per week. This is 16% higher than the five weeks between step one (the return of education on 8 March) and step two (non-essential retail and outside hospitality 12 April).
- 3.24. Trips on the highway network account for approximately 72% of all trips made in GM. During a typical month, prior to the pandemic, highways would have accounted for 67% of all trips.
- 3.25. Friday 14 May saw 5.2 million trips on the highway network, the highest number of trips on the network since the beginning of the pandemic.

Fig 7: Daily Highway Trips

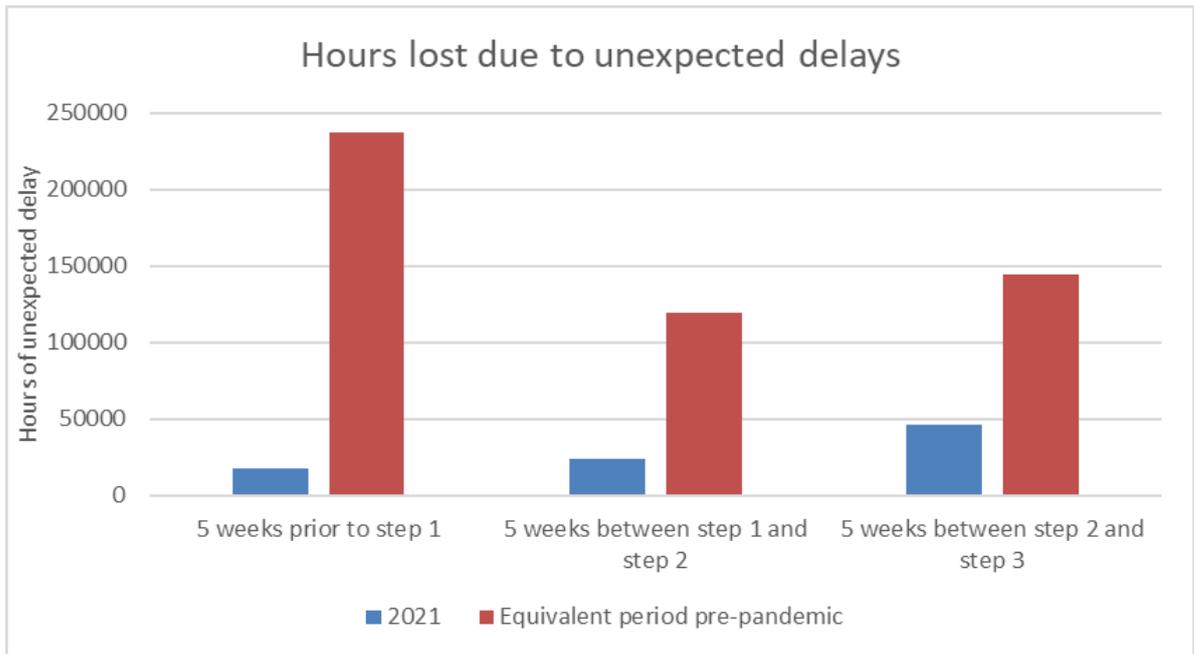


- 3.26. Planned works in the Regional Centre (Salford corridor) are underway including: Granite Blocks on Chapel St, Liverpool Rd Improvements and New Bailey development works on Bridge St/New Bailey Street, which has led to an increase in journey times to vehicles on the A6 and Regent Rd corridors. TfGM are working with Operators and Salford City Council to manage the impact to commuters.
- 3.27. As trips have returned to the highway network the traffic profile has returned to as similar state as its pre pandemic distribution.



3.28. Monitoring of congestion resulting from unexpected delays (including incidents and events) shows there was an estimated 9,300 vehicle hours lost per week to non-recurrent congestion since the easing of restrictions on 12 April. This is a 95% increase on the five weeks between step one on 8 March and step two on 12 April. During both period between steps one and two and between steps two and three road works were the main contributing factor.

Fig 8: Non-Recurrent Congestion

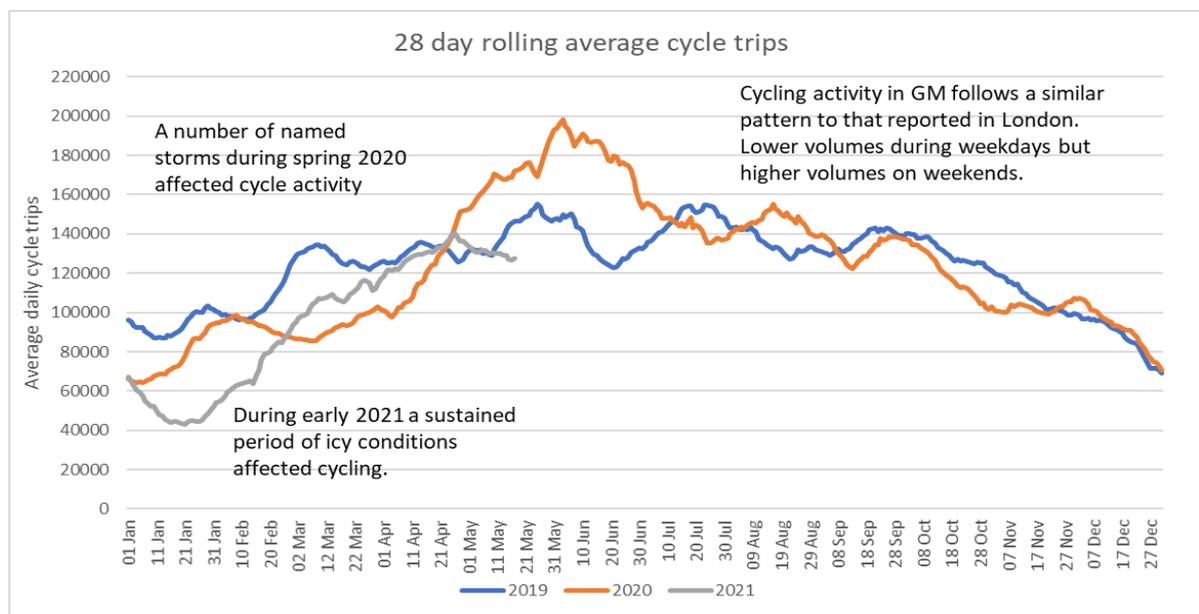


- 3.29. For the rolling 12 months up to November 2020, the Killed and Seriously Injured (KSI) casualties on GM roads are 545 against a predicted 552 with the short-term effect of the COVID-19 pandemic on traffic levels appearing to have suppressed overall KSI numbers. A full report on KSI's for 2020 will be brought to this Committee following the close out by the DfT of the KSI data files later this year.

### Active Travel

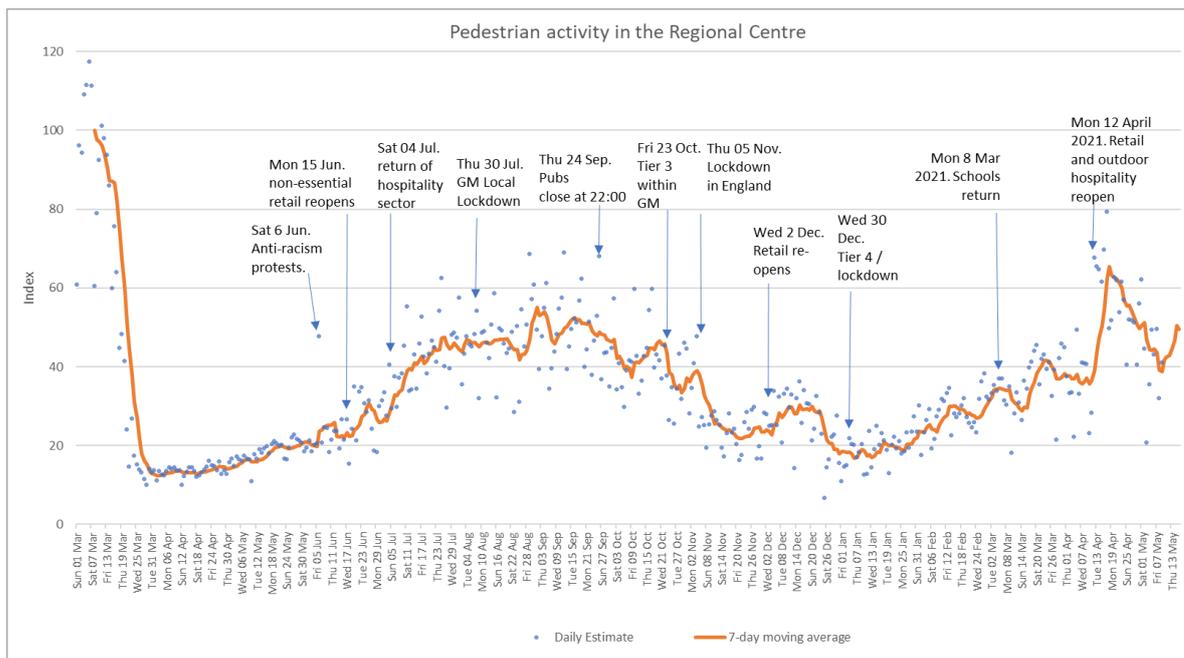
- 3.30. During the 28 days to 17 May there were an estimated 3.6 million trips by cycle in Greater Manchester, accounting for 2% of all trips. Cycle activity is currently 13% below the equivalent period in 2019 and 26% below the equivalent period in 2020 when we saw a surge in cycle numbers through the first national lockdown. It is likely that university student numbers and behaviours and also the unsettled weather during 2021 compared to 2020 is contributing to the lower cycle volumes.

Fig 9: 28 Day Average Cycling Trips



- 3.31. Walking accounted for approximately 20% of all trips during the last 28 days (36.8m), this is 128% above the same period in 2020 (during the first national lockdown) where education, non-essential retail, hospitality was closed and government guidance was to limit trips to one per day.

Fig 10: Pedestrian Activity in Regional Centre



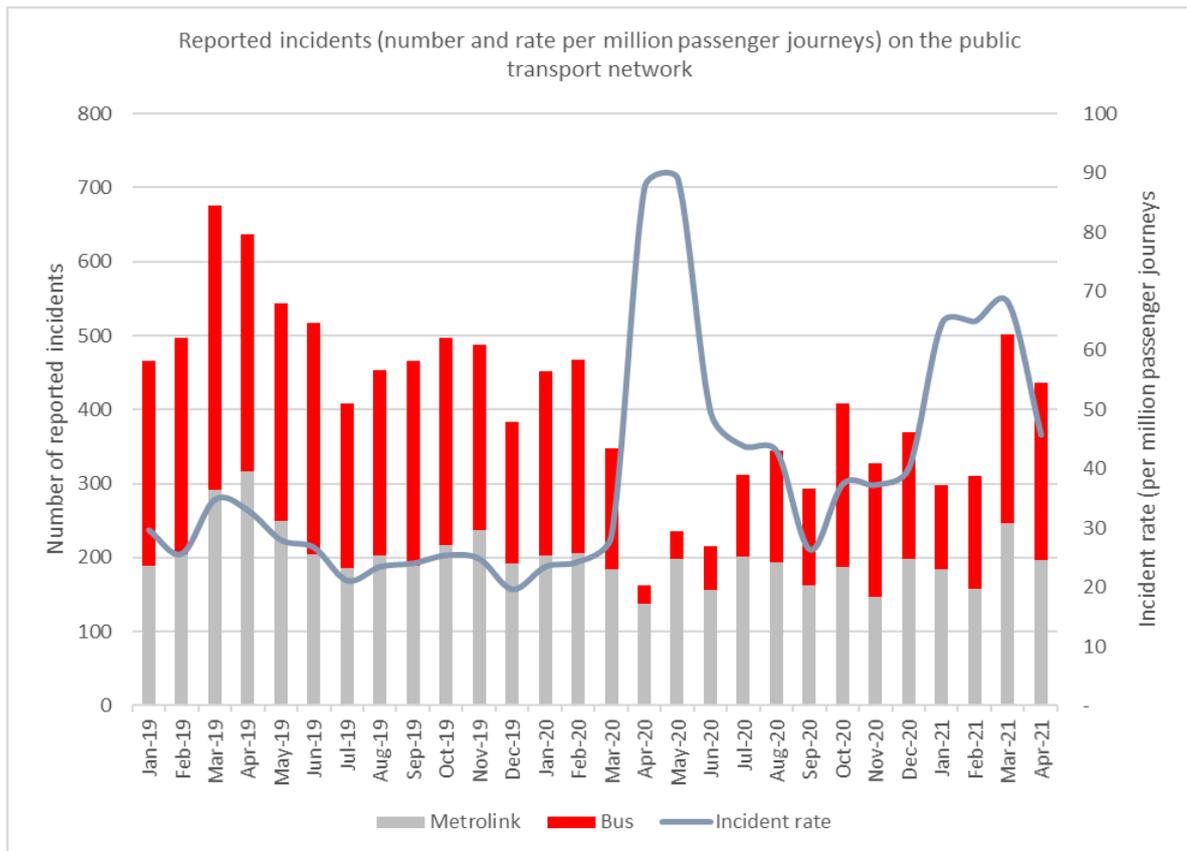
3.32. Overall, pedestrian footfall in the Regional Centre is around 50% of the pre-pandemic average. This is broadly in line with the period through August and September 2020 when most sectors of the economy in most settings were open.

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

3.33. The TravelSafe partnership reports incidents of crime and anti-social behaviour per million passenger journeys (fig 11). The rolling 12-month averages for April 2021 were:

- 23 incidents per million passenger journeys on Bus (up from 17 during the 12 months to April 2020),
- 202 incidents per million passenger journeys on Metrolink (up from 59 during the 12 months to April 2020), and
- The average for Bus and Metrolink combined was 46 incidents per million passenger journeys (up from 25 during the 12 months to April 2020).

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



- 3.34. One Day of Action took place, on 15 April at Victoria Station. Additional partnership operations have been difficult to resource due to other GMP commitments for the force-wide, 'Op Sceptre', a focused operation to reduce knife related crime. Several Op Sceptre deployments took place at public transport locations, yielding positive results.
- 3.35. Increased car cruise activity appears to be on the rise, with incidents on 18 and 23 April at the A580, Sale Water Park and East Bond Street park and ride sites. The organiser is utilising a tactic of moving between sites to avoid disruption. GMP's Force Intelligence Branch is seeking to identify the organiser after which Salford City Council will issue a Community Protection Notice.
- 3.36. In response to the trend of increasing youth related ASB across Greater Manchester, particular at bus stations and interchanges, (youth related incidents account for 49% of incident on Metrolink, up from 23% and on bus 45% of incidents are youth related, up from 25%) enhanced security provision has been procured by TfGM, on a trial basis until 16 May, at Rochdale, Wigan, Leigh and Bolton interchanges. An eight-weekly meeting has now been scheduled between the TravelSafe partnership and all district neighbourhood Chief Inspectors to ensure better visibility of issues occurring on public transport as well as the Partnership's Tactical priorities.
- 3.37. Significant issues persist at Rochdale interchange, because of ongoing ASB perpetrated by a single known female offender. A wide range of partnership activities and interventions continue to help attempt to address the issues, however an

application for a Criminal Behaviour Order was rejected by the district judge in favour of a Youth Rehabilitation Order.

- 3.38. A meeting took place on the 29 March with the Regional Citizens in Policing Co-ordinator for the North-West, to consider options to re-establish the TravelSafe Employer Supported Policing scheme. All current employers (TfGM, KAM and Stagecoach) have agreed to work with their respective HR departments and confirm whether they are able to continue future participation in the scheme.
- 3.39. A Transport Unit plain clothes operation to target indecency in the male public toilets at Shudehill, led to the arrest of two males on 07 April. Both subsequently appeared in court and received 12-month conditional discharges and ordered to pay victim surcharge and court costs.

## 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%	87.87%	W
<b>Rail<sup>1</sup></b>	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	91.1%	94.6%	S
Northern Reliability (CaSL)	G	N/A	0.9%	I
Northern Right Time	G	N/A	77.2%	s
TPE Punctuality (PPM)	G	92.2	95.8%	S
TPE Reliability (CaSL)	A	N/A	2.1%	I
TPE Right Time	G	N/A	81.2	S
Network Rail Delay Minutes	R	19,700	14,655	S
<b>Bus<sup>2</sup></b>	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	98.40%	W
Commercial Bus Service Reliability	G	97.0%	98.10%	W
Subsidised Bus Service Reliability	G	97.0%	99.50%	I
Network Bus Overall Punctuality	G	80.0%	86.40%	I
Commercial Bus Overall Punctuality	G	80.0%	85.70%	W
Subsidised Bus Overall Punctuality	G	80.0%	90.00%	W
Network Bus Regularity	G	97.0%	98.40%	W
Commercial Bus Regularity	G	97.0%	98.40%	W
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%	88.1%	W
Highways Level of Delay (Average)	G	30.0%	26.8%	W
<b>Network Safety</b>	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Nov 2020)	G	552	545	I
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to April 2021)	A	47	46	I

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

## 5. Preparations for Stage 4 of the Roadmap and Recovery

- 5.1. As of early June, the outcome of the Social Distancing Review and details of Stage 4 of the Government's Roadmap have yet to be confirmed. The Prime Minister is expected to announce plans for 21 June on 14 June and an update will be provided to the Committee about the transport impacts of this announcement at the meeting. The timing and phasing of the interventions and approach set out in this report will therefore also be subject to the status of national restrictions.
- 5.2. TfGM and Operators are developing a range of interventions to build confidence to support GM's social, economic and environmental objectives, attract passengers back to public transport and consolidate and build on significant increases in the number of journeys taken on foot or by bike since the start of the pandemic. This includes enhanced travel planning, visible safety measures and reassurance, flexible ticketing, Business to Business (B2B) and Business to Customer (B2C) engagement and communications.

### Strategic Context

- 5.3. The past 15 months have seen a fundamental change in travel patterns as well as damage to the perceptions of Public Transport. As Greater Manchester recovers from the pandemic, new travel patterns will emerge and against the backdrop of a potential car-led recovery, it is essential for Greater Manchester's ambitions to build back better and our social, economic and environmental objectives that Sustainable Transport is at the heart of this recovery.
- 5.4. TfGM and Transport Operators, working with government and public and private sector partners, have an important role to play to support people to feel confident to travel by Public Transport as they enjoy their freedoms - socialising, seeing friends and family- and make some positive post pandemic changes to their life-style. This also means retaining those already travelling actively (including those who may have travelled for leisure but not wider reasons) and attracting as many people as possible to cycling and walking options as they consider how to travel in future. This approach will not only focus on attracting previous and new users but will also recognise and cater for those – particularly essential workers and those without access to a car - who continue to travel and to ensure that TfGM and operators work together to respond to the challenges and opportunities of new and fluctuating travel patterns to provide reassurance and confidence that public transport and active travel are safe, convenient, and able to cater for their needs.
- 5.5. TfGM and operators have been working to support people to travel safely and to provide reassurance through the first stages of roadmap. The transition from reassurance to confidence will start immediately following Stage 4 unlocking.
- 5.6. To inform this work, TfGM are conducting passenger travel and attitude surveys for the rest of 2021, which will support our understanding of real and perceived barriers for GM residents to inform our interventions, messaging and engagement.

5.7. Headline results from representative telephone survey of approximately 2,000 GM residents conducted just prior to 12 April 2021 follow.

- GM residents anticipated making increased volumes of trips across all trip purposes (but especially growth in trips for newly permitted purposes), destinations and modes, following easing of restrictions in the 12 April step in the roadmap.
- Opportunity to shape travel to work patterns before habits become established. Early indications in April of working from home easing and commuters travelling at similar times to pre-pandemic. Around a third of GM residents have flexibility to change the time of their commute to/from work. Less flexibility in choice of mode to travel to work.
- Residents are more worried about catching coronavirus while travelling on public transport, compared to other activities; particularly if they are not fully vaccinated. However, this is only marginally worse than levels of worry about catching coronavirus at a shop or restaurant. Women, young people, and those not yet vaccinated all exhibit more worry about catching the virus while using public transport. However, they are all more likely to be encouraged to use public transport as a result of the given interventions.
- Key aspects to encourage public transport use were around people social distancing and wearing a face covering while travelling; deep cleaning of vehicles; and information about levels of crowding.
- Encourage those who expect to use public transport to do so, by making sure they know about the measures in place to reassure passengers, especially deep cleaning of vehicles and what behaviours are expected.
- The potential ticketing options offered to survey respondents had ubiquitous appeal with capped contactless ticketing, that gives the best fare for the travel they make, being the most popular proposition. The proposed ticketing options particularly meet the needs of train users and those likely to be adversely impacted by the pandemic.
- Opportunity to promote walking for other trip purposes (utility walking), to build on the interest in leisure walking.
- Clear need to improve experience and perceptions of safety from road traffic for cyclists. Opportunity to promote good cycling infrastructure locally, to help overcome some road danger fears.

5.8. In response to these findings and national research including ongoing surveys conducted by Transport Focus, TfGM and operators are continuing to develop and evolve our approach to support people to travel actively and to return to public transport. This includes:

- An ongoing focus on demonstrating how transport operators are providing a safe environment for public transport and active travel. For public transport, this includes an increased presence of people to support customers, the

enhanced cleaning regimes and ventilation. This continues to be important to passengers and prospective passengers with cleaning and enforcement activity and messaging central to increasing confidence. For active travel, promoting walking and cycling for different types of journey will continue, as will the promotion of GM's investment in infrastructure. This also incorporates information to promote safe travel by taxi and private hire, particularly for leisure trips.

- Refreshed and targeted journey planning information to support employees and employers – the latter with a focus on transport as part of working differently post-pandemic.
- Promoting Metrolink Flexible Ticketing options to align with new travel, particularly work, patterns as well as those who are continuing to travel five days a week. This includes a refreshed Metrolink 'Clipper' offer with 10 travelcards for the price of nine and an extended validity period from four to eight weeks recognising future travel may see people travelling on Metrolink one or two days a week. Clipper is now available from PayPoint stores, so is inclusive for those who prefer to pay with cash. This will support those who may travel one/two or three days a week. TfGM is also piloting a new corporate Clipper ticketing offer with upfront payment via employers rather than directly to customers. The outcome of this pilot will inform future ticketing offers via corporate clients and a wider group of employers. Weekly capping options for Metrolink will also form part of the product suite.
- Government has announced that Rail flexi-seasons are being introduced as an alternative option to traditional season tickets, giving customers more flexibility to travel at a time of their choice and offering savings for passengers travelling 2 – 3 days per week during peak times.
- For Active travel, TfGM is enhancing the active travel information available to customers as well as actively promoting the rolling delivery of Active Travel Fund and Mayor's Challenge Fund schemes that will build confidence and ultimately result in an overall increase in the number of trips with a particular focus on integration with the public transport network. Key interventions after stage 4 of the roadmap will be the ongoing rollout of school streets, signal schemes focused on facilities for active travel and promotion and engagement on cycle parking grants.
- A sustainable transport offer for business/employers to influence demand and support GM's recovery has been developed, informed by sector engagement and ongoing dialogue through GM frameworks, including Business Representative Organisations. This has been designed to help ensure that the way people return to the workplace is being considered as part of the employers planning activities and the tools are in place to support that effectively. We are ensuring that the full capacity of the public transport network is being utilised through hybrid working models, and that as a result, employees can return to a public transport commute or start commuting by active travel with confidence to mitigate a car-lead recovery and the resulting economic/ environmental impact. This will be supported by a targeted programme of events to provide information and advice with public sector

partners and business leaders to promote sustainable travel options and facilities for the return and the economic benefits of spreading the peak including Active Travel Grants.

- A Confidence/Welcome Back Campaign will build on the existing reassurance campaign that has been deployed at each stage of the Roadmap so far and which aligns with recovery campaigns being delivered by GM partners. It will commence from Step 4 of the Roadmap through to December and will act as an umbrella for key announcements relating to interventions such as flexible ticketing, leisure travel, business and employer offers and advice and guidance. initial phase of the campaign will focus on a continuation of reassurance, safety, travel demand and spreading the peak but will introduce more targeted messaging to promote sustainable travel for leisure, for work, for essential services.

5.9 Further updates on these interventions and the residents travel survey will be reported to the Committee throughout the municipal year.

# APPENDIX A

## 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	RED if above target. AMBER if equal to target.

<b>Measure</b>	<b>Description</b>	<b>RAG thresholds</b>
	than one minute later than its advertised time.	GREEN if below target.
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%

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>