

Greater Manchester Transport Committee

Date: 20 August 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 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

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 to the fourth 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.

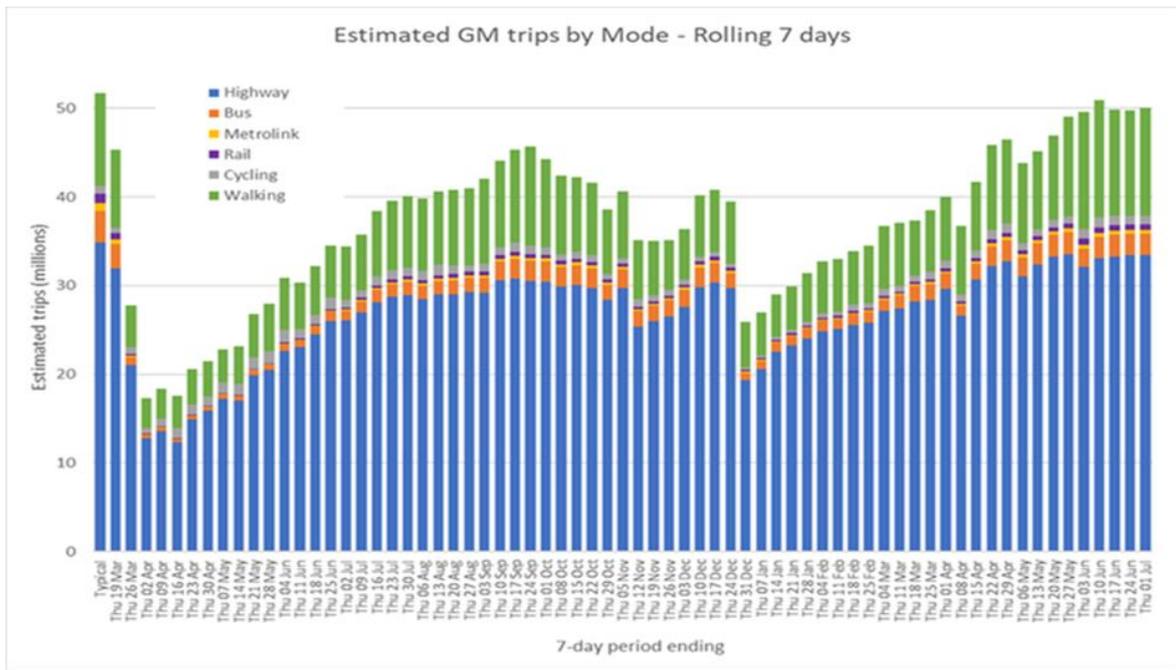
2. OVERALL NETWORK PERFORMANCE SUMMARY

- 2.1 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 remained at a low level. However, there was an increase in enquiries following the decision to make face coverings a condition of carriage on Metrolink following from July 19th.
- 2.2 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.
- 2.3 On 22 February the government set out it's "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.
- 2.4 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.
- 2.5 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.
- 2.6 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.

- 2.7 During May and June, there was a marked increase in the Delta variant across Greater Manchester and the UK. The Government responded by delaying step 4 of the road map from 21 June to 19 July.
- 2.8 During June, there was an estimated 215.6 million trips across the Greater Manchester transport network. This was 5.2% (10.7m) higher than May (204.8m), 55% higher than June 2020 (139m), however, 3% fewer than June 2019 (222m).
- 2.9 The average daily trip total for June was 7.2 million, which is 8.7% higher than May (6.6 million).
- 2.10 Trips on the Highway accounted for 66% of trips during June (142.7 million).
- 2.11 Public transport accounted for 6.9% of all trips (14.8m), which is 6.1% higher than May (14.0m) and is 40% below June 2019.
- 2.12 Active travel accounted for 27% of all trips during June. During the month there were 4.6 million cycling trips which represents a 22% increase from May. This is an estimated 4% below June 2020 but 17% above June 2019. There was a 20% increase in walking trips (53.5 million) when compared to May (44.6 million). The easing or restriction from May 17 and dryer, warming weather contributed to the overall active travel month on month increase.
- 2.13 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.
- 2.14 As we prepare to have remaining restrictions lifted on 19th July, data from June and preceding months would suggest that there has been a change in travel behaviour. With total trips less than 3% below pre-pandemic typical levels, trips on public transport are still 40 – 50% below. This would suggest that there has been a change to car, cycling or walking.
- 2.15 Figure 1 overleaf provides graphical details on the modal split of trips.

Fig 1: Network Modal Trip Split (March 19 – June 21)



2.16 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 – June 21)

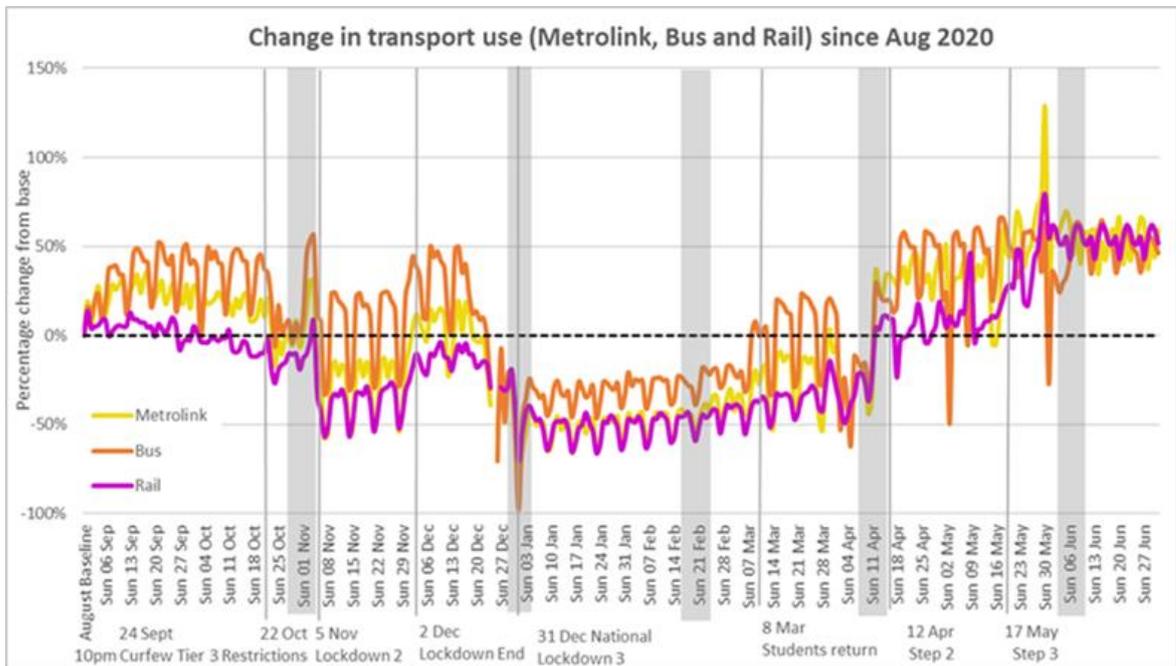
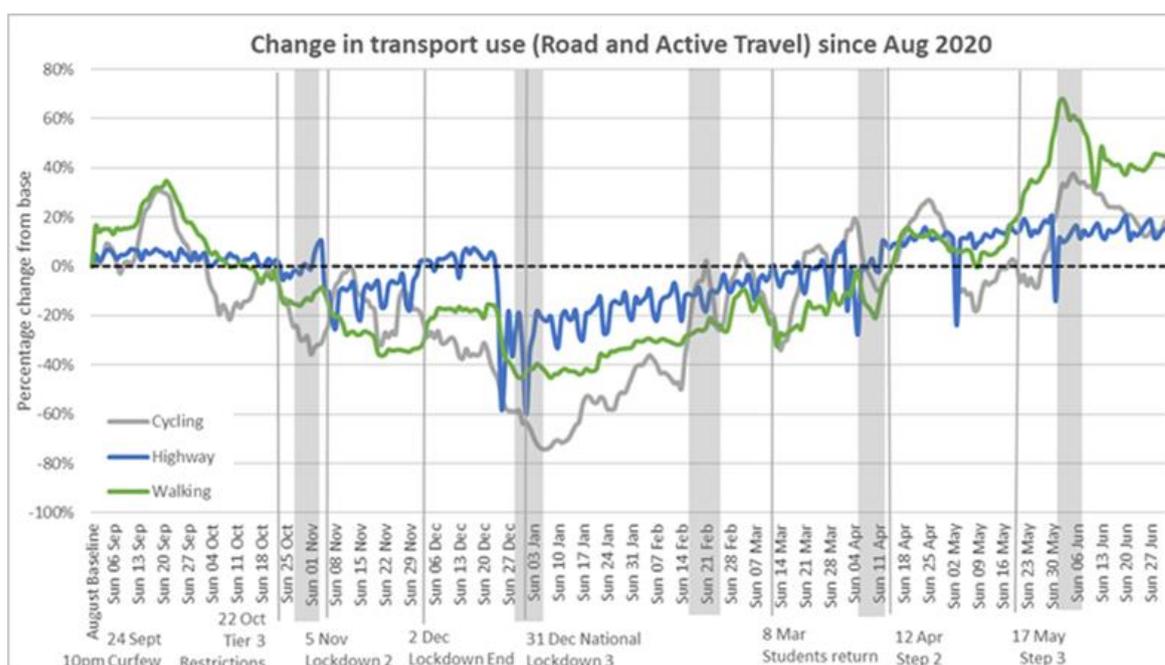


Fig 3: % Change on Road & Active Travel (September 20 – June 21)

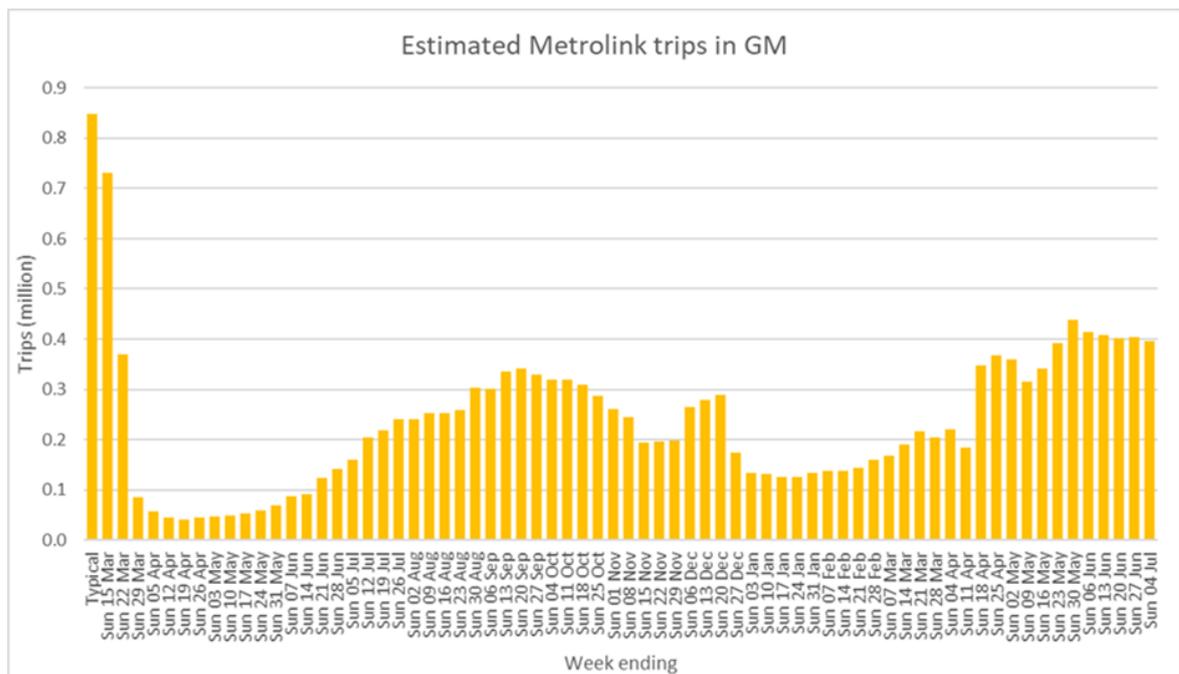


3. NETWORK OVERVIEW

Metrolink

- 3.1. During June all available trams were deployed across the network (0600-1900) at 10-minute intervals with the maximum number of doubles (roughly two-thirds). Services outside of these hours had 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 screening events at EventCity in June, which saw a limited return of spectators at events.
- 3.2. The Metrolink timetable was changed on 5th July as the next step in returning the network to pre-covid services. The core 12 minute service was restored all day long, significantly increasing off-peak and weekend capacity, with additional peak services on most routes.
- 3.3. However, recent weeks have been extremely challenging for Metrolink. Driver availability has been poor arising from test and trace self-isolation instructions. Up to 20% of the front line workforce has been absent at some points. A scalable service of a flat 12-minute frequency Monday to Saturday will operate from 6 August with double trams allocated to meet demand. It is anticipated that the peak six-minute service will be re-introduced by early September to meet the return to school demand.
- 3.4. Patronage has returned to circa 45% of pre-covid levels and is anticipated to rise to 70% towards the end of year.

Fig 4: Weekly Metrolink Trips



3.5. Performance of services through June was poor, several incidents resulted in short term disruption. The most notable impacting events were;

- Tuesday 1 June: During the AM peak, a road traffic collision between a tram and a car at Exchange Quay resulted in delays to services.
- Wednesday 2 June: A road traffic collision between a tram and car at Holt Town resulted in no services between Piccadilly and Clayton Hall during the mid-morning period. Ticket acceptance was in place during this time.
- Wednesday 9 June: an underground explosion on Balloon Street in the city centre resulted in extensive damage to cables, which had a knock-on impact on the signalling systems on the Altrincham line. For safety reasons the service was reduced to 20 minutes.
- Saturday 26 June: an overhead line issue at Queens Road at 16:18 resulted in ticket acceptance of services on the Bury line at Abraham Moss. Works were carried out overnight and normal services resumed on Monday.
- Additionally, throughout the European Championships, England matches were screened at Event City on the Trafford Park Line. Football fans caused damaged to numerous trams on each occasion, which resulted in lower vehicle availability.

Planned Engineering Works

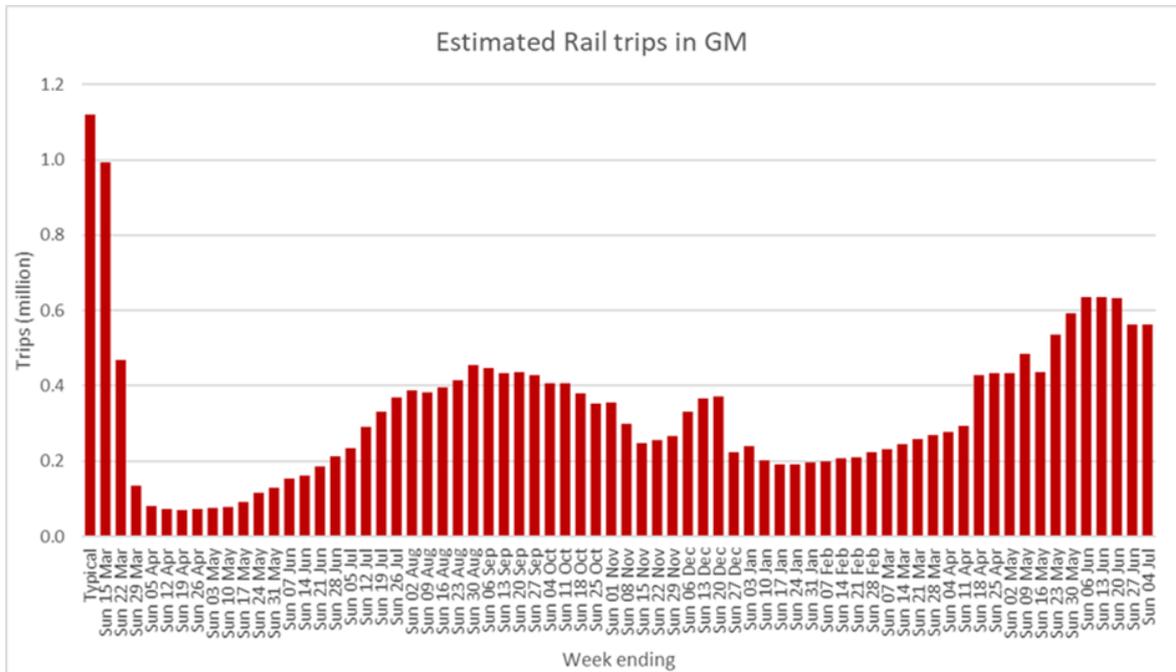
- 3.6. The programme of planned maintenance and renewal work is continuing over the summer, with works focused on safety and performance critical activities such as track renewal. The following is currently planned, with weekends and times selected so as to minimise the impact on customers and residents and to make the most of planned Network Rail works at Victoria station.
- **19 July to 16 August:** Eccles curves renewals. Replacement bus service between Eccles and Piccadilly via MediaCityUK. Due to difficulties found with the concrete track support structure, these works were extended from the original date of 1 August.
 - **31 July to 9 August:** Victoria track renewals. 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:** Victoria track renewals, 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, Bus replacement between Queens Rd/Monsall to Victoria and Piccadilly and changes to city destinations for East Didsbury and Airport services.

Rail

- 3.7. Footfall at Piccadilly Station during June (shown in figure 5) was 1.7 million, which is 226k (14%) higher than May (1.5 million). This equates to around 60,000 passenger movements per day, Whilst this is 529% higher than June (529k) it is 47% below June 2019 (3.4 million). For Northern, reported rail patronage across Central and West services now stands at around 55% off pre-Covid levels, with TPE at just below 50%
- 3.8. Face covering compliance amongst rail passengers remained stable with compliance levels on Northern services at around 80-85%. A number of BTP days of action at Manchester central stations were carried out. Nationally, directions to leave were at 8% of interventions, however just 0.5% of interventions resulted in fixed penalty notices being issued. TfGM continued 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 until the 19th July from when strongly worded messaging will be used to encourage passengers to continue to wear face coverings.

- 3.9. Operational performance of rail services remains high, with Northern Rail’s PPM at almost 91% and CaSL at 2.0%. TransPennine Express PPM is at 94.9%, with CaSL at 2.5%.

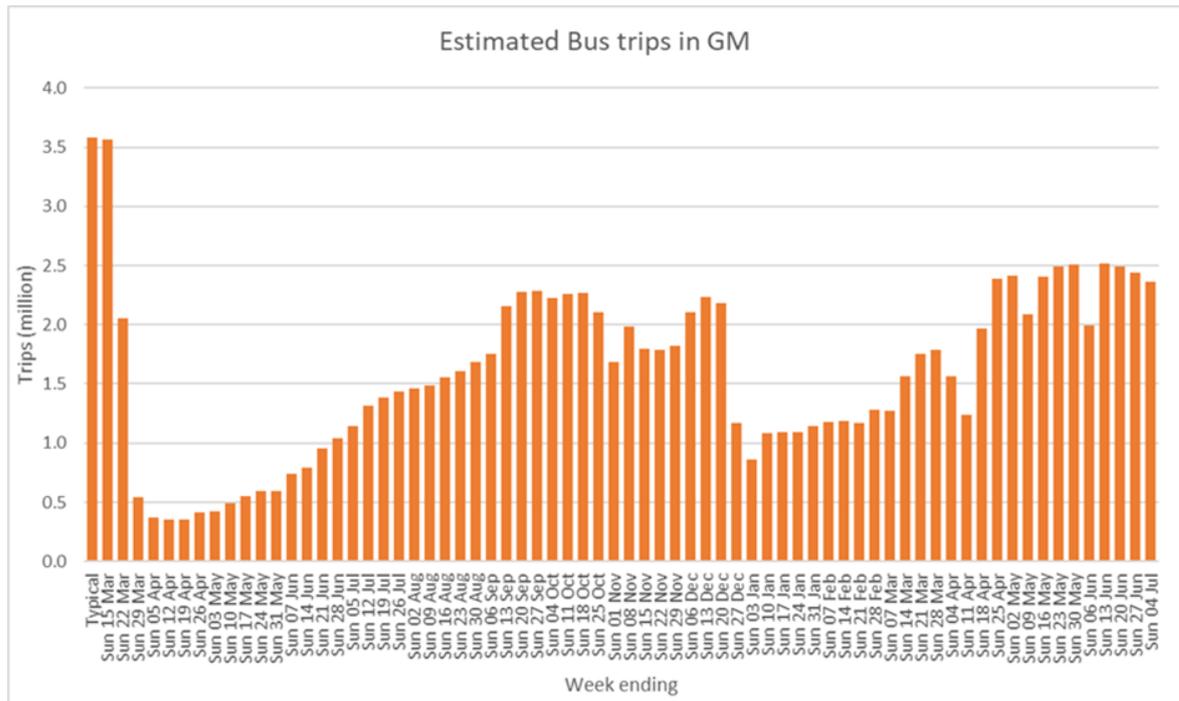
Fig 5: Weekly Rail Footfall (Manchester Piccadilly)



Bus

- 3.10. Operating mileage is now at 100% of pre-Covid service levels, and whilst driver levels across operators remains a concern this has been mitigated by the service reductions as a result of the school holidays and the removal of the duplicate routes.
- 3.11. During June bus patronage was 9.0 million, which was a 3.7% increase from May (8.6m). This was 169% above June 2020 (3.3m), however, 37% below June 2019 (14.5m). The average daily passenger trips during June was 300k, 7% higher than May (280k), however, not as high as June 2019 (484k).
- 3.12. There was only one incident of note that impacted the bus network; Due to a police incident relating to a vulnerable person on the Mancunian Way bridge over Oxford Road on Sunday 27 June, local city centre services were subject to delays and diversions as both Oxford Road and the Mancunian Way were closed in both directions, causing delays of up to 30 minutes

Fig 6: Weekly Bus Trips

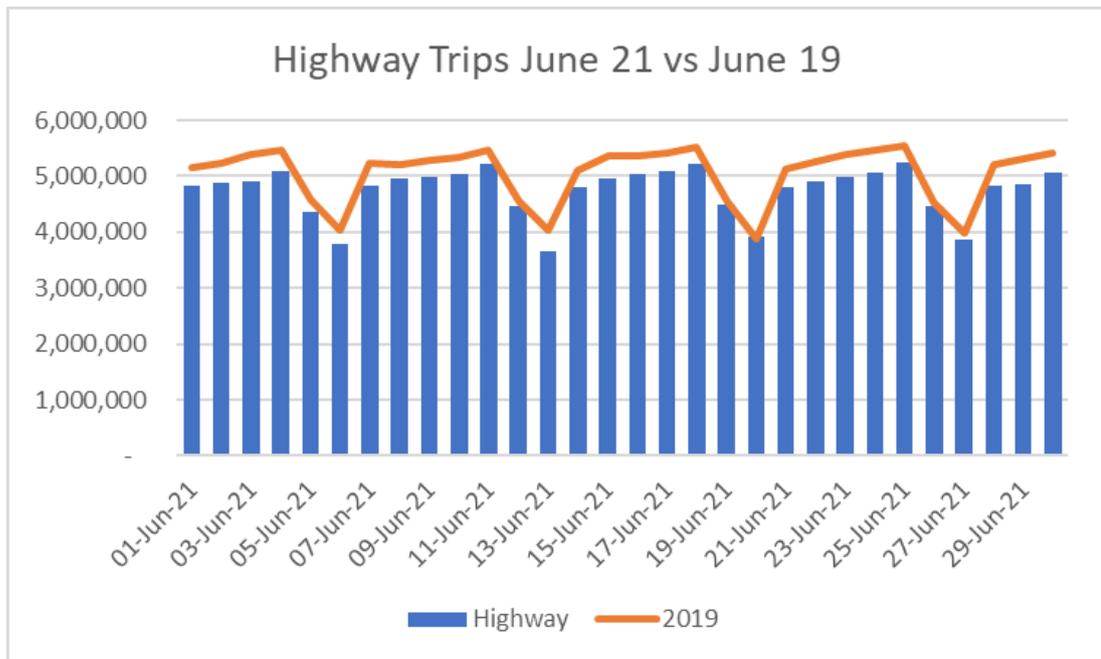


3.13. Face covering compliance remains high at c.90%.

Highways

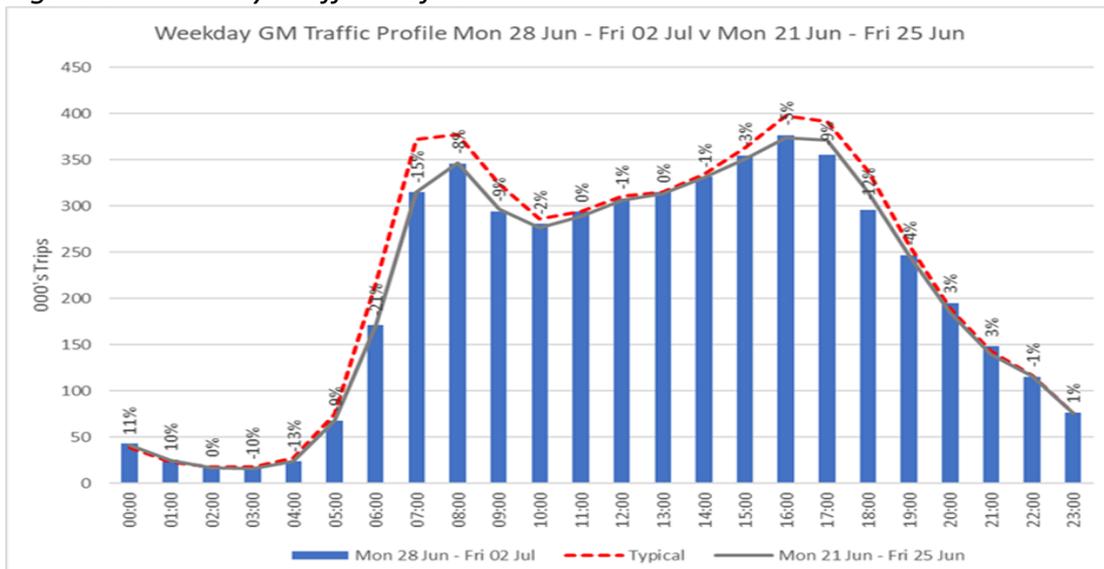
- 3.14. There were an estimated 142.7 million trips on the highway network during June 2021. This is 0.02% higher than the previous month (May 142.6m) and 4.15% fewer than June 2019 (148.8m).
- 3.15. Trips on the highway network accounted for approximately 67% of all trips made in GM during June, This is broadly in line with the pre-pandemic average (67%) and is lower than June 2020 (75%) and May 2021 (70%).
- 3.16. Throughout June the number of daily trips plateaued. The 25th June was the busiest day with 5.23m trips, just below the pandemic high of 5.3m (28th May). Continued Covid restrictions and the rise in the Delta variant were in part responsible for the flatlining of Highway volumes during June.
- 3.17. As with pre-Covid trends, Friday remains the busiest day on the highway; the average number of trips on a Friday during June was 5.5m with Thursday average at 5.4m, Wednesday 5.3m, Tuesday 5.2m and Monday, the lowest, average at 5.1m. Saturday and Sunday were 4.5m and 3.9m respectively.
- 3.18. Figure 7 shows average daily trips across Greater Manchester for June 2021 in comparison to June 2019.

Fig 7: Daily Highway Trips



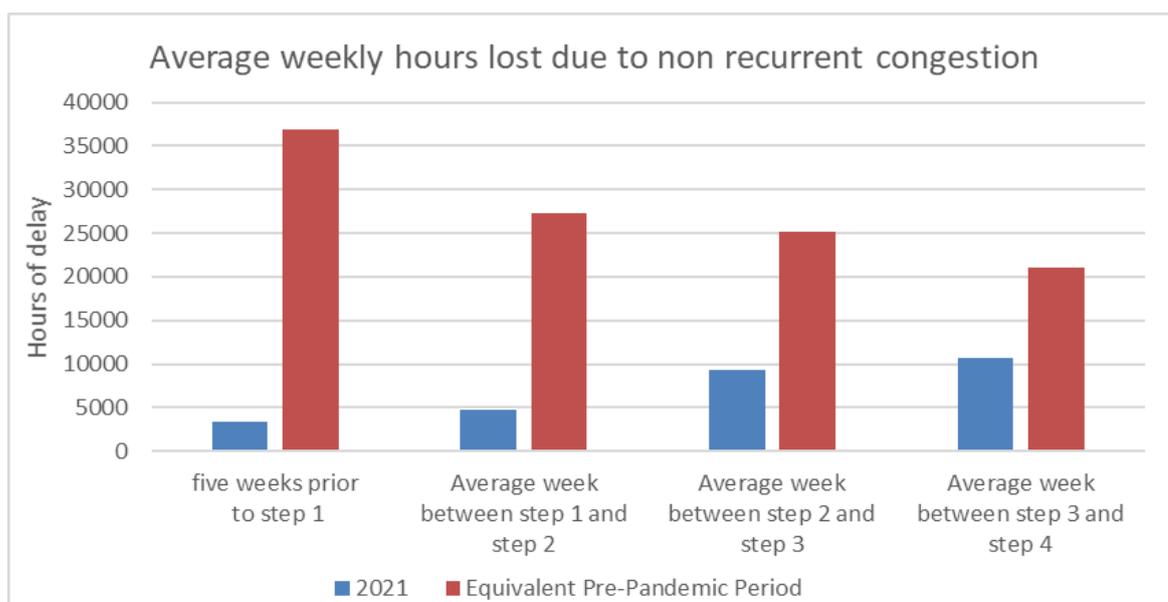
3.19. As trips have returned to the highway network the traffic profile has returned to a similar state as its pre pandemic distribution as shown in figure 8 overleaf.

Figure 8: Weekday Traffic Profile



3.20. Monitoring of congestion resulting from unexpected delays (including incidents and events) shows there was an estimated 10,800 vehicle hours lost per week to non-recurrent congestion since the easing of restrictions on 17 May. This is a 49% below the equivalent period prior to the pandemic but 215% above average weekly delays during the five weeks between prior to step one on 8 March. Both prior to the pandemic and throughout the government's roadmap out of lockdown roadworks have been the main contributor to delays.

Fig 9: Non-Recurrent Congestion



3.21. For the rolling 12 months up to the end of January 2021, the Killed and Seriously Injured (KSI) casualties on GM roads are 484 against a predicted 579 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

3.22. The introduction and subsequent changes to restrictions intended to help control the spread of COVID-19 have had a significant effect on how people access and use the multi-modal transport network across Greater Manchester.

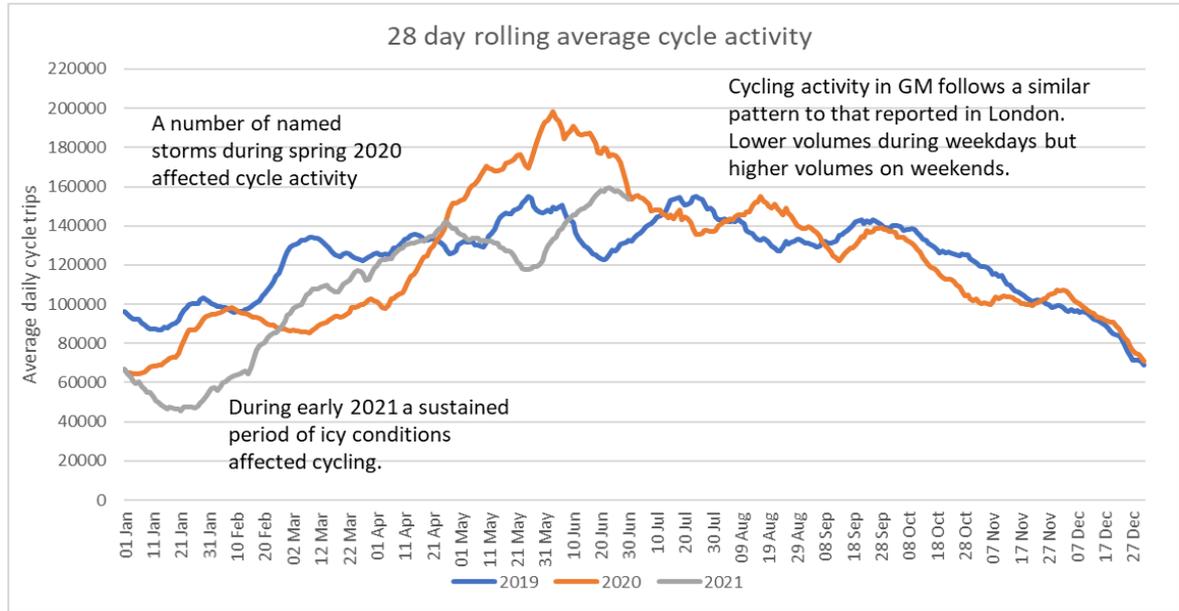
3.23. Public transport usage reduced substantially following the introduction of restriction on movements and government advice to avoid using public transport where possible. And despite the early recovery and perception that private vehicles offer a lower risk option highways activity is still approximately 5% below levels prior to the pandemic. While the pandemic has made individual modes more appealing GM residents have identified alternatives to motorised transport and data suggests a new momentum for walking and cycling.

3.24. While cycle activity is slightly below the highwater mark set during the heatwave of the first national lockdown the current level of cycle activity is estimated to be 20% above the same period in 2019 with a number of count sites showing increases of 50% or more with weekend cycle activity estimated to be 62% above the same period in 2019.

3.25. Walking is the second most popular mode of transport in GM and data suggests it is growing in popularity. The guidance to stay local has had an effect with the number of short neighbourhood trips (of less than 2 miles) up 10% across GM with a number of areas seeing substantial increases (such a trips to and from

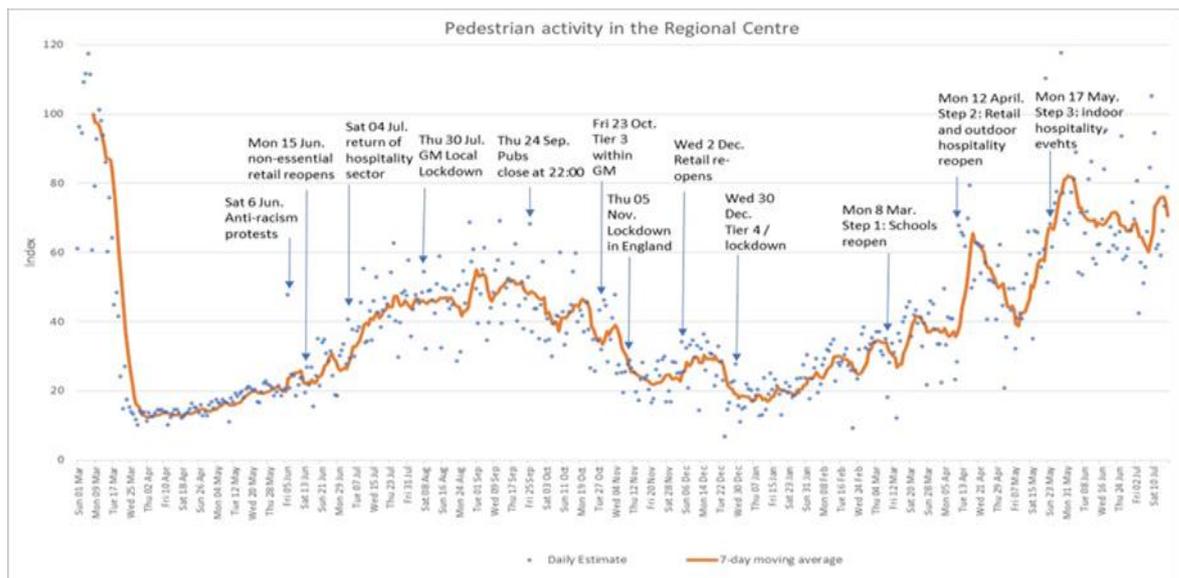
Bury district centre up 50%). Data for TfGM's network of pedestrian counters shows a 40% increase in walking activity (5). While this sample is not representative of the whole of GM it shows that locally at least there are encouraging signs of changing attitudes to transport and health. Additionally, this data is being used to provide insights that shape and target areas that have shown a propensity for short trips and activity travel to encourage walking and cycling activity.

Fig 9: 28 Day Average Cycling Trips



3.26. Following the third step in the government roadmap on 17 May there has been an increase in pedestrian activity in the regional centre. Prior to step 4 of the roadmap footfall in the regional centre was approximately 70% of pre-pandemic levels.

Fig 10: Pedestrian Activity in Regional Centre

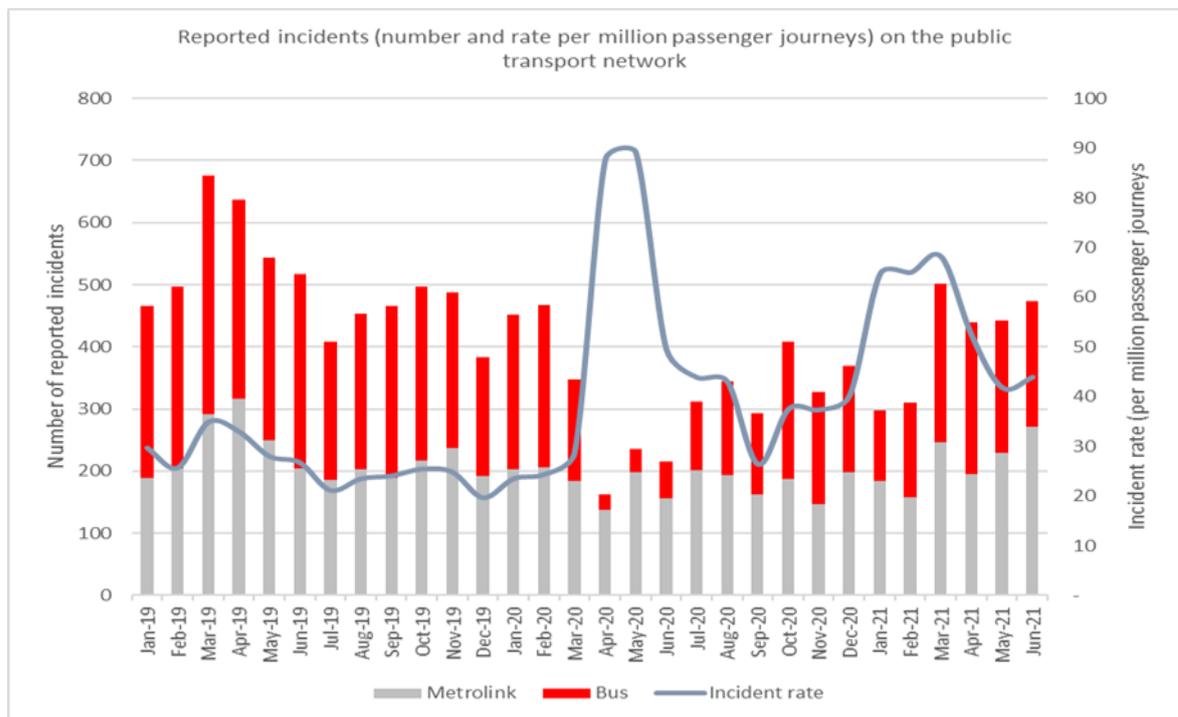


Crime and Anti-Social Behaviour (ASB)

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

- 23 incidents per million passenger journeys on Bus (up from 16 during the 12 months to June 2020),
- 173 incidents per million passenger journeys on Metrolink (up from 68 during the 12 months to June 2020), and
- The average for Bus and Metrolink combined was 45 incidents per million passenger journeys (up from 26 during the 12 months to April 2020).

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



3.28. During the five weeks to 23 June 2021 incidents on the bus network were down 14% on the previous five-week period. While the reduction has largely been driven by a reduction in “youth” related incidents (down 25% on the previous five-week reporting period) currently 36% of recent incidents on the bus network are youth related compared to 25% during the same period in 2019.

Trend for higher proportion of reported incidents to be at Bus Stations is persisting. 63% of reported incidents were at bus stations during the last five weeks. During the same period in 2019 it was 39%

3.29. Following a similar trend to Bus there has been a reduction in the percentage of reported incidents that are “youth” related (down from 41% to 36%). However, and again in line with bus, this is above the same period in 2019 when 17% of incidents were “youth” related.

- 3.30. There has been an increase in lower impact reported incidents including Harassment & Intimidation (Bury and City Centre), interference with network operations (Oldham & Rochdale and Airport Lines) generic ASB (no specific pattern). Additionally there has been an increase in higher impact incidents Assaults (City Centre and Oldham & Rochdale)
- 3.31. At the TravelSafe tactical group meeting held on 30 June 2021 the following priorities were identified:
- Bury Interchange due to an increase in the number of reported incidents including assaults, weapons incidents and thefts. Following a similar pattern to Wigan and Rochdale with a number of known individuals regularly causing issues.
 - Leigh Bus Station. At Leigh bus station 54% are youth related. Leigh also saw an increase in the number of reported incidents including reports of drug use. Additionally with summer months ahead there is a risk of incidents on the guided busway (as seen in 2019).
 - The Metrolink Oldham and Rochdale line continues to see a high number of reported incidents. 22% of reported incidents on the Metrolink network occurred on the Oldham and Rochdale line. Over the same period the ORL carried approximately 8% of passengers on the network.
 - Regional centre. During 2020 the summer months saw the highest numbers of reported incidents in the regional centre across all modes. There will be similar factors in effect this year (easing of restriction, school summer holidays/increase in youth ASB) which suggest the regional centre may again be a hot-spot.

4. FORECASTING SUMMER AND AUTUMN

- 4.1. Throughout June, TfGM's Network Intelligence team have been working through data and intelligence to understand the impact of Step 4 across the highway network over the summer and September to identify and address new behaviours emerging from the pandemic.
- 4.2. By using the data available from the highways sensors we have identified an increase in through trips using the inner ring road (these are trips that use the inner ring road but do not come into the regional centre itself).
- 4.3. The data suggests that there has been a 4% decrease in the number of vehicles using the inner ring road but a 43% reduction in the number of these that actually go into the regional centre. In real terms this means there are approximately 105,000 additional vehicle movements per week using the inner ring road to cut through. There are a number of factors contributing to this including the quicker journey times for through movements due to improvement scheme (Regent Road and Great Ancoats Street) and a smoother traffic profile attracting trips through rather than around,

4.4. Keeping traffic out of the regional centre is one of the reasons the inner ring road was built. However, this increase in through trips presents a potential issue for a number of reasons including:

- As events (and potentially/eventually commuters) return to the network congestion will increase affecting journey times, air quality, the attractiveness of active travel etc.
- While some schemes have delivered improved capacity at specific locations the increase in traffic may simply shift the problem to the next pinch point downstream.
- We have a number of major schemes in and around the inner ring road through the summer.

4.5. **Actions to Consider**

- Manage the congestion issues locally/specifically. For example: The Regent road scheme has delivered capacity for east-west movements, we should target those making north-south movements.
- Encourage the use of the M60 for cross conurbation trips, possibly using an event as the catalyst for targeting and messaging.
- Acknowledge the through trips but promote active travel and public transport options for those coming into the City.

4.6. **About the Data**

- Change in traffic volumes is derived from Automatic Traffic Counters at three locations on the Inner Ring Road (Mancunian Way, Great Ancoats Street and Trinity Way).
- Through trips have been identified on the inner ring road passive sensors (orange points below) but not captured by the city centre passive sensors (magenta points below).

4.7. **Results**

- 4% reduction in traffic.
- 43% reduction in trips using the ring road that go into the regional centre.
- 13% increase in through trips.

Figure 12 Sensor Location



5. NETWORK PERFORMANCE SCORECARD

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	91.4%	S
Metrolink Operated Milage	A	99%	96.4%	W
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	93.1%	90.9%	W
Northern Reliability (Cancellations)	G	N/A	2.1%	W
Northern Right Time	G	N/A	71.4%	W
TPE Punctuality (PPM)	G	90.1%	94.9%	I
TPE Reliability (CaSL)	G	N/A	2.5%	I
TPE Right Time	G	N/A	77.2%	I
Network Rail Delay Minutes	G	25,416	20,444	W
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	97.60%	W
Commercial Bus Service Reliability	G	97.0%	97.30%	W
Subsidised Bus Service Reliability	G	97.0%	98.90%	I
Network Bus Overall Punctuality	G	80.0%	88.50%	I
Commercial Bus Overall Punctuality	G	80.0%	88.20%	I
Subsidised Bus Overall Punctuality	G	80.0%	89.60%	W
Network Bus Regularity	G	97.0%	97.16%	W
Commercial Bus Regularity	G	97.0%	97.16%	W

Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	89.8%	I
Highways Level of Delay (Average)	A	30.0%	29.7%	I
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Nov 2020)	G	579	484	I
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to April 2021)	A	45	45	S

Several KPIs suspended as a result of Covid-19

See Appendix A for glossary.

Reporting Periods: This report covers June/July 2021

Trend key: W = Worsening, S= Stable, I = Improving

6. RECOVERY CAMPAIGN

In response to the delay in moving to Step 4 of the roadmap from June to July 19th, the timings of planned interventions and campaign activity to support recovery (as outlined in detail in the June report) were reviewed.

Throughout the remainder of June and July a hybrid campaign focused on safety and reassurance messaging and in particular, a focus in messaging around the continued use of face coverings following changes to government guidance. In parallel, engagement with business/ employers to influence demand and support GM's recovery was launched, informed by sector engagement and ongoing dialogue through GM frameworks, including Business Representative Organisations. This provided information and advice to promote sustainable travel options and facilities for return to work and the economic benefits of spreading the peak, including Active Travel Grants and launch of a virtual platform for employers with advice, support and tools.

The retimed Confidence/Welcome Back Campaign 'It's Time' will launch on 23rd August. The first two weeks (It's Time... To Make Plans) will build on the reassurance and safety including face coverings, travel demand, spreading the peak, and planning for return messaging that we have been running throughout June and July. This will move to more targeted messaging to promote sustainable travel for work, education, essential services and leisure with 'It's Time... to Think Differently' promoting more active choices and changes to behaviour patterns, and It's Time... To Keep Moving' encouraging people not to fall into old habits/keep moving with new travel options. This will be supported by the launch of flexible ticketing interventions including, for example, Bee Daily and Bee Weekly.

The umbrella 'It's Time' campaign will run until December but given the need to be agile and adapt to the changing national and local picture will run with this first phase six-week campaign. This will also allow us to review and understand where we are in respect of patronage and revenue growth and where we will need to focus our efforts, in terms of further interventions and campaign activity from September onwards.

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 than one minute later than its advertised time.	RED if above target. AMBER if equal to target. 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.

Measure	Description	RAG thresholds
Bus Service Reliability	Scheduled Service Reliability – measured by the percentage of observed bus departures from a given location compared to the service provision promised to the public.	GREEN if equal to or above the target. RED if below target.
Bus Overall Punctuality	Scheduled Service Punctuality – measured by the percentage of ‘on-time’ observed bus departures from a given location. The definition of an on-time departure is one which is between 60 seconds early and 5 minutes and 59 seconds late, inclusive.	GREEN if equal to or above the target. RED if below target.
Bus Regularity	Frequent Service Regularity – measured by the percentage of occasions where the gap between services is either over 2 times the service headway, or 10 minutes, whichever is the larger number. Service Regularity encapsulates both the reliability and punctuality aspect of a frequent service.	GREEN if equal to or above the target. RED if below target.
Highways Journey Time Reliability (JTR)	% of highway journeys completed within an ‘acceptable journey time’, defined as the typical journey time +25%.	GREEN > = 90% AMBER 80-90% RED < 80%
Highways Level of Delay (Average)	The difference between the typical journey time (median) and the optimum journey time (5th percentile) during the peak period.	GREEN < 30% AMBER 30-50% RED >= 50%
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. (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.)