

GREATER MANCHESTER TRANSPORT COMMITTEE

Date: 15 October 2021
Subject: Transport Network Performance Update
Report of: Bob Morris, Chief Operating Officer, TfGM

PURPOSE OF REPORT

This report provides a summary overview of Transport Network Performance in Greater Manchester. More detailed performance reports for bus, rail and Metrolink networks are presented at subcommittees.

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

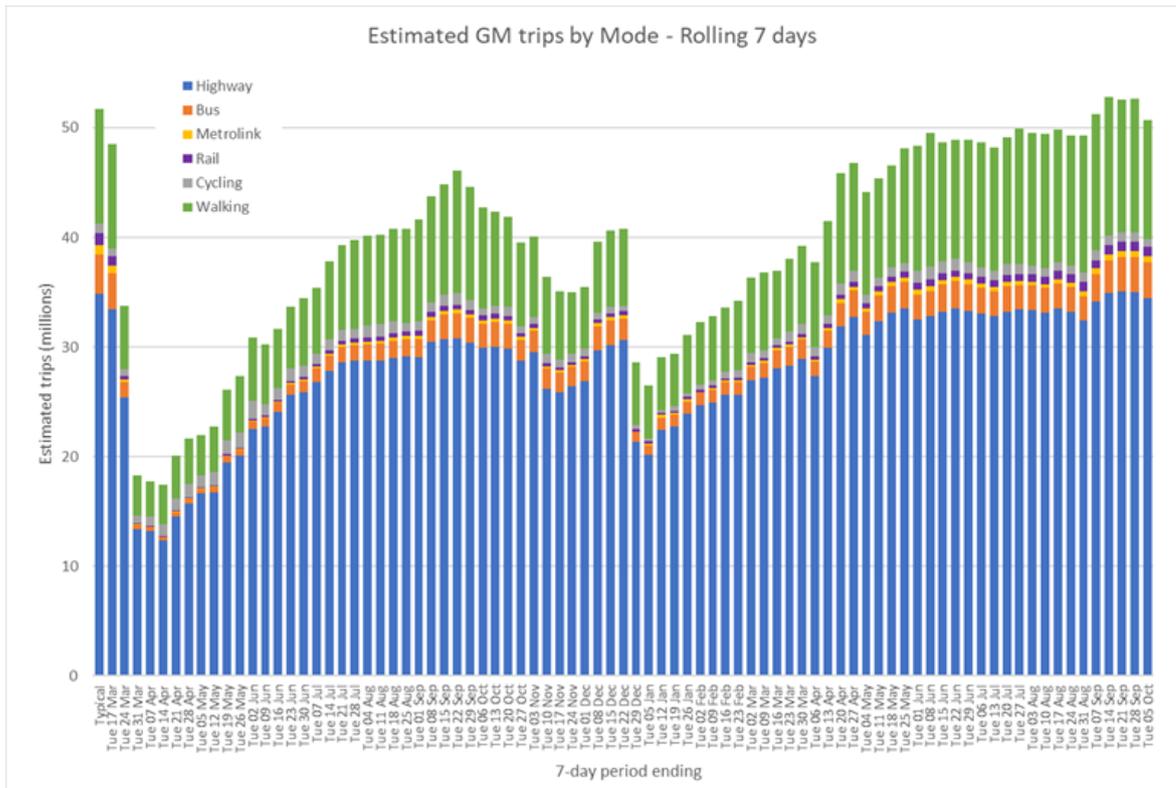
- 1.1. The Greater Manchester Transport Committee has a key role to oversee the provision of transport services on behalf of residents, businesses, and visitors. This includes the performance of Metrolink, Bus and Rail Operators and the Strategic Highways Network. The Committee also oversees the move towards an integrated transport network for Greater Manchester, as set out in the 2040 Transport Strategy.
- 1.2. This report covers performance across all transport modes in Greater Manchester.
- 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 The detail contained later in this report covers the key highlights relating to performance of transport modes during August 2021, noting that the relevant subcommittees receive detailed reports on Bus, Rail and Metrolink performance.
- 2.2 During August, there was an estimated 216.0 million trips across the Greater Manchester transport network. This was 0.45% (958k) higher than July (215.1m), 21% higher than August 2020 (177m) and 0.18% higher than August 2019 (215m).
- 2.3 The average daily trip total for August was 6.97 million, which was 0.60% higher than July (6.92 million).
- 2.4 Trips on the Highway accounted for 67% of all trips during August (145 million).
- 2.5 Public transport accounted for 5.8% of all trips (12.5 million), which is 1.9% higher than July (12.2 million) and is 43% below August 2019.
- 2.6 Active travel accounted for 26.6% of all trips during August. This is an estimated 3% above August 2020 (23%) and 2% above August 2019 (24%).
- 2.7 September saw significant increases in patronage as education trips returned and more employees returned to the workplace. The impact of these changes in behaviour together with the return of large scale events on the network has seen highways volumes return to pre-pandemic levels.

2.8 Figure 1 below provides graphical details on the modal split of trips.

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



2.9 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 – October 21)

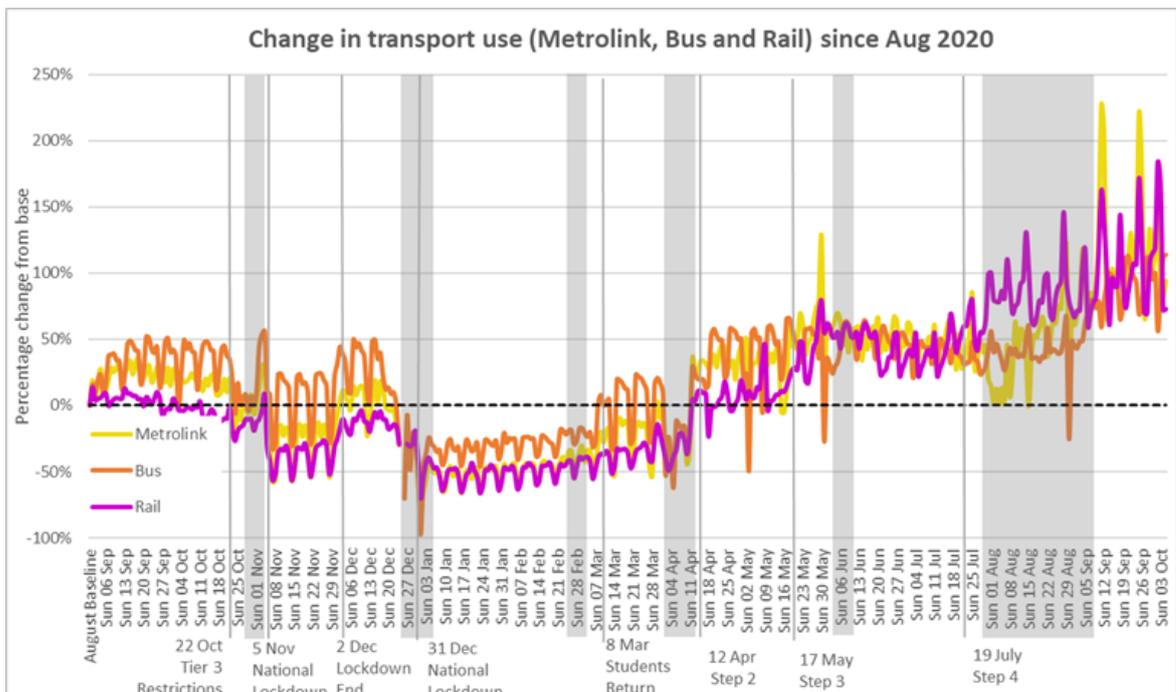
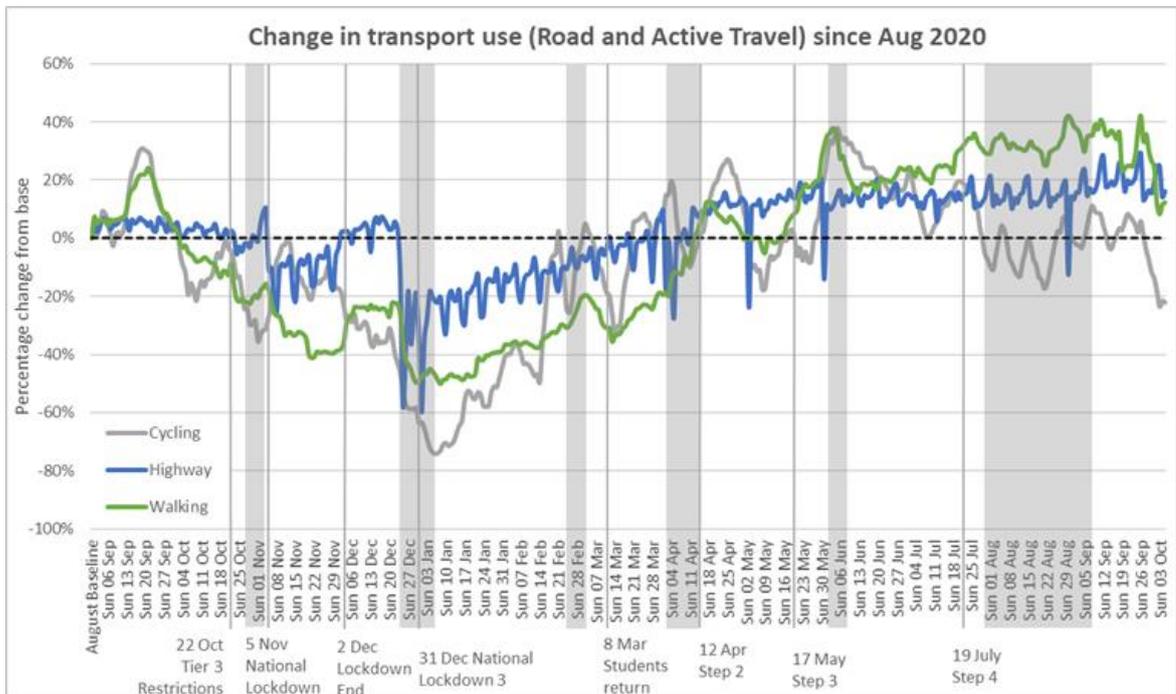


Fig 3: % Change on Road & Active Travel (September 20 – October 21)

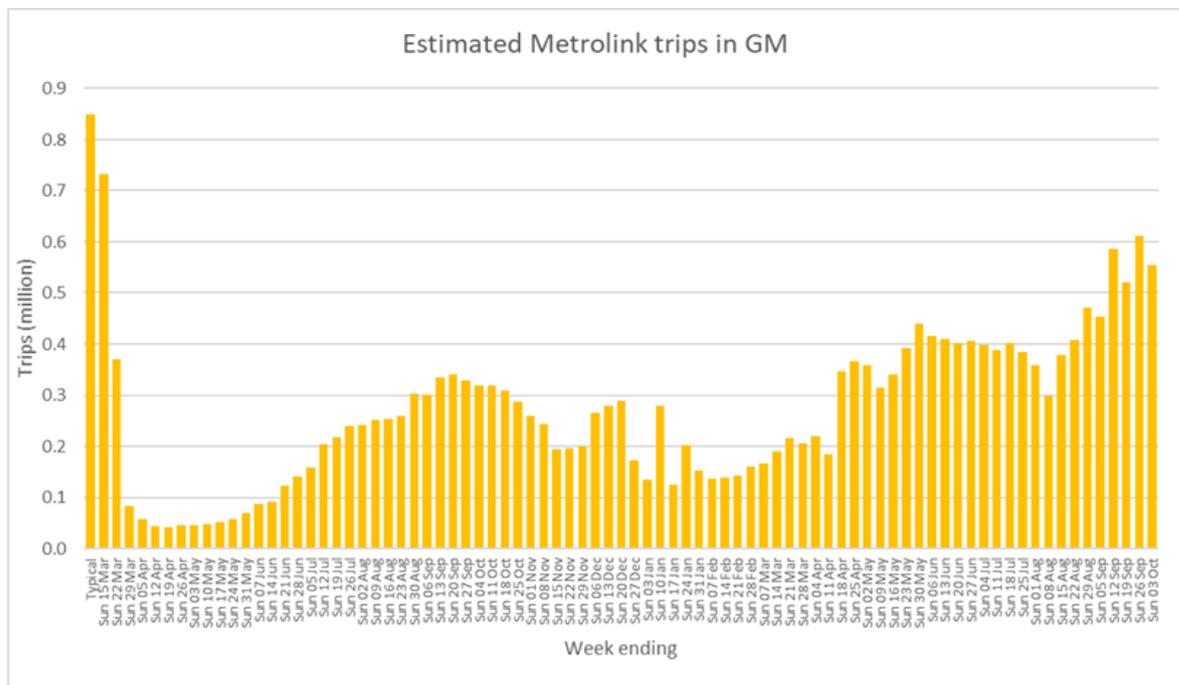


3. NETWORK OVERVIEW

Metrolink

- 3.1. August saw significant number of challenges on the Metrolink network. In particular the effect of test and trace notifications during the summer, which at one point saw 20% of front-line staff absent, meant that a reduced frequency service was introduced for most of August.
- 3.2. Planned engineering works to replace rails on the Eccles line overran as the condition of the concrete below the road surface was worse than had been expected. Buses were provided to replace Metrolink services on this route.
- 3.3. August started with face covering compliance at approximately 60%, by the end of August compliance had dropped to 45% in line with other modes of transport.
- 3.4. During August patronage returned to circa 45% of pre-covid levels. Initial numbers for September have seen further growth with patronage now between 60% to 70%. Recent large-scale events such as Parklife have had a positive effect on passenger numbers.

Fig 4: Weekly Metrolink Trips



3.5. A number of incidents effected performance throughout August including:

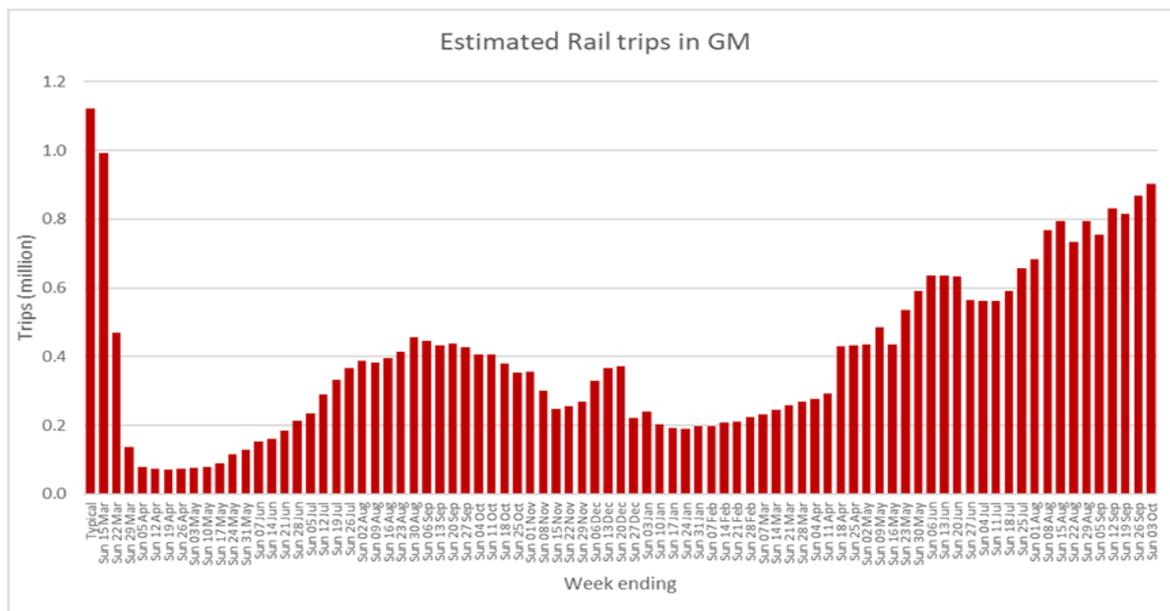
- Tuesday 3 August: an overhead line fault on the Trafford Park line resulted in the suspension of the line and ticket acceptance was in place on bus services.
- Thursday 12 August: due to a medical emergency onboard a tram at Cornbrook, response was required from North West Ambulance Services and the passenger was taken to hospital.
- Tuesday 17 August: GMP stopped services into Ashton due to a medical emergency which also warranted a police cordon.
- Tuesday 17 August: objects being thrown at moving trams near Radcliffe resulted in services being suspended through the area during this time to protect customers, staff, and assets.
- Thursday 26 August: a car was abandoned at the scene of a road traffic collision at Droylsden, GMP were in attendance and managed the scene.

- 3.6. The programme of planned maintenance and renewal work continued in August with a large number of safety critical track works now completed at Victoria station and on the Eccles Line.

Rail

- 3.7. Footfall at Piccadilly Station during August (shown in figure 5) was 3.4 million, which is 657k (24%) higher than July (2.7 million). This equates to around 100k passenger movements per day, whilst this is 87% higher than August 2020 (529k) it is 25% below August 2019 (3.5 million). For Northern, reported rail patronage across Central and West services currently stands at around 68% of pre-Covid levels, with TPE at 60%.
- 3.8. High levels of rail performance remain, with Northern Rail PPM at 90.9%. TransPennine Express PPM is at 94.2%. Cancellations increased slightly in the month to just under 3% for both operators, partly due to crew availability issues as a result of Covid and isolation pings. Incidents impacting performance across Greater Manchester included OHLE issues at Chelford and a number of trespass and threatened suicide incidents, including several in the Bolton area on 09 August.
- 3.9. Reduced train plans as a result of the third wave of Covid and isolation pings were implemented in by Northern and Avanti to reflect available resource and ensure key services were deliverable. Subsequent enhancements were then made by Avanti, re-instating its 2 trains per hour (tph) between Manchester Piccadilly and London Euston on 16 August. Northern reinstated its withdrawn routes and services on 6 September. Overall service provision is now at around 82% of pre-Covid levels.
- 3.10. Industrial action continues to affect East Midlands Railway services, and this has resulted in the temporary withdrawal of its services operating between Sheffield – Manchester – Liverpool on Sundays.
- 3.11. Face covering usage has continued to decline since becoming advisory and now stands at around 30%. Usage remains higher on AM trips, into city centre and longer distance routes.

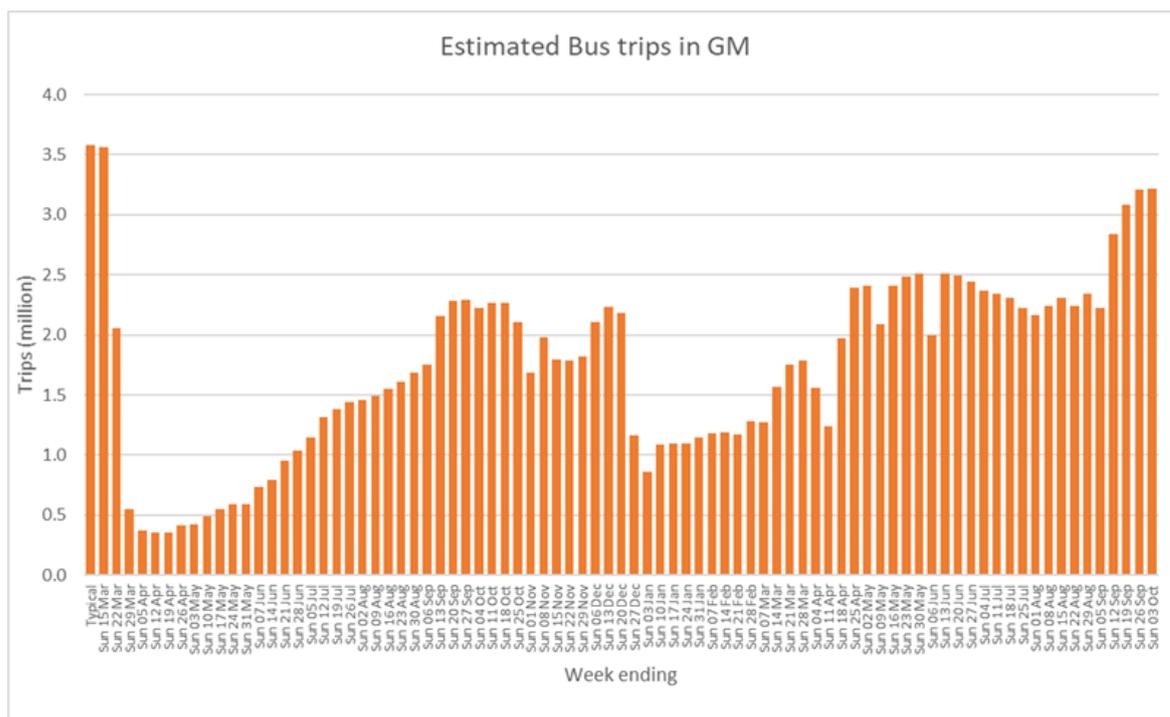
Fig 5. Rail Footfall (Manchester Piccadilly)



Bus

- 3.12. 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.
- 3.13. During August bus patronage was 9.9 million, which was a 2% decrease from July (10.1m). This was 46% above August 2020 (6.8m), however, 34% below August 2019 (14.9m).
- 3.14. August saw issues with driver availability, both in relation to “pings” from the NHS app requiring isolation and lead times for new drivers which require PCV training and testing.
- 3.15. The closure of Stockport Bus Station has affected operations, especially Stagecoach services. which now run from Heaton Lane, however the transition has been successful. The re-opening of the bus lane following major works has seen an improvement to delays which were being experienced to services around Chapel Street.

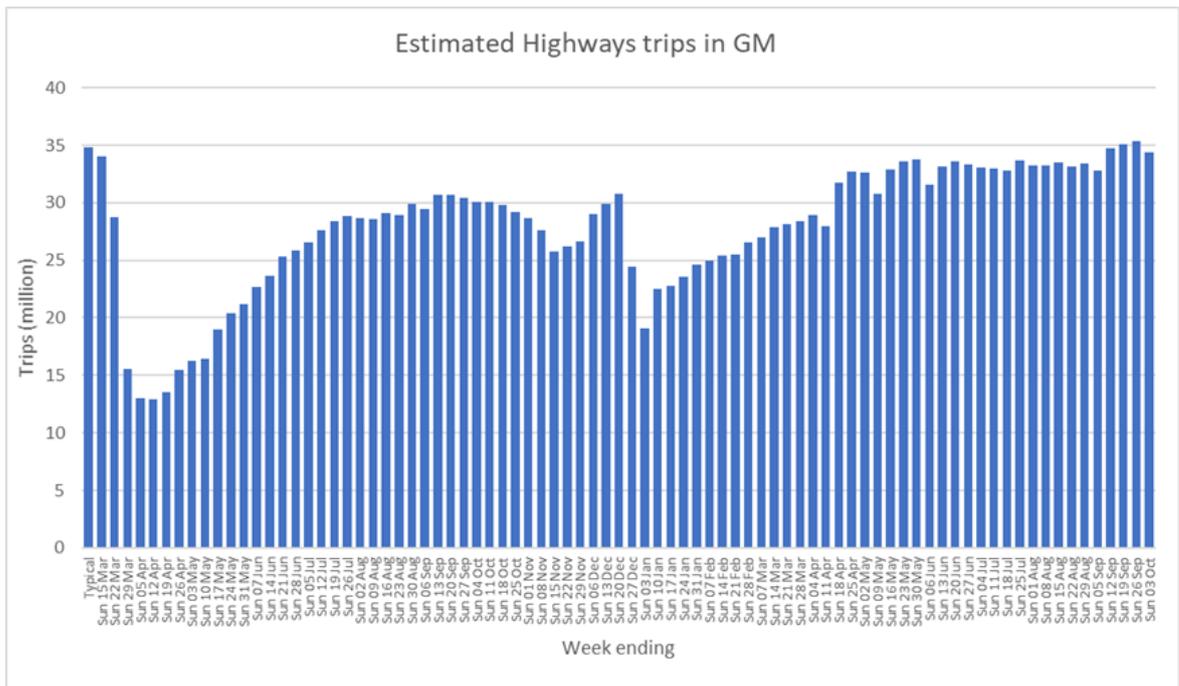
Fig 6: Weekly Bus Trips



Highways

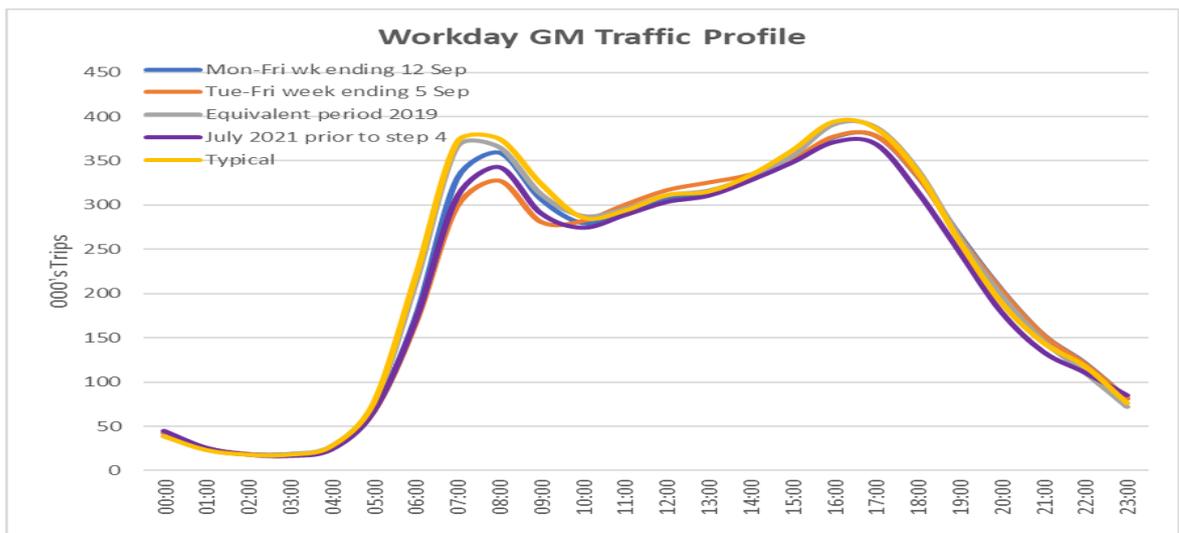
- 3.16. There were an estimated 146 million trips on the highway network during August 2021. This is 1% lower than the previous month (July 147m) and 15% higher than August 2020 (127m).
- 3.17. Trips on the highway network accounted for approximately 67% of all trips made in GM during August, this is in line with the pre-pandemic average (67%) and is lower than July 2021 (68%) and August 2020 (71%).
- 3.18. Following step 3 in the government roadmap and the end of the academic year the number of trips plateaued at approximately 33.2 million trips per week. Following the same trend as prior to the pandemic Fridays were consistently the busiest days on the network with Friday 13th seeing the highest daily total during August (5.2 million trips). However, this August high point has been surpassed on each Friday during September.
- 3.19. Figure 7 shows weekly highways trips from March 2020.

Fig 7: Weekly Highways Trips



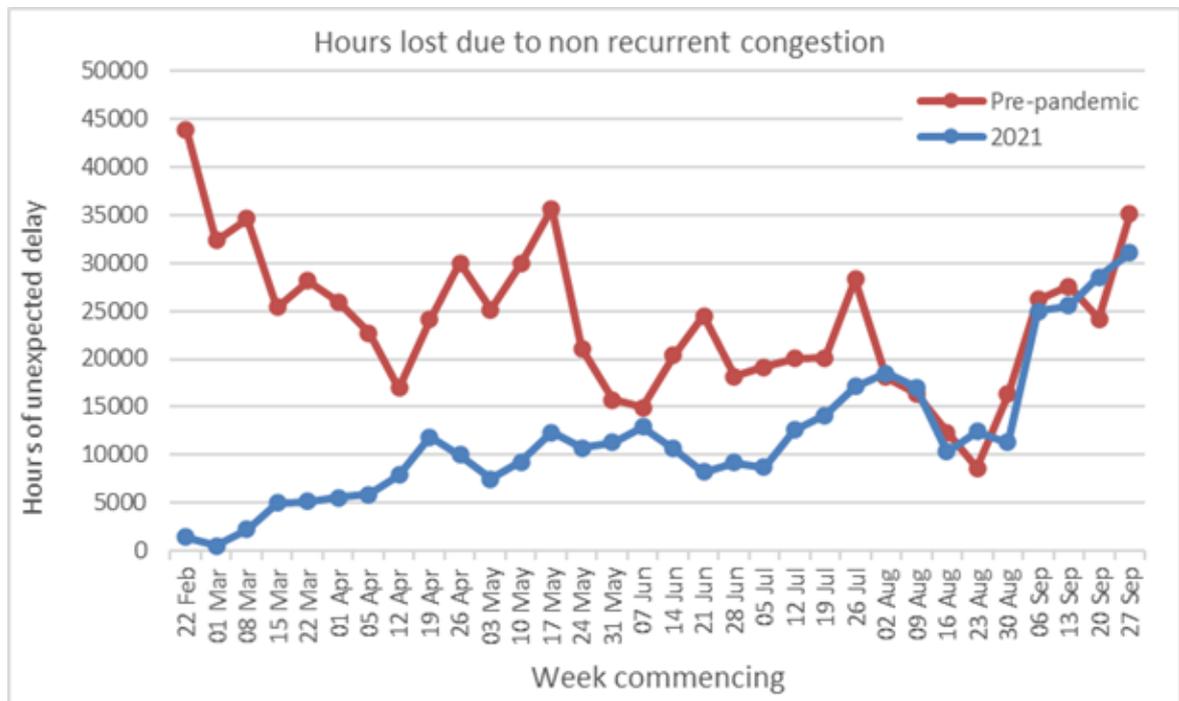
- 3.20. Step 4 in July was the final step in the roadmap out of lockdown published by the government. However, September saw another step towards a new normal with the return of education and an increase in place-based work as employees return to offices.
- 3.21. During the week ending 12 September on weekdays during the period 06:00 to 10:00 volumes were: 5% above July 2021 (prior to Step 4, education open) this is equivalent to another 60k trips on the network between 06:00 and 10:00. Volumes on weekdays between 06:00 and 10:00 remain 9% below the pre-pandemic average.

Figure 8: workday Traffic Profile



- 3.22. Monitoring of congestion resulting from unexpected delays (including incidents, roadworks and events) shows there was an estimated 60,800 vehicle hours lost due to unexpected delay during August 2021. This is the highest monthly total of unexpected delays since the start of the pandemic. However, it is in line with the estimate for August 2019 of 60,600 hours.

Fig 9: Non-Recurrent Congestion

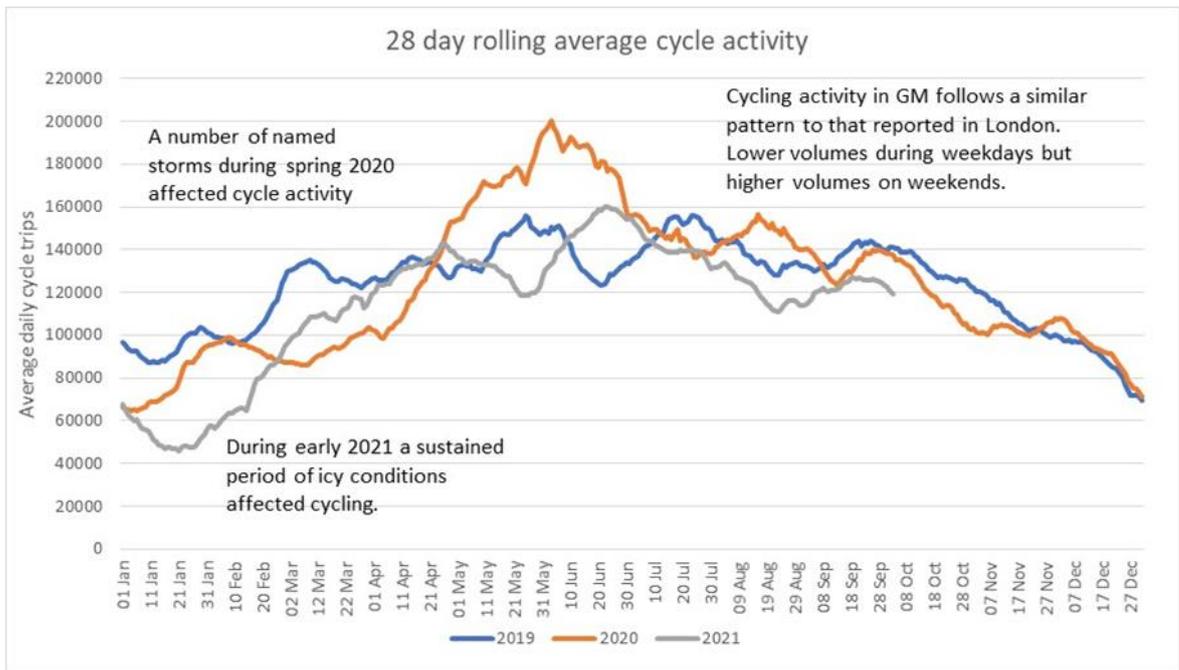


- 3.23. For the rolling 12 months up to the end of March 2021, the Killed and Seriously Injured (KSI) casualties on GM roads are 483 against a predicted 576 with the short-term effect of the COVID-19 pandemic on traffic levels appearing to have suppressed overall KSI numbers. A full report on KSI's for 2020 will be brought to this Committee following the close out by the DfT of the KSI data files later this year.

Active Travel

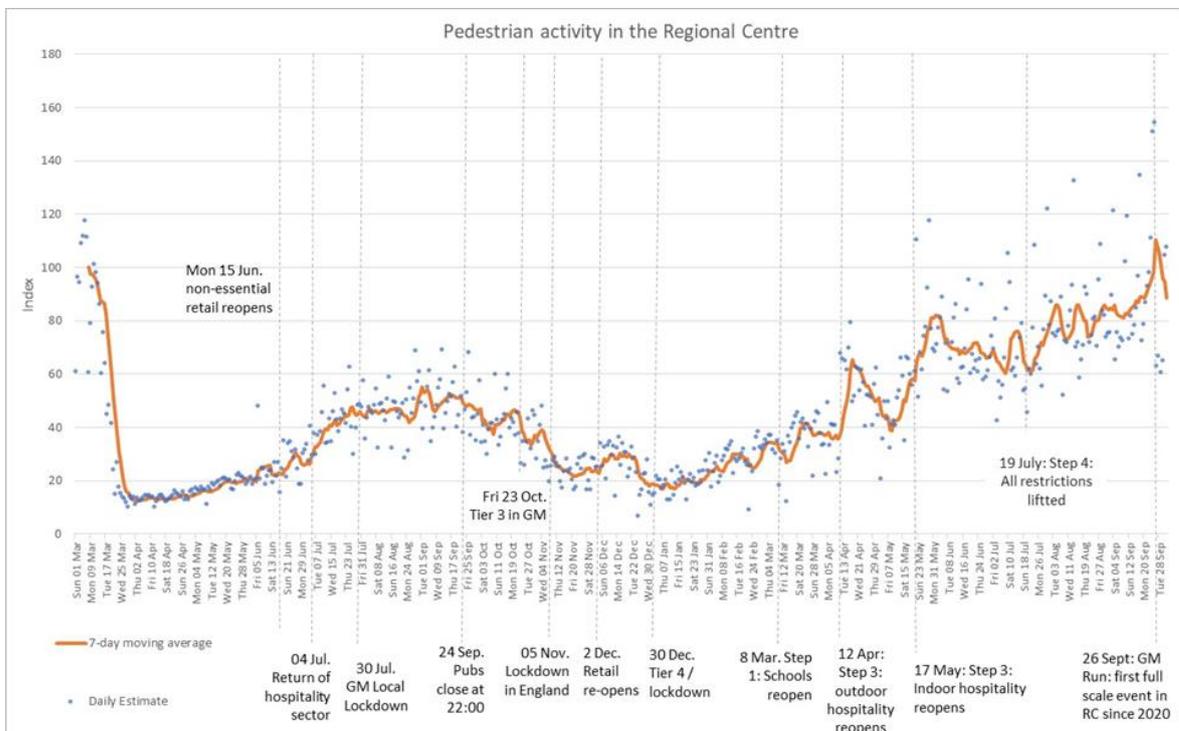
- 3.24. Greater Manchester's mission to deliver the UK's largest walking and cycling network is gathering momentum. The UK's third CYCLOPS junction has opened in Hulme adding to a total of around £73 million worth of schemes are now under construction or have already been completed since June 2018 network launch. This means the rate of active travel network construction in the last three years has surpassed what Greater Manchester has built in the last two decades
- 3.25. Moving into September there has been an increase in cycle activity. However, the 28-day rolling estimate remains 2% below the same period in 2020 and 9% below the same period in 2019.

Fig 9: 28 Day Average Cycling Trips



3.26. Following step 4 in the government roadmap there has been an increase in pedestrian activity at the video analytics sensors in the regional centre. The latest figures suggest footfall is approximately 83% of pre pandemic levels. There have been a number of days where pedestrian activity has surpassed the pre-pandemic average. Typically, these are related to days with larger events such a football.

Fig 10: Pedestrian Activity in Regional Centre

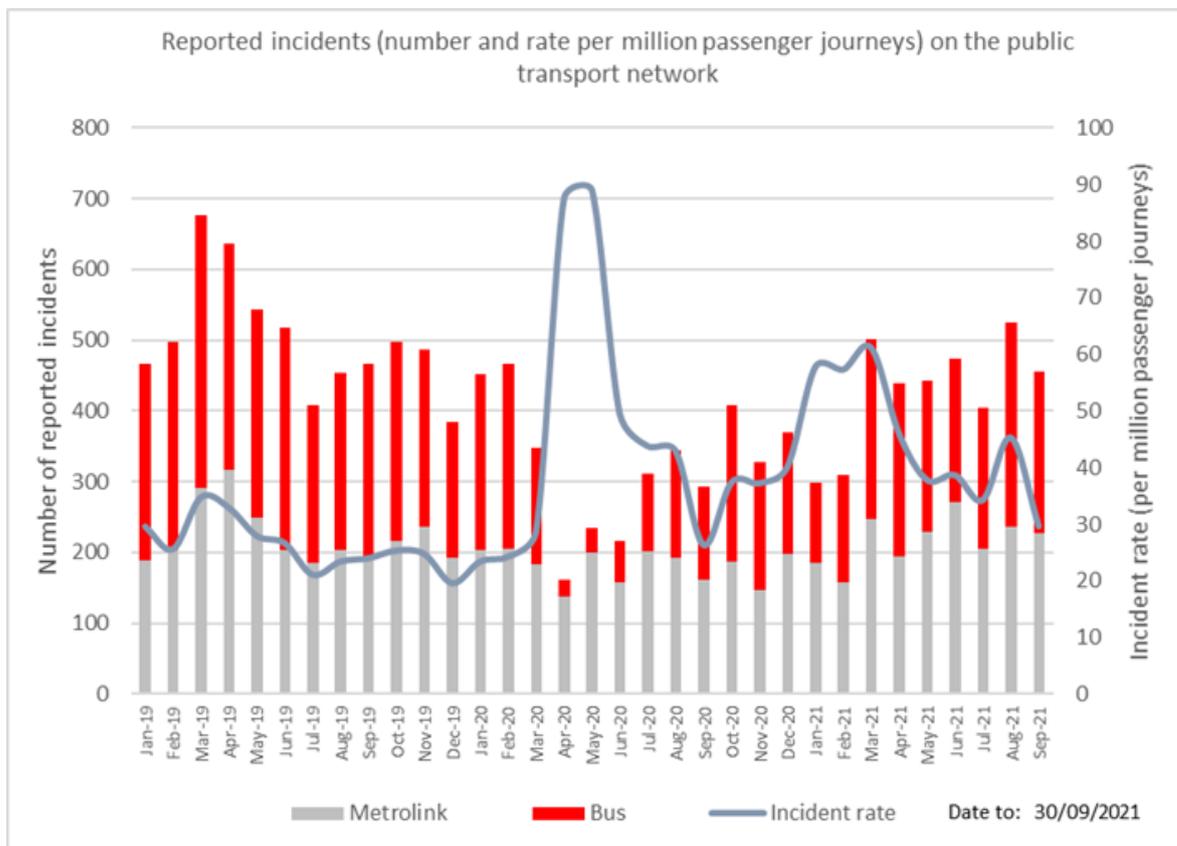


Crime and Anti-Social Behaviour (ASB)

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 August 2021 were:

- 23 incidents per million passenger journeys on Bus (up from 17 during the 12 months to August 2020),
- 161 incidents per million passenger journeys on Metrolink (up from 81 during the 12 months to August 2020), and
- The average for Bus and Metrolink combined was 41 incidents per million passenger journeys (up from 29 during the 12 months to August 2020).

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



3.28. There has been an increase in the number of reported incidents on the bus network in August 2021 compared to August 2020. Whilst passenger numbers have increased the incident rate per million passenger journeys is also higher than last year.

3.29. The return of a persistent offender has resulted in a rise in incidents during August at Rochdale Interchange. There were 36 incidents of harassment and intimidation towards staff during August, 28 of which were against staff based at bus stations. Following another court appearance on 20 September, a Criminal Behaviour Order (CBO) is now in place. This has several conditions attached but includes prohibiting her from entering Rochdale Town Centre, from gathering in groups and from harassing TfGM and Operator staff.

- 3.30. On 27 August, a 17-year-old male was stabbed at East Didsbury Metrolink. Forensics were obtained by police alongside good quality CCTV images from Metrolink. As a result, a 15-year-old male was arrested and charged with Robbery along with two counts of Possession of Offensive Weapons. A further two individuals have subsequently been arrested with one remaining outstanding as investigations continue.
- 3.31. Following an increase in incidents involving missiles being thrown at trams, Partnership site visits took place in Radcliffe and Crumpsall (as the most prevalent locations) where points of access were identified and rectified. The police also conducted a home visit to a suspected perpetrator in Radcliffe. To date these interventions have had a positive effect.
- 3.32. As schools return the TravelSafe Partnership educational offer has been enhanced with filming completed for a new educational delivery video, this will enable a consistent offering approach across all schools and educational engagement sessions. Longer and shorter versions have been developed to support different audiences/inputs. A video has also been produced for social media regarding the issue of missiles being thrown at vehicles - <https://www.youtube.com/watch?v=5twTbIFmrJ0>.
- 3.33. A Day of Action took place at Bury Interchange on 29 August. This was a special operation organised through the District policing team and Special Constabulary to address an increase in ASB on the line. The team engaged with 760 passengers, resulting in; 64 Penalty Fares, two standard fares (£50) and 30 young people detected as travelling without a ticket.

4. 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)	A	93.30%	90.9	W
Northern Reliability (Cancellations)	G	N/A	2.20%	W
Northern Right Time	G	N/A	70.9	W
TPE Punctuality (PPM)	G	89.00%	94.2	W
TPE Reliability (CaSL)	G	N/A	2.60%	W
TPE Right Time	G	N/A	71.8	W
Network Rail Delay Minutes	G	25,416	16,321	I
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	97.80%	I
Commercial Bus Service Reliability	G	97.0%	97.52%	I
Subsidised Bus Service Reliability	G	97.0%	99.00%	I
Network Bus Overall Punctuality	G	80.0%	87.34%	W
Commercial Bus Overall Punctuality	G	80.0%	86.89%	W
Subsidised Bus Overall Punctuality	G	80.0%	89.52%	W
Network Bus Regularity	G	97.0%	97.11%	W
Commercial Bus Regularity	G	97.0%	97.11%	W
Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	G	90.0%	90.8%	I
Highways Level of Delay (Average)	G	30.0%	26.5%	I
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Nov 2020)	G	576	483	I
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to August 2021)	A	41	41	S

Several KPIs suspended as a result of Covid-19

See Appendix A for glossary.

Reporting Periods: This report covers August/September 2021

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

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.)