

Greater Manchester Transport Committee

Date: 13 September 2019

Subject: Transport Network Performance July 2019

Report of: Bob Morris, Chief Operating Officer, TfGM

PURPOSE OF REPORT

This report provides an overview of Transport Network Performance in Greater Manchester for July 2019.

RECOMMENDATIONS:

Members are asked to note the contents of the report.

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Risk Management – not applicable

Legal Considerations – not applicable

Financial Consequences – Revenue – not applicable

Financial Consequences – Capital – not applicable

Number of attachments included in the report: Appendix A and B included

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 including the performance of Metrolink, Bus and Rail Operators and the Strategic Highways Network on behalf of residents, businesses and visitors. The Committee also oversees the move towards the Our Network vision for an integrated transport network for Greater Manchester, as set out in the 2040 Transport Strategy.
- 1.2 This network performance report covers performance across all transport modes in Greater Manchester during July 2019.

2 OVERALL NETWORK PERFORMANCE SUMMARY

- 2.1 Metrolink performance through July was not as strong as in previous months with some short-forming of services and a reduced flexibility to increase capacity for events. This was due primarily to a high number of both tram and signalling faults. These metrics have since recovered during early August which will be reflected in next month's report.
- 2.2 The targets for rail performance in 2019-20 for Northern and TransPennine Express (TPE) have been lowered by Network Rail and TPE and Northern respectively due to the risks associated with the introduction of new rolling stock. Rail performance has been impacted by the extreme weather, with high temperatures and emergency speed restrictions affecting services and heavy rainfall towards the end of the period impacting trans pennine routes. Issues with failures of refurbished rolling stock operating across GM have continued.
- 2.3 Bus has maintained a good level of performance, with performance above the targets for scheduled service reliability and overall punctuality.
- 2.4 Journey time reliability on the highways network has been relatively stable although the average level of delay has reduced, reflecting both a lower volume of disruptive roadworks and the commencement of the school summer holiday period. Historically traffic in the AM peak reduces by about 9-10% during the school summer holiday, halving journey times on some of our key corridors.

3 NETWORK OVERVIEW

Events

- 3.1 Pre-planned events throughout the month included the Cricket World Cup at Old Trafford, Iron Man UK in Bolton and the Sounds in the City Concerts in Castlefield Bowl, Manchester City Centre. We are continuing to review, with Councils, the role of TfGM in supporting Open Streets events, including traffic management and supporting Bus Operators in ensuring their services and customers are not unduly impacted by proposals.

Metrolink

- 3.2 Metrolink Network performance in terms of punctuality and reliability are published on the TfGM.com website, with individual line performance shown in addition to the overall network (APPENDIX B).
- 3.3 Metrolink performance for punctuality and reliability reduced marginally.
- 3.4 Primarily this has been due to the unavailability of vehicles due to road traffic collisions together with a spike in the number of individual vehicle faults and failures. The operator is identifying the root cause for the issues affecting reliability alongside an incident reduction working group and improving the turnaround time of damaged vehicles from collisions/third party.
- 3.5 Crime and anti-social behaviour continue to be an issue, particularly during the evenings, resulting in high levels of repairs being required to trams, with the potential to limit availability of services. TravelSafe activity continues to be directed to known problem areas. Service disruption has also occurred as a consequence of vulnerable people being on the network which tragically included a fatality at Burton Road stop.
- 3.6 Contactless payments were launched on Metrolink services on the 15th July 2019. The launch was successful and over 95,000 journeys using contactless have been made from the commencement to the end of July. There have been some issues with customers double tapping and incomplete journeys (i.e. not tapping in and out). These are being monitored as usage increases and enhanced communications messages have been implemented including on stop support and driver announcements to remind passengers.

Rail

- 3.7 Operational performance has remained relatively stable since the introduction of May 2019 timetables, which featured only incremental service changes. Some routes remain non-Train Service Requirement (TSR) compliant and enhanced Sunday services are still to be delivered. Crowding issues and service quality remain key topics on social media,

particularly in North and West Manchester, where Northern's short-forming of services remains high.

- 3.8 The bridging agreement that had been in place for Sunday Working for Northern is no longer in effect as ASLEF members voted to reject Northern's proposals going forward (despite union recommendation). As a result, there are currently weekly pre-planned Sunday service cancellations on a number of Greater Manchester routes, in addition to late notice cancellations, effectively reverting to the position prior to the agreement being put in place.
- 3.9 Overall Network Rail delay minutes have fallen and remained stable over the past quarter, largely due to reductions in the amount of External delay incurred on the network. However, recent extreme weather events have impacted the rail network throughout the month, with Buxton services and TPE/East Midlands Trains services across Hope Valley being suspended following issues arising from the Toddbrook Reservoir incident. An amended train plan was put into place with services operating on diversion and bus replacement until the threat from the dam bursting and flooding had passed.
- 3.10 Major engineering works at Acton Grange on the West Coast Main Line between 20 July and 4 August entailed the closure of the line, with trains cancelled or operating on diversion, with bus replacement. One Virgin train per hour to Scotland was diverted via Piccadilly, to maintain the three trains per hour Manchester – London frequency. Whilst causing some additional delay to local services due to congestion on platforms 13/14 at Piccadilly, the amended plan worked well overall and the line was successfully handed back on time.
- 3.11 Electric services finally started using the Bolton corridor in February 2019; these services will be replaced by brand new electric trains from September 2019, operating in 3 and 6 car formations, providing enhanced capacity, comfort and faster journeys. New diesel units are now in operation on Liverpool and Cumbria – Airport services, which have had positive feedback from public and user groups. These will be added to other routes over the coming months. Delays in the introduction of new rolling stock for TPE will see new trains entering service from September 2019.

Bus

- 3.12 Bus network performance has maintained a good position with above target performance for scheduled service reliability and overall punctuality.
- 3.13 The Guided busway services continue to exceed patronage projections year on year. The continuation of additional peak Vantage services from September 2019 has been agreed to ensure the continuity of the service provision that has proved popular with commuters.

- 3.14 Diamond North West began to operate commercial bus services in Bolton that were previously operated by First, on 11 August 2019.
- 3.15 A report on proposed changes to the Manchester Free Bus service, and a review of its performance, is on the agenda for this meeting.
- 3.16 Preparations with bus operators for the introduction of Our Pass have been undertaken, ahead of its introduction in September 2019. Our Pass provides free bus travel for 16-18 year olds on local bus services across Greater Manchester, can be used seven days a week and has no time restrictions for travel. The initiative is a two-year pilot, led by Mayor Andy Burnham and the Greater Manchester Combined Authority, with support from Transport for Greater Manchester. Our Pass has been developed with the Greater Manchester Youth Combined Authority and a number of other youth organisations, groups, schools and colleges.

Highways

- 3.17 Planned disruptions, such as road works, continue to have the largest impact on the highway network although incidents and road works on the Strategic Route Network continue to have an impact on the Key Route Network and local roads.
- 3.18 Traffic volumes have reduced across the conurbation with the commencement of the summer school holiday period. Regional Centre traffic is impacted by the delays arising from regional centre roadworks, affecting both general traffic and the bus network.
- 3.19 The MSIRR Phase 1 works are now nearing completion, with resurfacing works taking place overnight which is minimising disruption on Regent Road and Water Street during the day when traffic is at its heaviest. Advance utility works have started for the Great Ancoats improvement scheme. This is being done off peak to minimise disruption.
- 3.20 Given the scale of highways works scheduled over the next 12 months, we are working with MCC, Salford and Trafford on a coordinated 'regional centre' approach to ensure we can better understand the impact of the proposed schemes and mitigate those impact where ever possible through effective communication and Travel Demand Management.
- 3.21 Heavy rainfall at the end of July caused significant flooding on both the Strategic Road Network and local road network, closing roads with local diversions being put in place, with the south and east of Greater Manchester being particularly affected.
- 3.22 The 12 month rolling number of people Killed or Seriously Injured (KSI) on GM roads has reduced, but remains in excess of the DfT forecast.

4 NETWORK PERFORMANCE SCORECARD

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	90.9%	W
Metrolink Reliability	A	99%	98.9%	W
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	84.4%	85.5%	W
Northern Reliability (CaSL)*	G	6%	3.6%	S
Northern Right Time	G	52.3%	53.4%	W
TPE Punctuality (PPM)	R	87.7%	85.5%	I
TPE Reliability (CaSL)	G	6.0%	5.7%	I
TPE Right Time*	A	50%	40.4%	I
Network Rail Delay Minutes	G	43,603	31,370	S
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	98.4%	I
Commercial Bus Service Reliability	G	97.0%	98.2%	I
Subsidised Bus Service Reliability	G	97.0%	98.9%	W
Network Bus Overall Punctuality	G	80.0%	87.3%	I
Commercial Bus Overall Punctuality	G	80.0%	87.6%	I
Subsidised Bus Overall Punctuality	G	80.0%	83.2%	W
Network Bus Regularity	G	97.0%	97.0%	I
Commercial Bus Regularity	G	97.0%	97.0%	I
Subsidised Bus Regularity	G	97.0%	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	88.3%	S
Highways Level of Delay (Average)	A	30.0%	31.8%	I
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Mar '19)	R	578	714	I
<i>* TfGM assumed targets set, to be finalised at a later date.</i>				

See Appendix A for glossary.

Reporting Periods: 1 – Period 4 (23 June to 20 July)
2 – July 2019

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

Glossary

Measure	Description	RAG thresholds
Metrolink Punctuality	Percentage of trams departing less than two minutes late.	GREEN if equal to or above 90% RED if less than 90%.
Metrolink Reliability	Percentage of planned miles operated.	Target for 2019 is 99%. RED if less than 97%. AMBER if 99% - 97%. GREEN if 99% or above.
Northern Punctuality (PPM)	PPM = Public Performance Measure. The percentage of services arriving at destination (having called at all scheduled stops) within 5 minutes of the planned arrival time.	GREEN if equal to or above the target. RED if below target.
Northern Reliability (CaSL)	CaSL= Cancelled and Significant Lateness. % of services part/fully cancelled or arriving at their destination later than 30 minutes after scheduled arrival time.	No industry targets set. RED if trend is worsening over consecutive periods. AMBER if stabilising of consecutive periods. GREEN if improving over consecutive periods.
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.	Target for Period 4 is 6%. 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.	Target for Period 4 is 52.3%. GREEN if above or equal to target. RED if below target.
TPE Right Time	% of recorded station stops where the train arrived less	No industry targets set. RED if trend is worsening over consecutive periods.

Measure	Description	RAG thresholds
	than one minute later than its advertised time.	AMBER if stabilising of consecutive periods. GREEN if improving over consecutive periods.
Network Rail Delay Minutes	Total number of Train Operator 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%

Measure	Description	RAG thresholds
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.)

Metrolink Performance Network Summary

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between:

23 June until 20 July 2019

How we performed



Punctuality

Percentage of trams departing less than two minutes late.

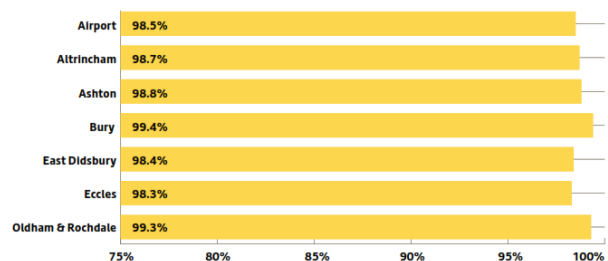
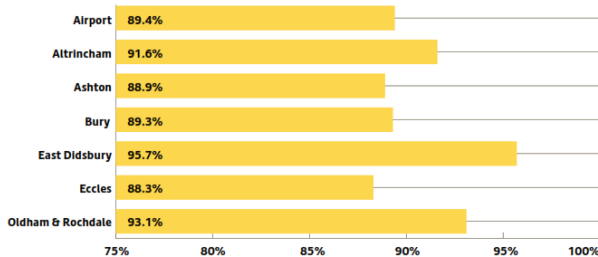
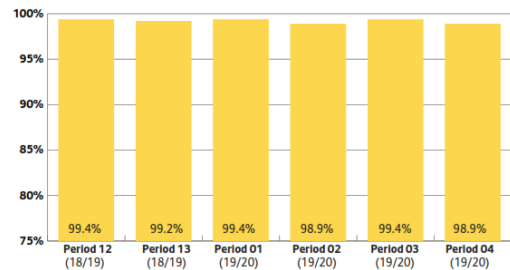
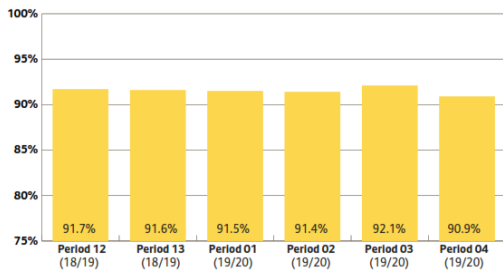
90.9%



Reliability

Percentage of planned miles operated.

98.9%



Cancellations

Journeys cancelled.

0.33% of all planned journeys.



Short journeys

Incomplete journeys.

0.67% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

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Metrolink is operated on behalf of
Transport for Greater Manchester by
KEOLIS amey
Metrolink