

Greater Manchester Transport Committee

Date: 10th December 2021
Subject: Transport Network Performance Report
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.

Contact Officers

Steve Gilholme	Head of Service Delivery	steve.gilholme@tfgm.com
David Atkin	Analysis and Reporting Manager	david.atkin@tfgm.com

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 to the report: 1

- Appendix A: Glossary

Comments/recommendations from Overview & Scrutiny Committee

Not applicable

Background Papers

Nil

1. Overview

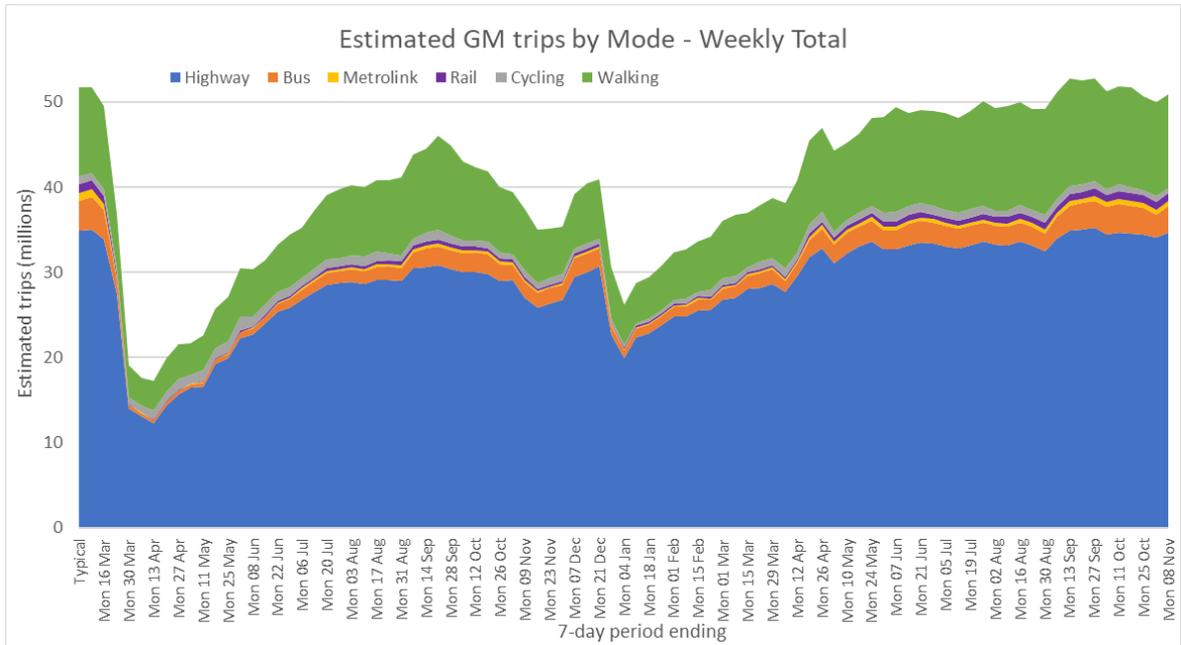
- 1.1. The Greater Manchester Transport Committee has a key role to oversee the provision of transport services on behalf of residents, businesses, and visitors. This includes the performance of Metrolink, Bus and Rail Operators and the Strategic Highways Network. The Committee also oversees the move 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.

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 the period of October 2021, noting that the relevant subcommittees receive detailed reports on Bus, Rail and Metrolink performance.
- 2.2 During October, there was an estimated 218,546,000 trips across the Greater Manchester transport network. This was 1.34% fewer (-2.9 million) than September (221.5 million), 20% higher than October 2020 (181 million), however, 5.3% fewer than October 2019 (230 million).
- 2.3 The average daily trip total for October was 7.0 million, which is 4.2% fewer than September (7.3 million).
- 2.4 Trips on the Highway accounted for 69% of all trips during October (152 million).
- 2.5 Public transport accounted for 7.7% of all trips (16.9 million), which is 6.4% higher than September (15.9 million) and is 28% below October 2019 (23.8 million).
- 2.6 Active travel accounted for 24% of all trips during October 2021. The Autumn period typically sees a reduction in active travel. During the month there were 3.2 million cycling trips which represents 13% reduction from September 2021. Over the same period in 2019 there was a 22% reduction in cycle activity.
- 2.7 During October 2021 there were an estimated 49.9 million walk trips. This is 5% below September 2021 but an estimated 7% above October 2019.
- 2.8 Through the pandemic the biggest influences on travel behaviour have been government guidance and legislation designed to help reduce the spread of coronavirus. As we have moved into the period following Step 4 (19th July 2021) seasonal effects on travel patterns and the impact of events have become more apparent.

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

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



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

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

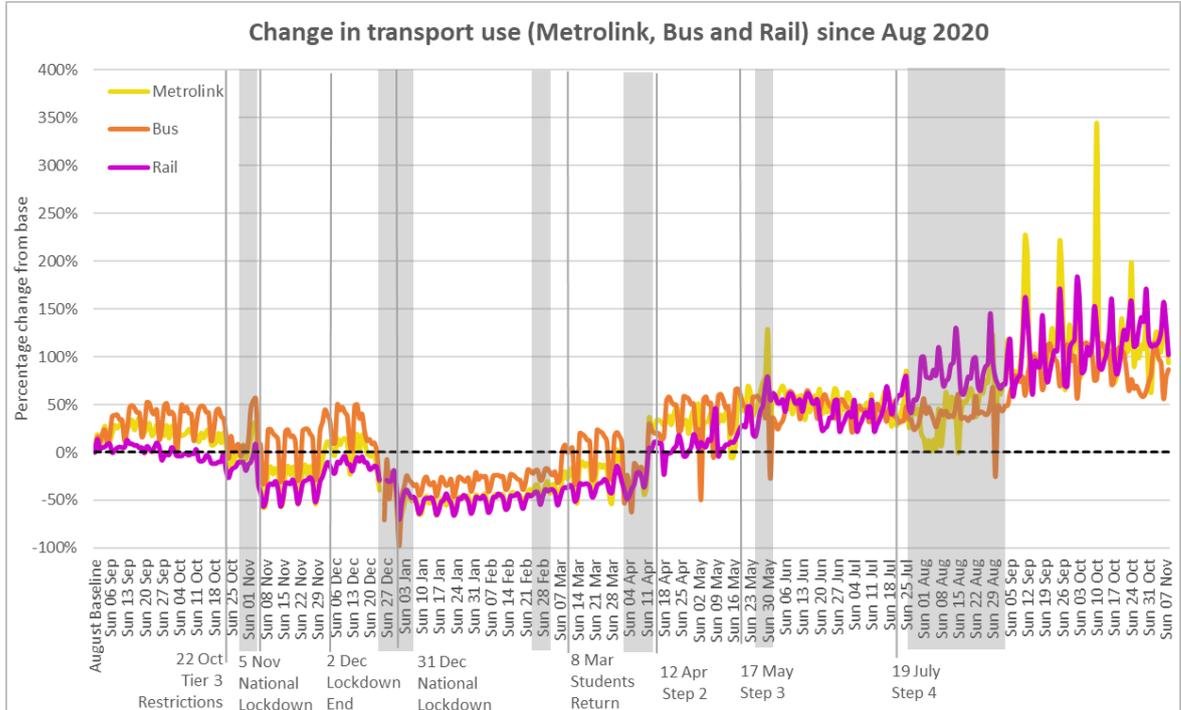
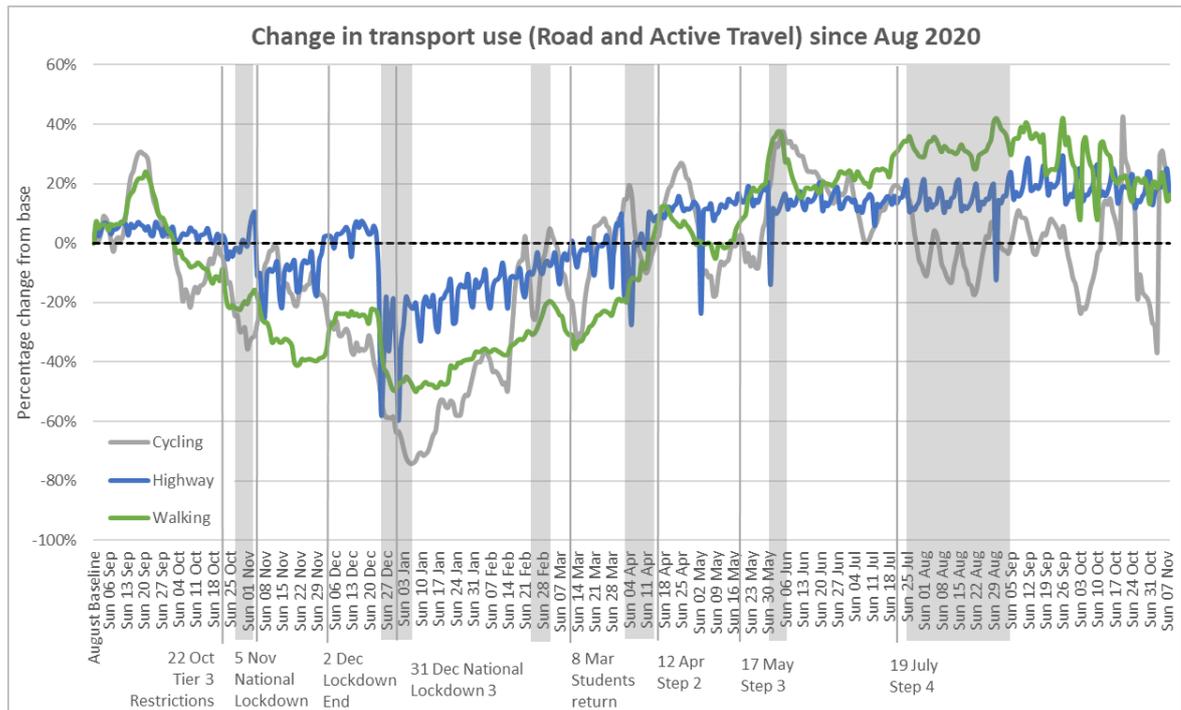


Fig 3: % Change on Road & Active Travel (September 20 – November 21)



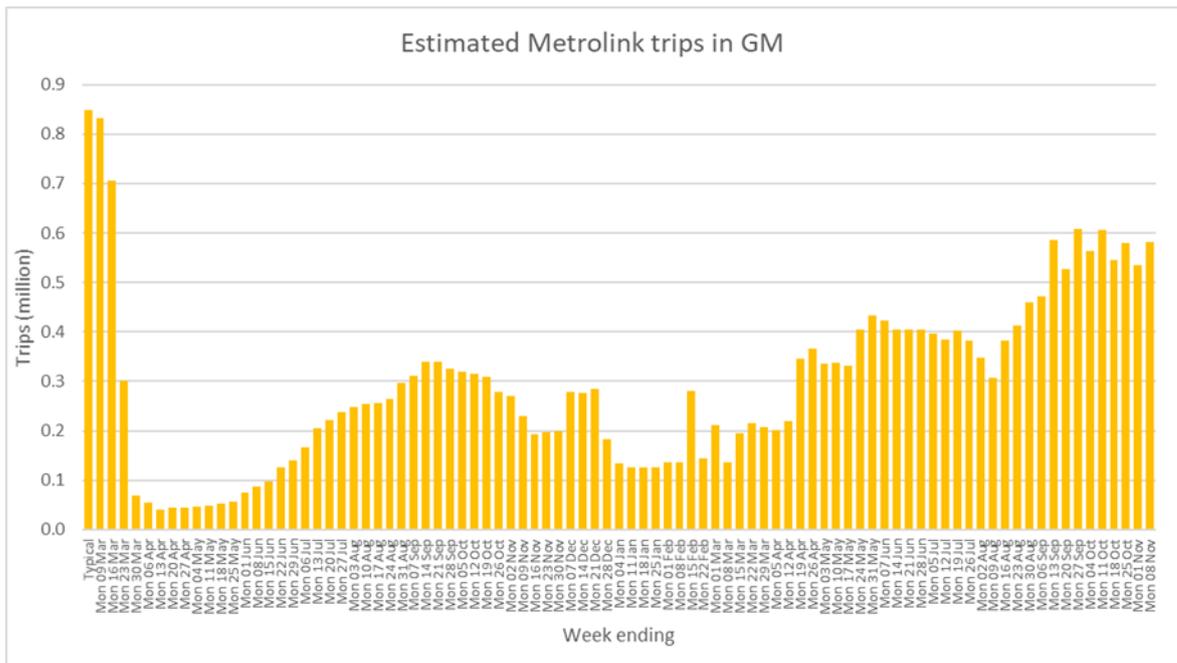
3. Network Overview

Metrolink

- 3.1. The driver availability issues documented in previous reports, continued throughout October. This is largely due to a combination of driver absence and the constraints around recruitment and training for new drivers over the COVID period.
- 3.2. Strike action planned for the Manchester Metrolink, which would have resulted in severe disruption to travel throughout Greater Manchester, was called off, as a result of members of Unite, accepting a revised pay offer.
- 3.3. Emergency engineering works took place at the beginning of October, due to a rail break at Deansgate, a service provision was mobilised in response and communicated out to customers. The possession to complete the repair works was planned in such a way as to not impact the Grand Final Rugby event at Old Trafford.

There was 2.5 million trips made on Metrolink through October. This was 1.56% higher than September (2.3 million). Patronage has returned to circa 70% of pre-Covid levels.

Fig 4: Weekly Metrolink Trips



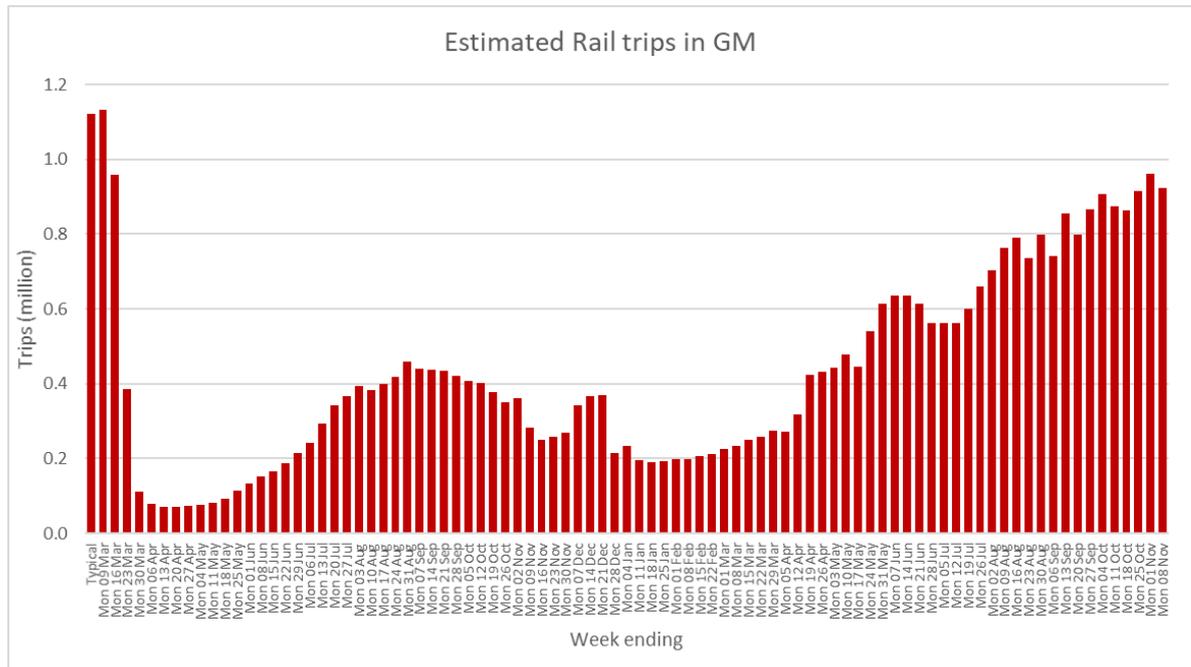
- 3.4. A number of incidents impacted performance throughout October including 3 road traffic collisions and traffic congestion forcing trams to re-route away from Exchange Square (the Second City Crossing);
- 3.5. There were also several serious criminal incidents on and adjacent to the transport network that deteriorated performance. These are summarised in the Crime and ASB section of this report.
- 3.6. On Sunday 28th November, planned engineering works took place on the Altrincham Line to upgrade signalling at Timperley. Replacement bus services were scheduled and additional double trams were operated on other lines to serve the Manchester City football match.

Rail

- 3.7. Footfall at Piccadilly Station during October (shown in figure 5) was 2.8 million, which is 379k (16%) higher than September (2.4 million). This equates to around 89,000 passenger movements per day, This is 26% below October 2019 (3.7 million). Northern patronage remains around 76% pre-Covid figures. TPE at around 68%, both being largely driven by leisure journeys.
- 3.8. October saw slight declines in network performance for Northern, whose PPM decreased from 90.2% to 89.9% TPE PPM improved from 93.6% to .94.7% Significant incidents impacting performance included::
 - Signalling failure at Stockport on 30 September (1,223 mins delay/17 cancellations)
 - Signalling failure at Guide Bridge on 04 October (1,267 mins delay/11 cancellations)
 - Track defect, Hope Valley on 11 October (1,425 mins delay/15 cancellations)

The period saw the beginning of track adhesion issues due to leaf-fall and associated delays incurred through longer deceleration and acceleration times.

Figure 5: Weekly Rail Footfall (Manchester Piccadilly)



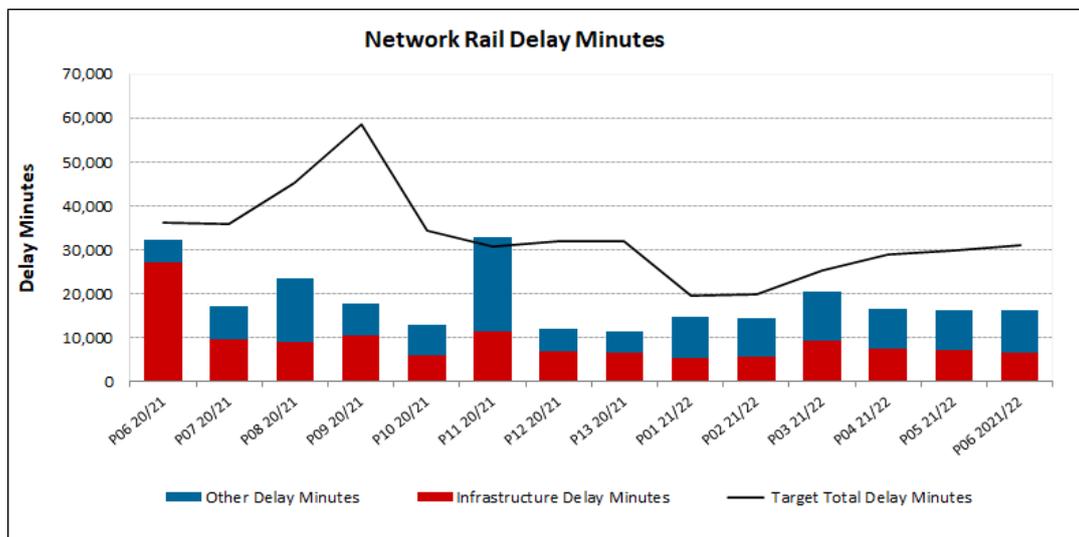
- 3.9. Network Rail performance is measured against overall delay minutes across its network. These include track and non-track infrastructure failures and external (or 'Other') delays, which are attributed to it, such as trespass and weather-related events.
- 3.10. Performance nationally during the first quarter (Q1) of 2021-22 continued to be affected by the coronavirus pandemic. During 2020-21, train service and passenger levels on the network were at historically low levels. This led to improvements in both punctuality and reliability. In 2021-22 Q1, train numbers increased by 31% compared with the first quarter of last year. This has led to a deterioration in performance this quarter, however it is still better than in pre-coronavirus years.

Metric	Q1 April – June 2021/22	Q1 April – June 2020/21 comparison	Q1 April – June 2019/20 comparison
On-Time	78.0%	-8.5%	8.6%
PPM	92.6%	-3.5%	2.6%
Cancellations	2.3%	1.1%	-0.1

*Source: ORR Performance Data: [Passenger Rail Performance 2021-22 Quarter 1 \(orr.gov.uk\)](https://www.orr.gov.uk/Passenger-Rail-Performance-2021-22-Quarter-1)

- 3.11. From data comparing P03, 2020/21 to P03, 2021/22 (the first full period featuring the current, enhanced train plan) when there were 50% and 83% of pre-Covid services respectively, total Manchester Delivery Unit (DU) minutes delay increased by 40%, whereas an additional 60% of train services were operating.
- 3.12. The number of infrastructure incidents rose from 78 to 89 year-on-year but delay minutes increased from 6,739 (86.4 average per incident) to 9,374 (105.4 average per incident). These figures include increases in reactionary (knock-on) delay, as a result of more trains being affected. Therefore, as more trains have been added (and passengers returning), performance has declined but not in exact correlation to the number of trains. The benefits of the additional services have, to date, outweighed the smaller declines in performance. Delay minutes attributed to each incident will vary according to the severity, location and time of the event. More details can be found at: [Knock-on delays - Network Rail](#)
- 3.13. Network Rail delay minutes across its Manchester DU have totalled just over 16,000 each period for the last quarter, around 45% favourable to targets. There have been reductions both in the number of infrastructure incidents (75 in Period 06, from 89 in Period 04) and the total delay, finishing Period 06 at 6,660 minutes.
- 3.14. Other delay, which has included weather-related incidents, trespass and fatality, continues to cause a proportionately greater degree of delay than infrastructure, totalling 9,604 in Period 06.
- 3.15. Significant incidents attributed to Network Rail over the periods have included loss of signalling power between Manchester Airport – Heald Green on 01 September, a possession over-run across Hope Valley on 05 September and a bridge strike near Holmes Chapel on 07 September.

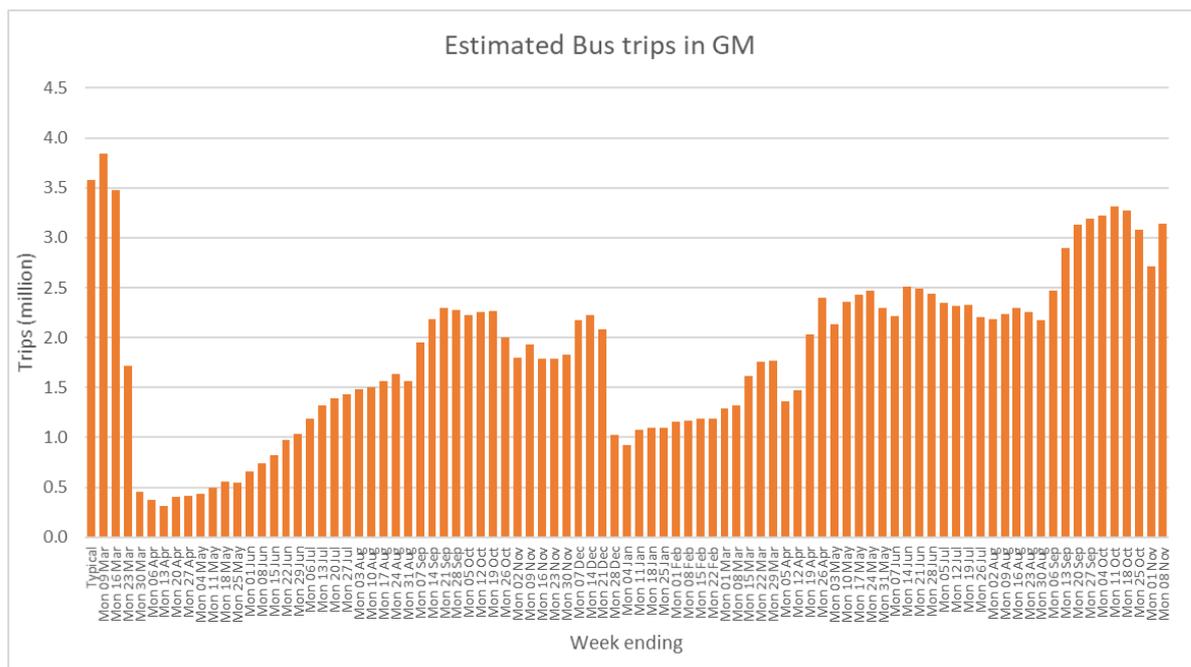
NETWORK RAIL DELAY MINUTES (MANCHESTER DU)



Bus

- 3.16. Driver retention and recruitment remains a concern of varying levels for bus operators and service delivery, some operators have already reduced their commercial services to ensure their contracted services and other less frequent route can continue to operate.
- 3.17. October saw strike action by Stagecoach drivers averted after drivers accepted an improved pay offer. Similar potential action at Arriva was similarly averted.
- 3.18. During October 2021 bus patronage was an estimated 13.5 million, which was a 5% increase from September (12.9m). This was 49% above October 2020 (9.1m), but 27% below October 2019 (18.7m).
- 3.19. There has been a decline in network performance through the Autumn with the latest results showing that intermediate point punctuality at 70.1%, marginally above the minimum standard of 70%. Start point punctuality is 82.3% below the minimum standard of 90%. A number of factors have affected bus network performance in the period including driver availability as part of a nationally acknowledged shortage as well as associated impacts of the pay disputes alluded to above and congestion at a number of key locations.

Fig 6: Weekly Bus Trips



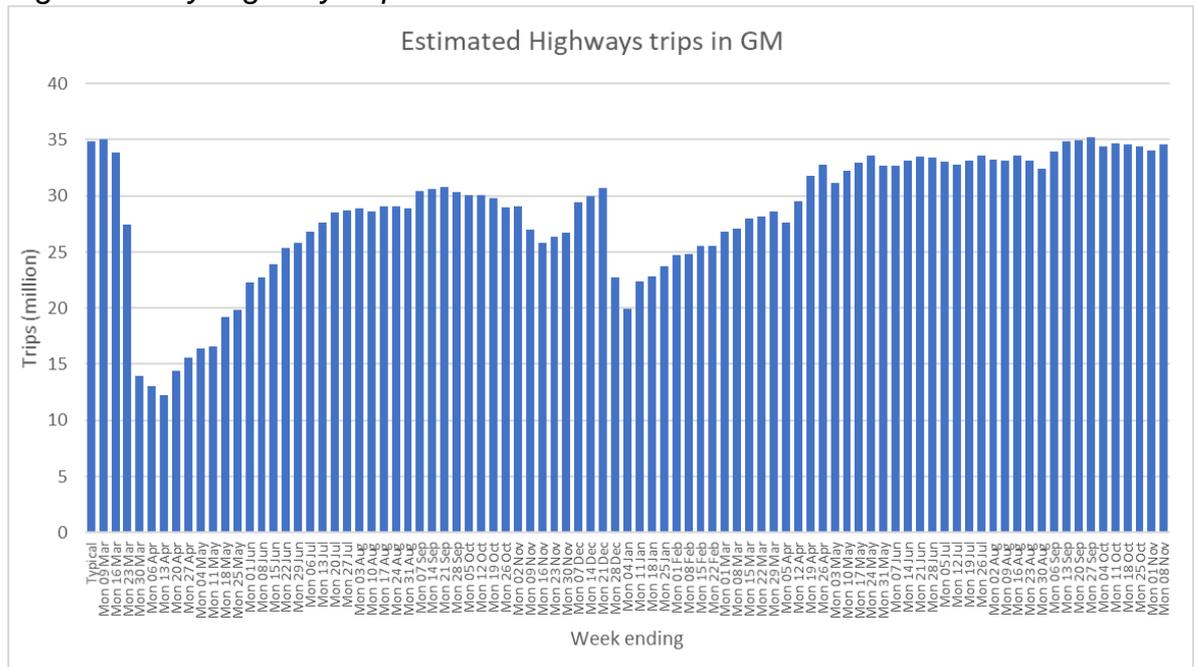
Highways

- 3.20. There were an estimated 152 million trips on the highway network during October 2021. This is 2% higher than September 149m and 3% fewer than October 2019 (156m).
- 3.21. 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 October 2020 (72%).

- 3.22. From September the number of trips on the Highway network has been fairly consistent with fuel supply issues in late September and early October and a number of large-scale events moved from the spring and summer into the early autumn period having a marginal effect on total network trips.
- 3.23. While the total number of network trips is broadly in line with pre-pandemic levels there has been some change by day of week. Weekday traffic is tracking approximately 3% below pre-pandemic levels while weekend volumes are approximately 2% above. Despite this trend Friday remains the busiest day on the network with approximately 5.4 million trips. This is around 10% more traffic than on a Monday which typically seen 4.9million trips.

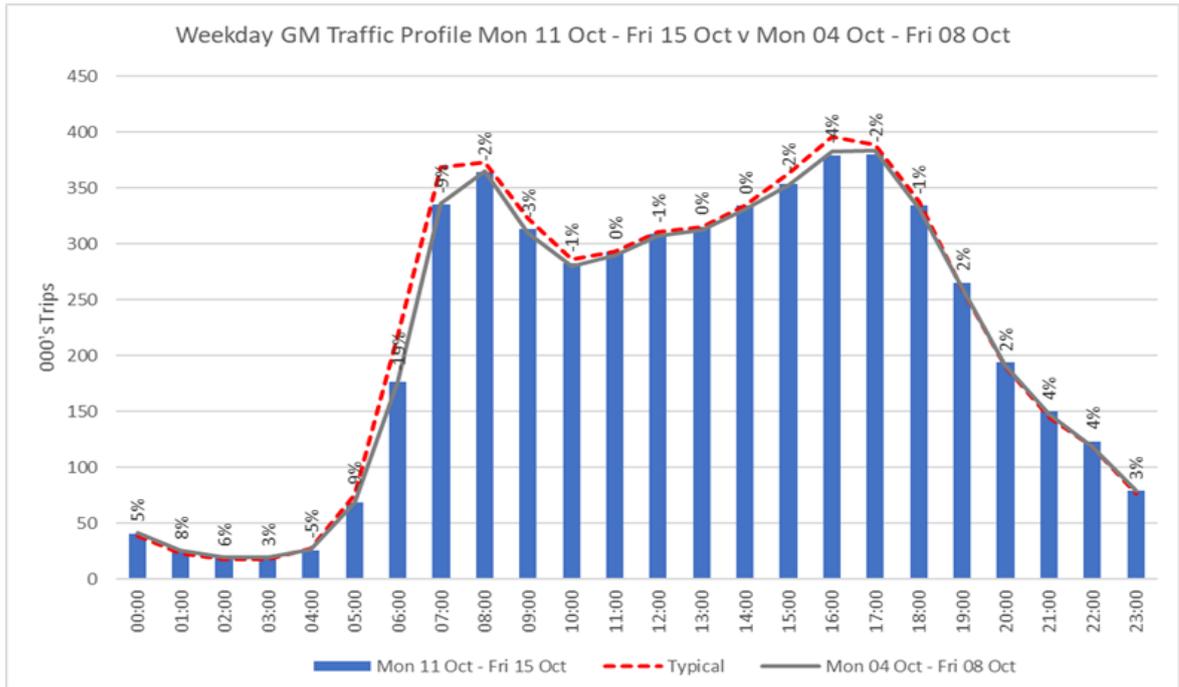
Figure 7 shows weekly highways trips across Greater Manchester.

Fig 7: Weekly Highway Trips



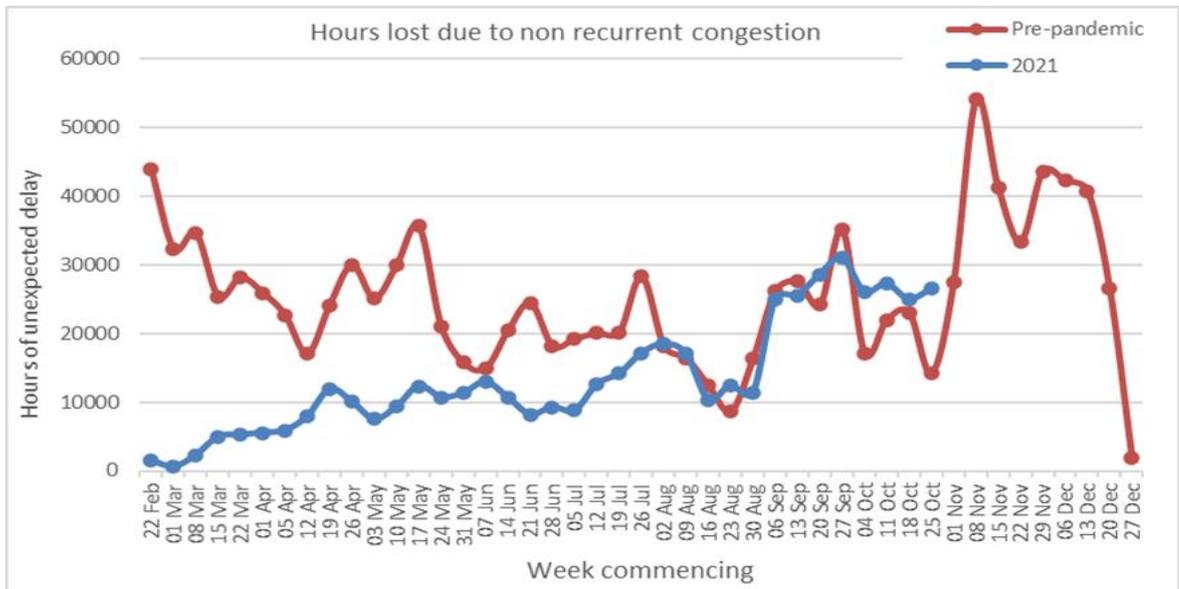
- 3.24. As trips have returned to the highway network the traffic profile has returned to as similar state as its pre pandemic distribution as shown in figure 8.

Figure 8: Weekday Traffic Profile



- 3.25. Monitoring of congestion resulting from unexpected delays (including incidents and events) shows there was an estimated average of 25,000 vehicle hours lost per week to non-recurrent congestion during October.
- 3.26. Roadworks are the main cause of congestion accounting for an average of 13,000 hours (or 49% of delay).

Fig 9: Non-Recurrent Congestion

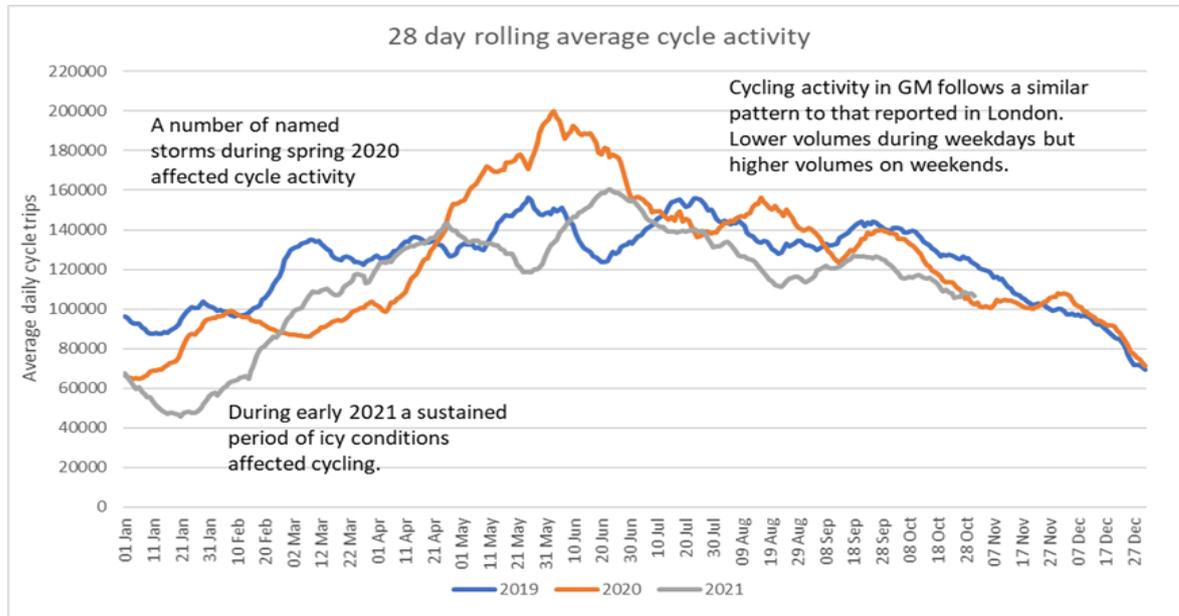


- 3.27. For the rolling 12 months up to the end of May 2021, the Killed and Seriously Injured (KSI) casualties on GM roads are 589 against a predicted 572. This represents an increase in KSI as the short-term effect of the COVID-19 pandemic on traffic levels appeared to have suppressed overall KSI numbers.

Active Travel

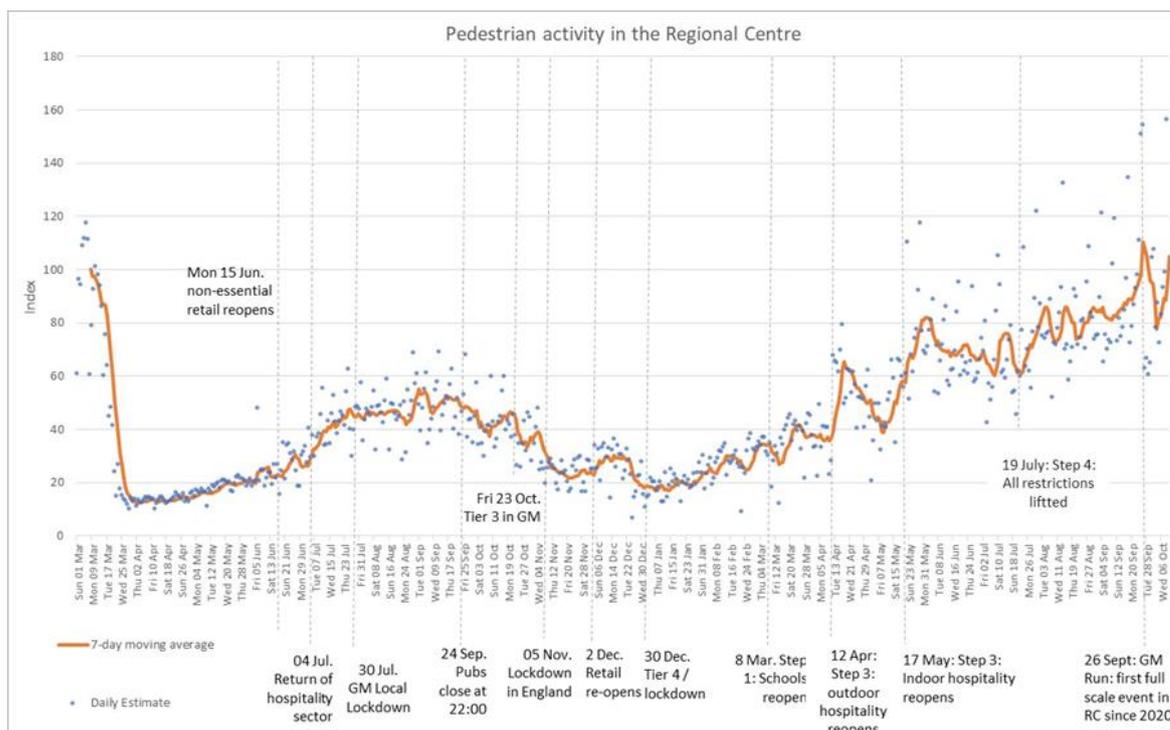
- 3.28. Month on month comparison saw a decrease in cycling (-12%) and walking activity (-11%). The 28-day rolling estimate for cycling activity for October was 2% above the same period in 2020, however, 16% below the same period in 2019. The Autumn period typically sees a reduction in active travel.

Fig 9: 28 Day Average Cycling Trips



- 3.29. Walking remains the second highest preferred way to travel across Greater Manchester, with 46,300,000 trips during October. Whilst this has seen a reduction, it remains 27% above October 2020 (36.3m), however, consistent with October 2019 (46.6m).
- 3.30. Pedestrian activity at the video analytics sensors in the regional centre remained consistent, the latest figures suggest footfall is approximately 80% 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



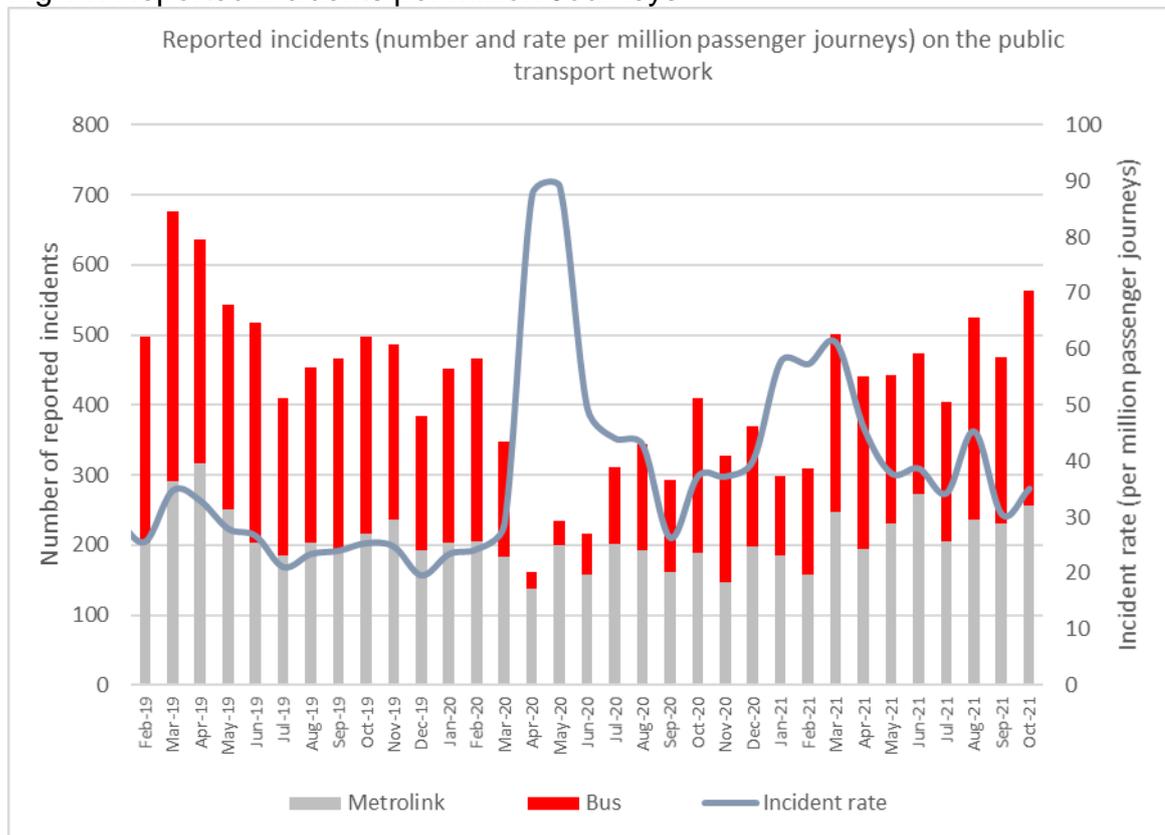
Crime and Anti-Social Behaviour (ASB)

- 3.31. The rolling 12-month incident rate (per million passenger journeys) for bus and Metrolink combined for the 12 months to October 2021 has decreased slightly from 42 to 41. The monthly incident rate for October 2021 for bus and Metrolink has increased to 3 (from 31 during September 2021).
- 3.32. In line with the refreshed TravelSafe Forward Action Plan commitment around specialist operations, five have taken place across October as follows: 08 Oct (Bury-Whitefield), 15 Oct (Victoria), 21 Oct (Rochdale-Newbold), 25 Oct (Bury-Radcliffe) and Rochdale Road (Bus), 28 Oct (Piccadilly Gardens). Operations are now timetabled through to the end of the year.
- 3.33. A male was seriously injured at Deansgate Castlefield on 05 Oct when he jumped from the staircase to avoid a robbery from an offender believed to be in possession of a knife. Joint working with KAM enabled the Transport Unit to locate the offender through CCTV and he was subsequently arrested by the Transport Unit the following night at Cornbrook. The investigation remains ongoing led by Longsight CID due to the severity of the incident.
- 3.34. On 10 October, a mass brawl took place involving approximately 30 youths in the Radcliffe Park and Ride area. The rivalry involved gangs from Whitefield and Bury who, following a town centre dispersal order, had identified the park & ride site as a meeting location. Several weapons were involved, including machetes, however no serious injuries were incurred. Seven juveniles have since been arrested, and investigations remain ongoing. This incident was covered in the MEN and led to a number of local Councillors raising community concerns. A meeting was held with local ward Councillors on 21 Oct, following which councillors were invited to attend the Bury TravelSafe Specialist Operation on 03 November. TravelSafe and KAM will

also attend the next community meeting on 22 November and provide an update on interventions and actions being taken.

- 3.35. A male was stabbed on board a tram at Monsall on 15 October, whilst inbound to Victoria. The injuries sustained by the victim were not life threatening. GMP responded and arrested the offender however both victim and other witnesses were unresponsive
- 3.36. On 20 October a sexual assault occurred on board a tram between Queens Road Depot and Victoria. KAM were able to secure and provide CCTV footage to GMP, from which the offender was identified and arrested, he has now been charged by the Transport Unit.
- 3.37. The TravelSafe educational video has been shared with The Manchester Youth Justice Team to support a restorative justice intervention for a young female involved in arson at Wythenshawe Bus Station.
- 3.38. On the 15 October members of the GM Magistrates Association attended a presentation on the work of TravelSafe and the GM Violence Reduction Unit. Members then attended the TravelSafe Specialist Operation at Victoria.
- 3.39. A GMP Transport Unit and TravelSafe update was delivered to the GM Transport Committee on the 15 October following a request at the previous meeting.
- 3.40. Bury Council has again successfully been awarded Purple Flag (safe night-time economy) status following support from TravelSafe in their bid.
- 3.41. Across October the GMP Transport Unit has made 47 arrests and conducted 42 stop/searches.

Fig 11: Reported Incidents per Million Journeys



4. Network Performance Scorecard

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	91.4%	S
Metrolink Operated Milage	R	99%	95.98%	S
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	89.8%	97.6%	I
Northern Reliability (Cancellations)	G	N/A	3.0%	I
Northern Right Time	G	N/A	77.1%	I
TPE Punctuality (PPM)	G	88.6%	89.8%	S
TPE Reliability (CaSL)	G	N/A	4.2%	W
TPE Right Time	G	N/A	57.1%	W
Network Rail Delay Minutes	G	28,511	33,180	W
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	R	97.0%	95.20%	I
Commercial Bus Service Reliability	R	97.0%	94.60%	I
Subsidised Bus Service Reliability	G	97.0%	97.88%	I
Network Bus Overall Punctuality	G	80.0%	81.67%	I
Commercial Bus Overall Punctuality	G	80.0%	80.40%	I
Subsidised Bus Overall Punctuality	G	80.0%	87.86%	I
Network Bus Regularity	R	97.0%	93.88%	W
Commercial Bus Regularity	R	97.0%	93.88%	W
Subsidised Bus Regularity	n/a	n/a	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	88.1%	D
Highways Level of Delay (Average)	A	30.0%	30.4%	D
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Nov 2020)	A	572	589	D
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to August 2021)	A	42	41	S

Several KPIs suspended as a result of Covid-19 See Appendix A for glossary.

Reporting Periods: This report covers October 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.
Bus Service Reliability	Scheduled Service Reliability – measured by the percentage of	GREEN if equal to or above the target.

Measure	Description	RAG thresholds
	observed bus departures from a given location compared to the service provision promised to the public.	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.)