

GREATER MANCHESTER TRANSPORT COMMITTEE

Date: Thursday 24 March 2022

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 noting that all government restrictions have now been lifted, however the report will still include reference to, interventions to ensure public transport and active travel fully support Greater Manchester's recovery.

Recommendations:

Members are requested to note and comment on the contents of the report.

Contact Officers

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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 to the report: 1

Appendix A - Glossary

Comments/recommendations from Overview & Scrutiny Committee

Not applicable

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?

No

GM Transport Committee

Not applicable

Overview and Scrutiny Committee

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 Bee 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 ground transport modes in Greater Manchester.

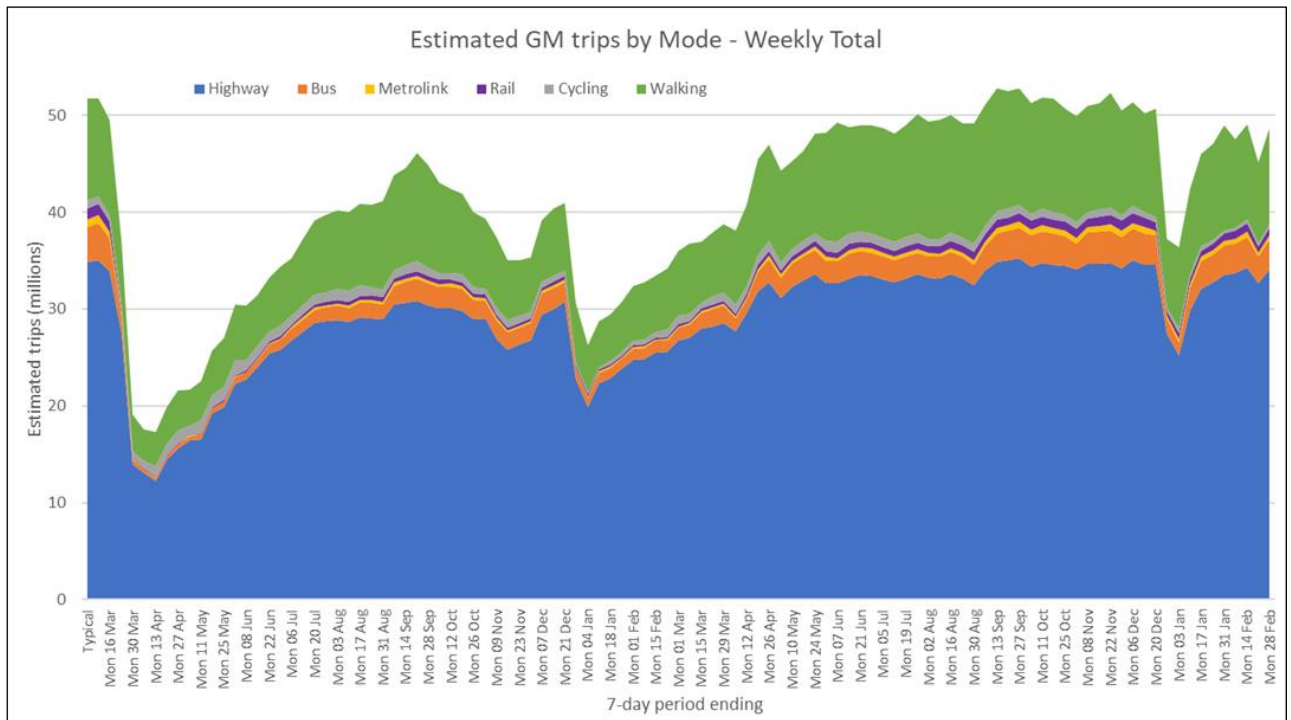
2 Network Performance Summary

- 2.1 The detail contained later in this report covers the key highlights relating to performance of transport modes during the period of February 2022, noting that the relevant subcommittees receive detailed reports on Bus, Rail and Metrolink performance.
- 2.2 During February 2022, there were an estimated 190.3 million trips across the Greater Manchester transport network. This was 4.4% fewer (-8.7 million) than January 2022 (199.1 million) and 7.7% fewer (15.9 million) than February 2020 (206.2 million), (as shown in figure 1).
- 2.3 The average daily trip total for February 2022 was 6.7 million, which is 5.8% higher than January 2022 (6.4 million).
- 2.4 Trips on the Highway accounted for 70.7% of all trips during February 2022 (134.6 million). While this is a lower number of trips on the Highway network than in January 2022 (138.2 million) it is a higher percentage of all trips (69.4%).
- 2.5 Public transport accounted for 9.0% of all trips (17.1 million). This is a higher share than during January 2022, which was 8.1% (16.2 million). The number of trips on public transport has been relatively consistent since all Covid restrictions were removed in July 2021, however, it does remain below the pre-Covid level.
- 2.6 Active travel accounted for an estimated 38.5 million or 20.6% of all trips during February 2022. This is 13% fewer than January 2022 (44.6 million).

2.7 The winter period, as expected had an impact on active travel. During February 2022 there were 1.3 million cycling trips which represents a 16% reduction from January 2022. Over the same period in 2020 there was a 44% reduction in cycle activity.

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

Figure 1: Network Modal Trips Split (March 19 – February 22)



3 Network Performance

Metrolink

3.1 Following the omicron wave of Covid absences and easing of restrictions generally, there are fewer issues with staff availability and operational performance of the Metrolink improved in February as a result.

3.2 The most notable service impacting incidents include:

- An overhead line failure on 15th February near Old Trafford depot resulted in significant disruption for a number of lines. This had a severe impact on the evening Manchester United fixture, with travel severely disrupted during

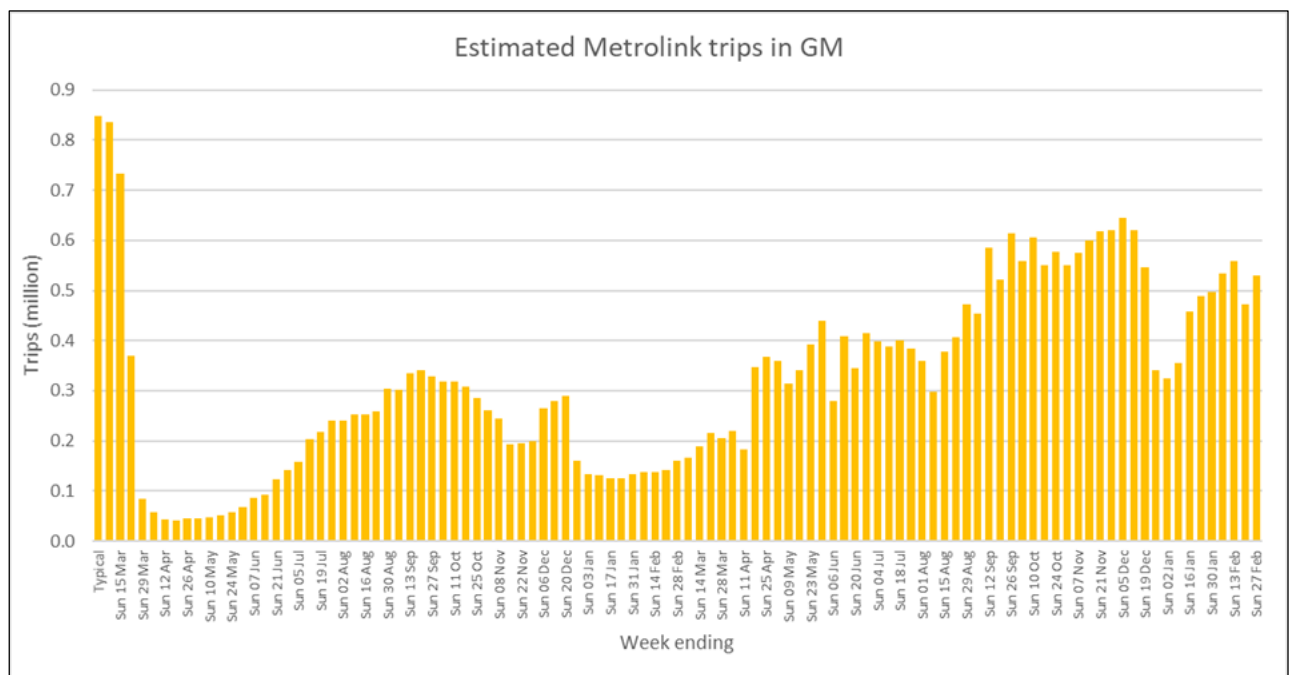
ingress and egress. Disruption continued into Wednesday 16th with normal services resuming at 14:00.

- Storms Dudley, Eunice and Franklin brought trees down impacting Airport, Bury and Oldham Rochdale lines. Storm Franklin impacted services on 21st February with the Bury line being the most affected.

3.3 From Saturday 19th to Sunday 27th February there was a full closure of the Eccles line for planned critical safety engineering works which saw the replacement of worn rails in the Salford Quays area.

3.4 Patronage reached circa 65% of pre-Covid levels at the beginning of March.

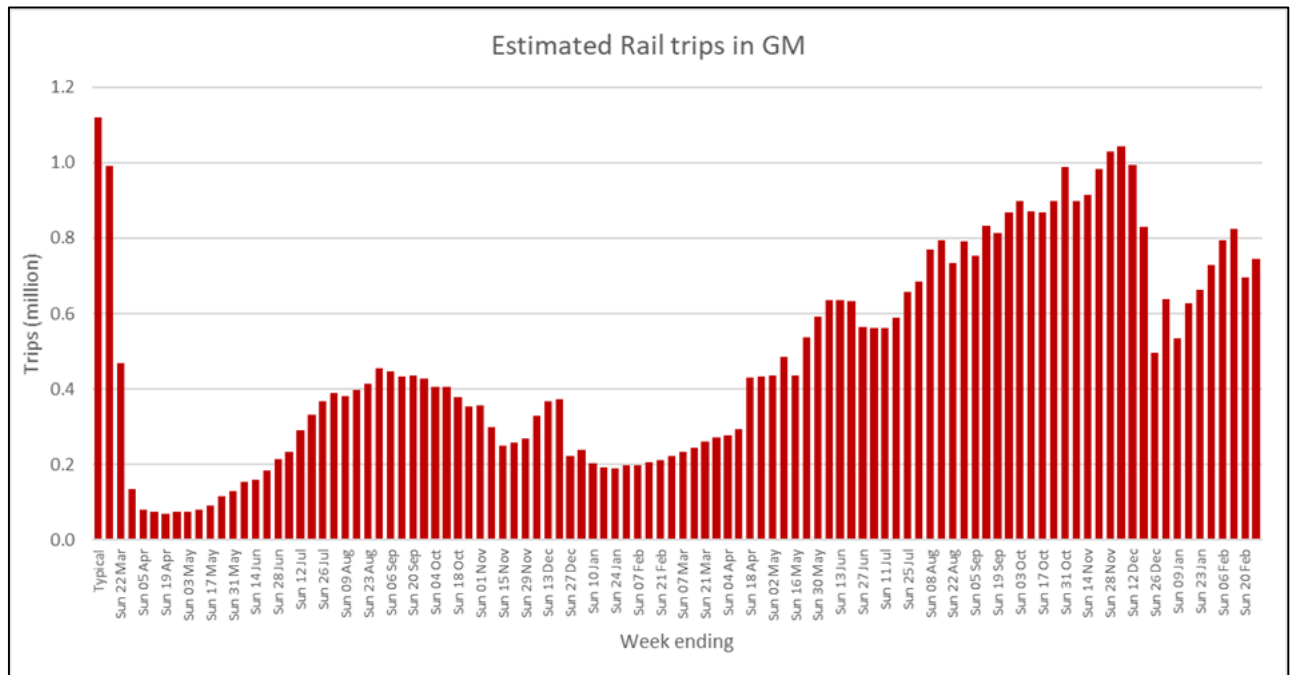
Figure 2: Weekly Metrolink Trips



Rail

3.5 During February 2022 there was an estimated 3.06 million rail journeys, which is 260k (9.2%) higher than January 2022 (2.8 million), however, 35% below February 2022, (shown in figure 3).

Figure 3: Weekly Rail Footfall (Manchester Piccadilly)



3.6 Footfall at Piccadilly declined significantly from mid-December 2021; however, February 2022 (3.06 million) saw a 9% increase from January 2022 (2.80 million).

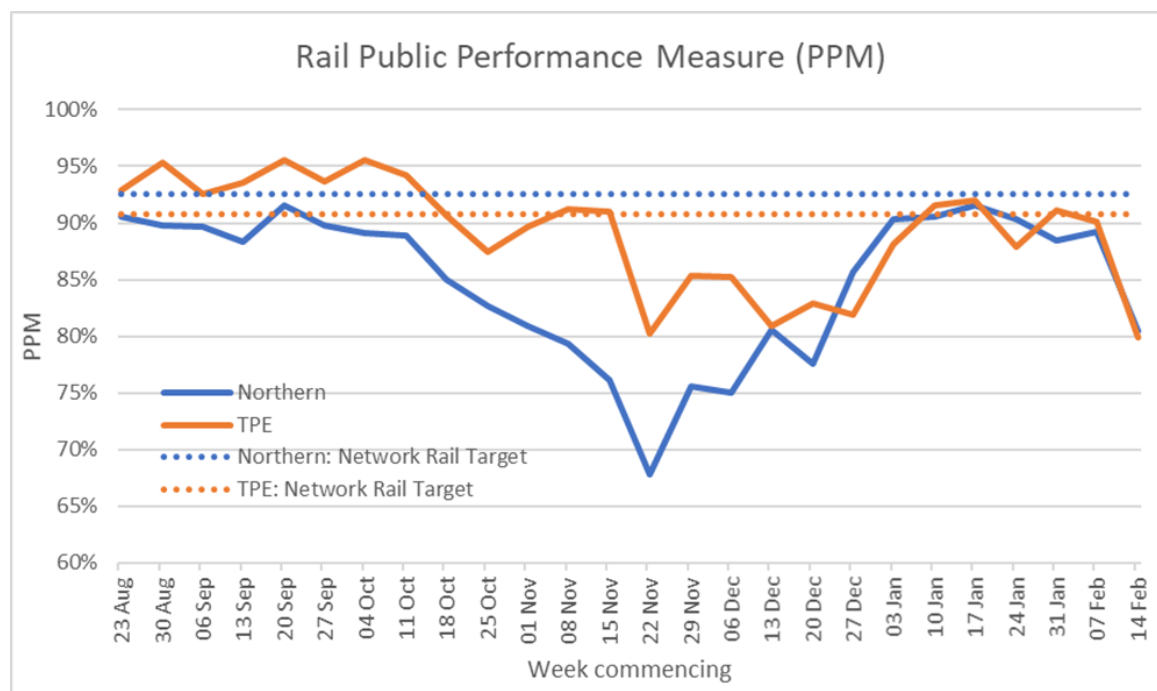
3.7 Strike action is currently affecting Transpennine Express services on Sunday 27 February with further action planned to take place on:

- Sunday 13th March 2022
- Sunday 20th March 2022
- Sunday 27th March 2022
- Sunday 3rd April 2022
- Saturday 16th April 2022 until Sunday 17th April 2022 (Easter weekend)
- Saturday 30th April until Sunday 1st May 2022 (Early Spring Bank Holiday weekend)
- Saturday 4th June 2022 until Sunday 5th June 2022 (Queen's Jubilee weekend)

3.8 In addition to the strike action there is also a ban on rest day working and overtime which has seen a substantial increase in short notice cancellations.

- 3.9 Rail performance was affected by Storms Dudley, Eunice, and Franklin between Friday 18 – Monday 21 February. Preston station was closed on Saturday 19th for roof repairs following storm damage. Services between Blackpool North and Manchester were cancelled, with a number of corridors affected by trees and debris on the line. On Monday 21 February, Northern suspended its entire LNW operation until 1100hrs due to the extent of trees and debris blocking tracks. Services to Manchester Airport were disrupted for most of the day due to trees on the route in multiple locations.
- 3.10 Period 11 (covering the period between 09 January and 05 February) saw improvements in overall PPM and Right Time performance for GM TOCs, although these figures continue to be based on train plans featuring a reduced level of service, currently around 78% of pre-Covid levels
- 3.11 The period saw the introduction of amended train plans from 04 Jan (NTL, AWC) and 10 Jan (TPE, EMR) – these featured reduced services, following on from rises in new-variant Covid infections and staff self-isolation. Late-notification Cancellations declined and performance stabilised, as these new plans were brought in.
- 3.12 Additional pre-planned cancellations were reported on a daily basis for NTL/TPE due to crew availability being compounded by the end of RDW agreements and staff declining to work overtime or rest days.
- 3.13 Patronage had declined in December from around 70% of pre-Covid to below 40% by period-end, when fears over new variant Covid began to impact demand. Government Plan B was rescinded and all Covid restrictions removed on 26 January – patronage has since increased to around 69% NTL/66% TPE. Piccadilly footfall peaking around 100,000 on Friday/Saturdays.
- 3.14 Network Rail delay improved in the period and decreased by around 4,000 mins on the previous period. Delay was split with infrastructure at just over 7,000 mins and External at just below 13,000 mins.
- 3.15 The most significant incidents affecting performance in the period, excluding the four days of severe weather, included a fatality at Winwick, animal strike near Wigan, trespass at Lancaster and signalling failure at Slade Lane Junction.

Figure 4: Public Performance Measures



- 3.16 There were two recorded fatalities across GM in the period, at Stockport and Moses Gate.
- 3.17 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.
- 3.18 As detailed in figure 5, performance nationally (1 October to 31 December 2021) continued to be affected by the coronavirus (COVID-19) pandemic. From April 2020 to early 2021, train service and passenger levels on the network were at historically low levels. This led to improvements in both punctuality and reliability.

Figure 5: Passenger Rail Performance (Great Britain)

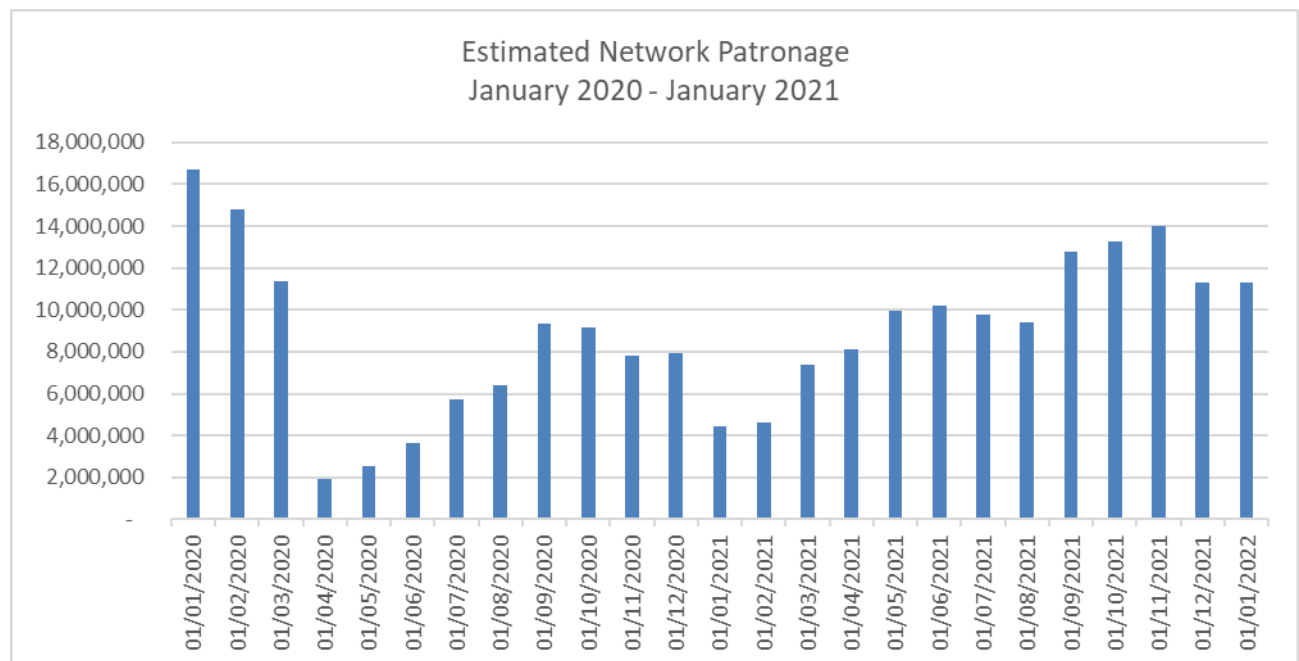
Measure	Oct to Dec 2021	Compared with Oct to Dec 2020		Compared to Oct to Dec 2019	
On Time	67.7%	↓	-7.1pp	↑	8.3pp
PPM	87.1%	↓	-4.7pp	↑	4.8pp
Cancellations	3.7%	↑	1.4pp	↓	-0.4pp

*Source: ORR Performance Data: Passenger rail performance October to December 2021 (orr.gov.uk)

Bus

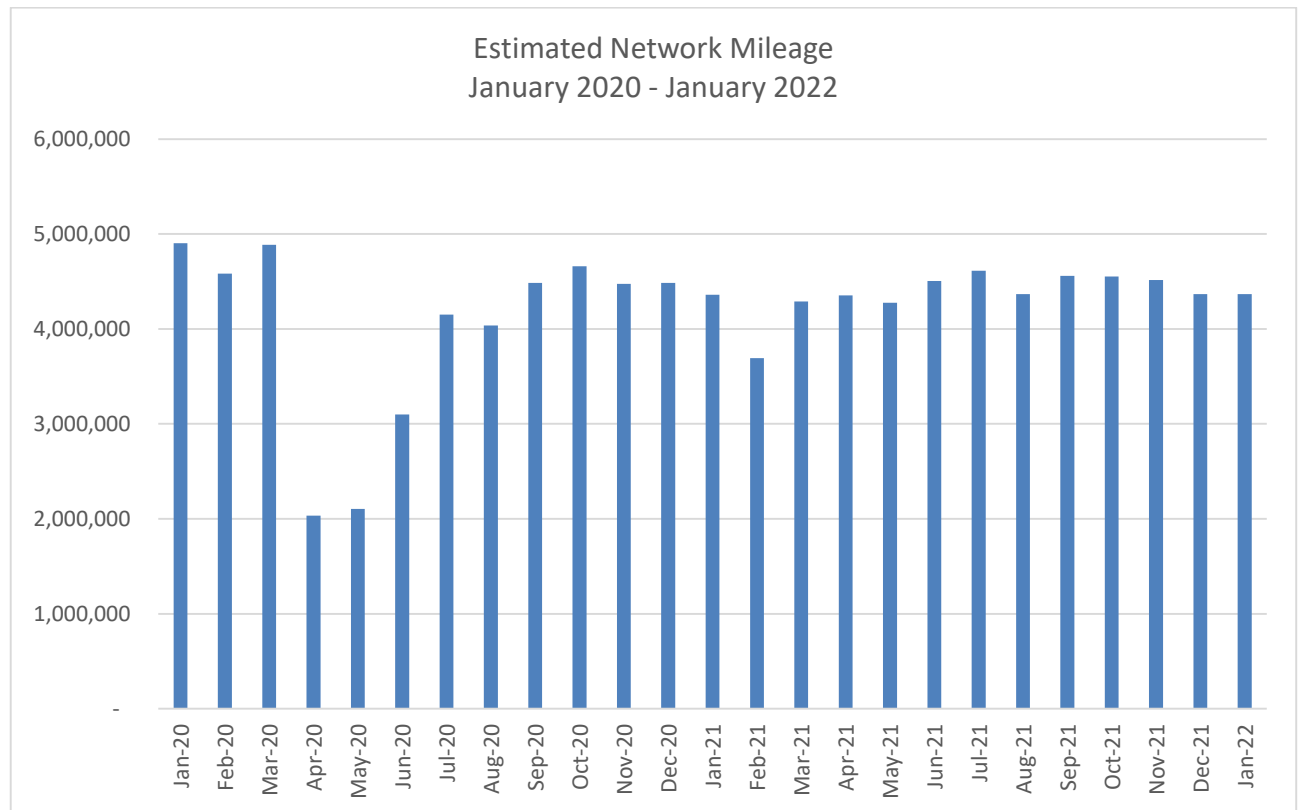
- 3.19 Following eight days of strike action this year, Unite members voted to accept an improved pay offer at First Manchester's Oldham depot.
- 3.20 During January 2022, bus network patronage was an estimated 11.3 million, which was comparable with December 2021 (11.3 million) and 32% below January 2020 (16.7 million).

Figure 6: Monthly Network Patronage



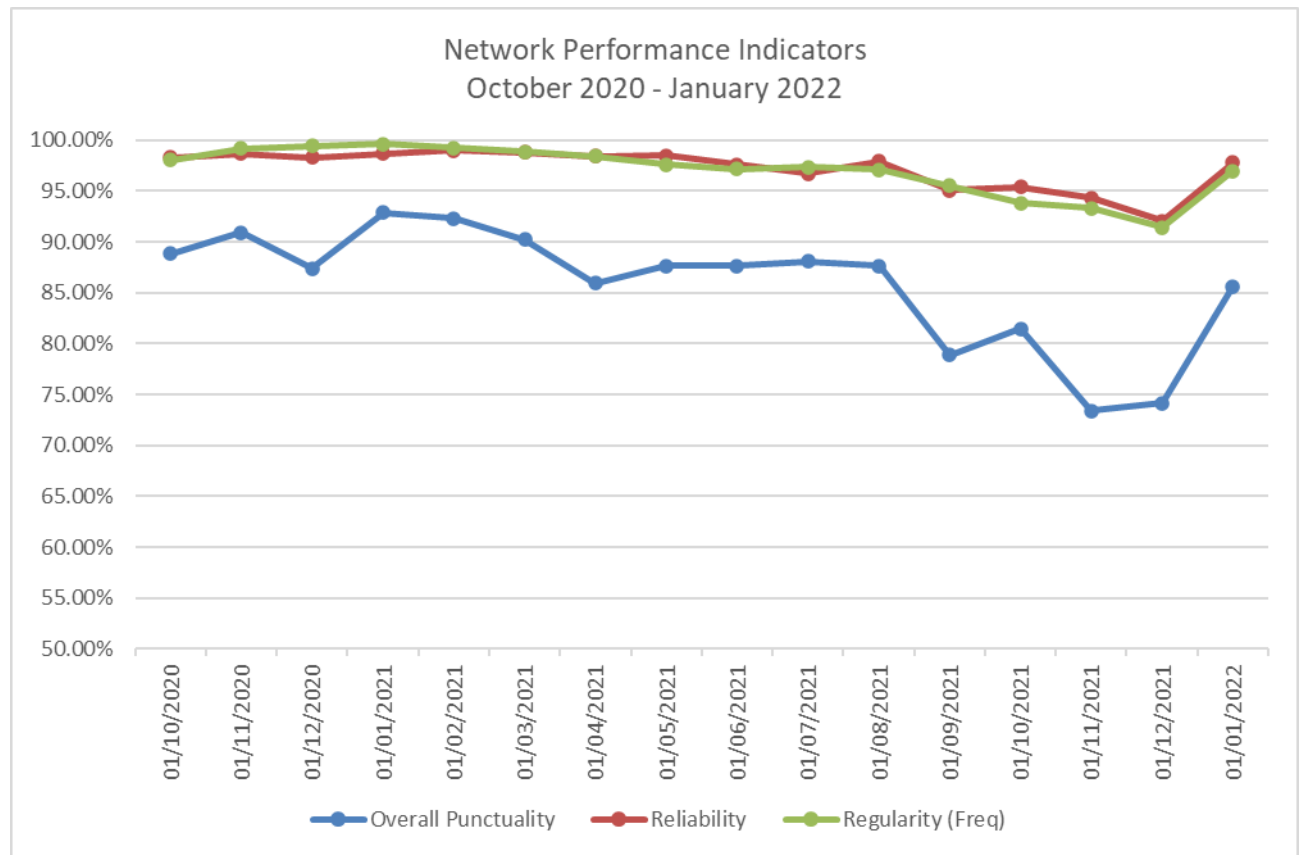
- 3.21 During January 2022, bus network mileage was estimated at 4,368,120 miles, which was comparable with December 2021 at 4,368,096 miles and 11% lower than January 2020 at 4,902,034. In January 2022, 80.39% of the bus network mileage was provided by commercial services and 19.61% provided by subsidised services.

Figure 7: Monthly Network Mileage



- 3.22 Patronage and mileage in January 2022 were comparable with December 2021, though below levels recorded in January 2020 pre-pandemic, indicating continued reductions in service frequency due to driver availability and changes in bus travel following the COVID_19 pandemic.
- 3.23 Patronage is slowly recovering. Patronage for the rolling 12-month period of February 2021 – January 2022 was 122.2 million passengers and remains 31% lower compared with the 2019/20 financial year (177.3 million passengers)
- 3.24 Network operational performance in January 2022 for overall punctuality was 85.60%, reliability was 97.80% and regularity of frequent services was 96.97%, based on PRMS (Punctuality Reliability Monitoring System). Overall punctuality and reliability indicators were above the Traffic Commissioner targets of 80% for overall punctuality and 97% for reliability. Regularity of frequent services remained below the Traffic Commissioner target of 97% for the fifth consecutive month.
- 3.25 Full yearly, month by month comparison is unavailable due to PRMS manual observations being suspended between April 2020 and September 2020.

Figure 8 Network Operational Performance



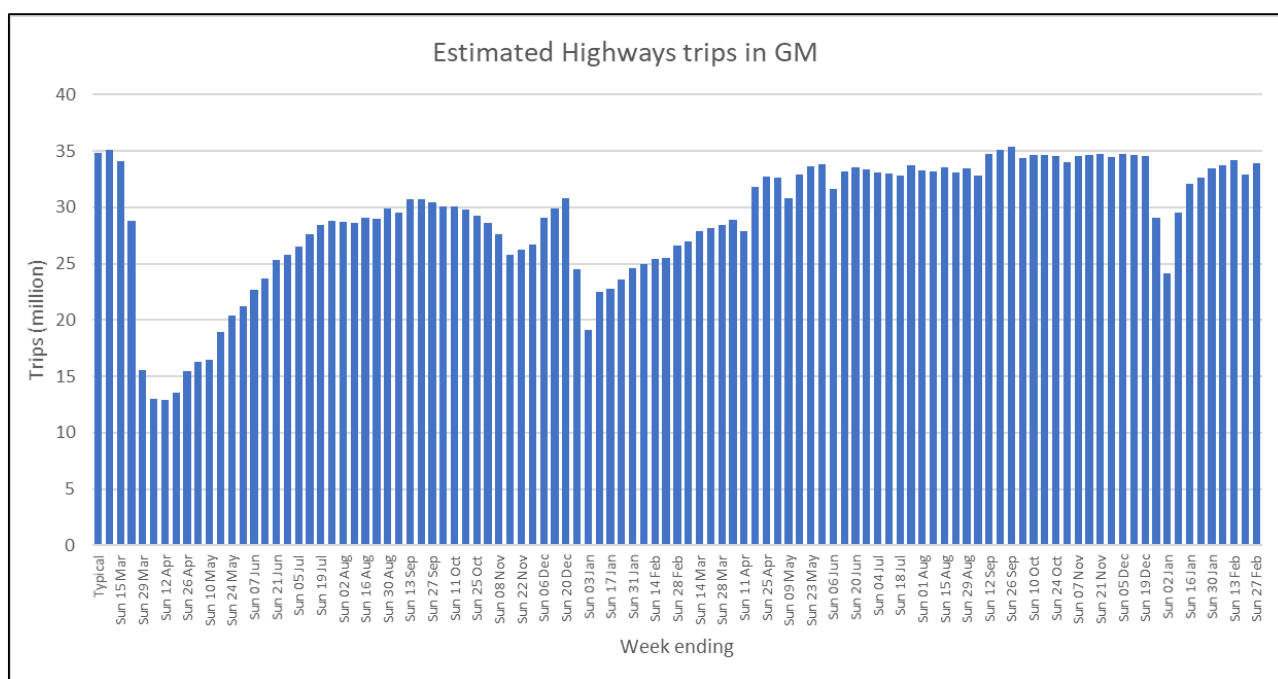
- 3.26 TfGM are continuing to liaise with operators to understand industry wide issues, for example driver shortage and its impact on network performance.
- 3.27 An Operational Performance Reporting system is being introduced which uses both automated vehicle location (AVL) and timetable (TransXChange) information to determine punctuality performance and will supersede the PRMS process. Data is collected for all services and journeys covering the Greater Manchester network, for the commercial and subsidised network, including the school services.
- 3.28 In December 2021, all Greater Manchester operators were integrated into the Operational Performance Reporting system, with performance reporting expected from the system by October 2022, following notice with operators.
- 3.29 In addition to the challenges of driver and staff availability, there are several other issues effecting the performance of the bus network (figure 10) including;
- Increasing congestion across GM. There is a clear correlation between Highway congestion and bus performance with punctuality declining as congestion increases, and

- Increased congestion in the regional centre due to the seasonal increase in footfall, driver behaviour (not observing restricted movements and access only streets) and significant works to the west of the regional centre.

Highways

- 3.30 There were an estimated 134.6 million trips on the highway network during February 2022. This is 2.6% lower than January 2022 (134.6 m) and 5.7% lower than February 2022 (138.2m).
- 3.31 On 14th February a temporary 30mph speed limit was brought into force on the Mancunian Way.
- 3.32 Lane closures on Trinity Way, clockwise, for the redevelopment of the Boddingtons site and anticlockwise at Irwell Street caused substantial delays throughout February
- 3.33 On the weekend of 12th and 13th March the Mancunian Way will be closed for annual maintenance and safety checks.

Figure 9: Weekly Highway Trips



- 3.34 Monitoring of congestion resulting from unexpected delays (including incidents and events) shows there was an estimated 135,000 hours of delay on the monitored corridors during February 2022. This is the highest monthly total since the start of

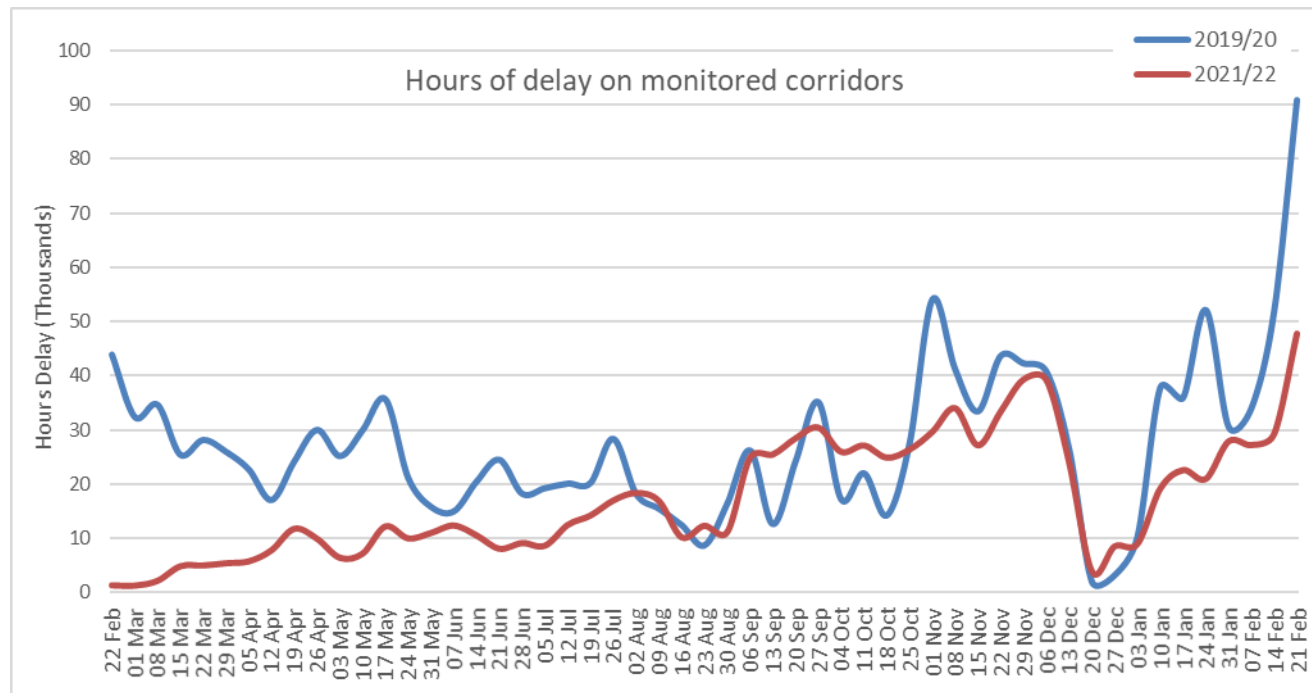
the pandemic. 74% up on January 2022. However, delays remained 35% below February 2020. During February 2022 76% of delays were during the PM peak, prior to the pandemic there was a more even split between AM and PM peak delays. During February 2020 48% of delays were during the AM peak and 52% during the PM peak. Delays during the PM Peak during February 2022 were just 5% below February 2020 at 102,800 hours and 108,500 hours respectively.

- 3.35 Roadworks were the main cause of congestion accounting for an estimated 64,800 hours (48% of delay). The largest increase in delays were those attributed to Events. The impact of changes to the A56, change to public transport provision and a number of improvement schemes to the west of the City will all have contributed to higher journey times for events at Old Trafford. Figure 10 shows the hours delay by category, whilst Figure 11 charts the non-recurrent total delays 2019 to 2022.

Figure 10: Hours Delay and Cause February 2020 vs February 2022

Cause	2020	2022
Roadworks	85800	64800
Capacity/Diverting Traffic	26300	24500
Events	7300	19300
RTC	1700	10700
SRN Incident	47900	5100
Broken Down Vehicle	600	3000
Adverse weather (inc flooding)		4200
Police Incident	500	1700
Traffic Signal Fault	4100	1400
Unsafe Building	34800	300
Total	209100	135000

Figure 11: Non-Recurrent Congestion



3.36 For the rolling 12 months up to the end of August 2021, the Killed and Seriously Injured (KSI) casualties on GM roads are 681. This is:

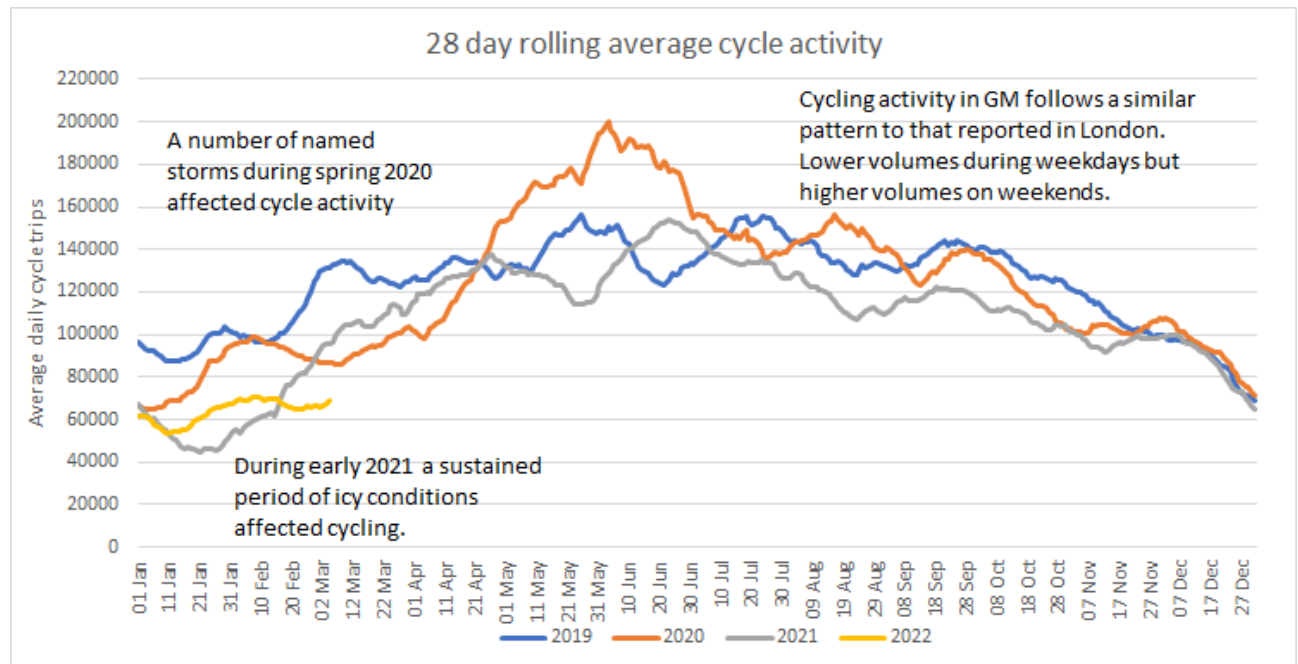
- 8.4% up on the same period to August 2020
- 20.1% up above the forecast for the period of 567.

3.37 This increase compared to the period ending August 2020 is not statistically significant and the change is likely to represent year-to-year variation.

Active Travel

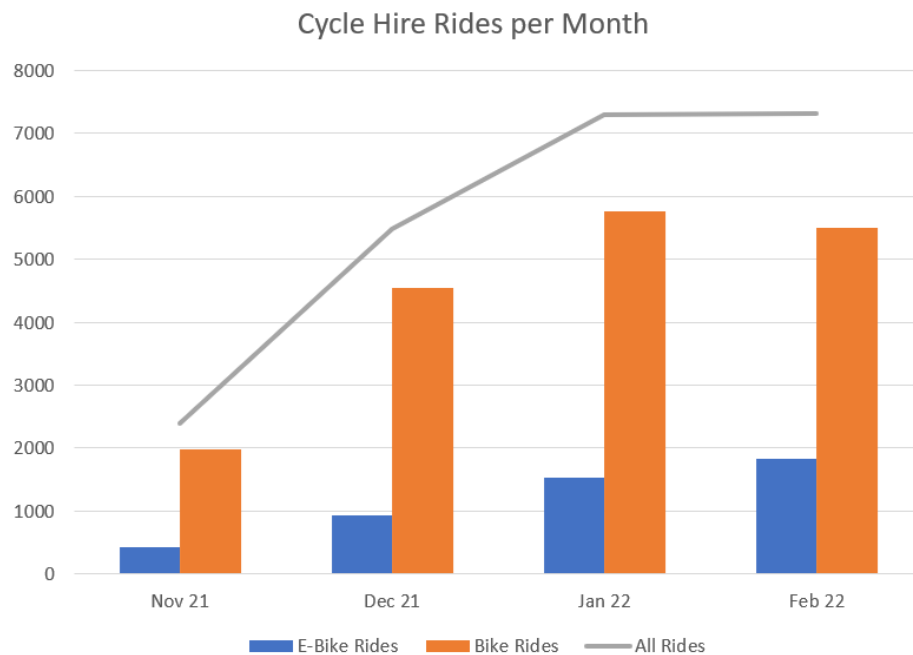
3.38 Cycle activity during February has been affected by a number of named storms during the month. On the days effected by the storms estimated cycle trips fell to 18,000 per day. This is substantially below the annual average of over 100,000 cycle trips per day.

Figure 12: 28 Day Average Cycling Trips



- 3.39 Walking remains the second most popular way to travel across Greater Manchester, with 37.2. million trips during February 2022. This is in line with February 2020. However, due to the lower number of overall trips walking represents a higher proportion of trips. 19.5% during February 2022 compared to an estimated 18.2% during February 2020.
- 3.40 Cycle Hire Usage has been following an upward trajectory since launch flattening in Jan and Feb with over 7000 rides a month bearing in mind there were twice as many rainy days in Feb compared to Jan. March has started well as we are tracking at 2.5% above usage for same period in Feb.

Figure 13: Cycle Hire Rides per Month

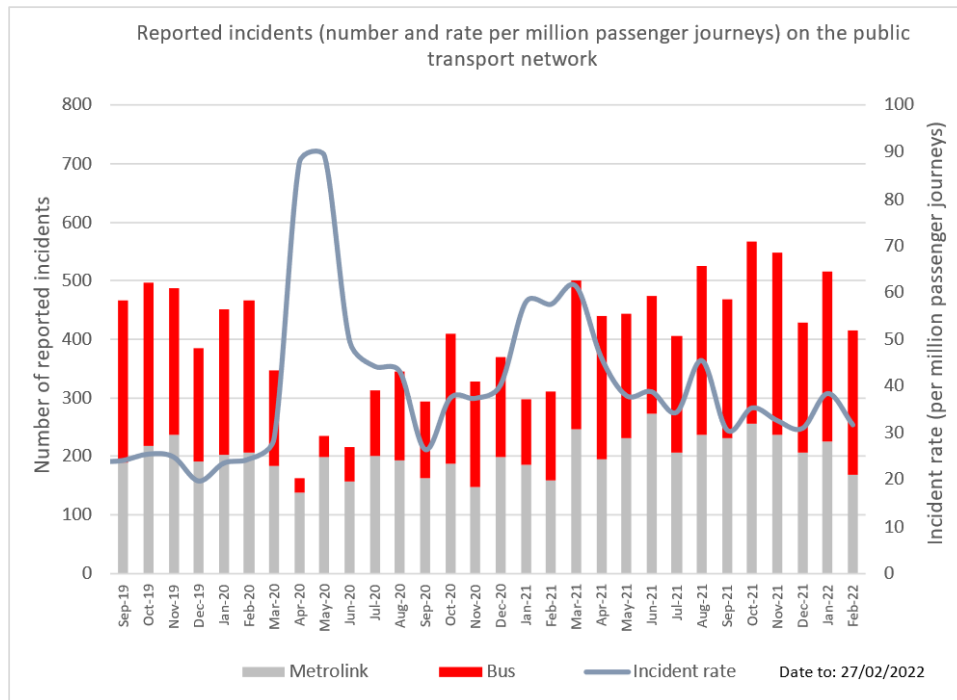


Crime and Anti-Social Behaviour (ASB)

- 3.41 TravelSafe Specialist Operations continued with operations completed during February at: Cornbrook, Wythenshawe, Radcliffe (3 times), Monsall, Bury and Ashton. Results analysed to date include over 4,000 passenger checks, 372 fines and six arrests.
- 3.42 Following an uptick in incidents of missiles being thrown at buses and trams a press release was issued by TfGM on 11 February to warn people of the dangers and consequences. This follows a targeted campaign of vandalism by a group of youths in Stockport, all of whom have now been identified through CCTV and are in the process of being dealt with by the GMP Transport Unit. Following this intervention by the Transport Unit and joint working with Stockport Council's Community Safety team, there has been a reduction of reported incidents of criminal damage in Stockport from an average of 10 per week during mid-January to an average of 2 per week during mid-February.
- 3.43 Crucial Crew sessions for Year 6 pupils in the Bury and Rochdale areas concluded on 11 February. Total number of children attending 3,279.
- 3.44 A male responsible for criminal behaviour on and around Bolton Interchange was jailed for 4 years and 8 months on 24th February.

3.45 As part of the Home Office Safer Streets project in Oldham, posters designed to challenge sexual harassment (#NoisNo) have been installed across the five Metrolink stops involved. The poster was designed by a student from Oldham College.

Figure 14: Reported Incidents per Million Journeys



Network Performance Scorecard

Metrolink	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	90.4%	S
Metrolink Operated Mileage	A	99%	98.7%	I
Rail (Period 11, 2022)	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	R	92.6%	88.6%	I
Northern Reliability (Cancellations)	G	N/A	1.8%	W
Northern Right Time	G	N/A	66.5%	I
TPE Punctuality (PPM)	A	90.8%	90.7%	I
TPE Reliability (CaSL)	G	N/A	14.9%	W
TPE Right Time	G	N/A	68.4	N/A
Network Rail Delay Minutes	G	24,774	19,989	I
Bus	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	97.80% %	I
Commercial Bus Service Reliability	R	97.0%	96.00%	I
Subsidised Bus Service Reliability	G	97.0%	98.50%	I
Network Bus Overall Punctuality	G	80.0%	85.60%	I
Commercial Bus Overall Punctuality	G	80.0%	84.81%	I
Subsidised Bus Overall Punctuality	G	80.0%	89.64%	I
Network Bus Regularity	R	97.0%	96.97%	I
Commercial Bus Regularity	R	97.0%	96.97%	I
Subsidised Bus Regularity	n/a	n/a	n/a	n/a
Highways	Status	Target	Achieved	Trend
Highways Journey Time Reliability	R	90.0%	88.6%	D
Highways Level of Delay (Average)	R	30.0%	31.6%	D
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to August 2021)	A	567	681	D
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to February 2022)	A	37	36	I

Several KPIs suspended as a result of Covid-19

See Appendix A for glossary.

Reporting Periods: This report covers **February 2022**

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 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.

Measure	Description	RAG thresholds
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.)