

**Greater Manchester Transport Committee**

Date: 11 October 2019

Subject: Transport Network Performance August 2019

Report of: Bob Morris, Chief Operating Officer, TfGM

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**PURPOSE OF REPORT**

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

**RECOMMENDATIONS:**

Members are asked to note the contents of the report.

**CONTACT OFFICERS:**

Alex Cropper	Interim Head of Operations	0161 244 1122 <a href="mailto:alex.cropper@tfgm.com">alex.cropper@tfgm.com</a>
Julie Flanagan	COO Sponsor and Support Officer	0161 244 1164 <a href="mailto:julie.flanagan@tfgm.com">julie.flanagan@tfgm.com</a>

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: 2

- Appendix A: Glossary
- Appendix B: Metrolink Performance

**BACKGROUND PAPERS: Nil**

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
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 August 2019.

## **2 OVERALL NETWORK PERFORMANCE SUMMARY**

- 2.1 Metrolink performance through August declined from the previous month and has been below standard with some short-forming of services and a reduced flexibility to increase capacity for events. This was due primarily to a high number of tram faults and repairs following road traffic collisions. These metrics have since recovered during early September which will be reflected in next month's report. The annual Metrolink performance report is later in this meetings agenda and will cover performance in greater detail.
- 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 declined for five of the six Train Operating Companies (TOCS) with PPM significantly adverse to targets, largely due to increases in external delays including; adverse weather, trespass and fatalities. Events at Toddbrook reservoir also impacted on performance in the early part of the month, which resulted in week long serious disruptions to customers. Issues with failures of refurbished rolling stock operating across GM have continued.
- 2.3 Bus Performance has been good overall during the period, reflecting positive journey time reliability on the highway network overall.
- 2.4 Journey time reliability and average level of delay have both improved over August, reflecting both a lower volume of disruptive roadworks and the continuation 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 Manchester Pride Festival, Extinction Rebellion protest, Peterloo Bi-Centenary Walk and commencement of football league fixtures. In addition, issues arising from the risk of a dam failure at Toddbrook reservoir required TfGM's attendance and support at Greater Manchester multi-agency Strategic Co-ordinating Group (SCG) meetings. All of these were managed and delivered against multi modal plans to ensure that disruption to the travelling public was minimised. 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 August was below standard with performance in the most recent quarter impacted by road traffic collisions as well as signaling issues in key locations. As a consequence of this challenging period, a number of trams have been out of service for repairs. Some of these have been out of service for some time due to the lead time for replacement parts. The outcome is that vehicle availability struggled for a time to meet the requirements to operate peak weekday service and therefore a number of services which would have operated as a double unit, have had to operate as a single unit. Gradually these trams have come back online and doubles are now operating again as planned
- 3.4 Vehicle reliability and availability will continue to be monitored at a senior level by both KAM and TfGM
- 3.5 Despite these recent challenges, performance is returning to targeted levels. The ability to provide capacity to meet demand remains Metrolinks biggest challenge.

Crime and anti-social behaviour continue to be an issue albeit August was the best in terms of volume in 2019. Evenings and night time tend to see an increase 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.

- 3.6 Contactless continues to be successful and over 232,000 journeys using contactless have been made from the commencement to the end of August. There continues to be 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 Following incremental timetable changes made in May operational performance remained relatively stable until P5 (21 July-17 August). This period saw significant period-on-period declines in PPM and Right-Time performance for 5 out of the 6 TOCs serving Greater Manchester, with only TfW registering a slight improvement.
- 3.8 Network Rail delay minutes more than doubled in the period to over 63,000, largely as a result of severe and widespread flooding towards the end of July. Seven of the top ten delays in the period were attributable to weather-related events, including flooding at Trafford Park, Whaley Bridge and Todmorden. There were two instances of unit failure, including a further Northern Class 319 at Eccles, however, the largest single incident involved OHLE damage at Garstang on 22 July, with over 7,500 mins delay and 91 cancelled services.
- 3.9 Northern, EMT and TPE operated revised train plans from 01 – 07 August due to the Toddbrook Reservoir emergency. This saw the closure of Buxton line and suspension of services across Hope Valley – Northern operated services to/from Hazel Grove and Marple, TPE operated to Sheffield via Huddersfield, with EMT (now EMR) terminating services from Norwich at Sheffield.
- 3.10 Period 5 performance was also impacted by the Acton Grange closure on WCML from 20 July – 04 August. TfW Manchester – North Wales services were cancelled and Virgin Trains services either terminated Crewe/Warrington/Preston or operated via Manchester Piccadilly. These diversions and platforming through Piccadilly caused additional delay to local services, notably Northern’s South Manchester and Blackpool services.
- 3.11 Northern’s bridging agreement had been in place for Sunday Working 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 several Greater Manchester routes, the number of these have typically been between 65 – 95 fully or part cancelled trains. Additionally, however, a further 70 – 120 services have been cancelled each Sunday across GM, impacting PPM and CaSL figures.

- 3.12 TPE introduced the first of their new 'Nova 3' trains into passenger service on Saturday 25/08 on the Liverpool – Manchester Victoria – Scarborough route.

### **Bus**

- 3.13 Bus Performance has been good overall during the period, reflecting positive journey time reliability on the highway network overall.
- 3.14 Diamond North West began to operate commercial bus services in Bolton that were previously operated by First, on 11 August 2019 and performance is being monitored.
- 3.15 Preparations with bus operators for the introduction of Our Pass were undertaken, ahead of its introduction in September 2019. Usage across the network is being monitored as it becomes fully embedded. 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**

- 3.16 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.
- 3.17 Commensurate with the school summer holiday period, traffic volumes reduced in August and journey time reliability, particularly during the early morning peak, remained consistently good throughout the month. However, ongoing MSIRR works, particularly around the Chester Road roundabout and changes made to traffic management arrangements, contributed to delays in the PM peak. The removal of traffic management across the entire MSIRR scheme will be delayed beyond the end of August due to slippage in the contractor's programme. Mitigations and messaging to the public are being pursued via Manchester City Council and the contractor
- 3.18 The planned closure of Mancunian Way on 3-4 August occurred without any issues, with TDM messages and diversion routes issued and publicised in advance.
- 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 The 12 month rolling number of people Killed or Seriously Injured (KSI) on GM roads has remained stable but is still in excess of the DfT forecast.

#### 4 NETWORK PERFORMANCE SCORECARD

<b>Metrolink<sup>1</sup></b>	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	90%	S
Metrolink Reliability	A	99%	97.3%	W
<b>Rail<sup>1</sup></b>	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	R	84.4%	76.2%	W
Northern Reliability (CaSL)*	R	6%	6%	W
Northern Right Time	R	52.3%	44.7%	W
TPE Punctuality (PPM)	R	87.7%	70.9%	W
TPE Reliability (CaSL)	R	6.0%	14.5%	W
TPE Right Time*	R	50%	30.6%	W
Network Rail Delay Minutes	R	43,603	63,556	W
<b>Bus<sup>2</sup></b>	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	98.13%	S
Commercial Bus Service Reliability	G	97.0%	97.90%	S
Subsidised Bus Service Reliability	G	97.0%	99.12%	I
Network Bus Overall Punctuality	G	80.0%	88.72%	I
Commercial Bus Overall Punctuality	G	80.0%	88.46%	I
Subsidised Bus Overall Punctuality	G	80.0%	89.65%	I
Network Bus Regularity	R	97.0%	96.64%	S
Commercial Bus Regularity	R	97.0%	96.64%	S
Subsidised Bus Regularity	G	97.0%	n/a	n/a
<b>Highways<sup>2</sup></b>	Status	Target	Achieved	Trend
Highways Journey Time Reliability	G	90.0%	91%	I
Highways Level of Delay (Average)	G	30.0%	29%	I
<b>Network Safety</b>	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Mar '19)	R	576	699	I
<i>* TfGM assumed targets set, to be finalised at a later date.</i>				

See Appendix A for glossary.

**Reporting Periods:** 1 – Period 5 (20 July to 17 August)  
2 – August 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:

**21 July until 17 August 2019**

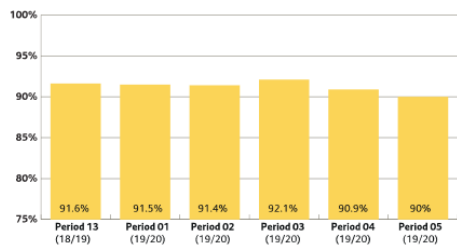
## How we performed



### Punctuality

Percentage of trams departing less than two minutes late.

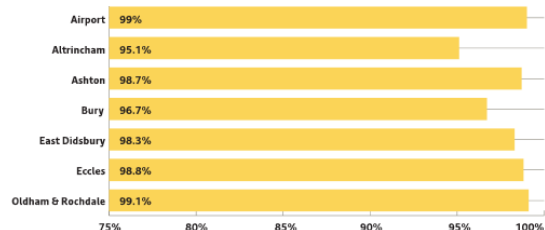
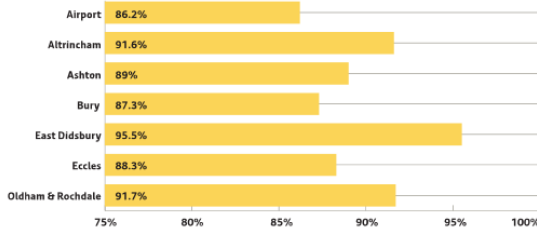
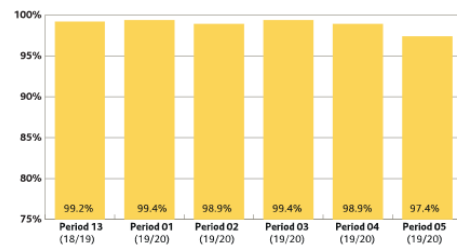
**90%**



### Reliability

Percentage of planned miles operated.

**97.4%**



### Cancellations

Journeys cancelled.

**0.70%** of all planned journeys.



### Short journeys

Incomplete journeys.

**0.91%** of all planned journeys.

**Aline Frantzen**

Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019



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