

Greater Manchester Transport Committee

Date: 17 January 2020

Subject: Transport Network Performance November 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 November 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: 2

- Appendix A: Glossary
- Appendix B: Metrolink Performance

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 November 2019.

2 OVERALL NETWORK PERFORMANCE SUMMARY

- 2.1 There were increased delays on the highway network throughout November due to seasonal effects of the weather, reduced daylight hours and changes in travel behaviour associated with the approaching festive season. Traffic volumes in and around the regional centre were on average 2% above the term time average for a month in November with inbound flows during the inter-peak and PM peak up to 10% and 16% above typical respectively.
- 2.2 The erosion of the operational capacity of the network during a period of increased demand for travel has had a detrimental effect on journey times and journey time reliability. Bus performance has also shown a downward trend, reflecting the effects on the bus network of journey time reliability on the highway network.
- 2.3 Metrolink performance improved in terms of both punctuality and operated mileage in the period, however concerns regarding issues surrounding tram availability and reliability are being addressed.
- 2.4 Both PPM and On-time performance for Northern and TPE have declined significantly period-on-period and compared to the corresponding period in 2018/19. This mirrors national train operator performance, although nationally, declines have been less pronounced.

Events

- 2.5 Evening football fixtures have impacted on the highways network with additional traffic coming into the Regional Centre during the PM peak which puts additional traffic on to a network operating at near to capacity. The commencement of the Christmas Markets and seasonal shopping has increased the volume of traffic in the regional centre when compared to the typical average volume.
- 2.6 Flooding impacted parts of the region, resulting in disruption across the rail and highway networks. On the rail network flooding incidents had the greatest impact at Astley, Culcheth and Todmorden totalling over 10,500 minutes worth of delays.

Metrolink

- 2.1 Metrolink Network performance is published on the TfGM.com website, with individual line performance shown in addition to the overall network (APPENDIX B).
- 2.2 Metrolink performance has improved on previous months in terms of both punctuality and reliability ending the period just below targets.
- 2.3 An incident involving a blade has been reported in and around the Abraham Moss Metrolink stop. Through the TravelSafe Partnership increased police and TravelSafe Officer patrols have been implemented alongside plain clothes officers to gather intelligence. Work in conjunction with the Greater Manchester Violence Reduction Unit is also in progress to carry out some targeted intervention work in local schools.

Rail

- 2.4 In Period 9 (10 November – 07 December 2019), Northern's PPM declined by 9.2%, achieving just 62.3%, this compared to 67.9% in the same period last year. For TPE, PPM deteriorated further to 57.9%, some 11.5% lower than in Period 8 and adverse to its 2018 figure of 64.6%.
- 2.5 Northern saw increasing numbers of short formed and cancelled services in the period, with 9.8% of North Manchester trains either fully or part cancelled and 17.3% short formed. For South Manchester, 6.0% of services were cancelled and 7.7% short formed.

- 2.6 TPE experienced significantly higher numbers of cancellations across its business, with a massive 1,710 services cancelled in the period, most of these on its North service group.
- 2.7 Unit failures across older stock (notably Class 319s) and snagging issues with new electric and diesel trains have contributed to performance declines along with other incidents on the network. Crew availability has also been a major factor in performance. For both Northern and TPE, late delivery of new rolling stock has meant condensed schedules for driver training, impacting on daily availability of drivers.
- 2.8 The continued late cancellation of Sunday services has meant substantial numbers of both pre-planned and late notification cancelled services, averaging around 230 per week.
- 2.9 The scheduled removal of Pacer trains from Greater Manchester services before the new year has now been delayed further. Northern had stated that the removal of the class 142s remaining in operation in Greater Manchester was planned for mid-February and limited to Marple/Rose Hill and Sheffield services. This is now likely to be extended beyond February and include services on Atherton line.

Bus

- 2.10 Bus performance reflected traffic volumes and journey time reliability on the highway network overall. Service delivery problems continue to be reported on Diamond's services in Bolton, which continue to be raised with the operator as a priority and addressed through contract management procedures where appropriate.
- 2.11 Reinstatement of MUFC post-match shuttle service following security improvements and agreement facilitated by TfGM between Stagecoach, MUFC and Trafford Council.
- 2.12 Busway patronage for week commencing 1/12 confirmed as 71,626; the highest weekly patronage figure recorded since the service started and 5.7% higher than the same week last year. This continues an increasing trend in patronage, which has grown consistently since the busway service commenced. In the first year of operation, 217,508 passengers were carried during the month of November, this had increased in the same month the following year to 259,520 (a 19.3% increase), further to

291,684 in November 2018 (a 12.4% increase) and remaining steady at 291,461 in November 2019.

- 2.13 The number of Our Pass journeys has plateaued with in excess of 37,000 pass holders and over 50,000 journeys being made per day across the region.

Highways

- 2.14 Seasonal impacts such as darker morning and nights, inclement weather and an increase in traffic volumes, combined with roadworks, special events and perturbations on the SRN and KRN have led to more traffic congestion throughout the month of November.
- 2.15 The MSIRR Regent Road / Water Street Phase 1 works were completed in the period which has reintroduced much needed capacity on to the network in peak periods, albeit the Phase 2 works which require the closure of Hampson and Middlewood Street are still impacting on traffic on the Salford Corridor.

3 NETWORK PERFORMANCE SCORECARD

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	R	90%	89.2%	I
Metrolink Reliability	G	99%	99%	I
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	R	74.9%	62.3%	W
Northern Reliability (CaSL)*	R	6%	8.5%	W
Northern Right Time	R	49.3%	40.6%	W
TPE Punctuality (PPM)	R	75.7%	57.9	W
TPE Reliability (CaSL)	R	11.9%	21.1%	W
TPE Right Time*	R	50%	18.2%	W
Network Rail Delay Minutes	R	50,104	53,709	W
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	R	97.0%	96.4%	W
Commercial Bus Service Reliability	G	97.0%	98.1%	I
Subsidised Bus Service Reliability	R	97.0%	94.5%	W
Network Bus Overall Punctuality	R	80.0%	77.3%	W
Commercial Bus Overall Punctuality	G	80.0%	82.9%	S
Subsidised Bus Overall Punctuality	R	80.0%	73.3%	W
Network Bus Regularity	R	97.0%	94.0%	W
Commercial Bus Regularity	R	97.0%	94.1%	W
Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	85.8%	W
Highways Level of Delay (Average)	A	30.0%	43.3%	W
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Jul '19)	R	570	617	I
<i>* TfGM assumed targets set, to be finalised at a later date.</i>				

See Appendix A for glossary.

Reporting Periods: 1 – Period 8 (10 November to 07 December)
2 – November 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 9 is 11.9%. 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 9 is 49.3%. 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.)

Appendix B

Metrolink Performance

Network Summary

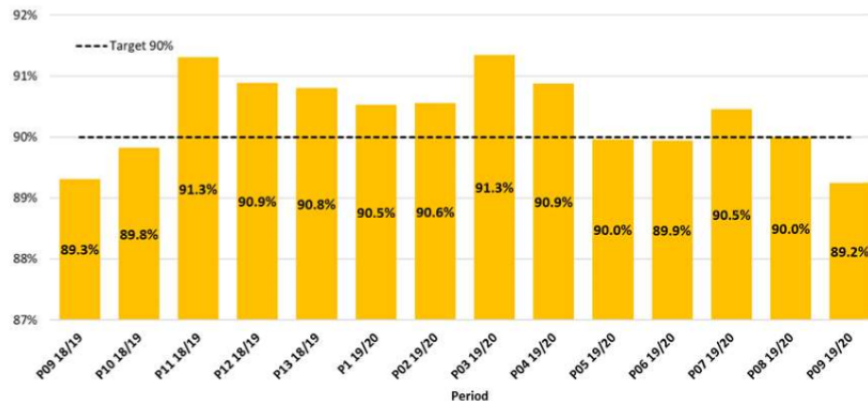
Four-week period between 10 November and 07 December 2019



Punctuality

Percentage of trams departing less than two minutes late.

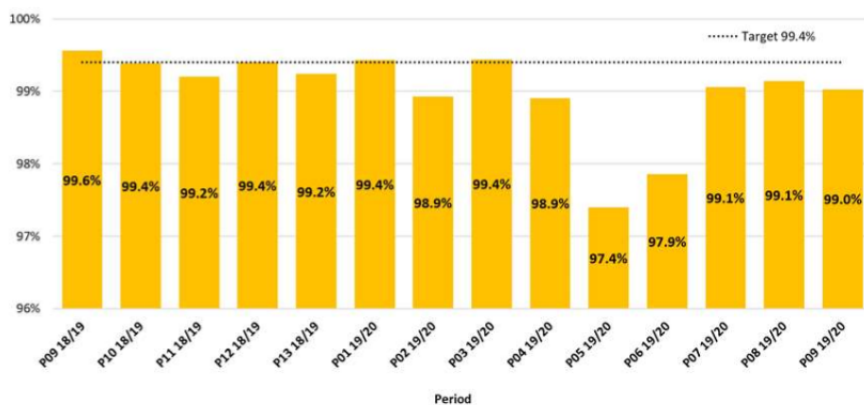
Average: 89.2%



Reliability

Percentage of planned miles operated.

Average: 99.0%



Cancellations

Journeys cancelled.

0.36% of all planned journeys



Short journeys

Incomplete journeys.

0.72% of all planned journeys