GREATER MANCHESTER TRANSPORT COMMITTEE
REPORT FOR INFORMATION

Date: 12 July 2019

Title: Transport Network Performance May 2019

Report of: Head of Operations, Transport for Greater Manchester

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PURPOSE OF REPORT

This report provides an overview of Transport Network Performance for May 2019.

RECOMMENDATIONS

Members are asked to note the contents of the report.

BACKGROUND DOCUMENTS

None applicable.

CONTACT OFFICERS

Alex Cropper   0161 244 1122   alex.cropper@tfgm.com

Julie Flanagan   0161 244 1164   julie.flanagan@tfgm.com

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 included

BACKGROUND PAPERS: None

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	
TfGMC	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 initial network performance report covers performance across all modes during May at a high level and will be evolve as members consider how they wish to scrutinise and monitor performance as part of its work programme.

2. Overall Network Performance Summary

2.1   Metrolink performance was good with an improving position for Excess Waiting Times, however operated mileage dipped, partly due to tram availability issues.

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. Northern achieved their performance target for May, but TOE did not. Delayed attributable to Network Rail reduced in May.

2.3   Bus performance has maintained a good level, with performance above the targets for scheduled service reliability and overall punctuality.

2.4   Reliability on the highways network remained broadly the same month on month, reflecting a lower volume of traffic overall during the half term school holidays and the beginning of the summer holiday period.

2.5   Additional KPIs, including patronage measures for all modes, and bus operated mileage figures, will be included in the detailed modal reports presented throughout the year to this Committee.

3. Network Overview

Control and Operational Support

3.1 The transport network was impacted significantly throughout May with planned events and unplanned incidents causing disruption, including vulnerable people and road traffic collisions impacting the Strategic Road Network (SRN). These included a major fire and an overhead line incident at Leeds rail station, a suspect package in Piccadilly Gardens, the MCFC victory parade, Manchester Marathon and Spice Girl concerts, in addition to late notice events around MCFC celebrations. All of these were managed effectively and disruption to the travelling public minimised.

3.2 The messaging used on GM Variable Messaging Signs (VMS) in relation to planned events continued to receive national coverage. In addition to raising the profile of traffic management within GM, this means that the messages are more visible than through traditional means with a positive impact on travel. People appear to be changing their travel behaviour in response to the messages, particularly for the Spice Girls concerts which saw a much earlier peak period than expected.

3.3 The following updates are in support of the Network Performance Scorecard in Section 3. They have been provided by the operation teams within TfGM to cover performance periods noted on the scorecard.

Metrolink

3.4 Metrolink Network performance is measured by two metrics, Metrolink Excess Wait Time (EWT) Seconds and Metrolink Operated Milage.

3.5 Metrolink EWT Seconds improved during the period and in line with a good general performance form KeolisAmey, the operator, regarding this measure.

3.6 Metrolink Operated Mileage decreased mainly as a result of the suspect package in Piccadilly Gardens and tram availability as a result of a number of road traffic collisions causing trams to be taken out of service.

3.7   Preparations are underway for the launch of contactless ticketing on Metrolink, with a planned launch on 15 July 2019 once final testing has been completed.

3.8   There were a number of incidents on the tram network of criminal and anti-social behaviour which received media coverage.

3.9   Resources were directed to the Oldham/Rochdale line to tackle these issues.

Rail

3.10   Network performance is measured by various metrics some, such as Right Time, having no target set by Network Rail. Cancelled or significantly late (CaSL) are recorded quarterly with public performance measures (PPM) captured monthly for the period noted in the table in section 3.

3.11   A new timetable was introduced in May 2019. Performance is being monitored closely to assess the impact of the changes made. Punctuality (public performance measures) remains a cause for concern, in addition to crowding issues and service quality which remain key topics on social media.

3.12   The issue with late notice cancellations on Sunday rail services has been suspended as talks between ASLEF and Northern continue to resolve Northern Sunday Working issues.

3.13   Approval to run 100mph rail services on the Bolton Corridor was granted too late to fully implement the planned timetable on this route. Interim measures are in place pending full service being implemented on 29 July.

3.14   **Bus**

3.15   Network performance is measured by three metrics, Bus service reliability, Bus overall punctuality and Bus regularity.

3.16   Journey time reliability improved as the level of disruption from roadworks and events reduced. As a consequence, bus reliability performance improved year on year, with services operating better than the same period last year across all operators. Transition planning continued during May to support the efficient transfer of bus operations from the Queens Road Depot from First Manchester to Go North West, which took place on 2 June. Bus regularity is a measure of the performance of high frequency services which operate on the

key highway corridors. Bus regularity has declined slightly due to incidents on some of these key highway corridors.

3.17 **Highways**

3.18 Network performance is measured by two metrics, Journey time reliability (JTR) and Level of delay (average).

3.19 There has been a general trend of the morning peak becoming elongated leading to an improved position in relation to reliability and levels of delay.

3.20 TfGM has also recently undertaken a trial on the A6, Stockport Road, to assess the use of traffic signalling technology at fourteen junctions, to help late running buses make-up time. This is done using SCOOT (Split Cycle Offset Optimisation Technique) technology which analyses real-time traffic data to optimise and co-ordinate traffic signal timings. By using transmitters on buses, the SCOOT system can identify the vehicle and extend the green time as it approaches traffic lights. This effectively enables late running services to pass through the junction without the need to stop and wait.

3.21 Results of the trial showed that of all messages received by the signals throughout the week, 11.8% resulted in priority being granted to buses running behind schedule, providing an average saving of 31 seconds per junction. The scheme also monitored benefits to general traffic, as well as the impact on pedestrian wait times.

3.22 Further opportunities to extend the use of the technology across more of Greater Manchester's bus routes are now being explored.

3.23 The 12 month rolling number of people Killed or Seriously Injured (KSI) on GM roads has reduced, but is in excess of the DfT forecast.

4. Network Performance Scorecard

Metrolink[1]	Status	Target	Achieved	Trend
Metrolink EWT Seconds	G	26	22.3	I
Metrolink Operated Mileage	A	99.4%	98.91%	W
Rail[1]	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	86.5%	87.5%	I
Northern Reliability (CaSL)	R	n/a	3.3%	W
Northern Right Time	R	n/a	56.0%	W
TPE Punctuality (PPM	R	86.0%	85.4%	W
TPE Reliability (CaSL)	R	n/a	6.7%	W
TPE Right Time	R	n/a	47.3%	W
Network Rail Delay Minute	G	33,535	33,376	I
Bus[2]	Status	Target	Achieved	Trend
Bus Service Reliability	G	97.0%	97.6%	I
Bus Overall Punctuality	G	80.0%	83.6%	I
Bus Regularity	R	97.0%	96.4%	W
Highways[2]	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	87.1%	I
Highways Level of Delay (Average)	A	30.0%	36.1%	I
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Jan 2019)	R	582	720	I

3.1 See Appendix A for glossary.

Reporting Periods

1 – Period 2 (28 April to 25 May)
2 – May 2019

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

Glossary

Measure	Description	RAG thresholds
Metrolink EWT Seconds	Excess Wait Time (EWT). How much longer a customer waits for a tram than would be expected given the published frequency.	Target for 2019 is 26 seconds. RED if more than 30 seconds. AMBER if 23-30 seconds. GREEN if less than 23 seconds.
Metrolink Operated Mileage	Percentage of scheduled mileage operated in practice.	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 and 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.	No industry targets set. RED if trend is worsening over consecutive periods. AMBER if stabilising over consecutive periods. GREEN if improving over consecutive periods.
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 and TPE Right Time	% of recorded station stops where the train arrived less than one minute later than its advertised 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.

Measure	Description	RAG thresholds
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.)