

**Greater Manchester Transport Committee**

Date: 21 February 2020

Subject: Transport Network Performance

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 December 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**

<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 December 2019.

## **2 OVERALL NETWORK PERFORMANCE SUMMARY**

- 2.1 There were increased delays on the highway network throughout early December due to seasonal effects of the weather, reduced daylight hours and changes in travel behaviour associated with the approaching festive season. During December term time traffic volumes in and around the regional centre were on average 4% above typical levels.
- 2.2 The impact that seasonal changes in travel behaviour have on the highway network are evident in the traffic count data. While volumes during the AM peak on Fridays were up to 11% below the term time average, it is noted that they were up to 11% above typical on weekdays during the inter-peak and 18% above typical during the PM peak. In addition, weekend traffic volumes were consistently above average peaking at 16% above typical term time levels. Between Christmas and New Year traffic volumes during the AM peak were half the typical.
- 2.3 The disruption to 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 shown a downward trend, reflecting the effects on the highway network. This again improved at the end of December when volumes reduced.
- 2.4 Metrolink performance improved in terms of both punctuality and operated mileage in the period. A detailed quarterly report on Metrolink is submitted separately.

- 2.5 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. The week of the December timetable change was the worst performance since the May 2018 timetable change. This mirrors national train operator performance, although nationally, declines have been less pronounced.

### **3 NETWORK OVERVIEW**

#### **Events**

- 3.1 Evening football fixtures and incidents on the SRN 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 Christmas Markets and seasonal shopping has increased the volume of traffic in the regional centre when compared to the typical average volume.
- 3.2 Flooding impacted parts of the region, resulting in traffic avoiding the effected areas, spreading the disruption to the highway network.

#### **Metrolink**

- 3.3 Metrolink Network performance is published on the TfGM.com website, with individual line performance shown in addition to the overall network (APPENDIX B).
- 3.4 Metrolink performance has improved on previous months in terms of both punctuality and reliability ending the period just below targets.
- 3.5 A more detailed quarterly report on Metrolink performance is submitted separately.

#### **Rail**

- 3.6 In Period 10 (8th December – 4th January), Northern’s PPM improved to 74.4% on last period, however this remains lower in the same period last year, were PPM was at 83.1%. For TPE, PPM slightly improved from 57.9% (P09) to 61.7% in P10, similar to Northern’s PPM this is down on last year, were PPM was 82.8%. The period on period improvements in performance is by no means positive for the two TOC’s, performance is still well below the already reduced Network Rail defined target.

- 3.7 Northern had an increase in the number of cancelled services in the period, with 10.2% of North Manchester trains either fully or part cancelled. Northern short formations decreased overall, with 17.1% of services in north Manchester short formed.
- 3.8 TPE experienced significantly higher numbers of cancellations across its business, with 1,352 services cancelled in the period, most of these on its North service group. Although this is an improvement on the last period, this is largely due to TPE's further amended timetable, with an additional 20 services being taken out until 31 January, 2020. Outside of the reporting period the IR issues impacting Sunday services have been resolved.
- 3.9 Network Rail infrastructure delay remain static but external delay has fallen dramatically in the period, due to a reduction of both weather and trespass related incidents.
- 3.10 Whilst the December timetable change on 15 December 2019 saw some 'bedding-in' issues, around staff and unit allocations, this year's change was adversely affected by on-going crew availability, due to driver training and a spike in late-notification sickness.
- 3.11 In addition to this, the week experienced unprecedented, daily disruptive incidents, causing substantial delay and cancellations. These included; a derailment of a Northern train leaving Ardwick depot, power failure near Poynton, ram-raid attack at Wigan North Western station, unit failure at Piccadilly on platform 13, threatened assault on Northern staff at Victoria, which resulted in staff refusing to work on safety grounds and a signalling failure at Salford.
- 3.12 These all resulted in the worst week of performance since the start of both Northern and TPE's franchises.
- 3.13 The ongoing issues around Sunday rest day working at Northern have significantly impacted rail services within GM, with Northern pre-planning an average 92 service cancellations every Sunday across Greater Manchester, with a further average of 90 trains per Sunday having been cancelled since 25 August, 2019 (this figure is not exclusively caused by driver availability).
- 3.14 The scheduled removal of Pacer trains from Greater Manchester services is ongoing, Northern have been granted formal dispensation until 31/05/20. By which all Pacers must be removed from the GM network.

Since the start of the year all Pacers must be coupled with a compliant Passenger Reduced Mobility unit.

## **Bus**

- 3.15 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.

## **Highways**

- 3.16 Seasonal impacts such as darker morning and nights, inclement weather including heavy flooding on both the SRN and KRN and an increase in traffic volumes, combined with roadworks, special events have led to more traffic congestion throughout the month of December.
- 3.17 The MSIRR Regent Road / Water Street Phase 2 works which required the closure of Hampson and Middlewood Street impacted on traffic on the Salford Corridor.

#### 4 NETWORK PERFORMANCE SCORECARD

<b>Metrolink<sup>1</sup></b>	Status	Target	Achieved	Trend
Metrolink Punctuality	A	90%	89.9%	S
Metrolink Reliability	A	99%	98.7%	S
<b>Rail<sup>1</sup></b>	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	R	81.1%	74.4%	W
Northern Reliability (CaSL)*	R	xx%	9.3%	W
Northern Right Time	R	xx%	45.6%	W
TPE Punctuality (PPM)	R	84.0%	61.7%	W
TPE Reliability (CaSL)	R	7.7%	26.3%	W
TPE Right Time*	R	xx%	32.0%	W
Network Rail Delay Minutes	R	31,822	33,909	W
<b>Bus<sup>2</sup></b>	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	98.0%	I
Commercial Bus Service Reliability	G	97.0%	97.8%	S
Subsidised Bus Service Reliability	G	97.0%	99.0%	I
Network Bus Overall Punctuality	R	80.0%	74.2%	W
Commercial Bus Overall Punctuality	R	80.0%	73.5%	W
Subsidised Bus Overall Punctuality	G	80.0%	83.4%	I
Network Bus Regularity	R	97.0%	95.0%	I
Commercial Bus Regularity	R	97.0%	95.0%	I
Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
<b>Highways<sup>2</sup></b>	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	87.0%	I
Highways Level of Delay (Average)	A	30.0%	39.9%	I
<b>Network Safety</b>	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Aug '19)	R	568	620	I
<i>* TfGM assumed targets set, to be finalised at a later date.</i>				

See Appendix A for glossary.

**Reporting Periods:** 1 – Period 10 (08 December to 04 January 2020)  
2 – December 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 than one minute later than its advertised time.	No industry targets set. RED if trend is worsening over consecutive periods.



Measure	Description	RAG thresholds
		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%
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%

Measure	Description	RAG thresholds
Killed & Seriously Injured (KSI)	Number of people killed or seriously injured on GM roads.	<p>GREEN if equal to or below the annual forecast projection.</p> <p>RED if above forecast.</p> <p>(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.)</p>



# 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:

**09 December 2019 until 04 January 2020**

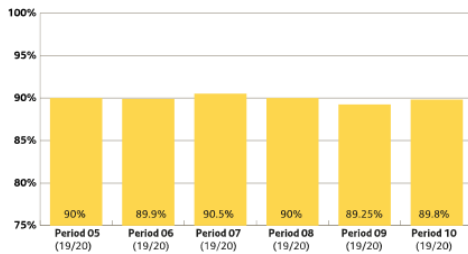
## How we performed



### Punctuality

Percentage of trams departing less than two minutes late.

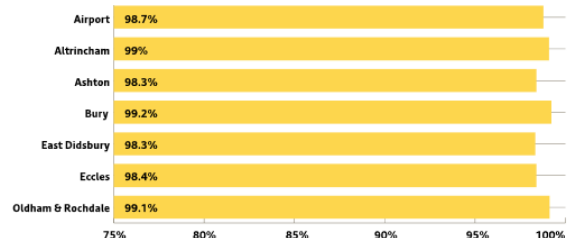
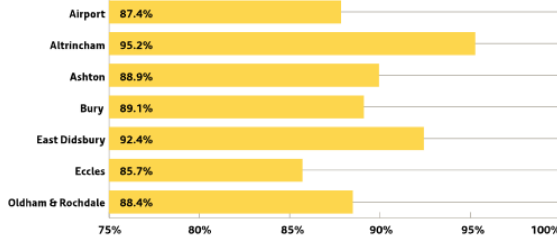
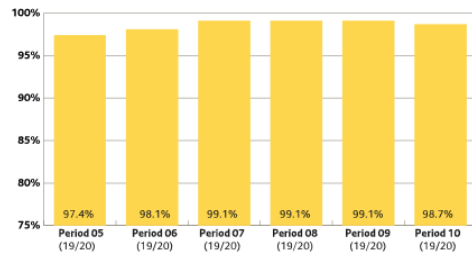
**89.9%**



### Reliability

Percentage of planned miles operated.

**98.7%**



### Cancellations

Journeys cancelled.

**0.95%** of all planned journeys.



### Short journeys

Incomplete journeys.

**0.48%** of all planned journeys.

Issued on 17 January 2020



**Metrolink**

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