

Greater Manchester Transport Committee

Date: 13 March 2020

Subject: Transport Network Performance Report

Report of: Bob Morris, Chief Operating Officer, TfGM

PURPOSE OF REPORT

This report provides an overview of Transport Network Performance in Greater Manchester for January 2020.

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 January 2020.

2 OVERALL NETWORK PERFORMANCE SUMMARY

- 2.1 Following the quieter first week of January and once the traffic management embargo for non-emergency roadworks was lifted on the 6th January there was a period of predicted delays on the highway network due to maintenance and enhancement projects.
- 2.2 The second half of January saw the commencement of significant highway improvement schemes within and around the Regional Centre which impacted the highway and bus networks. These included Great Ancoats Street; work on the Chorlton Cycle Scheme at the junction of Royce Road and Chorlton Road; the Salford Western Gateway bridge closing for maintenance; the commencement of the Hyde Road Pinch Point Scheme in Gorton; and utilities work on the A6 in Swinton.
- 2.3 TfGM have worked with District partners to update the travelling public on the range of schemes via the Travel Advice hub on TfGM.com
- 2.4 The disruption to the operational capacity of the network during these major roadworks schemes is reflected in the Bus performance which has shown a downward trend, during the second half of the period.
- 2.5 Metrolink performance was impacted in terms of both punctuality and operated mileage in the period mainly due to third party incidents including RTCs and medical emergencies.

- 2.6 Both Public Performance Measure (PPM) and On-time performance for Northern and TPE continued to be poor with significant disruption to customers and further detail is given in the quarterly Rail performance report.

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.
- 3.2 Incidents of flooding and poor weather throughout the month continued to impact parts of the region, resulting in the disruption of 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 remained broadly similar to previous months in terms of both punctuality and reliability, ending the period just below targets.
- 3.5 A number of tram failures and the issue of road traffic collisions and cars blocking the tracks had a detrimental impact on performance. However, reliability targets were achieved or bettered on 17 days during the Period, with the 5th January recording zero lost miles.
- 3.6 A Police incident at Market Street adjacent to the tram stop led to the stop being cordoned off. It was reported that three people were injured with non-life-threatening injuries

Towards the end of the period several incidents resulted in disruption to the Metrolink network. There were points failures at Eccles and St Werburgh's Road, power outages on the Eccles and Ashton Lines, medical emergencies on the Bury and Airport Lines and sadly a fatality on the Oldham and Rochdale Line.

Rail

- 3.7 Since the start of the franchise in April 2016, PPM has declined from a moving annual average (MAA) of 89.3% to 81.2% for Northern's Central Region services. PPM has recovered from a franchise low of 65.3% in Period 9 to 81.9% at the end of Period 11.
- 3.8 Right Time performance for Northern in its Central region declined from 58.8% in Period 1 (01 April – 27 April 2019) to just 30.8% in Period 9. It has since recovered slightly, finishing at 49.3% in Period 11. Performance, however, remains well below target and is 5.4% worse than in the same period of last year.
- 3.9 In Period 11 there was a decrease in cancellations, largely due to improved performance and the productivity agreement between Northern and ASLEF and its drivers being put into place. However, despite the fall these figures are still adverse to targets. With total Northern cancellations at 1,417, a 122% increase on last year's figure of 67324.
- 3.10 Northern short formations tell a similar story with a decrease on last periods figure, total short formations are now at 2,448. However, this is a 32.2% increase on last year's figure. Notably short formations have remained worryingly high for both Northern's North and South Manchester groups.
- 3.11 TPE's moving annual average (MAA) PPM figure has fallen from 89.3% at the start of its franchise to just 77.7% at the end of Period 11, 2019/20. PPM improved from 61.7% in Period 10 to 82.0% in Period 11, however this is still below its 84.0% target and 3.2% below last years figure.
- 3.12 Right Time figures for TPE services have also improved since the very low figure of 18.2% attained in Period 9. This figure rose from 32.0% in Period 10 to 49.1% in Period 11.
- 3.13 Like Northern TPE experienced a decrease in the numbers of cancellations across its business, with 740 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. As of 03 February, TPE began to reintroduce its

Liverpool – Edinburgh services, the last of which were re-introduced on Monday 17 February.

- 3.14 TPE short-formations have increased dramatically in Period 11, totalling 361, 151 of these on South TransPennine (Airport – Cleethorpes) route, this largely as a result of delays to the introduction of new electric rolling stock and the over-stretching of the current fleet, notably Class 185 units.
- 3.15 Network Rail infrastructure delay remain static but external delay has increased in the period, due to an increase both fatality and trespass related incidents.

Bus

- 3.16 Bus performance reflected traffic volumes and journey time reliability on the highway network overall, in particular due to the commencement of the major highway improvement schemes, with the Princess street works causing future concerns and liaison with MCC is being undertaken to look at minimising the impact.
- 3.17 The 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.
- 3.18 Following recent announcements by Jim Stones Coaches and Manchester Community Transport (MCT) about the future of their operations in Greater Manchester, TfGM officers have been working to understand and mitigate any passenger impacts this may cause.

Highways

- 3.19 Seasonal impacts such as darker morning and nights, inclement weather and mid-week football have led to traffic congestion during the latter half of January, however the major highway improvement schemes detailed earlier in the report have been the largest contributor to delays on the network.

TfGM supported MCFC’s Sustainable Transport’ day on 01 January prior to the clash with Everton which focused on the promotion of walking routes and Metrolink services to season ticket holders who live close to the stadium. Hundreds of customers were advised and encouraged to use the new online travel hub to improve their journey in 2020. 300

supporters also took part in the official guided supporters walk from the City Centre to the stadium.

4 NETWORK PERFORMANCE SCORECARD

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	90.5%	S
Metrolink Reliability	A	99%	98.9%	S
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	R	85.1%	81.9%	W
Northern Reliability (CaSL)*	R	1.8%	4.7%	W
Northern Right Time**	R	57.2%	49.3%	W
TPE Punctuality (PPM)	R	84.0%	82.0%	W
TPE Reliability (CaSL)	R	7%	9.2%	W
TPE Right Time*	R	63%	49.1%	W
Network Rail Delay Minutes	R	33,075	34,041	W
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	97.7%	S
Commercial Bus Service Reliability	G	97.0%	97.4%	S
Subsidised Bus Service Reliability	G	97.0%	99.1%	S
Network Bus Overall Punctuality	G	80.0%	83.0%	I
Commercial Bus Overall Punctuality	G	80.0%	82.5%	I
Subsidised Bus Overall Punctuality	G	80.0%	88.7%	I
Network Bus Regularity	R	97.0%	95.6%	I
Commercial Bus Regularity	R	97.0%	95.6%	I
Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	A	90.0%	86.9%	W
Highways Level of Delay (Average)	A	30.0%	42.0%	W
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Aug '19)	R	566	627	W

** TfGM assumed targets set, to be finalised at a later date. ** Network Rail performance target data*

See Appendix A for glossary.

Reporting Periods: 1 – Period 10 (05 January 2020 – 01 February 2020)
2 – January 2020

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 11 is 7%. 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.)

Metrolink Performance Network Summary

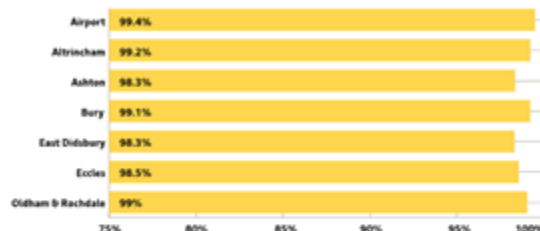
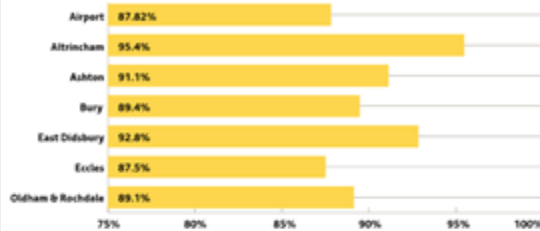
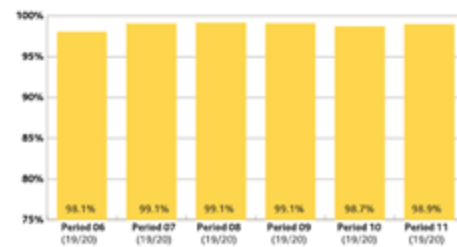
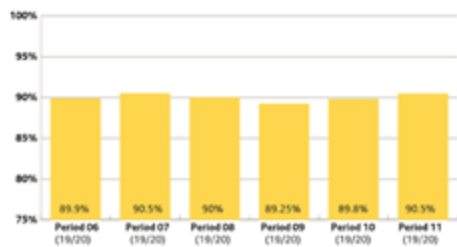
KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **05 January until 01 February 2020**

How we performed

 **Punctuality**
Percentage of trams departing less than two minutes late.
90.5%

 **Reliability**
Percentage of planned miles operated.
98.9%



 **Cancellations**
Journeys cancelled.
0.09% of all planned journeys.

 **Short journeys**
Incomplete journeys.
0.77% of all planned journeys.

Issued on 21 February 2020



Metrolink is operated on behalf of
Transport for Greater Manchester by
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