

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 for March to June 2020 during the Coronavirus pandemic.

2. OVERALL NETWORK PERFORMANCE SUMMARY

- 2.1. Over the last four months Greater Manchester's transport network has faced unprecedented change because of the Covid-19 pandemic. Passenger numbers across all modes dropped by 90 - 95% and vehicular traffic on our roads dropped by over 60%.
- 2.2. Maintaining access to hospitals and other destination for key workers was the main focus during the initial period where changes were often being made on a daily basis to ensure we were able to maintain a coherent network.
- 2.3. The detail contained later in this report covers the modal response and performance that worked along some of the other key initiatives to support key workers and or essential travel.

3. NETWORK OVERVIEW

Events

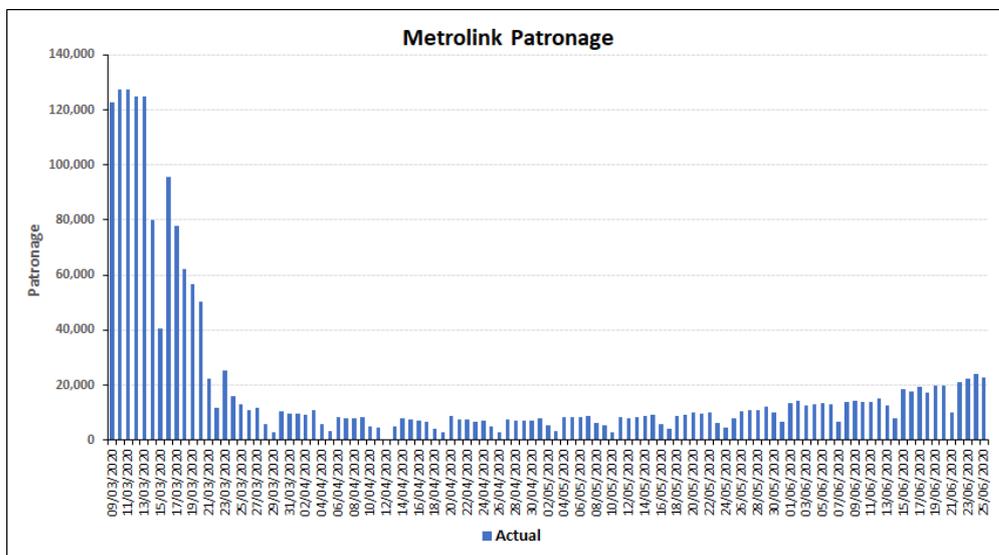
- 3.1. The transport network was impacted by the emerging consequences of the attempts to contain the spread of the virus. The key timeline of related events is as follows:
 - 16th March - Recommendation to work from home and avoid pubs/clubs
 - 20th March – All schools, pubs, restaurants, gyms and other social venues closed
 - 22nd and 29th March - Bus emergency timetables implemented - overall network mileage reduced by 56% compared to pre-Covid levels with social distancing capacity of around 20% on vehicles.

- 22nd March - Metrolink Trafford Park Line opens
- 23rd March – Government lockdown announced for initial period of three weeks
- 23rd March – TOCs introduce emergency rail timetables featuring 50% services
- 23rd March - Metrolink reduces services to 12 min frequency
- 6th April - Metrolink reduces services to 20 min frequency
- 07th April – GMP Transport Unit redeployed to support the COVID response
- 10th May – Government adjusts messaging from “stay at home” to “be alert”
- 18th May - Amended train timetable implemented, 65% pre-Covid trains operating
- 18th May – GMP Transport Unit return to normal duties
- 26th May - Metrolink moves back to a 12-minute service Mon-Sat, 20 minutes on Sunday all with 10pm finish
- 15th June – Non-essential shops begin to reopen
- 15th June – Face coverings mandatory on public transport
- 22nd June - Metrolink increases to a 10-minute frequency Mon-Fri 6am-7pm, Sat 8am-6pm with an hour later operating hours (11pm Mon-Sat) and 20-minute frequency at all other times.

3.2. Throughout the four-month period from March to June there has been minimal impact to the transport network caused by inclement weather.

Metrolink

- 3.3. Following the 16 March when Government advised the population against making non-essential trips as we entered the COVID-19 lockdown period, Metrolink patronage saw a significant reduction in patronage to 5% of normal demand by the end of that month.
- 3.4. On the 22 March, the new Trafford Park Metrolink line was launched as planned to support journeys made by key workers and those who have no alternative but to use public transport. It also maintained driver route knowledge as well as keeping the new infrastructure operational for when people start to return to their normal journeys.
- 3.5. On the 23 March Metrolink reduced the service frequency to 12 minutes across the network. And following the significant reduction in patronage the services were reduced further on the 6 April to a 20-minute frequency.



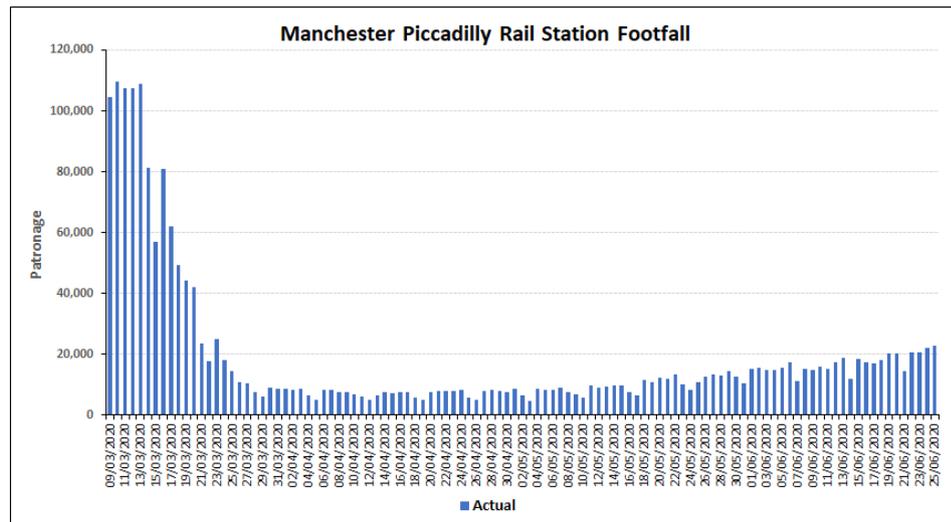
- 3.6. To support essential workers during this time we lifted the concessionary restriction before 09:30 to accommodate new arrangements at supermarkets, and we provided free travel for NHS staff. Where our service reduction impacted upon NHS shifts, we also provided alternative travel for those key workers.
- 3.7. Enhanced cleaning regimes were implemented to support customers and staff, and new processes to support and deliver changes in line with the Government and Public Health guidelines.
- 3.8. During this time discussions commenced with the Department for Transport. Prior to COVID-19, TfGM has always been operated without subsidy, using the farebox revenue generated as a means to cover its operational and capital financing costs. Patronage drops of 95% were mirrored by farebox revenue reductions of the same magnitude, equating to estimated losses of £1.3 million per week.

- 3.9. On 23 March 2020, DfT announced a second tranche of funding, equating to £13.3m, to subsidise the operation of Metrolink for the period 12 May 2020 to 3 August 2020 (“the Light Rail Revenue Restart Grant”). Overall, that equated to subsidy of £24.9m for the 20 week period 17 March 2020 to 3 August 2020
- 3.10. On 1 May 2020, DfT announced £11.6m of funding to subsidise the operation of Metrolink for the 12 week period 17 March 2020 to 8 June 2020 (“the Light Rail Revenue Grant”).
- 3.11. Through the Government Job Retention Scheme, Metrolink furloughed 328 staff (mainly operator) to reflect the reduction in services required on the network.
- 3.12. As the Government announced some relaxation of lockdown restrictions, Metrolink scheduled a service increase which commenced on the 26 May. This offered a 12-minute service Mon-Sat, 20 minutes Sunday with a 10pm last service increasing capacity by 26,000 spaces per hour. This was modelled to ensure that Metrolink could provide the capacity to cater for the relaxations and accommodate 2m social distancing across the network.
- 3.13. To further support customers returning to the network, social distancing guidelines were installed across the network, all customer channels were updated and all Customer Service Representatives (CSR) were brought back onto the network following a period of furlough. Enhancements were also made at the depots and staff facilities to support Metrolink workers and ensure that safe practises of working were implemented effectively in line with each change.
- 3.14. On the 15 June face coverings became mandatory on public transport and staff were briefed to engage with customers to educate and encourage the use whilst travelling on the network. We supported the uptake of face coverings by joining with our Interchange colleagues to supply face coverings for the first few days of the change. TfGM also launched an exemption card to support those customers who are not required to wear a face covering.
- 3.15. In addition to the campaign launched to encourage contact free ticketing (aimed to reduce contact with assets on the network), we also took the opportunity to launch products which would support the change in essential travel patterns for customers who no longer commute daily. The new Clipper product was launched on the 15 June alongside campaigns targeted at school children to use pre-loaded products on their Igo and Our Pass products. We also promoted the use of the Early Bird product to alleviate the busier service hours.
- 3.16. During COVID-19 we saw a significant shift in line and peak demand profiles. Pre COVID-19 patronage was weighted towards the Altrincham and Bury lines. During the COVID-19 period, this moved towards the Oldham / Rochdale line. Employment types and the ability to work from home are estimated to be the primary factor influencing this shift.
- 3.17. After modelling the anticipated increase for non-essential retail demand and leisure sectors, a further service increase was implemented to ensure we can continue to deliver capacity in line with growing demand in the context of social distancing, within the available fleet.

- 3.18. On the 22 June we commenced a 10-minute service frequency Mon-Fri 0600-1900, Sat 0800-1800 and 20 minutes at all other times. Service times were extended to 11pm Mon-Sat. This service offers a significant number of double trams across the network aid social distancing to allow for this capacity to be flexible as the demand profile changes during recovery.
- 3.19. We will continue to monitor services and model the impact of the next stages of recovery.

Rail

- 3.20. Rail patronage fell following the 16 March government announcement advising the population against making non-essential trips and to work from home, wherever possible. Patronage fell to between 5 – 10% of normal levels once the COVID-19 lockdown was introduced on 23 March.
- 3.21. Emergency timetables were implemented by TOCs from 23 March, with a key worker skeleton train service operating on key routes between 0700 – 2100hrs. The timetables saw greatly reduced rail services to around 50% of normal levels, reflecting the significant reduction in rail demand but maintaining services for essential workers.
- 3.22. Throughout the period, TfGM engaged with TOCs and key stakeholders, such as the NHS, to ensure services reflected the travel needs of their staff. TfGM arranged free travel for NHS staff on Metrolink services and V1/V2 buses from Salford to Manchester Central Hospitals and rail ticket acceptance for all passengers on cross-city and Ashton trams. Earlier trains and additional station calls were implemented after TfGM intervention.
- 3.23. Patronage on rail has remained low and stable, with daily footfall figures at Manchester Piccadilly around 5-10% of normal levels. Rail services have largely operated well within social distancing capacity, with Northern's busiest trains averaging around 30 passengers. As a result of the low levels of patronage and reduction in train congestion, performance has significantly improved, with average daily PPM figures for Northern and TPE around 95% and CaSL figures around 2%.
- 3.24. An amended train plan was introduced on 18 May, which saw re-instated services, additional strengthening and increases in capacity, although patronage levels on Northern and TPE services remained unchanged and rail demand remained low across the network.
- 3.25. The below graph outlines the changes in Manchester Piccadilly footfall throughout the period of lockdown, showing that it is currently +20% of normal operations.



- 3.26. To further support rail passengers returning to the network, social distancing guidelines were installed across the network, leading to a reduction in capacity to around 15% of normal levels. Controlled access, signage and social distancing measures were installed at stations and on-board trains.
- 3.27. Patronage levels throughout this period have remained broadly stable, although some services, notably Manchester – Liverpool and seaside services to Blackpool North, have seen rises resulting in social distancing capacity being breached. TfGM continues to monitor passenger service levels and footfall levels across all city centre stations alongside TOCs and Network Rail.
- 3.28. With around 65% of services in operation across the network, performance remains good with TOCs operating above 95% PPM and CaSL below 2%. On 20 May a line side fire at Earlestown disrupted services along the Chat Moss line, resulting in its closure. This significantly affected services between Liverpool and Manchester.
- 3.29. On the 15 June face coverings became mandatory on public transport; compliance on rail is at around 80 - 90%

Bus

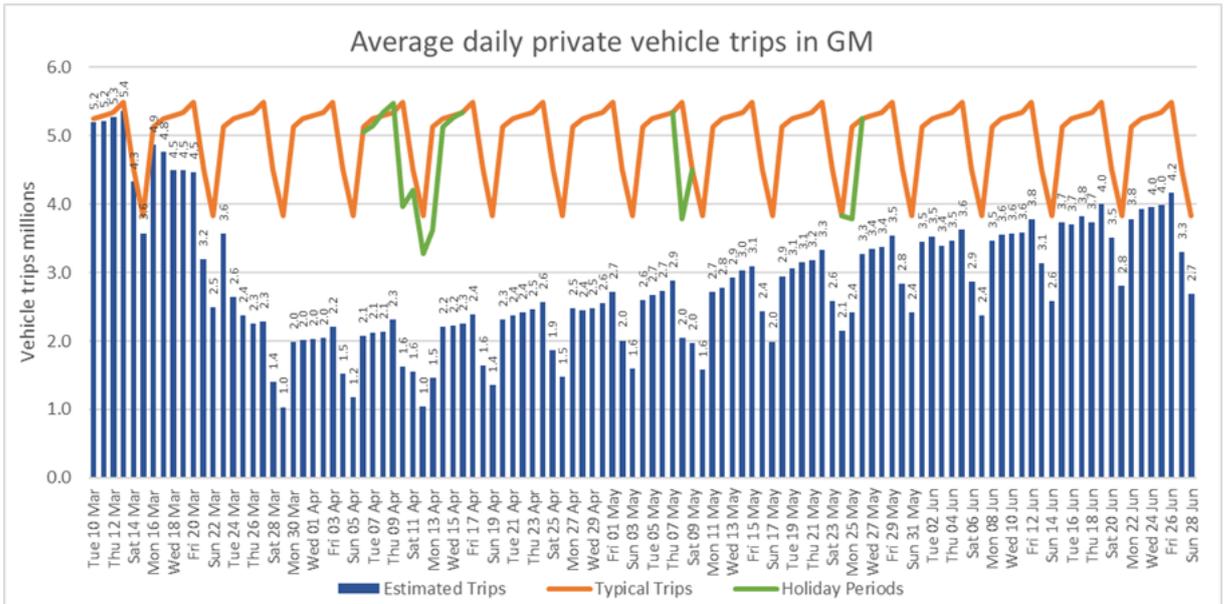
- 3.30. During the lockdown period patronage on bus services reduced by around 90% however a core network continued to operate in recognition that bus plays a vital role in providing journeys to designated key workers and others who need to make essential journeys.
- 3.31. To support operators to provide necessary services, a package of financial support was announced by Government, and interim arrangements for operator payments put in place by TfGM.
- 3.32. In line with network changes made by commercial operators, TfGM officers reviewed the provision of subsidised bus services and changes were made using the emergency delegation powers set out in the GMCA constitution. Overarching principles were established to ensure

access to hospitals and food retailers was maintained, as well as a more general level of coverage for other essential travel.

- 3.33. During the lockdown period, several bus operators implemented 'no-change' policies on their buses and encouraged the use of SMART and mobile app ticketing, in order to reduce the amount of physical contact between customers and drivers. TfGM helped to communicate these changes to customers by sharing content on social media.
- 3.34. A range of other measures were also introduced by operators to protect passengers and drivers including enhancing the driver's protective screen, taping off or marking seats not to be taken, discouraging passengers from sitting close to the driver's cab, greater use of double deckers to support social distancing, and enhanced cleaning regimes.
- 3.35. Service levels were restored to between 70 and 80% of pre-COVID levels from early June with usage closely monitored. The use of duplicate services by some operators is helping to manage the impact of the capacity constraints on vehicles due to social distancing. The majority of subsidised services are also now reinstated.
- 3.36. Passenger counting software has been added to some ticket machines and feeds information to Apps and operator websites and enables passengers to understand the level of capacity on their service prior to starting their journey. Operators have also started using 'Bus Full' signs on their destination blinds when social distancing capacities have been reached.
- 3.37. Schools services were reduced during lockdown with only 5% of pre-Covid provision remaining in operation for the children of key workers. Some services were reinstated from 15th June for those children returning to school and the situation remains under constant review.

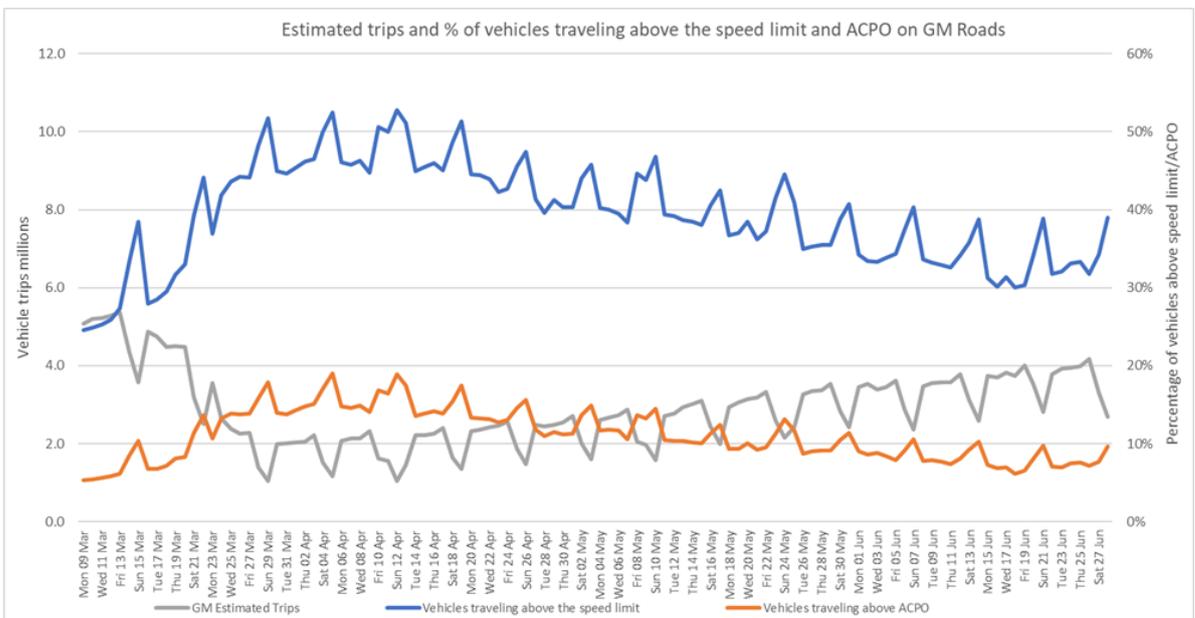
Highways

- 3.38. Although traffic volumes were slightly lower than usual during the week commencing 16 March, it wasn't until the week commencing 23 March that GM roads saw the dramatic decrease in the volume of traffic on the network. The seven-day low during the last four months was during the week commencing 30 March when there was 68% less traffic on the road within the Regional centre compared with typical and 62% less private vehicle trips across GM when compared with typical.
- 3.39. Since this low, traffic has grown steadily week on week with some more significant growth around the opening of non-essential retail on 15 June. While traffic volumes are increasing, they remain significantly below typical. Average weekly traffic volumes in the Regional Centre and GM at the end of June were approximately a third and a quarter lower than typical respectively.

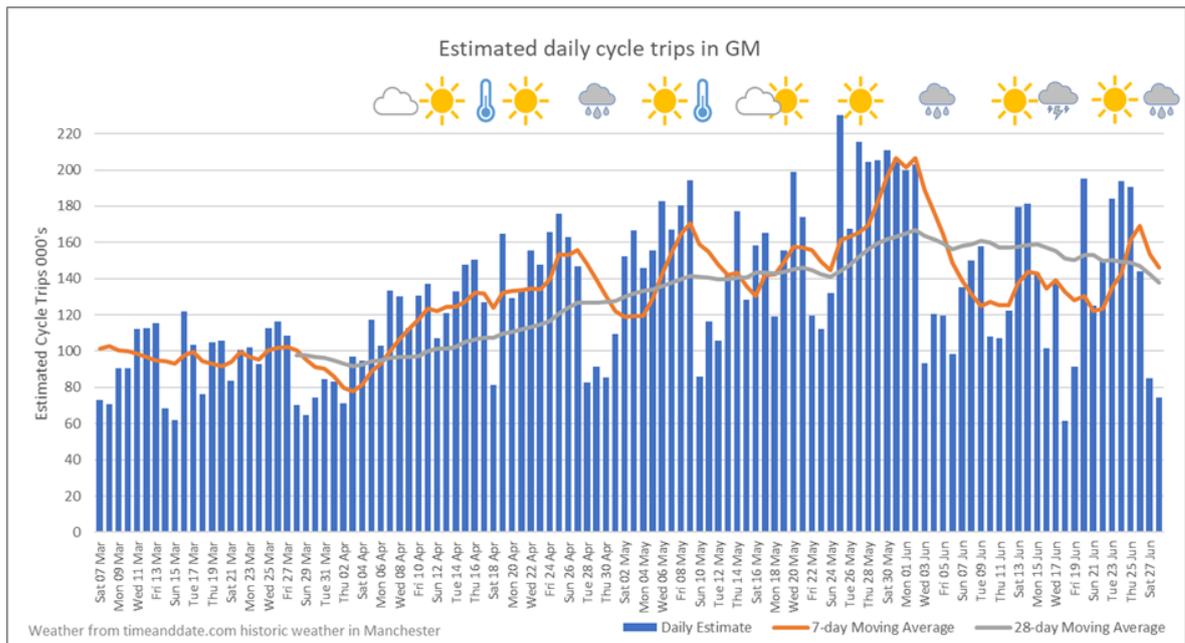


3.40. With the increase in traffic post 15 June we have seen the return of recurrent congestion at known pinch points and at major scheme and roadwork sites including Great Ancoats Street, Hyde Road and the A56 in Trafford.

3.41. Whilst there was a reduction in the overall traffic volumes there was a corresponding increase in the percentage of vehicles traveling above the speed limit and ACPO guidelines. Additionally, whilst prior to lockdown incidents of speeding were often confined to late at night and the early hours in the first month of lockdown a substantial proportion of vehicles were travelling above the speed limit throughout the day.



- 3.42. During the period between the end of March and April both GMP and Safer Roads Greater Manchester led campaigns to remind drivers to drive safely and protect the NHS. This included press briefings from GMP's Chief Constable, Ian Hopkins that received both local and national media coverage.
- 3.43. Safer Roads Greater Manchester and GMP have been working together to analyse the information associated with the speeding vehicles and to assist GMP in the targeting of operational activity. TfGM's network of Variable Message Signs (VMS) were also utilised to enforce the message for drivers to watch their speed.
- 3.44. The return of non-essential retail saw footfall in the regional centre increase last week. The number of pedestrian movements captured by sensors within the inner ring road on Saturday 20 June was 42% above the previous Saturday (13 June). However, while footfall in the Regional Centre is increasing, pedestrian movements remained 77% below levels from early March on average last week. There is less information available for district and other local centres, but anecdotal evidence suggests that more people have stayed 'local'. Funding has been made available to enable social distancing whilst walking and cycling and districts have implemented widened pavements and pop-up cycle facilities.
- 3.45. Pedestrian activity on off road routes (including canal tow paths, parks and traffic free routes) remains high and is currently double pre lockdown levels.
- 3.46. The reduction in traffic on our roads together with clement weather has encouraged a large-scale increase in cycling activity with it being 22% above the annual average at the end of June (having peaked at 69% above the annual average). This increase is particularly true of cycling on local streets and traffic free cycle routes many of which have seen a threefold increase in cycling from pre lockdown levels.
- 3.47. There is growing evidence of the return of cycling for commuting and whilst much of the growth in cycling is driven by cycling on neighbourhood street and off-road routes there is a recognised route from cycling for exercise and leisure to cycling for utility trips such as shopping and commuting.



Bus Stations and Interchanges

- 3.48. Following the Government's announcement of an initial three-week lock down, on the 30 March, TfGM made the decision to reduce the operational hours of its bus stations and interchanges (08:00 – 16:00 Monday to Saturday, unstaffed on Sundays) and temporarily close all travelshops except for those at Altrincham and Eccles. Under the Governments furlough scheme 64 front line staff were furloughed.
- 3.49. During the lock down period, significant work has been undertaken comprising; implementation of social distancing signage and customer information notices, introduction of enhanced cleaning regimes and monthly sanitisation programs and the provision of hand sanitisation units for use by the general public, across all bus stations and interchanges.
- 3.50. On the 8 June, in readiness for the re-opening of retail sector on the 15 June, all travelshops re-opened but with reduced staff numbers and limited opening hours (08:30 – 16:00 Monday to Saturday). Since re-opening travelshop, demand has been well below pre Covid levels. Subsequently, there is no immediate plan to increase opening hours and as such 26 staff remain furloughed.
- 3.51. As referenced with the Metrolink paragraphs above, to encourage and support the use of face coverings whilst traveling on public transport, staff on bus stations/interchanges proactively distributed face coverings to customers and passengers. This activity continues, with customers/passengers now directed to Travelshops should they require a face covering.
- 3.52. In readiness for the further relaxation in lock down arrangements on the 4th July, on the 29 June staffing hours on bus station increased to 07:00 – 21:00 Monday to Saturday but

remained unstaffed on Sundays. With effect from Monday 6 July, pre Covid staffing arrangements will be reinstated, i.e. 07:00 – 23:00 Monday to Saturday, 11:00 – 16:30 on Sundays.

Crime and Anti-Social Behaviour (ASB)

- 3.53. Across March, there was a decrease in the number of reported incidents of crime and ASB on public transport. With the overall rate of incidents (per million passenger journeys) reducing from 29 during the 12 months to March 2019, to 25 during the 12 months to March 2020. However, proportionately, there was a large increase on Metrolink during the COVID period.
- 3.54. Formal TravelSafe governance arrangements were paused as the lockdown commenced and Partnership activities, such as school engagement and joint deployments, also ceased. The GMP Transport Unit were re-deployed to support wider Covid-19 duties. To manage this, TravelSafe interfaced into relevant COVID structures, such as the GM Compliance Cell, ensuring ongoing monitoring/escalation of issues. Due to increasing reports associated with homelessness individuals, TravelSafe also joined the Manchester Street Engagement weekly call to feed in intelligence/identify potential mitigation measures.
- 3.55. In April, the number of reported incidents of crime and ASB on the public transport network reduced again, this reduction was not, however, as great as the reduction in patronage. In the absence of the GMP Transport Unit some network coverage was secured through GMP Specialist Operations, and Operation Servator deployments, providing reassurance at key transport hubs throughout April which was appreciated.
- 3.56. May saw an increase in the number of reported incidents of crime and ASB on the public transport network compared to April and March 2020. However, this still reflects an overall reduction in numbers based on year to year comparisons.
- 3.57. TravelSafe governance structures were re-launched in full during May. Initial tactical priorities identified as Manchester City Centre, the summer period and the Oldham and Rochdale Line, however these priorities will remain agile given current challenges around data and the uncertainty of the impacts arising from ease of lockdown.

4. NETWORK PERFORMANCE SCORECARD

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	94.9%	I
Metrolink Reliability	G	99%	99.57%	I
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	86.0%	95.8%	I
Northern Reliability (CaSL)	G	N/A	0.5%	I
Northern Right Time	G	N/A	83.9%	I
TPE Punctuality (PPM)	G	82.3%	94.3%	I
TPE Reliability (CaSL)	G	N/A	3.8%	I
TPE Right Time	G	N/A	81.1%	I
Network Rail Delay Minutes	G	32,521	7,425	I
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	98.2%	I
Commercial Bus Service Reliability	G	97.0%	98.0%	I
Subsidised Bus Service Reliability	G	97.0%	99.2%	I
Network Bus Overall Punctuality	G	80.0%	86.7%	I
Commercial Bus Overall Punctuality	G	80.0%	86.7%	I
Subsidised Bus Overall Punctuality	G	80.0%	87.3%	I
Network Bus Regularity	R	97.0%	96.1%	S
Commercial Bus Regularity	R	97.0%	96.1%	S
Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	G	90.0%	91.3%	I
Highways Level of Delay (Average)	G	30.0%	24.7%	I
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Aug '19)	R	560	683	I

See Appendix A for glossary.

Reporting Periods: This report covers March to June 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.	RED if above target. AMBER if equal to target. GREEN if below target.
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.	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.	RED if above target. AMBER if equal to target. GREEN if below target.
TPE Right Time	% of recorded station stops where the train arrived less than one minute later than its advertised time.	RED if above target. AMBER if equal to target. GREEN if below target.

Measure	Description	RAG thresholds
Network Rail Delay Minutes	Total number of 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%
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.

Measure	Description	RAG thresholds
		<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>