

Greater Manchester Transport Committee

Date: 14 August 2020

Subject: Transport Network Performance Update

Report of: Bob Morris, Chief Operating Officer, TfGM

PURPOSE OF REPORT

This report provides an overview of Transport Network Performance in Greater Manchester for July 2020 during the Coronavirus pandemic.

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: 1

- Appendix A: Glossary

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 July 2020 during the Coronavirus pandemic.

2. OVERALL NETWORK PERFORMANCE SUMMARY

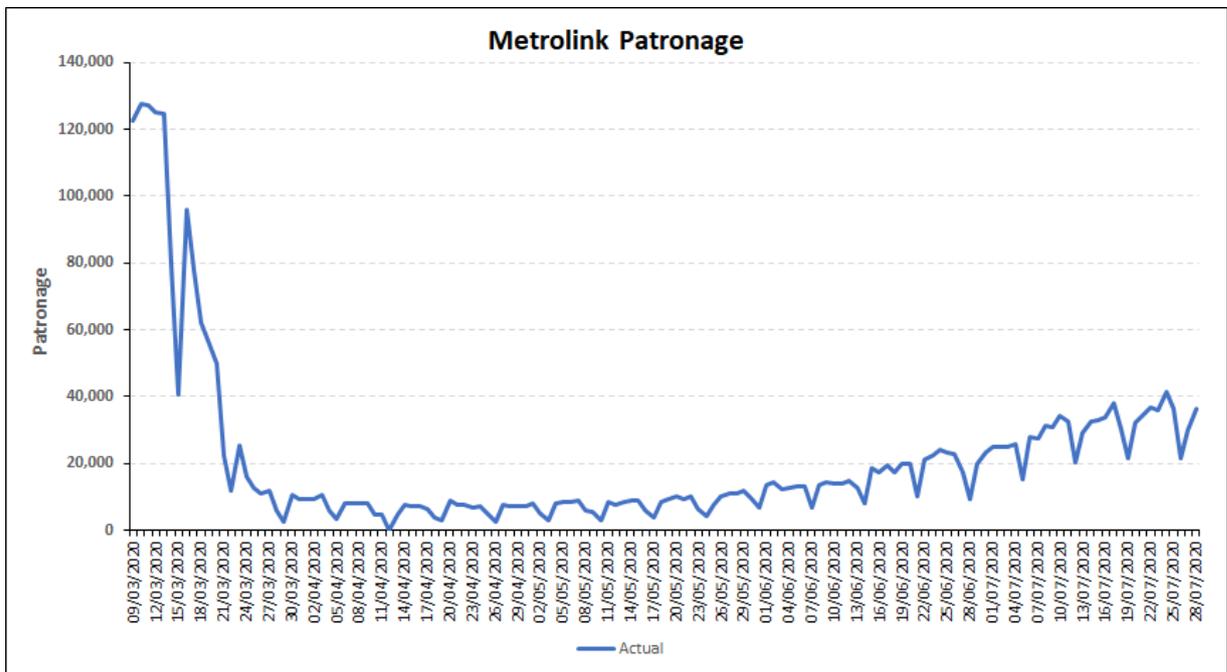
- 2.1. Last month we reported to the Committee on the unprecedented change to the transport network in Greater Manchester as a result of Covid-19. Passenger numbers had dropped to between 5% and 10% of “normal” and road traffic volumes dropped by over 60%.
- 2.2. June and July saw several important steps made to lift the lockdown in Greater Manchester, each impacting on the transport network, notably:
 - 15th June: Face coverings mandatory on public transport
 - 15th June: All non-food retail businesses allowed to open
 - 4th July: 1m “plus” social distance guideline introduced where 2m is not possible
 - 4th July: Service sector and hospitality industry allowed to open
 - 17th July: Major speech by the Prime Minister with changing message about working from home and use of public transport
- 2.3. The transport network has subsequently seen strong growth in patronage throughout July, with more expected in August and September when schools return, and an increasing number of commuters are forecast to return to offices.
- 2.4. Operational performance across rail, bus and Metrolink has remained high. However, passengers have complained to TfGM and on social media about the enforcement of face coverings. In response TfGM through the Travelsafe Partnership has co-ordinated several multi-agency targeted operations to engage with public transport users and encourage the use of face coverings. Additionally, media campaigns have been increased in conjunction with partners to target key areas and times of day when usage drops and this has also led to increasing compliance levels and great feedback from the travelling public.

2.5. 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

Metrolink

3.1. Following the steps taken to emerge from lockdown, firstly with non-food retail and secondly the service and hospitality sectors reopening, Metrolink is now carrying approximately 35% to 40% of pre-Covid passenger levels.



3.2. Social distancing to 1 metre remains possible on the vast majority (98%) of services, thanks to the increase in network capacity to a 10-minute mostly double service on 22nd June. However, with growing volumes, this will become more challenging, particularly on weekday evenings which is now Metrolink’s busiest time.

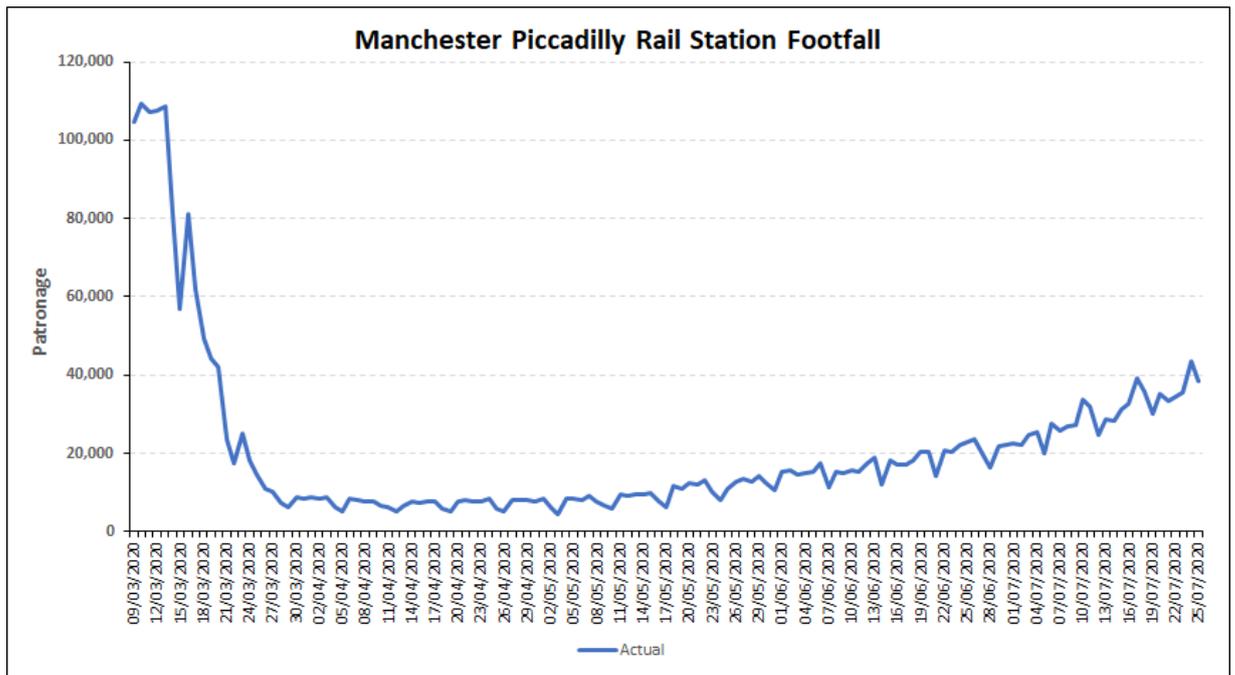
3.3. Face covering compliance on Metrolink has been improving week on week and is now 85% in the mornings and 70% during the evenings across the network.

3.4. Operational performance of Metrolink has remained high through June and July.

3.5. TfGM is in dialogue with officials in the Department for Transport with regard to ongoing funding for Metrolink, with as yet no certainty beyond 3rd August.

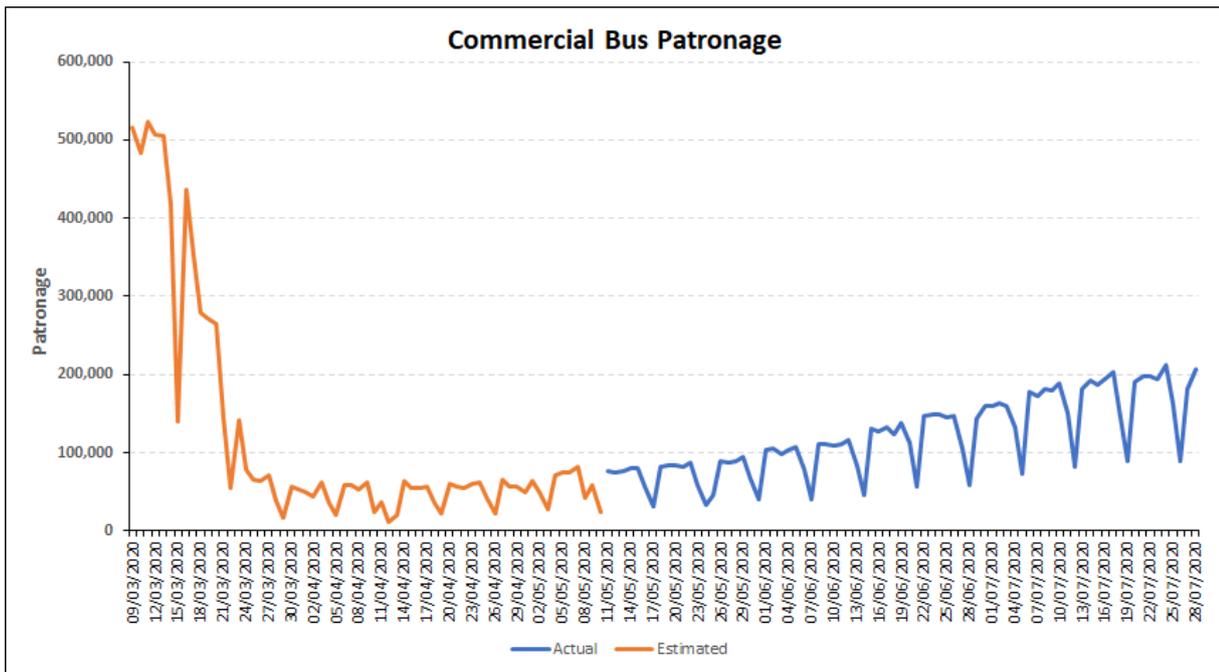
Rail

- 3.6. Train services across Greater Manchester were increased on 6th July, featuring additional peak services on key routes, including; Blackpool – Manchester, Liverpool – Warrington – Manchester Airport, a half-hourly all-day service on the Glossop/ Hadfield line, 6 car operation on TransPennine’s stopping services between Manchester and Huddersfield and Avanti re-instating 3 trains per hour between Manchester and London.
- 3.7. Estimated rail patronage across Greater Manchester now stands at around 20%, with Piccadilly Station footfall around 65% **less** than pre-Covid levels (based on Northern Driver Passenger Counts and Network Rail Station Passenger Counts).
- 3.8. Face covering compliance among rail passengers remains high, with Northern reporting coverings at between 80% - 90%, higher for TPE and other long-distance services. Face coverings are now mandatory at enclosed stations and transport interchanges.
- 3.9. Train Operating Companies serving Greater Manchester are not yet experiencing overcrowding with social distancing on commuter services, however some have reported overcrowding at weekends and to leisure destinations such as the Peak District.
- 3.10. Most notable rises on services are towards the west and north of the GM conurbation, within areas traditionally seen as more ‘blue collar’.
- 3.11. The operational performance of rail services has been high, with PPM averaging above 95%.
- 3.12. Currently, consultations between TOCs and the Rail North Partnership are ongoing for the 14 September uplift to increase peak time capacity and frequency on strategic GM routes, including where school demand exists.
- 3.13. TfGM has protested strongly against EMR plans to remove Chinley calls in its services from September, severing links to Hazel Grove and Stockport. As a result of these, this decision has been reversed and the links will be retained.
- 3.14. Northern has notified stakeholders that it will be temporarily removing Rose Hill/Hyde Loop services from September until December 2020 due to driver availability and having to prioritise its resources on its busiest routes. TfGM is working with Northern on solutions to try to maintain a service or an alternative transport plan and mitigation.



Bus

- 3.15. Bus operators have returned on average to operating approximately 80% of pre-Covid service levels, as measured by operated mileage.
- 3.16. Face covering compliance reported across Greater Manchester bus services is on average around 70%. Bus passengers have complained about face covering compliance and a recurring theme is complaints about bus drivers who, along with other transport staff, are exempt from the rule on safety grounds. TfGM is working closely with bus operators to continue to engage, educate and encourage passengers to adhere to the face covering rules.
- 3.17. Bus patronage has returned to approximately 40% of pre-Covid levels.



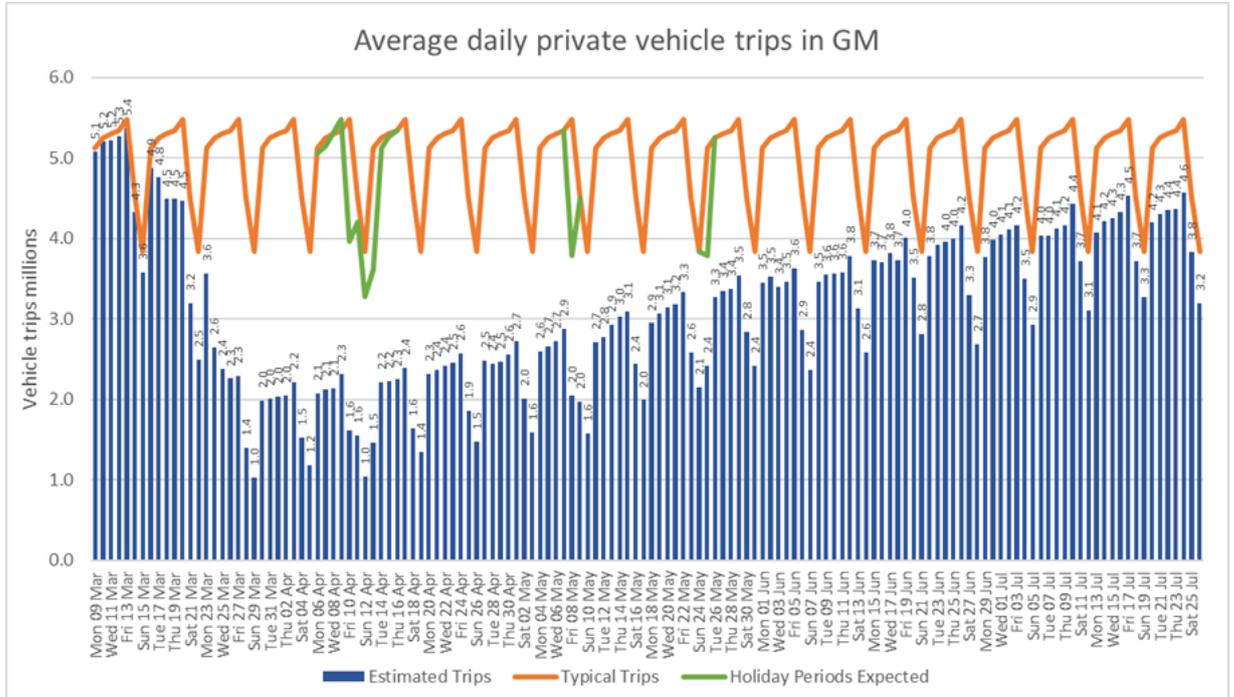
- 3.18. TfGM is continuing to work closely with DfT, bus operators and the Urban Transport Group to administer funding under the DfT’s Covid-19 Bus Services Support Grant.
- 3.19. TfGM is also liaising with bus operators concerning the impact of short and long term highway initiatives to reallocate road space in Greater Manchester, particularly the regional centre, with substantial changes taking place.

Bus Priority Programme Early Findings Report

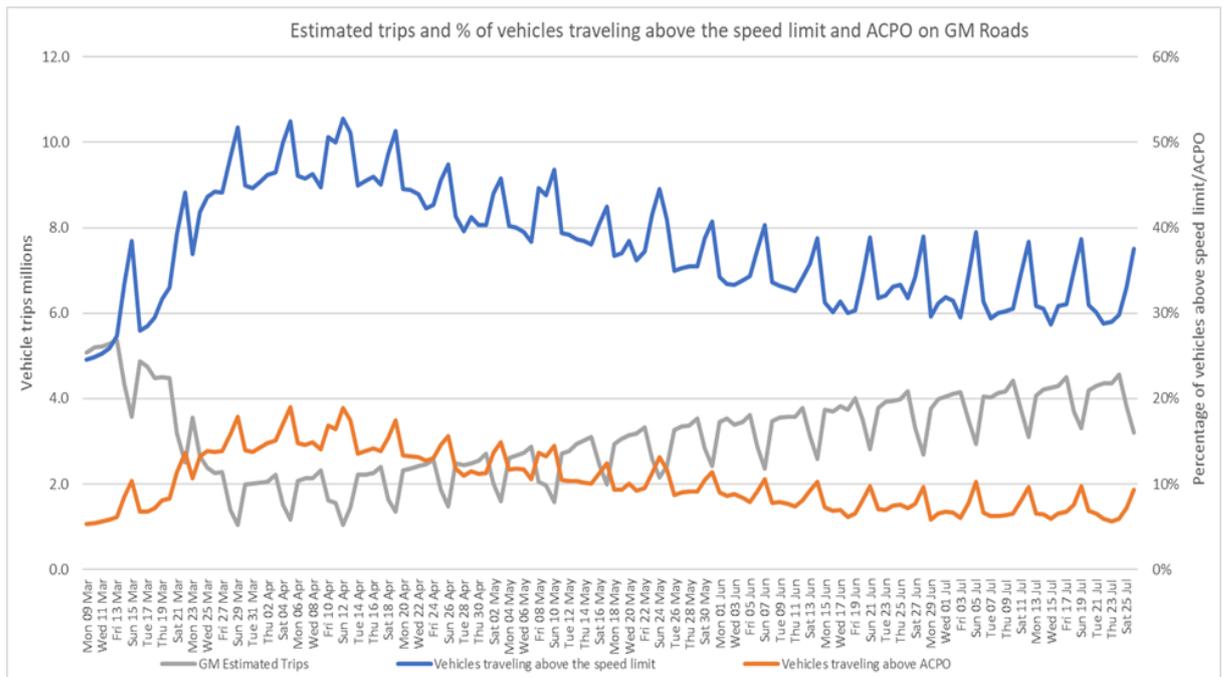
- 3.20. TfGM was keen to learn from the experience of implementing the Bus Priority Programme and to fulfil DfT funding conditions to present evidence on “what works and what could have worked better?” in relation to the programme. Accordingly, a series of monitoring and evaluation activities were established and the report on the early findings of this work has been published recently at [<https://tfgm.com/corporate/bpp>].
- 3.21. The report includes lessons learnt on the delivery of the Greater Manchester Transport Fund 1 schemes: Cross City Bus Priority Package and the Busway Programme. Early findings relate to aspects such as journey times and bus journey time variability; door-to-door measures of travel times to key destinations; modal shift evidence; Oxford Road pedestrian and cycling volumes and cyclist attitudes; findings on the pedestrian, cyclist and equestrian path parallel to the Busway; economic and environmental impacts on Oxford Road; economic impacts on Leigh, Atherton and Tyldesley; park and ride provision; carbon impact; bus patronage; and, before and after traffic volumes on Oxford Road and parallel corridors.
- 3.22. A further monitoring and evaluation report is due to be published in 2 years’ time.

Highways

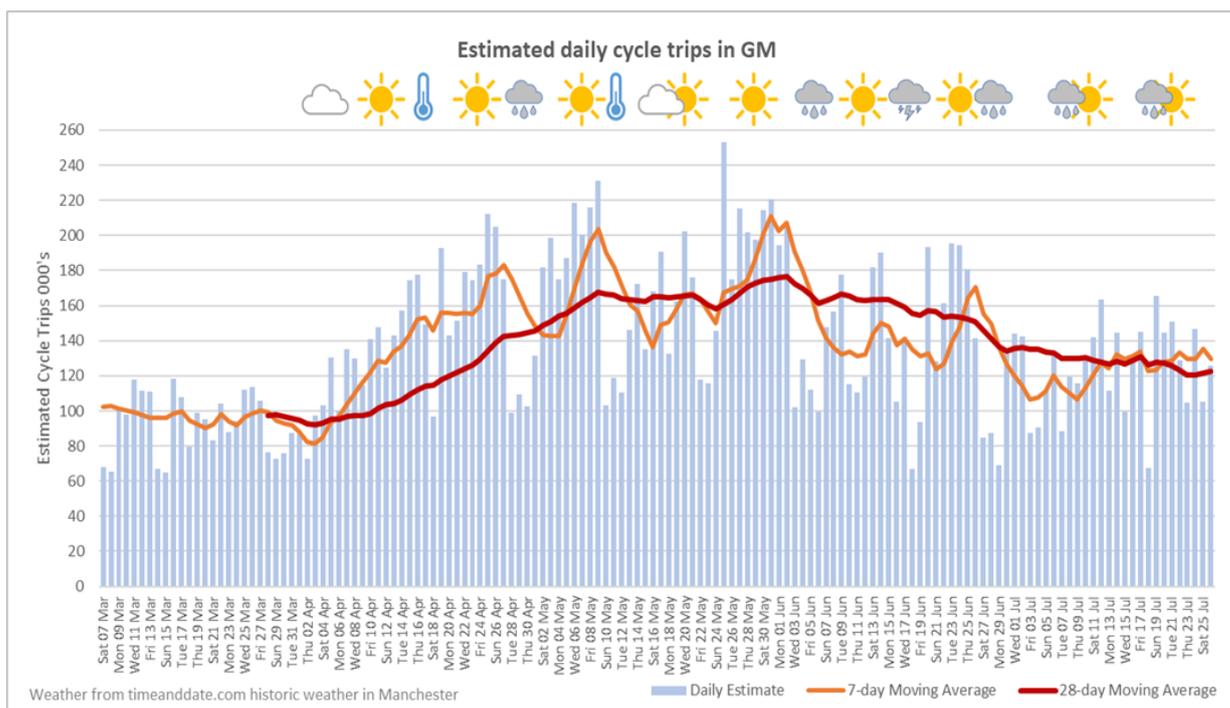
- 3.23. Traffic volumes have returned to approximately 85% of pre-Covid levels, with an estimated 4.6 million trips on the highway network on 24th July, the highest level since lockdown began on 23rd March.



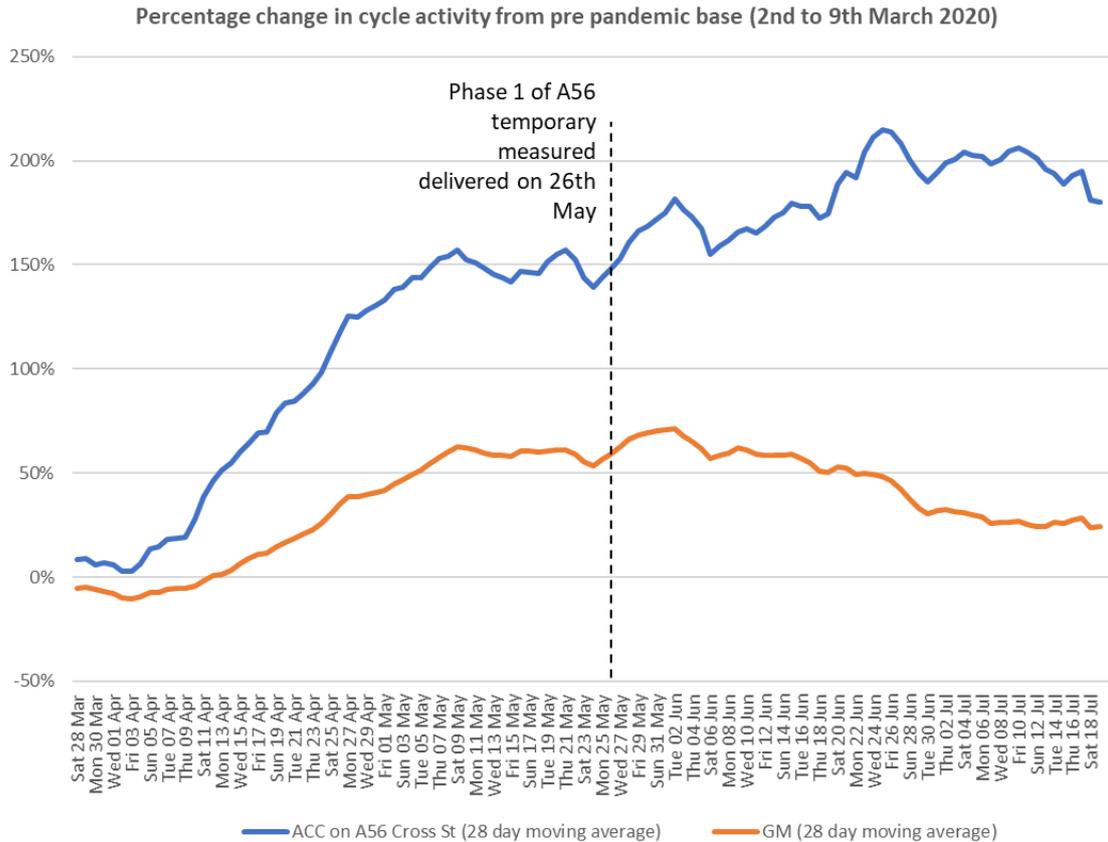
- 3.24. Whilst there was a reduction in the overall traffic volumes there was a corresponding increase in the percentage of vehicles traveling above the speed limit and ACPO guidelines. This information is shared with GMP to enable them to target their enforcement activities.



- 3.25. As a result of the return of non-food retail, the hospitality sector and additional commuters the regional centre has seen the highest post pandemic weekly estimates of pedestrian activity using sensors in the regional centre. Pedestrian activity at the sensors located on Deansgate, Albert Square and Chapel Street is growing at 5% per week. However, this is still 59% below pre-Covid levels.
- 3.26. Cycle volumes during the week ending 26th July were 6% above the annual average. Whilst at a GM level the trend for the 28-day moving average cycle volume has been decreasing through June and July, in some locations cycle volumes are increasing. The count site on the A6 London Road adjacent to Piccadilly station and the cycle counters on Oxford Road shows increasing cycle volumes which indicate a return of commuter cycling.



- 3.27. The pop-up cycle lanes and road closures being installed across GM as part of Local Authorities Covid response are being monitored to understand their impact on the highway network.
- 3.28. The A56 pop-up cycle facilities in Trafford is being closely monitored and reports on performance shared with Trafford MBC and bus operators. Overall the highway network has coped well with the introduction of these ‘temporary’ walking & cycling measures along the corridor. Despite returning traffic, journey times during the AM and PM peaks have been consistently been at or below pre-pandemic levels. During the inter-peak weekday journey times are above expected on the southbound section between the inner ring road and the M60.
- 3.29. Where issues have been identified, partners have coordinated to adjust traffic management and signal timings. There has also been some positive stakeholder engagement between Trafford MBC and the bus operators to address concerns expressed by the bus operators whose services run along this route. Real time congestion alerts have been set up to notify the TfGM Control Centre and UTC when journey times exceed an acceptable level.
- 3.30. The chart below shows the change in cycling activity at the cycle counter on the A56 in Trafford and across GM.



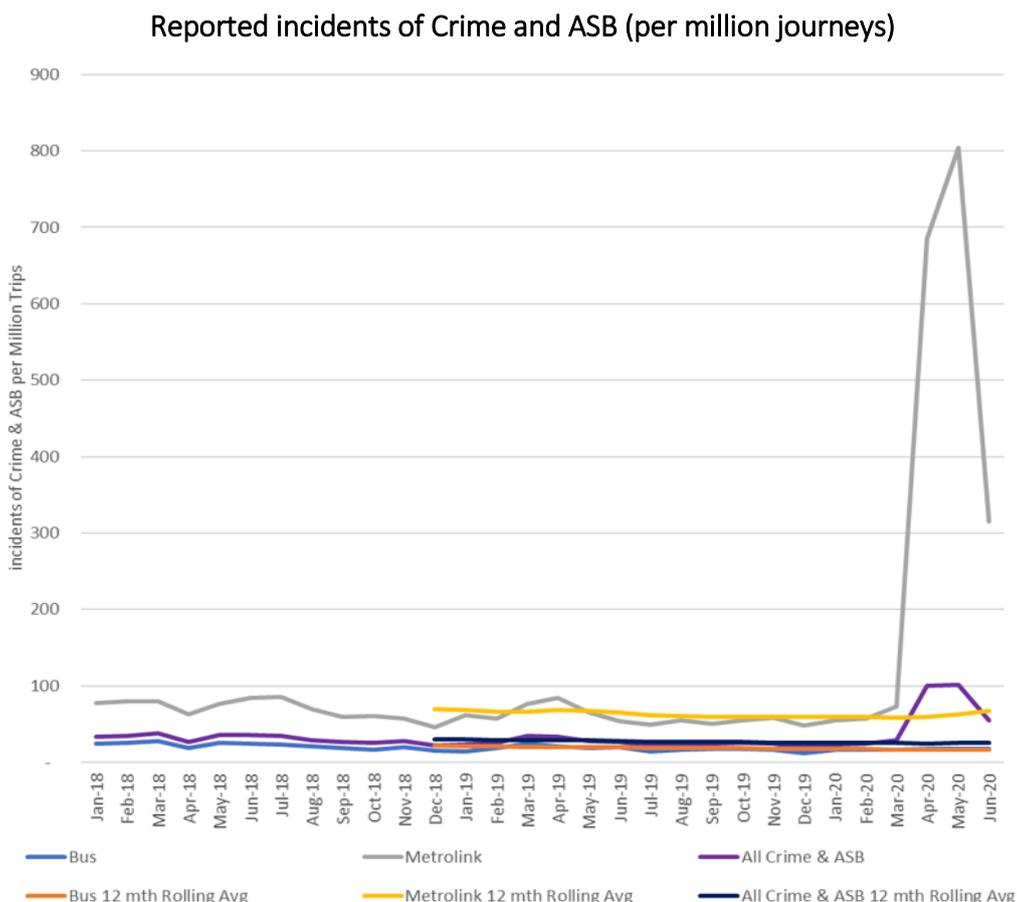
Bus Stations and Interchanges

- 3.31. All TfGM facilities including Interchanges and Travel Shops have been re-opened since the middle of June. From 6 July, pre Covid staffing arrangements have been reinstated, i.e. 07:00 – 23:00 Monday to Saturday, 11:00 – 16:30 on Sundays. TfGM facilities have been instrumental in implementing the face covering initiatives, with free masks available for passengers, giving extensive coverage of the bus and Metrolink networks.
- 3.32. Hand sanitising units have been installed in all TfGM facilities for general use and cleaning regimes have been significantly enhanced with disinfectant routines taking place regularly.

Crime and Anti-Social Behaviour (ASB)

- 3.33. June and July saw the welcome return of TravelSafe Partnership activity with police officers returned to GMP Transport Unit duties.
- 3.34. Compared to May, June has seen a slight decrease in the number of reported incidents of crime and anti-social behaviour on Metrolink, and a slight increase reported at Bus Stations.

3.35. The overall rate of incidents (per million passenger journeys) has decreased from 28 during the 12 months to June 2019, to 26 during the 12 months to June 2020. The spike in the rate of incidents on Metrolink, observed during March-June, is attributed to the Covid-19 lockdown, which led to a huge drop in patronage alongside proportionally increased use of the network by some groups of individuals. This combined with a reduction in staff deployments which would traditionally have acted to deter anti-social behaviour.



3.36. The table below shows the number of monthly reported incidents of Crime & ASB occurring on Metrolink for the period July 2019 - June 2020.

July 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	June 20
186	203	189	217	237	192	203	206	184	137	199	157

- 3.37. Following a GMP media appeal, a male was arrested by GMP's Transport Unit. He was charged and has subsequently pled guilty to offences including carrying a bladed article and threats to kill, he has been handed a six-month custodial sentence.
- 3.38. A British Transport Police Inspector was unfortunately assaulted at Manchester Victoria (Metrolink) station while trying to enforce the face covering regulations. Thankfully the incident did not result in serious injury and the individual was arrested.
- 3.39. Issues around rough sleeping at Shudehill were flagged through the Partnership to the Manchester Street Engagement Hub. Staff from the Hub, alongside GMP's Transport Unit undertook a series of morning deployments over a two-week period to identify those involved and provide appropriate support and assistance. There have been no reported incidents since the operation took place.
- 3.40. Following a rise in unauthorised Car Cruise events across Greater Manchester, TfGM has been actively monitoring various park and ride sites. This has resulted in at least four events being successfully disrupted. Work is ongoing with GMP around 'Operation Marshall' to look at reporting and intelligence feeds.
- 3.41. The GMP Transport Unit are currently running a series of plain clothes operations focussed around Abraham Moss Tram Stop. So far this has resulted in three arrests, 13 stop searches (two positive) and 1 weapon seized.

4. NETWORK PERFORMANCE SCORECARD

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	n/a	S
Metrolink Reliability	G	99%	99.57%	I
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	86.0%	95.5%	I
Northern Reliability (CaSL)	G	N/A	0.6%	I
Northern Right Time	G	N/A	82.8%	I
TPE Punctuality (PPM)	G	82.3%	96.3%	I
TPE Reliability (CaSL)	G	N/A	3.8%	I
TPE Right Time	G	N/A	84.3%	I
Network Rail Delay Minutes	G	32,521	11,769	I
Bus²	Status	Target	Achieved	Trend
Network Bus Service Reliability	G	97.0%	n/a	S
Commercial Bus Service Reliability	G	97.0%	n/a	S
Subsidised Bus Service Reliability	G	97.0%	n/a	S
Network Bus Overall Punctuality	G	80.0%	n/a	S
Commercial Bus Overall Punctuality	G	80.0%	n/a	S
Subsidised Bus Overall Punctuality	G	80.0%	n/a	S
Network Bus Regularity	R	97.0%	n/a	S
Commercial Bus Regularity	R	97.0%	n/a	S
Subsidised Bus Regularity	n/a	97.0%	n/a	n/a
Highways²	Status	Target	Achieved	Trend
Highways Journey Time Reliability	G	90.0%	91.6%	I
Highways Level of Delay (Average)	G	30.0%	24.5%	I
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Aug '19)	R	559	710	S
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to June '20)	G	28	26	I

Several KPIs suspended as a result of Covid-19

See Appendix A for glossary.

Reporting Periods: This report covers 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
		(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.)