

Greater Manchester Transport Committee

Date: 09 October 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 August 2020.

RECOMMENDATIONS:

Members are asked to note the contents of the report.

CONTACT OFFICERS:

Alex Cropper	Interim Head of Operations	0161 244 1122 alex.cropper@tfgm.com
Julie Flanagan	COO Sponsor and Support Officer	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: 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 August 2020 during the Coronavirus pandemic.

2 OVERALL NETWORK PERFORMANCE SUMMARY

- 2.1. Passenger numbers have continued a steady increase across all modes and with the exception of the highway network, are still significantly below pre COVID levels.
- 2.2. Whilst June and July saw several important steps made to lift the lockdown in Greater Manchester, each impacting on the transport network, August included the UK Governments deferment of some higher risk sectors re opening and together with GM specific measures relevant to the transport network:
 - 01 August: GM lockdown begins (can't meet people outside your household in houses or private gardens)
 - 02 August: GM declare a Major Incident, enabling an increased response
 - 03 August: "Eat out to help out" starts:
 - 10 August: Metrolink extend 10-minute frequency on Saturdays until 8pm to support the leisure, bars and restaurant demand and
 - A joint Department for Education/DfT press release announced additional short-term funding to ease pressure on transport as children return in September.
- 2.3. Operational performance across rail, bus and Metrolink has remained high albeit with reduced patronage. However, passengers have continued to complain to TfGM and on social media about the enforcement of face coverings on public transport. 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.

- 2.4. Additionally, media campaigns have been increased in conjunction with partners to target key areas such as Altrincham, Oldham and Ashton at times of the day when usage drops, and this has also led to increasing compliance levels and improved feedback from the travelling public.
- 2.5. The detail contained later in this report covers the modal response and performance during the period, noting that certain detail is now covered in the MRN and Bus sub committees.

3 NETWORK OVERVIEW

Metrolink

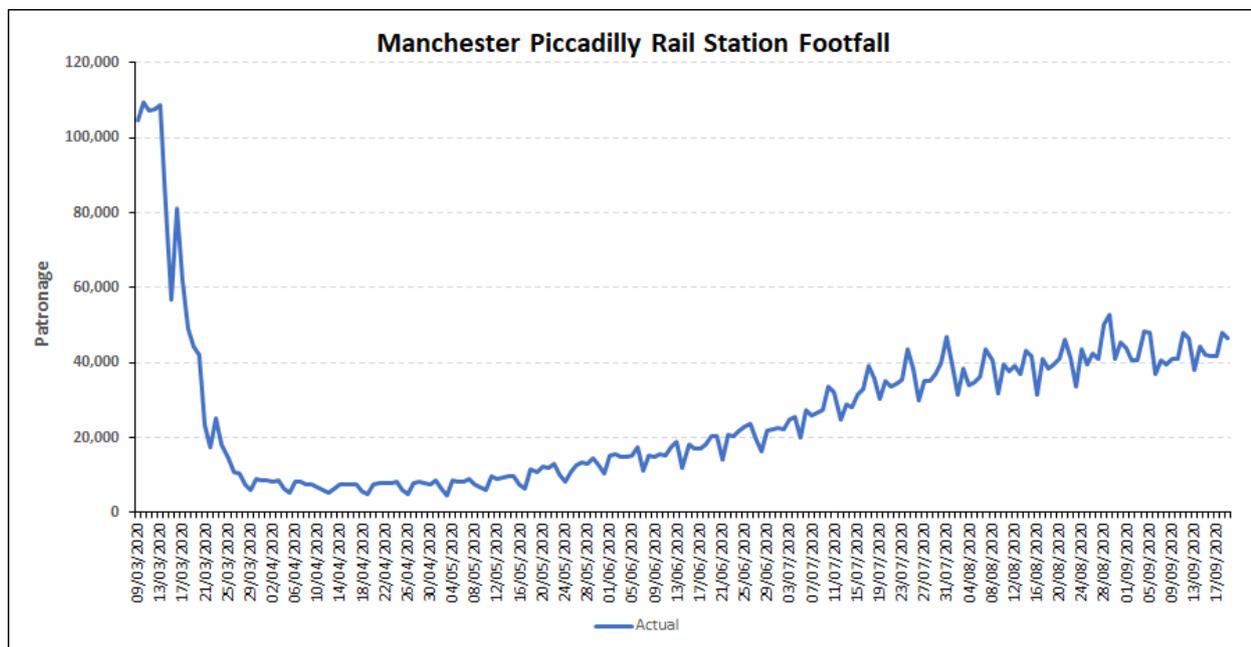
- 3.1. The 10-minute service in operation across network, with all available trams in use and two-thirds of the services being doubles.
- 3.2. Patronage is just below 50% of pre-covid levels. Recent growth appears to have stalled following government announcements and the rise in local rates.
- 3.3. Face covering usage continues to improve overall morning peak compliance increasing currently at 83% and evening peak compliance at 77%. Compliance of the face covering rule amongst secondary school children is lower than that for adults. This is being addressed through engagement with the schools and continued enforcement activity on the network.
- 3.4. Currently 11.5% of services exceed the theoretical capacity, allowing for 1m social distancing.
- 3.5. There is an increasing number of staff in self-isolation but so far this has not impacted on services.

Rail

- 3.6. From the 06 July, enhanced train plans were introduced to increase services levels from the key work timetable introduced on the 23rd of March to around 75% of pre-Covid levels (68% for Northern).
- 3.7. Estimated rail patronage across Greater Manchester now stands around 35%, with TPE reporting patronage around 32% of pre-Covid levels. Piccadilly Station footfall has been steadily increasing with footfall levels around 63% of pre-Covid levels, Victoria in excess of 5,000 passengers per day. (based on Northern Driver Passenger Counts and Network Rail Station Counts).
- 3.8. Face covering compliance among rail passengers has slightly dipped, with compliance levels on Northern services between 70-80%, higher for TPE and other long-distance services.

TfGM will continue to work with Train Operating Companies (TOCs), British Transport Police (BTP) and Travel Safe Officers (TSOs) to raise awareness of the mandatory requirement to wear face coverings whilst at stations and on-board public transport.

- 3.9. Whilst rail patronage for TOCs serving Greater Manchester remain within Social Distancing requirements, overcrowding at weekends, and to leisure and coastal destinations such as the Peak District and Southport remain common. Northern have introduced additional services to cope with this demand, although services remain busy.
- 3.10. Friday and Saturday’s remain the busiest days of the week, with outer peak (Mid/late afternoon) and leisure travel being prominent, although recent weeks suggest a greater uptake in AM Peak travel indicating a re-emergence of commuter travel.
- 3.11. The operational performance of rail services remains high, with PPM averaging around 95% and CaSL below 3%.
- 3.12. Train services across Greater Manchester will be increased on 14 September, with the uplift seeing an expected 80-85% of pre-Covid services re-instated. The focus of this will be to provide capacity for people returning to work and education, whilst maintaining current levels of performance.
- 3.13. The December 2020 timetable will build further on uplifting capacity and frequency and should see around 90-95% of pre-Covid services restored.



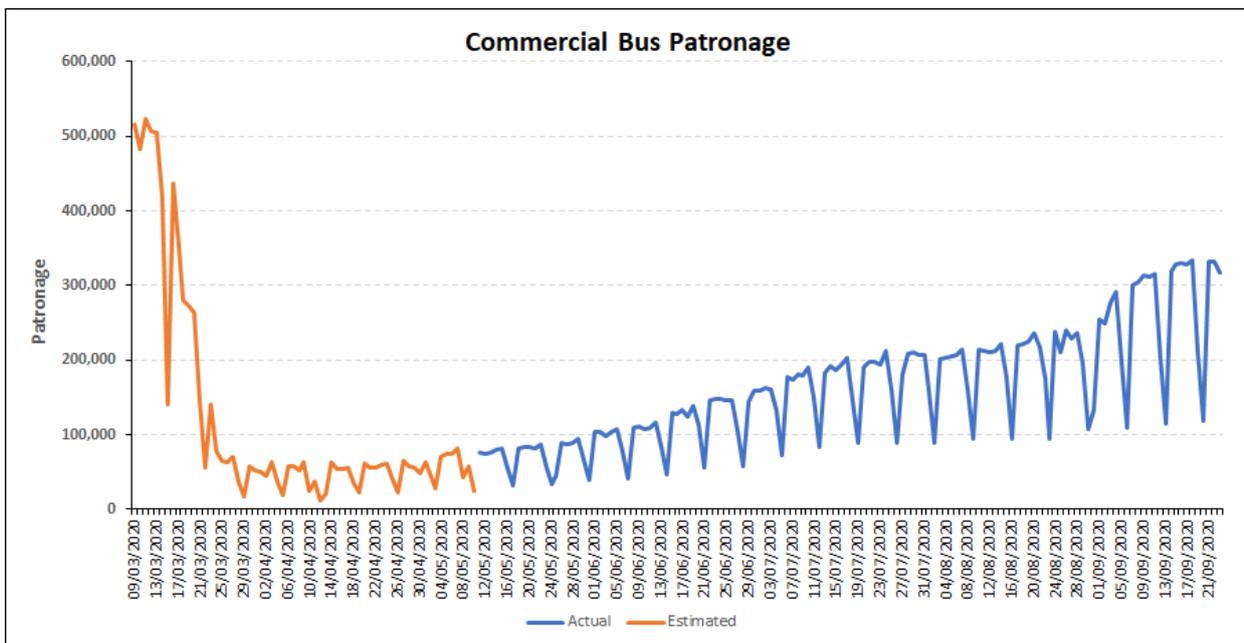
- 3.14. Department for Transport (DfT) has extended the emergency funding arrangements for the UK rail industry for the next six to 18 months. Emergency Measures Agreement (EMA's) are

now replaced by Emergency Recovery Measures Agreements (ERMA's) that have tougher performance targets and lower management fees (max 1.5%).

- 3.15. DfT will continue to cover TOCs' cost, revenue and capital risk. There is also the potential for an additional performance-based fee based on measures including punctuality, passenger satisfaction and financial performance
- 3.16. Each of the ERMAs requires that by mid-December 2020 the TOC agrees with DfT whether, and if so, how much, parent company support or other payments would have been required to terminate the pre-existing franchise agreements had the pandemic not occurred.
- 3.17. The DfT has also stated it intends to begin discussions with the TOCs to transition to new, directly awarded contracts for the longer term, which would come into effect at the end of the ERMAs.

Bus

- 3.18. Bus operators have returned to operating 100% of pre-Covid service levels, as measured by operated mileage from September.
- 3.19. Bus patronage has returned to approximately 60% of pre-Covid levels. However, with the restrictions recently announced there is a concern that patronage might start to fall again.

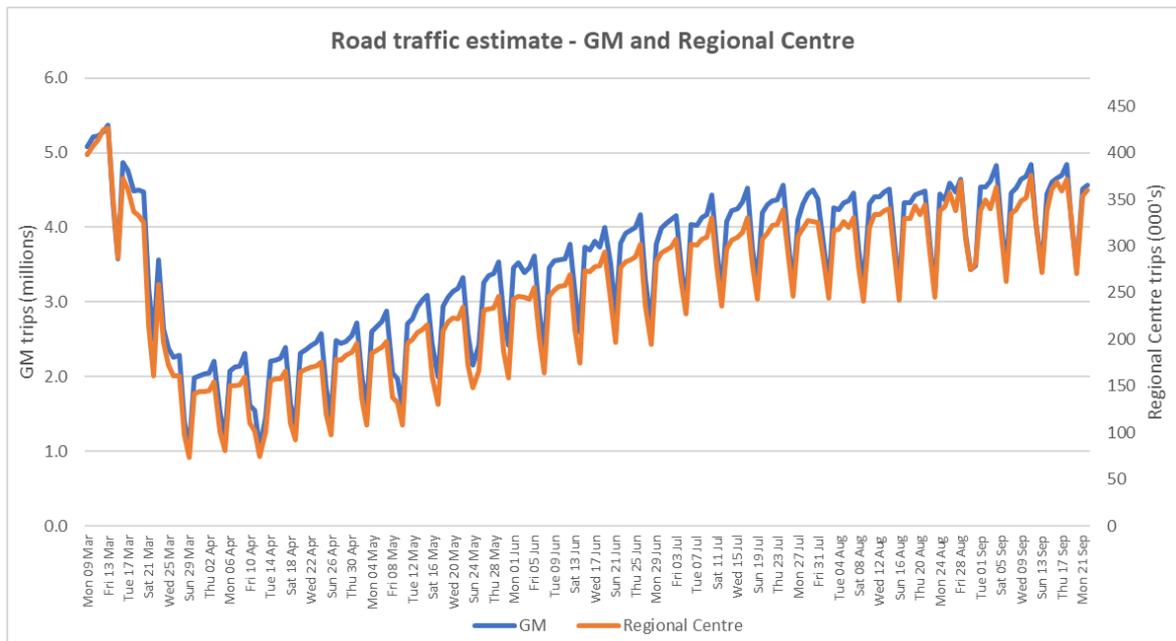


- 3.20. TfGM has completed a survey on behalf of the Combined Authority on the use of additional short term DfT funding for the duplicate school services where we estimate a forecasted expenditure of £2,194,053. We have requested that this amount be secured for the remainder of the autumn term

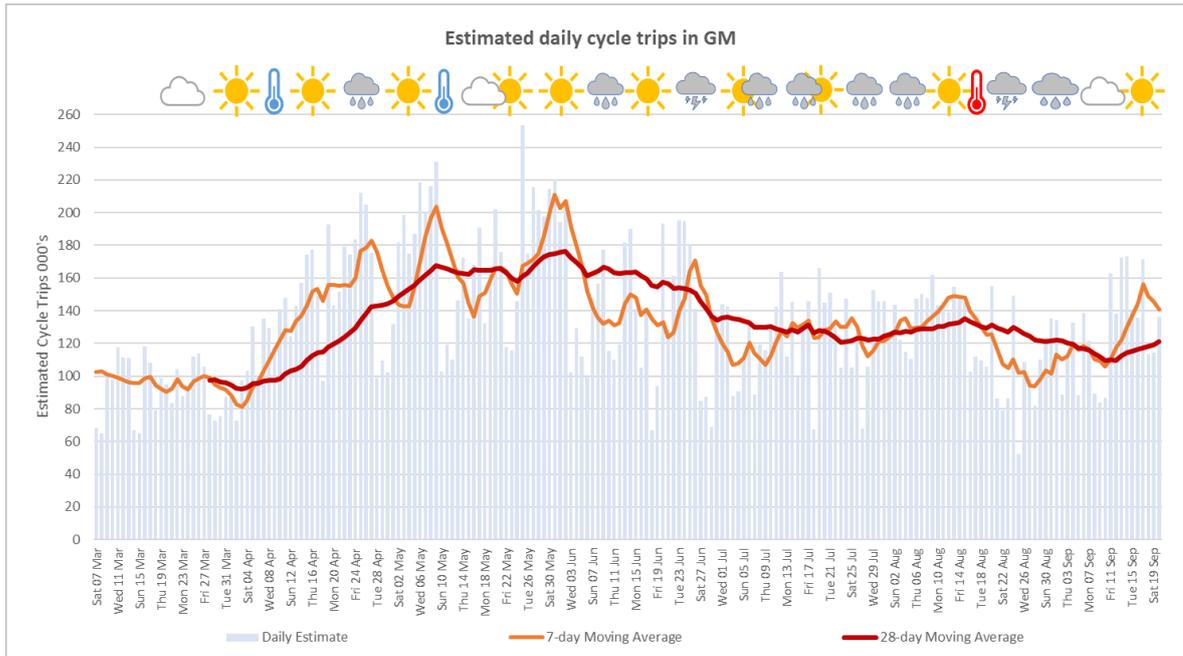
- 3.21. Following the introduction of 288 additional duplicate school services to support the commercial routes, TfGM have been working closely with operators and schools to closely monitor usage to ensure efficiency of the network and respond to changing conditions.
- 3.22. Bus covering compliancy on the dedicated school services has been raised as one of the major issues since the beginning of the new term, it is not a mandatory requirement on school services. TfGM is working collaboratively with key stakeholder to promote the use of face covering by students, with various activity days to increase awareness of their importance planned.

Highways

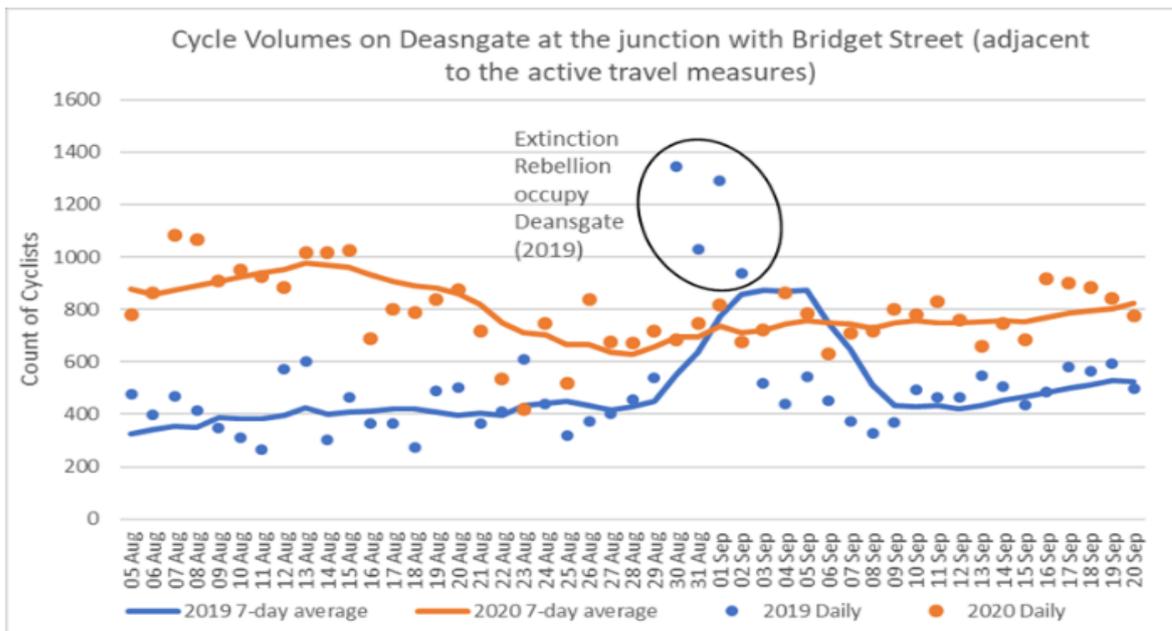
- 3.23. Government advice and measures implemented in response to the pandemic continue to effect travel patterns and are reflected demand on the highway network. The eat out to help out scheme increased traffic during the afternoon and evening period with the profile for Wednesday 26th August, the last day of the scheme being akin to a Friday.
- 3.24. The return of schools and increased opportunity to return to workplaces saw an increase in traffic volumes, with growth strongest during the morning peak period. During the week ending 20th September traffic volumes were an equivalent to 12% below typical. Volumes on the SRN volumes in GM are 13% below the same time last year.
- 3.25. Following a review of journey times and traffic volumes peak plans have been reintroduced on a number of routes during the evening peak period. Local measures which support social distancing, walking and cycling will remain in place in a number of locations including the Regional Centre.
- 3.26. At the Regional Centre cordon traffic volumes increased 2% from the previous week and are now equivalent to 16% below typical. The increase in volumes was driven by weekday traffic which was 3% up on the previous week. Evidence suggests that there are more trips being made through the regional centre attracted by lower journey times.



- 3.27. Analysis of GMRAPS data shows there has been an increase in the number of roadworks undertaken as immediate/emergency works. This makes it difficult for Authorities to coordinate works and manage disruption to the Highway and Public Transport network.
- 3.28. Further road closures to support economic recovery and social distancing are anticipated across the regional centre with a potential to impact bus operators and add to congestion.
- 3.29. The growth in trips on the GM transport network during week ending 20th September were driven by an increase in active travel. The largest contribution in terms of trip numbers came from walking, followed by cycling. Cycle activity was an estimated 15% up and walking activity was an estimated 11% up.
- 3.30. Workday cycle volumes were 35% up on last week with Monday 14th September having the highest levels of cycling activity since 25th June.



- 3.31. The reopening of universities and the return of students has been reflected in the cycle volumes on the Oxford Road corridor. Last week cycle numbers at the Totem on Oxford Road were 19% up on the previous week. This is the third consecutive week of growth in cycle activity on Greater Manchester’s busiest cycle route.
- 3.32. Data from the AI sensor adjacent to the emergency active travel measures on Deansgate show that from August 1st cycling activity has been on average 63% above the same period in 2019.

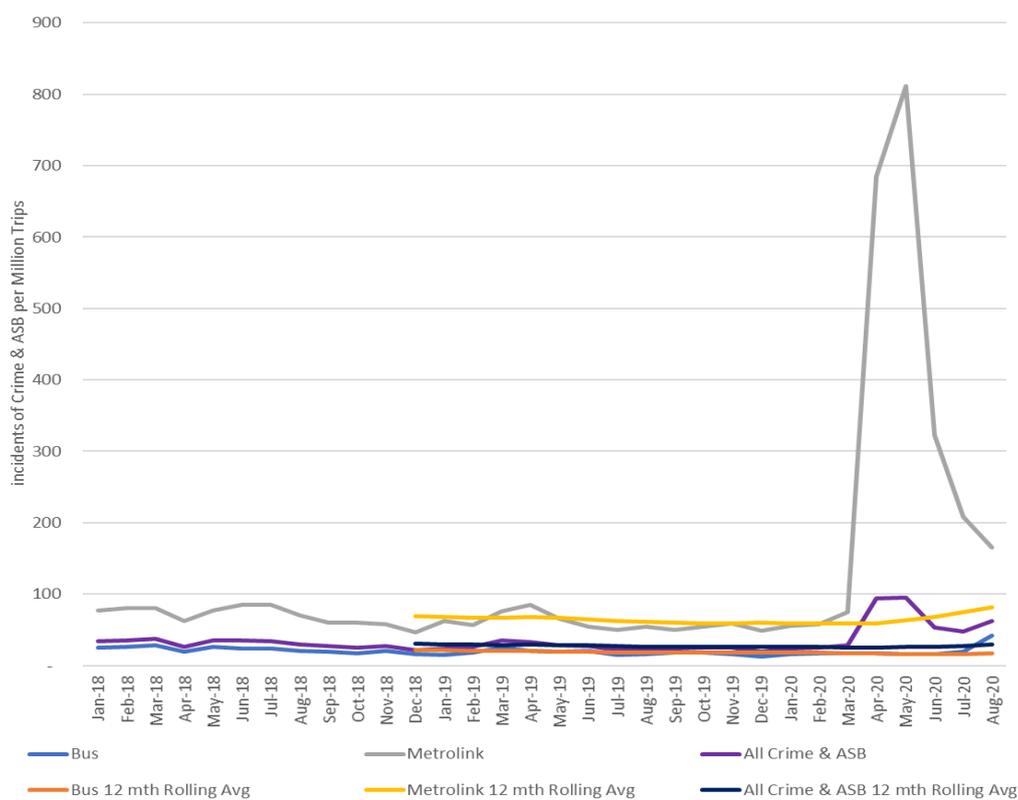


- 3.33. In light of increased traffic volumes and congestion returning to a number of corridors the emergency walking and cycling measures on the A56 in Trafford have been reviewed. Sections of the pop-up measured on the A56 have been removed. An alternative route along Talbot Road has been identified.
- 3.34. Continued progress of delivery of Mayor's Cycling and Walking Challenge Fund with £100m of business cases to be assessed over next 6 months and 50 miles of network to be delivered by end of 2021.
- 3.35. First phase of delivery Government's Emergency Active Travel Fund (£3m in GM) is nearing completion. Announcement of GM allocation for second phase expected in early October.

Crime and Anti-Social Behaviour (ASB)

- 3.36. There has been a small decrease in the number of reported incidents of crime and anti-social behaviour on Metrolink and an increase on the bus network during August, this is linked to an increase of fare evasion reports as a result of persistent use of fraudulent cards to purchase high value tickets.
- 3.37. The overall rate of incidents (per million passenger journeys) has increased from 26 during the 12 months to August 2019 to 29. 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

Reported incidents of Crime and ASB (per million journeys)



3.38. The table below shows the number of monthly reported incidents of Crime & ASB occurring on Metrolink for the period Sept 2019 - Aug 2020.

Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	June 20	July 20	Aug 20
189	217	237	192	203	206	184	137	199	157	200	193

3.39. Partnership Days of Action took place throughout August at: Altrincham (04 Aug), LEGB (07 Aug), Oldham (14-17 Aug), Trafford Centre (17 Aug) and Ashton (25 and 01 Sept.) Feedback from partner agencies and the public has been positive and higher rates of face coverings compliance noted.

3.40. To support the ongoing response to Covid, the TravelSafe Partnership has committed to run weekly Days of Action throughout September, these remain dynamic in order to support wider Greater Manchester priorities such as student return but also where rising infection rates are occurring.

3.41. Following the assault of a couple at St. Werburghs Rd on the 25 July, CCTV was provided and the suspected offender identified. He was arrested and has now been bailed pending formal identification procedures.

- 3.42. On 25 and 26 August, police received reports that two women had been sexually assaulted by a male on public transport in the Stockport and South Manchester areas. He was apprehended by the Transport Unit and has been charged with two counts of sexual assault by touching. He has been released on bail and is due to appear at Court on 29 Sept.
- 3.43. GMP's Transport Unit have produced an infographic bringing together the results and activities during August:



4 NETWORK PERFORMANCE SCORECARD

Metrolink¹	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	94.0%	I
Metrolink Reliability	G	99%	99.8%	I
Rail¹	Status	Target	Achieved	Trend
Northern Punctuality (PPM)	G	83.0%	93.9%	S
Northern Reliability (CaSL)	G	N/A	0.8%	S
Northern Right Time	A	N/A	74.3%	W
TPE Punctuality (PPM)	G	88.5%	94.5%	S
TPE Reliability (CaSL)	G	N/A	3.2%	S
TPE Right Time	A	N/A	76.3%	W
Network Rail Delay Minutes	G	43,400	19,970	W
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%	91.4%	S
Highways Level of Delay (Average)	G	30.0%	25.2%	S
Network Safety	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to Aug '19)	R	558	695	I
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to June '20)	R	27	29	W

Several KPIs suspended as a result of Covid-19

See Appendix A for glossary.

Reporting Periods: This report covers Aug 2020 generally with the latest September data referenced where useful

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.
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.

Measure	Description	RAG thresholds
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. (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.)

