

## GREATER MANCHESTER TRANSPORT COMMITTEE

Date: Friday 17<sup>th</sup> June 2022  
Subject: Transport Network Performance Update  
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 noting that all government restrictions have now been lifted, however the report will still include reference to, interventions to ensure public transport and active travel fully support Greater Manchester's recovery.

### Recommendations:

Members are requested to note and comment on the contents of the report.

### Contact Officers

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## **Equalities Implications**

Not applicable

## **Climate Change Impact Assessment and Mitigation Measures**

Not applicable

## **Risk Management**

Not applicable

## **Legal Considerations**

Not applicable

## **Financial Consequences – Revenue**

Not applicable

## **Financial Consequences – Capital**

Not applicable

## **Number of attachments to the report: 1**

Appendix A - Glossary

## **Comments/recommendations from Overview & Scrutiny Committee**

Not applicable

## **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?

No

**GM Transport Committee**

Not applicable

**Overview and Scrutiny Committee**

Not applicable

# 1 Overview

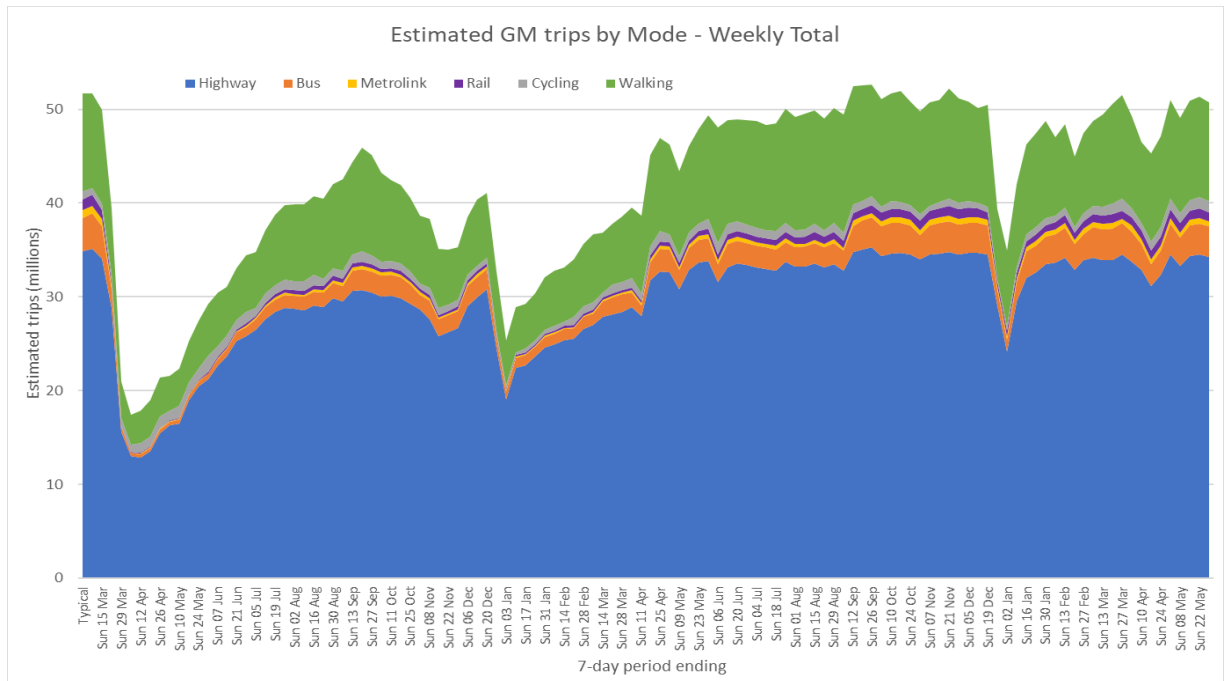
- 1.1 The Greater Manchester Transport Committee has a key role to oversee the provision of transport services on behalf of residents, businesses, and visitors. This includes the performance of Metrolink, bus and rail operators and the Strategic Highways Network. The Committee also oversees the move towards the Bee 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 ground transport modes in Greater Manchester.

## 2 Network Performance Summary

- 2.1 The detail contained later in this report covers the key highlights relating to performance of transport modes during the period of May 2022, noting that the relevant subcommittees receive detailed reports on Bus, Rail and Metrolink performance.
- 2.2 During May 2022, there were an estimated 50.6 million trips across the Greater Manchester transport network each week. This was 7% up on April 2022 (47.5 million) and 2% fewer than May 2019 (51.5 million).
- 2.3 Trips on the Highway accounted for 67% of all trips during May 2022. This is lower than during April 2022 (69%). While trips on the highway network have increased from April to May (+4%), Active travel and Public Transport patronage have increased at a faster rate.
- 2.4 Public transport accounted for 9.4% of average weekly trips (4.8 million). This is a higher number and higher share than during January 2022, which was 9.0% (4.3 million). The number of trips on public transport is marginally below (less than 1%) the post pandemic high set during November 2021. However, it does remain below the pre-Covid level.
- 2.5 Active travel accounted for an estimated 11.7 million or 21% of all trips during May 2022. This is approximately 1.2 million or 12% more active travel trips than during April 2022 with better weather and seasonal increase in active travel both contributing to the growth.

2.6 Figure 1 below provides graphical details on the modal split of trips.

**Figure 1: Network Modal Trips Split (March 19 – May 22)**



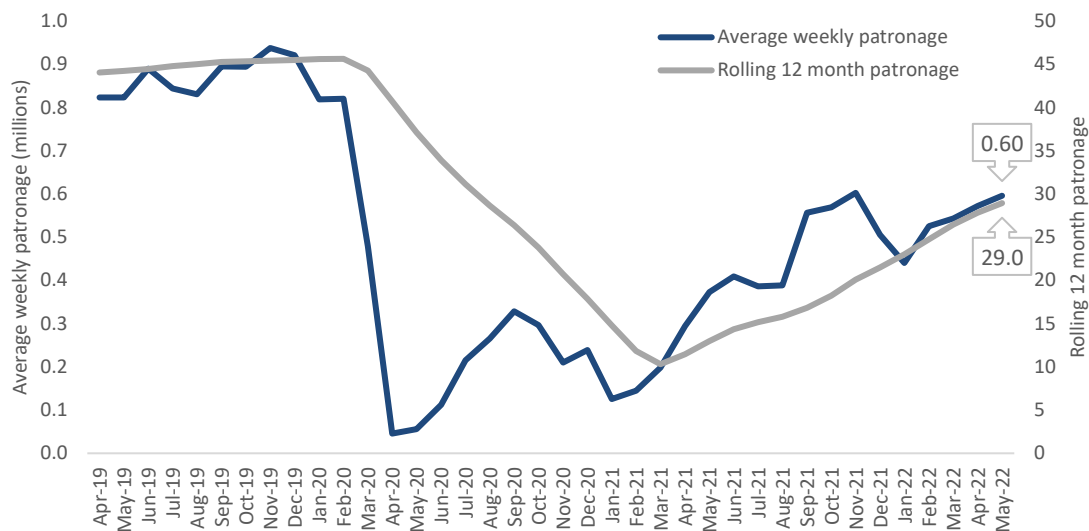
### 3 Network Performance

#### Metrolink

- 3.1 Average weekly Metrolink patronage increased 4% during May returning to c.70% of pre pandemic levels. Leisure and recreation trips are a major driver for patronage level with events seeing spikes in demand.
- 3.2 The delivery of new trams to boost capacity on the network continues with Tram 3141 delivered on 14 May.
- 3.3 Radcliffe P&R re-opened to customers at start of service on Monday 16 May after completion of works which saw the installation of an additional parking deck which increased the number of parking spaces from 369 to 480.
- 3.4 P1 performance saw reliability (mileage delivered) at 99.1% and punctuality (EWT) at 2 minutes and 28 seconds. The target EWT was achieved on 24 of the 30 days in the period, with 3<sup>rd</sup> party incidents causing most of the disruption. Key impacts:
  - Contamination of highway surface (Shed load) impacted the Eccles line service.

- Driver Unavailability – an uplift in Covid related absence.
- 3rd Party Power Cut affecting UTC and Traffic Signals at Trafford Road.

**Figure 2: Weekly Metrolink Trips**



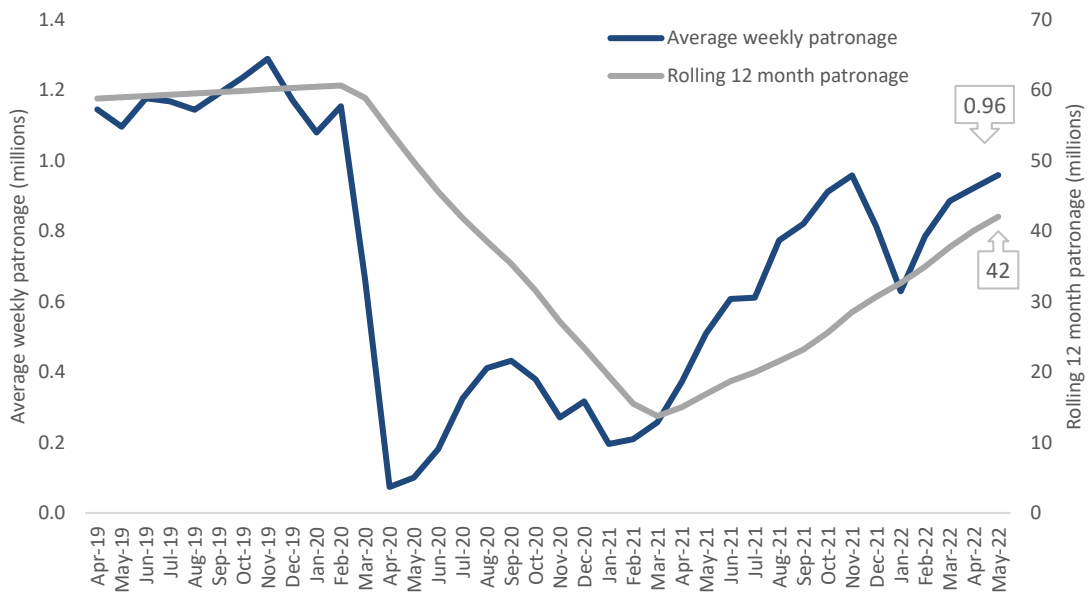
## Rail

3.5 During May 2022 there were an estimated 0.96 million rail journeys each week. This is:

- 4% higher than during April 2022 (0.92 million).
- 85% of pre-pandemic levels for Northern and 80% for TPE.

These totals continue to be driven by leisure demand, with commuting at around only 40% of pre-Covid levels.

**Figure 3: Weekly rail estimate (based on footfall at Manchester Piccadilly)**



- 3.6 Footfall at Piccadilly during May 2022 is in line with that recorded during November 2021, the highest since the start of the pandemic.
- 3.7 Over the past quarter, operational performance has continued to decline across all Train Operating Companies (TOCs), with falls in the Public Performance Measure (PPM) and Right Time at Destination and significant increases in both pre-planned and late-notification cancellations. Moving Annual Average (MAA) PPM totals continued to decline for all six GM TOCs.
- 3.8 The period saw the continuation of amended train plans featuring reduced service levels and daily pre-planned service cancellations. Performance data is based on these amended train plans and cancellations. Additional pre-planned daily cancellations continue for Trans Pennine Express (TPE) due to crew availability being compounded by end of rest day working agreements, this has notably affected Anglo – Scot services.
- 3.9 Crew availability continues to be the main driver of poor performance. TPE strike days on Sundays continue into June, with additional dates the Jubilee bank holiday weekend. Crew unavailability due to sickness (Covid and non-Covid) was around 15% for Northern Trains Limited (NTL) and between 12-14% for TPE over the period, spiking locally in some north-west depots.

- 3.10 The results of a national ballot of union members across 13 TOCs and Network Rail staff have overwhelmingly backed strike action over the lack of a pay deal. Large scale industrial action is expected from mid/late June.
- 3.11 Network Rail generated delay increased period-on-period, largely driven by significant increases in infrastructure issues, up from just under 8,000 mins to over 11,000 mins. This is the first period in 14 where the proportion of overall delay caused by Network Rail Infrastructure has been greater than that caused by External delay.
- 3.12 May's timetable change should have featured uplifts to some TPE services, with enhancements to Manchester Airport – Scotland and Cleethorpes – Manchester Piccadilly services, however due to resource problems, TPE has been pre-planning further cancellations on a significant number of its services daily.
- 3.13 For Northern, previously removed Sheffield and Blackrod services, were re-instated in May, although some additional New Mills Central trains have been temporarily withdrawn.
- 3.14 Other changes in May saw an uplift to Manchester – London services, returning to 3 trains per hour. However, the 0616 EUS – MAN service has been temporary withdrawn, displacing passengers at Stoke and Macclesfield onto NTL stopping services. This service will return in September 2022.
- 3.15 The May timetable change saw new rosters come into force, with more 'spare' duties for NTL drivers – these have not been accepted by union members in Central/West region, causing further late notification service cancellations.
- 3.16 NTL continues to experience issues with bi-mode trains (Class 769) operation, with a significant number of failures when changing power from electric to diesel operation. This is causing cancellation and delays to Southport services and short-forming of services elsewhere, as old diesel trains are used from elsewhere.
- 3.17** Nationally, performance in the latest quarter (1 January to 31 March 2022) continued to be affected by the Coronavirus pandemic and self-isolation restrictions. From April 2020 to early 2021, train service and passenger levels on the network remained at historically low levels; this led to improvements in both punctuality and reliability. Passenger rail performance has worsened again this quarter, but punctuality is still better than before the pandemic.



**Figure 5: Passenger Rail Performance (Great Britain) \***

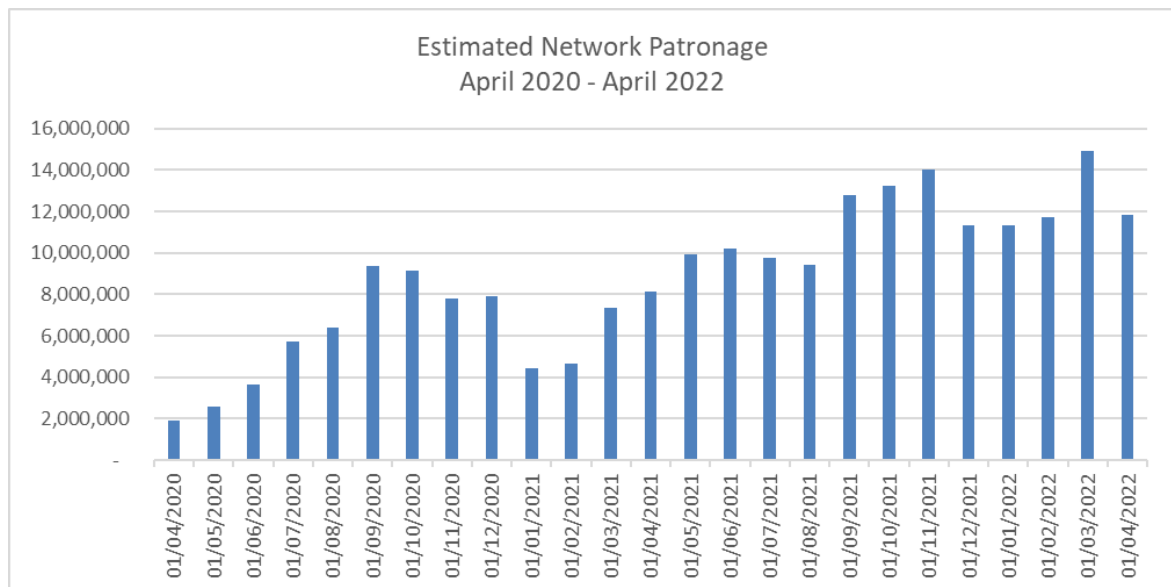
Measure	Jan to Mar 2022	Compared with Jan to Mar 2021	Compared with Jan to Mar 2020
On Time	72.4%	↓ -8.0pp	↑ 6.8pp
PPM	89.1%	↓ -3.9pp	↑ 3.3pp
Cancellations score	3.9%	↑ 1.5pp	↑ 0.1pp

\*Source: ORR Performance Data: Passenger rail performance January to March 2022 (orr.gov.uk)

## Bus

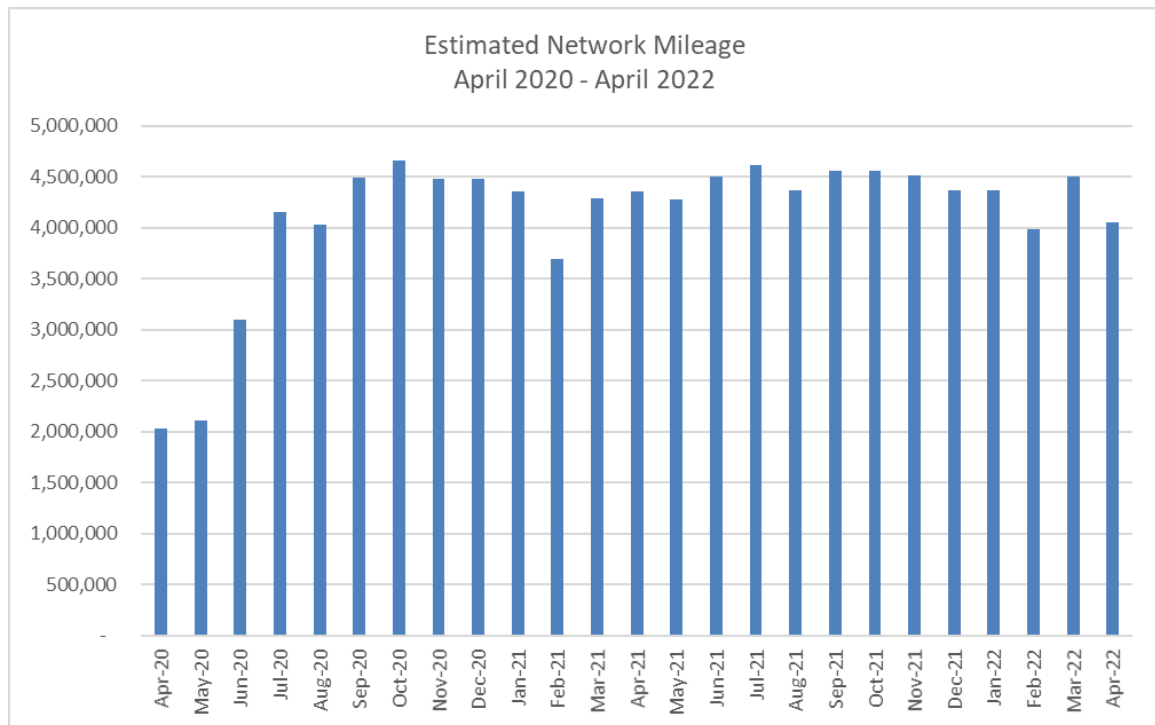
- 3.18 Scheduled service changes took place on the 24<sup>th</sup> April 2022, affecting the subsidised services network.
- 3.19 During April 2022, bus network patronage was an estimated 11.9 million, which was 21% below March 2022 (14.9 million) and 9% below April 2019 (13.1 million (pre-pandemic)).

**Figure 6: Monthly Network Patronage**



- 3.20 During April 2022, bus network mileage was estimated at 4,056,112 miles, which was 10% lower than March 2022 at 4,500,959 miles and 9% lower than April 2019 (pre-pandemic) at 4,438,209. In April 2022, 81.02% of the bus network mileage was provided by commercial services and 18.98% provided by subsidised services.

**Figure 7: Monthly Network Mileage**

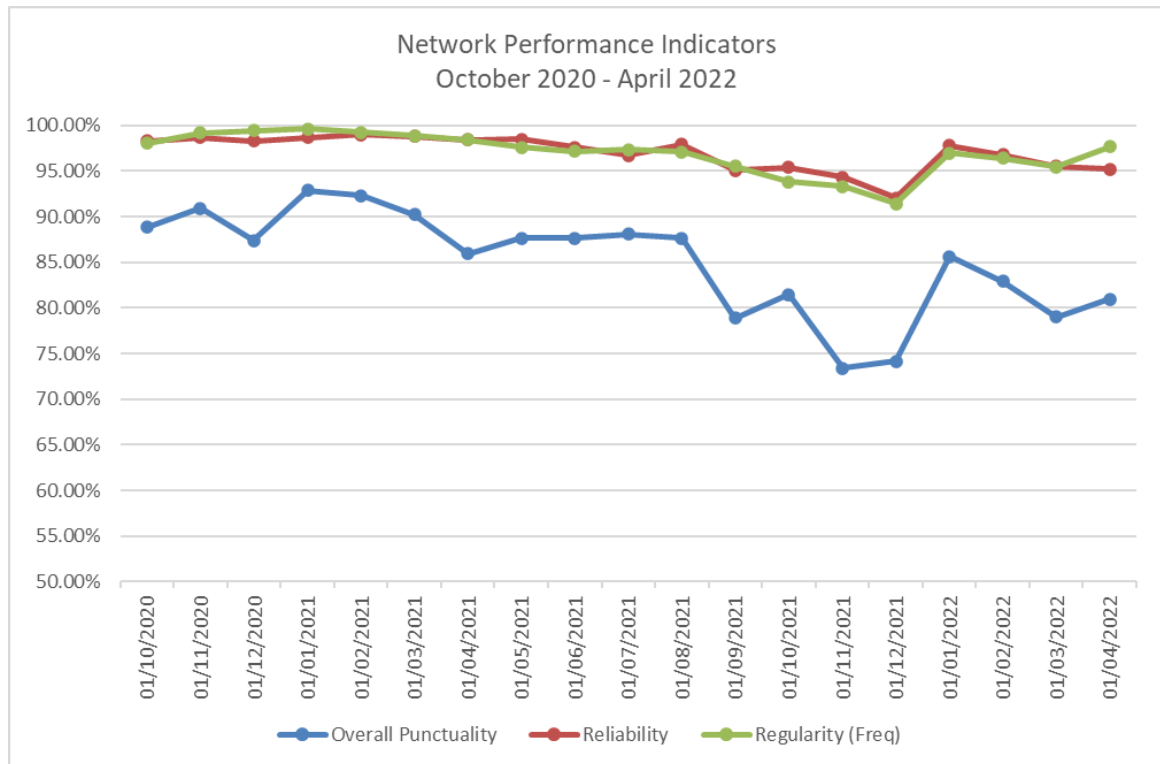


- 3.21 Patronage and mileage in April 2022 were lower than March 2022, a result of Easter bank holidays and school holidays. Patronage and mileage continue to be below levels recorded in April 2019 pre-pandemic, with continued reductions in service frequency due to driver availability and changes in bus travel following the COVID\_19 pandemic.
- 3.22 During April 2022, the operator Rosso (part of Transdev) was unable to provide sufficient bus drivers following it taking on a number of additional services, resulting in many services being cancelled at short notice. TfGM worked to help mitigate these issues, including the transfer of some services contracted by TfGM to other bus operators and the provision of up to date travel information about cancelled and alternative services through the TfGM website.
- 3.23 Patronage is slowly recovering. Patronage for the rolling 12-month period of May 2021 – April 2022 was 140.5 million passengers and remains 21% lower compared with the 2019/20 financial year (177.3 million passengers).
- 3.24 Network operational performance in April 2022 for overall punctuality was 80.96%, reliability was 95.20% and regularity of frequent services was 97.68%, based on PRMS (Punctuality Reliability Monitoring System). Overall punctuality was above the Traffic Commissioner target of 80%, whilst reliability was below the Traffic

Commissioner target of 97%, for the third consecutive month. Regularity of frequent services was above the Traffic Commissioner target of 97%.

- 3.25 Full yearly, month by month comparison is unavailable due to PRMS manual observations being suspended between April 2020 and September 2020.

**Figure 8 Network Operational Performance**



- 3.26 TfGM are continuing to liaise with operators to understand industry wide issues, for example driver shortage and its impact on network performance.
- 3.27 An Operational Performance Reporting system is being introduced which uses both automated vehicle location (AVL) and timetable information to determine punctuality performance and will supersede the current PRMS process. Data is collected for all services and journeys covering the Greater Manchester network, for the commercial and subsidised network, including the school services.
- 3.28 In March 2022, a contract was awarded to a new supplier for provision of an Operational Performance Reporting system for the next 2 years with options for a further 2 years.
- 3.29 In addition to the challenges of driver and staff availability, there are several other issues effecting the performance of the bus network (figure 8) including:

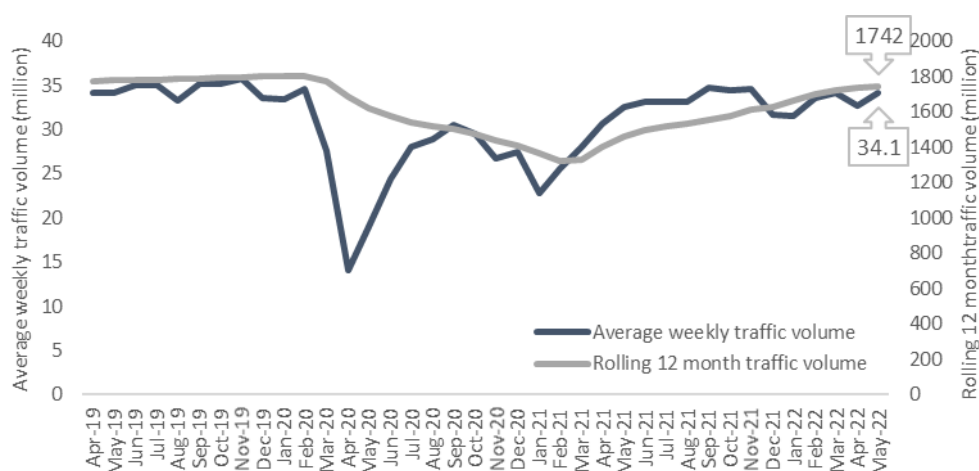
- Increasing congestion across GM. There is a clear correlation between Highway congestion and bus performance with punctuality declining as congestion increases, and
- Increased congestion in the regional centre due to the seasonal increase in footfall, driver behaviour (not observing restricted movements and access only streets) and significant works to the west of the regional centre.

## Highways

3.30 There were an estimated 34.1 million trips on the highway network each week during May 2022. This is 4% higher than April 2022 (32.8m) and equivalent to May 2019 (34.1 m). Volumes during weekdays were 1% down, volumes on the weekend were 2% up.

3.31 During the 12 month period to May 2022 traffic volumes have been 2% lower than during the 12 month period to May 2019.

**Figure 9: Average Weekly Highway Trips**



3.32 During the financial year 2021/22 TfGM's Urban Traffic Control (UTC) commissioned the following: 6 new junctions, 12 modified junctions, 5 new segregated (SPARROW) crossings, 22 new toucans or puffins and 8 puffin to toucan conversions. This is a total of 53 new or significantly modified signal installations.

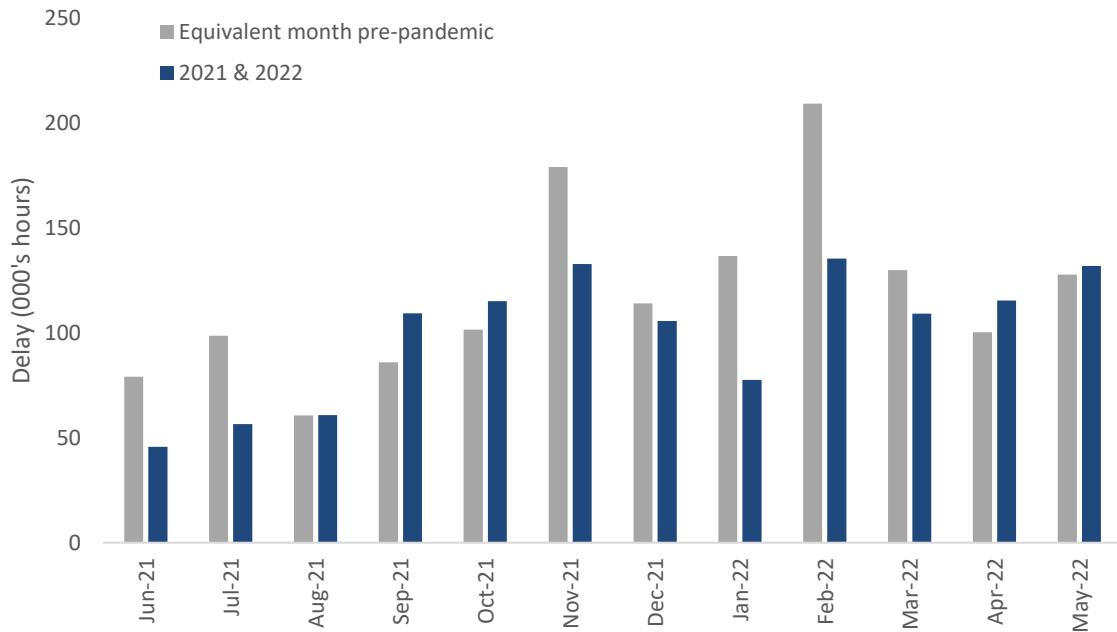
3.33 Monitoring of congestion resulting from unexpected delays (including incidents and events) shows there was an estimated 132,000 hours of delay on the monitored corridors during May 2022. This is 14% above April 2022 and 3% above May 2019.

- 3.34 Roadworks were again the main cause of congestion accounting for an estimated 84,700 hours (64% of delay). Utility works at Mottram Moor were the number one hot spot for delays in GM during May. UTC worked closely with district colleagues and the scheme promoter to mitigate the delays. Travel options in the area were limited with rail services from Glossop and Hadfield at capacity. Upcoming Rail strike action may exacerbate this.
- 3.35 One of the largest increases in delays were those attributed to Events up 29% on May 2019. The return of major events such as the GM run, city centre events including the Manchester City Victory parade, Cycle Tour Final, the impact of changes to the A56, changes to public transport provision and a number of improvement schemes to the west of the City will all have contributed to the increase.
- 3.36 Figure 10 shows the hours delay by category, whilst Figure 11 charts the non-recurrent total delays 2019 to 2022.

**Figure 10: Hours Delay and Cause May 2020 vs May 2022**

<b>Cause</b>	<b>May-19</b>	<b>May-22</b>	<b>% Change</b>
Adverse weather conditions	700		
Broken Down Vehicle	700		
Events	13200	17000	29%
Police Incident	2100	900	-57%
Roadworks	86300	84700	-2%
RTC	1800	5800	222%
Signal Fault	1100		
SRN Incident	10400	3700	-64%
Capacity & Other	11400	19800	74%
Grand Total	127600	131900	3%

**Figure 11: Non-Recurrent Congestion**



3.37 For the rolling 12 months up to the end of November 2021, the Killed and Seriously Injured (KSI) casualties on GM roads are 791. This is:

- 42.8% up on the same period to November 2020
- 40.8% up above the forecast for the period of 562

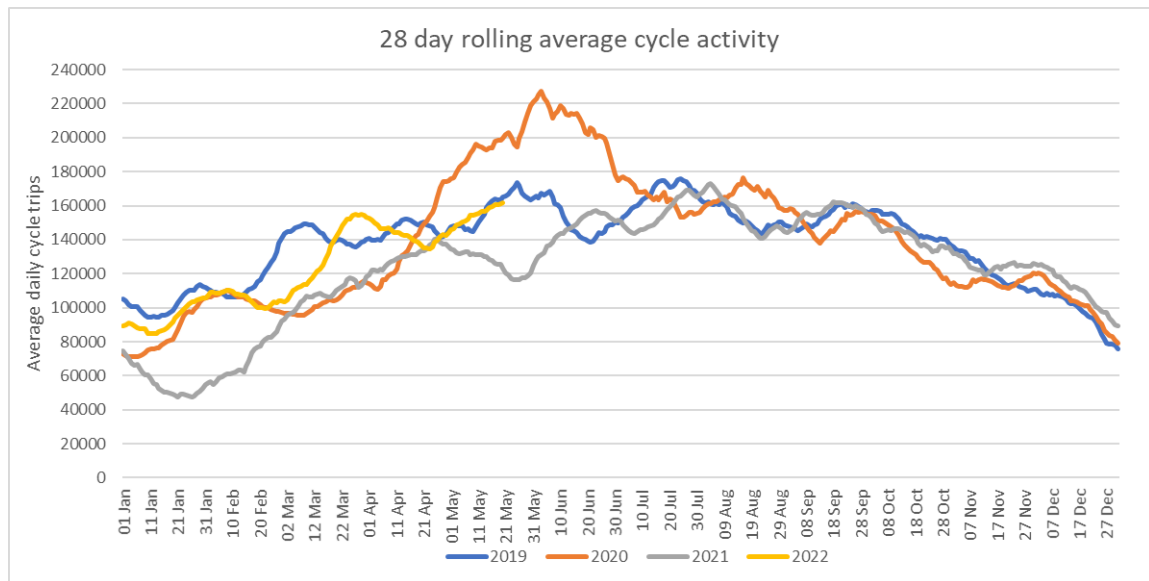
3.38 This increase is statistically significant and the change is unlikely to have come about by chance; this increase is likely to be due to a combination of factors influencing exposure to risk, rather than random fluctuation. It is not yet certain whether this is due to the implementation of the DfT CRaSH system by GMP. TfGM are looking into the newly reported data to try and understand the rationale which has also been seen in other parts of the UK when CRaSH was introduced.

3.39 The number of DriveSafe clients completing courses is 5% above forecast. Additionally, the number completing classroom courses continues to increase with an estimated 25%-30% over the coming months.

## Active Travel

- 3.40 Cycle activity during May 2022 increased 15% on April 2022. This increase is in line with historic, seasonal increases in cycle activity. During 2019 there was a 13% increase in cycle activity over the same period.

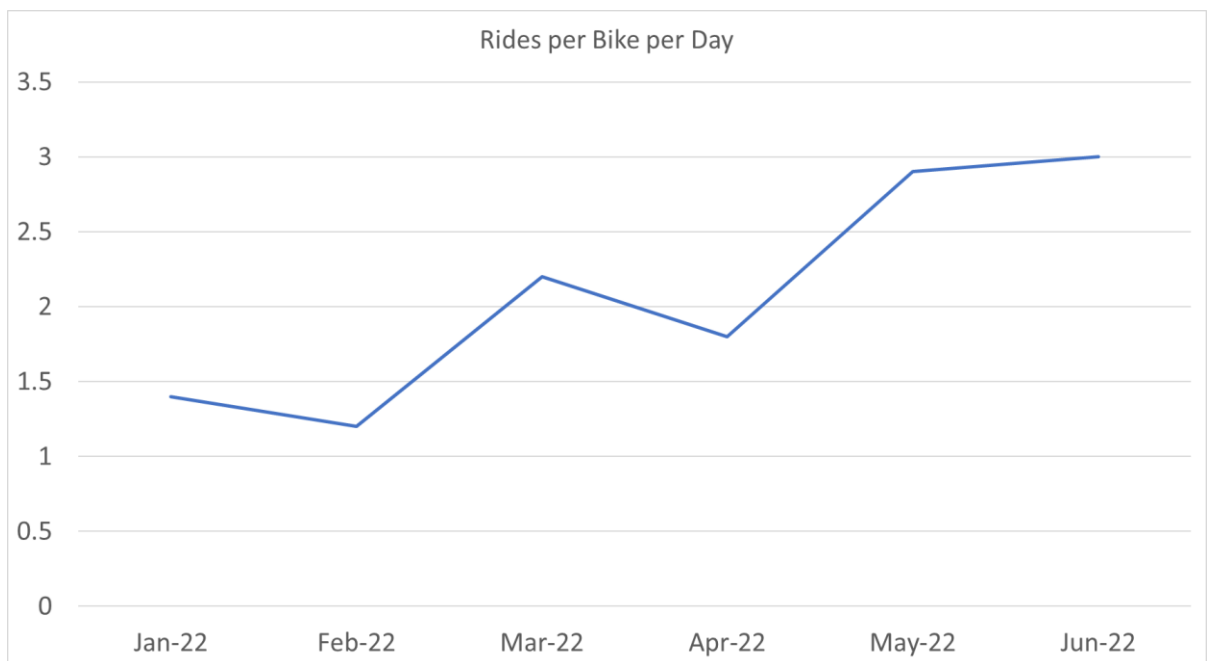
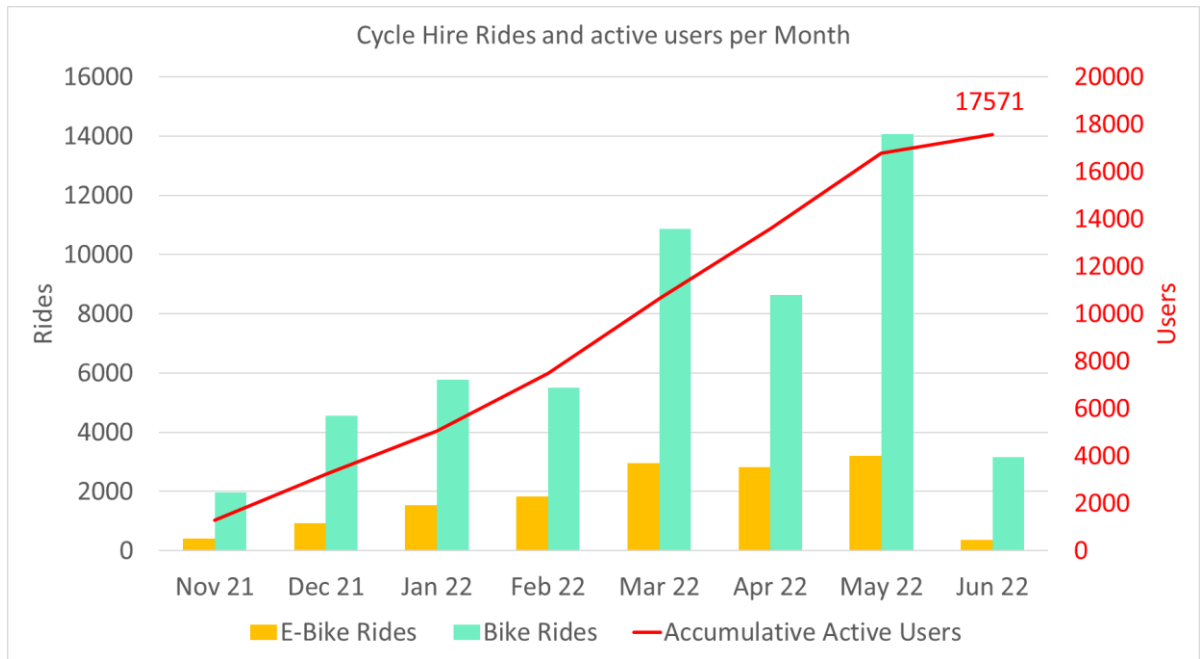
**Figure 12: 28 Day Average Cycle Activity**



- 3.41 Walking remains the second most popular way to travel across Greater Manchester, with an estimated 10.6 million trips during an average week in May 2022. Pedestrian activity is broadly in line with May 2019.
- 3.42 Active travel is at its highest level since Autumn 2020 with an estimated 11.7 million active trips each week, representing 23% of all trips.
- 3.43 May has been the best month to date for GM cycle hire including the most rides in a single day (819 on 14 May).
- 3.44 The scheme averages over 2 rides per bike per day exceeding expectations. Salford University has however low usage with c 0.6 rides per bike per day. Promotional work is being done to boost rides in Salford.
- 3.45 There has been a linear growth of active users since the scheme commenced with between 1500 and 3000 new users every month.

3.46 Unrecovered bikes increased Feb and Mar and has since plateaued. Engagement work with TravelSafe and GMP to identify stolen bikes remains. March has been worse month for incidents totalling 50. Since then, numbers have dropped with 29 during May.

**Figure 13: Cycle Hire KPI**





## Crime and Anti-Social Behaviour (ASB)

3.47 TravelSafe Specialist Operations continued with operations completed during May as below:

Sunday 01 May	Radcliffe
Thurs 05 May	Droylsden/Audenshaw/Ashton Moss
Friday 06 May	Shaw and Crompton
Weds 11th May	Martinscroft/Roundthorn/Baguley
Mon 16 May	Radcliffe
Mon 16 May	City Centre
Weds 18 May	Radcliffe
Thurs 19 May	Altrincham/Navigation Road/Timperley
Thurs 26 May	Bury/Radcliffe

3.48 Following an increase in ASB at Stockport temporary bus station the TravelSafe team attended the Stockport Town Centre Partnership meeting on 10 May. GMP District Team reported that 15 offenders have been identified, six of which attend a local Pupil Referral Unit. Interventions include two CBO applications and four Acceptable Behaviour Contracts (ABC).

3.49 Missiles thrown at moving buses continues to trend and increase in severity. Brinnington in Stockport was identified as a particular hotspot, significant joint partnership working led to the identification of 15 youths which resulted in the arrests (to-date) of six individuals aged 14-15. The issue is the subject of a joint TravelSafe and BTP Safer Streets bid and is linked to the item above.

3.50 The Safer Streets pilot, which invested £549,744 in a series of initiatives to help women and girls feel safer when out and about in Oldham has won an iNetwork award for 'Transforming and Innovating Public Services'.

3.51 The Travelsafe Team are consulting Legal colleagues to establish if a known individual (responsible for persistent aggressive behaviour against both customers and staff at Bury Interchange) is suitable for Civil Injunction proceedings. A Civil Injunction would mean the individual can be excluded from accessing the Interchange (alongside other conditions as deemed appropriate). Power of arrest would also be requested given likelihood of breach.

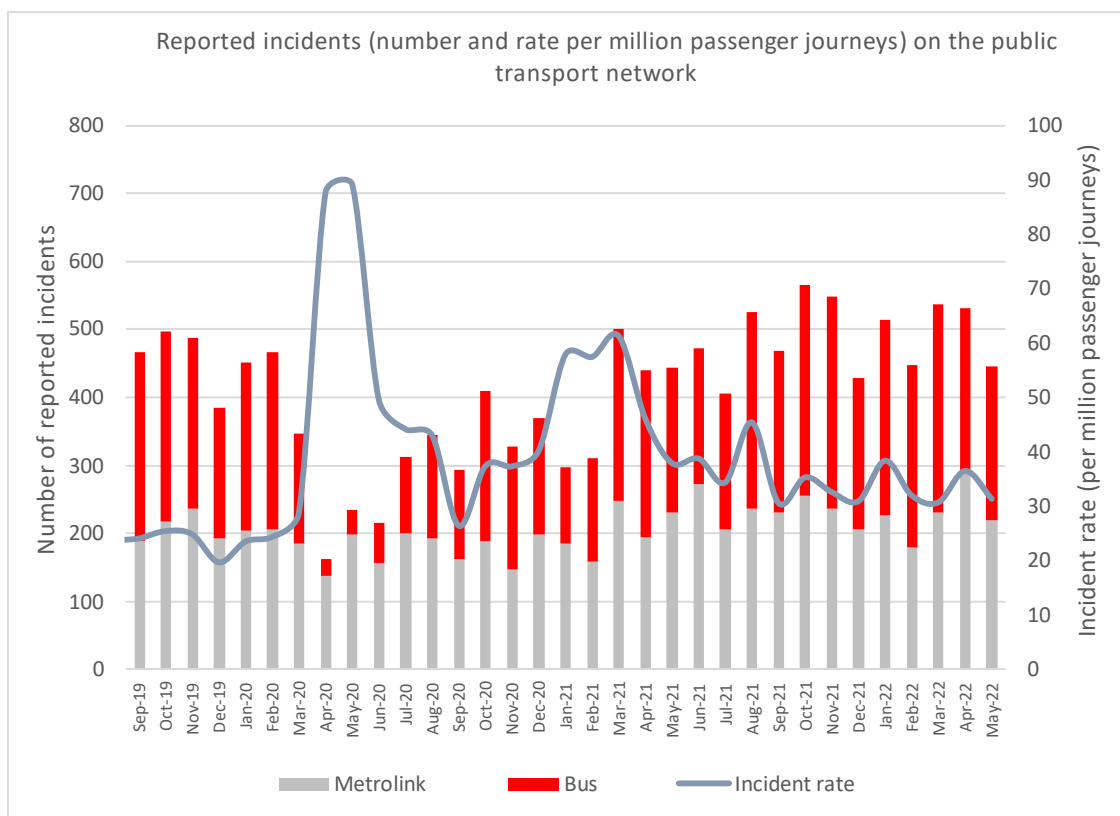
3.52 The Travelsafe Team have removed the Concessionary passes of four youths identified as being responsible for several incidents on both the bus and rail network

at Stockport and Manchester Piccadilly/Victoria. The request was made by BTP following several reports of theft, verbal abuse to staff and anti-social behaviour.

3.53 Staff from TfGM and BTP attended the GM Violence Reduction Unit (VRU) Safety Roadshow at Xaverian Collage on 09 May and Bury College on 24 May. The sessions are designed to address the underlying causes of violence and work with communities to prevent it.

3.54 Rochdale Community Safety team have been provided with TSP educational material to assist with youth engagement in the Newbold and Milnrow areas following an incident at Newbold Metrolink stop on 28 May. The sessions will be delivered by Neighbourhood Policing Teams and address the consequences and effects of ASB and expected behaviours on public transport

**Figure 14: Reported Incidents per Million Journeys**



## Network Performance Scorecard

<b>Metrolink</b>	Status	Target	Achieved	Trend
Metrolink Punctuality	G	90%	90.4%	S
Metrolink Operated Mileage	G	99%	99.1%	I
<b>Rail</b> (Period 11, 2022)	Status	Target	Achieved	Trend
NTL Punctuality (PPM)	R	92.6%	87.3%	I
NTL Reliability (Cancellations)	G	N/A	4.5%	I
NTL Right Time	G	N/A	65.0%	W
TPE Punctuality (PPM)	R	90.8%	89.1%	I
TPE Reliability (Cancellations)	G	N/A	1.8%	I
TPE Right Time	G	N/A	63.4	W
Network Rail Delay Minutes	R	18,526	19,774	W
<b>Bus</b>	Status	Target	Achieved	Trend
Network Bus Service Reliability	R	97.0%	95.20%	W
Commercial Bus Service Reliability	R	97.0%	94.79%	W
Subsidised Bus Service Reliability	G	97.0%	97.30%	I
Network Bus Overall Punctuality	G	80.0%	80.96%	I
Commercial Bus Overall Punctuality	G	80.0%	80.20%	I
Subsidised Bus Overall Punctuality	G	80.0%	84.77%	I
Network Bus Regularity	G	97.0%	97.68%	I
Commercial Bus Regularity	G	97.0%	97.68%	I
Subsidised Bus Regularity	n/a	n/a	n/a	n/a
<b>Highways</b>	Status	Target	Achieved	Trend
Highways Journey Time Reliability	R	90.0%	87.1%	W
Highways Level of Delay (Average)	A	30.0%	29.5%	I
<b>Network Safety</b>	Status	Predicted	Actual	Trend
Killed and Seriously Injured (rolling 12m to August 2021)	R	562	791	W
	Status	Previous	Current	Trend
Incidents per Million passenger Journeys (rolling 12m to May 2022)	A	35	34	I

See Appendix A for glossary.

**Reporting Periods:** This report covers **April & May 2022**

**Trend key:** W = Worsening, S= Stable, I = Improving

## Appendix A

### 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.
NTL 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.
NTL 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.
NTL 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.
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.

Measure	Description	RAG thresholds
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.)