

GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: Friday 03 March 2023
Subject: Metrolink Service Performance
Report of: Danny Vaughan, Head of Metrolink, TfGM

Purpose of Report

This report provides an update on Metrolink services and performance.

Recommendations:

Members are asked to note the contents of this report.

Contact Officers

| | | |
|-----------------|------------------------------------|--|
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Equalities Implications: n/a

Climate Change Impact Assessment and Mitigation Measures: n/a

Risk Management: n/a

Legal Considerations: n/a

Financial Consequences – Revenue: n/a

Financial Consequences – Capital: n/a

Number of attachments to the report: 2

- Appendix 1: Period date listing
- Appendix 2: Patronage by line

Comments/recommendations from Overview & Scrutiny Committee: n/a

BACKGROUND PAPERS: Metrolink Service Performance report of 13 January 2023

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 n/a

Overview & Scrutiny Committee n/a

1. ABOUT METROLINK

- 1.1 Metrolink is the largest urban light rail network in the UK. It provides a fast, frequent service which is fully accessible to all, running 7 days a week, 364 days of the year.
- 1.2 The Metrolink network is owned by TfGM and is operated and maintained on TfGM's behalf through a contract with KeolisAmey Metrolink (KAM).
- 1.3 The network uses high-floor trams with raised platform stops and had reached patronage of over 45 million passengers each year prior to the covid pandemic.
- 1.4 There are 147 trams serviced from two depots.
- 1.5 Trams serve 99 stops covering routes totalling just over 100km. Metrolink is the most accessible of the public transport networks in Greater Manchester, providing step free access across the entire network.

2. PERFORMANCE SUMMARY

- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 As expected, patronage numbers decreased during the Christmas holiday period, recovering steadily post-Christmas reaching 85% of the pre-covid patronage average at the end of January 2023.
- 2.3 Commuter trip numbers during the morning and evening peak periods are estimated to have reached 100% of pre-covid equivalent numbers on Tuesdays, Wednesdays and Thursdays.
- 2.4 Weekend trips have broadly returned to 100% of pre-pandemic levels, with increased patronage correlating to major events in Greater Manchester, with more people than ever using Metrolink to get to football matches.
- 2.5 Reliability performance deteriorated slightly in periods nine and ten due to 2 incidents: a derailment in period 9 and a signal fault in period 10. Both occurred on the critical section of track between St Peter's Square and Cornbrook, where incidents impact a number of lines and services.

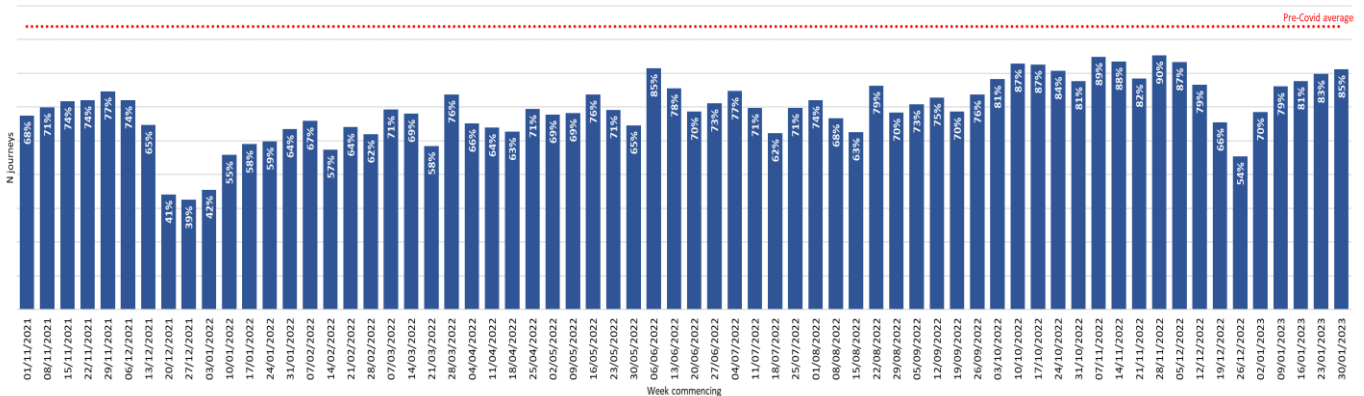
2.6 Metrolink performance was also impacted by ongoing rail strikes which affected operation through Navigation Road and Altrincham stops. Detailed performance is outlined in section 4.

2.7 Looking ahead to planned engineering works for 2023, we will have an ongoing programme of planned works which will be shorter in duration throughout the year landing on weekends and evenings, with some longer duration track and tunnel works in planning for the summer months. Planned works for March are outlined in section 5.1.

3. PATRONAGE

3.1 Patronage measures the number of single journeys that are made on the network.

3.2 Seasonality impacts are clearly visible in the chart.



3.3 Seasonal impacts include dates around national holidays, school holiday periods, students returning to all tiers of education and the Premier League football calendar. Patronage is also influenced by concerts and other high profile spectator events across the duration of the year.

3.4 Journeys on the network fluctuate in correlation with these seasonal impacts and events. Patronage consistently remained above 80% and reached 90% of pre-covid levels in the lead up to Christmas 2022.

3.5 As expected, patronage numbers decreased during the Christmas holiday period, recovering steadily post-Christmas reaching 85% of the pre-covid patronage level at the end of January 2023.

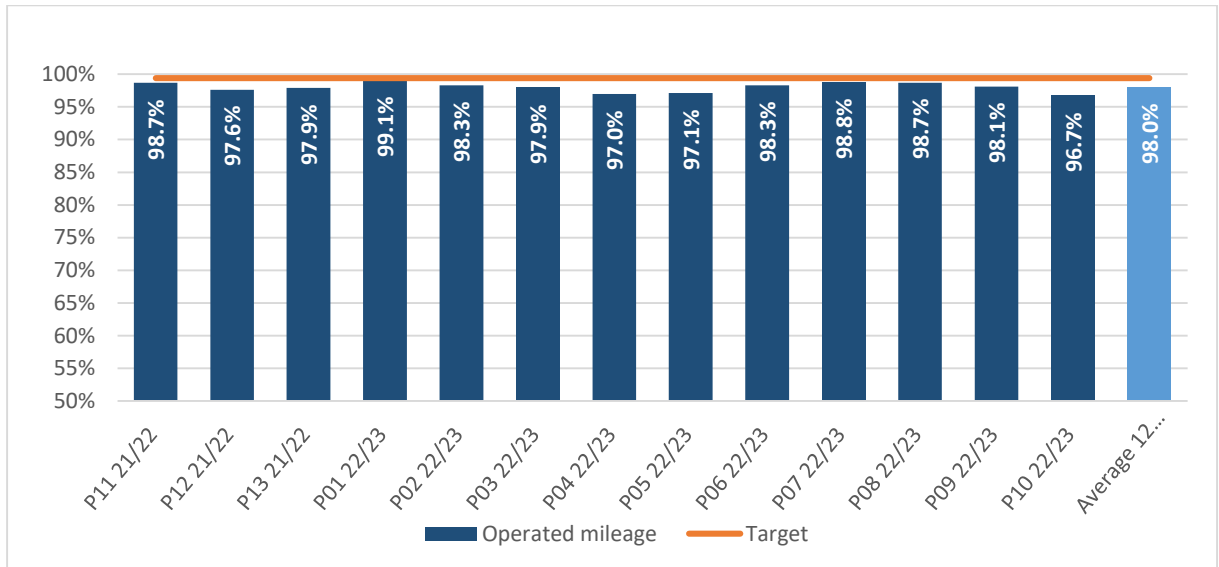
- 3.6 Patronage recovery levels post-Christmas 2022 are approximately 50% higher than the equivalent post-Christmas period in 2021.
- 3.7 Commute trip numbers across the full week are estimated to have recovered to approximately 88% of pre-Covid average numbers in January 2023 with Tuesday through Thursday typically reaching or exceeding 100% of pre-covid AM peak commute numbers.
- 3.8 Following a review of patronage numbers and passenger feedback, 2 double units have been reintroduced on the Airport line to enhance capacity in the AM and PM peak periods. Further work is being undertaken to review patronage levels and increase some peak capacities where required in 2023.
- 3.9 Driver recruitment and training remains an area of focus in order to stabilise operational performance, enhance capacities and support further recovery through 2023.
- 3.10 A breakdown of patronage by line can be found in Appendix 2.

4. OPERATIONAL AND CUSTOMER PERFORMANCE

RELIABILITY

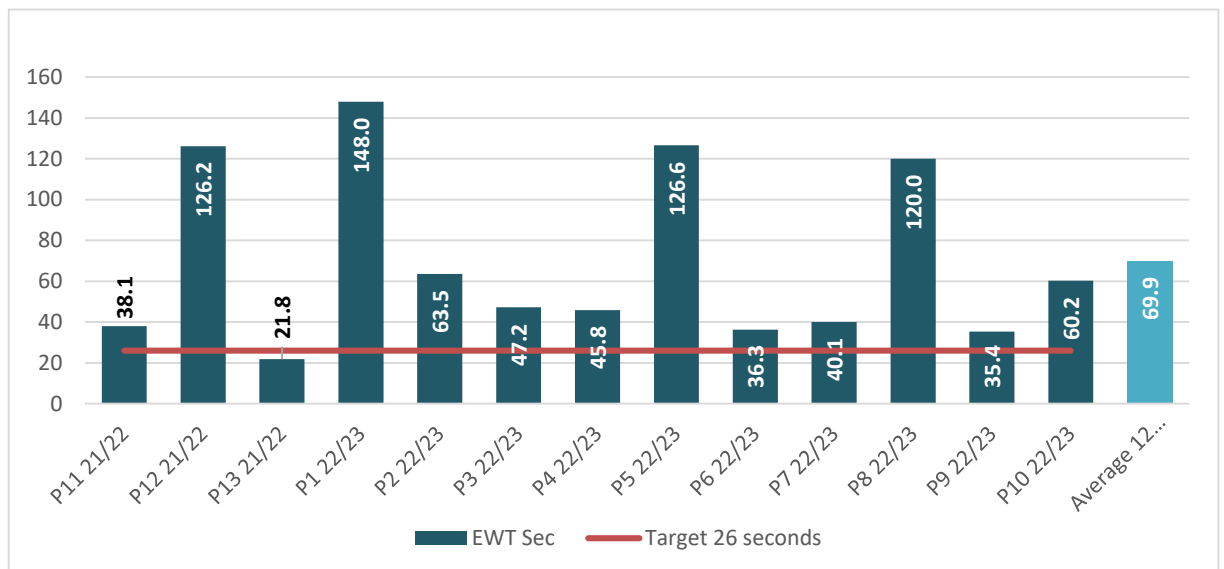
- 4.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated compared with the number of scheduled miles, with a target of 99.4% before the pandemic.
- 4.2 Reliability deteriorated slightly in periods nine and ten. The incidents which most influenced performance were:
- Period nine: on 23 November a tram derailed near St Peter's Square which meant that services heading into the city centre were able to access the city at Deansgate-Castlefield, Victoria and Piccadilly, but nothing was able to cross the city centre from mid-afternoon until 20:00. Residual minor delays impacted the network for the rest of the day.
 - Period ten: on 14 December, a signalling fault at Cornbrook impacted the network whereby services heading towards the city centre from the south side had to turn short. Services heading towards the south of the network turned at Deansgate-

Castlefield. The duration of this incident was only 30 minutes but the central location of Cornbrook amplified the effect of the disruption.



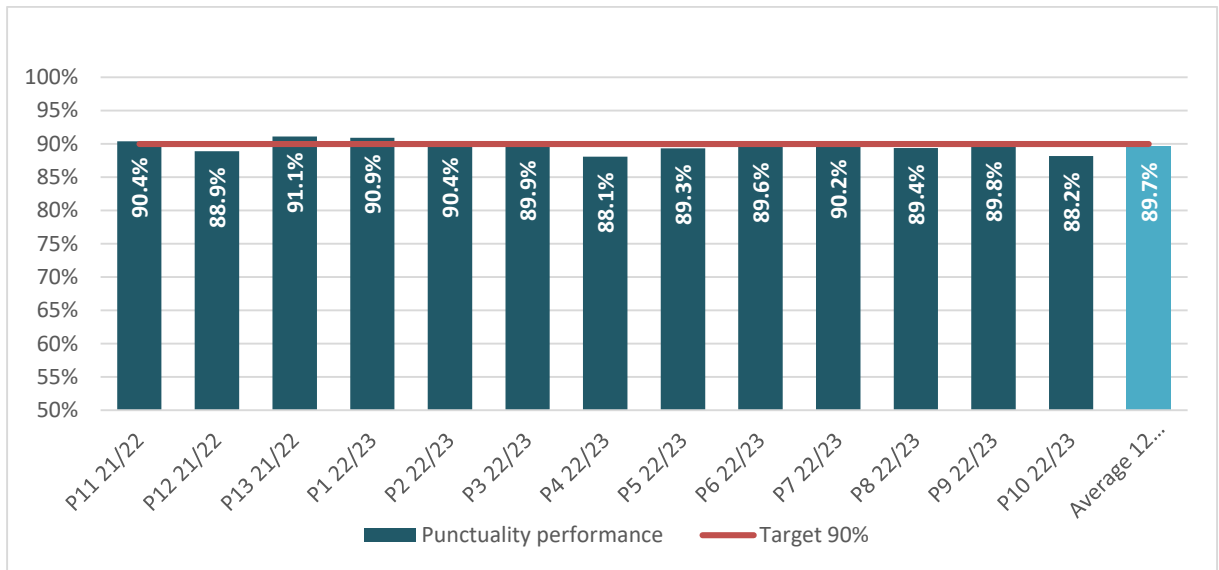
EXCESS WAIT TIME

- 4.3 Excess Wait Time (EWT) is a measure of punctuality. It is the average time passengers wait over what would have been expected if the service were running exactly as scheduled.
- 4.4 The average EWT performance for the 12 months to November 2022 was 69.9 seconds against a pre-pandemic target of 26 seconds.
- 4.5 Performance in periods seven and eight was impacted by the incidents described above in 4.1.
- 4.6 The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.



PUNCTUALITY PERCENTAGE OF SERVICES OPERATING TO TIME

- 4.7 Punctuality performance covering the previous 12 months (13 periods) is shown below.



4.8 Performance improved to just shy of target in period nine. Period ten performance deteriorated slightly, but the average 12-month performance remains very close to target.

ASSET RELIABILITY - TRAMS

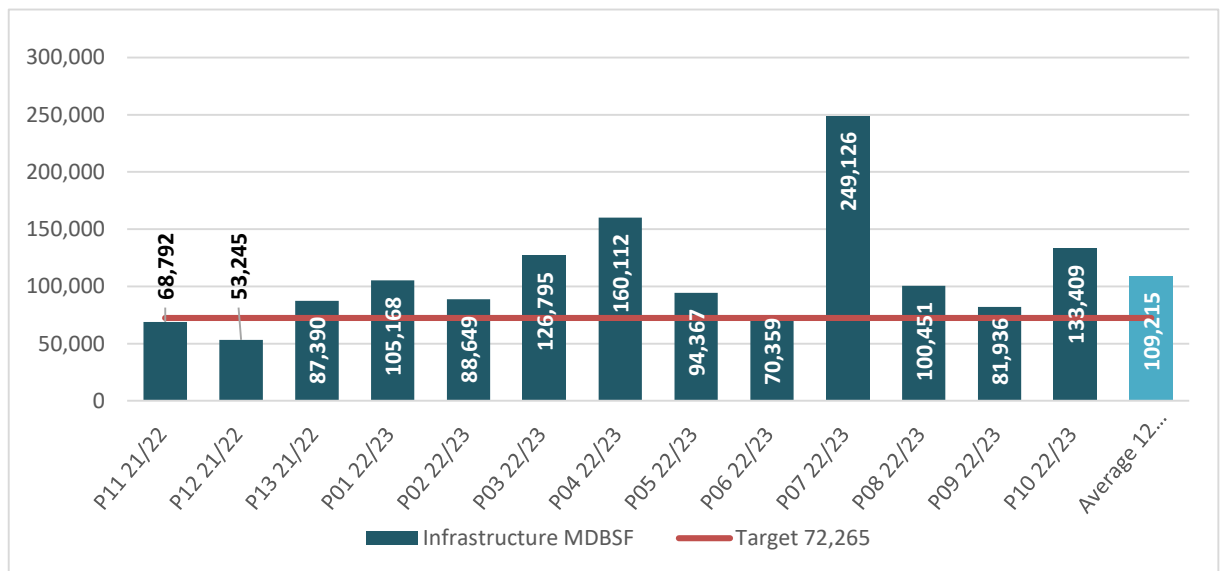
4.9 Tram availability shows percentage of the fleet that has been available during each period.



4.10 Recent periods have seen continued high levels of anti-social behaviour, resulting in six smashed glazing panels, seven smashed passenger doors and four vandalised interior panels. Offensive graffiti and etching continue to be a problem. This significant level of damage impacts on vehicle availability.

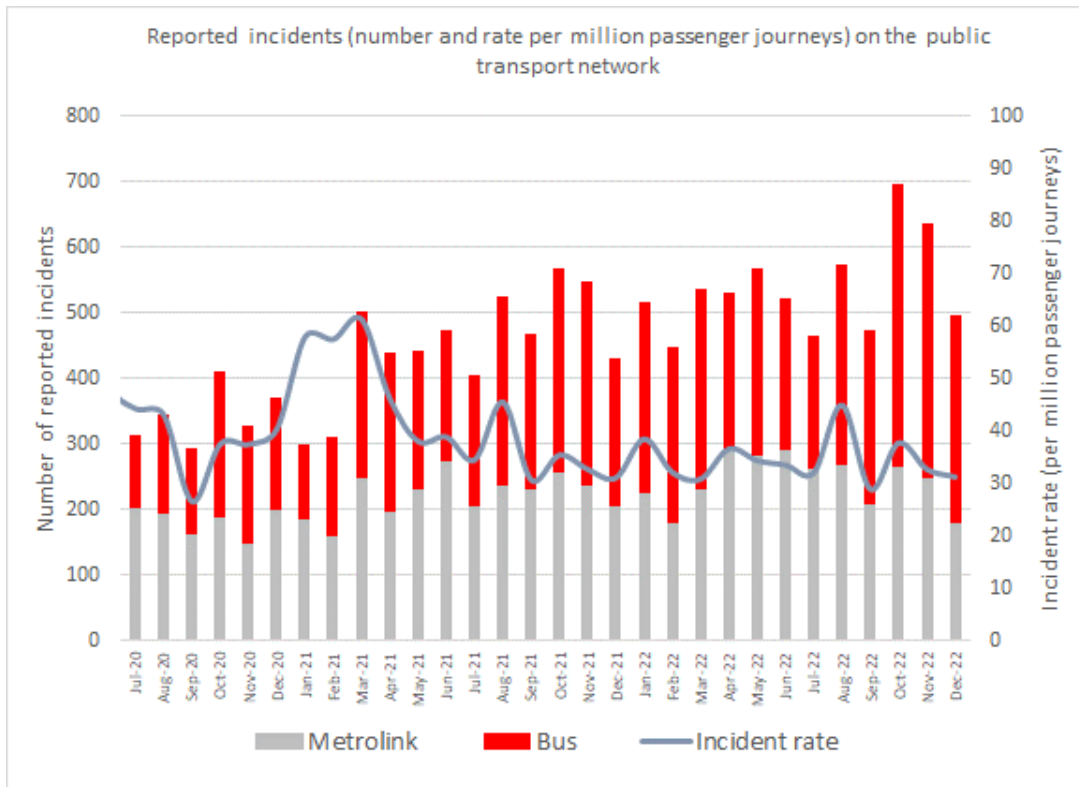
ASSET RELIABILITY – INFRASTRUCTURE

- 4.11 Infrastructure reliability performance is measured in terms of service distance travelled between failures. Examples of some of the infrastructure equipment covered by this category are signalling systems, overhead line, track and traction substations.
- 4.12 Infrastructure assets continued to perform well during periods nine and ten, despite the cold temperatures. Period ten performance was the third best in the past 13 periods. Swift attendance on site meant that impact to service was significantly reduced, and in some cases, avoided altogether. The average 12 month rolling performance remains well above target.



CRIME & ANTI-SOCIAL BEHAVIOUR

- 4.13 On average, 241 incidents of crime and anti-social behaviour per month were reported to Metrolink over last 12 months.



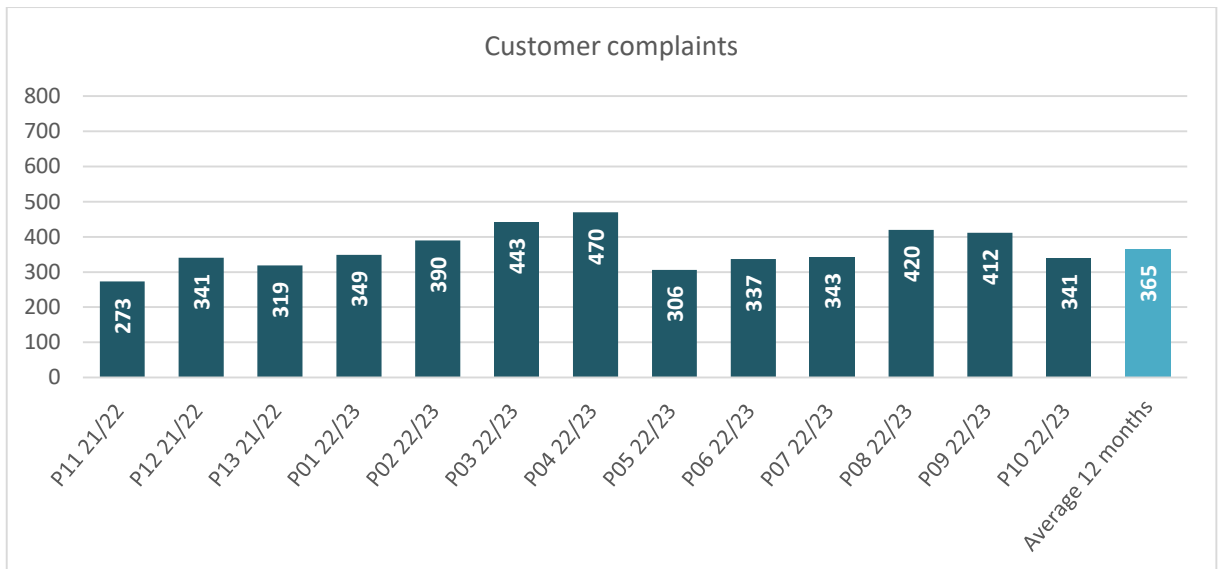
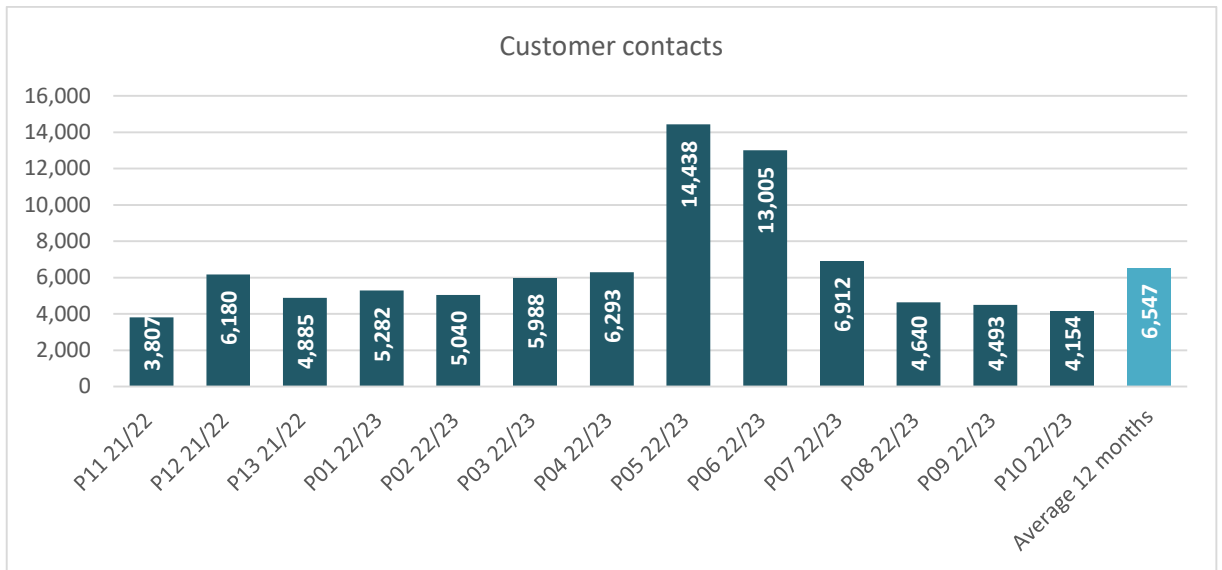
| Crime & ASB Category | Dec 2019 | Dec 2022 |
|--|-----------|-----------|
| | Incidents | Incidents |
| ASB | 9 | 23 |
| Assault (inc. domestic incidents) | 31 | 17 |
| Damage to Property | 16 | 33 |
| Drink and Drug Related Incidents | 8 | 8 |
| Harassment & Intimidation | 61 | 61 |
| Obstruct/Interfere with Network Operations | 12 | 13 |
| Other Public Order | 13 | 7 |
| Robbery & Thefts | 25 | 11 |
| Sexual Assault/Sexual Incident | 2 | 4 |
| Tram Surfing | 1 | 0 |
| Weapons Incident | 14 | 3 |
| Grand Total | 192 | 180 |

- 4.14 There has been a decrease in the number of reported incidents on the Metrolink network in December 2022, compared with December 2019. The location with the highest number of reported incidents was the city zone with 53 incidents reported.
- 4.15 The number of reported assaults on the Metrolink network declined during November and December 2022, in comparison with November and December 2019.

- 4.16 The number of criminal damage incidents declined during December 2022 when compared to November 2022. However, in comparison to November and December 2019 it remains high.
- 4.17 A transport specific 'Mini Operation AVRO' took place on Friday 16 December, which aimed to reassure travelling passengers and deter instances of criminality. Activity was focused on major transport hubs in the Regional Centre, to coincide with the festive 'Mad Friday'. The operation was supported by GMP specialist resources from the Transport Unit, Tactical Aid Unit and Tactical Dog Unit along with the district team from Manchester city centre. Diversion and intervention opportunities were provided by Manchester city council with youth engagement from Manchester Youth Zone and Foundation 92. Over 12,000 customers were engaged with across the network with 600 fines issued and seven arrests made.
- 4.18 TravelSafe operations were carried out across the network throughout periods nine and ten, focusing on crime and anti-social behaviour hotspots. Deployments were supported by local councils, district policing teams, Foundation 92 and British Transport Police. Dates and locations of deployments include:
- Victoria: 16 November
 - Oldham Rochdale line 29 November
 - Wythenshawe: 7 December
 - Regional Centre 'Mini Avro': 16 December
 - North Manchester: 21 December
 - Bury: 28 December
 - Rochdale line: 3 January

CUSTOMER CONTACTS AND COMPLAINTS

- 4.19 Just over 85,000 customer contacts were dealt with during the year, averaging at 6,547 customer contacts per period (excluding twitter).
- 4.20 Customer contacts in periods nine and ten maintained consistent levels with period eight. Customer complaints have also held steady.



CUSTOMER EXPERIENCE AND ENGAGEMENT

4.21 Travelsafe partnership school engagements continued with Crucial Crew and educational visits as outlined below bring the total young people engagement to date this year to circa 18,000, at the following locations;

- Trafford Crucial Crew
- Hollingworth Academy
- Derby High School, Bury
- St Monica's High School, Bury
- St Mary's School, Leigh
- St Anne's School, Droylsden
- Community engagement/Driver simulator, Mahdlo Youth Zone

- School engagement/Driver simulator, Hollingworth Academy 10

- 4.22 KAM's School Engagement team continues to work within the local community. Students from Loreto College visited Trafford Depot for a tour of the control room and engineering department during period ten.
- 4.23 Customer reassurance stalls were set up in the city centre on "Mad Friday", the last working Friday before Christmas, to support customers travelling on Metrolink who may be unfamiliar with the network.
- 4.24 A "Meet the Manager" session was held at Piccadilly station during the evening peak on 20 December. The focus of the event was on security and safety and to demonstrate how Metrolink works with community partners and external agencies to keep customers safe. Personal safety alarms were given away which was positively received by customers. Representatives from Barnabus, Manchester Youth Zone, TravelSafe and Carlisle attended to offer support and underline key collaborative relationships.
- 4.25 KAM held an evening with young people at Manchester Youth Zone to emphasise how to keep safe on the system. Young people attending had the opportunity to try the driver simulator which proved very popular.
- 4.26 White Ribbon Day on 25 November provided the opportunity to raise awareness and open discussions about male violence against women in all areas of life. A stall in Piccadilly station was staffed by Customer Ambassadors who gave information on how to stay safe on public transport.
- 4.27 Several volunteering opportunities were offered to KAM colleagues over the festive period and participation levels were very good. Examples of the types of activity arranged were; preparing and serving Christmas lunches, wrapping gifts and helping with Christmas quizzes. KAM staff volunteered at the Beacon Centre in the city centre.

5. FORWARD LOOK

PLANNED MAINTENANCE AND PROJECT WORK FOR 2023

- 5.1 Several dates in March will be impacted by short lived disruptive access to complete various works on the Metrolink network. They are as follows:

- On Sunday 5 March there will be no tram service between Rochdale Town Centre and Rochdale Railway Station, a bus replacement will operate between the stops.
- On Saturday 11 and Sunday 12 March a closure will take place at Shudehill and Piccadilly Gardens. Tram services will be diverted during this time with bus replacements to connect services to Piccadilly.
- On Monday 13 March there will be no trams operating between Rochdale and Victoria after 21:00 and a bus replacement will operate.
- On Sunday 26 March there will be a network wide closure until 09:00. After this time trams will start to operate as usual except between Rochdale and Freehold where a closure will stay in place all day with a bus replacement operating after 09:00.
- On Saturday 1 and Sunday 2 April there will be no trams operating between Freehold and Rochdale Town Centre, a bus replacement will be operating.
- On Sunday 23 April there will be no trams operating between Manchester Airport and Wythenshawe Town Centre, a bus replacement will be operating.

5.2 During the summer months plans are in place to carry out essential work on both the Eccles and Bury lines. These are both currently still in the planning stages and more information will be available in the coming months.

Danny Vaughan
Head of Metrolink, TfGM

Appendix 1 - Period date listing

This report details the highlighted Period/s

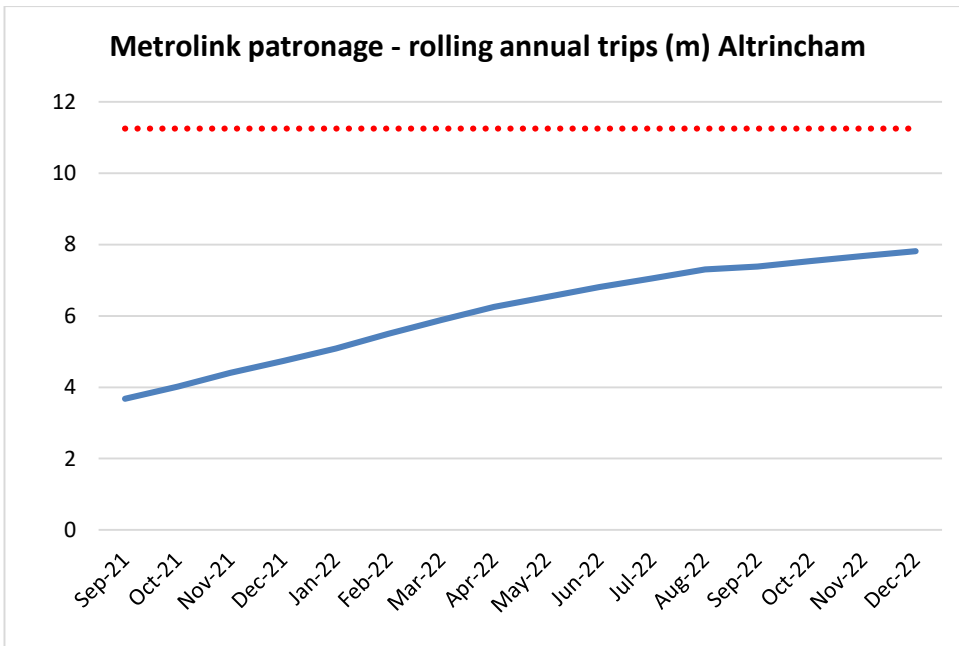
2021/22

| Period | Start Date | End Date |
|--------|------------|------------|
| 1 | 01/04/2021 | 01/05/2021 |
| 2 | 02/05/2021 | 29/05/2021 |
| 3 | 30/05/2021 | 26/06/2021 |
| 4 | 27/06/2021 | 24/07/2021 |
| 5 | 25/07/2021 | 21/08/2021 |
| 6 | 22/08/2021 | 18/09/2021 |
| 7 | 19/09/2021 | 16/10/2021 |
| 8 | 17/10/2021 | 13/11/2021 |
| 9 | 14/11/2021 | 11/12/2021 |
| 10 | 12/12/2021 | 08/01/2022 |
| 11 | 09/01/2022 | 05/02/2022 |
| 12 | 06/02/2022 | 05/03/2022 |
| 13 | 06/03/2022 | 31/03/2022 |

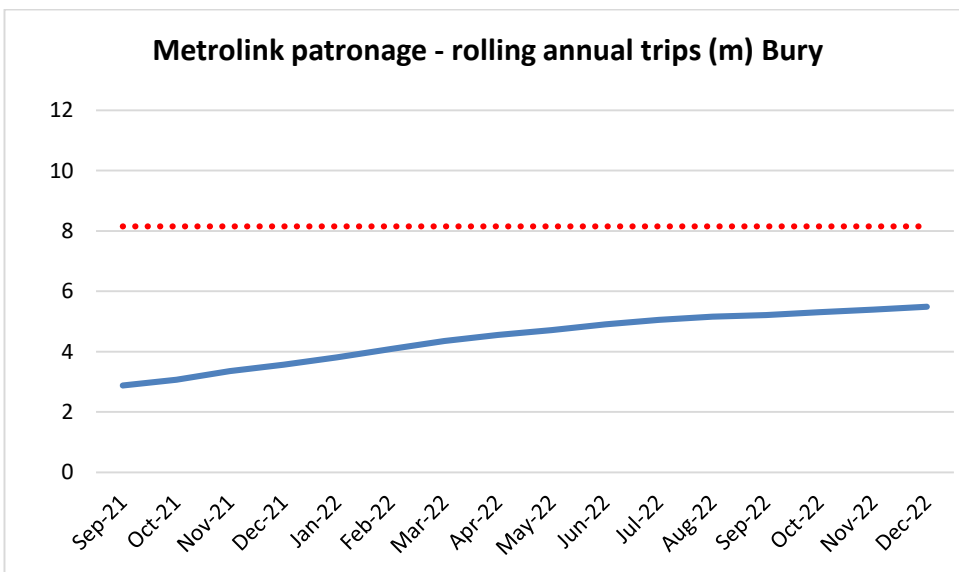
2022/23

| Period | Start Date | End Date |
|--------|------------|------------|
| 1 | 01/04/2022 | 30/04/2022 |
| 2 | 01/05/2022 | 28/05/2022 |
| 3 | 29/05/2022 | 25/06/2022 |
| 4 | 26/06/2022 | 23/07/2022 |
| 5 | 24/07/2022 | 20/08/2022 |
| 6 | 21/08/2022 | 17/09/2022 |
| 7 | 18/09/2022 | 15/10/2022 |
| 8 | 16/10/2022 | 12/11/2022 |
| 9 | 13/11/2022 | 10/12/2022 |
| 10 | 11/12/2022 | 07/01/2023 |
| 11 | 08/01/2023 | 04/02/2023 |
| 12 | 05/02/2023 | 04/03/2023 |
| 13 | 05/03/2023 | 31/03/2023 |

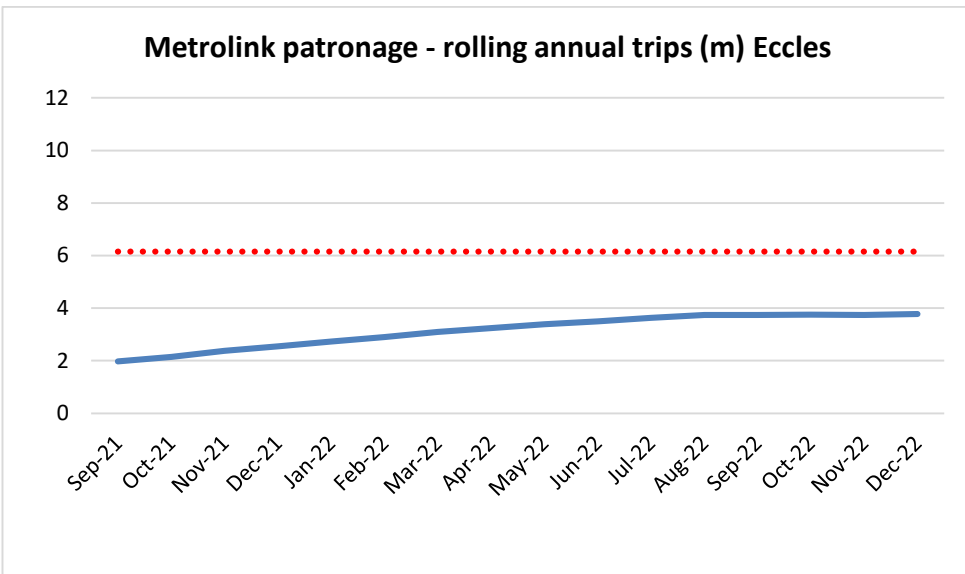
Appendix 2 – Patronage by line



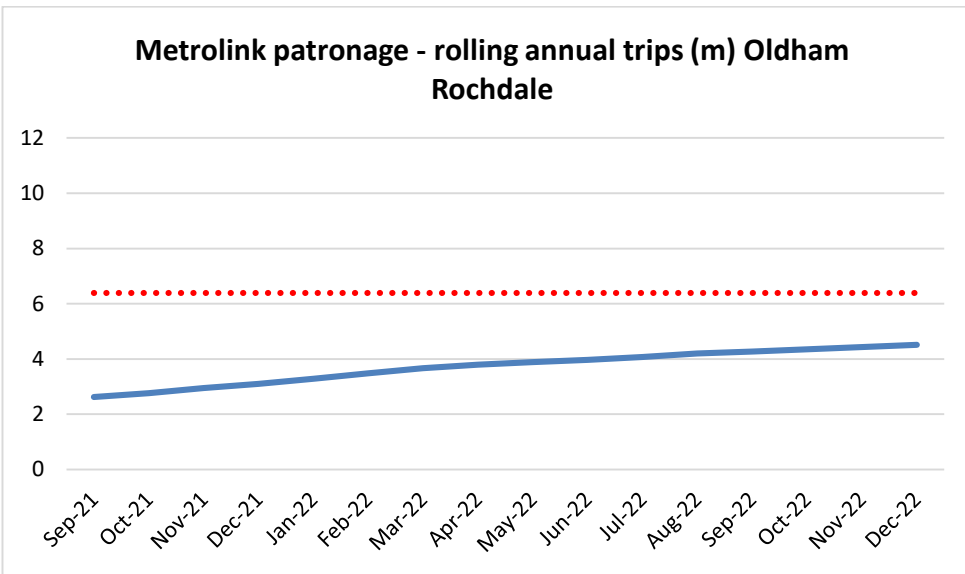
| | |
|----------------------------|------|
| Journeys latest: | 7.8 |
| Journeys pre-covid: | 11.3 |



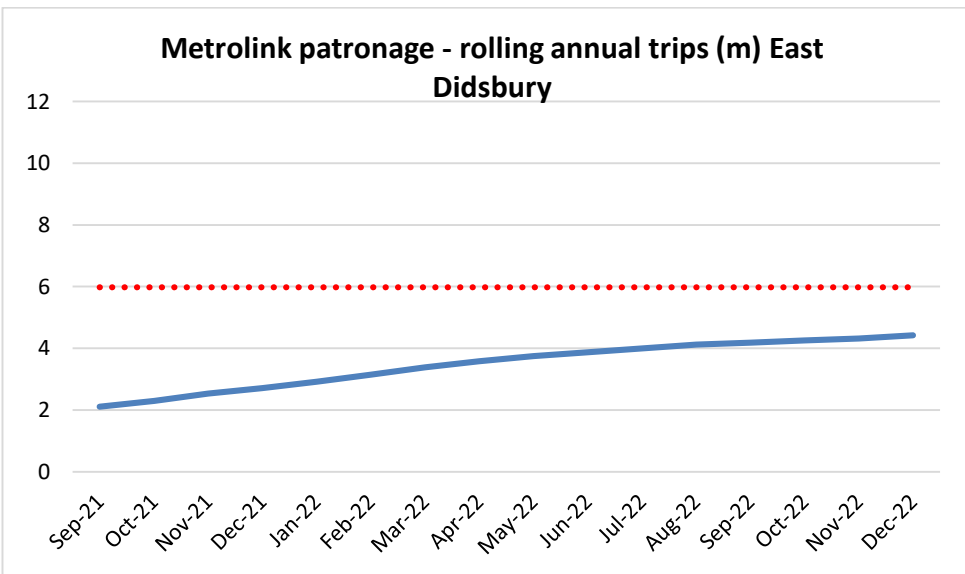
| | |
|----------------------------|-----|
| Journeys latest: | 5.5 |
| Journeys pre-covid: | 8.2 |



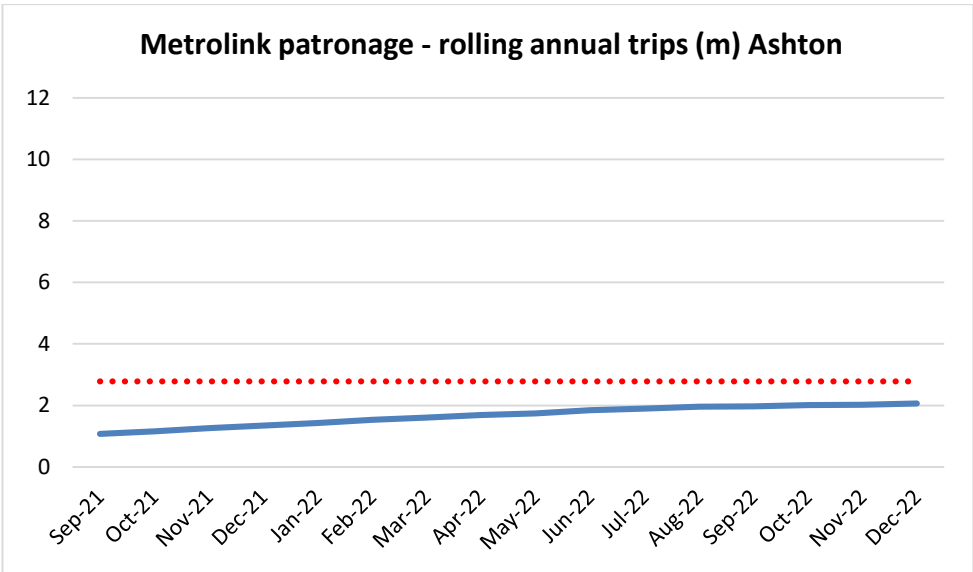
| | |
|----------------------------|-----|
| Journeys latest: | 3.8 |
| Journeys pre-covid: | 6.2 |



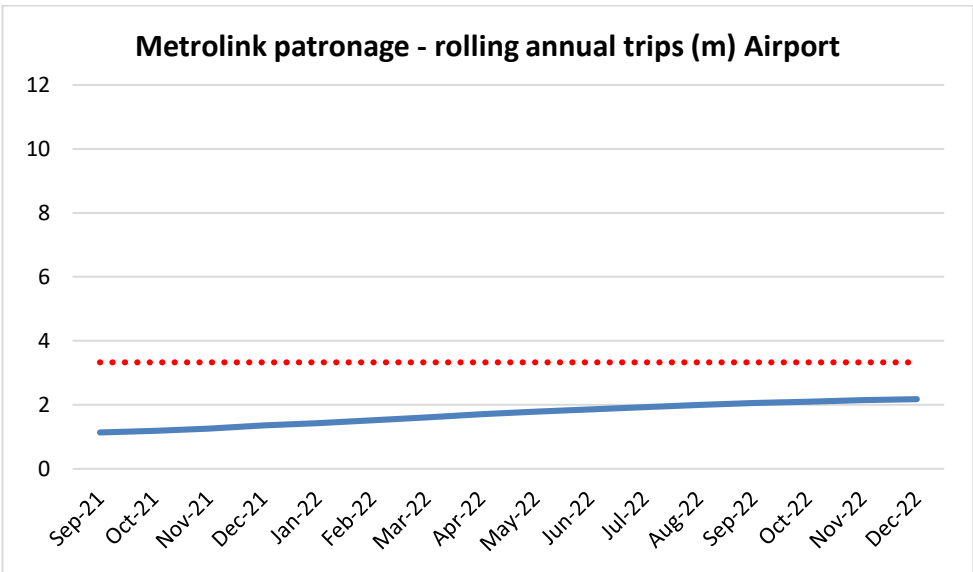
| | |
|----------------------------|-----|
| Journeys latest: | 4.5 |
| Journeys pre-covid: | 6.4 |



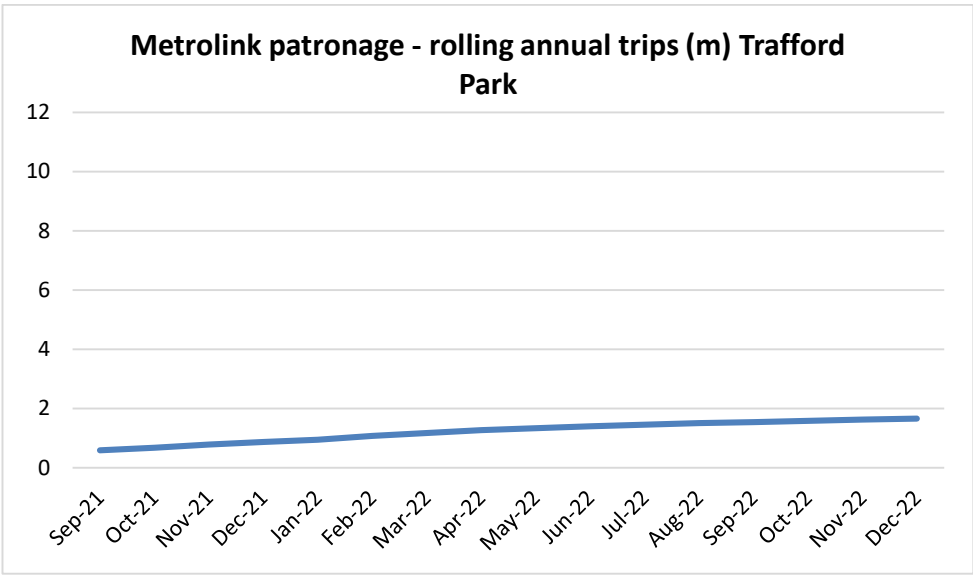
| | |
|----------------------------|-----|
| Journeys latest: | 4.4 |
| Journeys pre-covid: | 6.0 |



| | |
|----------------------------|-----|
| Journeys latest: | 2.1 |
| Journeys pre-covid: | 2.8 |



| | |
|----------------------------|-----|
| Journeys latest: | 2.2 |
| Journeys pre-covid: | 3.3 |



| | |
|----------------------------|-----|
| Journeys latest: | 1.7 |
| Journeys pre-covid: | - |