

**GREATER MANCHESTER TRANSPORT COMMITTEE
METROLINK AND RAIL NETWORKS SUB-COMMITTEE**

Date: 19 March 2021
Subject: Metrolink Service Performance
Report of: Daniel Vaughan, Head of Metrolink, TfGM

PURPOSE OF REPORT

This report provides an update on Metrolink operation and performance.

RECOMMENDATIONS:

Members are asked to note the contents of this report.

BACKGROUND DOCUMENTS:

Metrolink Service Performance report of 22 January 2021

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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: Face Covering Compliance

Comments/recommendations from Overview & Scrutiny Committee

BACKGROUND PAPERS: n/a

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?		n/a
GM Transport Committee	Overview & Scrutiny Committee	
n/a	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 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, pre COVID.
- 1.4 There are currently 121 operational trams serviced from two depots. All available trams run in service on weekdays, with as many doubles as possible to facilitate social distancing.
- 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.

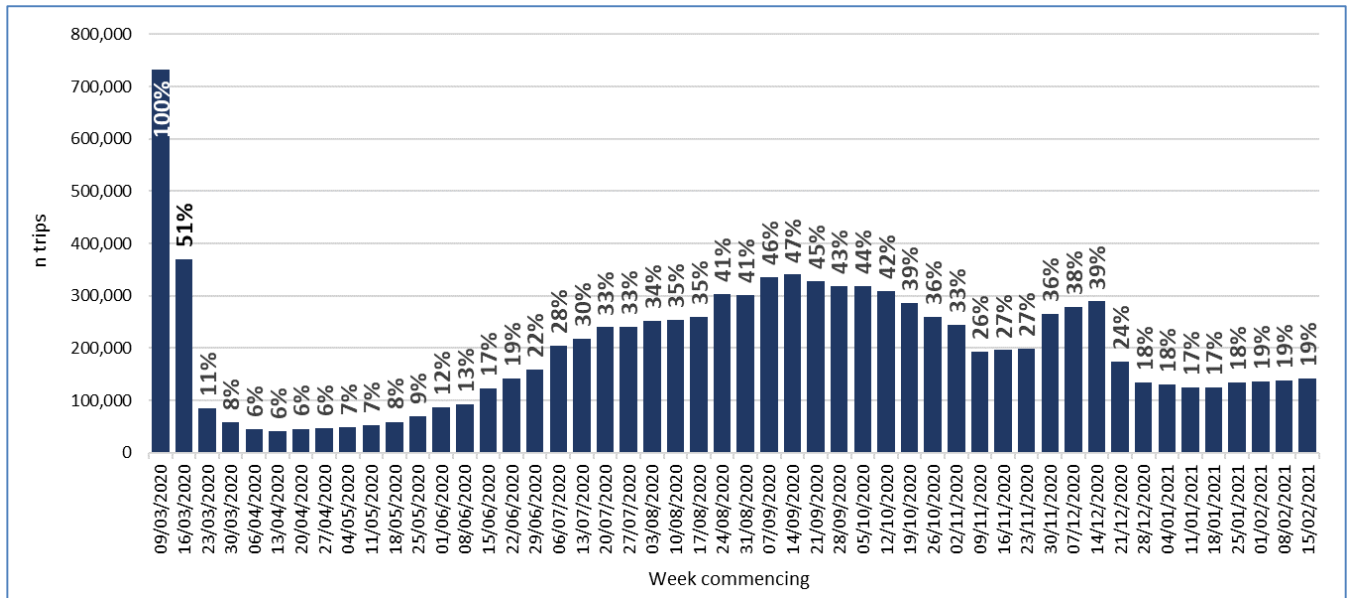
2. PERFORMANCE SUMMARY

- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 The third national lockdown in place from 05 January 2021 resulted in patronage falling to between 17% and 19% of pre-COVID levels. Following the government recovery roadmap announcement on 22 February, it is expected that patronage will now start to increase as pupils and students return to education and lockdown restrictions begin to ease.
- 2.3 97.9% of scheduled miles were operated during the 12 months to February 2021 against a performance target of 99.4%. Performance was impacted by vehicle availability issues and storm Christoph. Vehicle availability has also been impacted by the localised increase in criminal damage which has removed trams from service whilst repairs are completed.
- 2.4 Recorded incidents of crime and anti-social behaviour on the network have reduced from 198 in December to 181 in January and 22 fewer incidents reported than in January 2020.
- 2.5 TravelSafe Days of Action have continued throughout January and February, with a continued focus on locations where ASB has been reported and low face covering compliance noted. In February, TravelSafe completed the 50th Day of Action since July 2020.
- 2.6 Continuation and monitoring of COVID measures continues following the roll out of additional touch point cleaning, hand sanitisers and Trambassadors. Work has been underway to restart the school engagement ahead of the 8 March with particular focus on the schools and locations where compliance was lower last year.

Patronage

2.7 Patronage measures the number of trips that are being made on the network.

2.8 COVID has significantly impacted patronage on the Metrolink network as can be seen in the chart below.



2.9 Patronage decreased to approximately 6% of pre COVID levels during the first lockdown of the pandemic. Patronage increased as schools, colleges and universities returned following the summer holidays, but began to fall again from 21 September, as Greater Manchester entered into tier 2 then tier 3 restrictions.

2.10 The second national lockdown between 05 November and 02 December resulted in patronage falling but remaining well above levels experienced in the first lockdown as non-essential retail offered in-store 'click and collect' services, food outlets and coffee shops opened for takeaway and education remained open for pupils.

2.11 Patronage increased during the run up to Christmas, returning to levels equivalent to August as non-essential retail and service sectors reopened, but tier 3 restrictions continued to suppress travel demand as the hospitality and leisure sectors remained closed.

2.12 The third national lockdown in place from 05 January 2021 resulted in patronage falling to between 17% and 19% of pre-COVID levels. The limited variance in trip numbers experienced during the lockdown period (variance +/- 2%) is expected to come to an end following the government recovery roadmap announcement on 22 February, and we expect patronage to increase as pupils and students return to education and lockdown restrictions begin to ease.

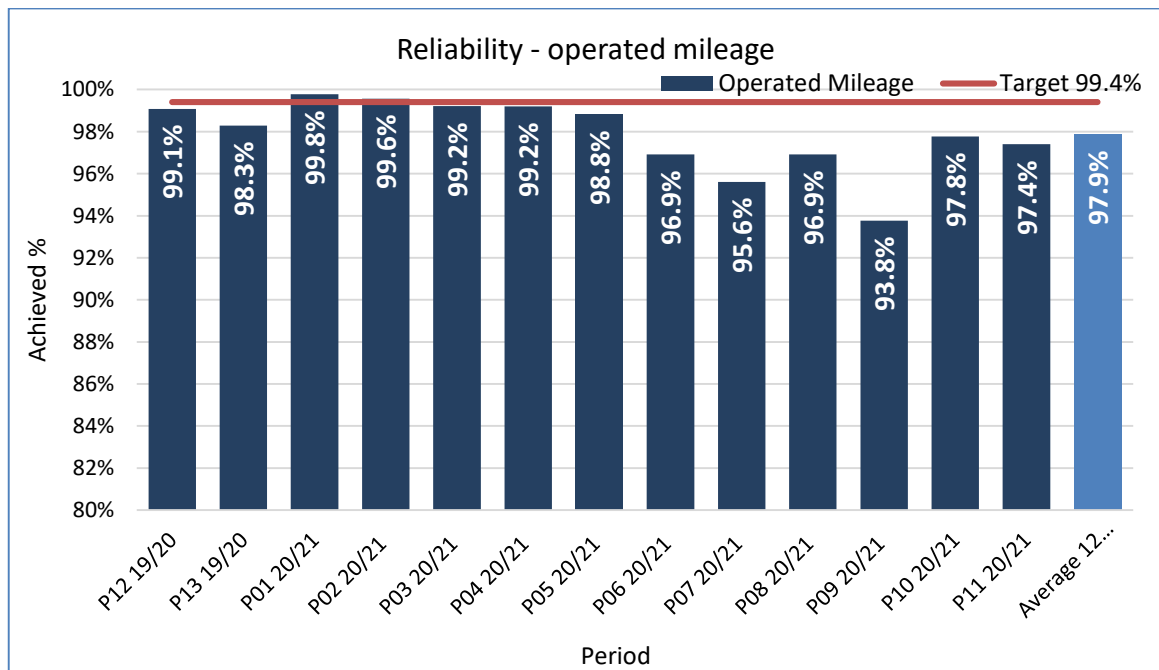
Financial Update

- 2.13 Following the national lockdown announcement on 4th January, the total shortfall for 2020/21 is forecast to be circa £64m. A package of support from central government has been agreed which will cover these costs in full, subject to a reconciliation exercise and the submission of a 'Recovery Plan', which was submitted to the DfT in January 2021.
- 2.14 To date, no feedback on the recovery plan has been received, however DfT are acknowledging need for continued emergency funding beyond March.

3. OPERATIONAL PERFORMANCE

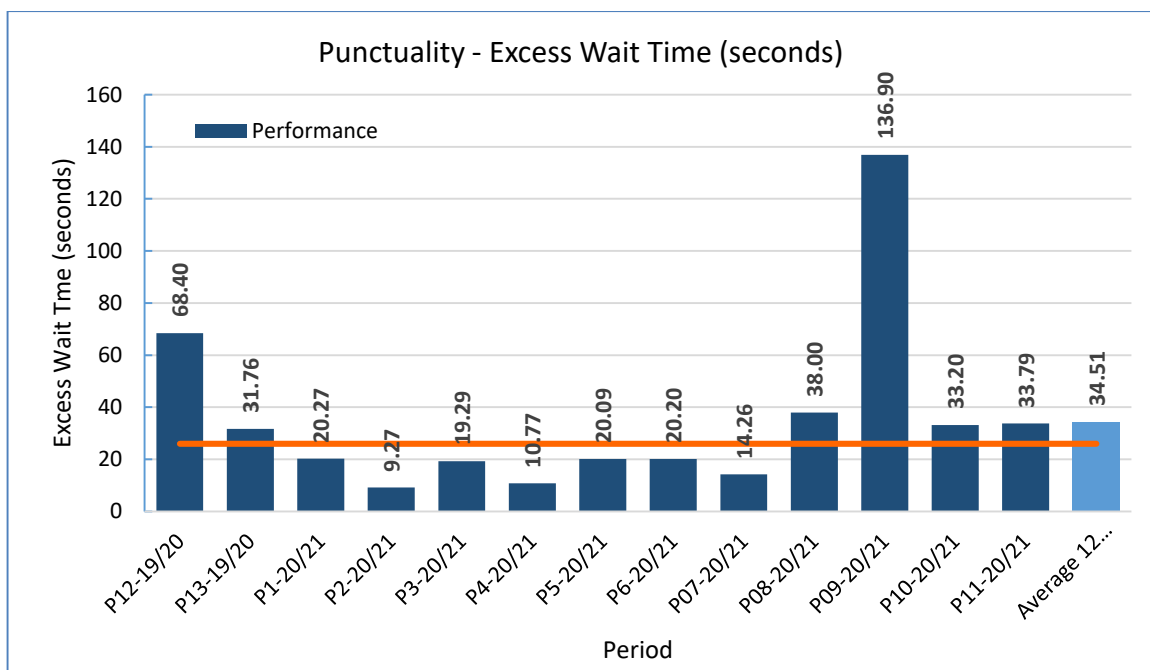
Reliability

- 3.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated verses the number of scheduled miles. A miles operated target of 99.4% was set for the year 2020/21.
- 3.2 Reliability performance has improved in periods 10 and 11, from period 9. However, vehicle availability issues (discussed below in section 3.8) and significant adverse weather conditions during storm Christoph meant that the target of 99.4% was not achieved.



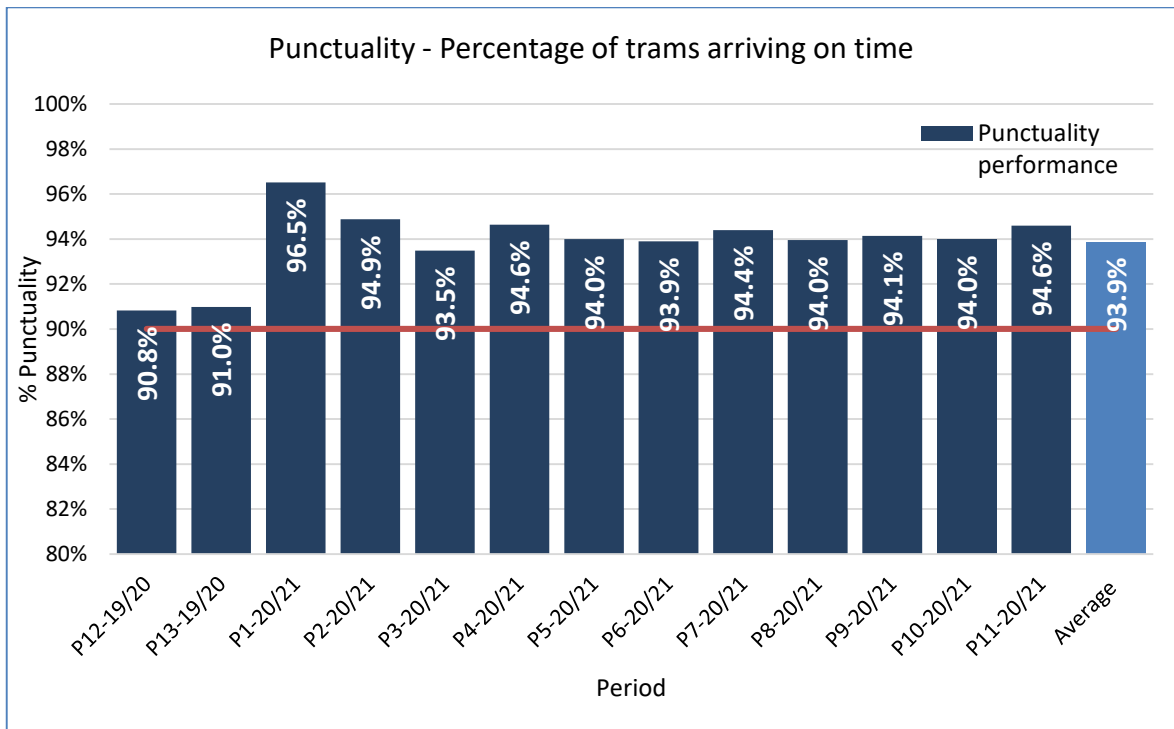
Excess Wait Time

- 3.3 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 was running exactly as scheduled.
- 3.4 The EWT average performance for the 12 months to February 2021 was 34.51 seconds against a target of 26 seconds. The EWT target of 26 seconds was met on all but 5 days in period 10 and all but 7 days in period 11. Period 9 performance was affected by two significant overhead line equipment failures, as well as a significant road traffic collision where a van struck a tram.
- 3.5 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.

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



Asset reliability - Trams

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

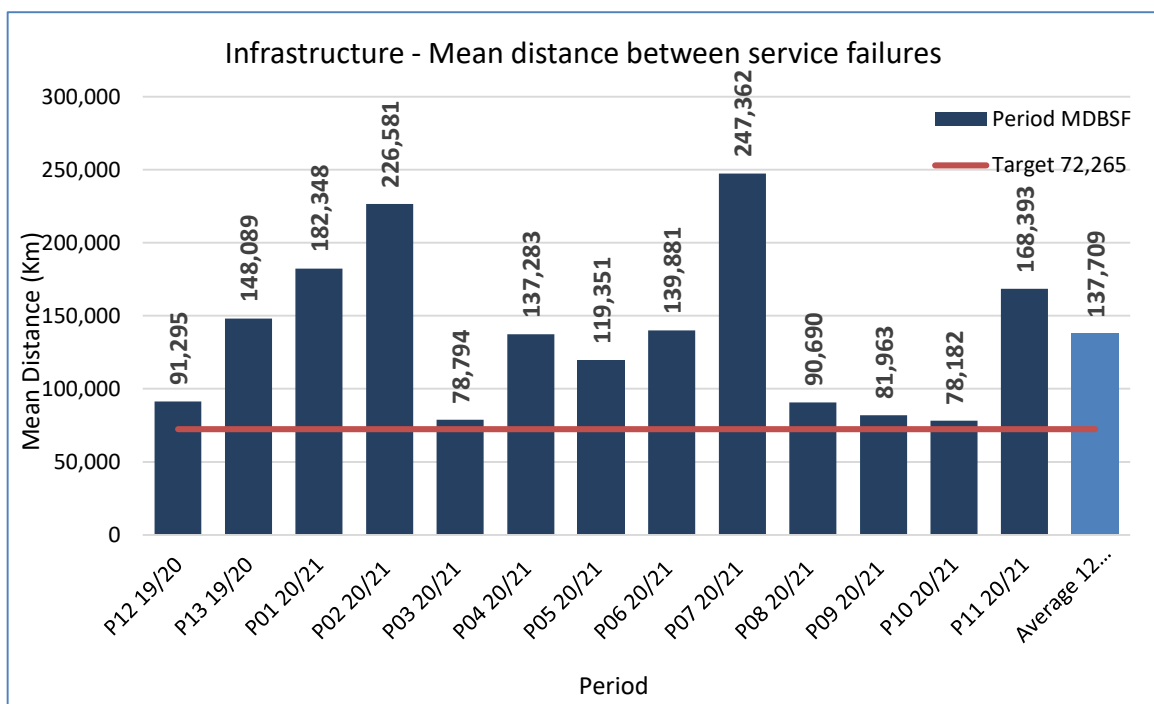


3.8 Tram availability dipped below 90% in both periods 10 and 11. There is no single cause of these availability issues as multiple systems were implicated. The majority were caused by component faults which were subsequently repaired.

3.9 A review of the tram fleet availability and reliability continues with KAM. Staffing levels have contributed to these issues throughout the pandemic with maintenance teams balancing reliability with reactive maintenance and renewal projects. Due to the increase in criminal damage from ASB particularly on the Airport line as outlined in section 3.13, trams have been removed from service and remain out until repairs are completed.

Asset reliability – Infrastructure

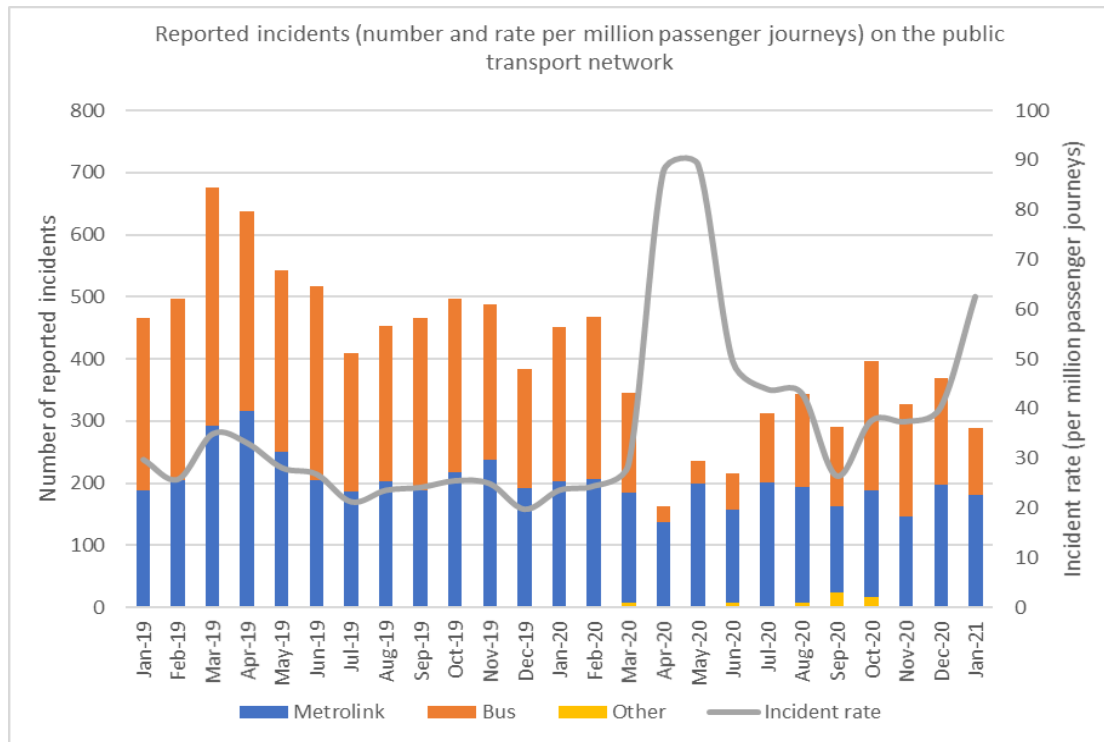
Infrastructure reliability performance, in terms of service distance travelled between failures.



3.10 Infrastructure performance has continued above target for the past 13 periods.

Crime & Anti-Social Behaviour

- 3.11 On average, 179 incidents of crime and anti-social behaviour per month were reported to Metrolink across the duration of the year.
- 3.12 There were 22 fewer reported incidents on the Metrolink network during January 2021 than during January 2020. However, reduced patronage has resulted in a substantial increase in the rate of reported incidents which is calculated per million passenger journeys.

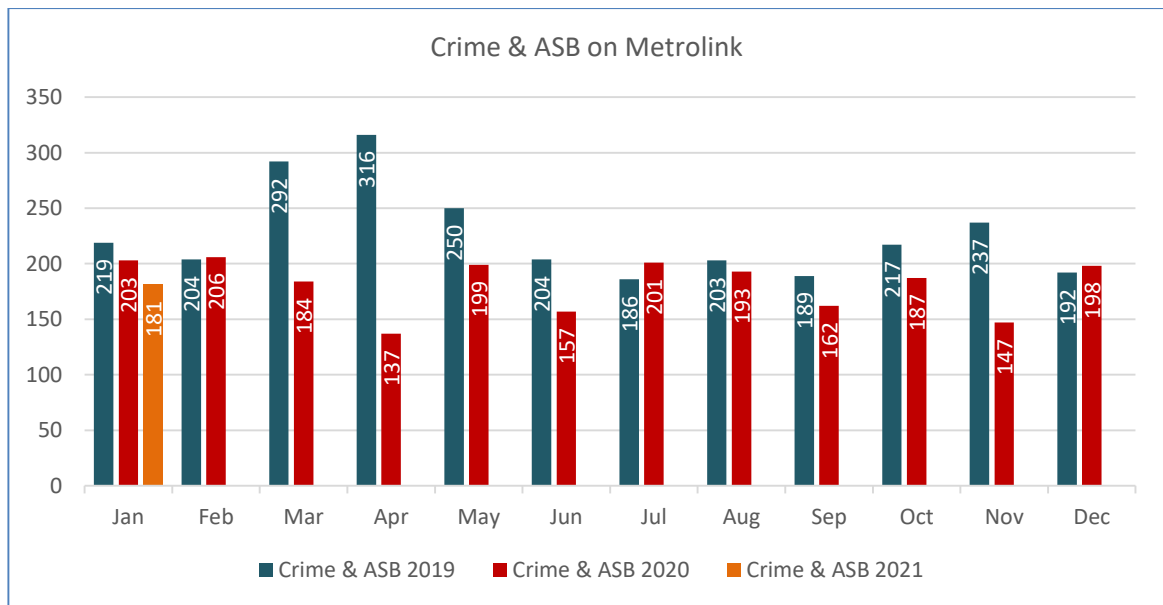


Crime & ASB Category	Jan 2020	Jan 2021	Change in incidents
	Reported Incidents	Reported incidents	
ASB	16	8	-50%
Assault (inc domestic incidents)	42	5	-88%
Damage to Property	15	31	107%
Drink and Drug Related Incidents	8	18	125%
Harassment & Intimidation	64	48	-25%
Obstruction/Interfere with Network Operations	20	49	145%
Other Public Order	9	5	-44%
Robbery & Thefts	18	13	-28%
Sexual Assault/Sexual Incident	4	0	-100%
Tram Surfing	5	1	-80%
Weapons Incident	2	3	50%
Grand Total	203	181	-11%

3.13 On the Airport line there were 16 reported incidents of obstructing network operations during January 2021. This has reduced from 23 during December 2020, however the issue is ongoing with 14 of the incidents now on the section of line between Crossacres and Wythenshawe Park. In comparison, during January 2020 there was one reported incident on this line.

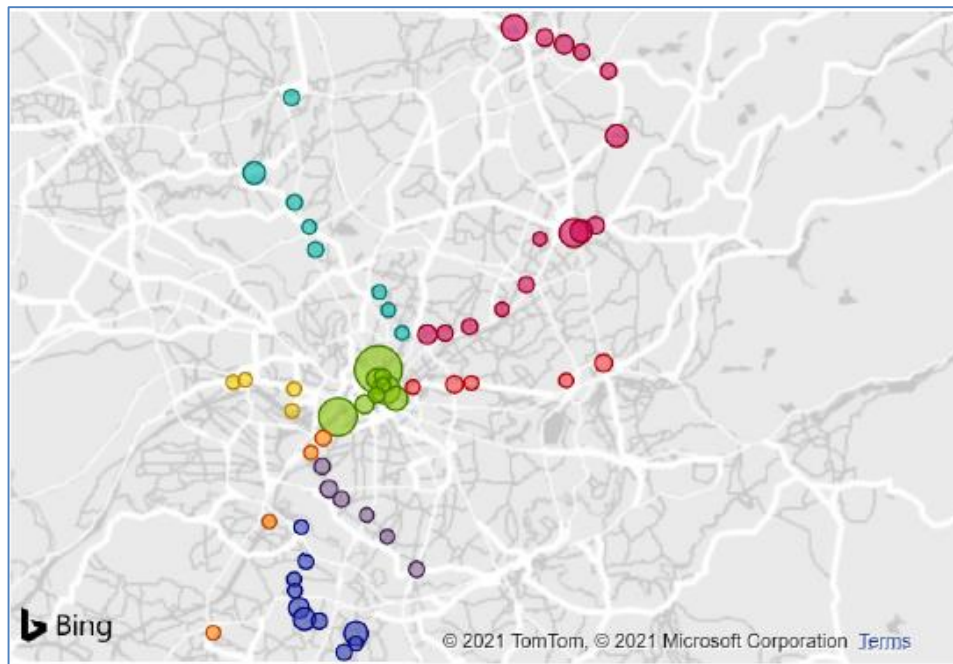
3.14 The mitigations below were introduced on Airport line, which led to a decrease in incidents involving youths pulling the emergency door handle:

- Increased Travel Safe Officer presence at hot spots areas (predominantly around the Martinscroft and Wythenshawe Town Centre stops);
- CCTV collated and sent to GMP for support on crimes;
- The GMP Transport Unit have provided increased presence and the Airport line is the key priority for the Transport Unit;
- Escalations have also been conducted with local council compliance groups; and
- Temporary removal of double units on Airport Line due to this activity being more prevalent on the rear of a double unit.



3.15 The hot spot for ASB remains the city centre. The top five hot spot areas are Victoria, Cornbrook, St Peter’s Square, Piccadilly Gardens and Piccadilly Undercroft. However, the section of route from Oldham King Street to Oldham Mumps has recently developed into a hot spot, primarily due to the current closure of schools. This has resulted in an increase in criminal damage (smashed shelters and windows) and loitering amongst youths.

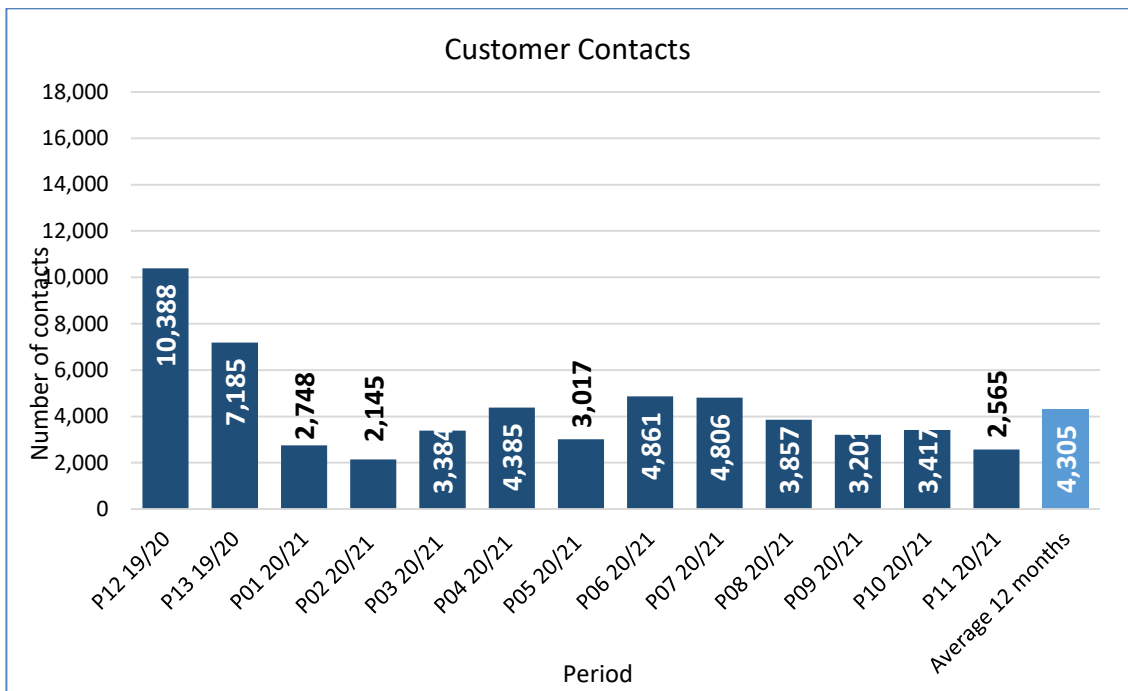
- 3.16 The locations of hot spots for crime and anti-social behaviour during early February are shown on the map below. The size of the circle relates to the scale of reported incidents.



- 3.17 The number of assaults has decreased from 42 in January 2020 to 5 during January 2021. There were two reported assaults against staff during January 2021. This is a decrease from nine during December 2020.
- 3.18 TravelSafe Days of Action have continued during January and February, with a continued focus on locations where ASB has been reported and low face covering compliance noted. In January engagement took place at Shaw & Crompton (14 Jan), Wythenshawe (21 Jan) and Victoria (27 Jan). In February engagement took place at Heaton Park (4 Feb), Ashton-under-Lyne (10 Feb) and Victoria (17 Feb).
- 3.19 During periods 10 and 11, TravelSafe officers reported over 1,000 face covering interventions. Since 15 June 2020 when face coverings on public transport became compulsory, there have been over 6,200 face covering interventions by TravelSafe officers. Through the Transport Unit activity on the network, 19 Fixed Penalty Notices (FPN) have been issued since September by Greater Manchester Police.
- 3.20 Most reported byelaw offences during periods 10 and 11 were for smoking, verbal abuse of staff, misuse of the emergency door handle and alcohol. During period 10, 43 byelaw offences were reported for prosecution through the court. During period 11, 29 byelaw offences were reported for prosecution.
- 3.21 Following an incident of criminal damage where shelters were smashed, GMP have referred three youths to Manchester's restorative justice service. KAM will carry out a virtual awareness session for all involved parties, including the youths and their parents.

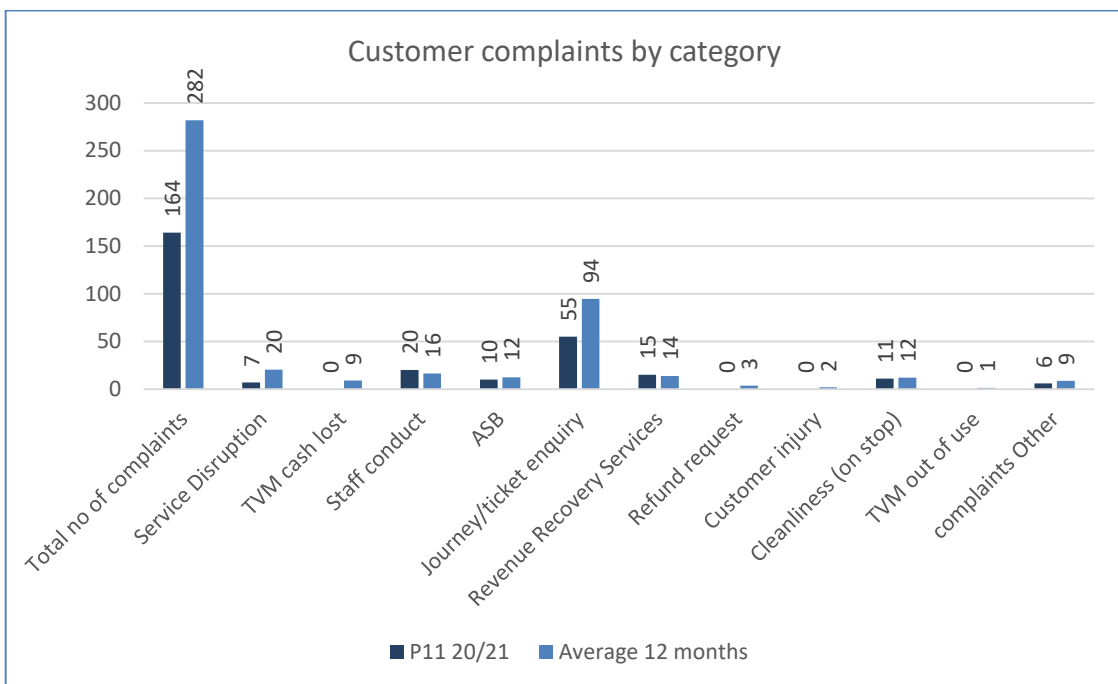
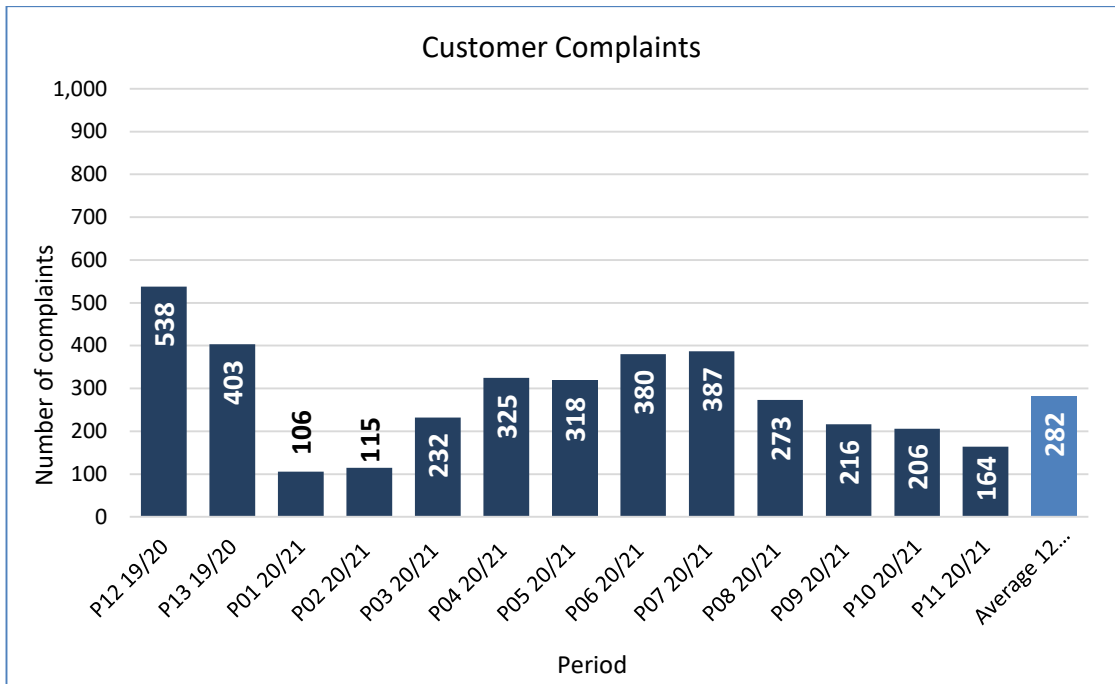
Customer contacts and complaints

3.22 Just under 56,000 customer contacts were dealt with over the duration of the year, averaging at just over 4,305 customer contacts per period (excludes twitter contact).



The charts above and below show clearly how the number of customer contacts and complaints dropped significantly at the outset of COVID. These lower levels have been sustained ever since.

3.23 The category of contacts varies by period. Ticketing related contacts continue to dominate customer feedback channels, as can be seen in the charts below.



4. CAPITAL PROGRAMME

Capacity Improvement Programme

- 4.1 The extensions of Whitefield and Radcliffe Park & Ride sites are to commence in Summer, increasing overall P&R spaces across the two sites by 234. During construction a temporary facility will be located near Radcliffe stop. The invitation to tender for power enhancements on the Bury line is going to market in the coming week to construct three new substations.

Tram Management System (TMS)

- 4.2 The final package of works at Timperley was completed on the 13/14 March 2021.

5. FORWARD LOOK

Service

- 5.1 The Metrolink service provision was not reduced during the November and January lockdowns with all available trams operating on the network. The current service pattern delivers a good spread of capacity across the network and through deployment of double trams the capacity can be mobilised to support social distancing and respond to changes in line demand.
- 5.2 Following the government recovery roadmap announcement we will maintain the current capacity through the return of passengers, noting that all available trams are operating.
- 5.3 A longer-term service pattern is in development with KeolisAmey Metrolink. The recovery service options in development aim to optimise capacity and target to meet demand.

Planned engineering works

- 5.4 This year essential maintenance and renewal works will continue to be planned as per the annual programme.
- 5.5 There will be track works in the city centre including Victoria and Piccadilly as well as Trafford Bar, Cornbrook, Rochdale and Eccles. Most works will be constrained to weekends except for the two closures outlined below at Eccles and Victoria. Planning of services during these works are underway and will be communicated at the earliest opportunity to both stakeholders and customers. All works are coordinated to reduce the impact as much as possible for customers returning to the network.
- 5.6 Eccles New Road resurfacing works have been brought forward to be completed in March ahead of the first phase of recovery planned for the 12 April. These works are currently scheduled to commence on the 20 March through to the 5 April 2020. This will close the Metrolink line between MediaCityUK and Eccles throughout the duration. Service

replacement is currently being planned in due to the complexities of the highway work and detailed information will be provided to customers and stakeholders in advance.

- 5.7 Network Rail planned bridge works at Victoria impact upon Metrolink throughout August for services which travel through Victoria. TfGM is working closely with Network Rail to plan these works and minimise the impact on services as much as possible.
- 5.8 Victoria track works will commence in June through to August when Network Rail bridge works commence. The impact will be minimal for the first 3 stages (6 weeks) with only a minor service change required to facilitate. The final two stages will be more disruptive to services through Victoria but for much shorter durations. These will also interface with the Network Rail works to integrate as much as possible. These works cannot overlap due to the nature of the requirements for each in the area and safe systems of work.
- 5.9 The pandemic has impacted the procurement process and ability to award contracts earlier due to available resource and materials, therefore this has restricted our ability to expedite these works during lockdown periods.

Customer Experience

- 5.10 Continuation of the enhanced COVID measures across the network with additional touch point cleans on trams and stops, hand sanitiser units across the city centre and a team of Trambassadors to support customers returning to the network and helping them to follow the guidelines and travelling safely.
- 5.11 Face covering compliance has continued to be monitored across the network Monday-Friday in the AM and PM peaks. The levels remain consistently high on Metrolink at over 80% compliance, with higher compliance in the AM peak and slightly lower compliance levels in the PM peak due to increased leisure activity. The most recent compliance by line data can be found in Appendix 2.
- 5.12 Compliance measures have continued throughout lockdown with media and marketing campaigns of travelling safely when using public transport, highly visible signage across all stops and trams, journey planning information, regular announcements on stops, staff support in educating, engaging and encouraging the use of face coverings which included proactive handouts of face covers to encourage the right behaviours in the early days/weeks.
- 5.13 As reported to the last committee, KAM's Customer Compliance Plan resulted in improved fare and face covering compliance. Strategic deployment of Customer Service Representatives to check tickets and issue standard fares, planned days of action with TfGM and GMP, and effective school engagement were key enablers. This work has continued throughout lockdown and work has commenced to engage with the education sector in readiness for school return from the 8 March.

Danny Vaughan
Head of Metrolink, TfGM

Appendix 1 - Period date listing

This report details the highlighted Period/s

2020/21

Period	Start Date	End Date
1	01/04/2020	02/05/2020
2	03/05/2020	30/05/2020
3	31/05/2020	27/06/2020
4	28/06/2020	25/07/2020
5	26/07/2020	22/08/2020
6	23/08/2020	19/09/2020
7	20/09/2020	17/10/2020
8	18/10/2020	14/11/2020
9	15/11/2020	12/12/2020
10	13/12/2020	09/01/2021
11	10/01/2021	06/02/2021
12	07/02/2021	06/03/2021
13	07/03/2021	31/03/2021

2021/22

Period	Start Date	End Date
1	01/04/2021	24/04/2021
2	25/04/2021	22/05/2021
3	23/05/2021	19/06/2021
4	20/06/2021	17/07/2021
5	18/07/2021	14/08/2021
6	15/08/2021	11/09/2021
7	12/09/2021	09/10/2021
8	10/10/2021	06/11/2021
9	07/11/2021	04/12/2021
10	05/12/2021	01/01/2022
11	02/01/2022	29/01/2022
12	30/01/2022	26/02/2022
13	27/02/2022	31/03/2022

