

GREATER MANCHESTER TRANSPORT COMMITTEE METROLINK AND RAIL NETWORKS SUB-COMMITTEE

Date: 11 November 2022
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.

RECOMMENDATION:

Members are asked to note the contents of this report.

CONTACT OFFICERS:

Danny Vaughan	Head of Metrolink	daniel.vaughan@tfgm.com
Victoria Mercer	Metrolink Service Delivery Manager	victoria.mercer@tfgm.com

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 16 September 2022

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. The final of the new batch of trams arrived in Manchester on Saturday 24 September.
- 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

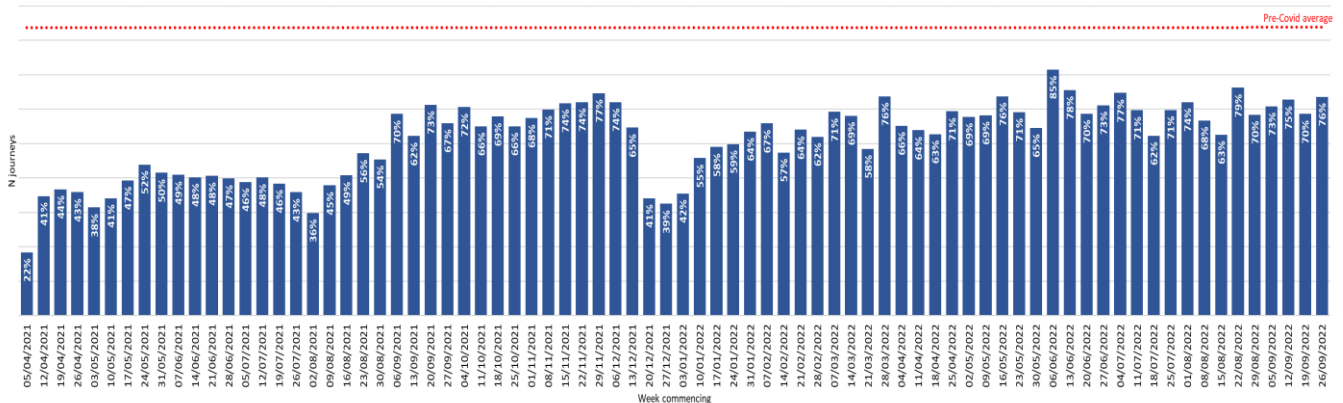
- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period.
- 2.2 Patronage has continued recovering, punctuated by impacts of holiday periods, planned engineering work on the network, heat during the summer months, rail strikes and most recently, events of national significance. The 4 weeks of October 2022 have ranked 4th, 2nd, 1st and 5th in relation to post-pandemic recovery since March 2020.
- 2.3 Operational performance improved during periods 5 and 6, though significant hot weather impacts continued to be experienced into period 5 with temporary speed restrictions applied in various locations across the network between 10 and 14 August due to the temperatures exceeding 30°C.

- 2.4 Engineering and renewals works continue into autumn which will see planned changes to city centre services (see Section 5 for planned engineering works). Due to a delay in track repairs at Piccadilly Gardens, and to ensure the continued and safe operation of services, a temporary change to some Metrolink services commenced from Monday 24 October. The work to repair the track will take place during week commencing 21 November 2022.
- 2.5 A pilot of carriage of dogs on Metrolink began on 1 August 2022 to fulfil a mayoral manifesto commitment. The pilot allows passengers to take two non-assistance dogs on Metrolink at any time of the day for no charge, subject to following guidance regarding behaviour. The pilot period ends on 31 October 2022, but the carriage of dogs on trams will be permitted until January 2023 whilst a full review of feedback takes place.

3. PATRONAGE

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

3.2 As can be seen in the chart below, patronage has been steadily recovering since



the low of circa 41% of pre-Covid levels during the Christmas period following the Government imposing Plan B restrictions at a national level.

3.3 Patronage has continued recovering, punctuated by impacts of holiday periods, planned engineering work on the network, heat during the summer months, rail strikes and most recently, events of national significance.

3.4 Taking in to account the factors referenced above (para 3.3), journeys on the network are now consistently above 70% of pre-Covid average patronage on a regular basis and are expected to increase further in the lead up to Christmas.

3.5 The latest increases in patronage have aligned to “typical” seasonal impacts post August 2022. The return of students to all tiers of education has resulted in an uplift in passenger numbers across the network, with increased patronage also correlated to football matches and large concerts or events across the city. For example, the Parklife festival, some significant concerts in the city and Manchester Marathon / Half Marathon, all supported by enhanced Metrolink services and capacity serving the stops in close proximity to the events.

3.6 Commuter trip numbers have started to recover at a higher rate throughout September 2022. Estimates suggest that on average, approximately 80% of pre-Covid average commuter patronage has returned to the network with AM peak

recovery reaching 90%+ on at least 2 days per week during September. There is increased pressure on peak capacities between Tuesdays and Thursdays on Altrincham, Bury, East Didsbury and Eccles lines.

- 3.7 There has been a significant reduction in Covid specific absence, but the knock-on impacts of covid are still being felt across the business and the wider transport industry. Driver recruitment and training remains an area of focus in order to stabilise operational performance and support further recovery.
- 3.8 A breakdown of patronage by line can be found in Appendix 2.

4. OPERATIONAL AND CUSTOMER PERFORMANCE

Reliability

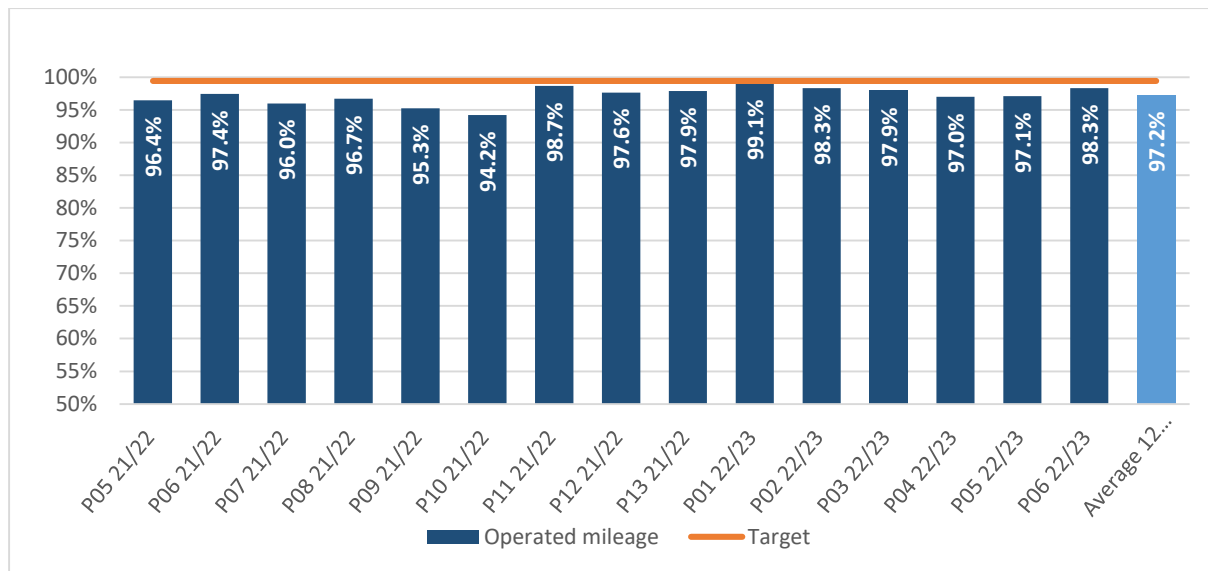
- 4.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated compared with the number of scheduled miles, with a target of 99.4% before the pandemic.

Reliability improved in periods five and six, though period five was impacted by high temperatures which necessitated temporary speed restrictions across the network to maintain safe operation.

The incidents which most influenced performance in recent periods were:

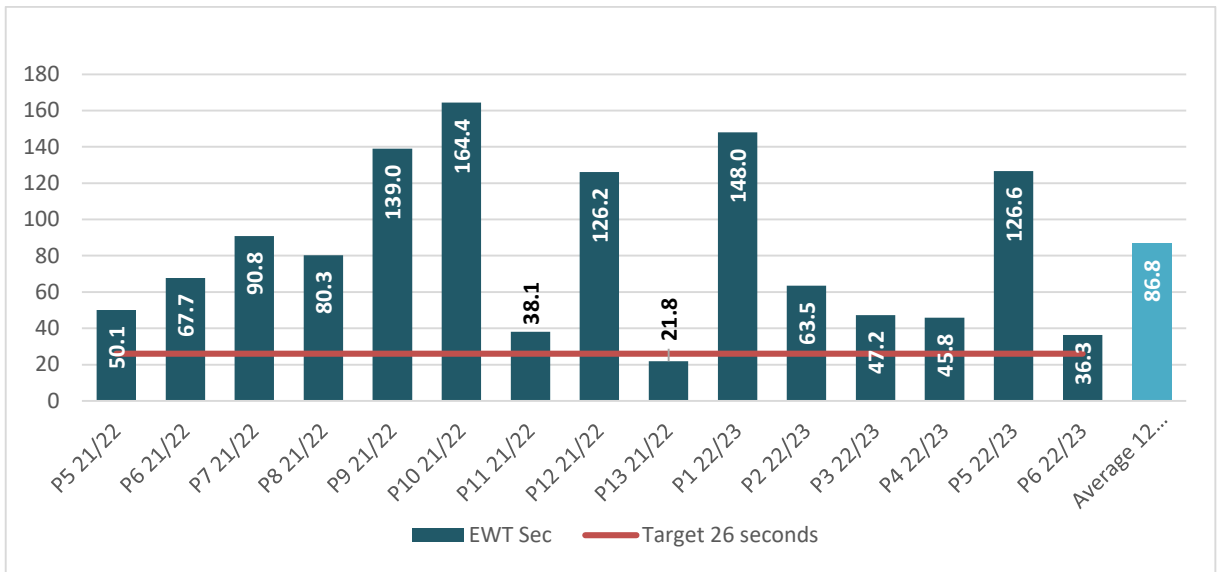
- Period five: on 11 August, the overhead line equipment on the Bury line was significantly impacted by high temperatures and services were unable to operate from mid-afternoon until approximately 23:00. Services were then able to resume with a temporary speed restriction in force.
- Similar temperatures were experienced on 12 August which also prevented services operating on the Bury line from mid-afternoon. Temperatures cooled earlier on the 12 and services were able to recommence at approximately 20:00.

- Period six: on 26 August an overhead line fault at Queens Road impacted the Bury line from mid-morning until approximately 17:15. Services were able to operate between Bury and Whitefield, with ticket acceptance on local buses for customers travelling into Manchester city centre.



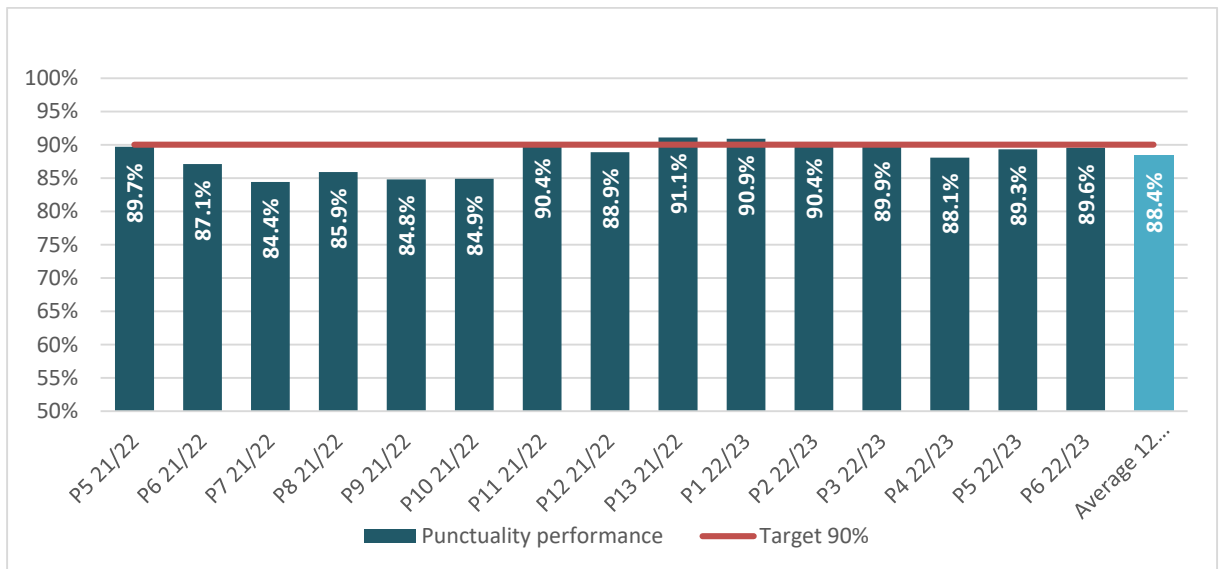
Excess Wait Time

- 4.2 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.
- 4.3 The average EWT performance for the 12 months to September 2022 was 86.8 seconds against a pre-pandemic target of 26 seconds.
- 4.4 Performance in periods five and six was impacted by the incidents described above in 5.1.
- 4.5 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.

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



4.7 Performance has improved as the extremely high temperatures experienced during the summer have returned to the usual levels. In period six, performance recovered to just under target.

Asset reliability - Trams

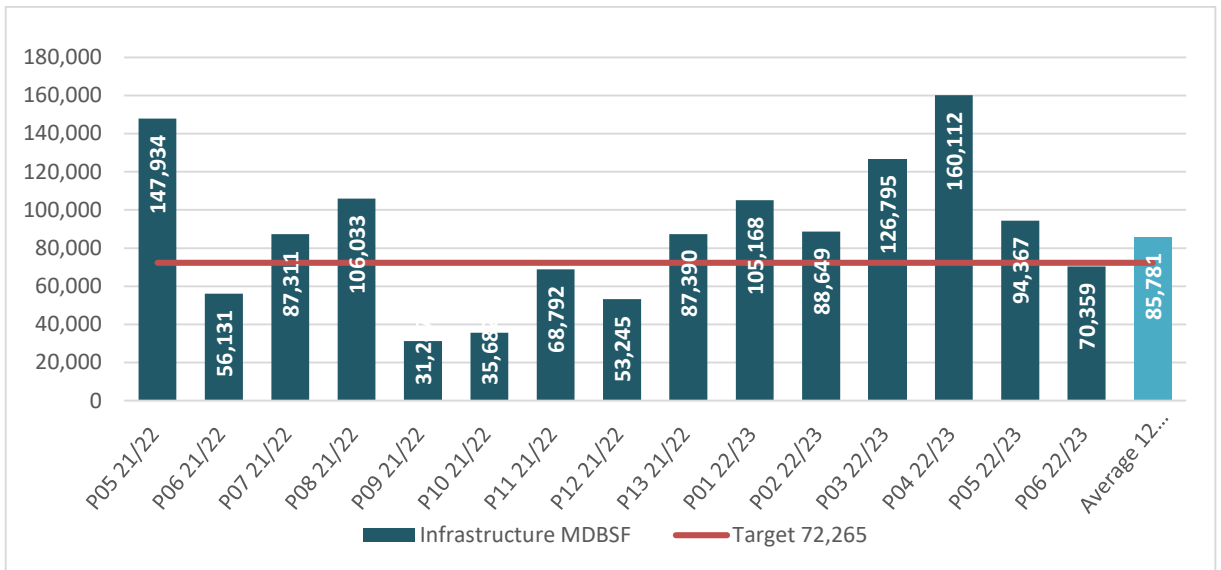
- 4.8 Tram availability shows percentage of the fleet that has been available during each period.



Recent periods have seen continued anti-social behaviour, resulting in smashed glazing and doors, damage to ceiling panels and damaged seating. Levels of offensive graffiti and etching have increased recently. This high level of damage impacts on vehicle availability which is then exacerbated by supply chain issues.

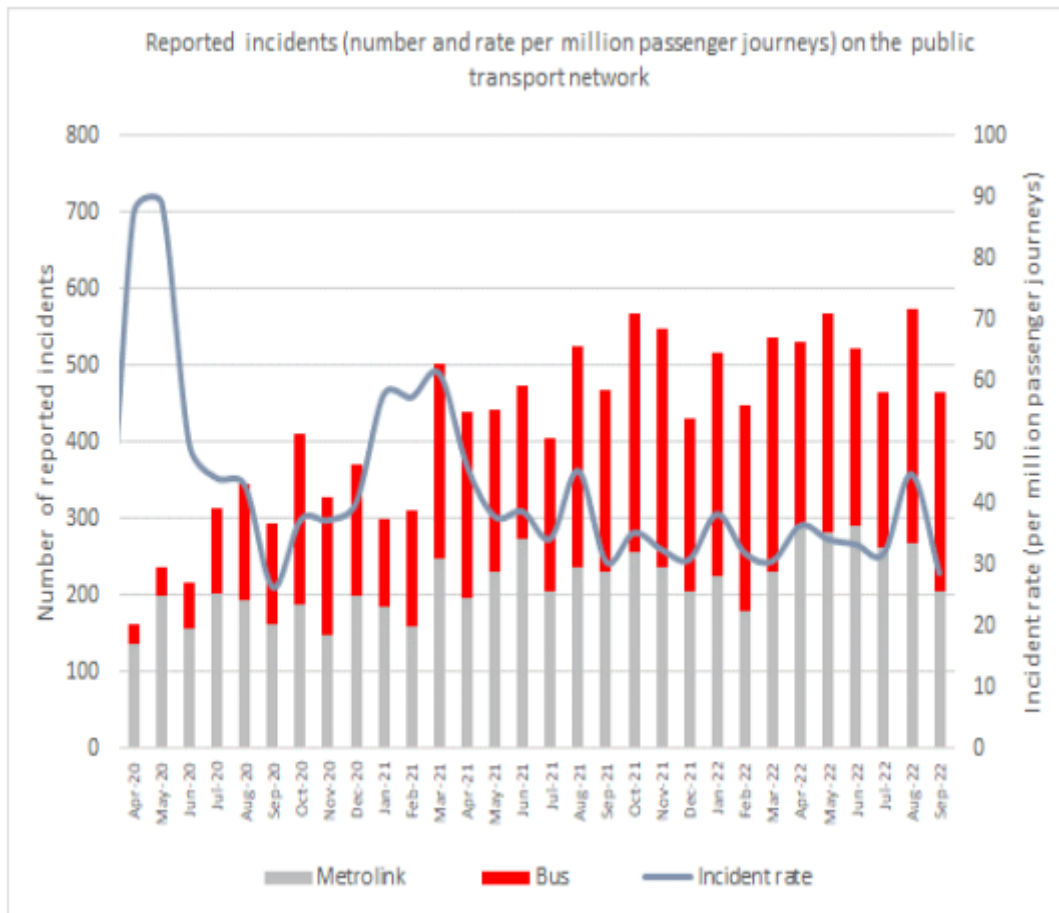
Asset reliability – Infrastructure

- 4.9 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.
- 4.10 Infrastructure assets dipped slightly below target in period six. This was due to a number of unrelated signalling system faults which were repaired and did not recur. The average 12 month rolling performance remains above target.



Crime & Anti-Social Behaviour

4.11 On average, 236 incidents of crime and anti-social behaviour per month were reported to Metrolink over last 12 months.



Crime & ASB Category	Sept 2019	Sept 2022
	Reported Incidents	Reported incidents
ASB	12	40
Assault (inc. domestic incidents)	34	14
Damage to Property	19	32
Drink and Drug Related Incidents	7	10
Harassment & Intimidation	49	59
Obstruct/Interfere with Network Operations	19	35
Other Public Order	17	4
Robbery & Thefts	24	7
Sexual Assault/Sexual Incident	3	0
Tram Surfing	1	3
Weapons Incident	4	2
Grand Total	189	206

- 4.12 Criminal damage continues to be an issue on the network and periods 5 and 6 continued to see more incidents on the Oldham Rochdale line than any other line. Each stop on the Oldham Rochdale line recorded at least one incident during September 2022.
- 4.13 The most common incident type is smashed station furniture; 12 incidents were recorded on the Oldham Rochdale line alone; this was followed by damage to trams. Oldham Central is the current incident hot spot with nine reported incidents during September 2022. This line remains a current TravelSafe tactical priority and TravelSafe Officers (TSO) deployments are prioritised for this line especially during evenings.
- 4.14 The Manchester Airport line has been recommended as a TravelSafe priority for the upcoming period, due to a high number of youth related incidents. During September, 56% of incidents on the line have been youth related, compared with a network average of 37%. The incidents primarily involve youths engaging in anti-

social behaviour and activating door handles, resulting in delays on the network and distress to passengers.

4.15 TravelSafe specialist operations were carried out across the network throughout periods 5 and 6 focusing on crime and anti-social behaviour hotspots. Deployments were supported by local councils, district policing teams and British Transport Police. Dates and locations of deployments in September include:

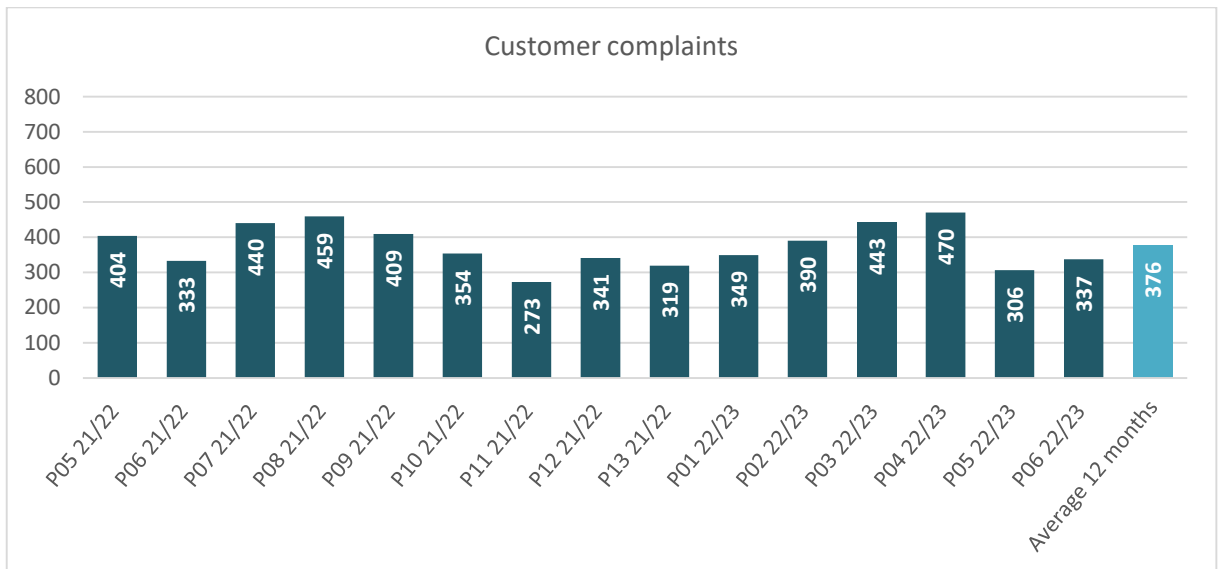
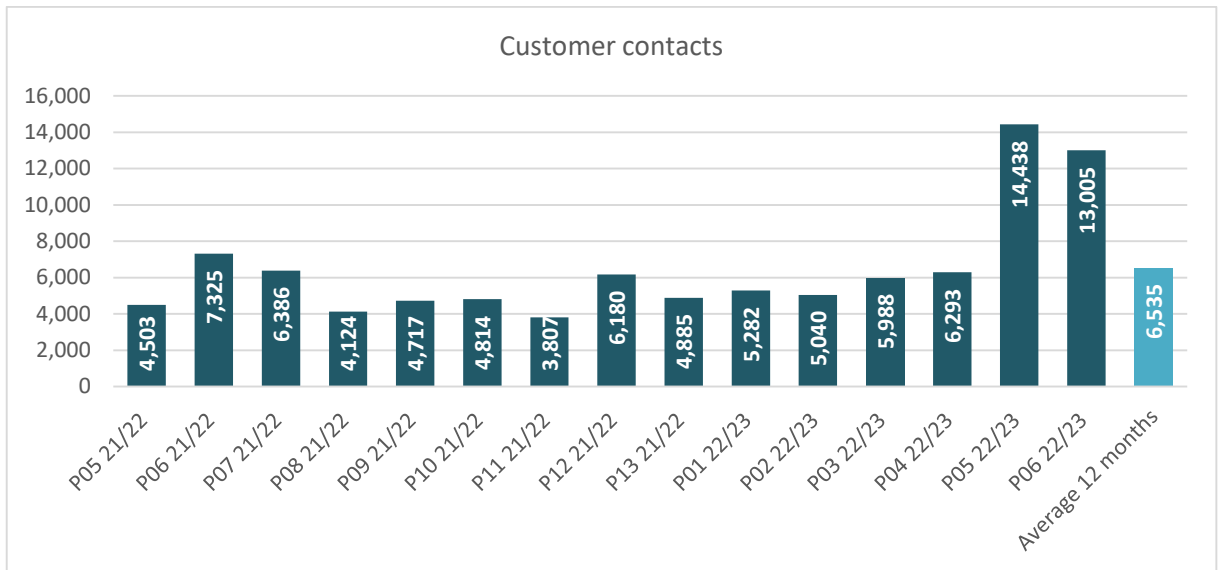
- City Centre (Victoria): 5 September
- Rochdale: 21 September

4.16 Operation AVRO took place during September. In the region of 400 police officers, alongside 200 TravelSafe partnership staff, were out in force on Tuesday 27 and Wednesday 28 September. Alongside the TravelSafe Partnership, GMP officers made 41 arrests, carried out 69 stop searches, and recorded 406 traffic offences and 530 speed offences. Around 1,500 Metrolink fines were also issued for fare evasion as part of targeted deployments across the tram network.

Customer contacts and complaints

4.17 Just under 97,000 customer contacts were dealt with during the year, averaging at 6,535 customer contacts per period (excluding twitter).

4.18 Customer contacts have significantly increased in periods five and six to pre Covid levels. The number of contacts is correlated to significant disruption on the network as a consequence of a number of days of 30°+ heat resulting in speed restrictions and line suspensions and significant engineering works taking place on the network. Customer contact categories related to service disruption and journey planning queries. Although customer contact numbers increased significantly, this did not translate into a significant increase in customer complaints.



Customer Experience and Engagement

- 4.19 KAM's School Engagement team continues to work within the local community. Attendance at assemblies and depot tours have been planned for the new school year and KAM have begun to connect with local schools to consider new engagement approaches and tailor packages for pupils. Dates for a series of stalls and open days targeting colleges have been confirmed for period seven. As part of this planning, a new look student guide has been produced which will be distributed to approximately 2,000 students.

- 4.20 Deployment of outreach workers from Manchester Youth Zone took place on the Airport line as planned in period six. This activity was arranged in response to an increase of loitering on this line. Misuse of door handles continues to be the primary category of youth anti-social behaviour. In response, KAM have issued a detailed briefing note to ensure all staff have the information they need to educate young people on the dangers and consequences of this behaviour.
- 4.21 KAM's ambassador team carried out safety and security focussed surveys on the Oldham Rochdale line during period six, in preparation for operation Avro. This work will continue post operation Avro to allow analysis of the impact of interventions taken in this area. The majority of the feedback received from customers underlined the significance of youth related anti-social behaviour and the impact this has on their impression of Metrolink.

5. FORWARD LOOK

Planned network renewals 2022

- 5.1 Most of the essential works during 2022 are to replace sections of track at key locations on the network of which some will require long closures.
- 5.2 The lengthier closures this year have mainly impact the city centre, Bury and Eccles lines, targeted around the quieter school holiday periods where possible. Other works will be shorter durations over weekends, evenings and overnight.

Works programme:

- Eccles rail renewal has now been completed and the line reopened between Eccles and MediaCityUK on Sunday 23 October.
- Piccadilly Gardens rail renewal was scheduled to be delivered in October for approx. 1 week. Due to an issue with Metrolink's rail supplier, The work to repair the track will take place during week commencing 21 November 2022. As a result of this delay, and to ensure the continued and safe operation of services in the run-up to the works, there will a temporary

change to some Metrolink services from Monday 24 October, until the Piccadilly Gardens works can take place towards the end of November 2022. Details of these works can be found at <https://tfgm.com/piccadilly-gardens-service-change>

- Victoria track works will be completed on Sunday 6 November. This will require a bus replacement to link the Bury, Rochdale, Piccadilly and Eccles services across the city during this day.
- Manchester Town Hall requires two days to conduct essential scaffolding works on Sunday 20 and Monday 21 November. This will result in the route between St Peters Square and Victoria via Exchange Square being closed. All services will be rerouted via Market Street for these two days with no services at Exchange Square stop.

Danny Vaughan

Head of Metrolink, TfGM

Appendix 1 - Period date listing

This report details the highlighted Period/s

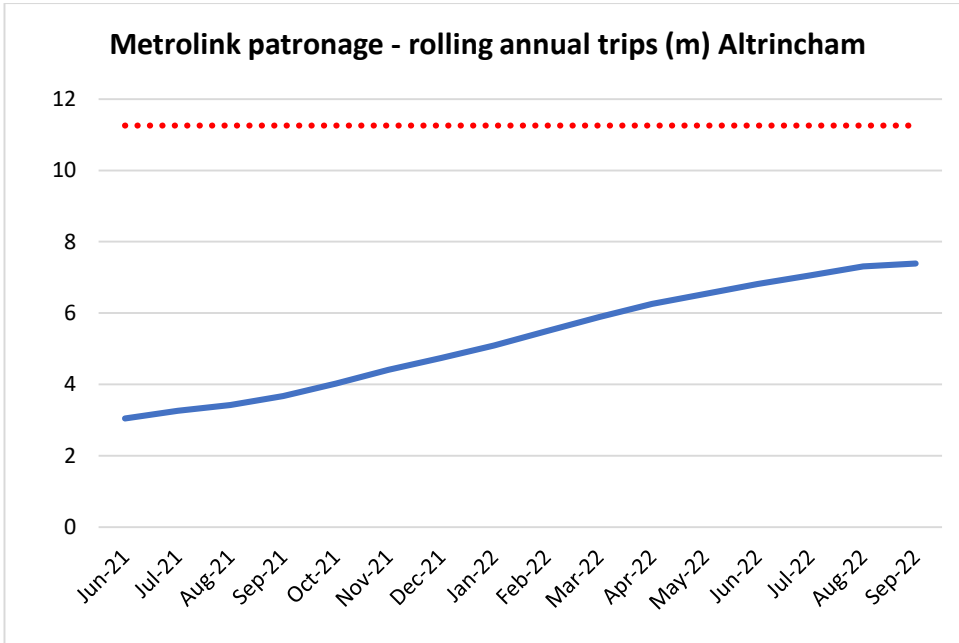
2021/22

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

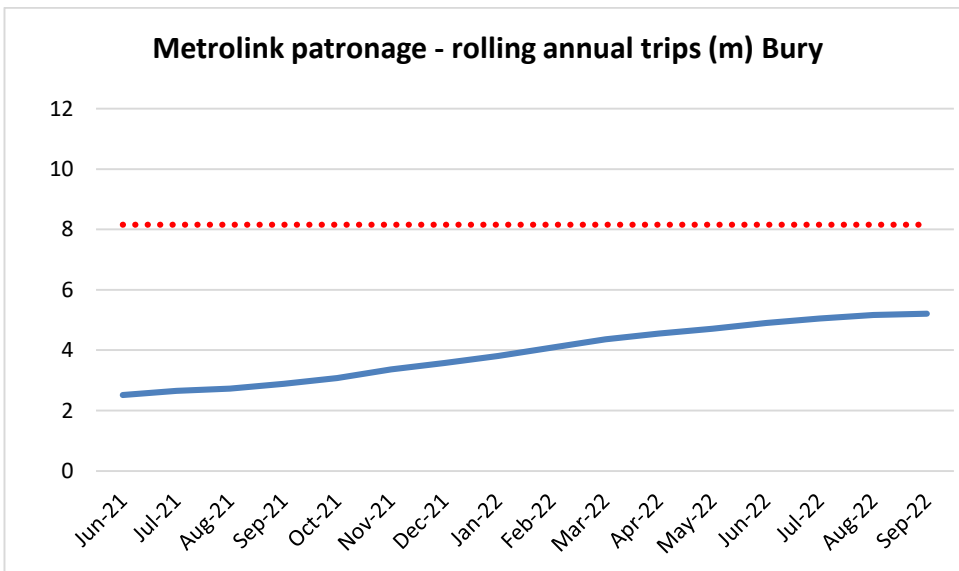
2022/23

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

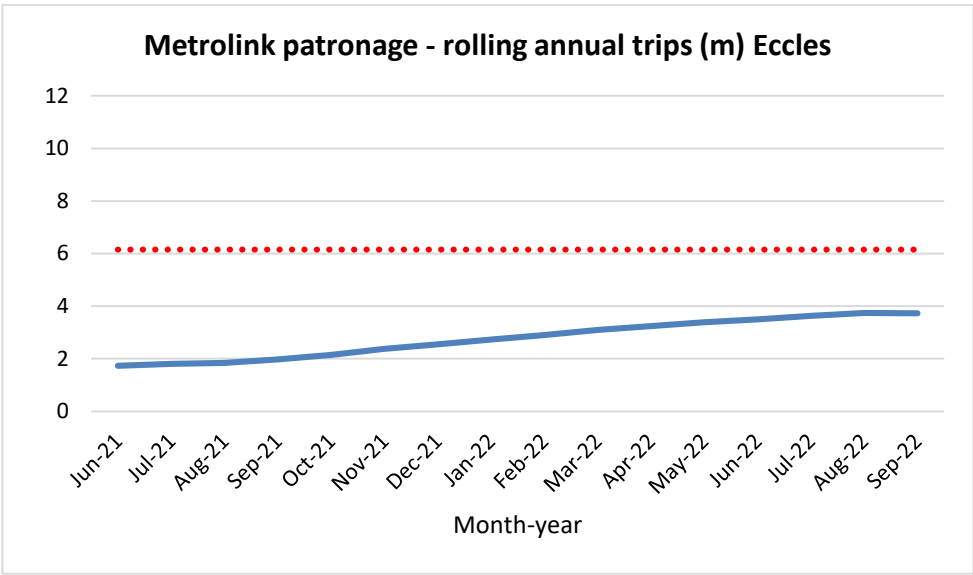
Appendix 2 – Patronage by line



Journeys latest:
7.4
Journeys pre-covid:
11.3

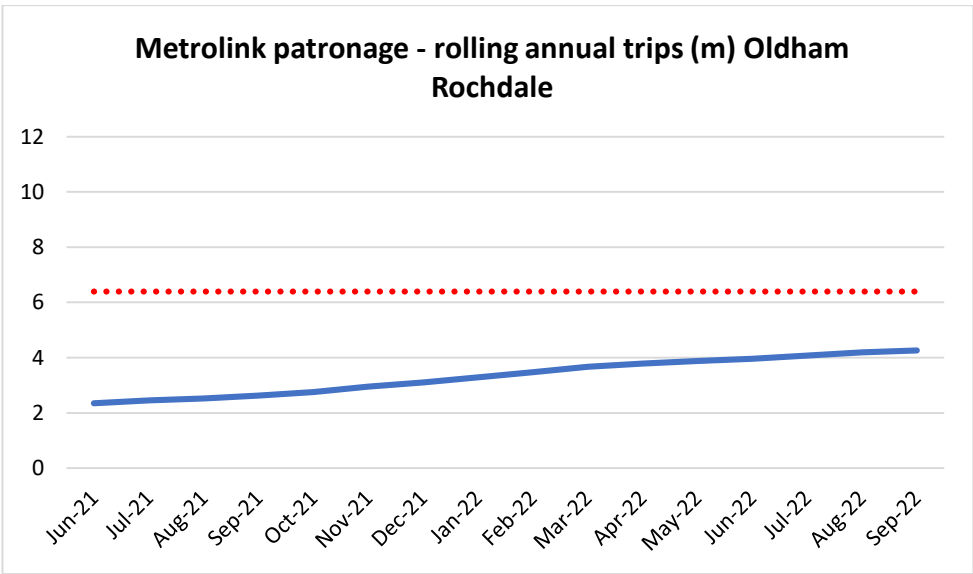


Journeys latest:
5.2
Journeys pre-covid:
8.2



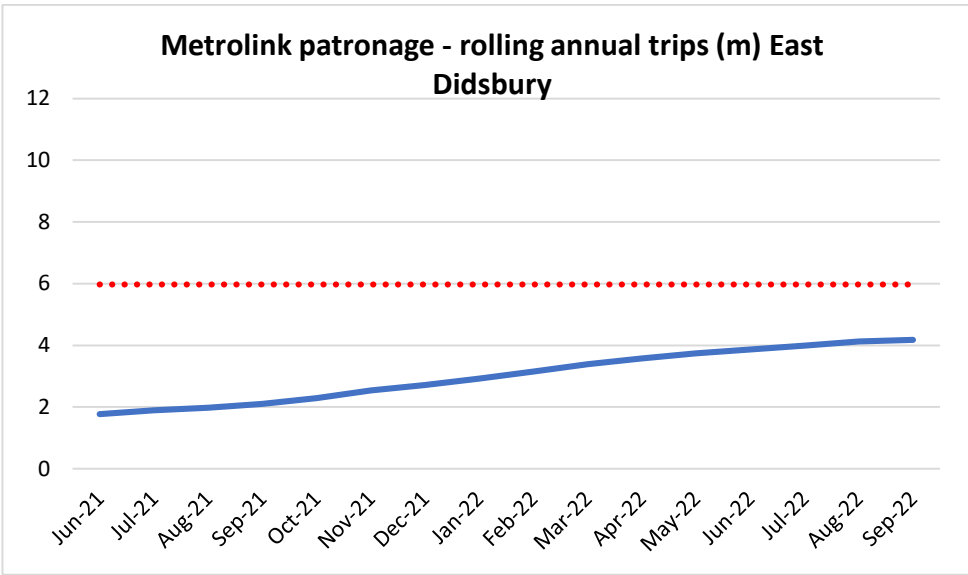
Journeys latest:
3.7

Journeys pre-covid:
6.2



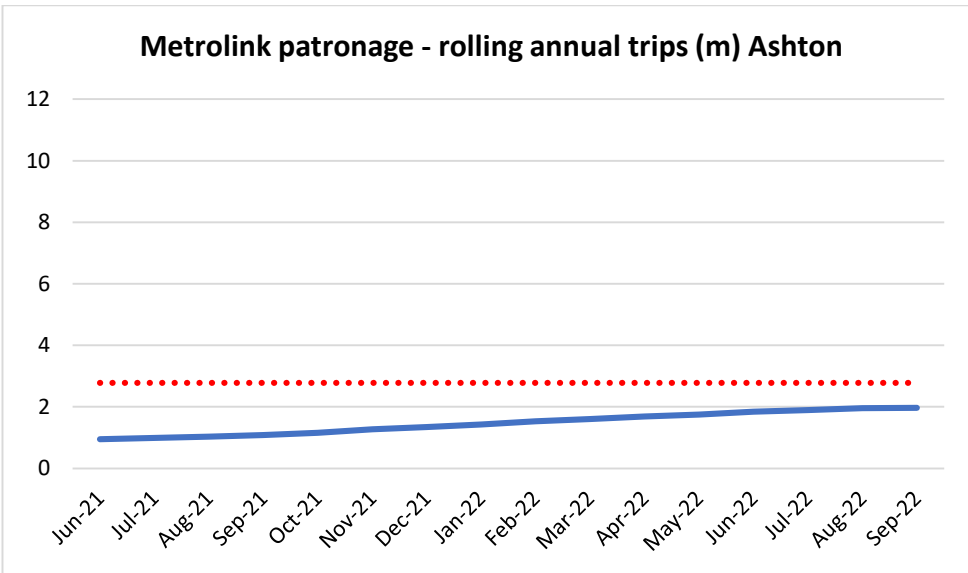
Journeys latest:
4.3

Journeys pre-covid:
6.4



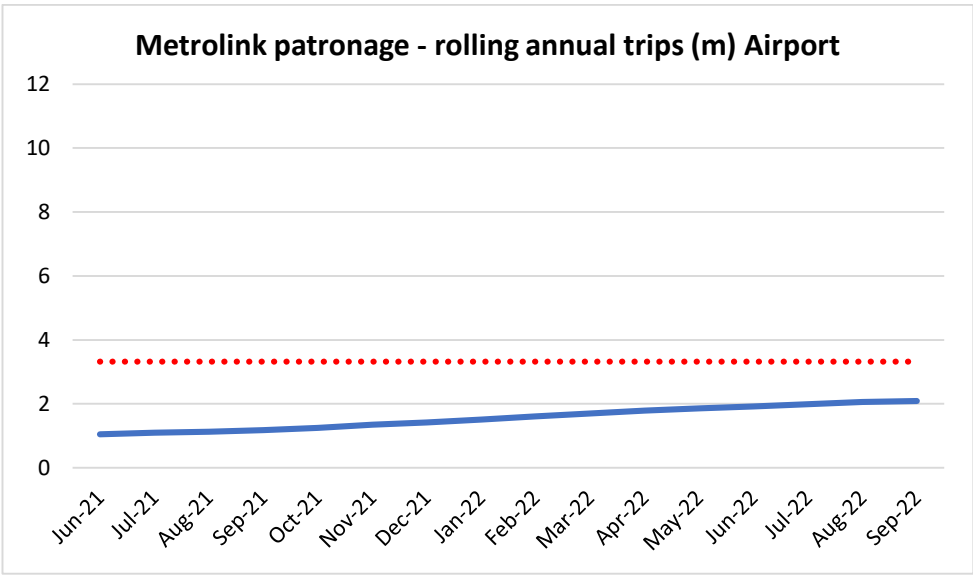
Journeys latest:
4.2

Journeys pre-covid:
6.0



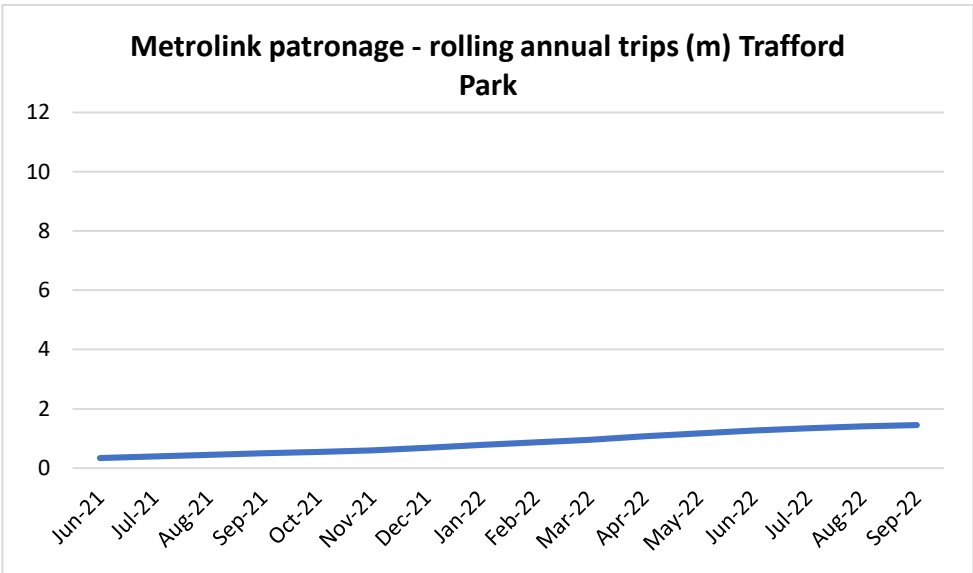
Journeys latest:
2.0

Journeys pre-covid:
2.8



Journeys latest:
2.1

Journeys pre-covid:
3.3



Journeys latest:
1.5

Journeys pre-covid:
-