

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

Date: 20 November 2020  
Subject: Metrolink Service Performance  
Report of: Daniel Vaughan, Head of Metrolink, TfGM

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**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:**

GMTC report of 18 September, 2020

**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:** 1

- o Appendix 1: Period date listing

Comments/recommendations from Overview & Scrutiny Committee

<b>TRACKING/PROCESS</b>		
Does this report relate to a major strategic decision, as set out in the GMCA Constitution		No
<b>EXEMPTION FROM CALL IN</b>		
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-19.
- 1.4 There are currently 120 trams serviced from two depots with 108 required to operate the current weekday daytime service.
- 1.5 Trams serve 99 stops covering routes totalling just over 100 Km. Metrolink is the most accessible of the public transport networks in Greater Manchester, providing step free access to all stops.

## **2. PERFORMANCE SUMMARY**

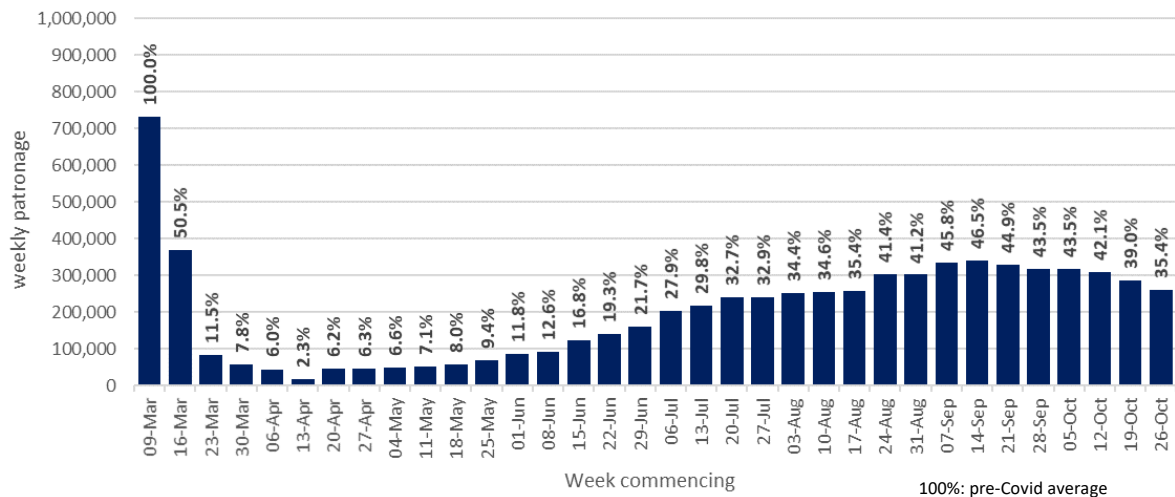
- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period through to 17 October 2020.
- 2.2 98.6% of scheduled miles were operated during the 12 months to October 2020 against a performance target of 99.4%. Tram availability issues were the dominant cause of lost mileage during the most recent period.
- 2.3 Recorded incidents of crime and anti-social behaviour on the network have risen following the increase in patronage post first lockdown. Byelaw breaches have increased resulting in court prosecutions. Criminal damage has escalated across the network to platform shelters, TVMs, ticket validators, saloon windows, tram seats and cycle hubs.
- 2.4 Issues relating to ticketing, particularly contactless and cash lost in TVMs ranked as the top reasons for customer contact.
- 2.5 Additional Covid measures will be implemented in December to include increased resourcing to support customers travelling safely, an additional 500 hours per week of touch point cleaning as well as the installation of sanitiser units on high footfall stops.
- 2.6 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 actions with TfGM and GMP, and effective school engagement plan were key enablers.
- 2.7 Metrolink infrastructure assets are continuing to perform well however vehicle reliability continues to impact performance. This continues to be monitored as all available trams are operating to support social distancing.

2.8 Metrolink have implemented several national recommendations from the RAIB investigation into the Sandilands incident with further work continuing.

2.9 **Patronage**

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

2.11 COVID-19 has significantly impacted patronage on the Metrolink network as can be seen in the chart below.



2.12 Patronage decreased to approximately 5% of pre Covid levels during the first lockdown of the pandemic, showing a week on week increase from the 13<sup>th</sup> March.

2.13 Patronage increased again as schools, colleges and universities returned following the summer holidays, but began to fall again from the 21<sup>st</sup> September, as Greater Manchester entered into Tier 2 then tier 3 restrictions, and curfews were placed upon the hospitality sector.

2.14 Patronage during week commencing 26<sup>th</sup> October fell to 30% of pre-Covid average patronage, effected in part by GM schools half term holidays, the closure of licensed premises (not serving meals) and a week of inclement weather.

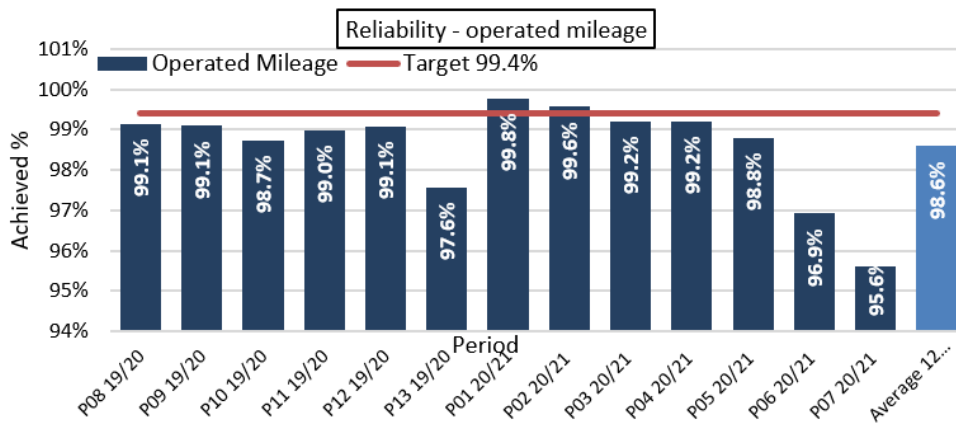
A national lockdown was announced on 31 October covering the period from 4 November to 2 December where leisure facilities and hospitality sectors will close in full. This will significantly be reducing patronage on Metrolink during the month of November 2020.

2.15 The Department for Transport (DfT) confirmed that a further funding package of up to £33.58 million will be made available to Metrolink this was in addition to the £44m previously awarded since March. The money is part of a wider £67.8m funding package which has been made available to tram services across the North and Midlands in the latest announcement. The funding will be available from 27 October 2020 to 31 March 2021 and will be split into two tranches but subject to Ministerial review and recovery plan including fares, capital renewals, services and “modernising the workforce”.

### 3. OPERATIONAL PERFORMANCE

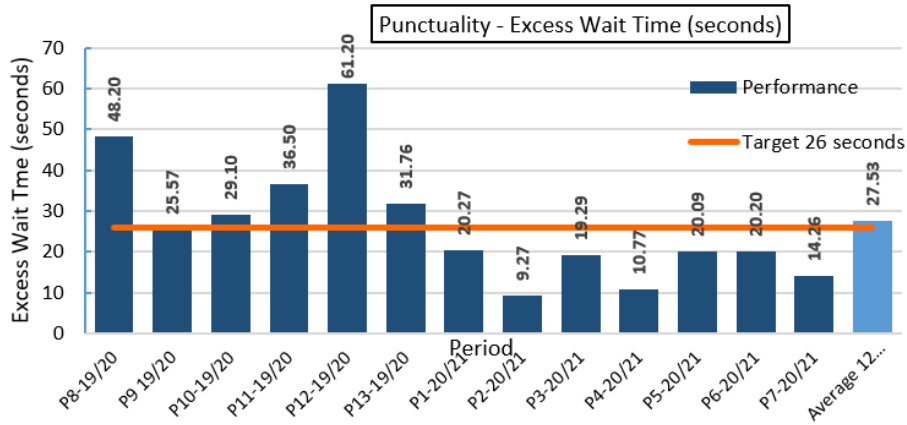
#### Reliability

- 3.1 Reliability is measured by operated mileage. Operated mileage is the number of tram vehicle miles operated versus the number of scheduled miles.
- 3.2 A miles operated target of 99.4% was set for the year 2020/21, with the annual average reliability measure missing the target owing to tram related issues.



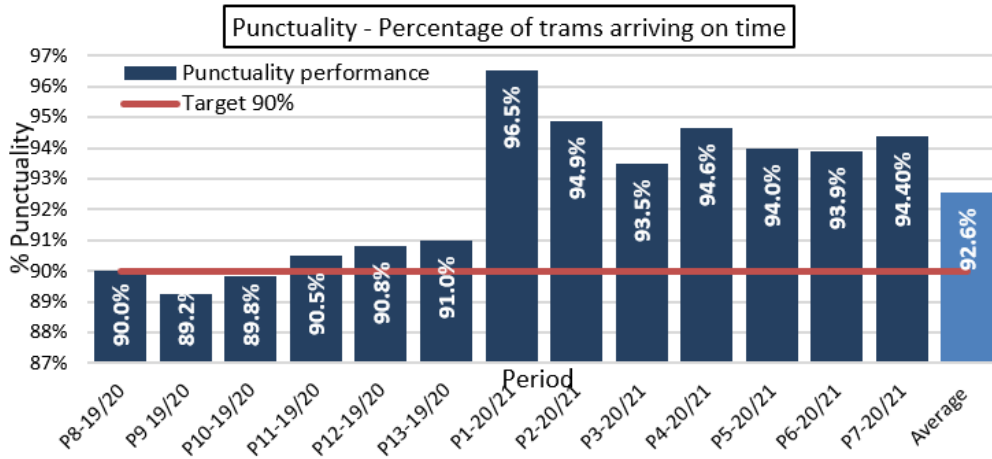
#### Excess Wait Time

- 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 October 2020 was 28 seconds against a target of 26 seconds and has shown significantly improved performance since period 1. The chart below shows EWT performance over the year. In this case a lower number is better performance for our passengers.



**Punctuality - Percentage of trams operating to time.**

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



**Asset reliability - Trams**

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

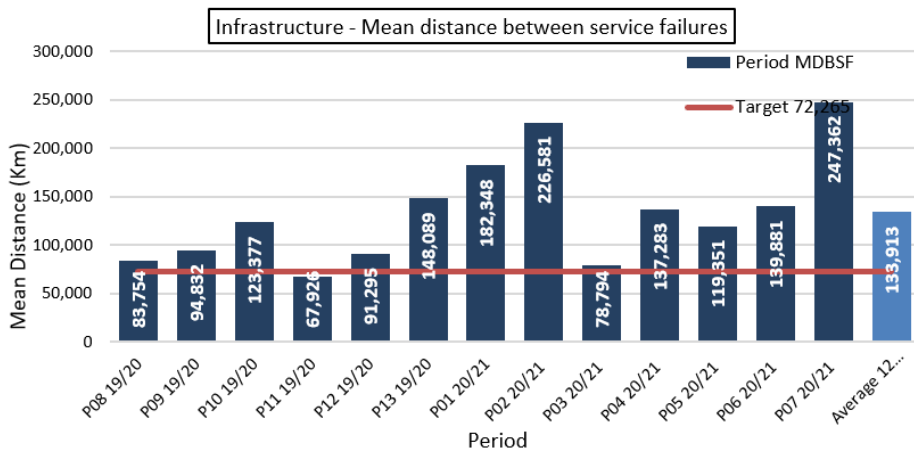


3.7 Tram reliability for the period has remained below 90%. As was mentioned in the last report, an exacerbating factor this period has been problems with a mounting bracket becoming loose or even detached. This led to a fleet check being carried out very rapidly with additional in-service monitoring. This monitoring resulted in eight trams being taken out of service to have the suspension units repaired or adjusted with a consequent impact on fleet reliability. Bombardier have supported the investigation.

3.8 This has added to the pressure on resources already present due to COVID restrictions which limit the flexibility that is normally available with teams being kept in separate 'bubbles' to minimise transmission risk.

**Asset reliability - Infrastructure**

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

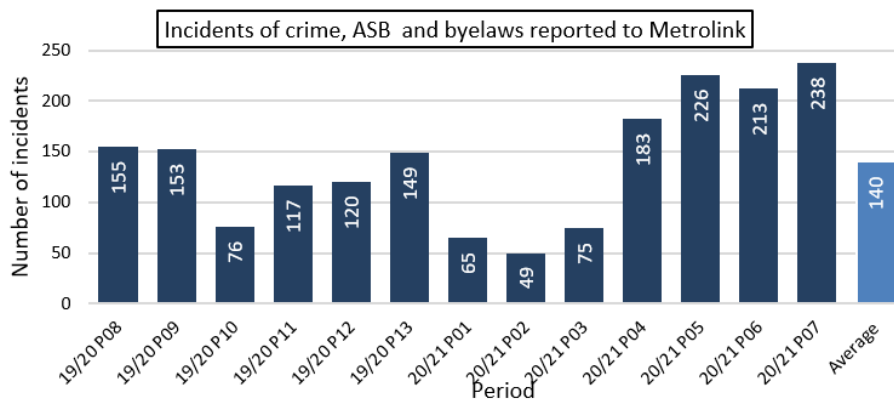


3.10 Infrastructure performance has continued to be well above target now for the past 8 periods. The tram management system has performed particularly well.

### Crime & Anti-Social Behaviour

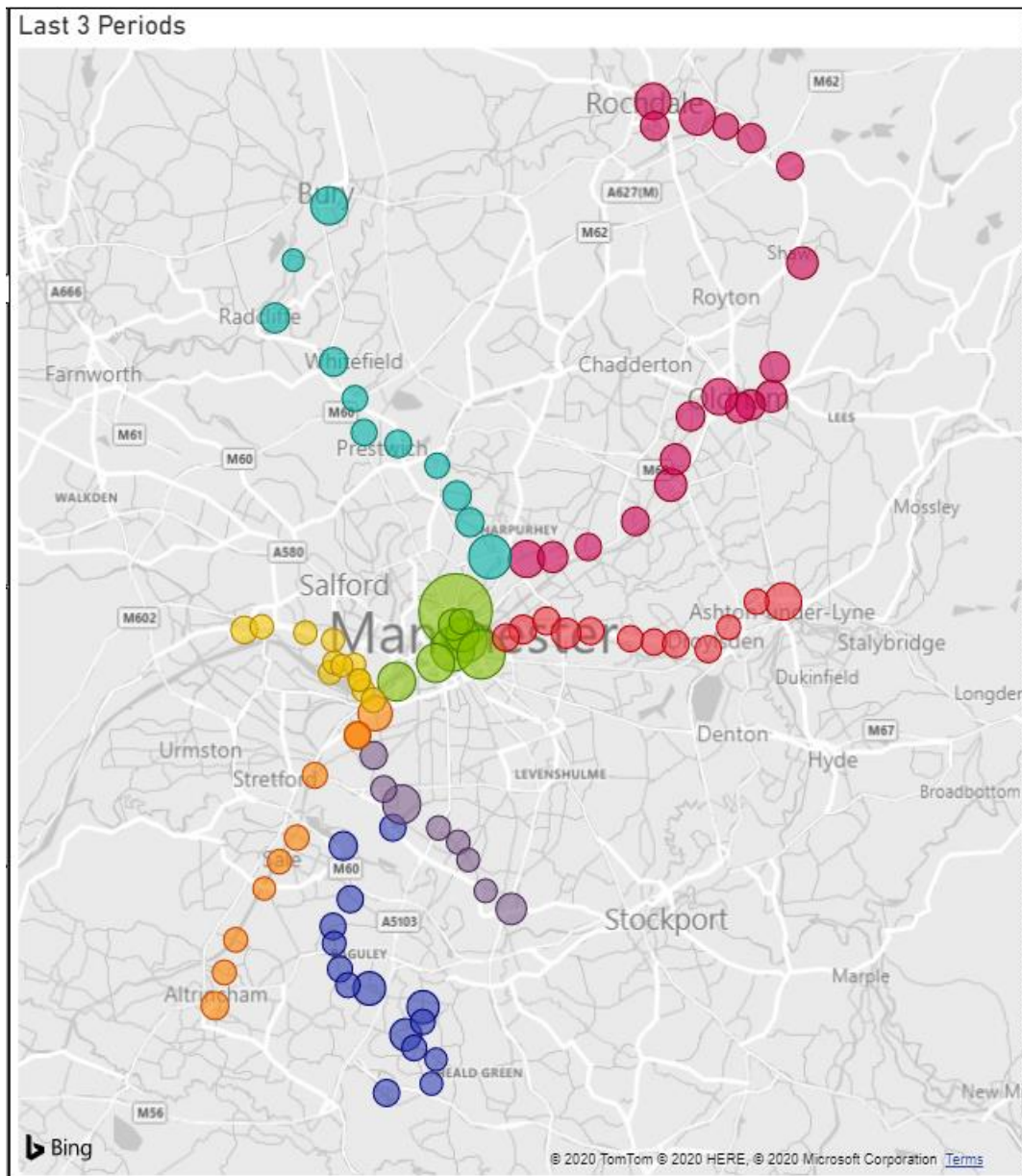
3.11 On average, 140 incidents of crime and anti-social behaviour per month were reported to Metrolink across the duration of the year.

3.12 Recorded incidents of crime and anti-social behaviour on the network have risen. Byelaw breaches have increased resulting in court prosecutions. Criminal damage has escalated across the network to platform shelters, TVMs, ticket validators, saloon windows, tram seats and cycle hubs.



The locations of hot spots for crime and anti-social behavior in the past three periods are shown on the map below.



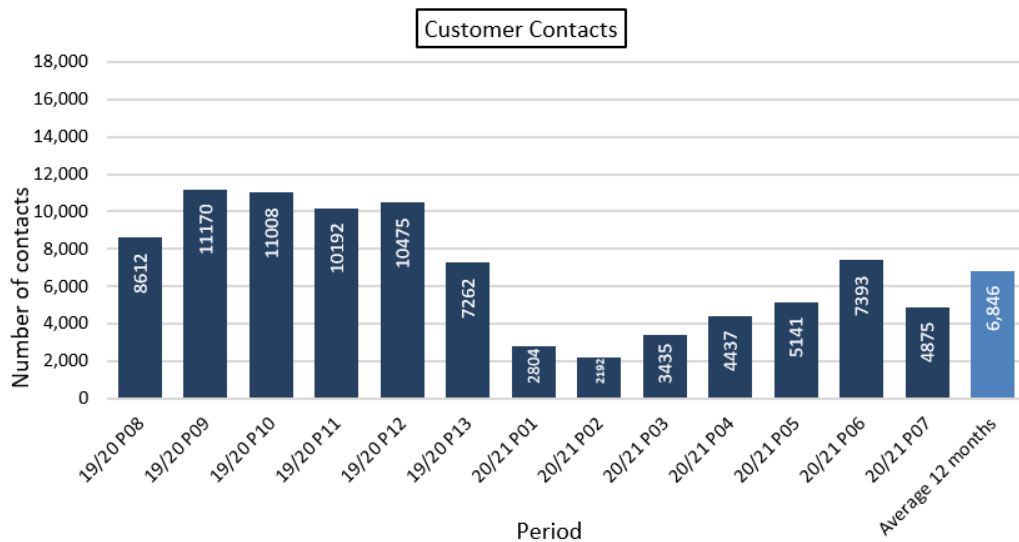


- 3.13 From the end of September onwards the TravelSafe Partnership have carried out 15 days of action on the Metrolink network predominantly focussing on the Bury, Ashton, Altrincham and Oldham lines which were highlighted as hotspots for non-compliance of wearing face coverings. This was mainly to target with school children traveling to school and back and not adhering to the Covid guidelines of social distancing and wearing a face covering. Agency staff supported the operations by handing out face masks and some schools sent teachers to help deliver education message to children.
- 3.14 After serving a “Community Protection Notice” on the organiser of car cruises there has been a drop in these type of events over last couple of months. This is being continually monitored so we can react promptly.
- 3.15 Currently the hotspot for crime and ASB is city centre, mainly Victoria Station.

- 3.16 Tram surfing increased on the network across various locations in September, but more recently in the city centre. A juvenile sustained a minor injury whilst surfing. The Transport Unit and KAM are keen to explore a restorative justice approach and work is ongoing to determine whether the juvenile would be willing to partake in some media activity to deter others from doing the same. Several initiatives are being delivered by the operator to be able to detect this activity quickly to enable to driver to take immediate action.
- 3.17 TravelSafe Officers have completed byelaw enforcement training and commenced byelaw enforcement activity across the Metrolink Network on the 7th September 2020. Since 7<sup>th</sup> September 2020 to 31<sup>st</sup> October 2020, TravelSafe officers reported 309 byelaw offences and out of those 90 were reported for prosecution through the court. Most reported byelaw offences are for smoking, verbal abuse and open alcohol containers.

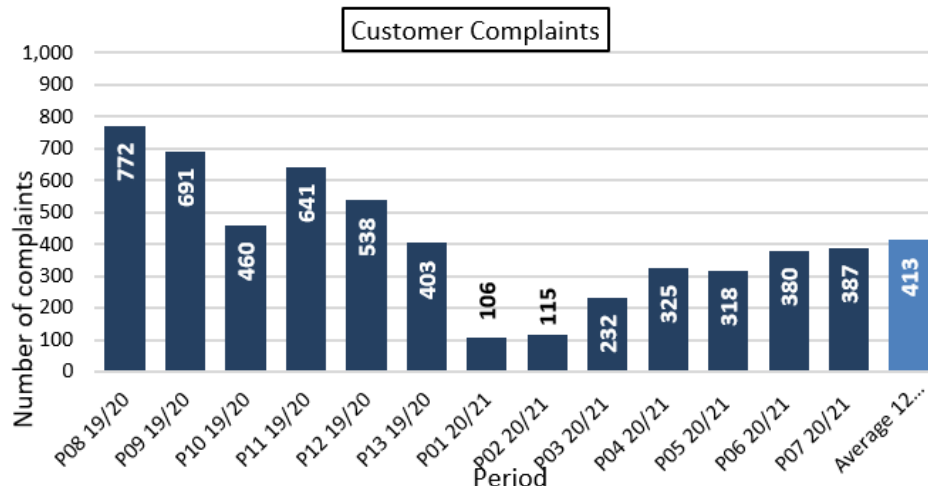
**Customer contacts and complaints**

- 3.18 Just under 90,000 customer contacts were dealt with over the duration of the year, averaging at just under 7,500 customer contacts per period (excludes twitter contact).



The charts above and below show clearly how the number of customers contacts dropped significantly at the outset of Covid-19.

- 3.19 The category of contacts varies by period. Ticketing related contacts dominated customer feedback channels, particularly in respect of incomplete journeys arising from an unregistered tap out using contactless.



## 4. CAPITAL PROGRAMME

### Trafford Park Line

- 4.1 The Trafford Park Line Metrolink extension has been accredited as “CEEQUAL Excellent”. CEEQUAL is the evidence-based sustainability assessment, rating and awards scheme for civil engineering, infrastructure, landscaping and public realm projects.

The assessment of Trafford Park Line was carried out over several years and the project achieved “Excellent” ratings for both its Sustainability Strategy and Sustainability Performance Whole Team Assessment. The CEEQUAL assessor noted how the TPL Business Plan had sustainability at its heart (both socio-economic and environmental), and TfGM’s Environmental Policy was highlighted in the assessment for outlining clear environmental objectives in terms of energy, waste, water, air quality, construction and sustainable procurement and biodiversity

- 4.2 On 5 November the Trafford Park Line contractor, MPT, won 3 prestigious awards at the annual British Construction Industry Awards. These were “Transport Project of the Year”, “Health, Safety and Wellbeing Initiative of the Year” and overall “Project of the Year”.

### New trams

- 4.3 The delivery of the first new tram is expected mid-November and following rigorous testing and commissioning should be in service before Christmas. Other trams will arrive shortly after through the course of next year which will increase capacity on the network by enabling the use of more doubles to support social distancing in the short term and support the delivery of patronage growth in the longer term. Deliveries continue to April 2022.

## **Tram Management System (TMS)**

- 4.4 TMS programme continued with the completion of works at MediaCityUK, Rochdale Town Centre and Bury Line conversion to line of sight operations with the final works this year taking place on the 14/15 November between Bury and Whitefield.

## **5. FORWARD PLAN**

### **Service**

- 5.1 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. A longer-term service pattern is in development with KeolisAmey Metrolink.
- 5.2 Due to the changes in the Covid response following the introduction of the Tier system, Greater Manchester moving into Tier 3 in October and the announcement of a November lockdown, it is not proposed to make any significant changes to the service until Q2 2021.
- 5.3 Recovery service options in development to optimise capacity and target to meet demand.

### **Planned engineering works**

- 5.4 Next 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, Rochdale and Eccles.
- 5.6 Continuation of infrastructure enhancements to prepare for the 27 new trams. One depot has already had minor works completed, while the other will require more substantial upgrades next year. The depot works is unlikely to affect passengers. Three new substations on the Bury line are also required to provide additional power for the trams. It is not yet known what the impact of these works will be on passengers, though it is likely to be minimal.
- 5.7 Network Rail planned bridge works at Victoria will also impact upon Metrolink services and we have been working closely with Network Rail to plan these works and minimise the impact on services as much as possible.

### **Customer Experience**

- 5.8 TfGM continue to review the ticketing offer in these changing times following the reduction of cash payments throughout Covid-19 and changes in travel behaviour and is a key activity within the recovery roadmap.

- 5.9 Additional resource will be brought onto the network in December to support the Covid response and support customers throughout their journeys. A campaign refresh that highlights these enhanced activities as well as promoting the safety guidelines whilst using the network, will also be delivered.
- 5.10 Metrolink will also launch a Customer Policy which provides oversight on how our services operate, what to expect from their journey experience and what is also expected from our customers when travelling with us. This will form part of the information available to customers online alongside our Accessibility Guide and monthly performance overview.
- 5.11 Metrolink's Customer Experience Plan for 2021 is being developed which will outline the key priorities for both KAM and TfGM next year. A situational analysis has been drafted which identifies key themes from customer feedback collated throughout 2020.

**Danny Vaughan**  
**Head of Metrolink, TfGM**

## Appendix - 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