

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

Date: 18 September 2020  
Subject: Metrolink Performance Report  
Report of: Daniel Vaughan, Head of Metrolink, TfGM

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**PURPOSE OF REPORT**

Provide an overview of the operational performance of Metrolink services.

**RECOMMENDATIONS:**

Members are asked to note the performance of Metrolink services.

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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**

- Appendix 1: Period date listing

**BACKGROUND PAPERS:**

- Metrolink Quarterly Performance Report – 21 February 2020

<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. INTRODUCTION/BACKGROUND**

- 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**

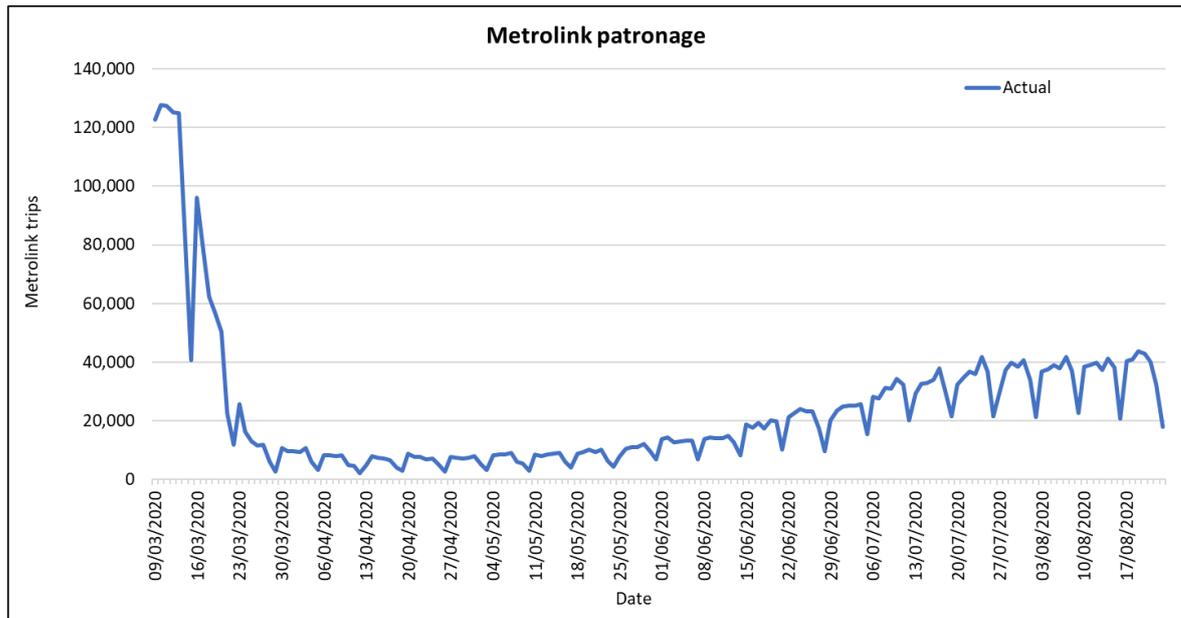
- 2.1 The Metrolink Quarterly Performance Report provides a performance summary for the rolling 12-month period through to 25 July 2020.
- 2.2 As expected, Metrolink patronage has been significantly affected by the COVID-19 pandemic reducing patronage down to just 5% of normal levels by Easter. Patronage growth has been steadily increasing since changes in Government guidelines and we are now carrying approx. 40% of pre COVID-19 patronage.
- 2.3 98.9% of scheduled miles were operated during the 12 months to July 2020 against a performance target of 99.4%. In the last quarter performance has remained above the target during the operation of bespoke COVID-19 services introduced.
- 2.4 Recorded incidents of crime and anti-social behaviour on the network decreased during the COVID-19 lockdown. Levels have begun to climb since the lockdown has begun to ease and people begin to use public transport again.
- 2.5 The number of recorded customer contacts and complaints also reduced during the lockdown due to the very low numbers of customers using the network, following government advice not to travel on public transport.
- 2.6 Despite challenging circumstances, the Trafford Park line opened on 22 March. The service currently operates between Cornbrook and the intu Trafford Centre, the planned extension of the service across the city centre remains under review.

2.7 The delivery of the first of 27 new trams have been delayed until October 2020 as a result of of the COVID-19 pandemic and its impact on the supply chain in northern Italy and elsewhere.

## 2.8 PATRONAGE

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

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



2.11 At the outset of the pandemic, a significant shift in the patronage proportion by line was noted. Pre COVID-19, patronage was weighted towards the Altrincham and Bury lines. During COVID-19, patronage shifted towards the Oldham and Rochdale and the Airport Line. Sector of employment and ability to work from home is the primary factor influencing this shift. To respond to these requirements, Metrolink changed the frequency of services to operate a significantly larger proportion of double trams on most routes compared to what was operated prior to COVID-19.

2.12 Social distancing guidelines have restricted the number of passengers carried per vehicle. At 2 metres, 20 passengers per single unit could be carried, which is 10% of total vehicle capacity. At 1 metre, 46 passengers can be carried, which is 23% of total vehicle capacity.

2.13 Enhanced cleaning regimes were put in place as well as clear signage and guidance for travelling safely during this time.

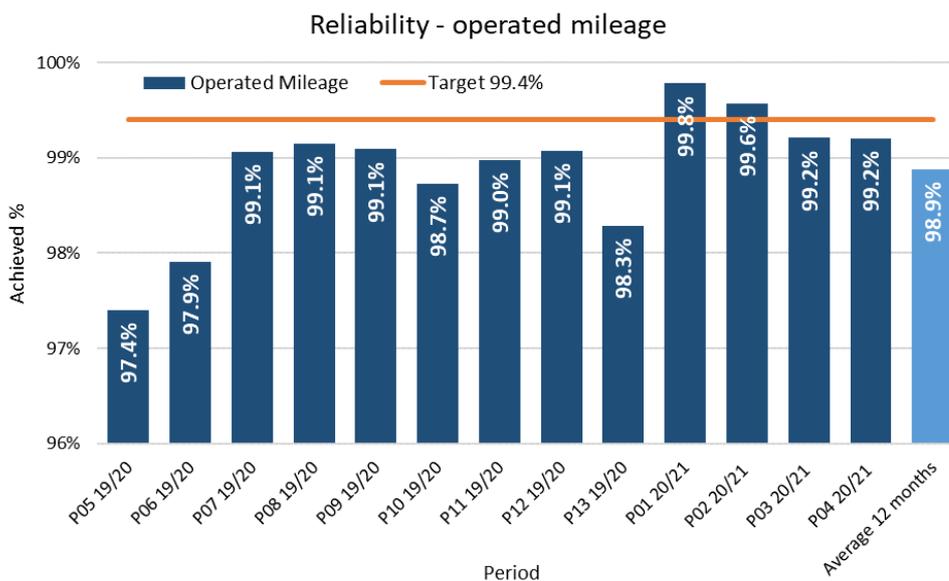
2.14 Ticketing changes were also implemented to respond to the changes required in retail channels to minimise contact risk. Contactless and online/app payments were widely promoted as the safest way to purchase tickets.

- 2.15 With changes in use of the network a carnet product 'Clipper' was launched to enable customers to get season ticket benefits with greater flexibility on the frequency of weekly travel. This travel card can be bought online for the 'get me there' smart card and the product offers 10 identical 1 day adult travel cards (both peak or off-peak) for the price of 9 which can be used within a 28 day period. This is designed for flexible workers, part-time workers or anyone who travels regularly but not every day.
- 2.16 DfT funding agreements have been in place throughout COVID-19 to ensure we have the ability to continue to keep Greater Manchester moving. The first announcement was for funding of £11.6 million intended to cover the 12-week period from 17 March to 8 June. This was followed by a second announcement increasing the support to £24.97 million across a 20-week period, from 17 March through to 3 August.
- 2.17 The latest DfT announcement provides TfGM with an additional £19.1 million to cover the 12 week period, 4 August to 26 October. Indications are that funding will continue beyond 26 October, but we await formal confirmation.

### 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 only slightly missing the target, owing to some tram reliability issues (see section 3.9 below).

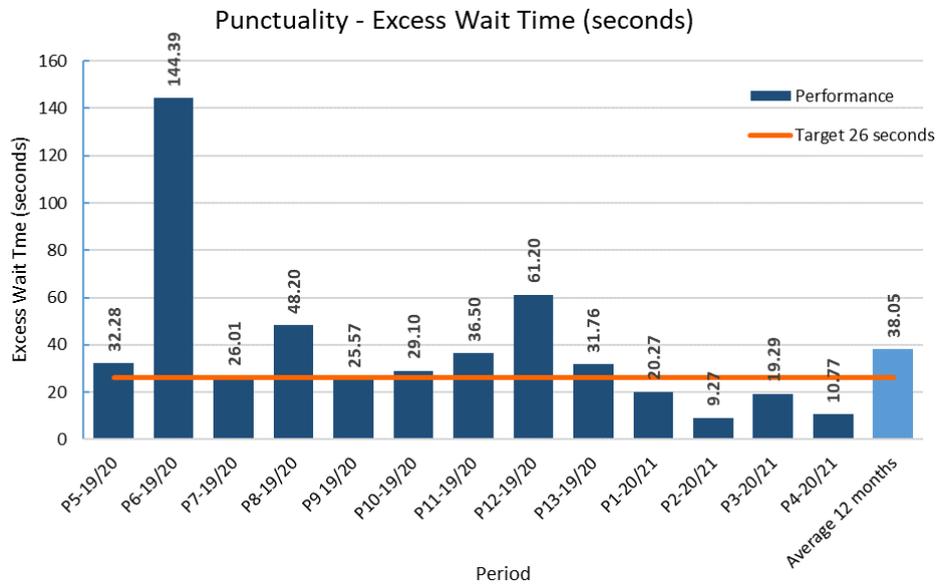


- 3.3 Network reliability improved at the start of COVID-19 (period 1 above) and, although it has dipped slightly since, this overall performance improvement has been largely sustained.

### Punctuality - Excess Wait Time

3.4 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.

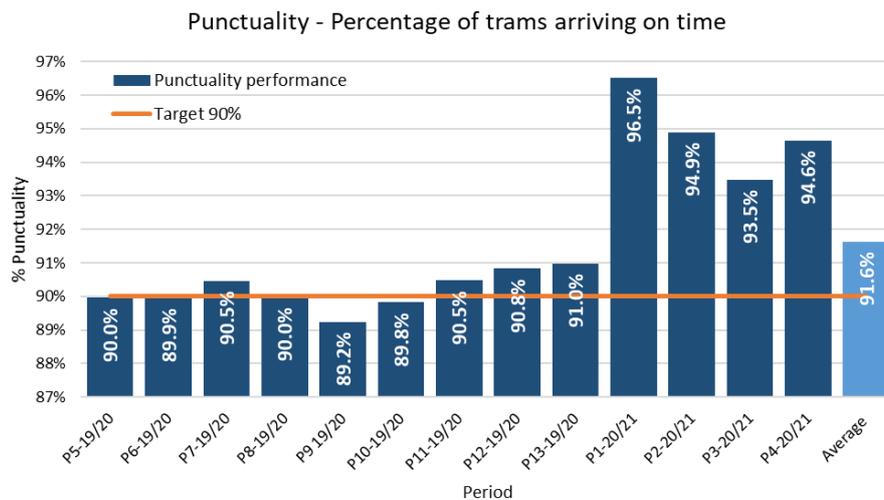
3.5 The EWT average performance for the 12 months to July 2020 was 38 seconds.



3.6 The EWT target of 26 seconds network wide has been met in every period since period 1.

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

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



### Asset reliability - Trams

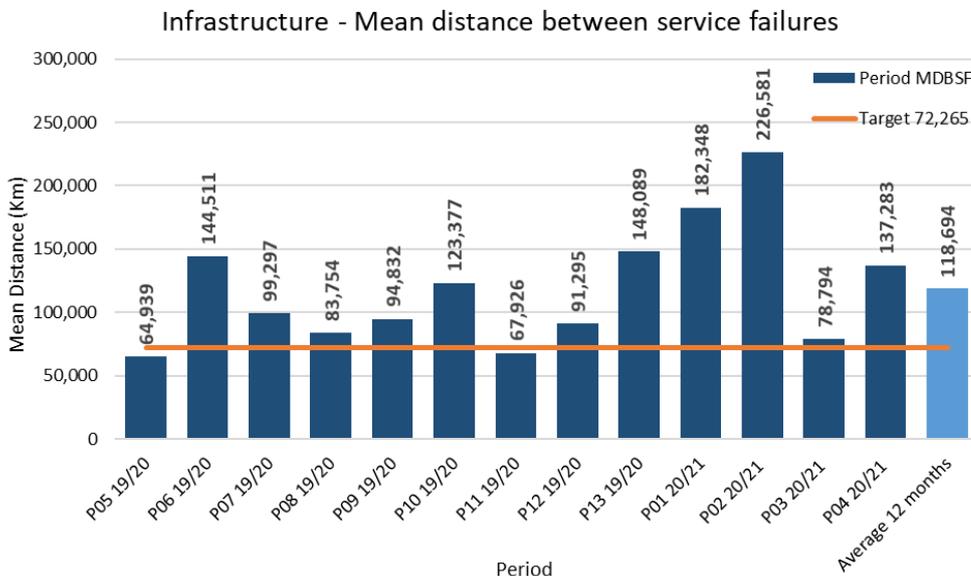
3.8 Tram availability shows the percentage of the fleet that has been available during each period.



3.9 Performance has improved in the most recent period after a number of vehicle failures during the summer months. Heat related rolling stock reliability issues were caused by challenges relating to hydraulic brakes and air conditioning units. KAM has since overhauled a number of the tram hydraulic braking units, which has improved performance.

### Asset reliability - Infrastructure

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

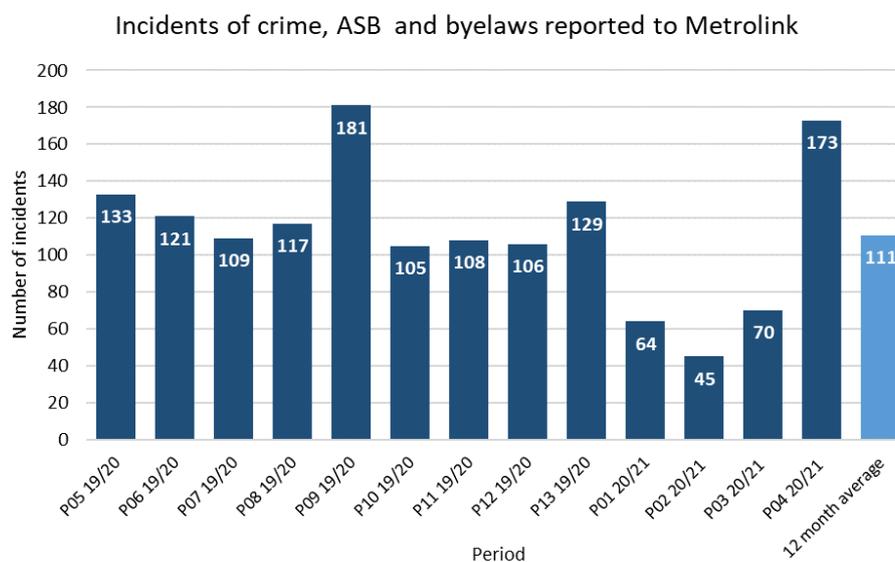


3.11 Performance only dipped slightly below the target in period 11. This was due poor performance of the points at Rochdale Town Centre. The layout and drainage solutions are under review for this section of highway with a view to eliminating future problems.

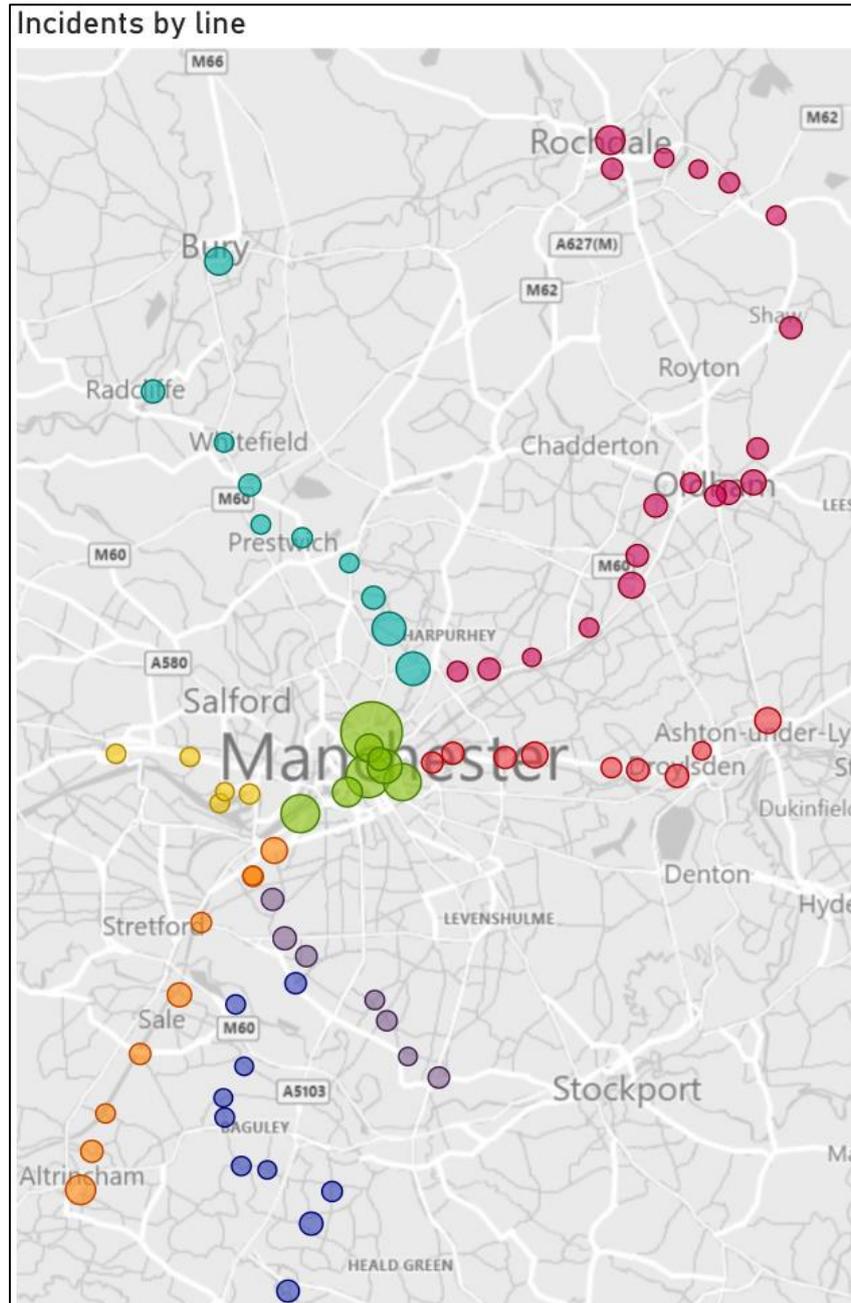
### Crime & Anti-Social Behaviour

3.12 On average, 111 incidents of crime and anti-social behaviour per month were reported to Metrolink across the duration of the year.

3.13 Recorded incidents on the network fell at the outset of the COVID-19 lockdown. However, incidents (173) have begun to increase as lockdown measures are relaxed and more people began to travel on public transport again. This can be seen in the chart below.



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

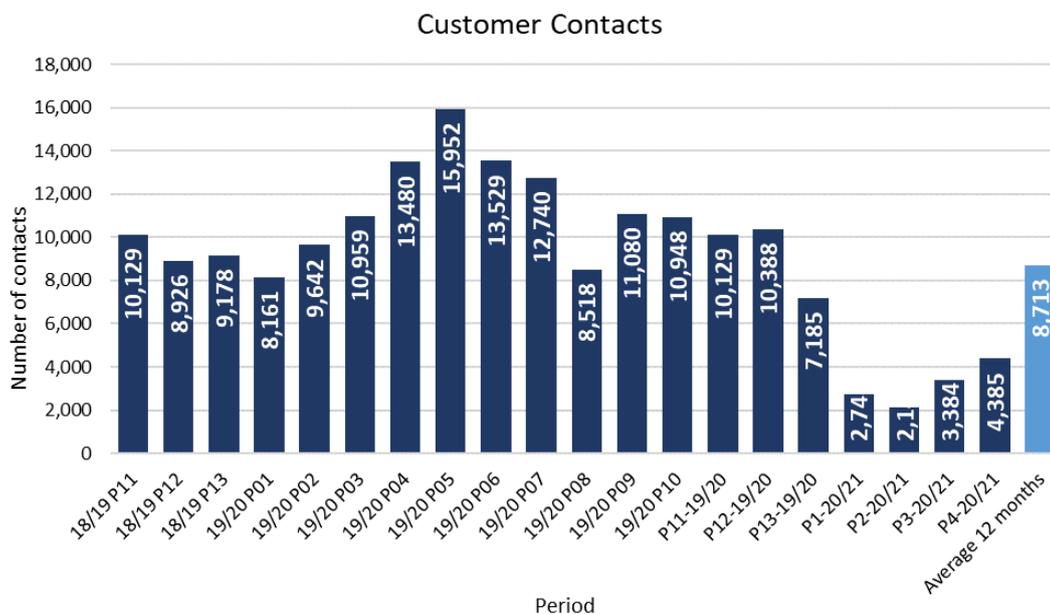


- 3.15 The TravelSafe Partnership ran three days of action across July in the city centre and Rochdale (to support messaging around face covering compliance given local enhanced measures.) These deployments have been well received and had a positive impact on passenger face covering compliance. As such, a forward plan has been developed to deploy jointly each week across August and September. Locations will be identified in line with the Partnership tactical priorities alongside rates of face covering compliance.
- 3.16 On 25 July a couple were assaulted on Metrolink at St. Werburghs Rd by a group of youths, this was reported in the media by the Manchester Evening News. KAM have provided on stop CCTV to the police and the main suspect has now been identified and is currently pending arrest/charges.

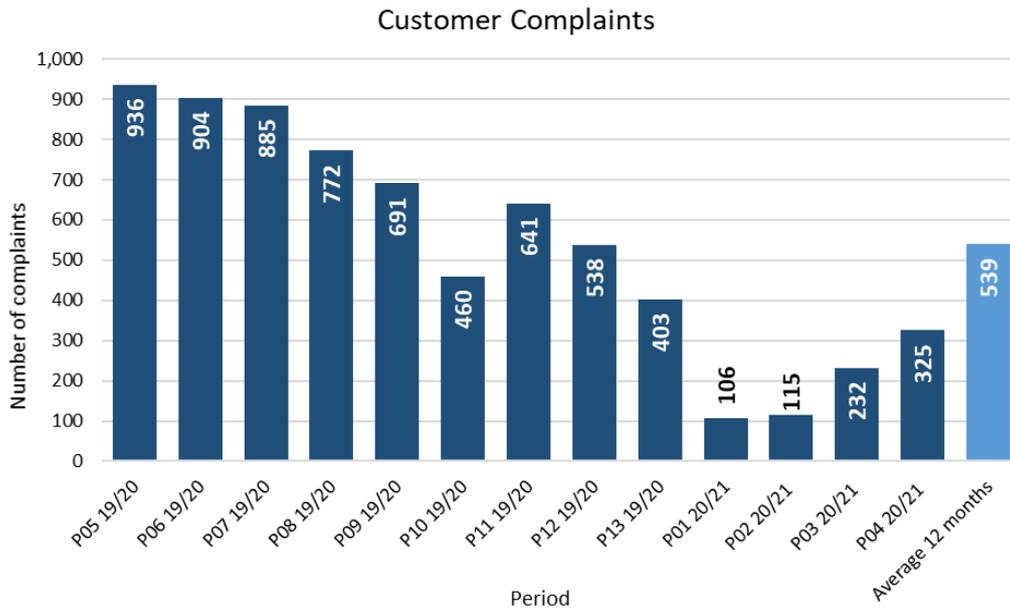
- 3.17 Car cruise events have continued to cause issues at Park and Ride sites in Hollinwood and Oldham as well as the local highway. The TfGM Control Centre is actively monitoring for these and alerting GMP to enable swift dispersal. Plans were in place to serve a 'Cease and Desist' notice on the primary organiser but both meetings were cancelled by him. He has now been served with 'Community protection notice' which prohibits him from organising any car cruises or protests.
- 3.18 Following an increase in reported incidents at Abraham Moss, the Transport Unit have secured some additional funding through the GM Violence Reduction Unit to run a targeted plain clothes operation. The operation ran from 25 July to 2 August and resulted in three arrests, 17 stop/accounts, 13 stop/searches (two positive) and one weapon seized.

### Customer contacts and complaints

- 3.19 Just over 110,000 customer contacts were dealt with over the duration of the year, averaging at just under 9,000 customer contacts per period (excludes twitter contact).



- 3.20 The charts above and below show clearly how the number of customers contacts dropped significantly at the outset of COVID-19.
- 3.21 The category of contacts varies by period, but general enquiries about the network typically account for a third of contacts.



## 4 CAPITAL PROGRAMME

### Trafford Park Line

- 4.1 The Trafford Park Line opened on 22 March 2020 with services operating between Cornbrook stop and the intu Trafford Centre. Lock down in relation to COVID-19 began on 23 March and therefore we have not yet seen this line operate to its full potential.
- 4.2 The project has been shortlisted for the following British Construction Industry Awards - Environment and Sustainability Initiative of the Year, Health, Safety and Wellbeing Initiative of the Year and Transport Project of the Year.

### New trams

- 4.3 There have been COVID-19 related delays to the delivery of the new M5000 vehicles. They will now start to arrive before the end of 2020.
- 4.4 Additional depot stabling facilities have been completed at Trafford depot to accommodate the new vehicles. New substations and other overhead line power enhancements are underway in order to facilitate the increase in capacity that the new trams will bring.
- 4.5 Planning applications for Park & Ride extensions at Radcliffe and Whitefield stops are due to be discussed at Bury Council Planning Committee in September.

### Tram Management System (TMS)

- 4.6 Hagside level crossing on the Bury line has been successfully converted for line of sight operations the Whitefield to Bury section of route has been successfully converted to line of sight operation, including the removal of legacy signalling equipment.

## **Renewals Programme**

- 4.7 Track renewal at Market Street has been completed, the programme was delayed due to poor weather conditions, however, the impact to customers was minimised.

## **5 FORWARD PLAN**

### **Service**

- 5.1 The next service change is planned for early in the new year. This is currently under review as we monitor actual demand throughout September against our modelling.
- 5.2 Any changes will be very much dependant on the guidelines and recovery of customers returning to the network.

### **Planned engineering works**

- 5.3 Next year essential maintenance and renewal works will continue to be planned as per the annual programme.
- 5.4 There will be track works in the city centre including Victoria and Piccadilly as well as Trafford Bar, Rochdale and Eccles.
- 5.5 Continuation of infrastructure enhancements to prepare for the 27 new trams such as additional sub stations.
- 5.6 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**

- 5.7 TfGM continue to review our ticketing offer in these changing times following the reduction of cash payments throughout COVID-19 and changes in travel behaviour.
- 5.8 Following on from the promotion of Early Bird products to encourage the spread of peak demand, new Clipper product to facilitate the changes in travel patterns and greater use of contactless payments, we will look to review and enhance the offer to our customers over the coming months.
- 5.9 In March the on-board Wi-Fi was turned off to discourage antisocial behaviour on the Metrolink network. In light of the significant loss of revenue and financial constraints put on us by the coronavirus pandemic since then, the WiFi has not been switched back on.

- 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.

**Daniel Vaughan**  
**Head of Metrolink**

## Appendices

### Appendix 1 – Period date listing

*This report details the highlighted Period/s*

#### 2019/20

Period	Start Date	End Date
1	01-Apr-19	28-Apr-19
2	28-Apr-19	25-May-19
3	26-May-19	22-Jun-19
4	23-Jun-19	20-Jul-19
5	21-Jul-19	17-Aug-19
6	18-Aug-19	14-Sep-19
7	15-Sep-19	12-Oct-19
8	13-Oct-19	09-Nov-19
9	10-Nov-19	07-Dec-19
10	08-Dec-19	04-Jan-20
11	05-Jan-20	01-Feb-20
12	02-Feb-20	29-Feb-20
13	01-Mar-20	31-Mar-20

#### 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