

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

Date: Friday 13 January 2023

Subject: Metrolink Service Performance Report

Report of: Danny Vaughan, Head of Metrolink, TfGM

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### **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 11 November 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.
- 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 sustained increase in patronage from September 2022 has aligned to “typical” seasonal impacts including students returning to all tiers of education, Premier League football matches, the City Centre Christmas markets and Christmas shopping with patronage boosted further by World Cup matches being shown at venues across the city and Women’s Super League football games at Old Trafford and the Etihad. Journeys on the network have consistently remained above 80% of pre-Covid average patronage and have reached 90% of pre-covid average levels in the lead up to Christmas. TfGM is expecting patronage to fall back to 70% of pre-covid average levels in January as it is traditionally a quiet month.
- 2.3 Reliability performance held steady during periods seven and eight, but excess wait time performance slightly deteriorated in period eight due to a third-party incident near Anchorage stop, where a pallet of bricks fell from a building site and damaged both the overhead line and a tram. Repairs could not be undertaken until a safe

system of work was agreed with the building contractor, which was complicated by poor weather conditions.

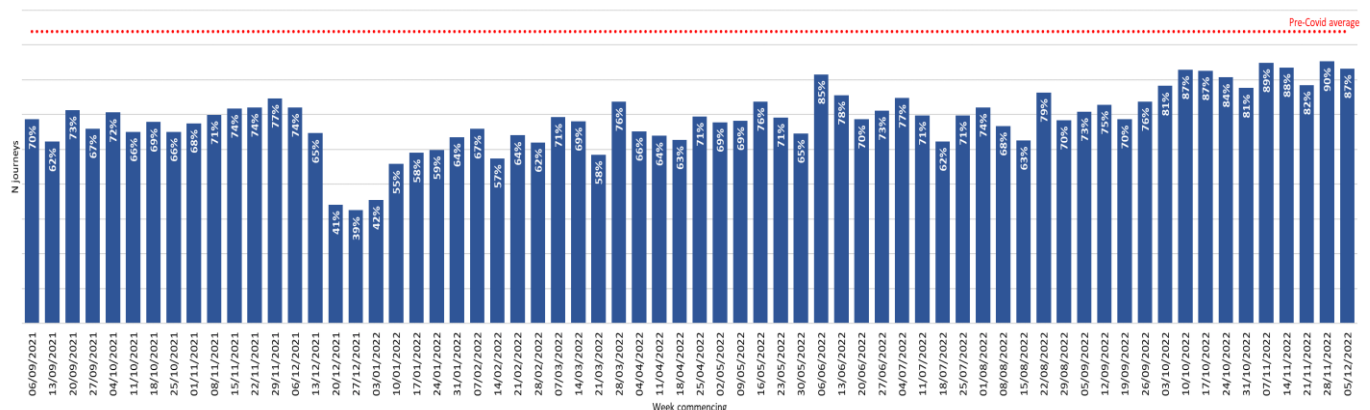
2.4 2022 engineering works concluded in November with the completion of Piccadilly Gardens' track works, returning to normal services ahead of December and increasing capacity at the weekends for the festive events. Looking ahead to 2023, we will have an ongoing programme of planned works which will 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.

2.5 A separate report detailing the review of the carriage of dogs is enclosed within this pack. It is recommended that the carriage of non-assistance dogs on Metrolink is continued, subject to adherence to the Conditions of Carriage.

### 3. PATRONAGE

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

3.2 Post Christmas 2021 patronage recovered in line with lockdown restrictions being released, and has fluctuated during education holiday periods, planned engineering works, rail strikes and events of national significance.



3.3 The sustained increase in patronage from September 2022 has aligned to "typical" seasonal impacts including students returning to all tiers of education, Premier League football matches, the City Centre Christmas markets and Christmas shopping with patronage boosted further by World Cup matches being shown at

venues across the city and Women's Super League football games at Old Trafford and the Etihad.

- 3.4 Taking in to account the factors referenced above (para 3.3), journeys on the network have consistently remained above 80% of pre-Covid average patronage and have reached 90% of pre-covid levels in the lead up to Christmas.
- 3.5 Consequently, capacity has been increased on Altrincham, Bury, East Didsbury and Ashton lines during weekends in the run up to Christmas to support seasonal increased demand and events taking place across the City.
- 3.6 It is expected that patronage numbers will continue to correlate to seasonal trends, therefore we estimate that patronage numbers will fall through January and February, increasing again from March 2023.
- 3.7 Commuter trip numbers have consistently reached 80% of pre-Covid average demand since October 2022 with the AM peak reaching 90%+ during Tuesdays, Wednesdays, and Thursdays from mid-October. This has resulted in increased pressure on peak capacities midweek on Altrincham, Bury, East Didsbury, Eccles and Airport lines. Work is being undertaken to increase some peak capacities where possible in early 2023.
- 3.8 Driver recruitment and training remains an area of focus in order to stabilise operational performance, enhance capacities and support further recovery through 2023.
- 3.9 A breakdown of patronage by line can be found in Appendix 2.

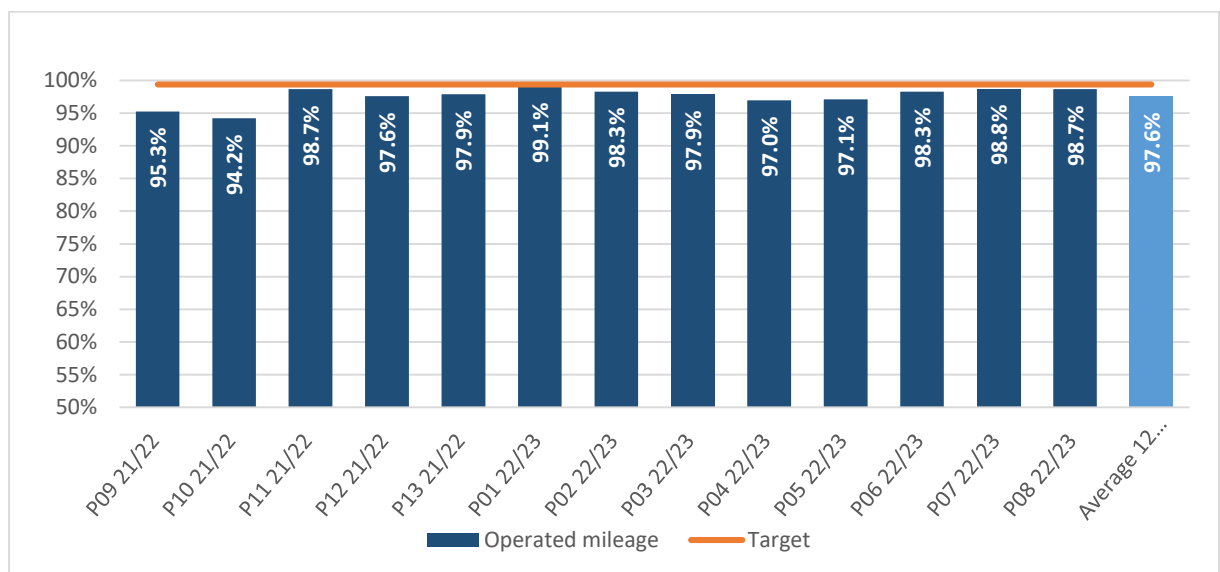
## **4. OPERATIONAL AND CUSTOMER PERFORMANCE**

### **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 improved in periods seven and eight. The incidents which most influenced performance were:

- Period seven: on 6 October, a collision with a pedestrian at St Werburgh's Road stop. Services were impacted from 12:30 until approximately 17:00 due to the requirement for attendance by the Greater Manchester Police Serious Collisions Unit.
- Period eight: on 2 and 3 November, a third-party incident took place at Anchorage whereby a pallet of bricks fell from an adjacent building site. This brought down the overhead line and suspended services on the Eccles via MediaCityUK route from 13:30 on 2 November. Weather conditions prevented repair work from being completed until 15:00 on 3 November.



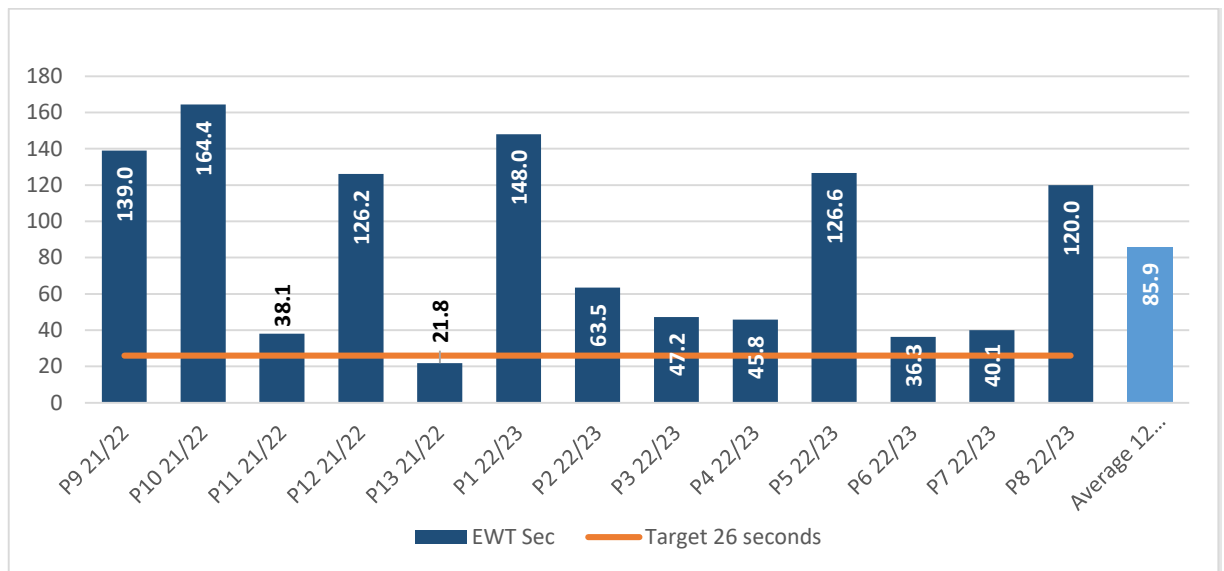
## Excess Wait Time

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 85.9 seconds against a pre-pandemic target of 26 seconds.

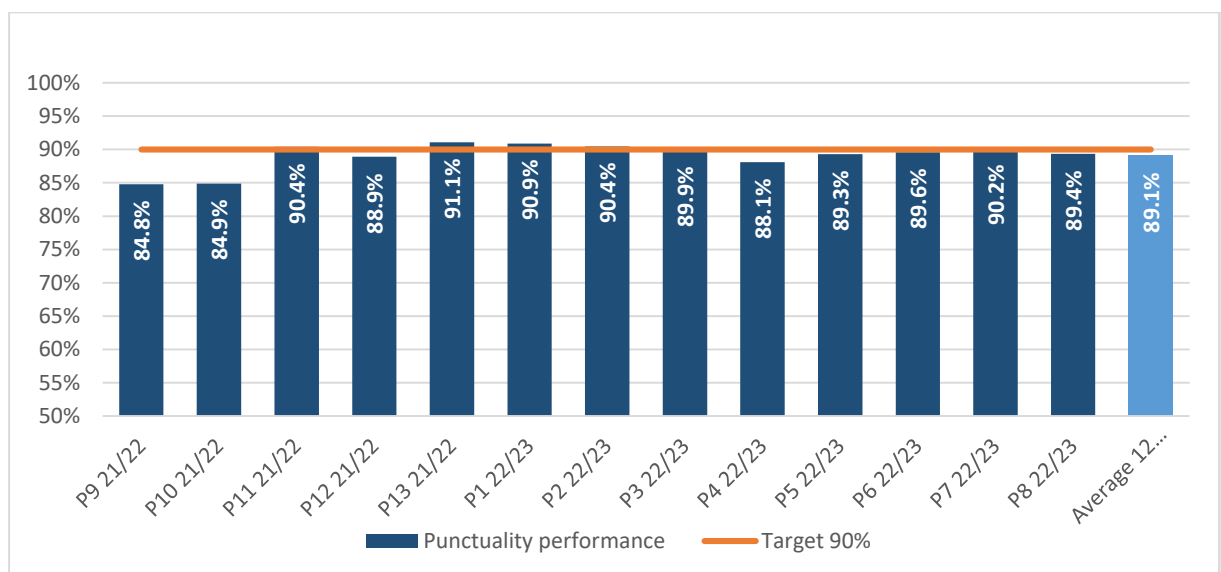
4.5 Performance in periods seven and eight was impacted by the incidents described above in 4.1.

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.

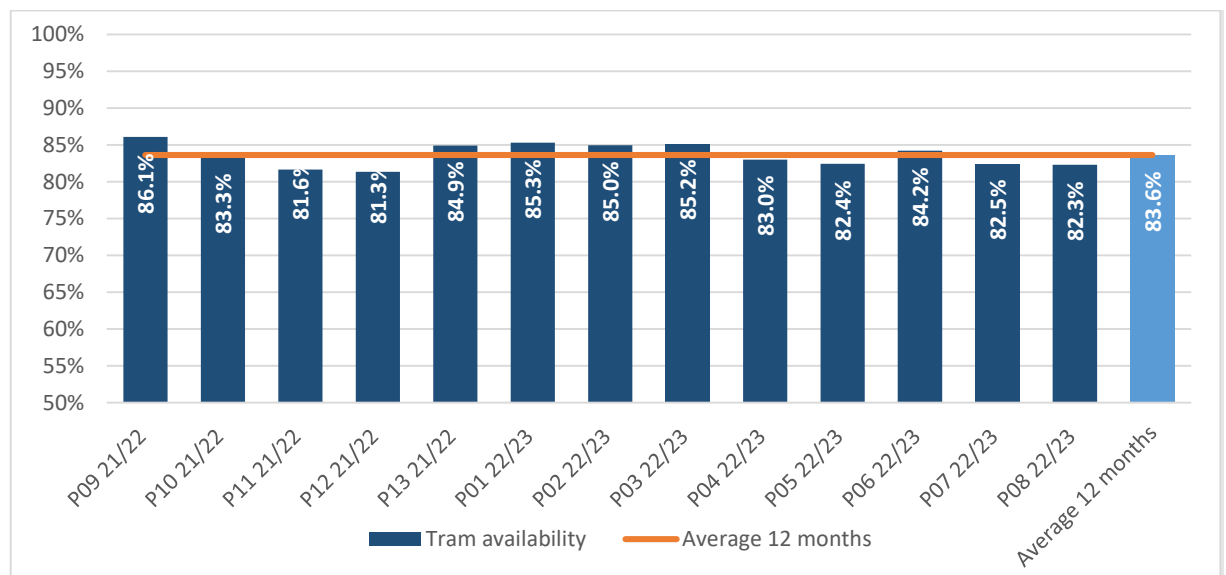
4.7 Punctuality performance covering the previous 12 months (13 periods) is shown below.



- 4.8 Performance improved to slightly above target in period seven. Period eight performance deteriorated very slightly, but overall performance has been consistent across the past several periods.

## Asset reliability - Trams

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



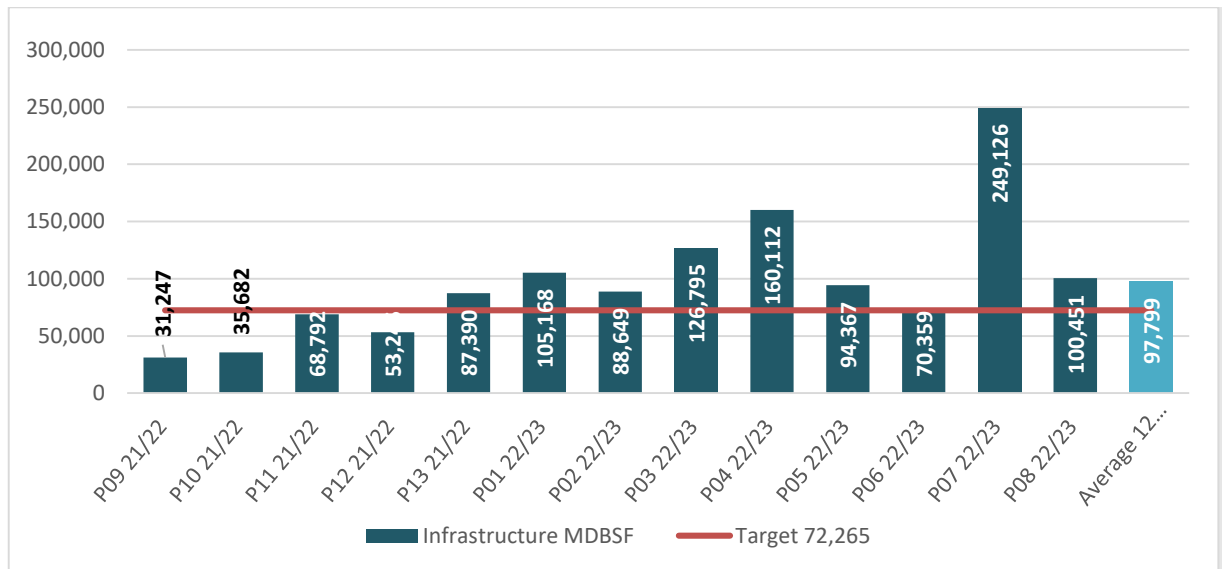
- 4.10 Recent periods have seen continued high levels of anti-social behaviour, resulting in smashed glazing and doors, damage to ceiling panels and damaged seating. Offensive graffiti and etching continue to be a problem. This significant level of damage impacts on vehicle availability which is then exacerbated by supply chain issues.

## 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 performed well during periods seven and eight. Period seven performance was the best since period nine in 2020/21. Swift attendance on site

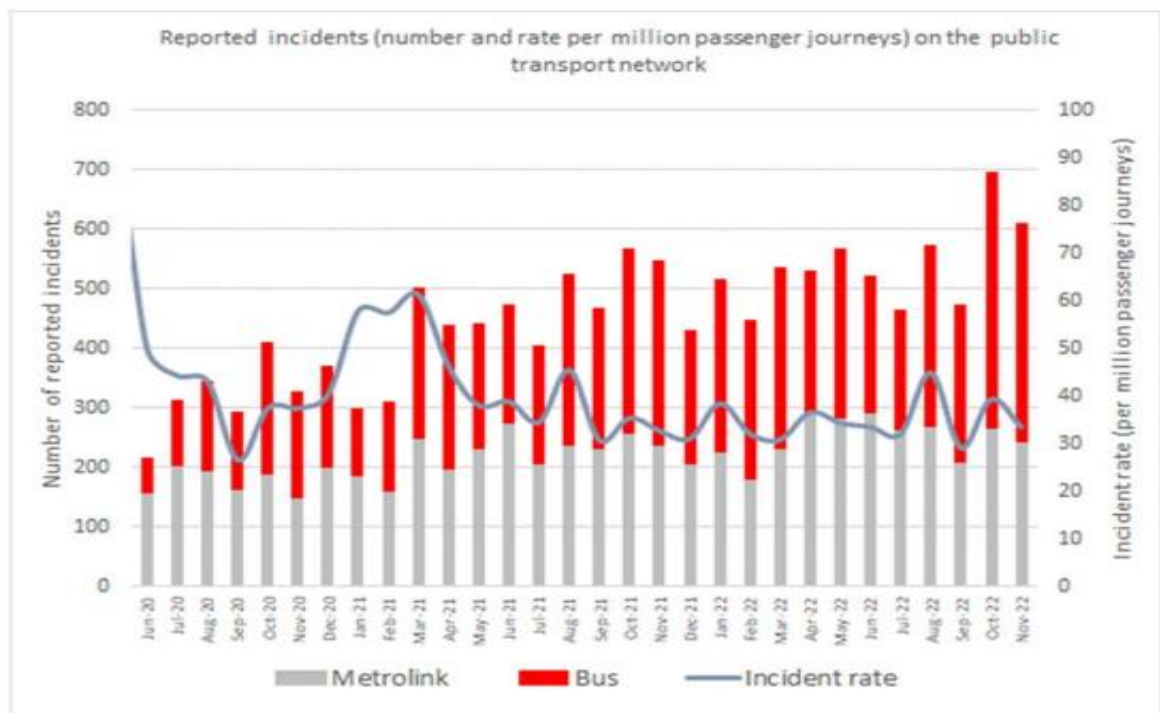


meant that impact to service was significantly reduced, and in some cases, avoided altogether. The average 12 month rolling performance remains above target.



## Crime & Anti-Social Behaviour

- 4.13 On average, 232 incidents of crime and anti-social behaviour per month were reported to Metrolink over last 12 months.



Crime & ASB Category	Nov 2019	Nov 2022
	Reported Incidents	Reported incidents
ASB	11	28
Assault (inc. domestic incidents)	39	23
Damage to Property	25	61
Drink and Drug Related Incidents	10	14
Harassment & Intimidation	67	52
Obstruct/Interfere with Network Operations	23	18
Other Public Order	12	15
Robbery & Thefts	25	17
Sexual Assault/Sexual Incident	16	6
Tram Surfing	2	1
Weapons Incident	7	6
Grand Total	237	241

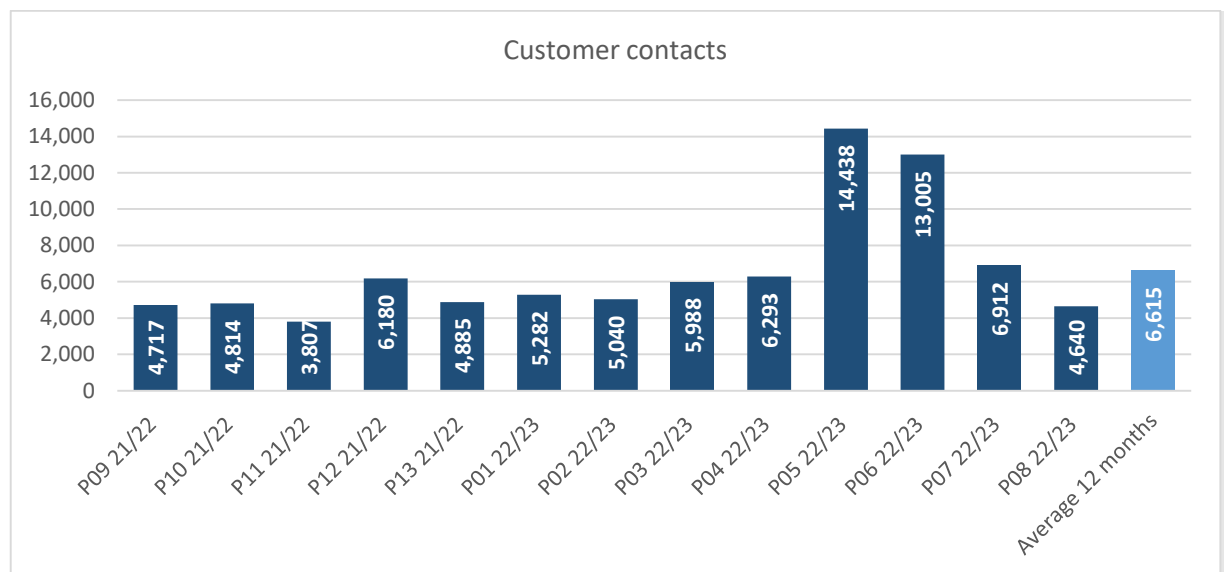
- 4.14 There has been a very slight increase in the number of reported incidents on the Metrolink network in November 2022, compared with November 2019. The line with the highest number of reported incidents is the Oldham Rochdale line with 67 incidents reported.
- 4.15 Forty of the incidents on the Oldham Rochdale line have been youth related with the Rochdale Town Centre and Freehold stops reported as hotspots, with accounts of fireworks being thrown at these locations. This line remains a current TravelSafe tactical priority and TravelSafe Officers (TSO) deployments are prioritised for this line especially during evenings.
- 4.16 The Bury line has seen increased GMP patrols due to a rise in reported incidents at Crumpsall stop, half of which have been linked to groups of youths in the area. The incidents primarily involve youths engaging in anti-social behaviour, including throwing fireworks, trespass on the track and suspected drug dealing.
- 4.17 TravelSafe specialist operations were carried out across the network throughout periods seven and eight focusing on crime and anti-social behaviour hotspots.

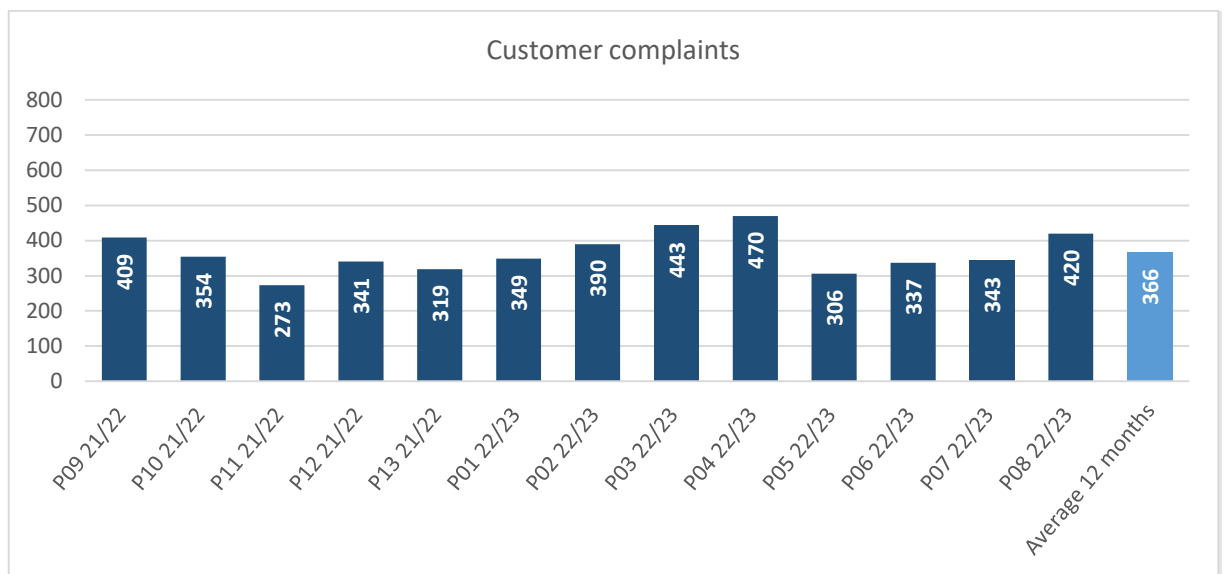
Deployments were supported by local councils, district policing teams and British Transport Police. Dates and locations of deployments in November include:

- Trafford Bar: 10 November
- Victoria: 16 November
- Oldham Rochdale line 29 November.

## Customer contacts and complaints

- 4.17 Just over 86,000 customer contacts were dealt with during the year, averaging at 6,615 customer contacts per period (excluding twitter).
- 4.18 Customer contacts in periods seven and eight reduced back to the levels seen prior to period five. Levels of customer complaints have held steady.





## Customer Experience and Engagement

- 4.19 KAM's School Engagement team continues to work within the local community. Safety events took place at Loreto College and Trafford College (Stretford Campus), reaching over 800 students. Students have been given the new college guide which has been well received by the students and staff alike.
- 4.20 Deployment of outreach workers from Manchester Youth Zone moved to focus on the Bury line in period eight. This activity was arranged in response to an increase of loitering and reports of drug misuse on this line. Interactions have taken place with over 330 youths. As part of this work, a survey has been undertaken with the youths to capture feedback. This feedback will be used alongside the work the data analysts undertake to better understand the local area.
- 4.21 KAM staff have continued to provide extra customer reassurance to passengers in the city centre. Focussed activity has taken place at Piccadilly mezzanine level at Piccadilly station where a stand has been located to answer questions and distribute hand sanitizer and network pocket guides.

## **5. FORWARD LOOK**

### **Planned network renewals for 2023**

- 5.1 Most of the essential works during 2022 were to replace sections of track at key locations on the network of which some required long closures with the final disruptive works being completed in November at Piccadilly Gardens following a period of amended timetable. The works were successfully completed at the end of November returning a normal service to customers in the lead up to Christmas.
- 5.2 Going into 2023 we will have fewer long duration closures with most falling at weekends and evenings, however we are planning further track works on the Eccles Line and repairs to Whitefield tunnel, affecting the Bury Line in the summer months which will be detailed in future reports.

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

## Appendix 1 - Period date listing

This report details the highlighted Period/s

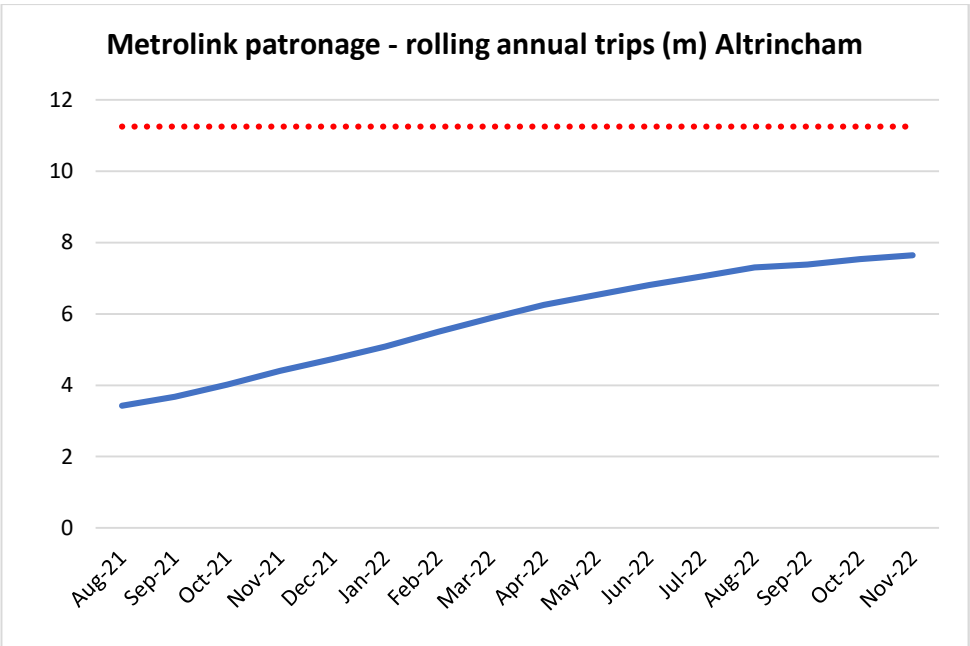
2021/22

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

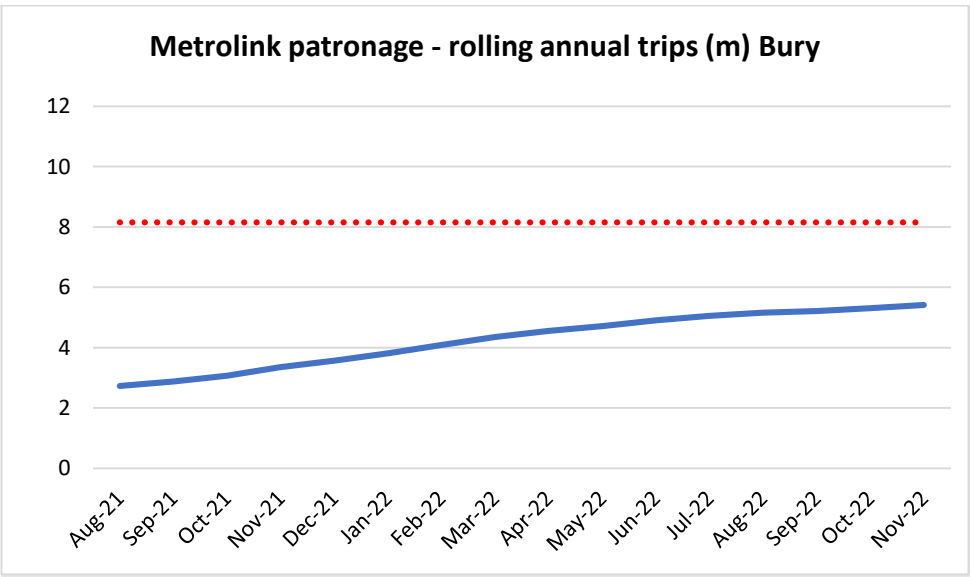
2022/23

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

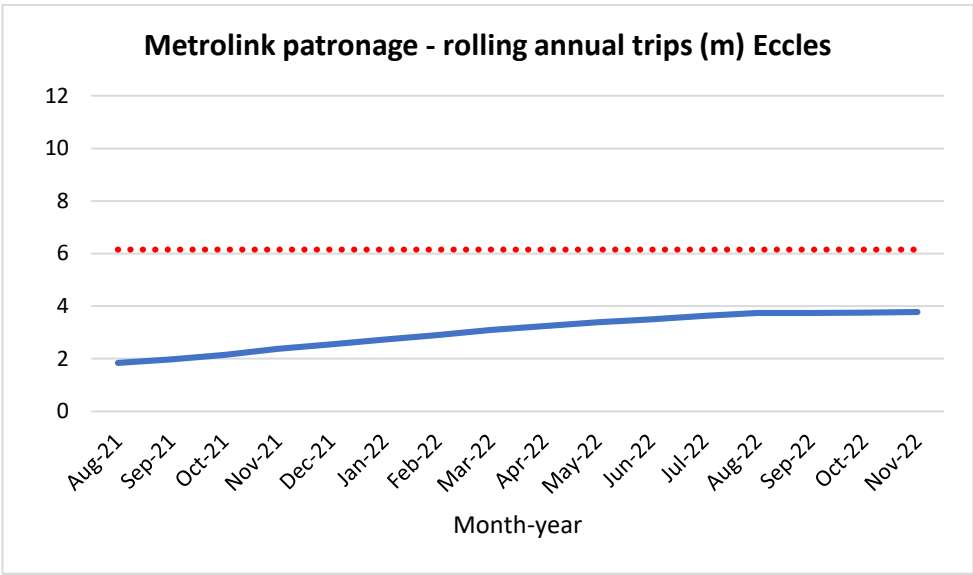
# Appendix 2 – Patronage by line



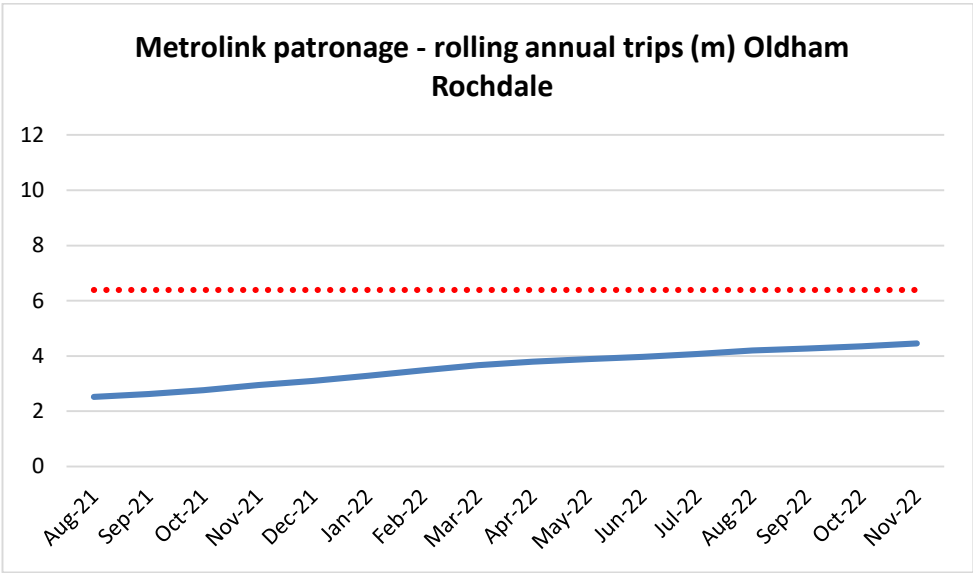
Journeys latest:	7.6
Journeys pre-covid:	11.3



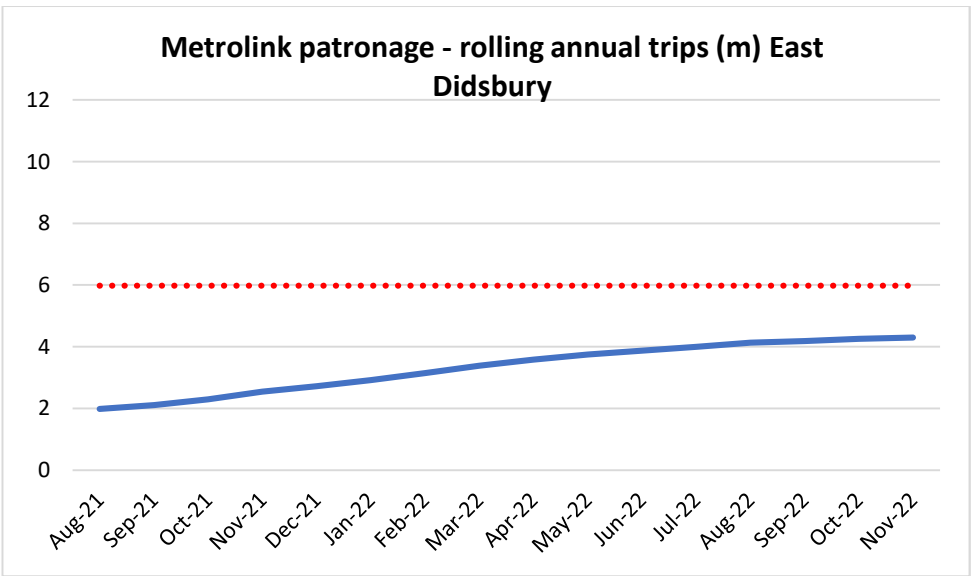
Journeys latest:	5.4
Journeys pre-covid:	8.2



Journeys latest:	3.8
Journeys pre-covid:	6.2

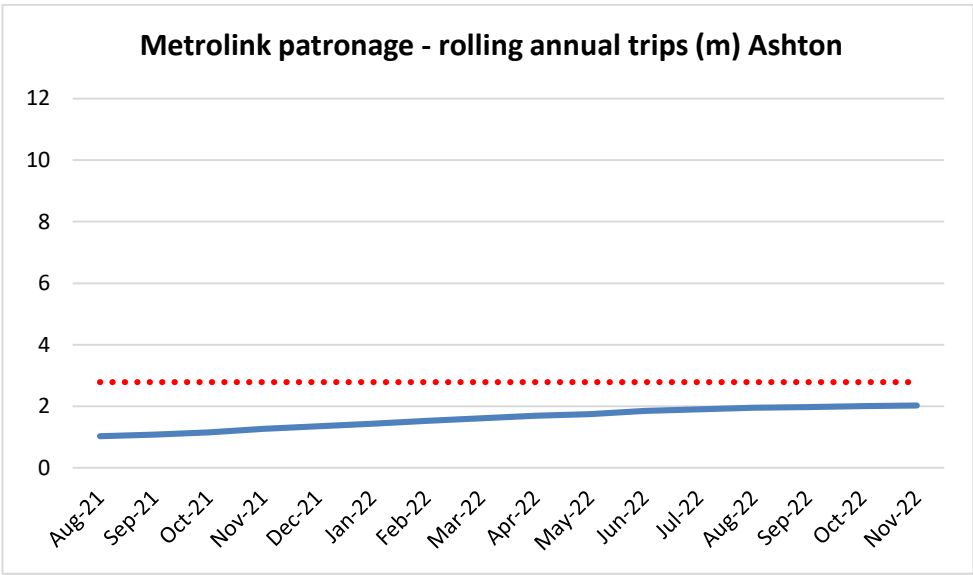


Journeys latest:	4.5
Journeys pre-covid:	6.4

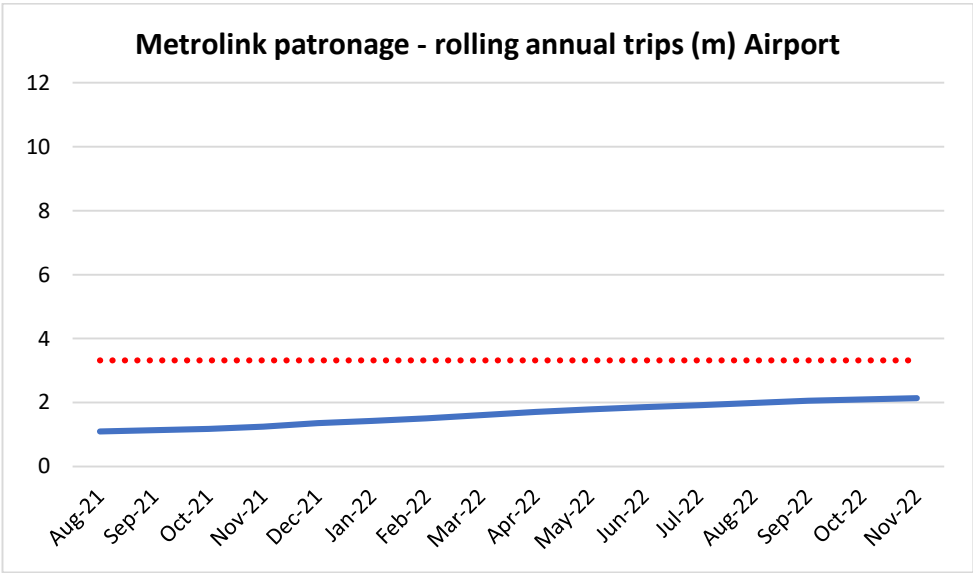


Journeys latest:	4.3
Journeys pre-covid:	6.0

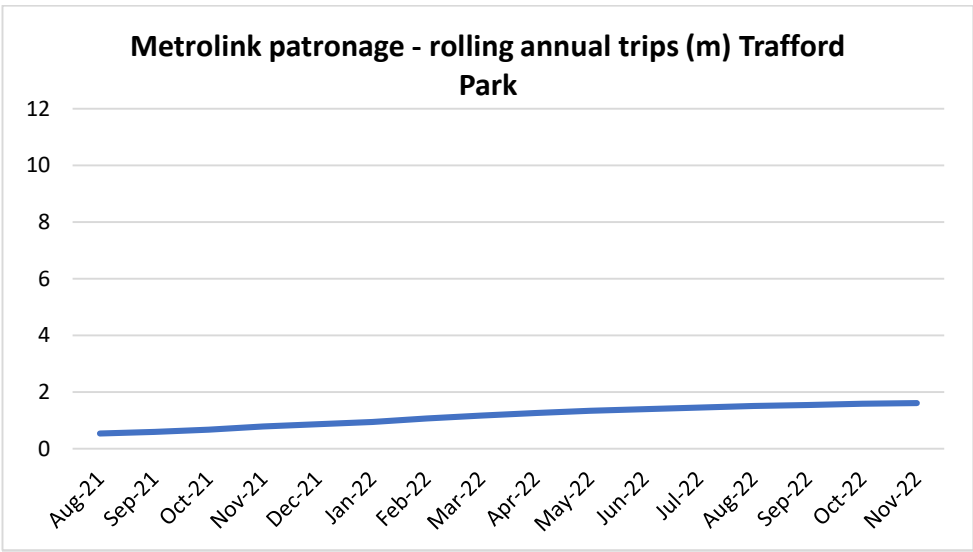




Journeys latest:	2.0
Journeys pre-covid:	2.8



Journeys latest:	2.2
Journeys pre-covid:	3.3



Journeys latest:	1.6
Journeys pre-covid:	-