PURPOSE OF REPORT

Provide an overview of the operational performance of Metrolink services.

RECOMMENDATIONS

Members are asked to note the performance of Metrolink services.

BACKGROUND DOCUMENTS

Metrolink Service Performance – 1 February 2019

CONTACT OFFICERS

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1. **Executive Summary**

1.1 This report contains the Metrolink performance summary for:

   Period 10 (09 December 2018 – 05 January 2019)
   Period 11 (06 January 2019 – 02 February 2019)

1.2 Metrolink annual rolling patronage exceeded 43 million journeys for the first time in January 2019, as growth across the network continues. The rolling annual patronage to the end of February was circa 43.4 million journeys, which is in the region of 2.3 million higher than the equivalent period twelve months earlier. In January and February, total journeys were 3.5 million and 3.6 million respectively. The Airport and the East Didsbury lines have shown the highest growth in patronage across the last 12 months.

1.3 In response to the recent trend of tramsurfing, the Travelsafe Partnership has activated a number of intervention and enforcement initiatives aimed at arresting the trend.

1.4 Operational performance in period 11 was not as strong as recent periods due to a number of significant incidents affecting the service. These are explained in later sections of the report.

1.5 TfGM was granted powers to apply for civil injunctions under Section 1 of the Anti-Social Behaviour (ASB) Crime and Policing Act 2014 which came into effect on 28 January 2019.
2. **Operational Performance**

**Excess wait time**

2.1 Excess wait time (EWT) measures how much longer a customer waits for a tram than would be expected given the published frequency. EWT represents the difference between scheduled and actual wait time and is calculated as a daily average at key points on the network. The lower the EWT the more punctual services have been. For example, 30 second EWT means that, on average, Metrolink passengers had to wait an average of 30 seconds longer than they would have if trams had operated to planned frequency.

2.2 The EWT for period 10 was 18 seconds representing strong operational reliability. However in period 11 it was 54 seconds, this deteriorated due to a number of tram and infrastructure faults and adverse weather which are reported below. The chart below shows the trend in EWT over the previous 13 reporting periods.

2.3 In Period 10 the top three incidents in order of impact were:

- the unveiling of the Emmeline Pankhurst Statue at St Peter’s Square;
- vandalism to doors causing a vehicle failure at Deansgate Castlefield; and
- A tram failure affecting the overhead line followed by subsequent fleet inspections.
In Period 11 the top three incidents in order of impact were:

- a tram failure affecting the overhead line on the Eccles line;
- adverse weather impacting the Altrincham Line and overhead line damage at Corporation Street; and
- A road traffic collision between tram and person walking trackside.

**Operated mileage**

2.4 Operated mileage is the number of tram vehicle miles operated verses the number of scheduled miles.

2.5 Operated mileage was 99.38% in period 10 and 99.20% in period 11. Both were slightly below target for reasons outlined below. The chart below shows the trend in operated mileage over the last 13 reporting periods. The decline in periods 10 and 11 is being addressed by KAM.

2.6 In period 10 the top three incidents in order of impact were:

- a tram pantograph failure at Shudehill (affecting the overhead line);
- a Police Incident at Victoria which closed the station; and
- an incident where balloons wrapped around the Overhead Line causing disruption.

2.7 In period 11 the top three incidents in order of impact were:

- a tram pantograph failure on the Eccles line (affecting the overhead line);
- a car on the tracks on the Rochdale line; and
adverse weather causing problems on the Altrincham line.

2.8 It is to be noted that the pantograph incidents were unrelated, details of each incident is outlined below;

- The Pantograph fault on the 19 December 2018 was as a result of incorrect component used during planned maintenance which caused the pantograph to come loose. Investigation was conducted and a new procedure was implemented to incorporate recommendations.

- The pantograph fault at MediaCityUK on 17 January 2019 was as a result of using the ice breaking carbons in normal service which wear quicker. New process has been developed and implemented to only use these carbons overnight for ice breaking purposes.

**First and last trams**

2.9 This measures how often the first and last scheduled services are operated within accepted tolerances. To be considered compliant, first trams must depart no more than 30 seconds earlier and no later than 3 minutes after the scheduled departure time. Last trams must depart no more than 30 seconds earlier and no later than 12 minutes after the scheduled departure time.

2.10 First and Last compliance was 97.35% in Period 10 and 97.45% in period 11. The chart below shows the trend in performance over the last 13 reporting periods.

![Operated First and Last Services per Period](chart)

2.11 In period 10 the top three incidents in order of impact were:

- two separate signalling faults at Cornbrook and Airport; and
- a car incursion at Barlow Moor Road;
2.12 In period 11 the top three incidents in order of impact were:

- adverse weather;
- a driver departing 30 seconds early; and
- a road traffic signal fault on the Ashton line.

Asset availability

2.13 In period 10 escalator availability was 95.0% and lift availability was 96.2%.

2.14 There were six escalator breakdowns, five faults were logged at Piccadilly Station and one at Bury. One fault was returned to service on the same day and one the day after. A part was required over the Christmas period which caused a delay in repairs. The rest of the faults were due to escalators requiring resets due to misuse.

2.15 There were eighteen lift breakdowns reported; eleven of those were returned to service on the same day. Four of the breakdowns at Queens Road were due to customers becoming entrapped. KAM are working with their contractor to investigate these incidents. Work is being done to identify possible enhancements that will reduce water ingress and therefore improve reliability of all lifts across phase 3.

2.16 In period 11 escalator availability was 93.1% and lift availability was 98.8%.

2.17 There was one escalator breakdown at Piccadilly Station (no. 3) which was returned to service on the same day. The breakdown at Piccadilly Station (no. 4) over the Christmas period ran into period 11.

2.18 There were fifteen lift breakdowns reported; eleven were returned to service the same day. Three were at Freehold and three at Pomona. Again KAM are working with the contractor to identify the root cause.

3. Stop enhancement projects

3.1 TfGM are committed to improving the customer experience at Metrolink stops. Two enhancement projects, Cornbrook and Shudehill will commence this year to improve the waiting environments and customer experience. TfGM is also planning upgrades to two stops on the Bury Line, as a pilot to explore longer term enhancements on the older Metrolink stops.

3.2 Cornbrook

- External entrance improvements which will improve lighting and security when approaching the stop;
- Lobby/Staircase improvements which improves lighting, CCTV coverage, replacement lift for improved reliability and environment and incorporating a new help point at entrance level.

- Platform improvements include a new canopy for the end of the platform for boarding and alighting trams to the city, lighting, windbreaks, seating arrangements, new help points, CCTV coverage, defibrillator and induction loops for impaired hearing.
3.3 Shudehill Enhancements

- New shelters with additional capacity on each platform – see below image of extended canopies;

- Relocation and replacement of call points, posters, CCTV coverage, PA systems, induction loops, bins, railings and lighting.

- New pedestrian crossing and replacement of tactile paving to improve the contrast for visually impaired customers.

4. Customer Experience

Customer contacts

4.1 The chart below shows the trend in the number of customer complaints received by KAM over the past 13 reporting periods.
4.2 The moving annual average shows a slight decline over the last eight months, albeit with a notable spike in complaints during period 11 (see below).

4.3 The chart below shows the breakdown in complaints by category. The top categories in both period 10 and 11 relate to Ticket Vending Machines (TVM), service disruption and ticketing.

4.4 TVM complaints were still the highest category although there may be an element of unfamiliarity related to the changes for the zonal fair system, however they have reduced significantly from previous periods. Installation of anti-tamper devices across the TVM estate has now been completed and is expected to further reduce complaints within this category.

4.5 Poor crowd control at the Christmas markets led to congestion on the Second City Crossing which was detrimental to network running and saw service disruption complaints rise in period 10.
4.6 The overhead line fault near Media City, a third-party overhead line incident near Victoria, adverse weather conditions disrupting the Altrincham Line and customer dissatisfaction with the notification for planned improvement works were contributing factors to an increase in service disruption complaints in period 11.

**Metrolink Ticket Zones**

4.7 New ticket zones for Metrolink travel commenced on Sunday 13 January 2019. Early indications that the scheme has been well received by the majority of customers who find the system easier and simpler to use. TfGM is now planning for the introduction of contactless card payments in 2019 and considering future enhancements to the ticketing offer.

**Antisocial Behaviour and Crime**

4.8 The number of incidents of crime and antisocial behaviour (ASB) reported on the Metrolink network is shown below.

4.9 The number of crime and ASB incidents reported has decreased during period 10 and 11 in comparison to periods 8 and 9. The above figures

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1 See appendix 1 for a network map of Period 9 ASB, Bylaw and Crime incidents
include crime, antisocial behaviour (ASB) and bylaw offences that have been reported into the Metrolink control room only. The main increase has been offences relating to byelaw breaches. TravelSafe Officers began enforcing the byelaws from 1 January 2019. To date, 73 byelaw breaches have been reported. The majority of breaches relate to smoking. Breach may result in prosecution and a fine of up to £1,000. There has been an increase in the level of criminal damage reported during this period.

**TravelSafe Partnership Activity**

4.10 A male was detained under the Mental Health Act following a terrorist attack at Victoria Station on New Year’s Eve. Two members of the public were stabbed during the incident. Their injuries were not life threatening. The two Metrolink Travel Safe Officers involved in stopping the attacker have been recognised for their bravery.

4.11 TfGM was granted powers to apply for civil injunctions under Section 1 of the Anti-Social Behaviour (ASB) Crime and Policing Act 2014 which came into effect on 28 January 2019.

4.12 Partnership “Days of Action” and a policing operation, took place on 18 and 21st December and focused on Manchester city centre during the festive season, particularly around Shudehill, Victoria Station and Exchange Square and is aligned to the TravelSafe Partnership’s Strategic Aims:

- Improve perceptions of safety on public transport – the city centre as a high footfall location allows TravelSafe opportunity to engage with high numbers of passengers in short periods of time and positively influence public perceptions of safety on public transport.

- Manage instances of crime and ASB – Aligning partnership resources to times of high footfall along with the times when incidents are typically recorded as well as sharing intelligence on current emerging issues, will work to deter, detect and disrupt this activity.

- Discourage fare evasion – joint revenue operations supplemented by TfGM’s data collection team to demonstrate a bigger presence.

4.13 A range of agencies were involved including TfGM, Greater Manchester Police, KeolisAmey Metrolink, Stagecoach and First Manchester.

4.14 The results included two arrests for section 11 Fraud. A total of 169 Standard Fares were issued and almost 9,000 passengers checked. Overall feedback from public and staff was extremely positive.

4.15 A partnership action plan has been developed in response to incidents of “tram surfing” - youths riding on tram autocouplers. Incidents have received local and national media. This dangerous behaviour continues to take place across the network, with 63 recorded across Greater Manchester since June. Many of these incidents involve children, who in some cases could be as young as 11 years old.
A number of intervention and enforcement initiatives aimed at arresting the trend. TfGM and KAM are also working with GMP with regard to initiatives concerning knife crime.
5. Patronage

5.1 The rolling annual patronage to the end of February was circa 43.4 million journeys, which is in the region of 2.3 million higher than the equivalent period twelve months earlier. Journeys are expected to exceed 43 million over the coming months.

5.2 Year on year there has been a healthy increase on all lines. We are working in partnership with KAM to invest in demand and operational modelling tools which will enable us to maximise existing capacity on the network and support the future growth in patronage.

5.3 The demand for additional capacity is increasing across the network, despite additional doubles running on Altrincham, Bury and East Didsbury lines since early in 2018. Capacity has been enhanced with the introduction of the six minute service on the Ashton line.

<table>
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<tr>
<th>MONTHLY PATRONAGE (THOUSANDS)</th>
<th>Jan-18</th>
<th>Jan-19</th>
<th>Difference</th>
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<tr>
<td>Bury</td>
<td>672</td>
<td>721</td>
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<td>Altrincham</td>
<td>791</td>
<td>865</td>
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<td>Eccles &amp; MediaCityUK</td>
<td>300</td>
<td>332</td>
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<tr>
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<tr>
<td>METROLINK (TOTAL)</td>
<td>3,305</td>
<td>3,540</td>
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<td>METROLINK (TOTAL)</td>
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<td>3,572</td>
<td>11.39%</td>
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Danny Vaughan

Head of Metrolink
Appendices

Appendix 1 – ASB, Bylaws and Crime mapping
Appendix 2 – Period date listing
Appendix 1 – ASB, Bylaws and Crime mapping
Appendix 2

This report details the highlighted Period/s

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