PURPOSE OF REPORT

To inform Members of the deployment of Customer Service Representatives (CSRs) on the Metrolink system over recent months.

RECOMMENDATIONS

Members are asked to consider the report and to note the deployment of CSRs.

BACKGROUND DOCUMENTS

Report to Metrolink and Rail Networks 08 April 2016.

CONTACT OFFICERS

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1. Introduction and Background

1.1 This report has been prepared to update Members on the activities of the Customer Service Representatives (CSRs) during Period 12, 13 and 1 of Metrolink operations (Monday 01 March – Sunday 27 March, Monday 28 March – Sunday 24 April and Monday 25 April – Sunday 22 May). The report addresses the three core duties of the CSRs; revenue protection, security and customer care.

2. Revenue Protection

2.1 During Period 12 1,864 Standard Fares were issued. A further 3,080 were issued in Period 13 and 3,181 issued in Period 1; the highest number issued in any given period.

2.2 The graph below demonstrates a positive upward trend (with the exception of Period 12 where a significant amount of service disruption – i.e. power failure at Victoria, south side disruptive possession, adverse weather requiring snow patrols, dereliction on the Bury line, derailment on the East Lancs Railway) affected delivery of scheduled normal revenue protection activities. The steady increase over the course of the year can be attributed to better deployment planning targeting fare evasion in known hot spot areas. More intelligent data analysis by the Operator has enabled deployment to be based as efficiently as possible with maximum visibility. Circuit and mobile operations within each line itself are being conducted by smaller teams for greater coverage.
3. **Security**

3.1 There were 166 reported incidents of anti-social behaviour Period 12, a further 134 reported in Period 13 and 91 during Period 1. Acts of vandalism, including improper activation of doors and graffiti as well as reported verbal abuse to staff and passengers, throwing missiles and smashing windows were the main type of anti-social behaviour reported. The majority of incidents continued to occur on the Airport, Ashton and Rochdale lines. The Neighbourhood Policing team at Wythenshawe joined some operations on the Airport line during Period 13 in response to reported incidents and feedback from customers and residents.

3.2 Greater coverage by TSU Officers has assisted in the reduction of reported anti-social behaviour. A programme of school engagement, targeting children ahead of the summer break is due to commence at the beginning of June with Crucial Crew events in Oldham and Wythenshawe. TSU Officers will warn children of the dangers and consequences of fare evasion and anti-social behaviour in a bid to divert youths away from this activity.

3.3 Building on the highly successful trial project in October 2015, TfGM has engaged with Ucreate once again to launch a new campaign in schools across the network which focuses on reducing crime and anti-social behaviour. The project has been timed specifically ahead of the summer break and will invite primary and secondary schools to take part in a highly interactive media project, producing a 60 second piece of video or audio highlighting the dangers of anti-social behaviour.

3.4 A social media challenge for the shortlisted entries will be publicised and an awards ceremony will be held at the HOME complex towards the end of the summer term where the winners will receive a prize.

3.5 A filming request from BBCs Crimewatch Roadshow was received during Period 1. The new daytime show highlights the positive and proactive police work across the UK and provided a great opportunity to showcase the work of the TravelSafe Unit. Filming took place on Sat 28th May and captured CSRs and TSU working together on a gateway check at Victoria which generated 85 Standard Fares. Two stop and searches were conducted and cannabis found on both occasions. The team patrolled the Oldham Rochdale line and spoke to youths following reports of nuisance behaviour at Freehold and Failsworth. The programme is expected to broadcast on BBC between 13 and 19 June.

4. **Customer Care**

4.1 During Period 12, 13 and 1 there were 30 commendations received from members of the public. Some examples are listed below:
• **Good evening, no doubt you have people getting in touch telling you when thing occasionally go wrong with the network. On this occasion I would like to say a MASSIVE thank you for having your colleagues waiting to check tickets at the Central Park stop this evening. I was stood up on the tram as the service was quite busy, however, when a member of your team managed to locate four people sat close by that didn’t have a ticket I got myself a seat, result! As a regular commuter who pays monthly for his ticket I hope the spot checks continue!! Keep it up!!**

• **Hi, just to let you know you have an amazing member of staff assisting customers from Piccadilly Gardens towards St. Peter's square who was working in the last half hour. I don’t know his name but congratulate your staff they are all great :)**

5. **Recommendations**

5.1 See front sheet of report.

**Peter Cushing**  
**Metrolink Director**