

**GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY**  
**REPORT FOR INFORMATION**

**COMMITTEE:** Capital Projects  
**DATE:** 3<sup>rd</sup> July 2009  
**SUBJECT:** Metrolink Service Enhancement Programme (SEP)  
and Service Improvement Programme (SIP)  
**REPORT OF:** Metrolink Director, GMPTE

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**PURPOSE OF REPORT**

To provide members with an update on the Metrolink Service Enhancement (SEP) and Service Improvement (SIP) Programmes.

**RECOMMENDATIONS**

Members are asked to note the contents of the report

**BACKGROUND DOCUMENTS**

Report to Policy Committee on 5th September 2008.

Report on Metrolink Service Enhancement Projects to Development & Operations Committee on 24th October 2008.

Report on City Centre Track Update to Development and Operations Committee on 28th November 2008.

Report on City Centre Track and associated Projects to Development and Operations Committee on 27th February 2009.

Report on City Centre Works to Development and Operations Committee on 1<sup>st</sup> May 2009.

Report on Service Improvement Projects to Development and Operations Committee on 1<sup>st</sup> May 2009.

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## **1. Introduction**

- 1.1. The purpose of this report is to provide an update on the progress made to date on the Service Enhancement (SEP) and Service Improvement (SIP) programmes.
- 1.2. The SEP and SIP programmes incorporate a wide range of projects, which are progressing in line with schedule and are forecast to be completed within budget.

## **2. City Centre Track Renewals / Shudehill Tramstop**

### **2.1. Background**

- 2.1.1. The original SEP programme provided for city centre track works to cover “hot spots”.
- 2.1.2. At the meeting on 27 February 2009, the Development and Operations Committee agreed to the proposal to bring forward future city centre track works (proposed for 2010 and 2011) and deliver a one phase solution.
- 2.1.3. The single phase solution programme allows the works to be accelerated; provides a value for money solution, compared to the previously planned two phase solution; minimises system downtime; and realises significant operational and customer benefits.
- 2.1.4. The contract to execute the works was placed with Stagecoach. Stage 1 of the project commenced on 27th September 2008 with works taking place on the section of track from Piccadilly Undercroft through Piccadilly Place and along Aytoun Street to a point just before Portland Street. This section was completed on time and on budget, and re-opened to customers on 21st November 2008.

### **2.2. Progress Update**

- 2.2.1. The next stages of works provide for the replacement of the track at Piccadilly Gardens; between Piccadilly Gardens and Victoria Station, and between Piccadilly Gardens and the bottom of GMex ramp.
- 2.2.2. These works started on Monday 6<sup>th</sup> April 2009 and the works described in section 2.2.1 are being carried out concurrently. The infrastructure is being renewed one track at a time, whilst retaining use of the adjacent track for operating shuttle services into the city centre and for access to maintenance facilities at night.

2.2.3. After a detailed consultation process, the surface finish has been agreed and is a combination of natural stone, concrete blocks and exposed aggregate concrete with stone edging. The surface finishes will deliver a much higher quality of finish than is currently in place and will compliment the urban architecture within the city.

2.2.4. The city centre track renewal works will be completed by the end of October 2009 and trams will return to normal service on Monday 2<sup>nd</sup> November 2009.

### **3. Shudehill Tramstop**

3.1. As part of the preparatory work for the ongoing city centre track renewals programme, it has been identified that the track running through the tram stop at Shudehill has suffered from serious subsidence.

3.2. Investigation works have been carried out at the tramstop and have revealed that, primarily as a result of poor drainage, the material immediately below the slab on which the tram tracks are installed has 'failed' to a depth of up to one metre.

3.3. The poor material has resulted in the slab moving relative to the platforms. This has been carefully monitored for several months and which, if left unaddressed could result in potentially unsafe conditions.

3.4. Current forecast costs are within the budget allocated for these works.

#### **4. Altrincham Line Blockade**

- 4.1. The overhead line between Altrincham and Old Trafford is being replaced during August and remedial work is also being undertaken to the supporting structures.
- 4.2. Stagecoach have been contracted to undertake these works. The blockade is also being used to undertake the following works, all of which would have otherwise been disruptive to the operation of the Metrolink system.
  - Connection of the Altrincham and South Manchester Lines;
  - Connection of the Altrincham line with the Trafford depot;
  - Re-modelling of Cornbrook junction to allow the Media City service to be run; and
  - Altrincham Line stop improvements.

#### **Altrincham Line & City Centre Stop Improvements**

- 4.3. This programme seeks to upgrade and enhance passenger facilities at a number of tram stops in the City Centre and along the Altrincham line, taking advantage, where appropriate, of the blockade of the Altrincham line during August 2009.
- 4.4. The detailed scope of works for each stop is set out below.

	Altrincham	Navigation Road	Nav Rd Car Park	Timperley	Brooklands	Sale	Dane Road	Stretford	Old Trafford	Trafford Bar	Cornbrook	GMEX	St Peter's Square	Mosley Street	Market Street	Shudehill	Piccadilly Gardens
Remove telephone boxes	✓	✓					✓						✓				✓
Painting	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	
Repainting buildings	✓	✓		✓	✓	✓											
Rearrange platform furniture and equipment	✓	✓		✓	✓	✓	✓	✓	✓	✓			✓				✓
New Identity	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lift refurbishment				✓	✓	✓	✓										
New steps	✓				✓	✓	✓		✓				✓				✓
New stop furniture	✓	✓		✓	✓	✓	✓	✓	✓	✓			✓				✓
Renovate ticket office				✓	✓	✓		✓		✓							
Renovate canopies				✓	✓	✓											
New shelters									✓				✓				✓
CCTV/lighting	✓												✓				✓
Demolish buildings					✓	✓	✓		✓								
Refurbish footbridge							✓										
New at-grade crossing									✓								
New inbound platform									✓								
Remodel Platforms													✓				✓
Resurface platforms	✓	✓															
New car park		✓															
Clean prior to opening	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

4.5. The work packages being procured and delivered are as set out below.

## **City Centre Track, OLE and Piccadilly Gardens stop**

Replacement and refurbishment of the existing Metrolink track and overhead line equipment, and the widening of Piccadilly Gardens stop.

### **Piccadilly Gardens Stop**

The work to be undertaken at Piccadilly Gardens stop includes the widening of the inbound platform by 1.9 meters, provision of new stop equipment including shelters, seating, TVM's, and provision for improved lighting and CCTV.

The design works are ongoing and discussions have been held with all appropriate stakeholders. All works are scheduled to be completed by the end of the City centre track renewals programme. The design will be completed by Friday 26<sup>th</sup> June 2009, in line with the planned schedule.

### **Altrincham and Navigation Rd. works**

Station enhancement including platform remodelling, platform gauging (which may include track adjustments), drainage, replacement and repositioning of platform furniture and equipment, improvements to passenger access including renovation of ramps and steps, ground investigation and other survey work, signage, painting and cleaning.

### **Navigation Rd. car park**

Car park extension from provided design to include demolition, drainage, service relocations, signage, CCTV, lighting, landscaping and surfacing of car park.

### **Timperley, Brooklands, Sale, Dane Road, Stretford, Trafford Bar and Old Trafford Stops**

Renovation of the Metrolink stops including demolition, removal of a footbridge, replacement and repositioning of platform furniture and equipment, construction of ramps and steps, refurbishment of platform buildings, canopies and other structures, painting, cleaning and signage.

### **St. Peters Square**

The work to be undertaken at St Peters Square during the summer will increase the height of part of the platform to enable double trams to access the stop and will also provide new steps and ramps and alterations to the adjoining highway. In addition the new Metrolink visual identity will be applied to the stop, including new stop furniture

and equipment, and provision will be made to 'future proof' the stop for possible gating of the platform.

The design works are ongoing and continue to be developed in consultation with MCC, English Heritage and the War Memorial Association and will be subject to inclusive stakeholder engagement.

The works to the inbound platform will be complete by the end of the August blockade on the Altrincham line, to facilitate the shuttle service for the City centre track renewals programme. Works to the outbound platform will coincide with the completion of the track renewals programme.

The design will be completed by Friday, 26<sup>th</sup> June 2009, in line with the planned schedule.

### **Systems (Lift Installation and upgrades) on Altrincham Line**

Lift refurbishment, installation, and replacement programme on the Altrincham line.

### **G-Mex and Old Trafford Works**

Renovation of the Metrolink stops including platform edge work, demolition, replacement and repositioning of platform furniture and equipment, construction of ramps and steps, refurbishment of platform buildings, canopies and other structures, signage, painting and cleaning. Work at Old Trafford includes installation of an at-grade crossing, new queuing facilities, filling in the subway, service.

- 4.6. A series of supplier recommendations will be made to, and assessed by, the Metrolink Director, the Finance Director, the Interim Chief Operating Officer and the Interim Chief Executive. A decision will be made on the basis of deliverability; programme and cost certainty; quality; value for money and budgetary constraints.

## **5. Light Rail Vehicles (LRVs)**

- 5.1. 40 new trams have been ordered from a consortium of Bombardier and Vossloh Kiepe which will be deployed to reinforce existing services and to serve the Phase 3A lines.
- 5.2. The first tram is undergoing dynamic testing in Vienna prior to shipment to Manchester in July. Tests are generally progressing in line with schedule.

- 5.3. A testing and commissioning plan has been developed to manage the testing of the vehicles on Metrolink infrastructure after they arrive in Manchester.
- 5.4. The detailed plan for introduction of the new trams into revenue service is being developed.

## **6. LRV Upgrades**

- 6.1. A programme of upgrades to the current fleet of 32 LRVs is being undertaken by Stagecoach. These predominantly deal with a number of issues related to compliance with legislation (introduced since the trams were brought into service) and reliability e.g. rear facing CCTV cameras, compressor upgrades, speed probe upgrades, etc.
- 6.2. The tram upgrades have been developed technically and introduced on three of the current fleet
- 6.3. Two further rolling stock projects have been initiated within the SIP programme; a comprehensive mid-life refurbishment which include bringing the trams in line with the new Metrolink visual identity both internally and externally, and a further programme of reliability improvements.

## **7. Queens Road Depot**

- 7.1. The existing maintenance centre at Queens Road is being expanded and adapted to accommodate the expansion of the fleet and the introduction of the new trams, e.g. more stabling, storage and maintenance facilities.
- 7.2. The key infrastructure works for this project were let to Stagecoach in February 2009. These works are progressing in line with expectations.

## **8. Ticket Vending Machines**

- 8.1. New ticket vending machines (TVMs) have been purchased from Scheidt & Bachmann for the expanded (phases 1, 2 and 3A) Metrolink network.
- 8.2. This project is progressing in line with expectation. The introduction of the new TVMs is planned to commence in the autumn of 2009.
- 8.3. A contract for advance accommodation works is about to be placed with MWH to allow the TVM installation to take place.

## **9. Traction Power System**

- 9.1. Studies have been undertaken and correlated with practical experience to ascertain the impact of introducing increased traction power demands on the existing network once additional services (and additional double units) are added to the current pattern. These have identified the need to provide an additional two substations along the Bury line at [Bowker Vale and Whitefield]. This project has been initiated within the SIP programme.

## **10. Passenger Information Displays**

- 10.1. New visual displays that show real time passenger information, in accordance with current regulations, are being provided at all existing Metrolink platforms.
- 10.2. The contract to supply the displays has been awarded to MPact Thales and is progressing in line with expectations.

## **11. Shelters**

- 11.1. The procurement of the new tramstop shelters, which are to be installed at St Peters Square and Piccadilly Gardens stops as part of the ongoing city centre track renewals work, and ultimately across the extended 3a network is ongoing, and a presentation will be provided to Members at the meeting on progress in this regard.

## **12. Recommendations**

- 12.1. That the Committee notes the content of the report

**Philip Purdy**  
**Metrolink Director**