

REPORT FOR INFORMATION

COMMITTEE: Rail and Metrolink Network
DATE: 17th July 2009
SUBJECT: Metrolink Service Performance
REPORT OF: Metrolink Director, GMPTE

PURPOSE OF REPORT

To inform Members of the service performance and developments which affect the Metrolink system over recent months.

RECOMMENDATIONS

Members are invited to consider the report and to:

- Note the performance of Metrolink services.

BACKGROUND DOCUMENTS

Report to Transport Network Committee – 22nd May 2009

CONTACT OFFICERS

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1. Introduction

- 1.1 This report contains Metrolink performance during each reporting Period. A reporting Period is a consecutive period of 28 days in line with the contract between GMPTe and Stagecoach. There are 13 Periods in a year and all performance charts will show a summary of the last 13 Periods along with the Moving Annual Average (MAA) for the year. A list of Period dates can be found in Appendix 3 of this report.
- 1.2 This report contains Metrolink performance summaries for Period 13 and 1 of Stagecoach operations (Monday 30 March 2009 – Sunday 31st May 2009).

Please note that Period 13 is a five week Period to bring it in line with Stagecoach Group's reporting Periods.

Also detailed are results for Metqual inspections for the same Period.

- 1.3 This report also explains how performance is now being measured and recorded under the operating arrangements set out in the Stagecoach contract.

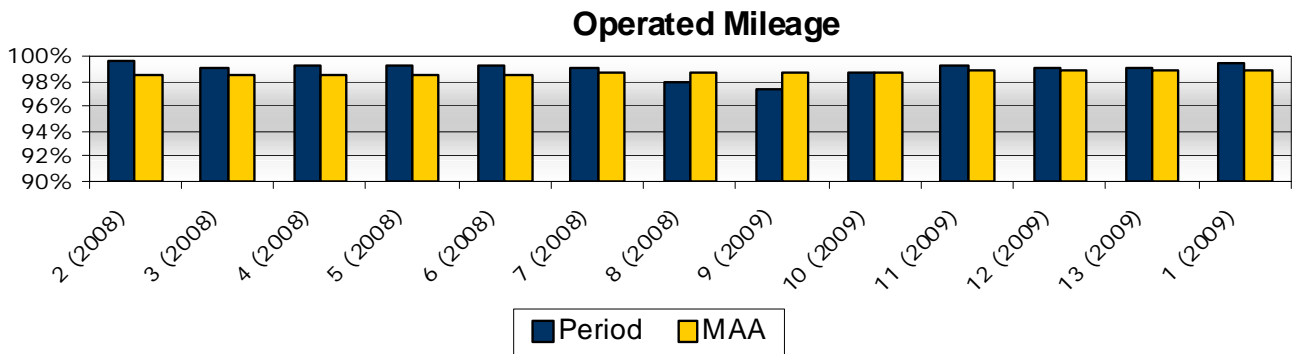
2. Executive Summary

- 2.1 Performance as measured by Operated Mileage was 99.03% in Period 13 and 99.42% in Period 1 (See Chart 1 in section 3). The Moving Annual Average of 98.91% has remained above 98% for the 24th consecutive Period. The majority of miles lost in Period 13 & 1 were due to vehicle reliability, vandalism and a road traffic collision detailed below.
- 2.2 There were 5 major incidents during Periods 13 & 1 which caused delays in service of over 30 minutes which impacted on performance. These consisted of:-
 - 1 April 2009 – A failed vehicle at Radcliffe caused delays. A rescue vehicle was sent but was unable to obtain brake release, this resulted in the emergency brake being physically switched off and the vehicle was sent back to the depot for repair. Normal service resumed after an hour delay.
 - 6 April 2009 – A cracked rail at Oxford Rd resulted in vehicles being turned at Gmex, repairs were successfully completed in time for the evening peak after a 2 ¾ hour delay.
 - 8 April 2009 – A number of factors affected services on this day. We had a failed vehicle at Gmex which caused delays up to 1 hour followed by a communications failure leading to loss of CCTV, radio communication, passenger announcements and ticket vending machines from Bowker Vale to Bury. It took 1 hour to rectify this issue and resume normal services.

- 9 April 2009 – Substation failures on the inbound line at Radcliffe and Prestwich caused delays with two vehicles were stopped in between the stations. There was also a section of overhead line which had come adrift at Radcliffe station. The electrical department attended the sites and normal service resumed 2 ¼ hours later.
- 21 May 2009 – Road traffic collision whereby a van proceeded on a red light at the junction of Exchange Quay and collided with the tram, Police and technicians attended the site and normal service resumed 45 minutes later.

3. Service Performance

Chart 1 - Operated Mileage



Scheduled mileage	Mileage which Stagecoach Metrolink is contracted to operate to run the timetable.
Operated Mileage	Actual miles operated and as a percentage of scheduled mileage
MAA	Moving Annual Average over the last 13 Periods (The sum of operated mileage over the last 13 Periods, divided by 13 to obtain the rolling annual average for operated mileage).

3.1 Operated Mileage

- 3.1.1 Stagecoach is measured according to the Operated Mileage figure for each Period.
- 3.1.2 Operated Mileage as shown in Chart 1 above, illustrates the actual miles operated as a proportion of the scheduled mileage and therefore better reflects the service delivered to passengers.
- 3.1.3 Operated Mileage for the past year has been consistently good. The MAA of 98.91% remains above 98% for the 24th consecutive Period. Period 13 operated mileage finished at 99.03% which remain the same as the previous Period. Period 1 operated mileage finished at 99.42% which is a significant increase of 0.4%. Vehicle reliability, system infrastructure failures and vandalism were the main causes of lost mileage during these two Periods as highlighted in section 2.2. The communications failure on the 8 April was caused by a vandalised fibre optic cable. This appears to have been an isolated incident but will be closely monitored by the operator.

3.2 Vehicle Availability

3.2.1 For the duration of the City Centre track renewals from the 6th April, the target availability changed from 29 vehicles to 24. Due to Period 13 being a 5 week Period and starting prior to the track renewals work, the average vehicle availability target for Period 13 is averaged out at 25 vehicles.

Period 13 morning peak (Mon – Fri) exceeded the required target of 25 with an average availability of 26 vehicles.

Period 1 morning peak (Mon – Fri) exceeded the required target of 24 with an average availability of 25 vehicles.

Chart 2A Period 13 (5 week Period) – Vehicle availability in the morning peak (07:30hrs)

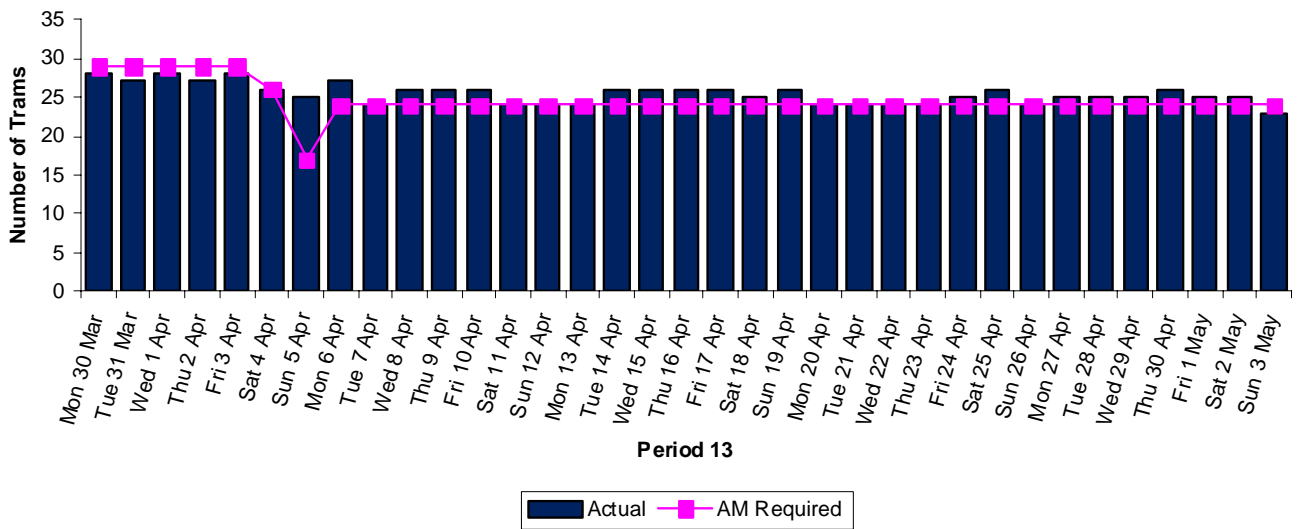
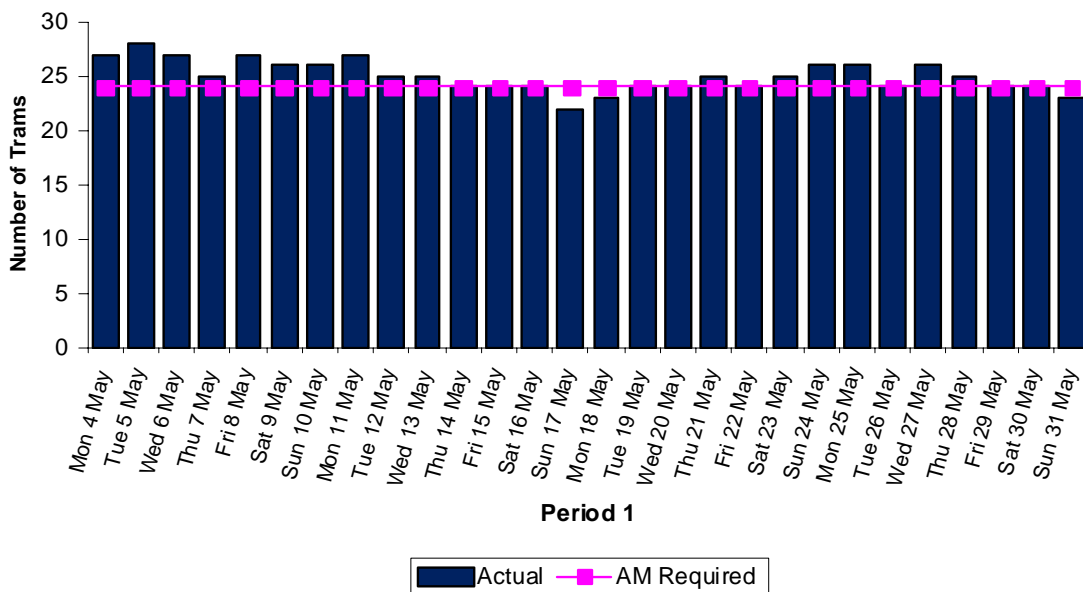


Chart 2B Period 1 – Vehicle availability in the morning peak (07:30hrs)



3.2.3 There are 3 vehicles that were out of service during Periods 13 & 1;

Vehicles 2001, 1012, 1002 and 1010 were out of service during the last two Periods.

- 1010 was out of service for 2 weeks during Period 13 and was back in service until it derailed on the 8th June. This vehicle undertook a full examination and assessment and is now back in service.
- 1012 was out of service for Periods 13 & 1. Work continued on the articulation repair which was a major invasive repair. This vehicle is now back in service.
- 2001 has been out of service long term and is proving very difficult to identify the cause of the failure. The work continues to systematically rule out different issues to resolve the fault.
- 1002 was taken out of service in Period 1 to be refitted with new bogies. This is due back in service imminently.

Vehicle reliability is being assessed and a number of initiatives continue to be rolled out across the fleet; these include: new speed probes, reconditioning of under frame equipment on Phase 2 vehicles, replacement auto-drain valves on half the fleet so far, rear view CCTV modification to eliminate mirror failures and installation of new compressor units.

3.3 Complaints

3.3.1 We saw an increase in complaints from 648 in Period 12 to 796 in Period 13 which is due to this being an extended 5 week Period. The majority of complaints in Period 13 were mainly due to Ticket Vending Machine availability and Phase 1 service disruptions.

Period 1 saw a significant decrease in complaints from 796 in Period 13 to 397 in Period 1. The majority of complaints in Period 1 were mainly due to Ticket Vending Machines.

3.3.2 There had been a significant reduction in Ticket Vending Machine complaints over the last 6 Periods from 439 in Period 6 down to 179 in Period 12. Period 13 has seen an increase to 318 complaints and 227 in Period 1 which are predominantly 'Out of Service' failures caused by vandalism. Bowker Vale Ticket Vending Machine was broken into and damage was sustained to the door, in addition there was an attempted break in at Salford Quays and a successful break in at Exchange Quays with cash stolen. A new security gate has been installed on Bowker Vale's machines to protect against theft and vandalism as this particular station has recently been a target. Technicians will closely monitor the other stations where vandalism/theft has occurred this Period. There was also an increase in the security patrols at these stations during this time.

The new TVM's will be installed across the system from October this year and aim to be fully implemented by Jan/Feb 2010.

GMPTE are continuing to work closely with Stagecoach to refloat the TVM's more frequently, and this has proved successful. A station targeted approach is also being developed with Stagecoach. The new TVM note reader has completed its testing at the depot and trial readers will now be rolled out progressively to those machines which have been identified to have the highest rate of failures.

4 Metrolink Performance Monitoring

- 4.1 The Metrolink Performance Regime is called the 'Performance Payment Regime' (PPR) and is an incentivisation regime with financial penalties and rewards given to Stagecoach Metrolink subject to their performance against specified parameters.
- 4.2 PPR includes punctuality and reliability measures as well as quality standards and infrastructure maintenance measures. Appendix 1 to this report shows performance across Metrolink with respect to cleaning, maintenance and other aspects of service provision for Period 13 & 1 under 'Metqual'. Appendix 2 shows this data in graphical format for each section.
- 4.3 Whilst aspects of the new regime have been operational since the start of the contract some performance elements are still being refined. The main area of concern is the accuracy of the Automatic Tram Recording Equipment (ATRE) to monitor the punctuality and reliability of the service. Stagecoach continues to develop the new software to meet these requirements. An interim solution is in place to ensure the performance is adequately monitored until a fully robust and accurate system is operational.

5. Patronage

5.1 Background

Work has been undertaken to analyse revenues, yield and patronage in a detailed manner, using updated assumptions.

Initial work has focussed around patronage derived from sales via Ticket Vending Machines (TVM) and the range of season tickets offered from weekly to annual (ST). These are the highest patronage generating areas and most sensitive areas to change.

5.2 Data

Monthly patronage 2008/09 using updated assumptions

Month	Actual 2008/09	
	TVM 000s	ST 000s
April	872	265
May	959	207
June	882	236
July	882	226
August	896	204
September	866	307
October	913	273
November	866	264
December	942	166
January	819	354
February	826	258
March	883	271
Total	10,606	3,031

Monthly patronage 2009/10 using updated assumptions

Month	Actual 2009/10	
	TVM 000s	ST 000s
April	746	222
May	730	187

5.3 Effects of City Centre Track work

City Centre track work commenced on 6 April 2009.

The effect on budgeted patronage numbers caused by the reduced services during the period of these works has been estimated as part of the 2009/10 budget process. Performance against this budget will be monitored and the effect of the works on patronage will be assessed on an ongoing basis, as data is collated.

6 Other Metrolink Issues

6.1 City Centre Track Renewals

6.1.1 The City Centre Track Renewals Programme commenced on the 6th April 2009.

6.1.2 The original service plan was:

- Altrincham to St Peter's Square, 12 minute frequency with double units;
- Eccles to St Peter's Square, 12 minute frequency; and
- Bury to Victoria, 12 minute frequency with double units.
- Two bus links joining Piccadilly with Victoria station and GMEX:

- Victoria to Piccadilly operates a 10 minute service (Mon – Sat daytime) and a 20 minute service (evenings & Sundays)
- GMEX to Piccadilly operates a 20 minute service throughout.

6.1.3 Changes to note:

BURY LINE: The doubles service on the Bury line has been overloading the substations causing the circuit breakers to trip. It also appears to have caused damage to the transformer at Woodlands Road, which is due to have a professional inspection to determine its condition. It is therefore no longer possible to run all doubles on the Bury line until this has been resolved, we have therefore amended the service to the following;

- Mondays – Fridays: Single trams every 7 minutes 7am – 10am and 4pm – 7pm, every 12 minutes at all other times. 1 double tram from Bury at 8.03am daily.
- Saturdays: Single trams every 7 minutes 10am – 5pm, every 12 minutes at all other times.
- Sundays: Single trams every 12 minutes.

A longer term project has been initiated to provide 2 new substations on the Bury line. The land has now been identified for these substations at Whitefield and Bowker Vale and is currently subject to funding.

BUS LINK: The bus link service has been reviewed, and an improved operation commenced on Monday 18th May, whereby this service will now connect Victoria, Piccadilly Gardens, Piccadilly Station and St Peter's Square and will run in both directions. This service will run;

- Every 12 minutes until 7pm on Mondays to Saturdays
- Every 20 minutes after 7pm Mondays to Saturdays and all day on Sundays.

All forms of media have been used to distribute the information to our passengers prior to the work commencing. This is continually being assessed and updated as the work progresses based on passenger feedback and any changes to the service.

6.3 Special Events

6.3.1 Under the Stagecoach Metrolink contract GMPTE has more control over Special Events planning. GMPTE is working with Stagecoach to ensure that future special events are assessed and that an appropriate service is planned to handle the extra volume of passengers generated. This includes adapting services, lengthening hours of operation and strengthening services by operating double units as appropriate.

6.3.2 GMPTE is working closely with major venues and organisations and has established a planning calendar which sets out special events which have now been scheduled for 2009.

6.3.3 During Period 13 & 1, 37 events took place which required reinforcement of the service/staffing including the BUPA run.

6.4 Security and Revenue

6.4.1 During Period 13, activity was focused on the City Centre track upgrades with additional agency staff to assist with customer service throughout the City Centre. Piccadilly, Victoria and St Peters Square/Gmex are all manned to ensure passengers are aware of the

temporary arrangements and what their options are to get across the City.

6.4.2 During Period 1 activity was maintained in the City Centre with the assistance of additional customer service staff. Travel Safe Officers were re-distributed across the system to conduct revenue protection duties.

6.4.3 There have been several reported incidents of anti social behaviour in the waiting room at Bury Station by staff. Following these incidents and abuse of tram drivers/cleaning staff we are conducting operations in conjunction with Greater Manchester Police and PCSO's to assess the extent of this issue. In addition we will be carrying out surveys to establish the use of this facility to establish the extent of the abuse. Bury station will be one of the next stations we will seek Accreditation Status on with the DFT and as part of this work we will be seeking advice on the best practise for improving the security at the station.

7 Recommendations

7.1 Recommendations appear at the front of this report.

Philip Purdy
Metrolink Director

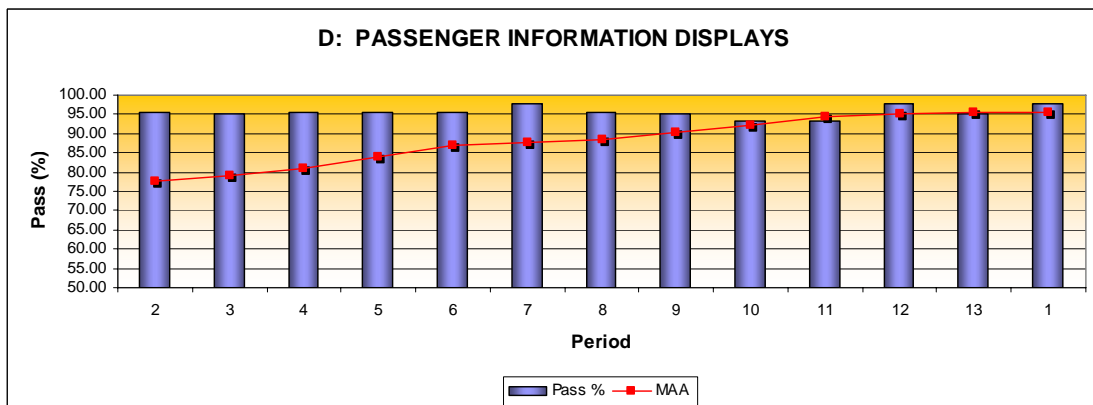
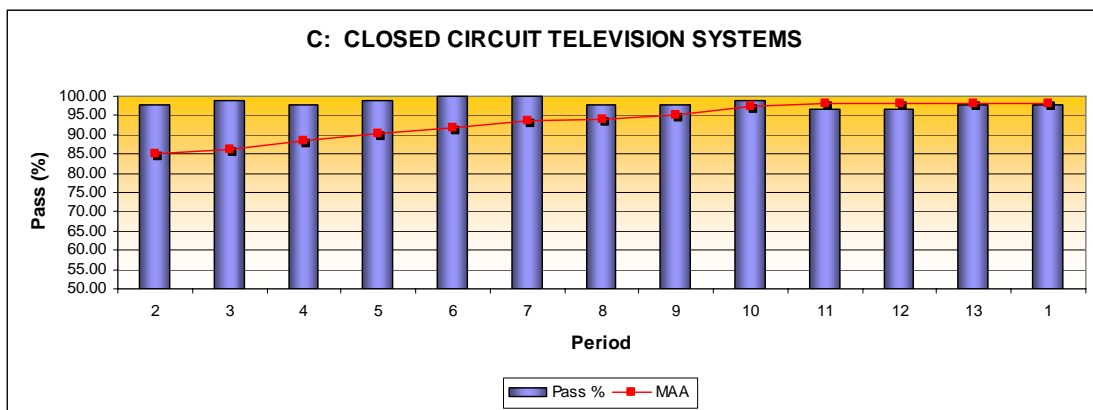
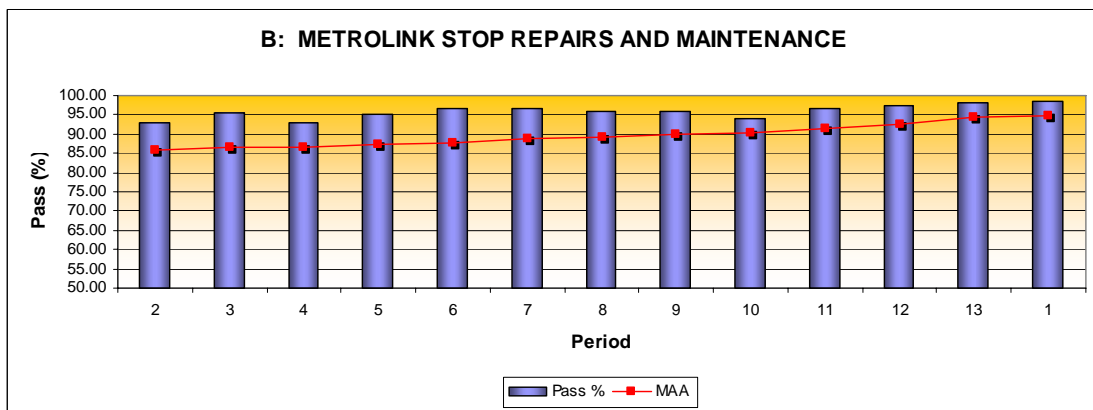
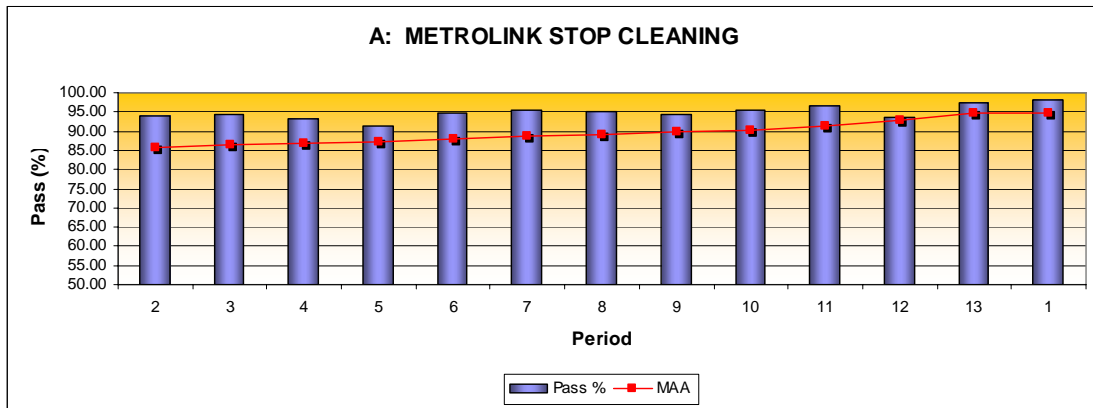
METQUAL PERFORMANCE BY SCHEDULE

Schedule A - Cleaning	Period 13	MAA %	Period 1	MAA %
Platform Canopies	100.00	89.57	92.31	89.68
Shelters, Seating & Waiting Room	100.00	96.15	100.00	97.34
Poster Cases & Signage	100.00	90.20	95.00	91.17
Lifts & Escalators	100.00	96.54	100.00	96.89
Embankments & Ramps	81.40	84.28	90.70	83.86
Stairs, Subways, Footbridges & Foyers	100.00	91.06	100.00	91.06
Platforms	92.31	91.11	100.00	91.56
Car Parks	88.24	90.07	100.00	90.07
Cycle Parking	100.00	99.30	100.00	99.30
Ticket Vending Machines(TVMs)	100.00	98.52	98.08	98.82
Public/Staff Phones	100.00	98.52	100.00	99.26
Rail Track	100.00	99.77	100.00	99.77
Platform Mirrors	100.00	97.85	100.00	100.00
Newspaper Dispensers	100.00	98.21	100.00	100.00

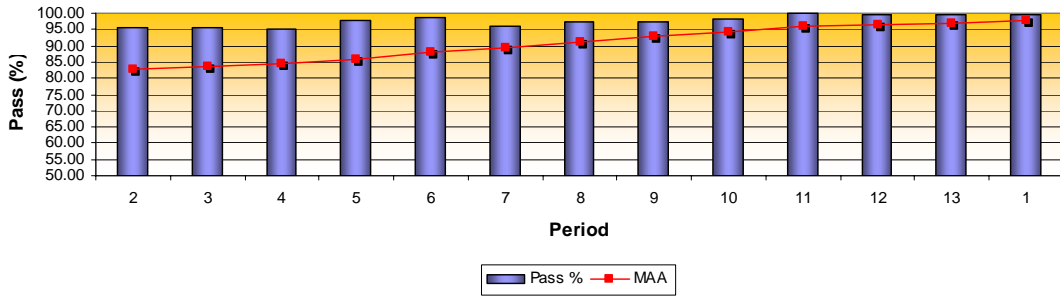
Schedule B - Maintenance	Period 13	MAA %	Period 1	MAA %
Platform Canopies	100.00	84.49	91.67	86.15
Shelters Seating	100.00	95.08	100.00	97.05
Lifts & Escalators – Maintenance/Repairs	100.00	99.34	100.00	99.34
Lifts & Escalators – Availability	86.67	79.49	90.91	78.97
Embankments & Ramps	95.35	94.99	100.00	94.99
Stairs, Subways, Footbridges & Foyers	100.00	94.19	100.00	93.98
Platforms	100.00	94.44	100.00	94.44
Car Parks	100.00	96.63	100.00	96.63
Cycle Parking	100.00	97.86	100.00	98.16
TVM Maintenance & Repairs	98.08	82.08	97.50	89.48
TVM Presentation	96.15	97.48	100.00	97.34
Public & Staff Phones - Operation	100.00	99.49	100.00	100.00
Public & Staff Phones - Presentation	100.00	92.31	100.00	96.41
Platform Mirrors	100.00	99.46	100.00	99.82

All Schedules C - K	Period 13	MAA %	Period 1	MAA %
Sched C – CCTV	97.75	98.01	97.75	98.18
Sched D - Pass Information Screens	95.16	95.40	97.73	95.57
Sched E – Fares & Timetables	100.00	99.85	100.00	100.00
Sched E – Other Information	100.00	99.70	100.00	99.70
Sched E – Poster Cases	100.00	94.66	97.50	95.36
Sched E - TVM Information	100.00	98.51	100.00	98.82
Sched E - Stop Signing	98.08	92.73	100.00	94.80
Sched F – Operation PA System	99.04	99.11	99.52	99.15
Sched G - Tram P.A.	93.99	95.27	90.60	94.94
Sched H - Tram Dest. Displays	91.33	90.57	90.20	90.56
Sched I - Tram Cleaning Internal	87.62	82.29	83.47	82.92
Sched I - Tram Cleaning External	93.06	93.06	97.20	93.38
Sched J - Tram Saloon Environment	98.64	97.04	98.05	97.06
Sched K - Line of Route Info	100.00	98.99	100.00	99.07

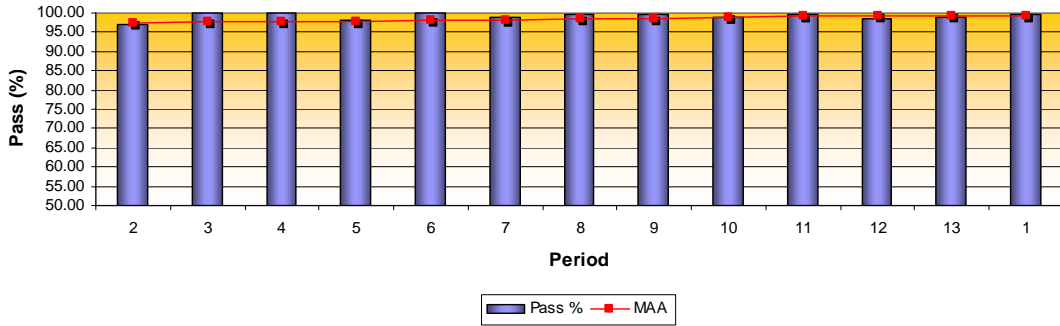
METQUAL BY SCHEDULE:



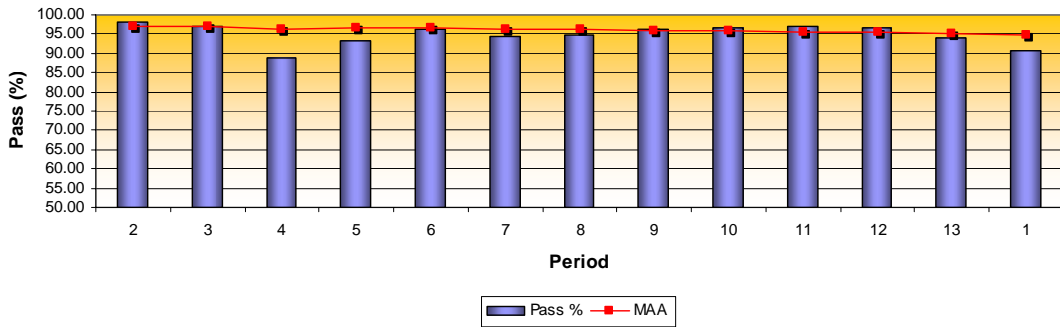
E: POSTER CASES, SIGNAGE AND PRINTED METROLINK SERVICE INFORMATION



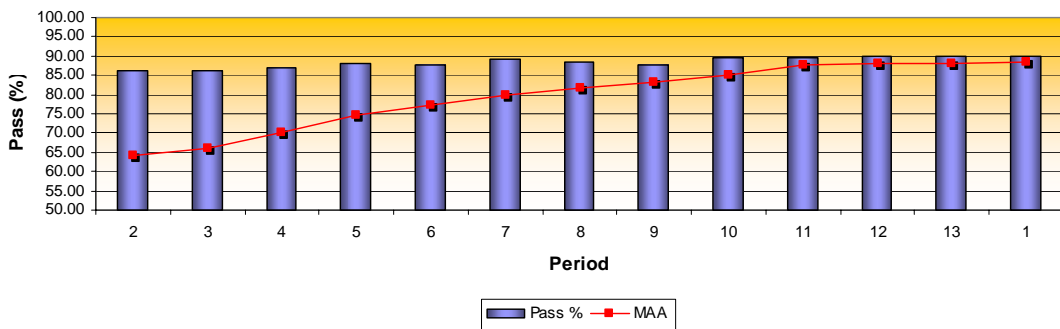
F: PUBLIC ADDRESS SYSTEM AND HELP POINTS AT METROLINK STOPS

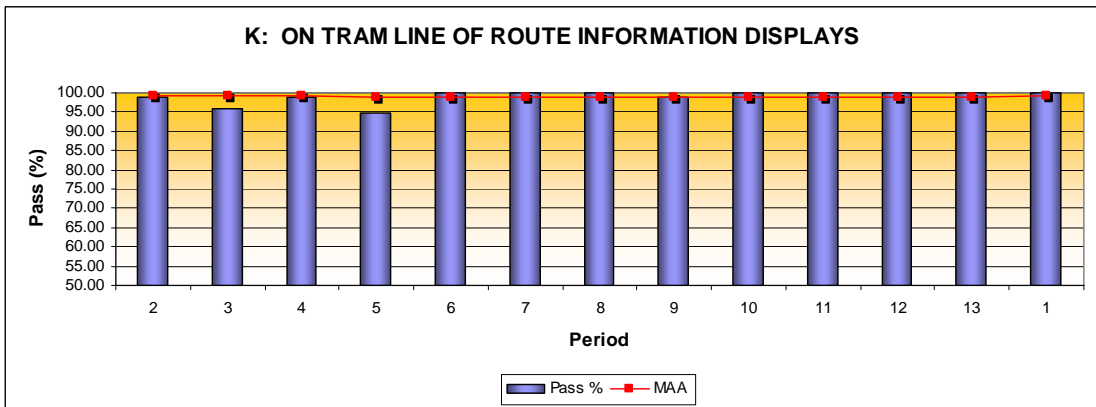
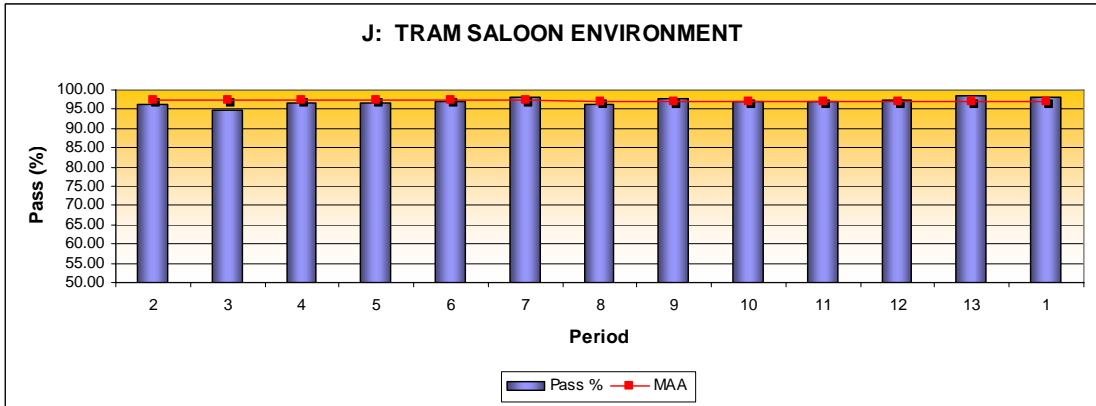
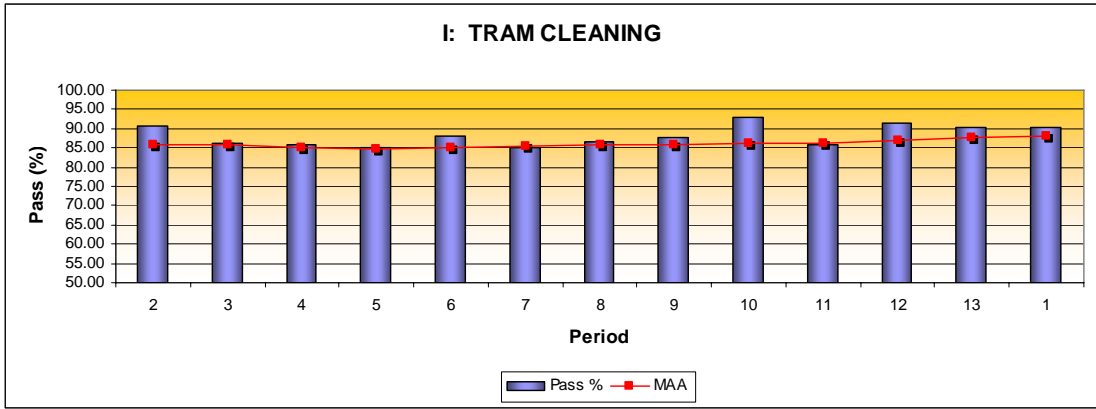


G: TRAM PUBLIC ADDRESS ANNOUNCEMENTS



H: DESTINATION AND STOPPING PATTERN DISPLAYS ON TRAM





PERIOD SCHEDULE:

Period	Start Date	End Date
1	04-May-09	31-May-09
2	01-Jun-09	28-Jun-09
3	29-Jun-09	26-Jul-09
4	27-Jul-09	23-Aug-09
5	24-Aug-09	30-Aug-09
6	21-Sep-09	18-Oct-09
7	19-Oct-09	15-Nov-09
8	16-Nov-09	13-Dec-09
9	14-Dec-09	10-Jan-10
10	11-Jan-10	07-Feb-10
11	08-Feb-10	07-Mar-10
12	08-Mar-10	04-Apr-10
13	05-Apr-10	02-May-10