

GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY
REPORT FOR INFORMATION

COMMITTEE: Rail and Metrolink Networks
DATE: 5th February 2010
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 Rail and Metrolink Networks – 4th December 2009

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1. Introduction

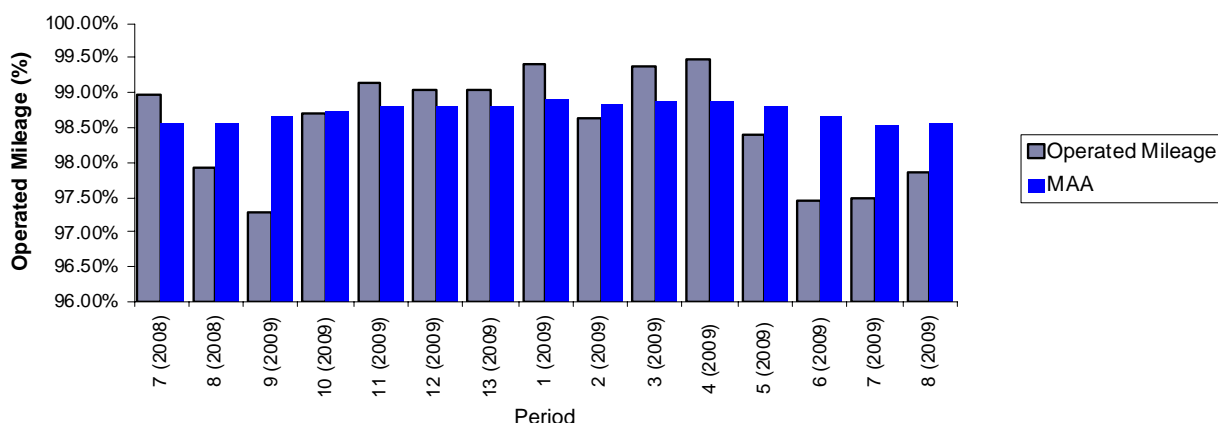
- 1.1 This report contains Metrolink performance during each reporting Period. A reporting Period is a consecutive period of 28 days in line with the contract between GMPTC and Stagecoach. There are 13 Periods in a year and all performance charts will show a summary of the last 13 Periods along with 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 Periods 7 and 8 of Stagecoach operations (Monday 19th October – Sunday 13th December 2009). Also detailed are results for Metqual inspections for the same Periods.

2. Executive Summary

- 2.1 Performance as measured by Operated Mileage has improved marginally over the last 2 Periods to 97.47% in Period 7 and 97.86% in Period 8. (See Chart 1 in section 3). The Moving Annual Average of 98.55% has remained above 98% for the 32nd consecutive Period. The majority of miles lost in Period 7 and 8 were due to vehicle reliability caused by a number of failures including compressors, motors, cab heaters, life-expired electronic components and traction faults. All these issues are being addressed through a series of reliability improvement measures, more details of which are set out in section 3.4.
- 2.2 There were 7 major incidents during Periods 7 and 8 which caused delays in service of over 30 minutes and impacted on performance. These are highlighted in section 3.3.
- 2.3 The city centre track renewals project has now been completed in full. Services resumed through the city centre on November 2nd as planned. Two free days of travel were offered to passengers as a result of the inconvenience caused. The closing date for refund requests on season tickets is January 31st 2010. Members will be updated as to the cost of the refunds in the next report.
- 2.4 As members will be aware, a launch event was held on December 21st to mark the introduction of the new M5000 tram into passenger service. Since then a further two vehicles have entered passenger service with more expected to enter in January 2010.

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 98.55% remains above 98% for the 32nd consecutive Period. Operated mileage in Period 7 finished at 97.47% and Period 8 at 97.86%. Vehicle reliability was the main causes of lost mileage during these Periods. Listed below are the incidents which impacted on performance during Periods 7 and 8, all of which were included in the previous report for information;

- On November 2nd, a collision between a motor cycle and a car detained a tram and caused disruption to Eccles services during the evening peak.
- On November 3rd during the evening peak, a car collided with a tram on Mosley Street.
- On November 12th theft of copper cabling at Cornbrook caused delays to services in the morning peak. Some existing cables were under extra stress as a result of those stolen which led to a temporary suspension of double units running through the area for 48 hours while replacement cables were installed. The

Operator has employed Carlisle Security to patrol the area at night.

- There were repeated failures of traffic lights at locations across the City Centre causing delays of tram services and causing road vehicle congestion. These failures have now been resolved; however, we continue to work closely with GMUTC to ensure these failures are not repeated.
- On two occasions, services have had to be halted whilst emergency services attended to passengers who had fallen ill on trams (on both occasions the illnesses were unrelated to the trams).
- The discovery of the body at Crumpsall on November 16th disrupted services on the Bury line for 7.5 hours and the effects were felt across the system. Services ran between Bury and Crumpsall and all services from the south of the City were turned back at Victoria. The Operator organised replacement bus services and deployed staff at key locations to provide customer care.
- A United Utilities power outage on November 17th affected homes and businesses in the Radcliffe area and also affected services on the Bury line. The Operator responded with an emergency generator to ensure services to Bury were resumed as soon as possible and staff operated points by hand to keep services running. Arrangements were made to provide replacement buses for affected passengers, and staff were deployed at key locations to provide customer care.

3.2 Vehicle Availability

3.2.1 For the duration of the City Centre track renewals from the 6th April, the target availability for Monday – Friday morning peak operations changed from 29 vehicles to 24. From November 2nd when services in the city centre resumed, the target availability increased to 29 vehicles. For Period 7 vehicle availability reached 94.96%.

3.2.1 In Period 8 the target availability was 29 vehicles (Monday - Friday). The vehicle availability (Monday – Friday) for Period 8 was 96.76%. All are shown in the charts below.

3.2.2 During normal operations the target availability is lower on Saturday and Sunday. However, where possible, the Operator will run extra vehicles, increasing the frequency of service at the weekend.

Chart 2A Period 7 – Vehicle availability in the morning peak (07:30hrs)

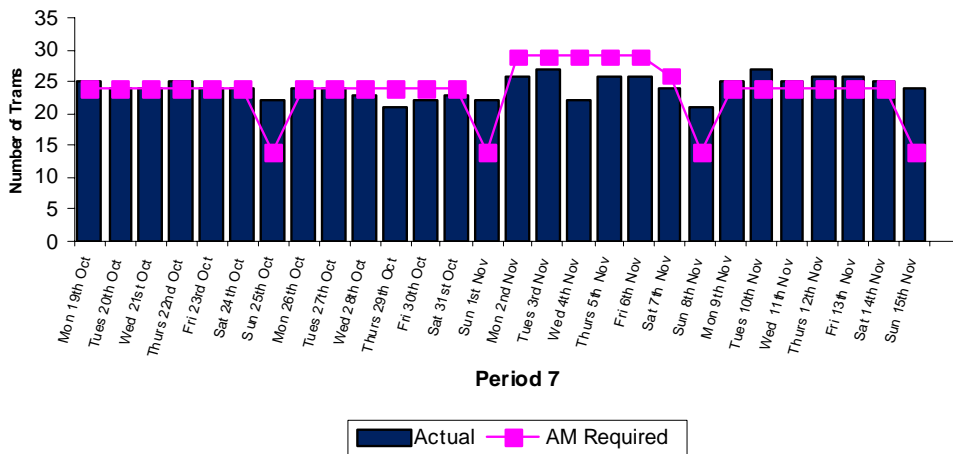
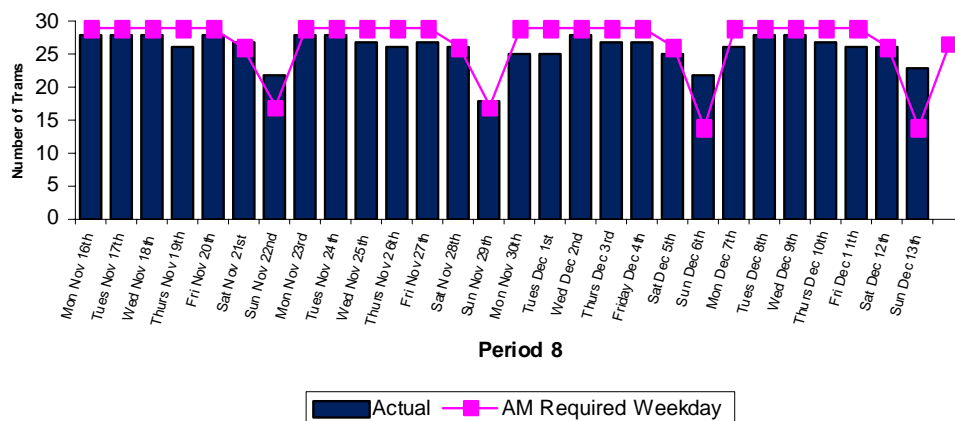


Chart 2B Period 8 – Vehicle availability in the morning peak (07:30hrs)



3.2.5 The availability and reliability of trams has affected the operated service and action is being taken in conjunction with the Operator to rectify the underlying problems. The cause of each failure is reported by the Operator on a rolling basis which then informs the basis of future reliability projects. As each fault occurs, an investigation of the cause of the fault takes place which then informs the basis of future reliability improvement projects.

3.2.6 A number of longer term projects are currently underway including fitting new speed probes, new motor cooling air intake cowlings, new compressors, a motor modification to inverter fans, cab heaters (to allow de-misting of the windscreen), rear view CCTV and the planned re-conditioning of problematic electronics cards. The improvement projects vary in duration depending on their work content and the introduction of the new M5000 trams will enable the existing trams to spend more time in the depot undergoing modification.

3.2.7 Two vehicles were out of service during Periods 7 and 8.

- Vehicle 2001 remains out of service. Following a second visit by an external resource funded by the Operator, a recommendation report was issued. This has formed the basis of a revised action plan to resolve the long standing issues with this tram.
- Vehicle 1021 has completed its special project modifications, however it is waiting for replacement parts to repair a fault before it can be released back into service.

3.3 Complaints

3.3.1 The total number of written and verbal complaints received in Period 7 was 3,393. The City Centre track re-opened, as planned, on Monday 2nd November 2009. However, the service provided to customers was disrupted or delayed due to numerous incidents as described in paragraph 3.1.3, hence the high level of complaints.

3.3.2 In Period 8, the total number of written and verbal complaints received was 2,819. The largest proportion of these complaints, approximately 20%, related to the impact on the service following the discovery of a body at Crumpsall on 16th November when services on the Bury line were suspended for over 7 hours.

4 Metrolink Performance Monitoring

4.1 The contractual performance regime with the Operator measures several aspects of performance including reliability (headway between trams), capacity (number of trams run each service hour) and the punctuality of the first and last trams of the day.

4.2 The results for MetQual inspections carried out during Periods 7 and 8 are reported on are attached graphs.

5. Patronage

5.1 Background

Patronage is being derived initially 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.

During November and December patronage KPI's and targets were drafted for the three years from 2010/11 to 2012/13, these targets will be agreed and formalised prior to 31st March 2010 year end. Work done on developing and validating the methodology for measuring other patronage areas and refining current assumptions is currently being assessed by the strategy directorate. We will update once this assessment is complete.

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	Bus Replacement 000s
April	746	222	
May	730	187	
June	759	208	
July	717	152	
August	269	115	269*
September	643	249	
October	770	222	
November	752	255	
December	1,001	203	

* this figure is additional to the patronage derived from the TVM's

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 has been monitored and the effect of the works on patronage is being assessed and summarised as the tail of this impact comes to a conclusion.

6 Other Metrolink Issues

6.1 Completion of the City Centre Track Renewals

- 6.1.1 The City Centre Track Renewals Programme commenced on the 6th April 2009 and was completed and re-opened, as planned, on November 2nd. The full service being operated is as follows:
- Altrincham 6 minute frequency with double units where available;
 - Eccles 12 minute frequency; and
 - Bury Line 6 minute frequency
- 6.1.2 Two free days of travel were offered to passengers as a result of the inconvenience caused. The closing date for refund requests is January 31st 2010. Members will be updated as to the cost of the refunds in the next report.
- 6.1.3 A launch event was held on December 21st to mark the introduction of the new M5000 tram into passenger service. Since then a further two vehicles have entered passenger service with more expected to enter in January 2010.
- 6.2 Special Events
- 6.2.1 December 12th Manchester United v Aston Villa. This was the first game to use the new corralling system at Old Trafford. Travel Safe Officer's (TSO's) supervised pre-match supporters using the at grade crossing queuing lanes. The corralling system was a success however, staff were subjected to verbal abuse from a minority of passengers who did not understand the new layout. Large directional signage has now been installed to improve understanding and passenger flow on match days.
- 6.2.2 The Travel Safe Officer (TSO) review group continues to meet on a weekly basis. The group is focused on improving the effectiveness of the TSO role, incorporating the three aspects of the TSO role; Revenue protection, Safety and Customer Service. Ticket machine data and revenue protection statistics are regularly analysed to determine revenue losses and fare evasion hot spots. This data assists in the production of the monthly staff plan which indicates where TSOs will be deployed across the system during the following month.
- 6.2.3 GMPTE in conjunction with GMP led two KEC (Knife Enabled Crime) operations on 11th & 18th December 17:00 hours – 01:00 hours. The operations consisted of a number of station blocks combined with mobile teams operating across the system. Both operations were very productive in terms of the high number of standard fares issued and the positive feedback from GMP.
- 6.2.4 Following the reopening of the city centre There has been a refocus on increasing the number of standard fares issued since TSO's have resumed normal duties following the opening of the city centre. Between 1st November and 14th December, 1728 standard fares were issued, a significant increase on the number issued previously during this year.

6.2.5 A new standard fare campaign has been launched in January with posters at all stops and use of on tram information where available to increase passenger awareness and in particular target opportunist offenders who comprise 91% of offenders.

6.2.6 GMPTE is awaiting a decision from DFT on whether they will oversee the secure stations scheme as they have identified some possible resource issues. It has already been agreed that GMP will be able to carry out future assessments and once the arrangements for management of the scheme are finalised, the next stops can be assessed. The proposed next stops are Timperley, Bury, Salford Quays and G-Mex.

7 Festive Timetables

7.1 The timetable operated for Christmas and New Year in 2009 proved to be very successful. On Boxing Day services began earlier in light of high demand from shops in the city centre. Operated hours were 7am - 8pm.

8.0 Recommendations

8.1 Recommendations appear at the front of this report.

Philip Purdy
Metrolink Director

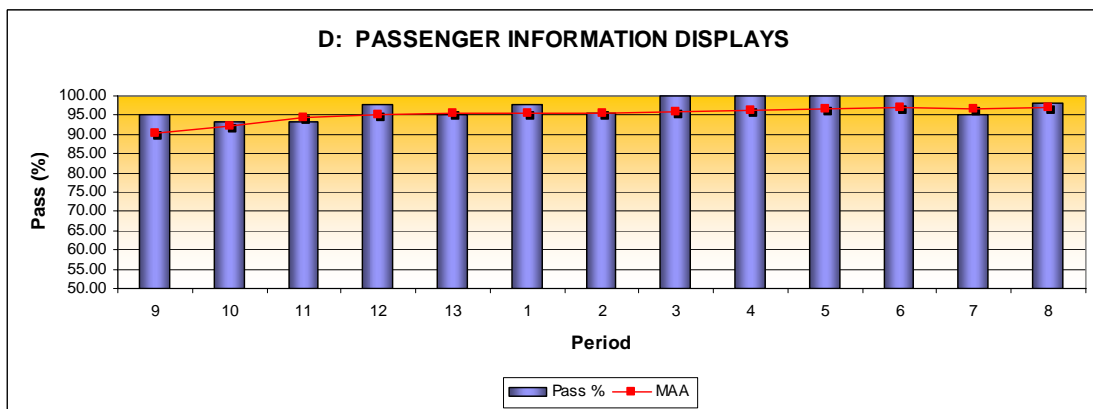
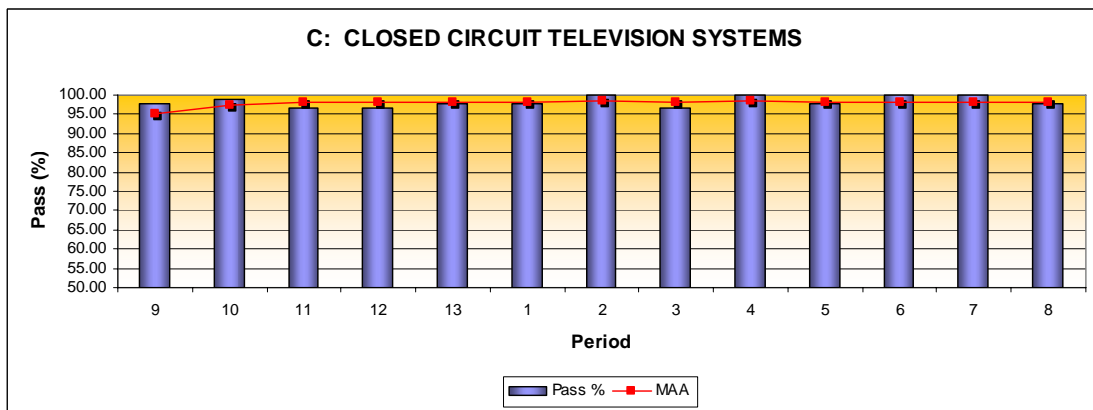
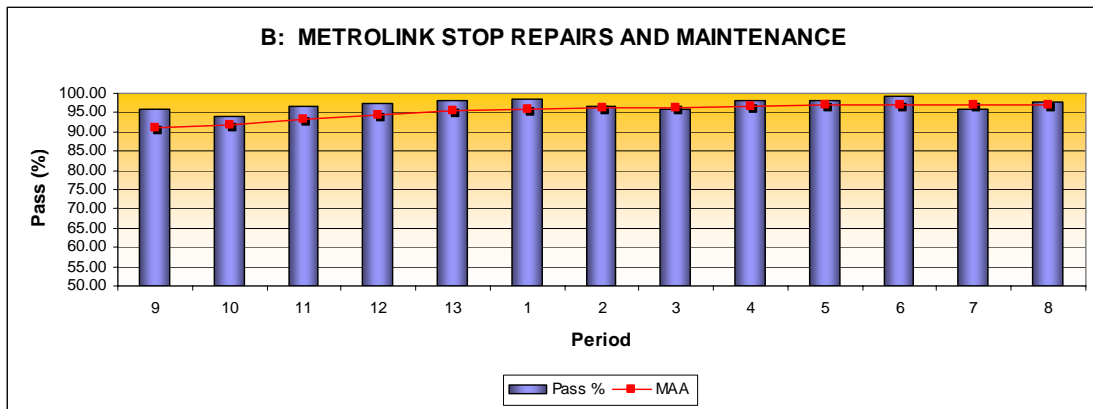
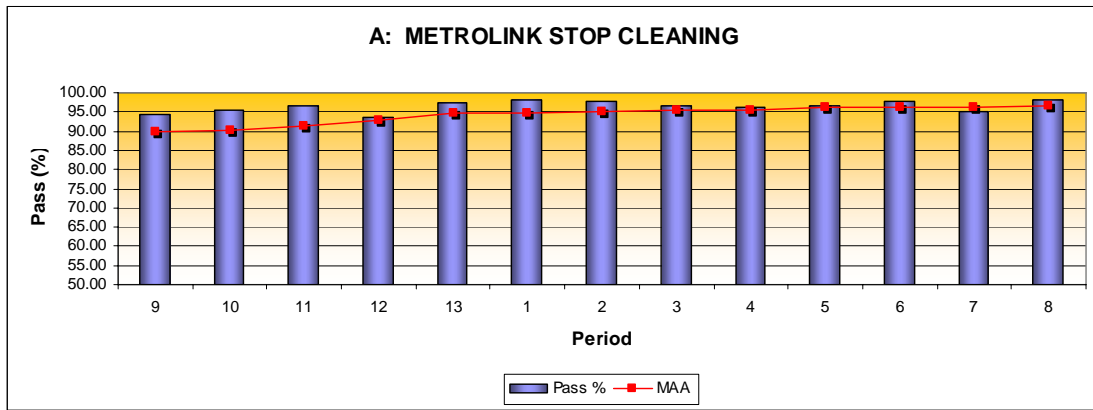
METQUAL PERFORMANCE BY SCHEDULE

Schedule A - Cleaning	Period 7	MAA %	Period 8	MAA %
Platform Canopies	95.24	93.73	100.00	94.08
Shelters, Seating & Waiting Room	96.08	97.37	98.08	97.37
Poster Cases & Signage	92.16	91.16	96.15	92.21
Lifts & Escalators	100.00	98.33	93.33	98.33
Embankments & Ramps	69.05	85.78	86.05	85.78
Stairs, Subways, Footbridges & Foyers	95.24	95.48	97.67	95.66
Platforms	90.20	92.83	100.00	93.42
Car Parks	93.33	94.70	100.00	95.67
Cycle Parking	100.00	99.60	100.00	99.60
Ticket Vending Machines(TVMs)	100.00	98.67	100.00	98.97
Public/Staff Phones	100.00	99.58	100.00	99.56
Rail Track	100.00	99.77	100.00	99.77
Platform Mirrors	100.00	100.00	100.00	100.00
Newspaper Dispensers	100.00	100.00	100.00	100.00

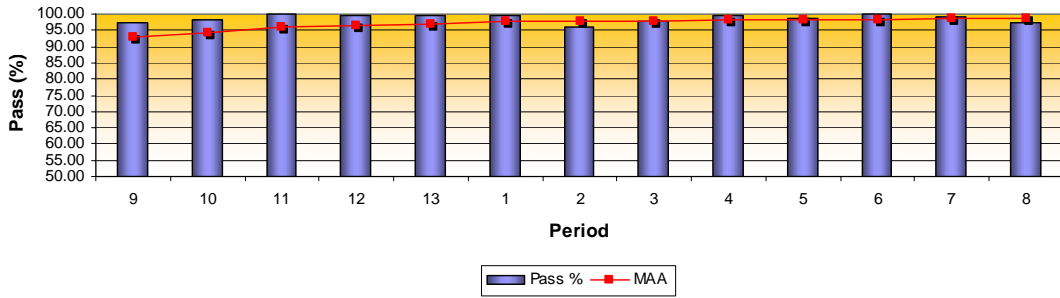
Schedule B - Maintenance	Period 7	MAA %	Period 8	MAA %
Platform Canopies	90.00	92.44	95.00	92.82
Shelters Seating	98.04	99.26	100.00	99.26
Lifts & Escalators – Maintenance/Repairs	100.00	98.97	100.00	98.97
Lifts & Escalators – Availability	86.67	86.66	86.67	86.99
Embankments & Ramps	97.62	97.37	97.67	97.37
Stairs, Subways, Footbridges & Foyers	92.86	96.02	97.67	96.19
Platforms	92.16	95.96	98.08	96.55
Car Parks	93.33	98.46	92.86	98.42
Cycle Parking	100.00	98.60	100.00	98.95
TVM Maintenance & Repairs	92.16	95.71	100.00	96.01
TVM Presentation	98.04	98.05	100.00	98.20
Public & Staff Phones – Operation	100.00	100.00	100.00	100.00
Public & Staff Phones – Presentation	100.00	100.00	100.00	100.00
Platform Mirrors	100.00	100.00	100.00	100.00

All Schedules C - K	Period 7	MAA%	Period 8	MAA%
Sched C – CCTV	100.00	98.27	97.75	98.27
Sched D - Pass Information Screens	95.24	97.17	95.45	97.52
Sched E – Fares & Timetables	100.00	100.00	100.00	100.00
Sched E – Other Information	100.00	100.00	100.00	99.85
Sched E – Poster Cases	96.08	95.91	98.08	96.20
Sched E - TVM Information	100.00	100.00	100.00	100.00
Sched E - Stop Signing	100.00	97.92	98.08	98.07
Sched F – Operation PA System	100.00	99.85	100.00	99.85
Sched G - Tram P.A.	91.56	94.17	89.20	93.74
Sched H - Tram Dest. Displays	90.00	89.62	90.00	89.73
Sched I - Tram Cleaning Internal	74.15	84.06	87.95	74.68
Sched I - Tram Cleaning External	96.38	94.79	93.06	94.79
Sched J - Tram Saloon Environment	99.04	98.06	97.00	98.11
Sched K - Line of Route Info	100.00	99.92	100.00	99.92

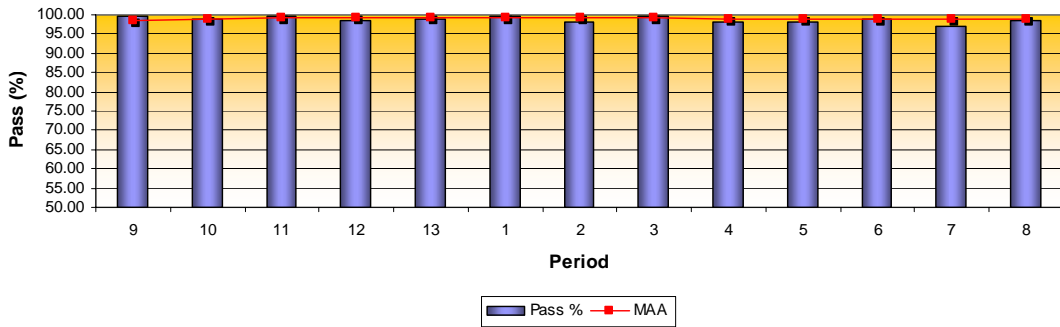
METQUAL BY SCHEDULE:



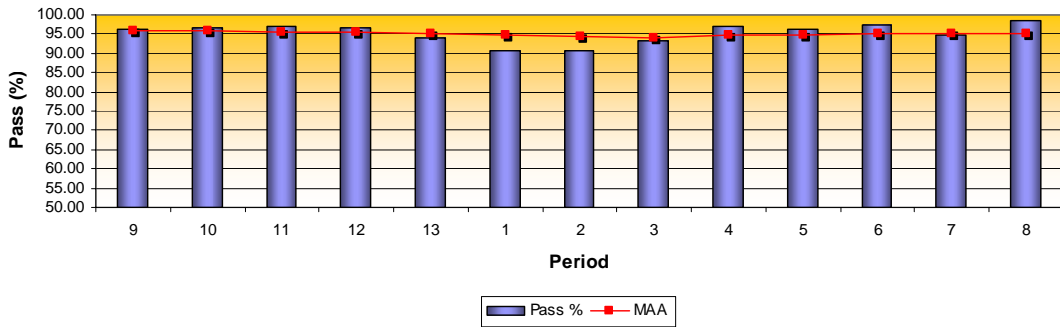
E: POSTER CASES, SIGNAGE AND PRINTED METROLINK SERVICE INFORMATION



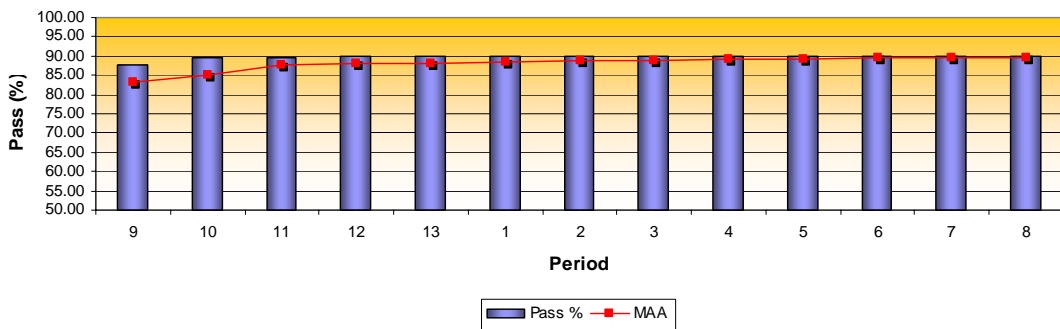
F: PUBLIC ADDRESS SYSTEM AND HELP POINTS AT METROLINK STOPS

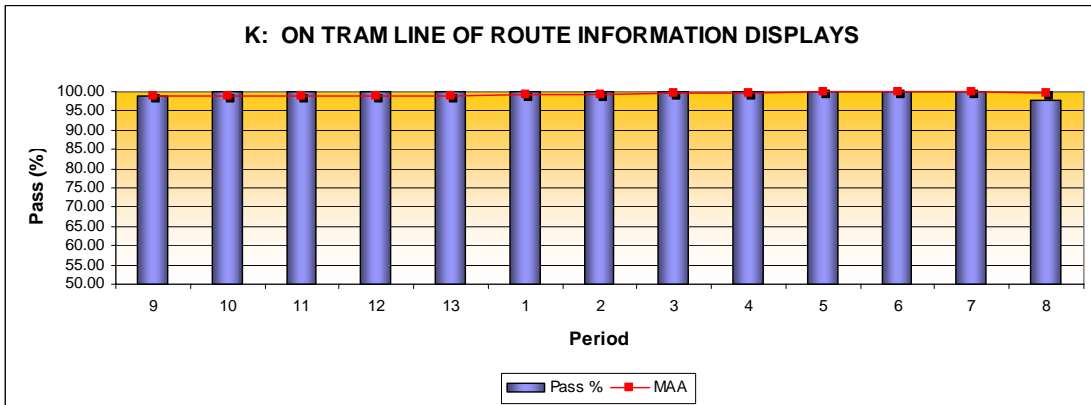
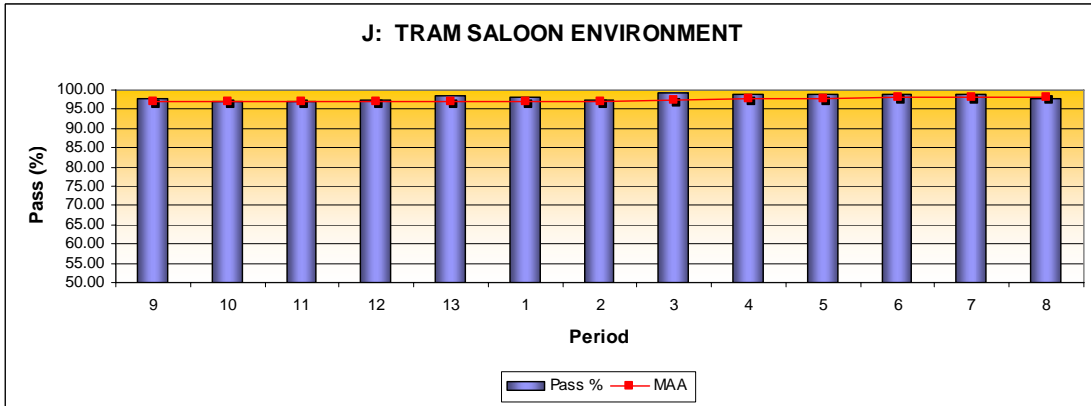
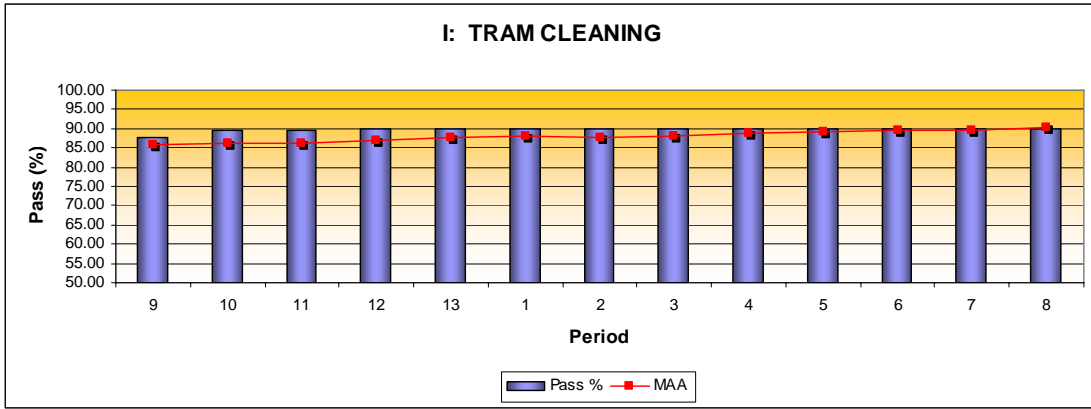


G: TRAM PUBLIC ADDRESS ANNOUNCEMENTS



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	20-Sep-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