

REPORT FOR INFORMATION

COMMITTEE: Rail and Metrolink Networks
DATE: 9th April 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 – 5th February 2010

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1. Introduction

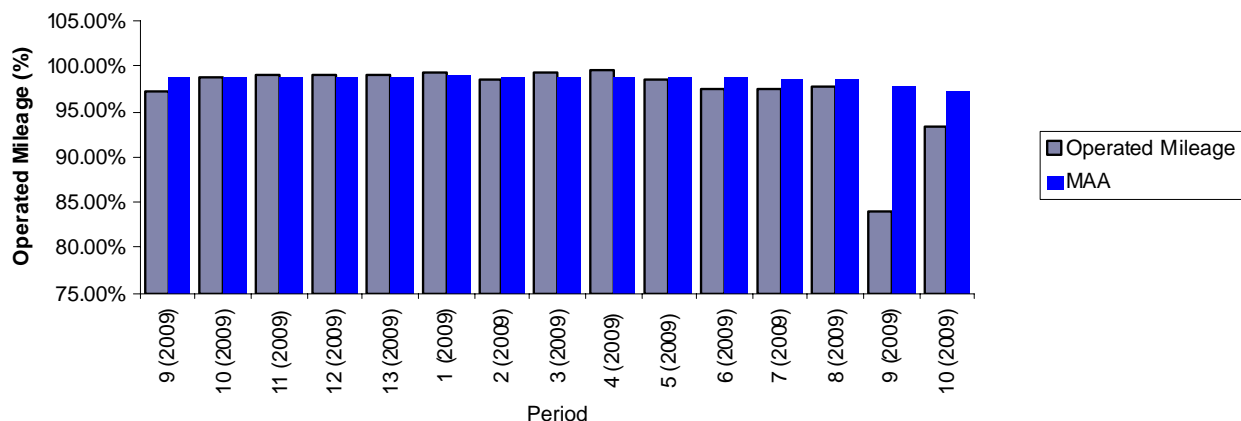
- 1.1 This report contains Metrolink performance during each reporting Period. A reporting Period is a consecutive period of 28 days in line with the contract between GMPTE and Stagecoach. There are 13 Periods in a year and all performance charts will show a summary of the last 13 Periods along with 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 Periods 9 and 10 of Stagecoach operations (Monday 14th December – Sunday 7th February 2010). 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 from 90.22% in Period 9 to 93.62% in Period 10. (See Chart 1 in section 3). The Moving Annual Average of 97.24% has remained below 98% and continued the trend for the 2nd consecutive Period. The majority of miles lost in Period 9 and 10 were due to vehicle reliability caused by a number of failures including compressors, motors, cab heaters, life-expired electronic components and traction faults which were intensified due to the adverse weather conditions. 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 10 major incidents during Periods 9 and 10 which caused delays in service of over 30 minutes and impacted on performance. These are highlighted in section 3.3.
- 2.3 Two free days of travel were offered to passengers as a result of the inconvenience caused due to the city centre track renewals project. The closing date for refund requests on season tickets was January 31st 2010. The total number of refunds requested was 978 totalling £4,866.70. The closing date for all refund requests has now passed.
- 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 seven vehicles have entered passenger service (eight in total).

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 Operated Mileage is used as a measure of Operator performance.

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 is an indicator of the service delivered to passengers.

3.1.3 Operated Mileage for the past year has been consistently good, however the MAA of 97.24% remains below 98% for the 2nd consecutive Period. Operated mileage in Period 9 finished at 90.22% and Period 10 at 93.62%. Vehicle reliability due to the adverse weather was the main cause of lost mileage during these Periods. Listed below are the incidents which impacted on performance during Periods 9 and 10. The main causes of disruptions to the service were adverse weather conditions which have been reported previously.

- A tram failure at Bury on the 14th December disrupted services for 45 minutes in and out of Bury. Arrangements were made for passengers to use Metrolink tickets on First Bus Services 135 and 98 between Bury, Radcliffe and Whitefield.
- On the 14th December, services on the Eccles line were suspended for 40 minutes when a tram experienced an electrical fault.

- A tram failed at Ladywell with a traction fault causing service suspension on the Eccles line for 55 minutes on the evening of the 19th December.
- Failure of points at Bury due to adverse weather conditions disrupted service for 1 hour on the morning of the 22nd December.
- The failure of a tram between Bury and Radcliffe on the 23rd December and the subsequent failure of the rescue vehicle due to the adverse weather conditions disrupted services for 55 minutes blocking all routes in and out of Bury station. Arrangements were made for passengers to use Metrolink tickets on First Bus services and all trams were turned at Whitefield until the failed units were moved at 08:28 hours.
- Services on the Eccles line were suspended for over 11 hours on the 5th January (from start of service until 17:29 in the evening). This was a result of compacted snow in the points and also on the on-street section of the Eccles line.
- A tram failed at the start of service on January 21st with a major air leak. Eccles line services were disrupted for almost 2 hours with trams being turned at Salford Quays.
- A tram was withdrawn from service on January 22nd with a traction brake controller fault after the driver reportedly was unable to drive over 2mph between Ladywell and Weaste. The vehicle was returned to Queens Road after being out of service for 1 hour 20 minutes. This caused delays to the service on the Eccles line with trams operating between Piccadilly and Weaste during this time.
- On January 26th during the evening peak, the driver of a double unit inadvertently activated the steps which were then stuck under the platform at St. Peter's Square. The service operated between Bury and Piccadilly with Eccles and Altrincham services turning at GMEX for approximately 50 minutes.
- On January 29th a tram failed with a compressor fault whilst returning from Eccles, suspending Eccles line services. After an hour the service resumed and the vehicle was coupled to another and returned to the depot.

3.2 Vehicle Availability

3.2.1 In Period 9 the target availability was 29 vehicles (Monday - Friday) with the exception of Thursday 24th December (26), Friday 25th December (0) and Friday 1st January (17). The vehicle availability (Monday – Friday) for Period 9 was 80.31%. All are shown in the charts below.

3.2.2 In Period 10 the target availability was 29 vehicles (Monday - Friday). The vehicle availability (Monday – Friday) for Period 10 was 97.18%. All are shown in the charts below.

3.2.3 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 9 – Vehicle availability in the morning peak (07:30hrs)

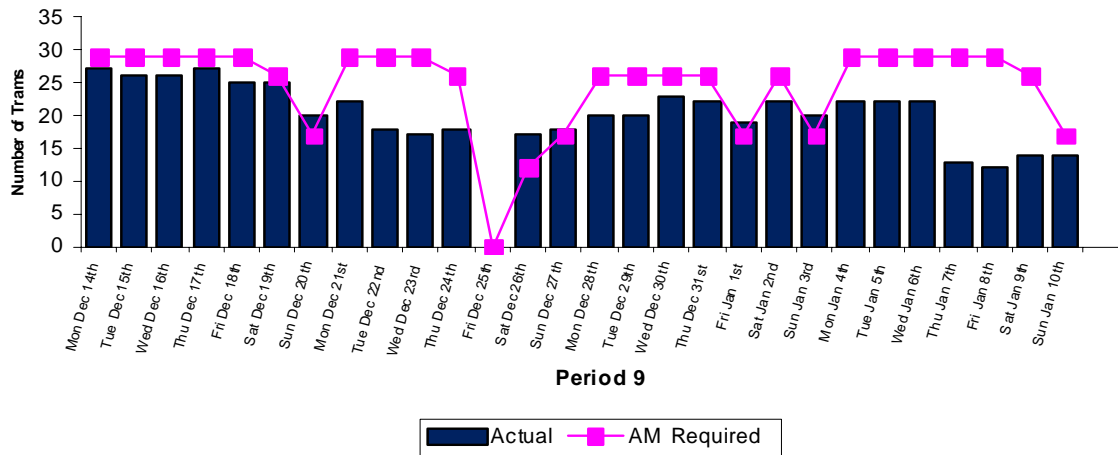
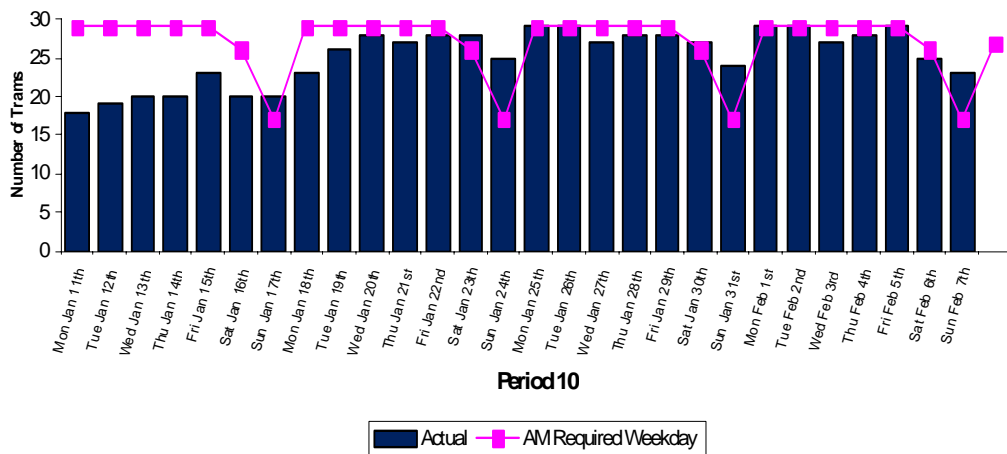


Chart 2B Period 10 – Vehicle availability in the morning peak (07:30hrs)



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 The performance of the new M5000 trams is being closely monitored. Although it is too early to report meaningful reliability information for the new trams, initial indications are that the trams are performing well and are helping to deliver a more reliable service.
- 3.2.8 Two vehicles were out of service during Periods 9 and 10.
- 2001 remains long term out of service. Recommendations as to how the issues with the tram can be resolved have been submitted by an independent specialist funded by the Operator. The matter has now been escalated within the Operator's organisation to ensure that the required attention is given to implementing the recommendations.
 - 1009 has entered the special modification programme and is expected to be returned to service by mid March.
- 3.2.9 Additionally, 1001 and 1003 have been fitted with the new equipment in readiness for the implementation of Tram Operating System ("TOS"). Two vehicles per week will be fitted with the TOS equipment against a programme that is expected to be complete by May 2010.

3.3 Complaints

- 3.3.1 The total number of written and verbal complaints received in Period 9 was 2,288. The largest proportion of these complaints, approximately 56%, related to service disruption when incidents and adverse weather conditions caused delays to service as described in paragraph 3.1.3
- 3.3.2 In Period 10, the total number of written and verbal complaints received was 1,520. The majority of complaints in this Period related to service disruption on the Eccles line on January 21st, 22nd and an incident on the M602 on January 29th which diverted traffic down Eccles New Road causing congestion and subsequent delays to the service.
- 3.3.3 Over half of the complaints regarding lifts and escalators related to the lifts at Timperley. This is an ongoing reliability problem which is being addressed through the lift refurbishment programme. This is scheduled to start on March 15th and will refurbish lifts at Sale, Dane Road, Brooklands and Timperley as a priority. Work is expected to take approximately 12 weeks.
- 3.3.4 Complaints regarding TVMs accounted for 32% of total complaints received in Period 10, compared to 9% in Period 9.
- 3.3.5 62% of TVM complaints were received as a result of machines being out of service, which included exact fare only faults. Navigation Road

and Radcliffe have been identified as being the top stops for TVM complaints and work is underway to determine the reasons why. Faults have been escalated with the Operator so they receive the appropriate attention

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 9 and 10 are reported in the 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 carried out 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	
January	784	282	
February	792	239	

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

6 OTHER METROLINK ISSUES

- 6.1 Two free days of travel were offered to passengers as a result of the inconvenience caused due to the city centre track renewals project. The closing date for refund requests on season tickets was January 31st 2010. The total number of refunds requested was 978 equating to £4,866.70. The closing date for all refund requests has now passed.
- 6.2 A launch event was held on December 21st to mark the introduction of the new M5000 tram into passenger service. Since then a further seven vehicles have entered passenger service.
- 6.3 There have been 18 special events which have taken place over the last 2 Periods (10 in Period 9 and 8 in Period 10), with 11 events taking place at the MEN area and 7 football matches at Old Trafford.
- 6.4 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.

- 6.5 GMPTE in conjunction with GMP led a KEC (Knife Enabled Crime) operation on 18th December 17:00 hours – 01:00 hours. The operation consisted of a number of station blocks combined with mobile teams operating across the system. The operation was very productive in terms of the high number of standard fares issued and the positive feedback from GMP.
- 6.6 There has been a greater focus on increasing the number of standard fares issued since TSO's have resumed normal duties following the opening of the City Centre. Between 14th December and 7th February 2010, 2055 standard fares were issued, a significant increase on the number issued previously during this year.
- 6.7 A new standard fare campaign was 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.
- 6.8 GMPTE is awaiting a confirmation as to which body will oversee the secure stations scheme. It has already been agreed that GMP will be able to carry out future assessments of the stops and once the arrangements for management of the scheme are finalised, the next stops can be assessed.

8.0 Recommendations

- 8.1 Recommendations appear at the front of this report.

Philip Purdy
Metrolink Director

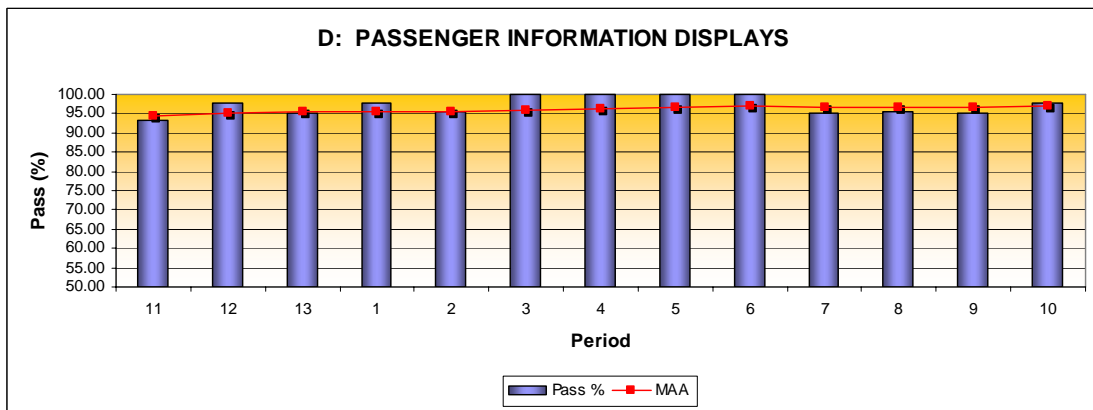
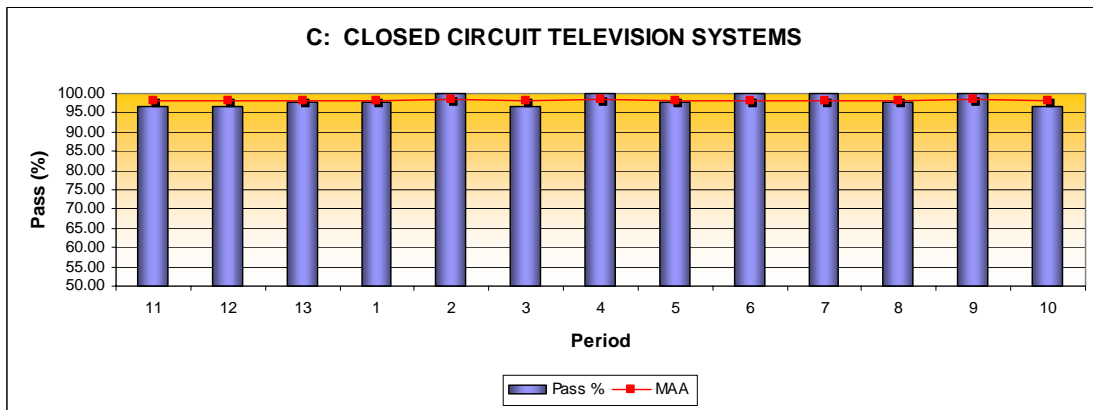
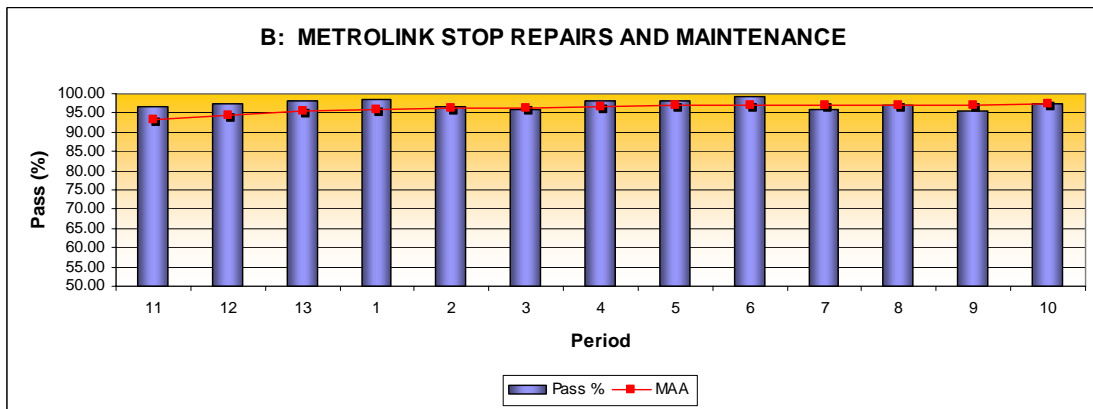
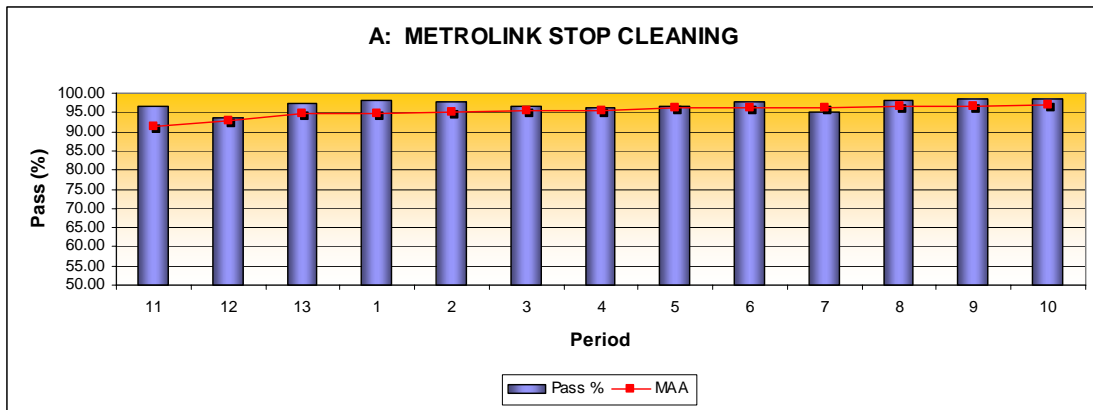
METQUAL PERFORMANCE BY SCHEDULE

Schedule A - Cleaning	Period 9	MAA %	Period 10	MAA %
Platform Canopies	95.24	95.05	100.00	95.75
Shelters, Seating & Waiting Room	100.00	97.52	98.08	97.37
Poster Cases & Signage	98.04	92.94	96.15	93.39
Lifts & Escalators	100.00	98.33	100.00	98.33
Embankments & Ramps	97.67	87.21	88.37	87.75
Stairs, Subways, Footbridges & Foyers	93.02	95.48	97.67	95.84
Platforms	98.04	93.71	96.15	93.71
Car Parks	100.00	96.63	100.00	97.59
Cycle Parking	100.00	99.60	100.00	99.60
Ticket Vending Machines(TVMs)	100.00	99.11	100.00	99.26
Public/Staff Phones	98.04	99.41	100.00	99.41
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

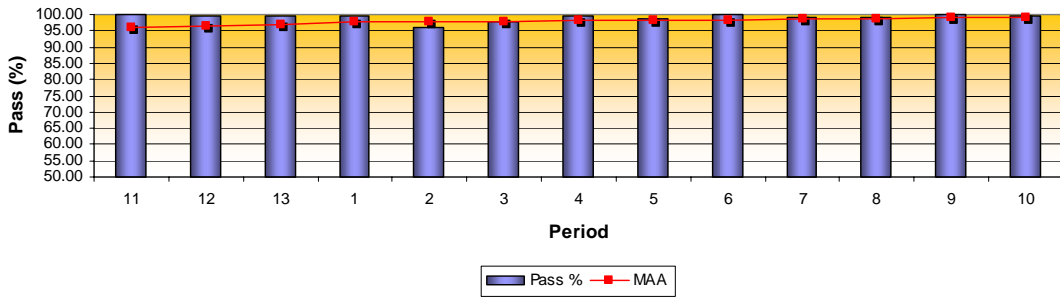
Schedule B - Maintenance	Period 9	MAA %	Period 10	MAA %
Platform Canopies	100.00	93.59	95.0	94.74
Shelters Seating	100.00	99.55	100.00	99.70
Lifts & Escalators – Maintenance/Repairs	100.00	98.97	100.00	99.49
Lifts & Escalators – Availability	57.14	84.72	100.00	87.29
Embankments & Ramps	97.62	97.55	97.62	97.37
Stairs, Subways, Footbridges & Foyers	92.86	96.36	93.02	96.18
Platforms	98.00	96.99	98.08	97.14
Car Parks	100.00	98.42	94.12	97.97
Cycle Parking	100.00	99.30	100.00	99.65
TVM Maintenance & Repairs	94.00	94.80	92.31	94.51
TVM Presentation	98.00	98.04	96.15	98.19
Public & Staff Phones – Operation	100.00	100.00	98.08	99.85
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 9	MAA%	Period 10	MAA%
Sched C – CCTV	100.00	98.44	96.63	98.27
Sched D - Pass Information Screens	90.48	95.71	100.00	98.23
Sched E – Fares & Timetables	100.00	100.00	95.45	96.06
Sched E – Other Information	100.00	99.85	100.00	100.00
Sched E – Poster Cases	100.00	96.96	100.00	99.85
Sched E - TVM Information	100.00	100.00	100.00	97.70
Sched E - Stop Signing	100.00	98.37	100.00	100.00
Sched F – Operation PA System	98.04	99.10	98.08	99.10
Sched G - Tram P.A.	93.74	93.54	94.59	93.37
Sched H - Tram Dest. Displays	80.00	80.00	93.33	81.03
Sched I - Tram Cleaning Internal	80.01	85.14	86.82	84.66
Sched I - Tram Cleaning External	100.00	95.32	93.06	95.32
Sched J - Tram Saloon Environment	100.00	99.85	99.00	99.77
Sched K - Line of Route Info	100.00	100.00	100.00	100.00

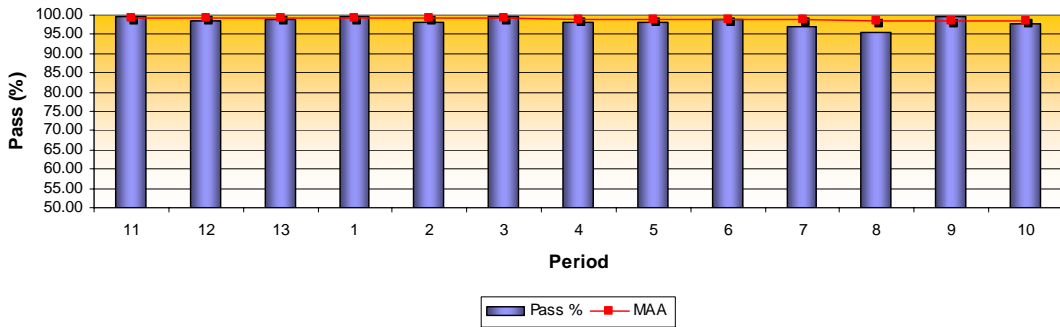
METQUAL BY SCHEDULE:



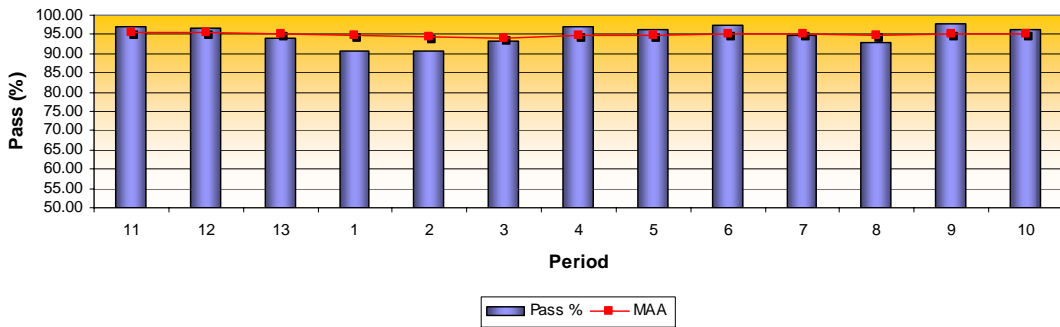
E: POSTER CASES, SIGNAGE AND PRINTED METROLINK SERVICE INFORMATION



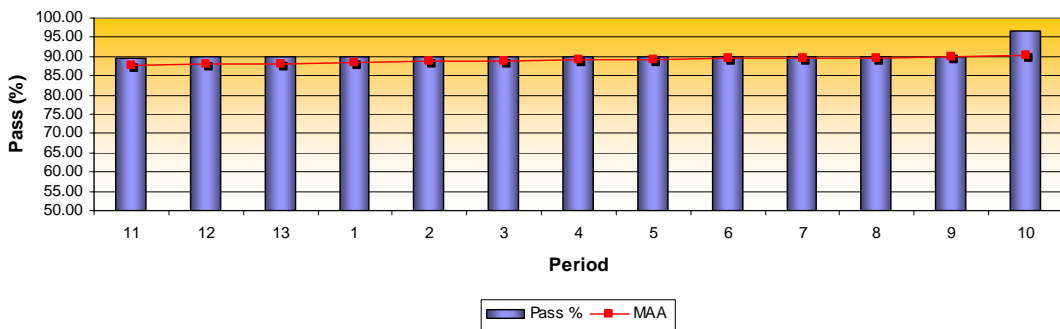
F: PUBLIC ADDRESS SYSTEM AND HELP POINTS AT METROLINK STOPS

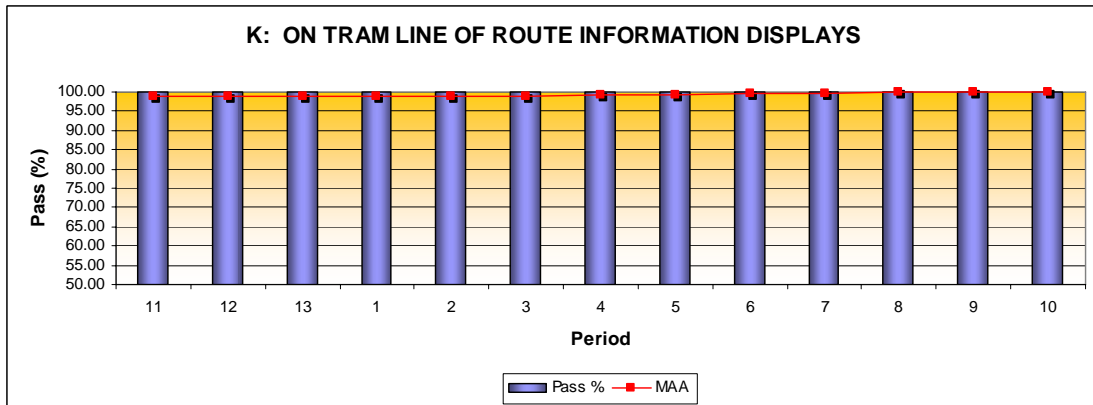
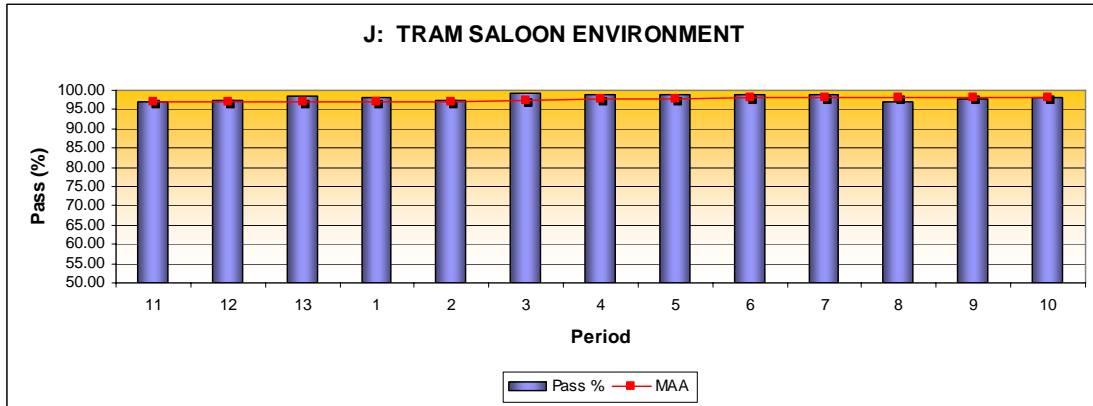
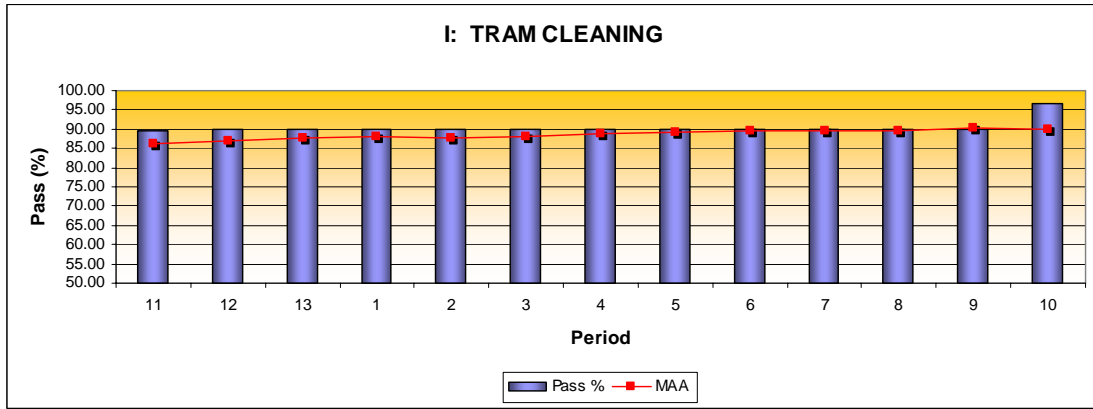


G: TRAM PUBLIC ADDRESS ANNOUNCEMENTS



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