



# A GUIDE TO METROLINK IN GREATER MANCHESTER



## **Background**

Metrolink is the UK's premier light rail network operating throughout Greater Manchester. It provides a fast, frequent service which is fully accessible to all, running 7 days a week, 364 days of the year.

The Metrolink infrastructure is owned by GMPTE and is operated by Stagecoach, who took over from Serco in July 2007.

## **Key Facts**

- Metrolink opened to passengers on 6 April 1992. The Bury and Altrincham lines (Phase 1) were the first to open, followed by the Eccles line (Phase 2) in July 2000.
- There are a total of 37 Metrolink stops. 17 of the stops on the Bury and Altrincham lines are former train stations.
- There are currently 44 trams available to operate on the network.
- The Metrolink network covers a total of 23 miles (37 km)
- GMPTE owns the Metrolink network, the trams and infrastructure, controls the price of tickets, and plans future developments.

## **Operations**

Metrolink trams run through Manchester City Centre; through Salford Quays and into Eccles; and through the suburbs to Altrincham in the South of the county and Bury in the North. This provides a link in and out of the heart of the regional centre and a convenient way to travel around the city centre.

Metrolink provides a frequent service from early morning until late in the evening allowing passengers to turn up and travel without the need of a timetable. The service is strengthened during the morning and evening peaks using double trams, alleviating overcrowding during busy periods.

Tram services run between:

- Altrincham - Manchester City Centre - Bury
- Bury – Manchester City Centre - Altrincham
- Altrincham - Manchester Piccadilly Rail Station
- Bury - Manchester Piccadilly Rail Station
- Eccles - Manchester Piccadilly Rail Station

Journey planning details below are as published on Metrolink stops;

## Journey planning

### Tram times

Trams run into the city centre every **6 mins** during the day. Every other tram goes through Piccadilly. Change at Piccadilly Gardens for onward journeys.

		Monday – Fridays	Saturdays	Sundays & public holidays	
	<b>Bury – Altrincham</b> <b>Altrincham – Bury</b> <b>through services</b> Not stopping at Piccadilly or Piccadilly Gardens	<b>Every 12 minutes</b> No through service after 1930 – all trams run to and from Piccadilly only (see below*)	<b>Every 12 minutes</b> No through service after 1730 – all trams run to and from Piccadilly only (see below*)	<b>No through service</b> – all trams run to and from Piccadilly only (see below*)	
	<b>Bury – Piccadilly</b>	<b>Every 12 minutes</b>	<b>Every 12 minutes</b>	<b>Every 12 mins</b> 0930 – 1700	<b>Every 15 mins</b> at all other times
	<b>Piccadilly – Bury</b>	<b>Every 12 minutes</b>	<b>Every 12 minutes</b>	<b>Every 12 mins</b> 1000 – 1730	<b>Every 15 mins</b> at all other times
	<b>Altrincham – Piccadilly</b>	<b>Every 12 minutes</b>	<b>Every 12 minutes</b>	<b>Every 12 mins</b> 0930 – 1700	<b>Every 15 mins</b> at all other times
	<b>Piccadilly – Altrincham</b>	<b>Every 12 minutes</b>	<b>Every 12 minutes</b>	<b>Every 12 mins</b> 1000 – 1730	<b>Every 15 mins</b> at all other times
	<b>Eccles – Piccadilly</b>	<b>Every 12 minutes</b>	<b>Every 12 minutes</b>	<b>Every 12 mins</b> 0930 – 1700	<b>Every 15 mins</b> at all other times
	<b>Piccadilly – Eccles</b>	<b>Every 12 minutes</b>	<b>Every 12 minutes</b>	<b>Every 12 mins</b> 0930 – 1730	<b>Every 15 mins</b> at all other times

## Media City Extension

The quarter of a mile (0.4 km) extension to MediaCityUK will join the Eccles line near the Broadway stop.

The Media City Metrolink service will operate as follows;

- Off Peak it will form part of the Eccles service, with a 12 minute service to either Eccles or Piccadilly.
- Between 7am and 8pm Monday to Saturday, there will be a direct 12 minute shuttle service between Cornbrook and Media City, in addition to the 12 minute Eccles service (which will not call at Media City). This will mean that for customers wishing to travel between Cornbrook and Harbour City, there will be a 6 minute service during these times.

## Improvement Projects

### City Centre Track Renewals

The City Centre Track Renewals Programme commenced on the 6<sup>th</sup> April 2009 and was completed as planned, allowing services across the city centre to re-commence on November 2<sup>nd</sup> 2009.

## **New trams**

12 new M5000 trams have been commissioned and are operating on the system. 4 of these are for the Media City extension and the remainder to enhance the existing service.

36 further trams have been ordered to run on the future Metrolink extensions.

## **New ticket vending machines**

New Ticket Vending Machines (TVM's) have been installed that accept coins, notes and credit and debit cards which now enables passengers to buy tickets much quicker and easier. A number of 'queue buster' TVM's have also been introduced which will issue only single and return tickets and accept only coins and debit/credit cards.

## **Stop Improvements**

Following the success of the Altrincham line stop upgrades last year, further investment is being made to improve stops on the Bury and Eccles lines. The project will improve security, accessibility and facilities for passengers using Metrolink and will include the refurbishment of all lifts on the network, the enhancement of CCTV coverage and lighting and a refresh of all stops with the new Metrolink visual identity.

## **Metrolink is operated by:**

Stagecoach

Metrolink House

Queens Road

Manchester

M8 0RY

Telephone Customer Services on: 0161 205 2000

Email: [customerservices@metrolink.co.uk](mailto:customerservices@metrolink.co.uk)

Website: <http://www.metrolink.co.uk>

## **GMPTE Responsibilities**

- Ticketing and fares strategy
- Publicity, marketing, promotion of Metrolink system
- Passenger information including timetable details
- Service enhancement projects
- Co-ordination of special events

## **Stagecoach Responsibilities**

- Operational performance i.e. punctuality and reliability of the network

- Cleanliness and maintenance of stops and trams
- Operation and maintenance of assets including TVMs, PA system and CCTV

### **Metrolink Performance Monitoring**

GMPTTE monitors Stagecoach performance of the Metrolink system. The Metrolink performance regime is called the 'Performance Payment Regime' (PPR) and is an incentive regime with financial penalties and rewards given to Stagecoach Metrolink subject to their performance against specified parameters.

Performance is measured in terms of punctuality, reliability, first and last tram operation and quality standards. This includes cleanliness of both Metrolink stops and trams and infrastructure maintenance.

The method for monitoring quality standards is that the 37 stops on the network are surveyed at least once during every 4 week period and assessed against the specification. Trams are also assessed for functionality and cleanliness against the specification.

As well as measurement of punctuality, reliability and quality standards, PPR also assesses TVM reliability and information provision.

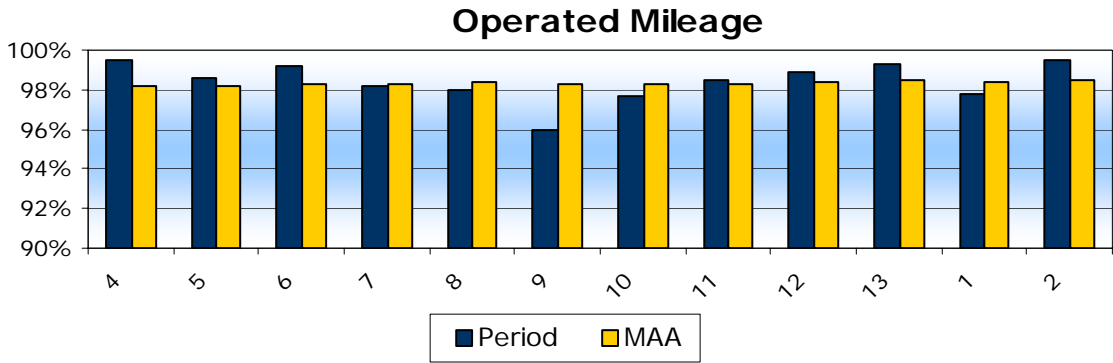
### **Reporting on Metrolink Performance**

GMPTTE produces a report detailing Metrolink performance for every meeting of the Rail and Metrolink Network Committee. The report is presented to Members by Mark Taylor, Passenger Services Manager.

The report uses graphs and commentary to inform Members of recent performance. Members are advised of:

- reliability, as measured by operated mileage
- vehicle availability
- number of complaints received
- quality standards, including cleanliness and maintenance levels
- special events
- the deployment of Travel Safe Officers on the system

Examples of the information included in each report are shown below;



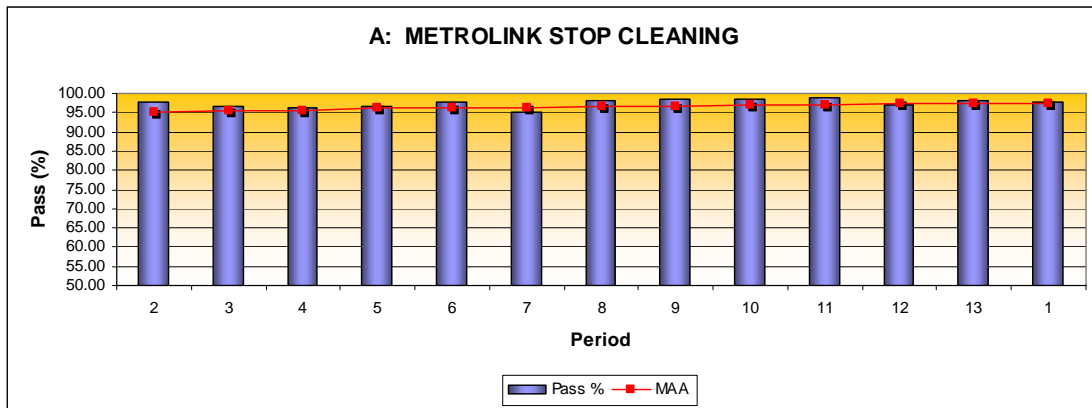
### Operated Mileage

Operated mileage is used as a measure of Operator performance and illustrates the actual miles operated as a proportion of the scheduled mileage and therefore is an indicator of the service delivered to passengers. The graph also shows a figure for the MAA, the Moving Annual Average, which represents the average operated mileage performance during the previous twelve months.

### Metqual Cleaning Table

Schedule A – Cleaning	Period 13	MAA %	Period 1	MAA %
Platform Canopies	95.24	96.43	95.45	96.67
Shelters, Seating & Waiting Room	100	98.11	100	98.11
Poster Cases & Signage	96.15	93.98	96.15	94.07
Lifts & Escalators	100	98.85	100	98.85
Embankments & Ramps	90.7	89.54	88.37	89.36
Stairs, Subways, Footbridges & Foyers	100	96.73	97.67	96.55
Platforms	92.31	94.75	90.38	94.01
Car Parks	100	97.53	100	97.53
Cycle Parking	100	99.6	100	99.6
Ticket Vending Machines(TVMs)	100	99.41	100	99.56
Public/Staff Phones	100	99.7	100	99.7
Rail Track	100	100	100	100
Platform Mirrors	100	100	100	100
Newspaper Dispensers	100	100	100	100

## Metqual Cleaning Graph



These figures represent the level of performance for cleaning of all the areas and facilities at Metrolink stops (as detailed in the table). GMPTE Inspectors carry out regular inspections of all stops and these figures are combined to provide an average figure for stop cleaning for each 4 week period. There are financial penalties and rewards depending on the level of performance to incentivise the Operator. More detail on the monitoring regime is provided in each Rail and Metrolink Network Committee report.

## Patronage

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

## GMPTE Metrolink Team

The day-to-day management of the Stagecoach Metrolink contract is overseen by GMPTE's Passenger Services Team. Included in their remit is the co-ordination and management of relationships of all those involved in the successful delivery of Metrolink services both within GMPTE and between GMPTE and service providers.

On a day-to-day basis they manage contract compliance and have established a number of working groups to monitor performance and develop issues. Any queries and comments about the current Metrolink system can be directed to any of the Passenger Service team members detailed below.

The members of the team are:

Philip Purdy, Metrolink Director  
Direct Line 0161 244-1040 [philip.purdy@gmpte.gov.uk](mailto:philip.purdy@gmpte.gov.uk)

Mark Taylor, Metrolink Passenger Services Manager  
Direct Line 0161 244- 1538 [mark.taylor2@gmpte.gov.uk](mailto:mark.taylor2@gmpte.gov.uk)

Kerry Jones, Passenger Services Development Manager  
Direct Line 0161 244-1724 [kerry.jones@gmpte.gov.uk](mailto:kerry.jones@gmpte.gov.uk)

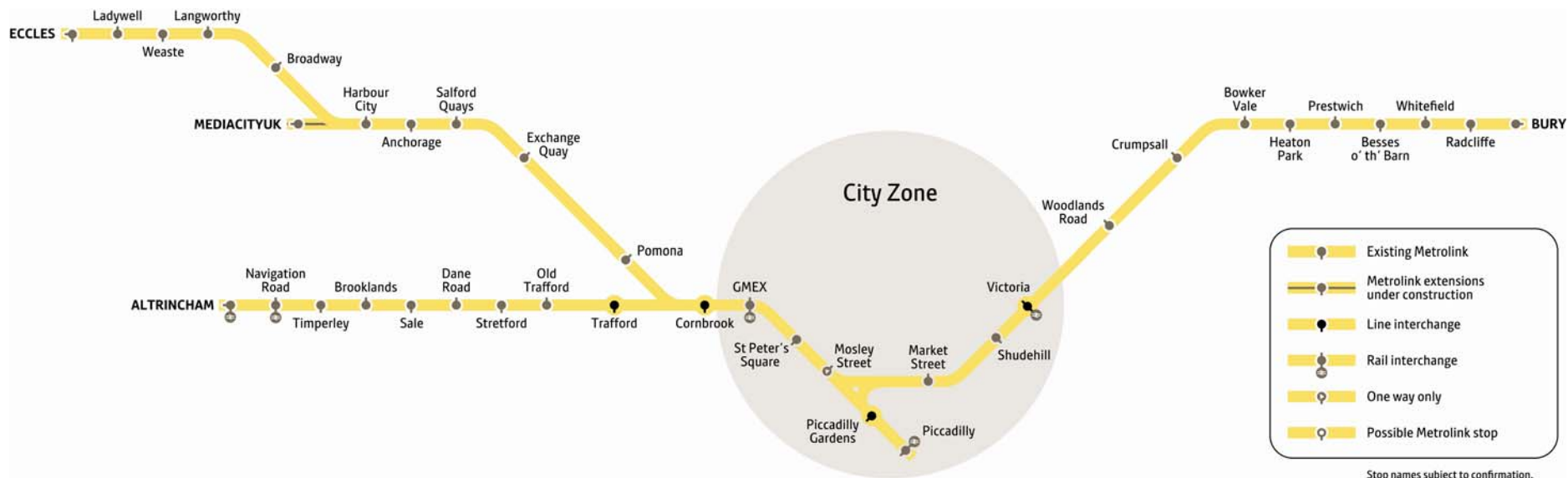
Caroline Matthews, Metrolink Account Manager  
Direct Line 0161 244-1748 [caroline.matthews@gmpte.gov.uk](mailto:caroline.matthews@gmpte.gov.uk)

Vicky Mercer, Metrolink Account Officer  
Direct Line 0161 244-1737 [victoria.mercer@gmpte.gov.uk](mailto:victoria.mercer@gmpte.gov.uk)

Lindsay Moyles, Metrolink Account Officer  
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Mark Thompson, Metrolink Account Analyst  
Direct Line 0161 244-1739 [mark.thompson@gmpte.gov.uk](mailto:mark.thompson@gmpte.gov.uk)

Sue Neild, Passenger Services Team Administrator  
Direct Line 0161 244-1406 [sue.neild@gmpte.gov.uk](mailto:sue.neild@gmpte.gov.uk)



Station Name	Line	Notes
ECCLES	Existing Metrolink	
Ladywell	Existing Metrolink	
Langworthy	Existing Metrolink	
Weaste	Existing Metrolink	
Broadway	Existing Metrolink	
MEDIACITYUK	Existing Metrolink	
Harbour City	Existing Metrolink	
Salford Quays	Existing Metrolink	
Anchorage	Existing Metrolink	
Exchange Quay	Existing Metrolink	
Pomona	Existing Metrolink	
ALTRINCHAM	Existing Metrolink	
Navigation Road	Existing Metrolink	
Timperley	Existing Metrolink	
Brooklands	Existing Metrolink	
Sale	Existing Metrolink	
Dane Road	Existing Metrolink	
Stretford	Existing Metrolink	
Old Trafford	Existing Metrolink	
Trafford	Existing Metrolink	
Cornbrook	Existing Metrolink	
GMEX	Existing Metrolink	
St Peter's Square	Existing Metrolink	
Mosley Street	Existing Metrolink	
Market Street	Existing Metrolink	
Shudehill	Existing Metrolink	
Victoria	Existing Metrolink	
Woodlands Road	Existing Metrolink	
Crumpsall	Existing Metrolink	
Bowker Vale	Existing Metrolink	
Heaton Park	Existing Metrolink	
Prestwich	Existing Metrolink	
Besses o' th' Barn	Existing Metrolink	
Whitefield	Existing Metrolink	
Radcliffe	Existing Metrolink	
BURY	Existing Metrolink	
Piccadilly Gardens	Possible Metrolink stop	
Piccadilly	Possible Metrolink stop	