

**TRANSPORT FOR GREATER MANCHESTER COMMITTEE  
REPORT FOR RESOLUTION/INFORMATION**

**SUB COMMITTEE: METROLINK & RAIL NETWORKS**

**DATE:** 17 FEBRUARY 2012  
**SUBJECT:** METROLINK SERVICE PERFORMANCE  
**REPORT OF:** METROLINK DIRECTOR

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**PURPOSE OF REPORT**

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

**RECOMMENDATIONS**

Members are asked to:

1. Note the performance of Metrolink services

**BACKGROUND DOCUMENTS**

Metrolink Service Performance Report dated 4 November 2011.

Metrolink Service Performance Report dated 9 December 2011.

**CONTACT OFFICERS**

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## **1 Introduction and Background**

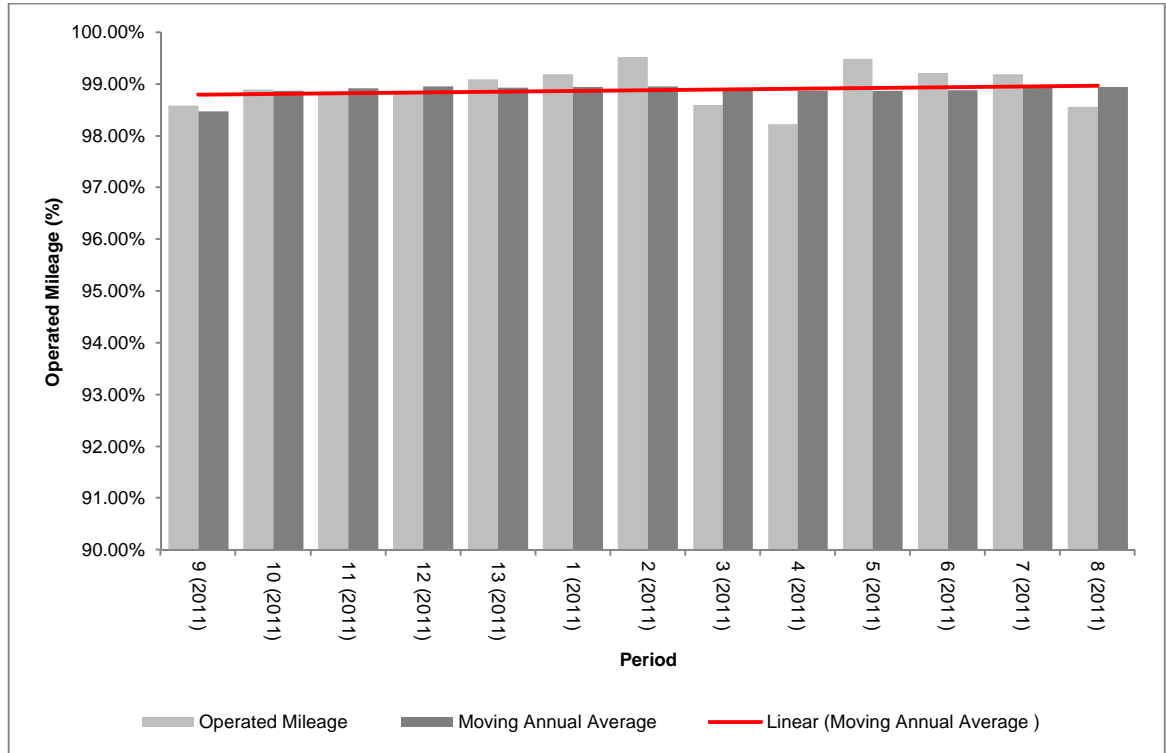
- 1.1 This report contains a Metrolink performance summary for Periods 7 and 8 of Metrolink operations (Monday 17 October 2011 to Sunday 11 December 2011). Also detailed are results for Metqual inspections for the same Periods.
- 1.2 A reporting Period is a consecutive period of 28 days in line with the contract between TfGM and the Operator. There are 13 Periods in a year and all performance charts 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 6 of this report.

## **2 Executive Summary**

- 2.1 Performance as measured by Operated Mileage has decreased from 99.22% in Period 6 to 98.56% in Period 8. The Moving Annual Average ended at 98.94% in Period 8. The majority of miles lost during the two Periods were predominantly due to vehicle availability contributing to 69.4%.
- 2.2 There were a total of 11 major incidents during the two Periods which caused delays in service of over 30 minutes and impacted on performance (see section 3.1.2). In summary, the causes of the incidents were 5 vehicle failures, 1 points failure, 2 protests (one planned, one unplanned), 2 road traffic collisions and 1 road traffic accident (involving pedestrian).
- 2.3 The overall availability of trams for service in the morning peak Monday to Friday met the requirement on the majority of occasions (See sections 3.2, 3.3 and Appendix 1).
- 2.4 There were 2 vehicles out of service during the Period due to the on-going vehicle modification improvement programme. (See section 3.3.4).
- 2.5 The total number of complaints received was 611 in Period 7 and 510 in Period 8 which has significantly reduced from 2031 in Period 6 which was the highest number in the rolling 12 month period. The main reason for complaints during these two Periods was service disruptions accounting for 32% (355 complaints). We have now received over 100 commendations over the last 12 months, 20 of which were received over these two Periods.
- 2.6 Monthly patronage, as measured by ticket sales from TVMs and season tickets grew steadily over the Period covered by this report, from 1,584,000 in October to 1,620,000 in December 2011. (See section 5 for further detail.)

### 3 Service Performance

#### 3.1 Operated Mileage



**Scheduled Mileage**

*Mileage which Metrolink RATP Dev Ltd 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).*

3.1.1 Operated Mileage as shown in section 3.1, 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.

3.1.2 Operated mileage in Period 6 was at 99.22% decreasing to 99.20% in Period 7 and 98.56% in Period 8. Listed below are the 11 major incidents which impacted on performance during the Period.

- On the 18 October 2011 at 10:02 a vehicle failed at Stretford outbound with a compressor fault. Metrolink passengers were able to use their tickets on the commercial bus service between Altrincham and Piccadilly. At 10:40 the failed vehicle was successfully moved to Altrincham.

- On the 7 November 2011 the start of service was severely disrupted due to a high number of vehicle failures. Metrolink passengers were able to use their tickets on commercial bus services for Altrincham, Eccles & South Manchester lines.
- On 25 November at 07:45 a Driver reported 6 scaffolding trucks blocking the lines at Anchorage in protest. Police were called and a mobile response was despatched from Queens Road Depot. Metrolink tickets were authorised to be used on commercial bus services. At 09:15 the trucks were moved and normal service resumed on the Eccles line.
- On 29 November 2011 at 14:00 a car drove into an overhead line stanchion at Shudehill. It was a serious incident and the police closed the whole junction. Services operated Bury to Victoria with the Altrincham and South Manchester Lines turning at Piccadilly. The Eccles service was not affected. At 20:24 the Police cleared the scene and a normal service resumed.
- On 30 November at 05:40 points at Queens Road Junction lost detection. These points are used to route trams from the depot to the inbound line for start of service; however, they failed after the first services had left the depot. At 06:29 the fault was repaired.
- On 30 November 2011 at 12:08 Police stopped Metrolink services through the City Centre due to the TUC organised march. At 12:55 authority was given for normal services to resume.
- On 2 December 2011 at 10:40 a vehicle failed at Piccadilly Gardens following electrical testing work. All services were sent direct across the City. At 11:46 the vehicle was moved and services resumed to Piccadilly Undercroft.
- On 7 December 2011 at 07:42 a vehicle failed on High St Inbound. At 07:55 services on the Bury line where turned back at Victoria and the Altrincham, Eccles & South Manchester services were turned at Piccadilly. At 08:34 the failed vehicle was moved and normal services resumed.
- On 7 December 2011 at 12:50 a tram was involved in a collision with a car at the junction of South Langworthy Road and Kansas Avenue. Services to Eccles were re-directed into Media City with no services from Media City to Eccles. Metrolink tickets were authorised to be used on commercial bus services. At 13:20 the scene was cleared by the Police, safety checks were carried out and the vehicle was moved back to the depot. There were no reported injuries.
- On 7 December 2011 at 13:28 a tram collided with a female pedestrian on High St. Police and Ambulance were requested to attend. At 13:56 the pedestrian was taken to hospital and services resumed through the City.

- On 10 December 2011 at 12:02 a vehicle failed at Pomona. Eccles services operated to Media City and Metrolink tickets were authorised to be used on commercial bus services between Piccadilly and Eccles. At 12:59 normal services resumed.

### 3.2 Vehicle Availability

3.2.1 During Periods 7 & 8 the required availability of trams in service (Mon – Fri) for the morning peak is 42 following the opening of the South Manchester Line. (See appendix 1 for breakdown of morning peak availability)

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.

### 3.3 Vehicle Reliability

3.3.1 Actions to improve the reliability of the trams continued to be taken during the Periods covered by the report. The scope for the mid-life refurbishment project for the T68s is being developed and will be implemented when the retention of the remaining T68 fleet is clarified.

3.3.2 It has now been agreed to order 12 more M5000s in order to replace some of the original and oldest T68 Metrolink vehicles, which have been in service since the network opened in 1992.

3.3.3 The performance of the M5000's continues to be closely monitored and reliability performance is proving to be very good. There are typically 14 M5000 trams available for service each day.

3.3.4 2 vehicles were out of service at various times during the Period.

- Vehicle 1016 was out of service in Period 8 after entering the Special Project Programme in mid-November. It returned to service on the 30 December 2011.
- Vehicle 3007 was out of service from 11 - 22 November 2011 to be fitted with the ATS (Automatic Tram Stop) equipment.

### 3.4 Customer service

3.4.1 Complaints decreased from 2,031 in Period 6 down to 611 in Period 7 and 510 in Period 8. The main reason for complaints during the 2 Periods covered was service disruptions accounting for 313 complaints in Period 7 and 222 in Period 8. The key dates complaints were 7 November (122 complaints), 30 November (62 complaints) and 7 December (42 complaints). Details of the disruptions on these dates can be found in section 3.1.2 above.

- 3.4.2 The operator has recently implemented a strategy to make proactive service announcements relating to the next tram. This has had a positive reception from passengers and impact on complaints during service disruptions. Work is on-going to refine this strategy and deliver continuous improvement to customer service.
- 3.4.3 20 commendations have been received from passengers including 9 for the Passenger Experience Team, 2 for Driver assistance and 9 for the Passenger Service Representatives on the system.
- 3.4.4 Charts detailing complaints received in respect of service disruptions and TVMs are contained within Appendix 2

#### **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 Operator is required to operate a specified number of trams each hour. This requirement varies for peak and off-peak service hours and also for services between Altrincham and Bury and those for Eccles, MediaCityUK and St Werburgh's Road.
- 4.3 The actual performance of the Operator compared to the contracted performance is shown in Appendix 3.
- 4.4 Under the contract with the Operator, the first and last departures from each of the specified starting points are measured for punctuality. These points are Altrincham, Bury, Eccles, St Werburgh's Road, Deansgate - Castlefield and Victoria. The performance of the Operator compared to the contractual requirement is shown in Appendix 3.
- 4.5 More reliable and consistent results will be available from the Tram Management System and they will form part of the performance payment regime in the contract with the Operator.
- 4.6 Combined lift and escalator availability decreased from 98.17% in Period 6 to 92.5% in Period 7 and 93.2% in Period 8. The moving annual average for availability of lifts dropped from 95% to 94% whilst escalators remained the same at 98%. During Period 7 the arrivals lift at Piccadilly was reported with the floor surface lifting. After further investigation, extensive work needed to be completed on the sub floor which meant that it went out of service on the 3 January and came back into service on 9 January 2012. In addition to this, the lift at Pomona was out of service a number of days for essential repair work after the doors were found to be damaged by vagrants' occupation.

4.7 The Bury line lift refurbishment programme started on the 6 June 2011 and will run until the end of this year; this will assist in improving the availability.

## 5 Patronage

5.1 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.

5.2 Data - Monthly patronage 2010/11 using updated assumptions:

Month	Actual 2010/11	
	TVM 000s	ST 000s
April	890	260
May	915	260
June	947	257
July	967	241
August	867	221
September	974	276
October	1,057	304
November	1,039	317
December	1,105	257
January	873	292
February	900	305
March	1,021	322
Total	<u>11555</u>	<u>3312</u>
<b>Overall Total</b>	<b>14867</b>	

### 5.3 Monthly patronage 2011/12 using updated assumptions

Month	Actual 2011/12	
	TVM 000s	ST 000s
April	1,005	254
May	1,033	297
June	1,001	291
July	1,094	288
August	1,059	263
September	1,120	321
October	1,239	345
November	1,305	367
December	1,318	304
January		
February		
March		
Total	<u>10,174</u>	<u>2,730</u>
<b>Overall Total</b>	<b>12,904</b>	

## 6 Other

6.1 Please refer to the report on the Deployment of Metrolink Passenger Service Representatives for information on special events and other service related matters.

## 7 Service Updates

7.1 There was one planned closure for Period 7 which was as follows.

7.2 From 23:00 on Saturday 29 October and all day Sunday 30 October, there were no services on the Altrincham, Eccles or South Manchester lines. Due to a cracked rail, essential maintenance took place on the cross over at Deansgate-Castlefield.

7.3 A 12 minute bus replacement service was in operation as follows;

- Altrincham – Piccadilly
- Eccles – Piccadilly
- St Werburgh’s Road – Piccadilly

7.4 Bury tram services operated to Piccadilly as normal. Any passengers wishing to go to Victoria could alight the bus at Piccadilly Gardens and

board the tram. Colleagues from the Bus Operations Team managed the bus service between 10:00 and 18:00 to ensure consistent headways. Staff from the Service Information Team erected bus replacement signage as usual.

7.5 MRDL staff were at key stops, both in the City and across the affected lines. Information was up at stops and on the website prior to the closure and announcements were made during the peak the week before the closure advising people of it.

7.6 16 complaints and 56 enquiries were received regarding the planned closure.

## **8 Recommendations**

8.1 Please see front sheet of report

## **9 Appendices**

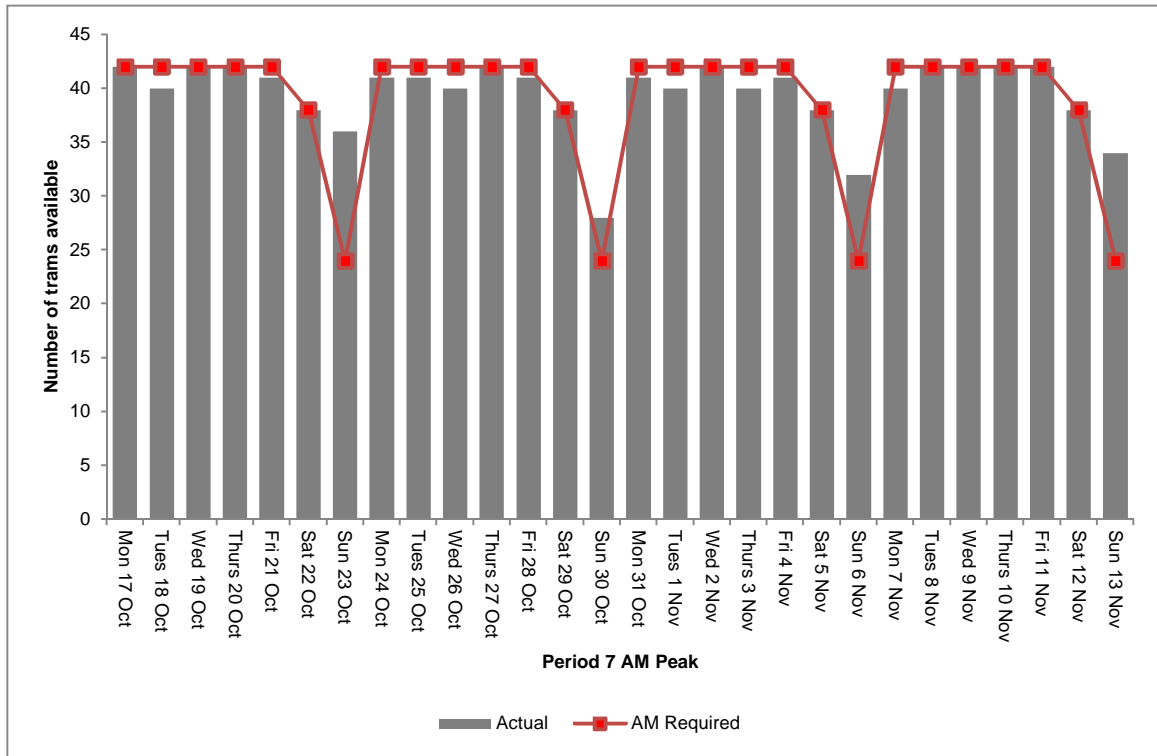
- Appendix 1 – Tram Availability
- Appendix 2 – Customer Complaints
- Appendix 3 – Capacity / Punctuality
- Appendix 4 – Metqual Results Table
- Appendix 5 – Metqual Results Charts per Schedule
- Appendix 6 – Period Date Listing

**Philip Purdy**  
**MetroLink Director**

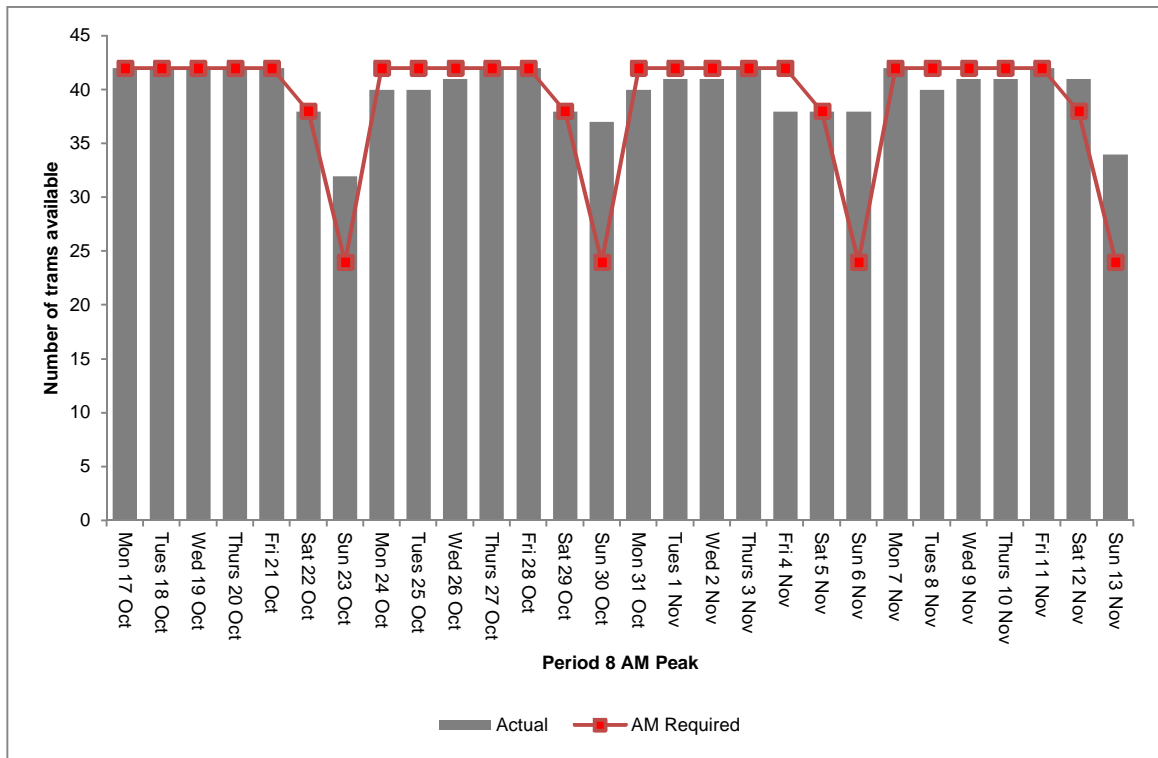
# Appendix 1

## Tram Availability

Period 7 - Vehicle availability in the morning peak (07:30hrs)



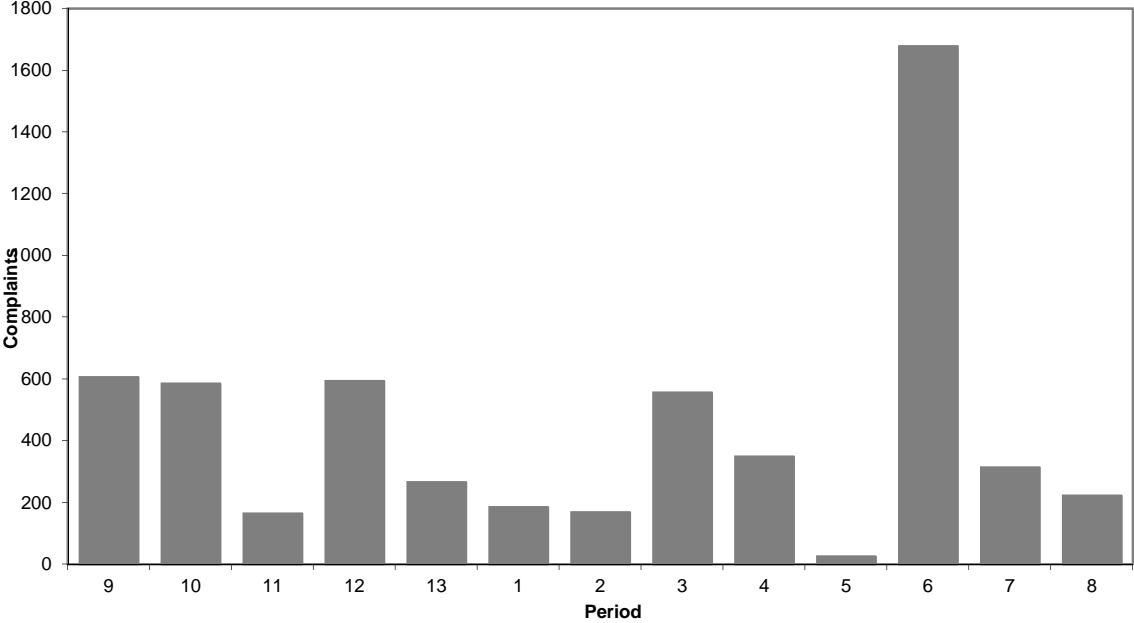
Period 8 - Vehicle availability in the morning peak (07:30hrs)



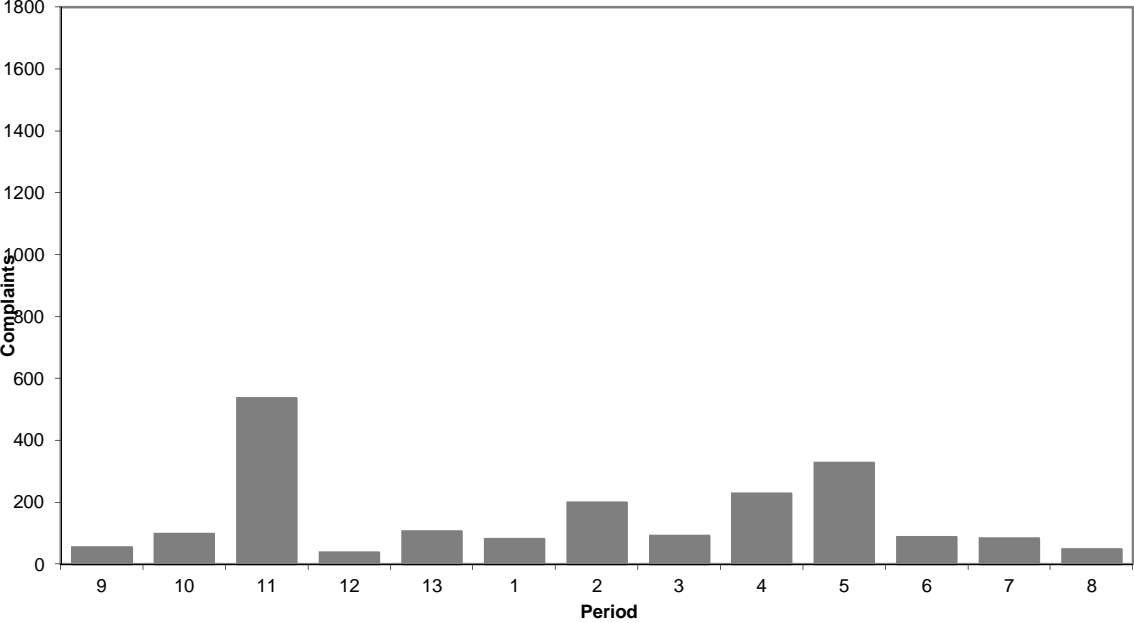
**Appendix 2**

**Customer Complaints**

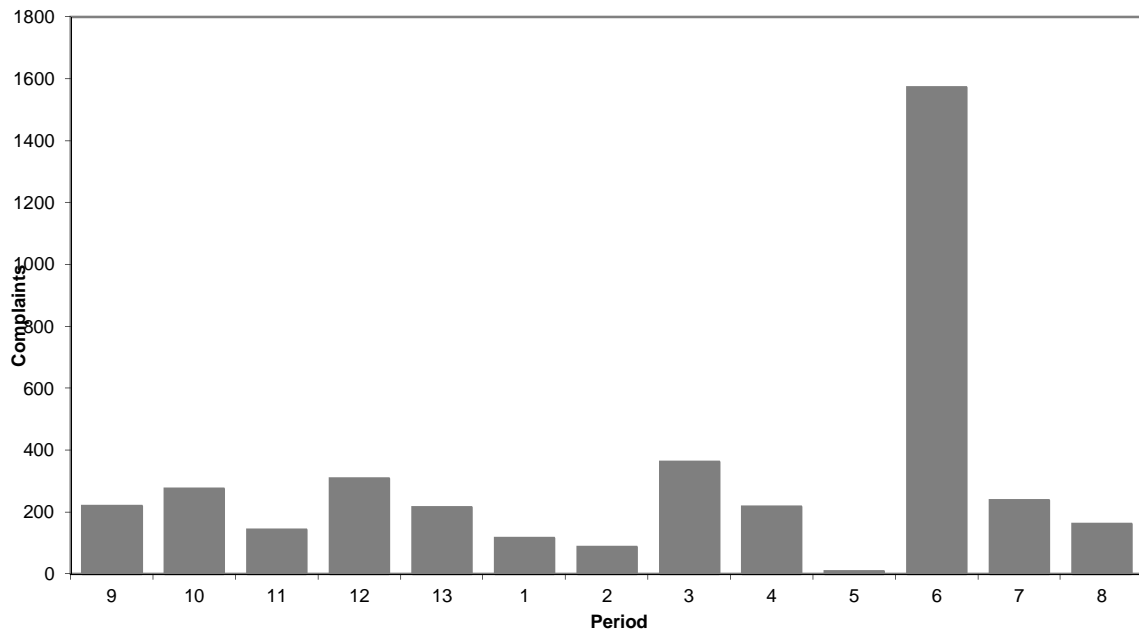
**Total Service Disruption Complaints - 4 weekly Period**



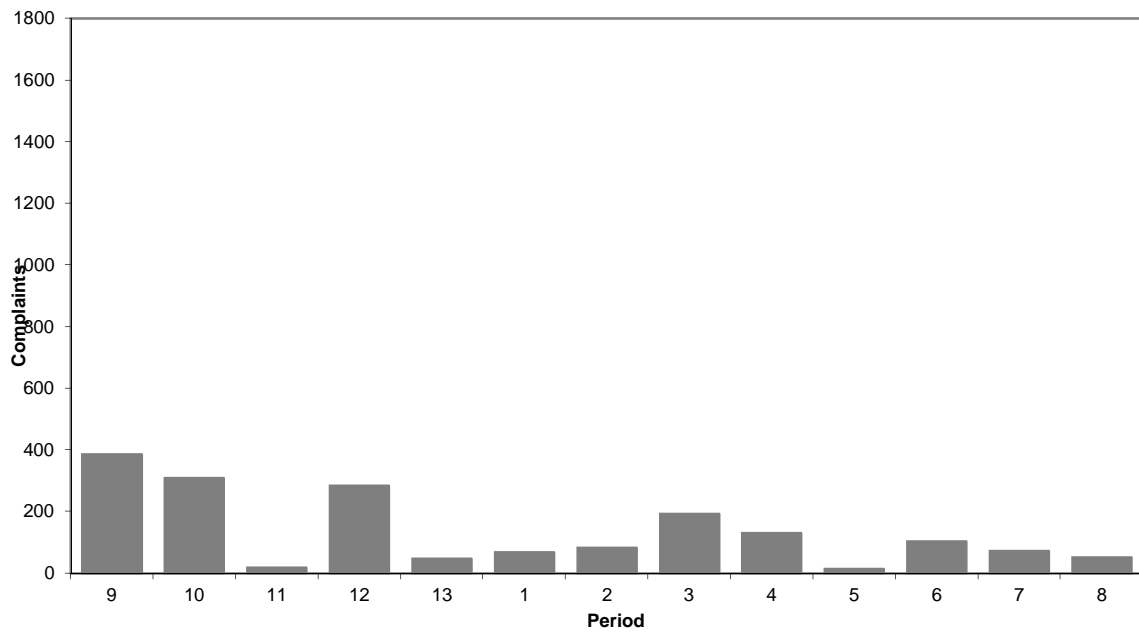
**TVM Complaints by 4 weekly Period**



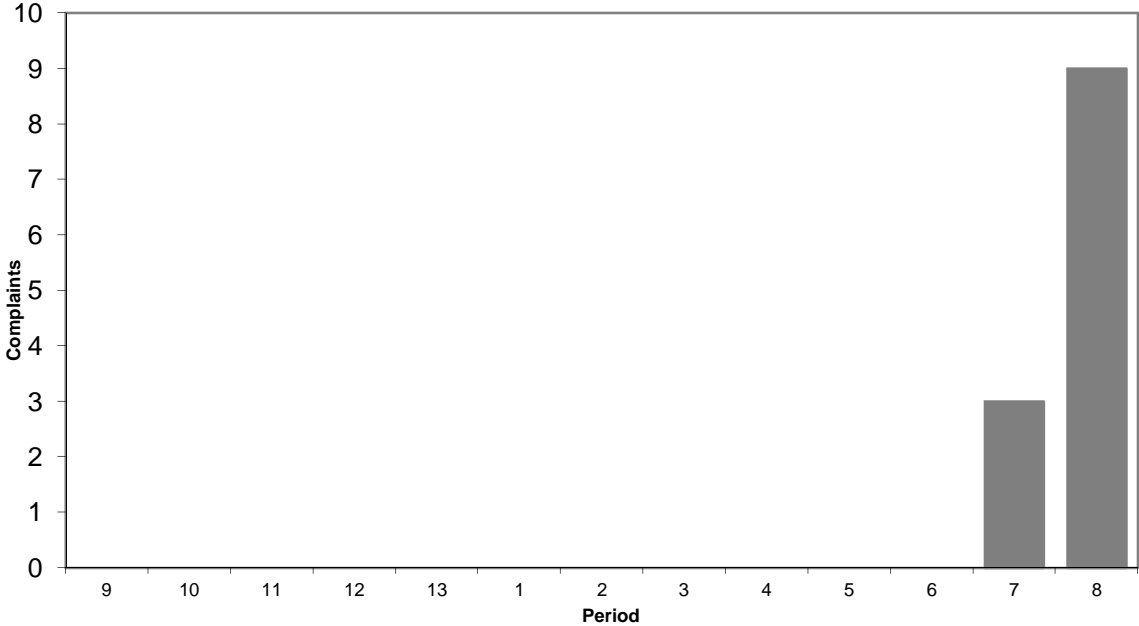
**Ph 1 service disruption complaints**



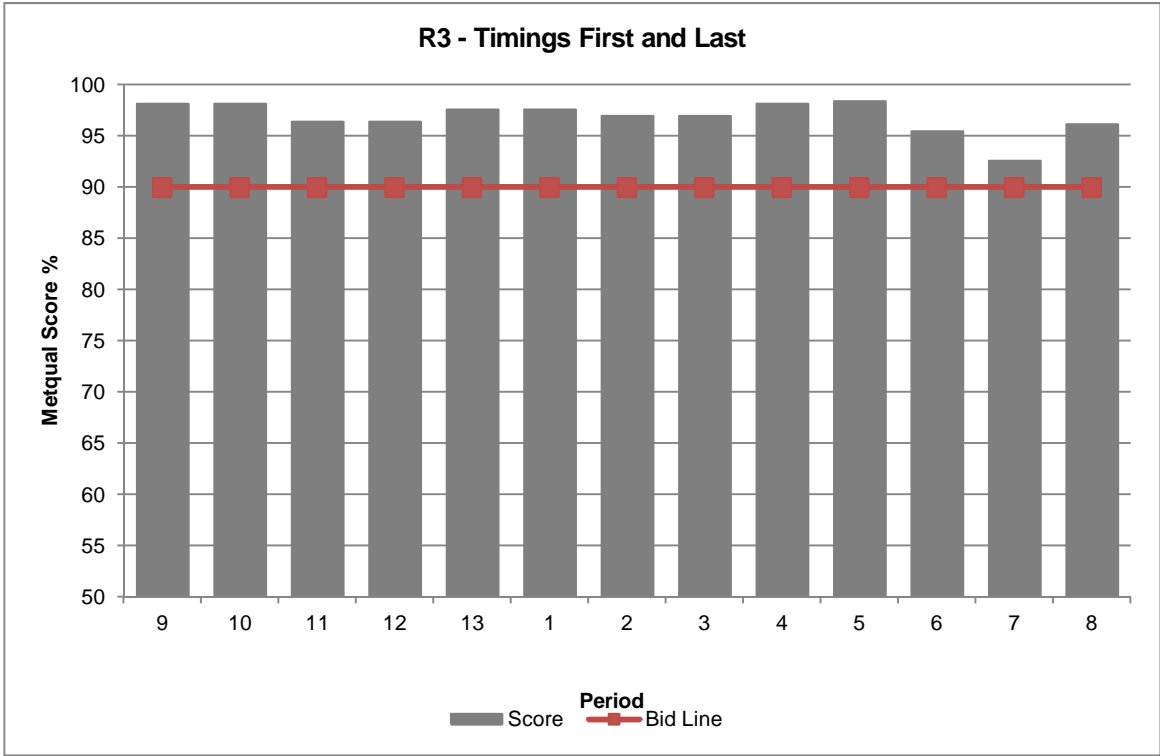
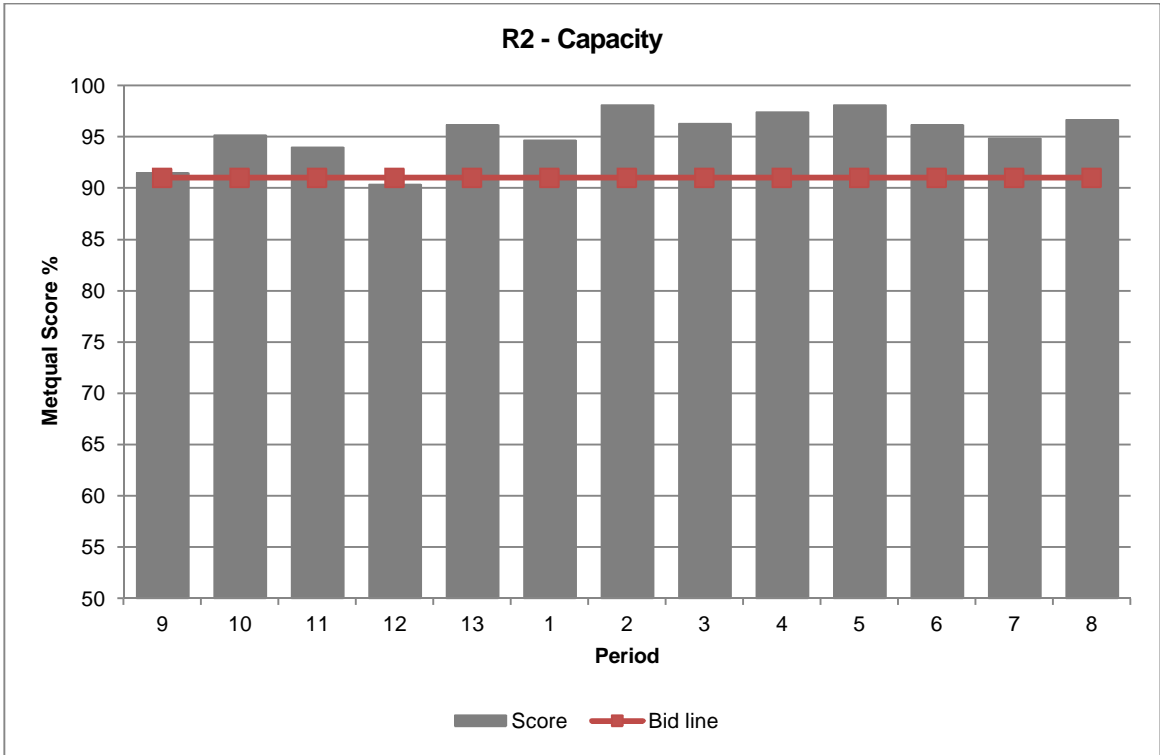
**Ph 2 service disruption complaints**



**Ph 3 service disruption complaints**



Capacity and Punctuality



## Appendix 4

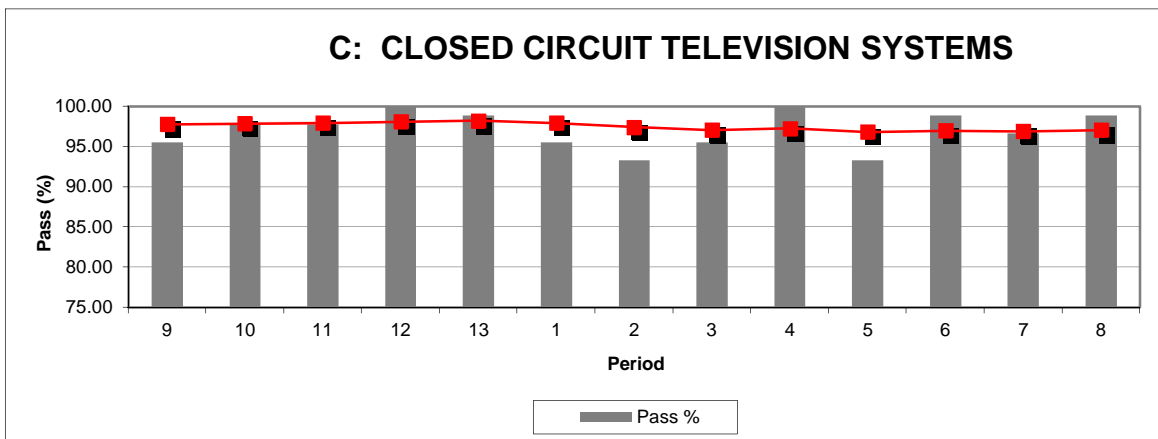
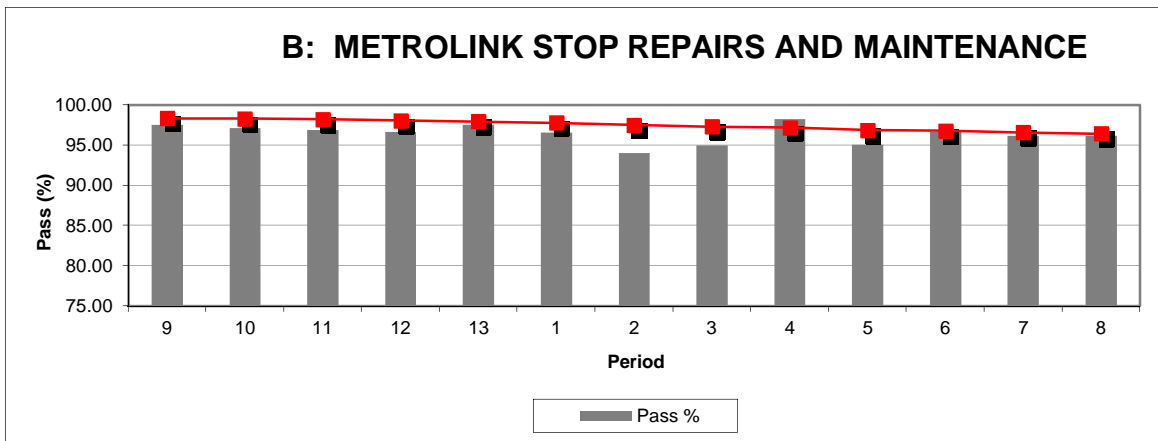
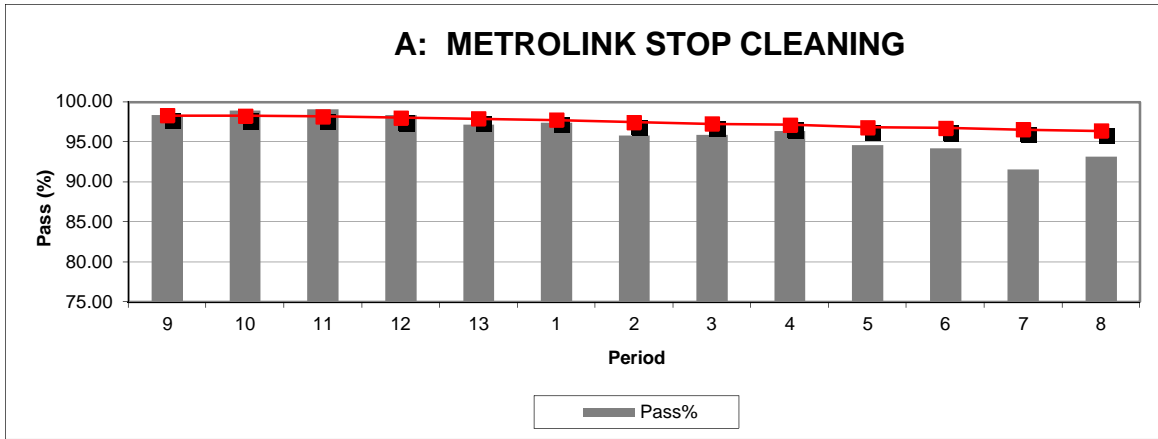
### Metqual Results Table

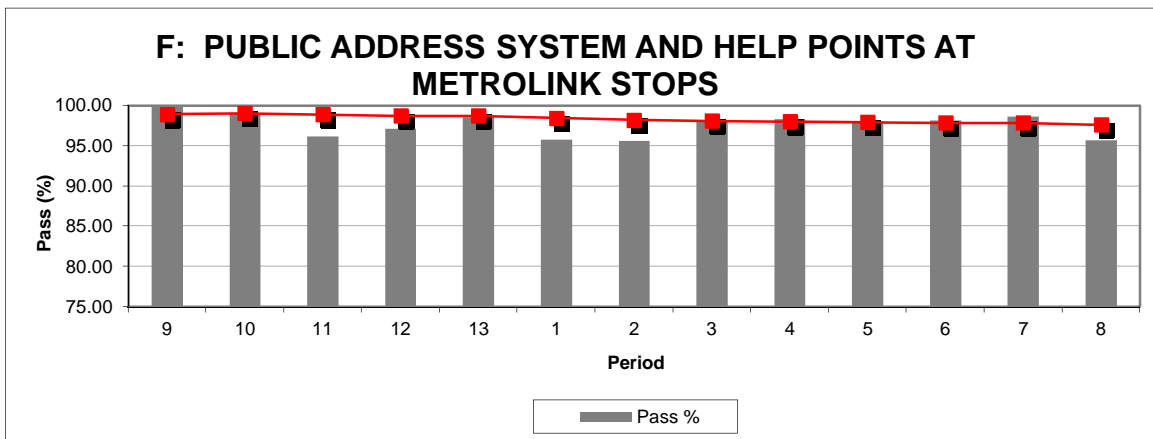
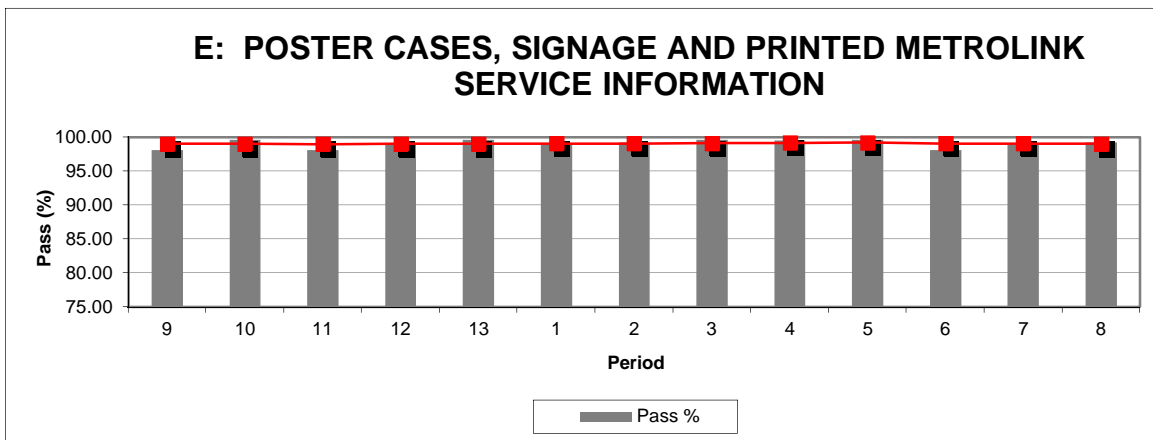
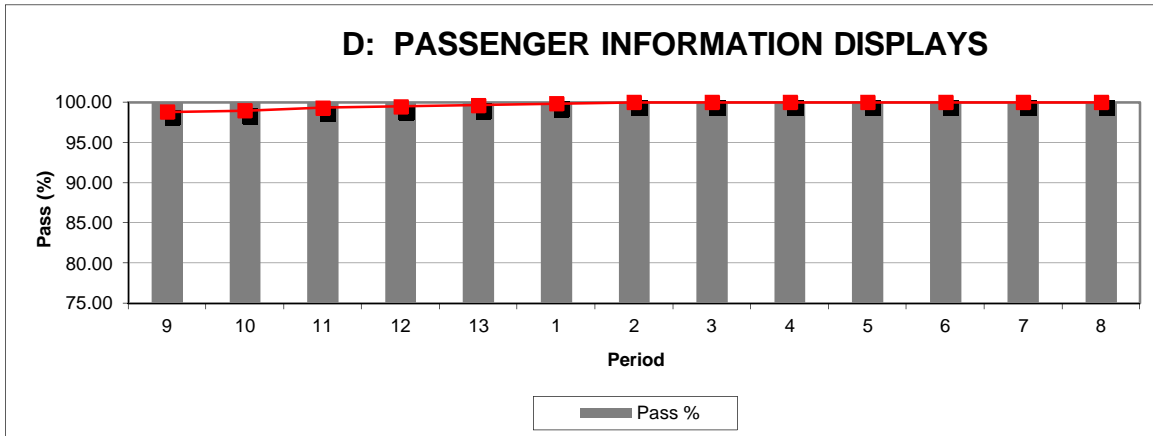
<b>Schedule A - Cleaning</b>	<b>Period 7</b>	<b>Period 8</b>	<b>MAA %</b>
Platform canopies	100.00	86.36	98.12
Shelters, seats & waiting rooms	96.36	100.00	98.14
Poster cases & signage	100.00	90.57	96.35
Lifts & escalators	88.89	93.75	95.14
Embankments & ramps	76.09	68.89	85.75
Stairs, subways, footbridges & foyers	84.78	90.70	92.48
Platforms	90.91	88.68	92.63
Car parks	73.68	94.12	92.85
Cycle parking	100.00	100.00	99.60
Ticket vending equipment	98.18	100.00	99.86
Public & staff telephones	100.00	100.00	100.00
Track within stop	73.68	91.67	96.45
Platform mirrors	100.00	100.00	100.00
Newspaper dispensers	100.00	100.00	100.00

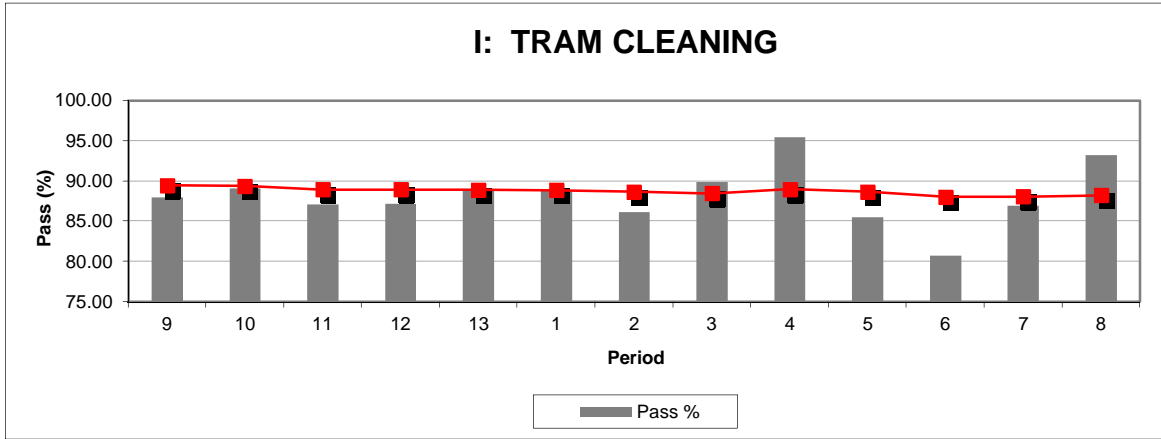
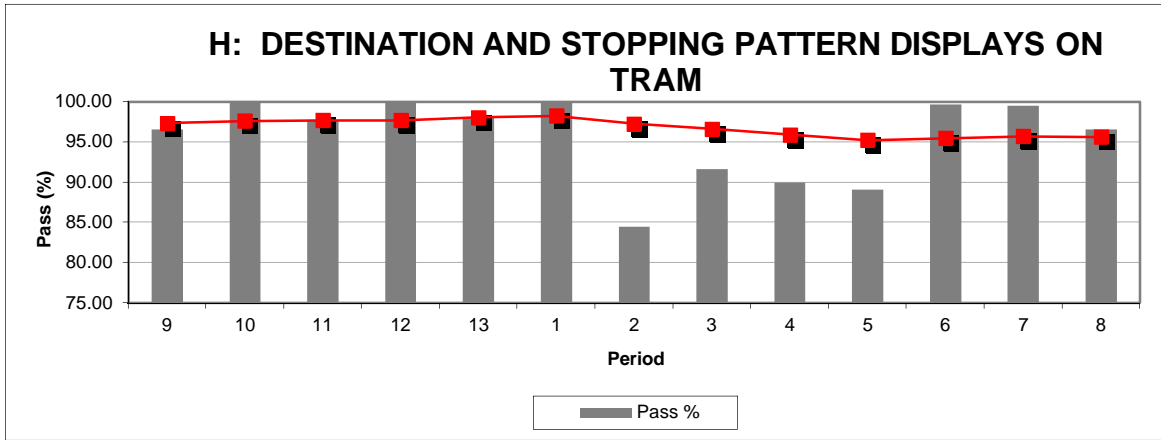
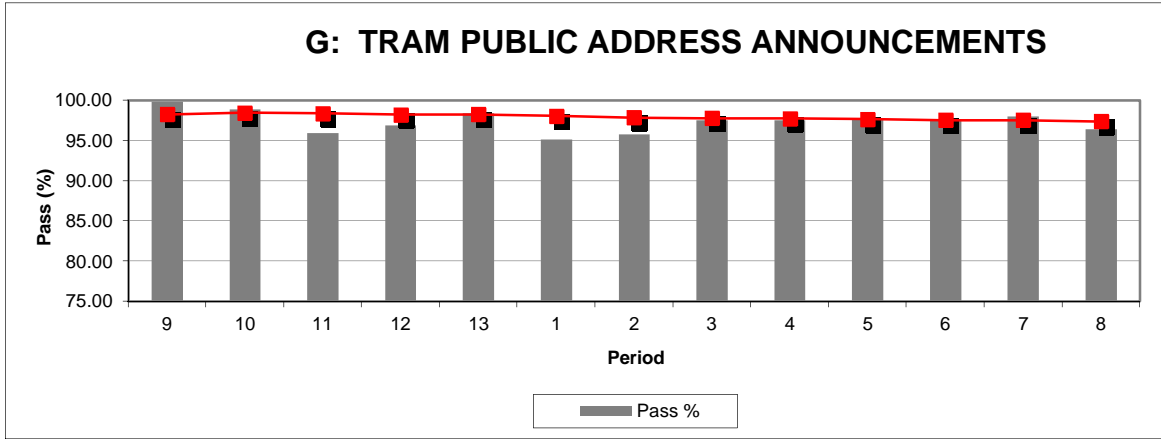
<b>Schedule B - Maintenance</b>	<b>Period 7</b>	<b>Period 8</b>	<b>MAA %</b>
Platform canopies	100.00	100.00	98.11
Shelters, seats & waiting rooms	100.00	100.00	99.70
Lifts & Escalators - Maint. & repairs	100.00	100.00	100.00
Lifts & Escalators - Availability	83.33	81.25	83.87
Embankments & ramps	100.00	93.18	96.01
Stairs, subways, footbridges & foyers	97.83	97.78	96.81
Platforms	96.36	94.34	96.48
Car parks	70.59	81.25	82.06
Cycle parking	100.00	100.00	99.00
TVMs - Maint. & repairs	100.00	100.00	98.73
TVMs - Presentation	98.15	98.08	98.94
Public & staff telephones - Operation.	100.00	100.00	100.00
Public & staff telephones - Presentation	100.00	100.00	100.00
Platform mirrors	100.00	100.00	100.00

	<b>All Schedules C - K</b>	<b>Period 7</b>	<b>Period 8</b>	<b>MAA %</b>
C	CCTV	96.63	98.88	97.06
D1a	PID - Operation	100.00	100.00	100.00
D1b	PID - Functioning	100.00	100.00	100.00
E1	Fares & timetable	100.00	100.00	99.56
E2	Other information	98.18	96.23	98.55
E3	Poster cases	96.36	100.00	97.34
E4	Info on TVMs	100.00	100.00	100.00
E5	Stop signing	100.00	100.00	99.71
F1a	Operation of PA system	100.00	96.15	99.41
F1b	Functioning of PA system	100.00	98.11	99.42
F2a	Operation of passenger emergency call point	94.55	94.23	94.81
F2b	Functioning of passenger emergency call	100.00	94.23	96.85
G	On-tram PA announcements	97.43	99.00	98.33
H1	External operation	99.02	100.00	99.69
H2	Internal operation	100.00	93.10	91.59
I1	Internal	79.81	92.28	81.45
I2	External	94.03	94.20	95.03
J1	Lighting	97.06	96.04	93.21
J2	Heating and ventilation	100.00	99.01	99.85
J3	Seating	100.00	100.00	100.00
J4	Signing	99.02	97.03	98.43
J5	Graffiti	86.27	75.25	90.11
J6	Door operation	100.00	99.01	99.68
K	Line of route information	97.98	100.00	97.85

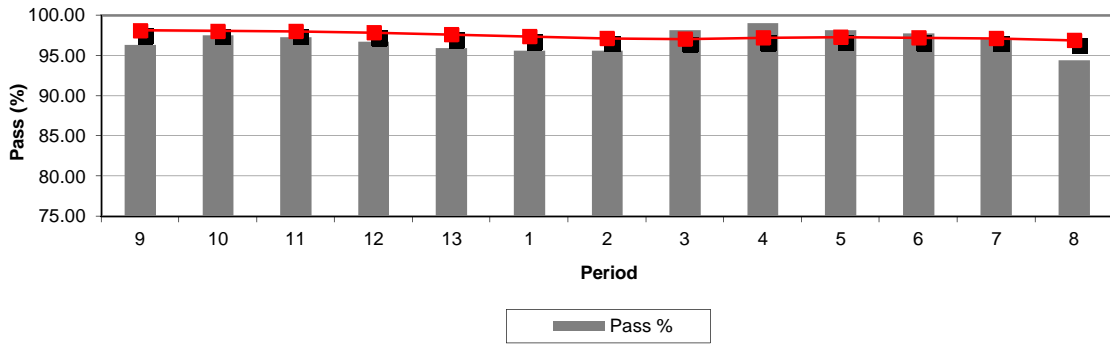
Metqual Results Charts per Schedule



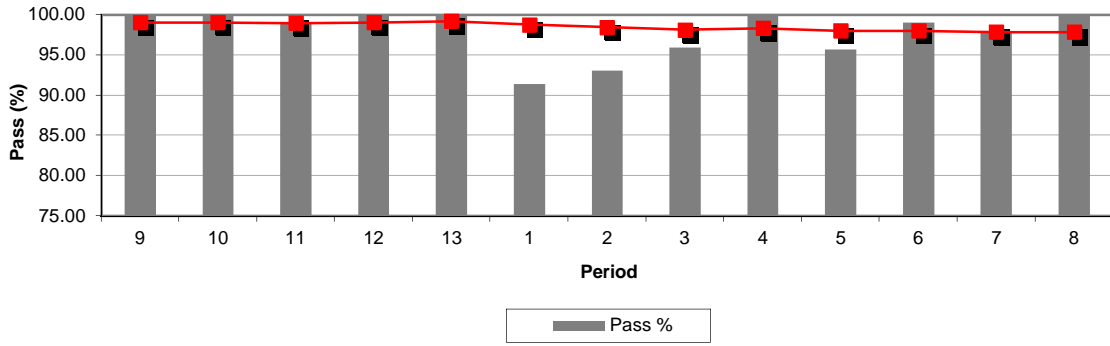




### J: TRAM SALOON ENVIRONMENT



### K: ON TRAM LINE OF ROUTE INFORMATION DISPLAYS



## Appendix 6

### Period Date Listing

2011/12

Period	Start Date	End Date
1	02-May-11	29-May-11
2	30-May-11	28-Jun-11
3	27-Jun-11	24-Jul-11
4	25-Jul-11	21-Aug-11
5	22-Aug-11	18-Sep-11
6	19-Sep-11	16-Oct-11
7	17-Oct-11	13-Nov-11
8	14-Nov-11	11-Dec-11
9	12-Dec-11	08-Jan-12
10	09-Jan-12	05-Feb-12
11	06-Feb-12	04-Mar-12
12	05-Mar-12	01-Apr-12
13	02-Apr-12	29-Apr-12

2012/13

Period	Start Date	End Date
1	30-Apr-12	27-May-12
2	28-May-12	24-Jun-12
3	25-Jun-12	22-Jul-12
4	23-Jul-12	19-Aug-12
5	20-Aug-12	16-Sep-12
6	17-Sep-12	14-Oct-12
7	15-Oct-12	11-Nov-12
8	12-Nov-12	9-Dec-12
9	10-Dec-12	6-Jan-13
10	7-Jan-13	3-Feb-13
11	4-Feb-13	3-Mar-13
12	4-Mar-13	31-Mar-13
13	1-Apr-13	28-Apr-13