



Transport Delivery Committee

Date	11 June 2018
Report title	Metro Operations Business Report
Accountable Director	Phil Hewitt, Metro Programme Director Email: philhewitt@centro.org.uk Tel: 0121 214 7254
Accountable Employee	Sophie Allison, Metro Operations Manager Email: Sophie.Allison@tfwm.org.uk Tel: 0121 214 7347
Report to be/has been considered by	Councillor Roger Horton – Lead Member Rail and Metro

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to note the report:

1.0 Purpose

- 1.1 To report on matters relating to the performance, operation and delivery of Metro services in the West Midlands.

This report includes:

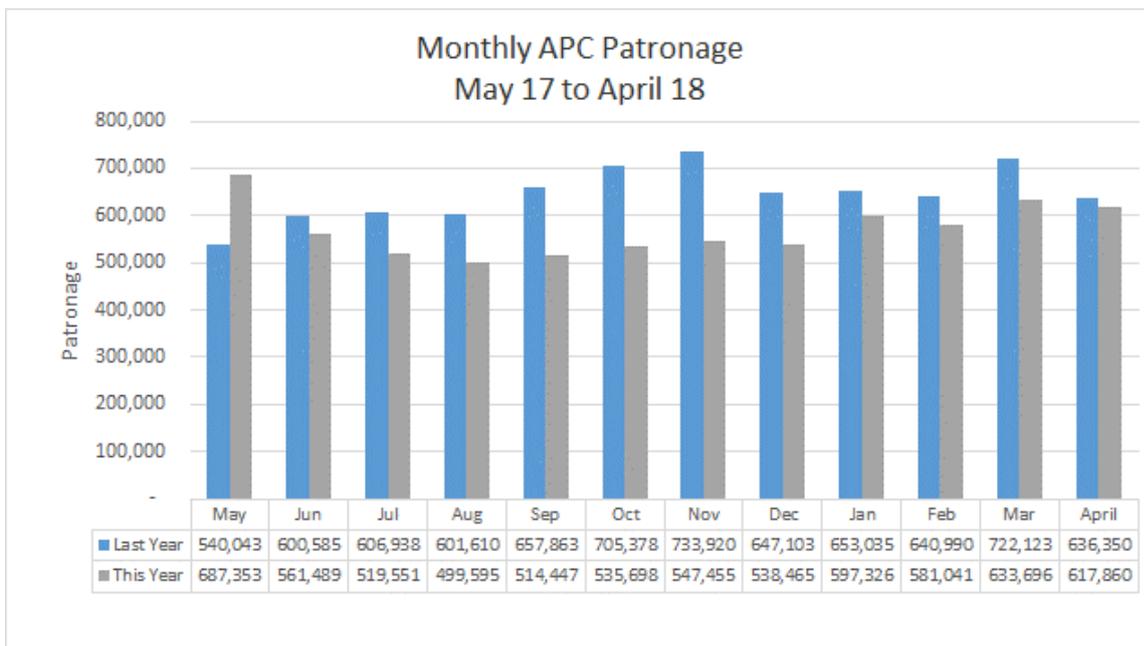
Section A 2.0	Operational Performance 2.1 Patronage 2.2 Weekend Patronage Growth 2.3 Punctuality 2.4 Reliability 2.5 Customer Service Representative Coverage
Section B 3.0	Partnership Update 3.1 Metro Passenger Panel 3.2 Future Events and Planned Works
Section C 4.0	Tram Passenger Survey - Satisfaction Results 4.1 Tram Passenger Survey
Section D 5.0	Operator Business Updates 6.1 NXMM update
Section E 6.0	Financial Comments

2.0 Section A – Operational Performance.

2.1 Metro Patronage

2.1A Chart 1 shows the monthly patronage from May 2017 to April 2018. Patronage has recovered as anticipated following Bilston Road closure and was just 2% lower in April 2018 when compared with April 2017. This is a significant improvement on March 2018 where patronage was 12% lower against March 2017. It was expected that it would take approximately 3 months for patronage to recover from Bilston Rd closure and this has been achieved.

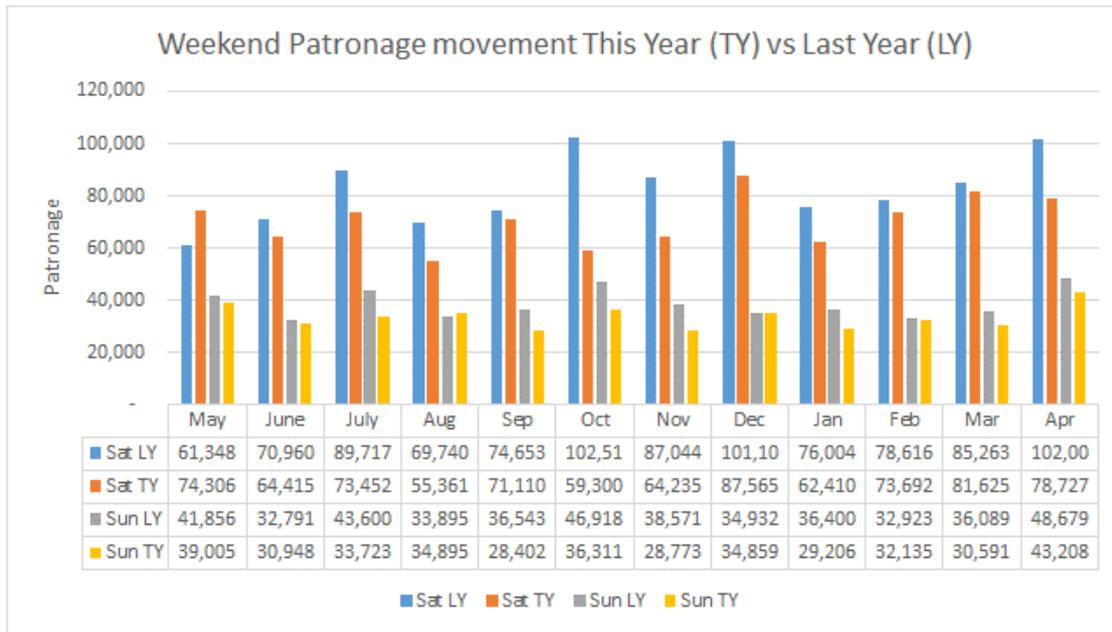
Chart 1



2.2 Weekend Patronage Growth

2.2A Chart 2 shows patronage on Midland Metro at weekends. When comparing the period May 2017 to April 2018 with the equivalent period a year prior, patronage on average has shown a decrease of 15% on Saturday and 13% on Sunday. When comparing the month of April 2018 with April 2017, the change has been a decrease on Saturday of 23% and on Sunday a decrease of 11%.

Chart 2

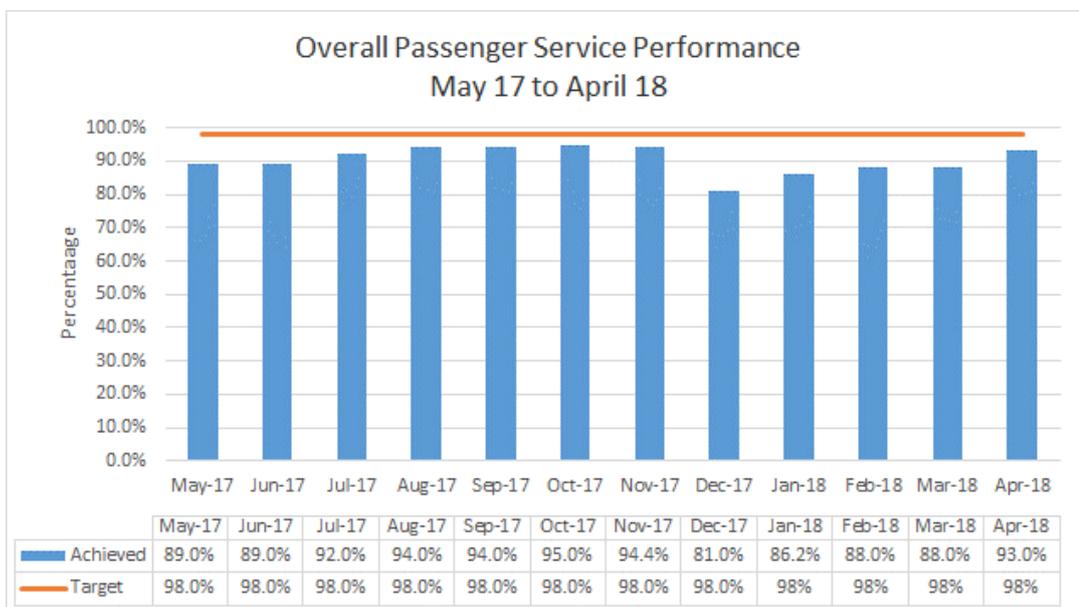


2.3 Punctuality

2.3A This measure details how many journeys have been operated in accordance with the published timetable at the departure and termination points. Chart 3 shows monthly punctuality performance from May 2017 to April 2018. Please note that incidents which affected service and are outside of the operator’s control have not been removed from the figures presented, thus the figures demonstrate the real passenger experience.

2.3B Punctuality started to decline during November and December 2017 but has since improved to 93% in April 2018, closer to the target 98%. From the 7% shortfall 1% is attributed to driver availability and 0.5% due to tram availability. The main shortfall therefore is due to general late running to timetable.

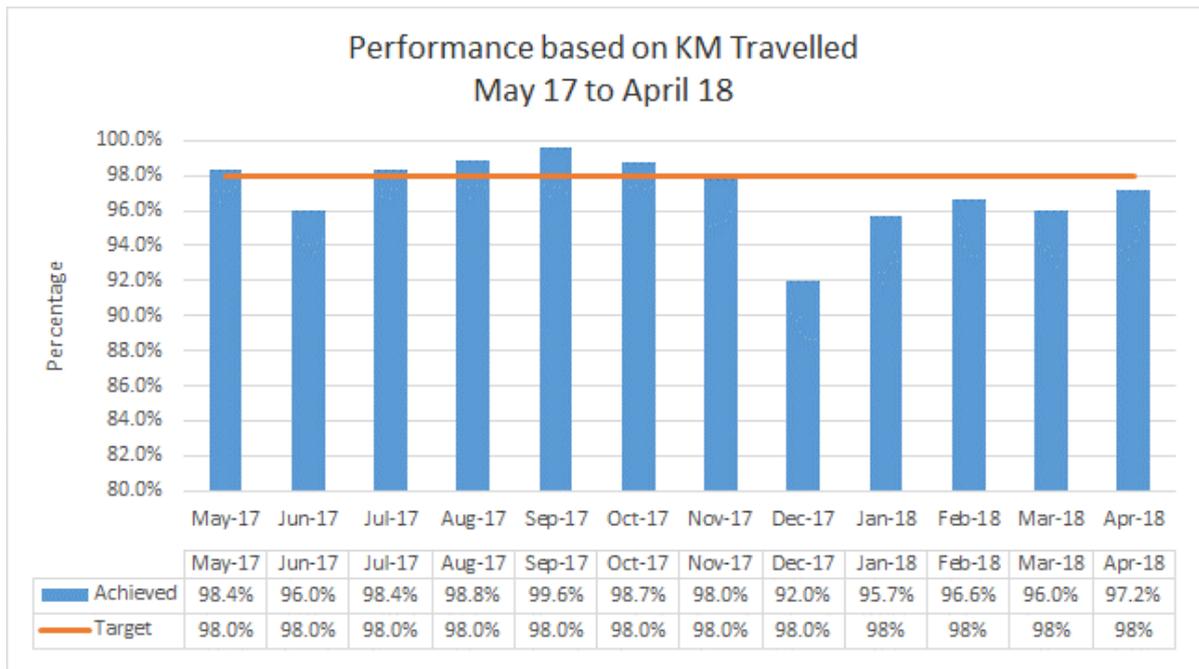
Chart 3



2.4 Reliability

2.4A This measure shows the percentage of kilometres operated against the scheduled timetable. Chart 4 shows performance over the last 12 months. The target is 98% and due to staff and driver availability this has fallen slightly below this target.

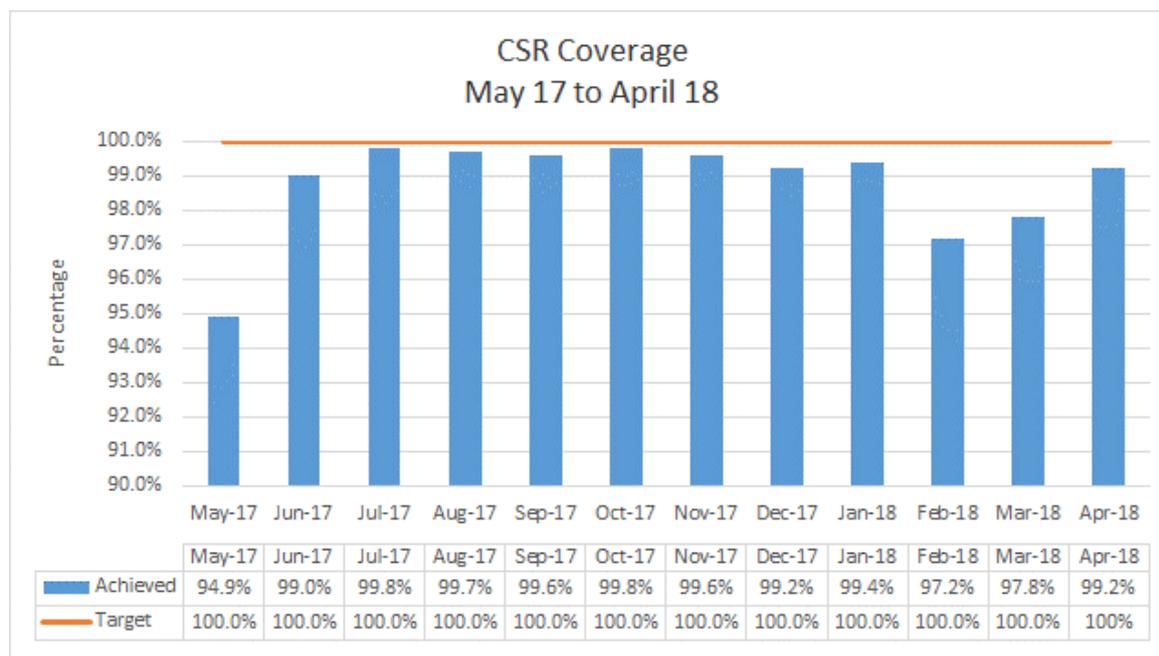
Chart 4



2.5 CSR Coverage

2.5A Chart 5 shows the number of journeys that were completed with a Customer Service Representative (CSR) on board over the last 12 month period. Where journeys have been completed without a CSR, this is largely attributed to staff absence due to short and long term sickness.

Chart 5



3.0 Section B – Metro Partnership Update

3.1 Metro Passenger Panel

3.1A Metro Passenger Panel last met on 15 March 2018 and items discussed included an operational update, on board energy storage system (OESS) including the programme of work to equip the current fleet following the completion of endurance and maximum range testing of tram 18 and a progress update for the extension projects.

The Panel were pleased to hear that work has begun on the extension in to Wolverhampton train station and are looking forward to seeing the end result of the refurbishment, although there were some concerns with regards to the changes made to bus routes. There is particular interest in the Dudley/Brierley Hill extension and the opportunities that the Commonwealth Games will bring to the region.

Other feedback from the panel included the frequency of early morning trams and that they have become noticeably busier recently, expressing a desire for more trams to be added to service earlier to accommodate for the extra passengers.

The next passenger panel is on 21 June 2018.

3.2 Future Events and Planned Works

3.2A Midland Metro work with event organisers to ensure that tram services and events can proceed without issue.

The annual Birmingham Pride event will take place this year between Saturday 26th – Sunday 27th May 2018. On Saturday 26th May the parade route will travel along New Street through

the junction with Corporation Street. Therefore due to the volume of participants and vehicles used for the parade, tram services will terminate at Bull Street stop between 11am – 2pm.

Due to the ongoing Centenary Square Extension works, Victoria Square will no longer be the starting point for the parade. This year's parade will commence on Colmore Row/ Waterloo Street then travel down Bennetts Hill and back onto New Street.

The Frankfurt Christmas Market will again be commencing in November until December 2018. Frankfurt Christmas Market Safety Advisory Group meetings have already commenced, in anticipation of the event to discuss and address any safety concerns or related issues, both from a pedestrian and tram operation perspective.

4.0 Section C – Tram Passenger Survey – Satisfaction Results Highlights

4.1A The Tram Passenger Survey (TPS) results for Autumn 2017 were published in March 2018. The TPS provides a consistent, robust measurement of passenger satisfaction with tram services across the UK.

Overall passenger satisfaction was 90%. Whilst this is a slight decrease on the previous year's result of 92%, the survey took place whilst Bilston Road track renewal works were being undertaken between June – December 2017, as such this is a particularly positive result given the context.

Passenger satisfaction with punctuality saw a 5% increase, up from 87% in 2016 to 92% in 2017, whilst satisfaction with waiting time for a tram also increased up from 86% to 92%.

Personal safety at the tram stop scored relatively lower than other measures with 81% satisfaction, whilst on board personal safety satisfaction was slightly higher at 83%.

The full survey results are now being considered by West Midlands Metro to prepare improvement plans.

It should be noted that the bi-annual passenger survey is scheduled to take place later in 2018 for Safer Tram Stop accreditation. Midland Metro have been awarded the accreditation since 2011, which is endorsed by Secured by Design. The surveying works captures the reasoning for passenger perception of safety at all 26 tram stops and will aid in understanding the relatively low score for Personal Safety.

The survey interviews took place on all days of the week between 6am and 10pm, between the 18th September and 8th December 2017.

5.0 Section D - Operator Business Update, National Express Midland Metro

5.1 NXMM Update

5.1A The first CAT free tram (tram 18) has now entered normal passenger service, operating between Kenrick Park and Handsworth in CAT free mode. A further two trams (tram 31 and tram 36) are currently being modified and the modification program will continue until mid

2019, when the whole fleet will be completed. All training has been completed for drivers and all trams will operate CAT free on the test section once they return to service following modification.

- 5.1B Work on the transition of Midland Metro operation from National Express Midland Metro to West Midlands Metro continues. The date of transition is 24th June 2018. All work streams are currently on track in readiness for this date.

6.0 Financial Comments

There are no direct financial implications as a consequence of this update report.

7.0 Legal Comments

There are no direct legal implications arising as a consequence of this update report.