

Transport Delivery Committee

Date	4 February 2019
Report title	Metro Operations Report
Accountable Director	Phil Hewitt Director, West Midlands Metro Email: phil.hewitt@tfwm.org.uk Tel: 0121 214 7254
Accountable Employee	Sophie Allison, Head of Business Transformation West Midlands Metro Email: Sophie.allison@westmidlandsmetro.com
Report 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 contents of this report.

1. Purpose

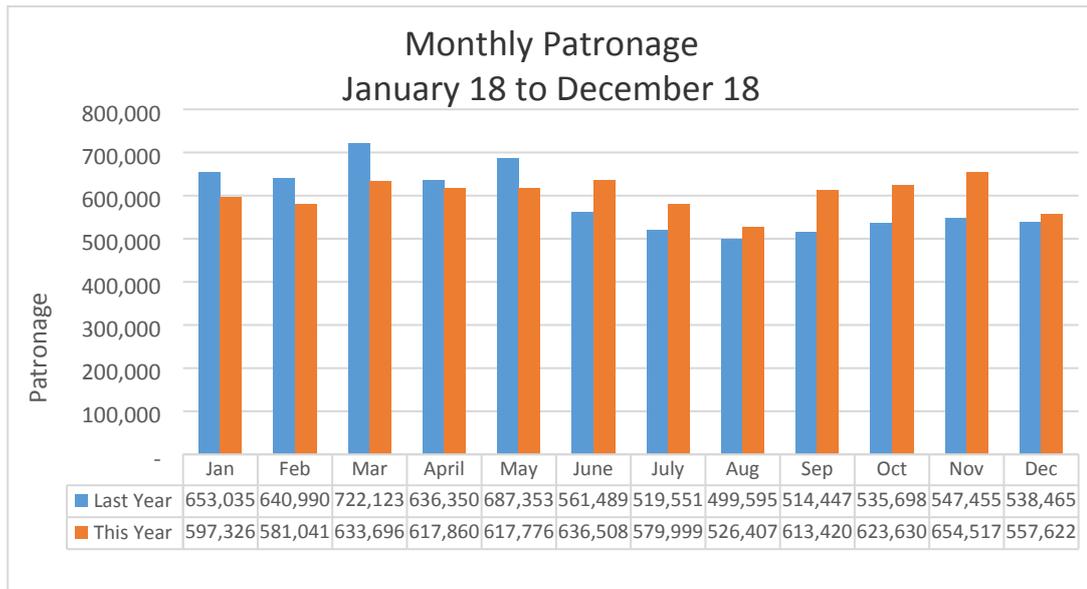
To report on matters relating to the operational performance of metro services in the West Midlands.

2. Performance

2.1. Metro Patronage

2.1.1 Chart 1 shows that patronage for the period January 18 to December 18. Patronage for the 12 months January to December has increased by 3% compared to the same period 12 months prior. The data from July 2018 to December 2018 shows a 13% increase when compared to July 2017 to December 2017. December 2018 showed a 4% increase when compared to December 2017.

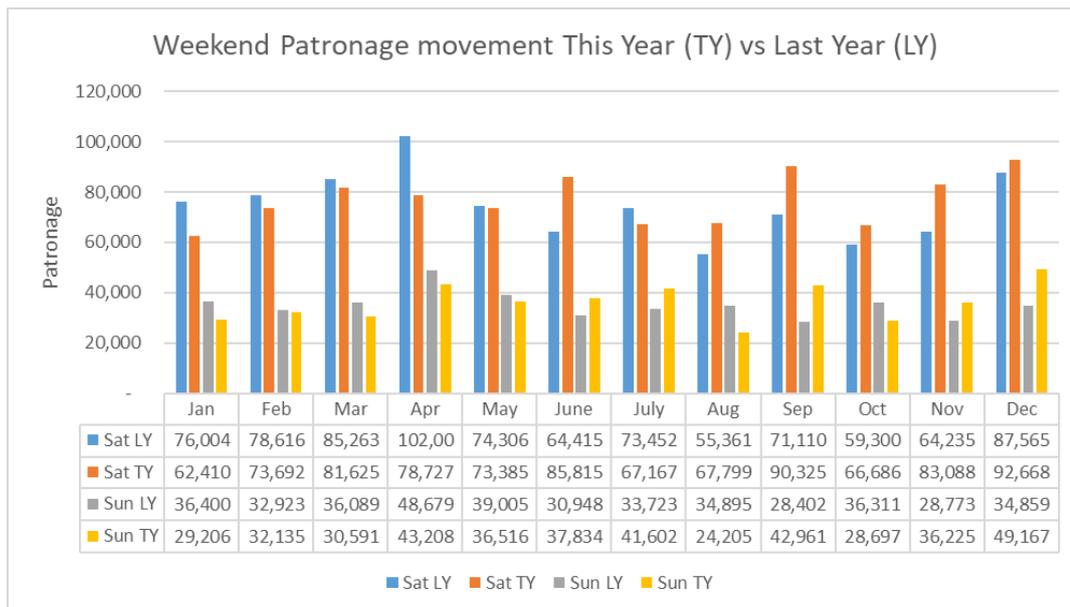
Chart 1



2.2. Weekend Patronage

2.2.1 Chart 2 shows patronage on Midland Metro at the weekends. Patronage over the weekend, when comparing January to December 2017 with the January to December 2018, has shown a 4% increase on Saturday and 3% increase on Sunday. The figures for December 2018 show a 6% increase on Saturday and 41% increase on Sunday. For the period July 2018 to December 2018, compared to the same period 2017, the changes are Saturday an increase of 14% (2017: 411,023 and 2018: 467,733) and Sunday an increase of 13% (2017: 196,963 and 2018: 222,857)

Chart 2

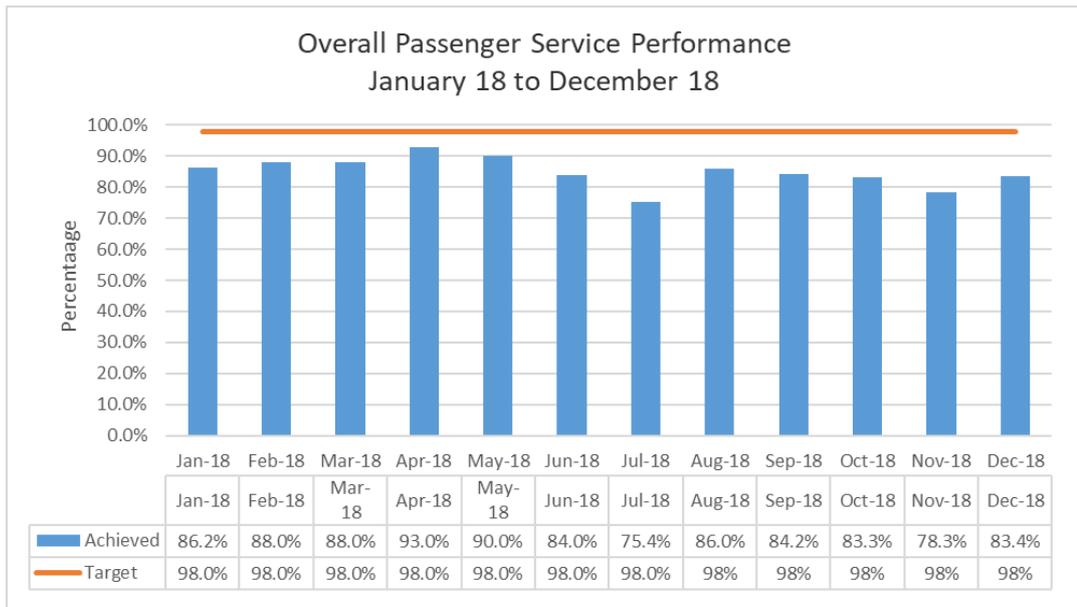


2.3. Punctuality

2.3.1 This measure details how many journeys have been operated in accordance with the published timetable at departure and termination points. Chart 3 shows the monthly performance from January 2018 to December 2018. Please note that the results reflect the actual service provided to the customer and therefore include incidents that were outside of the control of the operator.

2.3.2 Punctuality between November and December 2018 increased by 5.1% although the December figure remains below the target 98%. Staff availability was the primary factor impacting on punctuality as Midland Metro Limited (MML) focussed on managing tram headways to provide a better frequency for the passenger which lead to a better overall service but a reduction in the punctuality figure. Failures in the punctuality reporting system occurred in December and these figures assume a worst-case performance on affected days. The actual customer experience will have been better than suggested by these results.

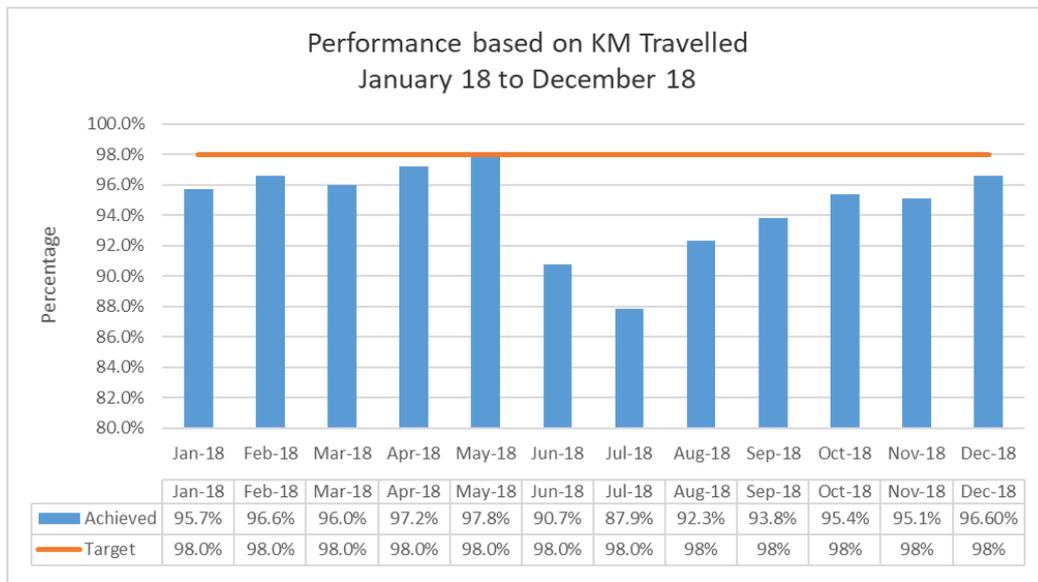
Chart 3



2.4 Reliability

2.4.1 This measure shows the percentage of kilometres operated against the scheduled timetable kilometres. Chart 4 shows performance over the last 12 months. During December the result was 96.6%. Driver availability was the primary reason for the shortfall.

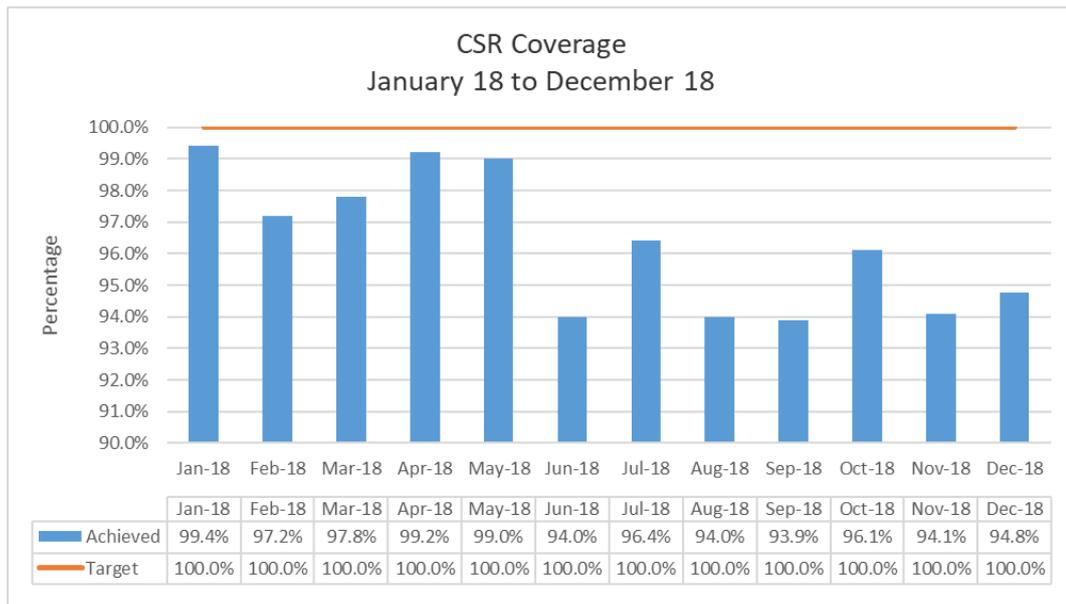
Chart



2.5 CSR Coverage

2.5.1 Chart 5 shows the number of journeys that were completed with a Customer Service Representative (CSR) on board over the last 12 months. Where a journey was completed without a conductor, this was largely attributed to short and long-term absences.

Chart 5



2.6 Summary

The main factor which has impacted the performance results is staff availability. At transition from National Express West Midlands to MML the number of employees which transferred under the TUPE regulations was 9% lower than necessary to meet minimum operational requirements. MML has been active in filling the vacancies and has also put in place an ongoing recruitment programme. This includes an open advert on trams and the company website and monthly assessment centres.

MML also inherited a high level of sickness absence (particularly long-term sick). To support employees who maybe experiencing issues which impact on their ability to work MML has implemented a programme of internal communications to raise awareness of its Employee Assistance Programme (EAP) and is more actively managing sickness absence in line with company policies.

To improve conductor coverage MML has engaged with the Customer Intelligence Team (CIT) at Transport for West Midlands and have put in place an arrangement whereby MML are able to request staff from the CIT to help with uncovered duties where they cannot be filled using internal resources. This arrangement also includes the facility to request additional support for events. This new approach provides flexibility with trained staff available at short notice. Whilst it was initially put in place as a trial, there are plans to increase the pool of trained staff to call upon.

2.7 Midland Metro Penalty Fare update

The application for a Transport and Works Act Order (TWAO) to empower the WMCA to set penalty fares was submitted to the Department for Transport on the 27 February 2018. No objections were lodged against the TWAO, so it remains unopposed. At the

end of 2018 the TWAO Unit advised that this is still being considered, and there is no date as to when a decision may be made.

3. Financial Implications

There are no financial implications based upon the nature of this paper.

4. Legal Implications

There are no legal implications recognised in this report.

5. Equalities Implications

None.

6. Inclusive Growth Implications

None.

7. Geographical Area of Report's Implications

None.

8. Other Implications

None.

9. Schedule of Background Papers

None.