

Board Meeting Paper	
Nov 18 SBM B 02.0	
Purpose of report	<input type="checkbox"/> Decision ¹ <input type="checkbox"/> Discussion / debate <input checked="" type="checkbox"/> Information only ²
Sensitive Information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If sensitive, protective marking³	
Date of Meeting	12 November 2018
Agenda Item	B 02.0
Report Title	Special Board meeting briefing - Aline Frantzen
Sponsor	David Sidebottom
Author(s)	David Beer



1. Briefing	
<p>Manchester Metrolink – Managing Director Aline Frantzen is presenting at the Special Board Meeting.</p> <p>Manchester’s ‘Metrolink’ light rail network is owned by TfGM and currently operated on a franchise contract by KeolisAmey. The network covers 7 lines, 93 stops along 57 miles, operated by a fleet of 120 trams. Annual passenger journeys to September 2018 were 41.9 million, compared to 39 million in the previous year. Patronage has increased on every line from July 2017 to July 2018, the slowest growth has been on the Bury line at 1.59%, the highest in the City Centre at 15.86%, followed by the East Didsbury line at 15.49%.</p> <p>Key results from Tram Passenger Survey (TPS) autumn 2017:</p> <ul style="list-style-type: none"> • Overall satisfaction 89% (2016 90%) • Punctuality 88% (2016 86%) • Journey time 86% (2016 87%) • Value for money 59% (2016 62%) <p>Main TPS discussions have been around issues of anti-social behaviour and crime, especially on the Oldham line alongside a communication strategy of safety, community and comfort. Also actions for their revenue strategy, with frequent breakdowns of their ticket machine system; a priority seat campaign and making these more visible and speeding up boarding. New tram procurement is also in progress, with TfGM exploring funding options to cope with increasing passenger numbers and peak congestion.</p> <p>In addition, low value for money satisfaction in TPS has triggered TfGM to take a policy decision to introduce a zonal fare structure on the Metrolink Network in early 2019. We are continuing to discuss this and wider service provision issues with TfGM and Metrolink.</p> <p>Future developments to the network are underway, with work progressing on the Trafford Park line, which is due for completion in 2020. TfGM are also developing a business case for extending the Manchester Airport line, initially to the Terminal 2 development but with future potential to link up with HS2 and improved links to the University Hospital of South Manchester.</p>	

¹ If a decision is required, or you are asking for the paper to be formally noted, please set this out in section 2

² If for information only, please make clear in section 1 **why** this information is being provided

³ ie **OFFICIAL/SENSITIVE**: plus COMMERCIAL / POLICY / MANAGEMENT-STAFF / PERSONAL PROTECT