

How we keep Metrolink moving

Our commitment to customers



Foreword

Andy Burnham, Mayor of Greater Manchester

I welcome this commitment to customers which sets out how Metrolink will keep the people of Greater Manchester moving while delivering high standards of customer service. Every journey counts, which is why the commitments laid out within this document gives me the confidence that Metrolink will continue to deliver for its customers.

Starting with a single line between Bury and Altrincham in 1992, Metrolink is now the largest light rail system in the UK and a vital part of Greater Manchester's public transport network. With the completion of the Trafford Park Line in 2020 and the arrival of new trams, Metrolink will be able to provide over 50 million journeys every year and so it is critical to the ongoing success of the city-region as we recover from the Coronavirus pandemic.



However, Metrolink is not only about connecting people with jobs. It is about connecting our young people with opportunities for education, families with days out and older residents to their support networks. This is why Metrolink is central to my 'Our Network' vision for a fully joined-up public transport network which is easy to use and provides simple connections between trams, trains, buses and cycling and walking.

COVID-19 has presented Metrolink with many challenges. This is why I have been working to help ensure Metrolink services continue to be able to run to support people on the frontline of fighting the pandemic, and why we will be doing everything we can to make sure that travelling on the network is safe and continues to provide the level of service people deserve as we Build Back Better.

I look forward to continuing to work with Transport for Greater Manchester and KeolisAmey Metrolink to make sure Greater Manchester has a successful and dependable Metrolink network which puts Greater Manchester's people and places at the heart of everything it does.

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Introduction

A bit about us

Metrolink is the UK's largest light rail network, with 99 stops across eight lines. Approximately 7.2 million miles are travelled across the network each year by our fleet of Flexity Swift trams supplied by Bombardier.

Metrolink strives to be a market leader, a best in class public transport operation across Greater Manchester providing over 45 million passenger journeys per year.

We are the UK's largest light rail network



Welcome aboard

We are committed to providing the best possible journey experience for you, our customers, every day and seek to make Metrolink the preferred choice for public transport for the people of Greater Manchester. Operated and maintained by KeolisAmey Metrolink on behalf of Transport for Greater Manchester (TfGM), Metrolink is a modern and customer focused organisation.

Over 900 employees at Metrolink work hard to provide a service which is safe, reliable, comfortable and accessible. Every employee understands the valuable role they play to ensure you receive an excellent journey experience every day. KeolisAmey Metrolink is a joint venture between Keolis and Amey, to operate and maintain Manchester's Metrolink for a period of 10 years from July 2017.



Our customer service charter details our commitment and demonstrates the consistently high standards you should expect.

We are proud to serve Greater Manchester and are committed to keeping Manchester moving. We expect our staff and customers to treat each other with respect. We will take action to protect our staff and customers from verbal and physical abuse and will always seek to prosecute offenders.





To keep Greater Manchester moving now and in the future the city-region has a comprehensive strategy setting out our plans and ambitions for an accessible, sustainable and resilient transport network.

Launched in 2019, **Our Network** is Greater Manchester's ten-year plan to create a truly integrated public transport network. That means having the right connections to the right places, simple ticketing that works across different modes of transport and the necessary powers to ensure our transport network works together for the benefit of Greater Manchester's people and businesses.

The **Greater Manchester Transport Strategy 2040** sets out our long-term ambitions for the city-region, including our Right Mix target to have 50% of all journeys made by walking, cycling or public transport in twenty years' time. That would mean 1million more sustainable journeys every day.

To help achieve that vision our **Five-Year Transport Delivery Plan** sets out all the projects that we are going to deliver, or plan for, over the next five years. This is supported by ten Local Implementation Plans that show the local interventions that are planned in each of Greater Manchester's local authorities.





Conditions of carriage and byelaws

We expect customers to adhere to the Metrolink byelaws and Conditions of Carriage to ensure a pleasant journey for all our customers.

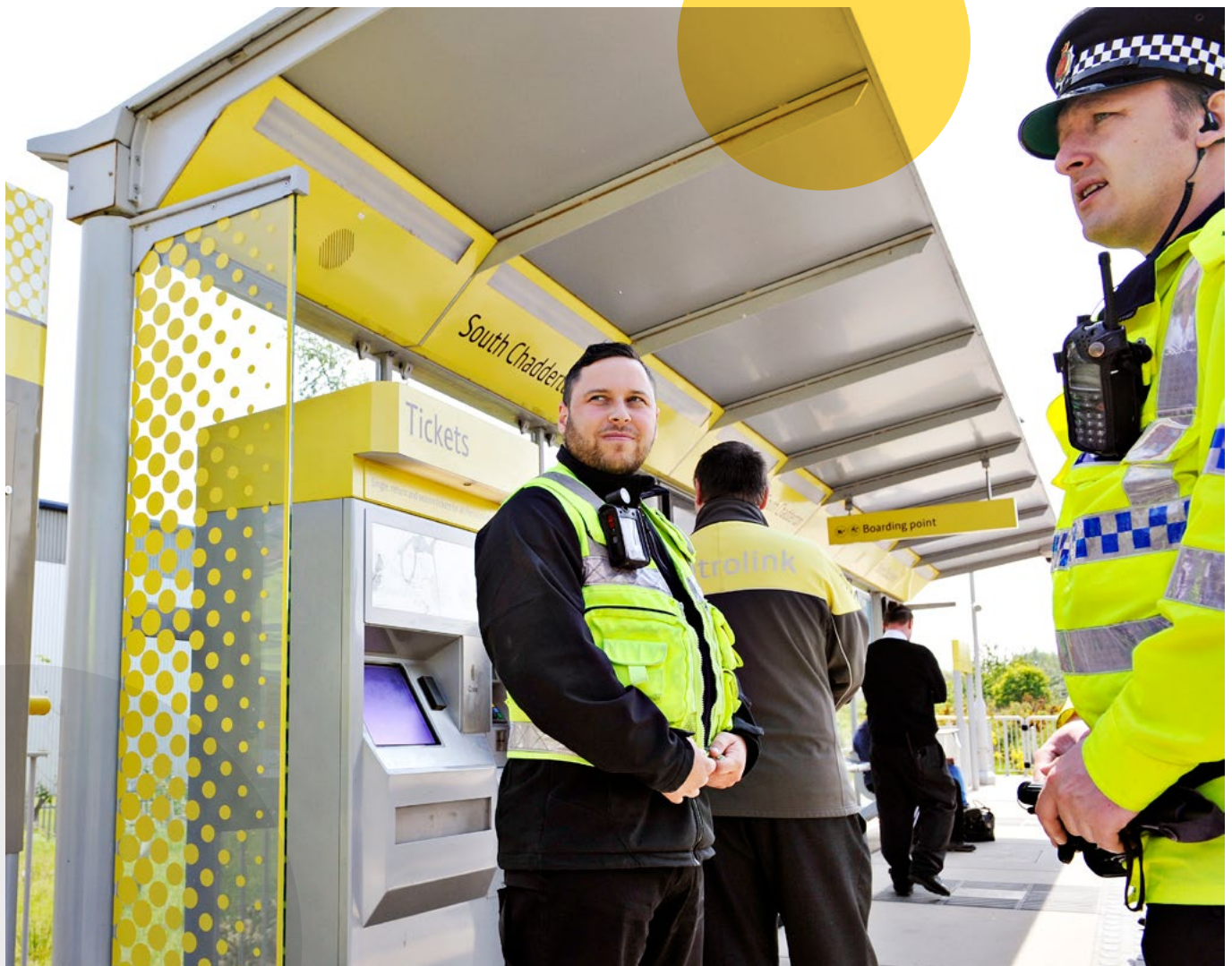
All customers must be in possession of a valid ticket or pass for the journey and be able to show it on request by Customer Service Representatives. Metrolink byelaws can be found at **tfgm.com/public-transport/tram/bye-laws**. Metrolink Conditions of Carriage can be found at **tfgm.com/public-transport/tram/conditions-of-carriage**.

Non-compliance with any of our byelaws may result in prosecution.

Our approach to customer service

We provide connectivity across the region, operating a fast and frequent service approximately 20 hours per day. We understand your needs and will support you through the different steps of your journey. You can find information on board trams, on stops, online and on social media channels. If you need assistance before, during or after your journey we have a great team who can help. You can talk to someone from 7am to midnight every day on the phone, or, if you prefer to email or tweet, one of our Customer Experience Advisors in the Customer Service team will respond up to 8pm each night.

Our trams and tram stops are regularly patrolled throughout the day and night by teams of Customer Service Representatives and Travel Safe Officers who can help you during your journey. They routinely check that all customers are travelling with a valid ticket or pass and are deployed across the network throughout operational hours. They provide face to face help, answering queries and offering support. They are able to inform you of the best ticketing options to suit you and help with network and journey information.





Standards of customer service delivery

Our staff are trained to be attentive, caring, courteous and sincere, treating all customers as we like to be treated ourselves. We ensure our employees are recognisable, always well-presented and clearly visible.

When you use Metrolink we will:

- **identify ourselves**
- **be professional and positive**
- **be helpful and courteous**
- **be well-informed**
- **be effective in listening and responding**
- **be fair and support individual needs**

We want you to enjoy the same great customer experience every time. The level of customer service you receive from any member of our team will be consistent and we will maintain high standards of professionalism and fairness at all times.

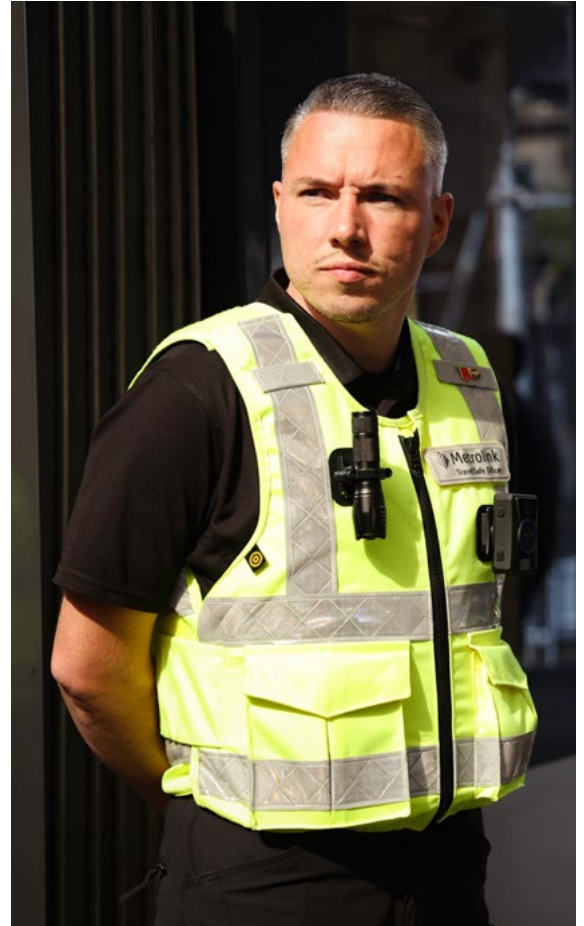


Measures for continuous improvement

We are committed to engaging with our customers at every stage of the journey and we use these insights to improve our service.

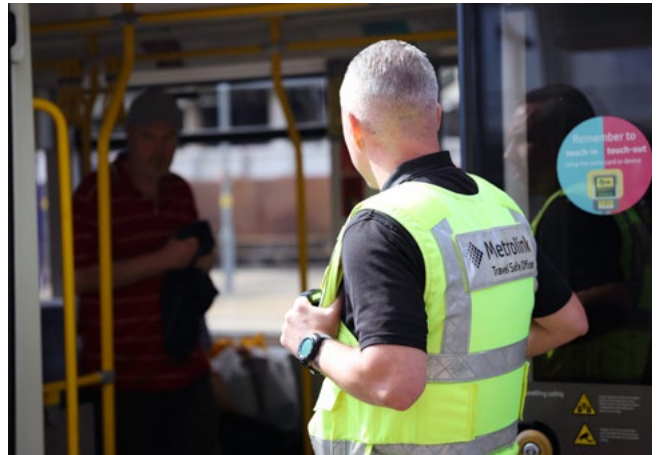
We:

- monitor our customer service performance regularly through customer research and analysis of our different channels of customer feedback. We actively seek feedback from our customers to help us understand where we can improve. You can contact us by phone, email or social media to share your views.
- conduct a minimum of four “Meet the Manager” public events per year; forums where you can share your comments and questions to members of our management team.



Operational performance

We strive for operational excellence every day and are committed to running a safe, reliable, comfortable and accessible network, which is easy to use. The Network Management Centre, a state-of-the-art control centre for monitoring, controlling and communicating real time service operations and information, is staffed 24 hours a day, seven days a week. Identifying and targeting operational improvements, managing disruptions better and placing you, our customers, at the heart of what we do will help us create a more professional service.



Performance statistics

We:

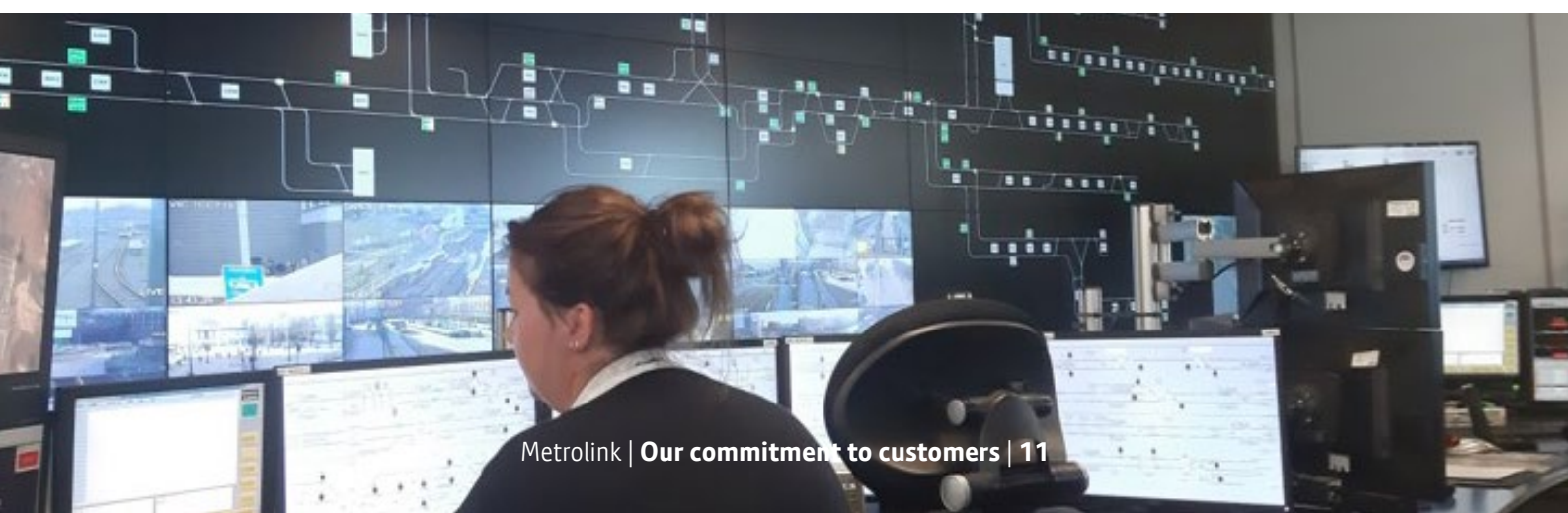
- publish punctuality and reliability information on our website every four weeks for the entire network which includes the number of cancellations and incomplete journeys during the period. A service is deemed punctual if it departs within two minutes of the advertised frequency. The punctuality measure shows the percentage of trams which are operating within this target. The reliability measure shows the percentage of miles operated against the planned mileage for all services.

Public access to performance results demonstrates our commitment to transparency and accountability. For more details please visit **tfgm.com/public-transport/tram/performance**.

Journey planner

We:

- provide tram services 364 days per year; Monday to Thursday – 6am to midnight, Friday and Saturday – 6am to midnight and Sunday – 7am to midnight. Check detailed tram times before you travel on our website at **tfgm.com/public-transport/tram**.
- present information to help you plan your journey on our website at **tfgm.com/public-transport/tram**.
- work with TfGM to ensure that changes to the timetable or frequency of service are communicated to customers with as much advance notice as is possible online at **tfgm.com**, via the Metrolink app, Twitter and on digital passenger information displays and public announcements at every stop.





Planned improvement works

Maintenance and improvement works are an essential part of ensuring that we can continue to provide operational excellence for you.

We:

- endeavour to minimise the impact to you.
- display advance information on planned disruptions as soon as practically possible.
- present information prominently at all stops specifying the affected tram services.
- operate a frequent replacement bus service in the absence of a tram service. Where possible, buses will pick you up and drop you off at all the stops that have been affected. You must buy your tram ticket (or touch-in with a valid pass or contactless card or device at the smart readers on the tram stop) as normal and show this when boarding the bus. If travelling contactless, remember to touch-out at your destination stop.

You can find details of upcoming works and events at tfgm.com/travel-updates/metrolink-improvement-works.

Unplanned service disruption

If your journey is disrupted due to unforeseen circumstances, we will:

- endeavour to provide alternative transport. You must buy your tram ticket (or touch-in with a valid pass or contactless card or device at the smart readers on the tram stop) as normal and show this when boarding. If travelling contactless remember to touch-out at your destination stop.
- provide the latest network updates and real time tram arrival information on our website, on the Metrolink app and on Twitter **@MCRMetrolink**.
- regularly update service information at stops via our digital passenger information displays and public announcements.
- endeavour to resume normal tram services as quickly as possible.





A safe and secure environment

We:

- provide Passenger Emergency Call Points on all trams and stops for use in case of an emergency. By pressing this button, By pressing this button you can speak directly to the driver or the control room which is staffed 24 hours a day, 365 days a year.
- monitor a suite of CCTV cameras on platforms, trams and other parts of the network to keep you safe. Any footage downloaded is compliant with relevant legislation.
- deploy a dedicated team of Travel Safe Officers to patrol the network to deter and detect crime, antisocial behaviour and byelaw offences. Metrolink byelaws can be found at [tfgm.com/public-transport/tram/bye-laws](https://www.tfgm.com/public-transport/tram/bye-laws).
- are an active member of the TravelSafe Partnership. This is a multi-agency initiative set up in 2015 to improve the perception of safety and security across public transport. This is done by managing instances of crime and antisocial behaviour (ASB) occurring on the transport network and discouraging fare evasion through collaboration with other transport operators, TfGM, British Transport Police and Greater Manchester Police (GMP), with support from the Greater Manchester Combined Authority (GMCA).
- share intelligence and support GMP in investigations and regularly pursue prosecutions.
- process customer data in line with the relevant legislation.

An accessible network

Ensuring accessibility for all is a key part of our customer service promise and we are committed to being responsive to the needs of all our customers. The Metrolink Accessibility Guide offers more details on accessibility features and what to expect from the network and can be found at

tfgm.com/public-transport/tram/wheelchairs-and-mobility-scooters

We:

- treat all our customers with respect and courtesy.
- communicate through a range of channels which are accessible to those with audio and visual impairments.
- regularly train and assess our staff on how to recognise people's individual needs.
- work closely with Breakthrough UK through the Disability Design Reference Group and other stakeholders to ensure our training and awareness packages are accessible for all.
- welcome all guide and assistance dogs on Metrolink when accompanying a person with a requirement. No charge will be made for guide dogs or assistance dogs.
- make best endeavours to support additional assistance requests with Customer Service Representatives who can accompany you during your journey.

- ensure new products and services are inclusive to all and meet accessibility requirements.
- ensure trams and tram stops are accessible for wheelchair users. Every tram stop has step-free access for wheelchair users and people with pushchairs, CCTV and emergency call-points and platforms with tactile edges for visually impaired passengers.
- ensure every tram has a designated area for people who use wheelchairs, space for pushchairs, mark seats for people who have trouble standing and emergency call points. If you need more time to get off the tram, please use the passenger help-point next to the wheelchair bays to speak to the driver.
- in the event of a temporary disruption in the availability of facilities i.e. lifts, we will communicate on our website, public announcements and social media channels. Our Customer Service team will recommend a step free alternative if you call **0161 205 2000**.



Fares and tickets

We strive to ensure Metrolink is affordable and presents value for money, with a range of different payment options offering quick and easy ways to buy tickets to suit every customer's needs. All revenue gained from ticket sales is reinvested back into the network to continuously improve the service we provide. It is therefore important that all customers travel with a valid ticket or pass for their journey.

We:

- provide a range of different ways to pay. You can find more information online at **tfgm.com/tickets-and-passes**
If you experience a problem with any payment channel, please call customer services on **0161 205 2000** or use the on stop help-point for assistance.
- take action to reduce any instances of fare evasion across the network. Any customer who cannot produce a ticket or pass when requested by Metrolink staff may be liable for a £100 Standard Fare and may be prosecuted. If using contactless, a £45 contactless RTI. Standard Fare may be applied if you have failed to touch in before boarding.



Concessionary fares

We:

- accept all valid concessionary travel passes. For more information visit **tfgm.com/tickets-and-passes/apply-for-a-new-pass**.

Ticket refunds

We work hard to ensure we provide a reliable service and understand that sometimes things don't go to plan. Metrolink operates a discretionary refund policy and tickets and passes are generally non-refundable.

In cases of disruption, we will put alternative arrangements in place as soon as possible. If alternative arrangements cannot be provided, we may make appropriate refund.

We will not be liable for any other loss arising from failure to operate (e.g., taxi fares, missed transport connections or appointments etc.)

If ticket acceptance is arranged on rail services you will not be able to travel using contactless. Instead, you will need to buy a ticket. Please keep tickets and/or receipts and, after 24 hours, call **03000 035 035** for help with any payment queries.



Lost or stolen tickets

If you lose your smart card or it is stolen or damaged, you should report this by logging into your online account or by phoning **"get me there"** customer services on **03000 035 035**.

We will:

- arrange for a replacement card to be sent to your home address.
- replace a lost or stolen 28 day or annual ticket on your card if it has more than seven days left before it expires. We will make this available for collection from a Metrolink smart reader.

Season ticket refund

We understand things change. Should you no longer need an annual season ticket, we will:

- give you a refund providing there are at least 28 days left on the ticket.
An administration charge also applies.
- consider refund requests on a case by case basis for tickets with seven days or more valid after the cancellation date. Please contact us on **03000 035 035** to ask about having your ticket refunded.

Standards

We are committed to providing a safe, clean and reliable service and use a range of performance metrics to ensure our system presentation is of the highest standard. These standards apply to trams, stops, and other assets.

Cleaning, graffiti, vandalism and rubbish

We:

- maintain our trams to a high standard of cleanliness, which includes cleaning inside and out on a regular basis. Deep cleans are regularly conducted on all our trams and tram stops. Bins are emptied and our robust maintenance regime ensures that our system is maintained to a high quality standard. If you see any graffiti, vandalism or rubbish please call our Customer Services team on **0161 205 2000**.

Lost property

If we find any item of lost property on-board one of our trams or at a stop, we will do our best to contact the owner if they can be identified. If you lose something, please let a member of staff or customer services know as soon as possible. Please contact Metrolink by phone **0161 205 2000**, or contact by email at **customerservices@metrolink.co.uk**.

Environment

Metrolink achieves low pollution levels because the trams are powered by electricity produced from modern, cleaner, greener sources. Around 70% of a tram's power comes from wind or solar / photovoltaic sources as does the power on stop. The rest is from other environmentally friendly sources like recycled waste and water power.

Metrolink is friendly to the environment in many other ways too, for example:

- trams produce no exhaust fumes at all.
- trams cause almost no noise, except when they sound a horn to warn pedestrians and traffic.
- trams have steel wheels, not rubber tyres: steel wheels are much more efficient, and when they're finally worn out, the steel is recycled which has much less impact on the environment than getting rid of old rubber tyres.

Responding to feedback

We take time to listen. We acknowledge that there are times when things don't go to plan and we value your feedback to help us understand how we can to improve.

We will:

- respond to you as quickly as we can; we aim to answer all calls within 30 seconds and all written correspondence will receive an initial response within five working days.



How to contact us

We want our customers to be highly satisfied with their experience on Metrolink, if things haven't gone according to plan and you think we can improve, let us know, and we'll try and put things right.

KeolisAmey Metrolink
Queens Road
Manchester
M8 0RY

Phone: **0161 205 2000**
Website: **tfgm.com**
Email: **customerservices@metrolink.co.uk**

If you have any comments on ticketing or policy issues you can contact Transport for Greater Manchester.

Customer Relations
Transport for Greater Manchester (TfGM)
2 Piccadilly Place
Manchester
M1 3BG

Phone: **0161 244 1000**
Website: **tfgm.com**
Email: **customer.relations@tfgm.com**

If you are dissatisfied with our handling of your complaint and wish to take the matter further, you can refer it to Transport Focus. They use their knowledge to influence decisions on behalf of rail passengers and work with the rail industry and other passenger groups to secure journey improvements.

Transport Focus
7th Floor
Piccadilly Gate
Store Street
Manchester
M1 2WD

Phone: **0870 336 6095**