

COUNCIL

16 OCTOBER 2013

JOINT AUTHORITY QUESTIONS

Transport for Greater Manchester

Councillor Pickstone

Does the Authority's spokesperson on the Transport for Greater Manchester Committee want to join with me in welcoming the largely Government-funded £44 million investment in Manchester Victoria station. During 2014 passengers on the Bury line will see an altered service while works take place including the closure of Manchester Victoria Metrolink station. Will additional ticket machines be provided for passengers at Shudehill Metrolink which currently only has one ticket machine per platform?

A. The major upgrade of Victoria Station, which is now underway, is most welcome as it will bring a very significant, and long overdue, improvement in facilities for both rail and Metrolink passengers. As a result, Victoria will present the modern station offer that was delivered at Piccadilly in 2001/2002. TfGMC has been active in pressing the case for this investment for a number of years and the scheme includes a £4.25m contribution from TfGM to the new roof.

In order to connect the new Second City Crossing (2CC), which recently received Transport and Works Act approval, to the rest of the Metrolink network, significant improvements are being made at Victoria Metrolink stop. These works include the full remodelling of the platforms and tracks to provide the connection for 2CC. This work will be undertaken at the same time as the major engineering works at Victoria in order to minimise the impact of the two programmes on the travelling public.

During part of the works it will be necessary to reduce the track that runs through the existing Victoria stop to a single line for about nine months so the works can be constructed safely and efficiently. In order to maximise the capacity through the stop and reduce the impact on services, no trams will stop at Victoria whilst there is only a single track available.

Passengers wishing to use Victoria will be asked to use Shudehill stop as an alternative.

Additional shelters will be provided at Shudehill Metrolink Station, as well as a larger waiting area on the Victoria-bound side of the tracks at Shudehill.

Given the forthcoming roll out of smart ticketing on Metrolink, a business case cannot be made for additional expenditure of ticket machines and the services needed to support them. Therefore, Shudehill and Victoria will have additional, full-time Passenger Service Representative (PSR) presence during this disruption. PSRs at Shudehill will be equipped with handheld ticket machines in order to manage queues and minimise waiting times for customers. The use of PSRs will also bring the benefit that they can assist customers with directions and queries, and will be able to organise transfers between the stations for those with mobility impairments, free of charge.

Councillor Pickstone

Could the Authority's spokesperson on Transport for Greater Manchester Committee inform Members what the Metrolink policy is for informing passengers that a particular station lift is out of action?

A. If a lift is found to be out of order by a customer, then Metrolink encourages them to ring customer services who will initiate a process to resolve the matter as quickly as possible and then ask our Control Room to log this. An electrical department will send out an engineer to assess the situation and we will try to get these issues rectified as soon as we can to avoid any inconvenience to customers.

In the instances where lifts are out of order for an elongated period of time, Metrolink will work to inform passengers via PAs and work closely with the lift supplier (if, for example, parts need to be ordered) to ensure problems are rectified speedily.

If elected Members have specific instances that they would like TfGM to explore in this regard, then please send them to Customer.Relations@tfgm.com.

(Councillor Noel Bayley to respond)