
Metrolink Bury line performance note, 7 September 2023

Since 1 January 2023, a total of 21 disruptive incidents with a duration of 15 minutes or more have occurred on the Bury line compared to a network wide average of 19 incidents.

The severity of some incidents on the Bury line has resulted in a total of 127 hours of delay since 1 January 2023 compared to a full network average of 37.5 hours.

The most significant incidents include:

- The overhead line coming down outside Victoria Station 11/06/2023, 81 hours of partial line closure;
- Theft of trackside equipment between Radcliffe and Crumpsall 10/08/2023, 9 hours of partial line closure; and
- Theft of trackside equipment at Bury 23/08/2023, 9 hours of partial line closure.

The overhead line issue at Victoria Station also had an impact on Parklife egress after the event on Sunday 11/06/2023. It is estimated that 13,000 festival goers were affected because of the incident and approximately £26,000 of revenue lost as a result.

A full breakdown of incidents recorded on the Bury line including type of incident and disruption duration can be seen on pages 3 and 4 of this note. After each of these incidents, our teams worked to restore services as quickly as possible. Ticket acceptance was put in place with commercial bus operators, or a bespoke bus service sourced to help passengers complete their journeys after significant disruptive events.

By far the worst incident was the overhead line failure mentioned above, as it also impacted service on the Oldham and Rochdale line.

Despite the number of incidents and severity of disruption on the Bury line, 94% of services have operated to within 2 minutes of the service pattern (6 minutes peak / 12 minute off-peaks) so far in 2023.

Excluding the 3 significant incidents referenced above, on average, passengers' wait time delay was 13 seconds on the Bury line compared to a network average of 41 seconds over the equivalent period.

There are several interventions in place and more planned through 2024 and early 2025 to help address the risk of thefts on the line and to renew infrastructure to improve speeds and journey times.

Every journey. Every day.

Interventions include:

- Security patrols and additional CCTV monitoring have been implemented in response to thefts. Copper elements with a high scrap metal value are being swapped with a low scrap value aluminium alternative. We are working with partners to see if additional GMP support can be provided.
- Overhead line weights were replaced in 2022 to improve reliability in warmer weather, with more replacements planned in 2024. In addition, 2km of rail was replaced during the same period and further replacements are planned in 2024 to improve speed and journey times.
- Whitefield tunnel work is scheduled for next summer which will improve speeds through the section towards Bury.
- Signalling reliability will be improved as we replace fibre optic cables.
- Cutting back of vegetation on the Bury line is ongoing to eliminate the risk of falling trees or branches causing disruption.

TfGM is held to account by the Greater Manchester Mayor and the 10 district councils via the formal Bee Network Committee. Details of which can be found here:

[Committees - Greater Manchester Combined Authority \(greatermanchester-ca.gov.uk\)](https://www.greatermanchester-ca.gov.uk)

Metrolink performance reports by line from 2018 through 2023 to date can be found here:

[Metrolink Performance reports | Transport for Greater Manchester \(tfgm.com\)](https://www.tfgm.com)

Danny Vaughan
Head of Metrolink, TfGM

Disruption date	Disruption start time	Disruption end date & time	Duration (H:M)	Disruption Category	Disruption Root Cause
23/01/2023	12:10	23/01/2023 13:05	0:55	Signalling	Bury signalling fault
26/01/2023	15:45	26/01/2023 16:30	0:45	Vehicle fault	Failed tram at Queens Road
01/03/2023	07:47	01/03/2023 10:11	2:24	Signalling	Bury signalling fault
30/03/2023	17:34	30/03/2023 18:00	0:26	Points	lrk Valley points failure
30/03/2023	18:01	30/03/2023 20:35	2:34	Points	lrk Valley points failure
12/04/2023	17:38	12/04/2023 18:30	0:52	Vehicle fault	Pantograph failure at Besses
22/04/2023	08:50	22/04/2023 10:49	1:59	Emergency services	Police incident at Radcliffe
28/04/2023	18:25	28/04/2023 18:40	0:15	Emergency services	Medical emergency at Prestwich
13/05/2023	14:50	13/05/2023 16:12	1:22	Overhead line	Sagging Overhead Line Equipment (OHLE) support wire at Besses
01/06/2023	13:35	01/06/2023 19:45	6:10	Overhead line	Tree resting on OHLE at Whitefield
02/06/2023	21:55	02/06/2023 23:20	1:25	Crime	Object on OHLE at Heaton Park
11/06/2023	15:05	15/06/2023 00:00	80:55	Overhead line	OHLE down at Victoria
18/06/2023	18:25	18/06/2023 18:50	0:25	Crime	Male on tracks at Radcliffe
18/06/2023	19:48	18/06/2023 21:30	1:42	Crime	Line on OHLE at Radcliffe bank
24/07/2023	17:40	24/07/2023 21:25	3:45	Driver	Signal Passed at Stop (SPAS) activation at Bury
01/08/2023	05:50	01/08/2023 06:40	0:50	Electrical	Isolators not closed after Engineering works at Bury

04/08/2023	20:05	04/08/2023 20:35	0:30	Points	Bury points fault
10/08/2023	15:38	11/08/2023 00:45	9:07	Crime	Theft of track equipment Radcliffe - Crumpsall
16/08/2023	16:28	16/08/2023 17:36	1:08	Points	Whitefield points fault
23/08/2023	05:50	23/08/2023 14:45	8:55	Crime	Theft of track equipment at Bury
23/08/2023	22:40	24/08/2023 00:00	1:20	Crime	Power failure at Prestwich