



# TRAM UPDATE

**Audit Standards & Risk Committee**  
17 July 2024 - Appendix A

Pat Beijer, Director of Transport and Capital Delivery



# Background

- South Yorkshire's iconic tram has been in operation since 1994 and is an integral part in supporting the region's policy aims:
  - it provides accessible, high frequency and efficient public transport to a range of opportunities.
  - it facilitates sustainable, low carbon travel with minimal environmental impacts, critical in supporting our AQMAs.
  - it is the backbone of local growth plans complementing investments from DLUHC in Sheffield city centre, the Investment Zone, Rotherham mainline station, and the new Magna Tram Train stop (TCF).
- In 2018, it was expanded to operate UK's first tram train services taking on street running onto the heavy rail network.
- In March 2024, after 27 years of private sector operation, the tram operations were successfully transferred to public control.



# Passenger headlines first 100 days

## **Revenue**

New handheld ticket machines have been a great success, popular with staff and ensuring faster fare collection on board.

Ticketing revenues are up by 4.2% on budget year-to-date.

## **Passengers**

The retail app now has over 17,000 users registered, with 30% of revenue being sold through the app (compared with pre-SYFTL estimate of 10% revenue through the app)

The Contact Centre received 244 calls relating to Supertram and 75% were queries around journey planning. Only 1 query related to Stagecoach Silver and Gold tickets.

We issued compensation vouchers for Stagecoach Gold and Silver product users to 4 customers, 3 via the app and 1 via the contact centre

Our customer survey has had 3800+ responses and closed at the end of April 2024

- Overall satisfaction with the tram is 56.0%, whilst for those who said they live in South Yorkshire it is 63.0%

The trust indicator used to detect social media engagement from passengers gives us a positive score of 86%.

# People headlines first 100 days

## **Fare evasion / fraud**

The new ticket machines allow the conductors to report fare evasion and fraud.

Conductors have reported 0.18% instances intentional fare evasion. This compares with 4% reported by Stagecoach pre-transfer and 20-25% which was an estimate made by the Programme Director.

## **Staff engagement**

88.5% of staff are now actively participating with the internal communication tool Blink (99% have signed up). This was less than 20% before the transfer.

Staff turnover in Stagecoach was 50% for conductors (an average of 1 leaver every week). Since the transfer, only 1 conductor left the organisation and this was related to health.

Unite have confirmed that staff are happy with the way the transfer went and conductors are really happy with the new handheld devices.

Safety reporting started and safety and mental wellbeing programme getting rolled out.





# Tram renewal

- The tram assets were built between 1991 and 1994 and are nearing the end of their design life. The case for its renewal is set out in SYMCA's OBC for asset renewal, supported by the retained £100m CRSTS1 allocation.
- On 13 May 2024, we secured IPDC approval for the tram asset renewal OBC.
- This means approval for £100m CRSTS1 funding earmarked for the first phase of tram asset renewals, including an immediate release of £19m for priority renewal works.
- The programme of rerailing works started at Cathedral two weeks after approval, during the May half term period.
- Good customer communications and staff visibility mean the disruption attracted very few customer comments.



# Asset renewal programme and disruption

On 13 May 2024, we secured DfT (IPDC) approval for the tram asset renewal OBC.

This means approval for £100m CRSTS1 funding earmarked for the first phase of tram asset renewals, including an immediate release of £19m for priority renewal works.

## Rerailing

A programme of rerailing works started at Cathedral during the May half term period. Good customer communications and staff visibility mean the disruption attracted very few customer comments.

Further works to undertake essential track replacement are scheduled to take place during the school term, when demand is typically low:

*Section 1 – Gleadless Townend to Halfway: 20 July – 2 August (services terminate GTe)*

*Section 2 – Sheffield Station to Gleadless Townend: 3 August – 11 August (service plan TBC)*

*Section 3 – Hillsborough to Middlewood: 12 August – 2 September (all tram to run to Malin Bridge)*

## Magna tram stop (TCF project)

Network Rail have shared the possessions plan for works to construct Magna tram stop. The construction requires power to be switched off, closing the tram train section between Parkgate and Meadowhall.

The possessions plan was designed to close the network during the times passenger demand is lowest: Saturday nights and Sunday nights from August to December 2024 (looking into weekends to skip owing to events etc). We are working with Network Rail and SYFTL to optimise the plan.

# Forward programme tram renewal

## To March 2027

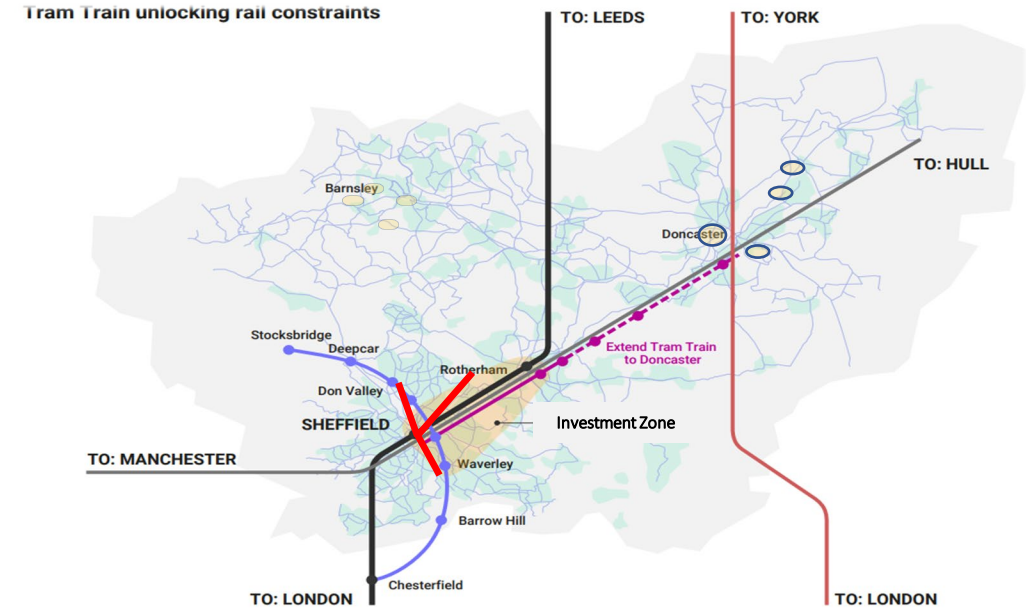


## To March 2032



# Tram futures

- Developing the outcomes of the tram train trial to better integrate heavy and light rail across the region.
- Free up capacity on the heavy rail network to facilitate more efficient and reliable regional and national journeys
- Working closely with Sheffield CC and Rotherham BC to develop further opportunities for tram through closer business engagement and placemaking.
- Review of the evidence on longer term 'game changing' interventions that drive patronage and commercial performance using evidence nationally/internationally including network expansion serving high density / demand corridors, key trip attractors such as hospitals, employment areas, rail stations and retail centres as well as improved integration of the system.
- Set out key policy drivers and evidence of wider impact of light rail – economic growth, climate change and air quality, modal shift from car to public transport, social inclusion, sustainable development





# Governance of the tram portfolio

