

Monthly operations report, March 2026

Report period

1 March to 31 March 2026

Prepared for

The board of the metro and tram network, and the quarterly return to the regulator

Data taken on

13 April 2026, from the operations control system and the ticketing platform

Status

Final. This report is produced from the same data each month and sealed before filing.

Monthly operations report, March 2026	1
1. Executive summary	1
2. Metrics	1
3. Punctuality	2
4. Boardings by line	2
5. Complaints	3
6. Risks	3
7. Method and definitions	4
8. Sign-off	4

1. Executive summary

March was a better month than February on every measure except step-free access, where the two lifts at the central interchange were out of service until 19 March.

The network ran 140,200 of 141,100 scheduled journeys, which is 99.4 per cent and above the 98.5 per cent the regulator requires. Of those, 94.6 per cent arrived within three minutes of the timetable, up from 93.9 per cent. Boardings reached 13.1 million, 4.2 per cent more than in March 2025, with the new tram extension carrying 410,000 of them.

We opened 2,980 complaints and closed 3,040, so the open stock fell by 60 cases. The share answered within ten working days was 97.4 per cent.

2. Metrics

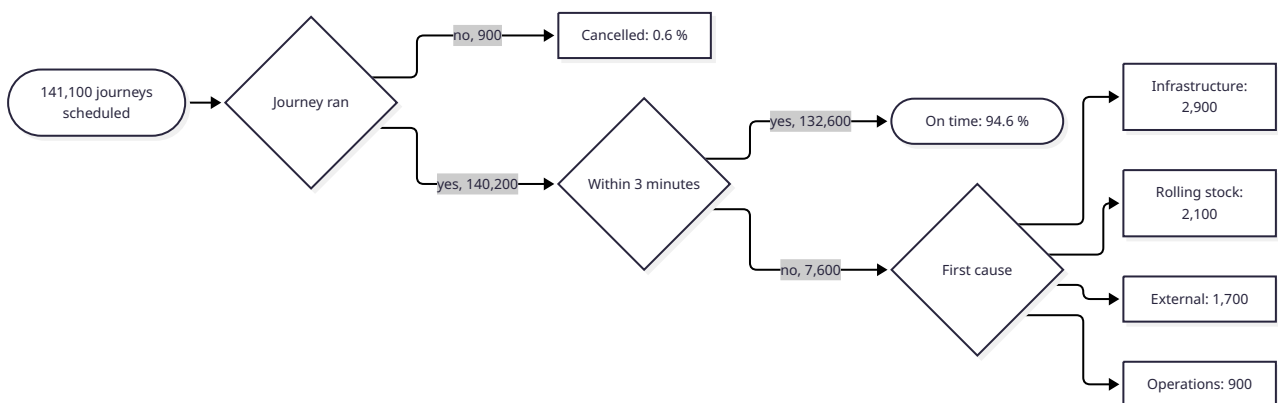
Measure	February	March	Change	Target
Scheduled journeys run	99.0 %	99.4 %	+0.4 pt	98.5 % or more
Journeys within 3 minutes	93.9 %	94.6 %	+0.7 pt	93.0 % or more
Boardings (million)	12.4	13.1	+5.6 %	
Complaints opened	3,210	2,980	-7.2 %	3,200 or fewer
Complaints answered in 10 working days	96.8 %	97.4 %	+0.6 pt	95.0 % or more

Measure	February	March	Change	Target
Lift hours in service	96.1 %	97.8 %	+1.7 pt	98.0 % or more
Energy per vehicle-kilometer (kWh)	2.84	2.71	-4.6 %	2.80 or less
Safety incidents	71	68	-4.2 %	

Each measure is defined at the end of this report¹. Percentage point changes are written as *pt*; the other changes are the change against February as a share of the February figure.

3. Punctuality

A journey is on time when it arrives at its final stop within three minutes of the timetable. Delays are attributed to the first cause in the chain, following the regulator's guidance.



The punctuality index the board tracks weights late journeys by how late they were:

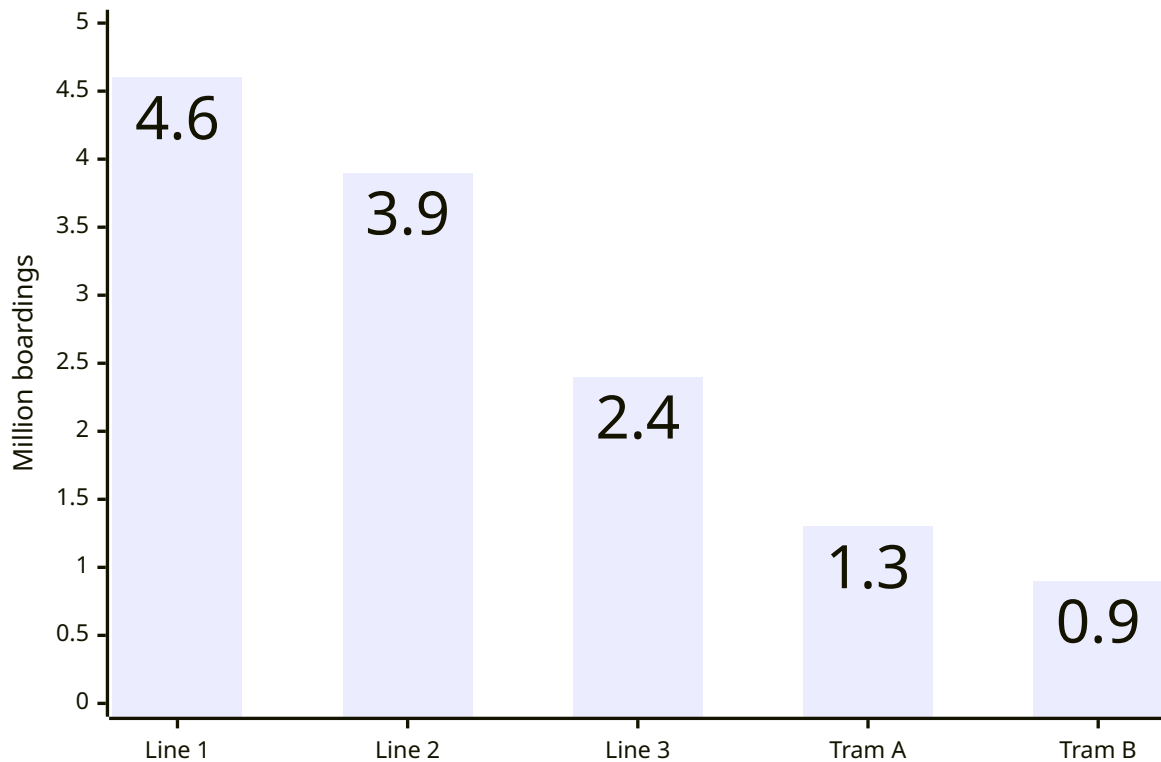
$$P = 1 - \frac{1}{N} \sum_{i=1}^N \min\left(1, \frac{\max(0, d_i - 3)}{12}\right)$$

where d_i is the delay of journey i in minutes. A journey 15 minutes late counts in full; one 6 minutes late counts a quarter. For March, $P = 0.971$, against 0.966 in February.

4. Boardings by line

¹ Scheduled journeys run: journeys that completed their route, as a share of the timetable. Within 3 minutes: arrival at the final stop no more than 3 minutes after the timetable. Boardings: validations at gates and on vehicles, with interchanges counted once. Complaints: cases logged by an agent or through the app, counted on the day they are opened. Lift hours: hours a lift was available for passengers, as a share of scheduled hours. Energy: traction energy drawn from the grid per vehicle-kilometer run.

Boardings in March 2026, million



5. Complaints

Reason	Opened in March	Share
Crowding at peak	890	29.9 %
Information during disruption	640	21.5 %
Lift or escalator out of service	470	15.8 %
Ticketing and refunds	450	15.1 %
Staff conduct	230	7.7 %
Everything else	300	10.1 %
Total	2,980	100.0 %

Lift complaints are expected to fall from April, now that both interchange lifts are back and a spare drive unit is held in the depot.

6. Risks

Risk	Effect if it happens	Owner	Action this month
Second lift drive failure	Step-free obligation missed again	Engineering	Spare unit in stock from 1 March
Heat wave in summer	Speed restrictions on the tram network	Operations	Rail stress monitoring from 1 May
Ticketing platform up-grade	Refunds delayed in the cut-over week	Customer service	Extra staff booked for the week of 8 June

7. Method and definitions

Figures are taken on the seventh working day after month end, so late corrections to the last two days of the month are included. The punctuality figure moves by about a tenth of a point over the following 30 days as disputed attributions are settled, and this report is not restated when they do.

8. Sign-off

Role	Date
Regulatory reporting manager, prepared	13 April 2026
Head of operations control, checked	14 April 2026
Head of customer service, checked	14 April 2026
Director of operations, approved	15 April 2026

All organizations in the sample documents are invented. Names and figures are illustrative.