

Councillor Diane Williamson

Our ref: 8000059758

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13 September 2017

Dear Councillor Williamson

Thank you for contacting Transport for Greater Manchester (TfGM) regarding Metrolink fares, and Metrolink service patterns.

I am sorry to hear that your residents are concerned by the forthcoming price increase as of January 2018. The increase in Metrolink fares comes at the end of a transformational £1.5 billion programme of construction that has seen the network treble in size, with new lines now running to MediaCityUK, East Didsbury, Rochdale via Oldham, Ashton and Manchester Airport. This year saw the final piece of the programme fall into place when the Second City Crossing opened offering new links and more frequent trams through Manchester city centre.

We recognised that the work to create the new line through the city would be felt by passengers which is why we made the decision to hold off increasing fares while it was carried out. However, Metrolink covers its day-to-day operating costs without any public financial support. Having held fares for three years we now need to return them to the level they need to be at to ensure that Metrolink can continue to operate on a financially sustainable basis into the future.

Metrolink fares continue to offer good value for money, particularly for season ticket holders, as well as providing an environmentally friendly way of getting around Greater Manchester. To keep up with inflation, fares would normally have been expected to increase each year. That's why, as well as returning to an annual fare increase of 1% above inflation starting in January 2018, we now need to apply a one-off rise to return fares to the level they need to be at.

With regards to a direct Metrolink between Oldham and Piccadilly, without the need to change at Victoria, the Greater Manchester Combined Authority (GMCA) previously directed TfGM to examine available options. We have been working with the Metrolink operator to model different service patterns which would provide this link. Work has also been undertaken to assess the impact each option would have

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on other lines, on patronage, on network reliability and on resources. The conclusions of this work are due to be presented to the GMCA in the near future and for a decision to be made.

I hope the above information allows you to provide an update to your residents. If there is anything further I can help you with then please do not hesitate to contact me or a member of our Customer Relations team at customer.relations@tfgm.com.

Yours sincerely



Dr Jon Lamonte
Chief Executive