

Metrolink Performance

Network Summary

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

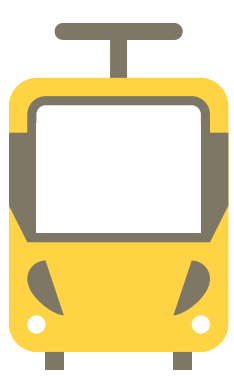
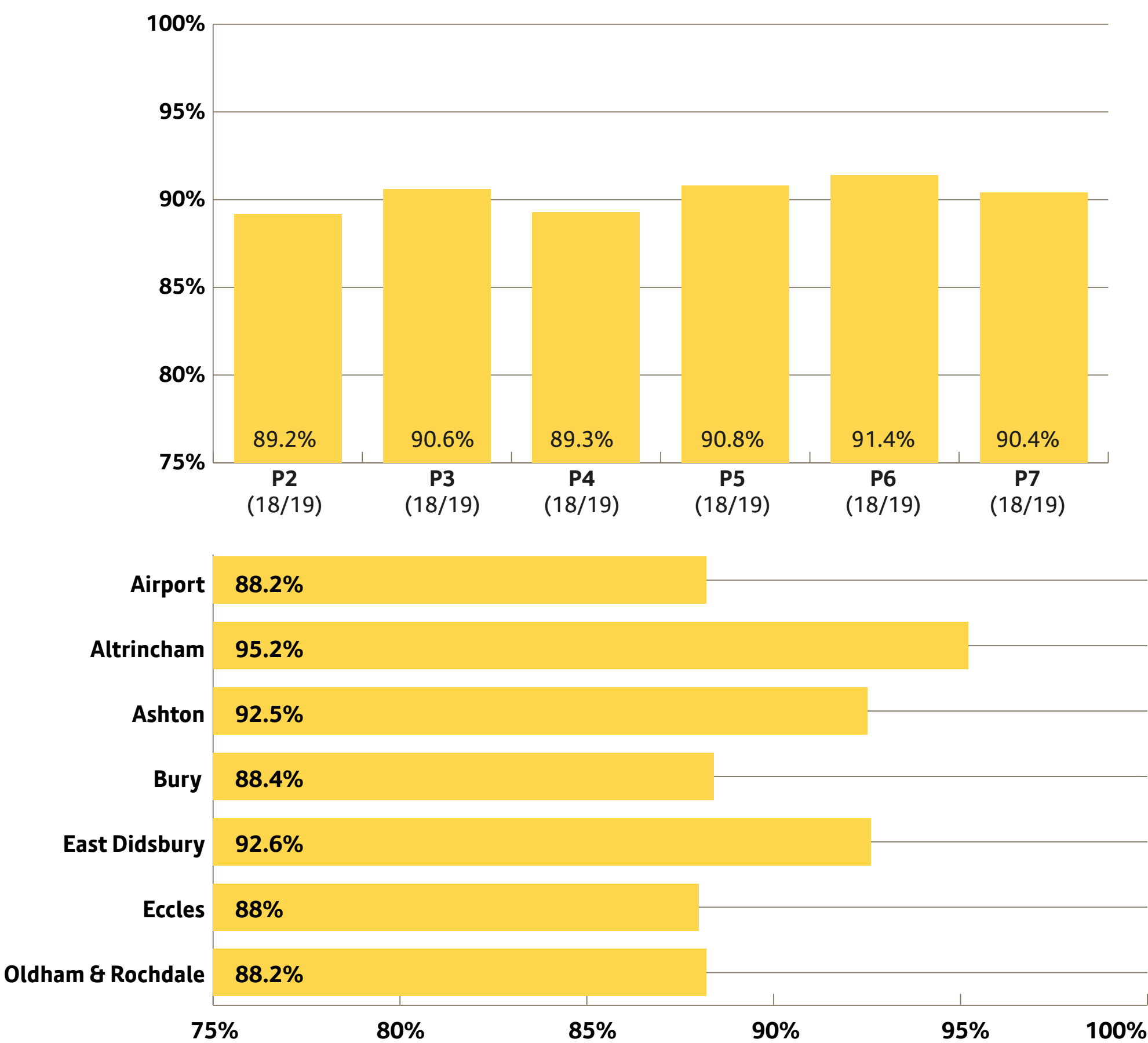
This report covers the four-week period between: **16 September until 13 October 2018**



Punctuality

Percentage of trams departing less than two minutes late.

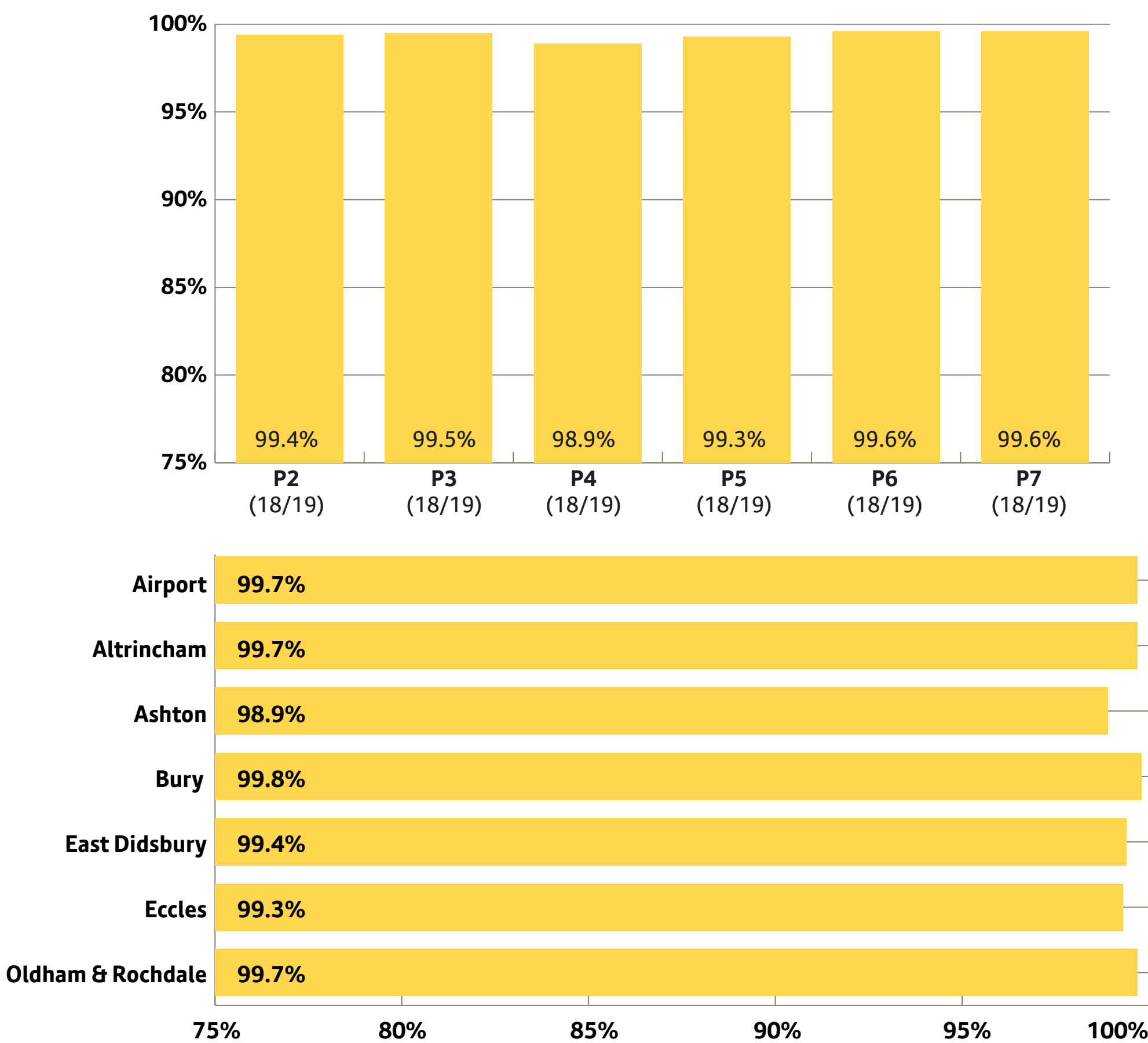
90.4%



Reliability

Percentage of planned miles operated.

99.6%



Cancellations

Journeys cancelled.

0.19% of all planned journeys.



Short journeys

Incomplete journeys.

0.45% of all planned journeys.

How we performed

This period we delivered excellent network reliability operating 99.6% of scheduled mileage for the second consecutive period. A key contributor to sustaining this level of service was due to better maintenance scheduling that supported good tram availability.

The very few disruptive incidents that occurred were third party related and included a major storm which resulted in a tree falling adjacent to the track at Withington.

What we are doing to improve

With temperatures starting to drop, we are ramping up our winterisation strategy to reduce the impact that cold weather has on the network. The deployment of overnight 'ice-breaker' trams has commenced to ensure continuity of services during colder months.

Modifications to our ticket vending machines are currently being implemented to strengthen their availability and reliability.

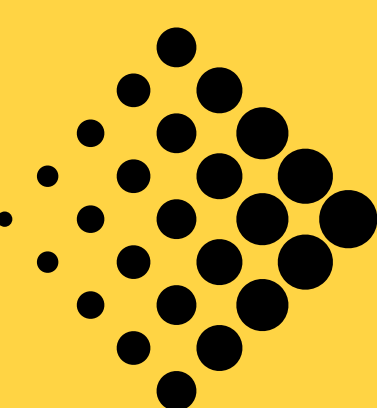
Work to further reduce anti-social behaviour continues with the launch of a revamped Metrolink Monsters campaign. The campaign is aimed at communicating the consequences of committing a byelaw offence as outlined within our conditions of carriage.

Additional double trams are being introduced in the lead up to Christmas and shall enhance capacity throughout the festive season.

A trial of public access defibrillators is being undertaken at three stops along the Bury line, we recognise that prompt access to this life-saving equipment will greatly increase the chances of survival.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 5 November 2018



Metrolink

Metrolink is operated on behalf of
Transport for Greater Manchester by
KEOLIS amey
Metrolink

Metrolink Performance

Airport Line

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **16 September until 13 October 2018**



Punctuality

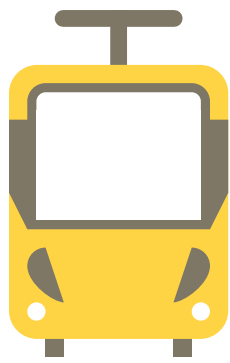
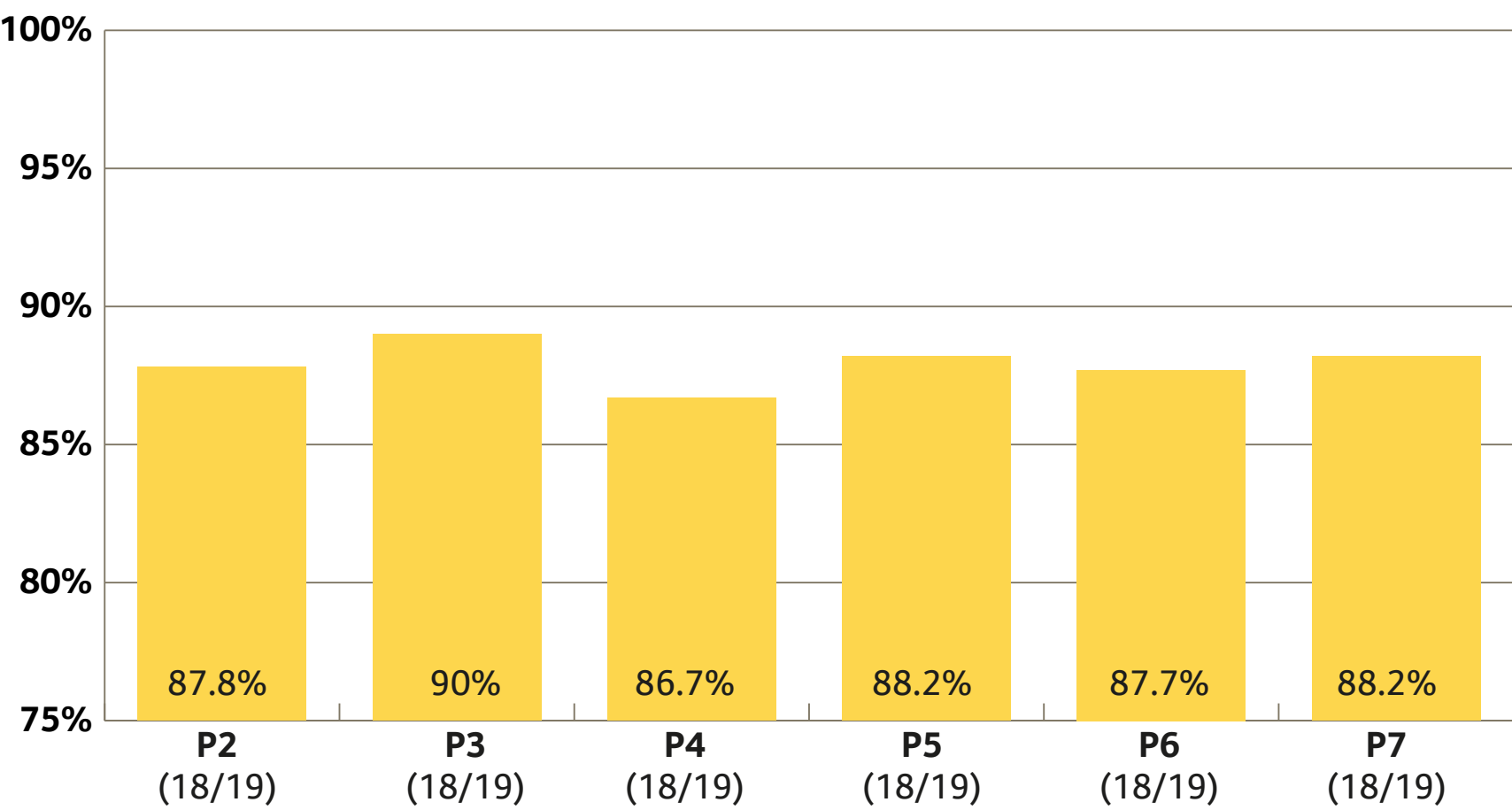
Percentage of trams departing less than two minutes late.

This route

88.2%

Overall network

90.4%



Reliability

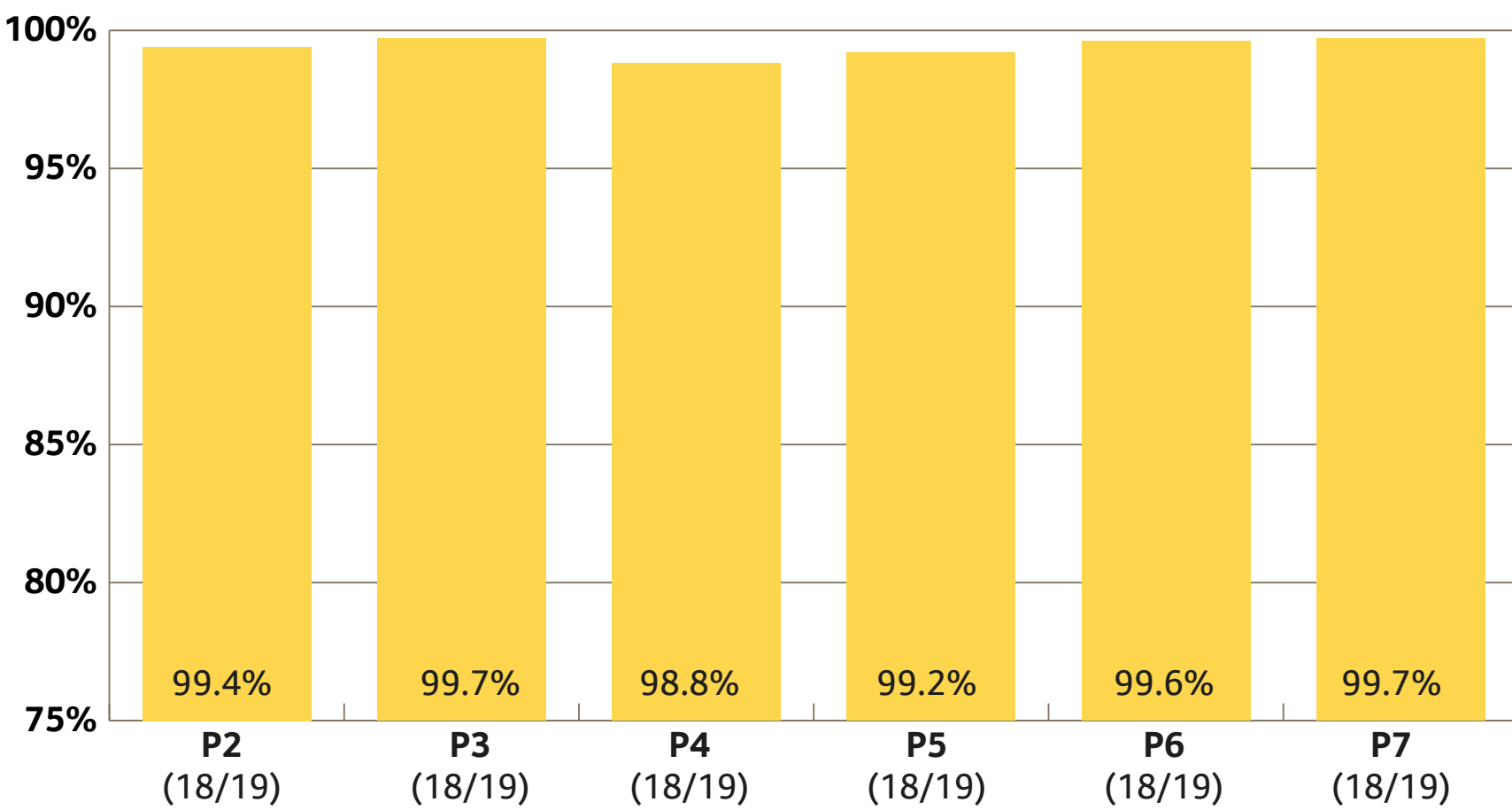
Percentage of planned miles operated.

This route

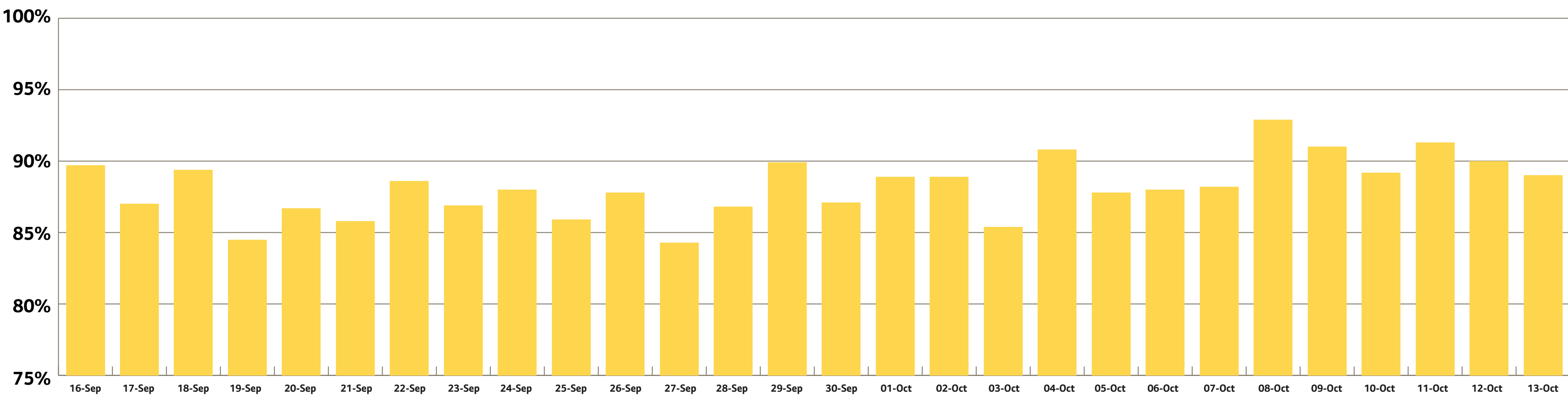
99.7%

Overall network

99.6%



Route punctuality by date



Route service disruptions

- 19 September** Heavy road traffic in Manchester City Centre
- 27 September** Points fault at St. Werburgh's Road.

How we performed

This period we delivered excellent network reliability operating 99.6% of scheduled mileage for the second consecutive period. A key contributor to sustaining this level of service was due to better maintenance scheduling that supported good tram availability.

The very few disruptive incidents that occurred were third party related and included a major storm which resulted in a tree falling adjacent to the track at Withington.

What we are doing to improve

With temperatures starting to drop, we are ramping up our winterisation strategy to reduce the impact that cold weather has on the network. The deployment of overnight 'ice-breaker' trams has commenced to ensure continuity of services during colder months.

Modifications to our ticket vending machines are currently being implemented to strengthen their availability and reliability.

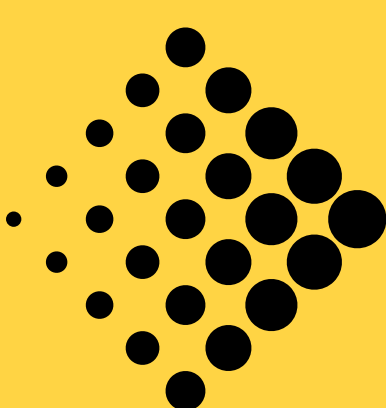
Work to further reduce anti-social behaviour continues with the launch of a revamped Metrolink Monsters campaign. The campaign is aimed at communicating the consequences of committing a byelaw offence as outlined within our conditions of carriage.

Additional double trams are being introduced in the lead up to Christmas and shall enhance capacity throughout the festive season.

A trial of public access defibrillators is being undertaken at three stops along the Bury line, we recognise that prompt access to this life-saving equipment will greatly increase the chances of survival.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 5 November 2018



Metrolink

Metrolink is operated on behalf of
Transport for Greater Manchester by
KEOLIS amey
Metrolink

Metrolink Performance

Altrincham Line

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **16 September until 13 October 2018**

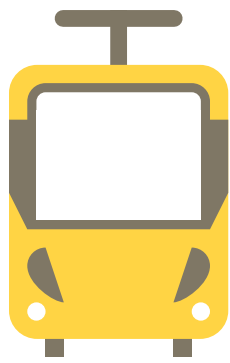
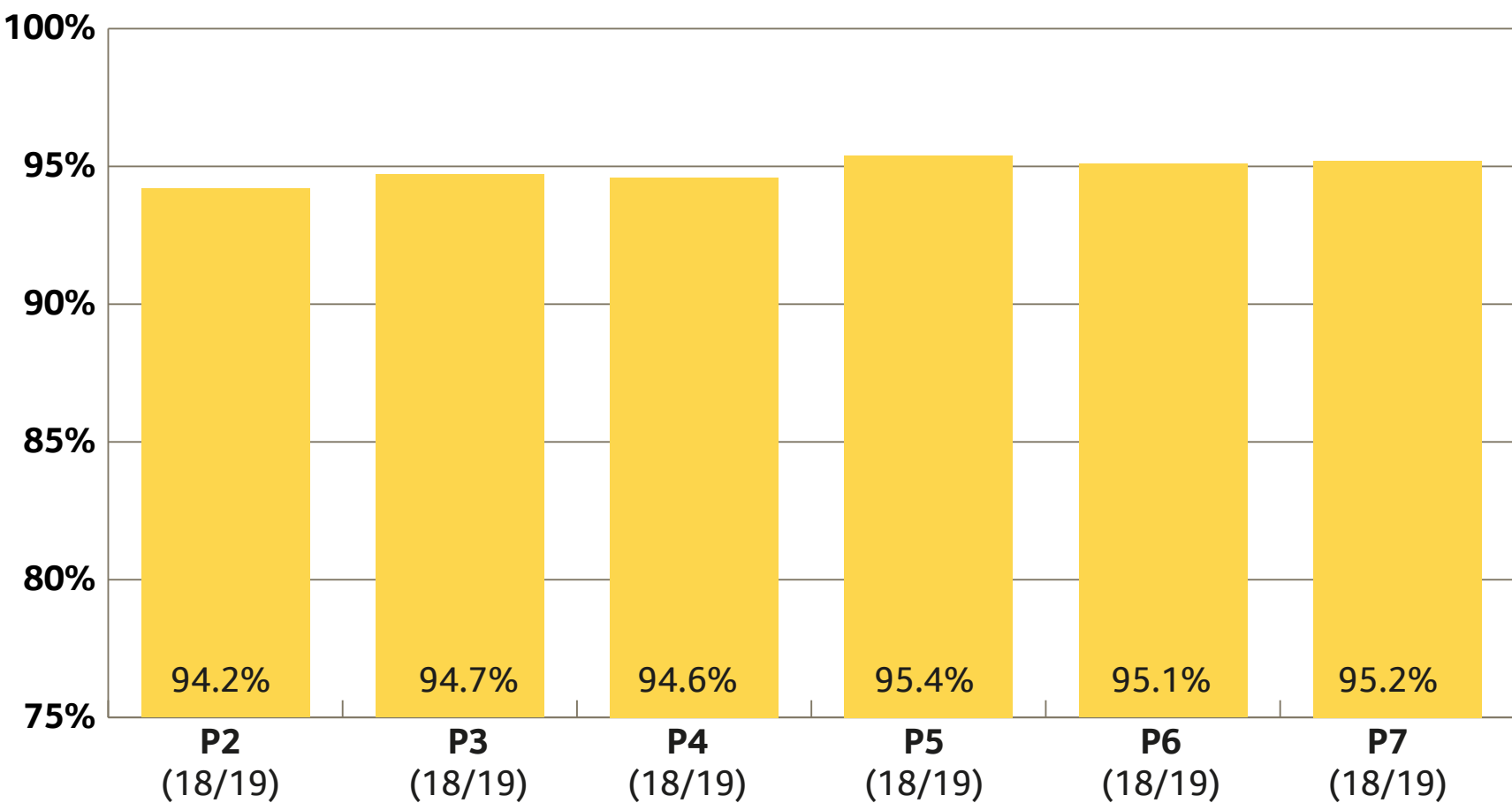


Punctuality

Percentage of trams departing less than two minutes late.

This route
95.2%

Overall network
90.4%

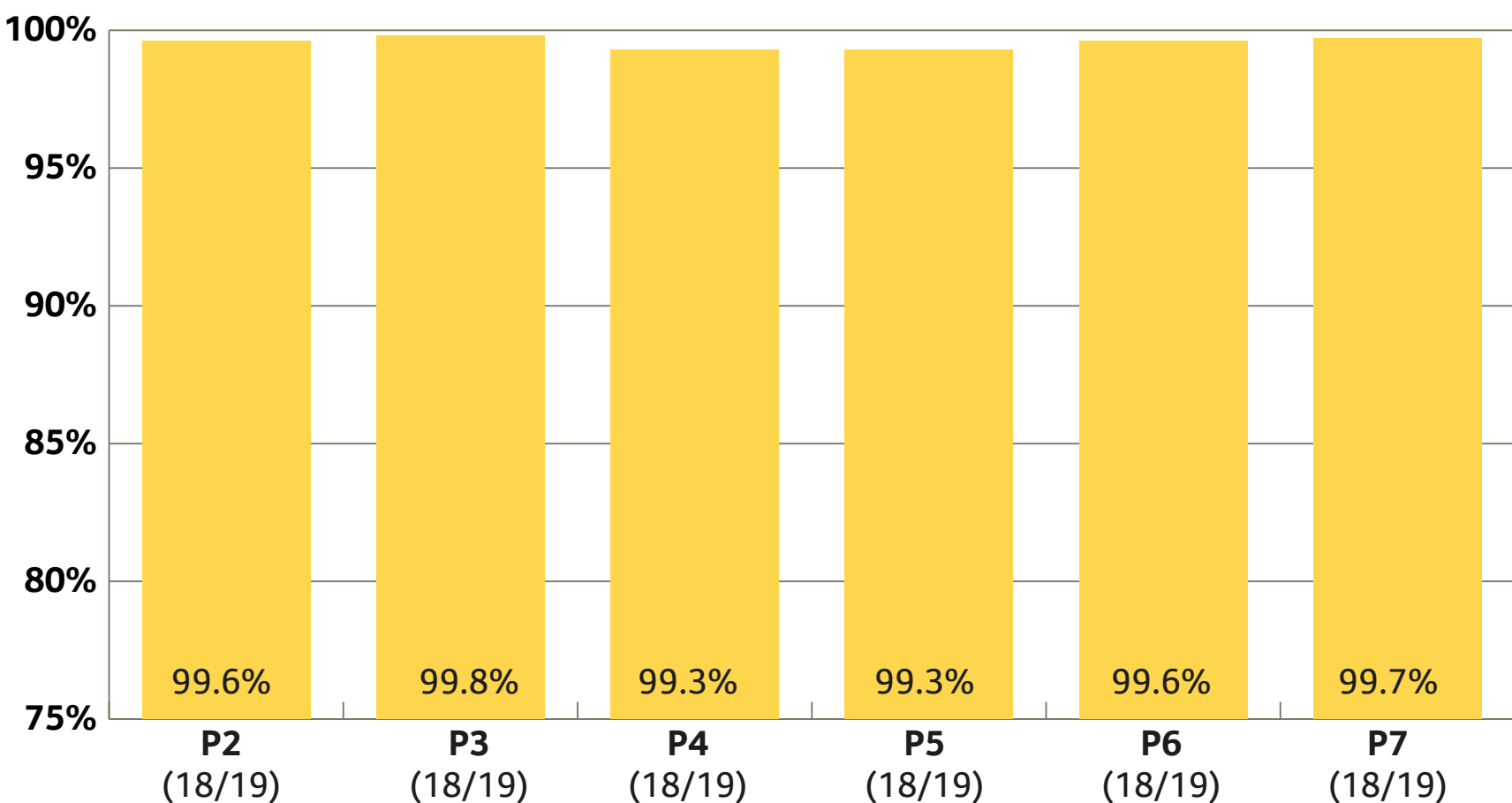


Reliability

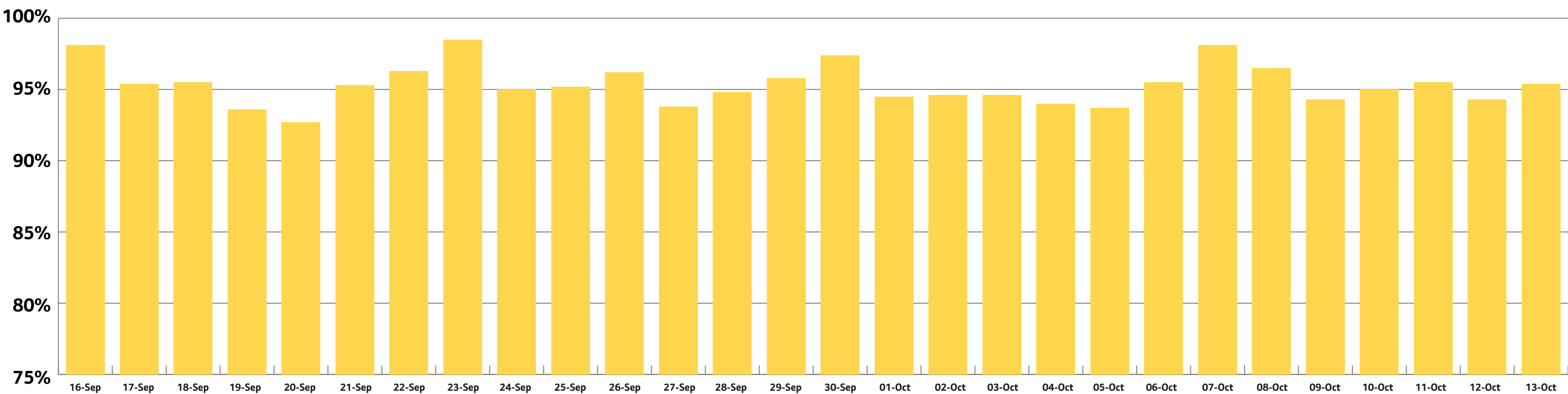
Percentage of planned miles operated.

This route
99.7%

Overall network
99.6%



Route punctuality by date



Route service disruptions

No significant disruptions on this route affecting the service.

How we performed

This period we delivered excellent network reliability operating 99.6% of scheduled mileage for the second consecutive period. A key contributor to sustaining this level of service was due to better maintenance scheduling that supported good tram availability.

The very few disruptive incidents that occurred were third party related and included a major storm which resulted in a tree falling adjacent to the track at Withington.

What we are doing to improve

With temperatures starting to drop, we are ramping up our winterisation strategy to reduce the impact that cold weather has on the network. The deployment of overnight 'ice-breaker' trams has commenced to ensure continuity of services during colder months.

Modifications to our ticket vending machines are currently being implemented to strengthen their availability and reliability.

Work to further reduce anti-social behaviour continues with the launch of a revamped Metrolink Monsters campaign. The campaign is aimed at communicating the consequences of committing a byelaw offence as outlined within our conditions of carriage.

Additional double trams are being introduced in the lead up to Christmas and shall enhance capacity throughout the festive season.

A trial of public access defibrillators is being undertaken at three stops along the Bury line, we recognise that prompt access to this life-saving equipment will greatly increase the chances of survival.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 5 November 2018

Metrolink Performance

Ashton-under-Lyne Line

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **16 September until 13 October 2018**



Punctuality

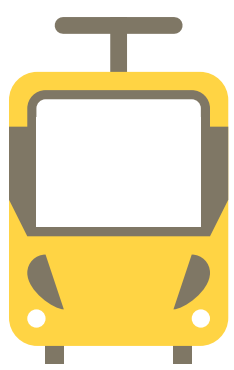
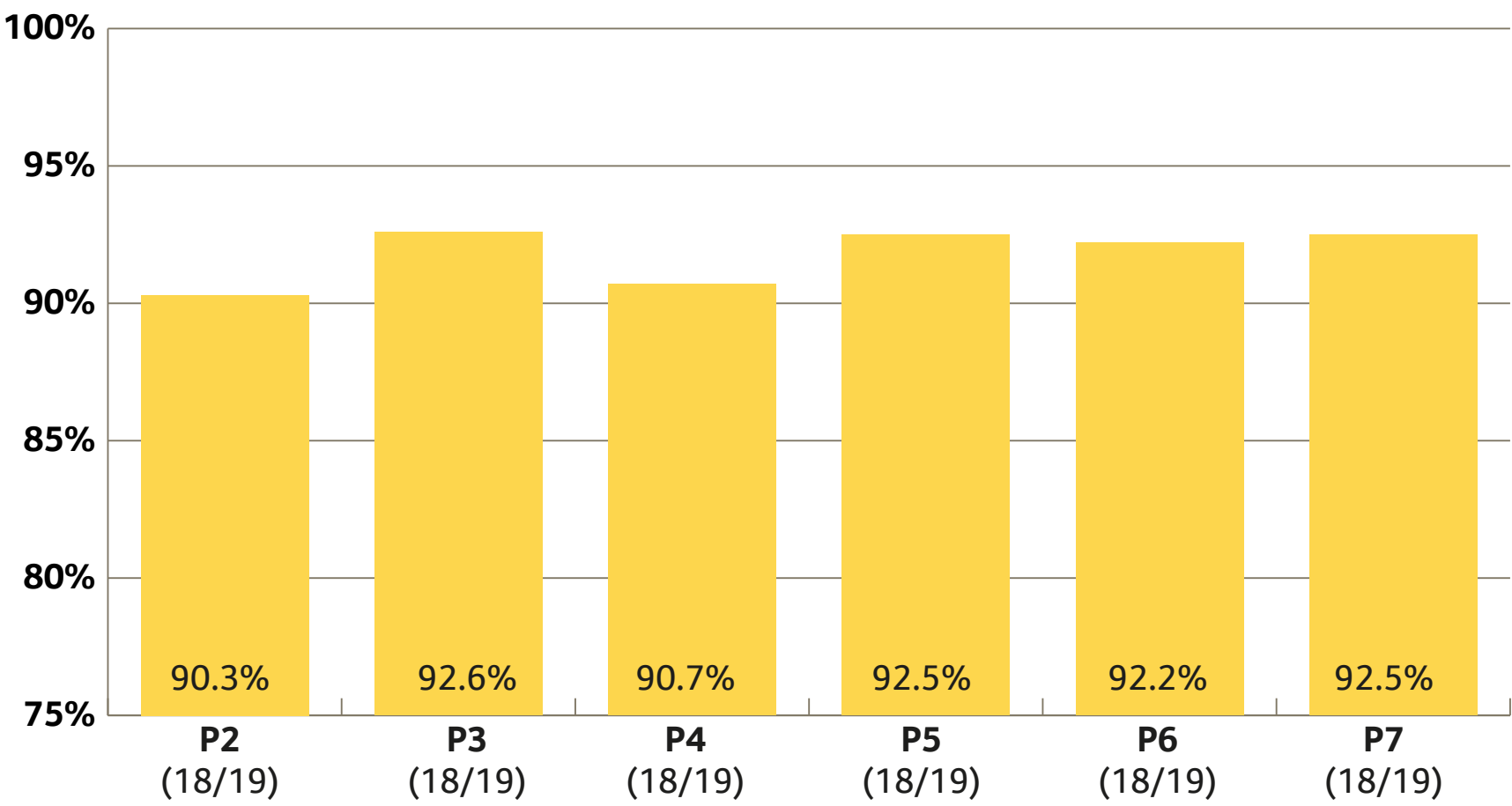
Percentage of trams departing less than two minutes late.

This route

92.5%

Overall network

90.4%



Reliability

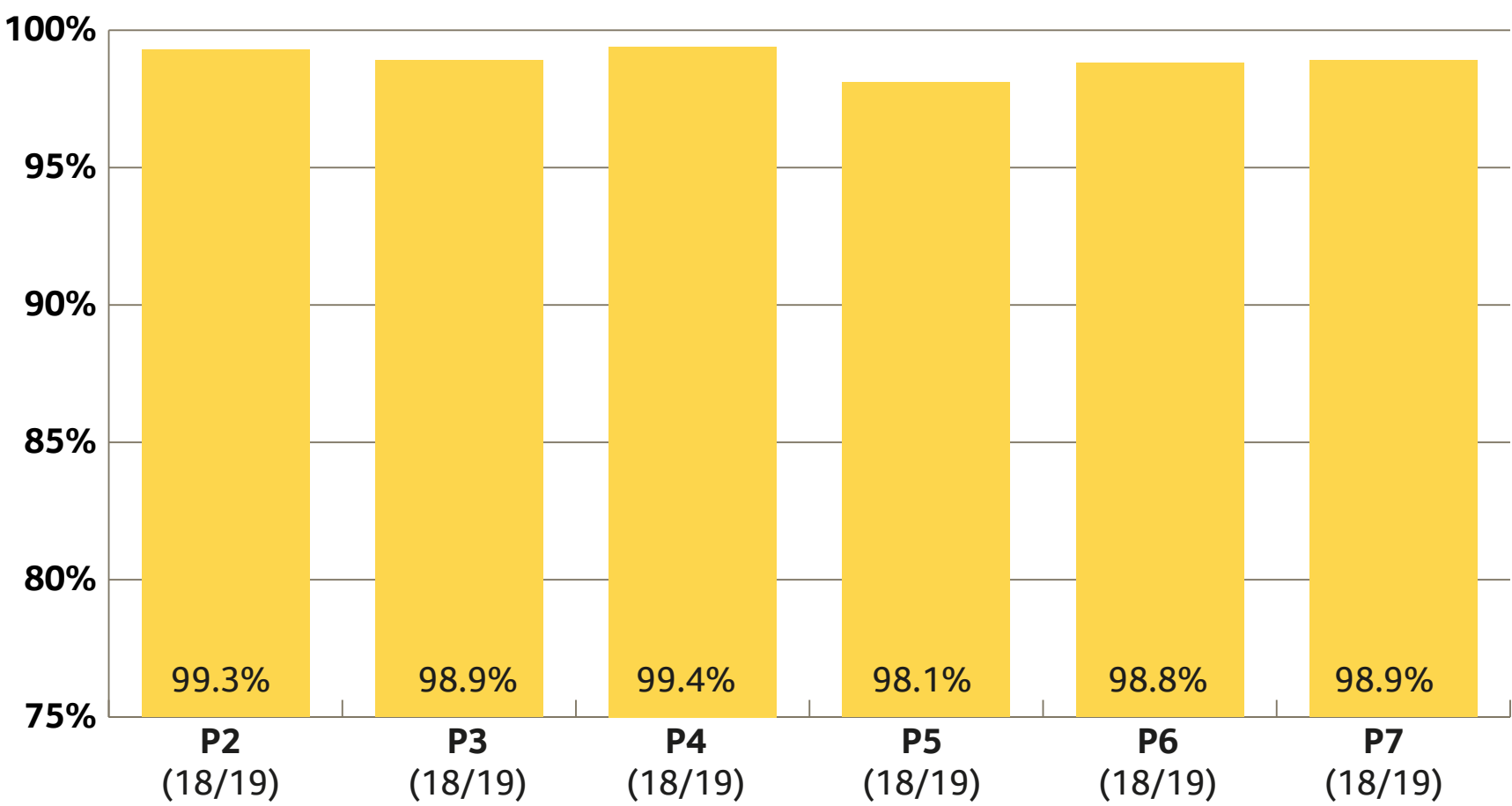
Percentage of planned miles operated.

This route

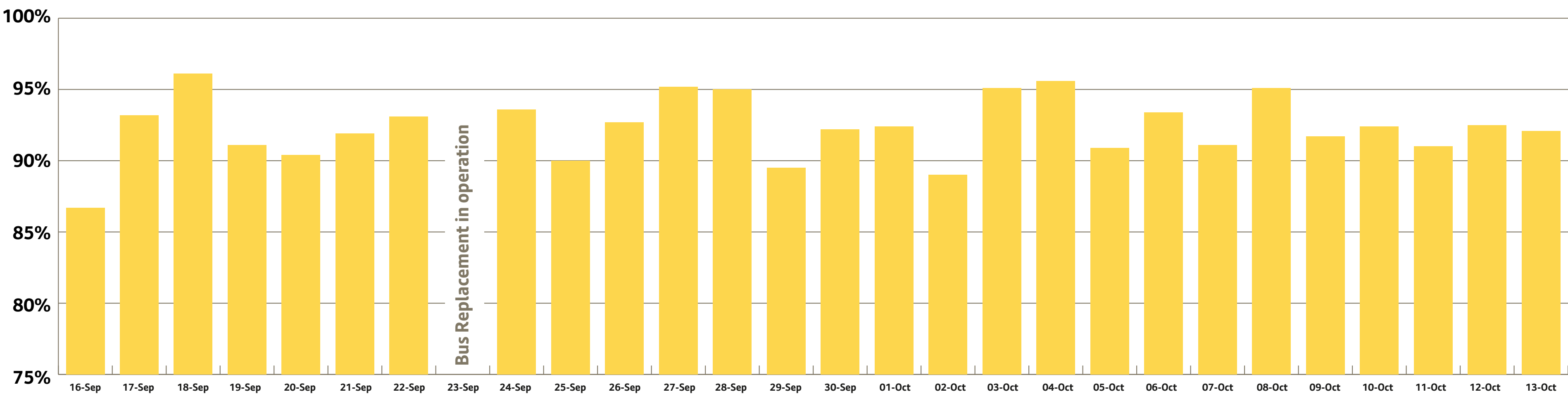
98.9%

Overall network

99.6%



Route punctuality by date



Route service disruptions

23 September

Planned engineering work with bus replacement.

How we performed

This period we delivered excellent network reliability operating 99.6% of scheduled mileage for the second consecutive period. A key contributor to sustaining this level of service was due to better maintenance scheduling that supported good tram availability.

The very few disruptive incidents that occurred were third party related and included a major storm which resulted in a tree falling adjacent to the track at Withington.

What we are doing to improve

With temperatures starting to drop, we are ramping up our winterisation strategy to reduce the impact that cold weather has on the network. The deployment of overnight 'ice-breaker' trams has commenced to ensure continuity of services during colder months.

Modifications to our ticket vending machines are currently being implemented to strengthen their availability and reliability.

Work to further reduce anti-social behaviour continues with the launch of a revamped Metrolink Monsters campaign. The campaign is aimed at communicating the consequences of committing a byelaw offence as outlined within our conditions of carriage.

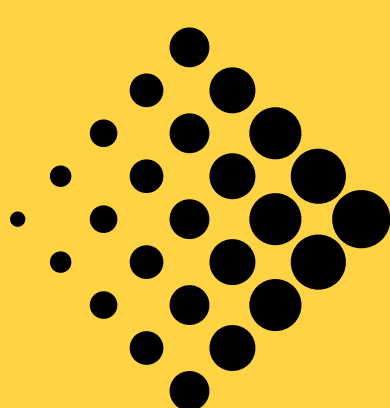
Additional double trams are being introduced in the lead up to Christmas and shall enhance capacity throughout the festive season.

A trial of public access defibrillators is being undertaken at three stops along the Bury line, we recognise that prompt access to this life-saving equipment will greatly increase the chances of survival.

Aline Frantzen

Managing Director at KeolisAmey Metrolink

Issued on Monday 5 November 2018



Metrolink

Metrolink is operated on behalf of
Transport for Greater Manchester by

KEOLIS amey

Metrolink

Metrolink Performance

Bury Line

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **16 September until 13 October 2018**

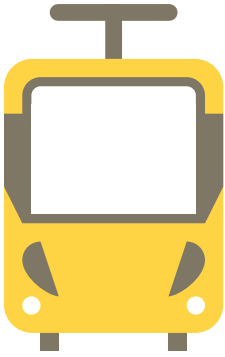
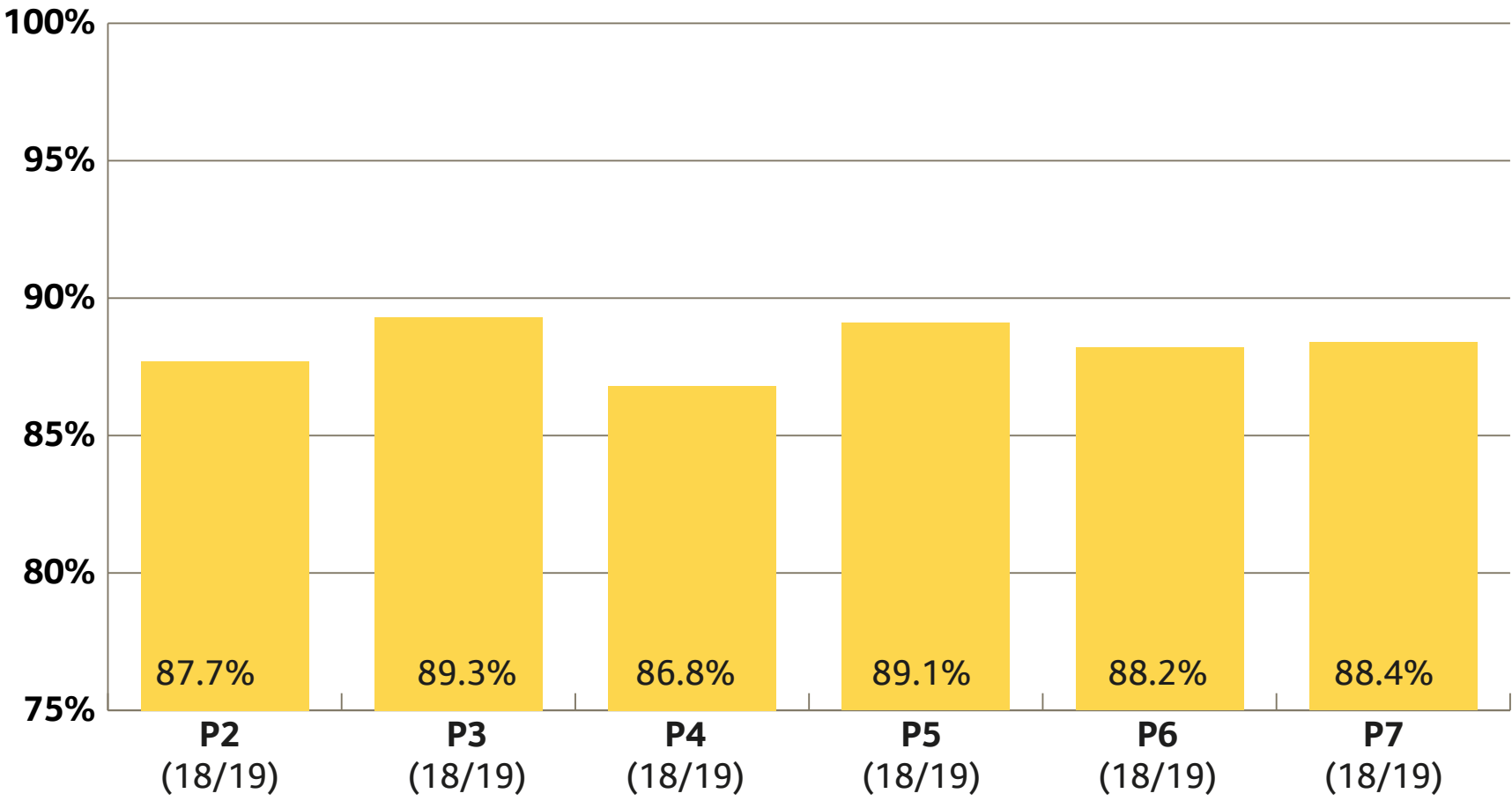


Punctuality

Percentage of trams departing less than two minutes late.

This route
88.4%

Overall network
90.4%

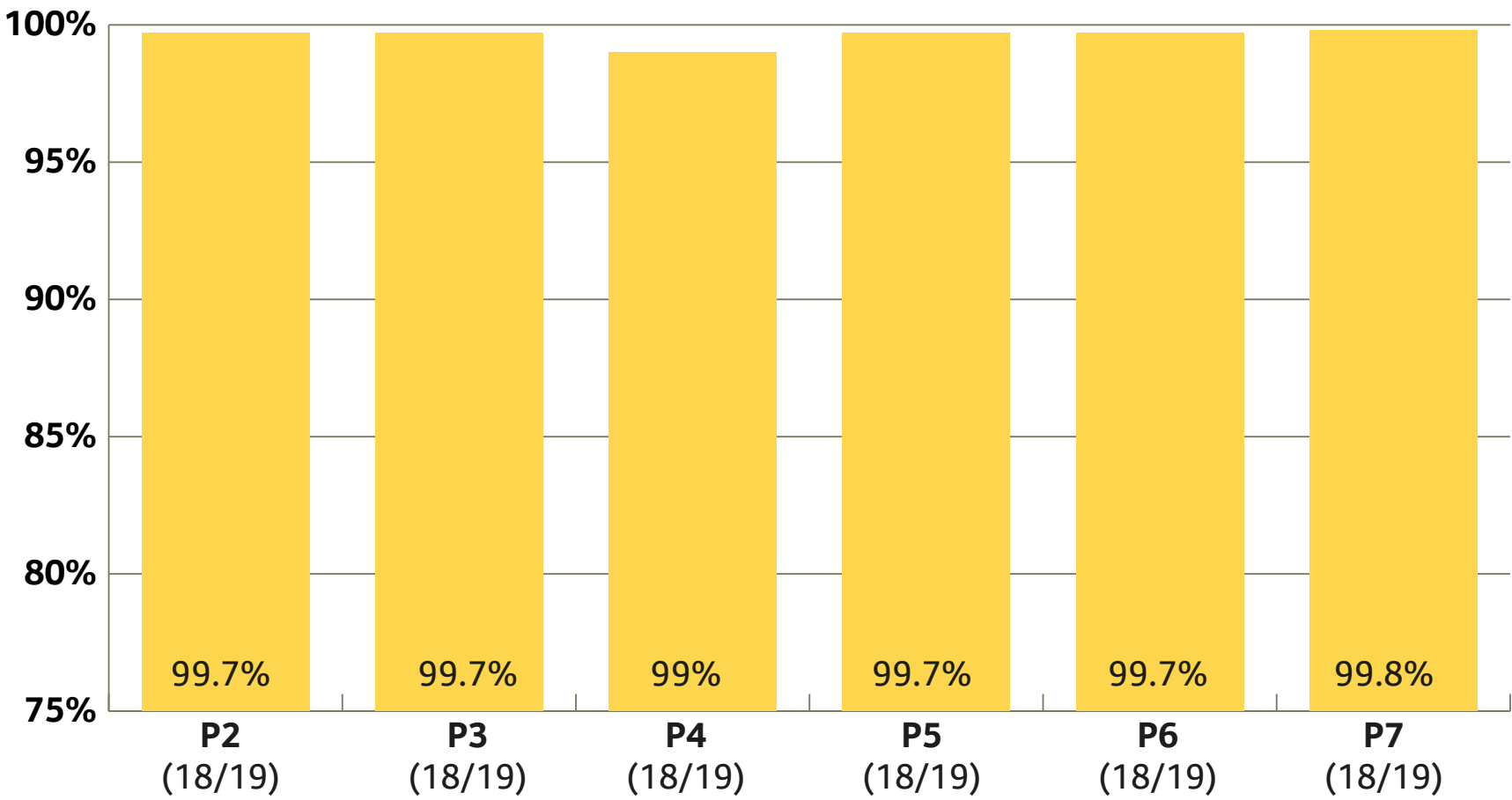


Reliability

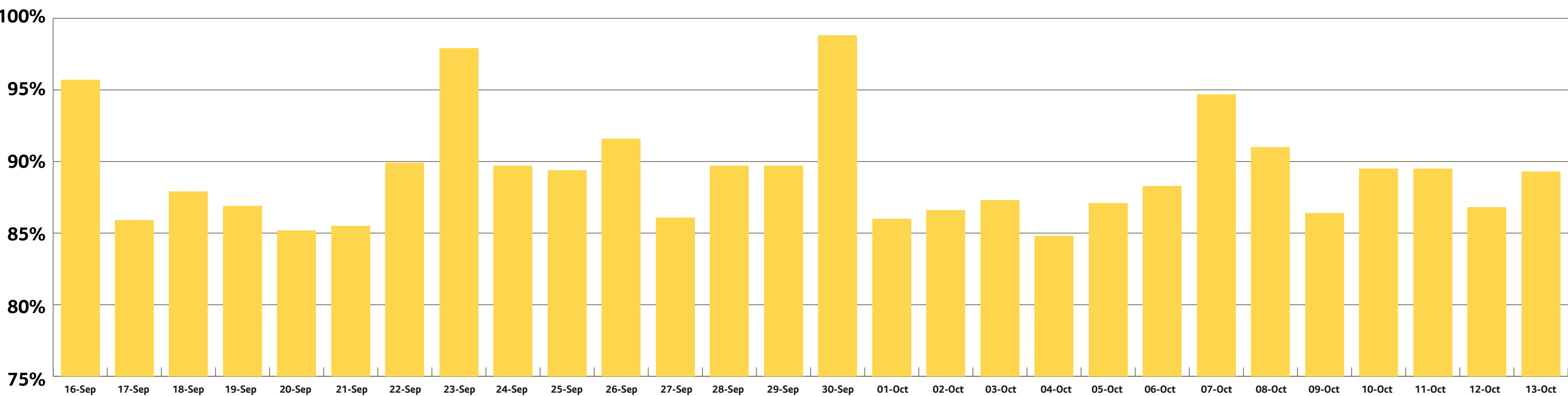
Percentage of planned miles operated.

This route
99.8%

Overall network
99.6%



Route punctuality by date



Route service disruptions

04 October Medical emergency on board a tram at Queens Road

How we performed

This period we delivered excellent network reliability operating 99.6% of scheduled mileage for the second consecutive period. A key contributor to sustaining this level of service was due to better maintenance scheduling that supported good tram availability.

The very few disruptive incidents that occurred were third party related and included a major storm which resulted in a tree falling adjacent to the track at Withington.

What we are doing to improve

With temperatures starting to drop, we are ramping up our winterisation strategy to reduce the impact that cold weather has on the network. The deployment of overnight 'ice-breaker' trams has commenced to ensure continuity of services during colder months.

Modifications to our ticket vending machines are currently being implemented to strengthen their availability and reliability.

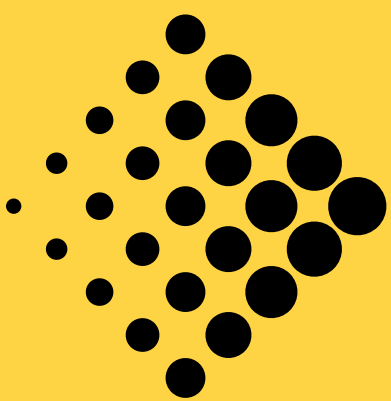
Work to further reduce anti-social behaviour continues with the launch of a revamped Metrolink Monsters campaign. The campaign is aimed at communicating the consequences of committing a byelaw offence as outlined within our conditions of carriage.

Additional double trams are being introduced in the lead up to Christmas and shall enhance capacity throughout the festive season.

A trial of public access defibrillators is being undertaken at three stops along the Bury line, we recognise that prompt access to this life-saving equipment will greatly increase the chances of survival.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 5 November 2018



Metrolink

Metrolink is operated on behalf of
Transport for Greater Manchester by
KEOLIS amey
Metrolink

Metrolink Performance

East Didsbury Line

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **16 September until 13 October 2018**



Punctuality

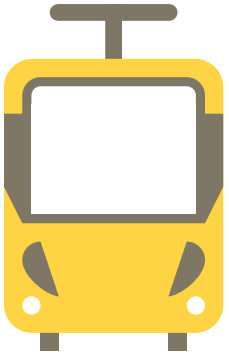
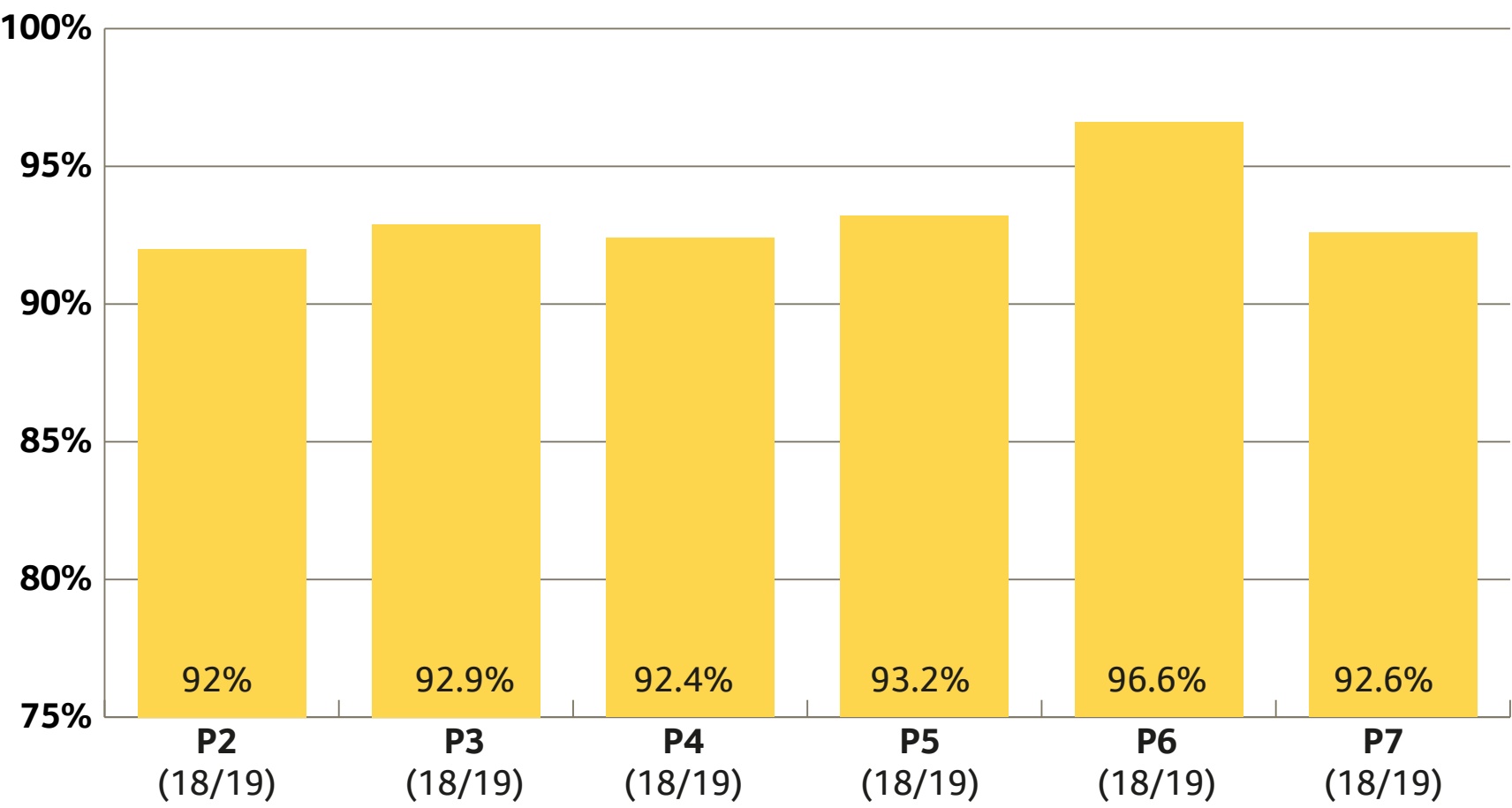
Percentage of trams departing less than two minutes late.

This route

92.6%

Overall network

90.4%



Reliability

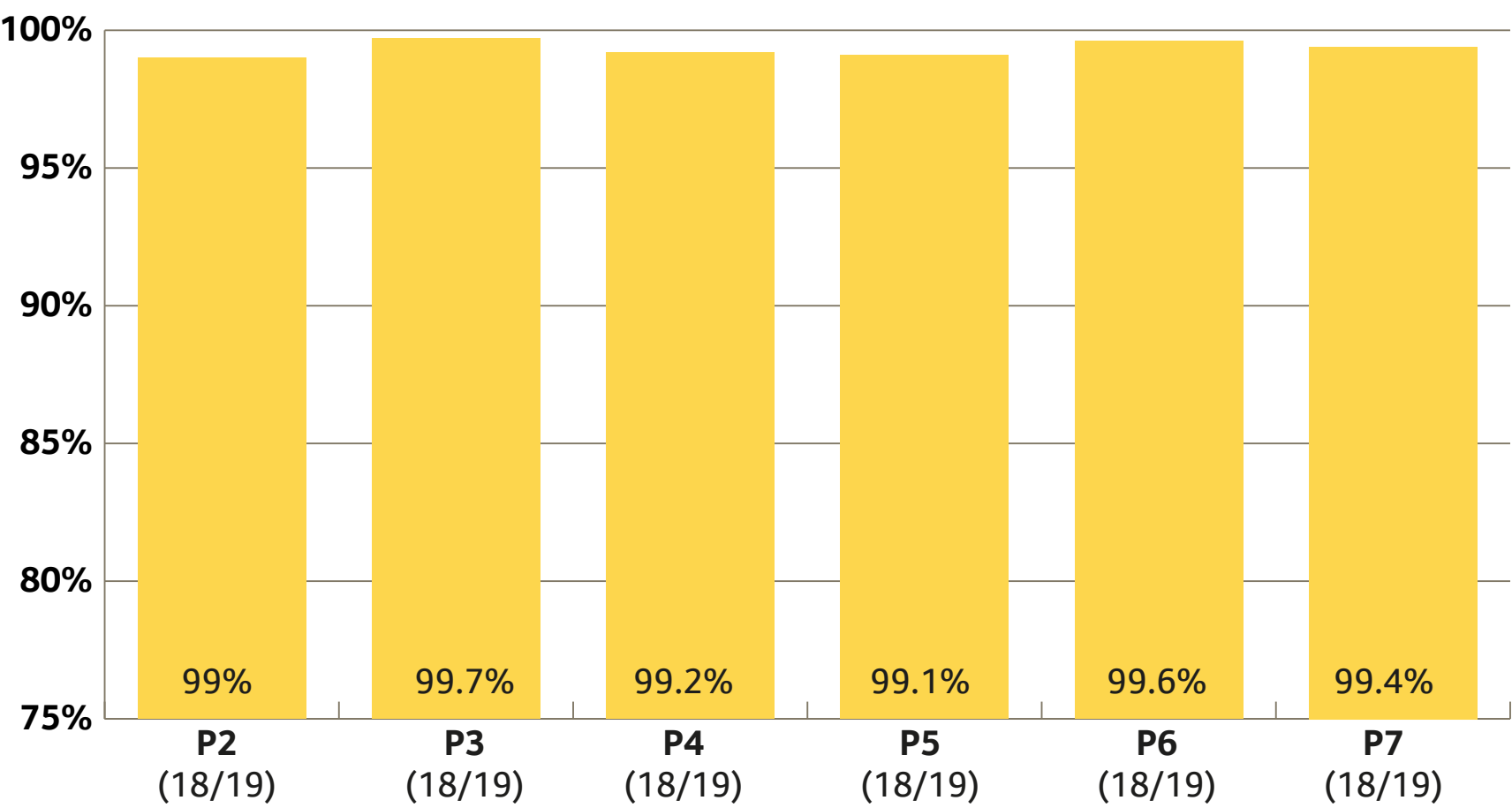
Percentage of planned miles operated.

This route

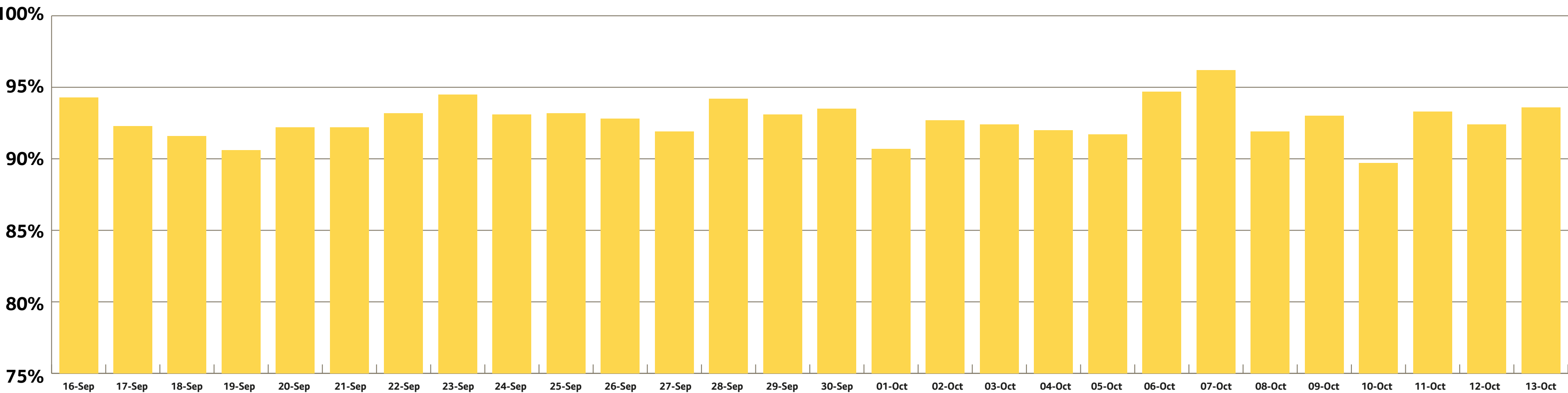
99.4%

Overall network

99.6%



Route punctuality by date



Route service disruptions

No significant disruptions on this route affecting the service.

How we performed

This period we delivered excellent network reliability operating 99.6% of scheduled mileage for the second consecutive period. A key contributor to sustaining this level of service was due to better maintenance scheduling that supported good tram availability.

The very few disruptive incidents that occurred were third party related and included a major storm which resulted in a tree falling adjacent to the track at Withington.

What we are doing to improve

With temperatures starting to drop, we are ramping up our winterisation strategy to reduce the impact that cold weather has on the network. The deployment of overnight 'ice-breaker' trams has commenced to ensure continuity of services during colder months.

Modifications to our ticket vending machines are currently being implemented to strengthen their availability and reliability.

Work to further reduce anti-social behaviour continues with the launch of a revamped Metrolink Monsters campaign. The campaign is aimed at communicating the consequences of committing a byelaw offence as outlined within our conditions of carriage.

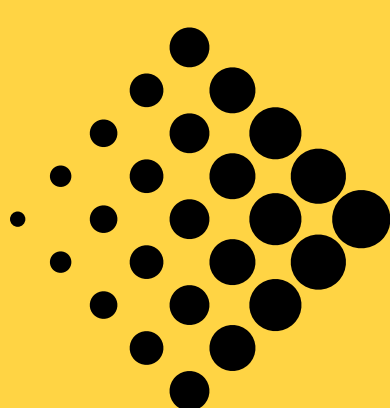
Additional double trams are being introduced in the lead up to Christmas and shall enhance capacity throughout the festive season.

A trial of public access defibrillators is being undertaken at three stops along the Bury line, we recognise that prompt access to this life-saving equipment will greatly increase the chances of survival.

Aline Frantzen

Managing Director at KeolisAmey Metrolink

Issued on Monday 5 November 2018



Metrolink

Metrolink is operated on behalf of
Transport for Greater Manchester by
KEOLIS amey
Metrolink

Metrolink Performance

Eccles & Media City Lines

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **16 September until 13 October 2018**



Punctuality

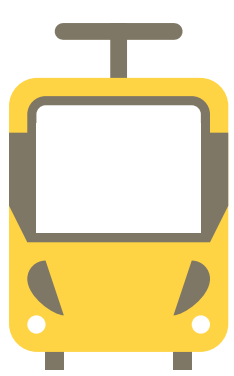
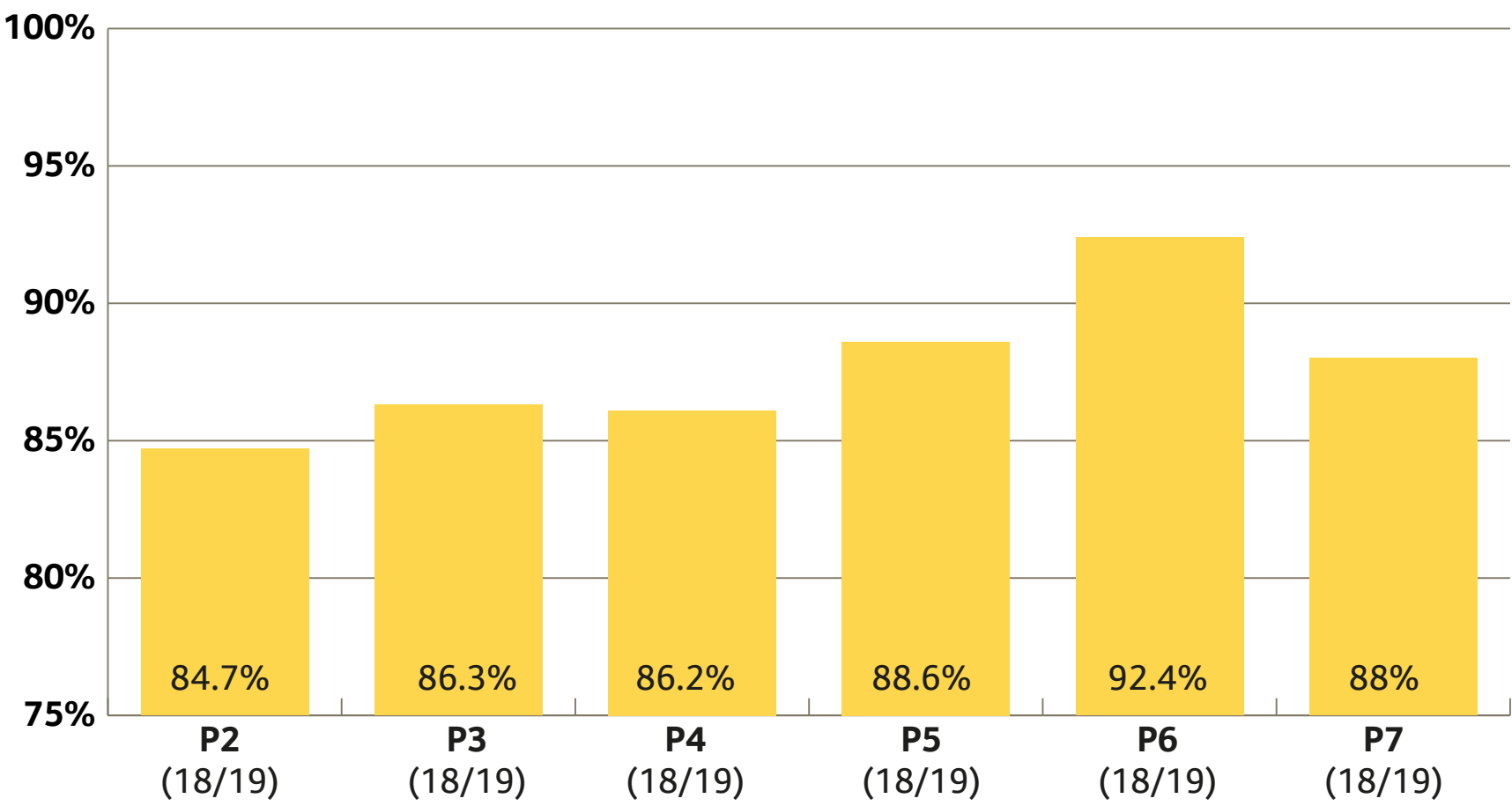
Percentage of trams departing less than two minutes late.

This route

88%

Overall network

90.4%



Reliability

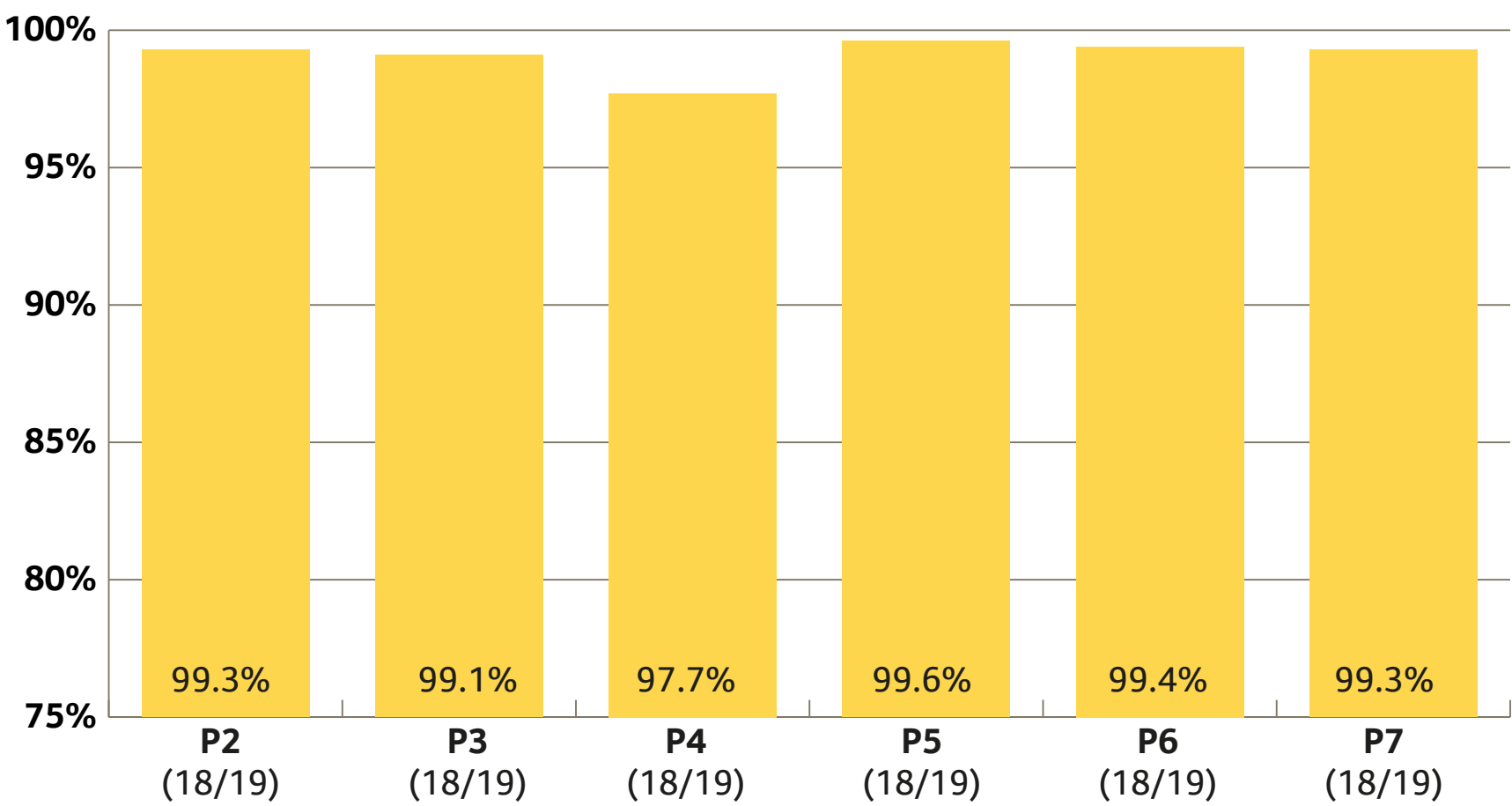
Percentage of planned miles operated.

This route

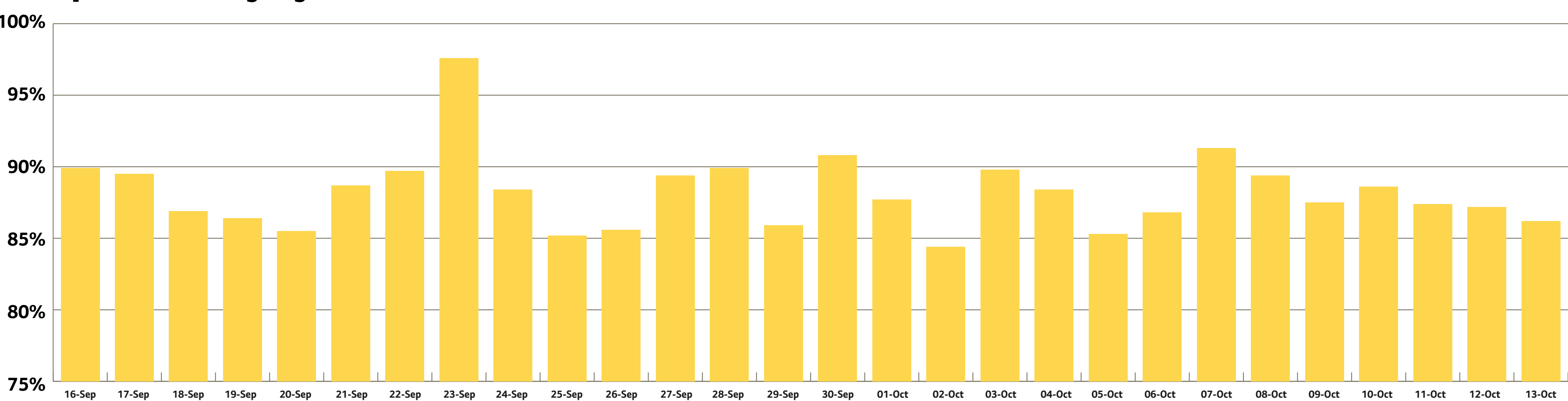
99.3%

Overall network

99.6%



Route punctuality by date



Route service disruptions

02 October Road traffic collision at Langworthy

How we performed

This period we delivered excellent network reliability operating 99.6% of scheduled mileage for the second consecutive period. A key contributor to sustaining this level of service was due to better maintenance scheduling that supported good tram availability.

The very few disruptive incidents that occurred were third party related and included a major storm which resulted in a tree falling adjacent to the track at Withington.

What we are doing to improve

With temperatures starting to drop, we are ramping up our winterisation strategy to reduce the impact that cold weather has on the network. The deployment of overnight 'ice-breaker' trams has commenced to ensure continuity of services during colder months.

Modifications to our ticket vending machines are currently being implemented to strengthen their availability and reliability.

Work to further reduce anti-social behaviour continues with the launch of a revamped Metrolink Monsters campaign. The campaign is aimed at communicating the consequences of committing a byelaw offence as outlined within our conditions of carriage.

Additional double trams are being introduced in the lead up to Christmas and shall enhance capacity throughout the festive season.

A trial of public access defibrillators is being undertaken at three stops along the Bury line, we recognise that prompt access to this life-saving equipment will greatly increase the chances of survival.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 5 November 2018



Metrolink is operated on behalf of
Transport for Greater Manchester by
KEOLIS amey
Metrolink

Metrolink Performance

Oldham & Rochdale Lines

KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers our four-week period between: **16 September until 13 October 2018**

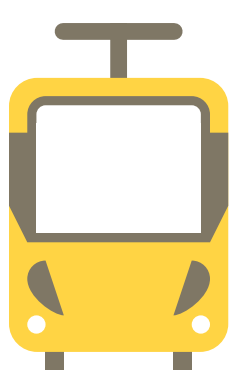
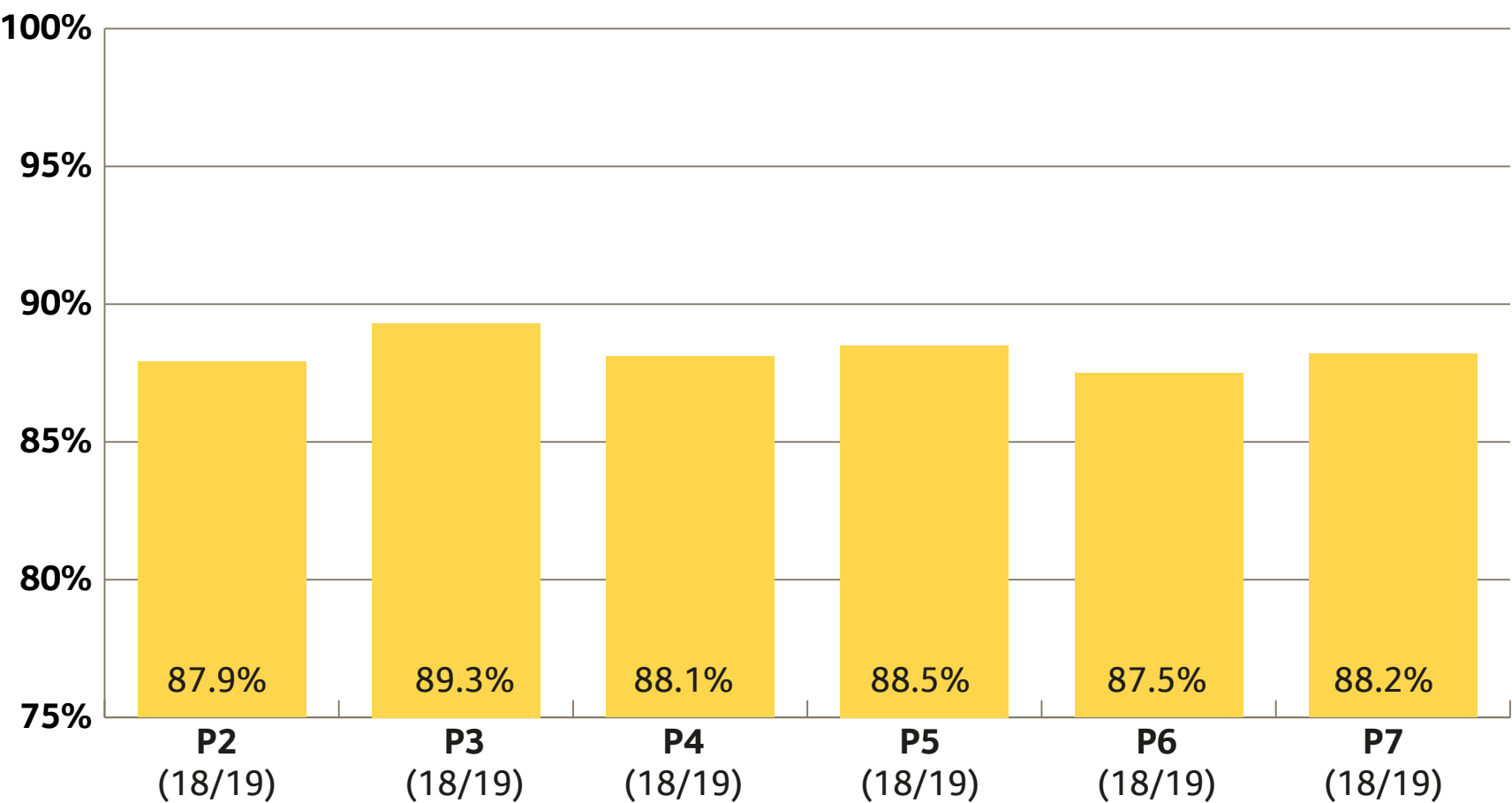


Punctuality

Percentage of trams departing less than two minutes late.

This route
88.2%

Overall network
90.4%

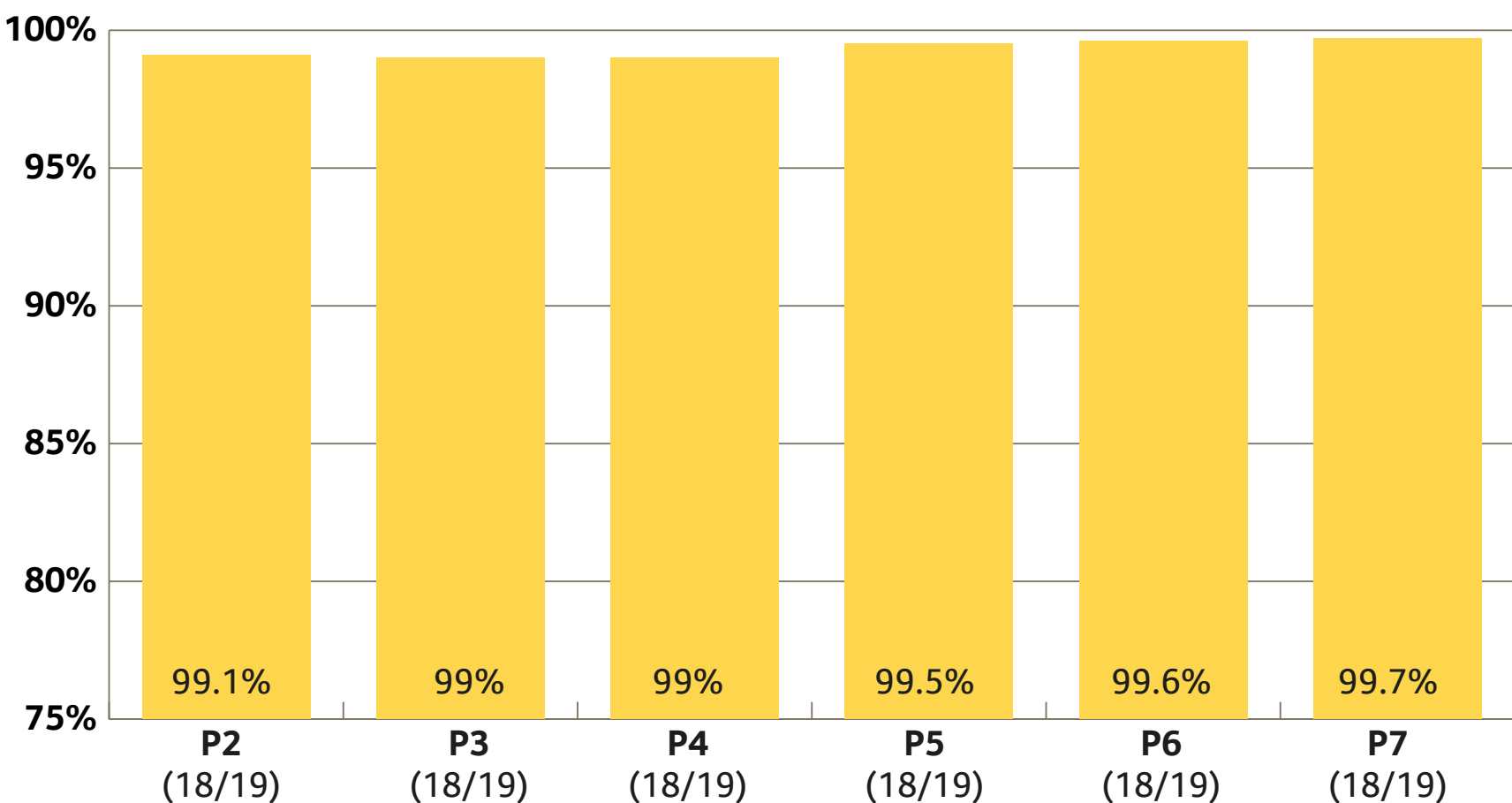


Reliability

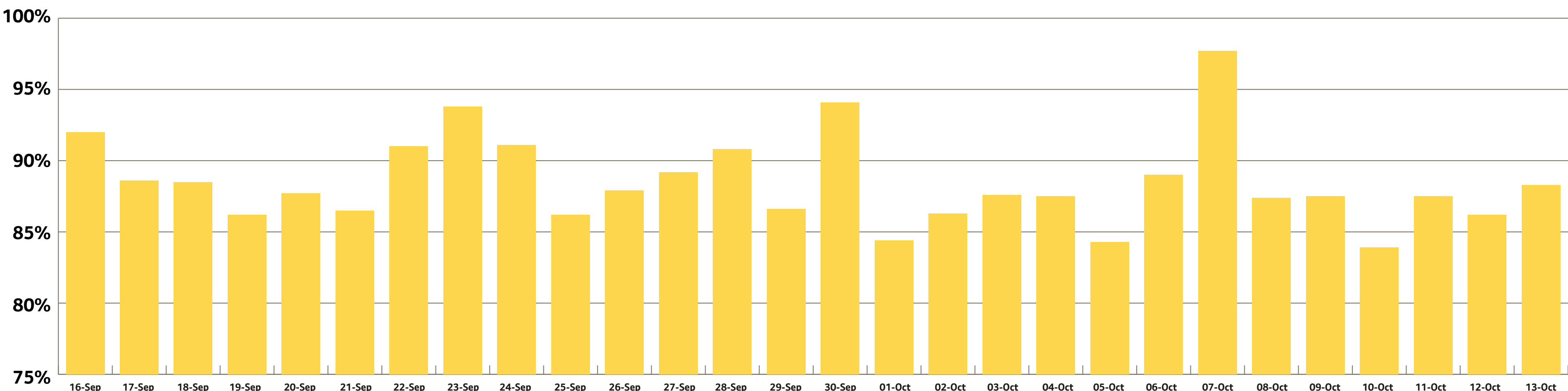
Percentage of planned miles operated.

This route
99.7 %

Overall network
99.6%



Route punctuality by date



Route service disruptions

- 01 October** Points fault at Rochdale Town Centre
- 05 October** Signalling fault at Deansgate
- 10 October** Operational incident at Shaw and Crompton

How we performed

This period we delivered excellent network reliability operating 99.6% of scheduled mileage for the second consecutive period. A key contributor to sustaining this level of service was due to better maintenance scheduling that supported good tram availability.

The very few disruptive incidents that occurred were third party related and included a major storm which resulted in a tree falling adjacent to the track at Withington.

What we are doing to improve

With temperatures starting to drop, we are ramping up our winterisation strategy to reduce the impact that cold weather has on the network. The deployment of overnight 'ice-breaker' trams has commenced to ensure continuity of services during colder months.

Modifications to our ticket vending machines are currently being implemented to strengthen their availability and reliability.

Work to further reduce anti-social behaviour continues with the launch of a revamped Metrolink Monsters campaign. The campaign is aimed at communicating the consequences of committing a byelaw offence as outlined within our conditions of carriage.

Additional double trams are being introduced in the lead up to Christmas and shall enhance capacity throughout the festive season.

A trial of public access defibrillators is being undertaken at three stops along the Bury line, we recognise that prompt access to this life-saving equipment will greatly increase the chances of survival.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 5 November 2018