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 our four-week period between: 21 July until 17 August 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.
90%

Reliability
Percentage of planned miles operated.
97.4%

Network Summary

Airport 99%
Altrincham 95.1%
Ashton 98.7%
Bury 96.7%
East Didsbury 98.3%
Eccles 98.8%
Oldham & Rochdale 99.1%

Cancellations
Journeys cancelled.
0.70% of all planned journeys.

Short journeys
Incomplete journeys.
0.91% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink
Issued on 19 August 2019
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: 21 July until 17 August 2019

How we performed

<table>
<thead>
<tr>
<th></th>
<th>Punctuality</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>This route</td>
<td>86.2%</td>
<td>99%</td>
</tr>
<tr>
<td>Overall network</td>
<td>90%</td>
<td>97.4%</td>
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Route punctuality by date

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<tbody>
<tr>
<td>% Punctuality</td>
<td>84%</td>
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</tbody>
</table>

Route service disruptions

- **25 July 2019**: Adverse weather conditions
- **26 July 2019**: Overhead power line fault at Deansgate
- **27 July 2019**: Overhead power line fault at Deansgate

What we did to improve on this route

- **28 July 2019**: Vehicle blocking the track at Barlow Moor Road
- **12 August 2019**: Track fault at Victoria.

In conjunction with TfGM, we supported community events at Manchester Airport in the run up to Pride. The events were aimed at promoting the use of tram services during Manchester’s flagship Pride event.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019
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:

21 July until 17 August 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route: 91.6%
Overall network: 90%

Reliability
Percentage of planned miles operated.

This route: 95.1%
Overall network: 97.4%

Route punctuality by date

Route service disruptions
- 25 July 2019: Adverse weather conditions
- 26 July 2019: Overhead power line fault at Deansgate
- 27 July 2019: Signal fault at Timperley
- 11 August 2019: Event congestion in Manchester City Centre.

What we did to improve on this route
- We are developing relationships with Manchester City councils Suicide Prevention panel as well as their Homelessness teams. These workstreams are designed to ensure we are equipped with the knowledge and skills to support vulnerable groups.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019

Metrolink is operated on behalf of Transport for Greater Manchester by Keolis Amey Metrolink.
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: 21 July until 17 August 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route
Overall network

98.7%
97.4%

Reliability
Percentage of planned miles operated.

This route
Overall network

98.7%
97.4%

Route punctuality by date

Route service disruptions

25 July 2019
Adverse weather conditions

26 July 2019
Overhead power line fault at Deansgate

27 July 2019
Overhead power line fault at Deansgate

11 August 2019
Event congestion in Manchester City Centre.

What we did to improve on this route

Working closely with Greater Manchester Police, we ran two ‘Days of Action’ in the city centre targeting fare evaders. The operations provided public reassurance of our commitment to tackling fare evasion, crime and anti-social behaviour on the network.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019
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: 21 July until 17 August 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route: 87.3%
Overall network: 90%

Reliability
Percentage of planned miles operated.

This route: 96.7%
Overall network: 97.4%

Route punctuality by date

Route service disruptions
- 25 July 2019: Adverse weather conditions
- 26 July 2019: Overhead power line fault at Deansgate
- 27 July 2019: Signal fault at Timperley
- 12 August 2019: Track fault at Victoria.

What we did to improve on this route
- We are working closely with The Girls Network to support young girls in developing confidence, access to job opportunities and career development. Prestwich Arts College will allow six of their pupils to be mentored by KAM staff who have been specially trained. This initiative will hopefully open some doors to participants and broaden their horizons.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019
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This report covers our four-week period between: 21 July until 17 August 2019

**How we performed**

**Punctuality**
Percentage of trams departing less than two minutes late.
- **This route**: 95.5%
- **Overall network**: 90%

**Reliability**
Percentage of planned miles operated.
- **This route**: 98.3%
- **Overall network**: 97.4%

### Route punctuality by date

<table>
<thead>
<tr>
<th>Date</th>
<th>Period 13 (18/19)</th>
<th>Period 01 (19/20)</th>
<th>Period 02 (19/20)</th>
<th>Period 03 (19/20)</th>
<th>Period 04 (19/20)</th>
<th>Period 05 (19/20)</th>
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</tbody>
</table>

**Route service disruptions**
- **25 July 2019**: Adverse weather conditions
- **26 July 2019**: Overhead power line fault at Deansgate
- **27 July 2019**: Signal fault at Timperley
- **12 August 2019**: Track fault at Victoria.

**What we did to improve on this route**
- We are working with the NHS to develop a plan to allow which will enable us to work closer together in supporting those with mental health issues. The work is aimed to increase network accessibility, reduce trespassing and minimise the risk of service disruption.

Aline Frantzen  
Managing Director at KeolisAmey Metrolink  
Issued on 19 August 2019
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This report covers our four-week period between: 21 July until 17 August 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route
88.3%

Overall network
90%

Reliability
Percentage of planned miles operated.

This route
98.8%

Overall network
97.4%

Route punctuality by date

Route service disruptions
- 25 July 2019
  Adverse weather conditions
- 26 July 2019
  Overhead power line fault at Deansgate
- 27 July 2019
  Overhead power line fault at Deansgate
- 11 August 2019
  Event congestion in Manchester City Centre.

What we did to improve on this route
- In partnership with TfGM’s projects team, we held a ‘Meet the Manager’ event at MediaCityUK on Wednesday 14th August to engage with local residents and businesses.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019
Metrolink Performance
Oldham & Rochdale Lines

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This report covers our four-week period between: 21 July until 17 August 2019

How we performed

**Punctuality**
Percentage of trams departing less than two minutes late.

- **This route**: 91.7%
- **Overall network**: 90%

**Reliability**
Percentage of planned miles operated.

- **This route**: 99.1%
- **Overall network**: 97.4%

Route punctuality by date

Route service disruptions
- **25 July 2019**: Adverse weather conditions
- **26 July 2019**: Overhead power line fault at Deansgate
- **27 July 2019**: Points fault at Rochdale
- **12 August 2019**: Track fault at Victoria.

What we did to improve on this route
- As part of the school summer holidays, KAM staff have been working with Oldham Rochdale youth detachment team and the TravelSafe Unit at hotspot locations across the line. Conducting this initiative has led to lower crime and anti-social behaviour during the school holiday period.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019