

# 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**

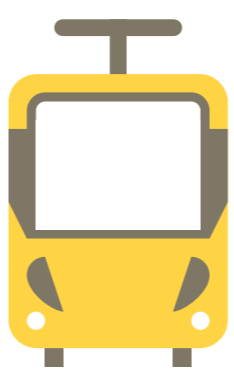
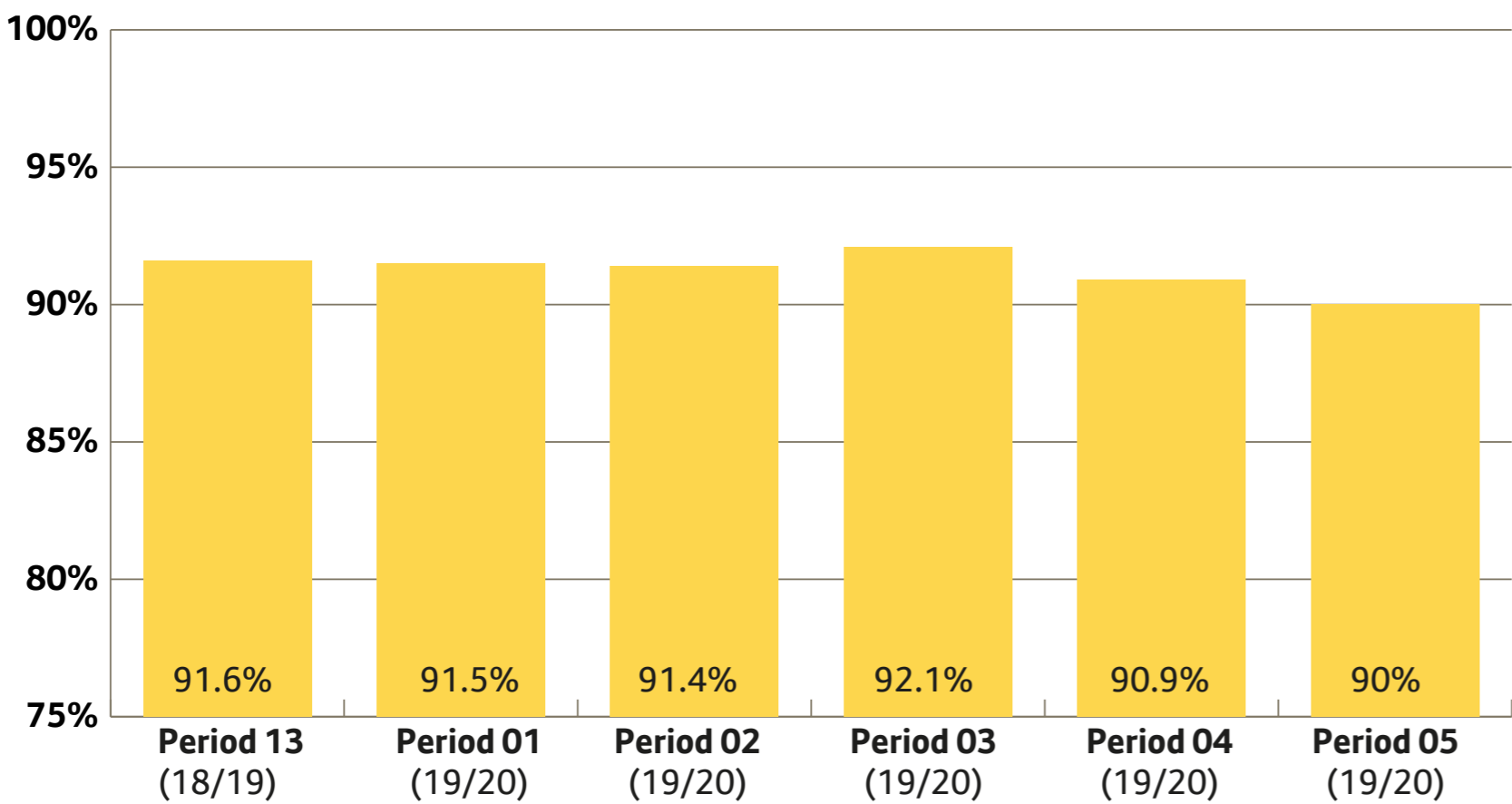
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

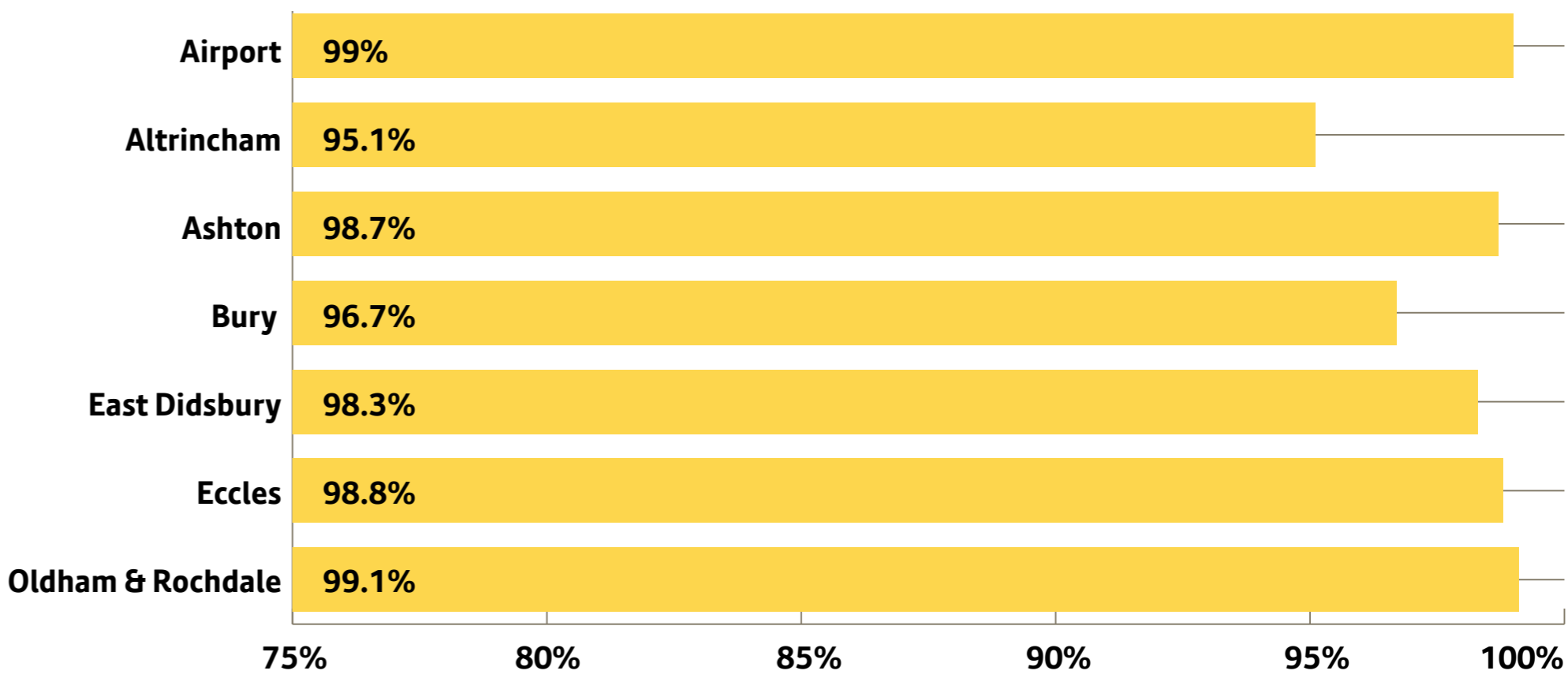
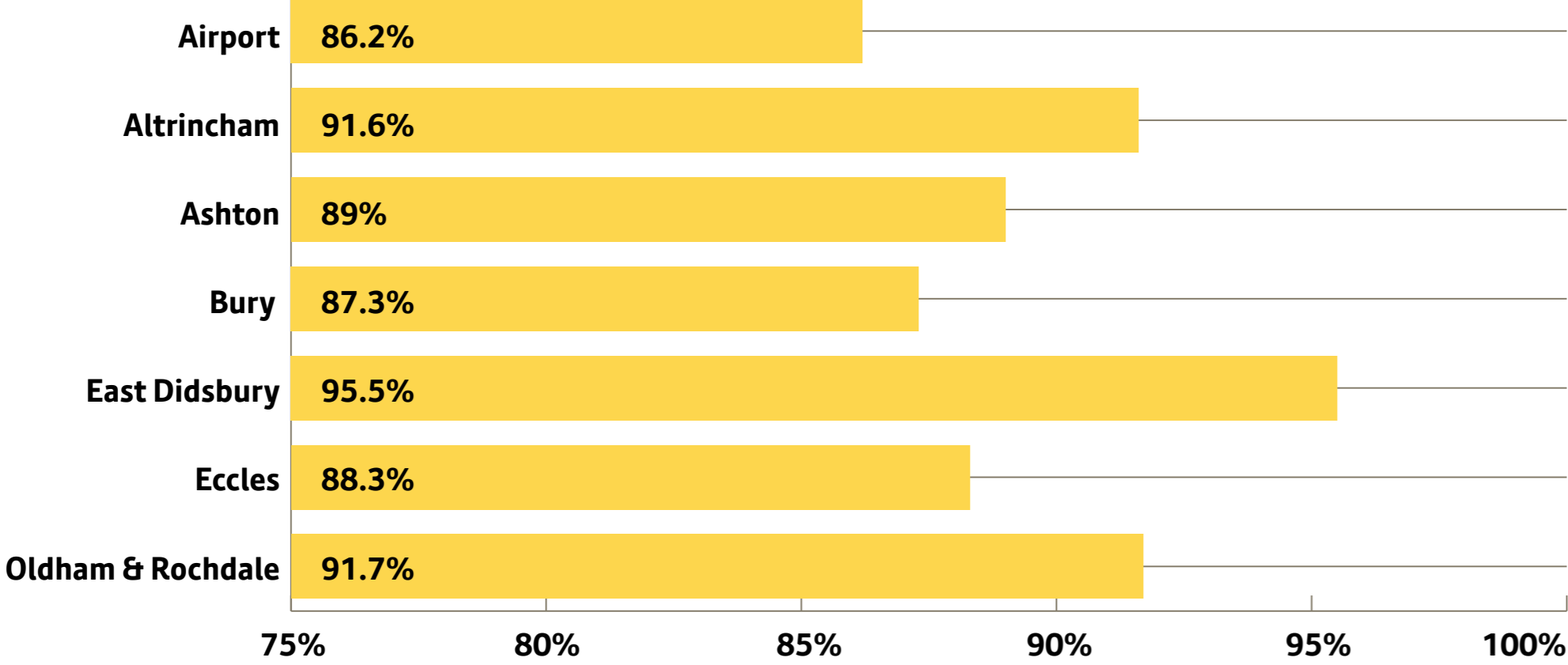
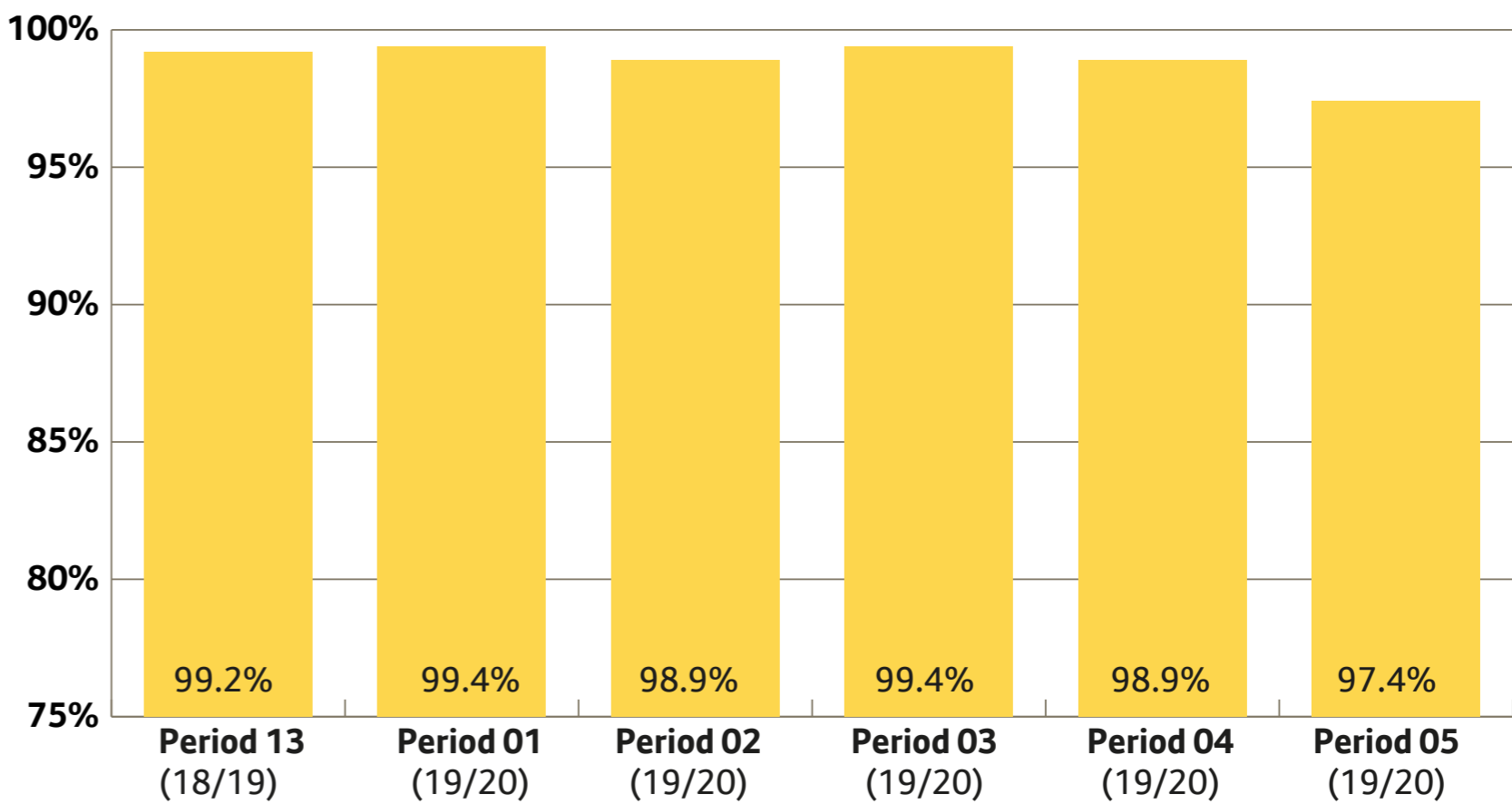
**90%**



#### Reliability

Percentage of planned miles operated.

**97.4%**



#### Cancellations

Journeys cancelled.

**0.70%** of all planned journeys.



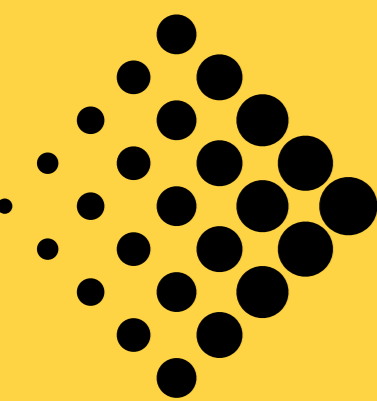
#### Short journeys

Incomplete journeys.

**0.91%** of all planned journeys.

Aline Frantzen  
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019



Metrolink

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

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## Airport Line

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### How we performed



#### Punctuality

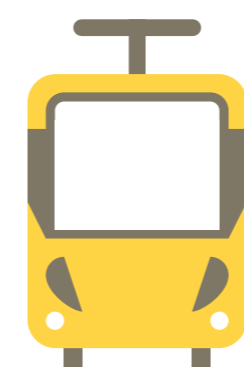
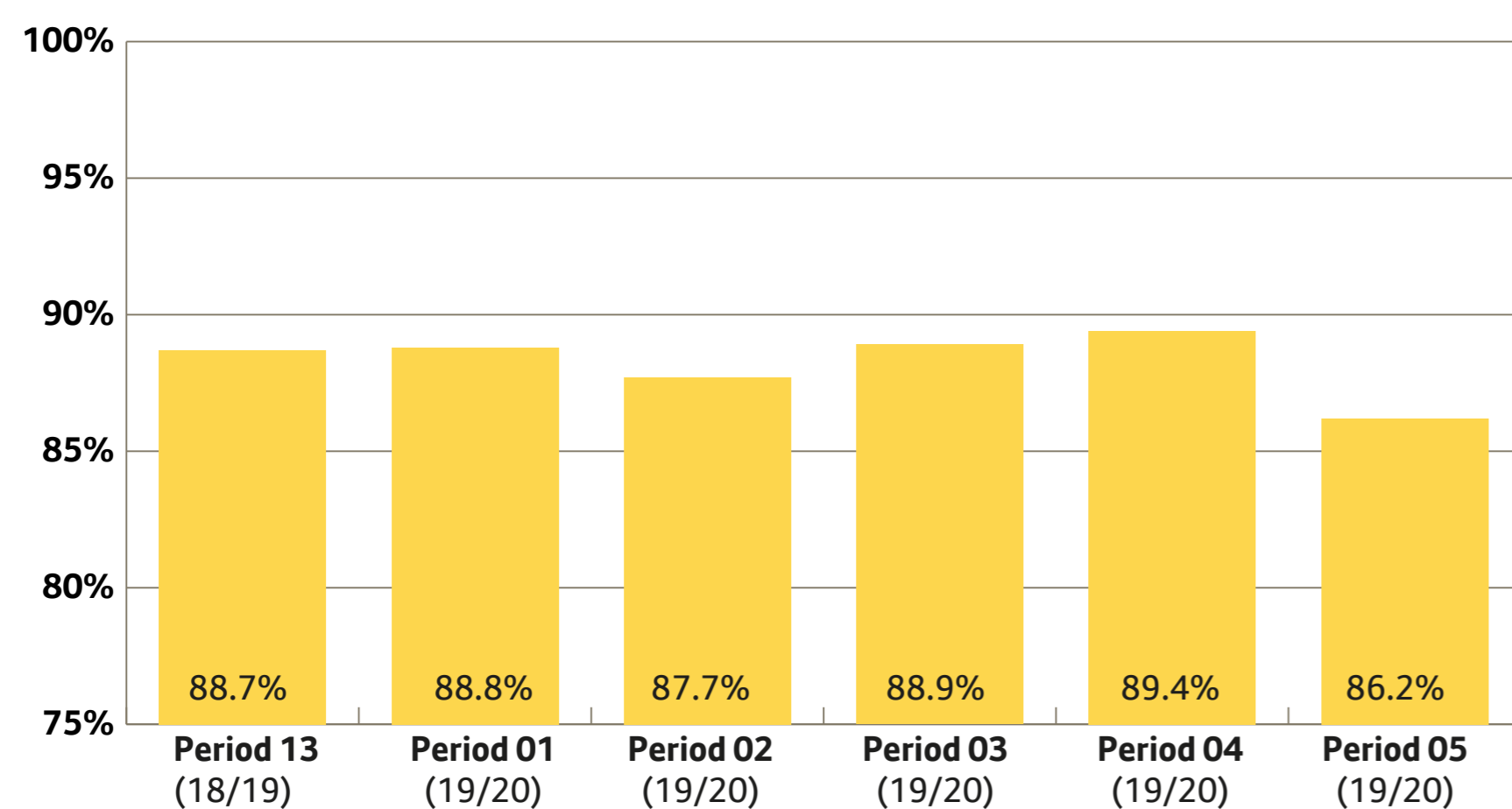
Percentage of trams departing less than two minutes late.

**This route**

**86.2%**

**Overall network**

**90%**



#### Reliability

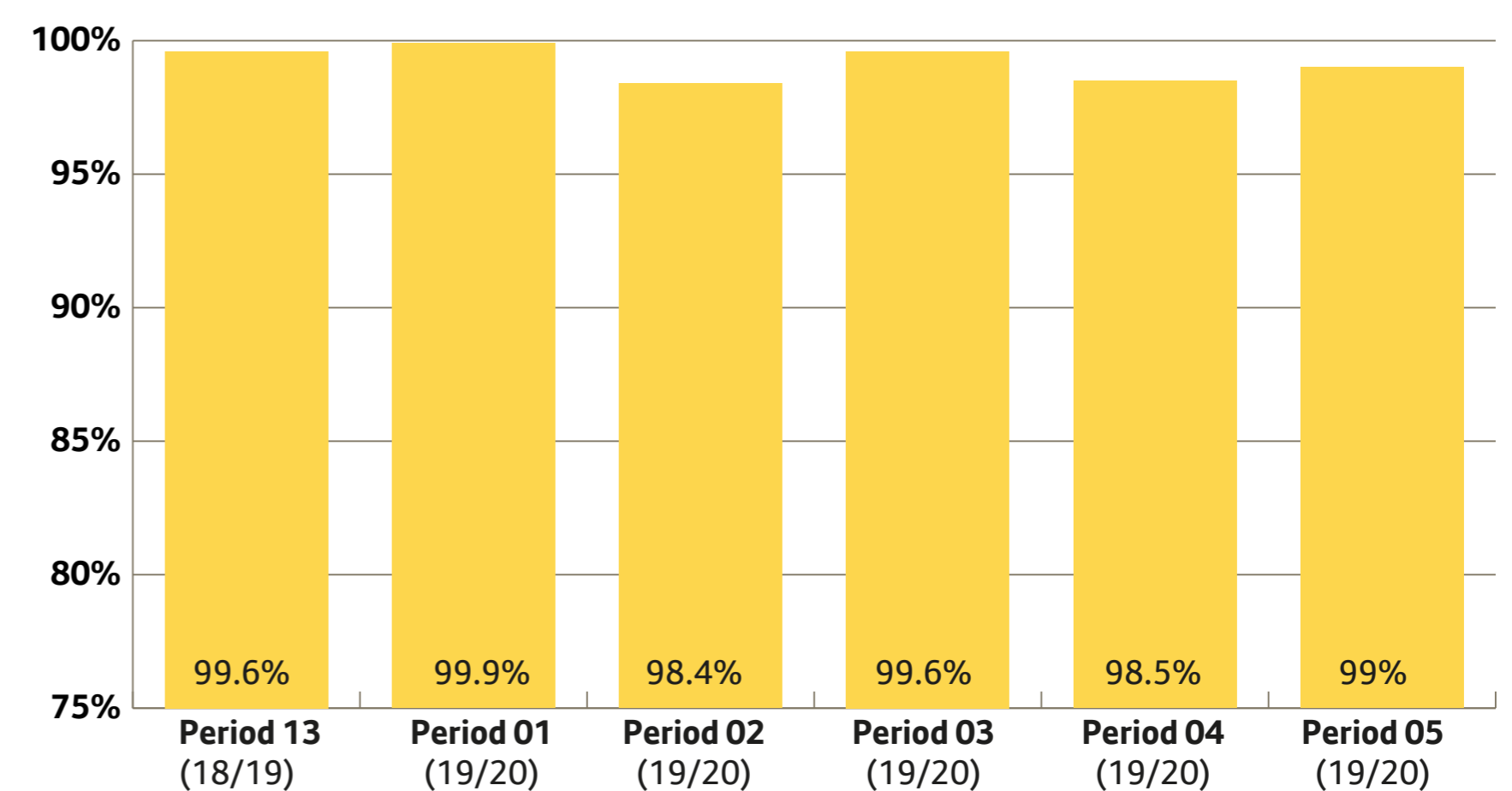
Percentage of planned miles operated.

**This route**

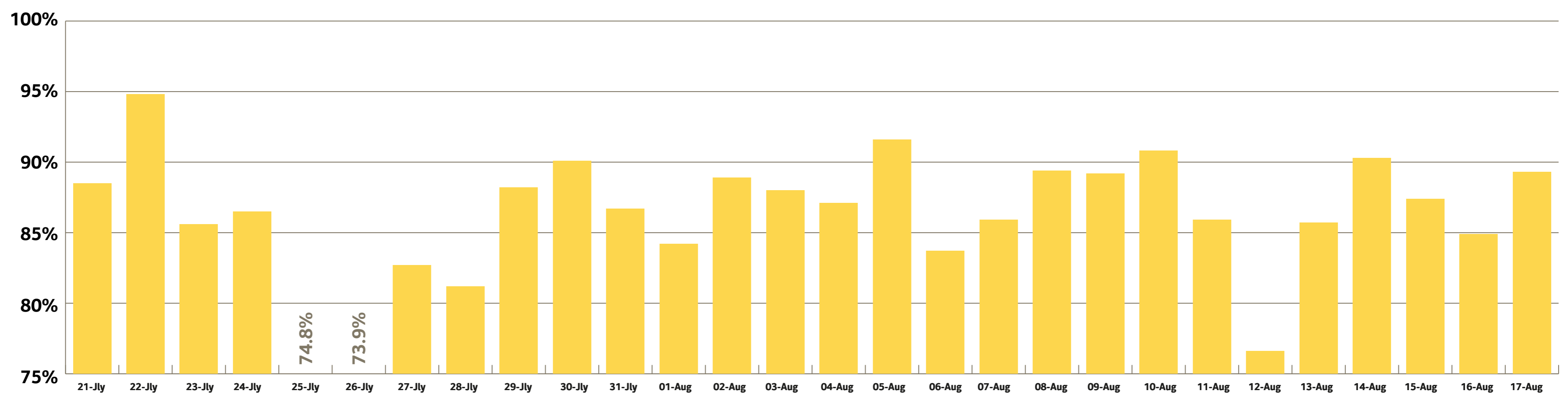
**99%**

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

### What we did to improve on this route

- 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

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## Altrincham Line

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### How we performed



#### Punctuality

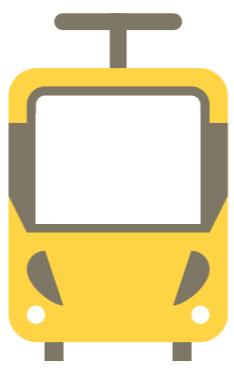
Percentage of trams departing less than two minutes late.

This route

91.6%

Overall network

90%



#### Reliability

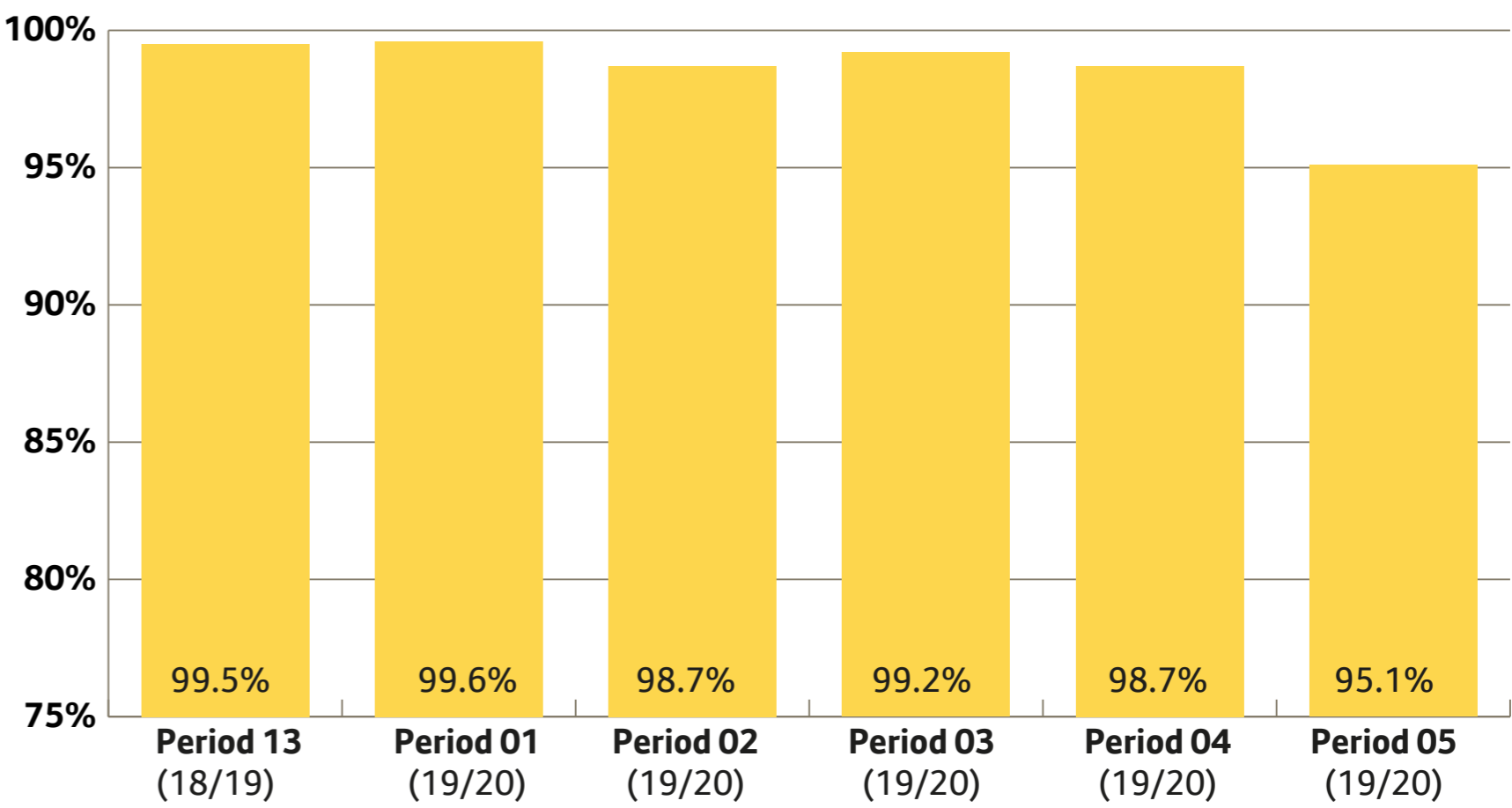
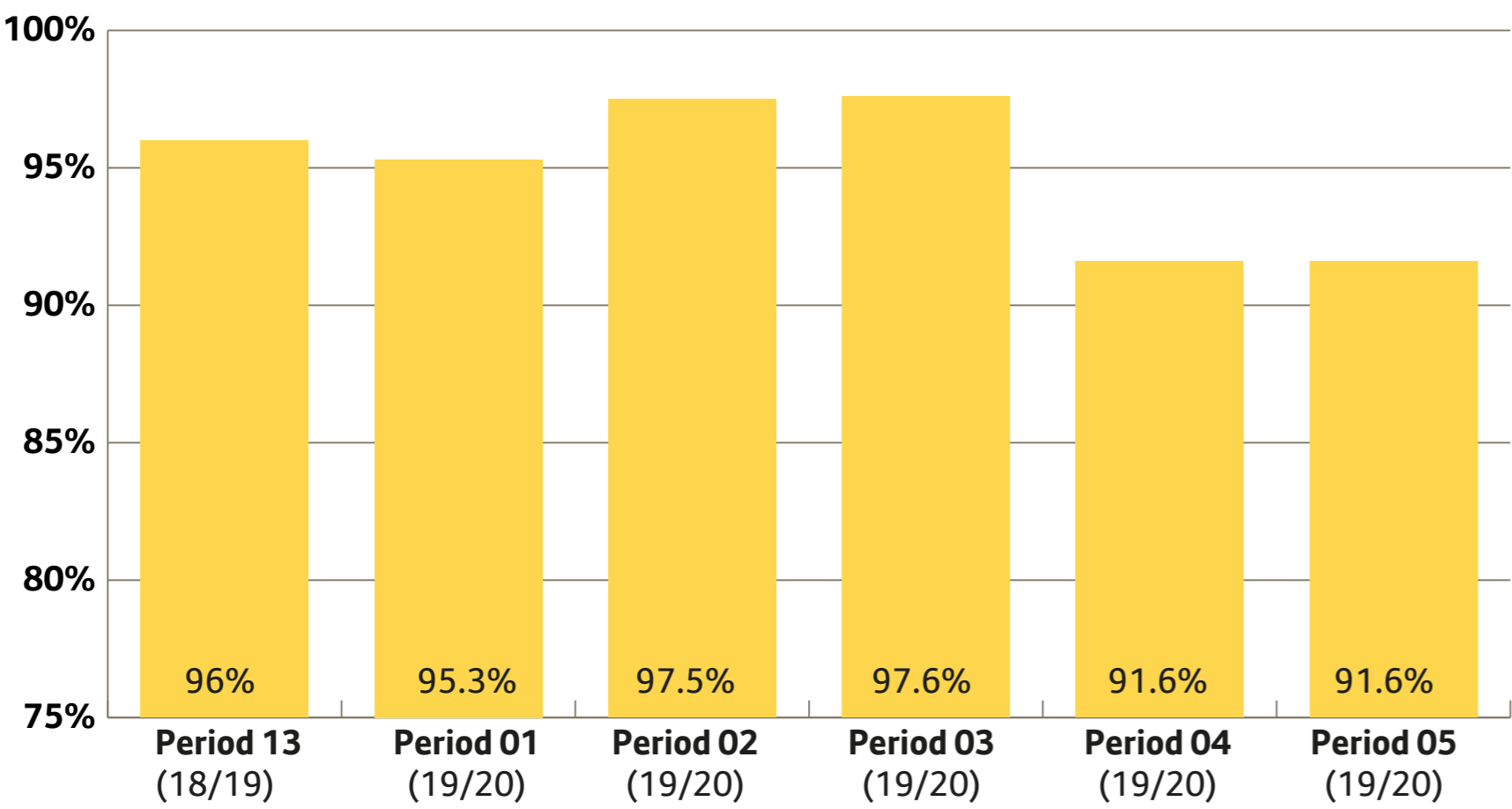
Percentage of planned miles operated.

This route

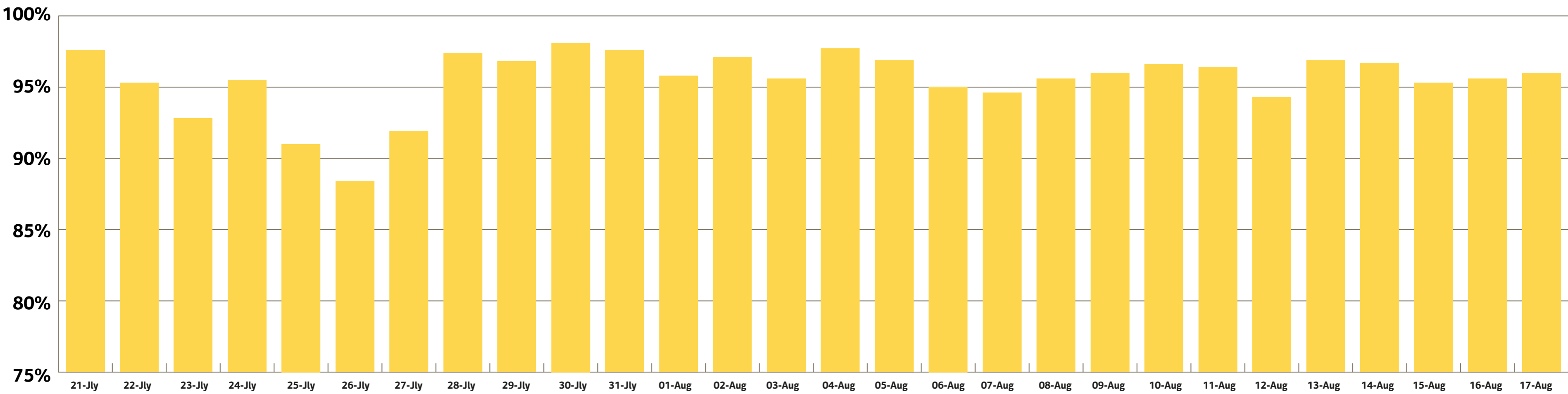
95.1%

Overall network

97.4%



### Route punctuality by date



### Route service disruptions

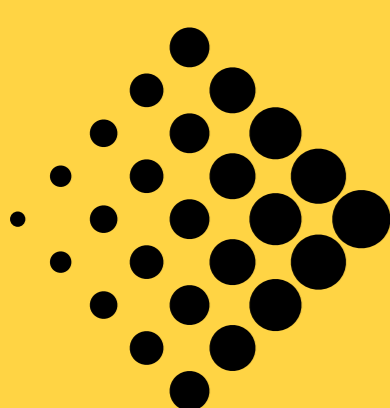
- 25 July 2019  
Adverse weather conditions
- 26 July 2019  
Overhead power line fault at Deansgate
- 27 July 2019  
Signal fault at Timperley
- 11 August 2019  
Event congestion in Manchester City Centre.

### 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

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## Ashton-under-Lyne Line

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### How we performed



#### Punctuality

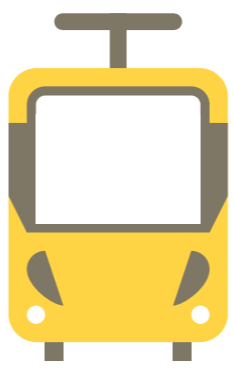
Percentage of trams departing less than two minutes late.

**This route**

**89%**

**Overall network**

**90%**



#### Reliability

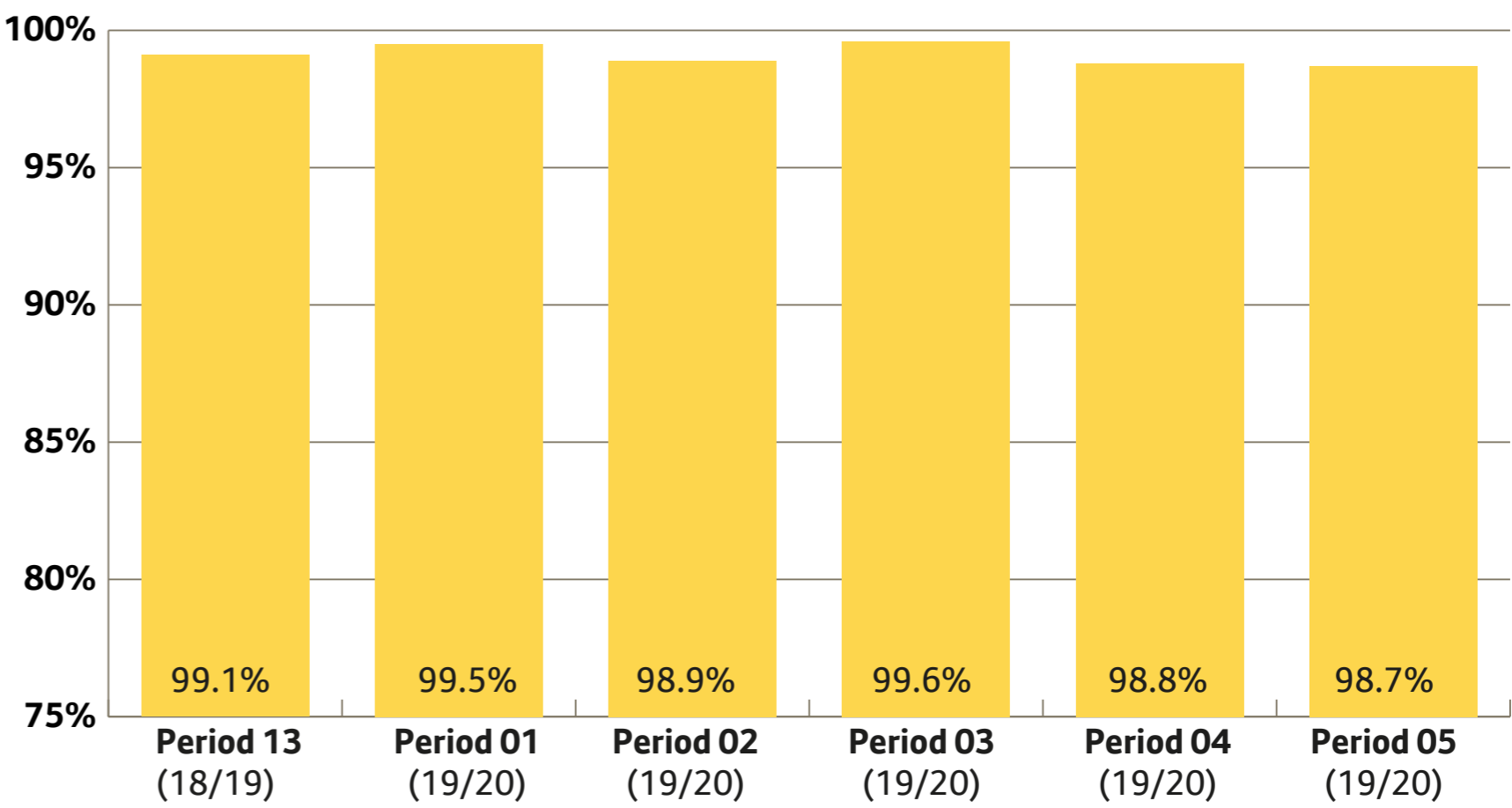
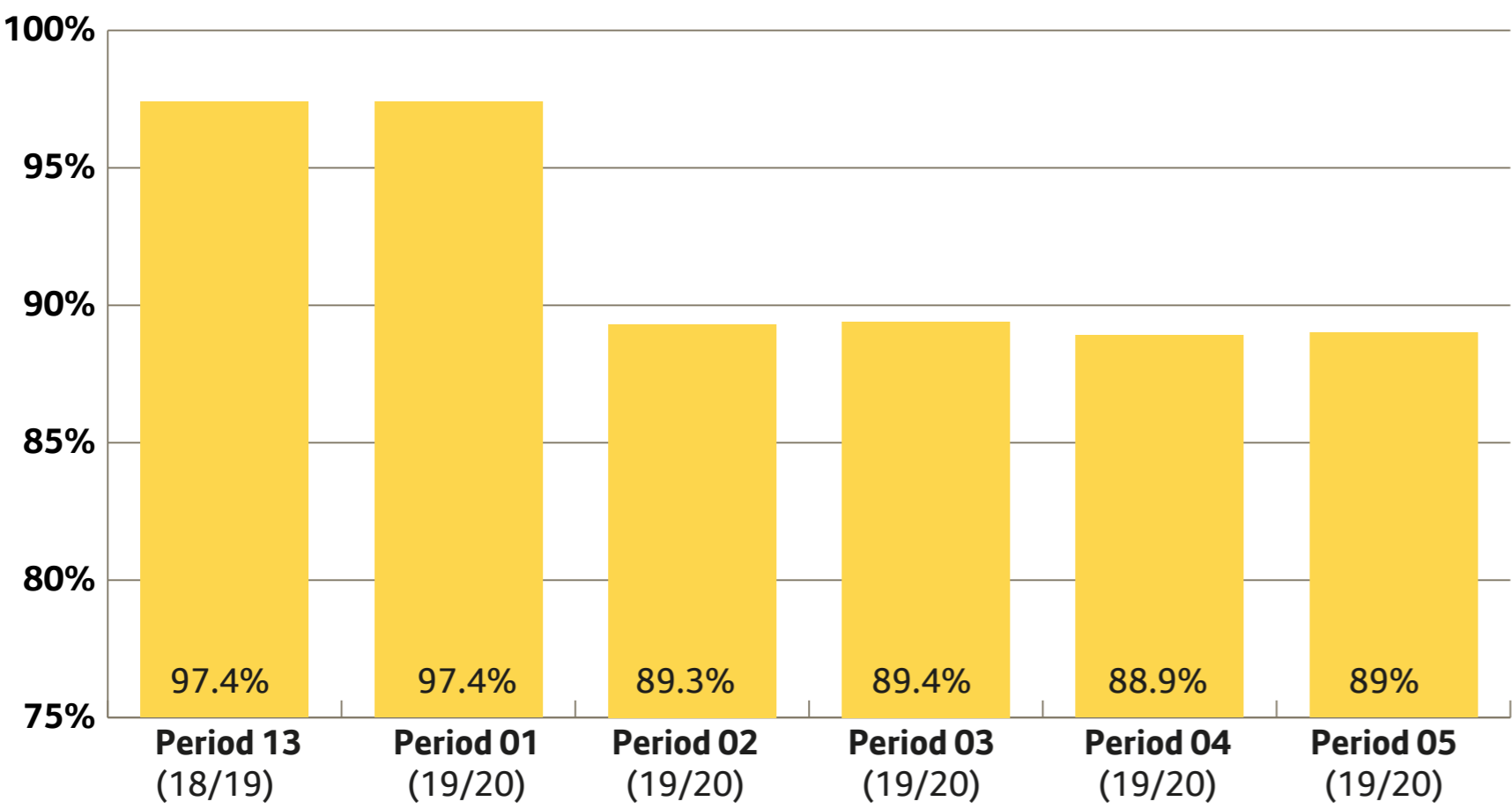
Percentage of planned miles operated.

**This route**

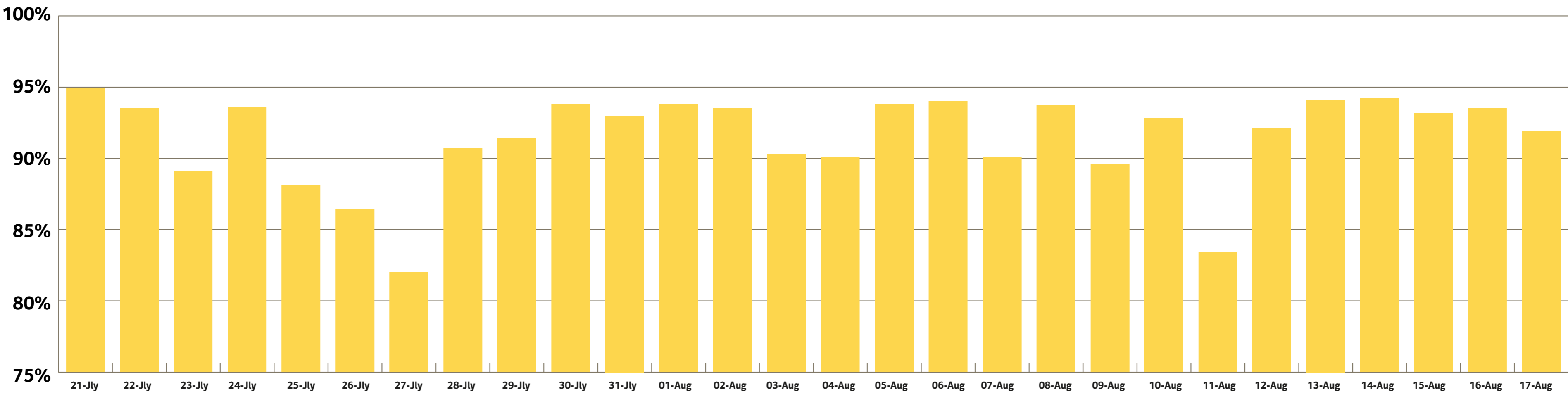
**98.7%**

**Overall network**

**97.4%**



#### Route punctuality by date



#### Route service disruptions

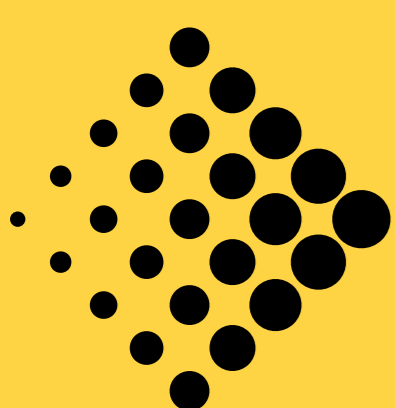
- 25 July 2019  
Adverse weather conditions
- 26 July 2019  
Overhead power line fault at Deansgate
- 27 July 2019  
Overhead power line fault at Deansgate
- 11 August 2019  
Event congestion in Manchester City Centre.

#### 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.

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Managing Director at KeolisAmey Metrolink

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## Bury Line

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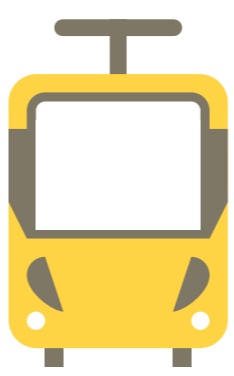
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

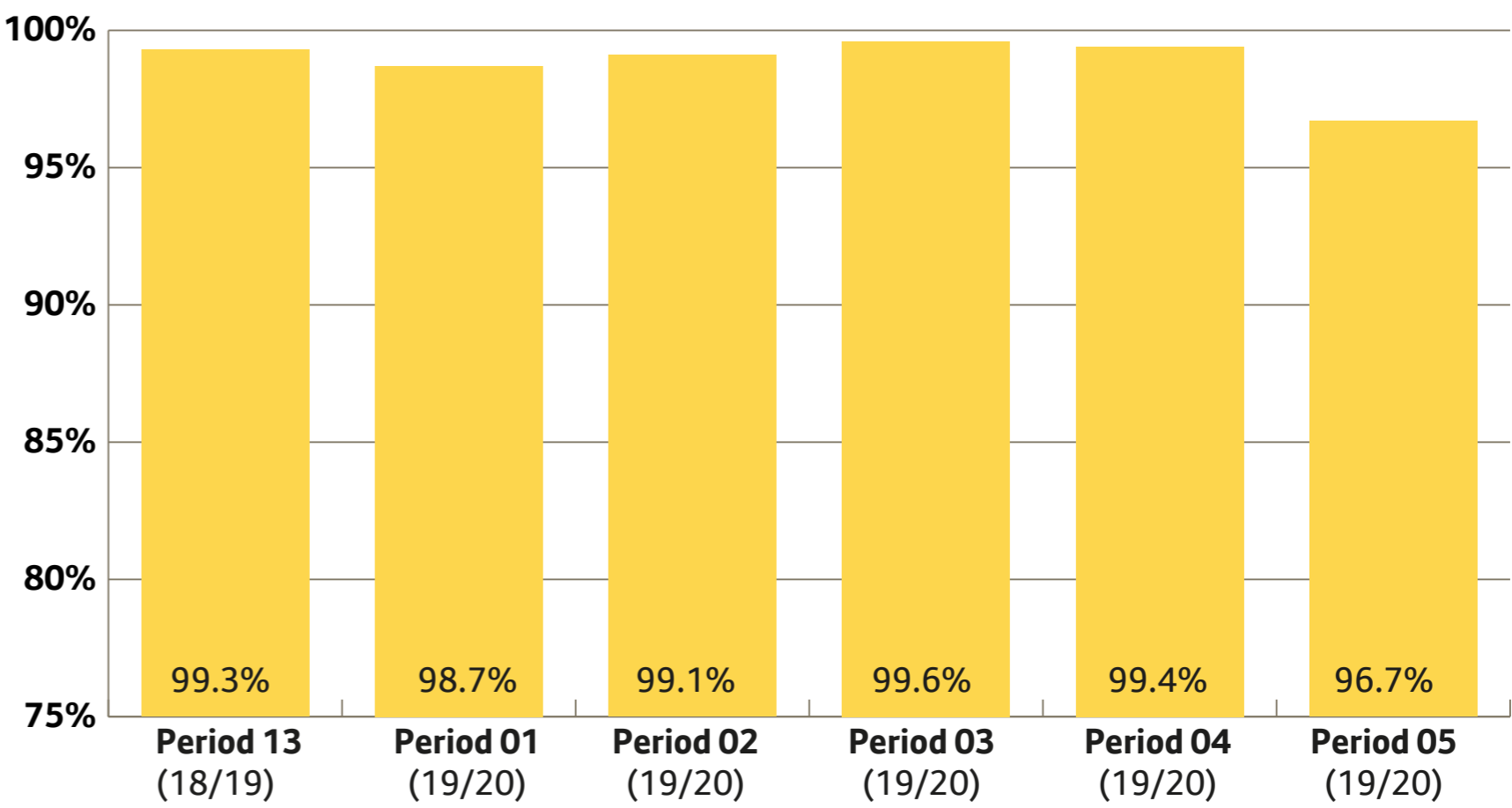
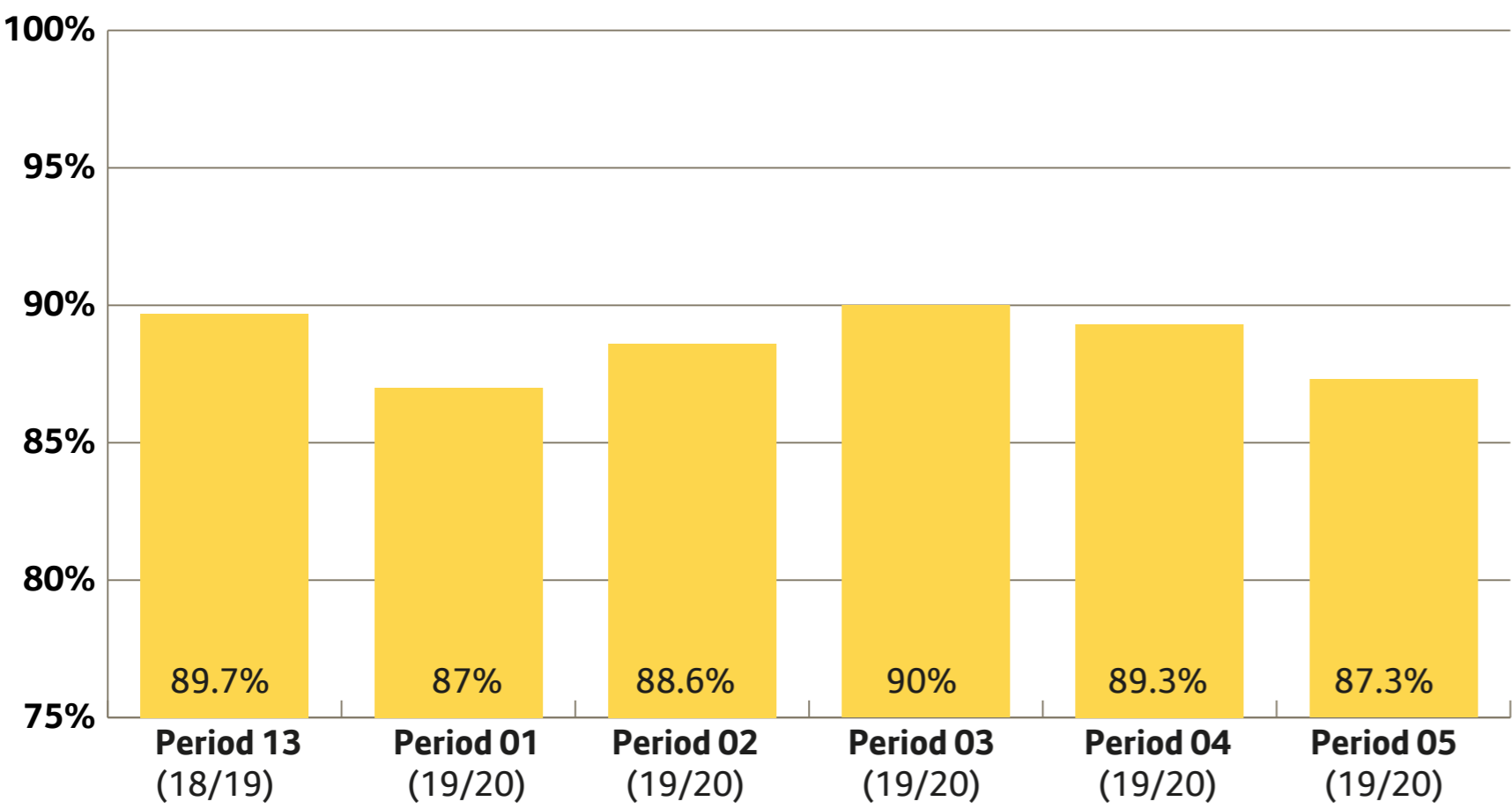
**This route**  
**87.3%**      **Overall network**  
**90%**



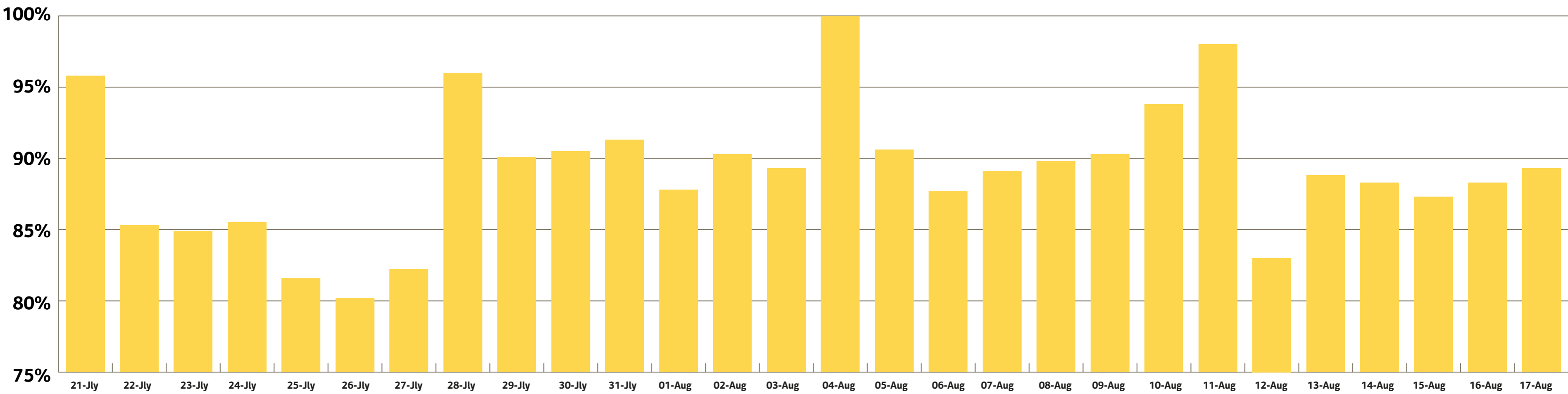
#### Reliability

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

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## East Didsbury Line

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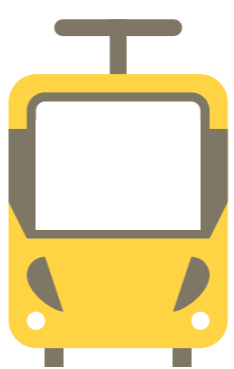
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

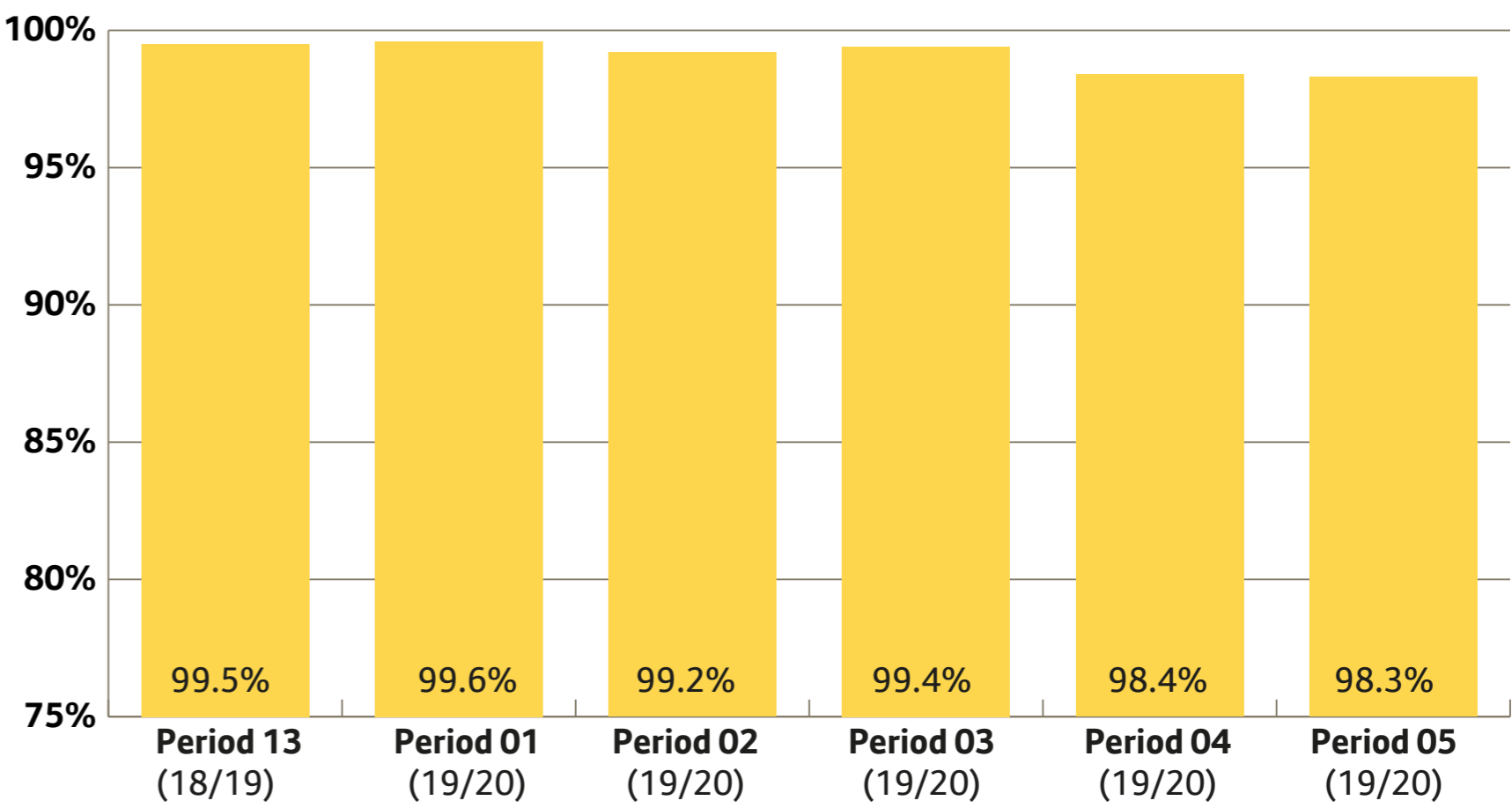
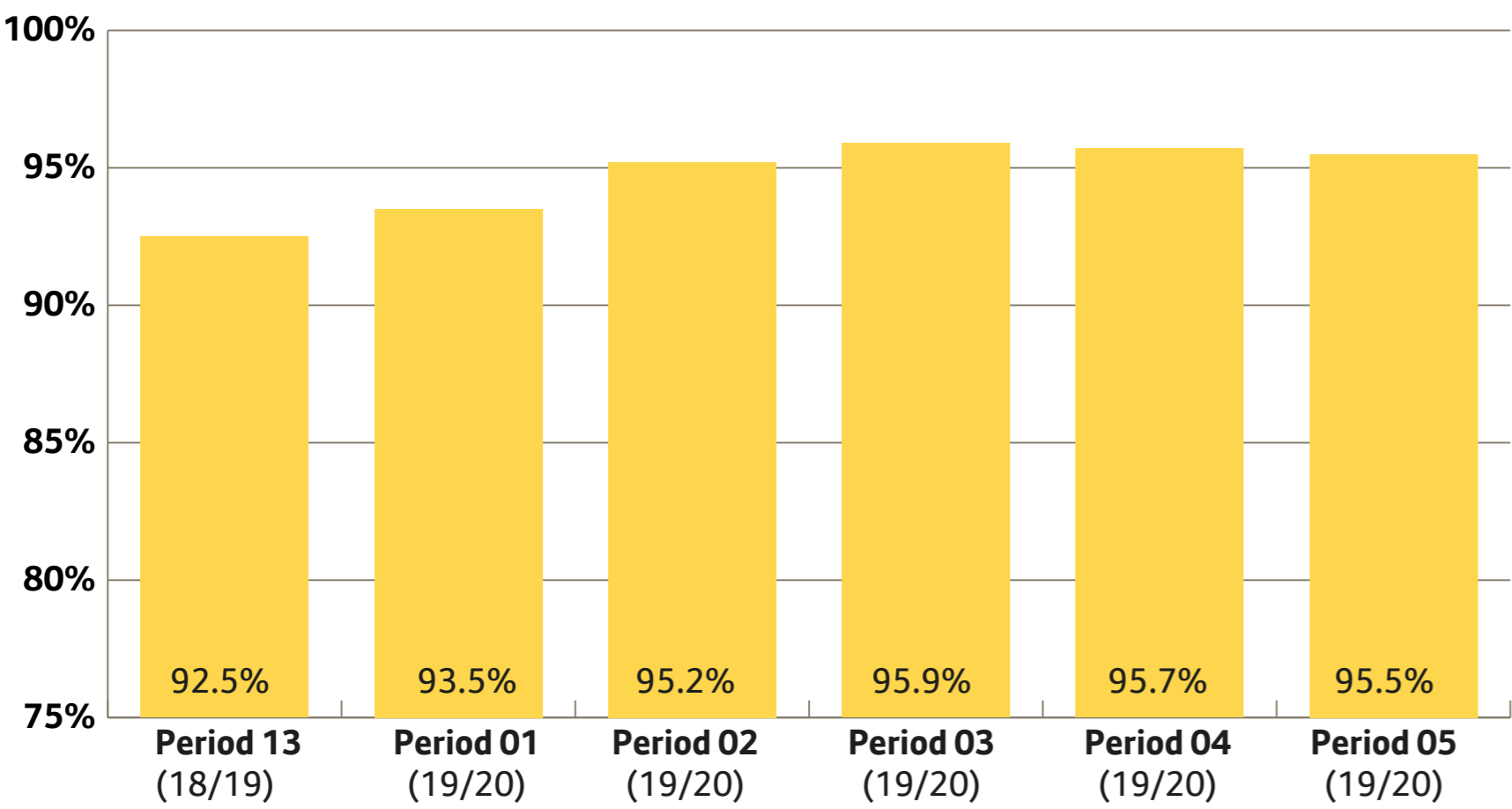
**This route**  
**95.5%**      **Overall network**  
**90%**



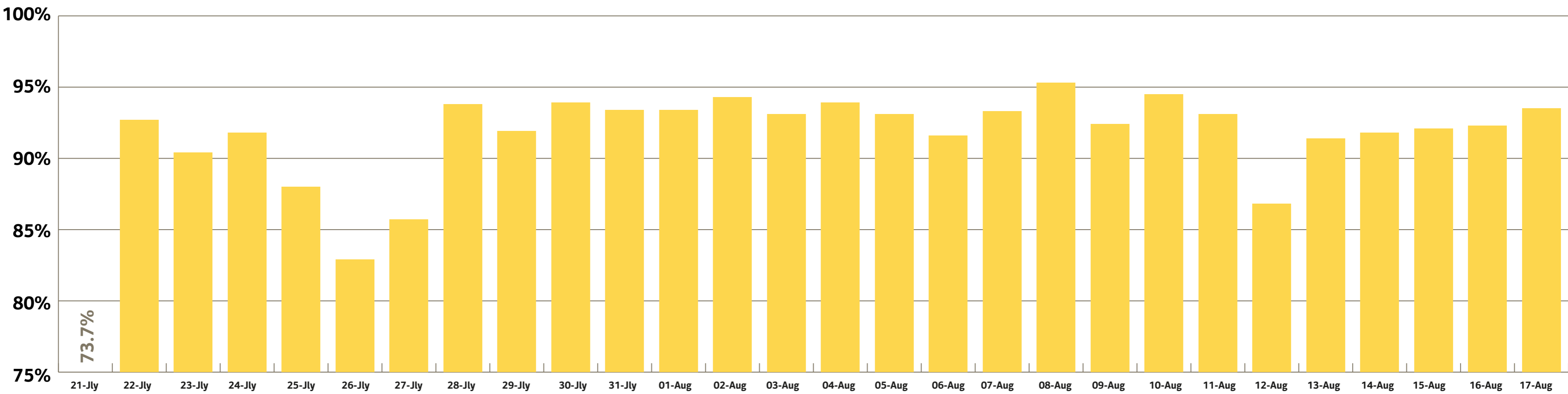
#### Reliability

Percentage of planned miles operated.

**This route**  
**98.3%**      **Overall network**  
**97.4%**



#### Route punctuality by date



#### 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

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## Eccles & Media City Lines

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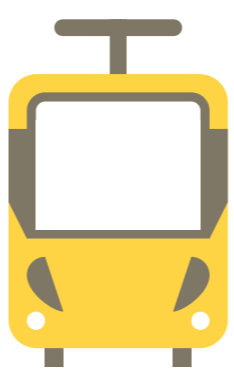
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

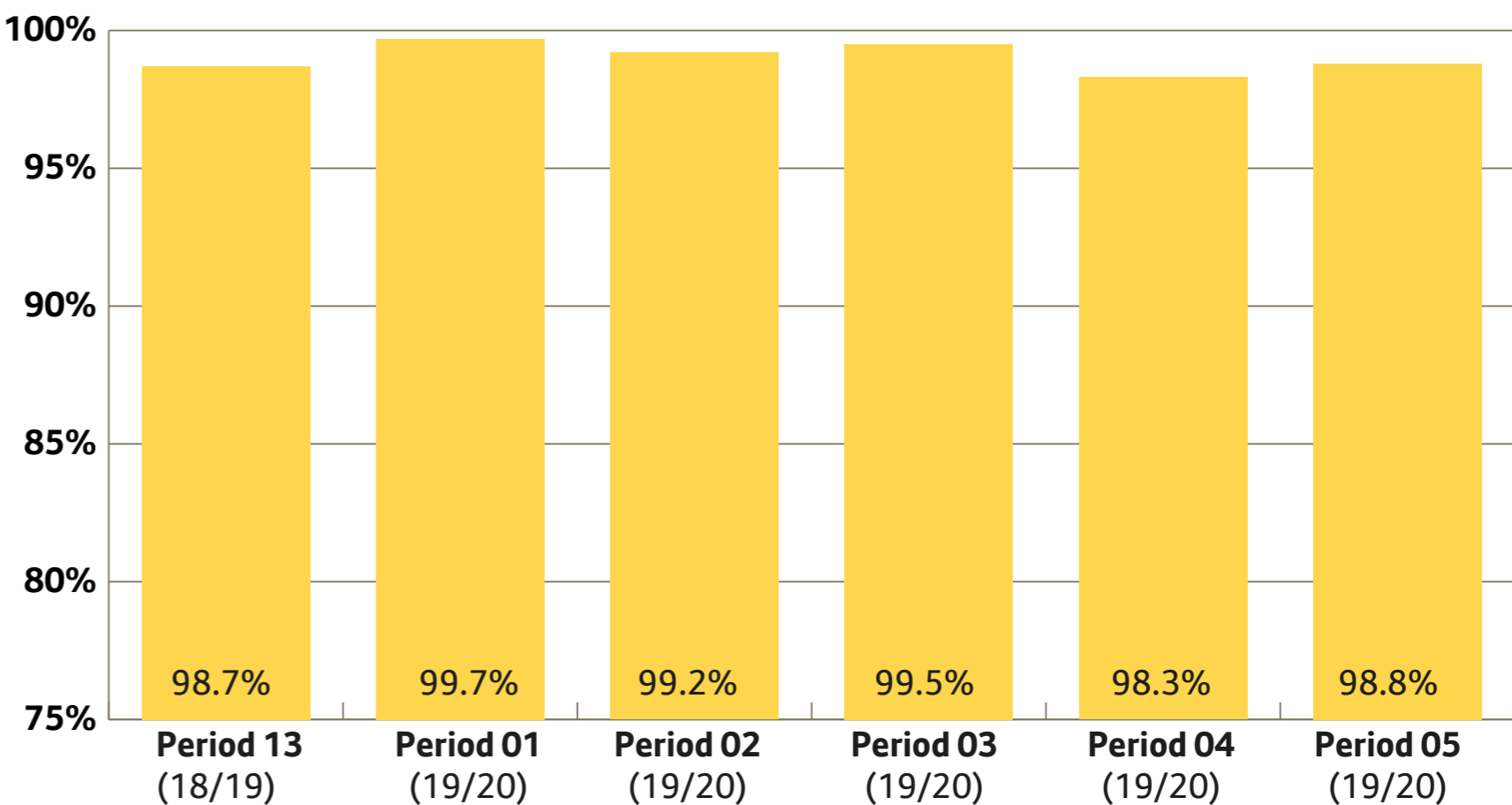
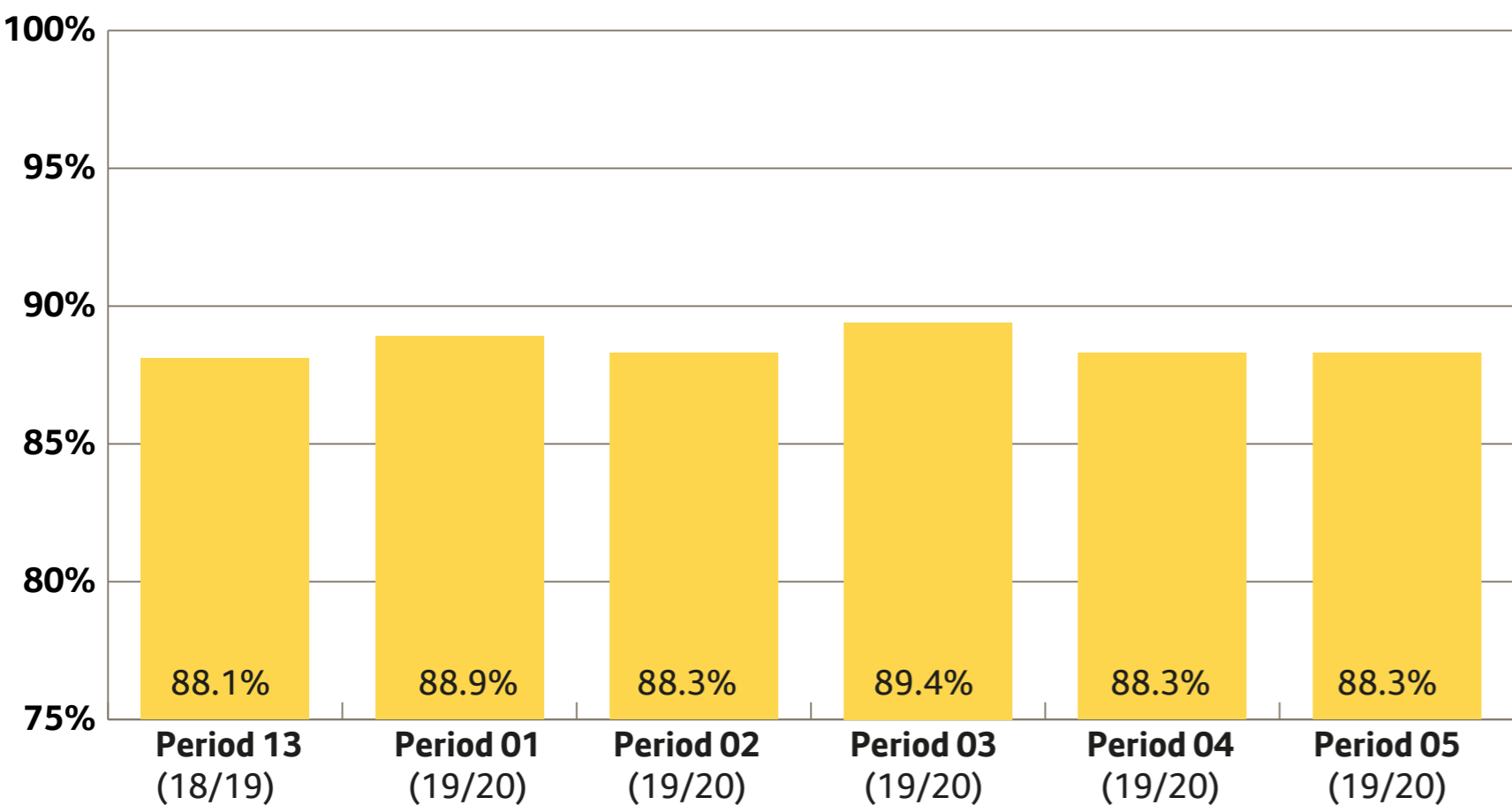
**This route**  
**88.3%**      **Overall network**  
**90%**



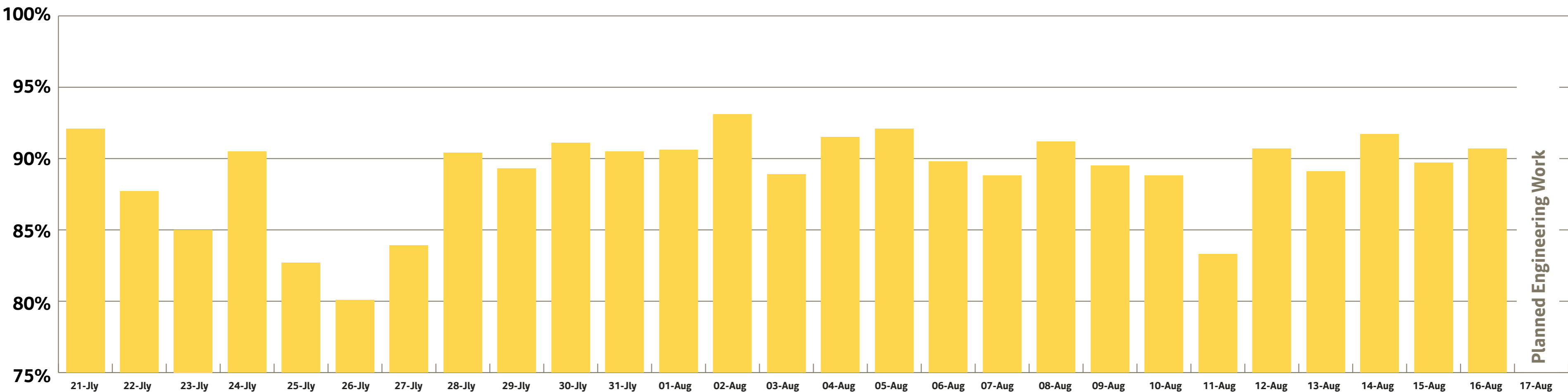
#### Reliability

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

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## Oldham & Rochdale Lines

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

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### How we performed



#### Punctuality

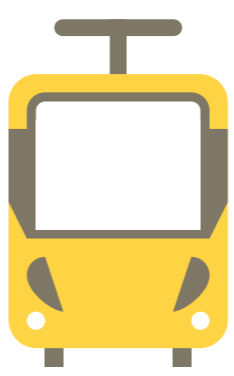
Percentage of trams departing less than two minutes late.

**This route**

**91.7%**

**Overall network**

**90%**



#### Reliability

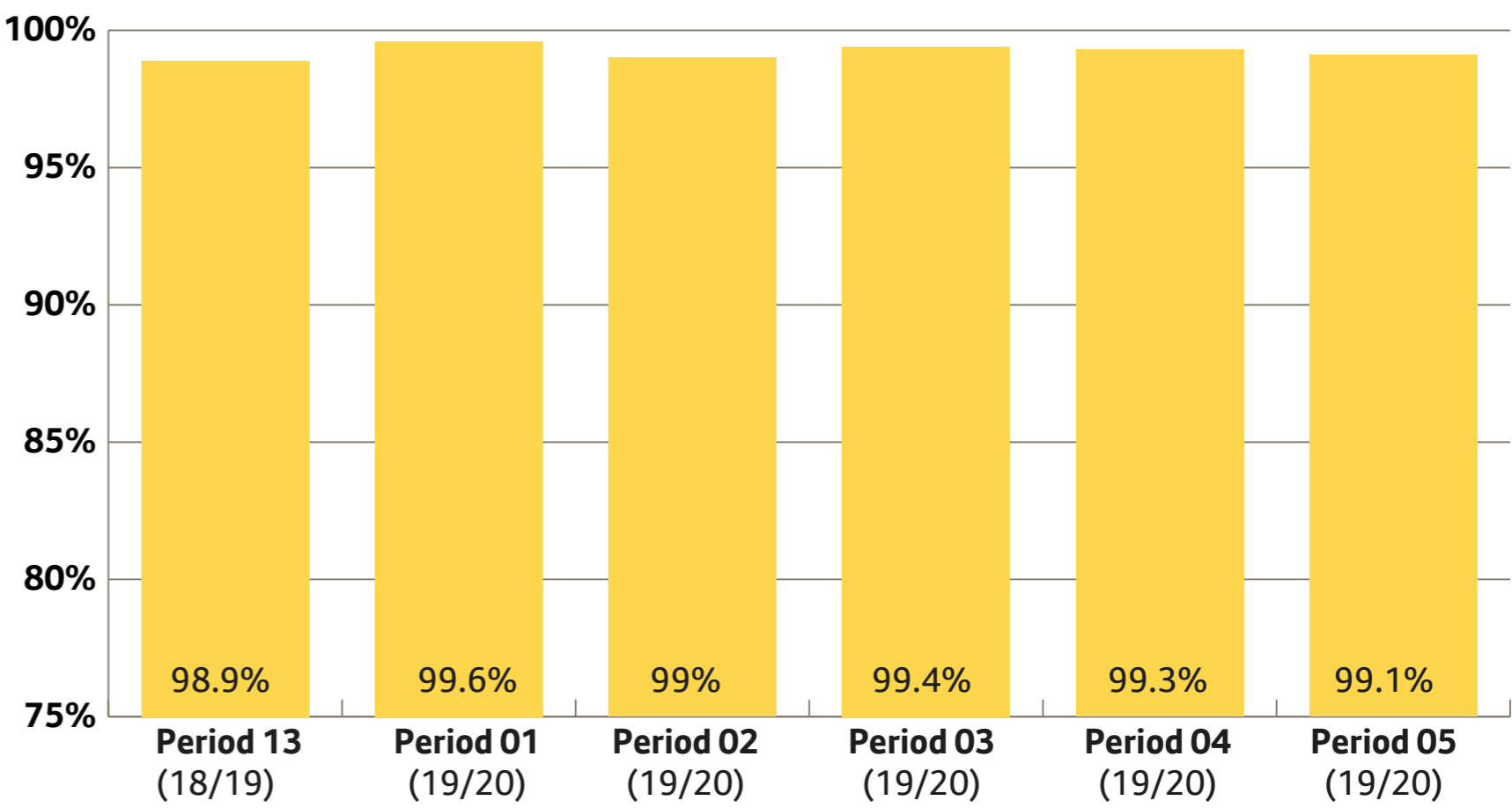
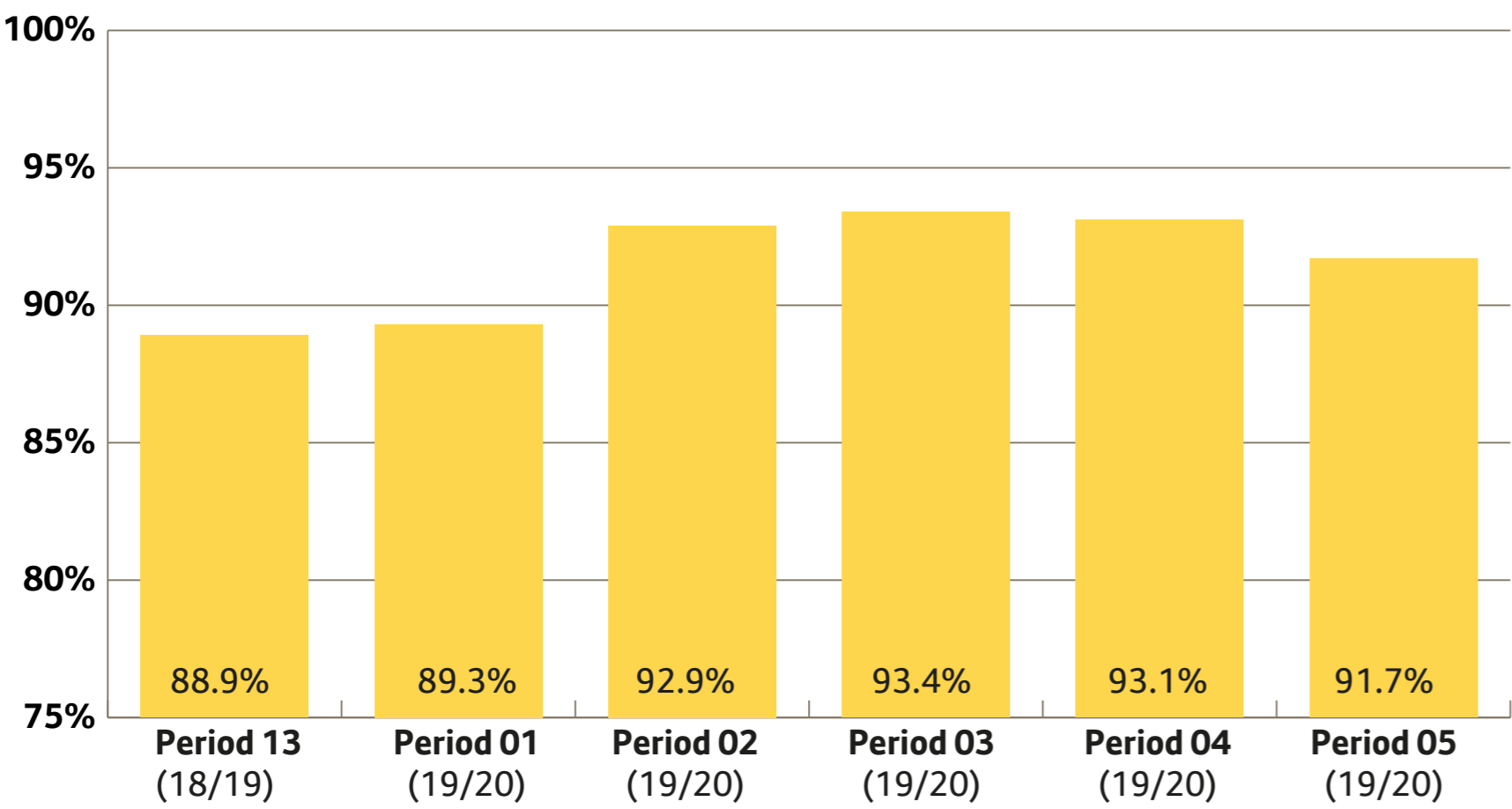
Percentage of planned miles operated.

**This route**

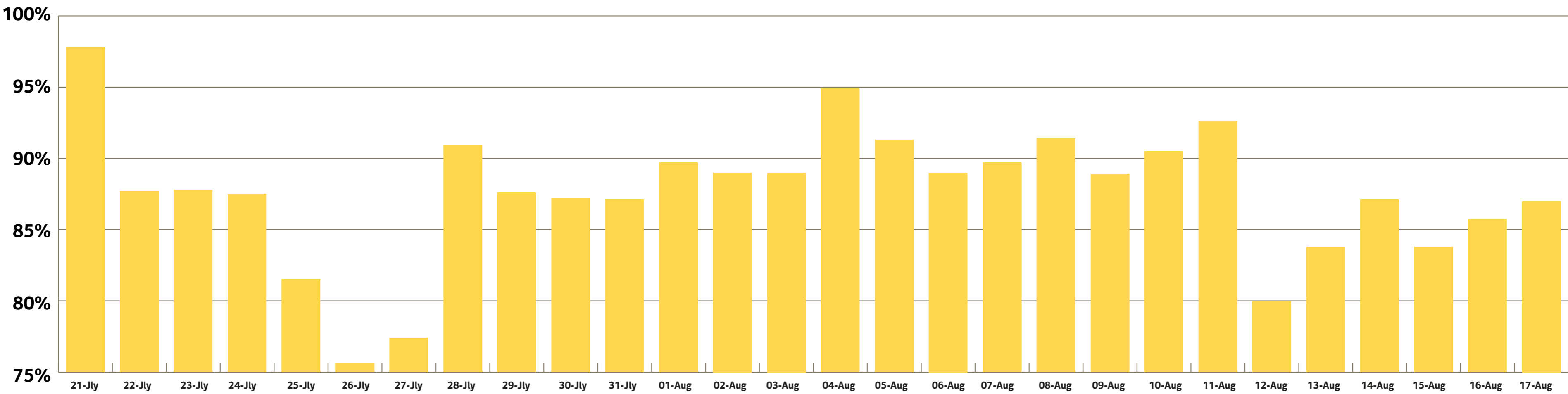
**99.1%**

**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

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