

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: **10 November until 09 December 2019**

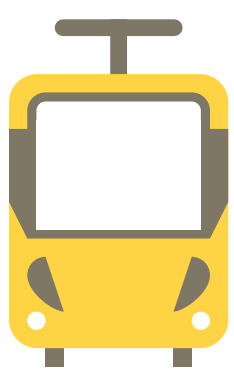
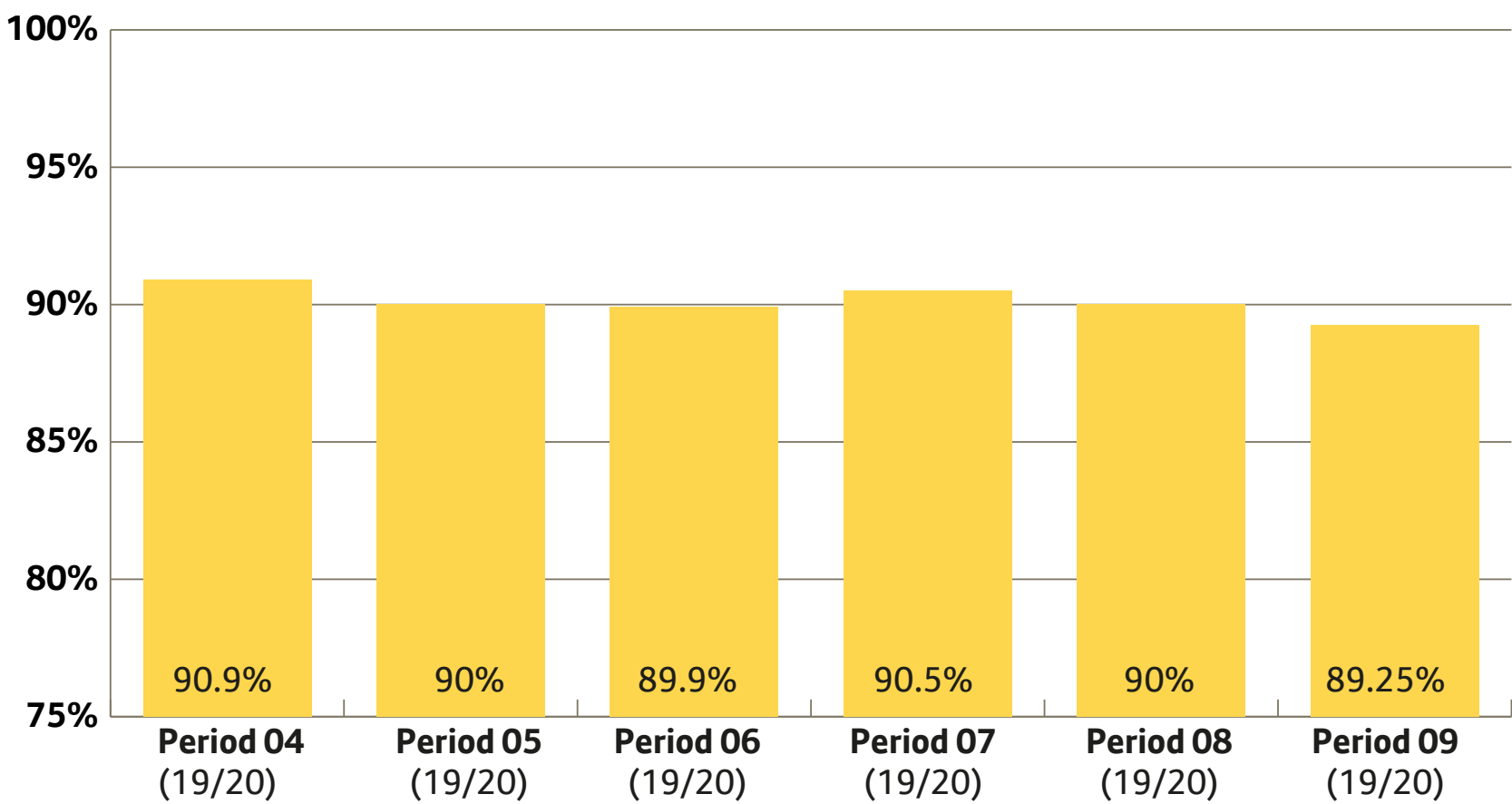
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

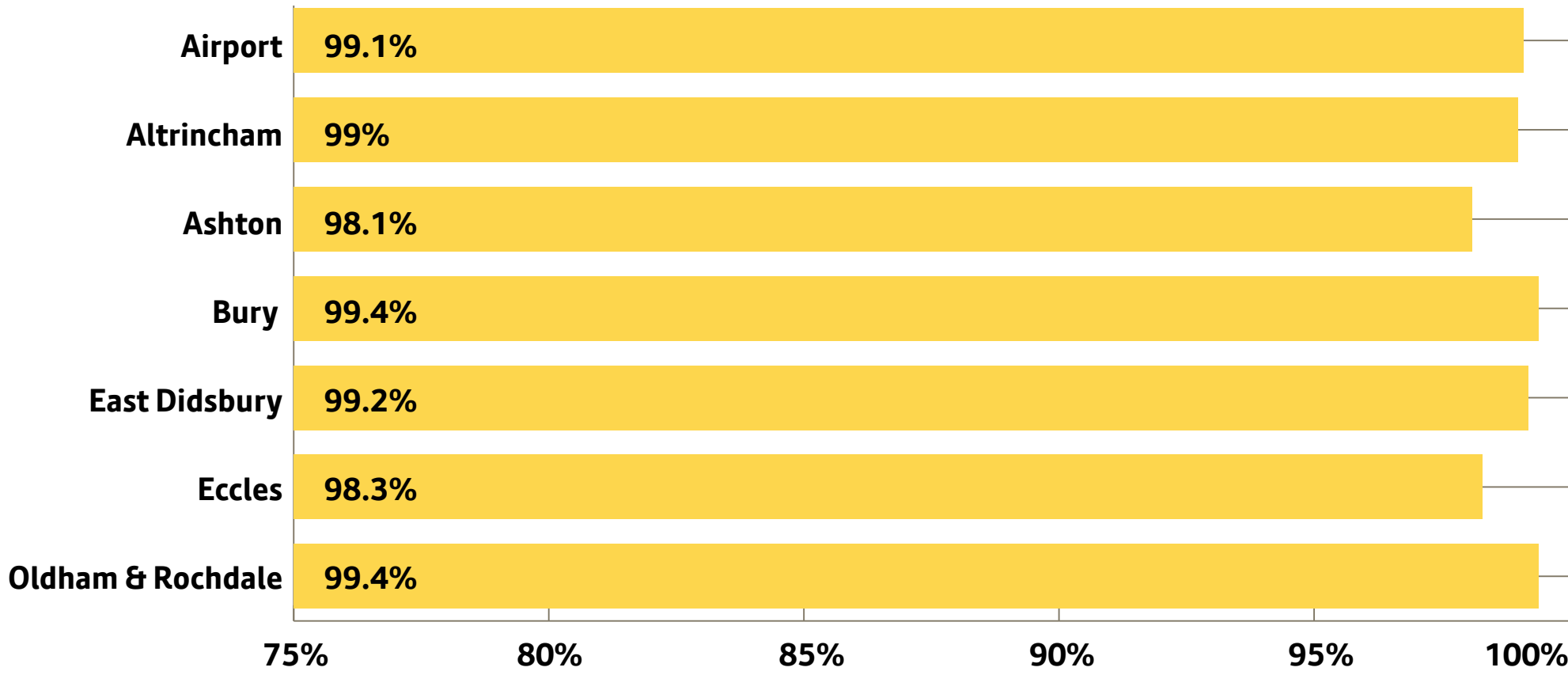
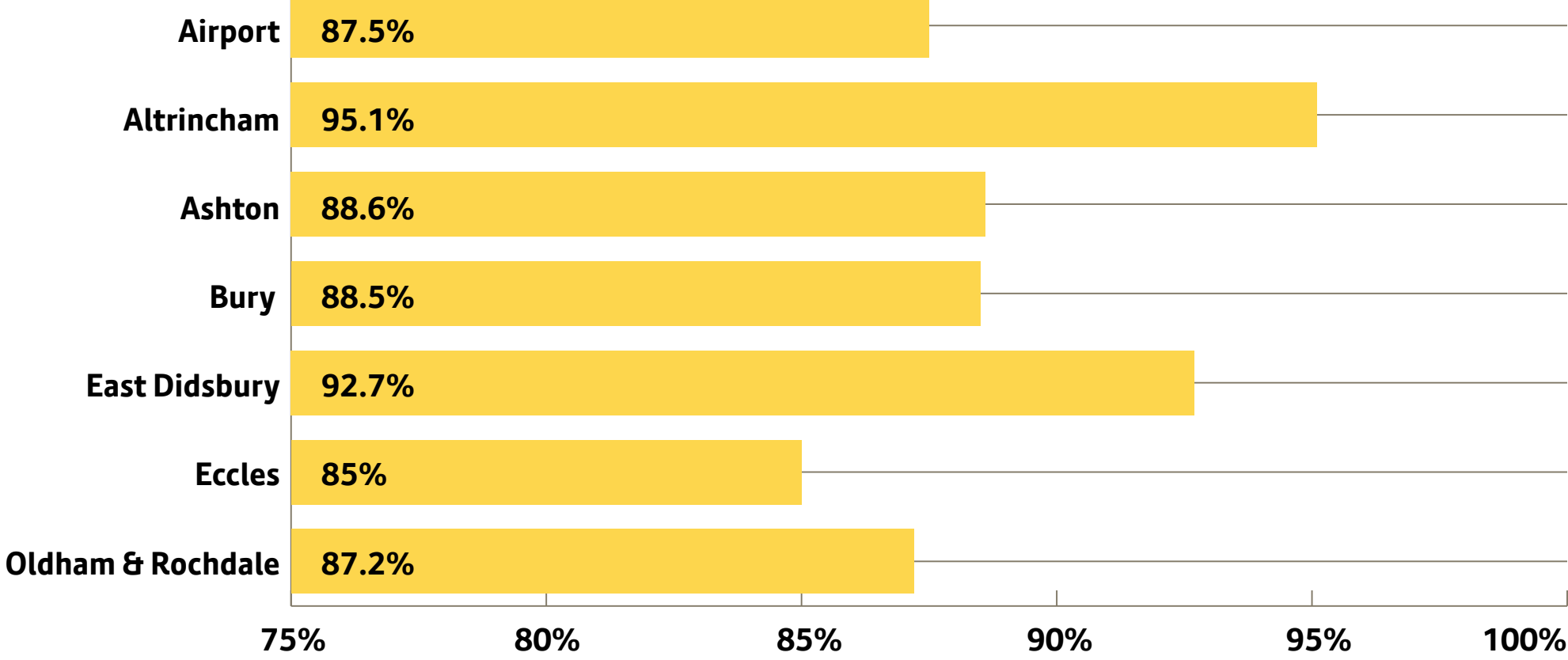
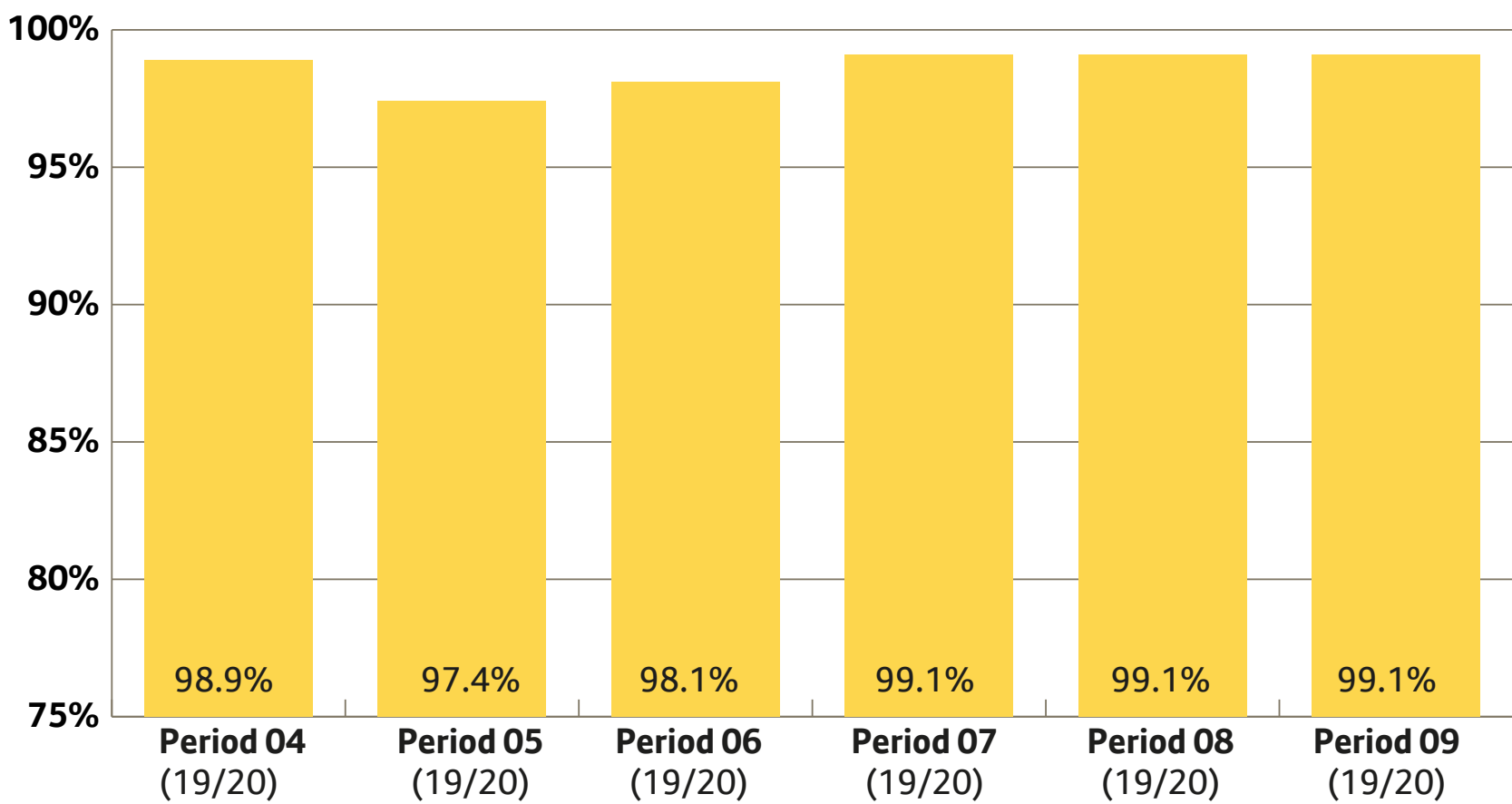
89.25%



Reliability

Percentage of planned miles operated.

99.1%



Cancellations

Journeys cancelled.

0.55% of all planned journeys.

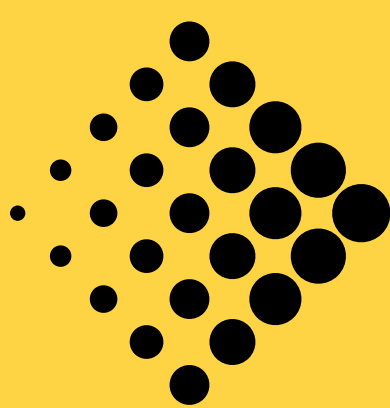


Short journeys

Incomplete journeys.

0.56% of all planned journeys.

Issued on 27 December 2019



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Metrolink Performance

Airport Line

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How we performed



Punctuality

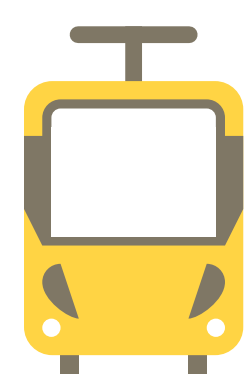
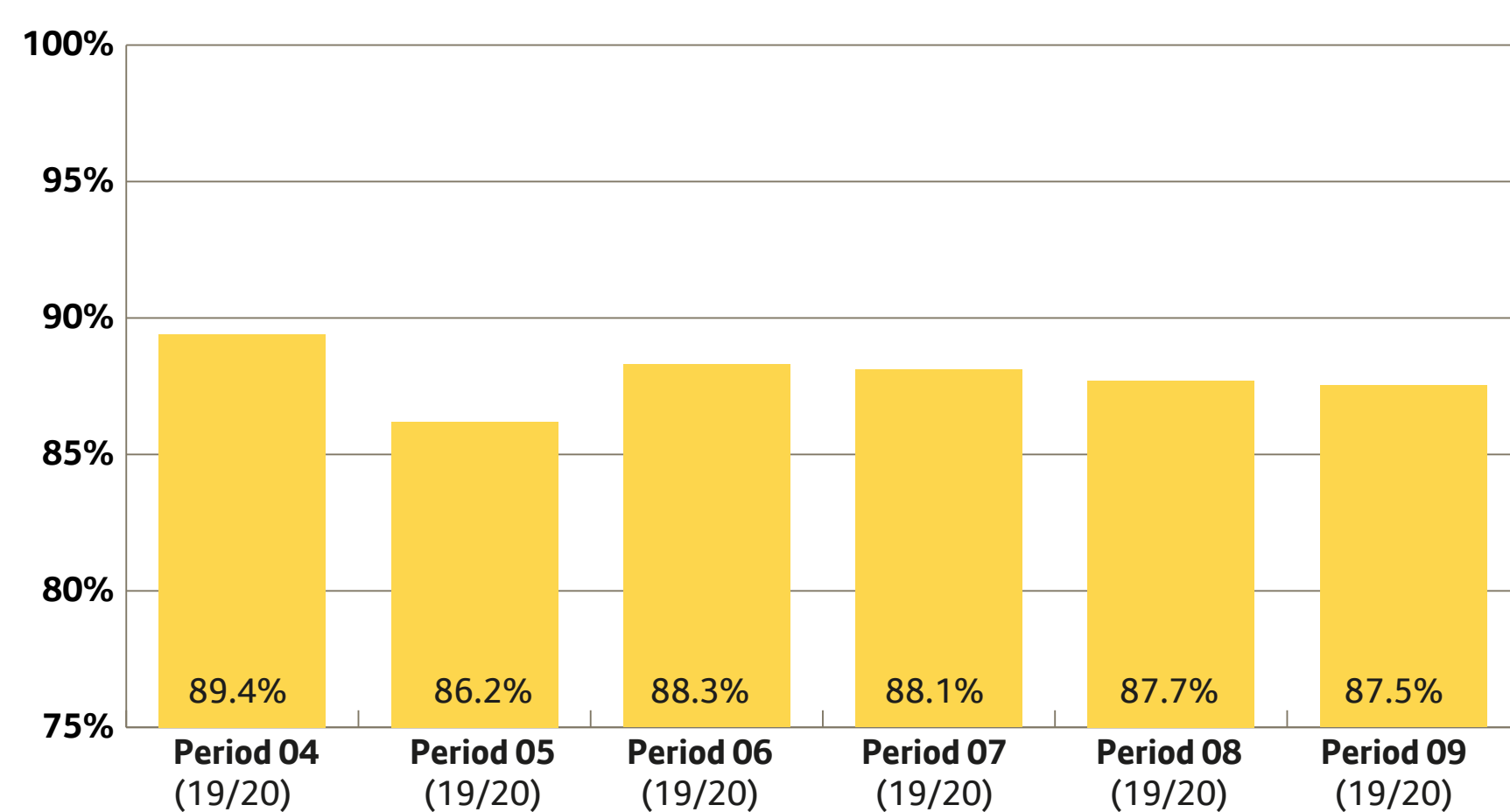
Percentage of trams departing less than two minutes late.

This route

87.5%

Overall network

89.25%



Reliability

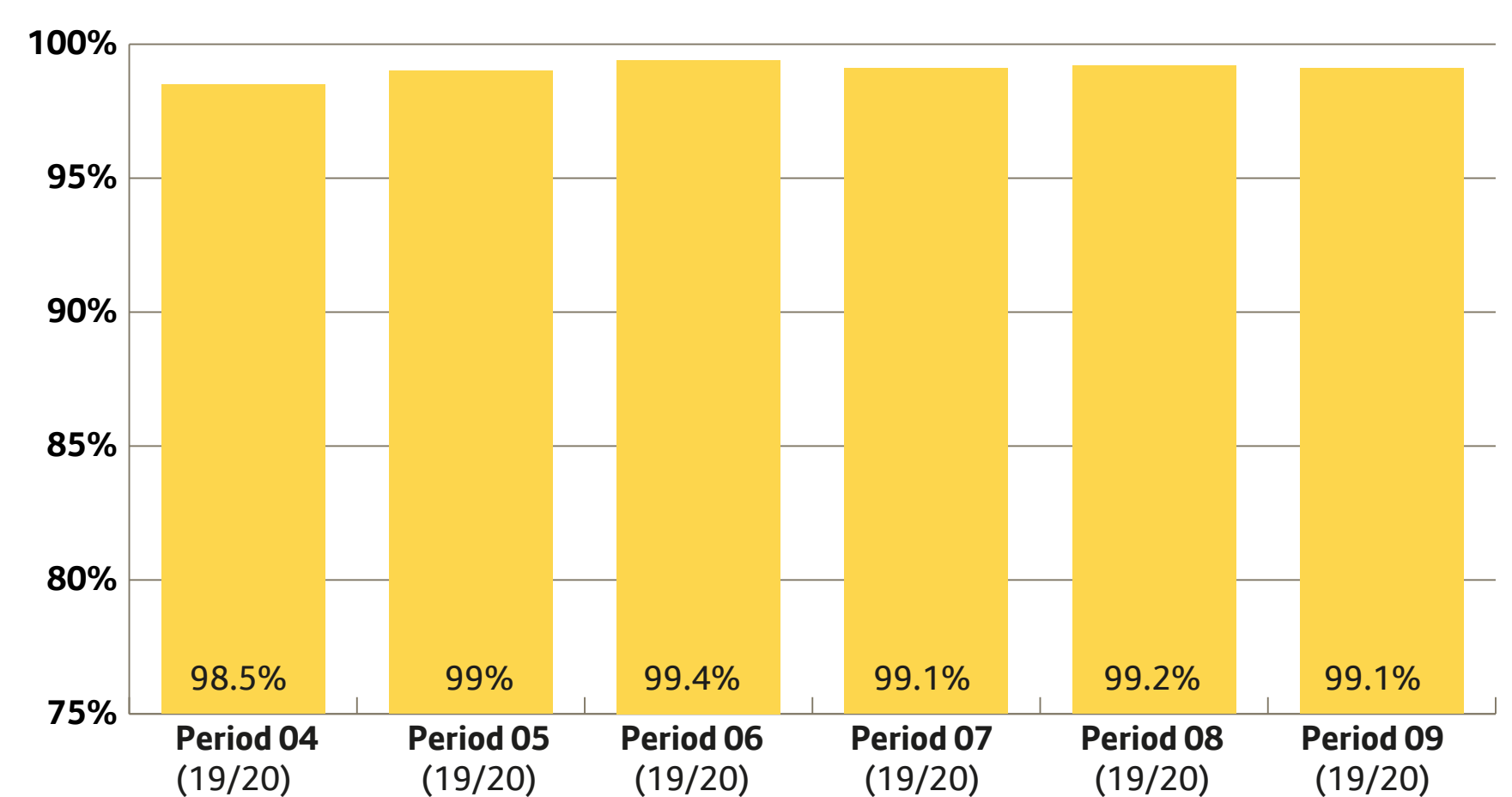
Percentage of planned miles operated.

This route

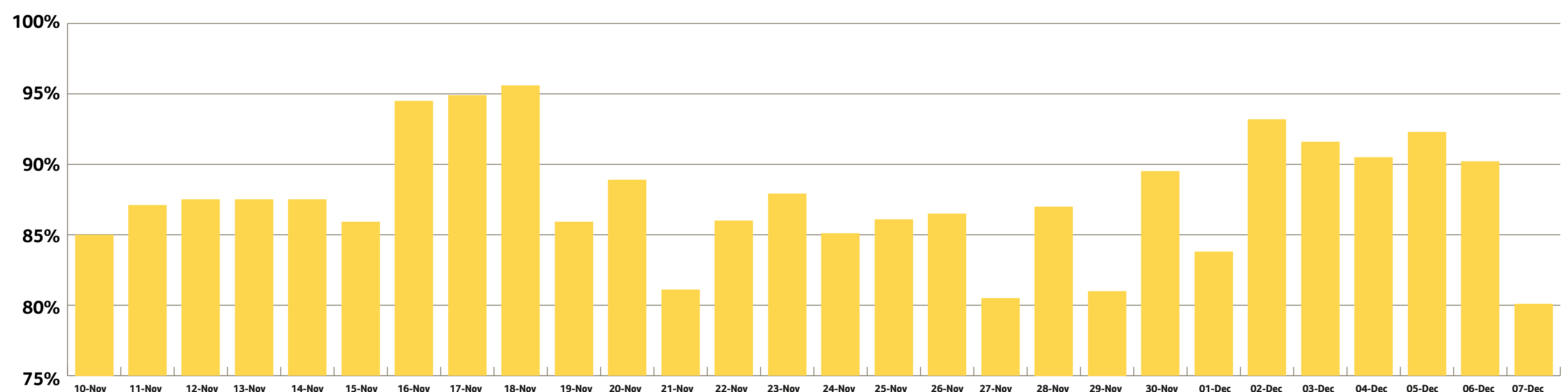
99.1%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 21 November 2019
Signal fault at Victoria
- 27 November 2019
Medical emergency at
Barlow Moor Road
- 07 December 2019
Staff shortage

What we did to improve on this route

- CSRs have responded to intelligence of high fare evasion around Manchester Airport, providing a high visibility uniformed presence to deter and detect ticketless travel and provide reassurance to fare paying customers of our commitment to reducing fare evasion.

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Altrincham Line

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How we performed



Punctuality

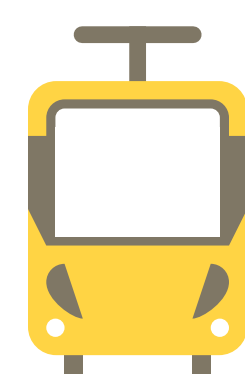
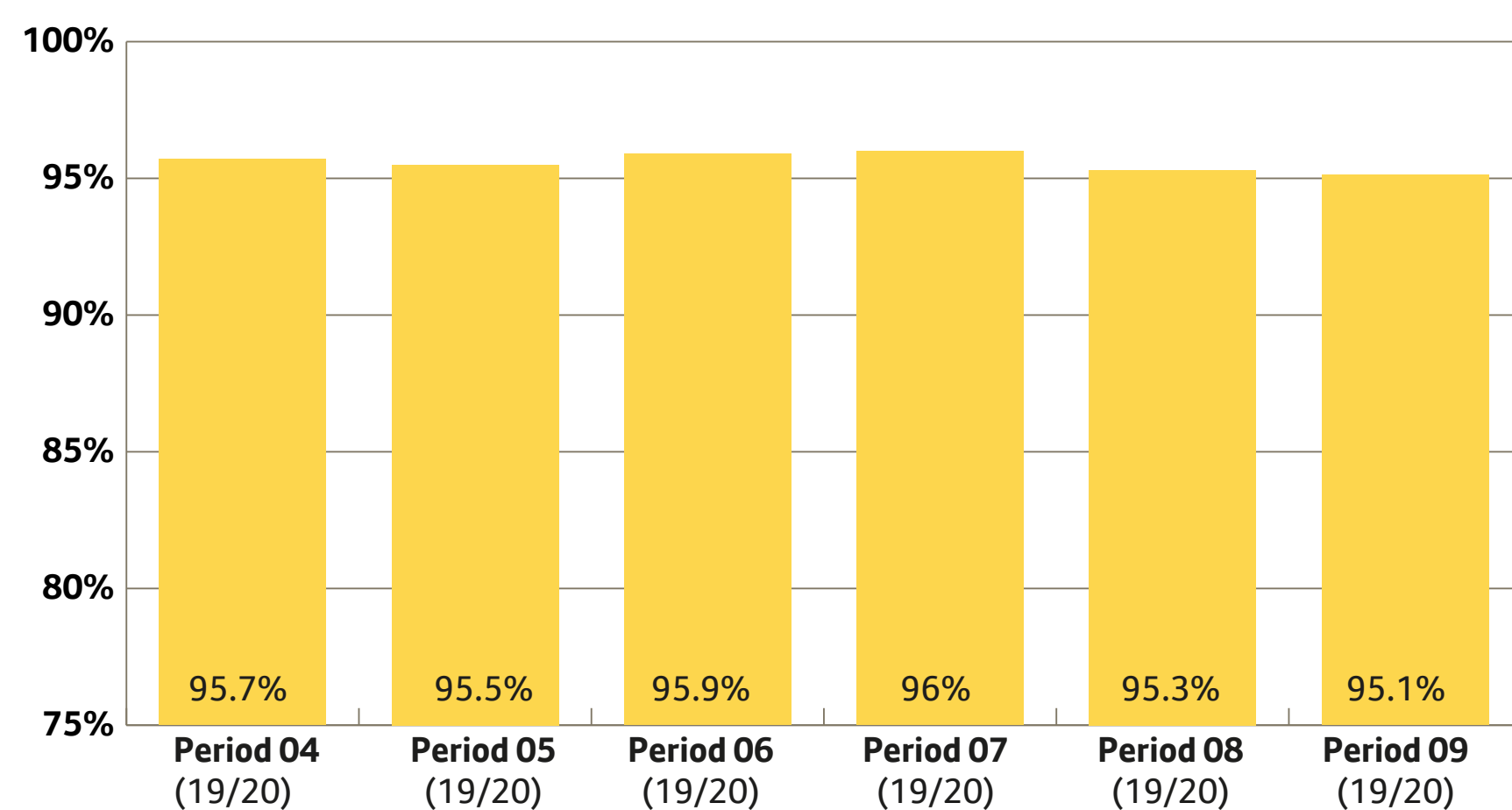
Percentage of trams departing less than two minutes late.

This route

95.1%

Overall network

89.25%



Reliability

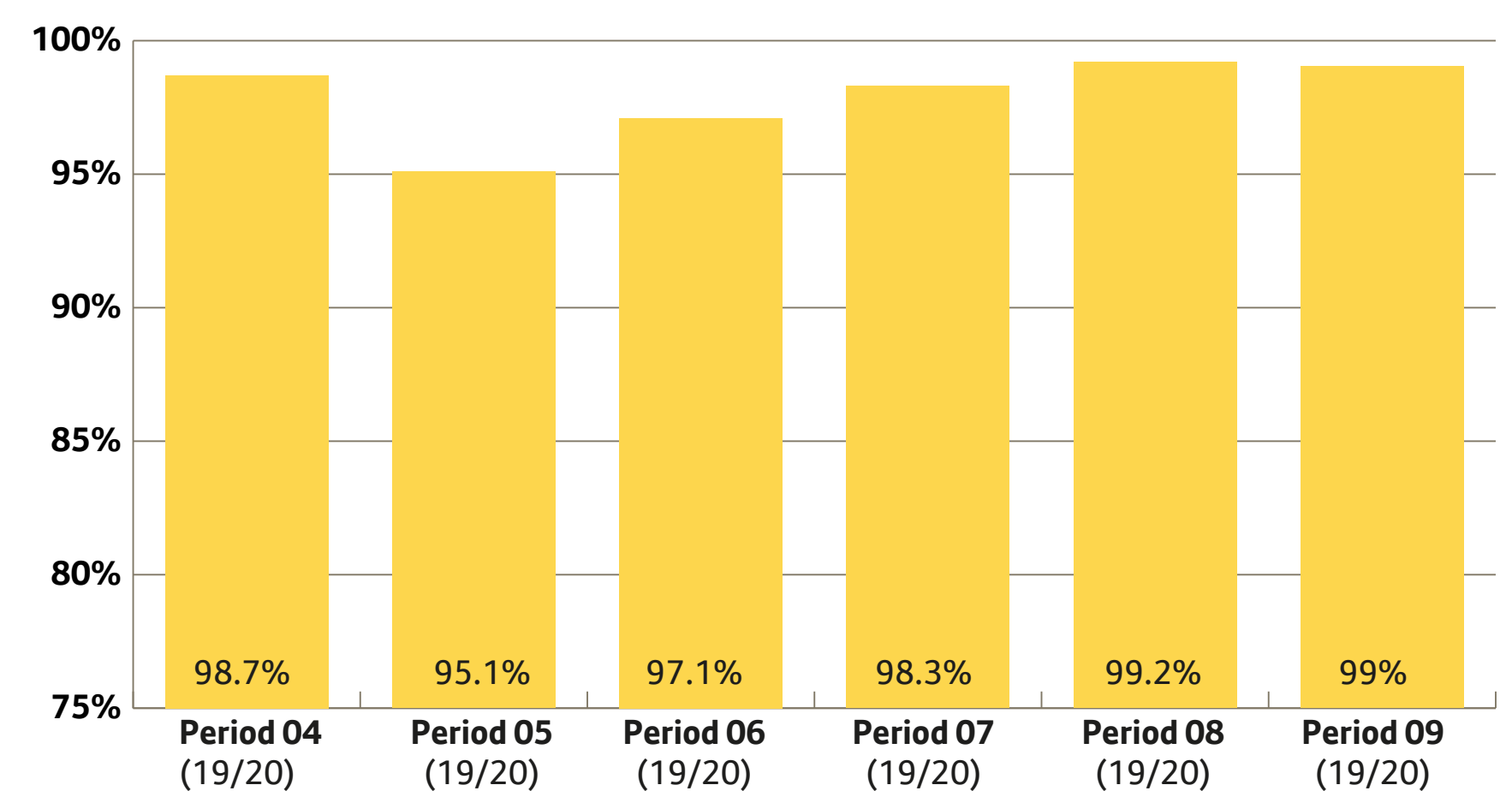
Percentage of planned miles operated.

This route

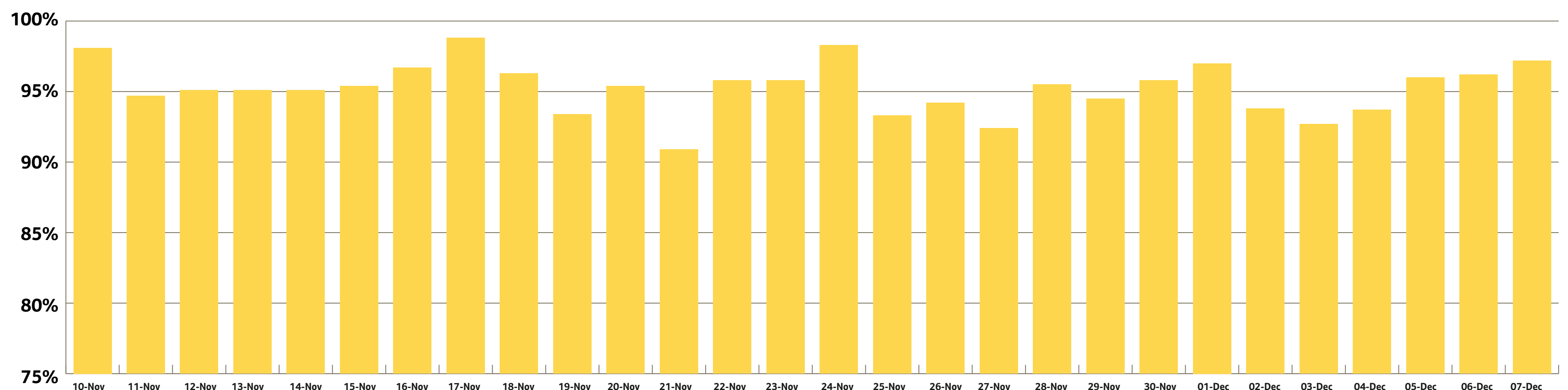
99%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 21 November 2019
Signal fault at Victoria.

What we did to improve on this route

- CSR's were deployed to tackle morning peak on the Altrincham line
- Deep cleans have all passed
- New CCTV cameras being rolled across stops.

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Ashton-under-Lyne Line

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How we performed



Punctuality

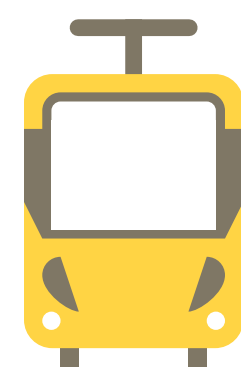
Percentage of trams departing less than two minutes late.

This route

88.6%

Overall network

89.25%



Reliability

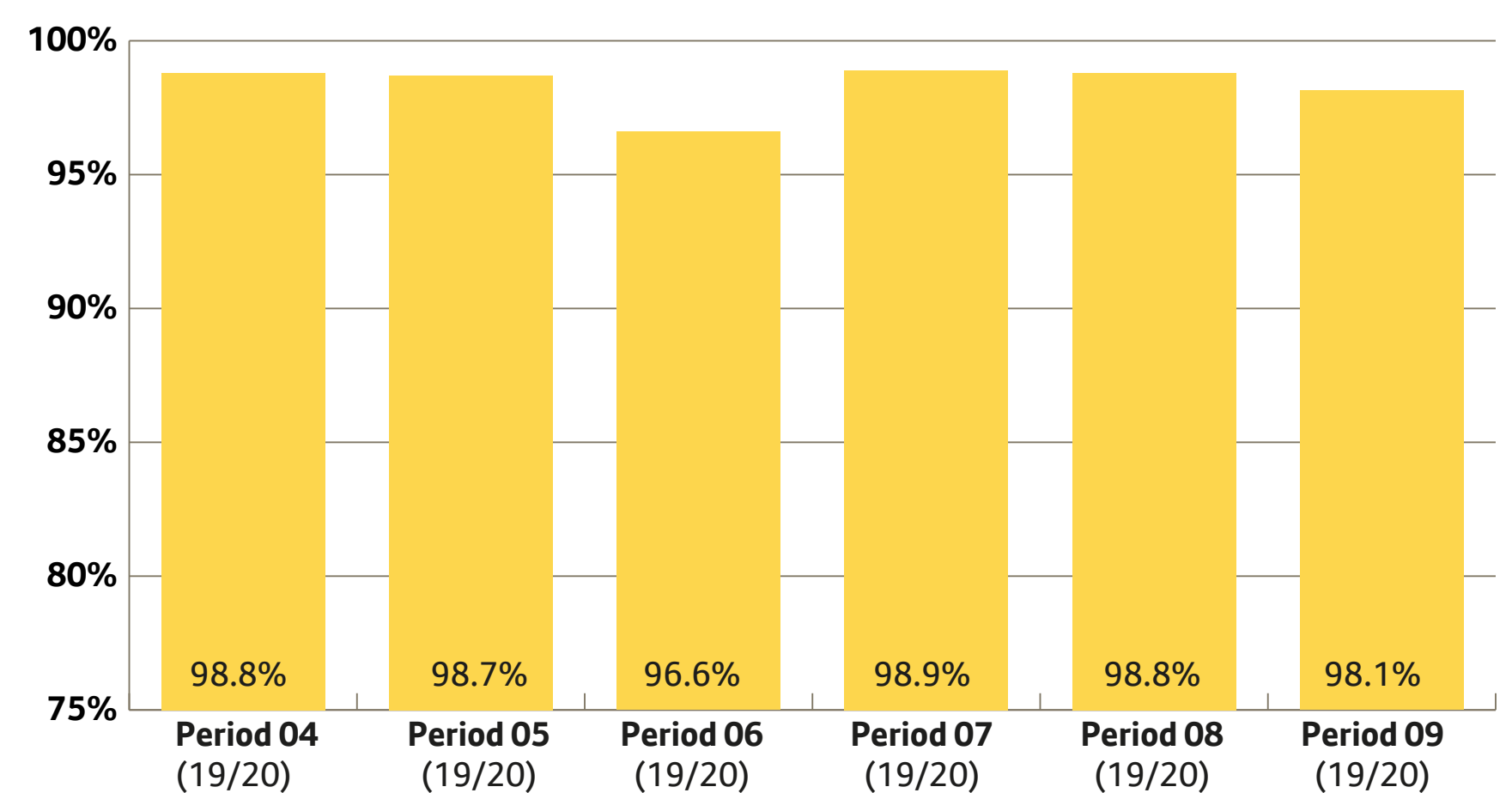
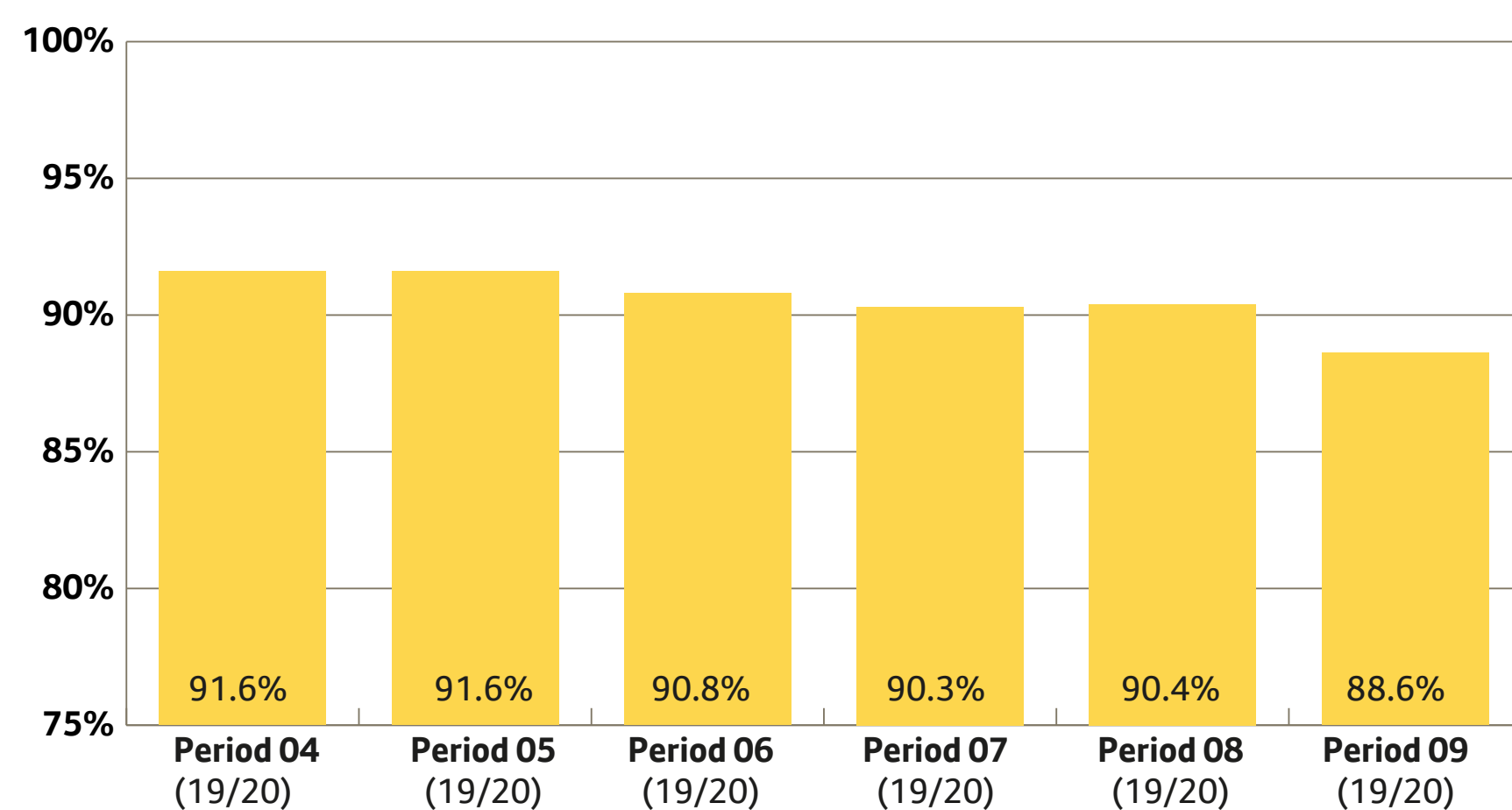
Percentage of planned miles operated.

This route

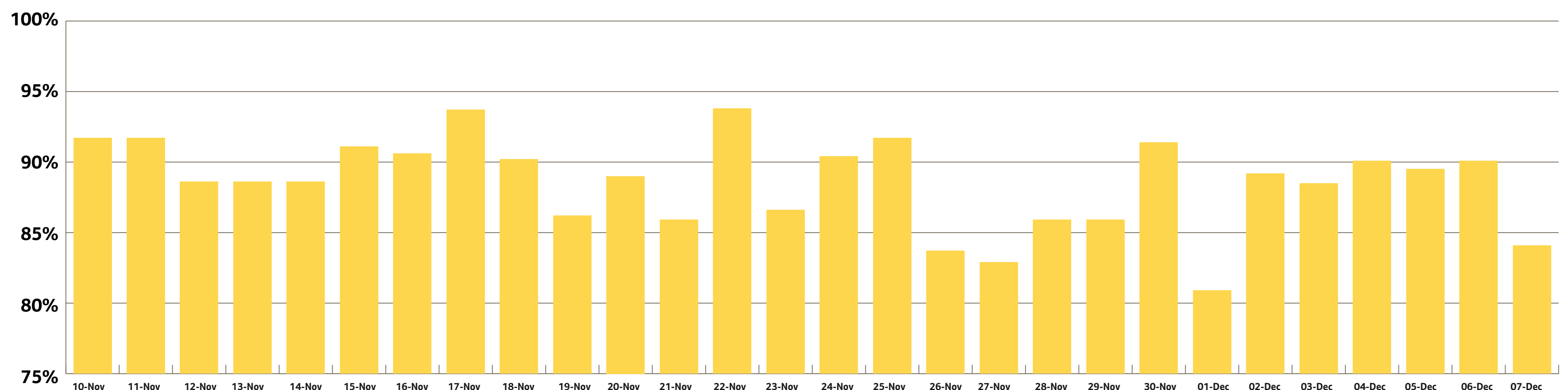
98.1%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 27 November 2019
Medical emergency at
Deansgate-Castlefield
- 01 December 2019
Road traffic collision
at Clayton Hall.

What we did to improve on this route

- Deep cleans have all passed
- New CCTV cameras being rolled
across stops.

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Metrolink Performance

Bury Line

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How we performed



Punctuality

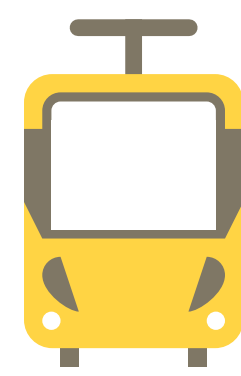
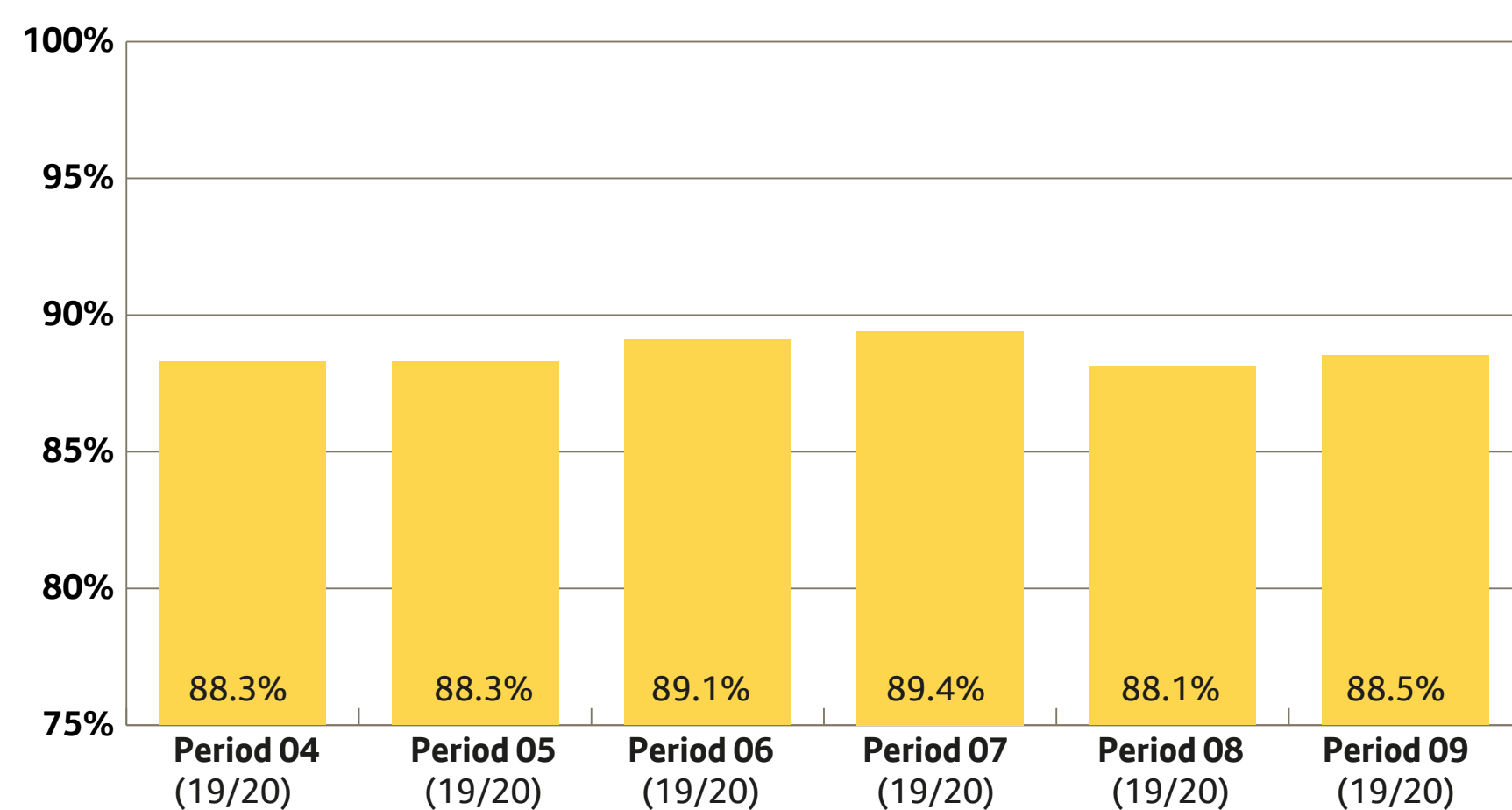
Percentage of trams departing less than two minutes late.

This route

88.5%

Overall network

89.25%



Reliability

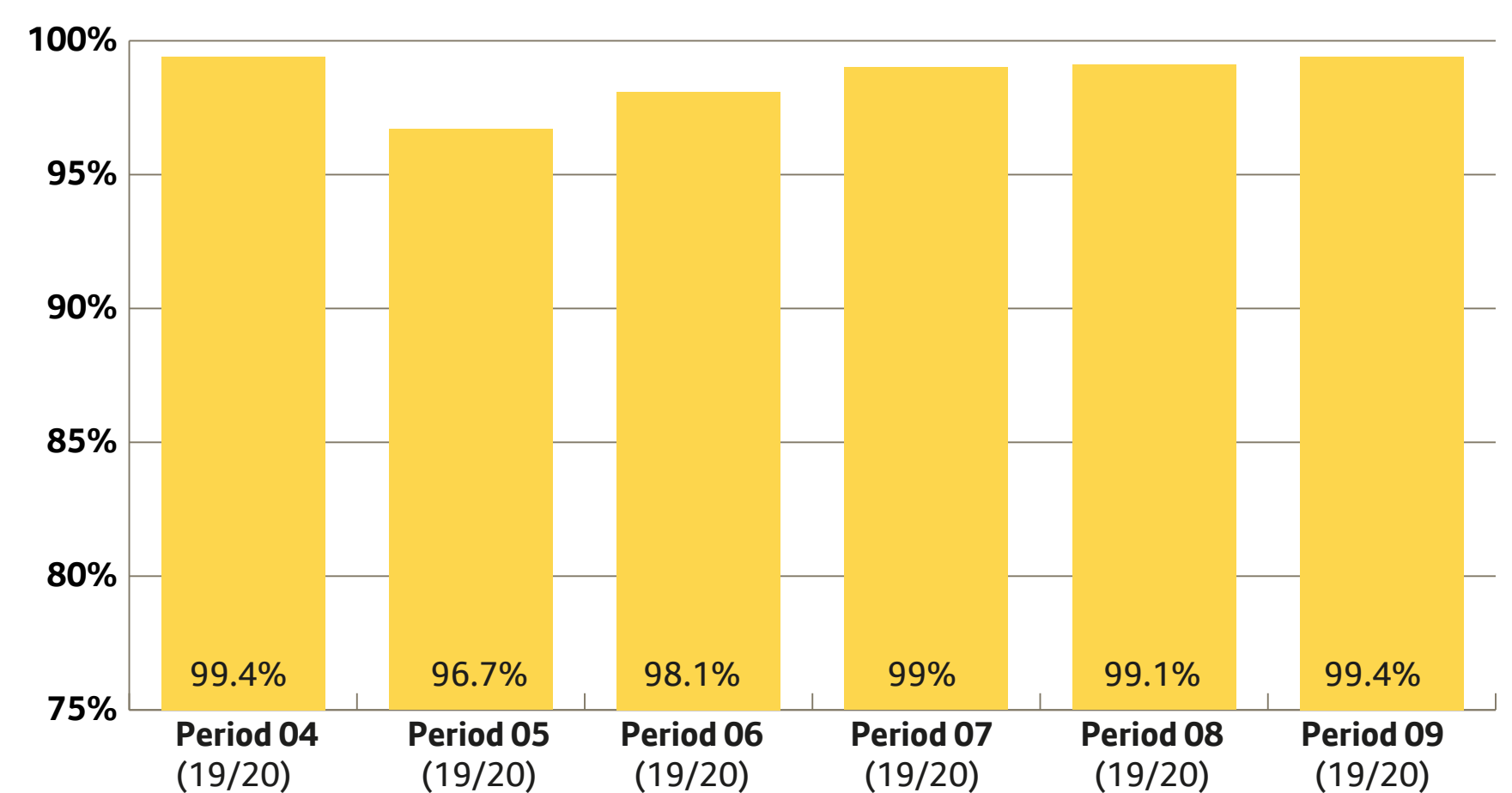
Percentage of planned miles operated.

This route

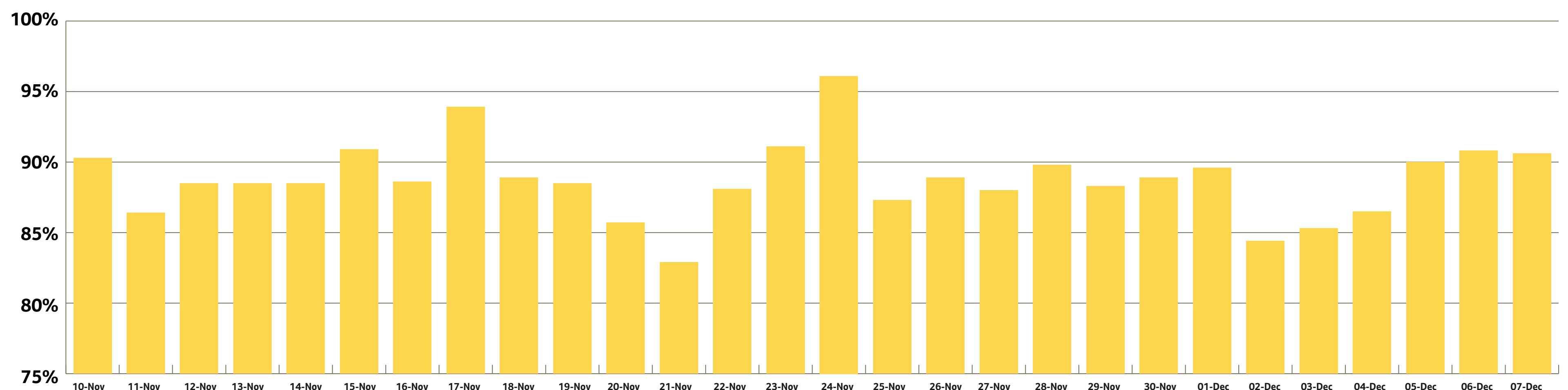
99.4%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 21 November 2019**
Signal fault at Victoria
- 02 December 2019**
Vandalism of a tram at Bury
- 03 December 2019**
Vandalism of a tram at Bury.

What we did to improve on this route

- In partnership with Manchester Youth Zone, KAM have invited a local High School to attend a depot tour to raise aspirations and give students across the city a behind the scenes access to our control room and workshop. This was a great success
- Mentoring at a Local High School continues with the pupils enjoying and engaging in the programme
- Two days of operations at Bury Interchange took place to address issues of the high number of walkaways from the college students when being asked for tickets and passes by KAM staff. The two days saw KAM staff reach out to over 300 students that use Metrolink on a regular basis. This operation was supported with college staff and the Transport unit.

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East Didsbury Line

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How we performed



Punctuality

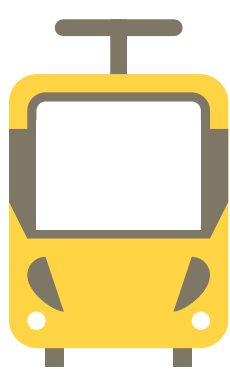
Percentage of trams departing less than two minutes late.

This route

92.7%

Overall network

89.25%



Reliability

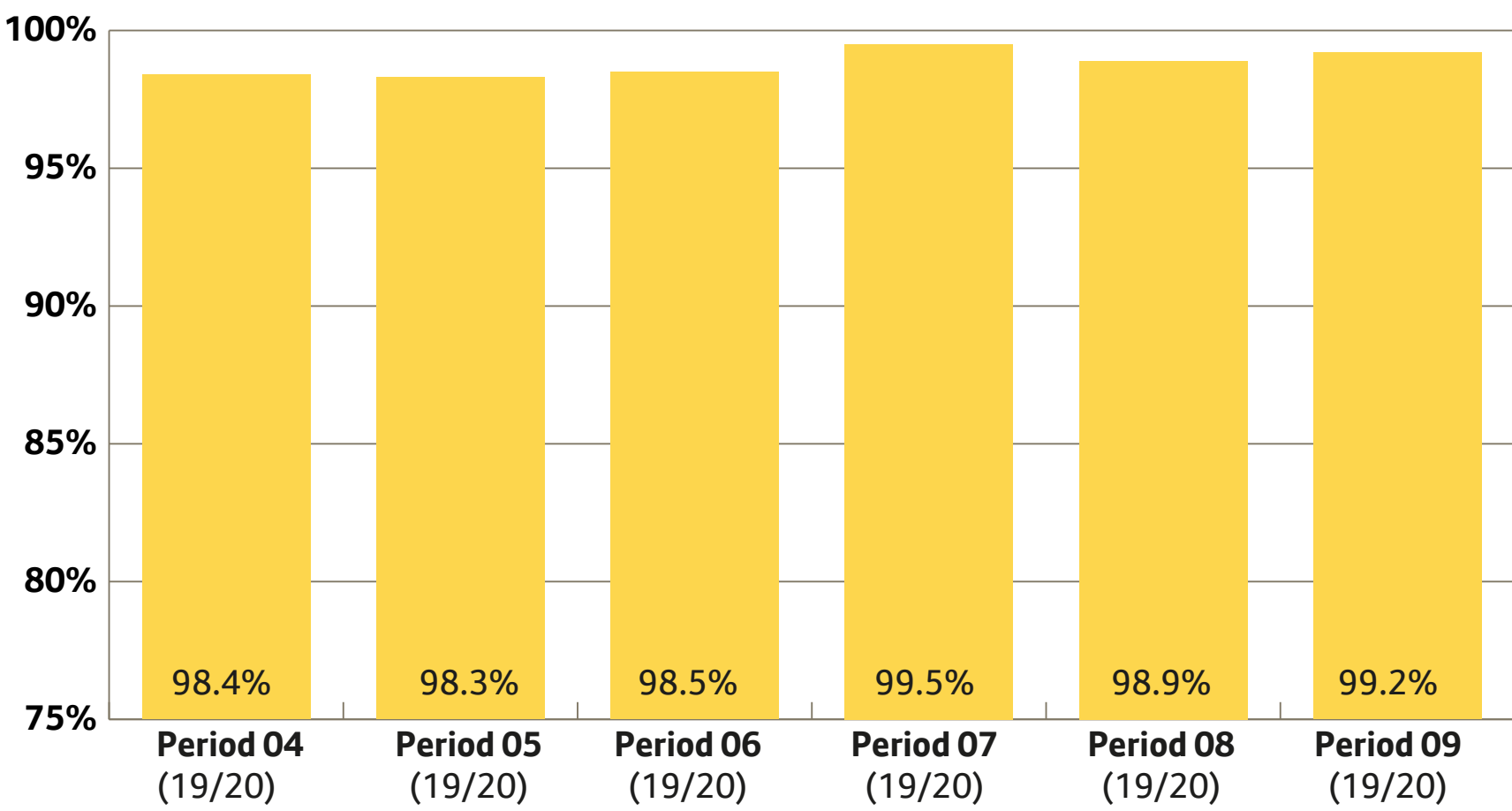
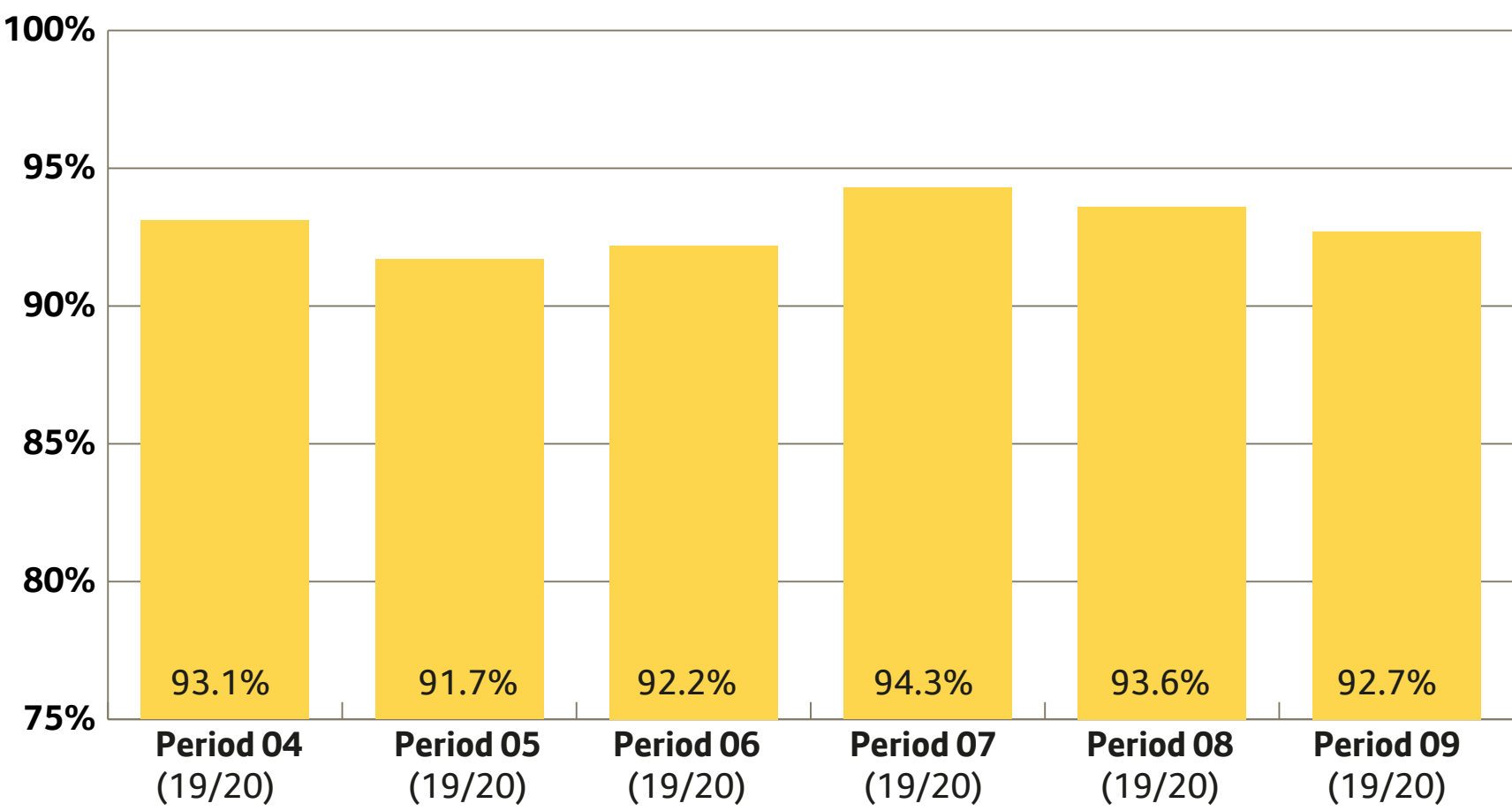
Percentage of planned miles operated.

This route

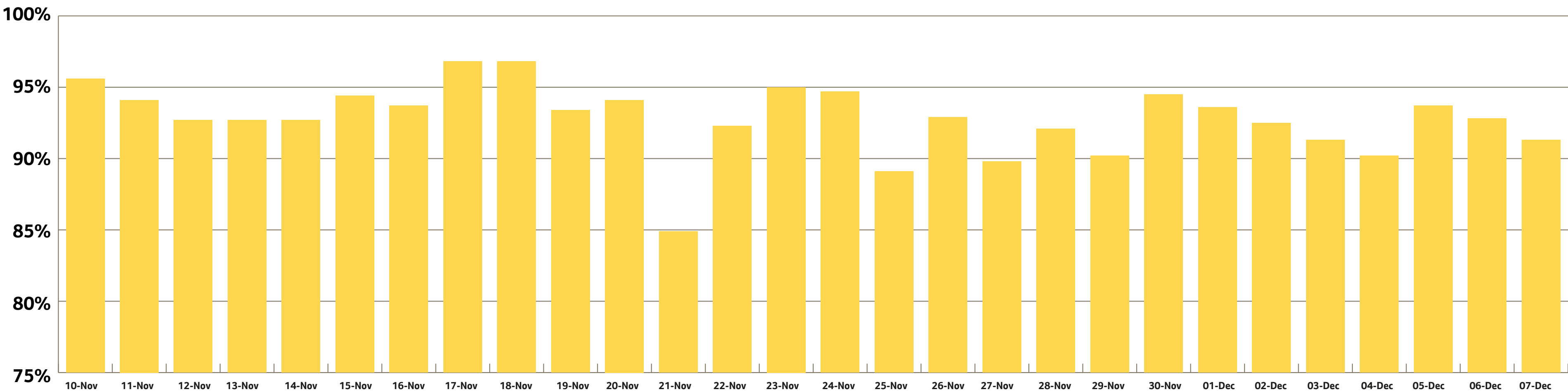
99.2%

Overall network

99.1%



Route punctuality by date



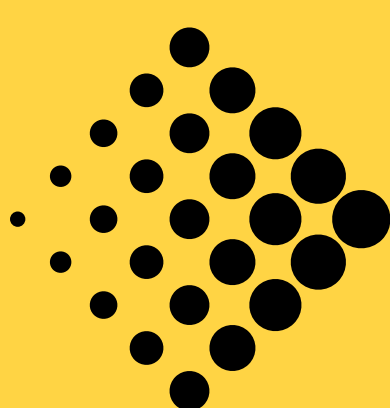
Route service disruptions

- 21 November 2019
Signal fault at Victoria
- 25 November 2019
Points fault at Victoria.

What we did to improve on this route

- CSRs have been deployed around St. Werburgh's Road in reports of School children causing issues around the area these operations have had a positive effect.

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Eccles & Media City Lines

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How we performed



Punctuality

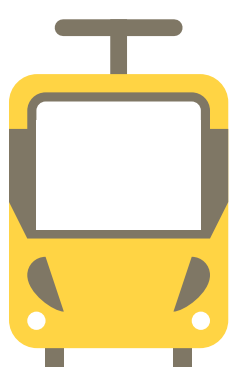
Percentage of trams departing less than two minutes late.

This route

85%

Overall network

89.25%



Reliability

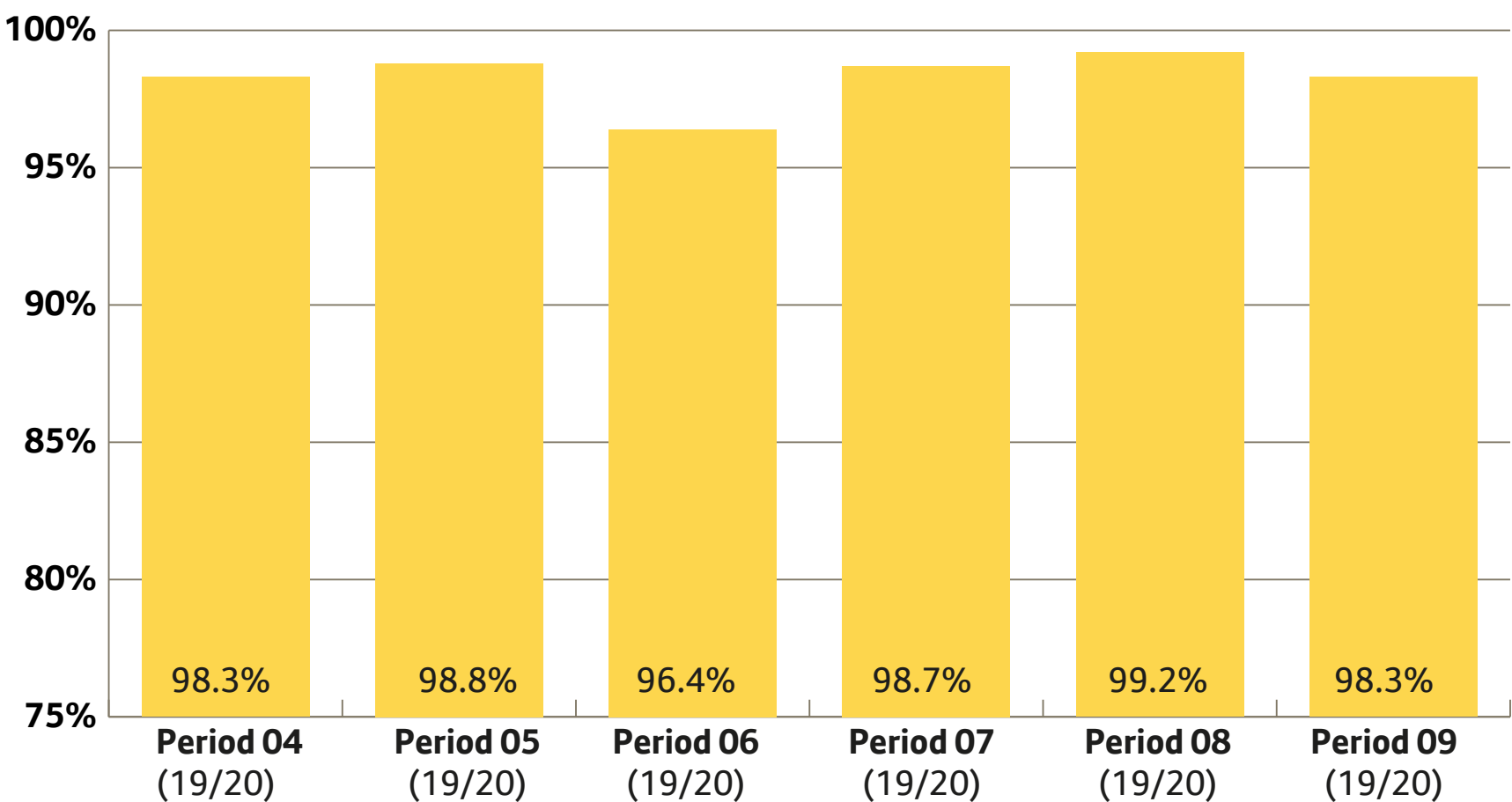
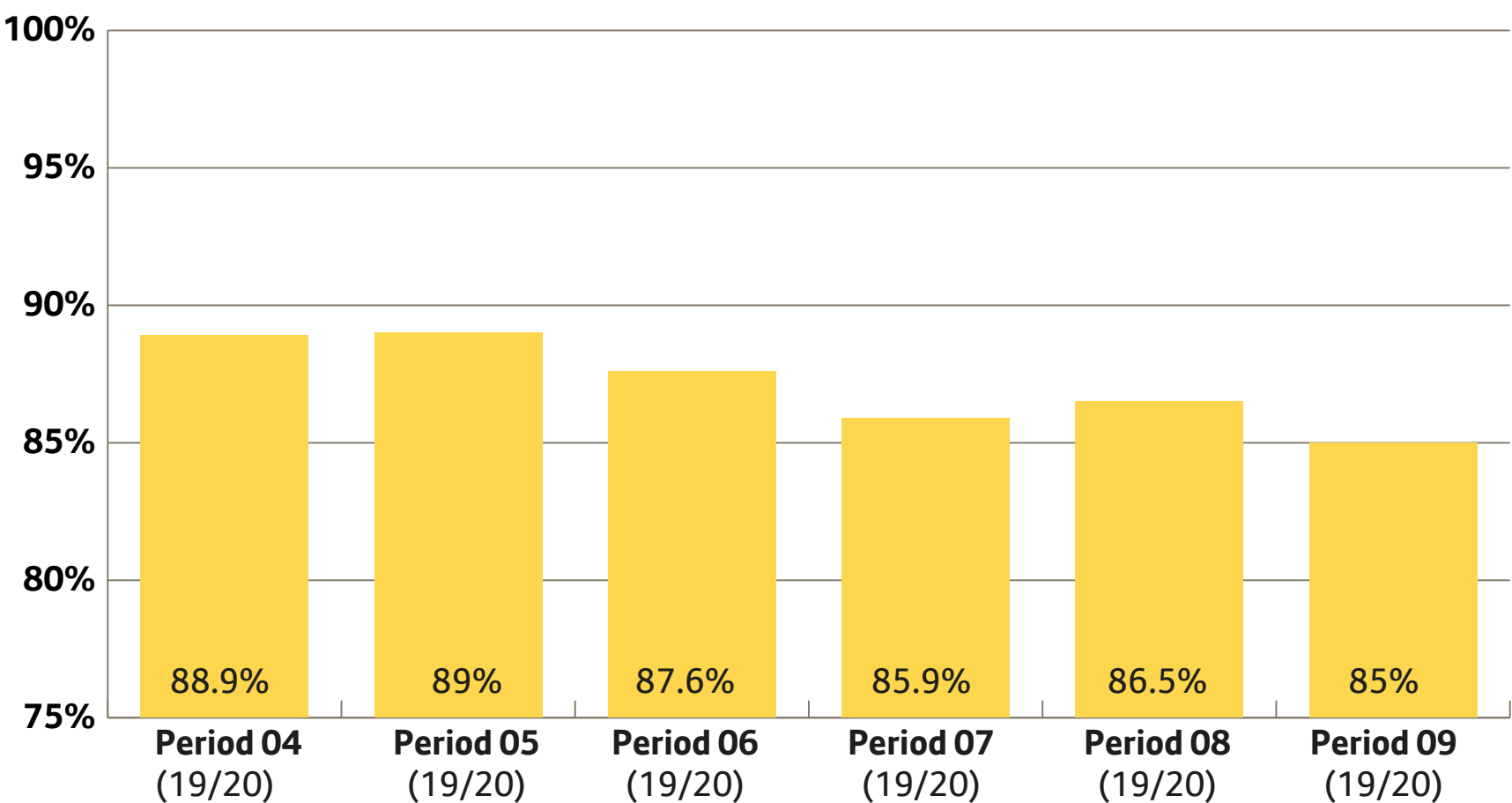
Percentage of planned miles operated.

This route

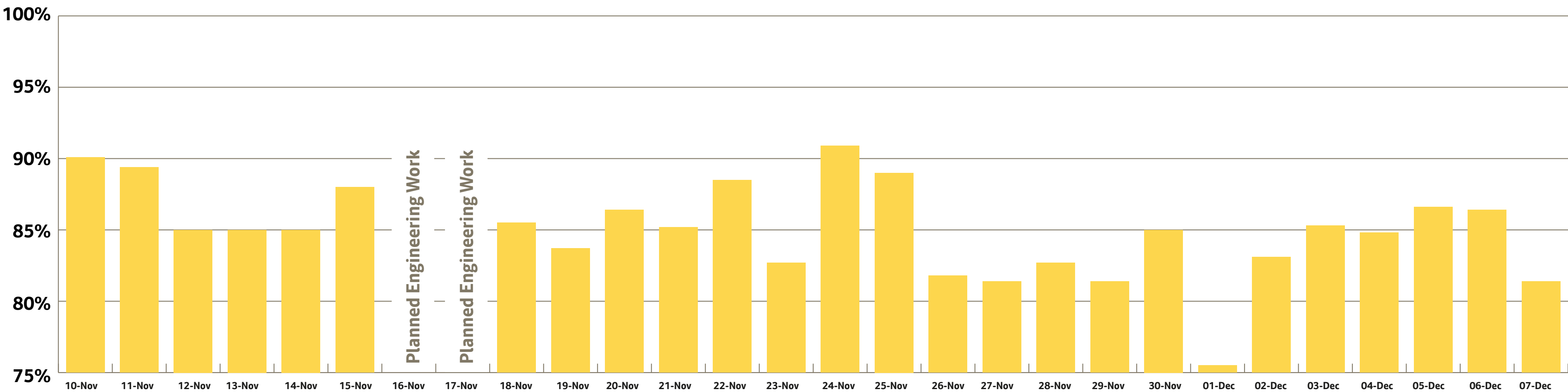
98.3%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 16 November 2019**
Planned improvement works with bus replacement at Eccles
- 17 November 2019**
Planned improvement works with bus replacement at Eccles
- 01 December 2019**
Road traffic collision at Clayton Hall.

What we did to improve on this route

- Thirteen days of crucial crew in the Salford area, reaching out to 13 schools accounting for over 1700 children across the Eccles line. This engagement educates pupils on the safety of public transport and importance of adhering to the expected behaviours. This is in aim to reduce Anti-Social Behaviour across the line.

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Oldham & Rochdale Lines

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Punctuality

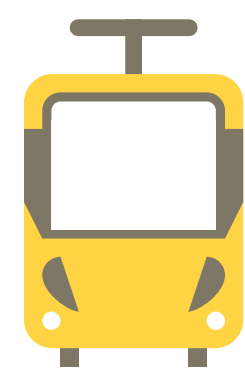
Percentage of trams departing less than two minutes late.

This route

87.2%

Overall network

89.25%



Reliability

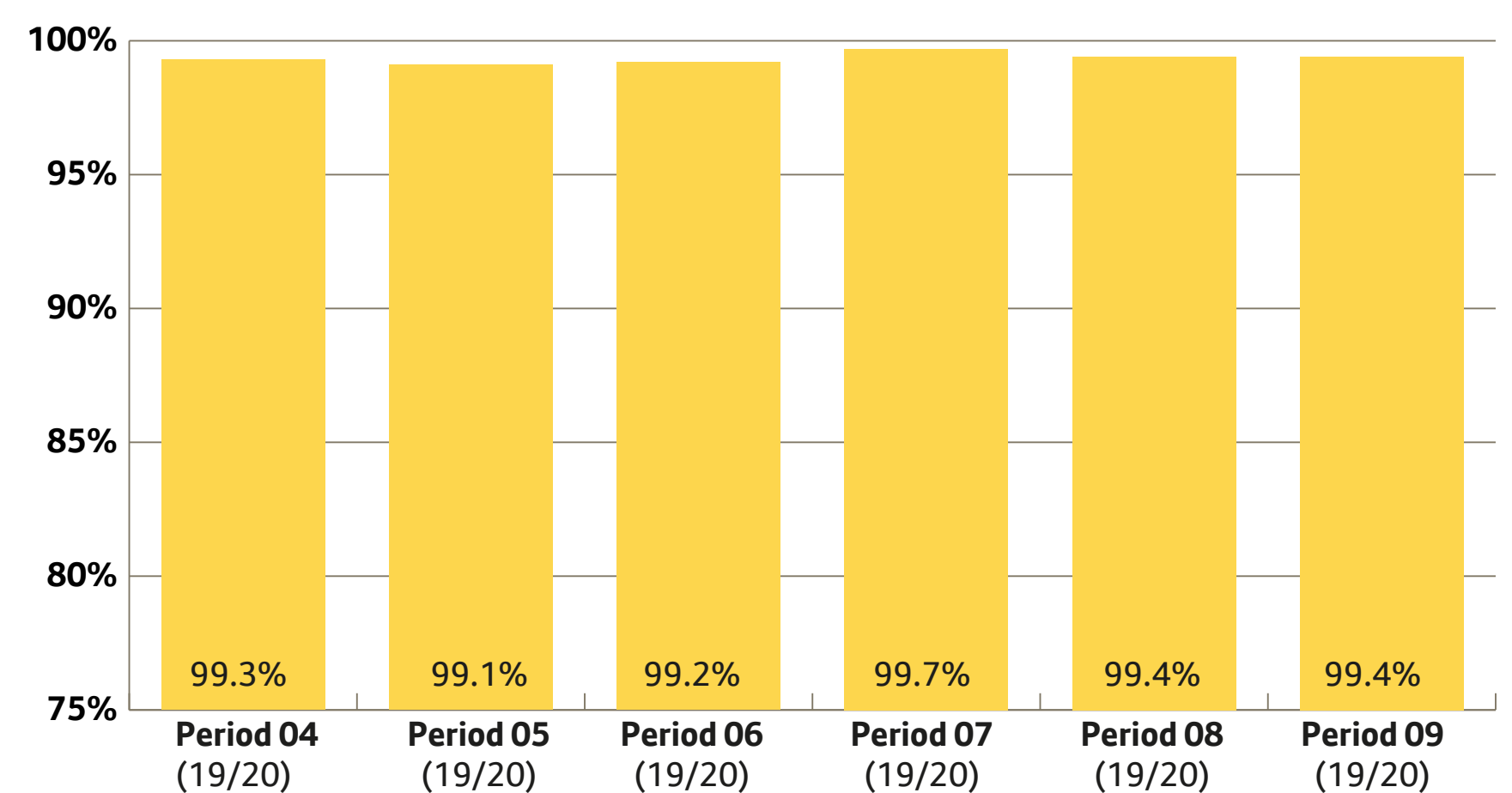
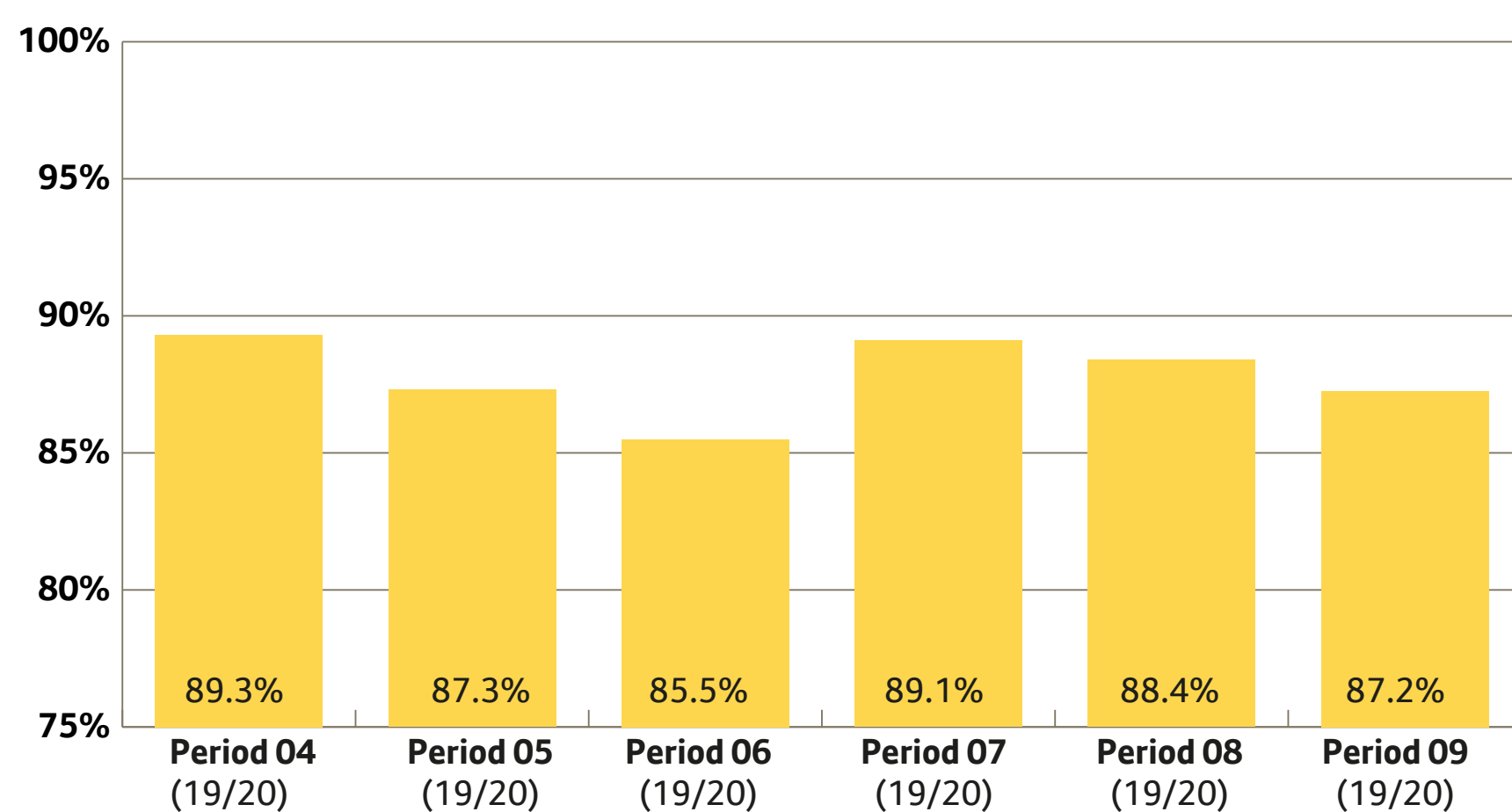
Percentage of planned miles operated.

This route

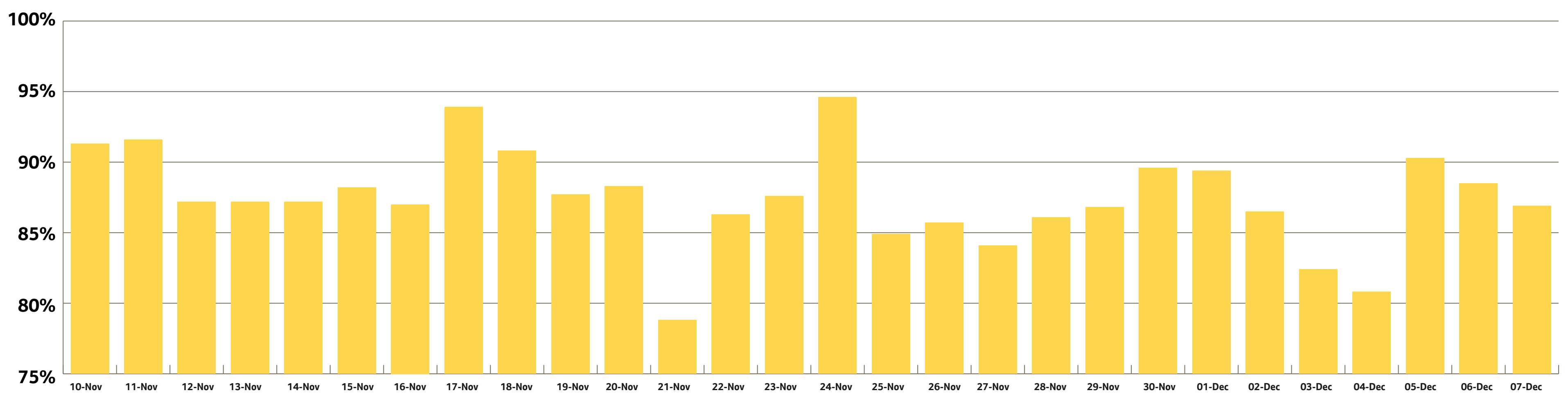
99.4%

Overall network

99.1%



Route punctuality by date



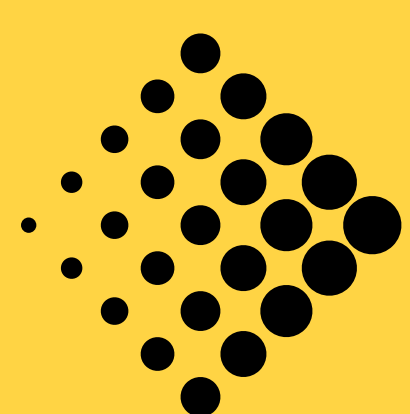
Route service disruptions

- 21 November 2019
Signal fault at Victoria
- 03 December 2019
Medical emergency at Hollinswood
- 04 December 2019
Signal fault at Victoria.

What we did to improve on this route

- CSR and Transport Unit presence along the line this was to support staff and combat antisocial behaviour
- Assemblies being delivered in local Schools by KAM to educate pupils on this line following an initial meeting with the school before the summer holidays
- KAM ambassadors attended a collaborative engagement event at Rochdale town centre following school related Anti-Social Behaviour on the bus station during the evening peak. De-vegetation works are ongoing on this line.
- Deep cleans to this line have all passed
- New CCTV cameras being rolled across stops.

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