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**

- **Reliability**
  Percentage of planned miles operated.
  
  - **99.1%**

- **Punctuality**
  Percentage of trams departing less than two minutes late.
  
  - **89.25%**

### Network Summary

<table>
<thead>
<tr>
<th>Station</th>
<th>Period 04 (19/20)</th>
<th>Period 05 (19/20)</th>
<th>Period 06 (19/20)</th>
<th>Period 07 (19/20)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport</td>
<td>98.9%</td>
<td>90%</td>
<td>89.9%</td>
<td>90.3%</td>
</tr>
<tr>
<td>Altrincham</td>
<td>98.9%</td>
<td>90%</td>
<td>89.9%</td>
<td>90.3%</td>
</tr>
<tr>
<td>Ashton</td>
<td>98.9%</td>
<td>90%</td>
<td>89.9%</td>
<td>90.3%</td>
</tr>
<tr>
<td>Bury</td>
<td>98.9%</td>
<td>90%</td>
<td>89.9%</td>
<td>90.3%</td>
</tr>
<tr>
<td>East Didsbury</td>
<td>87.6%</td>
<td>85%</td>
<td>88%</td>
<td>89.9%</td>
</tr>
<tr>
<td>Eccles</td>
<td>90.1%</td>
<td>90%</td>
<td>89.9%</td>
<td>90.3%</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>87.2%</td>
<td>85%</td>
<td>89.9%</td>
<td>90.3%</td>
</tr>
</tbody>
</table>

### Cancellations

- **0.55%** of all planned journeys.

### Short journeys

- **0.56%** of all planned journeys.

Issued on 27 December 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: 10 November until 09 December 2019

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.

Issued on 27 December 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: 10 November until 09 December 2019

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

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.

Route service disruptions

- 21 November 2019
  - Signal fault at Victoria.

Issued on 27 December 2019
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: 10 November until 09 December 2019

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.

Issued on 27 December 2019
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: 10 November until 09 December 2019

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.

Issued on 27 December 2019
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: 10 November until 09 December 2019

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.

Issued on 27 December 2019

Metrolink Performance

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.

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.

Issued on 27 December 2019
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: 10 November until 09 December 2019

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.

Issued on 27 December 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: 10 November until 09 December 2019

How we performed

Reliability
Percentage of planned miles operated.
This route 99.4%
Overall network 99.1%

Punctuality
Percentage of trams departing less than two minutes late.
This route 87.2%
Overall network 89.25%

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.

Issued on 27 December 2019