

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.

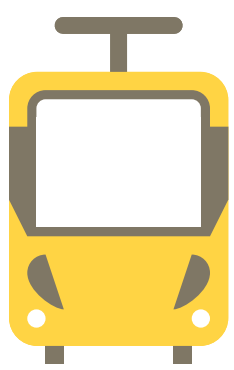
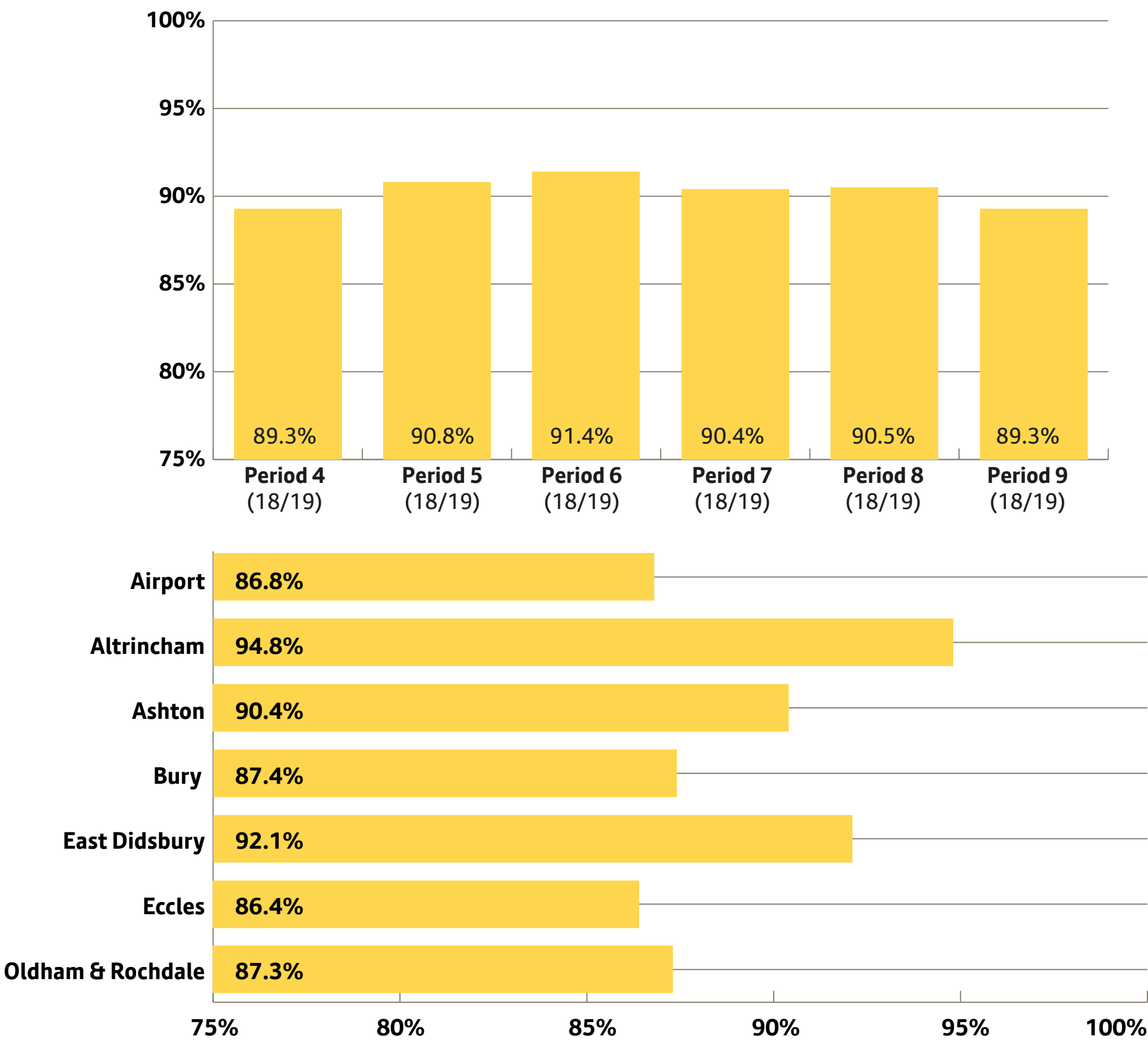
This report covers the four-week period between: **11 November until 08 December 2018**



Punctuality

Percentage of trams departing less than two minutes late.

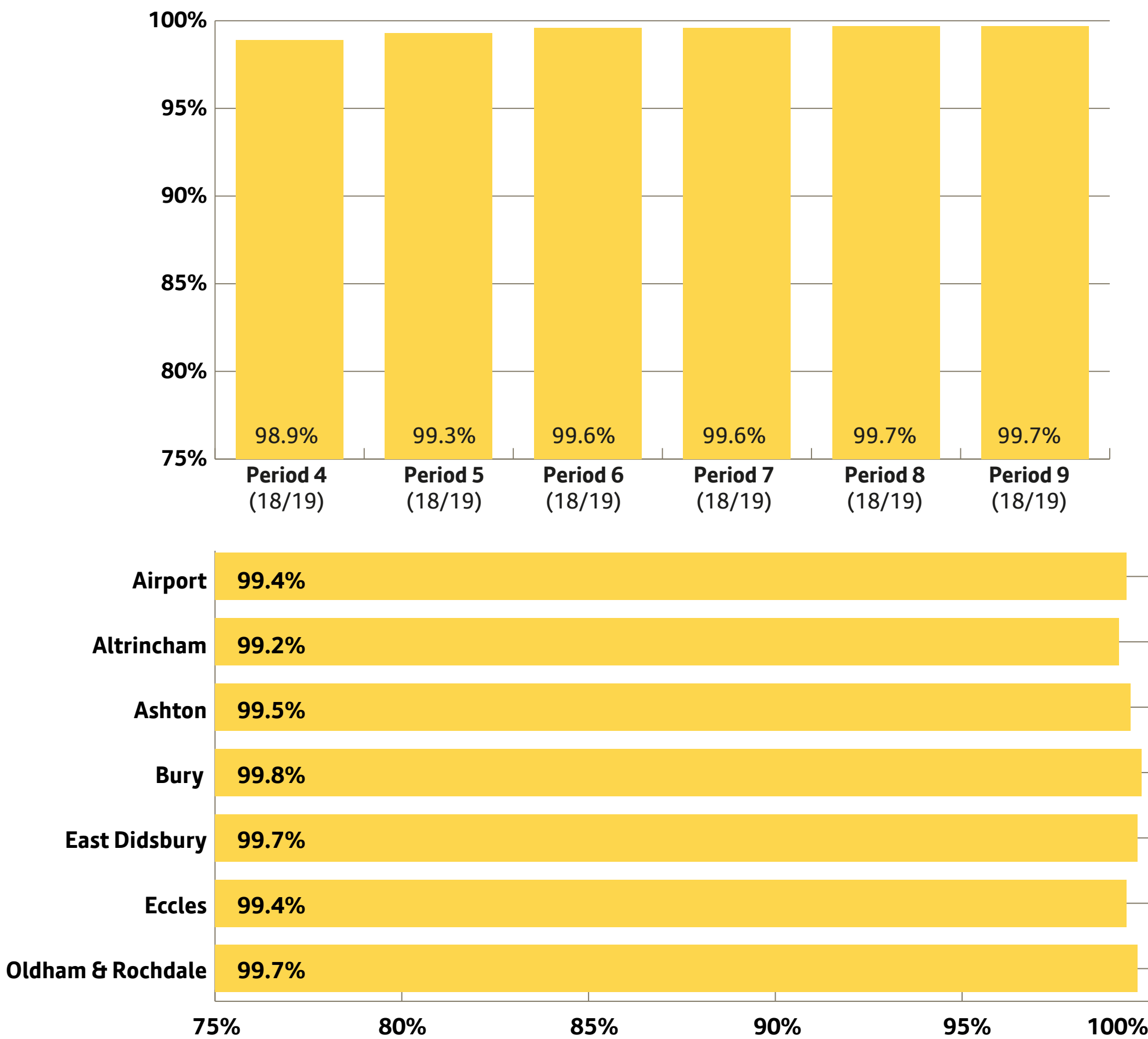
89.3%



Reliability

Percentage of planned miles operated.

99.7%



Cancellations

Journeys cancelled.

0.24% of all planned journeys.



Short journeys

Incomplete journeys.

0.32% of all planned journeys.

How we performed

Reliability across the network remained at a record high, we operated 99.7% of planned mileage. Network punctuality performance has declined slightly and is mainly attributed to various incidents across the Airport line.

In partnership with TfGM, Christmas cheer was brought to Market Street through a bespoke Vodafone campaign.

Additional cleaning activities have continued in and around the City Centre at this seasonally busy time.

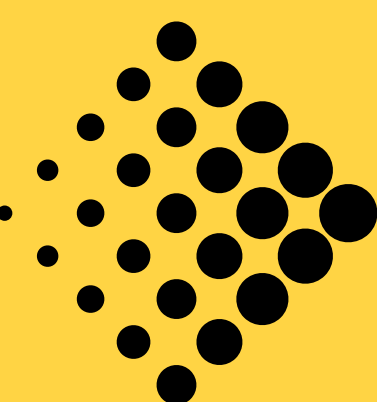
By working with key stakeholders, TfGM and Network Rail, we have now obtained approval to conduct a trial of new litter bins at Victoria Station.

What we are doing to improve

To meet the increased demand across the network from additional shoppers and revellers during the festive period, we have enhanced our service by providing additional double trams. This has enabled us to provide extra capacity for up to 4,600 customers during the busiest times.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 7 January



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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.

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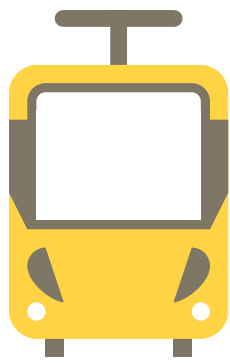
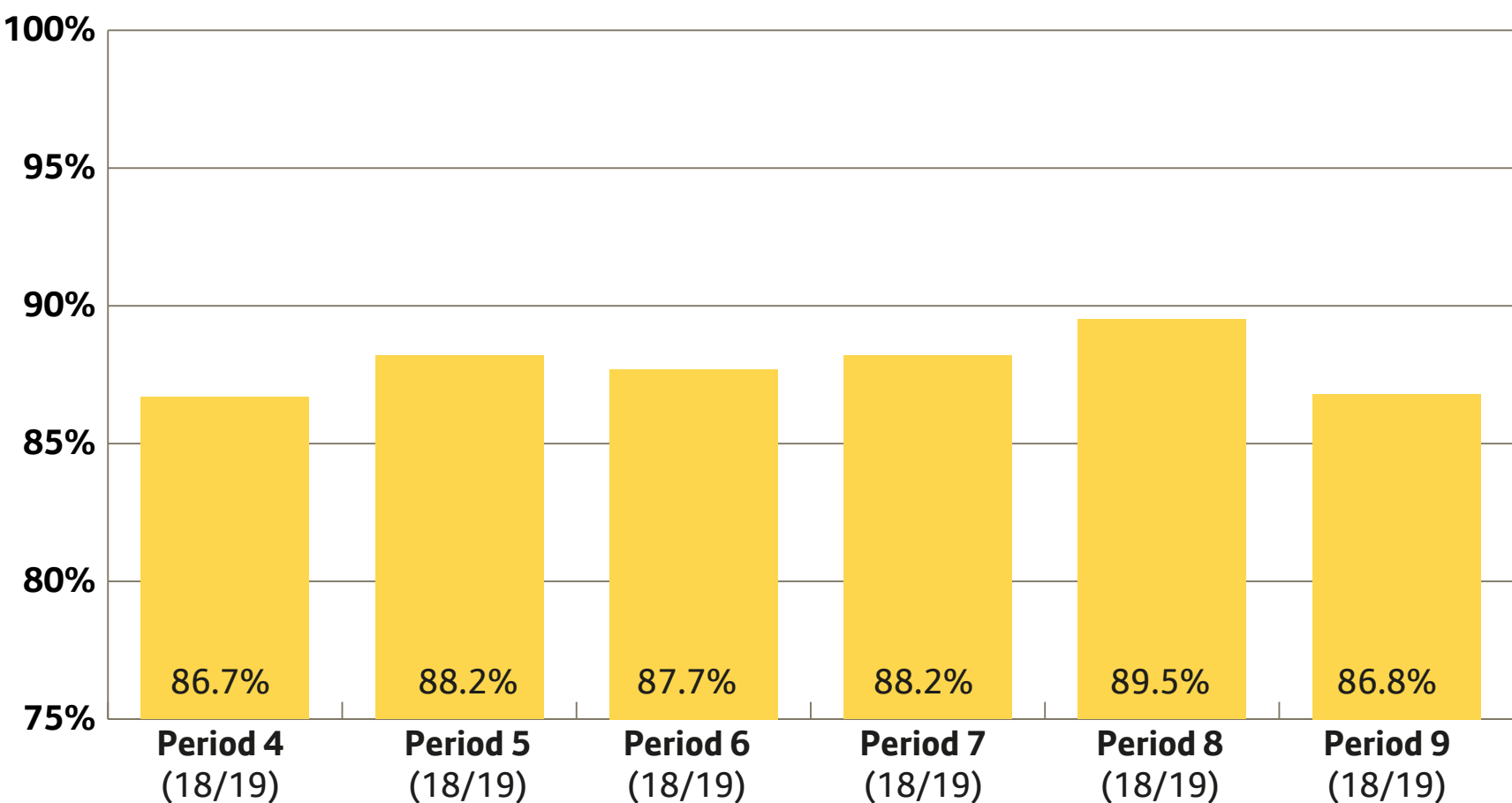


Punctuality

Percentage of trams departing less than two minutes late.

This route
86.8%

Overall network
89.3%

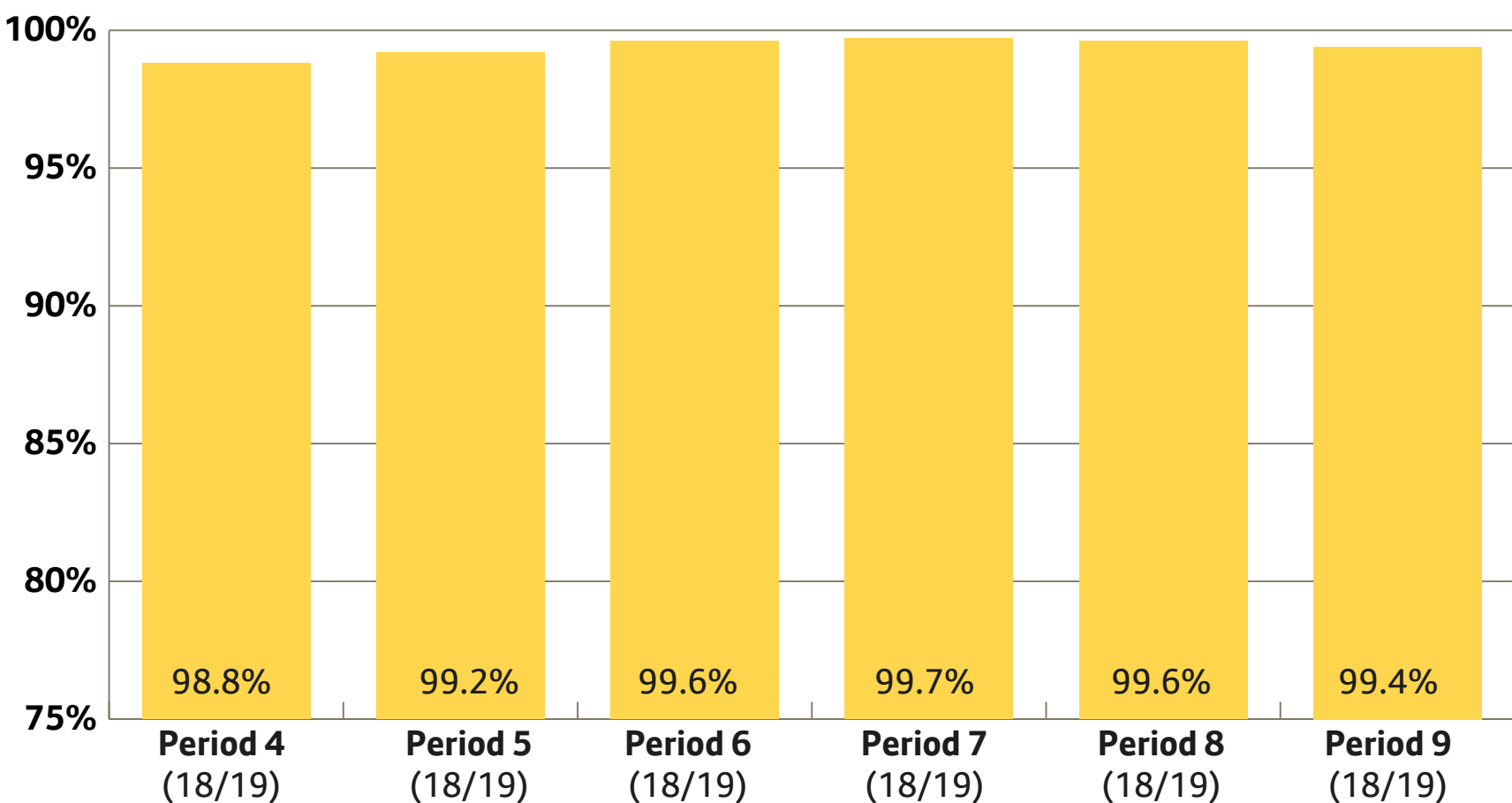


Reliability

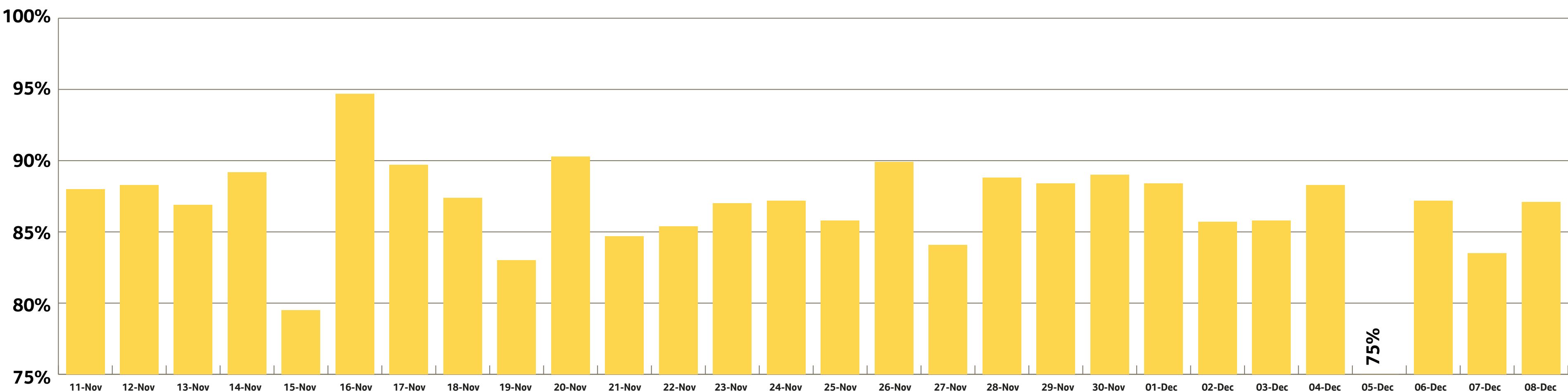
Percentage of planned miles operated.

This route
99.4%

Overall network
99.7%



Route punctuality by date



Route service disruptions

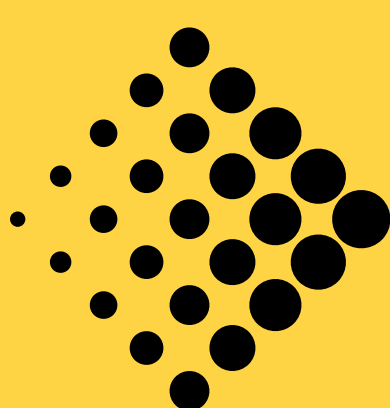
- 15 November** Road traffic collision near Barlow Moor Road
- 19 November** Medical emergency on board a tram at Sale Water Park
- 27 November** Points fault at Victoria
- 05 December** Event congestion in Manchester City Centre
- 07 December** Unavailability of drivers.

How we performed

Performance was blighted by several incidents across the period, most notably on 19th November when three incidents caused significant disruption to customers.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 7 January



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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.

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Punctuality

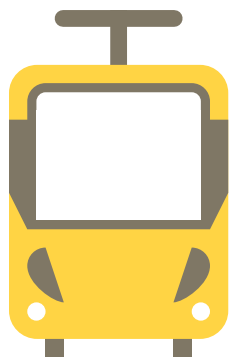
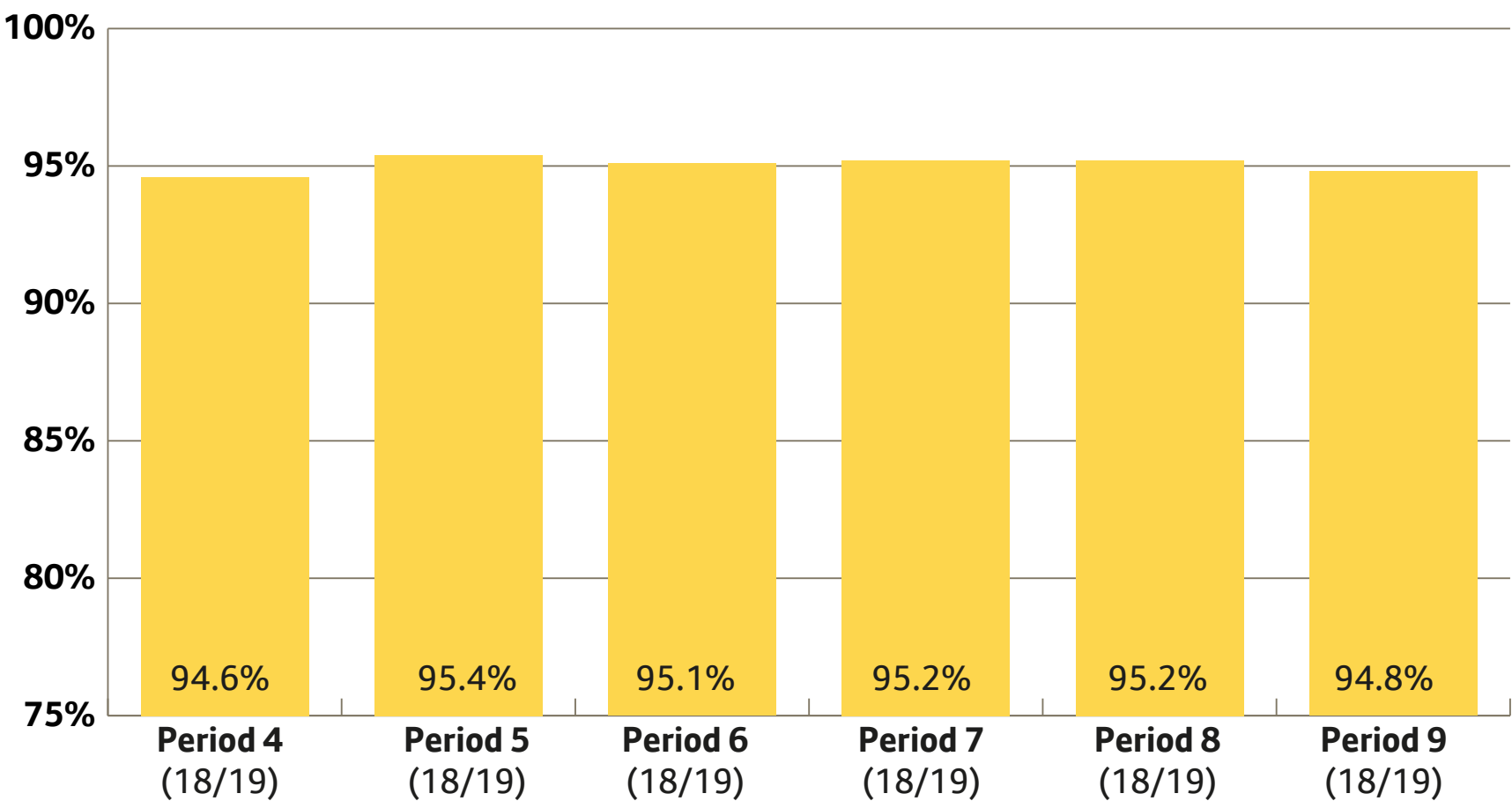
Percentage of trams departing less than two minutes late.

This route

94.8%

Overall network

89.3%



Reliability

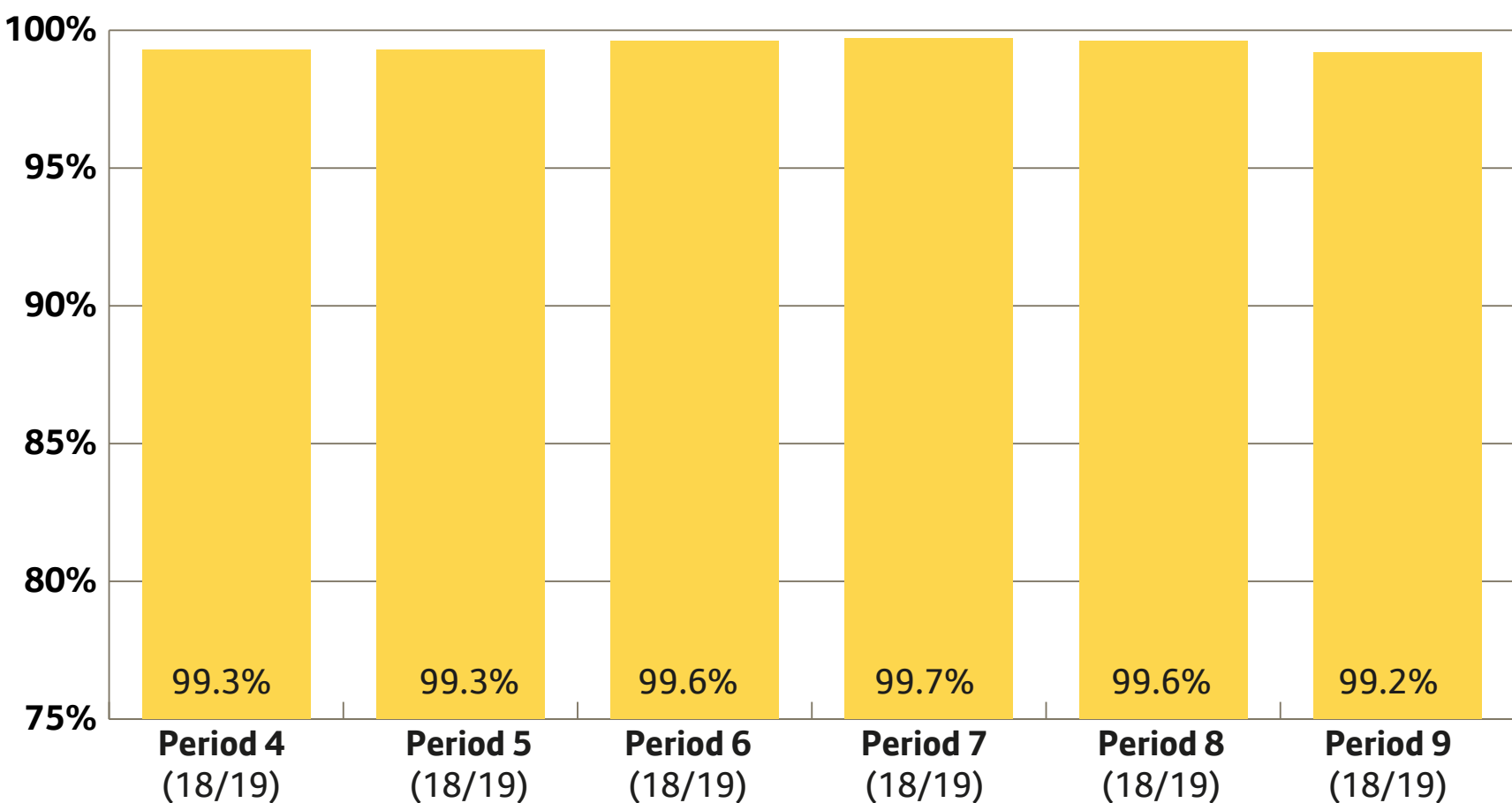
Percentage of planned miles operated.

This route

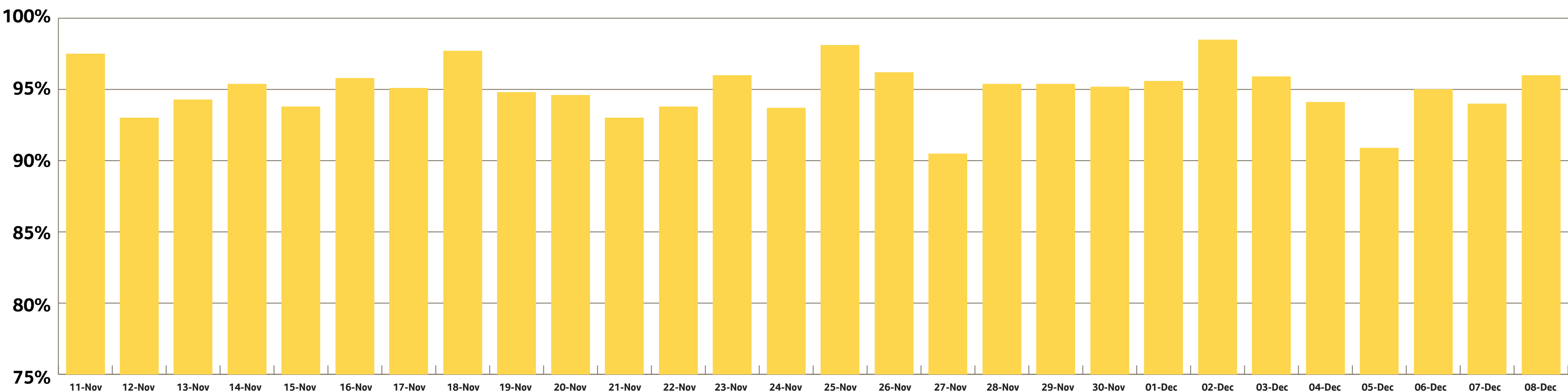
99.2%

Overall network

99.7%



Route punctuality by date



Route service disruptions

No significant disruptions on this route affecting the service.

How we performed

A renown fly-tipping hotspot at Trent Bridge Walk is being tackled, unsightly vegetation and litter within the surrounding area is being removed.

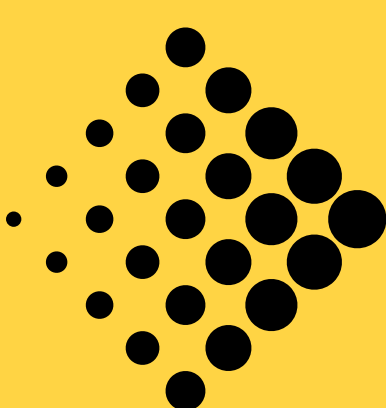
What we are doing to improve

We will continue to assess viable improvements by work closely with Network rail who manage the signalling section between Timperley and Altrincham.

In the next few weeks, we will begin to distribute new grit bins that will be strategically positioned across the network. This will eliminate the need for staff to transport supplies when tackling icy weather.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 7 January



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Metrolink Performance

Ashton-under-Lyne Line

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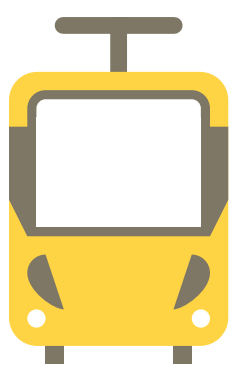
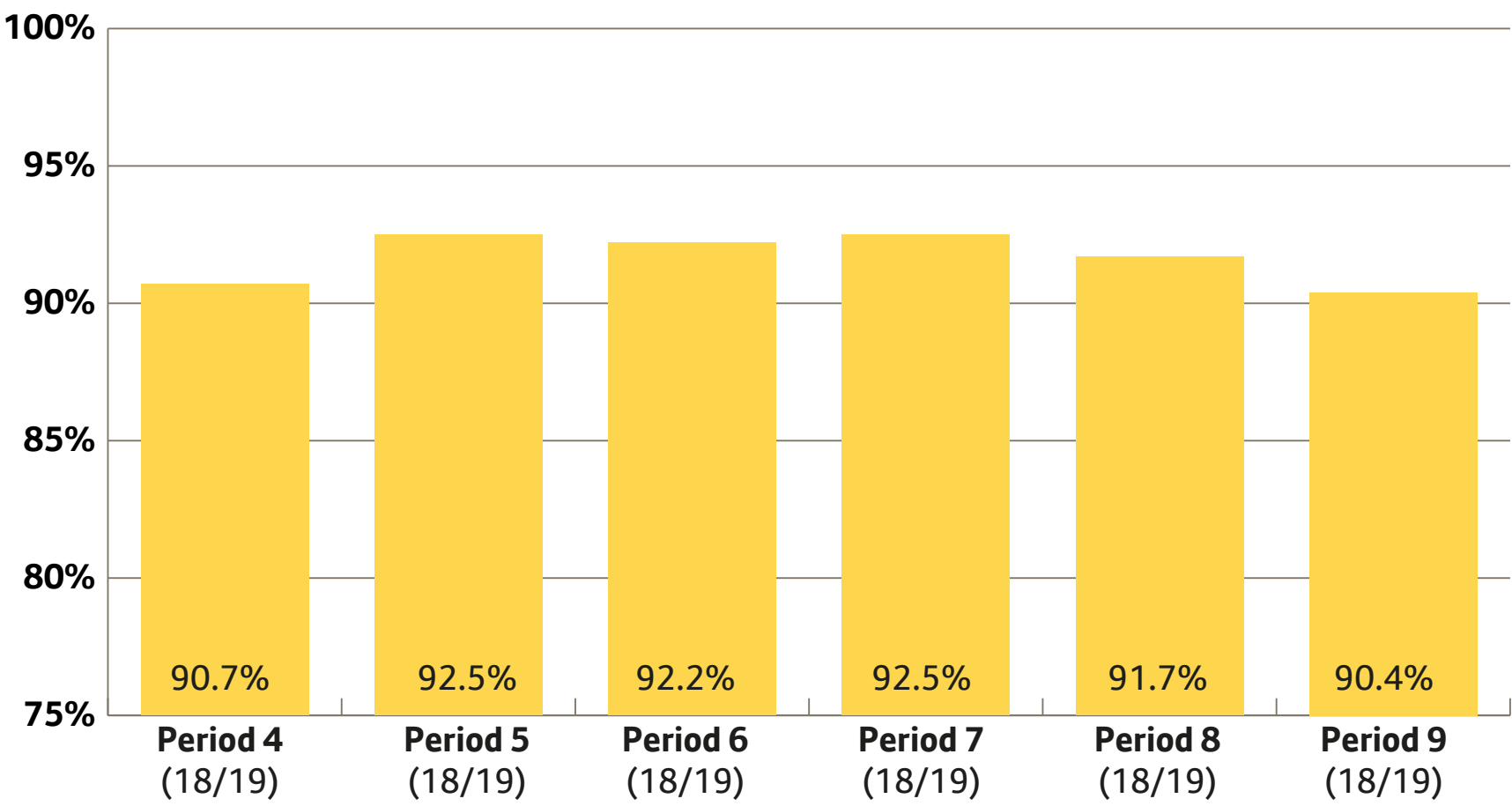


Punctuality

Percentage of trams departing less than two minutes late.

This route
90.4%

Overall network
89.3%

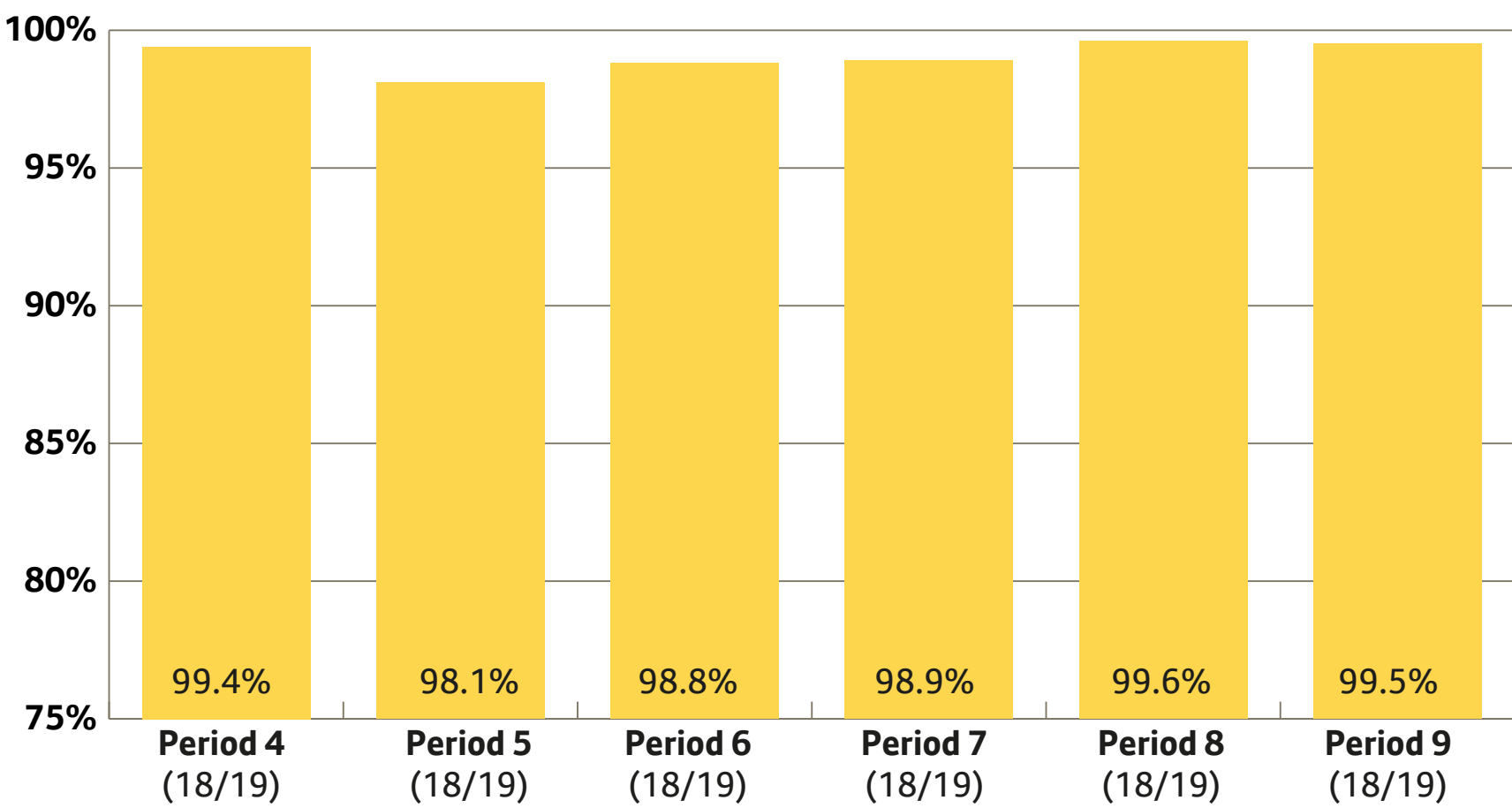


Reliability

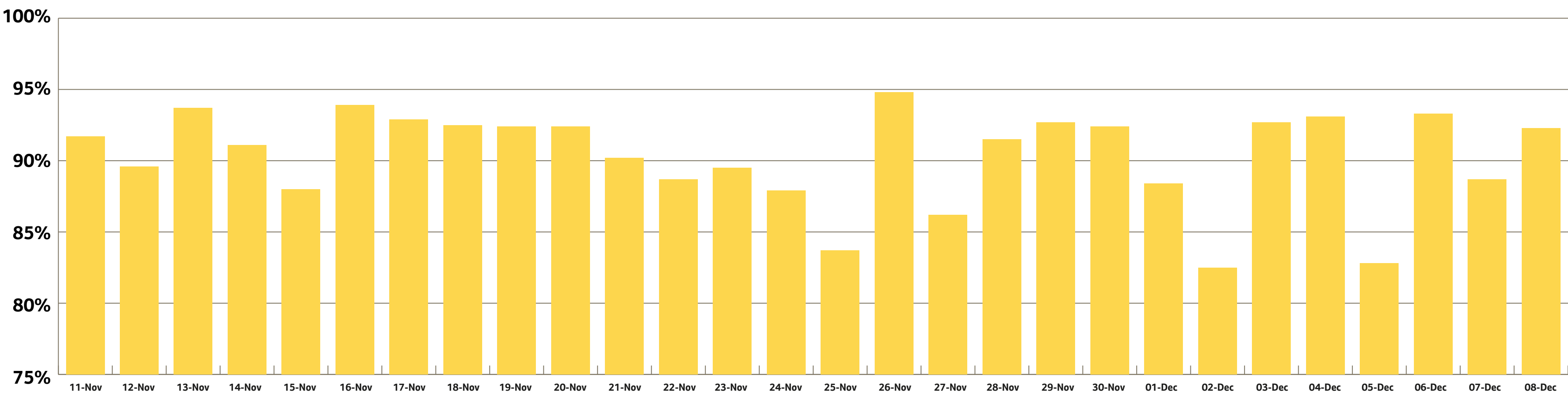
Percentage of planned miles operated.

This route
99.5%

Overall network
99.7%



Route punctuality by date



Route service disruptions

- 25 November** Signalling fault at MediaCity UK
- 02 December** Tram fault at Deansgate
- 05 December** Event congestion in Manchester City Centre.

How we performed

A couple of safety incidents occurred at Piccadilly, this led to reduced availability of escalators for short periods.

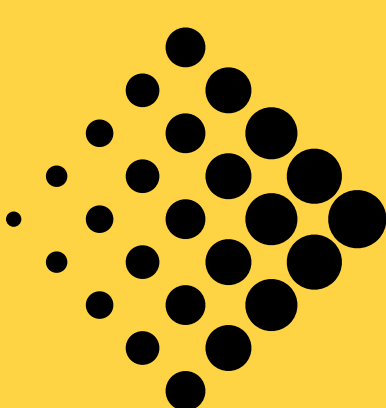
Our cleaning team removed an excessive amount of litter from track infrastructure near Etihad campus.

What we are doing to improve

New safety signage shall be installed at Piccadilly and Bury next period and various safety enhancements are currently under review.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 7 January



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Metrolink Performance

Bury Line

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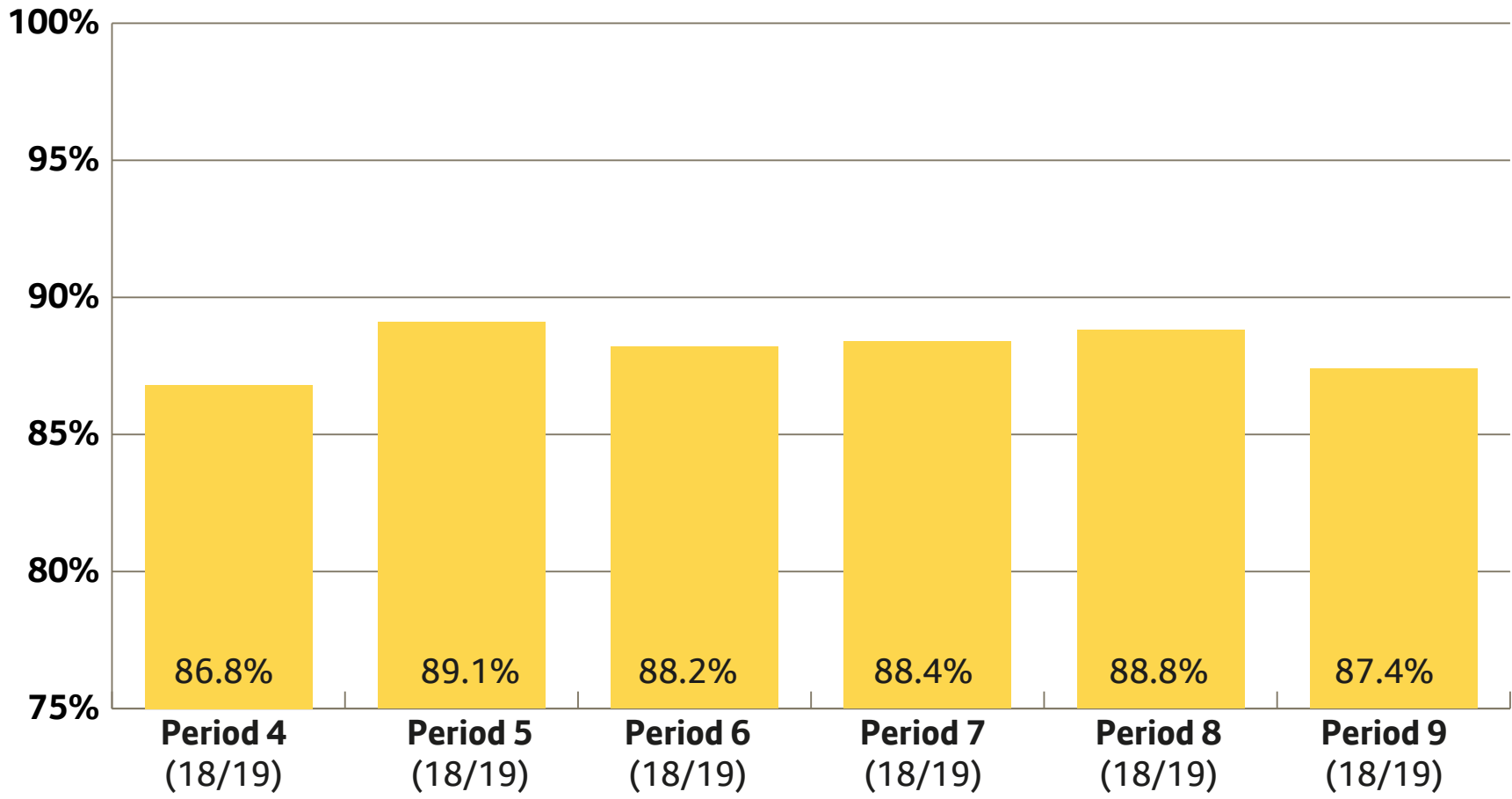


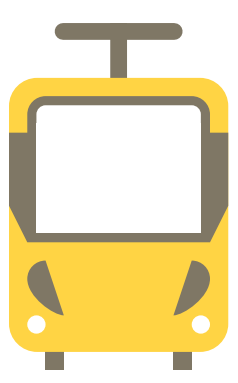
Punctuality

Percentage of trams departing less than two minutes late.

This route
87.4%

Overall network
89.3%



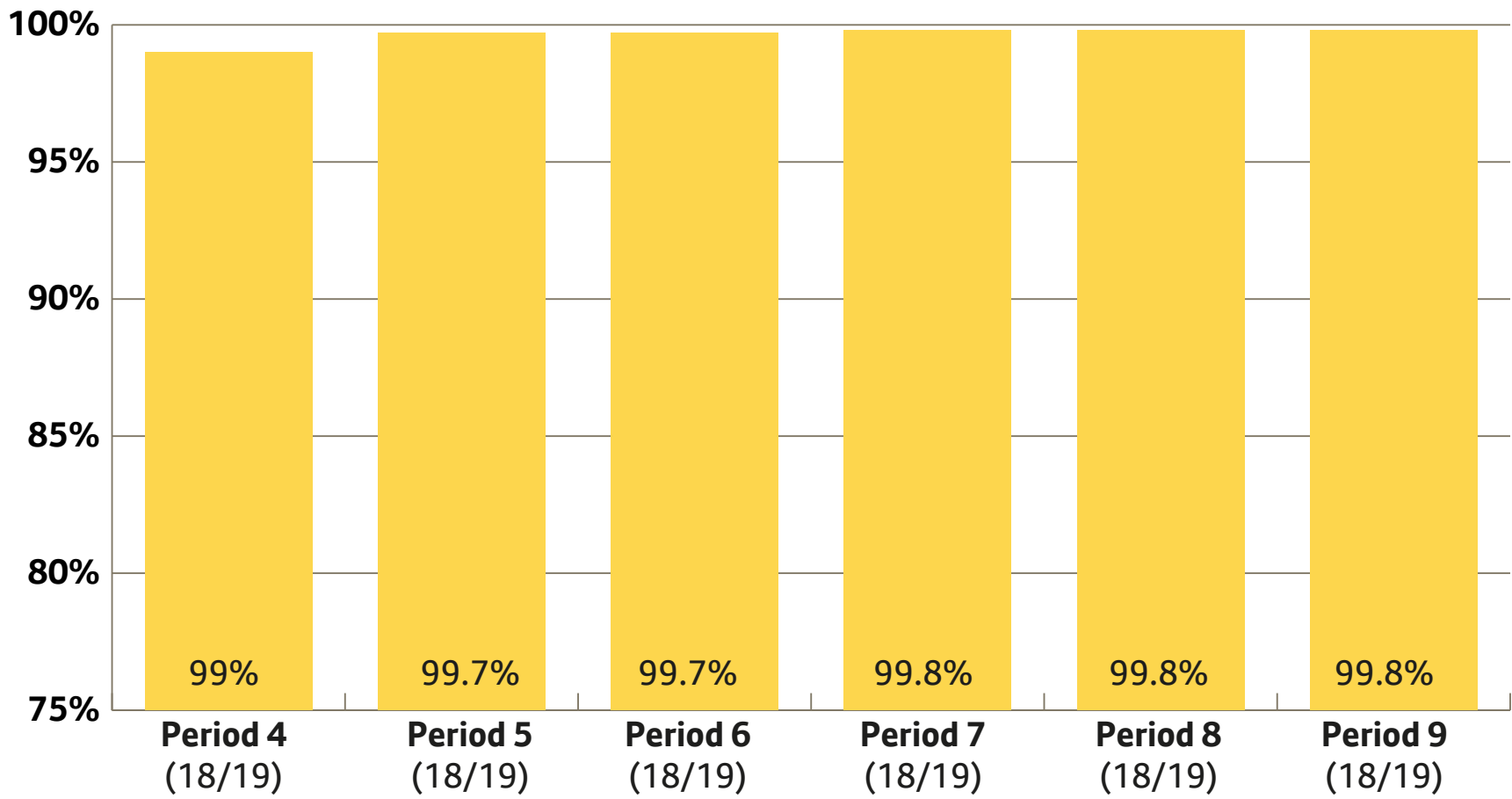


Reliability

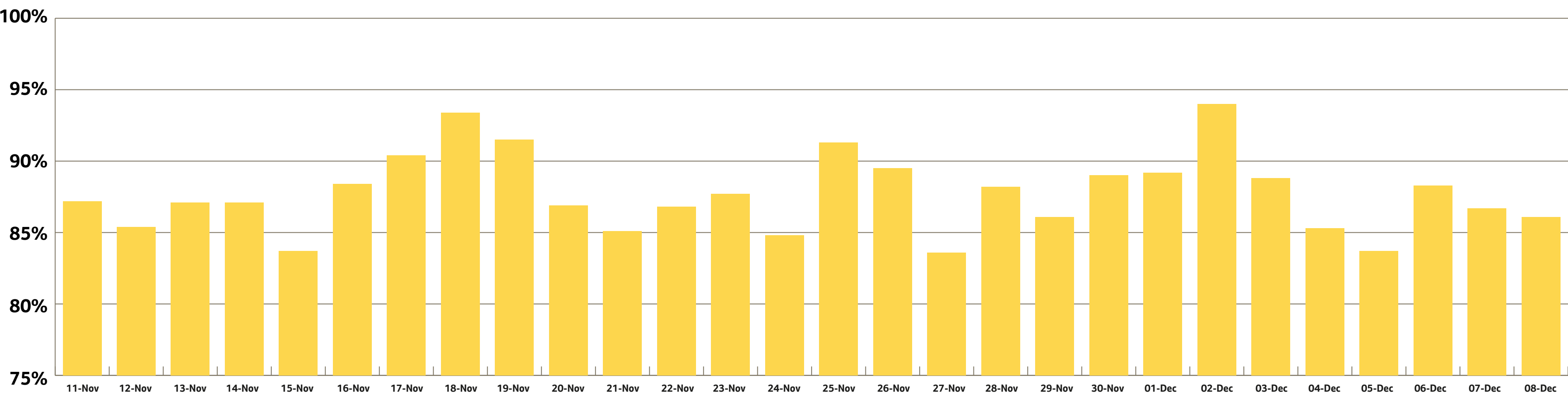
Percentage of planned miles operated.

This route
99.8%

Overall network
99.7%



Route punctuality by date



Route service disruptions

- 15 November** Tram door fault at Prestwich
- 27 November** Network Rail signalling fault
- 05 December** Event congestion in Manchester City Centre.

How we performed

With assistance from TfGM and Bury Council, notices were distributed to residents to help combat fly-tipping and raise awareness of this illegal offence.

What we are doing to improve

We intend to form similar successful partnerships with other local authorities to combat the reoccurrence of fly tipping.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

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Metrolink Performance

East Didsbury Line

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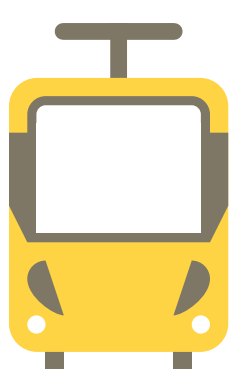
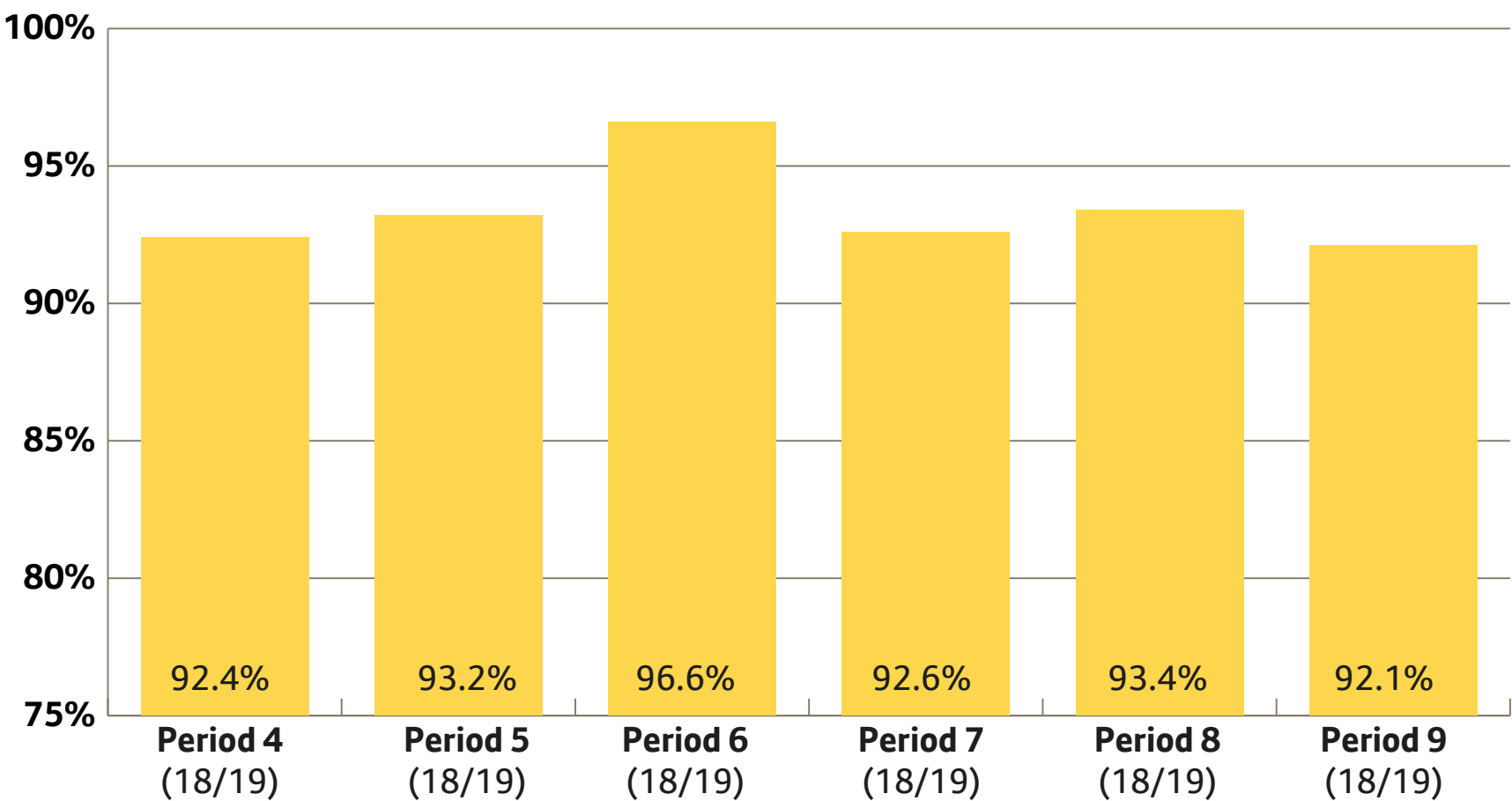


Punctuality

Percentage of trams departing less than two minutes late.

This route
92.1%

Overall network
89.3%

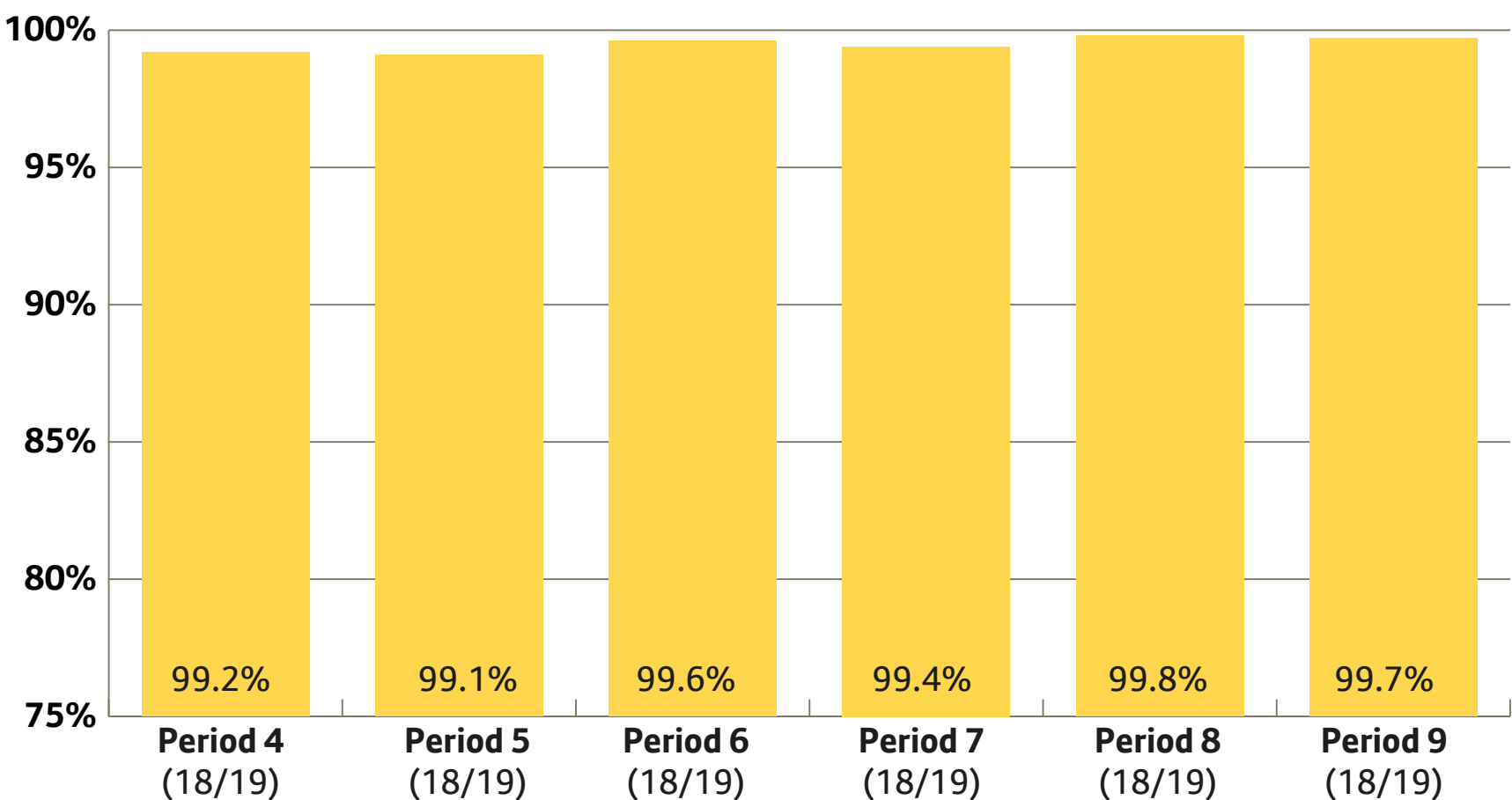


Reliability

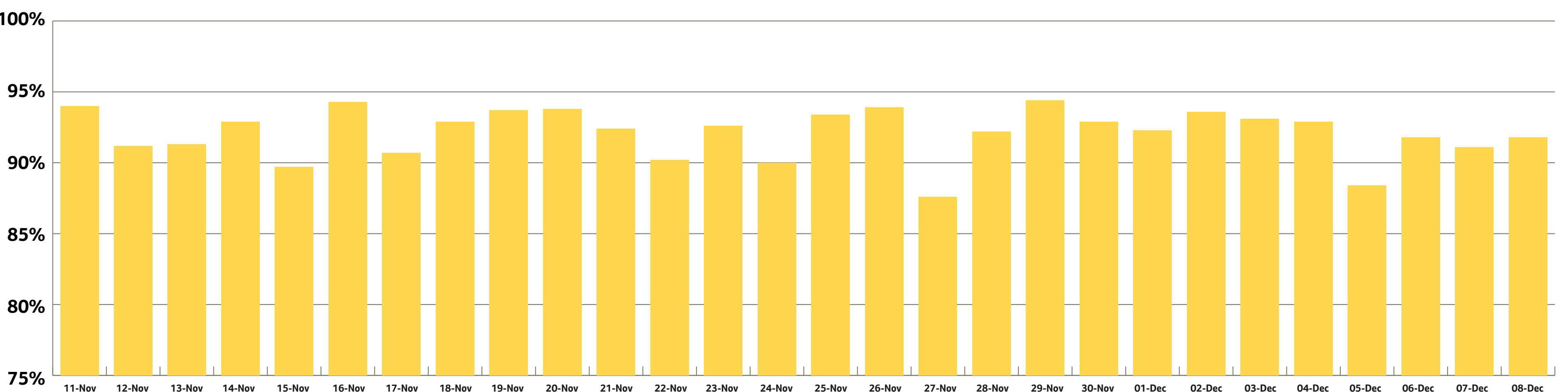
Percentage of planned miles operated.

This route
99.7%

Overall network
99.7%



Route punctuality by date



Route service disruptions

No significant disruptions on this route affecting the service.

How we performed

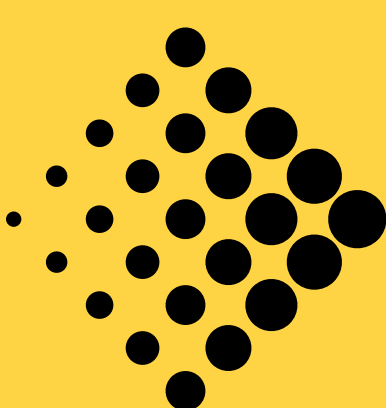
Customers encountered some disruption caused by several closures of the second city crossing. This was ultimately due to various events within the City Centre and road traffic congestion.

What we are doing to improve

To mitigate the impact of traffic congestion and gain better oversight of service affecting events, our Planning team will liaise with Manchester City Council and other accountable stakeholders.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 7 January



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Metrolink Performance

Eccles & Media City Lines

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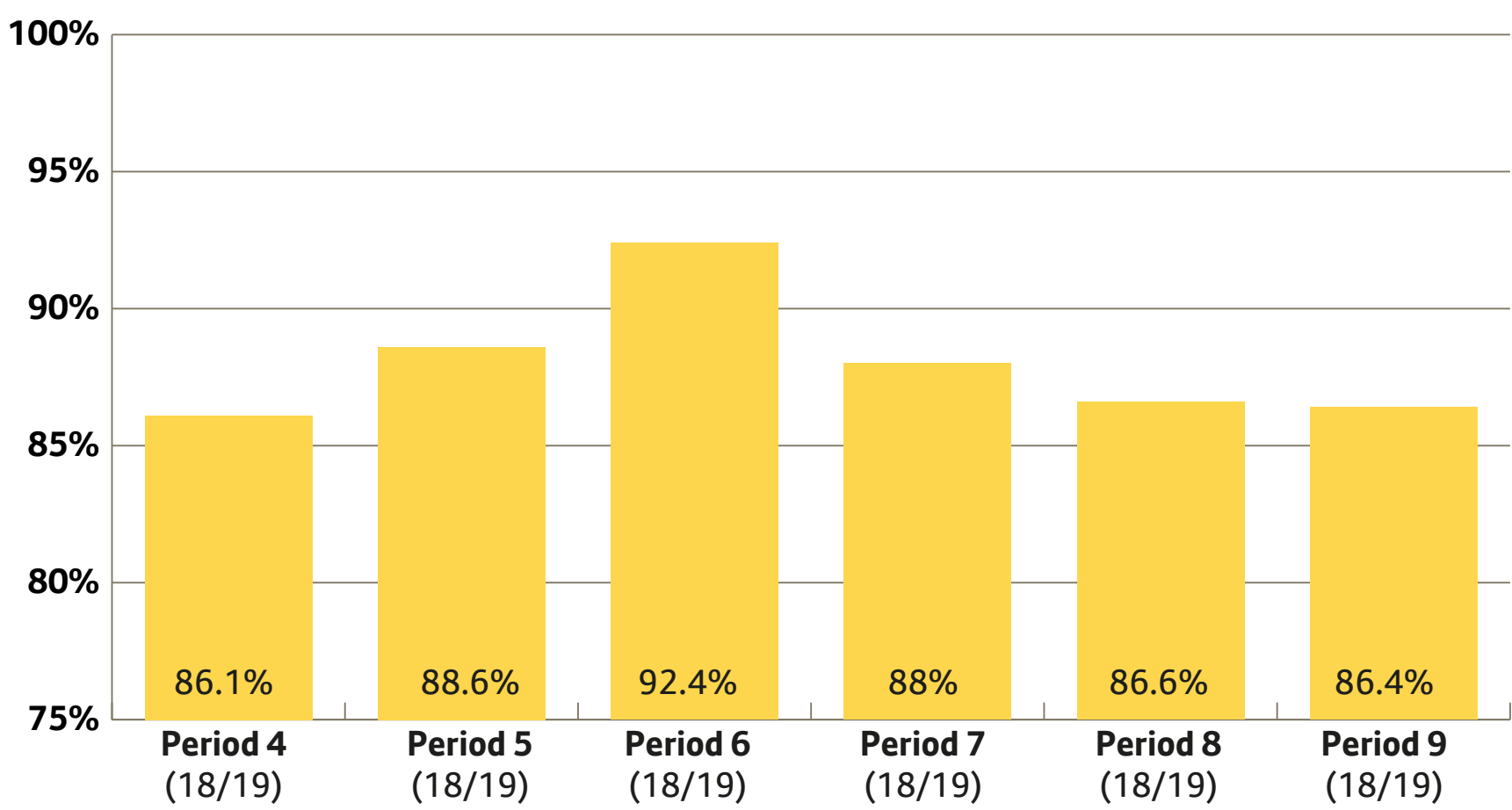


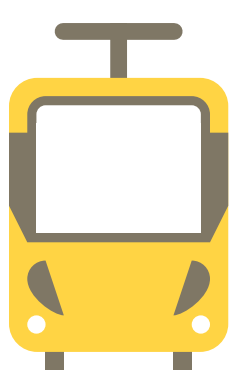
Punctuality

Percentage of trams departing less than two minutes late.

This route
86.4%

Overall network
89.3%



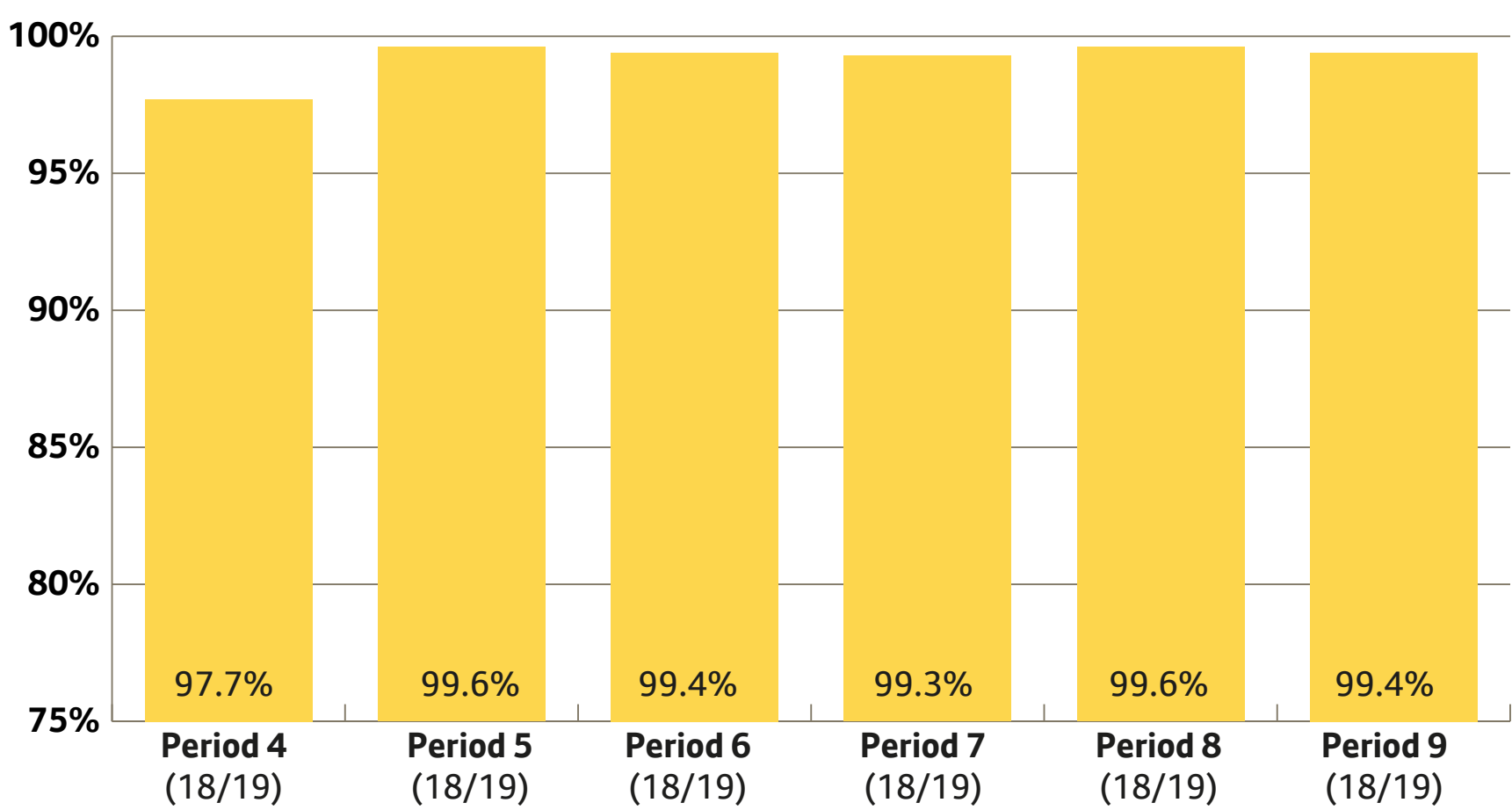


Reliability

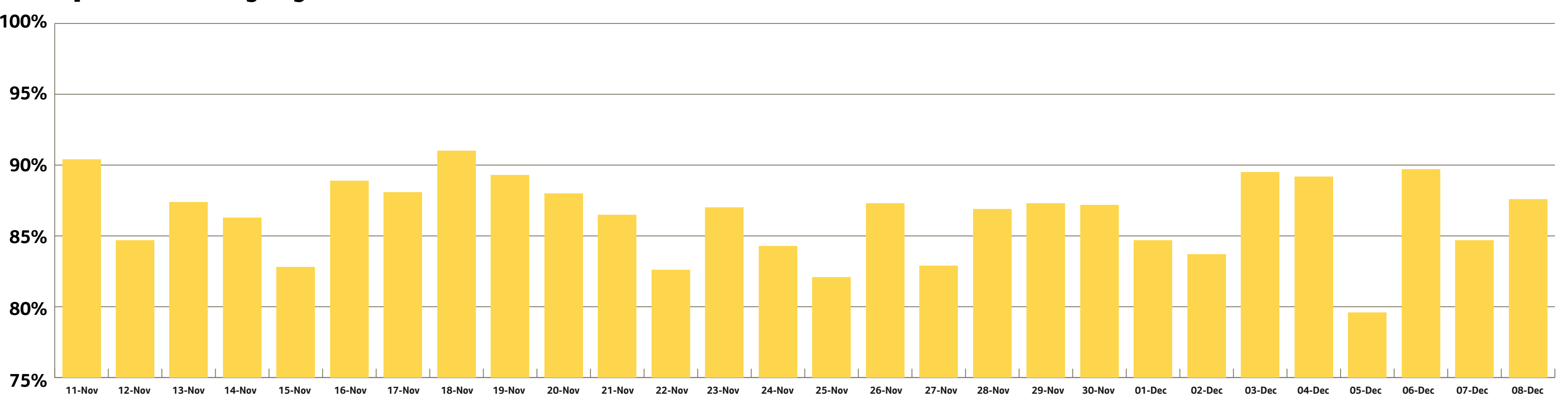
Percentage of planned miles operated.

This route
99.4%

Overall network
99.7%



Route punctuality by date



Route service disruptions

- 15 November** Vehicle blocking the tracks at Ashton West
- 22 November** Heavy road traffic near Velopark
- 25 November** Signalling fault at MediaCity UK
- 27 November** Signalling fault at St. Peter's Square
- 02 December** Tram fault at Deansgate
- 05 December** Event congestion in Manchester City Centre.

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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Oldham & Rochdale Lines

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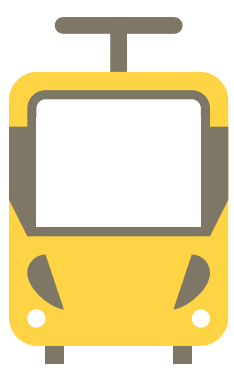
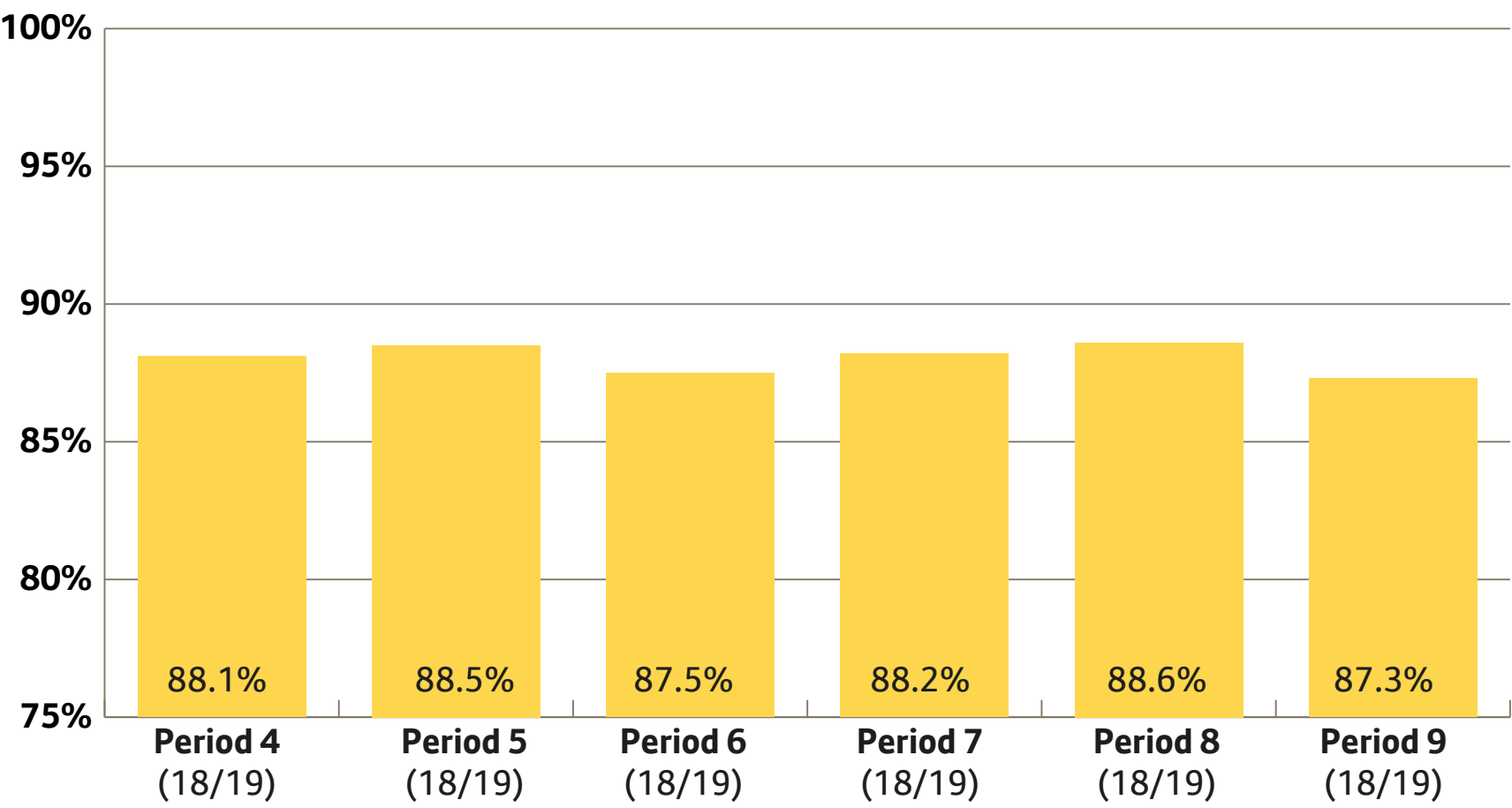


Punctuality

Percentage of trams departing less than two minutes late.

This route
87.3%

Overall network
89.3%

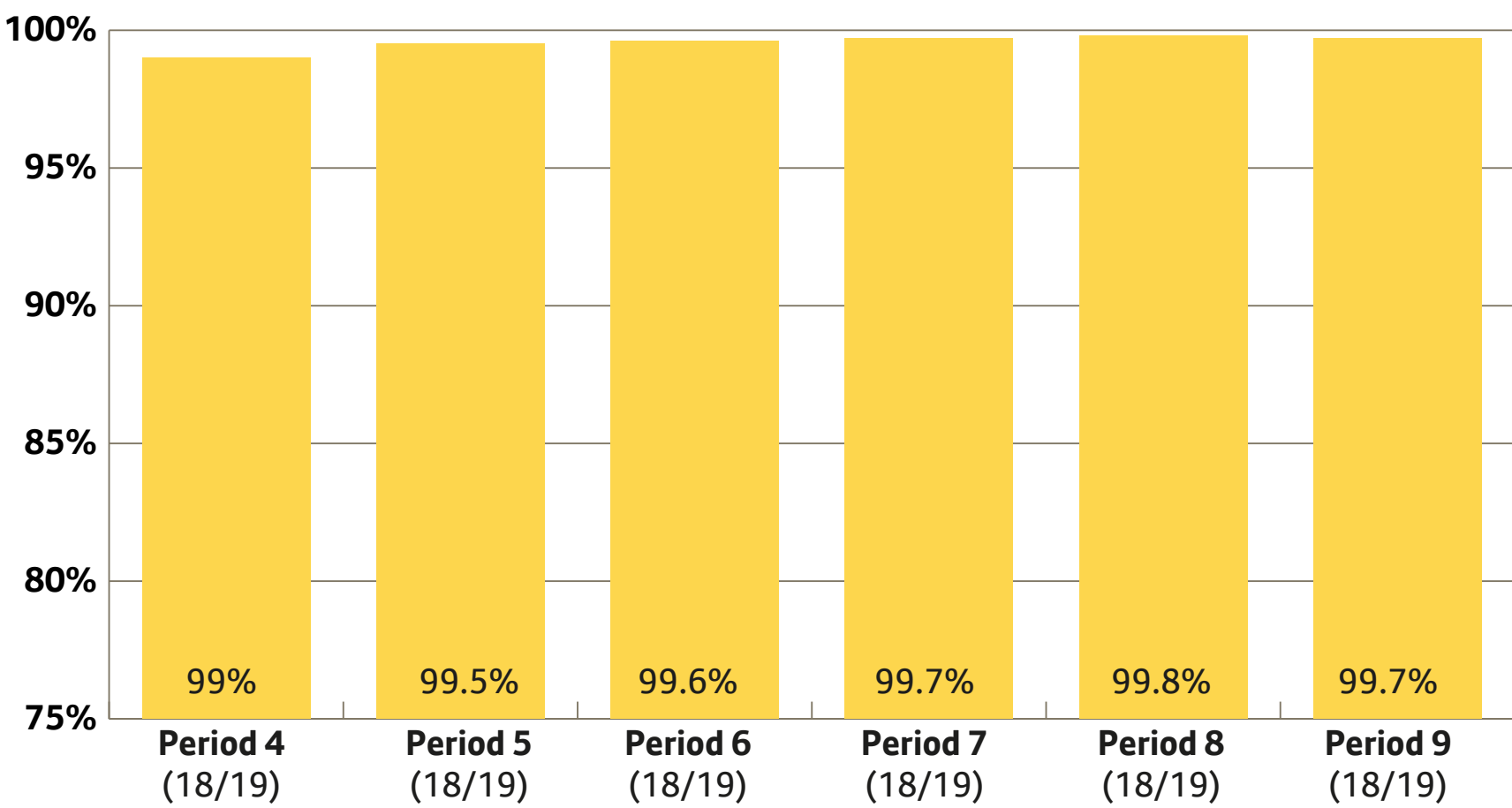


Reliability

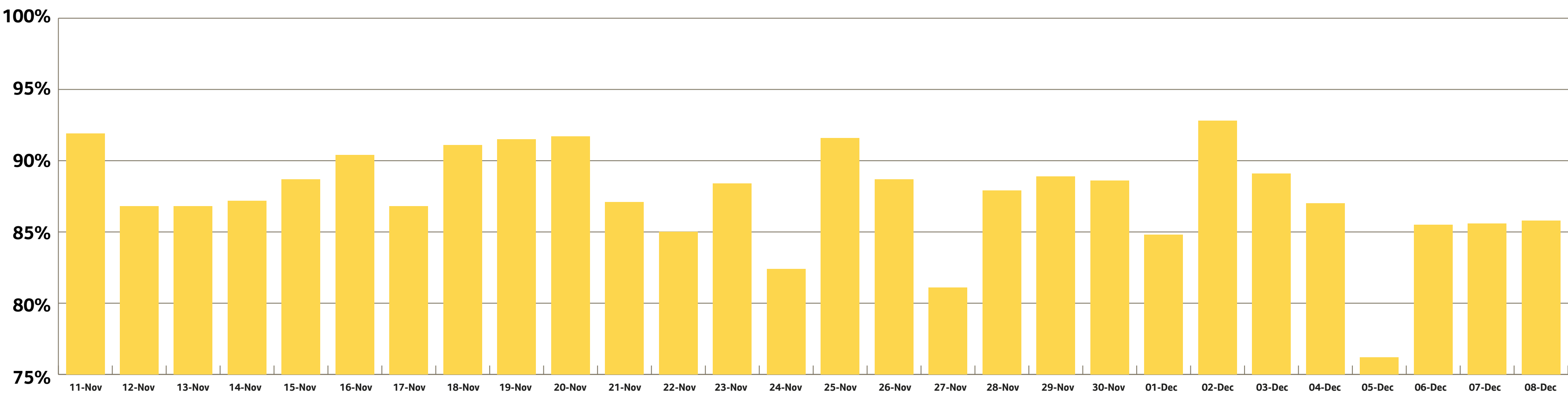
Percentage of planned miles operated.

This route
99.7 %

Overall network
99.7%



Route punctuality by date



Route service disruptions

- 24 November** Event congestion in Manchester City Centre
- 27 November** Operational incident at South Chadderton
- 05 December** Event congestion in Manchester City Centre.

How we performed

Customers encountered some disruption caused by several closures of the second city crossing. This was ultimately due to various events within the City Centre and road traffic congestion.

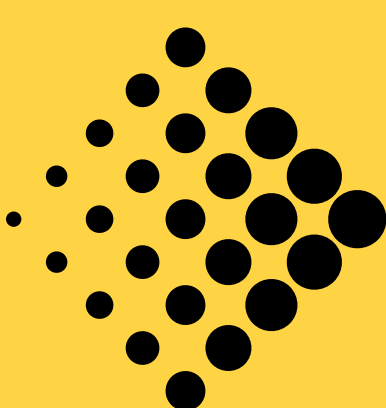
What we are doing to improve

To mitigate the impact of traffic congestion and gain better oversight of service affecting events, our Planning team will liaise with Manchester City Council and other accountable stakeholders.

As part of our planned engineering work, we are working on a new design for crucial track equipment at Rochdale Town Centre. We are hopeful that this will provide more resilience and lead to fewer faults.

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Managing Director at KeolisAmey Metrolink

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