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 is operated on behalf of Transport for Greater Manchester by Keolis Amey.
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: 11 November until 08 December 2018

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
Metrolink Performance
Altrincham Line

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

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

<table>
<thead>
<tr>
<th>Route</th>
<th>Overall network</th>
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<tr>
<td>This route</td>
<td>Overall network</td>
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<tr>
<td>94.8%</td>
<td>89.3%</td>
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### Reliability
Percentage of planned miles operated.

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<th>Route</th>
<th>Overall network</th>
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<td>This route</td>
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<td>99.2%</td>
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### Route punctuality by date

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<td>95.4%</td>
<td>95.1%</td>
<td>95.2%</td>
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### Route service disruptions

- No significant disruptions on this route affecting the service.

### How we performed

A renowned 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 manages 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
Metrolink Performance
Ashton-under-Lyne Line

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

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
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<tbody>
<tr>
<td>90.4%</td>
<td>89.3%</td>
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**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
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<tr>
<td>99.5%</td>
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**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
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.

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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

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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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Eccles & Media City Lines

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Punctuality
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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
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- 05 December: Event congestion in Manchester City Centre

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**Punctuality**
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**Reliability**
Percentage of planned miles operated.

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<td>99.7%</td>
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**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.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

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