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: **09 December 2018 until 05 January 2019**

### How we performed

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

**89.8%**

#### Reliability
Percentage of planned miles operated.

**99.4%**

### Network Summary

<table>
<thead>
<tr>
<th>Station</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport</td>
<td>99.1%</td>
</tr>
<tr>
<td>Altrincham</td>
<td>99.6%</td>
</tr>
<tr>
<td>Ashton</td>
<td>99%</td>
</tr>
<tr>
<td>Bury</td>
<td>99.6%</td>
</tr>
<tr>
<td>East Didsbury</td>
<td>99%</td>
</tr>
<tr>
<td>Eccles</td>
<td>99.2%</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

### Cancellations
Journeys cancelled. 0.13% of all planned journeys.

### Short journeys
Incomplete journeys. 0.79% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 26 February 2019
Metrolink Performance

Airport Line

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This report covers our four-week period between: 09 December 2018 until 05 January 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route: 86.8%
Overall network: 89.8%

Reliability
Percentage of planned miles operated.

This route: 99.1%
Overall network: 99.4%

Route punctuality by date

What we did to improve on this route

Additional grit bins were installed, eliminating the need for staff to transport supplies when tackling icy weather.

Escalator signage was installed at Piccadilly tram stop to encourage safe behaviour.

As part of our plan to continuously reduce antisocial behaviour, Tuesday 1 January 2019 marked the beginning of strict byelaw enforcement. Passengers displaying nuisance behaviour are in danger of being prosecuted and receiving a fine of up to £1000.

Our cleaning team worked extra hours over the Christmas period, ensuring stops across this line were deep cleaned.

Route service disruptions

12 December 2018
Operational incident at Victoria

13 December 2018
Vehicle blocking the tracks at Barlow Moor Road

16 December 2018
Vehicle blocking the tracks at Barlow Moor Road

25 December 2018
Christmas Day

01 January 2019
Police incident at Victoria

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 26 February 2019
Metrolink Performance
Altrincham Line

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This report covers our four-week period between: 09 December 2018 until 05 January 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route: 94.8%
Overall network: 89.8%

Reliability
Percentage of planned miles operated.

This route: 99.6%
Overall network: 99.4%

Route punctuality by date

What we did to improve on this route

Service enhancements were introduced during the festive period, providing passengers with additional double trams.

Escalator signage was installed at Piccadilly tram stop to encourage safe behaviour.

Our cleaning team worked extra hours over the Christmas period, ensuring stops across this line were deep cleaned.

As part of our plan to continuously reduce antisocial behaviour, Tuesday 1 January 2019 marked the beginning of strict byelaw enforcement. Passengers displaying nuisance behaviour are in danger of being prosecuted and receiving a fine of up to £1000.

Route service disruptions

- 25 December 2018
  Christmas Day

- 01 January 2019
  Police incident at Victoria

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 26 February 2019
Metrolink Performance

Ashton-under-Lyne Line

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This report covers our four-week period between: 09 December 2018 until 05 January 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.
This route 91.8%
Overall network 89.8%

Reliability
Percentage of planned miles operated.
This route 99%
Overall network 99.4%

Route punctuality by date

Route service disruptions

15 December 2018
Operational incident at Exchange Square

25 December 2018
Christmas Day

What we did to improve on this route

Escalator signage was installed at Piccadilly tram stop to encourage safe behaviour.

As part of our plan to continuously reduce antisocial behaviour, Tuesday 1 January 2019 marked the beginning of strict byelaw enforcement. Passengers displaying nuisance behaviour are in danger of being prosecuted and receiving a fine of up to £1000.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 26 February 2019
Metrolink Performance

Bury Line

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This report covers our four-week period between: 09 December 2018 until 05 January 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route 87.7%
Overall network 89.8%

Reliability
Percentage of planned miles operated.

This route 99.6%
Overall network 99.4%

Route punctuality by date

Route service disruptions

- 19 December 2018 Overhead line fault at Shudehill
- 25 December 2018 Christmas Day
- 26 December 2018 Tram fault at Ashton Moss
- 31 December 2018 Overhead line fault at Velopark
- 01 January 2019 Police incident at Victoria

What we did to improve on this route

Service enhancements were introduced during the festive period, providing passengers with additional double trams.

Escalator signage was installed at Piccadilly tram stop to encourage safe behaviour.

Our cleaning team worked extra hours over the Christmas period, ensuring stops across this line were deep cleaned.

As part of our plan to continuously reduce antisocial behaviour, Tuesday 1 January 2019 marked the beginning of strict byelaw enforcement. Passengers displaying nuisance behaviour are in danger of being prosecuted and receiving a fine of up to £1000.

Additional grit bins were installed, eliminating the need for staff to transport supplies when tackling icy weather.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 26 February 2019
Metrolink Performance

East Didsbury Line

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This report covers our four-week period between: 09 December 2018 until 05 January 2019

How we performed

<table>
<thead>
<tr>
<th></th>
<th>Punctuality</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>This route</td>
<td>92.3%</td>
<td>99%</td>
</tr>
<tr>
<td>Overall network</td>
<td>89.8%</td>
<td>99.4%</td>
</tr>
</tbody>
</table>

Route punctuality by date

<table>
<thead>
<tr>
<th>Date</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>09 Dec 18</td>
<td>93.2%</td>
</tr>
<tr>
<td>10 Dec 18</td>
<td>96.6%</td>
</tr>
<tr>
<td>11 Dec 18</td>
<td>92.6%</td>
</tr>
<tr>
<td>12 Dec 18</td>
<td>93.4%</td>
</tr>
<tr>
<td>13 Dec 18</td>
<td>92.1%</td>
</tr>
<tr>
<td>14 Dec 18</td>
<td>92.3%</td>
</tr>
<tr>
<td>15 Dec 18</td>
<td>93.2%</td>
</tr>
<tr>
<td>16 Dec 18</td>
<td>96.6%</td>
</tr>
<tr>
<td>17 Dec 18</td>
<td>92.6%</td>
</tr>
<tr>
<td>18 Dec 18</td>
<td>93.4%</td>
</tr>
<tr>
<td>19 Dec 18</td>
<td>92.1%</td>
</tr>
<tr>
<td>20 Dec 18</td>
<td>92.3%</td>
</tr>
<tr>
<td>21 Dec 18</td>
<td>93.2%</td>
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<tr>
<td>22 Dec 18</td>
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<td>23 Dec 18</td>
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</tr>
<tr>
<td>24 Dec 18</td>
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</tr>
<tr>
<td>25 Dec 18</td>
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</tr>
<tr>
<td>26 Dec 18</td>
<td>92.3%</td>
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<tr>
<td>27 Dec 18</td>
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<tr>
<td>28 Dec 18</td>
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</tr>
<tr>
<td>29 Dec 18</td>
<td>92.6%</td>
</tr>
<tr>
<td>30 Dec 18</td>
<td>93.4%</td>
</tr>
<tr>
<td>31 Dec 18</td>
<td>92.1%</td>
</tr>
<tr>
<td>01 Jan 19</td>
<td>92.3%</td>
</tr>
</tbody>
</table>

Route service disruptions

- 25 December 2018
  Christmas Day
- 01 January 2019
  Police incident at Victoria

What we did to improve on this route

As part of our plan to continuously reduce antisocial behaviour, Tuesday 1 January 2019 marked the beginning of strict byelaw enforcement. Passengers displaying nuisance behaviour are in danger of being prosecuted and receiving a fine of up to £1000.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 26 February 2019

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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: 09 December 2018 until 05 January 2019

How we performed

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

This route: 86.5%
Overall network: 89.8%

**Reliability**
Percentage of planned miles operated.

This route: 99.2%
Overall network: 99.4%

**Route punctuality by date**

**Route service disruptions**
- 12 December 2018: Event congestion in Manchester City Centre
- 14 December 2018: Event congestion in Manchester City Centre
- 15 December 2018: Operational incident at Exchange Square
- 25 December 2018: Christmas Day
- 26 December 2018: Tram fault at Ashton Moss
- 31 December 2018: Overhead line fault at Velopark
- 01 January 2019: Police incident at Victoria

**What we did to improve on this route**
Our cleaning team worked extra hours over the Christmas period, ensuring stops across this line were deep cleaned.

Escalator signage was installed at Piccadilly tram stop to encourage safe behaviour.

As part of our plan to continuously reduce antisocial behaviour, Tuesday 1 January 2019 marked the beginning of strict byelaw enforcement. Passengers displaying nuisance behaviour are in danger of being prosecuted and receiving a fine of up to £1000.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 26 February 2019
Metrolink Performance
Oldham & Rochdale Lines

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This report covers our four-week period between: 09 December 2018 until 05 January 2019

How we performed

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

- **This route:** 87.5%
- **Overall network:** 89.8%

**Reliability**
Percentage of planned miles operated.

- **This route:** 99.5%
- **Overall network:** 99.4%

Route punctuality by date

What we did to improve on this route

- An educational fare evasion and antisocial behaviour presentation was delivered to a local youth group. The session yielded a positive sentiment and cemented a new community relationship.
- Our cleaning team worked extra hours over the Christmas period, ensuring stops across this line were deep cleaned.
- As part of our plan to continuously reduce antisocial behaviour, Tuesday 1 January 2019 marked the beginning of strict byelaw enforcement. Passengers displaying nuisance behaviour are in danger of being prosecuted and receiving a fine of up to £1000.

Route service disruptions

- 25 December 2018
  Christmas Day
- 01 January 2019
  Police incident at Victoria

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 26 February 2019

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