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:

03 February until 02 March 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

91.7%

Reliability
Percentage of planned miles operated.

99.4%

Network Summary

<table>
<thead>
<tr>
<th>Route</th>
<th>Period 7 (%)</th>
<th>Period 8 (%)</th>
<th>Period 9 (%)</th>
<th>Period 10 (%)</th>
<th>Period 11 (%)</th>
<th>Period 12 (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport</td>
<td>99.4%</td>
<td>99.5%</td>
<td>99.3%</td>
<td>99.8%</td>
<td>99.7%</td>
<td>99.6%</td>
</tr>
<tr>
<td>Altrincham</td>
<td>98.6%</td>
<td>98.5%</td>
<td>98.9%</td>
<td>99.2%</td>
<td>99.4%</td>
<td>99.4%</td>
</tr>
<tr>
<td>Ashton</td>
<td>97.3%</td>
<td>97.3%</td>
<td>97.7%</td>
<td>97.8%</td>
<td>97.6%</td>
<td>97.6%</td>
</tr>
<tr>
<td>Bury</td>
<td>90.9%</td>
<td>91.1%</td>
<td>91.2%</td>
<td>91.4%</td>
<td>91.5%</td>
<td>91.5%</td>
</tr>
<tr>
<td>Eccles</td>
<td>93.2%</td>
<td>93.6%</td>
<td>93.8%</td>
<td>94.0%</td>
<td>94.1%</td>
<td>94.1%</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>89.1%</td>
<td>90.0%</td>
<td>90.5%</td>
<td>90.8%</td>
<td>91.0%</td>
<td>91.0%</td>
</tr>
</tbody>
</table>

Cancellations
Journeys cancelled.
0.28% of all planned journeys.

Short journeys
Incomplete journeys.
0.46% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 22 March 2019
Metrolink Performance

Airport Line

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This report covers our four-week period between: 03 February until 02 March 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route 88.4%
Overall network 91.7%

Reliability
Percentage of planned miles operated.

This route 99.1%
Overall network 99.4%

Route punctuality by date

Route service disruptions

- 12 February 2019
  Road traffic collision at Northern Moor

- 22 February 2019
  Vehicle blocking the tracks at Baguley.

What we did to improve on this route

We continue to conduct coordinated fare evasion operations across all routes throughout the majority of our operational hours. This period we had additional presence across the Airport line.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

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How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route: 96%
Overall network: 91.7%

Reliability
Percentage of planned miles operated.

This route: 99.7%
Overall network: 99.4%

Route punctuality by date

Route service disruptions
No significant disruptions on this route affecting the service.

What we did to improve on this route
Bye-law enforcement operations took place at a variety of stops aimed at reducing anti-social behaviour and heightening customer awareness following the recent ‘Monsters’ campaign.

We have concentrated on tackling fly tipping across this route especially within the vicinity of Stretford.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 22 March 2019
Metrolink Performance
Ashton-under-Lyne Line

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This report covers our four-week period between:

03 February until 02 March 2019

How we performed

**Reliability**
Percentage of planned miles operated.

- **This route**: 99.7%
- **Overall network**: 99.4%

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

- **This route**: 97.3%
- **Overall network**: 91.7%

**Route punctuality by date**

**Route service disruptions**

- **03 February 2019**
  Event congestion in Manchester City Centre.

**What we did to improve on this route**

To help eradicate drug misuse issues in and around the Holt Town area, we have begun engaging with key stakeholders such as the local NHS drop in centre.

In conjunction with TfGM highway team, we reviewed traffic signalling sequences to reduce congestion along Ashton New Road and improve the operational performance of the Ashton to MediaCityUK services. This follows the launch of a more frequent 6-minute timetable, successfully connecting East Manchester with direct services through the City Centre.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 22 March 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: 03 February until 02 March 2019

How we performed

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

- **This route**: 90.9%
- **Overall network**: 91.7%

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**Reliability**
Percentage of planned miles operated.

- **This route**: 99.8%
- **Overall network**: 99.4%

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*Route punctuality by date*

*Route service disruptions*
12 February 2019
Tram fault at Stretford.

**What we did to improve on this route**

- Engagement with local schools and colleges has been effective in deterring anti-social behaviour, as part of this partnership teachers have supported our staff with their presence at stops taking appropriate action where required.
- A project to improve trackside embankments on the Bury line has started.
- Safety bollards were installed at the bottom of Bury escalator to help prevent customer accidents caused by improper use.

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**Aline Frantzen**
 Managing Director at KeolisAmey Metrolink

Issued on Friday 22 March 2019
How we performed

Punctuality
Percentage of trams departing less than two minutes late.

<table>
<thead>
<tr>
<th>Period 6 (18/19)</th>
<th>Period 7 (18/19)</th>
<th>Period 8 (18/19)</th>
<th>Period 9 (18/19)</th>
<th>Period 11 (18/19)</th>
<th>Period 12 (18/19)</th>
</tr>
</thead>
<tbody>
<tr>
<td>92.6%</td>
<td>93.4%</td>
<td>92.1%</td>
<td>92.3%</td>
<td>93.5%</td>
<td>93.2%</td>
</tr>
</tbody>
</table>

This route: 93.2%
Overall network: 91.7%

Reliability
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>Period 6 (18/19)</th>
<th>Period 7 (18/19)</th>
<th>Period 8 (18/19)</th>
<th>Period 9 (18/19)</th>
<th>Period 11 (18/19)</th>
<th>Period 12 (18/19)</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.4%</td>
<td>99.8%</td>
<td>99.7%</td>
<td>99.5%</td>
<td>98.9%</td>
<td>98.9%</td>
</tr>
</tbody>
</table>

This route: 98.9%
Overall network: 99.4%

Route punctuality by date

Route service disruptions
No significant disruptions on this route affecting the service.

What we did to improve on this route
Partnership meeting held with local authorities and residents to address concerns centred around anti-social behaviour.

Aline Frantzen
Managing Director at KeolisAmey Metrolink
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This report covers our four-week period between: 03 February until 02 March 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route: 87%
Overall network: 91.7%

Reliability
Percentage of planned miles operated.

This route: 99.7%
Overall network: 99.4%

Route punctuality by date

Route service disruptions
- 03 February 2019 - Points fault at Broadway
- 12 February 2019 - Tram fault at Old Trafford
- 14 February 2019 - Tram fault at Sale
- 26 February 2019 - Tram fault at Bury.

What we did to improve on this route
Congestion control plan implemented to safeguard network performance and manage the crowds attending a demonstration at MediaCityUK.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 22 March 2019

Metrolink Performance
Eccles & Media City Lines
Metrolink Performance
Oldham & Rochdale Lines

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How we performed

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

- **This route**: 89.1%
- **Overall network**: 91.7%

**Reliability**
Percentage of planned miles operated.

- **This route**: 99.1%
- **Overall network**: 99.4%

Route punctuality by date

Route service disruptions

- **04 February 2019**: Vehicle blocking the tracks at Oldham King Street
- **12 February 2019**: Vandalism of a tram at Radcliffe
- **15 February 2019**: Operational Incident at Victoria

What we did to improve on this route

Our Travel Safe Partnership assisted the ‘Blackpool comes to Oldham’ event held at Hollinwood.

A site visit by our Operational Incident Reduction Group was held at Oldham to review current control measures and further mitigate the risk of road traffic collisions.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

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