Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

**Network wide**
4 February until 3 March 2018

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

- **Network wide**
  - 95%

- **Airport** 95%
- **Altrincham** 94%
- **Ashton** 94%
- **Bury** 95%
- **East Didsbury** 94%
- **Eccles/MediaCityUK** 96%
- **Oldham & Rochdale** 95%

### Reliability
Percentage of planned miles operated.

- **Network wide**
  - 98.26%

- **Airport** 98.82%
- **Altrincham** 99.3%
- **Ashton** 98.34%
- **Bury** 98.87%
- **East Didsbury** 99.27%
- **Eccles/MediaCityUK** 98.57%
- **Oldham & Rochdale** 94.63%

### Individual Route Performance & Reliability

<table>
<thead>
<tr>
<th>Route</th>
<th>Punctuality</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport</td>
<td>95%</td>
<td>98.82%</td>
</tr>
<tr>
<td>Altrincham</td>
<td>94%</td>
<td>99.3%</td>
</tr>
<tr>
<td>Ashton</td>
<td>94%</td>
<td>98.34%</td>
</tr>
<tr>
<td>Bury</td>
<td>95%</td>
<td>98.87%</td>
</tr>
<tr>
<td>East Didsbury</td>
<td>94%</td>
<td>99.27%</td>
</tr>
<tr>
<td>Eccles/MediaCityUK</td>
<td>96%</td>
<td>98.57%</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>95%</td>
<td>94.63%</td>
</tr>
</tbody>
</table>

### Cancellations
Journeys cancelled.
- **1.06%**
  - of all planned journeys.

### Short journeys
Incomplete journeys.
- **2.22%**
  - of all planned journeys.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

Airport

4 February until 3 March 2018

Punctuality

Percentage of trams departing less than two minutes late.

Airport

Network wide

95%

95%

How we performed:

06 Feb Car drove onto track and became stuck.
19 Feb Damage to overhead power lines which required services to be suspended.
24 Feb Road traffic collision.

Reliability

Percentage of planned miles operated.

Airport

Network wide

98.82%

98.26%

Metrolink
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

### Altrincham

<table>
<thead>
<tr>
<th>Date</th>
<th>Punctuality (%)</th>
<th>Reliability (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Feb</td>
<td>94%</td>
<td>99.3%</td>
</tr>
<tr>
<td>5 Feb</td>
<td></td>
<td></td>
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<tr>
<td>6 Feb</td>
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<tr>
<td>2 Mar</td>
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</tr>
<tr>
<td>3 Mar</td>
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</tr>
</tbody>
</table>

**How we performed:**

- **19 Feb** Damage to overhead power lines which required services to be suspended.
- **26 Feb** Power outage.
- **27 Feb** Signalling fault at Cornbrook.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

Ashton under Lyne

Punctuality
Percentage of trams departing less than two minutes late.

Ashton under Lyne 94%

Network wide 95%

Reliability
Percentage of planned miles operated.

Ashton under Lyne 98.34%

Network wide 98.26%

How we performed:
16 Feb Anti social behaviour (stone throwing) requiring police attendance.
19 Feb Damage to overhead power lines which required services to be suspended.
27 Feb Signalling fault at Cornbrook.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

How we performed:

20 Feb  Overhead power lines damage. Second day of ongoing repairs.
26 Feb  Power outage.
1 Mch   Severe weather caused damage to the overhead power lines.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

East Didsbury

4 February until 3 March 2018

Punctuality
Percentage of trams departing less than two minutes late.

<table>
<thead>
<tr>
<th>Date</th>
<th>East Didsbury</th>
<th>Network wide</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Feb</td>
<td>94.0%</td>
<td>95.0%</td>
</tr>
</tbody>
</table>

Reliability
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>Date</th>
<th>East Didsbury</th>
<th>Network wide</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Feb</td>
<td>99.27%</td>
<td>98.26%</td>
</tr>
</tbody>
</table>

How we performed:

19 Feb  Damage to overhead power lines which required services to be suspended.
27 Feb  Signalling fault at Cornbrook.
3 Mch   Vehicle fault which caused delays before it was taken out of service.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

Eccles & MediaCityUK

Punctuality
Percentage of trams departing less than two minutes late.

- Eccles & MediaCityUK: 96%
- Network wide: 95%

Reliability
Percentage of planned miles operated.

- Eccles & MediaCityUK: 98.57%
- Network wide: 98.26%

How we performed:
19 Feb  Damage to overhead power lines which required services to be suspended.
22 Feb  Vehicle taken out of service due to driver sickness.
27 Feb  Signalling fault at Cornbrook.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

Oldham & Rochdale

4 February until 3 March 2018

Punctuality
Percentage of trams departing less than two minutes late.

Oldham & Rochdale 95%

Reliability
Percentage of planned miles operated.

Oldham & Rochdale 94.63%

Network wide 95%

Network wide 98.26%

How we performed:

19 Feb  Damage to overhead power lines which required services to be suspended.
1 Mch  Severe weather. Snowfall prevented services from operating.
2 Mch  Severe weather. Snowfall prevented services from operating.