

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.

Network wide 29 April until 26 May 2018

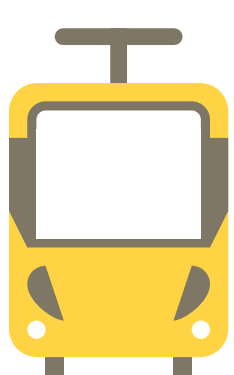
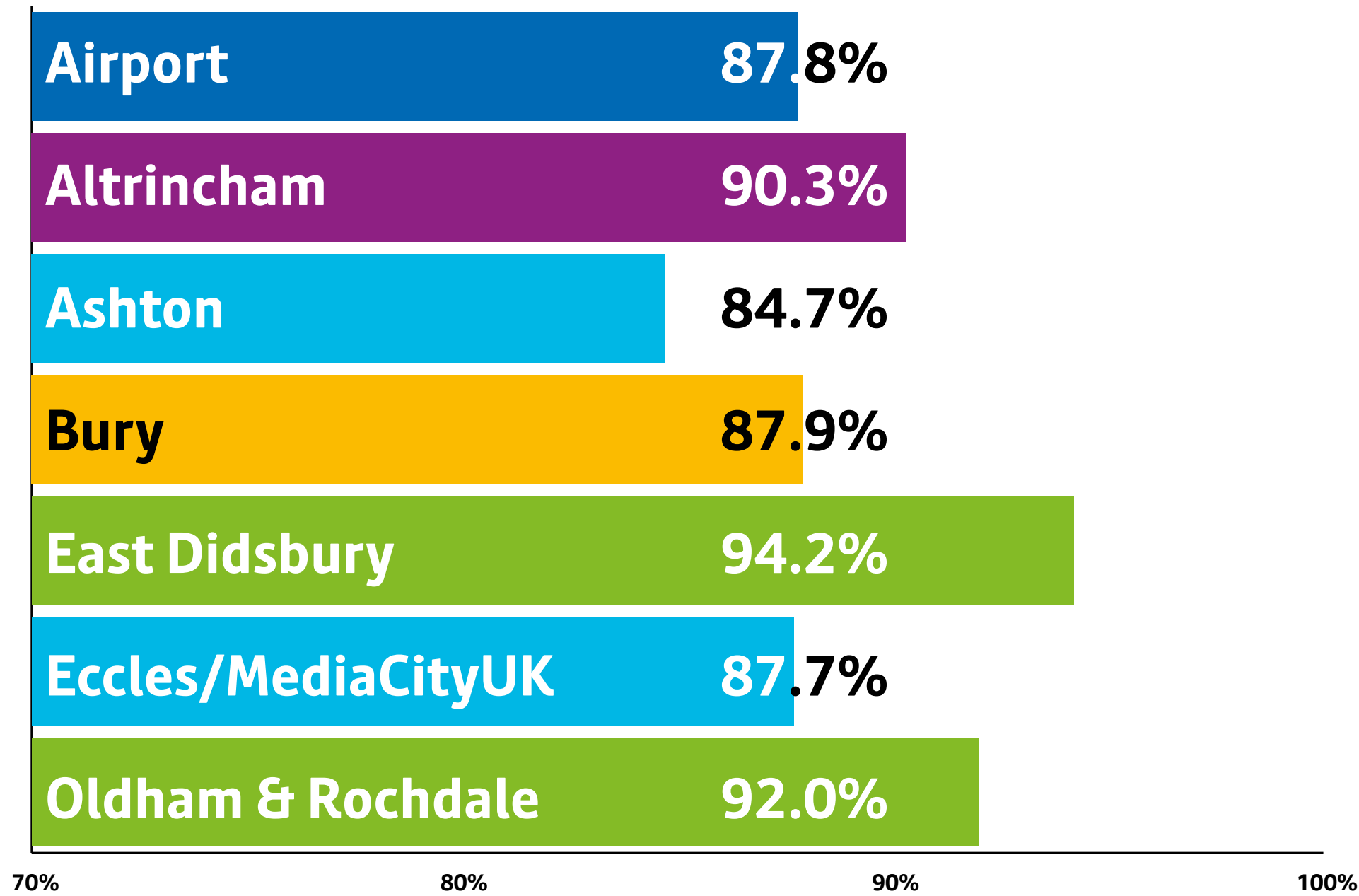


Punctuality

Percentage of trams departing less than two minutes late.

Network wide

89.2%

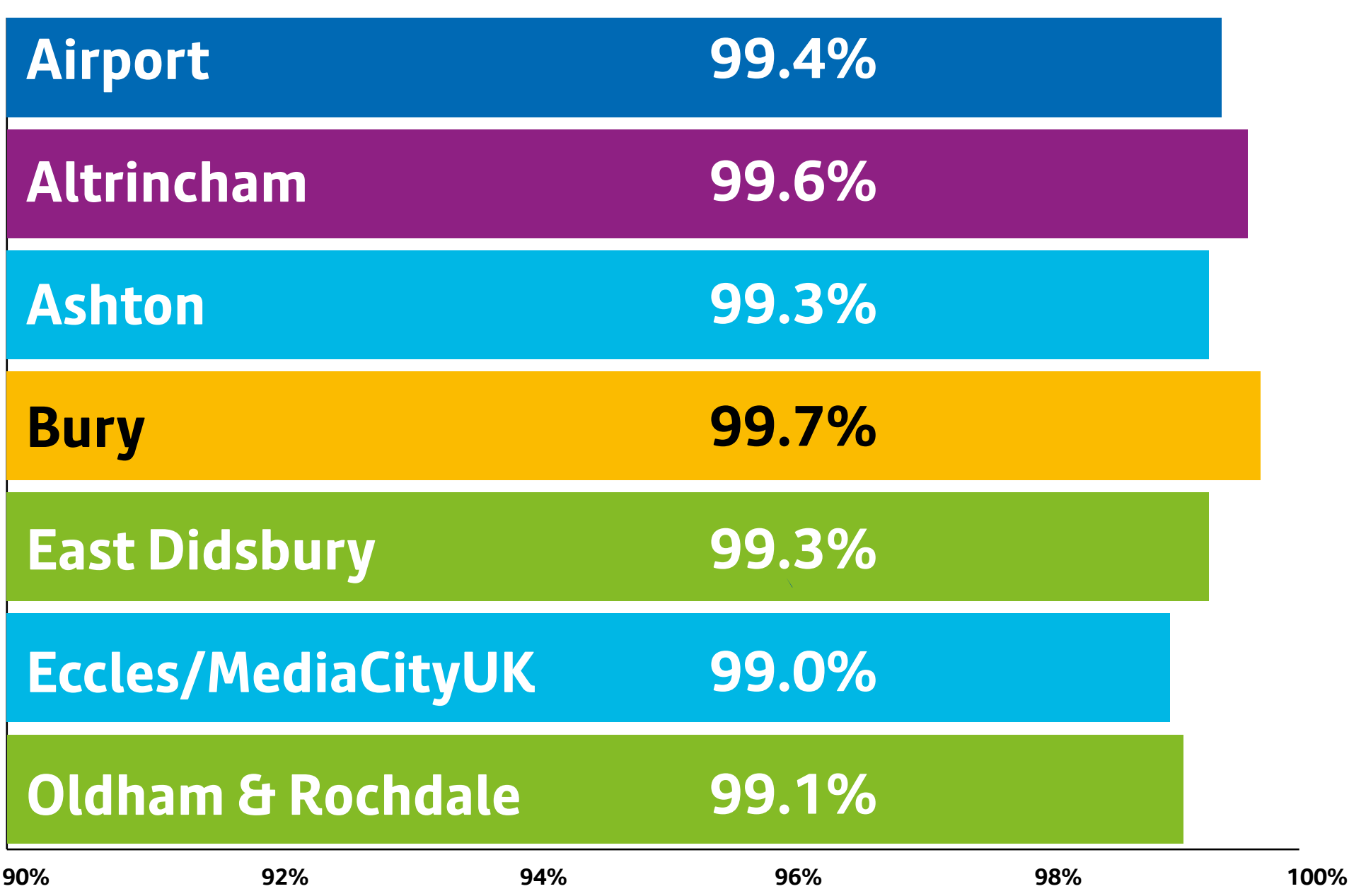


Reliability

Percentage of planned miles operated.

Network wide

99.4%



Cancellations

Journeys cancelled.

0.36%

of all planned journeys.



Short journeys

Incomplete journeys.

0.59%

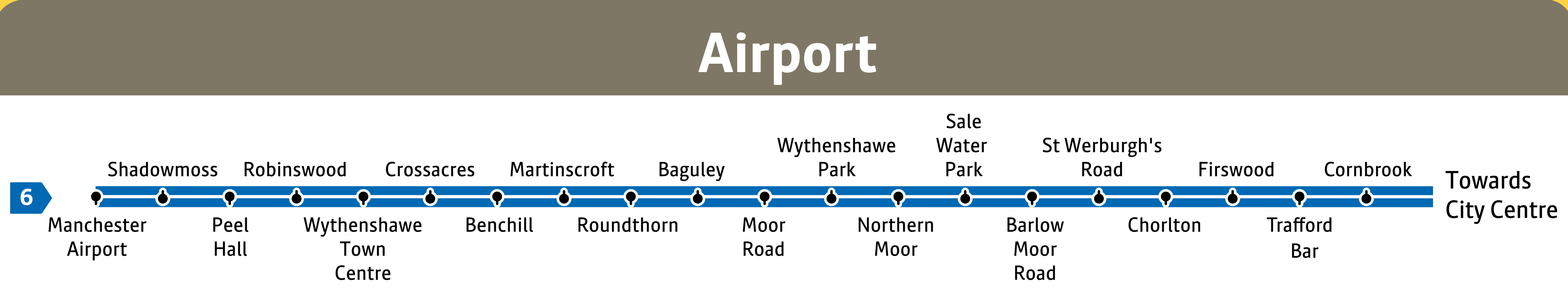
of all planned journeys.

How we performed:

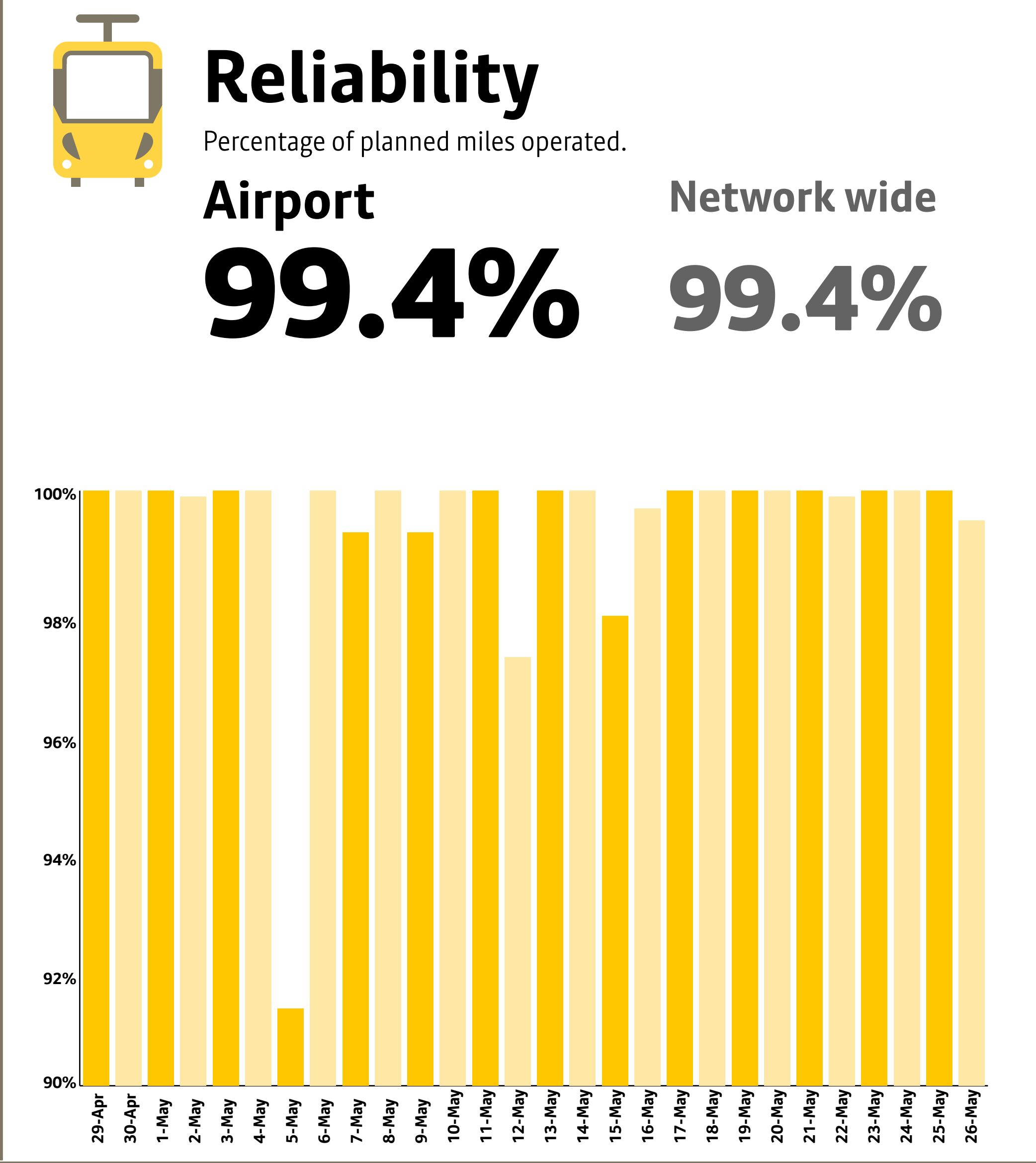
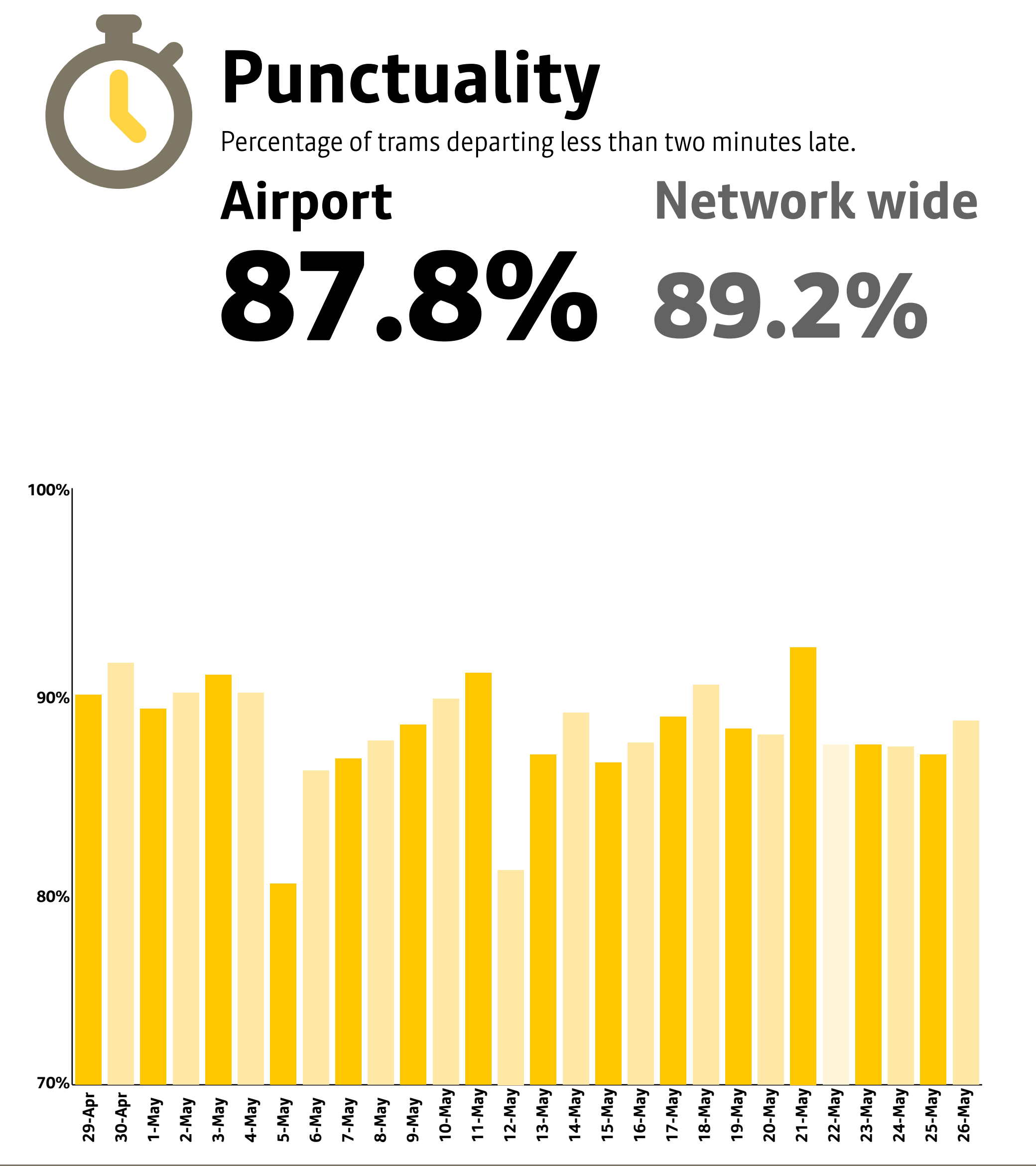
We maintained very good network reliability this period operating 99.4% of scheduled mileage.
Our focus on a reducing car to tram incidents enabled us to decrease the number of cancellations across all lines. A number of incidents required the attendance of the emergency services and as a consequence some customers experienced an additional wait time on these occasions.
As we look forward, our priorities will include planned maintenance work to our signalling system and further preparartion for events taking place across Greater Manchester this Summer.

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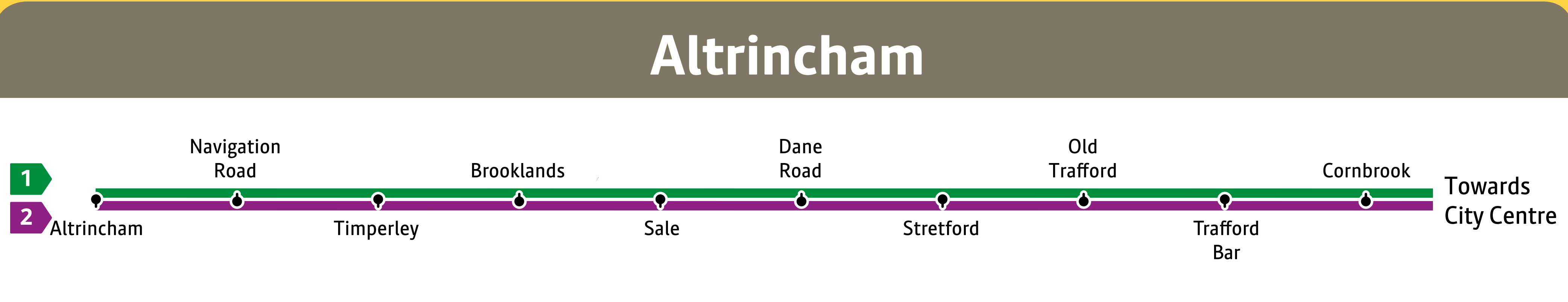


How we performed:

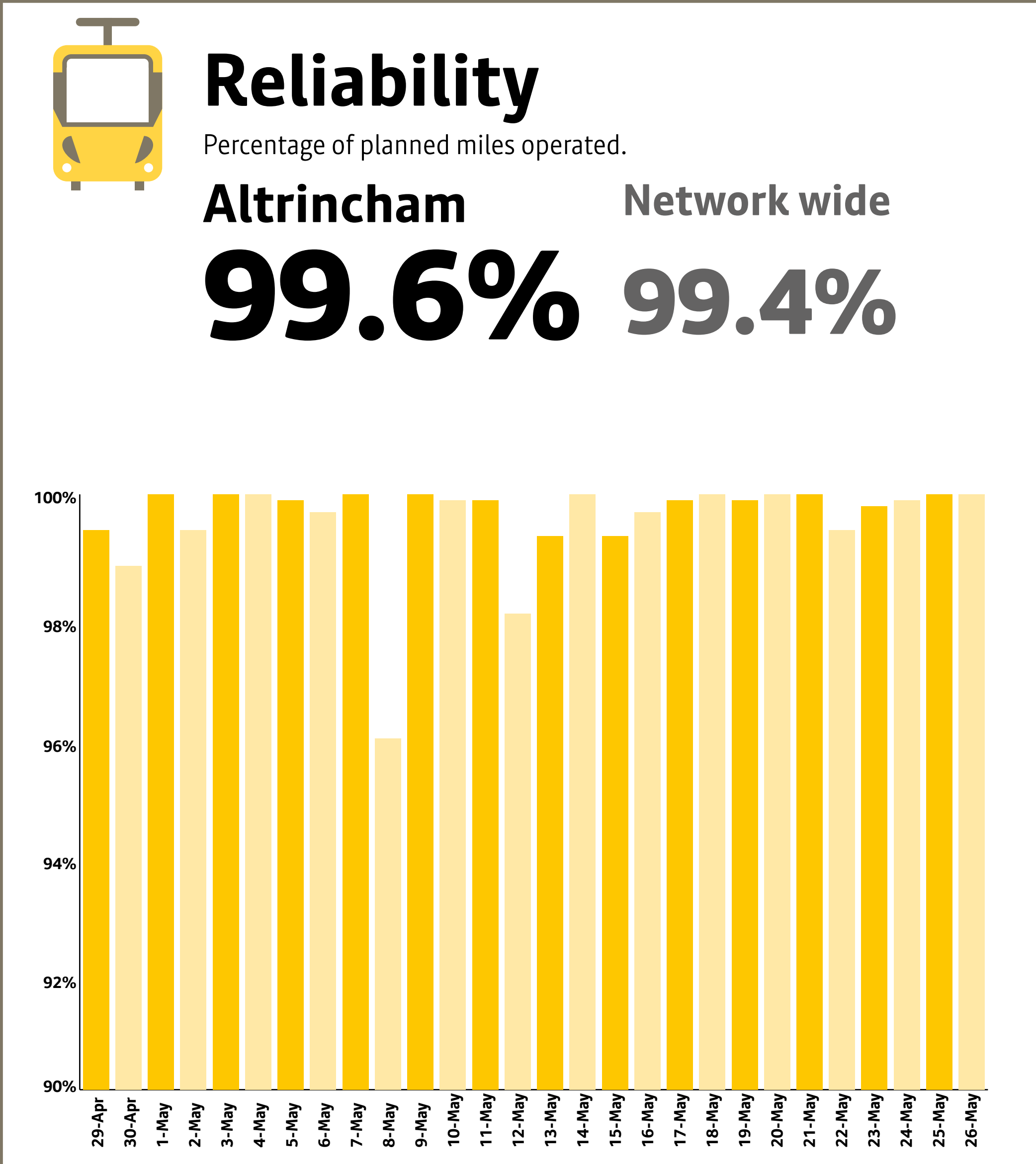
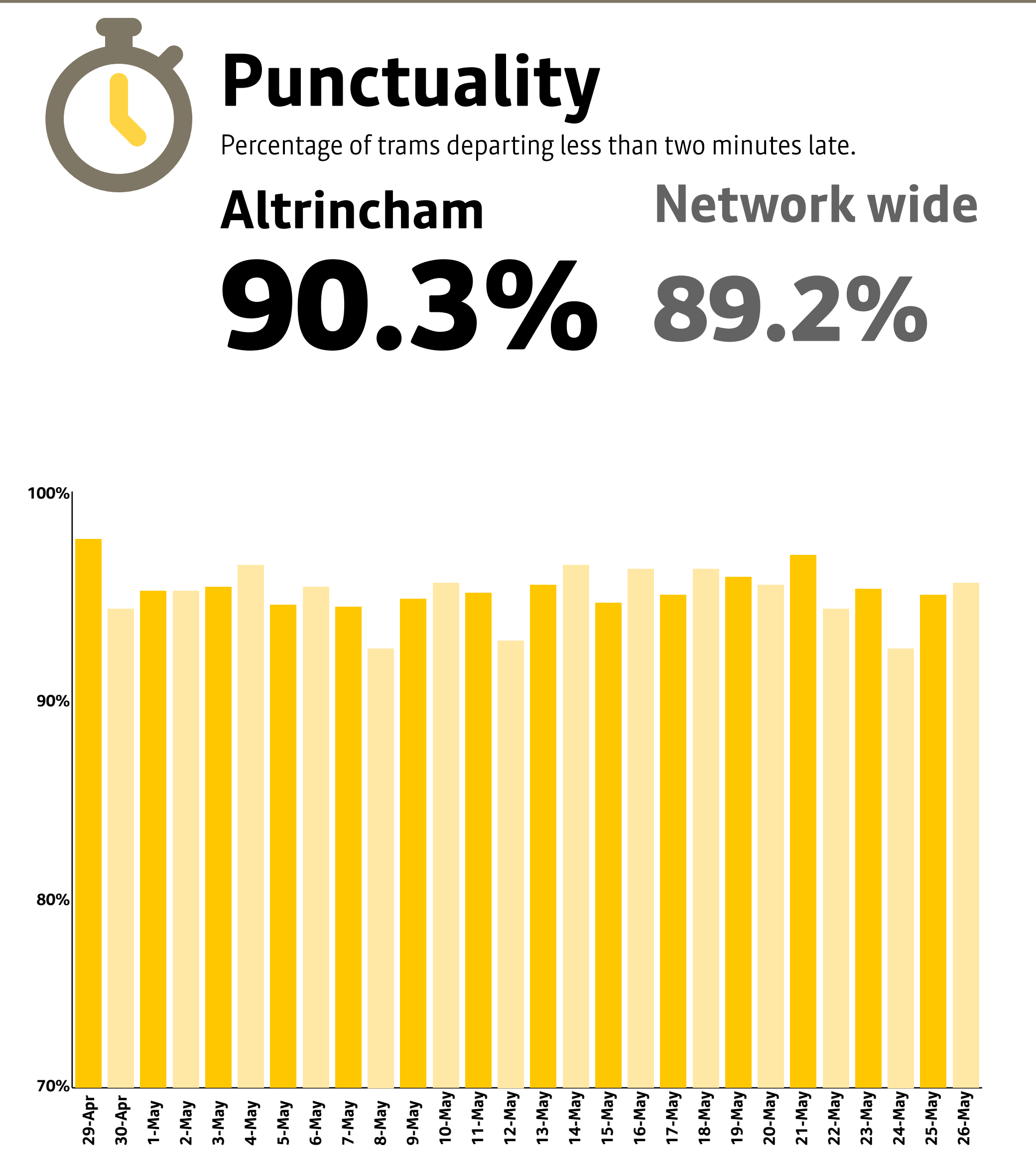
We reduced the number of cancellations across the network this period and operated 99.4% of scheduled mileage.
Occurrences of service disruption:
5 May Car obstructing the line between Barlow Moor Road and Sale Waterpark.
12 May Overhead line equipment fault between Victoria and Shudehill.

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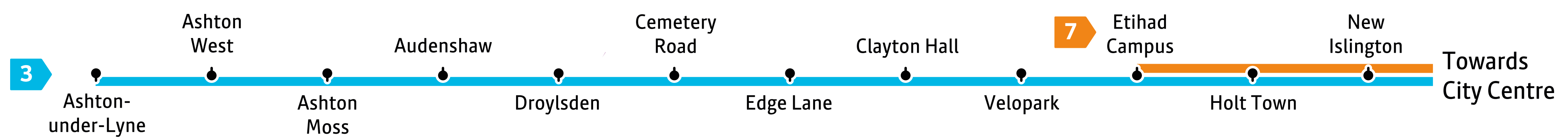
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Ashton under Lyne



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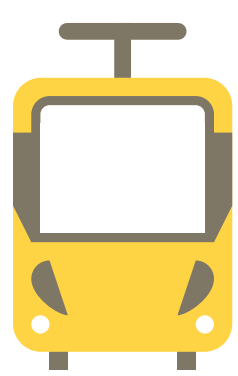
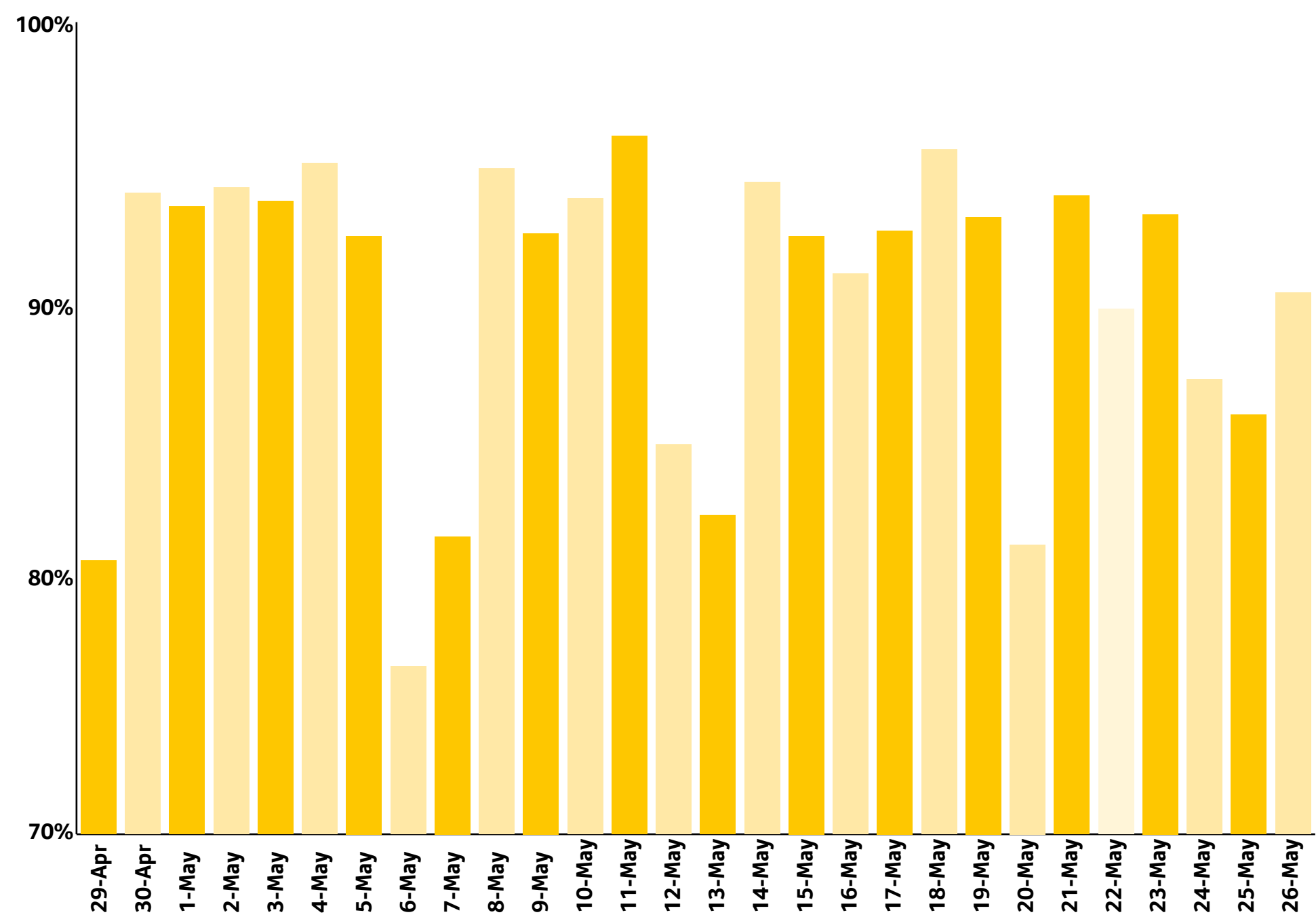


Punctuality

Percentage of trams departing less than two minutes late.

Ashton under Lyne
84.7%

Network wide
89.2%

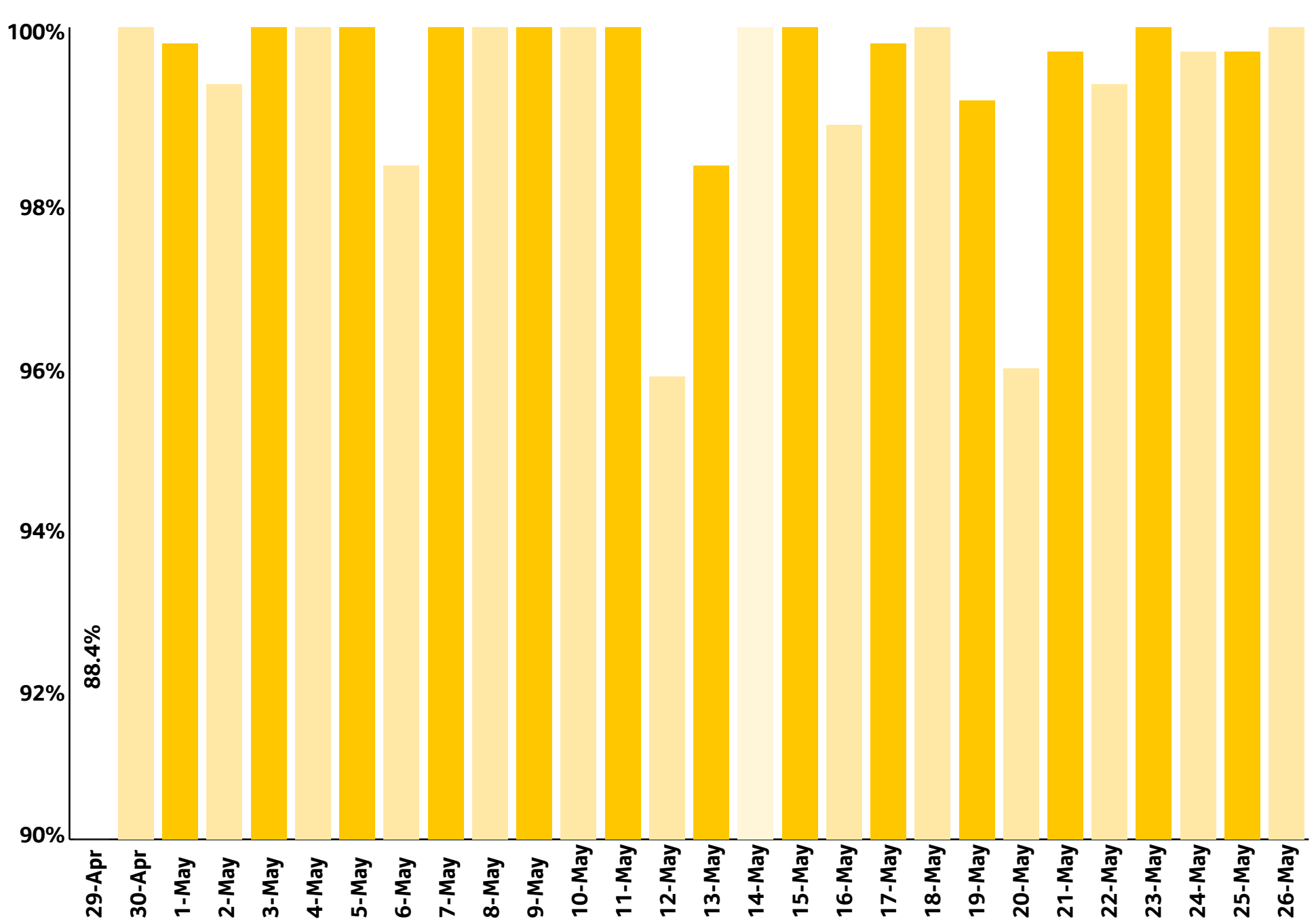


Reliability

Percentage of planned miles operated.

Ashton under Lyne
99.3%

Network wide
99.4%



How we performed:

We reduced the number of cancellations across the network this period and operated 99.4% of scheduled mileage.
Occurrences of service disruption:

- 29 Apr** Road traffic collison at Audenshaw.
- 6 May** Power failure at Droylsden.
- 13 May** Medical emergency at St. Peters Square.
- 20 May** Residential fire near Velo Park.

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Bury

1

4

Bury

Radcliffe

Whitefield

Bessess o' Th' Barn

Prestwich

Heaton Park

Bowker Vale


Crumpsall

Abraham Moss

Queens Road

Towards City Centre

29 April until 26 May 2018



Punctuality

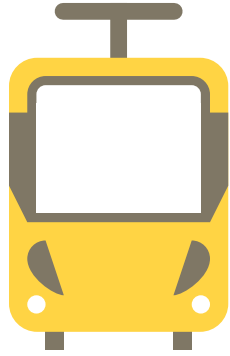
Percentage of trams departing less than two minutes late.

Bury

87.9%

Network wide

89.2%



Reliability

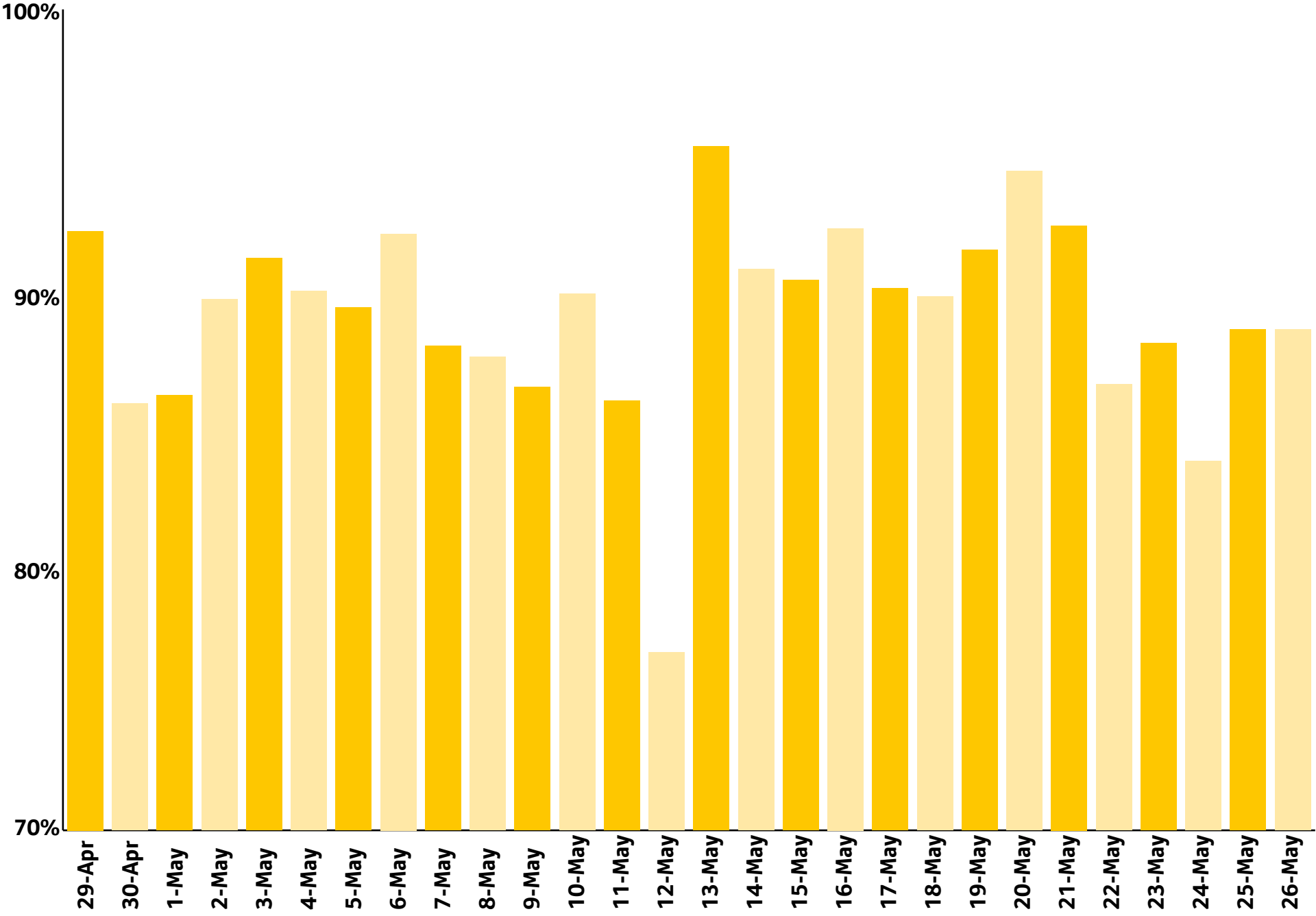
Percentage of planned miles operated.

Bury

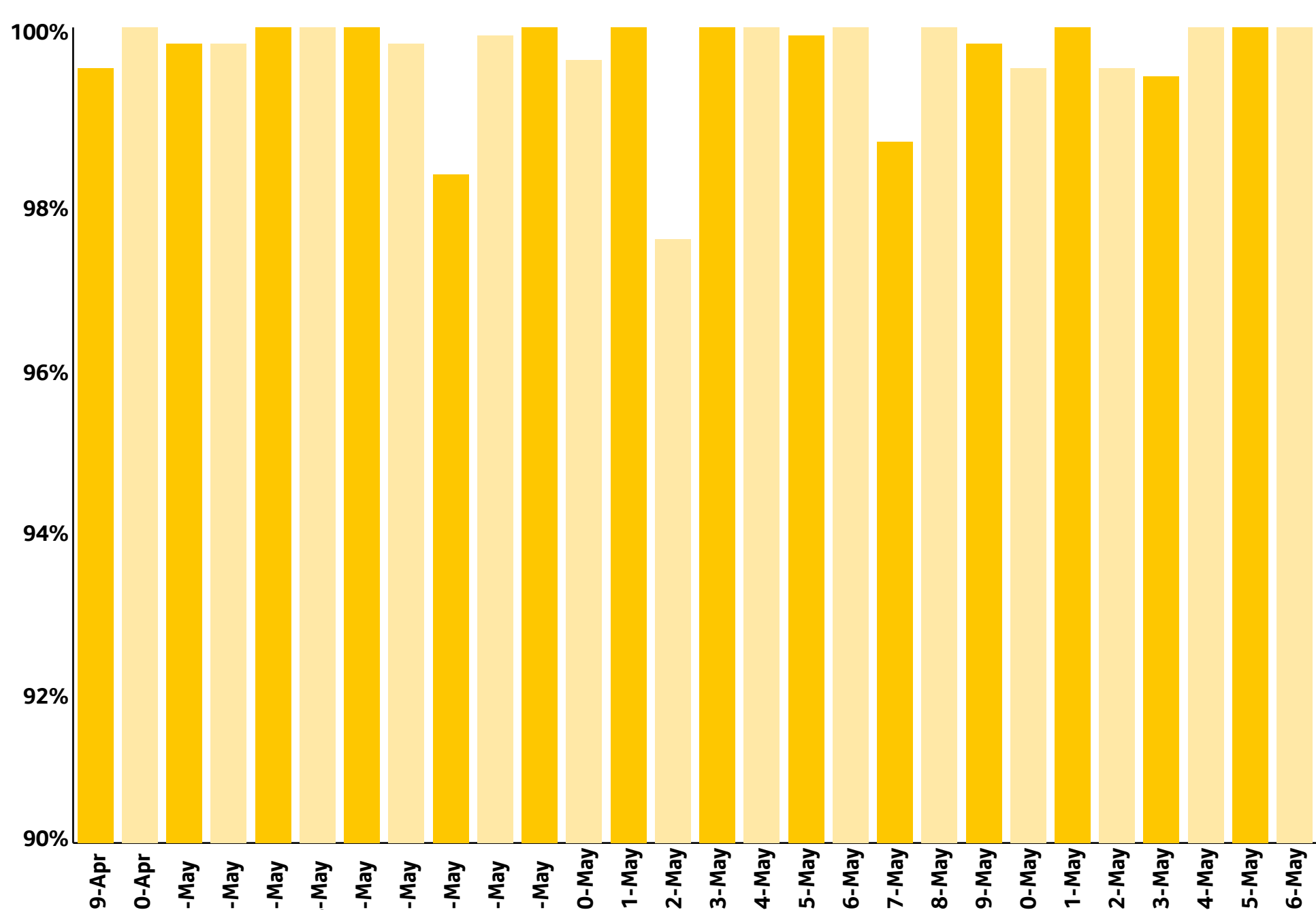
99.7%

Network wide

99.4%



Date	Punctuality (%)
29-Apr	92.5
30-Apr	86.5
1-May	86.8
2-May	90.0
3-May	91.5
4-May	90.5
5-May	89.8
6-May	92.5
7-May	88.5
8-May	88.2
9-May	87.0
10-May	90.2
11-May	86.5
12-May	77.0
13-May	95.5
14-May	91.2
15-May	90.8
16-May	92.8
17-May	90.5
18-May	90.0
19-May	91.8
20-May	94.5
21-May	92.8
22-May	87.0
23-May	88.5
24-May	84.5
25-May	89.0
26-May	89.0



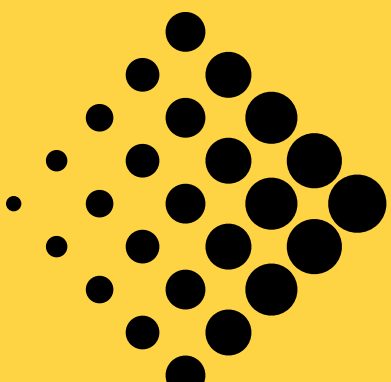
Date	Reliability (%)
29-Apr	99.5
30-Apr	100.0
1-May	99.8
2-May	99.8
3-May	100.0
4-May	100.0
5-May	100.0
6-May	99.8
7-May	98.5
8-May	99.9
9-May	100.0
10-May	99.6
11-May	100.0
12-May	97.5
13-May	100.0
14-May	100.0
15-May	99.9
16-May	100.0
17-May	98.8
18-May	100.0
19-May	99.8
20-May	99.5
21-May	100.0
22-May	99.5
23-May	99.4
24-May	100.0
25-May	100.0
26-May	100.0

How we performed:

We reduced the number of cancellations across the network this period and operated 99.4% of scheduled mileage.

Occurrences of service disruption:

12 May Overhead Line Equipment Fault between Victoria and Shudehill.



Metrolink

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East Didsbury

5 East Didsbury Didsbury Village West Didsbury Burton Road Withington St Werburgh's Road Chorlton Firswood Trafford Bar Cornbrook Towards City Centre

29 April until 26 May 2018

Punctuality

Percentage of trams departing less than two minutes late.

East Didsbury	Network wide
94.2%	89.2%

Date	East Didsbury (%)	Network wide (%)
29-Apr	94.2	89.2
30-Apr	94.5	90.0
1-May	94.0	89.5
2-May	94.5	90.0
3-May	95.0	90.5
4-May	94.5	90.0
5-May	93.5	89.0
6-May	93.5	89.0
7-May	92.5	88.0
8-May	93.0	88.5
9-May	91.5	87.0
10-May	95.5	91.0
11-May	93.5	89.5
12-May	91.0	87.5
13-May	93.5	89.5
14-May	94.0	90.0
15-May	91.5	87.5
16-May	95.0	90.5
17-May	95.0	90.5
18-May	95.0	90.5
19-May	92.0	88.0
20-May	94.5	89.5
21-May	94.5	89.5
22-May	89.0	84.0
23-May	94.0	88.5
24-May	86.0	82.0
25-May	94.0	88.5
26-May	93.5	88.0

Reliability

Percentage of planned miles operated.

East Didsbury	Network wide
99.3%	99.4%

Date	East Didsbury (%)	Network wide (%)
29-Apr	98.8	99.4
30-Apr	99.8	99.8
1-May	99.7	99.7
2-May	99.9	99.9
3-May	100.0	100.0
4-May	100.0	100.0
5-May	99.5	99.5
6-May	97.8	98.0
7-May	100.0	100.0
8-May	99.5	99.5
9-May	98.8	99.0
10-May	99.8	99.8
11-May	100.0	100.0
12-May	100.0	100.0
13-May	98.8	99.0
14-May	99.7	99.7
15-May	99.8	99.8
16-May	100.0	100.0
17-May	98.7	99.0
18-May	99.8	99.8
19-May	99.0	99.0
20-May	99.3	99.3
21-May	100.0	100.0
22-May	98.8	99.0
23-May	100.0	100.0
24-May	95.2	95.2
25-May	99.4	99.4
26-May	99.4	99.4

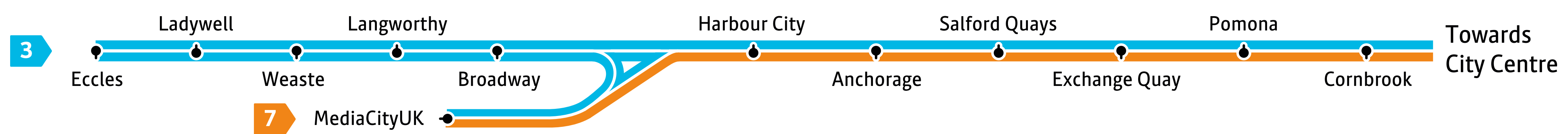
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Eccles & MediaCityUK



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Punctuality

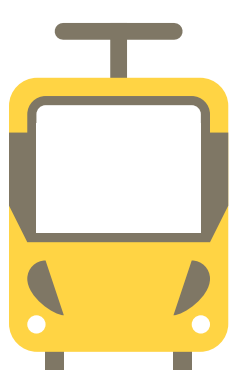
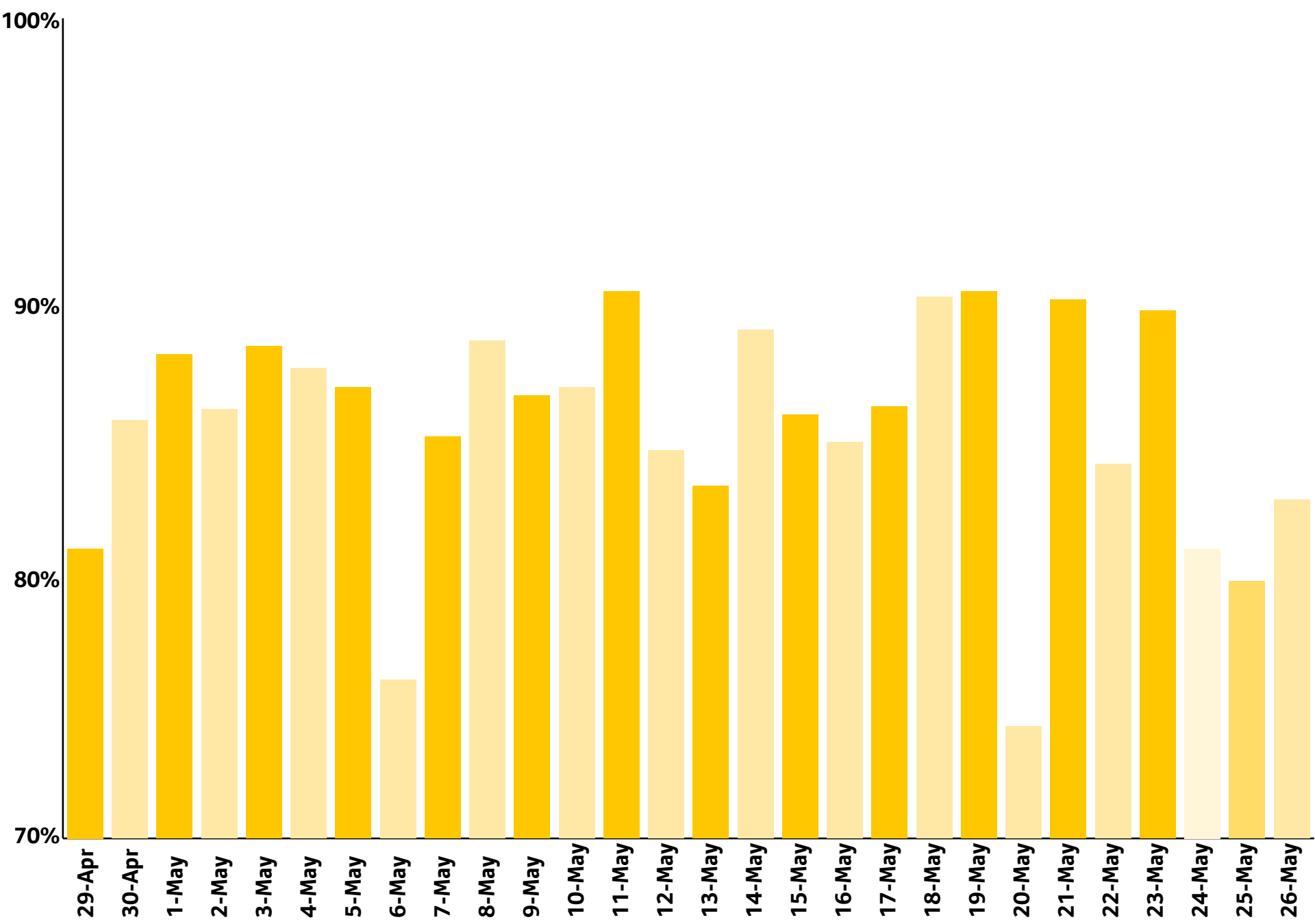
Percentage of trams departing less than two minutes late.

Eccles & MediaCityUK

87.7%

Network wide

89.2%



Reliability

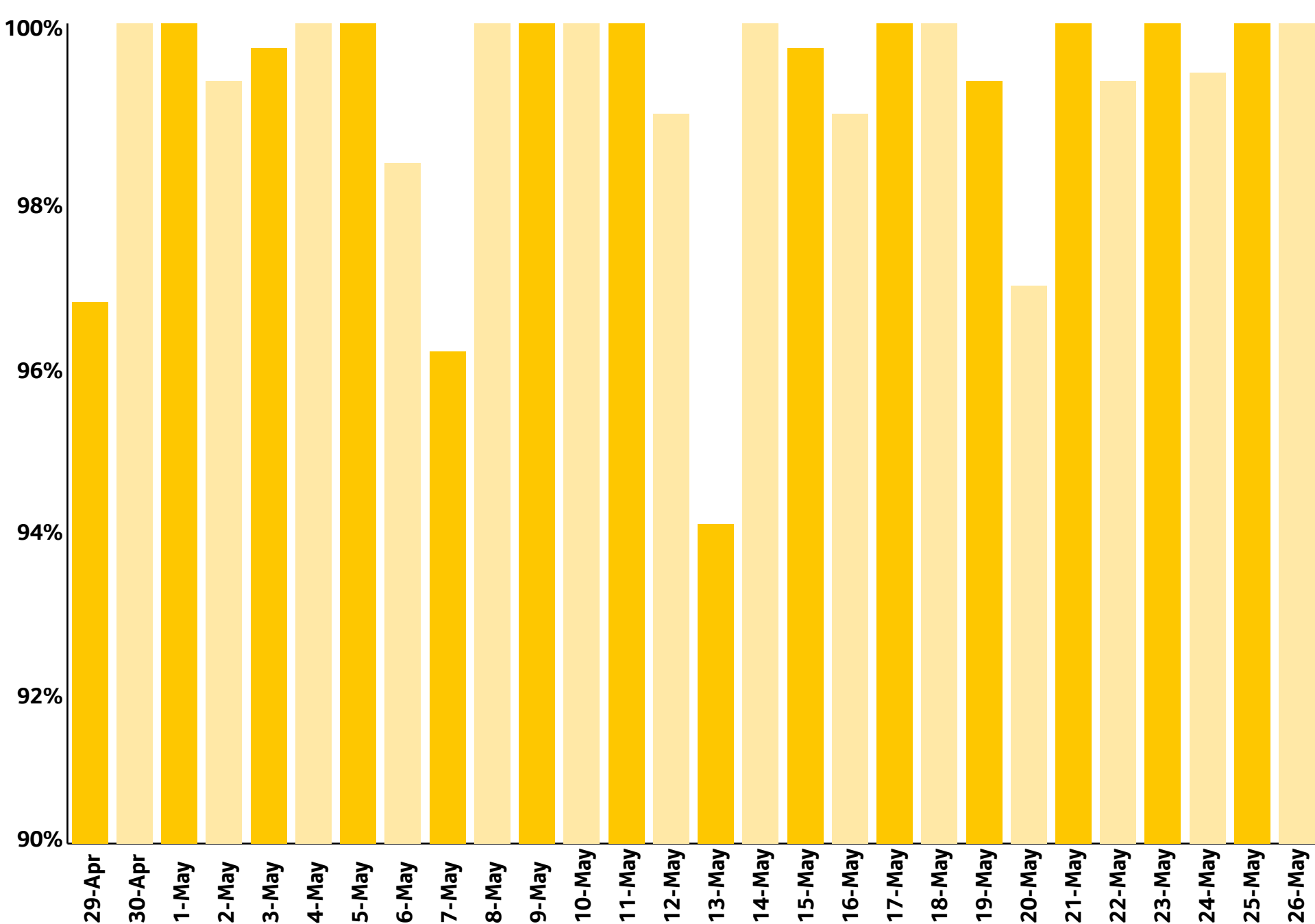
Percentage of planned miles operated.

Eccles & MediaCityUK

99.0%

Network wide

99.4%



How we performed:

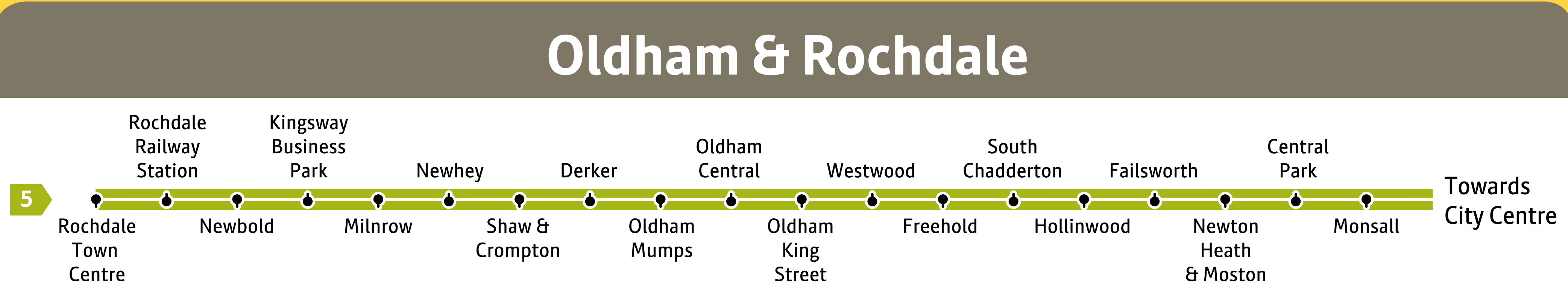
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Occurrences of service disruption:

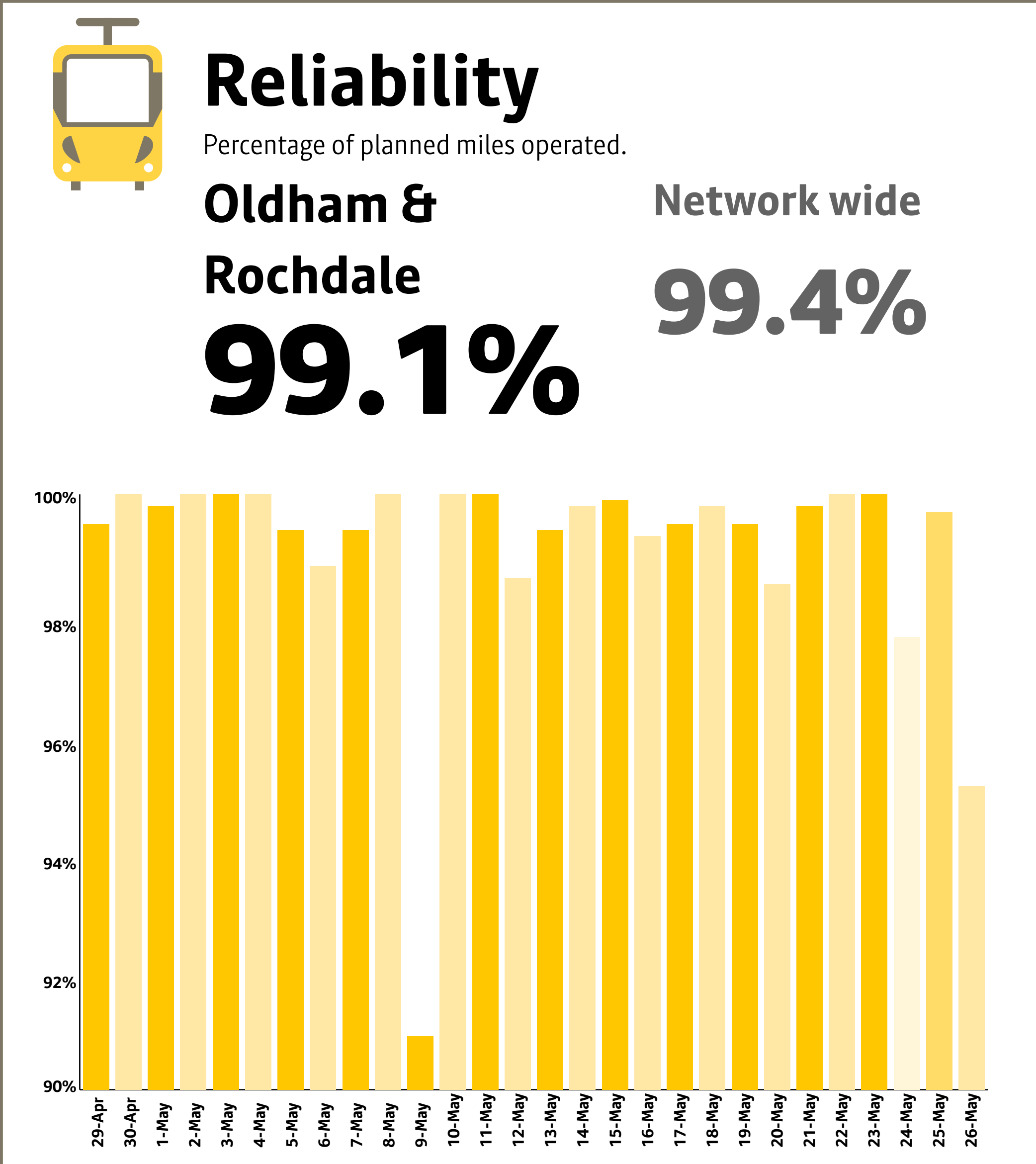
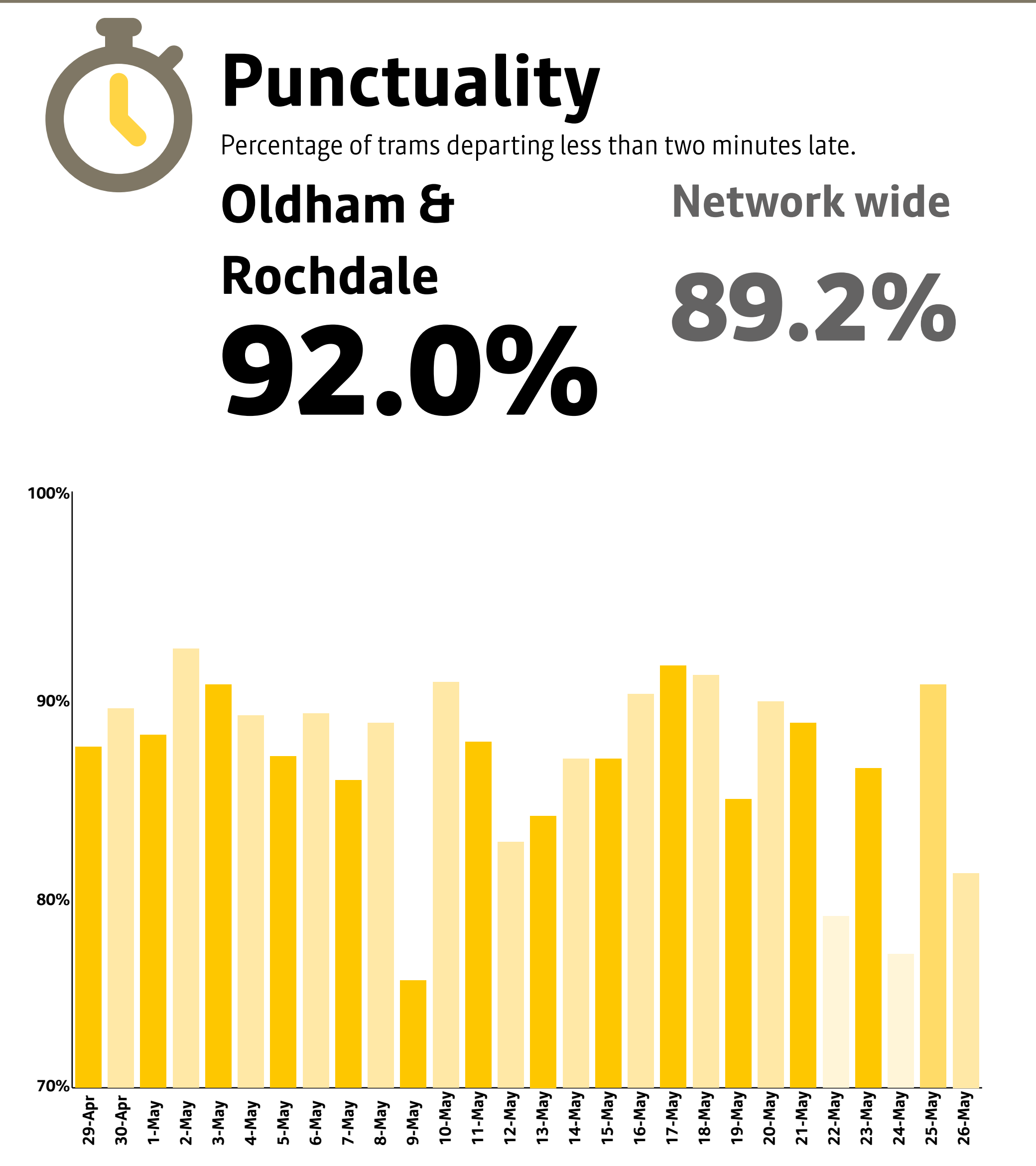
- 6 May Power failure at Droylsden.
- 20 May Residential fire near Velo Park.

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Occurrences of service disruption:

- 9 May** Points fault at Newton Heath and Moston.
- 22 May** Medical emergency onboard a tram.
- 24 May** Signalling sytem fault at Newton Heath and Moston.