

# Metrolink Performance

## Network Summary

Keolis-Amey 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:

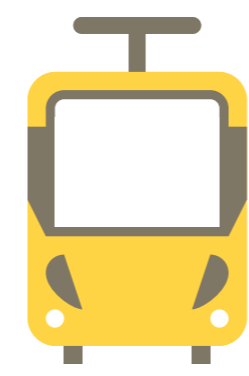
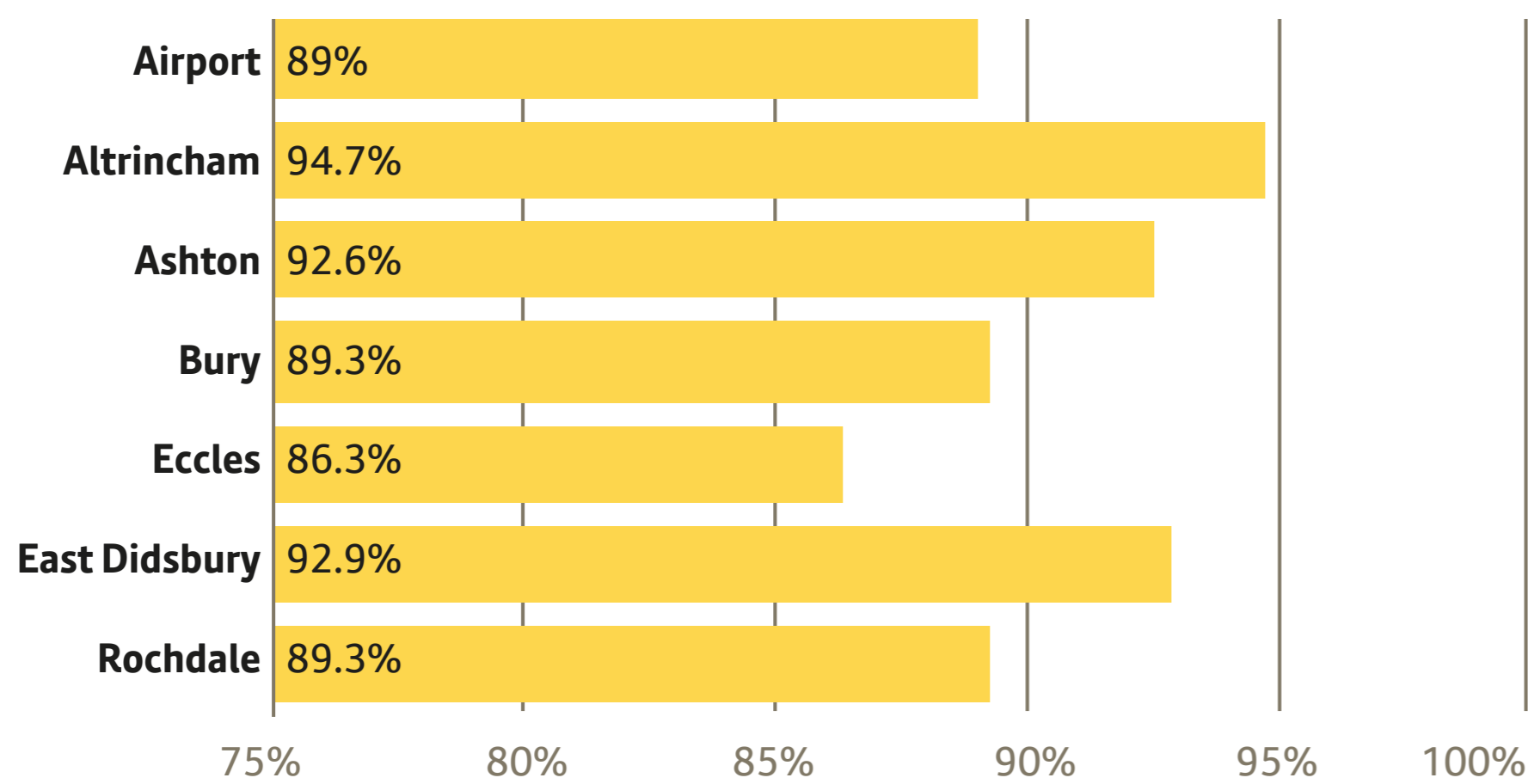
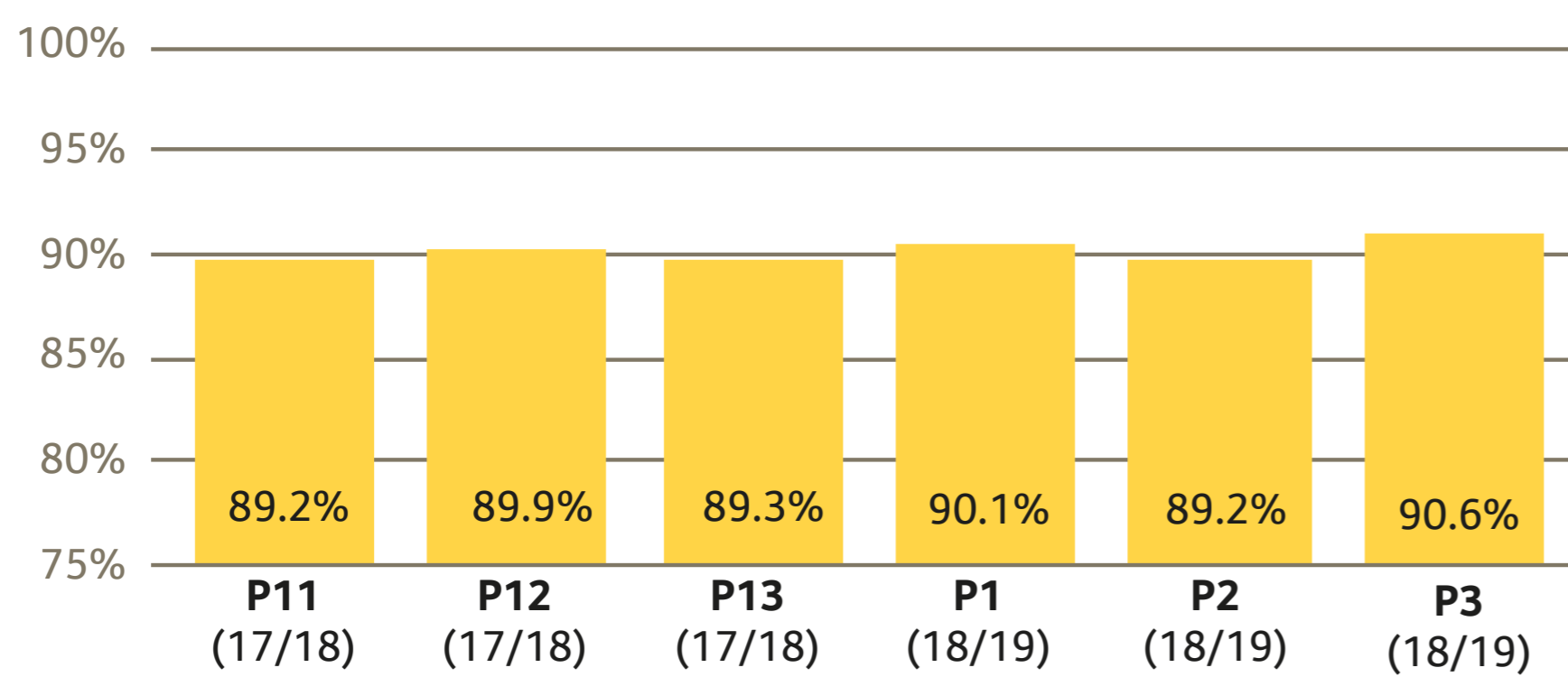
**27 May until 23 June 2018**



### Punctuality

Percentage of trams departing less than two minutes late.

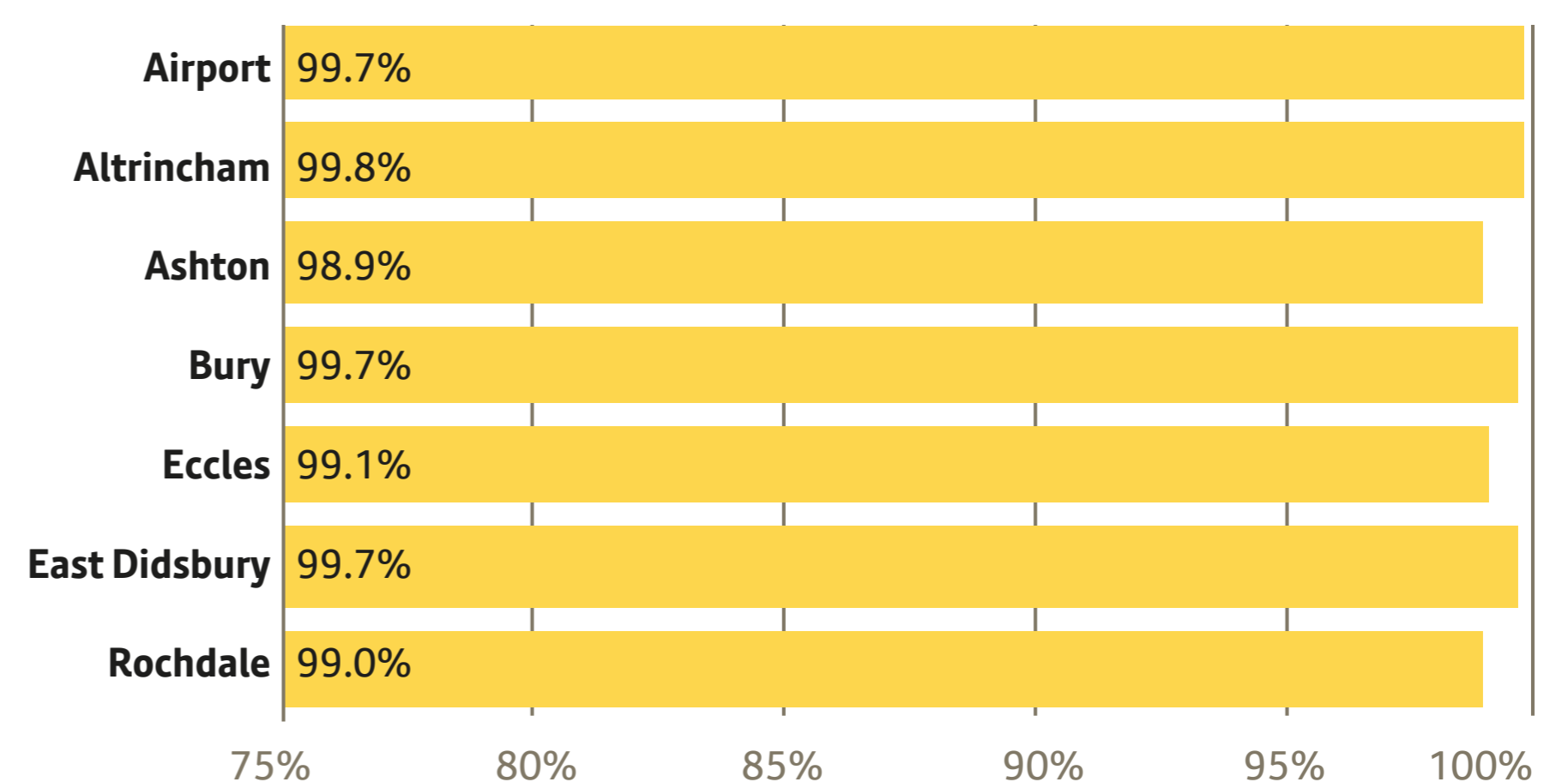
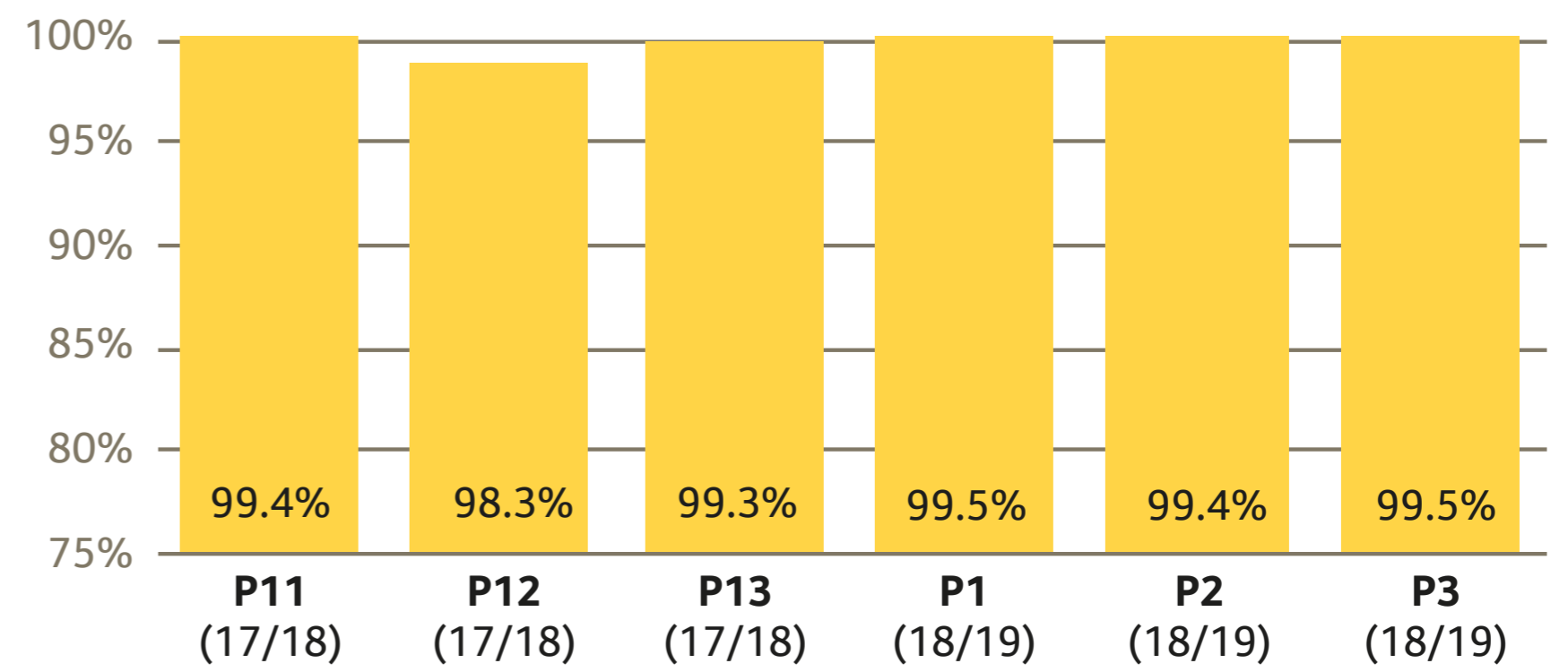
**90.6%**



### Reliability

Percentage of planned miles operated.

**99.5%**



### Cancellations

Journeys cancelled.

**0.18%** of all planned journeys.



### Short journeys

Incomplete journeys.

**0.42%** of all planned journeys.

### How we performed

This period saw a reduction in cancellations and short journeys when compared with previous periods, as demonstrated by our Reliability percentage, which improved to 99.48%.

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The Oldham & Rochdale line was also disrupted when a fallen tree blocked the lines in the Shaw and Crompton area.

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### What we are doing to improve

As we look forward, our priorities will include improvement work to our signalling system and further preparation for events taking place across Greater Manchester this summer.

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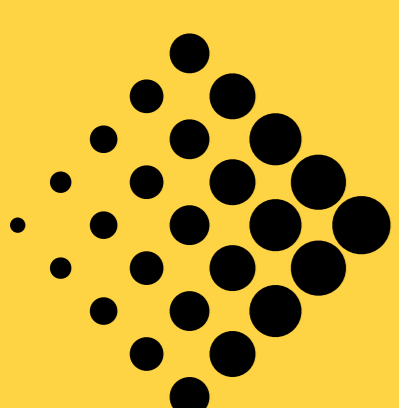
The closure is to enable work to take place that will link the new Trafford Park line, currently under construction, with the existing Metrolink network at Pomona.

Find out more about how your journey maybe affected at [tfgm.com/eccles-line](http://tfgm.com/eccles-line)

**Aline Frantzen**

Managing Director at Keolis-Amey Metrolink

Issued on Friday 6 July 2018



**Metrolink**

Metrolink is operated on behalf of Transport for Greater Manchester by

**KEOLIS amey**

Metrolink

# Metrolink Performance

## Airport Line

Keolis-Amey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

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### Punctuality

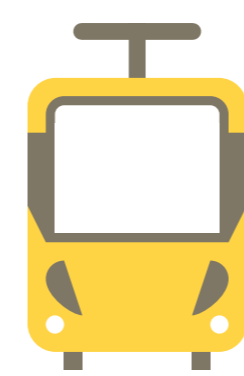
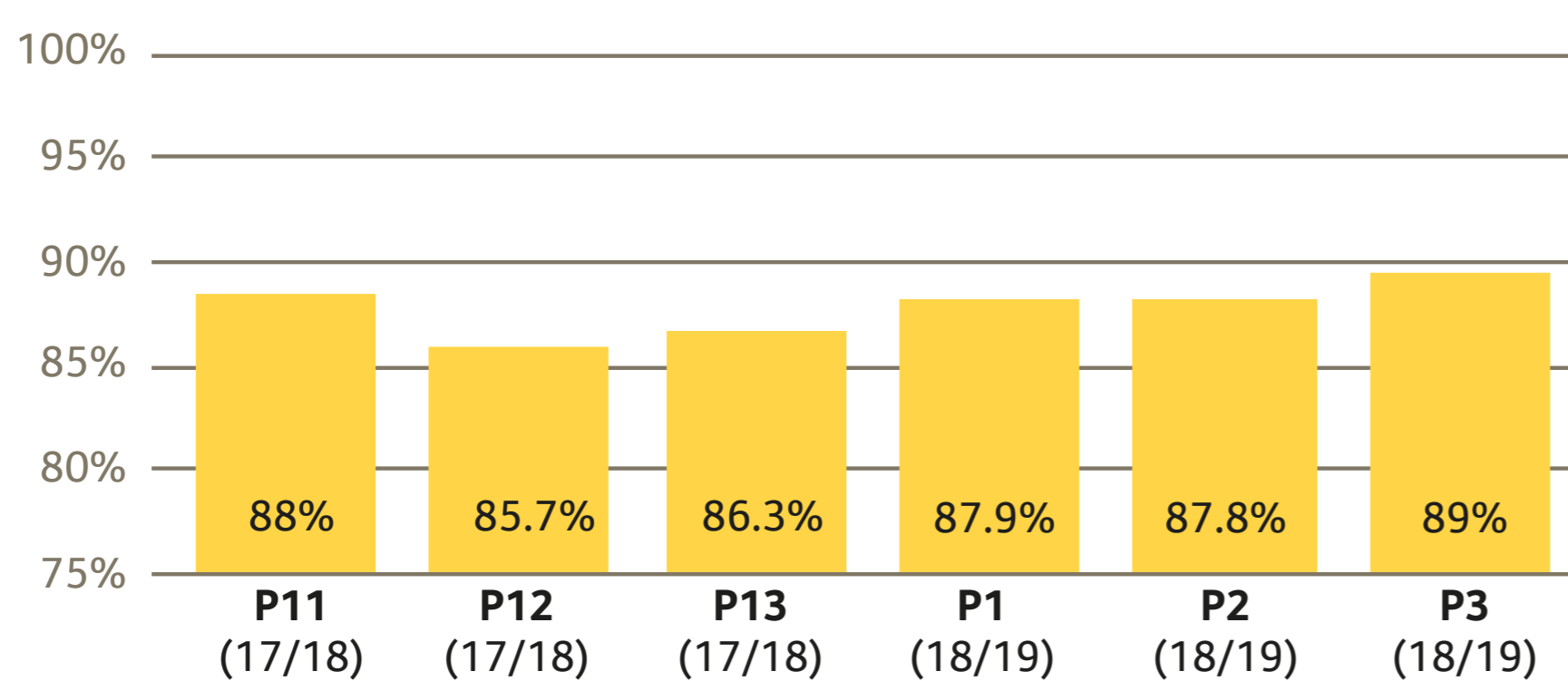
Percentage of trams departing less than two minutes late.

**This route**

**89%**

**Overall network**

**90.6%**



### Reliability

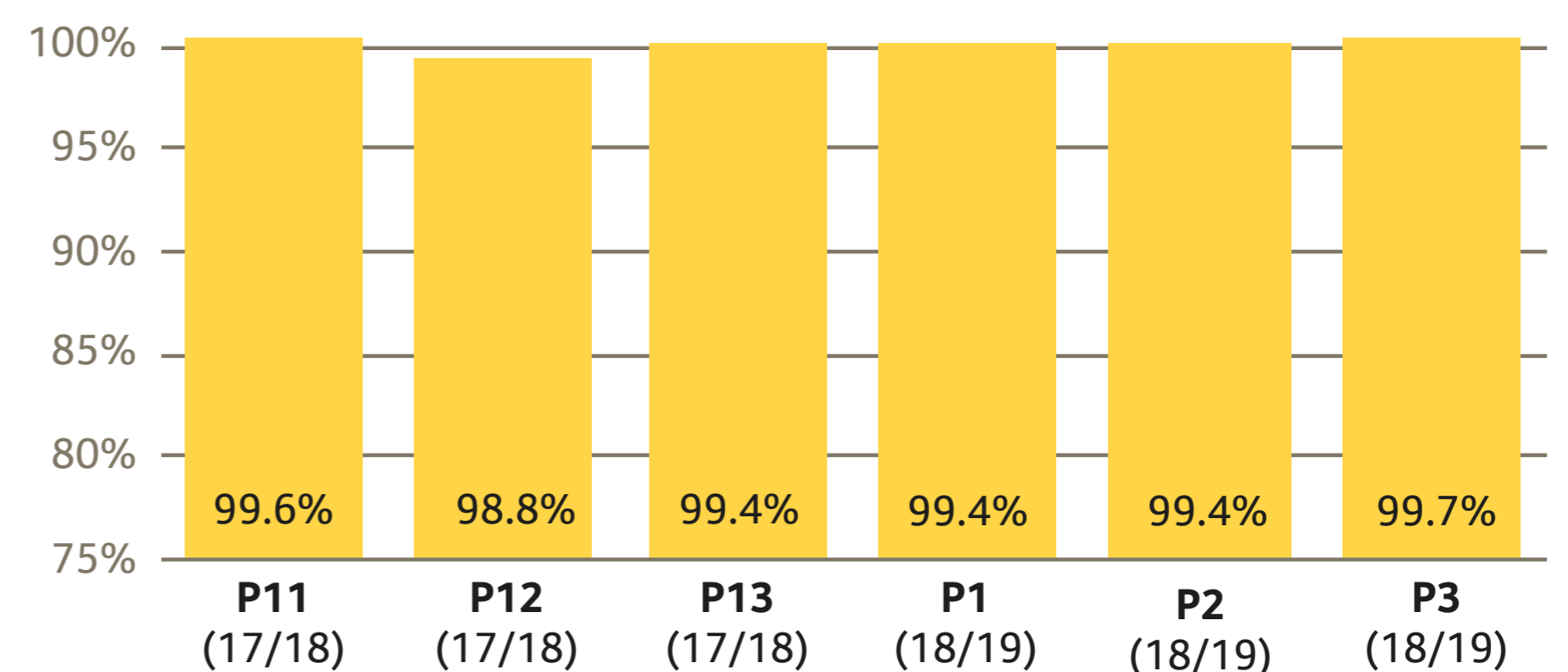
Percentage of planned miles operated.

**This route**

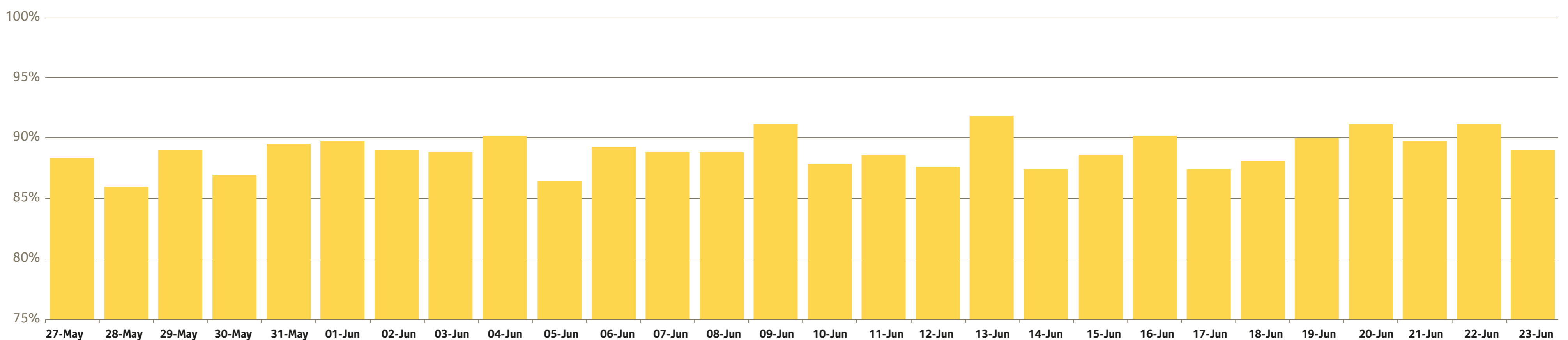
**99.7%**

**Overall network**

**99.5%**



### Route punctuality by date



### Route service disruptions

No significant disruptions on this route affecting the service.

### How we performed

This period saw a reduction in cancellations and short journeys when compared with previous periods, as demonstrated by our Reliability percentage, which improved to 99.48%.

Punctuality was generally good across all lines, with the exception of the Eccles Line, which on the 10th June experienced an overhead line fault.

The Oldham & Rochdale line was also disrupted when a fallen tree blocked the lines in the Shaw and Crompton area.

Our focus this period has been on providing a good service during high profile events such as Parklife. We would like to thank you for the positive feedback we received after these events.

### What we are doing to improve

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## Altrincham Line

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### Punctuality

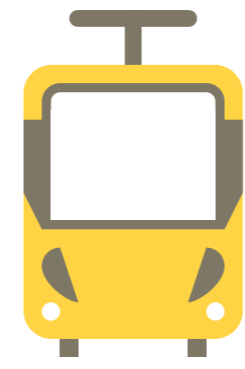
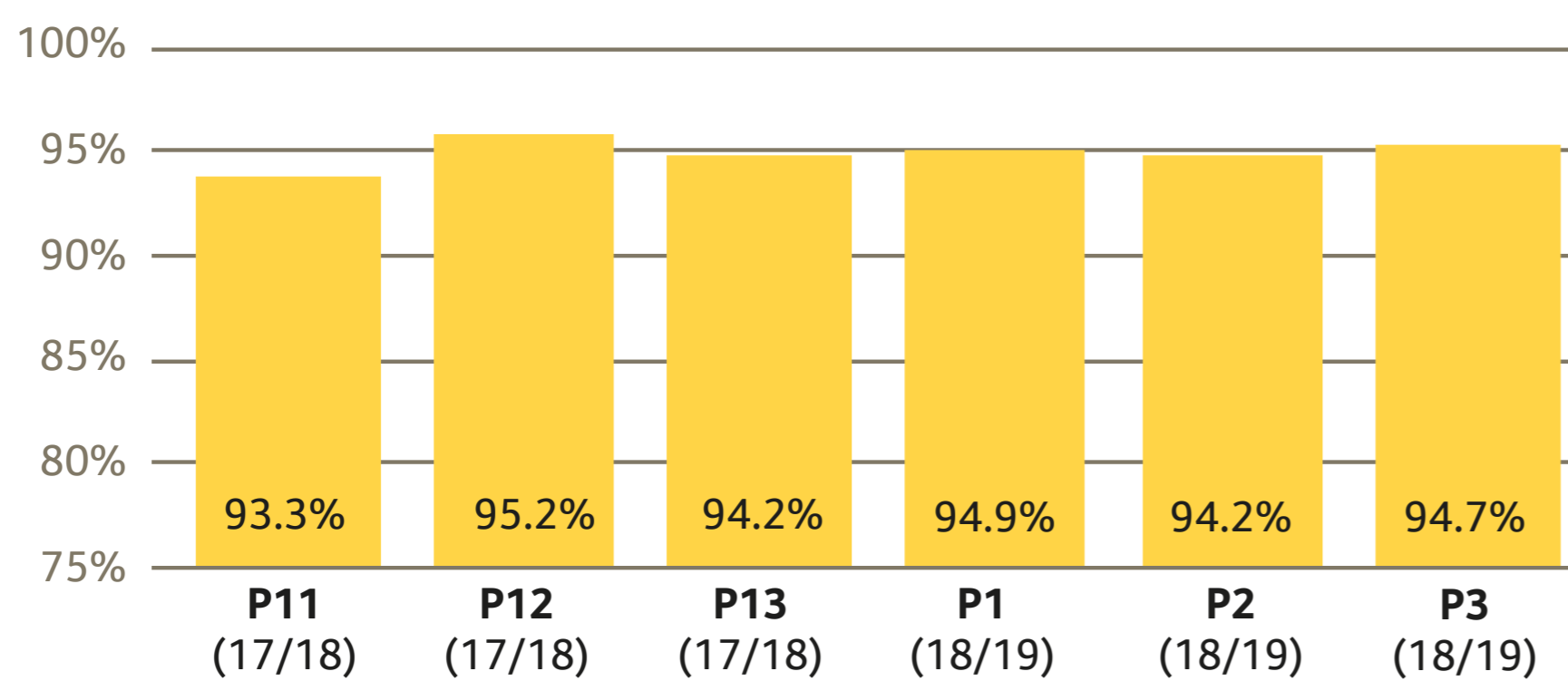
Percentage of trams departing less than two minutes late.

This route

**94.7%**

Overall network

**90.6%**



### Reliability

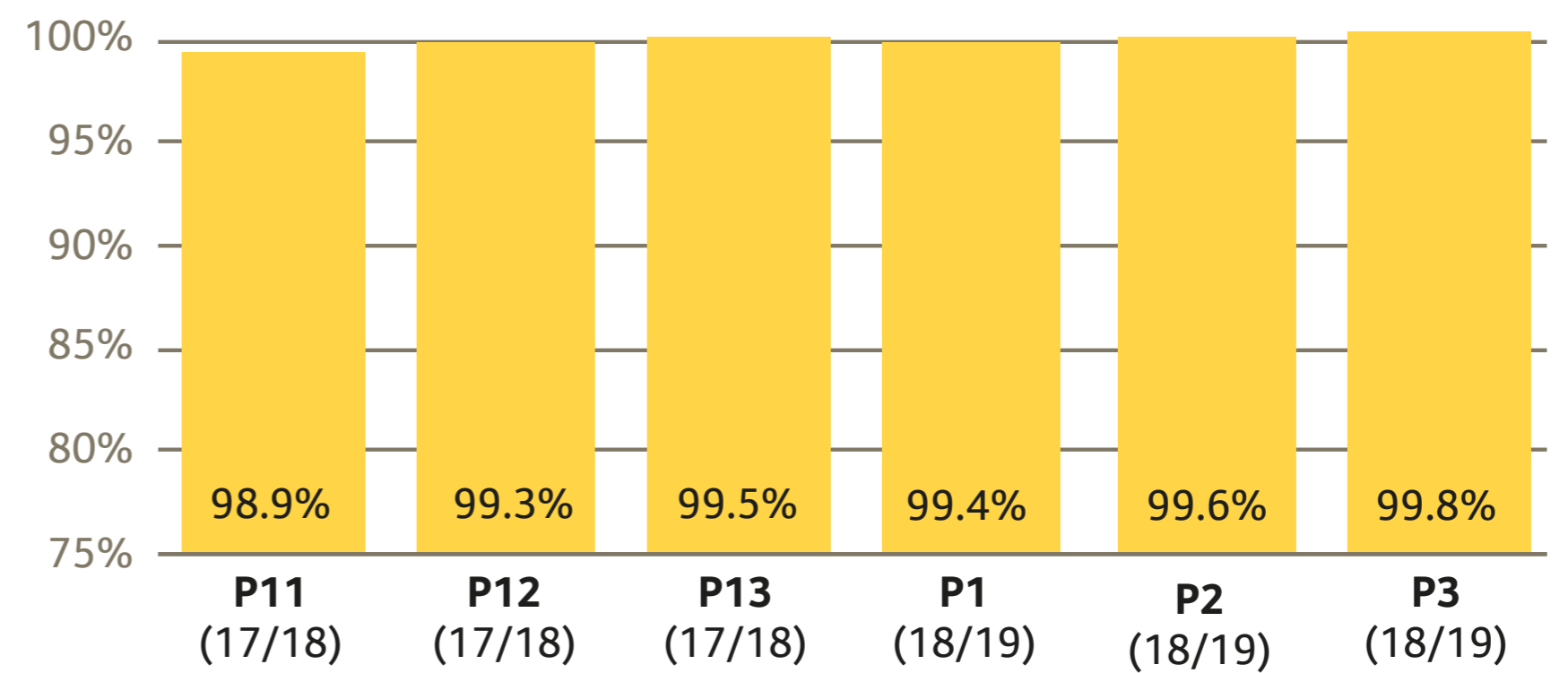
Percentage of planned miles operated.

This route

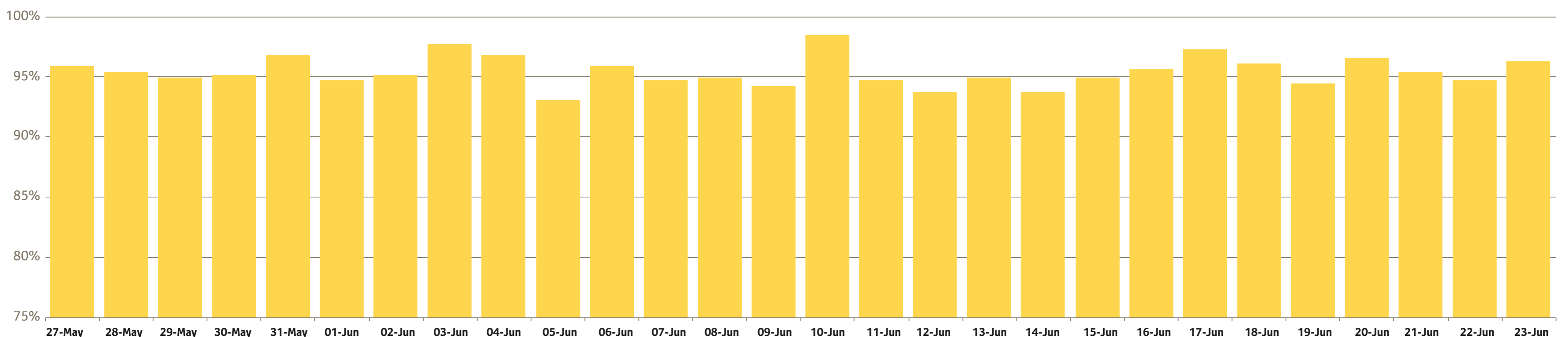
**99.8%**

Overall network

**99.5%**



### Route punctuality by date



### Route service disruptions

**12 June** Road Traffic Collision at Piccadilly Gardens.

### How we performed

This period saw a reduction in cancellations and short journeys when compared with previous periods, as demonstrated by our Reliability percentage, which improved to 99.48%.

Punctuality was generally good across all lines, with the exception of the Eccles Line, which on the 10th June experienced an overhead line fault.

The Oldham & Rochdale line was also disrupted when a fallen tree blocked the lines in the Shaw and Crompton area.

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## Ashton-under-Lyne Line

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### Punctuality

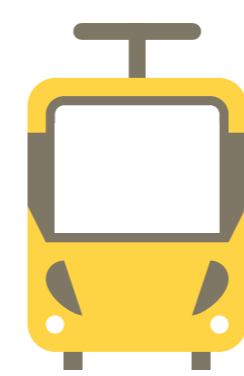
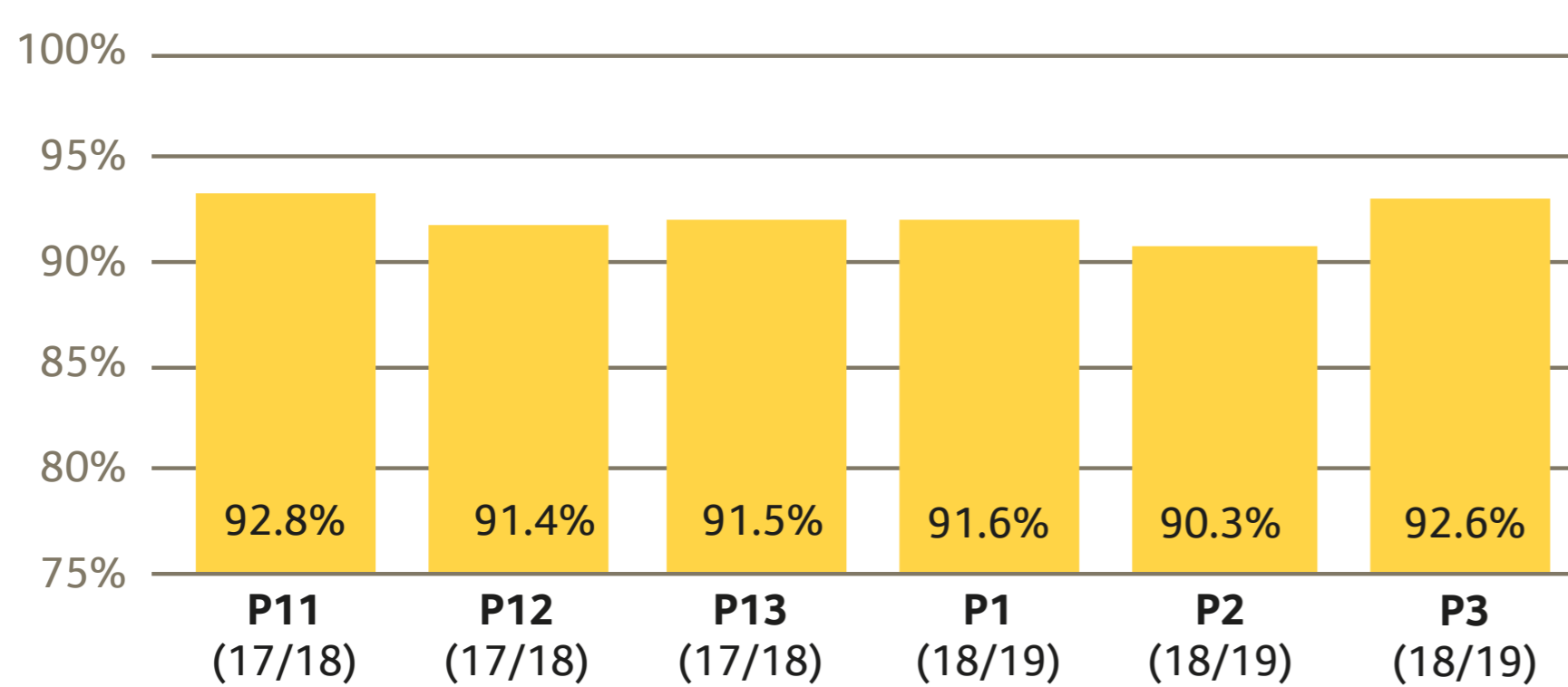
Percentage of trams departing less than two minutes late.

This route

**92.6%**

Overall network

**90.6%**



### Reliability

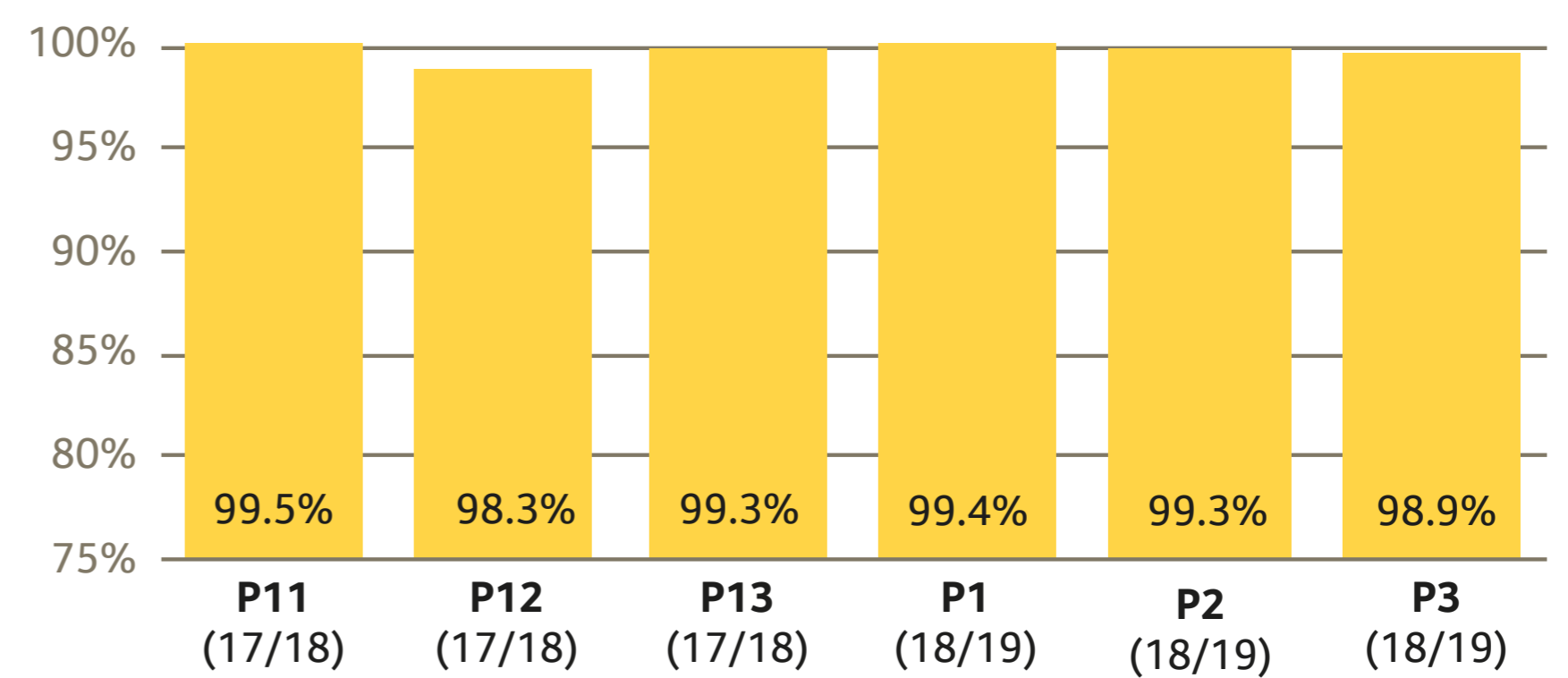
Percentage of planned miles operated.

This route

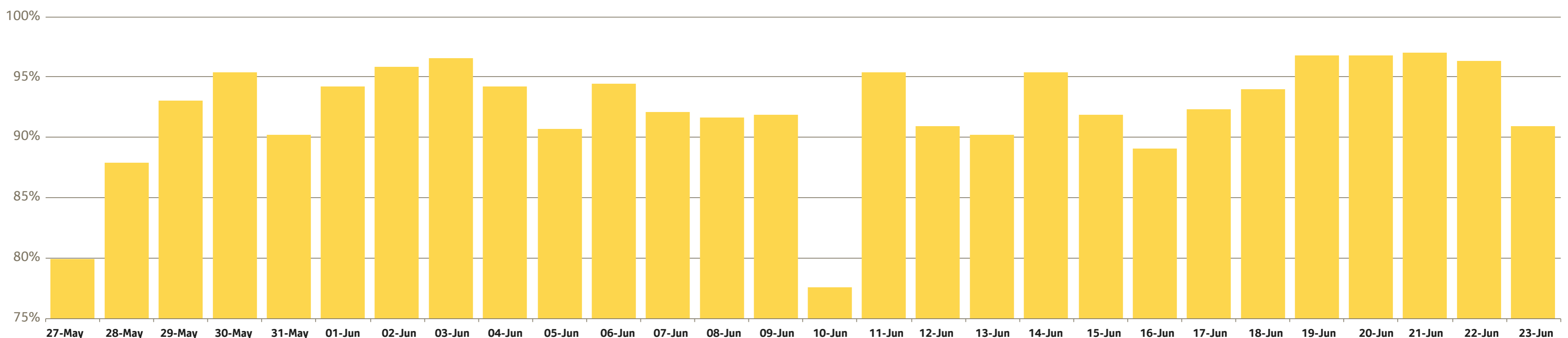
**98.9%**

Overall network

**99.5%**



### Route punctuality by date



### Route service disruptions

- 27 May** Road Traffic Collision at Audenshaw
- 31 May** Medical emergency on tram at Velopark
- 10 June** Overhead power line fault.

### How we performed

This period saw a reduction in cancellations and short journeys when compared with previous periods, as demonstrated by our Reliability percentage, which improved to 99.48%.

Punctuality was generally good across all lines, with the exception of the Eccles Line, which on the 10th June experienced an overhead line fault.

The Oldham & Rochdale line was also disrupted when a fallen tree blocked the lines in the Shaw and Crompton area.

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## Bury Line

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### Punctuality

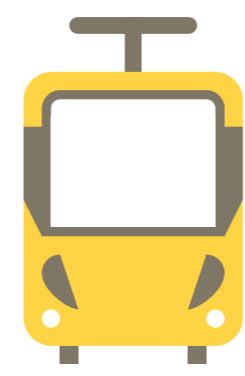
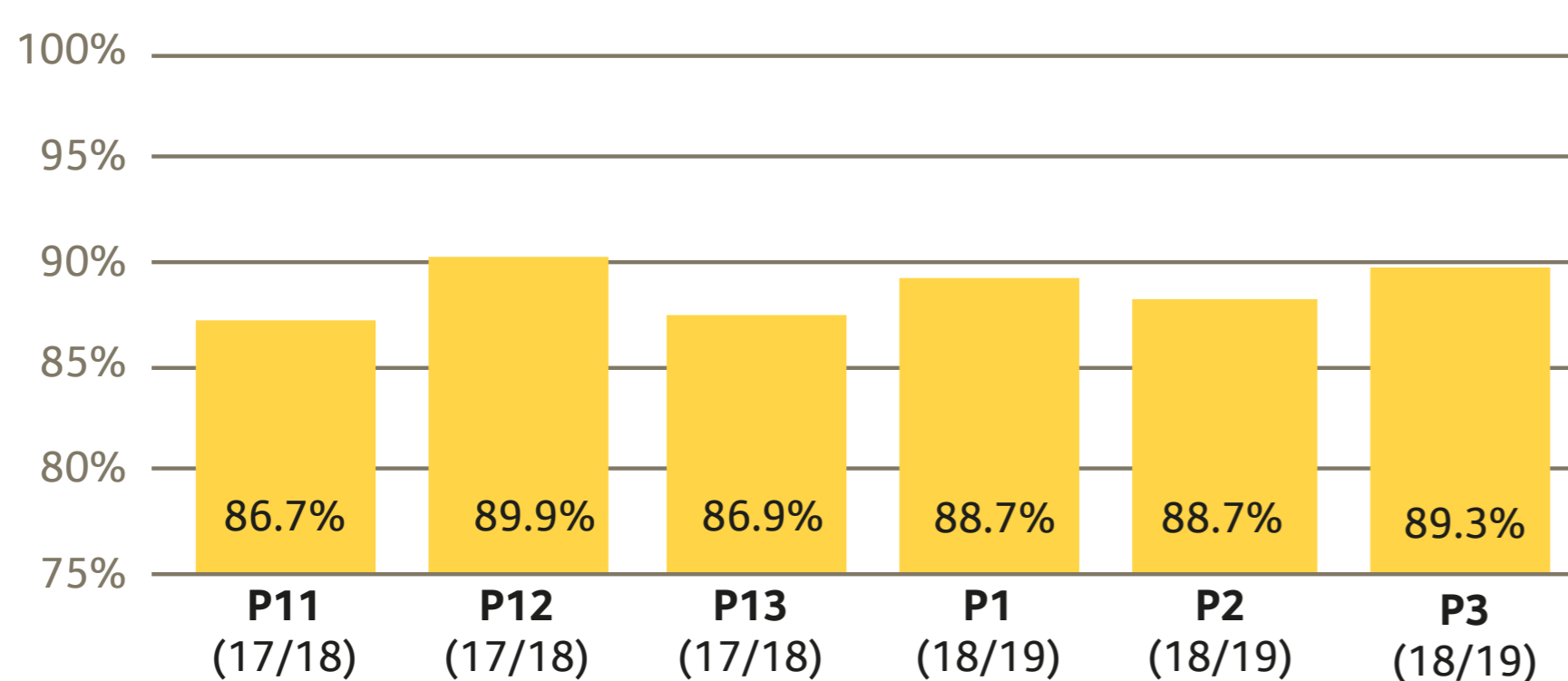
Percentage of trams departing less than two minutes late.

This route

**89.3%**

Overall network

**90.6%**



### Reliability

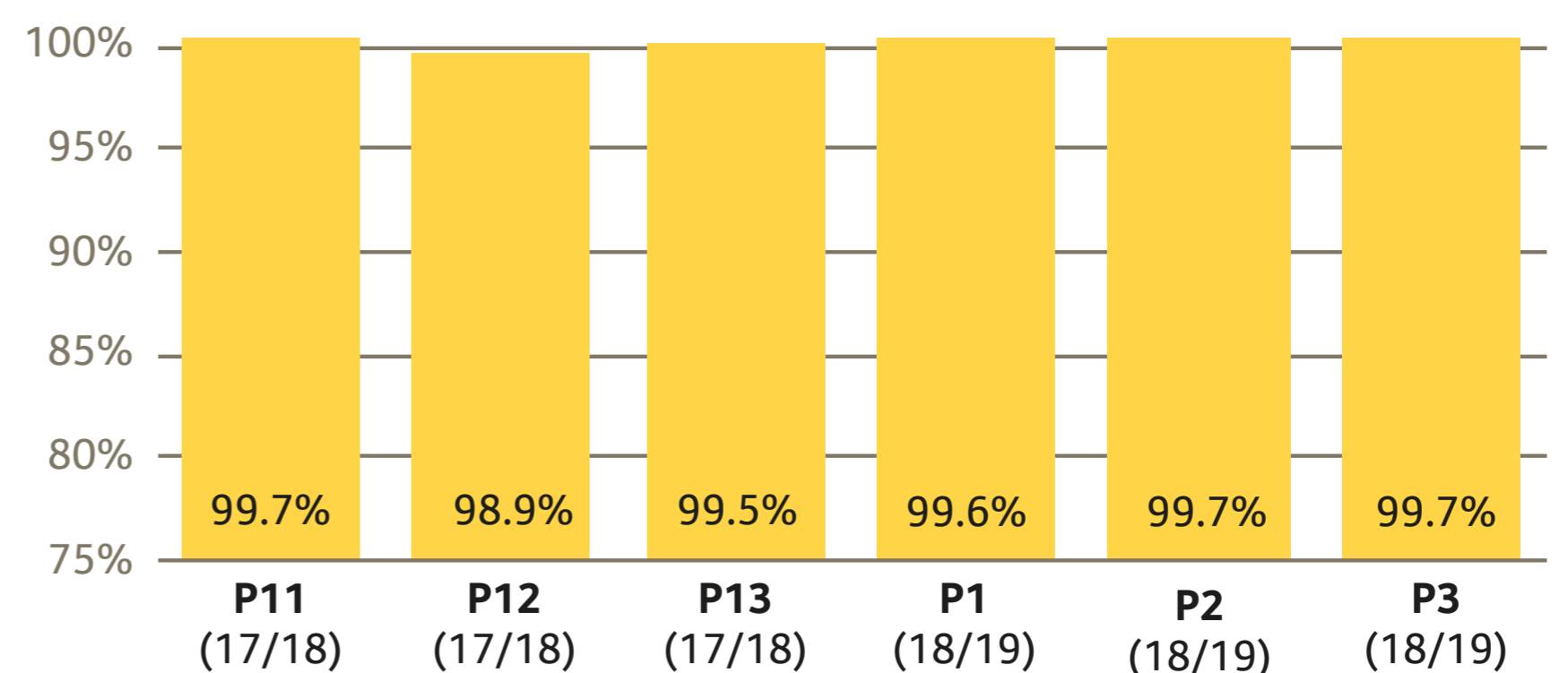
Percentage of planned miles operated.

This route

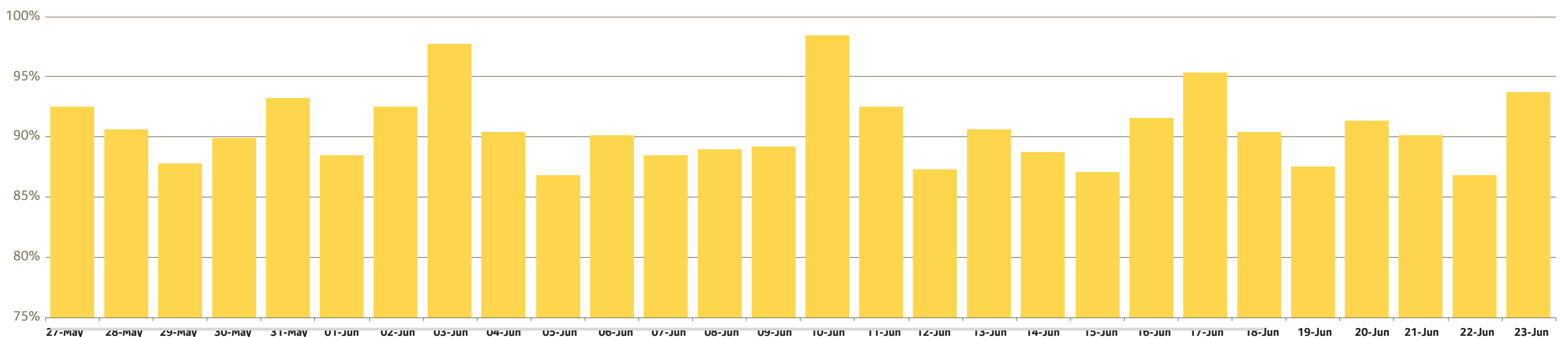
**99.7%**

Overall network

**99.5%**



### Route punctuality by date



### Route service disruptions

- 12 June** Road Traffic Collision at Piccadilly Gardens
- 31 May** Medical emergency on tram at Bowker Vale.

### How we performed

This period saw a reduction in cancellations and short journeys when compared with previous periods, as demonstrated by our Reliability percentage, which improved to 99.48%.

Punctuality was generally good across all lines, with the exception of the Eccles Line, which on the 10th June experienced an overhead line fault.

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## East Didsbury Line

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### Punctuality

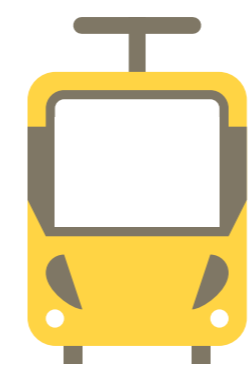
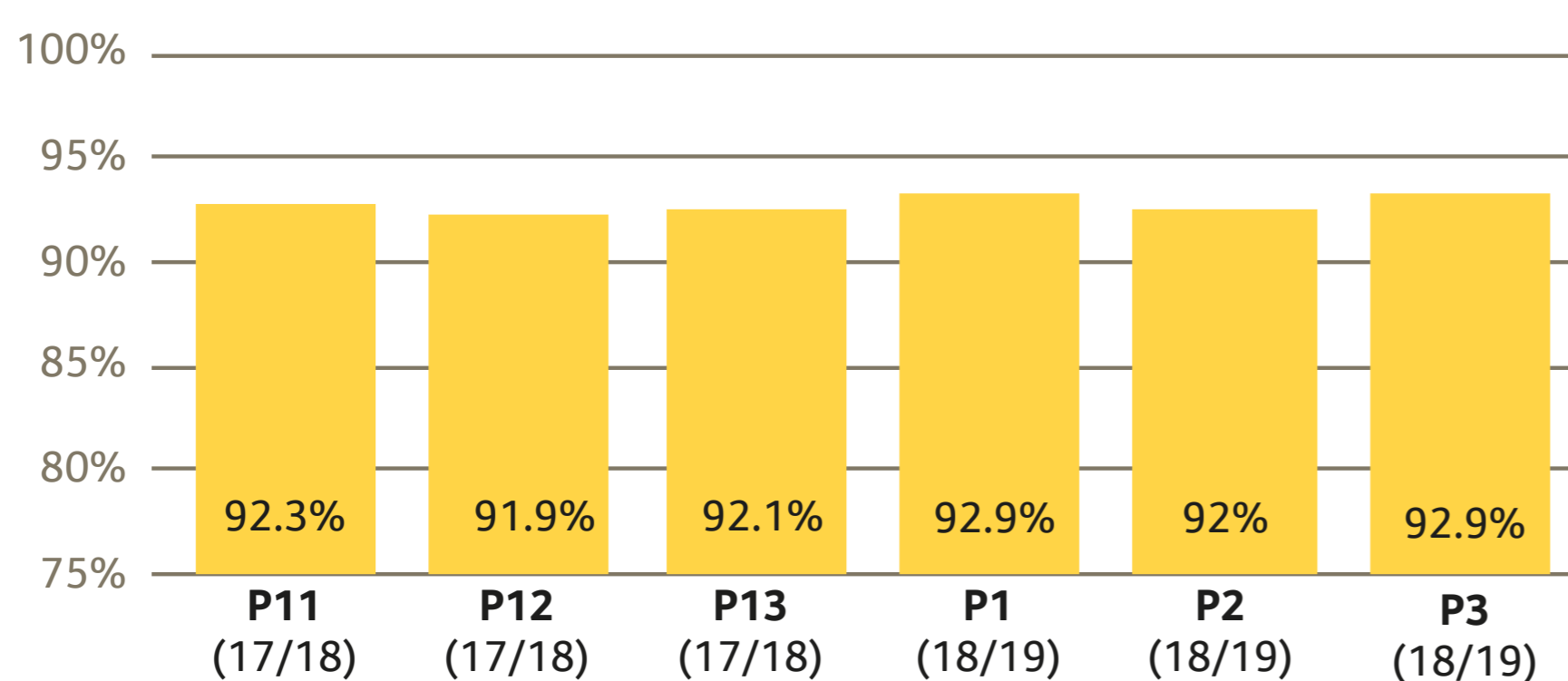
Percentage of trams departing less than two minutes late.

This route

**92.9%**

Overall network

**90.6%**



### Reliability

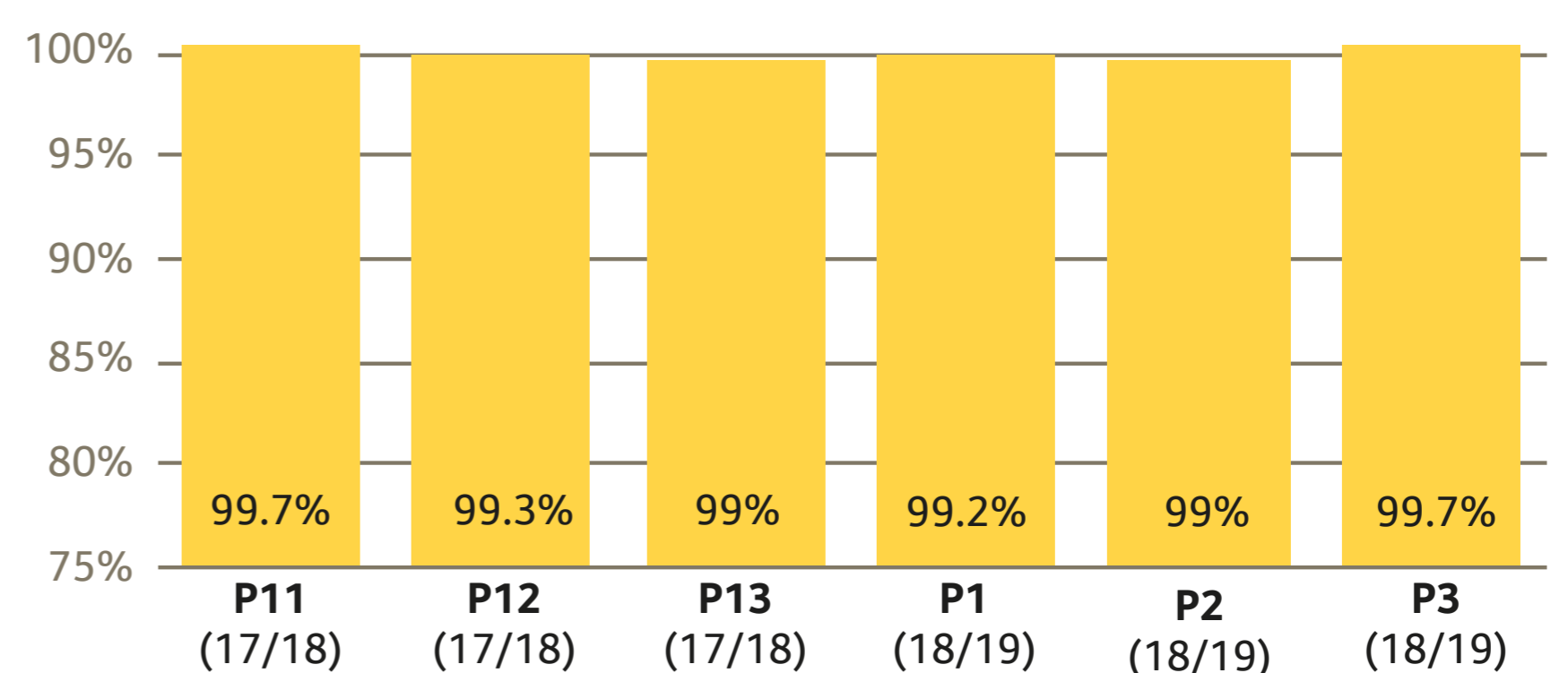
Percentage of planned miles operated.

This route

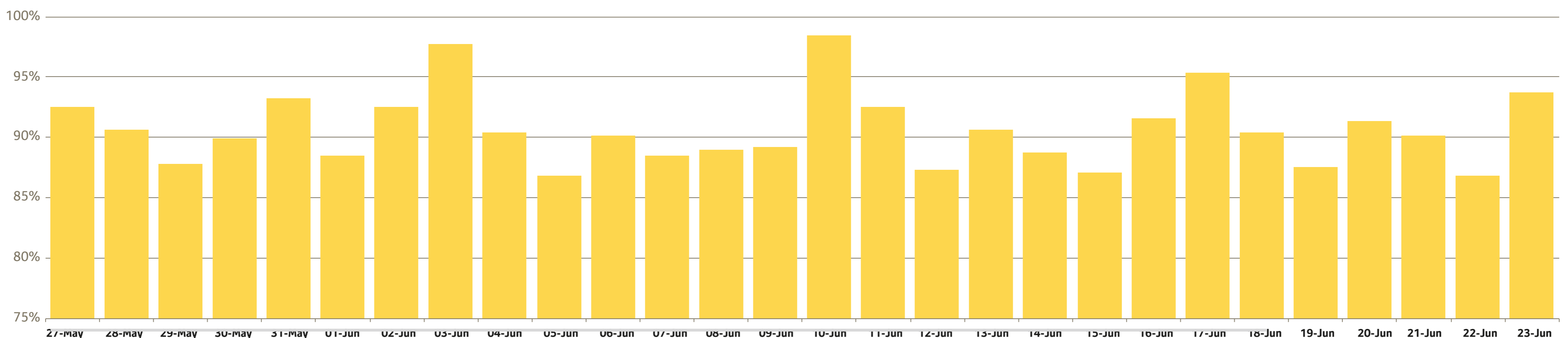
**99.7%**

Overall network

**99.5%**



### Route punctuality by date



### Route service disruptions

No significant disruptions on this route affecting the service.

### How we performed

This period saw a reduction in cancellations and short journeys when compared with previous periods, as demonstrated by our Reliability percentage, which improved to 99.48%.

Punctuality was generally good across all lines, with the exception of the Eccles Line, which on the 10th June experienced an overhead line fault.

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# Metrolink Performance

## Eccles & Media City Lines

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### Punctuality

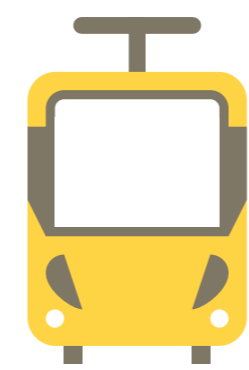
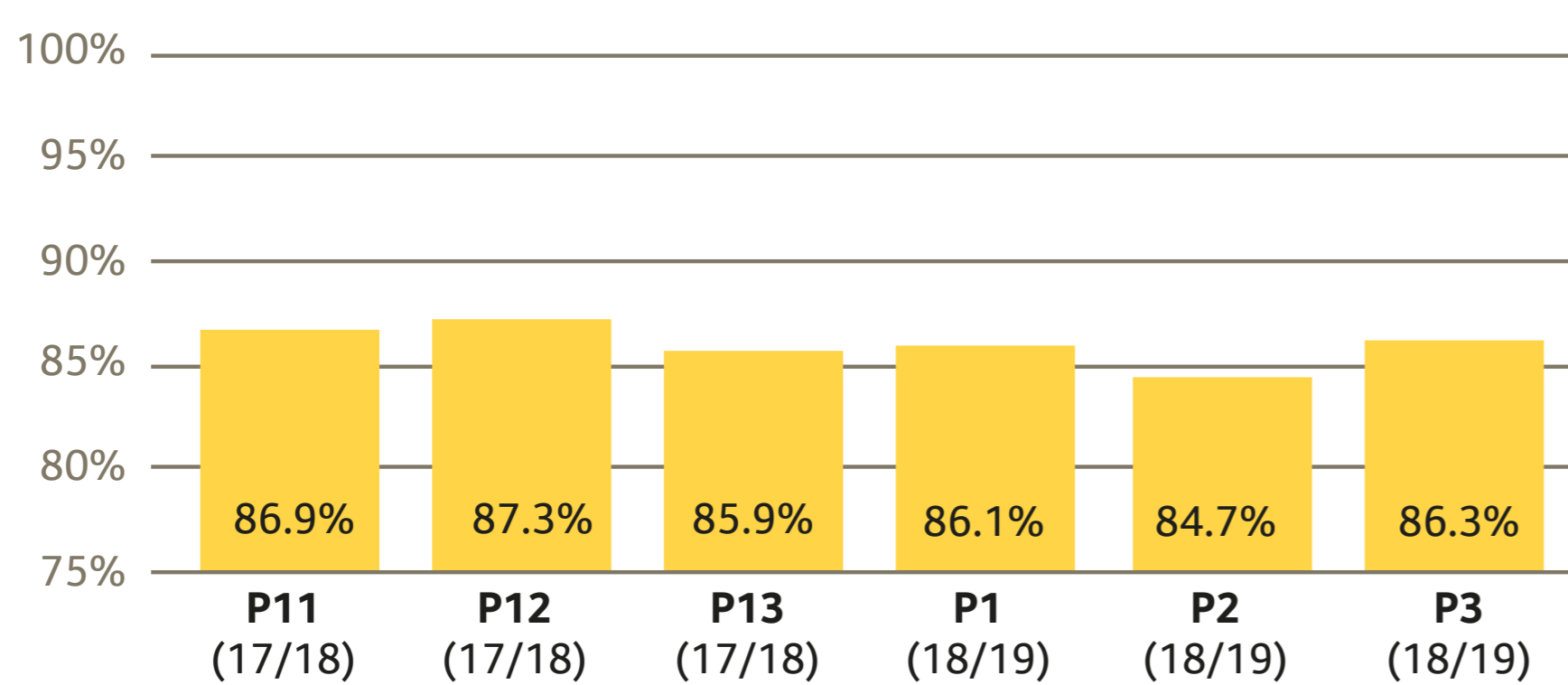
Percentage of trams departing less than two minutes late.

This route

**86.3%**

Overall network

**90.6%**



### Reliability

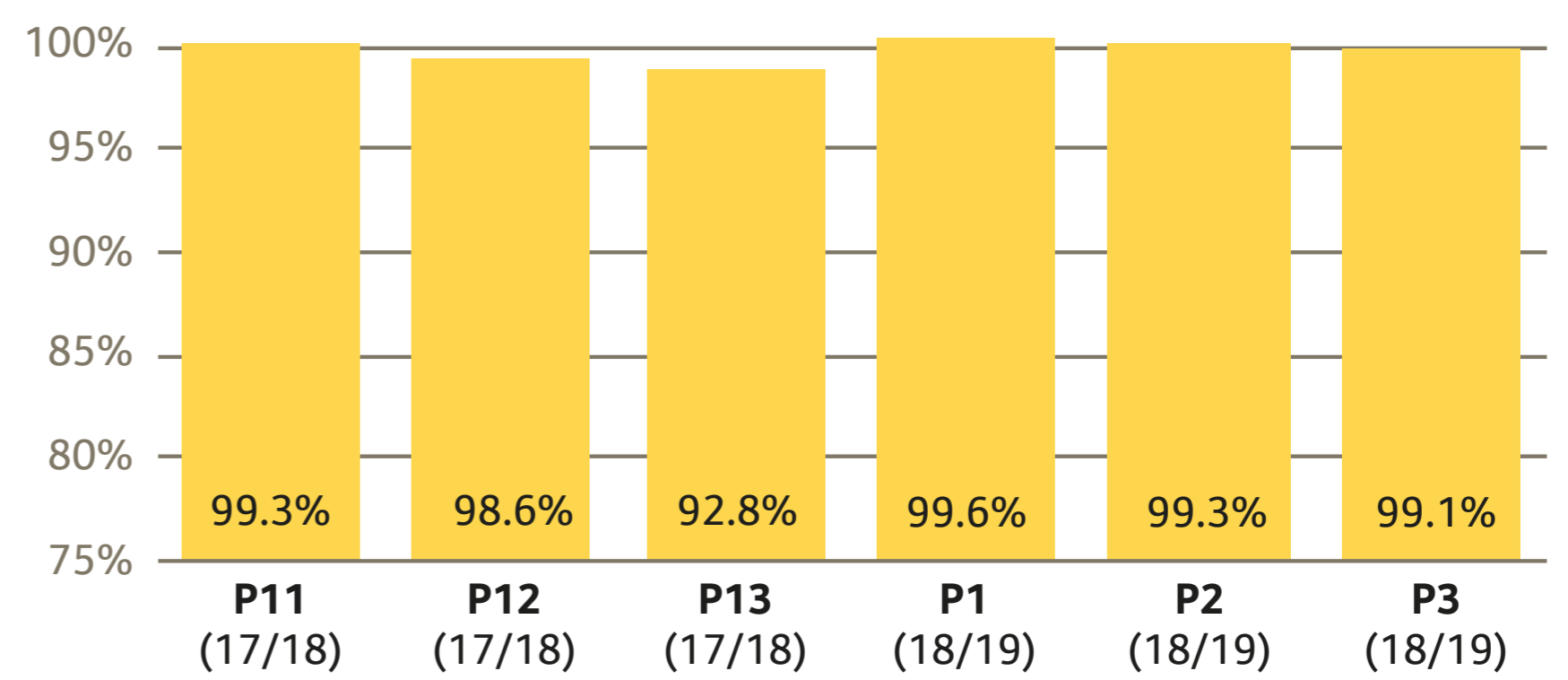
Percentage of planned miles operated.

This route

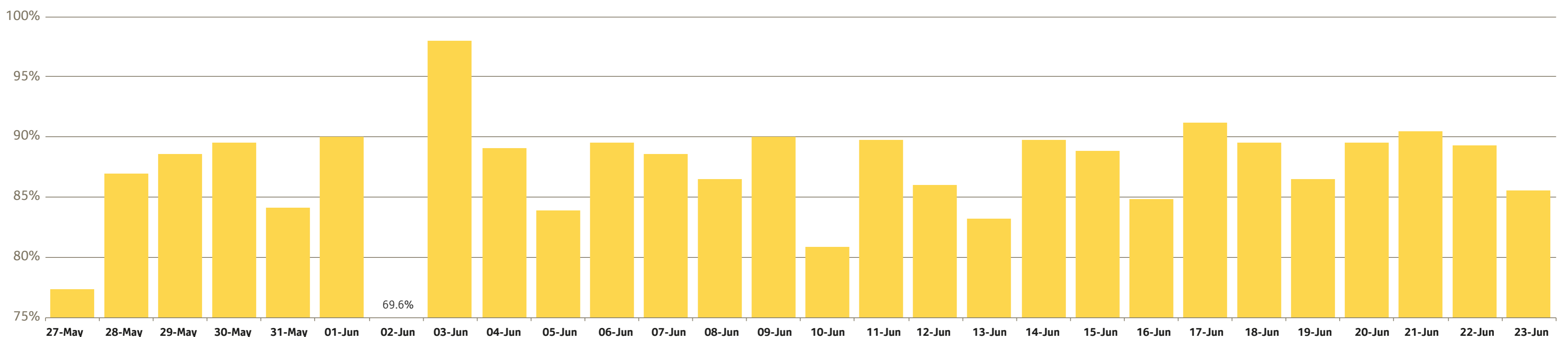
**99.1%**

Overall network

**99.5%**



### Route punctuality by date



### Route service disruptions

- 2 June** Signalling system fault at Media City UK
- 10 June** Overhead power line fault at Weaste
- 12 June** Road traffic collision at Piccadilly Gardens.

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Metrolink

# Metrolink Performance

## Oldham & Rochdale Lines

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### Punctuality

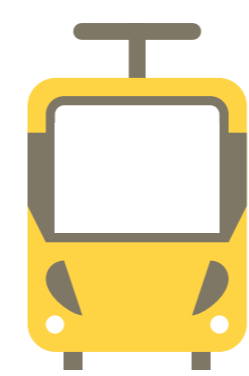
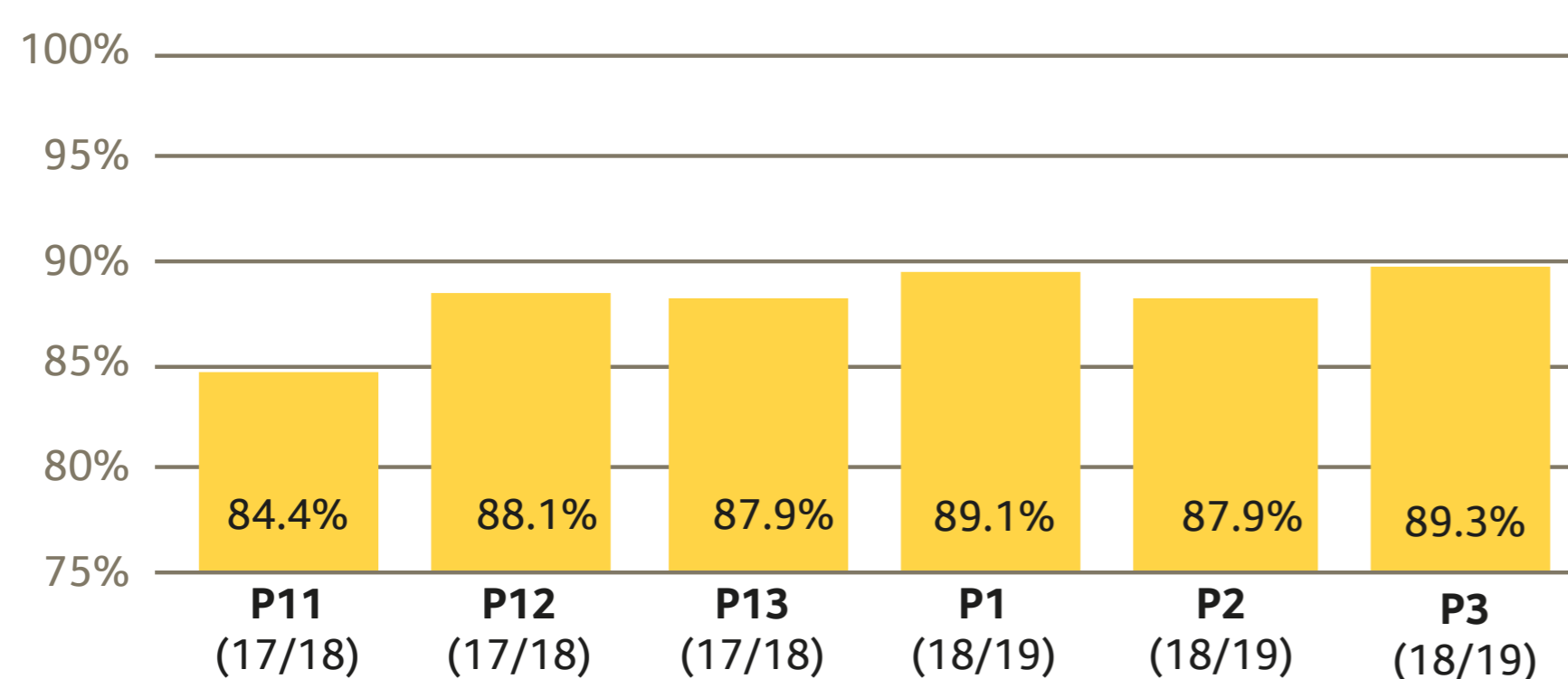
Percentage of trams departing less than two minutes late.

This route

**89.3%**

Overall network

**90.6%**



### Reliability

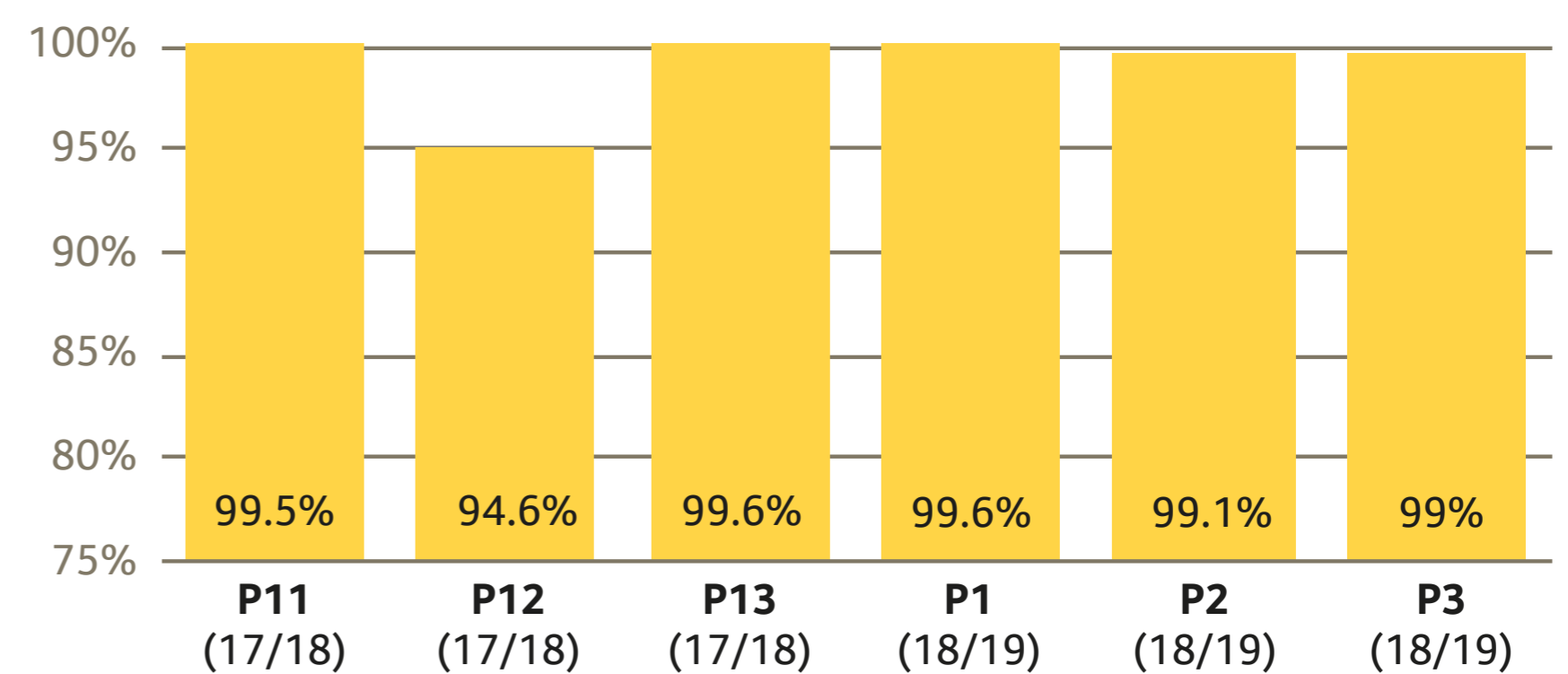
Percentage of planned miles operated.

This route

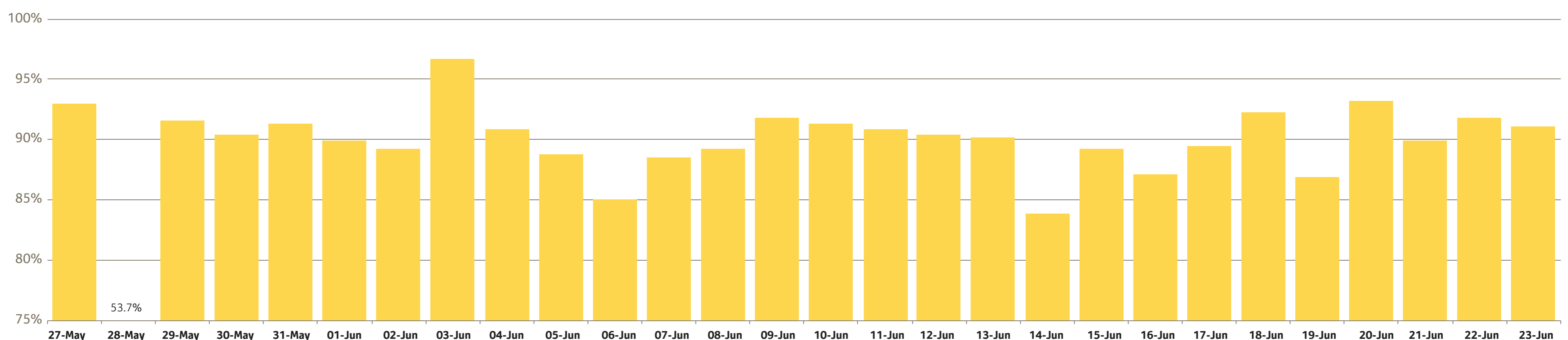
**99%**

Overall network

**99.5%**



### Route punctuality by date



### Route service disruptions

- 6 June** Signalling system fault at Newton Heath and Moston
- 13 June** Road Traffic Collision at Milnrow
- 14 June** Vandalism of three trams resulting in service suspension
- 19 June** Fallen tree blocking the line at Shaw & Crompton
- 28 June** Signalling system fault at Newton Heath and Moston.

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