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%.

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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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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Find out more about how your journey may be affected at tfgm.com/eccles-line
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 our four-week period between: 27 May until 23 June 2018

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

<table>
<thead>
<tr>
<th>Route</th>
<th>Overall network</th>
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<tbody>
<tr>
<td>This route</td>
<td>89%</td>
</tr>
<tr>
<td>Overall</td>
<td>90.6%</td>
</tr>
</tbody>
</table>

**Reliability**
Percentage of planned miles operated.

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<tr>
<th>Route</th>
<th>Overall network</th>
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</thead>
<tbody>
<tr>
<td>This route</td>
<td>99.7%</td>
</tr>
<tr>
<td>Overall</td>
<td>99.5%</td>
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</tbody>
</table>

**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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Aline Frantzen
Managing Director at Keolis-Amey Metrolink

Issued on Friday 6 July 2018

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This report covers our four-week period between: 27 May until 23 June 2018

**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

<table>
<thead>
<tr>
<th>Date</th>
<th>This route</th>
<th>Overall network</th>
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</thead>
<tbody>
<tr>
<td>27-May</td>
<td>93.3%</td>
<td>98.9%</td>
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<td>95.2%</td>
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<td>29-May</td>
<td>94.2%</td>
<td>99.5%</td>
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<td>30-May</td>
<td>94.9%</td>
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<td>31-May</td>
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<td>01-Jun</td>
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<td>23-Jun</td>
<td>99.9%</td>
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</table>

### 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%.

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Aline Frantzen
Managing Director at Keolis-Amey Metrolink

Issued on Friday 6 July 2018
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 our four-week period between:

**27 May until 23 June 2018**

**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%.

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This report covers our four-week period between: 27 May until 23 June 2018

**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

<table>
<thead>
<tr>
<th>Date</th>
<th>Punctuality</th>
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<tr>
<td>27-May</td>
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<td>28-May</td>
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<td>29-May</td>
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<td>23-Jun</td>
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</table>

### 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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Aline Frantzen  
Managing Director at Keolis-Amey Metrolink  
Issued on Friday 6 July 2018

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Metrolink is operated on behalf of Transport for Greater Manchester by Keolis Amey Metrolink.
Metrolink Performance
East Didsbury Line

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 our four-week period between: 27 May until 23 June 2018

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

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td>92.9%</td>
<td>90.6%</td>
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<table>
<thead>
<tr>
<th>P11 (17/18)</th>
<th>P12 (17/18)</th>
<th>P13 (17/18)</th>
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<th>P2 (18/19)</th>
<th>P3 (18/19)</th>
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<tbody>
<tr>
<td>92.3%</td>
<td>91.9%</td>
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<td>92.9%</td>
<td>92%</td>
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</tbody>
</table>

### Reliability
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
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<tbody>
<tr>
<td>99.7%</td>
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<th>P11 (17/18)</th>
<th>P12 (17/18)</th>
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<th>P1 (18/19)</th>
<th>P2 (18/19)</th>
<th>P3 (18/19)</th>
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<tbody>
<tr>
<td>99.7%</td>
<td>99.3%</td>
<td>99%</td>
<td>99.2%</td>
<td>99%</td>
<td>99.7%</td>
</tr>
</tbody>
</table>

#### 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%.

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Aline Frantzen
Managing Director at Keolis-Amey Metrolink

Issued on Friday 6 July 2018
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

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</table>

### 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.

### How we performed

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This report covers our four-week period between:

**Metrolink Performance**

Oldham & Rochdale Lines

Reliability
Percentage of planned miles operated.

**This route**
99%

**Overall network**
99.5%

Punctuality
Percentage of trams departing less than two minutes late.

**This route**
89.3%

**Overall network**
90.6%

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