

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 the
four-week period between:

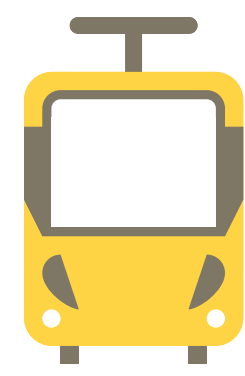
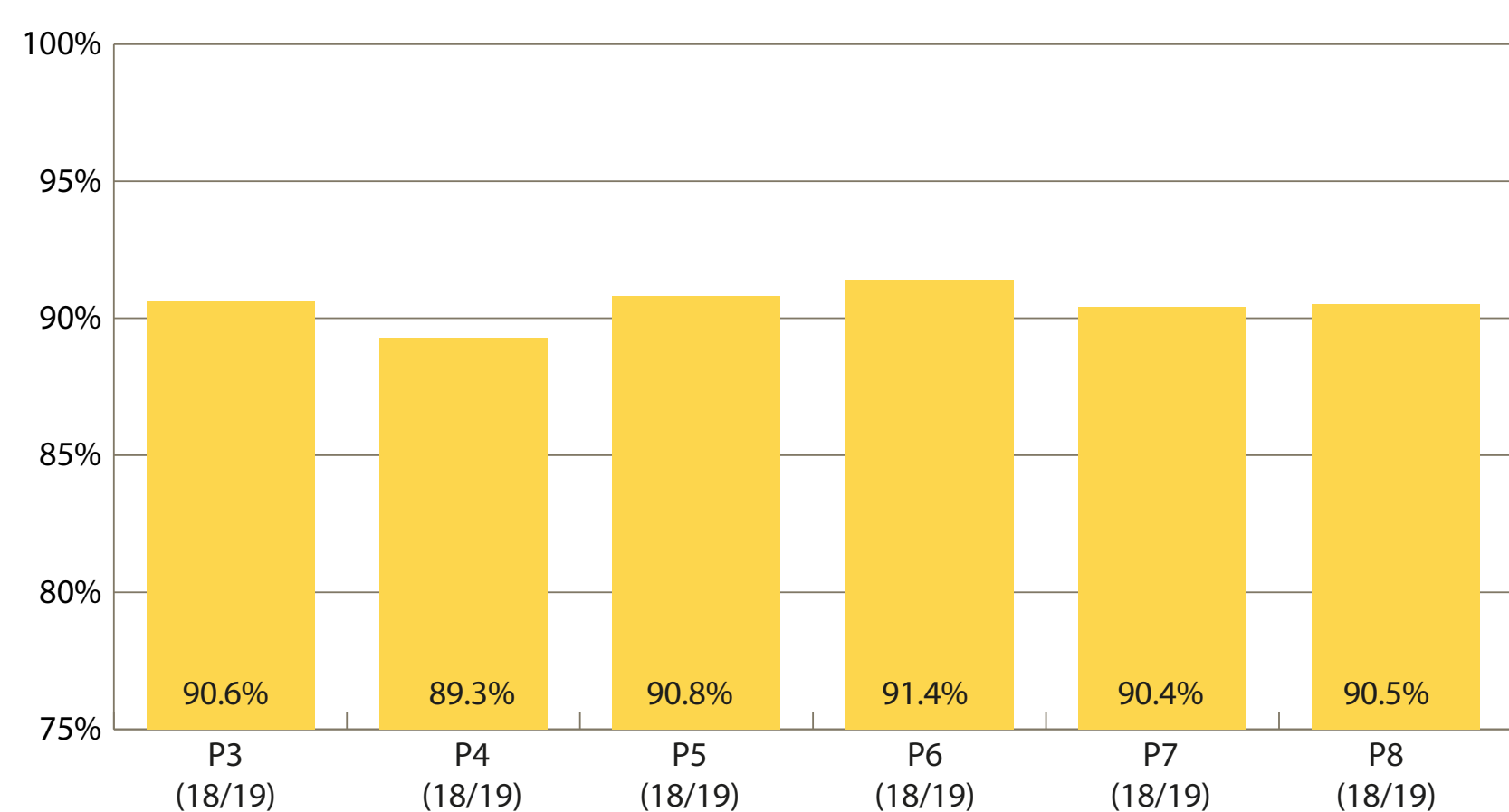
14 October until 10 November 2018



Punctuality

Percentage of trams departing less than two minutes late.

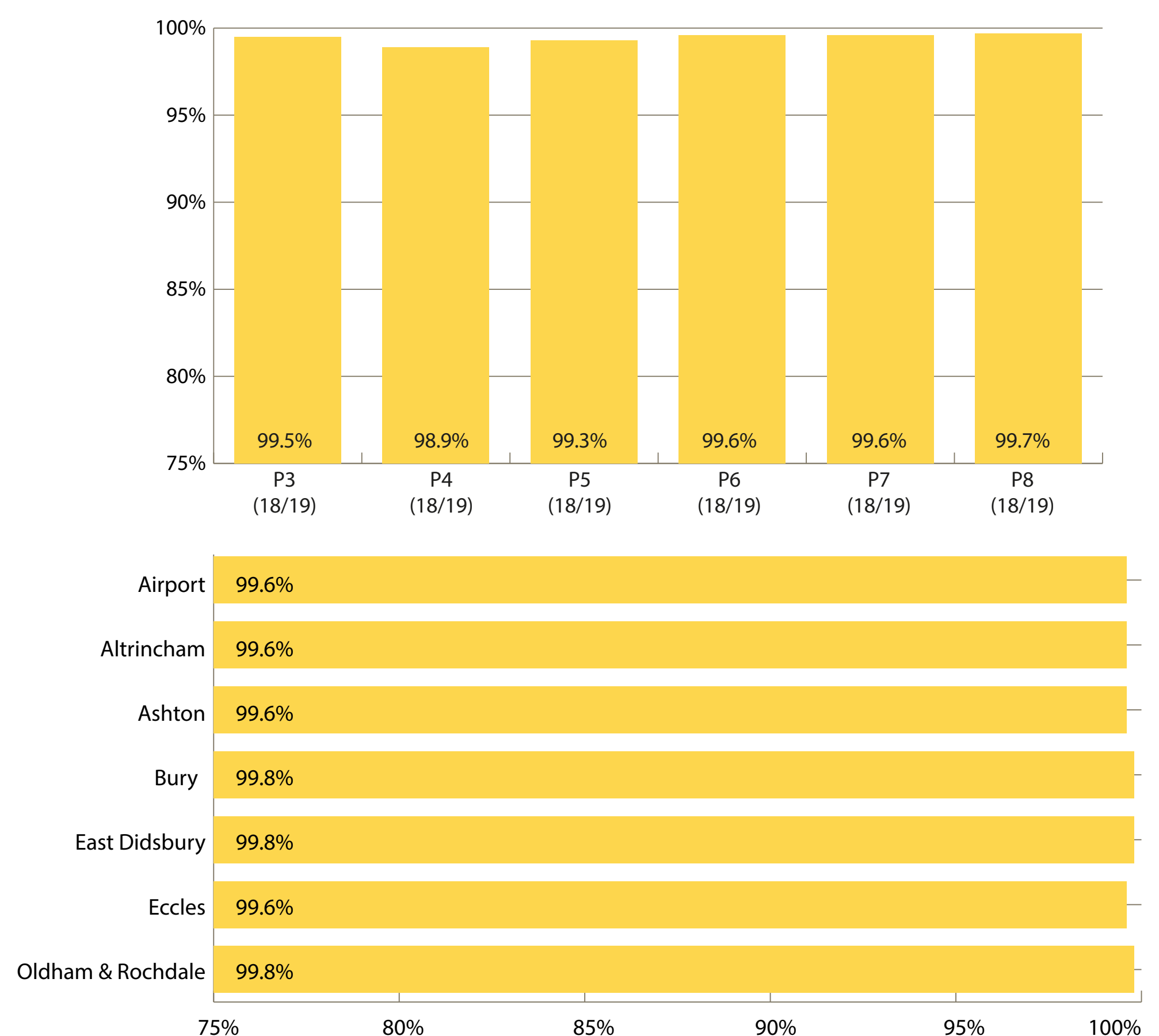
90.5%



Reliability

Percentage of planned miles operated.

99.7%



Cancellations

Journeys cancelled.

0.16% of all planned journeys.



Short journeys

Incomplete journeys.

0.40% of all planned journeys.

How we performed

We further improved our reliability performance across the network to an outstanding 99.7% for the period. This solidifies the progressive trend with only marginal gains required for optimum performance.

A new "Early Bird" ticketing scheme, designed to reduce congestion and support flexible travel outside of busier periods was launched.

The Christmas Markets have begun to get busy, so too has the City Centre stops. Additional cleaning activity has been undertaken on Friday and Saturday evenings as a precautionary measure.

A number of coordinated revenue and security operations were carried out as scheduled, most notably at Victoria in conjunction with our partners, GMP and the designated Travel Safe Unit. These operations are part of our comprehensive plan to continually tackle fare evasion and maintain a safe, accessible and reliable transport network.

What we are doing to improve

In the run up to Christmas, we will be operating with enhanced capacity on Sundays to cater to the increased seasonal demand across the festive season. Additional double unit trams will be deployed all day on the Altrincham, Ashton, Bury, East Didsbury, Eccles and Rochdale lines, providing additional capacity for up to 4000 more customers.

At this time of the year, leaf drop and wet weather can affect rail adhesion. It is likely that Manchester will experience icy conditions as winter sets in. One of the contingency measures being taken as per our winterisation strategy, is the procurement of sand. To combat slippery rail surfaces, sand is squirted onto the rails to improve adhesion when required.

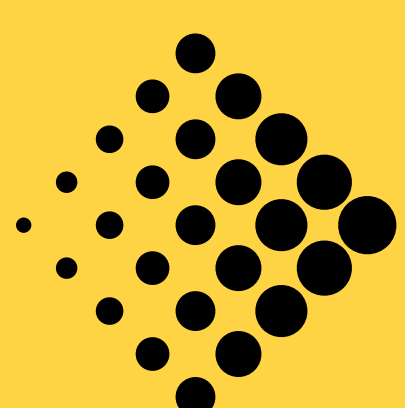
Station improvement works at Cornbrook will begin towards the middle of 2019. Customers will benefit from the refurbishment of the entrance, stairway and improved protection from wind at platform level once the canopy extension has been completed.

Plans to install new bins at Victoria are currently under review to enhance the on-stop presentation.

Aline Frantzen

Managing Director at KeolisAmey Metrolink

Issued on Friday 07 December



Metrolink

Metrolink is operated on behalf of
Transport for Greater Manchester by

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Metrolink Performance

Airport Line

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

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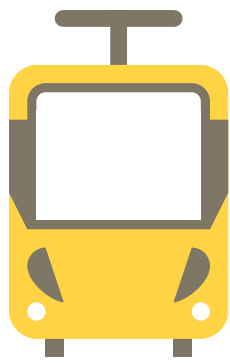
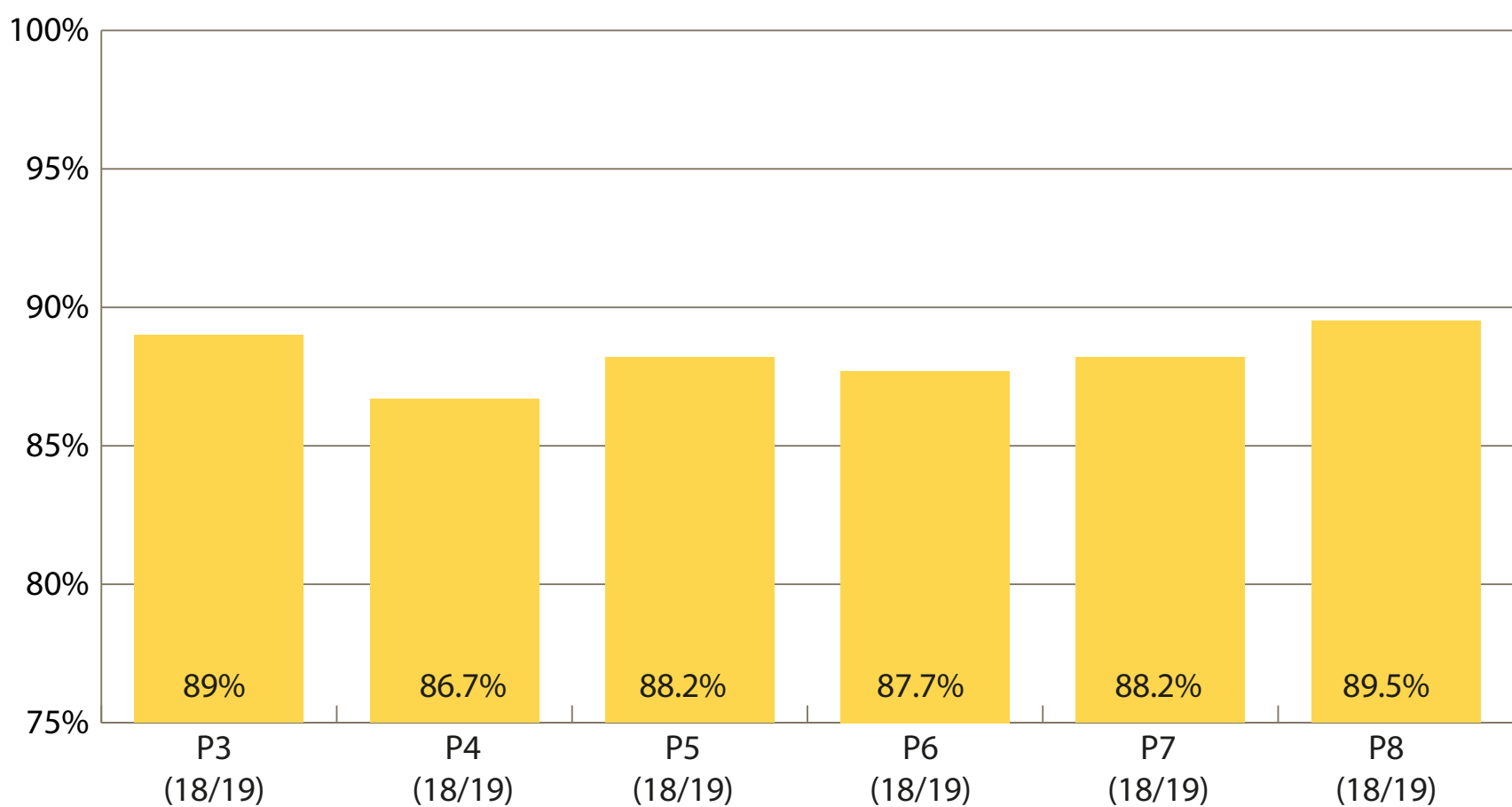


Punctuality

Percentage of trams departing less than two minutes late.

This route
89.5%

Overall network
90.5%

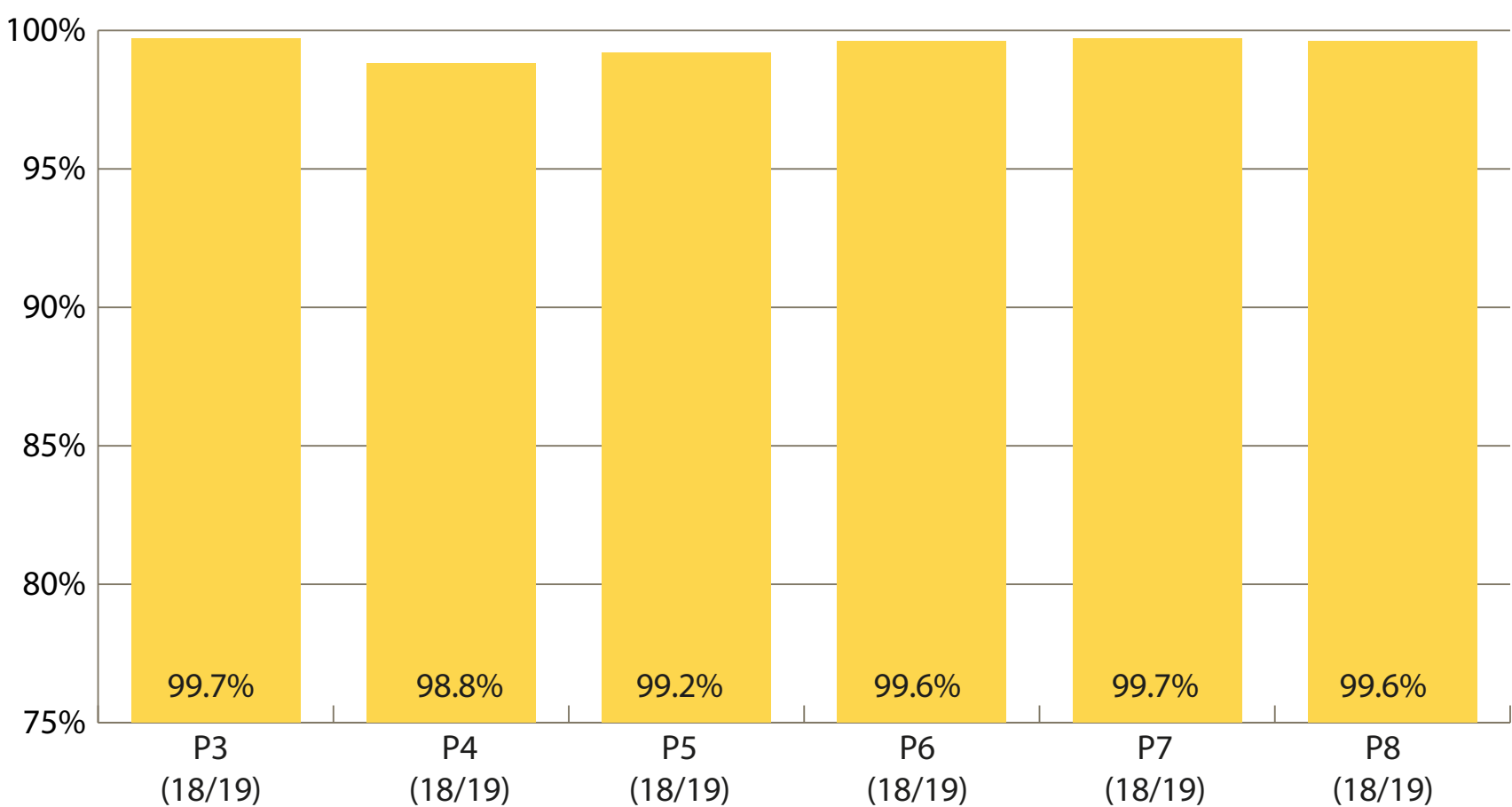


Reliability

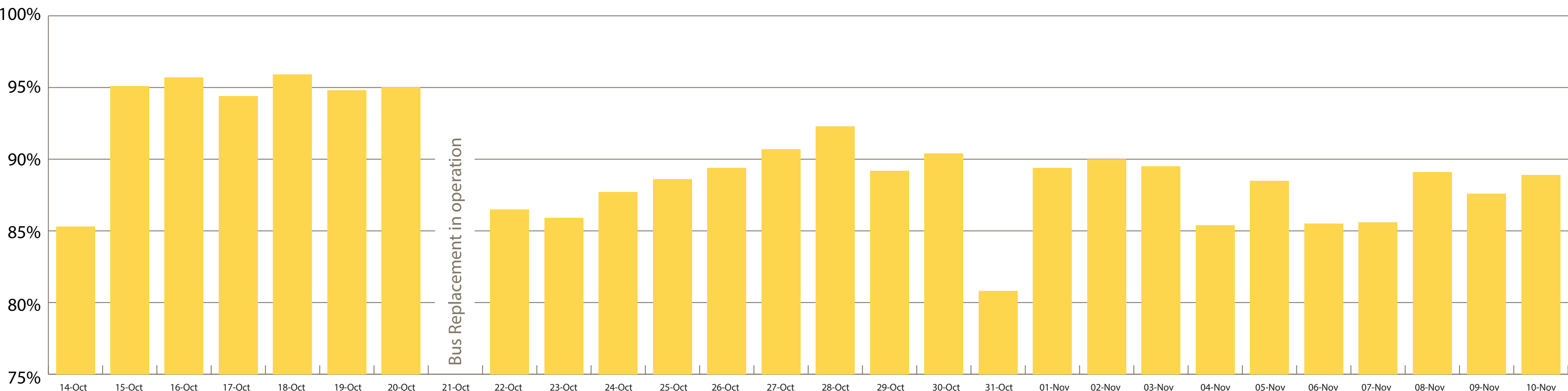
Percentage of planned miles operated.

This route
99.6%

Overall network
99.7%



Route punctuality by date



Route service disruptions

- 21 October** Planned engineering work with bus replacement
- 31 October** Medical emergency on board a tram at Deansgate.

How we performed

Replacement buses substituted services before 0500 on numerous occasions while we carried out crucial engineering works.

Issues with the standard of on-stop deep cleans are now being addressed. Plans are in place to significantly improve those problems highlighted and will be routinely monitored.

What we are doing to improve

Continuous cleanliness improvements of stops and embankment areas are planned for the forthcoming period.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 07 December



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Metrolink Performance

Altrincham Line

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Punctuality

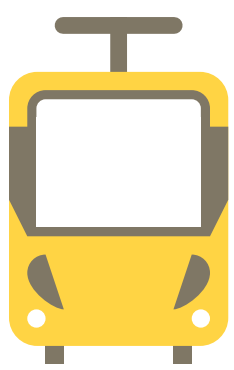
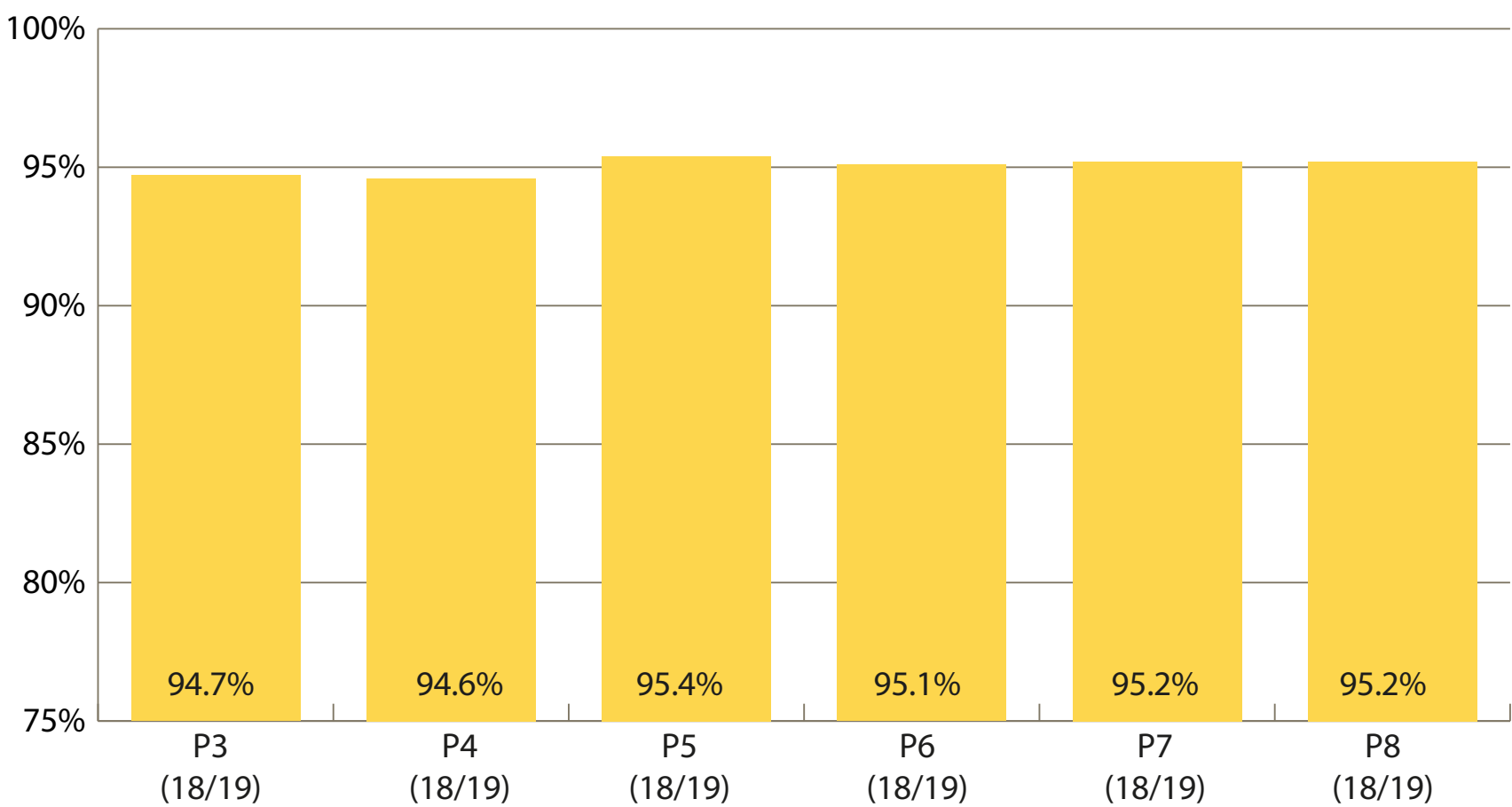
Percentage of trams departing less than two minutes late.

This route

95.2%

Overall network

90.5%



Reliability

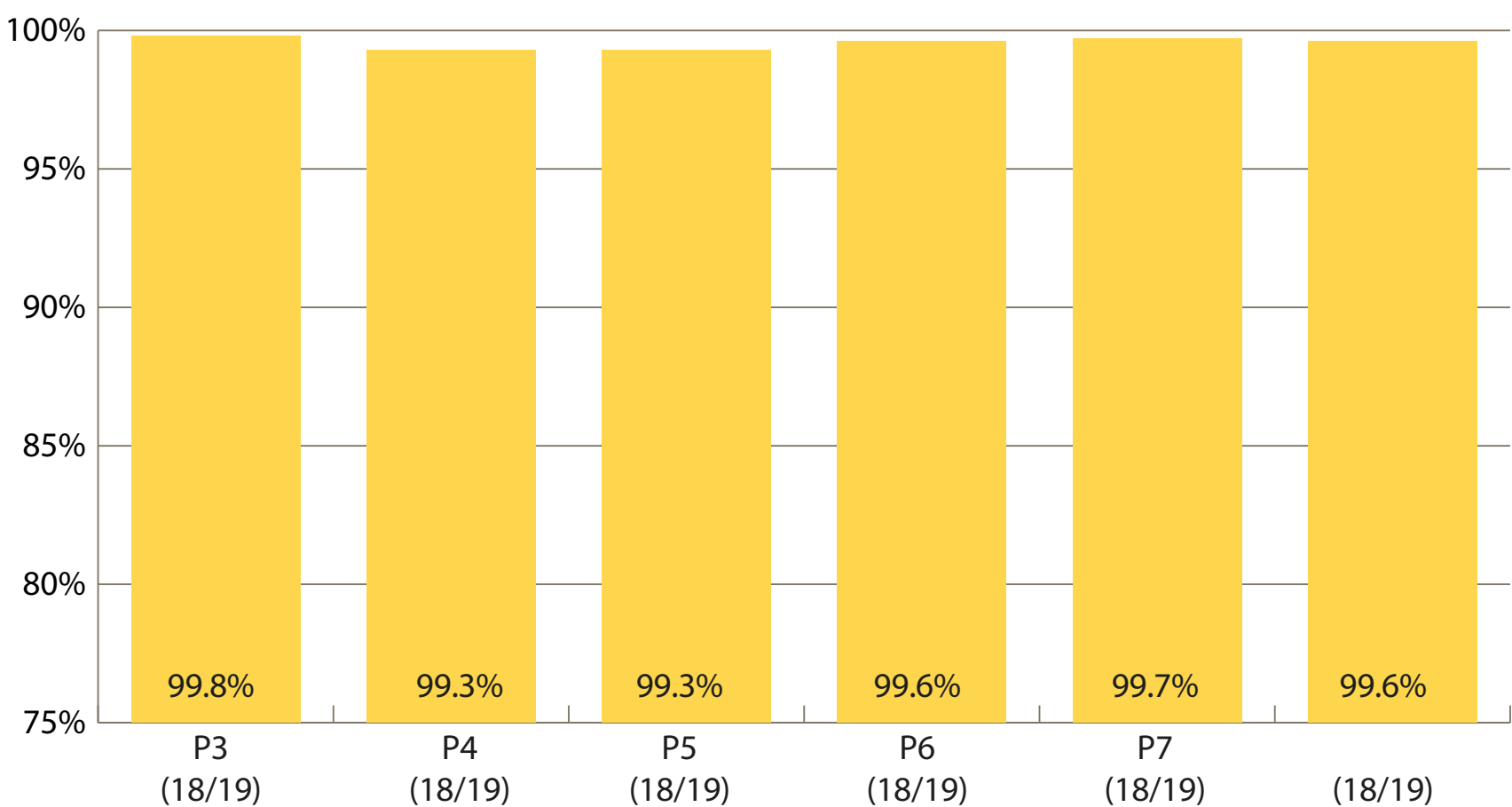
Percentage of planned miles operated.

This route

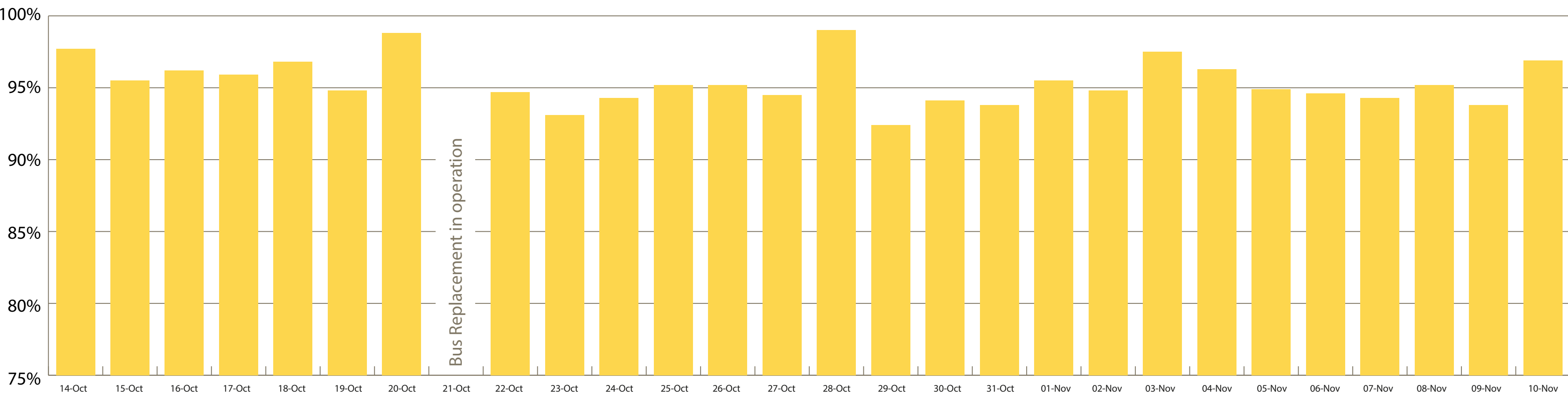
99.6%

Overall network

99.7%



Route punctuality by date



Route service disruptions

21 October Planned engineering work with bus replacement

How we performed

Good frequency was maintained throughout the period with only one incident causing significant disruption on 21st October.

The disruption experienced was due to severe damage to the level crossing barriers at Navigation Road, a cyclist struck them in the down position rendering the safety critical equipment defective and trams unable to operate beyond this area.

A program of scheduled deep cleans shall be carried out on various stops.

To reduce acts of anti-social behaviour, improvements to fencing and lighting have been carried out at Navigation Road. Additional CCTV coverage will also go live in the coming weeks.

What we are doing to improve

We have started to better engage with Network Rail to minimise disruption caused due to third party defects and equipment failures across shared infrastructure. This has included joint visits between our Control Room teams aimed at sharing best practice.

Between 26th November and 24th December, we will be increasing capacity in the evenings, one of our busiest times. We will achieve this by extending the operating hours of the direct Altrincham to Bury service. Last trams will leave the city centre after 2100.

In addition to this, we will be providing extra double trams between Altrincham and the City Centre, and between Bury and the City Centre from 2130 until the end of service Monday to Saturday.

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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Ashton-under-Lyne Line

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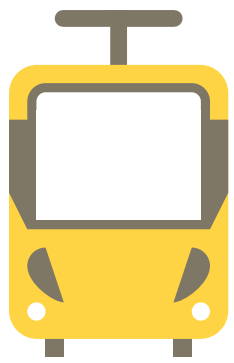
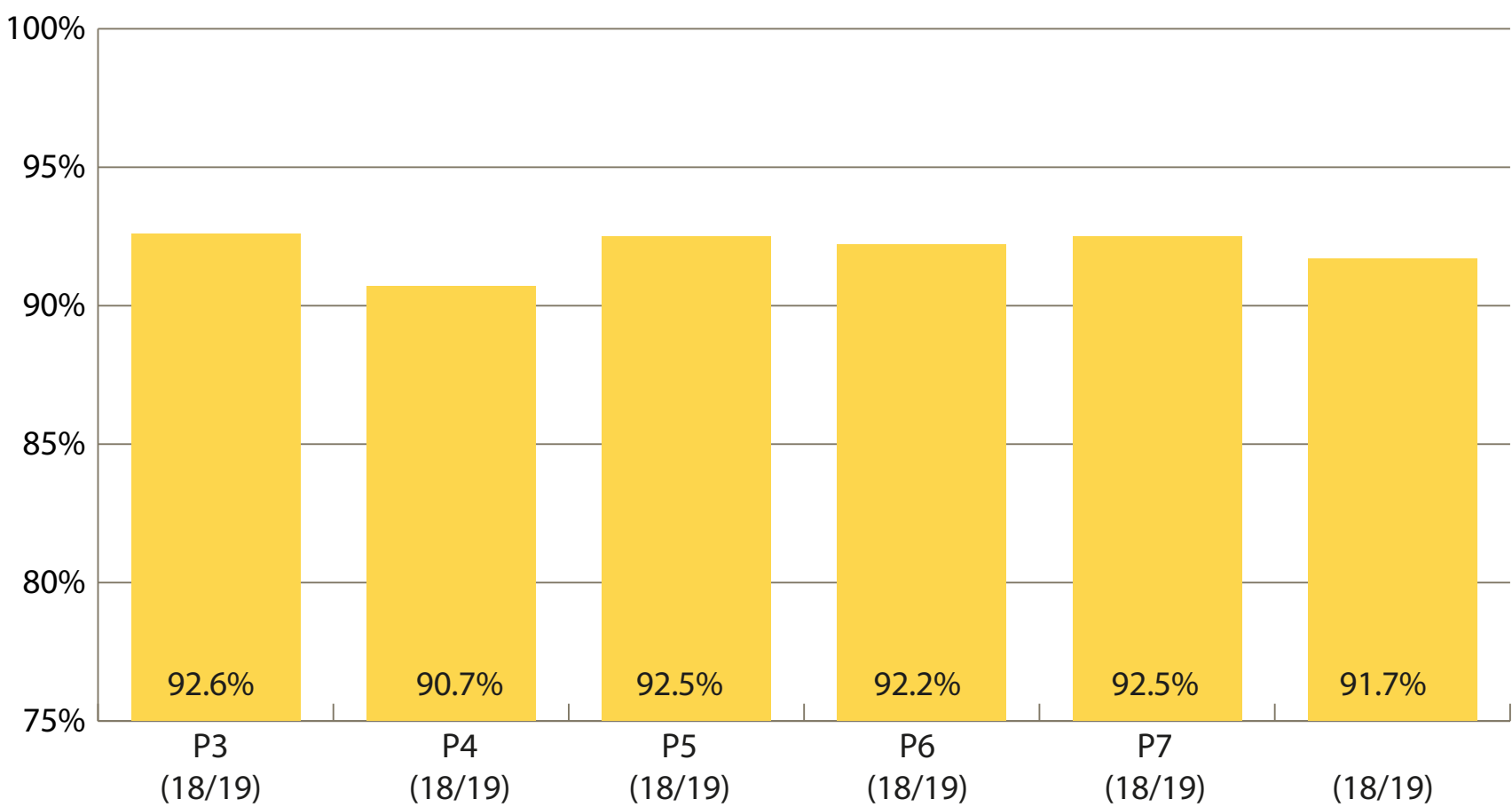


Punctuality

Percentage of trams departing less than two minutes late.

This route
91.7%

Overall network
90.5%

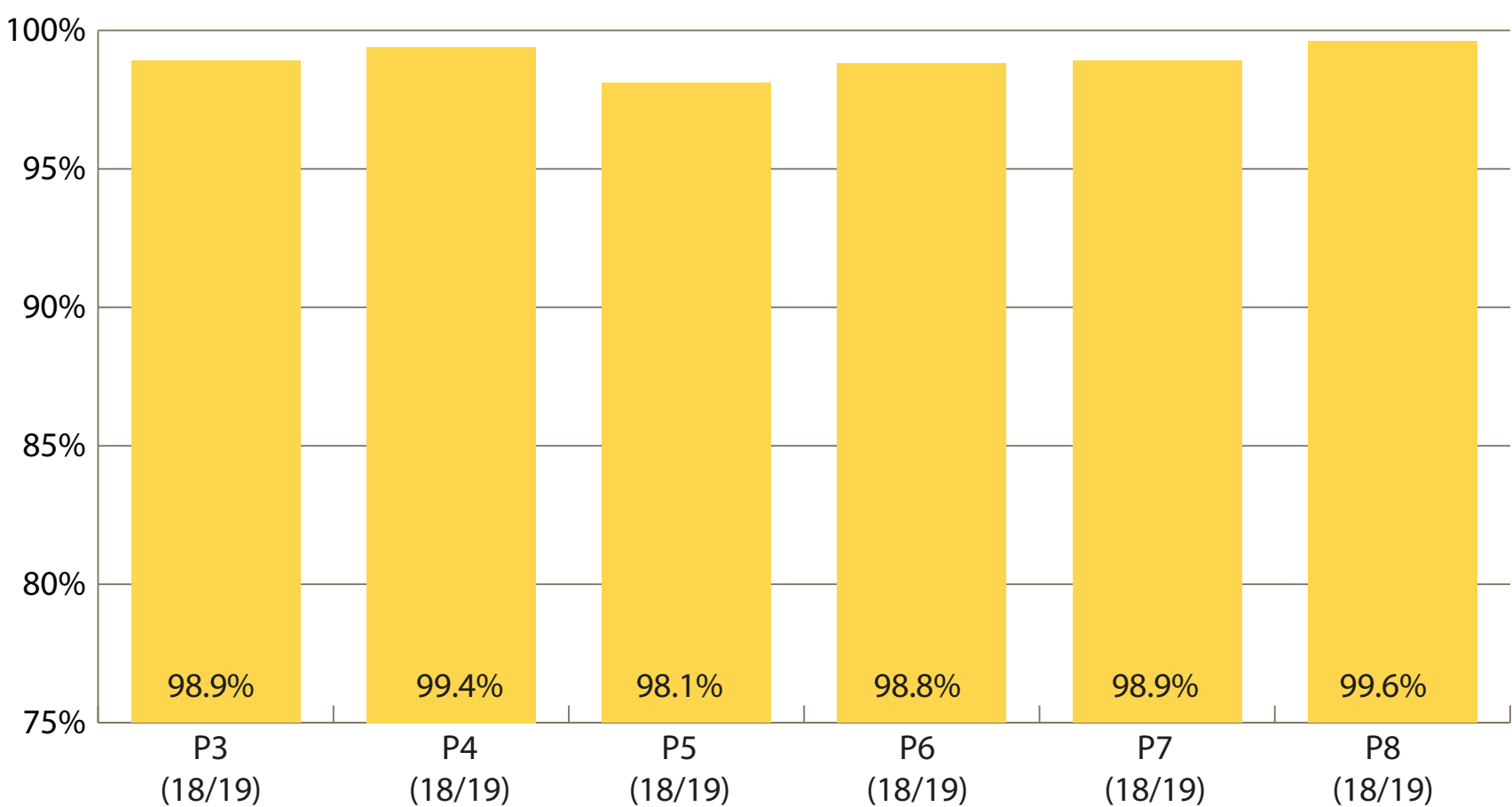


Reliability

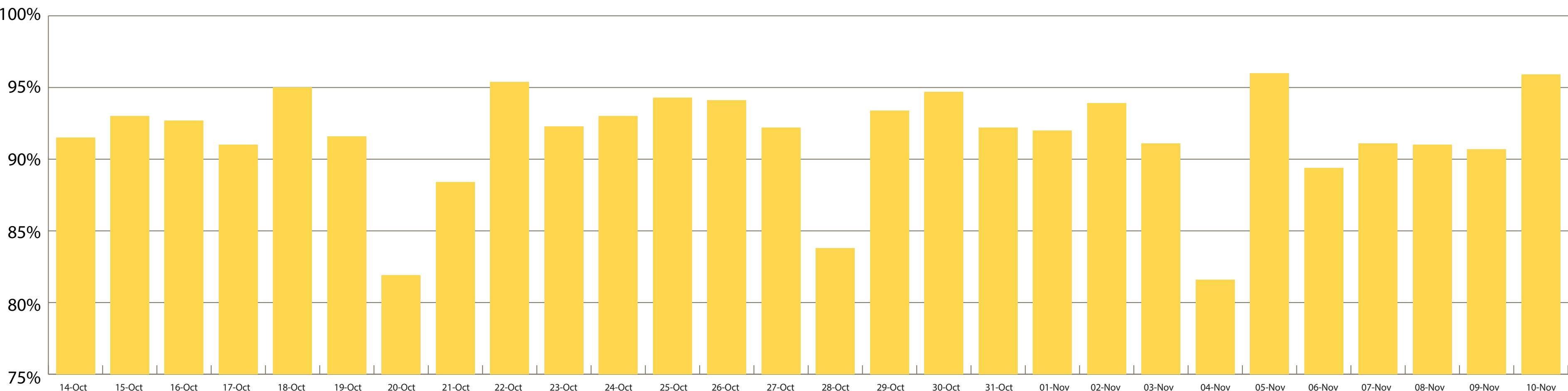
Percentage of planned miles operated.

This route
99.6%

Overall network
99.7%



Route punctuality by date



Route service disruptions

- 20 October** Event congestion
- 28 October** Driver shortage
- 04 November** Event congestion.

How we performed

Services were impacted by heavy road traffic congestion following events taking place in the City Centre and across Greater Manchester.

What we are doing to improve

From 28th January 2019, we will be increasing the frequency of trams on the Ashton line between Etihad Campus and Ashton Town Centre during peak times.

There will be a tram every six minutes in either direction between these hours, this will provide additional capacity for up customers travelling to and from East Manchester.

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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Bury Line

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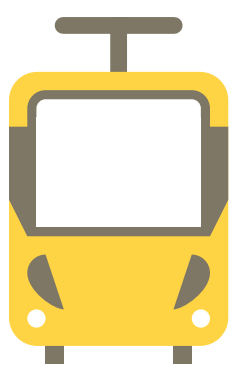
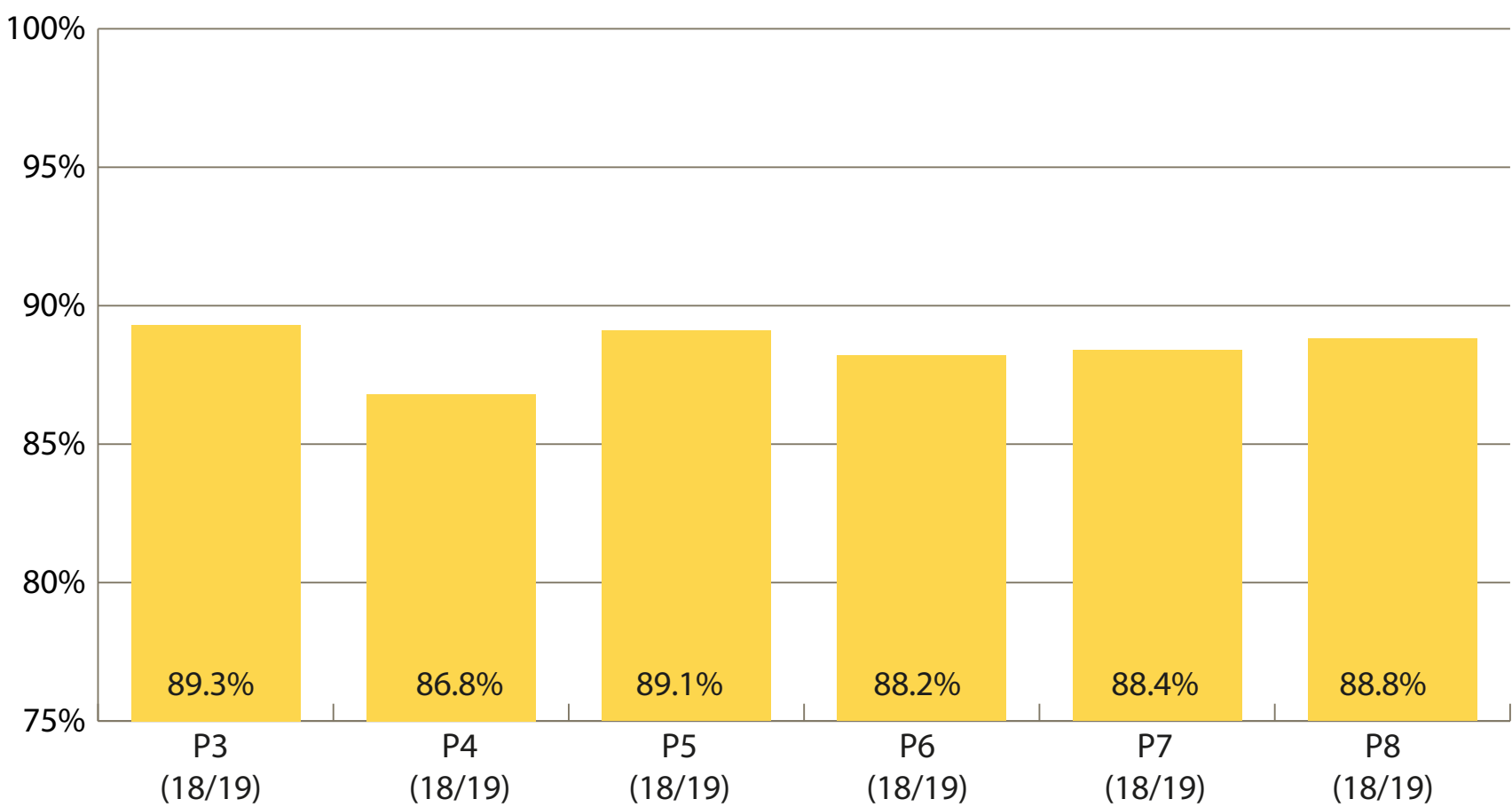


Punctuality

Percentage of trams departing less than two minutes late.

This route
88.8%

Overall network
90.5%

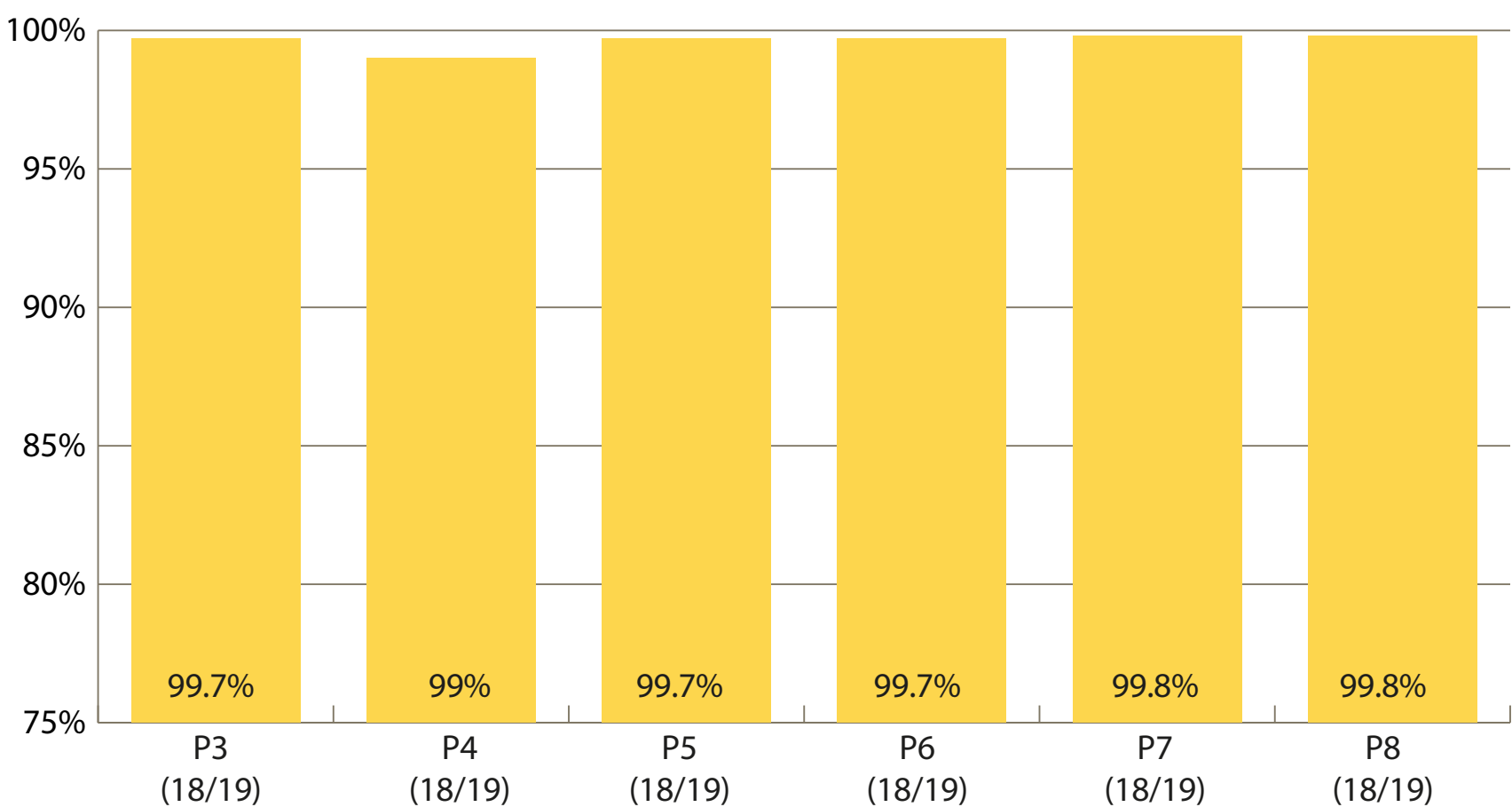


Reliability

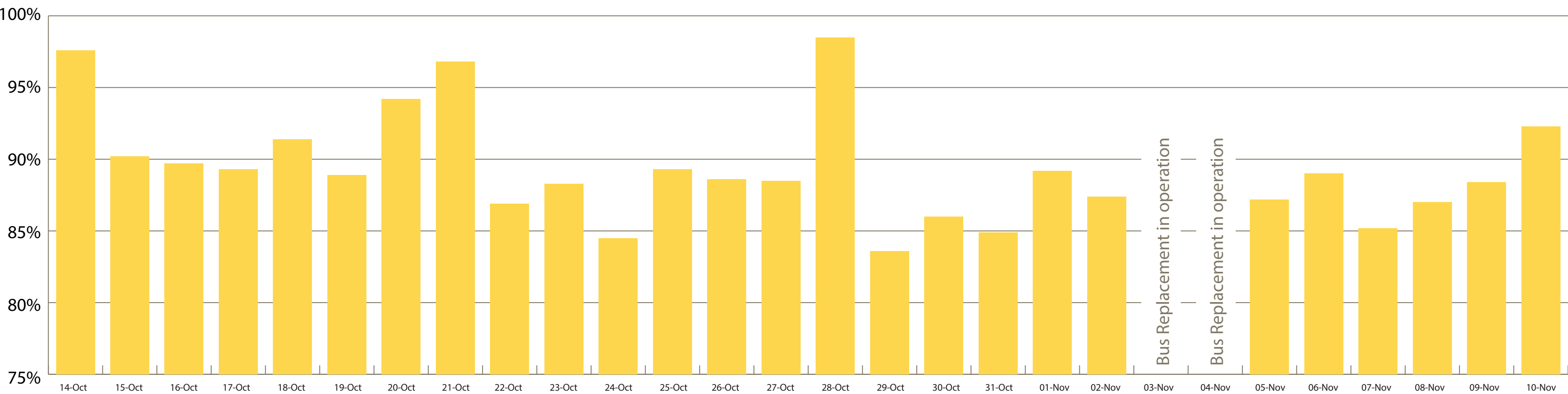
Percentage of planned miles operated.

This route
99.8%

Overall network
99.7%



Route punctuality by date



Route service disruptions

- 29 October** Operational incident at Old Trafford
- 03 November** Planned engineering work with bus replacement
- 04 November** Planned engineering work with bus replacement

How we performed

Station improvement works at Crumpsall are progressing well, a new island platform will permit us to launch direct services once the Trafford Park line opens in 2020.

In the bid to tackle Fly Tipping in the Bury area, KAM Service Quality team and TfGM met with Bury Council Enforcement management to discuss working together.

A site visit took place at Radcliffe to assess the current graffiti problem. Vandals have targeted on-stop furniture which has been extremely difficult to remove. We are engaged with suppliers to remedy these acts of crime that are reported to the local police.

What we are doing to improve

We will be working with local volunteers to plant wild flower beds on some of our stops across this line.

Between 26th November and 24th December, we will be increasing capacity in the evenings, one of our busiest times. We will achieve this by extending the operating hours of the direct Altrincham to Bury service. Last trams will leave the city centre after 2100.

In addition to this, we will be providing extra double trams between Altrincham and the City Centre, and between Bury and the City Centre from 2130 until the end of service Monday to Saturday.

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East Didsbury Line

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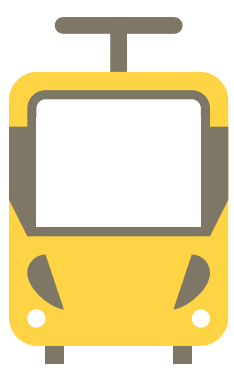
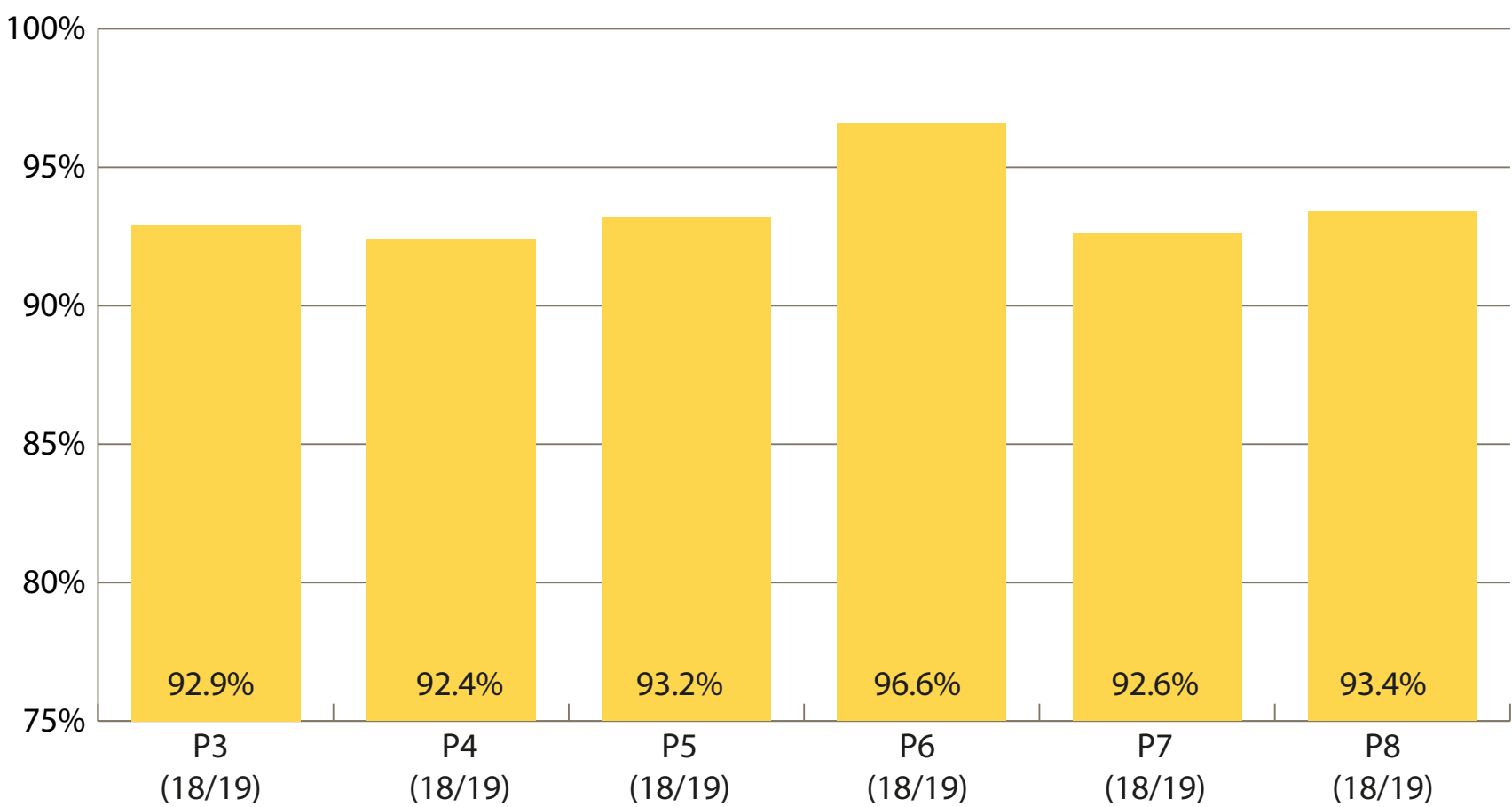


Punctuality

Percentage of trams departing less than two minutes late.

This route
93.4%

Overall network
90.5%

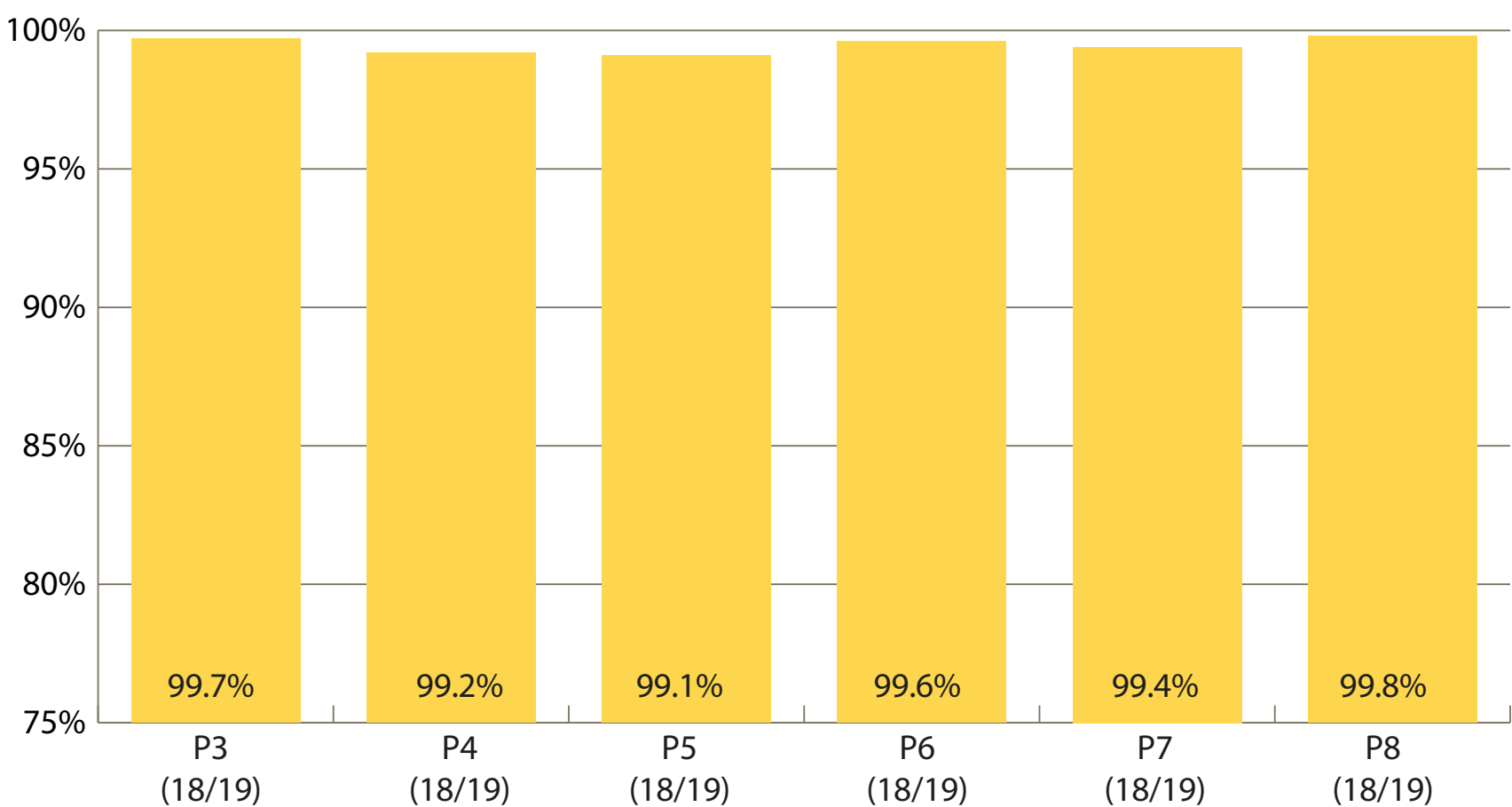


Reliability

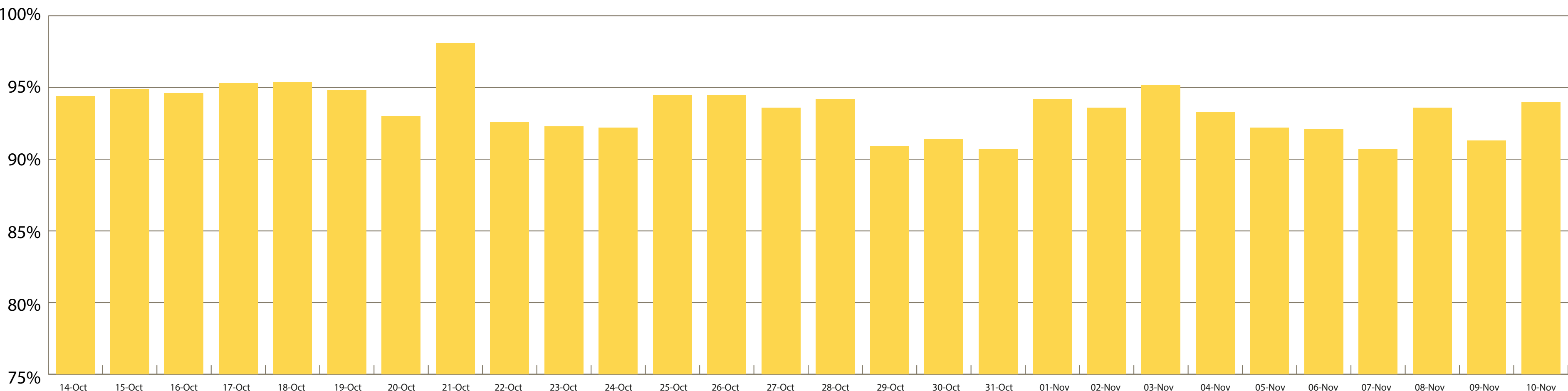
Percentage of planned miles operated.

This route
99.8%

Overall network
99.7%



Route punctuality by date



Route service disruptions

No significant disruptions on this route affecting the service.

How we performed

A good performance was experienced across the line with slight advances in both punctuality and reliability.

A medical emergency on 3rd November restricted us from operating into East Didsbury, as a consequence services terminated at West Didsbury until the platform became available.

What we are doing to improve

In the run up to Christmas, we will be operating with enhanced capacity on Sundays to cater to the increased seasonal demand across the festive season.

Additional double unit trams will be deployed all day on the Altrincham, Ashton, Bury, East Didsbury, Eccles and Rochdale lines, providing additional capacity for up to 4000 more customers.

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Metrolink Performance

Eccles & Media City Lines

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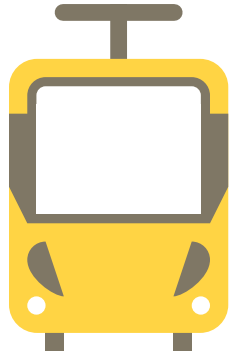
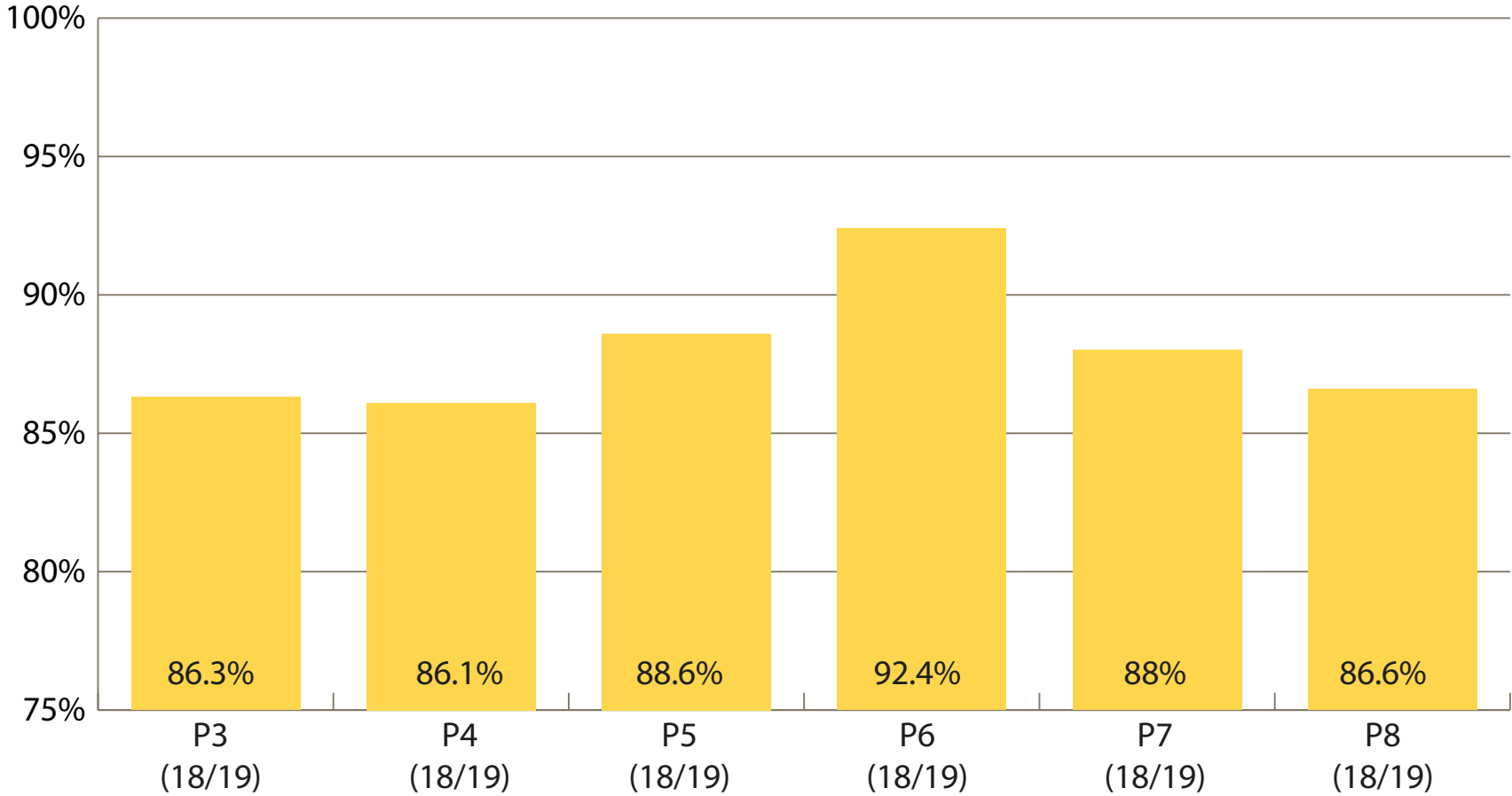
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Punctuality

Percentage of trams departing less than two minutes late.

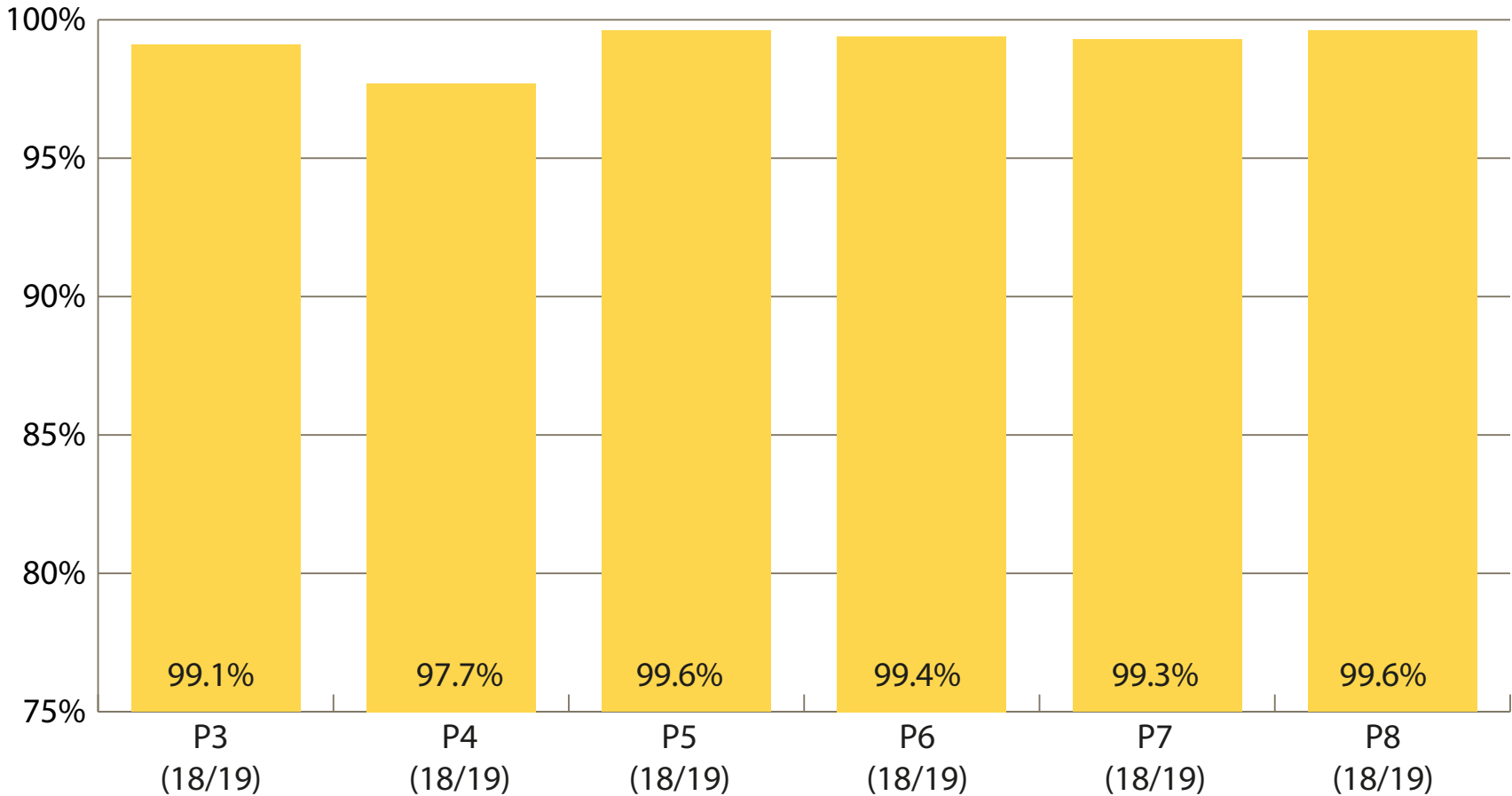
This route
86.6% **Overall network**
90.5%



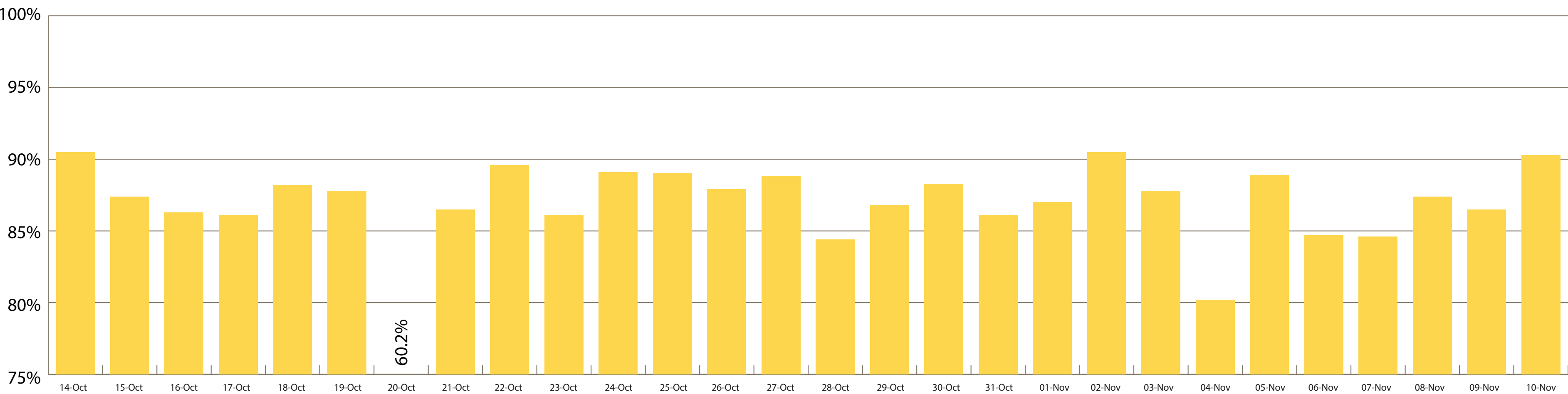
Reliability

Percentage of planned miles operated.

This route
99.6% **Overall network**
99.7%



Route punctuality by date



Route service disruptions

- 20 October Event congestion
- 28 October Driver shortage
- 04 November Event congestion.

How we performed

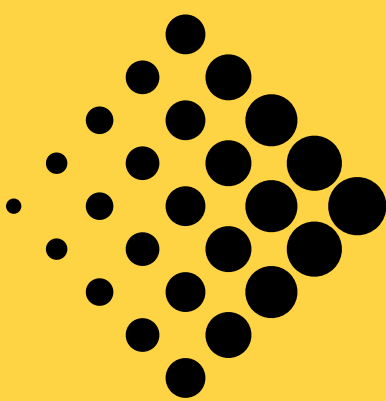
A great performance on the Eccles line this period, however, we did see some disruption on the 20th October. This was due to Ashton line services experiencing late running as a result of heavy road traffic congestion following events taking place in the City Centre and across Greater Manchester. Extra bins have been placed on Salford Quays to help cope with special events.

What we are doing to improve

Deep cleans are due on all stops on the line during next period.

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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Oldham & Rochdale Lines

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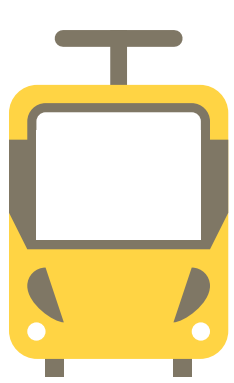
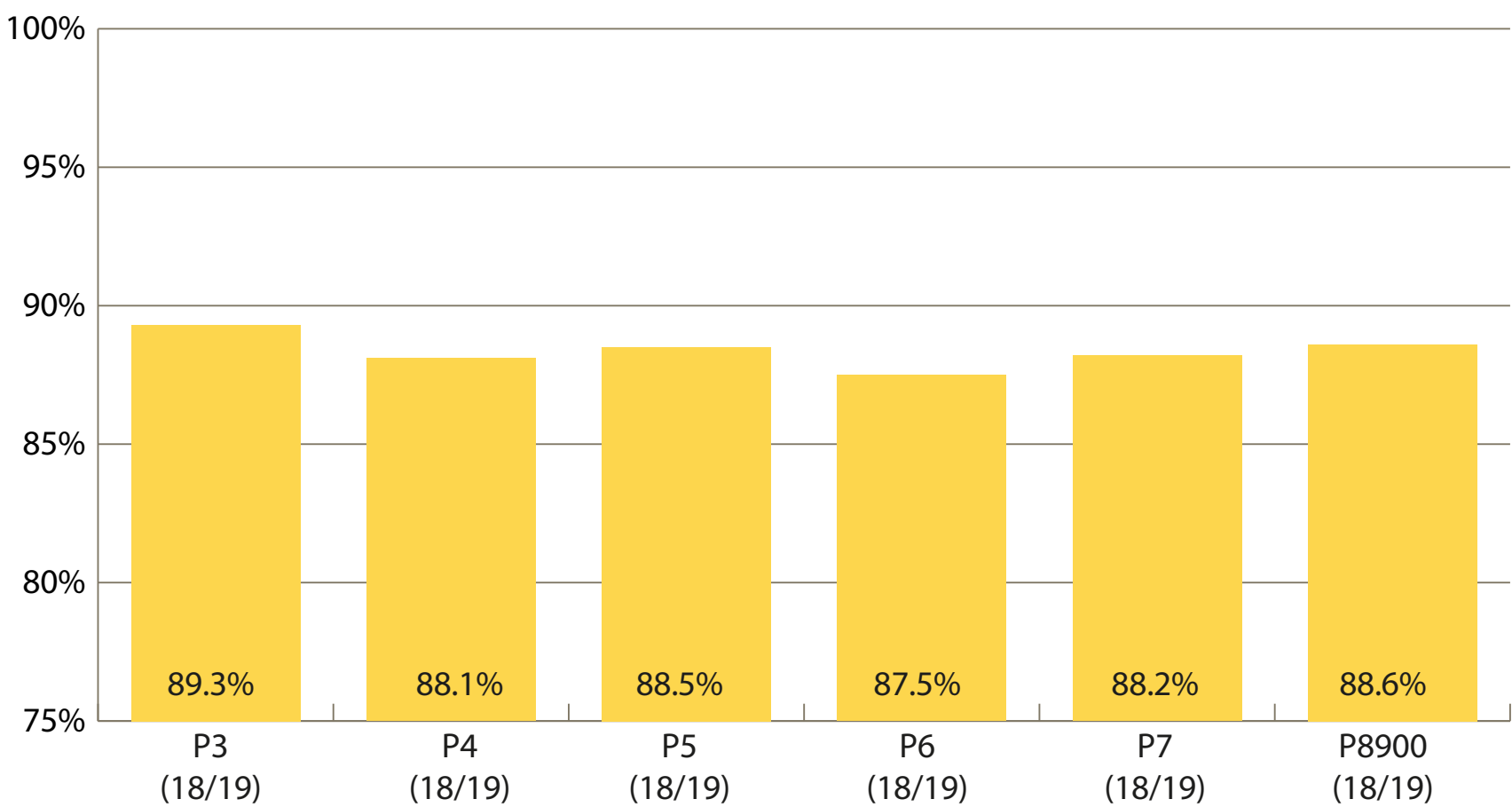


Punctuality

Percentage of trams departing less than two minutes late.

This route
88.6%

Overall network
90.5%

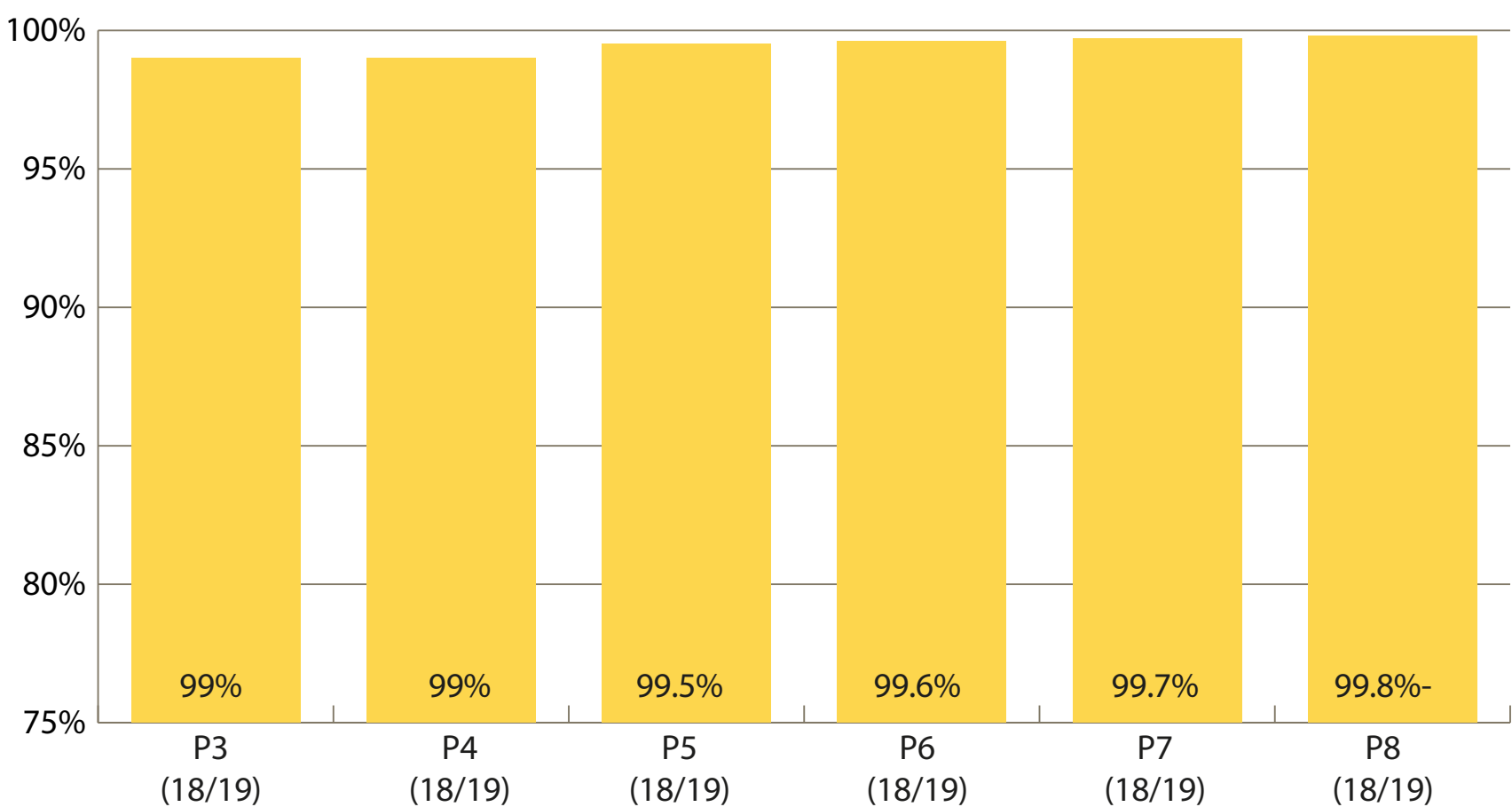


Reliability

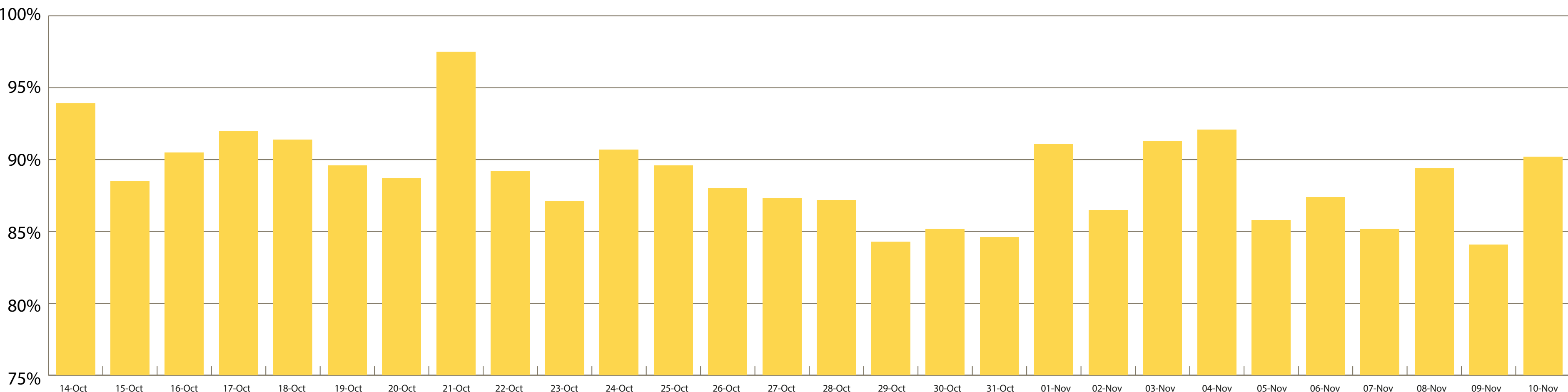
Percentage of planned miles operated.

This route
99.8 %

Overall network
99.7%



Route punctuality by date



Route service disruptions

- 29 October** Operational incident at Old Trafford
- 09 November** Tram fault at Central Park.

How we performed

A litter-pick of the entire line, including trackside, was conducted.

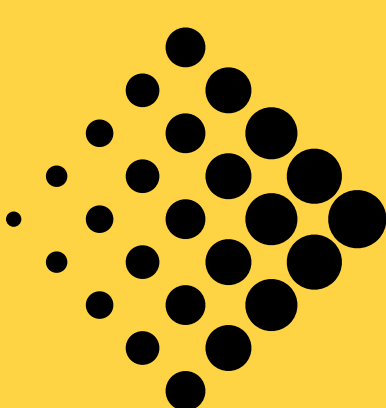
What we are doing to improve

Extra grit bins have been procured, they will be fitted on stops and in car parks so that grit can be easily accessed. This will minimise hazardous conditions caused by adverse weather.

We are working hard with TfGM and Manchester City Council to improve traffic flow close to our second city crossing.

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