

# 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 our four-week period between: **28 April until 25 May 2019**

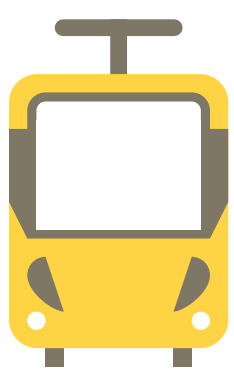
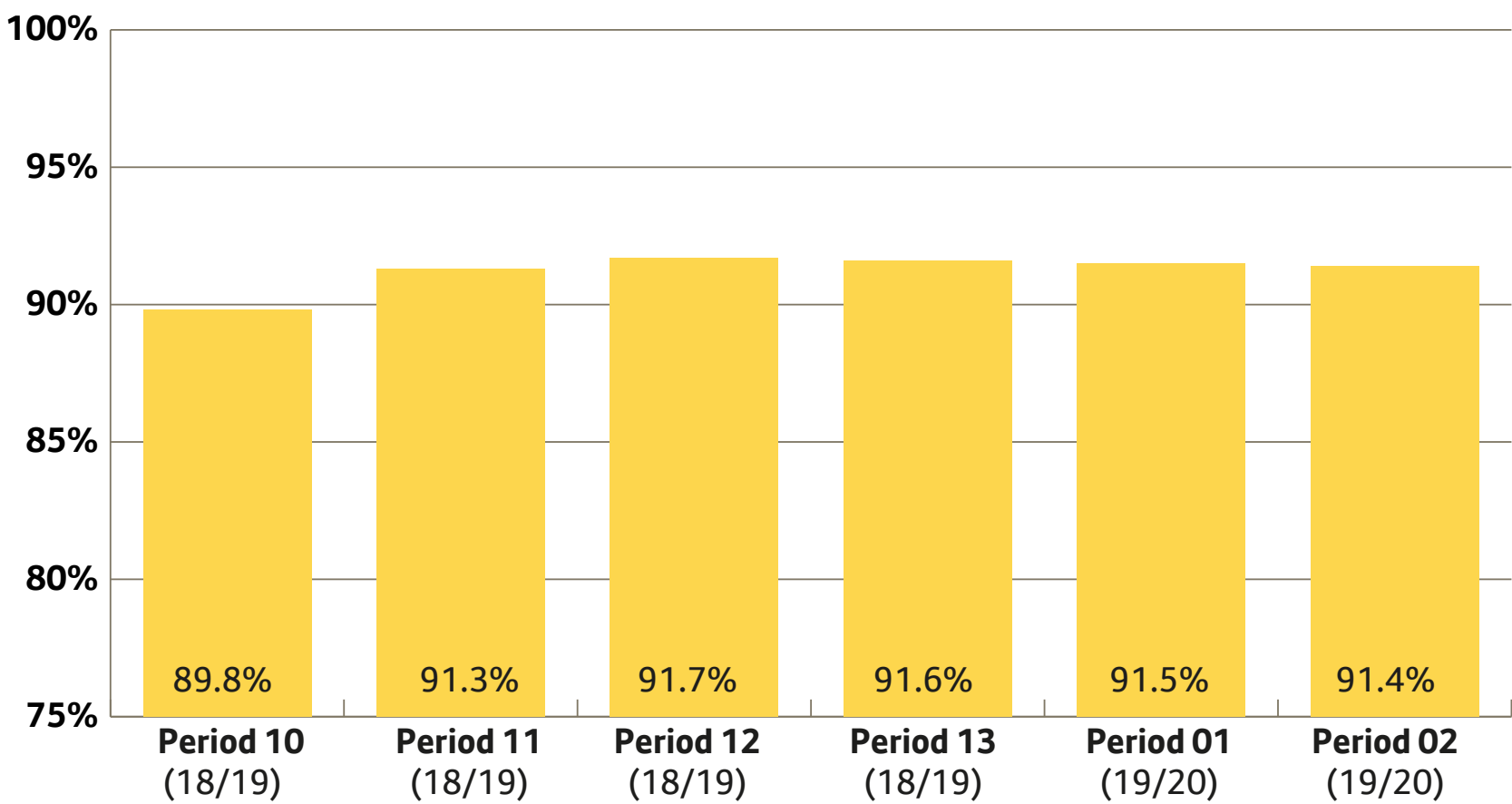
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

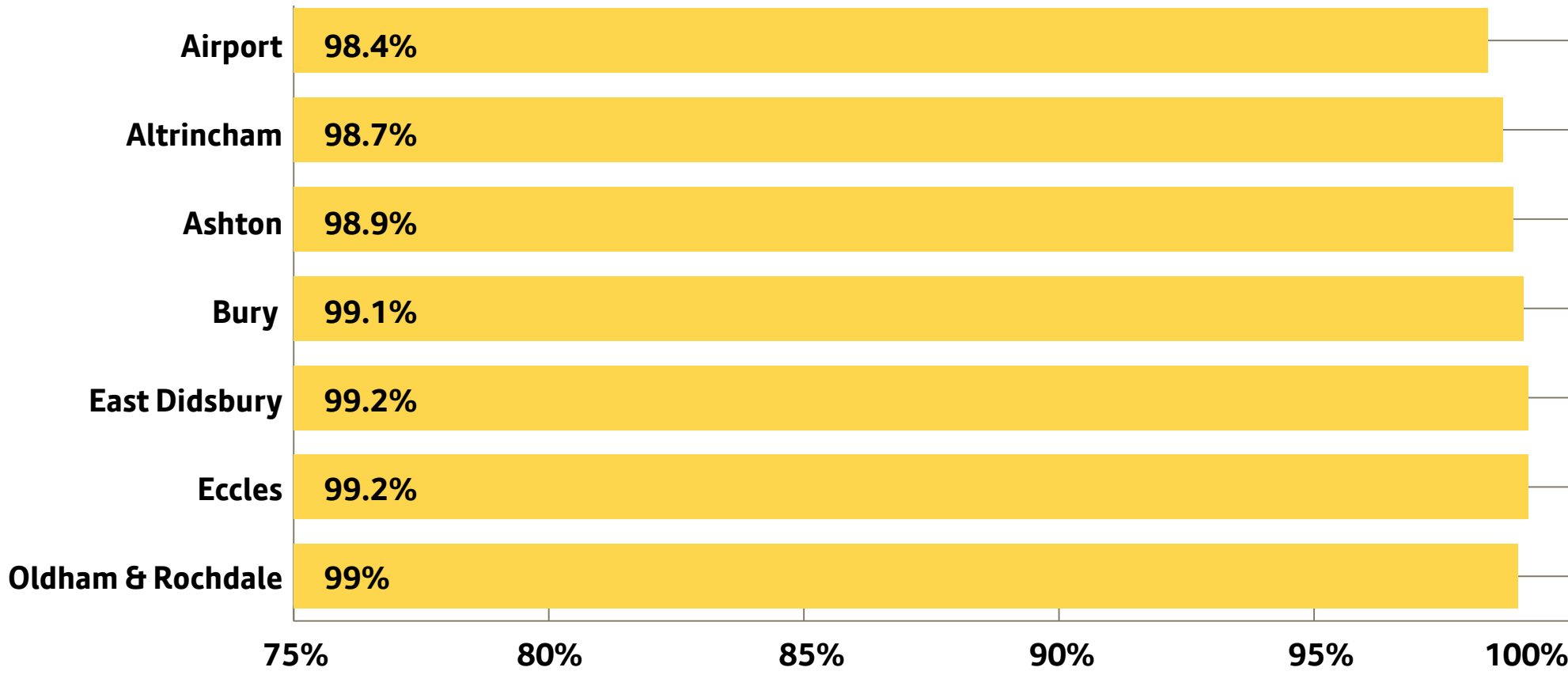
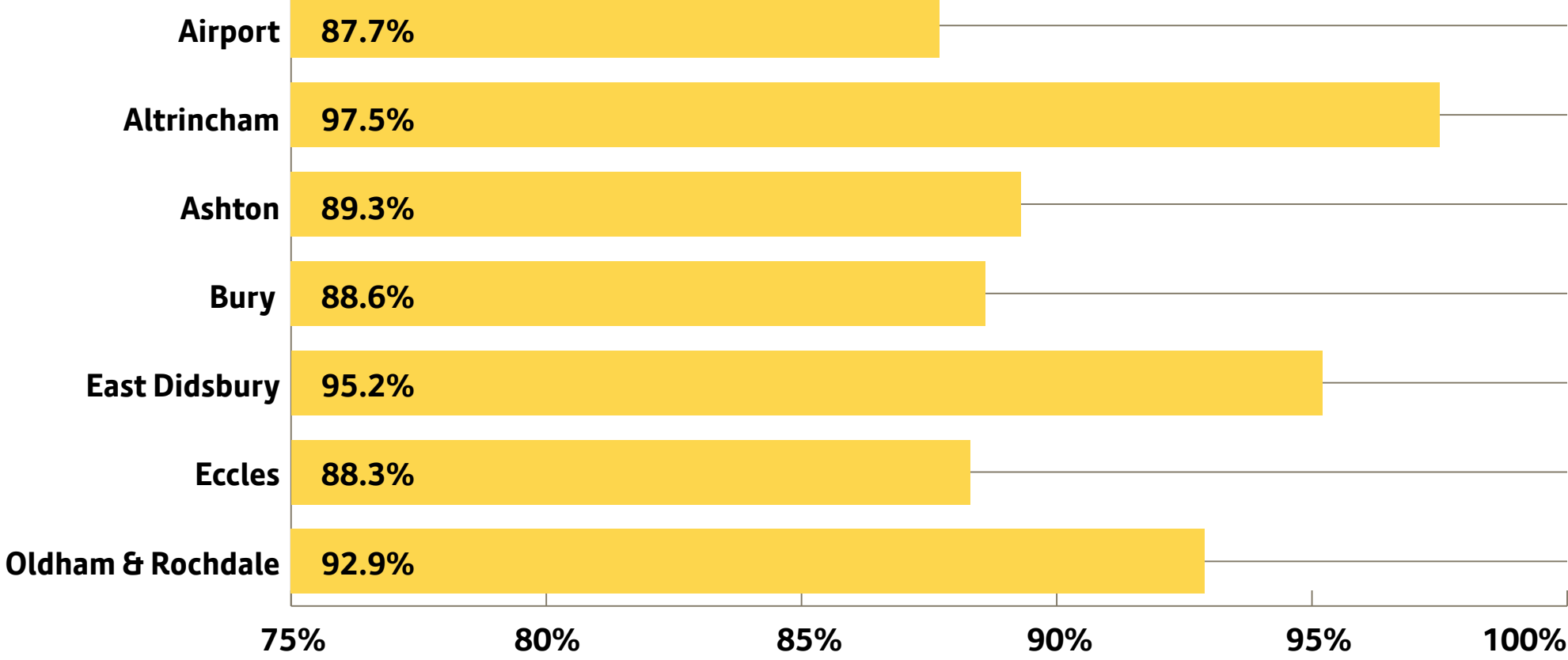
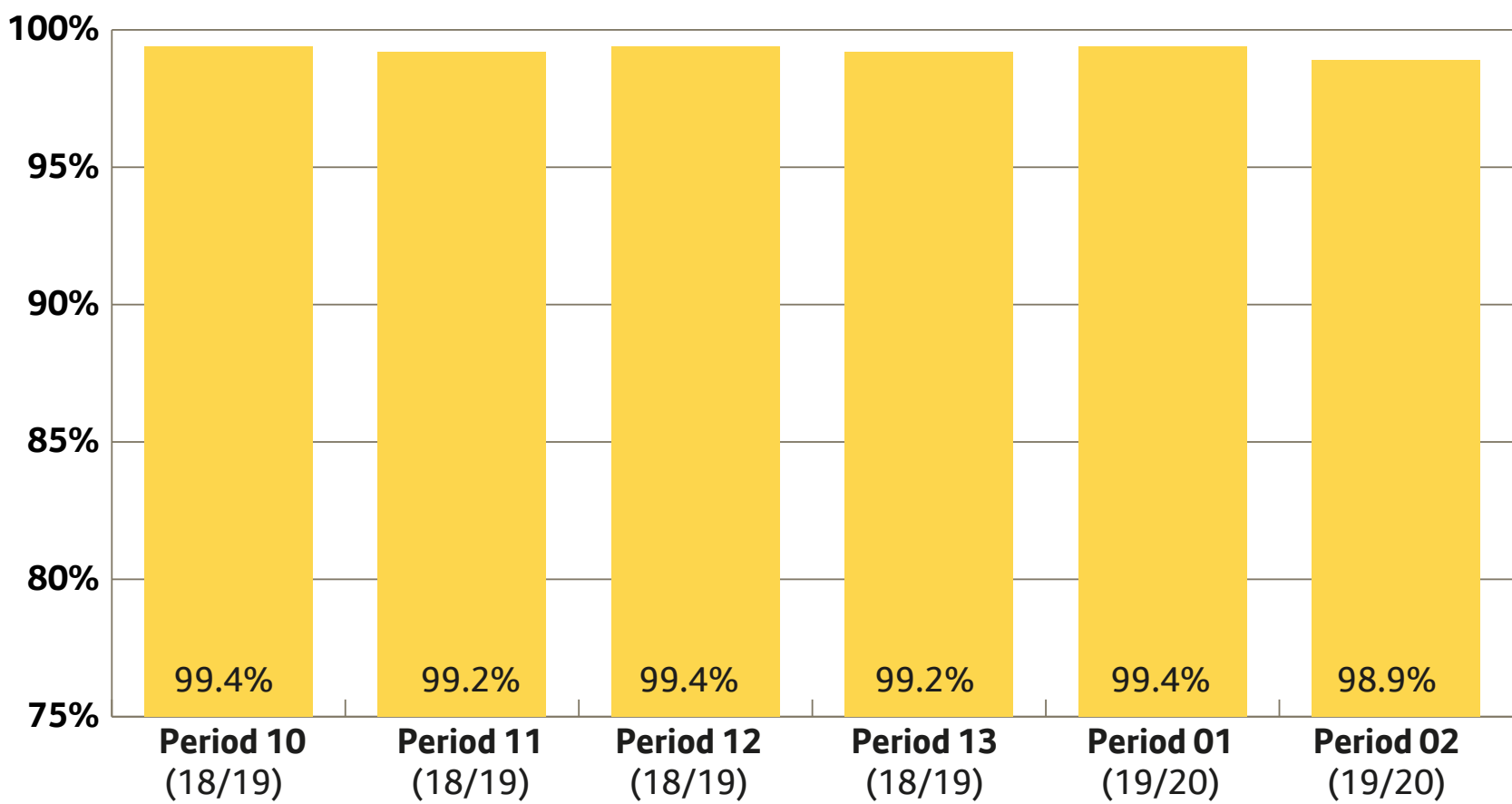
**91.4%**



#### Reliability

Percentage of planned miles operated.

**98.9%**



#### Cancellations

Journeys cancelled.

**0.28%** of all planned journeys.



#### Short journeys

Incomplete journeys.

**0.59%** of all planned journeys.

Aline Frantzen  
Managing Director at KeolisAmey Metrolink

Issued on 25 June 2019

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## 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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### How we performed



#### Punctuality

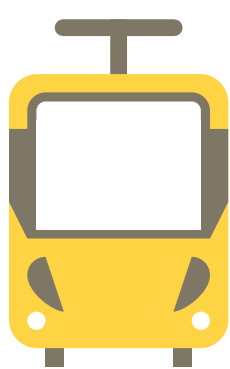
Percentage of trams departing less than two minutes late.

**This route**

**87.7%**

**Overall network**

**91.4%**



#### Reliability

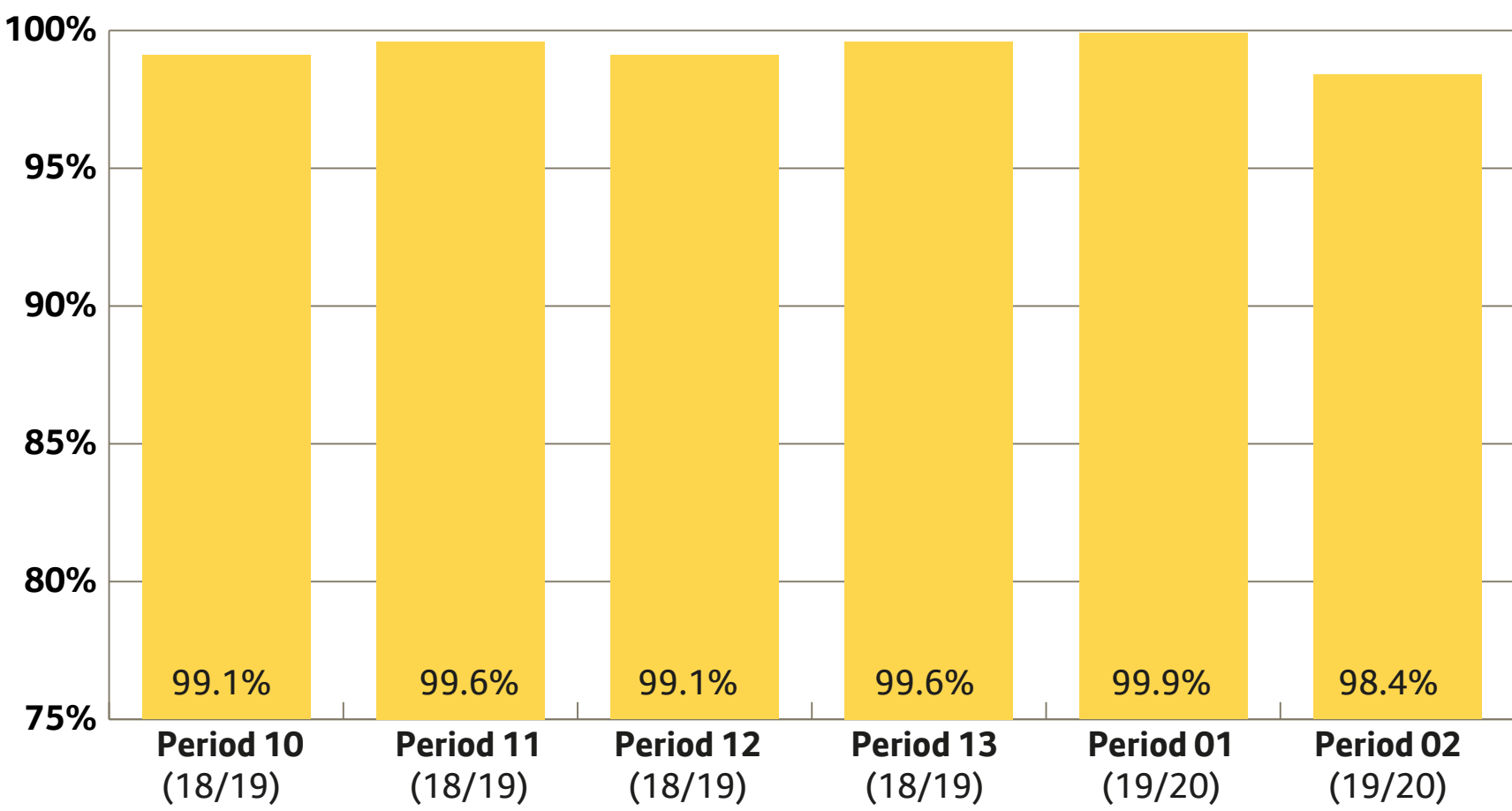
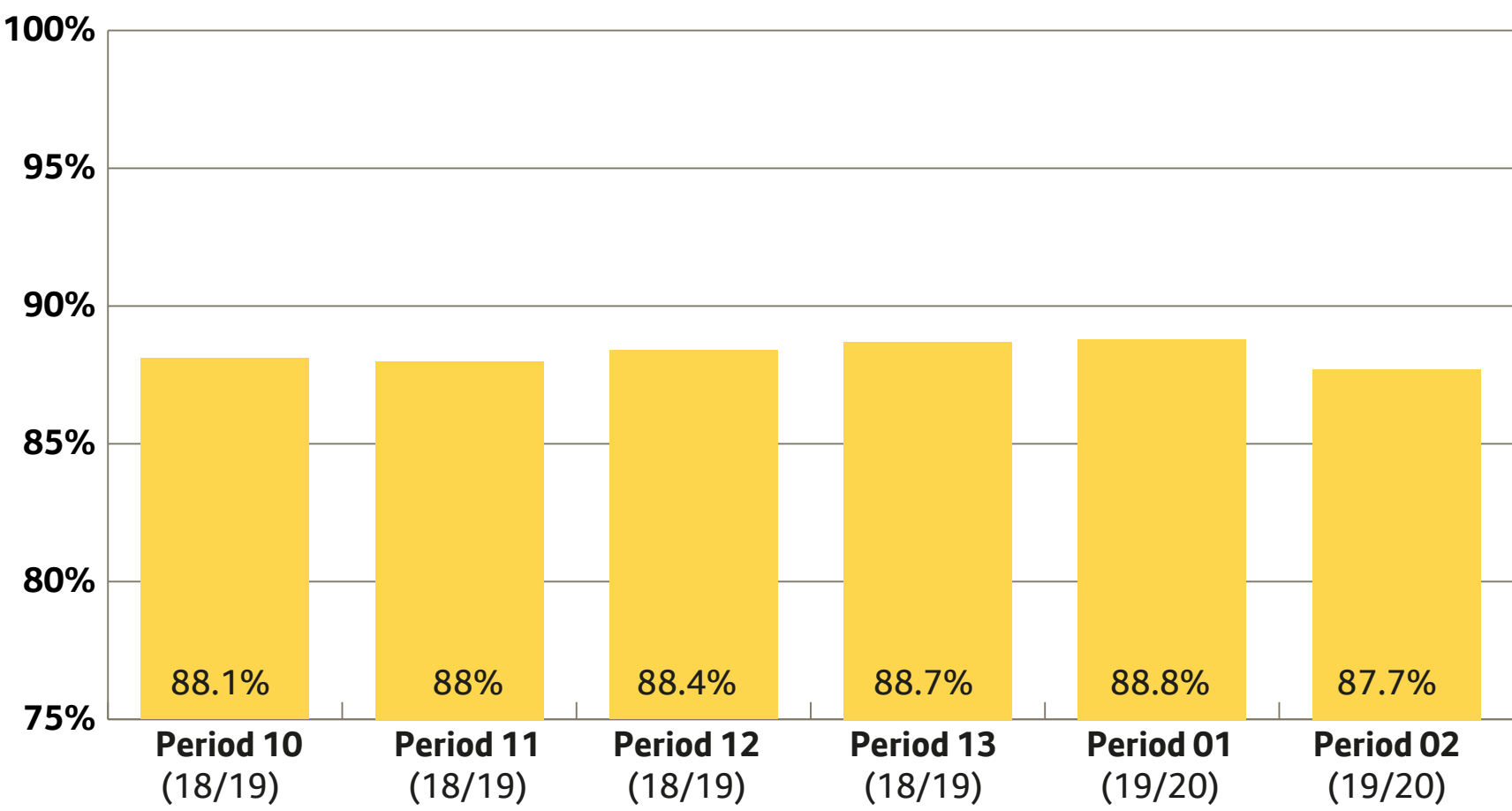
Percentage of planned miles operated.

**This route**

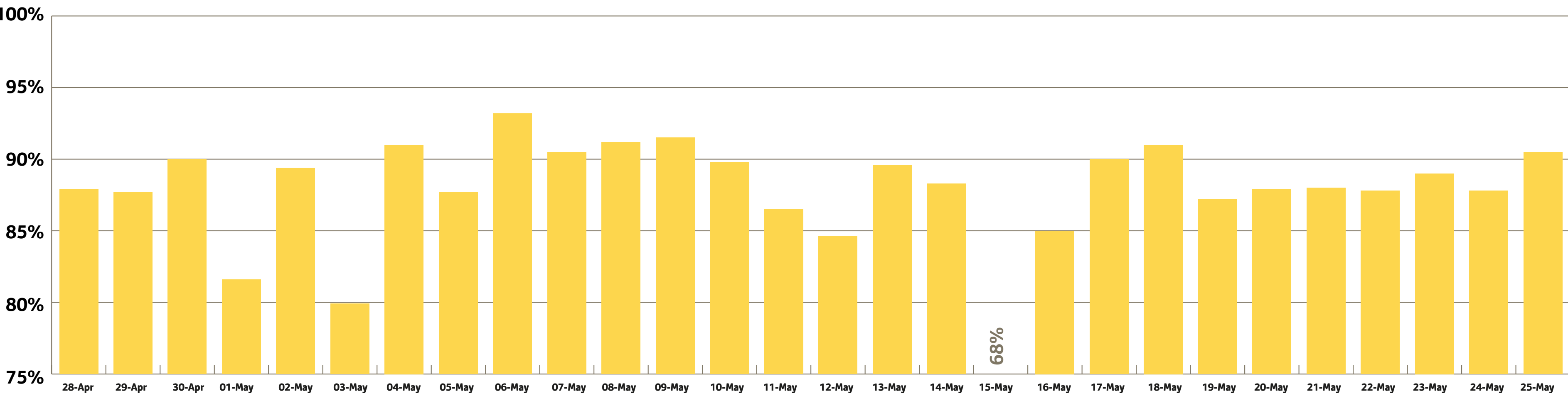
**98.4%**

**Overall network**

**98.9%**



#### Route punctuality by date



#### Route service disruptions

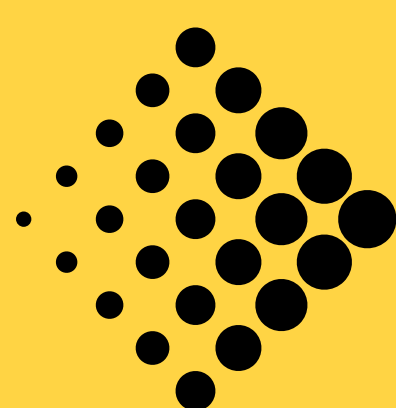
- 01 May 2019**  
Road traffic collision at Wythenshawe Park
- 01 May 2019**  
Local power failure
- 03 May 2019**  
Police investigation at Piccadilly Gardens
- 12 May 2019**  
Signal fault at Trafford Bar
- 15 May 2019**  
Signalling system fault at Victoria
- 16 May 2019**  
Road traffic collision near Martinscroft.

#### What we did to improve on this route

- Planned maintenance deep clean completed at; Crossacres, Benchill, Martinscroft, Roundthorn, Baguley, Moor Road, Wythenshawe Park, Northern Moor, Sale Water Park, and Barlow Moor Road
- Trackside litter between Sale Water Park and Manchester Airport removed
- Conducted several 'early bird' revenue enforcement operations providing additional staff presence during the morning peak.

**Aline Frantzen**  
Managing Director at KeolisAmey Metrolink

Issued on 25 June 2019



# Metrolink

Metrolink is operated on behalf of  
Transport for Greater Manchester by  
**KEOLIS amey**  
Metrolink

# Metrolink Performance

## Altrincham 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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### How we performed



#### Punctuality

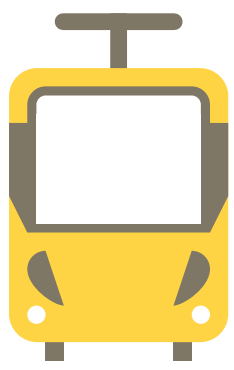
Percentage of trams departing less than two minutes late.

**This route**

**97.5%**

**Overall network**

**91.4%**



#### Reliability

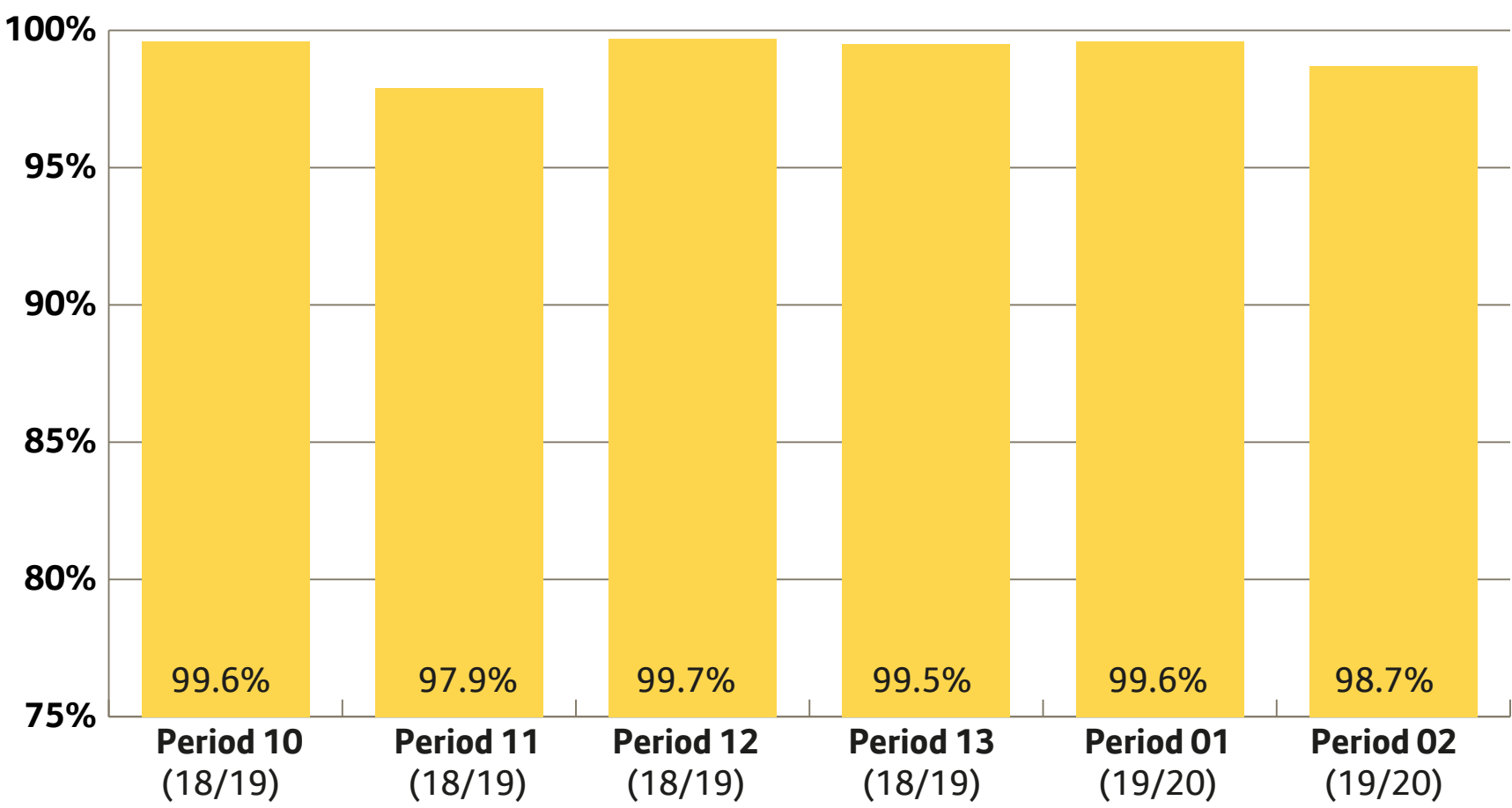
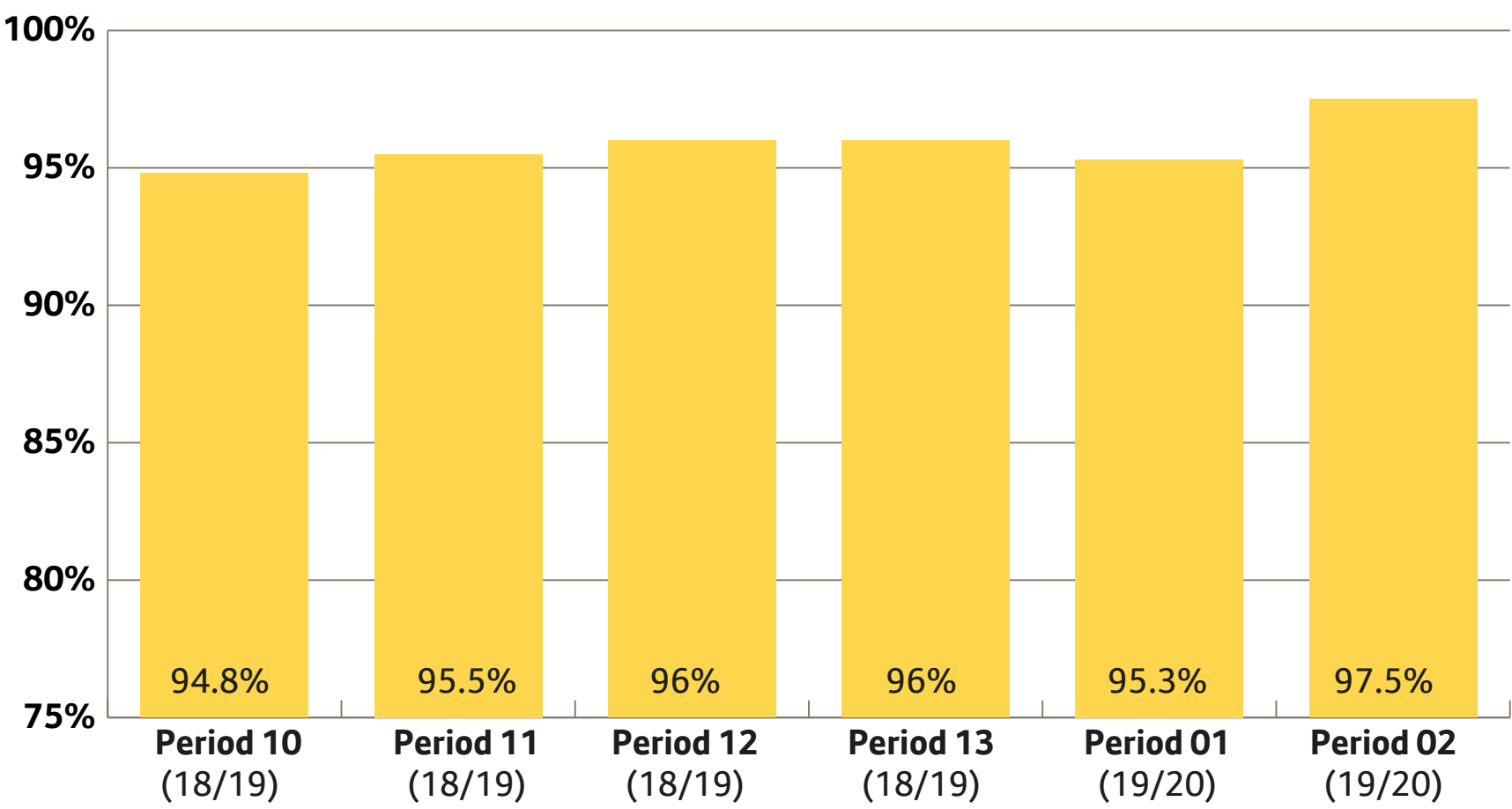
Percentage of planned miles operated.

**This route**

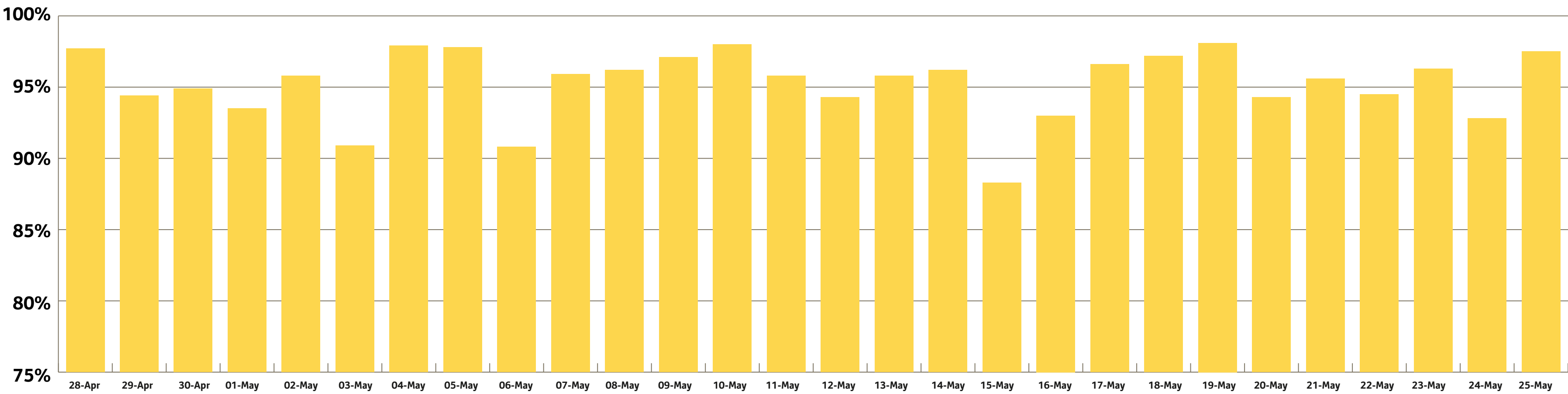
**98.7%**

**Overall network**

**98.9%**



### Route punctuality by date



### Route service disruptions

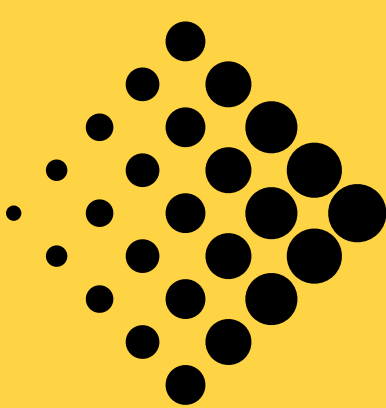
- 03 May 2019**  
Police investigation at Piccadilly Gardens
- 06 May 2019**  
Operational incident
- 15 May 2019**  
Signalling system fault at Victoria.

### What we did to improve on this route

- Planned maintenance deep clean completed at; Old Trafford, Stretford and Dane Road
- Collaborative 'Day of Action' took place at Altrincham Interchange on 10th May in conjunction with the Travel Safe Partnership.

**Aline Frantzen**  
Managing Director at KeolisAmey Metrolink

Issued on 25 June 2019



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Metrolink



# Metrolink Performance

## Ashton-under-Lyne Line

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### How we performed



#### Punctuality

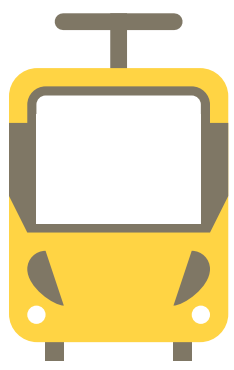
Percentage of trams departing less than two minutes late.

**This route**

**89.3%**

**Overall network**

**91.4%**



#### Reliability

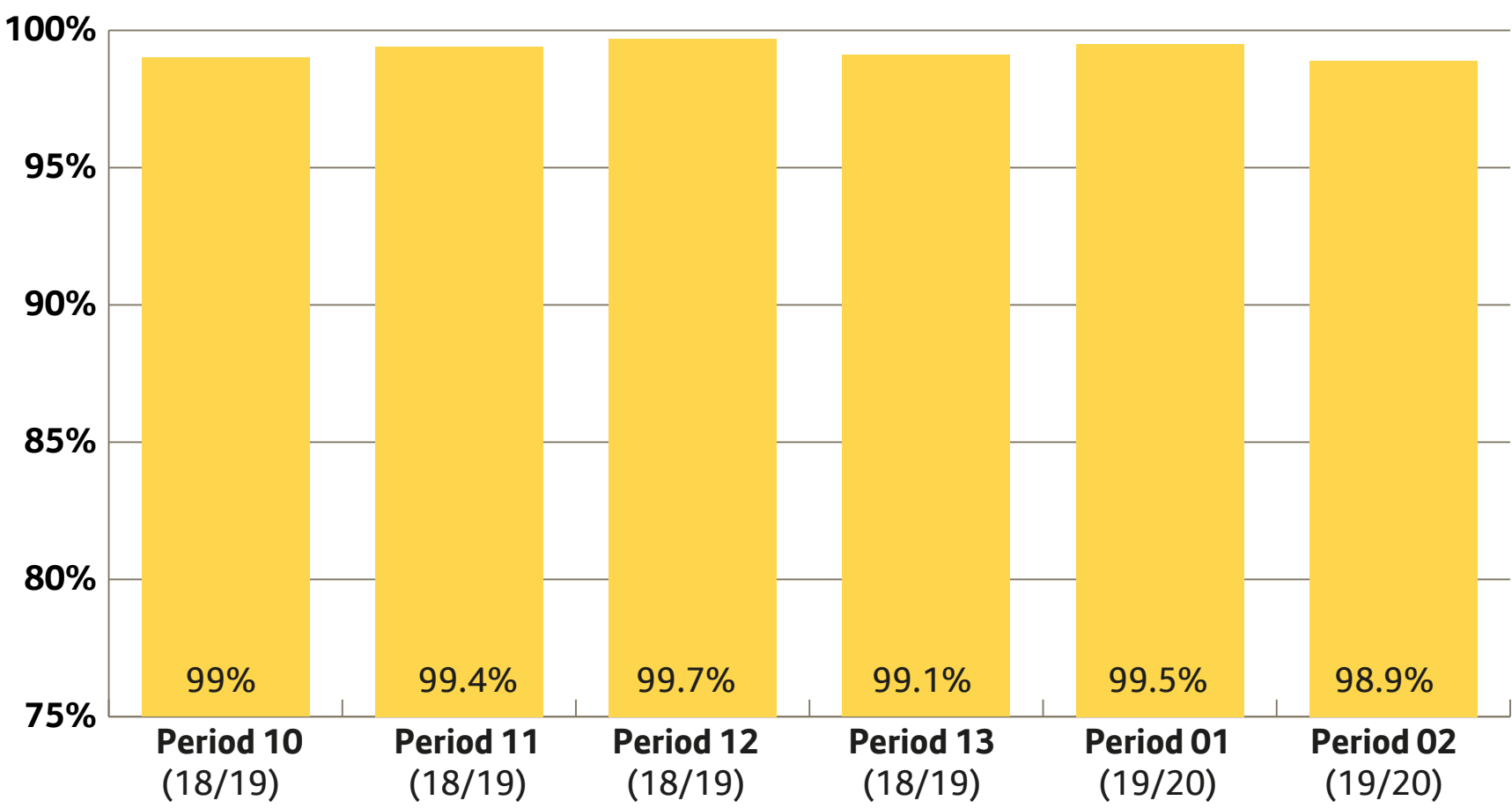
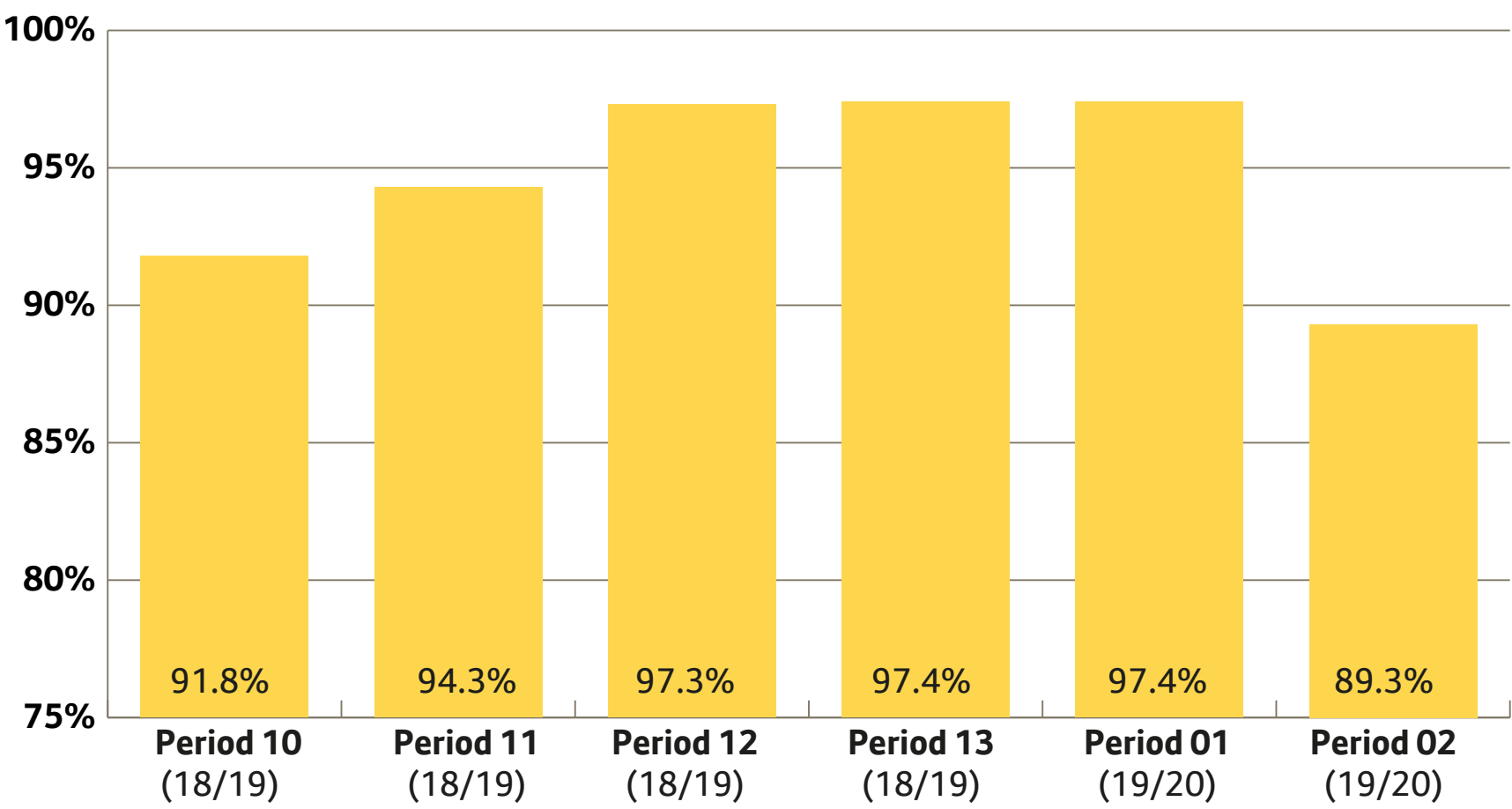
Percentage of planned miles operated.

**This route**

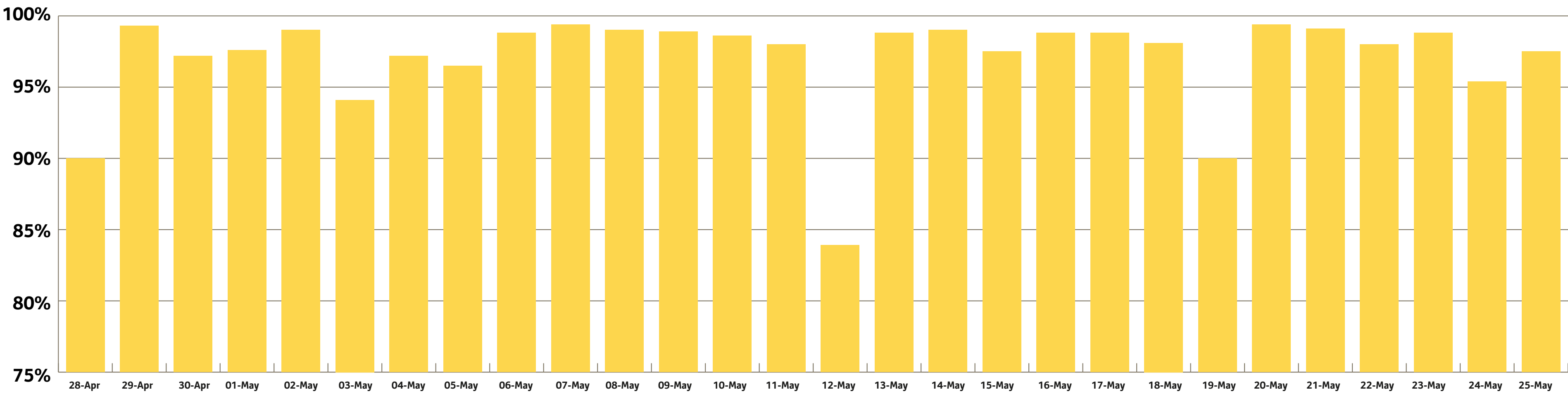
**98.9%**

**Overall network**

**98.9%**



### Route punctuality by date



### Route service disruptions

- 28 April 2019**  
Road traffic collision near Ashton Moss
- 12 May 2019**  
Spillage on board a tram at Eccles
- 12 May 2019**  
Staff shortage.

### What we did to improve on this route

- Trackside litter removed from all stops.

**Aline Frantzen**  
Managing Director at KeolisAmey Metrolink

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## Bury Line

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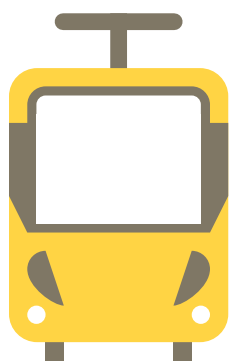
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

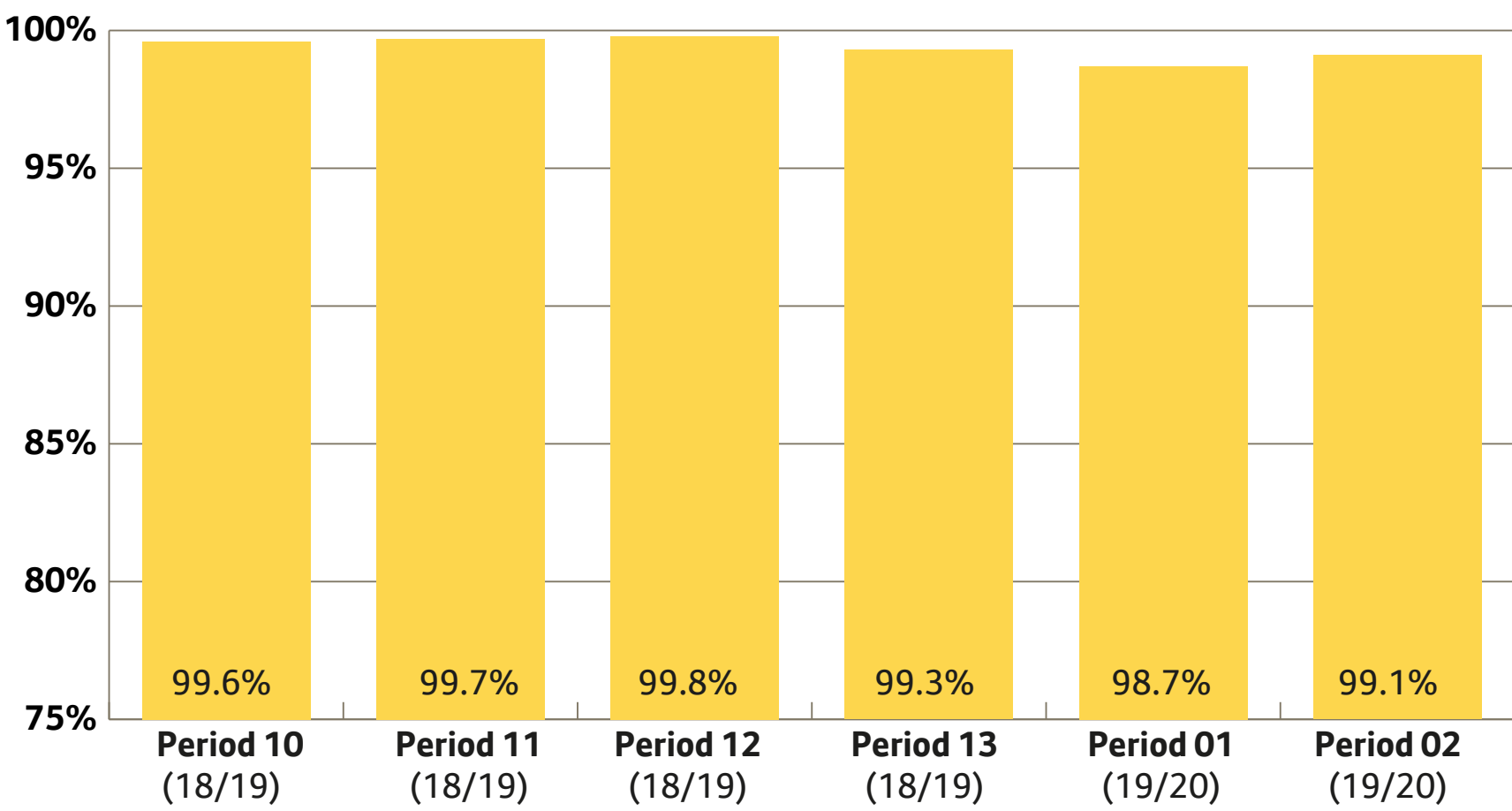
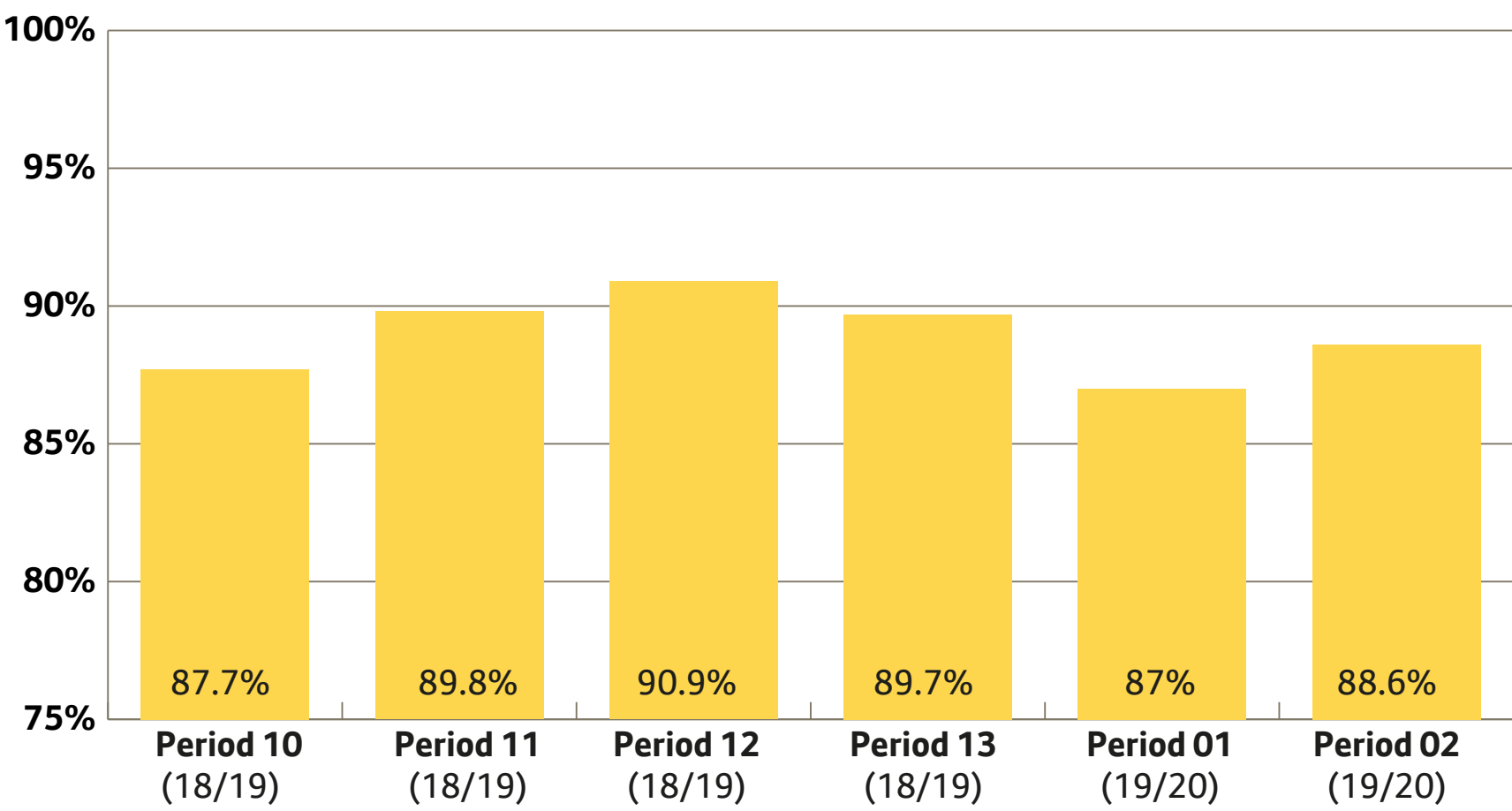
**This route**  
**88.6%**      **Overall network**  
**91.4%**



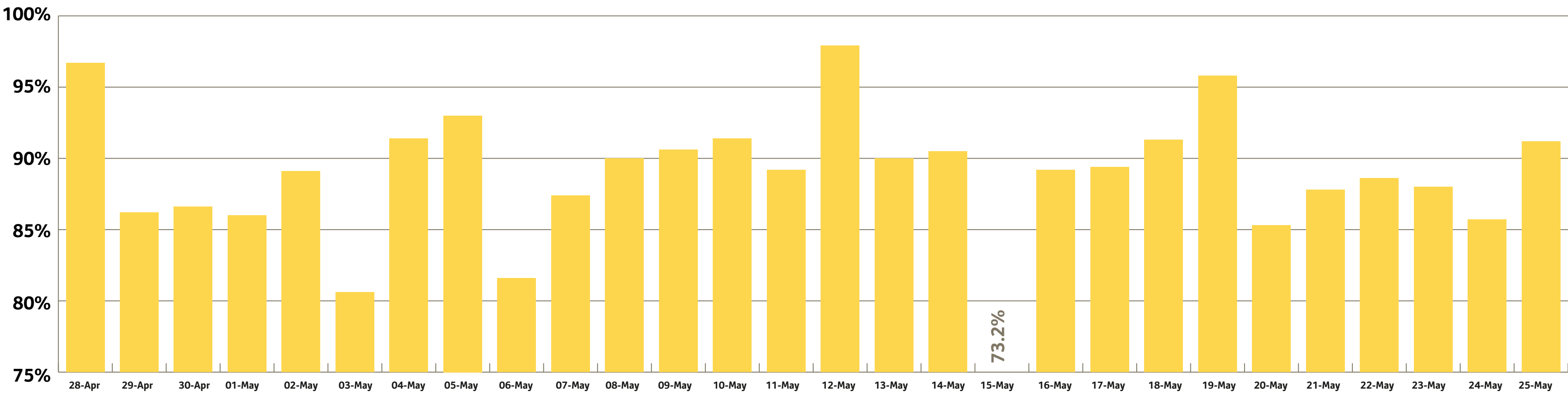
#### Reliability

Percentage of planned miles operated.

**This route**  
**99.1%**      **Overall network**  
**98.9%**



#### Route punctuality by date



#### Route service disruptions

- 03 May 2019  
Police investigation at Piccadilly Gardens
- 06 May 2019  
Tram fault at Bury
- 15 May 2019  
Signalling system fault at Victoria.

#### What we did to improve on this route

- Trackside litter removed from all stops
- Depot visit by a Bury primary school, students given a tour to understand how Metrolink operates and serves the diverse communities of Greater Manchester
- Tactical fare evasion and anti-social behaviour operations conducted at hotspot locations.

**Aline Frantzen**  
Managing Director at KeolisAmey Metrolink

Issued on 25 June 2019

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## East Didsbury Line

KeolisAmey 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:

**28 April until 25 May 2019**

### How we performed



#### Punctuality

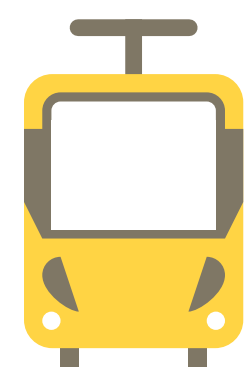
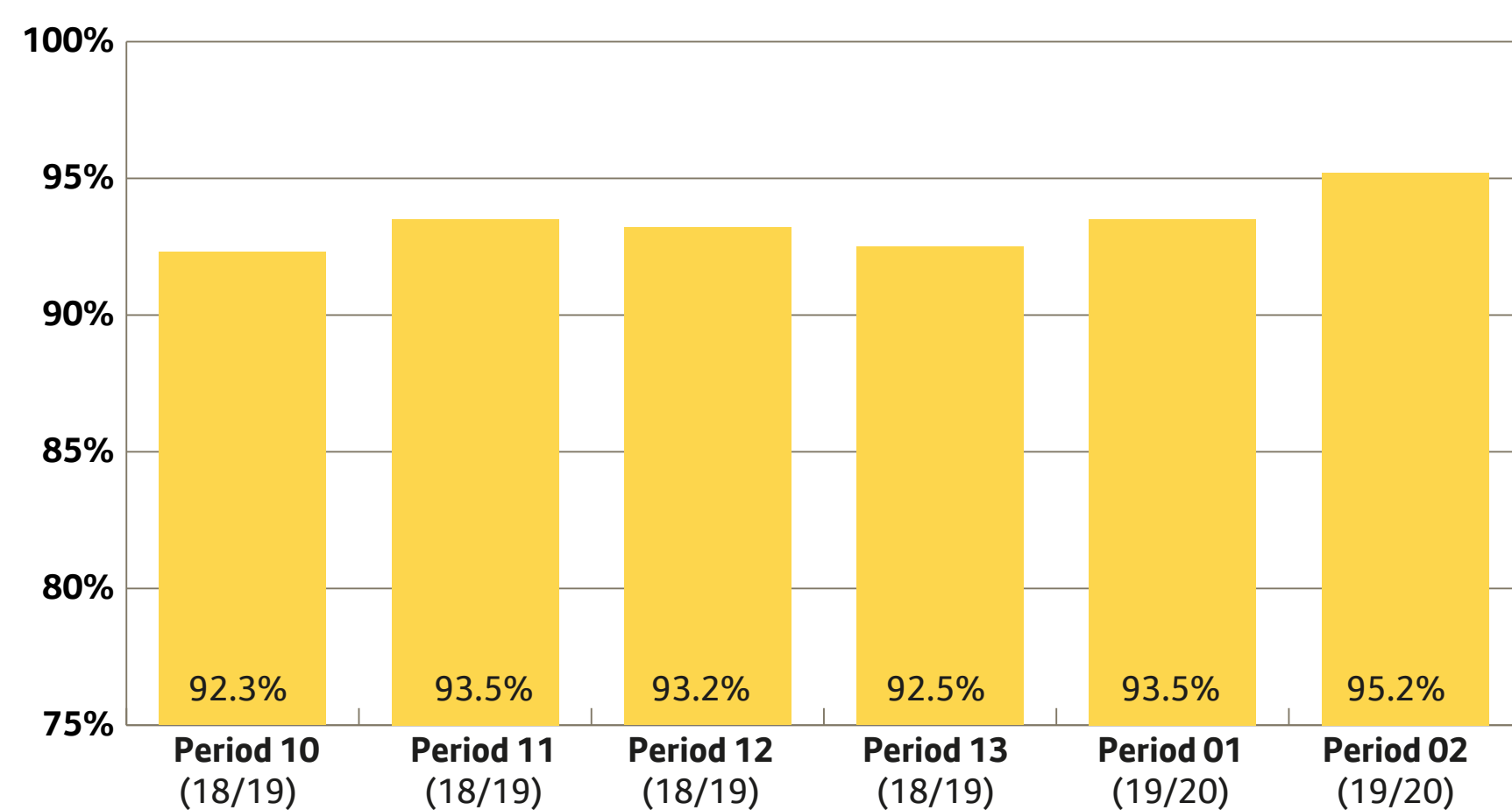
Percentage of trams departing less than two minutes late.

**This route**

**95.2%**

**Overall network**

**91.4%**



#### Reliability

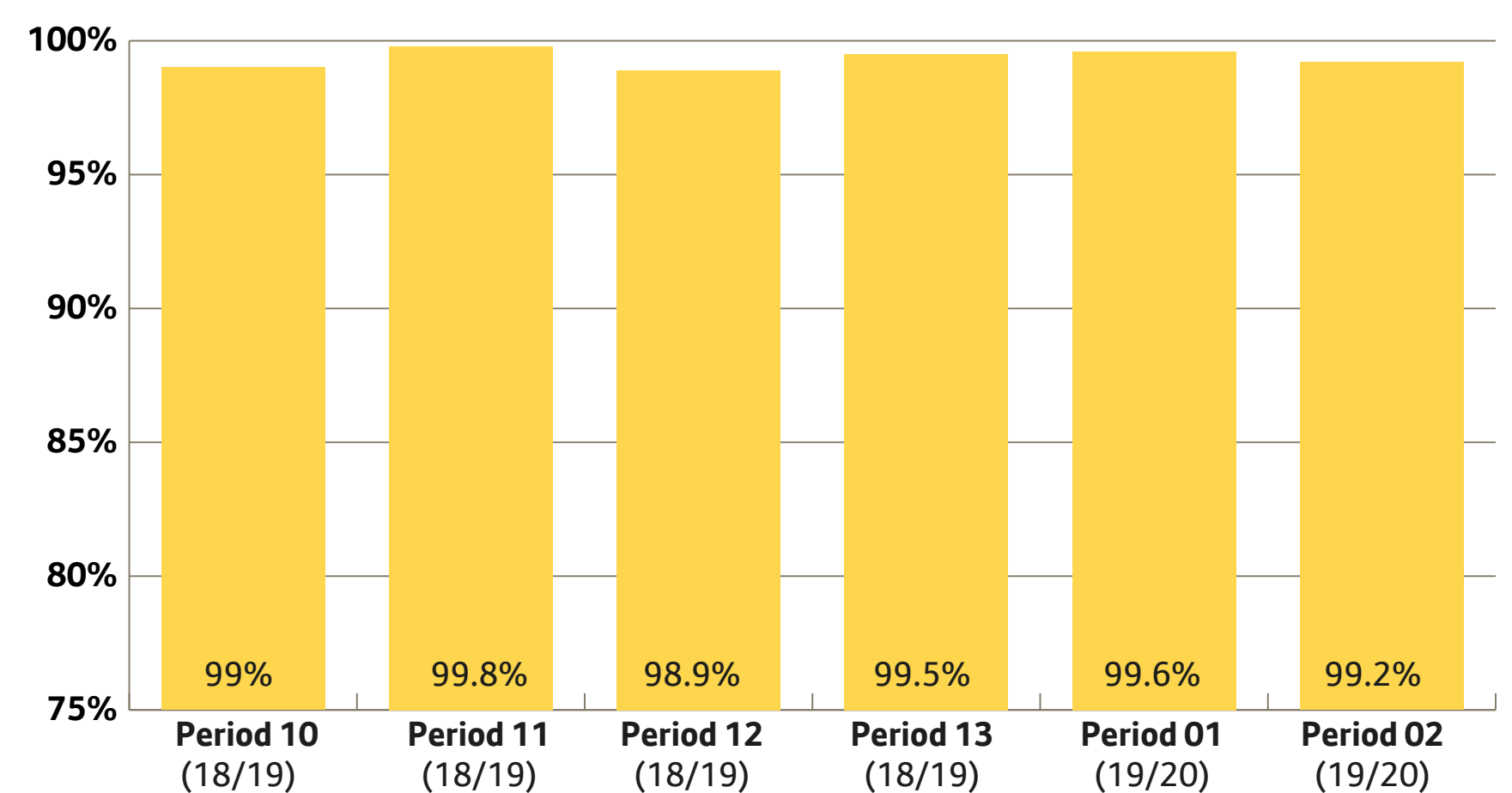
Percentage of planned miles operated.

**This route**

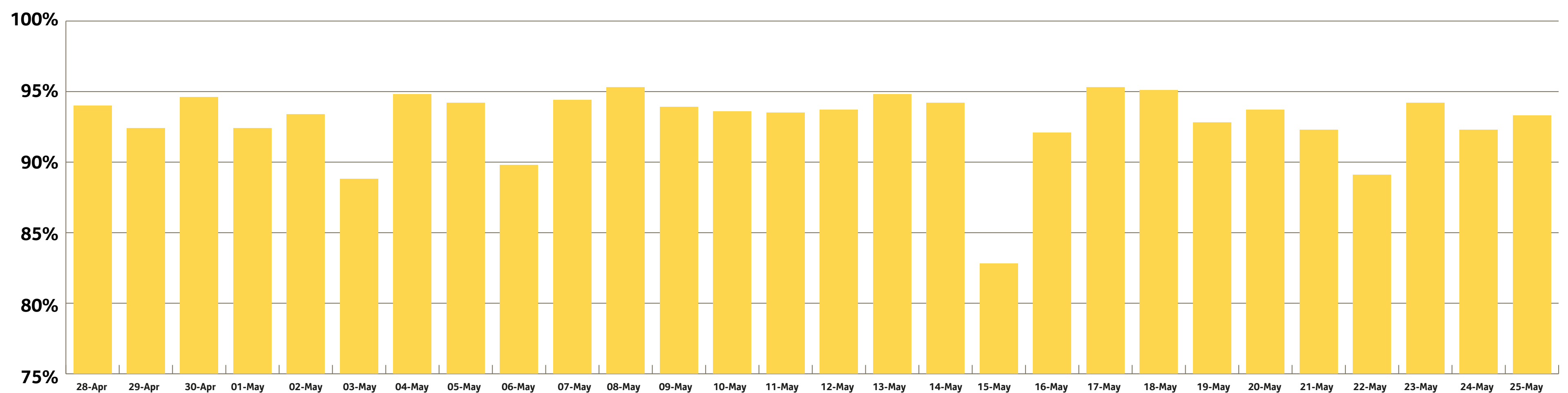
**99.2%**

**Overall network**

**98.9%**



#### Route punctuality by date



#### Route service disruptions

- 03 May 2019**  
Police investigation at Piccadilly Gardens
- 15 May 2019**  
Signalling system fault at Victoria
- 22 May 2019**  
Points fault at Newton Heath and Moston.

#### What we did to improve on this route

- All stops on this line had their planned maintenance deep clean and trackside litter was removed
- Community engagement meeting with Chorlton High school to devise a mentoring programme designed to primarily boost aspirations and employment opportunities.

**Aline Frantzen**

Managing Director at KeolisAmey Metrolink

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## Eccles & Media City Lines

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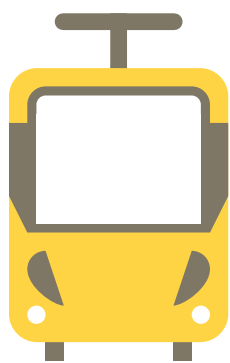
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

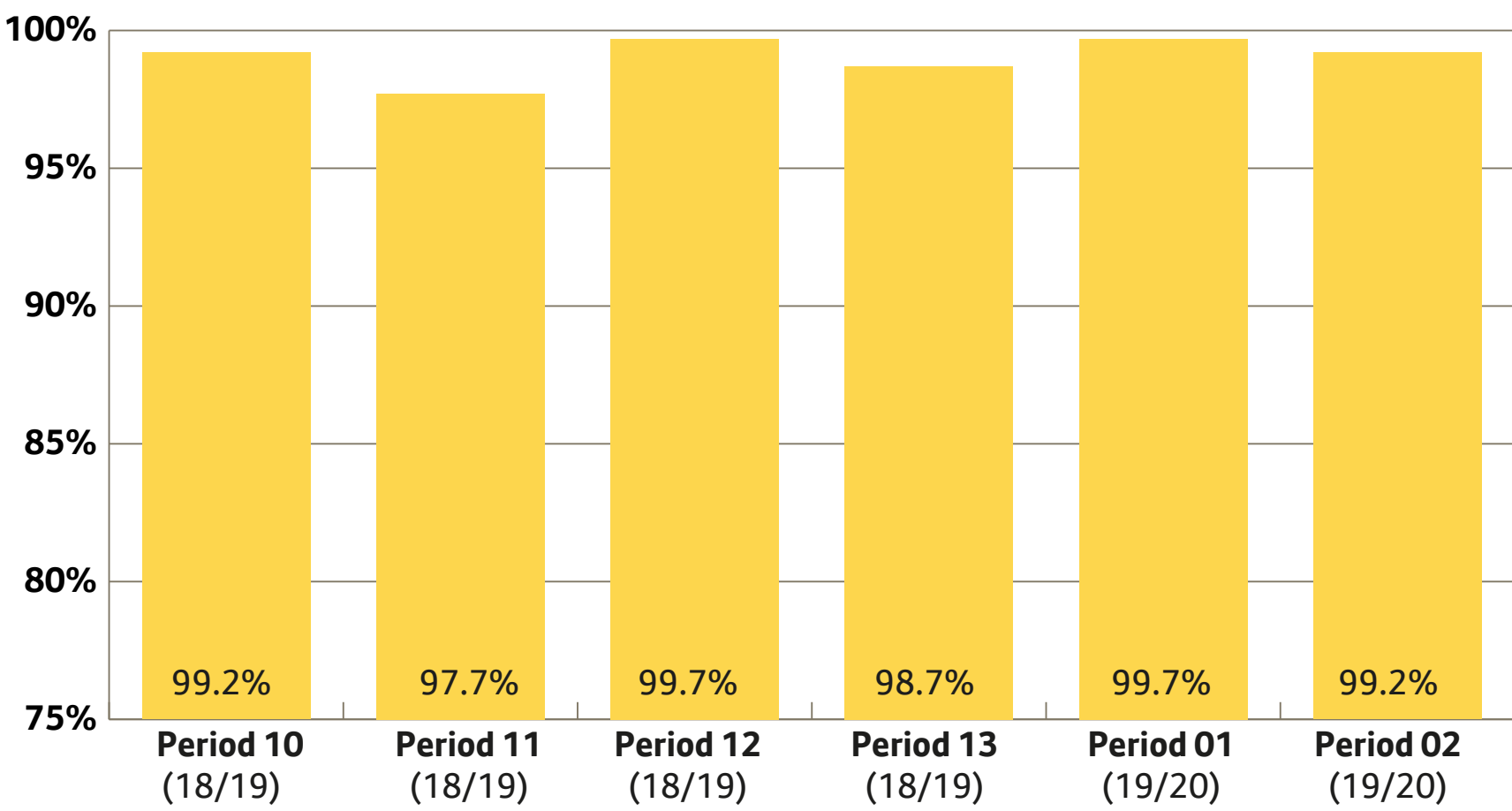
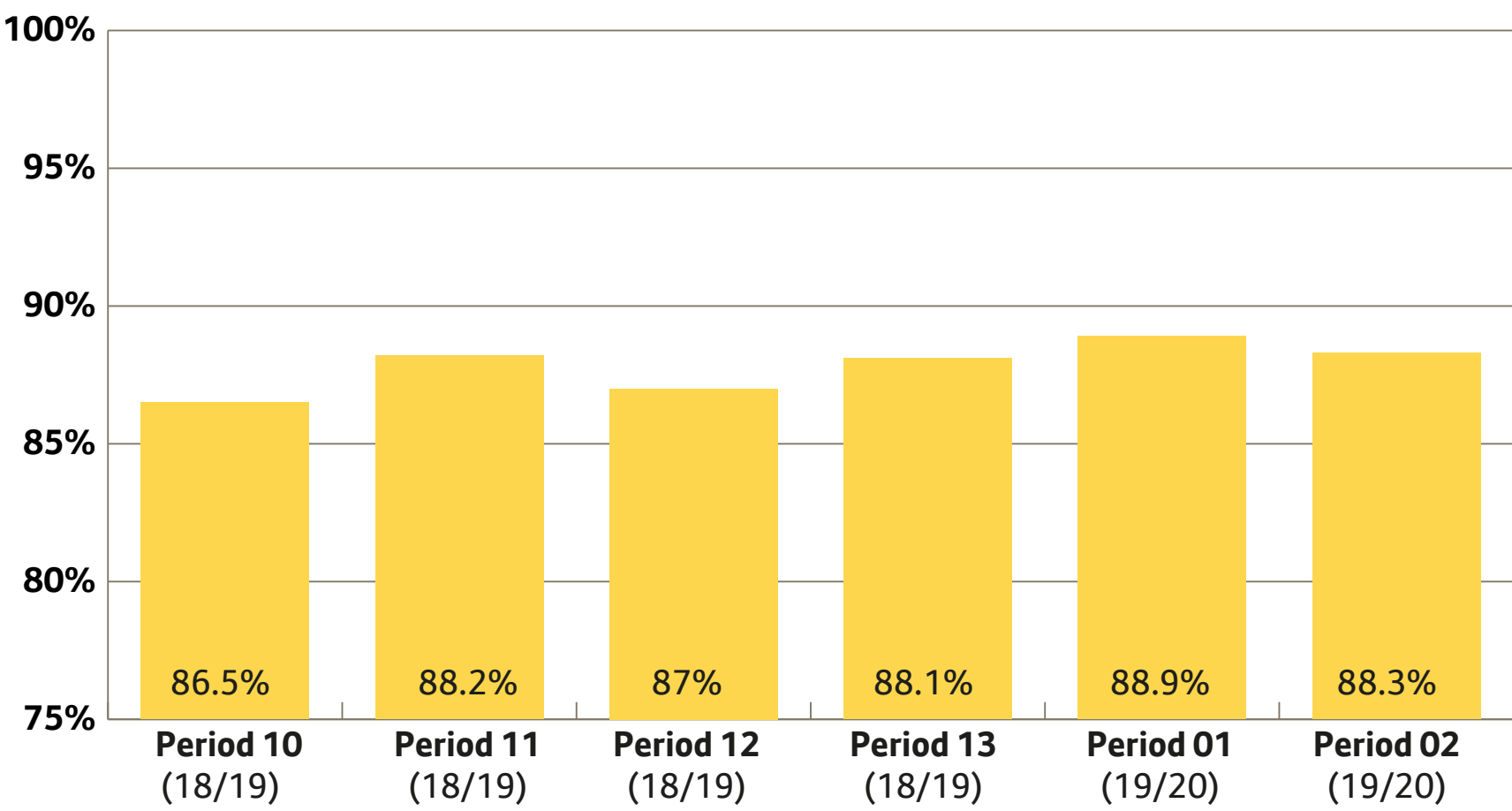
**This route**  
**88.3%**      **Overall network**  
**91.4%**



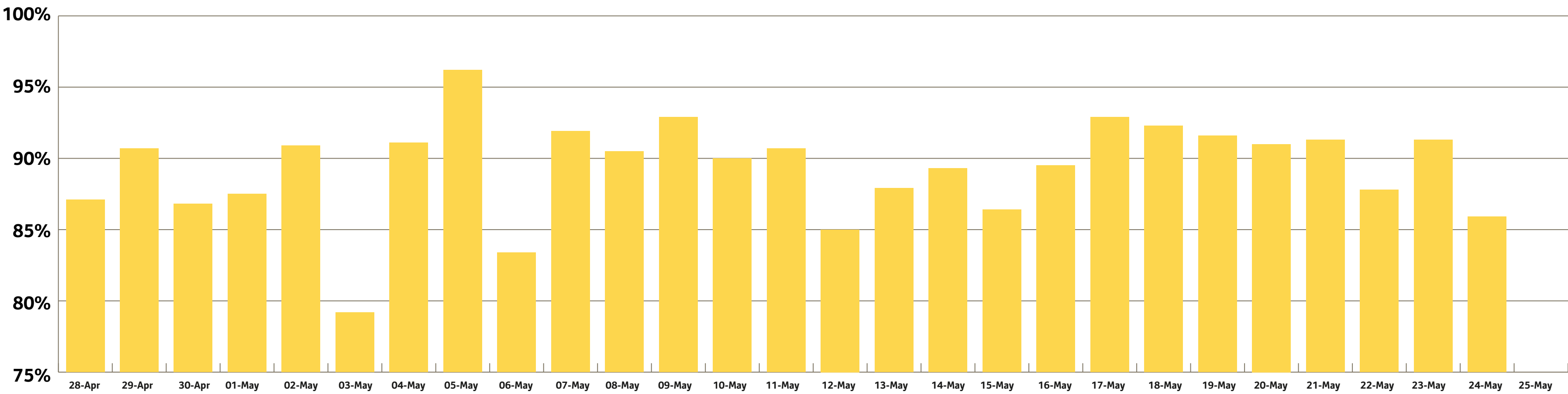
#### Reliability

Percentage of planned miles operated.

**This route**  
**99.2%**      **Overall network**  
**98.9%**



#### Route punctuality by date



#### Route service disruptions

- 03 May 2019**  
Police investigation at Piccadilly Gardens
- 06 May 2019**  
Road traffic collision at Weaste
- 12 May 2019**  
Spillage on board a tram at Eccles
- 24 May 2019**  
Road traffic collision near Droylsden.

#### What we did to improve on this route

- Trackside litter removed from all stops
- We continue to work with local schools and colleges with planned operations around ingress and egress times.

**Aline Frantzen**  
Managing Director at KeolisAmey Metrolink

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# Metrolink Performance

## Oldham & Rochdale Lines

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four-week period between:

**28 April until 25 May 2019**

### How we performed



#### Punctuality

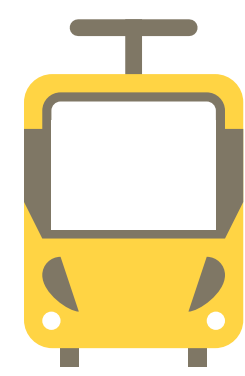
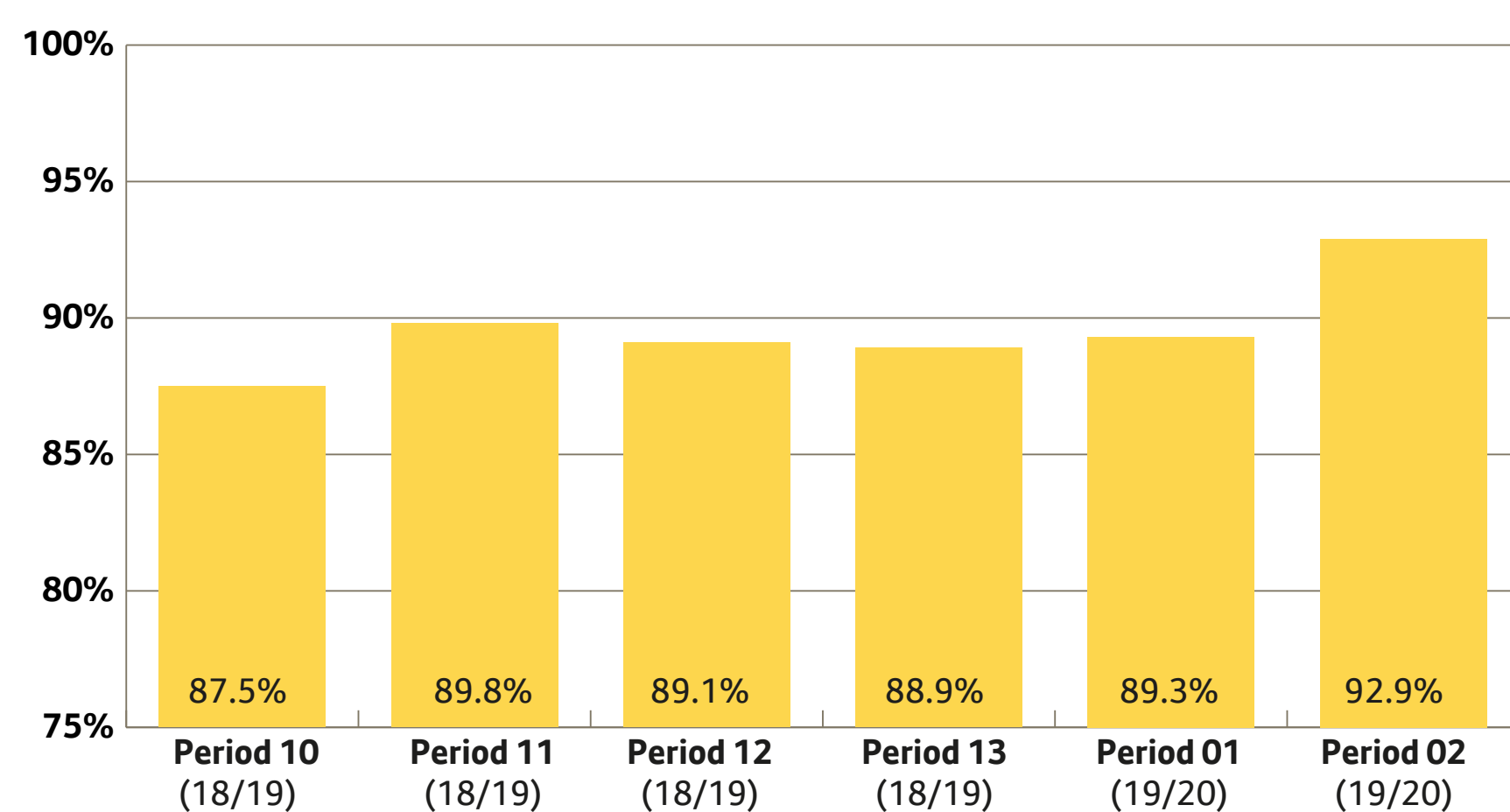
Percentage of trams departing less than two minutes late.

**This route**

**92.9%**

**Overall network**

**91.4%**



#### Reliability

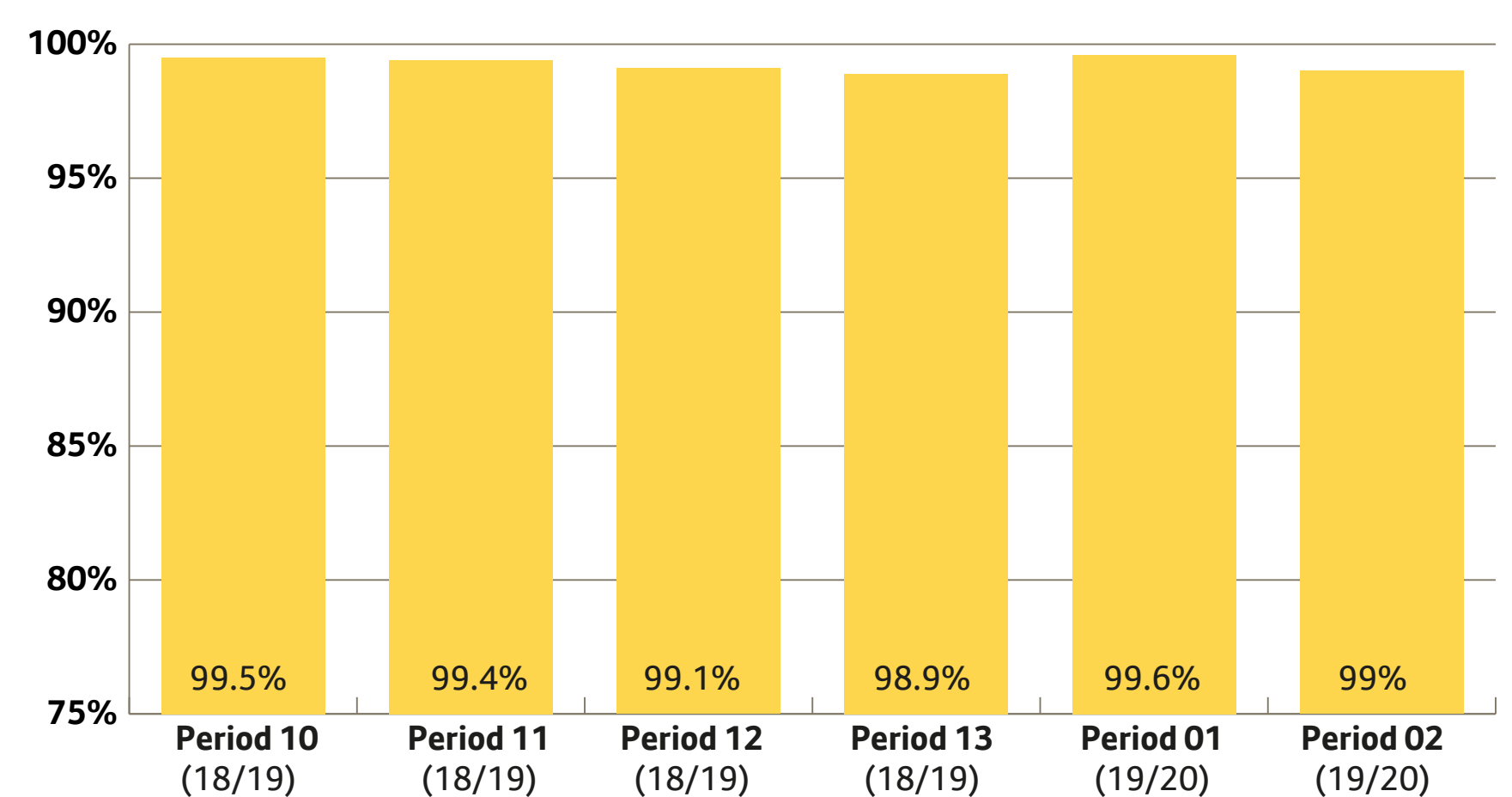
Percentage of planned miles operated.

**This route**

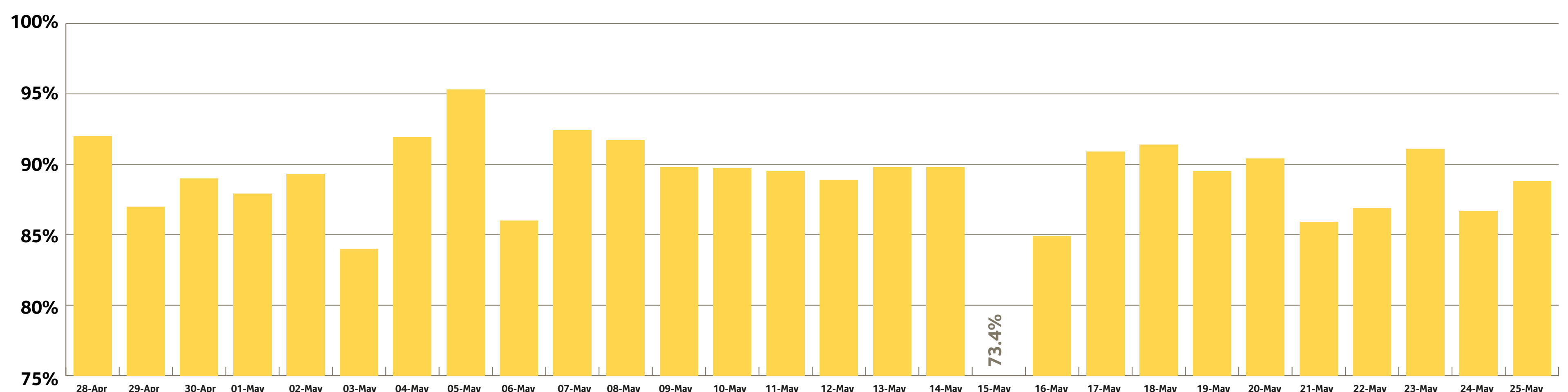
**99%**

**Overall network**

**98.9%**



#### Route punctuality by date



#### Route service disruptions

- 03 May 2019**  
Police investigation at Piccadilly Gardens
- 06 May 2019**  
Medical emergency at Rochdale Railway station
- 15 May 2019**  
Signalling system fault at Victoria
- 16 May 2019**  
Medical emergency at South Chadderton
- 21 May 2019**  
Vehicle blocking the track at Oldham Central.

#### What we did to improve on this route

- All stops on this line had their planned maintenance deep clean and trackside litter was removed
- A restorative justice session took place at Queens Road depot attended by Greater Manchester Police, a juvenile who caused criminal damage on the network, and their legal guardian
- In response to reports of a rise in anti-social behaviour, additional Customer Service Representatives and Travel Safe Officers were deployed across the line reinforcing staff presence.

**Aline Frantzen**

Managing Director at KeolisAmey Metrolink

Issued on 25 June 2019