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%

Network Summary

75% 80% 85% 90% 95% 100%

Airport  98.4%
Altrincham  98.7%
Ashton  98.9%
Bury  99.1%
East Didsbury  99.2%
Eccles  99.2%
Oldham & Rochdale  99%

75% 80% 85% 90% 95% 100%

Period 10 (18/19) Period 11 (18/19) Period 12 (18/19) Period 13 (18/19) Period 01 (19/20) Period 02 (19/20)

89.8% 91.3% 91.7% 91.6% 91.5% 91.4%

Airport
Altrincham
Ashton
Bury
East Didsbury
Eccles
Oldham & Rochdale

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

Metrolink is operated on behalf of Transport for Greater Manchester
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.

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.

<table>
<thead>
<tr>
<th>Period</th>
<th>18/19</th>
<th>19/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>This route</td>
<td>88.1%</td>
<td>88%</td>
</tr>
<tr>
<td>Overall network</td>
<td>92%</td>
<td>91.4%</td>
</tr>
</tbody>
</table>

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>Period</th>
<th>18/19</th>
<th>19/20</th>
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</thead>
<tbody>
<tr>
<td>This route</td>
<td>99.1%</td>
<td>98.4%</td>
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<tr>
<td>Overall network</td>
<td>99.6%</td>
<td>98.9%</td>
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</table>

Route punctuality by date

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<th>Date</th>
<th>05/04</th>
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<tbody>
<tr>
<td>This route</td>
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<tr>
<td>Overall network</td>
<td>75%</td>
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<td>75%</td>
<td>80%</td>
<td>85%</td>
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</tbody>
</table>

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 Performance
Altrincham 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**: 97.5%
- **Overall network**: 91.4%

**Reliability**
Percentage of planned miles operated.

- **This route**: 98.7%
- **Overall network**: 98.9%

Route punctuality by date

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</table>

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

Metrolink is operated on behalf of Transport for Greater Manchester by Keolis Amey Metrolink.
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** 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

Issued on 25 June 2019
Metrolink Performance

Bury 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: 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

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
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  
Issued on 25 June 2019
Metrolink Performance
Eccles & Media City Lines

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

**Reliability**
Percentage of planned miles operated.

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

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

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

Route punctuality by date

<table>
<thead>
<tr>
<th>Date</th>
<th>Period 10 (18/19)</th>
<th>Period 11 (18/19)</th>
<th>Period 12 (18/19)</th>
<th>Period 13 (18/19)</th>
<th>Period 01 (19/20)</th>
<th>Period 02 (19/20)</th>
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<tbody>
<tr>
<td>28 Apr</td>
<td>86.5%</td>
<td>88.2%</td>
<td>87%</td>
<td>88.1%</td>
<td>88.9%</td>
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</table>

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

Issued on 25 June 2019
Metrolink Performance
Oldham & Rochdale Lines

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.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td>92.9%</td>
<td>91.4%</td>
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</table>

Reliability
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
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<tr>
<td>99%</td>
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Route punctuality by date

<table>
<thead>
<tr>
<th>03 May 2019</th>
<th>Police investigation at Piccadilly Gardens</th>
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<tbody>
<tr>
<td>06 May 2019</td>
<td>Medical emergency at Rochdale Railway station</td>
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<tr>
<td>15 May 2019</td>
<td>Signalling system fault at Victoria</td>
</tr>
<tr>
<td>16 May 2019</td>
<td>Medical emergency at South Chadderton</td>
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<tr>
<td>21 May 2019</td>
<td>Vehicle blocking the track at Oldham Central</td>
</tr>
</tbody>
</table>

Route service disruptions

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