Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

### Network wide Performance

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

<table>
<thead>
<tr>
<th>Route</th>
<th>Punctuality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport</td>
<td>96.6%</td>
</tr>
<tr>
<td>Altrincham</td>
<td>86.2%</td>
</tr>
<tr>
<td>Ashton</td>
<td>95.5%</td>
</tr>
<tr>
<td>Bury</td>
<td>87.6%</td>
</tr>
<tr>
<td>East Didsbury</td>
<td>94%</td>
</tr>
<tr>
<td>Eccles/MediaCityUK</td>
<td>98.1%</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>85.2%</td>
</tr>
</tbody>
</table>

**Reliability**
- Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>Route</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport</td>
<td>99.6%</td>
</tr>
<tr>
<td>Altrincham</td>
<td>98.9%</td>
</tr>
<tr>
<td>Ashton</td>
<td>99.5%</td>
</tr>
<tr>
<td>Bury</td>
<td>99.7%</td>
</tr>
<tr>
<td>East Didsbury</td>
<td>99.7%</td>
</tr>
<tr>
<td>Eccles/MediaCityUK</td>
<td>99.3%</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>99.5%</td>
</tr>
</tbody>
</table>

### Individual Route Performance & Reliability

- **Airport**
- **Altrincham**
- **Ashton-under-Lyne**
- **Bury**
- **East Didsbury**
- **Eccles & MediaCityUK**
- **Oldham & Rochdale**

### Cancellations
- Journeys cancelled.
  - **0.23%** of all planned journeys.

### Short journeys
- Incomplete journeys.
  - **0.77%** of all planned journeys.
Metrolink Performance

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Airport

7 January until 3 February 2018

Punctuality
Percentage of trams departing less than two minutes late.

Airport
96.6%
Network wide
91.2%

Reliability
Percentage of planned miles operated.

Airport
99.6%
Network wide
99.4%

How we performed:

11 Jan  Tram fault which caused delays across the network.
2 Feb   Broken down HGV on the line between Moor Road and Baguley.
3 Feb   Tram fault which caused delays across the network.
Metrolink Performance

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Altrincham

7 January until 3 February 2018

Punctuality
Percentage of trams departing less than two minutes late.

Altrincham 86.2%
Network wide 91.2%

Reliability
Percentage of planned miles operated.

Altrincham 98.9%
Network wide 99.4%

How we performed:
16 Jan  Severe weather with lightning strikes across the network affecting power and signalling systems.
16 Jan  Driver error resulting in wrong route taken.
18 Jan  Across the day services turned at Timperley to get back on schedule.
Metrolink Performance

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Every four weeks we will share with you how well we are performing.

Ashton-under-Lyne

7 January until 3 February 2018

Punctuality
Percentage of trams departing less than two minutes late.

Ashton-under-Lyne 95.5%
Network wide 91.2%

Reliability
Percentage of planned miles operated.

Ashton-under-Lyne 99.5%
Network wide 99.4%

How we performed:

8 Jan  Road traffic collision. No injuries.
22 Jan  Road traffic collision. No injuries.
27 Jan  Unsafe building on High Street in Manchester City Centre.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

Bury

7 January until 3 February 2018

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

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th></th>
<th>Bury</th>
<th>Network wide</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Punctuality</strong></td>
<td>87.6%</td>
<td>91.2%</td>
</tr>
<tr>
<td><strong>Reliability</strong></td>
<td>99.7%</td>
<td>99.4%</td>
</tr>
</tbody>
</table>

How we performed:

- **11 Jan** Tram fault.
- **16 Jan** Signalling fault at Victoria.
- **27 Jan** Unsafe building on High Street in Manchester City Centre.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

**East Didsbury**

<table>
<thead>
<tr>
<th>Punctuality</th>
<th>Percentage of trams departing less than two minutes late.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>East Didsbury</strong></td>
<td><strong>Network wide</strong></td>
</tr>
<tr>
<td>94.0%</td>
<td>91.2%</td>
</tr>
</tbody>
</table>

**Reliability**

<table>
<thead>
<tr>
<th>Percentage of planned miles operated.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>East Didsbury</strong></td>
</tr>
<tr>
<td>99.3%</td>
</tr>
</tbody>
</table>

**How we performed:**

- **8 Jan** Medical emergency.
- **10 Jan** Vandalism due anti social behaviour resulting in a smashed window.
- **28 Jan** Signalling fault on the line.
Metrolink Performance

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7 January until 3 February 2018

Punctuality
Percentage of trams departing less than two minutes late.

<table>
<thead>
<tr>
<th>Date</th>
<th>Eccles &amp; MediaCityUK</th>
<th>Network wide</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 Jan</td>
<td>98.1%</td>
<td>91.2%</td>
</tr>
<tr>
<td>8 Jan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 Jan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Feb</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Reliability
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>Date</th>
<th>Eccles &amp; MediaCityUK</th>
<th>Network wide</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 Jan</td>
<td>99.7%</td>
<td>99.4%</td>
</tr>
<tr>
<td>8 Jan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 Jan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Feb</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How we performed:

15 Jan  Road Traffic Accident, not involving a tram, blocking the track.
22 Jan  Tram fault which caused delays across the network.
27 Jan  Tram fault.
Metrolink Performance

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7 January until 3 February 2018

Oldham & Rochdale

Punctuality
Percentage of trams departing less than two minutes late.

Oldham & Rochdale 85.2%
Network wide 91.2%

Reliability
Percentage of planned miles operated.

Oldham & Rochdale 99.5%
Network wide 99.4%

How we performed:
8 Jan Tram fault on the line.
8 Jan Medical emergency.
29 Jan Signalling fault causing delays across the network.