

# 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 7 January until 3 February 2018

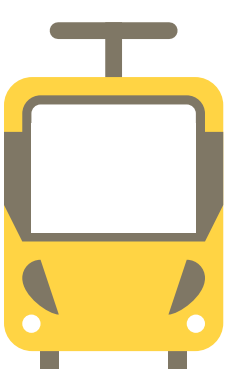


### Punctuality

Percentage of trams departing less than two minutes late.

Network wide

91.2%

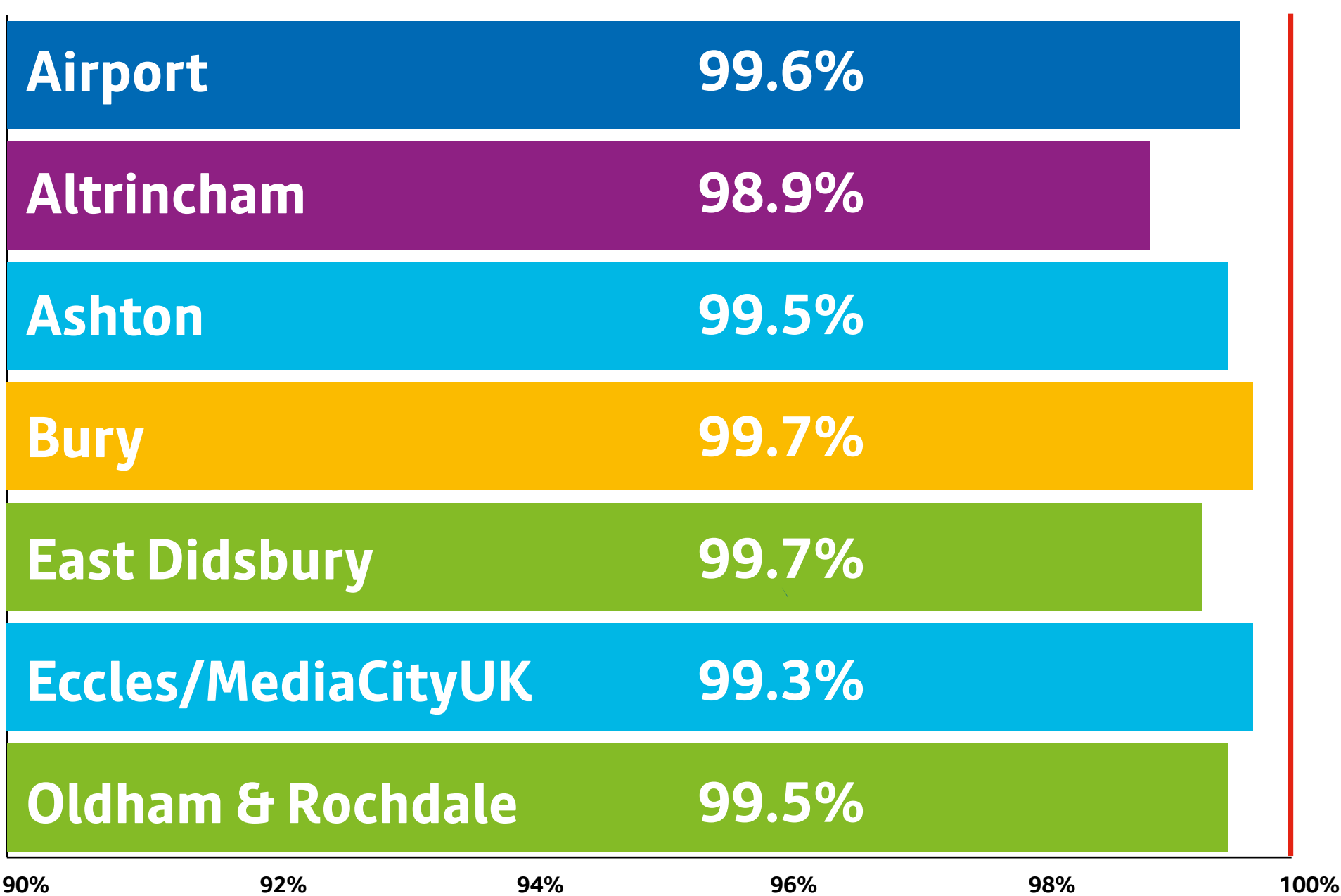
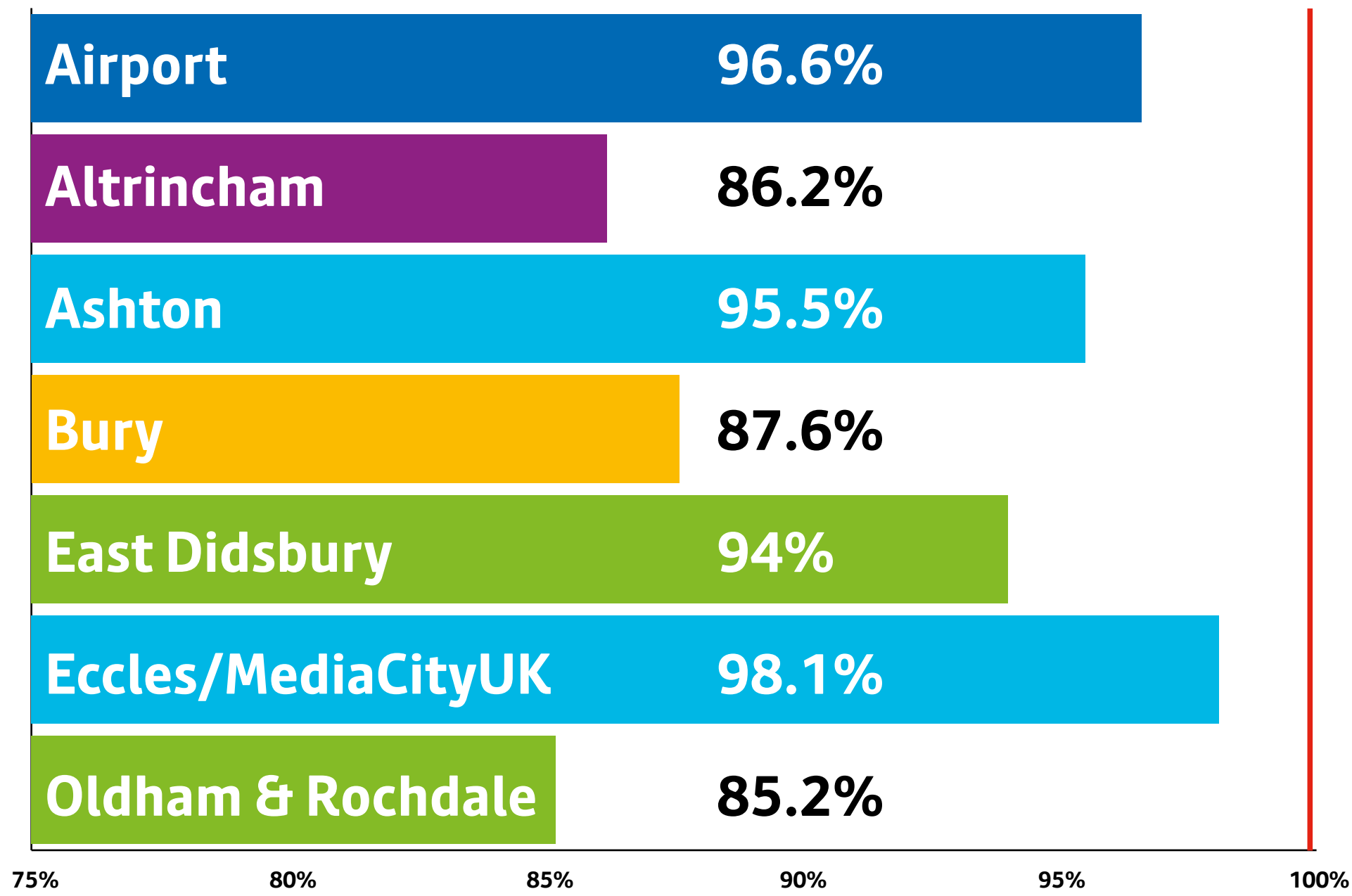


### Reliability

Percentage of planned miles operated.

Network wide

99.4%



## 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

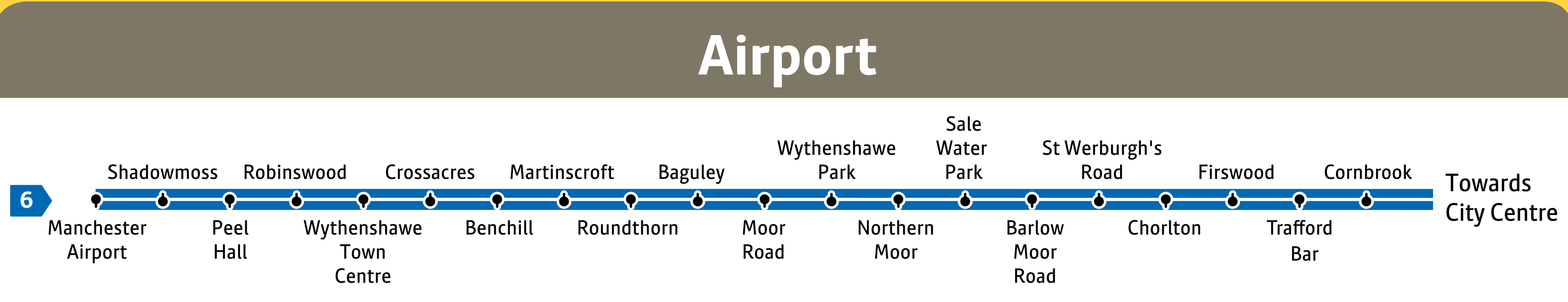
Incomplete journeys.

0.77%

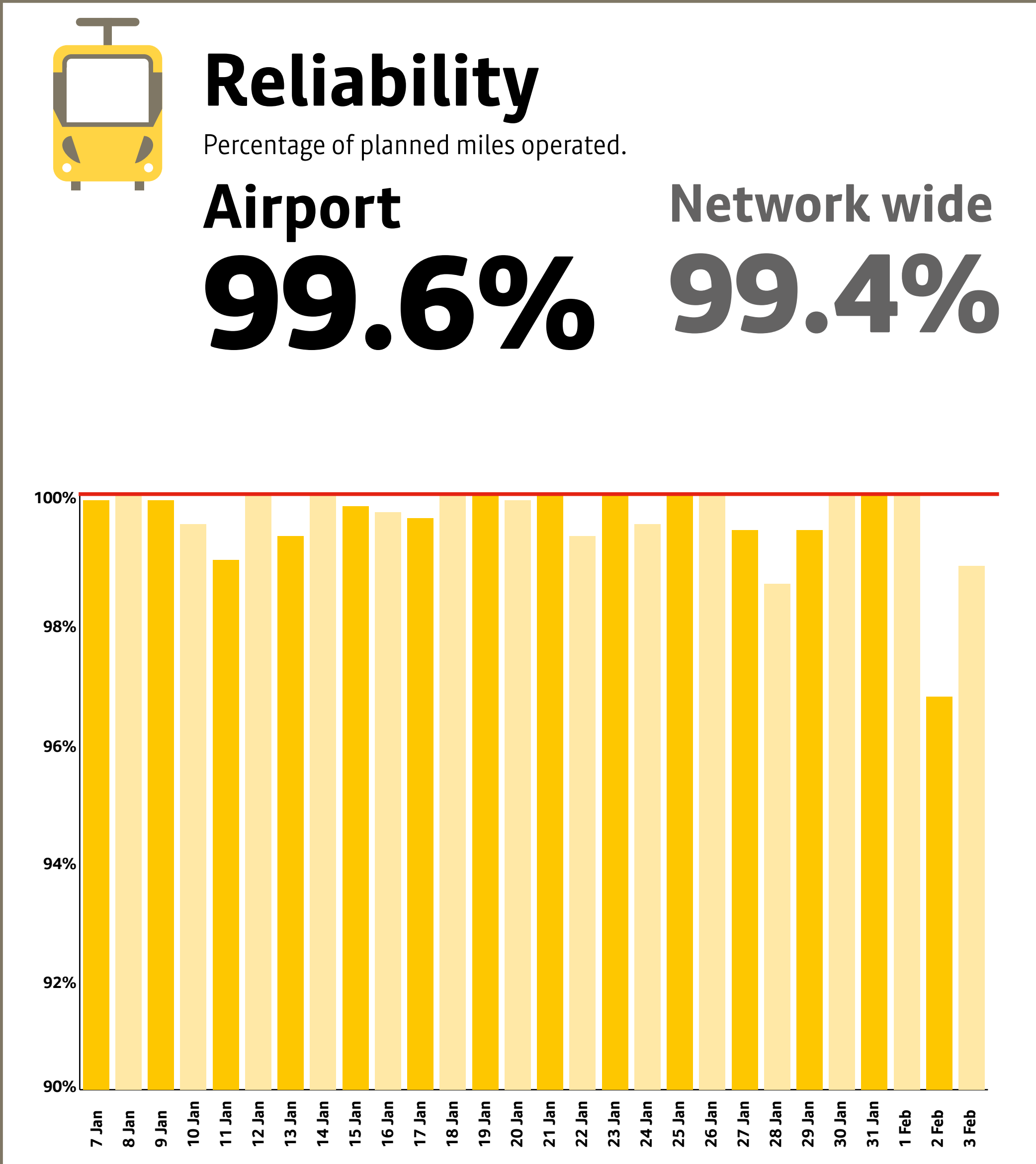
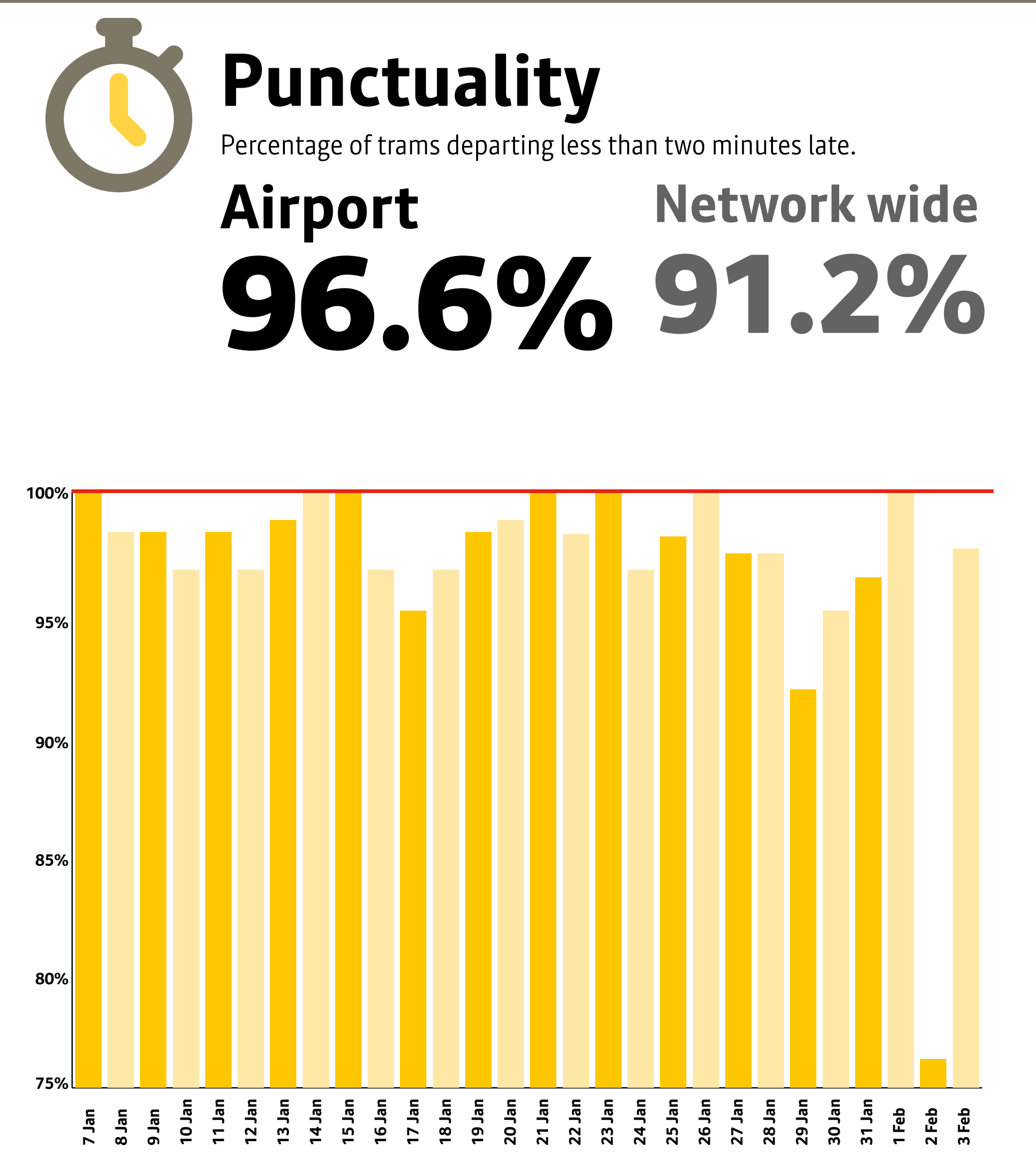
of all planned journeys.

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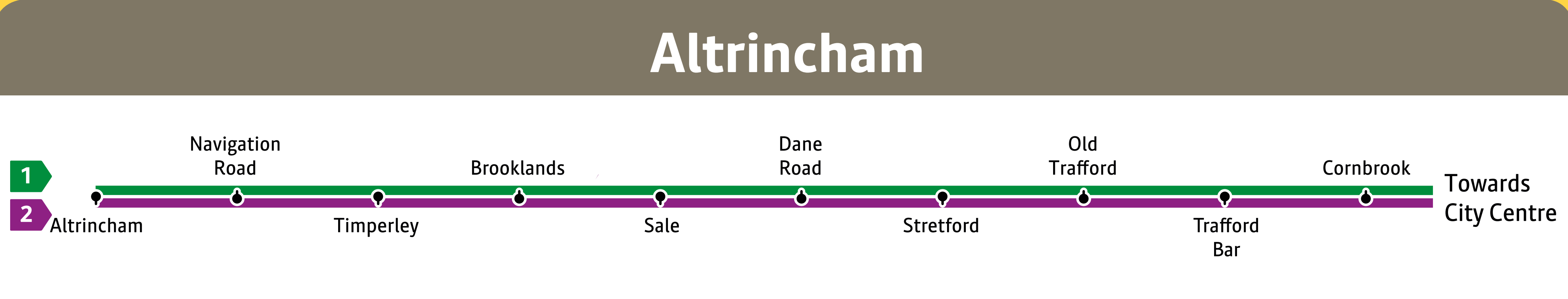


## How we performed:

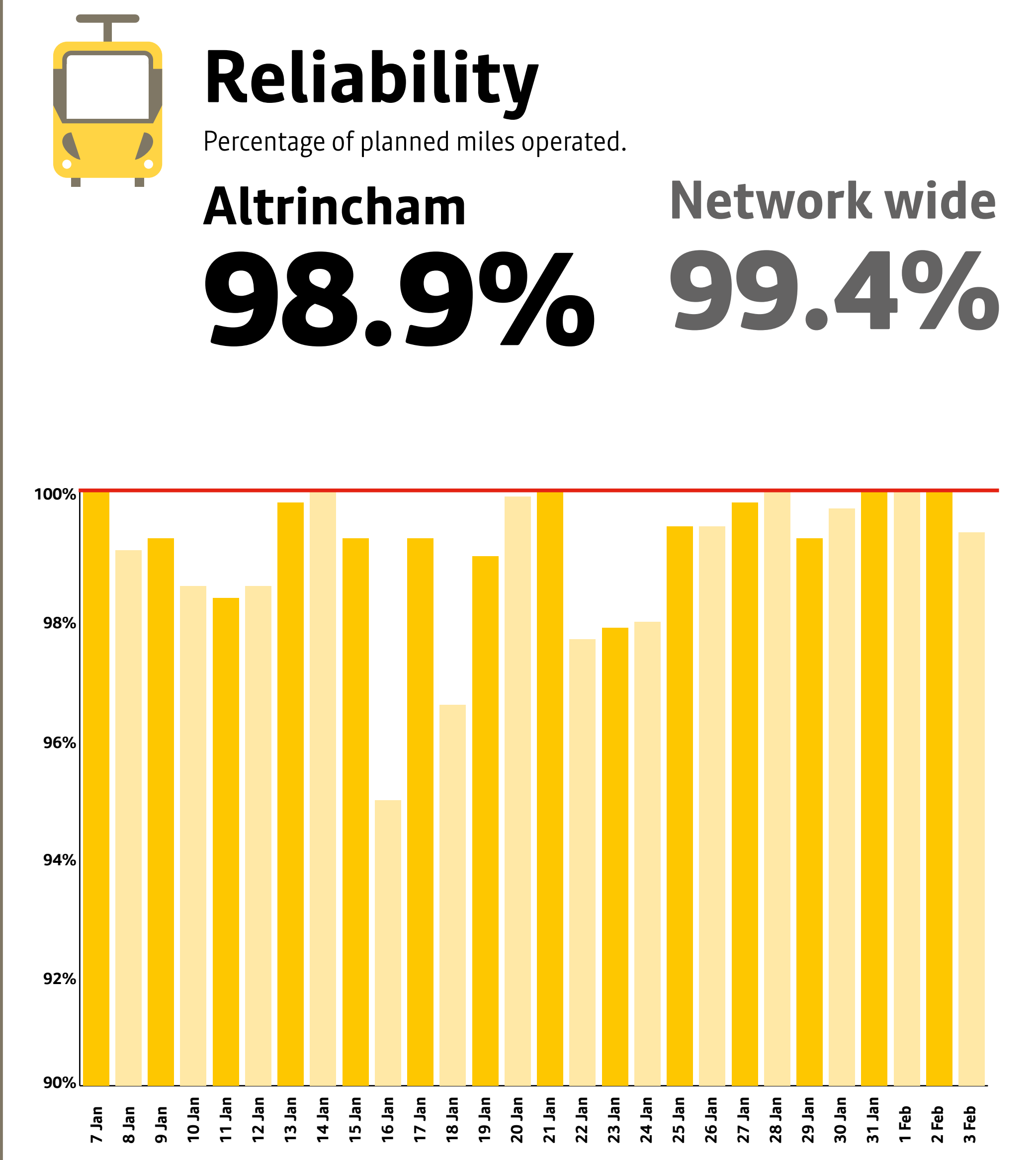
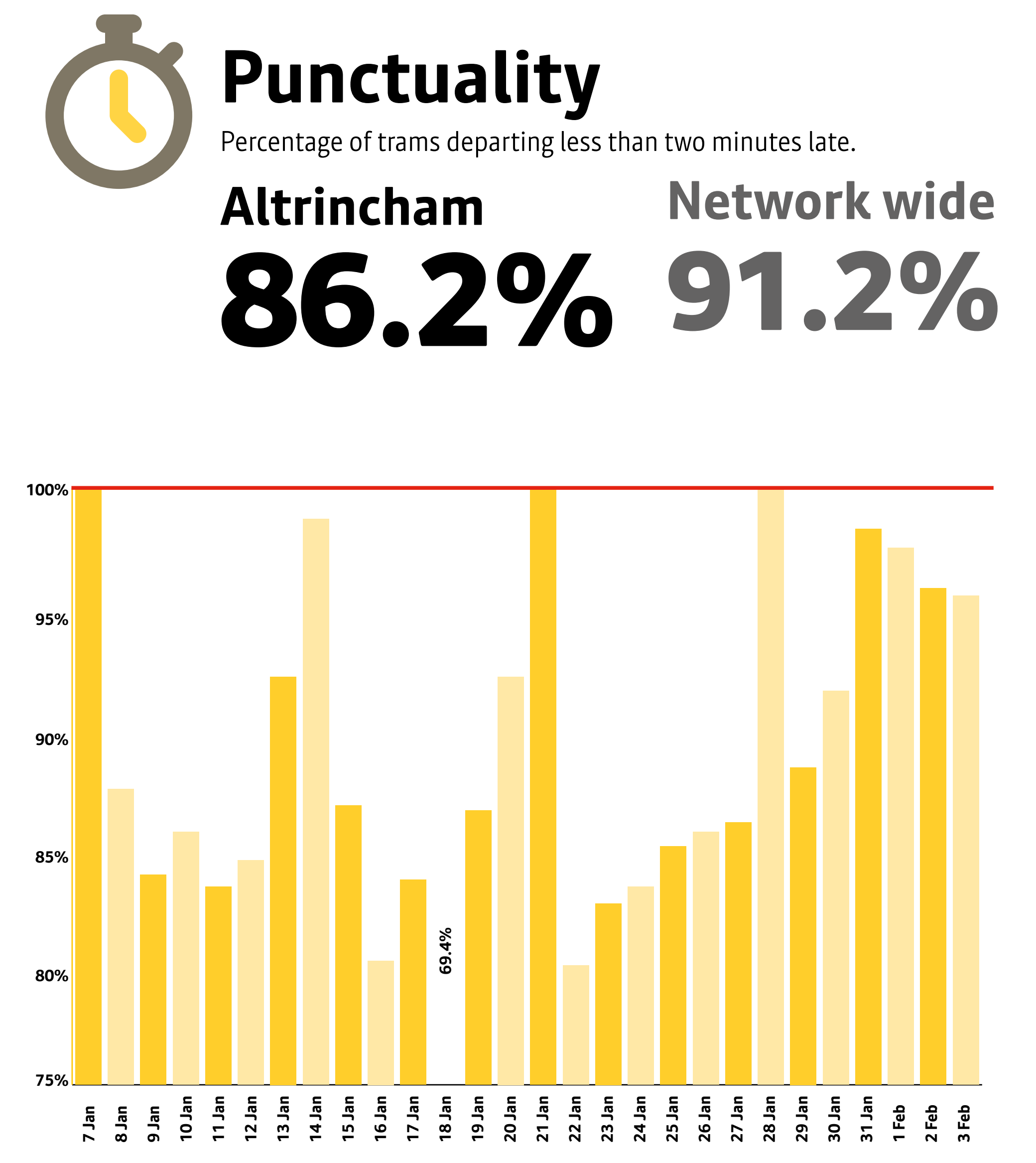
- 11 Jan Tram fault which caused delays across the network.
- 2 Feb Broken down HGV on the line between Moor Road and Baguley.
- 3 Feb Tram fault which caused delays across the network.

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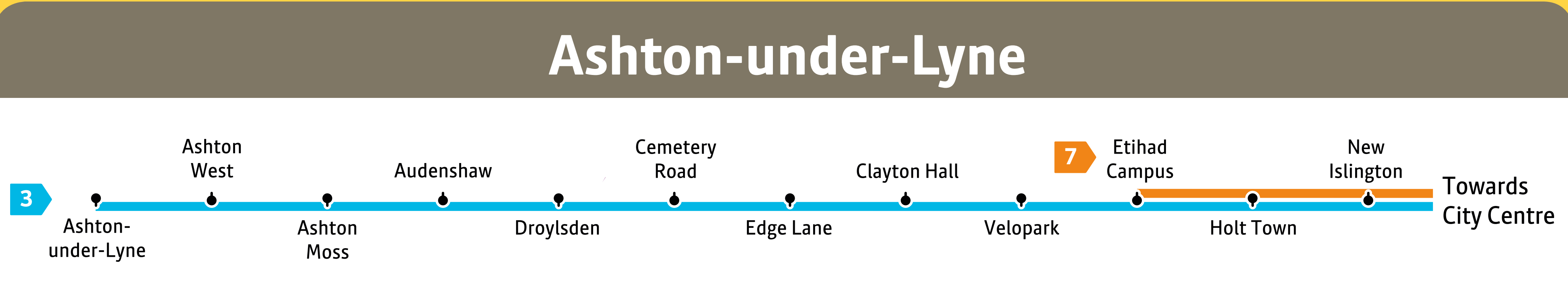


## How we performed:

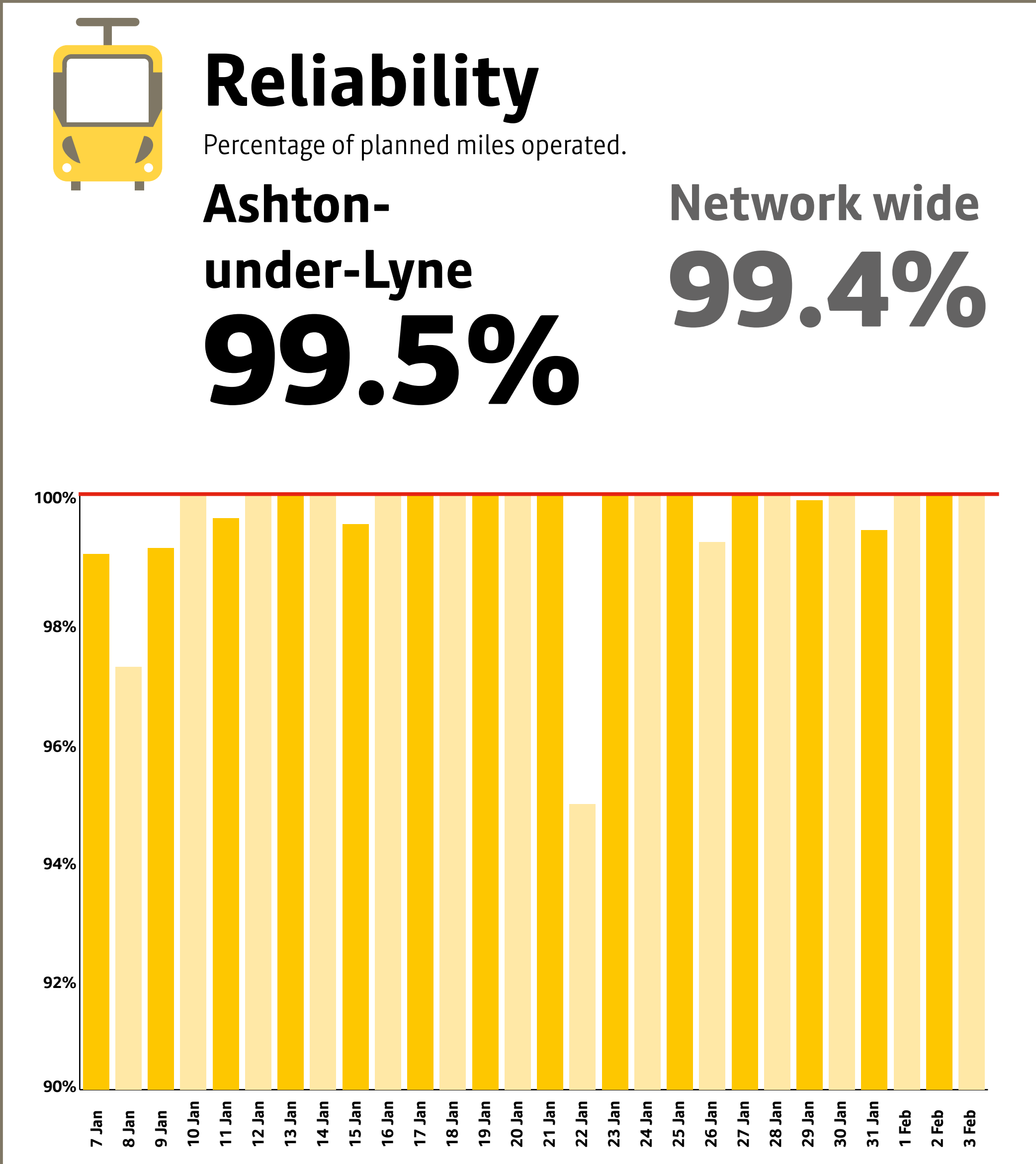
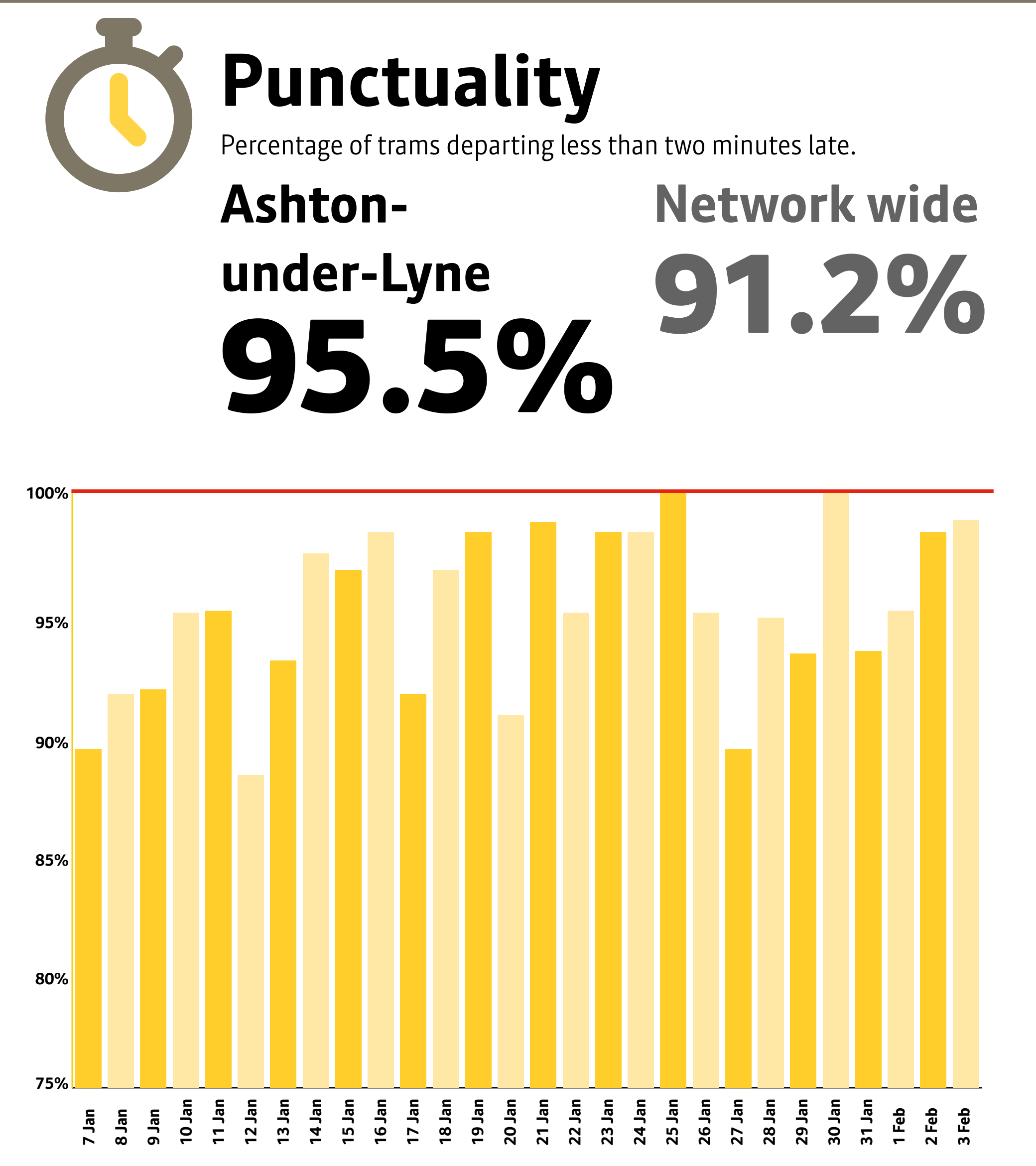
- 16 Jan Severe weather with lightning strikes across the network affecting power and signalling systems.
- 16 Jan Driver error resulting in wrong route taken.
- 18 Jan Across the day services turned at Timperley to get back on schedule.

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7 January until 3 February 2018



**How we performed:**

**8 Jan** Road traffic collision. No injuries.

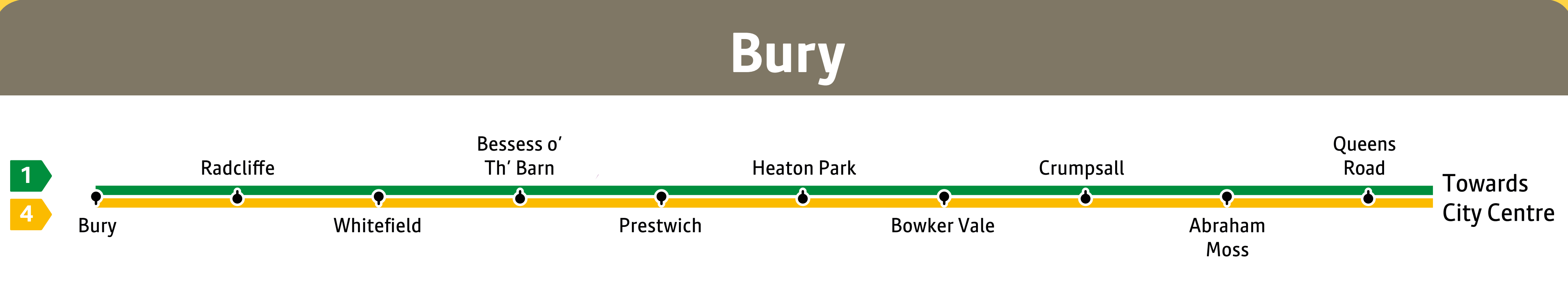
**22 Jan** Road traffic collision. No injuries.

**27 Jan** Unsafe building on High Street in Manchester City Centre.

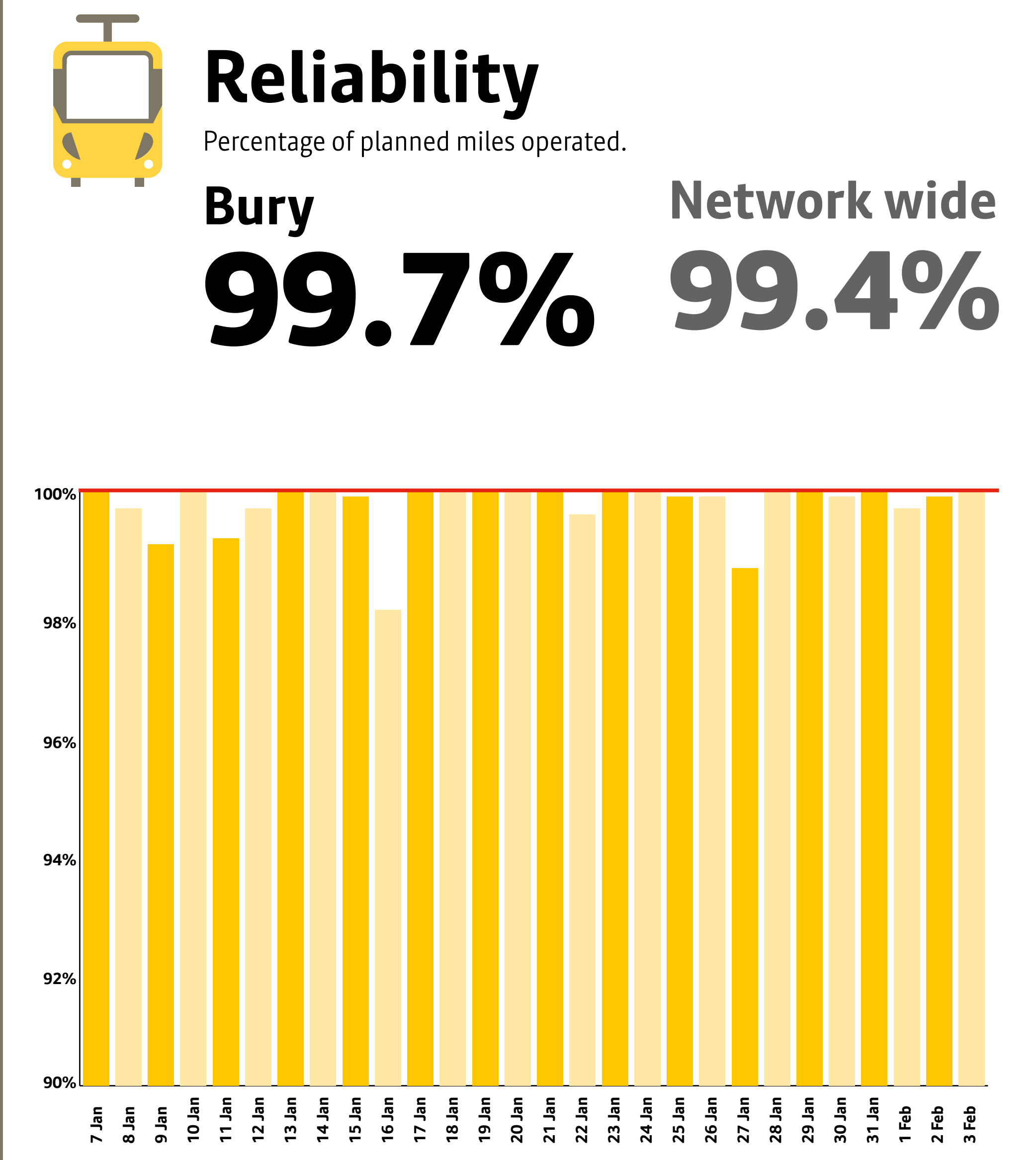
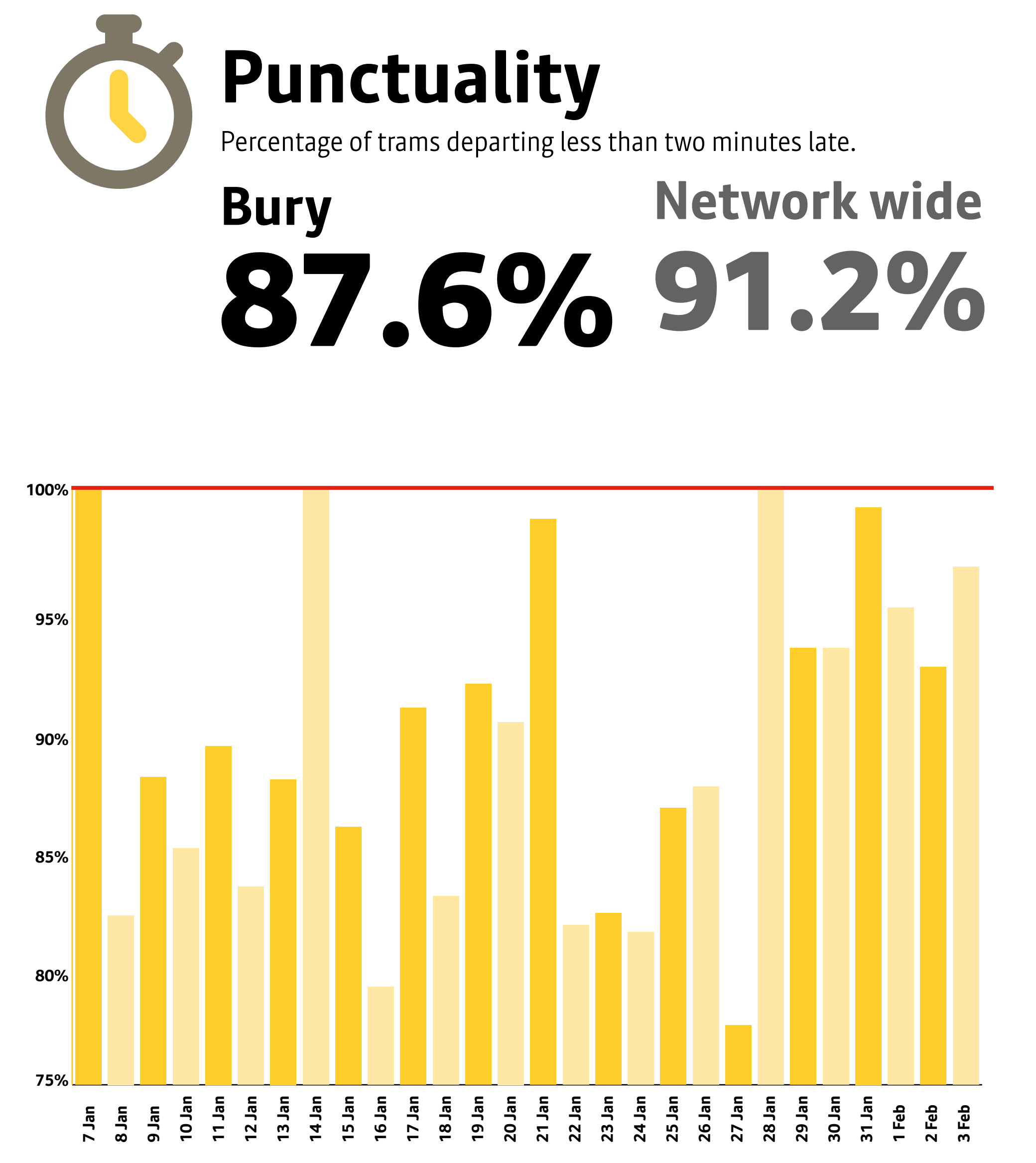


# Metrolink Performance

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7 January until 3 February 2018



**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

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### East Didsbury

5 East Didsbury Didsbury Village West Didsbury Burton Road Withington St Werburgh's Road Chorlton Firswood Trafford Bar Cornbrook Towards City Centre

### 7 January until 3 February 2018

#### Punctuality

Percentage of trams departing less than two minutes late.

| East Didsbury | Network wide |
|---------------|--------------|
| 94.0%         | 91.2%        |

| Date   | Performance (%) |
|--------|-----------------|
| 7 Jan  | 100             |
| 8 Jan  | 93              |
| 9 Jan  | 96              |
| 10 Jan | 97              |
| 11 Jan | 95              |
| 12 Jan | 96              |
| 13 Jan | 91              |
| 14 Jan | 100             |
| 15 Jan | 95              |
| 16 Jan | 88              |
| 17 Jan | 91              |
| 18 Jan | 96              |
| 19 Jan | 94              |
| 20 Jan | 98              |
| 21 Jan | 99              |
| 22 Jan | 93              |
| 23 Jan | 90              |
| 24 Jan | 98              |
| 25 Jan | 97              |
| 26 Jan | 96              |
| 27 Jan | 97              |
| 28 Jan | 96              |
| 29 Jan | 83              |
| 30 Jan | 95              |
| 31 Jan | 100             |
| 1 Feb  | 97              |
| 2 Feb  | 99              |
| 3 Feb  | 100             |

#### Reliability

Percentage of planned miles operated.

| East Didsbury | Network wide |
|---------------|--------------|
| 99.3%         | 99.4%        |

| Date   | Performance (%) |
|--------|-----------------|
| 7 Jan  | 100             |
| 8 Jan  | 95.5            |
| 9 Jan  | 100             |
| 10 Jan | 98.5            |
| 11 Jan | 99.5            |
| 12 Jan | 99              |
| 13 Jan | 98.5            |
| 14 Jan | 100             |
| 15 Jan | 99.5            |
| 16 Jan | 99.5            |
| 17 Jan | 98.5            |
| 18 Jan | 99.5            |
| 19 Jan | 100             |
| 20 Jan | 100             |
| 21 Jan | 99.5            |
| 22 Jan | 99.5            |
| 23 Jan | 99.5            |
| 24 Jan | 100             |
| 25 Jan | 100             |
| 26 Jan | 100             |
| 27 Jan | 99.5            |
| 28 Jan | 97.5            |
| 29 Jan | 98.5            |
| 30 Jan | 100             |
| 31 Jan | 99.5            |
| 1 Feb  | 99.5            |
| 2 Feb  | 100             |
| 3 Feb  | 100             |

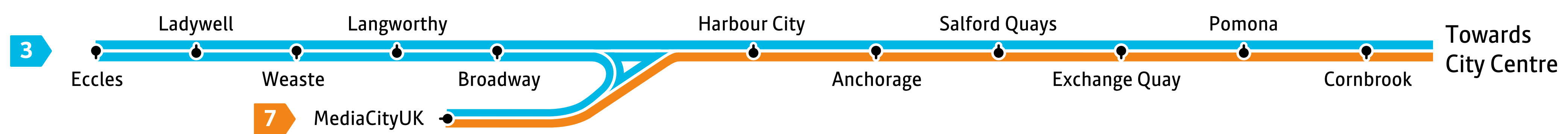
### How we performed:

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

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## Eccles & MediaCityUK



7 January until 3 February 2018

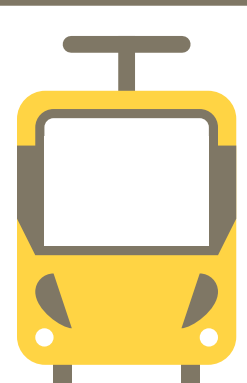
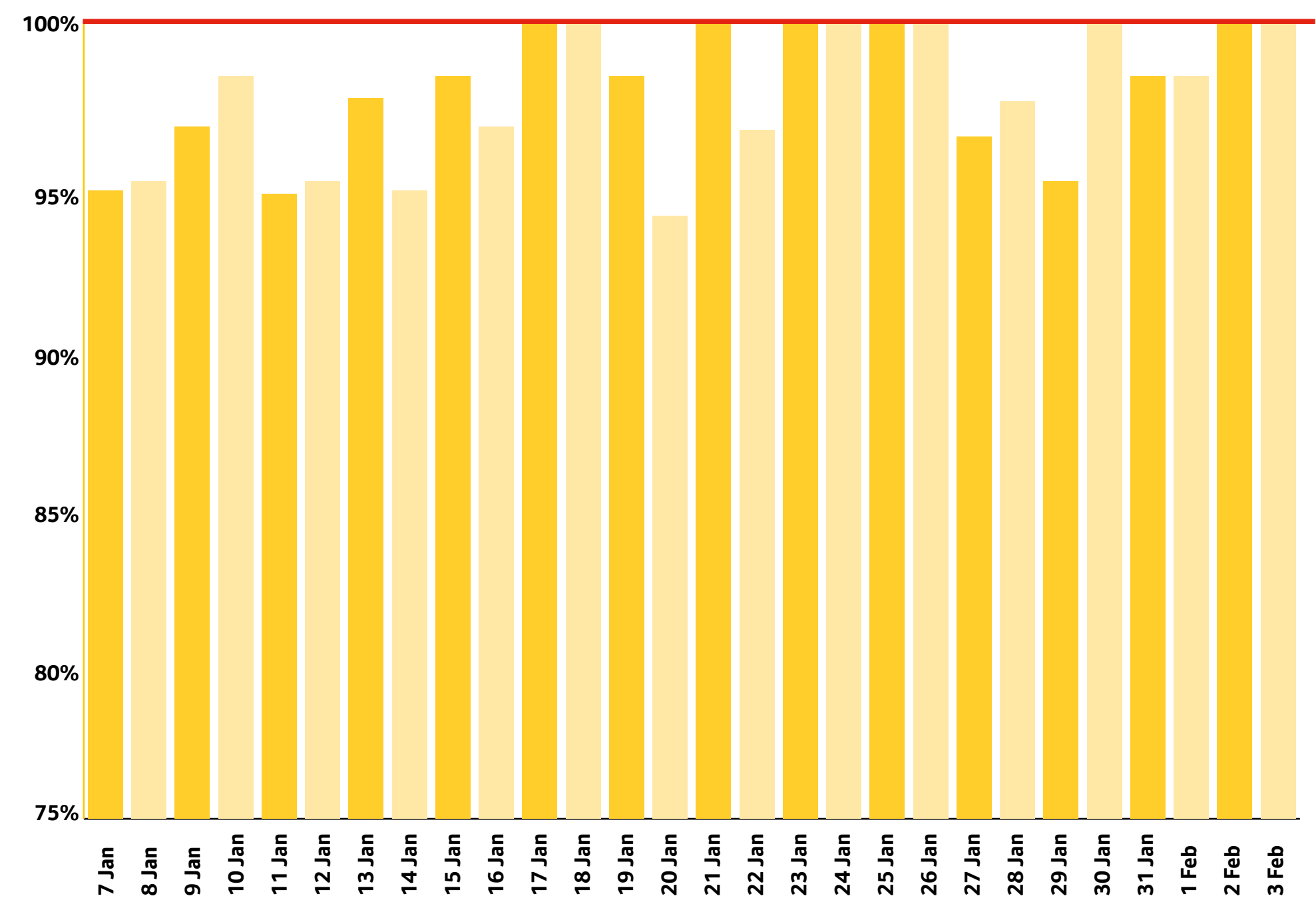


### Punctuality

Percentage of trams departing less than two minutes late.

**Eccles & MediaCityUK**  
**98.1%**

**Network wide**  
**91.2%**

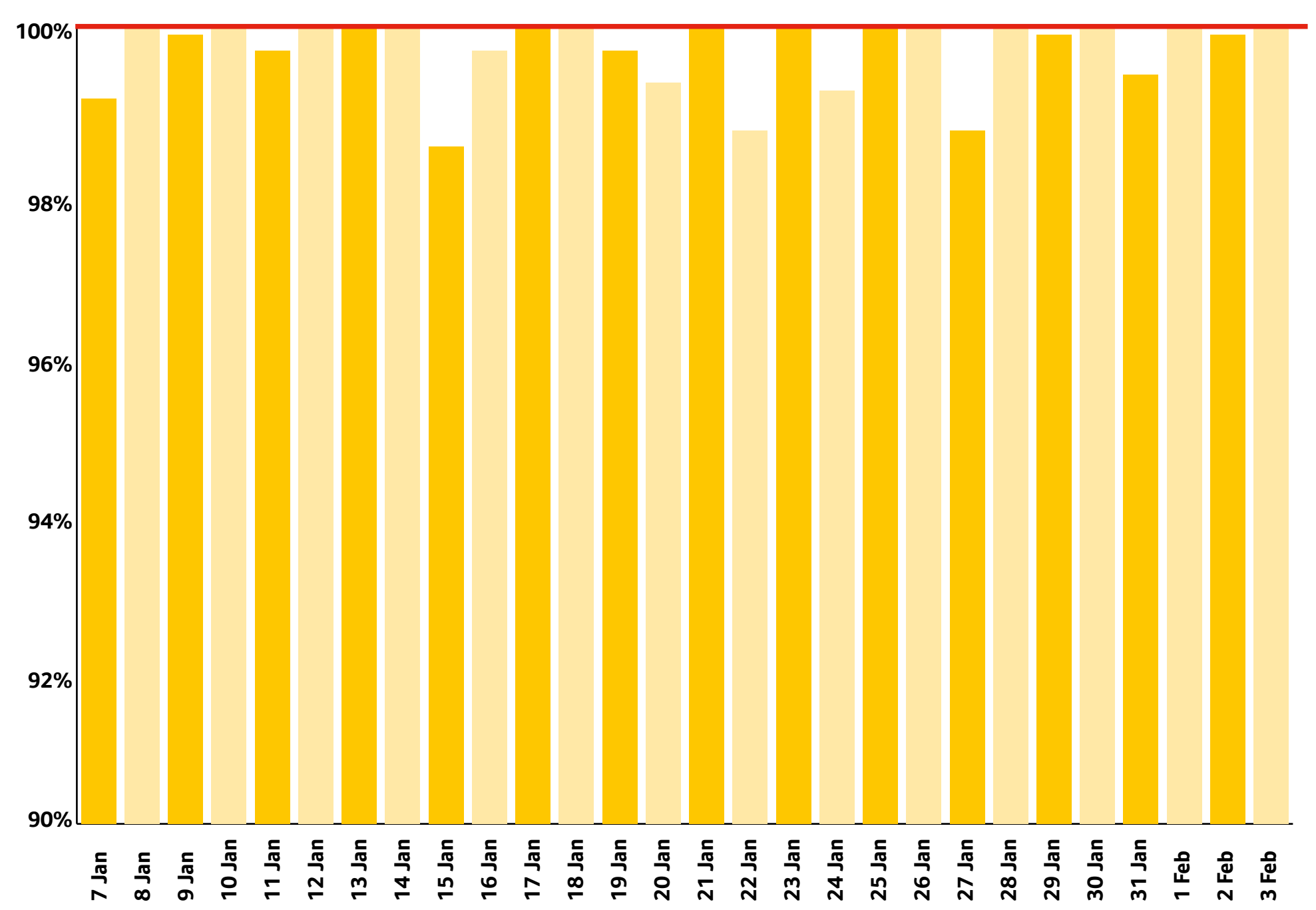


### Reliability

Percentage of planned miles operated.

**Eccles & MediaCityUK**  
**99.7%**

**Network wide**  
**99.4%**



### 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.

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### Oldham & Rochdale

5

Rochdale Railway Station

Kingsway Business Park

Newhey

Derker

Oldham Central

Westwood

South Chadderton

Failsworth

Central Park

Towards City Centre

Rochdale Town Centre

Newbold

Milnrow

Shaw & Crompton

Oldham Mumps

Oldham King Street


Freehold

Hollinwood

Newton Heath & Moston

Monsall

### 7 January until 3 February 2018



#### Punctuality

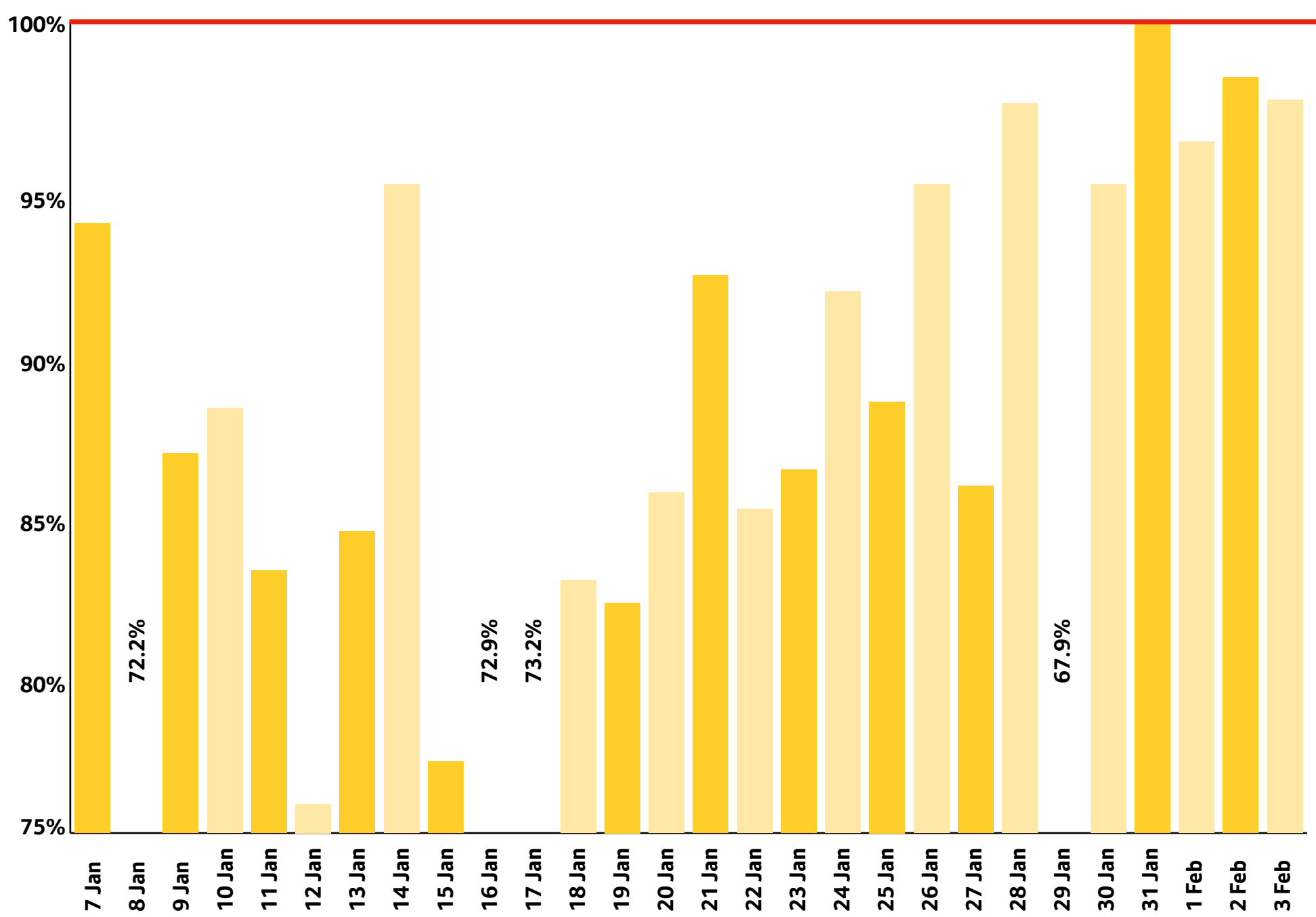
Percentage of trams departing less than two minutes late.

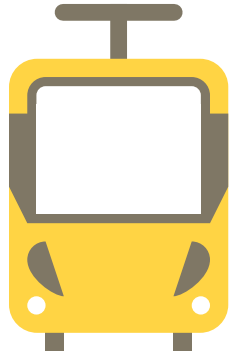
Oldham & Rochdale

Network wide

85.2%

91.2%





#### Reliability

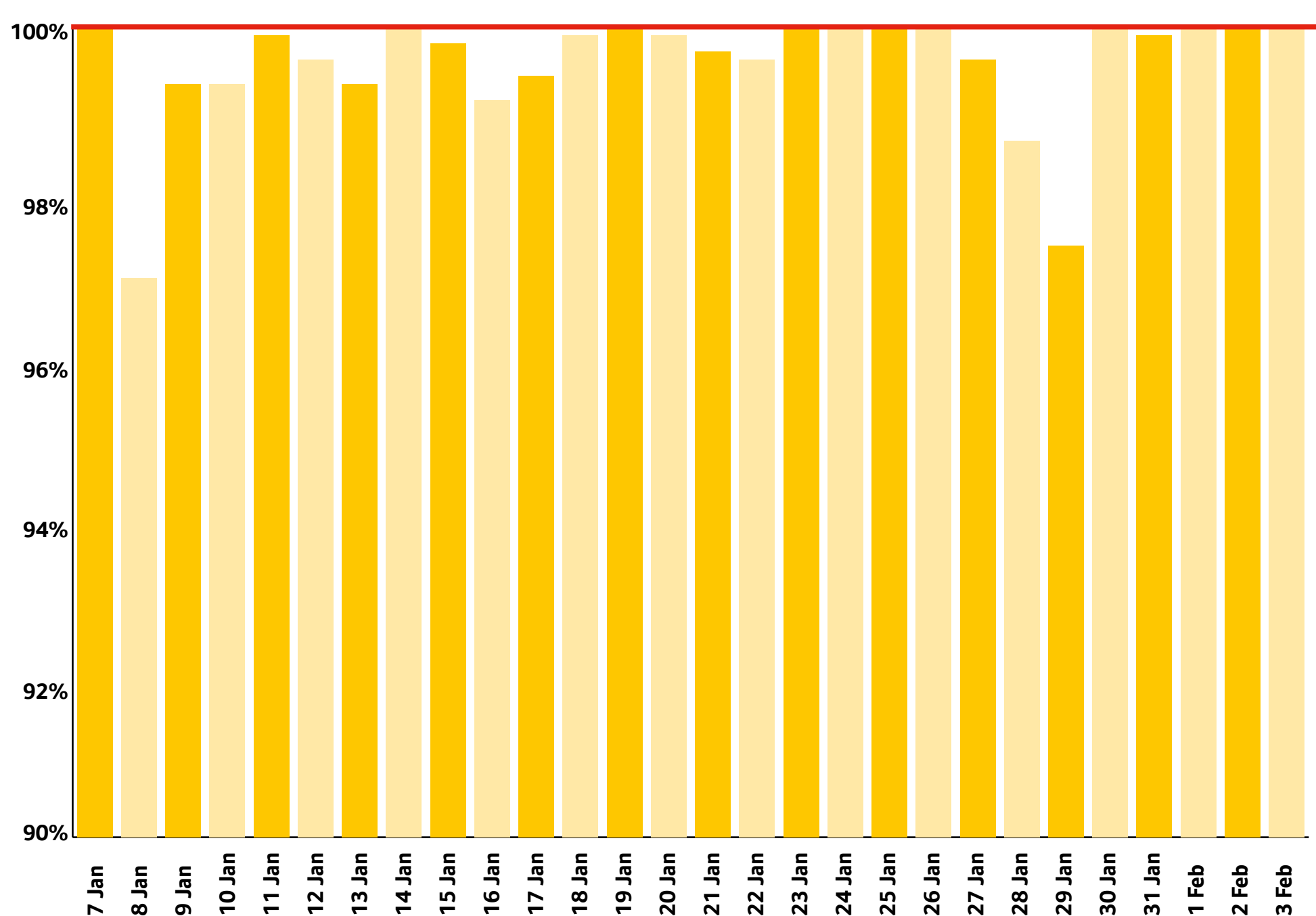
Percentage of planned miles operated.

Oldham & Rochdale

Network wide

99.5%

99.4%



### How we performed:

8 Jan

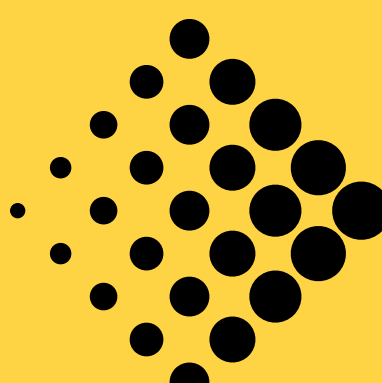
Tram fault on the line.

8 Jan

Medical emergency.

29 Jan

Signalling fault causing delays across the network.



# Metrolink