

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: **02 March until 31 March 2019**

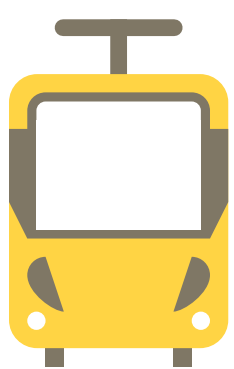
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

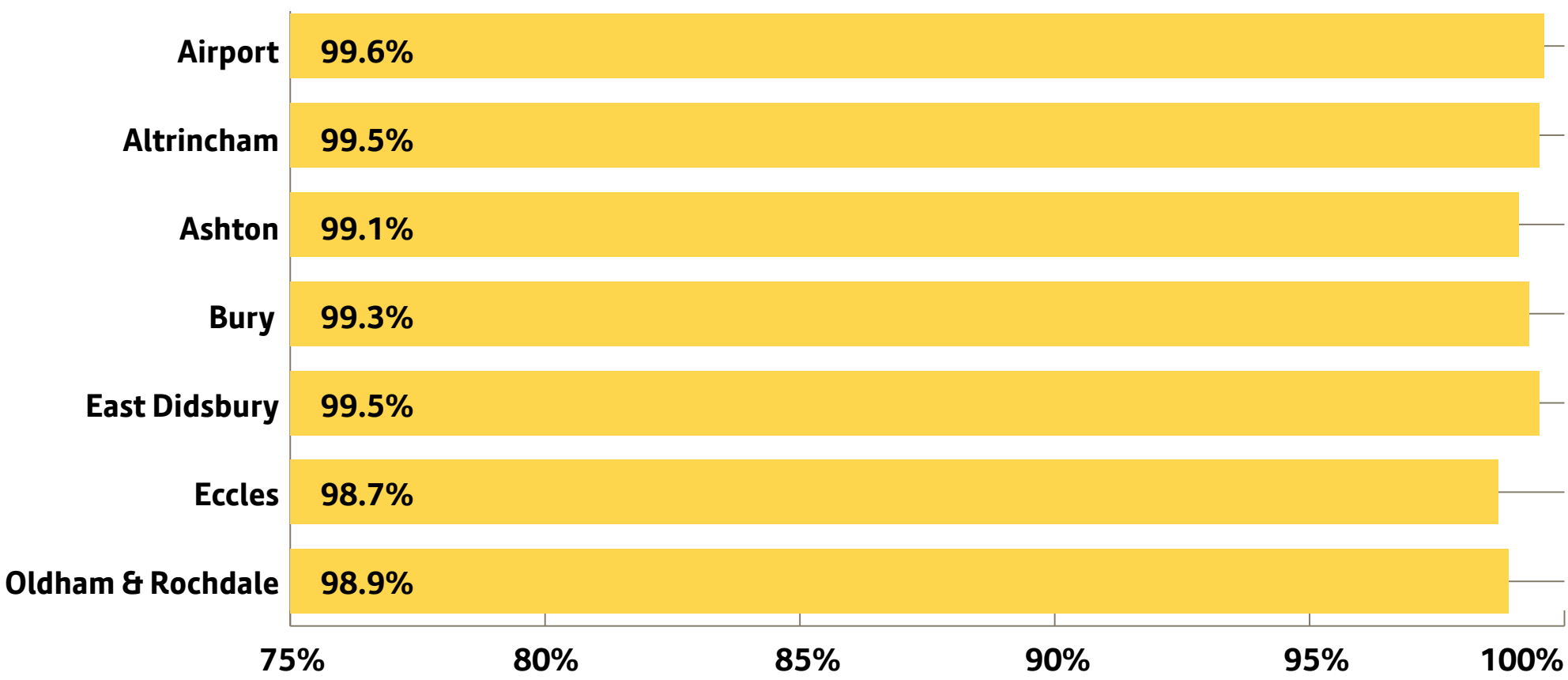
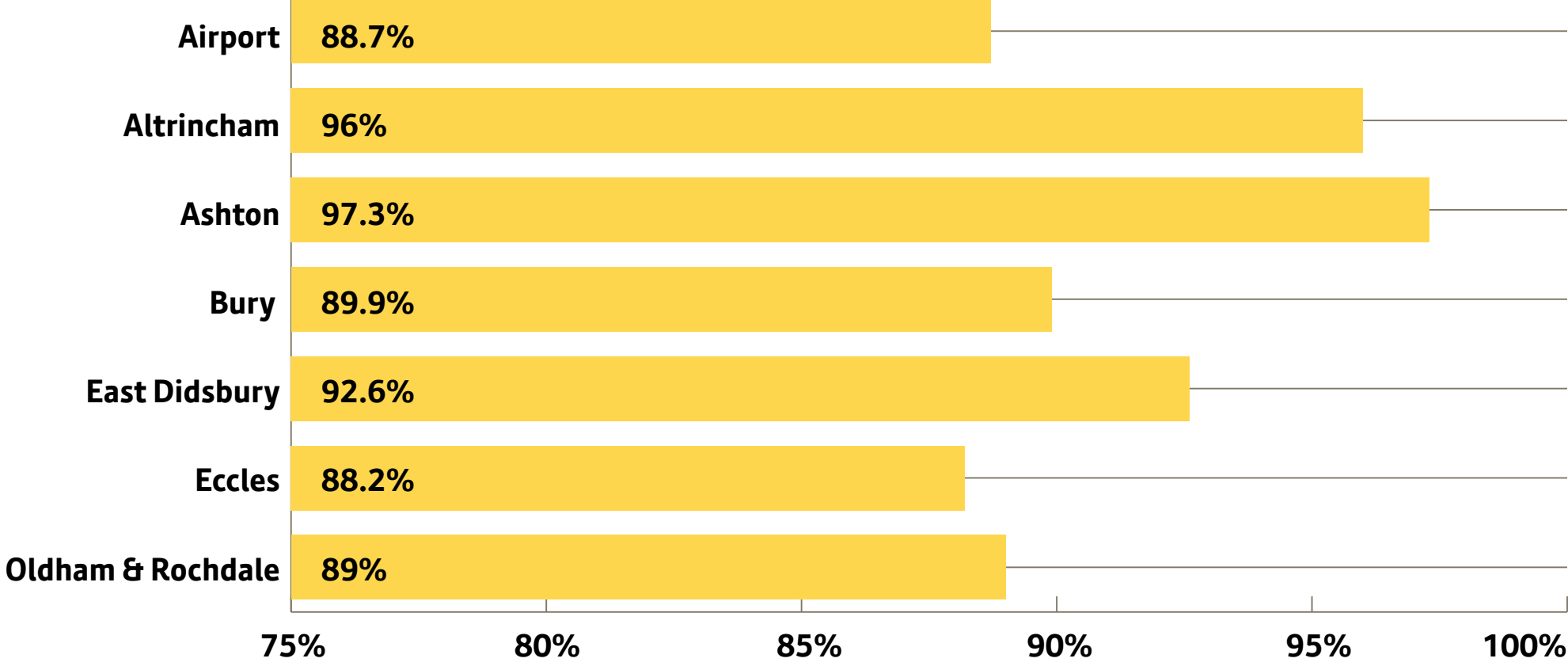
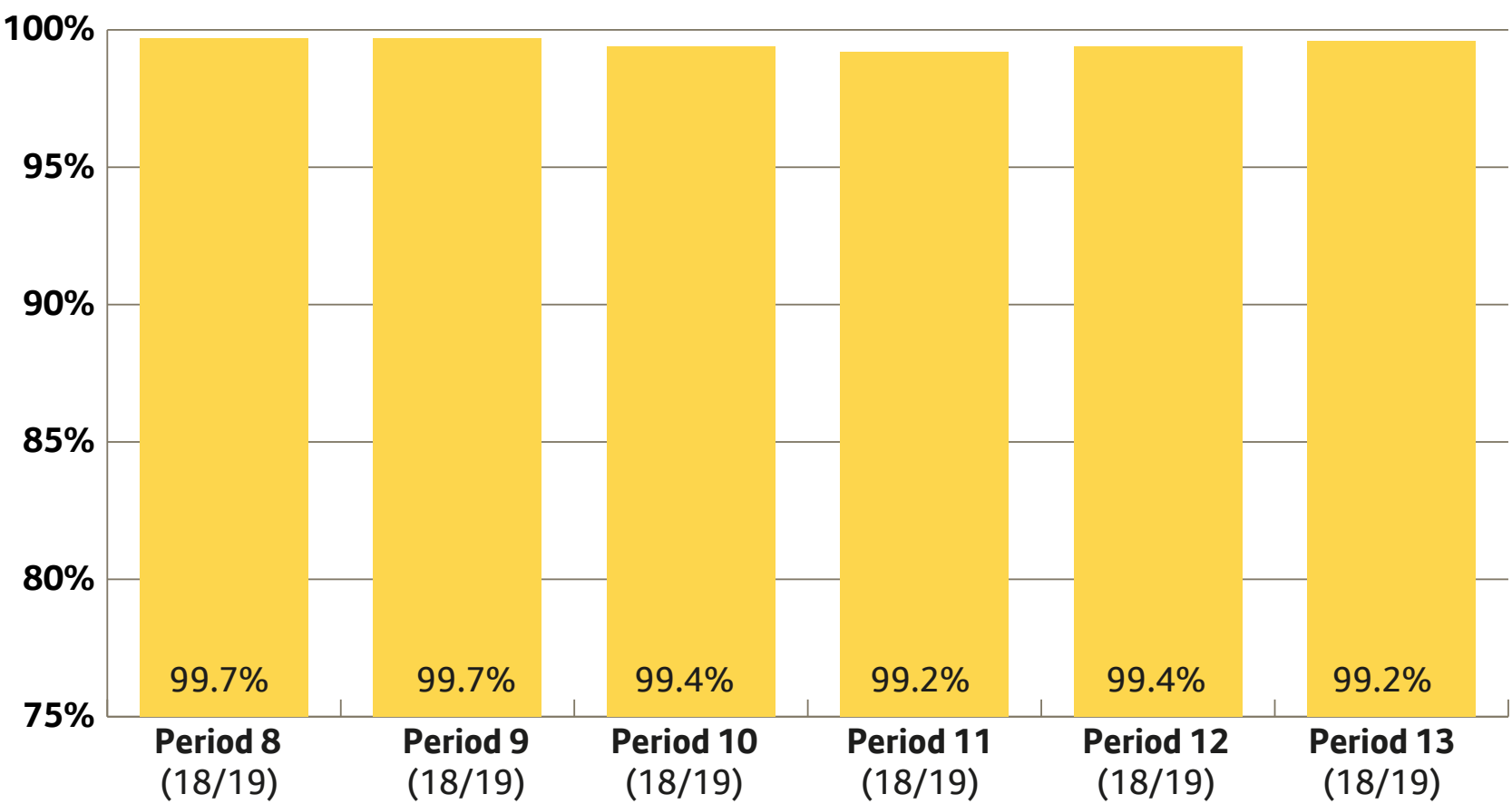
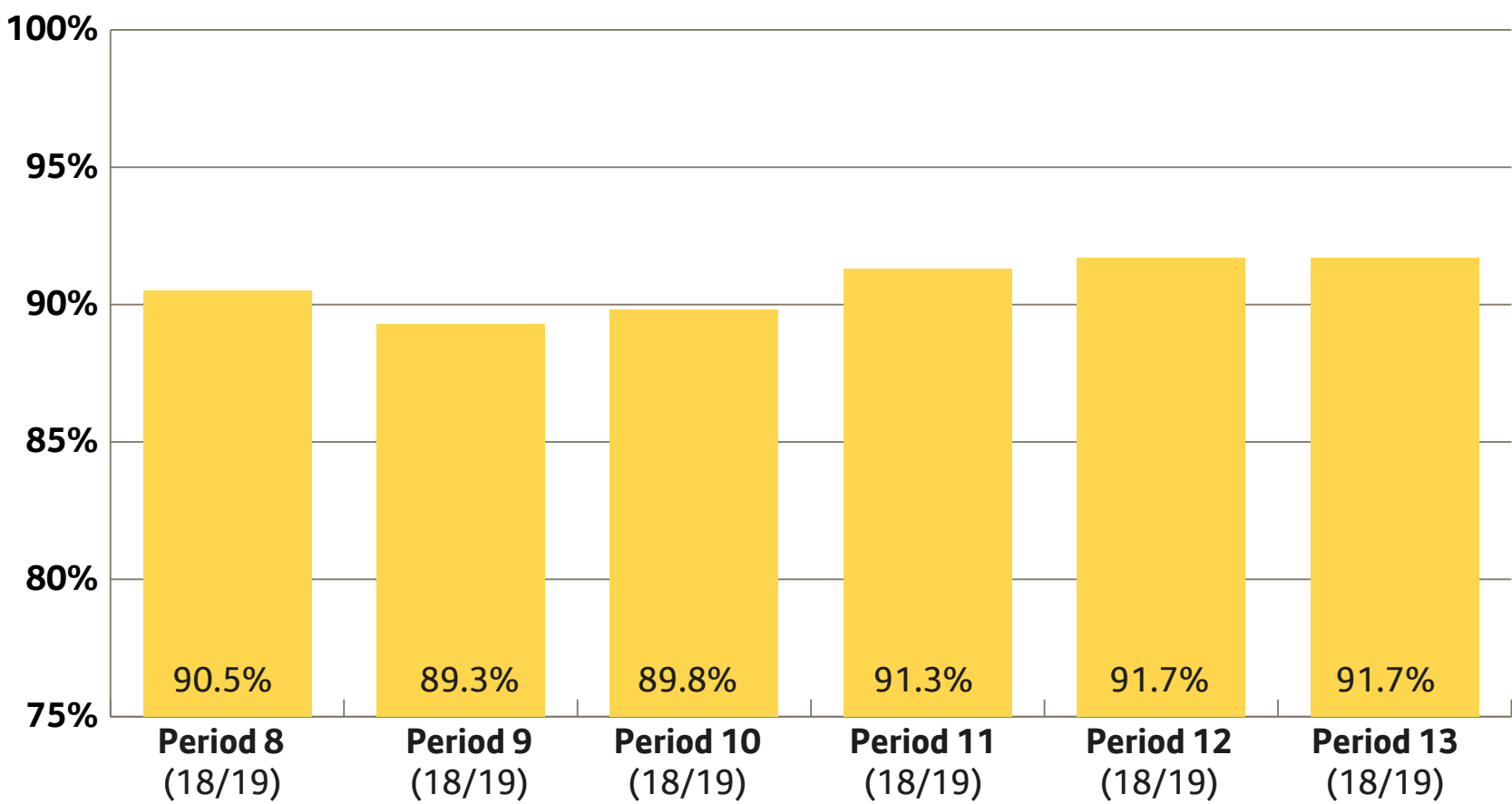
91.7%



Reliability

Percentage of planned miles operated.

99.2%



Cancellations

Journeys cancelled.

0.26% of all planned journeys.



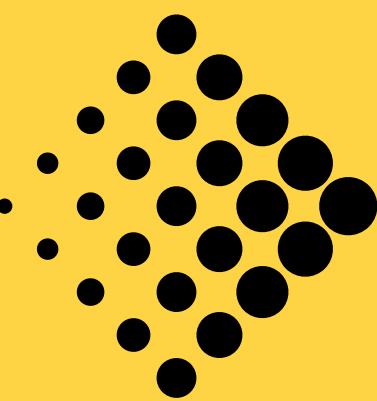
Short journeys

Incomplete journeys.

0.63% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 23 April 2019



Metrolink

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

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:

02 March until 31 March 2019

How we performed



Punctuality

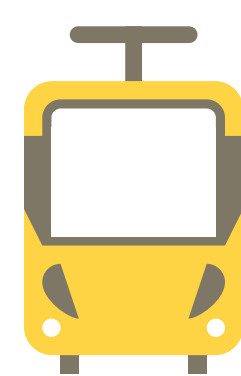
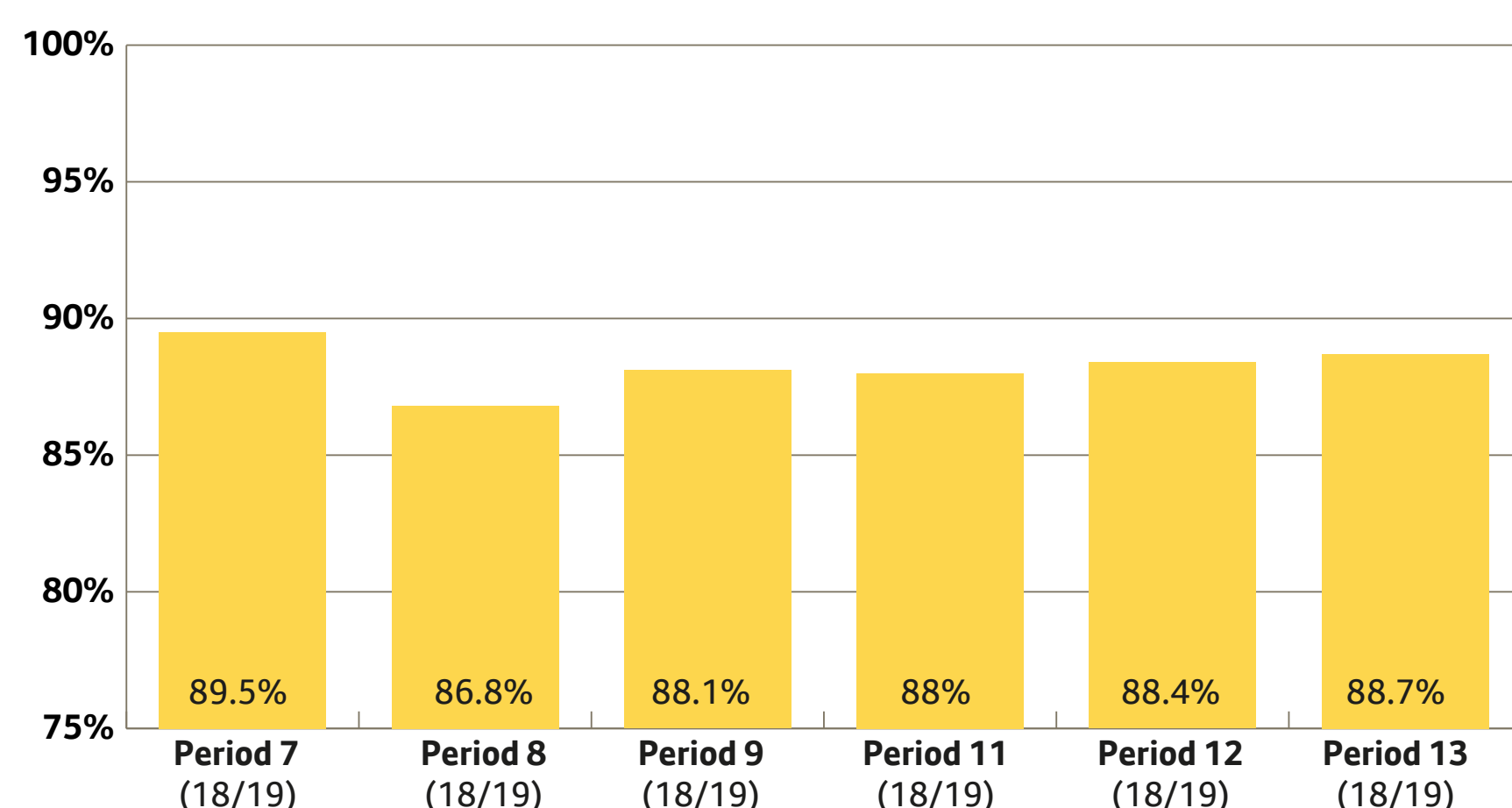
Percentage of trams departing less than two minutes late.

This route

88.7%

Overall network

91.7%



Reliability

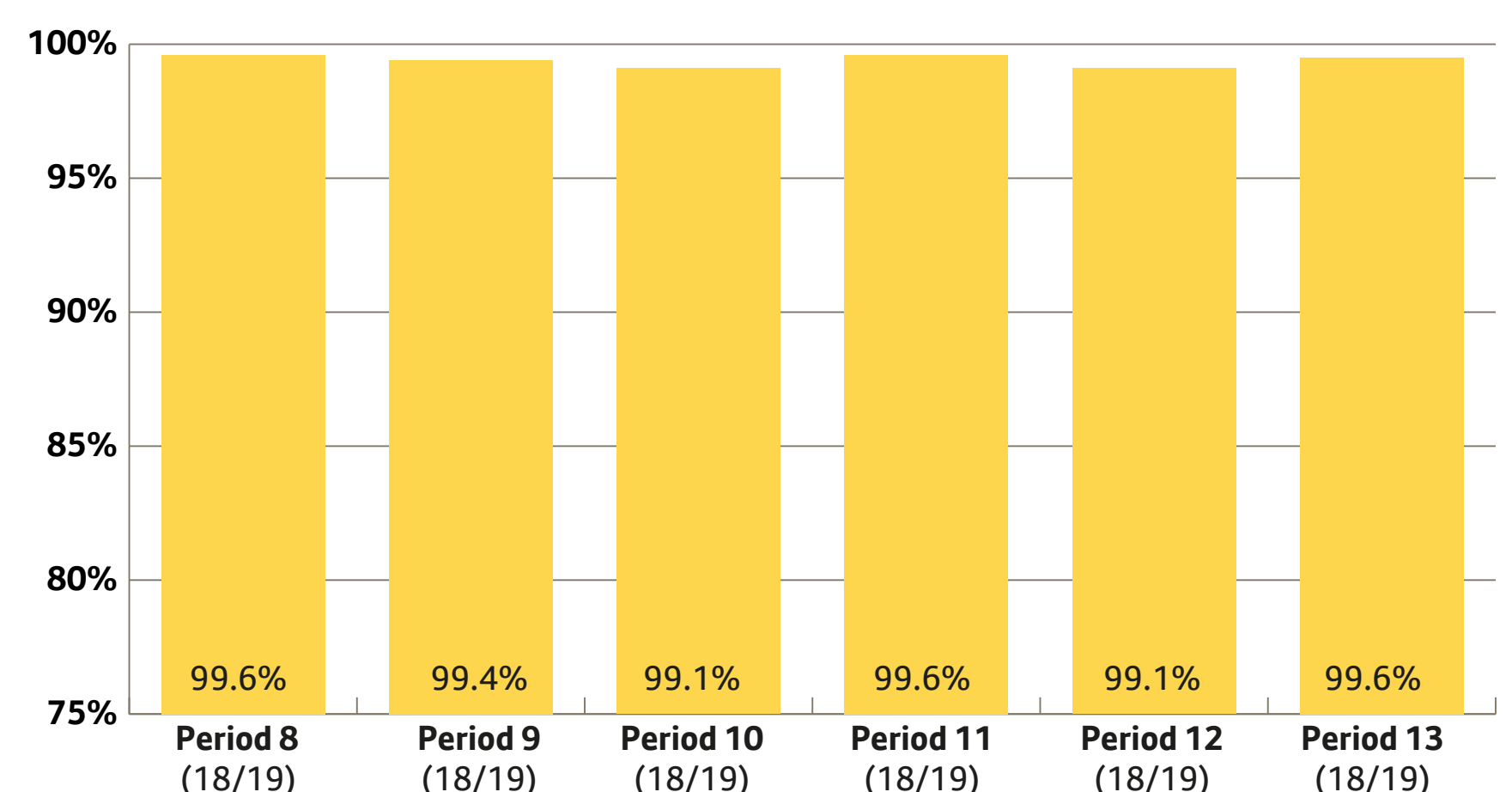
Percentage of planned miles operated.

This route

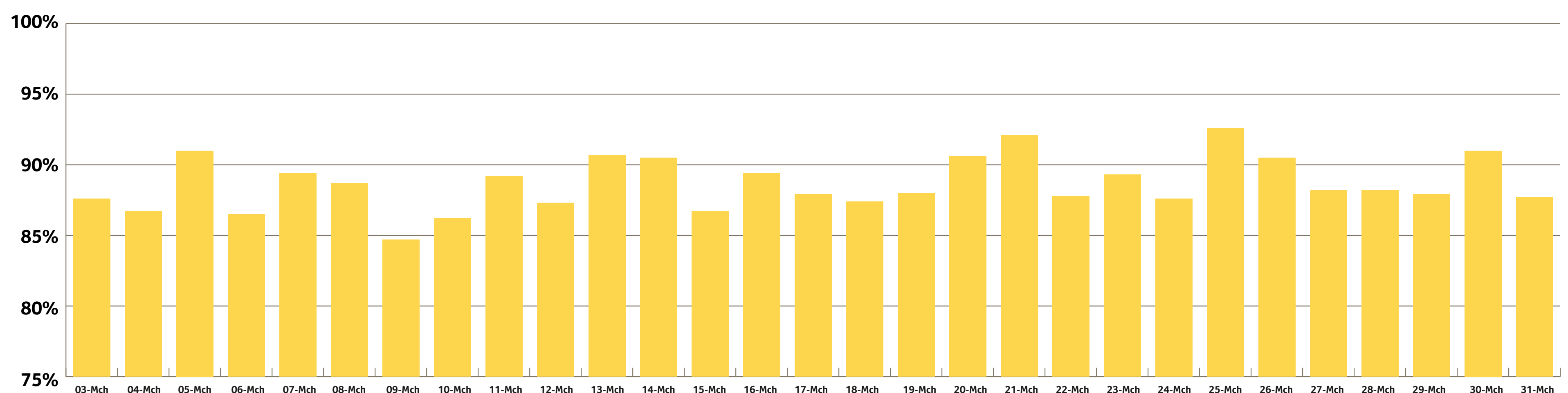
99.6%

Overall network

99.2%



Route punctuality by date



Route service disruptions



09 March 2019

Points fault at Trafford Bar.

What we did to improve on this route

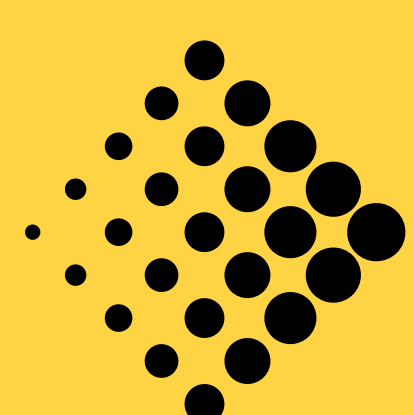
To further combat anti-social behaviour and fare evasion across the line, we successfully carried out four 'early bird' enforcement operations targeting hotspot locations. We continue to work with local schools to educate pupils about passenger etiquette and anti-social behaviour.

All stops on this line had their planned maintenance deep cleans carried out.

Aline Frantzen

Managing Director at KeolisAmey Metrolink

Issued on Tuesday 23 Apr 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.

This report covers our four-week period between:

02 March until 31 March 2019

How we performed



Punctuality

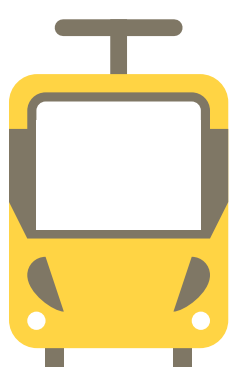
Percentage of trams departing less than two minutes late.

This route

96%

Overall network

91.7%



Reliability

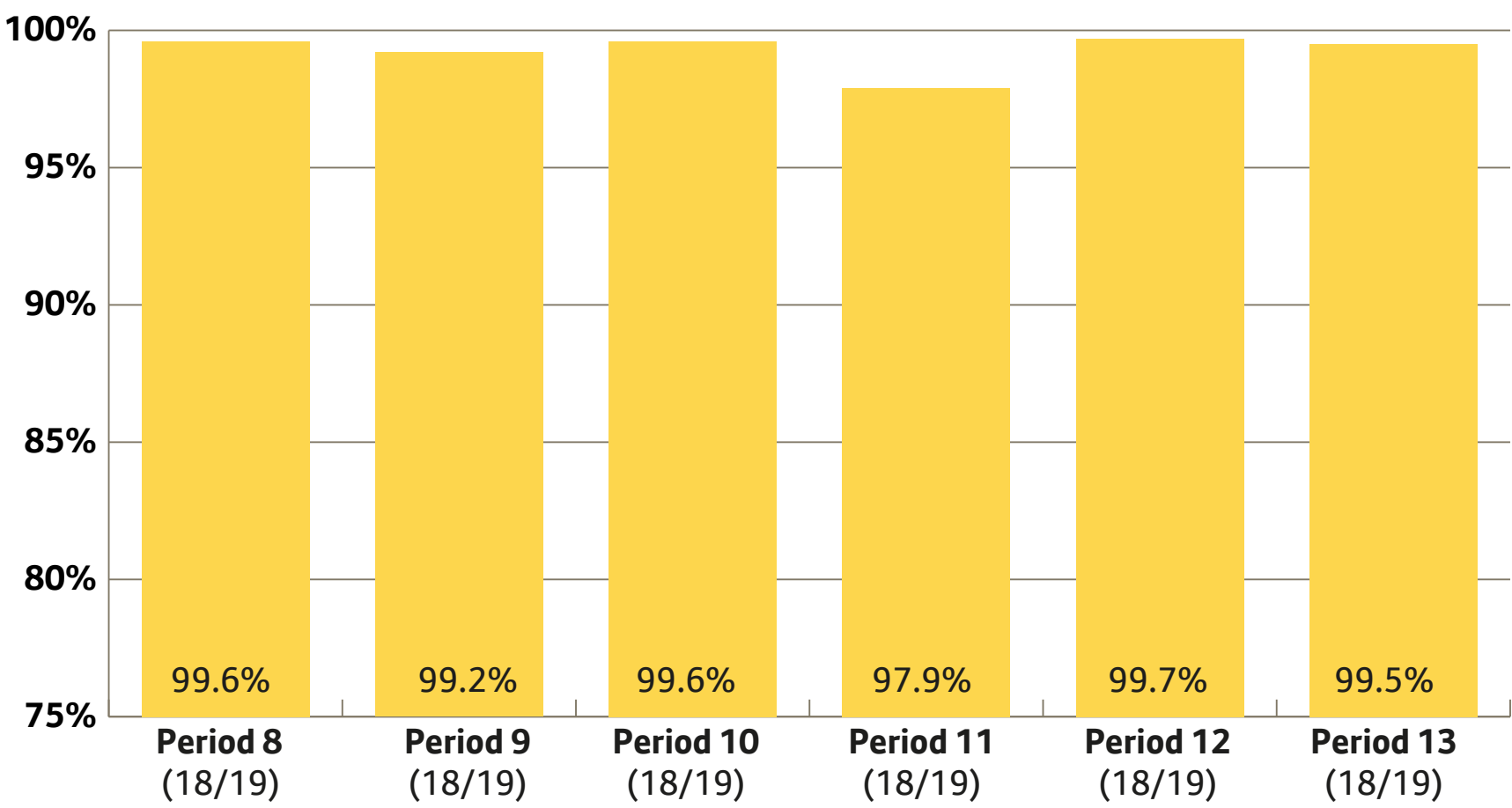
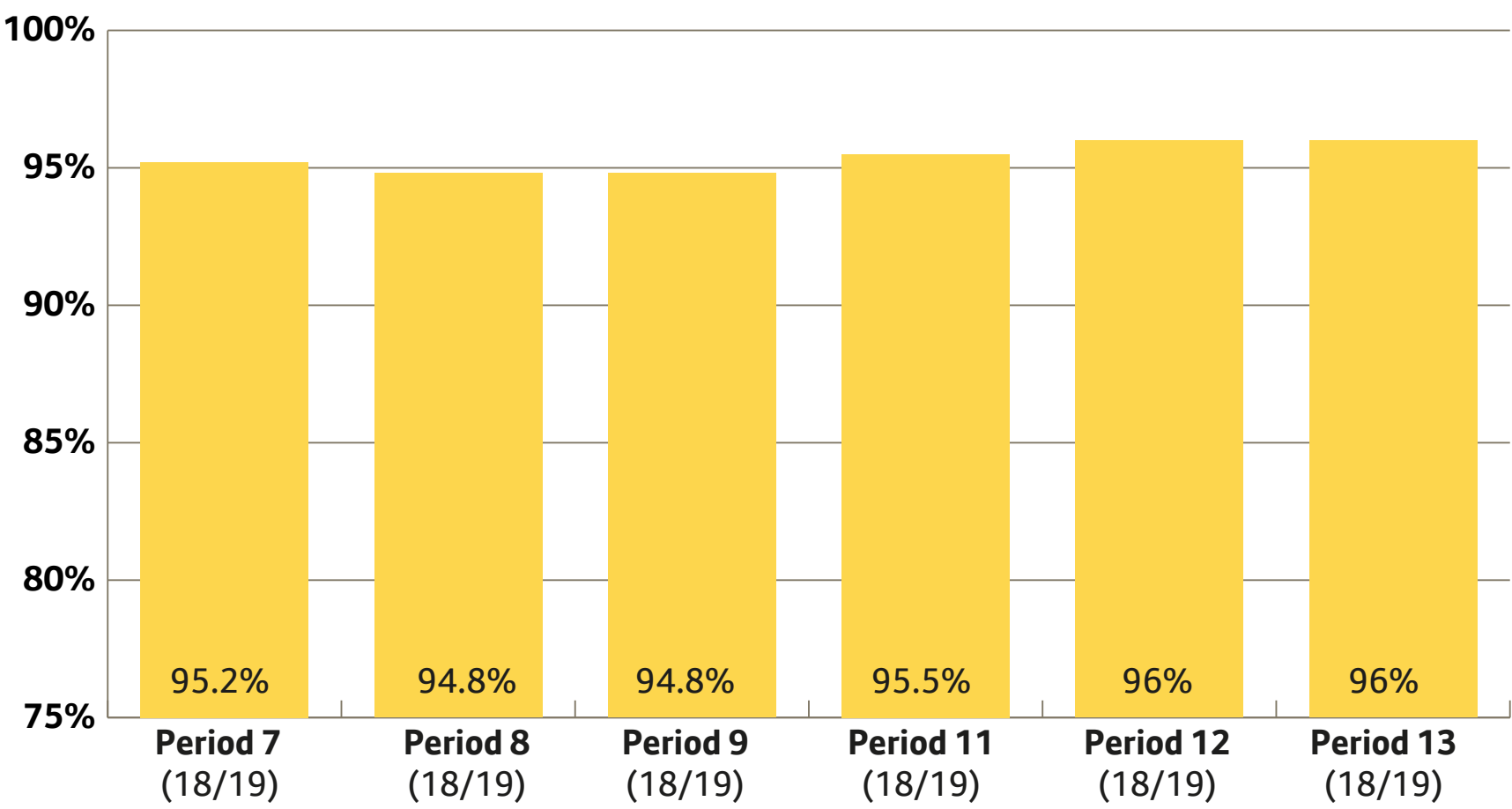
Percentage of planned miles operated.

This route

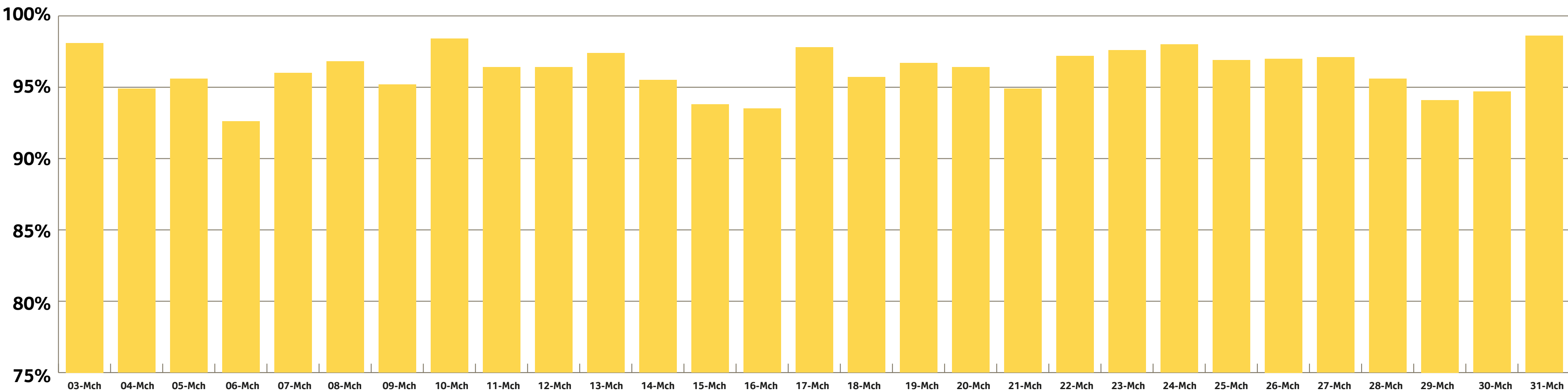
99.5%

Overall network

99.2%



Route punctuality by date



Route service disruptions

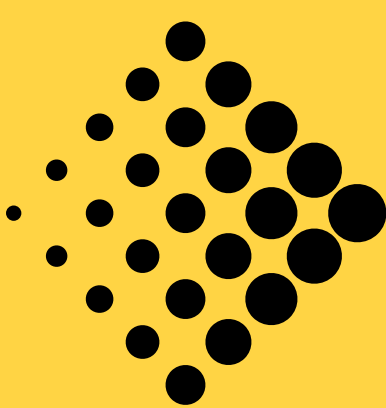
No significant disruptions on this route affecting the service.

What we did to improve on this route

In partnership with the TravelSafe team, we conducted a number of coordinated enforcement operations at Stretford throughout Knife Crime Awareness week. Enhanced police presence across the line was well received by customers and residents. Fly-tipping within the vicinity of Cornbrook has now been removed.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 23 Apr 2019



Metrolink

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

Metrolink Performance

Ashton-under-Lyne 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:

02 March until 31 March 2019

How we performed



Punctuality

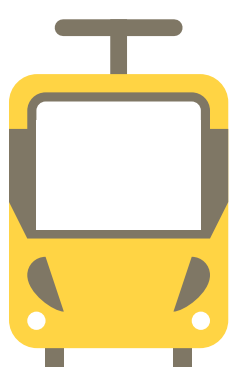
Percentage of trams departing less than two minutes late.

This route

97.3%

Overall network

91.7%



Reliability

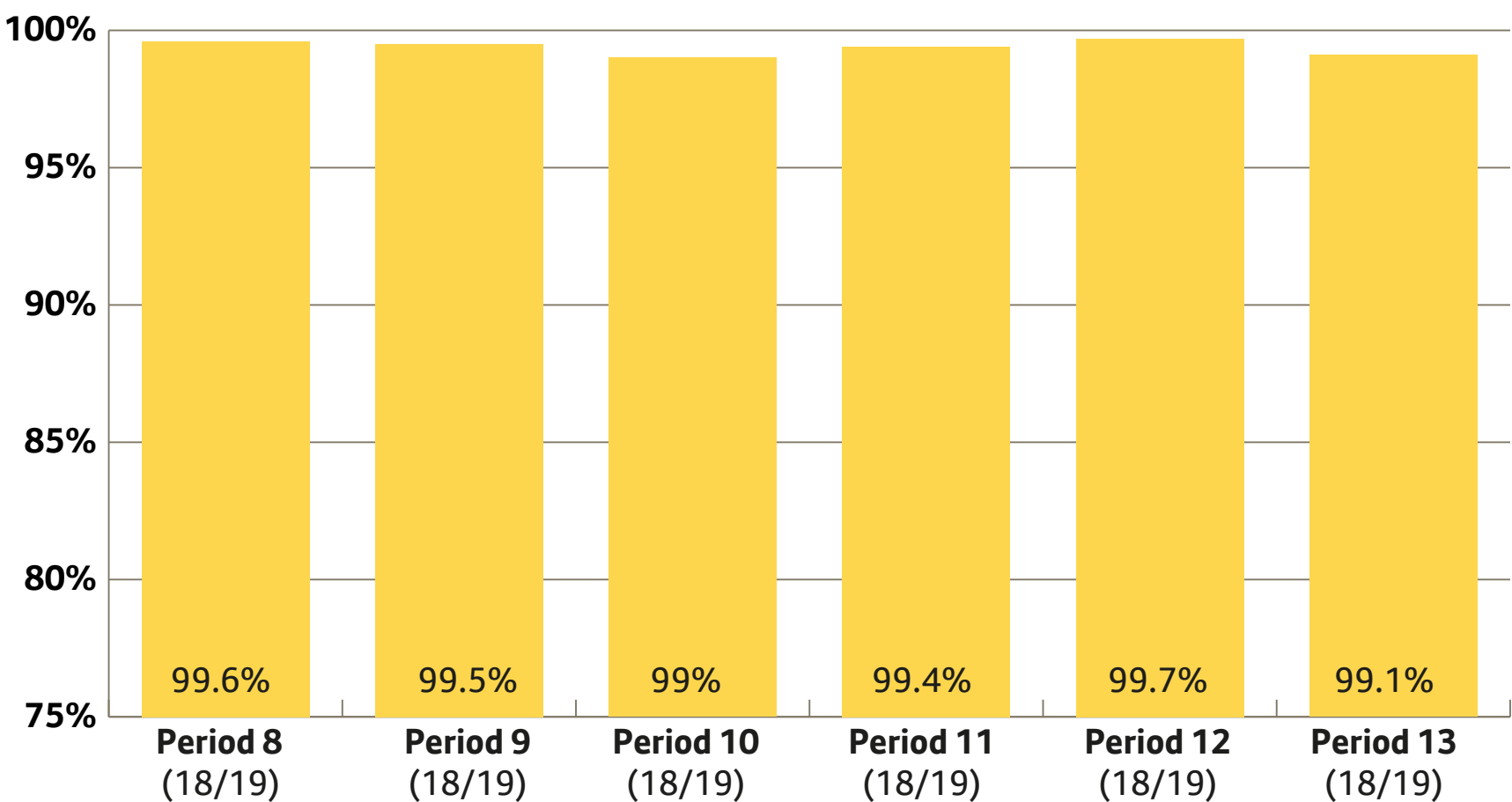
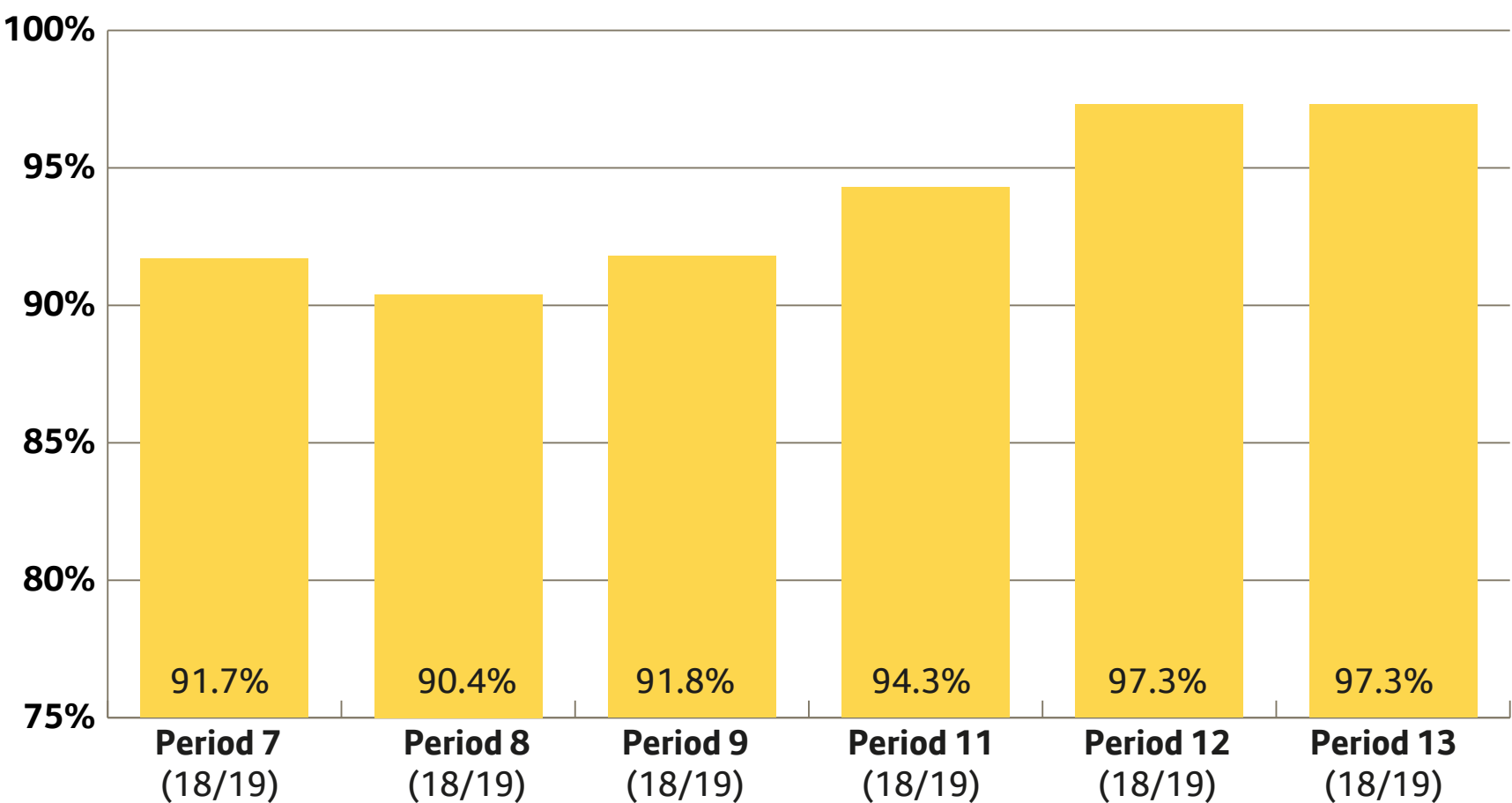
Percentage of planned miles operated.

This route

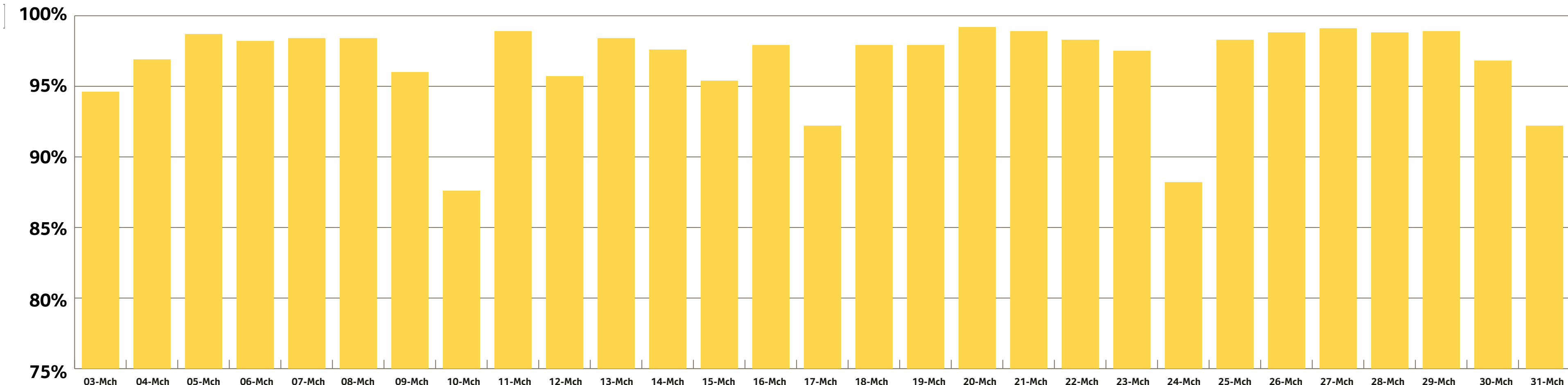
99.1%

Overall network

99.2%



Route punctuality by date



Route service disruptions

- 10 March 2019**
Reformation of services following the removal of a track obstruction on the Bury Line
- 24 March 2019**
Vehicle blocking the tracks near Langworthy.

What we did to improve on this route

Initial contact has been made with local colleges across the Ashton line as part of our efforts to build closer relationships with the surrounding communities.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 23 Apr 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: **02 March until 31 March 2019**

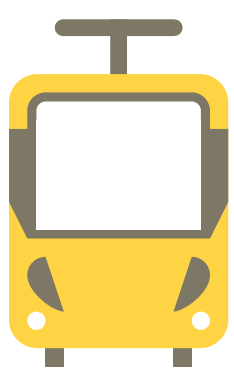
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

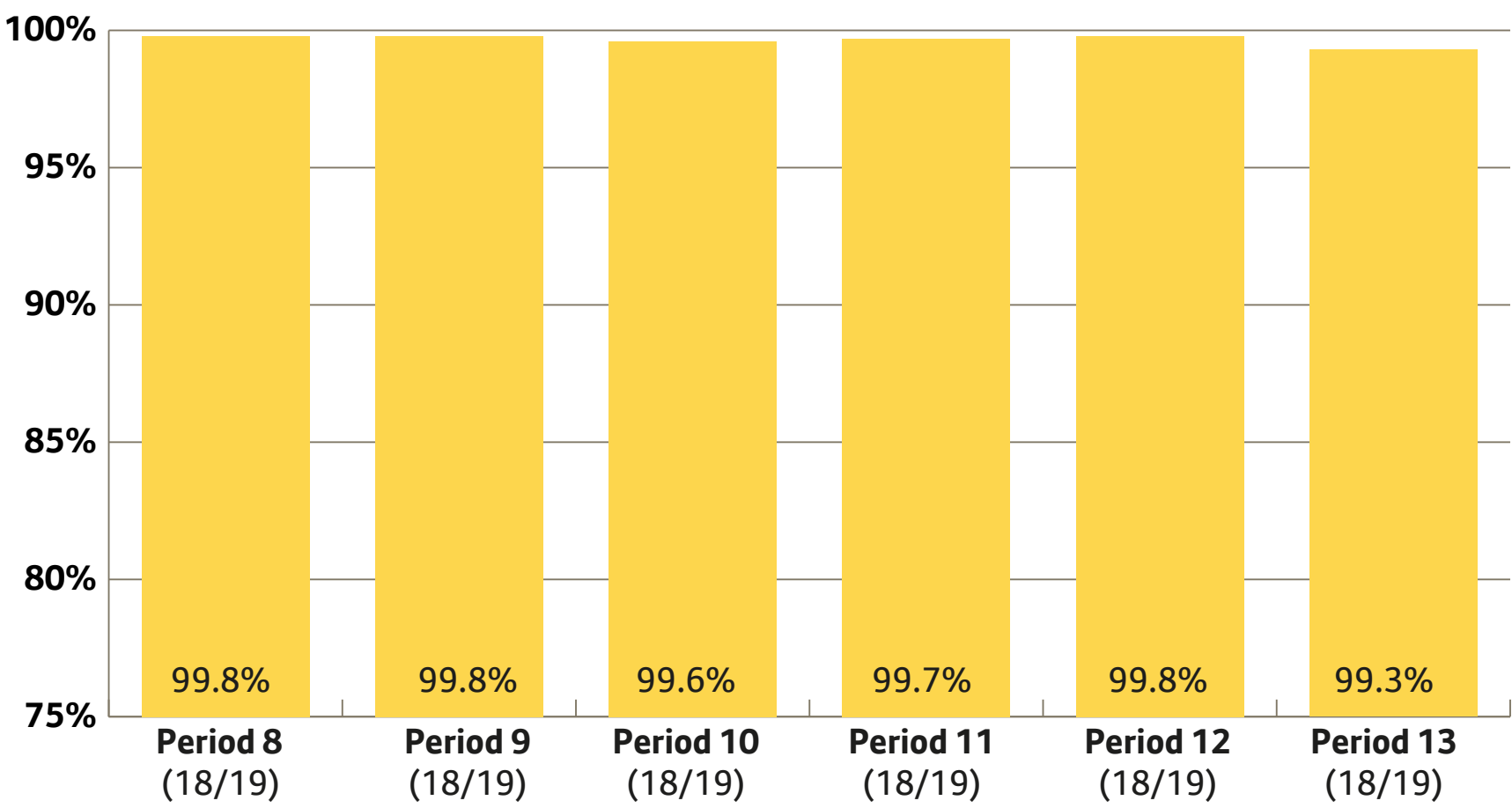
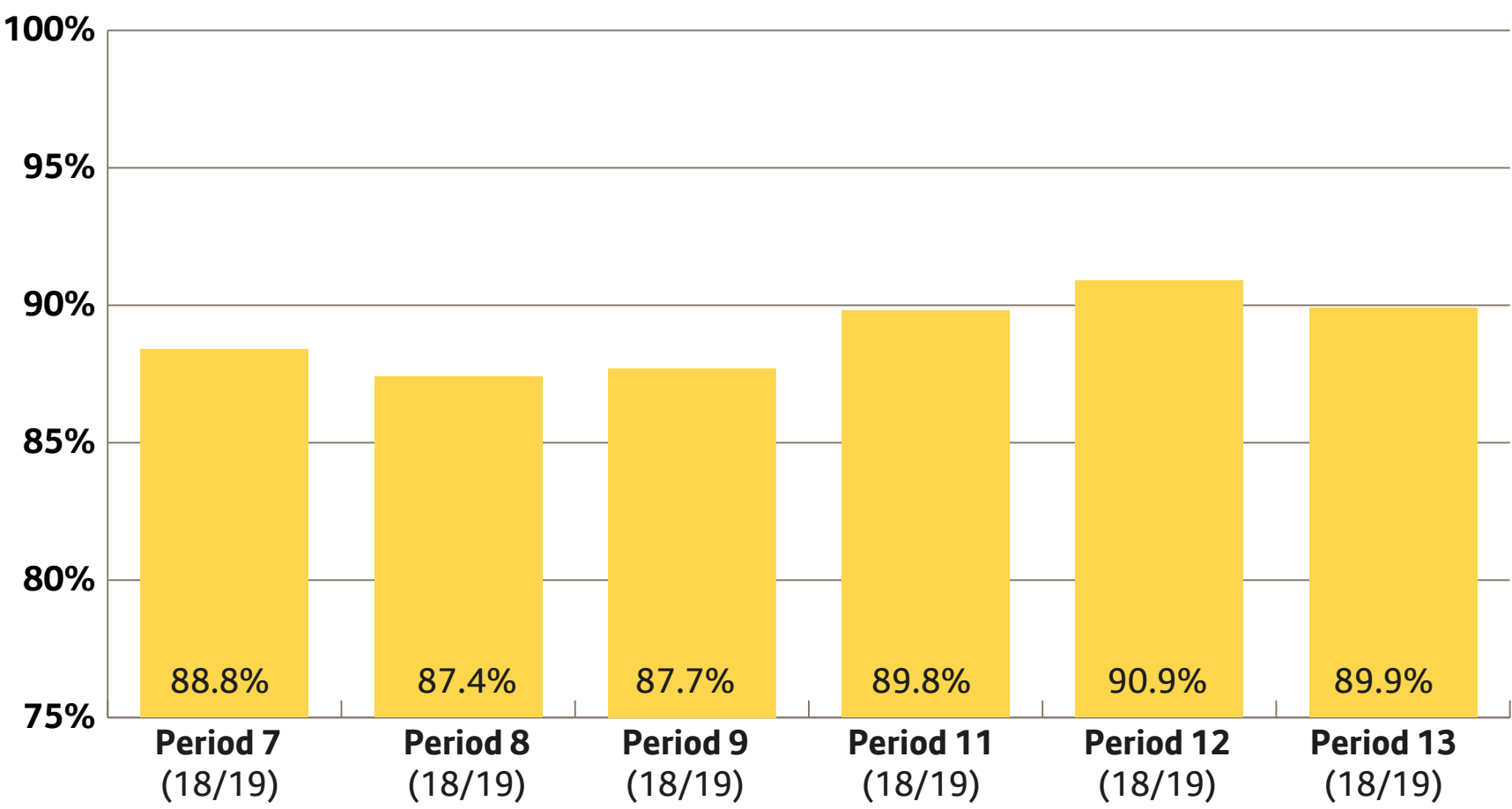
This route
89.9% **Overall network**
91.7%



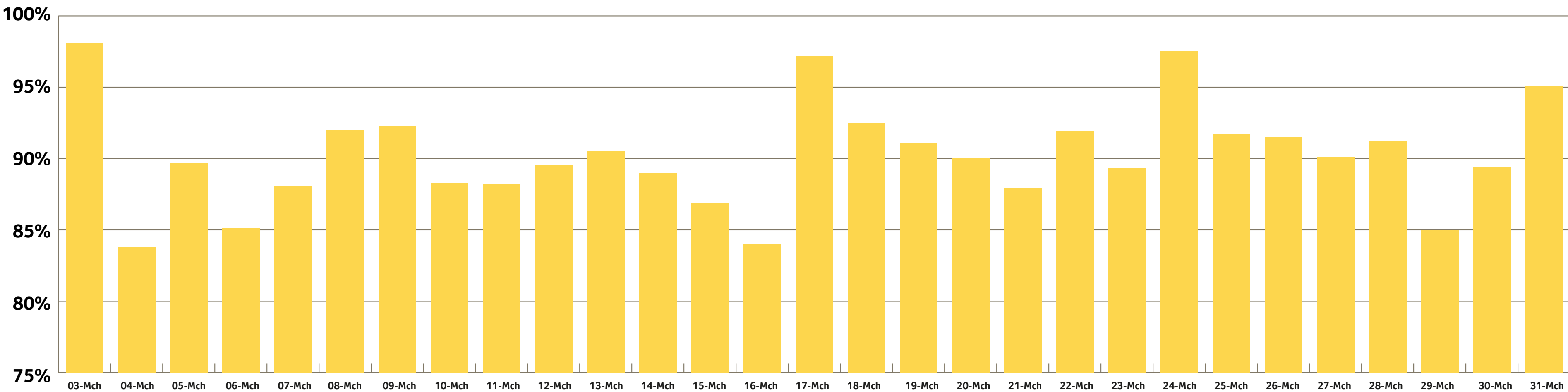
Reliability

Percentage of planned miles operated.

This route
99.3% **Overall network**
99.2%



Route punctuality by date



Route service disruptions

- 04 March 2019**
Points fault at Bury
- 06 March 2019**
Communication fault at Trafford Depot
- 16 March 2019**
Medical emergency at Bowker Vale
- 29 March 2019**
Tram fault at Besses o' th' Barn.

What we did to improve on this route

Primary schools across the line had training from the TravelSafe team educating pupils how to safely use public transport across Greater Manchester.

In response to customer feedback regarding cleanliness, litter was swiftly removed from Bowker Vale & Besses o' th' Barn.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 23 Apr 2019

Metrolink Performance

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: **02 March until 31 March 2019**

How we performed

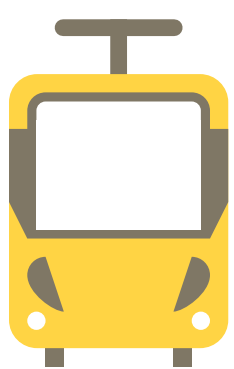


Punctuality

Percentage of trams departing less than two minutes late.

This route
92.6%

Overall network
91.7%

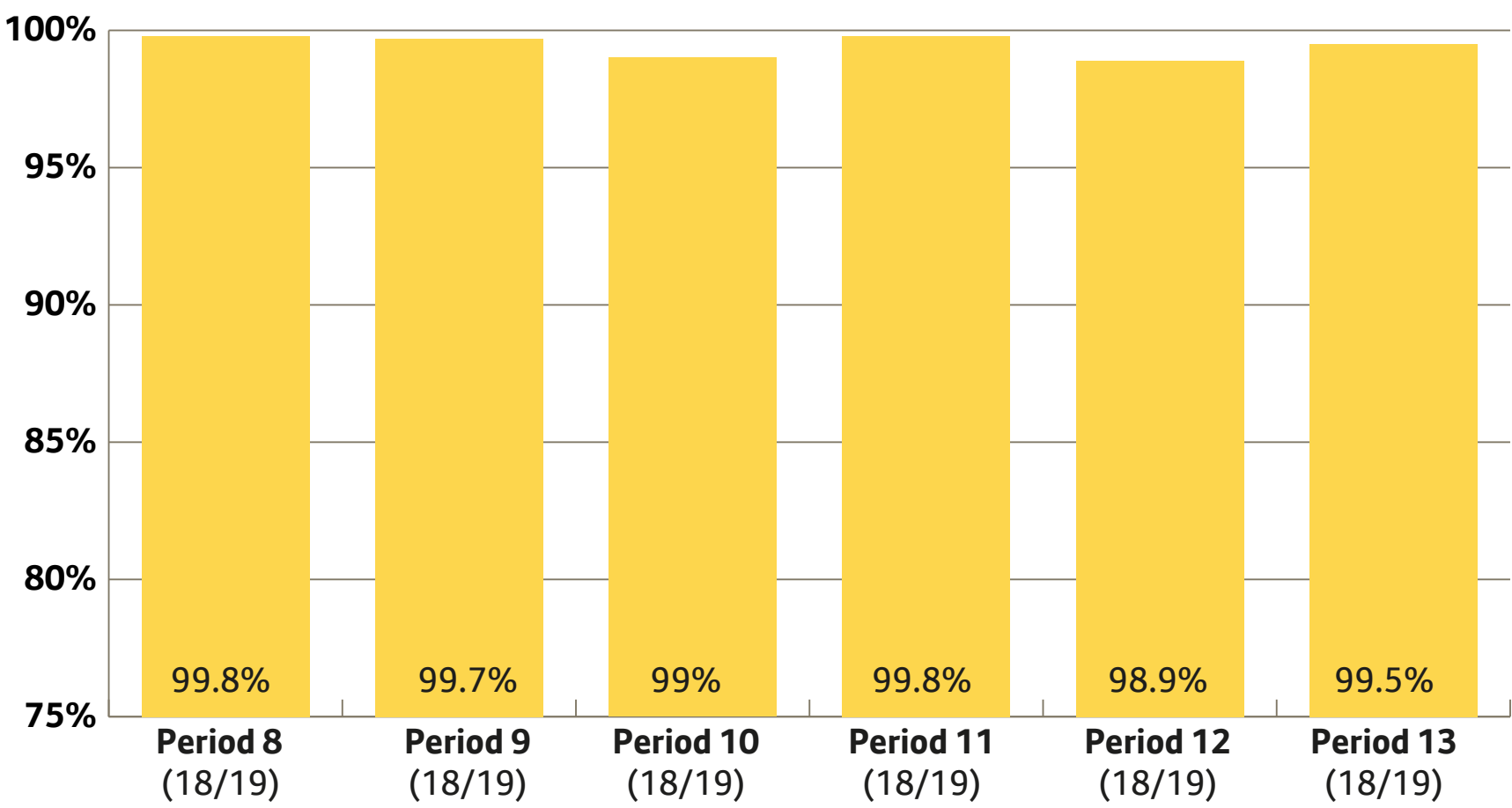
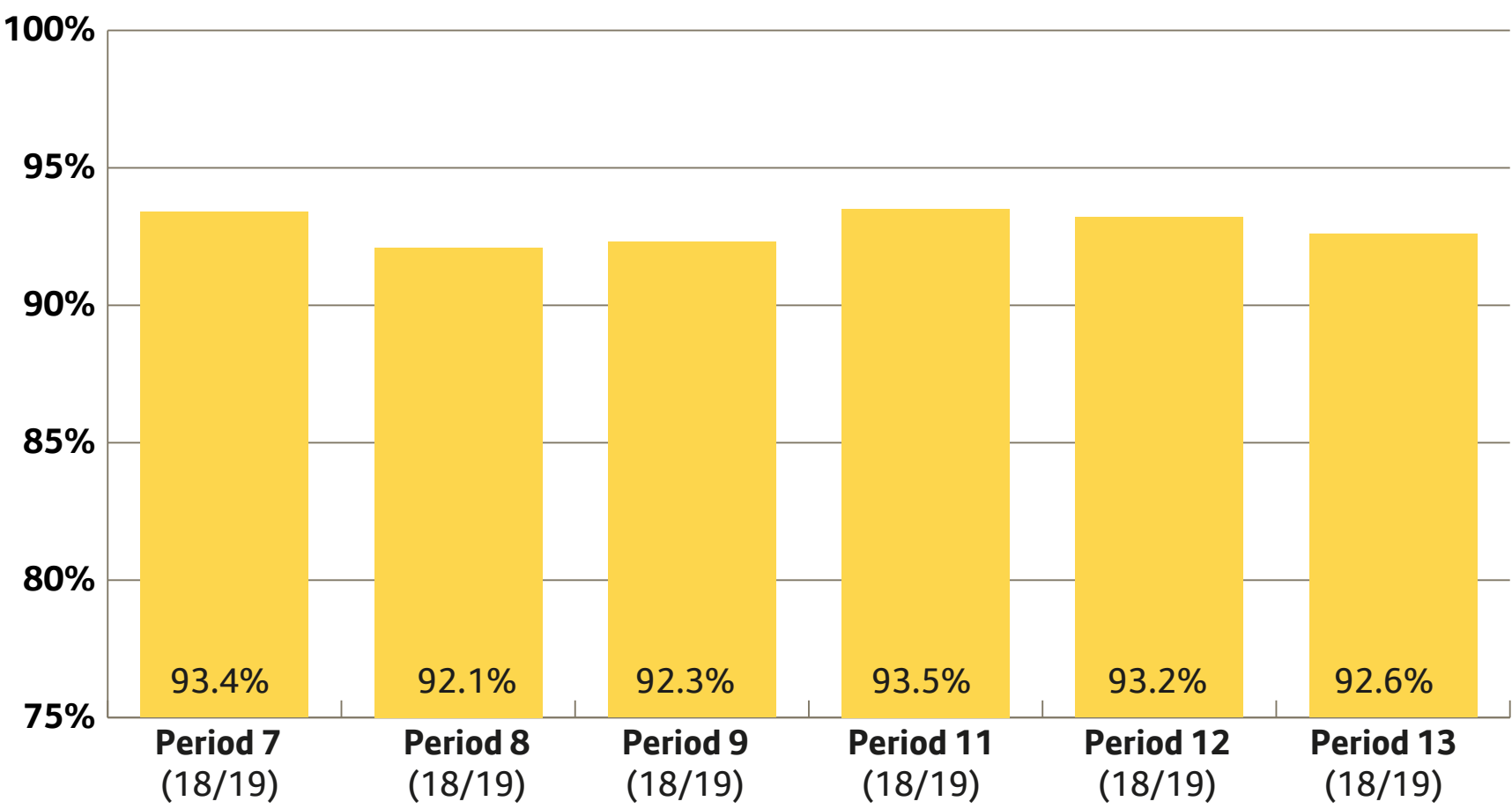


Reliability

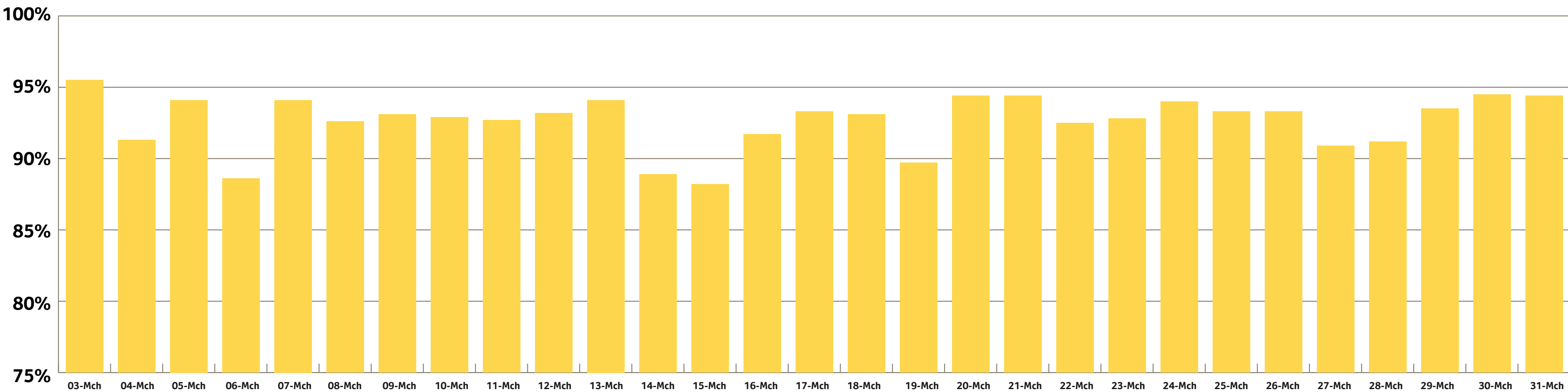
Percentage of planned miles operated.

This route
99.5%

Overall network
99.2%



Route punctuality by date



Route service disruptions

- 06 March 2019**
Communication fault at Trafford Depot
- 14 March 2019**
Tram fault at Shaw and Crompton
- 15 March 2019**
Demonstration at St Peters Square
- 19 March 2019**
Points fault at Newbold.

What we did to improve on this route

Ongoing partnership working with local schools to reduce anti-social behaviour, teachers and school staff have agreed to increase their presence at stops to monitor pupils alongside our Customer Service Representatives.

All stops on this line had their planned maintenance deep cleans carried out.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 23 Apr 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: **02 March until 31 March 2019**

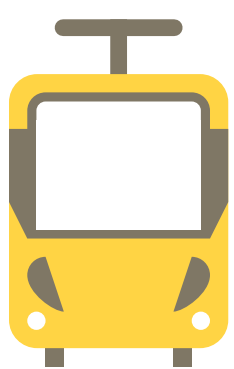
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

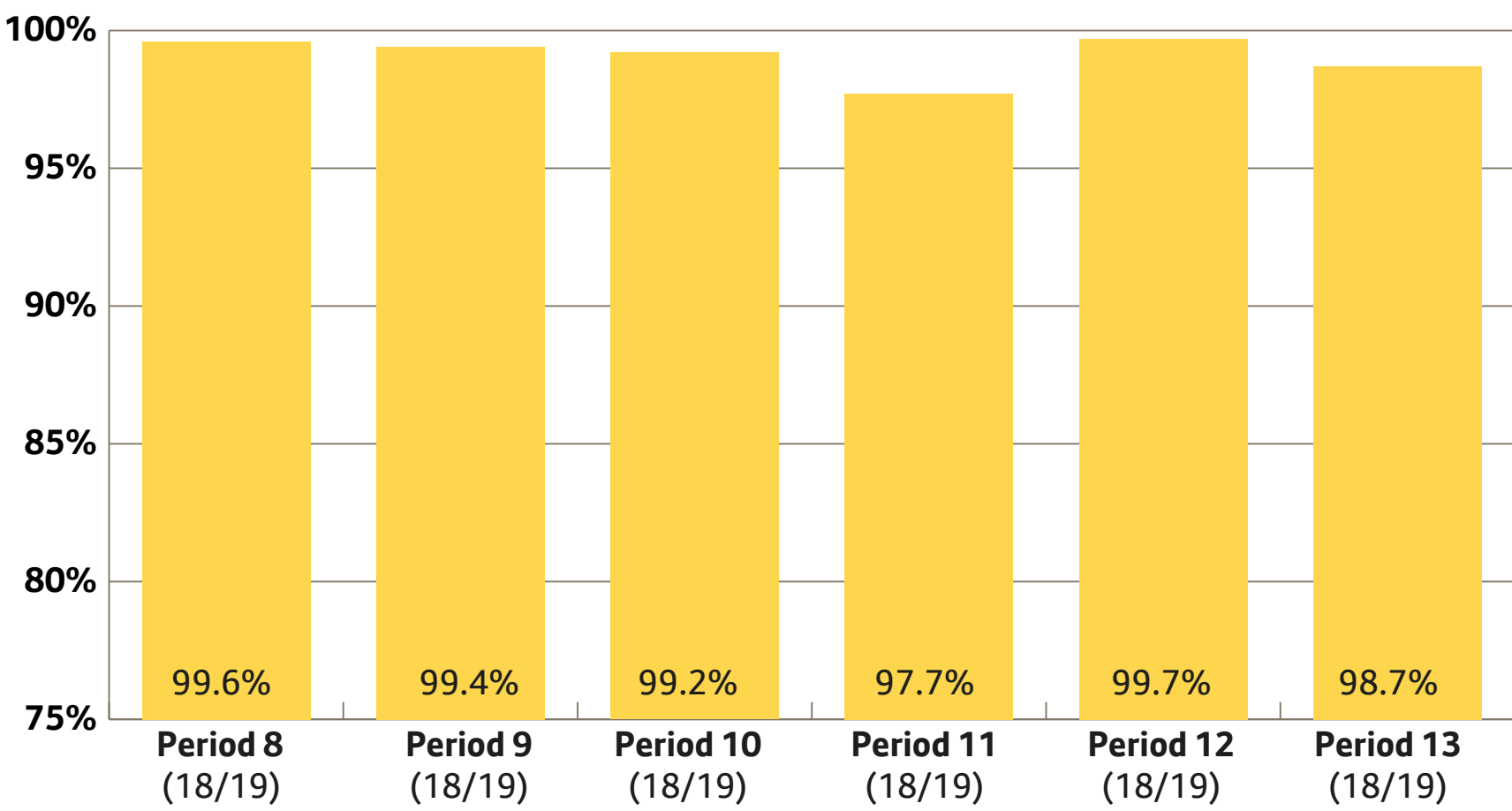
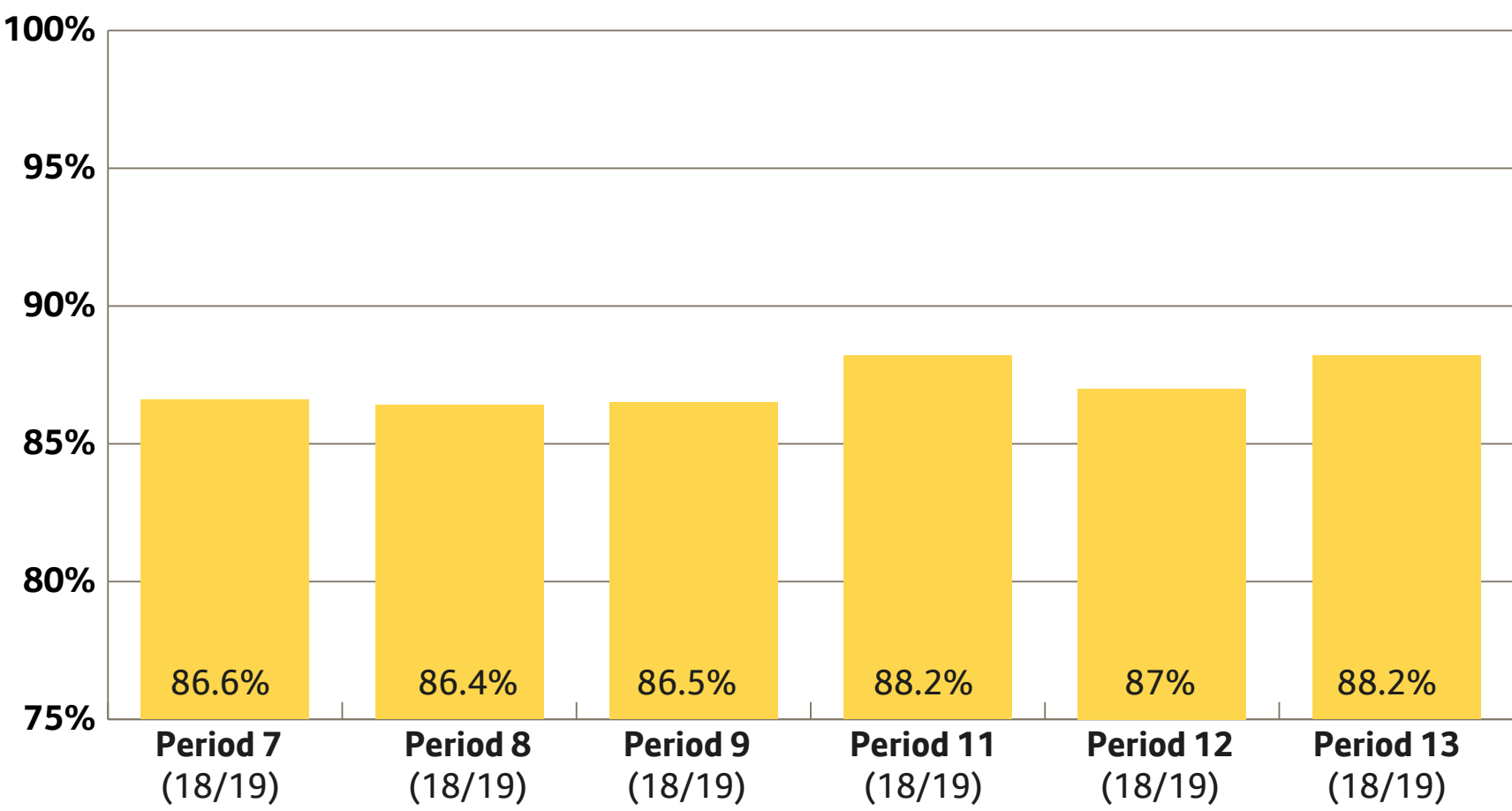
This route
88.2% **Overall network**
91.7%



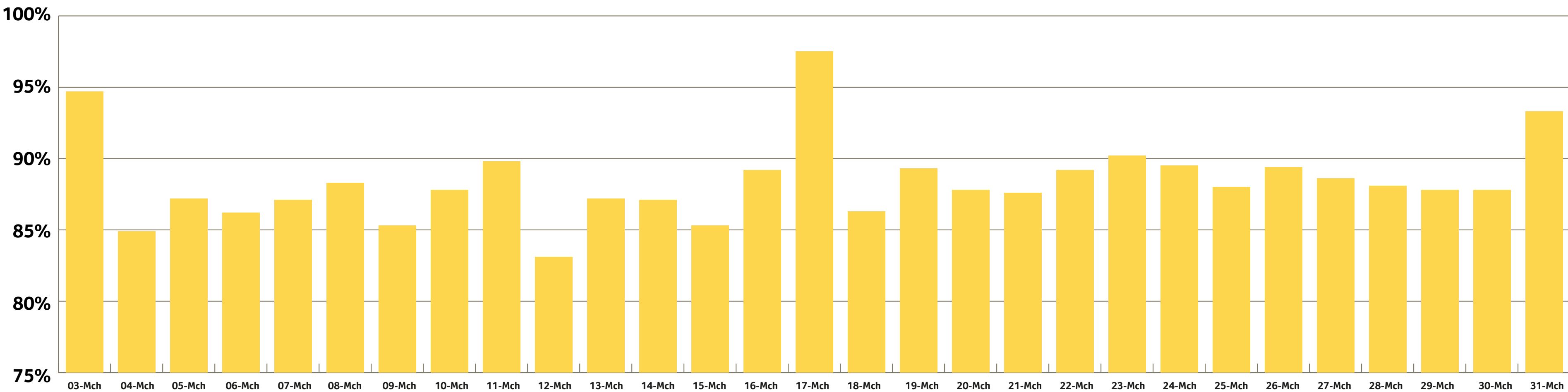
Reliability

Percentage of planned miles operated.

This route
98.7% **Overall network**
99.2%



Route punctuality by date



Route service disruptions

- 04 March 2019**
Points fault at Cornbrook
- 09 March 2019**
Obstruction on the overhead power lines near Harbour City
- 12 March 2019**
Tram fault at Cemetery Road
- 15 March 2019**
Demonstration at St Peters Square.

What we did to improve on this route

Following customer complaints alleging misbehaviour from of a minority of pupils, local school and college teachers were engaged to accompany staff and provide additional presence onboard trams.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 23 Apr 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: **02 March until 31 March 2019**

How we performed



Punctuality

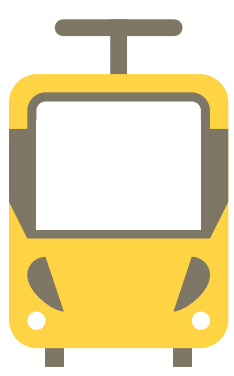
Percentage of trams departing less than two minutes late.

This route

89.0%

Overall network

91.7%



Reliability

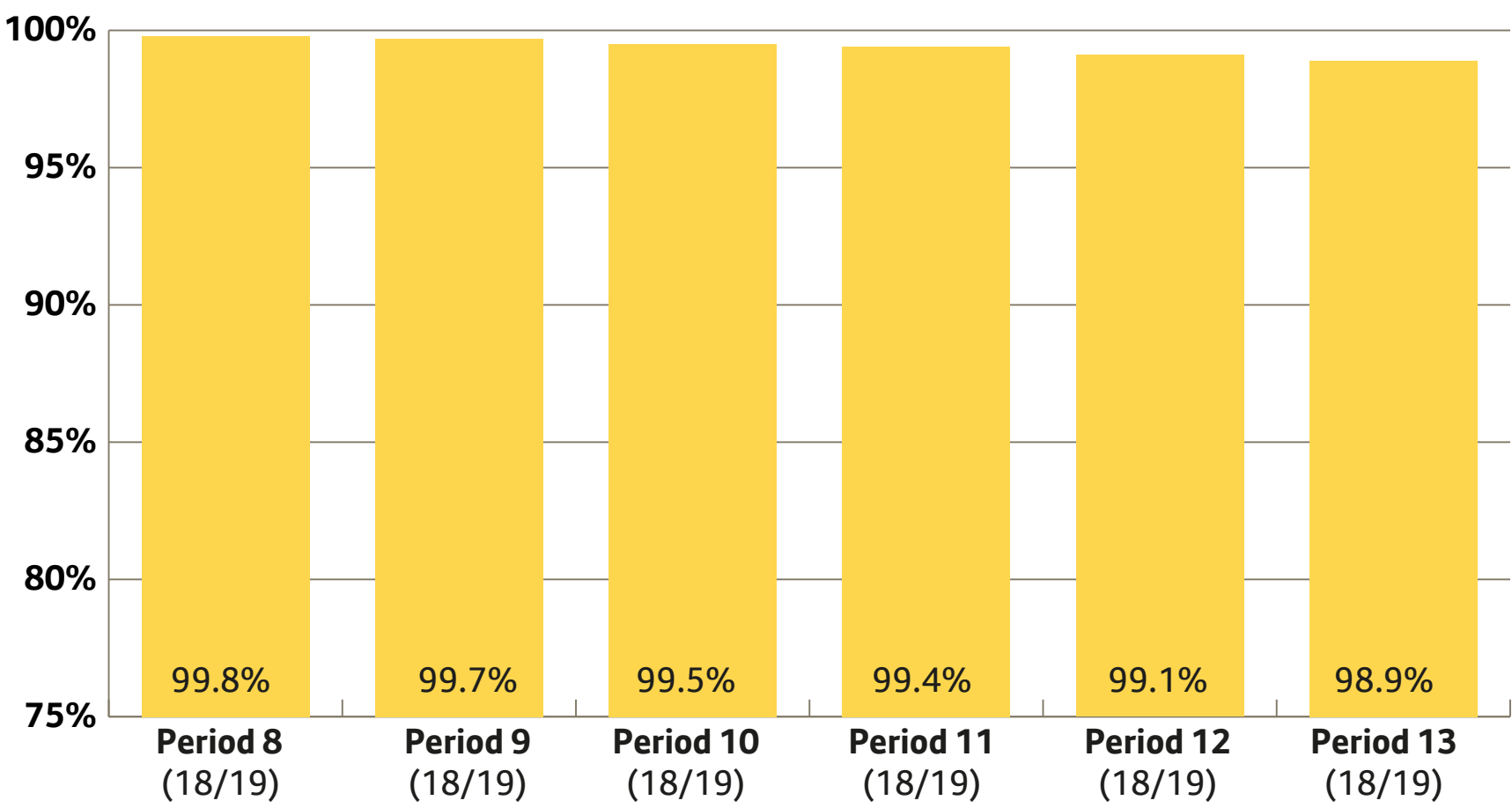
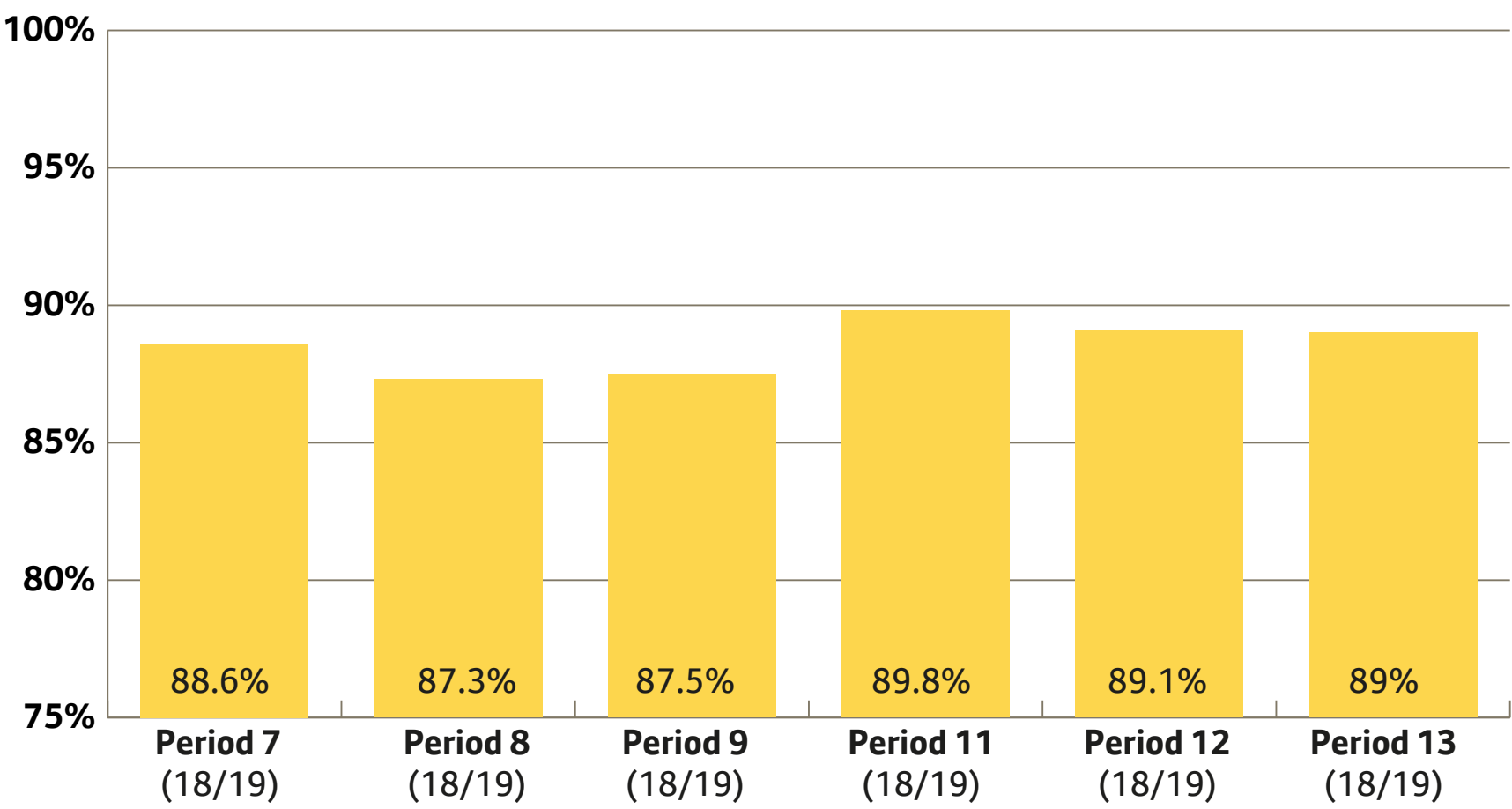
Percentage of planned miles operated.

This route

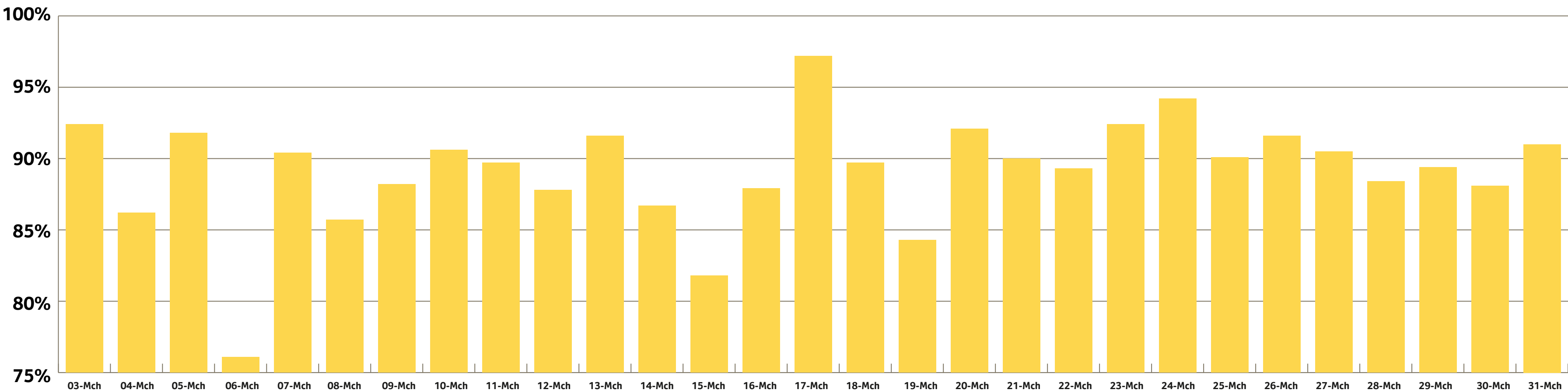
98.9%

Overall network

99.2%



Route punctuality by date



Route service disruptions

- 06 March 2019**
Signalling fault between Victoria and Monsall
- 15 March 2019**
Demonstration at St Peters Square
- 19 March 2019**
Tram fault at Shaw and Crompton
- 19 March 2019**
Points fault at Newbold.

What we did to improve on this route

- Productive de-brief meeting with Greater Manchester Police regarding the Hollinwood fair which took place in February.
- We conducted a number of coordinated revenue enforcement operations in conjunction with First Bus.
- All stops on this line had their planned maintenance deep cleans carried out.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 23 Apr 2019