KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

This report covers the four-week period between: 16 September until 13 October 2018

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

90.4%

**Reliability**
Percentage of planned miles operated.

99.6%

**Cancellations**
Journeys cancelled.

0.19% of all planned journeys.

**Short journeys**
Incomplete journeys.

0.45% of all planned journeys.

**How we performed**
This period we delivered excellent network reliability operating 99.6% of scheduled mileage for the second consecutive period. A key contributor to sustaining this level of service was due to better maintenance scheduling that supported good tram availability.

The very few disruptive incidents that occurred were third party related and included a major storm which resulted in a tree falling adjacent to the track at Withington.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Monday 5 November 2018

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<tbody>
<tr>
<td>88.2%</td>
<td>90.4%</td>
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</table>

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
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</thead>
<tbody>
<tr>
<td>99.7%</td>
<td>99.6%</td>
</tr>
</tbody>
</table>

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**Route punctuality by date**

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**Route service disruptions**

- **19 September**: Heavy road traffic in Manchester City Centre.
- **27 September**: Points fault at St. Werburgh’s Road.

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**What we are doing to improve**

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Managing Director at KeolisAmey Metrolink

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Percentage of planned miles operated.

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Percentage of trams departing less than two minutes late.

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<th>This route</th>
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</thead>
<tbody>
<tr>
<td>95.2%</td>
<td>90.4%</td>
</tr>
</tbody>
</table>

**Route punctuality by date**

**Route service disruptions**
No significant disruptions on this route affecting the service.

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Metrolink Performance

Ashton-under-Lyne Line

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Punctuality
Percentage of trams departing less than two minutes late.

This route 92.5%
Overall network 90.4%

Reliability
Percentage of planned miles operated.

This route 98.9%
Overall network 99.6%

What we are doing to improve

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Route punctuality by date

Route service disruptions

23 September  Planned engineering work with bus replacement.

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<thead>
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<tbody>
<tr>
<td>88.4%</td>
<td>90.4%</td>
</tr>
</tbody>
</table>

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.8%</td>
<td>99.6%</td>
</tr>
</tbody>
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**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>Route</th>
<th>This route</th>
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</tr>
</thead>
<tbody>
<tr>
<td>92.6%</td>
<td>99.4%</td>
<td>99.6%</td>
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**Punctuality**
Percentage of trams departing less than two minutes late.

<table>
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<tr>
<th>Route</th>
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<tbody>
<tr>
<td>90.4%</td>
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This route 92.6%
Overall network 90.4%

To improve: With temperatures starting to drop, we are ramping up our winterisation strategy to reduce the impact that cold weather has on the network. The deployment of overnight 'ice-breaker' trams has commenced to ensure continuity of services during colder months. Modifications to our ticket vending machines are currently being implemented to strengthen their availability and reliability. Work to further reduce anti-social behaviour continues with the launch of a revamped Metrolink Monsters campaign. The campaign is aimed at communicating the consequences of committing a byelaw offence as outlined within our conditions of carriage. Additional double trams are being introduced in the lead up to Christmas and shall enhance capacity throughout the festive season. A trial of public access defibrillators is being undertaken at three stops along the Bury line, we recognise that prompt access to this life-saving equipment will greatly increase the chances of survival.

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Metrolink Performance
Eccles & Media City Lines

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### Reliability
Percentage of planned miles operated.

<table>
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<tr>
<th>This route</th>
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#### Route punctuality by date

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#### Route service disruptions

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>02 October</td>
<td>Road traffic collision at Langworthy</td>
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**Route punctuality by date**

**Route service disruptions**
- **01 October**: Points fault at Rochdale Town Centre
- **05 October**: Signalling fault at Deansgate
- **10 October**: Operational incident at Shaw and Crompton

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