

# 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: **05 January until 01 February 2020**

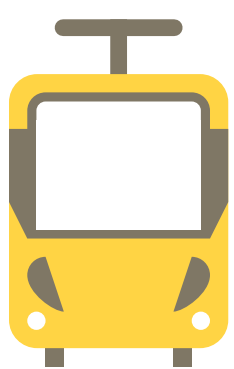
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

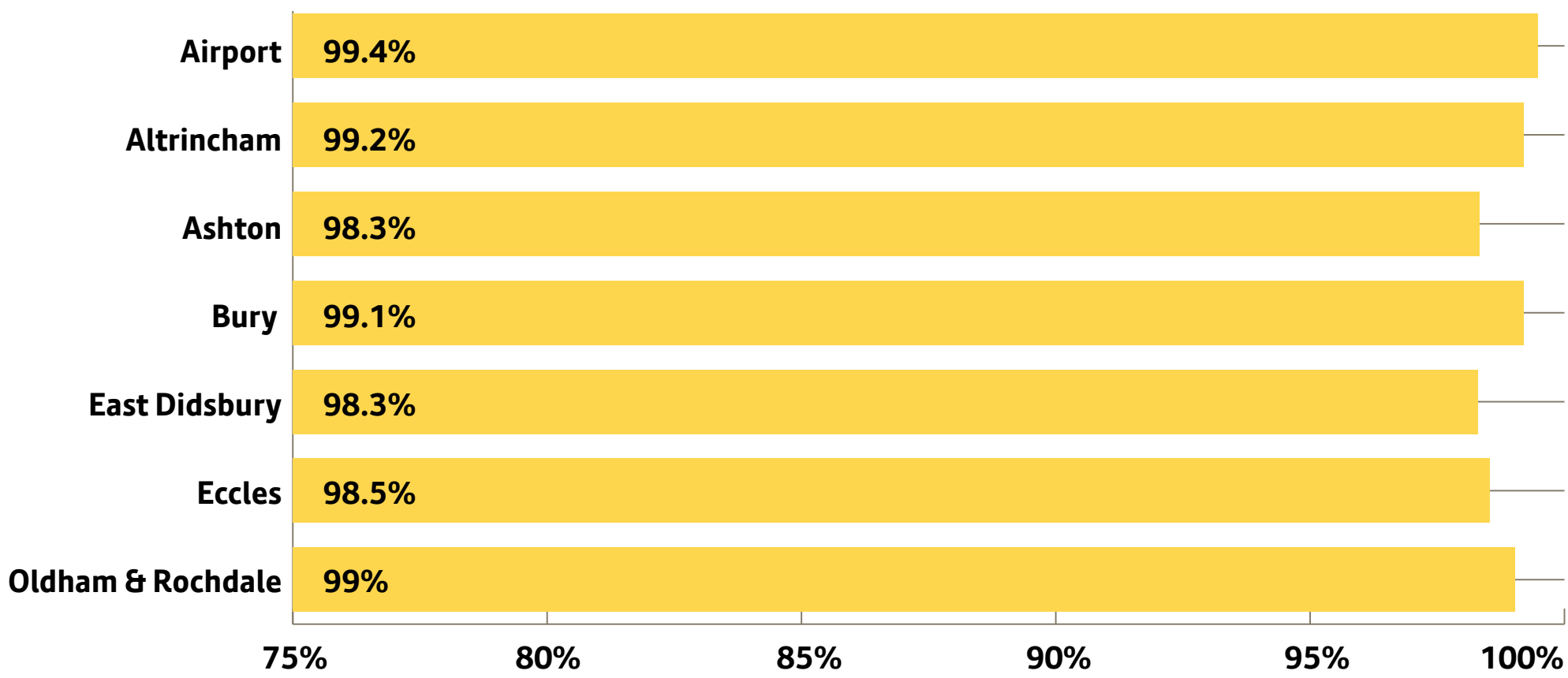
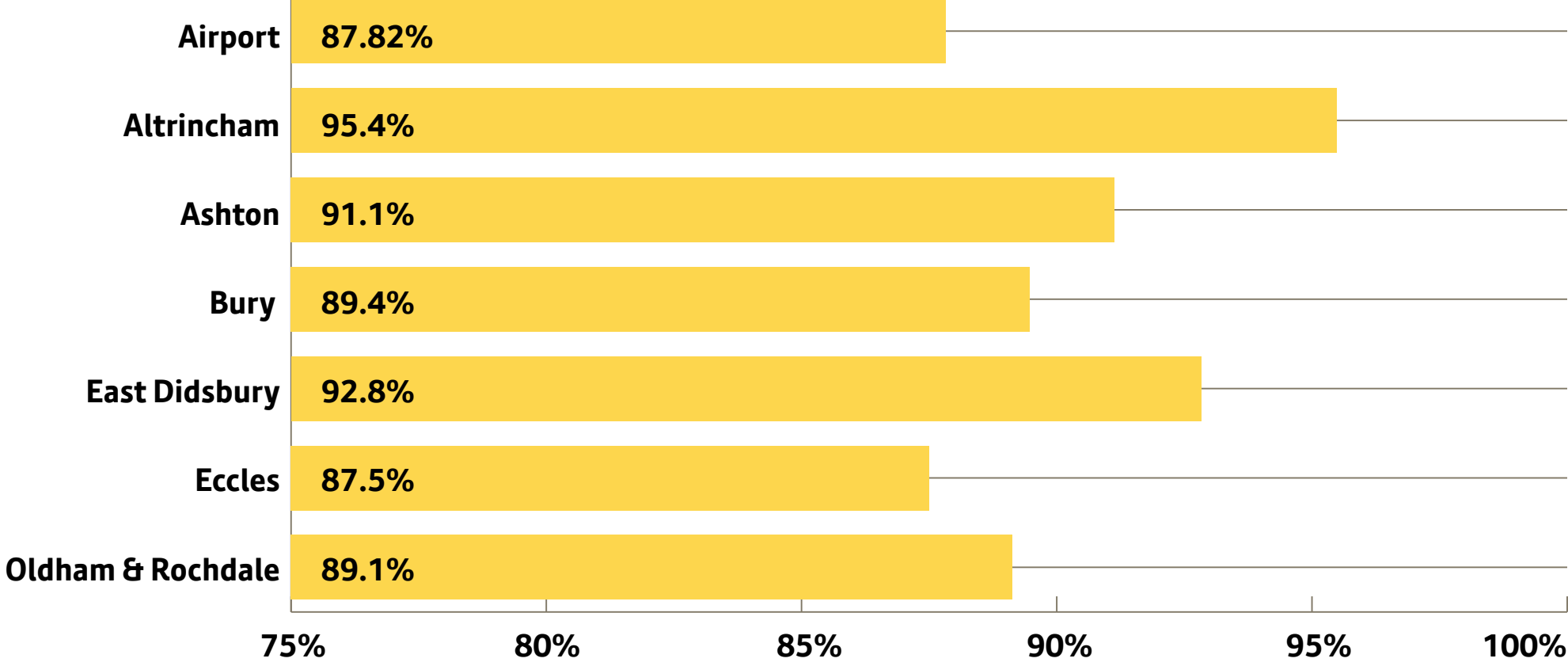
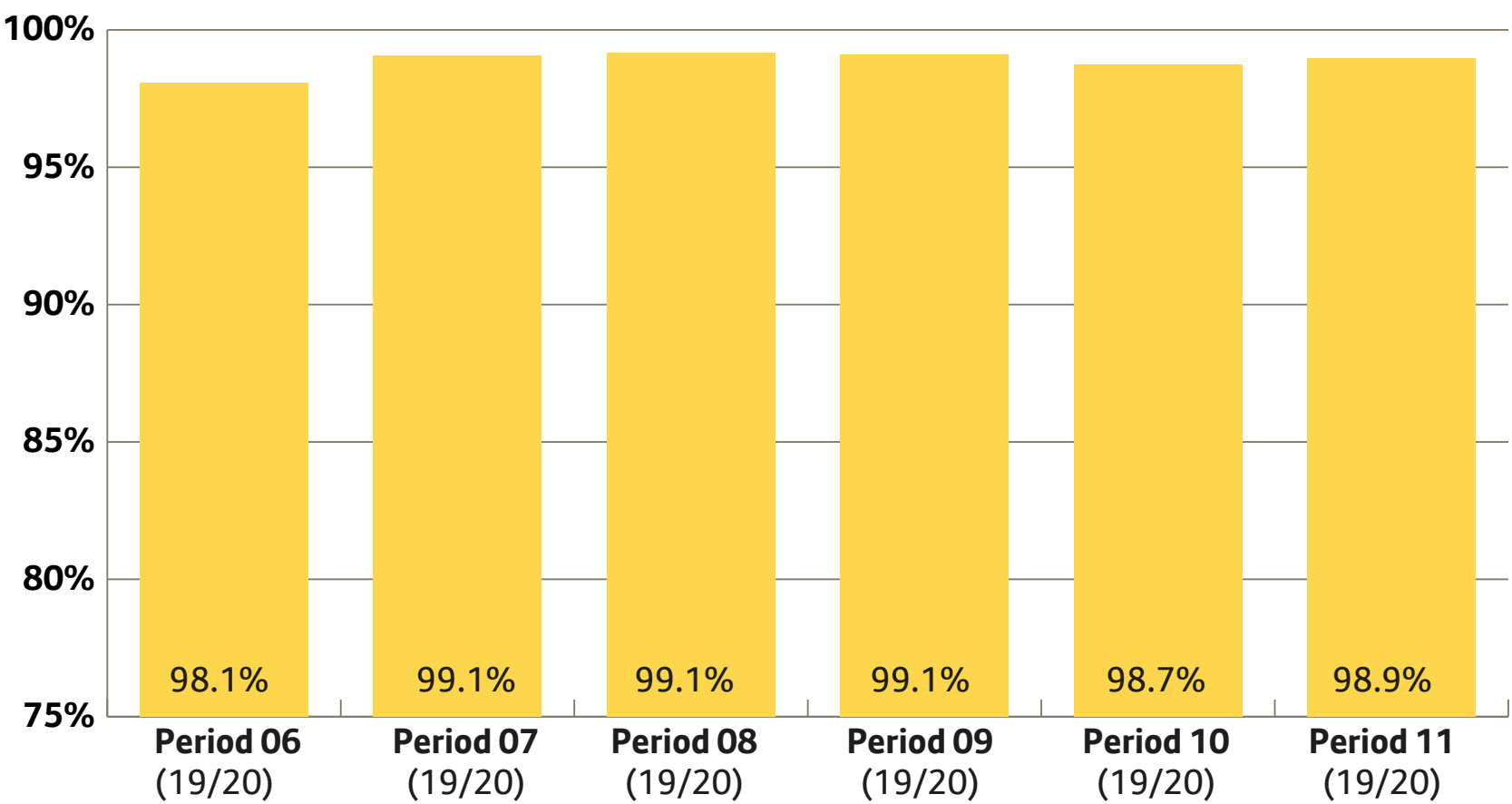
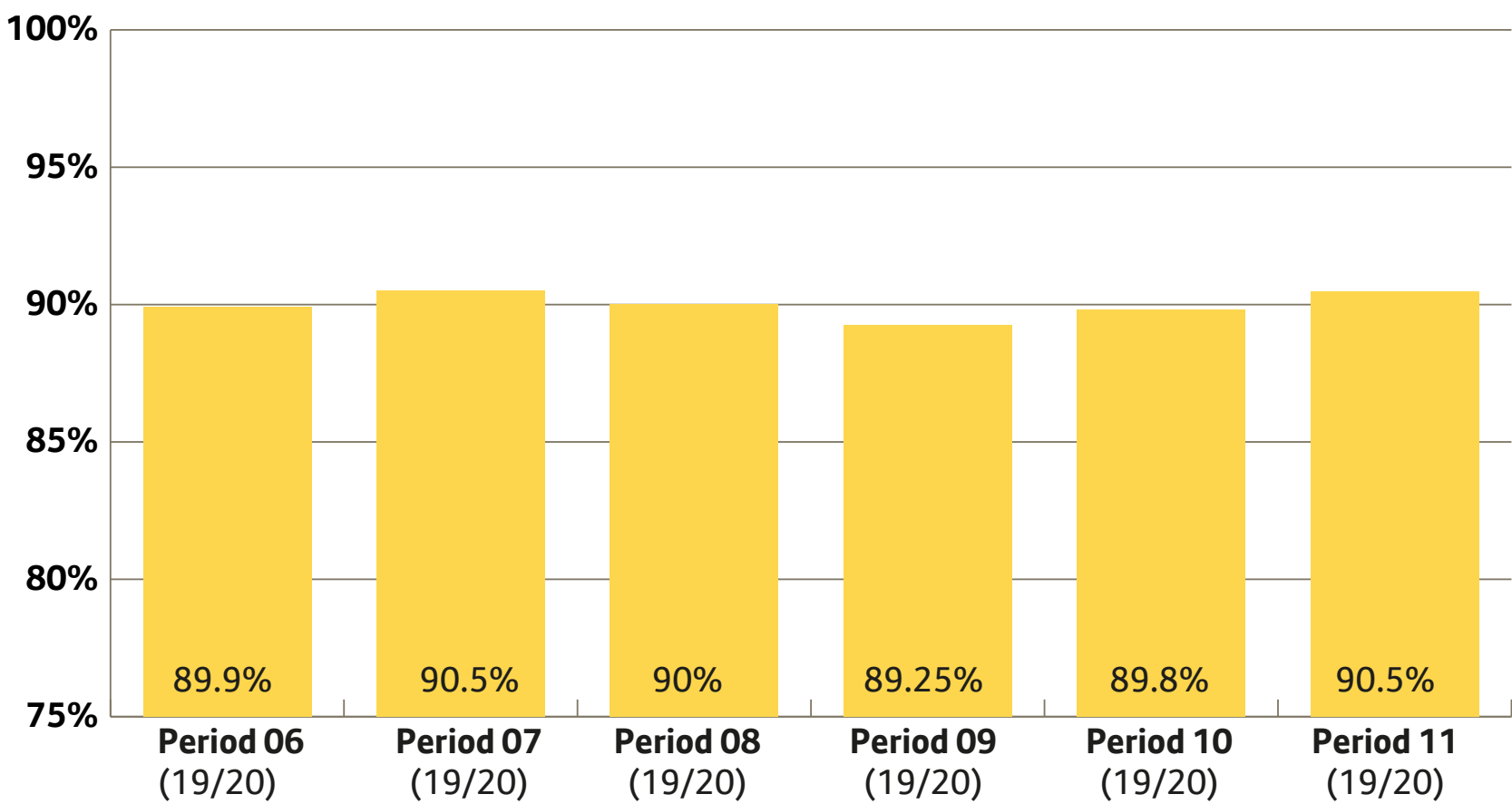
**90.5%**



#### Reliability

Percentage of planned miles operated.

**98.9%**



#### Cancellations

Journeys cancelled.

**0.09%** of all planned journeys.

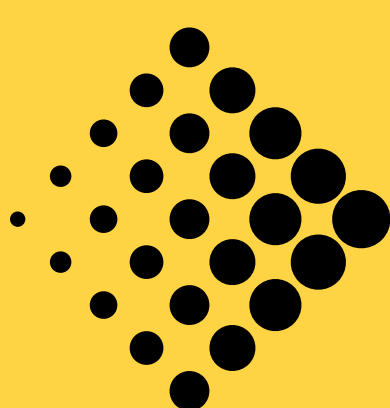


#### Short journeys

Incomplete journeys.

**0.77%** of all planned journeys.

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## Airport Line

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four-week period between:

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### How we performed



#### Punctuality

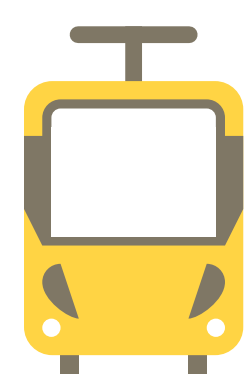
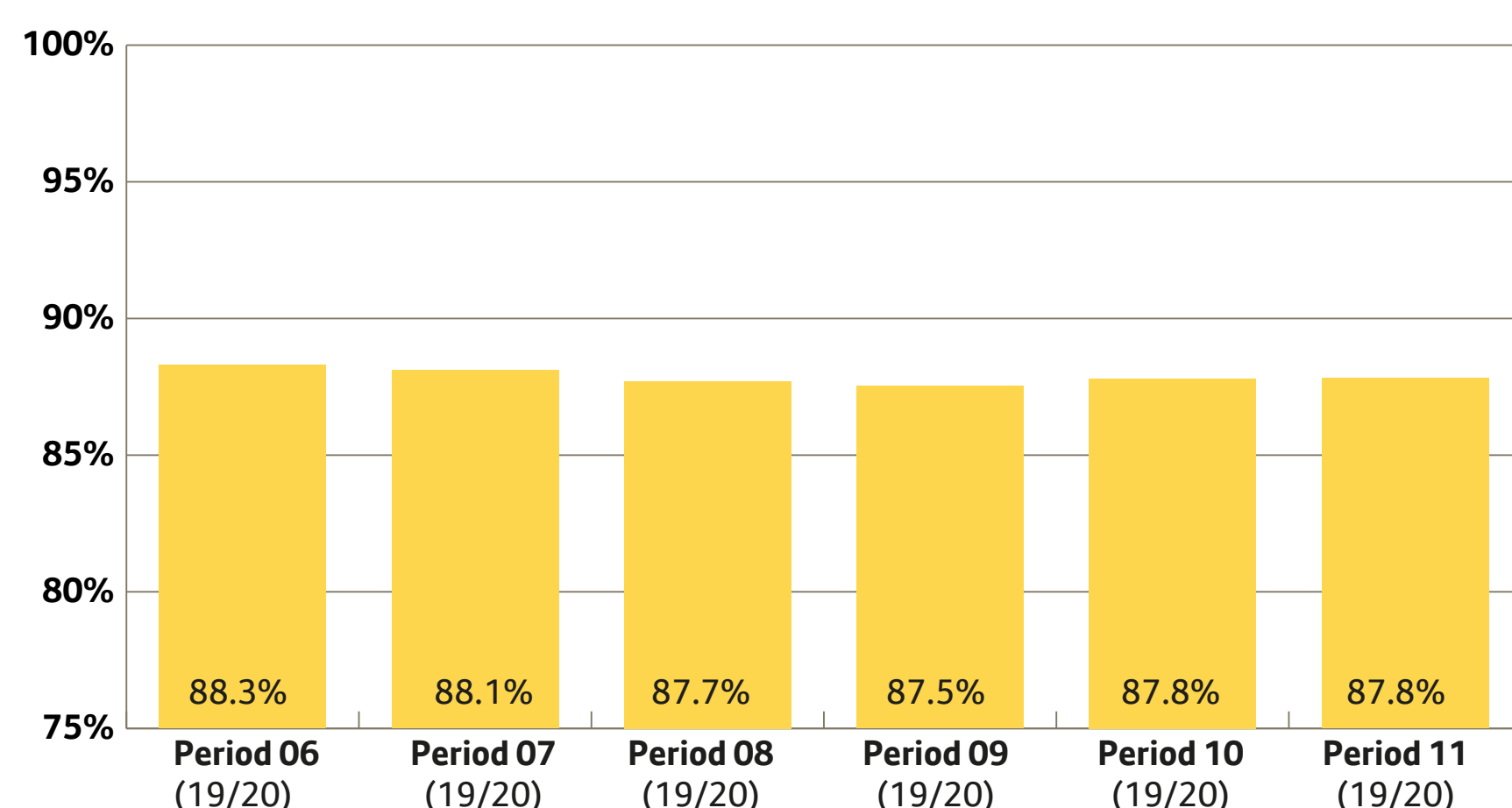
Percentage of trams departing less than two minutes late.

**This route**

**87.8%**

**Overall network**

**90.5%**



#### Reliability

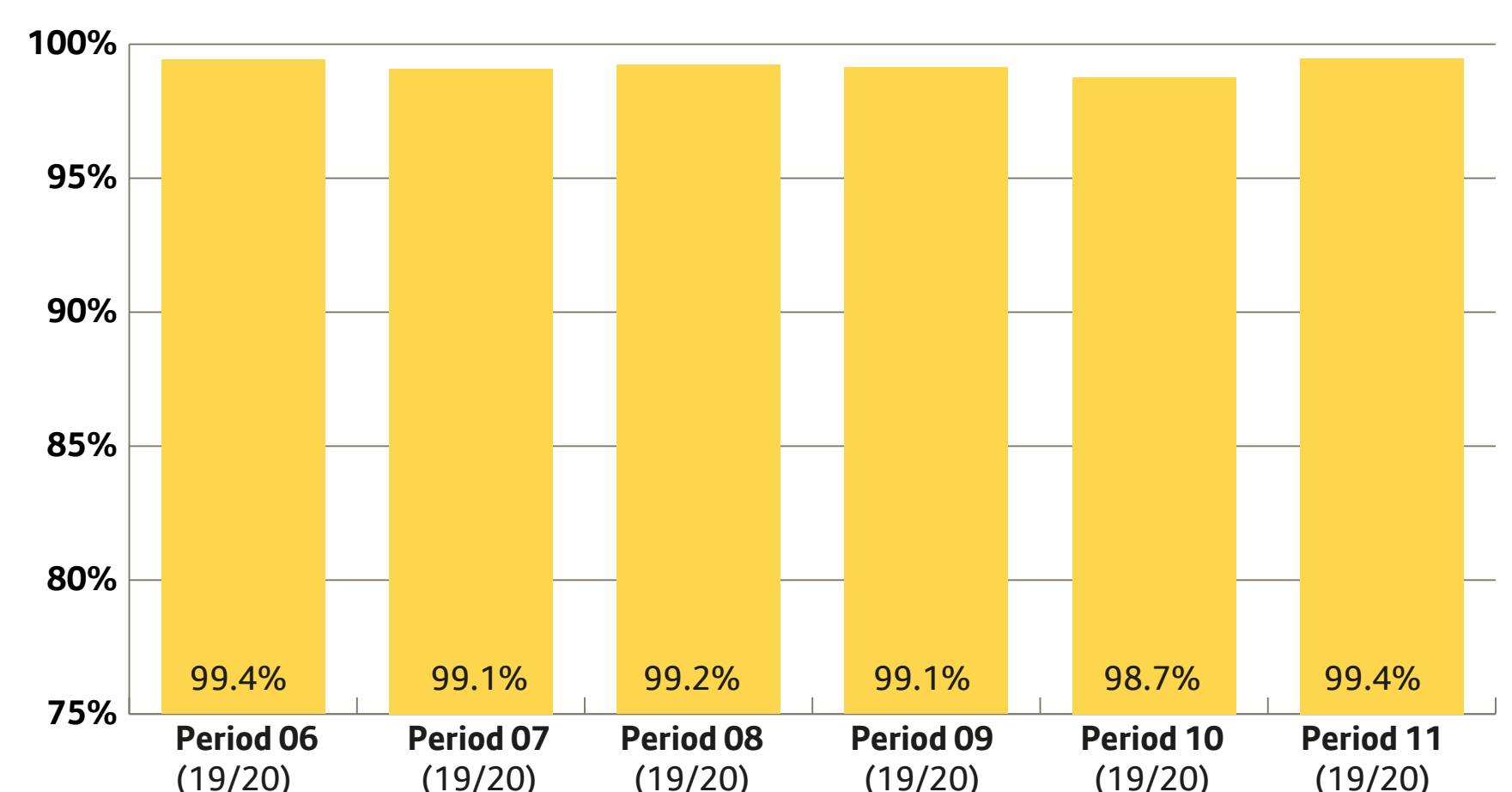
Percentage of planned miles operated.

**This route**

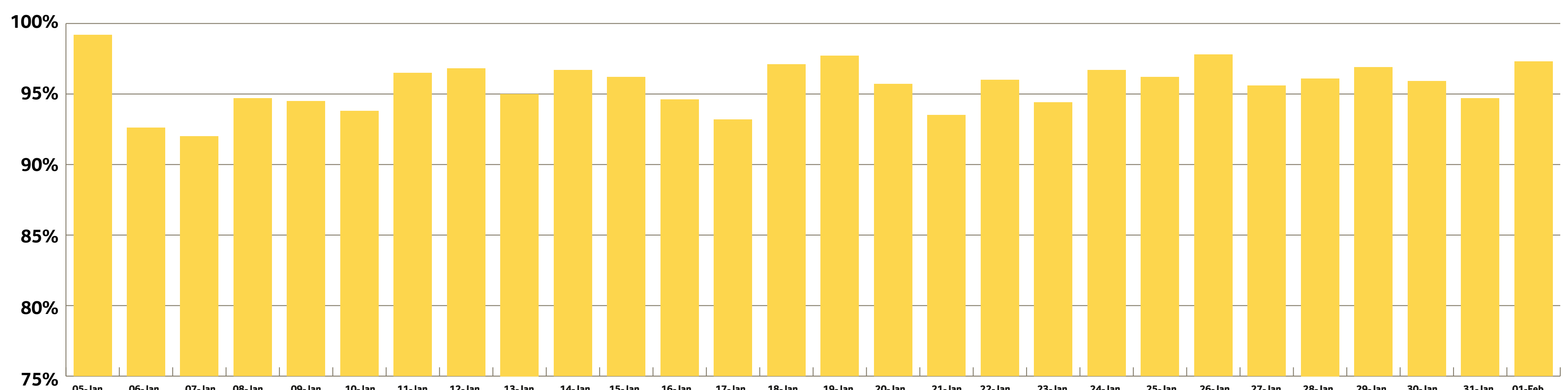
**99.4%**

**Overall network**

**98.9%**



### Route punctuality by date



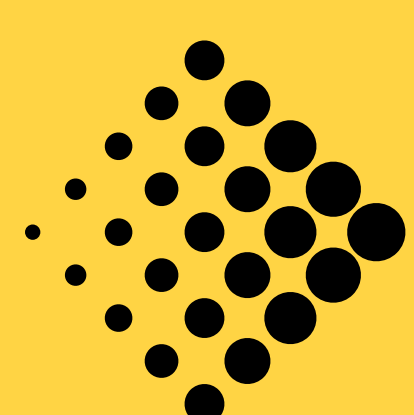
### Route service disruptions

- 06 Jan 2020  
Signal fault at Victoria
- 07 Jan 2020  
Signal fault at Victoria
- 17 Jan 2020  
Medical emergency on board a tram at Barlow Moor Road
- 21 Jan 2020  
Road traffic collision at Market Street
- 27 Jan 2020  
Road traffic collision at Martinscroft .

### What we did to improve on this route

- Deep cleans have all passed
- Fly tipping areas cleaned
- New fence installed to combat Fly-tipping between Northern moor & Wythenshawe Park.
- CSRs have responded to intelligence of high fare evasion around Manchester Airport, providing a high visibility uniformed presence to deter and detect ticketless travel and provide reassurance to fare paying customers of our commitment to reducing fare evasion.

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# 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.

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### How we performed



#### Punctuality

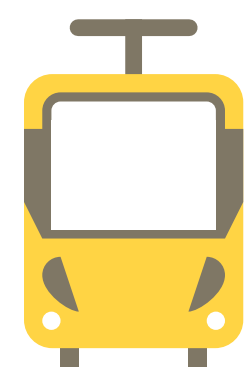
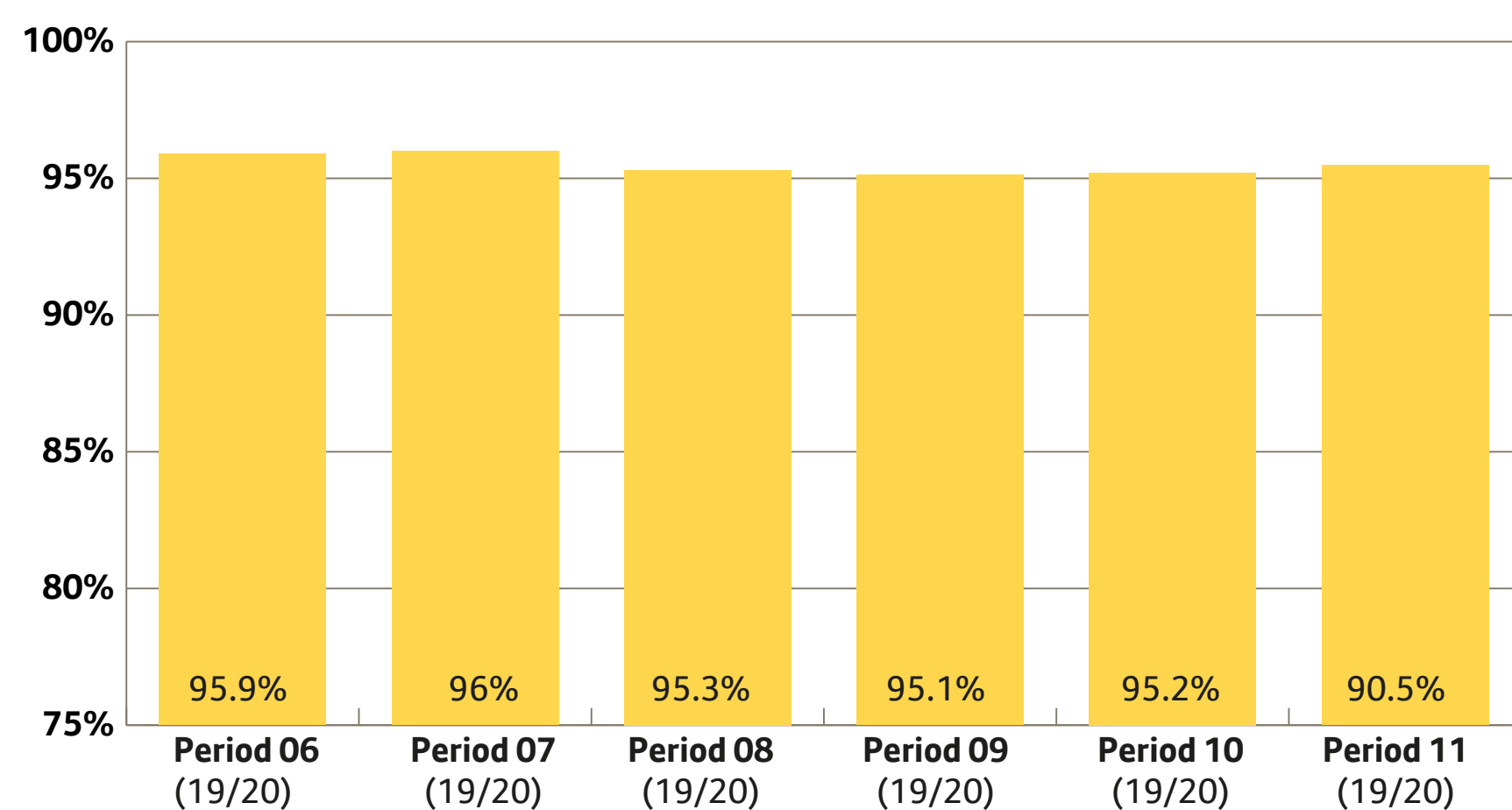
Percentage of trams departing less than two minutes late.

**This route**

**90.5%**

**Overall network**

**90.5%**



#### Reliability

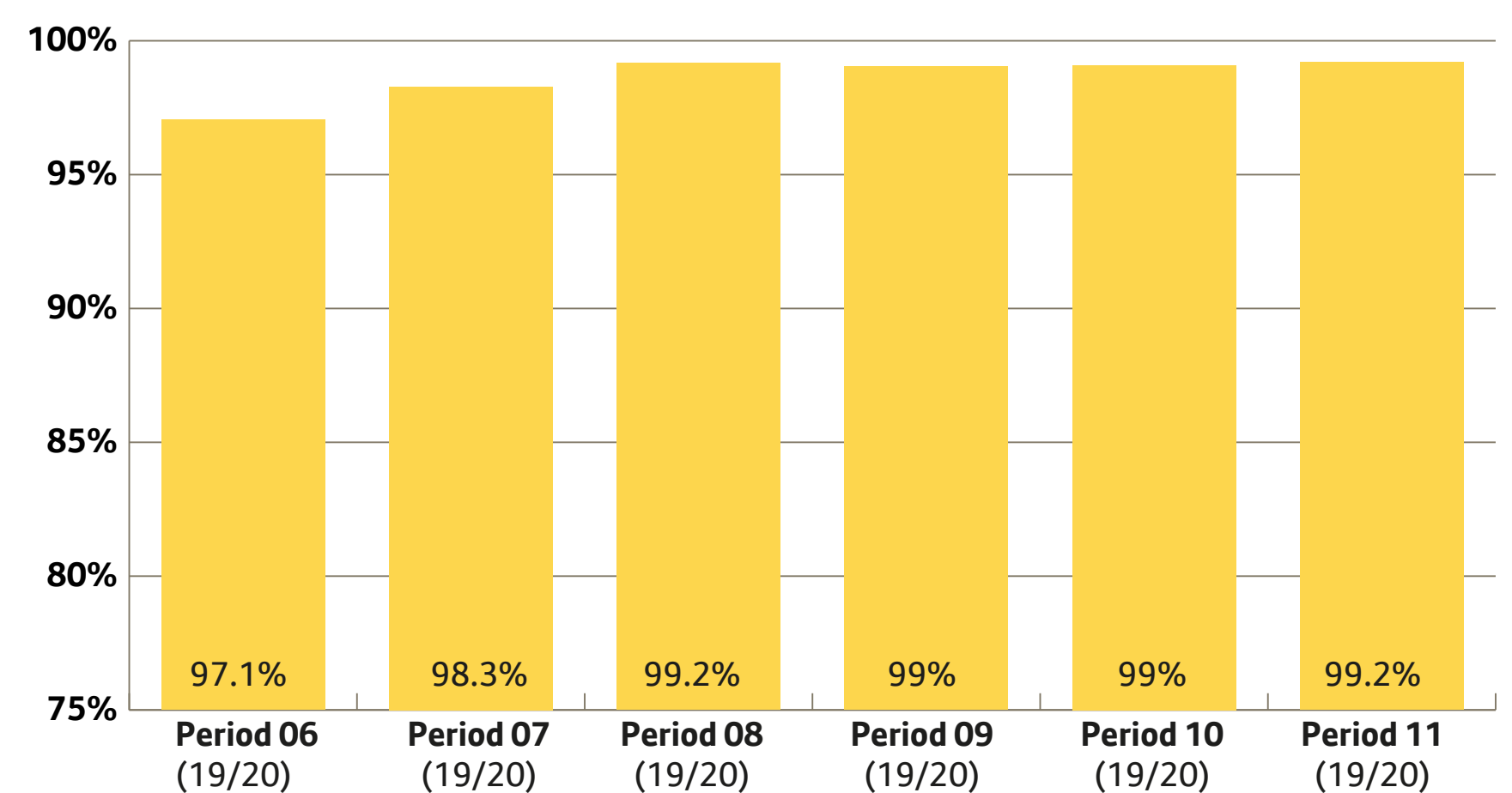
Percentage of planned miles operated.

**This route**

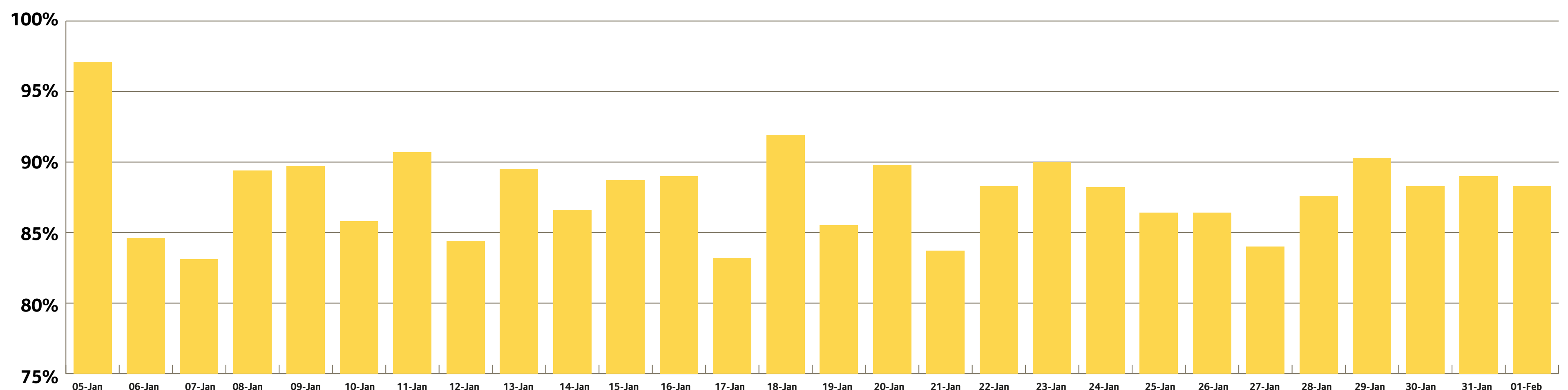
**99.2%**

**Overall network**

**98.9%**



### Route punctuality by date



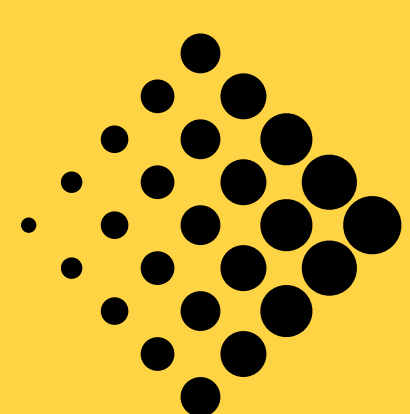
### Route service disruptions

- 06 Jan 2020  
Medical emergency at Victoria
- 07 Jan 2020  
Signal fault at Victoria
- 17 Jan 2020  
Medical emergency at Stretford
- 21 Jan 2020  
Network Rail points fault at Timperly.

### What we did to improve on this route

- Deep cleans have all passed
- De vegetation works are ongoing on this line.
- Severn secondary schools across the line were visited by KAM. This was to reach out to secondary schools to work in partnership to educate those pupils using our service to reinforce the messages of buying correct tickets, how to stay safe and expected behave correctly. We had week-long assemblies at local High Schools.
- Eight primary schools across the Altrincham line visited by the crucial crew programme. Ambassador staff led on this and attended each day for the 12-day period, reaching out to over 1200 children within the Trafford Area. This is part of our community engagement strategy. Joint Operation with the GMP Transport Unit at various stations, this is part of our commitment to reducing fare evasion and Anti-Social Behaviour.

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# 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.

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four-week period between:

**05 January until 01 February 2020**

### How we performed



#### Punctuality

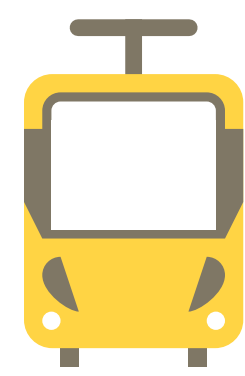
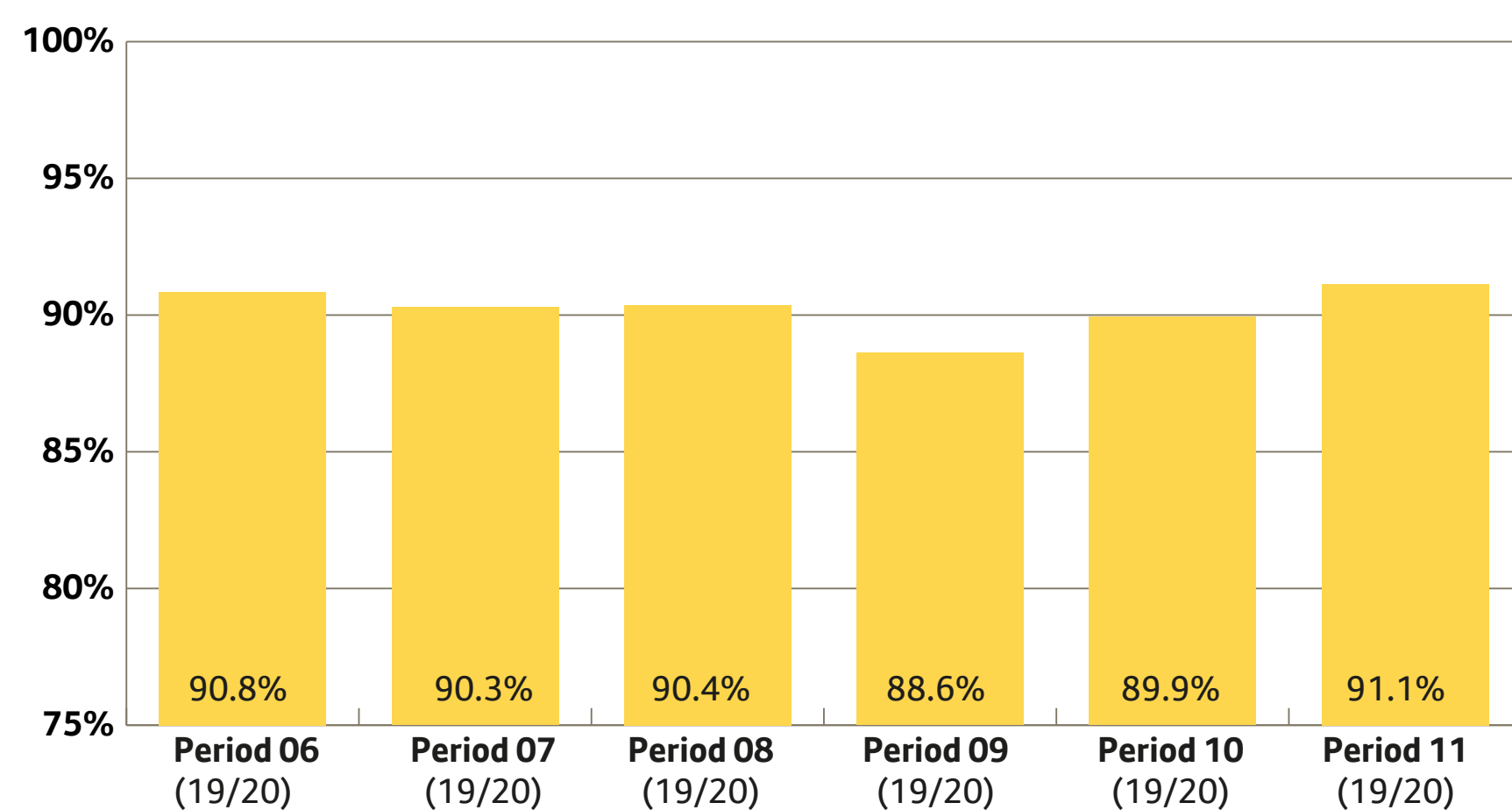
Percentage of trams departing less than two minutes late.

**This route**

**91.1%**

**Overall network**

**90.5%**



#### Reliability

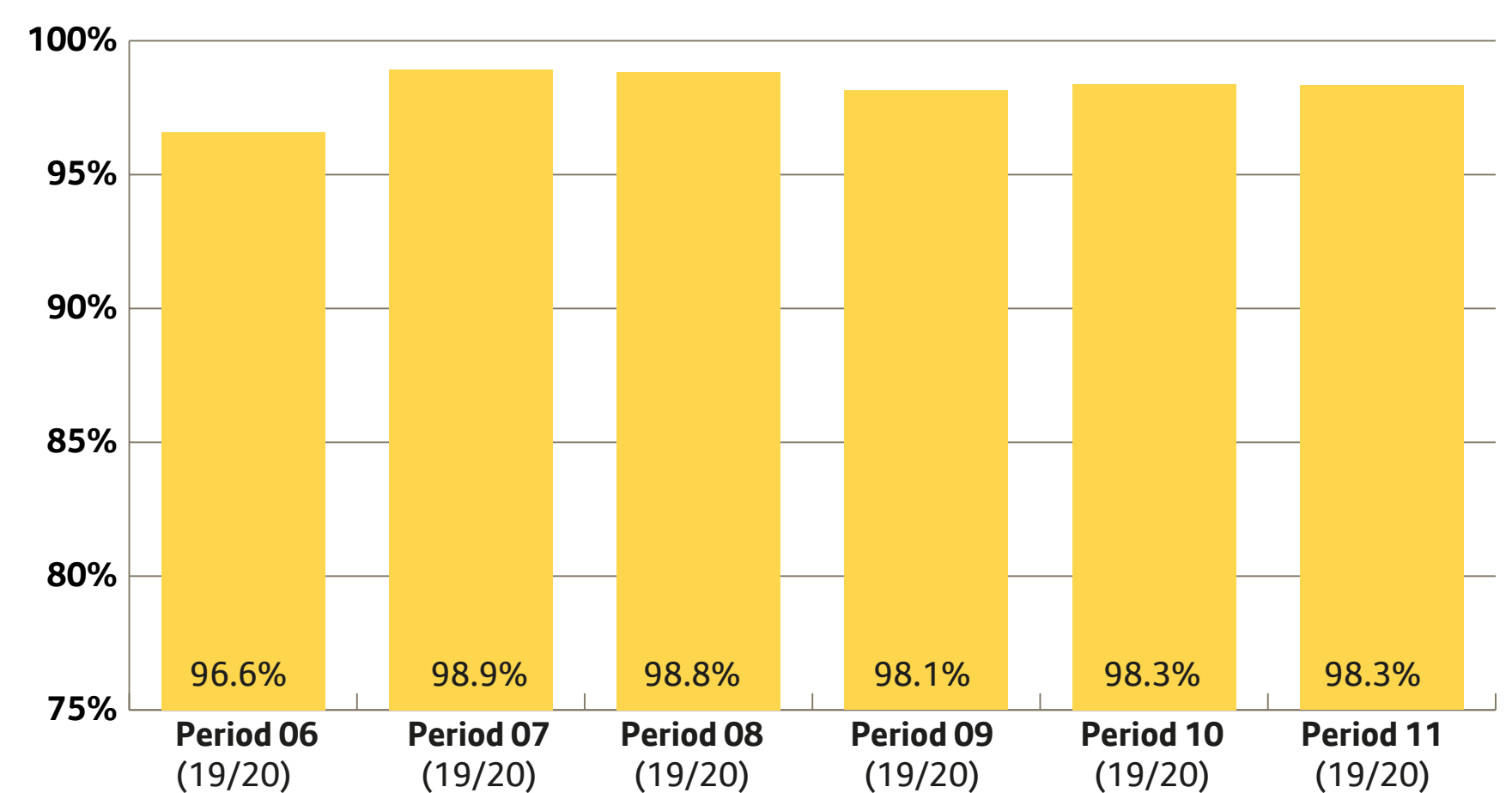
Percentage of planned miles operated.

**This route**

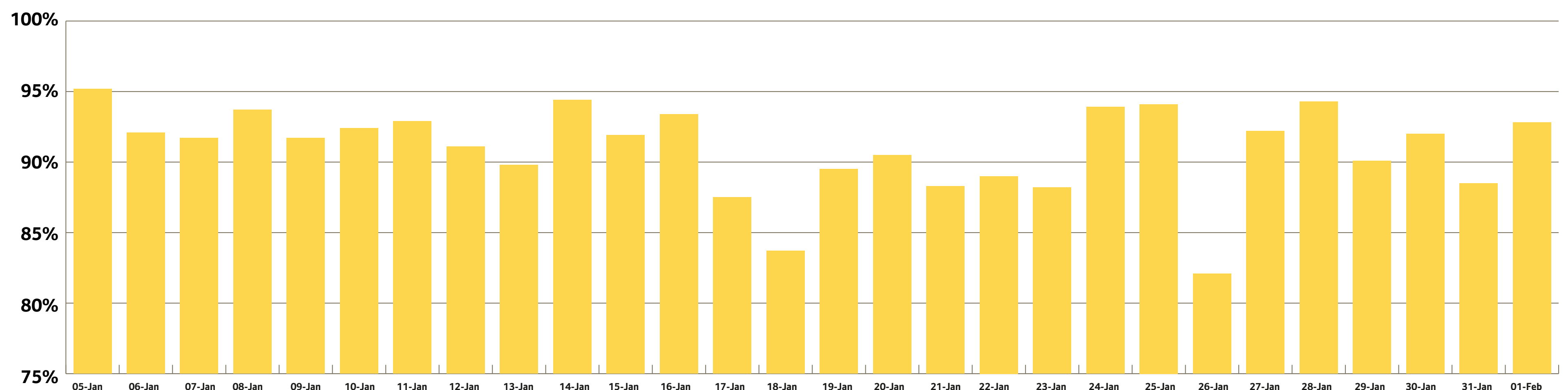
**98.3%**

**Overall network**

**98.9%**



### Route punctuality by date



### Route service disruptions

- 18 Jan 2020**  
Road traffic collision at Holt Town
- 26 Jan 2020**  
Driver Availability at Media City
- 31 Jan 2020**  
Road traffic collision at Piccadilly.

### What we did to improve on this route

- Deep cleans have all passed Joint operation with the GMP Transport unit focussing on mobile operations across the Ashton Line. This is to help deter Anti-Social Behaviour and part of our commitment to reducing fare evasion
- Meeting with a local College to address the fare evasion and Anti-Social Behaviour issues we are having in and around the Oldham King Street this is part of our ongoing school engagement.

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# Metrolink Performance

## Bury Line

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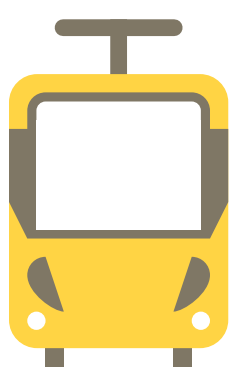
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

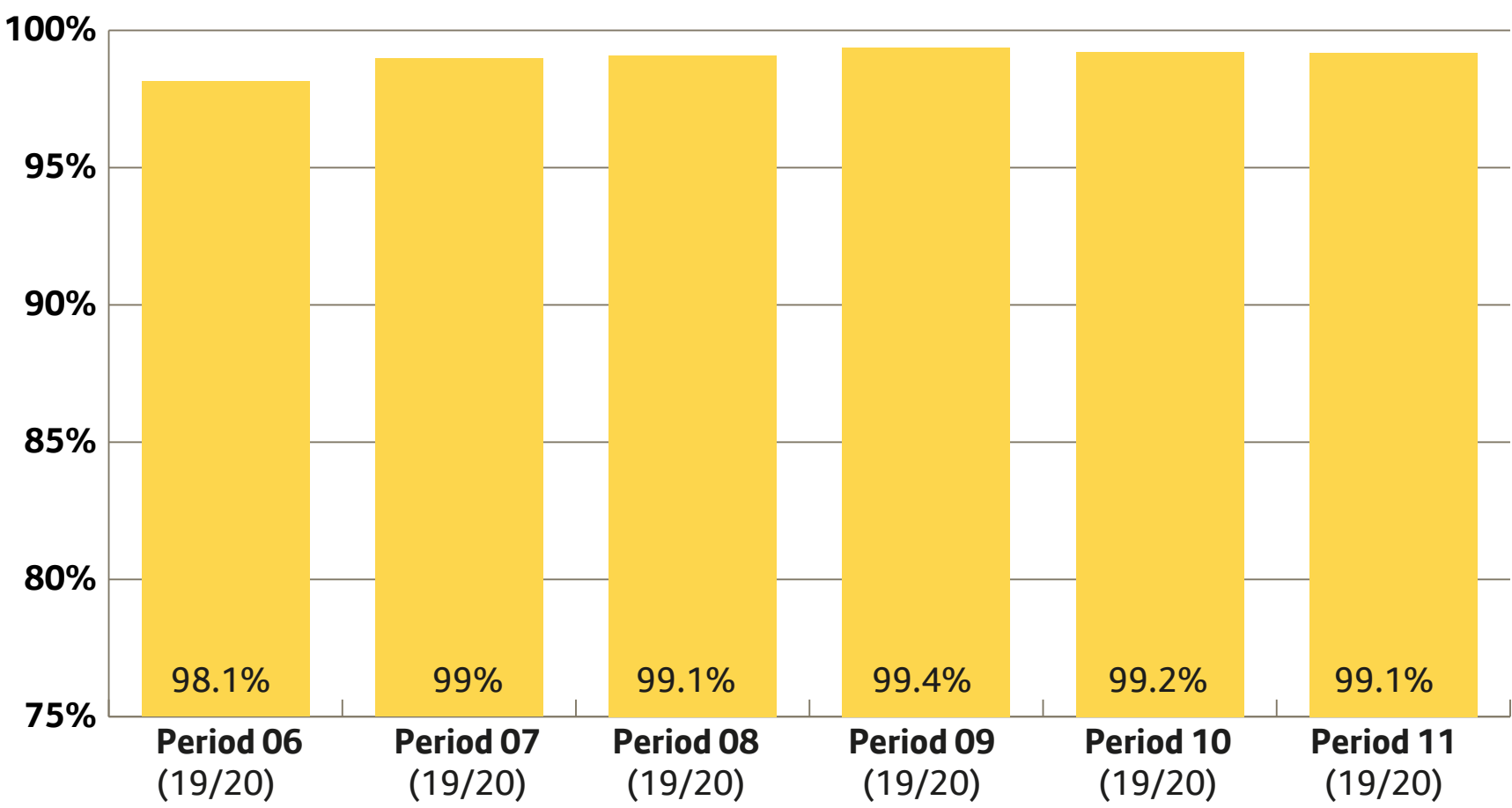
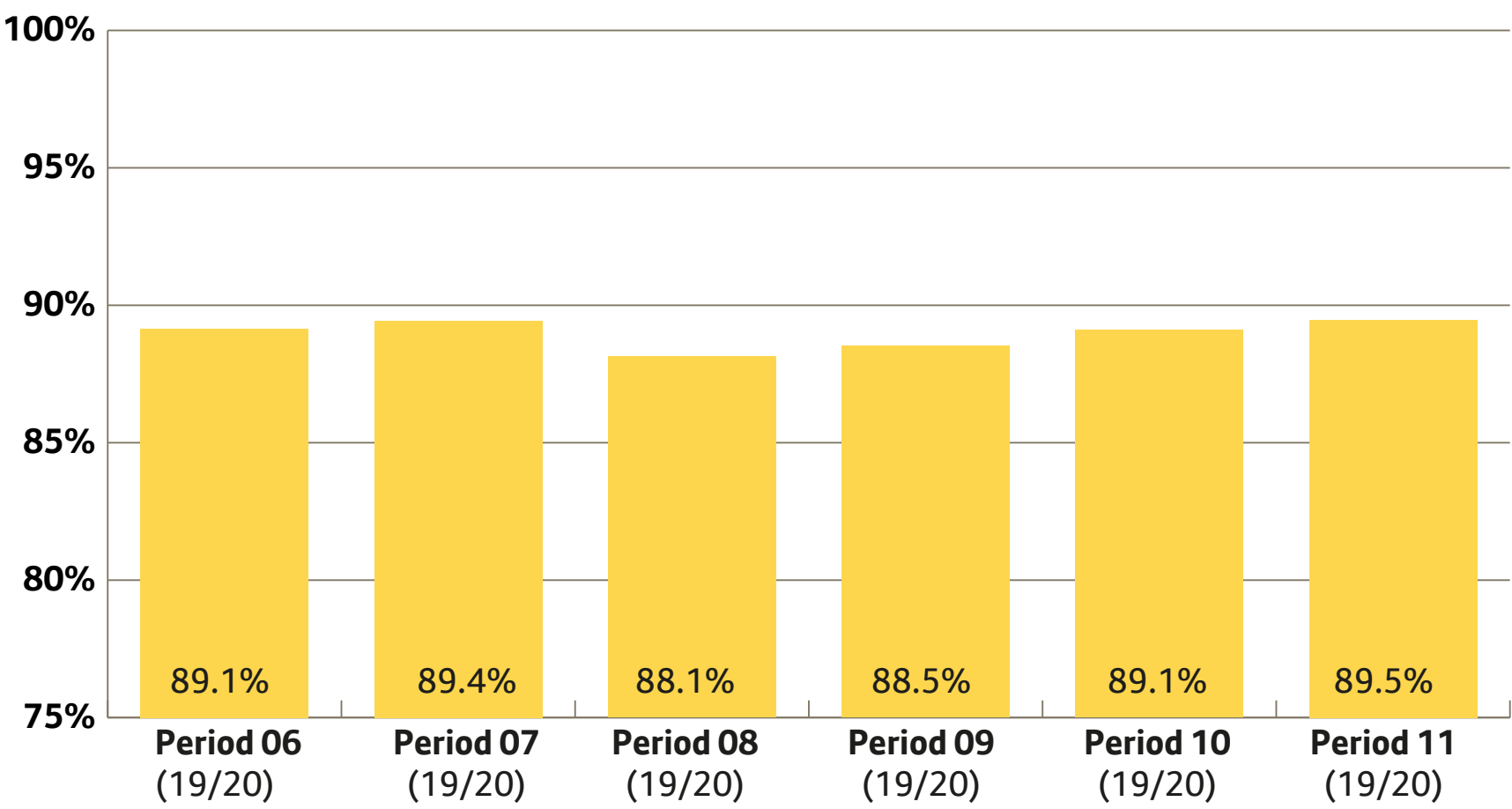
**This route**  
**89.5%**      **Overall network**  
**90.5%**



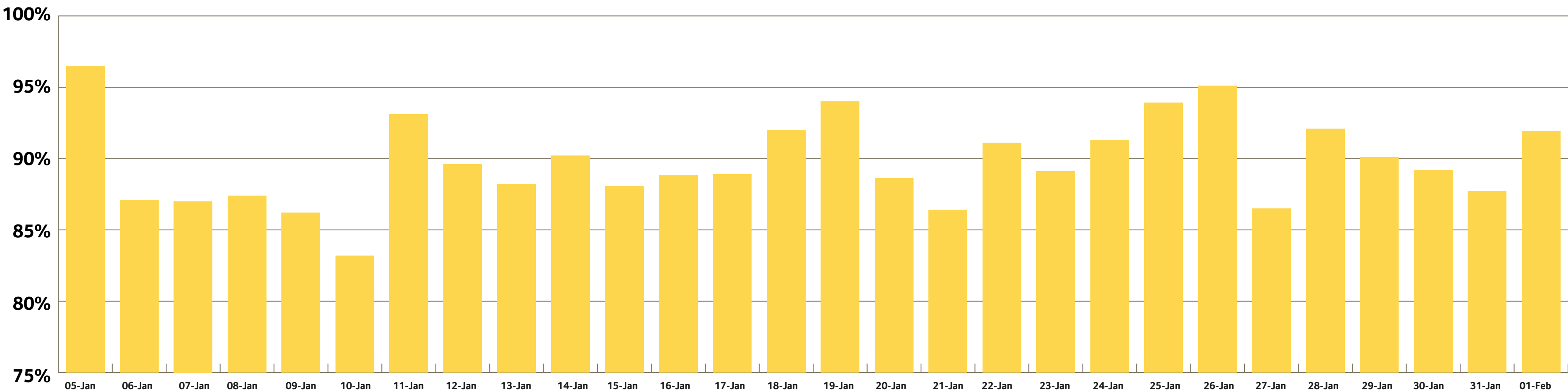
#### Reliability

Percentage of planned miles operated.

**This route**  
**99.1%**      **Overall network**  
**98.9%**



#### Route punctuality by date



#### Route service disruptions

- 06 Jan 2020  
Medical emergency at Victoria
- 07 Jan 2020  
Signal fault at Victoria
- 09 Jan 2020  
Vehicle Fault at Bury
- 10 Jan 2020  
Local power failure at Victoria
- 21 Jan 2020  
Network Rail points fault at Timperly.

#### What we did to improve on this route

- Due to an increase in young people 's Antisocial behaviour targeting CSRs in their line of duty, and problems at Bowker Vale Bury and Prestwich, we have deployed a high visibly presence on this line with security staff to help deter Anti-Social Behaviour, Crime and enforce Byelaws to further enable CSRs to perform their duties safely. Number of Anti-Social Behaviour, Byelaws & Crime recorded. This line was also a priority for the transport unit

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# Metrolink Performance

## East Didsbury Line

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### How we performed



#### Punctuality

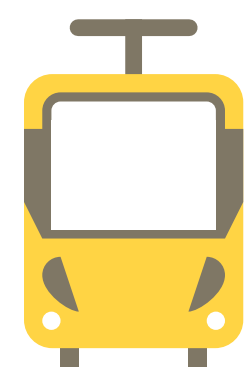
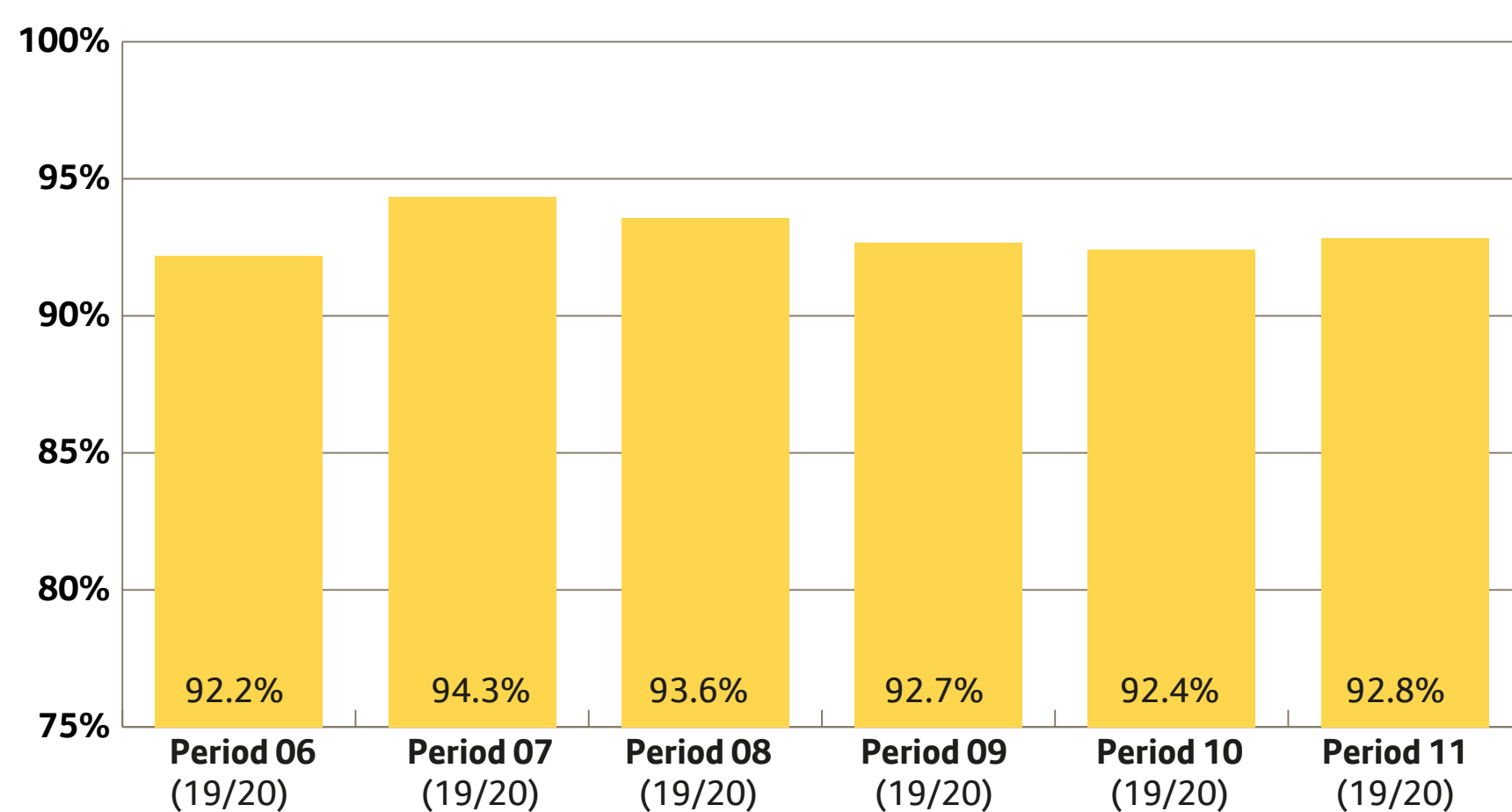
Percentage of trams departing less than two minutes late.

**This route**

**92.8%**

**Overall network**

**90.5%**



#### Reliability

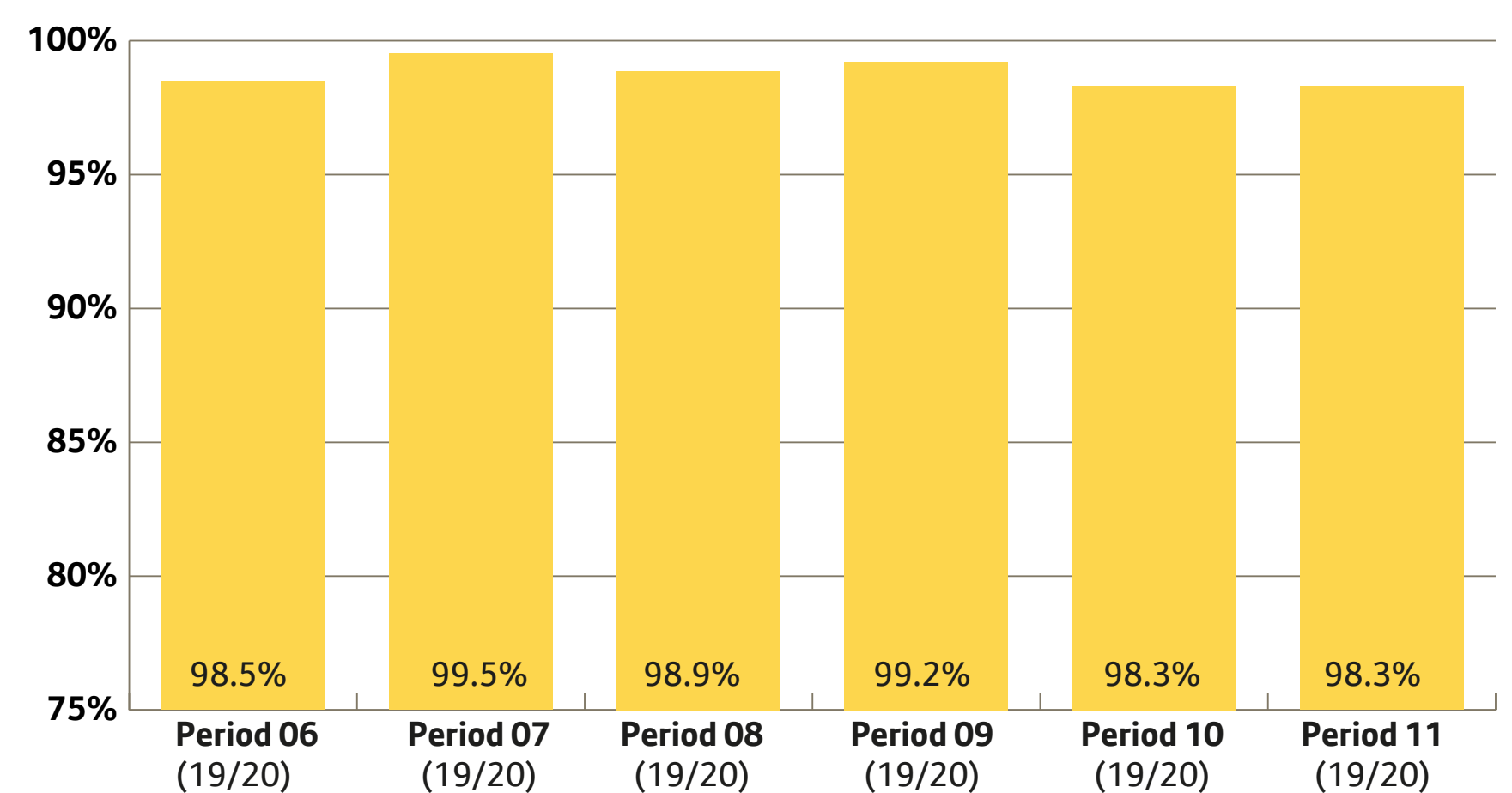
Percentage of planned miles operated.

**This route**

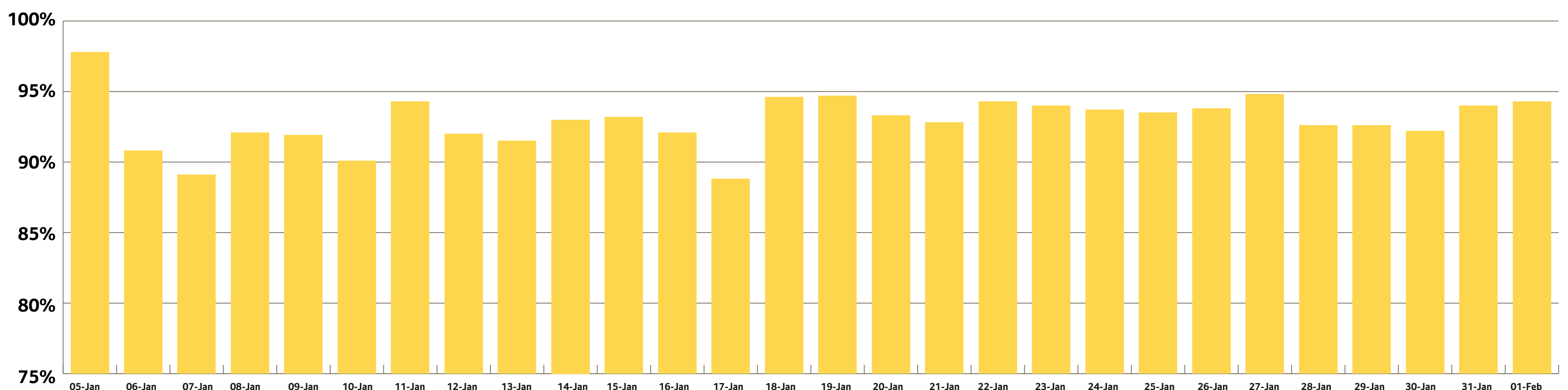
**98.3%**

**Overall network**

**98.9%**



### Route punctuality by date



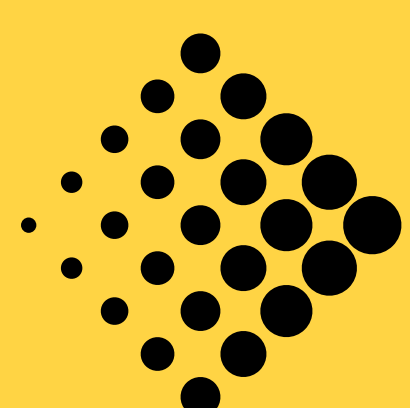
### Route service disruptions

- 06 Jan 2020  
Signal fault at Victoria
- 07 Jan 2020  
Signal fault at Victoria
- 10 Jan 2020  
Local power failure at Victoria
- 17 Jan 2020  
Road traffic collision between Derker and Shaw.

### What we did to improve on this route

- CSRs and TSOs have been deployed in smaller teams.

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# Metrolink Performance

## Eccles & Media City Lines

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### How we performed



#### Punctuality

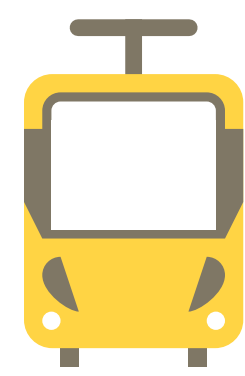
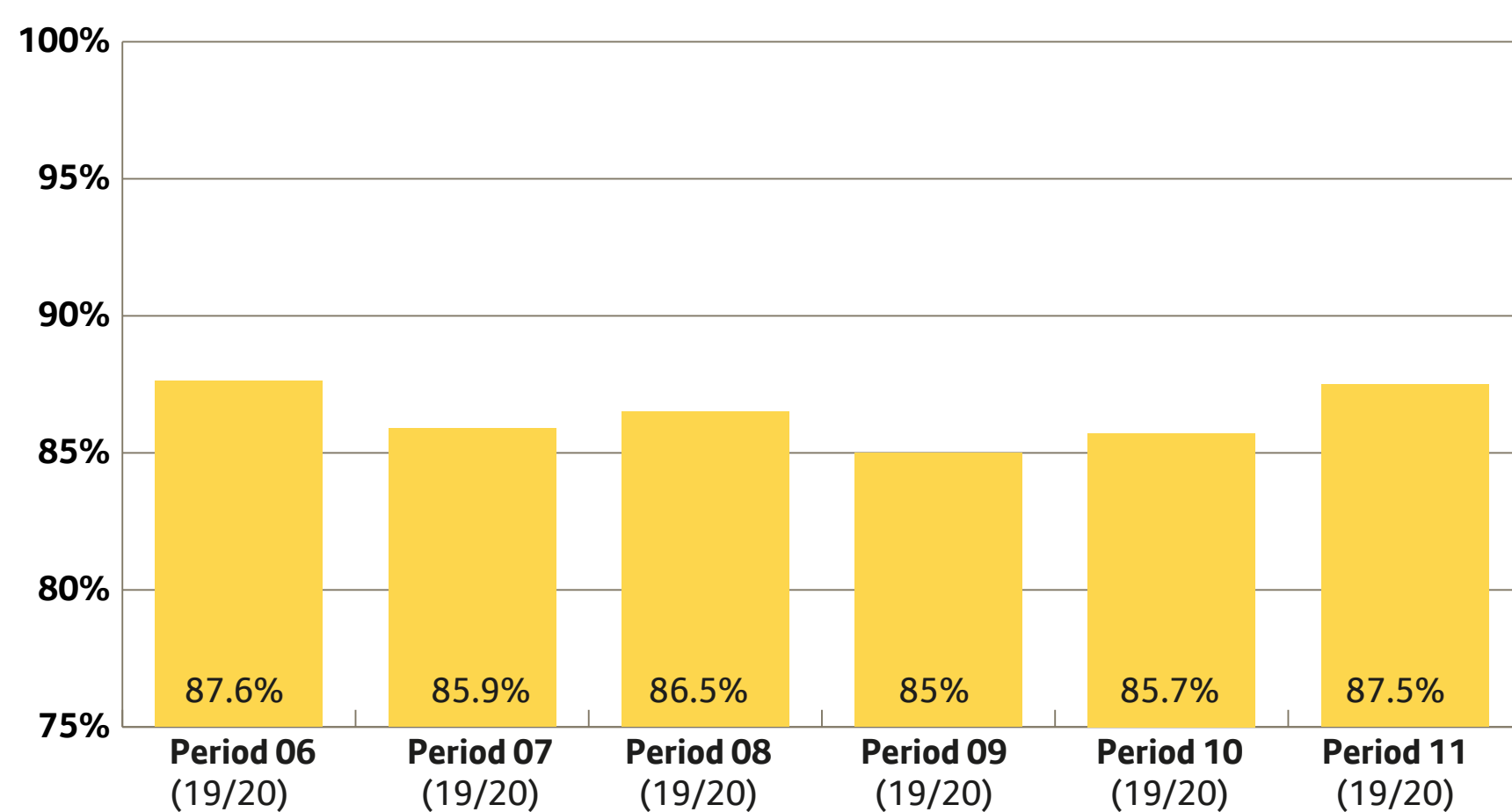
Percentage of trams departing less than two minutes late.

**This route**

**87.5%**

**Overall network**

**90.5%**



#### Reliability

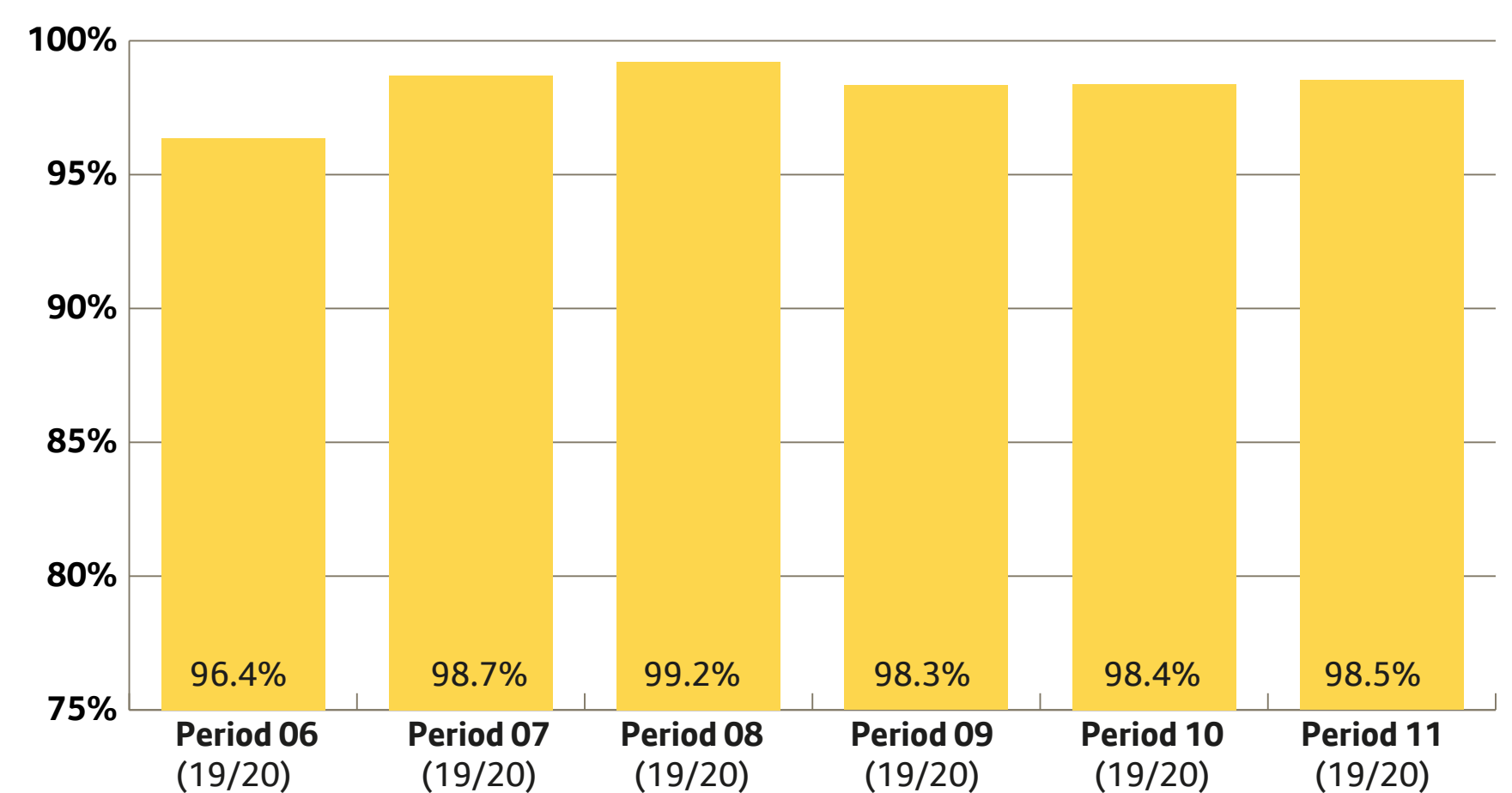
Percentage of planned miles operated.

**This route**

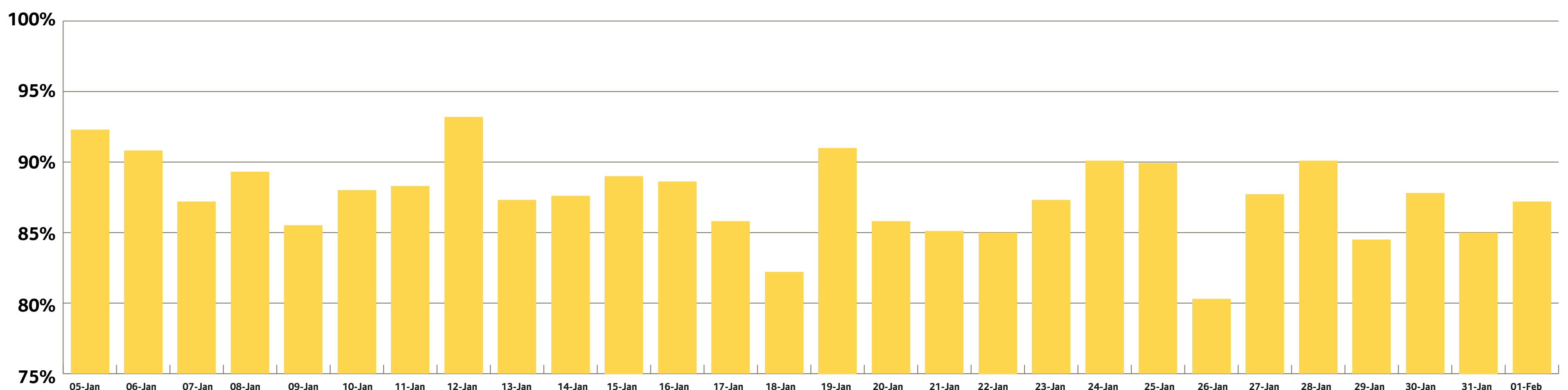
**98.5%**

**Overall network**

**98.9%**



#### Route punctuality by date



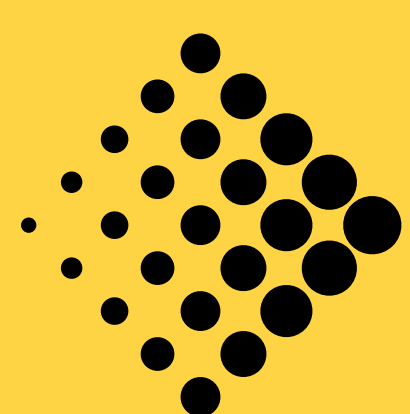
#### Route service disruptions

- 09 Jan 2020  
Points fault at MediaCity
- 18 Jan 2020  
Road traffic collision at Holt Town
- 26 Jan 2020  
Driver Availability at Media City
- 29 Jan 2020  
Event congestion in Manchester City Centre.

#### What we did to improve on this route

- Deep cleans have all passed
- CSRs and TSOs have been deployed in smaller teams.

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# Metrolink Performance

## Oldham & Rochdale Lines

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### How we performed



#### Punctuality

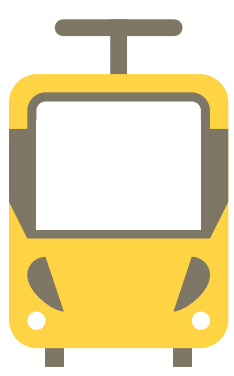
Percentage of trams departing less than two minutes late.

**This route**

**88.4%**

**Overall network**

**90.5%**



#### Reliability

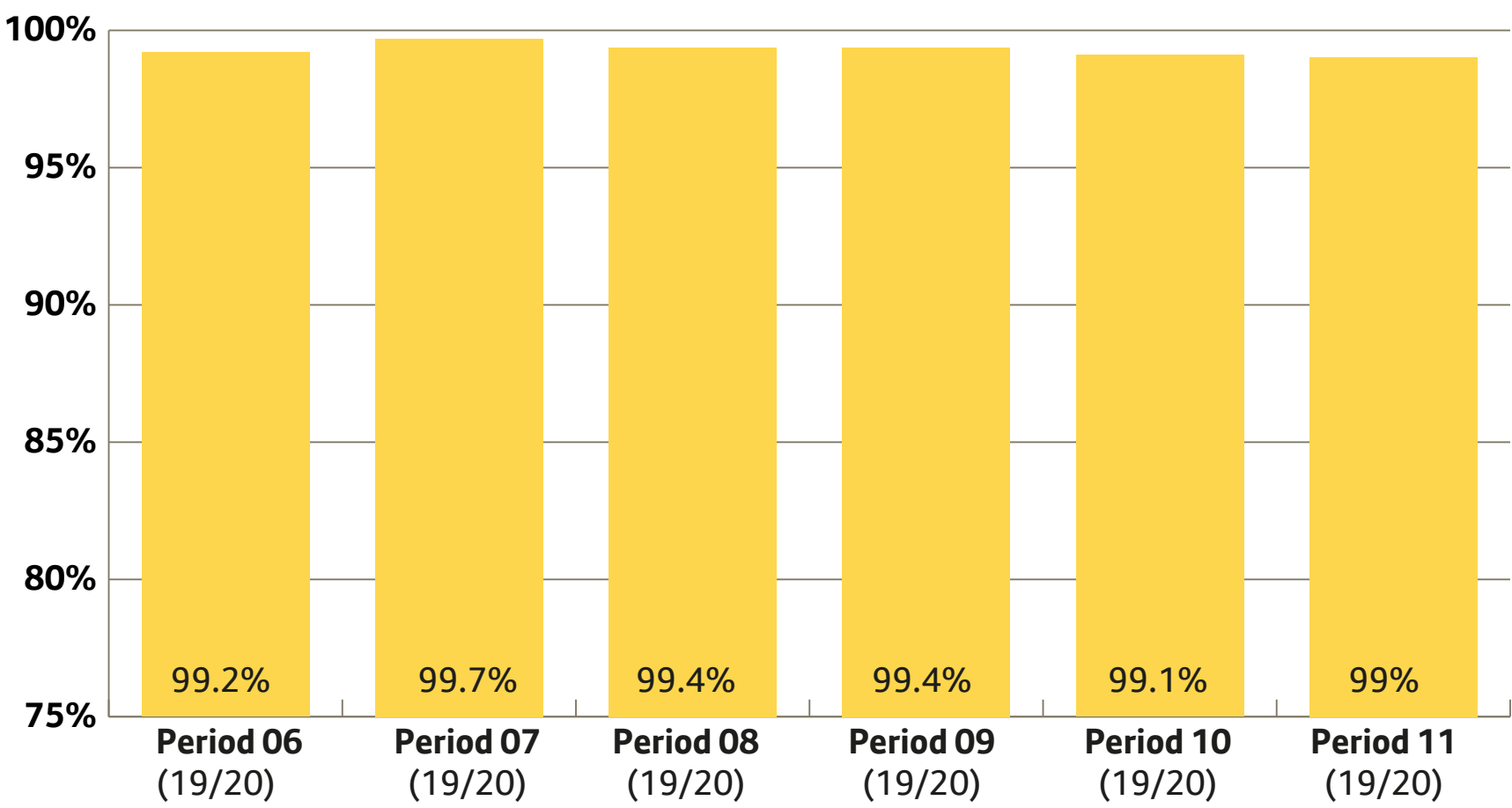
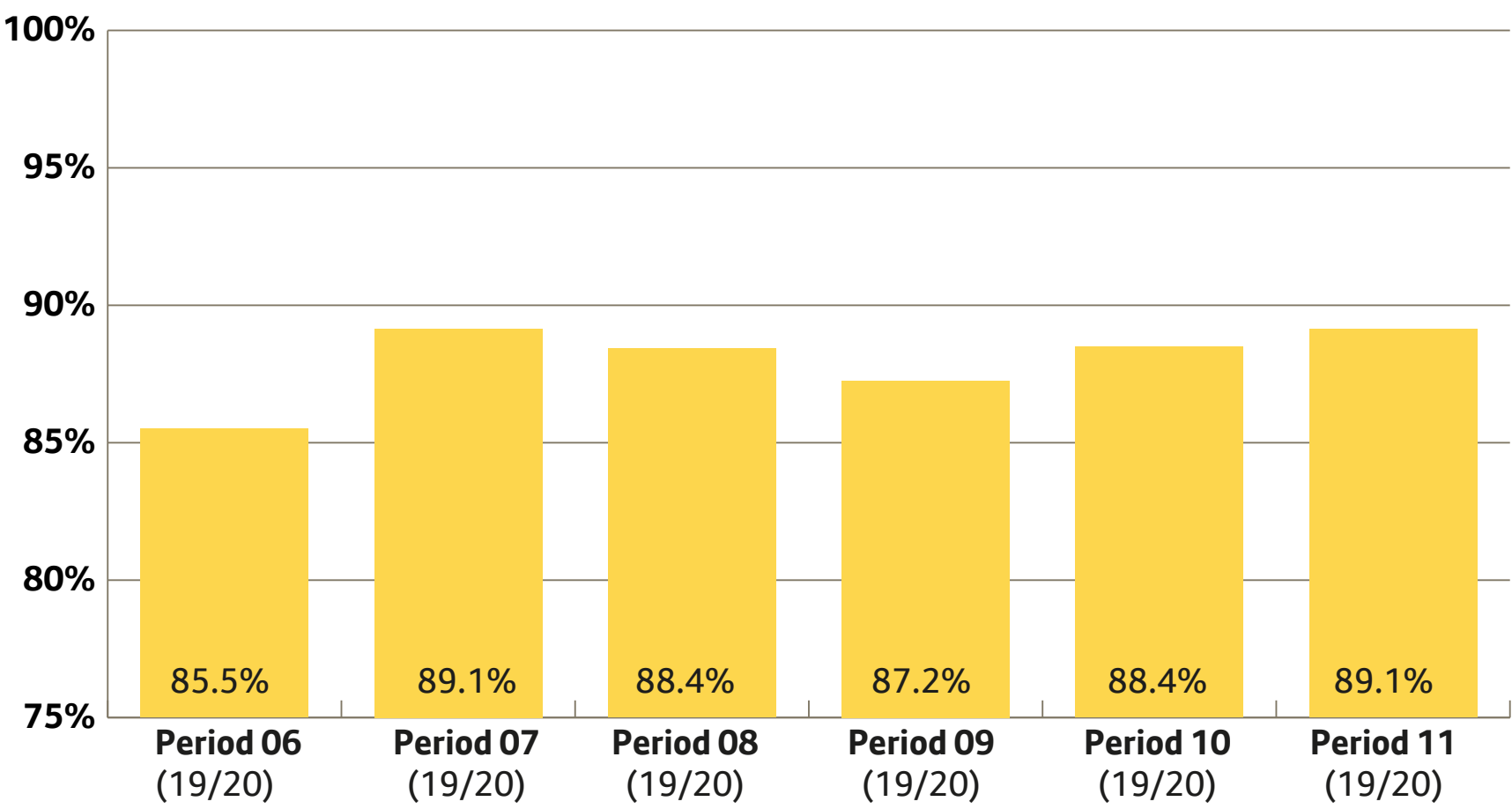
Percentage of planned miles operated.

**This route**

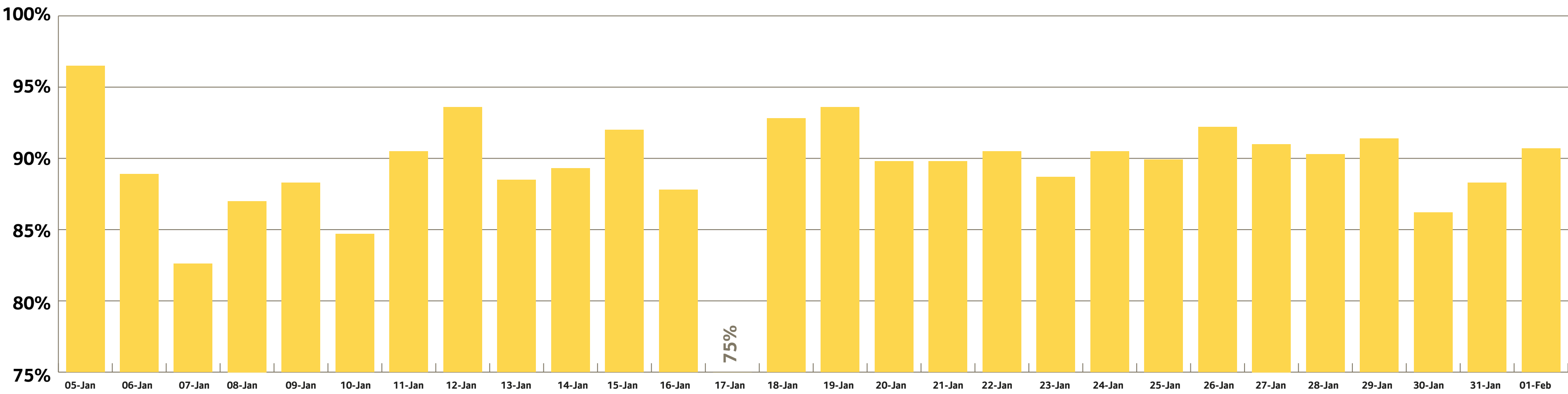
**99.1%**

**Overall network**

**98.9%**



#### Route punctuality by date



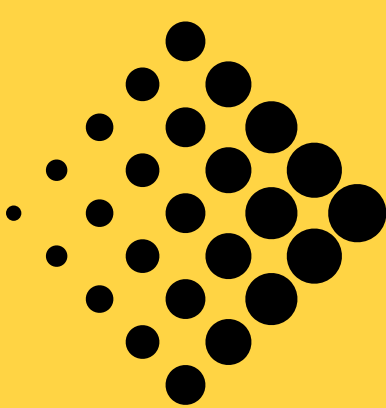
#### Route service disruptions

- 07 Jan 2020  
Signal fault at Victoria
- 10 Jan 2020  
Local power failure at Victoria
- 17 Jan 2020  
Road traffic collision between Derker and Shaw
- 30 Jan 2020  
Road traffic collision at Rochdale.

#### What we did to improve on this route

- Meeting with local community and council with support from GMPs Transport unit with an aim to develop better relationships along the route. This was done by attending township meeting to meet with local councillors to educate them on Metrolink operations, attend street watch meetings to arrange partnership working with the community neighbourhood watch.
- TSO's were deployed across the line as passenger plus staff assaults ranging from spitting to verbal and physical have invariably occurred here this period. & Crime recorded. This line is also a priority for the transport unit

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