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: 23 June until 20 July 2019

How we performed

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

90.9%

**Reliability**
Percentage of planned miles operated.

98.9%

Cancellations
Journeys cancelled. 0.33% of all planned journeys.

Short journeys
Incomplete journeys. 0.67% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019
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: 23 June until 20 July 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route: 89.4%
Overall network: 90.9%

Reliability
Percentage of planned miles operated.

This route: 98.5%
Overall network: 98.9%

Route punctuality by date

Route service disruptions

- 27 Jun 2019: Points fault at Trafford Bar, Cornbrook and St Werburgh’s Road
- 29 Jun 2019: Tram fault at Barlow Moor Road
- 06 Jul 2019: Road traffic collision at Baguley.

What we did to improve on this route

- Our preparedness to tactically handle flooding and heat wave conditions minimised the impact to customers. However, the extreme weather across Greater Manchester has blighted our performance this period. We continuously learn from the operational challenges faced and have invested in a number of monitoring tools to improve reliability under these circumstances.
- TravelSafe Officers have been deployed across the line in response to notable levels of anti-social behaviour and customer feedback. It is anticipated that their presence will deter nuisance and intimidating behaviour reassuring customers of our commitment to tackle concerns regarding safety and security.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019
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: 23 June until 20 July 2019

How we performed

**Punctuality**
Percentage of trams departing less than two minutes late.
- This route: 91.6%
- Overall network: 90.9%

**Reliability**
Percentage of planned miles operated.
- This route: 98.7%
- Overall network: 98.9%

### Route punctuality by date

![Graph showing punctuality by date]

### Route service disruptions
- **27 Jun 2019**
  Points fault at Trafford Bar and Cornbrook
- **29 Jun 2019**
  Tram fault at Radcliffe
- **19 Jul 2019**
  Points fault at St. Peter’s Square.

### What we did to improve on this route
- Our preparedness to tactically handle flooding and heat wave conditions minimised the impact to customers. However, the extreme weather across Greater Manchester has blighted our performance this period. We continuously learn from the operational challenges faced and have invested in a number of monitoring tools to improve reliability under these circumstances.
- To assist with the busy schedule of special events, additional Customer Service Representatives were deployed at key locations across the line.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019

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Metrolink is operated on behalf of Transport for Greater Manchester by KeolisAmey.
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: 23 June until 20 July 2019

How we performed

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

- **This route:** 88.9%
- **Overall network:** 90.9%

**Reliability**
Percentage of planned miles operated.

- **This route:** 98.8%
- **Overall network:** 98.9%

Route punctuality by date

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<thead>
<tr>
<th>Date</th>
<th>Punctuality (%)</th>
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<td>23-Jun</td>
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<td>20-Jul</td>
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**Reliability**
Percentage of planned miles operated.

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<th>Date</th>
<th>Reliability (%)</th>
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<td>23-Jun</td>
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<td>20-Jul</td>
<td>99.5%</td>
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Route service disruptions

- **23 Jun 2019**
  - Vehicles blocking the tracks between Audenshaw & Droylesden
- **27 Jun 2019**
  - Points fault at Cornbrook
- **29 Jun 2019**
  - Operational incident at Piccadilly

What we did to improve on this route

- **19 Jul 2019**
  - Points fault at St. Peter’s Square.
- Our preparedness to tactically handle flooding and heat wave conditions minimised the impact to customers. However, the extreme weather across Greater Manchester has blighted our performance this period. We continuously learn from the operational challenges faced and have invested in a number of monitoring tools to improve reliability under these circumstances.
- TravelSafe Officers have been deployed across the line in response to notable levels of anti-social behaviour and customer feedback. It is anticipated that their presence will deter nuisance and intimidating behaviour reassuring customers of our commitment to tackle concerns regarding safety and security.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

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This report covers our four-week period between: 23 June until 20 July 2019

How we performed

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

- **This route**: 89.3%
- **Overall network**: 90.9%

**Reliability**
Percentage of planned miles operated.

- **This route**: 99.4%
- **Overall network**: 98.9%

Route punctuality by date

- **27 Jun 2019**: Points fault at Trafford Bar and Cornbrook
- **28 Jun 2019**: Points fault at Victoria
- **29 Jun 2019**: Tram fault at Radcliffe

What we did to improve on this route

Our preparedness to tactically handle flooding and heat wave conditions minimised the impact to customers. However, the extreme weather across Greater Manchester has blighted our performance this period. We continuously learn from the operational challenges faced and have invested in a number of monitoring tools to improve reliability under these circumstances.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 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: 23 June until 20 July 2019

How we performed

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

This route: 95.7%
Overall network: 90.9%

**Reliability**
Percentage of planned miles operated.

This route: 98.4%
Overall network: 98.9%

Route punctuality by date

Route service disruptions

- **27 Jun 2019** Points fault at Trafford Bar, Cornbrook and St Werburgh’s Road
- **19 Jul 2019** Points fault at St. Peter’s Square.

What we did to improve on this route

- Our preparedness to tactically handle flooding and heat wave conditions minimised the impact to customers. However, the extreme weather across Greater Manchester has blighted our performance this period. We continuously learn from the operational challenges faced and have invested in a number of monitoring tools to improve reliability under these circumstances.
- We celebrated Women in Engineering day with a depot visit organised for Whalley Range High School for Girls.
- Collaborative ‘Day of Action’ took place at St. Werburgh’s Road in conjunction with the Travel safe Partnership and Greater Manchester Police. Work is ongoing to develop a strong and productive relationship with the neighbourhood police team.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019
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:** 88.3%
- **Overall network:** 90.9%

**Reliability**
Percentage of planned miles operated.

- **This route:** 98.3%
- **Overall network:** 98.9%

Route punctuality by date

Route service disruptions

- 27 Jun 2019: Points fault at Cornbrook
- 29 Jun 2019: Operational incident at Piccadilly
- 06 Jul 2019: Road traffic collision at Langworthy
- 19 Jul 2019: Points fault at St. Peter’s Square.

What we did to improve on this route

- Our preparedness to tactically handle flooding and heat wave conditions minimised the impact to customers. However, the extreme weather across Greater Manchester has blighted our performance this period. We continuously learn from the operational challenges faced and have invested in a number of monitoring tools to improve reliability under these circumstances.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 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: 23 June until 20 July 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route: 93.1%
Overall network: 90.9%

Reliability
Percentage of planned miles operated.

This route: 99.3%
Overall network: 98.9%

Route punctuality by date

Route service disruptions
- 27 Jun 2019
  Points fault at Trafford Bar, Cornbrook and St Werburgh’s Road
- 28 Jun 2019
  Points fault at Victoria
- 19 Jul 2019
  Points fault at St. Peter’s Square.

What we did to improve on this route
- Our preparedness to tactically handle flooding and heat wave conditions minimised the impact to customers. However, the extreme weather across Greater Manchester has blighted our performance this period. We continuously learn from the operational challenges faced and have invested in a number of monitoring tools to improve reliability under these circumstances.
- As part of our community engagement plan, we supported two weeks of ‘Crucial Crew’ activities in the Oldham area, the initiative is designed to raise awareness of personal safety and security amongst young children.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019