

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

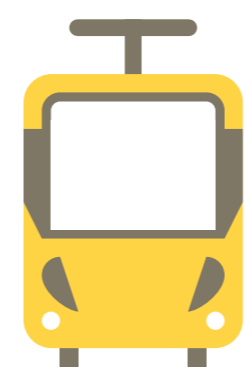
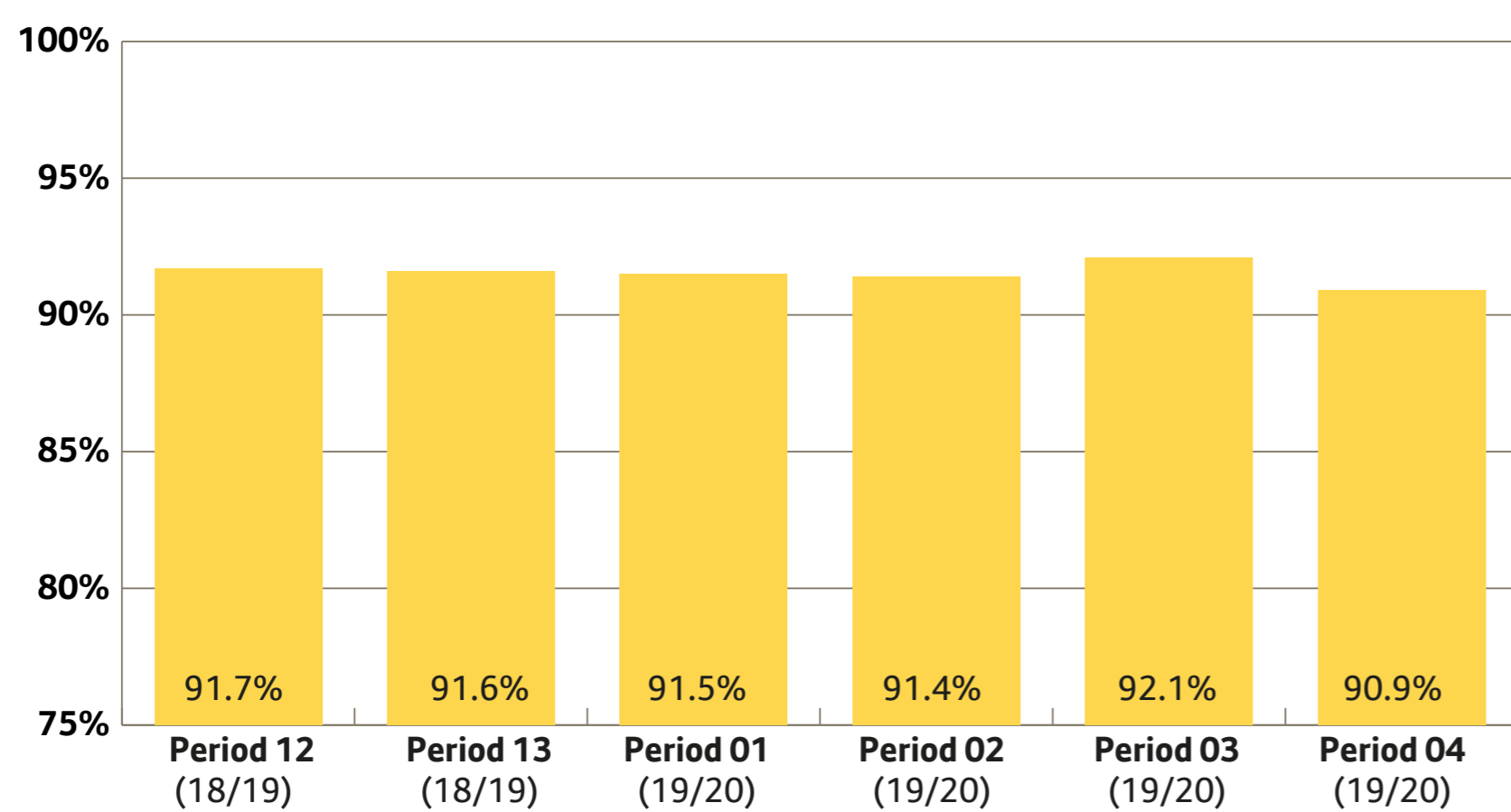
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

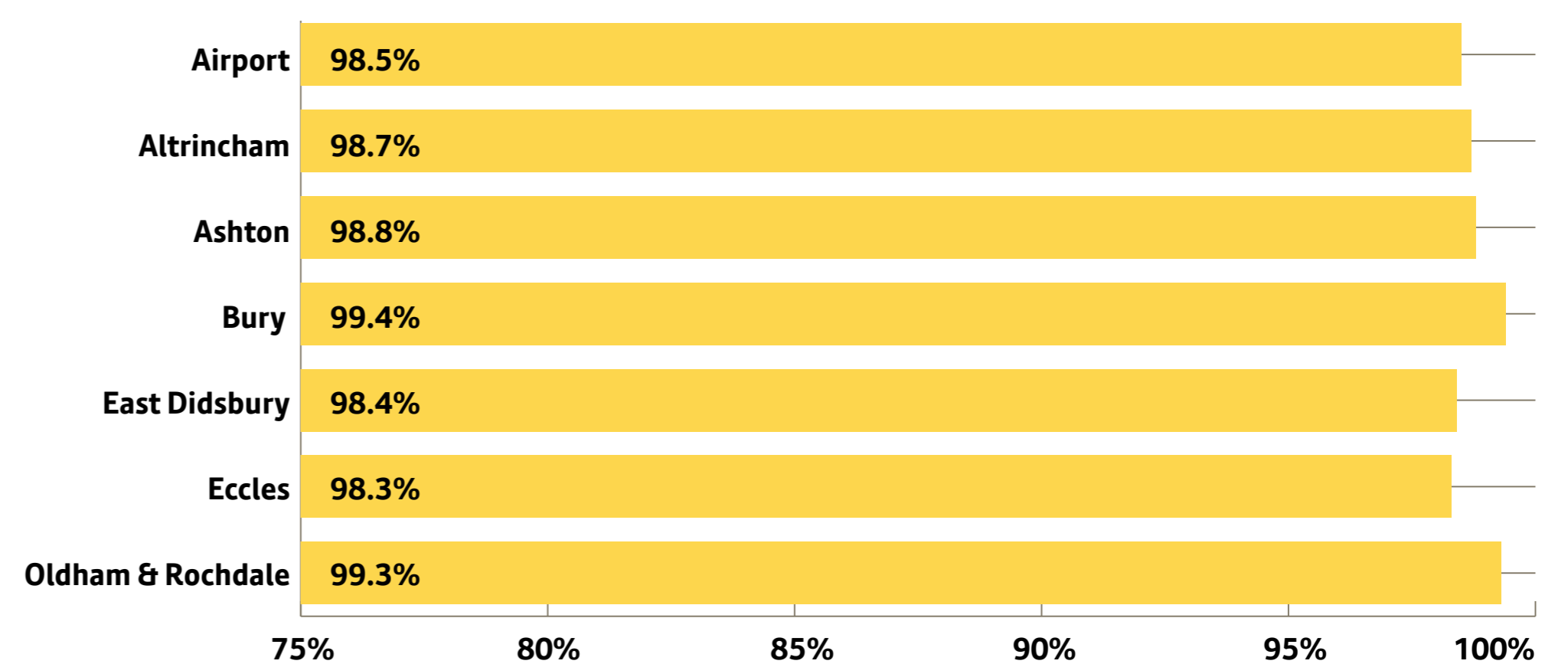
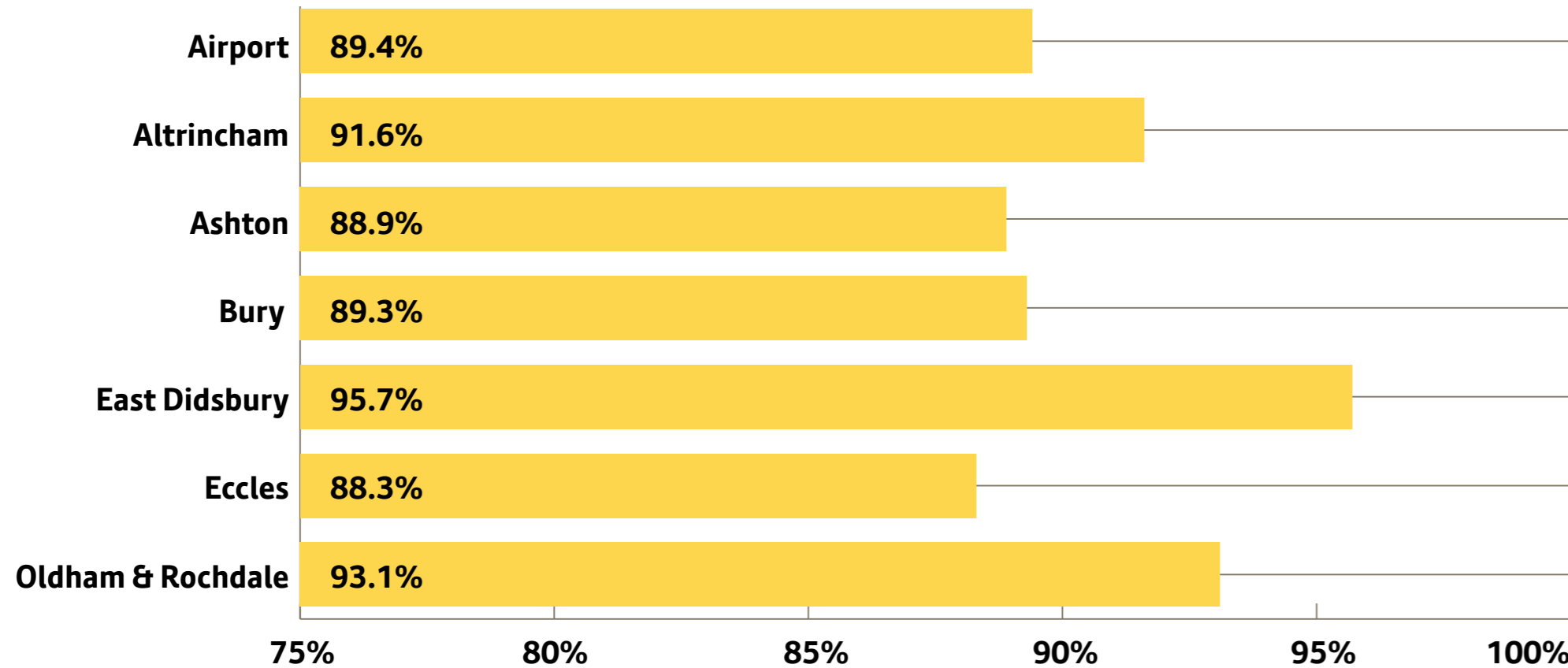
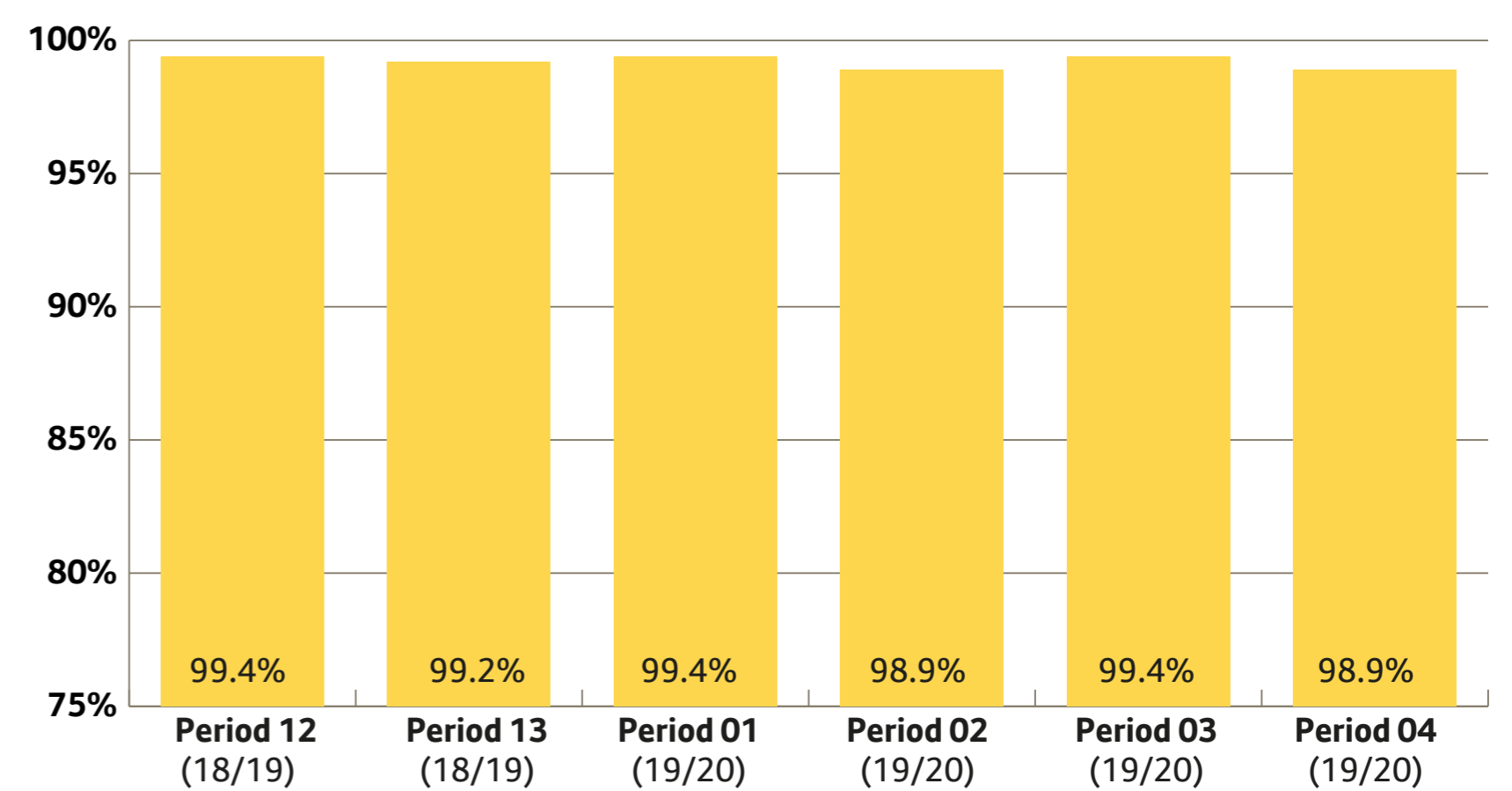
90.9%



Reliability

Percentage of planned miles operated.

98.9%



Cancellations

Journeys cancelled.

0.33% of all planned journeys.



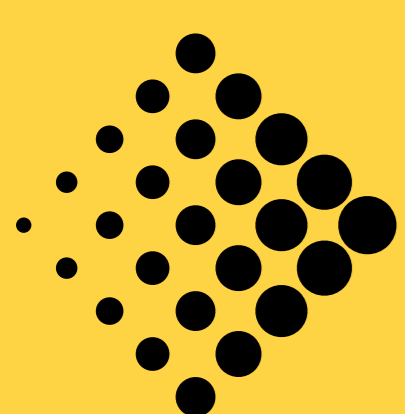
Short journeys

Incomplete journeys.

0.67% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019



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.

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four-week period between:

23 June until 20 July 2019

How we performed



Punctuality

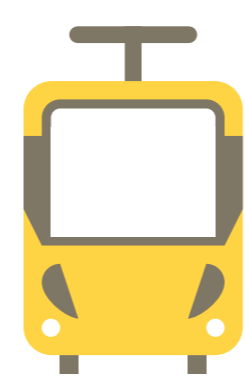
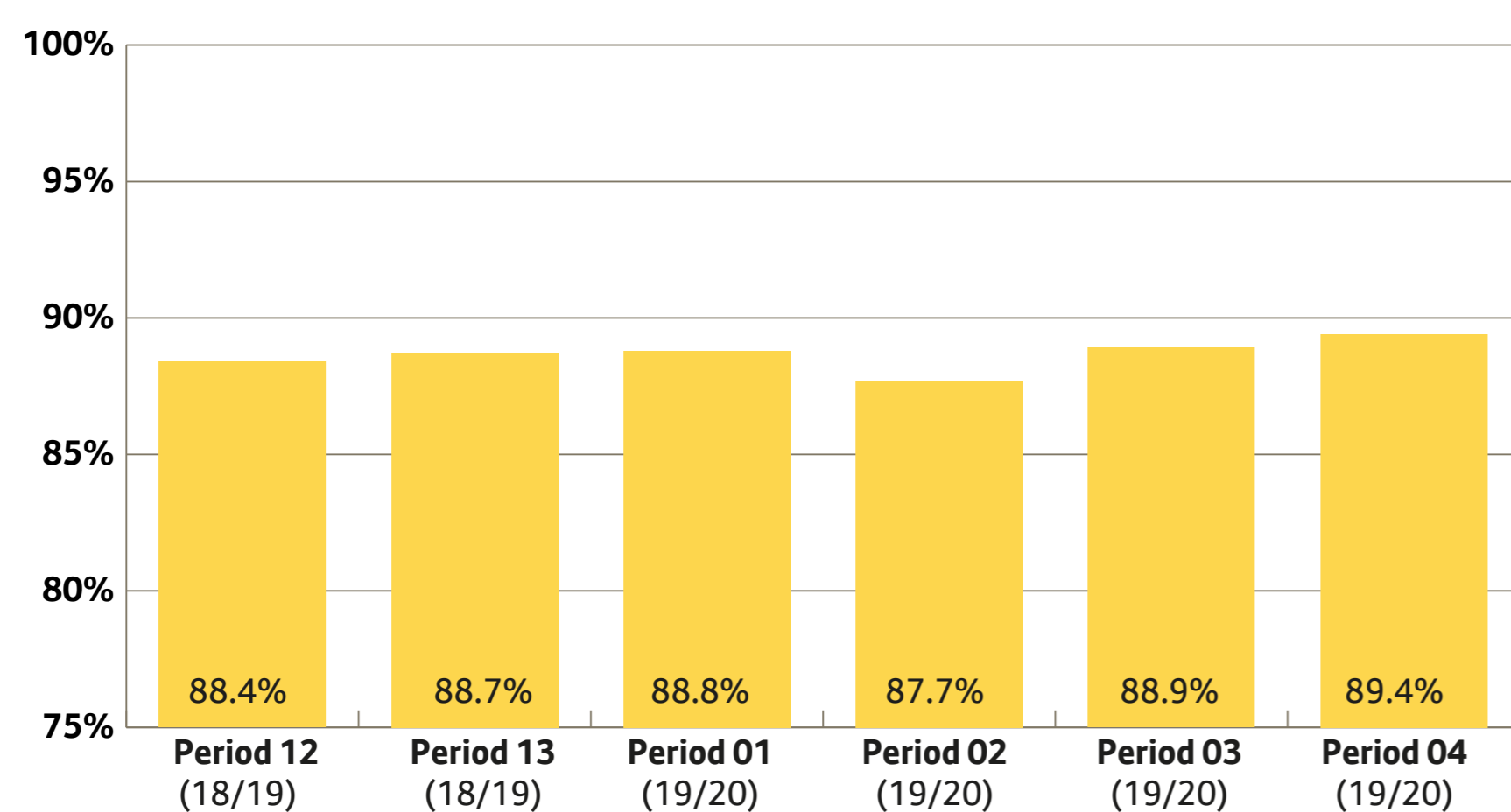
Percentage of trams departing less than two minutes late.

This route

89.4%

Overall network

90.9%



Reliability

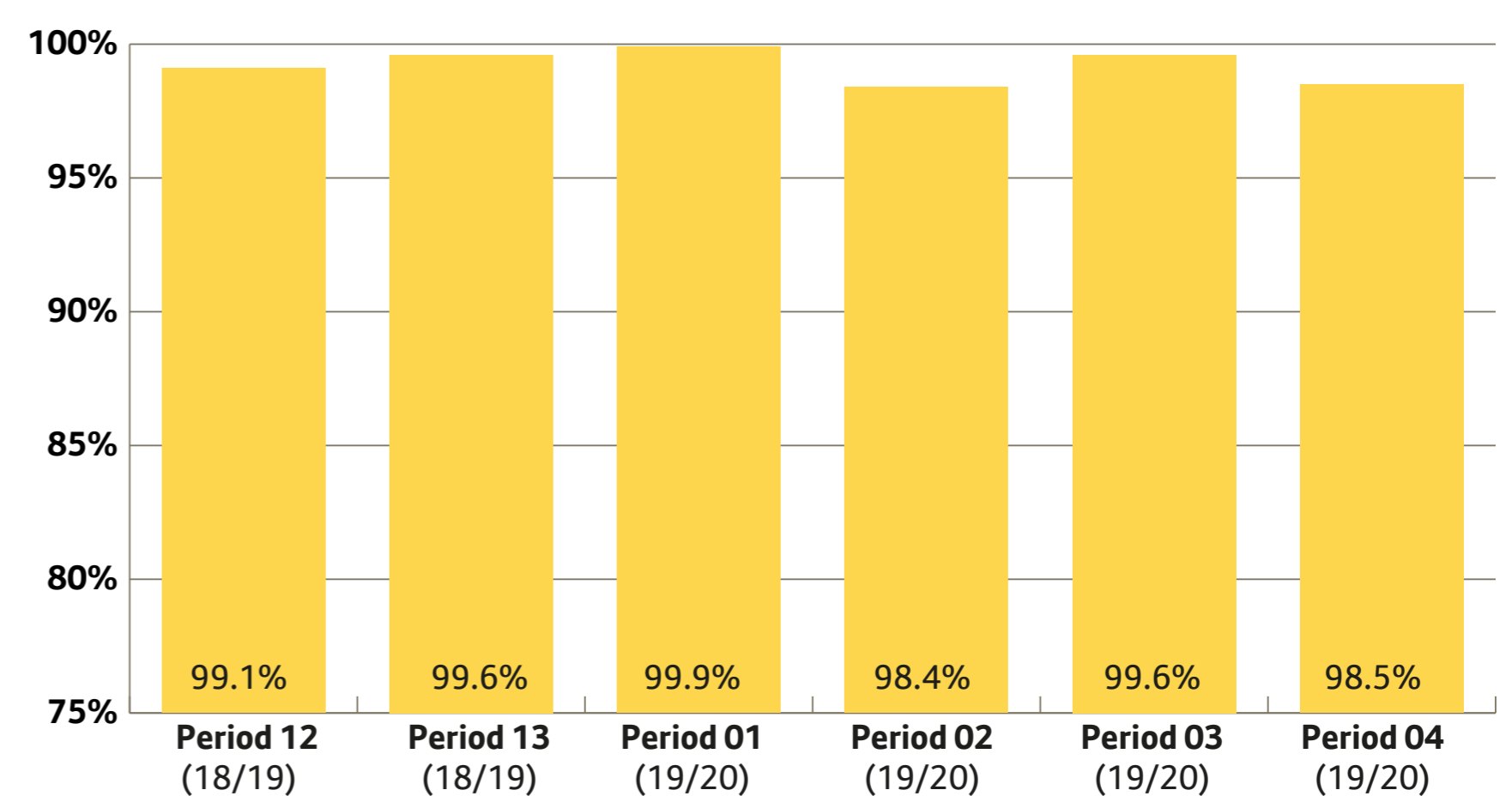
Percentage of planned miles operated.

This route

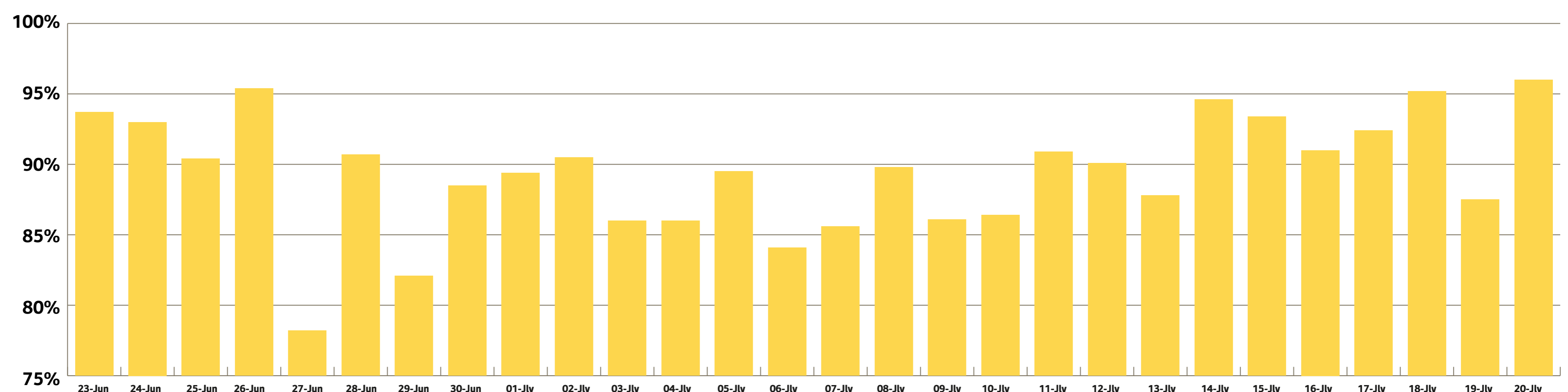
98.5%

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

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How we performed



Punctuality

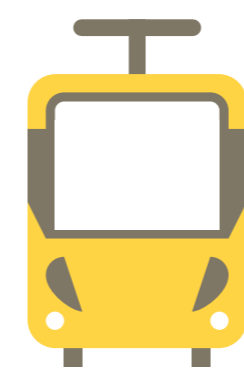
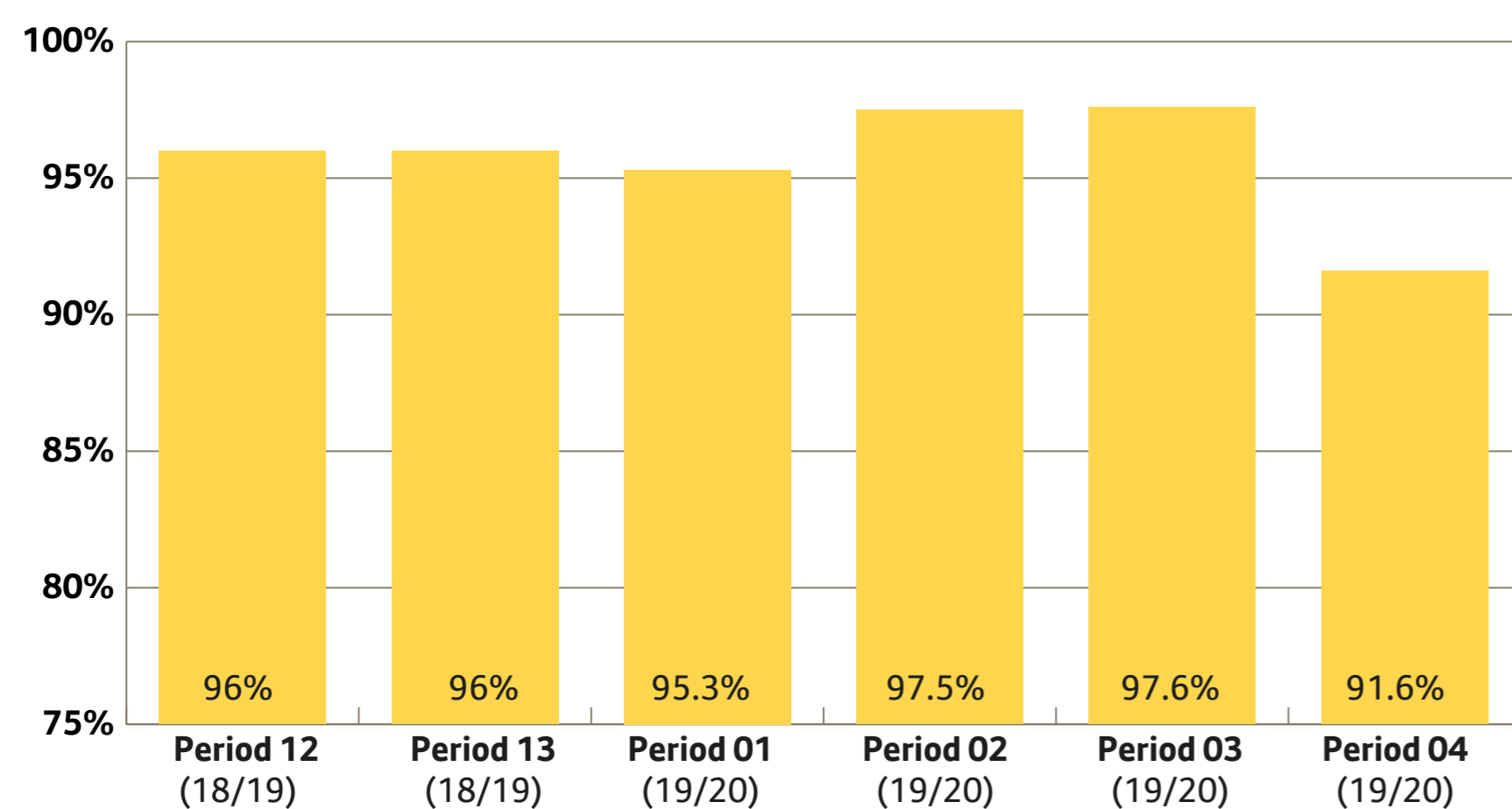
Percentage of trams departing less than two minutes late.

This route

91.6%

Overall network

90.9%



Reliability

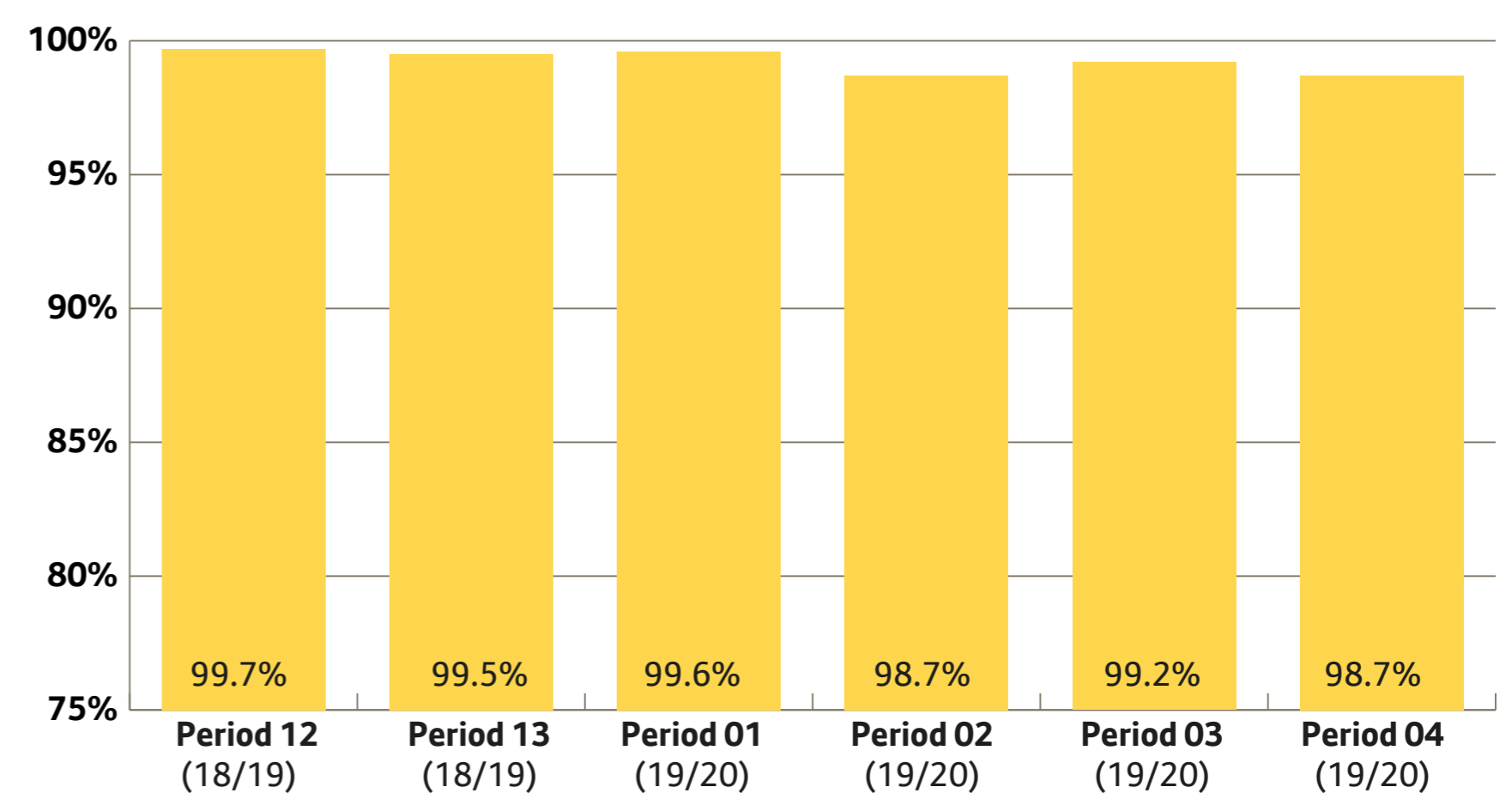
Percentage of planned miles operated.

This route

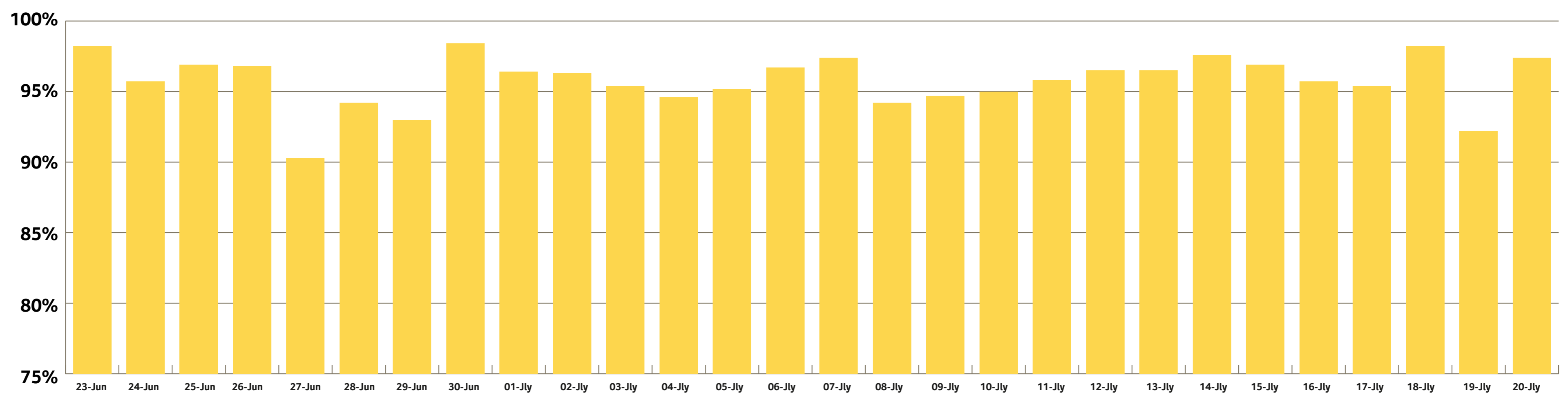
98.7%

Overall network

98.9%



Route punctuality by date



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.

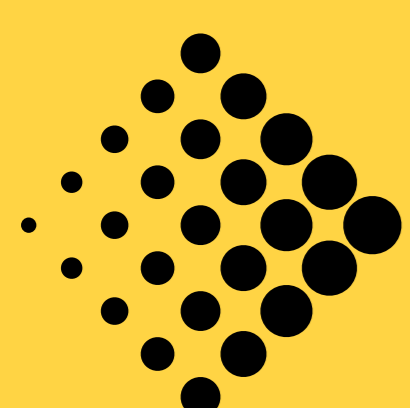
What we did to improve on this route

- 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



Metrolink

Metrolink is operated on behalf of
Transport for Greater Manchester by

KEOLIS amey

Metrolink

Metrolink Performance

Ashton-under-Lyne Line

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How we performed



Punctuality

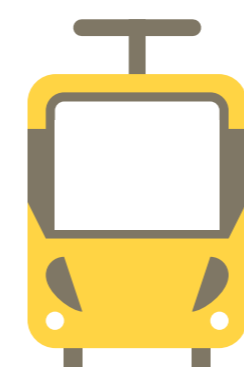
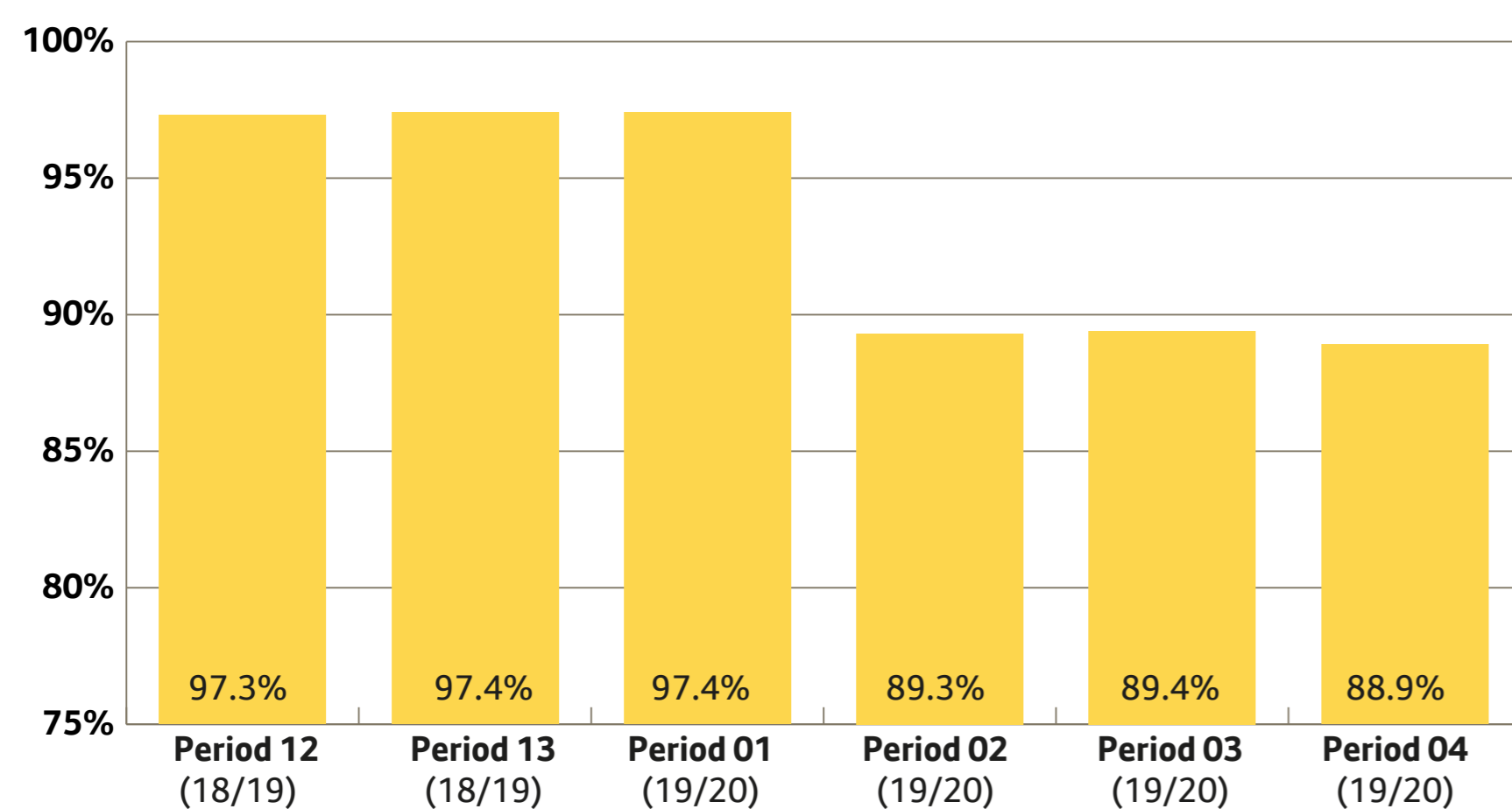
Percentage of trams departing less than two minutes late.

This route

88.9%

Overall network

90.9%



Reliability

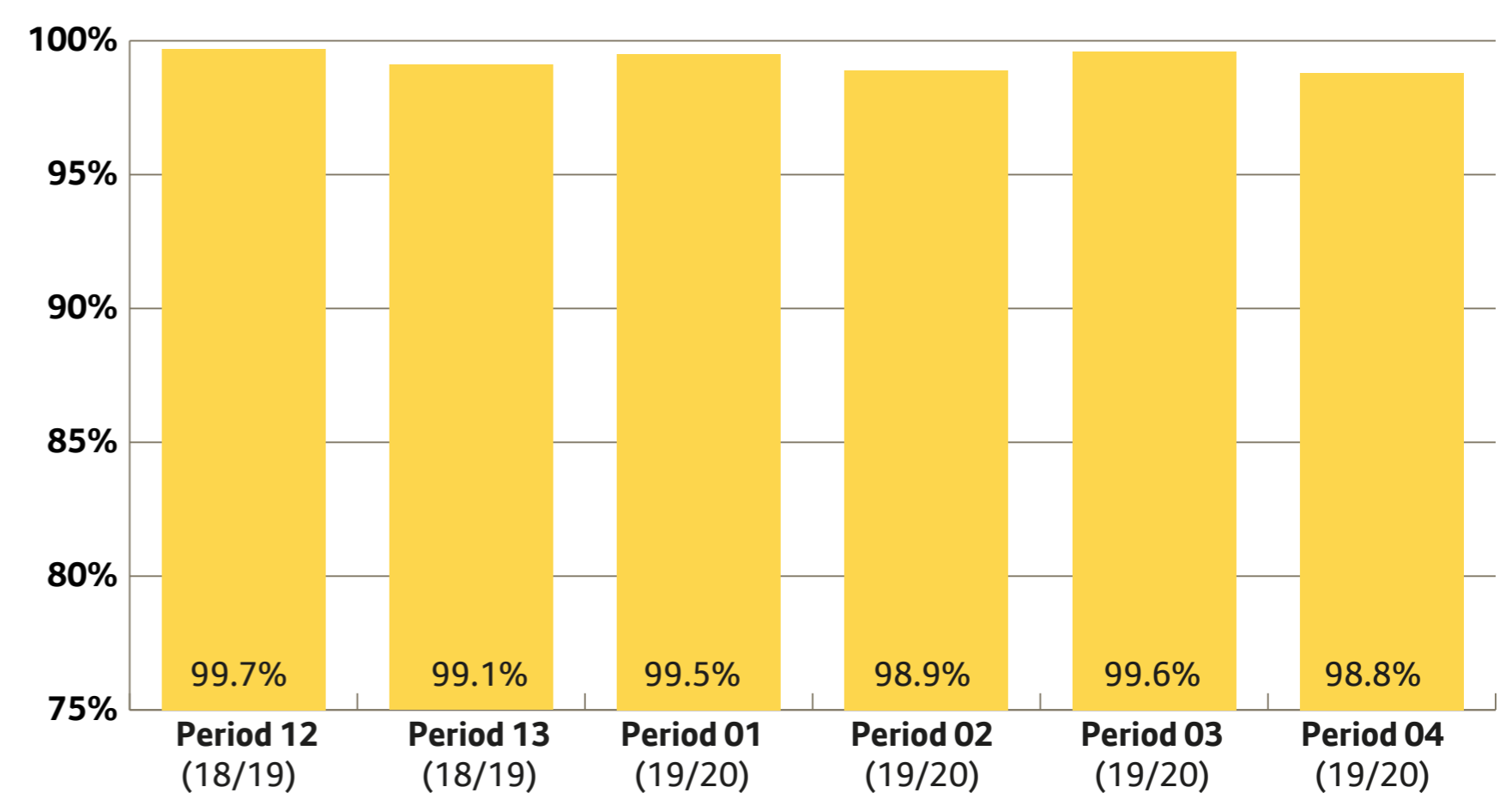
Percentage of planned miles operated.

This route

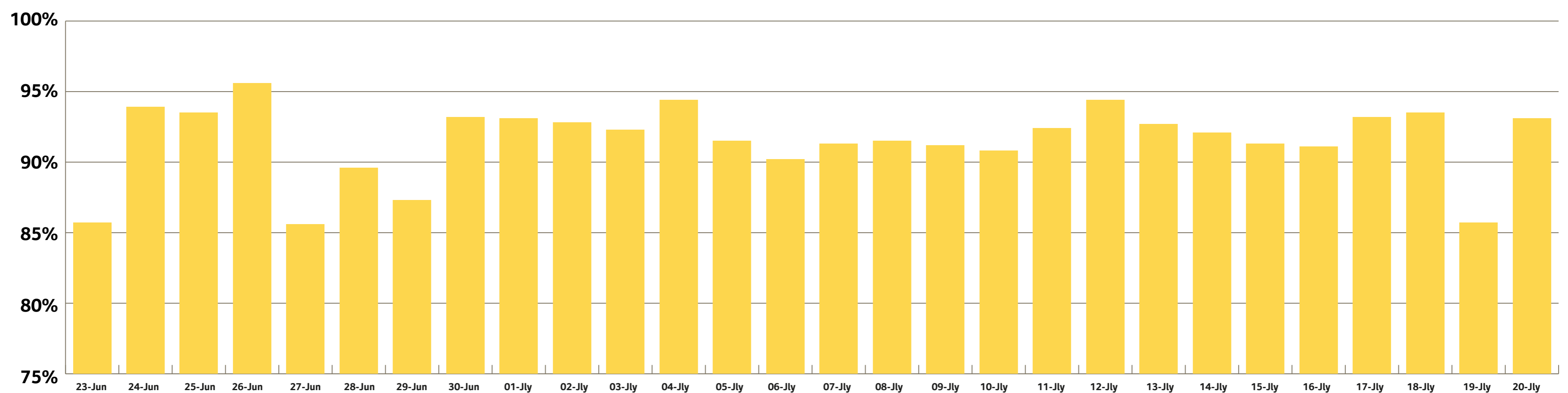
98.8%

Overall network

98.9%



Route punctuality by date



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
- 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
- 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

Bury Line

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How we performed

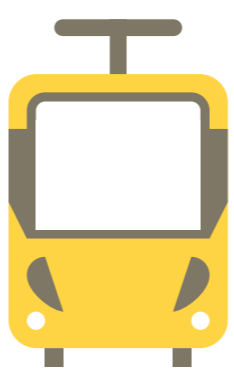


Punctuality

Percentage of trams departing less than two minutes late.

This route
89.3%

Overall network
90.9%

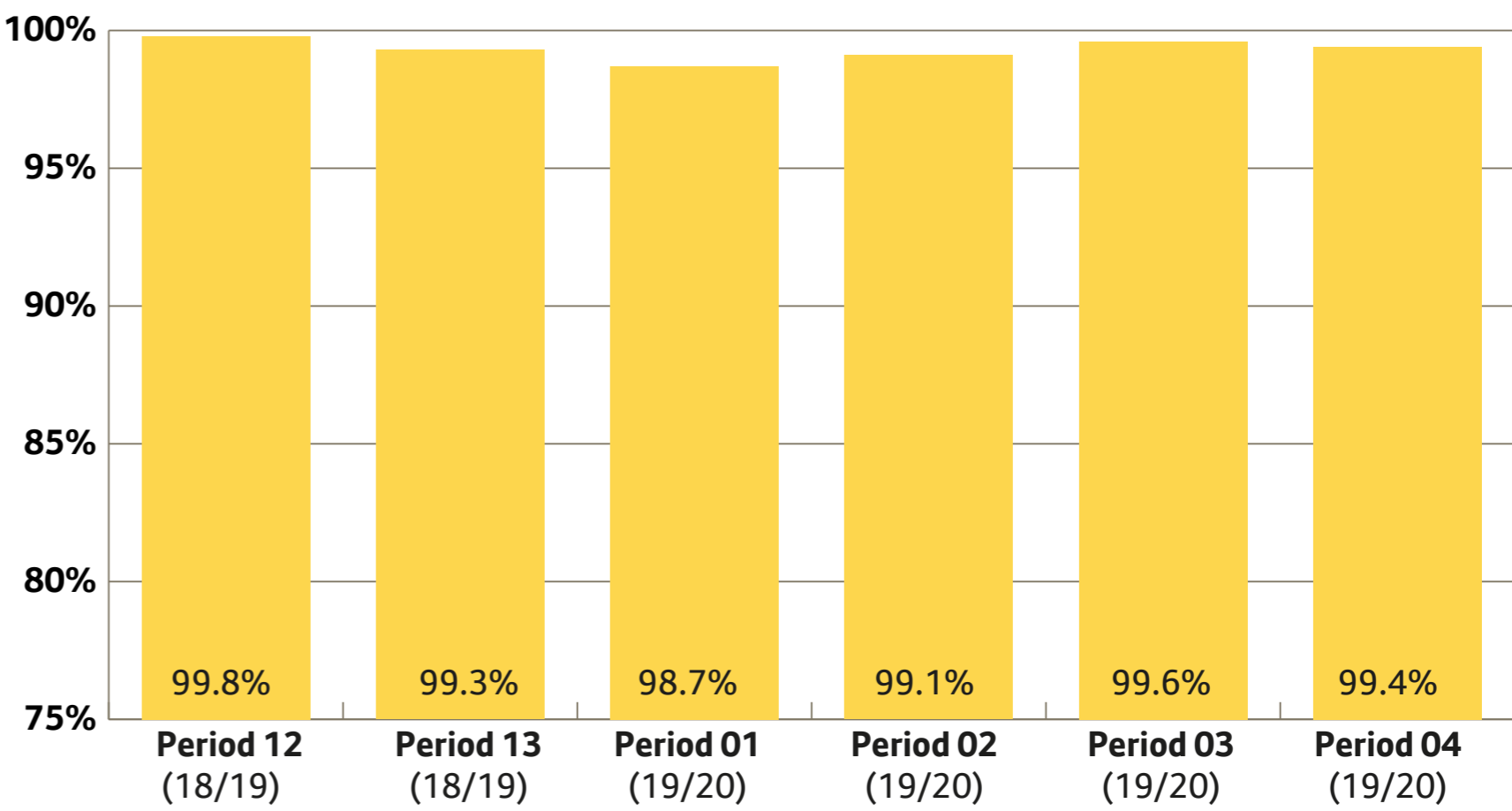
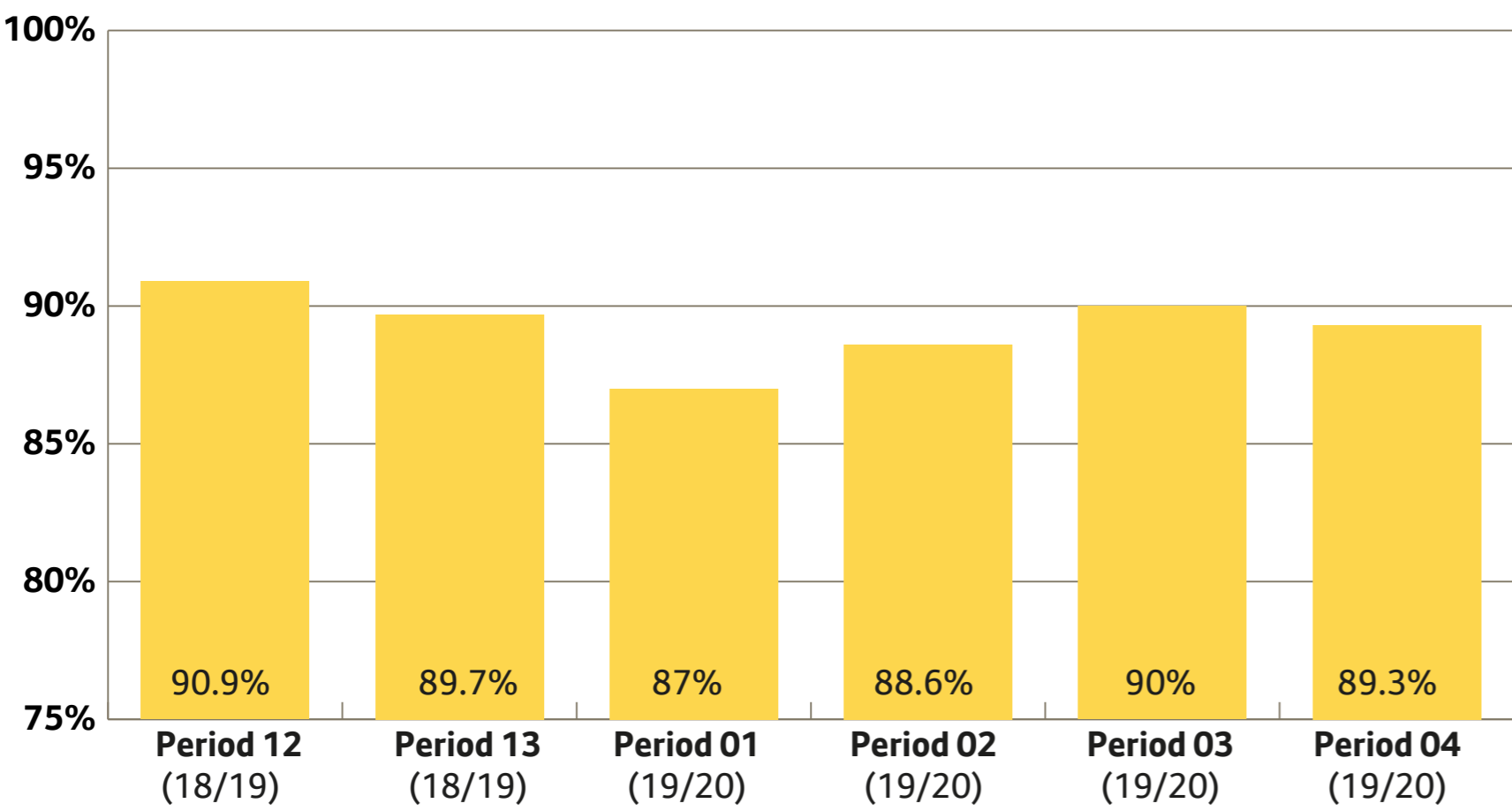


Reliability

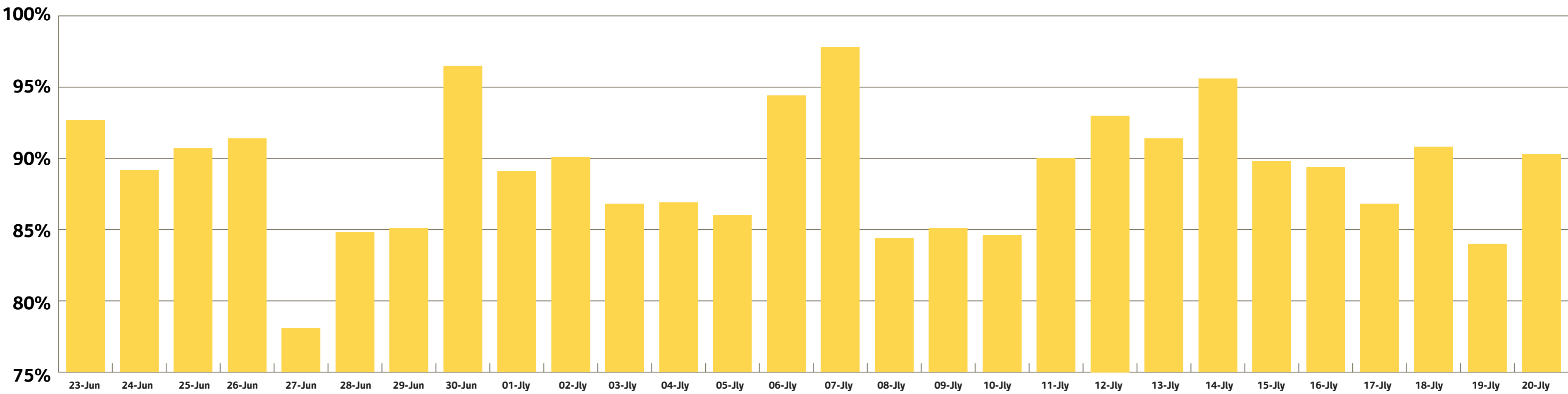
Percentage of planned miles operated.

This route
99.4%

Overall network
98.9%



Route punctuality by date



Route service disruptions

- 27 Jun 2019**
Points fault at Trafford Bar and Cornbrook
- 28 Jun 2019**
Points fault at Victoria
- 29 Jun 2019**
Tram fault at Radcliffe
- 08 Jul 2019**
Vehicle blocking the tracks near Piccadilly
- 10 Jul 2019**
Vehicle blocking the tracks near St. Peter's Square
- 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.

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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

East Didsbury Line

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How we performed



Punctuality

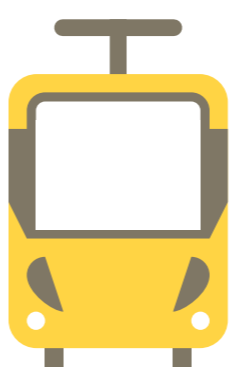
Percentage of trams departing less than two minutes late.

This route

95.7%

Overall network

90.9%



Reliability

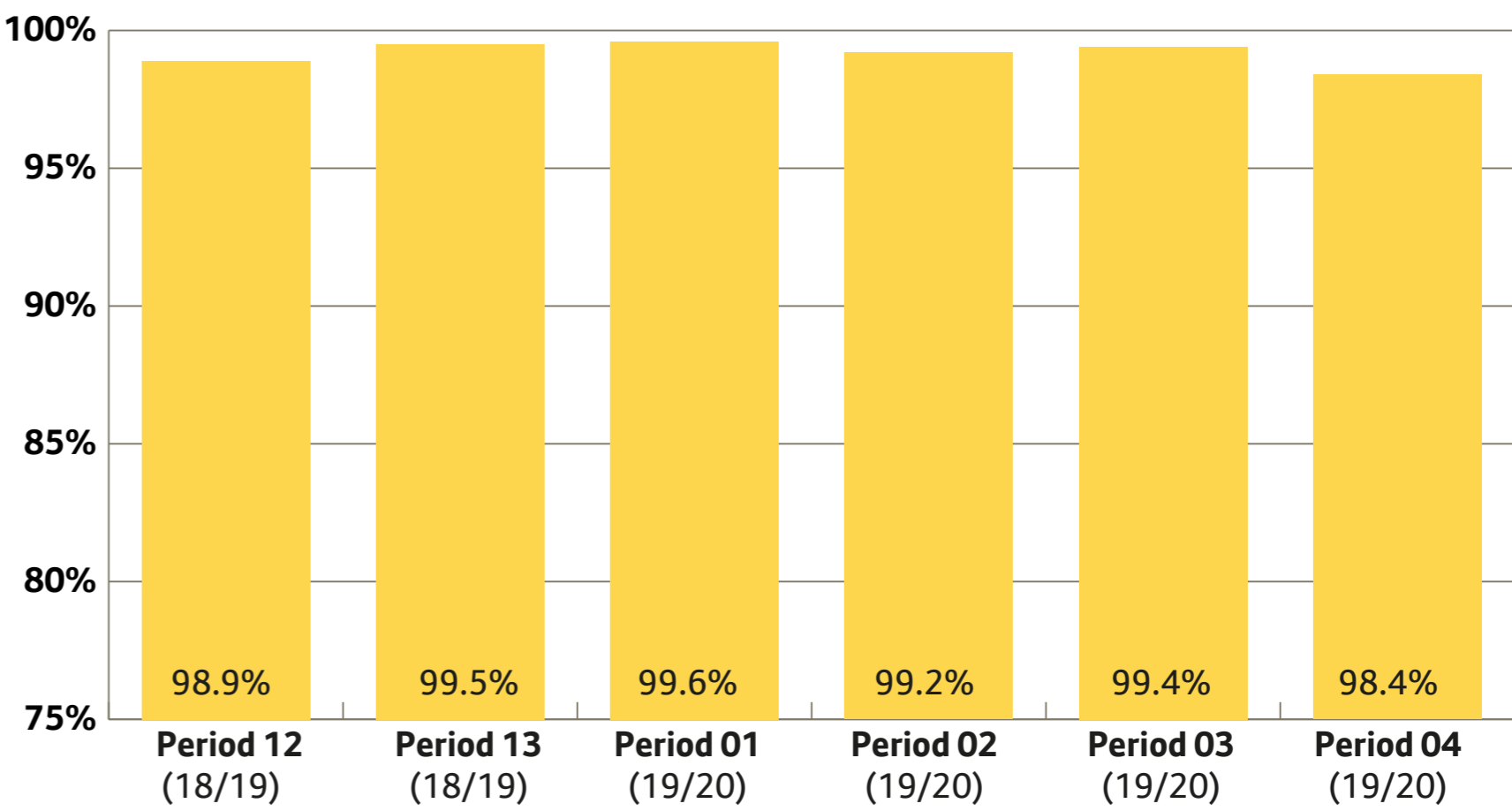
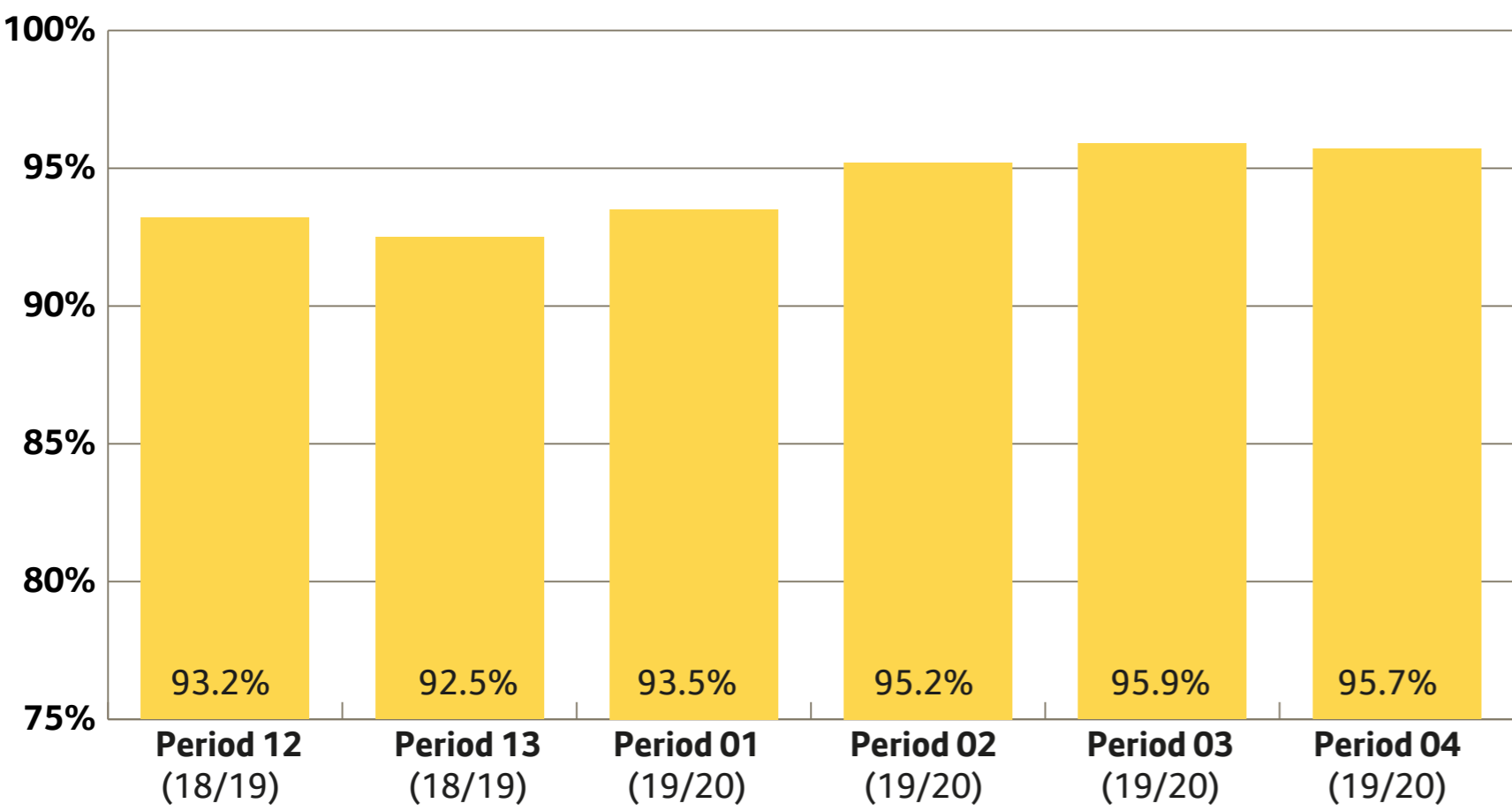
Percentage of planned miles operated.

This route

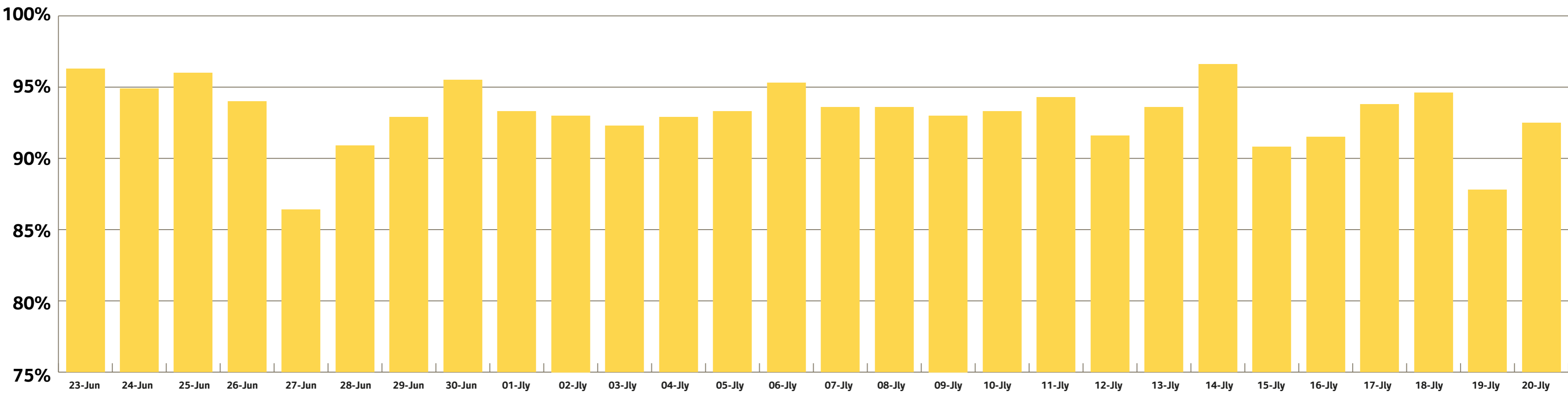
98.4%

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

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Eccles & Media City Lines

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How we performed



Punctuality

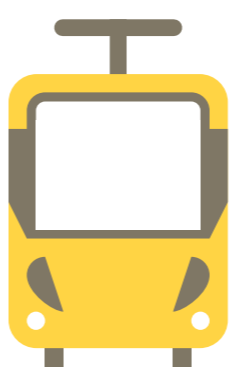
Percentage of trams departing less than two minutes late.

This route

88.3%

Overall network

90.9%



Reliability

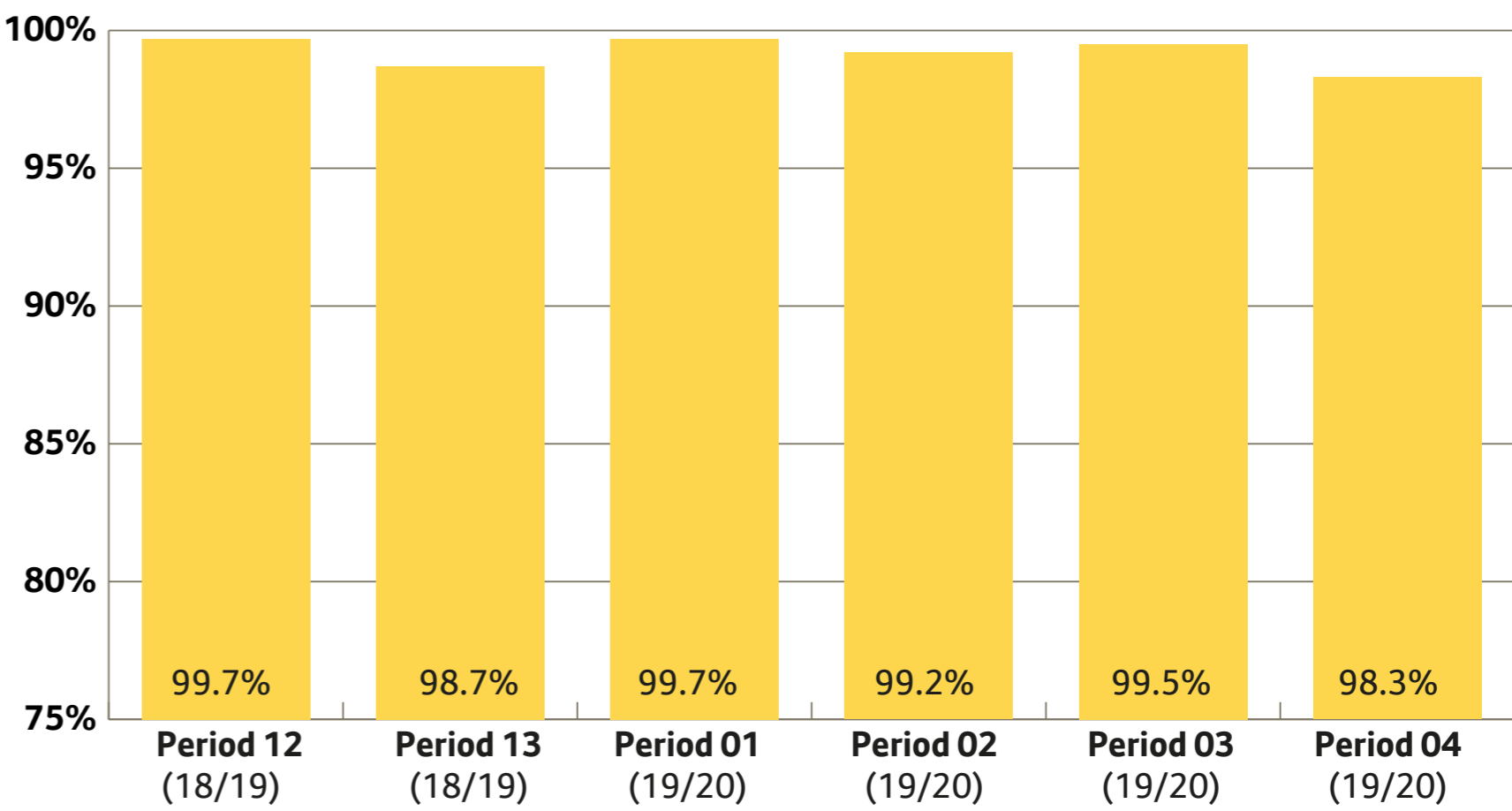
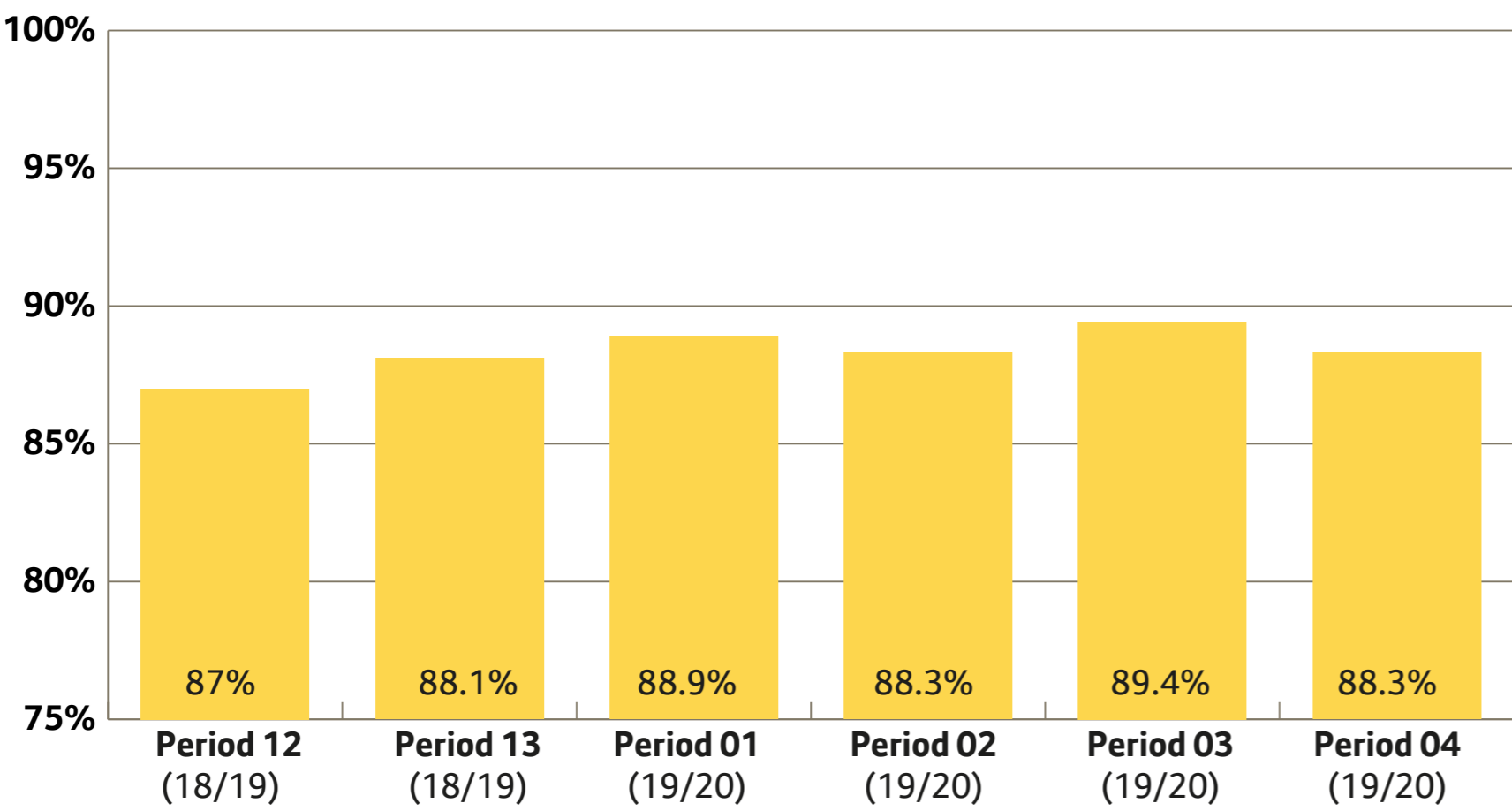
Percentage of planned miles operated.

This route

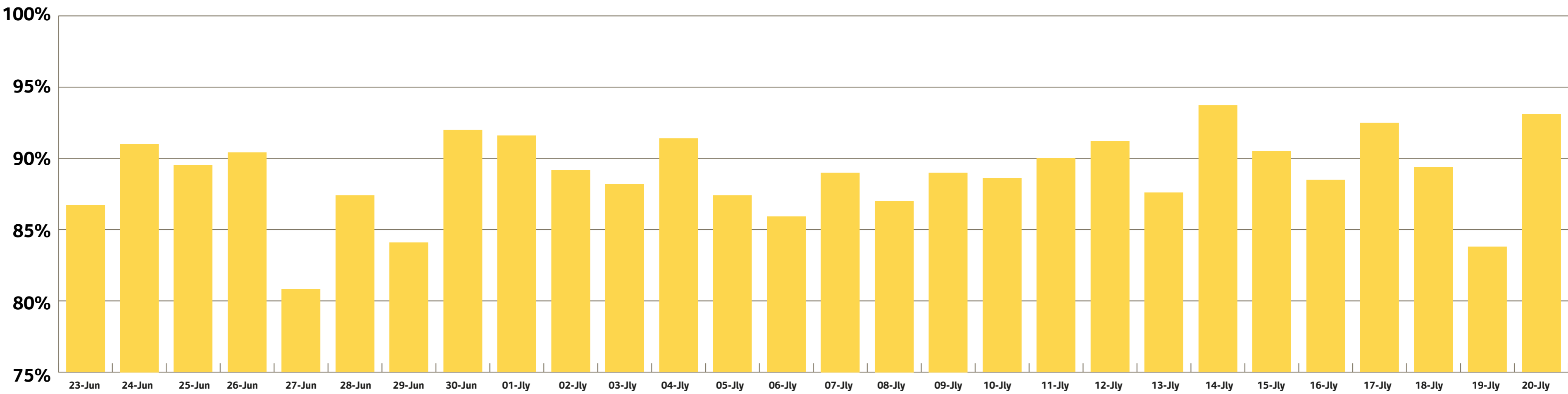
98.3%

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

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Metrolink Performance

Oldham & Rochdale Lines

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How we performed



Punctuality

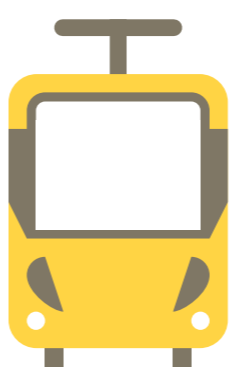
Percentage of trams departing less than two minutes late.

This route

93.1%

Overall network

90.9%



Reliability

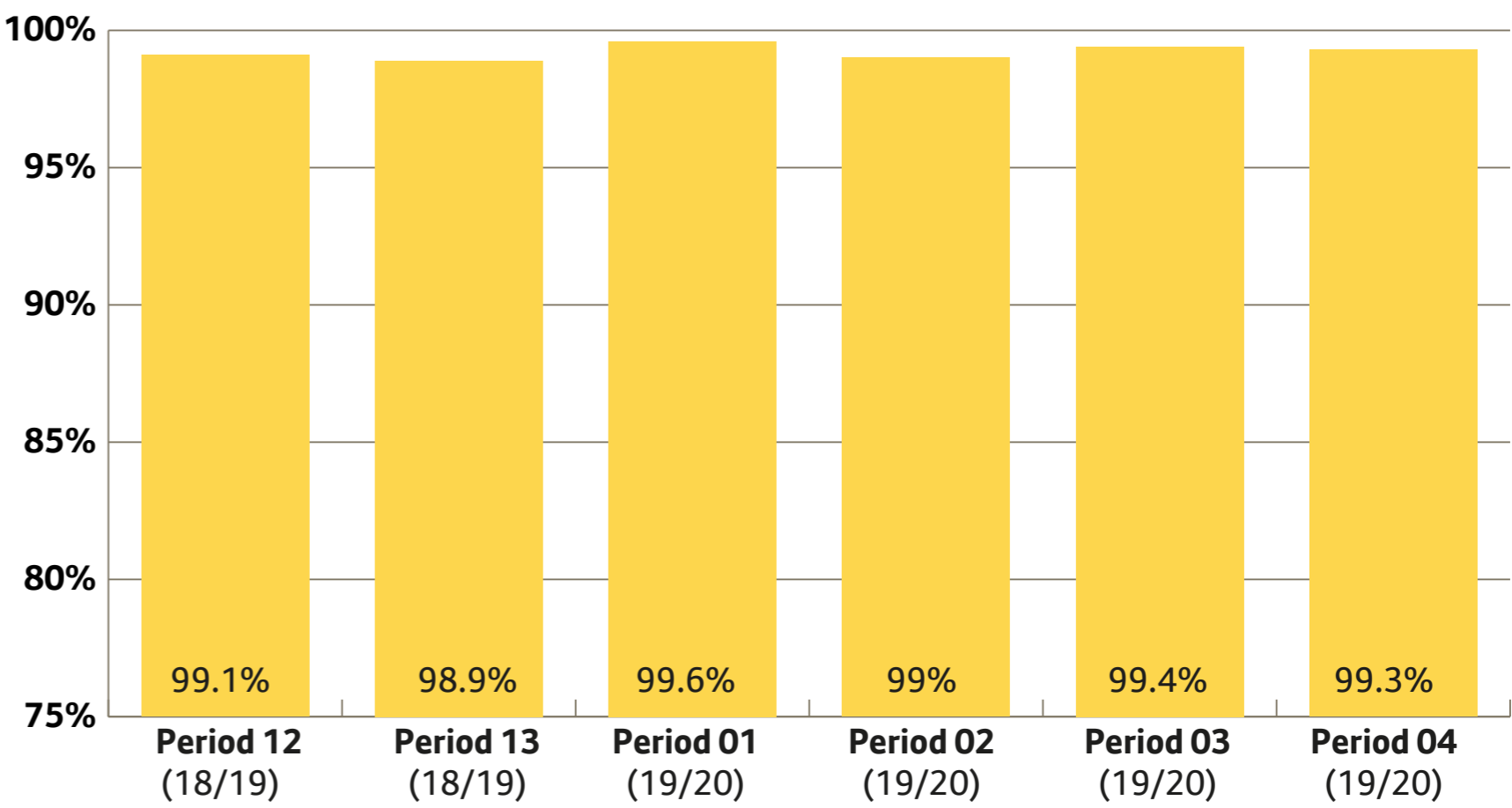
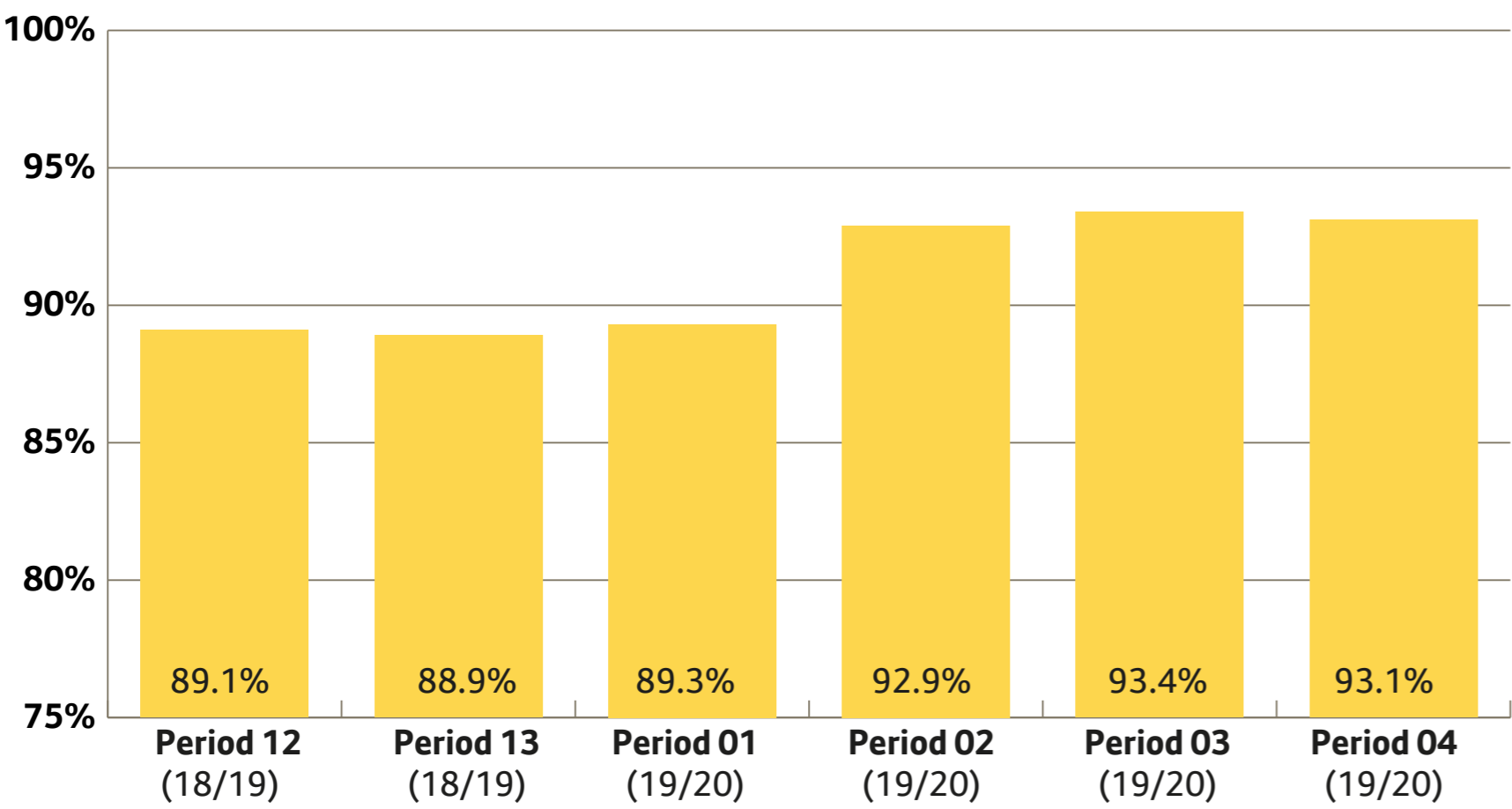
Percentage of planned miles operated.

This route

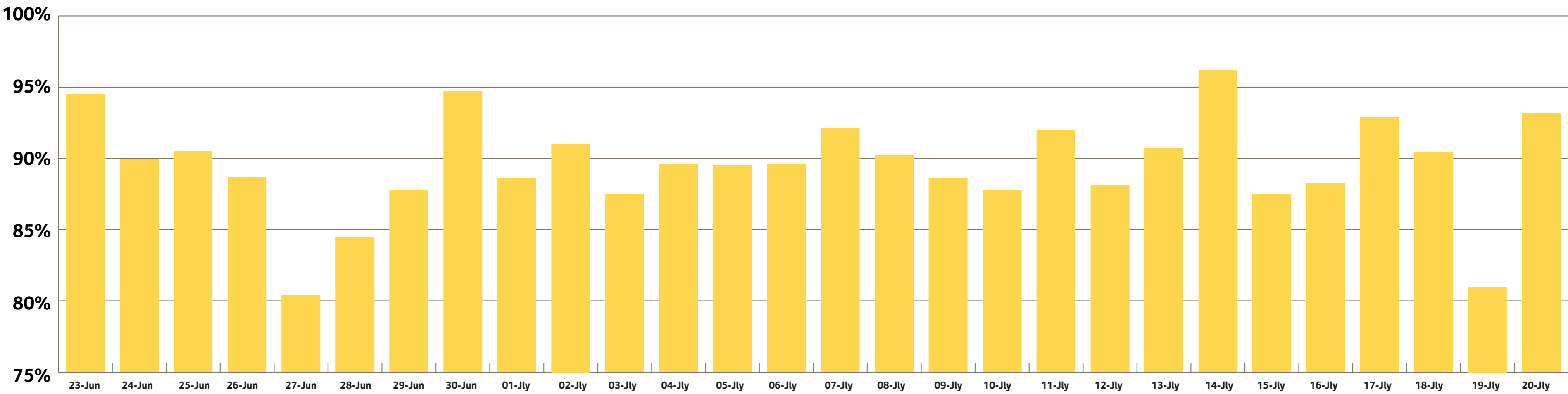
99.3%

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

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