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: 06 January until 02 February 2019

How we performed

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

91.3%

**Reliability**
Percentage of planned miles operated.

99.2%

<table>
<thead>
<tr>
<th>Period</th>
<th>Airport</th>
<th>Altrincham</th>
<th>Ashton</th>
<th>Bury</th>
<th>East Didsbury</th>
<th>Eccles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period 6</td>
<td>98%</td>
<td>95.5%</td>
<td>94.3%</td>
<td>89.8%</td>
<td>93.5%</td>
<td>88.2%</td>
</tr>
<tr>
<td>Period 7</td>
<td>99.6%</td>
<td>97.9%</td>
<td>99.4%</td>
<td>99.7%</td>
<td>99.8%</td>
<td>97.7%</td>
</tr>
<tr>
<td>Period 8</td>
<td>99.6%</td>
<td>99.6%</td>
<td>99.7%</td>
<td>99.4%</td>
<td>99.4%</td>
<td>99.2%</td>
</tr>
<tr>
<td>Period 9</td>
<td>99.6%</td>
<td>99.6%</td>
<td>99.7%</td>
<td>99.4%</td>
<td>99.4%</td>
<td>99.2%</td>
</tr>
<tr>
<td>Period 10</td>
<td>99.6%</td>
<td>99.6%</td>
<td>99.7%</td>
<td>99.4%</td>
<td>99.4%</td>
<td>99.2%</td>
</tr>
<tr>
<td>Period 11</td>
<td>99.6%</td>
<td>99.6%</td>
<td>99.7%</td>
<td>99.4%</td>
<td>99.4%</td>
<td>99.2%</td>
</tr>
</tbody>
</table>

**Cancellations**
Journeys cancelled.

0.49% of all planned journeys.

**Short journeys**
Incomplete journeys.

0.42% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 01 March 2019
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: 06 January until 02 February 2019

How we performed

<table>
<thead>
<tr>
<th>Reliability</th>
<th>This route</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>99.6%</td>
<td>99.2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Punctuality</th>
<th>This route</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>88%</td>
<td>91.3%</td>
</tr>
</tbody>
</table>

How we performed by date

Route punctuality by date

<table>
<thead>
<tr>
<th>Period</th>
<th>Reliability</th>
<th>Period</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period 6 (18/19)</td>
<td>99.6%</td>
<td>Period 7 (18/19)</td>
<td>99.7%</td>
</tr>
<tr>
<td>Period 8 (18/19)</td>
<td>99.6%</td>
<td>Period 9 (18/19)</td>
<td>99.4%</td>
</tr>
<tr>
<td>Period 10 (18/19)</td>
<td>99.1%</td>
<td>Period 11 (18/19)</td>
<td>99.6%</td>
</tr>
</tbody>
</table>

Route service disruptions

- **11 January 2019**
  Vehicle blocking the tracks at Baguley

- **30 January 2019**
  Severe weather conditions.

- **15 January 2019**
  Vehicle blocking the tracks at Baguley

What we did to improve on this route

Zone based tickets were launched on Sunday 13 January 2019, offering customers greater value for money and more flexibility.

Our cleaning team dedicated additional hours to snow clearing and gritting to ensure all customers were safe on platforms.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 01 March 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:  
06 January until 02 February 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route: 95.5%
Overall network: 91.3%

Reliability
Percentage of planned miles operated.

This route: 97.9%
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
Zone based tickets were launched on Sunday 13 January 2019, offering customers greater value for money and more flexibility.
Our cleaning team dedicated additional hours to snow clearing and gritting to ensure all customers were safe on platforms.

Aline Frantzen
Managing Director at KeolisAmey Metrolink
Issued on Friday 01 March 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: 06 January until 02 February 2019

How we performed

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

- **This route**: 94.3%
- **Overall network**: 91.3%

**Reliability**
Percentage of planned miles operated.

- **This route**: 99.4%
- **Overall network**: 99.2%

**Route punctuality by date**

**Route service disruptions**

- **17 January 2019**
  - Damage to overhead power lines between MediaCityUK and Broadway.

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

- Zone based tickets were launched on Sunday 13 January 2019, offering customers greater value for money and more flexibility.
- We introduced a six-minute service on the Ashton Line, doubling the frequency of trams and reducing congestion into the City.
- Our cleaning team dedicated additional hours to snow clearing and gritting to ensure all customers were safe on platforms.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 01 March 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: 06 January until 02 February 2019

How we performed

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

- **This route**: 89.8%
- **Overall network**: 91.3%

**Reliability**
Percentage of planned miles operated.

- **This route**: 99.7%
- **Overall network**: 99.2%

Route punctuality by date

<table>
<thead>
<tr>
<th>Date</th>
<th>Period 6 (18/19)</th>
<th>Period 7 (18/19)</th>
<th>Period 8 (18/19)</th>
<th>Period 9 (18/19)</th>
<th>Period 10 (18/19)</th>
<th>Period 11 (18/19)</th>
</tr>
</thead>
<tbody>
<tr>
<td>06-Jan</td>
<td>75%</td>
<td>80%</td>
<td>85%</td>
<td>90%</td>
<td>95%</td>
<td>100%</td>
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<td>07-Jan</td>
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<td>99.6%</td>
<td>99.7%</td>
<td>99.7%</td>
</tr>
<tr>
<td>08-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>09-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>10-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>11-Jan</td>
<td>99.7%</td>
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<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>12-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
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<tr>
<td>13-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
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<td>99.6%</td>
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<tr>
<td>14-Jan</td>
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<tr>
<td>15-Jan</td>
<td>99.7%</td>
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<tr>
<td>16-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>17-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>18-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>19-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>20-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
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<tr>
<td>21-Jan</td>
<td>99.7%</td>
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<td>99.8%</td>
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<td>99.7%</td>
</tr>
<tr>
<td>22-Jan</td>
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<td>99.8%</td>
<td>99.8%</td>
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<td>99.7%</td>
</tr>
<tr>
<td>23-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
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<td>99.6%</td>
<td>99.7%</td>
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<tr>
<td>24-Jan</td>
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<td>99.6%</td>
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<tr>
<td>25-Jan</td>
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<td>99.7%</td>
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<tr>
<td>26-Jan</td>
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<td>99.8%</td>
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<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>27-Jan</td>
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<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>28-Jan</td>
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<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>29-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>30-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>31-Jan</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>01-Feb</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
<tr>
<td>02-Feb</td>
<td>99.7%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.8%</td>
<td>99.6%</td>
<td>99.7%</td>
</tr>
</tbody>
</table>

Route service disruptions

- **30 January 2019**: Severe weather conditions.

What we did to improve on this route

New bollards have been installed at the escalator in Bury to increase customer safety and encourage correct behavior.

Zone based tickets were launched on Sunday 13 January 2019, offering customers greater value for money and more flexibility.

Our cleaning team dedicated additional hours to snow clearing and gritting to ensure all customers were safe on platforms.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 01 March 2019

Metrolink is operated on behalf of Transport for Greater Manchester by Keolis Amey Metrolink.
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:

06 January until 02 February 2019

How we performed

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

- **This route:** 93.5%
- **Overall network:** 91.3%

**Reliability**
Percentage of planned miles operated.

- **This route:** 99.8%
- **Overall network:** 99.2%

**Route punctuality by date**

**Route service disruptions**

- **30 January 2019**
  - Severe weather conditions.

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

Zone based tickets were launched on Sunday 13 January 2019, offering customers greater value for money and more flexibility.

Our cleaning team dedicated additional hours to snow clearing and gritting to ensure all customers were safe on platforms.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 01 March 2019
Metrolink Performance
Eccles & Media City Lines

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This report covers our four-week period between: 06 January until 02 February 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.
This route: 88.2%
Overall network: 91.3%

Reliability
Percentage of planned miles operated.
This route: 97.7%
Overall network: 99.2%

Route punctuality by date

Route service disruptions
- 06 January 2019
  Signalling fault at Velopark
- 17 January 2019
  Damage to overhead power lines between MediaCityUK and Broadway
- 30 January 2019
  Severe weather conditions
- 31 January 2019
  Signalling fault at Piccadilly
- 02 February 2019
  Road traffic collision near Broadway.

What we did to improve on this route
Zone based tickets were launched on Sunday 13 January 2019, offering customers greater value for money and more flexibility.
Our cleaning team dedicated additional hours to snow clearing and gritting to ensure all customers were safe on platforms.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 01 March 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:

06 January until 02 February 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route
89.8%

Overall network
91.3%

Reliability
Percentage of planned miles operated.

This route
99.4%

Overall network
99.2%

Route punctuality by date

What we did to improve on this route

Zone based tickets were launched on Sunday 13 January 2019, offering customers greater value for money and more flexibility.

Our Customer Service Representatives worked in partnership with GMP’s City Centre Neighbourhood Team, including specialists from a range of agencies to monitor antisocial behaviour and improve customer experience on the Oldham Rochdale Line.

Our cleaning team dedicated additional hours to snow clearing and gritting to ensure all customers were safe on platforms.

Route service disruptions

- 26 January 2019
  - Shortage of staff
- 30 January 2019

Aline Frantzen
Managing Director at KeolisAmey Metrolink

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