

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**

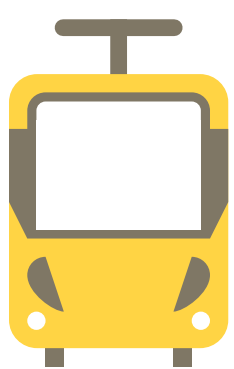
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

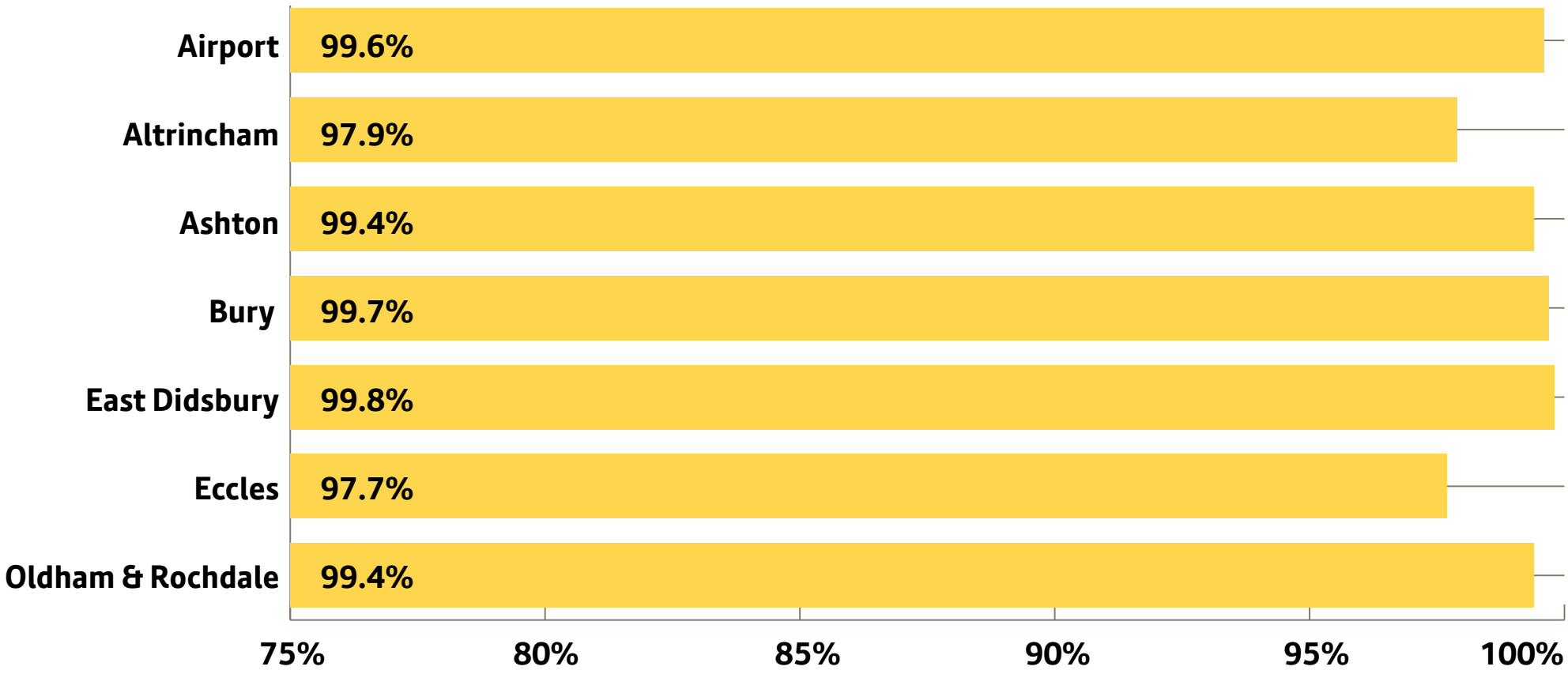
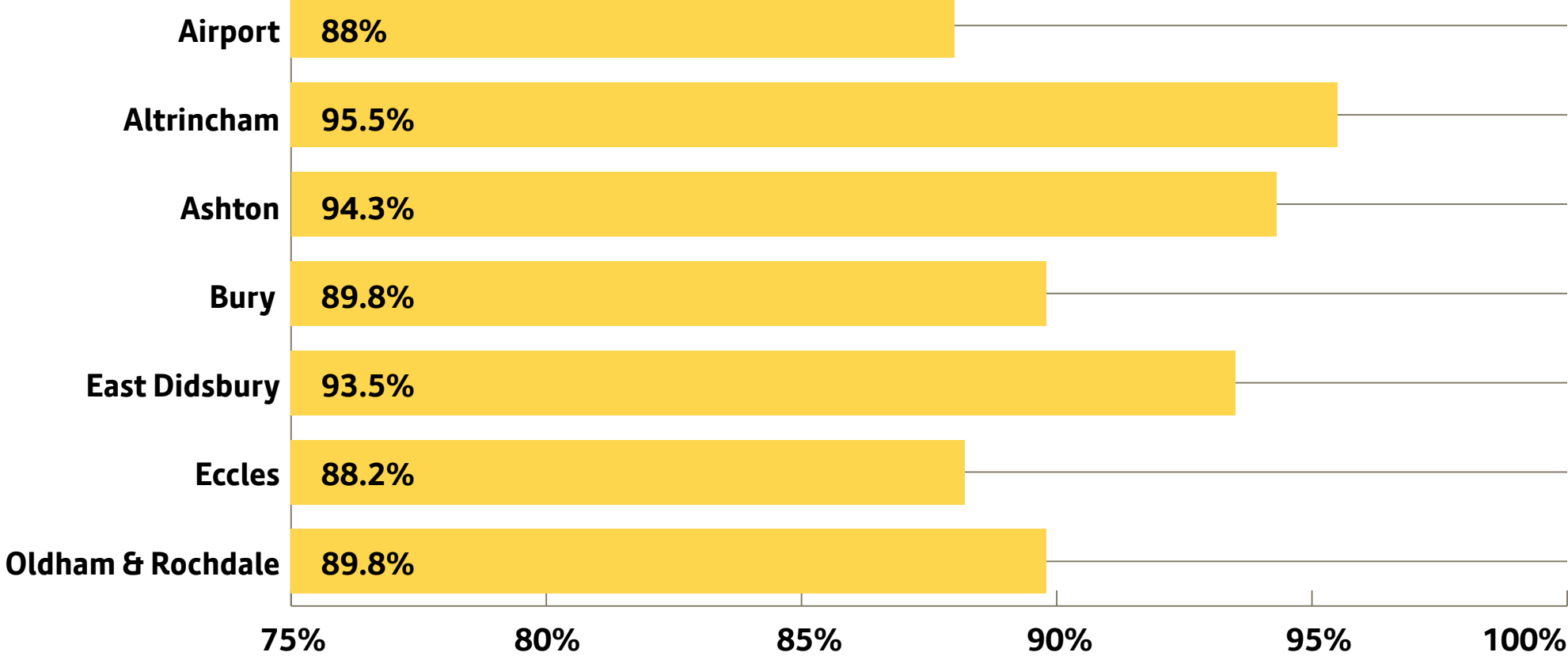
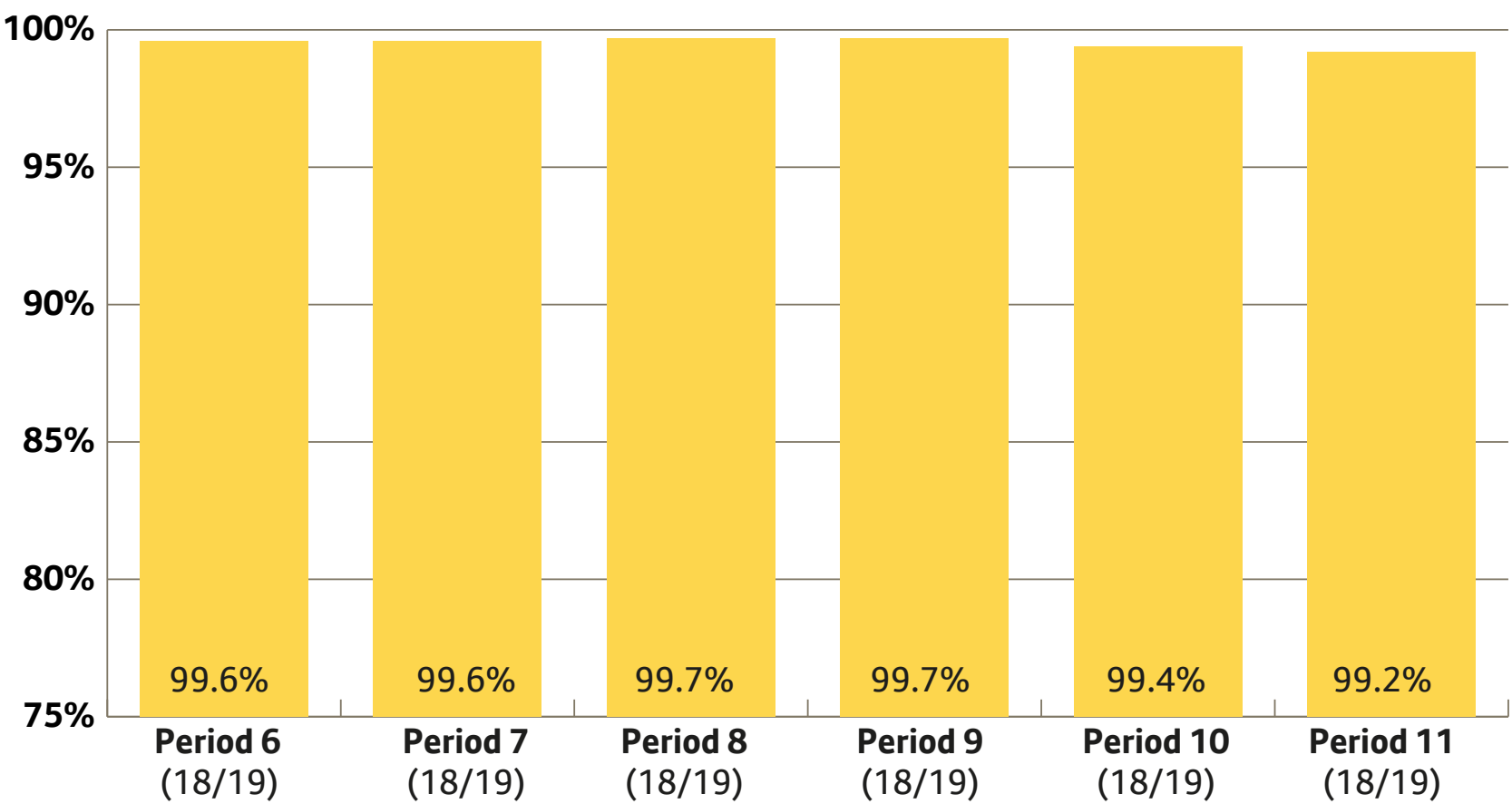
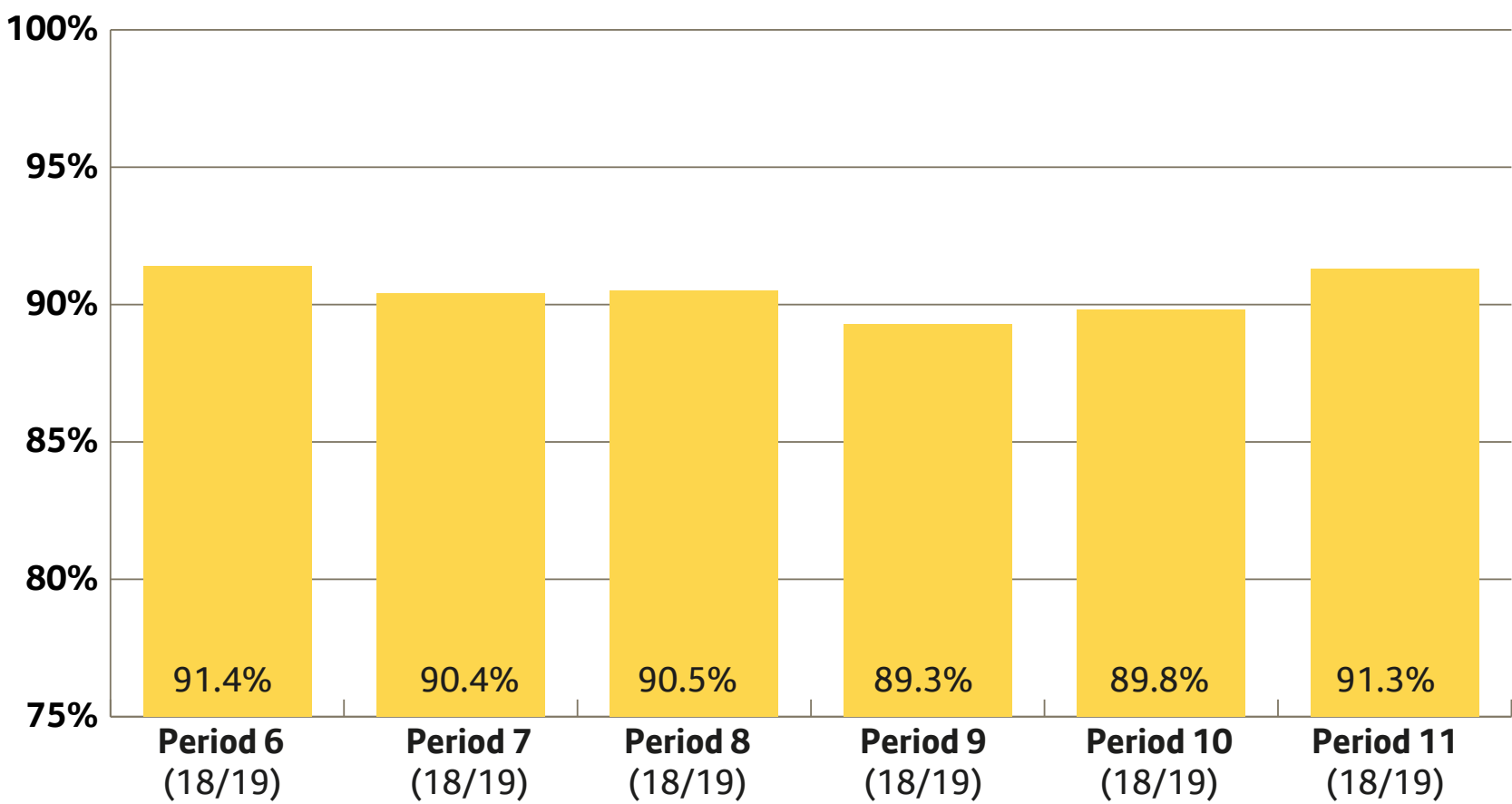
91.3%



Reliability

Percentage of planned miles operated.

99.2%



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

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How we performed



Punctuality

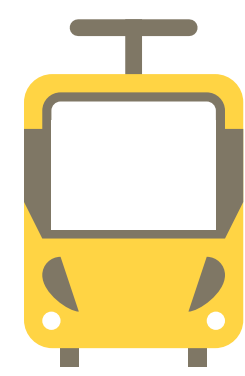
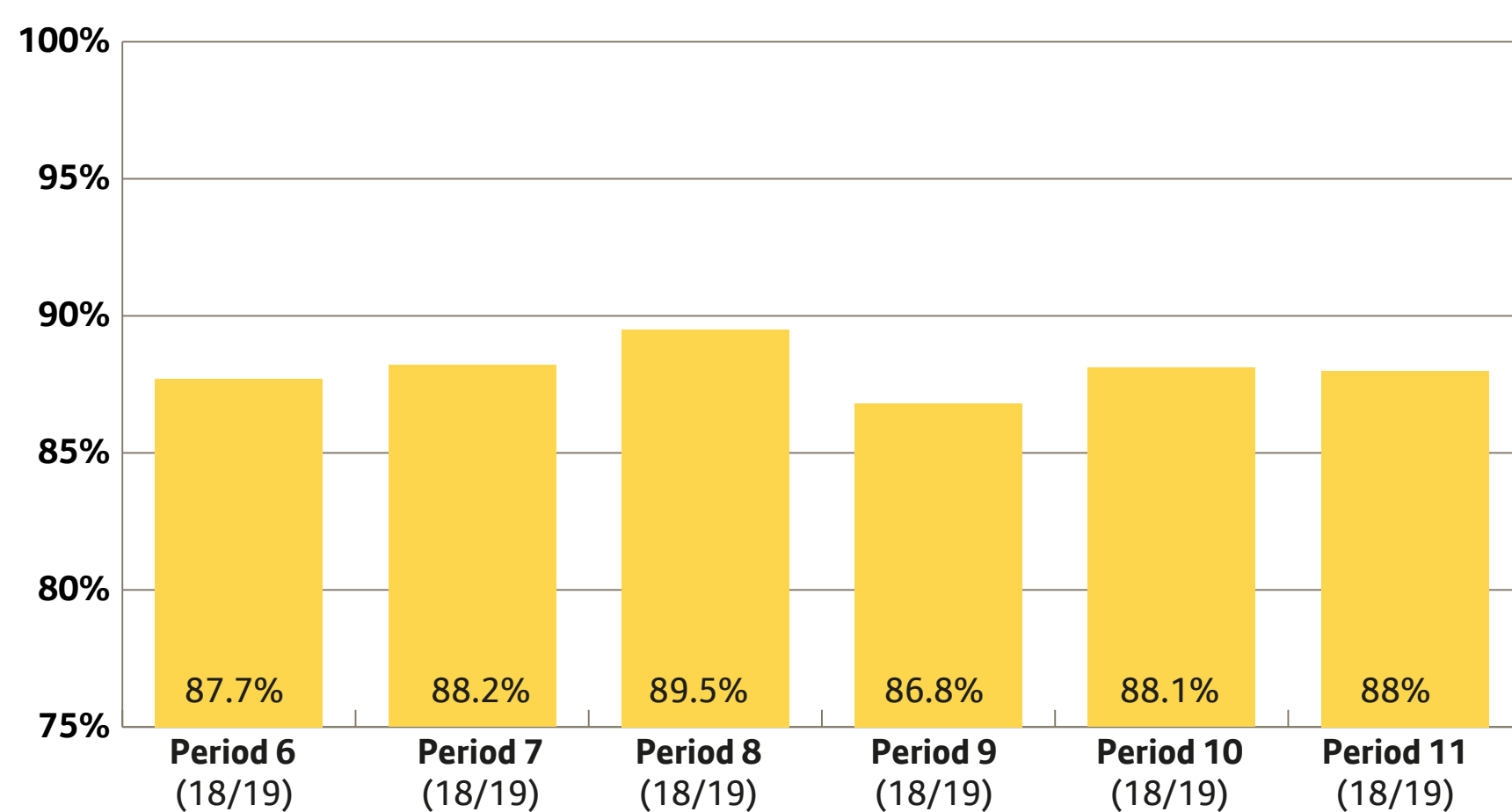
Percentage of trams departing less than two minutes late.

This route

88%

Overall network

91.3%



Reliability

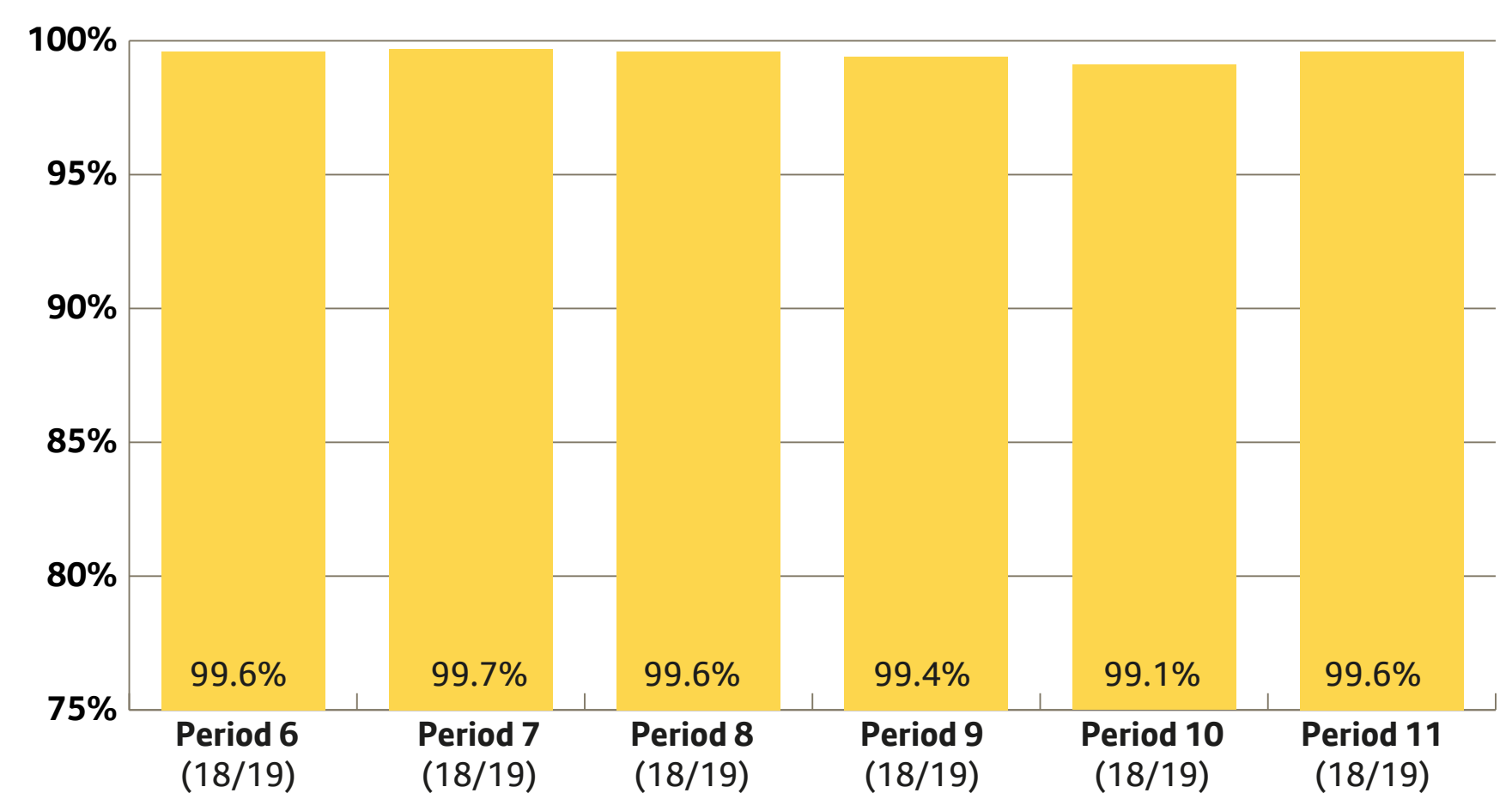
Percentage of planned miles operated.

This route

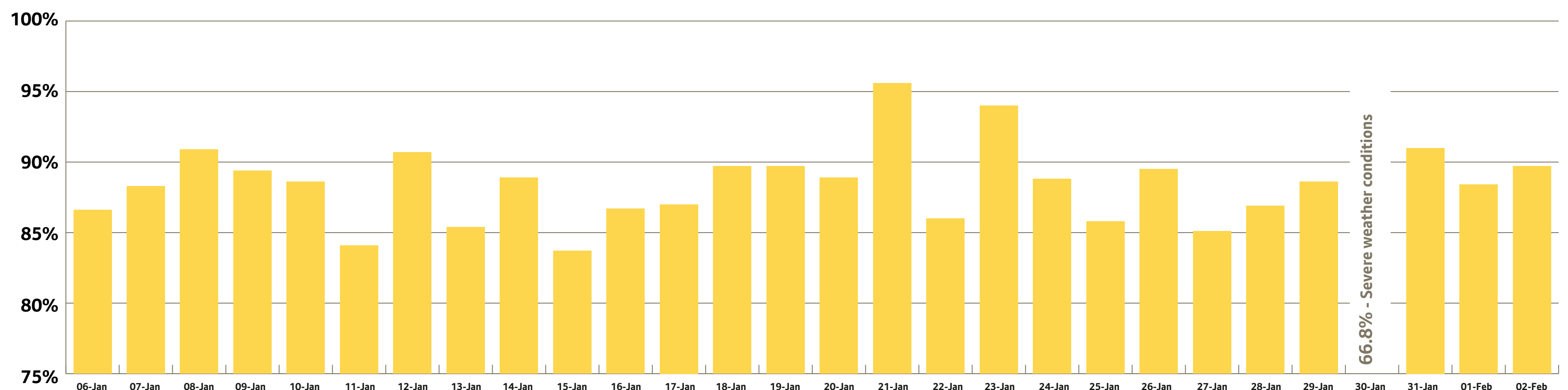
99.6%

Overall network

99.2%



Route punctuality by date



Route service disruptions

- 11 January 2019**
Vehicle blocking the tracks at Baguely
- 15 January 2019**
Vehicle blocking the tracks at Baguely

- 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

Altrincham Line

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How we performed



Punctuality

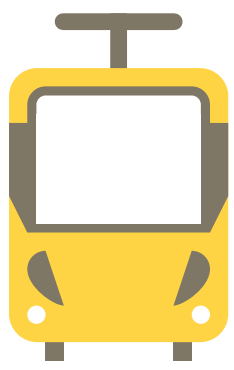
Percentage of trams departing less than two minutes late.

This route

95.5%

Overall network

91.3%



Reliability

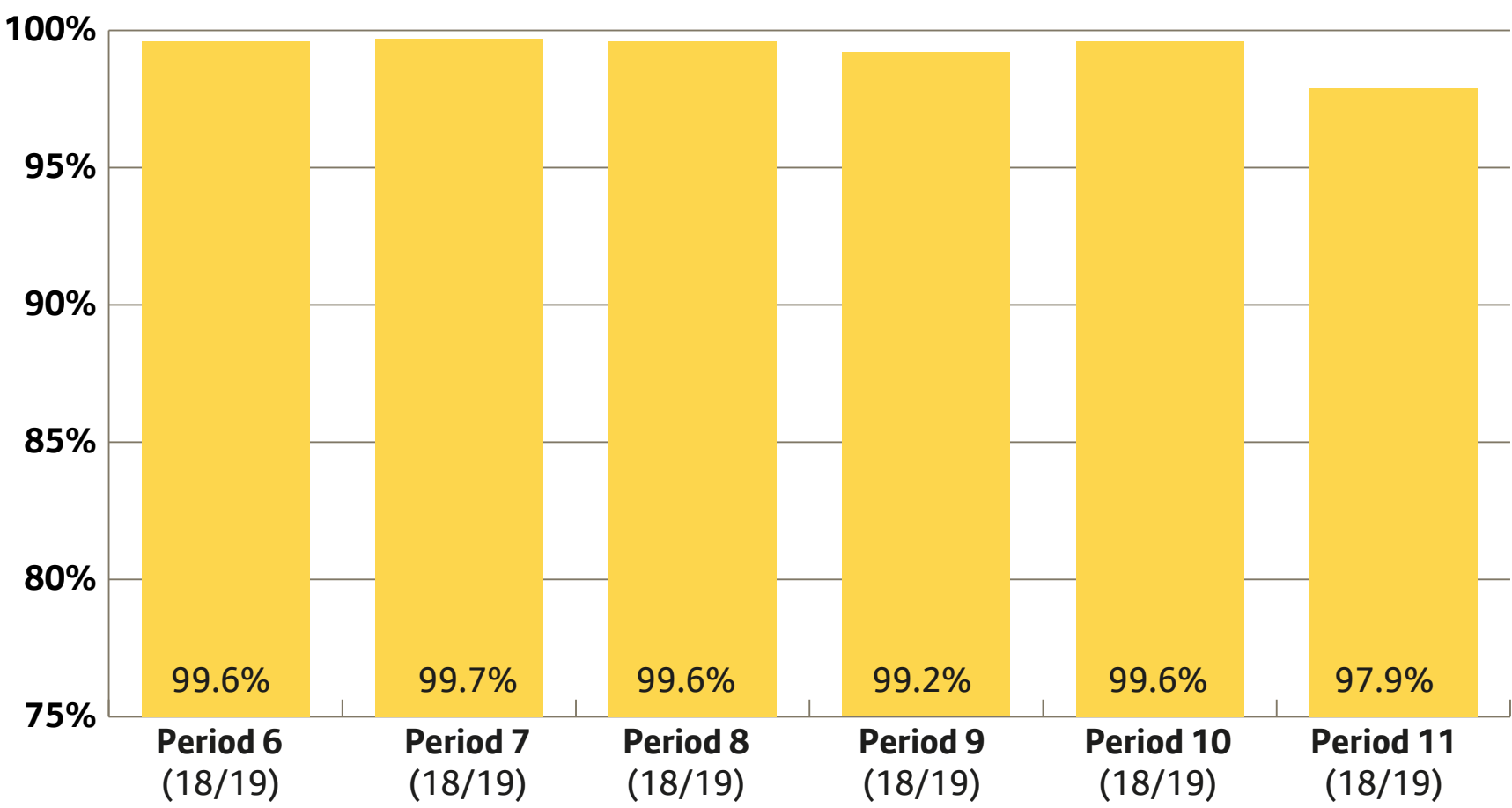
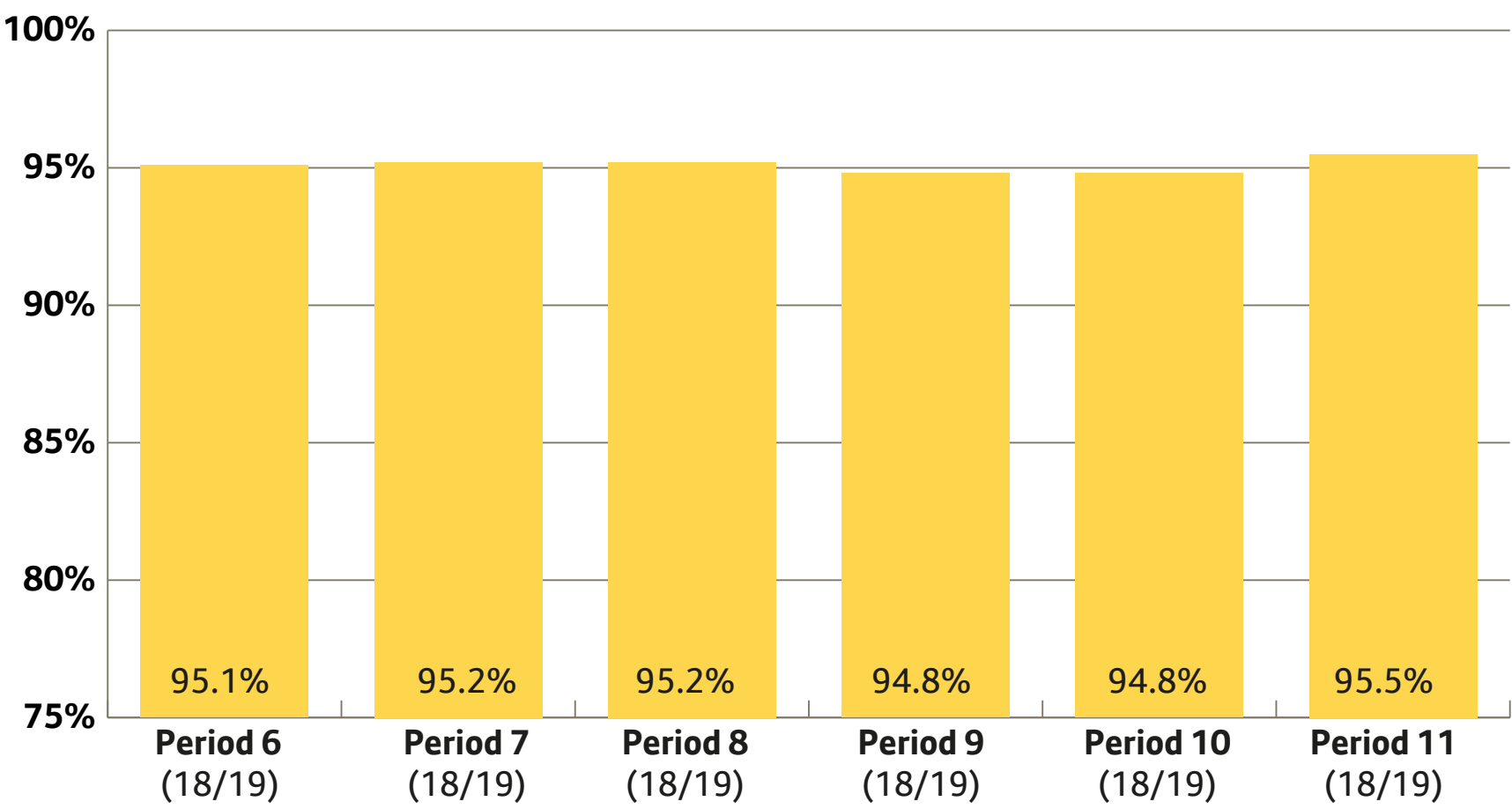
Percentage of planned miles operated.

This route

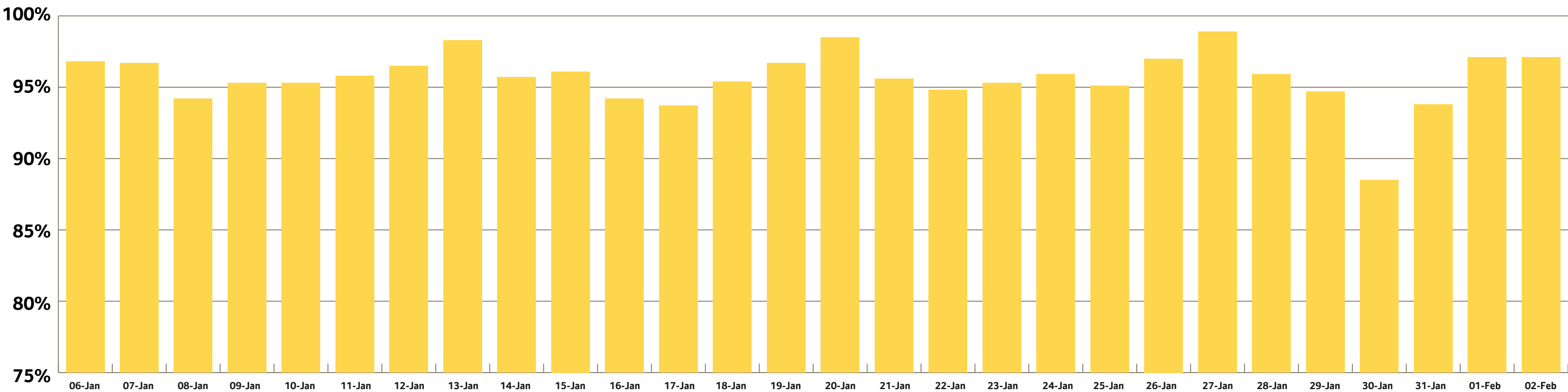
97.9%

Overall network

99.2%



Route punctuality by date



Route service disruptions

No significant disruptions on this route affecting the service

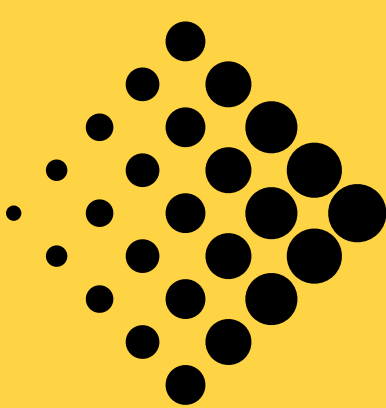
What we did to improve on this route

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



Metrolink

Metrolink is operated on behalf of
Transport for Greater Manchester by
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Metrolink Performance

Ashton-under-Lyne Line

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How we performed



Punctuality

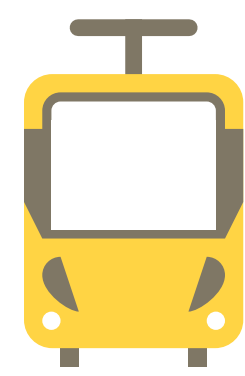
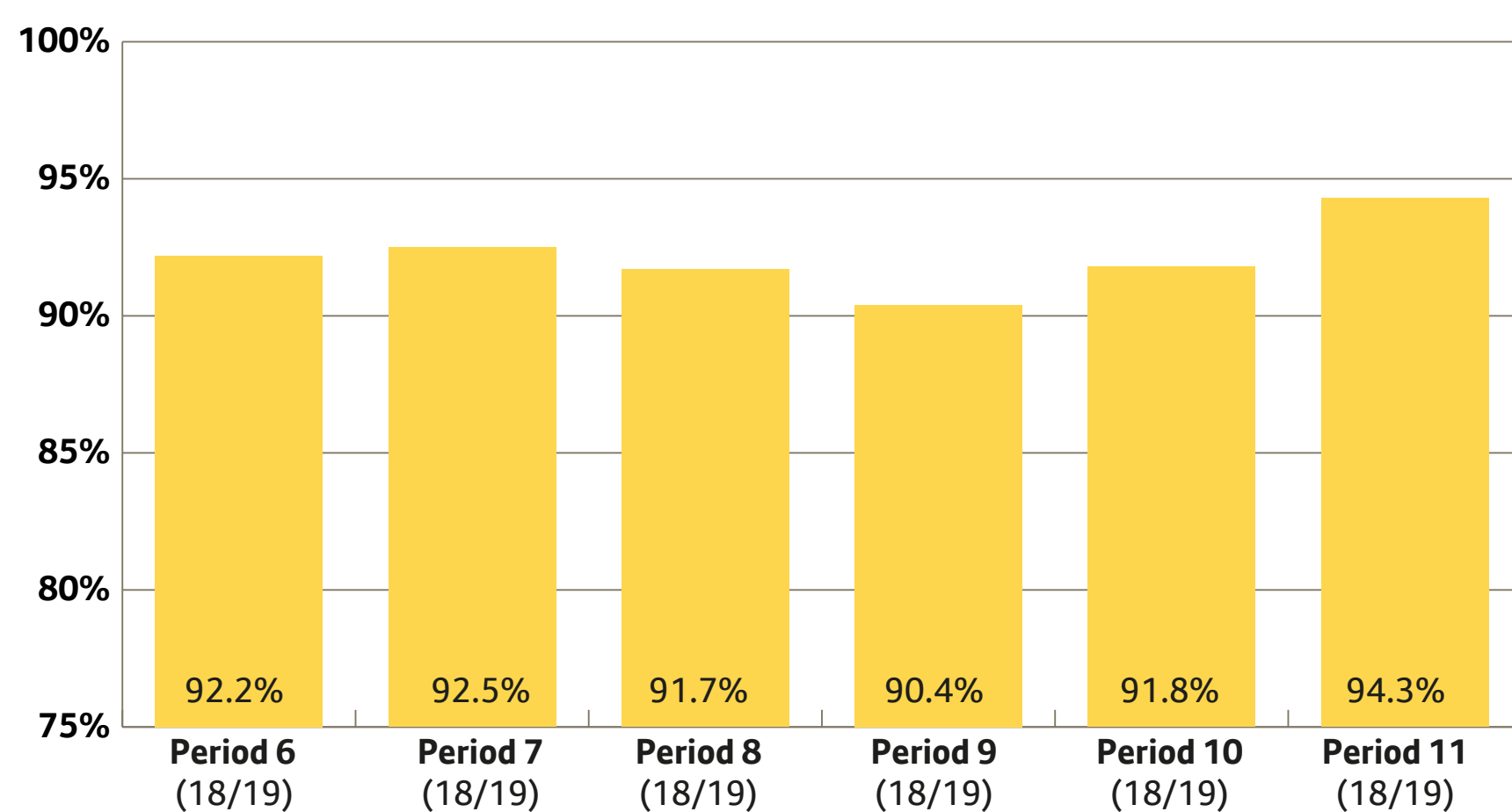
Percentage of trams departing less than two minutes late.

This route

94.3%

Overall network

91.3%



Reliability

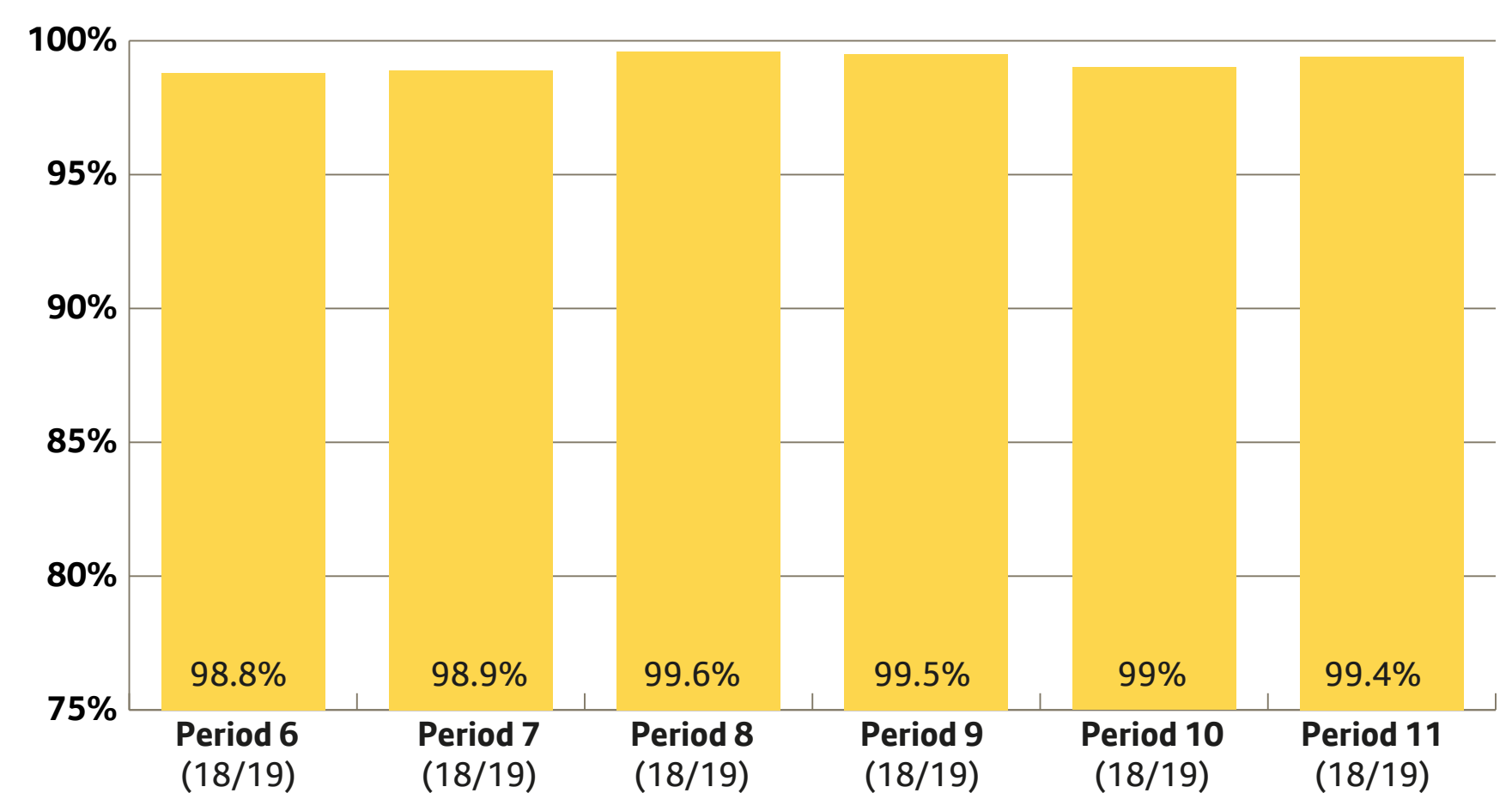
Percentage of planned miles operated.

This route

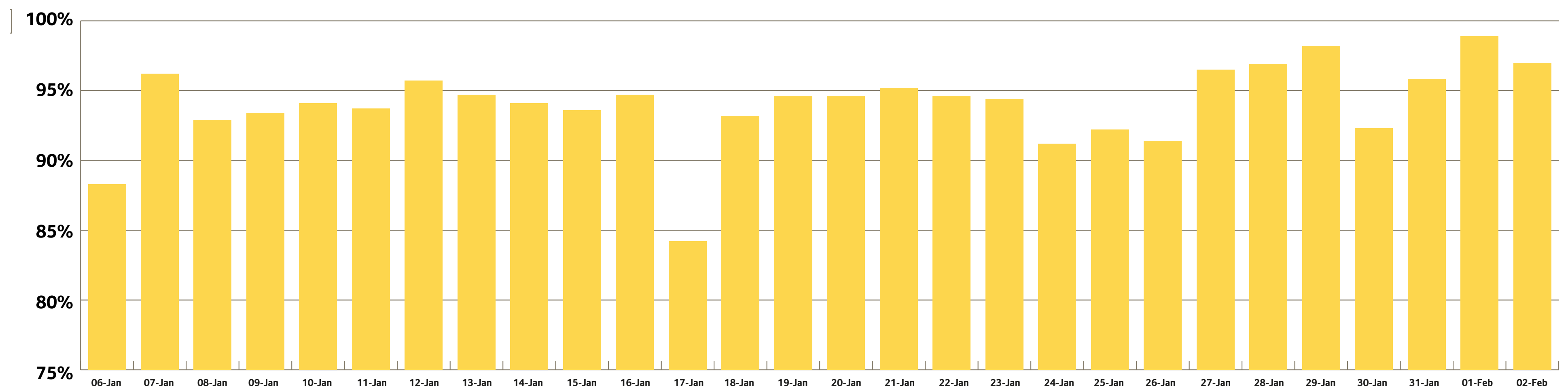
99.4%

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.

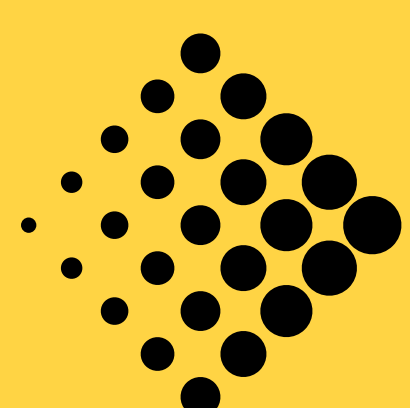
We introduced a six-minute service on the Ashton Line, doubling the frequency of trams and reducing congestion into the City.

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

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Transport for Greater Manchester by

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Metrolink Performance

Bury Line

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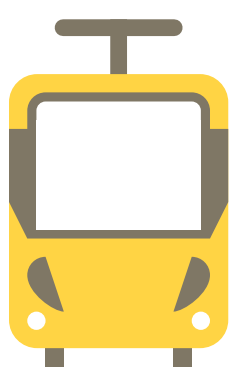
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

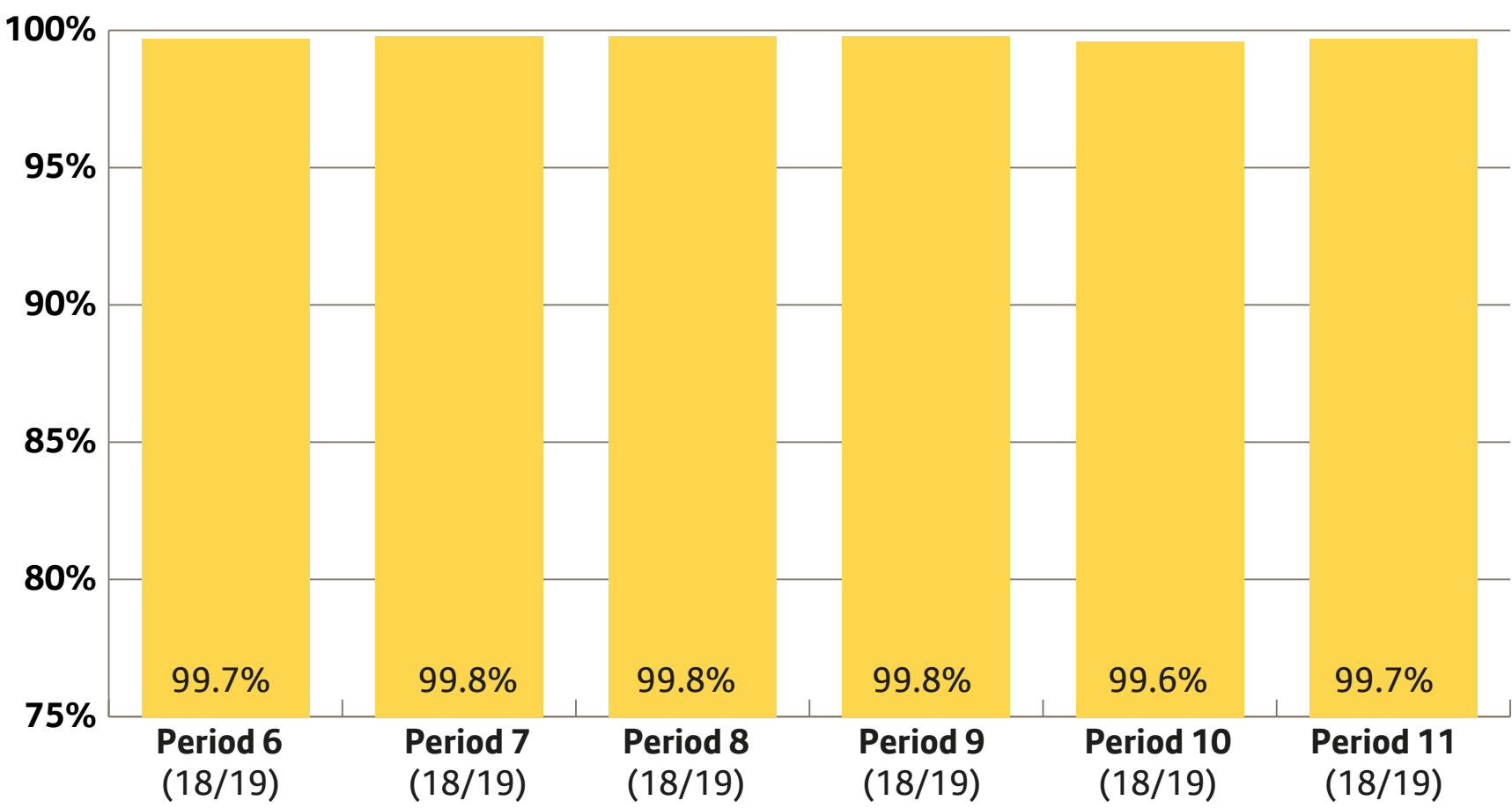
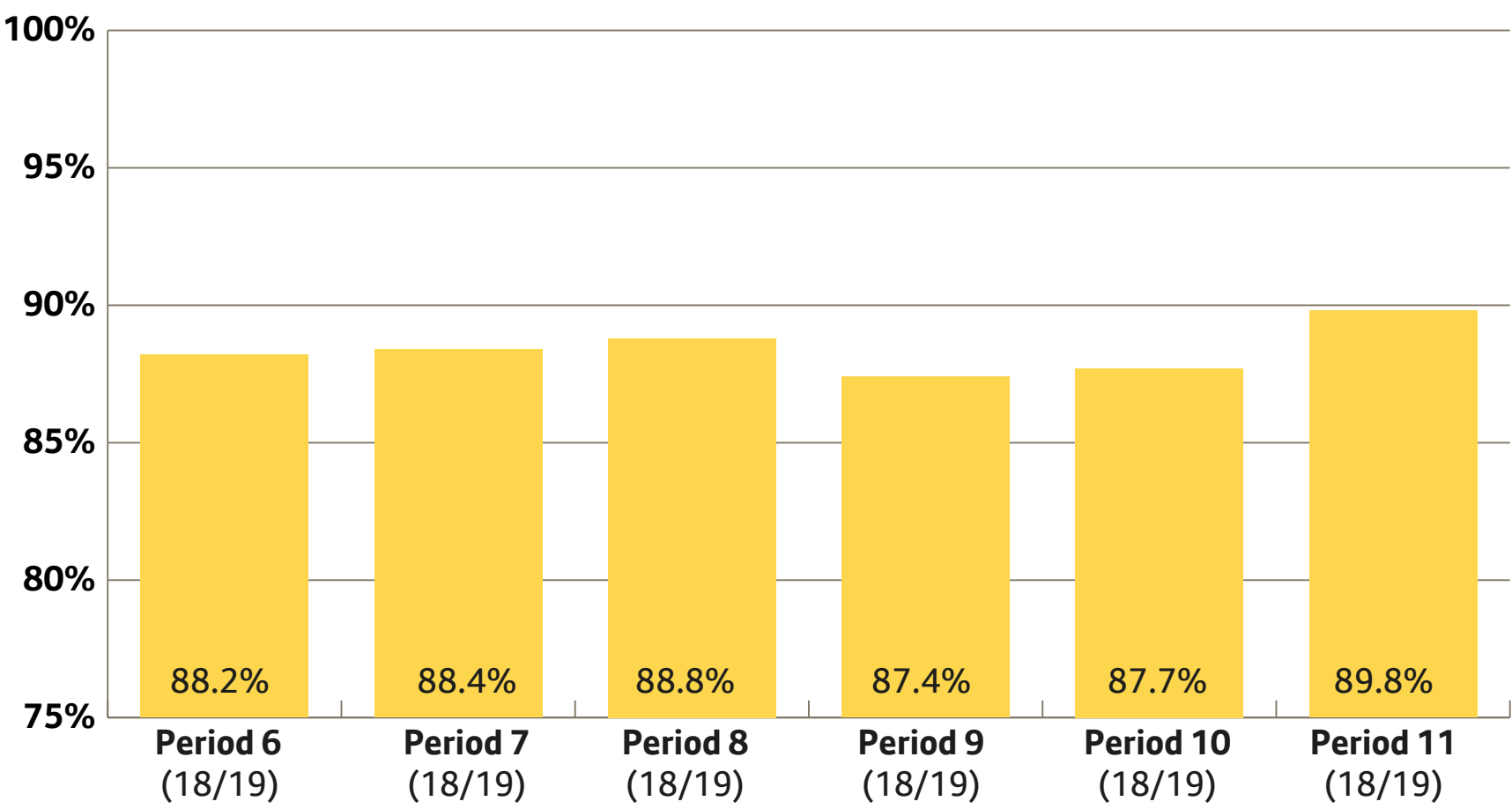
This route
89.8% **Overall network**
91.3%



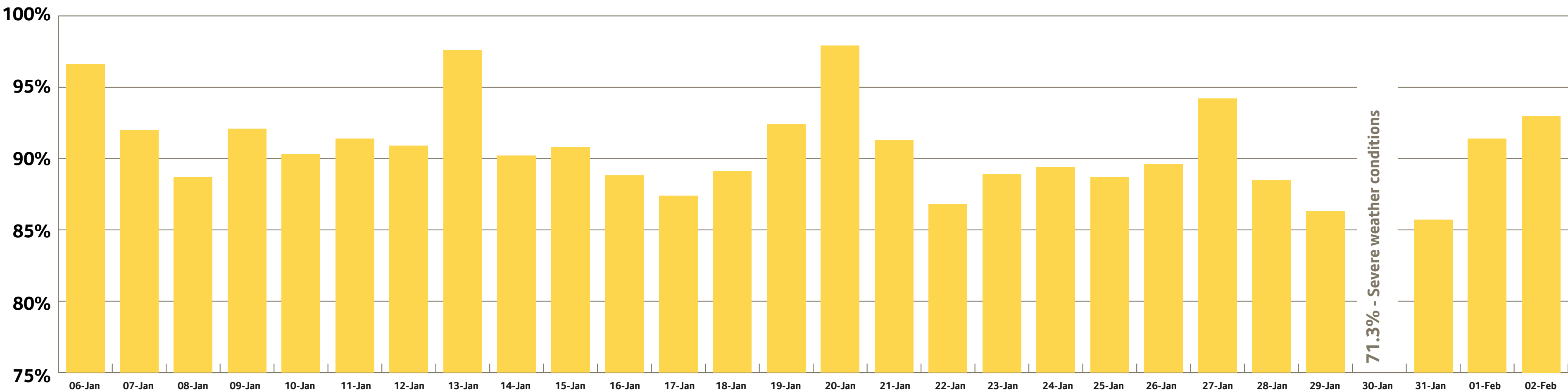
Reliability

Percentage of planned miles operated.

This route
99.7% **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

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

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Metrolink Performance

East Didsbury Line

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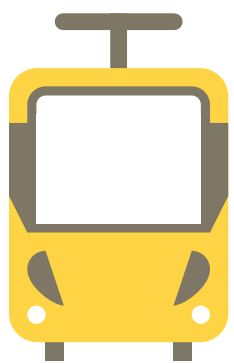
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

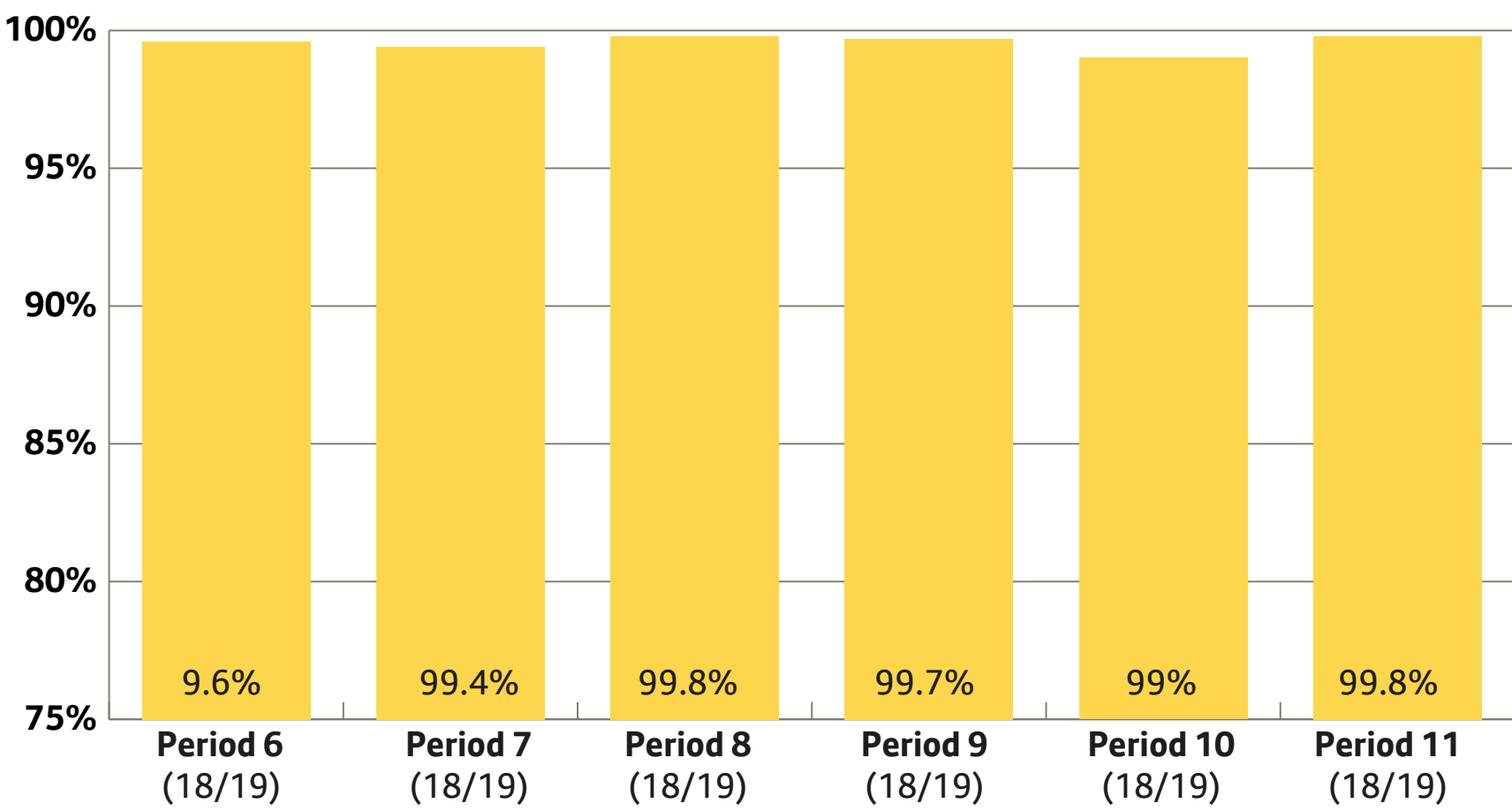
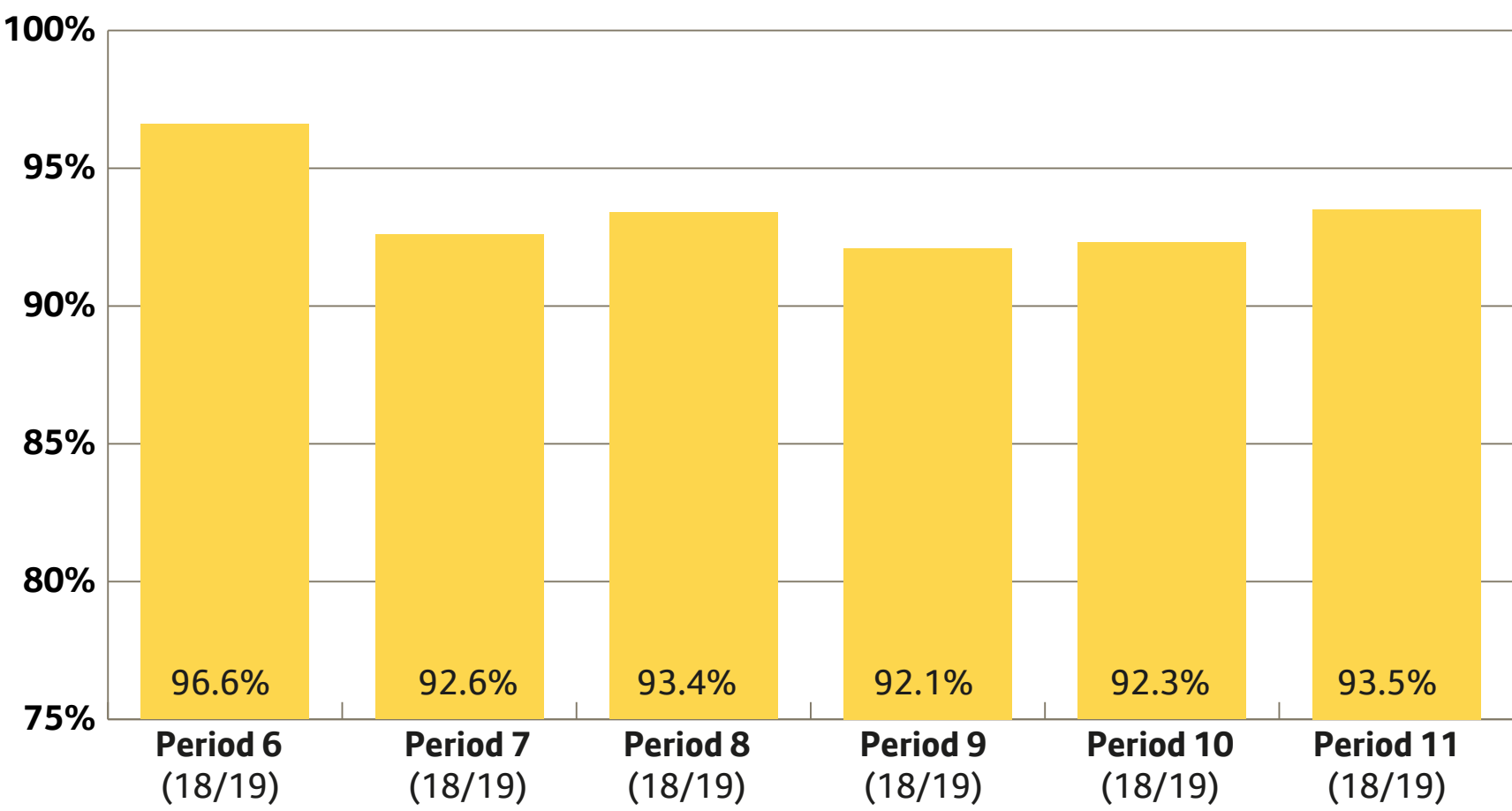
This route
93.5% **Overall network**
91.3%



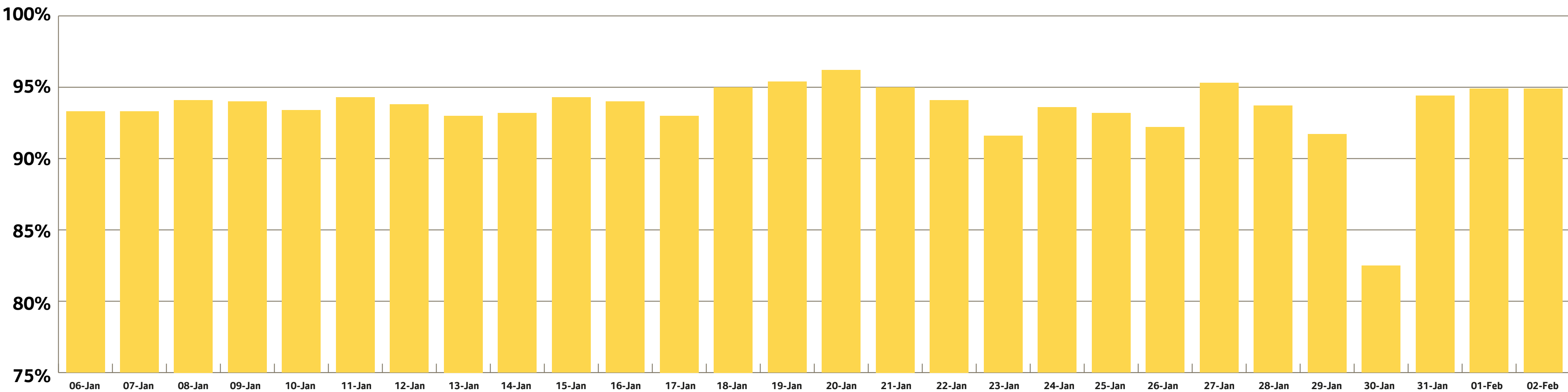
Reliability

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.

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Metrolink Performance

Eccles & Media City Lines

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How we performed



Punctuality

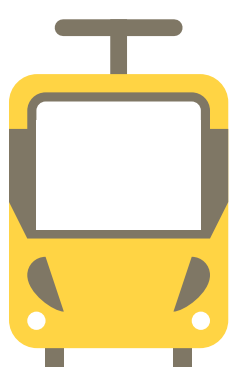
Percentage of trams departing less than two minutes late.

This route

88.2%

Overall network

91.3%



Reliability

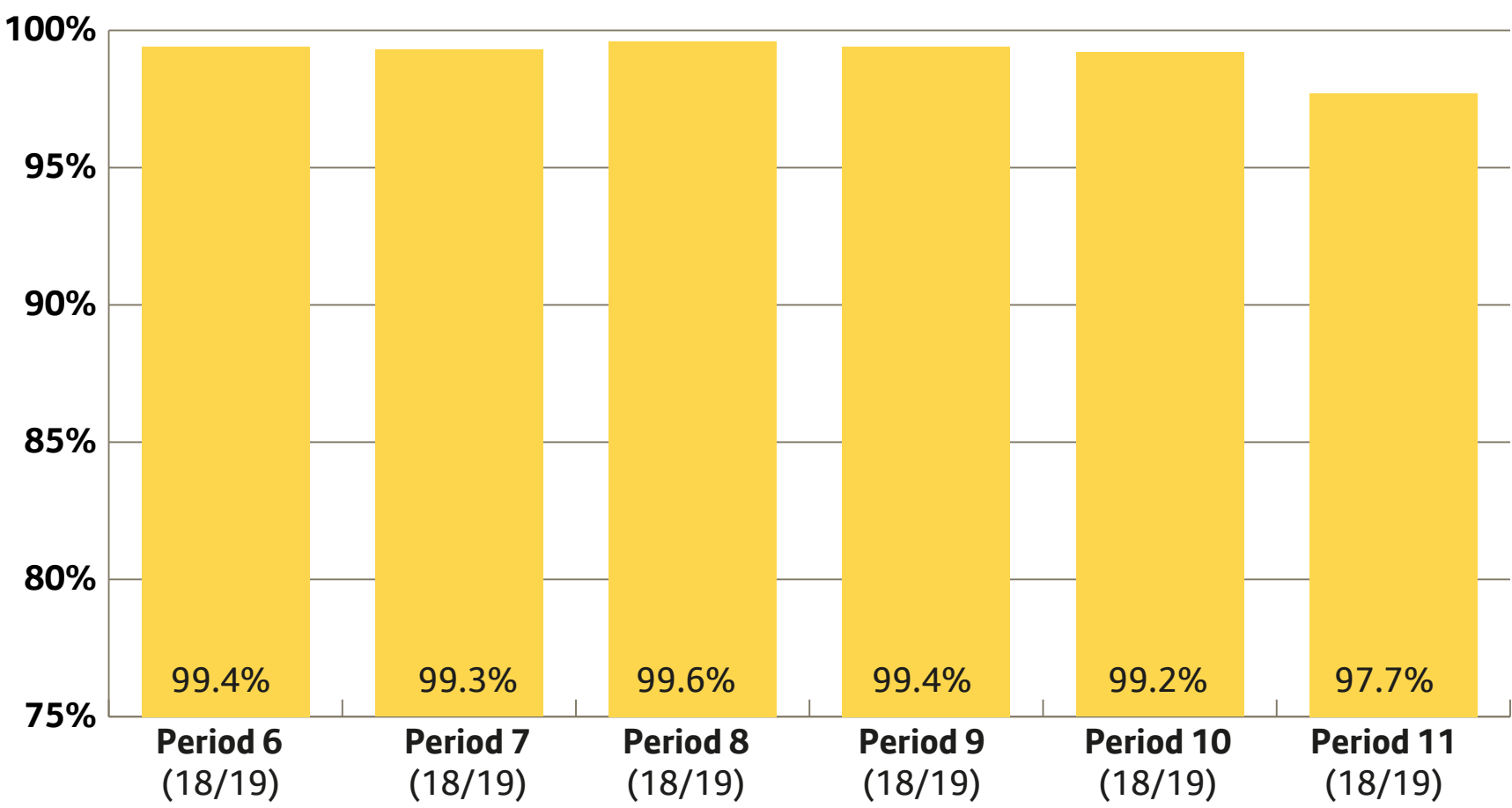
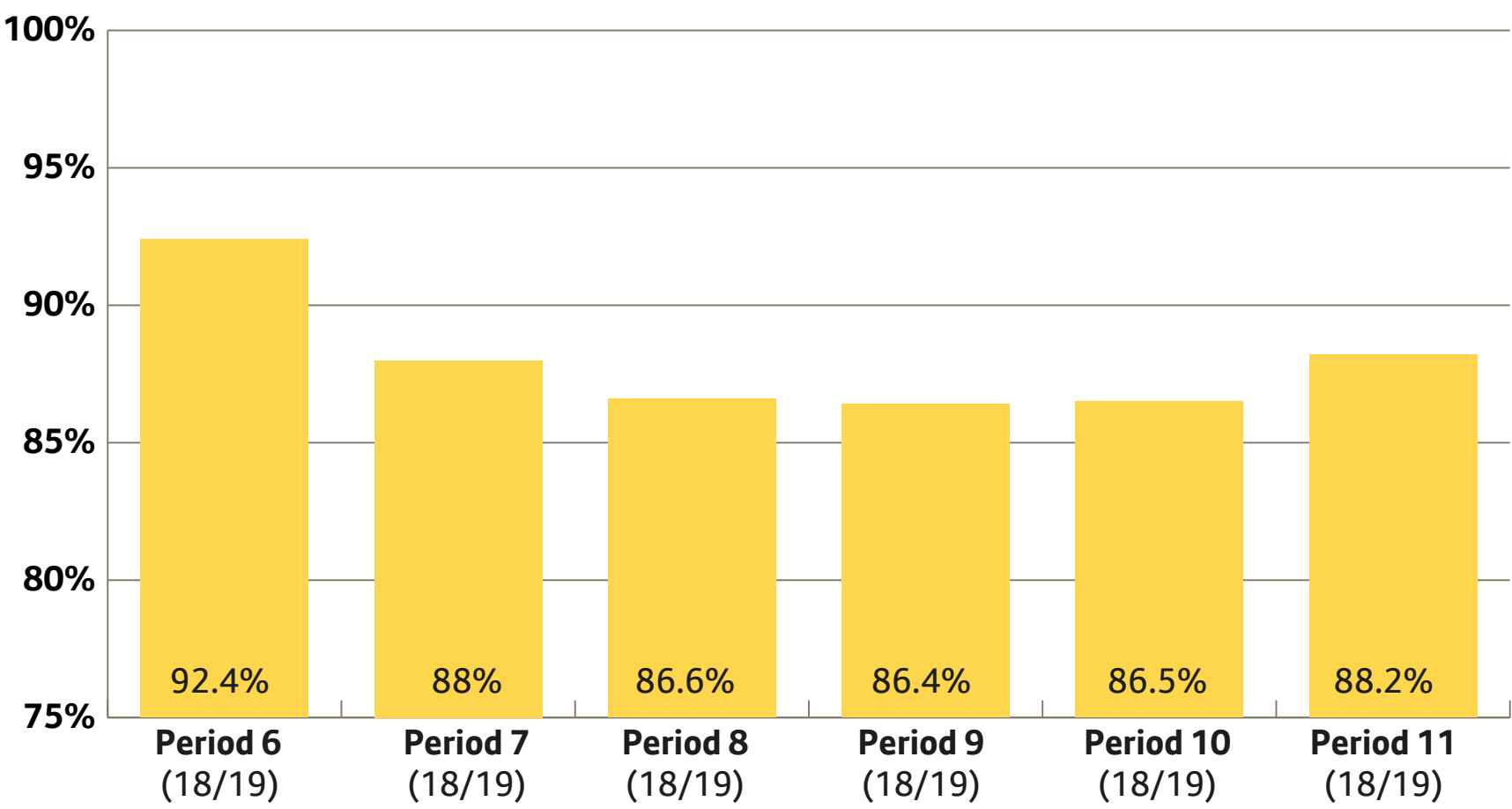
Percentage of planned miles operated.

This route

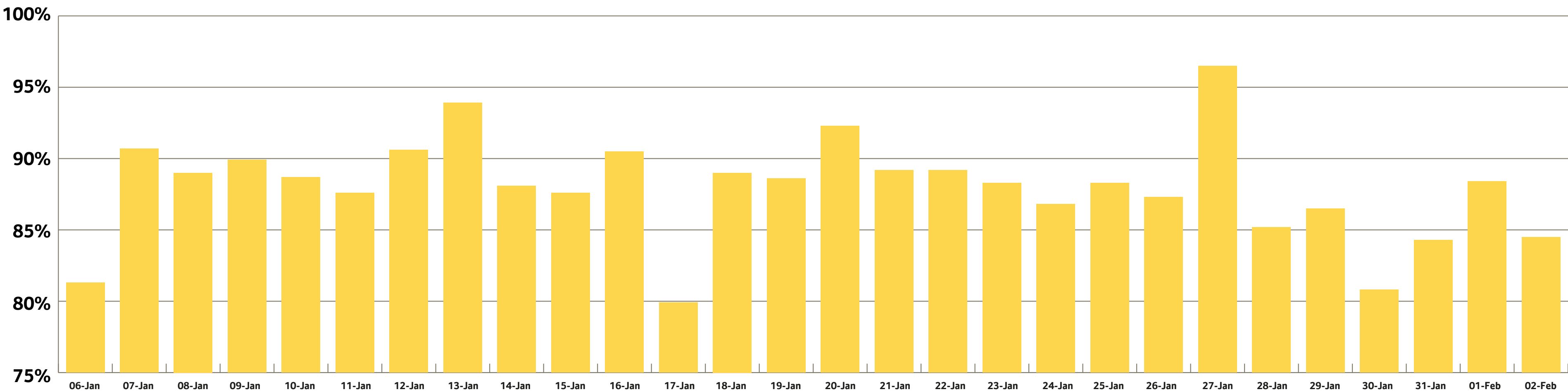
97.7%

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.

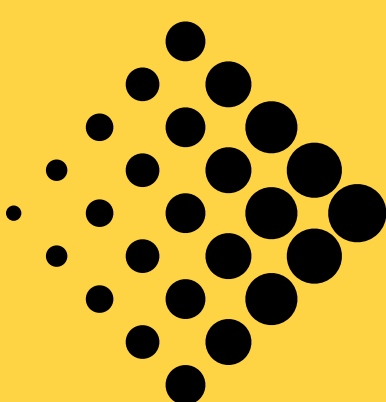
What we did to improve on this route

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.

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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Oldham & Rochdale Lines

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How we performed



Punctuality

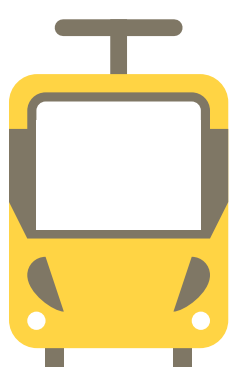
Percentage of trams departing less than two minutes late.

This route

89.8%

Overall network

91.3%



Reliability

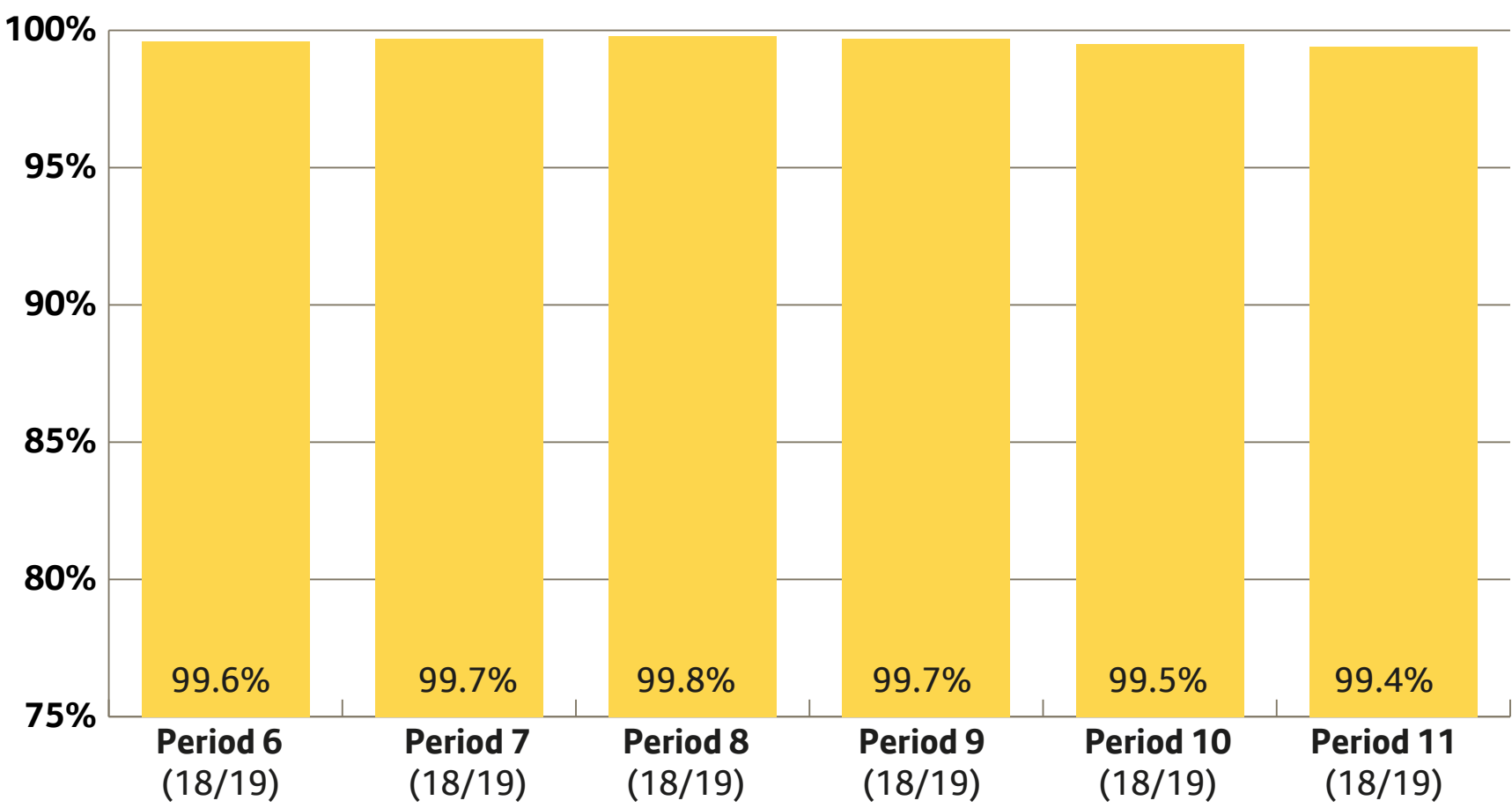
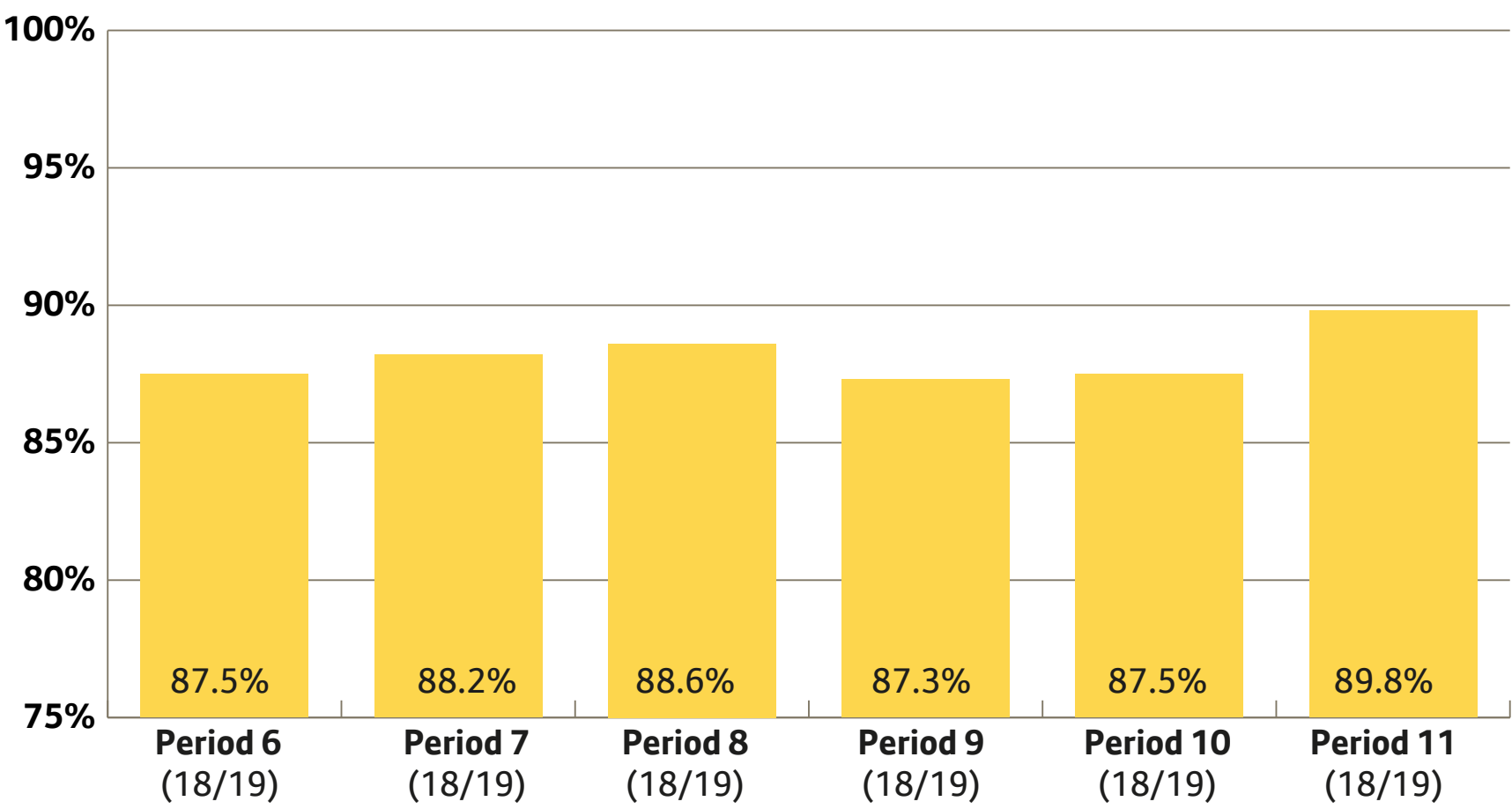
Percentage of planned miles operated.

This route

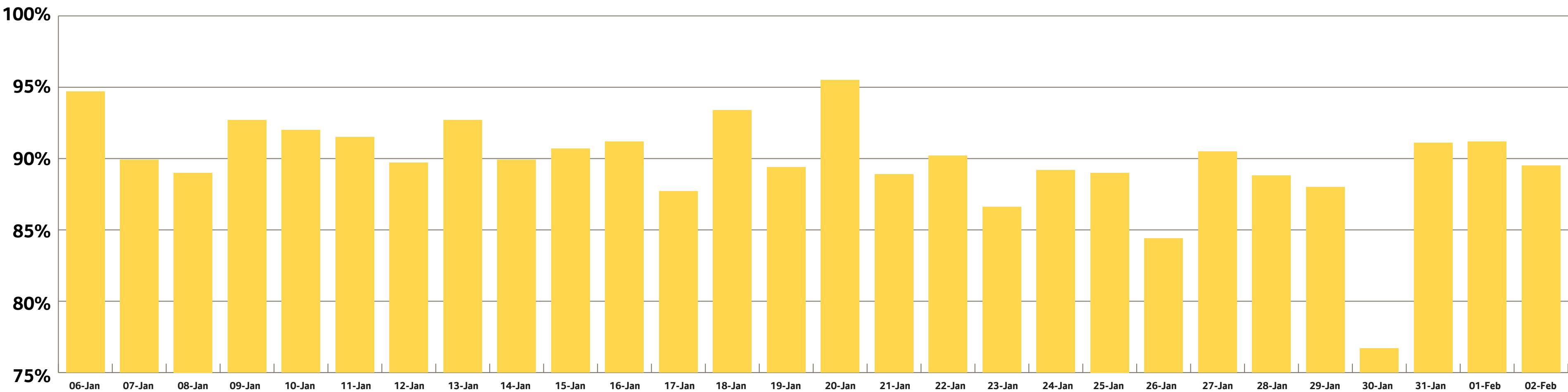
99.4%

Overall network

99.2%



Route punctuality by date



Route service disruptions

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

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.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

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