Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

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

<table>
<thead>
<tr>
<th>Location</th>
<th>Punctuality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network wide</td>
<td>91.9%</td>
</tr>
<tr>
<td>Airport</td>
<td>93.1%</td>
</tr>
<tr>
<td>Altrincham</td>
<td>94.9%</td>
</tr>
<tr>
<td>Ashton</td>
<td>92.3%</td>
</tr>
<tr>
<td>Bury</td>
<td>89.4%</td>
</tr>
<tr>
<td>East Didsbury</td>
<td>94.6%</td>
</tr>
<tr>
<td>Eccles/MediaCityUK</td>
<td>94.5%</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>90.1%</td>
</tr>
</tbody>
</table>

### Reliability
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>Location</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network wide</td>
<td>99.48%</td>
</tr>
<tr>
<td>Airport</td>
<td>99.4%</td>
</tr>
<tr>
<td>Altrincham</td>
<td>99.4%</td>
</tr>
<tr>
<td>Ashton</td>
<td>99.4%</td>
</tr>
<tr>
<td>Bury</td>
<td>99.6%</td>
</tr>
<tr>
<td>East Didsbury</td>
<td>99.6%</td>
</tr>
<tr>
<td>Eccles/MediaCityUK</td>
<td>99.2%</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>99.6%</td>
</tr>
</tbody>
</table>

### Cancellations
Journeys cancelled.

- **0.21%** of all planned journeys.

### Short journeys
Incomplete journeys.

- **0.63%** of all planned journeys.

### How we performed:

Period 1 marks a strong improvement in network reliability, 99.48% of scheduled mileage was achieved. This marked improvement has been driven through better asset reliability and effective management of third party disruptions.

Next period is focused on improving network punctuality, reducing car to tram incidents and planning for major events, such as ParkLife.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

Airport

1 April until 28 April 2018

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

<table>
<thead>
<tr>
<th>Airport</th>
<th>Network wide</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>93.1%</strong></td>
<td><strong>91.9%</strong></td>
</tr>
</tbody>
</table>

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>Airport</th>
<th>Network wide</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>99.4%</strong></td>
<td><strong>99.48%</strong></td>
</tr>
</tbody>
</table>

How we performed:
We saw significant improvement of service reliability this period, achieving 99.48% across the network.

Occurrences of service disruption:
- 7 Apr  Vehicle on the track at Baguley.
- 21 Apr  Road Traffic Collision at Peel Hall.

Metrolink
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

Altrincham

1 April until 28 April 2018

Punctuality
Percentage of trams departing less than two minutes late.

Altrincham 94.9%  Network wide 91.9%

Reliability
Percentage of planned miles operated.

Altrincham 99.4%  Network wide 99.48%

How we performed:
We saw significant improvement of service reliability this period, achieving 99.48% across the network.

Occurrences of service disruption:
9 Apr  Operational incident at Altrincham.
24 Apr  Over running engineering works at Altrincham.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

Ashton-under-Lyne

Punctuality
Percentage of trams departing less than two minutes late.

Ashton under Lyne 92.3%  
Network wide 91.9%

Reliability
Percentage of planned miles operated.

Ashton under Lyne 99.4%  
Network wide 99.48%

How we performed:
We saw significant improvement of service reliability this period, achieving 99.48% across the network.
**Metrolink Performance**

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

**1 April until 28 April 2018**

### Punctuality

**Bury** 89.4%

**Network wide** 91.9%

### Reliability

**Bury** 99.6%

**Network wide** 99.48%

**How we performed:**

We saw significant improvement of service reliability this period, achieving 99.48% across the network.

**Occurrences of service disruption:**

**20 Apr** Signalling system fault at Victoria caused delays.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

How we performed:
We saw significant improvement of service reliability this period, achieving 99.48% across the network.

Occurrences of service disruption:
20 Apr Tram door fault at St. Peters Square.
Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

### Metrolink Performance

#### 1 April until 28 April 2018

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

<table>
<thead>
<tr>
<th>Eccles &amp; MediaCityUK</th>
<th>Network wide</th>
</tr>
</thead>
<tbody>
<tr>
<td>94.5%</td>
<td>91.9%</td>
</tr>
</tbody>
</table>

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>Eccles &amp; MediaCityUK</th>
<th>Network wide</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.6%</td>
<td>99.48%</td>
</tr>
</tbody>
</table>

### How we performed:
We saw significant improvement of service reliability this period, achieving 99.48% across the network.
Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service. Every four weeks we will share with you how well we are performing.

Oldham & Rochdale

1 April until 28 April 2018

Punctuality
Percentage of trams departing less than two minutes late.

Oldham & Rochdale
90.1%

Network wide
91.9%

Reliability
Percentage of planned miles operated.

Oldham & Rochdale
99.6%

Network wide
99.48%

How we performed:
We saw significant improvement of service reliability this period, achieving 99.48% across the network.

Occurrences of service disruption:
3 Apr Tram fault at Monsall.

Metrolink