

# 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:

**13 October until 09 November 2019**

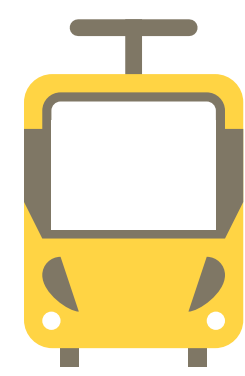
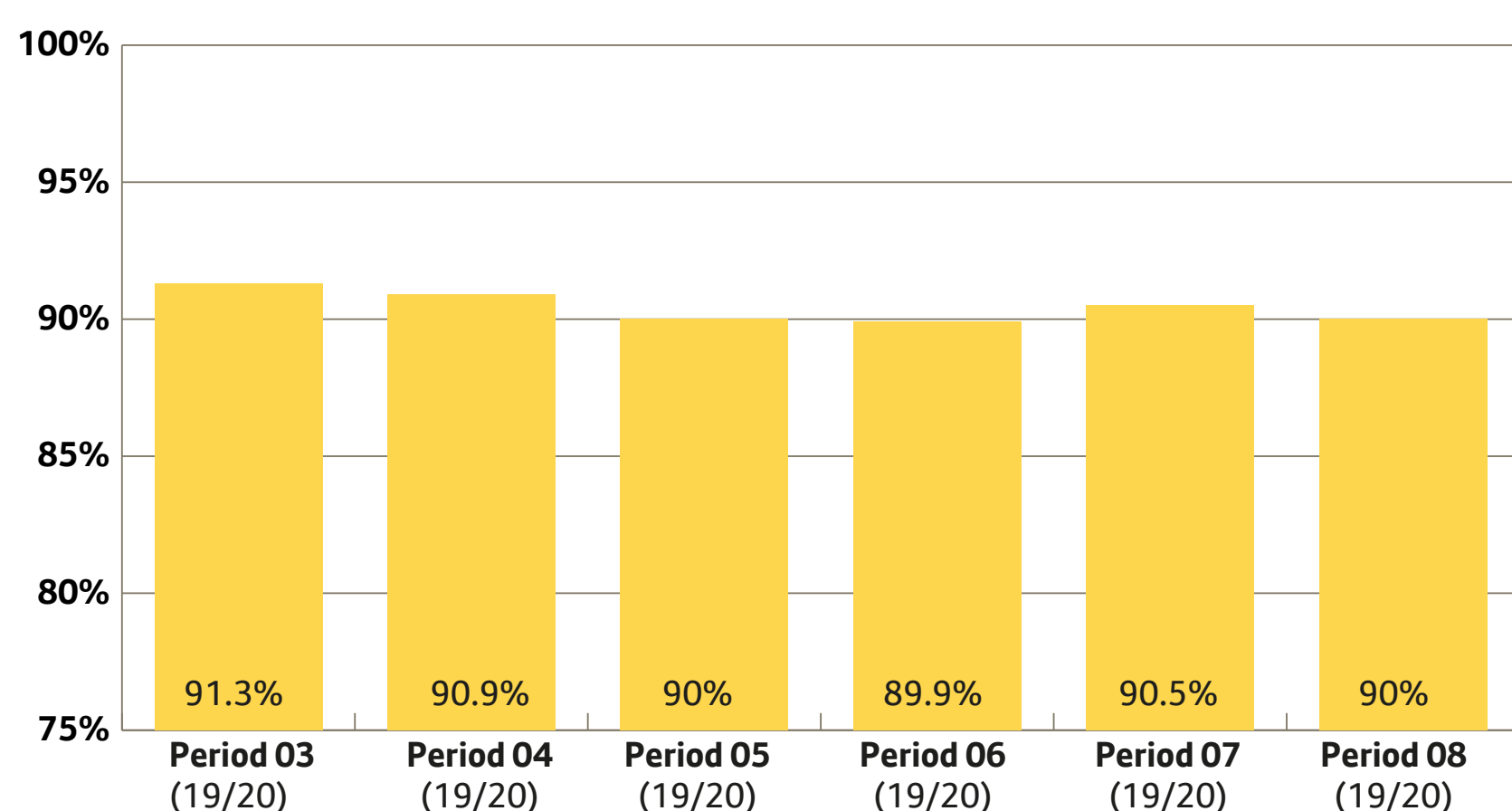
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

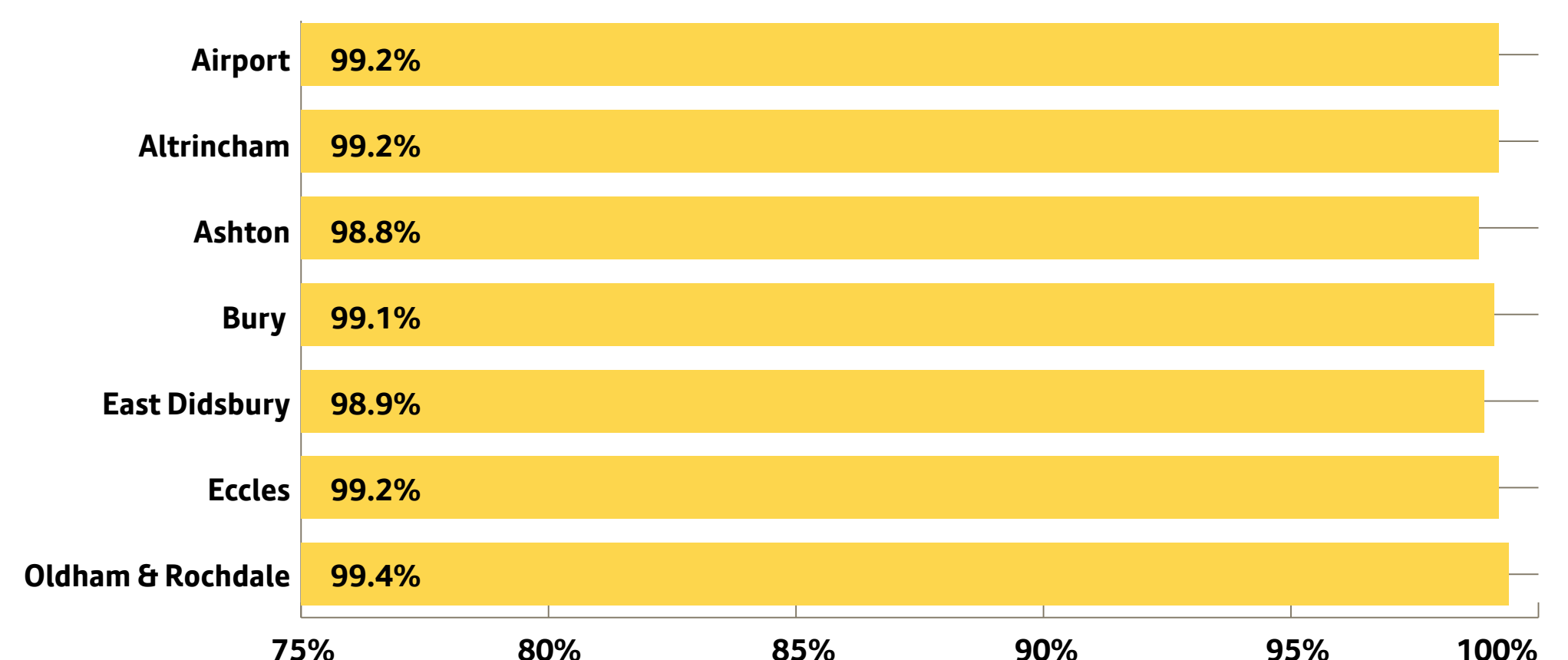
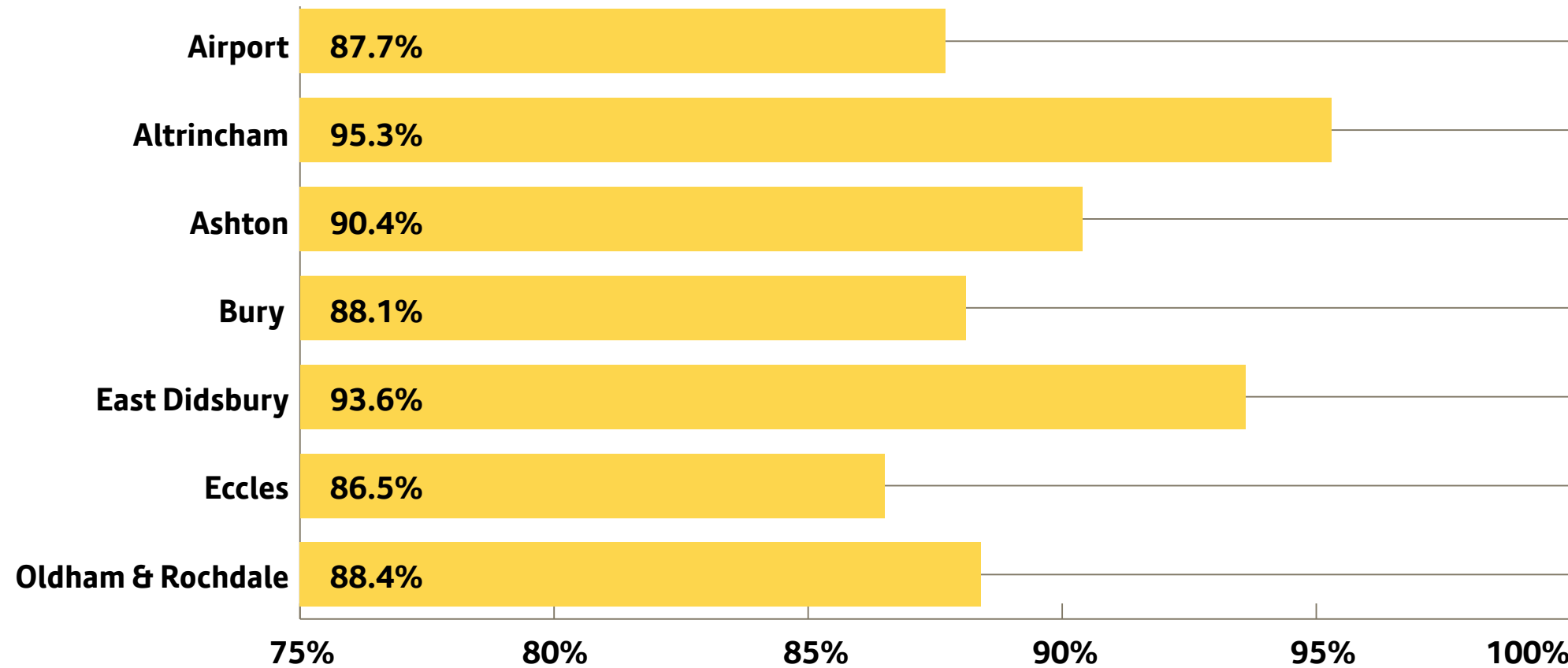
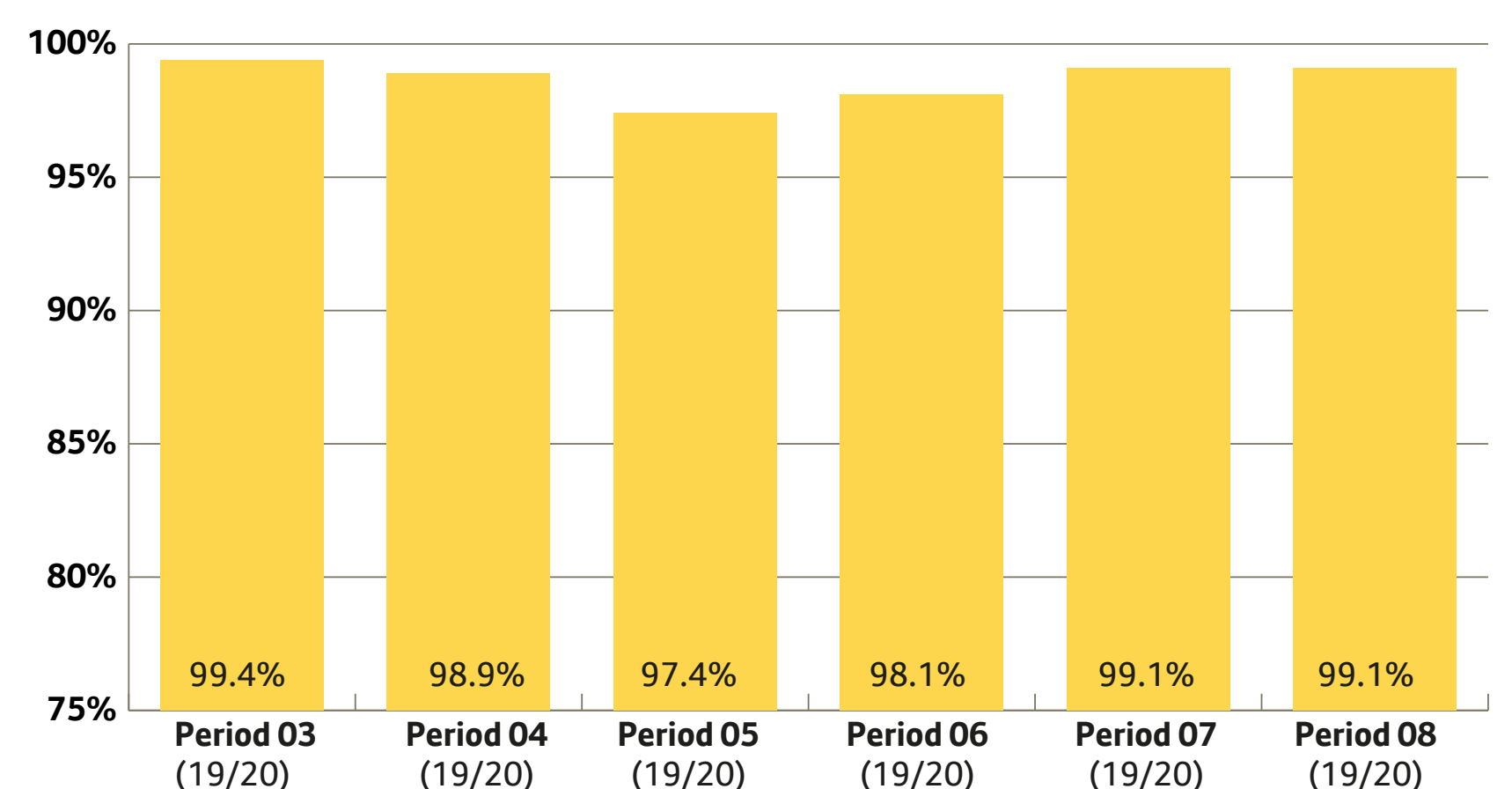
**90%**



#### Reliability

Percentage of planned miles operated.

**99.1%**



#### Cancellations

Journeys cancelled.

**0.41%** of all planned journeys.

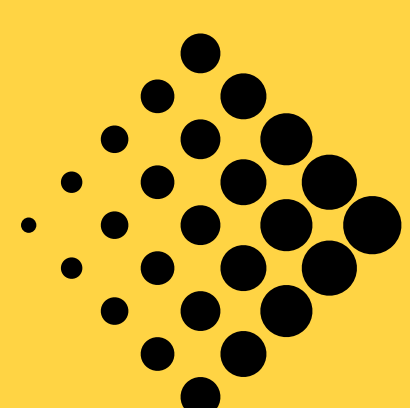


#### Short journeys

Incomplete journeys.

**0.45%** of all planned journeys.

Issued on 29 November 2019



# Metrolink

Metrolink is operated on behalf of  
Transport for Greater Manchester by

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# Metrolink Performance

## Airport Line

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### How we performed



#### Punctuality

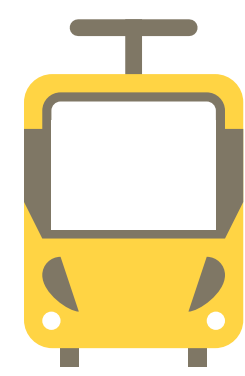
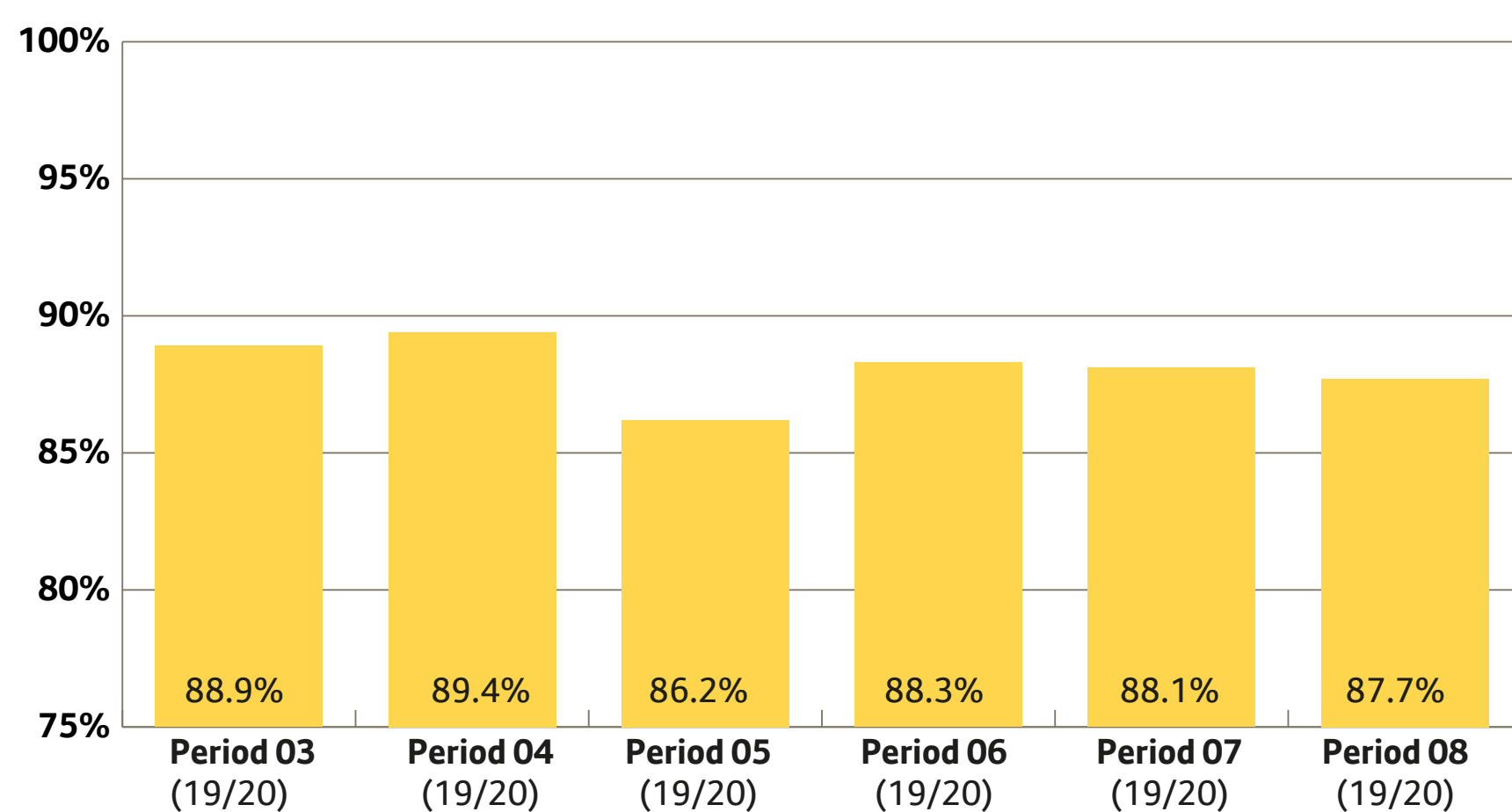
Percentage of trams departing less than two minutes late.

**This route**

**87.7%**

**Overall network**

**90%**



#### Reliability

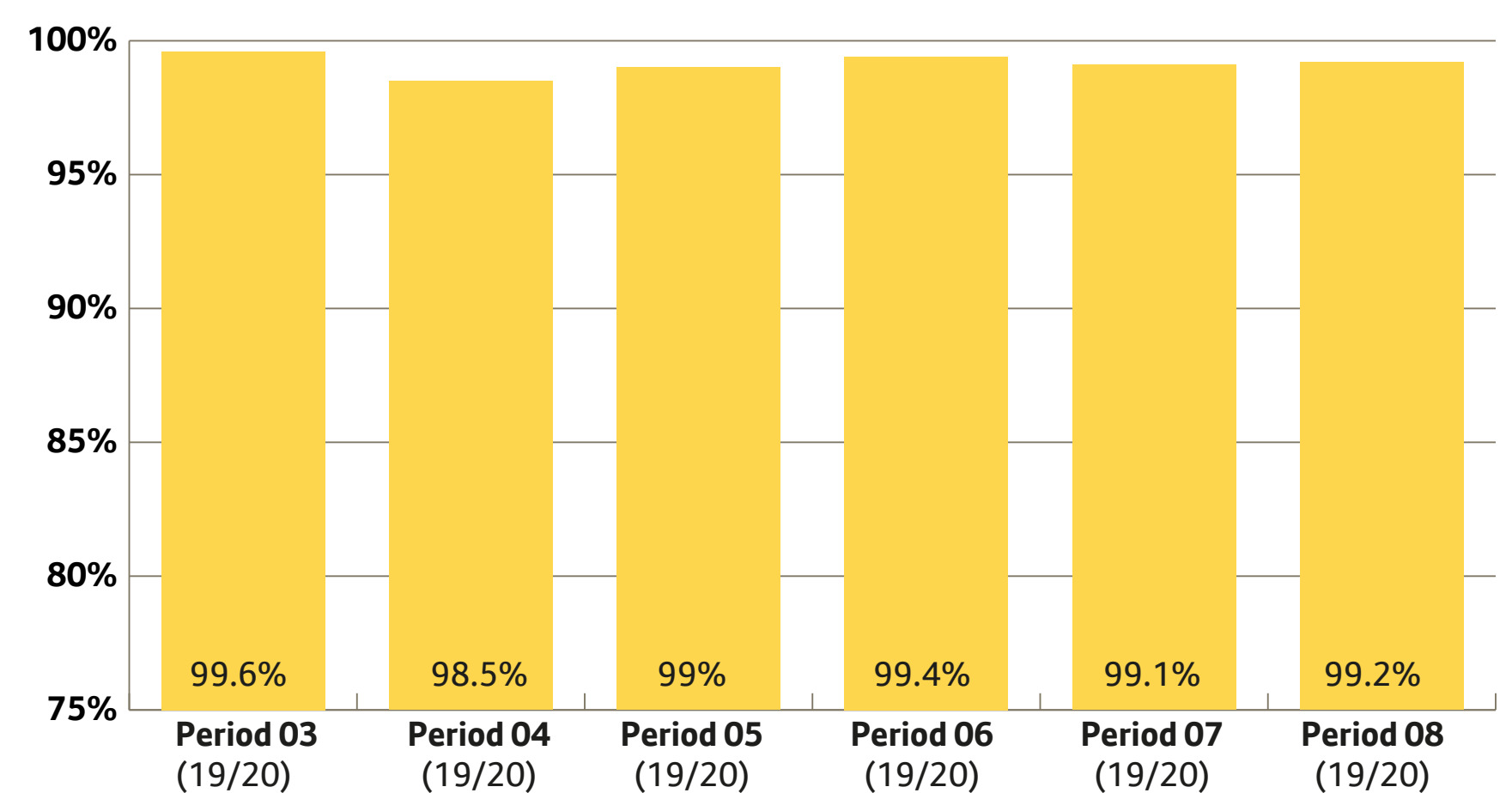
Percentage of planned miles operated.

**This route**

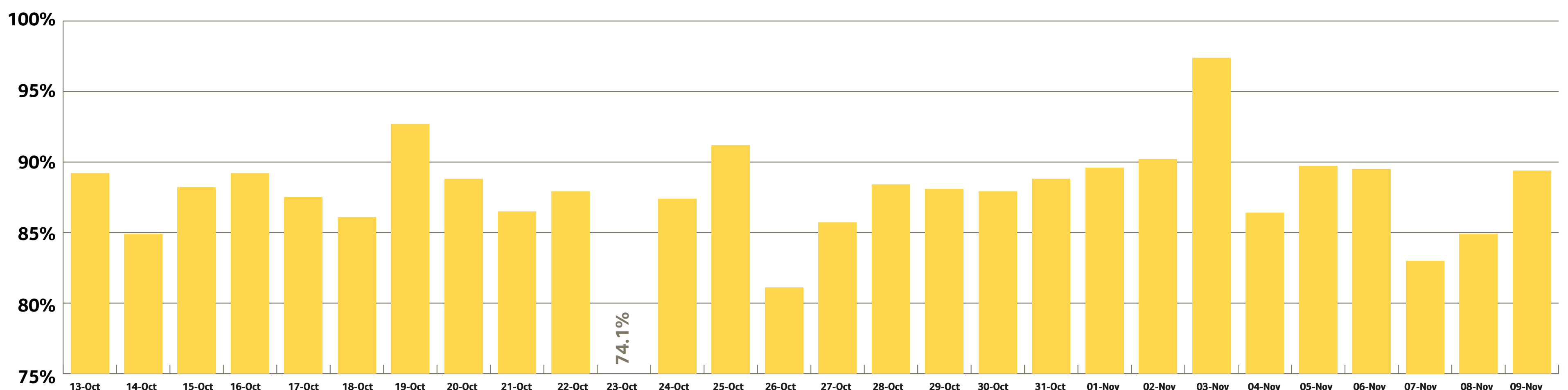
**99.2%**

**Overall network**

**99.1%**



#### Route punctuality by date



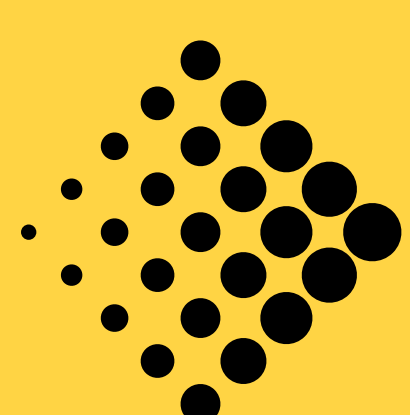
#### Route service disruptions

- 23 October 2019  
Network wide communications fault
- 26 October 2019  
Vehicle blocking the track at Barlow Moor Road
- 07 November 2019  
Road traffic collision at Robinswood
- 08 November 2019  
Vehicle blocking the track at Manchester Airport.

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

- Deep cleans have all passed
- CSRs have responded to intelligence of high fare evasion around Manchester Airport, providing a high visibility uniformed presence to deter and detect ticketless travel and provide reassurance to fare paying customers of our commitment to reducing fare evasion.

Issued on 29 November 2019



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# Metrolink Performance

## Altrincham Line

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### How we performed



#### Punctuality

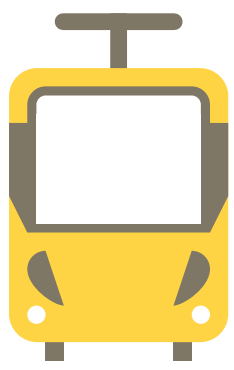
Percentage of trams departing less than two minutes late.

**This route**

**95.3%**

**Overall network**

**90%**



#### Reliability

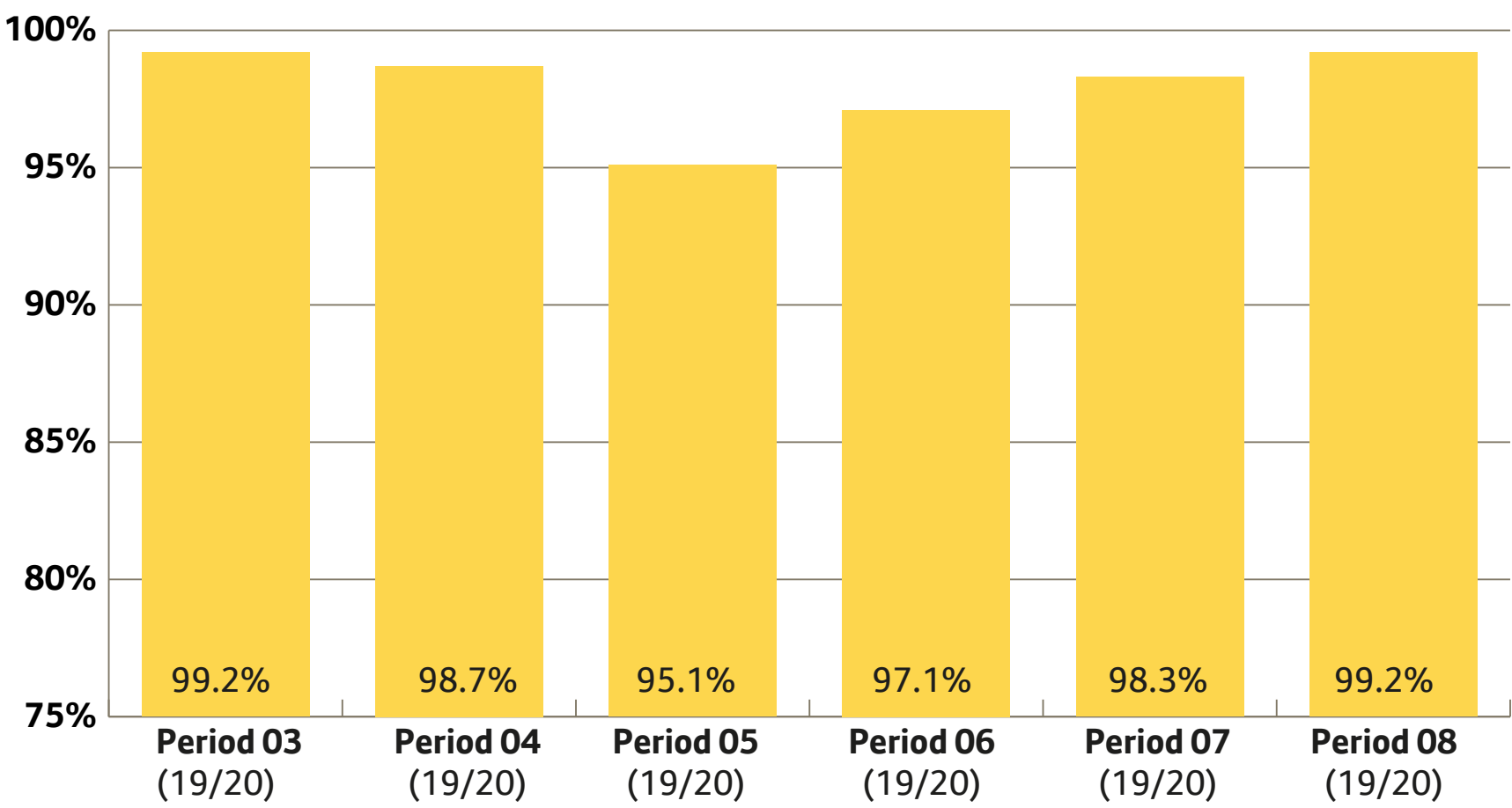
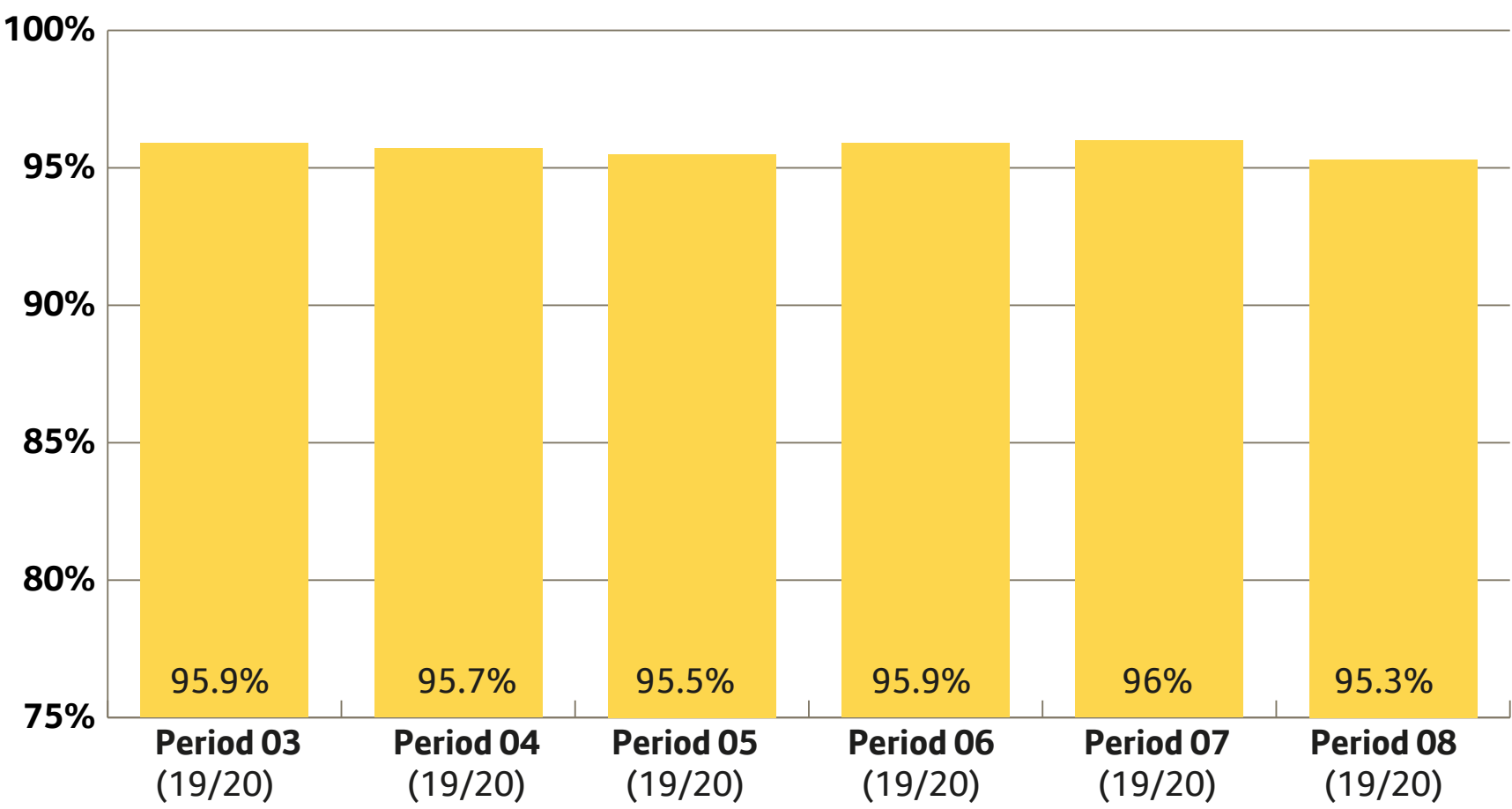
Percentage of planned miles operated.

**This route**

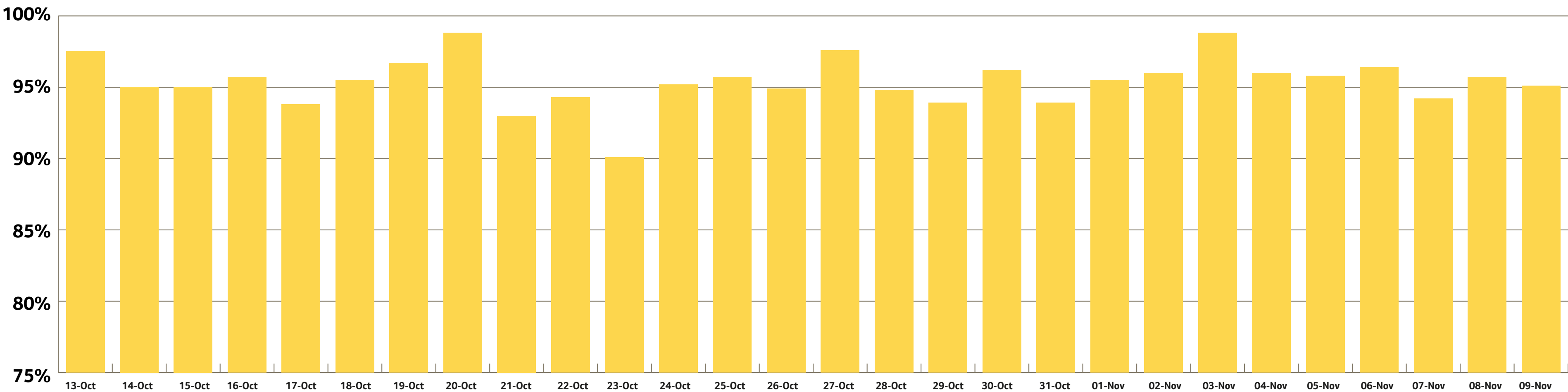
**99.2%**

**Overall network**

**99.1%**



#### Route punctuality by date



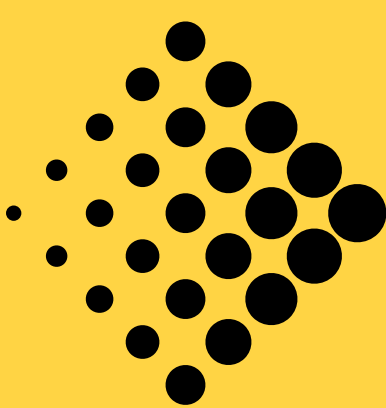
#### Route service disruptions

- 17 October 2019**  
Network Rail points fault at Navigation Road
- 21 October 2019**  
Road traffic collision at Shudehill
- 23 October 2019**  
Network wide communications fault.

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

- Deep cleans have all passed
- New CCTV cameras being rolled across stops
- Two days of assemblies took place at Colleges, on the Altrincham Line to address issues of the high number of walkaways from the college students when being asked for tickets and passes by KAM staff. The two days saw KAM staff reach out to over 250 students that use Metrolink on a regular basis.
- A successful restorative justice session took place at Queens Road depot between Greater Manchester Police, KAM driver, KAM engagement manager and the preparator who was arrested following multiple laser pen incidents around the Cornbrook area. The perpetrator carried out the session and shown full remorse. This is part of our commitment reducing antisocial behaviour.

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# Metrolink Performance

## Ashton-under-Lyne Line

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four-week period between:

**13 October until 09 November 2019**

### How we performed



#### Punctuality

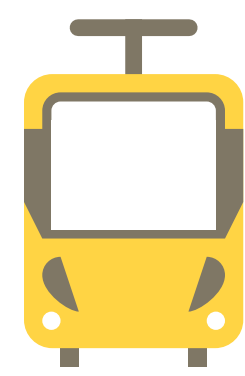
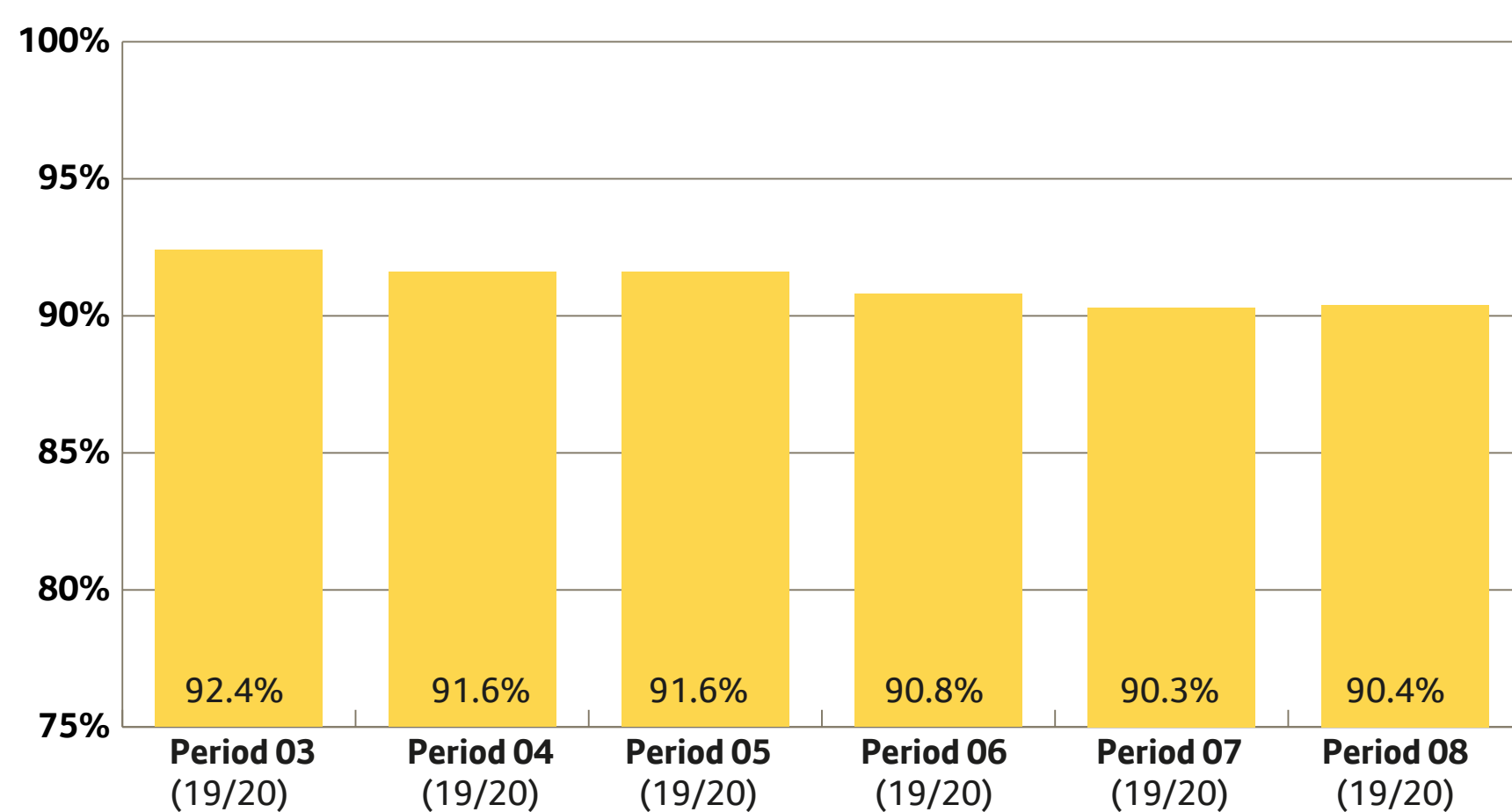
Percentage of trams departing less than two minutes late.

**This route**

**90.4%**

**Overall network**

**90%**



#### Reliability

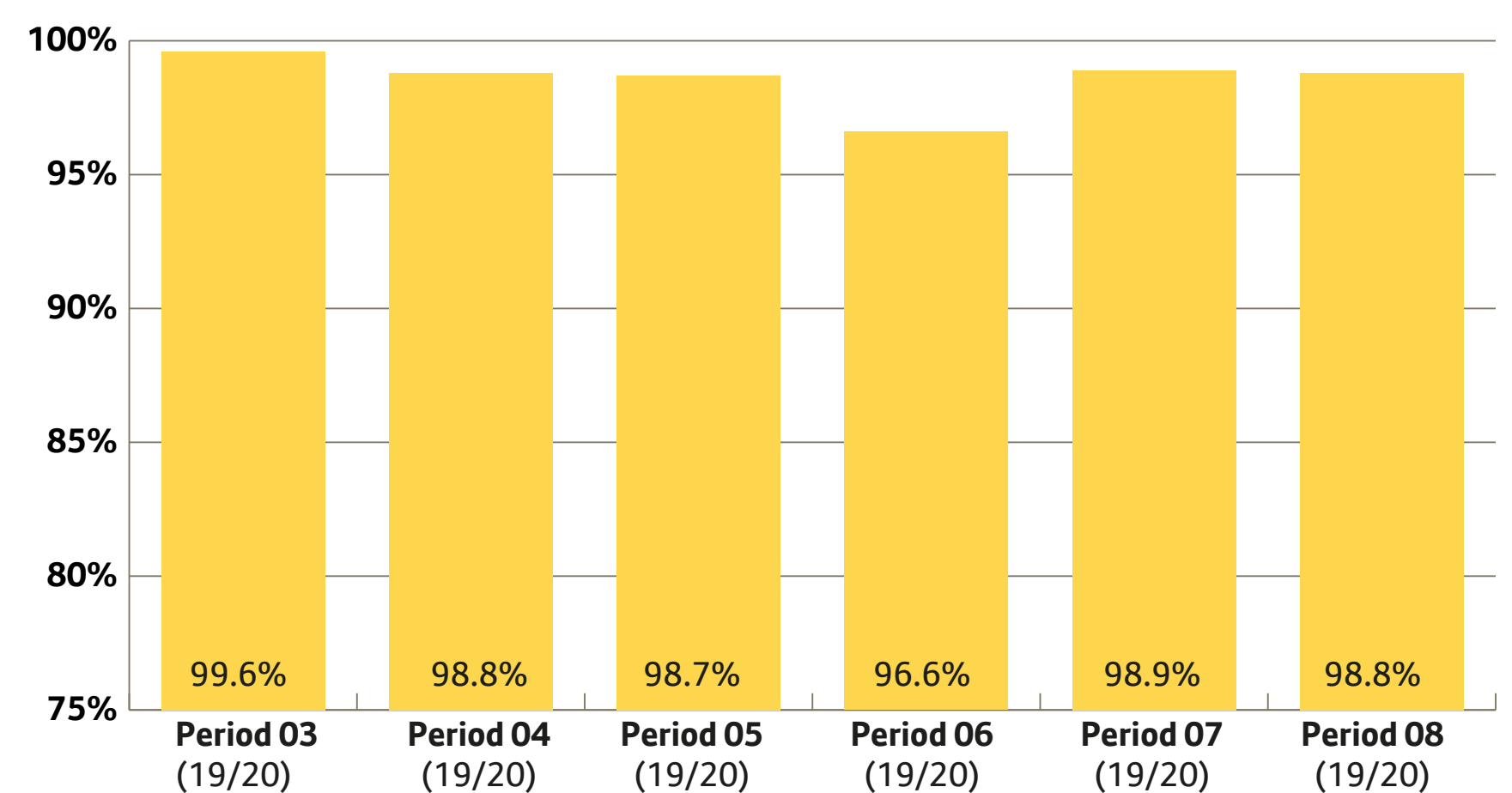
Percentage of planned miles operated.

**This route**

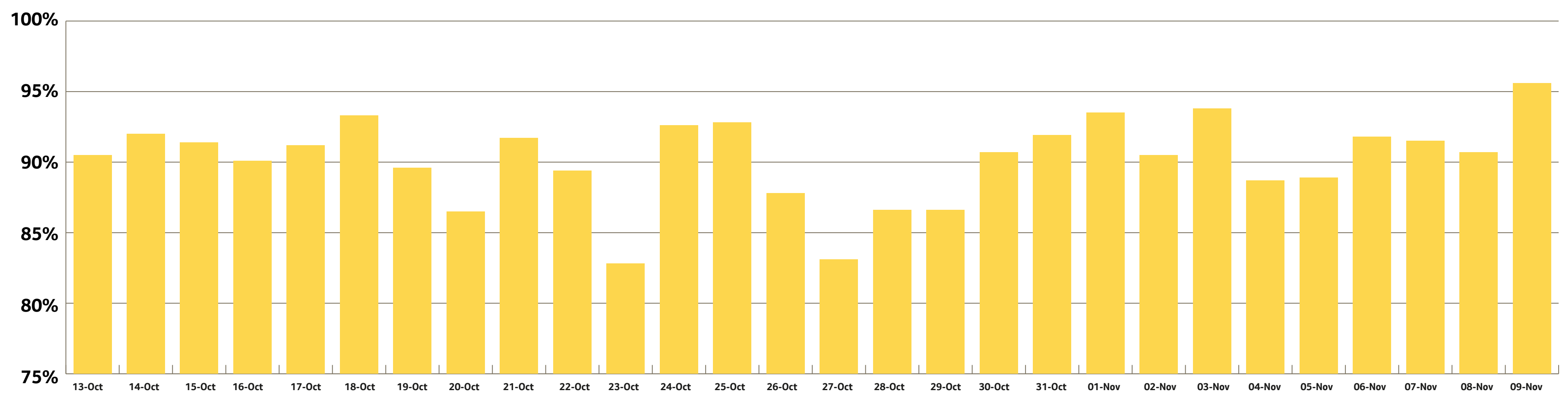
**98.8%**

**Overall network**

**99.1%**



### Route punctuality by date



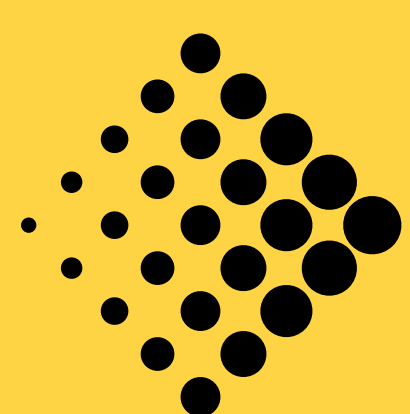
### Route service disruptions

- 23 October 2019  
Network wide communications fault
- 27 October 2019  
Points fault at Newbold.

### What we did to improve on this route

- Deep cleans have all passed
- CSR's were deployed to tackle morning peak on the Ashton line.

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# Metrolink Performance

## Bury Line

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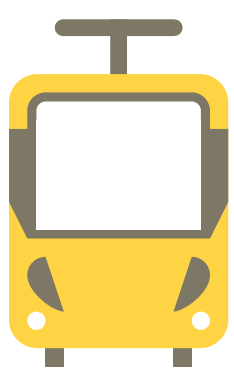
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

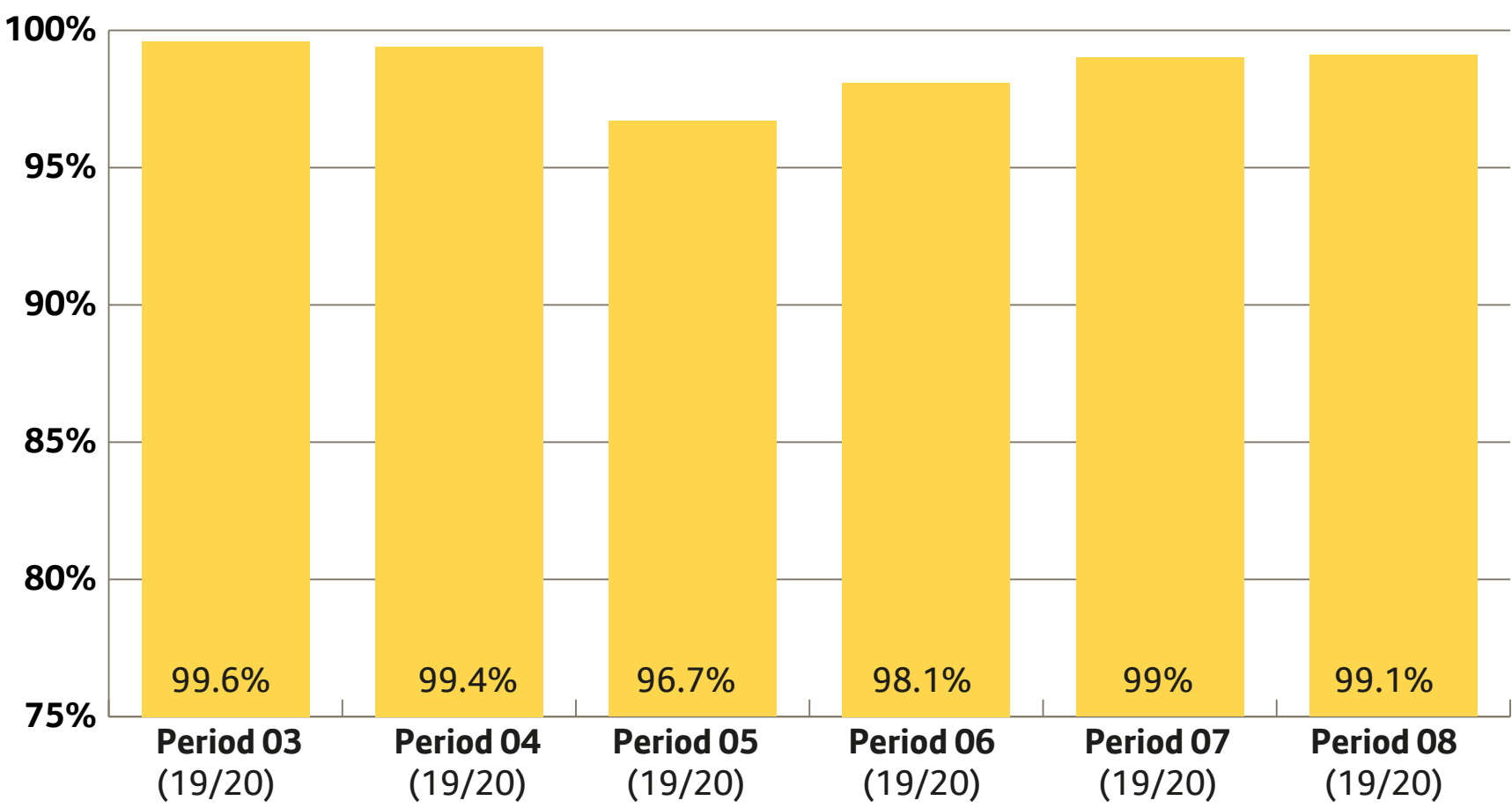
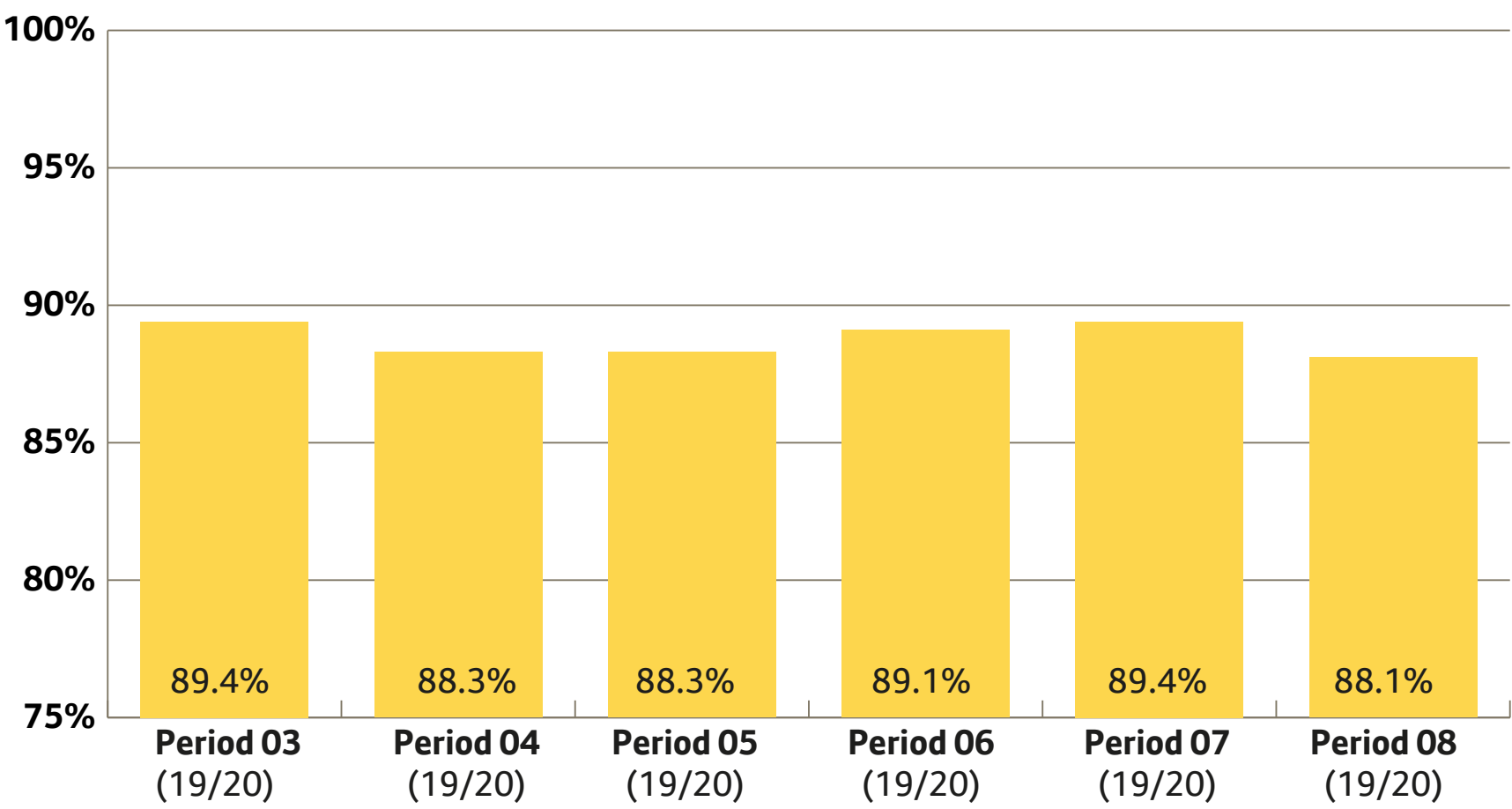
**This route**  
**88.1%**      **Overall network**  
**90%**



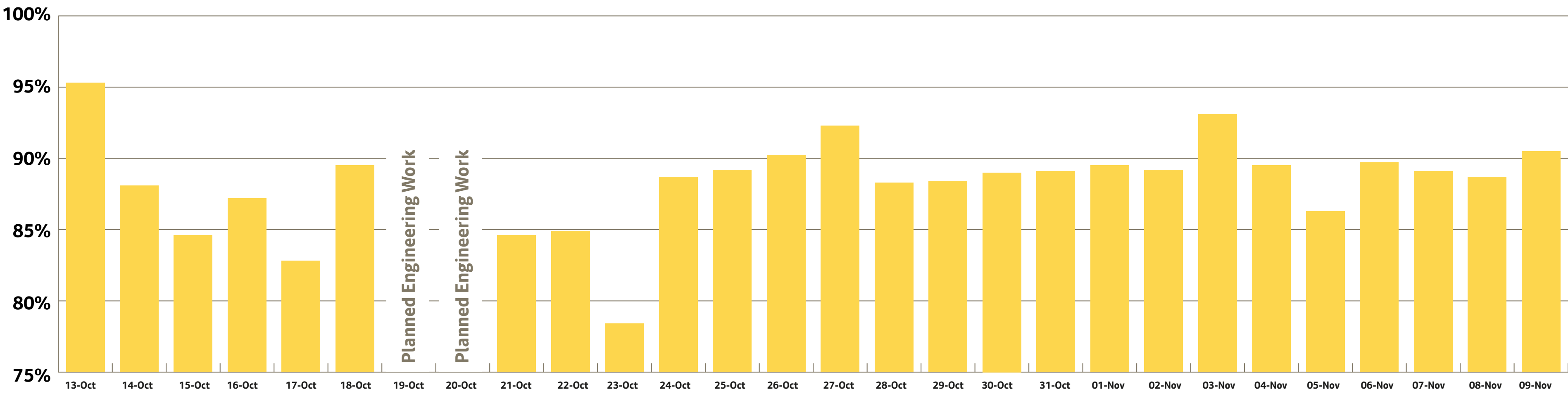
#### Reliability

Percentage of planned miles operated.

**This route**  
**99.1%**      **Overall network**  
**99.1%**



#### Route punctuality by date



#### Route service disruptions

- 17 October 2019  
Points fault at Piccadilly
- 19 October 2019  
Points fault at Bury
- 20 October 2019  
Planned improvement works on the Bury Line with bus replacement
- 23 October 2019  
Network wide communications fault.

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

- Deep cleans have all passed and de-vegetation works are ongoing on this line.
- New CCTV cameras being rolled across stops
- CSR'S have been deployed to Heaton park on Bonfire night to provide a high visibility, uniformed presence to provide extra safety and security. Also, to provide enhanced customer care during ingress and egress.
- A matching event took place at TfGM between a College on the Bury line and six of KAMs female mentors as part of a mentor project that KAM are part of. Each mentor will be matched with a student who will become their mentee for the next ten months. This is part of our community engagement strategy.

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## East Didsbury Line

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**13 October until 09 November 2019**

### How we performed



#### Punctuality

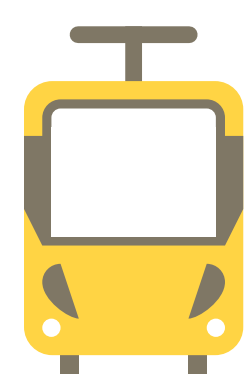
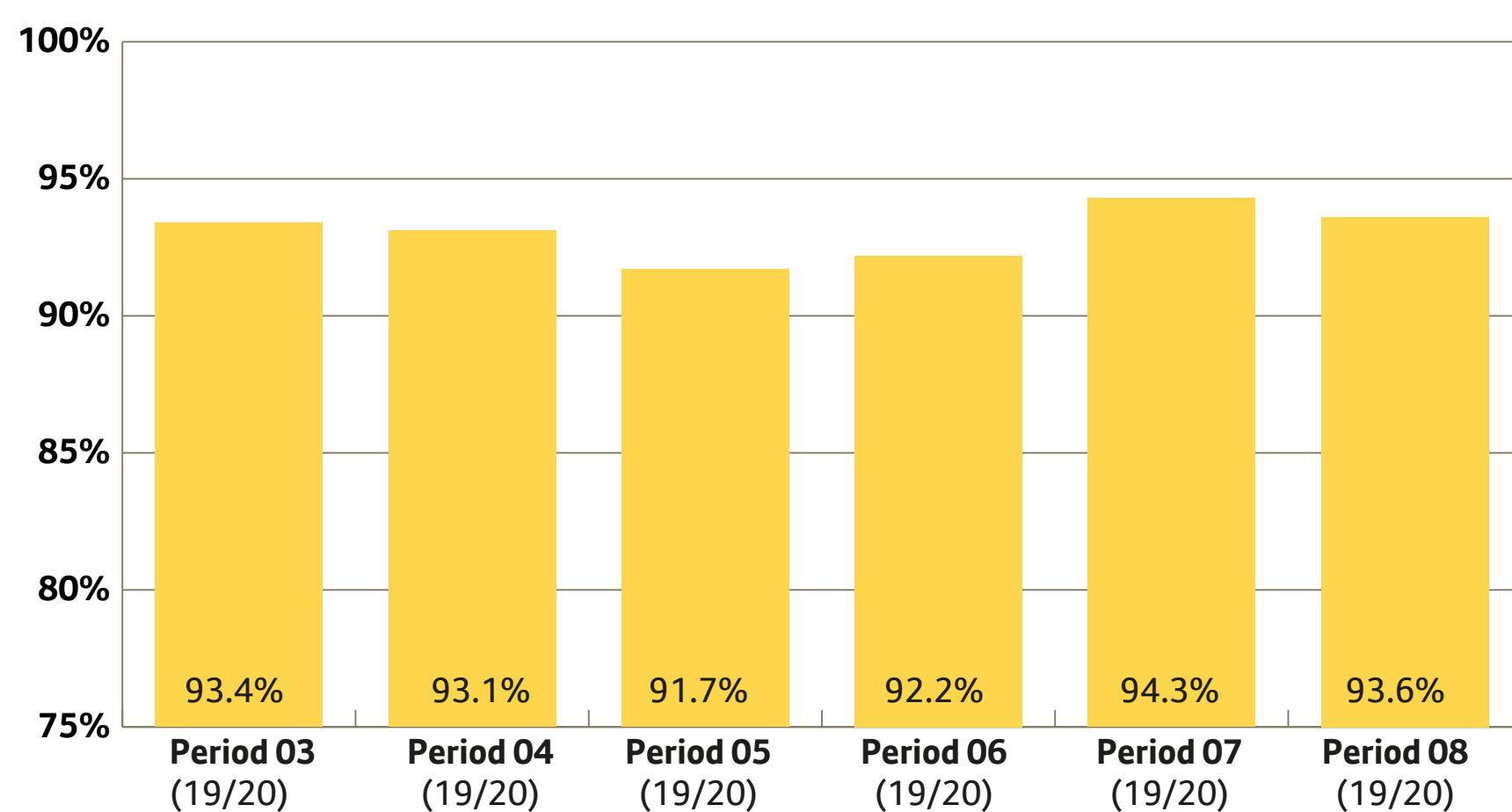
Percentage of trams departing less than two minutes late.

**This route**

**93.6%**

**Overall network**

**90%**



#### Reliability

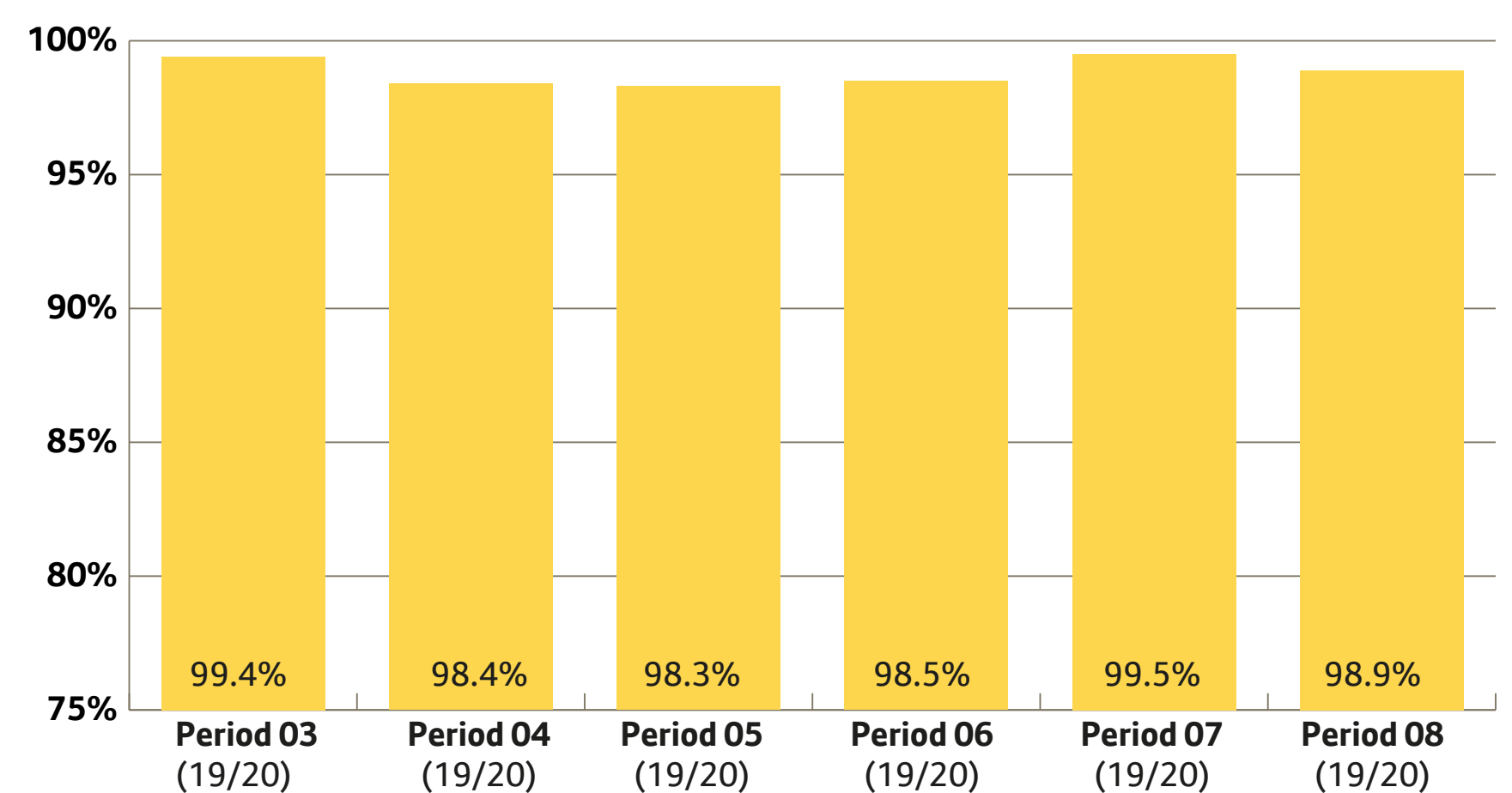
Percentage of planned miles operated.

**This route**

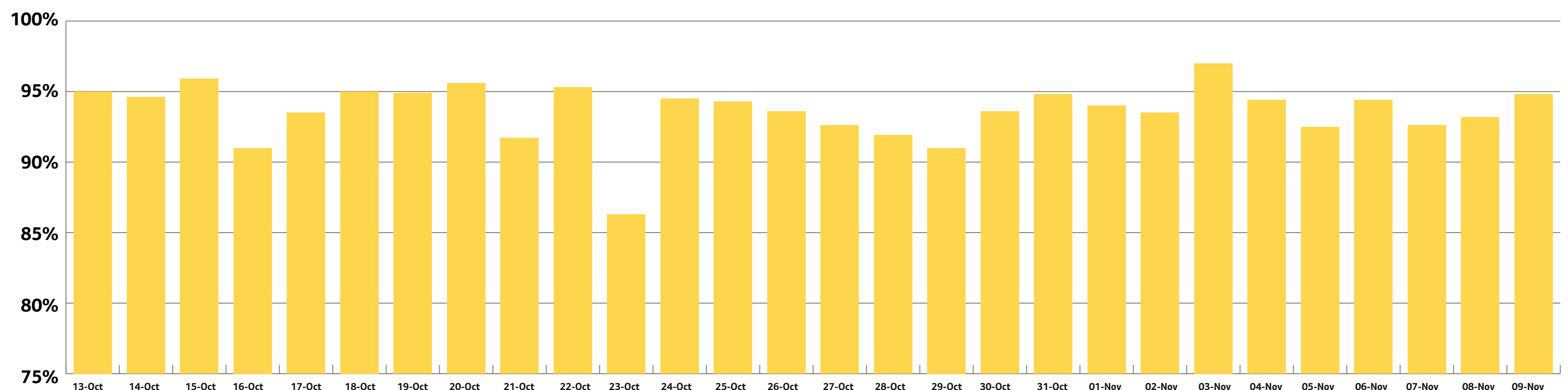
**98.9%**

**Overall network**

**99.1%**



### Route punctuality by date



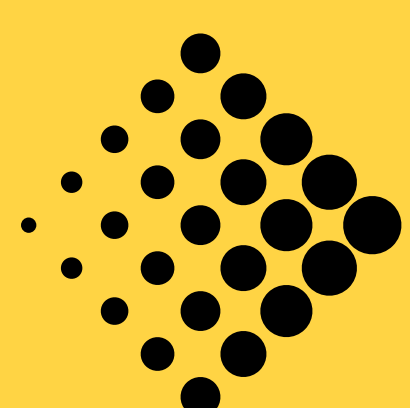
### Route service disruptions

- 16 October 2019**  
Staff shortages
- 17 October 2019**  
Staff shortages
- 23 October 2019**  
Network wide communications fault.

### What we did to improve on this route

- CSRs and TSOs have been deployed around St. Werburgh's Road in reports of School children causing issues around the area. Some teachers from local schools supported KAM staff on operations.

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# Metrolink Performance

## Eccles & Media City Lines

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### How we performed



#### Punctuality

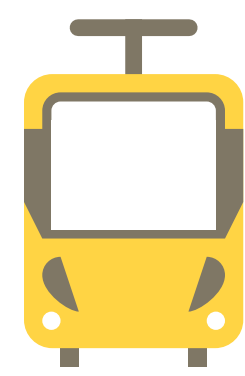
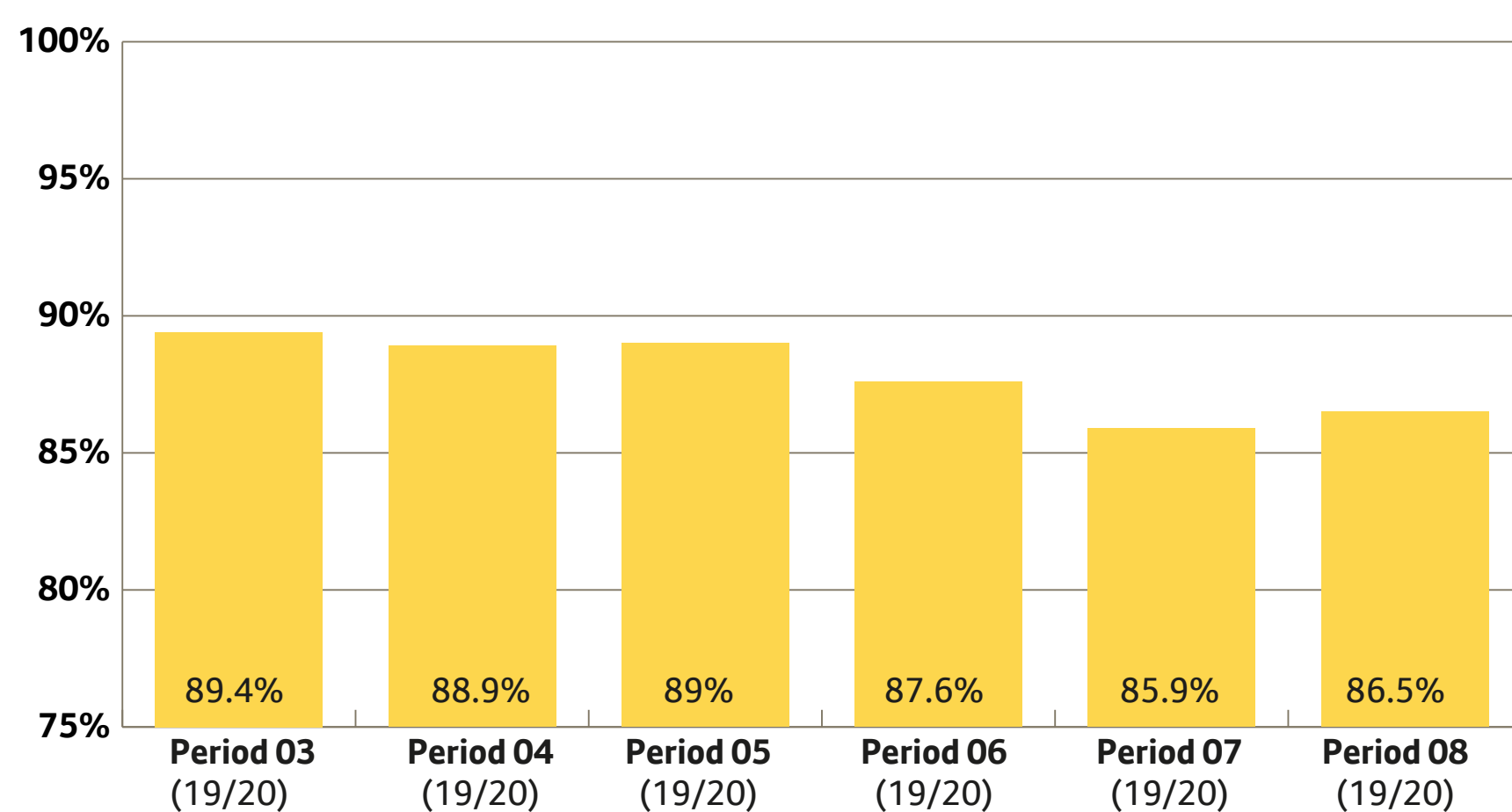
Percentage of trams departing less than two minutes late.

**This route**

**86.5%**

**Overall network**

**90%**



#### Reliability

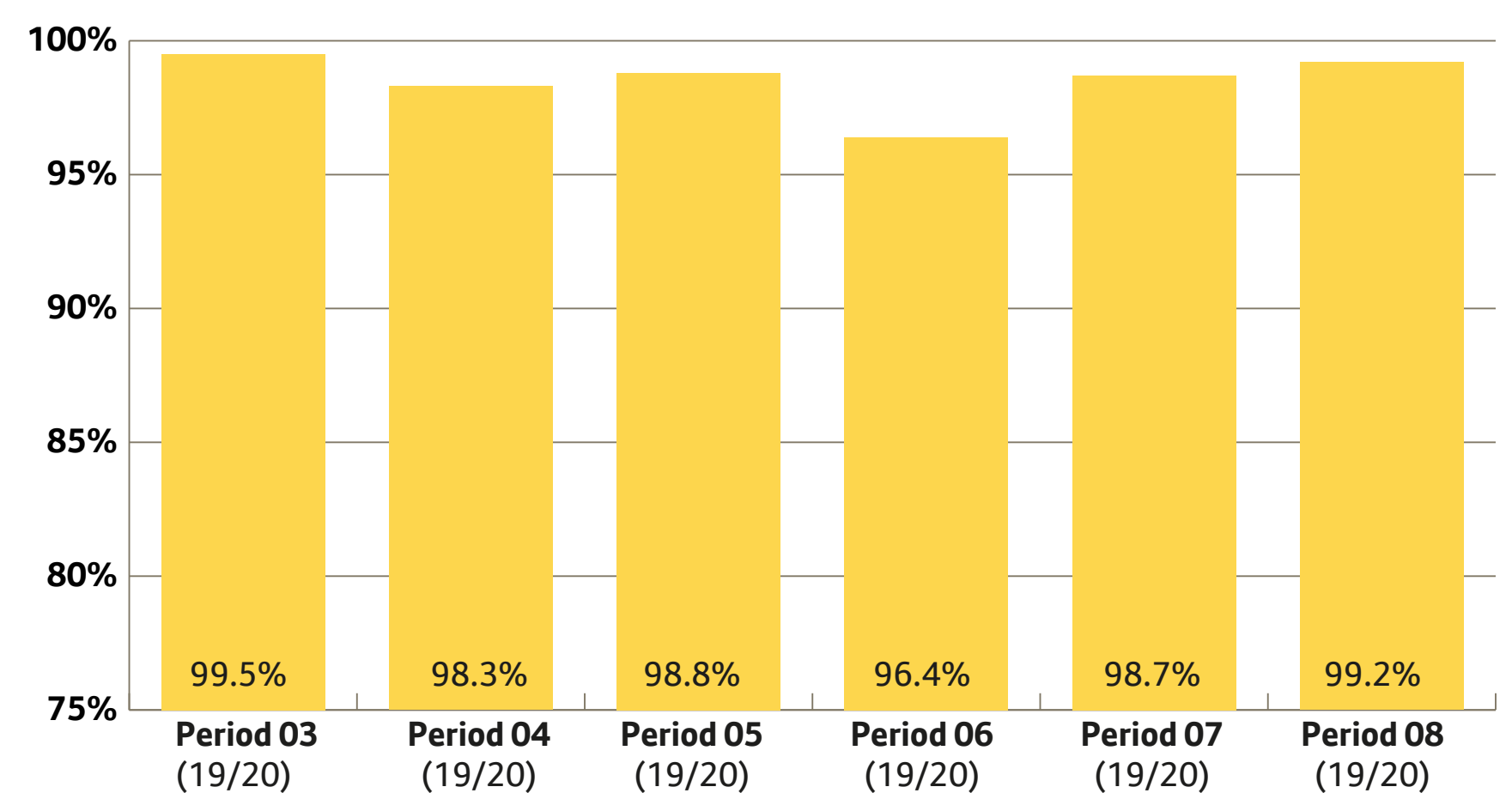
Percentage of planned miles operated.

**This route**

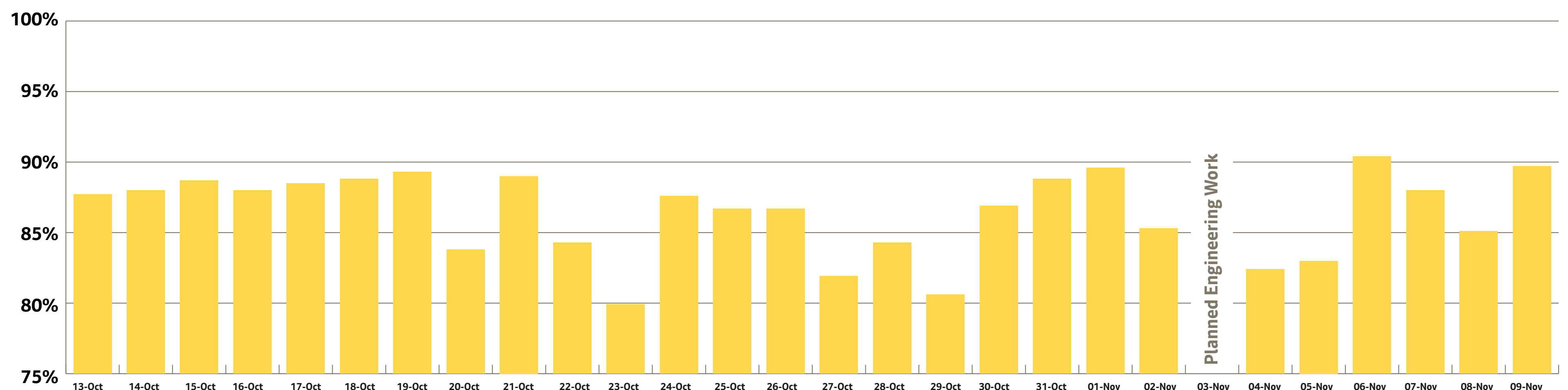
**99.2%**

**Overall network**

**99.1%**



#### Route punctuality by date



#### Route service disruptions

- 23 October 2019  
Network wide communications fault
- 27 October 2019  
Points fault at Broadway
- 29 October 2019  
Medical emergency at Velopark
- 03 November 2019  
Third-party power failure at Eccles
- 04 November 2019  
Road traffic collision at Piccadilly
- 05 November 2019  
Staff shortages.

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

- Deep cleans have all passed
- New CCTV cameras being rolled across stops.

Issued on 29 November 2019

# Metrolink Performance

## Oldham & Rochdale Lines

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### How we performed



#### Punctuality

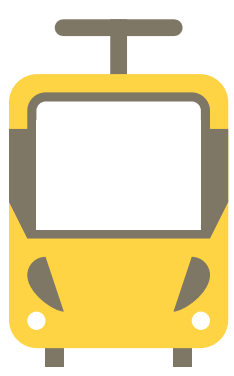
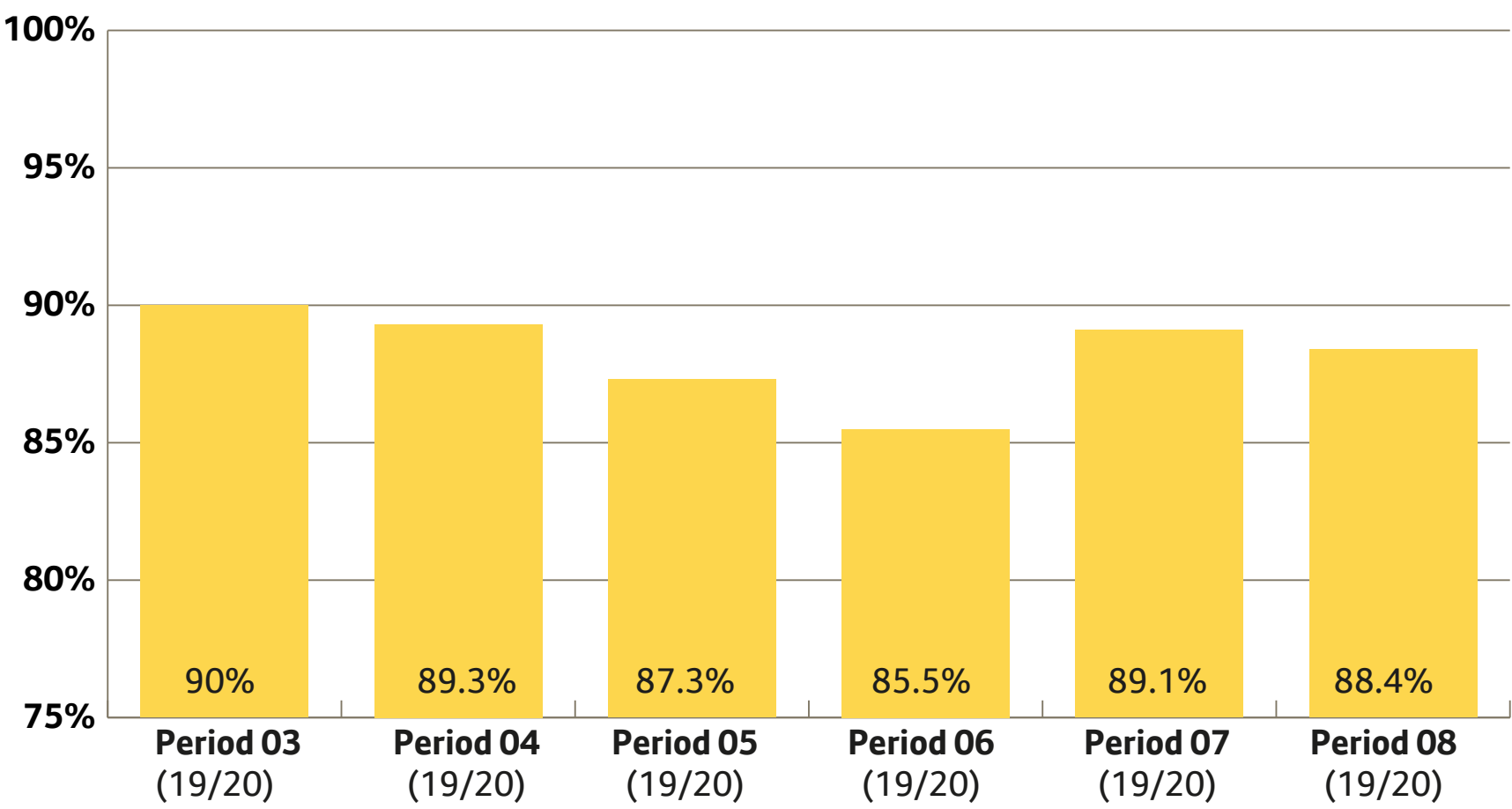
Percentage of trams departing less than two minutes late.

**This route**

**88.4%**

**Overall network**

**90%**



#### Reliability

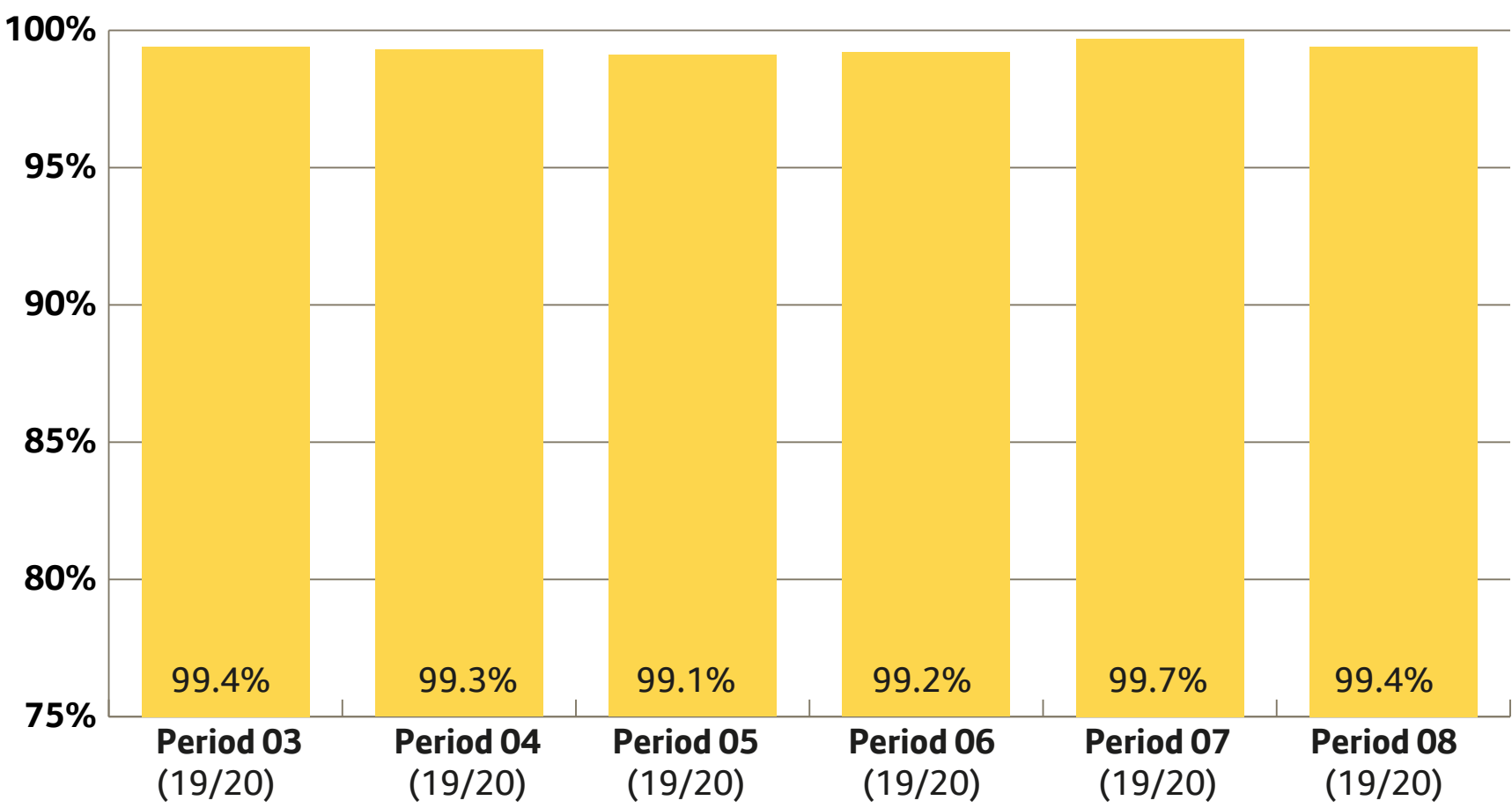
Percentage of planned miles operated.

**This route**

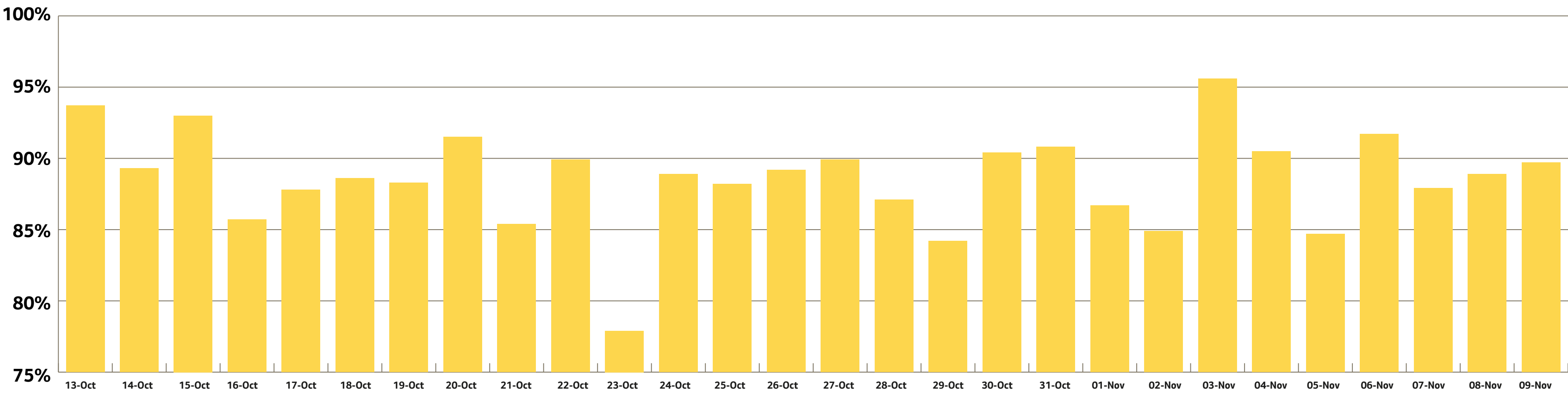
**99.4%**

**Overall network**

**99.1%**



#### Route punctuality by date



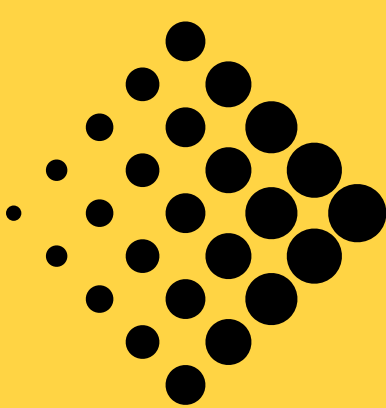
#### Route service disruptions

- 23 October 2019**  
Network wide communications fault
- 29 October 2019**  
Points fault at Newton Heath and Moston
- 02 November 2019**  
Medical emergency at Oldham Mumps.

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

- CSRs and TSOs have been deployed to this line to provide a high visibility presence in response to reports of youths congregating, causing nuisance and intimidating customers. Work continues with Local councils and police divisions to develop a partnership approach to tackling this ongoing issue
- Revenue operations conducted at Milnrow with support from local businesses within the area due to customer and KAM staff reports in our efforts to reduce fare evasion
- KAM has supported 3 weeks of Crucial Crew events in the borough. The scheme, attracting the participation of a range of community-based stakeholders, focuses on primary school children in year 6 (10 years old) and aims to raise awareness of personal safety and security. Crucial Crew covers a broad range of messages from road safety, staying safe online, gang culture awareness and our specific message covers the dangers and consequences of fare evasion and ASB.

Issued on 29 November 2019



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