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 the four-week period between: 22 July until 18 August 2018

Reliability
Percentage of planned miles operated.

- 99.3%

Punctuality
Percentage of trams departing less than two minutes late.

- 90.8%

Cancellations
Journeys cancelled.

- 0.22% of all planned journeys.

Short journeys
Incomplete journeys.

- 0.79% of all planned journeys.

How we performed
In this period, network reliability improved to 99.3% leading to an increase in operated mileage across most lines.

We reduced the number of cancellations experienced by customers. However, on Sunday 5th August, an overhead power line failure at Cornbrook resulted in a degraded service on the network while our engineers completed repairs and safety checks.

This period, we successfully completed a key construction phase of the Trafford Park line expansion project. Planned improvement works at Pomona enabled engineers to erect essential infrastructure in readiness for operation in 2020. As part of the Eccles line closure, we used the opportunity to complete enhanced cleaning, lighting repairs and remedial works.

What we are doing to improve
As part of our plan to tackle anti-social behaviour, we will continue to engage with communities across the network highlighting the impact incidents have on our customers and staff.

Preparations have begun for the signalling system upgrade works between Old Trafford and Trafford Bar. These works will significantly improve tram capacity management for special events such as matchdays or cricket.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Friday 7 September 2018

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**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.2%</td>
<td>99.3%</td>
</tr>
</tbody>
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**Punctuality**
Percentage of trams departing less than two minutes late.

<table>
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<tr>
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</table>

**Route punctuality by date**

**Route service disruptions**

- **31 July**  
  Tram fault at Benchill
- **5 August**  
  Damage to overhead power lines at Cornbrook.

**How we performed**

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### Punctuality

Percentage of trams departing less than two minutes late.

- **This route:** 95.4%
- **Overall network:** 90.8%

### Reliability

Percentage of planned miles operated.

- **This route:** 99.3%
- **Overall network:** 99.3%

#### Route punctuality by date

#### Route service disruptions

- **5 August**  
  Damage to overhead power lines at Cornbrook.

#### How we performed

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Issued on Friday 7 September 2018
Metrolink Performance
Ashton-under-Lyne Line

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

<table>
<thead>
<tr>
<th>This route 92.5%</th>
<th>Overall network 90.8%</th>
</tr>
</thead>
<tbody>
<tr>
<td>91.5% P13 (17/18)</td>
<td>99.3% P13 (17/18)</td>
</tr>
<tr>
<td>91.6% P1 (18/19)</td>
<td>99.4% P1 (18/19)</td>
</tr>
<tr>
<td>90.3% P2 (18/19)</td>
<td>99.3% P2 (18/19)</td>
</tr>
<tr>
<td>92.6% P3 (18/19)</td>
<td>98.9% P3 (18/19)</td>
</tr>
<tr>
<td>90.7% P4 (18/19)</td>
<td>99.4% P4 (18/19)</td>
</tr>
<tr>
<td>92.5% P5 (18/19)</td>
<td>98.1% P5 (18/19)</td>
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</tbody>
</table>

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route 98.1%</th>
<th>Overall network 99.3%</th>
</tr>
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<tr>
<td>99.3% P13 (17/18)</td>
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Route punctuality by date

Route service disruptions

5 August Damage to overhead power lines at Cornbrook.

How we performed

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**Reliability**
Percentage of planned miles operated.

<table>
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<td>Bury Line</td>
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Metrolink Performance

East Didsbury Line

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Punctuality
Percentage of trams departing less than two minutes late.

- **This route**: 93.2%
- **Overall network**: 90.8%

Reliability
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- **This route**: 99.1%
- **Overall network**: 99.3%

How we performed

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Metrolink Performance
Eccles & Media City Lines

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**Route service disruptions**

- **8 August**  Tram fault at Piccadilly.

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Metrolink Performance
Oldham & Rochdale Lines

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