

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:

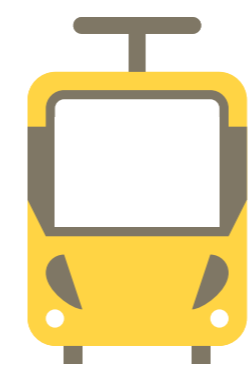
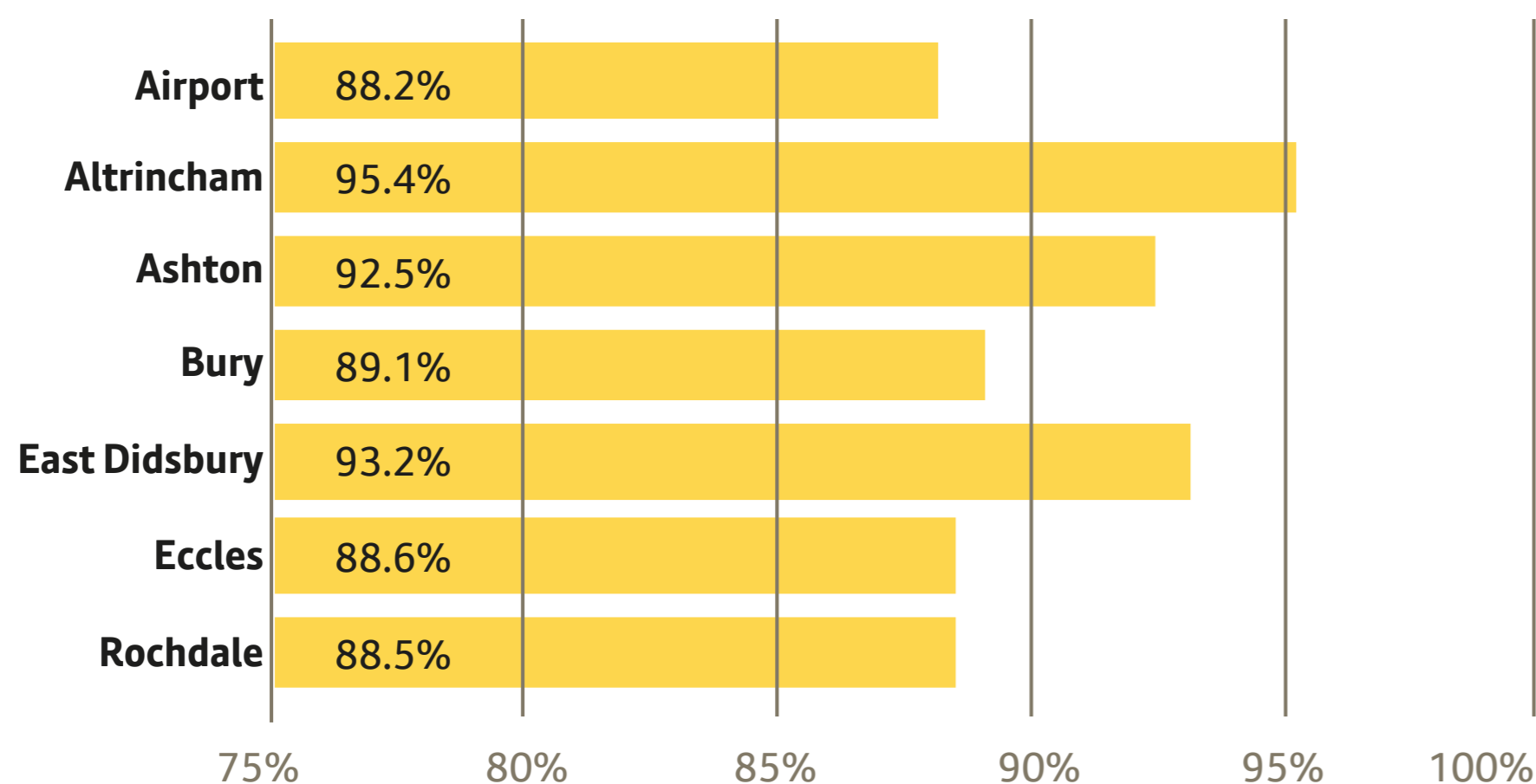
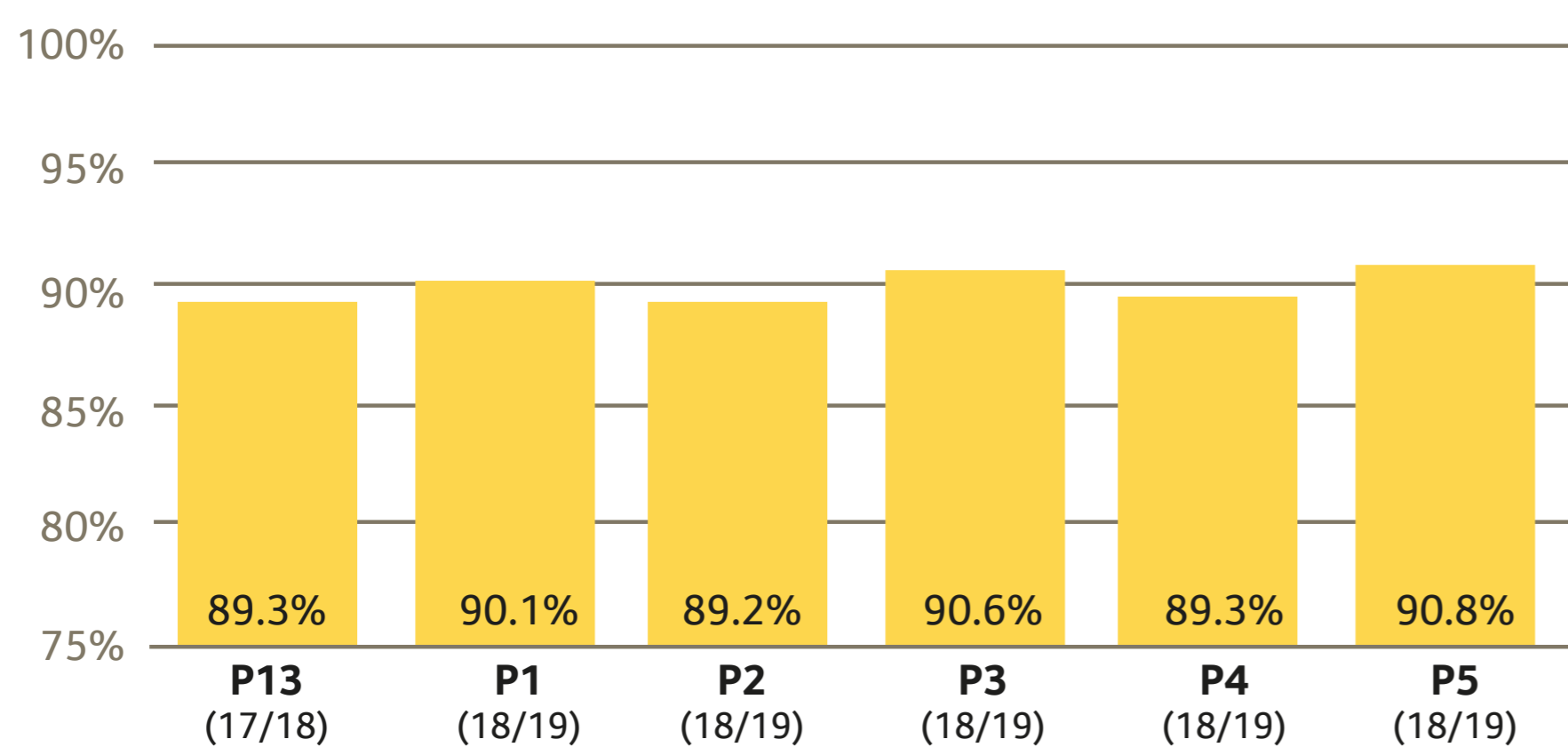
22 July until 18 August 2018



Punctuality

Percentage of trams departing less than two minutes late.

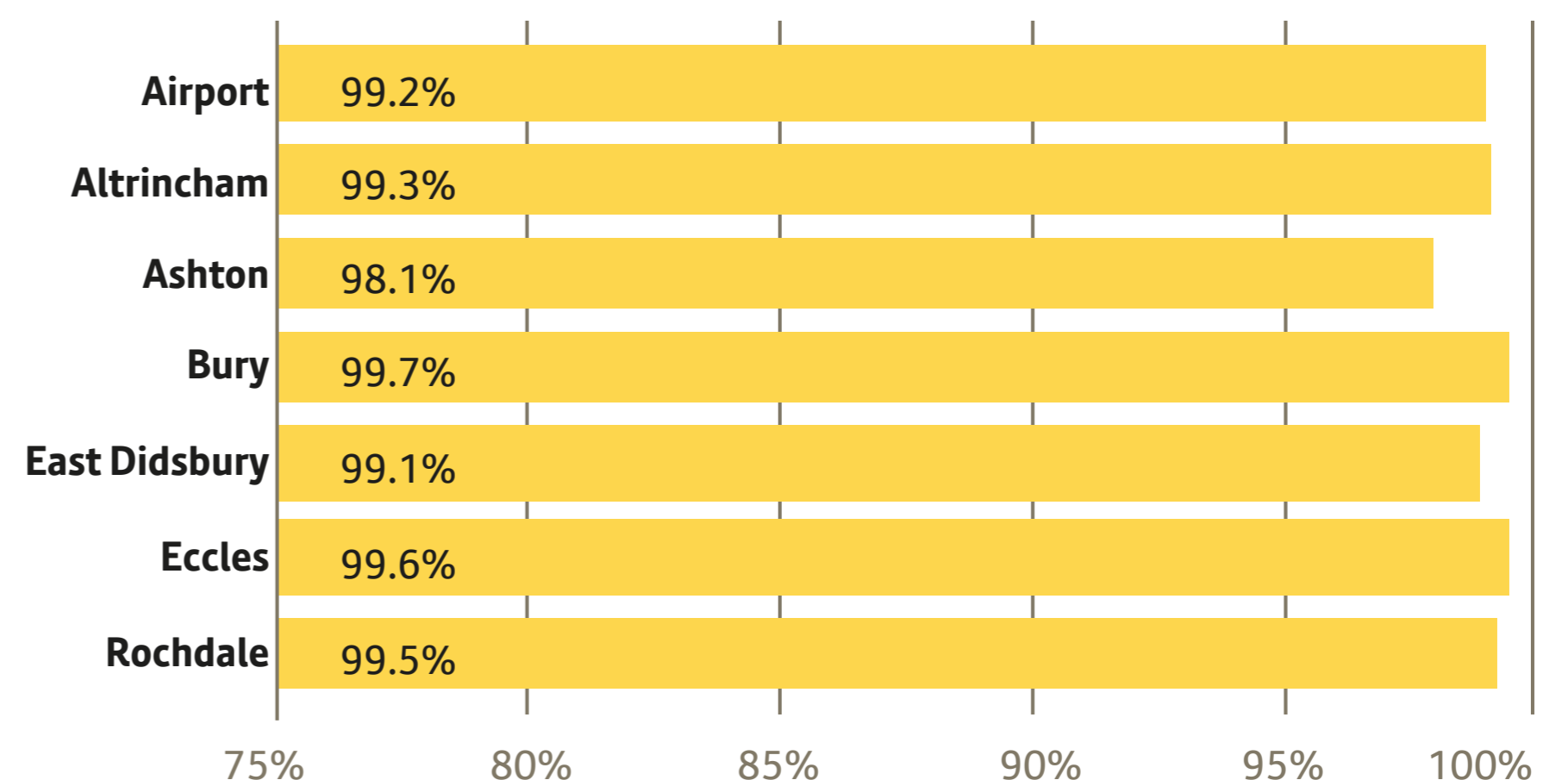
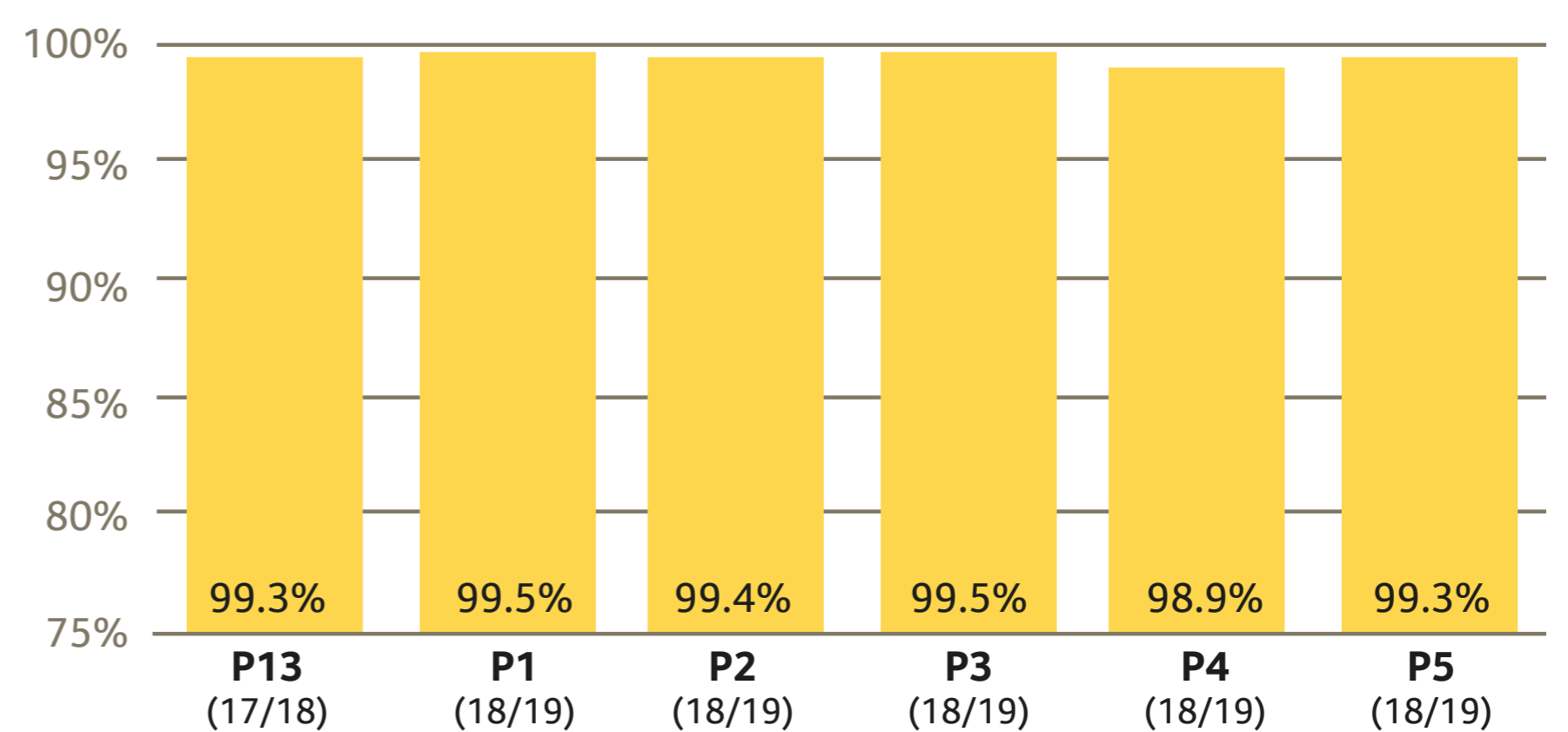
90.8%



Reliability

Percentage of planned miles operated.

99.3%



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

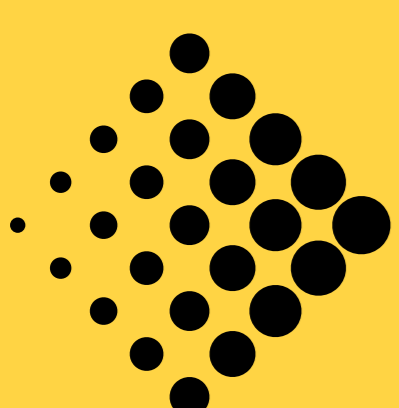
As part of our plan to tackle anti-social behaviour, we will continue to engage with communities across the network highlighting the impact incidents have on our customers and staff.

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



Metrolink

Metrolink is operated on behalf of Transport for Greater Manchester by

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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.

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22 July until 18 August 2018



Punctuality

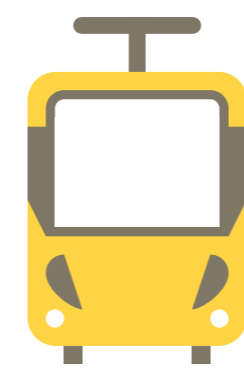
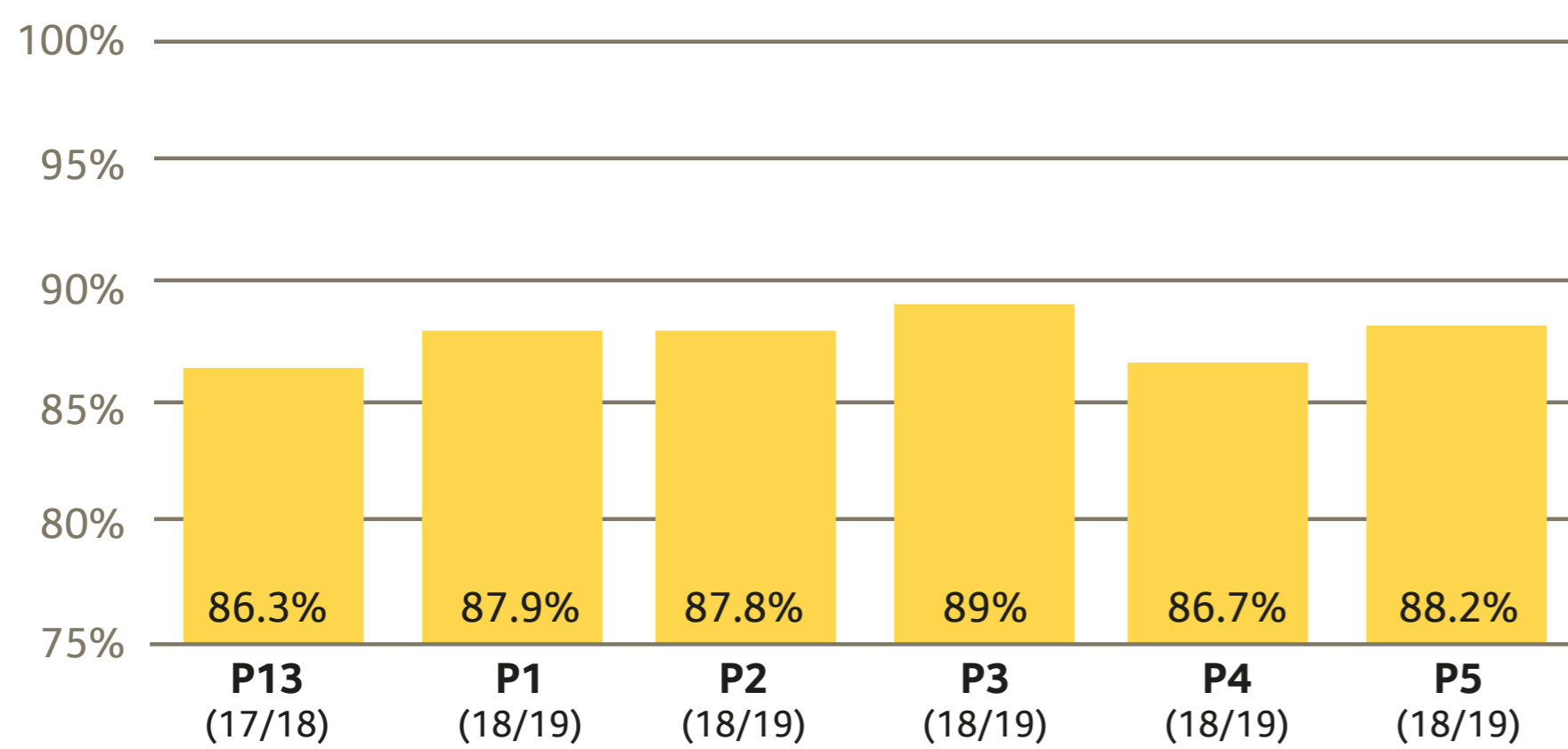
Percentage of trams departing less than two minutes late.

This route

88.2%

Overall network

90.8%



Reliability

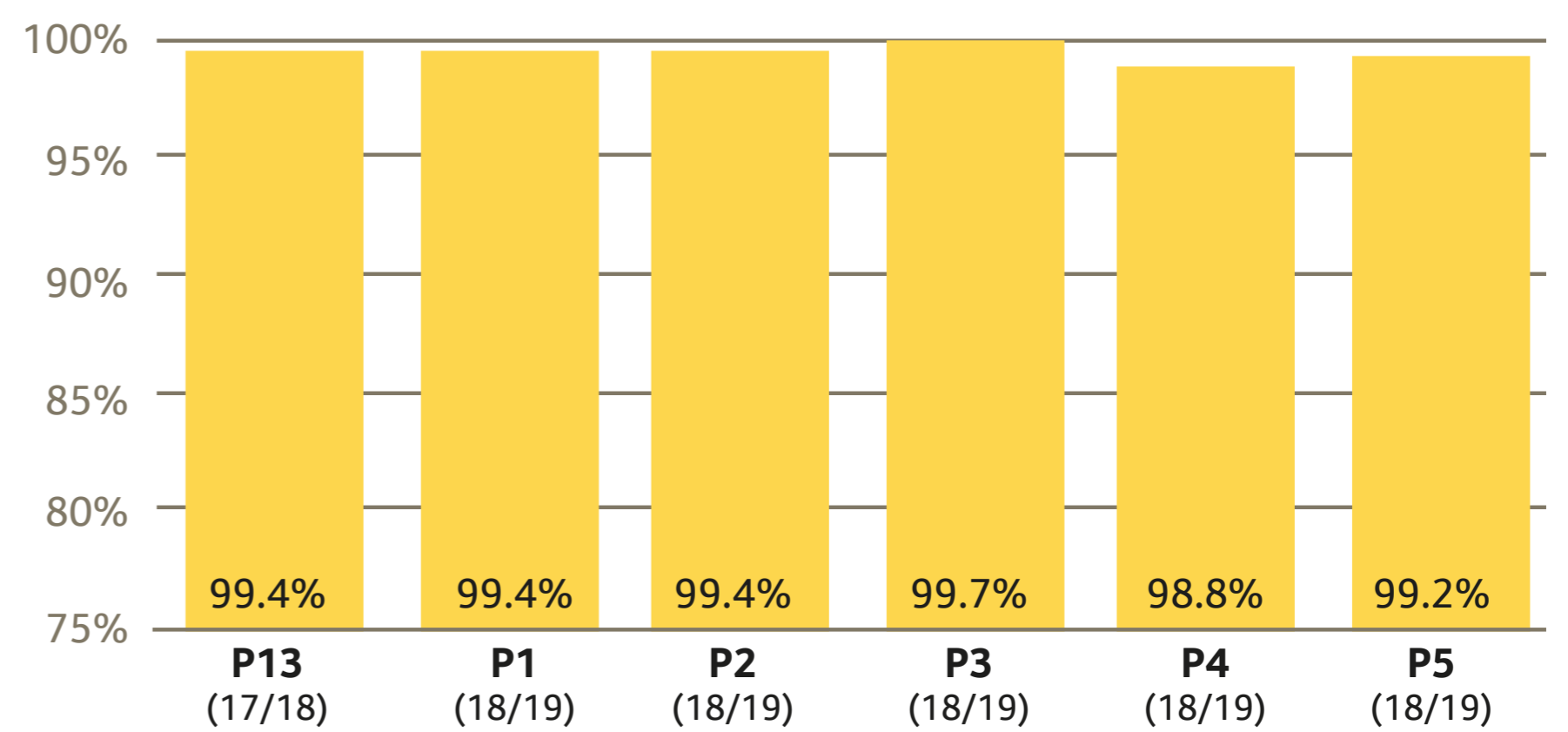
Percentage of planned miles operated.

This route

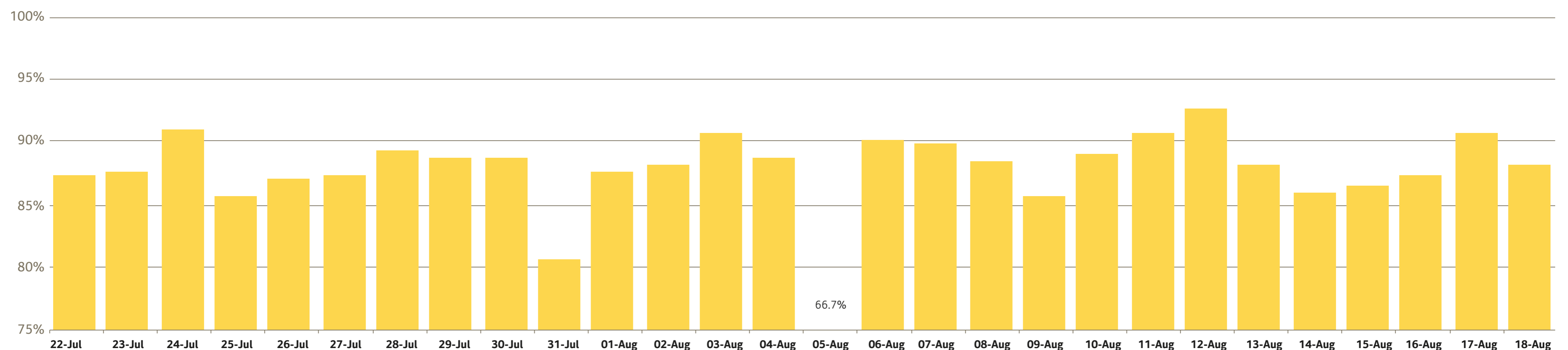
99.2%

Overall network

99.3%



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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What we are doing to improve

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Metrolink Performance

Altrincham Line

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Punctuality

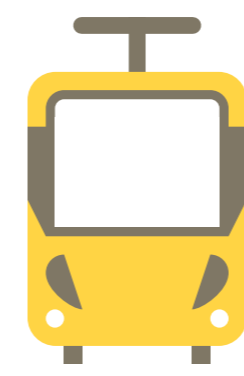
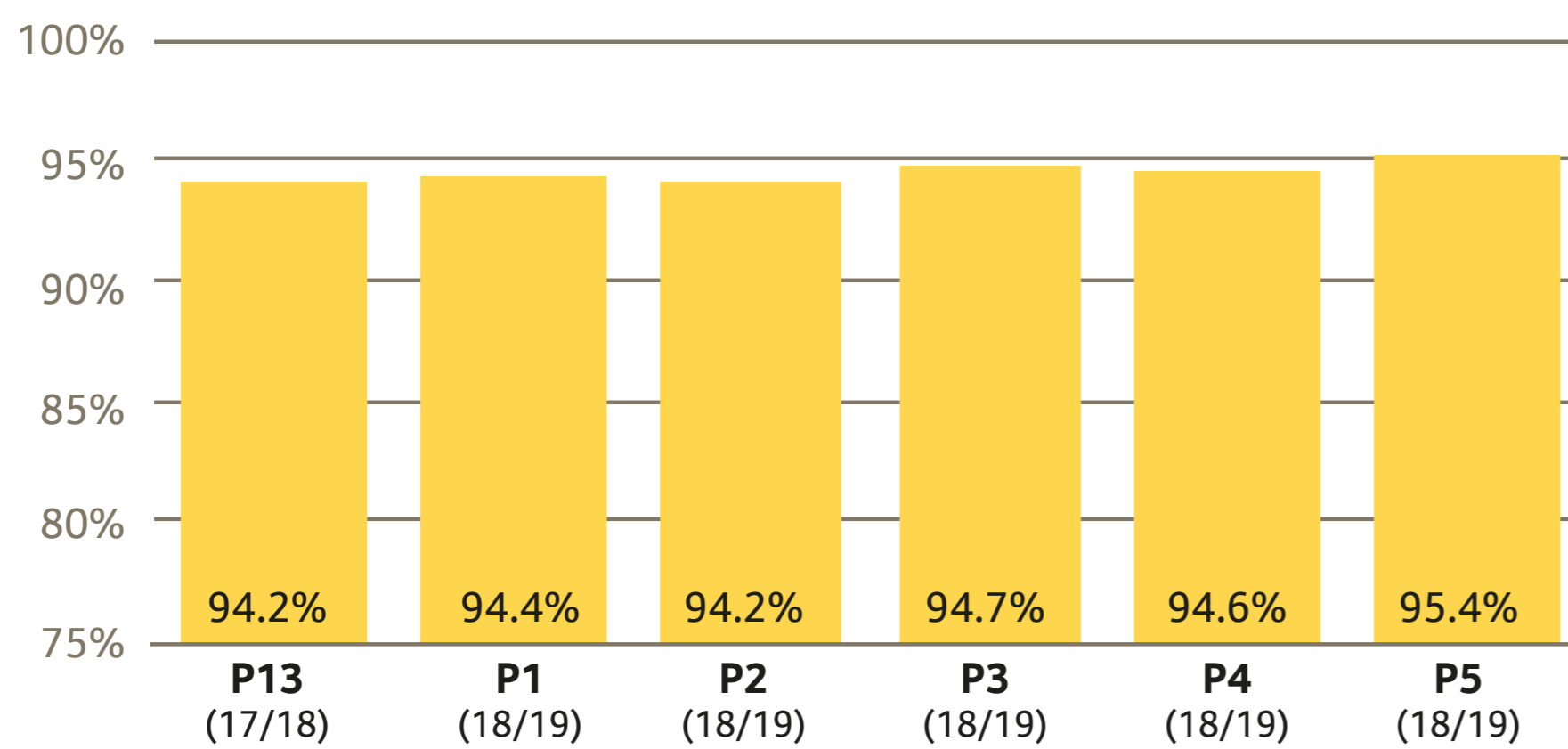
Percentage of trams departing less than two minutes late.

This route

95.4%

Overall network

90.8%



Reliability

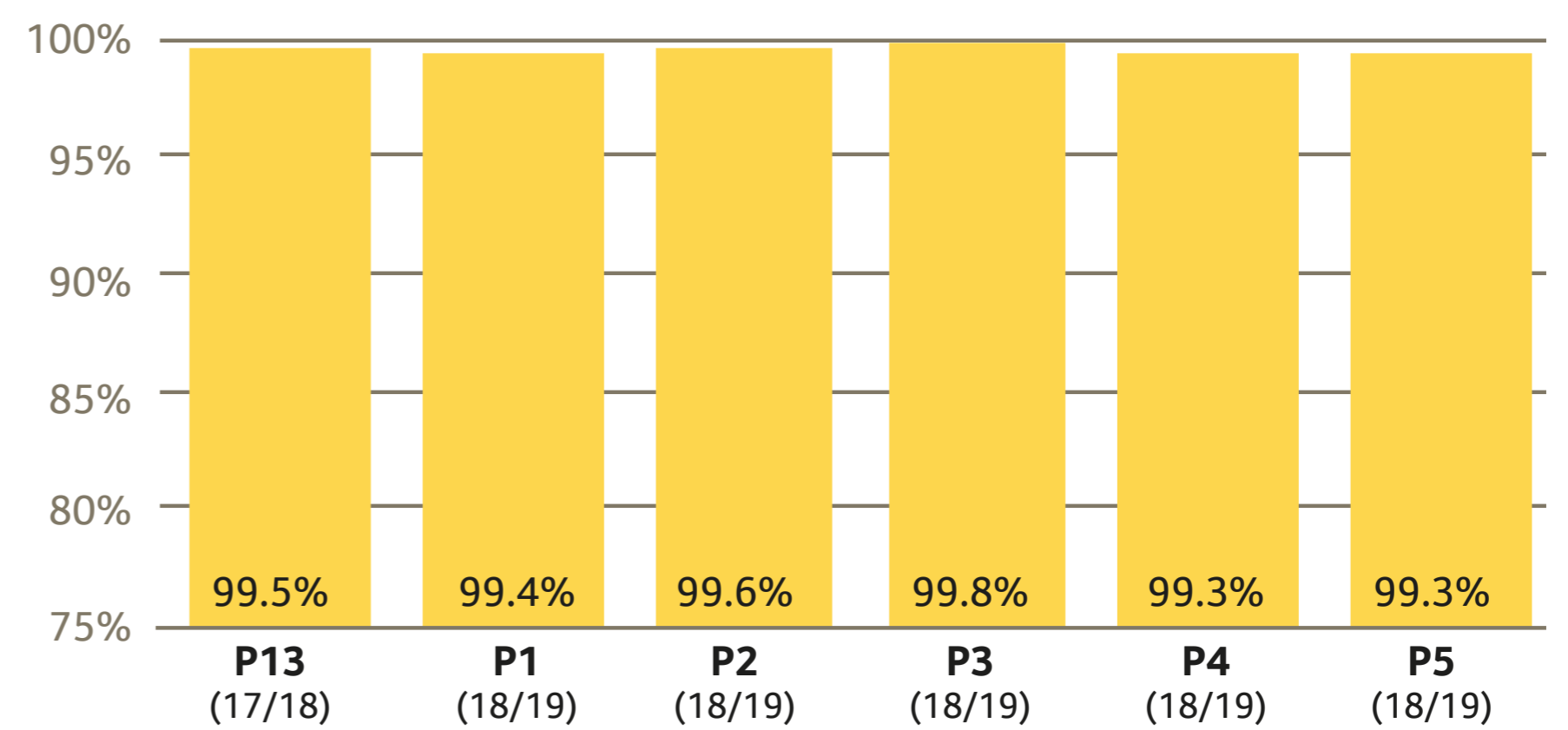
Percentage of planned miles operated.

This route

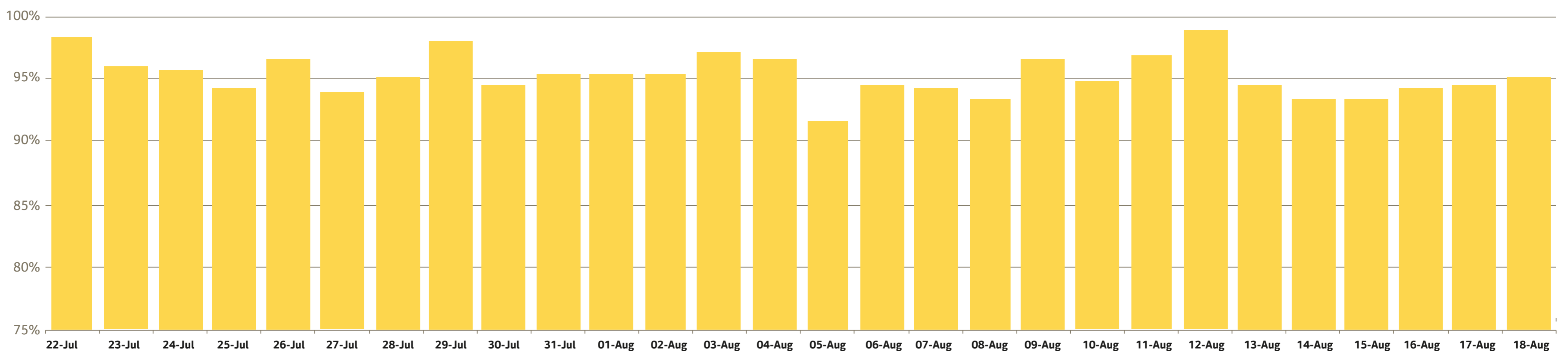
99.3%

Overall network

99.3%



Route punctuality by date



Route service disruptions

5 August Damage to overhead power lines at Cornbrook.

How we performed

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 while our engineers completed repairs and safety checks.

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What we are doing to improve

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Metrolink Performance

Ashton-under-Lyne Line

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Punctuality

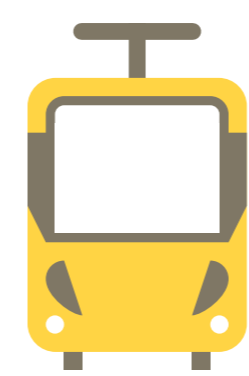
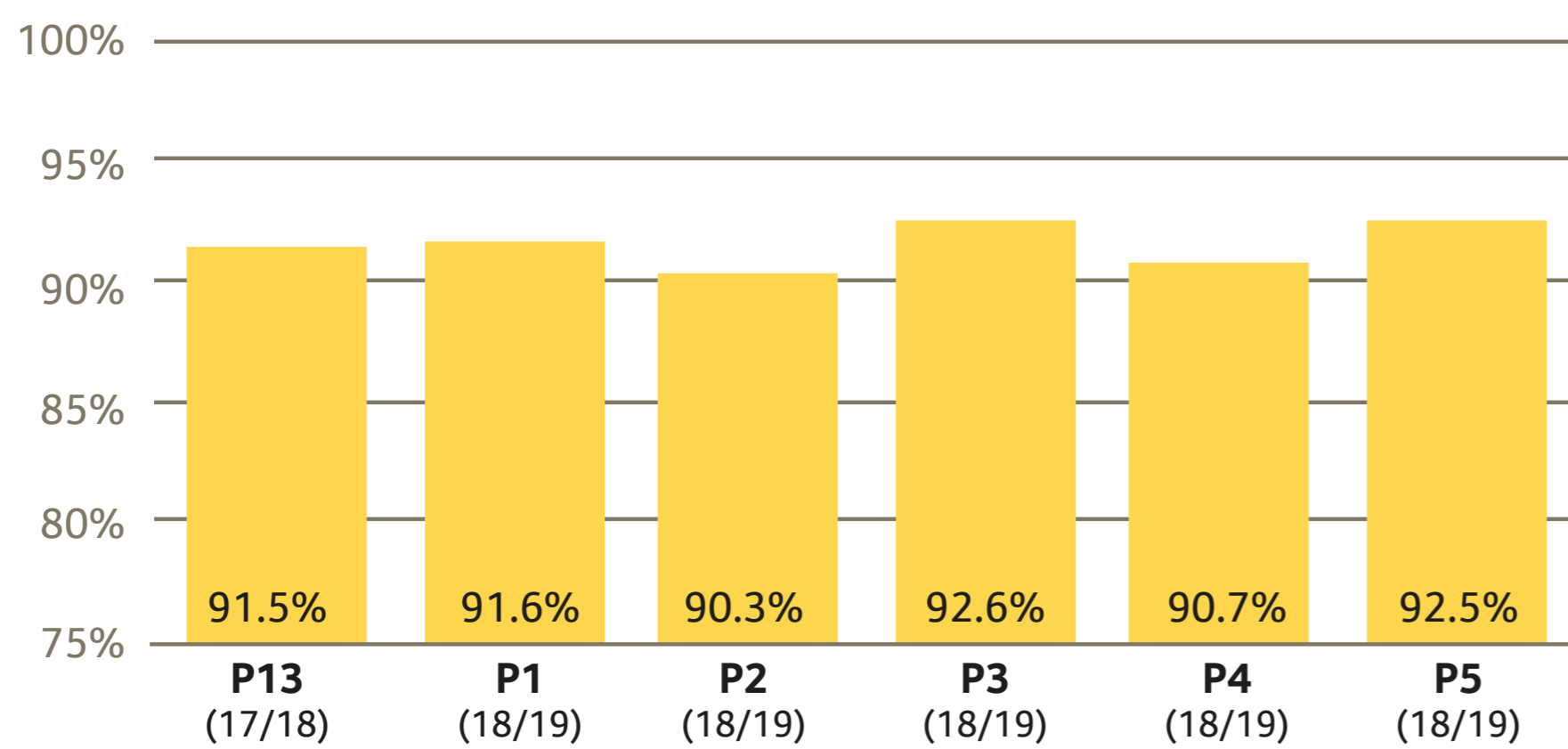
Percentage of trams departing less than two minutes late.

This route

92.5%

Overall network

90.8%



Reliability

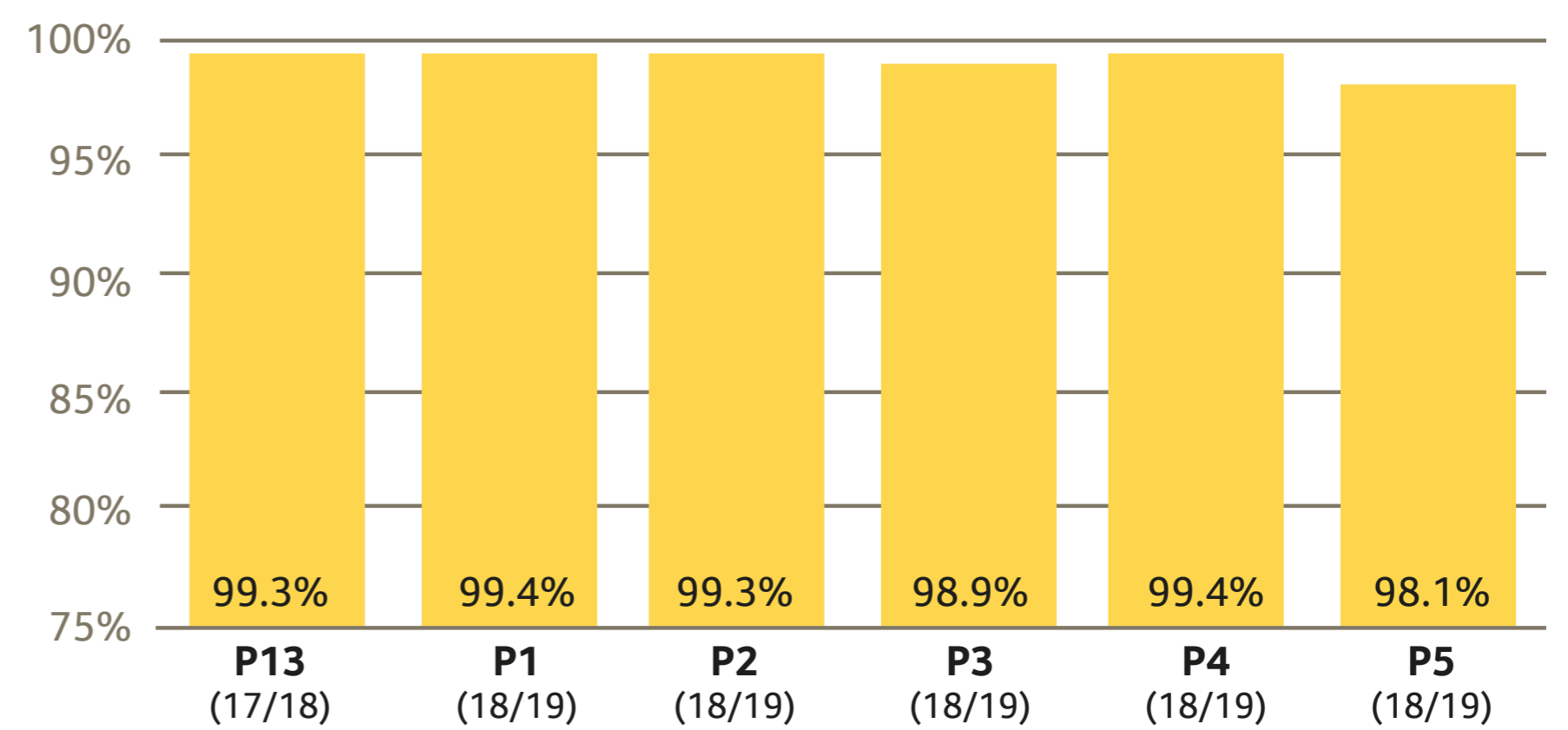
Percentage of planned miles operated.

This route

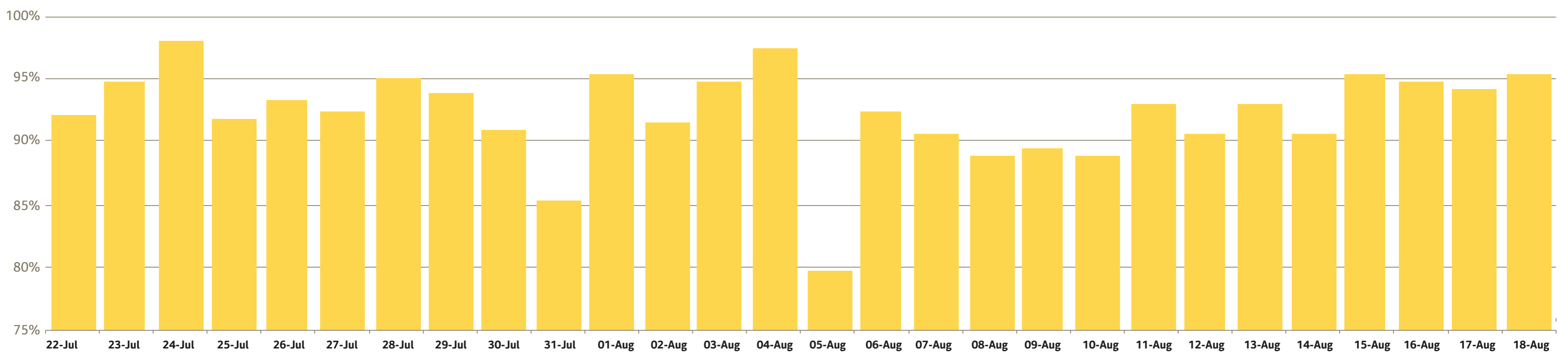
98.1%

Overall network

99.3%



Route punctuality by date



Route service disruptions

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How we performed

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Metrolink Performance

Bury Line

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Punctuality

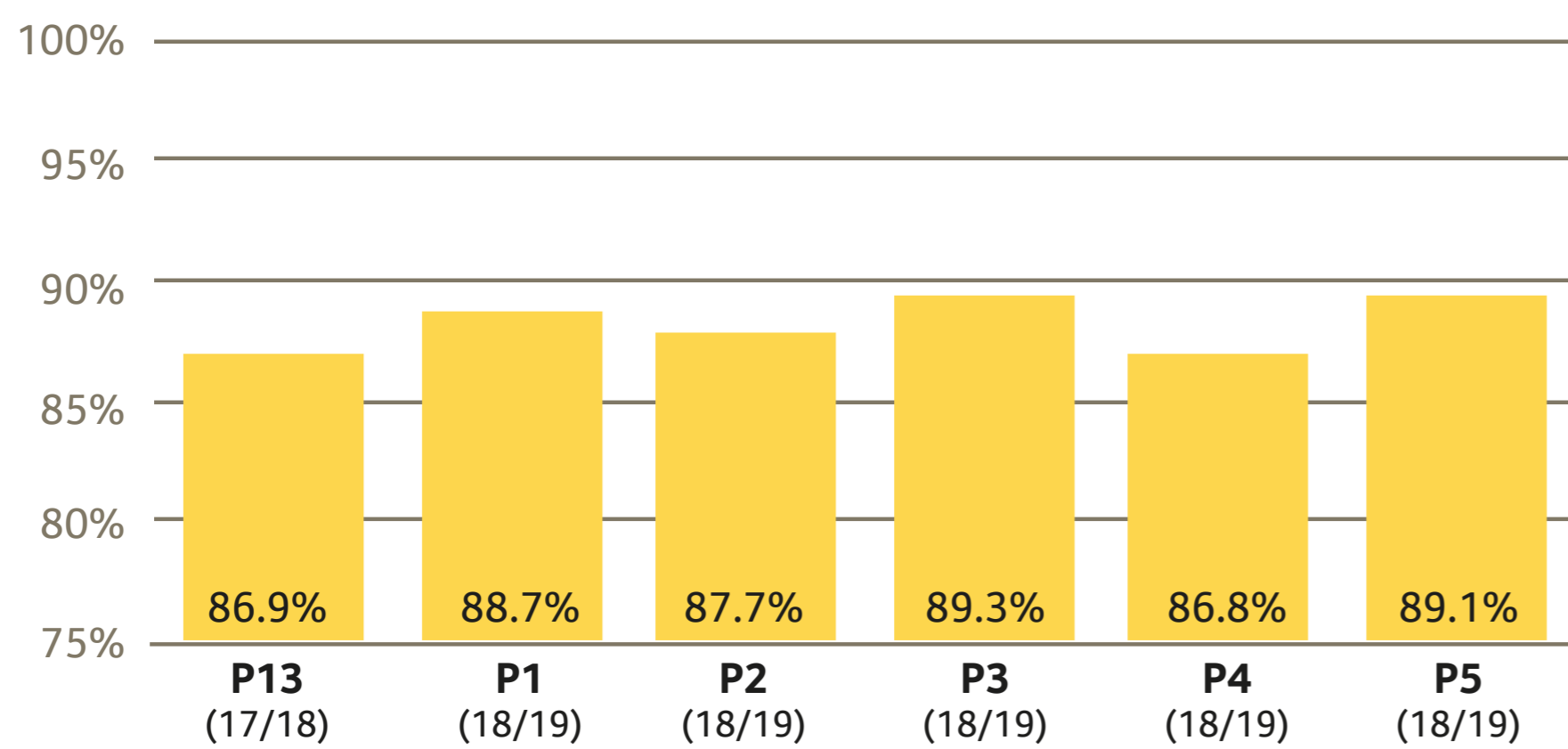
Percentage of trams departing less than two minutes late.

This route

89.1%

Overall network

90.8%



Reliability

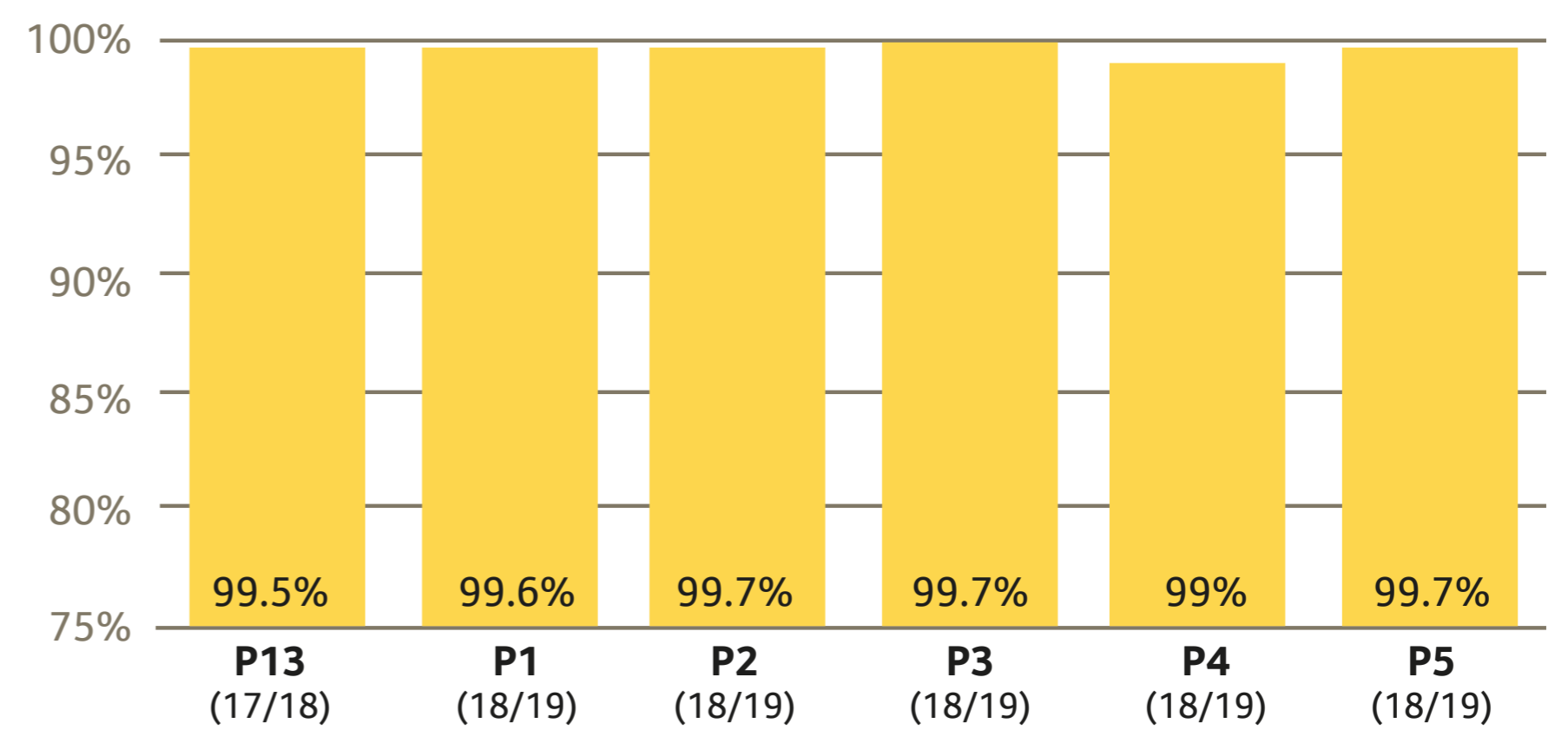
Percentage of planned miles operated.

This route

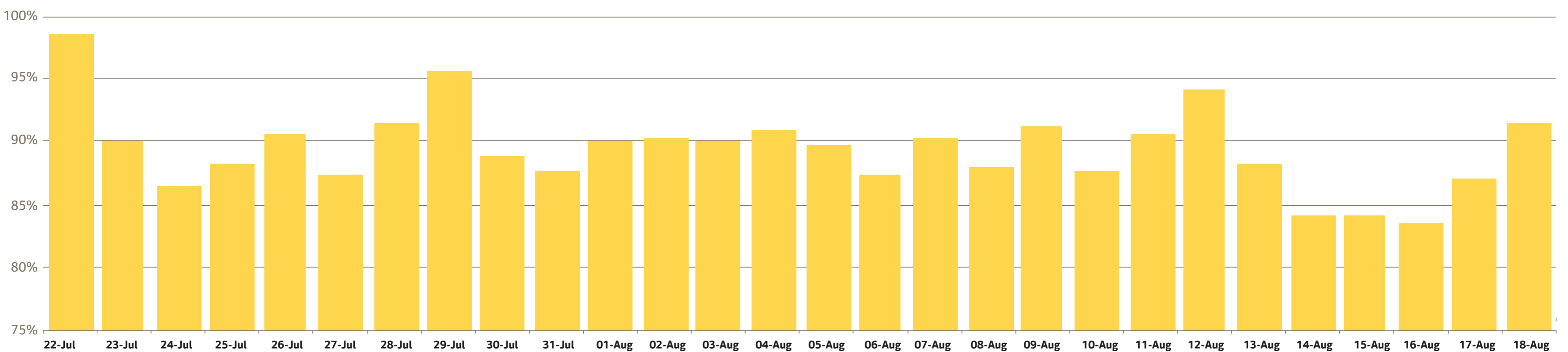
99.7%

Overall network

99.3%



Route punctuality by date



Route service disruptions

5 August Damage to overhead power lines at Cornbrook.

How we performed

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

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What we are doing to improve

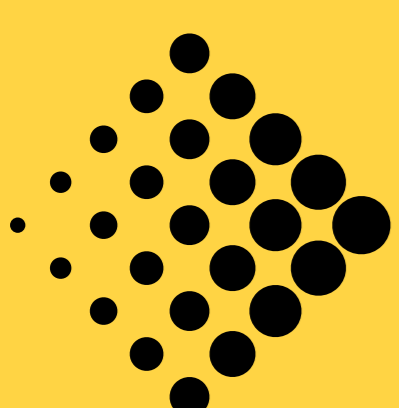
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Managing Director at KeolisAmey Metrolink

Issued on Friday 7 September 2018



Metrolink

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Metrolink Performance

East Didsbury Line

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Punctuality

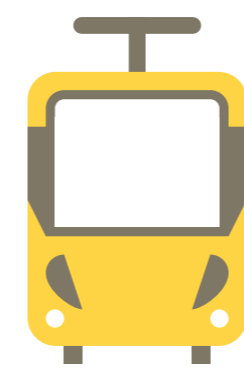
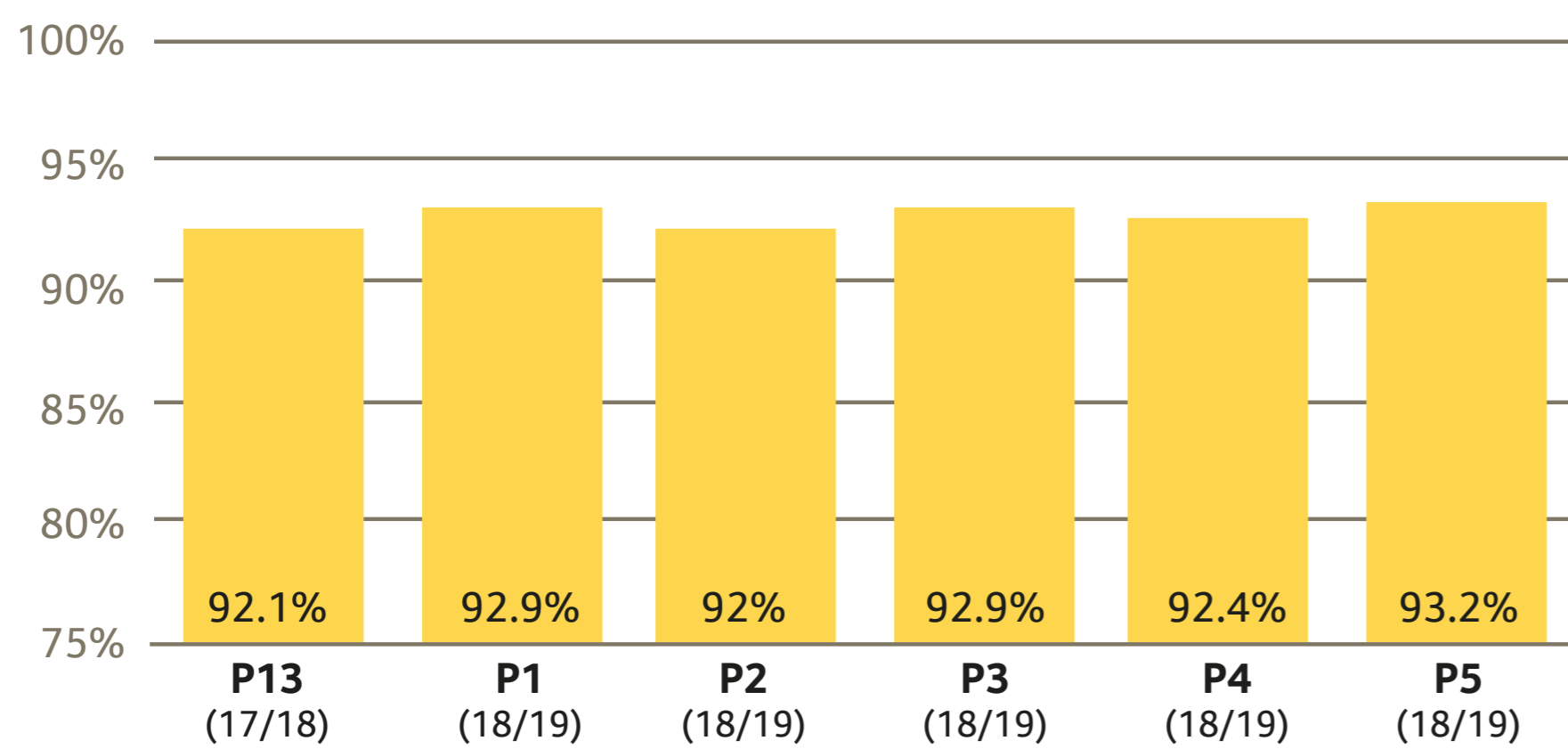
Percentage of trams departing less than two minutes late.

This route

93.2%

Overall network

90.8%



Reliability

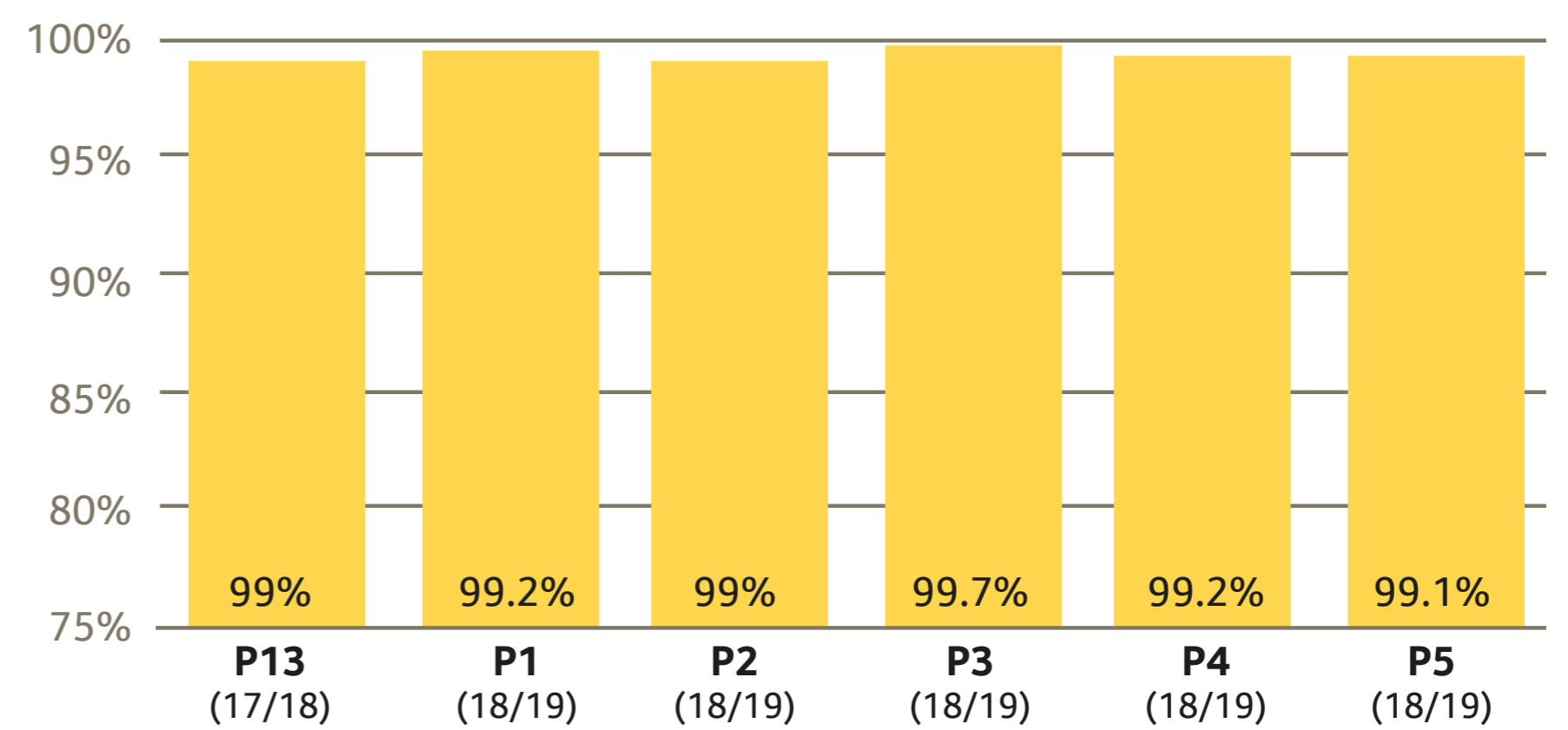
Percentage of planned miles operated.

This route

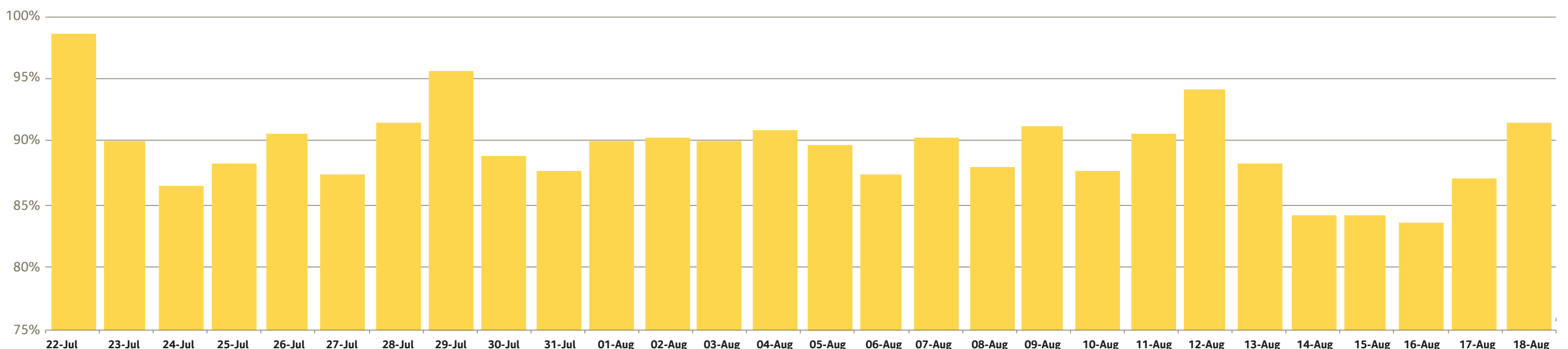
99.1%

Overall network

99.3%



Route punctuality by date



Route service disruptions

5 August Damage to overhead power lines at Cornbrook.

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Metrolink Performance

Eccles & Media City Lines

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22 July until 18 August 2018



Punctuality

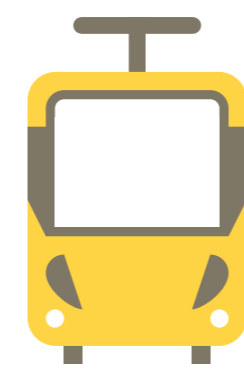
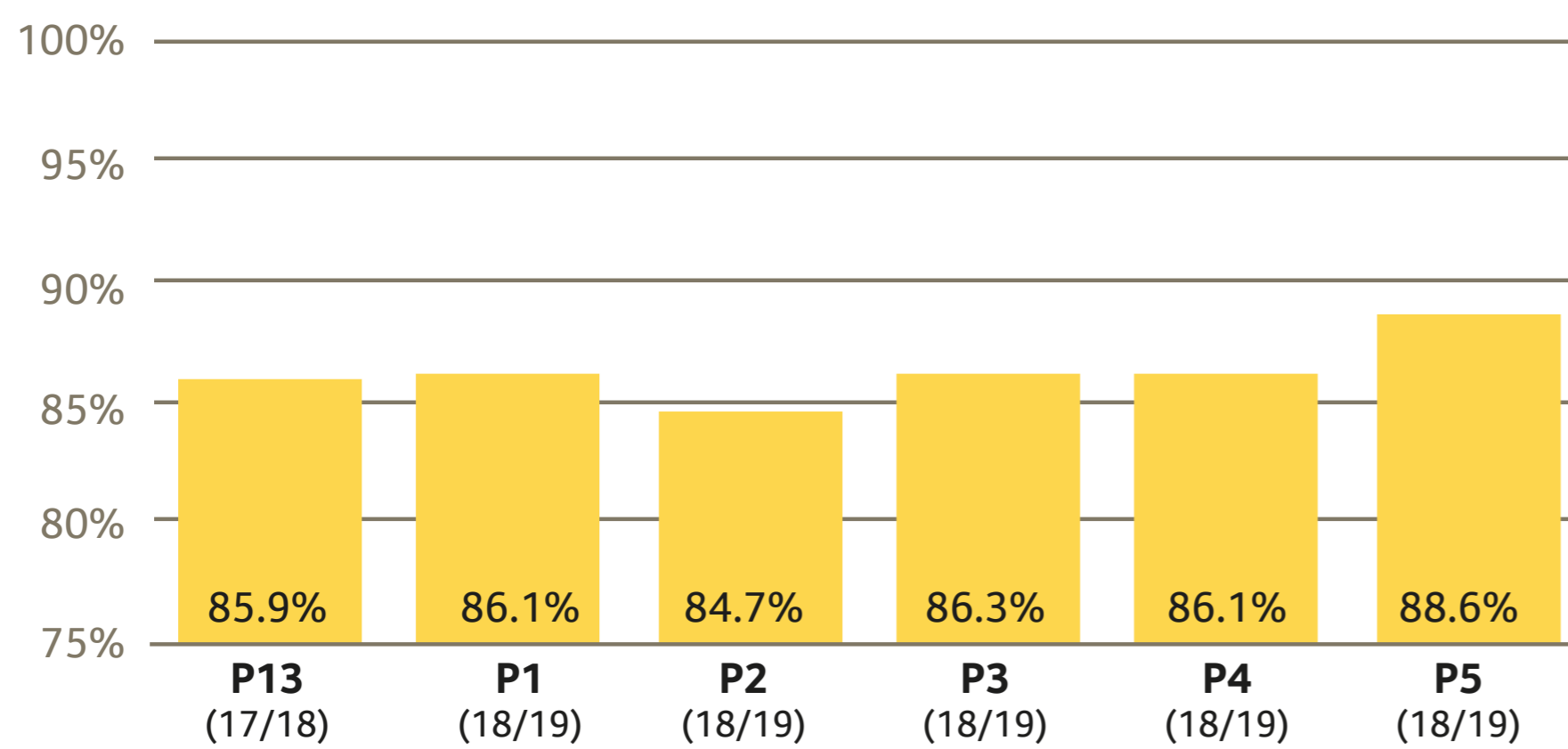
Percentage of trams departing less than two minutes late.

This route

88.6%

Overall network

90.8%



Reliability

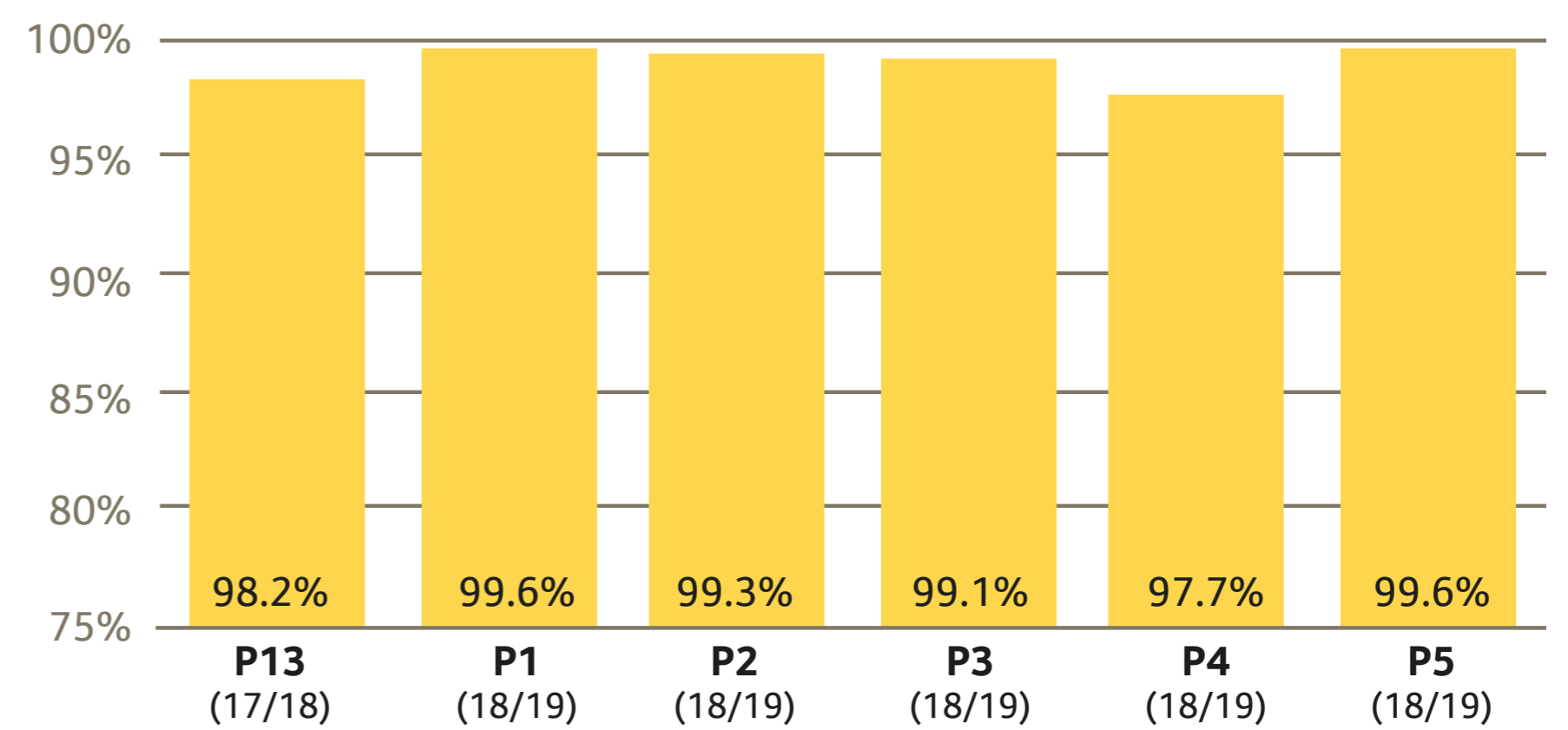
Percentage of planned miles operated.

This route

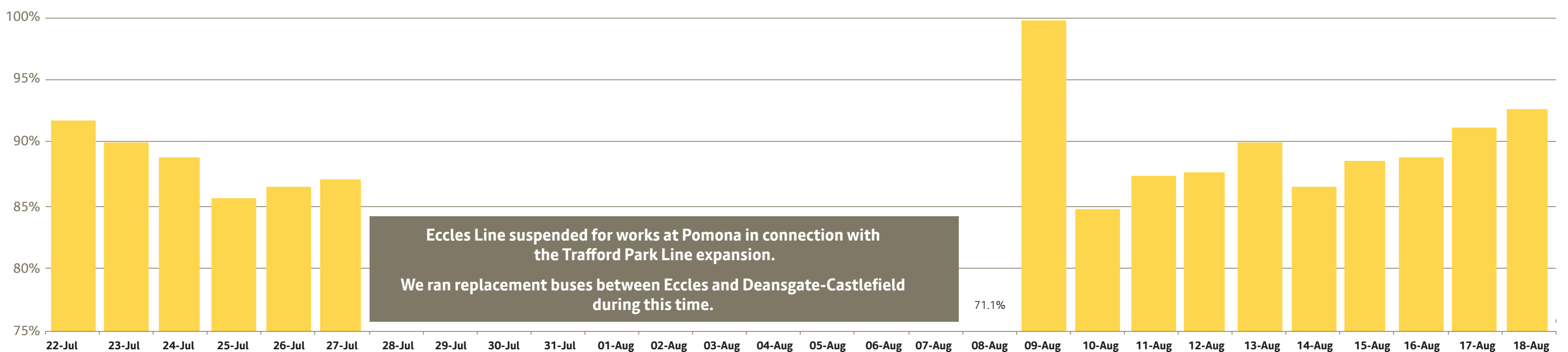
99.6%

Overall network

99.7%



Route punctuality by date



Route service disruptions

8 August Tram fault at Piccadilly.

How we performed

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Metrolink Performance

Oldham & Rochdale Lines

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Punctuality

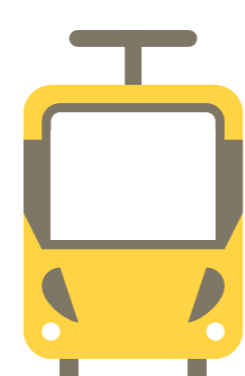
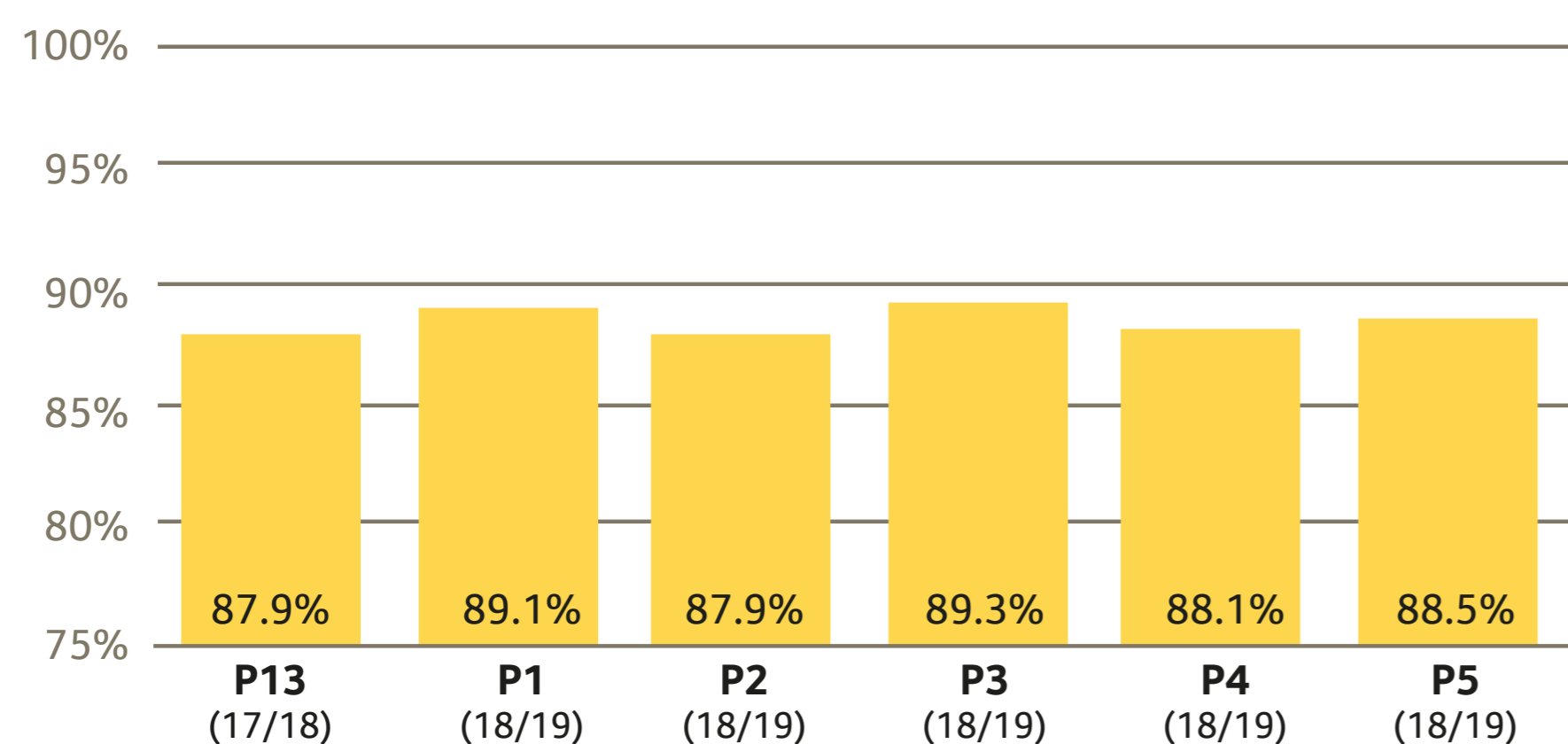
Percentage of trams departing less than two minutes late.

This route

88.5%

Overall network

90.8%



Reliability

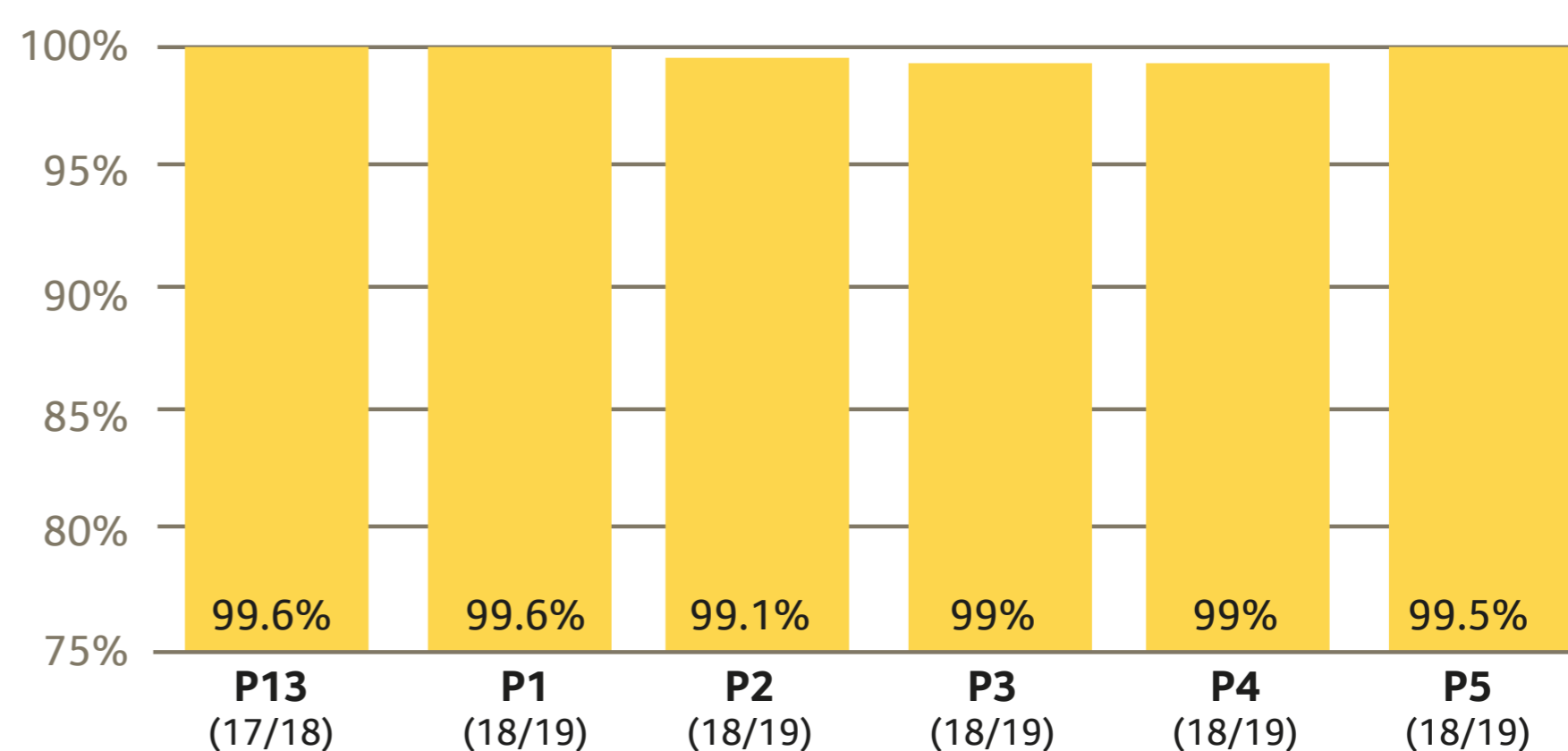
Percentage of planned miles operated.

This route

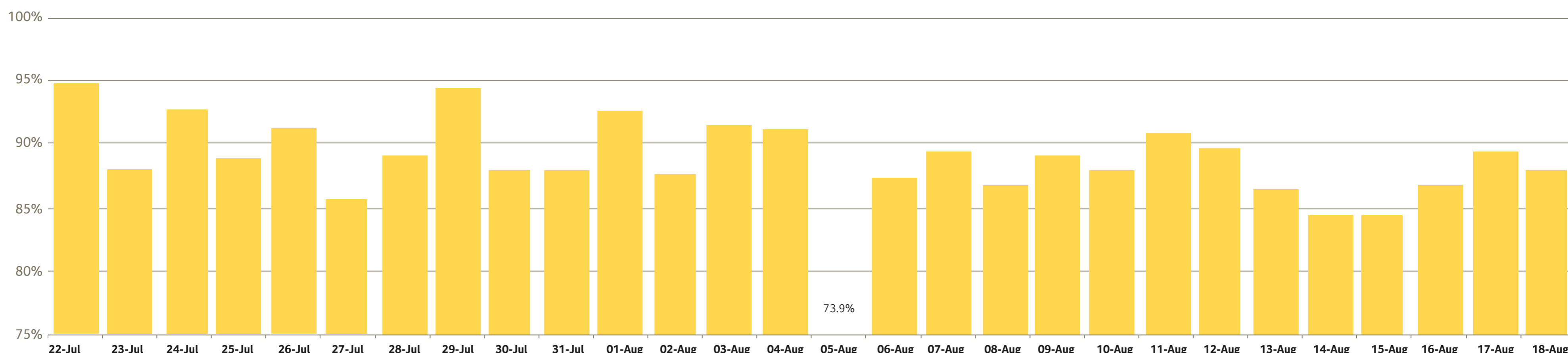
99.5%

Overall network

99.3%



Route punctuality by date



Route service disruptions

5 August Damage to overhead power lines at Cornbrook.

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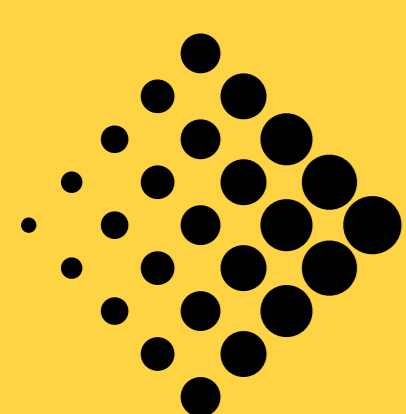
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