

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: **21 July until 17 August 2019**

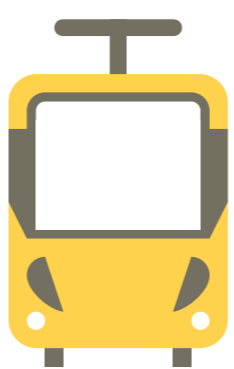
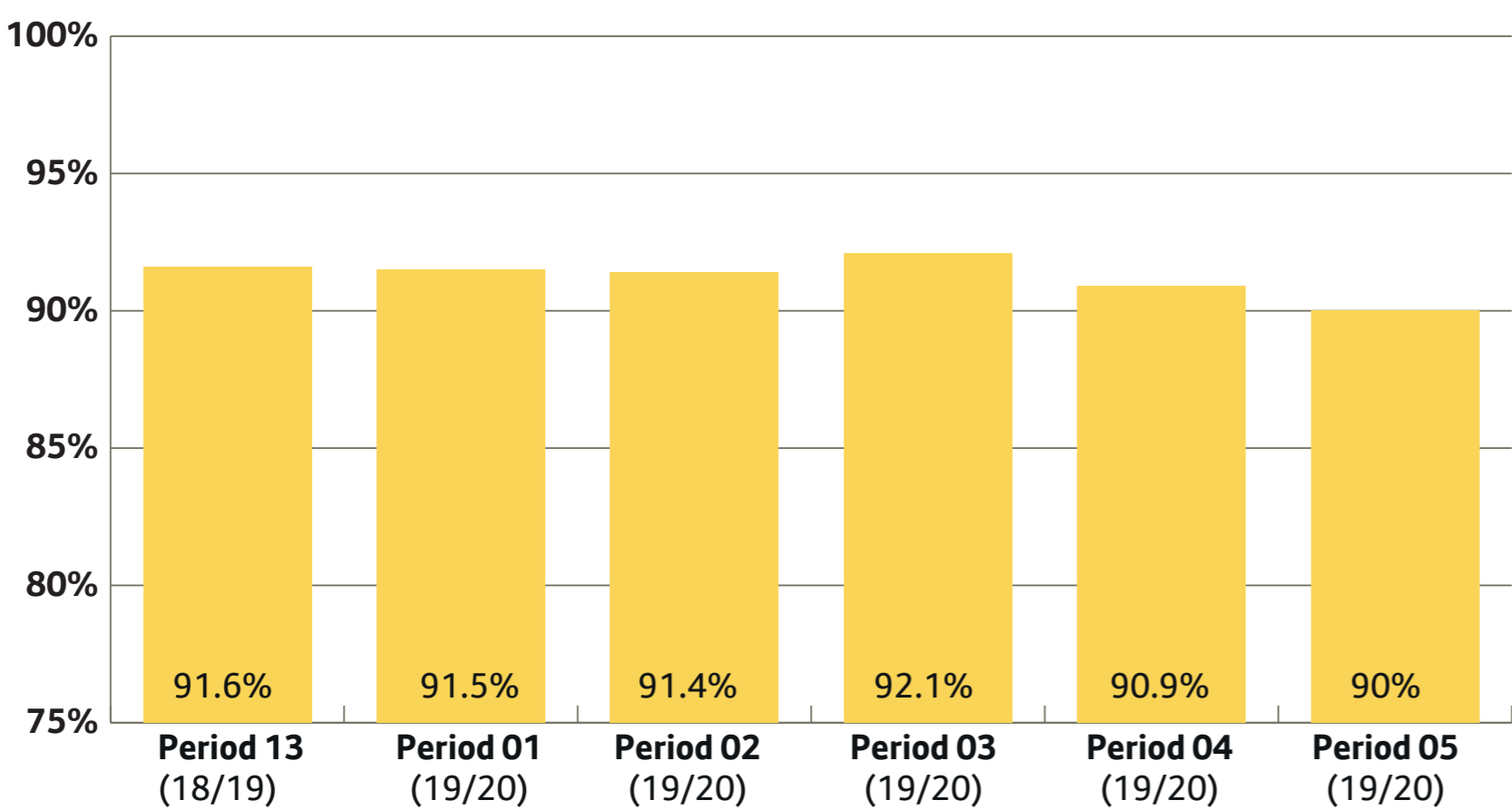
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

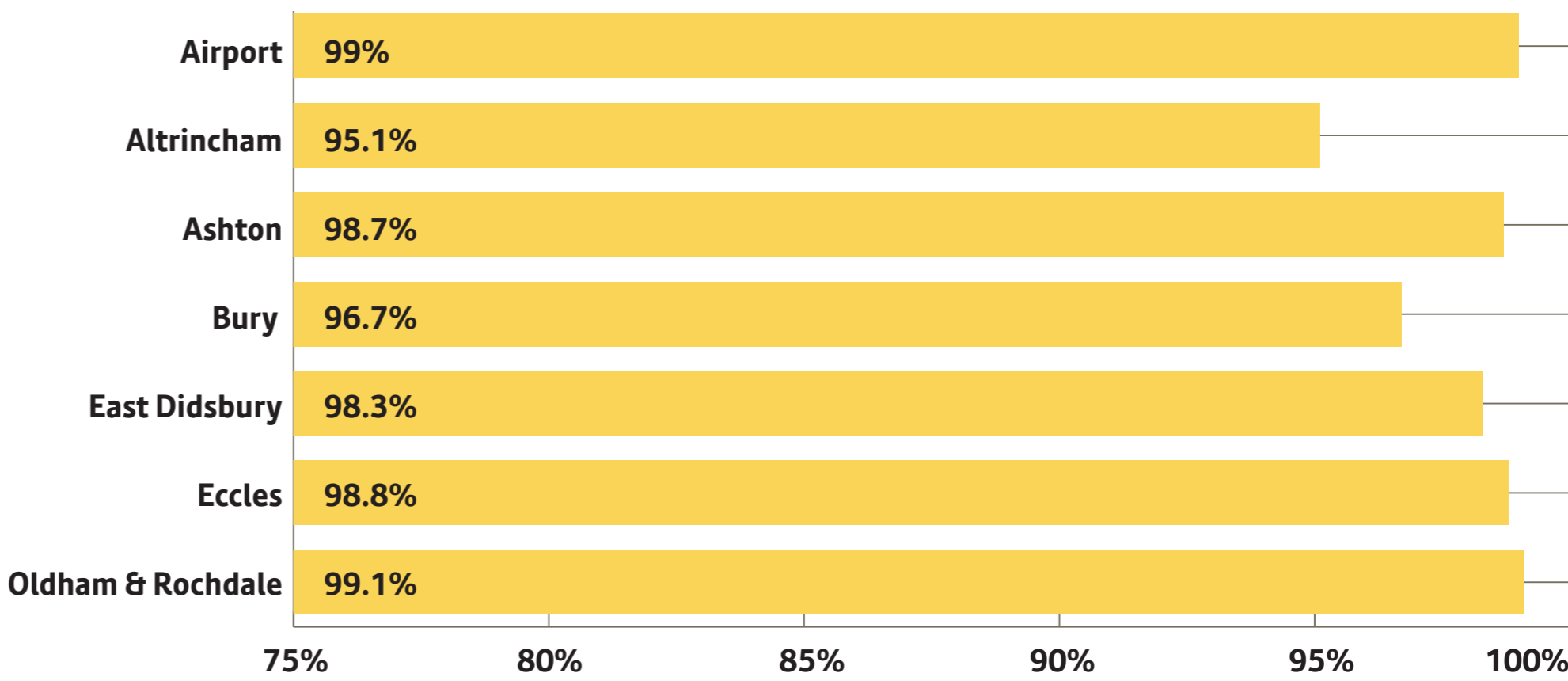
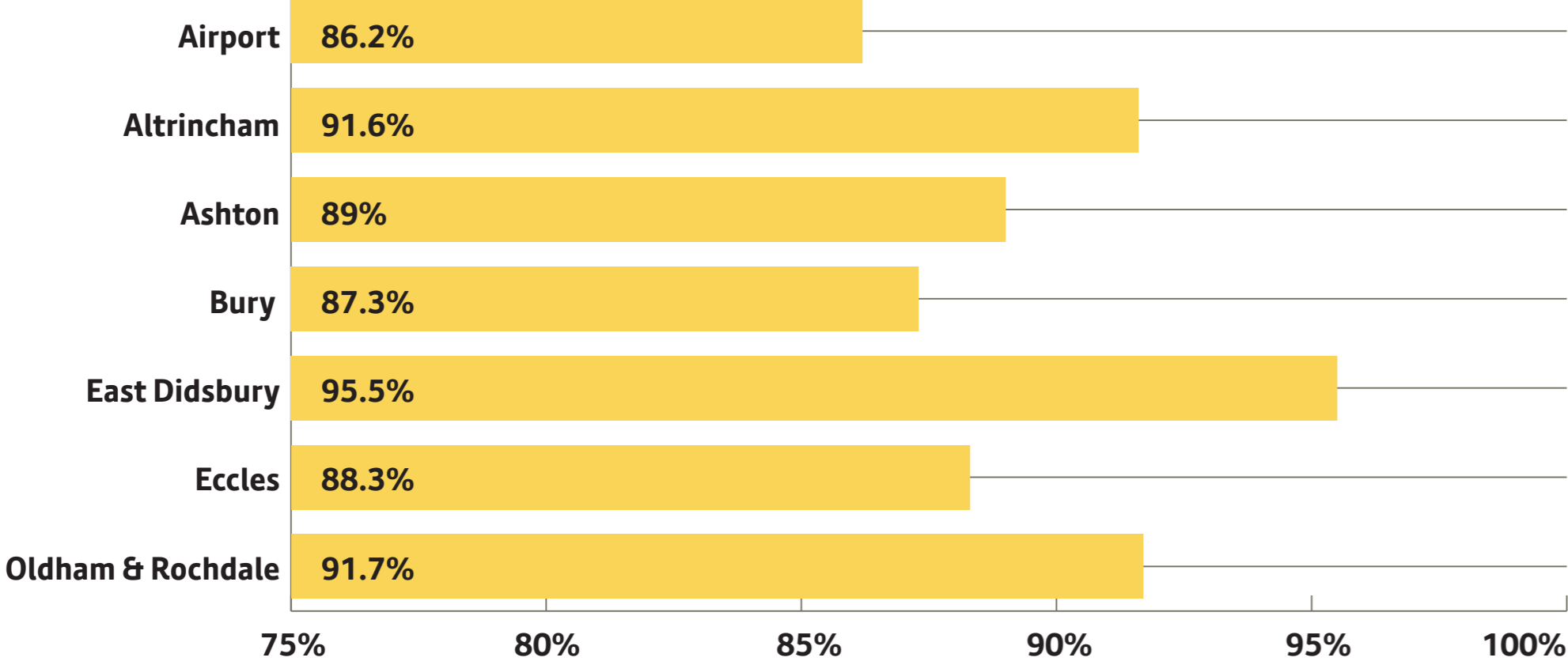
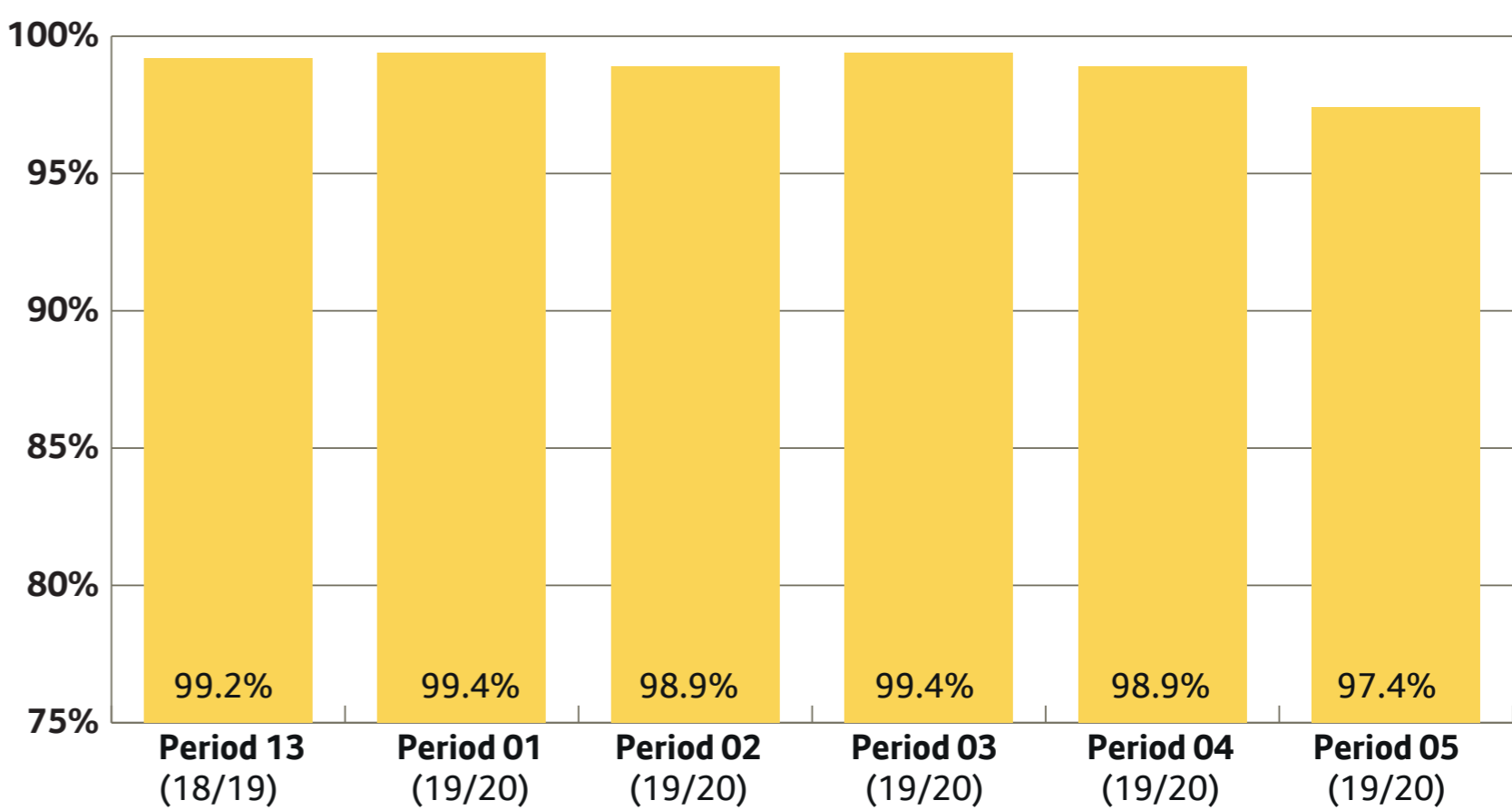
90%



Reliability

Percentage of planned miles operated.

97.4%



Cancellations

Journeys cancelled.

0.70% of all planned journeys.



Short journeys

Incomplete journeys.

0.91% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019

Metrolink Performance

Airport Line

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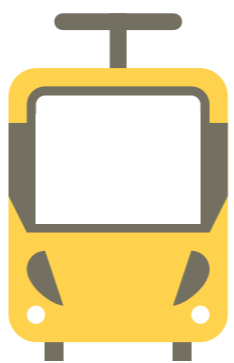
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

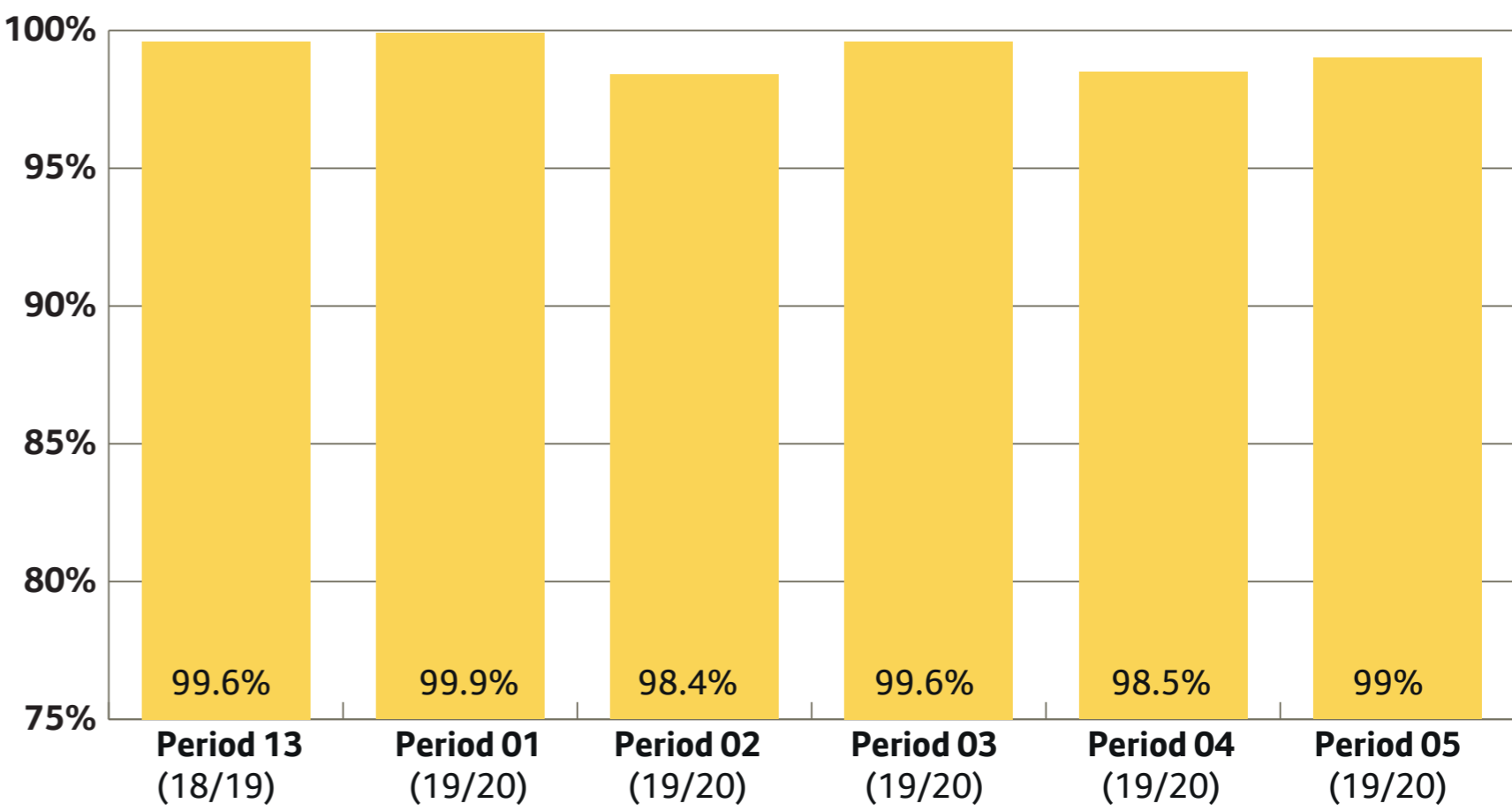
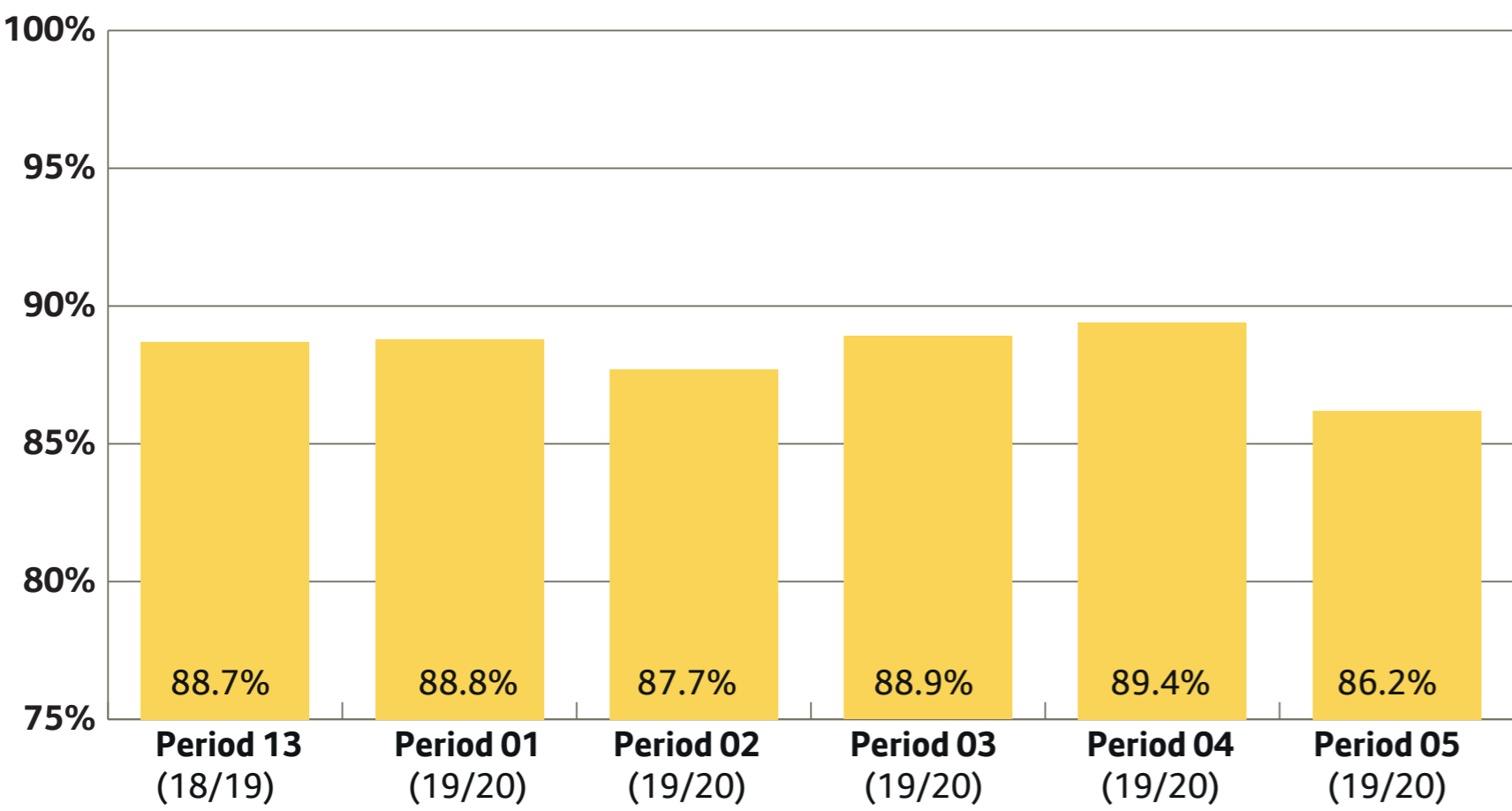
This route
86.2% **Overall network**
90%



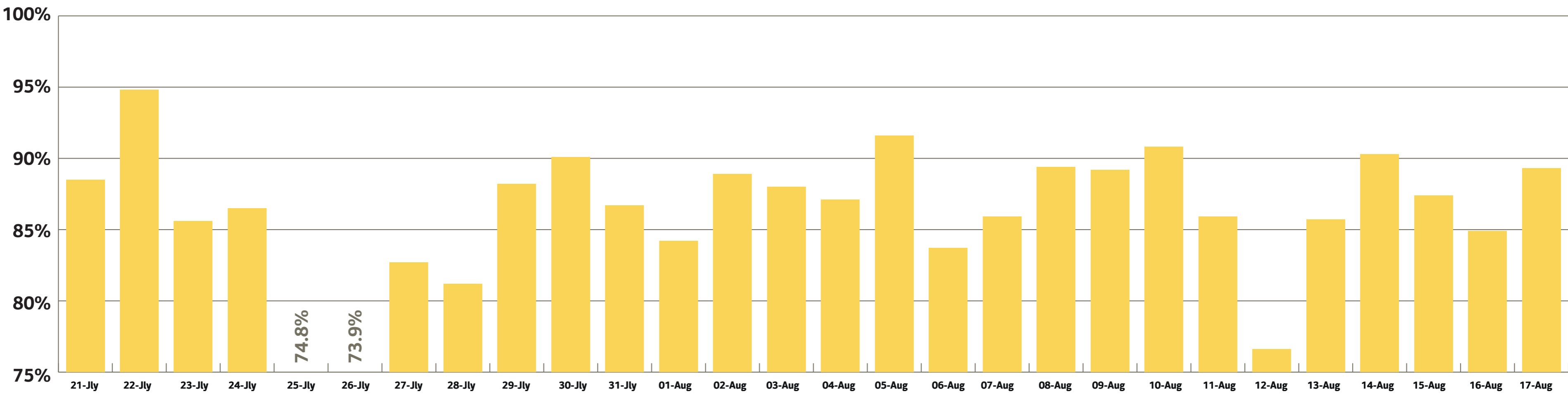
Reliability

Percentage of planned miles operated.

This route
99% **Overall network**
97.4%



Route punctuality by date



Route service disruptions



What we did to improve on this route



Aline Frantzen
Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Altrincham Line

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How we performed



Punctuality

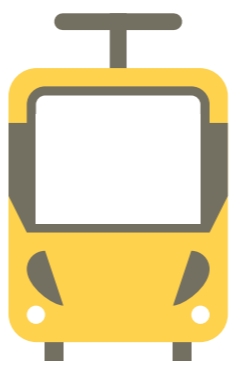
Percentage of trams departing less than two minutes late.

This route

91.6%

Overall network

90%



Reliability

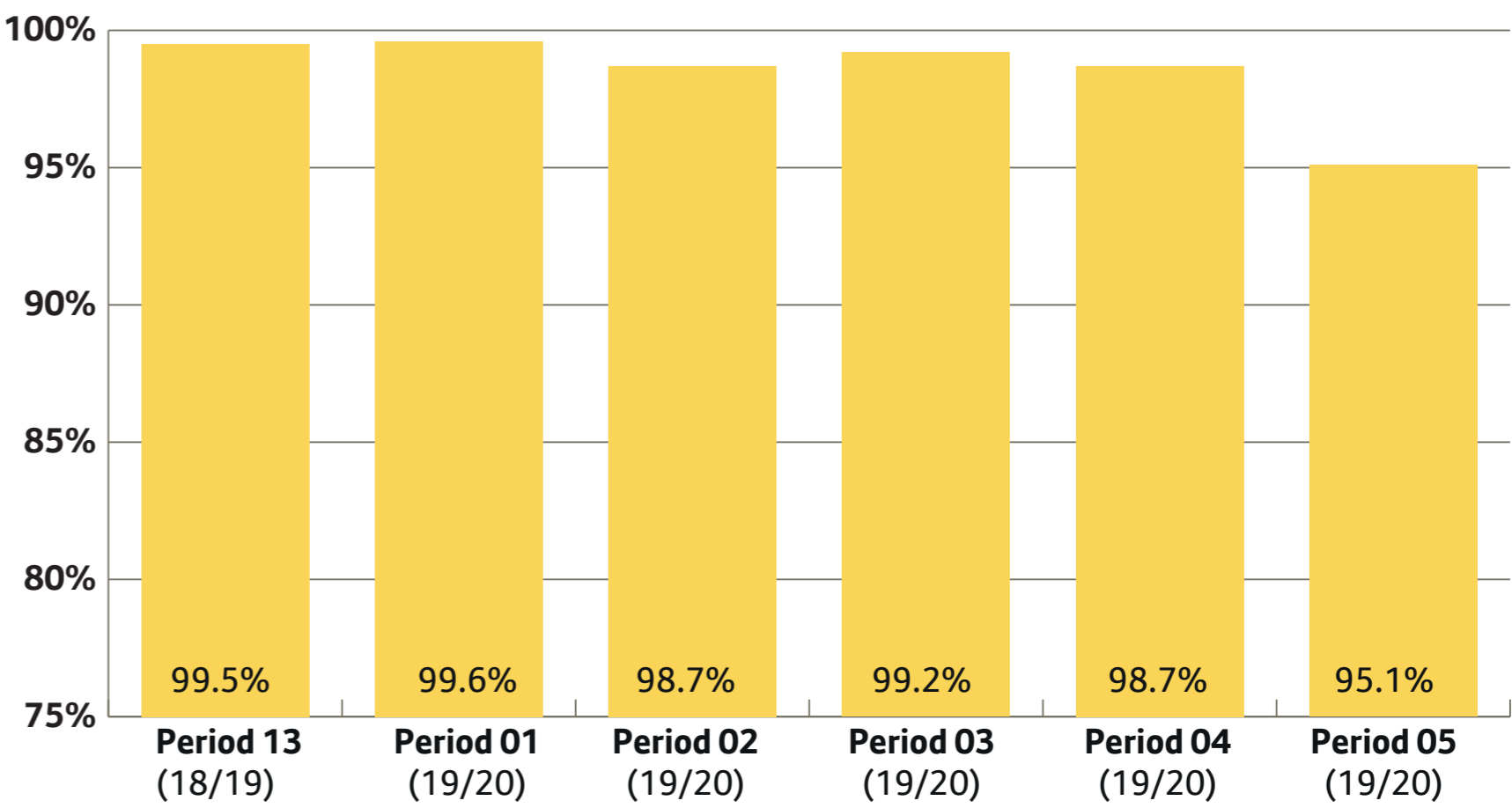
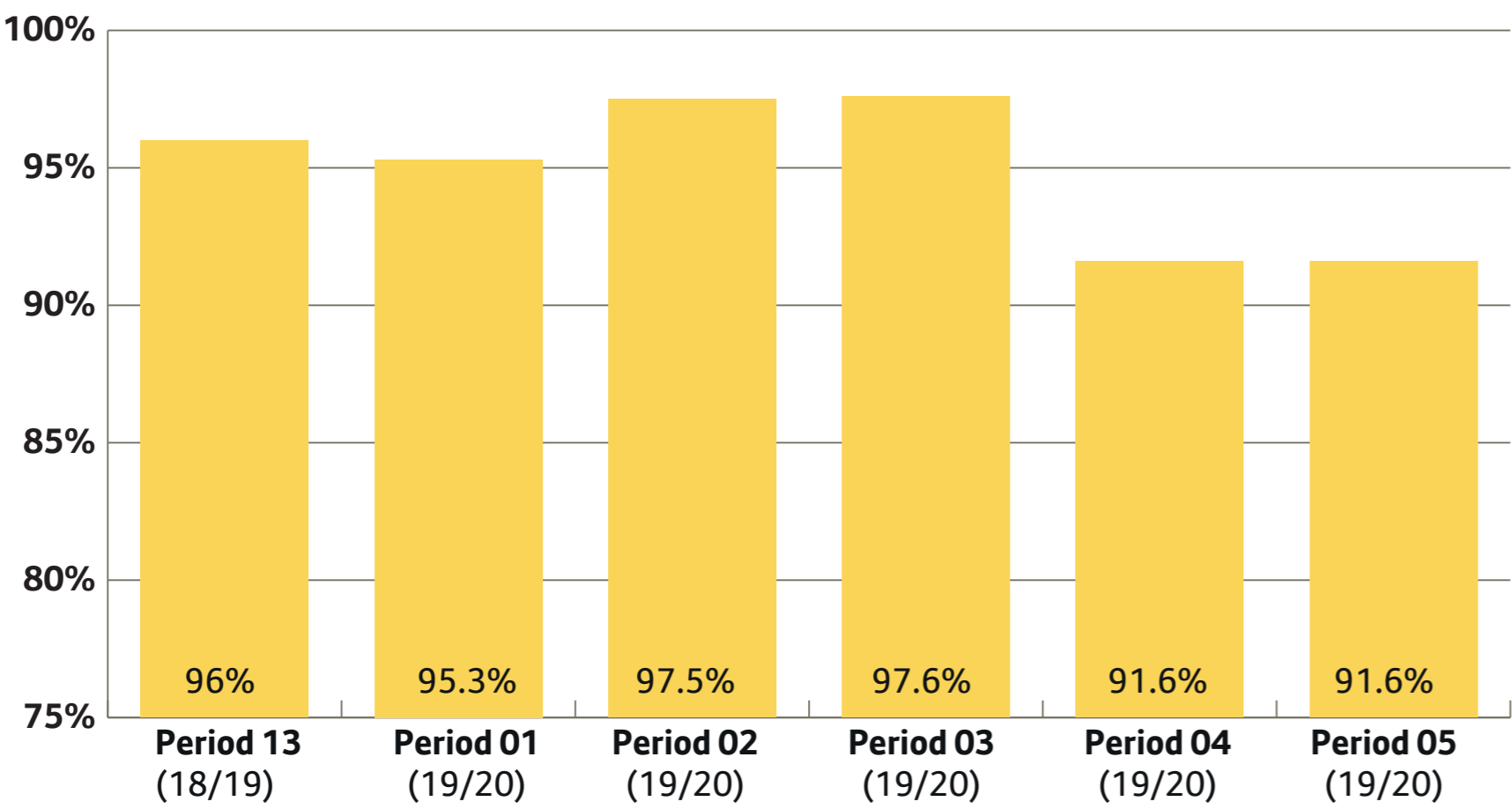
Percentage of planned miles operated.

This route

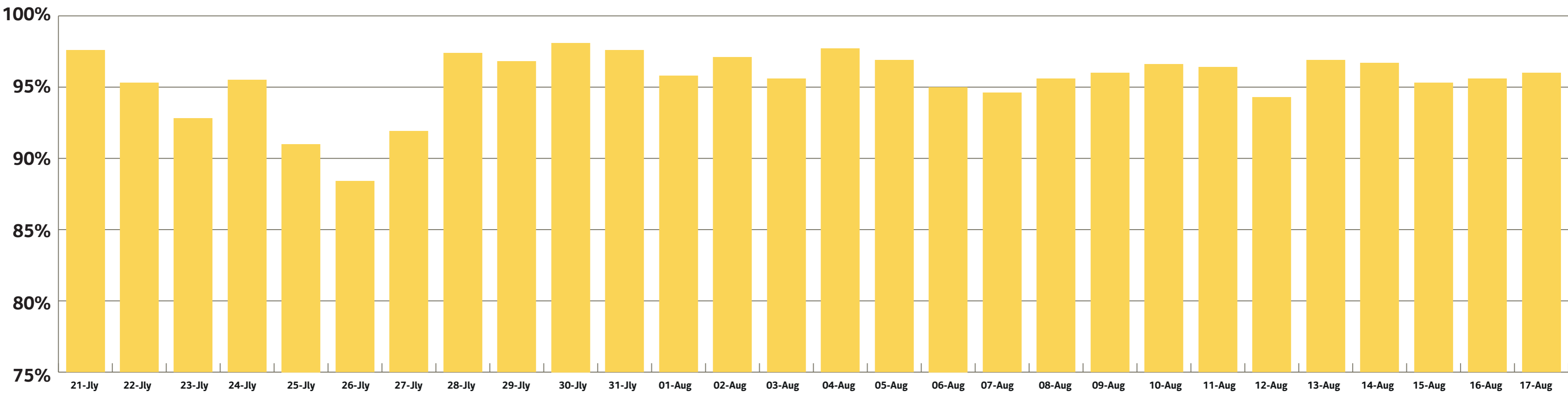
95.1%

Overall network

97.4%



Route punctuality by date



Route service disruptions



What we did to improve on this route



Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 19 August 2019



Metrolink

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Metrolink Performance

Ashton-under-Lyne Line

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How we performed



Punctuality

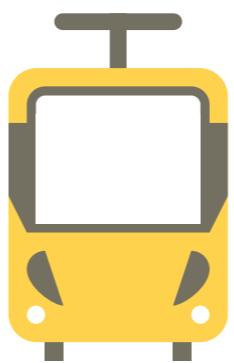
Percentage of trams departing less than two minutes late.

This route

89%

Overall network

90%



Reliability

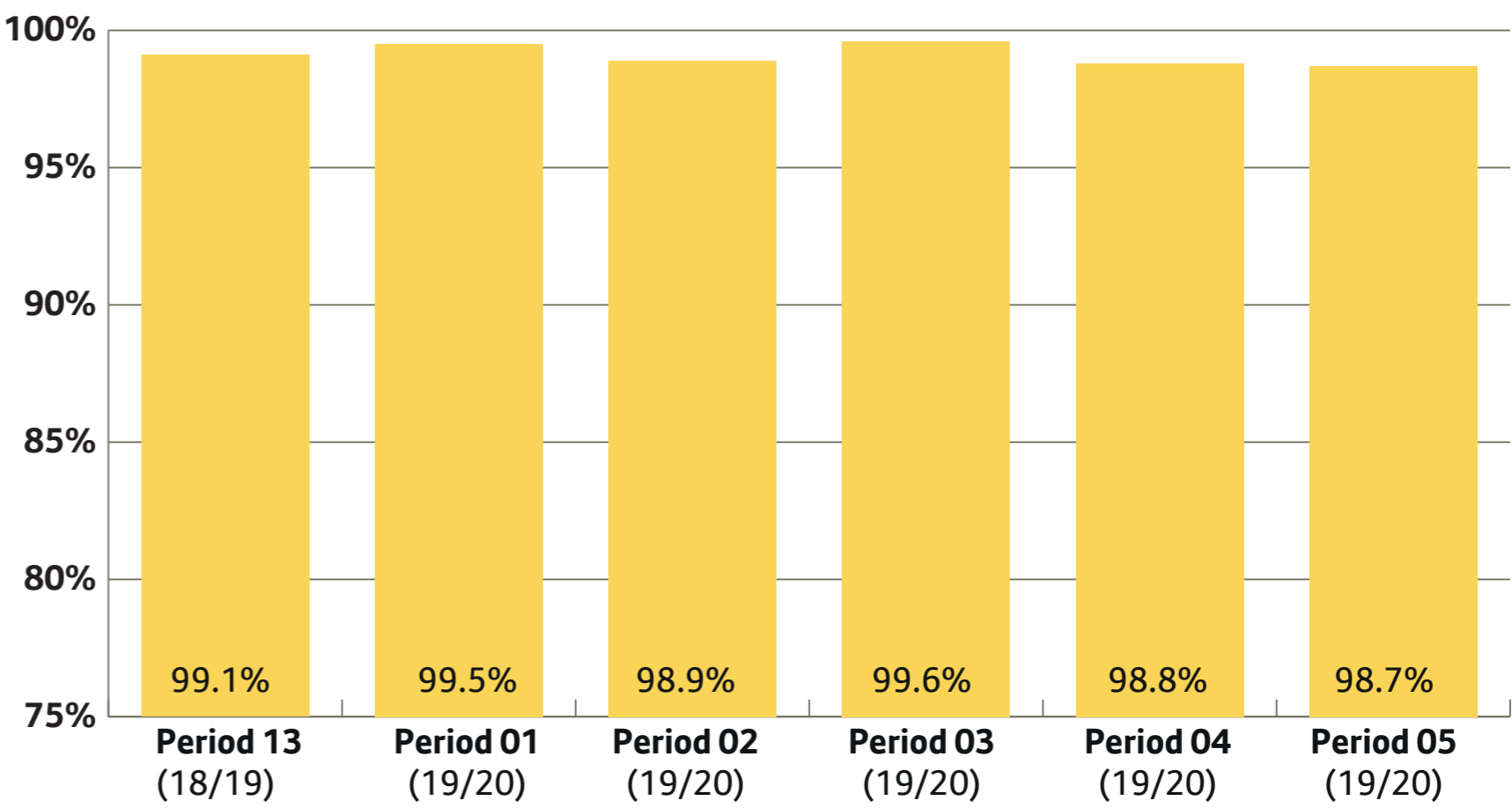
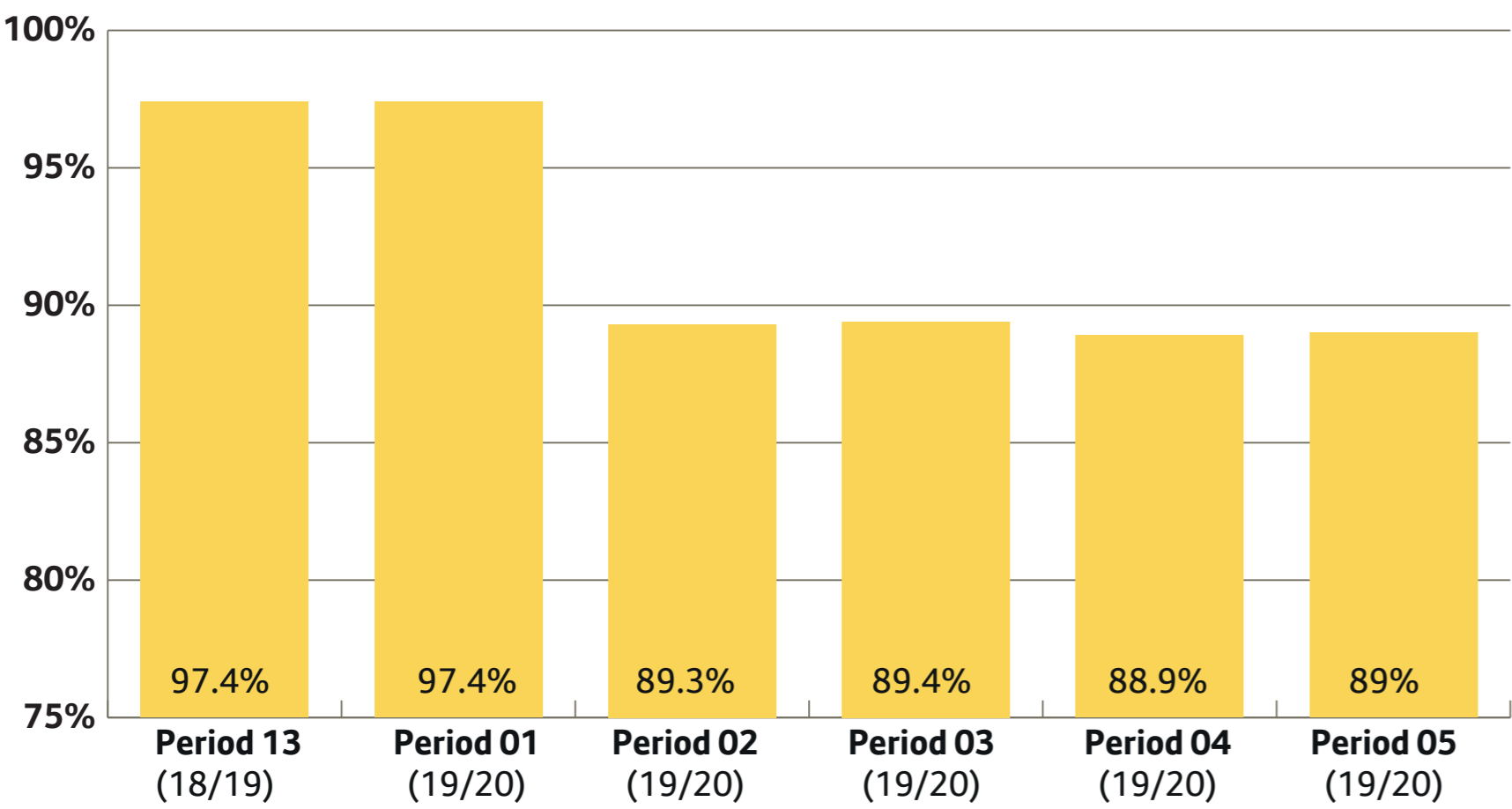
Percentage of planned miles operated.

This route

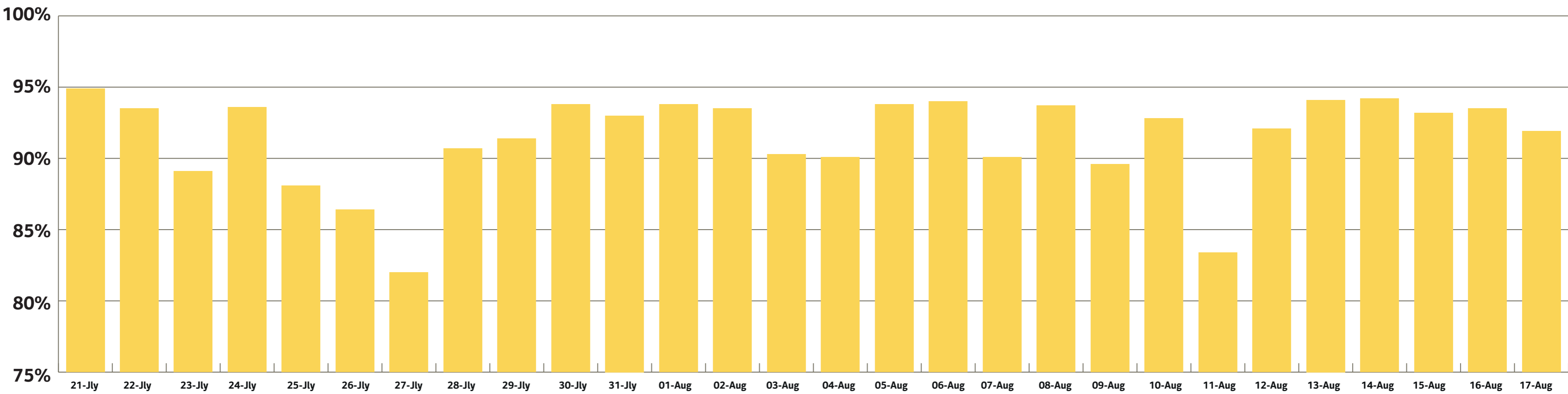
98.7%

Overall network

97.4%



Route punctuality by date



Route service disruptions



What we did to improve on this route



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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Bury Line

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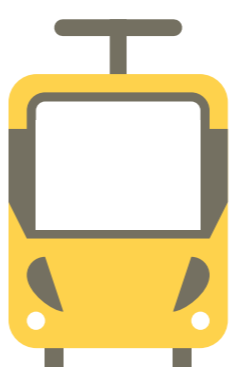
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

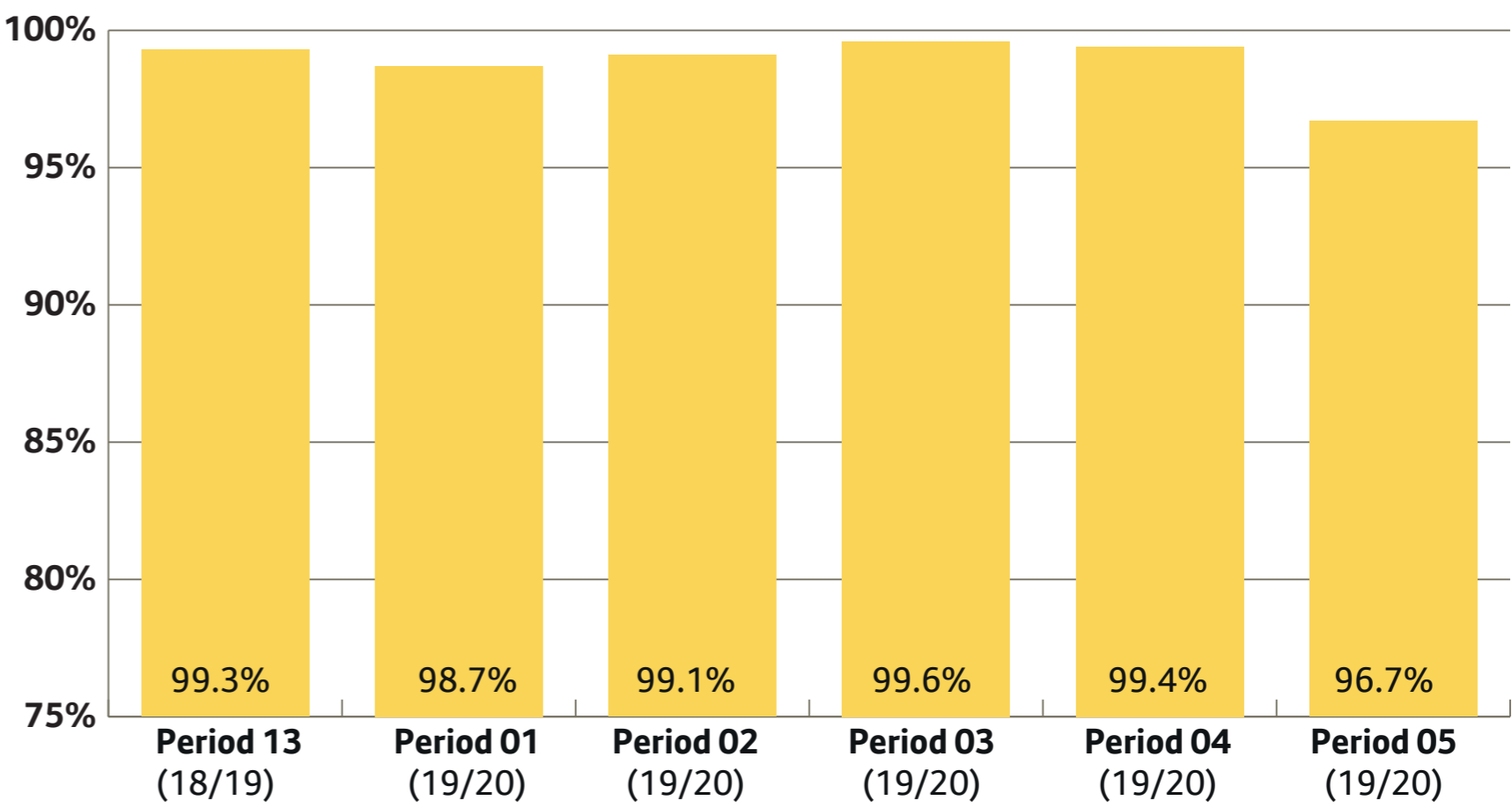
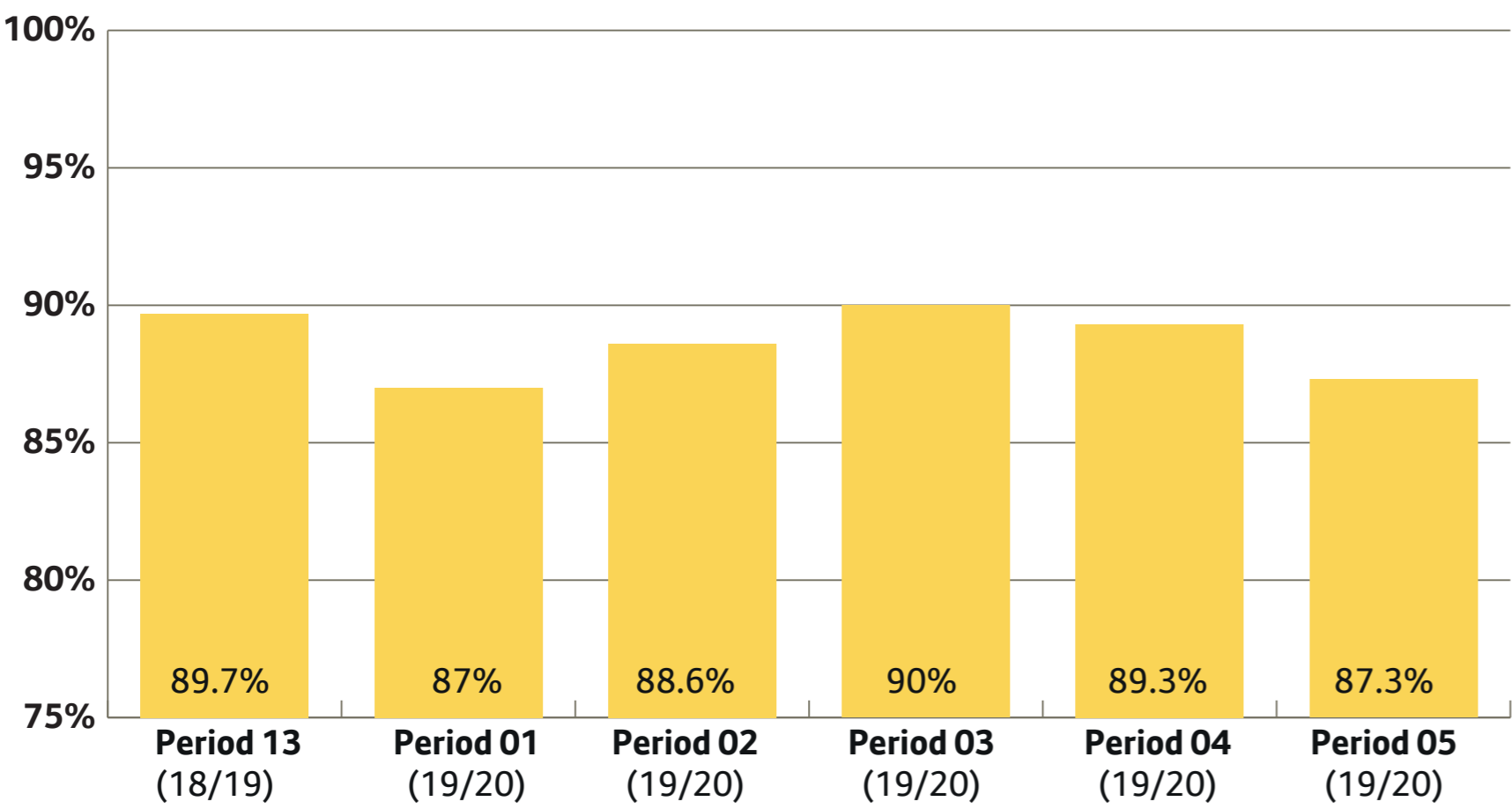
This route
87.3% **Overall network**
90%



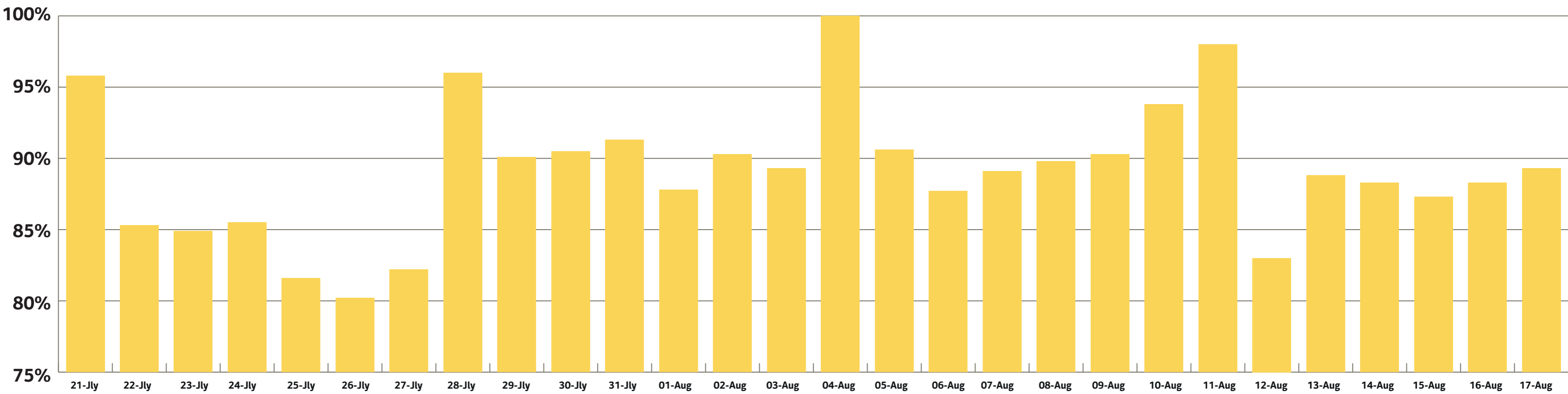
Reliability

Percentage of planned miles operated.

This route
96.7% **Overall network**
97.4%



Route punctuality by date



Route service disruptions



What we did to improve on this route



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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

East Didsbury Line

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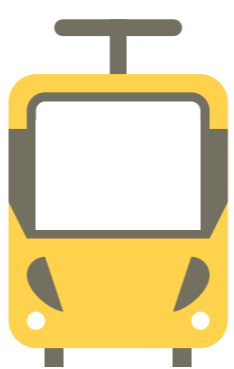
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

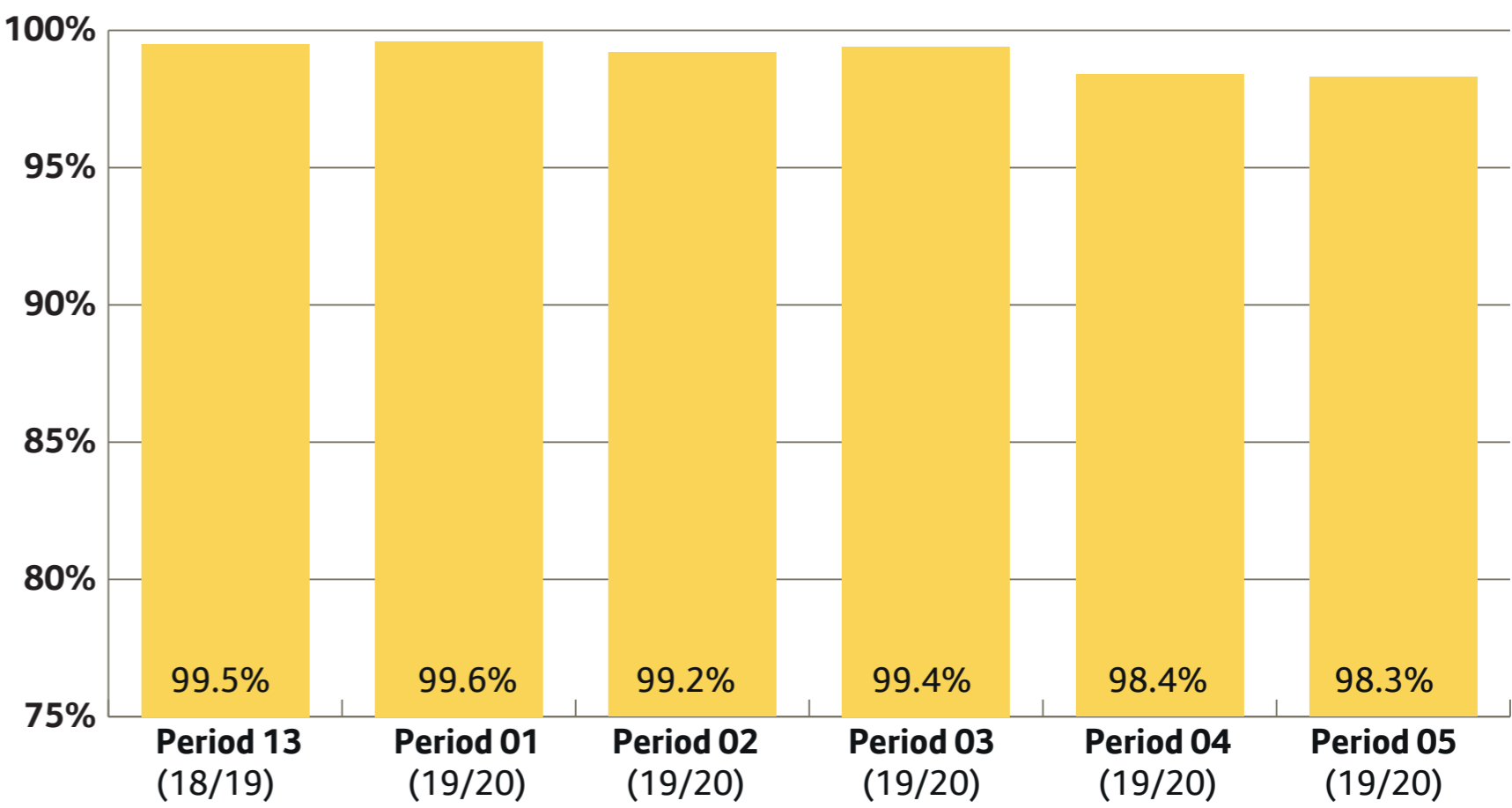
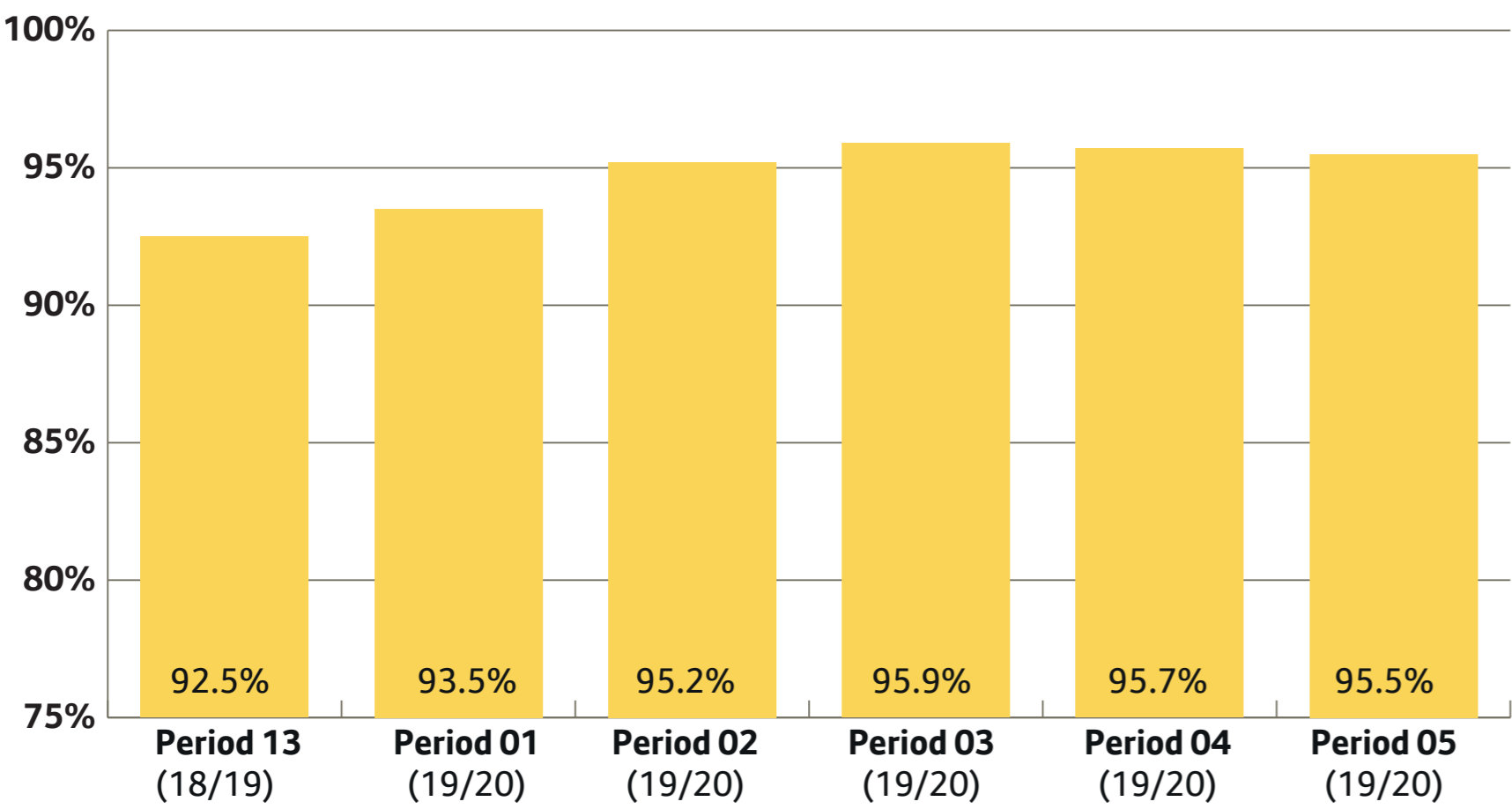
This route
95.5% **Overall network**
90%



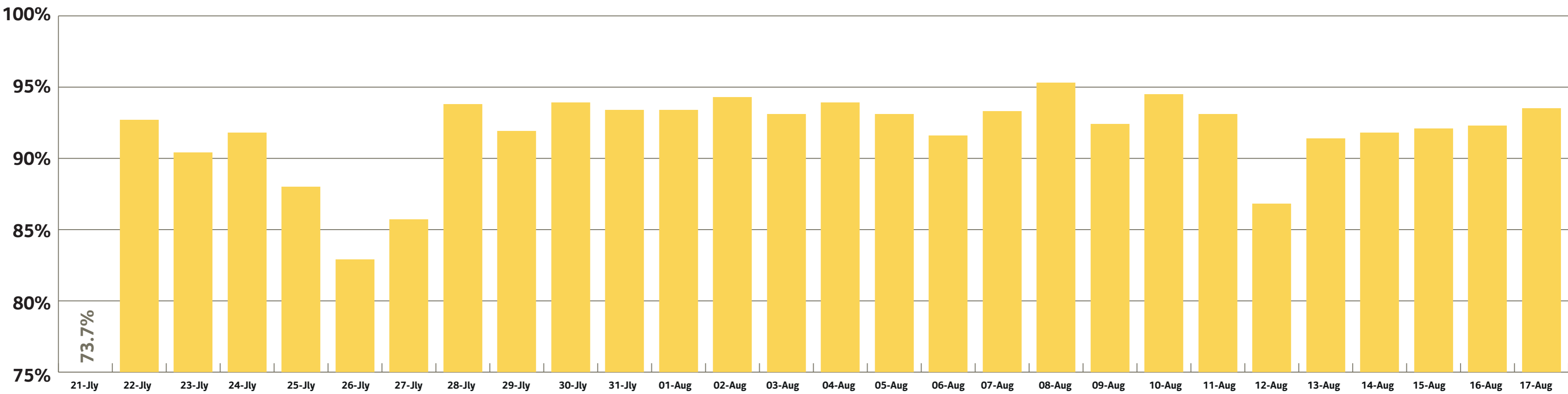
Reliability

Percentage of planned miles operated.

This route
98.3% **Overall network**
97.4%



Route punctuality by date



Route service disruptions



What we did to improve on this route



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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Eccles & Media City Lines

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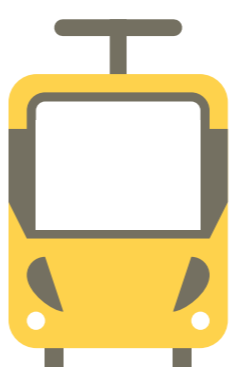
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

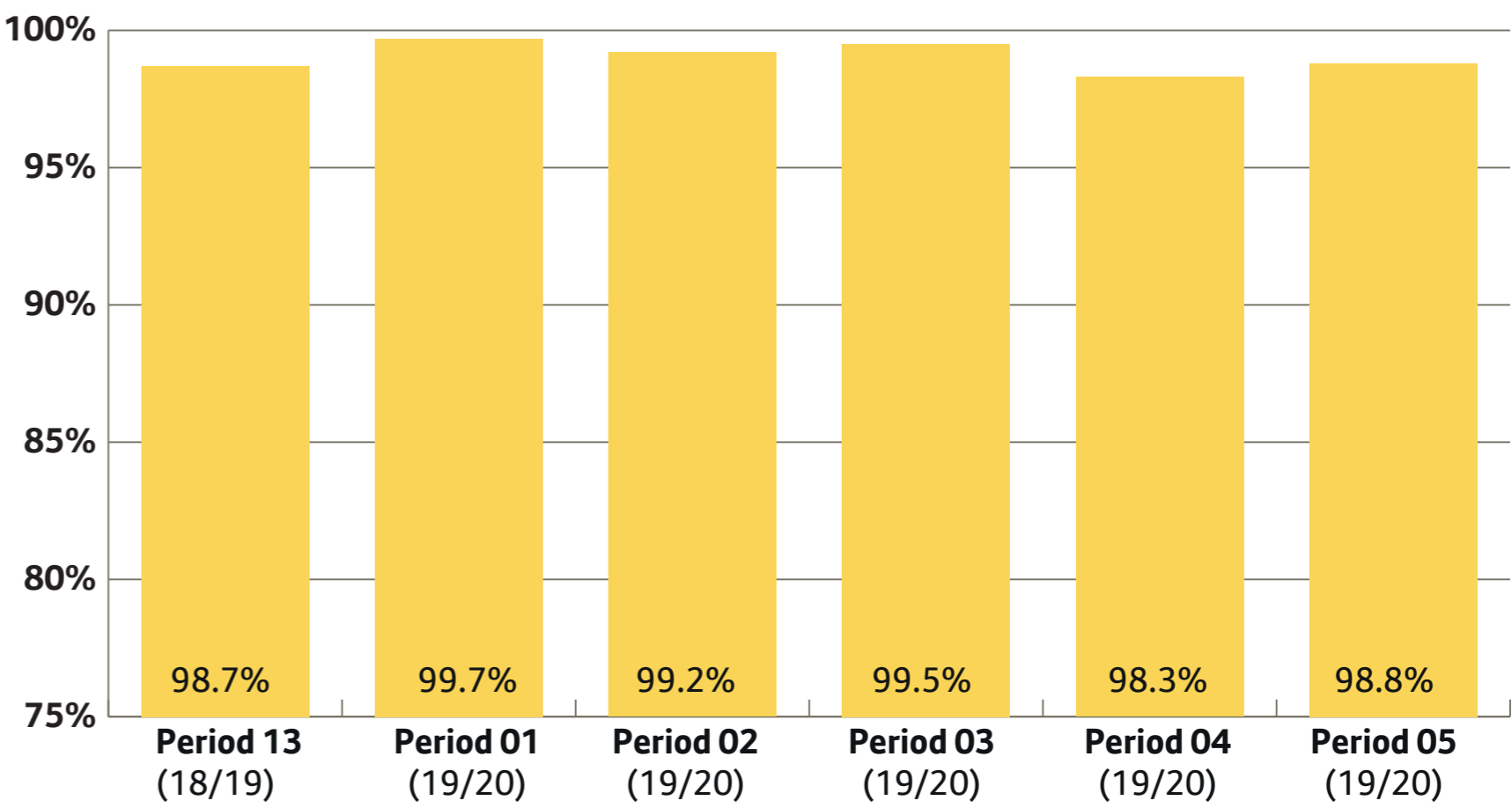
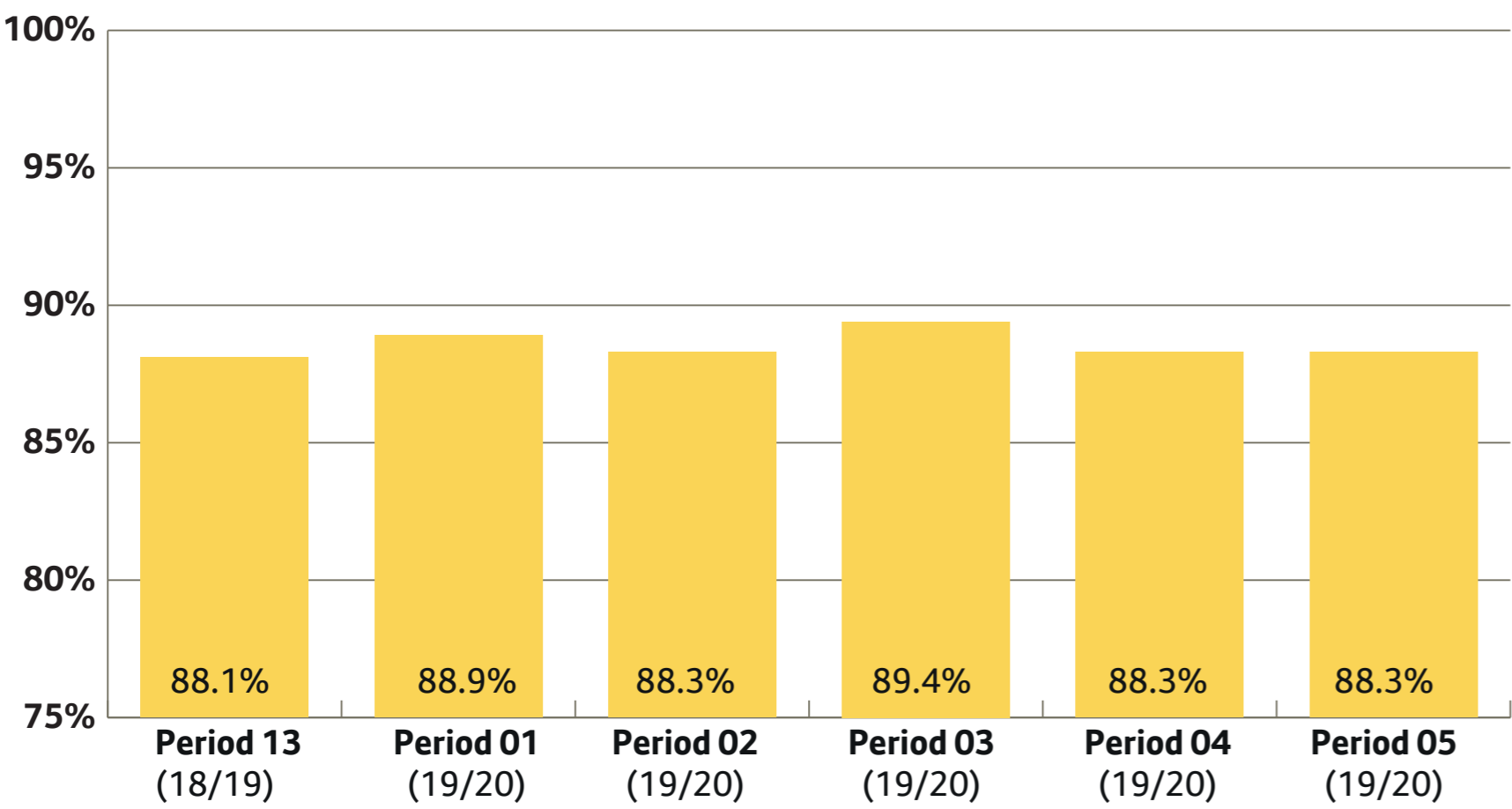
This route
88.3% **Overall network**
90%



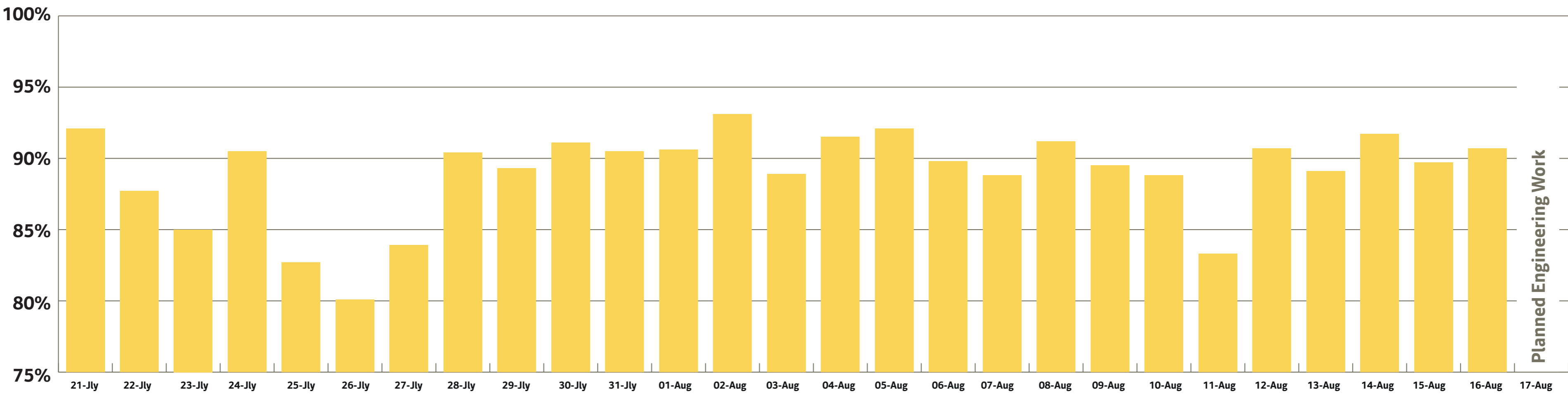
Reliability

Percentage of planned miles operated.

This route
98.8% **Overall network**
97.4%



Route punctuality by date



Route service disruptions



What we did to improve on this route



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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Oldham & Rochdale Lines

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Punctuality

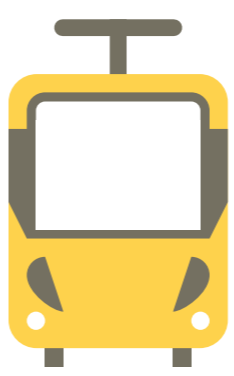
Percentage of trams departing less than two minutes late.

This route

91.7%

Overall network

90%



Reliability

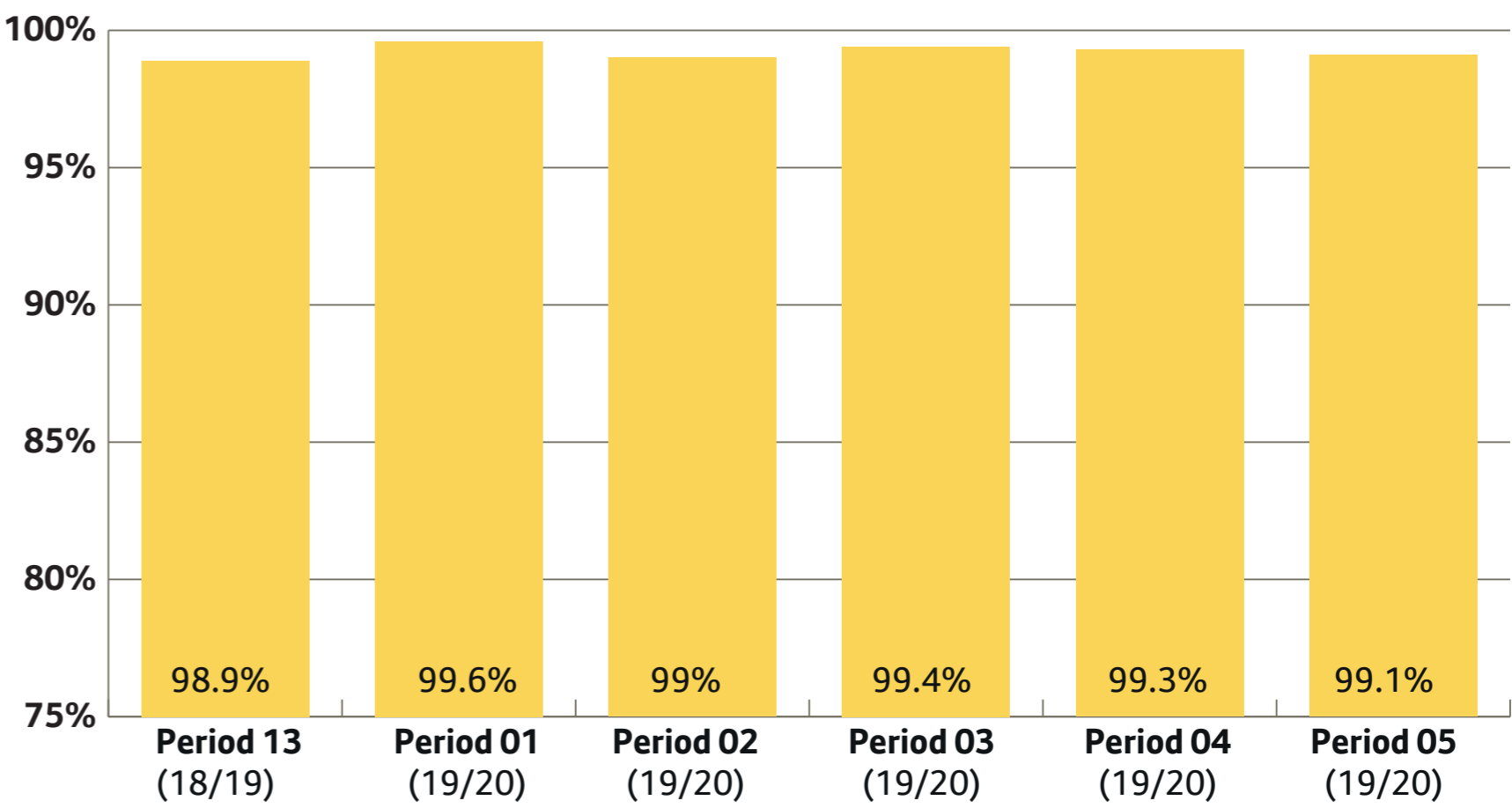
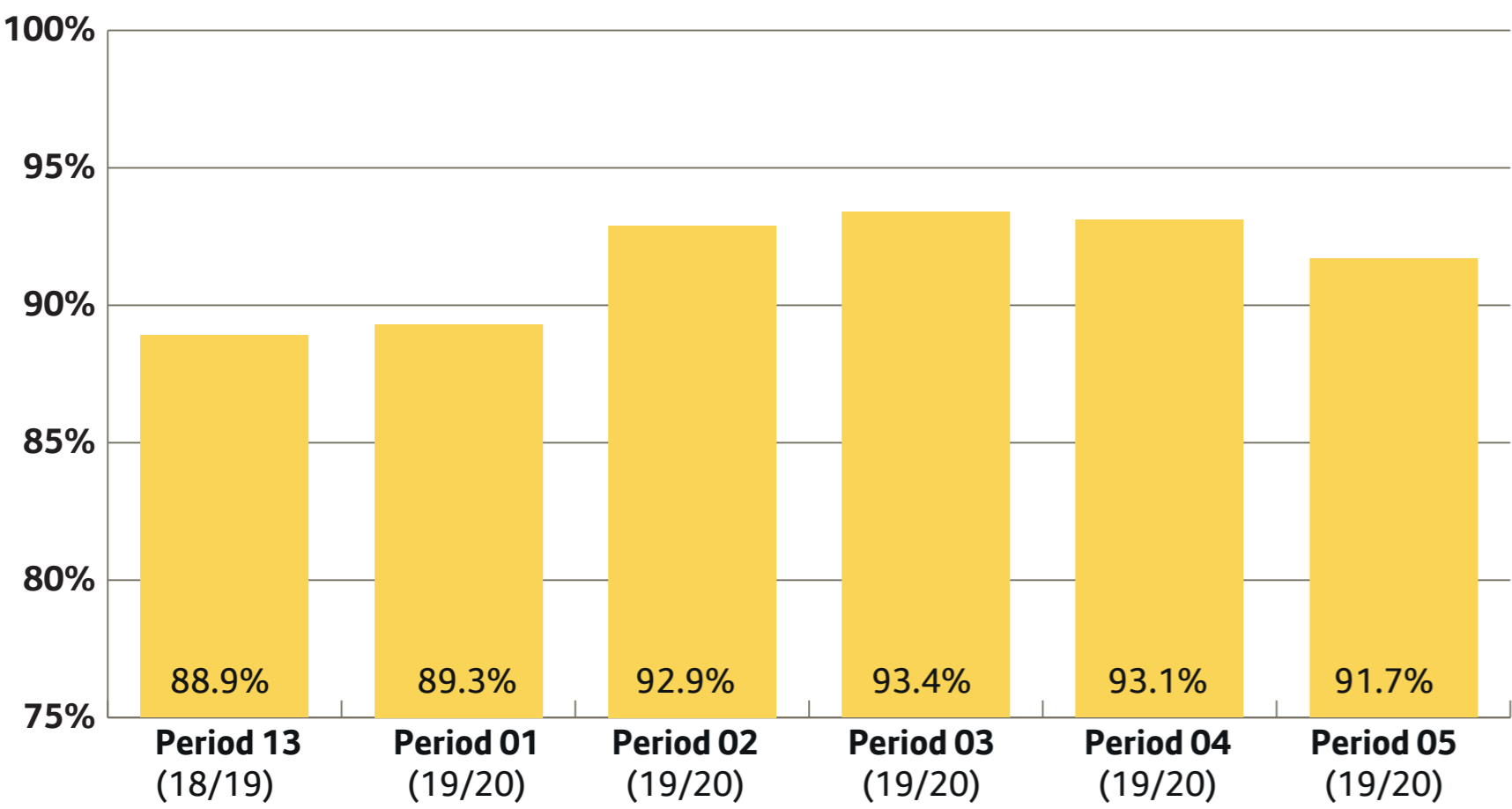
Percentage of planned miles operated.

This route

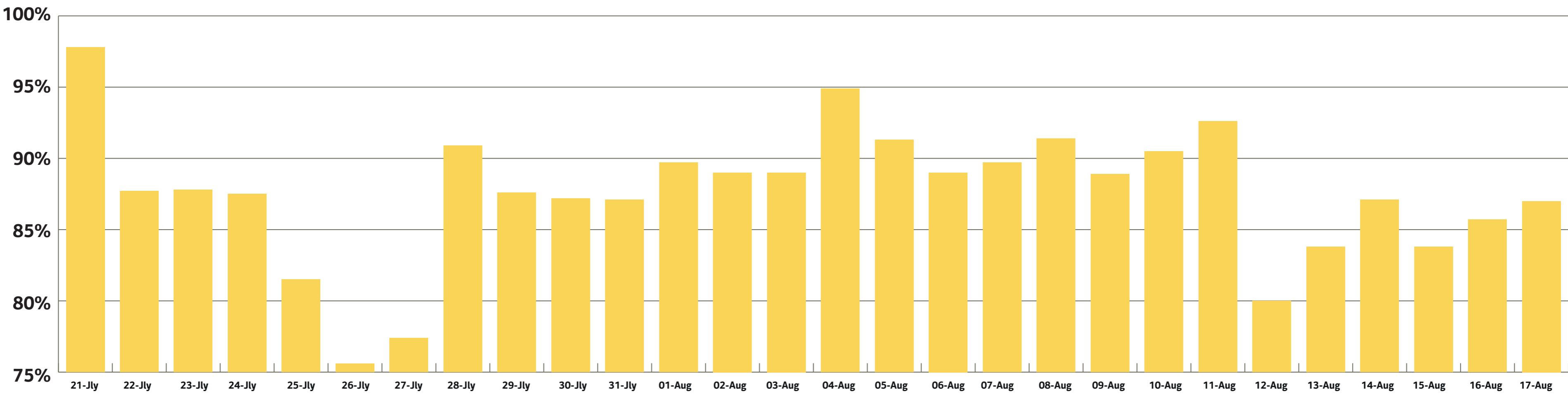
99.1%

Overall network

97.4%



Route punctuality by date



Route service disruptions



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