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:

19 August until 15 September 2018

**Punctuality**  
Percentage of trams departing less than two minutes late.  
91.4%

**Reliability**  
Percentage of planned miles operated.  
99.6%

**Cancellations**  
Journeys cancelled.  
0.19% of all planned journeys.

**Short journeys**  
Incomplete journeys.  
0.54% of all planned journeys.

**How we performed**

We delivered strong network reliability for the period, operating 99.4% of scheduled mileage. Unfortunately, we did see a high number of third party road Traffic Collisions on the Ashton line that resulting in vehicles blocking the line.

Much improved asset performance coupled with greater tram reliability and no significant infrastructure faults, underpinned our highest punctuality year to date.

**What we are doing to improve**

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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>99.6%</td>
<td>99.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Route</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>2</td>
<td>99.4%</td>
</tr>
<tr>
<td>3</td>
<td>99.4%</td>
</tr>
<tr>
<td>4</td>
<td>99.7%</td>
</tr>
<tr>
<td>5</td>
<td>99.8%</td>
</tr>
<tr>
<td>6</td>
<td>99.2%</td>
</tr>
</tbody>
</table>

### Punctuality

Percentage of trams departing less than two minutes late.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td>87.7%</td>
<td>91.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Route</th>
<th>Punctuality</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>87.9%</td>
</tr>
<tr>
<td>2</td>
<td>87.8%</td>
</tr>
<tr>
<td>3</td>
<td>90%</td>
</tr>
<tr>
<td>4</td>
<td>86.7%</td>
</tr>
<tr>
<td>5</td>
<td>85.2%</td>
</tr>
<tr>
<td>6</td>
<td>87.7%</td>
</tr>
</tbody>
</table>

### Route punctuality by date

<table>
<thead>
<tr>
<th>Date</th>
<th>Punctuality</th>
</tr>
</thead>
<tbody>
<tr>
<td>19 Aug</td>
<td>87.9%</td>
</tr>
<tr>
<td>20 Aug</td>
<td>87.8%</td>
</tr>
<tr>
<td>21 Aug</td>
<td>90%</td>
</tr>
<tr>
<td>22 Aug</td>
<td>86.7%</td>
</tr>
<tr>
<td>23 Aug</td>
<td>85.2%</td>
</tr>
<tr>
<td>24 Aug</td>
<td>87.7%</td>
</tr>
<tr>
<td>25 Aug</td>
<td>75%</td>
</tr>
<tr>
<td>26 Aug</td>
<td>80%</td>
</tr>
<tr>
<td>27 Aug</td>
<td>85%</td>
</tr>
<tr>
<td>28 Aug</td>
<td>90%</td>
</tr>
<tr>
<td>29 Aug</td>
<td>87%</td>
</tr>
<tr>
<td>30 Aug</td>
<td>90%</td>
</tr>
<tr>
<td>31 Aug</td>
<td>95%</td>
</tr>
<tr>
<td>01 Sep</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Route service disruptions

- **2 September**: Vandalism to a tram at Victoria
- **8 September**: Signalling system fault at Victoria
- **9 September**: Staff shortage.

### How we performed

We delivered strong network reliability for the period, operating 99.4% of scheduled mileage. Unfortunately, we did see a high number of third party road Traffic Collisions on the Ashton line that resulting in vehicles blocking the line.

Much improved asset performance coupled with greater tram reliability and no significant infrastructure faults, underpinned our highest punctuality year to date.

### What we are doing to improve

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Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 9 October 2018

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Metrolink Performance
Altrincham Line

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This report covers our four-week period between: 19 August until 15 September 2018

### Reliability

*Percentage of planned miles operated.*

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.6%</td>
<td>99.6%</td>
</tr>
</tbody>
</table>

### Punctuality

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

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td>95.1%</td>
<td>91.4%</td>
</tr>
</tbody>
</table>

#### Route punctuality by date

**19 August**
- Road Traffic Collision between car and tram at Edge Lane.

**25 August**
- Points fault at MediaCityUK

**2 September**
- Vandalism to a tram at Oldham King Street.

**7 September**
- Signalling fault at Deansgate-Castlefield

**9 September**
- Road Traffic Collision between car and tram at Edge Lane.

#### How we performed

We delivered strong network reliability for the period, operating 99.4% of scheduled mileage. Unfortunately, we did see a high number of third party road Traffic Collisions on the Ashton line that resulting in vehicles blocking the line.

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#### Route service disruptions

<table>
<thead>
<tr>
<th>19 August</th>
<th>Road Traffic Collision between car and tram at Edge Lane.</th>
</tr>
</thead>
<tbody>
<tr>
<td>25 August</td>
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<tr>
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<td>Signalling fault at Deansgate-Castlefield</td>
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<td>9 September</td>
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</tr>
</tbody>
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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</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td>92.2%</td>
<td>91.4%</td>
</tr>
</tbody>
</table>

![Graph showing punctuality data]

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
</tr>
</thead>
<tbody>
<tr>
<td>98.8%</td>
<td>99.6%</td>
</tr>
</tbody>
</table>

![Graph showing reliability data]

**Route punctuality by date**

![Graph showing punctuality by date]

**Route service disruptions**
- 19 August: Road Traffic Collision between car and tram at Edge Lane
- 25 August: Points fault at MediaCityUK.
- 8 September: Road Traffic Collision between motorbike and tram at Droylsden
- 9 September: Road Traffic Collision between car and tram at Droylsden
- 15 September: Road Traffic Collision between car and tram at Velopark.

**How we performed**
We delivered strong network reliability for the period, operating 99.4% of scheduled mileage. Unfortunately, we did see a high number of third party road Traffic Collisions on the Ashton line that resulted in vehicles blocking the line.

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

- **This route**: 88.2%
- **Overall network**: 91.4%

**Reliability**
Percentage of planned miles operated.

- **This route**: 99.7%
- **Overall network**: 99.6%

---

**Route punctuality by date**

**Route service disruptions**
- 25 August: Points fault at MediaCityUK
- 8 September: Signalling system fault at Victoria.

**How we performed**
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Metrolink
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**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
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</thead>
<tbody>
<tr>
<td>99.6%</td>
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</tbody>
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**Punctuality**
Percentage of trams departing less than two minutes late.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
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<tbody>
<tr>
<td>96.6%</td>
<td>91.4%</td>
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</tbody>
</table>

---

**Route punctuality by date**

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**Route service disruptions**
No significant disruptions on this route affecting the service.

**How we performed**
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Metrolink Performance
Eccles & Media City Lines

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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>99.4%</td>
<td>99.6%</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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Route punctuality by date

Route service disruptions
8 September  Road Traffic Collision between motorbike and tram at Droylsden.

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How we performed

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Issued on Tuesday 9 October 2018
Metrolink Performance
Oldham & Rochdale Lines

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<table>
<thead>
<tr>
<th>This route</th>
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</tr>
</thead>
<tbody>
<tr>
<td>87.5%</td>
<td>91.4%</td>
</tr>
</tbody>
</table>

Reliability
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
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</thead>
<tbody>
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<td>99.6%</td>
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