

# 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.

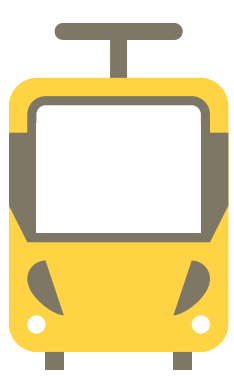
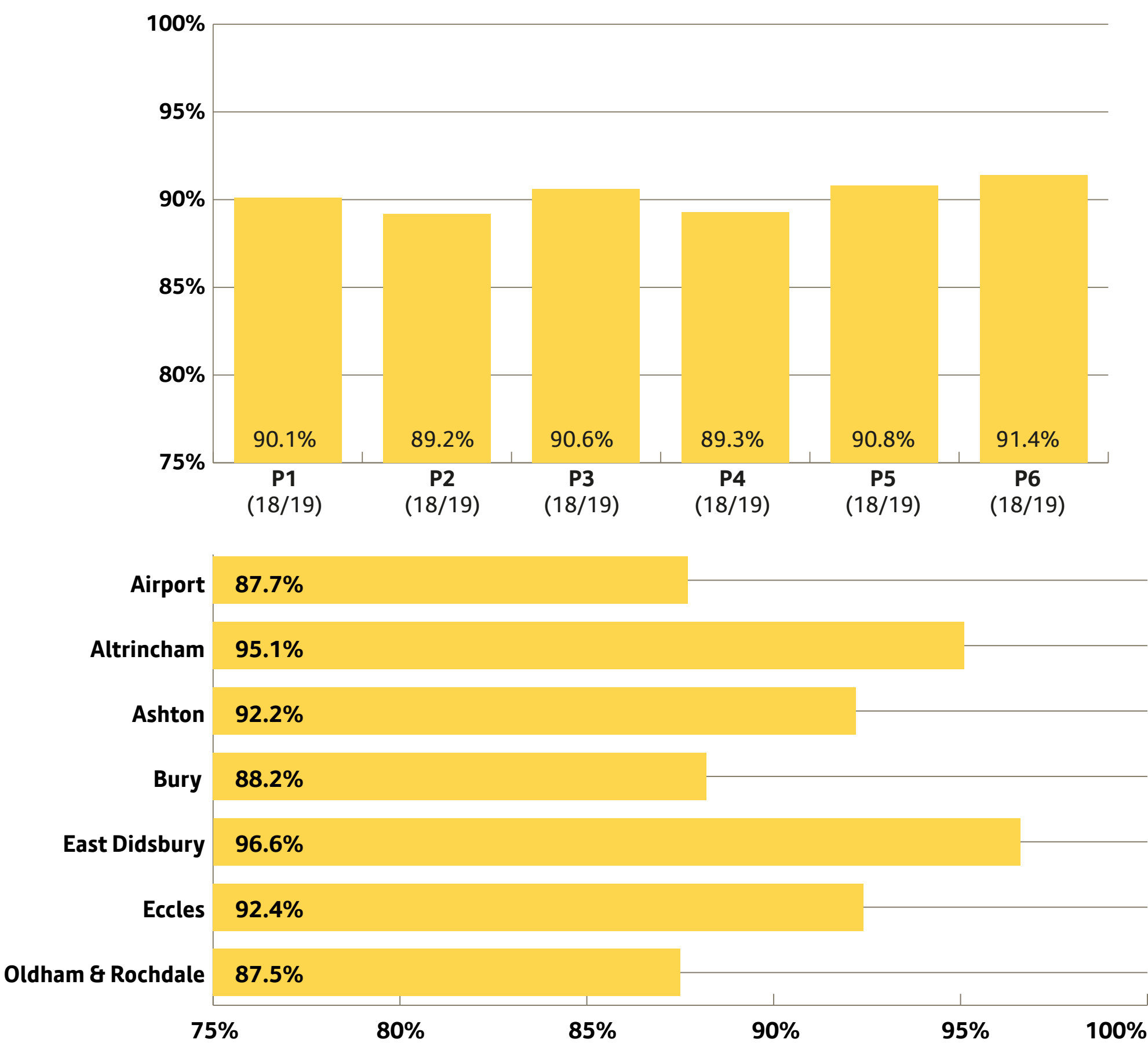
This report covers the four-week period between: **19 August until 15 September 2018**



### Punctuality

Percentage of trams departing less than two minutes late.

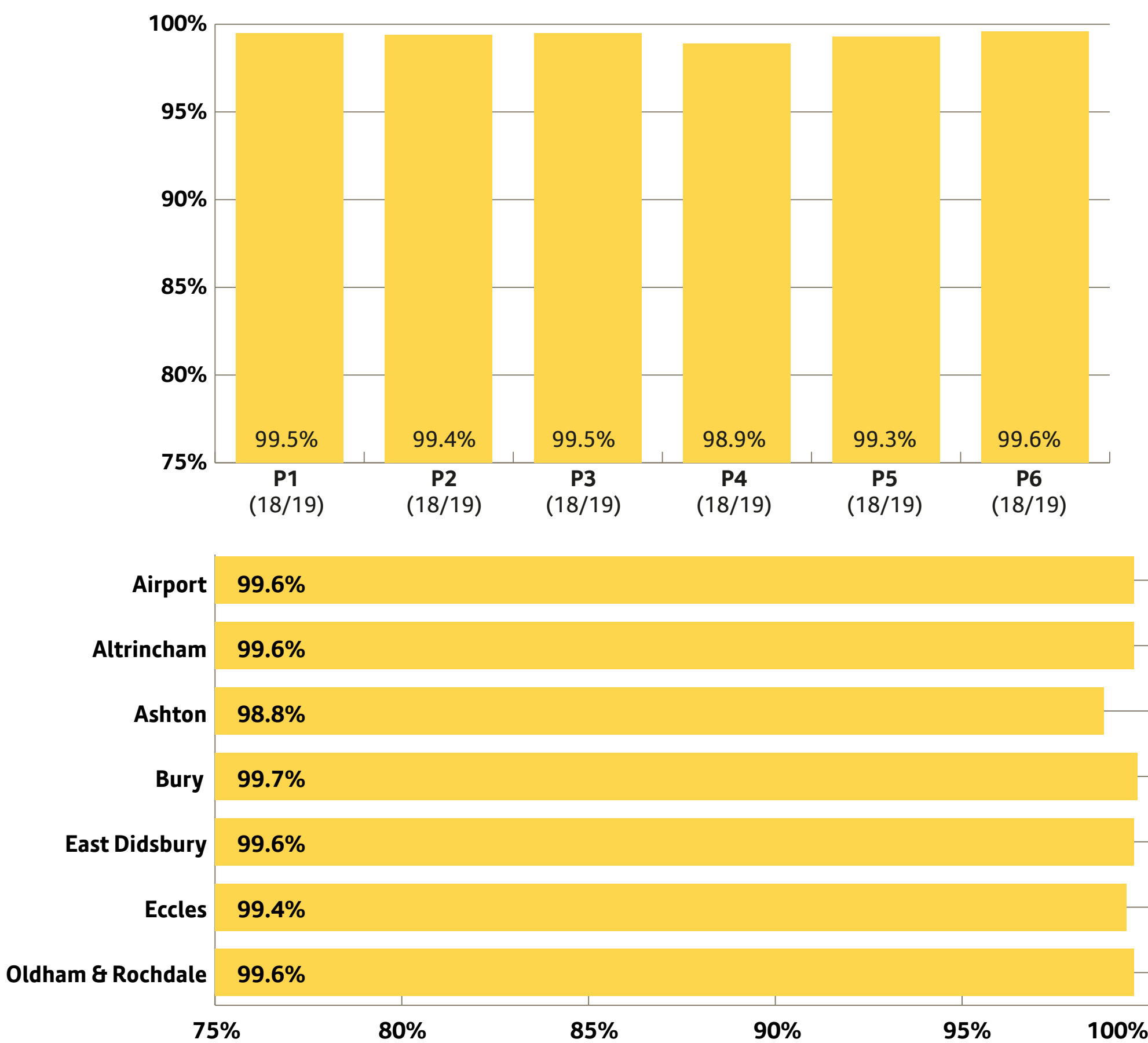
**91.4%**



### 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

We are looking to install fencing and bolster on-stop lighting at Navigation Road. To further increase security, additional CCTV coverage at key hotspot locations is also being considered.

Several enhancement initiatives are under consideration to improve customer safety while using lifts and escalators on the network.

A road sweeper has been introduced to our cleaning regime, enabling us to remove litter and debris from our tracks and carparks more effectively.

Work is underway to strengthen our staff visibility across the Metrolink system by recruiting a number of additional Customer Service Representatives. This will offer customers additional support during peak times and special events.

Aline Frantzen  
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 9 October 2018

# Metrolink Performance

## Airport Line

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### Punctuality

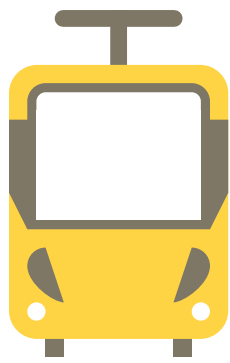
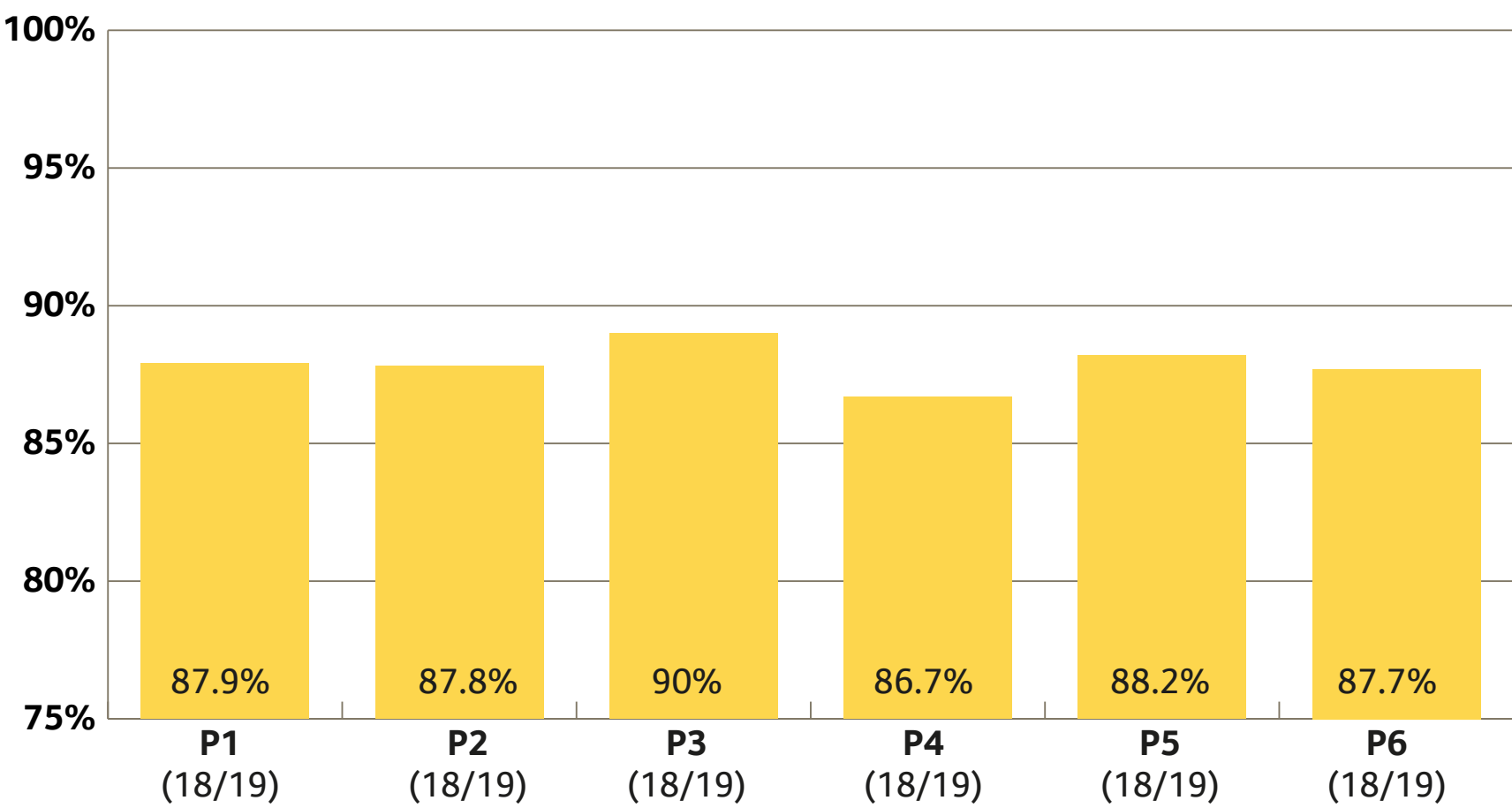
Percentage of trams departing less than two minutes late.

This route

**87.7%**

Overall network

**91.4%**



### Reliability

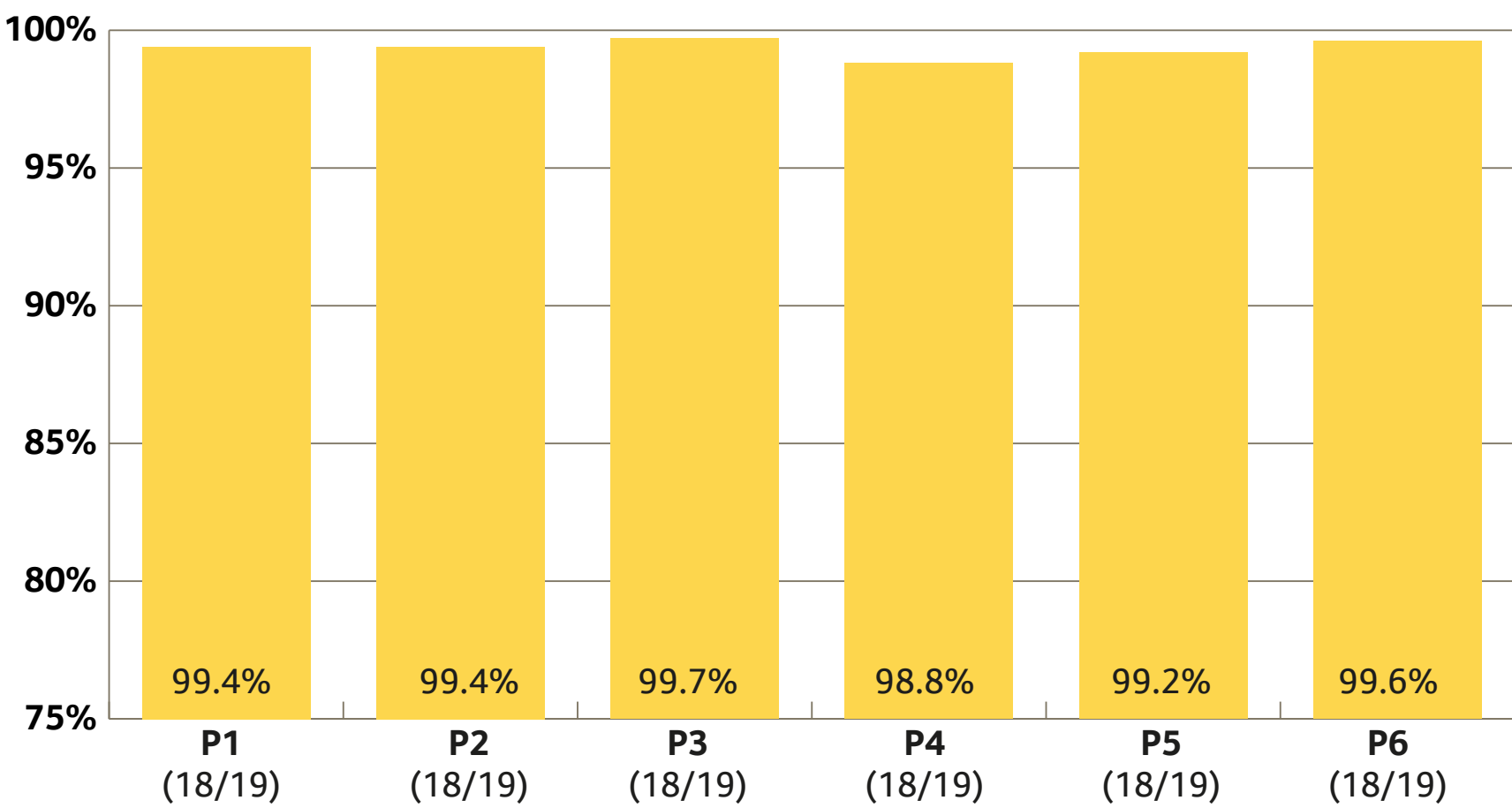
Percentage of planned miles operated.

This route

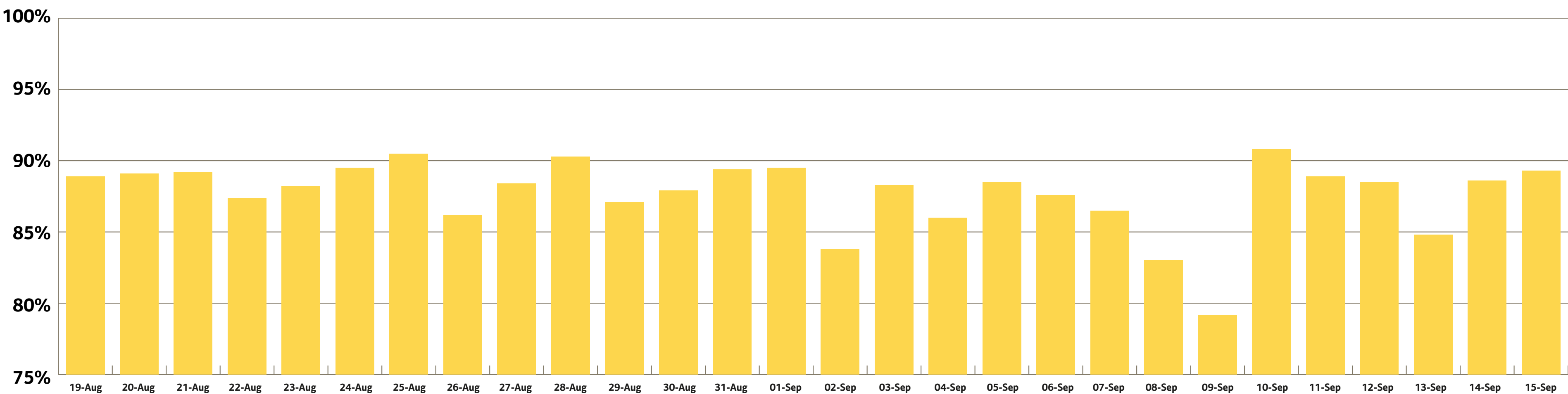
**99.6%**

Overall network

**99.6%**



### Route punctuality by date



### 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

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### What we are doing to improve

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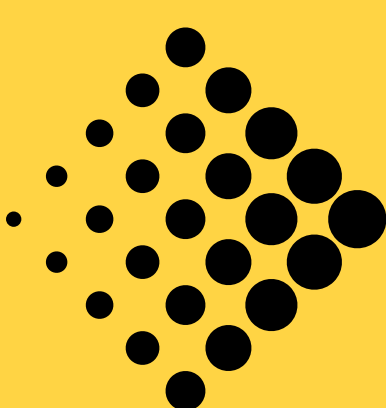
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# Metrolink Performance

## Altrincham 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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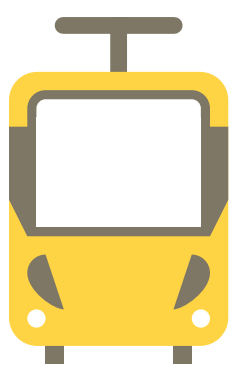
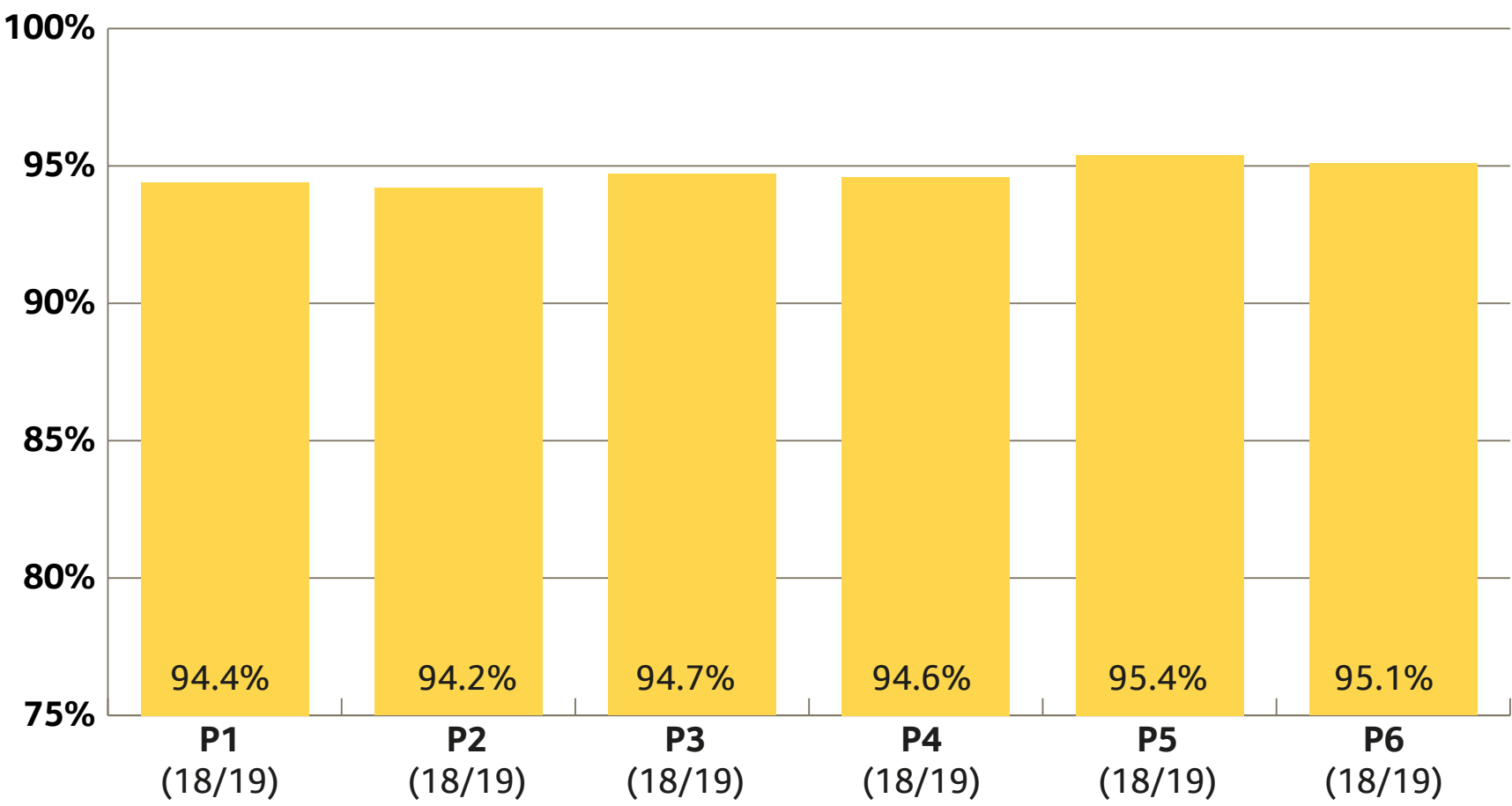


### Punctuality

Percentage of trams departing less than two minutes late.

**This route**  
**95.1%**

**Overall network**  
**91.4%**

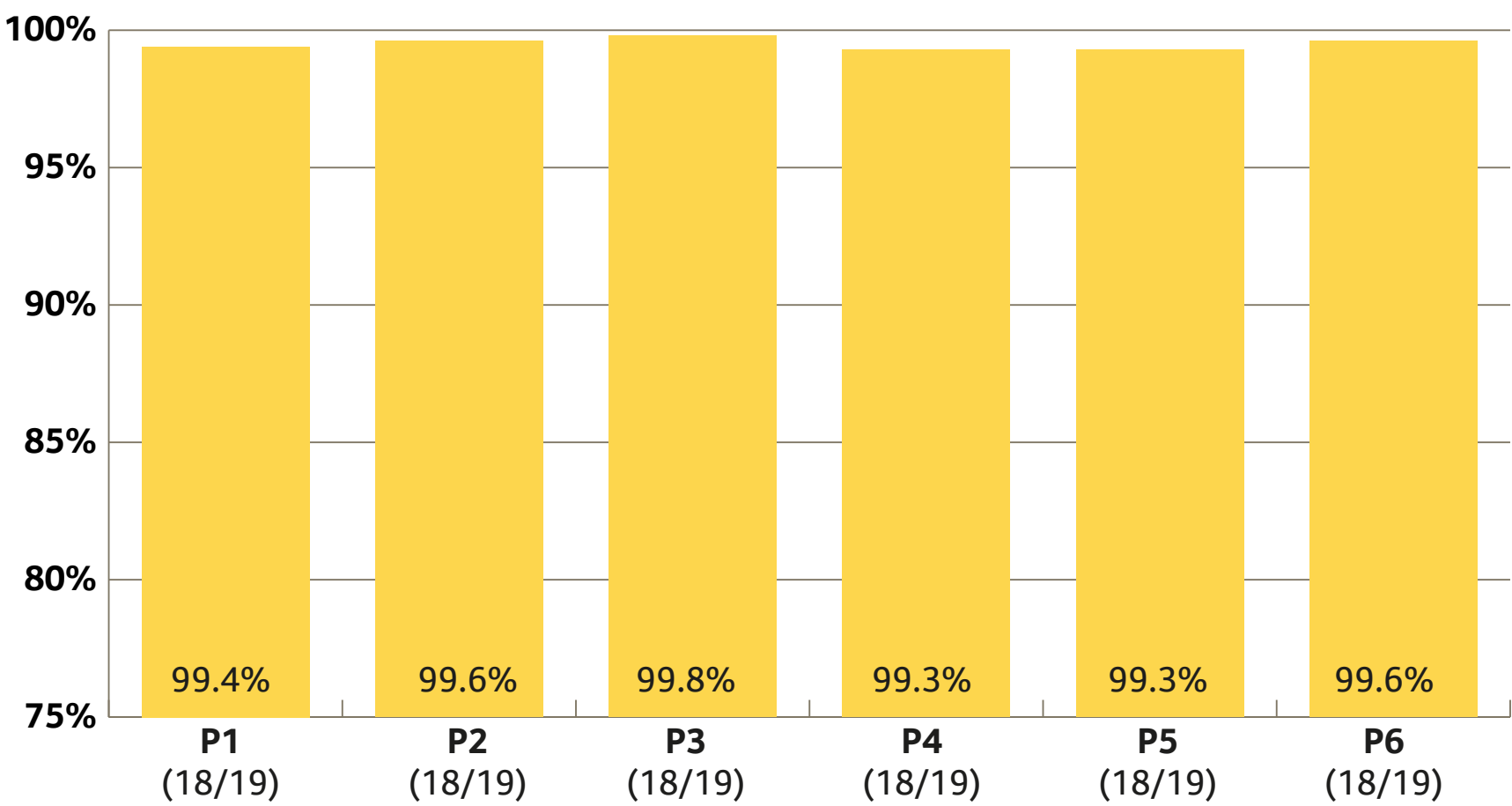


### Reliability

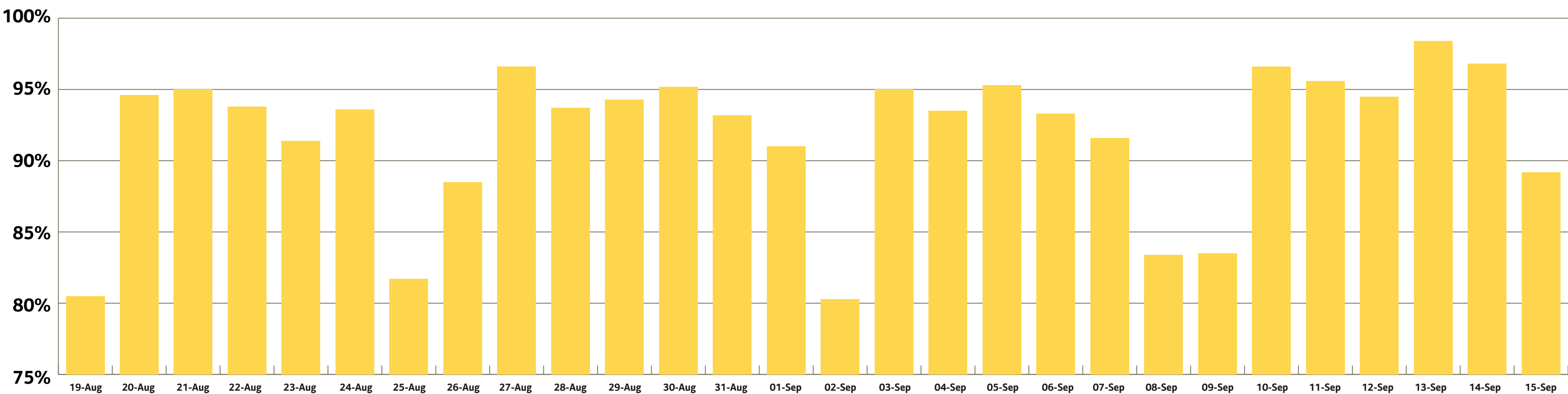
Percentage of planned miles operated.

**This route**  
**99.6%**

**Overall network**  
**99.6%**



### Route punctuality by date



### Route service disruptions

- 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 Victoria
- 8 September** Signalling fault at Deansgate-Castlefield
- 9 September** Road Traffic Collision between car and tram at Oldham King Street.

### 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

We are looking to install fencing and bolster on-stop lighting at Navigation Road. To further increase security, additional CCTV coverage at key hotspot locations is also being considered.

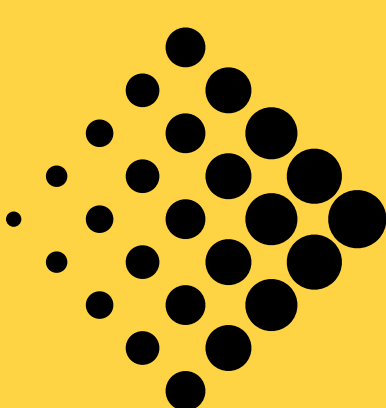
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**Aline Frantzen**  
Managing Director at KeolisAmey Metrolink

Issued on Tuesday 9 October 2018



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# Metrolink Performance

## Ashton-under-Lyne Line

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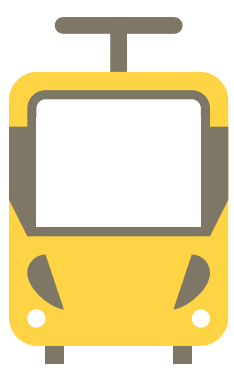
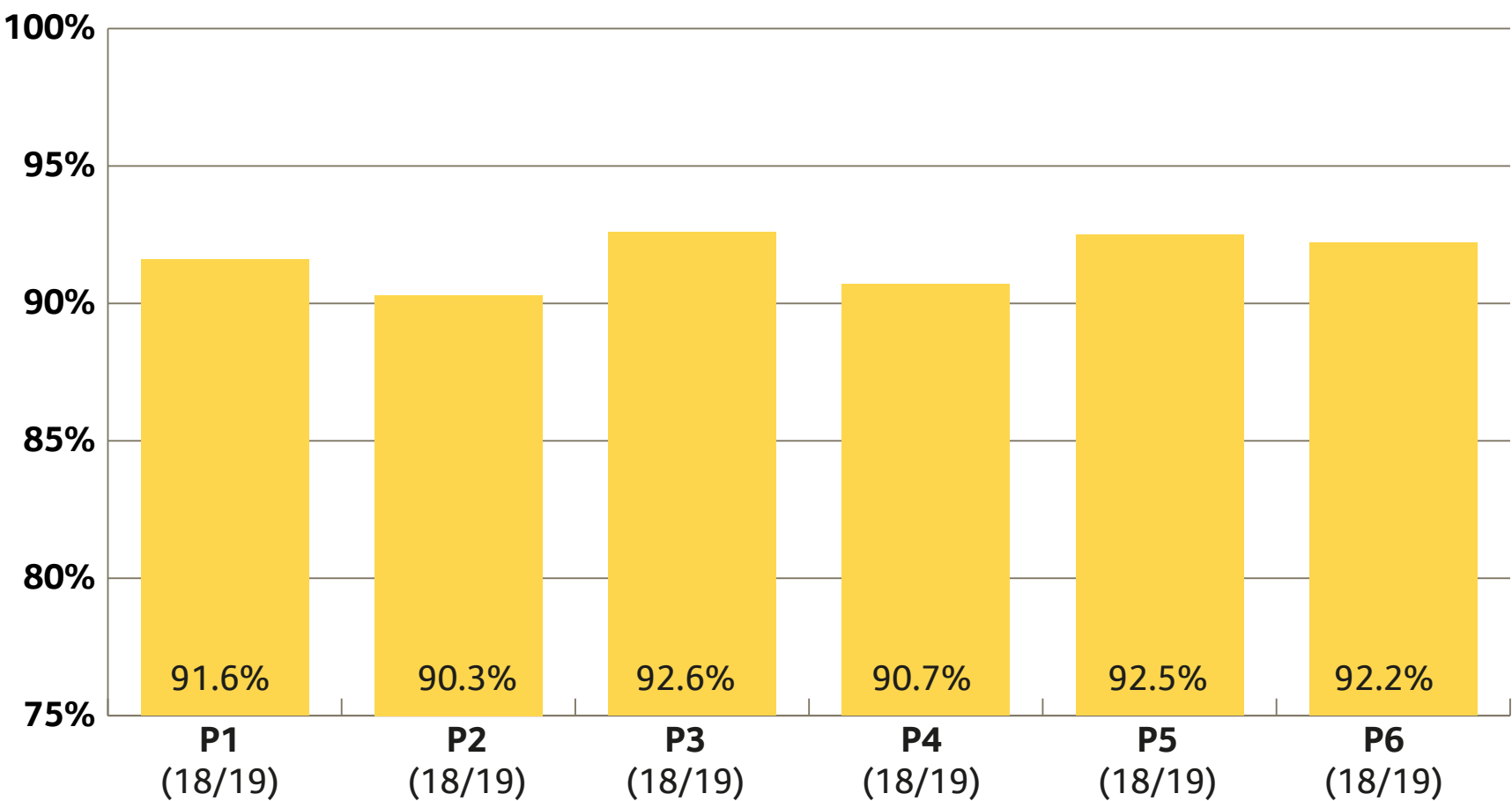


### Punctuality

Percentage of trams departing less than two minutes late.

**This route**  
**92.2%**

**Overall network**  
**91.4%**

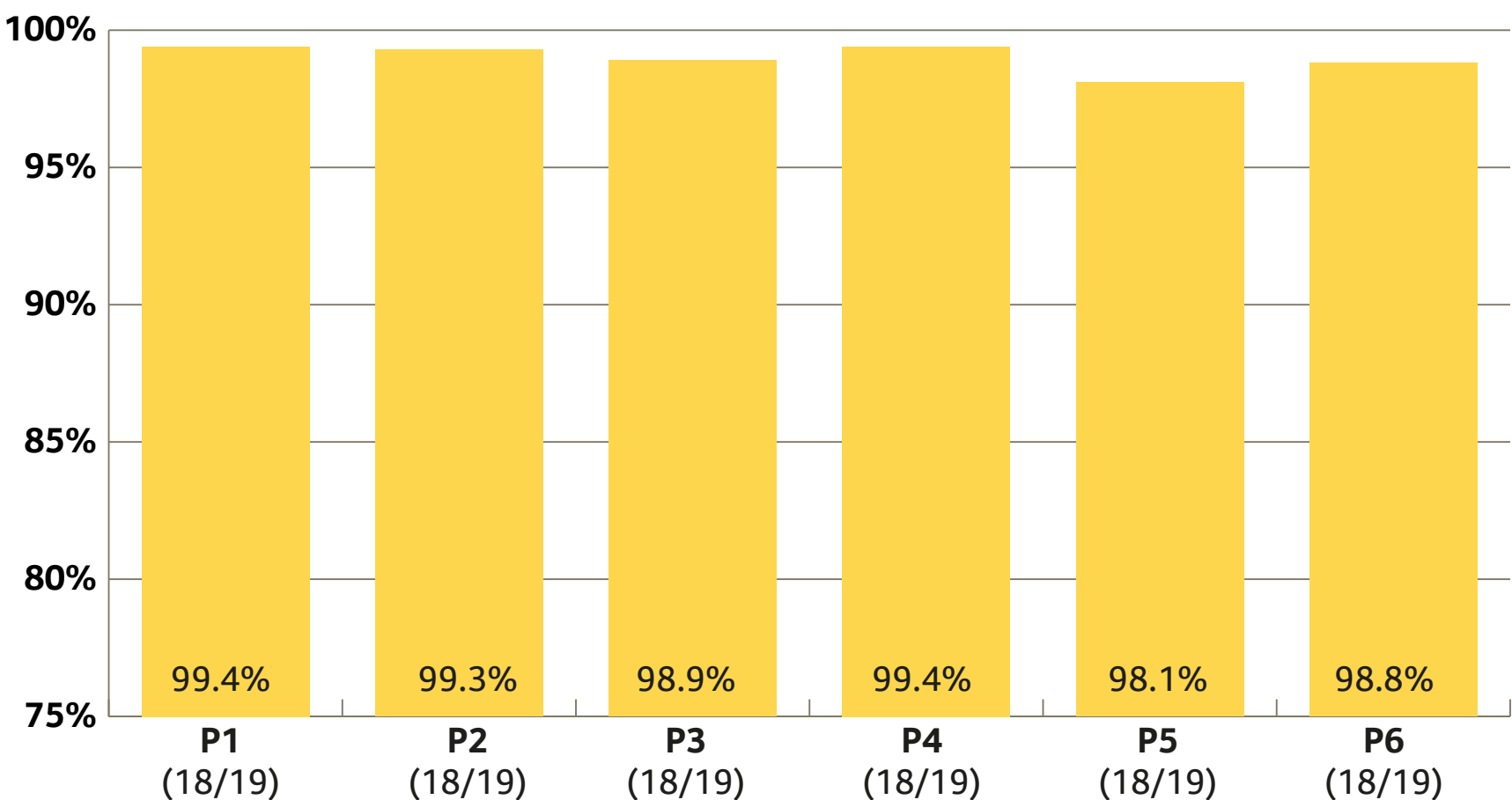


### Reliability

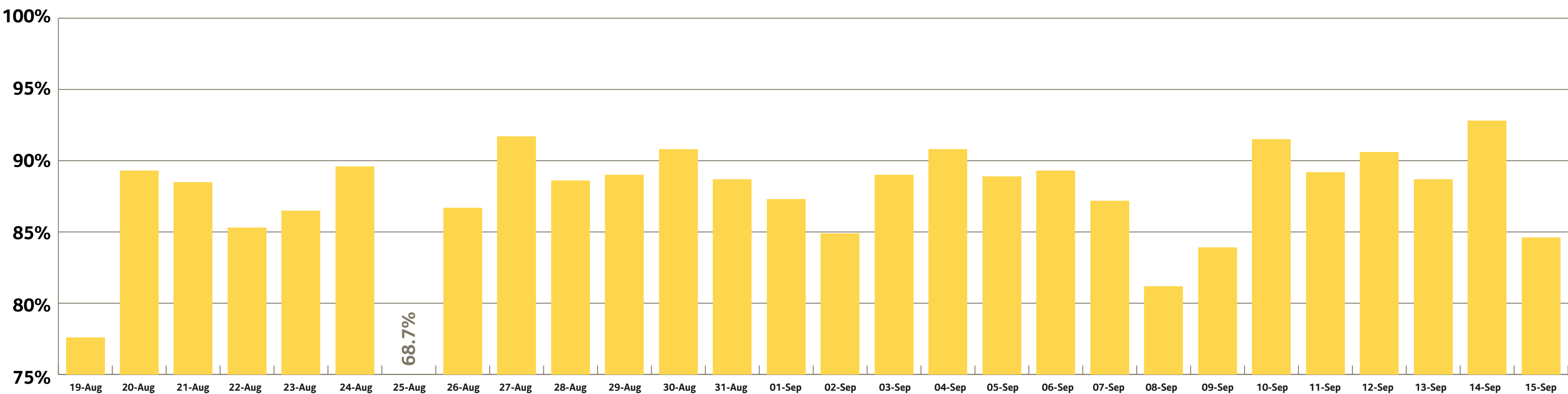
Percentage of planned miles operated.

**This route**  
**98.8%**

**Overall network**  
**99.6%**



### Route 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 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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## Bury Line

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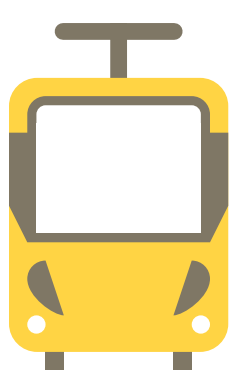
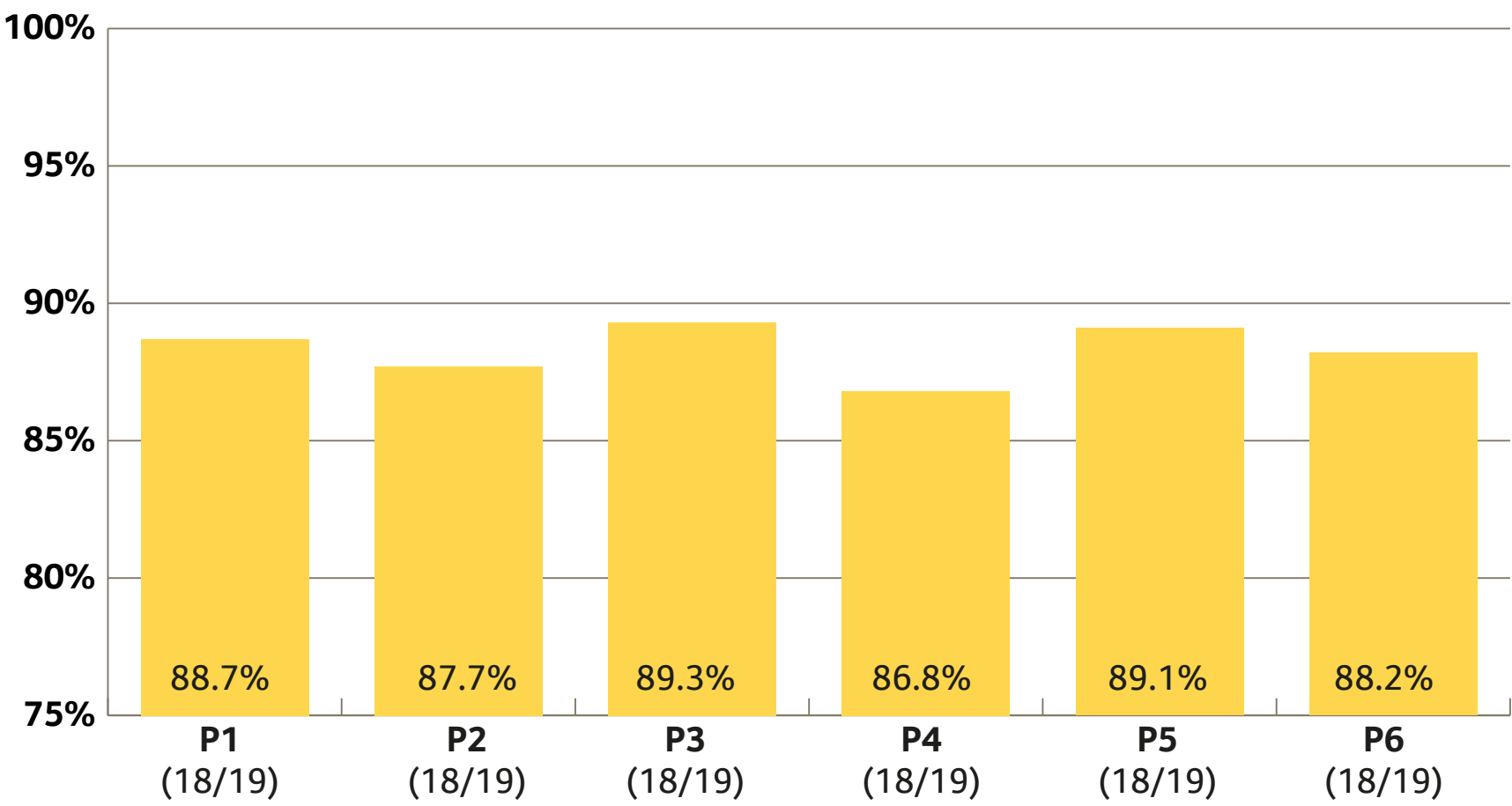


### Punctuality

Percentage of trams departing less than two minutes late.

**This route**  
**88.2%**

**Overall network**  
**91.4%**

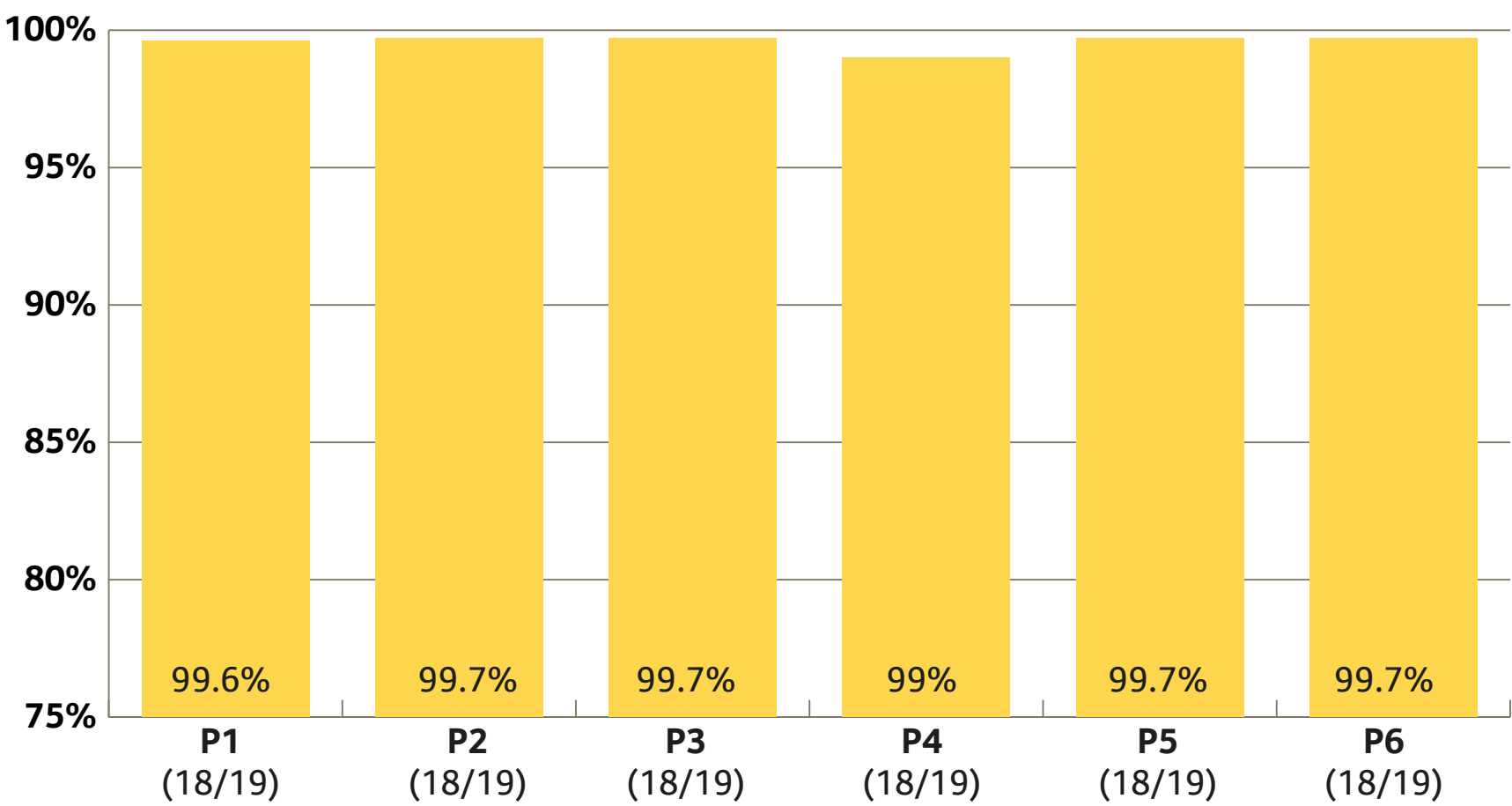


### Reliability

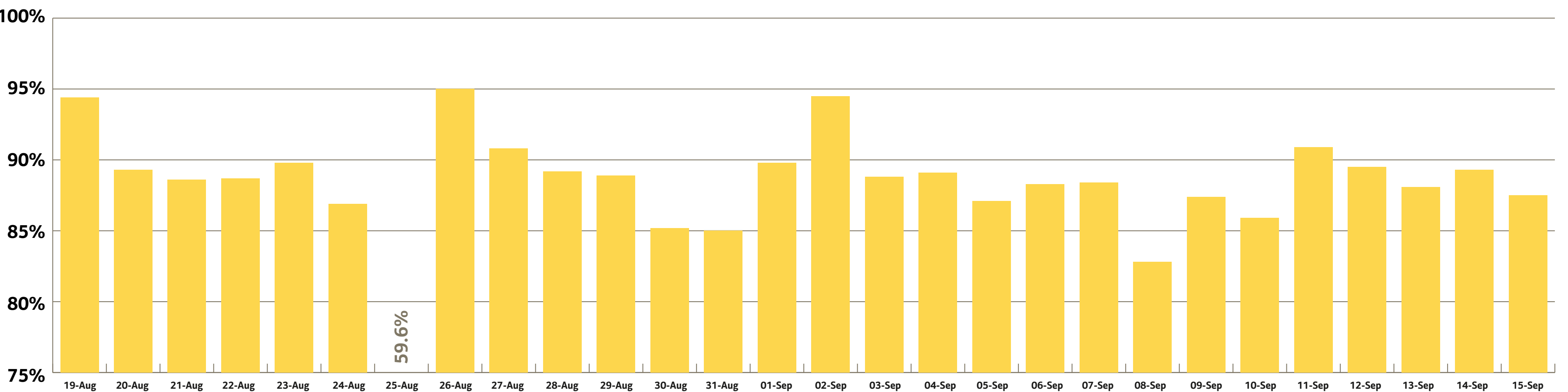
Percentage of planned miles operated.

**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

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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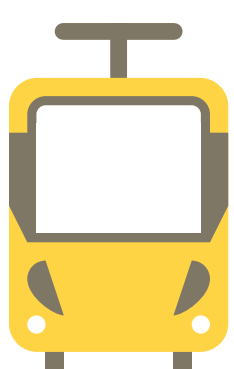
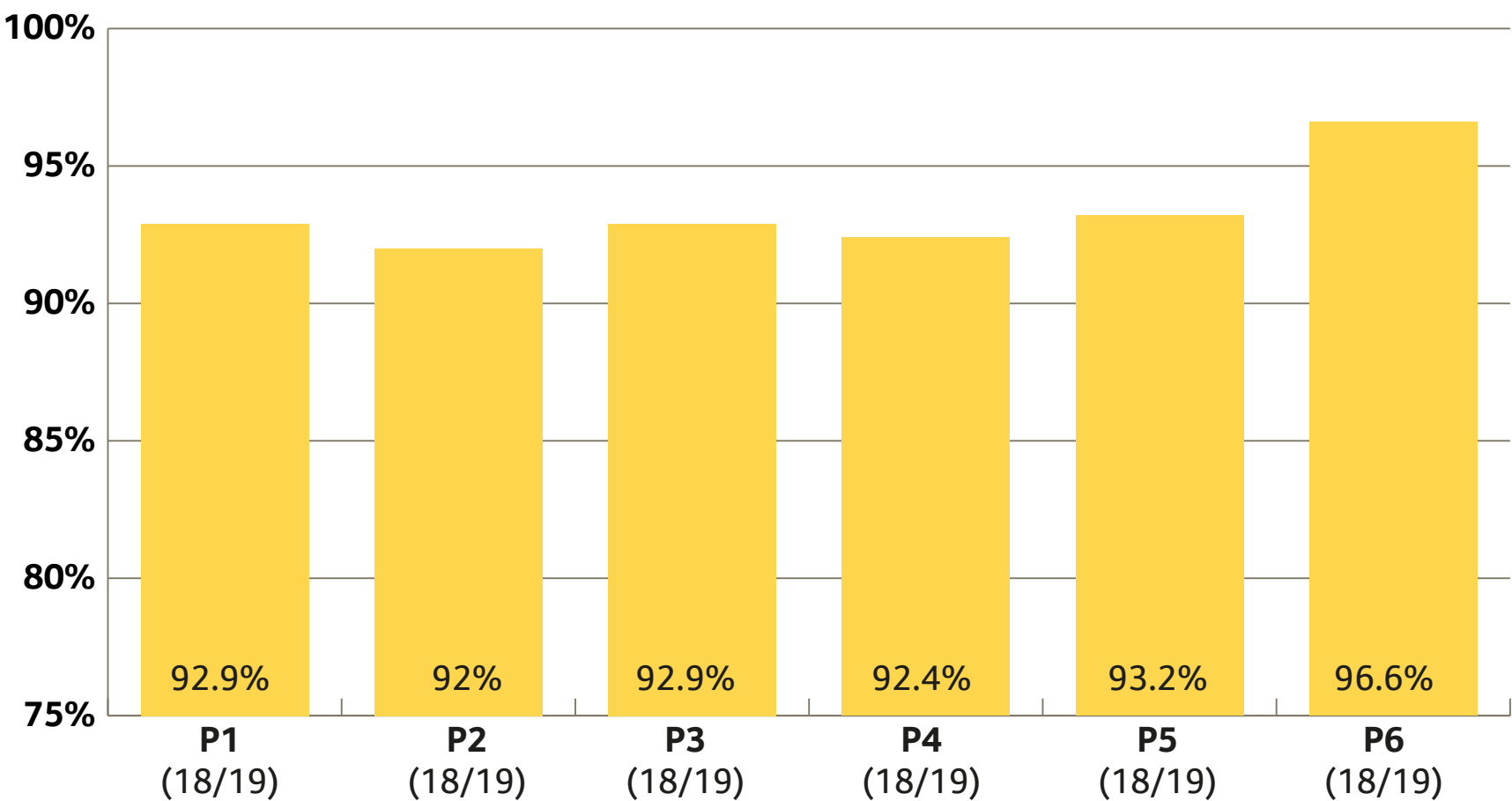


### Punctuality

Percentage of trams departing less than two minutes late.

**This route**  
**96.6%**

**Overall network**  
**91.4%**

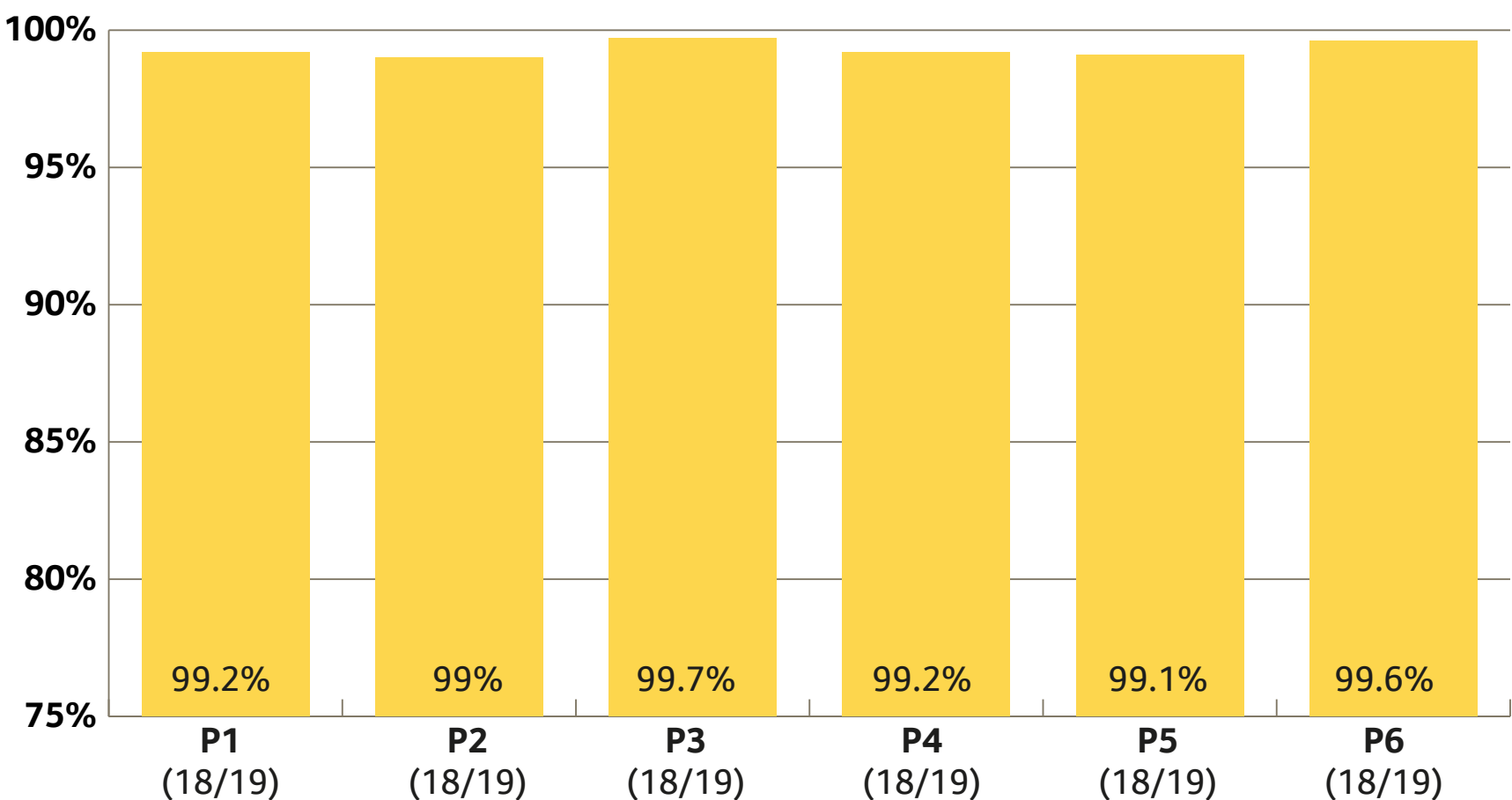


### Reliability

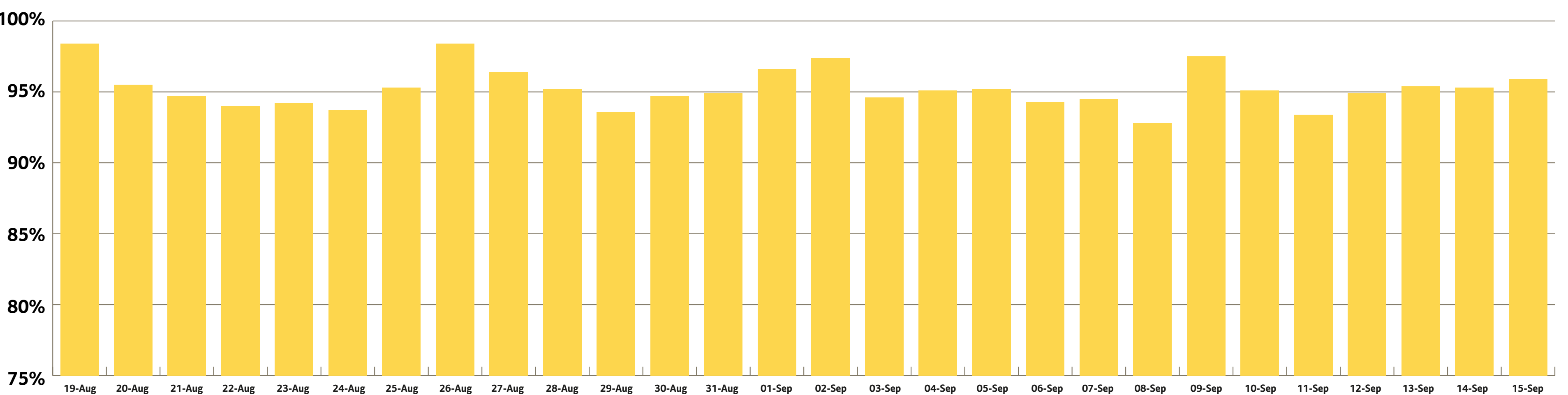
Percentage of planned miles operated.

**This route**  
**99.6%**

**Overall network**  
**99.6%**



### Route punctuality by date



### Route service disruptions

No significant disruptions on this route affecting the service.

### 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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## Eccles & Media City Lines

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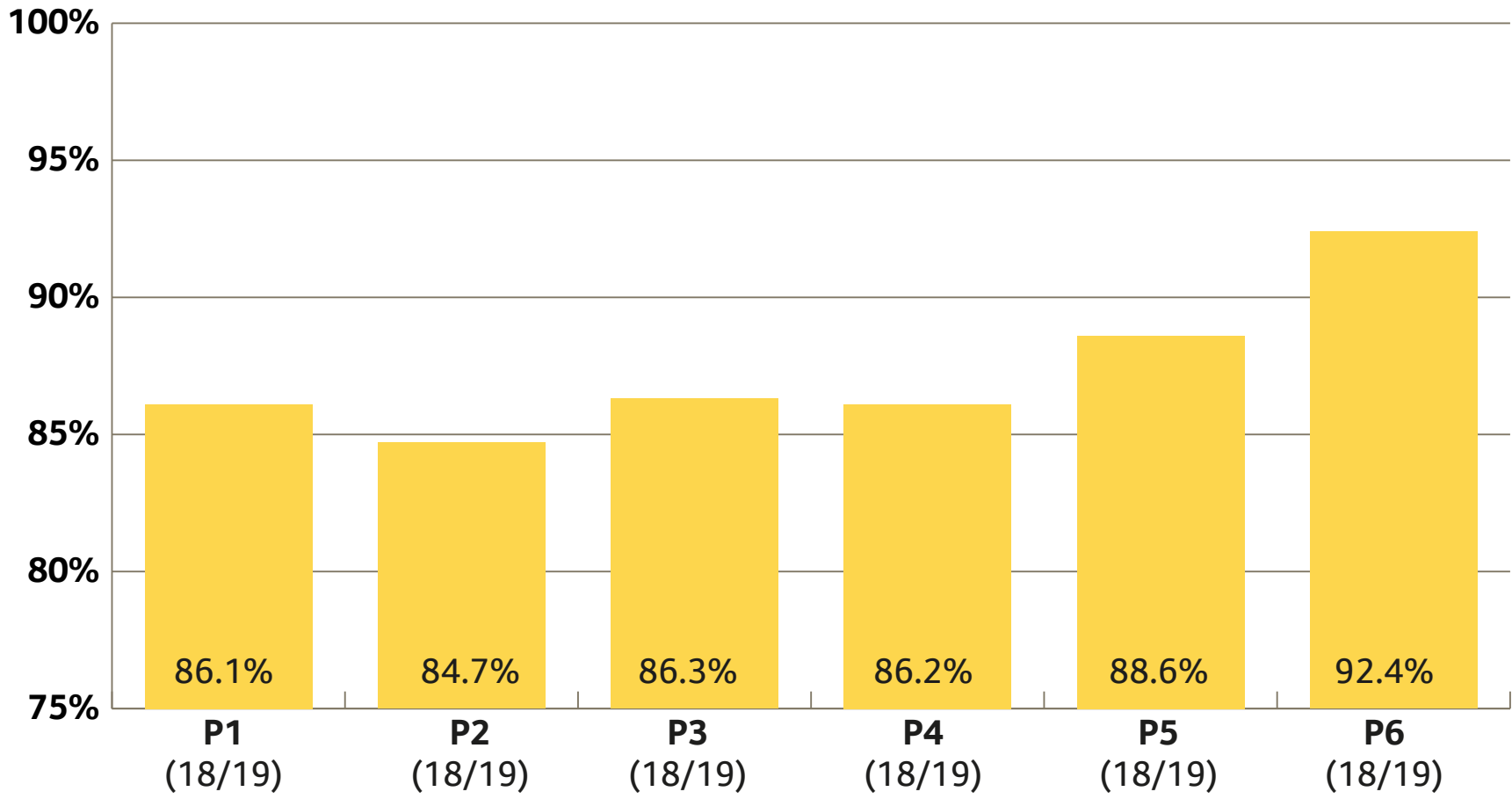


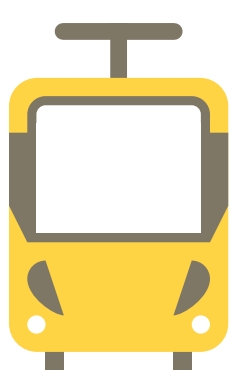
### Punctuality

Percentage of trams departing less than two minutes late.

**This route**  
**92.4%**

**Overall network**  
**91.4%**



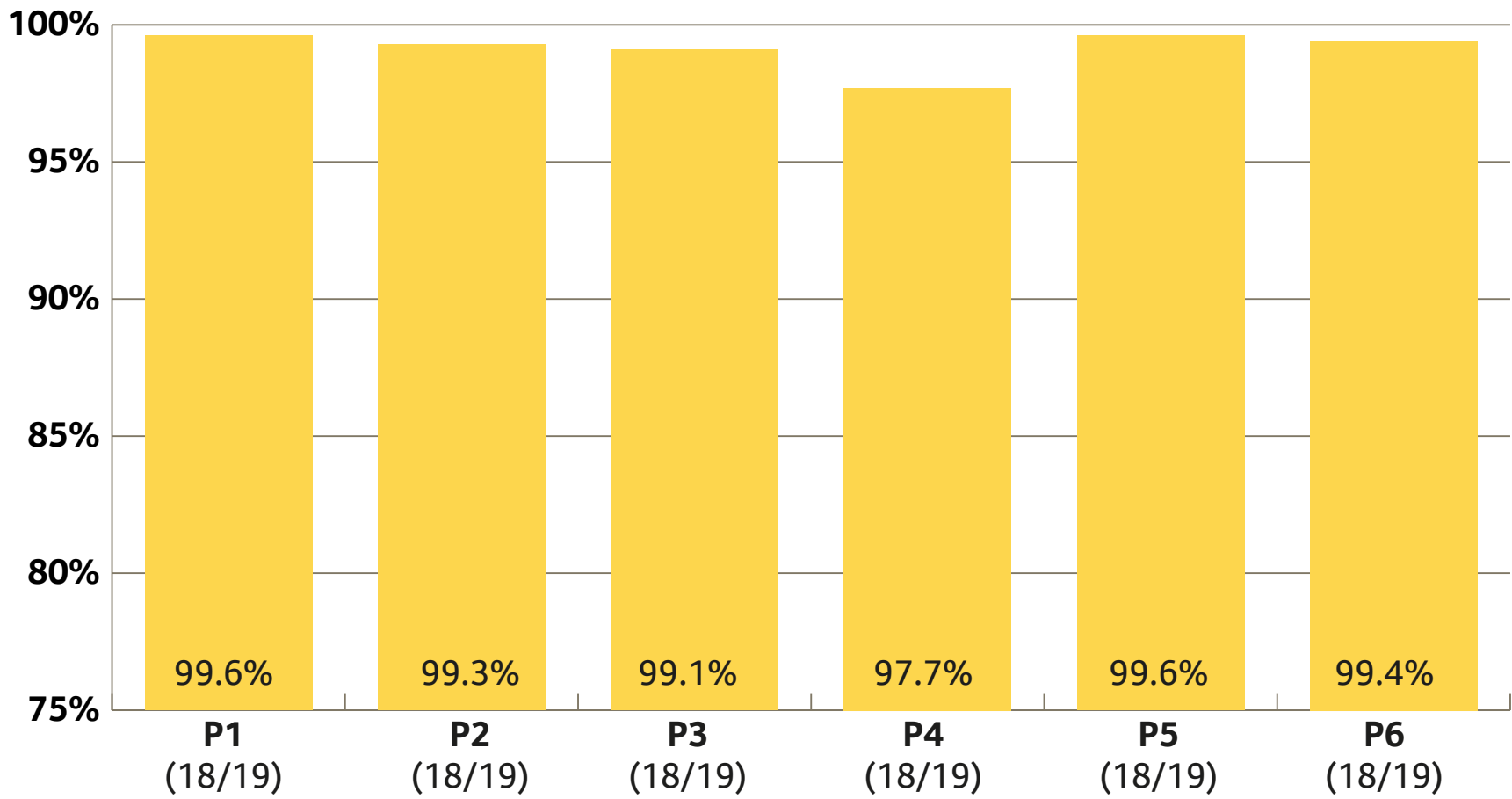


### Reliability

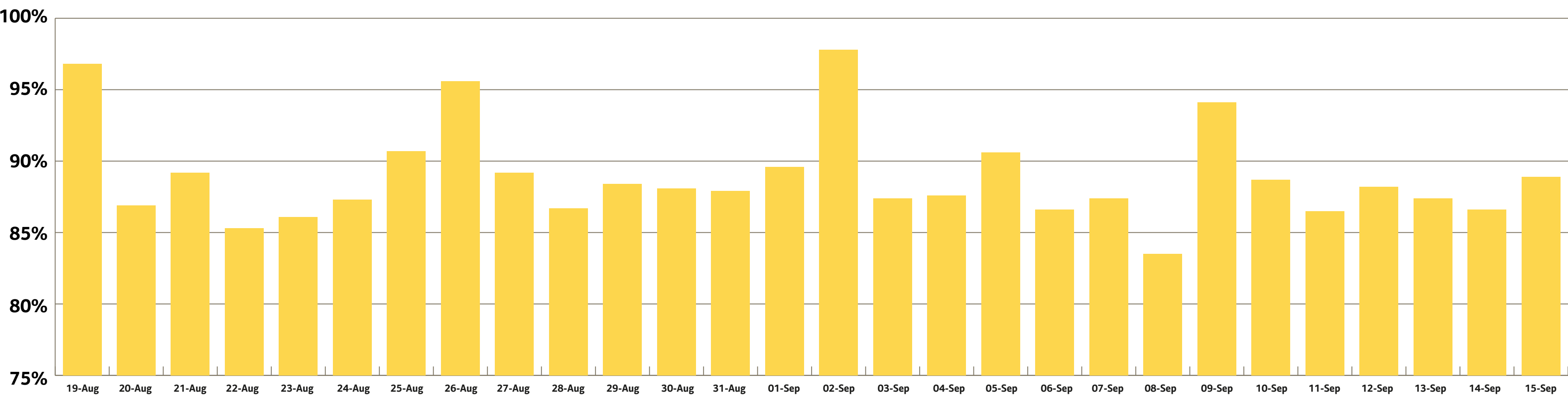
Percentage of planned miles operated.

**This route**  
**99.4%**


**Overall network**  
**99.6%**



### Route punctuality by date



### Route service disruptions

 **8 September** Road Traffic Collision between motorbike and tram at Droylsden.

### 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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## Oldham & Rochdale Lines

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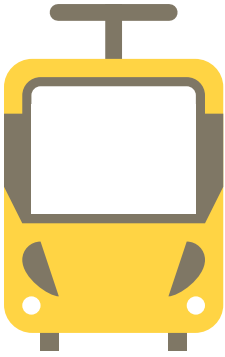
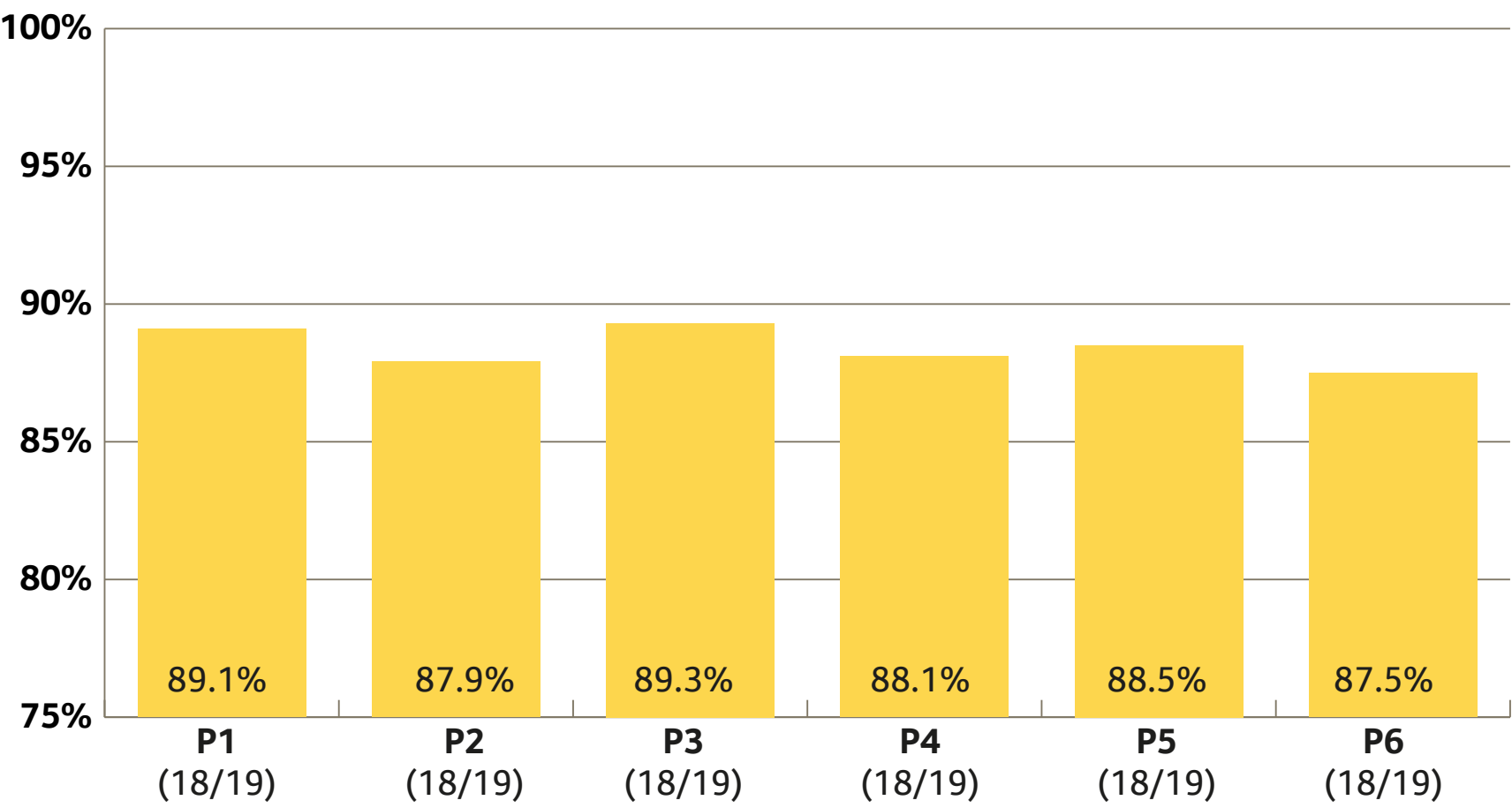


### Punctuality

Percentage of trams departing less than two minutes late.

**This route**  
**87.5%**

**Overall network**  
**91.4%**

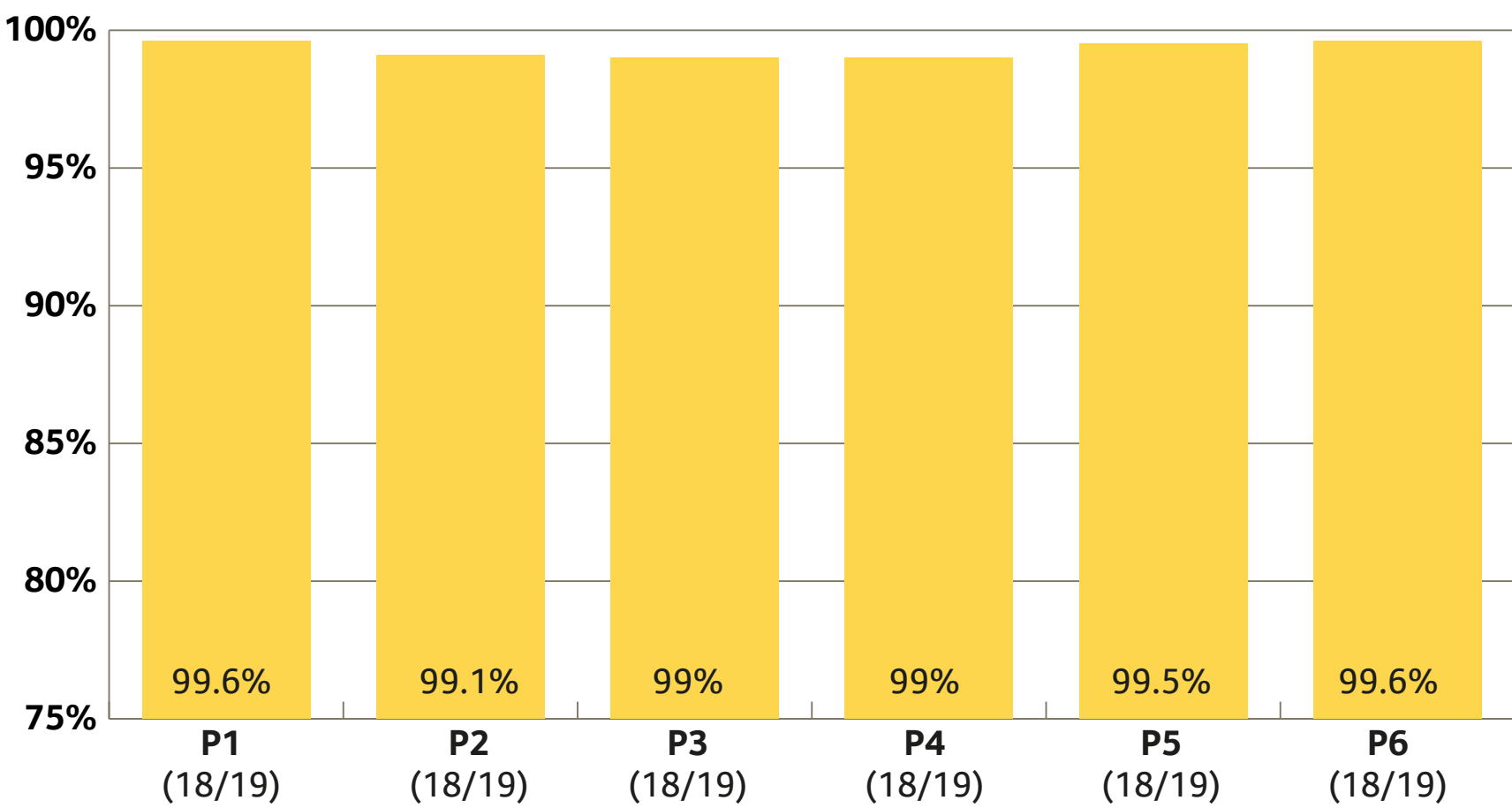


### Reliability

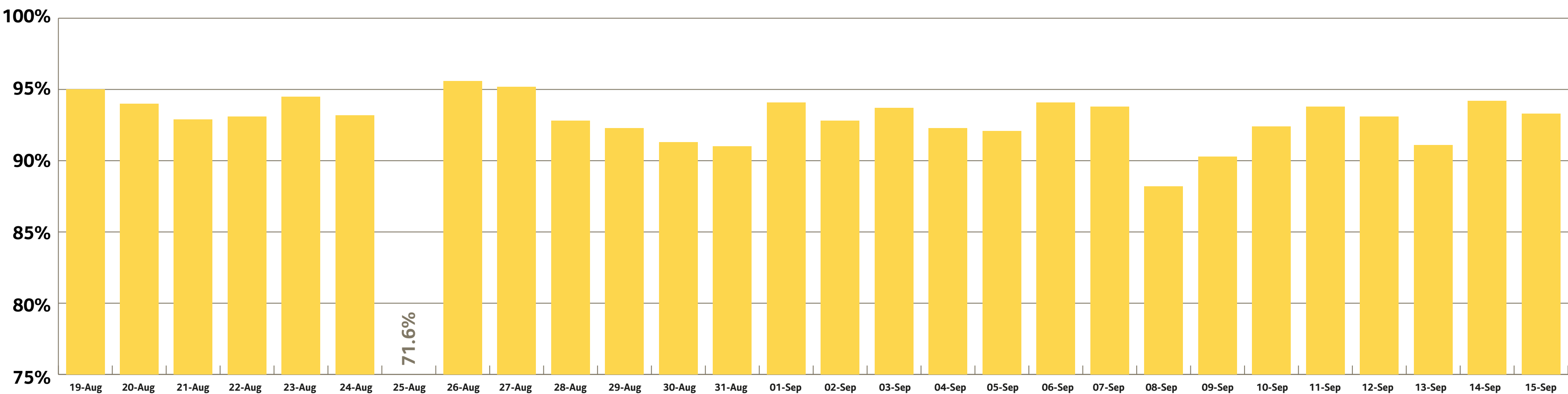
Percentage of planned miles operated.

**This route**  
**99.6 %**

**Overall network**  
**99.6%**



### Route punctuality by date



### Route service disruptions

**25 August** Points fault at MediaCityUK

### How we performed

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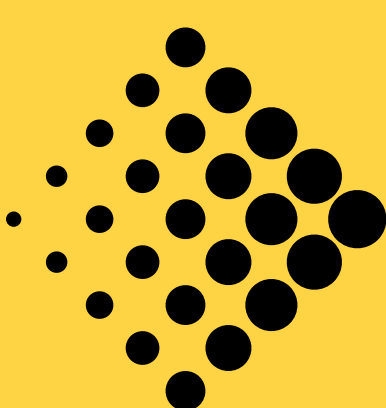
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