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: 26 May until 22 June 2019

**How we performed**

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

- **92.1%**

**Reliability**
Percentage of planned miles operated.

- **99.4%**

**Network Summary**

<table>
<thead>
<tr>
<th>Network</th>
<th>Reliability (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport</td>
<td>98.9</td>
</tr>
<tr>
<td>Altrincham</td>
<td>97.6</td>
</tr>
<tr>
<td>Ashton</td>
<td>89.4</td>
</tr>
<tr>
<td>Bury</td>
<td>90%</td>
</tr>
<tr>
<td>East Didsbury</td>
<td>95.9</td>
</tr>
<tr>
<td>Eccles</td>
<td>89.4</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>93.4</td>
</tr>
</tbody>
</table>

**Cancellations**
Journeys cancelled. **0.23%** of all planned journeys.

**Short journeys**
Incomplete journeys. **0.42%** of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 12 July 2019
How we performed

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

- **This route**: 88.9%
- **Overall network**: 92.1%

**Reliability**
Percentage of planned miles operated.

- **This route**: 99.6%
- **Overall network**: 99.4%

**Route punctuality by date**

**Route service disruptions**
- **26 May 2019**: Signalling system fault
- **31 May 2019**: Event congestion in Manchester City Centre
- **07 June 2019**: Tram fault at Firswood

**What we did to improve on this route**
- All stops on this line had their planned maintenance deep clean and trackside litter removed
- Increased visibility of cleaning teams during operational hours
- Tactical fare evasion operations conducted at hotspot locations.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 12 July 2019
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.

This report covers our four-week period between: 26 May until 22 June 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route: 97.6%
Overall network: 92.1%

Reliability
Percentage of planned miles operated.

This route: 99.2%
Overall network: 99.4%

Route punctuality by date

Route service disruptions

27 May 2019
Road traffic collision between Deansgate and St. Peters Square

11 June 2019
Communications fault

14 June 2019
Points fault at Trafford Bar.

What we did to improve on this route

Trackside litter removed from all stops
Increased visibility of cleaning teams during operational hours
Event management activities at Old Trafford to assist customers attending cricket world cup matches.

Aline Frantzen
Managing Director at KeolisAmey Metrolink
Issued on 12 July 2019
**Metrolink Performance**

**Ashton-under-Lyne Line**

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: 26 May until 22 June 2019

### How we performed

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

- **This route**: 89.4%
- **Overall network**: 92.1%

**Reliability**
Percentage of planned miles operated.

- **This route**: 99.6%
- **Overall network**: 99.4%

### Route punctuality by date

<table>
<thead>
<tr>
<th>Period</th>
<th>Punctuality (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>26-May</td>
<td>94.3%</td>
</tr>
<tr>
<td>27-May</td>
<td>97.3%</td>
</tr>
<tr>
<td>28-May</td>
<td>97.4%</td>
</tr>
<tr>
<td>29-May</td>
<td>97.4%</td>
</tr>
<tr>
<td>31-May</td>
<td>89.3%</td>
</tr>
<tr>
<td>30-May</td>
<td>88.4%</td>
</tr>
</tbody>
</table>

### Route service disruptions

- No significant disruptions on this route affecting the service.

### What we did to improve on this route

- All stops on this line had their planned maintenance deep clean and trackside litter was removed.
- Event management activities at Etihad Campus to assist customers attending concerts.
- Collaborative ‘Day of Action’ took place across the line 20 June in conjunction with the Travel safe Partnership and Greater Manchester Police.

### Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 12 July 2019
Metrolink Performance

Bury Line

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: 26 May until 22 June 2019

How we performed

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

- This route: **90%**
- Overall network: **92.1%**

**Reliability**
Percentage of planned miles operated.

- This route: **99.6%**
- Overall network: **99.4%**

Route punctuality by date

Route service disruptions
- 27 May 2019: Road traffic collision between Deansgate and St. Peters Square
- 03 June 2019: Third-party power failure
- 11 June 2019: Communications fault
- 13 June 2019: Network Rail points fault at Navigation Road
- 14 June 2019: Points fault at Trafford Bar
- 22 June 2019: Staff shortage.

What we did to improve on this route
- Radcliffe cleanliness enhancements completed
- Increased cleaning regime to support major music events scheduled at Heaton Park, additional deep cleans of trams and stops on this line
- Tactical fare evasion and anti-social behaviour operations conducted at hotspot locations.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 12 July 2019
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: 26 May until 22 June 2019

**How we performed**

<table>
<thead>
<tr>
<th>Punctuality</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>This route</strong></td>
<td><strong>Overall network</strong></td>
</tr>
<tr>
<td><strong>95.9%</strong></td>
<td><strong>92.1%</strong></td>
</tr>
<tr>
<td><strong>99.4%</strong></td>
<td><strong>99.4%</strong></td>
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</tbody>
</table>

**Route punctuality by date**

<table>
<thead>
<tr>
<th>Date</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>26 May 2019</td>
<td>93.5%</td>
</tr>
<tr>
<td>27 May 2019</td>
<td>93.2%</td>
</tr>
<tr>
<td>28 May 2019</td>
<td>92.5%</td>
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<tr>
<td>29 May 2019</td>
<td>93.5%</td>
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<tr>
<td>30 May 2019</td>
<td>95.2%</td>
</tr>
<tr>
<td>31 May 2019</td>
<td>95.9%</td>
</tr>
</tbody>
</table>

**Route service disruptions**

- **26 May 2019** Signalling system fault
- **07 June 2019** Anti-social behaviour at Shaw & Crompton
- **11 June 2019** Communications fault

**What we did to improve on this route**

- Trackside litter removed from all stops
- Increased visibility of cleaning teams during operational hours.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 12 July 2019
Metrolink Performance
Eccles & Media City Lines

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: 26 May until 22 June 2019

How we performed

<table>
<thead>
<tr>
<th>Punctuality</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of trams departing less than two minutes late.</td>
<td>Percentage of planned miles operated.</td>
</tr>
<tr>
<td>This route</td>
<td>Overall network</td>
</tr>
<tr>
<td><strong>89.4%</strong></td>
<td><strong>92.1%</strong></td>
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<tr>
<td><strong>99.5%</strong></td>
<td><strong>99.4%</strong></td>
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</tbody>
</table>

How we performed

Route punctuality by date

Route service disruptions

- 26 May 2019: Signalling system fault
- 27 May 2019: Road traffic collision between Deansgate and St. Peters Square
- 31 May 2019: Road traffic collision near Droylsden

What we did to improve on this route

- 01 June 2019: Event congestion in Manchester City Centre
- 08 June 2019: Points fault at Broadway.

All steps on this line had their planned maintenance deep clean and trackside litter was removed.

Revenue education sessions at Weaste and Anchorage to advise customers of appropriate Metrolink travel documentation.

Community engagement sessions at Oasis Academy educating pupils on how to safely use public transport across Greater Manchester.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 12 July 2019
Metrolink Performance
Oldham & Rochdale Lines

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: 26 May until 22 June 2019

How we performed

**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>93.4%</td>
<td>92.1%</td>
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</table>

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
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<tbody>
<tr>
<td>99.4%</td>
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**Route punctuality by date**

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<tr>
<th>Date</th>
<th>75%</th>
<th>80%</th>
<th>85%</th>
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<td>22-Jun</td>
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</tbody>
</table>

**Route service disruptions**

- **27 May 2019**
  - Road traffic collision between Deansgate and St. Peters Square
- **11 June 2019**
  - Communications fault
- **22 June 2019**
  - Tram faults at Newhey.

**What we did to improve on this route**

- Increased visibility of cleaning teams during operational hours
- Joint revenue enforcement operation conducted at Oldham King street in partnership with staff from the local college
- Collaborative ‘Day of Action’ took place across the line 19 June in conjunction with the Travel safe Partnership and Greater Manchester Police.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 12 July 2019