

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: **26 May until 22 June 2019**

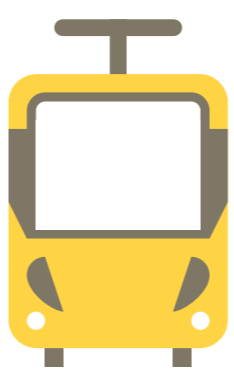
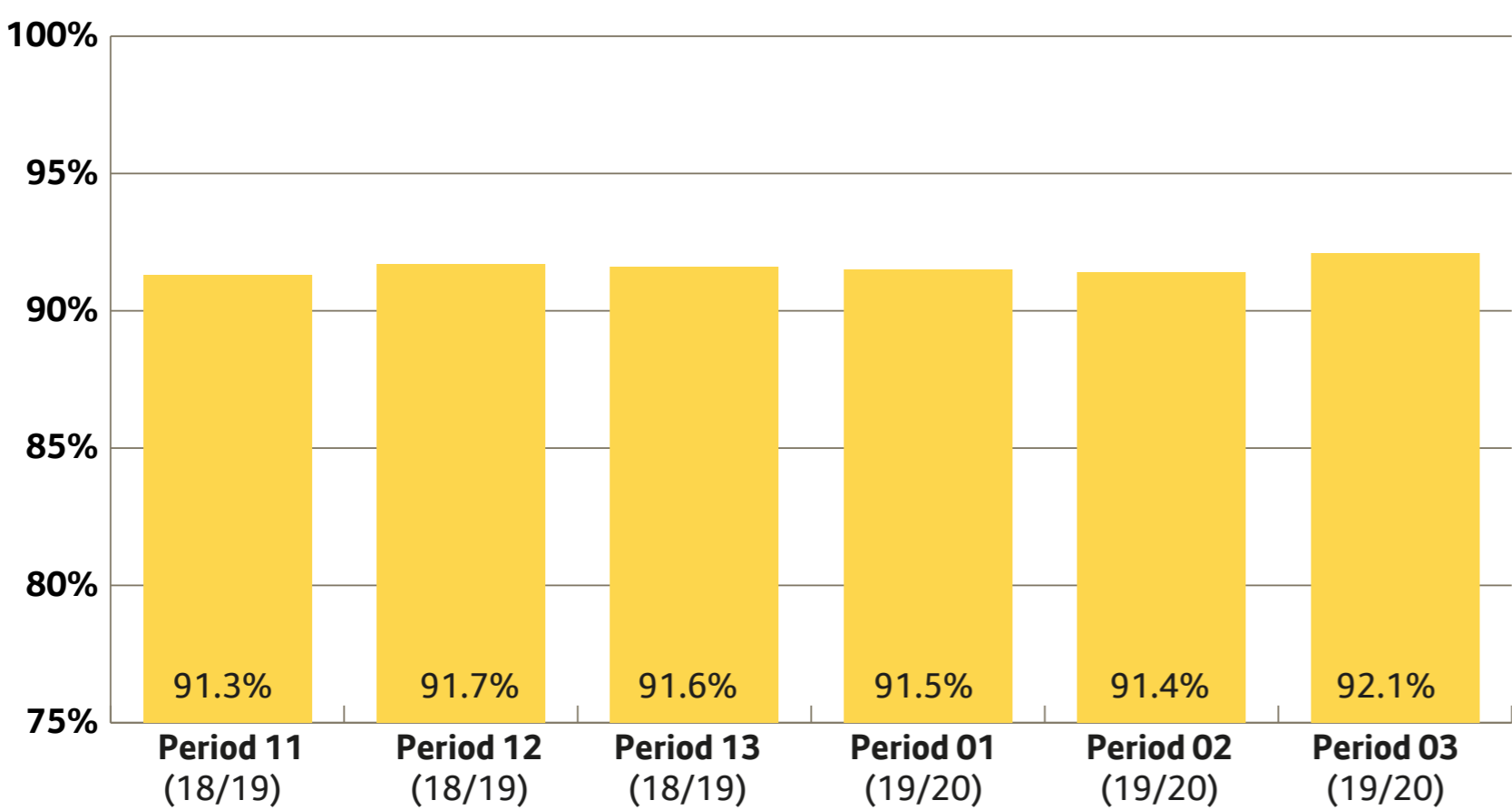
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

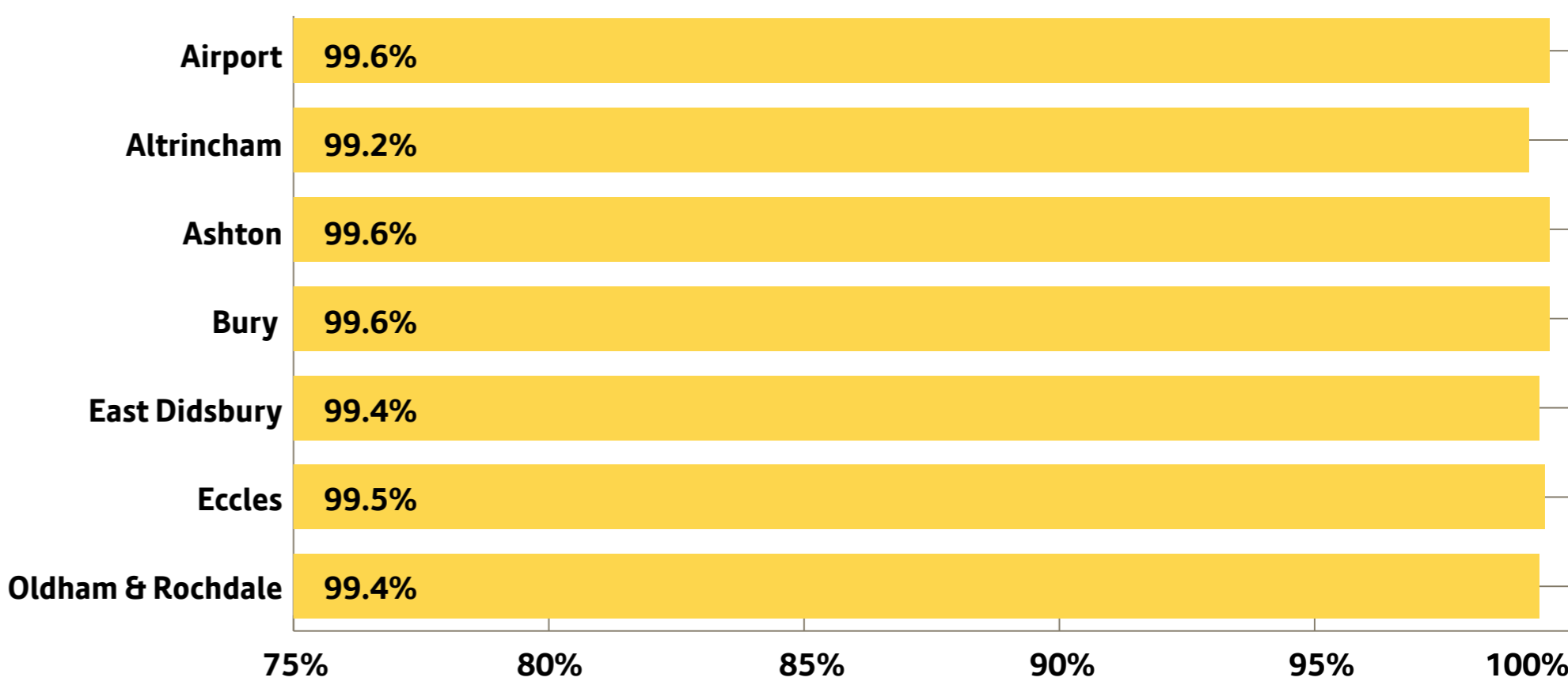
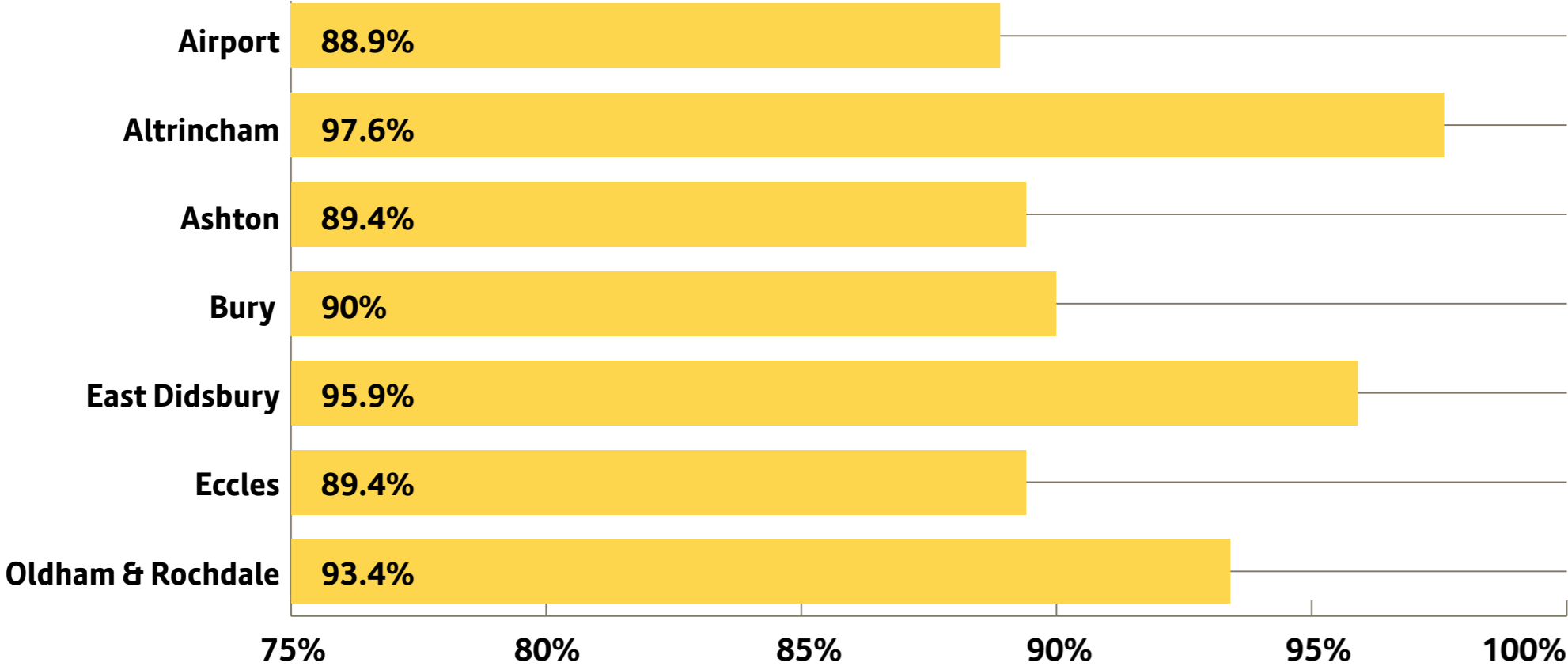
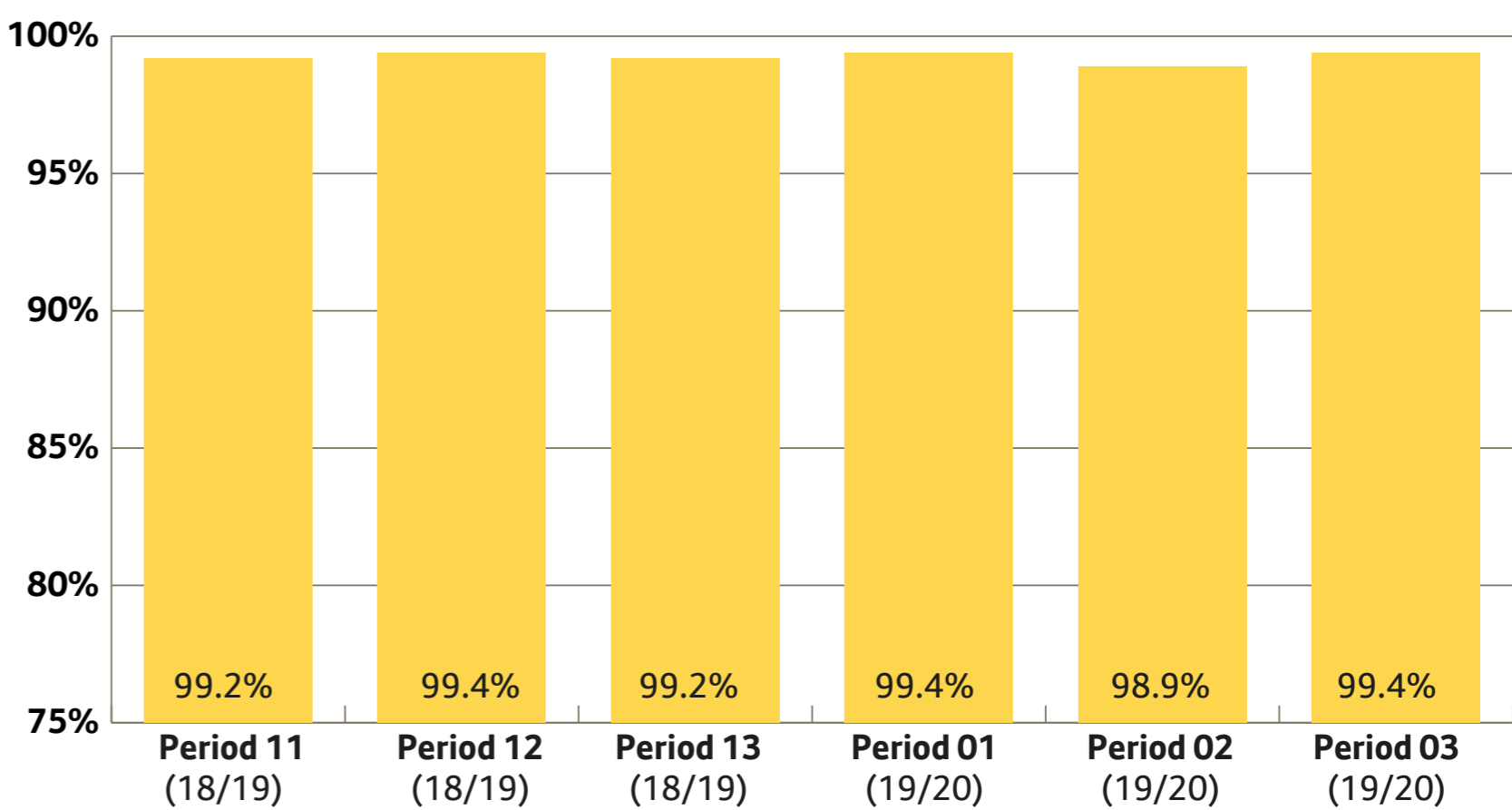
92.1%



Reliability

Percentage of planned miles operated.

99.4%



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

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.

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

How we performed



Punctuality

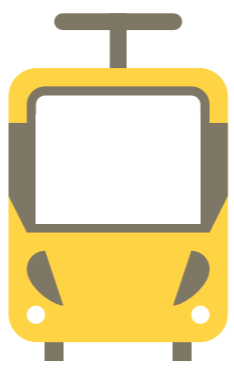
Percentage of trams departing less than two minutes late.

This route

88.9%

Overall network

92.1%



Reliability

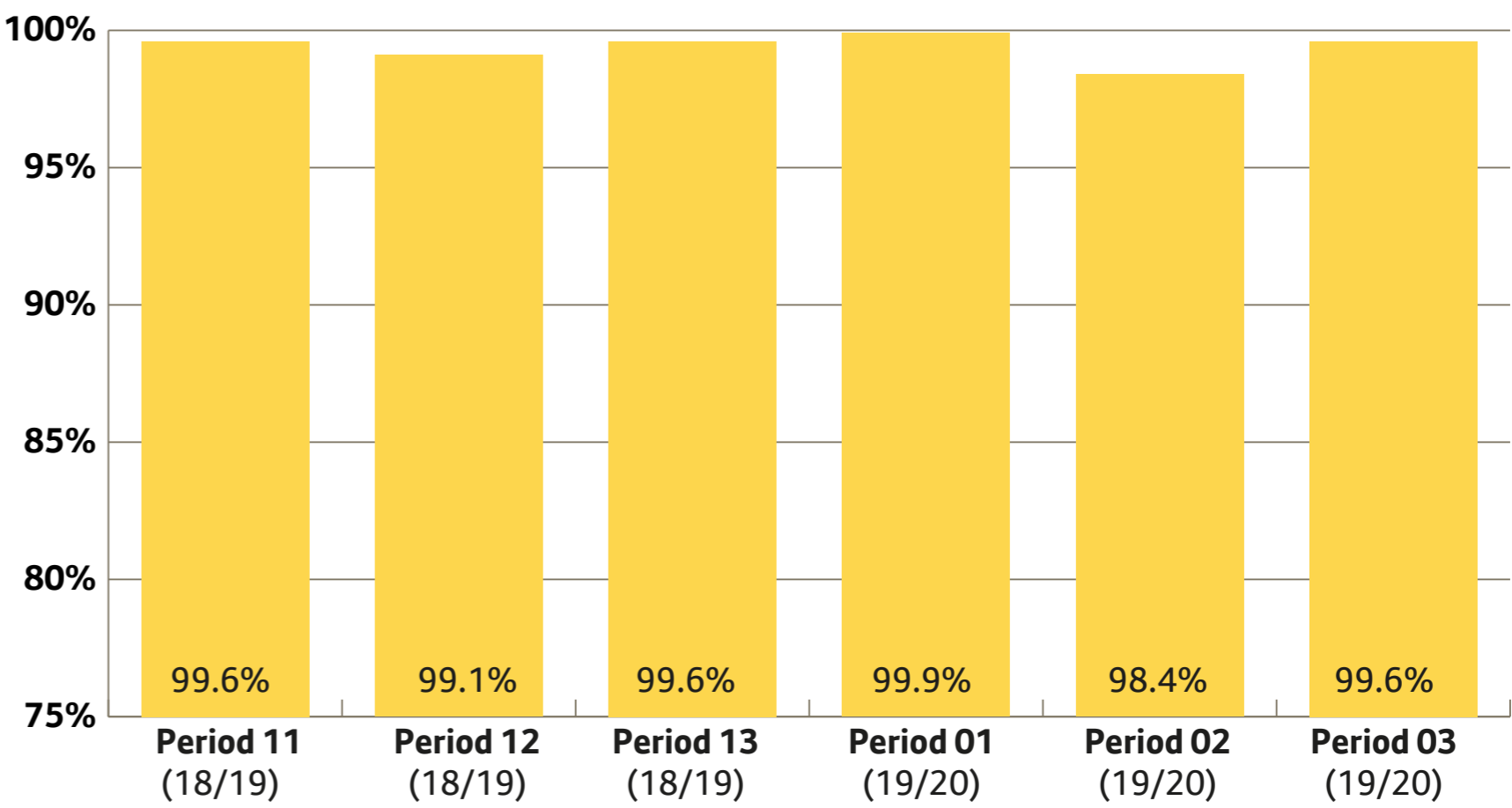
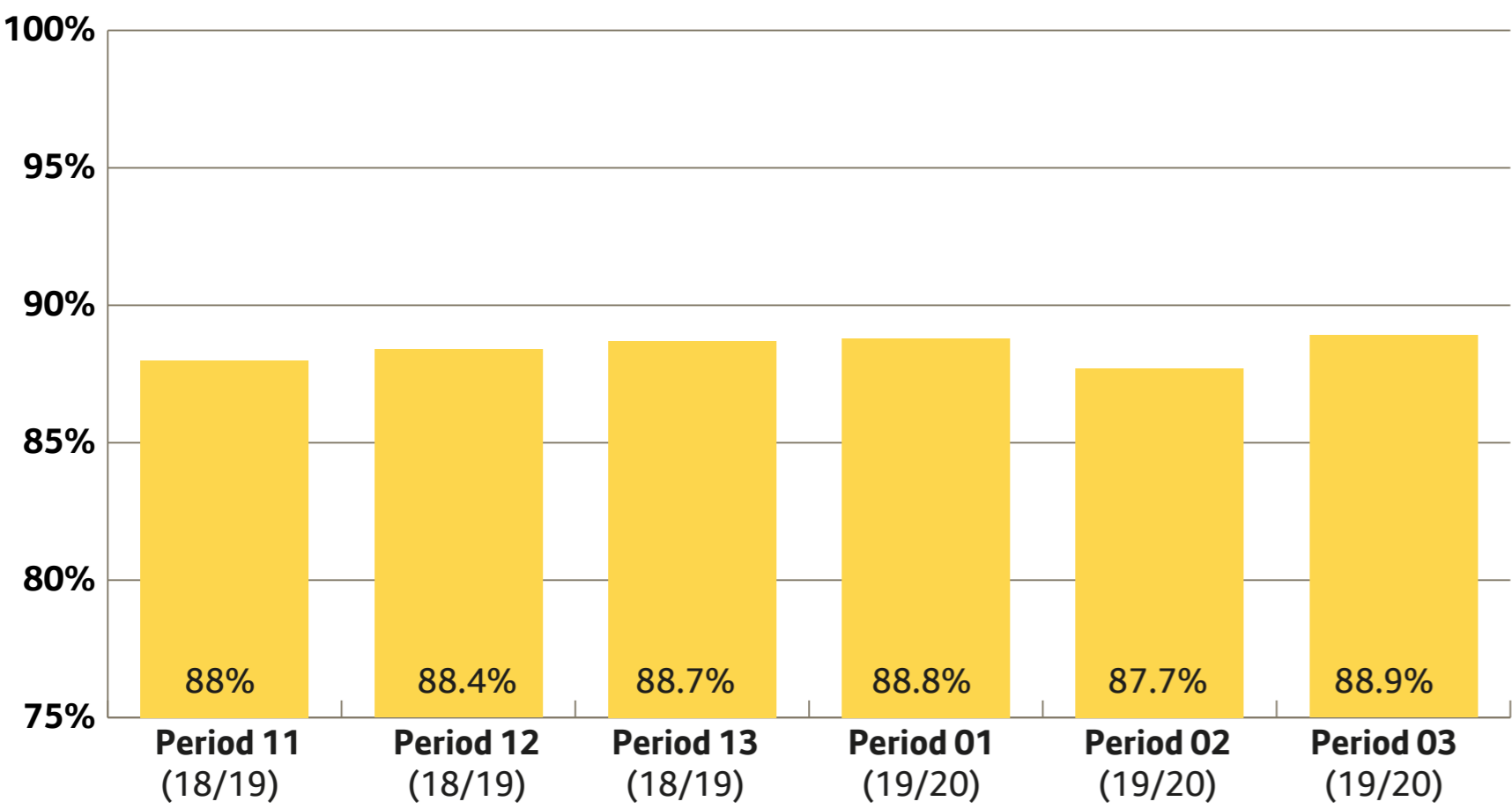
Percentage of planned miles operated.

This route

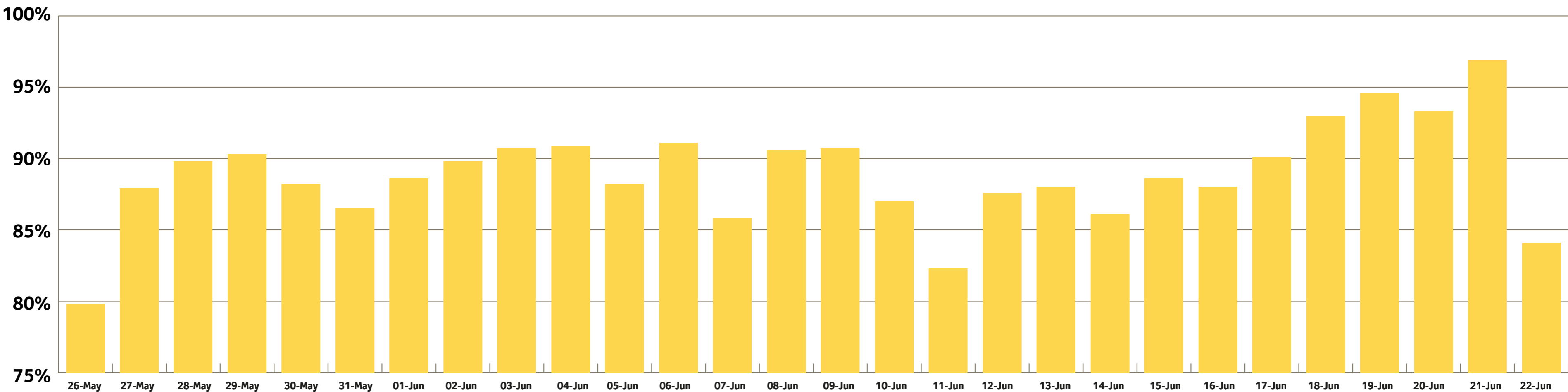
99.6%

Overall network

99.4%



Route punctuality by date



Route service disruptions

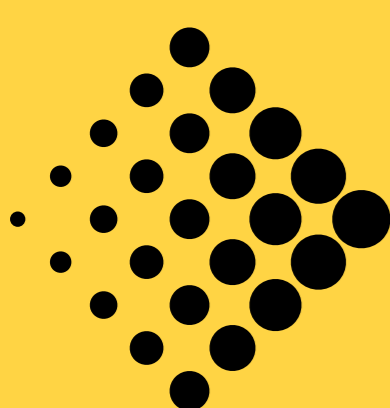
- 26 May 2019**
Signalling system fault
- 31 May 2019**
Event congestion in Manchester City Centre
- 07 June 2019**
Tram fault at Firwood
- 11 June 2019**
Communications fault
- 14 June 2019**
Tram fault at St. Peters Square
- 22 June 2019**
Staff shortage.

What we did to improve on this route

- All stops on this line had their planned maintenance deep clean and trackside litter was 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

Metrolink is operated on behalf of
Transport for Greater Manchester by
KEOLIS amey
Metrolink

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

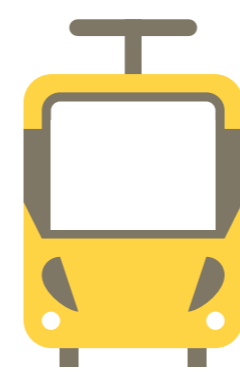
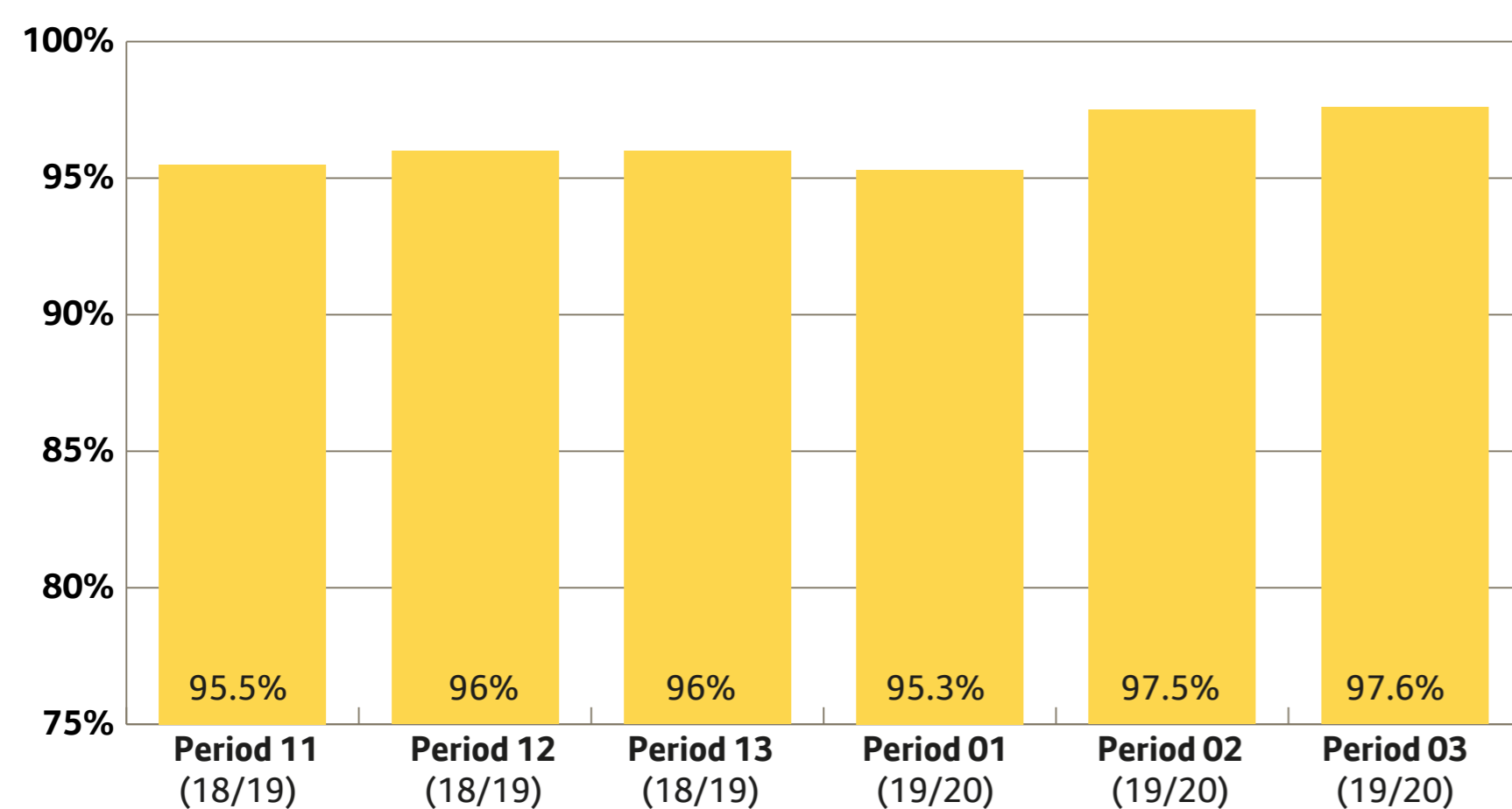
Percentage of trams departing less than two minutes late.

This route

97.6%

Overall network

92.1%



Reliability

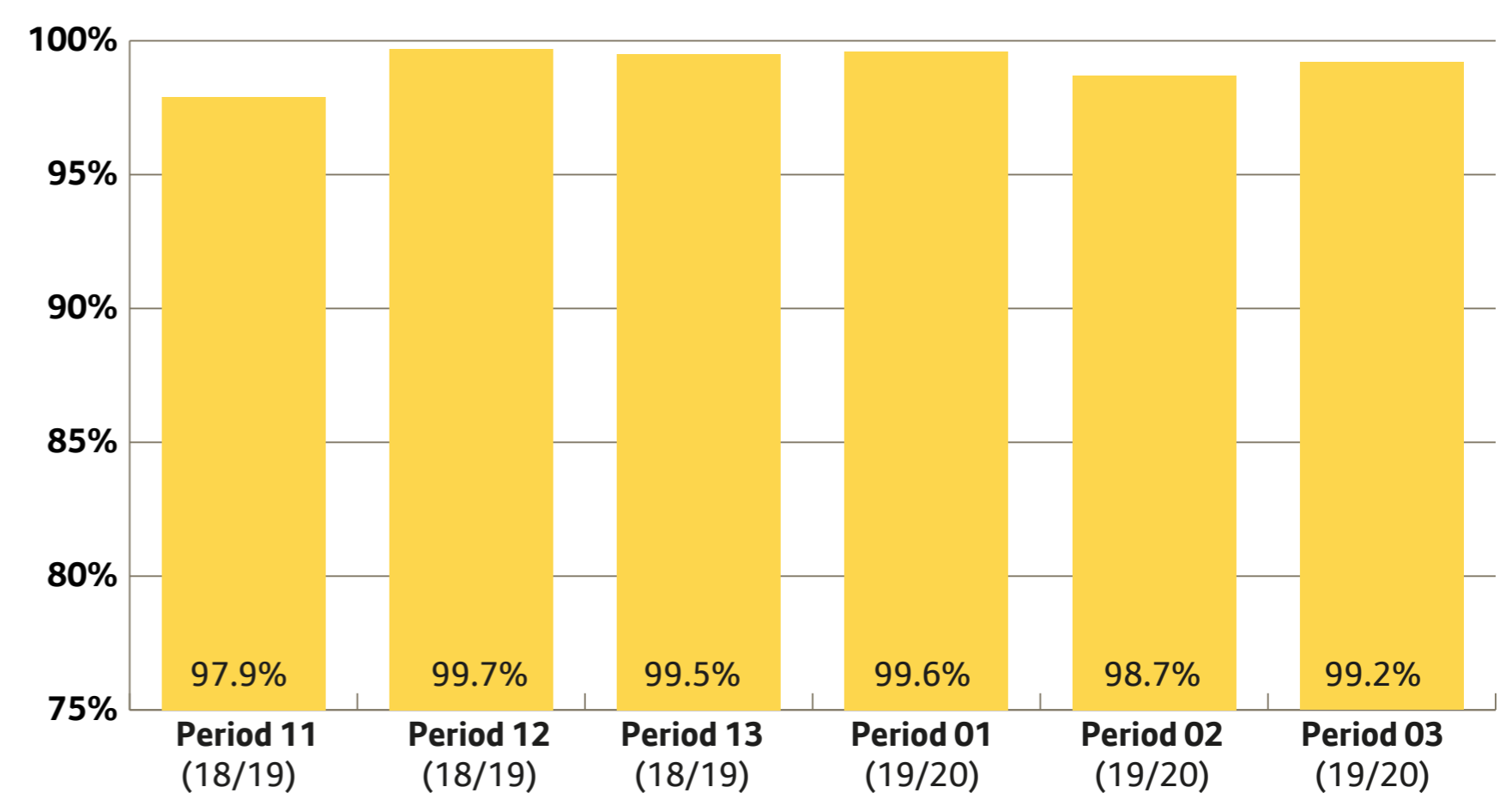
Percentage of planned miles operated.

This route

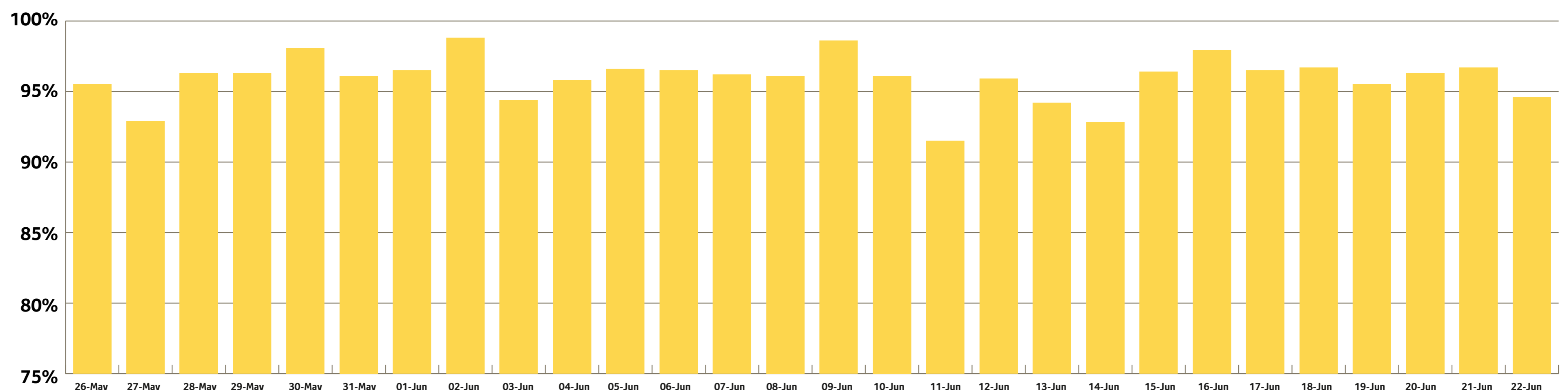
99.2%

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

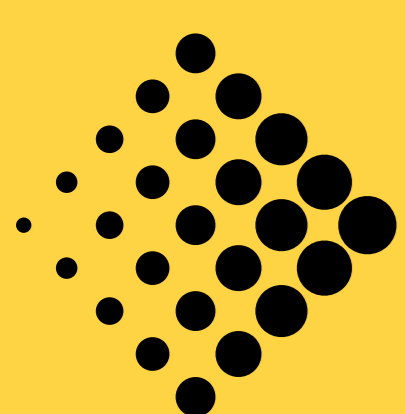


Event management activities at Old Trafford to assist customers attending cricket world cup matches.

Aline Frantzen

Managing Director at KeolisAmey Metrolink

Issued on 12 July 2019



Metrolink

Metrolink is operated on behalf of
Transport for Greater Manchester by

KEOLIS amey

Metrolink

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

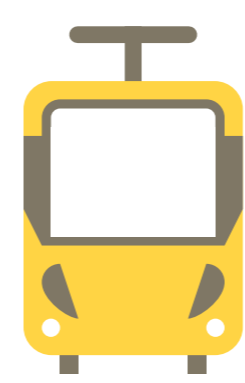
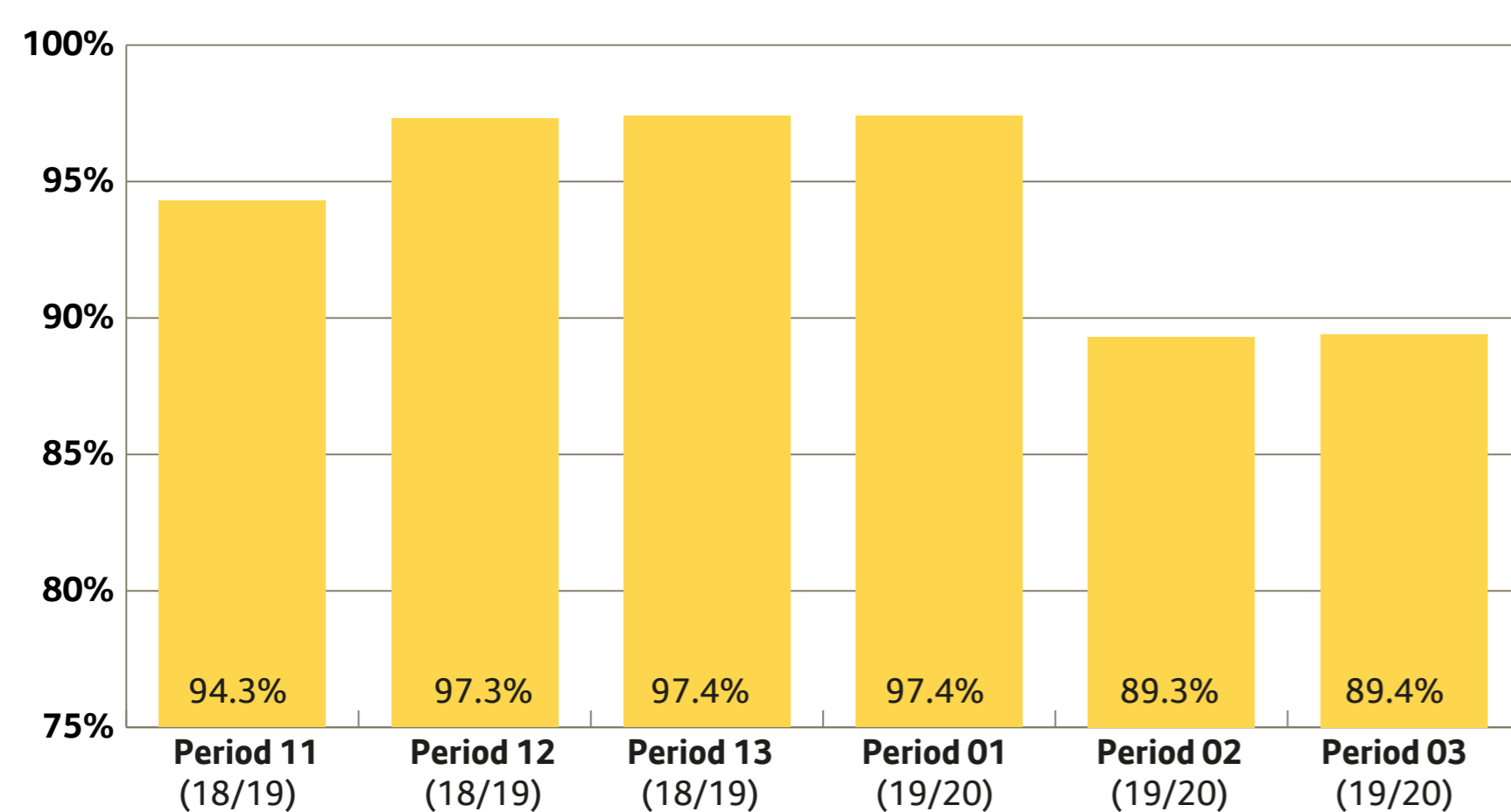
Percentage of trams departing less than two minutes late.

This route

89.4%

Overall network

92.1%



Reliability

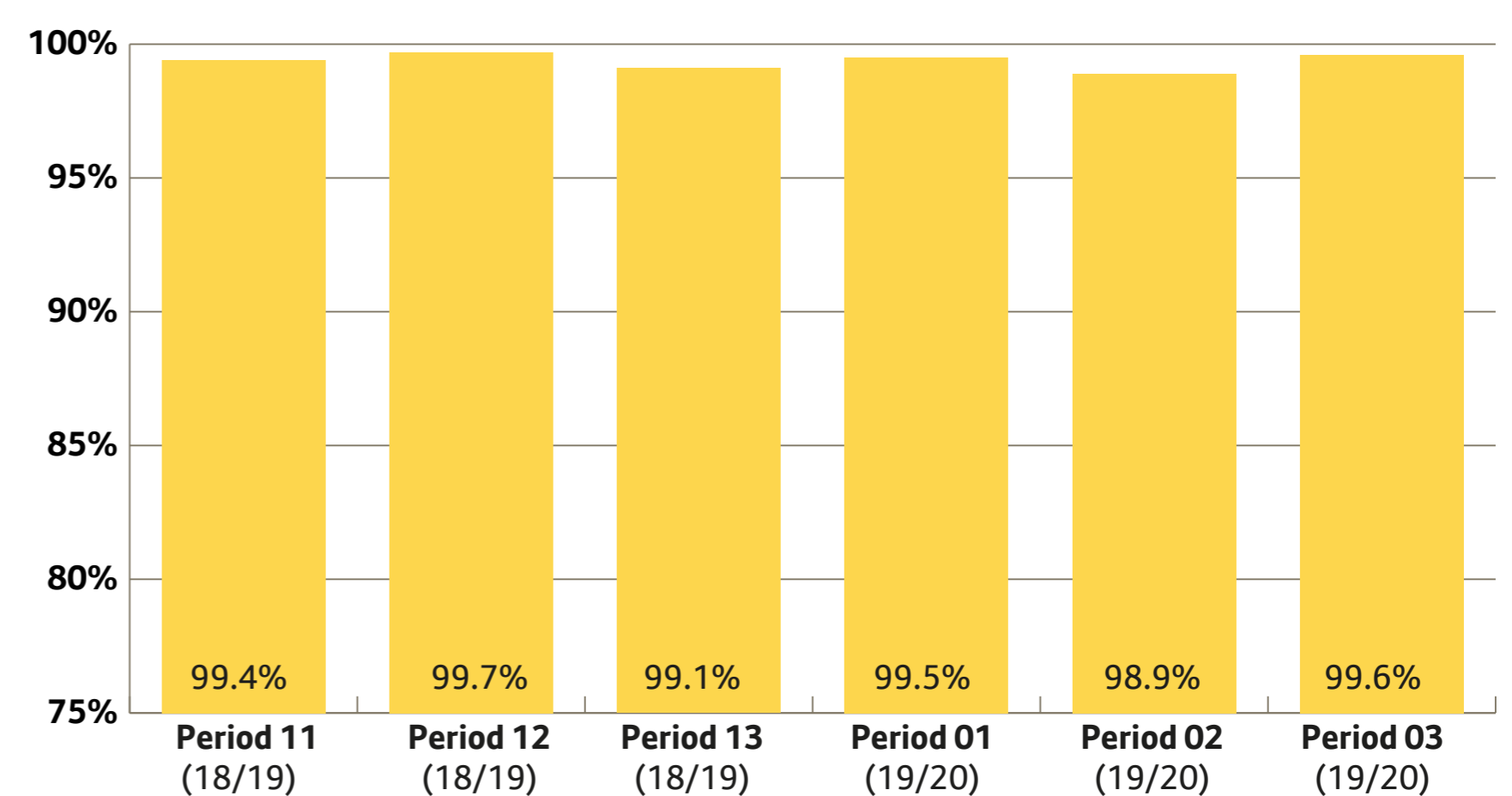
Percentage of planned miles operated.

This route

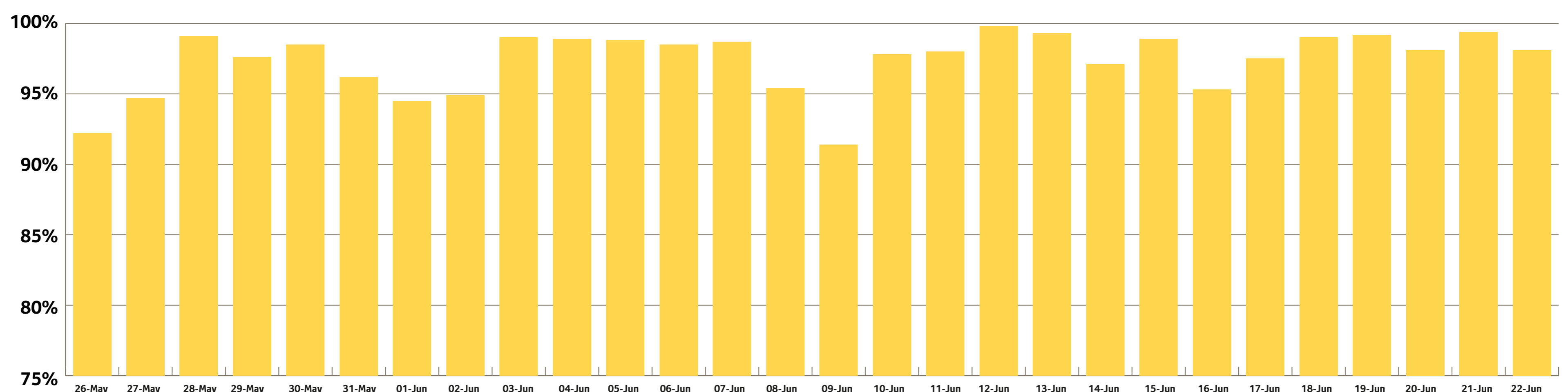
99.6%

Overall network

99.4%



Route punctuality by date



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

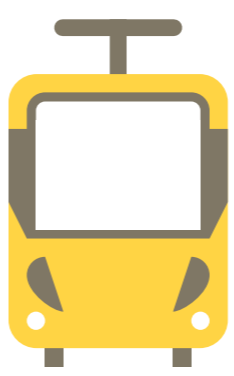
Percentage of trams departing less than two minutes late.

This route

90%

Overall network

92.1%



Reliability

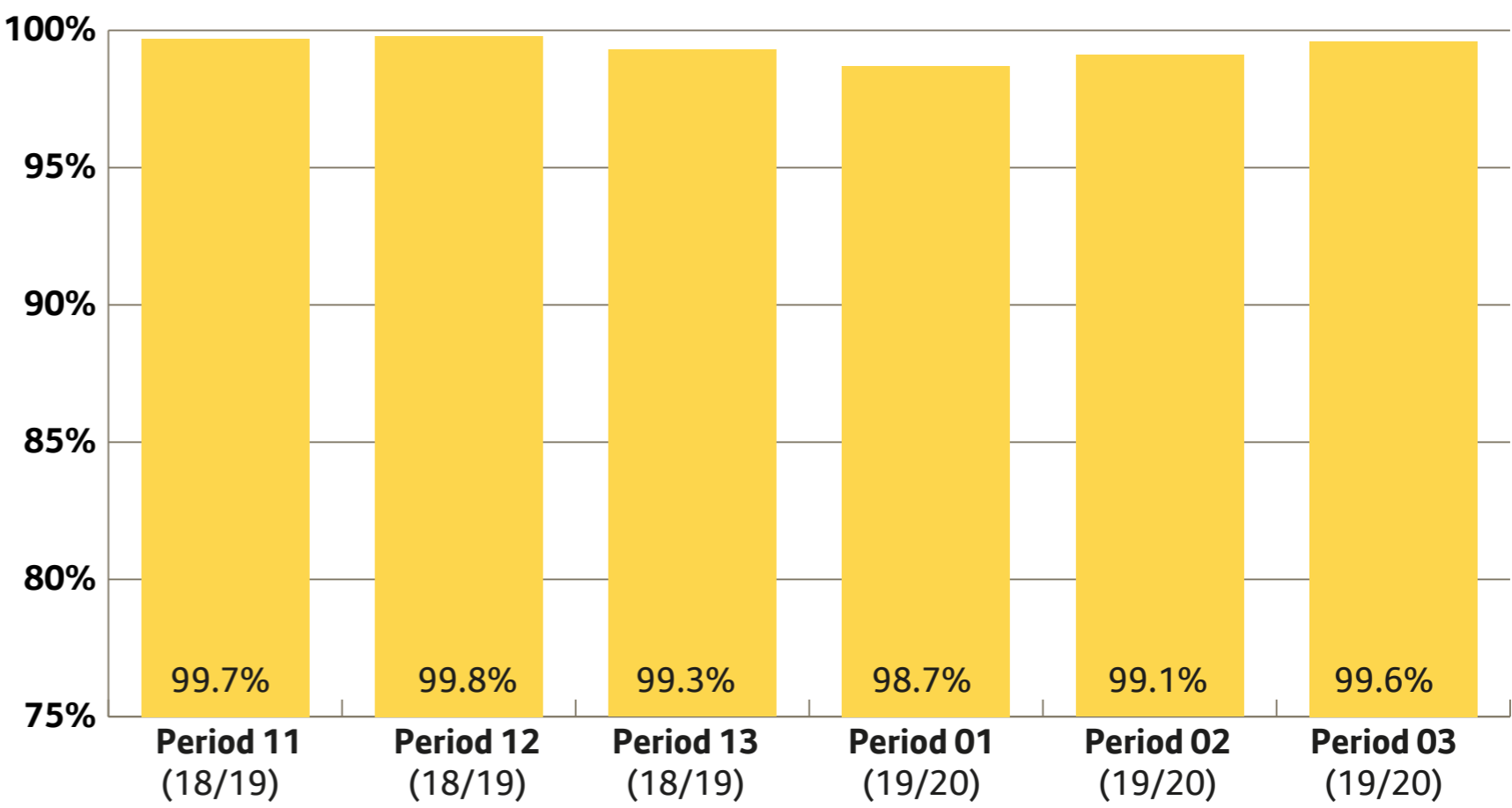
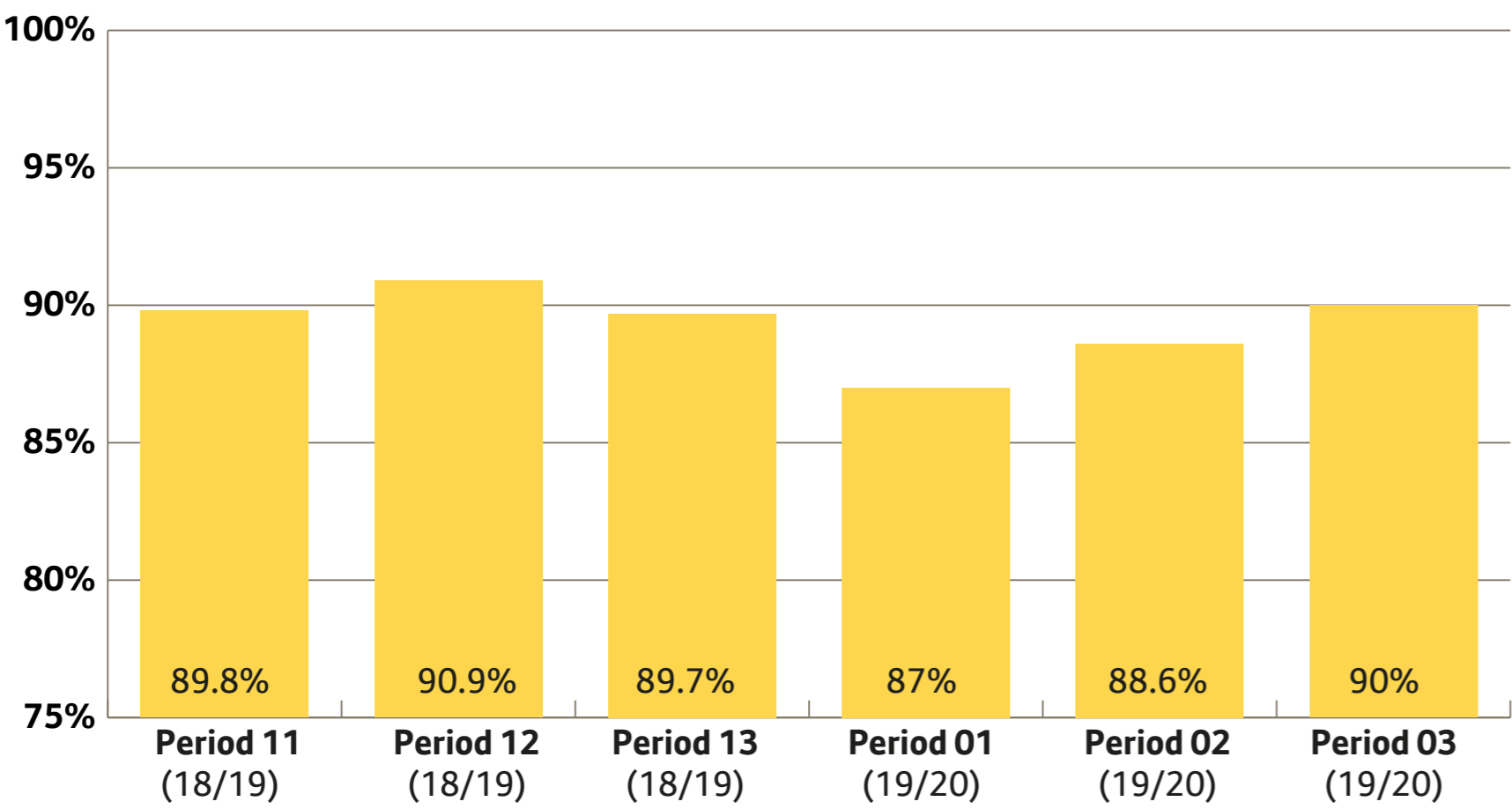
Percentage of planned miles operated.

This route

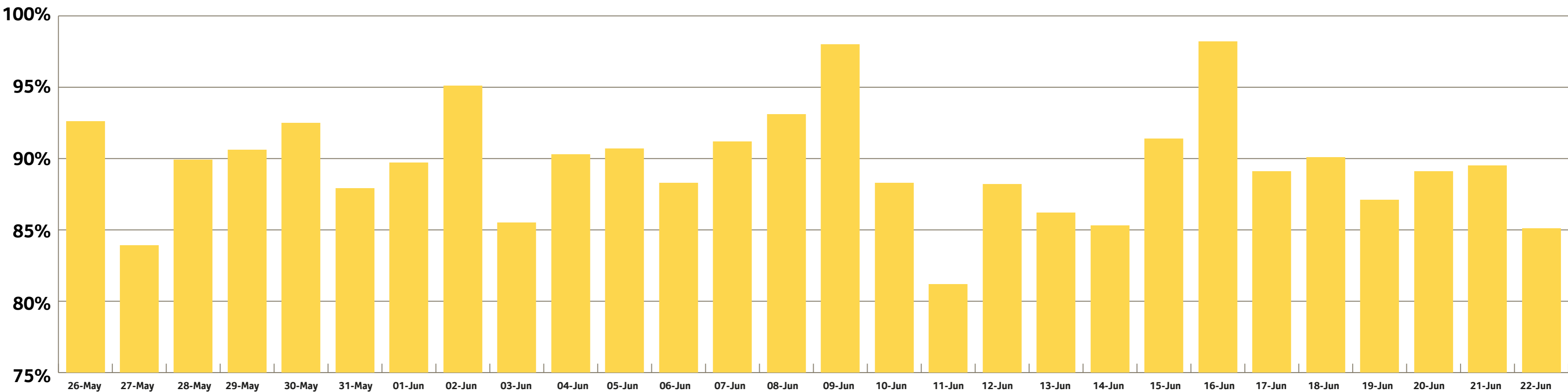
99.6%

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

Metrolink Performance

East Didsbury 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

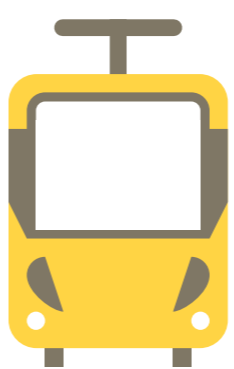
Percentage of trams departing less than two minutes late.

This route

95.9%

Overall network

92.1%



Reliability

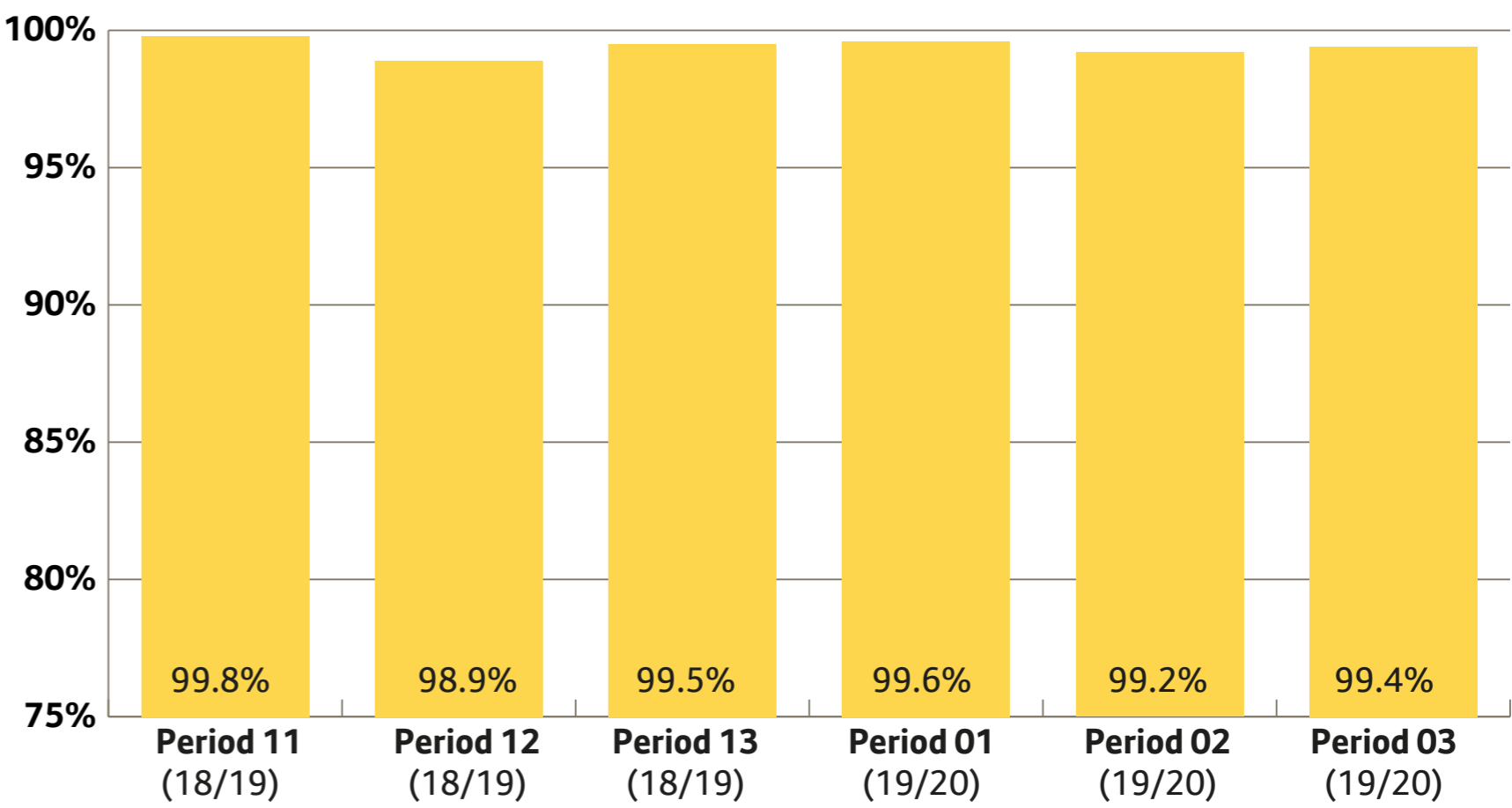
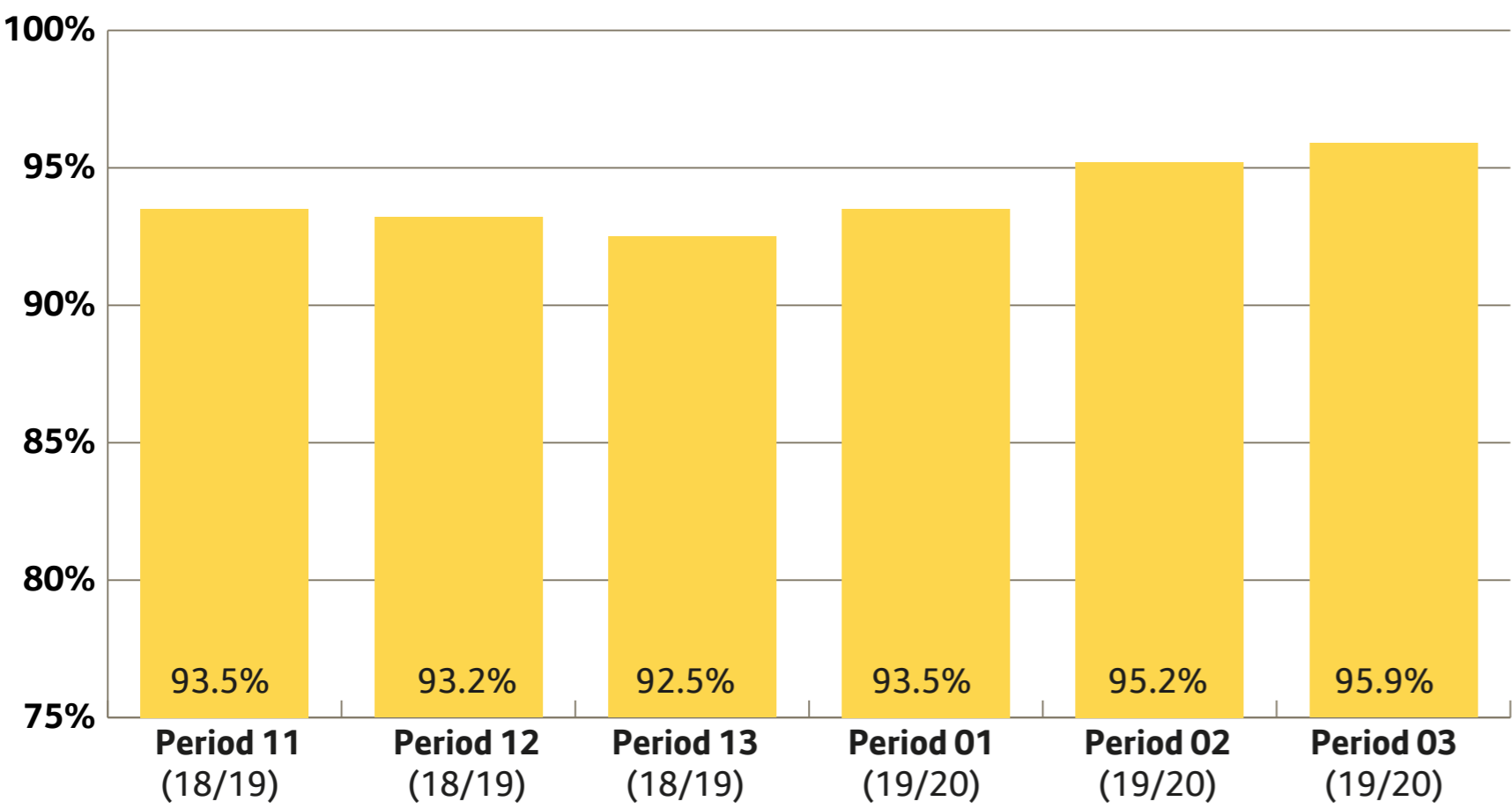
Percentage of planned miles operated.

This route

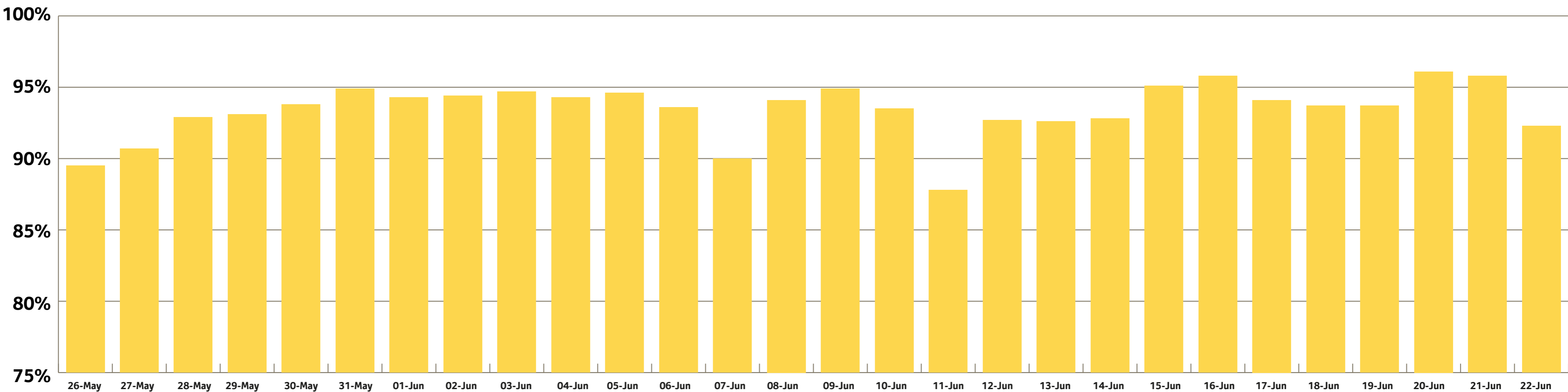
99.4%

Overall network

99.4%



Route punctuality by date



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



Punctuality

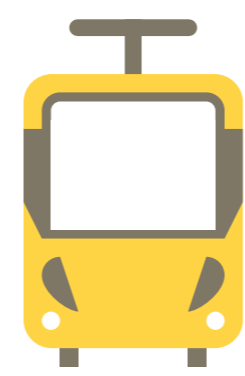
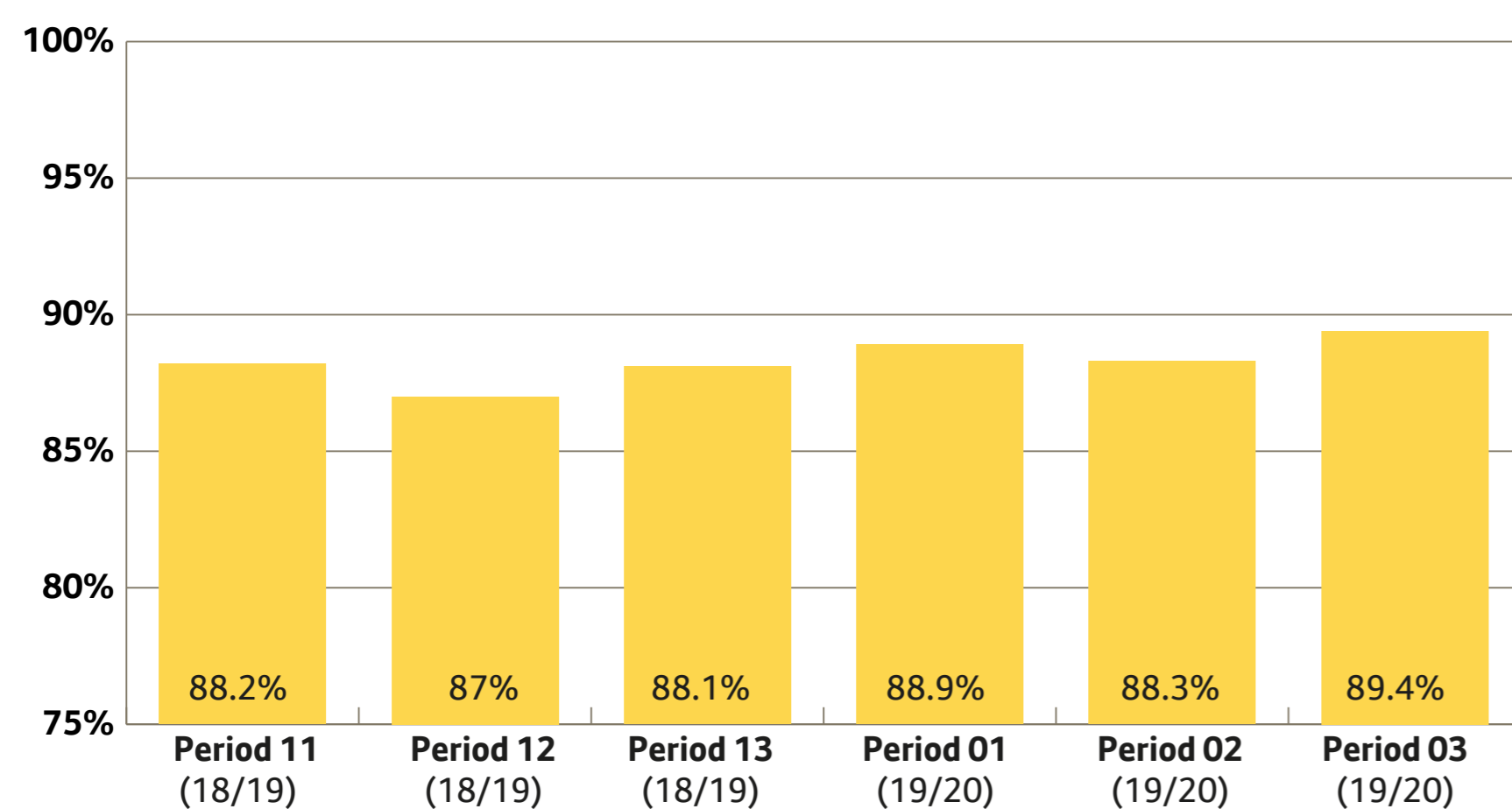
Percentage of trams departing less than two minutes late.

This route

89.4%

Overall network

92.1%



Reliability

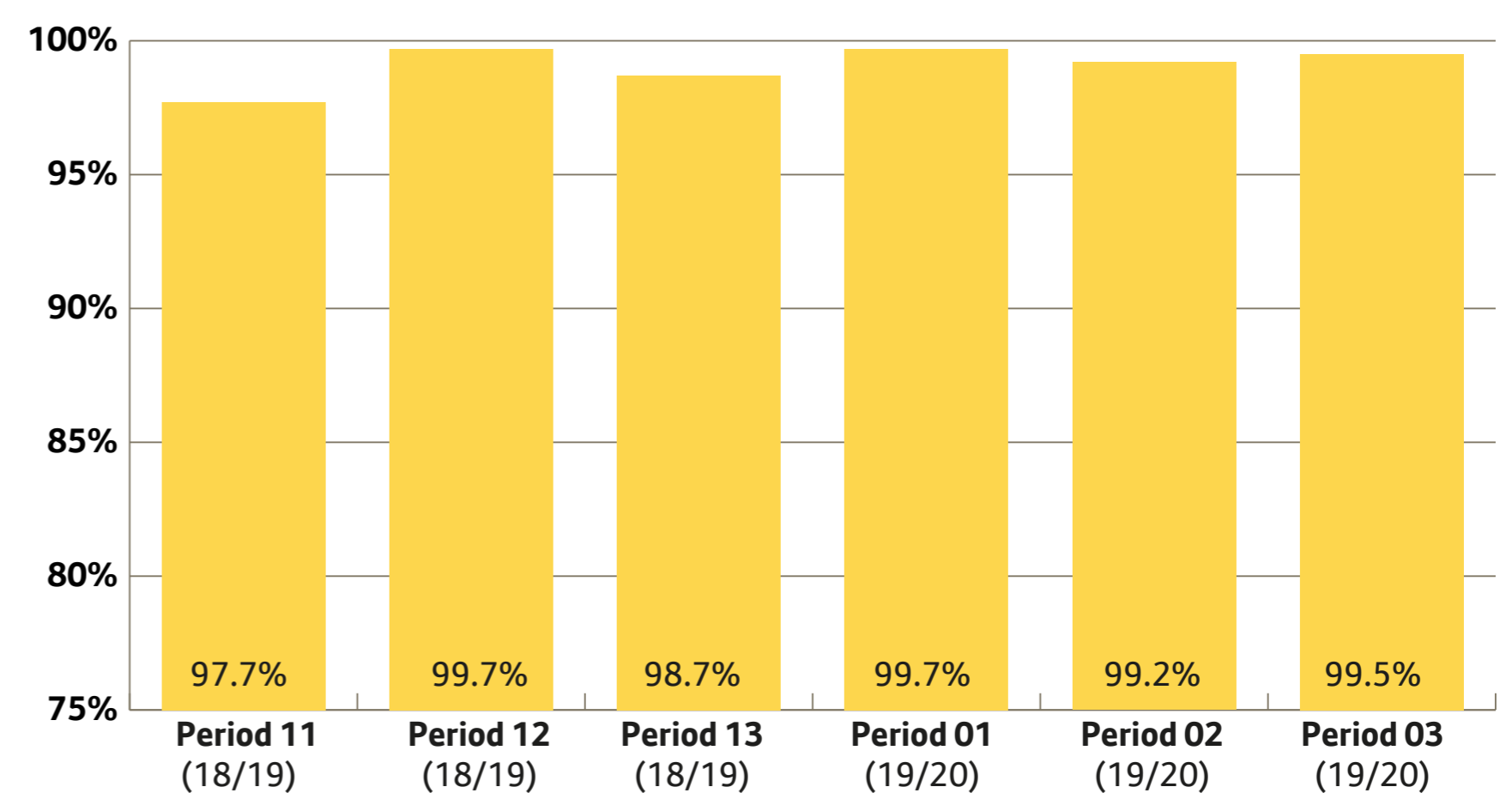
Percentage of planned miles operated.

This route

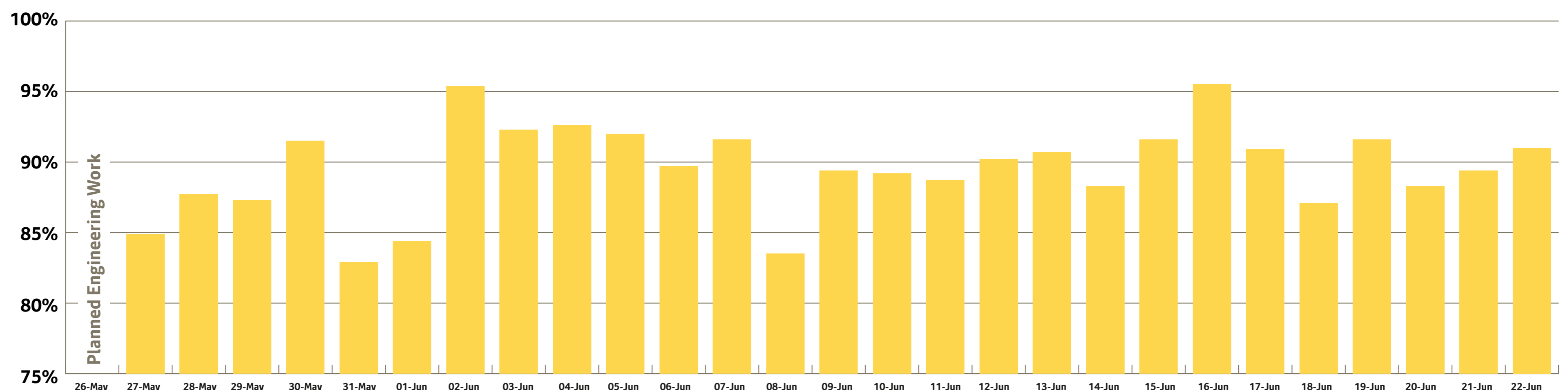
99.5%

Overall network

99.4%



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

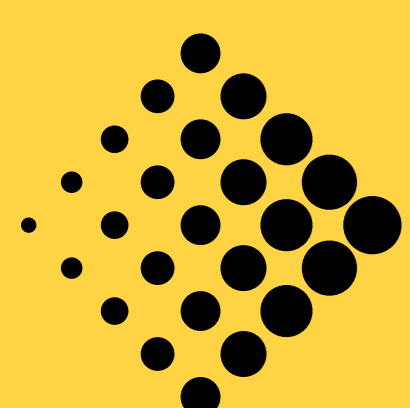
What we did to improve on this route

- All stops 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

Metrolink is operated on behalf of
Transport for Greater Manchester by

KEOLIS amey

Metrolink

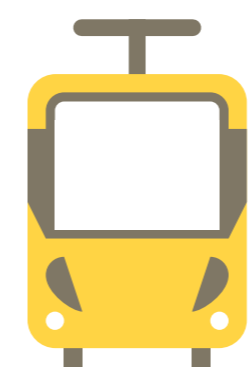
KeolisAmey Metrolink aim to deliver a reliable service to our customers. We want to share with you how we are performing.

26 May until 22 June 2019



93.4%

92.1%



99.4%

99.4%

