

# 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:

**09 December 2019 until 04 January 2020**

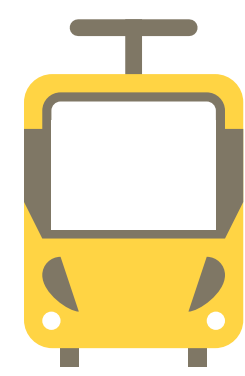
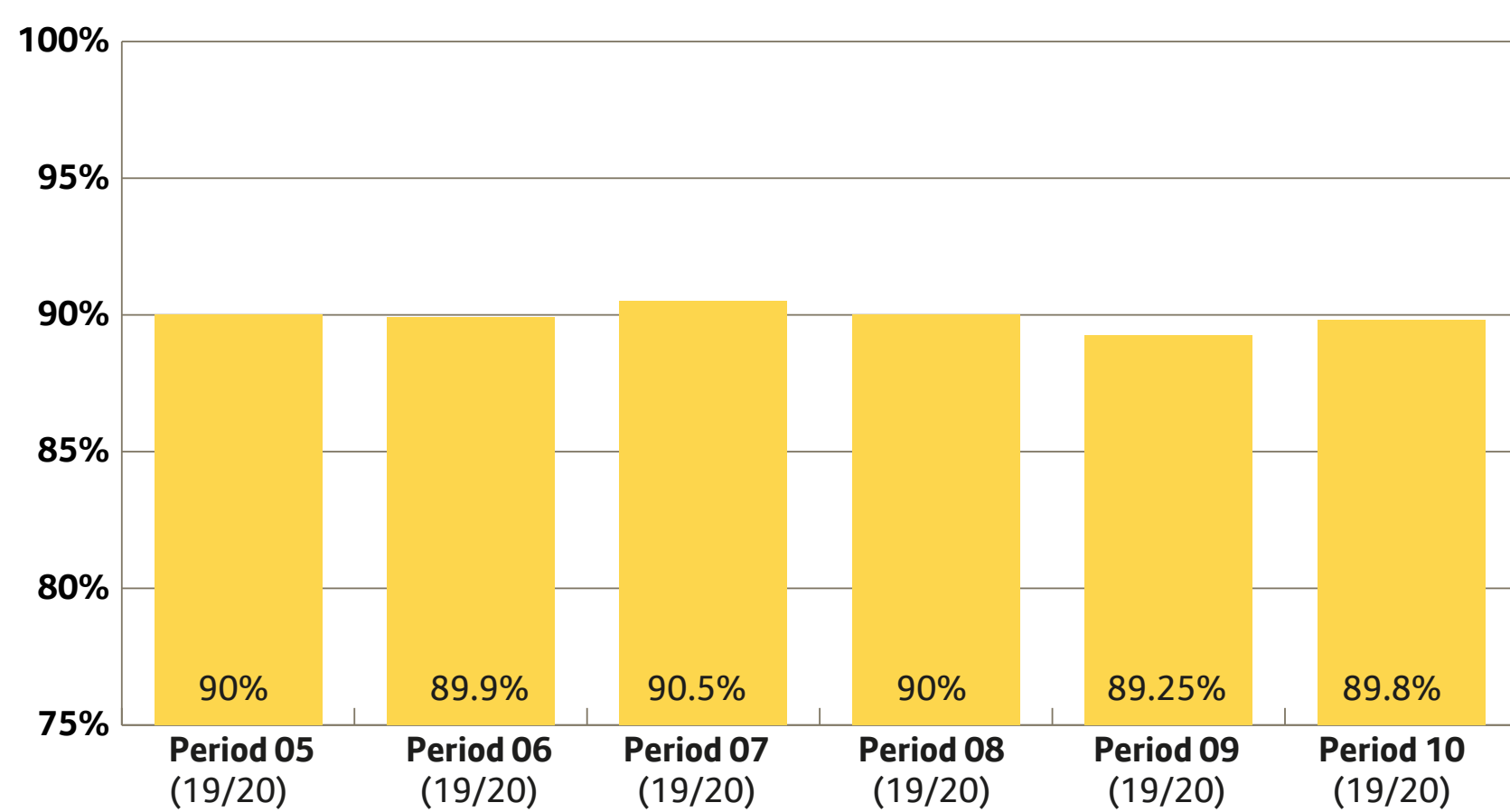
### How we performed



#### Punctuality

Percentage of trams departing less than two minutes late.

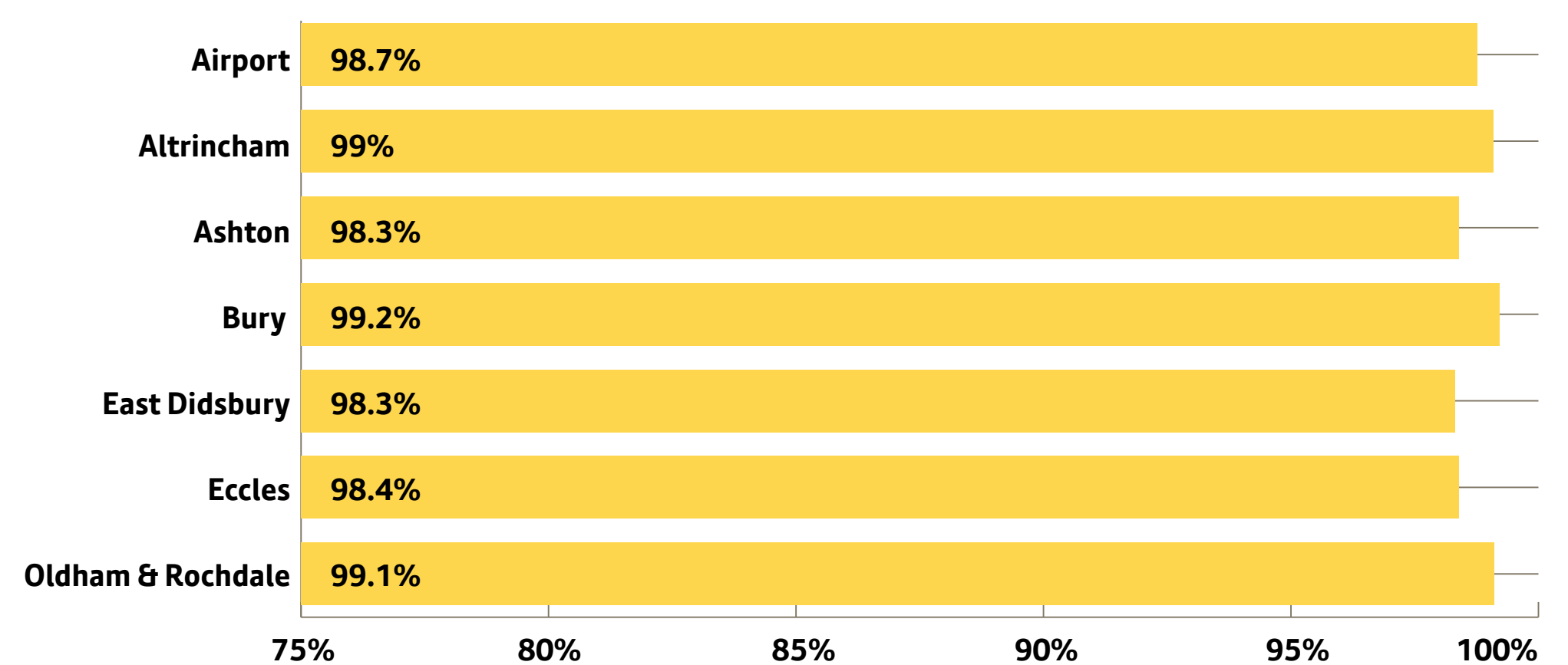
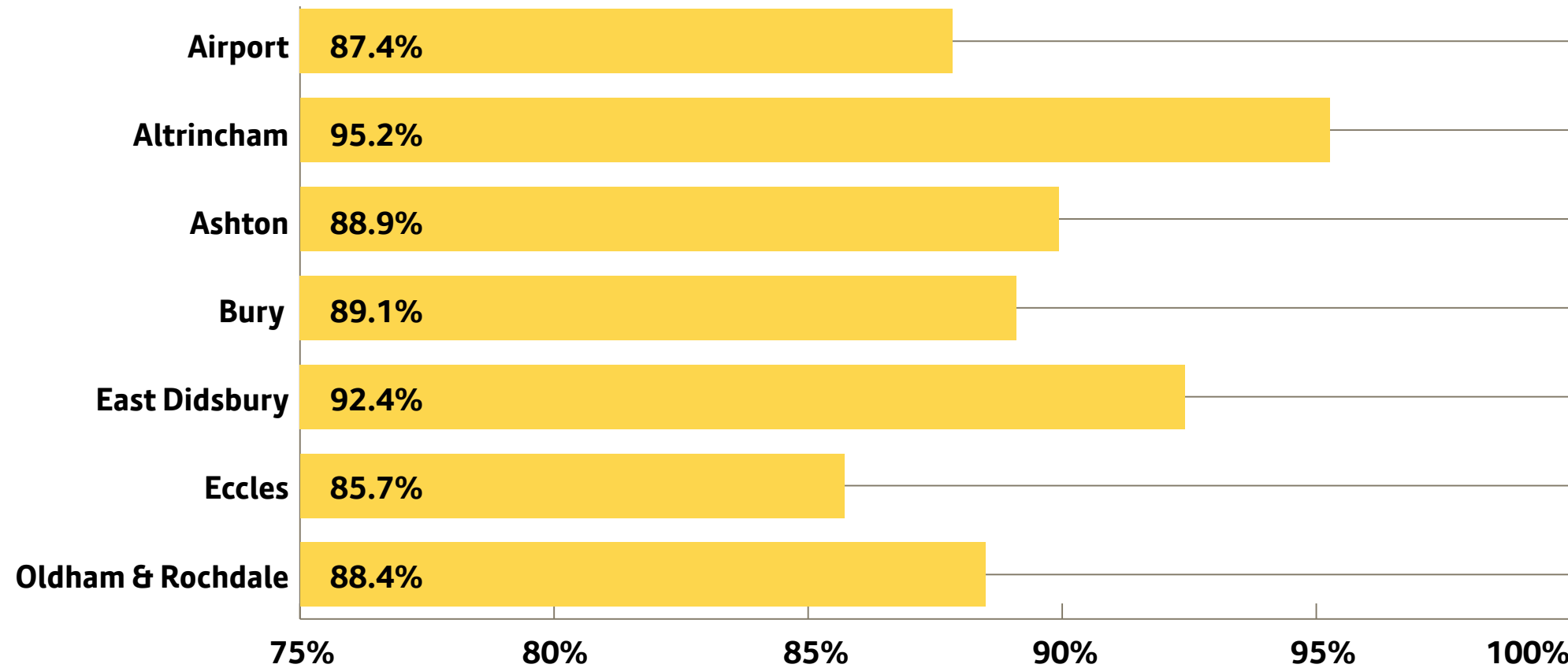
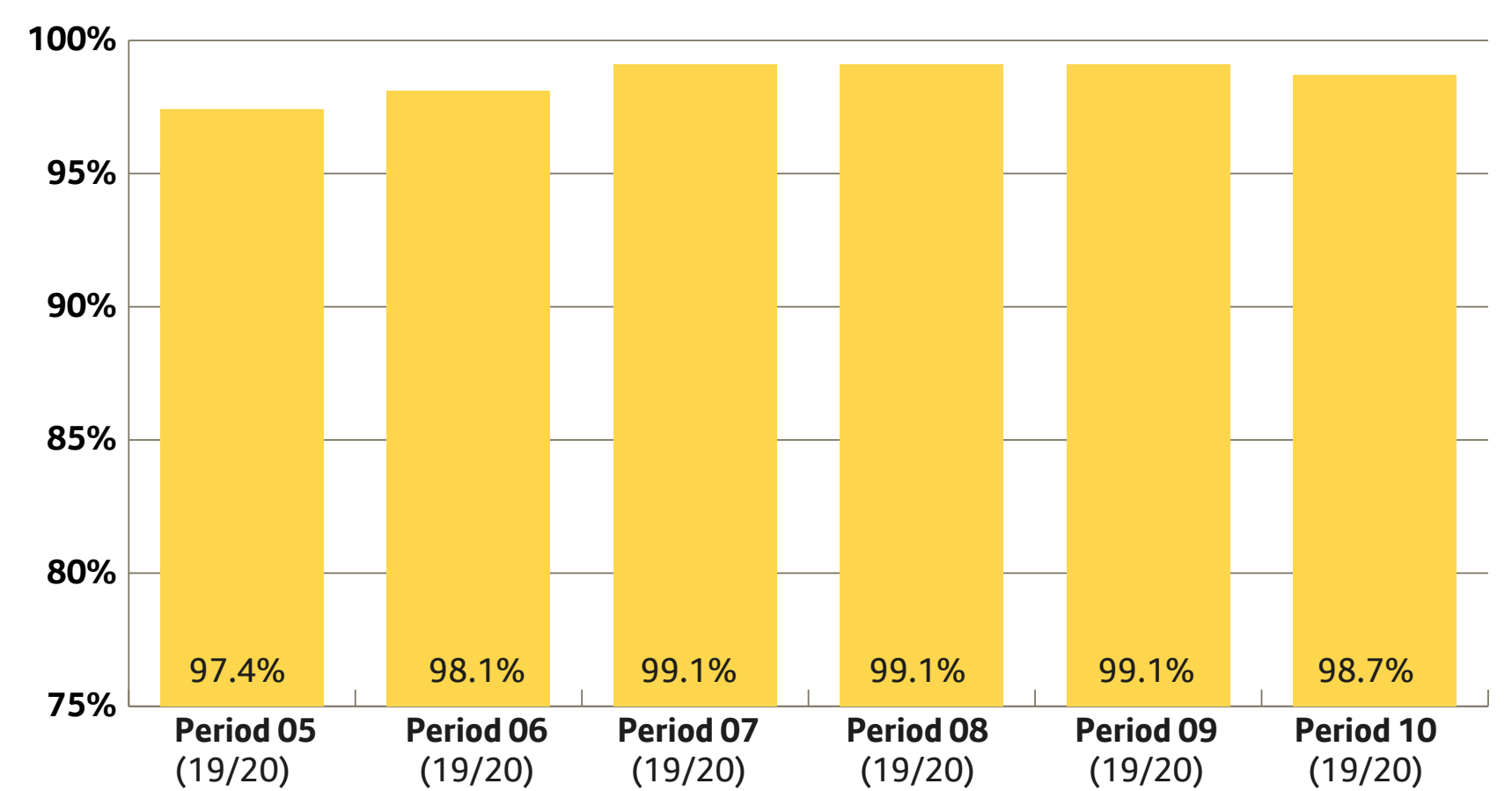
**89.9%**



#### Reliability

Percentage of planned miles operated.

**98.7%**



#### Cancellations

Journeys cancelled.

**0.95%** of all planned journeys.

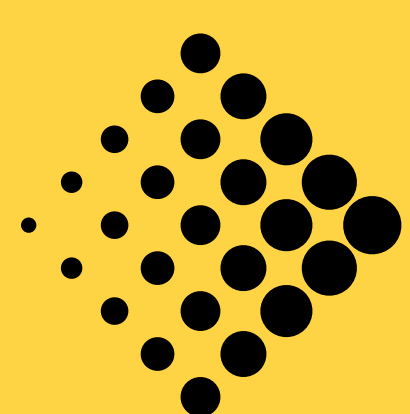


#### Short journeys

Incomplete journeys.

**0.48%** of all planned journeys.

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# Metrolink Performance

## Airport Line

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### How we performed



#### Punctuality

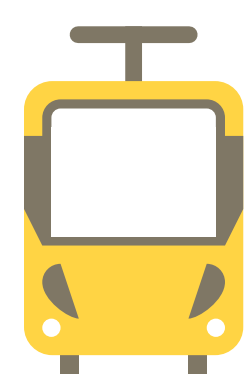
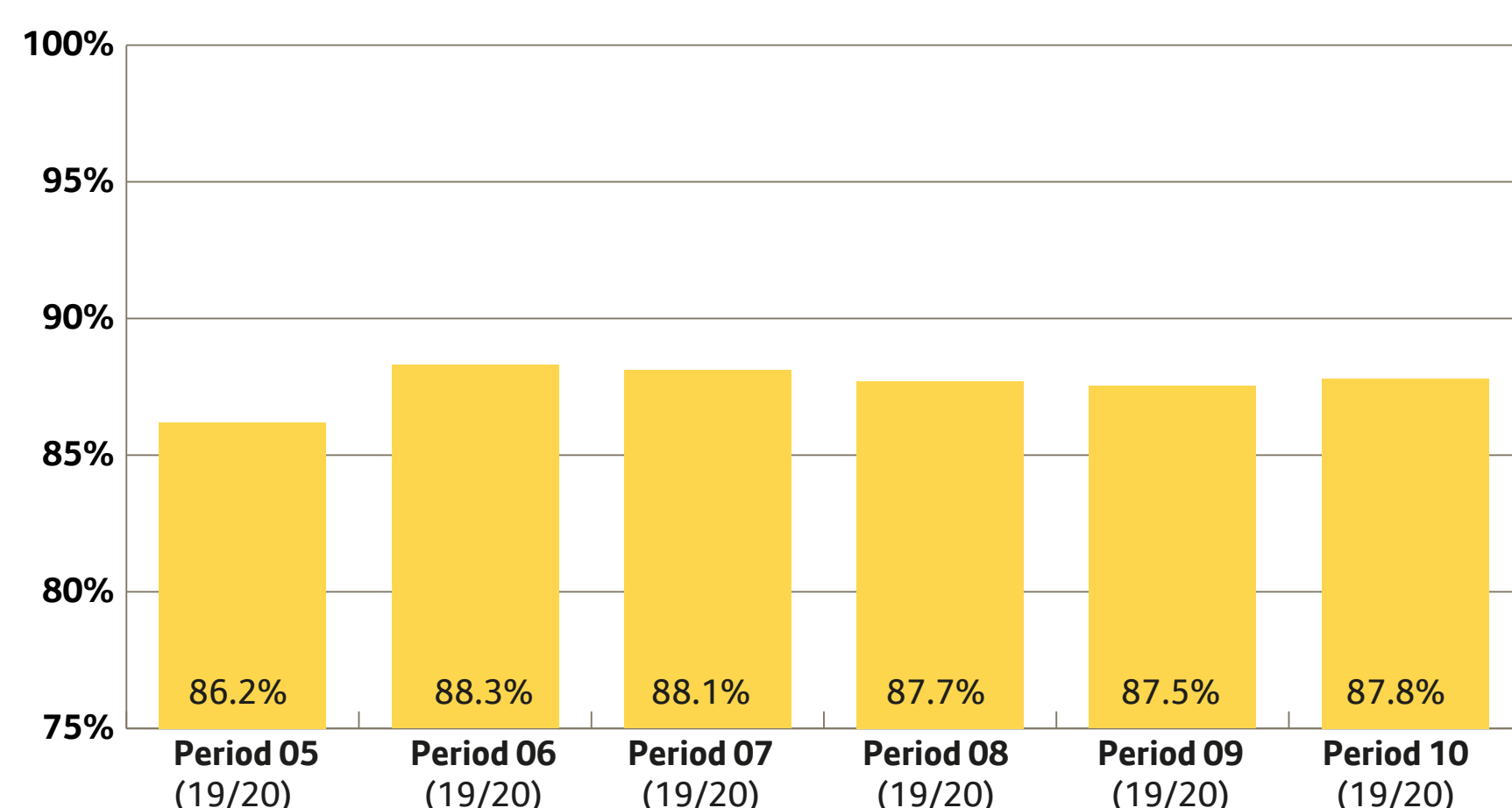
Percentage of trams departing less than two minutes late.

**This route**

**87.8%**

**Overall network**

**89.9%**



#### Reliability

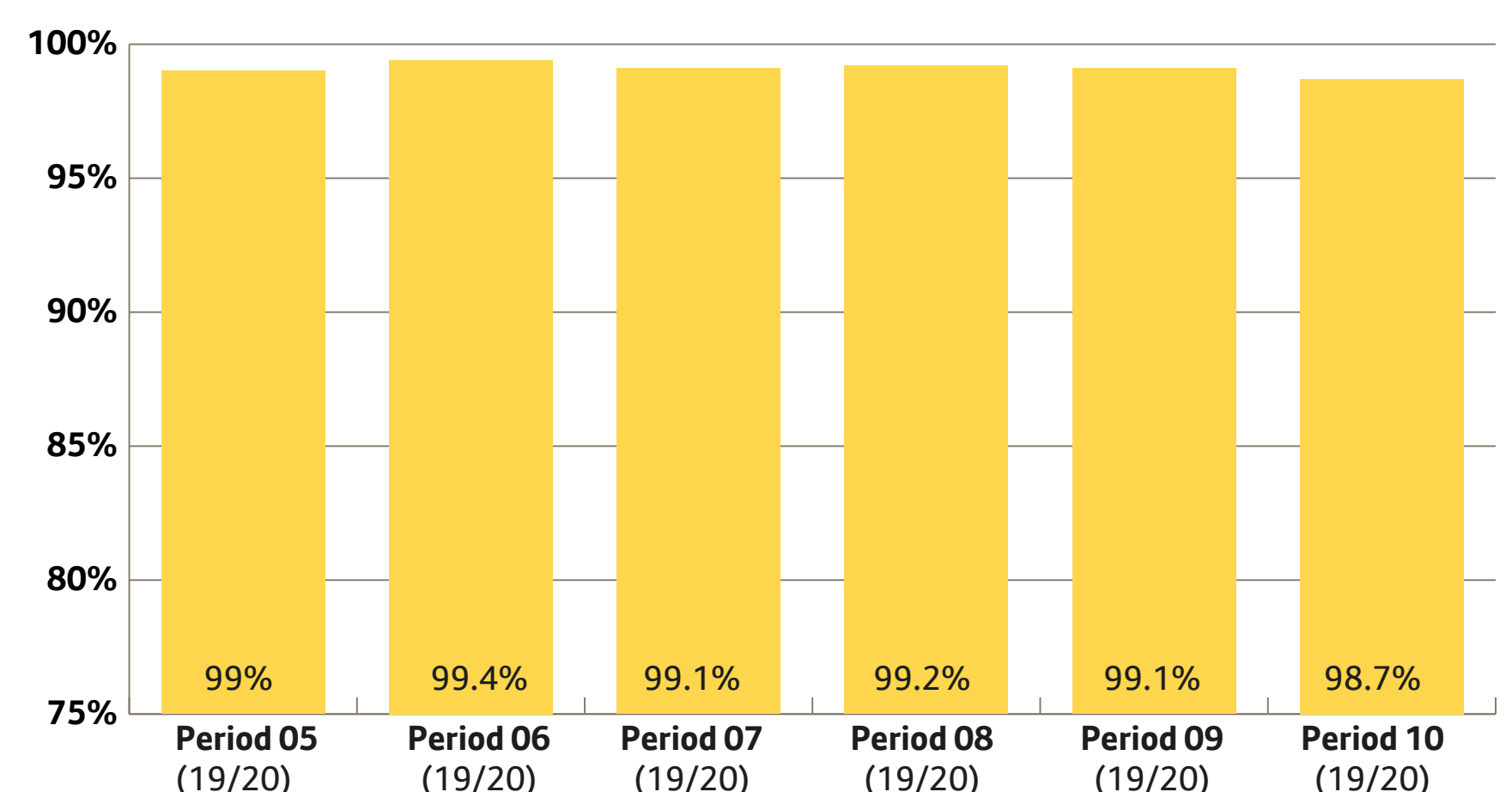
Percentage of planned miles operated.

**This route**

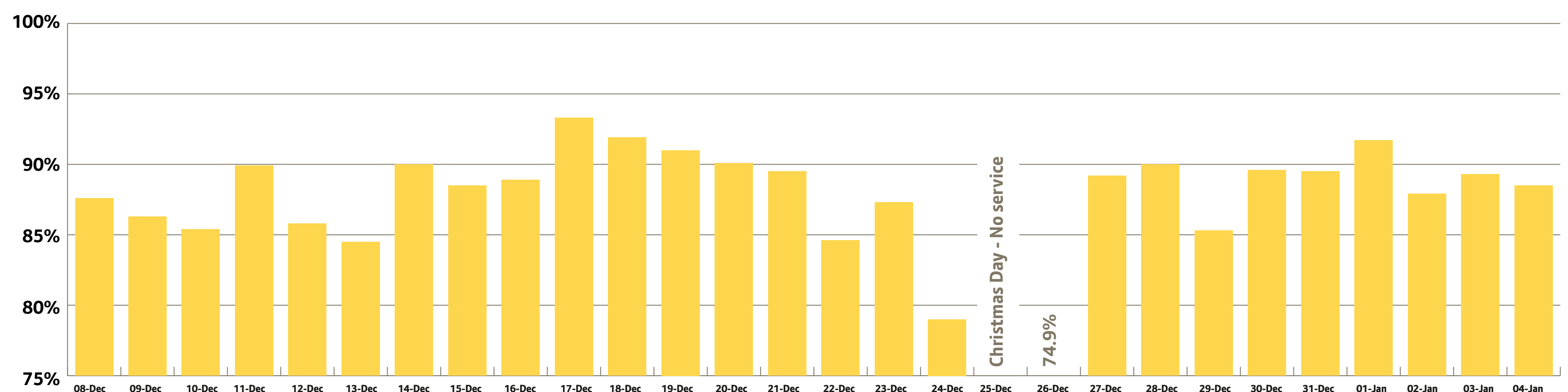
**98.7%**

**Overall network**

**98.7%**



### Route punctuality by date



### Route service disruptions

- 13 Dec 2019  
Vehicle blocking the track  
Northern Moor
- 22 Dec 2019  
Driver Availability
- 26 Dec 2019  
Driver Availability
- 29 Dec 2019  
Driver Availability

### What we did to improve on this route

- Deep cleans have all passed
- Fly tipping areas cleaned
- High visibility presence on the line in the evening due to reports of antisocial behaviour
- CSRs have responded to intelligence of high fare evasion around Manchester Airport, providing a high visibility uniformed presence to deter and detect ticketless travel and provide reassurance to fare paying customers of our commitment to reducing fare evasion.

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# Metrolink Performance

## Altrincham Line

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### How we performed



#### Punctuality

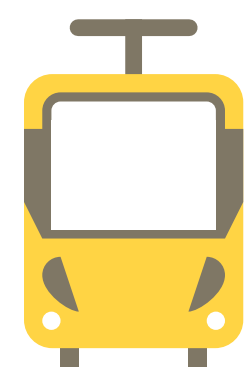
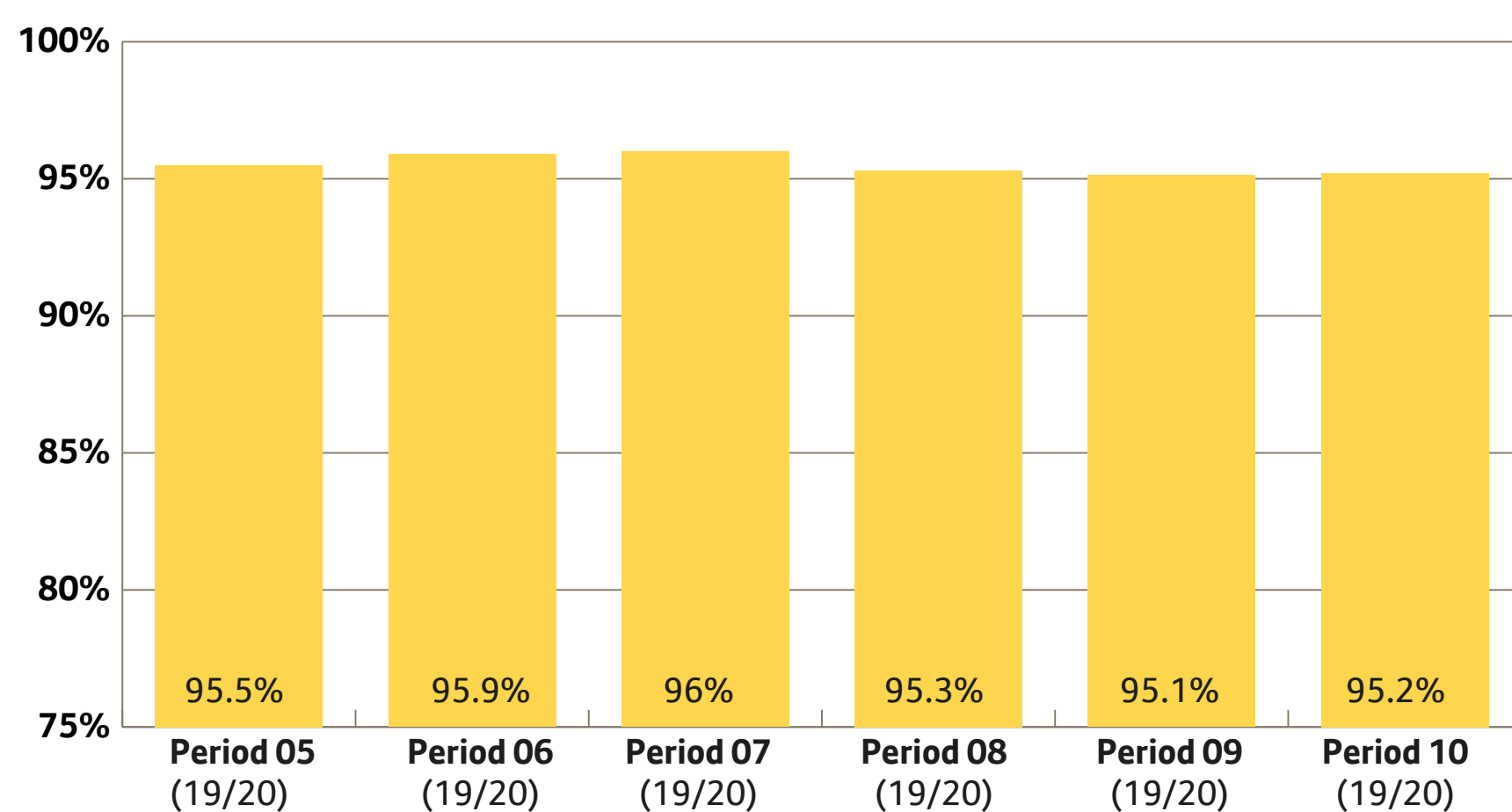
Percentage of trams departing less than two minutes late.

**This route**

**95.2%**

**Overall network**

**89.9%**



#### Reliability

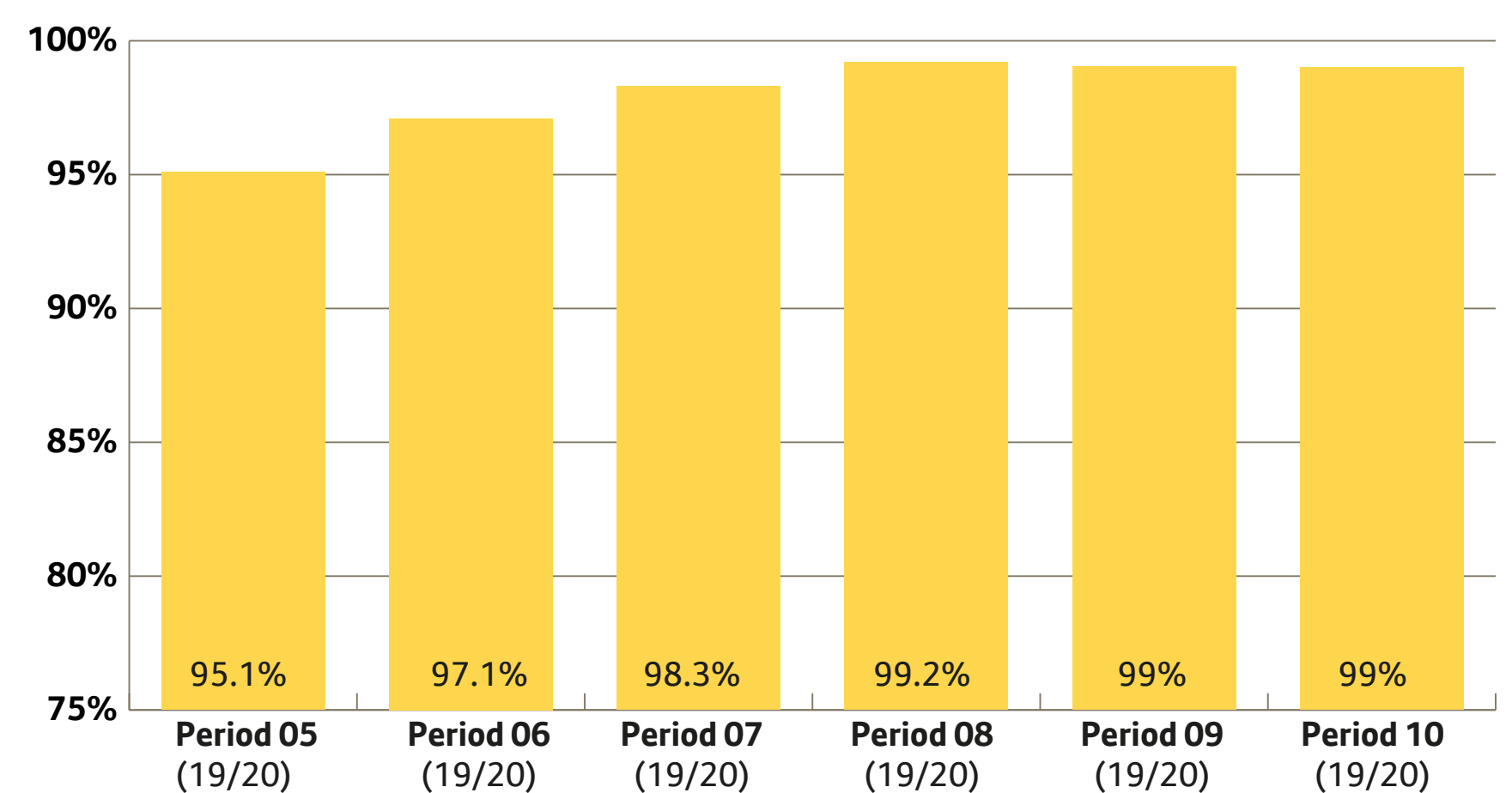
Percentage of planned miles operated.

**This route**

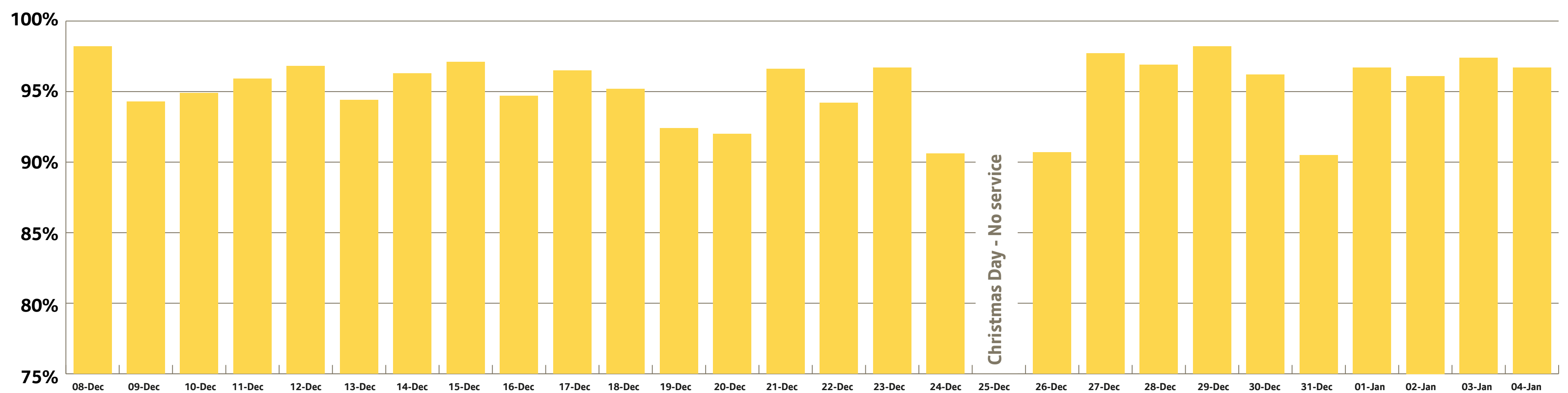
**99%**

**Overall network**

**98.7%**



### Route punctuality by date



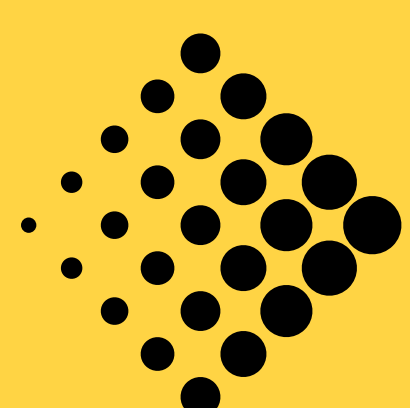
### Route service disruptions

- 24 Dec 2019  
Driver Availability
- 26 Dec 2019  
Driver Availability
- 31 Dec 2019  
Driver Availability.

### What we did to improve on this route

- Deep cleans have all passed
- De vegetation works are ongoing on this line.
- CSR's were deployed to tackle morning peak on this line.

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# Metrolink Performance

## Ashton-under-Lyne Line

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### How we performed



#### Punctuality

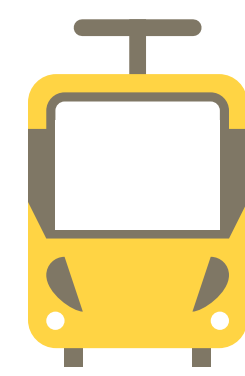
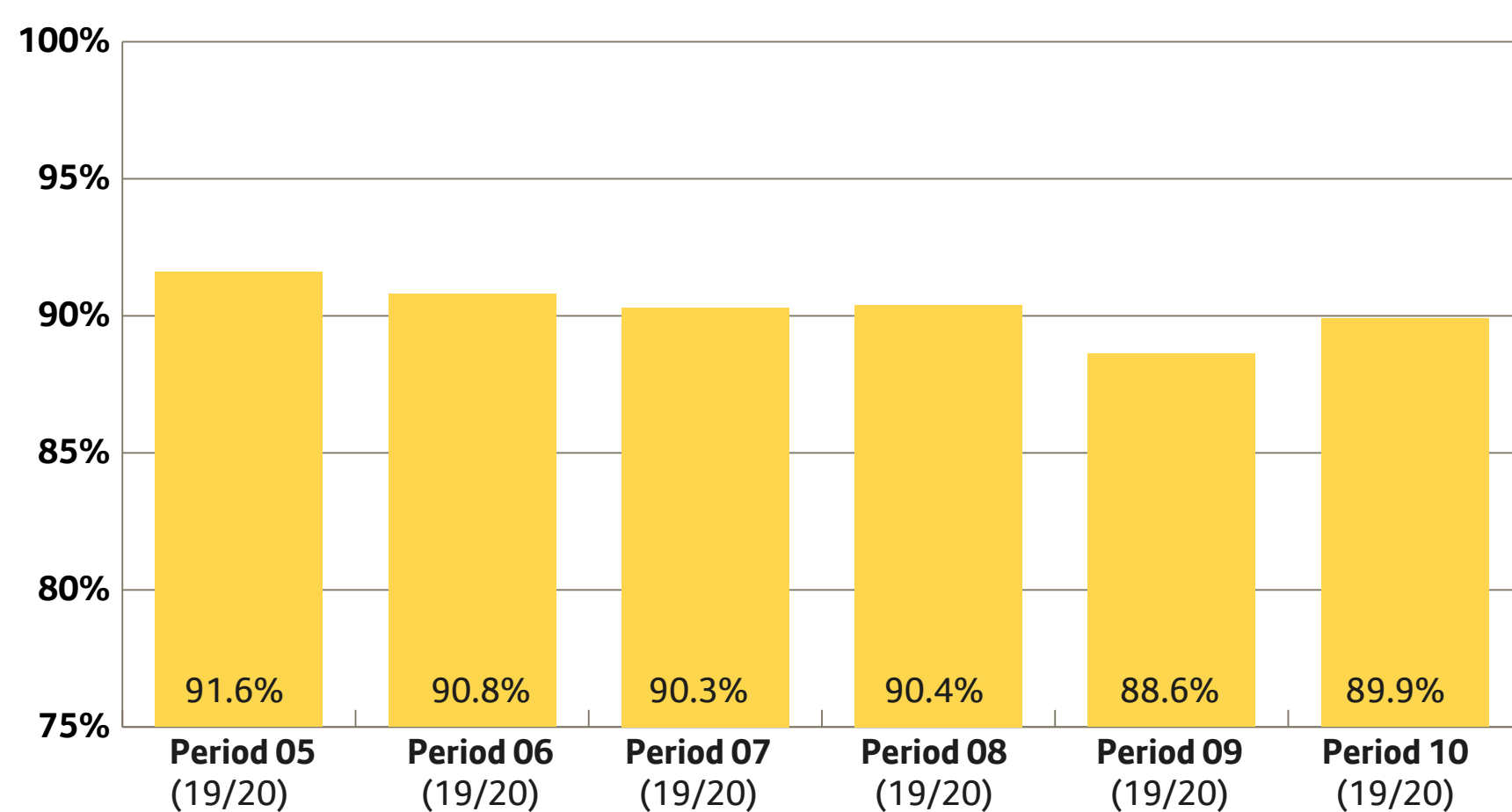
Percentage of trams departing less than two minutes late.

**This route**

**89.9%**

**Overall network**

**89.9%**



#### Reliability

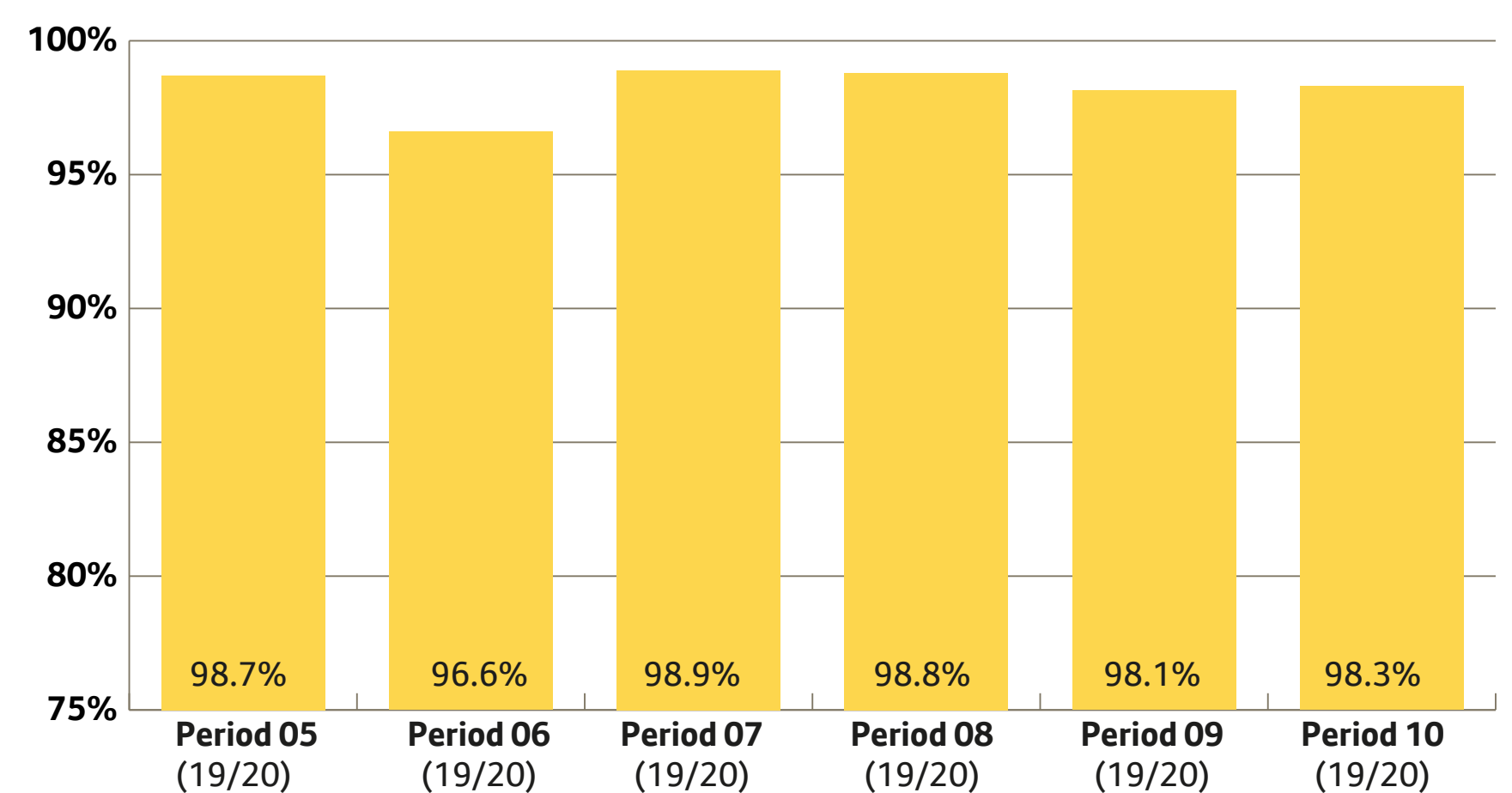
Percentage of planned miles operated.

**This route**

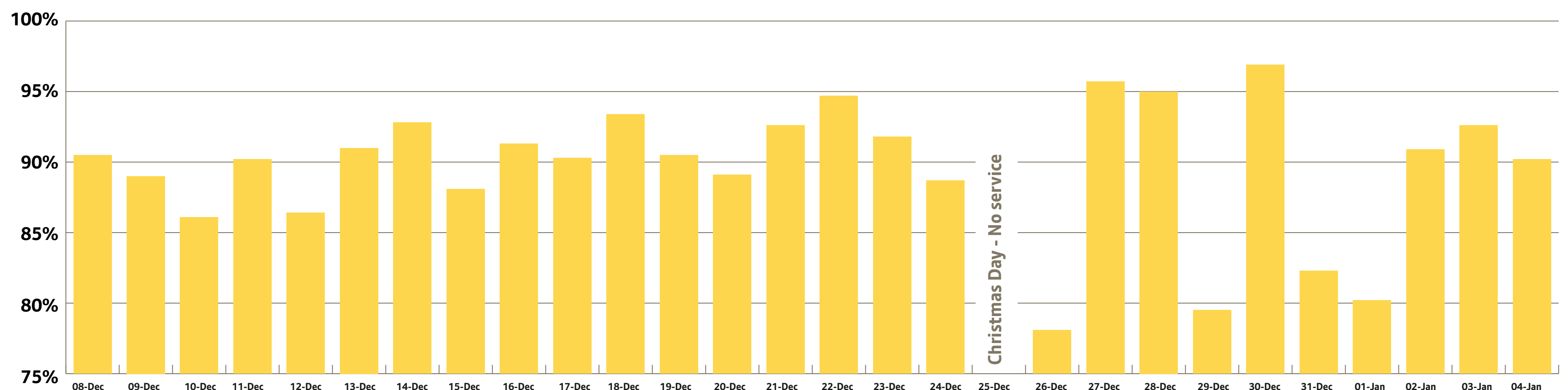
**98.3%**

**Overall network**

**98.7%**



### Route punctuality by date



### Route service disruptions

- 26 Dec 2019  
Driver Availability
- 29 Dec 2019  
Driver Availability
- 31 Dec 2019  
Vehicle blocking the track at Edge Lane.
- 01 Jan 2020  
Vehicle blocking the track at Velo Park.

### What we did to improve on this route

- Deep cleans have all passed
- Rail Break fixed on Xmas day
- KAM visited colleges on the line This engagement educates pupils on the safety of public transport and importance of adhering to the expected behaviours. This is in aim to reduce antisocial behaviour and fare evasion across this line.

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# Metrolink Performance

## Bury Line

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### How we performed



#### Punctuality

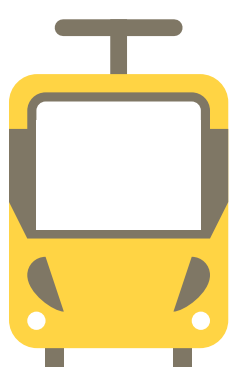
Percentage of trams departing less than two minutes late.

**This route**

**88.5%**

**Overall network**

**89.9%**



#### Reliability

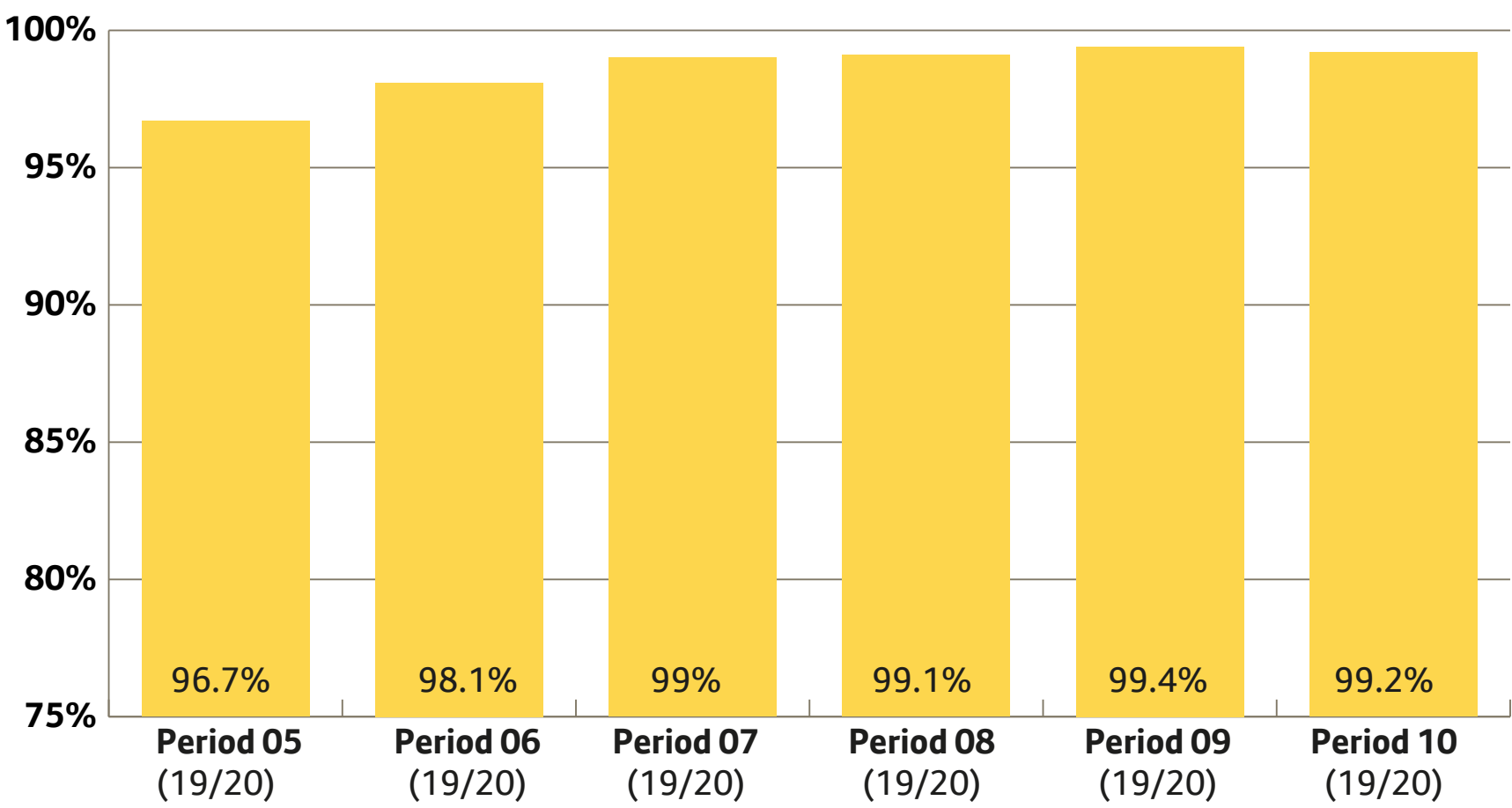
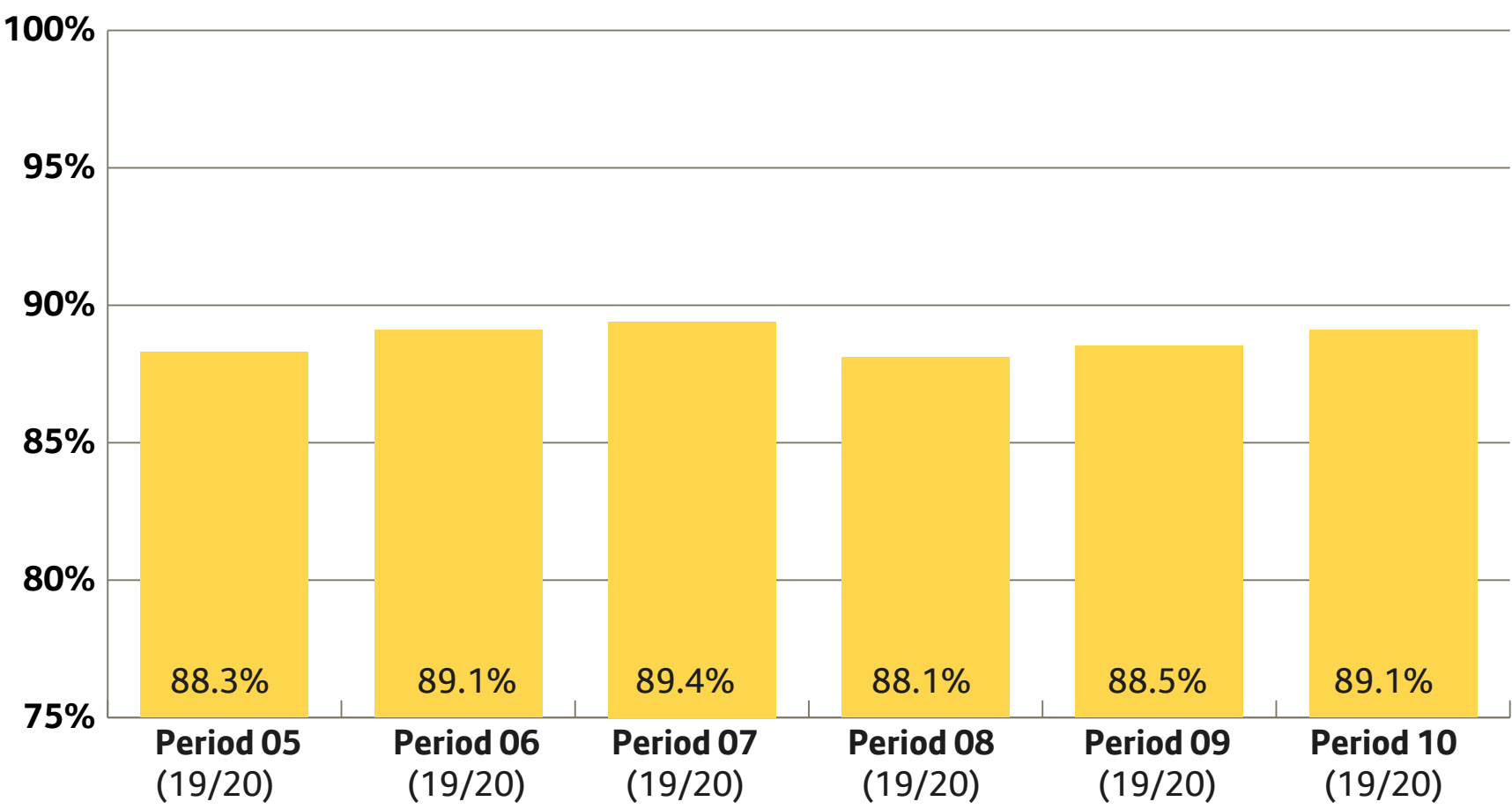
Percentage of planned miles operated.

**This route**

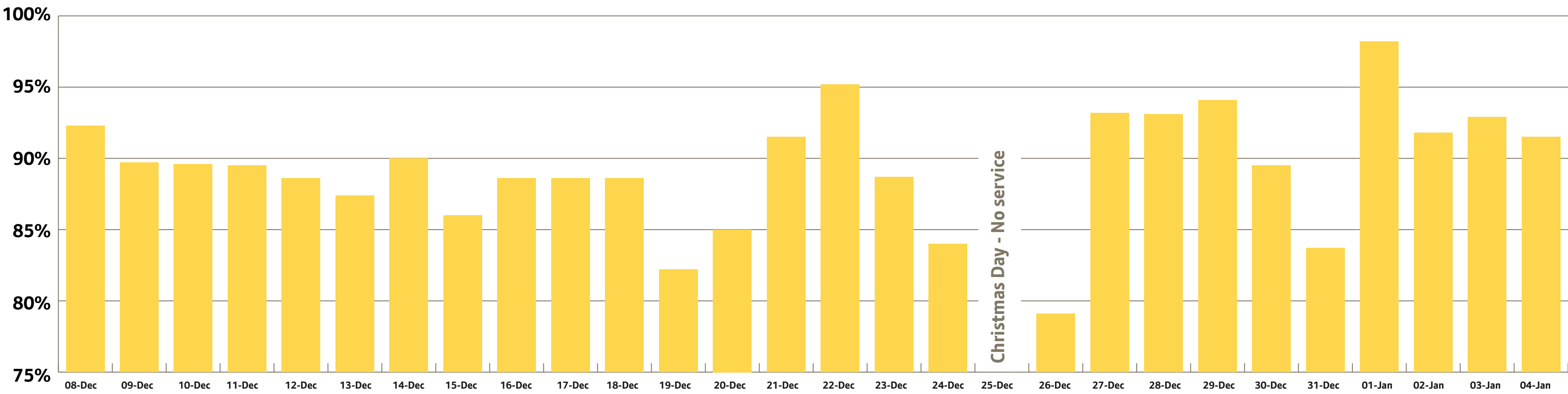
**99.4%**

**Overall network**

**98.7%**



#### Route punctuality by date



#### Route service disruptions

- 19 Dec 2019 Vehicle Fault
- 24 Dec 2019 Medical emergency at Altrincham
- 26 Dec 2019 Driver Availability
- 26 Dec 2019 Vehicle fault.

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

- Deep cleans have all passed
- De vegetation works are ongoing on this line
- KAM staff attended a local high school this was the third event of the curriculum. This is where the KAM staff can build on the relationships with their mentee. As mentors, KAM staff are required to part take and lead on activities which will include; Future decision and skills/Communicating and networking/Interviewing/Tools for success

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# 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.

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**09 December 2019 until 04 January 2020**

### How we performed



#### Punctuality

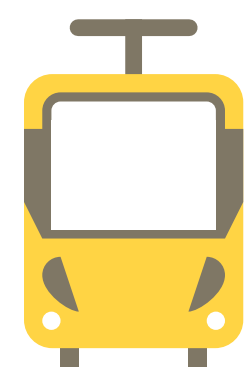
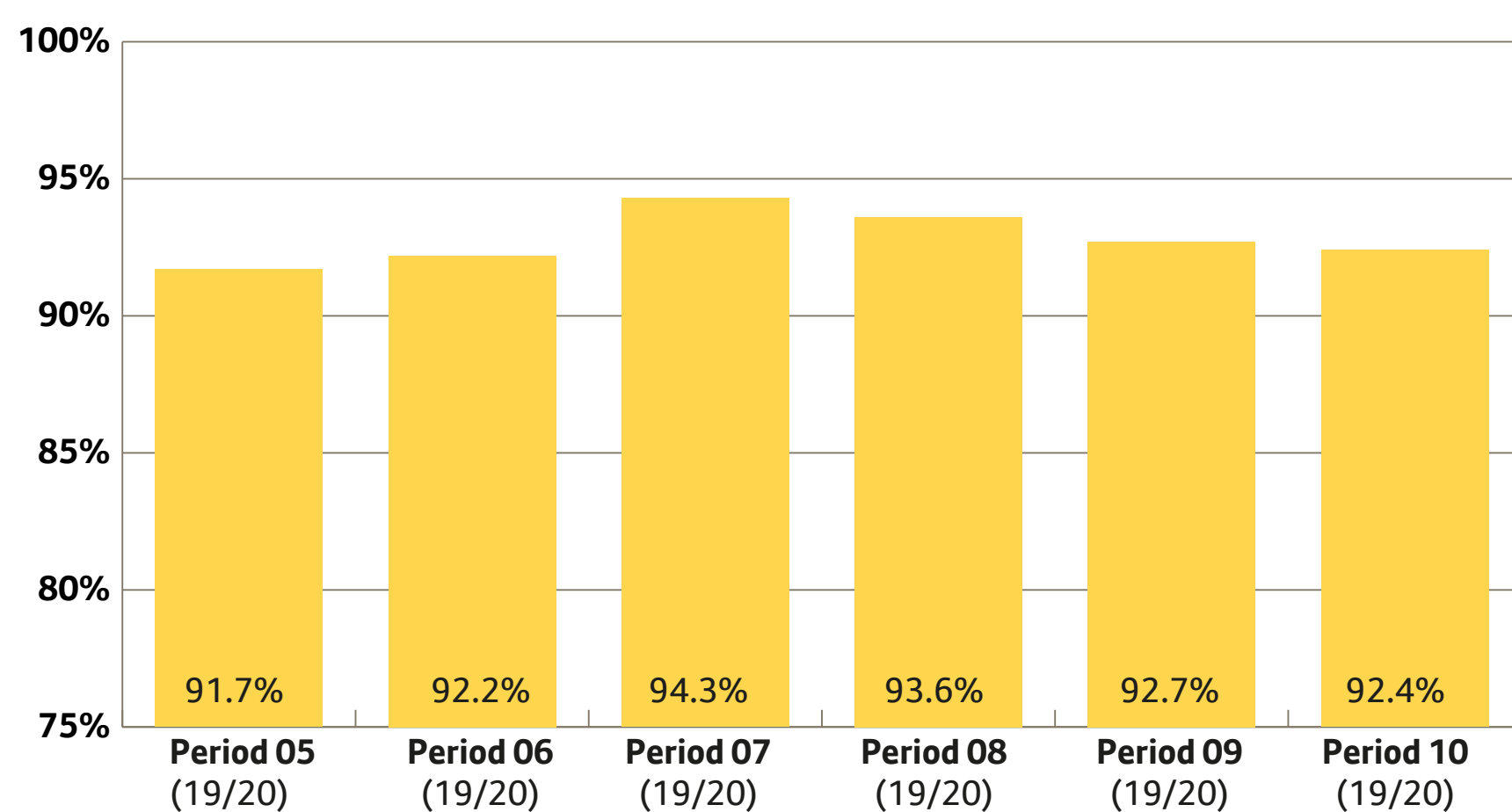
Percentage of trams departing less than two minutes late.

**This route**

**92.4%**

**Overall network**

**89.9%**



#### Reliability

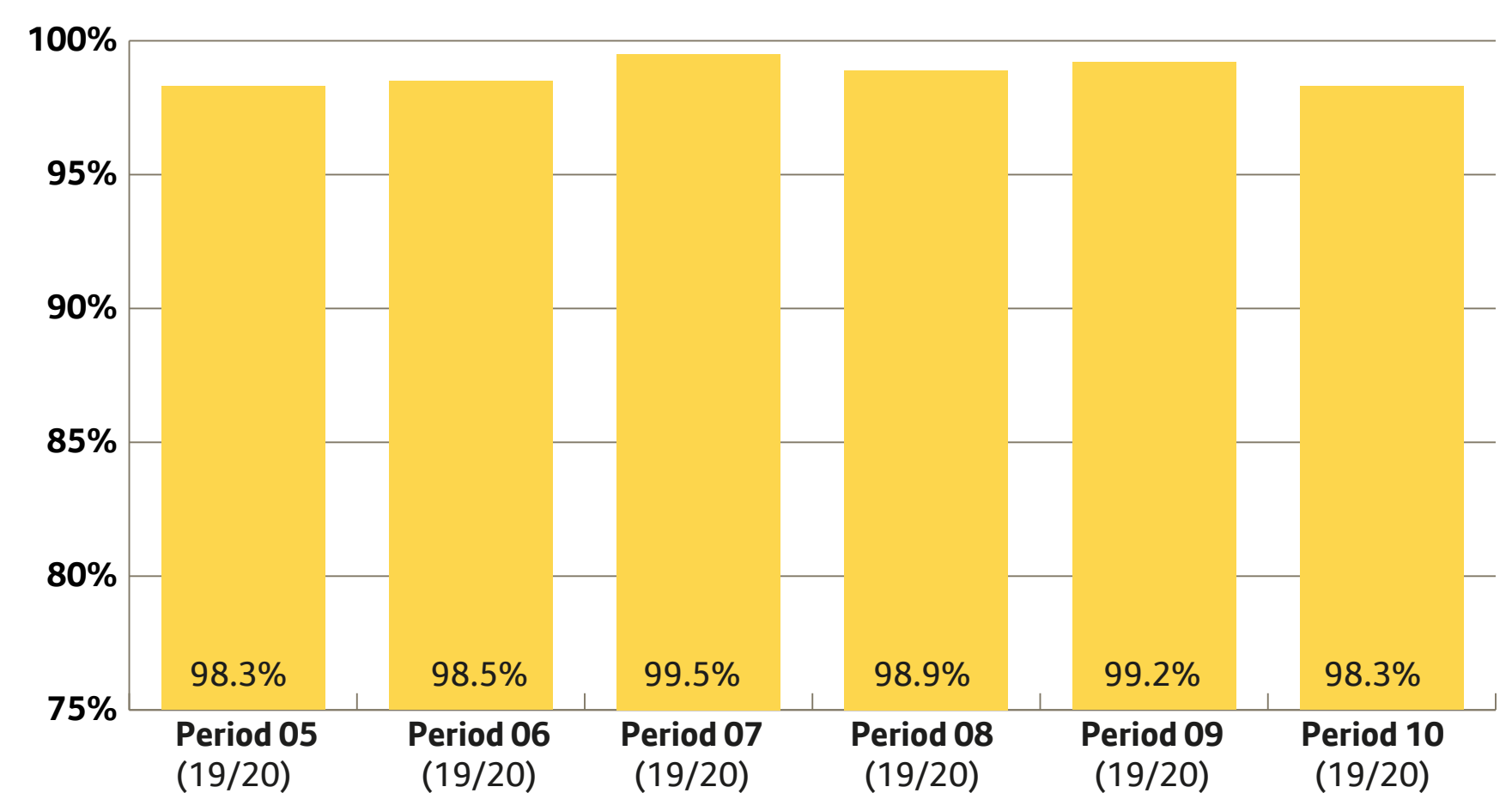
Percentage of planned miles operated.

**This route**

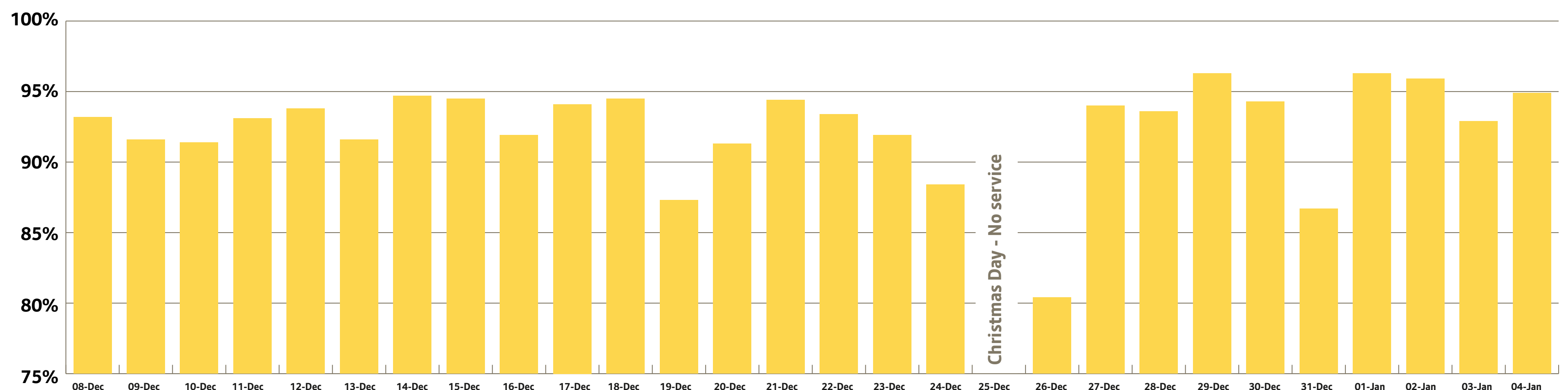
**98.3%**

**Overall network**

**98.7%**



### Route punctuality by date



### Route service disruptions

- 19 Dec 2019  
Vehicle Fault
- 26 Dec 2019  
Driver Availability

- 31 Dec 2019  
Vehicle blocking the track at East Didsbury.

### What we did to improve on this route

- CSRs have been deployed around St. Werburgh's Road in reports of School children causing issues around the area these operations have had a positive effect.

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# Metrolink Performance

## Eccles & Media City Lines

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**09 December 2019 until 04 January 2020**

### How we performed



#### Punctuality

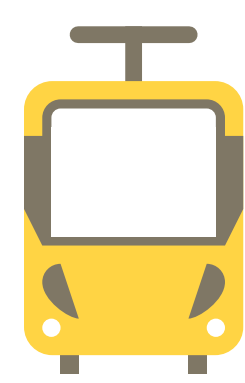
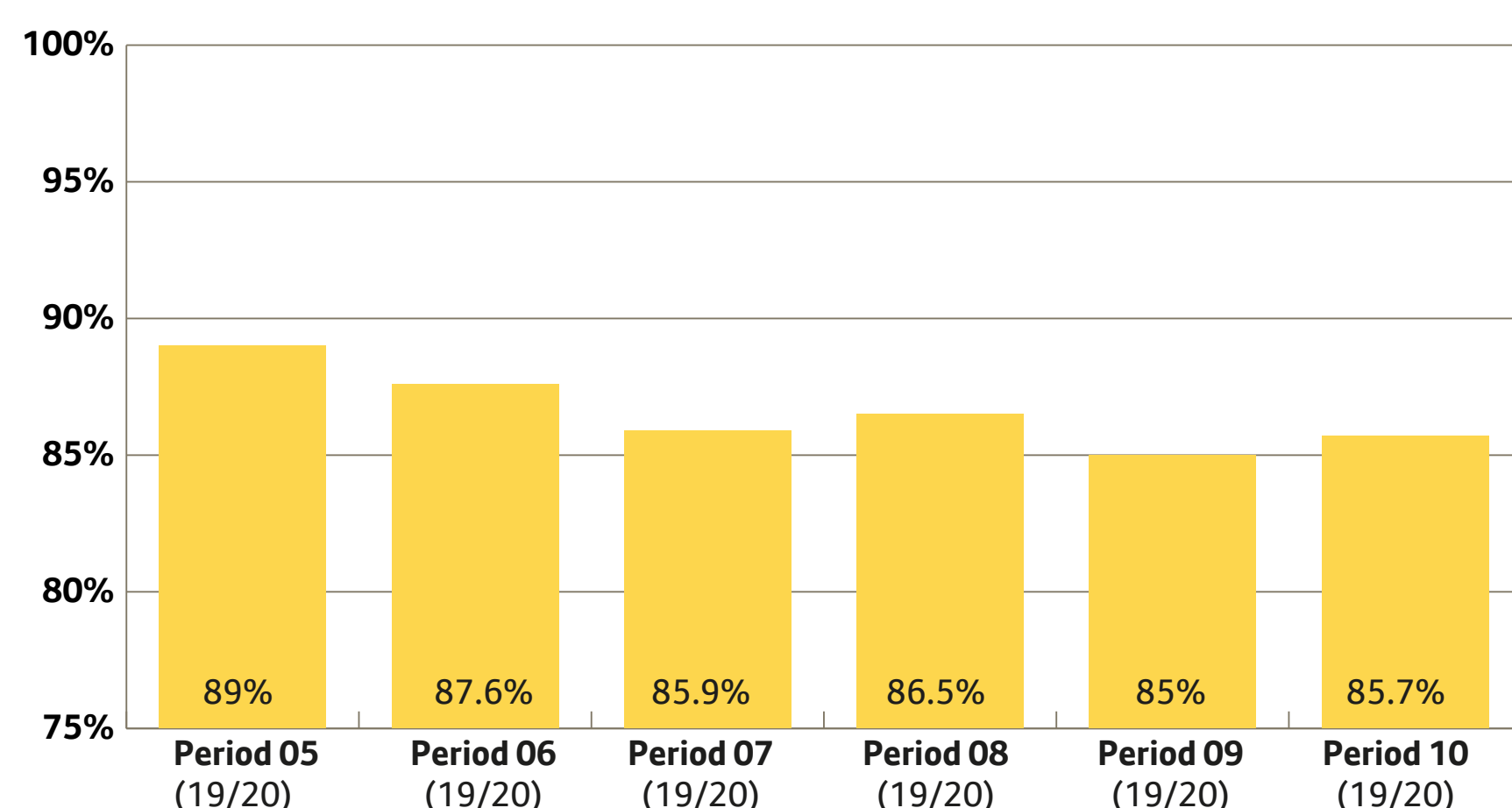
Percentage of trams departing less than two minutes late.

**This route**

**85.7%**

**Overall network**

**89.9%**



#### Reliability

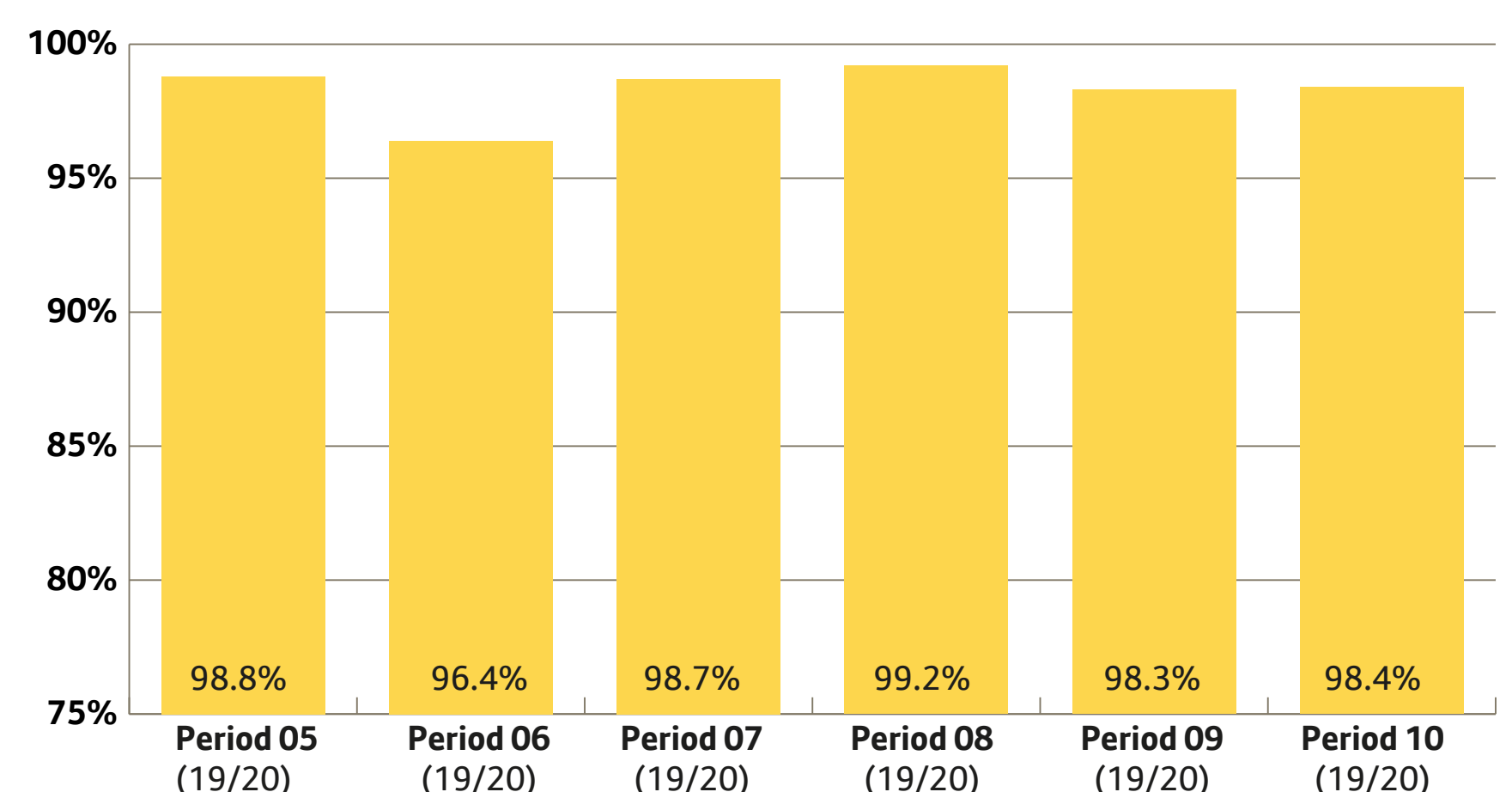
Percentage of planned miles operated.

**This route**

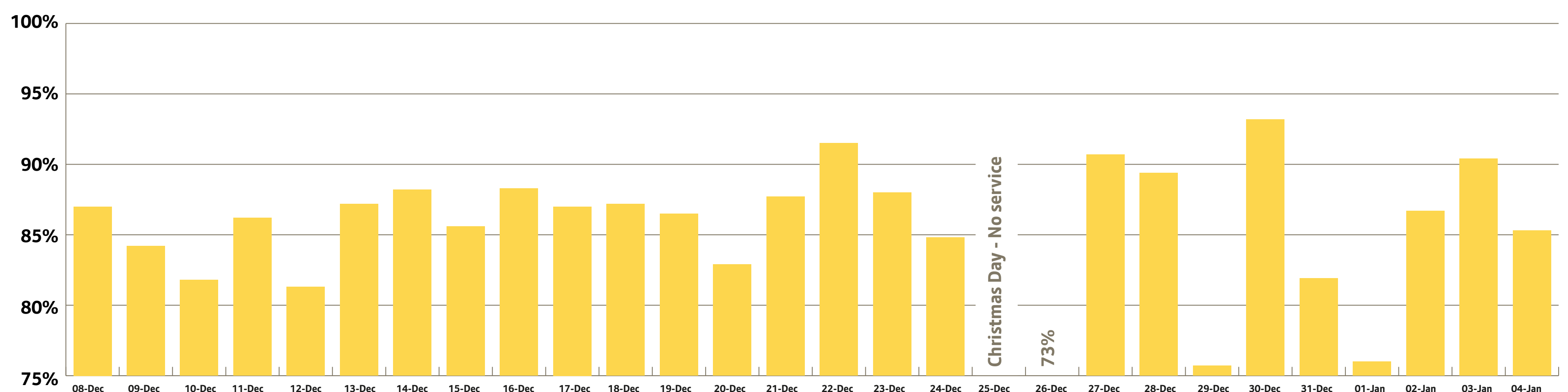
**98.4%**

**Overall network**

**98.7%**



### Route punctuality by date



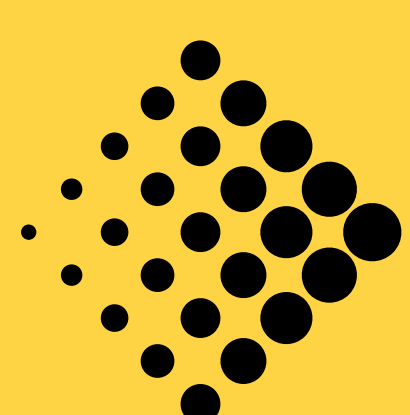
### Route service disruptions

- 10 Dec 2019  
Vehicle Fault
- 12 Dec 2019  
Antisocial behaviour at Eccles
- 26 Dec 2019  
Driver Availability
- 29 Dec 2019  
Driver Availability
- 01 Jan 2020  
Antisocial behaviour at Eccles.

### What we did to improve on this route

- Deep cleans have all passed
- New points machine installed on Xmas day
- CSR's were deployed to tackle morning peak on this route
- High visibility presence on the line in the evening due to reports of antisocial behaviour and fare evasion.

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# Metrolink Performance

## Oldham & Rochdale Lines

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four-week period between:

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### How we performed



#### Punctuality

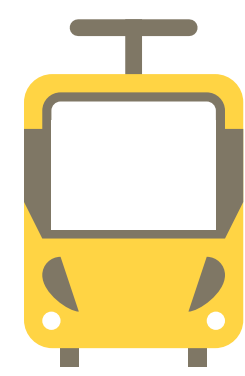
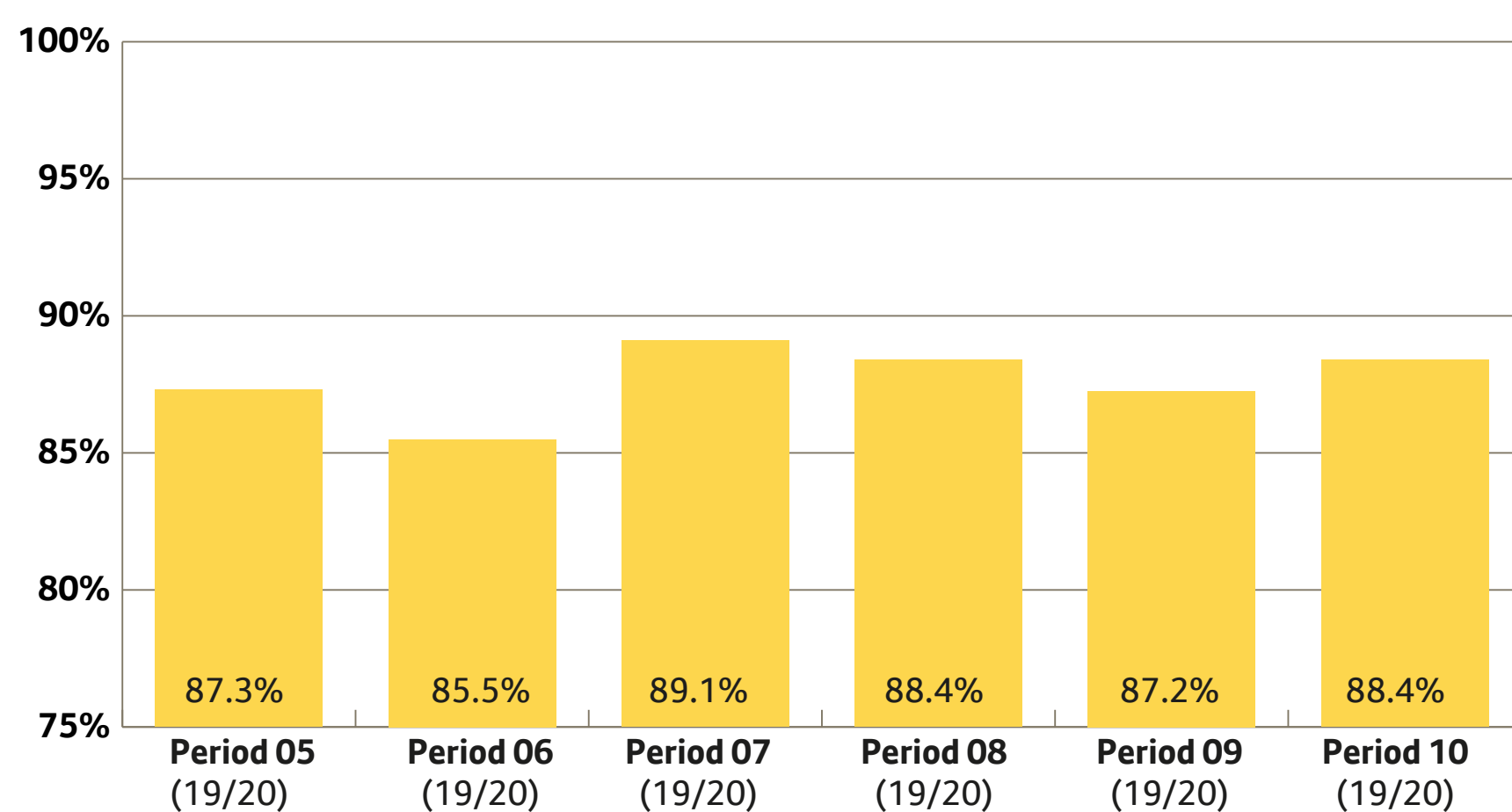
Percentage of trams departing less than two minutes late.

**This route**

**88.4%**

**Overall network**

**89.9%**



#### Reliability

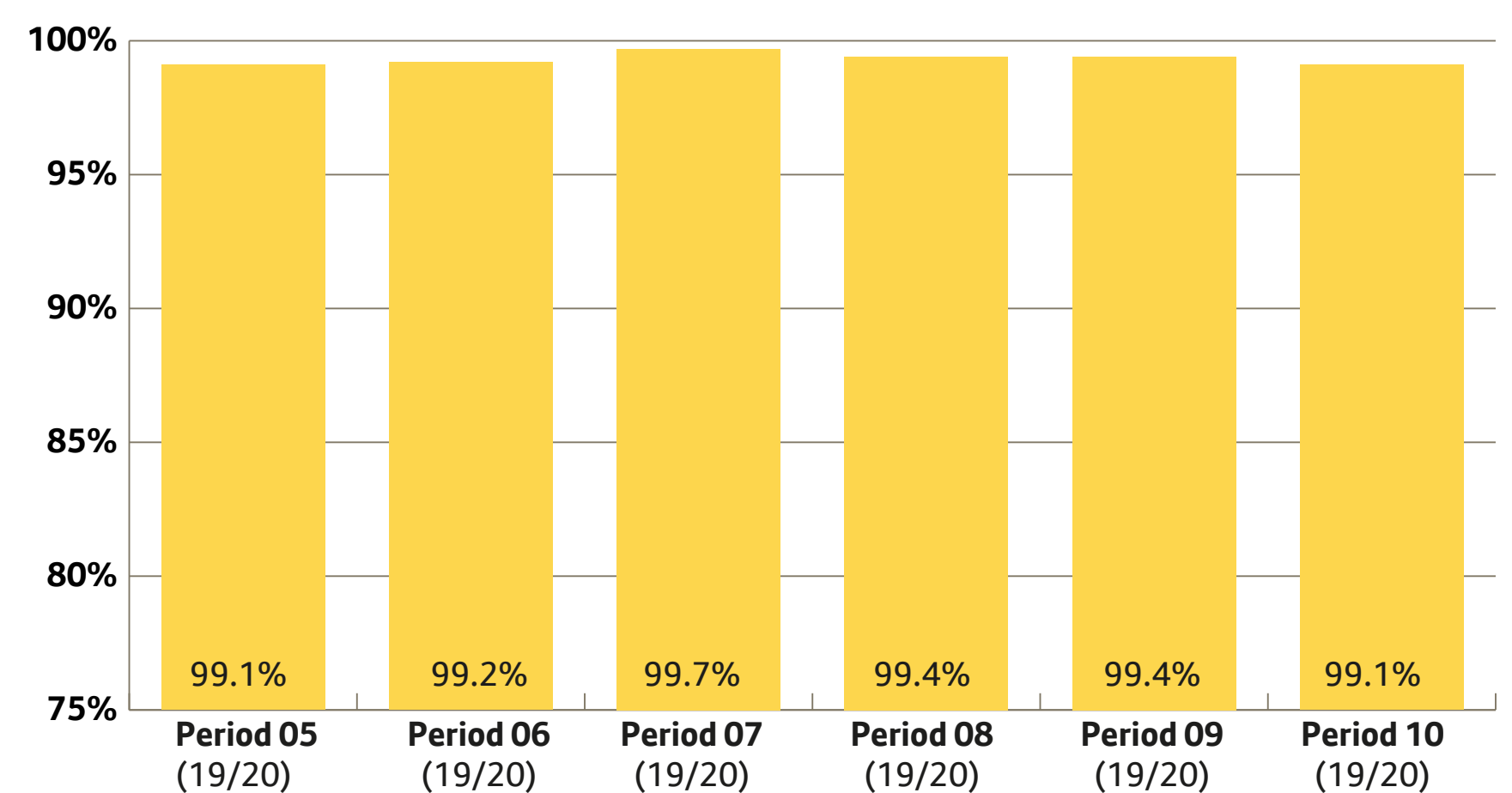
Percentage of planned miles operated.

**This route**

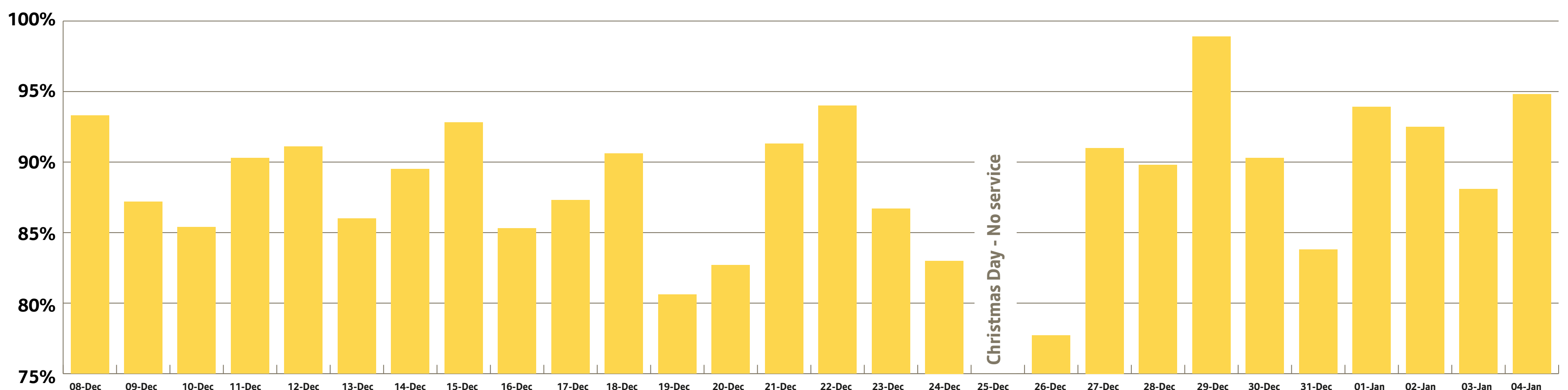
**99.1%**

**Overall network**

**98.7%**



#### Route punctuality by date



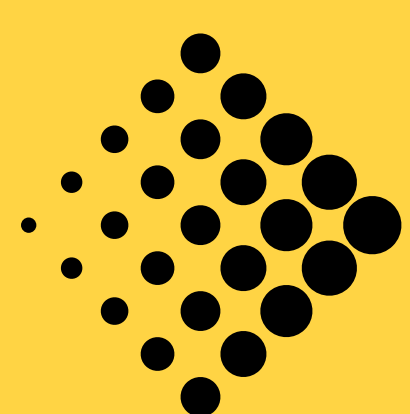
#### Route service disruptions

- 19 Dec 2019  
Vehicle Fault
- 20 Dec 2019  
Medical emergency at Victoria
- 26 Dec 2019  
Driver Availability
- 31 Dec 2019  
Points fault at Monsall.

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

- CSR's were deployed to tackle morning peak on this route
- Assemblies being delivered in local Schools by KAM to educate pupils on this route line following an initial meeting with the school before the summer holidays
- KAM ambassadors attended a collaborative engagement event at Rochdale town centre following school related Antisocial behaviour on the bus station during the evening peak.

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