

# Metrolink Performance

Metrolink’s aim is to deliver a punctual and reliable service.  
Every four weeks we will share with you how well we are performing.

## Network wide 29 April until 26 May 2018

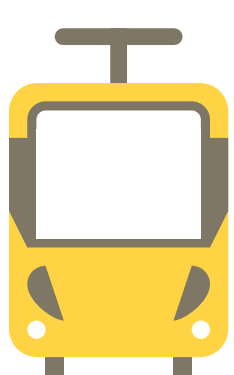
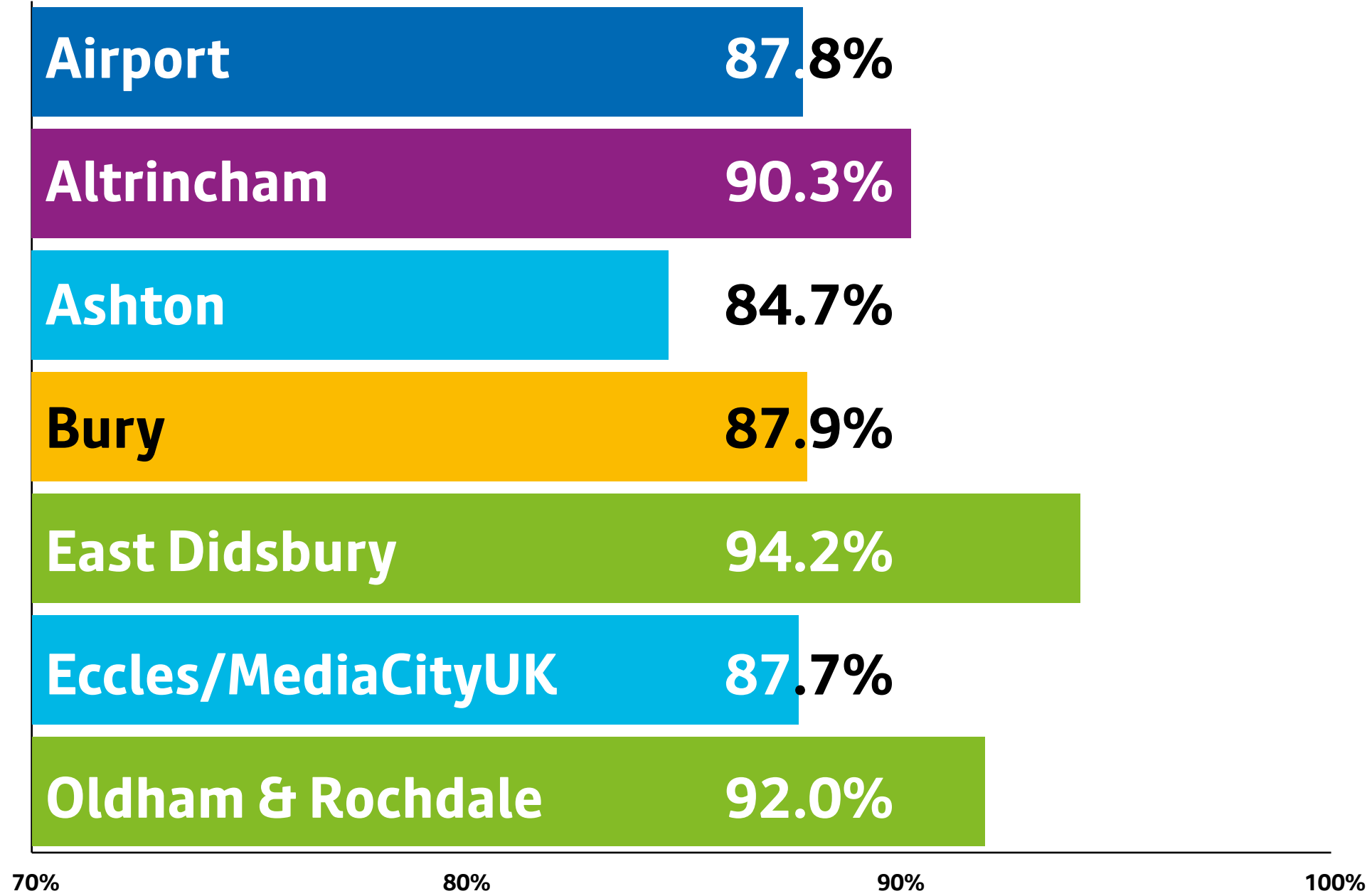


### Punctuality

Percentage of trams departing less than two minutes late.

Network wide

**89.2%**

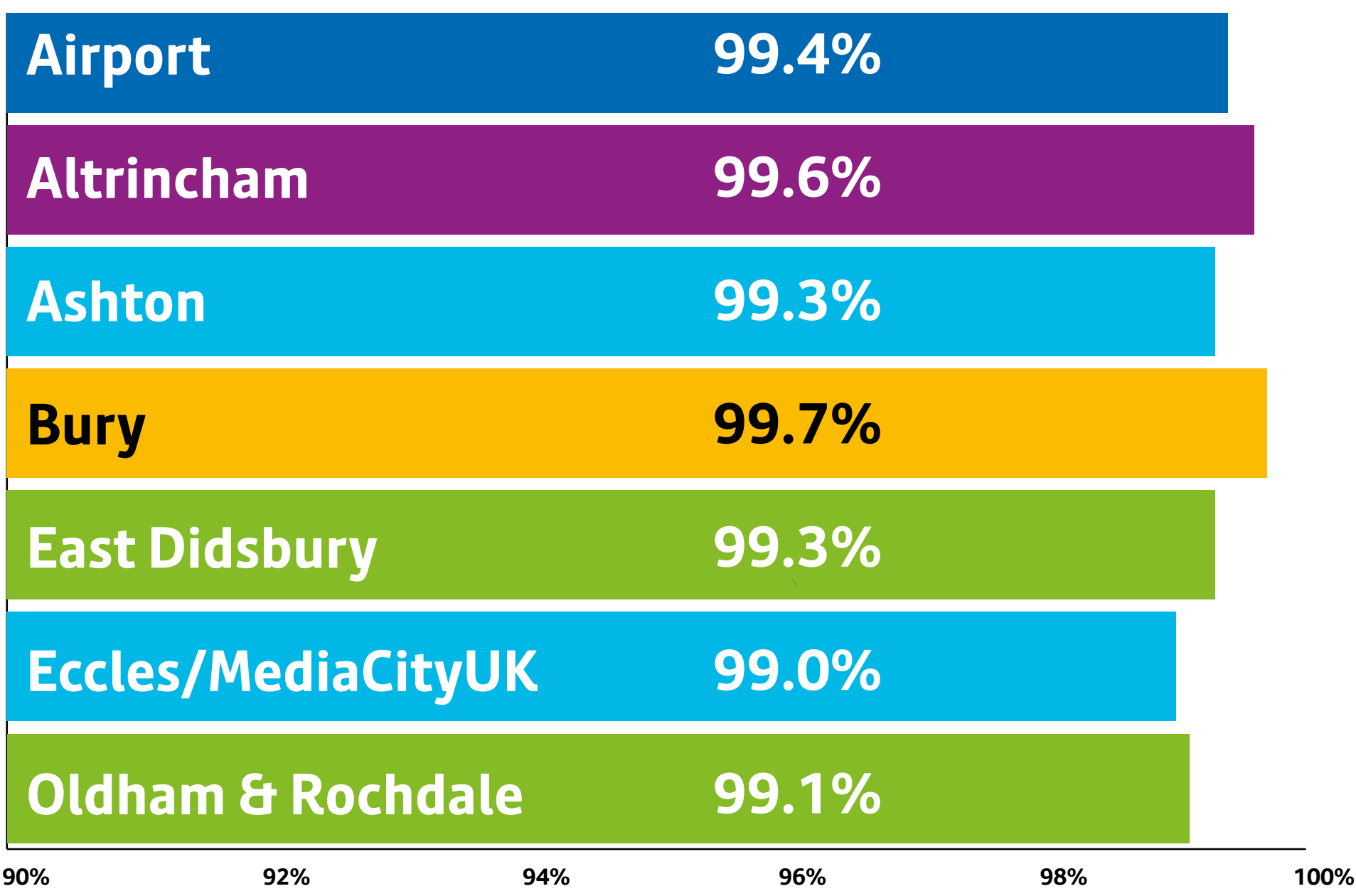


### Reliability

Percentage of planned miles operated.

Network wide

**99.4%**



### Cancellations

Journeys cancelled.

**0.36%**

of all planned journeys.



### Short journeys

Incomplete journeys.

**0.59%**

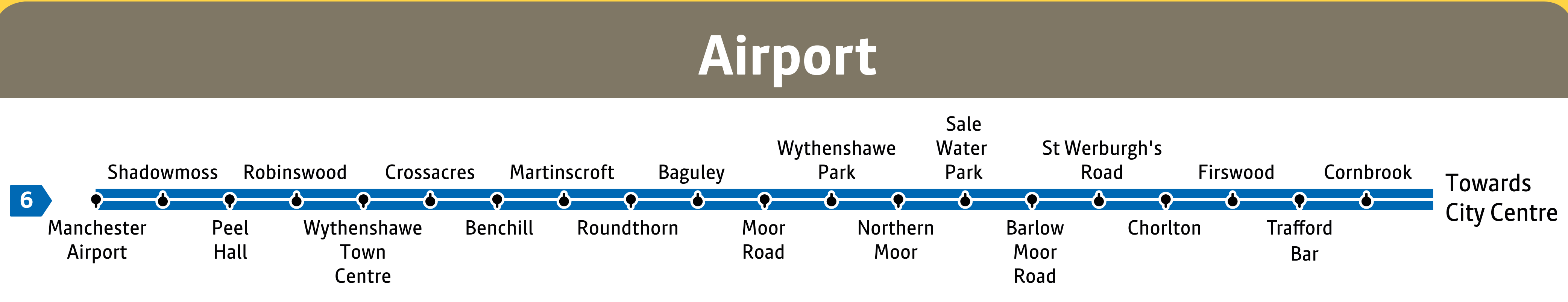
of all planned journeys.

## How we performed:

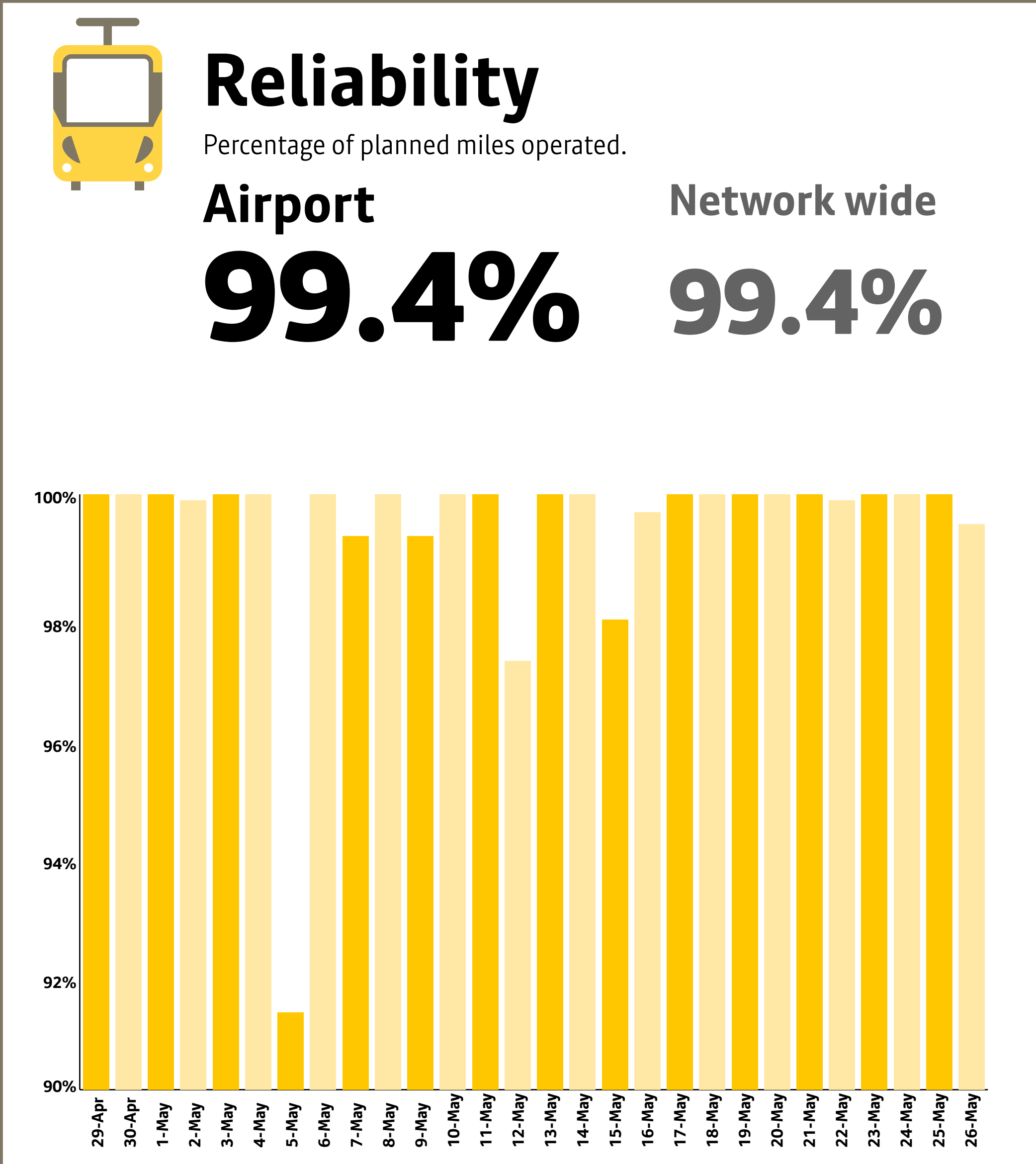
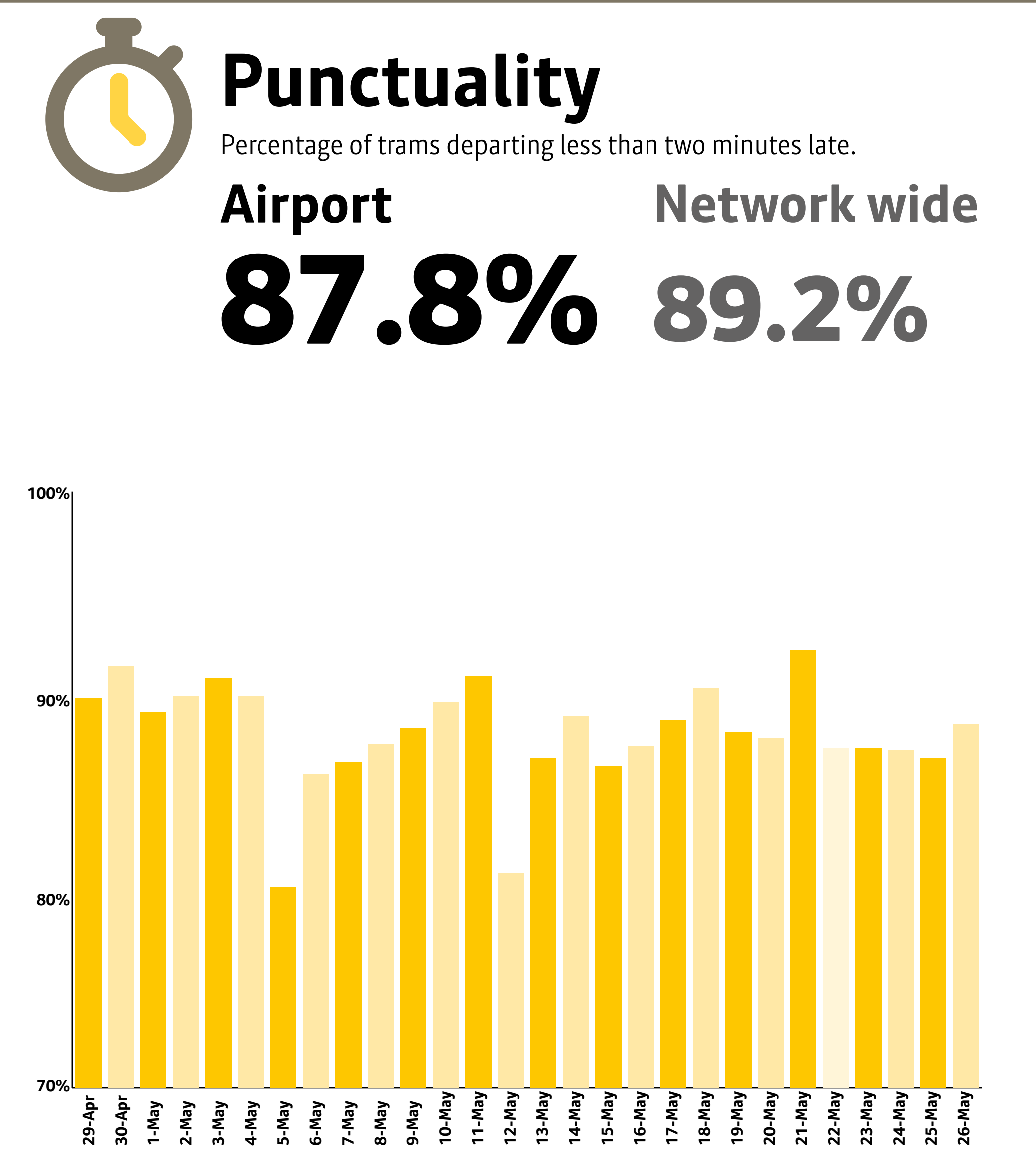
We delivered on a strong network reliability for the period, operating 99.4% of scheduled mileage. Our focus has been on asset reliability and reduction of car to tram incidents, enabling us to decrease the number of unplanned cancellations across all lines. We have experienced an increase in medical emergencies, which required the attendance of the emergency services. We have also noted an increase in the number of smashed windows, triggering increased activities with the Greater Manchester Police. As we look forward, our priorities will include improvement work to our signalling system and further preparation for events taking place across Greater Manchester this summer.

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29 April until 26 May 2018



## How we performed:

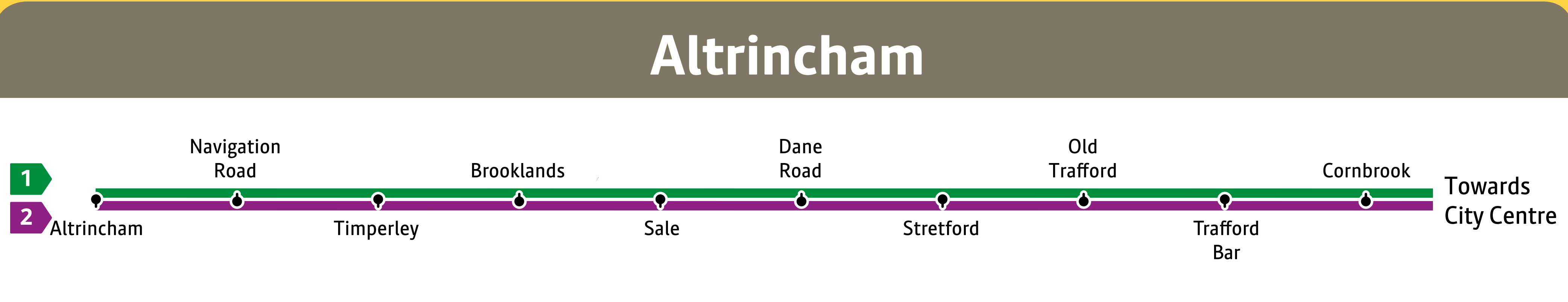
We reduced the number of cancellations across the network this period and operated 99.4% of scheduled mileage.

Occurrences of service disruption:

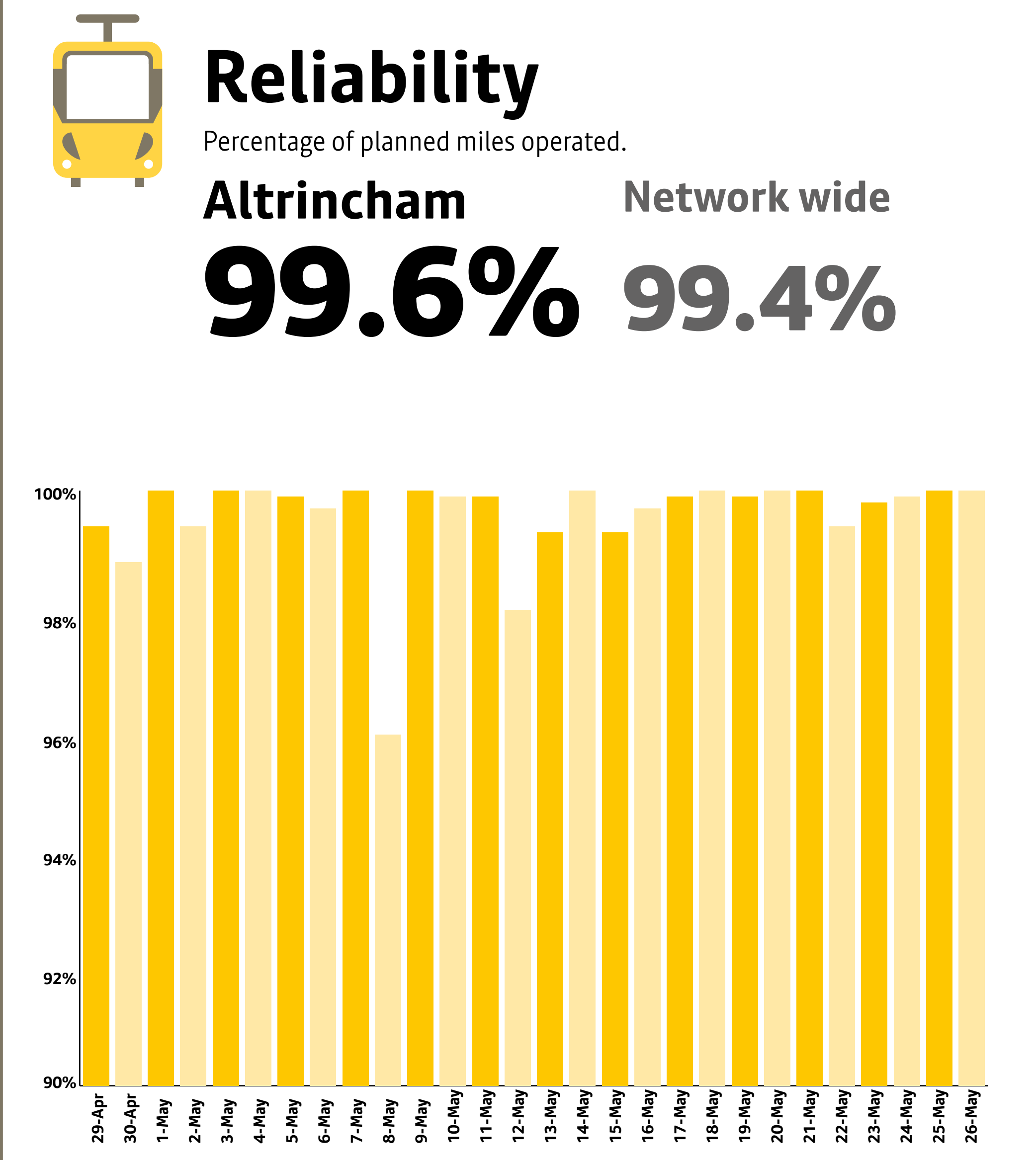
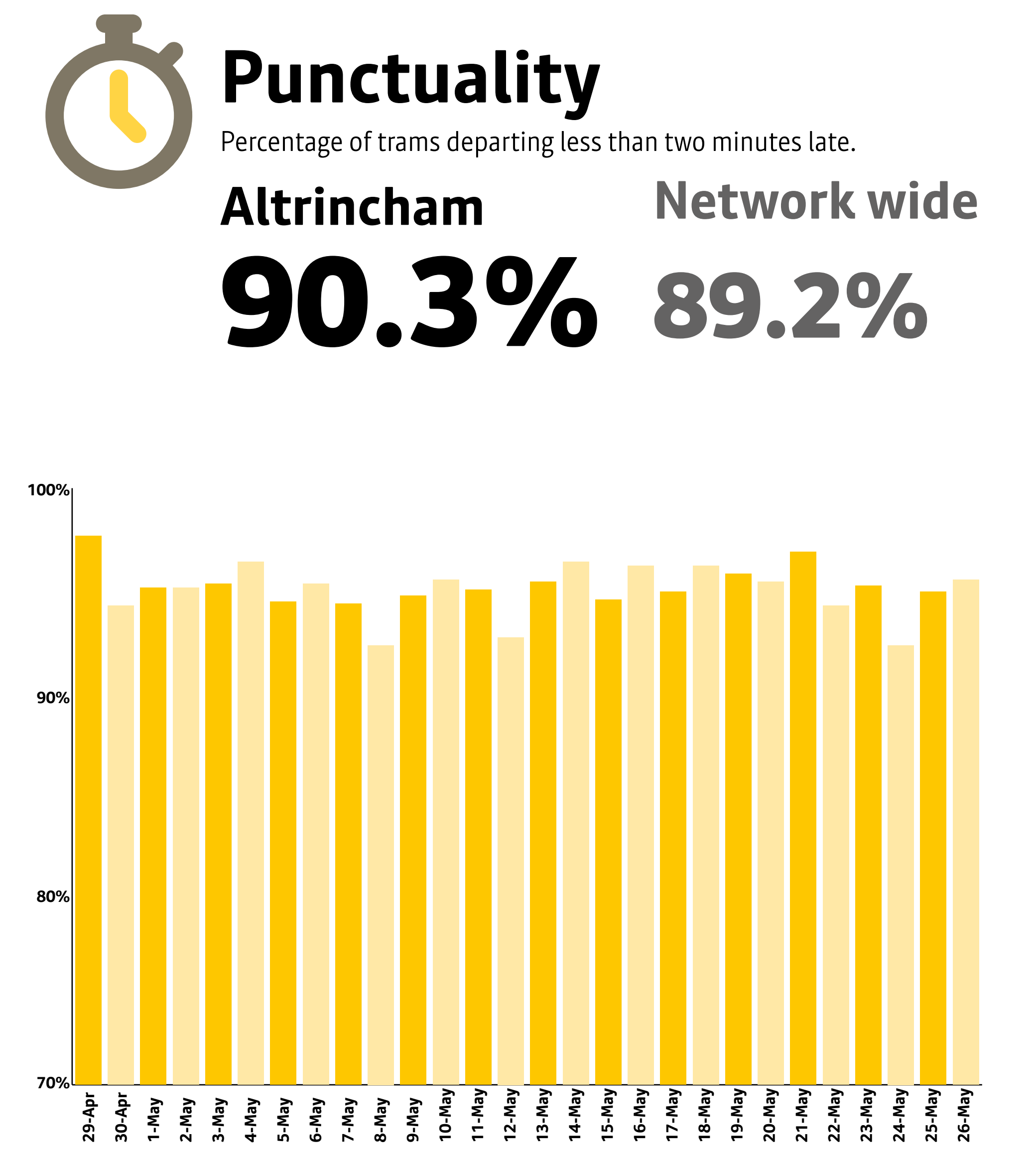
- 5 May** Car obstructing the line between Barlow Moor Road and Sale Waterpark.
- 12 May** Overhead line equipment fault between Victoria and Shudehill.

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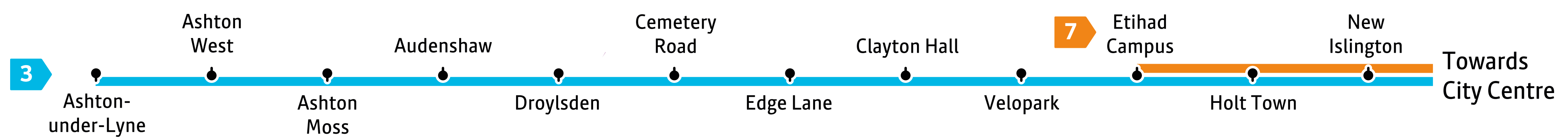
**How we performed:**  
We reduced the number of cancellations across the network this period and operated 99.4% of scheduled mileage.



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## Ashton under Lyne



29 April until 26 May 2018

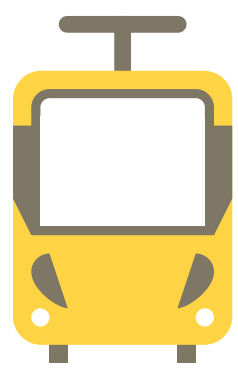
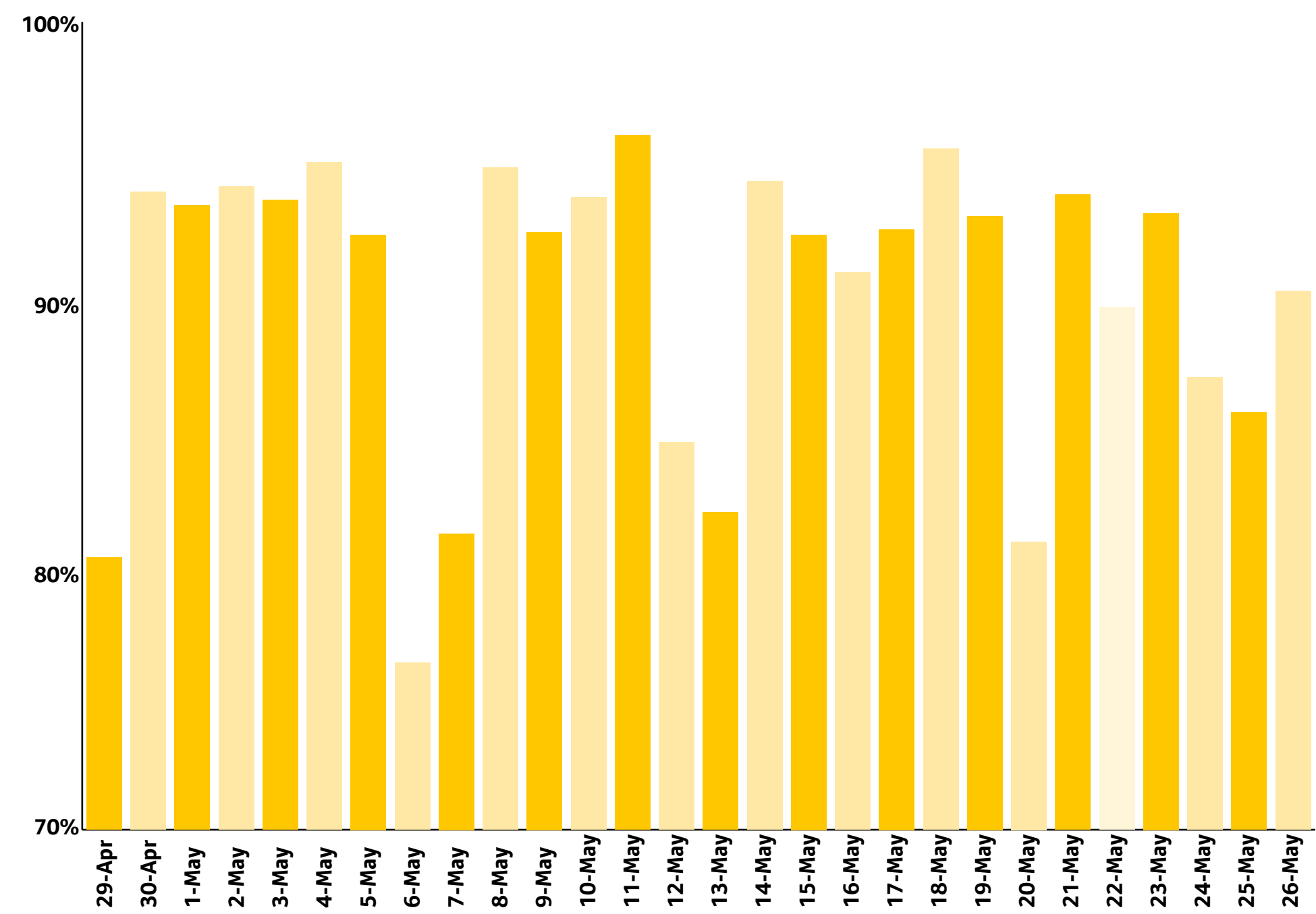


### Punctuality

Percentage of trams departing less than two minutes late.

**Ashton under Lyne**  
**84.7%**

**Network wide**  
**89.2%**

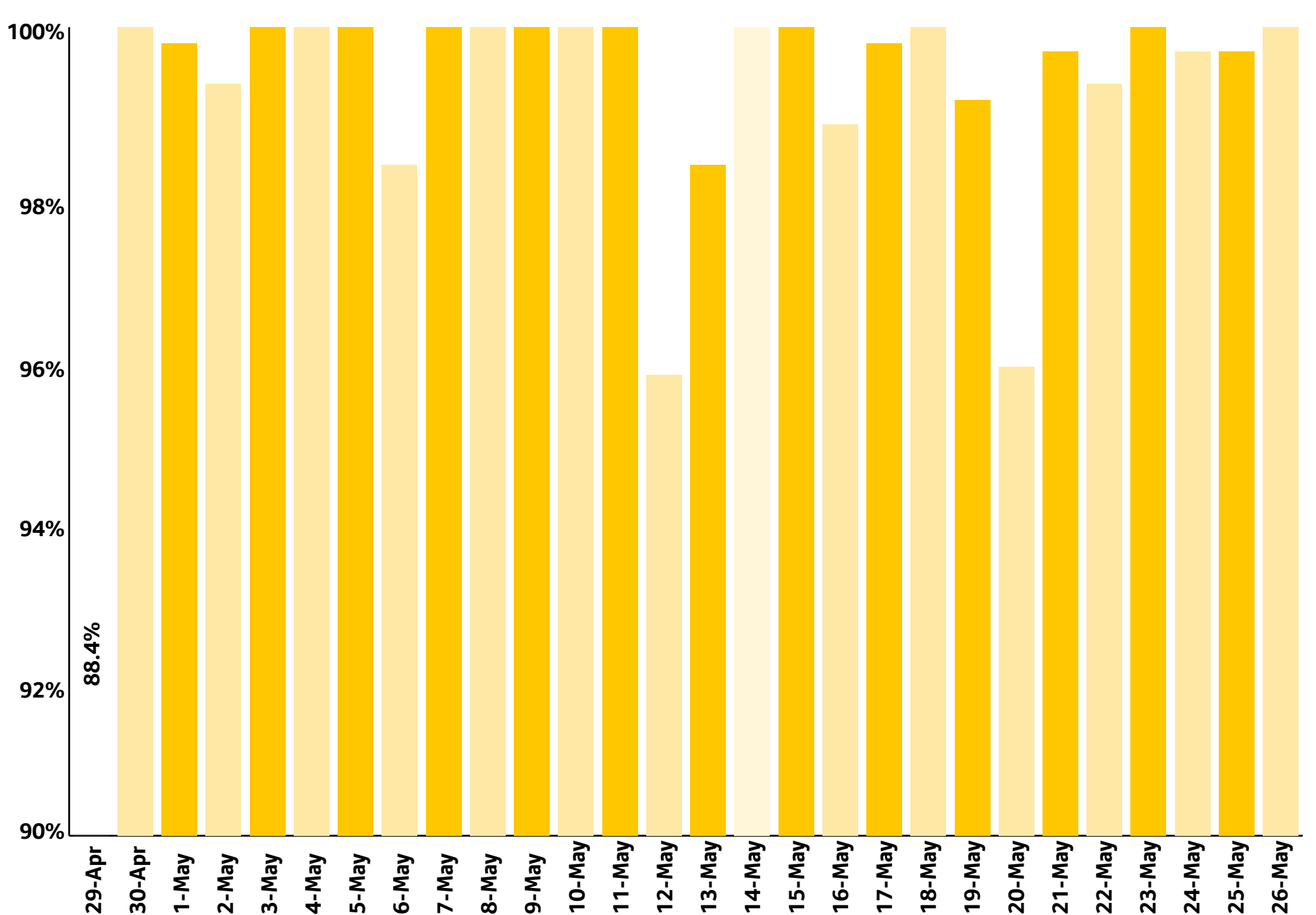


### Reliability

Percentage of planned miles operated.

**Ashton under Lyne**  
**99.3%**

**Network wide**  
**99.4%**



### How we performed:

We reduced the number of cancellations across the network this period and operated 99.4% of scheduled mileage.  
Occurrences of service disruption:

- 29 Apr** Road traffic collison at Audenshaw.
- 6 May** Power failure at Droylsden.
- 13 May** Medical emergency at St. Peters Square.
- 20 May** Residential fire near Velo Park.

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1

4

Bury

Radcliffe

Whitefield

Bessess o' Th' Barn

Prestwich

Heaton Park

Bowker Vale


Crumpsall

Abraham Moss

Queens Road

Towards City Centre

29 April until 26 May 2018



Punctuality

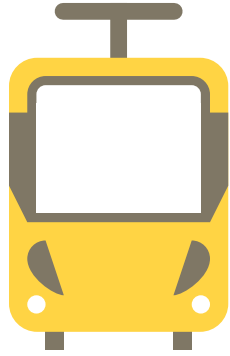
Percentage of trams departing less than two minutes late.

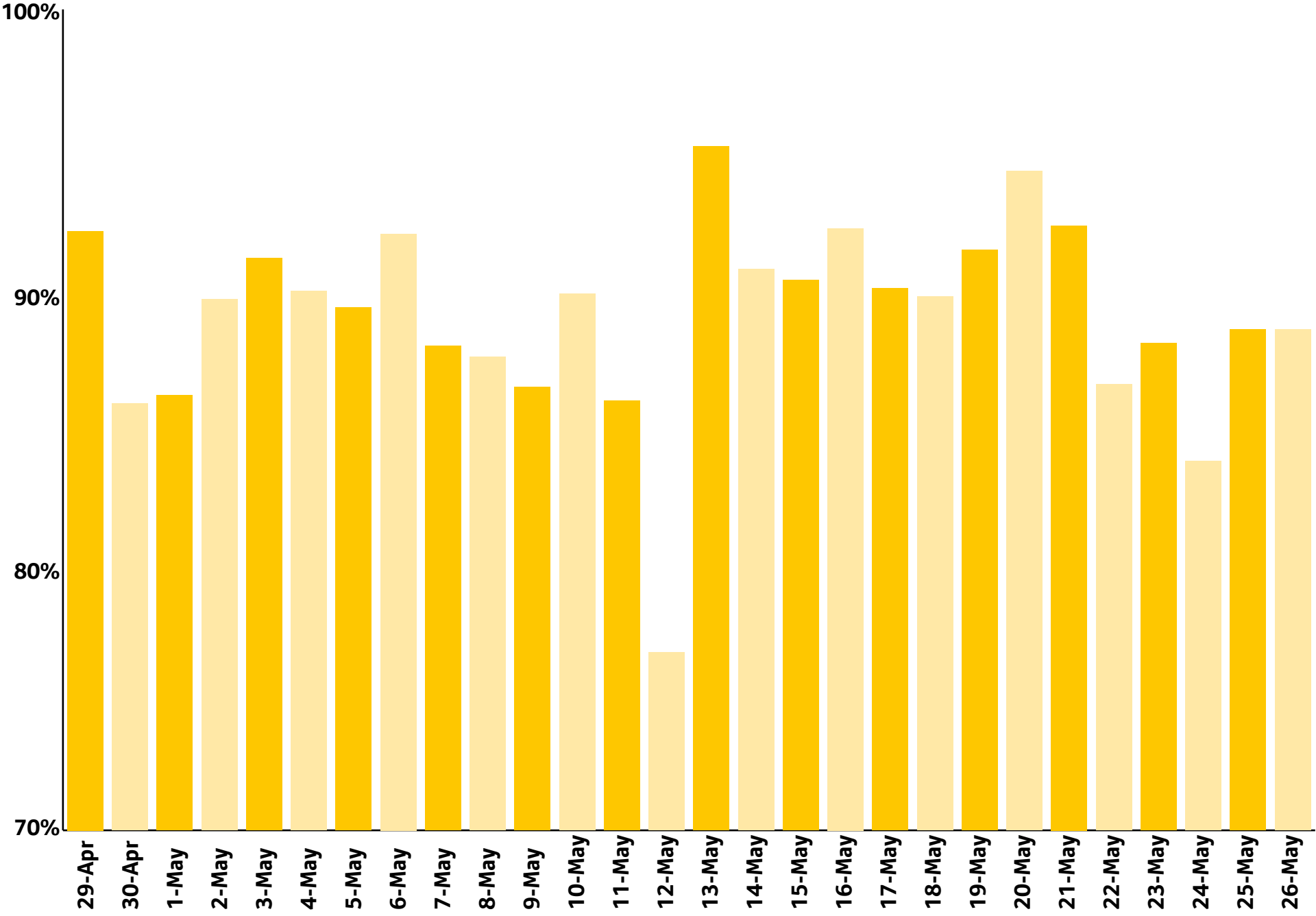
Bury

87.9%

Network wide

89.2%





Reliability

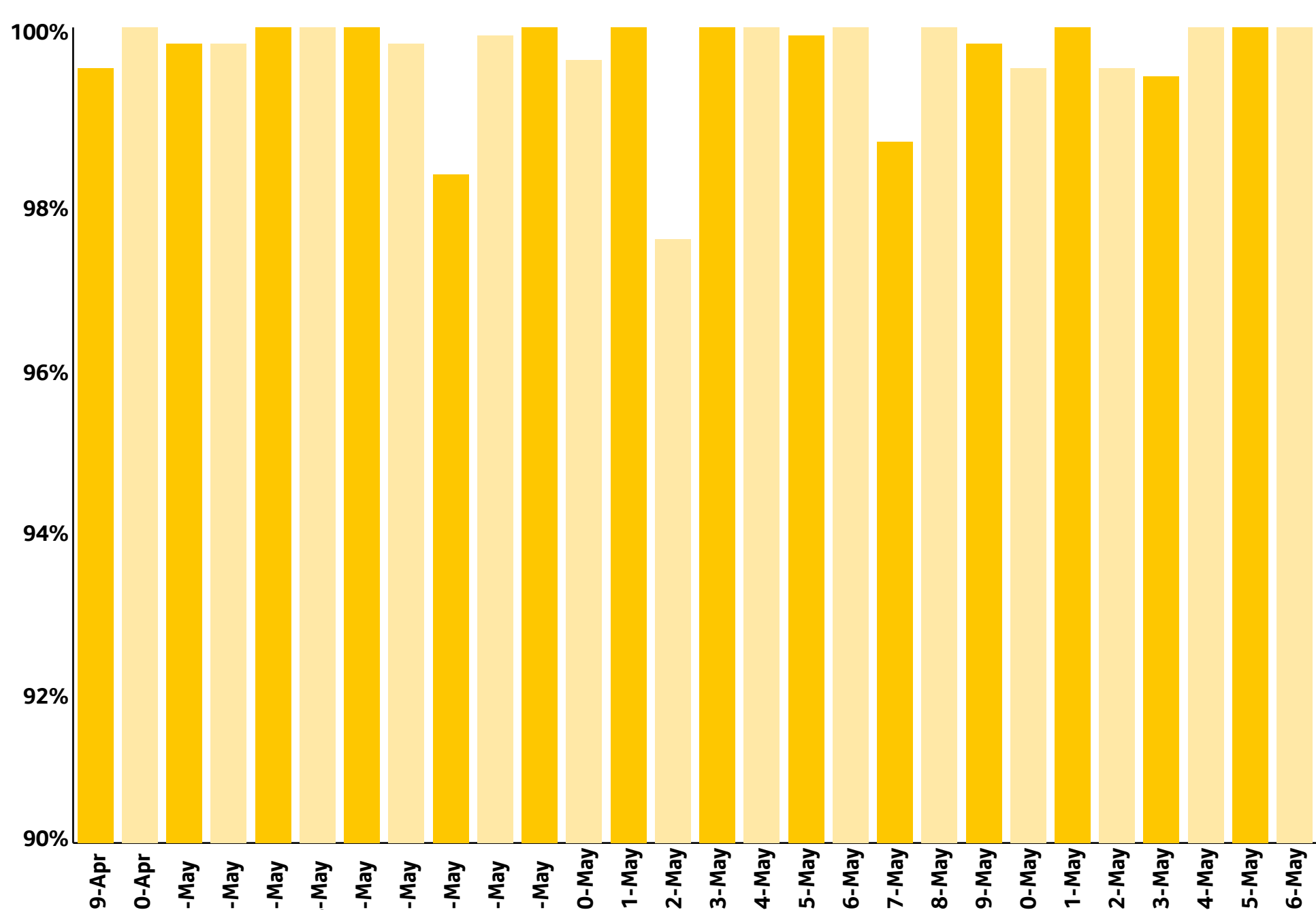
Percentage of planned miles operated.

Bury

99.7%

Network wide

99.4%

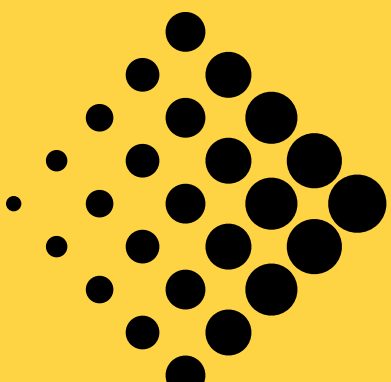


How we performed:

We reduced the number of cancellations across the network this period and operated 99.4% of scheduled mileage.

Occurrences of service disruption:

12 May Overhead Line Equipment Fault between Victoria and Shudehill.



Metrolink

# Metrolink Performance

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### East Didsbury

5 East Didsbury Didsbury Village West Didsbury Burton Road Withington St Werburgh's Road Chorlton Firswood Trafford Bar Cornbrook Towards City Centre

### 29 April until 26 May 2018

#### Punctuality

Percentage of trams departing less than two minutes late.

East Didsbury	Network wide
94.2%	89.2%

Date	Punctuality (%)
29-Apr	94.2
30-Apr	95.0
1-May	94.5
2-May	95.0
3-May	95.5
4-May	94.8
5-May	93.5
6-May	93.8
7-May	92.8
8-May	93.2
9-May	91.5
10-May	95.8
11-May	93.5
12-May	91.0
13-May	93.8
14-May	94.2
15-May	91.5
16-May	95.2
17-May	95.0
18-May	95.2
19-May	92.2
20-May	94.5
21-May	94.8
22-May	89.5
23-May	94.5
24-May	86.0
25-May	94.5
26-May	93.8

#### Reliability

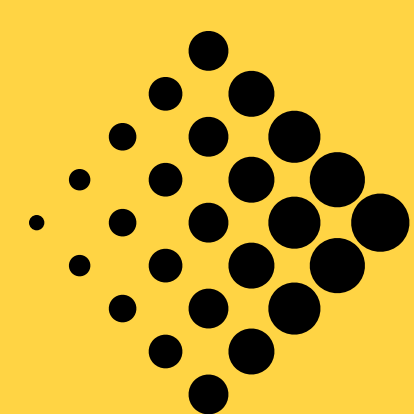
Percentage of planned miles operated.

East Didsbury	Network wide
99.3%	99.4%

Date	Reliability (%)
29-Apr	98.8
30-Apr	99.8
1-May	99.7
2-May	99.9
3-May	100.0
4-May	100.0
5-May	99.5
6-May	97.8
7-May	100.0
8-May	99.5
9-May	98.8
10-May	99.8
11-May	100.0
12-May	100.0
13-May	98.8
14-May	99.7
15-May	99.8
16-May	100.0
17-May	98.8
18-May	99.8
19-May	99.0
20-May	99.3
21-May	100.0
22-May	98.8
23-May	100.0
24-May	95.2
25-May	99.5
26-May	99.3

### How we performed:

We reduced the number of cancellations across the network this period and operated 99.4% of scheduled mileage.

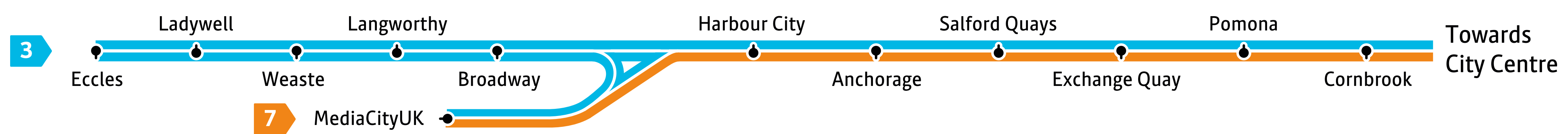


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## Eccles & MediaCityUK



29 April until 26 May 2018



### Punctuality

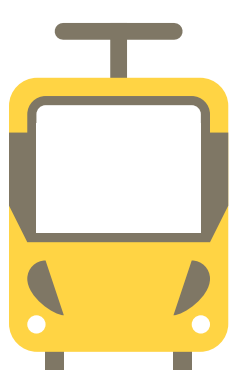
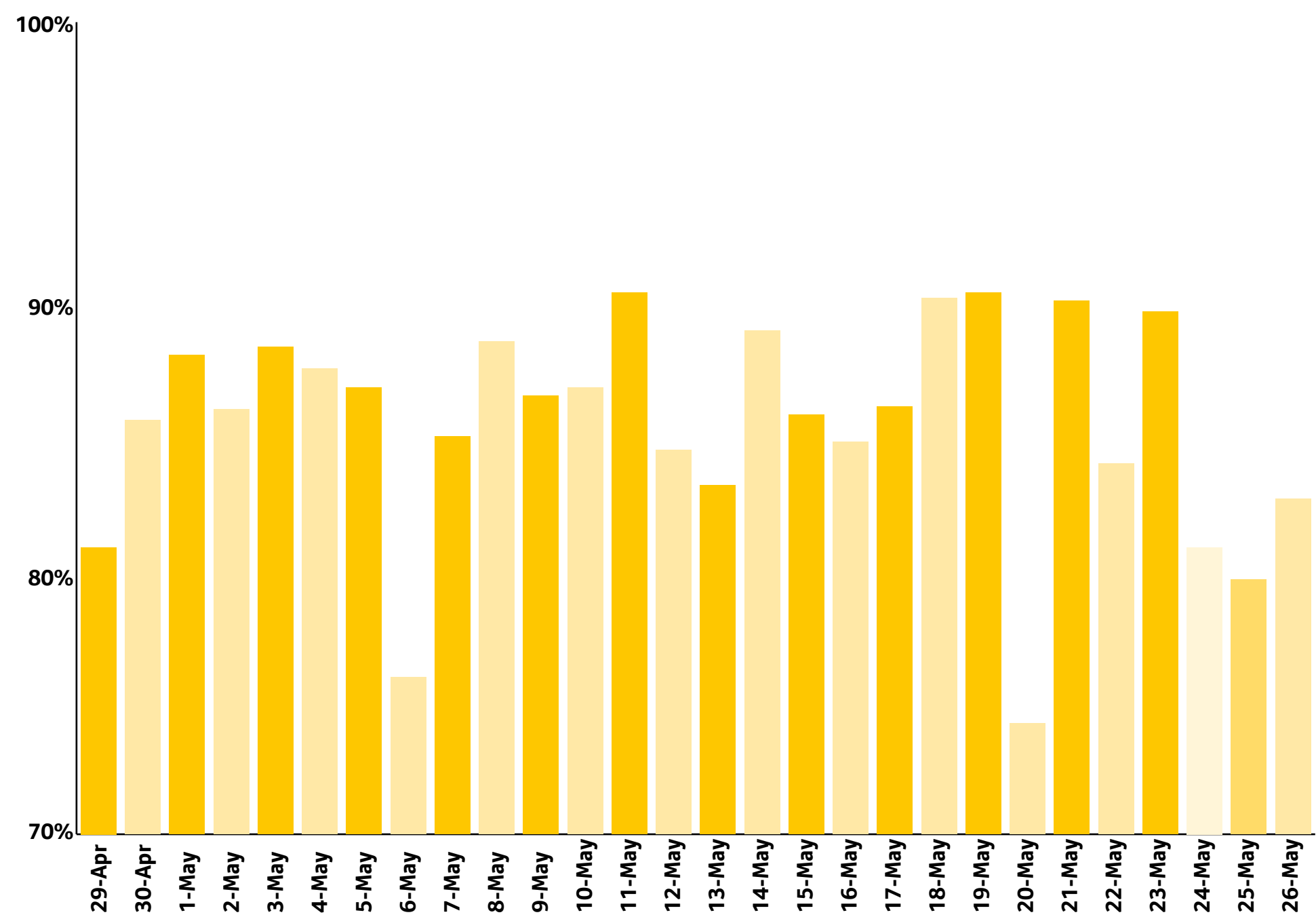
Percentage of trams departing less than two minutes late.

**Eccles & MediaCityUK**

**87.7%**

Network wide

**89.2%**



### Reliability

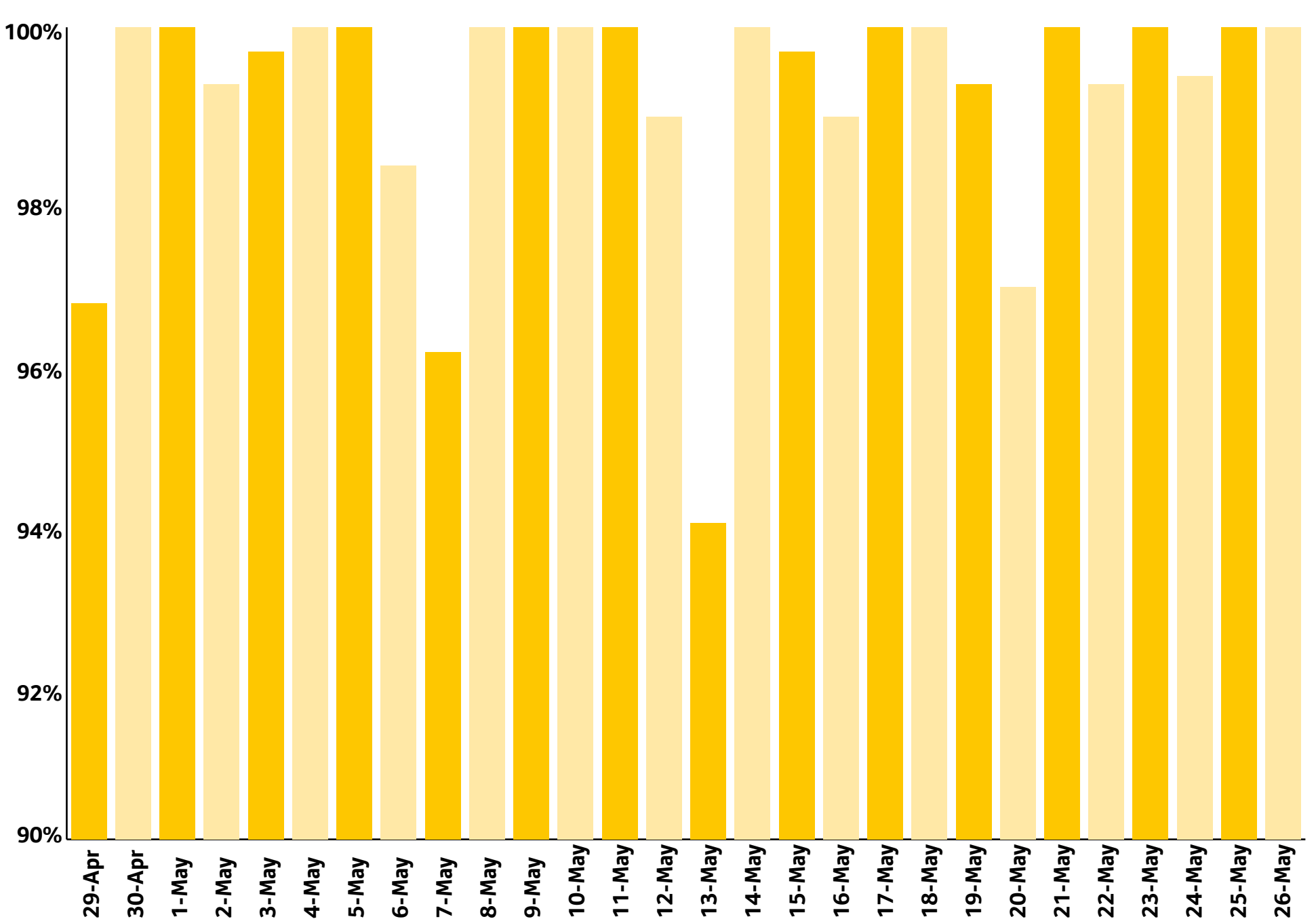
Percentage of planned miles operated.

**Eccles & MediaCityUK**

**99.0%**

Network wide

**99.4%**



### How we performed:

We reduced the number of cancellations across the network this period and operated 99.4% of scheduled mileage.  
Occurrences of service disruption:

- 6 May Power failure at Droylsden.
- 20 May Residential fire near Velo Park.



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### Oldham & Rochdale

5

Rochdale Railway Station

Kingsway Business Park

Newhey

Derker

Oldham Central

Westwood

South Chadderton

Failsworth

Central Park

Towards City Centre

Rochdale Town Centre

Newbold

Milnrow

Shaw & Crompton

Oldham Mumps

Oldham King Street


Freehold

Hollinwood

Newton Heath & Moston

Monsall

### 29 April until 26 May 2018



#### Punctuality

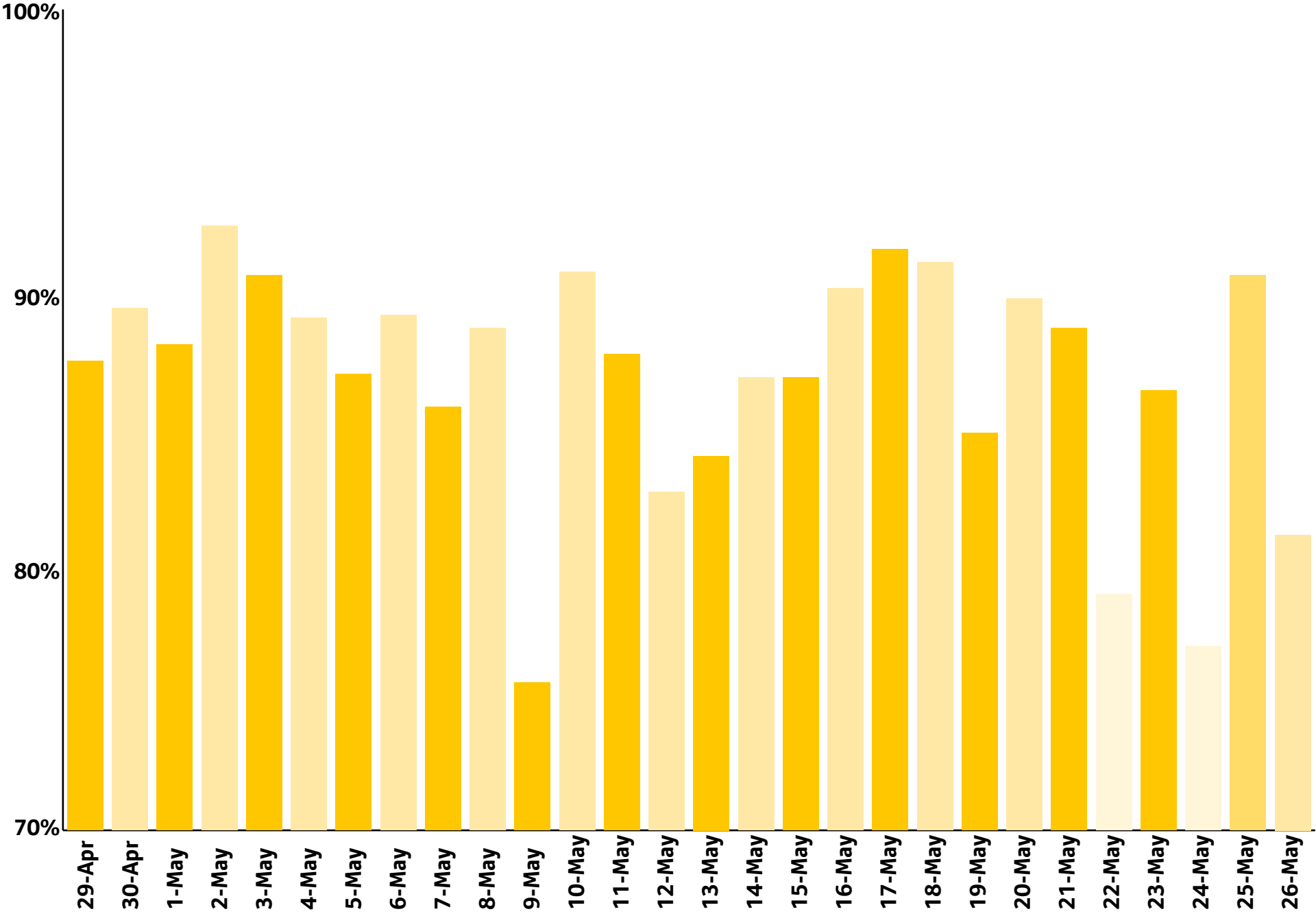
Percentage of trams departing less than two minutes late.

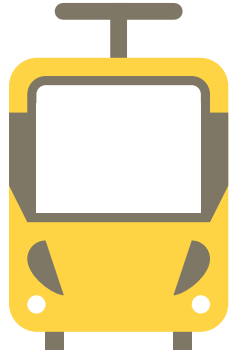
Oldham & Rochdale

Network wide

92.0%

89.2%





#### Reliability

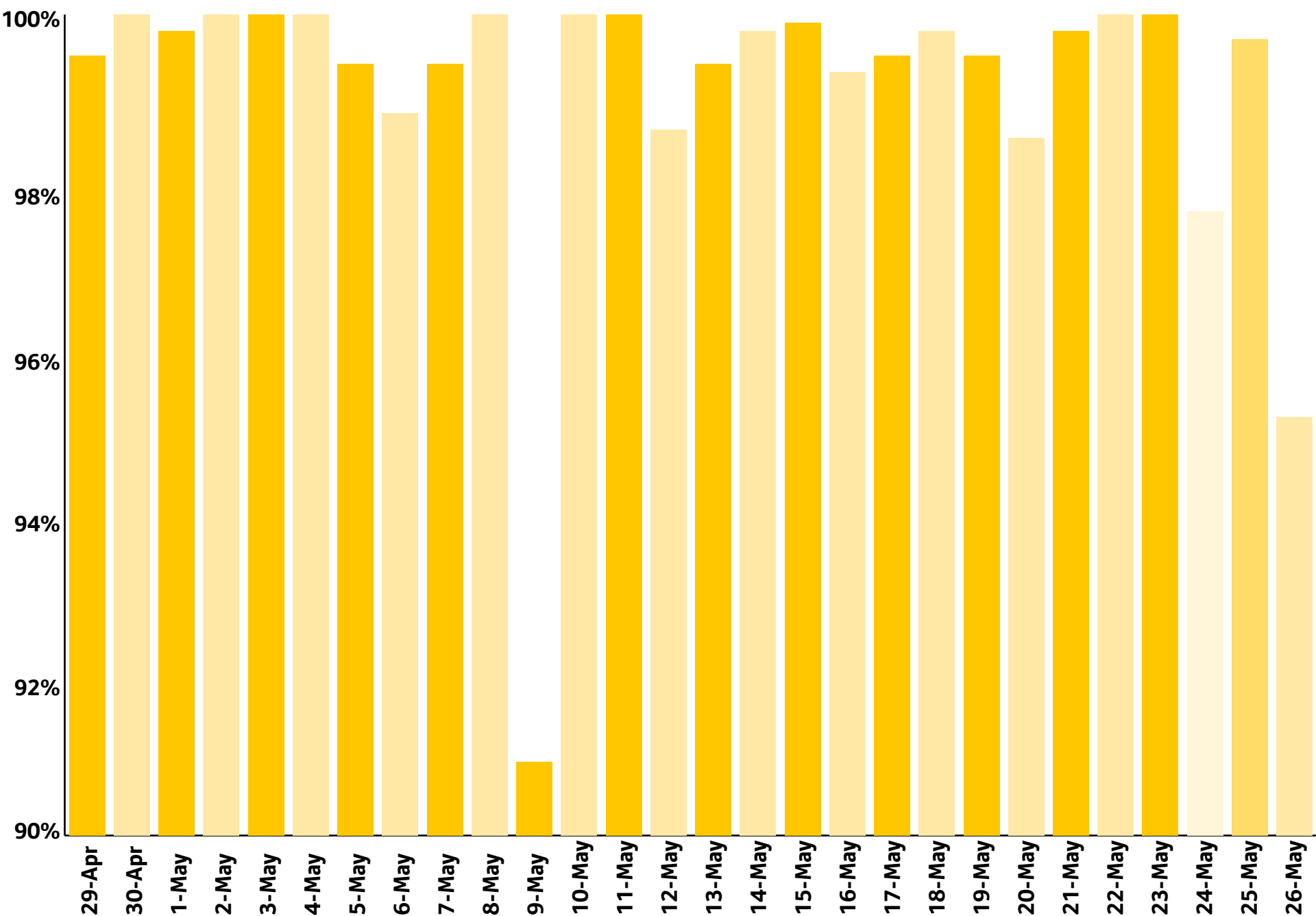
Percentage of planned miles operated.

Oldham & Rochdale

Network wide

99.1%

99.4%



### How we performed:

We reduced the number of cancellations across the network this period and operated 99.4% of scheduled mileage.

Occurrences of service disruption:

9 May

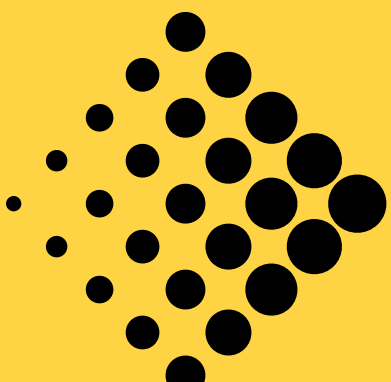
Points fault at Newton Heath and Moston.

22 May

Medical emergency onboard a tram.

24 May

Signalling sytem fault at Newton Heath and Moston.



# Metrolink