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%

<table>
<thead>
<tr>
<th>Location</th>
<th>Punctuality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport</td>
<td>87.8%</td>
</tr>
<tr>
<td>Altrincham</td>
<td>90.3%</td>
</tr>
<tr>
<td>Ashton</td>
<td>84.7%</td>
</tr>
<tr>
<td>Bury</td>
<td>87.9%</td>
</tr>
<tr>
<td>East Didsbury</td>
<td>94.2%</td>
</tr>
<tr>
<td>Eccles/MediaCityUK</td>
<td>87.7%</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>92.0%</td>
</tr>
</tbody>
</table>

Reliability
Percentage of planned miles operated.

Network wide
99.4%

<table>
<thead>
<tr>
<th>Location</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport</td>
<td>99.4%</td>
</tr>
<tr>
<td>Altrincham</td>
<td>99.6%</td>
</tr>
<tr>
<td>Ashton</td>
<td>99.3%</td>
</tr>
<tr>
<td>Bury</td>
<td>99.7%</td>
</tr>
<tr>
<td>East Didsbury</td>
<td>99.3%</td>
</tr>
<tr>
<td>Eccles/MediaCityUK</td>
<td>99.0%</td>
</tr>
<tr>
<td>Oldham &amp; Rochdale</td>
<td>99.1%</td>
</tr>
</tbody>
</table>

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.
Metrolink Performance

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Airport

29 April until 26 May 2018

Punctuality
Percentage of trams departing less than two minutes late.

Airport | Network wide
---|---
87.8% | 89.2%

Reliability
Percentage of planned miles operated.

Airport | Network wide
---|---
99.4% | 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:

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

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29 April until 26 May 2018

Punctuality
Percentage of trams departing less than two minutes late.

Altrincham 90.3%  
Network wide 89.2%

Reliability
Percentage of planned miles operated.

Altrincham 99.6%  
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.
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.

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 collision at Audenshaw.
06 May  Power failure at Droylsden.
13 May  Medical emergency at St. Peters Square.
20 May  Residential fire near Velo Park.
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.

Bury

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 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.

**East Didsbury**

**29 April until 26 May 2018**

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

- **East Didsbury**: 94.2%
- **Network wide**: 89.2%

**Reliability**
Percentage of planned miles operated.

- **East Didsbury**: 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.
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.

**Eccles & MediaCityUK**

29 April until 26 May 2018

<table>
<thead>
<tr>
<th>Punctuality</th>
<th>Reliability</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eccles &amp; MediaCityUK</strong></td>
<td><strong>Network wide</strong></td>
</tr>
<tr>
<td>87.7%</td>
<td>89.2%</td>
</tr>
<tr>
<td>99.0%</td>
<td>99.4%</td>
</tr>
</tbody>
</table>

**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.
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.

Oldham & Rochdale

92.0%

99.4%

99.1%

92.0%

89.2%

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 system fault at Newton Heath and Moston.