

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: **15 September until 12 October 2019**

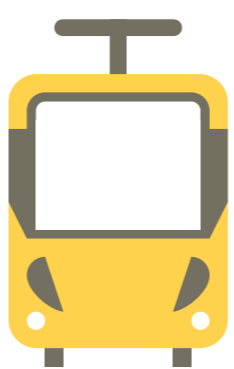
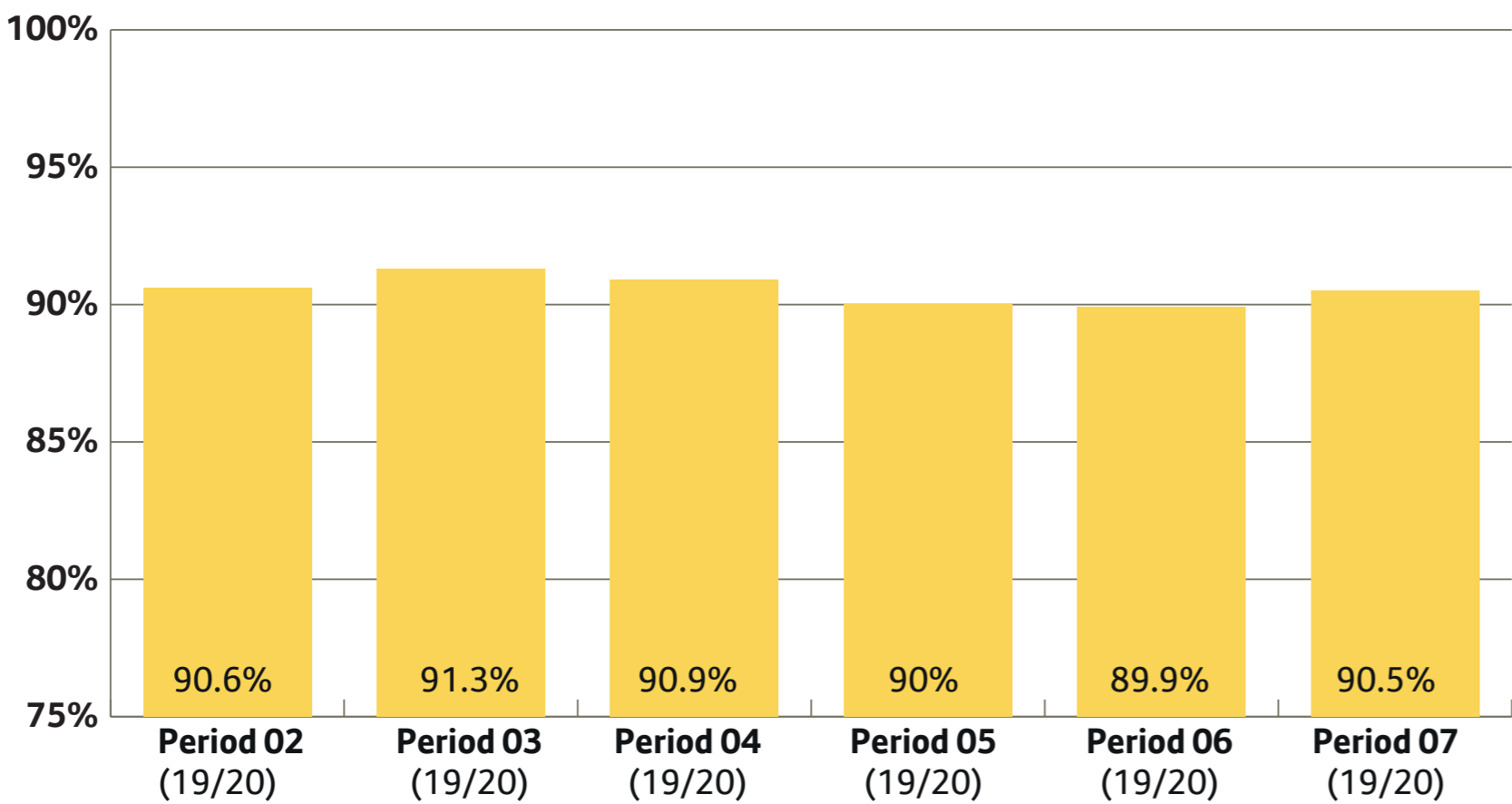
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

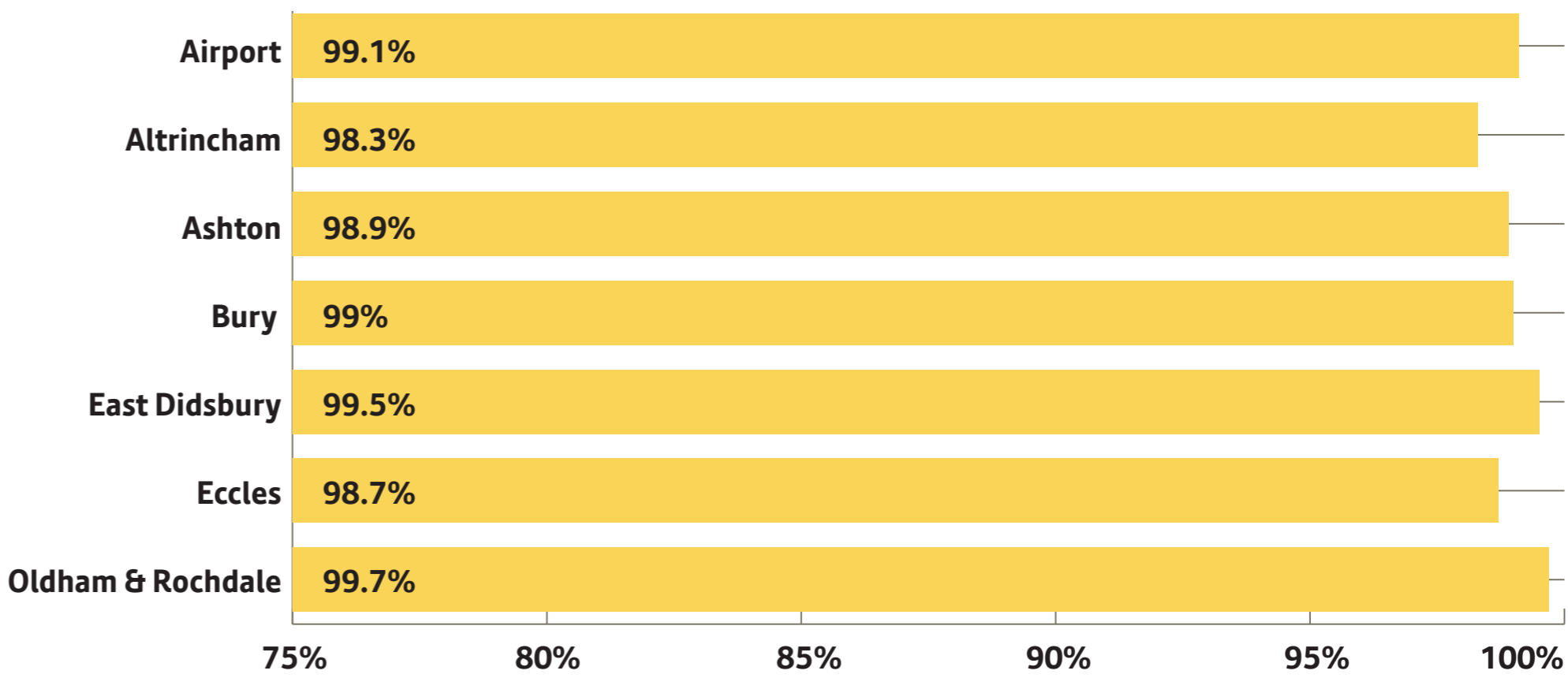
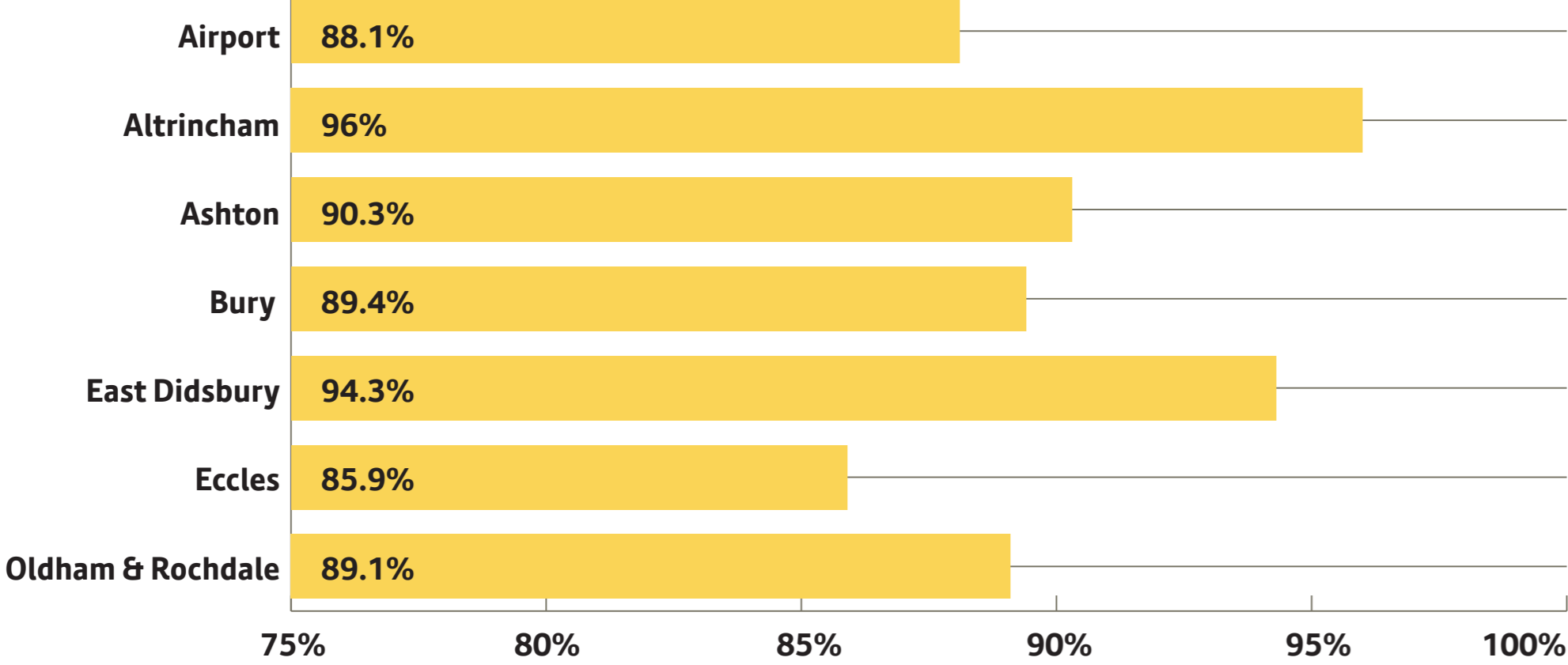
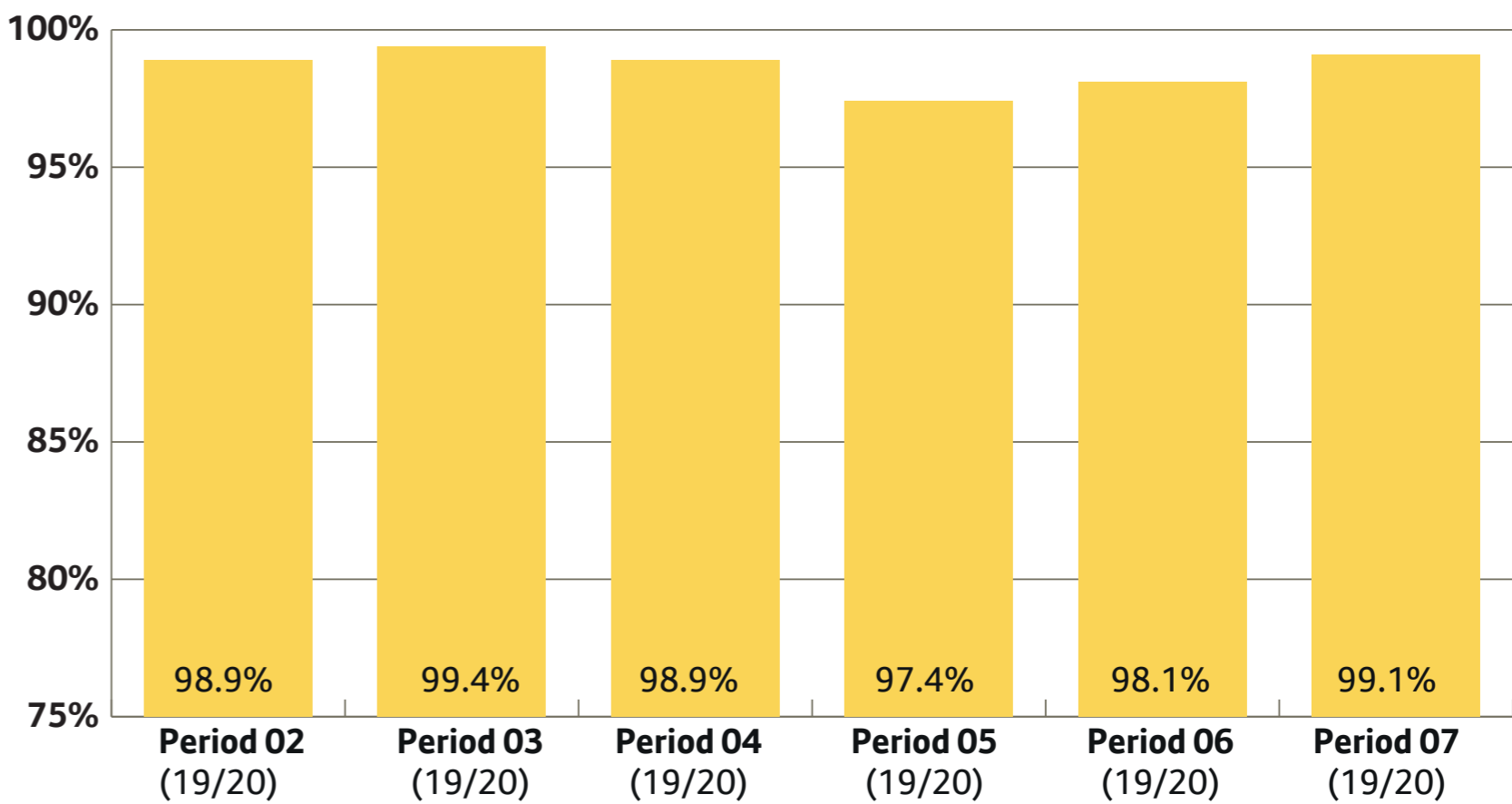
90.5%



Reliability

Percentage of planned miles operated.

99.1%



Cancellations

Journeys cancelled.

0.32% of all planned journeys.



Short journeys

Incomplete journeys.

0.67% of all planned journeys.

Issued on 29 October 2019



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Airport Line

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How we performed



Punctuality

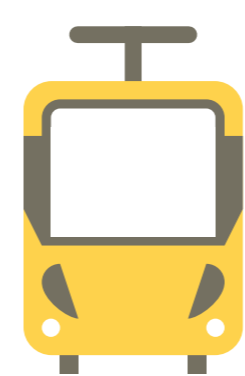
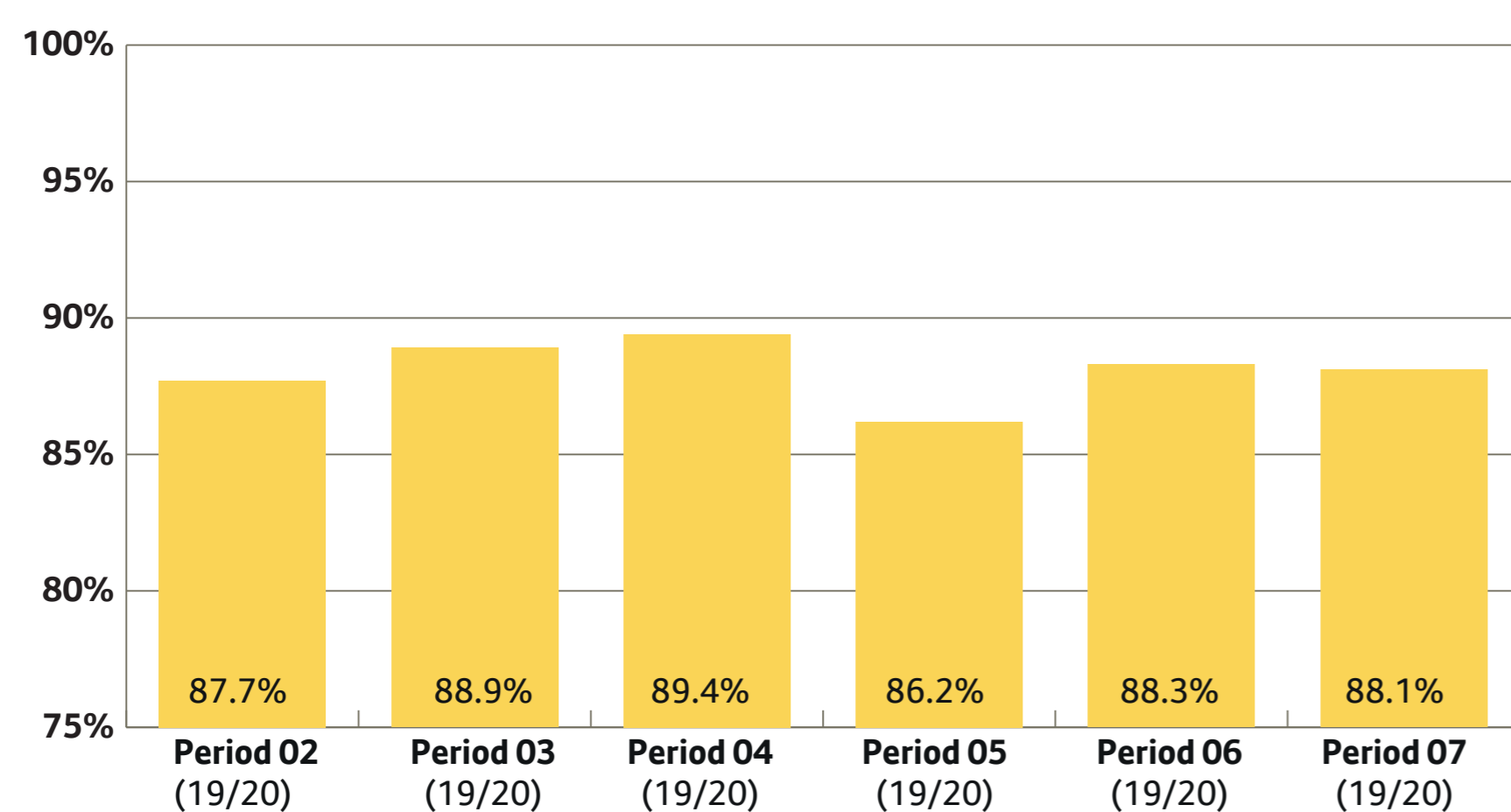
Percentage of trams departing less than two minutes late.

This route

88.1%

Overall network

90.5%



Reliability

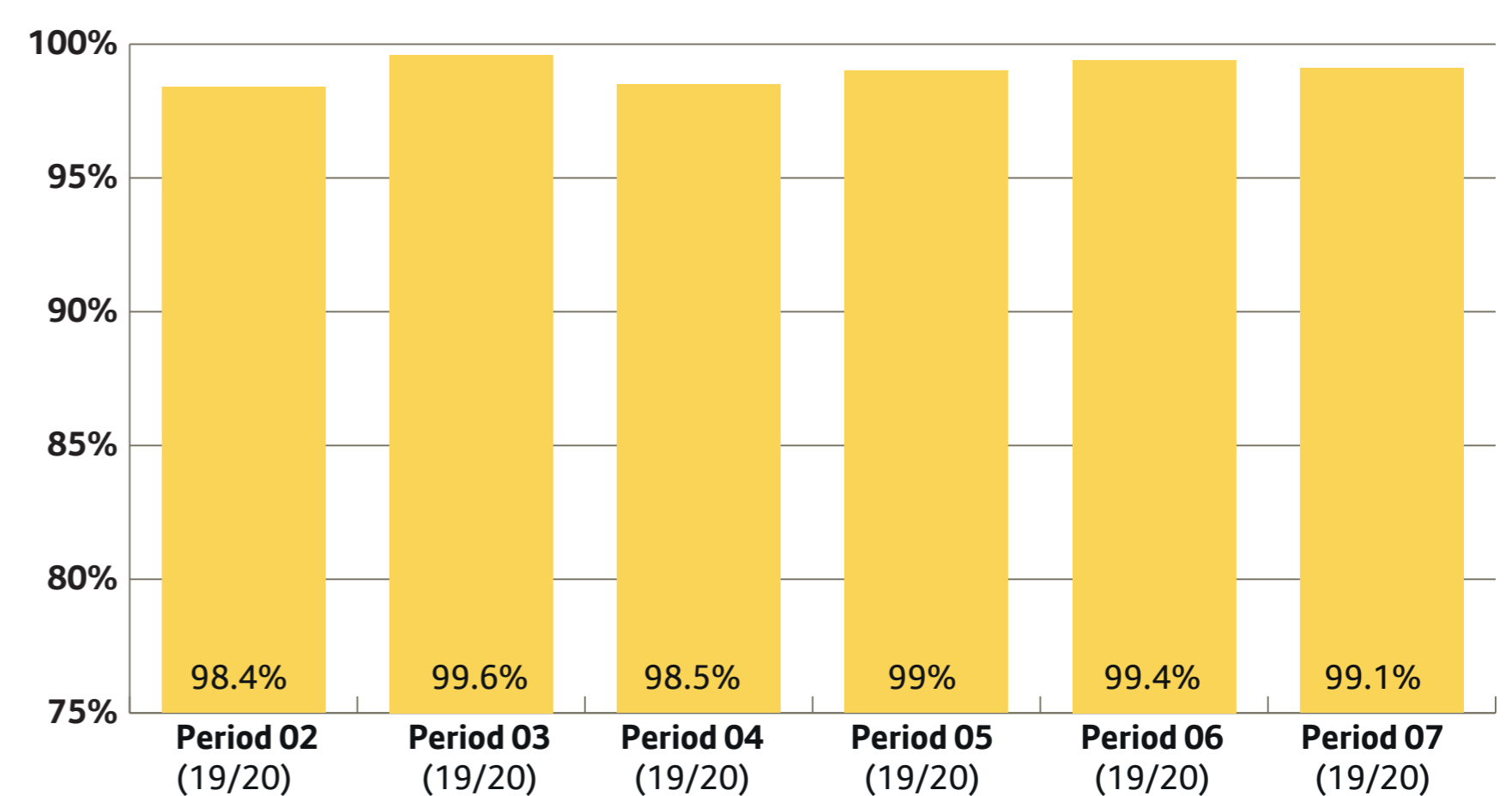
Percentage of planned miles operated.

This route

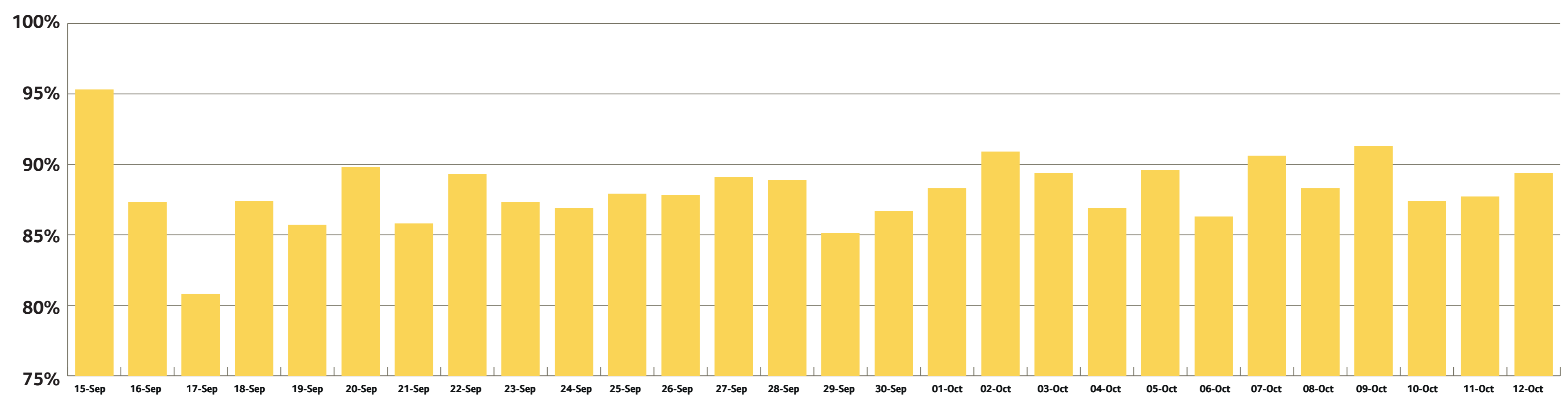
99.1%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 17 September 2019**
Vehicle blocking the track between Moor Road and Baguley
- 29 September 2019**
Points fault at Market Street.

What we did to improve on this route

- 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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Altrincham Line

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How we performed



Punctuality

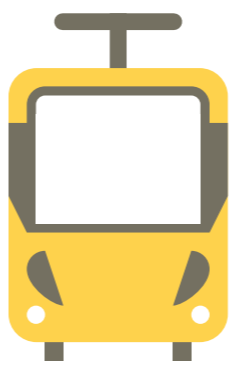
Percentage of trams departing less than two minutes late.

This route

96%

Overall network

90.5%



Reliability

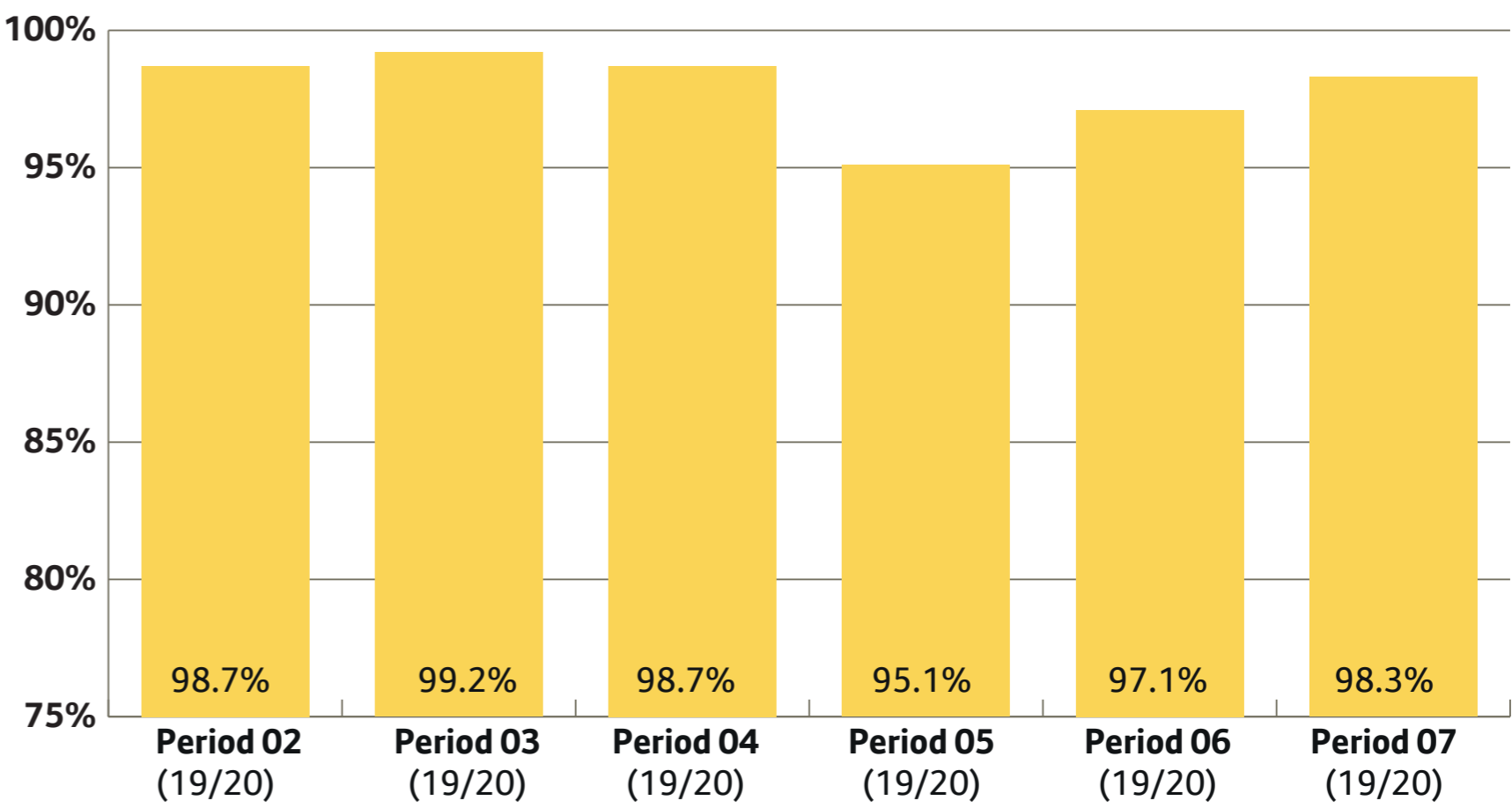
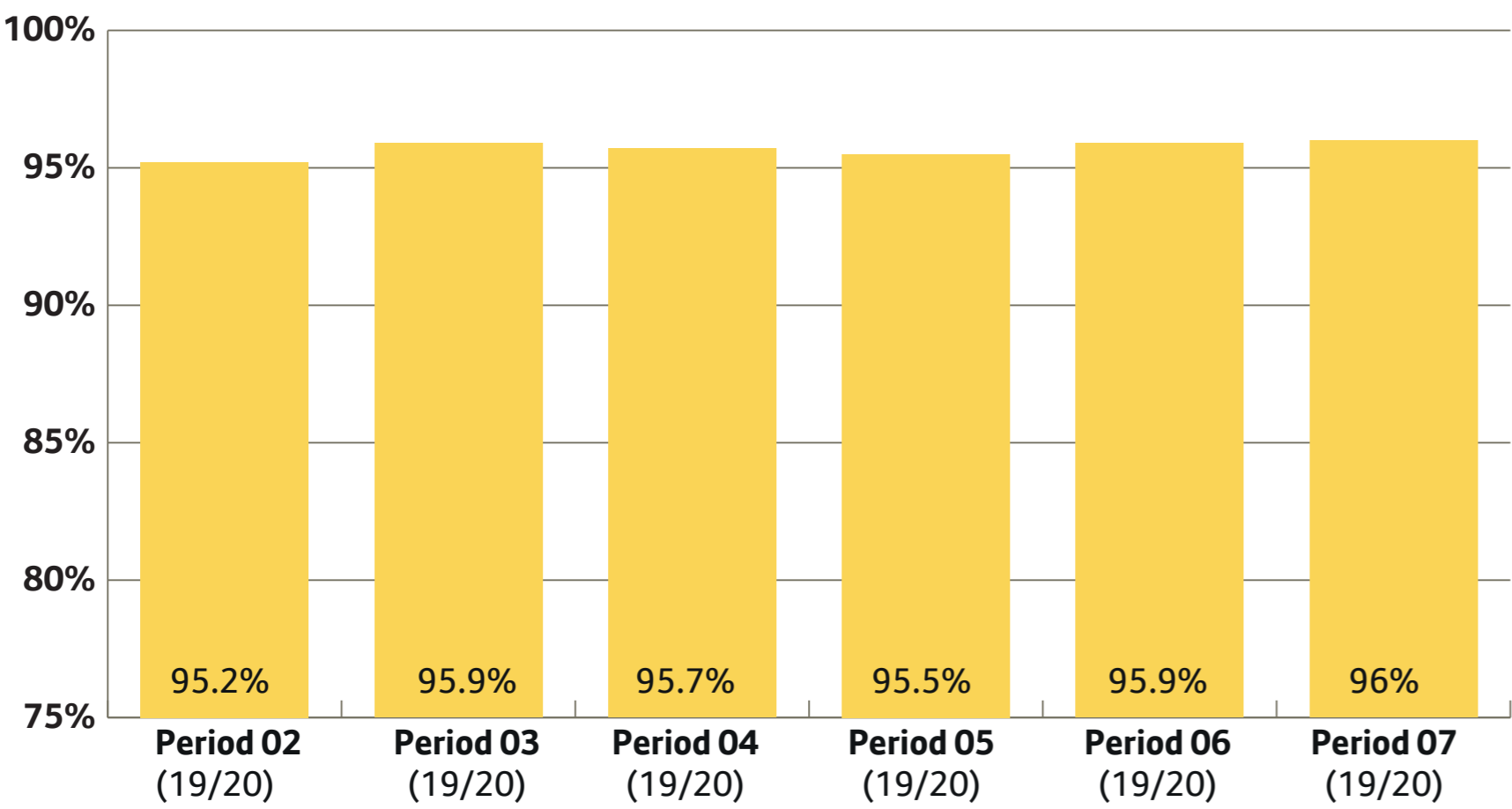
Percentage of planned miles operated.

This route

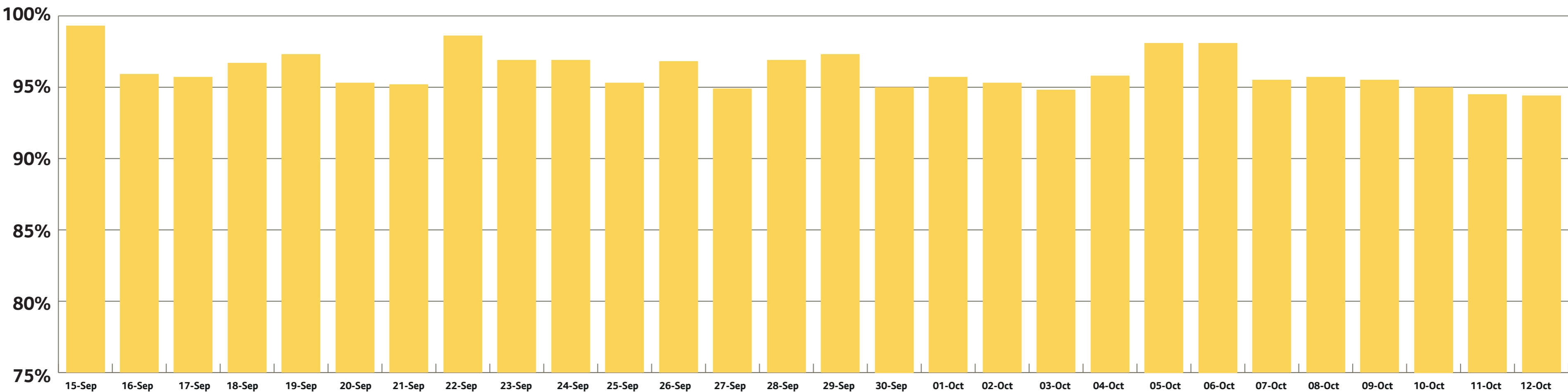
98.3%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 27 September 2019
Points fault near St. Peter's Square
- 03 October 2019
Network Rail points fault at Navigation Road
- 12 October 2019
Network Rail points fault at Altrincham.

What we did to improve on this route

- Deep cleans on this route have all passed.
- Re-painting of stops on this route have been planned in.

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Ashton-under-Lyne Line

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How we performed



Punctuality

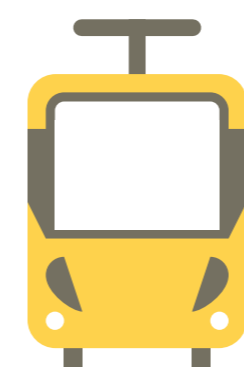
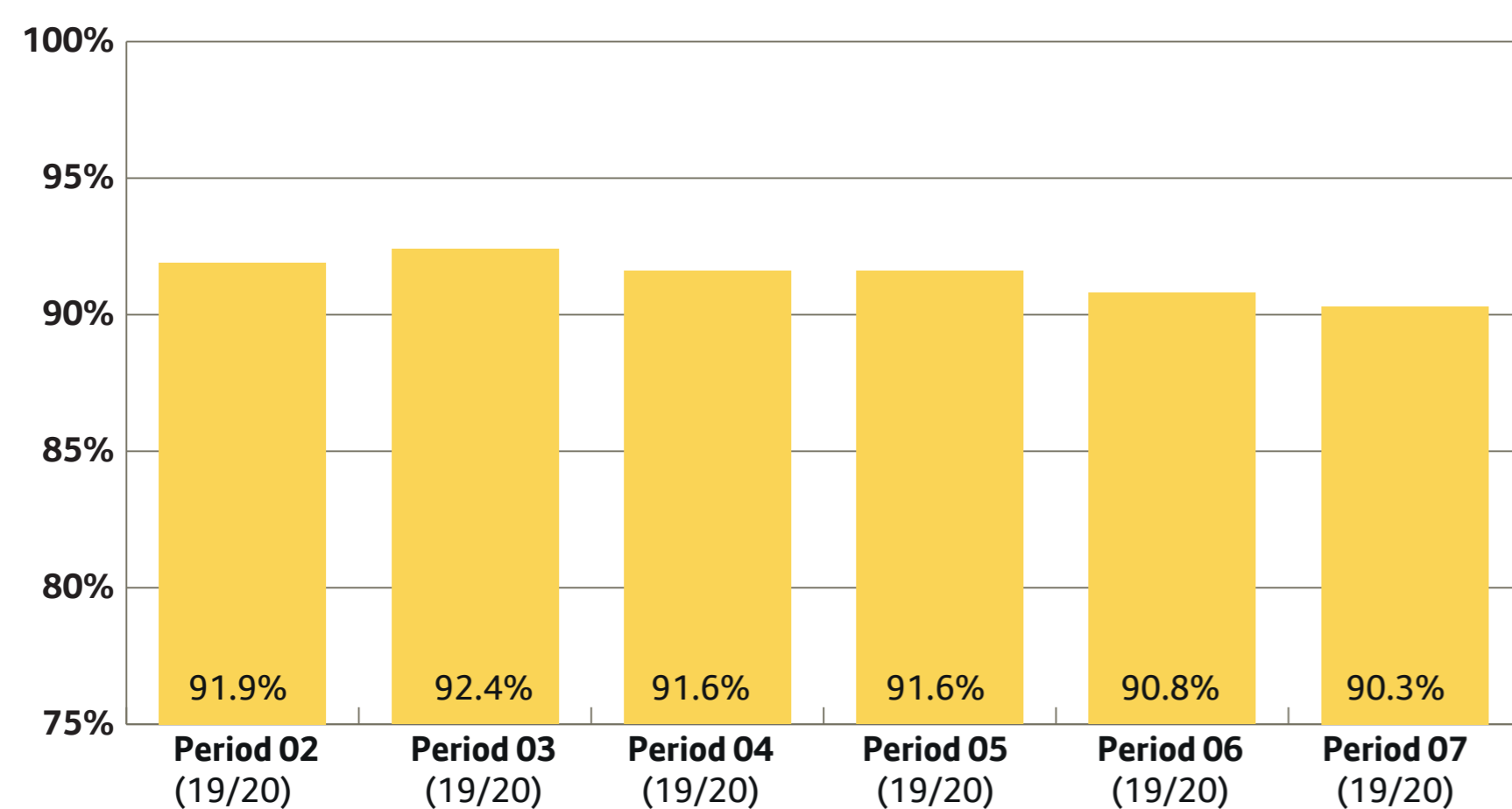
Percentage of trams departing less than two minutes late.

This route

90.3%

Overall network

90.5%



Reliability

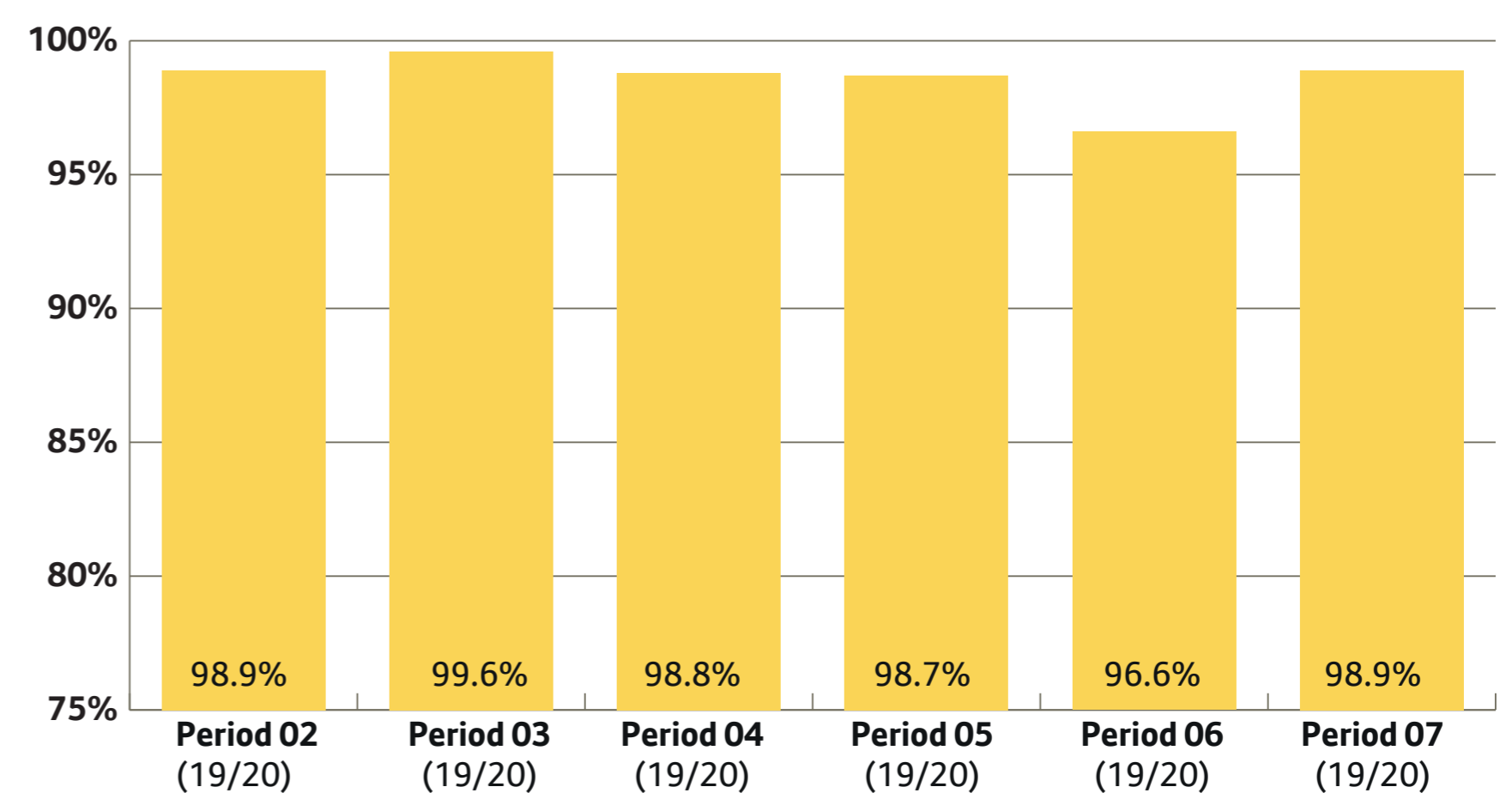
Percentage of planned miles operated.

This route

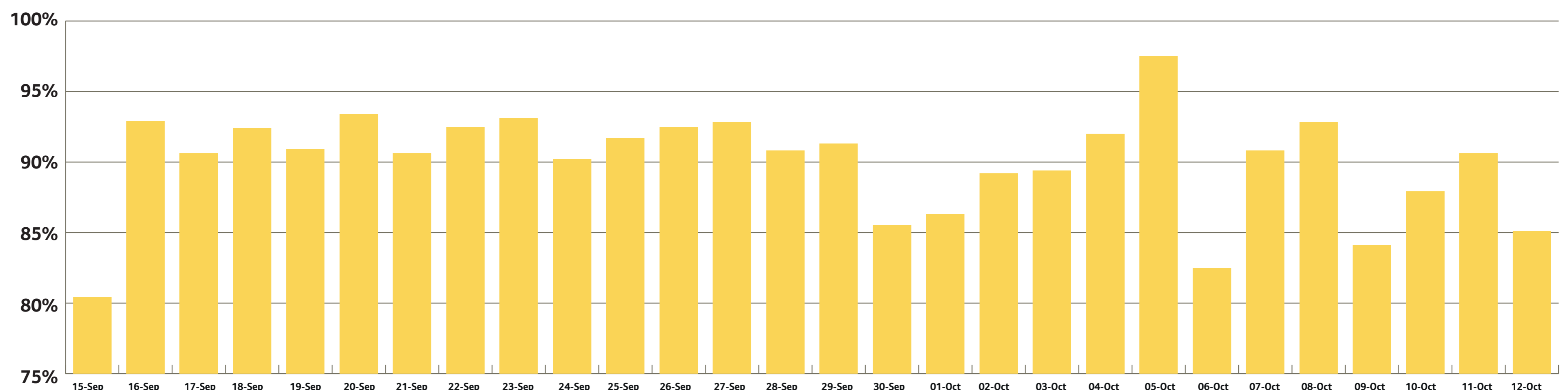
98.9%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 15 September 2019
Staff shortage
- 06 October 2019
Event congestion in Manchester City Centre.

What we did to improve on this route

- Deep cleans on this route have all passed.

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Bury Line

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How we performed



Punctuality

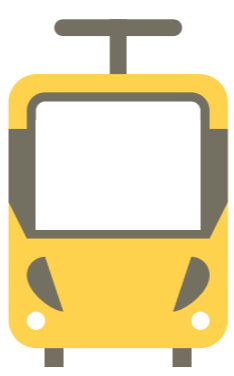
Percentage of trams departing less than two minutes late.

This route

89.4%

Overall network

90.5%



Reliability

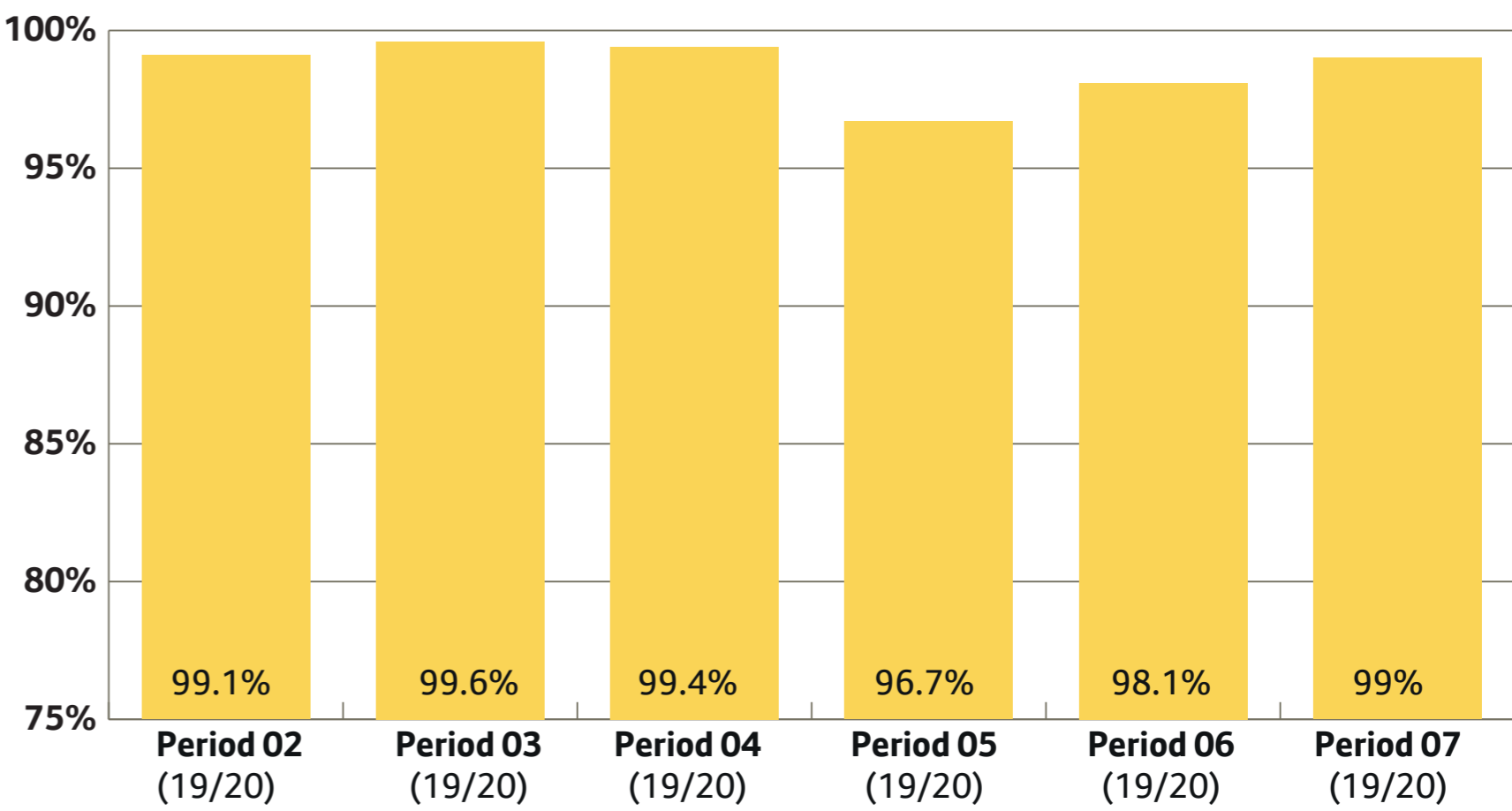
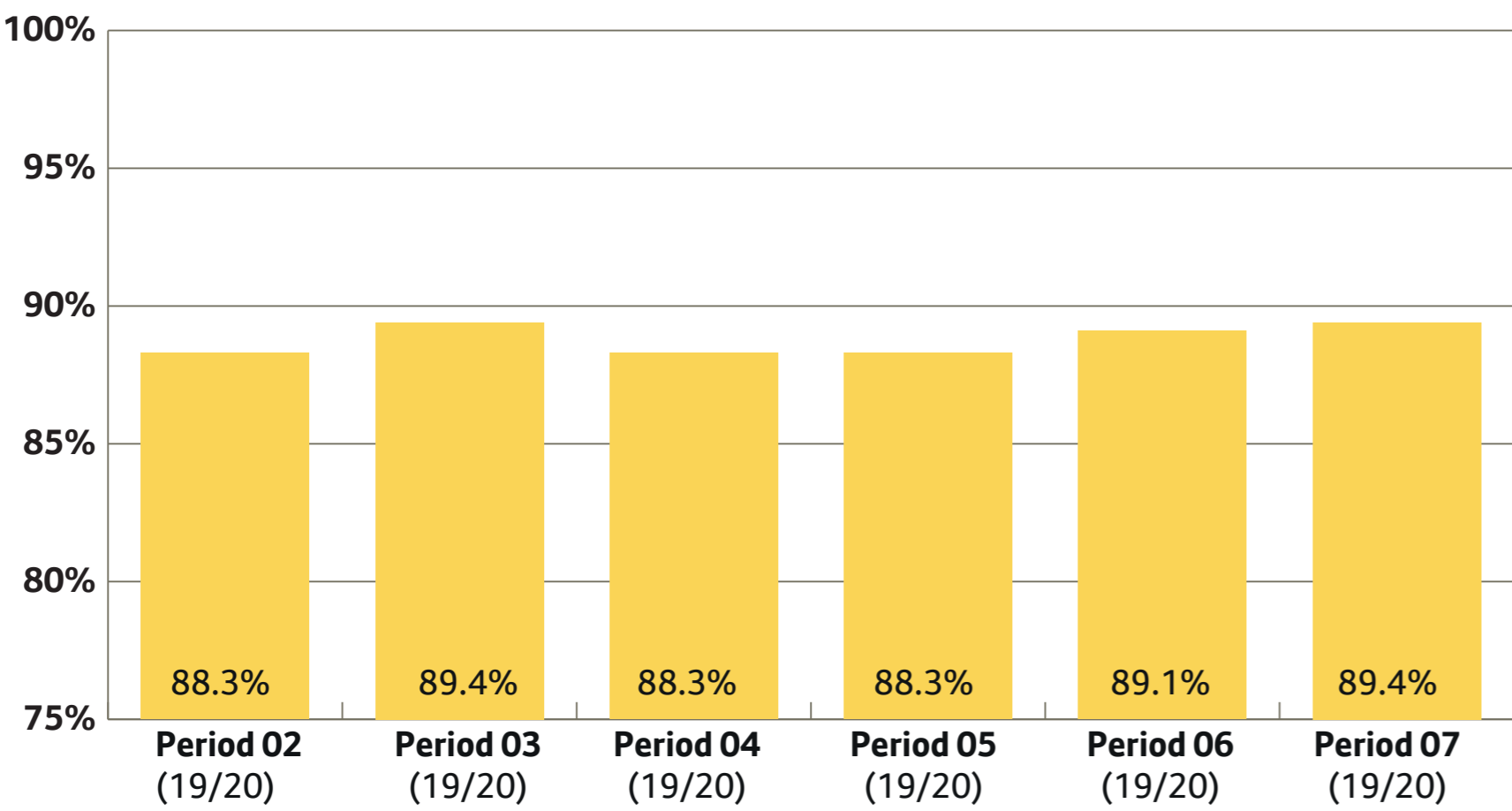
Percentage of planned miles operated.

This route

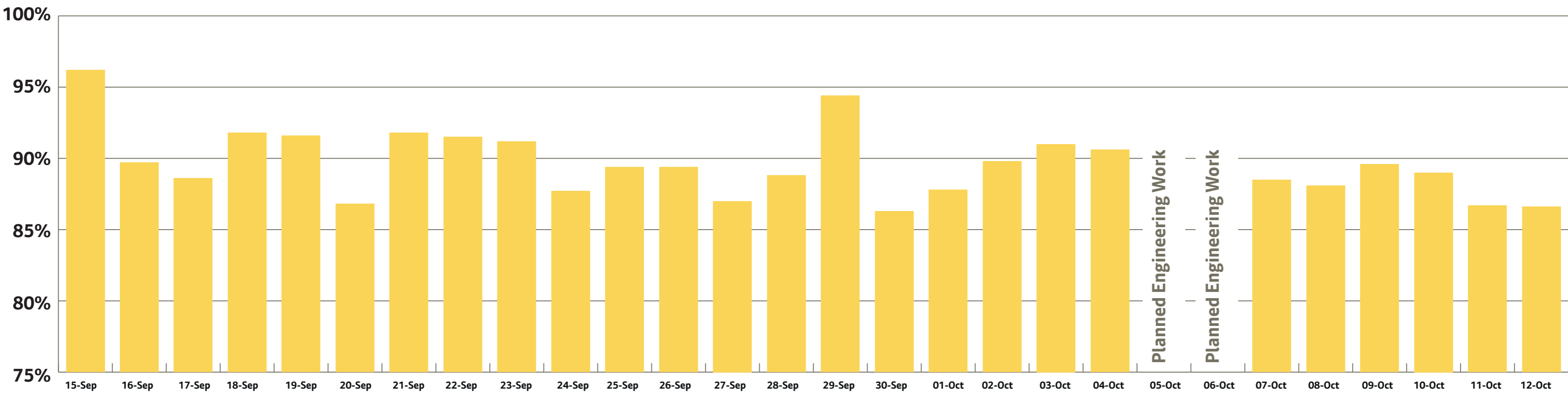
99%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 20 September 2019
Medical emergency at Bury
- 30 September 2019
Points fault at Market Street
- 11 October 2019
Operational incident at Whitefield.

What we did to improve on this route

- Metrolink has been working with local schools on the line to improve the actions and behaviour of school children travelling to and from school, at times, disrupting other passengers. As part of our activity we have been educating pupils on the correct tickets and passes required and have welcomed the support of teaching staff on the platform during operations.

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East Didsbury Line

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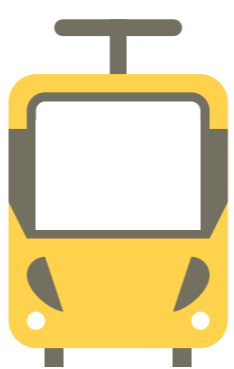
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

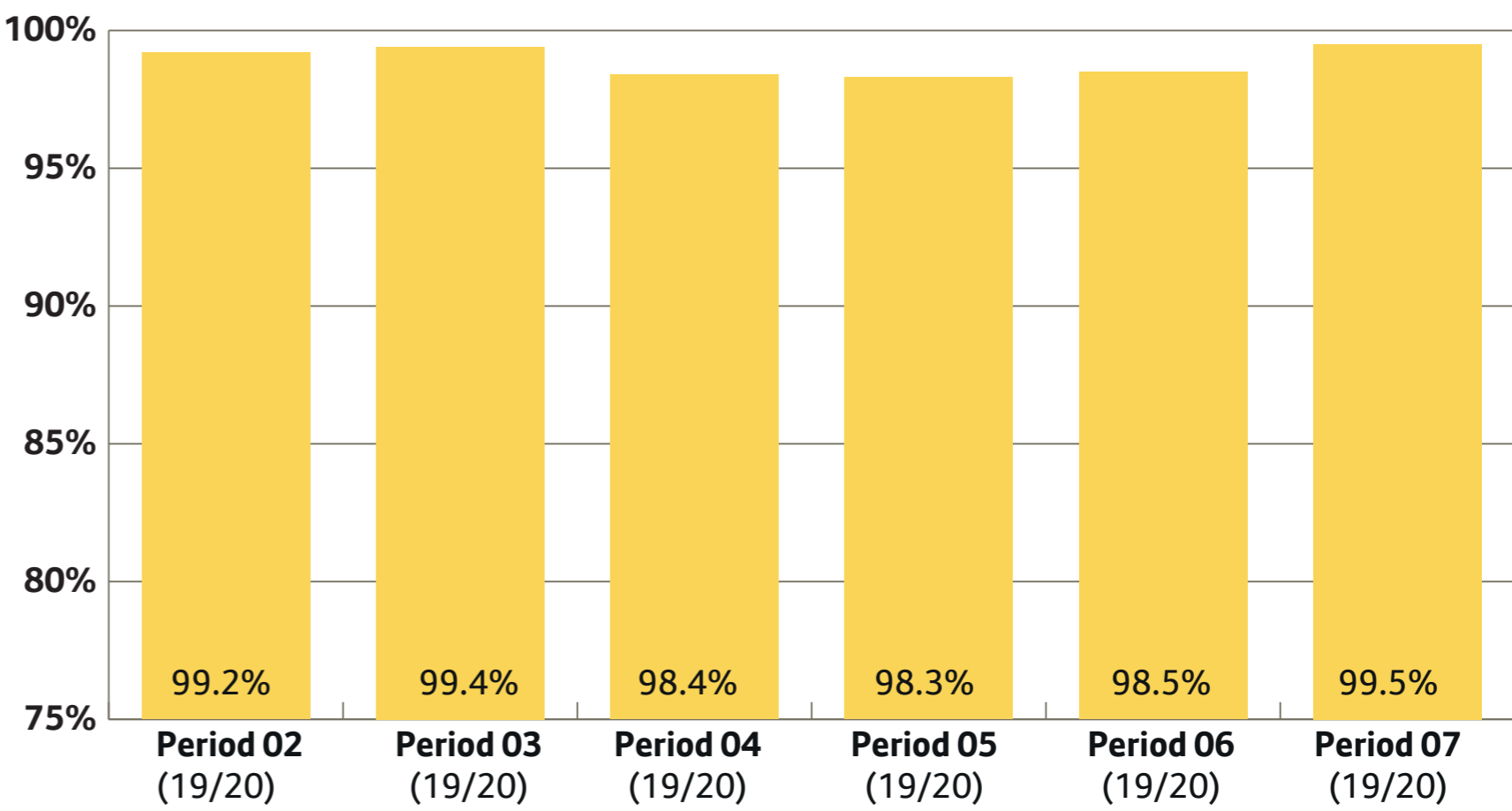
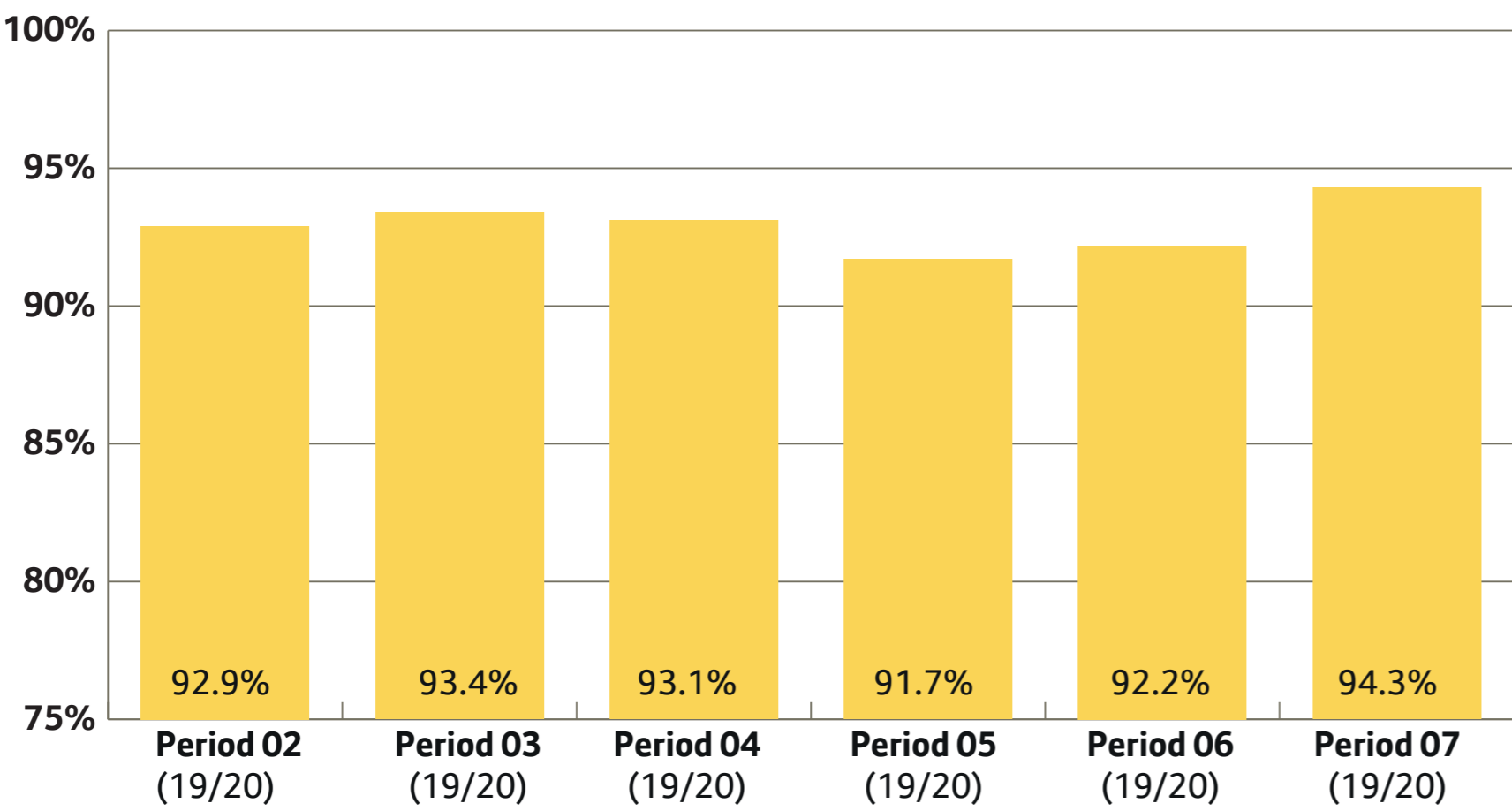
This route
94.3% **Overall network**
90.5%



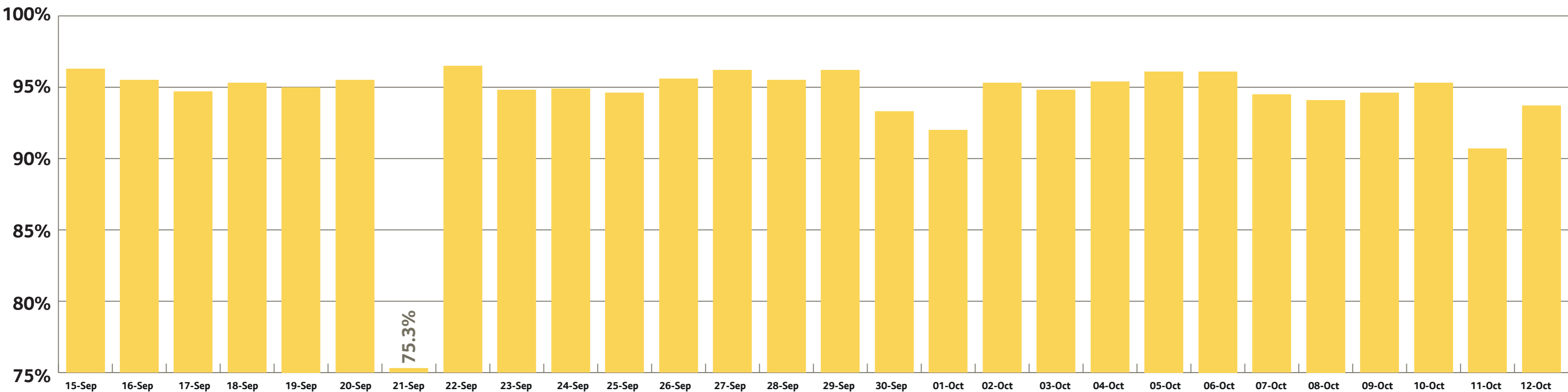
Reliability

Percentage of planned miles operated.

This route
99.5% **Overall network**
99.1%



Route punctuality by date



Route service disruptions

- 21 September 2019
Overhead power line fault at Crumpsall
- 01 October 2019
Anti-social behaviour at Deansgate-Castlefield
- 11 October 2019
Police investigation at Exchange Square.

What we did to improve on this route

- CSRs and TSOs have been deployed around St. Werburghs Road in response to reports of fare evasion and Anti-Social Behaviour.

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Eccles & Media City Lines

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How we performed



Punctuality

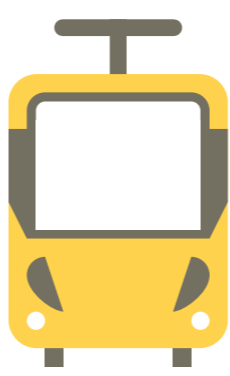
Percentage of trams departing less than two minutes late.

This route

85.9%

Overall network

90.5%



Reliability

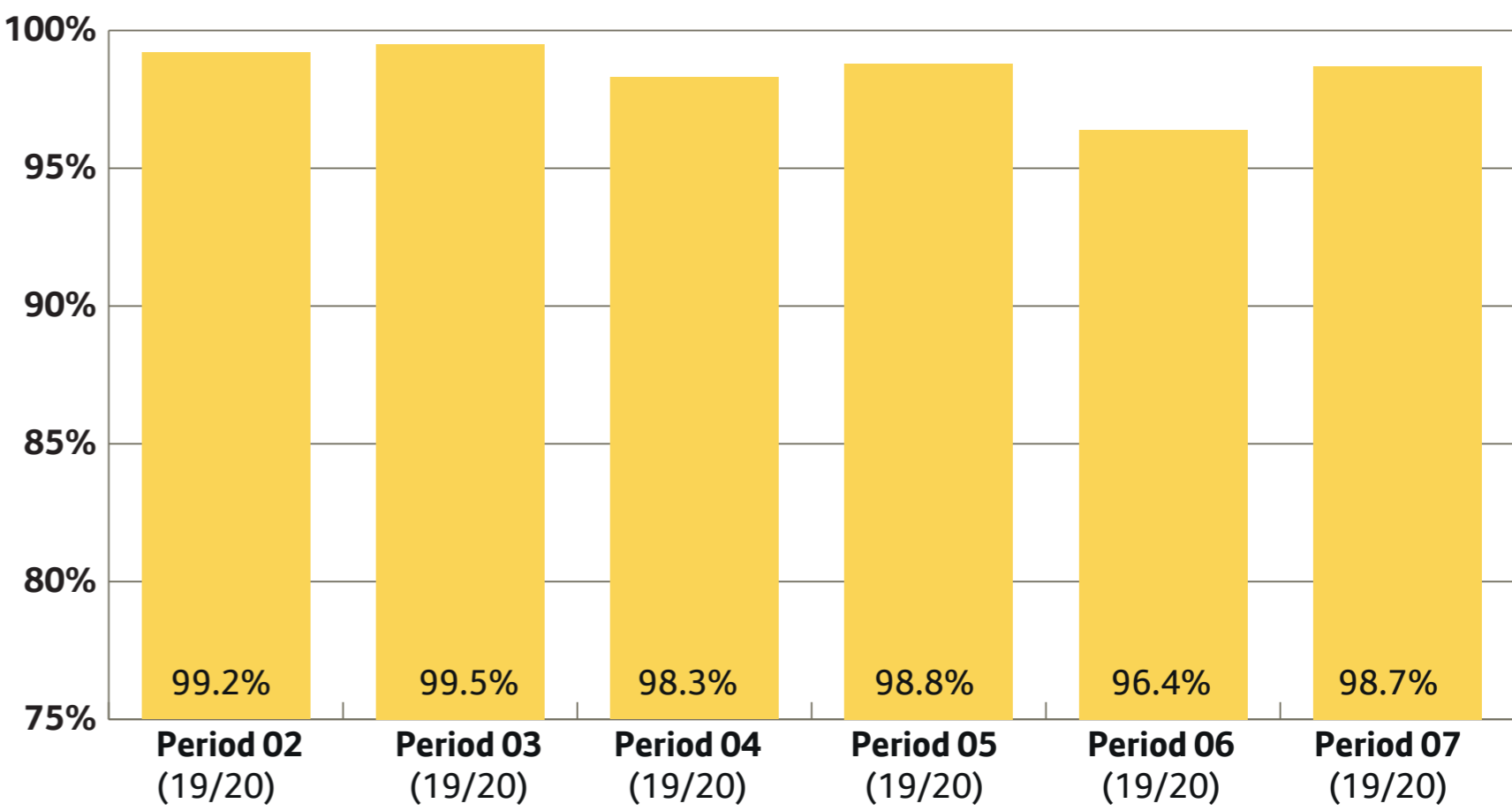
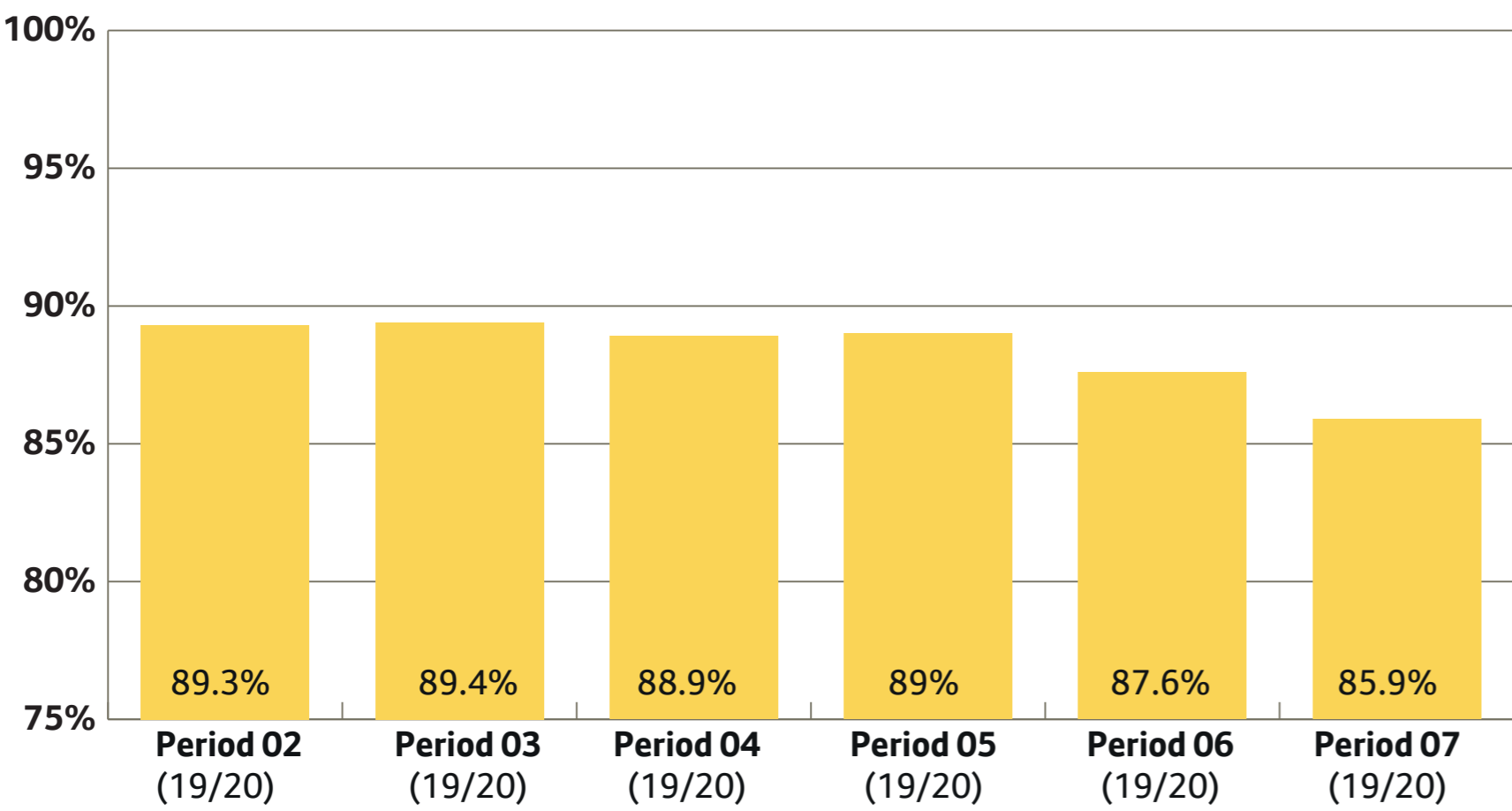
Percentage of planned miles operated.

This route

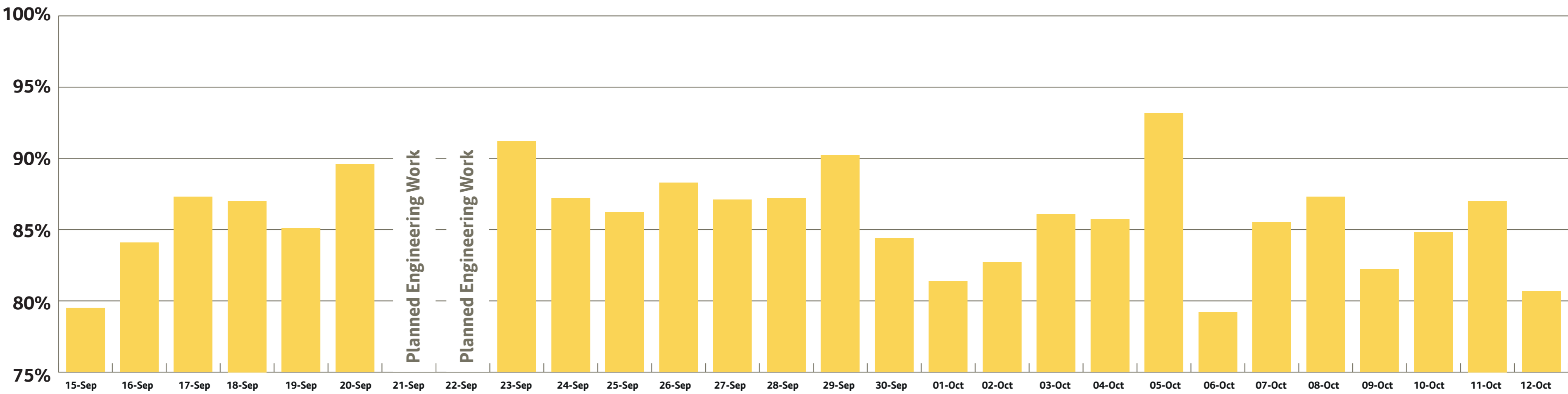
98.7%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 15 September 2019**
Staff shortage
- 01 October 2019**
Event congestion in Manchester City Centre
- 08 October 2019**
Road traffic collision between St. Peter's Square and Deansgate-Castlefield
- 12 October 2019**
Vandalism of a tram at Eccles.

What we did to improve on this route

- Deep cleans have all passed .

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Oldham & Rochdale Lines

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Punctuality

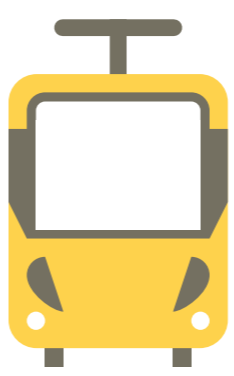
Percentage of trams departing less than two minutes late.

This route

89.1%

Overall network

90.5%



Reliability

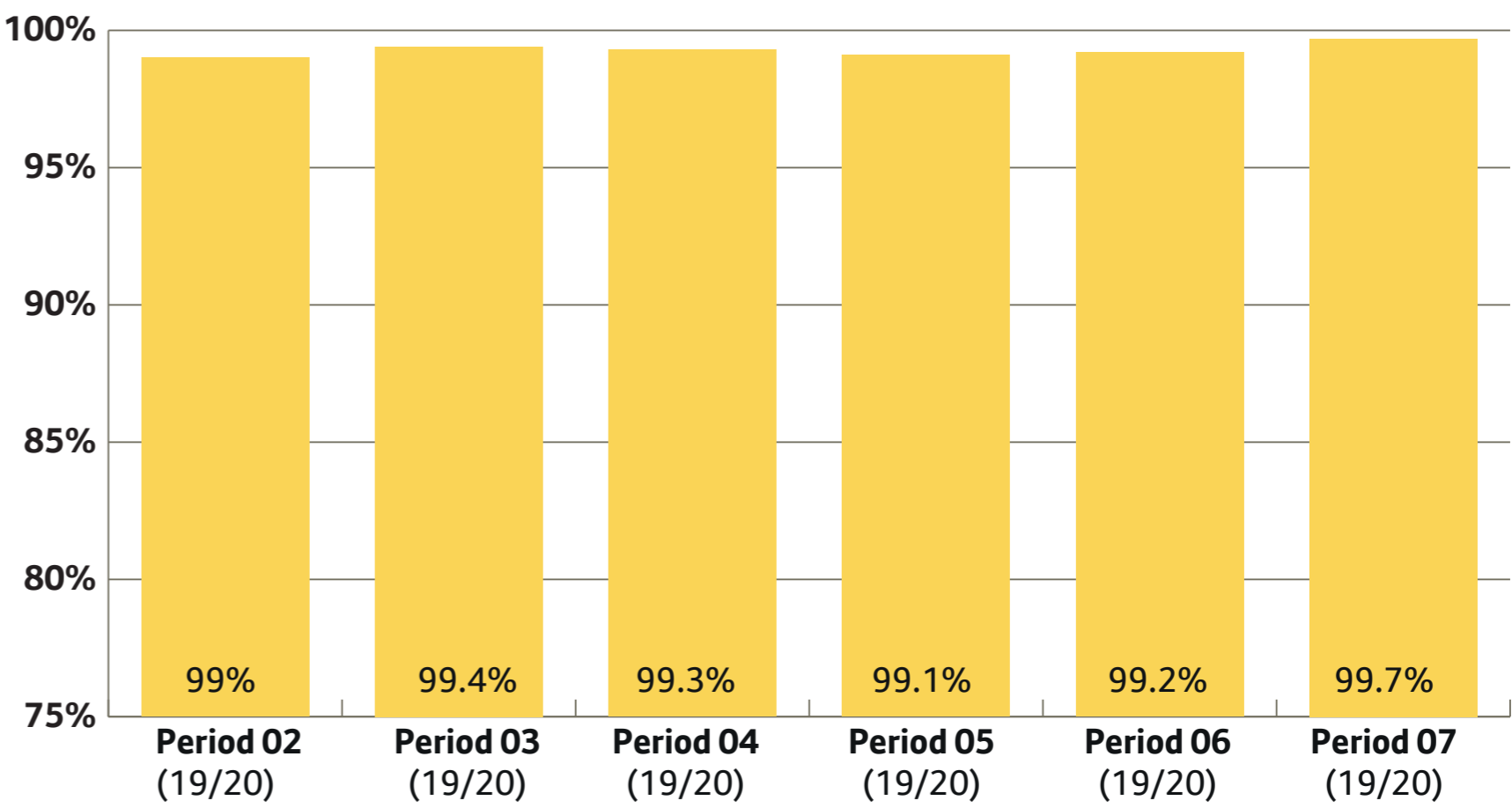
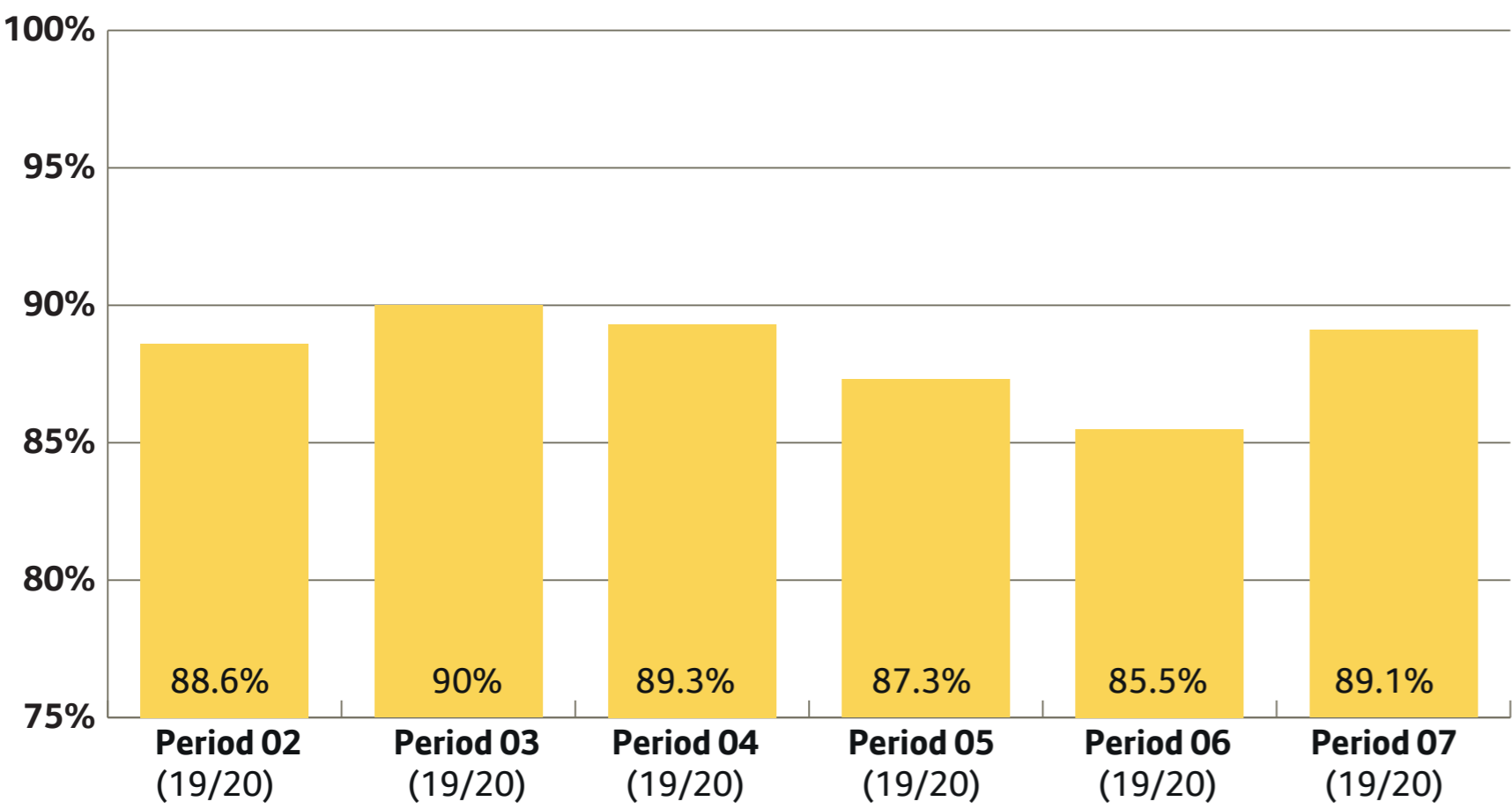
Percentage of planned miles operated.

This route

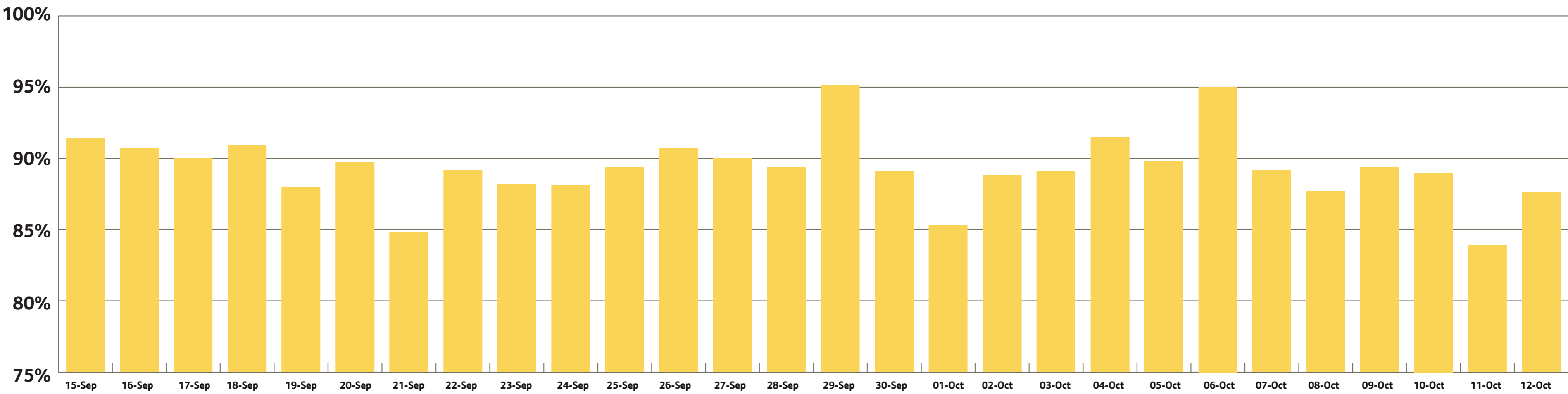
99.7%

Overall network

99.1%



Route punctuality by date



Route service disruptions

- 21 September 2019**
Planned improvement works with bus replacement
- 11 October 2019**
Police investigation at Exchange Square.

What we did to improve on this route

- CSRs and TSOs have been deployed to this line to provide a high visibility presence in response to reports of youths congregating, causing nuisance and intimidating customers. Work continues with Local councils and police divisions to develop a partnership approach to tackling this ongoing issue.
- KAM has supported 3 weeks of Crucial Crew events in the borough. The scheme, attracting the participation of a range of community-based stakeholders, focuses on primary school children in year 6 (10 years old) and aims to raise awareness of personal safety and security. Crucial Crew covers a broad range of messages from road safety, staying safe online, gang culture awareness and our specific message covers the dangers and consequences of fare evasion and Anti-Social Behaviour.

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