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
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: 15 September until 12 October 2019

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.

Issued on 29 October 2019
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.
- **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

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### 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 Altricham.

### 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.

Issued on 29 October 2019
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: 15 September until 12 October 2019

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.

Issued on 29 October 2019
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.

- **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.

Issued on 29 October 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:

15 September until 12 October 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route Overall network
94.3% 90.5%

Reliability
Percentage of planned miles operated.

This route Overall network
99.5% 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

What we did to improve on this route

- 11 October 2019
  Police investigation at Exchange Square.

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

Issued on 29 October 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: 15 September until 12 October 2019

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.

Issued on 29 October 2019
Metrolink Performance
Oldham & Rochdale 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: 15 September until 12 October 2019

How we performed

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.

Issued on 29 October 2019

Metrolink is operated on behalf of Transport for Greater Manchester by KeolisAmey Metrolink.