

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:

18 August until 14 September 2019

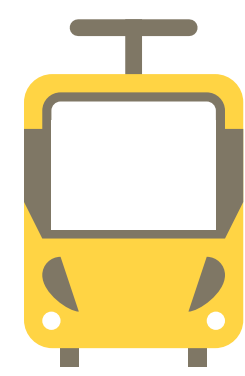
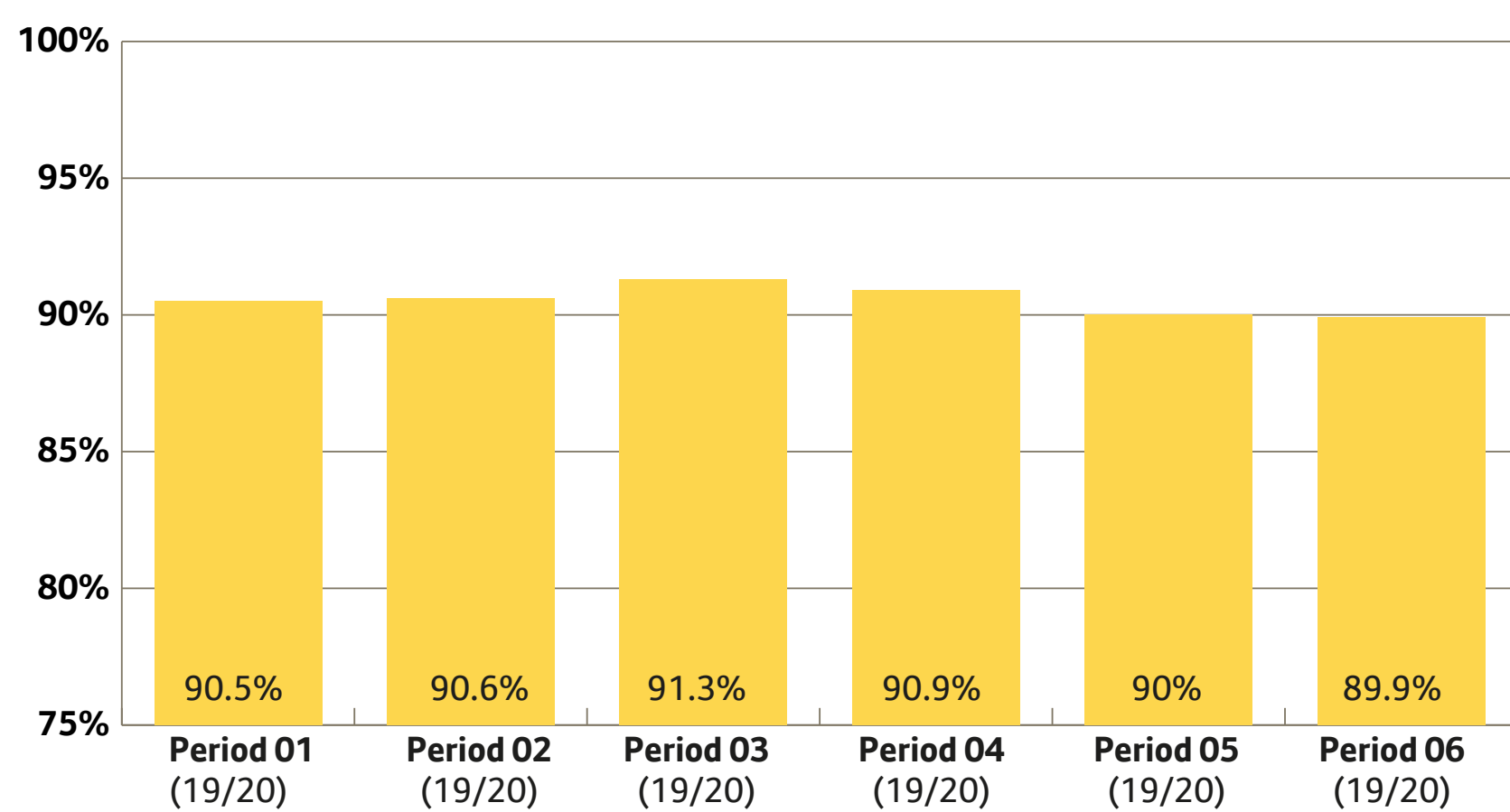
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

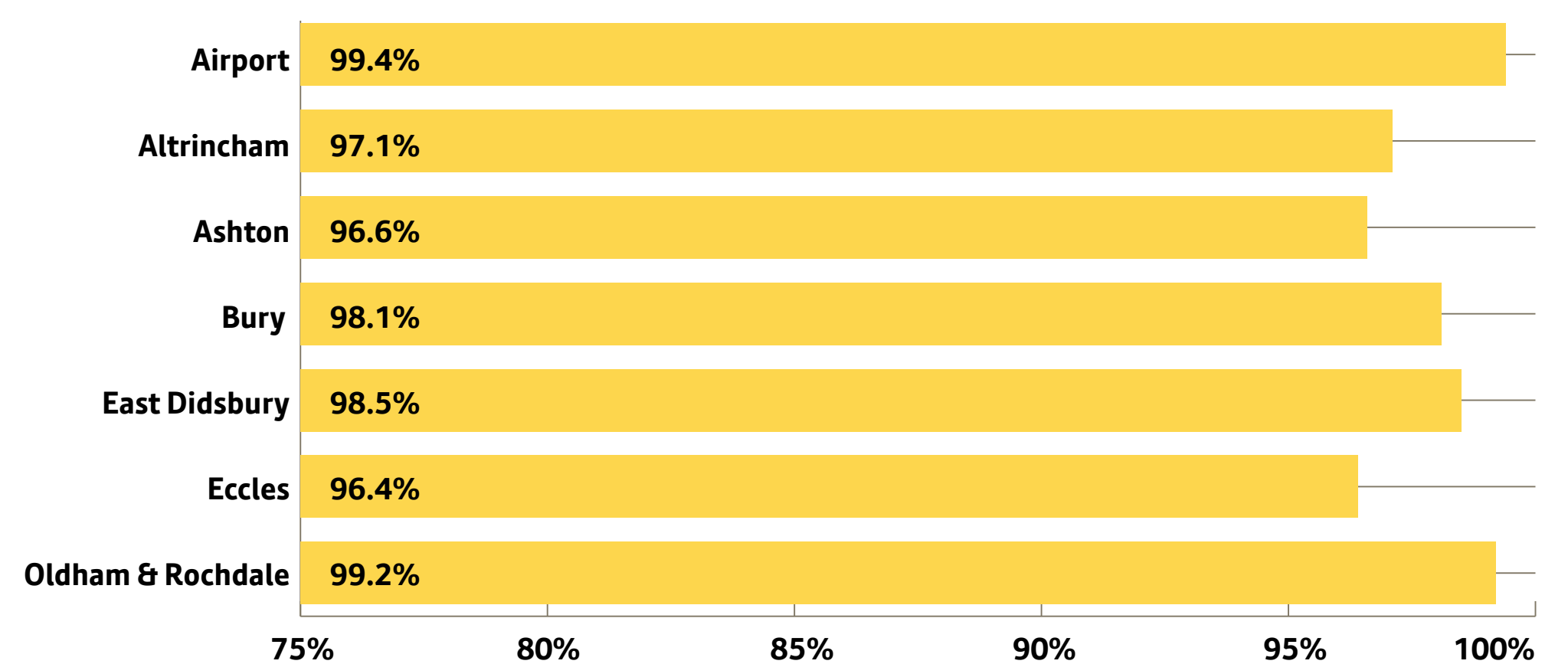
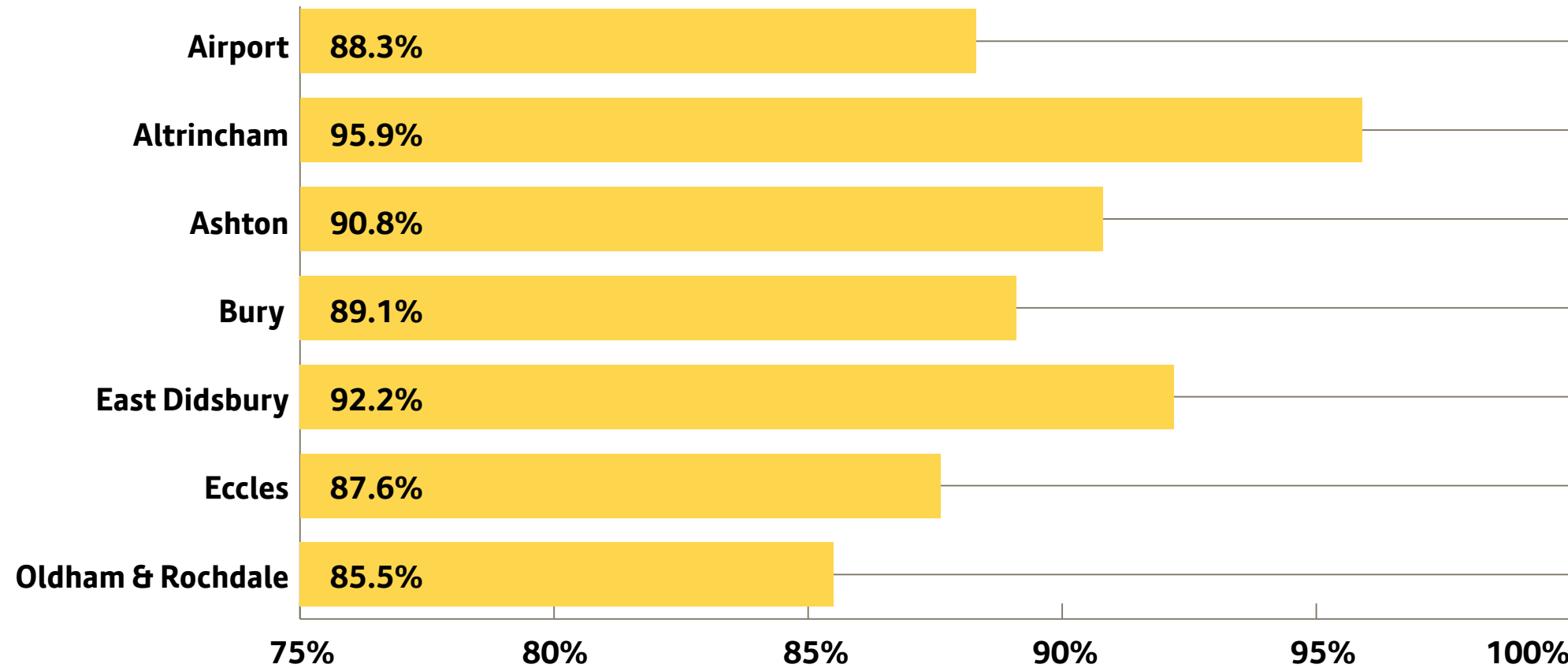
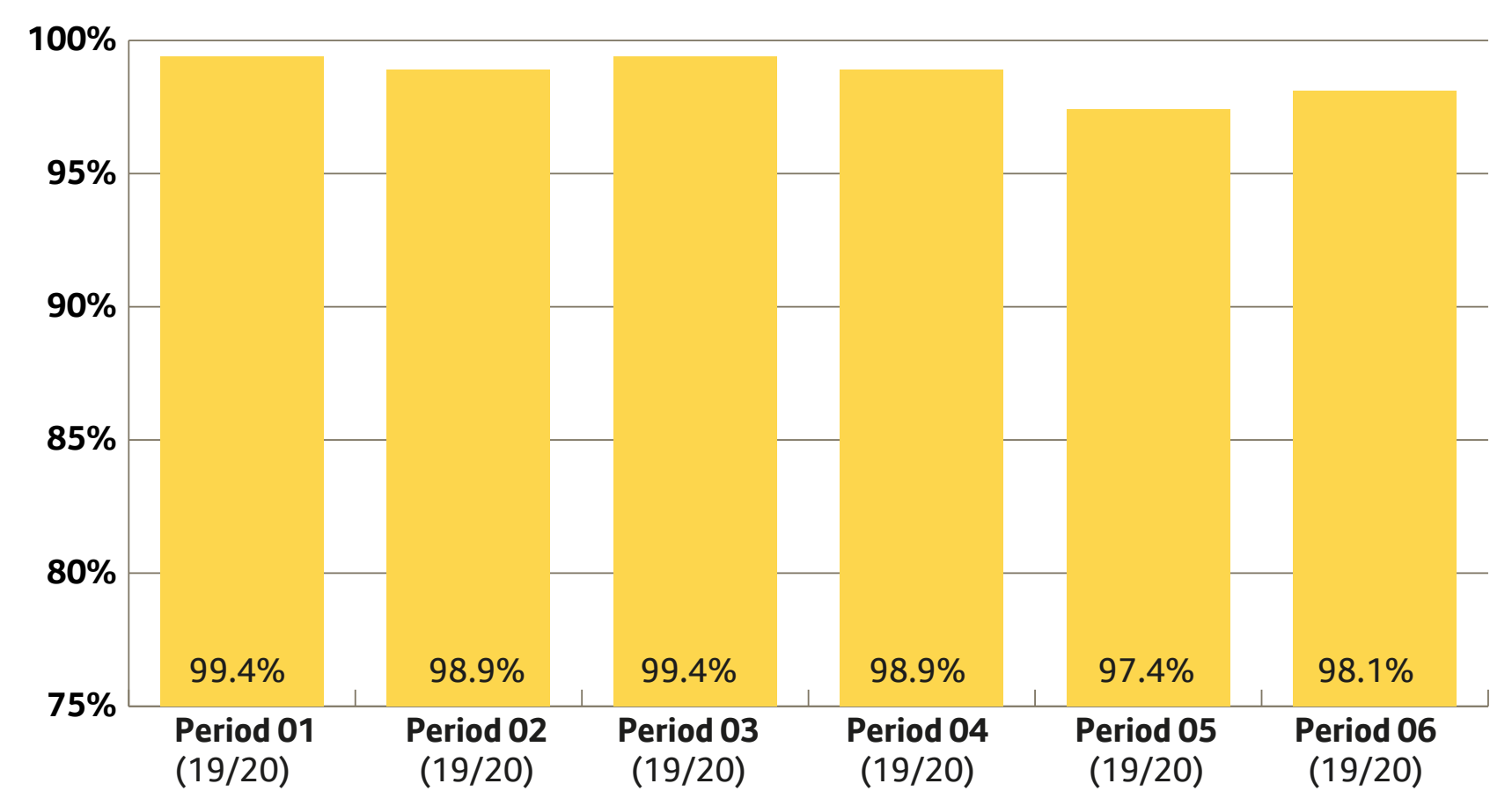
89.9%



Reliability

Percentage of planned miles operated.

98.1%



Cancellations

Journeys cancelled.

0.49% of all planned journeys.

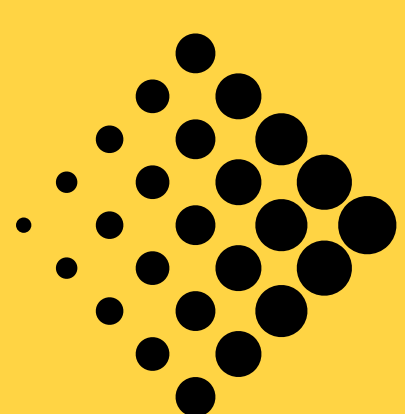


Short journeys

Incomplete journeys.

0.54% of all planned journeys.

Issued on 30 September 2019



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Metrolink Performance

Airport Line

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How we performed



Punctuality

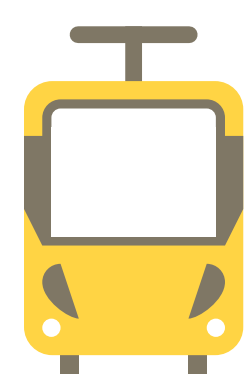
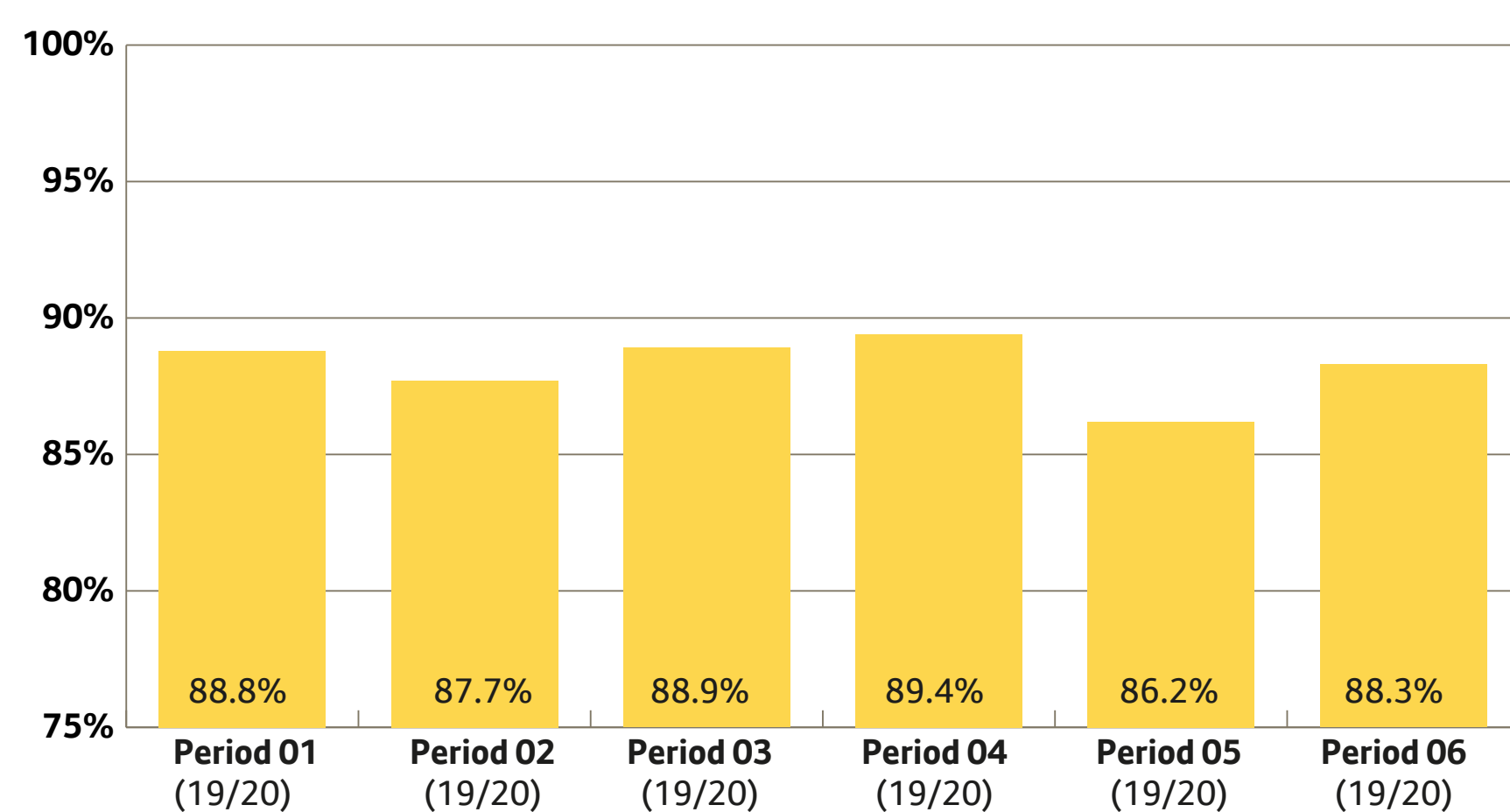
Percentage of trams departing less than two minutes late.

This route

88.3%

Overall network

89.9%



Reliability

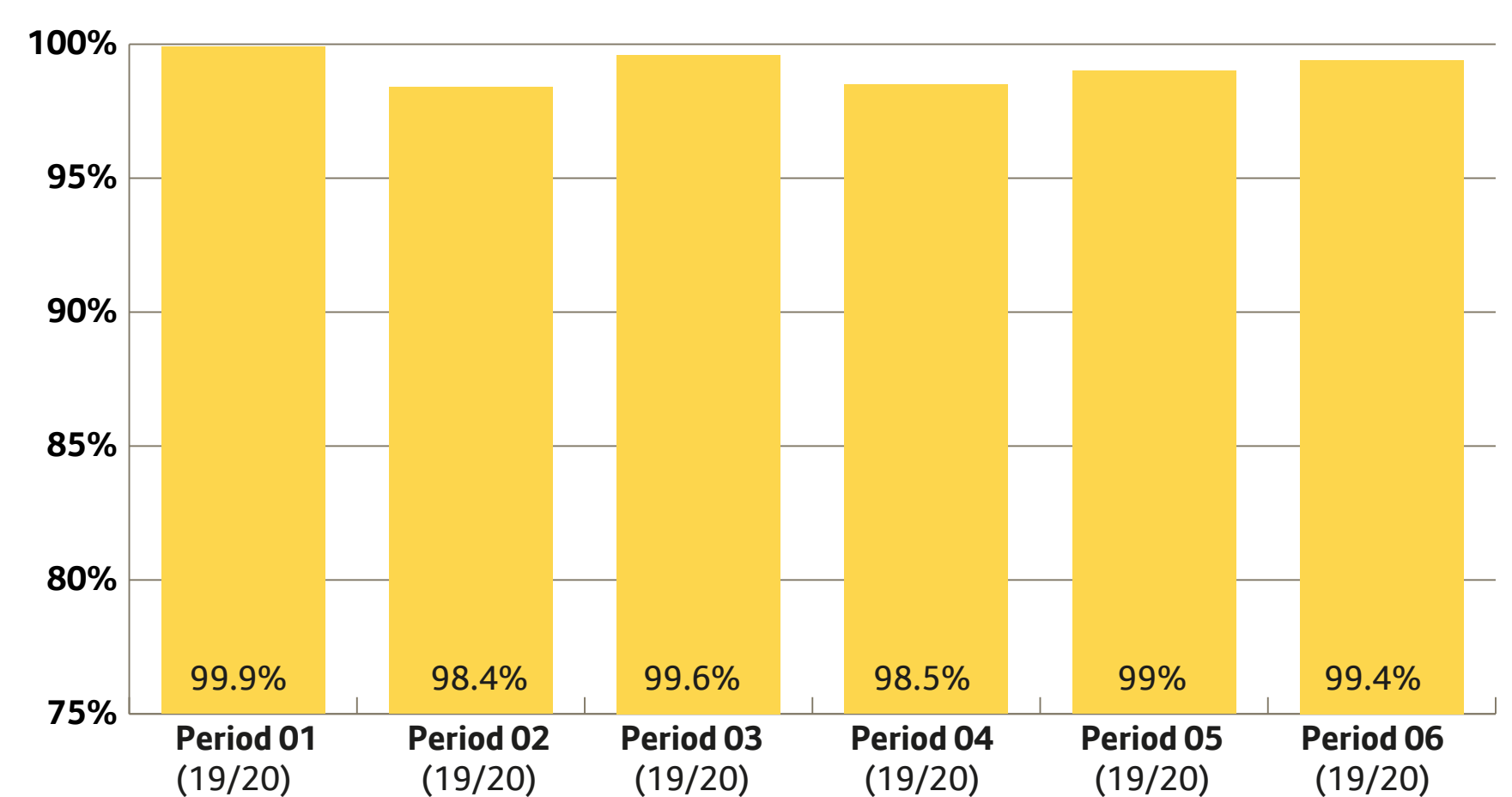
Percentage of planned miles operated.

This route

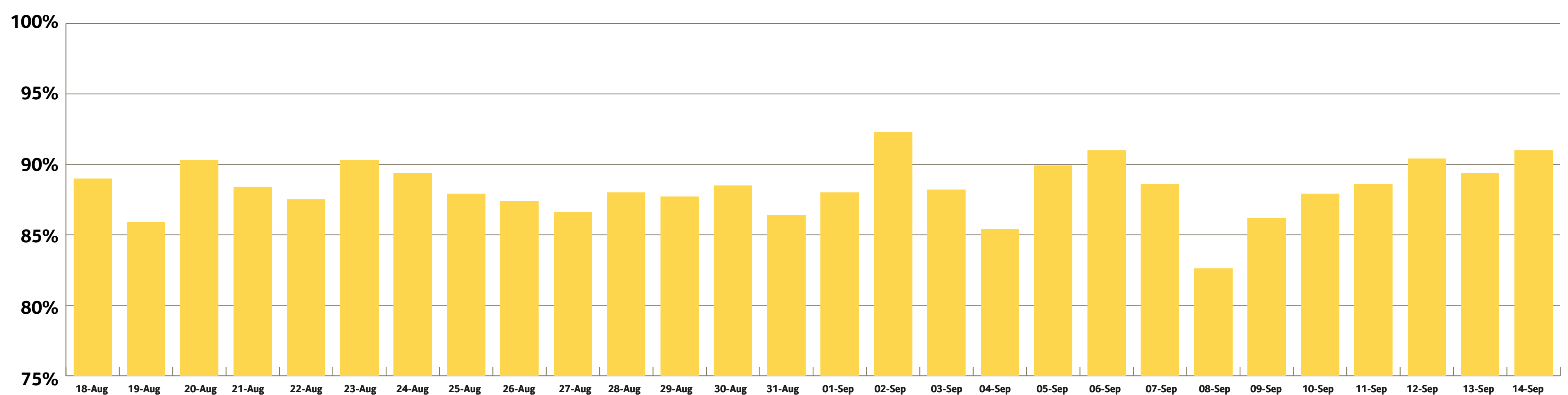
99.4%

Overall network

98.1%



Route punctuality by date



Route service disruptions

❖ **19 August 2019**
Police investigation between Freehold and Westwood

❖ **04 September 2019**
Planned improvement works with bus replacement

❖ **08 September 2019**
Planned improvement works with bus replacement.

What we did to improve on this route

❖ All deep cleans on this line have passed.

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Altrincham Line

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How we performed



Punctuality

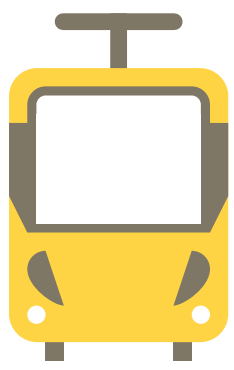
Percentage of trams departing less than two minutes late.

This route

95.9%

Overall network

89.9%



Reliability

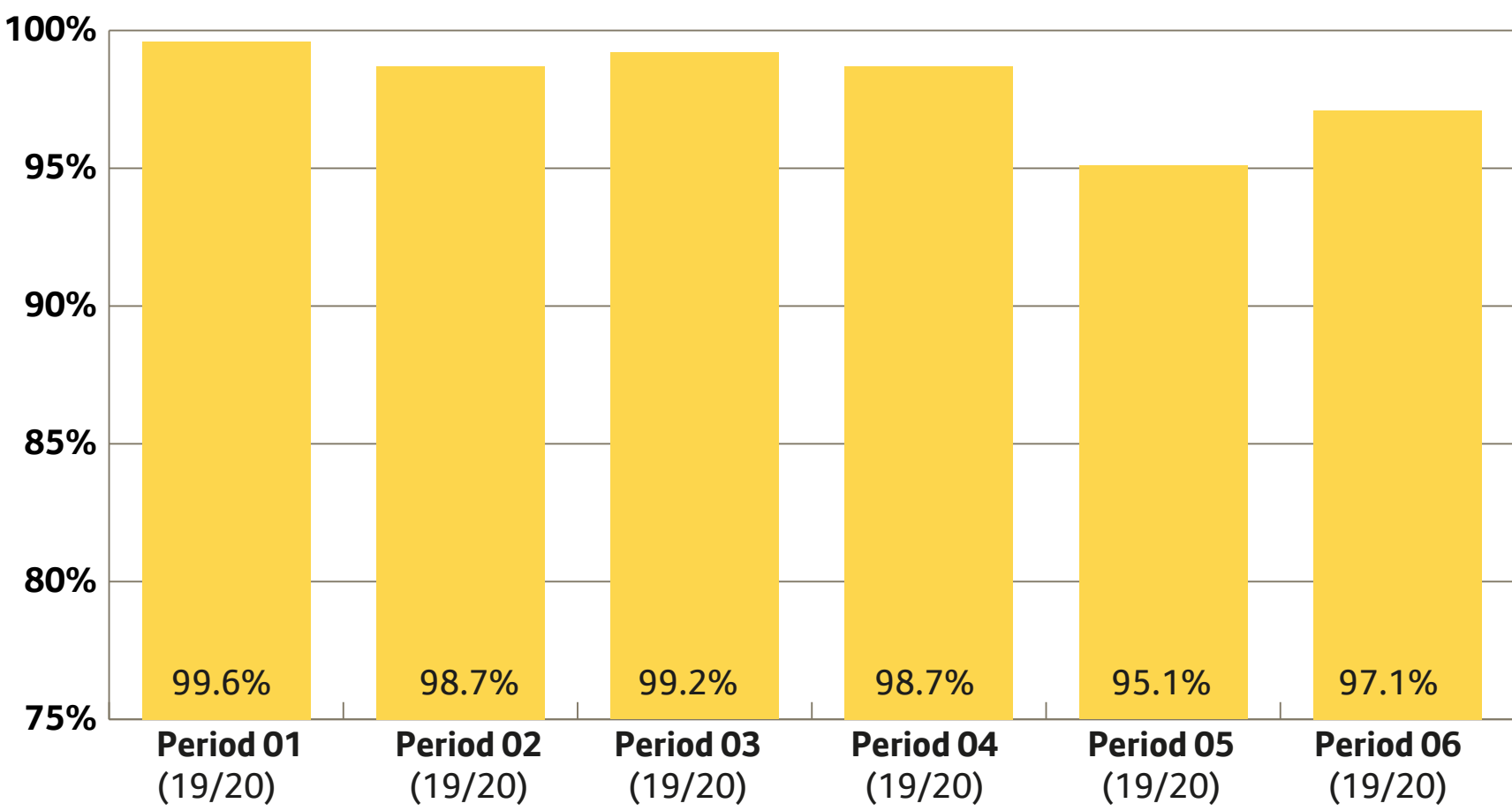
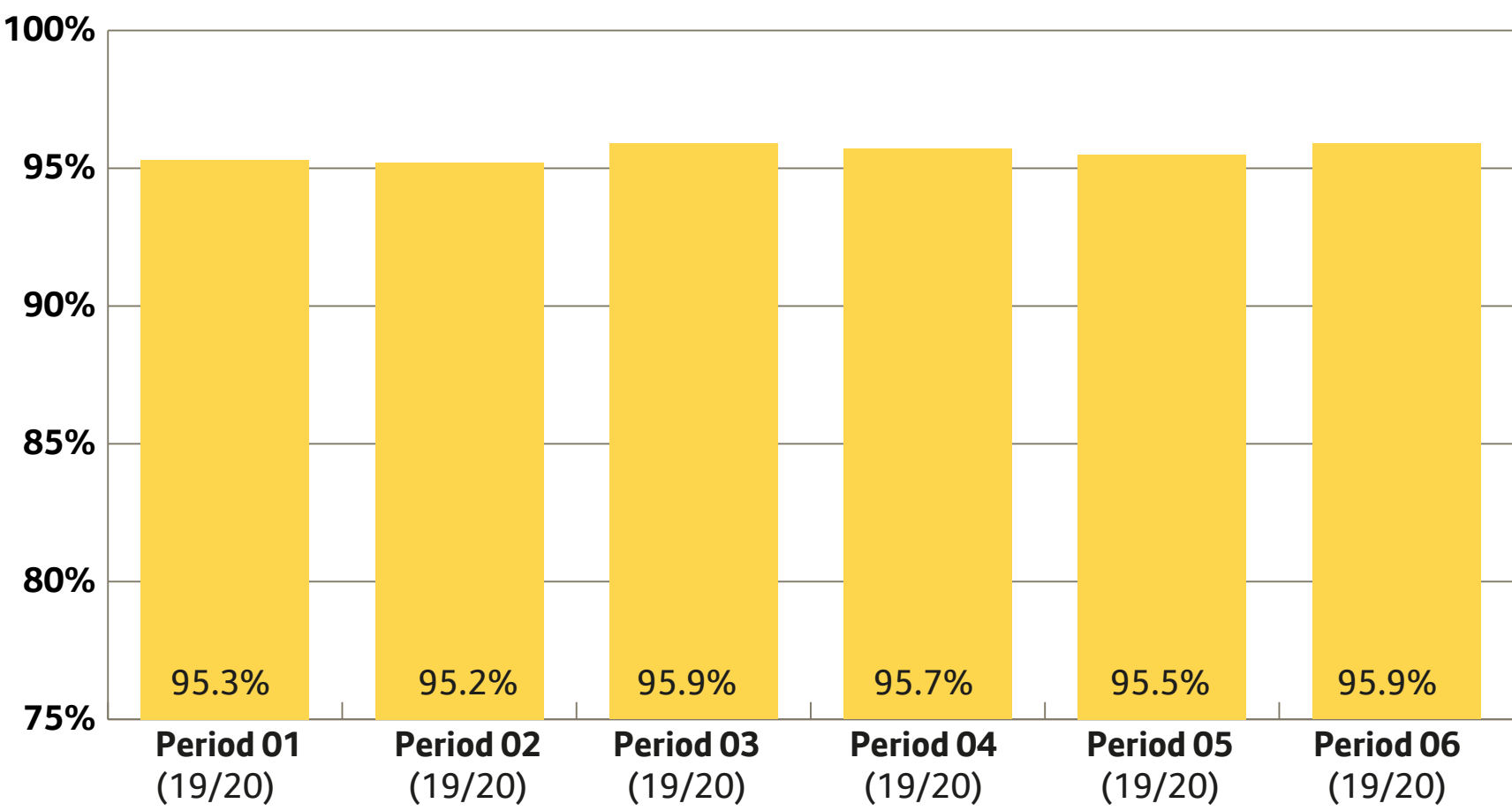
Percentage of planned miles operated.

This route

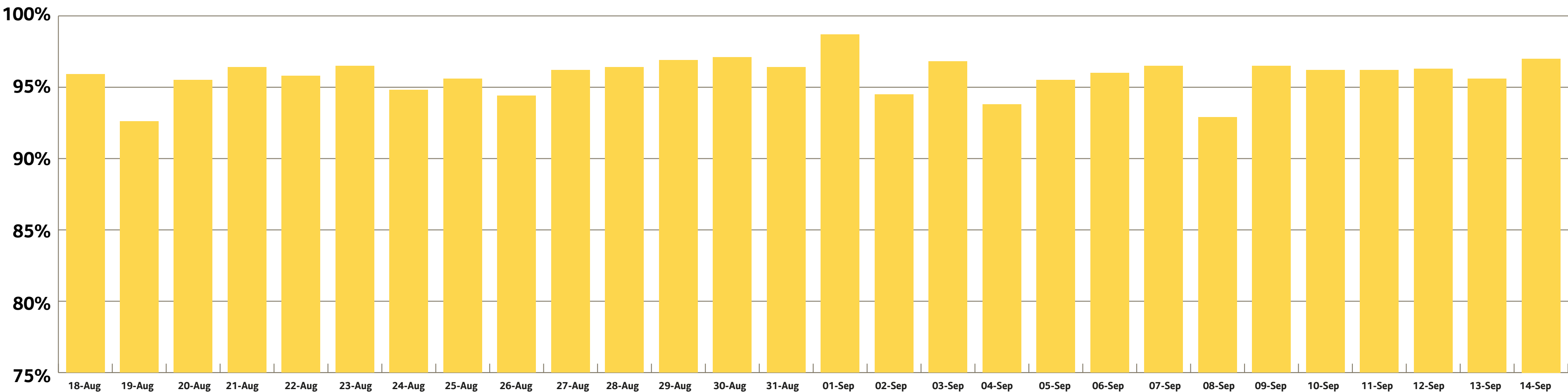
97.1%

Overall network

98.1%



Route punctuality by date



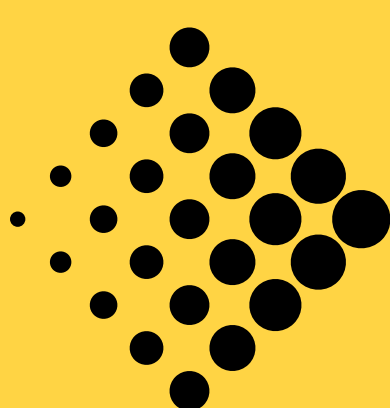
Route service disruptions

- 19 August 2019
Police investigation between Freehold and Westwood
- 04 September 2019
Planned improvement works with bus replacement
- 08 September 2019
Planned improvement works with bus replacement.

What we did to improve on this route

- All deep cleans have passed on this line
- Timperley stop has been repainted
- Metrolink welcomed cricket fans to Old Trafford for the Ashes. Supporters came in their droves from far and wide and CSRs were deployed to assist customers travelling to and from the event. Extra tram services were in operation to meet the increased demand and many customers used contactless - the new fast, easy and convenient way to buy Metrolink tickets.

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Ashton-under-Lyne Line

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How we performed



Punctuality

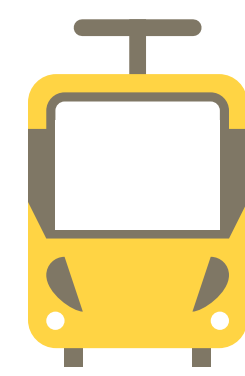
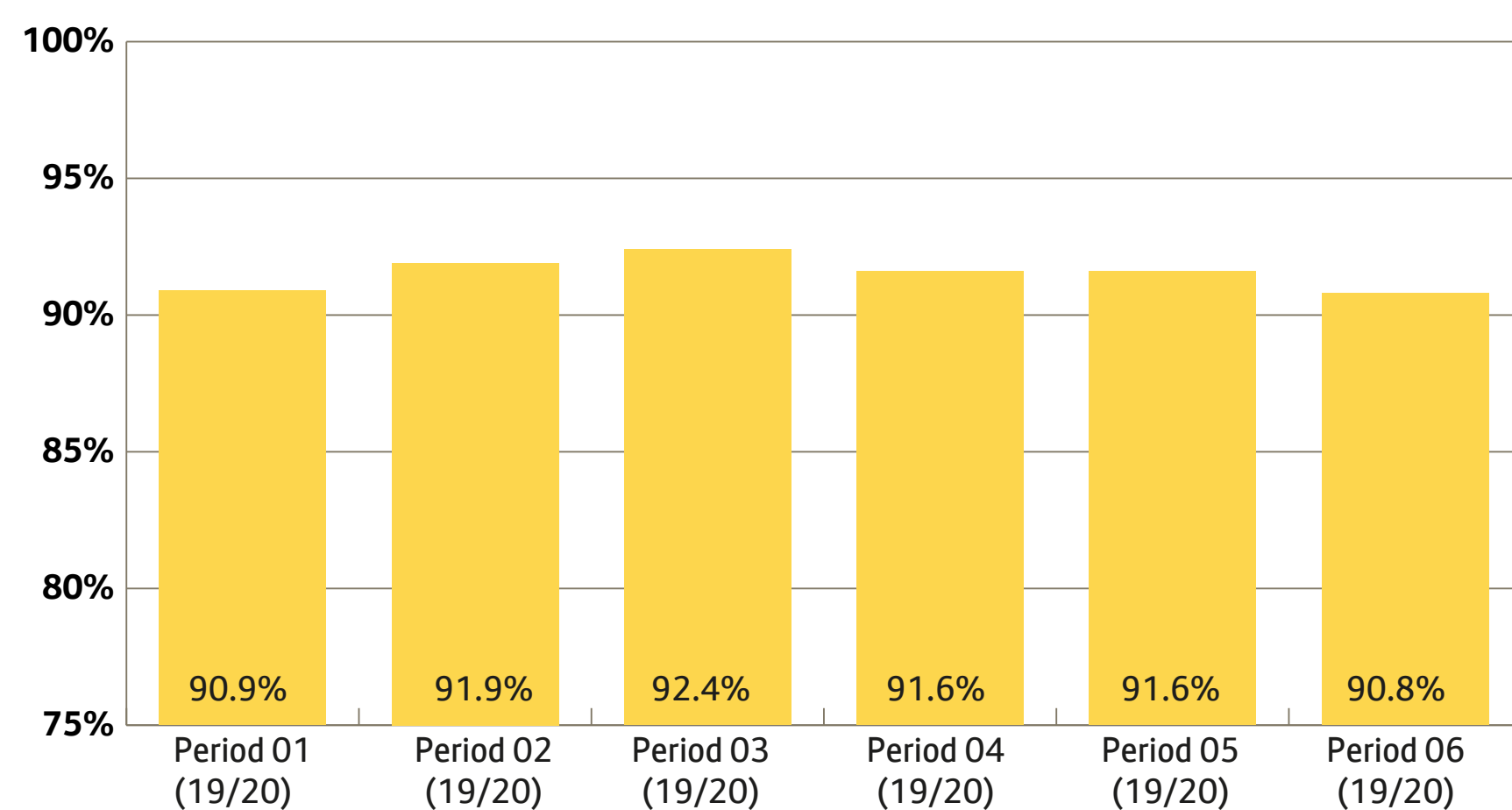
Percentage of trams departing less than two minutes late.

This route

90.8%

Overall network

89.9%



Reliability

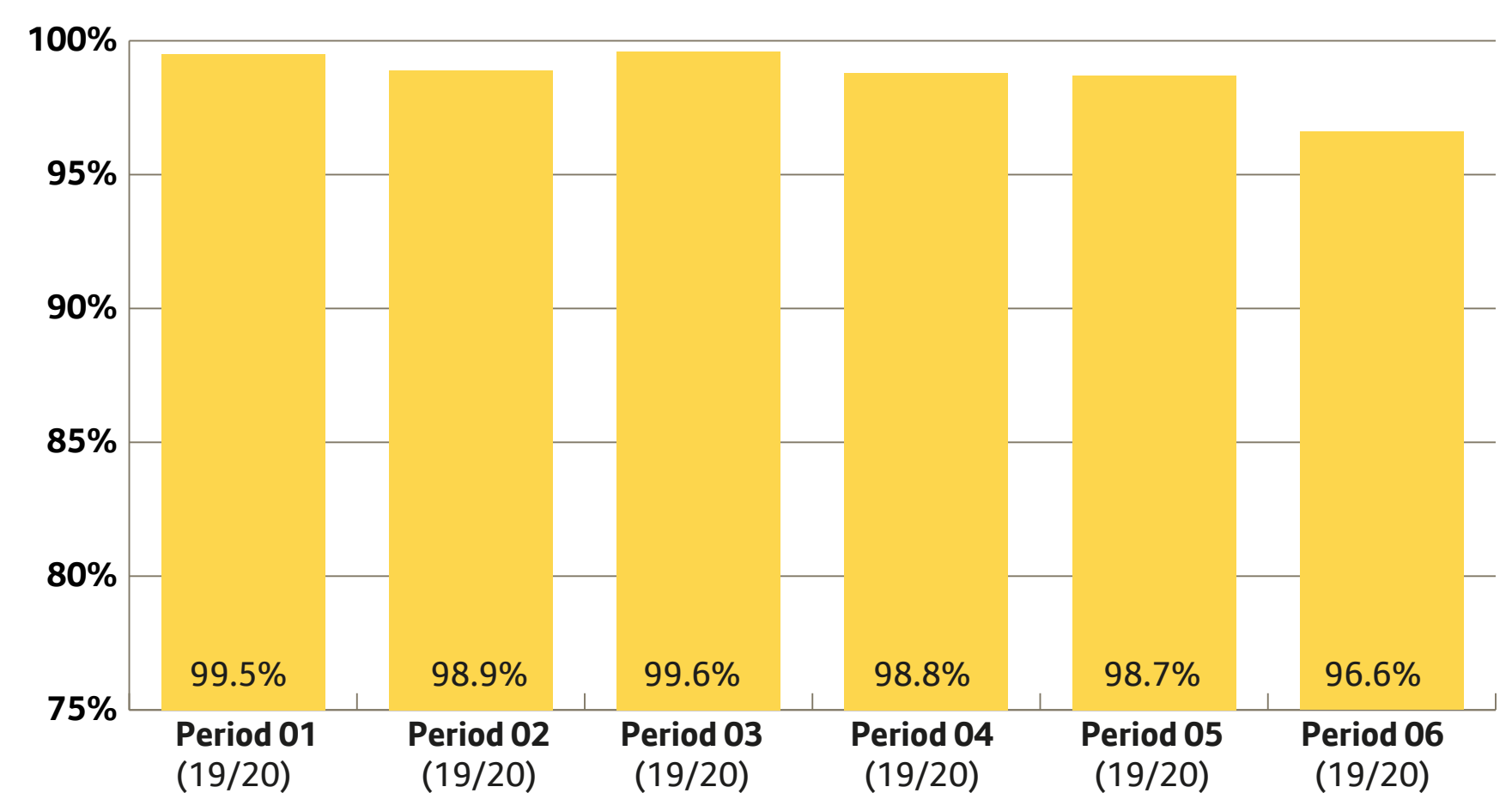
Percentage of planned miles operated.

This route

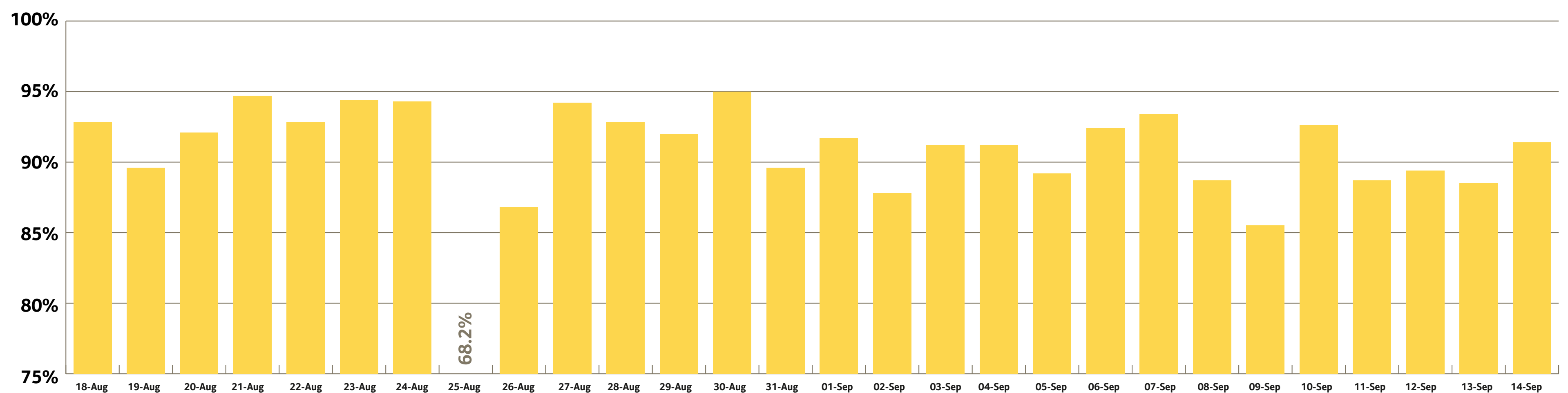
96.6%

Overall network

98.1%



Route punctuality by date



Route service disruptions

- 25 August 2019**
Overhead power line fault
- 26 August 2019**
Road traffic collision in the City Centre
- 27 August 2019**
Road traffic collision at Droylsden.

What we did to improve on this route

- All deep cleans on this line have passed.

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Metrolink Performance

Bury Line

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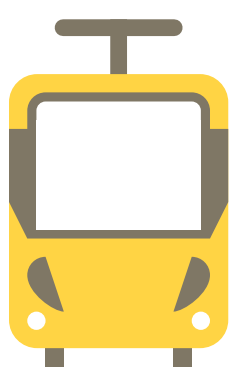
How we performed



Punctuality

Percentage of trams departing less than two minutes late.

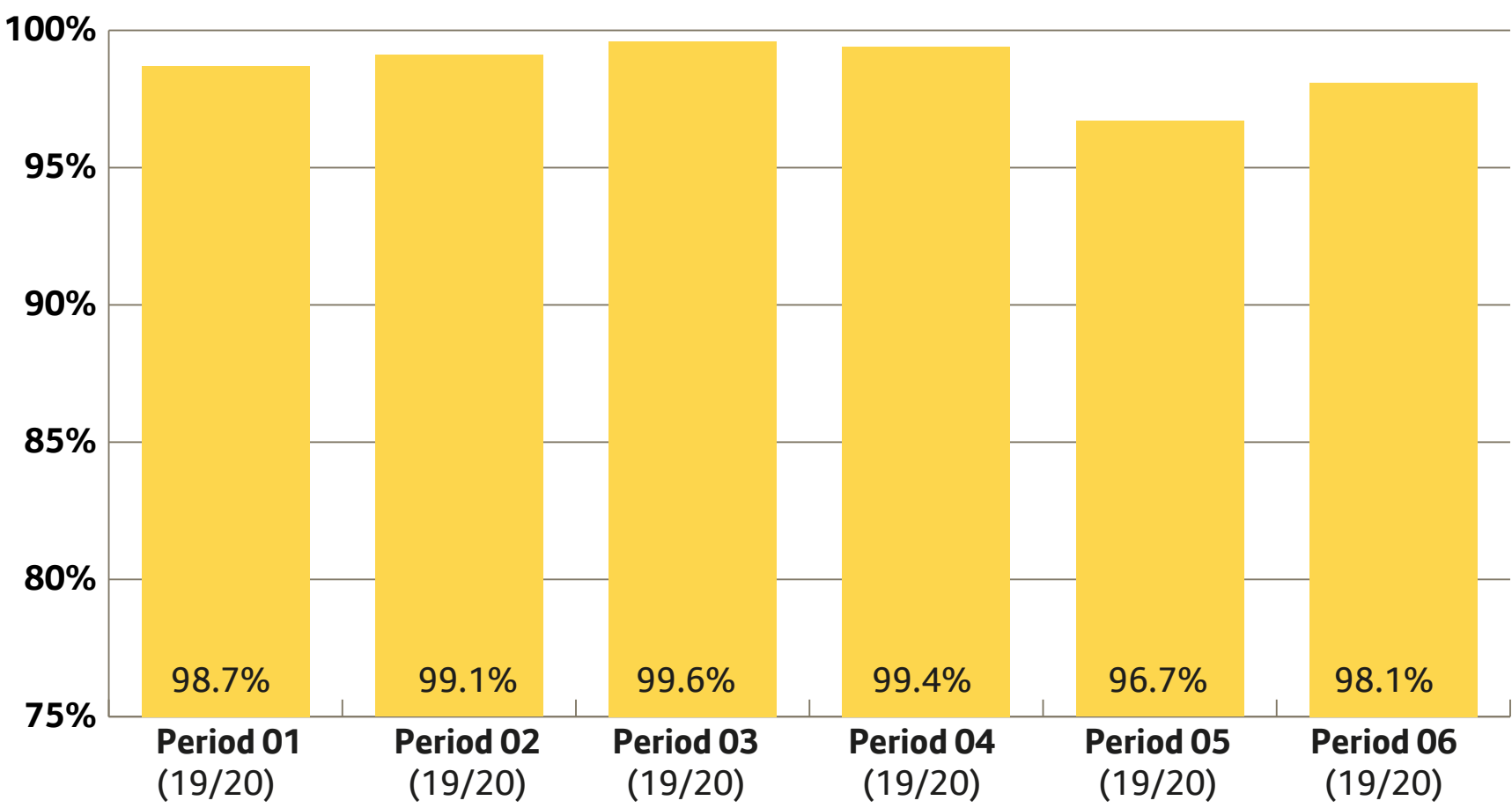
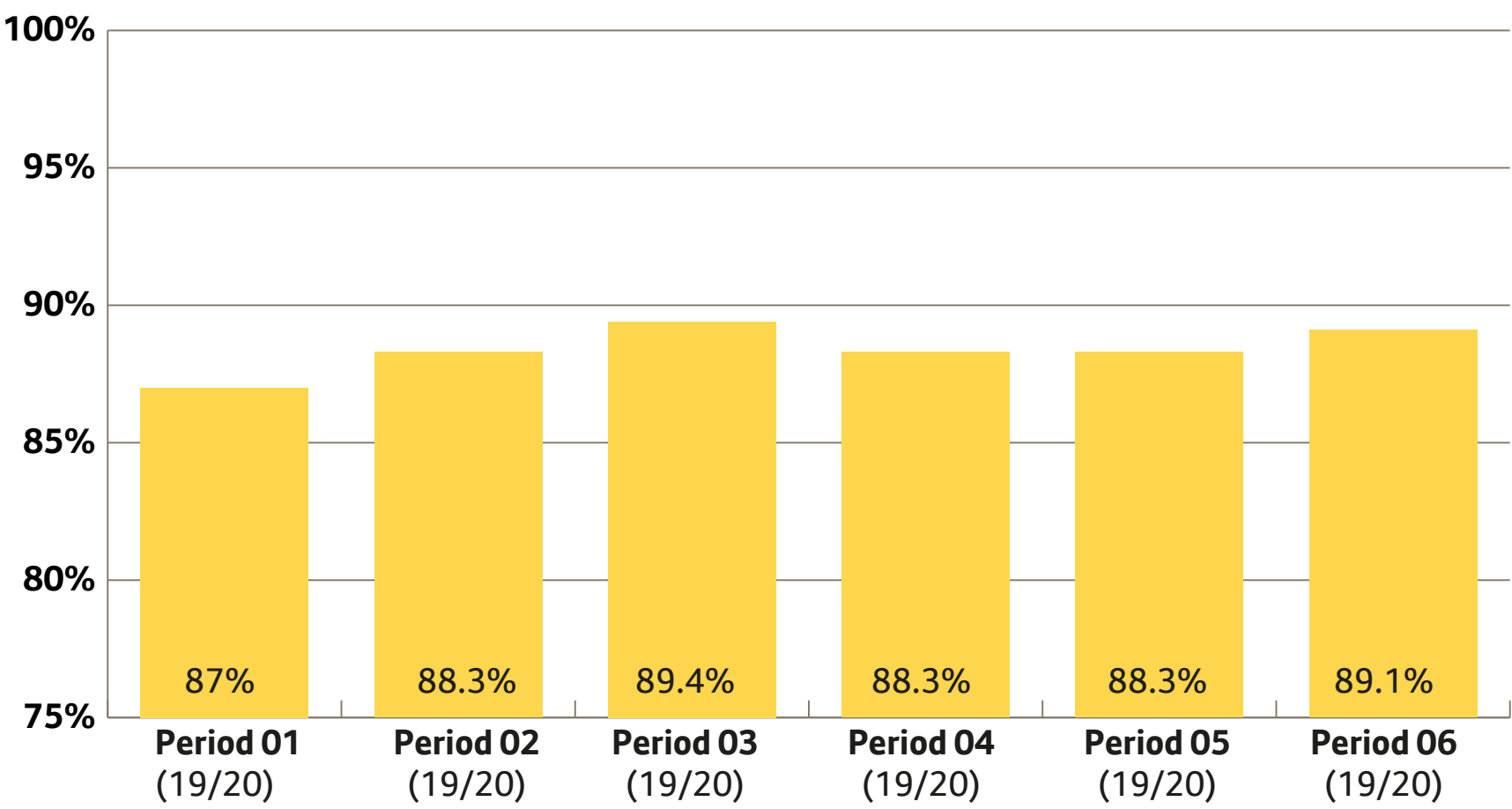
This route
89.1% **Overall network**
89.9%



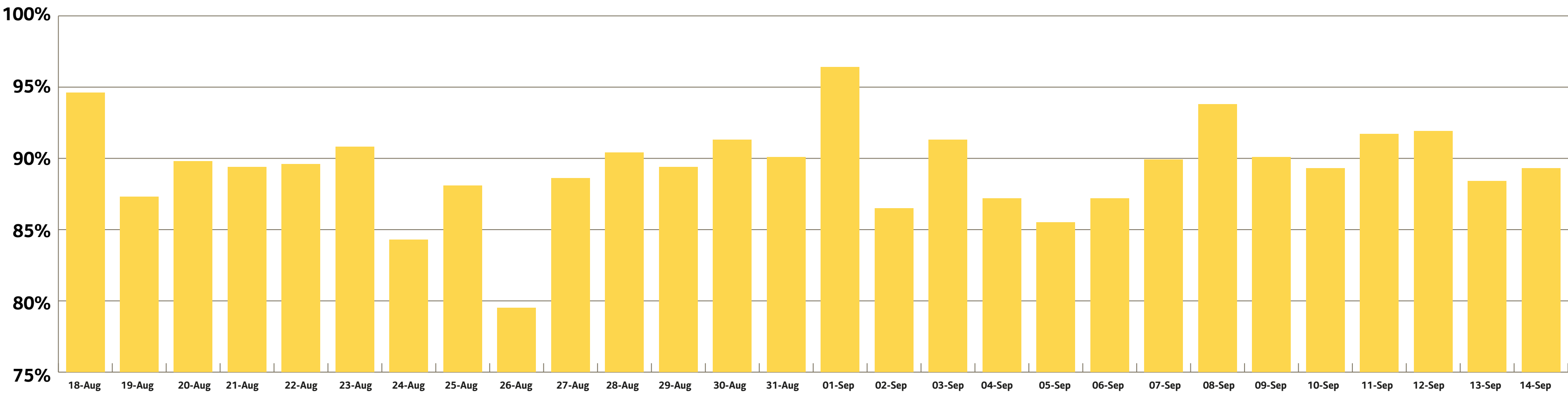
Reliability

Percentage of planned miles operated.

This route
98.1% **Overall network**
98.1%



Route punctuality by date



Route service disruptions

- 24 August 2019
Event congestion in Manchester City Centre
- 26 August 2019
Anti-social behaviour at Bowker Vale
- 05 September 2019
Planned improvement works with bus replacement.

What we did to improve on this route

- We have installed safety enhancement works to the escalator at Bury stop. Details are new steps with footprint showing where customers should stand, a voice announcer to tell customers to please hold the handrail and safety bollards
- Crumpsall canopy has been cleaned and we are planning to repaint the canopy this period
- Deep cleans to this line have all been passed.
- CSRs supported Bury Football Club to clean up the ground as part of plans to save the clubs future. The engagement from CSRs, particularly those who live in and around Bury, demonstrates the strong sense of community Metrolink is proud to be part of.

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East Didsbury Line

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How we performed



Punctuality

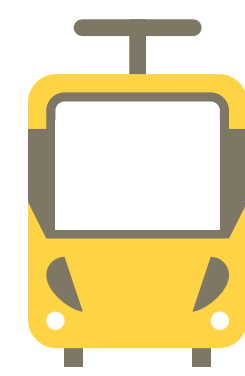
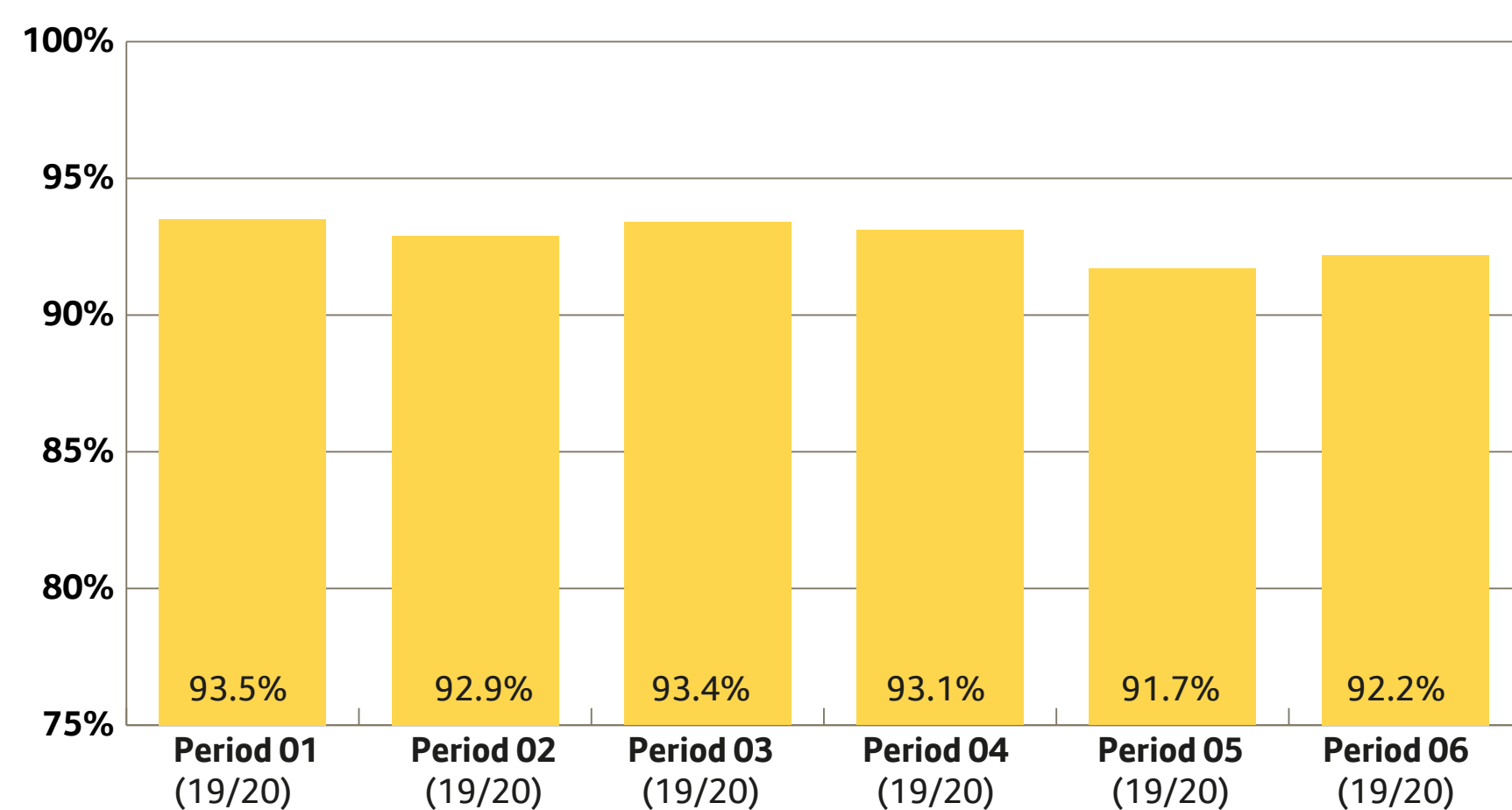
Percentage of trams departing less than two minutes late.

This route

92.2%

Overall network

89.9%



Reliability

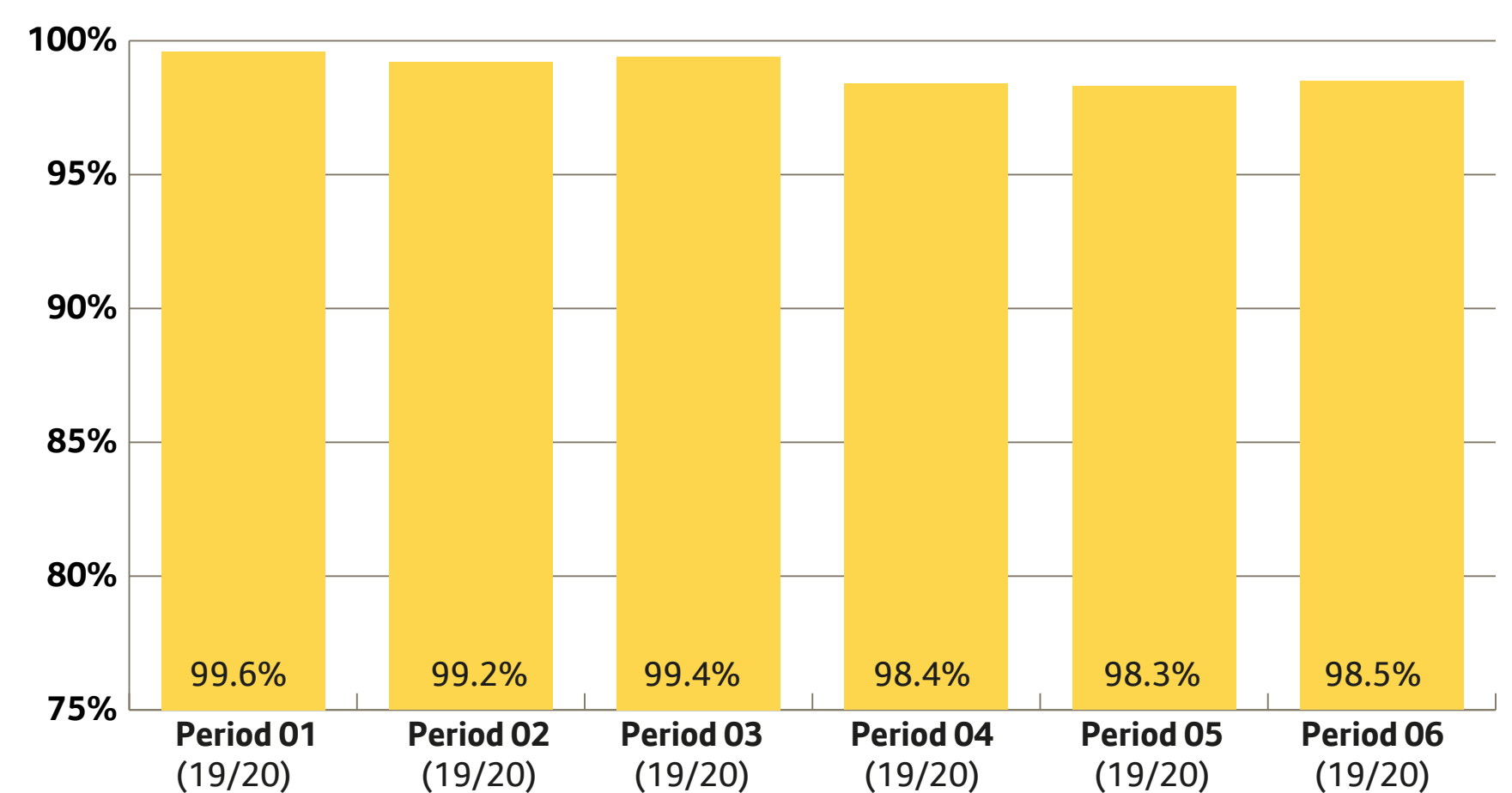
Percentage of planned miles operated.

This route

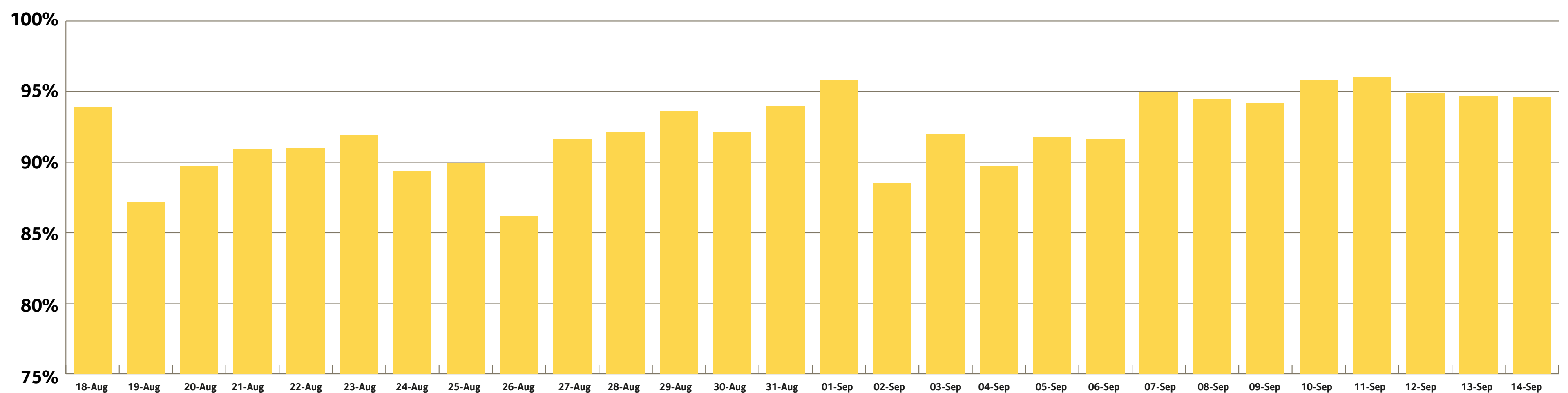
98.5%

Overall network

98.1%



Route punctuality by date



Route service disruptions

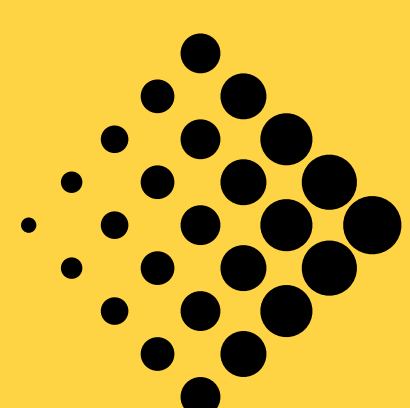
- 19 August 2019
Police investigation between Freehold and Westwood
- 26 August 2019
Points fault at Trafford Depot

- 02 September 2019
Signalling system fault at Newbold

What we did to improve on this route



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Metrolink Performance

Eccles & Media City Lines

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How we performed



Punctuality

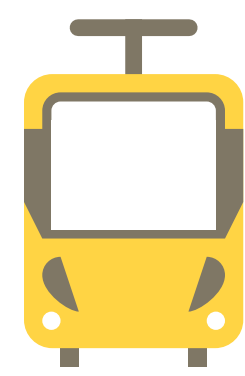
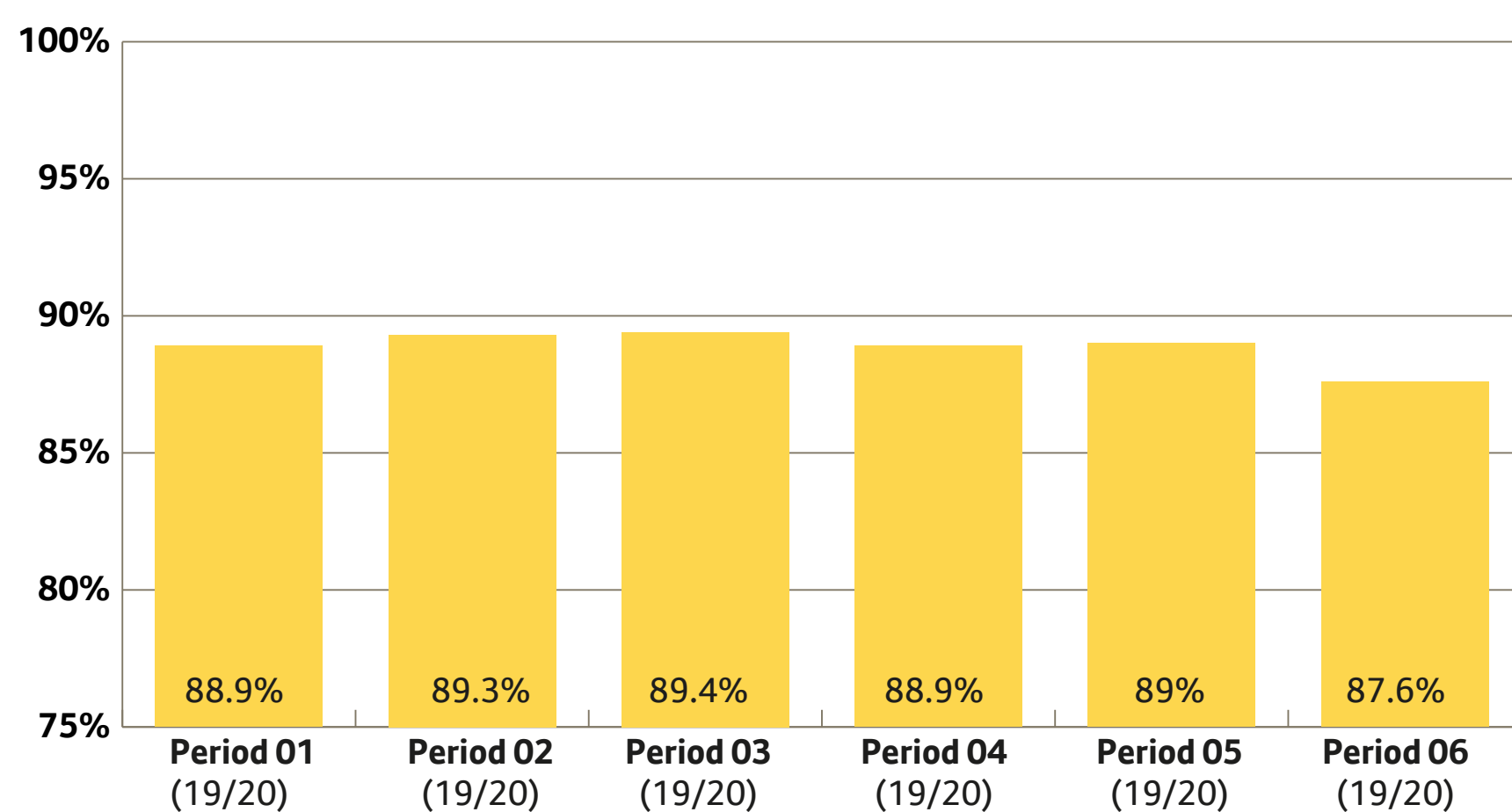
Percentage of trams departing less than two minutes late.

This route

87.6%

Overall network

89.9%



Reliability

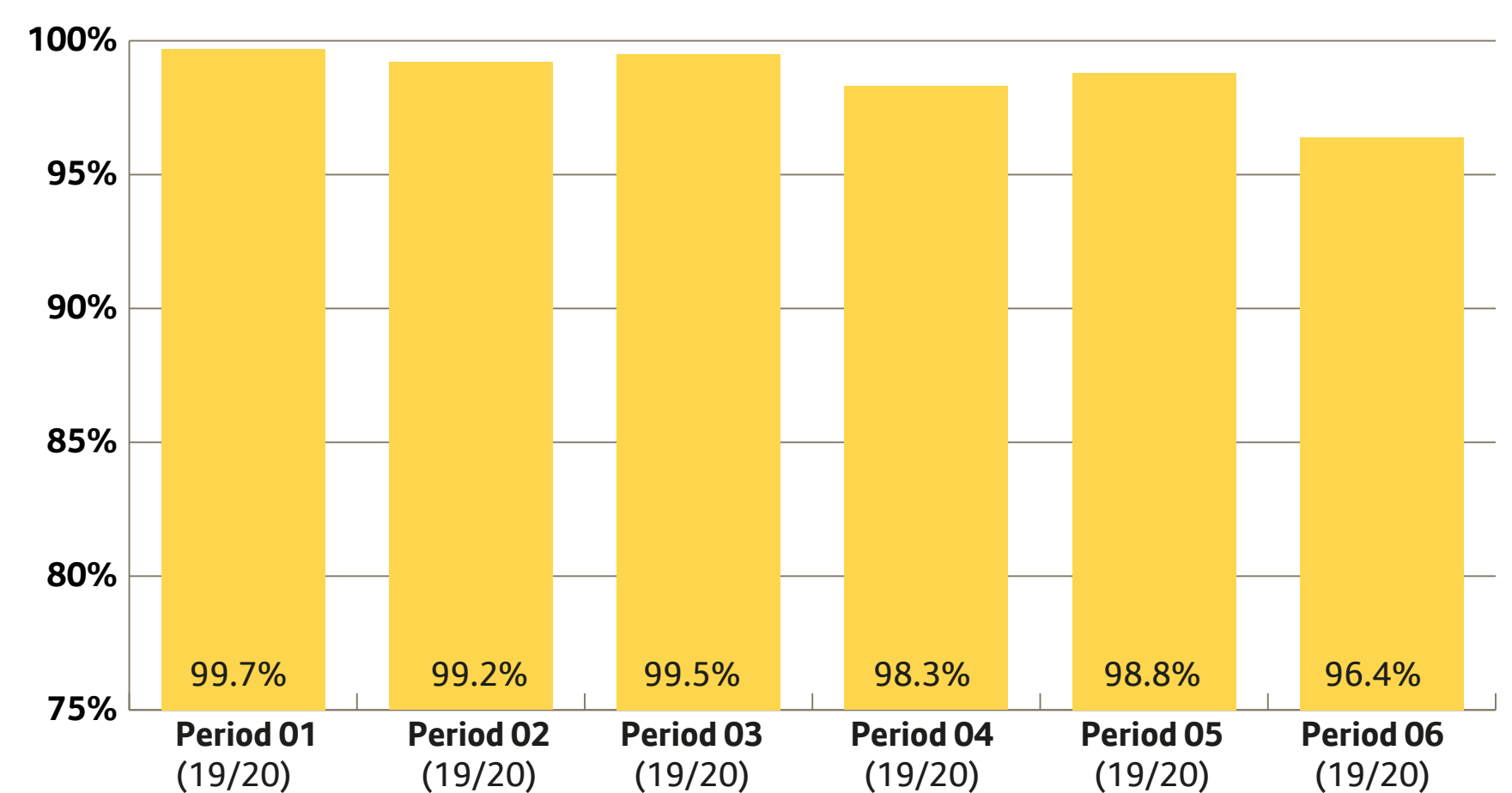
Percentage of planned miles operated.

This route

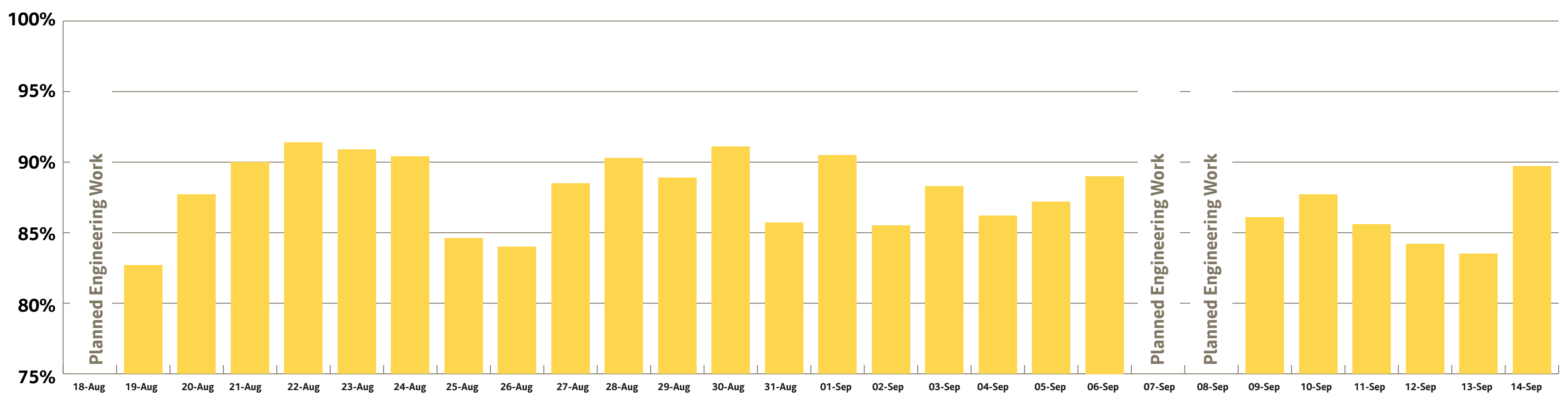
96.4%

Overall network

98.1%



Route punctuality by date



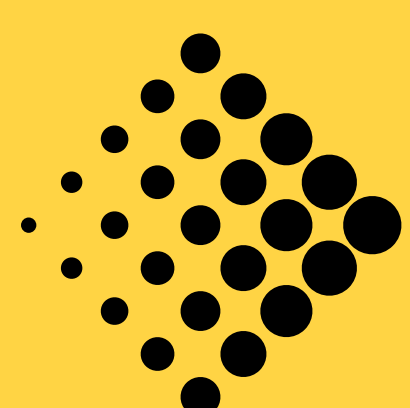
Route service disruptions

- 19 August 2019**
Road traffic collision at Droylsden
- 26 August 2019**
Operational incident at Media City
- 13 September 2019**
Signal fault at Trafford Bar.

What we did to improve on this route

- All deep cleans passed on this line
- Targeted deployment during the evenings on the Eccles line has had a positive impact on the level of reported fare evasion. Increased staff visibility has deterred ticketless travel and provided reassurance to customers.

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Metrolink Performance

Oldham & Rochdale Lines

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How we performed



Punctuality

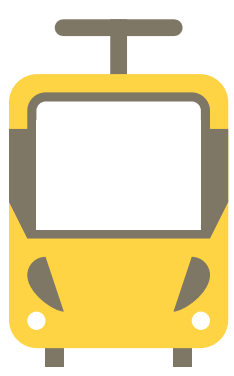
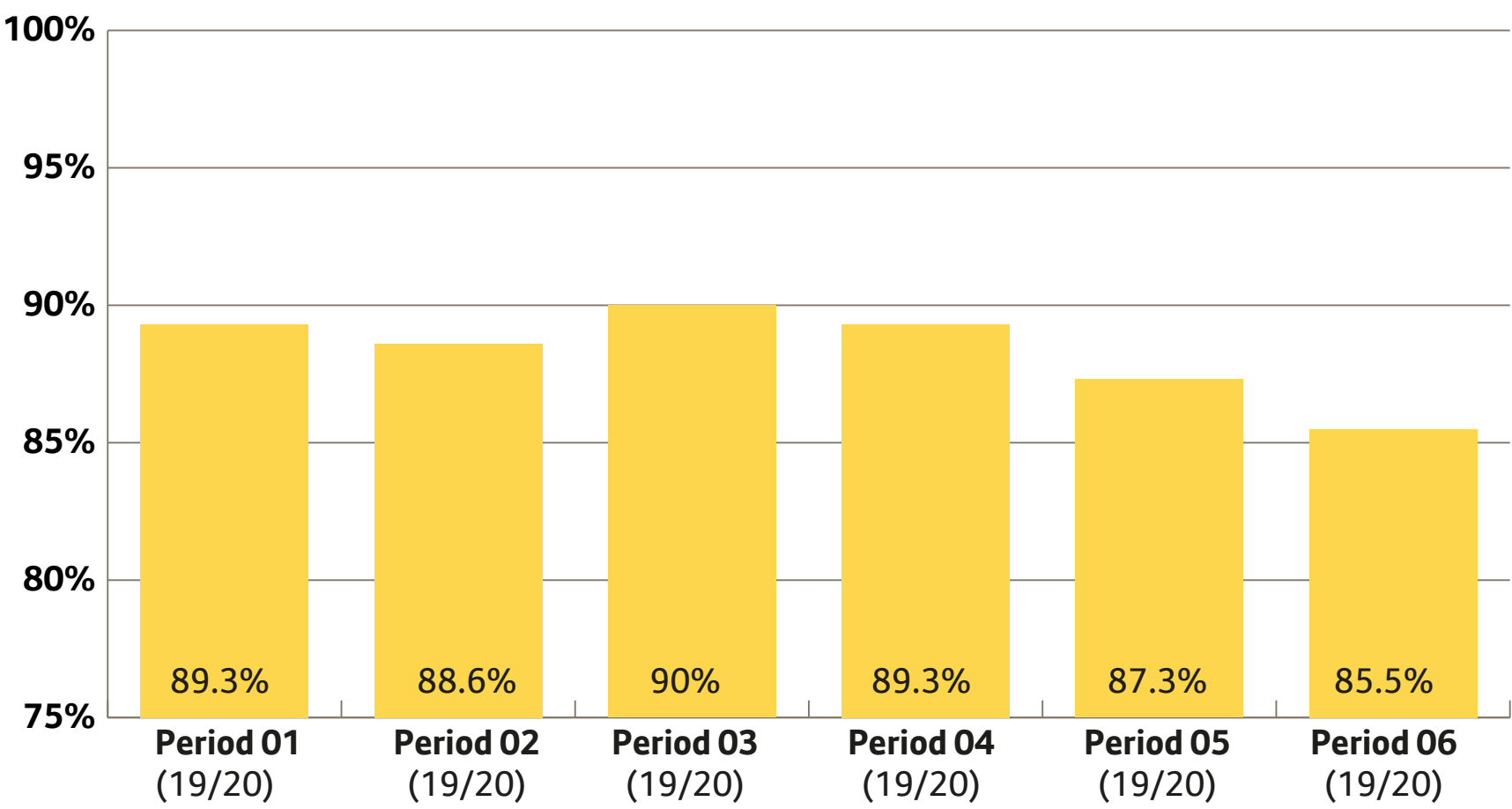
Percentage of trams departing less than two minutes late.

This route

85.5%

Overall network

89.9%



Reliability

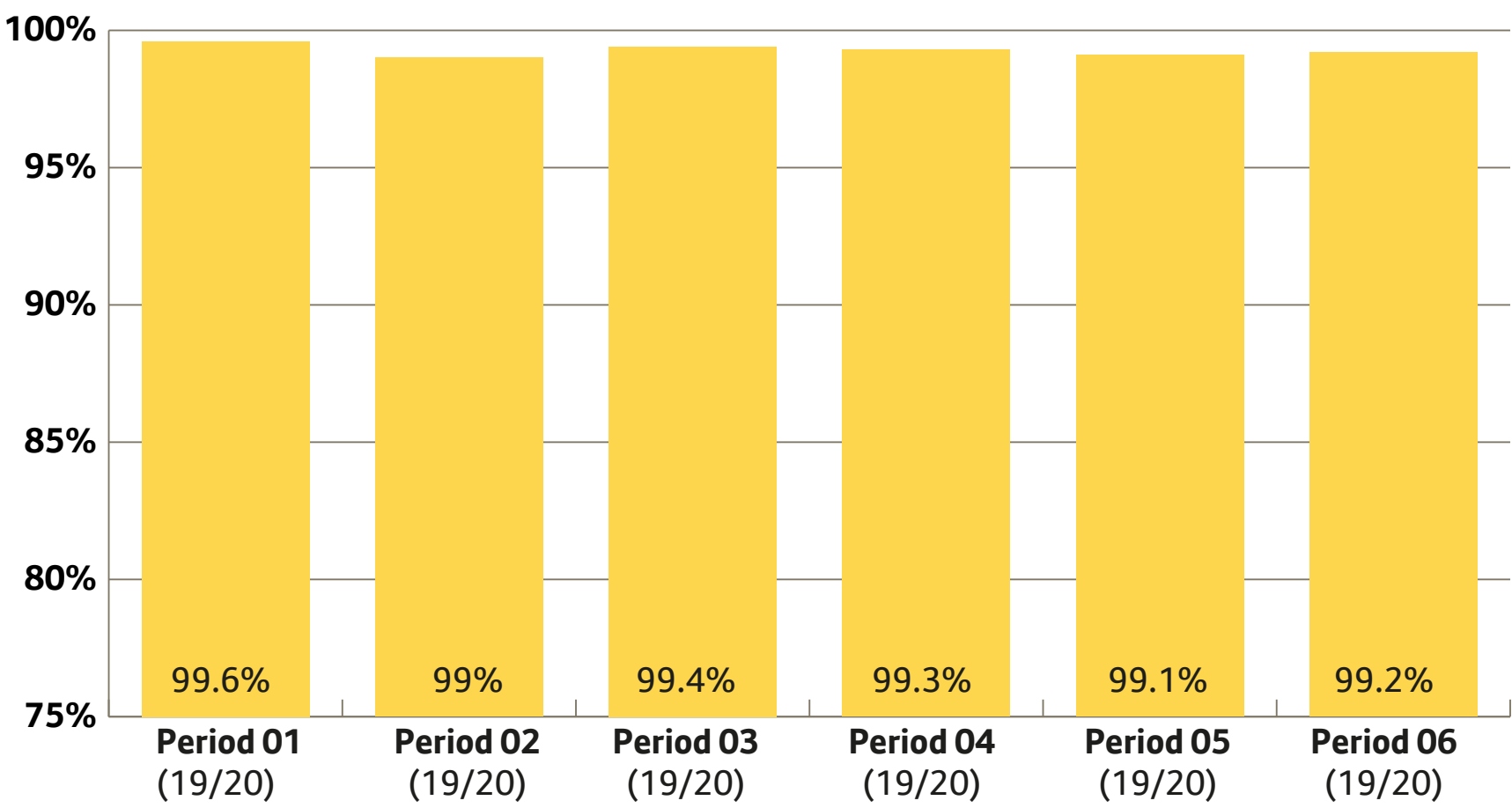
Percentage of planned miles operated.

This route

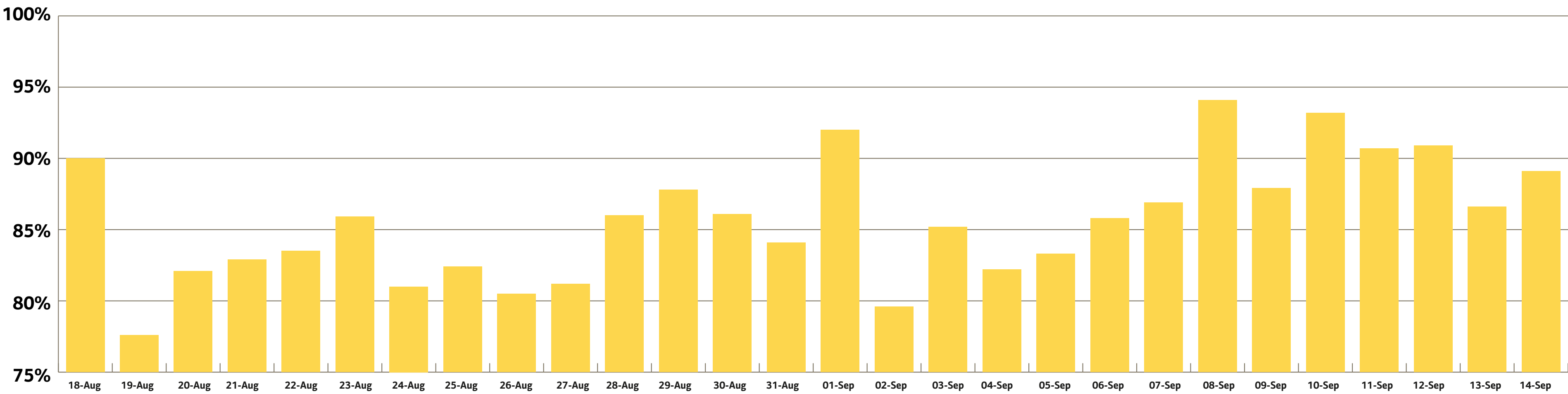
99.2%

Overall network

98.1%



Route punctuality by date



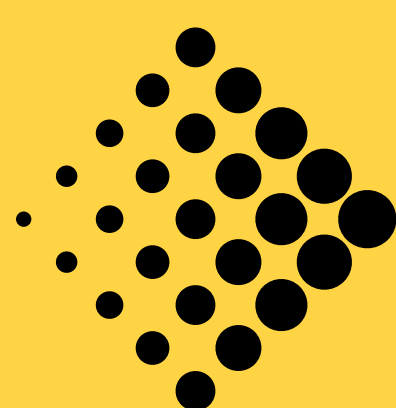
Route service disruptions

- 19 August 2019**
Road traffic collision at Droylsden
- 26 August 2019**
Operational incident at Shaw and Crompton
- 13 September 2019**
Signal fault at Newbold.

What we did to improve on this route

- De-vegetation works are on-going on this line. Works have started from Irk Valley and they are working down towards Rochdale Town Centre.
- All deep cleans to this line have been passed.
- Metrolink has provided an enhanced security presence between Oldham and Newbold in response to reported anti-social behaviour. CSRs supported the Local Authority's Detached Youth Team during an incident to capture critical bodycam footage to assist in identification. The strong partnership relationship seeks to share intelligence to deter and detect crime and ASB and reassure our customers of our commitment to ensuring customer safety and security.

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