

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 the four-week period between:

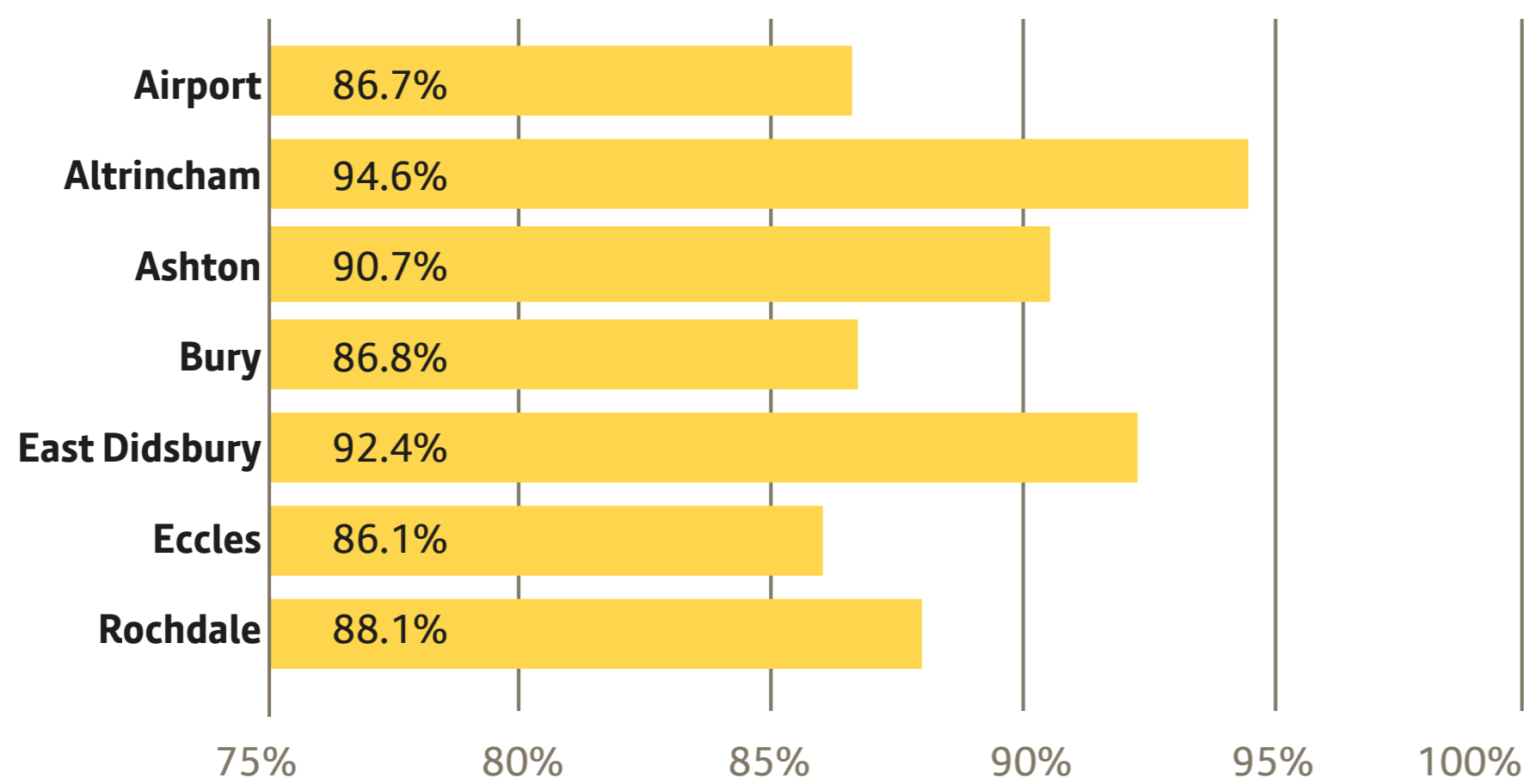
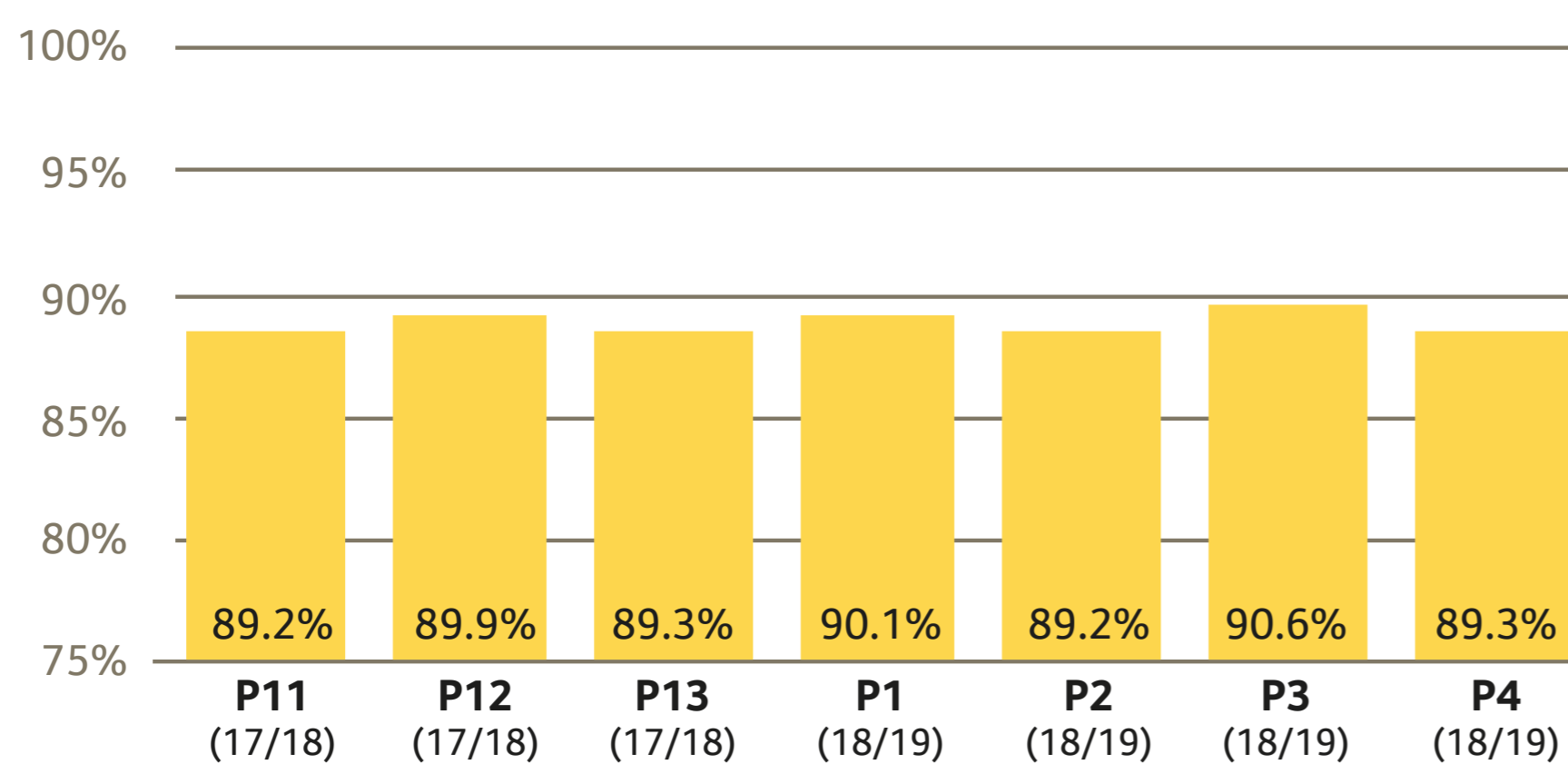
24 June until 21 July 2018



Punctuality

Percentage of trams departing less than two minutes late.

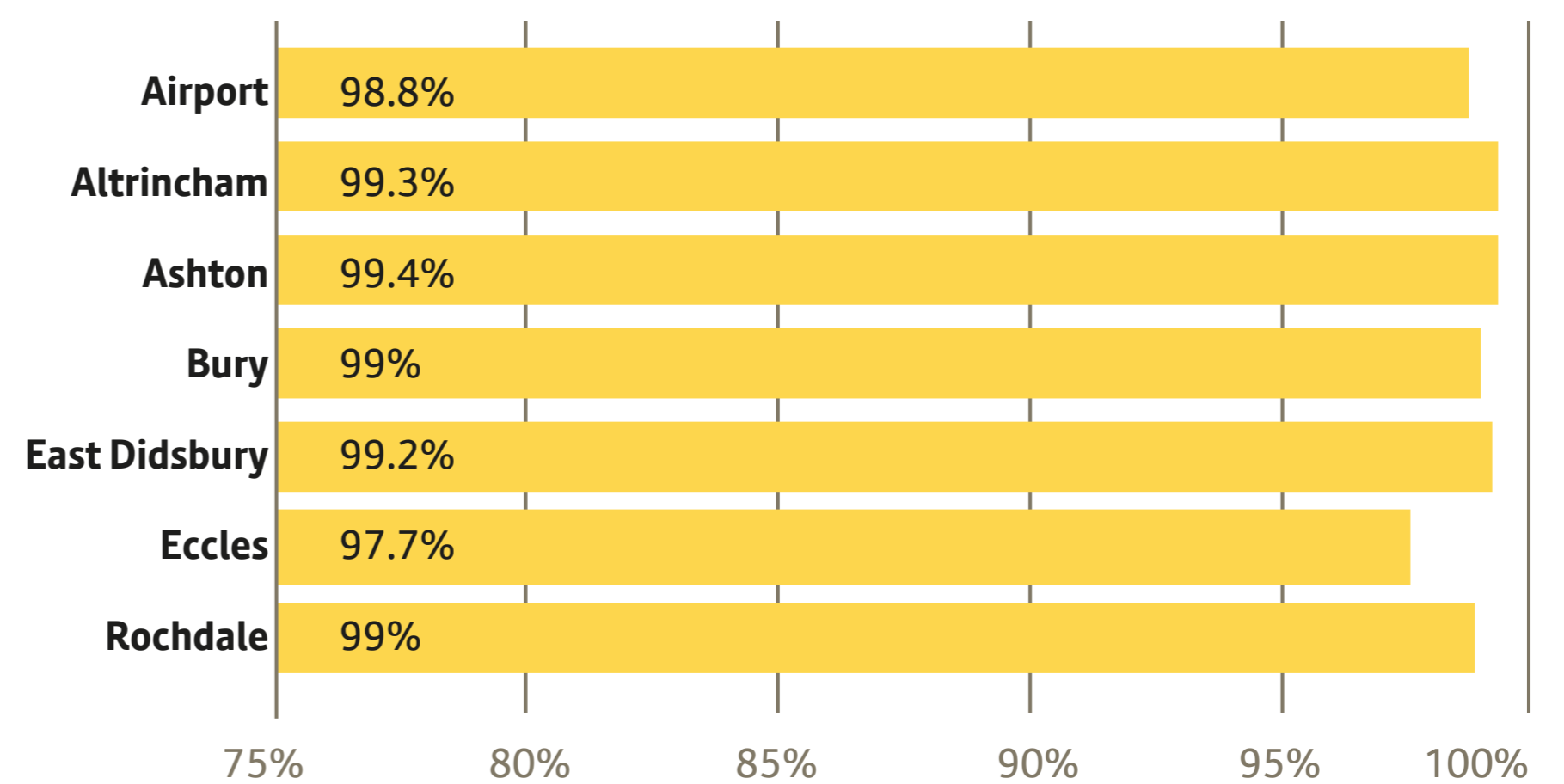
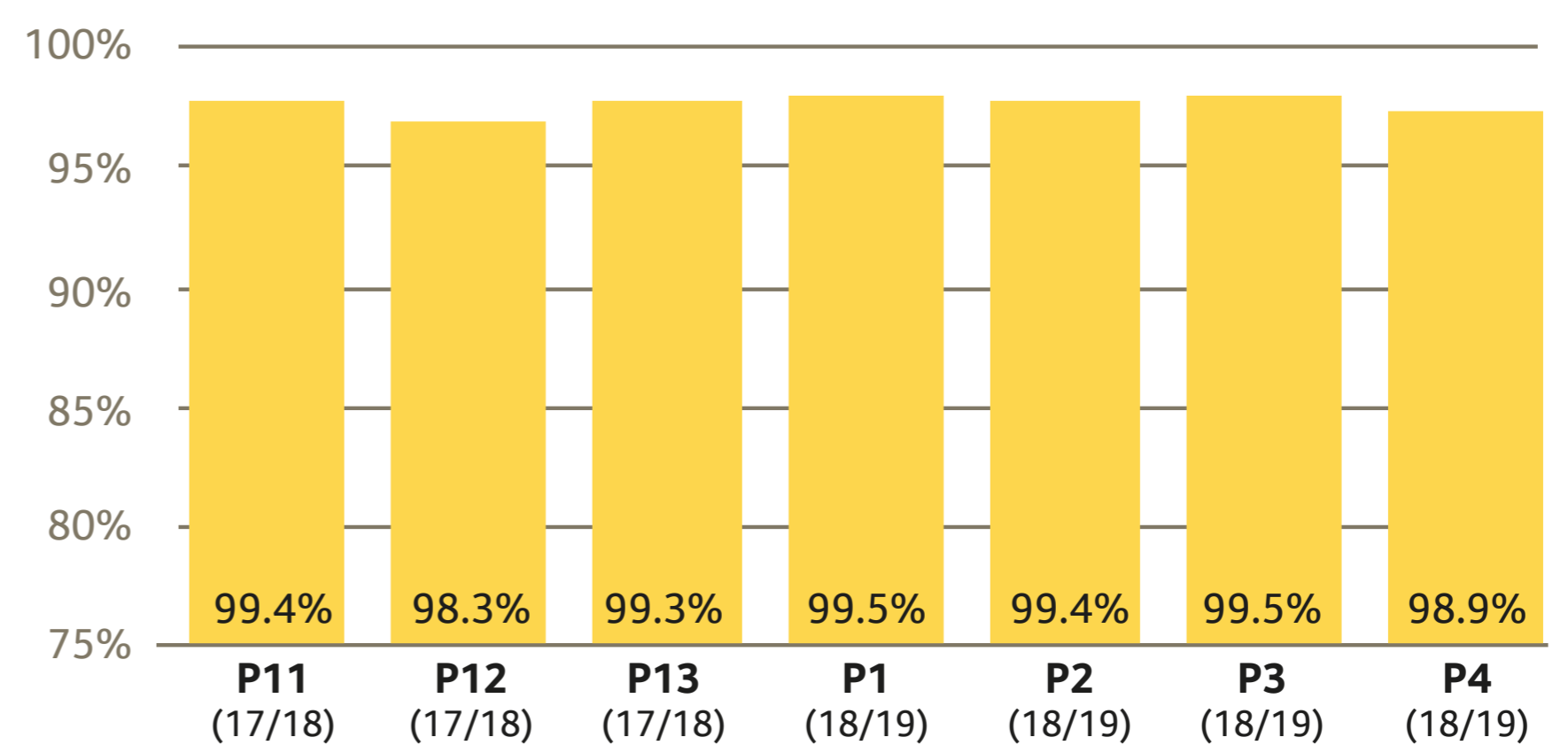
89.3%



Reliability

Percentage of planned miles operated.

98.9%



Cancellations

Journeys cancelled.

0.49% of all planned journeys.



Short journeys

Incomplete journeys.

0.70% of all planned journeys.

How we performed

In this period, we were challenged with the unusually high temperatures experienced across the country. This contributed to several tram faults and two overhead power line failures.

During period 5, we will undertake improvement works at Pomona as part of the Trafford Park Line expansion. More information on the works can be found at tfgm.com/eccles-line

What we are doing to improve

To reduce the number of road vehicles obstructing the track, we are installing increased signage at four hot stop locations that often cause us significant delays.

Work is underway to review our disruption management techniques and further improve the measures taken to minimise impact to our customers.

Aline Frantzen

Managing Director at KeolisAmey Metrolink

Issued on Wednesday 8 August 2018

Metrolink Performance

Airport Line

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24 June until 21 July 2018



Punctuality

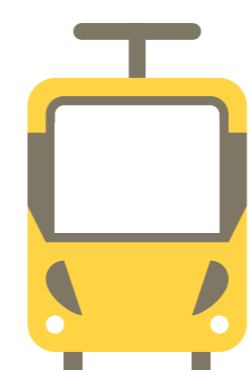
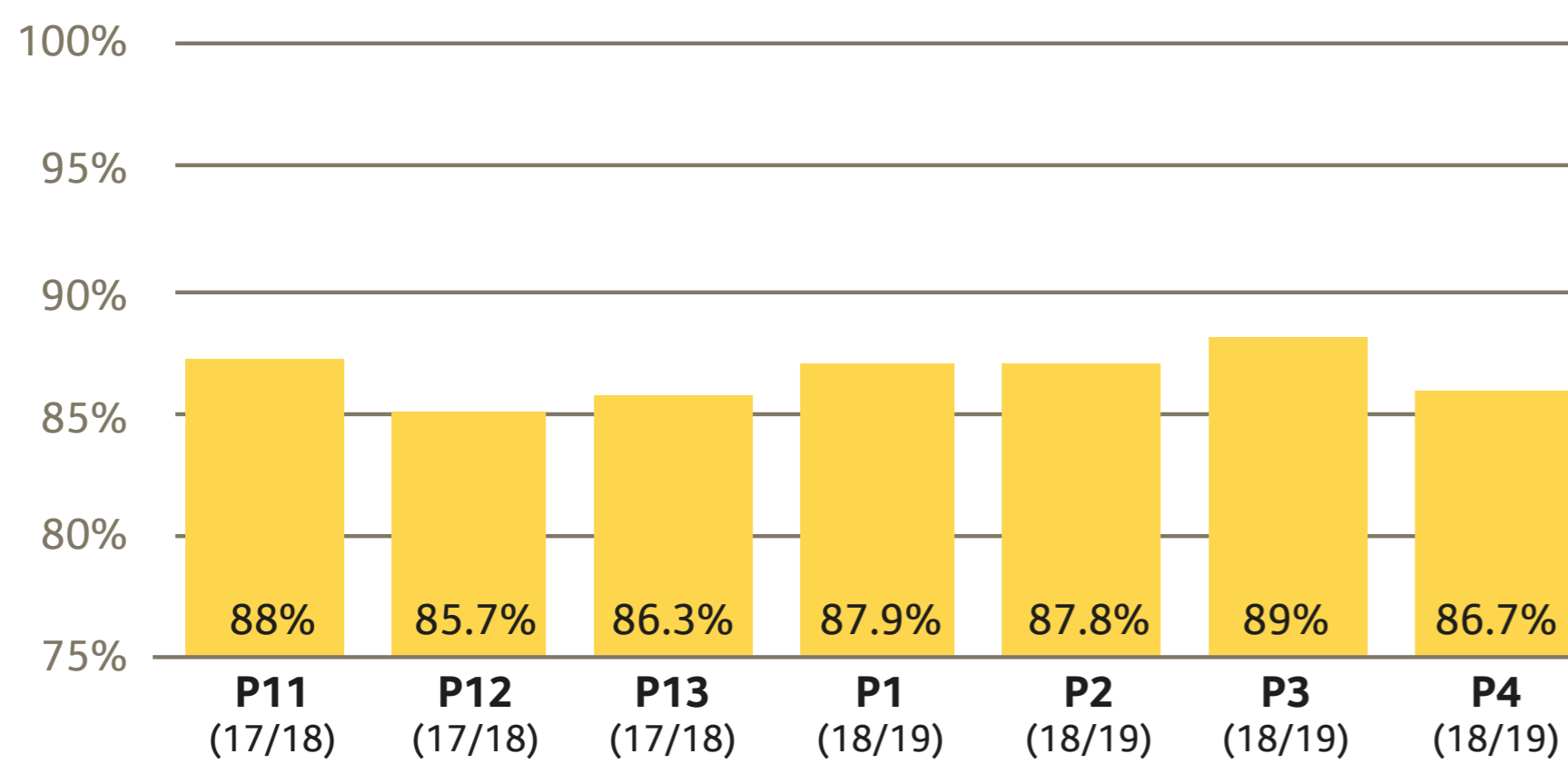
Percentage of trams departing less than two minutes late.

This route

86.7%

Overall network

89.3%



Reliability

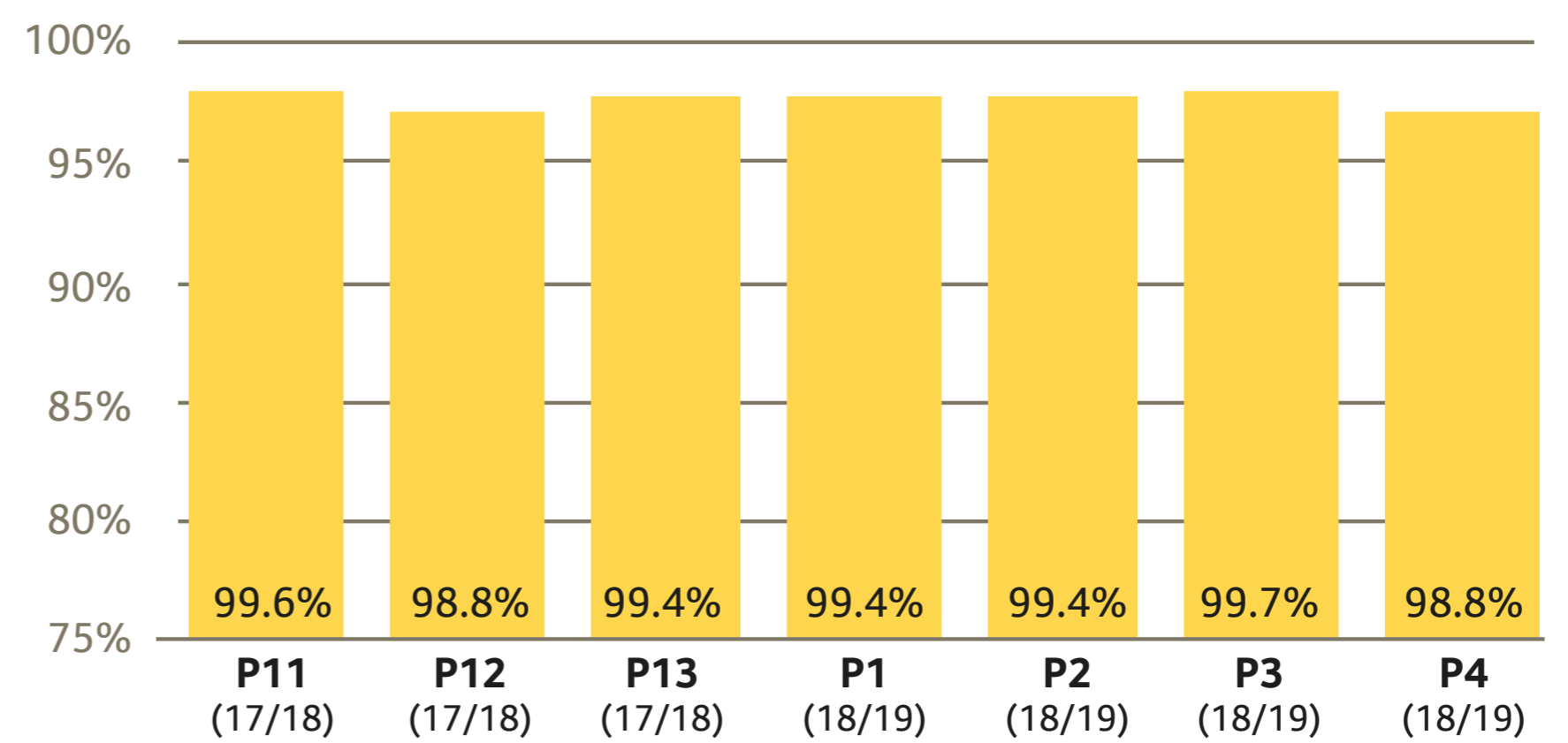
Percentage of planned miles operated.

This route

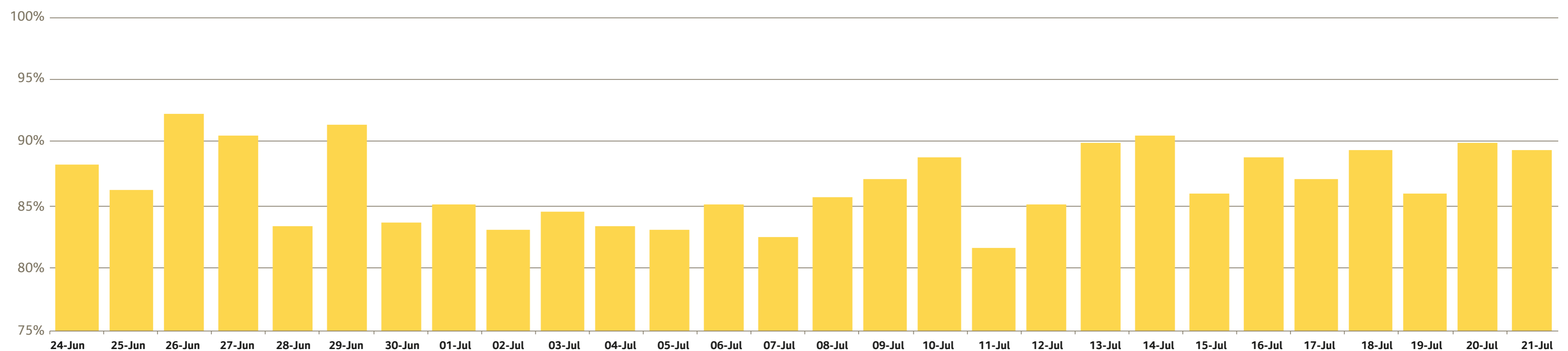
98.9%

Overall network

98.9%



Route punctuality by date



Route service disruptions

- 7 July** Several tram faults impacted the network
- 11 July** Damage to overhead power lines in the Weaste area.

How we performed

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Aline Frantzen
Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Altrincham Line

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Punctuality

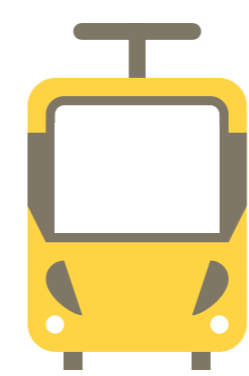
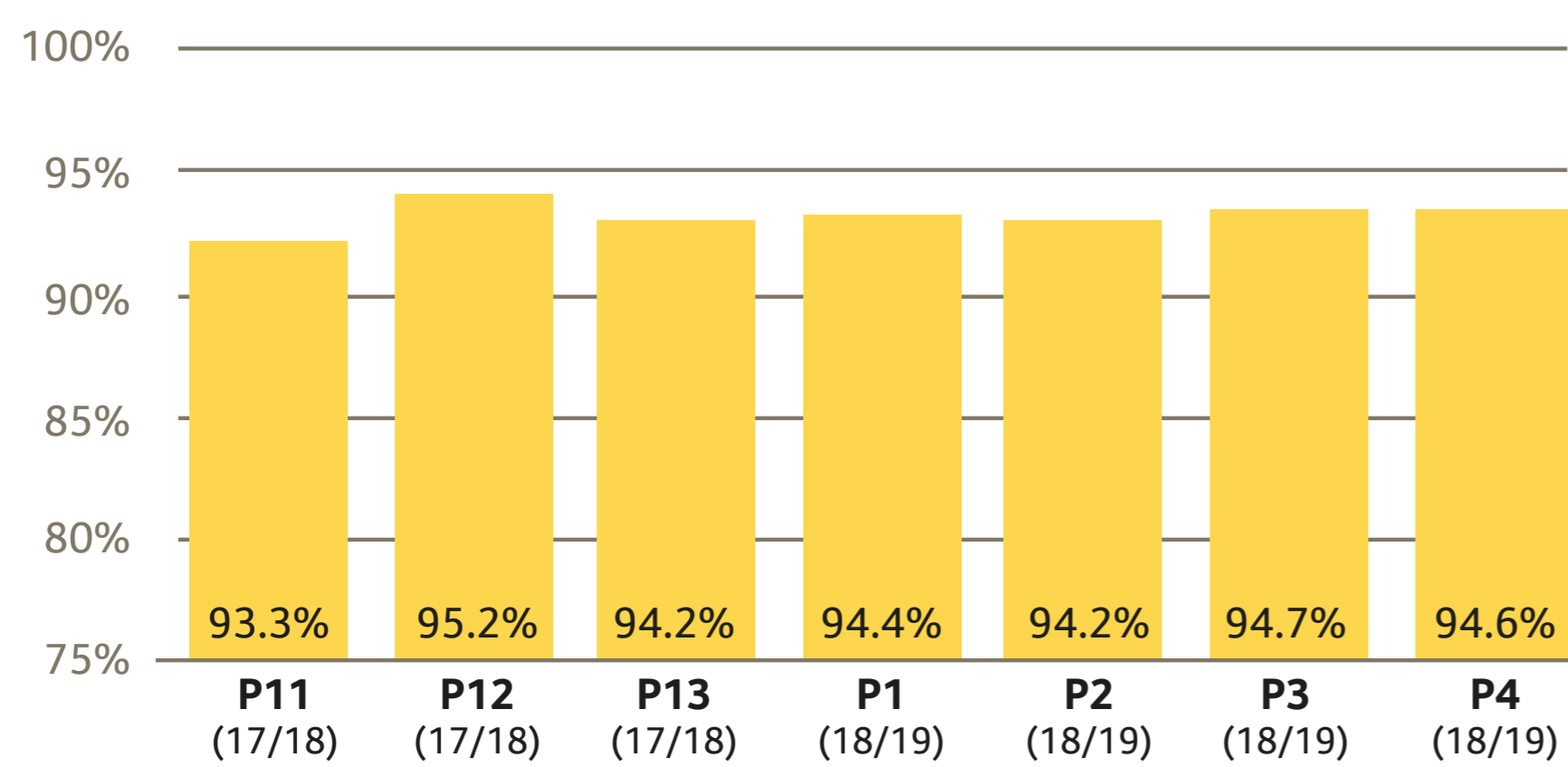
Percentage of trams departing less than two minutes late.

This route

94.6%

Overall network

89.3%



Reliability

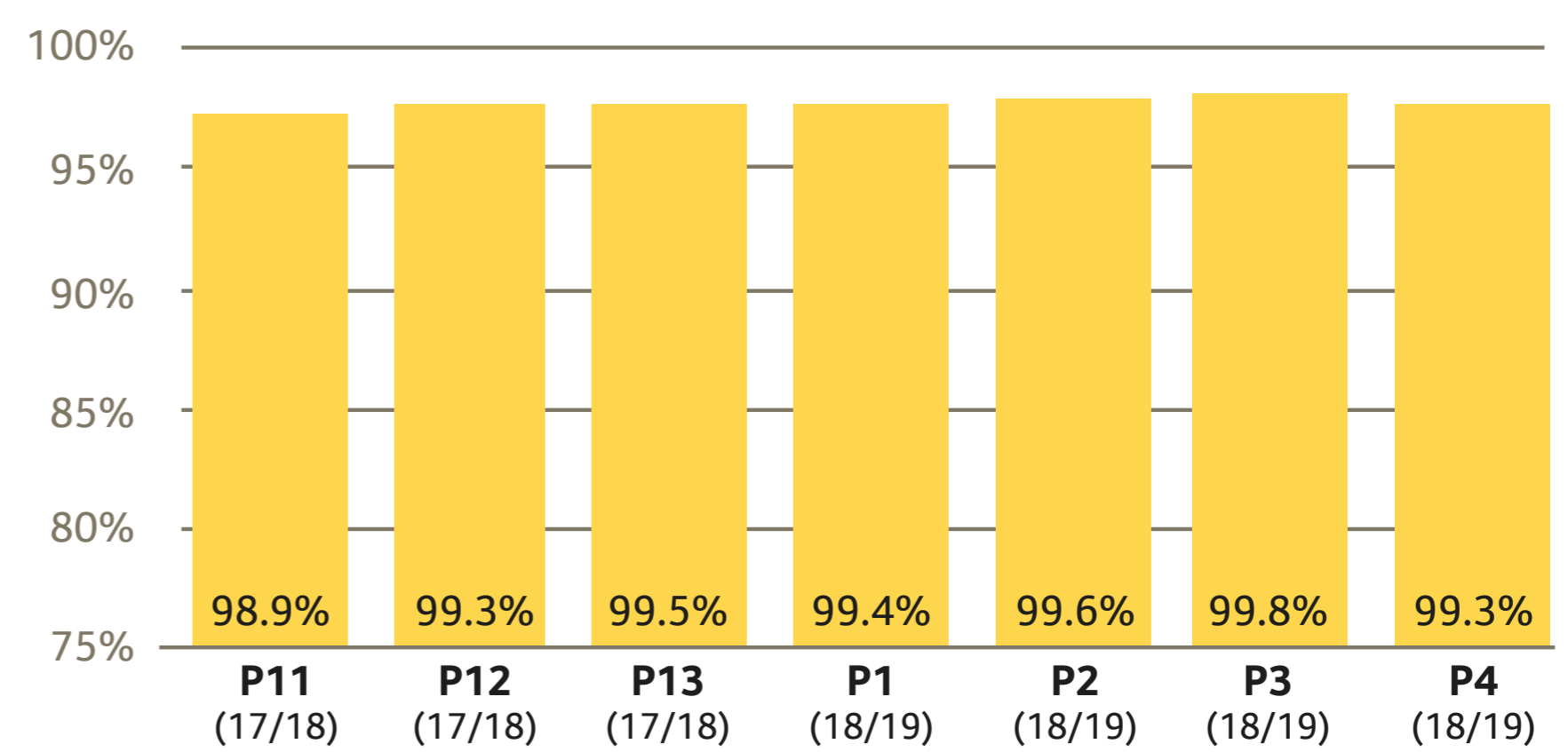
Percentage of planned miles operated.

This route

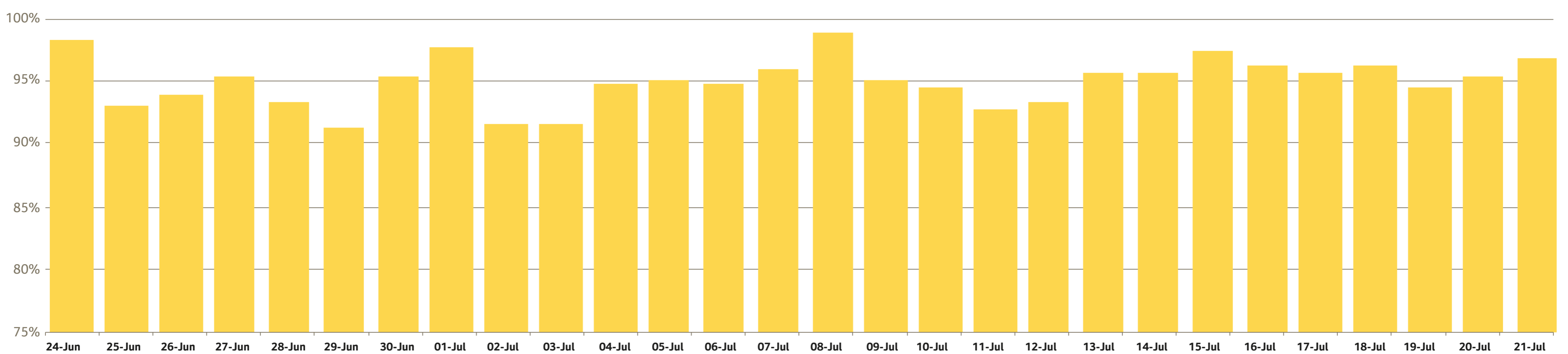
99.3%

Overall network

98.9%



Route punctuality by date



Route service disruptions

No significant disruptions on this route affecting the service.

How we performed

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Aline Frantzen

Managing Director at KeolisAmey Metrolink

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Ashton-under-Lyne Line

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Punctuality

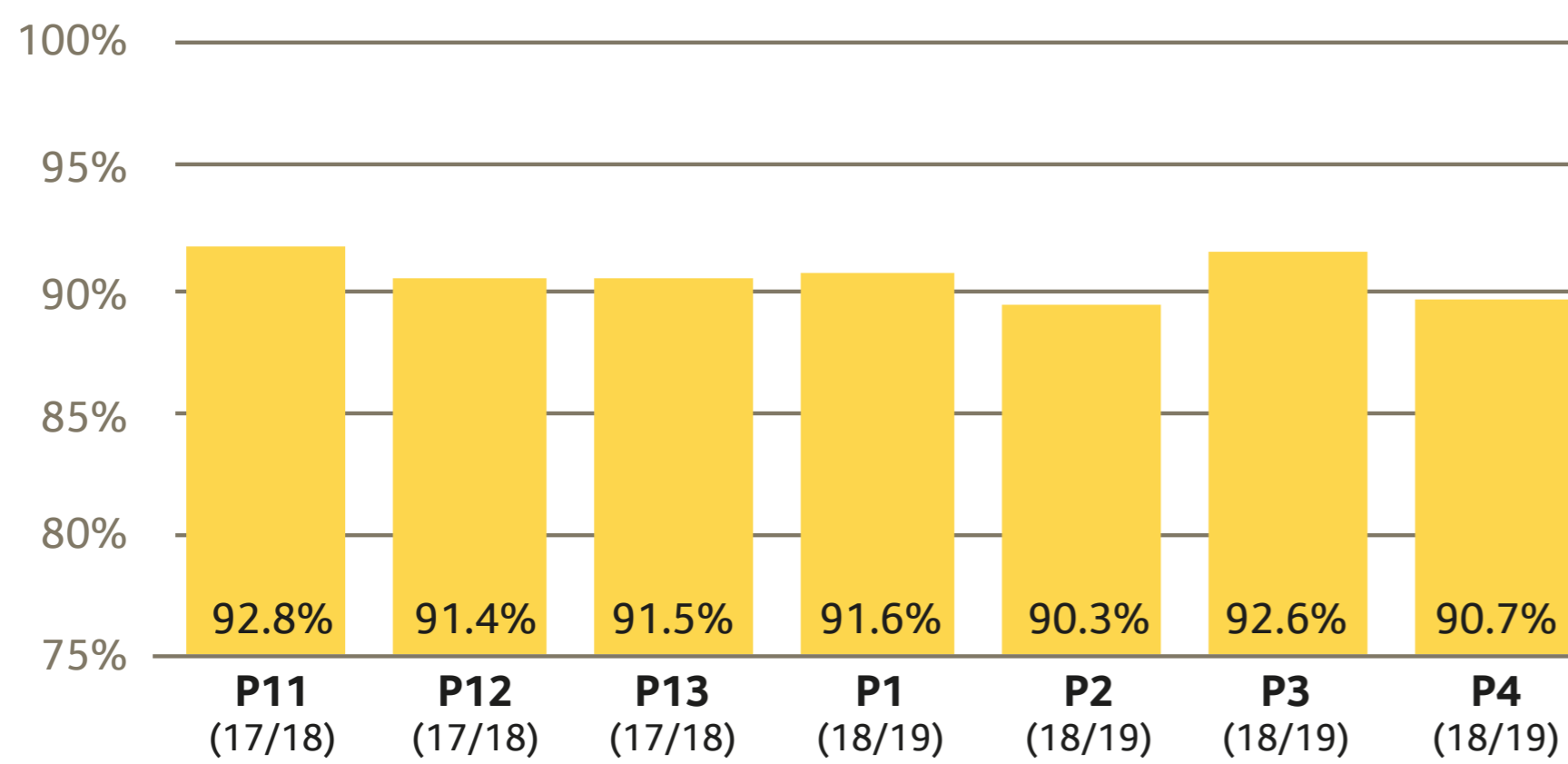
Percentage of trams departing less than two minutes late.

This route

90.7%

Overall network

89.3%



Reliability

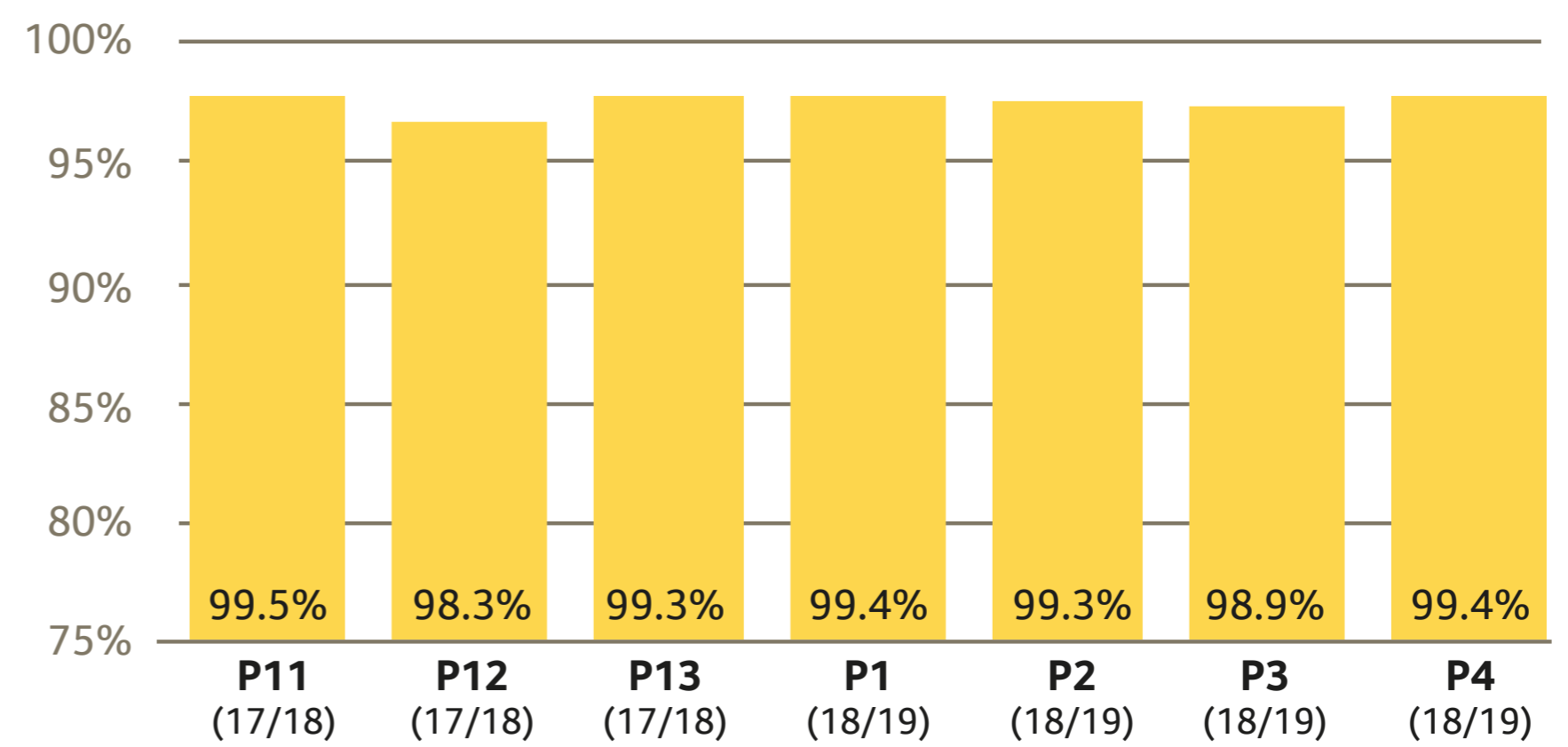
Percentage of planned miles operated.

This route

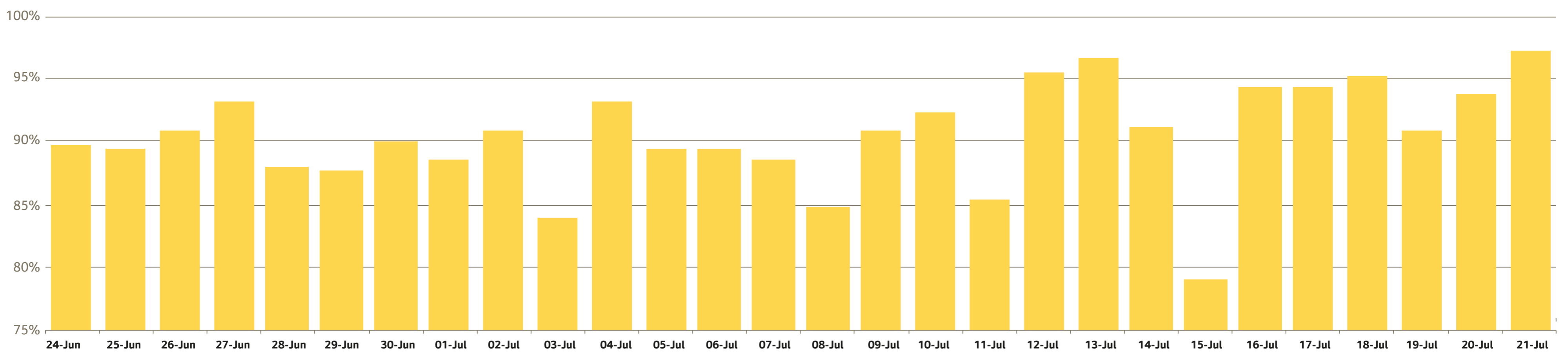
99.4%

Overall network

98.9%



Route punctuality by date



Route service disruptions

- 3 July** Signalling fault at Trafford depot impacted the start of service
- 15 July** Police incident on Mosley Street in the city centre.

How we performed

In this period, we were challenged with the unusually high temperatures experienced across the country. This contributed to several tram faults and two overhead power line failures.

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Managing Director at KeolisAmey Metrolink

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Bury Line

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Punctuality

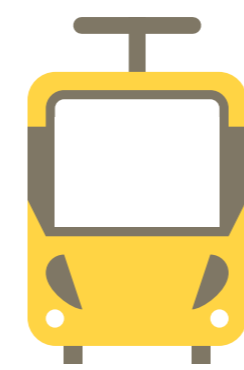
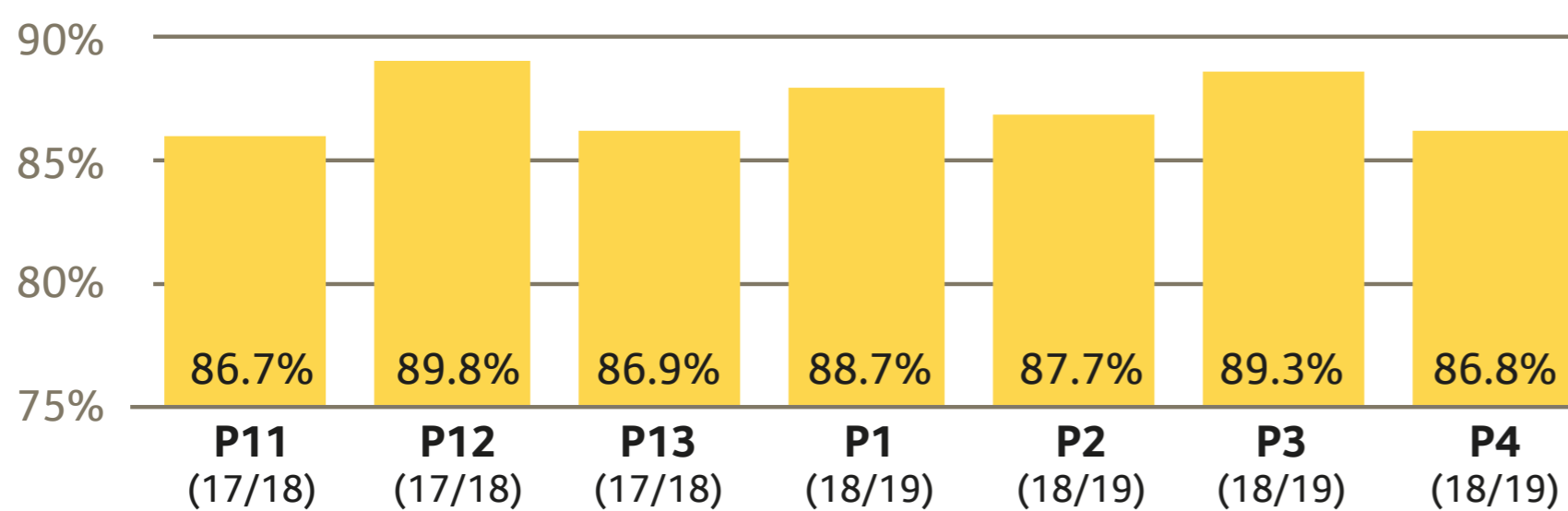
Percentage of trams departing less than two minutes late.

This route

86.8%

Overall network

89.3%



Reliability

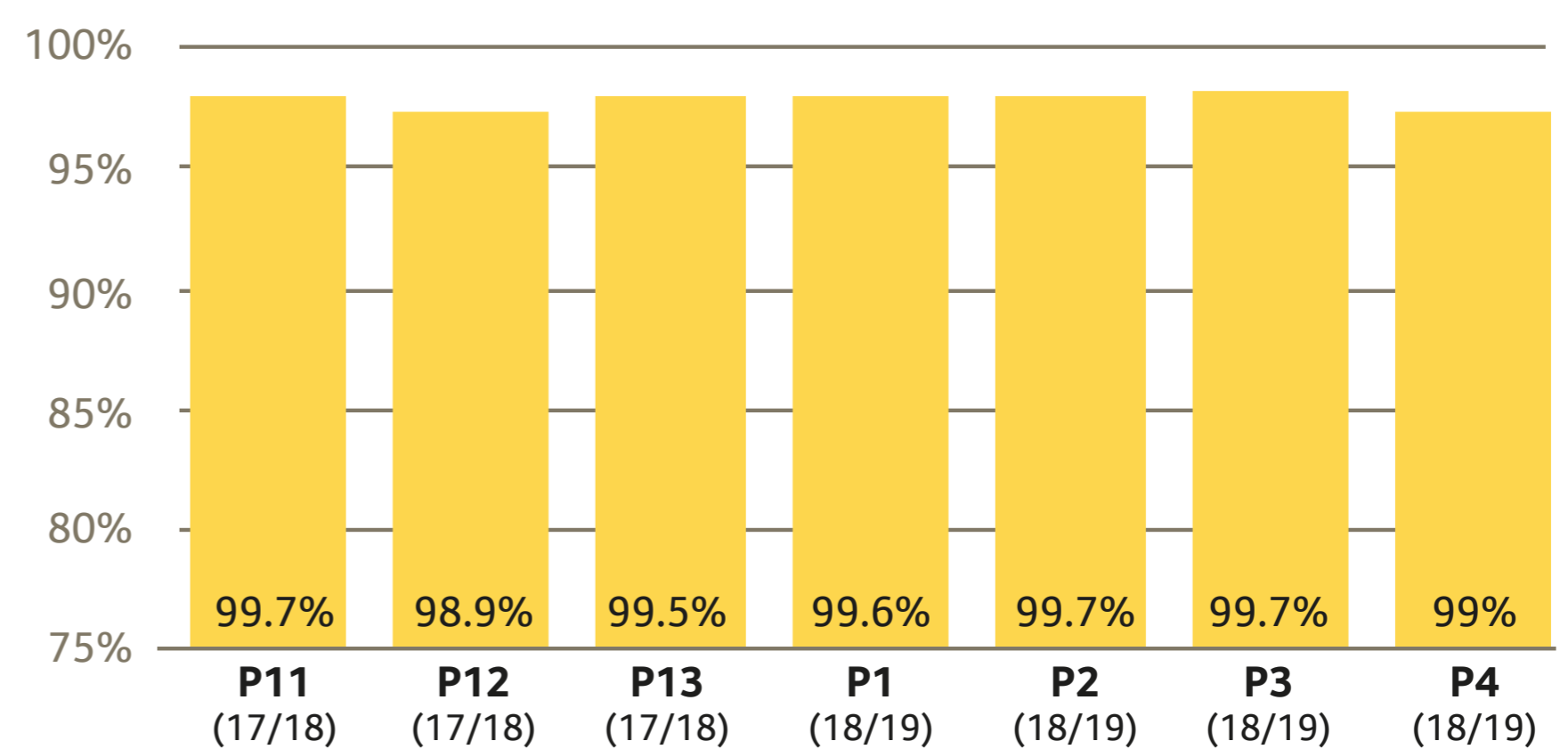
Percentage of planned miles operated.

This route

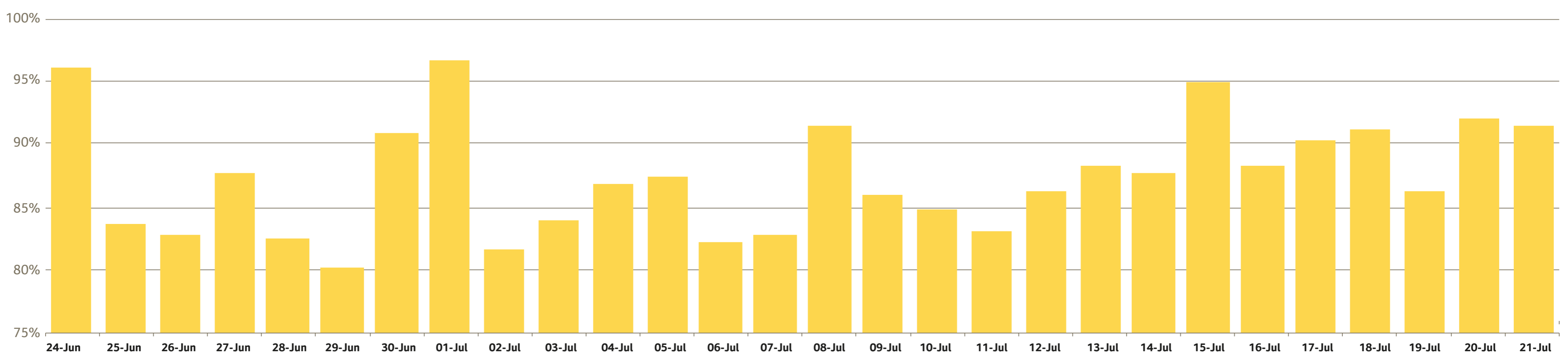
99%

Overall network

98.9%



Route punctuality by date



Route service disruptions

- 29 June** Tram fault at Queens Road
- 2 July** Tram fault at Piccadilly
- 6 July** Road traffic collision impacting the line.

How we performed

In this period, we were challenged with the unusually high temperatures experienced across the country. This contributed to several tram faults and two overhead power line failures.

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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

East Didsbury Line

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Punctuality

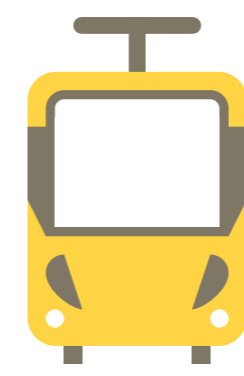
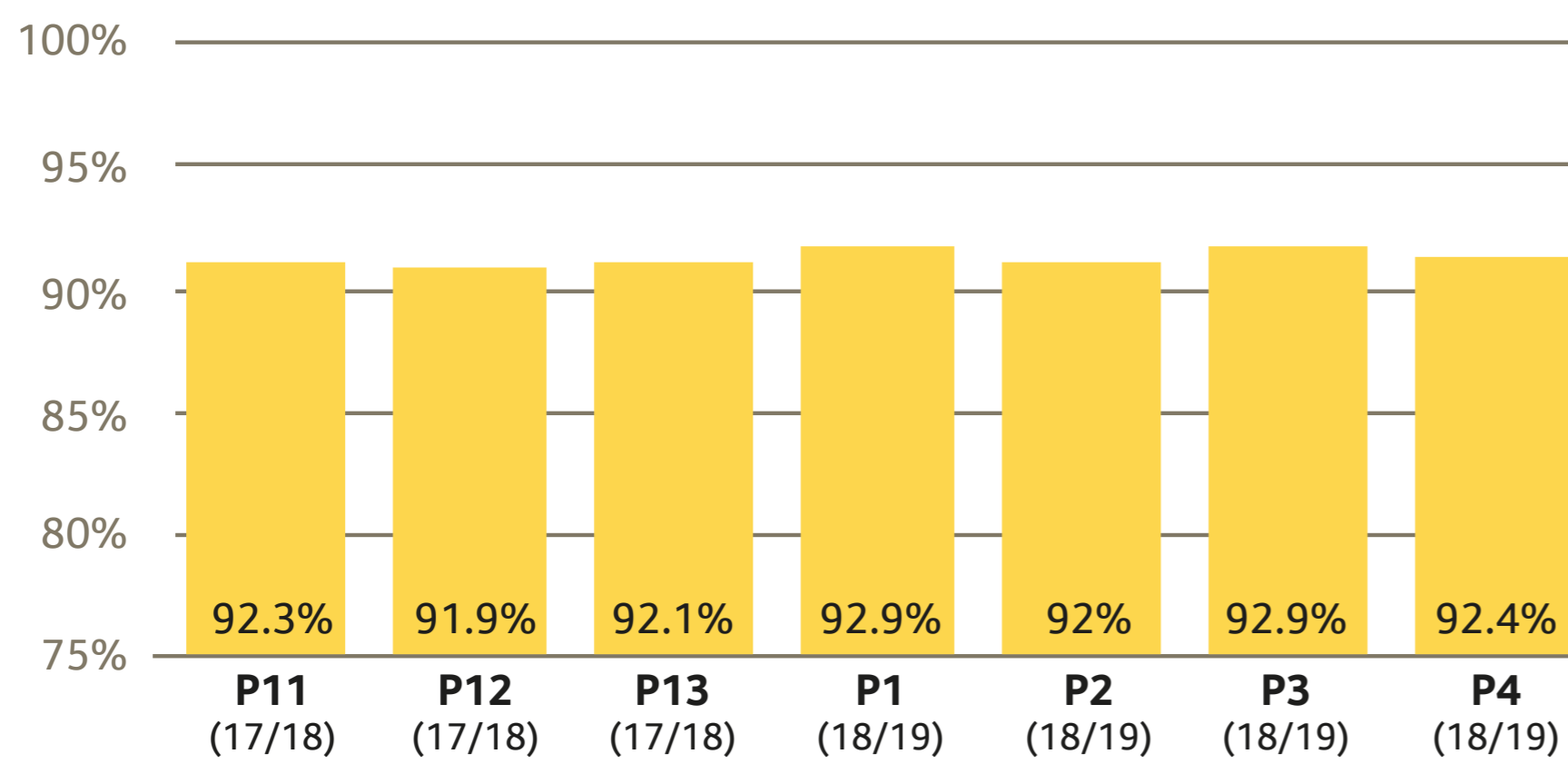
Percentage of trams departing less than two minutes late.

This route

92.4%

Overall network

89.3%



Reliability

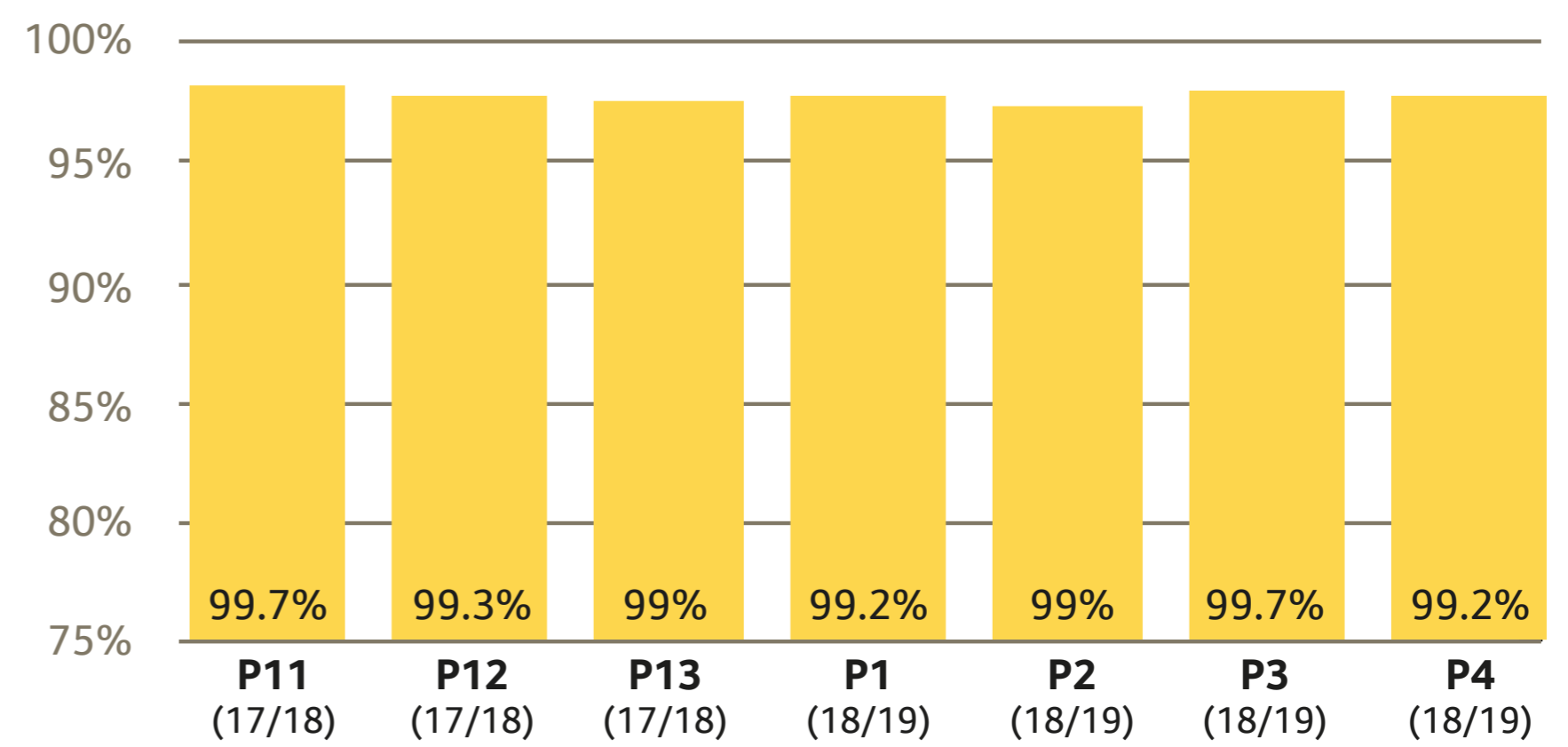
Percentage of planned miles operated.

This route

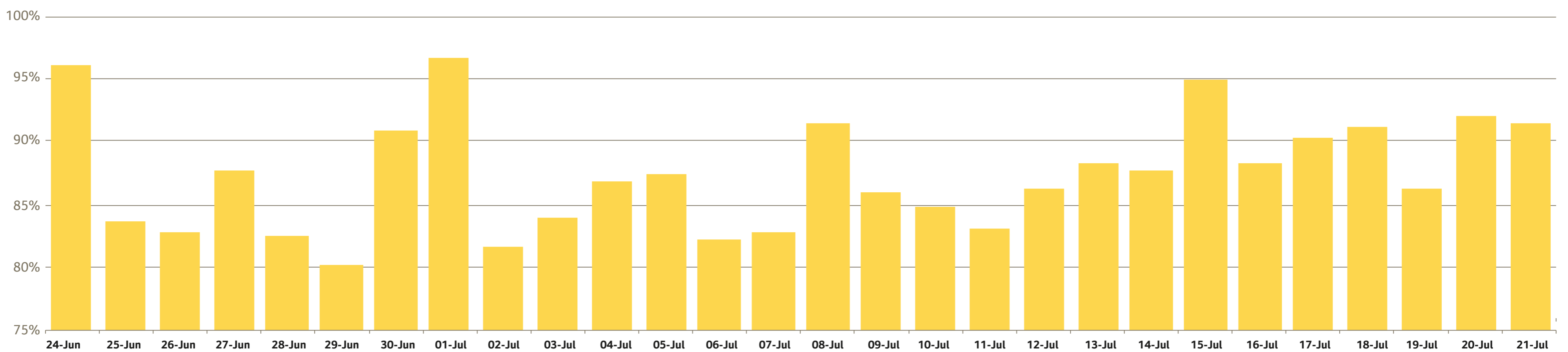
99.2%

Overall network

98.9%



Route punctuality by date



Route service disruptions

- 29 June** Tram fault at Queens Road
- 2 July** Tram fault at Piccadilly
- 6 July** Road traffic collision impacting the line.

How we performed

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Aline Frantzen

Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Eccles & Media City Lines

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Punctuality

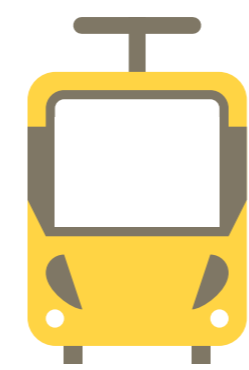
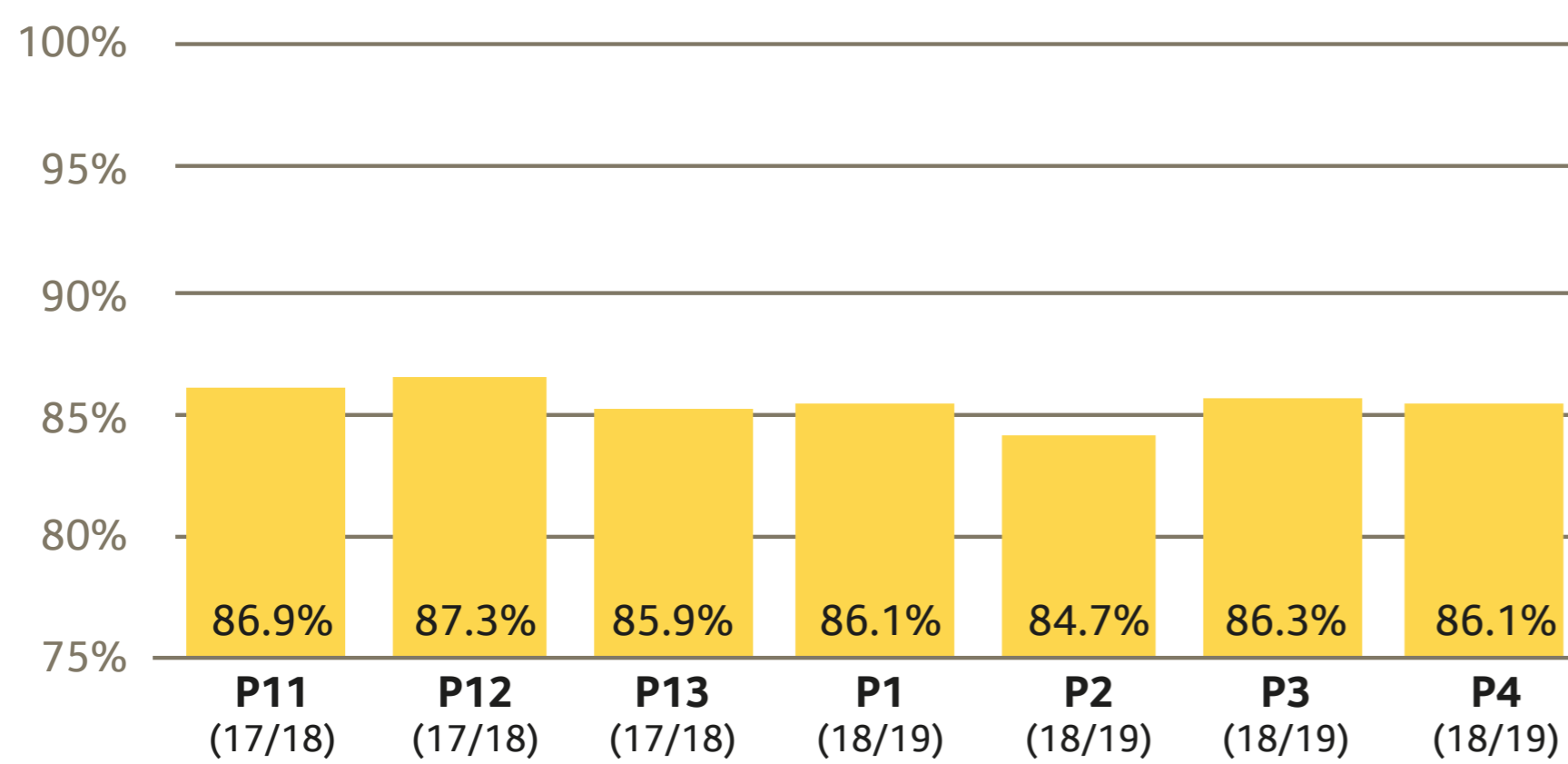
Percentage of trams departing less than two minutes late.

This route

86.1%

Overall network

86.1%



Reliability

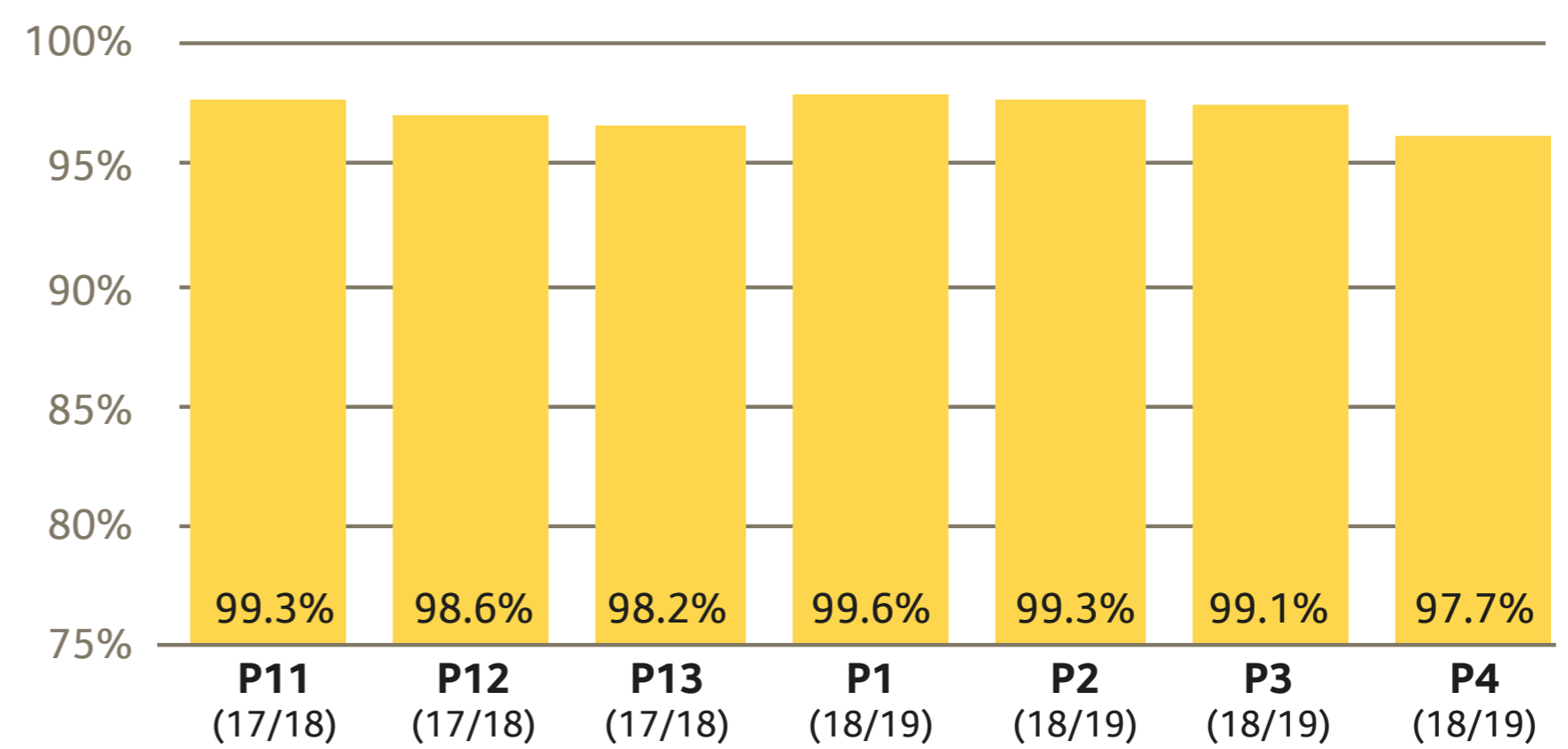
Percentage of planned miles operated.

This route

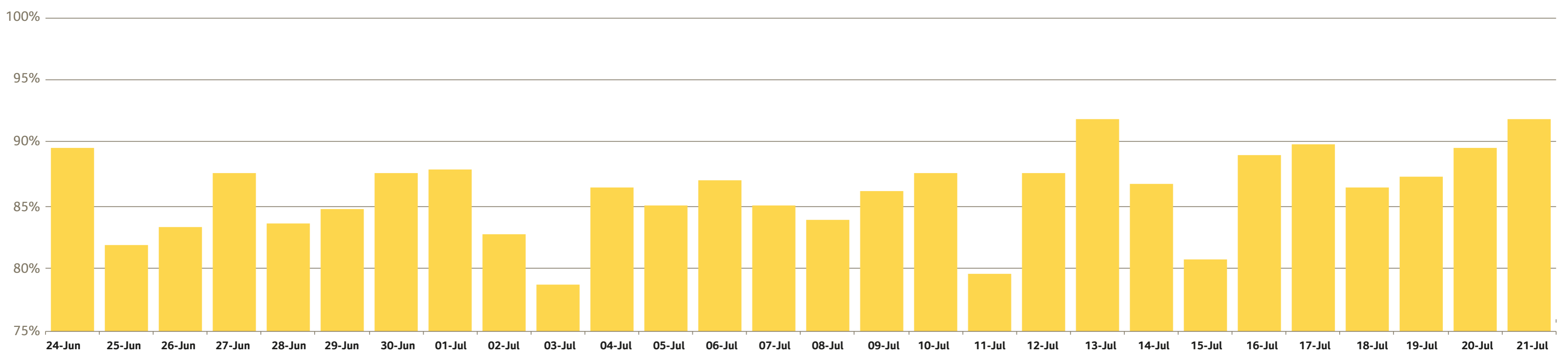
97.7%

Overall network

99.7%



Route punctuality by date



Route service disruptions

- 3 July** Signalling fault at Trafford depot impacted the start of service
- 11 July** Damage to overhead power lines in the Weaste area
- 15 July** Police incident on Mosley Street in the city centre.

How we performed

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Managing Director at KeolisAmey Metrolink

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Metrolink Performance

Oldham & Rochdale Lines

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Punctuality

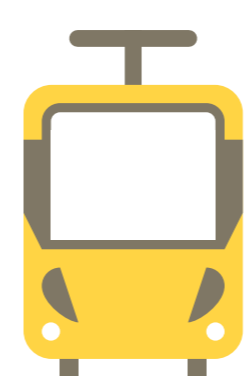
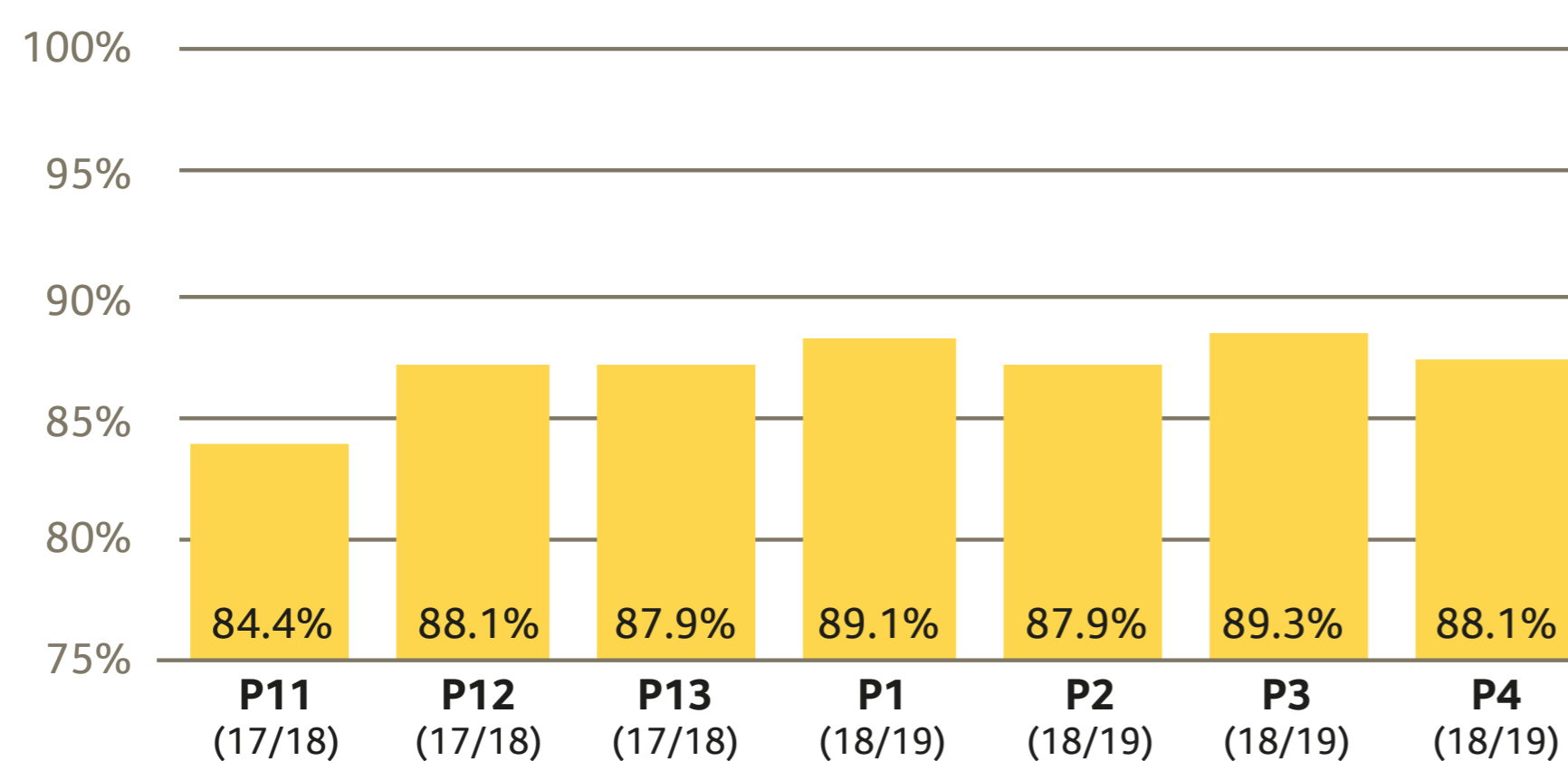
Percentage of trams departing less than two minutes late.

This route

88.1%

Overall network

89.3%



Reliability

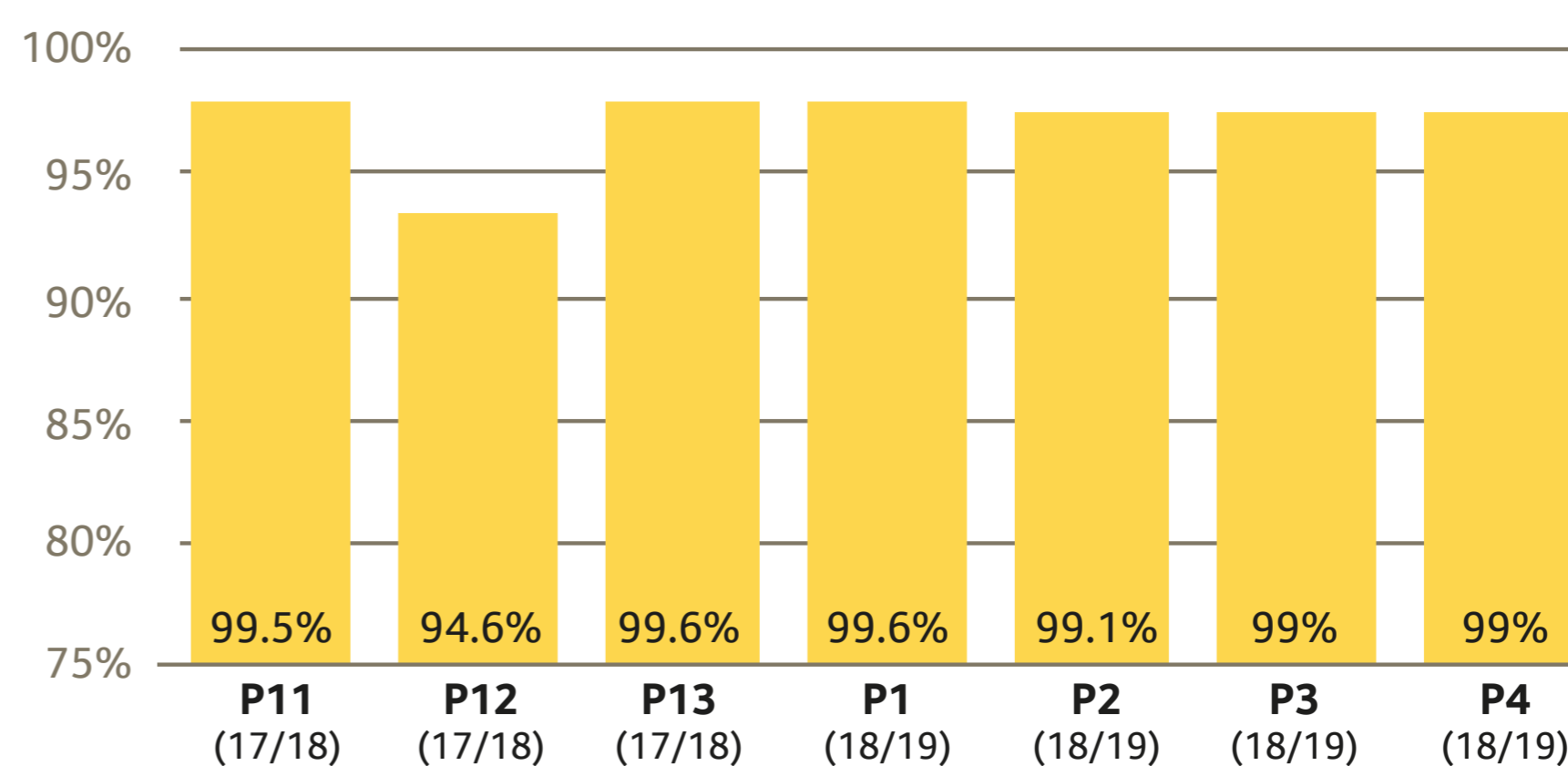
Percentage of planned miles operated.

This route

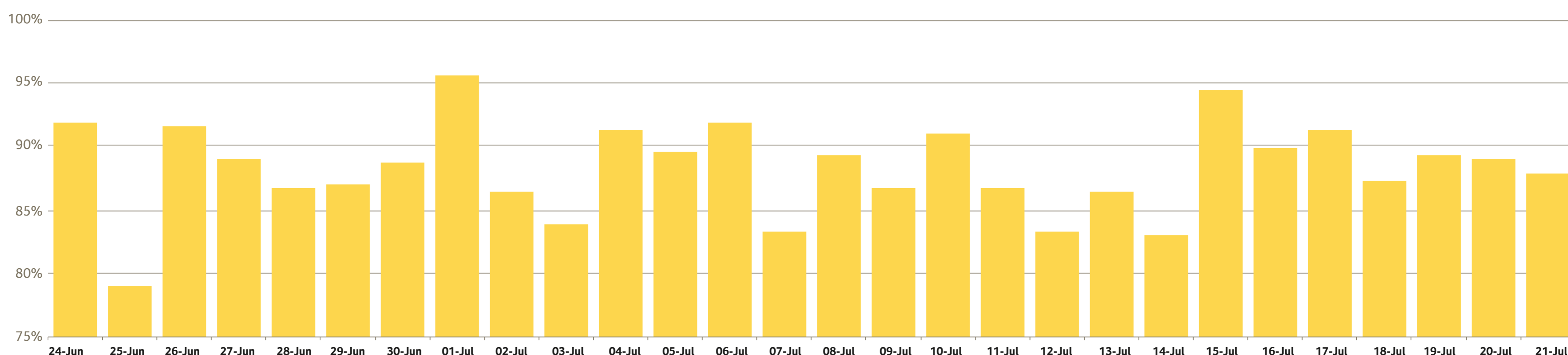
99%

Overall network

98.9%



Route punctuality by date



Route service disruptions

- 25 June** Road traffic collision at Oldham King Street
- 12 July** Medical emergency at Oldham Mumps
- 14 July** Road traffic collision at Oldham Central.

How we performed

In this period, we were challenged with the unusually high temperatures experienced across the country. This contributed to several tram faults and two overhead power line failures.

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