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: 01 April until 27 April 2019

How we performed

**Punctuality**
Percentage of trams departing less than two minutes late.
91.5%

**Reliability**
Percentage of planned miles operated.
99.4%

**Cancellations**
Journeys cancelled.
0.20% of all planned journeys.

**Short journeys**
Incomplete journeys.
0.28% of all planned journeys.

Aline Frantzen
Managing Director at KeolisAmey Metrolink
Issued on 29 May 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: 01 April until 27 April 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route 88.8%
Overall network 91.5%

Reliability
Percentage of planned miles operated.

This route 99.9%
Overall network 99.4%

Route punctuality by date

Route service disruptions
- 10 April 2019  Road traffic collision at Market Street
- 16 April 2019  Road traffic collision at Martinscroft
- 25 April 2019  Points fault at Victoria.

What we did to improve on this route
- All stops on this line had their planned maintenance deep cleans carried out and trackside litter removed
- In response to intelligence received regarding anti-social behaviour and fare evasion, planned revenue enforcement operations were conducted at hot-stop locations across the line

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 29 May 2019
Metrolink Performance

Altrincham 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: 01 April until 27 April 2019

How we performed

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

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
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</thead>
<tbody>
<tr>
<td>95.3%</td>
<td>91.5%</td>
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</table>

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
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<tbody>
<tr>
<td>99.6%</td>
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Route punctuality by date

<table>
<thead>
<tr>
<th>Period 9 (18/19)</th>
<th>Period 10 (18/19)</th>
<th>Period 11 (18/19)</th>
<th>Period 12 (18/19)</th>
<th>Period 13 (18/19)</th>
<th>Period 1 (19/20)</th>
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<td>94.8%</td>
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</table>

Route service disruptions

- No significant disruptions on this route affecting the service.

What we did to improve on this route

- Customer Service Representatives assisted Manchester Marathon runners and spectators access the event via Metrolink services.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 29 May 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: 01 April until 27 April 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route 97.4%
Overall network 91.5%

Reliability
Percentage of planned miles operated.

This route 99.5%
Overall network 99.4%

Route punctuality by date

Route service disruptions
14 April 2019
Planned engineering works with bus replacement.

What we did to improve on this route
- All stops on this line had their planned maintenance deep cleans carried out and trackside litter removed
- Joint partnership ‘day of action’ took place 4th April to combat professional begging and drug misuse.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 29 May 2019
Metrolink Performance

Bury 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: 01 April until 27 April 2019

How we performed

Punctuality
Percentage of trams departing less than two minutes late.

This route 87%
Overall network 91.5%

Reliability
Percentage of planned miles operated.

This route 98.7%
Overall network 99.4%

Route punctuality by date

Route service disruptions

09 April 2019 Medical emergency on board a tram at Piccadilly
10 April 2019 Road traffic collision at Market Street
19 April 2019 Demonstration at St Peters Square

20 April 2019 Planned improvement works with bus replacement
21 April 2019 Planned improvement works with bus replacement
22 April 2019 Planned improvement works with bus replacement

What we did to improve on this route

All stops on this line had their planned maintenance deep cleans
Trackside litter between Queens Road & Bury removed
Restoration of shelters at Radcliffe
Control measures introduced at Besses o’ th Barn to prevent illegal fly-tipping under M60 bridge, trees were cut back, new access gates installed, and fencing erected
Meet the Manager session held at Crumpsall.

Aline Frantzen
Managing Director at KeolisAmey Metrolink
Issued on 29 May 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: 01 April until 27 April 2019

How we performed

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

- **This route** 93.5%
- **Overall network** 91.5%

**Reliability**
Percentage of planned miles operated.

- **This route** 99.6%
- **Overall network** 99.4%

Route punctuality by date

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<thead>
<tr>
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<th>07 Apr</th>
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**Reliability**
Percentage of planned miles operated.

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</table>

What we did to improve on this route

- All stops on this line had their planned maintenance deep cleans carried out and trackside litter removed.
- To further combat anti-social behaviour and fare evasion across the line, we successfully carried out two ‘early bird’ enforcement operations targeting hotspot locations.

Aline Frantzen
Managing Director at KeolisAmey Metrolink
Issued on 29 May 2019
Metrolink Performance

Eccles & Media City Lines

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This report covers our four-week period between:

01 April until 27 April 2019

How we performed

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

- **This route**: 88.9%
- **Overall network**: 91.5%

**Reliability**
Percentage of planned miles operated.

- **This route**: 99.7%
- **Overall network**: 99.4%

Route punctuality by date

Route service disruptions
- 19 April 2019
  Demonstration at St Peters Square
- 20 April 2019
  Tram fault at Ashton-under-Lyne
- 22 April 2019
  Communication fault at MediaCity UK.

What we did to improve on this route
- All stops on this line had their planned maintenance deep cleans carried out and trackside litter removed.
- Bye-law enforcement operations conducted by Travel Safe Officers across the line.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 29 May 2019

Metrolink is operated on behalf of Transport for Greater Manchester by Keolis Amey Metrolink.
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: 01 April until 27 April 2019

How we performed

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

**Reliability**
Percentage of planned miles operated.

<table>
<thead>
<tr>
<th>This route</th>
<th>Overall network</th>
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<tr>
<td><strong>89.3%</strong></td>
<td><strong>91.5%</strong></td>
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<td><strong>99.6%</strong></td>
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**Route punctuality by date**

**Reliability**

<table>
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<tr>
<th>This route</th>
<th>Overall network</th>
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<tbody>
<tr>
<td><strong>99.7%</strong></td>
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**Route service disruptions**

- **19 April 2019**
  - Demonstration at St Peters Square
- **22 April 2019**
  - Signalling fault at Victoria.

**What we did to improve on this route**

- Trackside litter between Derker & Freehold removed
- We conducted a number of coordinated revenue enforcement operations in conjunction with First Bus.

Aline Frantzen
Managing Director at KeolisAmey Metrolink

Issued on 29 May 2019