

Quarterly performance return

Filing details

Field	Entry
Operator reference held by the regulator	MT-0147
Filing reference	MT-Q1-2026-RET-03
Network	Metro and tram, four lines, 61 stations
Period covered	1 January to 31 March 2026
Due date	20 April 2026
Date submitted	16 April 2026
Data taken on	10 April 2026
Prepared by	Regulatory reporting manager
Contact for questions	report@example.com

The filed copy is sealed with the operator’s certificate and archived unchanged alongside the submission record.

Declaration

The figures in this return are taken from the operations control system and the ticketing platform on 10 April 2026 and cover the period named above. They are prepared on the same basis as the return for the previous quarter. Where a measure depends on a period that ends after the quarter, the earlier quarter is used and the table says so.

One obligation was not met. The reason and the action taken are set out under the table.

Activity in the quarter

Line	First quarter 2026
Scheduled journeys	418,600
Journeys run	414,900
Passenger boardings	38.4 million
Customer complaints opened	9,120
Customer complaints closed	8,980
Lifts and escalators in service, average	97.2 %

Results against the obligations

Obligation	Measured on	Required	Result	Met
Scheduled journeys run	414,900 of 418,600 journeys	98.5 %	99.1 %	Yes

Obligation	Measured on	Required	Result	Met
Journeys on time, within 3 minutes	391,300 of 414,900 journeys	93.0 %	94.3 %	Yes
Complaints answered within 10 working days	8,710 of 8,980 complaints	95.0 %	97.0 %	Yes
Step-free access available at step-free stations	97.2 % of lift hours	98.0 %	97.2 %	No
Passenger information displays working	1,214 of 1,230 displays	98.0 %	98.7 %	Yes
Safety incidents reported within one working day	212 of 212 incidents	100 %	100 %	Yes

The complaints row is measured on complaints opened in the quarter to 31 December 2025, because ten working days from a complaint opened at the end of March have not yet passed. Every other row is measured on the quarter covered by this return.

The obligation that was not met

Lifts at step-free stations were in service for 97.2 per cent of scheduled hours against the required 98.0 per cent. The shortfall is almost entirely two lifts at the central interchange, which were out of service for 19 days in February while a replacement drive unit was shipped from the manufacturer.

Two things have changed. From 1 March a spare drive unit of each type is held in the depot, so a repeat failure is fixed in two days rather than nineteen. From 1 April the lift maintenance contract requires a response within four hours at interchange stations. The regulatory reporting manager will report the April and May figures in the next return.

Signatories

Role	Statement	Date
Regulatory reporting manager	Prepared this return from the systems named above	14 April 2026
Director of operations	Approved the return for submission	16 April 2026

All organizations in the sample documents are invented. Names and figures are illustrative.