

REPORT OF THE HEAD OF TRANSPORT MAJOR PROJECTS

NET LINE ONE - OPERATIONAL PERFORMANCE: FEBRUARY - APRIL 2005

1. PURPOSE OF REPORT

To inform the Committee of the performance of NET Line One over the period February to April 2005.

2. RECOMMENDATION

It is RECOMMENDED that the Board notes this report.

3. SYSTEM PERFORMANCE

3.1 During February, Test 'C', a contractor completion test which measures system reliability and punctuality over a rolling period of 28 days against the 'Base Case' service, was successfully passed and certified by Arrow's lenders. Test 'C' required an increase in timetabled tram frequencies to an average of every 5 minutes throughout the day until 6.30pm and this was operated throughout February and into March. Frequencies between the peaks reverted to every six minutes at the beginning of April.

3.2 Monthly system reliability (99.8%) and punctuality (99.3%) remained well above target in February. However, in March and April, tram brake software modifications were necessary leading to reduced tram availability, and as a result availability reduced to 96.4% and punctuality to 95.4%. A number of customer complaints on this subject have been received by both the Promoters and the tram Operator. Although this may be a one-off event, should tram availability problems arise in the future, consideration is being given to introducing a pre-agreed alternative timetable, with longer, but regular headways, which would minimise the number of cancelled trips and provide a more consistent service for passengers.

3.3 In terms of infrastructure, whilst meeting targets for most PMS measures, the Operator again performed inconsistently with regard to time taken to repair damage to trams and also for some tramstop damage repair. NTC are seeking to improve contractual arrangements within the operating consortium to address these issues.

4. PATRONAGE

4.1 During the first full year of operations NET carried approximately 8.5 million passengers, which was ahead of projections. Following a seasonal fall in January, total recorded monthly patronage rose again in February, with further increases in March and April and weekday patronage now averages around 30,000 passengers a day. It can be expected that the improved frequency of trams operating since the beginning of February will have contributed to these increased levels, although they should also be seen in the context of the previously mentioned service disruptions caused by the reduced availability of trams.

4.1 At the beginning of April, NTC introduced an increase in fares, in line with other local public transport operators. The price of single tickets rose from £1.10 to £1.20 (except for

journeys between Royal Centre and Station Street, which rose from 80p to £1.00), the all day ticket rose from £2.00 to £2.20 and the all week ticket rose from £9.00 to £10.00.

- 4.2 The total number of incidents of recorded car crime at park and ride sites increased in February and in March (the second highest total of any month since operations began) but fell back again in April. Phoenix Park remains the main target of the car criminals and it appears that incidents increase in number during the school holidays. As a consequence, NTC were proposing to undertake increased surveillance during the May half term holiday and are working closely with the Police. NTC have achieved the "Park Mark" award for car park security at Wilkinson Street and Moor Bridge park and ride sites and are continuing to apply for awards at the remaining sites.
- 4.3 Following further tests of the ticket machines by the manufacturers, a number of problems are still being experienced when attempting to read smartcards. NTC report that these issues are on their way to being resolved by the supplier but are currently unable to give a date for when the machines will be fully functional.

5. TRAM ACCIDENTS

- 5.1 It was requested at the last meeting of the Committee that statistics be provided on the number of road traffic accidents involving trams and buses, together with those produced by the PTE Group for all forms of transport. Table I (Appendix A) shows the total number of reported injury accidents involving trams and buses within the Nottingham City boundary, occurring between January 2004 and December 2004. The accidents are classified as being Fatal, Serious or Slight. Damage Only accidents are not reported. It should be noted that this period coincided with the first full year of trams running on-street (including a period of trial running) and that some of the accidents that did occur are likely to be related to the unfamiliarity of other road users to trams; it can therefore be anticipated that the number will reduce over time.
- 5.2 The PTE Group Report "What Light Rail Can Do For Cities" (February 2005) analyses the number of reported incidents for various tram schemes in the UK. Table II (Appendix A), which is taken from the report, compares the number of people killed and injured for different transport modes in the UK in 2001 (when four tram systems were operating).

6. NOISE

- 6.1 Consideration of noise and vibration issues at some locations remains ongoing. BCC have undertaken a maintenance programme of rail grinding, or polishing, on the off-street section of the system and although no real concerns have been raised, this will reduce the emitted noise from the rail/wheel interface arising as a result of any imperfections in the rail.

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**Appendix A Table I: Figures of all Reported Injury Accidents involving Trams & Buses in Nottingham city boundary,
January 2004 to December 2004**

Type of Accident	Fatal		Serious		Slight		Total (Multiple)	
	Tram	Bus	Tram	Bus	Tram	Bus	Tram	Bus
Bus	0	0	0	0	0	1	0	1
HGV	0	0	0	0	0	0	0	0
LGV	0	0	0	0	2	10	2	10
Car	0	0	0	2	5	19	5	21
Pedestrian	0	0	2	2	3	9	5	11
Tram/ Bus Passenger	0	0	0	2	0	38	0	40
Motorcyclist	0	0	0	2	0	1	0	3
Pedal Cyclist	0	0	0	0	0	2	0	2
Pedal Cyclist Slips on Tram Rails	0	-	1	-	0	-	1	-
Motorcyclists Slips on Tram Rails	0	-	0	-	0	-	0	-

Total* given from TARS**	0	0	3	6	10	62	13	68
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*Total is given separately as one accident may involve more than one type of vehicle which could lead to counting the same accident several times.

**Traffic Accident Reporting System

Appendix Table II: Comparative Accident Rates in UK for Different Transport Modes
(per Billion Passenger KM Travelled, 2001)

Mode	Killed	Killed and Injured
Motorcycle	112	5549
Cycling	33	4525
Walking	48	2335
Private Car	3	337
Bus or Coach	0.1	196
Heavy Rail	0.1	13
Light Rail	0.00002	0.00007

Taken from “What Light Rail Can Do For Cities - A Review of the Evidence” Final Report, February 2005, PTEG.