

REPORT OF THE HEAD OF TRANSPORT PROJECTS

NET LINE ONE - OPERATIONAL PERFORMANCE: NOVEMBER 2006 – JANUARY 2007

1. PURPOSE OF REPORT

To inform the Committee of the performance of NET Line One over the period November 2006 to the end of January 2007.

2. RECOMMENDATION

It is RECOMMENDED that the Committee notes this report.

3. OPERATIONAL PERFORMANCE

- 3.1 Performance of the tram service remained high over the period with both reliability and punctuality levels exceeding 98%. Tram maintenance issues resulted in some vehicles being unavailable for service on certain days leading to deterioration in service at times due to a number of timetabled trips having to be cancelled. In addition, operational performance suffered on some days in December due to heavy fog and the resultant speed restrictions and in January, when high winds resulted in the temporary suspension of services due to a tree falling on the overhead line and some structural damage to buildings on the route.
- 3.2 Patronage figures continue to indicate a year on year growth in passenger journeys. There were also seasonal increases in group, child and Tramrider (all day) ticket sales during the period reflecting the number of journeys that tend to be made at this time of year by irregular users of the system.
- 3.3 Following a fall in the total number of incidents of reported car crime at the five NET park and ride sites in November, figures rose again in December and January. Most incidents occurred at The Forest and this has occurred despite the increased security patrols that have been introduced by the tram operator, working closely with the City Council and the Police. Whilst this to some extent reflects a general rise in car crime in the build-up to Christmas due to thieves being aware that people often leave presents in their vehicles, it remains a difficult on-going situation and the operator is now considering the commercial implications of introducing further crime deterrence measures at this site. It is hoped that successful police activity in January will impact on the number of future incidents.

4 OTHER MATTERS

- 4.1 As a result of discussions with the NET Concessionaire, consideration is being given to options to modify the Noel Street track cross-over to deal with track wear and hopefully improve the noise and vibration issue. Vibration testing has been undertaken to measure current impacts and it is hoped that proposals will be brought forward in the near future. Confidential discussions have also been held with some individual residents. As a result of the above activity, a meeting with all the residents has yet to be convened.

- 4.2 Discussions are also being held with regard to altering trackwork in the vicinity of the Royal Centre. These are however subject to commercial negotiation.
- 4.3 It was requested at the last meeting of the Advisory Committee that Trent Barton Bus Company review the departure times of their buses from Hucknall Park and Ride Site in order to improve passenger interchange between trams and buses. At present, the tram operates every 10 minutes during peak periods and every 12 minutes off-peak. The bus, which is timetabled to feed in to other Trent Barton services, runs at 15 minute intervals and there are therefore certain times when the bus departs just before the tram gets in or there is a long wait for transferring passengers. This could be resolved by increasing the bus frequency to every 12 minutes however Trent Barton does not consider that this would be commercially viable and the County Council has indicated that a subsidy would not be available as their budget is already spent.
- 4.4 Work has recently started on construction of improved interchange facilities at Hucknall with the intention of making interchange between trams and buses more attractive. The works which include re-location of the bus stop so that it is immediately adjacent to the tramstop and the provision of an electronic passenger information display for the buses are due to be completed in the spring.
- 4.5 A new extended Medilink bus service, which will run between the City Hospital and QMC via Wilkinson Street Park and Ride Site, is due to commence operations on 12th March. The service, which will replace the existing Medilink and Link 3 and Link 4 services, will run every 10 minutes and will be free to users; it will also serve Queen's Drive Park and Ride Site. New bus shelters have been erected alongside the tramstop at Wilkinson Street and a joint City Council / NET publicity campaign has been put together.
- 4.6 The City Council, NET and Trent Barton are co-operating in a marketing initiative designed to encourage increased usage of public transport in the area. This involves sending out Citycards to residents that will offer the opportunity for free tram and bus journeys and include targeted timetables and personal travel plans. The packs are due to be mailed out on 16th April.
- 4.7 Further to comments made at the last meeting of the Advisory Committee, consideration has been given by the tram operator and the Promoters to improving the awareness of access and safety issues on the tram. Following a review it has been identified that most NET publications and signage on the tramstops does already include this information and the operator has concluded that the addition of further notices could devalue the information already displayed.

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