

10 DECEMBER 2007

REPORT OF THE DIRECTOR, NET

**NET LINE ONE - OPERATIONAL PERFORMANCE: AUGUST – BEGINNING OF
NOVEMBER 2007**

1. PURPOSE OF REPORT

To inform the Committee of the performance of NET Line One over the period from August to the beginning of November 2007.

2. RECOMMENDATION

It is RECOMMENDED that the Committee notes this report.

3. OPERATIONAL PERFORMANCE

- 3.1 Average reliability of the tram service in the three month period from August to the end of October was 99.5% with an average punctuality of 99.0%. There were no significant issues that caused delay or cancellation of services, although services between Station Street and Old Market Square were suspended for a period on November 11th to allow the Remembrance Day Parade to proceed along the tram alignment. Additional services were operated for Goose Fair, during which no unforeseen incidents occurred.
- 3.2 Patronage figures, based on ticket sales data and annual boarding and alighting surveys, indicate a growth in passenger numbers of approximately 3.2% compared to the same period last year.
- 3.3 No detailed figures of reported car crime incidents at the NET park and ride sites during the period had been made available by the police at the time of writing this report. Discussions are however ongoing between the Promoters, the tram operator and the police with regard to increased security measures that can be taken in order to reduce thefts from vehicles in the approach to Christmas.

4 OTHER MATTERS

- 4.1 On the evening of 6th October a fatality occurred when Matthew Dear was tragically knocked down by a tram on Fletcher Gate, north of Weekday Cross. The circumstances of the incident are subject to continuing investigation and a date for the inquest has yet to be set.
- 4.2 New street lighting has been installed by the City Council along Nottingham Road in Basford in response to complaints about the level of lighting on the approach to the tramstop. Work is also ongoing with regard to a new lighting scheme on Warser Gate on the approach to Lace Market Tramstop.

- 4.3 At the last meeting of the Committee it was resolved that the feasibility and cost of installing cycle lockers at Phoenix Park and Ride Site be investigated. The installation of lockers has now been included by the City Council as a potential Local Transport Plan project for financial year 2007– 08. We consider it extremely important however that any new infrastructure located in the park and ride site should be kept clean and maintained to a high standard, so as not to detract from other NET equipment, and it is therefore considered essential that a suitable operation and maintenance regime is put in place to support the capital investment before the project can be committed to the programme. We are currently investigating ways of funding such maintenance and have invited the views of local cycle group Pedals with regard to their operation and location.
- 4.4 Following receipt of a letter from a member of the public who uses the Forest Park and Ride Site and has difficulty in locating their car when returning from using the tram (which was reported to the Committee at the last meeting), the Promoters have arranged for letter markings to be laid on the surface of the car park at the end of each row. These were due to be installed early in December.
- 4.5 The tram operator, Nottingham Tram Consortium (NTC), has won national recognition at two awards ceremonies. At the Light Rail Awards, held in London on 2nd November, NTC was named Tram Operator of the Year and, at the same event, their Infrastructure Cleaning Team was awarded Team of the Year. NTC was also presented with the Street Transit Award at the UK Bus Awards held on 7th November.
- 4.6 With regard to alternative trackwork and noise attenuation measures at the crossover adjacent to Royal Centre Concert Hall, initial works are underway to rectify defects identified in the isolation of the floating trackslab. Further monitoring will then be carried out to assess the noise and vibration improvements achieved and to establish if any additional measures investigated need to be implemented. Provisional arrangements are in hand to modify the crossing should this be found to be necessary. A decision between the NET concessionaire and his design and build contractor has yet to be reached regarding options for modifying the Noel Street crossover.

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