

**REPORT OF THE DIRECTOR, NET**

**NET LINE ONE - OPERATIONAL PERFORMANCE: NOVEMBER 2007 – END OF JANUARY 2008**

**1. PURPOSE OF REPORT**

To inform the Committee of the performance of NET Line One over the period from November 2007 to the end of January 2008.

**2. RECOMMENDATION**

It is RECOMMENDED that the Committee notes this report.

**3. OPERATIONAL PERFORMANCE**

- 3.1 Average reliability and punctuality of the tram service both exceeded 98% in the three month period from November to the end of January. As in previous years, increased levels of traffic in the run-up to Christmas caused some delays to tram services. In addition to this, on 11<sup>th</sup> December a tram became lodged on the points at Station Street as a result of driver error. Considerable disruption was caused to services, with trams having to be turned at the Old Market Square and it was necessary for the tram involved to be withdrawn from service for an extended period; the resultant reduction in the number of trams available to the operator increased the pressures on providing a reliable service.
- 3.2 Patronage data collected for the calendar year 2007 indicates that there was an annual increase in passenger numbers of approximately 2.3% compared to 2006. There was continued growth in the use of Paypoint tickets, which can be bought from retail outlets prior to travel, with 20% more being used between November and January than in the previous three months.
- 3.3 Car crime continues to be an issue at The Forest and Phoenix Park and Ride Sites however no pattern in the reported figures has been identified. Discussions between the tram operator and the police are continuing in an effort to establish the most effective method of combating this.

**4 OTHER MATTERS**

- 4.1 Funding has now been confirmed for the installation and maintenance of cycle lockers at Phoenix Park and Ride Site. It is proposed that six lockers will be installed on a trial basis immediately adjacent to the tramstop with installation works commencing early in the new financial year. Usage of the lockers and the extent to which they require cleaning and maintenance will be closely monitored by the NET Promoters. Further to this, an assessment of suitable locations for additional lockers on NET Phase Two will be made

and it is intended that, as part of a new concession agreement, it would become a requirement for the Concessionaire to take on responsibility for the cleaning and maintenance of all lockers on the system.

- 4.2 With regard to alternative trackwork and noise attenuation measures at the crossover adjacent to Royal Centre Concert Hall, works have been undertaken to rectify defects identified in the isolation of the floating trackslab. Modification of the crossing will also be undertaken. This is provisionally arranged to take place over the Easter weekend, during which tram services will be suspended between The Forest and the city centre. A replacement bus service will be provided whilst these works are ongoing.

## **DIRECTOR, NET**

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