

REPORT OF THE DIRECTOR, NET

NET LINE ONE - OPERATIONAL PERFORMANCE: MAY, JUNE AND JULY 2008

PURPOSE OF REPORT

To inform the Committee of the performance of NET Line One over the period from May to the end of July 2008.

RECOMMENDATION

It is RECOMMENDED that the Committee notes this report.

OPERATIONAL PERFORMANCE

- 3.1. Average reliability of tram services exceeded 99% and average punctuality exceeded 98% over the three month period. Planned works to replace the track crossover at the Royal Centre took place over the Spring Bank Holiday weekend and continued on 28th and 29th June (see para. 4.2 below). Other events that affected operations during the period included two separate incidents in which cars were driven onto the tram-only section of track at Canal Street Viaduct on 20th May and 9th July. In the first of these incidents the car could not be removed until the following morning and tram services, which were unable to reach Station Street, had to be turned at Old Market Square.
- 3.2. Initial analysis of ticket sales data for the period from 1st April to 30th June 2008 indicates that there was a slight reduction in the number of passengers carried compared to the same period in 2007. This reflects a reduction in travel whilst the engineering works were being undertaken at the Royal Centre on five operating days during the period but may also indicate a general reduction in demand due to the prevailing economic conditions.
- 3.3. Paypoint tickets, which can be purchased in advance of travel, continue to be popular with sales having more than doubled since August 2007.
- 3.4. With regard to car crime, the NET Line One Concessionaire is continuing to work closely with the police and the Nottingham Crime and Drugs Partnership in order to reduce the number of reported incidents at Phoenix Park and The Forest park and ride sites.

4. OTHER MATTERS

- 4.1. A new bus service, to be operated by Veolia Transport, is due to commence operations on 3rd October linking the north of Broxtowe Borough to the tram terminus at Phoenix Park. The service will run from Kimberley, Nuthall, Awsworth and Cossall to a new bus stop adjacent to the tram stop at half-hourly intervals between 6.25am and 8.00pm and then hourly.
- 4.2. The new trackwork and noise attenuation measures at the crossover adjacent to Royal Centre Concert Hall were substantially completed over the weekend of 24th – 26th May (Spring Bank Holiday). Outstanding concrete finishing works were then undertaken on the weekend of 28th and 29th June. For both these periods, tram services were suspended between the Forest and the city centre and a replacement bus service provided. There remain some outstanding works to be completed prior to further noise monitoring to measure the improvements achieved – these are scheduled for the end of August 2008.

DIRECTOR, NET

Lawrence House
Talbot Street, Nottingham NG1 5NT

Contact Officer: Andy Holdstock
Telephone Number: 0115 9156520
E-mail: andrew.holdstock@nottinghamcity.gov.uk