

**REPORT OF THE DIRECTOR, NET**

**NET LINE ONE - OPERATIONAL PERFORMANCE: AUGUST, SEPTEMBER AND OCTOBER 2008**

**1. PURPOSE OF REPORT**

- 1.1. To inform the Committee of the performance of NET Line One over the period from August to the end of October 2008.

**2. RECOMMENDATION**

- 2.1. It is RECOMMENDED that the Committee notes this report.

**3. OPERATIONAL PERFORMANCE**

- 3.1. Whilst average overall reliability of tram services for the system exceeded 99% in the three month period from August to October and average punctuality exceeded 98%, operational performance was significantly affected during three days at the end of October when a fault to an overhead line support at Butler's Hill caused services between Moor Bridge and Hucknall to be suspended. This resulted in 350 tram trips being unable to arrive or depart Hucknall or Butler's Hill during the period and reliability of the service dropping to 93% for these tramstops during October. A replacement bus service was introduced over this section of the route for the period of disruption. The Rail Accident Investigation Branch attended the site at the time but will not be investigating further as there were no safety issues to address.
- 3.2. A provisional analysis of patronage figures for the period from July to September indicates that, compared to the same period in 2007, there has been a small reduction in the number of trips made. This is again thought to reflect the current downturn in the economy.
- 3.3. There was a reduction in the number of reported incidents of car crime in August and September compared with the previous two months. In October however there was a significant rise in break-ins at The Forest with the majority of incidents occurring on five days in the month. In an effort to reduce these figures, additional funding has been made available by the NET Concessionaire and by the Nottingham Crime and Drugs Partnership as part of a joint initiative with the police in the approach to Christmas. The hours operated by security staff have been increased and new signing and leafleting reminds users to remove valuables from their vehicles.

#### **4. OTHER MATTERS**

- 4.1. Six cycle lockers have been installed at Phoenix Park and Ride site providing increased security for cyclists who wish to complete their journey by tram. Installed by the City Council using funds from the Local Transport Plan, these are the first lockers to be installed exclusively for NET and add to the existing cycle stands which are available at most tramstops along the route.
- 4.2. Works to the trackwork to reduce noise and vibration at the Royal Centre, which were substantially undertaken during May and June, were completed in early November. Whilst we are awaiting a final report following further noise monitoring tests, initial indications are positive with a significant reduction in the noise source having been achieved as a consequence of the works.
- 4.3. At the national Light Rail Awards ceremony, held on 8<sup>th</sup> October, Nottingham Tram Consortium's (NTC) administration team won the Team of the Year award. NTC were also highly commended in the Operator of the Year category.

#### **DIRECTOR, NET**

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