

**NET LINE ONE - OPERATIONAL PERFORMANCE: NOVEMBER AND DECEMBER 2008 AND JANUARY 2009**

**REPORT OF THE DIRECTOR, NET**

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**1. SUMMARY OF ISSUES**

- 1.1. The report informs the Committee of the performance of NET Line One over the period from November 2008 to the end of January 2009.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

- 3.1. The tram service continued to perform to a high level of reliability in November, December and January with on average more than 99% of timetabled trips running. Although overall punctuality of the service fell slightly during the period, on average more than 97% of trips departed on time. The principal reason for services running late was delays experienced in congested traffic on Radford Road with cars queuing to gain access to ASDA car park.
- 3.2. There were three occurrences of cars driving onto the tram-only viaduct from Middle Hill during the period and this also disrupted services. Following these incidents, an investigation to see if any improvements could be made to the signing and lining at the junction was undertaken by the City Council's Accident Investigation Unit however this concluded that the control measures that are in place at present are more than adequate to alert the majority of road users that there is no entry for road traffic other than trams onto the viaduct.
- 3.3. With regard to patronage, the previously reported slight year-on-year reduction in the number of people travelling on the tram continued into November and December. Whilst the number of people travelling during the peak periods has generally held up, it appears that discretionary trips, such as on late night shopping evenings and at weekends, have reduced. An initial analysis of figures for January suggests that levels of ticket sales have been more encouraging since the turn of the year.
- 3.4. Following a period of concerted effort to reduce car crime at The Forest Park and Ride Site by the NET Concessionaire, the Nottingham Crime and Drugs Partnership and the Police, there has been a significant reduction in the number of incidents reported. In January there were no reported incidents of break-ins to cars at any of the five park and ride sites on the system.

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

- 4.1. March 9<sup>th</sup> will mark the 5<sup>th</sup> anniversary of the tram service opening to the public and a celebration event will be held to mark the occasion in the Old Market Square which will include an attempt by local school children to break the “high five” world record. The service is also close to having carried its 50 millionth passenger since opening.
- 4.2. Following a request by a member of the public who regularly uses Cinderhill Tramstop, street lighting has been installed by the City Council along the footpath that leads under Cinderhill Road bridge to the stop. Improvements have also been made to the standard of the footpath and it is intended that signing to the tramstop together with environmental improvements will also be completed in the near future.
- 4.3. The results of the annual customer satisfaction survey that was undertaken in Autumn 2008 have been released. They indicate that passengers continue to be extremely satisfied with tram travel in Nottingham with an overall satisfaction level recorded of 92%. More than half of those questioned had interchanged from other modes of transport and particular support shown for the new bus link to Kimberley from Phoenix Park. The accessibility of the system scored highly as did the range of ticket options available. 89% of those responding were in favour of developing the network to other areas of the conurbation, an increased percentage compared to previous years. A summary of the results of the survey can be seen on the Tram Operator’s website at [www.thetram.net](http://www.thetram.net).

#### **5. LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION**

- 5.1. NET Customer Satisfaction Survey 2008.

#### **6. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

- 6.1. None