

**NET LINE ONE - OPERATIONAL PERFORMANCE: JUNE TO
END OF NOVEMBER 2009**

REPORT OF DIRECTOR, NET

1. SUMMARY OF ISSUES

The report informs the Committee of the performance of NET Line One over the period from June to the end of November 2009.

2. RECOMMENDATION

It is recommended that the Committee notes this report.

3. OPERATIONAL PERFORMANCE

- 3.1 Three days of industrial action taken by tram crew in July and October resulted in the tram operator, Nottingham Tram Consortium (NTC), being able to provide only a limited service on the affected days. The two days in October coincided with the Friday and Saturday of Goose Fair. The timetable that was operated focused on providing a tram service between Hucknall and Station Street until early evening and a replacement bus service between Phoenix Park and the city centre. The strike was called by the GMB union over a proposed pay and conditions offer and, although progress has been made, the dispute has yet to be fully resolved.
- 3.2 Tram services were further affected on 28th October by a fault to the overhead line system north of Moor Bridge resulting in trams between Hucknall and Moor Bridge being replaced by a bus service for most of the day. A prompt overnight repair enabled normal operations to be resumed the following morning.
- 3.3 Overall, despite the above events, the reliability of the tram service remained generally high, with between 94.0% and 99.9% of timetabled trips running over the six month period. Punctuality remained high with on average over 98.9% of services departing on time.

4. OTHER MATTERS

- 4.1. The number of incidents of car crime reported to the police at the five NET park and ride sites has continued to remain at a very low level, providing confidence to the public when leaving their cars to travel on the tram.

4.2. NTC's Track Maintenance Coordinator, Will Hughes, was selected as the Employee of the Year at the Urban Transit Light Rail Awards held in London in October. The awards recognise excellence in operators and suppliers in the light rail industry.

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

None.

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

None.

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