

**NET LINE ONE - OPERATIONAL PERFORMANCE: DECEMBER 2009 AND JANUARY 2010**

**REPORT OF THE DIRECTOR, NET**

**1. SUMMARY OF ISSUES**

- 1.1. The report informs the Committee of the performance of NET Line One during December and January.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

- 3.1. Overall performance of the tram system remained high throughout December and January with, on average, 99.3% of timetabled trips running and 97.7% of services departing on time.
- 3.2. Services were affected on December 5<sup>th</sup> by the Mercian Regiment freedom parade and the associated disruptions caused by demonstrators in the Old Market Square. The police prevented tram movements through the square for much of the day and, as a result, a significant number of services were required to turn at Royal Centre.
- 3.3. As in previous years, increased levels of traffic on Radford Road in the run-up to Christmas also caused tram services to suffer from some delays during December.
- 3.4. The dispute between the tram operator and the GMB union over the 2009 pay and conditions offer was settled in January and the threat of further strike action has been called off.

**4. OTHER MATTERS**

- 4.1. 2.28 million passenger trips were made on NET in the three month period from October to December. In the previous quarter, which included the main summer holiday period, 2.15 million trips were made.
- 4.2. The tram operator is currently undertaking a marketing campaign known as "Tram It" in an attempt to encourage more people to transfer to the tram. A series of new posters has been produced and a tram has recently been entirely wrapped on this theme. In addition, to mark the sixth anniversary of the opening of the system, a special reduced price ticket offer is being promoted in March.
- 4.3. At the last meeting of the Committee it was requested that information be provided on the number of complaints received by Nottingham Tram Consortium by members of the public. Appendix A contains a breakdown by category of all customer comments received by telephone, letter, email and via the website during 2009.

4.4. With regard to matters of safety and security at tramstops, further information relating to the community safety audit at Basford Tramstop has been requested from the police and this is currently awaited. It has been confirmed by the City Council's Street Lighting Section that, in relation to the forthcoming PFI lighting upgrade, whilst there is currently no agreed timetable or priority list, the service provider when appointed will consult with local groups and will take into account the requirements of the community in programming the works. It has also been confirmed that the Basford and Bestwood Area Committee has not appointed a Community Safety Panel.

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

5.1. None.

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

6.1. None.

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## APPENDIX A

### CUSTOMER COMMENTS RECEIVED BY NOTTINGHAM TRAM CONSORTIUM 2009

Comments	Key Issues	No.	%
Timetable Enquiries	Timetable and fares enquiries, Bank holiday timetables. General travel enquiries.	238	25.8
Comments on NET passenger information (positive)	Positive comments on NET passenger information provision on leaflets, timetables, PIDS, tramstops etc.	3	0.3
Comments on NET passenger information (negative)	Negative comments on NET passenger information provision on leaflets, timetables, PIDS, tramstops etc.	29	3.1
Fare evasion	Not all fares being collected from passengers.	2	0.2
Staff Behaviour (bad)	Wrong ticket sold, alleged bad manners.	92	10.0
Staff Behaviour (good)	Praise for conductors or NET in general.	12	1.3
Incidents	Car and other crime.	6	0.6
Rules & Prohibitions	Cycles, Dogs.	29	3.1
Pricing	Park & Ride fares are too high, comments about concession fares, new fare increase.	20	2.2
Tram enquiries	General tram vehicle enquiries, advertising on windows etc	10	1.1
Equipment enquiries	Asking about scanning EasyRider cards, corruption, failure to scan etc	33	3.6
Tram conditions	Clothes damaged, overcrowding on trams.	13	1.4
Infrastructure Design	Noise on curves, Tramstop design.	5	0.5
Advertising	Enquiries about advertising on trams, or seeking permission to use images.	2	0.2
Safety - off tram	Safety issues at tramstops e.g. people walking into the glass, icy conditions etc	14	1.5
Safety - on tram	Safety issues on tram, trapped in doors, hurt in RTAs etc	29	3.1
Timetable/Disruption	Tram did not stop/did not wait, disruptions to service, road accidents, inadequate details of disruptions conveyed to passengers.	125	13.5
Other	Phase two enquiries, 'one-off' questions.	262	28.4
Air Conditioning	Complaints about the quality of the air conditioning on the trams.	0	0
<b>Total Comments</b>		924	100