

**NET LINE ONE - OPERATIONAL PERFORMANCE: AUGUST TO THE END OF OCTOBER 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 August, September and October 2010.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

- 3.1. A number of incidents occurred during the reporting period that led to disruptions to the timetabled tram service. These included the failure of a sub-station at Highbury Vale on 22<sup>nd</sup> August, the failure of a tram in the Old Market Square on 13<sup>th</sup> September, problems with the overhead line north of Moor Bridge on 16<sup>th</sup> October and the closure of the Old Market Square by the police on 31<sup>st</sup> October. For each of these incidents, it was still possible for the operator to maintain a tram service on unaffected sections of the route and, on sections that trams were unable to run, replacement bus services were provided.
- 3.2. Despite the above, overall levels of reliability and punctuality remained high with, on average, 98.9% of timetabled trips running and 98.5% of services departing on time.
- 3.3. As in previous years, additional tram services were operated on the Thursday, Friday and Saturday of the Goose Fair.

**4. OTHER MATTERS**

- 4.1. Patronage figures indicate that the number of people travelling on the tram for the second quarter of the financial year (July, August, September) was higher than for the same period last year. This follows a period of slight year-on-year decline in the number of passenger journeys being made on the tram, a trend that has been mirrored on other light rail systems in the UK, with this sector experiencing its first year-on-year decrease in passenger journeys in 2009/10 since 1991<sup>1</sup>. This decline, which was also experienced by other public transport operators, is thought to be the result of the general downturn in the economy.
- 4.2. The number of reported incidents of vehicle crime at the five tram park and ride sites returned to very low levels in the three month period. The tram operator continues to work closely with the police and the Nottingham Crime and Drugs Partnership to ensure that these figures remain low.

4.3. Nottingham Tram Consortium (NTC), the operator of NET, was awarded the title “Operator of the Year” at the 2010 Light Rail Awards, held on 6<sup>th</sup> October, the second time that the award has been won by NTC in the four years since it was first presented. The award judges stated the reason for their selection was for continuous and excellent delivery of the service.

**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. 1. Transport Statistics 2010: Public Transport – Department for Transport

**Contact Officer:** Andy Holdstock

**Telephone Number:** 0115 8764199

**E-mail:** [andrew.holdstock@nottinghamcity.gov.uk](mailto:andrew.holdstock@nottinghamcity.gov.uk)