

**REPORT OF THE HEAD OF TRANSPORT PROJECTS**

**NET LINE ONE - OPERATIONAL PERFORMANCE: AUGUST, SEPTEMBER AND OCTOBER 2006**

**1. PURPOSE OF REPORT**

To inform the Committee of the performance of NET Line One during August, September and October 2006.

**2. RECOMMENDATION**

It is RECOMMENDED that the Committee notes this report.

**3. OPERATIONAL PERFORMANCE**

- 3.1 The system continued to perform well during the period with both reliability and punctuality levels exceeding 98%. The trams remain extremely popular and the main park and ride sites continue to be full on most days. Some technical issues on trams led to the operator having to withdraw some vehicles from service in August and September, and as a result there was increased pressure on keeping services to timetable. Services were further affected in September by incidents which occurred on the tramway causing sections of road having to be closed for short periods.
- 3.2 Approximately 2.4 million passengers were carried on the system between 1<sup>st</sup> July and 30<sup>th</sup> September and ticket data for October indicates further month on month growth, with a similar seasonal increase to 2005. A Nottingham City Transport summer offer which was also made available on the trams in 2005 contributed significantly to overall tram passenger demand in this period last year. The offer was not repeated on the trams in 2006 and hence, in the July to September quarter, there was a slight fall in patronage relative to the same period in 2005. There has been clear growth in the use of Kangaroo tickets during the period which allow all day travel on any bus, tram or Central Trains service.
- 3.3 Compared to July, when there were no incidents of car crime reported at The Forest Park and Ride Site, there was a slight rise in the number of reported incidents in the following three months, however figures remain well below those reported in May and June, reflecting the increased patrols and greater visibility of security staff at the site. Discussions are continuing with the operator with regard to the extent of future security requirements. Reported incidents at the other four park and ride sites remain low.

## **4 OTHER MATTERS**

- 4.1 With respect to the ongoing problems of noise and vibration at the Noel Street track cross-over, we have received correspondence from a resident of Noel Street. He alleges that tram drivers are being inconsiderate in deliberately accelerating across the junction and ignoring the 10 kph speed limit. A survey of tram speeds through this junction, undertaken by the operator, has however shown that only a very small proportion of drivers exceed the speed limit and, in the sample surveyed, none travelled at greater than 3 kph above the speed limit. The tram operator has reminded drivers to take care not to exceed the speed limit. Technical discussions continue with the Concessionaire and the Turnkey Contractor in relation to this issue.
- 4.2 Two bus services operated by Trent Barton currently link with the tram route at Hucknall. Both buses enter the park and ride site and drop off and pick up passengers at a bus stop which is currently a short walk from the tramstop. In order to improve passenger interchange between tram and bus, the Promoters are proposing to re-locate the bus stop so that it is immediately adjacent to the tramstop and to provide an electronic passenger information display for the buses. It is intended that this work will be completed by Spring 2007.
- 4.3 NET Line One has been commended in the Institute of Civil Engineers' "State of the Nation" report. The system is described as having made a real difference to citizens' quality of life in the area with improved accessibility, reduced local congestion as well as acting as a catalyst for development and regeneration. High quality design, reliable services, priority signalling and links with rail, bus and park and ride services are highlighted as being instrumental in NET's success.

### **HEAD OF TRANSPORT PROJECTS**

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