

**REPORT OF THE DIRECTOR, NET**

**NET LINE ONE - OPERATIONAL PERFORMANCE: MAY – JULY 2007**

**1. PURPOSE OF REPORT**

To inform the Committee of the performance of NET Line One over the period May to the end of July 2007.

**2. RECOMMENDATION**

It is RECOMMENDED that the Committee notes this report.

**3. OPERATIONAL PERFORMANCE**

- 3.1 In the three month period from May to the end of July tram services continued to perform to a high level with average reliability exceeding 99% and average punctuality exceeding 98%. This was despite the fact that, due to a number of isolated incidents, there were some disruptions to services for periods on certain days. These included a fire adjacent to the track requiring an emergency electrical isolation, flooding causing a Network Rail signal failure on the Robin Hood Line and some minor road traffic accidents, which caused services to be temporarily suspended.
- 3.2 A provisional estimate of patronage for the period indicates that there has been continued year-on-year growth in the numbers of people using the tram.
- 3.3 The number of incidents of reported car crime at the five NET park and ride sites continued to fall and, following a concerted effort to improve security by the tram operator, the police and the City Council, reported crime rates in the period were at around their lowest level since tram operations commenced.

**4 OTHER MATTERS**

- 4.1 The impact of the fare changes that took place on 20<sup>th</sup> May has yet to be fully assessed, however, with an all day ticket now costing only 10 pence more than a peak time single, there has, as expected, been a clear reduction in the number of single tickets being purchased in the peak period. There has been a significant increase in the use of Kangaroo tickets on the tram, with a rise of over 50% in the first six months of 2007 compared to the same period in 2006; these tickets allow all day travel on all buses, trams and trains in the City area for £3.00. Take up of the new Paypoint tickets, which were launched in March and which can be purchased in retail outlets prior to travel, has also been encouraging, with more than 50,000 tickets being used in the first five months.

- 4.2 Last year the Committee was provided with the number of tram related incidents reported by the tram operator since the opening of the system, together with the number of fatal, serious and slight road traffic accidents involving trams that have been reported to the Police. An update of this information is provided at Appendices A and B of this report. With regard to the number of reported incidents on the tram, it should be noted that management have made efforts to encourage staff to report all incidents of abuse, however minor, recognising that there should be a right to work without suffering abuse. The figures should also be seen in the context of a significant increase in the number of passengers each year since operations commenced. The figures for road traffic accident rates show that in the period June 2006 to the end of April 2007 there were five reported injury accidents. For comparison purposes there were 70 reported injury accidents involving buses in this period.
- 4.3 Investigations are ongoing into the potential noise and vibration benefits associated with alternative trackwork and noise attenuation measures at the crossover adjacent to Royal Centre Concert Hall. Initial works, to repair defects identified in the isolation of the floating trackslab, are to be undertaken in September. Further monitoring will then be carried out to assess the noise and vibration improvements achieved and to establish if any of the additional measures investigated need to be implemented. A decision between the NET concessionaire and his design and build contractor has yet to be reached regarding options for modifying the Noel Street crossover

#### **DIRECTOR, NET**

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## Appendix A: Incidents on Trams Reported by Nottingham Tram Consortium Since Opening

Incident	2004**	2005	2006	2007 (to July)
PHYSICAL ASSAULT	30	36	29	18
VERBAL ASSAULT	89	167	147	97
BROKEN WINDOW TO TRAM	19	35	38	22
INJURY TO PASSENGER	39	24	30	21
ROAD TRAFFIC ACCIDENTS*	32	45	42	23

\*Includes Damage Only Accidents

\*\*System Opened on March 9th

Appendix B: Figures of all Reported Injury Accidents involving Trams in Nottingham City Boundary.

1st January 2004 to 31st December 2004

Type of Accident	Fatal	Serious	Slight	Total
Bus	0	0	0	0
HGV	0	0	0	0
LGV	0	0	2	2
Car	0	0	5	5
Pedestrian	0	2	3	5
Tram/ Bus Passenger	0	0	1	0
Motorcyclist	0	0	0	0
Pedal Cyclist	0	0	0	0
Pedal Cyclist Slips on Tram Rails	0	1	0	1
Motorcyclists Slips on Tram Rails	0	0	0	0
	(0)	(3)	(10)	(13)
<b>Total* given from TARS**</b>	<b>0</b>	<b>3</b>	<b>10</b>	<b>13</b>

Reported Injury Accidents per 100,000 Trips	17
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1st January 2005 to 31st December 2005

Type of Accident	Fatal	Serious	Slight	Total
Bus	0	0	0	0
HGV	0	0	0	0
LGV	0	0	0	0
Car	0	0	1	1
Pedestrian	0	0	4	4
Tram/ Bus Passenger	0	0	1	1
Motorcyclist	0	0	0	0
Pedal Cyclist	0	0	0	0
Pedal Cyclist Slips on Tram Rails	0	0	0	0
Motorcyclists Slips on Tram Rails	0	0	0	0
	(0)	(0)	(6)	(6)
<b>Total* given from TARS**</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>6</b>

Reported Injury Accidents per 100,000 Trips	6
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1st January 2006 to end of May 2006

Type of Accident	Fatal	Serious	Slight	Total
Bus	0	0	0	0
HGV	0	0	0	0
LGV	0	0	0	0
Car	0	0	0	0
Pedestrian	0	0	0	0
Tram/ Bus Passenger	0	0	0	0
Motorcyclist	0	0	0	0
Pedal Cyclist	0	0	0	0
Pedal Cyclist Slips on Tram Rails	0	0	0	0
Motorcyclists Slips on Tram Rails	0	0	0	0
	(0)	(0)	(0)	(0)
<b>Total* given from TARS**</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Reported Injury Accidents per 100,000 Trips	0
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1st June 2006 to end of April 2007

Type of Accident	Fatal	Serious	Slight	Total
Bus	0	0	0	0
HGV	0	0	0	0
LGV	0	0	0	0
Car	0	0	0	0
Pedestrian	0	2	2	4
Tram/ Bus Passenger	0	1	0	1
Motorcyclist	0	0	0	0
Pedal Cyclist	0	1	0	1
Pedal Cyclist Slips on Tram Rails	0	0	0	0
Motorcyclists Slips on Tram Rails	0	0	0	0
	(0)	(4)	(2)	(6)
<b>Total* given from TARS**</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>5</b>

Reported Injury Accidents per 100,000 Trips	5
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\* Total is given separately as one accident may involve more than one type of  
 \*\*Traffic Accident Reporting System (Nottingham City Council database)