

NET LINE ONE - OPERATIONAL PERFORMANCE: NOVEMBER 2010 TO THE END OF JANUARY 2011

REPORT OF THE DIRECTOR, NET

1. SUMMARY OF ISSUES

- 1.1. The report informs the Committee of the performance of NET Line One during November and December 2010 and January 2011.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. Average reliability and punctuality of the tram system for the three month period from November to the end of January were once again very high with 99.4% of timetabled trips running and 97.7% of services departing on time.
- 3.2. Some delay to services was experienced in November and December, caused principally by higher levels of traffic on the roads in the approach to Christmas. The tram operator took action to reduce the impact of such delay with the deployment of dedicated police personnel at known traffic hotspots to keep traffic flowing and by utilising a spare tram and crew in the off peak and evening peak to ensure that, if trips arrived late at Station Street, the next journey departed on time.
- 3.3. On 18th November a major fire to a property on Goldsmith Street caused all tram services between The Forest and Station Street to be cancelled for the day. The affected building became structurally unstable and it eventually became necessary for it to be partially demolished. All trams from Hucknall and Phoenix Park, from the start of service, were terminated at the Forest with a replacement bus service operating between this tramstop and the southern terminus. Passengers were kept informed by both written and audible messages at all tramstops and, in addition, at tramstops in the city centre, a member of staff was present to provide passenger information and directions to replacement bus stops. All local media were kept informed and the tram operator's website and helpline also provided up to date information.
- 3.4. Tram services remained generally unaffected by the severe winter weather that was experienced in December. The tram operator however made available additional resources to enable a regular programme of snow clearing and gritting of tramstops and park and ride sites. A snow plough was used to clear Hucknall car park and a grit spreader was purchased resulting in car parks and access roads being gritted more quickly and more frequently.

4. OTHER MATTERS

- 4.1. The year-on-year growth in patronage that was experienced between July and September was sustained in the following quarter, from October to December, with passenger numbers increasing by 15% compared to the same period last year. Total patronage for 2010 was 9.5 million, an increase of 0.3 million compared to 2009.
- 4.2. Issues relating to access to David Lane Tramstop were reported to the last meeting of the Committee on 14th December and it was agreed that any decision on how to proceed should await the outcome of consultation with local residents. At a public meeting, held in January, to discuss the wider aspects of improving footpath access along the River Leen, it was decided that a site meeting should be held before considering these matters further. This meeting has been arranged to take place in early April.
- 4.3. In 2009 it was reported to the Committee that there had been a number of incidents of cars driving onto the tram-only section of Middle Hill viaduct and, at the meeting of 5th January 2010 it was agreed that the situation should be monitored for twelve months to assess whether the removal of scaffolding outside Nottingham Contemporary would improve the situation by improving sight lines for motorists. The City Council's Road Safety Team has reported that no further incidents have been reported to them in the intervening period and the tram operator has also confirmed that they are not aware of any other occurrences at this junction. It is therefore recommended that the existing signing and lining is sufficient to warn motorists and that there is therefore no requirement to take any further action on this matter.

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.

Contact Officer: Andy Holdstock
Telephone Number: 0115 8764199
E-mail: andrew.holdstock@nottinghamcity.gov.uk