

NET LINE ONE - OPERATIONAL PERFORMANCE

Having opened to the public on 9th March, the early performance of NET Line One has been generally very encouraging.

SYSTEM PERFORMANCE

Under the Performance Monitoring System, availability payments are made to NTC by the Promoters on a monthly basis. There are 25 separate performance measures, relating to operational and infrastructural elements, for which targets are set; deductions to the payments are made by the Promoters if the targets are not achieved. 85% of the payment is based upon operational reliability and punctuality.

It was considered unreasonable to expect the Operator to achieve the full targets during the first two years of operation and so, for months 1-24, they are required to meet only 90% of the target performance level for each of the measures, with this increasing to 95% in months 13-24.

Against these targets, a performance level of 98.60% was achieved in March, which has increased to 99.33% in April and 99.73% in May. Performance levels of around 99% were achieved for trams running to timetable in each of these months. The only measures for which results were significantly lower than the targets were for tramstop general damage repair and for tramstop and Park and Ride lighting repair.

Road traffic accidents involving trams are being monitored by NTC. There have been a total of 12 recorded incidents during the first three months of operation, all of which have been of a minor nature. The vast majority have involved car drivers approaching the tram alignment from side accesses and apparently misjudging the position of the tram. 6 of the incidents have occurred on Radford Road at the entrance / exit to ASDA and discussions are currently ongoing with Highway Authority and ASDA to assess what improvements can be made to this junction. All road traffic accidents are reported on and examined in detail by NTC to see if any remedial measures are required.

PATRONAGE

Total recorded patronage for the three weeks of operation in March was 366,000 and for the full months of April and May was 498,000 and 541,200 respectively. Overall, basic weekday patronage has shown a steady increase with the average number of passenger journeys per day rising from 16,770 (in the first full week) to 20,872 (in the last week of May). Extra services have been run at weekends and on Bank Holidays to cope with demand. It has been acknowledged by NTC that, particularly during the early weeks of operation, a proportion of fares were not collected by the conductors;

there has also been some difficulties experienced in the performance of the software used to recover data from ticket machines. As a result, the patronage recorded is likely to be an underestimation of actual passengers carried and boarding and alighting surveys are being undertaken in June to assess this further. NTC is attempting to increase revenue collection by the introduction of two conductors on certain busy trams and by increasing staffing levels at the Forest tramstop. The smartcard functionality of the ticket issuing machines was withdrawn in April due to the corruption of an unacceptably large number of cards on its first day. This has not yet been resolved.

An initial review of NET and NCT bus patronage has indicated that public transport usage in the corridor may have increased by around 20%. Recent Park and Ride surveys have indicated that around 5,000 Park and Ride journeys (one-way) are being made on a typical weekday.

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