

**REPORT OF THE CORPORATE DIRECTOR, CITY DEVELOPMENT**

**NET LINE ONE - OPERATIONAL PERFORMANCE**

**SYSTEM PERFORMANCE**

Operational performance, as measured by the Performance Monitoring System, has continued to improve during June and July, with NTC achieving 99.77% and 99.90% of the full payment from the Promoters in these respective months. Figures of between 97.9% and 100.00% were achieved for system reliability and punctuality, on which 85% of the payment is based.

Events that affected operational performance included a bomb alert on Market Street, a highway vehicle breakdown blocking the tracks and a police incident.

In terms of infrastructure, the only measure that is consistently scoring below target is that for general repairs to tram stops. NTC have reported that this was principally due to problems with edging strips to steps at the stops and it is now intended to screw these to the paving to prevent them becoming dislodged in future.

There were five recorded road traffic accidents involving trams during June and July. Two of these involved pedestrians walking into the path of the tram, one at the Old Market Square and one at Trent University. On both occasions the trams were moving slowly and it is not believed that serious injuries were sustained. There was also an incident in June in which a cyclist was seriously injured when hit by a tram at a footpath crossing north of Moorbridge. An investigation has concluded that there was no system failure or warning deficiency.

**PATRONAGE**

Patronage, although affected by seasonal factors over the summer months, has remained fairly steady. A total of almost 530,000 passengers were recorded as using the system in June, rising to almost 540,000 in July. The average number of journeys per basic weekday was recorded as above 19,000 in both months. It should be noted that, during June and part of July, the way in which conductors recorded passes was changed in an attempt to release time for improved fare collection. This led to an under-reporting of patronage over this period. NTC have now reverted to recording all passes.

The results of boarding / alighting and park and ride surveys, commissioned by the Promoters, suggest that actual ridership averages well over 20,000 per weekday with averages of 24,000 and 9,100 on Saturdays and Sundays respectively.

Problems continue to be experienced with the ticket machines and the associated software. NTC and the equipment supplier are doing everything possible to remedy this situation as soon as possible.

An enhanced timetable and new simplified fare structure will be in operation from September 6<sup>th</sup>. This will result in an increased frequency of trams on weekdays between 10.00am and 5.00pm, as well as at weekends. A standard single fare of £1.10 is being introduced for all journeys except those between Station Street and the Royal Centre, which remain at 80p. On-stop information is being improved to coincide with these changes.

## **CORPORATE DIRECTOR CITY DEVELOPMENT**

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