

REPORT OF THE NET PROMOTERS REPRESENTATIVE

NET LINE ONE - OPERATIONAL PERFORMANCE

SYSTEM PERFORMANCE

In the period from August to October, operational performance has remained at a high level with only 0.4% of trips not running at all and, of the trips that did run, only 1.2% running late. These figures were achieved despite service disruptions during the period caused by five minor road traffic accidents (all of which occurred on Radford Road), by cars driving on to the segregated section of track at Collin Street Viaduct (three occurrences in October) and by a number of special events that took place in the City Centre and at the Forest. Minor technical difficulties with trams also led to reduced vehicle availability, resulting in some delays and, on occasions, lost trips.

PATRONAGE

The number of people recorded (through ticket sales) using the tram, having remained fairly level over the summer months, rose significantly in September and October. There was a 15% increase in total passenger journeys in September, compared to August, and a further 12.5% increase in October. There were similar large increases in the average number of journeys on Saturdays and Sundays. These increases are likely to be, at least in part, the result of seasonal factors, the introduction of additional services as a consequence of the enhanced timetable which came into effect on September 6th, and improved fare collection. Patronage in October was also boosted by the Goose Fair, with over 34,000 journeys recorded on the Friday of this event. Recent Promoter patronage surveys indicate that NET is carrying over 27,000 passengers per day, Monday to Saturday and over 11,000 on Sundays.

With over 5 million passengers having been carried since opening, NET Line One remains on target to meet first full year annual demand in excess of 8 million passengers. Survey data is currently being processed to assess overall public transport use in the corridor and the impact that the introduction of NET has had on modal shift. The results of this will be reported verbally.

As a result of a number of security incidents that have recently occurred on trams, Arrow are currently trialling the use of on board CCTV, with a view to introducing cameras on all trams by summer 2005.

The problems that have been experienced with the conductors' ticket machines being unable to read all smartcards has still to be resolved. It is currently not possible to distinguish between Easyrider customers paying by direct debit whose cards are valid and those whose cards are not valid. The equipment manufacturer is continuing in its attempts to resolve the problems and a solution was expected by mid - December.

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