

REPORT OF THE HEAD OF TRANSPORT PROJECTS

NET LINE ONE - OPERATIONAL PERFORMANCE: FEBRUARY – APRIL 2007

1. PURPOSE OF REPORT

To inform the Committee of the performance of NET Line One over the period February to the end of April 2007.

2. RECOMMENDATION

It is RECOMMENDED that the Committee notes this report.

3. OPERATIONAL PERFORMANCE

- 3.1 Tram services continued to perform to a very high level in the period from February to the end of April with reliability and punctuality both averaging 99% over the three months. There were no major unplanned disruptions to services over the period. A number of the events that were held to mark the opening of the Old Market Square required the closure of the Square to trams and other traffic. A special timetable was introduced by the tram operator during these periods for which advance notice was given to passengers.
- 3.2 Detailed analysis of patronage figures for the third year of operations has shown that overall demand on NET Line One between April 2006 and March 2007 rose to 10.1 million passengers, an increase of 3.1% compared to the previous year.
- 3.3 There was a significant fall in the total number of incidents of reported car crime at NET park and ride sites in February and this improvement was sustained in March and April. The most notable reduction in the number of incidents was at The Forest and this is thought to be principally due to the recent arrest of an individual at this site.

4 OTHER MATTERS

- 4.1 The tram operator introduced a new method of payment, known as Paypoint, on 9th March which enables people to buy tickets in advance from local shops at a discount compared to purchasing on the tram. 134 outlets are involved in the scheme. There is a weekly ticket available as well as thirty and ninety day tickets; ten-trip carnet tickets are also available for less frequent users.]

- 4.2 Both the tram operator and Nottingham City Transport have decided to revise their fares from 20th May. This will result in an off-peak tram single rising by 20 pence to £1.40, a peak single rising by 30 pence to £2.30, an all-day ticket rising by 20 pence to £2.40 and an all-week ticket rising by £1 to £11. Cityrider tickets, which allow all day travel on trams and NCT buses will increase in price by 20 pence to £2.70. Tickets bought through Paypoint will not change in price thus encouraging the purchase of tickets in advance of travel.
- 4.3 The NET concessionaire is continuing to discuss with his design and build contractor options for modifying the Noel Street crossover to address rail wear issues which will hopefully improve the noise and vibration situation. As a result of these discussions, a meeting with affected residents has yet to be convened.
- 4.4 Investigation is underway into the potential noise and vibration benefits with alternative trackwork and noise attenuation measures at the crossover adjacent to Royal Centre Concert Hall. The findings should be available in July, although the implementation of any identified improvement measure will be subject to commercial negotiation with the Concessionaire.

HEAD OF TRANSPORT PROJECTS

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