

NET LINE ONE - OPERATIONAL PERFORMANCE: NOVEMBER 2011 TO THE END OF JANUARY 2012

REPORT OF THE NET PHASE TWO PROJECT DIRECTOR

1. SUMMARY OF ISSUES

- 1.1. The report informs the Committee of the performance of NET Line One from November to the end of January 2012.

2. RECOMMENDATION

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

3. TRANSFER OF OPERATIONAL RESPONSIBILITIES

- 3.1. On 15th December, Tramlink Nottingham took over responsibility for the operation and maintenance of NET Line One from Arrow Light Rail under a new PFI contract with the City Council, which includes responsibility for the design and construction of NET Phase Two and the operation of tram services across the extended network once construction is completed. The contract period is 22 ½ years.
- 3.2. Tramlink is a consortium of companies comprising Vinci Construction (a leading multi-national civil engineering contractor) , Alstom (vehicle manufacturers and power supply specialists), Keolis (the world's largest tram operating company) and Wellglade (owner of the local bus operator, Trent Barton), with Meridiam Infrastructure and Infravia as equity investment partners. Tramlink's operations and maintenance contractor is Nottingham Trams Limited, itself a consortium of Keolis and Wellglade. Construction of NET Phase Two is being undertaken by a joint venture between Vinci (as Taylor Woodrow) and Alstom.
- 3.3. Under the new PFI contract, Tramlink is required to meet similar operations and maintenance performance targets as the previous concession holder. Performance measures include reliability and punctuality of the service, cleaning and maintenance of vehicles and infrastructure, availability of journey planning information, and time taken to respond to customer comments.

4. OPERATIONAL PERFORMANCE

- 4.1. Handover of the operational control of the system went smoothly on 15th December with services to the passenger unaffected.
- 4.2. Performance of the system over the three month period remained extremely high with 99.6% of timetabled trips operating and 98.9% of trips departing on time.

5. OTHER MATTERS

Patronage

- 5.1. Total patronage for 2011 is estimated to be 9.6 million. This is an increase of 0.1 million on 2010 and indicates that tram usage has held up despite the difficult economic conditions.

Ticketing

- 5.2. A ruling by the Competition Commission prevents the sale of tickets by one transport operator for the use of through-travel on another operator's system and, with Nottingham City Transport (NCT) no longer involved in the operation of NET, Cityrider and Grouprider tickets, together with Easyrider cards, can no longer be accepted on the trams. Instead, passengers who wish to make through-journeys on a single ticket are required to buy a Kangaroo day or season ticket. These are issued by the City Council and can be used on most bus and train services, as well as the tram, within a defined geographical area (closely related to the built-up area of Greater Nottingham and including the whole of NET Line One).
- 5.3. Following discussions between Tramlink and NCT, it was agreed that Easyrider card holders who had purchased their passes prior to contract transfer, could continue to use them on the tram until 31st January 2012. Easyrider Card holders who had travel days remaining on their cards beyond 31st January on the date of transfer were entitled to a Kangaroo card for the same time period at no extra cost or to a refund.
- 5.4. The City Council is in the process of developing an 'oystercard' style Citycard electronic purse for Autumn 2013. This will enable travellers to be retrospectively charged the cheapest daily fare for the travel they have undertaken, with price 'caps' for single and multi-operator travel. Travellers will no longer need to decide which day or season ticket to purchase in advance of travel – all they will need to do is ensure that their electronic travel account is kept topped up via on-line transactions or at range of City Council retail outlets being developed by the Council.

Hucknall Park and Ride Site

- 5.5. Ashfield District Council has received funding from Greater Nottingham Growth Point to improve access for pedestrians between Hucknall Tramstop and Railway Station and Hucknall Town Centre. The works include the reconfiguration and resurfacing of the footpath across the park and ride site and an improvement to the lighting on the approach to the car park. Construction works, which are being carried out by the District Council, commenced on 20th February and are expected to be completed by 31st March.

6. LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

- 6.1. None.

7. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

- 7.1. None.

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