

31 JULY 2012

NET LINE ONE - OPERATIONAL PERFORMANCE: FEBRUARY TO THE END OF APRIL 2012**1. SUMMARY OF ISSUES**

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

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. The tram system continued to perform to extremely high levels in February, March and April with, on average, 99.8% of timetabled trips operating and 99.3% of trips departing on time.
- 3.2. The only significant disruption to services occurred on 4th February when a sudden heavy snowfall in the evening caused a number of trips to be delayed. The subsequent thaw and then re-freezing of water in some grooved rail sections resulted in some trips being cancelled the following morning before normal service was resumed.

4. OTHER MATTERS**Ticketing, Fares and Marketing**

- 4.1. Public transport operators in Nottingham decided to increase the price of Kangaroo (multi-operator) tickets in March, to £4.00 for the adult day ticket and to £64.00 for an adult monthly. This was followed in April by an increase in some tram-only fares with the price of an adult day ticket rising from £3.20 to £3.50, an adult off-peak single from £1.70 to £1.90 and an adult 30-day Paypoint pass from £38 to £42. Children's tram-only ticket prices have not changed and Paypoint 3-day and 15-day tickets have been withdrawn. Full details of the fare changes can be found at Appendix A. The "Glide Guide" timetables and tramstop posters were updated to coincide with these changes.
- 4.2. A family group ticket, "5 for £5", was successfully promoted over Easter. This ticket, which was previously sold during February Half-Term, enabled up to five people to travel all day on the tram for £5 instead of the usual £7 (£8 since the fare increase) for 6 people.
- 4.3. A new ticket, which will enable through-travel on a single fare between trams and Premiere Red 8 buses at Moor Bridge, is to be introduced on 6th June.
- 4.4. Six new conductors commenced employment with Nottingham Trams Limited in April, with a principle role of collecting fares at the busiest tramstops. The conductors were recruited through the City Council's Employer Hub initiative and a further three are due to be appointed later in the year.

Radford Road

- 4.5. Following the report to the Committee in March on delays experienced by trams on Radford Road, the City Council and the tram operator have commenced discussions with ASDA regarding possible improvements that could be made to the accesses to the supermarket car park and petrol station. A further report will be brought to the Committee when these discussions are concluded.

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APPENDIX A

CHANGES TO NET (TRAM ONLY) FARES APRIL 2012

	Previous	New
Adult		
Peak single	£2.50	No Change
Off peak single	£1.70	£1.90
All day	£3.20	£3.50
All week	£14.50	£15.00
Child		
Single	£1.00	No Change
All day	£1.70	No Change
All week	£7.00	No Change
Group Tickets (1 or 2 Adults and up to 4 under-16s)		
	£7.00	£8.00
Paypoint		
Adult 3 day	£8.50	Withdrawn
Adult 7 day	£13.00	£14.00
Adult 15 day	£23.00	Withdrawn
Adult 30 day	£38.00	£42.00
Child 7 day	£6.00	No Change
Adult 10 trip	£16.00	£17.00
Student 9 week	£75.00	£80.00
Student 10 week	£82.00	£88.00
Student 11 week	£89.00	£96.00
Student 12 week	£96.00	£104.00

CHANGES TO KANGAROO (MULTI-OPERATOR) FARES MARCH 2012

	Previous	New
Adult		
Day	£3.70	£4.00
Monthly	£58.00	£64.00
3 Months	£148.50	£160.00
6 Months	£274.50	£296.00
Annual	£439.00	£480.00
Monthly DD	£47.00	£51.00
Carnet (10 Ticket)	£35.00	£38.00
Child (Under 16)		
Day	£2.20	£2.40
Under 18		
Monthly	£35.75	£38.00
3 Months	£82.50	£96.00
6 Months	£154.00	£178.00
Annual	£286.00	£288.00
Monthly DD	£28.00	£30.00
Student		
Monthly	N/A	£51.00
3 Months	N/A	£128.00
6 Months	N/A	£237.00
Annual	N/A	£384.00