

**NET LINE ONE - OPERATIONAL UPDATE TO 26<sup>TH</sup> NOVEMBER 2014**

**1. SUMMARY OF ISSUES**

The report updates the Committee of the performance of NET Line One.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

3.1. During the three month period from August to the end of October, the average reliability achieved by the tram service was 99.7%, with 97.1% punctuality achieved.

**4. OFF TRAM TICKETING**

The Off Tram Ticketing arrangements have continued to generally perform well since its introduction. Further development of the ticketing system is taking place with Init, Trentbarton and the City Council which will enable the delivery of Mango top-up, Kangaroo Season sales, Citycard Pay as you go and NET seasons on Citycard early in the new year.

**5. REVENUE COLLECTION / PROTECTION**

With the Penalty Fares system having been in place since 23<sup>rd</sup> June, negative reaction from members of the public to the introduction of off tram ticketing has, as expected, begun to fall. To maintain the high levels of awareness amongst passengers of the need to buy before you board a refreshed campaign has now commenced across Line One to further highlight to people using the tram the need to buy a ticket or validate their smartcard before boarding the tram. This campaign is supported by existing posters on stops and trams, information on passenger displays and on the web and social media.



## 6. LINE ONE UPGRADES

The new radio system, Automatic Vehicle Location System and Passenger Information Displays have now been rolled out across line one. Works to upgrade Wilkinson Street depot is now also nearing completion.

## 7. CITADIS TRAMS

The last of the 22 new Citadis trams has arrived in Nottingham, marking another important milestone in the expansion of the city's tram network. NET staff at the Wilkinson Street depot joined colleagues from Alstom to celebrate the arrival of the tram.



## 8. TIMETABLE ENHANCEMENTS

The introduction of the enhanced service timetable at the end of August has proved successful, with patronage increasing over the period. Further additional services were introduced during the evenings of Goose Fair, when the tram again proved to be a popular means of travelling to and from the event.

## 9. EVENT LINK

The Event Link bus service to take fans from Station Street to and from Nottingham Forest home games continues to be operated by Nottingham City Community Transport under contract to NET. The service will continue to operate on home match days throughout the season and is free to holders of NET tickets and passes.

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