

NET - OPERATIONAL PERFORMANCE AND PROGRESS UPDATE SEPTEMBER TO DECEMBER 2015

1. SUMMARY OF ISSUES

- 1.1. The report updates the Committee on the performance of NET.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. During the three month period from September to the end of November, levels of 97.6% reliability and 94.5% punctuality were achieved.
- 3.2. Over the past three months the revenue team have checked 530,000 tickets with provides a check rate of over 15%. Fare evasion across the network remains low at under 1%.
- 3.3. Whilst the introduction of the two new routes and the operation of cross-city services has proved to be a great success, two issues have been identified which have led to some disruptions to services during the initial months. Power issues caused disruption in September and October due to technical issues at the new substations. Nottingham Trams have been working closely with the construction contractor, Taylor Woodrow Alstom, to resolve these issues and, following a number of infrastructure and system modifications, it is pleasing to note that there has been a recent reduction in incidents that have impacted on the service.
- 3.4. There have also been six vehicle incursions onto Lenton Lane Bridge since the commencement of full services. The bridge is tram-only and, once cars drive onto it, it is necessary for them to be lifted-off, leading to disruptions to service. Additional signage and infrastructure (bollards/rumble strips) is now in place and Nottingham Trams are working with the local highway authority to place further signage to deter drivers from entering the tramway.
- 3.5. Patronage levels since the new routes opened have been encouraging, particularly on the Toton Lane route, where the park and ride site has seen high demand, and other key locations such as Beeston Centre and QMC have experienced high passenger flows. As anticipated, patronage growth on the Clifton route has been relatively slower, reflecting the nature of the corridor that it serves.

4. MARKETING AND TICKETING

- 4.1. The new smart travel card named "Robin Hood Card" was launched in Nottingham on 14th December. Initially the card is valid for acceptance on bus and tram with daily capping making it the cheapest card to use to travel in the city. Further developments will allow customers to use the card on regional rail services with further products to be developed in 2016.
- 4.2. Following the success of '£1 Sunday' in October, the offer was repeated on 8th November with all day tickets purchased from the TVM's cut to just £1. For the October event, over 5300 day tickets were sold, compared to around 800 on a normal Sunday. In November, sales were down due to bad weather on the day, with just over 3000 tickets sold.
- 4.3. The Christmas campaign was launched on 16th November, during the same week that the Winter Wonderland in the Old Market Square opened. This year the campaign focussed on promoting free parking at the park & ride sites and a service frequency from every 7 minutes. As part of a joint initiative with Nottingham City Transport and City Council parking offers, a reduced price £5 group ticket was made available from 4pm (instead of the usual 5pm) to encourage more families to come into the city centre straight after school and work times. This was promoted on tram stop posters, roadside sites and on digital platforms.

5. EVENTS

- 5.1 The tram provided services to a number of key events in the city during the period:
- 5.2 This year's Goose Fair was the first time visitors from the south of the city could arrive at the fair via the tram. Additional trams were operated each night to convey the expected demand which proved to be a success and all customers travelled without incident. Sales figures saw an increase of 65.9% compare to last year and an increase of 70.8% in patronage.
- 5.3 There were several firework displays throughout the city during the week of Bonfire Night, with the main event at the Forest recreation ground. As with Goose Fair, additional services were provided for the event and, in order to manage the crowds, additional crowd control barriers and a system of working was designed to ensure all customers boarded the trams safely.
- 5.4 On Sunday 8th November, Travel Officers assisted with the Remembrance parades that were held in the Old Market Square and in Beeston. All Forces personnel were allowed to travel for free on this day. Trams respected the two minute silence on 11th November, when all trams remained stationary as a sign of respect.

5.5 For this year's Christmas light switch on, which took place in the Old Market Square on Friday 20th November, the City Council agreed to allow the tram service to continue operating. Additional staff were on duty to assist with crowd control and to ensure that the tracks remained free. The event was a huge success.

6. LIGHT RAIL AWARDS

6.1 At the 2015 Light Rail Awards ceremony held at The Honourable Artillery Company, London, on 7th October, Nottingham Express Transit was awarded two major awards: Project of the Year and Team of the Year.

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