

**NET LINE ONE - OPERATIONAL PERFORMANCE: FEBRUARY TO THE END OF APRIL 2014**

**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 2014.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

- 3.1. Average operational performance levels of the tram service in the three month period from February to April were very high with 99.8% of timetabled trips operating and 98.3% departing punctually. In April, only 2 out of over 9000 scheduled trips were unable to run.
- 3.2. The existing tram fleet is currently being equipped with a new communications system that will enable the vehicles to operate on the Phase Two routes and, as a consequence, the number of vehicles available for service has, at times, been lower than is normally the case. In order to minimise the inconvenience to the public, a slightly reduced service timetable has been operated during the period, with a 12 minute frequency from Hucknall and Phoenix Park and a 6 minute frequency along the main section of the route between Highbury Vale and Station Street. Whenever additional trams have been available, they have been inserted into the timetable.

**4. OTHER MATTERS**

- 4.1. Tram customers have been able to use the new platform ticket machines and card validators since 28<sup>th</sup> April. Whilst conductors were retained on trams for a period following this date, to offer assistance and advice to those unfamiliar with the new system, ticket enforcement was due to commence from the beginning of June, and anybody found by the revenue inspectors to be travelling without a valid ticket will now be liable to a £50 fine. A number of ticket machine user guides have been published by the operator and these can be viewed online at the tram website ([www.thetram.net](http://www.thetram.net)), where there is also a link to a demonstration video.
- 4.2. The new ticketing system has also seen the introduction of smart card technology, offering a range of competitively priced travel options using the Mango card that had previously only been available on Trent Barton buses. The cards, which can be purchased from the NET Travel centre on King Street or by visiting the tram website, and which can be topped-up on-line, offer a saving of 25% off the single cash fare, with short-hops costing only £1.

- 4.3. There was an increase in the number of people travelling on NET of approximately 6.2% in the 12 month period from 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014 compared with the previous 12 months. Estimated ticket sales in the last three months have been particularly strong, with an average 14% increase compared to the same period last year.
- 4.4. The results of a survey of passengers, undertaken by public transport consumer organisation, Passenger Focus, has revealed that NET is amongst the most popular public transport systems in the country. Overall satisfaction with the system was found to be 96%, well above the industry average, with nine out of ten customers stating that they are satisfied or very satisfied with their journey. A full copy of the Passenger Focus survey report can be found at: [www.passengerfocus.org.uk/research/tram-passenger-survey](http://www.passengerfocus.org.uk/research/tram-passenger-survey).
- 4.5. 14 of the total of 22 new Citadis trams have now been delivered to the NET depot. Before entering service, each tram is required to build up over 1000km of trial running along a variety of sections of Line One track and the drivers are required to undergo a thorough training programme. The new trams can now be seen running through the city centre streets and it is planned that they will be introduced into service as part of an enhanced Line One timetable later in the year.
- 4.6. Works by the City Council to construct a new footpath and cycle path alongside the tramway between Wilkinson Street and Church Street, Basford, are continuing. Works are also due to progress on an additional section of pathway that will connect David Lane to the existing path that runs alongside the River Leen to Highbury Vale and Bulwell, hence eliminating the lengthy diversion through a housing estate. It is intended that the path will be linked to the platform at David Lane Tramstop by means of a new ramp.

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