

NET LINE ONE - OPERATIONAL UPDATE TO 20TH AUGUST 2014

1. SUMMARY OF ISSUES

- 1.1. 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 May to the end of July, the average reliability achieved by the tram service was 99.0%, with 97.7% punctuality achieved.

4. OFF TRAM TICKETING

The Off Tram Ticketing system has performed well since its introduction with initial problems associated with out of date County concessionary cards and non-smart Kangaroo cards resolved within one month of the system going live.

Further development of the ticketing system is taking place with Init, Trentbarton and the City Council which will enable us to deliver Mango top-up, Kangaroo Season sales, Citycard Pay as you go and NET seasons on Citycard within the next 6 months.

5. REVENUE COLLECTION / PROTECTION (as at 20th August)

Penalty Fares were introduced on 23rd June following a period during which NET revenue protection staff issued warning notices to passengers without tickets.

Since their introduction 1050 penalty fare notices had been issued out of some 1,100,000 journeys made on the system (as at 20 August). Fare evasion by detection is currently reported as being between 1% and 2%. Since the commencement of Penalty Fares the average rate of issue of Penalty Fare Notices has fallen from around 32 per day (measured over a 14 day period) to around 12 per day which suggest that passengers are increasingly aware of the changed requirements.

The Independent Appeals Panel will meet on 5 September to consider the 8 third stage appeals against Penalty Fares received by 20 August. The decision of the appeals panel will be made in accordance with the terms of reference published on the NET website and will be binding upon both the appellant and Operator.

As expected the introduction of penalty fares has caused a negative reaction from members of the public who feel aggrieved to have been found travelling without a ticket. Whilst there was a high level of awareness amongst passengers of the need to buy before you board it is inevitable that some passengers will fail to take account of signs and posters advising them of a change. It is important therefore that campaigns are maintained and refreshed. A new 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, supported by existing posters on stops and trams, information on passenger displays and on the web and social media will run through the rest of the summer.

6. FARES

On July 27th a Fare rise was implemented on NET by Tramlink Nottingham. Whilst cash fares were increased Mango pay as you go and Season ticket prices were held. Student Season tickets were increased but new student Mango tickets are available offering casual tram users a benefit that was previously unavailable. The new fare table is attached for reference as Appendix A.



7. LINE ONE UPGRADES

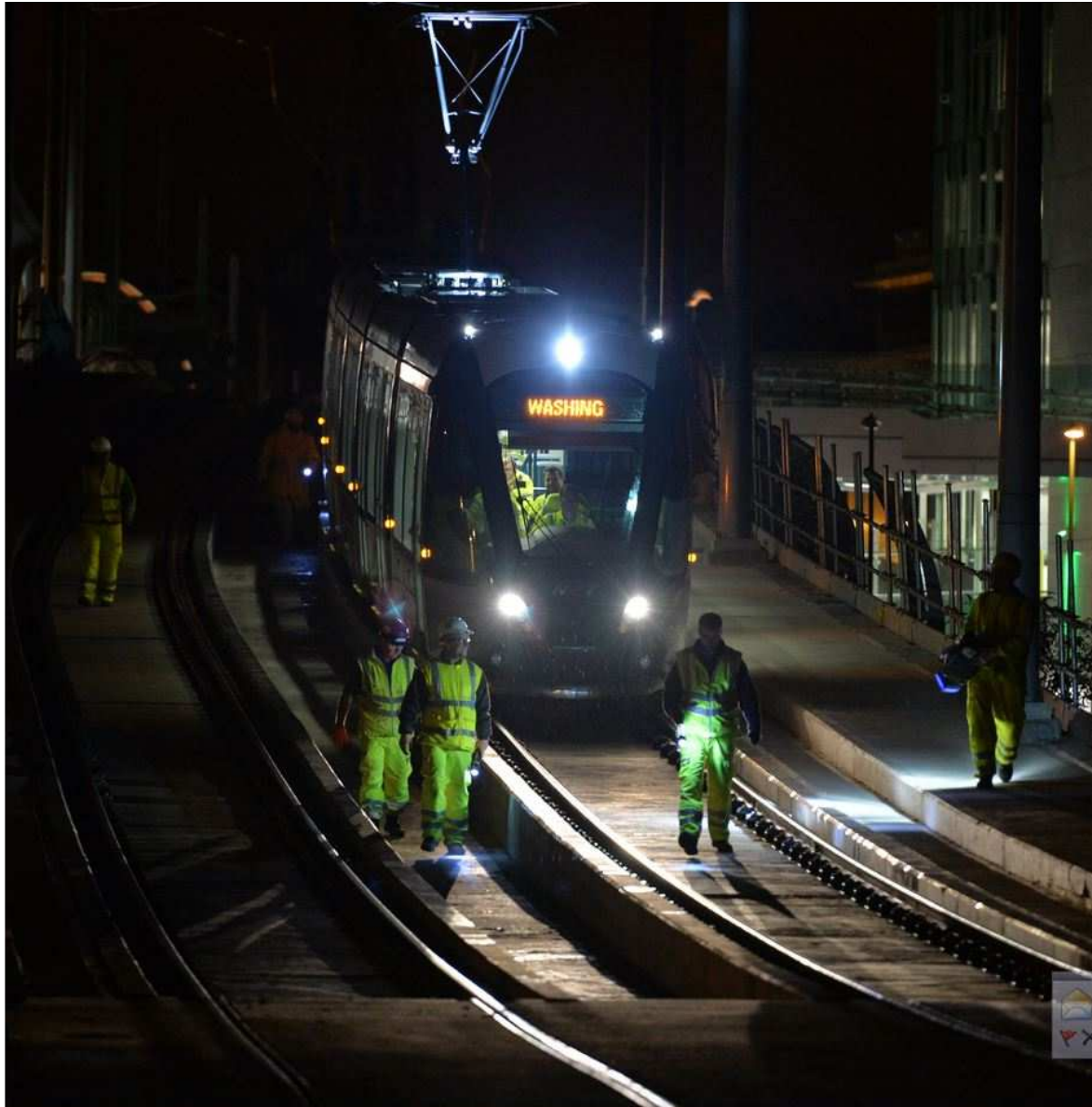
The new radio system has been commissioned on Line One and is working on both Citadis and Incentro Trams. Similarly, the new Automatic Vehicle Location System has now been commissioned for use on Line One and is progressively being activated on the Incentro trams. The new passenger information displays are being rolled out across line one with the majority of displays now replaced.

Works to upgrade Wilkinson Street depot are nearing completion with the switchover to the new power systems due to take place w/c 25 August following the successful transfer of the power management systems to the new SCADA system.

8. CITADIS TRAMS

The Citadis trams passed have all passed safety verification requirements and are now authorised under the Railways and Other Guided Transport Systems (Safety) Regulations to operate on Line One. Deliveries of the Citadis trams have now resumed following a break over the summer and the final tram is due to be delivered to Nottingham on 6 October. The first 5 Citadis trams were signed off for public passenger services to commence on Tuesday 26 August

Line 2 between Nottingham Station and Wilford Lane has now been energised and the first tram ran under its own power on the night of Thursday 20th August as far as Wilford Lane and back at walking pace. Further test runs will be carried out over the coming weeks until the section is approved for full line speed operations.



9. TIMETABLE CHANGES

During July and August a series of trials were carried out on Line One using the Citadis Trams and new control and communications systems. These trials were aimed at confirming the capability of the systems to handle up to 16 trams per hour on the common section of the network between Station Street and David Lane.

Following the completion of the trials and enhanced Line One Timetable was introduced on Tuesday 26 August that will see trams running a 10 min / 5 min headway (North of David Lane /South of David Lane) between 07:00 and 21:00 Monday to Saturday, and between 09:00 and 19:00 on Sundays. At other times the trams will now operate every 15 mins / 7-8 mins.



10. EVENT LINK

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

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APPENDIX A

FARE TABLE

Products	Validity	Current Prices (31st August 2014)		
		adult	student	child
Paper tickets				
Single	One single trip within 60 minutes of purchase	£ 2.20		£ 1.10
NET day	An unlimited days tram travel	£ 3.70		£ 2.20
NET group	An unlimited days tram travel for 2 adults + 4 under 16s	£ 9.00		
NET group special (weekends & school hols)	An unlimited days tram travel for 2 adults + 2 under 16s	£ 6.00		
NET Event Ticket	A return trip with ticket for valid event	£ 2.00		
NET week	7 consecutive days unlimited tram travel	£ 16.00		£ 8.00
Trent Barton Connect Day	A return trip using the Hucknall Connect bus and tram	£ 3.90		£ 2.20
Kangaroo Day	Unlimited travel on trams, buses and trains within city area	£ 4.50		£ 2.70
Kangaroo - Job Seeker	Unlimited travel on trams, buses and trains within city area	£ 2.25		

NET plastic travel cards		adult	student	child
NET 1 Month	Unlimited travel for one calendar month	£ 45.00		£ 22.50
NET 3 Months	Unlimited travel for three consecutive calendar months	£ 135.00	£ 99.00	£ 67.50
NET 6 Months	Unlimited travel for six consecutive calendar months	£ 260.00		£ 130.00
NET 12 Months	Unlimited travel for twelve consecutive calendar months	£ 450.00	£ 225.00	£ 225.00

Mobile phone Tickets		adult	student	child
Single	One single trip within 60 minutes of purchase	£ 2.20		£ 1.10
NET day	An unlimited days tram travel	£ 3.70		£ 2.20
NET group	An unlimited days tram travel for 2 adults + 4 under 16s	£ 9.00		
NET week	7 consecutive days unlimited tram travel	£ 16.00		£ 8.00
NET 1 Month	Unlimited travel for one calendar month	£ 45.00		£ 22.50
NET 3 Months	Unlimited travel for three consecutive calendar months	£ 135.00	£ 99.00	£ 67.50
NET 6 Months	Unlimited travel for six consecutive calendar months	£ 260.00		£ 130.00
NET 12 Months	Unlimited travel for twelve consecutive calendar months	£ 450.00	£ 225.00	£ 225.00

Mango Smart cards		adult	16-19/student	child (micro)
Mango Single	A single tram trip made using a Mango smart card	£ 1.50	£ 1.30	£ 0.75
Mango Short Hop	A reduced price single trip with one 'zone' using a Mango card	£ 1.00	£ 1.00	
Mango day cap	A fixed day price for unlimited tram travel using a Mango card	£ 3.70	£ 3.70	£ 2.20
Mango Week Cap	A fixed 7 day price for unlimited tram travel using a Mango card	£ 16.00	£ 16.00	£ 8.00
Mango Month Cap	A fixed calendar month price for unlimited tram travel using Mango	£ 45.00	£ 45.00	£ 22.50

Paper tickets purchased from Paypoint retailers		adult	student	child
NET 7 days	7 consecutive days unlimited tram travel	£ 16.00		£ 8.00
NET 30 days	30 consecutive days unlimited tram travel	£ 48.00		

ITSO Smart Cards		adult	student	child
Kangaroo monthly direct debit	Unlimited multi-modal travel for one calendar month	£ 54.00		£ 32.00
Kangaroo Month	Unlimited multi-modal travel for one calendar month	£ 67.00	£ 54.00	£ 40.00
Kangaroo 3 Month	Unlimited multi-modal travel for three consecutive calendar months	£ 168.00	£ 134.00	£ 100.00
Kangaroo 6 Month	Unlimited multi-modal travel for six consecutive calendar months	£ 311.00	£ 249.00	£ 185.00
Kangaroo 12 Month	Unlimited multi-modal travel for twelve consecutive calendar months	£ 504.00	£ 403.00	£ 300.00

Paper ticket issued by event venue		adult	student	child
NET Event Ticket	A return trip with ticket for valid event	£ 2.00		

Trentbarton Connect day ticket purchased on Connect Buses		adult	student	child
Trent Barton Connect Day	A return trip using the Hucknall Connect bus and tram	£ 4.10		£ 2.50

National Rail Network tram add-on ticket		adult	student	child
Train-Tram add-on ticket	A single tram trip before or after changing to/from a train	£ 1.50		£ 0.75
Train-Tram add-on ticket	A return tram trip before or after changing to/from a train	£ 2.50		£ 1.25

ITSO smart card

Nottingham City or Nottinghamshire
County Concession pass

Between 9.30am-11pm Mon-Fri, all
day weekends & bank hols

FREE

Phil Hewitt

26 August 2014