

**NET LINE ONE - OPERATIONAL PERFORMANCE: MAY TO THE END OF OCTOBER 2012**

**1. SUMMARY OF ISSUES**

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

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

- 3.1. Average levels of reliability and punctuality of the tram system remained high over the period with 99.8% of timetabled trips operating and 99.3% of trips departing on time.
- 3.2. On 26<sup>th</sup> November, a fire in a Network Rail signalling cabinet on the Robin Hood Line affected tram signals north of Bulwell. Whilst tram services were able to continue operating during the day, the incident caused some significant delays for passengers.

**4. OTHER MATTERS**

- 4.1. A pedestrian fatality occurred on the tramway, north of Moor Bridge, on 28<sup>th</sup> November. Investigations into the incident are ongoing and the tram operator is co-operating fully with the police and with rail accident investigators.
- 4.2. 9 million passengers used the tram system in the financial year from 1<sup>st</sup> April 2011 to 30<sup>th</sup> March 2012. To support patronage growth plans, a multi-media advertising and promotional campaign was undertaken during the summer, focusing on the frequency and reliability of the system. This was followed by an "acquisition" campaign in September and October, designed to persuade more potential customers to try the tram. The campaign, in particular, targeted students, with new term and academic year tickets, public transport users in the Bulwell and Basford areas, Hucknall residents and city centre shoppers. A NET Line One Facebook page was launched in September.
- 4.3. During June, the Queen visited Nottingham as part of her Jubilee tour and the Olympic Torch Relay passed through the City and County. Both events attracted large crowds to the city centre, with many people choosing to travel by tram. To mark the events, one tram was entirely "wrapped" in Jubilee art work and another had its central section "wrapped" on an Olympic theme.
- 4.4. The family group ticket, which enables up to five people to travel all day on the tram for £5, was offered during both the Jubilee and Olympic events and has subsequently proved popular during the school summer holidays as well over the period of Goose Fair, when additional trams operated.

- 4.5. The frequency of tram services on Wednesday and Friday evenings has been increased in the run-up to Christmas to coincide with late-night shopping in the city centre. Between The Forest and Station Street, the trams are now running once every 5 minutes between 6.30pm and 10.00pm on these days.
- 4.6. Construction works have commenced to increase the size of the tram depot and control centre at Wilkinson Street, which will allow for the increased fleet size that will operate on NET Phase Two. This has resulted in a reduction in the number of parking spaces at Wilkinson Street Park and Ride Site. In addition, new track work is being delivered to the depot through the car park during off-peak hours.
- 4.7. As part of European Mobility Week in September, the City Council and the tram operator teamed up to host "Try a Tram Day". The aim of the day was to provide guidance and information on using the tram to customers with visual impairments and learning difficulties, as well as the elderly and primary school children. A tram was stationed at Phoenix Park for the day with invited groups attending. Further such events are planned for the future.
- 4.8. The City Council and the tram operator are continuing discussions with ASDA on Radford Road with regard to the possibility of improving access across the tramway to the supermarket car park and petrol station.

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