

NET LINE ONE - OPERATIONAL PERFORMANCE: FEBRUARY TO THE END OF JULY 2013**1. SUMMARY OF ISSUES**

- 1.1. The report informs the Committee of the performance of NET Line One from February to the end of July 2013.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. The tram system continued to operate with very high levels of reliability and punctuality over the six month period from February to July with, on average, 99.7% of timetabled trips operating and 98.8% of trips departing on time.

4. OTHER MATTERS

- 4.1. Recorded tram annual patronage figures published by the Department for Transport for the twelve month period to the end of March 2013 fell by 18% compared to the previous year to 7.4 million. Whilst these figures are disappointing, they can largely be attributed to the withdrawal of through-ticketing between buses and trams due to the tightening of competition rules between public transport operators. The difficult economic conditions are also likely to have had an effect on the numbers of people travelling.
- 4.2. Network Rail has obtained planning permission for a new footbridge to replace the former footpath level crossing north of Moor Bridge at which a pedestrian fatality occurred in November last year. The foot crossing is currently closed. Construction of the bridge, which will cross both the Robin Hood line and the tramway, is planned to be completed by early September.
- 4.3. The renewal of the track crossover at the junction of Noel Street and Terrace Street in Hyson Green took place at the beginning of April. Noise assessments following completion of the works have indicated that a significant reduction in noise has been achieved by the renewal of the crossing.
- 4.4. The programme to refresh the look of the existing tram fleet has continued. Seven trams have now been treated with a new exterior colour scheme, new seating covers and changes to the design and location of passenger information notices and route maps.
- 4.5. A number of fare and ticket changes were introduced in May. Whilst there was no change to the all-day adult fare or the on-tram adult weekly fare, there was a small increase in the adult single fare, from £1.90 to £2.00, with the peak single ticket being withdrawn. The price of adult weekly tickets purchased through Paypoint also increased by £2.00 to £16.00, with a similar rise for child weekly tickets to £8.00. The

30 day adult Paypoint ticket has been replaced by a more competitively priced Calendar Month ticket and a new Calendar Month ticket, which can be purchased online or at the NET Travel Centre for £45.00 (with a reduced introductory price of £40.00) has been introduced. Paypoint student tickets have been withdrawn and replaced by Annual and Term tickets, which again can be purchased online or at the Travel Centre. The price of Kangaroo tickets, which can be used on trams, buses and trains in Nottingham, has remained unchanged. Details of the changes can be found at Appendix A.

- 4.6. A new NET Travel Centre, located at No. 4 King Street, was officially opened by the Lord Mayor of Nottingham on 10th July. The Centre, which is open from 8.00am until 5.30pm, Monday to Saturday, enables customers to find information on services and tram times, buy tickets and find out about the latest offers. Customers can also collect tickets purchased online rather than wait for them to be delivered by post. Positive feedback has already been received from customers about the location of the Centre, the information available, the ease of ticket purchase and the helpfulness and friendliness of the staff.
- 4.7. The Five for £5 Group Ticket was successfully offered over the school holiday periods and was enhanced to include discounts at local attractions such as the Galleries of Justice and Nottingham Castle with reduced price tickets for ice skating and theatre performances. The offer has now been extended to include groups of adults, rather than just those traveling with children.
- 4.8. Citycard activated Cycle Hubs have been installed next to the tramstops at three NET park and ride sites and at Bulwell Tram stop. The hubs, which were officially opened to the public in July by the City Council's Portfolio Holder for Planning and Transport, Jane Urquhart, feature 24 hour access using a Citycard, cycle stands, CCTV monitoring and integrated lighting. Two further hubs will be located at the new park and ride sites at Toton Lane and Clifton at the end of 2014 as part of the NET Phase Two extensions.
- 4.9. Tramlink Nottingham has entered into sponsorship deals with Nottingham Forest and Notts County football clubs, Nottingham Panthers ice hockey club and the Capital FM Nottingham Arena. The initiative enables match and event ticket holders to purchase a return journey on the tram to the city centre or Station Street for a discounted fare of £2.00.
- 4.10. Tramlink Nottingham is working in partnership with the City Council on the Travel Right initiative to promote increased use of public transport in areas to the north and northwest of the city. The project team works with communities, schools and local businesses offering free advice and support on planning routes to jobs, training and education and advising on how to save money on travel costs.
- 4.11. A planning application was submitted to the City Council in April, for the upgrading of the petrol filling station at the ASDA Radford Road store. The application has been given consent subject to conditions which include the requirement to submit and agree details of access and egress arrangements with the Planning Authority, including access arrangements across the tramway, prior to commencement of the development.

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Appendix A

NET Fares and Ticketing Changes – May 2013

Ticket	Existing Fare	New Fare
Adult peak Single	£2.50	Ticket withdrawn
Adult Single	£1.90	£2.00
Adult Dayrider	£3.50	£3.50
Child Single	£1.00	£1.00
Child Dayrider	£1.70	£2.00
Group Rider	£8.00	£8.00
County Concessions XS fare	£0.95	£1.00
Paypoint Adult Weekly	£14.00	£16.00
Paypoint Child Weekly	£6.00	£8.00
Paypoint Adult 30 day	£42.00	Withdrawn
Paypoint Adult Calendar Month	n/a	£48.00
Paypoint Child Calendar Month	n/a	£24.00
Paypoint Student 9 week	£80.00	Withdrawn
Paypoint Student 10 week	£88.00	Withdrawn
Paypoint Student 11 week	£96.00	Withdrawn
Paypoint Student 12 week	£104.00	Withdrawn
Paypoint Carnet	£17.00	£17.00
On Tram Adult weekly	£15.00	£15.00
On Tram Child weekly	£7.00	£7.50
Online / Shop Adult Calendar month	n/a	£45.00

Online / Shop Child Calendar month	n/a	£22.50
Online Shop Student Term	£85.00	£85.00
Online / Shop student Annual	£195.00	£195.00