

NET LINE ONE - OPERATIONAL PERFORMANCE: NOVEMBER 2013 TO THE END OF JANUARY 2014

1. SUMMARY OF ISSUES

- 1.1. The report informs the Committee of the performance of NET Line One from November 2013 to the end of January 2014.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. The average levels of tram service reliability and punctuality achieved during the period were 99.31% and 97.42% respectively.
- 3.2. Various tram upgrades and maintenance activities during the period led to reduced availability of a spare tram which is normally on standby when any unplanned incident occurs and this led to a slight decrease in service reliability and punctuality. Incidents that occurred during the period included a fire at an industrial unit adjacent to the route in Bulwell, a collision at David Lane crossing when a car violated a no right-turn prohibition, vandalism to trams and some mechanical tram faults.
- 3.3. Delays caused by heavy traffic, particularly along Radford Road in the run-up to Christmas, also contributed to reduced levels of punctuality and discussions to explore how the issues can be resolved, involving the tram operator, the Council's Highways Team and ASDA, are ongoing.

4. OTHER MATTERS

- 4.1. Ticket sales figures indicate that, in the period from October to December 2013, there was an increase of 6% in quarterly year-on-year demand on the tram. Increased marketing activities, together with a greater number of ticket checks by conductors and revenue staff, are believed to be responsible for the increase. Over 90 million passenger trips have been made on the system since opening.
- 4.2. The Coroner at the inquest into the fatality at the Bayles and Wylies level crossing returned a verdict of accidental death. The tram driver was completely absolved of any responsibility for the accident and, with the new footbridge now open, the Coroner made no further recommendations with regard to the prevention of future occurrences at the location.
- 4.3. Works have continued at tramstops and park and ride sites in preparation for the introduction of NET Phase Two services and off-tram ticketing. Ticket machines and validators are now in place at many tramstops and communications activities to inform customers of the forthcoming changes have commenced at tramstops and on-board trams.

- 4.4. The price of the 30-day travel ticket was reduced in December, from £45 to £40, to improve its attractiveness to customers, many of whom will have travelled less often over the Christmas period. The offer has now been extended until after the introduction of off-tram ticketing. A range of season tickets has also been launched by Tramlink Nottingham, allowing travel on the tram for either one month (£45), three months (£135), six months (£260) or a year (£450). Child tickets can be purchased at half the adult price. As well as being able to purchase these tickets at the NET Travel Centre or on-line, customers are also have the option to buy and download them onto their mobile smart phones and present the ticket on their phone to the conductor.
- 4.5. As part of their winter marketing activities, NET was the commercial partner for the Winter Wonderland event in the Old Market Square, which included the ice-rink, Christmas market and children's fair. Visitors were in particular encouraged to use the tram park and ride facilities to access the city centre in the evenings and at weekends.
- 4.6. To mark the 10th anniversary of the opening of NET Line One, celebration activities took place in the Old Market Square on 28th and 29th February, alongside the city's Light Night festivities. A display highlighted the successes achieved by the tram during the last decade and the opportunity was also provided to discover the benefits that the extended network will bring.
- 4.7. A new footpath and cycle path is being constructed by the City Council alongside the tramway between Wilkinson Street and Church Street, Basford. The path, which will link in with existing and proposed facilities along the Leen corridor, forms part of the River Leen Strategy and is being jointly funded by the Nottingham Local Sustainable Transport Fund and the sustainable transport charity Sustrans. To coincide with the opening of the path in the spring, it is intended that there will be a further campaign to promote the cycle hubs at the NET park and ride sites.

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