

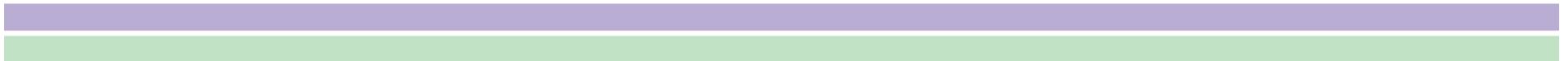
# **GNLRTA – Update**

## **11<sup>th</sup> March 14**



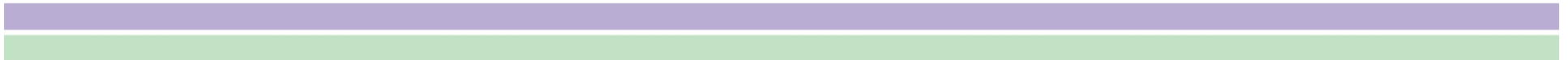
## New Citadis Tram

The 9<sup>th</sup> of the 22 new trams was delivered to Wilkinson Street Depot on the 19th February 14.



## Off Tram Ticketing

- Installation of the Ticket Vending Machines and Validators continues.
- M ticketing is now live.
- NCC concessionary restriction that was in place from 16.00 – 18.00 will be removed for OTT go live.
- New fare products have been finalised for OTT go live.
- The move from conducting to revenue protection continues in a staged approach, with the introduction of joint exercises with British Transport Police and Nottingham Police at Bulwell and Nottingham Station.



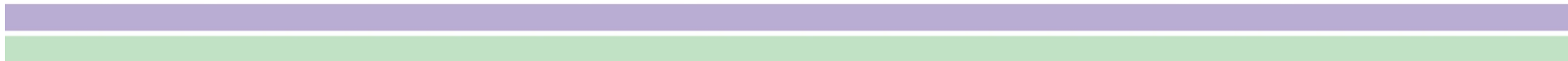
# Off Tram Ticketing



Validator

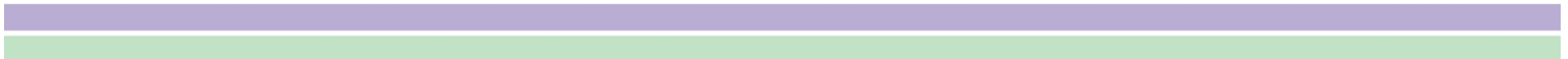


Ticket Machine Totem



## Off Tram Ticketing

- £50 Penalty Fare approved by DfT.
- New Byelaws and Conditions of Carriage now in place.
- Operational staff training for off tram ticketing is on going.
- First phase of publicity material distributed.
- Stakeholder briefings now underway.
- Councillor briefings January.

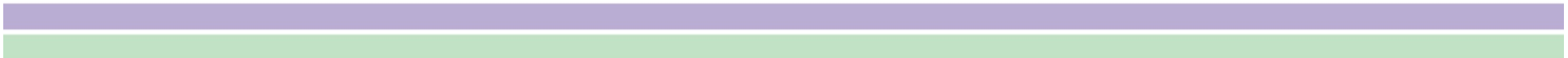


## **Service Improvements**

The Annual Service Improvement Plan has been produced and the key activities for the year ahead, include:

- Ongoing customer care training for all customer facing staff.
- Safety and Security Accreditation training for revenue protection staff.
- Tram and Infrastructure fault analysis and rectification, via the new Asset Management System.

All of these are critical to ensuring the high levels of customer satisfaction are maintained during this intense period of change.



**Any Questions?**

