

NET OPERATIONAL UPDATE

1. SUMMARY OF ISSUES

- 1.1. The report updates the Committee on the performance of NET from the beginning of December 2016 to the end of April 2017.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE AND ISSUES

- 3.1. Reliability and punctuality of the tram service, during the five month period from December to the end of April, remained extremely high, with levels of 98.55% and 96.05% respectively achieved.
- 3.2. The inquest into the fatality that occurred at David Lane in August 2016 is due to re-open on 27th June. It is expected that the Office of Rail and Road will conclude their investigation into the incident in July. Nottingham Trams have undertaken a full review of their safety critical procedures following the incident.
- 3.3. Planned maintenance works to replace the section of track leading onto Radford Road from Wilkinson Street were successfully undertaken over the Spring Bank Holiday weekend. Whilst the works were ongoing, it was not possible to operate a tram service between Wilkinson Street and The Forest and a replacement bus service operated between Wilkinson Street and The Forest to enable customers to reach their intended destinations. Further planned track replacement works are due to be undertaken south of The Forest Tramstop over the August Bank Holiday.

4. FARES AND TICKETING

- 4.1. Robin Hood and Mango fares changed from Sunday 26th March. The single fare tram trip for Robin Hood Pay As You Go travel card holders increased to £1.80, with the day cap increasing to £3.50, whilst the multi-operator day cap, for use on both buses and trams, increased to £4.30. Robin Hood cash and season tickets changed, with the

adult cash ticket increasing to £4.80, with the child day ticket increasing to £2.90; the Robin Hood child day ticket can now be purchased by anyone aged 18 and under. Mango single journeys on the tram increased by 10p to £1.80. The adult day cap increased by the same amount to £3.80, whilst the 7-day cap increased by a £1 to £17. Single fares for Micro Mango users (aged 5 – 15) increased by 10p to 95p, whilst the day cap remained the same.

5. QMC LINK BRIDGE

- 5.1. Work to build the new footbridge connecting QMC Tramstop with the main hospital has commenced. The new walkway, which is due to open in summer 2017, will provide direct access from the tram platform to the south side of the hospital (at the same level as the hospital's main entrance). The link to the Treatment Centre is due to be opened to the public at the same time.

6. CUSTOMER COMMUNICATIONS

Nottingham Trams recognise that, in the event of a disruption to tram services, it is vital that customers are informed by communicating in real-time, both quickly and effectively. Feedback from customers has identified that, whilst it is understood that, from time to time, unavoidable delays or disruption to service will occur, some dissatisfaction has been expressed when the delay or disruption is not communicated effectively. Having listened to this feedback, the customer communications strategy has been given a refresh to provide consistent messages via passenger information displays, driver and platform announcements, social media and the website, including, wherever possible, clear information on the reasons for the delay and its likely duration.

5 COMMUNITY ENGAGEMENT

- 5.1 Four groups have been selected from a wide range of applicants to enter into long-term Community Partnerships, with the objective of working together with NET to improve community engagement. The groups selected are: the WAIS (Women's Aid Integrated Services), who provide support in the Nottingham area to reduce the harm caused by domestic violence and abuse; Communities Inc., a dynamic not-for-profit organisation, based near David Lane, who tackle the needs of business, communities and organisations, for black and minority ethnic groups; Framework, a local charity and housing association meeting the needs of homeless and vulnerable people; and Beeston Round Table, renowned for their annual Santa Sleigh event, but also supporting a wide range of groups and individuals in the NET area.

- 5.2 In February, Nottingham Trams joined with Nottingham City Transport and Nottingham Community Transport to sign the 'No To Hate' pledge. Nottingham Trams sponsored the 'Love Not Hate' workshop at the Council House on Valentine's Day, where over 120 delegates from a diverse range of statutory and community organisations heard keynote speeches and joined in workshops looking at ways of tackling hate crime. Leaflets entitled 'A Quick Guide To Hate Crime' were made available on all trams.
- 5.3 Two crime-awareness days have been held at local schools, where our QHSE officer explained the measures Nottingham Trams have in place to make the network a safe place to travel, and what customers can do if they see problems.
- 5.4 The Nurse and Midwife of the Year Awards took place at Nottingham Conference Centre on in May, following a public vote. The ceremony, sponsored by NET and organised by Nottingham University Hospitals NHS Trust and the Nottingham Post, saw eight different category winners, with Student Nurse Christina O'Loughlin receiving the prestigious Nurse of the Year award, after receiving the greatest number of votes from the public. The 24-year-old from Sneinton works at both the QMC and City Hospital and will have the honour of having one of the city's trams named after her for twelve months.

6 NATIONAL TRAM ISSUES

- 6.1 The RAIB is continuing to investigate the tram derailment at Sandilands Stop in Croydon. A sub-committee has been set up by UK Tram to investigate what actions the industry could take to prevent an incident of this nature reoccurring. All operators have increased the monitoring of drivers to ensure adherence to standards and Croydon have installed four dynamic speed signs to warn drivers if their approach speed to a curve is too fast.

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