

**NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE**

**1. SUMMARY OF ISSUES**

- 1.1. The report updates the Committee on the performance and progress of NET from the beginning of September 2017 to the end of February 2018.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

- 3.1. During the six month period from September to the end of February, reliability of the tram service was high at 98.1%; punctuality however dropped to 93.3%. This drop in punctuality was primarily due to a succession of third party issues, including medical emergencies, bridge incursions and road traffic collisions, coupled with the heavy traffic congestion and higher tram passenger numbers. Overall, three quarters of incidents leading to disruption to tram services are caused by factors outside of the operator's control.
- 3.2. Medical emergencies – Significant delays can occur if a passenger becomes unwell on board a tram and requires medical attention. Nottingham Trams are currently in dialogue with East Midlands Ambulance Service to draft an Unwell and Injured Passenger Policy. Whilst this is currently work in progress, once complete, it will provide guidelines to NET staff and to the needs of an unwell or injured passenger.
- 3.3. Traffic congestion – there has been an increase in traffic congestion that has impacted on NET services during the fourth quarter of the year. The principle areas of concern are the arterial routes into the city centre from the north and south.
- 3.4. Bridge incursions – although the signage at bridges and viaducts on the network are compliant with highways standards, and in some locations more than compliant, bridge incursions continue to take place. Consideration of further measures to reduce these is ongoing.
- 3.5. High tram passenger numbers – high passenger numbers were seen, particularly during November and December. Whilst some of this was due to seasonality, the closure of Broadmarsh and Mount Street car parks increased the patronage in the city centre stops. This had the impact of increasing dwell times on some occasions from a timetabled 20 seconds to more than 60 seconds at the peak, and had a significant effect on timetabling.

**Road Traffic Collision/Derailment University Boulevard Tram/Van**

- 3.6. A collision between a van and a tram on University Boulevard on 6<sup>th</sup> December resulted in the derailment of the tram. Tram 214 was proceeding across University

Boulevard when the van drove through a red light, colliding with the front of the tram. The impact took the tram off the rails by 4 – 5 metres. A customer in a mobility scooter on the tram sustained minor injuries, assistance was required from the Fire Service to move the customer off the tram, the customer was taken to hospital by ambulance. The incident took place at 14:44 hours and both the tram and the van blocked all four lanes of University Boulevard, resulting in significant traffic congestion. Due to the extent of the derailment, the tram was not re-railed until 23:01 hours when services resumed.

#### Fire at Nottingham Railway Station and Waverley Street Police Closure

- 3.7. A major fire at Nottingham Station on 12<sup>th</sup> January caused significant service performance issues, which were exacerbated in the morning by a police road closure on Waverley Street. The first tram south from the Depot came across a police incident on Waverley Street and informed the control room staff; when the second tram arrived, the police had cordoned off the road to both pedestrians and road traffic. This prevented any further trams crossing the city to the south of the network. Local buses accepted tram tickets to facilitate customers getting into and out of the city. The only tram in operation on the south of the network got trapped in the city centre as the fire service called for an emergency isolation of the overhead line due to the fire at the station. At this point the only tram service operating was between Hucknall/Phoenix Park to The Forest. All services were up and running for the evening peak service, however trams were not permitted to stop at the Railway Station.
- 3.8. No significant damage was caused to NET infrastructure at the station as a result of the fire, although damage to a fibre-optic cable resulted in the two ticket vending machines in the station building having to be taken out of service.

#### Reliability Information Campaign

- 3.9 There is a view amongst some members of the general public that tram services are unreliable and suffer from frequent delays, and this has been highlighted through social media (Face Book and Twitter) and the local media. Whilst, seasonally, as described above, there tends to be an increase in delays during November and December, with the common cause being third party events, the yearly average performance measure is 97%, demonstrating that tram services are regularly reliable and operate according to the timetable. A series of initiatives is therefore being developed to promote the tram and to improve the customer experience when using the tram services.
- 3.10 The campaign commenced with a visit from City Councillor Sally Longford to the NET depot at Wilkinson Street. The visit consisted of a presentation, a short video of “a day in the life of” a network controller and a tour of the operational control centre.
- 3.11 Other proposed activities will include production of a video, improved tram stop posters, website redesign and “meet the manager sessions” at key platforms. The initiatives are intended to provide our customers with better communications and understanding of how the tram operates especially in times of disruption.
- 3.12 A further initiative called “Try the tram” is being designed to attract new customers that may find using a new mode of public transport a little unsettling. New users will be encouraged to spend some time with NET managers who will explain just how to use the tram including purchasing tickets, travelling on the network and answering customers questions.

#### **4. SPECIAL EVENTS**

- 4.1. Goose Fair – A special timetable was developed to reduce lateness and improve the customer experience when travelling to the annual Goose Fair in October. The timetable saw a reduction in the number of trams to improve the flow which resulted in a 43% reduction of late trams from the previous year. Additional reviews will be undertaken prior to this year's Goose Fair to make further improvements.
- 4.2. Bonfire Night - A special operations plan including an extended evening peak service was in operation for the annual bonfire night event at The Forest. The event passed without incident and the extension of the evening peak service ensured that customers got away from the event as quickly as possible.
- 4.3. Christmas Lights Switch On - An amended timetable was in operation due to the city centre Christmas lights switch on event in the Old Market Square. Staff were deployed at key stops to assist customers when tram services were terminated at Royal Centre and Nottingham Station. Nottingham City Transport accepted tram tickets on their navy & green line bus services during the event.
- 4.4. New Year's Eve – this year New Year's Eve fell on a Sunday and the service was enhanced from a 15 minute to a 10 minute and extended until 2 am.

#### **5. SAFETY CAMPAIGN – WE'RE SAFE TOGETHER**

- 5.1. Following an increase in anti-social behavior on the network, a "we're safe together" campaign was launched with the aim of reducing anti-social behavior and showing the dangers of messing about on the tramway. A special video was produced aimed specifically at young people in a language and format that they understand.
- 5.2. The campaign was launched on Thursday 2nd November, the campaign gained a lot of media interest and made the head line story on East Midlands News, further interest was seen from local radio stations.
- 5.3. All local schools have been visited by the safety team and the work has been shared with the youth offending team and local youth club workers.

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