

NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE

1. SUMMARY OF ISSUES

- 1.1. This report updates the Committee on the performance and progress of NET from the beginning of August 2018 to the end of October 2018.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. Reliability and punctuality of the tram service, during the three month period from August to the end of October, were high, with levels of 98.7% and 96.2% respectively achieved.
- 3.2. Services were affected by a number of serious police involved incidents that occurred during October. On Monday 22nd October Travel Officers reported that a member of the public had been fatally hit by a car at The Forest Park and Ride, following which, the car left the scene. The Park and Ride site was closed for the majority of the following day to allow police forensic officers to carry out their investigation. On Tuesday 23rd October police notified the control room that, due to a serious stabbing at the junction of Waverly Street and Burns Street, the site was now a crime scene. As a consequence, trams were turned at Old Market Square and The Forest for approximately one hour. NTL have been assisting Nottinghamshire police investigations by providing both tram stop and tram CCTV footage.
- 3.3. As part of a campaign to improve the customer experience, Nottingham Trams has focussed on the following five key areas for improving service performance:
 - Working with East Midlands Ambulance Service to identify a more structured process for dealing with poorly passengers, including the identification of suitable tram stops as rendezvous points to enable a smarter response to incidents;
 - Working with Nottingham Traffic City Council Highway Authority – regular meetings with the Local Highway Authority have been set up to discuss local highways works, planned tram works and traffic management issues along the tram route;

- Improving signage and deterrents for track incursions – track & pedestrian deterrents are being considered for the north end of the tram viaduct where it meets Middle Hill, following the completion of roadworks at this junction;
- Road traffic collision campaign - a road traffic collision campaign named “Don’t Ram the Tram” was launched on 18th October with the aim to raise awareness of incidents to lead to a reduction of the number of road traffic collisions. The launch of a video was well received by local media and various radio and TV interviews were undertaken;
- Event management - A revised timetable was successfully operated during the Goose Fair to improve the resilience of the service. Trams operated every 8.5 minutes, allowing additional time for tram layovers at terminal stops, and reducing overcrowding. In addition, a “yellow box” junction was installed at Gregory Boulevard to keep the tracks clear. This worked well compared to previous years with a noticeable reduction of vehicles blocking the tracks

3.4 In response to a question by a Member of the Committee, a review has been carried out of the signalling at Central College. No issues have been identified with regard to the operation of the signals and it has been confirmed by the Local Highway Authority that they are operating in accordance with the approved design.

4 CUSTOMER SURVEY

4.1 A new survey has revealed overall tram customer satisfaction at 96 per cent, a significant improvement on other recent surveys with smaller sample sizes. Of more than 1,000 people questioned in June and July, more than eight out of ten people said they had confidence in the reliability of the network, a key priority for NET customers. Carried out on behalf of Keolis, which operates Nottingham’s tram network, the study also found 97 per cent of customers would recommend NET, and a similar number agreed that its employees provide good service.

5 CUSTOMER SERVICES

5.1 October saw the launch of a new Customer Relationship Management system, as well as the introduction of a live chat facility via the NET website, which has proven to be a great success. The system has had a significant impact enabling employees to handle a much larger number of customer comments than with the previous system. Implementation of the new system has enabled the ability to prioritise tickets automatically by importance and to manage customer conversations better by moving to a helpdesk system. In addition, Interactive Voice Response (IVR) and queuing systems have been introduced for all incoming and outgoing calls. This

change has not only provided a better customer experience but also improved visibility of the calls managed.

6 2018 LIGHT RAIL AWARDS

- 6.1 NET won three awards at the Global Light Rail Awards, held on 3rd October. Patrick Randle-Bass and Paul Heslop, both driver trainers, were named 'Employees of the Year'. In the Best Customer Initiative category, judges recognised NET's 'Service Reliability and You' campaign, and the installation of state-of-the-art tram simulator technology was awarded the prize of Best Technical Innovation.

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