

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 to the end of October 2020.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE AND RESPONSE TO COVID-19

3.1. Reliability and punctuality of the tram service, during the three-month period from August to the end of October, remained extremely high, with levels of 97.6% and 98.1% respectively achieved.

3.2. Following the recommencement of full services on 3rd August, NET has continued to operate to a normal timetable throughout the period. Passenger numbers and travel patterns have fluctuated however, due to the various levels of Covid-19 restrictions that have been put in place by the Government. Having entered Tier 2 on 14th October, (10pm curfew for all pubs and restaurants), Nottingham was moved into Tier 3 on 26th October (only pubs that serve substantial meals allowed to open, essential travel only, and no mixing of households in either an indoor or outdoor environment). This was followed by the introduction of more restrictive national measures from 5th November, at which time it became necessary to temporarily close the NET Travel Centre.

3.3. It is mandatory to wear face coverings whilst using public transport and, to remind customers of this requirement, additional signage has been placed on all the twin doors on trams. A refresh of the interior of the tram seat cover has also been undertaken, to remind customers of social distancing:



- 3.4. Approximately 90% of customers are currently being recorded as wearing a mandatory face covering.
- 3.5. An enhanced tram cleaning regime continues, including additional deep cleans of trams overnight whilst all touch points are cleaned at the terminal stops throughout the day.
- 3.6. Community Protection Officers have carried out more than 250 patrols on the tram network during the month of November, assisting with 10pm curfew, and confiscating alcohol. The presence of Community Protection Officers provides safety reassurance to our customers.

4. RETURN TO SCHOOLS AND UNIVERSITIES

- 4.1. Schools re-opened, on a staggered basis, in the week commencing 31st August. The message from the Government was to avoid public transport where possible, and that school pupils should walk, cycle or drive and stride to school. NET contacted each of the nine schools that are directly served by the tram, to understand the volume of pupils that may potentially want to use the tram, and to work with the schools in providing advice on the Government guidelines and on how the rules are applied on public transport.
- 4.2. With Becket and Emanuel schools located alongside each other, and sharing two tram stops (Wilford Lane and Wilford Village), the head teachers from both schools provided teachers at the end of the school day to assist travel officers in maintaining social distancing. This was a great success, with both stops now being effectively managed. In addition, the City Council provided three buses to both schools, easing the pressure at the tram stops.
- 4.3. The arrival of university students for fresher's week in September coincided with the Government's 10pm curfew of pubs and restaurants, and this presented several challenges to NET when the bars closed. Additional resources were required to manage the city centre stops to control access and egress from the trams and a private security firm was brought in to assist the travel officers; support was also provided by Community Protection Officers. Barriers were introduced at the city centre stops, to assist with managing customers and to maintain social distancing. An additional two trams were operated from 10pm to improve capacity and, during Friday and Saturday nights, two buses operated from Old Market Square to the University of Nottingham campus; agreement was also reached with Nottingham City Transport, to allow tram tickets to be accepted on buses.

5. STAFF SICKNESS AND WELLBEING

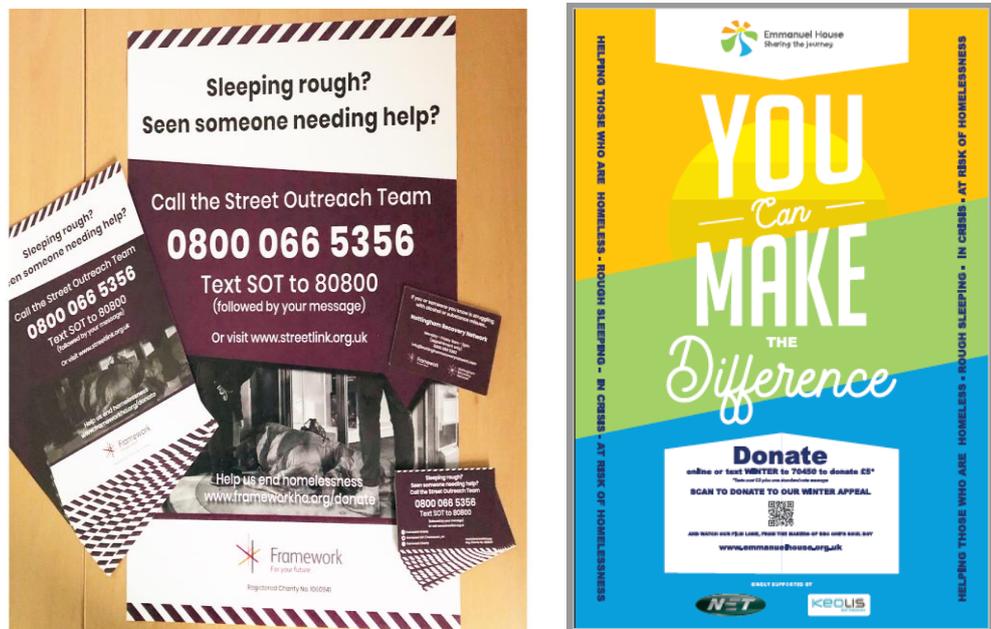
- 5.1. There has been an increase with staff absence from the onset of COVID, absenteeism of drivers is managed by utilising spare staff from other departments where they have a competence to drive.
- 5.2. During these times it is important that staff maintain their mental wellbeing. Assistance for staff has been provided by the introduction of six mental health first aiders, Simply Health counselling service, and a new topic on the employee app (EMMA) dealing with mental health, debt management, nutrition and exercise.

6. ROBIN HOOD APP

- 6.1. An app has been developed that will allow customers to be able to top up their Robin Hood account without the need for using on-street machines. With the City and County now in Tier 3, the app will provide a contact-free way for Robin Hood Card customers who still need to travel to pay for their journeys.
- 6.2. Robin Hood Cards can be used to pay for travel on most bus, tram and train operators across the city, with a capped daily price on Pay As You Go (PAYG) cards, and great savings on season products. The app is available to Android users and is expected to become available on iOS devices later this month.

7. COMMUNITY ENGAGEMENT

- 7.1. Nottingham Trams have partnered with East Midlands Railway, British Transport Police and Framework to carry out a week of action around Nottingham Station. Posters have been displayed on the platform and Travel Officers have been issued with contact cards to provide to a homeless person informing them where they can get help:



8. CUSTOMER SERVICES

- 8.1. Nottingham Trams has become the first light rail operator in England to achieve formal recognition for its commitment to customer service excellence, with the award of ServiceMark accreditation from The Institute of Customer Service. Employees at all levels were praised for embracing a culture that puts customers at the heart of its operations.

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