

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 November 2020 to the end of January 2021.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. Reliability and punctuality of the tram service, during the three-month period from November to the end of January, was 96.4% and 95.5% respectively.

4. RESPONSE TO COVID-19

- 4.1. Since the last meeting of the Committee, there have been various changes to the restrictions imposed by the Government, culminating in the introduction of a further national lockdown on 5th January. This requires that residents should stay at home, unless they have a "reasonable excuse" to travel, such as for work or education, and that all non-essential shops, bars, pubs and restaurants, must remain closed. Most schoolchildren and university students are learning from home, and employees are advised to work from home if they can.
- 4.2. NET customers are being advised to: maintain social distancing on trams and at tram stops; wear a face covering at all times unless exempt; plan their journey in advance; not travel during peak times if possible; purchase tickets through the NETGO! app; and visit the website and social media channel for the most up to date travel information and guidance. The NET Travel Centre has remained closed during the lockdown.
- 4.3. A full tram service continued to be operated up to 21st January. However, following the identification of a new strain of the virus, that was found to be far more transmissible than the first strain, there was a significant increase in the number of daily positive cases being reported nationally, and this step change was noticeable at Nottingham Trams, with an increase in the number of confirmed COVID cases and self-isolations. At the peak, 89 staff were absent of which 53 were drivers. The shortage of drivers initiated a step-down to a Sunday service that commenced on 22nd January, however even with this reduction in service it still proved a significant challenge to deliver a robust service.

- 4.4. Additional protective measures have been implemented at the Depot, including the wearing of facemasks, the requirement for all staff who can, to work from home, and the introduction of COVID Marshalls. A daily tracker of absenteeism, which was shared with stakeholders, has been used to manage through the epidemic. The situation has now greatly improved, with staff returning to work after recovery from the virus or ending their self-isolation.
- 4.5. In January, the NHS Advisory Unit audited the COVID measures that had been put in place in the Depot and around the business. The NHS were extremely complimentary and cited multiple areas of best practice.
- 4.6. Following the recent Government announcement that schools and colleges will fully re-open from 8th March, it is proposed that NET will return to operating a full weekday timetable from this date.

5. NHS TESTING AND VACCINATION CENTRES

- 5.1. NET has been working with the NHS to provide a COVID testing centre and a vaccination centre, both of which have been located within the Forest Park and Ride site. Due to the adverse weather in January, sub-zero temperatures and significant snow fall made access to the centres difficult, and a snow plough and salt spreader were deployed to ensure that the NHS activity could continue unhindered.

6. ANTI-SOCIAL BEHAVIOUR

- 6.1. The third meeting of the Transport Hub took place in November, a group which is formed of key personnel from Nottingham City Council Community Protection, British Transport Police, Framework Housing Association and East Midlands Railway. The purpose of this meeting was to commence a formal process of effectively tasking and coordinating Police and Community Protection teams to address antisocial behaviour (ASB) issues across the entire public transport network in Nottingham. NET was able to produce a detailed breakdown of all reported ASB incidents on the tram network, including timings, locations and types of offences, all aligned to existing policing areas.
- 6.2. Due to a historical increase in the levels of acquisitive crime offences across the network in the weeks preceding Christmas, an operational plan, known as "Operation Pickpocket", was implemented. Staff were placed on platforms within the city to act as a deterrent to would be pickpockets, whilst at the same time reminding customers to take care of high valued possessions. During the operation, which was assisted by both the police and community protection officers, customers were also reminded of the need to wear a face covering.
- 6.3. Community Protection partners continue to operate on the tram network and have reported that their staff, acting in both a uniform and plain-clothes capacity have conducted 251 individual patrols, reinforcing face-covering legislation, and have also been involved in alcohol confiscation where appropriate.

7. VEHICLE DETERRENT MEASURES

- 7.1. Work has been completed on the installation of new vehicle deterrent measures at Lenton Lane Bridge, QMC viaduct and Cator Lane. This follows an improved design to the bollards that were installed at Nottingham Station in October 2019, following which there have been no further vehicle incursions.

- 7.2. The white bollards stand out in contrast to the dark road and pavement areas, and reflective materials have been used to help them be seen in the dark; their positioning also gives the perception that it is not wide enough to pass through. The works have been funded by NET, Nottingham City Council and Nottinghamshire County Council.



8. TICKETING

- 8.1. From Sunday 3rd January, NETGO! prices were increased to be in line with prices for tickets bought from the platform ticket machines. The lower price was always intended to be promotional and fixed term, but this was extended due to the pandemic. The changes mean a single adult ticket increased from £2.30 to £2.40, adult day tickets increased from £4 to £4.20, an adult weekly ticket increased from £18 to £18.50, and a group ticket for up to 2 adults and 3 children (after 4pm, at weekends and during school holidays) increased by 50p to £6. Ordinary group tickets remained at £10.

9. COMMUNITY ENGAGEMENT

- 9.1. More than 30 new toys and gifts were donated by tram staff for the Cash for Kids Christmas campaign. The gifts were taken to Cash for Kids' HQ before Christmas so they could be distributed by Santa to underprivileged children across the East Midlands.
- 9.2. An eye-catching 77-foot tram side advert, and posters at 15 tram stops, funded by Keolis Nottingham, are drumming up vital donations for a Nottingham homeless charity. The tram and posters highlight a winter fundraising appeal by Emmanuel House Support Centre that aims to help meet a £70,000 shortfall in the charity's annual income.

