

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 February to the end of May 2021.

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 February to the end of May was 98.11% and 97.25% respectively achieved.
- 3.2. Throughout February, a Sunday service was in operation across the tram network. Due to ongoing Government restrictions in place to manage the Covid 19 pandemic customer numbers on the network were very low. This enabled provision of a robust and reliable timetable for key workers and the limited customer numbers to make journeys across the city. In addition to this the second wave of Covid infection rates affected staff levels at NET.
- 3.3. NET has continued to follow the Government guidance and set out clear operations plans for the four steps out of National Lockdown measures announced at the beginning of February.
- 3.4. In line with the Governments Roadmap out of National Lockdown, which saw schools across the country plan to open on 8th March, NET resumed a full tram service to support children and education staff return. Prior to this NET liaised with local schools and the City Council Education Directorate with clear plans on how staff would be deployed, but also to reinforce the key messages for social distancing and face coverings. NET continues to work with the Local Resilience Forum to provide key feedback on how the city is progressing through the lockdown measures.
- 3.5. On Monday 12th April the second step in the Government's strategy took place with the key element of pubs and restaurants being able to open again in an outdoor setting. NET liaised with City Centre Management and Nottinghamshire Police, and developed plans to manage the opening up of the night time economy in the city. The NET team was deployed to key city centre tram stops, supported by external security, to manage customer flows where possible, remind customers to wear face coverings, carrying out ticket checks and ensuring customers were able to get home safely.

- 3.6. On Monday 17th May the third step of the government’s strategy was introduced; this saw hospitality open in an indoor setting and the lifting of a curfew on hospitality opening times. Following this, a more vibrant feel has returned to the city, with an increasing number of visitors using the tram network for commuting, shopping, and socialising.
- 3.7. All COVID signage remains in place on the system, including:
- Tram stop signage reminding of social distancing, wearing a face covering and to use the NetGo app where possible to purchase a ticket
 - On tram signage consisting of the mandatory wearing of a face covering, maintaining social distancing with seat covers indicating where not to sit along with tram window vinyls. These are also supported with on tram public address announcements.
 - The cordoned off zone behind the drivers cab remains in place to allow the safe entry/exit of the tram by the driver
- 3.8. Should the Government announce the removal of social distancing, a full review of signage will be carried out in line with any new guidance.

4. TRACK WORKS AT LACE MARKET

- 4.1. On Thursday 29th April two weeks of track renewals work began at the Lace Market to replace both the north and south bound sections of track around the curve. Tram services on the north terminated at Old Market Square and, on the south, terminated at Nottingham Station, with a replacement bus service in operation in between. NET staff were deployed at the city terminus points to assist customers with their journeys. These works were completed on time and the network reopened on Tuesday 11th May.

5. FARE CHANGES

- 5.1. Fares for Robin Hood Tram only products were changed on 28th June. The revised fares can be found in the table below, with the previous fare in brackets:

Robin Hood PAYG fares			
	Single journey	All day – single operator	All day – multi operator
U19	£1.20	£2.30	£3.25
Student	£1.70	£3.10	£4.20
Adult	£2.20	£4.00	£4.80

Robin Hood season fares		
	Tram Only (previous fare in brackets)	Bus, tram and train (no increase)
U19 1 month	£30.00 (£27.50)	£50.00
U19 3 months	£85.00 (£80)	£124.00
U19 6 months	£150.00 (£145)	£229.00
U19 12 Months	£275.00 (£262.50)	£372.00
Student 1 month	£45.00 (no change)	£66.00
Student 3 months	£125.00 (£120)	£163.00
Student 6 months	£200.00 (No change)	£302.00
Student 12 Months	£300.00 (£275)	£490.00

Adult 1 month	£60.00 (£55)	£82.00
Adult 3 months	£165.00 (£160)	£204.00
Adult 6 months	£300.00 (£290)	£377.00
Adult 12 Months	£550.00 (£525)	£612.00

6. ANTI-SOCIAL BEHAVIOUR

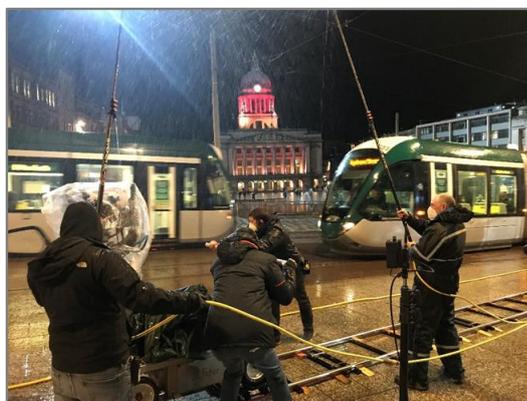
- 6.1. Over the reporting four months, NET like other operators and communities across Nottingham, have seen a rise in anti-social behaviour, including incidents of criminal damage. NET continues to fully support monthly meetings with the newly formed Transport Hub, which comprises Nottinghamshire Police, British Transport Police, City Centre Management, Community Policing, Homeless Coordinators, and transport operators. A significant amount of the activity on the Network has been on the line adjacent to the Robin Hood line. Working with East Midlands Railway and Network Rail is essential to have a targeted approach. This forum has provided a platform in which we have been able to share intelligence on activity across the city, which allows resources to be deployed more effectively. This has led to several positive interventions from the Police.
- 6.2. 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 857 individual patrols, reinforcing face-covering legislation and have also been involved in alcohol confiscation where appropriate.

7. COMMUNITY ENGAGEMENT

- 7.1. NET is also working with community groups such as StepoutStayout, Pythian Club, Emanuel House and our Charity of the Year Framework. It is recognised that working with these community groups can improve the network and help to reduce anti-social behaviour. When restrictions allow, NET will also resume school visits and activities.

8. SUPPORT FOR FILMING

- 8.1. NET took part in an upcoming SKY/HBO drama, currently being filmed at locations across Nottinghamshire. NET was requested to support this filming for a number of scenes for the opening episode. It is planned for release later this year depicting the real-life events of Susan and Christopher Edwards.



Mike Mabey, Head of Operations, Nottingham Trams