

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 June to the end of July 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 two-month period from June to the end of July was 92.91% and 91.67% respectively achieved.
- 3.2. Like many other large organisations, NET saw an increase in employees contacted through the Government's test and trace app, which has impacted on service performance. In some cases, employees have been alerted by track and trace to isolate during their shifts, meaning they are sent home immediately with limited opportunities to find replacements at very short notice. July was the most challenging month in 2021 so far, when absenteeism reached a peak of 53 people not at work, of which 30 were drivers. At one point, 12 of the 23 Control Room staff were also asked to self-isolate, and on one occasion this resulted in a brief suspension of services - from 20.30 on Friday, July 9, until the following morning. Covid-safe working practices introduced during the pandemic helped to mitigate against more severe disruptions.
- 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. On 19th July, Step 4 of the Government roadmap was implemented which involved the cessation of social distancing and the wearing of facemasks became voluntary. NET has adopted a cautious approach with signage changed to 'please wear a face covering' on trams and all COVID measures remaining in place at the Depot. Covid signage on tram stops was updated, to reflect a more welcoming approach on the tramway, as below:

Welcome to



NOTTINGHAM EXPRESS TRANSIT



Please wear a face covering on board this tram
EXEMPTIONS APPLY
Let's keep each other safe



Installed on tram doors



You must have a valid ticket before you board the tram



Use the NETGO! app for the best ticket options



You must wear a face covering on board the tram



Stand clear of the doors while others are boarding and alighting



Be respectful to others and your tram network



Get in touch if you need help

Have a great journey

THANK YOU #BeGood www.thetram.com



Installed in poster cases and rear of ticket vending machines



Buy your ticket before you board



Please wear a face covering on-board trams



Get in touch if you need help

Installed on tram shelters

3.4 Three significant emergency services incidents impacted on service performance in July:

- Saturday 3rd July - police closed Wilford Toll Bridge after a person who was magnet-fishing nearby discovered a hand grenade. Explosive Ordnance Disposal attended and the grenade was made safe.
- Friday 9th July - at approx. 20:00 hours Police suspended all services on Radford Road due to a major non-tram related incident. Trams were turned at The Forest and Wilkinson Street, causing significant disruption on the network. A tram was caught inside the Police cordon and was not able to be removed until 22:30.
- Saturday 24th July - a fire broke out at the block of flats at the bottom of Noel Street. All emergency services attended, and Noel Street was blocked as a result. Trams turned at Wilkinson Street and The Forest. NCT ticket acceptance was organised.

3.5 During July the European Football Championships culminated with England reaching the finals. Due to large crowds gathering in the Old Market Square following each game, the Police requested trams to pause services for a short period for two separate matches. The final, which was held on the evening of Sunday 13th, went on to penalties, disrupting last trips. Two additional tram services were operated from the depot to Toton Lane and Clifton South to ensure all customers got home.

4 PARTNERSHIP WORKING

4.1 Over the reporting two months NET has continued worked with the Transport Hub sharing all incidents of anti-social behaviour with the group. This forum has assisted NET to manage a community-wide issue, providing additional police and community protection officers to target areas where incidents are more commonly reported, leading to an increase in arrests.

4.2 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 483 individual patrols, reinforcing face-covering legislation and have also been involved in alcohol confiscation where appropriate.

4.3 The Control Room Manager met with the neighbourhood policing Sergeant responsible for the Bulwell area to highlight concerns about ongoing anti-social behaviour in the vicinity of Highbury Vale and to ask for any assistance the police were able to provide locally to tackle this problem. A brief presentation, outlining the nature and frequency of offending, times of offences, specific locations and cost to the business was delivered; the meeting was very positive and we look forward to working closely with the police in the coming months. As most incidents have involved secondary school-age children, the police also committed to recommence school visits in the future to deliver tram safety / acceptable behaviour inputs to pupils in all the local secondary schools together with a representative from NET.

5 PLANNED ENGINEERING WORKS

- 5.1 On the section of line between Cinderhill Tramstop and the junction with Millennium Way some sections of rail have deteriorated and require replacement.
- 5.2 Following normal service on Friday 24th September the NTL Engineering team will take possession of the branch line until Monday 27th September when a normal service will resume.
- 5.3 During the period of works all Phoenix Park services will terminate at Bulwell Tram stop. A bus replacement will be in operation between Bulwell Bus Station and Phoenix Park.
- 5.4 NTL Engineers will also use this opportunity to carry out tree maintenance on the line between Highbury Vale and Cinderhill.

6 FARE CHANGES

- 6.1 As part of the continual review of discretionary ticket pricing, a small fares increase, which was originally due to be introduced in 2020, but was postponed for 12 months due to the Covid pandemic, will be implemented from Monday 30th August 2021. Details of the changes can be found at Appendix A.

7 COMMUNITY ENGAGEMENT

- 7.1 NTL have sponsored several tram stop posters around Clifton to help promote Jumpers4Goalposts, an event organised by a Clifton-based organisation Step Out, Stay Out. They are using sport to help tackle crime and build stronger, safer communities.



- 7.2 A short film premiered at the Nottingham film festival featuring the tram network. Alone Together is the story of two commuters who see each other every day across the tram tracks, before meeting properly at an unusual support group, and is the work of local film students. The NET team helped them through the process of obtaining permission to film on the network as part of their learning for future on-location shooting.

- 7.3 Five 24-metre-long adverts have been donated by NTL to support Framework's 20th Anniversary celebrations and promote their Building Better Futures campaign. The campaign is to raise funds for building new homes to support homeless and vulnerable people across Nottinghamshire and provide services to help people keep their homes and live independently.



- 7.4 NET is also working with community groups such as StepoutStayout, Pythian Club, and Emanuel House. 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.

Mike Mabey, Head of Operations, Nottingham Trams

Appendix A

NET Fare Changes From 30th August 2021

Ticket Type	Previous Fare	New Fare
Adult Single	£2.40	£2.50
Adult Day	£4.20	£4.40
Adult Week	£18.50	£19.00
Student Single	£1.80	£1.90
Student Day Ticket	£3.20	£3.40
Student Week	£14.00	£14.50
U19 Single	£1.30	£1.40
U19 Day Ticket	£2.40	£2.50
U19 Week Ticket	£9.50	£10.00
Robin Hood NET PAYG Single	£2.20	£2.40
Robin Hood NET PAYG Day Cap	£4.00	£4.20
Robin Hood NET Student Single PAYG	£1.70	£1.85
Robin Hood NET Student Day Cap PAYG	£3.10	£3.20
Robin Hood U19 PAYG Single	£1.20	£1.30
Robin Hood U19 PAYG Day Cap	£2.30	£2.40