

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 2021 to the end of January 2022.

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 3-month period from the beginning of November 2021 to the end of January 2022 was 92.3% and 90.4% respectively.
- 3.2. Traditionally the quarter four period is the busiest time on the tram network, and as the country was coming out of lockdown measures, customers were returning to tram travel as social activities and leisure travel increased for the festive period. This was significantly impacted with the Government announcements highlighting new measures to manage the spread of the Covid 19 Omicron variant.
- 3.3. Government guidance for face coverings on board public transport also changed twice during this period. At the end of November, face coverings became mandatory and at the end of January all Plan B restrictions were eased. NET updated signage and customer communications to reflect these changes, and the vast majority of customers complied with the guidance.
- 3.4. In line with the experience of other transport operators, we saw a significant increase in Covid cases within the business over the Christmas and New Year period, impacting on service levels due to staff availability.
- 3.5. As a result, from the 29th December, a Sunday timetable was introduced to provide a robust and reliable service to customers. As staff began to return to work an extended Sunday service was operated from 17th to 23rd January and a full service was reintroduced on 24th January, supporting people to get back to work following the end to Plan B restrictions announced by the Government.
- 3.6. In November, tram services were affected by 24-hour strike action from GMB members as part of a pay dispute. A pay agreement was reached on 16th December.

- 3.7. On Sunday 28th November, Seven Trent Water required a partial closure of the Toton Line to make emergency repairs to a damaged sewer pipe. This work required an electrical isolation to safely unload and install temporary steel pipes adjacent to the tramway on Lenton Lane. The majority of the work was completed on the Sunday but further overnight isolations, which had no impact on customers, were required to complete the temporary solution.
- 3.8. On 25th January, minor track repairs were carried out following routine checks near Butlers Hill. While the repairs were being carried out, trams were operated through the southbound platform at Butlers Hill to minimise disruption to passengers.
- 3.9. On 31st January, a large fire occurred at a scrapyards in Dunkirk, which resulted in multiple road closures in the area. This led to significant traffic congestion, as vehicles were diverted from the area, resulting in delays to service.

4. TICKET VENDING MACHINE UPGRADES, CONTACTLESS PAYMENT & FARE CHANGES

- 4.1. The Ticket Vending Machine upgrade across the network has now been completed. The new machines feature a larger, easier to read information screen, contactless payments, and the ability to purchase adult Robin Hood PAYG cards from selected locations.
- 4.2. On 10th January a variety of small fare increases were made to Adult, Student and Under 19 NETGO season tickets:

	1 Month	3 Month	6 Month	Annual
Adult	£55 to £60	£160 to £165	£290 to £300	£525 to £550
Student	£40 to £45	£120 to £125	£190 to £200	£275 to £300
Under 19	£27.50 to £30	£80 to £85	£145 to £150	£262.50 to £275

5. PARTNERSHIP WORKING

- 5.1. In response to a slight increase in reports of anti-social behaviour, particularly in the Clifton area, we have worked with Clifton police to tackle the problem. A planned policing operation, which took place during the evening of 17th January, provided further reassurance for tram users, and two arrests were made during the operation. Further intervention work with young people is being undertaken, with our support, by the Pythian Club, a youth organisation which aims to channel young people away from anti-social behaviour into more productive outcomes. There has recently been a noticeable decrease in the level of reported anti-social behaviour in the Clifton area, and work continues to maintain this trend.
- 5.2. Our work with the Transport Hub continues, we share regular updates and analysis linked to ASB activity across the transport network in Nottingham. This enables effective tasking and coordination with police/community protection teams to address issues. Almost 900 community protection activities were carried out on board trams during the period, with assistance also provided in carrying out revenue protection operations, where tickets are checked.

5.3. NET has supported a successful bid for Home Office funding, to support a Safer Streets campaign, with the aim to specifically tackle violence in the city area and make the night-time economy safer for women and girls. The project, which launched in November, and will run until March 2022, comprises a number of strands, including:

- Education and Training – which is planned to benefit NET staff by raising awareness of safety issues faced by women and girls in the city.
- Safer Spaces – designated physical safe places for people to go.
- NET / police patrols – this funding has seen Nottinghamshire Police patrol the network, providing a visible reassurance and crime deterrence function.
- Public awareness campaign – NET will also support key communications and advertising to support this campaign with a wrapped tram displaying the project's core aims and objectives to be unveiled in March 2022, demonstrating NET's commitment to providing a safe transport system, notably within the night-time economy setting.

6. COMMUNITY ENGAGEMENT

6.1. On 16th December, we were honoured to welcome the renowned chemist and Nobel Prize Winner Professor Sir Martyn Poliakoff to the Depot, in order to unveil a tram which had been named in his honour.

6.2. Also, on 31st January, we were visited by a cohort of 21 final-year engineering students from Nottingham Trent University who were given a tour of the control room and maintenance area as part of their studies. Numerous technical questions were asked and the feedback from those involved was very positive.



Trevor Stocker, Head of Operations, Nottingham Trams