

## **NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE**

### **1. SUMMARY OF ISSUES**

1. This report updates the Committee on the performance and progress of NET from the beginning of February to the end of May 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 4-month period from the beginning of February to the end of May 2022 was 96.1% and 93.9% respectively, an improvement compared to the previous period. There have been no further timetable changes as a result of the Covid Pandemic.
- 3.2 The spring period has been a positive one with customers returning to the tram network after the lifting of Government restrictions to manage the spread of the Covid 19 Omicron variant. The city has become busier with people returning to work, enjoying social & leisure activities and going about their day to day lives. The tram network has provided a good service to enable people to complete their journeys across the city.
- 3.3 Government guidance for face coverings on board public transport has reduced, with face coverings to be worn in medical settings only. All remaining on board signage will now be phased out.
- 3.4 A joint operation between NET and local police is helping to tackle anti-social behaviour across the network. As Covid restrictions were eased, like many other transport operators, we have experienced an increase in incidents, including damage to ticket vending machines, validators and tram windows. A number of NET employees have also been subjected to verbal abuse. We are working closely with local police, British Transport Police, community policing teams, city centre management, and other transport operators, to share trends and intelligence. Thanks to our extensive CCTV coverage, partnership working, and proactive policing with uniformed and plain clothed patrols, a number of arrests have been made.
- 3.5 Due to a systemwide tram communications fault on Thursday 3rd February tram services were significantly affected, with trams being withdrawn in line with safety procedures. NET technicians worked with external providers to resolve the issue.

- 3.6 Other notable incidents that had an impact on services during this period include:
- A road traffic collision involving a pedestrian on the approach to David Lane tram stop on 21<sup>st</sup> February. The pedestrian received medical attention for minor injuries at the scene.
  - Services were temporarily suspended on February 24<sup>th</sup>, due to police closing the road, following reports of an individual on the roof of Fletcher Gate Car Park.
  - Incidents involving anti-social behavior by school children on tracks in the the Clifton area and at the Meadows Embankment.
  - A collision with a pedestrian at Nottingham Station, which resulted in the pedestrian sustaining minor injuries.
- 3.7 On 30<sup>th</sup> May, tram services were suspended for a period in the Old Market Square to facilitate the celebrations of Nottingham Forest's promotion to the Premier League. The Celebration attracted over 40,000 people.
- 3.8 In May, a two-week programme of rail grinding works was successfully undertaken to maintain the condition of tram tracks. An operations plan was put in place on three evenings during the month, when a replacement service was provided for customers to complete their journeys with minimal disruption.
- 3.9 Looking ahead, track renewal works are planned at Hyson Green Market, following service end on Wednesday 27<sup>th</sup> July, with full services resuming on Tuesday 9<sup>th</sup> August. To facilitate these works, no tram services will operate between Wilkinson Street and The Forest, and a full bus replacement service will be in place.

#### **4 TICKET VENDING MACHINE UPGRADES, CONTACTLESS PAYMENT & FARE CHANGES**

- 4.3 Multi-operator Contactless Payment was fully launched on 11th April. Customers benefit from reduced priced travel when 'touching-on' their payment card or devices when travelling across Nottingham using Nottingham Trams, NCT and CT4N buses. The cheapest fare is automatically calculated and customers can also review their travel history via the Nottingham Contactless online portal which is managed by Nottingham City Transport. Nottingham is the first city outside of London to offer a multi-operator contactless payment scheme.
- 4.4 From 21<sup>st</sup> March NET has operated a "zero tolerance" fare evasion campaign. The campaign has seen a variety of operations taking place across the network, often with police support. Customers without valid tickets have been issued £70 penalty fare notices, with a percentage of income from these fines being donated to a Ukrainian Refugee Charity.

## 5 PARTNERSHIP WORKING

- 5.1 NET has been significantly involved with The Safety of Women at Night project. A wrapped tram was unveiled at the Depot on 10th March, which will run in service for a year, raising conversations and discussions about the issue of consent.



## 6 COMMUNITY ENGAGEMENT

- 6.1 To show support and celebrate the Queen's Platinum Jubilee Celebrations, all trams have been adorned with a special emblem on the front and rear.



6.2 On the 29<sup>th</sup> April NET welcomed the Hucknall U3A group to the depot for a presentation on the network and a tour of facilities.



6.3 On 5<sup>th</sup> June NET supported a Charity Football Event hosted by STEPOUTSTAYOUT in Clifton. NET have previously sponsored a gazebo, which came in handy on a rainy day! But also sponsored the Winners Cup for the top team.



**Trevor Stocker, Head of Operations, Nottingham Trams**