

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 June 2022 to the end of September 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 June 2022 to the end of September 2022 was 93.1% and 88.5% respectively. This has been a challenging period due to the unprecedentedly high temperatures in July which had an impact on the performance of all rail-based transport operators. Various temporary speed restrictions were introduced across the tram network to ensure that the system continued to operate safely during and following this period which had an impact on service performance. Further to this there have been issues with tram availability, which were impacted by supply chain issues. This created a backlog of maintenance work and a temporary reduced timetable was operated from 22nd to the 26th August that enabled a regular and reliable service to be maintained for customers. Tram availability has returned to more regular levels during September.
- 3.2 During the period some tram services have been affected by tram driver availability, where by employees have not been able to attend work through acute illness or as they await treatment for various longer-term conditions. A small increase in Covid cases was also noted, in line with national trends, at the beginning of the period and absenteeism is continuing to be monitored.
- 3.3 There have been no changes to Government Guidance on Covid 19 variants that impact public transport, and guidance for face coverings on board public transport has been withdrawn completely. As a result, all remaining on board signage has been phased out.
- 3.4 Track renewals, to replace worn rail at Hyson Green Market, were successfully undertaken between 27th July and 7th August. A replacement bus service operated between Wilkinson Street and The Forest during the period of the works.
- 3.5 An enhanced timetable was operated during the Goose Fair, which took place over a 10-day period for the first time. The Fair is, traditionally, the highest patronage event of the year for the tram network.

- 3.6 Two parades have taken place in the city centre, which have crossed the tram tracks and hence resulted in some disruption to services. These were the Nottingham Pride Parade, on Saturday 30th July, and the Mercian Regiment Freedom of the City Parade, on Thursday 29th September. In both cases, the deployment of hostile vehicle mitigation measures added significantly to the delays experienced by tram users.

4. TRAM DERAILMENT

- 4.1 At 0715 on 30th September the driver of tram 219 reported that the tram had derailed over points HVP 3 at Highbury Vale junction. The tram was in passenger service but no passengers were on board and no injuries were sustained. To keep customers moving in a busy Friday morning peak time tram services on the south operated to Wilkinson Street and on the north, we operated two shuttles. One between Phoenix Park and Highbury Vale branch and one between David Lane and Hucknall, using degraded mode procedures. Cross ticket acceptance was in place for customers on the Yellow Line NCT service and on EMR services throughout this disruption. We continued with this approach whilst investigations into the cause were carried out. Late in the afternoon we were able to carry out repairs and tram 219 was recovered back to the depot. Allowing services to resume on the mainline from about 1930. We continued with the shuttle service at Phoenix Park due to points testing. Once these were completed on the Saturday morning, network operations were able to return to normal.

5. POLICE INCIDENT

- 5.1 On Friday 17th June, NET Control was contacted by the Police to alert us that an incident on board a moving tram in the City Centre had been reported to them. Shortly after 1540 the Police stopped the tram at the Old Market Square to investigate but found no offence had been committed (check). The tram was under Police Control and not allowed to move at this point. As NET Control were unaware of the time required for the Police to carry out necessary checks, trams were initially held across the network.. After approximately 10 minutes services resumed with trams turning either side of this incident at Royal Centre and Nottingham Station to enable customers, where possible to complete their journeys. The Police investigation was further delayed by public disorder at Old Market Square. At 16:23 the Police released the tram and services were allowed to continue as normal. Due to the nature of this Police incident it was not possible to take any alternative actions.
- 5.2 Close liaison, information sharing and joint operations with the Police continue to have a positive impact on reducing incidents of anti-social behaviour across the network, although the issue remains a significant concern. Operation Reacher policing teams have been performing coordinated patrols both in uniform and plain clothes across a significantly increased part of our network. In addition to this we met with the City Council Neighbourhood Action Team in early July to explore options of working together.

6. IMPROVING NETWORK SAFETY

- 6.1 Working closely with key suppliers, NET has become one of the first tram networks to adopt a system that constantly monitors tram speed and automatically intervenes in an emergency.
- 6.2 The first tram to be fitted with the equipment has now entered full passenger service after extensive testing by the operator, Alstom and Efacec. The remainder of the 37-strong fleet are also set to be retrofitted with the system over the next 18 months. The new overspeed device constantly monitors tram speed in relation to the speed limits on the section of the network it is operating, alerting drivers with both visual and audible warnings if the tram is operating outside acceptable parameters.
- 6.3 The tram simulator has been upgraded to replicate this new technology with has been used to train all NET qualified tram drivers before driving in passenger service with the modifications. Should the driver become incapacitated for any reason, or fail to act on the alarms, the brakes are automatically activated to bring the tram to a safe stop.



7. PARKING ISSUES AT THE FOREST

- 7.1 The Forest Pand Ride site has 972 parking spaces, including disabled parking bays, parent & child parking and electric car charging bays.
- 7.2 There are two main issues for tram customers using this P&R facility. There has been an increase in customers parking unsafely outside designated bays and secondly an increase in vehicles being left at this location overnight. We need to ensure maximum capacity for tram customers using this facility.
- 7.3 NET proposes to implement an approved (in line with the IPC code of conduct) 3-stage plan:
- i) Introduce new signage to The Forest P&R site clearly setting out the rules for the site;
 - ii) Following installation of the new signage, the next step would be planned, dedicated and hi visibility patrols, issuing Warning Notices where required. For infringement of byelaws detected on patrol, a 1st warning would be issued. This warning would detail the infringement issue and give a warning to the vehicle owner, vehicle details would be recorded and checked;
 - iii) If a warned vehicle was found to be in further infringement of a byelaw the vehicle would then be clamped or removed where required.
- 7.4 Parking enforcement will cover 24-hours - removal of a wheel clamp, which would cost £140. If a vehicle is removed from the site, recovery of the vehicle would cost £200 with an additional £35 per day storage charge.
- 7.5 NET will donate 5% of revenue from successful clamp / towing payments to charitable causes. This will be used to support charities that assist NET in making the tramway safer for everyone.

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

- 8.1 For the return of students to Nottingham significant deals have been in place to encourage students to purchase season tickets, with engagement with Universities and colleges at freshers fairs.
- 8.2 In August there were price increases to Robin Hood multi operator ticket options in line with other operators.

9. PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT

- 9.1 NET have been working closely with The Pythian Club to develop a new presentation for schools to highlight to children being safe on and around the tramway but also the safety features that are in place to help them. We are planning on rolling these presentation sessions out during the Autumn Term.
- 9.2 NET engineers stepped in to help when Crich Tramway Village was forced to suspend operations and shut down many of its attractions due to corrosion found on masts supporting overhead lines. Now the vital infrastructure has been replaced with equipment donated by NET, the museum has been able to welcome back visitors over the summer.



9.3 As the dark nights draw in and the temperatures drop, Nottingham Trams' Commercial Manager Chris Williams will be joining volunteers and supporters of the charity Framework for a 'Big Sleep Out' at Nottingham Racecourse. The event on Saturday, October 15 also aims to raise money for Framework, a charity that supports the homeless in Nottinghamshire and has plans to build 200 new homes over the next five years. In the run up to event we've donated several thousand pounds worth of free advertising to help promote the fundraiser, including an eye-catching tram 'wrap'.

9.4 Children from Beeston Fields Primary & Nursery School were given special access to one of Nottingham's NET trams to film a video that will be shown at the Flying High Trust Awards event at the Motorpoint Arena in July. Tramlink reserved a stationary Tram to be available at the Toton Lane stop and for the children and members of their multi-academy trust team to film the video. Tramlink are also one of the sponsors the massive event which will see 30 schools from Nottinghamshire and Derbyshire come together for the glittering awards, with schools performing music and dance pieces on stage or in the audience.



- 9.5 In September, NET attended a multi-agency safety zone at Holme Pierpont to talk to school children about using the Tram network safely. Schools from across the city attended reaching out to hundreds of children over the two week period.
- 9.6 For the second time in three years, NET has scooped one of the top accolades at the annual light rail 'Oscars'. During a gala event in London on October 5th, the network was once again hailed as the Most Improved System by judges at the Global Light Rail Awards. The award, which NET last won in 2019, recognises a raft of initiatives over the past 12 months, including partnerships with the police and community groups to help tackle anti-social behaviour. The operator of the system has also tested new speed management and driver vigilance technologies. On the night, Tram Technical Manager Laura Bartram was also highly commended in the Rising Star category, while NET was named as a finalist in the Technical Innovation (Rolling Stock) category.

Trevor Stocker, Head of Operations, Nottingham Trams