

**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 October to the end of November 2022.

**2. RECOMMENDATION**

- 2.1 It is RECOMMENDED that the Committee notes the report.

**3. OPERATIONAL PERFORMANCE**

- 3.1 Tram reliability and punctuality in October were 93.4% and 88% respectively. The November results, which were not available at the time of writing, will be reported verbally at the meeting. Performance has continued to be impacted by tram driver availability, with some employees unable to attend work through illness. As highlighted in the previous report, an increase in Covid positive cases, in line with national trends, has impacted services. Supply chain issues, which have previously affected tram availability, have also continued. Plans are in place to increase resilience in these areas and, during November, there was a significant improvement.
- 3.2 The Goose Fair took place over 10 days, from Friday 30<sup>th</sup> September until Sunday 9<sup>th</sup> October. This is the first time the event has been extended over two weekends, attracting over 500,000 visitors. NET operated an enhanced timetable during the period to support the event, with patronage on the two Saturdays being busier than on any day in the last two years. The increase in patronage resulted in extended passenger loading times, particularly between The Forest and Nottingham Station. Tram services were also impacted by traffic congestion on the surrounding road network.
- 3.3 There was an increase in the number of road traffic collisions impacting the tramway in October. In all but two cases, these directly involved trams, and were principally the result of other road users failing to observe traffic signals. We are currently working with the City Council's Network Management and Road Safety Teams to explore ways of reducing the risk of future incidents.
- 3.4 On Saturday 15<sup>th</sup> October, a power outage occurred between the Depot and Basford, followed by a further outage from Basford to Highbury Vale. Trams were initially turned at the Old Market Square and Bulwell, with no service provided on the Phoenix Park branch line. Temporary repairs enabled power to be restored with a 40kph speed restriction, and a full return to service was possible on the following day.

- 3.5 During November, as the weather started to get colder and wetter, trams experienced some delays due to traction issues between Trent University and The Forest. These are the steepest sections on the tram network with high leaf fall and debris. Increased traffic congestion in this area has also contributed to trams losing momentum in this area. Additional sand is being deployed to improve the situation, along with additional road sweeping to remove leaf fall.
- 3.6 On 15<sup>th</sup> November a car drove onto the tracks at Lenton Lane bridge from the NG2 area. The motorist had driven hundreds of metres along the track, before becoming completely stranded. Due to the distance travelled, recovery was delayed as specialist equipment needed to be deployed. Further improvements are planned at the Lenton Lane end of the bridge, with completion planned over the winter period.

#### **4. PARKING ISSUES AT THE FOREST**

- 4.1 Following the introduction of car park enforcement at The Forest Park and Ride site, there has been a marked reduction in cars abusing the site when parking. During the first month, over 250 warnings have been issued, and over 80 vehicles clamped.
- 4.2 The two issues that are being addressed by the enforcement action are the increased numbers of customers parking unsafely outside designated bays, and the increase in the number of non-tram users parking at the site, with vehicles often being left overnight. It is important to ensure maximum capacity is available for tram customers using this facility.

#### **5. PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT**

- 5.1 On 28<sup>th</sup> October, NET hosted staff from The Little Man project at the Depot. This organisation provides advice and support to people with autism and has been working with public transport providers to make signage on board and at platforms more relevant to their needs. The feedback from the group was very positive and complimentary around how we deliver messages to our customers, in particular those with autism.
- 5.2 On 18<sup>th</sup> October, Clifton Police conducted a 'ride along' operation in the estate. They were joined by a number of local councillors who wanted to see, at first hand, the anti-social behaviour issues which are being faced. A team of NET Customer Experience Agents attended the event and the feedback was positive with a number of actions now centred around extra youth services provision in the area.
- 5.3 On 22<sup>nd</sup> November, NET staff engaged with Milford Academy's 12 young Eco Leaders. A litter pick was completed from Clifton Centre to Summerwood Lane, with the young leaders required to write application letters (using their literacy skills), calculate the amount of wastage taken from school (using numeracy skills), and understand how their waste is recycled (using their science understanding). Certificates of attendance were created and sent to the school.

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