

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 December 2022 to the end of January 2023.

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 this two-month period was 95% and 91.5% respectively. There was an increase in footfall and patronage, both in the run up to Christmas, and again following the festive break, with more customers returning to use the tram network. This has been supported by key ticketing initiatives to encourage new customers onto the network.
- 3.2 Heavy traffic and footfall around the City Centre areas caused some delays on the network, particularly with queuing vehicles in the Fletcher Gate area and around the Winter Wonderland event at Old Market Square. In both of these cases we worked with event organisers and operators to improve the situation to ensure safe and reliable services for customers. In early January two trams that had been affected by maintenance supply chain issues returned to service and an increase in tram driver numbers further improved tram service performance.
- 3.3 In the middle of December, two issues linked to the prolonged cold weather spell were experienced. Following several days of temperatures at or below zero degrees Celsius, an issue with the consistency of screen wash was identified. As a result, some components froze, causing minor damage to pumps and piping. In addition to this, due to the slippery track conditions, trams were using substantially more sand than usual, resulting in almost all trams that had been in service having to be sanded every night, as opposed to less than 10 on average. The cold temperatures again caused issues with components freezing, causing delays in the tram sanding process. These two issues combined had significant impact on tram availability on the 15th and 16th December.
- 3.4 There was a slight increase in the number of road traffic collisions in December, particularly in the Radford Road and Lace Market areas. Of note, on Saturday 10th December, a taxi overtook a moving tram at Lace Market. The taxi driver could not see the approaching tram in the other direction and attempted to drive between the two trams, resulting in a collision. There was significant damage to the car, as well as some to the tram. All services were delayed whilst details were exchanged and checks on any injuries were made. Work has also been carried out at the Fletcher Gate carpark to improve entry and exit signage and new traffic calming measures are planned for install at Asda at Hyson Green.

3.5 On Wednesday 25th January, a pedestrian was involved in a collision at Nottingham Station. The tram stop CCTV shows the person running into the path of an approaching tram. It was later understood that they saw the southbound tram, which they wanted to catch, and failed to look for the northbound tram that was approaching the crossing. They were immediately attended to by NET staff and an off-duty nurse. NET Control asked for an Ambulance however, after liaising with the Ambulance control and the off-duty nurse, a decision was made to use an out of service tram to transport the person directly to the QMC, where medical staff were waiting. During this time, there was no service between NG2 and Old Market Square, with NCT cross-ticket acceptance in place. There has been close liaison with relatives of the injured person and all the information that they have requested has been provided, with a continuous offer of support whenever required. A review of the safety measures that are in place is being undertaken.

4. PARKING ISSUES AT THE FOREST

4.1 Following the report of the introduction of car park enforcement at The Forest Park and Ride site, there has been a marked reduction in the number of cars abusing the site for parking. From October to the end of January there have been 886 parking violations, of which, 527 were warning notices, with 225 vehicles clamped.

4.2 The patrols have also contributed to the wider security of the network throughout the period. Specifically, on Jan 30th, joy riders were spotted in the car park causing damage to another parked vehicle. The police were promptly called and assisted with investigations. People have also been deterred from fly tipping and assistance has been provided to a person whose car had a flat tyre.

4.3 As highlighted at the beginning of this plan, 5% of all paid penalties will be used to support local community charities we work with to make the network safer.

5. ANTI-SOCIAL BEHAVIOUR

5.1 The monthly transport hub meetings, which bring together, Nottinghamshire Police, British Transport Police, Community Policing, city centre management, universities and other transport operators, continue to be supported. This forum is used to share data and intelligence on anti-social behaviour trends across the city.

5.2 Anti Social Behaviour remains above pre-Covid levels with assaults on staff, criminal damage and disruptive passengers being key areas of focus. Issues resulting in trams being withdrawn from services for cleaning also continue to be experienced.

5.3 Commitment to making the tram network safer in the night time economy continues and, following on from the successful launch of the Consent Coalition wrapped tram in March 2022, proposals have been made for a second tram to be launched which would be wrapped in new 'A-Z of Consent' decals highlighting the Consent Coalition's aim of raising awareness of this societal issue.

6. PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT

6.1 During January, a number of NET staff members delivered presentations to young people from local schools, highlighting the importance of using trams in a safe manner and also focussing on anti-social behaviour.

6.2 The project is called “You vs Tram” and is being run with the support of the Pythian Club, a local outreach charity organisation. The feedback from these presentations has been very positively received.



Trevor Stocker, Head of Operations, Nottingham Trams