

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 February 2023 to the end of May 2023.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1 The reliability and punctuality of the tram service during this four-month period were 95.4% and 93.8% respectively. Performance during the period was predominately affected by two significant events:

Overhead Line Incident, Wilford

- 3.2 On Saturday 25th February, shortly after 9.30am, a southbound tram at Lace Market reported to NET Control that a northbound tram appeared to be arcing / sparking from the pantograph. On departure from Old Market Square, NET Control observed the pantograph snagging on the overhead line and asked the driver to stop immediately, whilst technicians were dispatched to the tram. A short while afterwards, a further tram was reported at Nottingham Station to have a similar issue. As it was unclear at this stage what was causing the damage, all services were suspended, until the cause could be identified. By 11am all trams had been checked and an overhead line issue was identified on the Clifton line near to Wilford as shown below:



- 3.3 It was established that four trams had a damaged pantograph and would need recovering from Old Market Square, Nottingham Station, Compton Acres and Wilford.



- 3.4 With the problem identified, services resumed between Hucknall / Phoenix Park and Royal Centre on the north, and Toton Lane and NG2 on the south. It was not possible to operate any trams on the Clifton line due to the damaged overhead line and failed trams. Teams were mobilised to carry out the tram-to-tram recoveries required with additional operations staff being drafted in to support the rescue effort. It was shortly before 9pm, when two of the failed trams had been rescued and overhead line checks completed, that trams could safely resume services across the Hucknall to Toton Line. All trams were recovered by approximately 3am on Sunday morning, allowing a normal service to resume on the Sunday. These issues resulted in a significant disruption over the day for customers and staff trying to facilitate services safely. Unfortunately, the damaged trams had an impact on tram availability for the remainder of the month and continued to impact into March. The incident timeline and operational steps were reviewed to identify any improvements or changes that could be made for the future.

Water Main Fracture, Central College

- 3.5 On 7th March, tram services were significantly impacted by a fractured water main, caused by construction works adjacent to the tramway at Central College, Chilwell. Due to the vast amount of water being ejected from the damaged water main, this caused extensive flooding of NET infrastructure, fully submerging the tracks in some parts of the network.



- 3.6 As a result of this incident, trams had to initially turn back at Beeston, with Cator Lane substation having to be put into bypass, together with an emergency isolation of the overhead line at the request of the Fire Brigade. Trams were then forced to terminate at University of Nottingham and use the University Boulevard crossover to return northbound. The Clifton Line was unaffected.
- 3.7 Due to the rapid nature of the flooding, six trams were stranded in the affected section of line. Two of the trams were able to be recovered with the assistance of the police but the remaining four were left in situ until power to the overhead line could be restored. In addition to cross-ticket acceptance with NCT and EMR, a replacement bus service was put into operation between Toton Lane and University Boulevard.

- 3.8 The flooding was eventually stemmed by the manufacture and fitting of a specially made collar which was installed over the damaged area of the water main on the 9th March, following which, the track, overhead line, and other electrical systems, were thoroughly tested before being handed back for passenger service, once water levels had subsided. A temporary speed restriction of 30kph was put in place to manage tram movements affecting the track bed. Further long-term rectification works are being reviewed to repair damage to drainage systems.

Other Matters

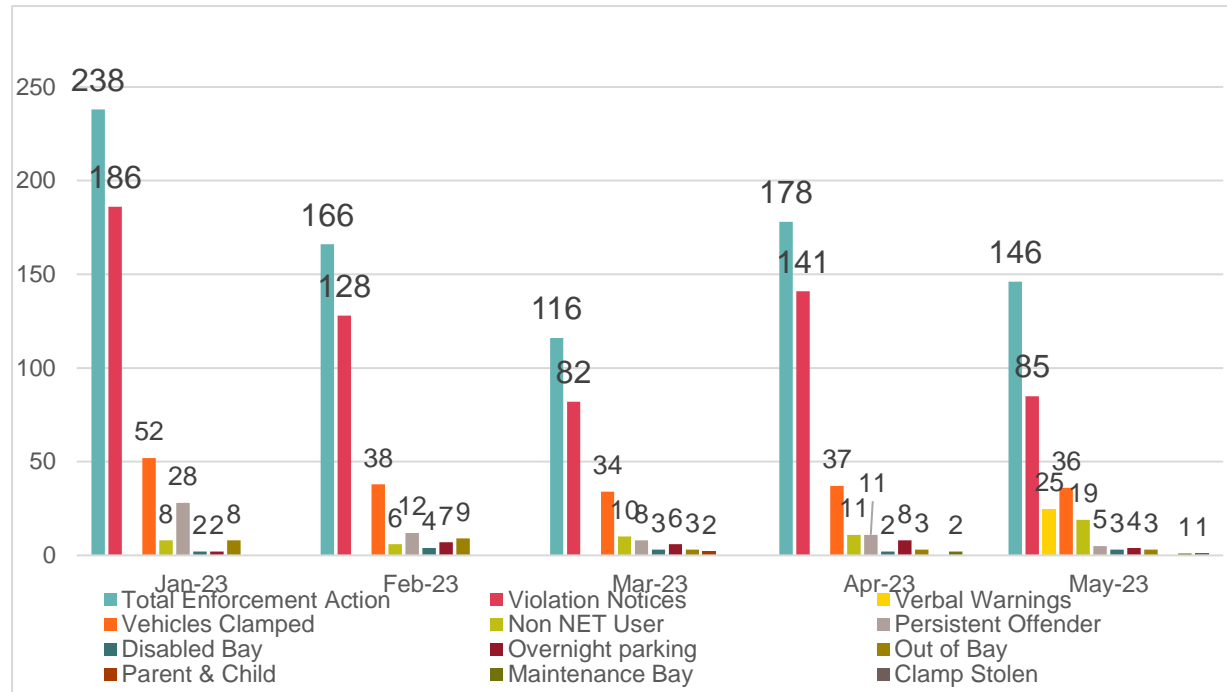
- 3.9 On Wednesday 22nd February, a member of the public attempted to board a tram at Beeston Centre just as the doors were closing. The individual pushed their walking stick into the closing door and it became trapped in the doors. The passenger held onto it as the tram departed, resulting in a fall and injuries that required hospital treatment. NET would remind everyone to not place any object into closing doors. Trams operate every few minutes during the daytime and it's usually just a short wait for the next tram.
- 3.10 Working with ASDA, NET has installed new signage and traffic calming measures, alongside the refreshing of white lines, at both exits from the supermarket onto Radford Road. This followed several minor road traffic collisions, and emergency braking applications in the area. Since installation, no further road traffic collisions have been reported.



- 3.11 During the period, a number of collisions occurred involving other road vehicles that failed to stop for red traffic lights. These collisions occurred at different places on the network causing damage to trams and delays to the tram network and other road users. NET reminds all drivers to obey traffic signals and be aware of their surroundings whilst driving, particularly on the tramway.

4. PARKING ENFORCEMENT

4.1 Parking enforcement patrols at The Forest Park and Ride have continued, with the number of parking violations generally reducing over the year so far, as can be seen below:



4.2 Figures over the last few months demonstrate a consistent approach to people using the car park facilities. With over a 1000 cars using this site every day, the number of vehicles being clamped has reduced from last year, making facilities available to tram customers. Vehicles being clamped is affecting less than 0.1% of people using the facility.

4.3 The parking enforcement team continues to add to the wider security and customer support on the network. In May, staff were able to assist a member of the public who started to have a fit get medical attention and a stolen vehicle that crashed into other cars was immediately reported to the police, enabling them to respond swiftly to the incident.

4.4 The next step in this process is to roll out parking enforcement in a structured way across all NET park and ride sites, with the aim of ensuring facilities are safely available for NET Tram users and other transport connections as agreed. Customer communications will roll-out in due course, alerting people to these changes.

5. TICKETING

- 5.1 For His Majesty King Charles III's Coronation NET produced a limited-edition ticket as part of the celebrations.



6. ANTI-SOCIAL BEHAVIOUR UPDATE

- 6.1 Whilst levels of anti-social behaviour and criminal damage are somewhat lower than the same period last year, these issues remain a concern on the network, and damage to tram stop equipment, and occasionally aggressive behaviour towards employees, continues to be experienced. In addition to this there have been reports of anti-social driving activity from local residents living near to the Toton Lane park and ride site.
- 6.2 During the May half term week, revenue protection operations and security patrols were increased, with the support of the police and local community group, the Pythian Club. Other NET employees have carried out high visibility patrols across the system. As a result, several activities have been prevented, including 'car meets' at Phoenix Park and Toton Lane park and ride sites and the actions of groups of teenagers have been disrupted.
- 6.3 NET continues to support and attend the monthly transport hub meetings, which bring together Nottinghamshire Police, British Transport Police, Community Policing, city centre management, universities, and other transport operators. The forum is used to share data and intelligence on anti-social behaviour trends across the city.

7. PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT

- 7.1 A second tram has now been wrapped in new 'A-Z of Consent' decals, highlighting the Consent Coalition's aim of raising awareness of this important societal issue. This tram has now been officially launched into service after an unveiling ceremony on 12th May.



- 7.2 NET has continued to attend "You versus Tram" school visits, supporting the Pythian Club team in highlighting the importance of using trams in a safe manner and focussing on anti-social behaviour; their Outreach Team have also been active across the network in the Bulwell and Clifton Areas.



- 7.3 On 19th May, NET welcomed the Breakin' Convention dancers to the NET Depot, creating a promotional video story around a journey on the tram to the Royal Concert Hall, where the event was held.



- 7.4 During the period NET has welcomed the “Mini-Police” project to the Depot, supporting young people to learn about the tramway and how to use it safely. So far, several hundred children have been involved in this project.

Trevor Stocker, Head of Operations, Nottingham Trams