

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 2023 to the end of July 2023.

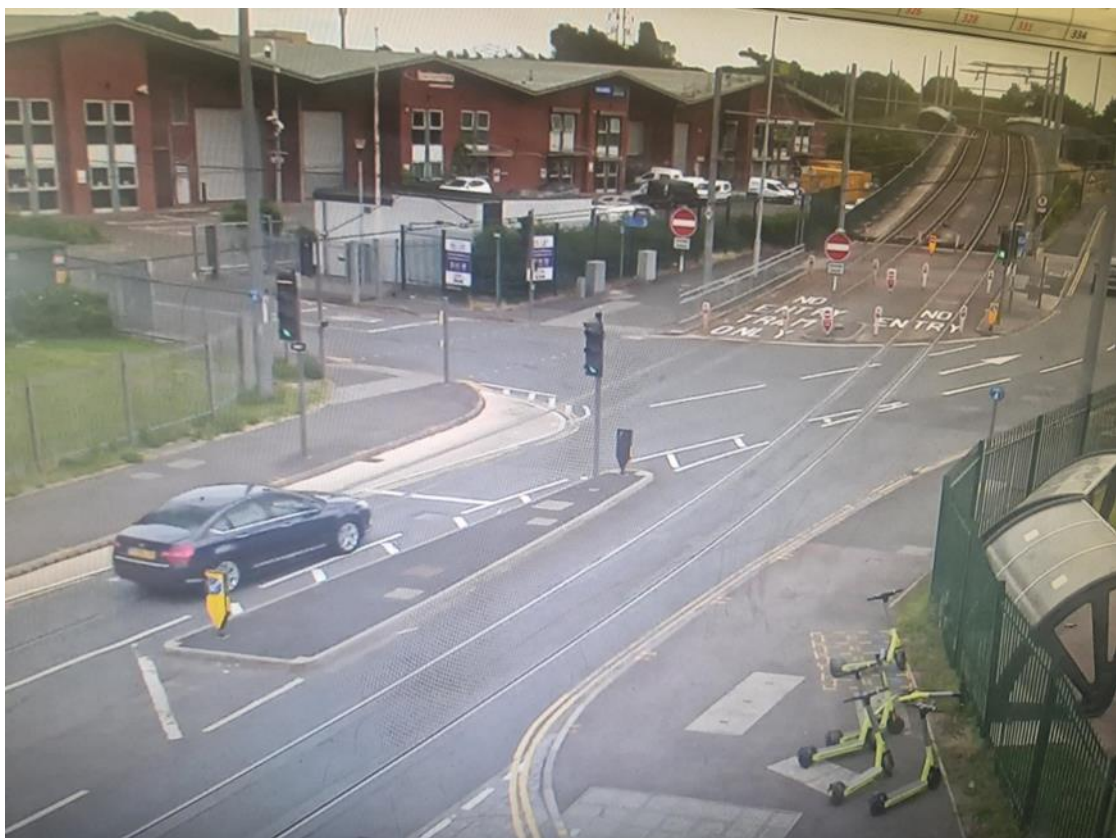
2. RECOMMENDATION

- 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 two-month period was 91.3% and 91.4% respectively. Performance during this period was adversely affected by disruption caused by a tram colliding with an OLE pole in Bulwell, a network communication issue and several serious incidents involving the emergency services.
- 3.2 On 12th June, a points issue caused Tram 232 to derail and collide with an overhead line pole on its approach to Bulwell tram stop. As a result of this incident, three trams were stranded north of the incident between Bulwell and Hucknall. Due to the location of the tram, it was difficult to mobilise heavy lifting and specialist equipment into the area, causing further delay to our recovery. Phoenix Park trams ran through as normal with delays to service and Toton Lane-bound trams turned at Wilkinson Street. The scene of the incident was preserved for several days pending investigations from the Rail Accident Investigation Branch and the tram was eventually re-railed and returned to the Depot. Repairs were carried out to the overhead line and structures by a specialist team working with NET to allow services to resume on the network. The RAIB investigation is ongoing into this incident. The tram continues to be assessed for repair by Alstom, which is likely to take many months, impacting the number of trams available for operation.
- 3.3 On 13th June, at 05:30hrs, whilst the derailed tram incident was still being dealt with, the police instructed trams to stop operating beyond Royal Centre due to a serious incident which subsequently developed into the response and investigation into the homicides of three people and the severe injury to two others by an individual in the early hours of that morning. Police cordons closed areas of the tram network at Royal Centre and The Forest. One tram was therefore operated between Toton Lane and Nottingham Station. Service continued between Phoenix Park and Wilkinson Street. Five trams were also stranded between The Forest and Royal Centre. At 2100 hrs that evening, the police gave the all-clear to start running through, following the lifting of the crime scene restrictions around the city.

- 3.3 On 16th June, an individual was tragically stabbed to death onboard a tram at Highbury Vale by another passenger. The subsequent crime scene and investigations by police resulted in tram services being disrupted on the Hucknall line. Once the scene was cleared and the screening put in place, services resumed on the Phoenix Line as normal, with no services being allowed to board and alight at Highbury Vale Branch. Following this event NTL mobilised additional security teams on trams in the evening peaks until end of service. We have worked with Nottinghamshire Police to provide CCTV footage to aid their investigations into this tragic incident. We continue to work proactively with partners on community engagement and neighbourhood action meetings to address the wider issues which have an impact beyond the tram network.
- 3.4 On 2nd July, a total loss of radio communications and AVLS (Automatic Vehicle Location System, the tram management application) functionality occurred which resulted in the complete suspension of service. The issue was later identified to be a fault with the network switch, rather than the AVLS system itself. We are reviewing this incident and further work will be undertaken to improve resilience to any potential future incidents.
- 3.5 On 14th July, three third-party events simultaneously occurred on the network which significantly affected service:
- A car drove onto the tracks at Lenton Lane Bridge and became stranded on the raised track, despite the high visibility signage and road markings, as illustrated in the picture below. The Fire Service and police attended the scene and recovery agents eventually removed the vehicle from the tracks following issues caused by the car's position.



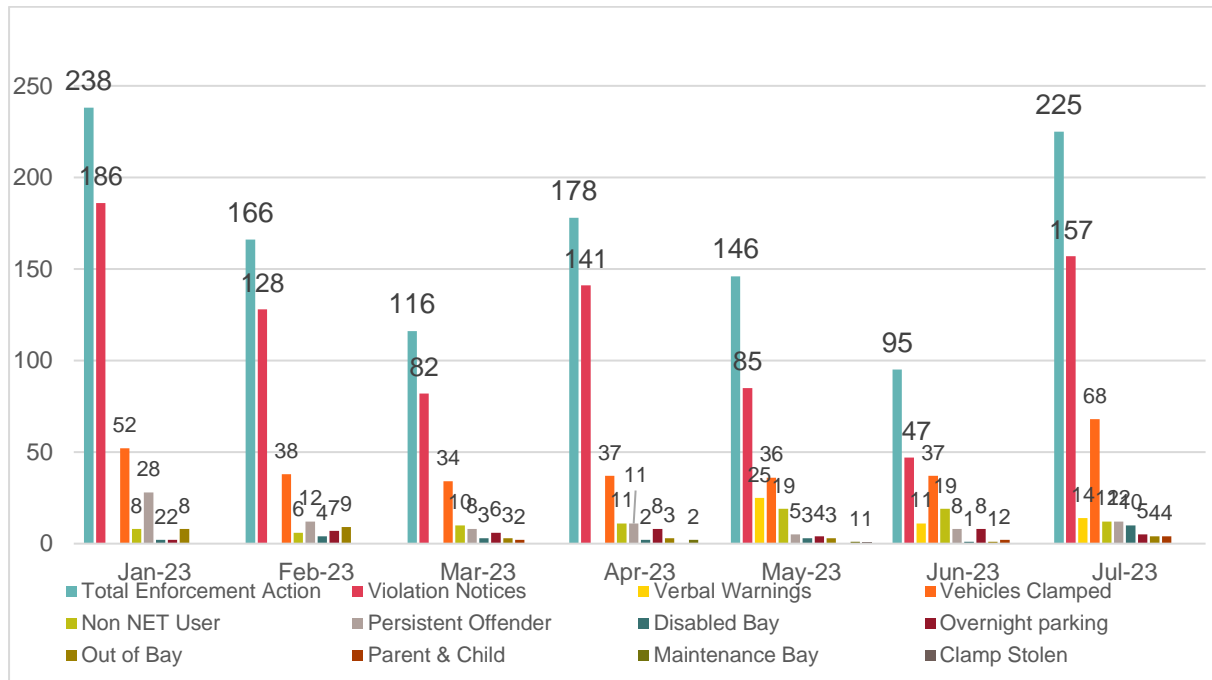
This image shows the recovery of the vehicle, as it stranded over the concrete, complicating the recovery:



- A medical emergency occurred at the QMC with an unresponsive passenger on board a tram. Calls were made to EMAS but an extended wait for medical assistance occurred, with the passenger eventually removed from the tram into the care of the hospital.
 - Tram 216 failed at Compton Acres. Trams were turned at Wilford Lane and Ruddington Lane until the fault had been rectified and the tram was moved to the depot out of service.
- 3.6 On Saturday 29th July, NET operated a dedicated timetable to facilitate the safe passage of the Nottingham Pride Parade. This event saw thousands of people take part and visit our city, tram services terminated at Nottingham Station and Royal Centre for two hours, still helping people to get to this event via public transport. In addition to this NET operated a stand in the event area in Hockley following the parade providing information to people about the tram network.
- 3.7 Extensive planning took place during the period to facilitate the track works that have been undertaken in The Forest area during August. These works have required new timetables, bus replacements to be planned, staff planning and customer communications. As part of these works, two sets of points are being replaced and the trackwork through the southbound platform, connecting to previously upgraded track. These improvements to the network will see tracks that are almost 20 years old replaced on the core of the network delivering improved resilience for our customers. The work is planned to be completed on 31st August.
- 3.8 Following the flooding incident in the Beeston area of the network in April, it has been identified that further repair work is required to drainage systems around the track bed between Central College and Cator Lane. As a result of the flooding of the tram tracks, the drainage systems have become contaminated and require replacement. NET is working with contractors to plan this work for later this year.

4. PARKING ENFORCEMENT

4.1 Parking enforcement patrols were extended during July to cover Toton Lane and Wilkinson Street park and ride sites, reflected in an increase in enforcement action recorded during the month. Patrols have had a positive effect in the Toton Lane area with some reduction in ASB driving being reported thanks to the visibility of enforcement patrols.



4.2 Parking Enforcement Patrols are planned to progress to all other park and ride sites with Hucknall and Moor Bridge commencing in early September.

5. ANTI SOCIAL BEHAVIOUR

5.1 Levels of Anti-Social behaviour have continued a downwards trend, with particular reductions in reports of criminal damage. Additional security patrols have been mobilised for several months now on the network during the evening period to provide reassurance to customers and staff.

5.2 Youth crime and behaviour tends to be the predominant cause of issues of anti-social behaviour and NET are supporting neighbourhood action meetings in collaboration with our community partners to work to improve this. We work closely with the police, and have carried out a variety of operations, involving both high-visibility and undercover, plain clothes patrols.

5.3 As schools return in September, we are planning further safety talks for children with local community Group, The Pythian Club.

6. PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT

- 6.1 Road and Local Transport Minister, Richard Holden MP, visited the Keolis Nottingham depot on 31st July as part of his tour of the city's award winning sustainable transport system. Representatives from the Department of Transport joined the Minister to tour Nottingham for an insight into the tram, the wider public transport network and other transport initiatives. They also heard about the city's plans for the future. The visit also gave an opportunity to discuss and lobby for Government funding to support our tram systems, similar to the additional funding that's been provided for buses.



- 6.2 NET was proud to support **KickOff@3 Nottingham** in June, a community football tournament designed to improve young people's lives, organised by Nottinghamshire Police. KickOff@3 is focused on using the power of sport to help youngsters unlock their potential – both on and off the pitch by competing in seven-a-side football tournaments. The competition, held at Clifton Playing Fields on 10th and 11th June, hosted young people aged 10-17 play across three age groups, with an additional girls' league created for the first time this year. There was also a career fair available where those attending could learn about and sign up to different college courses, clubs and employment opportunities.



6.3 NET was proud to sponsor this year's **Notts Pride**, a celebration for the Nottinghamshire LGBTQ+ community. As part of our sponsorship, we updated our TVM screensaver over the weekend of 29th – 30th July to show our support. We also placed Pride flags in the driver's cab of all our trams. NET's LGBTQ+ group had a stall at the event with freebies including NET rainbow bags, whistles, and pens. Frontline staff, who would be working during the day of the event, were encouraged to wear brightly coloured clothes or wear Pride pin badges they could wear to show their support.



6.4 Several local primary schools visited the tram depot as part of Nottinghamshire Police's mini-police initiative, discussing safety along the tramway. Their visit included discussions with QHSE and Customer Experience staff, a depot tour which included a peek into the NET control room, and a discussion on board a tram to talk them through the fleet features designed to keep them safe.

6.5 A joint initiative with Heathfield Primary School, based near one of the ASB hot spots at Highbury Vale, was also held. The initiative focused on building a positive relationship with pupils to understand how they should behave when they're near or on our trams. Over 150 children attended the depot for a tour, bringing the total of children who have attended the depot safety tour this year to 570.

6.6 NET is currently working with inclusion specialists, Widgeit, to create guides to help those with autism, special needs and children starting secondary school to travel independently on our trams. These should be available online from September 2023.

The graphic is a promotional banner for NET's Symbol-Friendly Organisation. On the left, there is a circular logo with a stick figure holding a tablet, surrounded by the text 'Symbol-Friendly Organisation' and 'Widgeit 2021'. To the right, there is a QR code, the text 'Make your trip more accessible! Download our Widgeit Symbol Guide to Nottingham Express Trams: www.thetram.net/symbol-friendly', and the NET logo with 'NOTTINGHAM EXPRESS TRANSIT A Symbol-Friendly Organisation' below it.

Trevor Stocker, Head of Operations, Nottingham Trams