

NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE

1 SUMMARY OF ISSUES

1.1 This report updates the Committee on the performance and progress of Nottingham Express Transit (NET) from the beginning of May 2024 to the end of November 2024.

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 seven-month period was between 93.6% and 95.8%. NET have continued to build on the strong and stable performance throughout the year, with highlights including this August being the best performing August since 2016. Tram availability has remained an underlying theme throughout the period, with the ongoing repair work on tram 232 impacting the number of trams available for service. Some significant road traffic collisions (RTC) with lorries have also affected tram availability whilst repairs are carried out.

3.2 During the period NET experienced several substation faults across the system. Some were linked to incoming power issues from the national grid and experienced a component failure more recently at Moor Bridge.

3.3 Traffic congestion has also continued to be a key theme throughout the period for a variety of reasons, including RTCs both on and off the tram network, roadworks around the city and general traffic flows in the city.

3.4 During the summer period, there was an increase in incidents with cyclists taking risks around the tramway, leading to some minor RTCs. Additional briefings were provided to our tram drivers to remind them to be vigilant.

3.5 The introduction of new signage has reduced the number of incidents where trams failed to stop at a signal. As a result, the signage is now being reviewed as a best practice approach within the industry.

4 KEY EVENTS IN THE PERIOD

- 4.1 On the weekend of the 18th and 19th May, rail and points replacement work were carried out at the David Lane area of the network. A dedicated bus replacement service was in operation connecting the trams operating to the north and south of these works, where a regular tram service was in operation throughout.
- 4.2 On 4th June, a serious collision between a motorcycle and a car at Sheriff's Way Junction caused significant disruption in the city whilst the police closed the road for several hours to complete their investigations.
- 4.3 In July a two-week track renewal program was completed at the High School and Royal Centre. A regular tram service operated between The Forest to the northern terminus points and Old Market Square to the southern terminus points. A dedicated bus replacement service was in operation throughout. The work was completed on time with minimal disruption to customers, which was reflected in the number of positive comments and feedback we received.
- 4.4 A tram failure at Nottingham Railway Station on 8th July disrupted trips for several hours whilst the tram was rescued. A 'lesson learned' session was held in line with our post incident review process, with the aim to improve response times in future incidents.
- 4.5 September was a challenging month with a variety of third-party incidents causing disruption on the network.
- 4.5.1 12th – Non-tram RTC on Gregory Boulevard caused traffic congestion in the busy area delaying services.
 - 4.5.2 19th – Scaffolding truck pulled out in front of an approaching tram at the Beaconsfield Street junction. Despite the tram driver applying the emergency brake, a collision occurred which derailed the tram. The tram driver was the only injured party. It took several days for the tram to be repaired following the collision.
 - 4.5.3 20th – A lorry fire on the A453 caused significant disruption around the Clifton area of the network as diverted traffic around this incident tried to find alternative routes. The network was impacted for a number of hours until the road was reopened.
 - 4.5.4 29th – A further fire at the Pizza Punks Restaurant at Lace Market resulted in disruption whilst the fire brigade attended and made the area safe.
- 4.6 During this year's Goose Fair event, NET operated an enhanced timetable providing customers with additional services supporting this event into the evening. The timetable resulted in a service performance improvement, providing customers with a safe, reliable and frequent service. Further to this NET invested in new extendable barriers to help keep the area secure around the tram stop and protect from fare evasion. To improve things in the future more work needs to take place with the organisers to improve lighting around the tramstop.

4.7 On the 16th October, a car failed to observe the red light at the David Lane junction, colliding with a tram.

4.8 A serious incident in the city centre required the police to close off Victoria Street in the early hours of the morning on 17th November. Trams were unable to pass until lunchtime causing a major disruption to the south of the network.

4.9 Engineering works at Beeston, where NET had planned to replace damaged overhead line cables, ran beyond the expected timings which affected early services on Monday 18th November. As repairs were carried out, NET technicians identified kinks in the new overhead line being installed which needed to be rectified. Services were able to resume for morning peak times.

4.10 Snow and ice towards the end of November caused some delays on the tram network. With other vehicles struggling in the snow, NET experienced broken-down cars, cars skidding into infrastructure and making turns onto tram tracks. Operating ice breaker trams overnight and good winter preparations helped to ensure tram disruption was kept to a minimum for customers.

5 ZERO TOLERANCE CAMPAIGN – REVENUE PROTECTION UPDATE

5.1 Revenue protection operations with Nottinghamshire Police have become embedded within our zero tolerance approach to fare evasion. NET carry out a variety of operations every day to prevent, deter and detect fare evasion on the tram network. A refreshed zero tolerance marketing campaign has been rolled out across the network during December to support this. NET continue to recognise a decline in fare evasion figures as we maintain this approach.

6 PARKING ENFORCEMENT UPDATE

6.1 Parking enforcement continues across the network. Activity has remained stable throughout the year, with on average 60 vehicles per month being clamped across all seven park & ride sites.

7 ANTISOCIAL BEHAVIOUR UPDATE

7.1 Anti-social behaviour (ASB) levels have seen a sustained decline, although our front-line staff continue to experience abuse and occasionally physical violence when carrying out their duties. Criminal damage on the network is also in decline but does continue to affect staff and customers. NET work closely with the police to provide our high-definition CCTV footage to identify and prosecute where possible.

Each month, NET attends the transport hub with local stakeholders to share ASB incidents and agree on a joint approach. They have also carried out joint operations with the police and schools in areas where ASB and fare evasion are at their highest.

8 PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT

8.1 In May, NET and Tramlink came together for 'Walk the Network'. During this charity event, more than 30 members of staff and stakeholders walked from Hucknall to Clifton Centre raising over £1,000 for our Charity of the Year, **Nottingham Central Women's Aid**.

- 8.2 NET collaborated with East Midlands Railway and Alstom to wrap and transform one of their trams into a vibrant 'trambow' in time for **Notts Pride**. This initiative marks the start of a new partnership between the three transport companies, focused on promoting safe travel and fostering inclusive, welcoming workplaces.
- 8.3 A number of staff requests for donations and fund-matching was received over the last few months, and as such Nottingham Trams are proud to have donated funds to the following charities: **Step Out Stay Out, Bobby Moore Fun, Forces in the Community, Macmillan Cancer Support, Friends & Bredrins Prostate Cancer Support, SANDS United FC, Nottingham CYP, Salvation Army Hucknall, and Alzheimer's Society**.
- 8.4 The CPS charity fund for Q2 has been confirmed at £4,000. Of this, £1,000 has been allocated to **Nottinghamshire Police** to support Operation Polarised, an initiative aimed at tackling youth anti-social behaviour.
- 8.5 NET Customer Experience Manager, Luke Taylor, ran the Robin Hood half marathon for **Framework Housing Association** and raised over £388 including fund-matching from NET.
- 8.6 Nottingham Trams are pleased to have supported a number of community events including a Safety Zone event at Holme Pierrepont with Nottingham City Transport, and Community Kicks at West Bridgford organised by Nottinghamshire Police.

Trevor Stocker, Head of Operations, Nottingham Trams