

NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE

1. SUMMARY OF ISSUES

- 1.1. The report updates the Committee on the performance and progress of NET from the beginning of May to the end of July 2017.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. 96.7% reliability and 94.0% punctuality tram service performance levels were recorded during the three month period from May to the end of July.

- 3.2. During the period two significant operational incidents occurred: -

3.2.1. On 25th May tram 235 derailed at Old Market Square whilst using the emergency points to switch from the northbound to southbound tracks. There were no passengers on board and no injuries, the driver maintained the prescribed speed limits. An inspection found that the points mechanism was fouled by debris, which resulted in the points moving under the tram sending the rear bogie along the northbound track until it derailed. Full service was resumed later that evening.

3.2.2. At 07:20 on Tuesday 18th July the pantograph on tram 213 became catastrophically damaged between The Forest and Noel Street tram stops. The tram continued northbound through Hyson Green but when it subsequently passed under the low bridge at Western Boulevard in Basford,

the pantograph broke and pulled down 320 metres of overhead line, also causing damage to the support brackets and catenary. As a result, there was no service between Bulwell and The Forest for four days whilst repair works were carried out. A replacement bus service operated between Bulwell, Phoenix Park, Wilkinson Street and the Forest to transport customers between the two sections.

3.3. Following recent terrorist attacks in Manchester and London, the national security threat level was increased from critical to imminent. Nottingham Trams increased security measures across the network, including:

- All staff being extra vigilant
- Travel Officers being deployed across the network wearing high visibility tabards
- Increased security checks at Railway Station
- Increased CCTV vigilance
- Controlled entry into Wilkinson Street Depot

4. QMC LINK BRIDGE

4.1. Work to build the new footbridge connecting QMC Tramstop with the main hospital has been completed, and the new walkway opened to the public on 28th July. The new bridge is 90 metres long and eight metres off the ground, with two rest areas on the bridge which include fold down seating. Early indications suggest that the use of the Tramstop has increased since the bridge opened. Nottingham Trams plan to undertake further patronage studies at the QMC Tramstop by the end of September.

5. DfT PATRONAGE REPORT

5.1. In June the Department for Transport issued the 2016/17 light rail patronage figures for England, reporting record numbers of passenger journeys and vehicle miles since comparable records began in 1983. NET saw a 1.9 million increase in passenger journeys from the previous year taking total passenger journeys to 16.4 million, which represents an increase of 35%.

6. TRANSPORT FOCUS – TRAM PASSENGER SURVEY

- 6.1. Transport Focus issued the autumn 2016 tram passenger survey results. The overall satisfaction of NET customers was 97%. The key factors to passenger satisfaction are the punctuality and waiting time. NET scored 96% and 95% respectively, which is higher than all other tram operations in the UK.

7. NATIONAL TRAM ISSUES

- 7.1. The RAIB held a consultation meeting as part of their follow up to the Croydon tram derailment in November 2016. All UK Tram Operators met at the UK Tram offices in Birmingham on 29th June, to enable the RAIB to share some of the key findings from their investigation. The RAIB stated they will consider the views from UK Tram Operators from the consultation meeting when drafting the investigation report. The draft report is due to be sent to all Operators for comment, with the final report published in October.

Mike Mabey

Head of Operations

NottinghamTrams