

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 March 2018 to the end of July 2018.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. Reliability and punctuality of the tram service, during the six month period from March to the end of July, were high, with levels of 98.5% and 95.7% respectively achieved. This was despite the severe weather conditions that were experienced in March.
- 3.2. Medical Emergencies - we continue to work with EMAS to develop an unwell and injured passenger policy. Work is underway to identify rendezvous points where EMAS can access the tram whilst minimising disruption to the tram operations.
- 3.3. Track Incursions – measures to deter encroachment by vehicles and pedestrians on Tram-Only sections of track have been installed at the north end of Lenton Lane Bridge and at either end of Cator Lane. The measures comprise tiles of small upstanding cones that are intended to alert drivers before they enter a prohibited section; they are also designed to be difficult for pedestrians to walk on. A full analysis of the effectiveness of these measures is currently being undertaken.



- 3.4. Traffic Congestion – external consultants Siemens have been commissioned to carry out a study of the traffic signalling along Radford Road to understand if any improvements can be made to the traffic flows and hence improve the tram run times. A full report is expected from Siemens in the near future.
- 3.5. On the 1st June a member of the public attempted suicide by lying in front of a tram on Chilwell Road, Beeston. The overhead line was isolated and Emergency Services freed the person who was taken to the QMC with severe injuries. Investigations show that the driver acted swiftly in applying the emergency brake.

4. TRACK REPLACEMENT WORKS

- 4.1. Planned track replacement works have been undertaken at a number of locations in Hyson Green between 23rd August and 2nd September. As a consequence, tram services were unable to operate between Wilkinson Street and The Forest during this period. A shuttle bus service was provided between the two tramstops and a temporary tram timetable introduced, with additional staff on hand at key locations to advise customers. Passenger Information Displays on platforms, P.A. announcements, and tramstop notices were used and the website and social media channels have kept customers up to date.

5. ANNUAL PATRONAGE

- 5.1. 17.8 million passengers were carried on the tram system in the period from 1st April 2017 to 31st March 2018. This is an increase of 8.4% compared to the previous year.

6. SPECIAL EVENTS

- 6.1. On Saturday 7th July, following England's win in the World Cup quarter finals, a crowd of approximately 4,000 people descended onto the Old Market Square, blocking tram tracks and carrying out various acts of anti-social behaviour. A low-level Police presence delayed the crowd being moved and it became necessary to turn trams at Royal Centre and Nottingham Station until the crowds had cleared. This event caused significant delays across the network with two trams being stranded at Old Market Square.

7. COMMUNITY ENGAGEMENT

- 7.1. During the period, two tram naming ceremonies have taken place. In March, the winners of the NET Community Stars Award, Tim and Jean Jeffery, had tram 222 named in recognition of their extraordinary contribution to Nottingham's community by fostering 200 children and young people. In June, Nottingham's Nurse of the Year, Luisa Avanzado, a staff nurse at the City hospital, had her name unveiled on the side of Tram 220.

8. CUSTOMER SERVICES

- 8.1. New posters have been installed in all tramstop shelters, simplifying the information provided to customers on tram times, providing guidance on using the tram, including during periods of disruption, as well as providing a clearer locational map, with interchange information.
- 8.2. During July, Nottingham Trams upgraded their social media accounts. As well as providing set illustrations for different events, which are intended for passengers to become familiar with (see below), customers receive updates throughout the day advising of any issues on the system and on tram frequencies, as well as any real-time information during unplanned disruptions.
- 8.3. In addition, as part of these changes, the customer services team use real time footage/pictures of incidents to showcase to passengers the impact and location of a disruption. This approach has so far led to an increase in the number of unique people seeing the content from an average of 5k to 16k per disruption.



Mike Mabey
Head of Operations, Nottingham Trams