

**CORRESPONDENCE FROM MEMBER OF THE PUBLIC**

**1. SUMMARY OF ISSUES**

- 1.1. A member of the public has written to the Committee to express dissatisfaction with the service provided by NET in relation to tram availability and reliability during December and January, which has led to them no longer using the tram when they depend on arriving at their destination at a specific time.

**2. RECOMMENDATION**

- 2.1. The views of the Committee are sought.

**3. DETAILS OF CORRESPONDENCE**

- 3.1. The correspondent has sent a complaint to the Committee, regarding disruptions to service at peak times due to 'missing trams' (see Appendix A). She states that there is very little warning of disruption to customers and that the missing trams cause the next trams to be overcrowded.
- 3.2. The correspondent has previously contacted NET via social media about this issue and is unhappy that no reason is provided other than the tram has "failed". She is also disappointed that there has been a recent fare change when she feels the service has not been what she considers to be of a high enough standard.
- 3.3. The Head of Operations at Nottingham Trams has been contacted with regard to the correspondent's complaint, and has explained that in the weeks running up to Christmas, and for a period at the end of January, NET did experience a number of tram failures. These failures were caused by a variety of different technical issues that, typically, were not easy and quick to fix and, with safety always the overriding priority, trams are never allowed to enter service until suitable repairs have been completed. Due to ongoing fleet maintenance, spare trams were not always available and, consequently, it was necessary, on some days, to withdraw one or two trams during the peak periods; this compares with the total of 950 services that are operated every day.
- 3.4. When timetable changes need to be made at short notice, every effort is made to ensure that the number of customers affected is minimised and the headways either side of the missing trams are adjusted. Whilst it is recognised that the cancellation of peak period services can cause inconvenience to customers, the tram remains extremely reliable compared to other modes of transport and, overall in December and January, 97% of daily scheduled tram journeys were completed.

3.5. Nottingham Trams have confirmed that they are working with their maintenance contractor to reduce the number of issues that cause trams to be withdrawn. They would however like to apologise to the correspondent for the delays and inconvenience that she has experienced.

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