

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 November to the end of January 2019.

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 three month period from November to the end of January, remained extremely high, with levels of 97.9% and 94.4% respectively achieved.
- 3.2. There has been a marked improvement in performance for the reporting three months compared to 2017, due mainly to a reduction in track incursions, road traffic collisions and traffic congestion. During December, and the latter part of January however, some technical issues with trams were experienced, which reduced the number available for service. The nature of the faults varied and therefore did not allow for a consistent approach to rectification. Service disruptions were carefully managed by the control room staff to minimise the impact on customer journeys and to get the service back on time. Where there are insufficient trams to operate the service, the headways either side of the missing tram are adjusted, hence reducing the time a customer has to wait.
- 3.3. In the lead up to Christmas, when services were particularly busy, Travel Officer activity was focussed on city centre stops, with the aim of speeding up boarding and alighting and of providing a security presence.
- 3.4. Nottingham Trams are continuing to liaise with the Local Highway Authority on a number of minor changes on and around the public highway that are designed to see a potential reduction in road traffic collisions and in car drivers entering sections of tramway to which they are not permitted.

4. SPECIAL EVENTS

- 4.1. There were two big events in November, Bonfire Night and Christmas Lights switch on, in addition to the usual Remembrance Day parades. All Nottingham Trams employees and trams were silent for two minutes on the 11th in respect of this. All events, which

were supported with an Operations Plan, can be highlighted as a success. The customer experience and service performance were excellent and, in addition to this, there were no incidents reported for any of these events.

- 4.2. Nottingham's New Year's Eve event was held in Old Market Square this year, due to the temporary closure of the Castle grounds. Trams were prevented from operating between Royal Centre and Nottingham Railway Station for an hour whilst spectators arrived and viewed the firework display. The event was a huge success and passed without incident.

5. DRIVER DEVELOPMENT DAYS

- 5.1. To assist tram drivers in gaining a greater understanding of defensive driving, the tram simulator has been upgraded to introduce hazards that drivers may come across during their daily duties. The simulator, which is used to teach drivers how to react when presented with situations to which they are unaccustomed, has been developed using artificial intelligence, which means that no two scenarios are exactly the same.

6. FARE AND TICKET CHANGE

- 6.1. In response to feedback from customers, changes were made to some fares and tickets offered from ticket vending machines on Monday 7th January 2019.

- 6.2. The following changes were made:

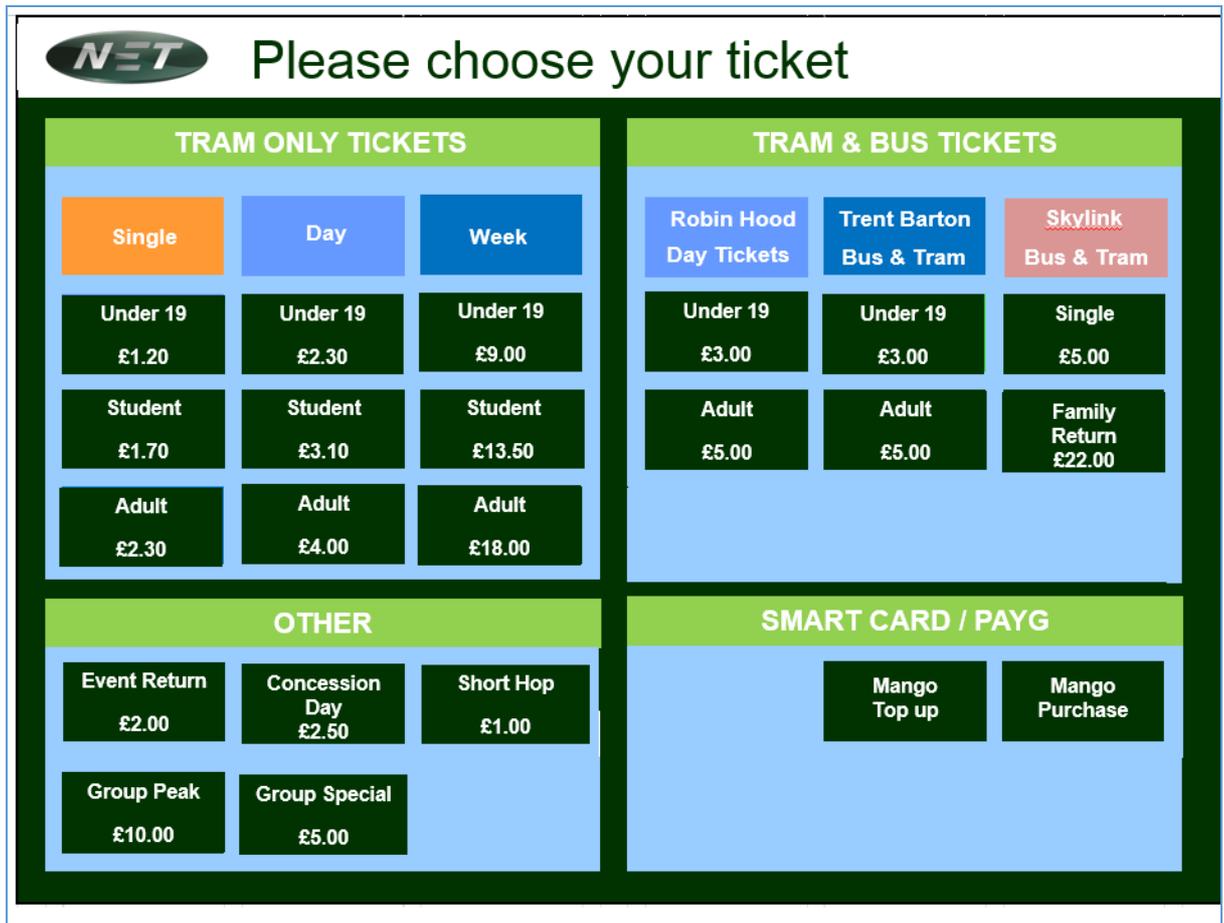
- Introduction of Student tickets (single, daily and weekly)
- Fare changes to Adult/Child single and daily tickets
- Removal of Return tickets
- Concession Return changed to an Concession Day ticket

	OLD PRICES			NEW PRICES		
	Adult	Student	U19	Adult	Student	U19
Single	£2.20		£1.10	£2.30	£1.70	£1.20
NET Day ticket	£4.00		£2.20	£4.00	£3.10	£2.30

	OLD PRICES			NEW PRICES		
	Adult	Student	U19	Adult	Student	U19
NET Weekly Ticket	£18.00		£9.00	£18.00	£13.50	£9.00

- 6.3. This simplified structure, which has been well received by customers, streamlines the ticket offer and makes it similar to that of other transport operators in the city. The small increases remain below the rate of inflation, with smart card and season ticket prices frozen.

6.4. Along with these changes, the graphic user interface on the machines was refreshed to make it more user friendly for customers.



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