

**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 February to the end of April 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 the beginning of February until the end of April 2019, remained extremely high, with levels of 98.8% and 95.9% respectively achieved. This is the highest level of reliability achieved since 2016.
- 3.2. This improved performance has resulted largely from a reduction in the number of technical faults to trams, as well as in the number of service-disrupting incidents caused by third-parties.
- 3.3. Some disruption to service was caused by a lightning storm, which occurred on the afternoon of 25<sup>th</sup> April. Electrical substations at The Depot and at Basford had a power trip, preventing power being fed to the overhead line. There was also some peripheral damage to the tram system equipment (CCTV & Passenger information displays), but this did not affect passenger services.
- 3.4. On Sunday 28<sup>th</sup> April, essential track replacement works were carried out at Middle Hill Viaduct. As a consequence, the track section between Nottingham Station and Old Market Square was closed to tram movements and the network was split in two, with services operating between Hucknall and Phoenix Park to Old Market Square and from Toton Lane and Clifton South to Nottingham Station. A replacement bus service operated between Old Market Square and Nottingham Station. The repair work was a success and normal services were resumed on the Monday morning.

**4. TRAM REFURBISHMENT**

- 4.1. During April the first of the initial fleet of Incentro trams, which were introduced to service in 2004, underwent a major overhaul as part of a mid-life refurbishment plan for all 15 trams. The fleet refresh is not just 'skin deep', but includes replacement of floors and all interior fittings, together with an extensive mechanical overhaul. It also includes re-branding of the exterior of the trams to closely align their look with the

newer Citadis models. The refurbished Tram 203 was launched into service on 10<sup>th</sup> May.



The newly refurbished tram is in the centre of the photo, flanked by an Incentro with the previous livery, on the left, and a Citadis on the right.

## 5. FARE CHANGES

- 5.1. As part of the second phase of the NET fares strategy for 2019, some fare changes were made to multi-operator tickets on 31<sup>st</sup> March; at the same time, there were changes to certain season tickets prices.
- 5.2. The following changes were made:

Ticket Type	Previous Price	New Price
NET 3-month Adult Season	£159	£160
NET 12-month Adult Season	£499	£525
NET Tram2work 12-month Adult Season	£425	£440
NET 3-month U19 Season	£79.50	£80
NET 12-month U19 Season	£249.50	£262.50
Robin Hood Day Adult	£5.00	£5.10
Robin Hood Day U19	£3.00	£3.10
Robin Hood PAYG Adult cap	£4.60	£4.80
Robin Hood PAYG U19 cap	£3.00	£3.25

## **6. PLANNED TRACK RENEWALS WORK 2019**

- 6.1. As part of Nottingham Trams' planned lifecycle track renewals programme, two locations have been identified between The Forest Tramstop and High School Tramstop for renewal and upgrade. The works will comprise the removal and replacement of the northbound rail and points at The Forest, and the removal and replacement of the rails across Forest Road.
- 6.2. The works are planned over 14 days and are scheduled to begin after tram services finish on Sunday 4th August. Following service end, trams will be moved into position on the Nottingham Station Viaduct, and at Toton Lane and Clifton South, ready for service launch later that morning. Normal service is planned to resume on Monday 19th August. During this period no trams will operate between The Forest and Old Market Square tramstops, with replacement buses enabling customers to complete their journeys.
- 6.3. A full customer services communications plan is currently being developed and will be issued to customers and to local residents to inform them of the work to be carried out and of the replacement services.

## **7. CUSTOMER SERVICES**

- 7.1. The NET Customer Services team has supported an organisation known as "My Sight Nottinghamshire" (formerly NRSB) by assisting a group of 7 volunteers and 17 individuals who are either partially sighted or blind, so they can safely travel by tram on a day out around the University of Nottingham. The operation falls in line with the "Try the Tram" campaign with the passengers assisted in the use of the help point buttons, which include braille, and also the processes of safely boarding and alighting (blue stop request button, listening for door alarms, etc). The operation was extremely successful and it is intended that further meetings will be held to promote this and support the community.

**Mike Mabey**

**Head of Operations  
Nottingham Trams**