

NOTTINGHAM CITY COUNCIL
GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

Date: Tuesday 31 July 2012

Time: 2.00pm

Place: Meeting Room LB 31 - 3rd Floor at Loxley House, Station Street

Councillors are requested to attend the above meeting on the date and at the time and place stated to transact the following business.



Acting Corporate Director of Resources

Constitutional Services Officer: Martin Parker Direct dial - 8764303

A G E N D A

1 APPOINTMENT OF CHAIR

2 APPOINTMENT OF VICE-CHAIR

3 APOLOGIES FOR ABSENCE

4 DECLARATIONS OF INTERESTS

Councillors, colleagues or other participants in meetings, are requested to declare any personal or personal and prejudicial interest in any matter(s) on the agenda

5 MINUTES

Last meeting held on 13 March 2012

Attached

6 NET LINE ONE OPERATIONAL PERFORMANCE FEBRUARY - APRIL 2012

Report of Director, NET

Attached

7 CORRESPONDENCE FROM MEMBERS OF THE PUBLIC

Report of Director, NET

Attached

8 FUTURE MEETING ARRANGEMENTS

To discuss whether the meeting day for the Advisory Committee should change from Tuesdays to Wednesdays and set dates accordingly

CITIZENS ATTENDING MEETINGS ARE ASKED TO ARRIVE AT LEAST FIFTEEN MINUTES BEFORE THE START OF THE MEETING TO BE ISSUED WITH VISITOR BADGES

IF YOU ARE UNSURE WHETHER OR NOT YOU SHOULD DECLARE AN INTEREST IN A PARTICULAR MATTER, PLEASE CONTACT THE CONSTITUTIONAL SERVICES OFFICER SHOWN ON THIS AGENDA, IF POSSIBLE BEFORE THE DAY OF THE MEETING, WHO WILL PROVIDE ADVICE IN THE FIRST INSTANCE.

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NOTTINGHAM CITY COUNCIL**GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE****MINUTES**

of meeting held on **13 MARCH 2012** at

Loxley House, Station Street, from 2.05 pm to 3.00 pm

Nottingham City Council

- Councillor A Ball
- ✓ Councillor J Hartshorne
- Councillor S Norris
- ✓ Councillor S Piper
- ✓ Councillor D Trimble

Nottinghamshire County Council

- Councillor R Adair
- Councillor K Greaves
- Councillor S Heptinstall MBE
- Councillor R Jackson
- ✓ Councillor C Pepper

Independent Representatives

- Mr A Marshall - Campaign for Better Transport
- ✓ Mr D Thornhill - Campaign for Better Transport (substitute for Mr A Marshall)
- Mr J Dowson - Derbyshire and Nottinghamshire Chamber of Commerce
- Ms N Gasson - Federation of Small Businesses
- Mr G Smerdon-White - Greater Nottingham Transport Partnership
- Mr C Roy - Nottingham Trent University
- ✓ Mr H McClintock - PEDALS
- ✓ Mr S Abbott - Travel Watch East Midlands
- ✓ Indicates present at meeting

Also in attendance

- Mr P Hewitt - Tramlink Nottingham Limited
- Mr N Wood - Nottingham Trams Limited
- Mr A Holdstock) Nottingham City Council
- Mr M J Parker)

1 APPOINTMENT OF CHAIR

RESOLVED that Councillor J Hartshorne be appointed Chair for this meeting of the Advisory Committee.

2 APOLOGIES FOR ABSENCE

Apologies for absence were received from Mr T Marshall and Mr C Roy and from the following Councillors on other civic business:

Nottingham City Council

Councillors A Ball and A Norris

Nottinghamshire County Council

County Councillors R Adair, S Heptinstall MBE and K Greaves

3 DECLARATIONS OF INTERESTS

No declarations of interests were made.

4 MINUTES

RESOLVED that the minutes of the last meeting held on 15 March 2011, copies of which had been circulated, be confirmed and signed by the Chair presiding at the meeting.

5 NET LINE ONE: OPERATIONAL PERFORMANCE - NOVEMBER 2011 TO JANUARY 2012

Consideration was given to a report of the NET Phase Two Project Director, copies of which had been circulated, relating to the performance of NET Line One for the period November 2011 to end January 2012.

Mr Holdstock summarised the report and highlighted the following:

(a) Operation Responsibility NET Line 1

Following the awarding of a new Private Finance Initiative (PFI) Contract on 15 December 2011, operational and maintenance responsibilities for NET Line 1 had been transferred from Arrow Light Rail to Tramlink Nottingham and their operations contractor, Nottingham Trams Limited, with no impact on passengers. The PFI contract also included the design and construction of NET Phase Two and operation of tram services over the extended network following completion of the construction phase. Performance targets and measures would be similar to those in the previous agreement.

(b) Operational Performance

Average reliability and punctuality of the tram system for the three month period was once again very high, with 99.6% of timetabled trips running and 98.9% of services departing on time. Total patronage for 2011 was estimated to have increased by 0.1 million to 9.6 million, compared to the previous year.

(c) Multi-Operator Travel Ticketing Arrangements

Compliance with a Competition Commission ruling affecting through-travel journeys meant that NCT Cityrider, Group rider and Easyrider were no longer valid ticketing solutions on the tram network. They had been replaced by City Council issued Kangaroo day or season tickets which could be used on most bus and train services and the tram, within a geographically designated area closely aligned to the built up area of Greater Nottingham.

As a transitional measure, Easyrider cards purchased before 15 December 2011 had been used on trams up to 31 January 2012, and cardholders with travel days remaining on cards beyond this date on 15 December 2011 were entitled either to a Kangaroo Card covering the same period at no extra charge or to a refund. The development of electronic smart card facilities for passengers from Autumn 2013 had begun. The card would have broadly similar facilities to the Transport for London Oystercard, with the capability of retrospective charging for journeys, cost caps for single and multi-operator travel and electronic top-up facilities either via online services or approved retail outlets to minimise passenger inconvenience.

(d) Hucknall Park and Ride Site

Funding had been provided via Greater Nottingham Growth Point to enable Ashfield District Council to undertake access improvement works between Hucknall Tramstop, Hucknall Railway Station and Hucknall Town Centre, including the reconfiguration and resurfacing of the footpath across the park and ride site and improvements to lighting on the approach to the car park. The works were expected to be completed by 31 March 2012.

The current tendency for parking to overflow at Moor Bridge was referred to and it was noted that, on Lines 2 and 3 a total of 2,300 parking spaces will be created at the Clifton and Toton termini, resulting in a total of more than 5,000 spaces for the overall network. Mr McClintock suggested that expansion proposals provided an excellent opportunity to increase parking provision for cycles with improved security. Increasing publicity could be used to promote cycling as a serious alternative to car travel and improve the integrated transport offer.

In the ensuing discussion, it was confirmed that:-

- in emergency situations, valid East Midlands Trains tickets would be accepted for travel on the tram. In addition, the PlusBus Nottingham ticket was also available;
- Both single tram tickets and Dayrider tickets for return journeys could be purchased and used on trams before 9.30 am and sales of such tickets should not be refused by conductors. Where such allegations existed, supporting evidence should be provided to enable Nottingham Trams Ltd to undertake an investigation of the circumstances;

- at particularly busy times of the travelling day, conductors had some difficulty ensuring that all passengers were in possession of a valid ticket or pass for travel. The situation was monitored constantly by Nottingham Trams Ltd, and measures to address the issue would include more facilities to facilitate off-tram ticket purchases and increased ticket inspections. It was noted that a large proportion of customers use pre-paid tickets;
- the accumulation of waste smoking materials at, or near, tram stops was unsightly and undesirable. Contractual obligations that all tram stops were cleaned daily were adhered to. It was suggested that the design of litter bins at existing stops and arrangements for street furniture in future construction should be reviewed to provide for better collection of debris;
- the internal and external appearance of new tram stock would differ slightly from current profiles. Following the arrival of additional stock, the upholstery of existing vehicles would be refurbished and, overall, the existing branding would be moved forward, but with external vehicle over branding being retained on some trams;
- although comments could be submitted to the NET Project Team, it was extremely unlikely that routes for proposed NET Lines 2 and 3 could be altered further. It was understood that arrangements had been made for a representative of the Lenton History Society to gain access to examine cottages at Gregory Street which would be affected by construction works to assess their level of historical interest.

RESOLVED

- (1) **that the report be noted;**
- (2) **that the design of litter bins and the arrangements for the collection of waste smoking materials be reviewed for NET Phase Two and the Committee be informed of the outcome at a future meeting.**

6 TRAMLINK OPERATION APPROACH DURING BUILD-UP OF TRAM SERVICES ON NET PHASE TWO

Consideration was given to a report of the Chief Executive, Tramlink Nottingham, copies of which had been circulated. The report summarised the overall operational approach to be taken by Tramlink Nottingham in preparation for operation across the expanded network following implementation of NET Phase Two in Autumn 2014.

Developments included the introduction of greater off-tram ticketing via robustly constructed platform ticketing machines and smart card ticketing referred to above, together with appropriate electronic monitoring, revenue protection and inspection (to limit fare evasion to a maximum of 5% of all transactions) and anti-vandalism measures. It was also proposed to revise the penalty fare system to balance its deterrent nature against revenue collection. The proposed fee of £50.00, reduced to £25.00 if paid within 14 days was commensurate with charges by operators in other areas. An Independent Appeals Panel process against issued penalty notices would also be introduced.

The company recognised the need to educate staff and customers about the impending changes and proposed to support this activity with a full public relations campaign. In addition, 'Ambassadors' would be present at principal locations across the network to offer advice and support on travel to customers.

RESOLVED that the position be noted.

7 LETTERS FROM MEMBERS OF THE PUBLIC

Consideration was given to a report of the NET Phase Two Project Director, together with a supplementary report, copies of which had been circulated. The Advisory Committee's comments were invited on the following letters from two correspondents and, where appropriate, responses sent to them.

(a) Delays to Tram Services on Radford Road

In an email dated 6 January 2012, the correspondent sought the Committee's views on what would be done to improve the efficiency of tram services along Radford Road, which were being adversely affected by traffic congestion and, in particular at the entrances/exits to the ASDA supermarket car park.

The Committee noted the nature of the problem caused, in part, by vehicles seeking to turn across the flow of traffic to access or leave the car park. However, persistent usage meant that a truly effective solution may be difficult to achieve.

RESOLVED that the correspondent be thanked for his comments and be advised that, whilst progress towards an enduring solution could not be guaranteed, it was proposed that colleagues should discuss the position with representatives of ASDA and the Highway Authority and identify possible sources of funding to achieve modifications to the accesses of the ASDA site.

(b) Availability of Pay Point Outlets and Use of City Council Staff Cards

The Committee noted that this correspondent was anonymous and could not be responded to. The Committee concurred with the correspondent's suggestion that discussions should continue about Broadmarsh Travel Centre becoming an additional Pay Point outlet to increase take-up and usage.

With regard to an observation concerning possible mis-use of staff cards for travel purposes, the policy regarding use (and mis-use) of staff cards for business travel only was clear, and printouts for recharging purposes were supplied to the City Council on a regular basis by the concessionaire. In the meantime, checks on data would be carried out to ensure that mis-use was not taking place.

(c) Replacement Bus Service – 26 February 2012

The correspondent had considered arrangements for a replacement service between Moor Bridge and Hucknall during part of 26 February 2012 to have been inadequate. An explanation of the circumstances by the operator had not been accepted. The Committee noted:-

- that the arrangement was a planned amendment to services caused by the need to prune trees to the north of Moor Bridge during part of the day on 26 February 2012;
- that the correspondent was an infrequent user of tram services;
- that the temporary closure and alternative arrangements had been publicised via notices displayed on tram vehicles and at tram stops, on the relevant website and via a press release. Notices at tram stops had provided information on how to catch the replacement buses and Nottingham Trams Ltd staff had been present at tram stops to assist customers;
- that an examination of closed circuit television footage of the relevant tram arrival at Moor Bridge, indicated the presence of two members of staff wearing high visibility jackets on the platform and in the car park to assist passengers.

The Committee concluded:-

- that the partial service suspension was necessary and proportionate;
- that the service suspension had been properly publicised;
- that measures put in place on 26 February 2012 to assist users with alternative travel arrangements were reasonable;
- that the explanation of the measures that were put in place contained in the email dated 28 February 2012 were satisfactory.

RESOLVED that the correspondent:-

- (1) be thanked for his/her comments and advised that the Committee was concerned that the correspondent considered that his/her experiences on this occasion were less that satisfactory;**
- (2) that the Committee considered that the operator had undertaken all steps necessary to publicise the suspension in service and alternative travel arrangements which were available, and that this, sole known incidence, represented an unfortunate confluence of circumstances which was to be regretted.**

31 JULY 2012

NET LINE ONE - OPERATIONAL PERFORMANCE: FEBRUARY TO THE END OF APRIL 2012**1. SUMMARY OF ISSUES**

- 1.1. The report informs the Committee of the performance of NET Line One from February to the end of April 2012.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. The tram system continued to perform to extremely high levels in February, March and April with, on average, 99.8% of timetabled trips operating and 99.3% of trips departing on time.
- 3.2. The only significant disruption to services occurred on 4th February when a sudden heavy snowfall in the evening caused a number of trips to be delayed. The subsequent thaw and then re-freezing of water in some grooved rail sections resulted in some trips being cancelled the following morning before normal service was resumed.

4. OTHER MATTERSTicketing, Fares and Marketing

- 4.1. Public transport operators in Nottingham decided to increase the price of Kangaroo (multi-operator) tickets in March, to £4.00 for the adult day ticket and to £64.00 for an adult monthly. This was followed in April by an increase in some tram-only fares with the price of an adult day ticket rising from £3.20 to £3.50, an adult off-peak single from £1.70 to £1.90 and an adult 30-day Paypoint pass from £38 to £42. Children's tram-only ticket prices have not changed and Paypoint 3-day and 15-day tickets have been withdrawn. Full details of the fare changes can be found at Appendix A. The "Glide Guide" timetables and tramstop posters were updated to coincide with these changes.
- 4.2. A family group ticket, "5 for £5", was successfully promoted over Easter. This ticket, which was previously sold during February Half-Term, enabled up to five people to travel all day on the tram for £5 instead of the usual £7 (£8 since the fare increase) for 6 people.
- 4.3. A new ticket, which will enable through-travel on a single fare between trams and Premiere Red 8 buses at Moor Bridge, is to be introduced on 6th June.
- 4.4. Six new conductors commenced employment with Nottingham Trams Limited in April, with a principle role of collecting fares at the busiest tramstops. The conductors were recruited through the City Council's Employer Hub initiative and a further three are due to be appointed later in the year.

Radford Road

- 4.5. Following the report to the Committee in March on delays experienced by trams on Radford Road, the City Council and the tram operator have commenced discussions with ASDA regarding possible improvements that could be made to the accesses to the supermarket car park and petrol station. A further report will be brought to the Committee when these discussions are concluded.

Contact Officer: **Andy Holdstock**

Telephone Number: **0115 8764199**

E-mail: andrew.holdstock@nottinghamcity.gov.uk

APPENDIX A

CHANGES TO NET (TRAM ONLY) FARES APRIL 2012

	Previous	New
Adult		
Peak single	£2.50	No Change
Off peak single	£1.70	£1.90
All day	£3.20	£3.50
All week	£14.50	£15.00
Child		
Single	£1.00	No Change
All day	£1.70	No Change
All week	£7.00	No Change
Group Tickets (1 or 2 Adults and up to 4 under-16s)		
	£7.00	£8.00
Paypoint		
Adult 3 day	£8.50	Withdrawn
Adult 7 day	£13.00	£14.00
Adult 15 day	£23.00	Withdrawn
Adult 30 day	£38.00	£42.00
Child 7 day	£6.00	No Change
Adult 10 trip	£16.00	£17.00
Student 9 week	£75.00	£80.00
Student 10 week	£82.00	£88.00
Student 11 week	£89.00	£96.00
Student 12 week	£96.00	£104.00

CHANGES TO KANGAROO (MULTI-OPERATOR) FARES MARCH 2012

	Previous	New
Adult		
Day	£3.70	£4.00
Monthly	£58.00	£64.00
3 Months	£148.50	£160.00
6 Months	£274.50	£296.00
Annual	£439.00	£480.00
Monthly DD	£47.00	£51.00
Carnet (10 Ticket)	£35.00	£38.00
Child (Under 16)		
Day	£2.20	£2.40
Under 18		
Monthly	£35.75	£38.00
3 Months	£82.50	£96.00
6 Months	£154.00	£178.00
Annual	£286.00	£288.00
Monthly DD	£28.00	£30.00
Student		
Monthly	N/A	£51.00
3 Months	N/A	£128.00
6 Months	N/A	£237.00
Annual	N/A	£384.00

31 JULY 2012

LETTERS FROM MEMBERS OF THE PUBLIC**1. SUMMARY OF ISSUES**

- 1.1. Two letters from the public have been received since the last meeting of this Committee. The first correspondent is unhappy about the level of tram fares as well as the conduct of some drivers and conductors. The second letter requests that additional information is included on the local area maps at Moor Bridge Tramstop.

2. RECOMMENDATION

- 2.1. It is RECOMMENDED that the Committee considers the contents of the report and advises on any actions to be taken.

3. CORRESPONDENT A

- 3.1. A copy of a letter addressed to the Committee can be found at Appendix A. The correspondent, who is a student, complains that the fares have risen three times in the period during which she has been using the tram. She travels regularly between The Forest and Lace Market and considers that it would be better if, rather than having a flat fare system, fares related to the distance travelled. She also complains about the level of the peak single fare. In addition, the correspondent is unhappy with the sudden braking by some tram drivers when they approach tram stops and also with the attitude of some conductors.
- 3.2. The correspondent sent the same comments to the tram operator, Nottingham Trams Limited (NTL), and a copy of their response can also be found at Appendix A. The operator states that it is necessary to increase fares from time to time due to rising costs but suggests that, rather than buy an all-day ticket on the tram it would be more economical to purchase a 10 trip PayPoint ticket. It is explained that the morning peak period single ticket was introduced to encourage those who do not need to use the trams at the busiest times to travel after 9.30am and to assist conductors in recording tickets during the evening peak period.
- 3.3. In relation to the complaints about staff behaviour, NTL have requested that the correspondent provides further details of the trams used in order for the drivers and conductors to be identified but no response has so far been received. It should be emphasised that tram drivers drive on a "line of sight" principle which requires them to anticipate and interact with the actions of other drivers and pedestrians on the road. On occasions, it is necessary for the tram driver to brake to avoid contact with something or someone in their path and when this happens, NTL will investigate the reasons why. The drivers are trained to very high standards and the safety of passengers and staff is always of paramount importance.

4. CORRESPONDENT B

- 4.1. Representation has been received from a community group requesting that additional information about local amenities in the Bulwell Hall area is included on the maps displayed in the tramstop shelters at Moor Bridge (see Appendix B). It is suggested that Bulwell Hall Park, Bulwell Hall Golf Course, the Healthy Living Community Centre and Springfield Nursing Home could be added.
- 4.2. Tramlink has commented that it agrees that there is room for improvement on the tramstop maps and, along with the Operator, will look at the additional information that could be displayed on the maps without the information becoming congested. As well as amenities local to the area, information displayed could include bus stops and onward journey information, taxi ranks and NET Phase Two operations.

Contact Officer: Andy Holdstock

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APPENDIX A

26 April 2012

To Whom It May Concern

I am writing to complain about a number of issues relating to the Nottingham Tram service.

I have been catching the tram regularly from Phoenix Park for a number of years and in that time; the fares have increased 3 times!

I am a student; therefore I really struggle to afford to pay the fares. I catch the tram from The Lace Market to The Forest twice a week and just to go 5 stops is now £1.90! I think this is very expensive to go 5 stops, and yet you could pay £1.90 for a single from The Lace Market and go all the way to Phoenix Park.

Why can't the tram conductors give out tickets based on where people are travelling to? Such as, a single ticket from The Lace Market to The Forest could be £1.00 or 90p, whereas a single ticket from The Lace Market to Phoenix Park could be £1.90.

Also, the peak single at £2.50 is a complete rip off. Travelling from Phoenix Park to The Royal Centre before 9:30am is £2.50 one way?!

No other public transport company charge more for a single ticket during peak time and surely if before 9:30am is classed as peak time, then from 4:30pm to 6:30pm would also be classed as peak time...

I am very disappointed with the increase in the fares, surely the tram is making more than enough money in order to not increase the fares yet again, due to the fact that whenever I get on the tram it is always very busy.

I am also very disappointed with some of the tram drivers and the conductors. A number of the tram driver's brake very hard when they get to the stops - I am sure there is no need for them to break so sharply. Also some of the conductors are not very friendly at all and are very robotic like.

Could someone please look into these matters for me and I await your reply.

Yours sincerely

27th April 2012

Dear

Thank you for contacting us by letter.

We are sorry that you are unhappy that our fares have increased. From time to time, I'm afraid it is necessary for our fares to be increased due to rising costs to our company.

If you were to purchase the PayPoint 10 trip ticket for £17.00 it would work out at £1.70 per trip. The conductor would punch the ticket for each trip that you use it but there is no expiry date on this ticket, this ticket can also be used during peak times. PayPoint tickets can be purchased up to 7 days in advance from participating PayPoint outlets. We cannot replace PayPoint tickets if they are lost and some outlets may charge for payments by card.

We are not aware of any plans for an alternative single journey ticket to be introduced however your suggestion in relation to this has been noted.

The £2.50 peak fare was introduced in order to encourage non-essential travellers to make their journey outside of the morning peak hours as this is when trams are at their busiest. The peak fare also encourages passengers to purchase an all day ticket; this then assists our conductors during the later peak period where it is quicker to record an all day ticket rather than to produce one. The peak fare has encouraged many passengers to look at the cheaper travel options available and since it was introduced few passengers pay this fare

We are sorry that you have experienced poor customer service and that you are unhappy with the way in which some of our drivers stop the trams. In order for these issues to be investigated by a manager, we would require specific journey details. If you can provide tram numbers/names, journey dates and times or if you have kept the tickets that were issued with, the long number at the bottom of the ticket would enable us to identify and speak to the drivers and conductors concerned.

If you wish to make further contact about the above issues, you would also be able to get in touch by e-mail: info@hetram.net or by telephone on 0115 942 7777.

Yours sincerely



Deborah Bail
NET Customer Services

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APPENDIX B

Dear Sir/Madam

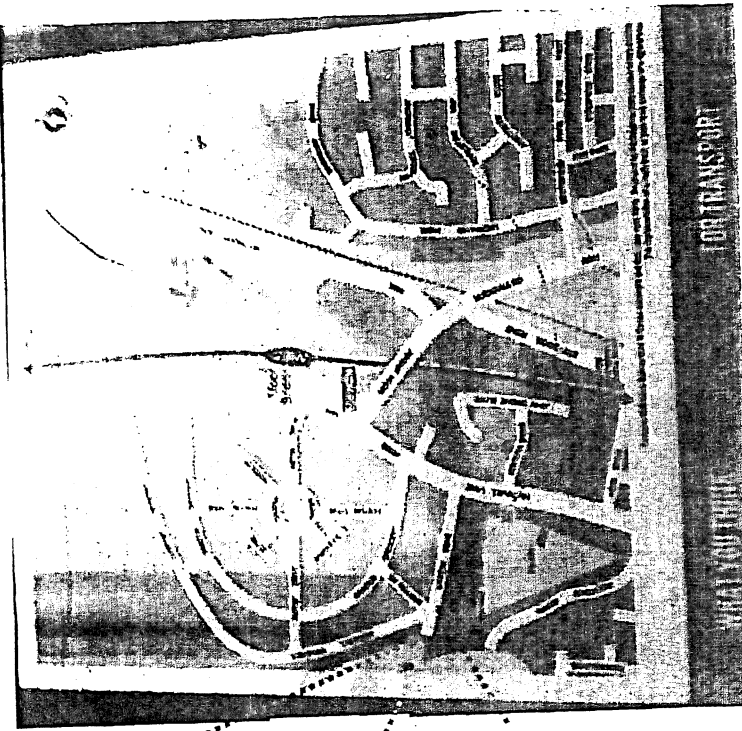
Our group have great concerns on the lack of information that is on the new map that is displayed at the Moor Bridge Tram stop.

The lack of information that was on the previous map, had been brought up on many occasions at our meetings, so when it was replaced and still very much out of date we decided to write to you asking why none of the Amenities in our area, apart from Springfield School, no other's are shown on the map.

If people where to travel by tram and asked how to get to these's amenities, it would be good if we could say, take the "Tram to Moor Bridge and there is a very detailed map that shows you where we are"

We would be most grateful if you could explain to us why this is , as you can see none of these amenities are new to the area, very far from it.

Yours gratefully



Golf Close, leading to
 Rutwell Hall Park
 Fishing
 Wildlife
 Golf
 Play Area
 Picnic Area

And has been a public
 Park for around 70years

Then you have Springfield
 Nursing Home which Has
 been there
 for over 20yrs

Next to Springfield
 School is the Healthy
 Living Community
 Center
 Which was built
 around 7years ago