

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, Grouprider 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.**