



NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

Date: Tuesday, 10 June 2014

Time: 2.00 pm

Place: LB31 - Loxley House, Station Street, Nottingham, NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Deputy Chief Executive, Corporate Director and Chief Finance Officer

Constitutional Services Officer: Rav Kalsi Direct Dial: 0115 8763759

AGENDA

Pages

- | | | |
|----------|--------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1 | APPOINTMENT OF CHAIR | |
| 2 | APPOINTMENT OF VICE-CHAIR | |
| 3 | APOLOGIES FOR ABSENCE | |
| 4 | DECLARATIONS OF INTERESTS | |
| 5 | MINUTES
Last meeting held on 11 March 2014 (for confirmation) | 3 - 6 |
| 6 | NET LINE ONE - OPERATIONAL PERFORMANCE: FEBRUARY TO THE END OF APRIL 2014
Report of Director of Nottingham Express Transit | 7 - 8 |
| 7 | UPDATE REPORT BY TRAMLINK NOTTINGHAM
Tramlink to report | 9 - 10 |
| 8 | PROPOSED WIDENING OF THE MEMBERSHIP OF THE COMMITTEE
Report of the Director of Nottingham Express Transit | 11 - 12 |

9 DATES OF FUTURE MEETINGS

Subject to sufficient business, to consider meeting at 2.00 pm on the following Tuesdays:

9 September 2014

9 December 2014

10 March 2015

IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ON THE AGENDA, PLEASE CONTACT THE CONSTITUTIONAL SERVICES OFFICER SHOWN ABOVE, IF POSSIBLE BEFORE THE DAY OF THE MEETING

CITIZENS ATTENDING MEETINGS ARE ASKED TO ARRIVE AT LEAST 15 MINUTES BEFORE THE START OF THE MEETING TO BE ISSUED WITH VISITOR BADGES

NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

**MINUTES of the meeting held at the Council House on 11 March 2014
from 2.35 pm to 3.21 pm**

Nottingham City Council

Councillor John Hartshorne
Councillor Thulani Molife
Councillor Toby Neal
Councillor Alex Norris
Councillor Sarah Piper
Councillor Dave Trimble

Nottinghamshire County Council

Councillor Reg Adair
Councillor Kevin Greaves
Councillor Stan Heptinstall MBE
Councillor Richard Jackson

Independent Representatives

Alan Marshall	-	Campaign for Better Transport
J Dowson	-	Derbyshire and Nottinghamshire Chamber of Commerce
N Gasson	-	Federation of Small Businesses
G Smerdon-White	-	Greater Nottingham Transport Partnership
Chris Roy	-	Nottingham Trent University
Hugh McClintock	-	PEDALS
Stephen Abbott	-	Travel Watch East Midlands

Indicates present at meeting

Also in attendance

Lea Harrison	-	Tramlink Nottingham Limited
Andrew Holdstock)	Nottingham City Council
Martin Parker)	

ACTION

17 APOLOGIES FOR ABSENCE

Councillor Alex Norris, County Councillors Kevin Greaves and Reg Adair (on other Council business) and Chris Roy.

ACTION

18 DECLARATIONS OF INTERESTS

None.

19 MINUTES

The Committee confirmed the minutes of the meeting held on 10 December 2013 as a correct record and they were signed by the Chair.

20 NET LINE ONE – OPERATIONAL PERFORMANCE NOVEMBER 2013 - JANUARY 2014

Andrew Holdstock summarised to the report of the Director Nottingham Express Transit (NET) relating to the performance for the period November 2013 - January 2014.

(a) Operational Matters

Performance

Average reliability and punctuality of the tram system for the period continued to be high with 99.31% timetabled trips running and 97.14% of services departing on time.

The slight reductions in the reliability and performance, compared to previous months, are due, in part, to ongoing work to install new communications equipment on the existing trams, which mean that one tram will always be out of service until completion of the work, in the summer.

Some delays continue to be experienced by trams on Radford Road. As a result, further work on the feasibility of re-phasing the traffic signals at the junction with Gregory Boulevard will be undertaken together with an assessment of how access/egress to the ASDA site can be improved. If any improvement works can be identified, their implementation will be dependent on the availability of funding.

(b) Ticketing and Marketing

Pro-active marketing activities and tickets checks by tram staff have contributed to an increase of 6% in quarterly year - on - year demand for tram tickets. Work on the installation of off - tram ticketing machines and validators continues and customers are being kept advised of the impending changes and the effects for them. Other recent initiatives include:

- The introduction of monthly/quarterly/half - year/full year season tickets for £45/£135/£260/£450;
- The ability of patrons to purchase a monthly season ticket at a reduced price of £40, after the introduction of off - tram ticketing.

ACTION

The meeting was reminded that the reduction was time-limited and that, ultimately, the company wished to move as many patrons as possible towards

the option of purchasing a longer- term season-ticket as this was likely to save them money. Assessing Nottingham's performance against that of other cities with similar transport choices was difficult as the effects of the network size on usage levels could not be easily be taken account of.

A programme of information for free use of the tram by older people and other pass holders will also assist during the changeover period and with the concept of off - tram ticketing. Concessionary fare usage times will be clarified to avoid confusion, and a six-week transitional period will be operated whilst users became used to the new system.

(c) Construction and Engineering

The inquest into the fatality at the Bayles and Wylies level crossing had returned a verdict of accidental death, with no blame being attributed to the tram driver. No additional recommendations had been made by the coroner. The issue of additional lighting on the new replacement footbridge had been raised with Network Rail and Nottinghamshire County Council.

As part of the River Leen Strategy, a new footpath and cycle path is to be constructed alongside the Tramway, between Wilkinson Street and Church Street, Basford. The path, jointly funded by Nottingham Local Sustainable Transport Fund and sustainable transport charity, Sustrans, will link existing and proposed facilities along the Leen corridor and will provide a further opportunity to promote cycle hubs at NET park and ride sites.

(d) Parking

The Advisory Committee maintained its interest in the use of parking spaces at park-and-ride sites and the correlation between parking usage and tram patronage levels. Evaluation of originating points for tram uses between local and further afield was continuing. Enforcement of parking arrangements on - site will be via use of bylaws and security staff in a managed way, once Phase Two operations have commenced.

RESOLVED to note the report.

21 CONCESSIONAIRE PROGRESS REPORT

Lea Harrison provided an update on current issues being considered/ developed by Tramlink Nottingham. These included:

- off - tram ticketing and the various measures to support this (including the removal of the 4.00 – 6.00 pm peak - time travel restriction on free travel for Nottinghamshire concessionary pass holders);
- Night - time testing of those trams which had already been delivered.

RESOLVED to note the update.

ACTION

22 PROPOSED WIDENING OF THE ADVISORY COMMITTEE

MEMBERSHIP

Andrew Holdstock introduced a report of the Director, NET. The report set out the existing membership arrangements for the Advisory Committee and suggested that the impending implementation of Phase 2 was an appropriate time to re-examine and update the membership of the Advisory Committee, to ensure it remains relevant and represented the views of the joining authorities such as Broxtowe and Ashfield District Councils, and, where appropriate, significant user locations, such as Queens Medical Centre and the University of Nottingham.

The Advisory Committee supported a review of the composition of the body including, in principle, an expansion in representation to reflect the issues which are of current interest to the City Council, local user groups and partners, providing that any expansion would enhance the role/work of the Advisory Committee

RESOLVED to support a review of the current representation on the Advisory Committee and consider a further report At the next meeting, provisionally scheduled for 10 June 2014.

23 PROPOSED ADVISORY COMMITTEE WORKSHOPS VISIT

Andrew Holdstock advised the meeting that a current absence of appropriate accommodation at the Wilkinson Street depot and the nature of the Advisory Committee as a public meeting meant that a consecutive tour of facilities and Advisory Committee meeting could not be held at the depot. Dates for a separate Advisory Committee visit to the venue were therefore canvassed.

RESOLVED that, if available, councillors and user group representatives assemble at the Wilkinson Street tram stop at 2.00 p.m. on Wednesday 2 April 2014 for a tour of the facilities

24 PROPOSED MEETING SCHEDULE - 2014/15

RESOLVED to note to meetings of the advisory committee for 2014/15 in Loxley House, Station Street, Nottingham at 2.00 p.m. on the following Tuesday's:

2014

**10 June
9 September
9 December**

2015

10 March

NET LINE ONE - OPERATIONAL PERFORMANCE: FEBRUARY TO THE END OF APRIL 2014

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 2014.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. Average operational performance levels of the tram service in the three month period from February to April were very high with 99.8% of timetabled trips operating and 98.3% departing punctually. In April, only 2 out of over 9000 scheduled trips were unable to run.
- 3.2. The existing tram fleet is currently being equipped with a new communications system that will enable the vehicles to operate on the Phase Two routes and, as a consequence, the number of vehicles available for service has, at times, been lower than is normally the case. In order to minimise the inconvenience to the public, a slightly reduced service timetable has been operated during the period, with a 12 minute frequency from Hucknall and Phoenix Park and a 6 minute frequency along the main section of the route between Highbury Vale and Station Street. Whenever additional trams have been available, they have been inserted into the timetable.

4. OTHER MATTERS

- 4.1. Tram customers have been able to use the new platform ticket machines and card validators since 28th April. Whilst conductors were retained on trams for a period following this date, to offer assistance and advice to those unfamiliar with the new system, ticket enforcement was due to commence from the beginning of June, and anybody found by the revenue inspectors to be travelling without a valid ticket will now be liable to a £50 fine. A number of ticket machine user guides have been published by the operator and these can be viewed online at the tram website (www.thetram.net), where there is also a link to a demonstration video.
- 4.2. The new ticketing system has also seen the introduction of smart card technology, offering a range of competitively priced travel options using the Mango card that had previously only been available on Trent Barton buses. The cards, which can be purchased from the NET Travel centre on King Street or by visiting the tram website, and which can be topped-up on-line, offer a saving of 25% off the single cash fare, with short-hops costing only £1.

- 4.3. There was an increase in the number of people travelling on NET of approximately 6.2% in the 12 month period from 1st April 2013 to 31st March 2014 compared with the previous 12 months. Estimated ticket sales in the last three months have been particularly strong, with an average 14% increase compared to the same period last year.
- 4.4. The results of a survey of passengers, undertaken by public transport consumer organisation, Passenger Focus, has revealed that NET is amongst the most popular public transport systems in the country. Overall satisfaction with the system was found to be 96%, well above the industry average, with nine out of ten customers stating that they are satisfied or very satisfied with their journey. A full copy of the Passenger Focus survey report can be found at: www.passengerfocus.org.uk/research/tram-passenger-survey.
- 4.5. 14 of the total of 22 new Citadis trams have now been delivered to the NET depot. Before entering service, each tram is required to build up over 1000km of trial running along a variety of sections of Line One track and the drivers are required to undergo a thorough training programme. The new trams can now be seen running through the city centre streets and it is planned that they will be introduced into service as part of an enhanced Line One timetable later in the year.
- 4.6. Works by the City Council to construct a new footpath and cycle path alongside the tramway between Wilkinson Street and Church Street, Basford, are continuing. Works are also due to progress on an additional section of pathway that will connect David Lane to the existing path that runs alongside the River Leen to Highbury Vale and Bulwell, hence eliminating the lengthy diversion through a housing estate. It is intended that the path will be linked to the platform at David Lane Tramstop by means of a new ramp.

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UPDATE REPORT BY TRAMLINK NOTTINGHAM

1. SUMMARY OF ISSUES

- 1.1. The report informs the Committee of progress made in introducing off-tram ticketing to NET Line One and on the integration of the new trams into the system.

2. RECOMMENDATION

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

3. OFF-TRAM TICKETING

- 3.1. The first phase of the off-tram ticketing project went live at 18.00 hours on the 28th April 2014 and overall the launch went and continues to work well.
- 3.2. The take up from our customers has also gone better than planned with, at the time of writing, approximately 80% of “on the day” sales now being made at the TVM’s with the remaining 20% of tickets being sold through the conductors. We consider that the remaining 20% of customers will only switch to using the TVM’s when they cease to have the option to purchase on the tram.
- 3.3. Of the prepaid travel tickets, some 90% of trips are expected to be captured by the validators with the remaining trips being made on tickets that are not yet smart (e.g. NET seasons). Trip numbers calculated from the off-tram ticketing system compared to those captured by conductors suggest that practically all passengers that need to validate are now doing so.
- 3.4. The tram operator, Nottingham Trams, confirmed that, in accordance with their plan, the Ambassadors, who were present on tramstops to provide assistance to passengers, were withdrawn from the system at close of business on Friday 16th May. Conductors ceased to sell tickets on trams from Tuesday 20th May – instead checking tickets and advising those without tickets to disembark at the next stop and purchase from a ticket vending machine. Revenue Protection staff will continue to have a high profile on the system and are due to commence enforcement (issue of Penalty Fare Notices) in the first week in June.
- 3.5. The Tramlink Independent Appeals Panel has met and reviewed the arrangements for advising customers of their obligations and for enforcing the Penalty Fare regime. A number of positive (minor) actions were identified for the operator to address before issue of Penalty Fare Notices commences.
- 3.6. Marketing and Communications activities continue in line with our plan. We have systematically been removing the initial “Buy Before You Board” material and replacing with a mix of Mango and Penalty fare messaging. A significant push on Penalty Fare awareness communications has commenced and the awareness survey will resume with questions targeted around the Penalty Fare regime.

4. TRAMS

- 4.1. The 14th Citadis tram has now been delivered in line with the programme and is being commissioned.
- 4.2. Driver training with the new Citadis on street in traffic hours commenced on 16th April with an expectation that driver training and outstanding modifications will be completed by the end of May.
- 4.3. There has been positive feedback on the trams from drivers, maintenance staff, public and stakeholders with low noise and ride quality being highlighted.
- 4.4. Services were turned at the Royal Centre on Sunday 25th May for the Milk Race and members of the public were able to look on board a new Citadis tram, parked at the Royal Centre tram stop throughout the day, as we thought this would present the ideal opportunity to give people the chance to get see one of the sleek new trams. They were even able to get a look inside the driver's cab.
- 4.5. In addition to the Citadis, a special liveried tram was also stationed in Old Market Square during the Milk Race and was the sign-on point for competitors and one of the centre points of celebrations to mark the return of the race to the city. The new ticketing system has also seen the introduction of smart card technology, offering a range of competitively priced travel options using the Mango card that had previously only been available on Trent Barton buses. The cards, which can be purchased from the NET Travel centre on King Street or by visiting the tram website, and which can be topped-up on-line, offer a saving of 25% off the single cash fare, with short-hops costing only £1.



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PROPOSED WIDENING OF THE MEMBERSHIP OF THE COMMITTEE

1. SUMMARY OF ISSUES

- 1.1. In response to the views of Members heard at the last meeting of the Committee, this report reconsiders the proposal to widen the Committee's membership to include representatives of organisations along the route of NET Phase Two.

2. RECOMMENDATION

- 2.1. The views of the Committee are sought.

3. PROPOSAL TO WIDEN MEMBERSHIP

- 3.1. As reported to the Committee at the meeting of 11th March 2014, the Greater Nottingham Light Rapid Transit Committee is established under the powers of the Nottingham Express Transit Order (2009) with the purpose of advising the promoter on the operation of the tramway. The members of the Committee are appointed by the promoter and are required to include representatives of the users of the system and members of the City Council and County Council.
- 3.2. When first established, the membership of the Committee comprised 5 City Councillors, 5 County Councillors and 5 independent members. These numbers have varied slightly over subsequent years, and there are currently 6 City Council, 4 County Council members, and 7 representatives of independent organisations.
- 3.3. With the opening of the two new routes for NET Phase Two, a substantial part of the tram system will run through Broxtowe Borough and it is therefore considered appropriate to now extend the membership of the Committee to include a representative of Broxtowe Borough Council. With the section of Line One already running through the District of Ashfield, it is also considered appropriate, at this time, to invite a representative of Ashfield District Council onto the membership.
- 3.4. Whilst Members indicated their support for the above proposals at the last meeting, concern was expressed that the Committee could become unwieldy and, in order to compensate for the proposed increase, it is therefore further proposed that there is a reduction in the number of City and County Councillors on the Committee, to 4 from each authority.
- 3.5. Whilst the suggestion of introducing additional independent members has also been considered, it is felt that the independent bodies that are already represented on the Committee will be sufficient to enable the views of users of the wider system to be considered. In addition, there exists a number of other means for individual organisations to express their views on the operation of the tramway to the tram operator and the Authority and there is therefore no proposal to increase the size of the independent membership of the Committee. This proposal can be reviewed in the future.

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