



NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

Date: Tuesday, 9 December 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

A handwritten signature in black ink, appearing to be 'Noel McMenamin'.

Acting Corporate Director for Resources

Governance Officer: Noel McMenamin **Direct Dial:** 0115 876 4304

AGENDA

Pages

1	APOLOGIES FOR ABSENCE	
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IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ON THE AGENDA, PLEASE CONTACT THE GOVERNANCE 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

CITIZENS ARE ADVISED THAT THIS MEETING MAY BE RECORDED BY MEMBERS OF THE PUBLIC. ANY RECORDING OR REPORTING ON THIS MEETING SHOULD

TAKE PLACE IN ACCORDANCE WITH THE COUNCIL'S POLICY ON RECORDING AND REPORTING ON PUBLIC MEETINGS, WHICH IS AVAILABLE AT WWW.NOTTINGHAMCITY.GOV.UK. INDIVIDUALS INTENDING TO RECORD THE MEETING ARE ASKED TO NOTIFY THE GOVERNANCE OFFICER SHOWN ABOVE IN ADVANCE.

NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

**MINUTES of the meeting held at LB31 - Loxley House, Station Street,
Nottingham, NG2 3NG on 9 September 2014 from 14.05 - 16.18**

Membership

Present

Councillor Steve Calvert
Councillor John Hartshorne
Councillor Toby Neal
Councillor Bill Ottewell
Councillor Anne Peach
Councillor Richard Jackson
Councillor John Wilkinson
Councillor Stan Heptinstall MBE

Absent

Councillor Kevin Greaves

Independent Representatives:

Alan Marshall - Campaign for Better Transport
Chris Roy - Nottingham Trent University
Hugh McClintock - PEDALS
Stephen Abbott - Travel Watch East Midlands

Colleagues, partners and others in attendance:

Lea Harrison) Tramlink Nottingham Limited
Phil Hewitt)

Andrew Holdstock)
Chris Deas) Nottingham City Council
Rav Kalsi)

10 APOLOGIES FOR ABSENCE

Councillor Kevin Greaves – non Council business

11 DECLARATIONS OF INTERESTS

None

12 MINUTES

The Committee confirmed the minutes of the meeting held on 10 June 2014 as a correct record and they were signed by the Chair.

13 NET LINE ONE - OPERATIONAL UPDATE TO 20 AUGUST 2014

Phil Hewitt, from Tramlink Nottingham, presented the report, updating the Committee of NET Line One performance, up to 20 August 2014, highlighting the following:

- (a) during the three month period from May to the end of July 2014, the average reliability achieved by the tram service was 99% with 97% punctuality achieved. The overall operational performance of Line One is good with the service now back to delivering 6 trams per hour with no cancellations;
- (b) since its introduction, the off-tram ticketing system is performing well, overcoming initial problems associated with out of date County concessionary cards and non-smart Kangaroo cards. Both issues for concern were dealt with within one month of the system going live. It appears that season ticket smart card holders were not adequately notified of the change to the requirements to validate their cards. This initial oversight has since been rectified by the system administrators and efforts were made to contact users via all options available. Concessionary tickets should be validated every time a journey is made and the analysis of current statistics show that the vast majority of users now understand what they are required to do in order to travel on the system;
- (c) following a period where NET revenue protection staff issued warning notices to passengers without tickets, penalty fares were introduced on 23 June 2014 and since then 1050 notices have been issued out of 1,100,000 journeys made. Fare evasion by detection is currently being reported between 1% and 2%;
- (d) figures show that since the introduction of penalty fares the average rate of issue of Penalty Fare Notices has fallen from around 32 per day to around 12 per day, highlighting passengers' increasing awareness of the change in requirements to both validate and purchase tickets;
- (e) of the 1050 penalty fares issued 200 have been appealed and been upheld. An independent appeals process has been put in place which gives a robust assessment of the system. It is important to note that not every ticket is checked, however the percentage of tickets checked represents a significant number therefore it is safe to make a robust judgement upon these figures. Statistics show that there is 99% awareness amongst tram users of the ticketing requirements which represents both a great achievement and a great level of understanding;
- (f) the Revenue Protection Staff work across the whole day across the network and utilise intelligence to locate those without a fare, there is no set pattern to when the system is targeted;

Following comments and question from the Committee, the following information was highlighted:

- (g) the overall off-tram ticketing has been successful in that new users to the system have managed adequately. It is often the case that citizens travelling to a city for the first time will establish the rules before arriving. Nottingham

and Sheffield aside, the general perception of tram travel is that you would not expect to see conductors on board but fully operational ticket machines and anecdotal evidence has demonstrated this;

- (h) Tramlink will attend universities fresher's fares to raise awareness of the scheme and the requirements for ticketing. Liaising with students at this stage is considered the most appropriate most cost effective for them;
- (i) Line One upgrades include the implementation of a new radio system which will be fully operational on both Citadis and Incentro trams. The new Automatic Vehicle Location System has now been commissioned for use on Line One and is progressively being activated on the Incentro trams. New passenger displays are being rolled out across Line One and work is currently taking place to upgrade the Wilkinson Street depot with a switchover to the new SCADA power management system due to take place week commencing 25 August;
- (j) following the successful verification of all safety requirements, the delivery of the new Citadis trams has now resumed following a break over the summer. The final tram is due to be delivered on 6 October 2014;
- (k) the new tram lift to be installed at the Station site will provide access to all floors of the Station via a lift to the concourse. This will provide disabled access to all platforms of the Station;
- (l) if sufficient feedback is received around perceived discrepancies in the timetable and frequency of trams, Tramlink will endeavour to investigate. For example, members of the public can be assured that the new service to the Queen's Medical Centre will match shift patterns to meet and satisfy service demands;

RESOLVED to note the contents of the report.

14 LETTERS FROM MEMBERS OF THE PUBLIC

Andrew Holdstock, Senior Project Engineer at Nottingham City Council, presented the report informing the Committee that since the last meeting three letters from members of the public, all of which relate to the receipt of penalty fare notices, had been received. The following information was highlighted during the discussion:

- (a) the penalty fare is £50 however, anybody issued with such notice has the right of appeal under a three stage process. Given that the system is relatively new and still bedding in, the operator will review any penalty fares that are appealed to ensure that, where passengers have demonstrated a reasonable explanation for not having a valid ticket or a pass, the penalty is waived;
- (b) correspondent A was issued with a penalty fare notice on 23 June for not having validated her card before boarding the tram. Having appealed against the notice and, following rejection of the appeal at the first stage, she appealed again and was successful. She has subsequently raised a procedural concern

that she had not received instructions on how to validate her card before boarding;

- (c) correspondent B was issued with a penalty fare as she was found not to have a valid ticket. She was an irregular user who had previously purchased a ticket directly from a conductor on board. Two letters of appeal have been submitted by the correspondent, both of which have been rejected;
- (d) correspondent C was unable to produce a ticket when requested to do so by staff because he was unaware that a new ticketing policy had been introduced and was expecting to buy a ticket from a conductor. Correspondent C appealed claiming that there was insufficient signage at the tram stop, however this has been rejected.

Following questions and comments from the Committee, the following information was provided:

- (e) a careful balance is to be struck when showing discretion to passengers who may have already purchased a valid card but failed to validate it prior to their journey. The three stage appeals process is in place in recognition of the fact that the process can be stressful for passengers and this eradicates inconsistencies;
- (f) the Committee can be assured that Revenue Protection Staff are directed to deal with cases sensitively and politely and cases to the contrary will be investigated fully;
- (g) the Committee need to be satisfied that appropriate customer care is being taken when dealing with the issue of penalty notices. In response to the letters, the Committee might agree to review undertaking and assure members of the public that they are confident in the robustness of the systems in place.

RESOLVED to respond to correspondent A, B and C with the following:

The Committee has noted the robustness of the appeals process and is confident in its principles but recognises that improvements can be made in relaying information to service users, particularly regarding validating tickets and the importance of having compassionate staff. The Committee has asked Tramlink and the operators to look at these areas but is confident that these areas will be picked up by a robust appeals process.

NET LINE ONE - OPERATIONAL UPDATE TO 26TH NOVEMBER 2014

1. SUMMARY OF ISSUES

The report updates the Committee of the performance of NET Line One.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

3.1. During the three month period from August to the end of October, the average reliability achieved by the tram service was 99.7%, with 97.1% punctuality achieved.

4. OFF TRAM TICKETING

The Off Tram Ticketing arrangements have continued to generally perform well since its introduction. Further development of the ticketing system is taking place with Init, Trentbarton and the City Council which will enable the delivery of Mango top-up, Kangaroo Season sales, Citycard Pay as you go and NET seasons on Citycard early in the new year.

5. REVENUE COLLECTION / PROTECTION

With the Penalty Fares system having been in place since 23rd June, negative reaction from members of the public to the introduction of off tram ticketing has, as expected, begun to fall. To maintain the high levels of awareness amongst passengers of the need to buy before you board a refreshed campaign has now commenced across Line One to further highlight to people using the tram the need to buy a ticket or validate their smartcard before boarding the tram. This campaign is supported by existing posters on stops and trams, information on passenger displays and on the web and social media.



6. LINE ONE UPGRADES

The new radio system, Automatic Vehicle Location System and Passenger Information Displays have now been rolled out across line one. Works to upgrade Wilkinson Street depot is now also nearing completion.

7. CITADIS TRAMS

The last of the 22 new Citadis trams has arrived in Nottingham, marking another important milestone in the expansion of the city's tram network. NET staff at the Wilkinson Street depot joined colleagues from Alstom to celebrate the arrival of the tram.



8. TIMETABLE ENHANCEMENTS

The introduction of the enhanced service timetable at the end of August has proved successful, with patronage increasing over the period. Further additional services were introduced during the evenings of Goose Fair, when the tram again proved to be a popular means of travelling to and from the event.

9. EVENT LINK

The Event Link bus service to take fans from Station Street to and from Nottingham Forest home games continues to be operated by Nottingham City Community Transport under contract to NET. The service will continue to operate on home match days throughout the season and is free to holders of NET tickets and passes.

Contact: Phil Hewitt, Tramlink Nottingham Ltd.

Telephone: 0115 938 8900

E-mail: p.hewitt@tramlinknottingham.co.uk

LETTERS FROM MEMBERS OF THE PUBLIC

1. SUMMARY OF ISSUES

- 1.1. A member of the public has written to the Committee in relation to a fall that she experienced when travelling on the tram. She considers that her fall could have been prevented if there had been additional poles or handles to restrain her.

2. RECOMMENDATION

- 2.1. The views of the Committee are sought.

3. CONTENTS OF LETTER (see Appendix)

- 3.1. The correspondent, who is 80 years old, boarded a tram at The Forest in September. The tram started to move before she had sat down, causing her to lose balance and fall against a pole. She sustained a gash to her head and, following examination at a local health centre, she was taken by ambulance to A and E at the Queens Medical Centre, where stiches were administered.
- 3.2. She considers that her fall occurred because there was no convenient pole or handle to restrain her and feels that a more serious injury could have been sustained by somebody who is less able-bodied.
- 3.3. A copy of the letter has been forwarded to Nottingham Trams (NTL). NTL has responded (see Appendix) by confirming that the control room was contacted at the time about the incident by another member of the public, however insufficient details were provided to carry out an investigation. NTL explain that the trams are fully Health and Safety compliant and that there are handrails, handholds and grab-poles located in optimal positions on the backs of seats and next to the doors. They have offered their apologies and have stressed that the health and safety of customers is of the utmost importance.
- 3.4. The requirements for the spacing of hand-holds and grab-poles on trams are prescribed in detail in the Rail Vehicle Accessibility Regulations. These require that a handrail is fitted at intervals of not more than 1050 millimetres in the longitudinal plane of the vehicle and that a handhold is fitted to the top of the back of each seat which faces towards the end of a vehicle and which is next to a gangway. The regulations also prescribe details regarding the shape, diameter and curvature of handrails and handholds and require them to have slip-resistant surfaces and to contrast with their adjacent surroundings. All of the trams operating on NET comply with these regulations.

Contact Officer: Andy Holdstock

Telephone Number: 0115 8764199

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

Appendix

17th September 2014

GNLRTAC
Customer Comments
NET Depot
Wilkinson Street
NOTTINGHAM NG7 7NW

Dear Sirs

I travelled on your tram system on the 11th September at 3 minutes to 4 o'clock and sustained a head injury as follows.

Arriving at the tram station my companion and I crossed the tracks in front of the standing train having been motioned across the lines by the driver. On entering the first coach of the tram named 'Angela Alcock' I was attempting to sit on the right-hand pair of seats facing backwards. Before I could locate myself, the train started with a great lurch that flung me off balance hurtling me at great speed across the carriage to the left-hand side of the compartment and ending in a heavy impact against a yellow hand pole.

A fellow passenger suggested that I should go for medical help to the Health Centre in Upper Parliament Street where the gash was examined. It was decided here that I needed to go to A & E at the Queens Medical Centre. An ambulance was called to take me. In the meantime my companion phoned yourselves at 4.40pm on your helpline at the Forest train stop to notify you of the accident.

At the hospital I was assessed by the doctor and waited until 9 o'clock to have 7 stitches in the wound.

One of the reasons why this traumatic accident happened to me was that there was no hand pole at the side of these two seats or retaining bar at the front of them. I am in my 80th year and fortunately am able to walk well. However, if this same situation had occurred to anyone else there is no possible way of holding on to any restraining item. I suggest that you address this situation with the hindsight of this accident that could well have resulted in a fatality.

I look forward to your reply and comments.

Yours sincerely



NOTTINGHAM EXPRESS TRANSIT

13th October 2014

Dear

With regard to your letter dated 17th September 2014 and received by ourselves 07th October 2014, we were sorry to read of your injuries and we do hope that you are well on the way to a full recovery.

We can confirm that our Customer Service Team answered a call from the Passenger Help Point and were advised that a passenger was on their way to seek medical assistance. Unfortunately the caller gave no actual details for an investigation to commence at that time as they ended the call due to being in a rush to depart.

May we advise that all our trams are fully compliant with regard to Health and Safety regulations. There are handrails next to the doors as well as hand holds on the seats and grab poles placed at optimal positions for customer convenience.

The health and safety of our customers is of utmost importance and we would like to offer our apologies if you feel that your expectations have not been met.

Your comments have been logged and will be viewed by our Senior Management Team.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Louise Cantrill', is written over a light blue horizontal line.

Louise Cantrill
NET Customer Services

Nottingham Express Transit
Armstrong Way, Wilkinson Street,
Nottingham, NG7 7NW

T 0115 942 7777
E info@thetram.net

Nottingham Express Transit
is operated and maintained by
Nottingham Trams



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