



**NOTTINGHAM CITY COUNCIL**

**GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE**

**Date:** Tuesday, 13 December 2016

**Time:** 2.00 pm

**Place:** LB 32 - Loxley House, Station Street, Nottingham, NG2 3NG

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

**Corporate Director for Strategy and Resources**

**Governance Officer:** Catherine Ziane-Pryor **Direct Dial:** 0115 876 4298

- 1 APOLOGIES FOR ABSENCE**
- 2 DECLARATIONS OF INTERESTS**
- 3 MINUTES** 3 - 8  
Of the last meeting held on 5 July 2016 (for confirmation).
- 4 MEMBERSHIP**  
To welcome and note the nomination of Justin Donne as representative of the Federation of Small Businesses.
- 5 NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE** 9 - 12  
Report of Head of Operations, Nottingham Trams
- 6 TRAMLINK CUSTOMER SURVEY** 13 - 14  
Report and Presentation by Tramlink Nottingham
- 7 PEDESTRIAN ACCESS BETWEEN THE QMC TRAM STOP, MAIN QMC BUILDING AND THE TREATMENT CENTRE** 15 - 18  
Report of the Director of Major Projects

## **8 ISSUES RAISED BY CITIZENS**

### **a Tram Noise Complaint**

19 - 22

A verbal response will be provided at the meeting.

## **9 DATE OF NEXT MEETING**

To note that the Committee is next scheduled to meet on 14 March 2016 at 2pm in Loxley House.

COUNCILLORS, CO-OPTES, COLLEAGUES AND OTHER PARTICIPANTS MUST DECLARE ALL DISCLOSABLE PECUNIARY INTERESTS AND / OR ANY OTHER INTERESTS RELATING TO ANY ITEMS OF BUSINESS TO BE DISCUSSED AT THE MEETING.

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](http://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 LB 31-32 - Loxley House, Station Street, Nottingham, NG2 3NG on 5 July 2016 from 14.02 - 14.56**

**Membership (Elected Members)**

Present

Councillor Steve Young (Chair)  
Councillor Josh Cook (Vice Chair)  
Councillor Richard Butler  
Councillor Steve Calvert  
Councillor Corall Jenkins  
Councillor Sarah Piper  
Councillor John Wilkinson

Absent

Councillor Alex Ball  
Councillor John Wilmott  
Councillor Richard Jackson

**Membership (Independent Representatives)**

✓ PEDALS	David Lally (Sub for Hugh McClintock)
✓ Nottingham Trent University	Chris Roy
✓ Nottingham Campaign for Better Transport	Alan Marshall
Nottingham Transport Partnership	Gary Smerdon-White
Nottinghamshire Chamber of Commerce	Vacant
Travel Watch East Midlands	Stephen Abbott

**Colleagues, partners and others in attendance:**

Mike Mabey - Nottingham Trams  
Steve Lowe - Tramlink Ltd.  
Andy Holdstock - Nottingham City Council, Net Project Office  
Catherine Ziane-Pryor - Governance Officer

**1 APPOINTMENT OF CHAIR**

**RESOLVED to appoint Councillor Steve Young as Chair of the Committee for the municipal year 2016/17.**

**2 APPOINTMENT OF VICE-CHAIR**

**RESOLVED to appoint Councillor Josh Cook as Vice Chair for 2016/17.**

**3 APOLOGIES FOR ABSENCE**

Councillor Alex Ball  
Councillor John Wilmott (County Council business)  
Councillor Richard Jackson (County Council business)  
Stephen Abbott  
Hugh McClintock (substituted by David Lally)

#### **4 DECLARATIONS OF INTERESTS**

None.

#### **5 MINUTES**

##### Confirmation

**RESOLVED for the minutes of the meeting held on 12 January 2016 to be confirmed as a true record and signed by the Chair.**

##### Matters Arising

With regard to minute 13(j), NET – Operational Performance and Progress Update, which refers to the tram stop next to the QMC and that the joining footbridge is not yet accessible, Councillor Sarah Piper informed the Committee that through case work she had written to Peter Homa, Chief Executive the University Hospitals Trust, regarding the pedestrian link and received a response that public access from the tram stop to the Hospital was predicted to be in place by late Summer 2017.

**RESOLVED for an update report on the access to QMC from the tram stop to be submitted to the next meeting.**

#### **6 MEMBERSHIP**

**RESOLVED to note the appointment of the following elected members to the Committee:**

##### **Nottingham City Council**

**Councillor Alex Ball  
Councillor Josh Cook  
Councillor Corall Jenkins  
Councillor Sarah Piper  
Councillor Steve Young**

##### **Nottinghamshire County Council**

**Councillor Richard Butler  
Councillor Steve Calvert  
Councillor Richard Jackson  
Councillor John Wilkinson  
Councillor John Wilmott**

#### **7 NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE**

Mike Mabey, Head of Operations, Nottingham Trams, presented the report which highlighted the following points:

- (a) for the period of January to the end of May, punctuality ranged between 99.4% and 99.7%;
- (b) patronage during the year ending 31 March 2016, was 12.15 million;
- (c) the Robin Hood Card has been launched for use on trams and most buses within the Greater Nottingham Areas, with off-tram ticketing systems being developed with a view to being launched by the end of the year, to enable card purchases and top-ups at tramstops;
- (d) the autumn passenger satisfaction survey produced results of 98% satisfaction which is among the highest tram result in the country;

- (e) within the survey customers suggested alterations to tram seating and capacity;
- (f) the three key objectives for NET community engagement continue to be:
  - (i) get out, meet and listen to the people of Nottingham;
  - (ii) communicate safety in using the network;
  - (iii) encourage tram use;
- (g) 'meet the managers' events were held and well received at Larkhill Retirement Village and Beeston with residents of Larkhill requesting a handrail for the footpath from the village to the tram stop;
- (h) 'Beer by Tram' and 'Food and Drink by Tram' leaflets have been produced, highlighting venues on and near to tram routes.

The Committee's questions were responded to as follows:

- (i) the height of patronage peaks as expected, with morning and afternoon commuting patterns but is generally steady at all other times;
- (j) annual tram patronage figures have been reported to the Department for Transport for the period 1 April 2015 to 31 March 2016.;
- (k) further clarification can be sought on where the leaflets encouraging households to shop at Beeston and Clifton by tram were distributed. Marketing is working as passenger numbers continue to increase;
- (l) further to the matter raised at a previous meeting, there have been no further letters of complaint from the public, addressed to the Committee, regarding the validation of tickets.

Comments included:

- (m) the high performance in punctuality and customer satisfaction is welcomed;
- (n) it can be confusing and frustrating for citizens that whilst the Robin Hood Card can be used on all tram lines, the same ridership boundary is not applied to all bus services or trains within the same boundary.

**RESOLVED to note the report.**

## **8 CYCLISTS ON CHILWELL ROAD / HIGH ROAD**

Andy Holdstock, Senior Project Engineer, presented the report and informed the Committee that since the last meeting there had not been any further incidents reported involving cyclists.

However, in response to concerns that were expressed, following several incidents in the area of the Chilwell tram stop, in the period following the opening of NET Phase Two, the following actions have been taken:

- (a) safety advice has been made available to cyclists;
- (b) red surfacing has been used to more clearly delineate where cyclists are advised to leave the road and to use a shared foot and cycle path, re-joining the road after the stop;

- (c) blue signs show pedestrians that the pathway is shared and signing has been improved in both directions;
- (d) there is an ambition ideally to provide a dedicated cycle path which completely avoids the tram stop, but there are complications regarding privately owned land.

Comments from the Committee included:

- (e) as there is a section of cycle path starting shortly after the tram stop, it would be simpler to extend the shared path to minimise on-off road manoeuvres in a relatively short distance. This could also be considered for other stops with similar layouts such as near to the college, heading east;
- (f) with regard to the west bound route, it crosses several side roads which require improved 'cycle priority' signage;
- (g) drivers need to be warned in advance of cycle paths re-joining the carriageway;
- (h) it is important that for shared pathways it is made obvious to pedestrians that cyclists have a shared right of way;
- (i) more cycle shelters at selected tram stops in Beeston and Clifton would be welcomed;

In response to member's questions about how common it is for cyclists to get their tyres trapped in the tram lines, it was confirmed that this is an international issue. The Sheffield tram operator has plotted a map of reported cyclist incidents to highlight areas where additional caution should be exercised by cyclists and this may be beneficial for Nottingham's cyclists.

**RESOLVED to note the report.**

## **9 THE CARRIAGE OF CYCLES ON TRAMS LEARNING FROM THE EDINBURGH EXPERIENCE**

Andy Holdstock, Senior Project Engineer, presented the report which informs the Committee of the experience of Edinburgh Trams, which following a successful trial, have allowed cycles to be carried on off-peak services since July 2015.

The following points were highlighted:

- (a) only 2 cycles are allowed on any tram and this is managed by staff;
- (b) there are significant differences between Nottingham and Edinburgh in that Nottingham's trams are much narrower and shorter;
- (c) an average of 12 cycles are carried every day on Edinburgh trams;
- (d) in Edinburgh tram staff are able to manage any conflicts which may occur between cyclists and mobility buggies/wheel chair users/ pushchairs and prams, whereas apart from the driver, Nottingham does not carry staff on trams;
- (e) high numbers of motorised buggies/wheel chairs and push chairs/prams use Nottingham's trams and there are only 2 sections on each tram where these can be carried;

- (f) it can be difficult to identify appropriately quiet times during which cycles could be carried;
- (g) other tram operators have considered allowing cycles but have rejected the idea.

Andrew concluded that allowing cycles on trams (other than collapsed portable folding cycles) was not feasible for Nottingham due to lack of space, conflict with other passengers and the potential for injury.

PEDALS representative, David Lally, commented that PEDALS understood the factors involved and did not challenge this decision.

**RESOLVED to note the report.**

## **10 FUTURE MEETING DATES**

**RESOLVED for the Committee to meet on the following dates at 2pm in Loxley House:**

<b><u>2016</u></b>	<b><u>2017</u></b>
<b>13 September</b>	<b>14 March</b>
<b>13 December</b>	

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**GNLRT ADVISORY COMMITTEE**

**13<sup>th</sup> December 2016**

**NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE**

**1. SUMMARY OF ISSUES**

- 1.1. The report updates the Committee on the performance and progress of NET from the beginning of June to the end of October 2016.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

- 3.1. Tram service reliability and punctuality, during the five month period from June to the end of October, remained extremely high, with levels of 99.5% and 98.3% respectively achieved. This is not dissimilar to Line One operational performance prior to full service commencement.
- 3.2. Sadly, on 15th August, shortly before 11pm, a man was struck by a tram between Basford and David Lane tram stops, sustaining fatal injuries. The incident is currently being investigated by the police, the Rail Accident Investigation Bureau and the Office of the Rail Regulator and Nottingham Trams are assisting all organisations with their investigations. An inquest into the events surrounding the incident is due to take place in February 2017.

**4. TICKETING**

- 4.1. Following customer feedback, Group Tickets can now be purchased from the earlier time of 4pm, as well as at weekends and during school holidays. This offer was heavily promoted over the summer, with particular emphasis being given to travelling to the events that took place in and around the city.
- 4.2. A new short hop ticket has recently been introduced, enabling travel within the city centre for only one pound. The ticket offers a significant saving on the network's standard £1.70 single fare and is available from tram stop ticket machines at the Lace

Market, Old Market Square and Royal Centre as well as the Station and Nottingham Trent University stops.

- 4.3. The child age limit has also been raised from 16 to up to and including 18 across all tram fares, with the aim of encouraging young people to use the tram when travelling to and from school, college or their apprenticeship placement.
- 4.4. Students age 18 and over now have the option of purchasing Robin Hood season cards, which allow travel by tram, bus and train in the Greater Nottingham City area. Cards can be purchased for one, three, six or twelve month periods, as well as for an academic year. These are in addition to the various tram-only student season and day tickets that are available.

## **5. EVENTS**

- 5.1. NET has worked closely with various event organisers throughout the period to raise awareness of travelling by tram. These events include Riverside Festival, Nottingham Carnival, Beeston Carnival and a number of community events in Clifton, which included the transformation of the park and ride site into a drive-in cinema over a weekend in September.
- 5.2. Emphasis on customer service has been prerequisite when planning special events, especially if disruption of service is necessary, and communication, both before and during the event is the key customer activity. The use of Travel Officers as Ambassadors to provide a 'here to help' service has been appreciated by customers and the general public during these events.
- 5.3. The route of the Robin Hood Marathon, which took place on 25<sup>th</sup> September, crossed the tracks at Lenton, requiring tram services to be suspended for a two hour period between QMC and Meadows Way Tramstops. A special ticketing arrangement with Nottingham City Transport, which allowed joint acceptance of tickets, was put in place, resulting in both bus and tram customers experiencing minimal disruption to their journeys.
- 5.4. The annual Goose Fair took place at the Forest recreation ground between 5<sup>th</sup> and 9<sup>th</sup> October, with record customer numbers achieved for the period. Travel Officers were deployed to ensure all customers had a valid ticket or smartcard before entering the compulsory ticket area at The Forest Tramstop and anybody without a ticket was sold one from a hand held ticket machine. The tram service was enhanced with additional trams operating during peak periods.

5.5. A special timetable was put into operation on Sunday 28<sup>th</sup> August to allow planned track replacement work at David Lane and Phoenix Park to take place. A dedicated replacement bus service was put in place to service affected stops and minimise any disruption to customers.

## **6. COMMUNITY ENGAGEMENT**

6.1. NET has been involved in a wide variety of community engagement events during the period. These have included:

- sponsorship of the annual Nottingham Community Volunteer Services (NCVS) conference, and participation in their recently launched “Community Stars” campaign which will run throughout 2017 to give recognition to local volunteers and encourage others to get involved;
- the annual International Byron Festival, celebrating the life and works of Lord Byron in Hucknall. Activities along the Hucknall line included dance performances, with a Lord Byron look-alike taking a journey on the tram;
- partnership with the First Story charity to launch ‘Stories on the Trams’, for which school pupils created short written pieces exploring their ideas of ‘Nottinghamness’. Local screenwriter, William (Billy) Ivory, lent his support to the initiative and delivered a special workshop to pupils from The Farnborough Academy at the depot, on his own tram;
- sponsorship of chairs for the Fletcher Road street party on the Queen’s birthday;
- raising awareness of local charity Forces in the Community, when ex-serviceman, Rick Harrington, was helped by volunteers and armed forces veterans in pulling an entire 39-ton tram along a section of track;
- provision of safety talks to schools and other local organisations.

6.2. Thursday 25<sup>th</sup> August marked a year since the opening of NET Phase Two to Toton and Clifton. To celebrate, a number of activities were organised to thank customers for their support of the system over the last 12 months, including a commuter breakfast at QMC, and NETs Big Competition, working with partners across the City, including Smooth Radio, to give away prizes to customers.

6.3. The last of Nottingham’s new trams has been named after local artist Dame Laura Knight, whose childhood home now overlooks Noel Street Tramstop. She was the first artist to be made a Dame and the first woman to be elected to the Royal Academy.

## **7. 2016 LIGHT RAIL AWARDS**

- 7.1. NET was named as the Most Improved System at the prestigious 2016 Global Light Rail Awards industry award ceremony, whilst Customer Service also won a highly commended award for Team of the Year. Judges in the Most Improved System category were impressed that within a few months of more than doubling the size of the network in August 2015, NET returned to the hugely impressive performance levels of 98 – 99%.

**Mike Mabey**  
**Head of Operations**  
**NottinghamTrams**

**GNLRT ADVISORY COMMITTEE**

**13<sup>th</sup> December 2016**

**CUSTOMER SATISFACTION AND NON-USER AWARENESS SURVEYS 2016**

**1. SUMMARY OF ISSUES**

1.1. The report outlines the findings of the annual NET Customer Satisfaction and Awareness Surveys.

**2. RECOMMENDATION**

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

**3. CUSTOMER SATISFACTION SURVEY**

3.1. The survey was conducted in May 2016, nine months after the opening of Phase Two. Interviews were conducted with 1526 customers.

3.2. Top line satisfaction results:

- Satisfaction with overall service received on tram journey improved to 98% from 92%, and within this, the 'very satisfied' element has nearly doubled to 62%
- Satisfaction at the tram stop improved significantly to 92% from 74%
- Satisfaction overall on-board the tram and the journey also improved significantly to 97.8% from 76%
- 98.7% of users would recommend the tram service to a friend or family member
- Satisfaction with our Customer Services has remained at 79%.

3.3. The very positive results demonstrate the effectiveness of the careful planning and effort put into the full network launch operational readiness preparations. The small number of negative responses received concerned tram stop shelter seating comfort, the effectiveness of air conditioning and the seat size on trams.

**4. NON-USER AWARENESS SURVEY**

4.1. The Awareness Survey was conducted across the whole of the extended network, unlike last year when the Phase Two area was surveyed separately. The 603 respondents were drawn from across the routes (29% Clifton, 26% Beeston, 45% Phase One).

#### 4.2. Top line Awareness Survey results:

- Brand awareness again is higher than recorded last year at c.95% and has now been rising for four years.
- Understanding of tram service frequency and prices was good.
- Not needing to catch the tram and general convenience are the main reasons cited for not trying the tram or using the tram more.
- 44% of comments were unable to identify anything that would increase use of the tram,
- 15% would use the tram more often if there were extensions to the network.
- The website and the tram stop remain the principal source for tram information with 60% of potential users using the website to gain information.

**Jamie Swift**

**Head of Marketing**

**Tramlink Nottingham**

**GNLRT ADVISORY COMMITTEE**

**13<sup>th</sup> December 2016**

**PEDESTRIAN ACCESS BETWEEN THE QMC TRAM STOP, MAIN QMC BUILDING AND THE TREATMENT CENTRE**

**1 PURPOSE OF REPORT**

- 1.2 The report updates the Committee on progress towards introducing direct access from the QMC tram stop into the main hospital building and the Treatment Centre.

**2 RECOMMENDATION**

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

**3 LINK INTO THE MAIN HOSPITAL**

- 3.1 The tram stop at QMC opened to public service in August 2015. The stop is located on the viaduct between the main QMC building and the Treatment Centre, and is currently accessed by using stairs and a lift down to ground level adjacent to South Road, which is some distance from entrances into the main buildings.
- 3.2 The NHS Trust recognises this is a less than ideal arrangement, and had always proposed to introduce a dedicated entrance from the tram stop into the main hospital building. Developing a permanent solution has taken the Trust slightly longer than expected, and in the interim period, the Trust has employed ambassadors to help arriving passengers with directions and wayfinding, whether on foot or via the Medilink bus service, and provided much improved signing and information about hospital entrances on their website.
- 3.3 As the existing link bridge into the hospital is for operational and emergency use only (and cannot be converted for public use due to the internal layout of the hospital), the Trust has now developed its proposal for a new dedicated public entrance, and has recently received planning permission for a new link bridge from the tram stop into the corner of QMC south block. The link would be a partially enclosed pedestrian footbridge, approximately 90 metres in length, with a bespoke tubular design. A leaflet showing some images of the new bridge is appended to this report. The link will access the hospital at B

level and provide access directly into the main circulation routes and round to the main hospital entrance, which is also on B Level.

- 3.4 The link will significantly improve access between the new tram stop and main hospital building, and particularly for people with mobility difficulties. The design is now substantially complete and subject to some internal approvals being secured within the Trust, construction expected to start early in the new year, allowing the new link to open to the public in summer 2017.

#### **4 LINK INTO THE TREATMENT CENTRE**

- 4.1 Discussions are also taking place with the Trust and Circle Nottingham, who operate the Treatment Centre to the south of the tram viaduct, about allowing direct public access from the tram stop into the Treatment Centre via the existing link bridge. The bridge has been built to replace the previous direct link between the hospital and Treatment Centre, which was removed during the tram construction works, and, as indicated above, was previously used for operational and emergency purposes only. However, as the link opens into a public area in the Treatment Centre, only relatively small works would be required on the tram viaduct and link bridge to facilitate public use. It is anticipated that the link to the public is likely to open in the first part of 2017.

**Contact: Steve Tough, Nottingham City Council.**

Telephone: 0115 876 4096

E-mail: [steve.tough@nottinghamcity.gov.uk](mailto:steve.tough@nottinghamcity.gov.uk)







Mr. Steve Young  
Nottingham City Council  
Nottingham



20<sup>th</sup> October 2016

Dear Mr. Young,

Reference: Continuing chronic tram noise nuisance.

I am writing to express my immense annoyance, frustration and disappointment at the continuing intrusive noise levels caused by the running of the tram between my garden at the above address and the Djanogly Arts centre at the University.

There has been a high level noise nuisance since the first trials of the tram on this line. I am writing to ask you to address the following issues and queries:

- 1) Has the noise nuisance to residents been recognised as a problem that needs addressing by the City Council and or the Tram authority?
- 2) Has an assessment of the noise levels been undertaken at any point since the nuisance was first reported? If so, how was it conducted and what were the findings?
- 3) Has the cause (causes) been identified? For example, as the noise is caused when the tram is taking the bend at the corner of the university, is the cause the severity of the bend? Is this a design fault and, if so can it be rectified by taking remedial action?
- 4) Is something being done to remedy the problem and, if so, what is the planned timescale for implementing a solution?
- 5) I have contacted the NET Project and Net Transit Express Customer Services over the previous 12 months on more than 20 occasions with no successful outcome and with continuing confusion and vagueness about who is dealing with the issue and what progress is being made. On 3<sup>rd</sup> November 2015 I was given a Case Reference Number by Customer Services (20941). Subsequently I was told that Net Transit Express were no longer dealing with the issue and I should contact NET at the City Council but this only results in ansaphone messages inviting me to leave a message rather than allowing me to talk to somebody directly. This is a highly unsatisfactory and frustrating (for the complainant) way of dealing with concerns and complaints

Please find attached a list of contact dates and to whom I spoke.

In essence I am asking you: Who is dealing with this issue? How can I contact them? What is being done?

I look forward to your response.

Yours sincerely,

A solid black rectangular redaction box covering the signature area.

Tram Contact Log to NET Project/Customer Services.

<u>DATE</u>	<u>WHO CONTACTED</u>
19 / 8 / 2015	NCC
20 / 8 / 2015	NCC
28 / 8 2015	NCC
28 / 8 / 2015	Nottingham Trams
28 / 8 / 2015	Nottingham Trams
2 / 9 / 2015	NCC
8 / 10 / 2015	Nottingham Trams
8 / 10 / 15	NCC
14 / 10 / 15	Nottingham Trams
3 / 11 / 15	Nottingham Trams
3 / 11 / 15	Nottingham Trams
17 / 12 / 15	Nottingham Trams
29 / 12 / 15	Nottingham Trams
6 / 1 / 2016	NCC
19 / 3 / 16	Nottingham Trams
18 / 4 / 16	NCC
23 / 5 / 16	NCC
18 / 7 / 016	NCC
28 / 7 / 16	NCC
29 / 7 / 16	NCC
30 / 8 / 16	Nottingham Trams
30 / 8 / 16	Nottingham Trams
28 / 9 / 16	I am still awaiting promised reply NCC

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