



**NOTTINGHAM CITY COUNCIL**

**GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE**

**Date:** Tuesday, 13 June 2017

**Time:** 2.00 pm

**Place:** Ground Floor Committee Room - 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 APPOINTMENT OF CHAIR**

**2 APPOINTMENT OF VICE-CHAIR**

**3 MEMBERSHIP**

To note the membership of the Committee as follows for the 2017/18 municipal Year:

Nottingham City Council

Councillor Joshua Cook  
Councillor Corral Jenkins  
Councillor Sarah Piper  
Councillor Marcia Watson  
Councillor Steve Young

Nottinghamshire County Council

Councillor Jim Creamer  
Councillor Dr John Doddy  
Councillor John Longdon  
Councillor Kevin Rostance  
Councillor Parry Tsimbirdis

Independent Representatives

Hugh McClintock  
Chris Roy  
Alan Marshall  
Gary Smerdon-White  
(Vacant)  
Justin Donne  
Roger Bacon

PEDALS

Nottingham Trent University  
Nottingham Campaign for Better Transport  
Nottingham Transport Partnership  
Nottingham Chamber of Commerce  
Nottinghamshire Federation of Small Businesses  
Travel Watch East Midlands

<b>4</b>	<b>APOLOGIES FOR ABSENCE</b>	
<b>5</b>	<b>DECLARATIONS OF INTERESTS</b>	
<b>6</b>	<b>MINUTES</b> Of the meeting held on 13 December 2016 (for confirmation)	3 - 10
<b>7</b>	<b>NET OPERATIONAL UPDATE</b> Report of the Head of Operations, Nottingham Trams	11 - 14
<b>8</b>	<b>SAFETY UPDATE</b> Verbal Update by Head of Operations, Nottingham Trams	
<b>9</b>	<b>CORRESPONDENCE FROM CITIZENS</b> Report of the Director of Major Projects	15 - 20
<b>10</b>	<b>FUTURE MEETING DATES</b> To approve the following future meeting dates on Tuesdays at 2pm in Loxley House:  12 September 2017 12 December 2017 13 March 2018	

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 32 - Loxley House, Station Street, Nottingham, NG2 3NG on 13 December 2016 from 14.04 - 15.49**

**Membership (Elected Members)**

Present

Councillor Steve Young (Chair)  
Councillor Josh Cook (Vice Chair)  
(minute 13b-19 inclusive)  
Councillor Richard Butler  
Councillor Steve Calvert  
Councillor Richard Jackson  
Councillor Sarah Piper  
(minute 11-16 inclusive)  
Councillor John Wilkinson

Absent

Councillor Alex Ball  
Councillor Corall Jenkins  
Councillor John Wilmott

**Membership (Independent Representatives)( ✓ indicates present)**

✓ PEDALS	Hugh McClintock
Nottingham Trent University	Chris Roy
✓ Nottingham Campaign for Better Transport	Alan Marshall
Nottingham Transport Partnership	Gary Smerdon-White
Nottingham Chamber of Commerce	Vacant
✓ Nottinghamshire Federation of Small Businesses	Justin Donne
Travel Watch East Midlands	Stephen Abbott

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

Mike Mabey ) Nottingham Trams  
Joanne Bentley )

Steve Tough ) Nottingham City Council, NET Project Office  
Andy Holdstock )

Lorraine Pulford - Access to Transport  
Catherine Ziane-Pryor - Governance Officer

**11 APOLOGIES FOR ABSENCE**

Councillor John Wilmott –other County Council business  
Councillor Corall Jenkins – other City Council business  
Councillor Alex Ball – personal  
Adrian Wallace (Chief Executive of Tramlink Nottingham Ltd)  
Christopher Roy  
Gary Smerdon-White  
Stephen Abbott

## **12 DECLARATIONS OF INTERESTS**

None.

### **a Confirmation of Minutes**

The minutes of the meeting held on 5 July 2016 were confirmed as a true record and signed by the Chair.

### **b Matters Arising**

Minute 8, Cyclists on Chilwell Road/High Road – The Committee were informed by Hugh McClintock, that PEDALS continued to maintain a record on their web pages of cyclist incidents reported to them in the Chilwell High Road Area. A particular area of on-going concern is the axis of the curb in front of the Central College site where cyclists are unable to cross the track at a right angle which causes problems, particularly when wet or icy and if they are followed closely by vehicles. It would be far safer if cyclists were routed away from this area of road/track. It is noted that incidents are highlighted and discussed with Steve Tough, NET Project Team Leader, at informal but regular meetings.

Minute 7b, NET Operational Performance and Progress Update – Alan Marshall queried why no specific statements of patronage have been made available, commenting that the figures presented previously and in the agenda do not provide complete information and there has been no reference as to how patronage meets projected passenger numbers. The Committee needs to have an understanding of patronage, particularly with regard to the impact of the new line extension in light of potential further extensions. NET Project Team colleagues responded that whilst the suggestion of providing more detailed patronage information would be put forward, Tramlink may consider that this information is commercially sensitive, and may choose not to release it.

Minute 10, Future Meeting Dates – Some Councillors and representative group members were concerned that the meeting scheduled for 13 September 2016 had been cancelled, particularly following a tram related fatality in August and the safety concerns raised by the Croydon tram crash. With such incidents, it is essential that the Committee can be informed of resulting safety measures.

**RESOLVED for Mike Mabey to request that Tramlink respond at the next meeting to the request for patronage and projected patronage details.**

## **13 MEMBERSHIP**

**RESOLVED to note and welcome Justin Donne as the new representative of the Federation of Small Businesses.**

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

Mike Mabey, Nottingham Tram Limited, presented the Operational Performance and Progress Update, and highlighted the following points which are further detailed in the report:

- (i) from June to October reliability across the network was 99.5% and punctuality was 98.3%;

- (ii) on 15 August 2016 a man was struck by a tram and later died. The incident continues to be investigated by the Police, the Rail Accident Investigation Branch and the Office of the Rail Regulator. An inquest is scheduled for February 2017;
- (iii) group ticket availability has been extended and also aligned to City events;
- (iv) a 'short hop' ticket costing £1 has been introduced for travel within the City Centre;
- (v) the child age limit has been raised from 16 to 18 years of age;
- (vi) further travel options, including a Robin Hood and tram season tickets, are now available to students;
- (vii) the Tram has worked closely with major event organisers to promote tram travel and provided 'here to help' ambassadors at the busiest tram stops to assist new users during events;
- (viii) during the Robin Hood Marathon the Tram and Nottingham City Transport operated in partnership a special ticketing arrangement to minimise travel disruption for passengers;
- (ix) the Clifton park and ride site was transformed into a drive-in cinema for a weekend in September;
- (x) a record number of passengers used the tram during Goose Fair with additional services and conductors with hand held ticket machines provided during peak times;
- (xi) there has been increased community involvement with event sponsorship, participation and information sessions;
- (xii) NET has been named the 'Most Improved Service' at the 2016 Global Light Rail Awards.

Members of the Committee welcomed the update and made the following comments:

- (a) there needs to be scrutiny of when things don't go as planned, not just relating to NET, but with a wider, national view. There is no mention on the agenda about the Croydon tram incident or any specific references to safety issues/concerns/measures. Future agenda should include an item on Safety Matters;
- (b) the reliability figure of 99.5% is accepted, but when there are problems, there is capacity for better management, including improved communication and customer service. For instance, when replacement bus services are operating there needs to be adequate bus capacity and signage or directions to inform and guide passengers to where they need to go. This Advisory Committee would like to see a more scrutiny based approach which considers processes and procedures when they aren't working well;
- (c) more detailed performance information would be welcomed, including by journey and/or line, to better understand where and when the internal and external issues occur.

Mike Mabey responded as follows:

- (d) whilst it was not possible to provide all information requested during meetings, where specific issues and concerns were submitted in advance of meetings, they could be properly investigated and responded to within the agenda reports. Points raised which could not be responded to during the meeting will be fed back to Nottingham Trams;
- (e) following the issue of advice to all UK tram operators by the Office of Rail and Road, as a result of the Croydon tram incident, Nottingham Trams have reviewed speed limits and are undertaking increased checks of tram speeds. It is anticipated that further recommendations will emerge once the investigations in Croydon have concluded;
- (f) it is not appropriate to comment on the fatality at David's Lane at this time as it is currently being investigated by the Police, the Rail Accident Investigation Branch and the Office of Rail and Road;
- (g) further to the few operator failures, there is an impact on performance which is beyond the control of the operator, such as road traffic incidents, the recent demonstration on the tram tracks at the Theatre Royal stop, and the vandalism of tram windows whilst in operation. Nottingham Trams try to optimise headways to enable minor delays to be absorbed without impacting on the timetable;
- (h) the minimum rest period for Nottingham Tram drivers is 14 hours between shifts. This exceeds the 12 hours recommended by the Office of Rail and Road.

## **RESOLVED**

- (1) to note the operational and performance update;**
- (2) for future agenda to include the following items:**
  - (a) safety matters, including recommendations following the Croydon Rail Crash;**
  - (b) operational issues, with issues of concern notified to the Governance Officer a minimum of 3 weeks prior to the meeting, to enable the Nottingham Trams to investigate and provide a written response.**

## **15 TRAMLINK CUSTOMER SURVEY**

To support the information available within the report, Joanne Bentley, the Tram Customer Service Manager, delivered a presentation on the survey, which was undertaken in May 2016, and highlighted the following points:

- overall satisfaction increased from 92% to 98%;
- very satisfied element nearly doubled to 62%;
- satisfaction at the tram stop improved from 74% to 92%;
- overall on-board satisfaction improved from 76% to 97.8%;
- 98.7% of users would recommend the tram to a friend or family member;

- satisfaction with customer service was 79%;
- brand awareness continues to rise;
- understanding of tram service frequency and prices is 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 those surveyed 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;
- 30% of passengers surveyed formerly travelled by car either for part (park and ride) or all of their journey;
- the survey was undertaken throughout the day, including rush hour and off-peak times;
- passengers were asked what they did and didn't like about the Tram.

Members of the Committee Commented:

- (a) when the tram jolted, when stopping/starting or during a journey, it was very unpleasant for passengers, some of whom were unbalanced and fell down. In addition to better driving, more prominent signage encouraging passengers to hold on could be helpful;
- (b) something to indicate to passengers which side of the tram the doors will open at the next stop would be helpful;
- (c) appropriate air conditioning, particularly during extreme heat and cold is essential to retain passengers;
- (d) Nottingham City Buses often have announcements for 'remove feet from seats'. This should be considered for trams;
- (e) the carpark at the Hucknall stop is very full and often overflows and at Butler's Hill the surrounding streets are often filled with non-resident cars. If the success of the Tram is to be built on, how does Nottingham Trams intend to respond?
- (f) it could be beneficial if the an update from the NET Partnership Board was presented to the Advisory Committee at each meeting;
- (g) it's surprising that the issue of the 'next stop' buttons not working wasn't raised during the survey.

Mike Mabey and Steve Tough responded to comments and questions as follows:

- (h) with regard to the jolting of the tram, two announcements warn passengers that the tram is about to stop or start. The addition of 'please hold tight' is currently being considered by the Health and Safety Team. The issue arises as the new and old trams operate differently with regard to traction power. Drivers are trained to provide a smooth ride and, where drivers are identified as having issues in this area, they are retrained appropriately;

- (i) with regard to the Hucknall Park and Ride capacity, several car parking spaces were temporarily lost as a result of recent works by Network Rail. Possible measures to increase parking capacity on Line One are being considered;
- (j) The 'next stop' buttons only operate when the tram has reached specific speed and/or is a set distance from the next stop. It is appreciated that this can be frustrating for passengers but the system is linked to the GPS of the Tram System and cannot be separated.
- (k) the City Council, in conjunction with neighbouring local authorities, is looking at a number of possible line extensions, including to and over the High Speed (rail line) 2 (HS2) site, to Derby, East Midlands Airport and Long Eaton. Lines to Gedling and Kimberley could also be feasible but it is still very early in the process and transport models need to be created before route options can be tested. The HS2 route will be the subject of a Hybrid Bill in Parliament in 2019 so it's important that plans can be put in place at an early stage to facilitate tram access;
- (l) routing a tram line directly to East Midland's Airport from Clifton is unlikely to be a favoured option as the majority of the route would run through largely unoccupied areas of countryside;
- (m) Midlands Connect is a new organisation consisting of 28 Local Authorities, and 10 Local Enterprise Partnerships, formed to improve local transport within the West and East Midlands and has been allocated £12,000 000 from Central Government towards improving road and rail networks. It is anticipated that some funding may be accessible towards tram associated works.

## **RESOLVED**

- (1) to note the results of the customer survey;**
- (2) for an update item from the NET Partnership Board to be included on future agenda.**

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

Steve Tough, NET Project Team Leader, presented the report which updated Board members on the progress of linking the Queen's Medical Centre (QMC) tram stop directly to the QMC Treatment Centre.

Highlighted points included:

- the covered walkway will be 90 metres long and 8m from the ground;
- there will be 7 supporting columns;
- the walkway will be wide enough for two wheelchairs to pass and will have a 1/30 gradient;
- there will be seats at intervals for people who need to rest;
- the covering will be poly carbonate with opaque curved roof;
- the walkway will cost approximately £1.5 m and links into level 'B' of the hospital;



- there will be a volunteer desk at the entrance to the hospital to welcome and help direct people to where they need to go;
- the construction of the walkway is not predicted to cause any disruption to the tram and the lift and stairs will remain operational;
- sections of the walkway will be prebuilt and lifted into place;
- all trees felled to the south side of the walkway will be replaced in a more suitable location.

The Committee's questions and comments were responded to as follows:

- (a) the new access structure will be the insurance and maintenance responsibility of the Hospital Trust;
- (b) the walkway will meet the tram stop beside the lift. Thorough risk assessments are being undertaken on every aspect of the walkway.

**RESOLVED to note the update.**

## **17 TRAM NOISE COMPLAINT**

It is noted that whilst the complaint letter was dated as October, unfortunately it has not been sent directly to the Chair and as Officers had only recently been made aware of the letter, there had not been sufficient time to compile a formal response. However, Officers were able to provide a verbal response to the Committee and would provide an update to a future meeting. A formal response would also be sent to the complainant.

Steve Tough, NET Project Team Leader, presented the following response:

- (a) a senior NET Project Team member is acting as the lead contact and has been liaising with the complainant for some time, including visiting the property to experience the issue.;
- (b) the issue raised focuses on the squealing of tram wheels as the tram travels around a bend. This can be compounded by many factors;
- (c) unfortunately, track squealing happens on most tram routes internationally. Investigations in this vicinity are on-going, however no faults have been found to date;
- (d) noise tests have been undertaken on the track and, in line with the assessments specified within the Noise and Vibration Policy of the scheme, have not resulted in a noise level which would validate mitigation. However, it is acknowledged that the noise remains a significant issue for the complainant;
- (e) the operator and the tram supplier are currently undertaking trials of different wheel profiles to ascertain if this can reduce the impact of the issue;
- (f) the operator is also monitoring the effects of friction modifiers on other tram systems;
- (g) the complainant continues to pursue the complaint and brings it to the Committee as it has not been possible to resolve the issues to the extent desired by the complainant.

Members of the Committee commented as follows:

- (h) it is a concern that this citizen initially complained 16 months ago. The Committee requested assurance that all future issues can be resolved much faster;
- (i) the proposal to retro fit the older style wheels on the newer trams is not totally convincing as there were many complaints about noise issues from the older trams too.

**RESOLVED for a letter of response to be sent to the complainant from the Chair of the Board, to include:**

- (a) expression of the Committee's disappointment that the issue is taking so long to be resolved;**
- (b) explanation of the assessments and investigations undertaken to date to resolve the complaint;**
- (c) stating that the Committee will consider the findings of the technical investigations before responding further.**

**18    DATE OF NEXT MEETING**

**RESOLVED to note that the next meeting of the Committee is scheduled for Tuesday 14 March 2017 at 2pm in Loxley House.**

**NET OPERATIONAL UPDATE**

**1. SUMMARY OF ISSUES**

- 1.1. The report updates the Committee on the performance of NET from the beginning of December 2016 to the end of April 2017.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE AND ISSUES**

- 3.1. Reliability and punctuality of the tram service, during the five month period from December to the end of April, remained extremely high, with levels of 98.55% and 96.05% respectively achieved.
- 3.2. The inquest into the fatality that occurred at David Lane in August 2016 is due to re-open on 27<sup>th</sup> June. It is expected that the Office of Rail and Road will conclude their investigation into the incident in July. Nottingham Trams have undertaken a full review of their safety critical procedures following the incident.
- 3.3. Planned maintenance works to replace the section of track leading onto Radford Road from Wilkinson Street were successfully undertaken over the Spring Bank Holiday weekend. Whilst the works were ongoing, it was not possible to operate a tram service between Wilkinson Street and The Forest and a replacement bus service operated between Wilkinson Street and The Forest to enable customers to reach their intended destinations. Further planned track replacement works are due to be undertaken south of The Forest Tramstop over the August Bank Holiday.

**4. FARES AND TICKETING**

- 4.1. Robin Hood and Mango fares changed from Sunday 26<sup>th</sup> March. The single fare tram trip for Robin Hood Pay As You Go travel card holders increased to £1.80, with the day cap increasing to £3.50, whilst the multi-operator day cap, for use on both buses and trams, increased to £4.30. Robin Hood cash and season tickets changed, with the

adult cash ticket increasing to £4.80, with the child day ticket increasing to £2.90; the Robin Hood child day ticket can now be purchased by anyone aged 18 and under. Mango single journeys on the tram increased by 10p to £1.80. The adult day cap increased by the same amount to £3.80, whilst the 7-day cap increased by a £1 to £17. Single fares for Micro Mango users (aged 5 – 15) increased by 10p to 95p, whilst the day cap remained the same.

## **5. QMC LINK BRIDGE**

- 5.1. Work to build the new footbridge connecting QMC Tramstop with the main hospital has commenced. The new walkway, which is due to open in summer 2017, will provide direct access from the tram platform to the south side of the hospital (at the same level as the hospital's main entrance). The link to the Treatment Centre is due to be opened to the public at the same time.

## **6. CUSTOMER COMMUNICATIONS**

Nottingham Trams recognise that, in the event of a disruption to tram services, it is vital that customers are informed by communicating in real-time, both quickly and effectively. Feedback from customers has identified that, whilst it is understood that, from time to time, unavoidable delays or disruption to service will occur, some dissatisfaction has been expressed when the delay or disruption is not communicated effectively. Having listened to this feedback, the customer communications strategy has been given a refresh to provide consistent messages via passenger information displays, driver and platform announcements, social media and the website, including, wherever possible, clear information on the reasons for the delay and its likely duration.

## **5 COMMUNITY ENGAGEMENT**

- 5.1 Four groups have been selected from a wide range of applicants to enter into long-term Community Partnerships, with the objective of working together with NET to improve community engagement. The groups selected are: the WAIS (Women's Aid Integrated Services), who provide support in the Nottingham area to reduce the harm caused by domestic violence and abuse; Communities Inc., a dynamic not-for-profit organisation, based near David Lane, who tackle the needs of business, communities and organisations, for black and minority ethnic groups; Framework, a local charity and housing association meeting the needs of homeless and vulnerable people; and Beeston Round Table, renowned for their annual Santa Sleigh event, but also supporting a wide range of groups and individuals in the NET area.

- 5.2 In February, Nottingham Trams joined with Nottingham City Transport and Nottingham Community Transport to sign the 'No To Hate' pledge. Nottingham Trams sponsored the 'Love Not Hate' workshop at the Council House on Valentine's Day, where over 120 delegates from a diverse range of statutory and community organisations heard keynote speeches and joined in workshops looking at ways of tackling hate crime. Leaflets entitled 'A Quick Guide To Hate Crime' were made available on all trams.
- 5.3 Two crime-awareness days have been held at local schools, where our QHSE officer explained the measures Nottingham Trams have in place to make the network a safe place to travel, and what customers can do if they see problems.
- 5.4 The Nurse and Midwife of the Year Awards took place at Nottingham Conference Centre on in May, following a public vote. The ceremony, sponsored by NET and organised by Nottingham University Hospitals NHS Trust and the Nottingham Post, saw eight different category winners, with Student Nurse Christina O'Loughlin receiving the prestigious Nurse of the Year award, after receiving the greatest number of votes from the public. The 24-year-old from Sneinton works at both the QMC and City Hospital and will have the honour of having one of the city's trams named after her for twelve months.

## **6 NATIONAL TRAM ISSUES**

- 6.1 The RAIB is continuing to investigate the tram derailment at Sandilands Stop in Croydon. A sub-committee has been set up by UK Tram to investigate what actions the industry could take to prevent an incident of this nature reoccurring. All operators have increased the monitoring of drivers to ensure adherence to standards and Croydon have installed four dynamic speed signs to warn drivers if their approach speed to a curve is too fast.

**Mike Mabey**  
**Head of Operations**  
**Nottingham Trams**

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**CORRESPONDENCE FROM MEMBERS OF THE PUBLIC**

**1. SUMMARY OF ISSUES**

- 1.1. A member of the public has written to the Committee to express his dissatisfaction at the responses provided by Nottingham Trams following a question he has raised concerning the non-availability of a Return Ticket from the termini tramstops.

**2. RECOMMENDATION**

- 2.1. The views of the Committee are sought.

**3. DETAILS OF CORRESPONDENCE**

- 3.1. The correspondent sent an initial request for information via the NET website questioning why it is not possible to purchase a Return tram ticket from Clifton South.
- 3.2. In order to make a return journey from any of the termini tramstops (Clifton South, Toton Lane, Hucknall and Phoenix Park) customers are required to purchase an "All Day Ticket", costing 50 pence more than a "Return Ticket", which can be purchased for £3.50 from all other tramstops on the system. Whilst an "All Day Ticket" can be used as many times as the customer needs on the day purchased, a "Return Ticket" only allows a single journey and back to a chosen destination, without allowing a break in the journey.
- 3.3. Following an exchange of emails with Nottingham Trams, in which the correspondent expressed his dissatisfaction with the responses provided, he has written to the Chair of the GNLRT Advisory Committee, requesting that the matter is discussed by Members. Following this, the Head of Operations at Nottingham Trams has sent a further email to the correspondent, explaining that the fare structure that was introduced in 2015 has been based on anticipated demand and, with the majority of users of the terminus park and ride sites having purchased smart cards or Robin Hood or NET season tickets, it was decided that the Return Ticket would not be made available from these tram stops. It is reiterated that it is still possible for a return journey to be made from Clifton South to any other tram stop using an All Day Ticket. Nottingham Trams have agreed to consider the points raised by the correspondent in the next round of fare reviews. A copy of all correspondence can be found at Appendix A.
- 3.4. It should be made clear that, contrary to the statement made in Nottingham Trams' email at Item 4 of Appendix A, the local authorities had no involvement in making this decision and that all ticketing and fare decisions relating to the tram are entirely the responsibility of Tramlink Nottingham.

- 3.5. It is also to be noted that Tramlink Nottingham are operating in a highly competitive and commercial public transport environment and, as a consequence, it is necessary for them to make business decisions, including fares policy, that reflects this, and that this will continue to be the case in the future.

**Andy Holdstock**  
**NET Project Office**  
**Nottingham City Council**



## Appendix A

### 1. Email of 2<sup>nd</sup> June from Head of Operations, Nottingham Trams

Thank you for your recent correspondence.

We appreciate your viewpoint and concerns regarding the fares structure; however the pricing for NET travel was determined by Tramlink Nottingham in 2015, based on the expected demand and we understand that it does not necessarily fit all users' requirement. With the majority of users of the terminus park and ride sites having purchased smart cards or Robin Hood or NET season tickets, it was decided that the Return ticket would not be made available from these tram stops. As previously stated however, it is still possible for you to make a return journey from Clifton South to any other tram stop using an All Day Ticket.

For clarification, although the location of the City boundary is not the reason for the ticketing decision, Clifton South park and ride site is constructed within the administrative area of the County Council; we apologise for any confusion caused in our previous response.

Your points have been noted and will be passed onto their marketing department for consideration in the next round of fare reviews.

Regards,

### 2. Email of 16<sup>th</sup> May to Chair of Committee

I write this to you as a member of Greater Nottingham Light Rapid Transit Advisory Committee. Please discuss this anomaly at your next meeting, if required as part of AOB.

Last evening, whilst awaiting a tram's arrival, I read your notice at Wilford Village tram stop. It says that I can buy a return ticket between any two points on the tram system for £3.50. It goes on to say that I cannot buy such a ticket at the termini. When I raised this issue with your customer services they, at second attempt to reply said "The reason for the return ticket not being available at the Park and Ride site is due to it being outside of the city boundary, therefore only the Day Ticket is available which is 50p more. This was decision was made by the local authority and Tramlink Nottingham."

Clifton South, according to Google Earth and since the mid 1950s has been inside the Nottingham City boundary. So the reasoning is nonsense.

Further my Council Tax as a *County* Council Tax payer contributed significantly to the building of this tram system. So why cannot I buy a day return from Clifton South to QMC (both INSIDE the City Boundary)?

I await your meeting minutes to record the logic behind this nonsensical decision. You may care to email that minute to me.

3. Email of 16<sup>th</sup> May to Nottingham Trams

Yor reply makes no sense. Notts County Council paid a significant part of my Council tax to build the tram. Clifton has been INSIDE the City boundary since the 1950s. There must be another reason that holds water.

4. Email of 16<sup>th</sup> May from Nottingham Trams

Just to further clarify the reason for the return ticket not being available at the Park and Ride site is due to it being outside of the city boundary, therefore only the Day Ticket is available which is 50p more. This was decision was made by the local authority and Tramlink Nottingham.

We are sorry you are not satisfied with our response. The details you require if you would like to take this further are as follows.

Greater Nottingham Light Rail Transit Advisory Committee (GNLRTAC), c/o NET Project Office, Loxley House, Station Street, Nottingham, NG2 3NG

Kind regards

5. Email of 16<sup>th</sup> May to Nottingham Trams

That reply is absolute nonsense. If I want to park and ride from Clifton South to QMC and return you are not permitting this on a simple return ticket. This needs attention of your ombudsman. Please advise of contact details. Also you need to update the signs that instruct on stopping trams.

6. Email response of 16<sup>th</sup> May by Nottingham Trams

Thank you for contacting Nottingham Trams.

A customer cannot purchase a return ticket from any of our termini's, as they are the furthest points on our system.

You can purchase an all-day ticket at a cost of £4.00 from these sites.

If you purchased a £3.50p return ticket from Wilford Village you can travel to Clifton South and then back again to Wilford Village. With this type of ticket you are not allowed to travel past on your return journey the station at which you purchased that ticket i.e. Wilford Village.

We have 2 types of trams that run on our system, the older trams have a yellow request stop button and the newer trams have a black request stop button. We also have a help point on the trams for you to alert the driver if you need any assistance.

We hope that we have helped you with your enquiry.

Kind regards

7. Initial request for Information of 15<sup>th</sup> May 2017

Your notice on the tram stop at Wilford Village tells me that I can buy an all day return ticket to use between any two tram stops. It also tells me that I cannot buy this ticket at Clifton South and other stops. Since I want to board and return to Clifton South how do I get a return day ticket please. Also I note that same notice says that I to stop the tram to alight I must press a YELLOW button. The only buttons on the trams I used tonight were black. How do I tell the driver to stop?

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