

**NOTTINGHAM CITY COUNCIL****GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE****MINUTES**

of meeting held on **31 JULY 2012** at

Loxley House, Station Street, from 2.05 pm to 3.12 pm

**Nottingham City Council**

- ✓ Councillor J Hartshorne
- ✓ Councillor T Molife (substitute for Councillor Neal)
- Councillor T Neal
- ✓ Councillor Norris
- ✓ Councillor S Piper
- ✓ Councillor D Trimble

**Nottinghamshire County Council**

Councillor R Adair  
 Councillor K Greaves  
 Councillor S Heptinstall MBE  
 Councillor R Jackson  
 Councillor C Pepper

**Independent Representatives**

- ✓ Mr A Marshall - Campaign for Better Transport
- Mr J Dowson - Derbyshire and Nottinghamshire Chamber of Commerce
- Ms N Gasson - Federation of Small Businesses
- Mr G Smerdon-White - Greater Nottingham Transport Partnership
- Mr C Roy - Nottingham Trent University
- Mr H McClintock - PEDALS
- Mr S Abbott - Travel Watch East Midlands
  
- ✓ Indicates present at meeting

**Also in attendance**

Mr L Harrison - Head of Service Delivery, Tramlink Nottingham Limited  
 Mr N Wood - General Manager, Nottingham Trams Limited  
 Mr A Holdstock ) Nottingham City Council  
 Mr M J Parker )

**1 APPOINTMENT OF CHAIR**

**RESOLVED that Councillor J Hartshorne be appointed Chair for the 2012/13 Municipal Year.**

**1 APPOINTMENT OF VICE-CHAIR**

**RESOLVED that Councillor S Piper be appointed Vice-Chair for the 2012/13 Municipal Year.**

**3 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Mr S Abbott and from the following Councillors on other civic business:

**Nottingham City Council**

Councillor T Neal

**Nottinghamshire County Council**

County Councillors S Heptinstall MBE and K Greaves

**3 DECLARATIONS OF INTERESTS**

No declarations of interests were made.

**4 MINUTES**

**(a) Confirmation**

**RESOLVED that the minutes of the last meeting held on 13 March 2012, copies of which had been circulated, be confirmed and signed by the Chair.**

**(b) Matters Arising**

**(i) Minute 5 – Track-bed Cleaning, Drainage and Tramstop Furniture Design**

With regard to Minute 5(2), Mr Harrison reported that consultations were still taking place on the design of litter bins at tram stops which would complement existing Line 1 furniture. Results of the consultation would be reported to the Advisory Committee in due course. Contractual obligations, including regular inspections, were adhered to for cleaning at all tram stops, and the track bed was cleaned as part of the six monthly cleaning schedule.

Mr Wood felt that, generally speaking, track-side drainage was effective, although some difficulties had been experienced on Gregory Boulevard during recent heavy rain.

Mr Harrison was aware of the current practice in Karlsruhe of installing or allowing track to run through grass. The practice had been trialled during installation of the tram network in Manchester but had been discontinued due to water retention and maintenance difficulties. Whilst there were, currently, no plans to replicate the Karlsruhe experience in Nottingham,

the promoter and contractor had built in requirements which were designed to ensure that the network was as environmentally friendly as possible.

**(ii) Minute 6 – NET Phase Two Off-tram Ticketing**

Mr Harrison commented that there was no direct link between off-tram ticketing proposals and future fare levels.

**(iii) Advisory Committee Remit**

After discussion, it was requested that the role of the Advisory Committee be clarified.

**RESOLVED that the discussions and responses provided be noted.**

**6 NET LINE ONE: OPERATIONAL PERFORMANCE**  
**– FEBRUARY TO APRIL 2012**

Consideration was given to a report of the NET Phase Two Project Director, copies of which had been circulated, relating to the performance of NET Line One for the period November 2011 to end January 2012.

Mr Holdstock summarised the report and highlighted the following:

**(a) Operational Performance**

Average reliability and punctuality of the tram system for the three month period was once again very high, with 99.8% of timetabled trips running and 99.3% of services departing on time. Patronage continued to be monitored.

**(b) Delays to Tram Services on Radford Road**

Further to minute 7(a) dated 13 March 2012, it was reported that further information would be submitted to the Advisory Committee once the outcome of continuing discussions between the City Council, the tram operator and representatives of ASDA supermarkets regarding possible improvements to the vehicular accesses to the supermarket and petrol station was known.

**(c) Ticketing, Fares and Marketing**

Details of public transport operator and tram operator fare increases in March and April 2012 and increases in the number of conductors employed by Nottingham Trams Ltd. were provided.

Responding to comments by Mr Marshall that fare increases in the Under 18 3 and 6 monthly Kangaroo cards of 16.4% and 15.6% respectively, may target young people on low incomes unfairly when the average increase in other categories was 8.3%, Mr Wood explained that, having replaced the Easyrider income stream, the Kangaroo Scheme had been re-benchmarked and fares were now subject to increases based on a stepped formula of the average of the top three operator prices.

**RESOLVED that the report be noted.**

## **7 LETTERS FROM MEMBERS OF THE PUBLIC**

Consideration was given to a report of the NET Phase Two Project Director, copies of which had been circulated. The Advisory Committee's comments were invited on the following letters from two correspondents and, where appropriate, responses sent to them.

### **(a) Peak Time Tram Fare Levels and Staff Issues**

The Committee noted that the correspondent had written on 26 April 2012 to express concern at the levels and frequency of tram fare increases and at customer service from tram staff and had received a letter of explanation from the operator dated 27 April.

The Advisory Committee noted current arrangements for customers to travel as far as they wished within the current time limit of sixty minutes having purchased a ticket for travel, and that, under current circumstances, a single fare system was the preferred solution. It was noted that details of the future fare structure to be used once NET Phase Two became operational had yet to be finalised.

Neither Mr Wood nor Mr Harrison were aware of any uneven braking by tram staff, all of whom had been carefully trained, and no other similar comment had been received from other customers.. Such difficulties were normally experienced on in 'emergency stop' situations.

**RESOLVED that the correspondent be thanked for their comments regarding the service and be advised that the Advisory Committee had considered the issues it presented and felt that the responses of the Operator had been consistent in light of the circumstances.**

### **(b) Information at Moor Bridge Tramstop**

The correspondent, on behalf of a local group, had requested that further consideration be given to increasing the amount of current information on local amenities which was currently available to tram patrons at the Moor Bridge tram stop.

Mr Harrison commented that the information provided on the maps at tramstops is currently under review and that consideration will be given to including the suggested local amenities in the vicinity of Moor Bridge.

**RESOLVED that the correspondent be thanked for their comments and be advised of the intentions of the operator in this matter.**

## **8 FUTURE MEETING ARRANGEMENTS**

Mr Parker advised the Advisory Committee of the difficulties in obtaining a quorum which had necessitated the postponement of the June 2012 meeting. Prior commitments of City Council representatives meant that the current preference of Tuesday afternoon meetings may need to be reviewed.

**RESOLVED**

- (1) that the Constitutional Services Officer be requested to canvass views on the acceptability of moving future meetings to a Wednesday afternoon, beginning at 2.00 pm;**
- (2) that, subject to the views obtained and to sufficient business, the next meeting of the Advisory Committee be held at 2.00 pm on either Tuesday 11 or Wednesday 12 September 2012.**