

**NOTTINGHAM CITY COUNCIL**

**GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE**

**MINUTES**

of meeting held on **11 DECEMBER 2012** at

Loxley House, Station Street, from 2.30m to 3.50 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 - Tramlink Nottingham Limited
- Mr P Hewitt - Tramlink Nottingham Limited
- Mr C Deas )
- Mr A Holdstock ) Nottingham City Council
- Mr M J Parker )

## **9 APOLOGIES FOR ABSENCE**

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

### **Nottingham City Council**

Councillor T Neal, A Norris, S Piper

### **Nottinghamshire County Council**

County Councillors R Adair and S Heptinstall MBE

## **10 DECLARATIONS OF INTERESTS**

No declarations of interests were made.

## **11 MINUTES**

**RESOLVED** that the minutes of the last meeting held on 31 July 2012, copies of which had been circulated, be confirmed and signed by the Chair.

## **12 NET LINE ONE: OPERATIONAL PERFORMANCE – MAY TO OCTOBER 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 May to end October 2012.

Mr Holdstock summarised the report and highlighted the following:

### **(a) Operational Matters**

#### **(i) 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.

#### **(ii) Service Disruptions**

Delays had been caused for passengers on 26 November 2012 north of Bulwell as a result of signalling difficulties which arose from a Network Rail cabinet fire on the Robin Hood Line. Trams were required to run slowly through level crossings where there is a shared signalling interface between the heavy rail and tram systems. Anecdotal information indicated the cause as an electrical fault. Once confirmation of cause was received, Network Rail would examine how matters could be improved.

In response to comments concerning the effects on members of the public of the closure of part of Wilkinson Street Park and Ride Site, Mr Deas outlined the means by which the restrictions had been notified to the public via leaflets to users in advance and the internet.

These works had necessitated the relocation of lighting systems and introduction of temporary, generator powered alternatives, the Operator had reviewed and been satisfied with the arrangements with the number of generators that could be used being restricted by the increased noise impact on local residents. The works, which are required to enable expansion of the depot facilities for NET Phase Two, had necessitated a reduction in the number of car parking spaces which are available for public use.

**(b) Fatality North of Moor Bridge**

Mr Holdstock reported that an HM Coroner's Inquest had been opened and adjourned in relation to a fatality on the tramway on 28 November 2012. Investigations were continuing and the tram operator was co-operating fully on all requests for information. It was felt that further comment at this time would be inappropriate.

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

Patronage continued to be monitored and it was reported that 9 million people had used the tram during the 2011/12 financial year. Recent ticketing initiatives had included a summer advertising and promotional campaign to encourage greater take-up by students and residents/public transport users in Bulwell, Basford and Hucknall. Sales of Kangaroo tickets as a cross city, multi-operator, transportation product had improved and the offer of group tickets for £5 had proved popular during the school holidays..

It remained the Operator's intention to introduce smart ticketing during Autumn 2013, but this would be dependent on the outcomes of a thorough testing exercise. A public communication programme would begin during Spring 2013.

Group tickets for family travel had also proved popular during the Olympic Games and Goose Fair periods. Opportunities to fully or partially 'wrap' some fleet vehicles to commemorate HM Queen's Jubilee and the Olympic Games 2012 had been successful. The Committee welcomed the initiative, but felt that such measures should not be continued for too long after the relevant event period. Mr Harrison reported the intention to review the effectiveness of advertising on the trams and that it is currently intended that 50% of the new fleet would be allowed advertising.

Representatives of the City Council and the Operator had participated in European Mobility Week, by providing guidance on usage to tram customers with either visual impairments or learning difficulties, the elderly and primary school children.

Discussions with ASDA supermarket representatives regarding the improvement of access across the tramway to the supermarket and petrol station were continuing.

**RESOLVED that the report be noted.**

**13 TRAMLINK OPERATIONAL APPROACH IN BUILD-UP TO START OF TRAM SERVICES ON NET PHASE TWO**

Consideration was given to a report of the Chief Executive, Tramlink Nottingham, copies of which had been circulated. The report provided further information on aspects associated with the introduction of off-tram ticketing, including:

- use of NET branded, colour coded, ticket vending machines and validators at tram stops (two per stop) at locations determined by passenger flow;
- a City-centre NET travel shop, possibly based in the Tourist Information Centre;
- dedicated help points at all stops, a dedicated Customer Service Team and Tram Ambassadors;
- dedicated CCTV operators, security teams and dedicated Revenue Protection Operators to minimise machine failures, maximise security and drive down fare evasion rates to 5% or below. Other measures to help achieve this included the introduction of a £50 penalty (with 50% reduction if paid within 14 days) for those customers who sought to evade fare payment. All staff would receive appropriate training;
- continuation of an appropriate publicity campaign targeted at all users to ensure a smooth transition to off-tram ticketing.

The introduction of off-tram ticketing arrangements had provided an impetus to review and propose amendments to NET Byelaws and Conditions of Carriage. Aspects to be covered included :

- the checking of tickets of people alighting from trams and the sale of tickets where they could not be produced on demand;
- a simplification of provisions relating to car parks and to address issues of obstruction of pedestrian and car routes;
- utilisation of on-tram wheelchair spaces.

**RESOLVED that the report be noted.**

#### **14 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 sought in relation to an exchange between a member of the public and the tram operator regarding the withdrawal of conductors and the implementation of off-tram ticketing and safety concerns.

**RESOLVED that the correspondent be advised:**

- (1) that the Advisory Committee considered that the correspondent had raised valid user concerns but that these had been addressed by the response of the tram operator dated 16 November 2012;**
- (2) that the correspondent's comments regarding job losses were more properly an issue for the tram operator rather than this Committee.**

**DATE OF NEXT MEETING: Tuesday, 12 March 2013, 2.00 pm.**