

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

of meeting held on **12 MARCH 2013** at

Loxley House, Station Street, from 2.00 pm to 4.00 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)
 Mr P Hewitt) Tramlink Nottingham Limited
 Mr A Holdstock)
 Mr M J Parker) Nottingham City Council

15 APOLOGIES FOR ABSENCE

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

Nottingham City Council

Councillor S Piper

Nottinghamshire County Council

County Councillors R Jackson and K Greaves

16 DECLARATIONS OF INTERESTS

No declarations of interests were made.

17 MINUTES

RESOLVED that the minutes of the last meeting held on 11 December 2012 be confirmed and signed by the Chair.

18 NET LINE ONE: OPERATIONAL PERFORMANCE – OCTOBER TO DECEMBER 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 October to 31 December 2012.

Mr Holdstock summarised the report and highlighted the following:

(a) Operational Matters

Performance

Average reliability and punctuality of the tram system for the three month period was once again very high, with 99.5% of timetabled trips running and 98.1% of services departing on time. The period of inclement weather during January 2013 had minimal effect on operations, but some delays had been caused by unrelated highways issues.

(b) Fatalities North of Moor Bridge

At the meeting on 11 December 2012, Mr Holdstock reported outline details in relation to a fatality on the tramway on 28 November 2012. Investigations were still continuing and the tram operator was co-operating fully on all requests for information. Further information would be reported once HM Coroner's proceedings had concluded.

Mr Holdstock also reported that a second fatality on the Network rail side of the location had occurred on 9 February 2013, which the police had attributed to suspicious circumstances. As a result, the County Council, at the request of Network Rail, had used emergency powers to close the footpath. It was expected that the footpath would remain closed either for a period of up to six months, or until such time as a new footbridge had been installed. An application for planning permission to construct a footbridge had been submitted to Ashfield District Council by Network Rail and Tramlink Nottingham had approved design drawings for this submission.

It was confirmed that the structure will be compliant with current disability legislation. It was thought that tram service disruption would be minimised by prefabricated construction techniques and overnight/weekend working.

(c) Extension of Cycle Hub Network

Additional, Citycard activated cycle hubs, would be installed at Hucknall, Wilkinson Street and Phoenix Park, park and ride sites.

(d) Ticketing, Fares and Marketing

To mark the recent anniversary of the introduction of tram services, Tramlink Nottingham Ltd had issued commemorative tickets linked to a prize draw. Feedback from users on tram services had been very positive.

The issues of internal and external advertising on tram vehicles was discussed and the methods used to do so were explained. Commercial considerations notwithstanding, the issue of seeking to achieve an acceptable, high quality finish to all advertising on tram services remained under active consideration and it was intended that the first seven vehicles of the new fleet would remain externally advertisement-free.

RESOLVED that the report be noted.

19 TRAMLINK – CUSTOMER SURVEY FINDINGS, OFF-TRAM TICKETING AND SERVICE IMPROVEMENTS

Consideration was given to the Executive Summary of the NET On-Tram Customer Satisfaction Survey (November 2012) which provided a range of data on passenger usage and perception of tram operations, the results of which indicated that the Concessionaire was addressing those areas which were of most interest to customers and would be used to inform development of future policies. Issues of current of interest included:

(a) Park and Ride Sites

(i) Security

The implementation of a dedicated security team and accommodation would assist all park and ride sites, including the Forest to achieve Park Mark accreditation.

(ii) Vehicle Usage

Mr Harrison confirmed the perception that vehicle parking at tram park and ride sites was not exclusively linked to tram patronage and may include an element of displaced parking arising from introduction of the Workplace Parking Levy/Charge by some employers.

Tramlink Nottingham was currently undertaking a three month study of parking behaviour to help understand the issues and would use the findings to help formulate its approach to rectifying the situation. Possible measures could include the implementation of a permit regime which granted free use to tram users.

(c) Customer Survey - Areas for Further Improvement

Although satisfied overall with the survey findings, Mr Harrison and Mr Hewitt understood that there was no room for complacency. Areas of disappointment with the public findings had included lower than desired responses regarding security at tram stops and communication of information to users and ticketing information which, in light of recent changes was, perhaps, understandable. Survey methodology and frequency would be kept under review to eliminate anomalies such as an absence of users surveyed who boarded the tram at Station Street, which was thought to be due to an error in the presentation of the data. Requests to rectify labelling errors in the updated scatter graphs and provide clearer explanations of the data provided, were noted.

(d) Service Improvements

Stock would continue to be improved during its seven year life cycle. Short videos were played to indicate the levels of refurbishment which were available for existing stock and which would be undertaken in preparation for the introduction of additions to the current fleet and cleaning arrangements for vehicles were outlined. An expansion of the fleet and greater frequency would increase system capacity by up to 33% and frequency by up to 42%.

An outline of impending improvements, including engineering works at Bulwell and the Noel Street Diamond Crossing, and proposals to increase public awareness of system features by a re-examination of signage and other interaction information was also provided. The works at Noel Street would include measures to reduce the amount of noise caused by trams passing over the crossing and would require services between Wilkinson Street and The Forest to be temporarily suspended during the construction period, which was planned to commence over the Easter Bank Holiday weekend. A replacement bus service would operate during this period.

(e) Off-Tram Ticketing

Artist's impressions of validating and ticketing hardware to be featured at trams stops and an overview of supporting administrative procedures, including revenue protection systems and independent appeals processes was provided. A number of conductors would be retained for an interim period to help users in the transition to off-tram ticketing, by providing assistance with hardware and advice on ticketing options (rather than selling tickets). The possibility of differential zonal charging for travel could be considered in the future and, although possible, the introduction of 'oystercard' pay as you go style ticketing was unlikely before 2014.

RESOLVED

- (1) that the information be noted;**
- (2) that the offer by Tramlink Nottingham to provide regular updates to the Committee on operational matters be welcomed;**
- (3) that Tramlink Nottingham be requested to provide corrected information on scatter diagrams and tram energy consumption levels;**
- (4) that the Advisory Committee joins with Tramlink Nottingham in expressing its appreciation of the contribution made by staff to the success of the operation as reflected in customer survey comments received.**

20 CORRESPONDENCE FROM MEMBERS OF THE PUBLIC

The Advisory Committee's comments were sought in relation to four further items of correspondence received since the last meeting of the Committee regarding the availability of seats and frequency of trams, potentially confusing wording on 30 day tram tickets and comments on the impending review of NET Byelaws.

(a) Seat Availability and Tram Frequency

The Committee noted that correspondents had drawn attention to difficulties experienced during the particularly busy pre-Christmas period, which could be a factor in reducing the numbers of seats available at busy times. The Committee also noted capacity and frequency limitations imposed by the current size of the fleet and concurred with Tramlink Nottingham's comments that the introduction of NET Phase 2 should go some way to address the frequency and capacity issues.

(b) Potentially Confusing Wording on Tickets

The Committee noted the actions of Tramlink Nottingham in acknowledging, on review, the potential for customers to misunderstand the wording of the 30 day tram ticket, that this would be rectified and that the correspondent had received a complimentary 7-day tram ticket as a gesture of goodwill. The Committee considered that Tramlink Nottingham's response had been appropriate to the circumstances.

(c) Comments on Review of Tram Byelaws

The Committee noted the responses of Tramlink Nottingham to the correspondent's comments regarding issues around the review of Tram Byelaws and concurred with the view that not all issues raised were of relevance to the Byelaw Review.

RESOLVED that the correspondence received and comments in response by Tramlink Nottingham, be noted.

PROVISIONAL DATE OF NEXT MEETING: Tuesday, 11 June 2013, starting at 2.00 pm.