

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

**Date:** Tuesday 10 December 2013

**Time:** 2.00pm

**Place:** LB 31 at Loxley House, Station Street

**Councillors are requested to attend the above meeting on the date and at the time and place stated to transact the following business.**



**Deputy Chief Executive/Corporate Director for Resources**

**Constitutional Services Officer: Martin Parker Direct dial - 8764303**

**A G E N D A**

**1 APOLOGIES FOR ABSENCE**

**2 DECLARATIONS OF INTERESTS**

**3 MINUTES**

Last meeting held on 11 September 2013 (for confirmation) Attached

**4 NET LINE ONE OPERATIONAL PERFORMANCE: AUGUST - OCTOBER 2013**

Report of Director, Nottingham Express Transit Attached

**5 OFF-TRAM TICKETING – UPDATE**

Concessionaire to report

**6 ANNUAL CUSTOMER SURVEY RESULTS**

Concessionaire to report

**7 LETTERS FROM MEMBERS OF THE PUBLIC**

Report of Director, Nottingham Express Transit Attached

**CITIZENS ATTENDING MEETINGS ARE ASKED TO ARRIVE AT  
LEAST 15 MINUTES BEFORE THE START OF THE MEETING TO  
BE ISSUED WITH VISITOR BADGES.**

**IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN  
ANY ITEM ON THE AGENDA, PLEASE CONTACT THE  
CONSTITUTIONAL SERVICES OFFICER SHOWN ABOVE, IF  
POSSIBLE BEFORE THE DAY OF THE MEETING**

Agenda, reports and minutes for all public meetings can be viewed online at:-  
<http://open.nottinghamcity.gov.uk/comm/default.asp>

**NOTTINGHAM CITY COUNCIL**

**GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE**

**MINUTES of the meeting held at Loxley House, Station Street, on 11 SEPTEMBER 2013 from 2.00 pm to 4.50 pm**

**Nottingham City Council**

- ✓ Councillor John Hartshorne
- ✓ Councillor Thulani Molife  
Councillor Toby Neal
- ✓ Councillor Alex Norris  
Councillor Sarah Piper  
Councillor Dave Trimble

**Nottinghamshire County Council**

- Councillor Reg Adair
- Councillor Kevin Greaves
- ✓ Councillor Stan Heptinstall MBE
- ✓ Councillor Richard Jackson

**Independent Representatives**

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

**Also in attendance**

- Lea Harrison )
  - Phil Hewitt )
  - Chris Deas )
  - Andrew Holdstock )
  - Martin Parker )
- Tramlink Nottingham Limited
- Nottingham City Council

**1 APPOINTMENT OF CHAIR**

**RESOLVED to appoint Councillor John Hartshorne as Chair of the Advisory Committee for the remainder of the Municipal Year.**

**2 APPOINTMENT OF VICE-CHAIR**

**RESOLVED to appoint County Councillor Kevin Greaves as Vice-Chair of the Advisory Committee subject to his acceptance of the nomination in his absence.**

**3 APOLOGIES FOR ABSENCE**

Apologies for absence were received from the following Councillors on other civic business:

**Nottingham City Council**

None.

**Nottinghamshire County Council**

County Councillors Reg Adair and Kevin Greaves

**4 DECLARATIONS OF INTERESTS**

None.

**5 MINUTES**

Subject to recording County Councillor Stan Heptinstall's apologies for absence, the Advisory Committee confirmed the minutes of the meeting held on 12 March 2013 as a correct record and they were signed by the Chair. The circulation of graphs comparing cumulative energy consumption for the years 2012 and 2013 (to date) was noted.

**6 NET LINE ONE: OPERATIONAL PERFORMANCE  
– FEBRUARY TO JULY 2013**

Andrew Holdstock summarised the report of the Director, Nottingham Express Transit (NET) relating to the performance of NET Line One for the period February to July 2013 and highlighted the following:

**(a) Operational Matters**

**Performance**

Average reliability and punctuality of the tram system for the period was once again very high, with 99.7% of timetabled trips running and 98.8% of services departing on time. The reduction in the number of tram passenger trips to 7.4m trips is primarily attributed to the withdrawal of through-ticketing between trams and buses following clarification of competition rules between transport operators and to straightened economic conditions.

Changes in patronage levels have been mirrored in other core cities which have experienced a decline of 2 – 4% in urban transport journeys. Efforts are being made to win back displaced customers and to improving the Kangaroo ticket offer by additional marketing awareness campaigns. The Operator continues to encourage more tram travellers towards off-tram and advanced ticket purchases, so reducing travel costs. This is supported by the successful opening and operation of the new Travel Centre facility in Nottingham City Centre.

**(b) Engineering and Construction Issues**

Installation of the replacement footbridge north of Moor Bridge has been completed successfully. The renewal of the crossover track at the junction of Noel Street with Terrace Street in Hyson Green has also been completed and noise assessment tests have confirmed a significant improvement over previous conditions. Minor residual rail grinding issues have also been resolved. Refurbishment of the existing tram fleet continues.

Conditional planning approval has been given to a planning application to upgrade the petrol filling station at the ASDA Radford Road store, elements of which will help address access and egress arrangements affecting the tramway. Measures currently being considered include the introduction of traffic signals and the carrying out of a road safety audit of the section of Radford Road along which the tram runs to identify any further works which may be required.

**(c) Extension of Cycle Hub Network**

The new Citycard activated cycle hub facilities at four locations on NET Line One opened to the public in July. The network will be extended further by new facilities at Toton Lane and Clifton park and ride sites in late 2014 as part of the NET Phase Two extensions. Members of the Advisory Committee suggested that interaction between cycles and other tramway users maybe improved if a further leaflet, clarifying common issues were made available to cyclists.

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

Tramlink Nottingham continues to work with the City Council on the Travel Right initiative, which includes promoting increased use of public transport in the north and northwest of the city, by working with community groups, schools and local businesses to promote a better understanding of the service and travel options.

The Advisory Committee:

- welcomes the introduction of the city centre Travel Centre but notes that it is not currently open on Sundays. If possible, the timetable for opening should be reviewed. Although the Operator will consider the suggestion and report its views, it is not currently considered that there is sufficient demand for the Centre to be open on Sundays.
- welcomes work on the Travel Right initiative and suggests as a future agenda item, a discussion on how this work might be developed further to encourage people to travel out into the suburbs and how outer retail centres might attract additional visitors.

## **RESOLVED**

- (1) to note the report and discussions arising;**
- (2) to request that the NET Project Director and Tramlink colleagues report to a future meeting on:**
  - (a) how people might be encouraged to travel out into the suburbs and how outer retail centres might attract additional visitors;**
  - (b) whether a breakdown on tickets purchased by type can be provided without breaching commercial sensitivity;**
  - (c) the feasibility of extending opening hours of the city-centre Travel Centre to include Sundays.**

## **7 TICKETING ARRANGEMENTS**

Lea Harrison and Phil Hewitt provided an informal briefing to the Advisory Committee on progress in developing operational aspects . Topics covered include:

- the re-branding of off-tram ticketing as 'NETSmart' to reflect a wish to introduce payments for tickets from? mobile handsets or Near Field Communication (NFC) payments at a future time and to create a sustainable, integrated transport ticketing system;
- arrangements for the installation, trialling and introduction of equipment to support off-tram ticketing at tram stops and measures which are available to reduce the likelihood of vandalism to the equipment;
- the latest position regarding the implementation of a penalty fare and independent appeals system.

**RESOLVED to note the report and arising discussion.**

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

The Advisory Committee's views were sought on three items of correspondence received from members of the public.

### **(a) Availability of Seats for Elderly People on Trams**

The Advisory Committee notes and understands the concerns of the correspondents that young people travelling on trams may be disinclined to give up their seats to enable older people who are standing to sit. The correspondence has highlighted the need for further training of conductors to inform them of their responsibilities towards travellers. The expected introduction of a Code of Behaviour for Passengers will reinforce the desirability of younger people standing to allow those who are less able to sit.

**(b) Handling of Racially Abusive Passengers by Tram Staff**

The Advisory Committee is pleased with the prompt action taken by tram staff against an individual to exclude the person promptly from the vehicle after they racially abused a fellow passenger. Staff acted appropriately.

The Advisory Committee notes the response by the Operator and although it understands the concerns of the correspondent for passenger safety should permanent conductors be withdrawn from the service, this element is considered to be a matter for the Operator to address by planning appropriately.

**(c) Car Parking Arrangements at Park and Ride Tram Stops**

The Advisory Committee notes the correspondents' comments regarding the ability of commuters to find their vehicles on return from using the tram and asks that the Director NET and Concessionaire consider the introduction of quadrant parking and/or row and bay marking to provide a solution.

**RESOLVED to note the correspondence, issues arising and responses by the Concessionaire to the points raised and request that the NET Project Director and Operator colleagues review signage and marking arrangements at relevant car parks.**

**9 DATES OF FUTURE MEETINGS**

**RESOLVED to meet at 2.00 pm at Loxley House Station Street, on the following Tuesdays:**

**10 December 2013**

**11 March 2014**





**NET LINE ONE - OPERATIONAL PERFORMANCE: AUGUST TO THE END OF OCTOBER 2013****1. SUMMARY OF ISSUES**

- 1.1. The report informs the Committee of the performance of NET Line One from August to the end of October 2013.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

- 3.1. The average levels of tram service reliability and punctuality achieved during the period were 99.47% and 97.86% respectively.
- 3.2. There was a slight reduction in operational performance levels in October due principally to leaf fall on Mount Hooton Road and Waverley Street which caused traction and braking difficulties and resulted in some delays to services. Additional rail maintenance activities were carried out by the tram operator in order to minimise the impact of this issue.
- 3.3. Additional tram services were operated to and from The Forest during the period of Goose Fair and also on Bonfire Night.

**4. OTHER MATTERS**

- 4.1. The footbridge that has been installed by Network Rail north of Moor Bridge, which replaces the Bayles and Wylies footpath level crossing at which a pedestrian fatality occurred in November last year, was opened to the public in October.
- 4.2. Some works have commenced at tramstops and park and ride sites in preparation for the introduction of NET Phase Two services and off-tram ticketing. These have included the installation of foundations for ticket machines and validators and works to install a radio mast at Moor Bridge.
- 4.3. Six of the 22 new Citadis trams have been delivered to the depot by the manufacturer, Alstom. Overnight test running of these vehicles has commenced along both the off-street and on-street sections of NET Line One.
- 4.4. A NET brand awareness campaign at sports grounds and Nottingham Arena commenced in August, with advertising panels placed at Nottingham Forest, Notts County and the Ice Stadium. The offer of a £2 "NET Event Ticket" which is valid for a return trip to sports events, as well as performances at the Theatre Royal and Concert Hall, Nottingham Playhouse and Nottingham Arena has continued. In addition, a new shuttle bus link between Station Street and the Nottingham Forest ground has been introduced on match days.

- 4.5. The Five for £5 Group Ticket has continued to prove very popular and was offered over the half-term school holiday, during Goose Fair and on all weekends during October.
- 4.6. A customer acquisition campaign was undertaken by Tramlink in September aimed at attracting non-users to try the tram for free. Bus stop shelters and billboards close to tramstops were used to convey the message, adverts were run in the local media and a house to house leaflet distribution was undertaken in Hucknall. A bespoke "Try the Tram" website was also set up.

**Contact Officer:**     **Andy Holdstock**

**Telephone Number:** **0115 8764199**

**E-mail:**                 [andrew.holdstock@nottinghamcity.gov.uk](mailto:andrew.holdstock@nottinghamcity.gov.uk)

**LETTERS FROM MEMBERS OF THE PUBLIC****1. SUMMARY OF ISSUES**

- 1.1. A letter, addressed to the Committee, has been received from a member of the public relating their experiences of trying to purchase Event Tickets when travelling by tram to ice hockey matches.
- 1.2. In addition, a further letter has been received from a correspondent who wrote to the Committee earlier in the year about the loss of conductors, thanking the Committee Chair for his response.

**2. RECOMMENDATION**

- 2.1. The views of the Committee are sought.

**3. CORRESPONDENT A (Appendix A)**

- 3.1. Correspondent A is a Nottingham Panthers season ticket holder who uses the tram to travel to the Ice Arena on match days. She has tried to purchase Event Tickets on the tram, which allow return travel for £2 to holders of match or season tickets, but claims that the conductors have been unaware of the offer and that she has been required to pay the full fare.
- 3.2. Nottingham Trams have responded to the customer by firstly clarifying that the offer referred to is available throughout the day and not only after 5.00pm, as suggested in the letter. They have requested that the customer sends in her tram tickets to enable a refund to be made and to assist in identifying the conductors so that further training can be given.
- 3.3. The customer has sent no further correspondence in response to this request.
- 3.4. Tramlink Nottingham have commented that the tickets referred to have been sold in large numbers since the beginning of the ice hockey season and they are not aware of any other complaints about lack of product knowledge by the conductors.

**4. CORRESPONDENT B (Appendix B)**

- 4.1. Correspondent B originally wrote to the Committee in July, expressing his concerns about the proposal to introduce off-tram ticketing and to withdraw conductors from the trams. Following the September meeting of the Committee at which the issue was discussed, the Chair wrote back to the correspondent and he has sent a further letter of thanks and appreciation that his comments had been received favourably.

**Contact Officer:** Andy Holdstock

**Telephone Number:** 0115 8764199

**E-mail:** [andrew.holdstock@nottinghamcity.gov.uk](mailto:andrew.holdstock@nottinghamcity.gov.uk)

## **APPENDIX A**

### **Letter from Correspondent A:**

17.10.13.

To who it concerns

I am writing as I am really annoyed because Ive got a panthers season ticket and when there is matches on that arnt included on the season ticket I still pay and go and see them. There is an offer on with the trams that on match days if you get the tram after 5.00 in the afternoon and your watching the match – if you present your panthers ticket or season ticket to the conductor then you get an all day ticket cheaper. This offer is advertised everywhere yet why do so many conductors not know about it?? Ive had to pay full price on several days now! When I have got the tram after 5 on match days! And shown my ticket! Ive had one conductor question me about there being such an offer! and there is!!

I think in total now Ive had to pay full fare for an all day pass six times! Why arnt you informing all the conductors about it?! Id like a refund of all my trips where Ive paid more if possible im really annoyed!!! The tram company have obviously agreed on doing this offer so let us have it!!

I look forward to hearing what you have to say on the matter!

### **Response from NET Customer Services:**

We are in receipt of your letter of 17<sup>th</sup> October 2013 concerning the purchase of discounted event tickets for The Panthers matches.

Firstly we would like to extend our apologies for any confusion with regard to these tickets. We can confirm that there is no 5pm time restriction with regard to the purchase of these tickets from ourselves as they are available all day on production of a season ticket or event ticket.

We kindly ask that you forward by return the tram tickets purchased and we will be happy to make a full refund. This will also allow us to identify the member of staff on each occasion so that further training can be given to prevent this happening in future.

Please scan the tickets and forward them to [info@thetram.net](mailto:info@thetram.net)

Or post a copy of them to NET Customer Services,  
Armstrong Way  
Wilkinson Street  
Nottingham  
NG7 7NW

Kind regards

**NET Customer Services**

## **APPENDIX B**

### **Letter from Correspondent B:**

Dear Cllr. Hartshorne,

Many thanks for your letter dated 14th November, written in response to my letter dated 19th July, which was discussed at the recent GNLRTAC meeting. I had, in fact, already downloaded the minutes, and had seen that my comments had been raised and discussed.

I am pleased to hear that my comments were received favourably, and feel reassured that Tramlink Nottingham are responding appropriately in their obligation to ensure passenger safety aboard their vehicles.

As previously stated, it is my view that tram conductors also play a significant ambassadorial role that contributes to customer's pride in, and high levels of satisfaction with, NET's service. In time we shall see whether this belief is borne out by the statistics. I shall watch with keen interest how these events unfold.

Many thanks for taking the time to write to me, and for all that you do for this city.

