

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

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