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**Nottingham**  
**City Council**

## **Nottingham City Council Greater Nottingham Light Rapid Transit Advisory Committee**

**Date:** Tuesday, 9 July 2024

**Time:** 2.00 pm

**Place:** Ground Floor Committee Room - Loxley House, Station Street, Nottingham,  
NG2 3NG

**Councillors are requested to attend the above meeting to transact the following business**

**Director for Legal and Governance**

**Governance Officer:** Phil Wye

**Direct Dial:** 0115 8764637

- 1 Appointment of Chair**
- 2 Appointment of Vice Chair**
- 3 Apologies for Absence**
- 4 Declarations of Interests**
- 5 Minutes** 3 - 8  
Minutes of the meeting held on 12 March 2024, for confirmation
- 6 NET Operational Performance and Progress Update** 9 - 12  
Report of the Head of Operations, Nottingham Trams
- 7 Correspondence from Member of the Public** 13 - 18
- 8 Date of the next meeting**  
To agree to meet on Tuesday 14 January at 2.00pm at Loxley House.

If you need any advice on declaring an Interest in any item on the agenda, please contact the Governance Officer shown above, if possible before the day of the meeting.

Citizens are advised that this meeting may be recorded, including by members of the public. Any recording or reporting on this meeting should take place in accordance with the Council's policy on recording and reporting on public meetings, which is available at [www.nottinghamcity.gov.uk](http://www.nottinghamcity.gov.uk). Individuals intending to record the meeting are asked to notify the Governance Officer shown above in advance.

## Nottingham City Council

### Greater Nottingham Light Rapid Transit Advisory Committee

Minutes of the meeting held at Loxley House, Station Street, Nottingham, NG2 3NG on 12 March 2024 from 2.02 pm - 3.10 pm

#### Membership

##### Nottingham City Council

- ✓ Councillor Helen Kalsi (Chair)
- ✓ Councillor Angela Kandola
- ✓ Councillor Michael Savage
- ✓ Councillor Hayley Spain

##### Nottinghamshire County Council

- ✓ Councillor Jim Creamer
- ✓ Councillor Richard Jackson (substitute)  
Councillor Eric Kerry  
Councillor John Ogle  
Councillor Francis Purdue-Horan  
Councillor Gordon Wheeler

##### NET User Representatives

- Roger Bacon (Travel Watch East Midlands)
- Ian Bates (East Midlands Chamber of Commerce)
- ✓ Justin Donne (Nottingham Federation of Small Businesses)  
Helen Hemstock (RiseWise)  
Chris Roy (Nottingham Trent University)
- ✓ Lorraine Salt-Pulford (Nottingham City Disability Involvement Group)
- ✓ Jim Thomas (Nottinghamshire Better Transport)

#### Colleagues, partners and others in attendance:

- |                  |  |
|------------------|--|
| Jo Bentley       | - Head of Customer Experience, Nottingham Trams        |
| Andrew Conroy    | - Chief Operating Officer, Tramlink Nottingham         |
| Andrew Holdstock | - Senior NET Project Engineer, Nottingham City Council |
| Alison Sweeney   | - Head of Marketing, Tramlink Nottingham               |
| Phil Wye         | - Governance Officer                                   |

#### 26 Apologies for Absence

Councillor Eric Kerry – personal reasons  
Councillor John Ogle – other Council business  
Councillor Francis Purdue-Horan – other Council business  
Councillor Gordon Wheeler – other Council business

#### 27 Declarations of Interests

None.

#### 28 Minutes

The Committee confirmed the minutes of the meeting held on 12 December 2023 as a correct record and they were signed by the Chair.

## **29 NET Operational Performance and Progress Update**

Jo Bentley, Head of Customer Experience, Nottingham Trams, presented the report updates the Committee on the performance and progress of NET from the beginning of November 2023 to the end of January 2024, highlighting the following:

- (a) the reliability and punctuality of the tram service during this three-month period were 94.7% and 93.7%, respectively. During the busiest period of the year for the tram network reliability performance was sustained, despite a variety of challenges with weather conditions and a continued impact from third-party events. Storms have brought flooding, snow, high winds, and freezing temperatures to be dealt with;
- (b) this period has also seen a significant increase in city centre footfall and traffic congestion, again impacting services. Most Saturdays throughout this period have also seen pro-Palestinian marches block tram and road routes, causing some delays on the busiest day of the week;
- (c) during the period, there continued to be an increase in third-party incidents, including minor collisions near the Fletcher Gate car park, Meadows Embankment and on Radford Road and Berridge Road. These types of incident can have a knock-on effect on services due to tram availability while repairs to damage are carried out;
- (d) on Thursday, November 30, a collision occurred between a tram and a wheelchair that had rolled onto the track. Investigations established that a brake had not been applied correctly by the individual pushing the wheelchair when they turned to close a gate. Although the tram driver responded quickly by applying his brakes, a collision was unavoidable, and the wheelchair user sustained head injuries and was taken to hospital for treatment;
- (e) heavy rainfall and stormy weather during December caused issues with localised flooding across the network and debris being blown onto tracks and overhead line equipment with, at Bulwell Forest, the level crossing barrier blown onto the overhead line. Network Rail attended shortly afterwards this event to carry out a repair that allowed services to resume;
- (f) in January, Storm Henk brought heavy county-wide rain, taking the River Trent to record levels and flooding a section of the track at Wilford Lane. It took several days for the water to subside to enable cleaning ahead of service resumption. A cold front later in the month saw temperatures dropped to around -10°C causing issues with frozen screen wash and motors. High winds continued to affect the tramway and surrounding areas, with debris being blown onto tracks;
- (g) during 2023, NTL focused on recruiting and training more drivers to provide additional resilience to tram services. This has had a positive impact during the

period and improved service performance levels;

- (h) in December, a 'Zero Tolerance' campaign targeting fare evasion was launched. This saw the revenue team enhance their revenue protection operations with police and security support. It has also been an opportunity to educate customers to ensure they have validated their travel products correctly. This campaign has been very successful and has continued into the new year;
- (i) The rollout of parking enforcement, covering all NET park and ride sites, was successfully completed in December. The majority of customer feedback received remains overwhelmingly positive, with parking enforcement having a positive impact on NET customers looking to use Park and Ride sites. The approach has also contributed to the overall security of the network, with officers deterring anti-social behaviour and criminal damage;
- (j) reports of anti-social behaviour continue to be received and NET staff continue to experience abuse, and occasionally physical violence, when carrying out their duties. Close working with the police ensures that as much evidence as possible is provided to support prosecutions. Criminal damage to trams and tram stop infrastructure has increased over the period in the Highbury Vale and Bulwell areas. These issues continue to be linked to youth crime and are part of a wider issue in the area that has seen other transport providers also targeted. This has been escalated with police colleagues in the Transport Hub and additional patrols are being carried out to try and tackle the issue;
- (k) an increase in anti-social driving around the Toton Lane area and park and ride has been reported. Regular patrols continue to be undertaken and information is shared with the police, however this is part of a nationwide trend. New traffic calming measures are to be installed at the entrance areas to the park and ride site and opportunities for further funding for other measures are being explored with Broxtowe Borough Council. Dedicated patrols took place in the area during October, with a specific focus on deterring this activity;
- (a) in November, a new initiative was launched with accessibility company, Widgit, to offer an illustrated guide to help those who may struggle to travel independently or may not speak English. The comprehensive guide uses specialist symbols and images to prepare the person for what they can expect when they travel on the tram, helping to reduce any stress and anxiety. A special one-page guide to use during their travel has also been created. A class of special needs children from Rosehill School assisted in part of the launch to test out the symbolised guides available to download from the NET website;
- (b) following the shortlisting of ten charities for NET Charity of the Year 2024, the winner was Nottingham Central Women's Aid. Also, a cheque for £2,500 was presented by NET to The Pythian Club, the money having been raised through parking fines at the park and ride facilities. The money will support a scheme that includes the refurbishment of bicycles that young people can use to get to work or college or to access essential services. They will also use it to purchase England football kits to encourage participation in the sport.

The following points were made during the discussion which followed:

- (n) it is difficult to predict the times that anti-social behaviour will occur, which can make it difficult to deploy police patrols accurately;
- (o) there has been a noticeable difference at the Forest park and ride, with a larger police presence meaning that fewer people are trying to board trams for free. Local residents have made positive comments on this impact;
- (p) traffic calming measures at the Toton Lane park and ride are not working and anti-social driving continues to be an issue for the local residents. Tramlink is working with Broxtowe Borough Council on the implementation of an injunction for the area which would allow for an increased police presence and enforcement;
- (q) the car park at the Forest park and ride can only be used by tram users. Enforcement officers are on hand to make sure that this is the case, and also that people do not just buy a tram ticket and then walk away. Signage has been improved and there is an alternative car park for park users;
- (r) the Clifton South park and ride is also only to be used by tram users, and should not be used by those only using the Nottingham Trent University hopper bus.

#### **Resolved to note the report**

### **30 Customer Survey Results**

Alison Sweeney, Head of Marketing, Tramlink Nottingham, delivered a presentation on the results of an online customer survey of 1,200 participants from areas that have traditionally seen commuting into Nottingham City Centre, undertaken in Summer 2023, and highlighted the following:

- (a) tram users tend to be those with no children or young families, working full time, travelling in and around Nottingham weekly. Most users are 18-34 year olds travelling for work, followed by families travelling for leisure and students;
- (b) tram users tend to be full time workers with high usage of the internet and social media. 72% of tram users use the tram 1-4 times a week, reflecting the prevalence of hybrid working;
- (c) awareness of NET is very high among tram users and non-users and they are very well regarded. Perception of the service is good for convenience, frequency and speed. Those with season tickets are more likely to say that it is good value for money;
- (d) the tram is the favoured mode of public transport and its usage is likely to increase, with respondents saying they are likely to increase their tram usage in future;
- (e) the tram scores higher than the bus in almost all categories, the exception being Helpful Staff. This could be because tram drivers are less able to interact with passengers, being behind a window. However, season ticket holders are more

likely to report friendly staff;

- (f) those travelling with weekly or season tickets are most likely to have travelled during trackwork and say they have received the most useful information from social media. 91% of respondents said that the information released during these periods was useful;
- (g) satisfaction is high and almost all tram passengers would recommend the NET service. Of the small percentage who wouldn't recommend NET, the highest reasons were price and reliability. Things that would encourage people to use the tram more include better value tickets, more routes, and late-night trams.
- (h) the £2 bus ticket scheme continues to have an impact on the tram as a travel provider. NET cannot compete and undercut the buses, so must make sure that the service is affordable and reliant, working with the buses to create a quality integrated transport network across Nottingham;
- (i) a representative sample of tram users were surveyed. This included older and disabled people;
- (j) the cost of a season ticket on the tram is lower than the Workplace Parking Levy. However, it has been a struggle at some employment sites to encourage people to switch away from their cars.

## **Resolved to**

**(1) note the information;**

**(2) request that the full report of the survey results be circulated to Committee members.**

## **31 Work Plan**

There were no changes to the usual work plan.

Nottingham City Council, at its meeting on 4 March 2024, approved a reduction in the number of meetings of this Committee in the 2024-25 Municipal Year to two, in July and January. All Committee Members have been informed of this by email.

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**NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE**

**1. SUMMARY OF ISSUES**

- 1.1 This report updates the Committee on the performance and progress of NET from the beginning of February 2024 to the end of April 2024.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

- 3.1 The reliability and punctuality of the tram service during this three-month period were 96% and 94%, respectively. These figures continue to reflect and demonstrate a sustained improvement in performance compared to the previous reporting period. Tram availability has remained an underlying theme throughout the period, with plans currently being finalised for the repair of Tram 232, which was involved in a derailment at Bulwell in June 2023. Traffic congestion has also remained an issue, with a variety of road works - particularly tree works around the Gregory Boulevard area - and heavy traffic flows causing delays on the network. Performance has however remained positive and stable.
- 3.2 On February 6<sup>th</sup> Tram 213 failed at Moor Bridge. This was due to a driver using a fire extinguisher on one of the motor bogies as a precaution. However, all members of the public were safely able to disembark the tram. Alstom technicians attended the tram after the incident, to ensure it was safe before a recovery to the depot for repairs.
- 3.3 Several serious road traffic collisions caused disruption to the network during the period;
- On 4<sup>th</sup> March an 11-year-old boy collided with a tram at Wilkinson Street as he was travelling on his bike on his way to school. All emergency services attended the scene with the support of NET and Alstom employees. NET has been in communication with the boy's parents who updated the team that he is expected to make a full recovery from his injuries sustained at the time.
  - On 5<sup>th</sup> March, an intoxicated male member of the public crossed behind a moving tram at a road junction and was struck by the tram that was travelling in the opposite direction. He was taken to hospital for an examination as a precaution.

- On 21<sup>st</sup> March a vehicle drove into the swept path of the tram at a T junction in the Beeston area, causing damage to the tram and vehicle. The tram driver also sustained whiplash injuries.
- On 24<sup>th</sup> April a car collided with a tram on Radford Road exiting the supermarket. Police attended the scene, and it was discovered that the driver did not have a license, and the vehicle wasn't insured. Delays were encountered whilst the police carried out their investigation, and the tram was checked for damage before moving.

#### 4. TRACK REPLACEMENT WORKS

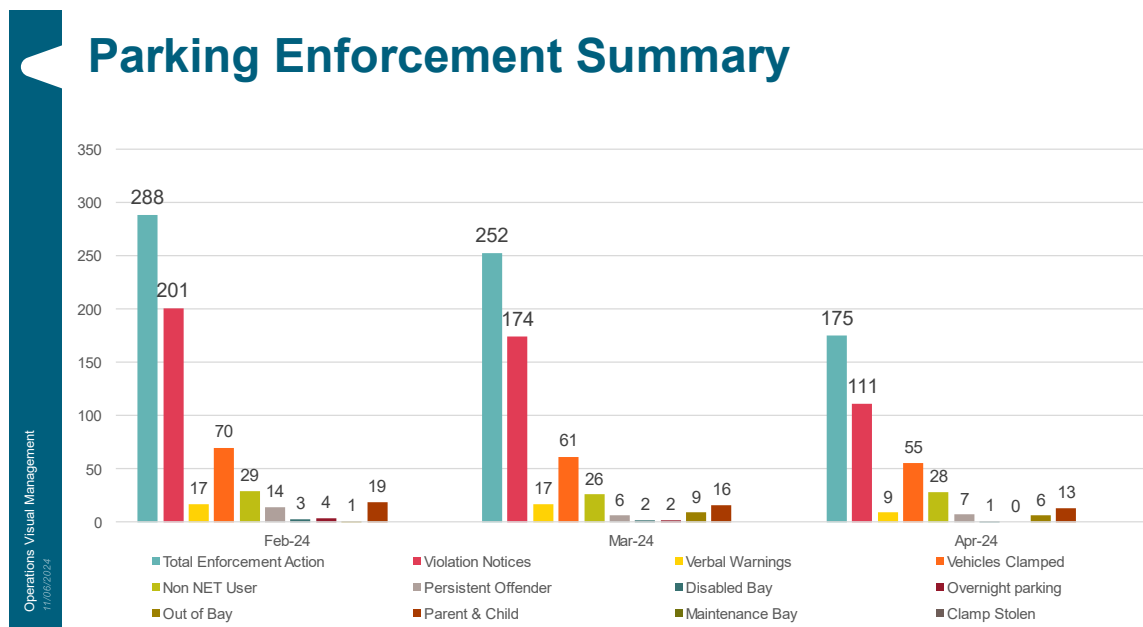
4.1 Planned track replacement works are taking place at the High School and Royal Centre between 2<sup>nd</sup> and 15<sup>th</sup> of July. During the works trams are unable to operate between The Forest and Old Market Square, and a replacement bus service is in place to transport customers between these two stops.

#### 5. ZERO TOLERANCE CAMPAIGN – REVENUE PROTECTION UPDATE

5.1 The zero-tolerance approach to fare evasion has continued, with support from the police. Fare evasion figures have declined and stabilised as this firm approach is embedded into day-to-day operations.

#### 6. PARKING ENFORCEMENT UPDATE

6.1 Following the successful roll out of parking enforcement across all NET park and ride sites, patrols have become embedded within network security operations. Enforcement levels have remained stable over the period, with the majority of vehicles being clamped for not using NET services, or for incorrect use of parking bays.



## **7. ANTI-SOCIAL BEHAVIOUR UPDATE**

- 7.1 Anti-social behaviour levels have seen a sustained decline, although front-line staff continue to experience abuse and occasionally physical violence when carrying out their duties. Criminal damage on the network again, whilst in decline, continues to impact staff and customers. NET works closely with the police to provide high-definition CCTV footage to identify and prosecute where possible.
- 7.2 New traffic calming measures have been installed at Toton Lane park and ride site to prevent misuse from anti-social driving in the area. This has been joint funded by NET and Broxtowe Borough Council. It is too early to draw firm conclusions from this, but early indications appear to have had a positive impact.

## **8. PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT**

- 8.1 It has been confirmed that with support from NET, the Pythian Club will be receiving £12,000 funding from SNCF for their outreach service, to help continue to combat anti-social behaviour on the network.
- 8.2 It has been agreed that £2,000 will be donated to the Pythian Club to support You vs Tram, and £500 will be donated to the NET Charity of the Year, Nottingham Central Women's Aid, both funded from the Crown Prosecution Service charity fund for the first quarter of 2024.
- 8.3 As a result of a number of staff requests for charity donations and fund-matching, NET is proud to have donated over £1,000 to the following charities: Brain Tumour Charity, Alzheimer's UK, Our Dementia Choir, Star Strike FC and Phoenix FC.

**Trevor Stocker, Head of Operations, Nottingham Trams**

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**CORRESPONDENCE FROM MEMBER OF THE PUBLIC**

**1. SUMMARY OF ISSUES**

- 1.1. A member of the public has written to the Committee expressing dissatisfaction with the number of disabled parking spaces at Hucknall park and ride site and has requested that more spaces are made available.

**2. RECOMMENDATION**

- 2.1. The views of the Committee are sought.

**3. DETAILS OF CORRESPONDENCE**

- 3.1. A Mansfield resident, who holds a disabled blue badge, visited Hucknall park and ride, intending to use the tram. However, at the time he visited, he was unable to find a disabled parking bay that wasn't occupied. The correspondent considers that the number of disabled spaces in the car park is insufficient and has complained to the tram operator, Nottingham Trams, requesting that this number is increased. He has stated that, because of his experience, he is unlikely to use the car park in the future.

**4. RESPONSE OF NOTTINGHAM TRAMS**

- 4.1. In response to the complaint, Nottingham Trams have informed the correspondent that Hucknall park and ride site is one of their smallest, with a total of 439 spaces. 18 of these are marked as disabled spaces, 8 of which are located opposite the bus layby, with a further 10 spaces near the bridge, at the north end of the platform. This results in more than 4% of spaces being allocated as disabled bays, a proportion that complies with national car park design guidance. Nottingham Trams do not therefore intend to take any further action and have suggested that, in future, the correspondent may benefit from using Phoenix Park, which has a larger number of disabled spaces.
- 4.2. Copies of all correspondence can be found at Appendix A.

**Rabia Mohammad**  
**NET Project Officer**  
**Nottingham City Council**

## APPENDIX A

by [REDACTED] on **Mon, 15 Apr at 1:33 PM** via **Email**

### **DISABLED PARKING AT HUCKNALL COMPLAINT**

Good afternoon

I visited your Tram station at Hucknall this morning, having not been before.

I have a disabled blue badge.

However upon driving around the large car park I could only find about 6 disabled spaces ( all near to the bus stop.) All of these were occupied.

There were more spaces for parent/child parking most of which were not being used.

Why are there only a very small number of disabled parking spaces in this park/ride facility.

Regards

[REDACTED]

### **Comments**

by **Max McDaniel** on **Mon, 15 Apr at 2:01 PM** as **Outbound email**

Hi [REDACTED]

Thank you for contacting Nottingham Trams,

We appreciate your comments about the lack of disabled spaces at Hucknall, there are an additional 10 disabled spaces at the bottom of the car park near the bridge at the end of the platform.

Unfortunately, Hucknall is one of our smallest P&R sites with only 439 spaces and 4% (18) of the spaces are allocated to disabled spaces which is above the recommended allocation which is usually 3%.

Based on feedback surrounding this issue we have increased our active parking enforcement at all our Park & Ride sites who ensure that the spaces are being used correctly.

If you commonly struggle to find a space we can only apologise, depending on your route to Hucknall you may benefit from trying Phoenix Park which has a larger allocation of disabled spaces.

Kind Regards

**Max**

**Customer Relations**



Nottingham Trams Limited, Armstrong Way, Wilkinson Street, Nottingham NG7 7NW

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by [REDACTED] **Mon, 15 Apr at 2:34 PM** as **Incoming email**  
Good afternoon

Thank you for your reply.

Based upon your reply it is unlikely that I will find a vacant disabled space.

I dont consider the number of spaces acceptable!

I assume that I will be unable to use a parent/child space!

Regards  
[REDACTED]

by **Luke Taylor** on **Thu, 18 Apr at 9:35 AM** as **Outbound email**

Hi [REDACTED]

Thank you for your email.

I'm sorry to hear you're not satisfied with our response with regard to the number of disabled bays at the Hucknall Park and Ride.

I'm not sure if there is anything else I can add that hasn't already been mentioned.

We don't have any plans to change the layout of our car park at Hucknall, but your feedback is noted and I will be sure to share this with our senior management team to consider should we ever be in a position to change the layout of the Hucknall park and ride.

You would not be able to use the parent and child bays if you're not travelling with a small child or baby. If the disabled bays are full as they are being used by other blue badge holders, then unfortunately you would need to use the ordinary spaces.

I can only apologise that you were not able to park in a disabled bay at the time you visited.

Kind regards

**Luke Taylor**  
**Customer Experience Manager**



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by [REDACTED] Thu, 18 Apr at 3:16 PM as Incoming email  
Good afternoon

I spoke to one of your staff on the phone yesterday.  
I was told that if the disabled bays were all occupied I would be able to use a parent/child space if I displayed my badge,

You are now telling me this is not the case,

I visited the car park again at about 9,50AM this morning and again there were no disabled spaces left.  
As a result I parked in a parent/child space displaying my badge. There being several not in use.  
I returned at about 1.50PM.

Am I therefore going to be issued with a ticket.

Upon riding around the car park I could only find about 6 disabled spaces next to the bus stop. (AS per my previous visit) I could not see any others.  
My visit was to catch the tram to visit a relative at the QMC.

I have previously parked in ordinary bays but have had issues with cars parking close to the drivers door meaning I cannot access the vehicle.  
(Having had several knee operations)

Hence on this occasion had I followed your new advice I would have been forced to drive back to Mansfield and cancel my hospital visit,

It is unlikely I will be using your parking facility in the future as the facilities for disabled drivers are woefully inadequate.

Can you provide details as to who is responsible for the car park as I will be writing a further letter.

Regards  
[REDACTED]



by **Luke Taylor** on **Thu, 18 Apr at 3:28 PM** as **Outbound email**

Hi [REDACTED]

We are responsible for the car parks, but as mentioned we do not have any current plans to increase the number of disabled bays or change the layout of our car parks.

If you wish to escalate your complaint further you may contact the Greater Nottingham Light Rail Transit Advisory Committee (GNLRTAC). The address is as follows:

GNLRTAC,  
c/o Tramlink Nottingham Limited,  
First Floor,  
No. 2 King Street,  
Nottingham  
NG1 2AS

Kind regards

**Luke Taylor**  
**Customer Experience Manager**



Nottingham Trams Limited, Armstrong Way, Wilkinson Street, Nottingham NG7 7NW

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20.4.24

COMPLAINT:

Dear Sir,

I recently visited the  
Tram stop at Hucknall.

I have a disabled blue  
badge. I had not been to this location  
before & noted that there were only  
about 6 disabled bays available. When  
I arrived all of these were occupied.

There appeared to be more  
parent/child spaces than for disabled  
drivers.

I made a complaint to  
the Tram operator who told me they  
had nothing to do with the policy  
at the Tram Stop.

I am therefore writing to  
you to suggest that more disabled  
spaces are made available.

Yours Sincerely  
