



NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

Date: Tuesday, 11 March 2014

Time: 2.00 pm

Place: LB31 - Loxley House, Station Street, Nottingham, NG2 3NG

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

Deputy Chief Executive/Corporate Director for Resources

Constitutional Services Officer: Martin Parker Direct Dial: 0115 876 4303

AGENDA

Pages

- | | | |
|----------|--|---------|
| 1 | APOLOGIES FOR ABSENCE | |
| 2 | DECLARATIONS OF INTERESTS | |
| 3 | MINUTES
Last Meeting held on 10 December 23013 (for confirmation) | 3 - 8 |
| 4 | NET LINE ONE - OPERATIONAL PERFORMANCE NOVEMBER 2013
- JANUARY 2014
Report of Director, Nottingham Express Transit | 9 - 10 |
| 5 | CONCESSIONAIRE PROGRESS REPORT
Concessionaire Presentation Summary | 11 - 18 |
| 6 | PROPOSED WIDENING OF ADVISORY COMMITTEE MEMBERSHIP
Report of Director, Nottingham Express Transit | 19 - 20 |
| 7 | PROPOSED ADVISORY COMMITTEE WORKSHOPS VISIT
Director, Nottingham Express Transit to report | |
| 8 | 2014-15 PROPOSED MEETING SCHEDULE
To note the following meetings of the Advisory Committee for 2014-15 in Loxley House, Station Street, Nottingham at 2.00 pm on the following | |

Tuesdays:

2014

10 June
9 September
9 December

2015

10 March

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

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

NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

MINUTES of the meeting held at Loxley House, Station Street, on 10 DECEMBER 2013 from 2.05 pm to. 4.43 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

- ✓ David Thornhill - 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
- ✓ Chris 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)	

10 APOLOGIES FOR ABSENCE

Apologies for absence were received from Alan Marshall (Campaign for Better Transport) the following Councillors were on other civic business:

Nottingham City Council

Councillors Toby Neal and Sarah Piper.

Nottinghamshire County Council

Councillor Stan Heptinstall MBE.

11 DECLARATIONS OF INTERESTS

None.

12 MINUTES

The Committee confirmed the minutes of the meeting held on 11 September 2013 as a correct record and they were signed by the Chair.

13 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 August to October 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 99.47% of timetabled trips running and 97.86% of services departing on time.

The slight delay in operational performance levels in October was a result of climatic conditions which contributed to unexpectedly high sudden leaf fall. Existing sand feeder operations have been supplemented by additional staff teams brushing the track. The issues have been noted and review of 2014 provision may include additional rail-head grinding programmes and an increase in the planned frequency of track cleaning to improve vehicle adhesion. Additional tram services to the Forest Recreation Ground during Goose Fair and on Bonfire Night were well used.

(b) Engineering and Construction Issues

Comments have been received by Committee members, that the newly opened pedestrian footbridge north of Moor Bridge was challenging for older and disabled people to negotiate due to its constant incline and relative length. The dark green colour (a standard Network Rail design solution) also makes the structure difficult to see in low lighting conditions.

It is understood that the structure design was implemented to enable it to be less visually intrusive to adjacent residential properties during daylight hours and that this had been a consideration for Ashfield District Council when considering Network Rail's application for planning permission. Discussions between Nottinghamshire County Council and Network Rail over how additional lighting will be provided are continuing.

Deliveries of the new Citadis tram were running ahead of schedule, with 7 expected by Christmas. Delivery arrangements to the storage facility are dependent on the availability of police escorts from the M1.

(c) Ticketing, Fares and Marketing

It was reported by Tramlink that there has been an increase in passenger trip numbers over the reporting period. A review has ensured that fare collection is maximised and that journeys are accurately recorded .

Initiatives such as the £2 "NET Event Ticket", is increasing usage at times which would otherwise be quiet on the system. Initiatives such as the Try the Tram and leafleting schemes are also used to increase awareness and usage. The potential for linking electronic tram ticket purchasers to store discount offers is also being explored and expanded where possible.

(d) Fleet Operation, Advertising and Car Park Usage

Clarification was provided by Tramlink on the following:

- the implementation of replacement bus services and inter-operator agreements to accept tickets in the event of a total service failure. Although the ability to respond will depend on transport companies' ability to supply replacement vehicles;
- that although the exterior finish of all trams could not be completely harmonised due to the different rolling stock designs, all trams would be harmonised within each of the two fleets. Advertising on fleet vehicles is a contractual provision and every effort is made to improve the standard of externally "wrapped" vehicles and the quality and uniformity of style for internal advertisements.;
- tram usage by people using park and ride sites is being analysed to determine points of origin and trip lengths. Where a link between parking and tram cannot be demonstrated, the possible use of enforcement action will be contemplated. Information on current tram usage will also inform the development of future proposals to encourage increased travel by tram..

RESOLVED to note the progress and comments.

14 CONCESSIONAIRE MATTERS: OFF-TRAM TICKETING AND ANNUAL CUSTOMER SURVEY RESULTS - UPDATES

A further overview on recent progress in the introduction of off-tram ticketing and the outcomes of the Annual Customer Survey 2013 was provided by Tramlink:

(a) Off-Tram Ticketing

Dedicated customer service staff are now based in the Control Centre. Hardware for the sale of tickets is being installed at tram stops and new fare products are also being introduced.

The staged move from conducting to revenue protection continues. The Department for Transport has approved in principle a £50 penalty fare for not being able to produce proof of travel and the consultation period on the introduction of amended Byelaws concluded without major comment. Details were provided of training arrangements for staff and a number of stakeholder briefings which have either already been given or are due in January 2014.

Further developments of ticketing options, such as mobile ticketing are still being evaluated and, where possible, users are being encouraged to move towards purchasing 3, 6 or 12 month passes. The Committee:

- supports the proposals to recruit and make greater use of "trambassadors" during the forthcoming changeover period and notes that the frequency of ticket checks on trams has been increased;
- notes the default position of the concessionaire to always issue fixed penalty notices, but retain the ability to take individual circumstances into account when deciding subsequent action.;
- notes that it is difficult for a common approach to passenger behaviour to be implemented across all local transport providers beyond the existing "Respect for Transport" campaign, where other providers have their own systems already in place.

(b) Customer Survey

Details were provided of the 9th annual Customer Satisfaction Survey of 1500 tram passengers undertaken in September 2013 by OsirisMR Ltd. Findings indicate:

- Overall satisfaction maintained at 94%;
- 'very satisfied' up to 41%;
- single occupancy car trips to park-and-ride sites- down 9% from 2012 levels;
2 occupancy trips - down 4%;
3 occupancy trips - down 4%.
- use of buggy/disabled tram spaces - down 10%;
- perception of security at park-and-ride sites - down 10%.

The results of further analysis, together with planned further actions, will be submitted to the next Committee meeting on 11 March 2014.

RESOLVED to note the report and arising discussion.

15 LETTERS FROM MEMBERS OF THE PUBLIC

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

(a) Use of Events Tickets

The correspondent reported difficulties in tram staff's understanding of the ticket requirements for the £2 Event Tickets, which resulted in the full fare being charged. The tram operator has agreed to refund the difference in price if the correspondent sends in the tickets purchased. Tralink is unaware of any similar complaints concerning this issue.

The Committee supported the course of action taken by Tramlink Nottingham.

(b) Conductors and Off-tram Ticketing

The Advisory Committee noted receipt of a further letter of appreciation from a previous correspondent as a result of the Committee's response to the original concern.

(c) Time Period for the Reduced, 30 Day Pass Ticket

The correspondent originally wanted to clarify whether their reduced price 30 day tram ticket would be extended by one day to take account of the lack of service on 25 December 2013. S/he took issue with the application of calendar, rather than tram, travel days.

In its response Tramlink Nottingham confirmed that, the cessation of service on Christmas Day was a continuation of previous practice and that this information would have been available to the purchaser at the time of buying any ticket. A full refund had however been offered to the correspondent if the ticket was returned before its start date.

The Committee noted the clarification provided to the correspondent by the tram operator and the offer of a full refund prior to the start-date of the ticket and concluded that the company's expectation that purchasers make an informed decision about whether or not to purchase a ticket using the information available to them, was reasonable in the circumstances, and did not accept that the marketing of the ticket could be considered to be misleading.

16 MEETING VENUE - 11 MARCH 2014

RESOLVED to explore with Tramlink Nottingham, holding the meeting of the Committee scheduled for 11 March 2014 in the Depot Conference Room, Wilkinson Street.

This page is intentionally left blank

NET LINE ONE - OPERATIONAL PERFORMANCE: NOVEMBER 2013 TO THE END OF JANUARY 2014

1. SUMMARY OF ISSUES

- 1.1. The report informs the Committee of the performance of NET Line One from November 2013 to the end of January 2014.

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 99.31% and 97.42% respectively.
- 3.2. Various tram upgrades and maintenance activities during the period led to reduced availability of a spare tram which is normally on standby when any unplanned incident occurs and this led to a slight decrease in service reliability and punctuality. Incidents that occurred during the period included a fire at an industrial unit adjacent to the route in Bulwell, a collision at David Lane crossing when a car violated a no right-turn prohibition, vandalism to trams and some mechanical tram faults.
- 3.3. Delays caused by heavy traffic, particularly along Radford Road in the run-up to Christmas, also contributed to reduced levels of punctuality and discussions to explore how the issues can be resolved, involving the tram operator, the Council's Highways Team and ASDA, are ongoing.

4. OTHER MATTERS

- 4.1. Ticket sales figures indicate that, in the period from October to December 2013, there was an increase of 6% in quarterly year-on-year demand on the tram. Increased marketing activities, together with a greater number of ticket checks by conductors and revenue staff, are believed to be responsible for the increase. Over 90 million passenger trips have been made on the system since opening.
- 4.2. The Coroner at the inquest into the fatality at the Bayles and Wylies level crossing returned a verdict of accidental death. The tram driver was completely absolved of any responsibility for the accident and, with the new footbridge now open, the Coroner made no further recommendations with regard to the prevention of future occurrences at the location.
- 4.3. Works have continued at tramstops and park and ride sites in preparation for the introduction of NET Phase Two services and off-tram ticketing. Ticket machines and validators are now in place at many tramstops and communications activities to inform customers of the forthcoming changes have commenced at tramstops and on-board trams.

- 4.4. The price of the 30-day travel ticket was reduced in December, from £45 to £40, to improve its attractiveness to customers, many of whom will have travelled less often over the Christmas period. The offer has now been extended until after the introduction of off-tram ticketing. A range of season tickets has also been launched by Tramlink Nottingham, allowing travel on the tram for either one month (£45), three months (£135), six months (£260) or a year (£450). Child tickets can be purchased at half the adult price. As well as being able to purchase these tickets at the NET Travel Centre or on-line, customers are also have the option to buy and download them onto their mobile smart phones and present the ticket on their phone to the conductor.
- 4.5. As part of their winter marketing activities, NET was the commercial partner for the Winter Wonderland event in the Old Market Square, which included the ice-rink, Christmas market and children's fair. Visitors were in particular encouraged to use the tram park and ride facilities to access the city centre in the evenings and at weekends.
- 4.6. To mark the 10th anniversary of the opening of NET Line One, celebration activities took place in the Old Market Square on 28th and 29th February, alongside the city's Light Night festivities. A display highlighted the successes achieved by the tram during the last decade and the opportunity was also provided to discover the benefits that the extended network will bring.
- 4.7. A new footpath and cycle path is being constructed by the City Council alongside the tramway between Wilkinson Street and Church Street, Basford. The path, which will link in with existing and proposed facilities along the Leen corridor, forms part of the River Leen Strategy and is being jointly funded by the Nottingham Local Sustainable Transport Fund and the sustainable transport charity Sustrans. To coincide with the opening of the path in the spring, it is intended that there will be a further campaign to promote the cycle hubs at the NET park and ride sites.

Contact Officer: Andy Holdstock

Telephone Number: 0115 8764199

E-mail: andrew.holdstock@nottinghamcity.gov.uk

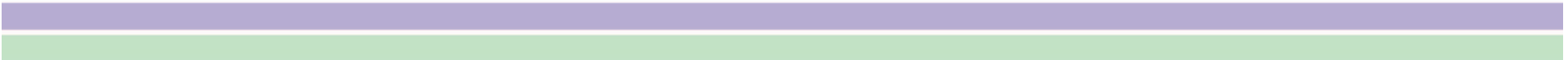
GNLRTA – Update

11th March 14



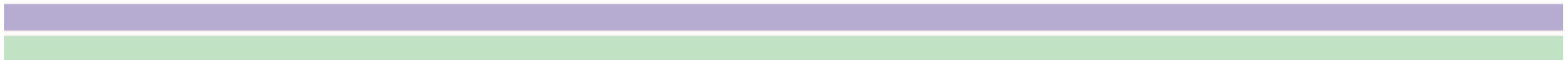
New Citadis Tram

The 9th of the 22 new trams was delivered to Wilkinson Street Depot on the 19th February 14.



Off Tram Ticketing

- Installation of the Ticket Vending Machines and Validators continues.
- M ticketing is now live.
- NCC concessionary restriction that was in place from 16.00 – 18.00 will be removed for OTT go live.
- New fare products have been finalised for OTT go live.
- The move from conducting to revenue protection continues in a staged approach, with the introduction of joint exercises with British Transport Police and Nottingham Police at Bulwell and Nottingham Station.



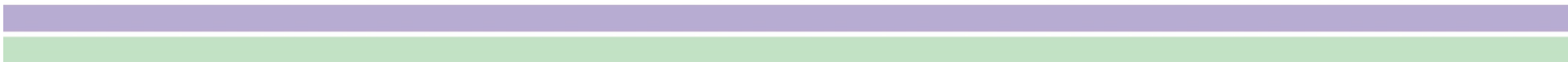
Off Tram Ticketing



Validator

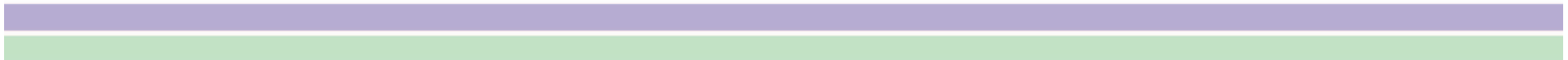


Ticket Machine Totem



Off Tram Ticketing

- £50 Penalty Fare approved by DfT.
- New Byelaws and Conditions of Carriage now in place.
- Operational staff training for off tram ticketing is on going.
- First phase of publicity material distributed.
- Stakeholder briefings now underway.
- Councillor briefings January.



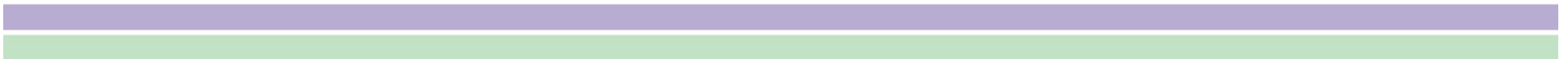
Service Improvements

The Annual Service Improvement Plan has been produced and the key activities for the year ahead, include:

- Ongoing customer care training for all customer facing staff.
- Safety and Security Accreditation training for revenue protection staff.
- Tram and Infrastructure fault analysis and rectification, via the new Asset Management System.

All of these are critical to ensuring the high levels of customer satisfaction are maintained during this intense period of change.

Any Questions?



This page is intentionally left blank

PROPOSED WIDENING OF THE MEMBERSHIP OF THE COMMITTEE

1. SUMMARY OF ISSUES

- 1.1. NET Phase Two is due to open to the public in December 2014 and, in anticipation of this, it is proposed that the membership of the Committee is widened to include representatives of organisations along the two new routes.

2. RECOMMENDATION

- 2.1. The views of the Committee are sought.

3. PROPOSAL TO WIDEN MEMBERSHIP

- 3.1. The Greater Nottingham Light Rapid Transit Committee is established under the powers of the Nottingham Express Transit Order (2009) with the purpose of advising the promoter on the operation of the tramway. The members of the Committee are appointed by the promoter and are required to include representatives of the users of the system and members of the City Council and County Council.
- 3.2. The current membership of the Committee comprises 5 City Councillors, 5 County Councillors and 6 independent members.
- 3.3. With construction of NET Phase Two well underway and with operations due to commence in December of this year, it is considered appropriate to now extend the membership of the Committee to include a representative of Broxtowe Borough Council and also new independent members, representing other organisations along the two new routes.
- 3.4. The largest private organisations on the routes of NET Phase Two, and hence those that are expected to generate the largest number of tram users, are the Queens Medical Centre, the University of Nottingham and Experian and it is therefore proposed that invitations to become members of the Committee are extended to each of these organisations.
- 3.5. It is also considered appropriate that, if Broxtowe Borough Council is invited to attend the Committee, then a representative of Ashfield District Council should also be invited onto the membership.

Contact Officer: Andy Holdstock

Telephone Number: 0115 8764199

E-mail: andrew.holdstock@nottinghamcity.gov.uk

This page is intentionally left blank