

## NOTTINGHAM CITY COUNCIL

### GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

**MINUTES of the meeting held at Loxley House, Nottingham on 12 January 2016  
from 2.02pm - 3.16pm**

#### **Membership**

##### Present

Councillor Steve Calvert (Chair)  
Councillor Steve Young (Vice Chair)  
Councillor Richard Butler  
Councillor Josh Cook  
Councillor Richard Jackson  
Councillor Corall Jenkins  
Councillor Sarah Piper  
Councillor John Wilmott  
Councillor John Wilkinson

##### Absent

Councillor Alex Ball

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

Stephen Abbott	- Travelwatch East Midlands
Andrew Holdstock	- Senior Project Engineer, NET Project Office
Mike Mabey	- Nottingham Trams Ltd
Alan Marshall	- Campaign for Better Transport
H McClintock	- PEDALS
Chris Roy	- Estates Services, Nottingham Trent University
John Hancock	- Public
Jennifer Scott	- Nottingham Evening Post
Phil Wye	- Constitutional Services Officer

#### **9 INTERACTION BETWEEN PEDESTRIANS, CYCLISTS AND TRAMS ON WILFORD TOLL BRIDGE**

Andy Holdstock, Senior Project Engineer, NET, presented his report providing the Committee with an update on the usage and safety of Wilford Toll Bridge since the introduction of trams. Andy highlighted the following:

- (a) since trams were introduced to the bridge, there have been no complaints from pedestrians using the bridge, or the parents of schoolchildren who use the bridge;
- (b) the tram drivers are trained to slow down when crossing the bridge and are vigilant for pedestrians using the shared space, particularly at peak times;

Committee members raised the following concerns:

- (c) the Head Teacher of St Patrick's Primary School has said that a number of parents have reported problems on the bridge where the tram has had to brake

suddenly. The school has written a letter outlining its concerns and saying that it believes the bridge still needs careful monitoring as children are still not used to trams;

- (d) there were similar concerns around safety for cyclists on Chilwell Road, where they are not following the assigned directions to go around the tram stop and there have been several accidents;
- (e) as the Wilford Toll Bridge forms a part of the council's planned southern cycle corridor there is likely to be an increase in the number of cyclists using the bridge so the situation should continue to be monitored;

The following responses were given in answer to questions raised by the Committee:

- (f) the letter from St Patrick's Primary School may have been sent to the wrong organisation. A response should be forthcoming. The area will continue to be monitored and an offer will be made to do a school visit to talk to the children and do a safety assembly;
- (g) a review of cycle facilities that have been introduced as part of NET Phase Two, involving cycle groups, is being undertaken and this will include provision along Chilwell Road. Tram drivers are all trained for the worst and are prepared for cyclists;
- (h) if railings were installed on Wilford Toll Bridge, these could become an entrapment. All drivers are trained in defensive driving, drive at no more than 10 k/h over the bridge and are prepared for pedestrians and cyclists. A tram simulator has been developed which trains drivers for adverse conditions and emergencies;
- (i) areas of the tram route where incidents occur are prioritised in terms of monitoring.

**RESOLVED to**

- (1) note the report;**
- (2) approach St Patrick's Primary School with a view to visiting the school;**
- (3) prepare a report for the next Committee meeting on the implementation of safety measures at Chilwell Road, and the possibility of rubber infills for the tracks here;**
- (4) continue to monitor Wilford Toll Bridge and Chilwell Road.**

**10 APOLOGIES FOR ABSENCE**

Councillor Alex Ball  
Councillor Kevin Greaves  
Steve Lowe (Tramlink Nottingham Ltd)

## **11 DECLARATIONS OF INTEREST**

None.

## **12 MINUTES OF THE LAST MEETING**

Councillor Richard Jackson was not marked as present on the minutes of the meeting dated 15 September 2015. Subject to this being amended, the minutes were agreed as a correct record and signed by the Chair.

The lift at the QMC tramstop is still not working properly and this continues to be a concern.

A report on the usage of bicycles on the Edinburgh tram system will still be brought to a future meeting.

## **13 NET - OPERATIONAL PERFORMANCE AND PROGRESS UPDATE**

Mike Mabey, from Nottingham Trams Ltd, presented the report updating the Committee on the performance of NET from September to December 2015. Mike highlighted the following:

- (a) punctuality dropped to 94.4% when the new routes opened. This was due to drivers and controllers still gaining experience on the new routes, as well as the public still gaining confidence in using the new trams. Punctuality is now improving;
- (b) there have been six vehicle incursions onto Lenton Lane bridge since the commencement of new services. This has shown an improvement over recent weeks but is still happening occasionally;
- (c) there are still some issues with power outages causing disruption to services but these are fewer;
- (d) patronage levels since the new routes opened are encouraging, particularly on the Toton Lane route, with numbers on the Clifton route now improving;|
- (e) the new 'Robin Hood Card' was introduced on 14<sup>th</sup> December and there have already been over 10,000 sales. The card offers daily capping offering value for money;
- (f) the Christmas campaign was successful, and travel officers were employed on tram stops to aid new users. Additional trams were operated for goose fair and the fireworks on 5 November;
- (g) Nottingham Express Transit was awarded two major awards at the 2015 Light Rail Awards, for Project of the Year and Team of the Year.

The following answers were given in response to questions from the Committee:

- (h) patronage on the new lines is still rising. Advertising campaigns have been successful in increasing user numbers and. Clifton park and ride is increasing in popularity;
- (i) residents of Fletcher Road and Lower Road in Beeston requested that newer trams be used for late services on New Year's Eve as they are quieter. This request was passed to the operators;
- (j) it is disappointing that the footbridge access from the QMC tram stop into the hospital and treatment centre is not open. The hospital is looking to improve access routes to and from the tramstop;
- (k) Robin Hood Cards are currently unavailable from the ticket machines at tram stops. Retrofitting these machines is being looked at as a possibility. Weekly and monthly capping on the cards is planned for the future;

One Committee member asked if a leaflet was ever produced to encourage visitors to Hucknall as discussed in a previous meeting. As there was no representative from Tramlink present no answer could be provided but they will be asked after the meeting.

**RESOLVED to note the report**

**14 LETTERS FROM MEMBERS OF THE PUBLIC**

Andy Holdstock, Senior Project Engineer, NET, presented a letter from a member of the public and sought the views of the committee. Andy highlighted the following:

- (a) the correspondent considers there to be insufficient signage at tram stops to inform customers that they need to validate their concessionary pass before boarding the tram. He also considers that it is not made clear that concessionary cards cannot be validated at ticket machines;
- (b) the positioning and size of signage has met the approval of the Independent Appeals Panel and magistrates;
- (c) when the new routes first opened there were travel officers located at tram stops to help new users to use the tram correctly;
- (d) advisory leaflets are sent out with all new concessionary passes with instructions on how to validate them at tram stops;

The following responses were given in answer to questions from the Committee:

- (e) only concessionary passes from Nottingham City and Nottinghamshire councils need to be validated at the tramstops;
- (f) there is an estimated fare evasion figure of 1%, with 121 fines given in the past week. Inspectors are visible on the trams to reduce the number of people trying to ride a tram without a valid ticket. There is an appeal process for passengers who

have been fined;

- (g) when ticket machines were introduced there was an increase in revenue, demonstrating that they are more reliable than on-board conductors in reducing fare evasion.

**RESOLVED to**

**(1) note the correspondence, issues arising and response by NET;**

**(2) offer no objection to the response already made.**