



NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

Date: Tuesday, 12 January 2016

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

Corporate Director for Resilience

Governance Officer: Phil Wye **Direct Dial:** 0115 876 4637

AGENDA

Pages

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

CITIZENS ARE ADVISED THAT THIS MEETING MAY BE RECORDED 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. 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 on 15 September 2015 from 2.06pm - 3.41pm

Membership

Present

Councillor Steve Calvert (Chair)
Councillor Steve Young (Vice Chair)
Councillor Josh Cook
Councillor Sarah Piper
Councillor John Wilmott

Absent

Councillor Alex Ball
Councillor Richard Butler
Councillor Corall Jenkins
Councillor John Wilkinson

Colleagues, partners and others in attendance:

Stephen Abbott	- Travelwatch East Midlands
Lea Harrison	- Tramlink Nottingham
Andrew Holdstock	- Senior Project Engineer, NET Project Office
Mike Mabey	- Nottingham Trams Ltd
Alan Marshall	- Campaign for Better Transport
H McClintock	- PEDALS
John Hancock	- Coventry Road Estate Tenant's and Resident's Association
Phil Wye	- Constitutional Services Officer

1 APPOINTMENT OF CHAIR

RESOLVED to appoint Councillor Steve Calvert as the Chair for the 2015/16 municipal year

2 APPOINTMENT OF VICE-CHAIR

RESOLVED to appoint Councillor Steve Young as Vice-Chair for the 2015/16 municipal year

3 APOLOGIES FOR ABSENCE

Councillor John Wilkinson
Chris Roy

4 DECLARATIONS OF INTERESTS

None

5 MINUTES

The committee confirmed the minutes of the meeting held on 10 March 2015 and these were signed by the Chair.

6 NET - OPERATIONAL PERFORMANCE AND PROGRESS UPDATE

Lea Harrison, from Tramlink Nottingham, presented the report, updating the committee on the performance of NET. The following answers were given in response to questions from the committee:

- (a) tram patronage has is now just below previous high records;
- (b) mango cards can only be purchased at some tram stops (including all park and ride stops) and from a small number of machines, however they can be topped up at all stops. This facility may be expanded in the future;
- (c) it is disappointing that lifts at the QMC have repeatedly failed but this is an issue which NET are confident can be resolved soon;
- (d) NET has identified safety issues on the Wilford toll bridge when schoolchildren are crossing, and near schools on Eskdale Drive in Chilwell. Health and safety observers are leading an investigation into possible improvements. Barriers are not always the best solution as they can be a trapping hazard;
- (e) it may be possible for Chilwell Road traders to advertise at the Toton Lane terminus if they contact the marketing team at NET;
- (f) despite a few power outages in the first weeks of running the system is running well overall;
- (g) if a parent is separated from their child at a tram stop, the tram won't stop for the parent to disembark as this would be a safety issue. The driver will contact the control centre who will make sure an ambassador can reach the child as soon as possible;
- (h) the locations of ticket readers at tram stops may be made clearer, for example by highlighting them on the ground. Leaflets will be sent out with new concessionary passes to improve understanding of how to use them;
- (i) the trams in Edinburgh are longer and wider and so can accommodate flatter floors than the Nottingham trams. The reason the trams in Nottingham are narrower is due to narrow bridges on line one;

The representative of Nottingham Campaign for Better Transport expressed the view that the location of the bus stop opposite Central College in Beeston is unsatisfactory and a potential safety risk

RESOLVED to

- (1) note the report;**

(2) investigate the location of the bus stop opposite Central College in Beeston, with a view to making this safer;

(3) request a report to a future meeting outlining the findings of Edinburgh's trial for allowing bicycles on trams.

7 CUSTOMER SATISFACTION SURVEY

Lea Harrison, from Tramlink Nottingham, presented the report summarising the results of two customer surveys that have been undertaken on NET within the last twelve months and describing the steps that are being taken by the tram operator to improve customer satisfaction. The following answers were given in response to questions from the committee:

- (a) these surveys were deliberately carried out before the opening of lines 2 and 3 so that clear comparisons can be made with the results of the next survey;
- (b) dissatisfaction with line 1 has been related to overcrowding and high demand at peak times. Improvements to the timetable have already been put in place to counter this, for example improving the Sunday service, and more trams at peak hours;
- (c) planned improvements this year will be around child separation and driver engagement with passengers;
- (d) there is a timetable of events so that increased services can be put on for popular events such as Goose Fair, or replacement buses can be organised for events which will stop trams running such as the Robin Hood marathon.

RESOLVED to

(1) note the report;

(2) request the full results of the National Tram Passenger Survey to be circulated to members;

(3) request more data on why people have stopped using the tram at the next meeting.

8 LETTERS FROM MEMBERS OF THE PUBLIC

Andy Holdstock, Senior Project Engineer, NET, presented three letters from members of the public and sought the views of the committee.

- (a) correspondent A is unhappy at having been issued with a penalty fare warning notice for not validating his kangaroo card before boarding a tram. The committee identified that, whilst it could be made clearer that travelcards must be validated every time a tram is boarded, they understood that this advice is available. The committee supported the course of action taken by NET in this case;

- (b) correspondent B's first complaint was that she had been treated poorly when having bought an incorrect ticket for her journey. As this instance was fully investigated accordingly, the Committee supported the course of action taken by NET;
- (c) correspondent B also complained about an incident where a tram failed and her mother was not informed correctly of the procedures. Whilst the Committee understood that procedures had been correctly followed to ensure safety of passengers, they felt that information could have been better conveyed to passengers left waiting on the platform. NET admitted that they could communicated better but explained that in a large incident certain locations are prioritised. They are aiming to improve driver engagement so that the drivers will be trained to convey information to their passengers;
- (d) correspondent C complained about the safety of her car at the Forest park and ride site. This park and ride site is the only one on the NET network which has not been awarded Parkmark accreditation, however it still has low crime statistics. CCTV is used there as a monitor, as are roving patrols. The Committee was satisfied with the course of action taken by NET.

RESOLVED to

- (1) note the correspondence, issues arising and responses by NET;**
- (2) request the offer of a week's free tram pass to the mother of correspondent B.**

NET - OPERATIONAL PERFORMANCE AND PROGRESS UPDATE SEPTEMBER TO DECEMBER 2015

1. SUMMARY OF ISSUES

- 1.1. The report updates the Committee on the performance of NET.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. During the three month period from September to the end of November, levels of 97.6% reliability and 94.5% punctuality were achieved.
- 3.2. Over the past three months the revenue team have checked 530,000 tickets with provides a check rate of over 15%. Fare evasion across the network remains low at under 1%.
- 3.3. Whilst the introduction of the two new routes and the operation of cross-city services has proved to be a great success, two issues have been identified which have led to some disruptions to services during the initial months. Power issues caused disruption in September and October due to technical issues at the new substations. Nottingham Trams have been working closely with the construction contractor, Taylor Woodrow Alstom, to resolve these issues and, following a number of infrastructure and system modifications, it is pleasing to note that there has been a recent reduction in incidents that have impacted on the service.
- 3.4. There have also been six vehicle incursions onto Lenton Lane Bridge since the commencement of full services. The bridge is tram-only and, once cars drive onto it, it is necessary for them to be lifted-off, leading to disruptions to service. Additional signage and infrastructure (bollards/rumble strips) is now in place and Nottingham Trams are working with the local highway authority to place further signage to deter drivers from entering the tramway.
- 3.5. Patronage levels since the new routes opened have been encouraging, particularly on the Toton Lane route, where the park and ride site has seen high demand, and other key locations such as Beeston Centre and QMC have experienced high passenger flows. As anticipated, patronage growth on the Clifton route has been relatively slower, reflecting the nature of the corridor that it serves.

4. MARKETING AND TICKETING

- 4.1. The new smart travel card named "Robin Hood Card" was launched in Nottingham on 14th December. Initially the card is valid for acceptance on bus and tram with daily capping making it the cheapest card to use to travel in the city. Further developments will allow customers to use the card on regional rail services with further products to be developed in 2016.
- 4.2. Following the success of '£1 Sunday' in October, the offer was repeated on 8th November with all day tickets purchased from the TVM's cut to just £1. For the October event, over 5300 day tickets were sold, compared to around 800 on a normal Sunday. In November, sales were down due to bad weather on the day, with just over 3000 tickets sold.
- 4.3. The Christmas campaign was launched on 16th November, during the same week that the Winter Wonderland in the Old Market Square opened. This year the campaign focussed on promoting free parking at the park & ride sites and a service frequency from every 7 minutes. As part of a joint initiative with Nottingham City Transport and City Council parking offers, a reduced price £5 group ticket was made available from 4pm (instead of the usual 5pm) to encourage more families to come into the city centre straight after school and work times. This was promoted on tram stop posters, roadside sites and on digital platforms.

5. EVENTS

- 5.1 The tram provided services to a number of key events in the city during the period:
- 5.2 This year's Goose Fair was the first time visitors from the south of the city could arrive at the fair via the tram. Additional trams were operated each night to convey the expected demand which proved to be a success and all customers travelled without incident. Sales figures saw an increase of 65.9% compare to last year and an increase of 70.8% in patronage.
- 5.3 There were several firework displays throughout the city during the week of Bonfire Night, with the main event at the Forest recreation ground. As with Goose Fair, additional services were provided for the event and, in order to manage the crowds, additional crowd control barriers and a system of working was designed to ensure all customers boarded the trams safely.
- 5.4 On Sunday 8th November, Travel Officers assisted with the Remembrance parades that were held in the Old Market Square and in Beeston. All Forces personnel were allowed to travel for free on this day. Trams respected the two minute silence on 11th November, when all trams remained stationary as a sign of respect.

5.5 For this year's Christmas light switch on, which took place in the Old Market Square on Friday 20th November, the City Council agreed to allow the tram service to continue operating. Additional staff were on duty to assist with crowd control and to ensure that the tracks remained free. The event was a huge success.

6. LIGHT RAIL AWARDS

6.1 At the 2015 Light Rail Awards ceremony held at The Honourable Artillery Company, London, on 7th October, Nottingham Express Transit was awarded two major awards: Project of the Year and Team of the Year.

Mike Mabey

Head of Operations

Nottingham Trams Ltd

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LETTERS FROM MEMBERS OF THE PUBLIC

1. SUMMARY OF ISSUES

- 1.1. A member of the public has written to the Committee about the information that is provided at tramstops to inform concessionary pass holders that they must validate their cards before travelling. Copies of all correspondence can be found at Appendix A.

2. RECOMMENDATION

- 2.1. The views of the Committee are sought.

3. DETAILS OF CORRESPONDENCE

- 3.1. The correspondent initially wrote to the tram operator, Nottingham Trams, having travelled on the tram with his wife from Beeston on the first day of full service. He considers that there is insufficient signing at the tramstops to inform customers that they need to validate their concessionary pass before boarding the tram and that the locations of the validators are unclear. He also considers that it is not made clear that concessionary cards cannot be validated at the ticket machines. He is not satisfied with the response that he has received from Nottingham Trams.
- 3.2. The signage at the tramstops and on the trams meets the requirements set out in the Nottingham Express Transit Order 2009 and meets all other regulatory requirements. The tram operator has a robust appeals procedure for anyone who is found to be travelling without a valid ticket or who hasn't validated their smart card and the positioning and size of the signage has met the approval of the Independent Appeals Panel and has allowed prosecutions to be made at Magistrate's Court against persistent offenders.
- 3.3. As well as the signage that appears at the tramstops, notices that can be read from outside of the tram are affixed to the doors and also appear inside the vehicles. Regular announcements are made on the trams, reminding people that they need to buy before they board and, during the introduction of Phase Two services, Ambassadors were located around the system to assist new users with the ticketing arrangements. Leaflets were distributed to new concessionary card holders at the commencement of off-tram ticketing, providing information on how the cards are to be used, and it is intended that, with the assistance of the City and County Councils further efforts will be made to reinforce this message over the coming months.
- 3.4. Based on the number of people who have been found to have not validated their concessionary card correctly by the Travel Officers, and on the small number of complaints received regarding this matter, it is considered by Nottingham Trams that, overall, the introduction of off-tram ticketing for concessionary card holders has been successful and that the current level of signage and information available to customers is sufficient.

**Andy Holdstock
NET Project Office
Nottingham City Council**

COMPLAINT

My wife and I travelled on the new tram line for the first time today from Beeston to Nottingham and we were horrified by the appallingly bad signage.

1. There is nothing to tell you that you cannot validate your card on the ticket machine. Later on one of your officials told us “there should be a sticker over the card reader, but that vandals have removed these”. There was certainly no sticker at Beeston bus station and this is hardly surprising when they are just stuck on and easily peel off.

Even if the notice had been present it only says something like “Renew your Mango”, but it does not say that you can **ONLY** renew your Mango at this terminal and that you have to go to another machine to validate your card.

2. There is nothing on the ticket machine to direct you to walk to the very end of the platform to find the validation machine.

3. There is no sign over the validation machine to tell you that this is where you have to validate your card.

4. The signage about validating your card and about paying before boarding the tram is all in tiny writing - I guess less than 1 cm high. Important information like this needs to be in at least 10 cm (4”) lettering. I could not read any of the signs without my glasses and, even with them, the signs were difficult to read.

5. We are elderly, but while we were waiting at the stop someone came up to us and asked if they could pay on the tram. They were hurrying to catch the tram which was waiting at the stop and could not see anything which told them they had to pay before getting on. The signs are so small they could not see them, even though they were clearly young and fit.

NET needs to immediately put into effect an update of its signage to increase its size to be easily readable by anyone approaching the tram stop saying “**You must purchase a ticket, or validate your pass BEFORE boarding the tram**”.

This information needs to be repeated on the outside of the doors of the tram

NET needs to put large, clear signs over the ticket machine with arrows directing customers to the validation machines at the end of the platforms.

NET needs to put a clear sign over the validating machine which is visible along the length of the platform i.e. when you are standing at the ticket machine you need to be able to see the sign over the validating machine. This sign should also be clearly visible as you approach the platform.

Unless NET agree to these upgrades and can indicate a clear timescale in which they will be implemented, then please advise whether the Traffic Commissioner is responsible for regulating NET, or to whom I should escalate this complaint.

28 August 2015

In your consideration, would you please also take into account the following:

- while you have to pay, or validate your ticket before boarding the tram, on all Nottingham buses you pay on entry

- you pay on the trams in other parts of the country, such as Sheffield

- the platforms are open, so a member of the public hurrying to catch a tram for the first time will not necessarily pass, or even see a notice telling them to buy a ticket before boarding, nor will they necessarily see a ticket machine or validating machine

- Nottingham is a University city with many migrants. Many members of this large, changing population will not be aware of the regulations governing payment for the tram.

- NET is completely unforgiving to members of the public who board the tram without paying. Last year a woman boarded a tram and went straight to the ticket inspector to purchase a ticket. Despite the fact that she clearly intended to pay, she was still fined £50.

NET's policy seems to be deliberate confusion of the public with the intent to earn as much in fines as possible, instead of making sure that people have clear information, instead of trying to catch only those people who deliberately try to avoid paying.

date: 15 September 2015 at 19:55
subject: RE: COMPLAINT
mailed-by: thetram.net

Good evening _____

Thank you for contacting Nottingham Trams.

We are saddened to read that you were appalled by our signage. We can assure you that every attempt is made to advise and instruct our customers how to travel with us.

The validators are placed at either end of the platform for ease of use when entering the tram stop and do instruct you where to place your card. You have to pass them on your way.

There is some confusion with regard to the Mango card, you can top up your card and then it asks you if you wish to scan your card for travel.

The signage to advise that you are entering a compulsory ticket area meets the statutory requirements and instructions on how to use our system are in very shelter. We have also had tram ambassadors at the tram stops to help and assist when the new lines opened.

The move to off tram ticketing has been heavily publicised since it was introduced over a year ago and we are constantly reviewing and updating our information.

We do welcome all feedback and it is good to get this from the fresh perspective of a new customer and with this in mind we have forward your comments to our marketing team for their attention.

Any complaints can be escalated to the GNLRT.

Your comments have been logged and will be viewed by our senior management team.

Kind regards

Louise

NET Customer Services

T: 0115 942 7777

E: info@thetram.net

www.thetram.net

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

Reply email to NET:

Thank you for your email.

As there are no barriers along the length of the tram stop - you can enter the tram stop at any point and the first time I used a tram, I got off a bus at Beeston and accessed the middle of the stop near the ticket machine. I did not see the Nottingham City Card machine at all, as it is small, black and a long way from the centre of the tram stop with no signage over it.

Your signage is small and difficult (and for many impossible) to read.

It is stupid to say that you have widely publicised that you must pre-pay for tickets. I have not seen any publicity about the rules for paying for the tram.

I happened to read a Nottingham Evening Post (which I hardly ever read) about a year ago which highlighted the appalling case of a woman getting on a tram and going straight up to the inspector to ask to buy a ticket and being fined for travelling without a ticket. This was even though she clearly was intending to buy a ticket and did not realise that she had to buy the ticket in advance.

I therefore took care to look up the rules for tram travel with a retiree City Card, but if I had not gone out of my way to look up the rules on the web, then I would have assumed that I could swipe this on the tram, the same as I do on the buses!

Our city is full of visitors, students and foreigners whose first language is not English and the rules will not be clear to them.

It is especially confusing that you pay or swipe your card ON a bus, but BEFORE you board on a tram. Your response is not acceptable as you have no plan to rectify this situation.

Who are GNLRT and how do I contact them?

16 September 2015

Tram complaint photographs



As you approach Royal Centre tram stop from the rear, there is absolutely nothing to see of the Citycard validation machine. The validation machine should have a notice over it, with text the same size as the station name.

There is a tiny sign in black on green. It is positioned so that it is in the shadow of the station name. The text is too small to be readable and it is the wrong colour for a warning or prohibition notice. Green should only be used for information or direction signs.

There should be a clearly worded sign with text the same height as the station name, using UK standard colours for prohibition and warning signs - white on red, or black on white with a red border. The text should be clearly and easily read by anyone approaching the stop:

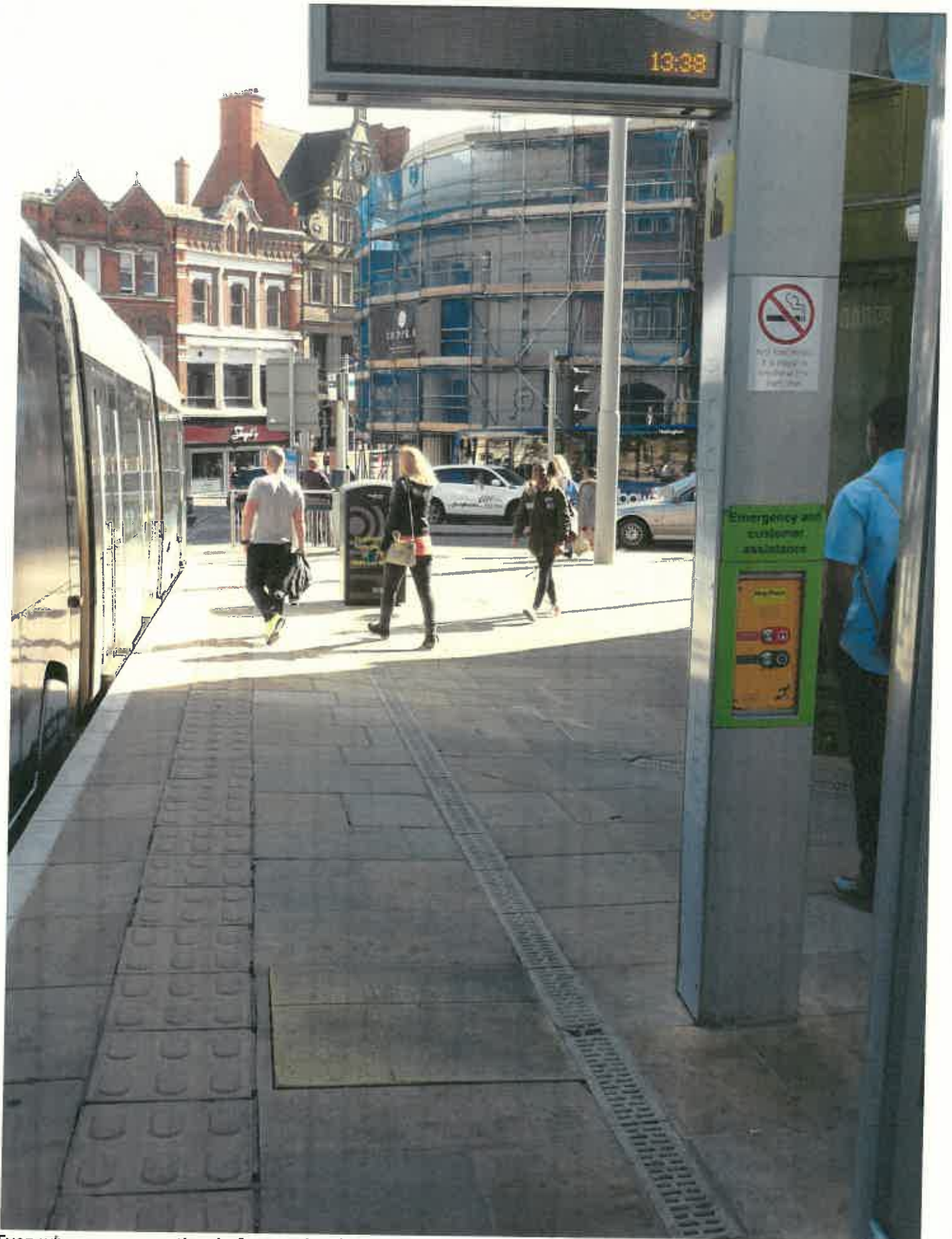
PENALTY NOTICE
You must purchase a ticket,
or validate your pass
BEFORE boarding the tram



Once again the penalty notice is far too small. It is at bottom right, so is the last sign anyone would read. All Europeans read from top left.

Text size for the whole penalty notice should be AT LEAST as large as the word VALIDATION.

The notice should use UK standard colours for prohibition and warning signs - white on red, or black on white with a red border.



Even when you are on the platform and with almost no other passengers, you cannot see the Citycard validation machine from the centre of the stop which most people would go to first, as all the other ticket machines are at this location.



Even when you are much closer to the stop, the penalty notice is hidden in shadows and is unreadable. The Citycard swipe machine is hidden by its mounting pole and would not be seen, unless you knew it was there. It is clear that these machines need a notice, such as "VALIDATE YOUR CITYCARD HERE". This should be white on green as it is an information notice and the text height needs to be similar to that used on the station name.

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INTERACTION BETWEEN PEDESTRIANS, CYCLISTS AND TRAMS ON WILFORD TOLL BRIDGE

1. SUMMARY OF ISSUES

- 1.1. With the introduction of trams across Wilford Toll Bridge, there has been a change to the environment for pedestrians and cyclists using the bridge. Now that there has been a period of familiarisation of the new shared space, it is considered that the bridge is being used according to the intended design and that users have adapted to the changes that have been introduced. There are no perceived road safety that require modifications to the layout across the bridge.

2. RECOMMENDATION

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

3. DESIGN AND USAGE OF THE BRIDGE

- 3.1. Prior to the introduction of trams, Wilford Toll Bridge was only accessible to pedestrians and to cyclists. The bridge is used by children travelling to and from three schools that are situated on the south side of the Trent. Construction of NET commenced in 2012 and, during this period, access across the bridge remained open during the day time, although the width available was restricted and signs were erected requesting cyclists to dismount to avoid conflict with pedestrians.
- 3.2. In January 2015, the full width of the bridge was opened, allowing trams to undertake trial running. The bridge deck has been widened to accommodate the tramway and the layout has been designed as a shared space that can be used by pedestrians, cyclists and trams. To one side of the tramway is a footway that can be used by cyclists. The footway is 3.6 metres wide throughout most of its length, with two short sections that are 2.5 metres wide, adjacent to the bridge abutments. The layout has been designed with the approval of the Local Highway Authority and takes into account relevant guidance and legislation; the design was approved in full knowledge of the typical movements across the bridge, including those by children travelling to and from school. The footway is considerably wider than many other footpaths that run alongside the tramway and is, at all points, wider than the minimum required for a shared cycle / footway. Railings are not used to separate the tramway from the footway because they could result in a pedestrian becoming “trapped” on the tramway when a tram is approaching, with no easy means of escape.
- 3.3. Dialogue with local schools, about the introduction of the tram service, took place during the construction and testing phase, and safety briefings were given to the children.

Familiarisation activities took place locally, including parking the tram on the bridge for the children to board and to talk to road safety officers. When testing started, there was a gradual increase in tram speeds over the bridge over several days to help children gradually become accustomed to it. During the first weeks of full operations, NET staff visited the site at times when large numbers of children were using the bridge, to observe and assist.

- 3.4. The concept of trams sharing space with other users is common to other sections of NET and is accepted on other UK and European tram systems. Trams are driven on “line-of-sight”, meaning that the drivers will drive appropriately for the area within which they are operating and they will react to particular conditions and events, similar to other road users. The tram drivers are professionally trained and have detailed knowledge of the characteristics of all sections of the route, travelling along it on numerous occasions every day.
- 3.5. The tram operator has reported that, having undertaken 8 months of trial running and more than 3 months of passenger service operations, they do not consider that the bridge presents any particular safety issues and that pedestrians and cyclists have become familiar with the way in which the layout is designed to function. Trams cross the bridge every 7 minutes in each direction at peak times on weekdays. Drivers expect to see large groups of children using the bridge at school arrival and leaving times and, whilst it may be appropriate at times to warn of their approach by sounding their bell or horn, they are trained not to bully or intimidate. Sight lines are very good and the bridge is well lit.
- 3.6. Whilst it is acknowledged that regular users of the bridge have undergone a significant change with the introduction of trams, recent observations indicate that pedestrians and cyclists have quickly become accustomed to the new environment, and are comfortable with sharing the space. The full width of the bridge is frequently used, but there is an awareness that, when trams do approach, their path is well defined by the presence of the tracks and it is necessary to make way for them. On occasions when trams are present, the drivers will drive at an appropriate speed and, if necessary, will let pedestrians and cyclists know that they are approaching by use of the bell or horn.

Andy Holdstock
NET Project Office
Nottingham City Council