



**NOTTINGHAM CITY COUNCIL**

**GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE**

**Date:** Tuesday, 12 September 2017

**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**

**Corporate Director for Strategy and Resources**

**Governance Officer:** Zena West **Direct Dial:** 0115 876 4305

- |          |   |         |
|----------|---|---------|
| <b>1</b> | <b>APOLOGIES FOR ABSENCE</b>                                |         |
| <b>2</b> | <b>DECLARATIONS OF INTEREST</b>                             |         |
| <b>3</b> | <b>MINUTES</b>  | 3 - 6   |
|          | To confirm the minutes of the meeting held on 13 June 2017. |         |
| <b>4</b> | <b>NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE</b>      | 7 - 10  |
|          | Report of the Head of Operations, Nottingham Trams          |         |
| <b>5</b> | <b>CORRESPONDENCE FROM MEMBER OF THE PUBLIC</b>             | 11 - 14 |
|          | Report of the NET Project Office, Nottingham City Council   |         |

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](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 Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG on 13 June 2017 from 2.02 pm - 2.57 pm**

**Membership**

Present

Nottingham City Council

Councillor Joshua Cook

Councillor Sarah Piper

Nottinghamshire County Council

Councillor Jim Creamer

Councillor John Longdon

Councillor Kevin Rostance

Absent

Councillor Corral Jenkins

Councillor Sally Longford

Councillor Steve Young

Councillor John Doddy

Councillor Parry Tsimbiridis

Independent Representatives (✓ indicates present)

- |   |                    |  |
|---|--------------------|--|
| ✓ | Hugh McClintock    | - PEDALS   |
|   | Chris Roy          | - Nottingham Trent University                    |
| ✓ | Alan Marshall      | - Nottingham Campaign for Better Transport       |
|   | Gary Smerdon-White | - Nottingham Transport Partnership               |
|   | (Vacant)           | - Nottingham Chamber of Commerce                 |
| ✓ | Justin Donne       | - Nottinghamshire Federation of Small Businesses |
|   | Roger Bacon        | - Travel Watch East Midlands                     |

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

Andrew Holdstock - Senior Project Engineer (Nottingham City Council)

Catherine Ziane-Pryor - Governance Officer

Mike Mabey - Nottingham Trams Ltd

**1 APPOINTMENT OF CHAIR**

Councillor Josh Cook is appointed Chair for the municipal year 2017/18.

**2 APPOINTMENT OF VICE-CHAIR**

Councillor Sally Longford is appointed Vice-Chair.

**3 MEMBERSHIP**

**RESOLVED to note the revised membership for 2017/18 as follows:**

Nottingham City Council

Councillor Joshua Cook

Councillor Corral Jenkins

Councillor Sally Longford

Councillor Sarah Piper

Councillor Steve Young

Nottinghamshire County Council

Councillor Jim Creamer

Councillor Dr John Doddy

Councillor John Longdon

Councillor Kevin Rostance

Councillor Parry Tsimbiridis

Independent Representatives

Hugh McClintock	- PEDALS
Chris Roy	- Nottingham Trent University
Alan Marshall	- Nottingham Campaign for Better Transport
Gary Smerdon-White	- Nottingham Transport Partnership
(Vacant)	- Nottingham Chamber of Commerce
Justin Donne	- Nottinghamshire Federation of Small Businesses
Roger Bacon	- Travel Watch East Midlands

**4 APOLOGIES FOR ABSENCE**

Councillor Parry Tsimibridis – personal  
Councillor Steve Young - personal  
Councillor John Doddy - personal  
Councillor Sally Longford – other City Council business  
Gary Smerdon-White  
Roger Bacon  
Chris Roy

**5 DECLARATIONS OF INTERESTS**

Although not considered a formal declaration of interest, Justin Donne informed the Committee that he was the Chair of Area 14 of the Table Round and that the Beeston branch of the organisation has been awarded community funding by NET, as referred to in agenda item 7 (minute 7). This did not preclude him from speaking on the item.

**6 MINUTES**

Confirmation

The minutes of the meeting held on 13 December 2016 were confirmed and signed by the Chair.

Matters Arising

Minute 12b –independent representatives informed the Committee that even after 2 years since completion, cyclist accidents on the incidents on and around the tram lines at Chilwell High Road were still being reported to and logged on the PEDALS website. This is an ongoing concern. However, the proposed residential development near to Chilwell High Road will provide cyclists with a safer alternative route.

Minute 15(a) - a voice announcement to encourage passengers to ‘hold tight’ before the tram moves away would be valuable, particularly following a recent passenger fall. Mike Mabey of Nottingham Trams responded that there has been a lot of promotion of the ‘hold on’ message. Since the removal of conductors, drivers have been trained to wherever possible consider and make allowances for passengers standing or yet to be seated. A voice announcement has been considered but concerns were raised that it would contribute to ‘white noise’ and not be effective. Whilst the ‘hold on’ leaflets have not been distributed in large print or brail, this will be considered and NET officers are willing to visit groups and organisations to discuss particular issues. Justin Donne offered to assist with announcement techniques and knowledge of the technology which he had acquired during his work with the large American theme parks, where safety announcements were very effective.

Minute 15(m) – the £12,000 000 allocated to Midlands Connect from Central Government is yet to be received but representatives are keen for NET to lobby Midlands Connect for funding towards the tram line extensions.

Minute 17 – the resident who lodged the noise complaint has been responded to and the trial of ‘modified profile wheels’ on two trams, as referred to in the minute, is due to commence at the end of the month. Other possible solutions, including automatic lubrication at specific sites may be considered dependant on the trial results which are expected to be available during the autumn.

## **7 NET OPERATIONAL UPDATE AND SAFETY UPDATE**

Mike Mabey, representing Nottingham Trams Limited, presented the NET Operational Update, as per the report, and verbally provided a safety update on local and national safety issues.

The following points were highlighted and discussed:

- (a) reliability and punctuality remained high at 98.55% and 96.05% respectively. There was a slight drop in reliability during December and January compared to previous periods due partly to the increased levels of road traffic in the approach to Christmas and to a number of incursions by cars onto tram-only sections of the route;
- (b) fare changes are detailed within the report;
- (c) the inquest into the fatality at David Lane on 15 August 2016 is predicted to conclude during July;
- (d) the works to replace track onto Radford Road from Wilkinson Street during the Spring Bank Holiday went well and the works team were able to start ahead of schedule on the Noel Street diamond. This work was completed over 4 nights with local residents offered hotel accommodation if they felt the noise of the works would disturb their sleep, although an acoustic tent was used to minimise impact;
- (e) tram drivers are now trained to communicate more with passengers, particularly relating to the reasons and expected duration of delays or disruption to services;
- (f) four long-term community partnerships have been entered into with Women’s Aid Integrated Services, Communities Inc., Framework, and Beeston Round Table;
- (g) Nottingham Trams and Nottingham City Transport have signed the ‘No to Hate’ pledge and staff have been trained to identify hate crime so it can be reported;
- (h) a revised and hard hitting crime awareness session has been delivered at 2 schools to highlight the safety issues and antisocial behaviour impact of criminal damage. Passengers are also informed of how to report issues;
- (i) Student Nurse Christina O’Loughlin won the NET sponsored ‘Nurse and Midwife of the Year’ Award and will have a tram named after her for a year;
- (j) as a result of national incidents, NET continues to expand the monitoring of drivers and has reduced the speed limits for trams on the three significant curves;

- (k) Croydon Trams have introduced dynamic speed signs which automatically light up if a trams speed is too high. Track side Chevrons have also been installed at curves. A vigilance device will also be trialled which involves automatic braking if speed is not adequately reduced by a set distance from the bend;
- (l) the recommendations of the Royal Accident Investigation Board following the Croydon incident are expected to be released at the end of June and will be considered in detail by NET prior to the introduction of any changes;
- (m) a lorry hit and wrote-off the front of a tram in Nottingham, including damaging the tram CCTV. However, the investigation has concluded that the tram driver was not at fault and did not have adequate time to stop as the lorry backed out into its path;
- (n) on 25 May 2017 there was a tram derailment in Market Square as a result of manual points reverting to their original position during a minimal-speed reverse manoeuvre by an empty tram. Those points will not be used whilst the investigation continues and, for other similar points at the Royal Centre, a new procedure is in place for when reverse manoeuvres are required. Both the tram and track were undamaged by the incident.

**RESOLVED to note the report and update.**

## **8 CORRESPONDENCE FROM CITIZENS**

Andrew Holdstock, Senior Project Engineer, presented the report and correspondence trail regarding a complaint from a citizen that return tickets are not available to purchase from termini stops but are available from all other stops. This means that passengers from termini have to purchase an 'all day' ticket for an additional 50p.

Mike Mabey informed the Committee that a copy of the correspondence has been forwarded to Tramlink as ticketing structures and prices are the commercial responsibility of Tramlink alone and it would be for Tramlink to respond further.

The consensus of the Committee, appreciating the commercial element, was that ticket structure consistency would be beneficial across the network, even if this resulted in the removal of return tickets as reasonably priced day tickets are available.

Nottingham Trams have agreed to consider the points raised by the complainant during the next fare review.

**RESOLVED that the Committee's preference of simple and consistent fare structures is forwarded to Tramlink Nottingham.**

## **9 FUTURE MEETING DATES**

**RESOLVED to agree to meet at 2pm in Loxley House on the following on Tuesdays:**

**12 September 2017  
12 December 2017  
13 March 2018**

**NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE**

**1. SUMMARY OF ISSUES**

- 1.1. The report updates the Committee on the performance and progress of NET from the beginning of May to the end of July 2017.

**2. RECOMMENDATION**

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

**3. OPERATIONAL PERFORMANCE**

- 3.1. 96.7% reliability and 94.0% punctuality tram service performance levels were recorded during the three month period from May to the end of July.

- 3.2. During the period two significant operational incidents occurred: -

3.2.1. On 25<sup>th</sup> May tram 235 derailed at Old Market Square whilst using the emergency points to switch from the northbound to southbound tracks. There were no passengers on board and no injuries, the driver maintained the prescribed speed limits. An inspection found that the points mechanism was fouled by debris, which resulted in the points moving under the tram sending the rear bogie along the northbound track until it derailed. Full service was resumed later that evening.

3.2.2. At 07:20 on Tuesday 18<sup>th</sup> July the pantograph on tram 213 became catastrophically damaged between The Forest and Noel Street tram stops. The tram continued northbound through Hyson Green but when it subsequently passed under the low bridge at Western Boulevard in Basford,

the pantograph broke and pulled down 320 metres of overhead line, also causing damage to the support brackets and catenary. As a result, there was no service between Bulwell and The Forest for four days whilst repair works were carried out. A replacement bus service operated between Bulwell, Phoenix Park, Wilkinson Street and the Forest to transport customers between the two sections.

3.3. Following recent terrorist attacks in Manchester and London, the national security threat level was increased from critical to imminent. Nottingham Trams increased security measures across the network, including:

- All staff being extra vigilant
- Travel Officers being deployed across the network wearing high visibility tabards
- Increased security checks at Railway Station
- Increased CCTV vigilance
- Controlled entry into Wilkinson Street Depot

#### **4. QMC LINK BRIDGE**

4.1. Work to build the new footbridge connecting QMC Tramstop with the main hospital has been completed, and the new walkway opened to the public on 28<sup>th</sup> July. The new bridge is 90 metres long and eight metres off the ground, with two rest areas on the bridge which include fold down seating. Early indications suggest that the use of the Tramstop has increased since the bridge opened. Nottingham Trams plan to undertake further patronage studies at the QMC Tramstop by the end of September.

#### **5. DfT PATRONAGE REPORT**

5.1. In June the Department for Transport issued the 2016/17 light rail patronage figures for England, reporting record numbers of passenger journeys and vehicle miles since comparable records began in 1983. NET saw a 1.9 million increase in passenger journeys from the previous year taking total passenger journeys to 16.4 million, which represents an increase of 35%.



## **6. TRANSPORT FOCUS – TRAM PASSENGER SURVEY**

- 6.1. Transport Focus issued the autumn 2016 tram passenger survey results. The overall satisfaction of NET customers was 97%. The key factors to passenger satisfaction are the punctuality and waiting time. NET scored 96% and 95% respectively, which is higher than all other tram operations in the UK.

## **7. NATIONAL TRAM ISSUES**

- 7.1. The RAIB held a consultation meeting as part of their follow up to the Croydon tram derailment in November 2016. All UK Tram Operators met at the UK Tram offices in Birmingham on 29<sup>th</sup> June, to enable the RAIB to share some of the key findings from their investigation. The RAIB stated they will consider the views from UK Tram Operators from the consultation meeting when drafting the investigation report. The draft report is due to be sent to all Operators for comment, with the final report published in October.

**Mike Mabey**

**Head of Operations**

**NottinghamTrams**

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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 and to the tram operator with regard to the level of customer service that was provided during the period of tram disruption that occurred in July.

**2. RECOMMENDATION**

- 2.1. The views of the Committee are sought.

**3. DETAILS OF CORRESPONDENCE**

- 3.1. On 21<sup>st</sup> July, the correspondent parked at Hucknall Park and Ride with the intention of travelling on the tram to the city centre. This was one of four days on which trams were unable to operate between David Lane and The Forest because of the damage caused to the overhead line by a defective tram pantograph.
- 3.2. During the period of disruption, a bus replacement service operated from Bulwell Bus Station to transport customers who had travelled from Hucknall to the Forest Park and Ride, from where they were able to continue their southbound journeys. The bus station is approximately 170 metres from Bulwell Tramstop. Regular public address announcements were broadcast on platforms and on trams to inform customers of the alternative arrangements, and posters were displayed in tram shelters. This information was also displayed on the NET website and on social media pages. At the time that the correspondent travelled, two members of staff were deployed at Bulwell Tramstop to assist customers.
- 3.3. The correspondent did not hear the passenger announcements at Hucknall and did not see the posters and he was hence unaware of the disruption to service before boarding the tram. He therefore purchased tickets from a platform ticket machine. Once on the tram, the correspondent complains that the public address announcements were inaudible and that, on alighting at Bulwell, the bus replacement service was difficult to locate and too distant from the tramstop for his mobility impaired companion to access. He therefore returned to Hucknall on the tram and drove into Nottingham in his car.
- 3.4. The correspondent considers that the information provided to customers was inadequate and that the location of the replacement bus stop was inconvenient. He has therefore requested that the tram operator refunds his fare.
- 3.5. Nottingham Trams have apologised to the correspondent for his poor experience and for the inconvenience caused and have offered him a full refund for the tickets purchased.

3.6. A copy of the correspondence can be found at Appendix A.

**Andy Holdstock**

**NET Project Office**

**Nottingham City Council**

1. Letter from Correspondent of 22<sup>nd</sup> July

**NET Tram disruption Friday 21<sup>st</sup> July 2017**

My companion and I regularly use the tram to travel between Hucknall and Nottingham city centre.

On Friday 21<sup>st</sup> July we parked our car at Hucknall and purchased 2 Day Adult tickets from the ticket machine at the edge of the car park and proceeded onto the platform to board the tram.

It was only when on the tram that it became apparent there was a service disruption and the tram was only travelling as far as David Lane.

There was an announcement over the PA in the tram but this was inaudible and it appeared from other passengers that there was a bus replacement service operating from Bulwell.

There was confusion over the temporary arrangements, but it appeared we had to leave the tram at Bulwell to catch a bus replacement service to a further tram stop.

However, the bus replacement service was operating at some point distant from the tram stop and this option was not viable as my companion has mobility limitations, it was also unclear how to find the location of the service.

The only viable option was to return by tram to Hucknall and travel by car into Nottingham city centre.

This episode was disappointing for many reasons as we were only made aware of the tram service disruption after having already bought tickets, additionally there was confusion over alternative arrangements, and then the inconvenience of having to use a car to get to the city centre.

There should have been better contingency planning which included clear notification on the ticket machine at Hucknall that there was a service disruption, if this had been the case then we would not have purchased tickets. We have taken photographs of the ticket machine which show no indication of a disruption to the service.

I would also suggest that if you are going to run a replacement bus service between tram stops then at least ensure the bus service departs from the tram stop itself and not some unclear distant point.

We are great fans of the tram service and hope to use the system again in future and we understand that there will be unavoidable disruption from time to time, but please next time use better contingency planning and notification to ensure that passengers are made aware of the disruption before ticket purchase, it was a very disappointing episode.

I am seeking a refund for the £8 spent on the 2 Adult day tickets (copies of tickets attached) and look forward to a speedy reimbursement

Yours Sincerely

2. Email of 26<sup>th</sup> July from Nottingham Trams

Good Morning [REDACTED]

We are sorry to hear your journey was delayed after the disruption to service on the 21/07/2017. This was a result of a section of overhead line needing to be replaced at Basford. On close inspection not only did we have to replace the overhead line but also the supporting structure.

We do aim to run a full and uninterrupted service at all times and sincerely apologise for the inconvenience caused to yourself.

We fully appreciate the frustration at the inconvenience caused during a disruption to service, performance levels for NET are predominantly very high and a disruption as severe as that on the 18<sup>th</sup>-21<sup>st</sup> of July 2017 is very rare.

We have been updating our social medias and website with any disruptions to our service so the message of any increased wait times and alterative transport options was available for all to see.

We also had messaged going out to all stops via our PA system. We apologies for the inaudible PA announcements as reported in your letter and email.

Please accept our apologies that we could not assist you to complete your journey and are happy to offer you a refund.  
For a day's travel £8.00.

If you would like the refund by card. Please contact us on 0115 9427777 with your long card number.

If you would prefer a cash payment, please take the this email into our Travel Centre on King Street where a full cash refund will be provided.

We do hope you have not been deterred from journeying with us in the future and can confirm your feedback will be passed on to our Senior Management Team.

Kind Regards