

## 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 11 December 2018 from 2pm – 2:53pm**

#### **Membership**

##### Present

Councillor Cheryl Barnard  
Councillor Eric Kerry  
Councillor Dave Liversidge (from 2:25pm)  
Councillor Sarah Piper  
Justin Donne (Nottinghamshire Federation of Small Businesses)  
Helen Hemstock (Sustainable Travel Collective)  
Alan Marshall (Nottingham Campaign for Better Transport)  
Hugh McClintock (PEDALS)  
Chris Roy (Nottingham Trent University)

##### Absent

Councillor Jim Creamer  
Councillor John Doddy  
Councillor Corall Jenkins  
Councillor John Longdon  
Councillor Parry Tsimbiridis  
Councillor Steve Young

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

Andrew Holdstock - Senior Project Engineer, NET Project  
Mike Mabey - Head of Operations, Nottingham Trams  
Jane Garrard - Senior Governance Officer

#### **9 APOLOGIES FOR ABSENCE**

Councillor Creamer  
Councillor Tsimbiridis  
Councillor Young – Personal

In the absence of Councillor Liversidge, Councillor Kerry was the Chair for the meeting.

#### **10 DECLARATIONS OF INTERESTS**

None

#### **11 MINUTES**

The minutes of the meeting held on 11 September 2018 were confirmed as an accurate record and signed by the Chair for the meeting.

#### **12 NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE**

Mike Mabey, Head of Operations Nottingham Trams, introduced the report updating the Committee on the performance and progress of Nottingham Express Transit

(NET) from the beginning of August 2018 to the end of October 2018. He highlighted the following points:

- (a) During this period the reliability and punctuality of the tram service was high with 98.7% and 96.2% achieved respectively.
- (b) There were several incidents in October that impacted on tram performance. This included a fatality at The Forest Park and Ride which resulted in the site being closed for over a day, and a serious stabbing at the junction of Waverly Street and Burns Street which meant that trams had to be turned at Old Market Square and The Forest for approximately one hour.
- (c) Nottingham Trams has been working to improve the customer experience in the following ways: working with East Midlands Ambulance Service (EMAS) on dealing with poorly passengers; co-ordination with the Highway Authority; improving signage and deterrents for track incursions; a road traffic collision campaign; and event management.
- (d) Nottingham Trams has been working with EMAS for the last 6-7 months to identify a more structured process for dealing with poorly passengers and medical emergencies. There is potential for poorly passengers to receive more timely care if they can be transported to a location that is more easily accessible by EMAS e.g. Forest Park and Ride where there is a central platform. Work is taking place to identify suitable locations and carry out risk assessments.
- (e) There are now regular meetings held between Nottingham Trams and the Highway Authority to improve communication on road works, road closures and traffic management issues.
- (f) Work is taking place to improve signage and deterrents to stop pedestrians and vehicles using the tracks inappropriately. The trackside signs have reduced incursions but there are still issues, particularly on the tram viaduct to Nottingham station while the Broadmarsh works take place.
- (g) Last year there were a high number of traffic collisions. Therefore a film was produced to improve tram awareness as part of a traffic campaign in October. The film was featured in local media.
- (h) Historically it has been a challenge to maintain tram performance during significant events, particularly Goose Fair. For 2018 the timetable was reviewed and an 8½ minute headway was introduced, which allowed additional time at terminals for drivers to prepare for the return journey and maintain consistent gaps between trams. Nottingham Trams carried a record number of passengers on Goose Fair weekend and the timetable was maintained with no lateness due to Goose Fair. It has been decided that this is the optimal timetable for large events and was also used effectively on Bonfire Night.
- (i) Nottingham Trams' parent company, Keolis, carried out a customer satisfaction survey across a number of its tram systems around the world. Nottingham Trams was in the top 10 of the systems surveyed, with an overall satisfaction of

96%. This result is a significant improvement compared to previous recent surveys on NET.

- (j) A new customer relationship management system was launched in October which will improve understanding of calls handling and customer management.
- (k) 3 awards were won by NET in the Global Light Rail Awards, held in October 2018.

Following questions from members of the Committee, the following additional information was provided:

- (l) If customers have an issue with using their Robin Hood payment card, they can access help via the Passenger Help Point button on the tram platform.
- (m) In the immediate aftermath of a tram breakdown, or other service disruption, colleagues are very busy dealing with the situation and it can be challenging to communicate information to passengers about their alternative options. This can be a particular problem for visitors to the City who are unfamiliar with the area. Information posters have recently been installed at tram stops with information about location, other transport options etc which is useful to passengers in the event of service disruption. There is a PA system on platforms and consideration will be given to whether messages can be improved to communicate information to customers at such times.
- (n) There is nervousness from both EMAS and the Tram about the process for making decisions about the best way to deal with a poorly passenger. EMAS ideally want to be able to liaise with the passenger or a carer. A triage system is being developed.
- (o) More track crossovers would help in keeping services moving, but the cost of installation would be prohibitive.
- (p) The use of rubber cones to prevent traffic incursions has been successfully trialled at Lenton Lane Bridge.

**RESOLVED to note the update on NET operational performance and progress**

### **13 FORWARD PLAN**

The Chair introduced the Committee's Forward Plan. He noted that proposals for the Committee's Terms of Reference would be coming to the next meeting in March 2019.

It was suggested that a future meeting is held at the Nottingham Tram offices, which would also give Committee members the opportunity to visit the Control Room and try out the simulator.

**RESOLVED to note the Forward Plan**