



NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

Date: Tuesday, 12 March 2019

Time: 2.00 pm

Place: NET Depot, Armstrong Way, Nottingham, NG7 7NW

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

Corporate Director for Strategy and Resources

Governance Officer: Adrian Mann **Direct Dial:** 0115 876 4468

- 1 COMMITTEE MEMBERSHIP**
To note that Councillor Corall Jenkins has stood down from the Committee.
- 2 APOLOGIES FOR ABSENCE**
- 3 DECLARATIONS OF INTERESTS**
- 4 MINUTES** 3 - 6
To confirm the minutes of the meeting held on 11 December 2018.
- 5 COMMITTEE TERMS OF REFERENCE** 7 - 8
To consider the report on the current committee Terms of Reference.
- 6 NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE** 9 - 12
To consider the report of the Head of Operations, Nottingham Trams.
- 7 NET SAFETY ISSUES**
Nothing to report.
- 8 CORRESPONDENCE FROM MEMBERS OF THE PUBLIC** 13 - 16
To consider a letter of complaint relating to tram availability and reliability during December and January 2018/19.
- 9 FORWARD PLAN** 17 - 18
To consider the Forward Plan of future agenda items.

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 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

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COMMITTEE TERMS OF REFERENCE

1. SUMMARY OF ISSUES

- 1.1. This report sets out the Terms of Reference of the Greater Nottingham Light Rapid Transit Advisory Committee.

2. RECOMMENDATION

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

3. PURPOSE OF THE COMMITTEE

- 3.1. The Greater Nottingham Light Rapid Transit Advisory Committee is established under the powers of the Nottingham Express Transit System Order (2009) with the purpose of advising the promoter (the City Council) on the operation of the tramway. The Committee is scheduled to meet four times a year.

4. FUNCTIONS OF THE COMMITTEE

- 4.1. The Order lays down that it is the duty of the Committee to consider representations made to it by members of the public regarding the operation of the NET system and that the Committee may at any time refer or make representations or recommendations to the promoter regarding the operation of the NET system. It was agreed by members at the meeting of 13th December 2016, that issues of concern are to be raised a minimum of three weeks prior to the next meeting, to enable the tram operator to investigate and provide a response.

5. MEMBERSHIP

- 5.1. 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 and County Councils. Under the Order, the Committee may determine its own quorum and procedure and is responsible for appointing its Chair.
- 5.2. The current membership comprises five City Councillors, five County Councillors and the following independent membership:
 - Pedals;
 - Nottingham Trent University;
 - Nottingham Campaign for Better Transport;
 - Nottingham Transport Partnership;
 - Nottingham Chamber of Commerce;
 - Nottinghamshire Federation of Small Businesses;
 - Travel Watch East Midlands.

When the committee was consulted on its membership, at the meeting of 10th June 2014, it was agreed that the above arrangements would be retained, with members having the ability to “invite interested parties to discuss specific agenda items” as required. There is no proposal to amend these arrangements.

5.3. Under the Order, without affecting any member of the Committee’s right to resign as a member, by giving notice in writing to the promoter, the term of office of a member of the Committee shall extend as follows:

- a) In the case of a member who is a member of the City Council or County Council, from the date of that member’s appointment until the end of the relevant council’s period of administration or, if earlier, the date on which that member ceases to be a member of the council concerned; or
- b) In the case of any other member, for three years from the date of that member’s appointment.

5.4. It is recommended that, in line with other City Council committees, the quorum for the meeting is three.

Andy Holdstock
NET Project
Nottingham City Council

NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE

1. SUMMARY OF ISSUES

- 1.1. This report updates the Committee on the performance and progress of NET from the beginning of November to the end of January 2019.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. Reliability and punctuality of the tram service, during the three month period from November to the end of January, remained extremely high, with levels of 97.9% and 94.4% respectively achieved.
- 3.2. There has been a marked improvement in performance for the reporting three months compared to 2017, due mainly to a reduction in track incursions, road traffic collisions and traffic congestion. During December, and the latter part of January however, some technical issues with trams were experienced, which reduced the number available for service. The nature of the faults varied and therefore did not allow for a consistent approach to rectification. Service disruptions were carefully managed by the control room staff to minimise the impact on customer journeys and to get the service back on time. Where there are insufficient trams to operate the service, the headways either side of the missing tram are adjusted, hence reducing the time a customer has to wait.
- 3.3. In the lead up to Christmas, when services were particularly busy, Travel Officer activity was focussed on city centre stops, with the aim of speeding up boarding and alighting and of providing a security presence.
- 3.4. Nottingham Trams are continuing to liaise with the Local Highway Authority on a number of minor changes on and around the public highway that are designed to see a potential reduction in road traffic collisions and in car drivers entering sections of tramway to which they are not permitted.

4. SPECIAL EVENTS

- 4.1. There were two big events in November, Bonfire Night and Christmas Lights switch on, in addition to the usual Remembrance Day parades. All Nottingham Trams employees and trams were silent for two minutes on the 11th in respect of this. All events, which

were supported with an Operations Plan, can be highlighted as a success. The customer experience and service performance were excellent and, in addition to this, there were no incidents reported for any of these events.

- 4.2. Nottingham's New Year's Eve event was held in Old Market Square this year, due to the temporary closure of the Castle grounds. Trams were prevented from operating between Royal Centre and Nottingham Railway Station for an hour whilst spectators arrived and viewed the firework display. The event was a huge success and passed without incident.

5. DRIVER DEVELOPMENT DAYS

- 5.1. To assist tram drivers in gaining a greater understanding of defensive driving, the tram simulator has been upgraded to introduce hazards that drivers may come across during their daily duties. The simulator, which is used to teach drivers how to react when presented with situations to which they are unaccustomed, has been developed using artificial intelligence, which means that no two scenarios are exactly the same.

6. FARE AND TICKET CHANGE

- 6.1. In response to feedback from customers, changes were made to some fares and tickets offered from ticket vending machines on Monday 7th January 2019.

- 6.2. The following changes were made:

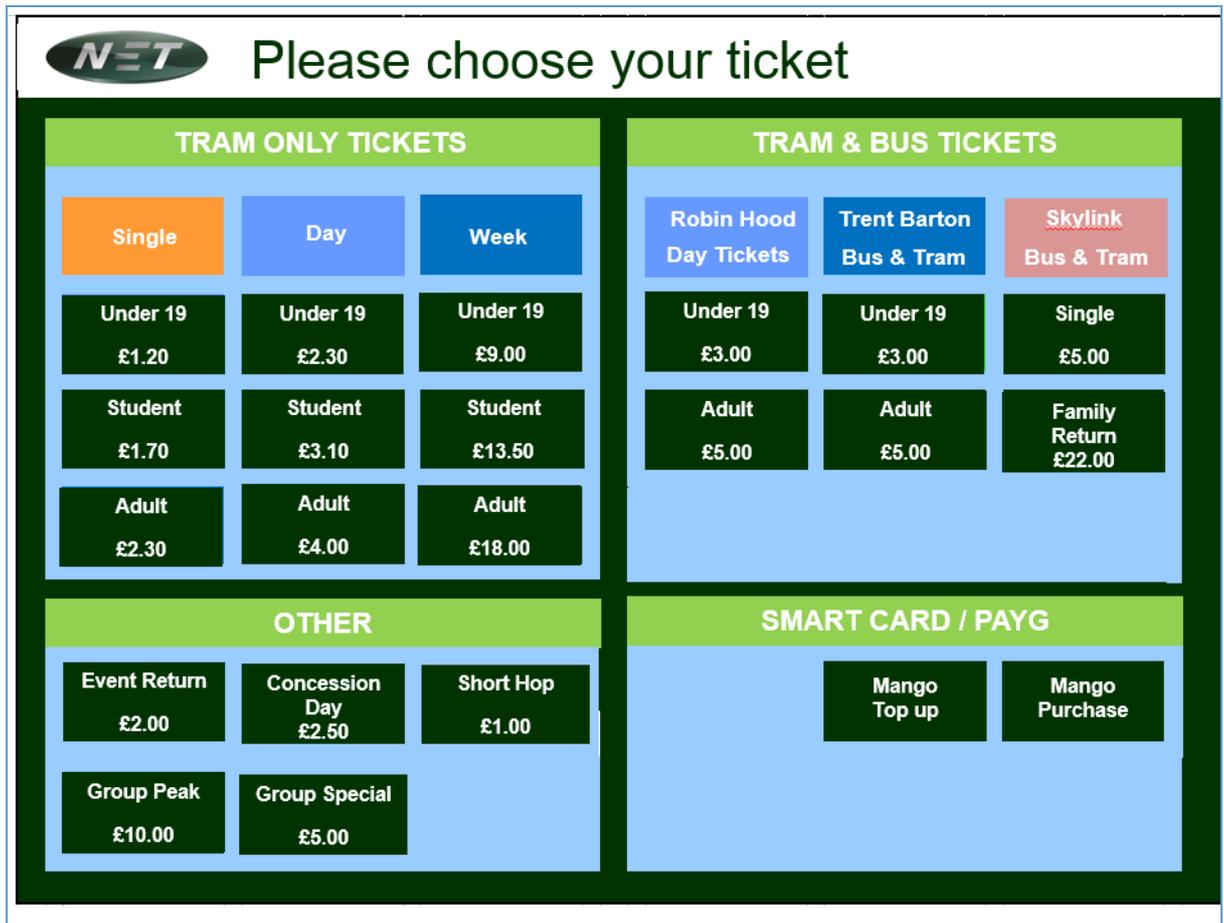
- Introduction of Student tickets (single, daily and weekly)
- Fare changes to Adult/Child single and daily tickets
- Removal of Return tickets
- Concession Return changed to an Concession Day ticket

	OLD PRICES			NEW PRICES		
	Adult	Student	U19	Adult	Student	U19
Single	£2.20		£1.10	£2.30	£1.70	£1.20
NET Day ticket	£4.00		£2.20	£4.00	£3.10	£2.30

	OLD PRICES			NEW PRICES		
	Adult	Student	U19	Adult	Student	U19
NET Weekly Ticket	£18.00		£9.00	£18.00	£13.50	£9.00

- 6.3. This simplified structure, which has been well received by customers, streamlines the ticket offer and makes it similar to that of other transport operators in the city. The small increases remain below the rate of inflation, with smart card and season ticket prices frozen.

6.4. Along with these changes, the graphic user interface on the machines was refreshed to make it more user friendly for customers.



Mike Mabey

**Head of Operations
Nottingham Trams**

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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 to express dissatisfaction with the service provided by NET in relation to tram availability and reliability during December and January, which has led to them no longer using the tram when they depend on arriving at their destination at a specific time.

2. RECOMMENDATION

- 2.1. The views of the Committee are sought.

3. DETAILS OF CORRESPONDENCE

- 3.1. The correspondent has sent a complaint to the Committee, regarding disruptions to service at peak times due to 'missing trams' (see Appendix A). She states that there is very little warning of disruption to customers and that the missing trams cause the next trams to be overcrowded.
- 3.2. The correspondent has previously contacted NET via social media about this issue and is unhappy that no reason is provided other than the tram has "failed". She is also disappointed that there has been a recent fare change when she feels the service has not been what she considers to be of a high enough standard.
- 3.3. The Head of Operations at Nottingham Trams has been contacted with regard to the correspondent's complaint, and has explained that in the weeks running up to Christmas, and for a period at the end of January, NET did experience a number of tram failures. These failures were caused by a variety of different technical issues that, typically, were not easy and quick to fix and, with safety always the overriding priority, trams are never allowed to enter service until suitable repairs have been completed. Due to ongoing fleet maintenance, spare trams were not always available and, consequently, it was necessary, on some days, to withdraw one or two trams during the peak periods; this compares with the total of 950 services that are operated every day.
- 3.4. When timetable changes need to be made at short notice, every effort is made to ensure that the number of customers affected is minimised and the headways either side of the missing trams are adjusted. Whilst it is recognised that the cancellation of peak period services can cause inconvenience to customers, the tram remains extremely reliable compared to other modes of transport and, overall in December and January, 97% of daily scheduled tram journeys were completed.

3.5. Nottingham Trams have confirmed that they are working with their maintenance contractor to reduce the number of issues that cause trams to be withdrawn. They would however like to apologise to the correspondent for the delays and inconvenience that she has experienced.

Kate Knight
NET Project Office
Nottingham City Council

Appendix A

25 January 2019

Dear Sir or Madam

I wish to make a formal complaint regarding the service being provided by NET Nottingham Trams.

For several weeks prior to Christmas and for at least the last five days, the service is regularly disrupted at peak times due to "missing trams". There is very little warning (3 minutes yesterday) and although I appreciate the wait for the next tram is approximately 7 minutes, the missing trams cause those that are running to be overcrowded to what most people consider to be unsafe levels.

We have contacted you via your social media channels and simply been told they are missing, no reason is ever provided other than they are "failed". Surely if this has been happening since before Christmas, you are able to fix or replace said "failed" trams? In view of the number of "failed" trams, are you also looking at your current servicing arrangements of them? Put simply, if my car broke down every day, I would not let the matter continue without putting measures in place to resolve it. Can you advise me what you are doing to stop this event happening daily please?

It is also disappointing to see that in light of the serious failings in your service to the public, you have seen fit to raise the fares. A double slap in the face for your long suffering customers.

I have stopped using trams when I have to be somewhere by a specific time as they are so unreliable. It really seems this service is not fit for purpose and I will be raising the matter with the relevant bodies.

I await your reply which I would prefer by email if possible please. I have had to write this as nobody would give me an email to send this to.

Yours faithfully

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**Greater Nottingham Light Rapid Transit Authority
Forward Plan**

Meeting date	Agenda item	Format	Contact for further info
2019/20 municipal year			
11 June 2019 (subject to confirmation by Council AGM – May 2019)	Appointment of Chair and Vice-Chair	Verbal - first meeting of the municipal year	Clerk to GNLRT
	NET Operational Performance, Progress and Safety Updates	Report(s) (to every meeting)	Mike Mabey Head of Operations Nottingham Trams
	Nottingham Trams Operation Issues (raised by Committee members)	Written comment from Nottingham Trams	Notify Governance Officer of any issues by 11 May 2019 to enable Nottingham Trams to provide a written response
	Communications from members of the public (if applicable)		
	GNLRT Forward Plan	Table from the Clerk (to every meeting)	Clerk to GNLRT
	Confirmation of meeting dates for municipal year	Noted on agenda front sheet for confirmation at the first meeting of the municipal year	Clerk to GNLRT
10 September 2019 (subject to confirmation by GNLRTAC – 11 June 2019)	NET Operational Performance, Progress and Safety Updates	Report(s) (to every meeting)	Mike Mabey Head of Operations Nottingham Trams
	Nottingham Trams Operation Issues (raised by Committee members)	Written comment from Nottingham Trams	Notify Governance Officer of any issues by 10 August 2019 to enable Nottingham Trams to provide a written response
	Communications from members of the public (if applicable)		
	GNLRT Forward Plan	Table from the Clerk (to every meeting)	Clerk to GNLRT

Meeting date	Agenda item	Format	Contact for further info
10 December 2019 (subject to confirmation by GNLRTAC – 11 June 2019)	NET Operational Performance, Progress and Safety Updates	Report(s) (to every meeting)	Mike Mabey Head of Operations Nottingham Trams
	Nottingham Trams Operation Issues (raised by Committee members)	Written comment from Nottingham Trams	Notify Governance Officer of any issues by 10 November 2019 to enable Nottingham Trams to provide a written response
	Communications from members of the public (if applicable)		
	GNLRT Forward Plan	Table from the Clerk (to every meeting)	Clerk to GNLRT
10 March 2020 (subject to confirmation by GNLRTAC – 11 June 2019)	NET Operational Performance, Progress and Safety Updates	Report(s) (to every meeting)	Mike Mabey Head of Operations Nottingham Trams
	Nottingham Trams Operation Issues (raised by Committee members)	Written comment from Nottingham Trams	Notify Governance Officer of any issues by 10 February 2020 to enable Nottingham Trams to provide a written response
	Communications from members of the public (if applicable)		
	GNLRT Forward Plan	Table from the Clerk (to every meeting)	Clerk to GNLRT