



**NOTTINGHAM CITY COUNCIL**

**GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE**

**Date:** Tuesday 11 June 2019

**Time:** 2:00pm

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

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|----------|--|------------------|
| <b>1</b> | <b>APPOINTMENT OF THE CHAIR AND VICE CHAIR</b>   |                  |
| <b>2</b> | <b>APOLOGIES FOR ABSENCE</b>   |                  |
| <b>3</b> | <b>DECLARATIONS OF INTERESTS</b>   |                  |
| <b>4</b> | <b>MINUTES</b><br>Minutes of the meeting held on 12 March 2019, for confirmation                             | 3 - 6            |
| <b>5</b> | <b>COMMITTEE MEMBERSHIP AND TERMS OF REFERENCE</b><br>To note  | 7 - 8            |
| <b>6</b> | <b>NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE</b><br>Report of the Head of Operations, Nottingham Trams | 9 - 12           |
| <b>7</b> | <b>NET SAFETY ISSUES</b><br>Verbal update, if required   | Verbal<br>Report |
| <b>8</b> | <b>CORRESPONDENCE FROM MEMBERS OF THE PUBLIC</b><br>Verbal update, if required                               | Verbal<br>Report |
| <b>9</b> | <b>FORWARD PLANNER</b><br>June 2019 – April 2020   | 13 - 14          |

**10 CONFIRMATION OF FUTURE MEETING DATES**

Tuesday 10 September 2019

Tuesday 10 December 2019

Tuesday 10 March 2020

All to be held at 2:00pm in the Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG, unless stated otherwise

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 Wilkinson Street NET Depot, Armstrong Way, Nottingham, NG7 7NW on 12 March 2019 from 2:03pm to 2:53pm**

**Membership**

Present

Councillor Eric Kerry (Vice Chair)  
Councillor Cheryl Barnard  
Councillor Jim Creamer  
Councillor John Longdon  
Councillor Steve Young  
Justin Donne  
Chris Roy

Absent

Councillor John Doddy  
Councillor Dave Liversidge  
Councillor Sarah Piper  
Councillor Parry Tsimbiridis  
Roger Bacon  
Helen Hemstock  
Alan Marshall  
Hugh McClintock

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

Andrew Holdstock - Senior Project Engineer, NET Project  
Kate Knight - Assistant Project Manager, NET Project  
Mike Mabey - Head of Operations, Nottingham Trams  
Adrian Mann - Governance Officer  
Richard Wheldon - Nottinghamshire Better Transport

**14 COMMITTEE MEMBERSHIP**

The Committee noted that Councillor Corall Jenkins had stood down, and that Helen Hemstock had replaced Gary Smerdon-White as the representative of RideWise.

**15 APOLOGIES FOR ABSENCE**

Roger Bacon  
Councillor John Doddy  
Helen Hemstock - work commitments  
Councillor Dave Liversidge - personal reasons  
Alan Marshall - work commitments  
Hugh McClintock - on leave  
Councillor Sarah Piper  
Councillor Parry Tsimbiridis - personal reasons

**16 DECLARATIONS OF INTERESTS**

None.

**17 MINUTES**

The minutes of the meeting held on 11 December 2018 were confirmed as a true record and signed by the Chair.

## **18 COMMITTEE TERMS OF REFERENCE**

Andy Holdstock, Senior Project Engineer (NET Project), presented a review of the Committee's current Terms of Reference. The Committee was satisfied that the review was in line with the requirements of the Nottingham Express Transit System Order (2009).

If an additional organisation beyond the current membership wishes to put itself forward as a formal representative of users of the tram system, it should contact the NET Project officers at Nottingham City Council.

### **RESOLVED to:**

- (1) endorse the report on the Committee's current Terms of Reference;**
- (2) produce an updated Terms of Reference based on the report, for agreement at the City Council AGM on 20 May 2019.**

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

Mike Mabey, Head of Operations at Nottingham Trams, presented a report to update the Committee on the performance and progress of the Nottingham tram system from 1 November 2018 to 31 January 2019, highlighting the following points:

- (a) the tram network celebrated its 15th Birthday on Saturday 9 March. Levels of punctuality (94.4%) and reliability (97.9%) were extremely high, while performance had improved due to a reduction in incursions onto the track, traffic collisions and traffic congestion;
- (b) the introduction of small cones had reduced the number of vehicles encroaching onto Lenton Lane Bridge and further road signage was being considered, but there had still been two drink driving incidents, which were difficult to prevent. The introduction of retractable bollards had been explored, but there are concerns about their reliability. Discussions are also underway with the Local Highway Authority regarding the introduction of deterrence measures at a number of other locations;
- (c) a media campaign has been undertaken to raise awareness about avoiding vehicle collisions with trams. The Local Highway Authority is investigating the possibility of updating traffic signal technology to improve traffic flow along sections of the Line One traffic corridor, which has the potential to assist in improving tram reliability;
- (d) there is a good dialogue with the East Midlands Ambulance Service and its control centre to avoid emergency vehicles parking on the tram tracks. Unfortunately, ambulances are not always able to respond to serious passenger illness or accidents on the trams immediately, so further planning is needed to identify places where a tram with a passenger requiring medical attention can stop so as not to block the tram tracks, while still being easily reachable by the emergency services;

- (e) when trams were particularly busy over Christmas, Travel Officers focused on central stops in the City to help manage passengers entering and exiting the trams, to assist in making the process more orderly and speedy, and to improve security. Consideration is being given to additional measures on platforms to improve passenger flow;
- (f) a special timetable was introduced for Bonfire Night to reduce the number of trams per hour from 8 to 7 (so trams had more time to load and unload passengers at busy stops and keep to time). There were no incidents during the switch-on of the City Christmas Lights or during the New Year's Eve event held at the Old Market Square (as the Castle grounds were closed for renovation work), and the reduced timetable again worked well;
- (g) to improve defensive driving, the depot's tram simulator (purchased in 2014 so that drivers could learn their routes when access to the tracks was limited) has been upgraded to present drivers with hazardous situations in a randomised way, to help improve their reactions to unusual situations;
- (h) the display on the tram ticket purchasing machines is now easier to use. Changes were made to some fares and tickets from 7 January 2019, with the introduction of student tickets and altering the labelling of 'Return' tickets to 'Day' tickets, as the usage of 'Return' tickets had caused confusion for some passengers. Although the price of tickets (which is set by Tramlink) overall has risen by less than inflation (and the price of season tickets has been frozen), the cost of some types of individual ticket has increased by a greater degree than others. Bus fares have also gone up, this year.

**RESOLVED to note the performance and progress update for 1 November 2018 to 31 January 2019 from Nottingham Trams.**

## **20 NET SAFETY ISSUES**

Nothing to report.

## **21 CORRESPONDENCE FROM MEMBERS OF THE PUBLIC**

Kate Knight, Assistant Project Manager (NET Project), presented a report on a written complaint from a member of the public relating to tram availability and reliability during December 2018 and January 2019. The following comments were made:

- (a) the October to December period can be difficult for the operation of trams and, unfortunately, a number of minor and unrelated technical faults occurred to some trams during December 2018 and January 2019, resulting in them having to be withdrawn from service at short notice. Unfortunately, power supply issues also affected tram services during the period. Timetable changes were put in place where necessary to minimise the impact and every effort was made to ensure that customers were kept informed as transparently as possible. Tram drivers should be informing customers when service disruption occurs. Possible ways of improving tram availability are being explored with the maintenance contractor.

While busy trams can be uncomfortable, even if the passenger numbers are within safe limits, they should be sufficiently regular to meet usage demands.

Committee members raised a written complaint from a member of the public relating to the time taken to repair broken street lights along the tram track between Cator Lane and Bramcote Lane, Chilwell. The following comments were made:

- (b) it is very concerning that the repair of the street lights had taken such a long time, and this should not happen again in the future. Currently, the responsibility for the repair of the lights rests with Tramlink, but it will be handed over to the County Council, shortly. Tramlink should ensure that as many snagging issues as possible are resolved before responsibility for elements of the network are handed over to other bodies, working together with Nottingham Trams where appropriate.

The Committee noted that some members had received correspondence relating to conditions for tram drivers shortly before the meeting, which would be forwarded to Nottingham Trams.

**RESOLVED to:**

- (1) note the concerns raised by the member of the public relating to tram availability and reliability during December 2018 and January 2019;**
- (2) seek a written reply to the complainant from Nottingham Trams to explain the causes for delay and the action taken, to be agreed by the Chair and Vice-Chair;**
- (3) note the concerns raised by the member of the public relating to the very long time taken to repair broken street lights along the tram track between Cator Lane and Bramcote Lane, Chilwell;**
- (4) note that the responsibility for this maintenance issue would be transferred to Nottinghamshire County Council, shortly.**

**22 FORWARD PLAN**

The Chair introduced the Committee's Forward Plan for the next municipal year, following the full City Council elections in May.

**RESOLVED to note the Forward Plan.**

**Greater Nottingham Light Rapid Transit (GNLRT) Advisory Committee**

(Approved at the City Council AGM of 20/05/19)

Terms of Reference

The Committee, established under the powers of The Nottingham Express Transit System Order 2009, advises Nottingham City Council ('the promoter') on the operation of the Nottingham Express Transit (NET) system.

Functions

- (a) To be consulted by and advise the promoter on the operation of the NET system;
- (b) to consider representations made to the Committee by members of the public in relation to the NET system; and
- (c) to make representations or recommendations to the promoter in relation to the operation of the NET system.

Membership

The members of the Committee are appointed by the promoter and shall include five Nottingham City Councillors, five Nottinghamshire County Councillors and the following representatives of users of the NET system:

- East Midlands Chamber of Commerce
- Nottingham Federation of Small Businesses
- Nottingham Trent University
- Nottinghamshire Better Transport
- Pedals
- RideWise
- Travel Watch East Midlands

Members representing users of the NET system are appointed for a three-year term.

Chair

The Chair is appointed by the Committee on an annual basis, at the first meeting of the municipal year.

Quorum

A quorum is three members of the Committee.

The Committee is accountable to Nottingham City Council and usually has four meetings per year.

## **Membership**

### **City Councillors**

(appointed at the City Council AGM on 20/05/19)

1. Councillor Sam Gardiner
2. Councillor Phil Jackson
3. Councillor Dave Liversidge
4. Councillor AJ Matsiko
5. Councillor Adele Williams

### **County Councillors**

6. Councillor Jim Creamer
7. Councillor Eric Kerry
8. Councillor John Longdon
9. Councillor Kevin Rostance
10. Councillor Parry Tsimbiridis

### **Advisory Members**

(appointed at the City Council AGM on 20/05/19 for a term of three years from that date)

11. Roger Bacon (Travel Watch East Midlands)
12. Nick Chischniak (East Midlands Chamber of Commerce)
13. Justin Donne (Nottingham Federation of Small Businesses)
14. Helen Hemstock (RideWise)
15. Hugh McClintock (Pedals)
16. Chris Roy (Nottingham Trent University)
17. Jim Thomas (Nottinghamshire Better Transport)

**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 February to the end of April 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 the beginning of February until the end of April 2019, remained extremely high, with levels of 98.8% and 95.9% respectively achieved. This is the highest level of reliability achieved since 2016.
- 3.2. This improved performance has resulted largely from a reduction in the number of technical faults to trams, as well as in the number of service-disrupting incidents caused by third-parties.
- 3.3. Some disruption to service was caused by a lightning storm, which occurred on the afternoon of 25<sup>th</sup> April. Electrical substations at The Depot and at Basford had a power trip, preventing power being fed to the overhead line. There was also some peripheral damage to the tram system equipment (CCTV & Passenger information displays), but this did not affect passenger services.
- 3.4. On Sunday 28<sup>th</sup> April, essential track replacement works were carried out at Middle Hill Viaduct. As a consequence, the track section between Nottingham Station and Old Market Square was closed to tram movements and the network was split in two, with services operating between Hucknall and Phoenix Park to Old Market Square and from Toton Lane and Clifton South to Nottingham Station. A replacement bus service operated between Old Market Square and Nottingham Station. The repair work was a success and normal services were resumed on the Monday morning.

**4. TRAM REFURBISHMENT**

- 4.1. During April the first of the initial fleet of Incentro trams, which were introduced to service in 2004, underwent a major overhaul as part of a mid-life refurbishment plan for all 15 trams. The fleet refresh is not just 'skin deep', but includes replacement of floors and all interior fittings, together with an extensive mechanical overhaul. It also includes re-branding of the exterior of the trams to closely align their look with the

newer Citadis models. The refurbished Tram 203 was launched into service on 10<sup>th</sup> May.



The newly refurbished tram is in the centre of the photo, flanked by an Incentro with the previous livery, on the left, and a Citadis on the right.

## 5. FARE CHANGES

- 5.1. As part of the second phase of the NET fares strategy for 2019, some fare changes were made to multi-operator tickets on 31<sup>st</sup> March; at the same time, there were changes to certain season tickets prices.
- 5.2. The following changes were made:

Ticket Type	Previous Price	New Price
NET 3-month Adult Season	£159	£160
NET 12-month Adult Season	£499	£525
NET Tram2work 12-month Adult Season	£425	£440
NET 3-month U19 Season	£79.50	£80
NET 12-month U19 Season	£249.50	£262.50
Robin Hood Day Adult	£5.00	£5.10
Robin Hood Day U19	£3.00	£3.10
Robin Hood PAYG Adult cap	£4.60	£4.80
Robin Hood PAYG U19 cap	£3.00	£3.25

## **6. PLANNED TRACK RENEWALS WORK 2019**

- 6.1. As part of Nottingham Trams' planned lifecycle track renewals programme, two locations have been identified between The Forest Tramstop and High School Tramstop for renewal and upgrade. The works will comprise the removal and replacement of the northbound rail and points at The Forest, and the removal and replacement of the rails across Forest Road.
- 6.2. The works are planned over 14 days and are scheduled to begin after tram services finish on Sunday 4th August. Following service end, trams will be moved into position on the Nottingham Station Viaduct, and at Toton Lane and Clifton South, ready for service launch later that morning. Normal service is planned to resume on Monday 19th August. During this period no trams will operate between The Forest and Old Market Square tramstops, with replacement buses enabling customers to complete their journeys.
- 6.3. A full customer services communications plan is currently being developed and will be issued to customers and to local residents to inform them of the work to be carried out and of the replacement services.

## **7. CUSTOMER SERVICES**

- 7.1. The NET Customer Services team has supported an organisation known as "My Sight Nottinghamshire" (formerly NRSB) by assisting a group of 7 volunteers and 17 individuals who are either partially sighted or blind, so they can safely travel by tram on a day out around the University of Nottingham. The operation falls in line with the "Try the Tram" campaign with the passengers assisted in the use of the help point buttons, which include braille, and also the processes of safely boarding and alighting (blue stop request button, listening for door alarms, etc). The operation was extremely successful and it is intended that further meetings will be held to promote this and support the community.

**Mike Mabey**

**Head of Operations  
Nottingham Trams**

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**Greater Nottingham Light Rapid Transit Advisory Committee  
Forward Planner**

Meeting Date	Agenda Item	Format	Contact for Further Info
2019/20 municipal year			
10 September 2019  (subject to confirmation by GNLRTAC – 11 June 2019)	NET Operational Performance and Progress Update	Report(s) (to every meeting)	Mike Mabey Head of Operations, Nottingham Trams
	NET Safety 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
	Correspondence from members of the public (if applicable)	Written draft response, for agreement	NET Team
	Committee Forward Planner	Report (to every meeting)	Governance Officer
10 December 2019  (subject to confirmation by GNLRTAC – 11 June 2019)	NET Operational Performance and Progress Update	Report(s) (to every meeting)	Mike Mabey Head of Operations, Nottingham Trams
	NET Safety 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
	Correspondence from members of the public (if applicable)	Written draft response, for agreement	NET Team
	Committee Forward Planner	Report (to every meeting)	Governance Officer
10 March 2020  (subject to confirmation by GNLRTAC – 11 June 2019)	NET Operational Performance and Progress Update	Report(s) (to every meeting)	Mike Mabey Head of Operations, Nottingham Trams
	NET Safety 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
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	Committee Forward Planner	Report (to every meeting)	Governance Officer

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