



Nottingham City Council Greater Nottingham Light Rapid Transit Advisory Committee

Date: Tuesday 15 September 2020

Time: 2:00pm

Place: <https://www.youtube.com/user/NottCityCouncil>

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

Director for Legal and Governance

Governance Officer: Adrian Mann

Direct Dial: 0115 8764468

- 1 Apologies for Absence**
- 2 Declarations of Interests**
- 3 Minutes** 3 - 8
Minutes of the meeting held on 10 March 2020, for confirmation
- 4 Operational Performance and Progress Update** 9 - 10
Report of the Head of Operations, Nottingham Trams
- 5 Network Safety and Accessibility Update** Verbal Report
Update from the Head of Operations, Nottingham Trams
- 6 Issues Raised by Committee Members and Citizens**
- a Complaint - Travel Pass Refund** 11 - 14
- 7 Work Plan** 15 - 16
For discussion and agreement
- 8 Future Meeting Dates**
For agreement:

Tuesday 8 December 2020 at 2:00pm

Tuesday 9 March 2021 at 2:00pm

Councillors, co-optees, colleagues and other participants must declare all disclosable pecuniary and other interests relating to any items of business to be discussed at the meeting. If you need any advice on declaring an interest in an item on the agenda, please contact the Governance Officer shown above before the day of the meeting, if possible.

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: <https://www.nottinghamcity.gov.uk/your-council/about-the-council/council-meetings-decisions/recording-reporting-on-public-meetings>.

**Nottingham City Council
Greater Nottingham Light Rapid Transit Advisory Committee**

Minutes of the meeting held in the Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG on 10 March 2020 from 2:01pm to 2:47pm

Membership

Present

Councillor Adele Williams (Chair)
Councillor Phil Rostance (Vice Chair)
Councillor Jim Creamer
Councillor Samuel Gardiner
Councillor Eric Kerry
Councillor Dave Liversidge
Councillor John Longdon (items 29-33)
Councillor AJ Matsiko
Councillor Parry Tsimbiridis

Absent

Councillor Phil Jackson

NET User Representatives in attendance:

Roger Bacon	(Travel Watch East Midlands)
Nick Chischniak	(East Midlands Chamber of Commerce)
✓ Justin Donne	(Nottingham Federation of Small Businesses)
Helen Hemstock	(RideWise)
Hugh McClintock	(Pedals)
Chris Roy	(Nottingham Trent University)
✓ Jim Thomas	(Nottinghamshire Better Transport)

Colleagues, partners and others in attendance:

Nigel Bratton	- Revenue and Operations Manager, Tramlink Nottingham
Andrew Holdstock	- Senior NET Project Engineer
Kate Knight	- Assistant NET Project Manager
Mike Mabey	- Head of Operations, Nottingham Trams
Adrian Mann	- Governance Officer
Lorraine Salt-Pulford	- Nottingham City Disability Involvement Group

26 Apologies for Absence

Councillor Phil Jackson
Roger Bacon
Helen Hemstock
Hugh McClintock

27 Declarations of Interests

None.

28 Minutes

The Committee confirmed the minutes of the meeting held on 8 January 2020 as a correct record and they were signed by the Chair.

29 NET Operational Performance and Progress Update

Mike Mabey, Head of Operations at Nottingham Trams, presented a report on operational performance during December 2019 and January 2020. The following points were discussed:

- (a) the reliability and punctuality of the tram service remained high, at 98.7% and 95.0% respectively. However, the December performance was affected by seasonal traffic congestion and greater passenger numbers. A special timetable was in place for New Year's Eve, with additional late trams. For the purposes of safety, trams did not operate through the Old Market Square during the annual firework display between 11:30pm and 12:40am. Performance during January was improved, but there were three incidents of cars driving into tram-only sections of the road (one at Lenton Lane and two at Cator Lane), which caused some service disruption;
- (b) other vehicles entering tram-only sections of the road is a significant issue, and it is particularly difficult to recover stranded cars from Lenton Lane. To further reduce the number of car drivers entering these tram-only sections, discussions are underway with the Local Highway Authority (LHA) to install bollards and anti-bridge incursion signs, similar to those introduced successfully on the Nottingham Station viaduct, where there have been no further incidents;
- (c) the unexpected closure of Clifton Bridge by Highways England for safety reasons caused significant problems for the city's travel network. However, the LHA has put alternative travel routes in place and the tram routes have not become over-congested. Although the number of passengers on the Clifton line has increased significantly, there is sufficient carrying capacity on the trams and there is still parking available at the Clifton and Toton park and rides. Passenger numbers are being counted regularly and, if the park and rides became full, a communications strategy will be introduced to encourage customers to car-share;
- (d) the Council is seeking mitigation funding from Highways England to manage the disruption created on the travel network by the closure of the bridge. As public transport does have more capacity, work is underway to encourage more people to leave their cars outside the city and travel in by bus or tram. It is important that this information reaches both City and County residents, so all Committee members are encouraged to circulate this information as widely as possible;
- (e) contingency planning is underway for the operation of the tram network as the Coronavirus outbreak worsens, and the ongoing Government guidance is circulated to all staff. The eighteen Controllers are the staff members most vital to the overall operation of the network, so the central control room is now managed as a controlled, sterile environment, and other staff are being trained to cover these essential roles. The drivers and Revenue Team have structures in place for reducing the tram service gradually as drivers become unavailable due to

sickness or the need for isolation. Managing the potential overcrowding of trams if the regularity of service decreases is under consideration – but if a large number of tram drivers were sick, it is likely that a similar proportion of citizens would also be sick or self-isolating, and so not travelling. The trams are deep-cleaned every night, including all handrails, and all staff have access to hand sanitiser;

- (f) following an annual review, some cash fares increased from 6 January 2020. The fare changes affect single, day and week tickets for adults, students and under 19s; the off-peak group ticket; and the concessionary fare. Customers using the NETGO! app continue to receive a discounted rate. Following feedback from Mango customers, who will be unable to use their Mango cards on the tram after 31 March 2020, the £1 short hop zones have been reviewed and are now available via the ticket vending machines, so all customers can now benefit from short hop prices covering the entire network;
- (g) Ambassadors were deployed across the network for seven weeks until mid-January, to offer assistance and guidance to customers. Over the period of the trial, the Ambassadors assisted more than 30,000 customers in the use of ticket machines and validators, and provided guidance in downloading and using the NETGO! app. A further 8,000 customers were given general assistance, many of whom were seeking travel information. The Ambassadors also assisted the Travel Officers in checking tickets and were able to provide advice on the January fare changes, including the introduction of the new short hop zones. Overall, the deployment of Ambassadors was a success, providing additional resources for revenue protection, as well as raising the level of customer care;
- (h) a project called Keolis Signature Service (KSS) has been launched to identify and implement value-adding initiatives that will enhance the customer experience, as part of a strategy that has been introduced at other Keolis subsidiaries across the world, including the London and Manchester public transport networks. During November, as part of the initial development phase, one-to-one interviews were carried out with a variety of staff about their role and experience as a NET employee. This was followed in January by the holding of focus groups with employees, customers and stakeholders, who were asked to define what they considered would add value to their journey and make it a positive and outstanding experience;
- (i) the feedback from the focus groups is being analysed to determine which initiatives could be implemented, and inform the creation of specific customer pledges. Communication channels are still in place with both customers and employees, to provide them with updates throughout the project. Feedback from participants in the process has been good.

The Committee noted the operational performance report and progress update.

30 Network Safety and Accessibility Update

Mike Mabey, Head of Operations at Nottingham Trams, gave an update on network safety and accessibility. The following points were discussed:

- (a) following the Croydon tram derailment in 2016, work is being carried out, in discussion with other tram operators, to assess any additional measures that can be introduced to ensure that trams are as safe as possible to travel on. Operators are exploring automatic braking systems for if the driver is inattentive or has become incapacitated, and the provision of emergency power to doors. A Light Rail Safety Standards Board has been established to develop a consistent set of safety standards for tram operators nationally, and these are being applied in Nottingham;
- (b) a warning noise is sounded and a flashing light is shown when a tram's doors are closing but, unlike the automatic doors on a lift, the tram doors will not re-open to their full extent if they are blocked; the doors will open slightly to allow any obstruction to be removed, and then close again. The doors will try to close up to three times, and the driver will become alerted that the doors are unable to shut;
- (c) there are three formal classifications of scooter. The largest (Class 3) are designed as off-road vehicles and it is not anticipated that a user would take one of these onto a tram as a mobility aid. The trams are designed to accommodate Class 1 and 2 mobility scooters and each tram has two wheelchair base areas that can also be used by these scooters, if possible, as these zones have more space to enable scooters to turn around inside the tram. There is no formal restriction in place on the taking of large scooters onto trams as it is not anticipated to happen regularly, but the situation is kept under review and passengers are consulted. Customers who require wheelchairs and scooters for mobility due to a disability have the priority use of the wheelchair areas on the trams even if, say, parents with young children in pushchairs have already occupied the space – and tram staff are aware of this;
- (d) NET has suggested to Network Rail that the lift to the tram tracks that it operates in Nottingham Station could have better signage, and Network Rail should ensure that the lift gives the correct audio information. The travel card readers on the platform at the Queen's Medical Centre will be relocated so that they are more assessable to passengers when they are upgraded to take contactless payments, which will be done within the next twelve months.

Resolved to recommend to the Council that the Nottingham City Disability Involvement Group is added to the Committee membership as a representative of users of the NET system, to improve representation in relation to accessibility issues affecting the network.

31 Issues Raised by Committee Members and Citizens

The Committee noted that no new issues had been raised since the last meeting.

32 Work Programme

The Chair encouraged members to submit topics or issues that they felt that the Committee should consider or review during the upcoming 2020/21 municipal year, and requested that a regular slot is given at each meeting to discuss any safety and accessibility issues raised by citizens, members or the operator.

33 Proposed Future Meeting Dates

- **Tuesday 9 June 2020 at 2:00pm**
- **Tuesday 15 September 2020 at 2:00pm**
- **Tuesday 15 December 2020 at 2:00pm**
- **Tuesday 9 March 2021 at 2:00pm**

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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 June to the end of July 2020.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE AND RESPONSE TO COVID-19

- 3.1. NET continued to provide an essential service to the travelling public during June and July, as Nottingham began to emerge from the period of Covid-19 lockdown.
- 3.2. Although non-essential shops were allowed to reopen from 15th June, and pubs and restaurants were also allowed to reopen from 4th July, the Government's advice, to only use public transport for essential journeys, remained in place until 20th July and, as a consequence, demand for tram travel remained relatively low. Following this, the Government amended its advice on social distancing, from 2 metres to "1 metre plus", resulting in an increase to the maximum capacity of a tram from 24 to 32 people. In response to this, new on-tram signage was introduced, along with "keep safe save this space" signage on tram seating. The wearing of face masks on public transport also became mandatory during the period.
- 3.3. Additional cleaning of trams and tramstops has continued to take place, including the deployment of cleaning teams at the four termini, and other key locations, to ensure that frequently touched surfaces are regularly disinfected. Drivers are continuing to stop at all tramstops, with all doors opening automatically. Customers are being advised to purchase e-tickets via the website or app, whenever possible, instead of using the ticket machines.
- 3.4. A Sunday timetable continued to be operated throughout June and July. The full weekday timetable was reintroduced on 3rd August, providing increased capacity, as the number of daily passengers began to rise to approximately 20% of normal levels. The NET Travel Centre, on King Street, also re-opened to customers in early August.
- 3.5. Reliability and punctuality of the tram service remained extremely high during the period, with levels of 99.3% and 98.7% respectively achieved.

3.6. TRACK REPLACEMENT WORKS

- 3.7. Works to install new rails and a replacement tram crossing between Royal Centre and Old Market Square were successfully completed on Monday 13th July, six days ahead of programme. During the period of the works, tram services from Phoenix Park and Hucknall terminated at Royal Centre, with those from Clifton South and Toton Lane terminating at Nottingham Station. A replacement bus service was available to use between Royal Centre and Nottingham Station, although customers were advised to walk between tram stops if they were able to do so.
- 3.8. Measures were introduced to ensure that the safety of staff and the public during the pandemic were observed, with the period of the works coinciding with the date on which non-essential retailers were able to open their stores, resulting in increased pedestrian traffic.
- 3.9. Very few complaints about the works were received, from either residents, business owners or members of the public, and it is pleasing to note that no major incidents were recorded.

4. CUSTOMER SERVICES AND MARKETING

- 4.1. A “chat bot” service, which is able to provide answers to questions raised by customers on the NET website, when staff are not present, has been introduced and integrated with the instant chat feature. The new service has been created using the extensive knowledge database built up from pre-existing customer questions and responses.
- 4.2. In a further initiative to encourage the increased use of digital communications, WhatsApp has been integrated with the NET customer management system, allowing customers to make contact instantly via the messaging app., with the ability to pick up and drop off conversations as they please. Currently this has seen a soft launch, advertised on new posters and social media, as the system is being trialled and tested.
- 4.3. A six-month season product, available to adults, students and U19s, has been launched in recognition of the uncertainty that still surrounds the return to work or regular travel for many people. One, three and six-month products were also added to the Tram2work range, previously only available as annual tickets.
- 4.4. The Group Ticket offer was made available throughout the summer holidays. This allowed travel for two adults and up to three children for £6, or £5.50 if bought via NETGO! This promotion was offered in conjunction with the Government’s Eat Out to Help Out scheme.

Mike Mabey

**Head of Operations
Nottingham Trams**

Greater Nottingham Light Rapid Transit Advisory Committee

15 September 2020

Correspondence from a Member of the Public

From: [REDACTED]
Sent: 01 September 2020 15:58
To: Adrian Mann
Subject: FW: FW: NET Update: Tram2Work Pass Extensions

Hi Adrian,

Sorry to contact you with this directly but I am so annoyed with this.

I am told I have to contact Greater Nottingham Light Rail Transit Advisory Committee (GNLRTAC) in regards to this matter and from searching your name has popped up.

I have tried calling but received your Voicemail can you please look into this for me.

If it is not you can you please pass this onto the relevant department/person to deal with.

Thank you

Kind regards,

From: [REDACTED]
Sent: 01 September 2020 15:52
To: NET Customer Relations Team <info@thetram.net>
Subject: RE: FW: NET Update: Tram2Work Pass Extensions

Hi,

Thank you for your response,

Whilst I understand you have policy's in place this is a very different scenario to the norm. I don't want to cancel my pass, I am being forced because our office isn't opening due to the pandemic. This is clearly not my fault this is happening. I am not reaching out to you for any other reason to cancel and have a refund I am being forced by your decision that no extensions are happening despite the fact I can't use the pass.

People are struggling financially over everything that is happening and you as a business are standing behind a policy to take money off people in financial difficulty during a very difficult time.

In regards to telling me you have posted this on your social media and your website, I am on minimal social media and do not follow your company and lastly when was it my responsibility to check your website regularly for updates in regards to this. A letter should have been sent to me personally so I could take action. You have my details from sign up and therefore should of posted or at least emailed me directly not through [REDACTED] considering I was furloughed until today and had no access to my work email.

Due to not having any other way please process the refund for my pass and let me know what details you require I will then chase through GNLR after.

I will also be reaching out to the local media due to the disgrace of your actions during a worldwide pandemic and people in difficult times.

Kind regards

From: NET Customer Relations Team <info@thetram.net>
Sent: 01 September 2020 15:40
To: [REDACTED]
Subject: Re: FW: NET Update: Tram2Work Pass Extensions

Good afternoon [REDACTED],

Thank you for contacting Nottingham Trams.

As my colleague may have already explained to you, a decision was made to have a cut off date for pass extensions for any unused time due to Covid-19. If we hadn't been contacted by 12th August, customers would then be offered refunds instead. This date was posted on our website and social media pages to alert customers, so a choice could be made on an extension or refund.

As with all of our travel passes, when applying for a travel pass, a customer agrees to the terms and conditions of the pass. This includes the refund policy and both of these can be found on our website but for your convenience please click on the links below:

<https://www.thetram.net/terms-and-conditions.aspx>

<https://www.thetram.net/Userfiles/About/NET%20Season%20Ticket%20Refund%20Policy.pdf>

We are sorry you are not happy with the information you were given and as my colleague advised, you do have a choice to take the matter further should you wish. Please find the details below:

Greater Nottingham Light Rail Transit Advisory Committee (GNLRTAC)

GNLRTAC, c/o NET, Project Office, Loxley House, Station Street, Nottingham, NG2 3NG

Kindest Regards,

Karen

Customer Relations

T: 0115 824 6060

E: info@thetram.net

F: www.facebook.com/thetram.net

t: @NETTram

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

On Tue, 1 Sep at 2:05 PM , [REDACTED] wrote:

Hi,

I have just received notice from my employer that I am to contact you in regards to a refund for my travel pass.

I have just rung to speak with your advisor to find out the process.

I am on the understanding that you will only refund whole months back yet I have only found out today that you restarted this on 12th August and from this date you made the decision to stop the extension. Additionally to this you're going to charge me £10 admin charge for the benefit of you giving me my money back for something that I can't use.

I would like to raise this as a formal complaint. I have just gone through and still going through financial difficulty due to being furloughed and only received government cap to now being told you are going to charge me extra for something I haven't had use of and still done have use of due to the offices not re opening.

Please can you come back to me swiftly with your response so I can get in touch with GNLRT to get this resolved should your response not be satisfactory.

My details are as follows:

[REDACTED]

I look forward to your response to this matter.

Kind regards,

From: Tram2Work <tram2work@tramlinknottingham.co.uk>

Sent: 23 July 2020 09:09

To: Tram2Work <tram2work@tramlinknottingham.co.uk>

Subject: NET Update: Tram2Work Pass Extensions

Important Information about extending your Tram2Work pass

This week, the Department for Transport are advising that people may use public transport. People should walk or cycle if they can, however where this is not possible, people can use public transport or drive.

As many businesses begin to reopen and we're seeing more people return to work, we will be re opening our Travel Centre & starting to run a full service again from Monday 3 August.

From this date, we will no longer be able to accept further requests for Tram2work extensions.

If your employees are currently not using their passes, there are now two options available to them:

- Contact us directly to extend their pass by the period since it was last used, providing this is at least four consecutive weeks since 16 March.

OR

- Contact us to apply for a refund. This will be processed as per our standard cancellation policy and backdated from the individual expiry date to the closest full month from when it was last used.

Please be aware we will be unable to refund extended time, so if your colleagues are uncertain when they will need to use their pass again, cancellation may be the best option.

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**Greater Nottingham Light Rapid Transit Advisory Committee
Work Plan 2020/21**

Meeting Date	Agenda Item	Item Details	Officers / Committee Members Involved
Tuesday 8 December 2020 (Location TBC)	Operational Performance and Progress Update	Written report, to each meeting	Mike Mabey (Head of Operations, Nottingham Trams)
	Network Safety and Accessibility Update	Written or verbal report, to each meeting	Mike Mabey (Head of Operations, Nottingham Trams)
	Issues Raised by Committee Members and Citizens	Current cases and written draft responses, for review Committee Members: please notify the Governance Officer of any issues that you would like to raise by Tuesday 10 November 2020, to enable Nottingham Trams to provide a written response	Andy Holdstock (NET Team) Kate Knight (NET Team)
	Work Plan	The current work plan, for review	Adrian Mann (Governance Officer)

Meeting Date	Agenda Item	Item Details	Officers / Committee Members Involved
Tuesday 9 March 2021 (Location TBC)	Operational Performance and Progress Update	Written report, to each meeting	Mike Mabey (Head of Operations, Nottingham Trams)
	Network Safety and Accessibility Update	Written or verbal report, to each meeting	Mike Mabey (Head of Operations, Nottingham Trams)
	Issues Raised by Committee Members and Citizens	Current cases and written draft responses, for review Committee Members: please notify the Governance Officer of any issues that you would like to raise by Tuesday 9 February 2021, to enable Nottingham Trams to provide a written response	Andy Holdstock (NET Team) Kate Knight (NET Team)
	Work Plan	The current work plan, for review	Adrian Mann (Governance Officer)