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**Nottingham
City Council**

Nottingham City Council Greater Nottingham Light Rapid Transit Advisory Committee

Date: Tuesday 8 December 2020

Time: 2:00pm

Place: To be held remotely via Zoom and live-streamed to:
<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 Changes to Membership**
 - Nick Chischniak has stepped down as the representative of the East Midlands Chamber of Commerce
- 2 Apologies for Absence**
- 3 Declarations of Interests**
- 4 Minutes** 3 - 8
Minutes of the meeting held on 15 September 2020, for confirmation
- 5 Operational Performance and Progress Update** 9 - 12
Report of the Head of Operations, Nottingham Trams
- 6 Network Safety and Accessibility Update** Verbal Report
Update from the Head of Operations, Nottingham Trams
- 7 Tramlink Update** Verbal Report
Update from the Chief Operating Officer, Tramlink Nottingham
- 8 Issues Raised by Committee Members and Citizens**
- 9 Work Plan** 13 - 14
- 10 Future Meeting Dates**
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 remotely via Zoom and live-streamed on YouTube on Tuesday 15 September 2020 from 2:06pm to 3:17pm

Membership

Present

Councillor Adele Williams (Chair)
Councillor Phil Rostance (Vice Chair)
Councillor Jim Creamer
Councillor Samuel Gardiner
Councillor Phil Jackson
Councillor Eric Kerry
Councillor Dave Liversidge
Councillor AJ Matsiko

Absent

Councillor John Longdon
Councillor Parry Tsimbiridis

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:

Andrew Conroy	- Chief Operating Officer, Tramlink Nottingham
Kate Knight	- Assistant Project Manager, NET Project
Adrian Mann	- Governance Officer
Lorraine Salt-Pulford	- Nottingham City Disability Involvement Group
Trevor Stocker	- Operations Manager, Nottingham Trams
Martin Williams	- Commercial and Governance Manager

1 Apologies for Absence

Roger Bacon
Councillor John Longdon
Helen Hemstock
Hugh McClintock

2 Declarations of Interests

None.

3 Minutes

The Committee confirmed the minutes of the meeting held on 10 March 2020 as a correct record and they were signed by the Chair.

4 Operational Performance and Progress Update

Trevor Stocker, Operations Manager at Nottingham Trams, presented a report on operational performance during June and July 2020. The following points were discussed:

- (a) NET continued to provide an essential tram service during June and July, as Nottingham began to emerge from the period of lockdown. Although non-essential shops were able to reopen from 15 June, and pubs and restaurants were able to reopen from 4 July, the Government's advice to only use public transport for essential journeys remained in place until 20 July. As a result, demand for tram travel remained relatively low;
- (b) when the Government amended its advice on social distancing to a '1 metre plus' rule, the maximum capacity for trams increased from 24 to 32 people. The wearing of face coverings on public transport also became mandatory during the period. New on-tram signage was introduced, with 'keep safe – save this space' signage on tram seats. The current distancing measures are expected to remain in place for the foreseeable future, as both NET and Tramlink consider that this is a pragmatic approach to ensuring that customers are safe, and feel safe, when using the trams. However, the use of seat signage will be reviewed for the return of schools, as it has led to confusion in some instances;
- (c) the impact of the return to school is being managed well overall, with most children complying with the relevant requirements, such as the wearing of face coverings. Monitoring is in place to ensure that schoolchildren boarding trams do wear face coverings, and the compliance rate stands at around 90% – though compliance does decrease in the evenings. However, some people are exempt from the need to wear a mask, and the reasons for a given person's exemption are not always obvious. If committee members experience or receive reports of any anti-social behaviour taking place on the network in relation to Coronavirus requirements, they are encouraged to forward the details and location of the incidents for review by NET;
- (d) some issues have been experienced at tram stops very close to schools, and engagement with schools is underway to help the management of children's behaviour at stops. Officers are deployed across the network to offer assistance and review capacity, working alongside Community Protection officers, and are there to support other passengers who are nervous about using the trams at peak school travel times;
- (e) a Sunday timetable operated throughout June and July, and the full weekday timetable was reintroduced on 3 August to provide increased capacity, as the number of daily passengers began to rise to approximately 20% of normal levels. The NET Travel Centre also re-opened to customers in early August. The reliability (99.3%) and punctuality (98.7%) of the tram service remained extremely high during the period. Passenger levels are increasing, so the tram loadings are being monitored closely. Data capture is underway and is in its early stages, but passenger travel behaviour does seem to be changing, with different usage peaks in the morning, around lunchtime and in the evening;

- (f) every effort is being taken to follow the current Government guidance, to restore passenger trust by ensuring the following of social distancing and the regular sanitisation of trams and stops. As the full number of trams are now operating on the network to the normal timetable, passengers do not need to wait long for the next tram, if they feel that the current one is too crowded. Communications are carried out through social media to identify quieter periods for travel, and consideration is being given to the development of a customer app to show the current passenger numbers on any given tram (which would also help to inform pricing models), if this would be financially achievable. Targeted work will also be carried out the vulnerable elements of the community who have been avoiding public transport completely to seek to rebuild their confidence in using the network;
- (g) the Committee felt that, ultimately, taking measures to ensure that passengers feel confident and safe in using the tram is vital, so the measures to make people feel less crowded when boarding and riding on the tram are highly important;
- (h) the additional cleaning of trams and tram stops has continued to take place, including the deployment of cleaning teams at the four terminuses and other key locations, to ensure that frequently touched surfaces are disinfected regularly. Drivers are continuing to stop at all tram stops, with all doors opening automatically. Customers are advised to purchase e-tickets via the website or app, whenever possible, instead of using the ticket machines. An agreement has been signed with the supplier of the on-street ticket machines for the Robin Hood Network for the introduction of similar fully contactless payment ticket machines across the whole tram system by June 2021;
- (i) the works to install new rails and a replacement tram crossing between Royal Centre and Old Market Square were completed on 13 July, six days ahead of schedule. During the period of the works, tram services from Phoenix Park and Hucknall terminated at the Royal Centre, with those from Clifton South and Toton Lane terminating at Nottingham Station. A replacement bus service was made available, but customers were advised to walk between tram stops, if possible. Very few complaints about the works were received, and no major incidents were recorded;
- (j) a 'chat bot' service has been introduced and integrated with the current instant chat feature, to provide answers to questions raised by customers on the NET website when staff are not available. WhatsApp has also been integrated with the NET customer management system, allowing customers to make contact instantly via the messaging app;
- (k) a six-month season ticket has been introduced, available to adults, students and under-19s, in recognition of the uncertainty that still surrounds the return to work or regular travel for many people. One, three and six-month tickets were also added to the Tram2Work range, previously only available as annual passes. The Group Ticket offer was made available throughout the summer holidays, in conjunction with the Government's Eat Out to Help Out scheme. The use of group tickets could be affected if the Government revises social distancing requirements or limits the number of people who may travel together, so every effort will be made to ensure that group tickets are as flexible as possible;

- (l) currently, revenue protection activity is not being carried out, to safeguard staff from any conflict situations that could bring them into too close contact with a passenger, in the context of social distancing. Revenue protection officers are still working on the network to provide in-person advice to passengers, and to discourage anti-social behaviour. Officers are working particularly closely with schools regarding tram stops that are used by significant numbers of pupils. 'Soft' revenue protection measures will be reintroduced shortly, in consultation with Community Protection, the Police and staff unions, to ensure that this is done in a safe way for both employees and passengers;
- (m) the Committee thanked all staff involved in the operation of the tram network for their substantial efforts in keeping the system running during this very challenging time, with as limited disruption as possible.

The Committee noted the operational performance report and progress update.

5 Network Safety and Accessibility Update

Trevor Stocker, Operations Manager at Nottingham Trams, provided an update on network safety and accessibility. The following points were discussed:

- (a) recent incidents on the network have been low, with some minor road traffic collisions. In the current circumstances, most activity relating to safety on the network has been in the context of Coronavirus. The repair works to Clifton Bridge are still progressing, and the latest measures put in place to prevent vehicles entering tram-only bridges (such as at Nottingham station) have been effective. The introduction of more yellow boxes at road junctions where there are also tram tracks is being considered, to help to keep the junctions clear for trams.

The Committee noted the safety and accessibility update.

6 Issues Raised by Committee Members and Citizens

Andrew Conroy, Chief Operating Officer at Tramlink Nottingham, presented a report on a complaint received in relation to the extension and refunding of travel passes during the lockdown period. The following points were discussed:

- (a) season tickets are very important and significant work has been carried out to retain and support season ticket holders during the Coronavirus period. In the case of the complaint, made by a Tram2Work customer, engagement to resolve unused tickets during lockdown would normally have been carried out with the employer. The option to extend the ticket due to lost usage was available up to 3 August, but tickets could only be refunded as per the standard cancellation policy after this date. However, the complainant only received this information from their employer after this date;
- (b) a refund of £220 was made, which was not financially disadvantageous to the customer on the basis of the actual number of journeys taken on the ticket. A £10 administration charge was also made, as this fee is used to cover the costs of

operating the refund system. However, the current refunds policy does not make it fully clear how a refund for a season ticket is calculated, or what the administration fee is for. It is proposed to offer the customer the opportunity to extend the season ticket, if desired. Alternatively, Tramlink will waive the administration charge if the ticket is cancelled. Going forward, it is proposed to update the current refund policy so that it is more easily understandable, and to remove the administration charge completely;

- (c) the Committee supported the proposed offer of a ticket extension to the customer, along with the alternative to refund the administration fee if the customer wishes to cancel the ticket. It felt that the refunds policy should be updated to be more transparent, and considered that the proposed removal of the administration charge is positive. It recommended that everything possible is done to ensure that the right communications are made to customers, and that the information about refunds on the NET website is made completely clear. The Committee requested that it is briefed on the new refunds policy and the way in which it is communicated to customers, once it has been revised and updated.

Resolved to endorse the offer of an appropriate extension of the season ticket to the customer, or the refunding of the £10 administration charge if the ticket is cancelled.

7 Work Plan

The Chair presented the Committee's proposed work plan for the 2020/21 municipal year. The following points were discussed:

- (a) the Committee requested that, as part of its ongoing work, a briefing is provided on the introduction of the revised ticket refund policy, and on the results of the recent customer satisfaction survey about the value for money of the tram, and how this feedback affects the ticketing strategy and revenue growth, going forward. It also requested that the health-related impacts on staff as a result of Coronavirus are set out in the next regular operations report to the Committee.

Resolved to agree the proposed Work Plan.

8 Future Meeting Dates

Resolved to meet on the following dates:

- **Tuesday 8 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 August to the end of October 2020.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE AND RESPONSE TO COVID-19

3.1. Reliability and punctuality of the tram service, during the three-month period from August to the end of October, remained extremely high, with levels of 97.6% and 98.1% respectively achieved.

3.2. Following the recommencement of full services on 3rd August, NET has continued to operate to a normal timetable throughout the period. Passenger numbers and travel patterns have fluctuated however, due to the various levels of Covid-19 restrictions that have been put in place by the Government. Having entered Tier 2 on 14th October, (10pm curfew for all pubs and restaurants), Nottingham was moved into Tier 3 on 26th October (only pubs that serve substantial meals allowed to open, essential travel only, and no mixing of households in either an indoor or outdoor environment). This was followed by the introduction of more restrictive national measures from 5th November, at which time it became necessary to temporarily close the NET Travel Centre.

3.3. It is mandatory to wear face coverings whilst using public transport and, to remind customers of this requirement, additional signage has been placed on all the twin doors on trams. A refresh of the interior of the tram seat cover has also been undertaken, to remind customers of social distancing:



- 3.4. Approximately 90% of customers are currently being recorded as wearing a mandatory face covering.
- 3.5. An enhanced tram cleaning regime continues, including additional deep cleans of trams overnight whilst all touch points are cleaned at the terminal stops throughout the day.
- 3.6. Community Protection Officers have carried out more than 250 patrols on the tram network during the month of November, assisting with 10pm curfew, and confiscating alcohol. The presence of Community Protection Officers provides safety reassurance to our customers.

4. RETURN TO SCHOOLS AND UNIVERSITIES

- 4.1. Schools re-opened, on a staggered basis, in the week commencing 31st August. The message from the Government was to avoid public transport where possible, and that school pupils should walk, cycle or drive and stride to school. NET contacted each of the nine schools that are directly served by the tram, to understand the volume of pupils that may potentially want to use the tram, and to work with the schools in providing advice on the Government guidelines and on how the rules are applied on public transport.
- 4.2. With Becket and Emanuel schools located alongside each other, and sharing two tram stops (Wilford Lane and Wilford Village), the head teachers from both schools provided teachers at the end of the school day to assist travel officers in maintaining social distancing. This was a great success, with both stops now being effectively managed. In addition, the City Council provided three buses to both schools, easing the pressure at the tram stops.
- 4.3. The arrival of university students for fresher's week in September coincided with the Government's 10pm curfew of pubs and restaurants, and this presented several challenges to NET when the bars closed. Additional resources were required to manage the city centre stops to control access and egress from the trams and a private security firm was brought in to assist the travel officers; support was also provided by Community Protection Officers. Barriers were introduced at the city centre stops, to assist with managing customers and to maintain social distancing. An additional two trams were operated from 10pm to improve capacity and, during Friday and Saturday nights, two buses operated from Old Market Square to the University of Nottingham campus; agreement was also reached with Nottingham City Transport, to allow tram tickets to be accepted on buses.

5. STAFF SICKNESS AND WELLBEING

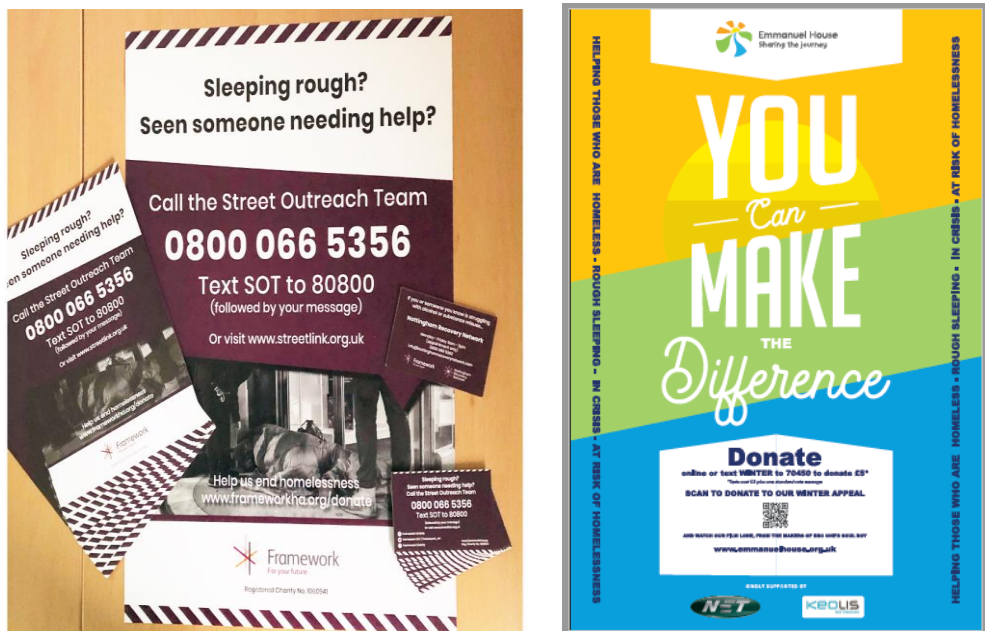
- 5.1. There has been an increase with staff absence from the onset of COVID, absenteeism of drivers is managed by utilising spare staff from other departments where they have a competence to drive.
- 5.2. During these times it is important that staff maintain their mental wellbeing. Assistance for staff has been provided by the introduction of six mental health first aiders, Simply Health counselling service, and a new topic on the employee app (EMMA) dealing with mental health, debt management, nutrition and exercise.

6. ROBIN HOOD APP

- 6.1. An app has been developed that will allow customers to be able to top up their Robin Hood account without the need for using on-street machines. With the City and County now in Tier 3, the app will provide a contact-free way for Robin Hood Card customers who still need to travel to pay for their journeys.
- 6.2. Robin Hood Cards can be used to pay for travel on most bus, tram and train operators across the city, with a capped daily price on Pay As You Go (PAYG) cards, and great savings on season products. The app is available to Android users and is expected to become available on iOS devices later this month.

7. COMMUNITY ENGAGEMENT

- 7.1. Nottingham Trams have partnered with East Midlands Railway, British Transport Police and Framework to carry out a week of action around Nottingham Station. Posters have been displayed on the platform and Travel Officers have been issued with contact cards to provide to a homeless person informing them where they can get help:



8. CUSTOMER SERVICES

- 8.1. Nottingham Trams has become the first light rail operator in England to achieve formal recognition for its commitment to customer service excellence, with the award of ServiceMark accreditation from The Institute of Customer Service. Employees at all levels were praised for embracing a culture that puts customers at the heart of its operations.

Mike Mabey
Head of Operations
Nottingham Trams

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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 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 time to investigate and provide a written response	Andy Holdstock (NET Team) Kate Knight (NET Team)
	Work Plan	The current work plan, for review	Adrian Mann (Governance Officer)

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