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Nottingham City Council Greater Nottingham Light Rapid Transit Advisory Committee

Date: Tuesday, 13 July 2021

Time: 2.00 pm

Place: Remote - To be held remotely via Zoom -
<https://www.youtube.com/user/NottCityCouncil>

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

A handwritten signature of Kate Morris.

Director for Legal and Governance

Governance Officer: Kate Morris

Direct Dial: 0115 8764353

1 Appointment of Chair

2 Appointment of Vice Chair

3 Apologies for Absence

4 Declarations of Interests

5 Membership

To note the current membership of the Committee:

Nottingham City Council:

Councillor Rosemary Healy
Councillor Samuel Gardiner
Councillor Phil Jackson
Councillor Dave Liversidge
Councillor Adele Williams

Nottinghamshire County Council:

Councillor Neil Clarke MBE
Councillor Eric Kerry
Councillor Gordon Wheeler
Councillor Daniel Williamson
Vacancy

Co-Opted members:

	Roger Bacon Justin Donne Helen Hemstock Hugh McClintock Chris Roy Lorraine Salt-Pulford Jim Thomas Vacancy	- Travel Watch East Midlands - Nottingham Federation of Small Business - RideWise - Pedals - Nottingham Trent University - Nottingham City Disability Involvement Group - Nottinghamshire Better Transport - East Midlands Chamber of Commerce
6	Minutes Minutes of the meeting held on 9 March 2021, for confirmation	3 - 8
7	NET Operational Performance and Progress Update Report of the Head of Operations, Nottingham Trams	9 - 12
8	Tramlink Update Update from the Chief Operating Officer, Tramlink Nottingham	Verbal Update
9	Ticketing Infrastructure Improvements Report of the Head of Operations, Nottingham Trams	13 - 16
10	Issues Raised by Committee Members and Citizens	17 - 18
11	Work Plan	19 - 20
12	Future Meeting Dates Tuesday 14 September 2021 at 2:00pm Tuesday 14 December 2021 at 2:00pm Tuesday 15 March 2022 at 2:00pm	

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

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**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 9 March 2021 from 2:03pm to 3:00pm**

Membership

Present

Councillor Adele Williams (Chair)
Councillor Jim Creamer
Councillor Kate Foale
Councillor Samuel Gardiner
Councillor Phil Jackson
Councillor Dave Liversidge
Councillor John Longdon
Councillor AJ Matsiko

Absent

Councillor Eric Kerry
Councillor Phil Rostance

NET User Representatives in attendance:

Roger Bacon	(Travel Watch East Midlands)
Justin Donne	(Nottingham Federation of Small Businesses)
Helen Hemstock	(RideWise)
✓ Hugh McClintock	(Pedals)
Chris Roy	(Nottingham Trent University)
✓ Lorraine Salt-Pulford	(Nottingham City Disability Involvement Group)
✓ Jim Thomas	(Nottinghamshire Better Transport)

Colleagues, partners and others in attendance:

Andrew Holdstock	- Senior NET Project Engineer, Nottingham City Council
Kate Knight	- Assistant NET Project Manager, Nottingham City Council
Mike Mabey	- Head of Operations, Nottingham Trams
Adrian Mann	- Governance Officer, Nottingham City Council
Stephanie Moss-	- Marketing Manager, Tramlink Nottingham
Pearce	

19 Changes to Membership

The Committee noted that Councillor Kate Foale has replaced Councillor Parry Tsimbiridis on the Committee as a member from Nottinghamshire County Council, and that Lorraine Salt-Pulford has joined the Committee as the representative of the Nottingham City Disability Involvement Group.

20 Apologies for Absence

Councillor Phil Rostance
Roger Bacon
Chris Roy

21 Declarations of Interests

None.

22 Minutes

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

23 NET Operational Performance and Progress Update

Mike Mabey, Head of Operations at Nottingham Trams, presented a report on operational performance and progress from the start of November 2020 to the end of January 2021. The following points were discussed:

- (a) the reliability and punctuality rates of the tram service were 96.4% and 95.5%, respectively. The latest lockdown, beginning on 5 January 2021, required that people stay at home and only undertake essential travel. As such, most users of the tram in the period were key workers. Customers should maintain social distancing on trams and at tram stops and wear a face covering at all times, unless exempt. Tickets can be purchased through the NETGO! app, and the latest travel information and guidance is available through the NET website and social media channel. The NET Travel Centre has had to remain closed during lockdown;
- (b) a full tram service operated up until 21 January. However, following the identification of a new, more transmissible strain of Coronavirus, there was a significant increase in the number of confirmed Coronavirus cases and self-isolations amongst NET employees. At the peak, 89 staff were absent, of which 53 were drivers. The shortage of drivers initiated a step-down to a Sunday timetable from 22 January, and this created a significant challenge for delivering a robust service. However, the situation has now improved greatly, with many staff returning to work after recovering from the virus or ending their self-isolation, in time for the reopening of schools and colleges from 8 March – and a full weekday timetable has operated from this date;
- (c) currently, tram usage is around 11% of the pre-Coronavirus levels. Much of the messaging from Government during the pandemic has been to avoid public transport, so a great deal of work is required to reassure the public that the network is safe. To protect customers, the trams are cleaned frequently and deep-cleaned every time they return to the depot. Patronage will increase as the schools return, and when more shops begin to open from 12 April. The return of students to university in September 2020 gave rise to some significant challenges – particularly in the period of the 10:00pm curfew, which meant that a large number of people sought to use the network at the same time. Planning is underway for the future return of students, which should be carried out in a staggered way. The Committee recommended that early discussions are held with the local universities, as part of the planning process;
- (d) in response to the new Coronavirus strain, additional protective measures have been implemented at the depot, including staff wearing face masks when working in the depot, the requirement for all staff who can to work from home to do so, and the introduction of COVID Marshalls. In January, the NHS Advisory Unit audited the safety measures that have been put in place in the depot and around the network, and considered that they were of a good standard and reflected best

practice in multiple areas. Staff out on the network are provided with hand sanitiser and face masks, and as many measures as possible are in place to ensure the safety of staff as the usage of the tram increases due to the easing of lockdown restrictions;

- (e) NET has worked with the NHS to provide Coronavirus testing and vaccination centres within The Forest park and ride site. Due to the bad weather in January, sub-zero temperatures and significant snowfall made access to the centres difficult, and a snowplough and salt-spreader were deployed to ensure that they could remain open. A new, temporary testing centre has also opened at Phoenix Park;
- (f) the Transport Hub group includes key personnel from Community Protection, the British Transport Police, the Framework Housing Association and East Midlands Railway. It met for the third time in November to establish a formal process for coordinating Police and Community Protection teams in addressing anti-social behaviour (ASB) issues across the entire public transport system in Nottingham. NET provides a regular breakdown of all reported ASB incidents on the tram network to the Hub, to assist with this initiative. Learning and experiences are also being gathered from other cities with tram infrastructure, such as Birmingham, to engage effectively with communities on the appropriate and responsible use of the tram. Currently, it is not intended to reintroduce conductors as a means of addressing ASB, as it is not considered safe for conductors to have to collect and handle cash from customers on the tram, in the current circumstances;
- (g) generally speaking, the perceived level of crime on the network is higher than the amount of actual incidents that take place. However, due to a recorded increase in the number of thefts that take place ahead of Christmas, ‘Operation Pickpocket’ was implemented in this period. Staff, assisted by both the Police and Community Protection officers, were placed on platforms within the city to provide assurance and to act as a deterrent to pickpocketing, and to remind customers to take care regarding their personal possessions. Community Protection officers continue to operate on the tram network and have conducted 251 individual patrols, both in uniform and in plain clothes, to reinforce the wearing of face coverings and to confiscate alcohol, where appropriate;
- (h) after improvements to the design of the bollards that were put in place at Nottingham railway station in October 2019 to prevent other vehicles from entering and becoming stranded on tram-only sections of the tracks, work has been completed for the installation of new vehicle deterrent measures at Lenton Lane Bridge, the Queen’s Medical Centre viaduct and Cator Lane. Following this work, there have been no further vehicle incursions, so far;
- (i) from Sunday 3 January, the temporary NETGO! promotion came to an end and prices for tickets bought through the app were increased to be in line with the prices for tickets bought from the platform ticket machines. The lower price on the app was always intended to be a fixed-term discount, but the promotional period was extended due to the pandemic. Coronavirus has resulted in different patterns of travel, which may continue in the future – so usage will be monitored very carefully going forward, so that the service can be as reactive and flexible to new needs as possible. However, it is not yet clear what future social distancing

requirements will be, or for how long they will be in place, and these do have a substantial impact upon tram passenger capacity. Future ticket price offers could be a means of promoting the use of the tram as lockdown restrictions ease, but this will need to be considered by Tramlink. Although Government grants have fully supported the tram service in remaining operational during the pandemic, with no requirement to furlough staff, Tramlink will need to carry out very careful business planning for the future sustainability of the network;

- (j) more than 30 new toys and gifts were donated by tram staff to the ‘Cash for Kids’ Christmas campaign, to be distributed to underprivileged children across the East Midlands. A 77-foot tram side advert, plus posters at 15 tram stops, has also been funded by Keolis Nottingham, in support of the Emmanuel House Support Centre homeless charity;
- (k) normally, repair and maintenance works to the tram tracks are planned for August. However, in 2021, to support the reopening of the city centre from 17 May as part of the anticipated easing of lockdown restrictions, the planned replacement of the tracks at the Lace Market will take place between 29 April and 10 May. The lifespan of stretches of straight tram tracks can be up to 15 to 20 years. However, the tracks in the city centre experience greater wear – and as the Lace Market part of the route is both on a hill and on a bend, the tracks here require more regular replacement.

The Committee thanked NET staff for their extremely hard work during the pandemic, and noted the operational performance and progress report.

24 Tramlink Update - Customer Survey Results

Stephanie Moss-Pearce, Marketing Manager at Tramlink Nottingham, gave a presentation on the findings of the latest NET customer survey, carried out during November 2020. The following points were discussed:

- (a) instead of a standard annual survey, a different survey was carried out in November 2020 to gauge the effectiveness of both the communication campaign and operational measures put in place during the Coronavirus pandemic. It also aimed to gather data on why some customers did travel during lockdown, and why others were no longer using the tram. The survey was sent digitally to the people on the NET customer database. It received a strong response of 525 returns, which reflected a good spread of genders and ages. Most of the replies came from residents of NG postcodes;
- (b) on average, customers reported that their number of journeys had decreased by at least 50% during the pandemic. 70% of customers reported being satisfied with the service provided, and 60% would recommend the network to a friend or family member. The majority of travel was related to travel to work or to provide care for another – though 22% of responses said that the purpose of their journey was ‘leisure’. 95% of respondents said that they had seen the messaging about safe travel on the tram during the pandemic;
- (c) the largest single reason for not using the tram was due to safety concerns about travelling on it. However, 50% of respondents said that they were not using the

tram due to either working from home or lockdown restrictions on travel. A number of respondents said that they had replaced tram journeys by walking or cycling, rather than using a car, though these kinds of active travel can be weather dependent. 72% of customers who replied that they would not recommend the network to a friend or family member said this was due to concerns that other passengers on the tram were not wearing masks or complying with social distancing requirements;

- (d) as a result of the findings of the survey, a great deal of work is required to reassure citizens that the tram is a safe means of transportation. Going forward, it is intended to carry out surveys at four points during the coming year, to find out how people feel about tram travel and identify ways to build confidence. The November survey was only released electronically to people on the NET customer database, so consideration is being given to how future surveys can be fully inclusive and reach the full range of people who use the network. Work will also be carried out with a broad range of partners (including hospitals and medical centres) for the circulation of the survey, in a range of formats. A great deal of communications and positive messaging will be carried out to provide reassurance and restore trust in the tram network as a safe environment;
- (e) the Committee considered that, in order to ensure a green and sustainable city, the use of public transport and active travel should be encouraged as much as possible. There are a number of active and sustainable travel infrastructure schemes in place in Nottingham, and it is very important that employers help staff by providing the right facilities to support walking or cycling to work. It is also important that the tram network has the right facilities for customers cycling to tram stops, including sheltered and secure cycle storage near to the platforms. Active travel to public transport is a vital element of an overall, holistic plan for sustainable travel, which does need measures in place to alleviate the vehicle congestion that can occur in areas around tram stops and train stations, and the associated problems caused by commuters parking their cars in residential streets to then take public transport into the city centre.

The Committee noted the results of the latest NET customer survey. It requested that the full and detailed survey results are circulated to members for their information and that, when reports are produced on the results of the future surveys, work is carried out to chart the emerging trends in the data.

25 Issues Raised by Committee Members and Citizens

Mike Mabey, Head of Operations at Nottingham Trams, provided an update on the project to change validator heads on platforms to enable contactless payment for tickets. The following points were discussed:

- (a) the relocation of an underused validator from the entrance to the Queen's Medical Centre to a more accessible location outside the Nottingham NHS Treatment Centre has been approved as part of this upgrade plan, following the completion of a feasibility and cost assessment. A date for this relocation has not yet been set, but the Committee will be updated when the work is scheduled.

The Committee noted the update.

26 Work Plan

The Chair presented the Committee's proposed work plan for the 2021/22 municipal year. The following points were discussed:

- (a) with the Nottingham City Disability Involvement Group's participation as a member of the committee, the regular 'Network Safety and Accessibility Update' has been removed from the work plan. Network safety updates will be provided through the regular operations report, and accessibility considerations will be taken into account for every item on the committee's agenda, as an integral part of normal business.

The Committee noted the proposed work plan.

27 Future Meeting Dates (Provisional)

The Committee requested that, in order to gain an initial view on the impact of the lifting of Coronavirus-related controls on the usage of the tram, its next meeting takes place after 21 June 2021, which is the date proposed currently for the ending of restrictions.

Agenda Item

GNLRT ADVISORY COMMITTEE

13th July 2021

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 May 2021.

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 February to the end of May was 98.11% and 97.25% respectively achieved.
- 3.2 Throughout February, a Sunday service was in operation across the tram network. Due to ongoing Government restrictions in place to manage the Covid 19 pandemic customer numbers on the network were very low. This enabled provision of a robust and reliable timetable for key workers and the limited customer numbers to make journeys across the city. In addition to this the second wave of Covid infection rates affected staff levels at NET.
- 3.3 NET has continued to follow the Government guidance and set out clear operations plans for the four steps out of National Lockdown measures announced at the beginning of February.
- 3.4 In line with the Governments Roadmap out of National Lockdown, which saw schools across the country plan to open on 8th March, NET resumed a full tram service to support children and education staff return. Prior to this NET liaised with local schools and the City Council Education Directorate with clear plans on how staff would be deployed, but also to reinforce the key messages for social distancing and face coverings. NET continues to work with the Local Resilience Forum to provide key feedback on how the city is progressing through the lockdown measures.
- 3.5 On Monday 12th April the second step in the Government's strategy took place with the key element of pubs and restaurants being able to open again in an outdoor setting. NET liaised with City Centre Management and Nottinghamshire Police, and developed plans to manage the opening up of the night time economy in the city. The NET team was deployed to key city centre tram stops, supported by external security, to manage customer flows where possible, remind customers to wear face coverings, carrying out ticket checks and ensuring customers were able to get home safely.

- 3.6. On Monday 17th May the third step of the government's strategy was introduced; this saw hospitality open in an indoor setting and the lifting of a curfew on hospitality opening times. Following this, a more vibrant feel has returned to the city, with an increasing number of visitors using the tram network for commuting, shopping, and socialising.
- 3.7. All COVID signage remains in place on the system, including:
- Tram stop signage reminding of social distancing, wearing a face covering and to use the NetGo app where possible to purchase a ticket
 - On tram signage consisting of the mandatory wearing of a face covering, maintaining social distancing with seat covers indicating where not to sit along with tram window vinyls. These are also supported with on tram public address announcements.
 - The cordoned off zone behind the drivers cab remains in place to allow the safe entry/exit of the tram by the driver

- 3.8. Should the Government announce the removal of social distancing, a full review of signage will be carried out in line with any new guidance.

4. TRACK WORKS AT LACE MARKET

- 4.1. On Thursday 29th April two weeks of track renewals work began at the Lace Market to replace both the north and south bound sections of track around the curve. Tram services on the north terminated at Old Market Square and, on the south, terminated at Nottingham Station, with a replacement bus service in operation in between. NET staff were deployed at the city terminus points to assist customers with their journeys. These works were completed on time and the network reopened on Tuesday 11th May.

5. FARE CHANGES

- 5.1. Fares for Robin Hood Tram only products were changed on 28th June. The revised fares can be found in the table below, with the previous fare in brackets:

Robin Hood PAYG fares			
	Single journey	All day – single operator	All day – multi operator
U19	£1.20	£2.30	£3.25
Student	£1.70	£3.10	£4.20
Adult	£2.20	£4.00	£4.80

Robin Hood season fares		
	Tram Only (previous fare in brackets)	Bus, tram and train (no increase)
U19 1 month	£30.00 (£27.50)	£50.00
U19 3 months	£85.00 (£80)	£124.00
U19 6 months	£150.00 (£145)	£229.00
U19 12 Months	£275.00 (£262.50)	£372.00
Student 1 month	£45.00 (no change)	£66.00
Student 3 months	£125.00 (£120)	£163.00
Student 6 months	£200.00 (No change)	£302.00
Student 12 Months	£300.00 (£275)	£490.00

Adult 1 month	£60.00 (£55)	£82.00
Adult 3 months	£165.00 (£160)	£204.00
Adult 6 months	£300.00 (£290)	£377.00
Adult 12 Months	£550.00 (£525)	£612.00

6. ANTI-SOCIAL BEHAVIOUR

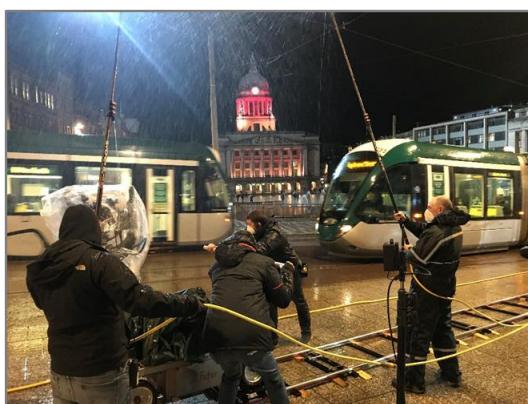
- 6.1. Over the reporting four months, NET like other operators and communities across Nottingham, have seen a rise in anti-social behaviour, including incidents of criminal damage. NET continues to fully support monthly meetings with the newly formed Transport Hub, which comprises Nottinghamshire Police, British Transport Police, City Centre Management, Community Policing, Homeless Coordinators, and transport operators. A significant amount of the activity on the Network has been on the line adjacent to the Robin Hood line. Working with East Midlands Railway and Network Rail is essential to have a targeted approach. This forum has provided a platform in which we have been able to share intelligence on activity across the city, which allows resources to be deployed more effectively. This has led to several positive interventions from the Police.
- 6.2. Community Protection partners continue to operate on the tram network and have reported that their staff, acting in both a uniform and plain-clothes capacity have conducted 857 individual patrols, reinforcing face-covering legislation and have also been involved in alcohol confiscation where appropriate.

7. COMMUNITY ENGAGEMENT

- 7.1. NET is also working with community groups such as StepoutStayout, Pythian Club, Emanual House and our Charity of the Year Framework. It is recognised that working with these community groups can improve the network and help to reduce anti-social behaviour. When restrictions allow, NET will also resume school visits and activities.

8. SUPPORT FOR FILMING

- 8.1. NET took part in an upcoming SKY/HBO drama, currently being filmed at locations across Nottinghamshire. NET was requested to support this filming for a number of scenes for the opening episode. It is planned for release later this year depicting the real-life events of Susan and Christopher Edwards.



Mike Mabey, Head of Operations, Nottingham Trams

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Agenda Item

GNLRT ADVISORY COMMITTEE

13th July 2021

TICKET PURCHASING INFRASTRUCTURE IMPROVEMENTS

1. SUMMARY OF ISSUES

- 1.1. A number of improvements to ticket purchasing infrastructure are due to be introduced across the tram network over the forthcoming months.

2. RECOMMENDATION

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

3. PROPOSED IMPROVEMENTS

- 3.1. Details of the proposed improvements can be found in the appended slides.

Mike Mabey
Head of Operations
Nottingham Trams

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New ticketing technology - Benefits

- Contactless ticketing to allow customers to pay at TVM's with contactless payment and tap-on at platform validators for multi-operator
 - Increases the ease of ticket purchase
 - Decreases contact points for ticket purchase
 - New validators - vibrant colour to stand out on the platforms
- All the ticketing vending machines (118) will be replaced by 22nd December with brand new TVM's.
 - Provided by Cammax (suppliers of Robin Hood card machines in the city)
 - All machines will top up Robin Hood with selected machines enabled to retail Robin Hood cards
- New website and App facilities
 - Season tickets are now available on the App reducing contact for customers
 - New website will have a rewards portal and a customer sign in portal so business customers can manage their own accounts.



Timeline for Technology Introduction



Contactless ticketing (EMV)

All validators changed and single operator enabled

Mid July 2021

All Pinpads changed and contactless to become multi operator

End August 2021



TVM Replacement

First TVM replaced at Wilkinson Street (Robin Hood top-up and sale enabled)

End July 2021

All TVM's replaced

20 Sept – 22 Dec 2021

Website

New website with customer sales portal

End of July 2021

Agenda Item

GNLRT ADVISORY COMMITTEE

13th July 2021

CORRESPONDENCE FROM MEMBER OF THE PUBLIC

1. SUMMARY OF ISSUES

- 1.1. A member of the public has written to the Committee about the noise that they have experienced from trams passing their property at Wilford. Since the issue was raised, the tram operator has been in communication with the resident and modified its maintenance regime at this location. As a consequence of the actions taken, the levels of noise have reduced significantly.

2. RECOMMENDATION

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

3. DETAILS OF CORRESPONDENCE AND ACTIONS TAKEN

- 3.1. The Committee Governance Officer received an email from a member of the public on 23rd March 2021, stating that trams have been generating a loud screeching noise as they pass around the two track curves at Wilford, and that this could be heard from his property. He had complained to the operator, Nottingham Trams, on a number of occasions, following which, greasing of the tracks had been undertaken, however this only provided mitigation for a short period, before the noise returned.
- 3.2. Noise from wheel squeal can sometimes occur on tram systems, due to the interaction of the wheels on the steel rails as the trams pass around low radius curves; its presence and extent at any location, and on any day, can vary significantly depending on atmospheric conditions, such as the amount of moisture in the air. The accepted method of mitigating against wheel squeal is to apply a lubricant, such as a grease, to the tracks, and Nottingham Trams confirmed that greasing was being undertaken at the curves at Wilford, in response to the complaints that had been made.
- 3.3. In response to the resident's email of 23rd March, Nottingham Trams agreed to establish a regular regime of greasing the tracks at both curves at Wilford, on a three times a week basis, and to monitor the results. Following the commencement of this regime, at the end of April, noise levels have reduced significantly. Nottingham Trams have remained in close contact with the resident to ensure that he is satisfied with the actions taken; if further complaints are received, additional greasing of the tracks will be undertaken. It is intended that monitoring of noise levels will continue to take place at this location.

**Andy Holdstock
NET Project
Nottingham City Council**

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Greater Nottingham Light Rapid Transit Advisory Committee Work Plan 2021/22

Recurring Agenda Items

Agenda Item	Lead Officer
NET Operational Performance and Progress Report	Mike Mabey (Nottingham Trams)
Tramlink Update	Andrew Conroy (Tramlink Nottingham)
Issues raised by Committee Members and Citizens	Andy Holdstock (Nottingham City Council NET Team) Committee Members: please notify the NET Team (net.admin@nottinghamcity.gov.uk) of any cases as soon as possible, to enable Nottingham Trams enough time to investigate fully and provide an appropriate response to the committee.
Work Plan	Kate Morris (Nottingham City Council)

Meeting Date	Agenda Item	Lead Officer
Tuesday 13 July 2021 2:00pm	Ticket Purchasing Infrastructure Improvements	Mike Mabey (Nottingham Trams) Andrew Conroy (Tramlink Nottingham)
Tuesday 14 September 2021 2:00pm	Safeguarding on the Network (Annual Review)	Mike Mabey (Nottingham Trams)
Tuesday 14 December 2021 2:00pm	Revenue Protection Strategy	Mike Mabey (Nottingham Trams)
Tuesday 15 March 2022 2:00pm		

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