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**Nottingham
City Council**

Nottingham City Council Greater Nottingham Light Rapid Transit Advisory Committee

Date: Tuesday, 14 September 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

Director for Legal and Governance

Governance Officer: Kate Morris

Direct Dial: 0115 8764353

- 1 Appointment of Vice Chair**
- 2 Apologies for Absence**
- 3 Declarations of Interests**
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Minutes of the meeting held on 13 July 2021 for confirmation
- 5 NET Operational Performance and Progress Update** 7 - 12
Report of the Head of Operations, Nottingham Trams
- 6 Tramlink Update** Verbal
Update from the Chief Operating Officer, Tramlink Nottingham
- 7 Safeguarding on the Network (Annual Review)** 13 - 14
Report of the Head of Operations, Nottingham Trams
- 8 Issues Raised by Committee Members and Citizens** Verbal
- 9 Work Plan** 15 - 16
- 10 Future Meeting Dates**
Tuesday 14 December 2021 at 2pm
Tuesday 15 March 2022 at 2pm

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.

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Nottingham City Council

Greater Nottingham Light Rapid Transit Advisory Committee

Minutes of the meeting held remotely and livestreamed on YouTube on 13 July 2021 from 2.05 pm - 3.08 pm

Membership

Nottingham City Council

- ✓ Councillor Sam Gardiner
- ✓ Councillor Rosemary Healy
- Councillor Phil Jackson
- ✓ Councillor Dave Liversidge
- ✓ Councillor Adele Williams

Nottinghamshire County Council

- ✓ Councillor Neil Clarke
- Councillor Jim Creamer
- Councillor Eric Kerry
- ✓ Councillor Gordon Wheeler
- ✓ Councillor Daniel Williamson

- ✓ Councillor Michael Adams (substitute for Councillor Kerry)

NET User Representatives

- ✓ 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

- ✓ indicates present at meeting

Colleagues, partners and others in attendance

- | | | | |
|-----------------------|-------------------------------|---|-------------------------|
| Andrew Holdstock | - Senior NET Project Engineer |) | |
| Kate Knight | - Asst. NET Project Manager |) | Nottingham City Council |
| Mark Leavesley | - Governance Officer |) | |
| Mike Mabey | - Head of Operations | - | Nottingham Trams |
| Stephanie Moss-Pearce | - Marketing Manager | - | Tramlink Nottingham |

1 Appointment of Chair

Resolved that Councillor Healy be appointed Chair for the remainder of the 2021/22 municipal year.

2 Appointment of Vice Chair

The Committee agreed to defer this item to the next meeting to allow Nottinghamshire County Councillors to discuss which member would be appointed Vice-Chair.

3 Apologies for Absence

Councillor Jackson
Councillor Kerry
Hugh McClintock
Chris Roy
Jim Thomas

4 Declarations of Interests

None.

5 Membership

The Committee noted the membership and that since publication of the agenda, Councillor Jim Creamer (Nottinghamshire County Council) had been appointed to fill the vacancy shown.

6 Minutes

The Committee agreed the minutes of the meeting held on 09 March 2021 as a correct record and they were signed by the Chair.

7 NET Operational Performance and Progress Update

Mike Mabey, Head of Operations, Nottingham Trams, presented the report, detailing operational performance and response to covid, an update on tram works undertaken during April/May 2021 in the Lace Market, a revision to fares (introduced on 28 June 2021), anti-social behaviour during the previous 4 months, ongoing community engagement and filming for a Sky TV series to be shown in the autumn, which included filming on the trams.

In response to a question regarding the lifting of covid restrictions announced the day before this meeting, Mr Mabey stated discussion was ongoing in respect of plans going forwards. However, there was a general consensus that while it may no longer be a legal requirement to wear a mask, NET will still be strongly in favour of customers doing so while travelling on trams, and will likely be putting signage on trams to that effect, it will also continue to ensure that touch surfaces on all trams are sanitised.

Resolved to note the report and record that this Committee would strongly urge members of the public to continue to wear masks, sanitise and socially distance for the safety of themselves and others whenever they are using public transport.

8 Tramlink Update

The Committee received a presentation by Stephanie Moss-Pearce, Marketing Manager, Tramlink, detailing the recently introduced 'Trust the Tram' campaign.

The main points were as follows:

- i. the objective of the campaign was to encourage faith in the network by supporting public trust in the tram and highlighting the benefits to customers of returning to the network;
- ii. this has been done by creating a simple, clear design stating the benefits of travelling by tram under the 'Trust the Tram' seal of approval, which will be used on all marketing material, on social media (Facebook, Twitter, Instagram and LinkedIn) and across the network on trams and at tram-stops;
- iii. the campaign was launched in May 2021, and includes promotions (pandemic permitting) in partnership with other agencies for key events such as Nottingham Castle re-opening, Nottingham Beach, Goose Fair, 'Freshers' week, Bonfire Night and 'Winter Wonderland';
- iv. marketing activity will include – paid for social media activity (including shared content on NCiC sites), a bi-weekly E-shot highlighting the monthly key activities, posters on tram-wraps, at tram stops, city billboards and the train station, at least 2 positive news stories each month, attendance with appropriate marketing material at events and regular customer surveys. All marketing will be reviewed after 3 months and amended where necessary;
- v. marketing success will be measured by monthly social media 'counts' and paid-for cost-per-click / cost-per-impression values, including ticket purchases driven by paid-for advertising;
- vi. quarterly surveys will also be undertaken to assess the performance of the 'Trust the Tram' campaign.

In response to a question regarding the 'new norm' of possible hybrid working reducing patronage and income for public transport in general due to working from home, Ms Moss-Pearce stated that this is already being discussed with local businesses and 'the offer' looked at, such as in respect of more flexibility for season tickets. There may also be opportunities to work with new partners, such as Nottingham Castle, in light of the 'staycation' opportunities in tourism.

Resolved to note the update.

9 Ticketing Infrastructure Improvements

The Committee received a presentation by Mike Mabey, Head of Operations, Nottingham Trams, detailing new ticketing technology being introduced over the next few months at all tram stops, and stated the following:

- i. the new ticket vending machines (TVM) and platform validators will enable contactless payment, with the validators allowing customers to 'tap-on' before boarding, initially only for travel by tram, but eventually as part of a city-wide, multi-operator scheme (Robin Hood card for NCT/NET);
- ii. the changes will make it easier to purchase tickets for public transport as a whole;
- iii. the new validators will be a vibrant colour so that they stand out on the platform;

- iv. all 118 existing TVM will be replaced by 22 December 2021 and are being provided by Cammax, the current Robin Hood card machine supplier, and will be enabled to top-up existing Robin Hood Cards, with some machines also enabled to retail new cards;
- v. the re-vamped website will have an app allowing purchase of season tickets, a reward portal and a customer sign-in portal, which will allow business customers to manage their own account;
- vi. the timelines are:
 - contactless ticketing (EMV) – all validators changed, enabling single operator use by mid-July 2021;
 - all pin-pads changed in TVM and contactless to become multi-operator by end August 2021;
 - TVM replacement at Wilkinson Street (with Robin Hood top-up and sale enabled) by end July 2021;
 - all other TVM replaced during 20 September to 22 December 2021;
 - the new website with customer sales portal by end of July 2021.

Resolved to note the update.

10 Issues Raised by Committee Members and Citizens

In response to issues raised by members on behalf of residents, and those present, Mike Mabey, Head of Operations, Nottingham Tram, stated the following:

- i. further to a previous noise complaint from a Wilford resident, NET have been greasing the track in the area 3 times per week and this seems to have resolved the issue;
- ii. in respect to a similar noise complaint from a resident at Heathervale, at the junction of Wilford Lane, raised at this meeting, the team will investigate;
- iii. Mr Mabey will discuss with the team whether different types of wheel are causing the noise issue, and whether track curves can be straightened slightly;
- iv. the validator at the Treatment Centre will be moved by the end of August 2021 and, following a final decision, the precise location will be notified to members.

11 Work Plan

The Committee noted the work plan without discussion.

12 Future Meeting Dates

For the remainder of the 2021/22 municipal year, the Committee agreed to meet on the following Tuesdays at 2.00pm:

<u>2021</u>	<u>2022</u>
14 September	15 March
14 December	

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 2021.

2. RECOMMENDATION

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

3. OPERATIONAL PERFORMANCE

- 3.1. Reliability and punctuality of the tram service, during the two-month period from June to the end of July was 92.91% and 91.67% respectively achieved.
- 3.2. Like many other large organisations, NET saw an increase in employees contacted through the Government's test and trace app, which has impacted on service performance. In some cases, employees have been alerted by track and trace to isolate during their shifts, meaning they are sent home immediately with limited opportunities to find replacements at very short notice. July was the most challenging month in 2021 so far, when absenteeism reached a peak of 53 people not at work, of which 30 were drivers. At one point, 12 of the 23 Control Room staff were also asked to self-isolate, and on one occasion this resulted in a brief suspension of services - from 20.30 on Friday, July 9, until the following morning. Covid-safe working practices introduced during the pandemic helped to mitigate against more severe disruptions.
- 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. On 19th July, Step 4 of the Government roadmap was implemented which involved the cessation of social distancing and the wearing of facemasks became voluntary. NET has adopted a cautious approach with signage changed to 'please wear a face covering' on trams and all COVID measures remaining in place at the Depot. Covid signage on tram stops was updated, to reflect a more welcoming approach on the tramway, as below:



Installed on tram doors



Installed in poster cases and rear of ticket vending machines



Installed on tram shelters

3.4 Three significant emergency services incidents impacted on service performance in July:

- Saturday 3rd July - police closed Wilford Toll Bridge after a person who was magnet-fishing nearby discovered a hand grenade. Explosive Ordnance Disposal attended and the grenade was made safe.
- Friday 9th July - at approx. 20:00 hours Police suspended all services on Radford Road due to a major non-tram related incident. Trams were turned at The Forest and Wilkinson Street, causing significant disruption on the network. A tram was caught inside the Police cordon and was not able to be removed until 22:30.
- Saturday 24th July - a fire broke out at the block of flats at the bottom of Noel Street. All emergency services attended, and Noel Street was blocked as a result. Trams turned at Wilkinson Street and The Forest. NCT ticket acceptance was organised.

3.5 During July the European Football Championships culminated with England reaching the finals. Due to large crowds gathering in the Old Market Square following each game, the Police requested trams to pause services for a short period for two separate matches. The final, which was held on the evening of Sunday 13th, went on to penalties, disrupting last trips. Two additional tram services were operated from the depot to Toton Lane and Clifton South to ensure all customers got home.

4 PARTNERSHIP WORKING

4.1 Over the reporting two months NET has continued worked with the Transport Hub sharing all incidents of anti-social behaviour with the group. This forum has assisted NET to manage a community-wide issue, providing additional police and community protection officers to target areas where incidents are more commonly reported, leading to an increase in arrests.

4.2 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 483 individual patrols, reinforcing face-covering legislation and have also been involved in alcohol confiscation where appropriate.

4.3 The Control Room Manager met with the neighbourhood policing Sergeant responsible for the Bulwell area to highlight concerns about ongoing anti-social behaviour in the vicinity of Highbury Vale and to ask for any assistance the police were able to provide locally to tackle this problem. A brief presentation, outlining the nature and frequency of offending, times of offences, specific locations and cost to the business was delivered; the meeting was very positive and we look forward to working closely with the police in the coming months. As most incidents have involved secondary school-age children, the police also committed to recommence school visits in the future to deliver tram safety / acceptable behaviour inputs to pupils in all the local secondary schools together with a representative from NET.

5 PLANNED ENGINEERING WORKS

- 5.1 On the section of line between Cinderhill Tramstop and the junction with Millennium Way some sections of rail have deteriorated and require replacement.
- 5.2 Following normal service on Friday 24th September the NTL Engineering team will take possession of the branch line until Monday 27th September when a normal service will resume.
- 5.3 During the period of works all Phoenix Park services will terminate at Bulwell Tram stop. A bus replacement will be in operation between Bulwell Bus Station and Phoenix Park.
- 5.4 NTL Engineers will also use this opportunity to carry out tree maintenance on the line between Highbury Vale and Cinderhill.

6 FARE CHANGES

- 6.1 As part of the continual review of discretionary ticket pricing, a small fares increase, which was originally due to be introduced in 2020, but was postponed for 12 months due to the Covid pandemic, will be implemented from Monday 30th August 2021. Details of the changes can be found at Appendix A.

7 COMMUNITY ENGAGEMENT

- 7.1 NTL have sponsored several tram stop posters around Clifton to help promote Jumpers4Goalposts, an event organised by a Clifton-based organisation Step Out, Stay Out. They are using sport to help tackle crime and build stronger, safer communities.



- 7.2 A short film premiered at the Nottingham film festival featuring the tram network. Alone Together is the story of two commuters who see each other every day across the tram tracks, before meeting properly at an unusual support group, and is the work of local film students. The NET team helped them through the process of obtaining permission to film on the network as part of their learning for future on-location shooting.

- 7.3 Five 24-metre-long adverts have been donated by NTL to support Framework's 20th Anniversary celebrations and promote their Building Better Futures campaign. The campaign is to raise funds for building new homes to support homeless and vulnerable people across Nottinghamshire and provide services to help people keep their homes and live independently.



- 7.4 NET is also working with community groups such as StepoutStayout, Pythian Club, and Emanuel House. 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.

Mike Mabey, Head of Operations, Nottingham Trams

Appendix A

NET Fare Changes From 30th August 2021

Ticket Type	Previous Fare	New Fare
Adult Single	£2.40	£2.50
Adult Day	£4.20	£4.40
Adult Week	£18.50	£19.00
Student Single	£1.80	£1.90
Student Day Ticket	£3.20	£3.40
Student Week	£14.00	£14.50
U19 Single	£1.30	£1.40
U19 Day Ticket	£2.40	£2.50
U19 Week Ticket	£9.50	£10.00
Robin Hood NET PAYG Single	£2.20	£2.40
Robin Hood NET PAYG Day Cap	£4.00	£4.20
Robin Hood NET Student Single PAYG	£1.70	£1.85
Robin Hood NET Student Day Cap PAYG	£3.10	£3.20
Robin Hood U19 PAYG Single	£1.20	£1.30
Robin Hood U19 PAYG Day Cap	£2.30	£2.40

SAFEGUARDING OF VULNERABLE PEOPLE ON THE TRAM NETWORK

1. NET has a policy to ensure effective measures are in place to protect vulnerable people using the network. This policy is briefed and trained to all customer-facing roles, including Travel Officers, Drivers and Network Controllers.
2. The policy conforms to the following legal and other requirements:
The management of Health and Safety at Work Regulations 1999, ISO45001:2018 Clause 4.2, 6.1, 7.4.3, 8, 8.2 and 10.2.
Keolis lifesaving rules:
 - Challenge unsafe behaviour
 - Be alert and aware
 - Take personal responsibility
3. The policy sets out the actions that a member of staff should adopt if they come across a vulnerable person whilst at work and to report the matter immediately to control room staff by providing the following information:
 - The call is related to a suspected vulnerable person
 - The location of the vulnerable person
 - Description of the person
 - Direction of travel
 - Why they believe this person may come to harm
4. The policy defines the action to be taken by a member of staff that come across the following vulnerable persons:
 - Customers with disabilities
 - Youths and juveniles
 - Elderly
 - Visitors to the city
 - Lone passengers or those on the last trams
 - Passengers or persons on or around the Network appear under the influence of drugs and/or alcohol
 - Sleeping Passengers
 - Passengers confused or suffering from dementia
 - Suicidal persons
5. All incidents are reviewed by a member of the NET control team and, where necessary, by the QHSE department. All incidents are discussed at the weekly management review meeting. In addition, any reported incident is reviewed at the monthly incident review panel attended by senior managers to track for trends and hotspots, results from this meeting (where necessary) are also shared with members of the Transport Hub.

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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	<p>Andy Holdstock (Nottingham City Council NET Team)</p> <p>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.</p>
Work Plan	Kate Morris (Nottingham City Council)

Meeting Date	Agenda Item	Lead Officer
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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