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**Nottingham
City Council**

Nottingham City Council Greater Nottingham Light Rapid Transit Advisory Committee

Date: Tuesday, 14 December 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 Apologies for Absence**
- 2 Declarations of Interests**
- 3 Minutes** 3 - 6
Minutes of the meeting held on 14 September 2021 for confirmation
- 4 NET Operational Performance and Progress Update** 7 - 10
Report of the Head of Operations, Nottingham Trams
- 5 Tramlink Update** Verbal
Update from the Chief Operating Officer, Tramlink Nottingham
- 6 NET Revenue Strategy** 11 - 12
Report of the Head of Operations, Nottingham Trams
- 7 Issues Raised by Committee Members and Citizens** Verbal
- 8 Work Plan** 13 - 14
- 9 Future Meeting Dates**
To note the future meeting dates:
15 March 2022 2pm

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

Nottingham City Council

Greater Nottingham Light Rapid Transit Advisory Committee

Minutes of the meeting held at remotely via Zoom -
<https://www.youtube.com/user/NottCityCouncil> on 14 September 2021 from
2.01 pm - 2.29 pm

Membership

Nottingham City Council

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

Nottinghamshire County Council

- ✓ Councillor Jim Creamer
- ✓ Councillor Eric Kerry
- ✓ Councillor John Ogle
- ✓ Councillor Gordon Wheeler
- Councillor Daniel Williamson

NET User Representatives

- | | |
|-------------------------|--|
| Roger Bacon | - Travel Watch East Midlands |
| 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 Conroy | - Chief Operating Officer, Tramlink Nottingham |
| Kate Knight | - Assistant NET Project Manager, Nottingham City Council |
| Trevor Stocker | - Operations Manager, Nottingham Trams |
| Kate Morris | - Governance Officer, Nottingham City Council |

13 Appointment of Vice Chair

Resolved to appoint Councillor John Ogle as Vice-Chair of this Committee for the remainder of this municipal year

14 Apologies for Absence

None

15 Declarations of Interests

None

16 Minutes

The minutes of the meeting held on 13 July 2021 were confirmed as a true record and were signed by the Chair.

Councillor Gordon Wheeler asked for an update on work to address a noise complaint from a resident at Heathervale at the junction of Wilford Lane, as raised at the previous meeting (minute 10 ii). Trevor Stocker informed the meeting that greasing had been taking place and that the engineering team would look at the issue further.

An update was provided on the repositioning of the validator at the Treatment Centre stop. After discussion the Committee agreed that a site visit should be arranged to review the placement.

17 NET Operational Performance and Progress Update

Trevor Stocker, Operations Manager for Nottingham Trams presented the NET Operational Performance and Progress update report to the Advisory Board, highlighting the following points:

- (a) Reliability for June and July 2021 was 92% and 92% respectively. The same period saw an increase in numbers of staff being “pinged” by the NHS Covid app which impacted on service performance. Performance was also affected by the Football championships when fans gathered in the Old Market Square and services were curtailed to ensure public safety;
- (b) Signage across the network has been updated around Covid safe measures and facemasks etc, in particular these are being displayed on ticket machines and on Tram doors as well as at stops;
- (c) There is a clear focus with partner agencies to tackle anti-social behaviour on the network. Plain clothed and uniformed Community Police patrol the network and liaison with local beat Sergeants continues around vandalism hotspot areas;
- (d) Planned maintenance will take place 25 and 26 September on the portion of rail between Cinderhill Tramstop and the junction with Millennium Way to replace deteriorated tracks. The opportunity will also be used for grounds maintenance including tree pruning to reduce disruption to the service another time. Normal service will be resumed from 27 September 2021;
- (e) Fare changes that were postponed from 2020 have now been introduced as part of the continued review of ticket pricing;

The Committee thanked Trevor Stocker for his update and noted the contents of the report.

18 Safeguarding on the Network (Annual Review)

Trevor Stocker, Operations Manager for Nottingham Trams, introduced the report on Safeguarding of vulnerable people on the Tram Network to the Committee. The

report outlines the Policy staff action when they encounter a vulnerable person. He advised that a full log of any staff communication regarding vulnerable persons is kept by the Control Room.

The Committee noted the update

19 Issues Raised by Committee Members and Citizens

No issues were raised by Committee members or citizens. The Chair asked that if any issues needed to be raised that they be put forward in good time for the next meeting to allow a comprehensive response.

20 Work Plan

The Committee noted the Work Plan with no discussion.

21 Future Meeting Dates

The Committee noted the future meeting dates.

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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 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 3-month period from the beginning of August to the end of October was 94.4% and 93.3% respectively achieved.
- 3.2 During this period, following the lifting of national lockdown measures, NET has seen an increase in customer journeys on the tram network. Whilst customer levels remain significantly below pre-pandemic levels - end of October averaging 60% - patronage has grown as the people of Nottingham have returned to social activities, schools and universities, and some have returned to work.
- 3.3 Following changes to Government COVID guidelines, NET updated its measures in place to protect customers and staff. Trams returned to their full capacity, with the driver partition areas being removed during September. However, clear signage remains in place, asking all travellers to wear face coverings on board the tram. Compliance dropped over the report period as people have returned to levels of normality. Some Depot restrictions have been removed for staff, although the thermal monitoring station, hand sanitiser stations and hand washing guidance remains in place.
- 3.4 Government guidance changed on 30th November, following the detection of the Omicron variant in the UK, with a return to mandatory face coverings on board all forms of public transport.
- 3.5 Covid cases within the business have continued to fluctuate during the period. With cases rising again in October, after several weeks without any reported positive cases. NET has encouraged all staff to ensure they have had their Covid vaccinations to protect themselves from the virus. This continued level of cases has put pressure on employee availability across the business, with some services being affected when colleagues have correctly followed self-isolation instructions.

- 3.6 The tram network has also experienced a significant increase in third party events as the city has come back to life. A variety of issues, including road traffic collisions, emergency services incidents, and bridge incursions, have all had a negative effect on tram service performance.
- 3.7 On Wednesday 11th and Thursday 12th August, a section of the overhead line was reported as damaged. NET Control Room reported a loss of power between the Depot and Basford. Inspections showed that both lines had been damaged, with a tram stuck under a bridge at Basford. Trams in the affected section of line were stranded without power. NTL Technicians began the process of removing the tram and inspecting the extent of damage caused. Repairs to the overhead line equipment took several hours, and testing was carried out to ensure the system was safe to operate again. This caused significant disruption to the tram network, and a dedicated bus shuttle operated between The Forest and Bulwell, with cross ticket acceptance in place on other lines, to support customers with their journeys.
- 3.8 On 31st August, a car collided with the Cinderhill road bridge damaging the bridge wall and sending debris onto tram 214 below the road bridge as the tram approached the tram stop. The tram was substantially damaged with several windows and doors broken and bodyside and roof panels dented. There were no injuries on-board the tram or with the driver of the car. This closed the branch line for several hours. The OHLE was isolated to enable a digger to remove the debris.
- 3.9 On Saturday 11th September, the Nottingham Pride Parade took place in the city. The route crosses the tram tracks on Market Street and, due to the road closures required to protect the parade, significant delays were experienced for a number of hours whilst the network was reformed.
- 3.10 During September, the fuel shortages experienced in the UK also caused delays on the tram network, with a number of petrol stations adjacent to the tramway experiencing long queues that blocked tracks. Police attended and assisted with reducing traffic congestion around the petrol stations.

4 TICKET VENDING MACHINE UPGRADES AND CONTACTLESS PAYMENT

- 4.1 All Ticket vending machines are currently being upgraded across the tram network. The new machines feature a larger, easier to read information screen, contactless payments and the ability to purchase adult Robin Hood PAYG cards from selected locations. The first test TVM machine was installed at Wilkinson Street on 20th September, for a trial period. From the 19th October, machines are being rolled out, with the target for full completion at the end of January 2022.
- 4.2 Nottingham Contactless was launched on the tram network on the 27th September. For the first time, contactless payment was available from validators across the network, meaning that anyone wishing to purchase an adult single or day ticket, could do so by tapping their debit/credit card or mobile device with apple or Google pay at the start of their journey. Over a 1000 trips a day are currently being recorded using this new functionality. This is currently available as single operator on Nottingham Trams and Nottingham City Transport buses, however development is underway to include CT4N services, and to enable multi-operator day capping, allowing customers for the first time to pay using contactless cards across the different services.

5 PENALTY FARES

- 5.1 On 1st October, the penalty amount for Penalty Fare Notices was increased from £50 to £70.

6 PARTNERSHIP WORKING

- 6.1 Although anti-social behaviour levels across the network appear to be on a tentative downward trend, we continue to work with the Police through the Transport Hub, local schools and charities, to formulate a meaningful plan centred around engagement with young people across the city.
- 6.2 At Transport Hub meetings, we share updates with Nottingham City Council, NCT, Nottinghamshire Police, British Transport Police and Community Protection. The purpose of these meetings is to continue a formal process of effectively tasking and coordinating Police/Community Protection teams to address ASB problems across the entire public transport network in Nottingham and to share information in relation to trends and frequencies of offending on our network.
- 6.3 We continue to benefit from effective communication channels with Community Protection teams, with a significant number of patrols, both plain-clothed and uniformed, carried out on the network. In the report period almost 900 Community Protection patrols were carried out on board trams. In addition to these patrols, they have been proactive with our Travel Officer Teams and have been present during a number of Revenue Protection operations, where tickets are checked.
- 6.4 NET has supported a successful bid for Home Office funding, to support a Safer Streets campaign, with the aim to specifically tackle violence in the city area and make the night-time economy safer for women and girls. The project has now launched and will run between November 2021 and March 2022 and comprises a number of strands, including:
- Education and Training – delivery of face-to-face and online training which will also be delivered to appropriate NET staff, together with the development of an online training resource and wider education and awareness of safety issues faced by women and girls in the city.
 - Safer Spaces – A designated physical safe place for people to go to if necessary for two weekends each month between November and March.
 - NET/ Police patrols – this funding will allow for a team of a Sergeant and 6 PCs to exclusively patrol our network for one weekend night per month to provide a visible reassurance and crime deterrence function.
 - Public awareness campaign – NET will also support key communications and advertising to support this campaign.

Trevor Stocker, Head of Operations, Nottingham Trams

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NET REVENUE STRATEGY

1. BACKGROUND

- 1.1 In February 2021, the UK Government set out a 4-step road map out of national lockdown measures and, inline we those steps, we set out a gradual return to revenue protection. Our plan was to gradually increase the revenue protection effort at each further step, culminating in a return to pre COVID revenue activities.
- 1.2 On 19th July, we reached the delayed Step 4, which saw the removal of rules relating to social distancing, allowing us to carry out further operations to protect NET revenue.
- 1.3 This report outlines what we are doing, how we are doing it, and why we have chosen this approach. It also describes our flexible strategy for the remainder of 2021 in 3 key areas.
 - July 19th > 31st August - We're back!
 - 1st September > 31st October - Return of Schools & Universities (potentially major events)
 - 1st November > 31st December – Christmas rush
- 1.4 Plans will be under constant review for any changes to customer travel patterns, hot spot fare evasion areas, or any new planned events likely to impact on the network.

2. CUSTOMER FLOW ANALYSIS

- 2.1 Historically, the NET system has been predominately a tidal system, with customers travelling into the city in the morning and exiting the city area in the evenings. It is also recognised however that some tram stops, for example QMC, are busy consistently throughout the day. As the city returns to "life after lockdown" customer flows will continue to be analysed to identify any new trends. We are already starting to see some different behaviour, as customers adjust to new and hybrid ways of working.
- 2.2 The key element is to plan operations at or around these tram stops, to provide customer service advice on ticket purchasing, to prevent opportunist fare evasion, and to target persistent fare evaders by interrupting their travel.

3. WE'RE BACK! 19th JULY > 31st AUGUST

- 3.1 From 19th July, the Revenue Team was deployed across the network to engage and support customers on their journeys. During this period, our key vision and directive was to raise the profile of the revenue team back out on the network in the busiest areas, with a key focus to disrupt casual fare avoidance and persistent fare evasion.
- 3.2 Our first aim has been to ensure that we are checking as many customers across the tram network.

- 3.3 Key support has been provided by the Community Protection Officer team at the majority of our Gateway operations. We have organised this through our regular Transport Hub meetings. Their presence has complimented the work we are doing to make the tram network a more welcoming experience. They have also been able to assist with some customers that have been abusive towards NET employees.
- 3.4 Through the partnership working at the Transport Hub, we organised a Joint Revenue Operation with East Midlands Railway and British Transport Police on 23rd August. This was a really positive operation focussing on the Monday morning rush hour between 0700 and 1000. During this period, we checked almost 800 customers, several warnings were issued but no PFN's on this occasion.

4. RETURN OF SCHOOLS AND UNIVERSITIES

- 4.1 As people started to return to work, children went back to school, and students to university, we adjusted our emphasis in September.
- 4.2 We took an educational approach, advising customers of the appropriate ticket options, remaining aware that there will be a number of differences for customers during this time and that we need to support them.
- 4.3 During this time, we also liaised with our schools and university contacts, to raise the importance of their students purchasing the correct fares. A number of initiatives will also be in place for season passes to further encourage fare compliance.
- 4.4 In addition to this, from the 1st October the Penalty Fare Notice fee was increased from £50 to £70. To facilitate this increase, staff were briefed, a number of signage changes were made, and customer communications were circulated
- 4.5 As concerns over the Covid-19 Pandemic have remained in place, all major events around the city have been cancelled, significantly Goose Fair and Bonfire Night at The Forest, which historically see hundreds of thousands of visitors on the tram network.

5. CHRISTMAS RUSH

- 5.1 The weeks leading up to Christmas are, historically, the busiest on the tram network, and, in previous years, big city centre events have assisted in contributing to increases in patronage levels. Whilst customers are gradually returning to the tram network, a reduced Winter Wonderland this year, and with no plans for New Year's Eve Celebrations in the Square, it can be expected that there will be some impact on patronage levels.

6. SUMMARY

- 6.1 We will continue with high profile revenue operations across the network, including Gateway operations at key stops, where all customers on board trams have their tickets checked and by adopting an educational approach, with ticket checks before boarding where we can advise customers on the best ticket options. We continue to work collaboratively with the Police and Community Policing teams that regularly support our operations, providing reassurance to customers and employees.
- 6.2 Our plans are flexible to meet the changing behaviours in customer journeys and ways of purchasing tickets, which will no doubt continue to evolve in 2022.

Trevor Stocker, Head of Operations, Nottingham Trams

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

Recurring Agenda Items

Agenda Item	Lead Officer
NET Operational Performance and Progress Report	Trevor Stocker (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 December 2021 2:00pm	Revenue Protection Strategy	Trevor Stocker (Nottingham Trams)
Tuesday 15 March 2022 2:00pm		

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