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**Nottingham
City Council**

Nottingham City Council Greater Nottingham Light Rapid Transit Advisory Committee

Date: Tuesday, 15 March 2022

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: Emma Powley

Direct Dial: 0115 8764353

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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 at Remote - To be held remotely via Zoom - <https://www.youtube.com/user/NottCityCouncil> on 14 December 2021 from 2.00 pm - 2.43 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 Francis Purdue-Horan

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
Andy Holdstock – Senior Engineer – NET, Nottingham City Council
Trevor Stocker - Operations Manager, Nottingham Trams
Kate Morris - Governance Officer, Nottingham City Council

22 Apologies for Absence

Councillor Phil Jackson (Nottingham City Council)
Councillor Adele Williams (Nottingham City Council)
Roger Bacon – Travel Watch East Midlands
Hugh McClintock - Pedals

The Chair announced a change in membership of the Committee; Councillor Francis Purdue-Horan replaces Councillor Daniel Williamson (Nottinghamshire County Council)

23 Declarations of Interests

None

24 Minutes

The minutes of the meeting held on the 14 September 2021 were confirmed as a true record and signed by the Chair.

Councillor Wheeler requested an update on the site visit agreed at the previous meeting. The Chair advised that there had been a site visit to Queen's Medical Centre to look at the position of validators and disability access to them. Having observed the use, it was mutually accepted that the validator on the southbound platform had been moved to the most practicable location and that the cost of providing a further validator on the northbound platform would not be significantly beneficial; the change in colour of the validators had made a considerable positive impact.

Councillor Wheeler asked for an update on work to address a noise complaint from a resident at Heathervale at the junction of Wilford Lane. Trevor Stocker informed the meeting that the engineering team had looked at the issue of 'wheel squeal' and greasing and reported that this would continue to be monitored.

25 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 Committee, highlighting the following points:

- a) There had been an increase in patronage, particularly for journeys made for leisure purposes notably during weekends and evenings. There had also been increased use of the network by students from schools and the universities.
- b) Signage had been altered following the amendment to the Government guidelines making it a mandatory requirement to wear face-masks on public transport (unless exempt) with the majority of people complying.
- c) The programme to upgrade all ticket machines was progressing well with 72 already installed across the network.
- d) There was a continued focus on working with partner agencies to tackle anti-social behaviour on the network including, the local Police, British Transport Police, the Community Protection Team and some charities. NET had supported a successful bid to the Home Office as part of the 'Safer Streets' campaign, to tackle violence against women and girls.
- e) One of the work streams resulting from the Home Office funding was to fund a dedicated patrol by a sergeant and 6 officers one weekend night a month, running from November 2021 to March 2022. Meetings were held on a monthly basis with the Police to share data, information and CCTV to ensure that the effective and efficient use of resource to perform targeted work.

In response to questions asked by the Committee, the following information was noted:

- f) The Government announcement that people should work from home, where possible, had impacted almost immediately across the public transport sector. The number of 'app' sales had decreased by 20% in a week.
- g) Different deals were being explored with various industries to help the economy grow especially where the cost of trams has been seen as a barrier for those working in low paid jobs.

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

26 Tramlink Update

Andrew Conroy, Chief Operating Officer, Tramlink Nottingham updated the Committee and the following points were highlighted:

- a) The company accounts would be released in the next few weeks, with revenue reduced, compared to pre-pandemic levels. Work was being undertaken to support and address the issues being faced. Tramlink had just launched their external Corporate Social Responsibility statement.
- b) On 16th December 2021, there would be a Tram naming event for Sir Martyn Poliakoff which would be the last of the semi-permanent trams being named. In the New Year a competition would be held in conjunction with Nottingham Post to name a Tram as part of the Community Hero Awards.
- c) Work was being undertaken with Nottingham Forest Football Club to explore the possibility of offering Tram season tickets which would only be valid on match days to encourage supporters onto the trams.

The Committee noted the update

27 NET Revenue Strategy

Andrew Conroy, Chief Operating Officer, Tramlink Nottingham, updated the Committee and highlighted the following points:

- a) There was a continued need to look at who the customers are and the improvements that could be made to facilitate and encourage increased usage of the trams.
- b) Nottingham Trams and Tramlink continued to work together; Revenue Protection was not necessarily about people deliberately de-fraudating the system but focus was needed on ensuring ticket purchasing was quick and simple for the customer and accessible through its pricing policies
- c) There had been focus on the return of students to school and universities and various incentives offered to attract them to the trams and it was noted that the last year was the most successful in terms of the amount of times the NetGo app had been downloaded

The Committee noted the report.

28 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

29 Work Plan

The work programme was noted and it was agreed that a report on the work with the Police as part of the 'Safer Streets' initiative be reported back at a future meeting.

30 Future Meeting Dates

The Committee noted the future meeting date: 15 March 2022 2pm

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 November 2021 to the end of January 2022.

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 November 2021 to the end of January 2022 was 92.3% and 90.4% respectively.
- 3.2. Traditionally the quarter four period is the busiest time on the tram network, and as the country was coming out of lockdown measures, customers were returning to tram travel as social activities and leisure travel increased for the festive period. This was significantly impacted with the Government announcements highlighting new measures to manage the spread of the Covid 19 Omicron variant.
- 3.3. Government guidance for face coverings on board public transport also changed twice during this period. At the end of November, face coverings became mandatory and at the end of January all Plan B restrictions were eased. NET updated signage and customer communications to reflect these changes, and the vast majority of customers complied with the guidance.
- 3.4. In line with the experience of other transport operators, we saw a significant increase in Covid cases within the business over the Christmas and New Year period, impacting on service levels due to staff availability.
- 3.5. As a result, from the 29th December, a Sunday timetable was introduced to provide a robust and reliable service to customers. As staff began to return to work an extended Sunday service was operated from 17th to 23rd January and a full service was reintroduced on 24th January, supporting people to get back to work following the end to Plan B restrictions announced by the Government.
- 3.6. In November, tram services were affected by 24-hour strike action from GMB members as part of a pay dispute. A pay agreement was reached on 16th December.

- 3.7. On Sunday 28th November, Seven Trent Water required a partial closure of the Toton Line to make emergency repairs to a damaged sewer pipe. This work required an electrical isolation to safely unload and install temporary steel pipes adjacent to the tramway on Lenton Lane. The majority of the work was completed on the Sunday but further overnight isolations, which had no impact on customers, were required to complete the temporary solution.
- 3.8. On 25th January, minor track repairs were carried out following routine checks near Butlers Hill. While the repairs were being carried out, trams were operated through the southbound platform at Butlers Hill to minimise disruption to passengers.
- 3.9. On 31st January, a large fire occurred at a scrapyards in Dunkirk, which resulted in multiple road closures in the area. This led to significant traffic congestion, as vehicles were diverted from the area, resulting in delays to service.

4. TICKET VENDING MACHINE UPGRADES, CONTACTLESS PAYMENT & FARE CHANGES

- 4.1. The Ticket Vending Machine upgrade across the network has now been completed. 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.
- 4.2. On 10th January a variety of small fare increases were made to Adult, Student and Under 19 NETGO season tickets:

	1 Month	3 Month	6 Month	Annual
Adult	£55 to £60	£160 to £165	£290 to £300	£525 to £550
Student	£40 to £45	£120 to £125	£190 to £200	£275 to £300
Under 19	£27.50 to £30	£80 to £85	£145 to £150	£262.50 to £275

5. PARTNERSHIP WORKING

- 5.1. In response to a slight increase in reports of anti-social behaviour, particularly in the Clifton area, we have worked with Clifton police to tackle the problem. A planned policing operation, which took place during the evening of 17th January, provided further reassurance for tram users, and two arrests were made during the operation. Further intervention work with young people is being undertaken, with our support, by the Pythian Club, a youth organisation which aims to channel young people away from anti-social behaviour into more productive outcomes. There has recently been a noticeable decrease in the level of reported anti-social behaviour in the Clifton area, and work continues to maintain this trend.
- 5.2. Our work with the Transport Hub continues, we share regular updates and analysis linked to ASB activity across the transport network in Nottingham. This enables effective tasking and coordination with police/community protection teams to address issues. Almost 900 community protection activities were carried out on board trams during the period, with assistance also provided in carrying out revenue protection operations, where tickets are checked.

5.3. 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, which launched in November, and will run until March 2022, comprises a number of strands, including:

- Education and Training – which is planned to benefit NET staff by raising awareness of safety issues faced by women and girls in the city.
- Safer Spaces – designated physical safe places for people to go.
- NET / police patrols – this funding has seen Nottinghamshire Police patrol the network, providing a visible reassurance and crime deterrence function.
- Public awareness campaign – NET will also support key communications and advertising to support this campaign with a wrapped tram displaying the project's core aims and objectives to be unveiled in March 2022, demonstrating NET's commitment to providing a safe transport system, notably within the night-time economy setting.

6. COMMUNITY ENGAGEMENT

6.1. On 16th December, we were honoured to welcome the renowned chemist and Nobel Prize Winner Professor Sir Martyn Poliakoff to the Depot, in order to unveil a tram which had been named in his honour.

6.2. Also, on 31st January, we were visited by a cohort of 21 final-year engineering students from Nottingham Trent University who were given a tour of the control room and maintenance area as part of their studies. Numerous technical questions were asked and the feedback from those involved was very positive.



Trevor Stocker, Head of Operations, Nottingham Trams

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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	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 12 July 2022 2:00pm		

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