

# Nottingham City Council

## Greater Nottingham Light Rapid Transit Advisory Committee

Minutes of the meeting held at Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG on 12 July 2022 from 2.00 pm - 3.48 pm

### Membership

#### Nottingham City Council

- ✓ Councillor Sam Gardner
- Councillor Rosemary Healy
- ✓ Councillor Adele Williams
- ✓ Councillor Audra Wynter
- ✓ Councillor Angharad Roberts (Substitute for Councillor Healy)

#### Nottinghamshire County Council

- ✓ Councillor Jim Creamer
- ✓ Councillor Eric Kerry
- ✓ Councillor John Ogle
- ✓ Councillor Francis Purdue-Horan
- ✓ Councillor Gordon Wheeler

#### NET User Representatives

- Roger Bacon – Travelwatch East Midlands
- Helen Hemstock – Ridewise
- 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
- Trevor Stocker - Operations Manager, Nottingham Trams
- Kate Morris - Governance Officer, Nottingham City Council

### 1 Appointment of Chair

**Resolved to appoint Councillor Audra Wynter as Chair of this Committee for the municipal year (May 2022 to April 2023)**

### 2 Appointment of Vice Chair

**Resolved to appoint Councillor John Ogle as Vice-Chair of this Committee for this municipal year (May 2022 – April 2023)**

### 3 Confirmation of Membership

The Committee noted the current membership.

#### **4 Apologies for Absence**

Councillor Rosemary Healy – On Leave (sent substitute)

Justin Donne – Nottingham Federation of Small Businesses

Helen Hemstock - Ridewise

Chris Roy – Nottingham Trent University

Jim Thomas – Nottinghamshire Better Transport

Andrew Conroy – Chief Operating Officer, Tramlink Nottingham

#### **5 Declarations of Interests**

None

#### **6 Minutes**

The Committee confirmed the minutes of the meeting held on 15 March 2022 as a correct record and they were signed by the Chair of that meeting.

#### **7 NET Operational Performance and Progress Update**

Trevor Stocker, Head of Operations for Nottingham Trams introduced the NET Operational Performance and Progress update covering February to May 2022 to the Committee. He highlighted the following information:

- (a) Following the further easing of restrictions passenger numbers are increasing again. There has been a particular uptick in passengers traveling for social and leisure reasons;
- (b) Along with the increase in passengers, there is also an increase in anti-social behaviour. Work continues to take place with Nottinghamshire Police and CCTV footage of captured incidents is being used to progress investigations;
- (c) There has been an increase in incidents of vandalism and damage to network property. In particular the newly installed ticket vending machines have been targeted, which is disappointing. Tram windows have also been the target for damage;
- (d) Both uniformed and non-uniformed Police patrol the network at various times of day to discourage anti-social behaviour.
- (e) Annual track renewal is due to take place from Wednesday 27 July to 8 August at Hyson Green Market. No trams will run between Wilkinson Street and The Forest, but a full bus replacement service will be scheduled and staff will be on hand to assist. These works may add a couple of minutes to journeys;
- (f) At the beginning of April a multi-operator contactless payment system was successfully launched. This enables customers to touch on with their mobile devices and the app calculates the cheapest fare for their journey. This works

across the Tram network, Nottingham City Transport, and C4N busses. It is the first multi Operator, contactless payment system outside of London;

- (g) A network wide fare evasion campaign has been running since March, highlighting the importance of ensuring all passengers pay for using the network. With the support of Nottinghamshire Police fines of up to £70 have been issued;
- (h) NET have been involved and supported the Consent Coalition Safety of Women at Night project including a wrapped tram in a bid to prompt discussion around issues of consent;

Committee members asked a number of questions and made comments, the following information was highlighted:

- (i) Anti-social behaviour on the network is not an issue that can be addressed by Nottingham Trams alone. Work alongside the Police, youth services, and outreach all offer support. A number of outreach events take place across the Network to build relationships and provide alternative options for young people;
- (j) All reports of anti-social behaviour across the Network are monitored. Some are not as obvious as others, such as groups loitering, which in itself is not ASB but can develop into it. NET staff liaise with Police who are on patrol and where an incident escalates CCTV footage can be used for speedy identification;
- (k) Following incidents that disrupt the network significantly there is a review looking at lessons that can be learned in order to improve response in the future. There was recently a Police incident at Old Market Square that disrupted tram services. This incident has not been detailed in the published report as it falls outside the February to May time period. Trams were turned to try and keep services running where possible. Further feedback will be bought to the next committee meeting, including an assessment of NET response;
- (l) The engineering works taking place at the end of July coincide with 2 key events. The first event is Nottingham Pride celebrations. In previous years, Tram services have been halted for a short period to allow the parade to safely cross the tracks. As the event has grown trams will now be turned at the station and at the Royal Centre for about an hour which will ensure safety of the parade and continuation of services. The second event is the Riverside Festival. Services have been increased on the Friday and Saturday to facilitate attendance;
- (m) The Station and the Royal Centre are places where the trams can be turned. It is not possible to turn them closer to the Square for the Pride parade. Other measures will also be in place as they were during the Forest celebration event to ensure safety and security;
- (n) The report mentions phasing out signage encouraging mask wearing on the Network. This is taking place in line with government guidelines, which have been followed throughout the pandemic. Signage and the language used has

been updated regularly throughout the pandemic to comply with government advice. Some Committee members questioned whether this was the right course of action considering the nationally increasing numbers of Covid cases.

- (o) Committee members highlighted that with an increase in “crowd” type events the likelihood of spread of Covid-19 was higher, especially via public transport networks and with the onset of flu season in autumn there is likely to be a resurgence of cases. Some Committee members expressed the strong view that continuing to support mask wearing should be encouraged in order to protect citizens and the infrastructure of the City.
- (p) Committee members asked that NET seek legal and public health advice around signage changes before making alterations and for a specific agenda item updating the committee be brought to the next meeting;
- (q) Reliability and punctuality performance is well within target at 96.1% and 93.9% respectively.

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

## **8 Tramlink Update**

Andrew Conroy had submitted apologies and so no verbal update was available to the committee.

Committee members requested a written update be circulated relating to the last period and that a written report be provided to the committee along with other papers going forward.

## **9 Issues Raised by Committee Members and Citizens**

Andrew Holdstock, NET Project, Nottingham City Council indicated that there were two issues raised for consideration.

The first issue was around young people congregating in cars in the Toton Lane area. The following points were highlighted during discussion:

- (a) NET met with the citizen, and the Police in early July to discuss the matter outlined in the published report. Following this meeting, Police increased patrols in the area and CCTV footage was monitored in a bid to identify vehicle owners.
- (b) Registered keepers of vehicles have been identified where registration plates of the vehicles are visible on CCTV and fines have been issued sending a strong message to the group that anti-social behaviour will not be tolerated;
- (c) On some of the reported occasions the CCTV footage has not captured anything and so slight changes were made to the positioning of CCTV cameras;

- (d) Communication has been strengthened between the Police and the Tram network and a further meeting has been arranged between parties for September to monitor the situation and to assess further action;
- (e) Dealing with anti-social behaviour when it becomes criminal is a role for the police. The citizen had reported to both the Police and to the Tram network and once incident numbers had been matched up across the two organisations it was possible to review CCTV footage;
- (f) There was some initial talk of a Dispersal Order for the area, but to move to this step there would need to be a history of multiple fines in the area. The Network will continue to liaise with the Police and pass CCTV evidence over so that it can be progressed accordingly;
- (g) Police have targeted patrols in the area to times when incidents are more likely to happen. Engagement work is taking place with the young drivers to educate them around safety and alternative options;
- (h) The reporting citizen is happy with the actions being taken, and the progress that has been seen. There is a plan of action in place, strengthened communication between the Network and Police and reports of anti-social behaviour are being collated;
- (i) Committee members agreed that cooperation between the Network and the Police had been good, and thanked Trevor for the work to tackle this issue.

The second issue raised was around mobility scooters blocking wheelchair bays and as a consequence of moving, blocking access to the tram for wheelchair users. The following points were highlighted in discussion:

- (j) Mobility scooters are less manoeuvrable and when they move out of the wheelchair bays it takes time, this is delaying wheelchair users boarding the tram and there have been instances where the tram leaves before the wheelchair user can board, separate designated entrances for mobility scooters and wheelchair users was requested;
- (a) A briefing to tram drivers will be produced to ensure they are aware of the issue and ensure that they leave a little extra time when wheelchairs are boarding. Trevor Stocker informed the Committee that the Help button is available at all tram stops, allowing users to speak directly to the control room who can then advise the driver that additional time may be given for boarding. In addition to this, help points are available on-board trams, to enable customers to speak directly to the driver for assistance when needed;
- (b) Separate entrances for different mobility aids is not likely to be a workable solution, as there are a wide range of mobility aids requiring different considerations;
- (c) Committee members asked that consultation with users take place to consider a workable and practical solution, designated bays on the floor of trams were considered too;

- (n) Committee members requested an update following consultation on what actions can be taken to improve user experience and a full report be brought to the September committee.

## **10 Work Plan**

The committee considered the work programme presented in the published papers.

Members asked a number of questions and the following points were highlighted in discussion:

- (a) An annual maintenance programme detailing major track renewals is submitted to the City Council and large pieces of planned work are communicated through the committee. NET attend the safety advisory group and liaise with partners and organisations around large events that may affect the network services. However not all repairs can be planned to avoid large events, as the works are often reliant on contractors and availability of specialist equipment. Minimising disruption to citizens and to the city is always a key consideration;
- (b) Trevor Stocker is happy to facilitate a visit to the depot for Committee members where they can tour the facility and see the behind the scenes operation of the Network..

## **11 Future Meeting Dates**

**Resolved to meet on the following Tuesdays at 2pm:**

**13 September 2022**

**13 December 2022**

**14 March 2022**

## **12 Exclusion of the Public**

The Committee decided to exclude the public from the meeting during consideration of this/ the remaining agenda item(s) in accordance with Section 100A(4) of the Local Government Act 1972 on the basis that, having regard to all the circumstances, the public interest in maintaining the exemption outweighed the public interest in disclosing the information, as defined in Paragraph(s) **1 and 2** of Part 1 of Schedule 12A to the Act.

## **13 Issues raised by Committee Members and Citizens**

Trevor Stocker, Head of Operations for Nottingham Trams summarised the details of the last communication brought to the Committee. The Committee carefully considered the information provided, and discussed the matter, giving their conclusions as detailed in the exempt minutes.