

NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

MINUTES of the meeting held at Loxley House, Station Street, on 10 DECEMBER 2013 from 2.05 pm to. 4.43 pm

Nottingham City Council

- ✓ Councillor John Hartshorne
- ✓ Councillor Thulani Molife
- Councillor Toby Neal
- ✓ Councillor Alex Norris
- Councillor Sarah Piper
- ✓ Councillor Dave Trimble

Nottinghamshire County Council

Councillor Reg Adair
Councillor Kevin Greaves
Councillor Stan Heptinstall MBE
Councillor Richard Jackson

Independent Representatives

- ✓ David Thornhill - Campaign for Better Transport
- J Dowson - Derbyshire and Nottinghamshire Chamber of Commerce
- N Gasson - Federation of Small Businesses
- G Smerdon-White - Greater Nottingham Transport Partnership
- ✓ Chris Roy - Nottingham Trent University
- ✓ Hugh McClintock - PEDALS
- ✓ Stephen Abbott - Travel Watch East Midlands

- ✓ Indicates present at meeting

Also in attendance

Lea Harrison)	Tramlink Nottingham Limited
Phil Hewitt)	
Chris Deas)	
Andrew Holdstock)	Nottingham City Council
Martin Parker)	

10 APOLOGIES FOR ABSENCE

Apologies for absence were received from Alan Marshall (Campaign for Better Transport) the following Councillors were on other civic business:

Nottingham City Council

Councillors Toby Neal and Sarah Piper.

Nottinghamshire County Council

Councillor Stan Heptinstall MBE.

11 DECLARATIONS OF INTERESTS

None.

12 MINUTES

The Committee confirmed the minutes of the meeting held on 11 September 2013 as a correct record and they were signed by the Chair.

**13 NET LINE ONE: OPERATIONAL PERFORMANCE
– FEBRUARY TO JULY 2013**

Andrew Holdstock summarised the report of the Director, Nottingham Express Transit (NET) relating to the performance of NET Line One for the period August to October 2013 and highlighted the following:

(a) Operational Matters

Performance

Average reliability and punctuality of the tram system for the period was once again very high, with 99.47% of timetabled trips running and 97.86% of services departing on time.

The slight delay in operational performance levels in October was a result of climatic conditions which contributed to unexpectedly high sudden leaf fall. Existing sand feeder operations have been supplemented by additional staff teams brushing the track. The issues have been noted and review of 2014 provision may include additional rail-head grinding programmes and an increase in the planned frequency of track cleaning to improve vehicle adhesion. Additional tram services to the Forest Recreation Ground during Goose Fair and on Bonfire Night were well used.

(b) Engineering and Construction Issues

Comments have been received by Committee members, that the newly opened pedestrian footbridge north of Moor Bridge was challenging for older and disabled people to negotiate due to its constant incline and relative length. The dark green colour (a standard Network Rail design solution) also makes the structure difficult to see in low lighting conditions.

It is understood that the structure design was implemented to enable it to be less visually intrusive to adjacent residential properties during daylight hours and that this had been a consideration for Ashfield District Council when considering Network Rail's application for planning permission. Discussions between Nottinghamshire County Council and Network Rail over how additional lighting will be provided are continuing.

Deliveries of the new Citadis tram were running ahead of schedule, with 7 expected by Christmas. Delivery arrangements to the storage facility are dependent on the availability of police escorts from the M1.

(c) Ticketing, Fares and Marketing

It was reported by Tramlink that there has been an increase in passenger trip numbers over the reporting period. A review has ensured that fare collection is maximised and that journeys are accurately recorded .

Initiatives such as the £2 "NET Event Ticket", is increasing usage at times which would otherwise be quiet on the system. Initiatives such as the Try the Tram and leafleting schemes are also used to increase awareness and usage. The potential for linking electronic tram ticket purchasers to store discount offers is also being explored and expanded where possible.

(d) Fleet Operation, Advertising and Car Park Usage

Clarification was provided by Tramlink on the following:

- the implementation of replacement bus services and inter-operator agreements to accept tickets in the event of a total service failure. Although the ability to respond will depend on transport companies' ability to supply replacement vehicles;
- that although the exterior finish of all trams could not be completely harmonised due to the different rolling stock designs, all trams would be harmonised within each of the two fleets. Advertising on fleet vehicles is a contractual provision and every effort is made to improve the standard of externally "wrapped" vehicles and the quality and uniformity of style for internal advertisements.;
- tram usage by people using park and ride sites is being analysed to determine points of origin and trip lengths. Where a link between parking and tram cannot be demonstrated, the possible use of enforcement action will be contemplated. Information on current tram usage will also inform the development of future proposals to encourage increased travel by tram..

RESOLVED to note the progress and comments.

14 CONCESSIONAIRE MATTERS: OFF-TRAM TICKETING AND ANNUAL CUSTOMER SURVEY RESULTS - UPDATES

A further overview on recent progress in the introduction of off-tram ticketing and the outcomes of the Annual Customer Survey 2013 was provided by Tramlink:

(a) Off-Tram Ticketing

Dedicated customer service staff are now based in the Control Centre. Hardware for the sale of tickets is being installed at tram stops and new fare products are also being introduced.

The staged move from conducting to revenue protection continues. The Department for Transport has approved in principle a £50 penalty fare for not being able to produce proof of travel and the consultation period on the introduction of amended Byelaws concluded without major comment. Details were provided of training arrangements for staff and a number of stakeholder briefings which have either already been given or are due in January 2014.

Further developments of ticketing options, such as mobile ticketing are still being evaluated and, where possible, users are being encouraged to move towards purchasing 3, 6 or 12 month passes. The Committee:

- supports the proposals to recruit and make greater use of "trambassadors" during the forthcoming changeover period and notes that the frequency of ticket checks on trams has been increased;
- notes the default position of the concessionaire to always issue fixed penalty notices, but retain the ability to take individual circumstances into account when deciding subsequent action.;
- notes that it is difficult for a common approach to passenger behaviour to be implemented across all local transport providers beyond the existing "Respect for Transport" campaign, where other providers have their own systems already in place.

(b) Customer Survey

Details were provided of the 9th annual Customer Satisfaction Survey of 1500 tram passengers undertaken in September 2013 by OsirisMR Ltd. Findings indicate:

- Overall satisfaction maintained at 94%;
- 'very satisfied' up to 41%;
- single occupancy car trips to park-and-ride sites- down 9% from 2012 levels;
2 occupancy trips - down 4%;
3 occupancy trips - down 4%.
- use of buggy/disabled tram spaces - down 10%;
- perception of security at park-and-ride sites - down 10%.

The results of further analysis, together with planned further actions, will be submitted to the next Committee meeting on 11 March 2014.

RESOLVED to note the report and arising discussion.

15 LETTERS FROM MEMBERS OF THE PUBLIC

The Committee's views were sought on three items of correspondence received from members of the public.

(a) Use of Events Tickets

The correspondent reported difficulties in tram staff's understanding of the ticket requirements for the £2 Event Tickets, which resulted in the full fare being charged. The tram operator has agreed to refund the difference in price if the correspondent sends in the tickets purchased. Tralink is unaware of any similar complaints concerning this issue.

The Committee supported the course of action taken by Tramlink Nottingham.

(b) Conductors and Off-tram Ticketing

The Advisory Committee noted receipt of a further letter of appreciation from a previous correspondent as a result of the Committee's response to the original concern.

(c) Time Period for the Reduced, 30 Day Pass Ticket

The correspondent originally wanted to clarify whether their reduced price 30 day tram ticket would be extended by one day to take account of the lack of service on 25 December 2013. S/he took issue with the application of calendar, rather than tram, travel days.

In its response Tramlink Nottingham confirmed that, the cessation of service on Christmas Day was a continuation of previous practice and that this information would have been available to the purchaser at the time of buying any ticket. A full refund had however been offered to the correspondent if the ticket was returned before its start date.

The Committee noted the clarification provided to the correspondent by the tram operator and the offer of a full refund prior to the start-date of the ticket and concluded that the company's expectation that purchasers make an informed decision about whether or not to purchase a ticket using the information available to them, was reasonable in the circumstances, and did not accept that the marketing of the ticket could be considered to be misleading.

16 MEETING VENUE - 11 MARCH 2014

RESOLVED to explore with Tramlink Nottingham, holding the meeting of the Committee scheduled for 11 March 2014 in the Depot Conference Room, Wilkinson Street.