

GNLRT ADVISORY COMMITTEE

14th December 2004

REPORT OF THE NET PROMOTERS REPRESENTATIVE

LETTERS FROM MEMBERS OF THE PUBLIC

Two letters have been received from members of the public recounting their adverse experiences of travelling on NET. Copies of the correspondence and of Nottingham Tram Company's (NTC) responses are attached.

Letter from Susan Worth

Susan Worth has written with regard to the number of passengers that are allowed to board trams at busy times. She considers it to be dangerous and sympathises with the conductors who are unable to collect all the fares.

NTC has responded by explaining that each tram can safely carry up to 250 people. It is acknowledged however that the comfort of passengers can suffer at times of peak loading which usually occurs for about an hour on weekday mornings and evenings. Ms Worth has been informed that NTC propose to increase the frequency of trams in the New Year, which should help to reduce the number of passengers on each vehicle. Passenger comfort and safety should also be improved by the proposal to introduce additional grab poles on the trams.

Letter from Mrs P.J. Parker

Whilst travelling on 27th October Mrs Parker describes how she became separated from child members of her family when the doors closed and the tram moved off from the Royal Centre. The children were left at the stop and the tram was unable to stop again until the University.

NTC has apologised and explained that it is not permitted for drivers to open the doors between tram stops due to the change in levels. Mrs Parker has been assured that NTC make the safety of passengers their utmost priority.

Recommendations:

It is recommended that this report be noted

REPORT OF THE NET PROMOTERS REPRESENTATIVE

Lawrence House
Talbot Street
Nottingham NG1 5NT

Contact Officer: Andy Holdstock
Telephone Number: 0115 9156520
E-mail: andrew.holdstock@nottinghamcity.gov.uk

PROMOTIONAL CONTACT	
- 4 NOV 2004	
COPY	Actb
FILE Ref. No.	Complaint

to lease, ² D. J. Spad.
 report to
 GNLRT
 Committee

POST 286
 42 Evans Road
 Basford
 Nottingham
 NG6 0PQ

DIF

3rd November 2004

GNLRT Advisory Committee
 % NET Project Office
 Lawrence House
 Talbot Street
 Nottingham
 NG1 5NT

Dear Sirs

I feel I must write to you about the Tram Service. I am a regular passenger of the tram service, twice daily, back and forth to work, and therefore unfortunately I travel at the busiest times. However, even taking this into consideration, the trams at these times are packed to bursting, people are crammed in like 'cattle trucks' and it makes the whole journey very unpleasant to say the least.

We definitely need more trams. I realise its not possible to add more carriages but why are people still allowed to board an already overloaded tram - surely its dangerous and the conductors (who have my sympathy) haven't a hope of collecting all the fares and NET are losing all that money. I use a bus/tram card and pay by direct debit and don't always feel I am getting my money's worth when standing packed in like sardines. I appreciate that trams are designed for 'standing room' and don't mind this at all as long as I have enough space.

I am sure I am not the first to complain about this. However, I would like to say that in all other respects I love the tram system, they are quicker, more reliable, have nice friendly conductors and are cleaner and I wouldn't want to be without it.

I would be interested in your comments.

Yours faithfully

Susan Worth

cc: NET Depot, Armstrong Way, Nottingham NG7 7NW



PROMOTERS' NET PROJECT OFFICE	
16 NOV 2004	
COPY	ACA

*Camilla Wint NTC /
GNLRT,
JVF*

11 November 2004

Susan Worth
12 Evans Road
Basford
Nottingham
NG6 0PQ

Dear Ms Worth,

Thank you for your letter of 3rd November.

The system is experiencing large numbers of passengers travelling at all times of day

Trams do not have a statutory maximum loading, as buses do. This means that, theoretically, there aren't limits to the number of people allowed on each tram. However, they are tested to "crush loading" which equates to approximately 250 people and have passed all relevant tests. They have proved to be extremely safe, but the comfort of passengers, as you have indicated, suffers at peak times.

NET plans to increase the frequency of peak time trams after the New Year to every 5 minutes from Highbury Vale into the city centre, and every 10 minutes beyond Highbury Vale. This increase in frequency will help to reduce the number of passengers on each tram and therefore will allow more comfort for passengers travelling. Along with this, new grab poles have been ordered and will be fitted to each tram. There will be 4 more poles per tram, situated near each set of double doors.

Thank you once again for your comments, if you have any further questions or comments please do not hesitate to contact us.

Yours Sincerely,

Colin Lea
Marketing Manager

Copy to: NET Project Office

SUBJECT	
29 OCT 2004	
COP	<i>Act - need info for</i>
FILED	<i>S. Sig. for info. De. Com. Lia.</i>
COMPLAINT	

37 Atkins Way
 Burbage
 HINCKLEY
 Leics
 LE10 2PH

Tel: 01455 614230

D if pl. get Com. Lia. via (on writing)

GNLRT Advisory Committee
 C/O NET Project Office
 Lawrence House
 Talbot Street
 NOTTINGHAM
 NG1 5NT

Dear Sir

I paid a visit to Nottingham on wednesday 27 October with my 72 year old Aunt, her Great Grandson aged 6 years and my Grandaughter. We caught a tram from Station Street to Royal Centre. It is the first time we have travelled by tram and when we arrived at Royal Centre my Aunt could not get to the doors quickley as people were getting on as we were getting off. By the time we got to the doors the children, who were along side of us, got off first. We were right behind them.

As the boy got off the doors began to close trapping his leg. My Grandaughter pulled him free but the doors closed on us leaving the children alone at a very busy junction in the middle of a city they had never been to before. I pushed buttons frantically trying to open the doors but the tram moved off. The driver spoke to us over the speaker asking what was wrong. I shouted for him to stop and let us out as the children were alone. He said he couldn't till the next stop. WHY. The conductor said that CCTV cameras would be watching them. Would that have stopped someone abducting them, I think not. Neither would it have saved them from traffic or from being terrified at being left alone. That is if cameras were there. The whole car full of people were as shocked as us. At the University stop a student got off with us and ran back as quickley as she could to make sure the children were OK, we are very grateful to her.

Anything could have happened to those children. Words cannot express how upset and frantic we were or how disgusted we are. Not only were they put into danger from traffic or from anyone who might have harmed them but if my Grandaughter hadn't pulled him free would the child have been dragged by the leg a full stop, which is a considerable distance, because the tram couldn't stop even for such an emergency.

WHAT IS WRONG WITH YOUR EMPLOYEES.

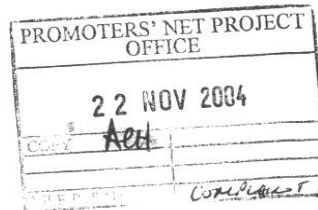
I feel it very necessary to warn as many people as possible about your dreadful care of vulnerable people. I would like your comments and what you intend to do to stop anything happening like this again.

Mrs. P. S. Parker



12 November 2004

Mrs P J Parker
37 Atkins Way
Burbage
Hinckley
Leicestershire
LE10 2PH



Dear Mrs Parker,

I write following your letter regarding your journey on NET on 27th October.

Following a phone call to you to try to ascertain some more details of the incident, I viewed CCTV footage of the area on and around the times of the incident occurring. Because exact details could not be obtained, during viewing I was unable to find any footage of the incident. This is most unfortunate, considering the seriousness of what happened.

I would like to answer some of the questions you raised in your letter. Once the tram has started to pull away from the platform, the driver is not permitted to open the doors. This is because of the drop from the tram to the road, and is similar to trains in this respect.

The tram doors have optical sensors, which detect when something is stopping them from closing. If the child had remained in the doors and your granddaughter had not pulled him free, the doors would have re-opened. Furthermore, there is no risk of the tram pulling away with anything stuck in between the doors because the tram cannot take power until all doors are closed.

It is also difficult for conductors and drivers to know which passengers are connected with which group, when lots of people are boarding and leaving the tram at tramstops.

All our equipment and operating procedures have been approved by Her Majesty's Railway Inspectorate. I apologise for this happening to you and can assure you that we make the safety of passengers our utmost priority.

Yours Sincerely,

Colin Lea
Marketing Manager

Copy to: NET Project Office