

## **CITY OF NOTTINGHAM**

### **GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE**

#### **MINUTES**

of meeting held on **15 MARCH 2005** at

Lawrence House from 4.37 pm to 5.40 pm

#### **Nottinghamshire County Council**

Councillor C Baron (Vice-Chair)  
Councillor T Butler  
Councillor M Cox  
Councillor A Freeman  
Councillor T Pettengell

#### **Nottingham City Council**

Councillor M Ibrahim  
Councillor G Klein  
Councillor R Lee (Chair)  
Councillor B Smith  
Councillor T Spencer

#### **Independent Representatives**

Mr A Marshall - (substitute for E Simpson)  
Mr H McClintock - PEDALS  
Mrs B Morgan - Nottinghamshire Chamber of Commerce and Industry  
Mr L Newman - Midlands Rail Passenger Committee  
Mr C Roy - Nottingham Trent University  
Mr E Simpson - Nottinghamshire Transport 2000  
Vacancy - Nottingham Transport Partnership

#### **Also in attendance**

Mr P Armstrong )  
Mr S Hunt ) Nottingham City Council  
Mr R Simpson )  
  
Mr K Sargeant - Arrow

#### **22 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Baron and Klein, Mr Simpson and from Mr Lea of the Operators.

**23 MINUTES****(a) Confirmation**

**RESOLVED that the minutes of the meeting held on 14 December 2004, copies of which had been circulated, be confirmed and signed by the Chair.**

**(b) Matters arising****(i) System performance**

Further to minute 18(b) (ii), a report on progress to the next meeting was requested in regard to the possible provision of additional cycle lockers and on the use of warning signs to indicate that padlocks would be removed where these were being misused.

**(ii) Noel Street, Forest Fields – residents parking**

Further to minute 18(v), it was reported that the tenders had been returned for the construction of a parking lay-by on Noel Street close to Braidwood Court. It was however necessary to excavate a trial hole later this week to establish the depth of electricity cables at this location. If a cable diversion was necessary, it was anticipated that there would be a waiting time of 10 weeks.

**24 NET LINE ONE - OPERATIONAL PERFORMANCE: NOVEMBER 2004 – JANUARY 2005**

Consideration was given to a report of the Head of Transport Major Projects, copies of which had been circulated.

**(a) System performance**

It was reported that the performance of the tram system had remained high during this period, compared with targets and a punctual and reliable service maintained. There had been two collisions, one resulting in a serious pedestrian injury. Investigation of the latter had indicated that the accident was not caused by a problem with the tram or its driver.

In response to questions it was explained that, while the tram was a very safe form of transport, it was not practical to design out completely the possibility of all accidents where moving vehicles and pedestrians were present. While the tram operated a managed system and recorded all accidents, this was not the case with cars where many minor collisions went unreported.

**RESOLVED that the Head of Transport Major Projects be requested to submit a report to the next meeting providing statistics on the numbers of road traffic accidents involving trams and buses, together with those produced by the PTE Group for all forms of transport.**

**(b) Patronage**

Passenger numbers had increased during the period up to Christmas and, while numbers had dipped in January, they had risen in February to the levels achieved in October 2004. Patronage in the first year had been 8.355m passengers, compared with an estimate of 7.5 to 8m. This figure included an element of fare evasion at busy times but, following a

recent increase in the number of services provided, this had now been reduced. Car usage in the tram service corridor had also been reduced.

In response to a question, it was hoped that by 30 April that the scanning of smart cards would be fully operational.

**(c) Customer satisfaction survey**

The survey results showed a 96% level of customer satisfaction with the service overall and particularly with punctuality. There had been some criticism of overcrowding on the trams and, while it was not intended to obtain another tram at present, consideration could be given to minor adjustments to timetables and to increasing services at weekends.

In response to members' questions and observations, the following additional information was provided: -

- while the views expressed in the survey that additional seating and more space should be provided were noted, it was considered that the balance at present was about right;
- the concerns of Hyson Green traders about reduced pedestrian flows due to bus and tram stops no longer being outside their premises were noted, but there had been a 20% increase in public transport usage in the tram corridor
- though the increased number of trams running caused some minor congestion to road users at locations such as the David Lane crossing, it was recognised that, before the introduction of the tram service, traffic was often at a standstill and a 8-9% reduction in delays within the inner city area of the tram corridor had been achieved since;
- the support of members for the inclusion of facilities for carrying cycles in the future was noted;

**(d) Outstanding issues/Snagging**

A solution to noise and vibration experienced at some locations had not been established but a number of possibilities were being explored and efforts made to resolve this issue.

Test 'C', part of the requirements for a final completion certificate, was currently being undertaken and a satisfactory outcome was anticipated.

**RESOLVED that the report be noted.**

**25 SECURITY AT PARK AND RIDE SITES – OUTCOME OF DISCUSSION**

Consideration was given to a report of the Head of Transport Major Projects, copies of which had been circulated, regarding a discussion involving representatives of the Police, project officers and the tram operator on security at NET park and ride sites.

It was explained that, due to thefts from vehicles at Phoenix Park, possible changes to CCTV security measures were being considered in consultation with the Police who were of the view that car crime was not a problem localised to the tram system. The possible use of a uniformed security guard had not been dismissed but was not a total deterrent.

**RESOLVED**

- (1) that the report be noted;**
- (2) that the Head of Transport Major Projects consult the Police and the Operator on the availability of crime statistics of park ride sites and inform members of the outcome.**

**26 URGENT ITEM – LETTER FROM A MEMBER OF THE PUBLIC**

The Chair of the meeting was of the opinion that this item, although not included on the agenda, should be considered as a matter of urgency in accordance with section 100(B)(4)(b) of the Local Government Act 1972, in view of the special circumstances that it was unreasonable to delay a response to correspondence until the next meeting of the Advisory Committee.

Consideration was given to a report of the NET Promoters Representative, copies of which had been circulated, regarding a complaint from a member of the public about a taxi journey necessitated due to a missed service as a result of the malfunction of a tram door.

It was reported that, following the complaint, an examination of the tram door in question had revealed no fault and that, as a gesture of goodwill, the Operator had offered a free week’s travel, which had been declined.

In considering this request for assistance members of the Advisory Committee had regard to the particular circumstances of this case but concluded that, while there was sympathy for the complainant, the Operator had acted correctly in taking steps to investigate the complaint and that, even though the fault could not be substantiated, the offer of a week’s free travel on the tram had been reasonable.

**RESOLVED that the report be noted.**

**27 DATES OF FUTURE MEETINGS**

**RESOLVED that future meetings be held at 4.30 pm on the following Tuesdays: -**

<u>2005</u>	<u>2006</u>
<b>14 June</b>	<b>14 March</b>
<b>13 September</b>	
<b>13 December</b>	