

CITY OF NOTTINGHAM

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

MINUTES

of meeting held on **13 JUNE 2006** at

County Hall, West Bridgford from 4.37 pm to 5.35 pm

Nottinghamshire County Council

Councillor C Baron
Councillor O'Riordan (substitute for Councillor Smedley)
Councillor S Smedley
Councillor the Hon. Mrs J Taylor

Nottingham City Council

Councillor E Heppell
Councillor M Ibrahim
Councillor R Lee
Councillor T Spencer
Councillor T Sutton

Independent Representatives

Mrs B Morgan - Nottinghamshire Chamber of Commerce and Industry
Mr C Roy - Nottingham Trent University
Mr A Marshall - Nottinghamshire Transport 2000
Vacancy - Nottingham Transport Partnership
Mr H McClintock - PEDALS

indicates present at meeting

Also in attendance

Mr S Cotter - Arrow Light Rail
Mr P Armstrong) Nottingham City Council
Mr R Gabbitas)
Mr C Lea - Nottingham Tram Consortium

1 APPOINTMENT OF CHAIR

RESOLVED that County Councillor O'Riordan be appointed Chair for this meeting.

2 APPOINTMENT OF VICE-CHAIR

RESOLVED that consideration of this item be deferred to the next meeting.

3 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Barron, Heppell, Lee, Smedley, Sutton and Taylor.

4 NOTES

RESOLVED

- (1) that, subject to recording an apology for absence from Councillor Ibrahim, the notes of the informal meeting held on 4 April 2006, copies of which had been circulated, be accepted;**
- (2) that, further to note 4(b), it be recognised that, at this stage, there had been no formal commitment from either the County or City Council's to meet the 25% financial contribution required to commence Phase 2 works.**

5 ITEMS PRESENTED TO LAST MEETING

(a) Operational Performance: November 2005 - February 2006

In noting the report of the Head of Transport Projects, copies of which had been circulated, Members made the following comments:-

- the fare changes reflected public transport fares, generally, in Nottingham;
- there had been little reaction to the withdrawal of the child day ticket;
- the City Centre single ticket (with one single fare) was easier to understand and sell and helped to create customer loyalty.

RESOLVED that the report be noted.

(b) Customer Satisfaction Survey 2005 - Outcomes

In noting the report of the Head of Transport Projects, copies of which had been circulated Members made the following comments:-

- customer comments, both negative and positive, were treated seriously and reported, at all levels, within Nottingham Tram Consortium;
- there was a consistently high level of satisfaction with the service;
- that air conditioning was notoriously difficult to manage on tram services and these difficulties were experienced by tram providers across the country;
- that further thought should be given to the expansion of bus routes to the tram and the most appropriate way to promote integrated transport arrangements. Links to Bulwell and Hucknall were regarded as vital;

- the customer satisfaction survey, in its present format, did not indicate who was not satisfied with the services provided. In response to this point, it was emphasised that there were other surveys which sought to obtain a range of additional information.

RESOLVED that the report be noted.

6 NET LINE 1 - OPERATIONAL PERFORMANCE: MARCH AND APRIL 2006

Consideration was given to a report of the Head of Transport Projects, copies of which had been circulated. Mr Armstrong reported that detailed analysis of patronage figures for the second year of operations had shown that overall demand on NET Line One between April 2005 and March 2006 had increased by 15% to 9.8 million passengers. The average daily demand on the system during the year was just under 30,000 passengers per day on weekdays and Saturdays, with demand on Sundays lower, at under 13,000 passengers.

NET performance had remained high in March and April 2006 with less than 0.25% of tram trips cancelled and fewer than 1% of trips running late.

In terms of mobility surveys, it was noted that around 380,000 users had some degree of obvious mobility impairment which equated to approximately 4% of annual demand.

RESOLVED

- (1) that the performance of NET Line One during March and April 2006 be noted;**
- (2) that it be noted that the NET system was fully compliant with transport regulations arising from recent disability discrimination legislation;**
- (3) that efforts being made to address car parking safety at Phoenix Park and the Forest Park and Ride sites be welcomed and supported;**
- (4) that the success of the NET in being named as the Best Operational Transport Project at the Public Private Finance Awards on 23 May 2006 be noted.**

7 COMPLAINT FROM MEMBER OF PUBLIC

Consideration was given to a report of the Head of Transport Projects, copies of which had been circulated, relating to an incident at David Lane tramstop where a member of the public had been separated from her child when the tram doors had closed and her pushchair and baby were left on a tram platform.

Mr Lea explained that in operating a service to 10 million users this type of incident was almost unavoidable. However additional measures were in place to improve the situation, including the use of CCTV in every tram, information stickers on doors and improved driver training.

Members asked for further information relating to the number of incidents, including accidents, during the last year.

RESOLVED

- (1) that the procedures in place to maximise tramway safety and the steps taken to ensure that a thorough investigation had taken place into this matter, as set out in the report, be noted;**
- (2) that the Head of Transport Projects be requested to obtain details of the number of tram related incidents (including accidents), during the past year, and that, in the event of this information not being made available from Arrow Light Rail, they be requested to notify the Advisory Committee, in writing, of the reasons for not supplying this information.**