

GNLRT ADVISORY COMMITTEE

9th December 2008

REPORT OF THE DIRECTOR, NET

LETTERS FROM MEMBERS OF THE PUBLIC

1. Two letters have been received from members of the public since the last meeting of the Committee.

Correspondent A (see Appendix A)

2. Correspondent A was travelling on a tram with a pushchair on 20th September when she became separated from her husband and disabled son at Royal Centre Tramstop because her access to the doors was obstructed by the conductor who was speaking to other passengers. Her husband and son, who has to wear leg splints, had to walk to the next tramstop.
3. The correspondent considers that the conductor had a “couldn’t care less” attitude and alleges that he offered no apology. Her son was frightened and upset and the walking caused him pain. She is concerned about using the tram again in case a similar incident occurs.
4. The tram operator, Nottingham Tram Consortium (NTC), has been asked to comment on this incident and, as a consequence, the conductor involved has written an incident report. He states that because he was having a conversation with other passengers he was unaware that the correspondent wanted to get past him and only remembers being approached by her when the tram had started moving. He claims that he did say he was sorry at the time and was not intentionally unhelpful but he has been reminded to be polite and considerate of passengers at all times. NTC apologise for the distress caused to the lady and her family.
5. The views of the Committee on this matter are sought.

Correspondent B (see Appendix B)

6. Correspondent B runs a dance school in the Bulwell area. The school would like to lease its own premises at The Old Town Hall, Bulwell, which is adjacent to the tramstop and railway station, and is seeking funding for the renovation of the property. Support is requested through sponsorship, a donation or advertising.
7. The correspondent has also written to NTC and it has agreed to send a pack of ten DayRider tickets to be used as a raffle prize.

Director, NET

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21 SEPTEMBER 2008

Dear Sir/madam

I am disgusted with the conductor on the tram we caught at station street on the saturday 20th of september 2008 at around 8:40pm. Me and my family had an enjoyable day at Skegness, we caught the tram at station street, and planned to get off at the royal centre stop, and that's when the incident happened. The Ticket conductor was obstructing the exit from the tram because he was questioning another family about their fare. My husband and four year old son managed to squeeze past the conductor. There was no way of me passing by him because I had my eighteen week old son in a pushchair so when the doors closed I was shut inside the tram and unable to get off. I approached the conductor about it and he said he could not do anything about it. My husband and son, who is disabled and has to wear leg splints, had to walk to the next stop

My four year old disabled child was very frightened and upset about this. This resulted in us missing the bus back to ilkeston where we live, so we had to wait another half an hour in the centre of Nottingham on a saturday night, which is not a place for young children to be at that time of night. As I may point out that my four year old is normally in a disabled pushchair when we go out but we didn't think it was necessary on this occasion as we caught the tram both ways, as it wouldn't be too far for him to walk to the bus stop, but that didn't happen so he had to walk a lot further, causing him pain. He loves traveling on the trams every time we come to nottingham. He asks us if he can go on a tram but it is not always necessary. I am so pleased that my other two children were not there as one of them has educational needs and has no road sense, otherwise the situation that happened on saturday could have been a lot more serious.

I was thinking about using the tram to take me and my husband and five children to the Goose fair this year, but after what happened to us on saturday, I am terrified it might happen again, and I wouldn't want to risk anything happening to my children, that could harm them or put them in vulnerable position. I have traveled a number of times on the trams, with no problems, most of the conductor's that have been on the trams have been very courteous, friendly, and pleasant. Except for the one we had on saturday night. He had a couldn't care less attitude, and offered no apology. I will inform my friends and family that use your service quite regularly, to be very careful when traveling on the trams, as it could happen to them. They might not be so lucky as they have younger children. This is not the first time this has happened I was informed of a similar incident involving a three year old, so why is this still happening? I wait for your reply to this.

Yours faithfully



NOTTINGHAM EXPRESS TRANSIT

NET Project Office
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I am sorry for the delay taken investigating the issue from the letter dated 21 September 2008 sent by a [REDACTED] to NET Office at Talbot Street; unfortunately by the time the conductor concerned was identified, he was then on sick leave; the investigating Duty Manager was also on night shifts upon his return so was unable to speak to him for some time.

The conductor has now written an incident report upon this occurrence; he stated that he was having a conversation with a family about a ticket and was unaware that [REDACTED] wanted to get past him; he does not remember that she asked to pass him and she only approached him when it was too late to stop the tram as the tram was already in motion.

The conductor reported that he told [REDACTED] he was sorry but he could not stop the tram between stops, so he was not intentionally unhelpful but he has been reminded to be polite and considerate of passengers at all times.

We are sorry for the distress caused to [REDACTED] and her family.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ray Harris', is written over a light-colored background.

Ray Harris
Operations Manager

c.c. S Cotter, Arrow Light Rail

Dear Sir or Madam,

22nd October 2008

I wonder if you could help me?

I'll just tell you a little bit about myself, my name is [REDACTED] and I have been the principal teacher of the Take 5 Theatre School of Dancing for the past 14 years now. I take classes in Hucknall, Bulwell and Bestwood Village with about 140 pupils on my Books, teaching classes in Ballet, Tap and Jazz with ages ranging from 3 years up to 61 years. We've just competed in the Nottm Stage Dance Festival in August with many pupils winning medals and also having dances qualify for the all England Semi Finals. At the moment the venues we hold our classes in are in the likes of Church Halls, School Halls and Social Clubs so facilities are somewhat limited for our needs. we now have the opportunity to lease our own premises this is something we have been waiting for, for many years.

The property is The Old Town Hall in Bulwell so it's in a perfect location because it's near all my classes that I take at the moment and also very accessible for students in the surrounding areas as it's right near the tram stop.

It's got a dance floor big enough to actually dance on approx 240 m² (so no more sore toes) ample space to have the permanent fixture of bars and mirrors, changing rooms for the students and waiting area for the parents and it also has a stage area (which is very rare to find these days) so this would be fantastic to practice on as this promotes confidence and stage presence, an outlet to show off newly learnt skills (all of the above we've never had the luxury of having before)

The problem we are having is the property is in need of some renovation and work starts at the end of November and the costs are in the region of £20,000, this is a large sum of money which I can not possibly raise on my own as I have already put my own life savings of £6,000 in to this project which is nowhere near enough. I have written to, councillors, MP's, sent off for grants and funding but sadly so far nothing has come out of it, although a few local businesses have shown their support

Briton Fabricators have kindly donated £175.00, Gregg's the bakers have donated £100.00, Wilko's in Hucknall have donated £100.00, JTF have given us 10% discount. For our fund raiser night on Sat Nov 8th at Hucknall Town Football club Gymphobics in Hucknall have donated 2 free memberships for 3 months and Dolly Dusters a free spring clean for our raffle all of which we are truly grateful for.

Texaco petrol station in Hucknall, MJ butchers in Bulwell and Ahead of the times hairdressers on Aspley Lane have also kindly put a collection tin in their workplace And just recently I did a car boot and raised £100.00

The Traffic Wardens have arranged a charity football match in which Tesco in Long Eaton will be donating £100.00 towards our cause.

The reason I am writing to yourself is to see if you would like to show your support towards this project whether it's through sponsorship or a donation or free advertising on your trams etc... whatever the support is every penny counts and any help is truly appreciated.

To acknowledge my gratitude with the businesses that have already shown their support towards this project I can offer free advertising whether it's on my school's notice board or in my show's programmes etc...

I am very passionate about this project and I really want it to be a success because I feel that Bulwell is crying out for a place that children and Adults can go and socialize, make new friends, learn a skill, work towards goals such as shows and competitions, feel part of a team, The children I teach can't wait for the Building to be finished as they want to feel like they've got an identity, a place they can call their own, a place where the existing pupils of Take 5 will have more of an advantage and will give new pupils something to be interested in which will keep the children from getting bored and hanging around on street corners. Hopefully with your businesses support and others like it together we can provide a practical enjoyable venue for the community so this building and my classes will make a big difference to the Bulwell community and the bonus is being right near the tram stop, this will bring newcomers to come from other surrounding areas (such as St Ann's etc...) in which they will be encouraged to use the trams for transport to and from classes.

And also this will bring more people to use the amenities in the local area which will also benefit the local shops and businesses

Thank you for your consideration in this matter
Kind Regards