

## **NOTTINGHAM CITY COUNCIL**

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

#### **MINUTES**

of meeting held on **10 MARCH 2009** at

County Hall, West Bridgford, Nottingham from 4.30 pm to 5.31 pm

#### **Nottinghamshire County Council**

Councillor C Baron           (Chair)  
Councillor P Lally  
Councillor S Smedley

#### **Nottingham City Council**

Councillor C Arnold  
Councillor G Davie  
Councillor H James  
Councillor I Malcolm  
Councillor T Sutton

#### **Independent Representatives**

Mr S Abbott                 - Travel Watch East Midlands  
Vacancy                     - Nottinghamshire Chamber of Commerce and Industry  
Mr C Roy                    - Nottingham Trent University  
Mr A Marshall              - Campaigning for Better Transport  
Vacancy                     - Nottingham Transport Partnership  
Mr H McClintock          - PEDALS

indicates present at meeting

#### **Also in attendance**

Mr P Armstrong            )  
Mr A Holdstock            ) Nottingham City Council  
Mr R Simpson              )

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

Apologies for absence were received from Councillor Smedley and Mr Cotter of Arrow Light Rail.

## **23 DECLARATIONS OF INTERESTS**

Councillor Baron declared a personal interest as a Council appointed member of NET Partnership and of NET Project Board, which did not preclude him from speaking or voting.

Councillor Davie declared a personal interest as a local trader in agenda item 5 – Letters from Members of the Public (minute 26) insofar as it related to Paypoint, which did not preclude him from speaking or voting.

## **24 MINUTES**

**RESOLVED that the minutes of the last meeting held on 9 December 2008, copies of which had been circulated, be confirmed and signed by the Chair.**

## **25 NET LINE ONE - OPERATIONAL PERFORMANCE: NOVEMBER AND DECEMBER 2008 AND JANUARY 2009**

Consideration was given to a report of the Director of NET, copies of which had been circulated, relating to the performance of NET Line One for the period November 2008 to the end of January 2009.

### **(a) Operational Performance**

It was reported that the performance of the tram system had remained high during this period with average reliability and punctuality exceeding 99% and 97% respectively. The principal reason for services running late had been traffic congestion arising from cars queuing to access the ASDA car park at Radford Road during the busy pre-Christmas period.

Following the disruption of services on three occasions during the same period by cars using the tram only viaduct from Middle Hill, an investigation by the City Council's Accident Investigation Unit had concluded that existing control measures were more than adequate to alert the majority of road users that there was no access for traffic other than trams onto the viaduct.

Members commented that, in order to avoid serious risk of accidents and adverse impact on service reliability that action must be taken to address the misuse of the tram only viaduct, possibly through the provision of interactive signage. It was suggested that the problem may be related to vision being obscured by scaffolding work at the nearby Contemporary Arts building and that this was a narrow 'pinch point' for cyclists

In response, the Director commented that:

- it had been reported to him that the issue at the tram only viaduct had arisen from drivers practice of 'tail-gating' and from being misdirected by satellite navigation, the latter having subsequently been checked and found to be a result of the driver's inaccurate interpretation of the instruction given;
- the issue for drivers and cyclists at the tram only viaduct appeared unconnected;
- a careful watch was being maintained on this location and the road was due to be re-designed when the Broadmarsh Centre expansion was undertaken;

- he would request that the Highways Team investigate and make suggestions for any appropriate additional measures.

**(b) Patronage**

The previously reported small year on year reduction in the number of passengers carried had continued into November and December 2008. It appeared that the reductions had been in respect of discretionary journeys, such as on late night shopping evening and at weekends, rather than on peak time journeys. An initial analysis of the figures for January 2009 suggested that ticket sales had been more encouraging.

In response to questions from members' the Director explained that, while no figures were available for tram usage in the locality of Nottingham Trent University and it was unclear whether the ticketing system used was able to isolate this information, the operators of the tram were watchful about fare dodging as this adversely affected the level of revenue generated.

**(c) Crime at Park and Ride sites**

There had been a significant reduction in reported car crime at the Forest Park and Ride site following a concerted effort by the NET Concessionaire, the Crime and Drugs Partnership and the Police. During January there had been no reported break-ins to cars at any of the five park and ride sites on the NET system.

The Director confirmed that the cost of the additional security had been shared by the operator and Crime and Drugs Partnership and that this had included education through the display of posters and distribution of leaflets to drivers. Consideration was being given to the inclusion of similar security arrangements in the contract for NET Line 2.

**(d) NET Line One – 5<sup>th</sup> anniversary**

On 9 March, the 5<sup>th</sup> anniversary of the opening of Line One had been marked in the Old Market Square by a celebration event involving local schoolchildren during which a new record had been achieved for the number of 'high fives'. The service was also now close to carrying its 50 millionth passenger since opening.

**(e) Cinderhill Tramstop**

Following a request from a regular user of the service from this location, the City Council had installed street lighting on the footpath, which had also been improved, under Cinderhill Road bridge to the tramstop. It was also intended that environmental improvements and signage would be completed soon.

**(f) Customer satisfaction survey**

The annual customer satisfaction survey results indicated an overall level of 92% satisfaction, based on consultation undertaken on the tram and by telephone with approximately 1,000 people. More than half of respondents had interchanged from other modes of transport and, in particular, support had been shown for the new bus link from Kimberley to Phoenix Park and the accessibility of the system and the range of ticket options had scored highly.

In the context of this bus link reference was also made to the Medilink bus service used to transfer patients and staff between the City Hospital and Queen's Medical Centre and concern expressed as to the possibility of the bus number 53 service from Clifton becoming uneconomic as a consequence. The Director said that he would pass on this and related concerns to the team responsible for bus operations and the Portfolio Holder for Transport and Area Working.

A summary of the customer satisfaction survey results could be viewed on the Tram Operator's website at [www.thetram.net](http://www.thetram.net).

## **RESOLVED**

- (1) that the performance of NET Line One during November 2008 to January 2009 be noted;**
- (2) that the Director, NET, liaise with the Highways Team with a view to identifying a solution to the problems caused by vehicles entering the tram only viaduct from Middle Hill.**

## **26 LETTERS FROM MEMBERS OF THE PUBLIC**

Consideration was given to a report of the Director of NET, copies of which had been circulated, regarding letters received from members of the public.

## **RESOLVED**

- (1) that the correspondents A and B be informed that their letters had been considered by the Advisory Committee;**
- (2) that the report and steps taken to investigate and respond to the complaints be noted;**
- (3) that the Director, NET:**
  - (a) after first checking that the problem of supply at outlets had been resolved, convey to correspondent A that:**
    - (i) the Committee thanked her for her letter and was sorry to hear of the problems she had encountered in seeking to renew her 30 day Paypoint tram pass;**
    - (ii) the issue had been discussed with Arrow who shared the concern as to the unavailability of the wallets and she be assured that this was being addressed with Paypoint;**
    - (iii) while the complaint about her telephone enquiries was outside the jurisdiction of this Committee, it was confirmed that the NCT Travel Centre was unable to deal with the renewal of the tram pass;**
    - (iv) the Committee hoped she would continue to use the tram;**

- (b) obtain information from Arrow as to the distribution of the 30 day tram passes;
- (4) that the Director of NET, convey to correspondent B that:-
- (a) the trams were designed to be operated with standing passengers, drawing on comparison with other tram services;
  - (b) the number of trams available was limited and that, until Phase Two was available and capacity possibly increased, more trams could not be purchased;
  - (c) there were no plans to provide covered walkways for passengers.

**27 DATES OF FUTURE MEETINGS**

**RESOLVED**

- (1) that the next meeting of the committee be held at 4.30 pm on Thursday 9 July (instead of on 7 July as previously agreed) 2009;
- (2) that the proposed dates of future meetings, commencing at 4.30 pm, as follows, be noted:

**2009**

**8 September  
8 December**

**2010**

**2 March**