

**LETTERS FROM MEMBERS OF THE PUBLIC**

**REPORT OF THE DIRECTOR, NET**

**1. SUMMARY OF ISSUES**

- 1.1. A letter has been received from a member of the public regarding disruption which they experienced when using the tram service and the lack of information that was provided by the tram operator (NTC). In addition, a further letter has been received from the correspondent who previously wrote to the Committee in November 2008 with regard to the seating capacity of the trams in comparison to the buses that previously operated.

**2. RECOMMENDATIONS**

- 2.1. It is RECOMMENDED that the Committee considers the contents of the report and advises on actions to be taken.

**3. CORRESPONDENT A**

- 3.1. The correspondent has written to the Committee with regard to a tram journey made between Hucknall and Nottingham on 14<sup>th</sup> March (see Appendix A1). The service suffered from disruption for part of this day due to an interruption to the power supply between Wilkinson Street and The Forest and, as a result, the tram that the correspondent was travelling on was unable to travel further than Wilkinson Street. NTC will normally arrange for a replacement bus service to be put in place when such an event occurs, however no buses had arrived at Wilkinson Street at the time the correspondent disembarked the tram and it is estimated that there were around 300 people waiting at this time. After waiting for a period, the correspondent decided to complete their journey by taxi.
- 3.2. The correspondent complains that no information was provided by NTC at the time they boarded the tram at Hucknall and state that if they had known about the disruption they would not have travelled by tram. Compensation in the form of tickets that can be used for future tram travel has been requested.
- 3.3. The letter was forwarded to NTC on 30<sup>th</sup> March and they responded to the correspondent on 3<sup>rd</sup> April (see Appendix A2) explaining that the fault had not developed at the time the tram left Hucknall and, although a replacement bus service had been requested, there had been insufficient time for this to have been implemented by the time the tram arrived at Wilkinson Street. NTC have apologised for the inconvenience caused and sent two all-day travel passes for the correspondent to use.

**4. CORRESPONDENT B**

- 4.1. This correspondent originally wrote to the Committee in November 2008 with regard to the capacity of the trams and to the length of time passengers are required to stand. Following discussion at the meeting of 10<sup>th</sup> March 2009, the correspondent was sent a response by the Chair. A further letter has been received from this correspondent (see Appendix B) which includes comments relating to the seating capacity of the trams compared to that of the buses that previously ran in this corridor. The correspondent suggests that pressure should be put on Nottingham City Transport (NCT) to improve bus services on these routes.

4.2. The Committee has no jurisdiction over NCT who make their own operational decisions within a competitive market and it is noted that another bus operator has recently introduced a new service that closely parallels the tram route. The comments have been forwarded to NCT.

**5. LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION**

5.1. None

**6. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT**

6.1. None

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APPENDIX A1

Dear Sir or Madam,

on the 14<sup>th</sup> of MARCH we used the train Connect to get to NOTTINGHAM for a meeting at 12:00 noon. we arrived at the train station at 9:55am.

The train time was posted at being 19mins before it arrived at the HOCKNALL TERMINAL.

Just as we settled ourselves for a 19min wait a train pulled in to the HOCKNALL TERMINAL, the driver nor the conductor never said anything, so we got on the train and went on our way to NOTTINGHAM.

As the train got to WILKINSON STREET we were told to disembark and wait for a bus to take us to NOTTINGHAM, but there were no buses or transport to take us to NOTTINGHAM and about 300 people waiting for a bus.

We also waited a time but had to be at a meeting, so we had to get a taxi to NOTTINGHAM.

Enclosed TAXI BILL £4.10p + Tickets 2 train tickets at £3.60p TOTAL of £11.30p to go four miles from HOCKNALL to NOTTINGHAM.

Also if we had been informed by the driver/conductor or the platform time signs that there was a problem with the train service we would have traveled to NOTTINGHAM by alternative means.

Would you please consider refunding my wife and myself with tickets we could use in the future.

Also on our return trip back from NOTTINGHAM our train had a window broken and again we had to get off the train and wait 20 minutes for the next train.

Not your fault I know but a hard day for using the train around.

regards



3 April 2009

Dear

Thank you for your letter regarding your journey on 14<sup>th</sup> March, which was forwarded to us by the NET Project Office.

I am sorry that your journey on the day in question was disrupted by a technical problem with the overhead line. The reason that the driver and conductor did not inform passengers of the need to change at Wilkinson Street to a replacement bus service is that the fault developed at the time that you were on the tram.

The first tram from Hucknall to be affected was the one that departed Hucknall at 10:05, therefore the crew of the tram would only have been informed as they were approaching Wilkinson Street. The control room called for buses to provide a replacement service, but that does take time for the bus company to instigate.

I enclose two General Manager's Promise vouchers, each of which may be exchanged for a free all-day ticket at your convenience, with our apologies for your inconvenience.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tracey Greatbatch', written over a horizontal line.

Tracey Greatbatch  
NET Customer Services



## APPENDIX B

Councillor C. Baron  
Greater Nottingham Light Rapid Transit Advisory Committee  
C/O Net Project Office  
Lawrence House  
Talbot Street  
Nottingham  
NG1 5NT

29/05/2009

Dear Cllr Baron,

### Chronic Overcrowding on Peak Period Trams

Thank you for your response of 20<sup>th</sup> March to my letter dated 8<sup>th</sup> December 2008. I do understand the points you have made in your letter. However, I think that the Committee did not fully understand the statistical implications of replacing some of the Bulwell to City buses with trams.

Prior to the commencement of the tram service there were 4 double decker buses leaving Bulwell every 15 minutes for the City via Highbury Vale and Hyson Green. This is approximately one bus every 4 minutes and the combined seating capacity would have been around 4 x 75 or 300 available seats. There is now one tram every 10 minutes and one bus every ten minutes, making a combined service of one public transport departure every 5 minutes. However, the double deck buses have been replaced with single deck buses, and the trams have only a slightly greater number of seats than a single deck bus. Therefore the combined seating capacity has dropped to approximately 3 x 55 or around 165, about half the previous level. This does not take into account that the trams start from Hucknall, and in peak periods the seating capacity has always been reached before the tram arrives in Bulwell station.

Despite what you say about the trams being designed to carry a large number of standing passengers I think that there ought to be a target of 5 minutes maximum standing time on any public transport facility in 2009. I feel that 20 minutes standing twice a day, every day of the week is quite unacceptable in modern times.

I very much hope that the new tram lines are started as soon as possible, and it may be possible to phase in the capital purchase of the new rolling stock so that the chronic overcrowding can be relieved by bringing the new rolling stock into use before the new lines are finished. In the meantime I think that the GNLRT ought to put pressure on Nottingham City Transport, (who are partners after all), to improve the bus service on that route. In any case the NCT buses regularly leave passengers at all of the stops on Sherwood Rise as they are already full to capacity, so they ought to be considering improvements in any case.

Yours Sincerely