

NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

MINUTES

of meeting held on **9 JULY 2009** at

the Council House, Old Market Square, Nottingham from 4.30 pm to 5.30 pm

Nottingham City Council

Councillor G Davie
Councillor H James
Councillor I Malcolm
Councillor M Newton
Councillor T Sutton

Independent Representatives

Mr A Marshall) Campaign for Better Transport
Mr E Simpson) (substitute for Mr Marshall)
Mr G Smerdon-White -Greater Nottingham Transport Partnership
Vacancy - Nottinghamshire Chamber of Commerce and Industry
Mr C Roy - Nottingham Trent University
Mr H McClintock - PEDALS
Mr S Abbott - Travel Watch East Midlands

indicates present at meeting

Also in attendance

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

Mr S Cotter - Arrow Light Rail
Ms N Tidy - Arrow Light Rail
Mr R Harris - Nottingham Tram Consortium

1 APPOINTMENT OF CHAIR

RESOLVED that Councillor Newton be appointed Chair for the 2009/10 municipal year.

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 Councillor Malcolm (on other City Council business), Mr Marshall and Mr Roy.

4 MEMBERSHIP AND TERMS OF REFERENCE

It was reported that Nottinghamshire County Council had advised that it did not wish to take up the places available to it on the Advisory Committee.

RESOLVED

- (1) that the membership and terms of reference of the Advisory Committee be noted;**
- (2) that the Deputy Chief Executive/Corporate Director of Resources write to enquire of the County Council as to the reasons for its withdrawal.**

5 MINUTES

RESOLVED that the minutes of the last meeting held on 10 March 2009, copies of which had been circulated, be confirmed and signed by the Chair.

6 DECLARATIONS OF INTERESTS

No declarations of interests were made.

7 NET LINE ONE - OPERATIONAL PERFORMANCE: FEBRUARY TO END OF MAY 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 February to the end of May 2009.

It was reported that operational performance had been smooth throughout this period and was reflected in the high percentage of timetabled journeys and departures running on time and the low level of car crime reported.

In response to a question, it was confirmed that patronage was stable and that, despite a very slight dip due to the economic downturn, patronage figures had risen again in recent months. Ms Tidy agreed that the impact on patronage of a recently launched bus service running along the route of the tram would be monitored.

RESOLVED that the performance of NET Line One during February to May 2009 be noted.

8 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 Chair:**
 - (a) convey to correspondent A that the Committee thanked them for their letter and regretted the inconvenience caused as well as to explain that the requirement of the contract with the operator was only to provide a bus as soon as was reasonably practicable, rather than the expensive option of having a bus permanently available on standby for rare occasions when the service was interrupted;**
 - (b) convey to correspondent B that the Committee thanked them for their suggestion and, while it had no jurisdiction over Nottingham City Transport Limited, which made its own operational decisions in a competitive market, had forwarded their letter to the company, noting also that another operator had recently introduced a service which closely paralleled the tram route.**

9 MIDDLE HILL VIADUCT

Further to minute 25(a) dated 10 March 2009, consideration was given to a report of the Director for Transport Services, Environment and Regeneration, copies of which had been circulated, regarding suggestions made by the City Council's Road Safety section to help reduce the problem of vehicles incorrectly using the tram viaduct on Middle Hill.

It was explained that the Road Safety section could not fund the potential cost of remedial measures amounting to several thousand pounds and that the Committee's views were sought as to the options, including to seek funding from the Local Transport Plan allocation, and to discuss with the NET Concessionaire what remedial measures can be considered to address delays to services. There was much signage in place already and it was possible that the measures proposed would make little impact on the problem as it appeared to be largely attributable to cars tailgating the tram.

The Committee was concerned that the costs had not been specified and funding sources identified in the report and the possibility of a flashing illuminated sign should be pursued. It was however noted that the temporary scaffolding erected during building works had been a factor and that, once removed, the restricted access to the viaduct would be more visible and it was hoped that the temporarily removed signs for cyclists would be restored.

The Chair also reported in regard to the use of funding available for improvements at Basford Crossings, that a site meeting had been arranged for 10.00 am on 11 July 2009 to discuss the options and all members of this Committee would be welcome to attend if available.

RESOLVED

- (1) that the report be noted;**

(2) that the Director, NET:

(a) give further consideration to what measures could be implemented quickly and economically and discuss these with Arrow and the Road Safety section;

(b) submit a further report on progress to the next meeting;

(3) that 20 minutes prior to the next meeting an inspection of the site be made by the Committee.

10 RESULTS OF 2008 NET CUSTOMER SATISFACTION SURVEY

Consideration was given to a report of the General Manager, Arrow Light Rail, copies of which had been circulated, on the results of the 2008 NET Customer Satisfaction Survey and proposals to make improvements where possible.

In highlighting areas where customer satisfaction had fallen or dissatisfaction had been expressed, the General Manager suggested that the change in comparison to the 2007 results was inexplicable and that the earlier results may have been the product of 'rogue' figures. Nevertheless, the 2008 survey results were excellent and compared very favourably with results from surveys on bus services, which were already better in Nottingham than nationally.

RESOLVED that the report and excellent the levels of customer satisfaction achieved be noted.

11 DATES OF FUTURE MEETINGS

RESOLVED that future meetings be held at 4.30 pm on Tuesdays 8 September and 8 December 2009 and 2 March 2010.