

NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

MINUTES

of meeting held on **9 MARCH 2010** at

the Council House, Old Market Square, Nottingham from 2.00 pm to 2.36 pm

Nottingham City Council

Councillor M Newton (Chair)
Councillor G Davie
Councillor H James
Councillor I Malcolm
Councillor T Sutton

Nottinghamshire County Council

Councillor R Adair
Councillor R Jackson (Vice-Chair)
Councillor G Merry
Councillor C Pepper
Councillor S Smedley

Independent Representatives

Mr A Marshall - Campaign for Better Transport
Mr J Dowson - Derbyshire and Nottinghamshire Chamber of
Commerce and Industry
Ms N Gasson - Federation of Small Businesses
Mr G Smerdon-White - Greater Nottingham Transport Partnership
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 A Holdstock) Nottingham City Council
Mr R Simpson)
Mr S Calvert - Nottinghamshire County Council
Mr S Cotter - Arrow Light Rail
Mr N Wood - Nottingham Tram Consortium

21 CHAIR

In the absence of Councillor Newton, the Chair was taken by Councillor Jackson, the Vice-Chair.

22 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Adair, Newton, Smedley and Sutton and from Mr Marshall, Ms Gasson and Mr McClintock.

23 DECLARATIONS OF INTERESTS

No declarations of interests were made.

24 MINUTES

RESOLVED

- (1) that the minutes of the last meeting held on 5 January 2010, copies of which had been circulated, be confirmed and signed by the Chair presiding at the meeting;**
- (2) that, further to minute 20, it be noted that the September 2010 meeting would be held on the 14th (instead of on the 15th as previously reported).**

25 NET LINE ONE - OPERATIONAL PERFORMANCE: DECEMBER 2009 TO JANUARY 2010

Consideration was given to a report of the Director, NET, copies of which had been circulated, relating to the performance of NET Line One for the period December 2009 to the end of January 2010.

Mr Holdstock summarised the report, highlighting that performance in respect of timetabled trips running and services departing on time remained high. During October to December 2009 there had been 2.8 million passenger journeys on the tram, compared with 2.15 million in the previous quarter. Today was the sixth birthday of the tram and to celebrate this the operator was promoting a reduced price ticket offer during March.

Further to minute 16 of the meeting held on 5 January 2010, details were set out in Appendix A to the report of customer comments received by Nottingham Tram Consortium in 2009. More than 25.8% of these were timetable and fares enquiries and a further 28.4% were about NET Phase Two and other one-off enquiries, rather than complaints. In addition there were a number of positive comments received concerning passenger information and staff behaviour.

In response to questions, the following additional information was provided:

- overall there had been a slight decrease in annual usage of the tram and, while figures for the comparative quarter in 2008 were not to hand, the situation was broadly similar to bus usage;
- in the Winter period more rock-salt had been purchased to ensure that tram stops were properly gritted during mornings, before tram services started running;

- the operator was not aware of accidents due to people walking into the glass shelters.

In regard to pricing, the Advisory Committee commented that more could be done to ensure that people recognised the good value of trams and buses in Nottingham, particularly as charges had not increased at the same rate as fuel costs, when compared with the cost of car usage. It was suggested that an analysis be undertaken of the 14 calls received in relation to safety issues to establish what action had been taken. In the context of 11 million journeys, the 924 calls received presented a pleasing picture of the tram service.

RESOLVED that the performance of NET Line One during December 2009 to January 2010 be noted.

26 NET 2009 PASSENGER RESEARCH RESULTS

Consideration was given to a report of the General Manager, Arrow Light Rail, copies of which had been circulated, on the results of the sixth annual comprehensive tram passenger survey.

The General Manager commented that 94% overall service satisfaction had been achieved, compared with 72-78% for bus users, and, in response to questions, explained that most survey responses were filled in on the spot and more responses were received from females than from men and this reflected their comparative tram usage.

The Advisory Committee commented that it was pleasing to see that the trends in satisfaction showed positive progress over the four-year period covered in the report. It was also noted that, on aspects of the service where the level of satisfaction had reduced and, given the current economic downturn, that this may be addressed by the planned promotional activities and improvements to timetables located at tram stops and information available on the website.

RESOLVED that the report be noted.

27 CONCESSIONARY TRAVEL

Consideration was given to a report of the Director of NET regarding the NET concessionary fare scheme and the rise in the number of concessionary fare pass holders since the tram service opened, copies of which had been circulated.

It was reported that changes to government funding of transport would affect the County Council in one year and that representations about the lack of funding for bus travel had been made.

In response to questions and comments the following additional information was provided:

- the number of passengers using concessionary fares could not be reported as this was considered by the Concessionaire to be commercially sensitive information;
- information about the requirement for full fare payment by people who lived outside the County Council area was displayed at tram stops and on the website;

- a full copy of the results of the annual passenger survey was available on the tram operator's website and it was thought that this may contain information on the age ranges of passengers surveyed;
- there was no restriction on taking mobility scooters on the trams and no problems had arisen from this.

Mr Calvert undertook to check whether payment of full fares before 9.30 am were part of the intended changes to the County Council concessionary fare scheme.

The Advisory Committee commented that the slight reduction in tram usage could result from a switch to buses. It also commented on the possible confusion caused by differing rules on fare payment applicable to passengers living in County district council areas.

RESOLVED that the report be noted.