

NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

MINUTES

of meeting held on **14 SEPTEMBER 2010** at

Loxley House, Station Street, Nottingham from 2.00 pm to 2.28 pm

Nottingham City Council

Councillor G Davie
Councillor H James
Councillor I Malcolm (Vice-Chair)

Councillor T Sutton

Nottinghamshire County Council

Councillor R Adair
Councillor S Heptinstall MBE
Councillor R Jackson (Chair)
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 S Cotter	- Arrow Light Rail
Mr A Holdstock) Nottingham City Council
Mr R Simpson)
Mr N Wood	- Nottingham Tram Consortium
Mr N Hodgson	- Nottinghamshire County Council

9 CHAIR

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

10 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Adair, Jackson, Heptinstall (who had been appointed in place of Councillor Merry), Pepper, Smedley and Sutton (on other City council business).

11 DECLARATIONS OF INTERESTS

No declarations of interests were made.

12 MINUTES

RESOLVED that the minutes of the last meeting held on 15 June 2010, copies of which had been circulated, be confirmed and signed by the Chair presiding at the meeting.

13 NET LINE ONE - OPERATIONAL PERFORMANCE MAY TO END OF JULY 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 May to July 2010.

The report was summarised by Mr Holdstock who reported that the tram system had continued to operate with very high level of reliability and punctuality, with an average of 99.7% timetabled trips running and 99.3% of service departures on time.

There had been one serious incident on 9 June when a stolen taxi had been driven onto the tramline at David Lane, causing a stoppage at this point which was overcome by the tram operator providing a replacement bus.

The slight decline in patronage reported previously had now levelled out to a similar level as the same period last year, despite fare increases implemented on 16 May 2010. While there had been a sudden increase in the number of thefts from vehicles at the Forest Park and Ride site during June and July, some of these had occurred overnight and affected non-tram users. Most of the incidents that had occurred in June had been perpetrated by a single individual who the Police had subsequently arrested. The Police and the tram operator continued to collaborate on measures to reduce crime at this site.

Members of the Advisory Committee commented as follows:

- the level of downturn in passenger numbers previously reported had been comparable by that experienced by Nottingham City Transport, though a comparison with public transport elsewhere in the country was not viable as the tram operated on only one line;
- while some communities on a single line could be more affected than others by an economic downturn, more comparative information was helpful in countering misinformation;

- Nottingham had been cited in the press today as being the least car dependent city in the country.

RESOLVED that the performance of NET Line One during May to July 2010 be noted.

14 LETTERS FROM MEMBERS OF THE PUBLIC

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

Further to minute 7(3)(b) dated 15 June 2010, Mr Holdstock reported on further correspondence between the Chair and correspondent A in regard to an Easy Rider card. It was understood that the explanation provided and the apology from Nottingham Tram Consortium had been accepted.

In response to questions from the Advisory Committee, Mr Wood explained that it had not been possible to provide a replacement pass on the day for the one confiscated as it was only later complained about and proved to be due to a fault. While such a fault was very uncommon, it was, however, not uncommon for passengers to try to use invalid tickets. The schoolgirl had been taken to her intended destination without payment and the conductor, who had followed instructions, could not have known that other journeys were intended.

A member of the Advisory Committee maintained the view that, given that this was a rare occurrence, the level of compensation provided by the operator should have been more generous.

In regard to the complaint from correspondent B, Mr Wood reported that difficulties were being experienced in finding a suitable manufacturer of replacement ticket machine clocks for use on the trams but that the tram operator was sensitive to the issues around cut-off times for the use of passes, recognised that conductors could not always move up and down trams easily to collect fares, and applied discretion to charging.

RESOLVED

- (1) that 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 circumstances raised by correspondent A were unfortunate and the compensation made was small and should be considered and kept under review by the tram operator.**