

NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

MINUTES

of meeting held on **15 MARCH 2011** at

Loxley House, Station Street, from 2.03 pm to 2.47 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
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 M Leavesley)
Ms N Tidy) Nottingham Tram Consortium
Mr N Wood)

23 CHAIR

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

24 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Sutton (on other City Council business), Jackson and Pepper.

25 DECLARATIONS OF INTERESTS

No declarations of interests were made.

26 MINUTES

RESOLVED that the minutes of the last meeting held on 14 December 2010, copies of which had been circulated, be confirmed and signed by the Chair presiding at the meeting.

27 NET LINE ONE: OPERATIONAL PERFORMANCE - NOVEMBER 2010 TO JANUARY 2011

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 November 2010 to end January 2011.

Mr Holdstock summarised the report and highlighted the following:

- average reliability and punctuality of the tram system for the three month period was once again very high, with 99.4% of timetabled trips running and 97.7% of services departing on time;
- some delay to services was experienced in November and December, caused principally by higher levels of traffic on the roads in the approach to Christmas. The tram operator took action to reduce the impact of such delay with the deployment of dedicated police personnel at known traffic hotspots to keep traffic flowing, and by utilising a spare tram and crew in the off peak and evening peak to ensure that if trips arrived late at Station Street, the next journey departed on time;
- on 18 November, a major fire to a property on Goldsmith Street caused all tram services between the Forest and Station Street to be cancelled for the day. The affected building became structurally unstable and it eventually became necessary for it to be partially demolished. All trams from Hucknall and Phoenix Park, from the start of service, were terminated at the Forest, with a replacement bus service operating between this tram stop and the southern terminus. Passengers were kept informed by both written and audible messages at all tram stops and, in addition, at tram stops in the city centre, a member of staff was present to provide passenger information and directions to replacement bus stops. All local media were kept informed and the tram operator's website and helpline also provided up to date information;
- tram services remained generally unaffected by the severe winter weather that was experienced in December. The tram operator, however, made available additional resources to enable a regular programme of snow clearing and gritting of tram stops and park and ride sites. A snow plough was used to clear Hucknall car park, and a grit spreader was purchased, resulting in car parks and access roads being gritted more quickly and more frequently;

- the year-on-year growth in patronage that was experienced between July and September was sustained in the quarter from October to December, with passenger numbers increasing by 15% compared to the same period last year. Total patronage for 2010 was 9.5 million, an increase of 0.3 million compared to 2009;
- issues relating to access to David Lane tram stop were reported to the December meeting of the Committee and it was agreed that any decision on how to proceed should await the outcome of consultation with local residents. At a public meeting held in January, to discuss the wider aspects of improving footpath access along the River Leen, it was decided that a site meeting should be held before considering these matters further. This meeting had been arranged to take place in early April;
- in 2009 it was reported to the Committee that there had been a number of incidents of cars driving onto the tram-only section of Middle Hill viaduct and, at the January 2010 meeting, it was agreed that the situation should be monitored for twelve months to assess whether the removal of scaffolding outside Nottingham Contemporary would improve the situation by improving sight lines for motorists. The City Council's Road Safety Team had reported that no further incidents had been reported to them in the intervening period and the tram operator had also confirmed that it was not aware of any other occurrences at this junction. It was therefore recommended that the existing signing and lining was sufficient to warn motorists and that there was no requirement to take any further action on this matter.

RESOLVED

- (1) that the report be noted;**
- (2) that the thanks of the Committee, to all staff involved in ensuring the smooth running of NET during the bad weather in December 2010, be recorded.**

28 NET CUSTOMER SATISFACTION SURVEY – EXECUTIVE SUMMARY

The Committee received a presentation by Nicola Tidy, Nottingham Tram Consortium, copies of the slides of which had been circulated, informing members of the outcome of the 2010 Customer Satisfaction Survey, undertaken during the period 18 to 25 October 2010, and highlighted the following key points:

- Interviewers were placed on trams each day and issued questionnaires to customers between 7.30am and 6.30pm, weekdays Monday to Friday, 9.00am to 6.30pm Saturday and 11.00am to 6.00pm Sunday, with a total of 1542 completed surveys being returned;
- one third of the respondents were using the tram via Park and Ride services, with 61% of these users being single occupant car users and 49% of all users aged 55-64 years;
- there were declines in passenger numbers from Mansfield, Ashfield and Derbyshire against previous surveys;
- over half of the respondents did not have a car, just under half walked to the stop and 41% stated that they had travelled on the tram with a pram at some time;

- the survey asked passengers to rank attributes of the NET journey, providing a satisfaction score for individual features, plus an overall category score, and the following was indicated:
 - 2010 overall on-board satisfaction was 76%, an improvement of 5% on 2009;
 - on board comfort, cleanliness and staff friendliness and helpfulness all achieved favourable results;
 - air conditioning had improved by 4%;
 - buggy and wheelchair provision ratings had improved by 2% on 2009;
- one area of reduced satisfaction was the availability and usefulness of disruptions information, 59% in 2010 against 65% in 2009, which was not unexpected given the problems encountered in the autumn which caused the network to shut down twice just prior to the survey taking place (22 August, failure of a sub-station at Highbury Vale and 18 November, fire on Goldsmith Street). Since these incidents, communication procedures had been reviewed and a new Major Incident Plan established to ensure customers were aware of what was happening at all times;
- almost half of the respondents had visited the NET website, with 75% (same as 2009) rating it highly, and the site was the 2nd most used source (38%) for tram information;
- 50% of the respondents sourced information from the tram stop itself and 30% obtained information from the timetable;
- there were improved scores against 2009 for tram stop condition and cleanliness, litter bins, security on route to tram stops and Park and Ride security;
- the overall category score for tram stops had fallen by 1% to 77%, which could be related to the falling scores for passenger information and electronic displays (PIDS) regarding disruptions information. Another comment received about the PIDS was that they were too slow;
- tram stop shelters provoked 23% of all the reasons expressed for dissatisfaction at the tram stop, the points raised were that they were too small, there were more needed, they did not shelter passengers from the weather and the seats were uncomfortable. These were not new issues and these comments had been heeded in the design specification for Phase Two;
- 43% of respondents stated that the only thing which would make them use the tram more than they currently did was improved frequency, especially at peak times and during the rush hour, and the introduction of night trams, particularly at the weekend. While short term this was not possible, it could be considered for Phase Two;
- in conclusion, for the 6th year running the results were excellent, with overall passenger satisfaction levels at 94%.

RESOLVED that the presentation be noted and the thanks of the Committee to Ms Tidy be recorded.

29 DATE OF NEXT MEETING

RESOLVED that the next meeting of the Committee be held at 2.00pm on Tuesday 14 June 2011.