

GNLRT ADVISORY COMMITTEE

12th December 2006

REPORT OF THE HEAD OF TRANSPORT PROJECTS

LETTERS FROM MEMBERS OF THE PUBLIC

Three letters addressed to the Committee have been received from members of the public since the last meeting. Copies of the correspondence can be found in the Appendices to this report.

LETTER A (SEE APPENDIX A)

A lady has written with regard to her experiences of having been trapped by the closing doors of trams. She has difficulty walking and makes use of a walker. Doors have closed on her on five separate occasions and she has suffered bruising to both of her arms. Once she has managed to free herself from the doors, they have closed again and the tram has driven away.

The Tram Operator, Nottingham Tram Consortium (NTC), has commented as follows:

Firstly, if the lady gets on board the tram by the disabled doors and remains in the vicinity of the dedicated wheelchair space, she can press the blue disabled stop request button when approaching her stop, so alerting the driver that she needs more time to alight the tram. Also, it is suggested that, if possible, she should attempt to be at the doors, ready to get off the tram as it reaches the stop, so giving her the maximum length of time to alight the tram. Further to this, signs have been put on all tram doors warning people not to get on or off a tram when the doors are closing.

LETTER B (SEE APPENDIX B)

A gentleman has written regarding an accident his daughter had on the tram on 5th October 2006. They were travelling to Goose Fair when the tram jolted on leaving the stop causing his daughter to fall forward and knock her face. The incident resulted in her having to have a tooth removed, and the gentleman feels that some measures should be put in place to prevent over crowding on trams.

The Tram Operator has stated that they are sorry to hear of the accident and of the injury and distress suffered by the gentleman's daughter. NTC are aware of the jolt that trams make when releasing their brakes to proceed on a downhill slope. This is because of the high capacity of the brakes, a safety measure necessitated by some of the relatively steep gradients on the system. Signs have been put up on the trams requesting people to hold on when the tram is in motion.

LETTER C (SEE APPENDIX C)

In addition to the above we have received a letter praising the system from a gentleman who resides in Newcastle and has travelled on the trams whilst visiting Nottingham. We have responded to him with regard to his query on the direction of travel around the Hyson Green loop.

Recommendations:

It is recommended that a response is sent to Correspondent A, explaining the best doors to use when travelling on the tram, and to Correspondent B, expressing regret at his child's injury.

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To ~~John~~ ~~to my~~ ~~complain.~~

I am an 88yo pensioner, and the few times I have taken the train, I always seem unlucky. ^{all} Three times I have been trapped by the closing doors. Last Saturday I boarded the train at Bulwell I have to walk with a walker. Have to have assistance where ever I go.

It was about 9.30 AM, and when I and my husband reached the stop button outside the University, it must have been about 9.50 AM. I went to get out with my walker, but the door closed pinning my arms against the closed door. My husband shouted out and he pressed the button to open

the door which did free me, and I ended up with large bruises on both my arms. The train was packed and all of them standing near the door saw what was happening, but as soon as I was free from the door, the train was away and did not notice the number, being in pain with my arms, and as I have already said in this letter this is the fifth time it has happened, so surely someone should be reprimanded before someone is really hurt.

Many thanks for listening
yours sincerely

Greater Nottingham Light Rapid
Transit Advisory Committee
(GNLRTAC)
c/o NET Project Office
Lawrence House
Talbot Street
Nottingham NG1 5NT

Dear Sirs

**TRAM FROM WILKINSON STREET TO GOOSE FAIR
SATURDAY 7TH OCTOBER 2006 - APPROX 1.45PM**

I refer to the above matter.

I write with some dismay. I decided to take my 5 year old daughter to Goose Fair on the above date. Once on the tram, I noticed that it was extremely busy so we had no choice but to stand. On the way to Goose Fair the tram had stopped. When the tram started again, it jolted suddenly and my daughter fell forward and banged her face on one of the tram seats. The jolt was so sudden that I also fell forward. Once I had regained my composure, I managed to get to my daughter. She was, as I am sure you can imagine, very distressed and covered in blood. Once I had managed to clean her face, I noticed that her front incisor had been knocked sideways and was hanging out. My daughter was very distressed and in pain.

We managed to catch a tram back to Wilkinson Street. Once we arrived home, my daughter had calmed down somewhat as the bleeding had stopped. On Sunday, my wife took my daughter to the emergency dentist. The dentist had to remove the tooth as it had made a nasty cut to the gum.

I am sure you appreciate, what had set out as a lovely day out ended in a complete nightmare. My wife and I are very annoyed that we were allowed to board a tram that was already overloaded. Maybe in the future for events of this magnitude you should consider putting more trams in service.

I look forward to your response without delay.

Yours faithfully

APPENDIX C

The Customer Relations Manager
GNLRT Advisory Committee
NET Project Office
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NOTTINGHAM
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Dear Sir

I was recently staying in the Midlands, and had many occasions to use the NET tram system. As a regular reader of various transport journals, I had watched the development of the system, and was looking forward to testing it out in practice.

I was very impressed - although I also enjoy using the Croydon Tramlink System, I can say that the Nottingham trams have much more comfortable seating(!), and also appear to have excellent acceleration (sometimes too good for standing passengers!).

I should however, be interested to know why the one-way sections between The Forest and Wilkinson Street have been organised in an "anti-clockwise" sense, meaning that trams potentially have to cross each other's paths twice in each direction. I'm sure that there must be some simple explanation, but I haven't yet been able to spot it!

I look forward to hearing from you.

Yours faithfully