

**GNLRT ADVISORY COMMITTEE**

11<sup>th</sup> September 2007

**REPORT OF THE DIRECTOR, NET**

**LETTERS FROM MEMBERS OF THE PUBLIC**

A member of the public has written to the Committee with regard to the difficulties that they have experienced in locating their car at The Forest Park and Ride Site when returning to the car park having used the tram. The correspondent suggests that letters could be painted at the ends of the parking rows to assist people in finding their cars. A copy of the letter, together with other related correspondence, can be found in the Appendix to this report.

The views of the Committee are sought.

Lawrence House  
Talbot Street  
Nottingham NG1 5NT

Contact Officer:	Andy Holdstock
Telephone Number:	0115 9156520
E-mail:	<a href="mailto:andrew.holdstock@nottinghamcity.gov.uk">andrew.holdstock@nottinghamcity.gov.uk</a>

Submitted: 25/04/2007 14:51:45

I use the tram often from The Forest - I love it ! Help please though for those os with a disability in remembering where the car was parked !! Many large car parks use the Alphabet at the ends of rows; this would be easy to do and stop me wandering around trying to think of the clues i.e. 3 back from the lamp etc.etc - I am not the only person with this problem, as is obvious from the other lost souls looking for their vehicle !!

26 April 2007

Dear

Thank you for the email which you sent to us yesterday. I am very pleased to hear that you love our tram system.

I will forward your suggestion of using signs with letters of the alphabet on to denote areas of the park & ride car parks to the owners of the tram system.

We appreciate you taking the trouble to contact us with your suggestion.

Yours sincerely

Tracey Greatbatch  
NET Customer Services

3 July 2007

Dear

Thank you for your telephone call today. I spoke to our General Manager regarding your suggestion for signage on the Forest Park & Ride site.

I have been informed that the Forest is a designated public open space so we are unable to erect anything new on the Park & Ride site. As you said on the telephone, there aren't enough lighting masts to be able to use for signage, so unfortunately we are unable to put any signs up.

We really do appreciate the problems you experience in finding your car and we do sympathise with this. I am sorry that we are unable to help.

If you wish to comment further on this issue, here are the details of the Advisory Committee:

GNLRT Advisory Committee  
c/o NET Project Office  
Lawrence House  
Talbot Street  
Nottingham  
NG1 5NT

Yours sincerely

Tracey Greatbatch  
NET Customer Services

13/7/07

GNLRT Advisory Committee

Dear All,

I refer to the letter from Tracey Greatbatch ( who has been most helpful) on the 3<sup>rd</sup> July with reference to signage at the Forest Park and Ride site, and previous correspondence. I understand the difficulty of providing new posts. However I cannot see that my other suggestion. ie, using paint markings of the alphabet and numbers cannot be made. I am sure, that with a concerted effort, ways can be implemented so that finding ones' car can be made easier. I suggest some research be undertaken to effect a successful outcome – there must be similar large parking areas which could be evaluated – including those which are public open spaces. In the meantime, I am considering purchasing childrens' washable chalk as an aide memoir !! The constant rain would leave no adverse effect !! I remain an active and vociferous admirer of the tram and wish the future plans every success.

10/10/07

Dear A. C. Hoedstach - GNLRT Adv. Committee

Thank you for your letter of 7/10/07,  
Ref. ACH/GNLR/T/018.

I thought the Committee would be interested in seeing my published letter which is enclosed.

I have now bought the white chalk which would be used if necessary in a modest manner; however I am sure that the Committee can arrive at a better solution which will of benefit to the Trams many users.

Yours sincerely

## Finding my car

I reply to Tracey Greatbatch (*Your Views*, July 3) with reference to signs at the Forest Park and Ride site, and previous correspondence.

I understand the difficulty of providing new posts. However, I cannot see that my other suggestion, ie, using the alphabet and numbers, cannot be made.

I am sure, that with a concerted effort, ways can be implemented so that finding one's car can be made easier. I suggest some research be undertaken to affect a successful outcome, there must be similar large parking areas which could be evaluated, including those which are public open spaces.

In the meantime, I am considering purchasing children's washable chalk as an aide memoire. The constant rain would leave no adverse effect! I remain an active and vociferous admirer of the tram and wish the future plans every success.