

GNLRT ADVISORY COMMITTEE

12th September 2006

REPORT OF THE HEAD OF TRANSPORT PROJECTS

LETTER FROM MEMBER OF THE PUBLIC

1. An email addressed to the Committee, concerning the through-ticketing arrangements between NET and the Skylink bus service, which runs to Nottingham East Midlands Airport, has been received from Ms. Helen Turner. A copy of the correspondence is appended to this report (Appendix A).
2. Ms. Turner lives in Hucknall and works at the airport. She complains that although the Day Network ticket that she uses is advertised as offering unlimited travel on NET and Skylink, it is not possible to purchase the ticket on the tram.
3. Skylink is a service provided by the City Council and does not therefore fall under the joint agreement between the tram concessionaire, Arrow Light Rail, and Nottingham City Transport with regard to the sale of through tickets. In this respect the Day Network ticket is similar to other through-tickets that can be used on NET and services provided by other operators outside of the City Transport area. There is currently no intention to modify this arrangement and Ms. Turner has been advised of an alternative means of obtaining a reduced fare for her journey. A copy of the response sent to Ms. Turner can be found at Appendix B to this report.

Recommendations:

The views of the Committee are sought.

Lawrence House
Talbot Street
Nottingham NG1 5NT

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10th July 2006

APPENDIX A

GNLRTAC

c/o NET Project Office

Lawrence House

Talbot Street

Nottingham

NG1 5NT

Dear Sir/Madam

I wish to complain in the strongest possible terms about the service I am receiving from The Nottingham Tram Consortium. I travel from my home in Hucknall to Nottingham East Midlands Airport on public transport. I use the tram to get into Nottingham and then use the Skylink bus from Nottingham to the airport and my return is the reverse. I use a Day Network ticket which is advertised as allowing .."unlimited travel on any NCT, Pathfinder South Notts bus, NET (tram) and Skylink".

However, I cannot buy this ticket on the tram, I can use it on the tram but have to buy it from the Skylink bus driver. As no one lives at the airport I would suspect that few people who use this ticket for the tram and bus would start and end their journey at the airport and therefore travel on the Skylink bus before travelling on the tram.

Is this discrepancy a simple oversight or a cunning plan to extort unnecessary fares from unsuspecting members of the public? I require a response to this complaint and details of your intentions to rectify it.

Yours faithfully

H J Turner

APPENDIX B

From: Anne Marie Barclay [mailto:annemarie.barclay@nottinghamcity.gov.uk]
Sent: 27 July 2006 14:59
T: 'helenturner@ntlworld.com'
Subject: RE: Complaint

Dear Ms Turner

I am writing in response to your email of 10th July 2006 addressed to the GNLRT Advisory Committee regarding ticketing on the tram.

Whilst I can understand your frustrations at not being able to purchase this ticket on the trams, the tickets that are marketed and sold on the tram is a decision of Arrow Light Rail Ltd, the concessionaire appointed to operate NET Line One. Arrow has entered an agreement to sell through-tickets between trams and City Transport buses. Whilst other tickets, such as the Day Network ticket, which are valid outside of the City Transport area, are accepted as passes on board the trams, there is no similar agreement to sell them. Skylink is a service provided by the City Council (although currently operated by Nottingham City Transport) and hence is not part of the joint ticketing arrangement. Having discussed this matter with both Arrow's operating contractor, Nottingham Tram Consortium (NTC) and the City Council's Public Transport Operations Manager, it is suggested that, as an alternative to buying a Day Network ticket, you could purchase an Easyrider card and pay £1.00 for a daily return Skylink add-on.

I can confirm that the contents of your letter will be reported to the next meeting of the GNLRT Advisory Committee, which is to be held on 1st September, and I will write to you again to inform you of the outcome of the discussions.

Yours sincerely,

Anne-Marie
Anne-Marie Barclay
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