

GNLRT ADVISORY COMMITTEE

10th December 2007

REPORT OF THE DIRECTOR, NET

LETTER FROM MEMBER OF THE PUBLIC

A member of the public has written to the Committee with regard to their experience of travelling on the tram at Halloween when they were approached by “trick or treaters” (see Appendix A). The correspondent considers that such behaviour should not be allowed on the tram and that it should be dealt with by the on-board staff.

The tram operator, NTC, has replied to the complainant assuring them that staff will be appropriately briefed in future (see also Appendix A).

The views of the Committee on this matter are sought.

DIRECTOR, NET

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Appendix A

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

Dear Sirs,

I write to you today to express my annoyance at what seems to be a lack of policy on the tram over "trick or treaters", and I use that term VERY lightly. Last night I was on a tram from Hucknall to Basford that departed at approximately 20:20 and, along the route, 2 young boys and a small girl boarded the tram in fancy dress. They then proceeded to accost every passenger on the train with "trick or treat!".

This is NOT what I expect on the tram, or indeed any form of public transport. They were allowed to work their way up and down the tram participating in what I believe, not to be the traditional Halloween experience, but is, in fact, the act of Begging. These children would literally harass and cajole passengers of this tram until they gave them some money. They even had the mandatory beggars' accessory, a bucket.

I fully support young people enjoying this time of year, I even admired this particular groups ingenuity by doing so on the tram, but their methods left me very annoyed and I feel it is against the spirit of this time of year for such behaviour to be allowed.

I hope you can take this constructive criticism under review and advise your staff on how to deal with such an occurrence in the future.



NET HIGHWAY EXPRESS TRANSIT

15 November 2007

Dear

I am writing in response to your letter of 30th October sent to the GNLRTAC, which we received on the 12 November 2007.

I am sorry that your journey on the 29 October 2007 was spoilt by people dressed in fancy dress, "trick or treating" on the Tram.

Obviously it is too late for me to do anything now but I will ensure that staff are briefed in the future.

Yours sincerely

Ray Harris
Operations manager