

LETTERS FROM MEMBERS OF THE PUBLIC

REPORT OF THE DIRECTOR, NET

1. SUMMARY OF ISSUES

- 1.1. Two letters have been received from members of the public since the last meeting of the Committee. The first correspondent has written to complement the tram system and the Operator's website. The second correspondent has complained about being mis-sold a ticket by a tram conductor.

2. RECOMMENDATIONS

- 2.1. It is RECOMMENDED that the Committee considers the contents of the report and advises on actions to be taken.

3. CORRESPONDENT A (see Appendix A)

- 3.1. Correspondent A, who resides in North Yorkshire, visited Nottingham in September to attend an event at the Trent FM Arena. He has written to the Committee relating his very favourable impressions of travelling on the tram system and of using the Tram Operator's website.
- 3.2. Parking at Phoenix Park and travelling to Lace Market, he particularly praises the cleanliness and punctuality of the trams, the polite and helpful staff and the level of the fares. He considers the website to be the most informative, easy to use and comprehensive that he has visited and describes the overall system as "fantastic".

4. CORRESPONDENT B (see Appendix B)

- 4.1. Correspondent B has written to the Committee with regard to a journey that he made on the tram between Old Market Square and Wilkinson Street on the afternoon of 13th October. Although the correspondent, who is 72 years old and a City Card holder, is eligible for free travel after 9.30am, the tram conductor required him to buy a 70 pence ticket.
- 4.2. Nottingham Tram Consortium (NTC) has written to the correspondent to apologise and confirm that the conductor should not have charged him for this journey. The conductor concerned, who was a new member of staff, has been spoken to about the incident and the money has been refunded to the correspondent. NTC is confident that this was an isolated mistake by the individual and that such incidents occur very rarely.

5. LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

- 5.1. None

6. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

- 6.1. None

Contact Officer: Andy Holdstock
Telephone Number: 0115 9156520
E-mail: andrew.holdstock@nottinghamcity.gov.uk

APPENDIX A

05/10/2009

Dear Sir / Madam ,

On 27/09/2009 my wife Jane and I drove down to Nottingham to see Michael McIntyre at the Trent FM Arena. We hadn't visited the City for at least 10 years and decided to use the NET Tram System .We parked at Phoenix Park and alighted at Lace Market returning after the concert.

Prior to our visit I had researched the City using the NET Web Site which I found to be the most informative , easy to use and most comprehensive Internet Site I have ever had the pleasure to go on. I am a Luddite when it comes to Computers so it is rare praise from me when I say that I found your site fascinating to explore , the Before and After photographs of all the Stops were particularly absorbing. We had a brilliant meal in the City Centre at the Fashion Restaurant and the Concert was superb. The trams were clean and punctual , the staff were polite and helpful , the fares very reasonable and overall our experience of Nottingham was extremely enjoyable.

So much so that on 04/12/2009 we are returning to your City to see The Music of Queen , again at the Trent FM Arena. This time we intend to use the Hucknall Park and Ride for our journey into the City , and we are both looking forward to visiting you again and utilising your fantastic transit system.

Your Web Site has been added to my " Favourites " list and I must confess I have become a Tram Anorak since I discovered it !!!!

Keep up the Good Work.

B1

October 14, 2008

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

Dear Sir or Madam,

It seems that the 13th of October was my unlucky day. Aged 72 and holder of a valid City Card, I was out of the blue requested to pay for a tram trip from the Old Market Square to Wilkinson Street.

The tram, destined for Phoenix Park, left Old Market Square soon after 4.45 p.m., as indicated by the enclosed ticket.

I brandished my card and, without any explanation or the remotest courtesy, the conductor demanded 70p. for the ride. It was the first time this has happened anywhere since the legislation allowing largely free travel for elderly persons and, I submit, was completely against the spirit of the venture.

Hands cupped, the conductor demanded. "70p ... I think, in fairness, he said please."

When I protested it was new on me, that I had seen no publicity declaring that between 4 p.m. and 6 p.m. senior card holders had to pay, he said: "I've been on the job since January ... and that's the way I was trained." He confessed: "Some conductor^s don't ~~hesitate~~ bother."

In fact, though it was only 5.20 p.m. when I returned by tram from Wilkinson Street no cash was requested when I showed my card to another conductor.

I would be grateful for your comments. I was thinking about putting a letter in the 'Evening Post'



21 October 2009

Dear

We have been forwarded a copy of your letter dated 14th October 2009 which included the ticket that you had to purchase when travelling on 13th October 2009.

We have investigated this issue with the conductor concerned and unfortunately the conductor did charge you for a ticket when this was not necessary as your pass was valid at that time of day. We and the conductor apologise for this mistake; the conductor has been reminded of the conditions of these passes.

We are sorry that you were unhappy with the way in which you were spoken to by the conductor; if the conductor's manner did appear to be abrupt; he did not wish to upset or offend you.

Please contact NTC Customer Services on 0115 9427777 if you should have any further problems; hopefully this will not be the case.

Thank you for bringing this matter to our attention; I enclose a cheque for 70p in refund of the ticket which you purchased.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sue Hollick', is written below the typed name.

Sue Hollick
NET Customer Services