

CONCESSIONARY TRAVEL ON NET

REPORT OF THE DIRECTOR, NET

1. SUMMARY OF ISSUES

- 1.1. The report outlines the NET concessionary fare scheme and describes the rise in the number of concessionary fare pass holders using the tram that has occurred since opening.

2. RECOMMENDATION

- 2.1. It is RECOMMENDED that the Committee notes the contents of the report.

3. THE CONCESSIONARY TRAVEL SCHEME

- 3.1. The contractual agreement for NET Line One requires that the Concessionaire for the scheme (Arrow Light Rail) is permitted to participate in any travel concession scheme operated by the City and County Councils on a basis which is equitable and comparable to that on which local bus operators participate. On this basis, people who are sixty years old and over who are City Council residents are entitled to free tram travel at all times except between 7.30 and 9.30am on weekdays, when they must pay full fare; disabled people are allowed to travel free at all times. County pass holders who are over sixty are allowed free travel between 9.30am and 4.00pm and after 6.00pm. During the restricted times half fare is payable; disabled people can travel free after 9.30am and pay half fare before this time.
- 3.2. Concessionary pass holders who reside outside of the City or County are unable to benefit from this scheme and this can sometimes be a cause of conflict as, under the Concessionary Bus Travel Act (2007), the elderly and disabled are entitled to free off-peak travel on all local buses anywhere in the country and this has created an expectation from many visitors to Nottingham that the trams will offer a similar benefit.
- 3.3. Arrow is reimbursed by the councils for trips made by concessionary pass holders who reside in their area based on an agreed factor which is proportionate to the equivalent average adult fare.

4. USAGE OF TRAM BY CONCESSIONARY PASS HOLDERS

- 4.1. The tram has proved to be enormously popular with older and disabled people. This can be attributed to the characteristics of the system that make access easy such as level entry, wide doors and low floor vehicles together with the reliability and frequency of the service and the smooth ride provided. Since opening in 2004, both the total number of concessionary pass holders travelling on NET and the proportion that these passengers make up of total patronage has increased every year. Concessionary pass usage on buses has also increased, with a particular rise having occurred following the introduction of the Concessionary Bus Travel Act, placing an increasing burden on the councils' budgets.

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