

31 JULY 2012

LETTERS FROM MEMBERS OF THE PUBLIC**1. SUMMARY OF ISSUES**

- 1.1. Two letters from the public have been received since the last meeting of this Committee. The first correspondent is unhappy about the level of tram fares as well as the conduct of some drivers and conductors. The second letter requests that additional information is included on the local area maps at Moor Bridge Tramstop.

2. RECOMMENDATION

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

3. CORRESPONDENT A

- 3.1. A copy of a letter addressed to the Committee can be found at Appendix A. The correspondent, who is a student, complains that the fares have risen three times in the period during which she has been using the tram. She travels regularly between The Forest and Lace Market and considers that it would be better if, rather than having a flat fare system, fares related to the distance travelled. She also complains about the level of the peak single fare. In addition, the correspondent is unhappy with the sudden braking by some tram drivers when they approach tram stops and also with the attitude of some conductors.
- 3.2. The correspondent sent the same comments to the tram operator, Nottingham Trams Limited (NTL), and a copy of their response can also be found at Appendix A. The operator states that it is necessary to increase fares from time to time due to rising costs but suggests that, rather than buy an all-day ticket on the tram it would be more economical to purchase a 10 trip PayPoint ticket. It is explained that the morning peak period single ticket was introduced to encourage those who do not need to use the trams at the busiest times to travel after 9.30am and to assist conductors in recording tickets during the evening peak period.
- 3.3. In relation to the complaints about staff behaviour, NTL have requested that the correspondent provides further details of the trams used in order for the drivers and conductors to be identified but no response has so far been received. It should be emphasised that tram drivers drive on a "line of sight" principle which requires them to anticipate and interact with the actions of other drivers and pedestrians on the road. On occasions, it is necessary for the tram driver to brake to avoid contact with something or someone in their path and when this happens, NTL will investigate the reasons why. The drivers are trained to very high standards and the safety of passengers and staff is always of paramount importance.

4. CORRESPONDENT B

- 4.1. Representation has been received from a community group requesting that additional information about local amenities in the Bulwell Hall area is included on the maps displayed in the tramstop shelters at Moor Bridge (see Appendix B). It is suggested that Bulwell Hall Park, Bulwell Hall Golf Course, the Healthy Living Community Centre and Springfield Nursing Home could be added.
- 4.2. Tramlink has commented that it agrees that there is room for improvement on the tramstop maps and, along with the Operator, will look at the additional information that could be displayed on the maps without the information becoming congested. As well as amenities local to the area, information displayed could include bus stops and onward journey information, taxi ranks and NET Phase Two operations.

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APPENDIX A

26 April 2012

To Whom It May Concern

I am writing to complain about a number of issues relating to the Nottingham Tram service.

I have been catching the tram regularly from Phoenix Park for a number of years and in that time; the fares have increased 3 times!

I am a student; therefore I really struggle to afford to pay the fares. I catch the tram from The Lace Market to The Forest twice a week and just to go 5 stops is now £1.90! I think this is very expensive to go 5 stops, and yet you could pay £1.90 for a single from The Lace Market and go all the way to Phoenix Park.

Why can't the tram conductors give out tickets based on where people are travelling to? Such as, a single ticket from The Lace Market to The Forest could be £1.00 or 90p, whereas a single ticket from The Lace Market to Phoenix Park could be £1.90.

Also, the peak single at £2.50 is a complete rip off. Travelling from Phoenix Park to The Royal Centre before 9:30am is £2.50 one way?! No other public transport company charge more for a single ticket during peak time and surely if before 9:30am is classed as peak time, then from 4:30pm to 6:30pm would also be classed as peak time...

I am very disappointed with the increase in the fares, surely the tram is making more than enough money in order to not increase the fares yet again, due to the fact that whenever I get on the tram it is always very busy.

I am also very disappointed with some of the tram drivers and the conductors. A number of the tram driver's brake very hard when they get to the stops - I am sure there is no need for them to break so sharply. Also some of the conductors are not very friendly at all and are very robotic like.

Could someone please look into these matters for me and I await your reply.

Yours sincerely

27th April 2012

Dear

Thank you for contacting us by letter.

We are sorry that you are unhappy that our fares have increased. From time to time, I'm afraid it is necessary for our fares to be increased due to rising costs to our company.

If you were to purchase the PayPoint 10 trip ticket for £17.00 it would work out at £1.70 per trip. The conductor would punch the ticket for each trip that you use it but there is no expiry date on this ticket, this ticket can also be used during peak times. PayPoint tickets can be purchased up to 7 days in advance from participating PayPoint outlets. We cannot replace PayPoint tickets if they are lost and some outlets may charge for payments by card.

We are not aware of any plans for an alternative single journey ticket to be introduced however your suggestion in relation to this has been noted.

The £2.50 peak fare was introduced in order to encourage non-essential travellers to make their journey outside of the morning peak hours as this is when trams are at their busiest. The peak fare also encourages passengers to purchase an all day ticket; this then assists our conductors during the later peak period where it is quicker to record an all day ticket rather than to produce one. The peak fare has encouraged many passengers to look at the cheaper travel options available and since it was introduced few passengers pay this fare.

We are sorry that you have experienced poor customer service and that you are unhappy with the way in which some of our drivers stop the trams. In order for these issues to be investigated by a manager, we would require specific journey details. If you can provide tram numbers/names, journey dates and times or if you have kept the tickets that were issued with, the long number at the bottom of the ticket would enable us to identify and speak to the drivers and conductors concerned.

If you wish to make further contact about the above issues, you would also be able to get in touch by e-mail: info@thetram.net or by telephone on 0115 942 7777.

Yours sincerely



Deborah Ball
NET Customer Services



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APPENDIX B

Dear Sir/Madam

Our group have great concerns on the lack of information that is on the new map that is displayed at the Moor Bridge Tram stop.

The lack of information that was on the previous map, had been brought up on many occasions at our meetings, so when it was replaced and still very much out of date we decided to write to you asking why none of the Amenities in our area, apart from Springfield School, no other's are shown on the map.

If people where to travel by tram and asked how to get to these's amenities, it would be good if we could say, take the "Tram to Moor Bridge and there is a very detailed map that shows you where we are"

We would be most grateful if you could explain to us why this is , as you can see none of these amenities are new to the area, very far from it.

Yours gratefully

Golf Close, leading to Bulwell Hall Park Fishing Wildlife Golf Play Area Picnic Area

And has been a public Park for around 70years

Then you have Springfield Nursing Home which Has been there for over 20yrs

Next to Springfield School is the Healthy Living Community Center Which was built around 7years ago

