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**Nottingham
City Council**

NOTTINGHAM CITY COUNCIL

GREATER NOTTINGHAM LIGHT RAPID TRANSIT ADVISORY COMMITTEE

Date: Tuesday, 15 September 2015

Time: 2.00 pm

Place: Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Acting Corporate Director for Resources

Governance Officer: Phil Wye **Direct Dial:** 0115 876 4637

AGENDA

Pages

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| 1 | APPOINTMENT OF CHAIR | |
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| 3 | APOLOGIES FOR ABSENCE | |
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| 5 | MINUTES
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IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ON THE AGENDA, PLEASE CONTACT THE GOVERNANCE OFFICER SHOWN ABOVE, IF POSSIBLE BEFORE THE DAY OF THE MEETING

CITIZENS ATTENDING MEETINGS ARE ASKED TO ARRIVE AT LEAST 15 MINUTES BEFORE THE START OF THE MEETING TO BE ISSUED WITH VISITOR BADGES

CITIZENS ARE ADVISED THAT THIS MEETING MAY BE RECORDED BY MEMBERS OF THE PUBLIC. ANY RECORDING OR REPORTING ON THIS MEETING SHOULD TAKE PLACE IN ACCORDANCE WITH THE COUNCIL'S POLICY ON RECORDING AND REPORTING ON PUBLIC MEETINGS, WHICH IS AVAILABLE AT WWW.NOTTINGHAMCITY.GOV.UK. INDIVIDUALS INTENDING TO RECORD THE MEETING ARE ASKED TO NOTIFY THE GOVERNANCE OFFICER SHOWN ABOVE IN ADVANCE.

NET - OPERATIONAL PERFORMANCE AND PROGRESS UPDATE

1. SUMMARY OF ISSUES

- 1.1. The report updates the Committee on the performance of NET.

2. RECOMMENDATION

- 2.1. It is RECOMMENDED that the Committee notes this report.

3. PURPOSE OF THE COMMITTEE

- 3.1. The Committee is established under the powers of the Nottingham Express Transit Order 2009 to advise on the operation of the tramway and to consider representations made to it by members of the public regarding the operation of the system.

4. OPERATIONAL PERFORMANCE

- 4.1. During the six month period from February to the end of July, the average reliability of the tram service was 99.5%, with 97.6% punctuality achieved.
- 4.2. A total of 8.1 million passengers were carried on the system in the twelve month period to 31st March 2015, an increase of 3% compared to the previous year.

5. LAUNCH OF NET PHASE TWO

- 5.1. On 25th August the two new tram routes, to Clifton and to Toton Lane, opened for passenger services, with the first trams departing from the new park and rise sites shortly after 6.00am. Scores of people turned up at first light to be amongst first to explore the new routes and there was an air of celebration as the day went on, with the trams becoming busier and busier as people flocked to try out the new network. Commuters, families and enthusiasts came out in force and it is clear there has been a very positive response to the launch from the people of Nottingham and beyond, with the interest generating high levels of usage on the new lines, which has continued since opening. The opening followed two weeks of intensive timetable testing.
- 5.2. Tram services from Toton Lane operate to Hucknall, with those from Clifton operating to Phoenix Park. On weekdays and Saturdays, through-services commence at just after 6.00am from each of the termini, with last services departing at approximately midnight. During the main part of the day, between 7.00am and 9.00pm, trams operate at a frequency of every 7 - 10 minutes on each route, resulting in a frequency of 3 - 5 minutes on the core section, between Nottingham Station and David Lane. On Sundays, there is a 10 minute frequency on each route between 9.00am and 7.00pm, resulting in a 5 minute frequency on the core section. Full details of the timetable can be found on all trams and at tramstops

and an interactive journey planner is available on the relaunched website at www.thetram.net.

- 5.3. The new timetable has been performing reliably and passenger numbers across the network have been high.
- 5.4. A month prior to the full network launch day, on 27th July, the new Nottingham Station tramstop opened to the public, allowing more convenient interchange for customers transferring to and from the train. The old Station Street stop was decommissioned and the steps and lift on the north side of Station Street were temporarily closed for refurbishment until the end of September. A large amount of extra signage and customer communications were required to direct customers safely to and from the new stop and customers were informed of the change through various communication channels. Tram Ambassadors have been deployed at this tramstop and across the new routes to assist and inform customers.
- 5.5. Some fare changes were introduced in advance of the opening of the new routes, including the introduction of a new full network ticket and also a cheaper (£3.50) day return ticket, which is available from all tramstops except for the outer termini. A full summary of the tickets that are currently available can be found at Appendix A.

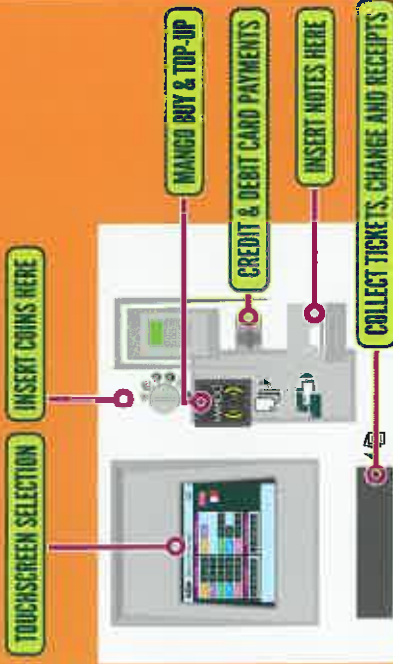
4. MARKETING CAMPAIGNS

- 4.1 **Nottingham Beach** - Tramlink has again worked with the City Council to promote discretionary travel by promoting and sponsoring the Nottingham Beach. This was promoted via a centre section tram wrap, adverts were featured in "The Line" on-tram magazine, and hangers were placed on all of the trams. NET social media has also been used to promote using the tram as the best way to get the beach and to use the park & ride sites.
- 4.2 **"NET on tour"** - a full programme of community roadshows has continued with recent events in Stapleford, Beeston and Clifton. The NET stand has offered information on the tram network times and fares as well as Phase Two testing and launch updates.
- 4.3 **Armed Forces Day** - even though this year's Armed Forces Day event was at Wollaton Park, all service personnel were allowed to travel free on the tram system over the weekend.
- 4.4 **Special "Try the New Network Ticket"** - during the first week of full network operations people were able to buy one week's unlimited travel for just £10 (Adult) £5 (Child). This offer was aimed at getting new people to give the service a try and also as a way of giving existing customers a low-cost way of trying the new lines and destinations.

Contact: Lea Harrison, Tramlink Nottingham Ltd
Telephone: 0115 938 8900
E-mail: l.harrison@tramlinknottingham.co.uk

BUY BEFORE YOU BOARD

If you're purchasing a ticket at the time of travel, please make sure you buy your ticket from a ticket machine before you board the tram. You can pay with either cash or credit/debit card.



IF YOU HAVE ANY PROBLEMS USING THE TICKET MACHINE PLEASE CONTACT CUSTOMER SERVICES USING THE HELP POINT



If you have a concessionary pass, MANGO or Citycard season ticket you should touch on at the validator for quick boarding, these are located at both ends of the tram stop. There is no need for you to use the ticket machine unless you need to buy a ticket.

DON'T FORGET TO BUY A TICKET OR VALIDATE YOUR SMART CARD, BEFORE YOU BOARD THE TRAM OR YOU MAY BE LIABLE FOR A

£50 PENALTY FARE



VALIDATION DAY
£4.50
FROM THE TRAM
WELCOME

Kangaroo tickets allows unlimited travel on trams, buses and trains within Greater Nottingham. Kangaroo season tickets on smart Citycards have never been easier to use, just touch on at the tramstop validators before boarding the tram.

ADULT KANGAROO TICKETS

- 1 MONTH £72
- 3 MONTH £180
- 6 MONTH £333
- 12 MONTH £540

Student and child tickets available, see www.kangaroo.co.uk



Save money on your daily commute

Our tram2work deal works alongside businesses and employers to give you the best price on tram travel. Buy your ticket in advance and you can **save over £15** each month. Check with your employer to see if they have signed up to our tram2work scheme.

CONCESSIONARY PASSES

If you have a concessionary pass issued by Nottingham City Council or Nottinghamshire County Council you can travel free on the tram, subject to the usual time restrictions. Don't forget to touch on your pass at the tram stop validator before you board.

Get in touch...

0115 942 7777
info@thetram.net
www.thetram.net

Travel Centre
4 King Street
Nottingham
NG1 2AS

@NETTram
/thetram.net

TRAM TICKETS

FROM 13 JULY 2015



Bringing Nottingham together



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TICKETS ON THE DAY

Only travel occasionally? We have a range of pay as you go tickets that can be purchased from our ticket machines before you board the tram.

SINGLE TRIP

ADULT £2.20

CHILD £1.10

RETURN TRIP

These discounted tickets are not available at:

- Phoenix Park
- Tonon Lane
- Clifford South

ADULT £3.50

CHILD £2

STUDENT £2.50

CONCESSION £2.50

NUS required

For pass holders from other areas

ADULT DAY £4

CHILD DAY £2.20

ADULT WEEK £17

CHILD WEEK £8.50

MIN. 10 WEEKENDS
10.00 - 12.00
£9

WEEKEND HOLIDAYS
10.00 - 12.00
£5

GROUP TICKET

1 or 2 adults and up to 3 children. Unlimited travel all day long.



SEASON TICKETS

Our range of NETwork season tickets offer fantastic value for frequent travellers. You get unlimited travel every day of the week with no time restrictions. The more you use the tram the more money you save, perfect for those who travel everyday.

ADULT SEASON TICKETS

1 MONTH £48

3 MONTH £145

6 MONTH £275

12 MONTH £475

STUDENT SEASON TICKETS

1 MONTH £49

3 MONTH £99

12 MONTH £225

A valid NUS card is needed to buy a student season ticket.

CHILD SEASON TICKETS

1 MONTH £24.50

3 MONTH £72.50

6 MONTH £137.50

12 MONTH £245

Buy your ticket online or at the NET Travel Centre.

MY MOBILE TICKETS



My Mobile Tickets is a great way to buy and store your tram ticket on your mobile phone. Any ticket type can be purchased in advance from a laptop, phone or any smart device and starts whenever you download it. You then simply show the Travel Officers your M-ticket when asked. It's as simple as that!



on the tram

it's so easy to use MANGO on Nottingham's trams you can buy & top up cards at tram stop ticket machines MANGO is the our best value travel option. Pricing caps make sure you never spend more than other tickets

Adult

SHORT HOP £1

ANYWHERE £1.70

Day Cap £3.50
Week Cap £16
28 Day Cap £45

Student & 16-19

ANYWHERE £1

Adult caps apply

Child

ANYWHERE 85p

Day Cap £2
Week Cap £7.50
28 Day Cap £22.50

SHORT HOP ZONES



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LETTERS FROM MEMBERS OF THE PUBLIC

1. SUMMARY OF ISSUES

- 1.1. Three members of the public have written to the Committee since the last meeting. The first correspondent has complained about being issued with a warning notice for travelling on the tram without having validated his pass and about the standard of the response that he has received from the tram operator, Nottingham Trams. The second correspondent has complained about the treatment received from tram staff, when travelling on two occasions with her family. The third correspondent is concerned about incidents of damage to her car that have occurred when she has parked at The Forest Park and Ride site. Copies of all correspondence can be found at Appendix A

2. RECOMMENDATION

- 2.1. The views of the Committee are sought.

3. CORRESPONDENT A

- 3.1. Correspondent A travelled on the tram in April and was issued with a Penalty Fare Warning Notice by a Travel Officer when it was identified that he hadn't validated his Kangaroo card at the tramstop before boarding. He was not aware that he was required to do this before every journey and he was embarrassed at being removed from the tram and issued with the notice. In his initial complaint to Nottingham Trams he stated that he does not want to have a warning against his name and that the experience has tarnished his reputation.
- 3.2. Following a number of exchanges of correspondence, Nottingham Trams has explained that, as on buses, it is necessary to validate a Kangaroo card before boarding on every journey made and that this is made clear in the Conditions of Carriage, on the NET website and in every tram shelter. Nottingham Trams is satisfied that the Travel Officers followed the correct procedures in asking the correspondent to leave the tram and in issuing the warning notice.
- 3.3. The correspondent remains unsatisfied with the way that his complaint has been dealt with, and the outcome (a warning notice), and he has therefore been advised by Nottingham Trams to write to the Committee for consideration of the issues raised.

4. CORRESPONDENT B

- 4.1. Correspondent B has written with regard to her experiences and those of her mother when travelling on the tram on two separate occasions. On the first occasion, she was approached by a Travel Officer and was advised that she had not purchased the correct ticket for the group and that she would therefore have to leave the tram and purchase the correct ticket at the next tramstop. She considers that she was spoken to in a threatening tone and she felt humiliated and frustrated; as a consequence of the interruption to her journey, she was late arriving at the theatre.
- 4.2. On the second occasion, the correspondent's mother was travelling on the tram from Lace Market to Phoenix Park. A technical fault to the tram caused it to be withdrawn from service soon after departing from Highbury Vale tramstop and passengers were required to leave the tram and were led back to the platform by the driver, along the side of the track. No tram staff remained on the platform with the passengers and no information about the expected length of the disruption was provided. The correspondent's mother therefore decided to walk to Highbury Vale, an area with which she is not acquainted, and almost fainted from exhaustion as a result of the exceptionally hot weather. The correspondent considers it unacceptable that her mother was asked to leave the tram without support to reach her destination, and without consideration for her health, safety and wellbeing, and she feels that standards of customer service have fallen short.
- 4.3. Following full investigations of both events, Nottingham Trams has responded to the correspondent by informing her that, on the first occasion, they are satisfied that the Travel Officers followed the correct procedure in asking her to leave the tram to buy the correct ticket. In such circumstances, it is not possible for trams to be held-up whilst a ticket is purchased and it was therefore necessary for her to wait for the next tram. It was deemed appropriate by the Travel Officers to allow a ticket to be bought, rather than to issue a penalty fare notice. The Travel Officers are fully trained in dealing sensitively with passengers and Nottingham Trams have assured the correspondent that there was no intention to be threatening.
- 4.4. With regard to the journey made by the correspondent's mother, Nottingham Trams have stated that they had no advance notice of the fault that occurred on the tram on which she was travelling. The passengers were assisted off the tram to the nearest place of safety, in accordance with health and safety procedures, and Travel Officers were deployed to further assist passengers at tramstops immediately following the incident. However, at the time that the correspondent's mother took the decision to walk into Highbury Vale, no Travel Officers had arrived, and the tram driver did not have sufficient information to advise passengers on how long the incident would last. Nottingham Trams have extended its best wishes for a speedy recovery to the correspondent's mother and offered a day's travel pass as a gesture of goodwill. They have apologised for not meeting customer expectations on the two occasions.

5. CORRESPONDENT C

- 5.1. Correspondent C has been parking her car regularly at The Forest park and ride site since the beginning of the year. On two occasions recently she has returned to find that damage has been inflicted whilst the car has been parked; on the first occasion, dust caps were found to have been stolen from the tyres and, on the second, a tyre was found to be flat, which she believes to have been done deliberately. A relation has also found damage to her car when she has parked at The Forest. Due to their concerns about safety at The Forest, both the correspondent and her relation now park at Phoenix Park when catching the tram.
- 5.2. All the tram park and ride sites are monitored by CCTV cameras and by random patrols by NET operations staff. The Forest has almost 1,000 parking spaces and is heavily used each day. The police provide records to the tram operator of all incidents of crime that are reported to them at the park and ride sites and, since the beginning of the year, the total number of reported incidents has been very low with all of the incidents that have occurred being of a minor nature. Whilst Nottingham Trams expresses its sympathies to the correspondent with regard to her experiences, they would like to reassure her that, based on available statistics and on their own monitoring exercises, it is not considered that there is a significant safety or security issue at the car park. They will however continue to monitor the situation.

Contact Officer: **Andy Holdstock**

Telephone Number: **0115 8764199**

E-mail: andrew.holdstock@nottinghamcity.gov.uk

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CORRESPONDENT A

22.4.15

Dear Sir

I am writing to you to complain about the penalty fare notice I was given on 21st april 2015, I was given warning penalty notice form (please see attached photocopy) by your employees due to apparently not touching in on the tram stop card reader before getting on the tram, I have a prepaid by direct debit city card that allows me to use both tram and bus in Nottingham, I explained this to your employee when challenged. But he told me that I hadn't touched in before getting on, even though he had the information on his hand set that I had touched in that morning and also on a bus around 4pm that day.

I have had a kangaroo card for many years and have used it correctly to my knowledge as instructed by yourselves when the system changed, I believe last April. I have only ever touched into one of the readers before starting any journey at the beginning of the day, or on a bus reader as you have to, to get on the bus, at no point have I had any correspondence from yourselves telling me that I need to touch in before every journey. Or have I seen any advertising telling me the same. And my card has been checked several times a week since the new system began in April last year and not once has any of your employees told me that I hadn't touched in or that I need to touch in before getting on every tram I may take.

Two of your employees that challenged me told me that this has always been the case since the new system has been in place, to which I responded that this was not the case. I was asked to exit the tram to discuss this, which was extremely embarrassing for myself as I was with friends, and in front of a tram full of strangers. And whilst speaking to your employees on the platform several trams stopped and went by, which lead me to further embarrassment as I believe people would consider me to be fare dodging!

I do stand out in a crowd due to my height and the fact that I have extensive tattoos

I have been approached on social media by a couple of people who know me already asking me if I had been caught not buying a ticket/fare dodging, which you can imagine is extremely embarrassing.

I am a law abiding citizen and pay my way always, and feel that I was automatically judged as being in the wrong.

And I do not wish any kind of warning to be placed along side my name in any shape or form.

And I am concerned that this experience has tarnished my reputation in some way, how to judge the extent of that, I do not know.

Any further correspondence should be made to me by email at

[REDACTED]

Yours Faithfully



NOTTINGHAM EXPRESS TRANSIT



04 June 2015

Penalty Fare Reference No. 547-210415-1920-15.

Dear 

With regard to your travel on 21 April 2015 I wish to inform you that you are no longer liable for the Penalty Fare above issued to you. The decision has been taken in this case to downgrade this penalty to a warning on this occasion.

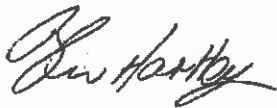
However, we would like to remind you that all persons travelling with NET must possess a valid ticket or must validate their travel card in accordance with our Conditions of Carriage.

Any person travelling with NET who is unable to provide a valid ticket/validated travel card when requested to do so by a NET Authorised Person will be subject to a Penalty Fare of £50.00. If unpaid this may lead to prosecution resulting in a court summons and a £1,000 fine.

To avoid any problems in the future please ensure you present a valid ticket or check that the validator has shown a green tick to validate your travel card before boarding the tram for the journey.

If you should experience any difficulties either purchasing a ticket at our Ticket Vending Machines or validating your travel card at our validators, please do not hesitate to contact us directly via our customer help points or on our customer service helpline.

Yours sincerely,



Penalty Fare Administrator

Nottingham Express Transit
Armstrong Way, Wilkinson Street,
Nottingham, NG7 7NW

T 0115 942 7777
E info@thetram.net

Nottingham Express Transit
is operated and maintained by
Nottingham Trams



[REDACTED] Jun 10

to Appeals

penalty fare reference no 547-210415-1920-15

Hello

in regards to the letter received yesterday but dated the 4th June 2015 regards
I would like to draw attention to the fact that none of my issues raised in my
complaint letter dated 22.4.15 were answered and in fact I am under the impression
that this letter (attached to this email) had not even been read, I was also under the
impression that i would get a response within 21 day, which i have not.
It was very clear in my letter that I was given a warning notice on the 21.4.15 and not
a penalty fare as mentioned in your response letter, i also asked further
correspondence to be via email, which has not happened.

Also the signature on the letter is fairly unreadable and there is no typed name on
there which i would have expected on a business letter.

I wish to continue with my complaint as i feel that in the case of responding to a
complaint letter I would have at least expected yourselves to actually read my letter
and not just send me some automated response,

I find this very unprofessional

So please read my complaint letter and review your recent response and reply back
to me in a reasonable time period by email
thank you for your time

Jun 18 (12 days ago)

Good afternoon [REDACTED]

We are sorry to hear you incurred an penalty fare notice for not correctly validating your pass each time you travel with us.

Please click on the following link to our website for information about validating passes before boarding: <http://www.thetram.net/buy-before-you-board/>.

Passes must be validated every time you intend to board the tram, as this is how each company establishes the card has been used on their system and payment can be collected from the card provider. As we do not provide the card and participate in the use of the card this must be done before boarding. We can confirm this has been the case since moving forward to using the ticket machines.

Travel officers who come across someone who hasn't validated a pass or have a valid means of travel are taken from the tram as we have found this to be less embarrassing for the passenger as personal questions are asked and the sensitive information you give you wouldn't like other passengers who are in earshot listening in. We are sorry you found this embarrassing as this is not our intention.

We do hope that your reputation remains intact from this incident and we have clarified with yourself the use of your travel pass.

Your complaint has been logged on to our database and will be viewed by our Senior Management Team.

Kind regards

Sarah

NET Customer Services

T: 0115 942 7777

E: info@thetram.net

www.thetram.net

Like us on Facebook www.facebook.com/thetram.net

Nottingham Trams Limited, Armstrong Way, Wilkinson Street, Nottingham NG7 7NW

Info <info@thetram.net> Jun 19 (11 days ago)

to me

Good morning [REDACTED]

Thank you for contacting Nottingham Trams.

We are sorry to read that you are not satisfied with our original response and can assure you that all complaints are taken seriously.

We have your original contact to our appeals team dated the 22nd of April and will respond in the order stated.

We can confirm that we are satisfied that our Travel Officers were acting in accordance with our Conditions of Carriage and that any persons choosing to travel with us are in effect agreeing to adhere to them. Once a passenger has been identified as not having the relevant fare they are asked to leave the tram as they are in breach of the following Condition.

8.3 If any NET Authorised Person asks you to hand over your ticket or pass, and you fail to produce a ticket or pass valid for the whole of your journey on NET, or if you are travelling on the NET system without a valid ticket, pass or photo card (your journey will be suspended and) you will be issued with a Penalty Fare Notice.

As the travel officers identified that it was a prepaid citycard and this was the first time they had found you to be in breach of our Conditions of Carriage it was felt appropriate for a warning only to be issued. We are afraid that as we are not aware of any previous occurrences we are unable to investigate those.

With regard to the actual validating of the kangaroo citycard, we have advised that as a multi-operator card it does have to be scanned before boarding on each journey exactly the same as the buses. As well as the information on our website, it is also in our Conditions of Carriage and literature including "About our new ticket machines." At the final stages and after the commencement of Off Tram Ticketing there were also tram ambassadors explaining the new machines and procedures to our customers. Instructions on how to use our system are also in every tram shelter. We can assure you that we used every method available to us to keep our customers informed.

We have advised why the journey is interrupted and our reasoning for asking for the information at the tram stops. Whilst we understand that you felt embarrassed there was no intention for this to happen.

As the warning was issued correctly we are afraid that this will not be removed from record. We can confirm that all information is stored in accordance with the Data Protection Act and remains the property of Nottingham Trams Ltd.

From: [REDACTED]
Date: 19 June 2015 12:14:44 BST
To: info <info@thetram.net>
Subject: Re: Complaint against penalty fare notice.

Hello Louise

Again I am not happy with this response from you dept, and would like to correspond with the afore mention revenue manager regarding all the processors of this complaint as previously requested, I would like some dialogue with a named person if possible

Thank you

info Jun 19 (11 days ago)

to me

Hello [REDACTED]

This matter was escalated to the manager concerned and can only reiterate that we are satisfied it has been dealt with appropriately.

Please be advised that no further dialogue will be entered in to.

Kind regards

Louise

NET Customer Services

[REDACTED] Jun 19 (11 days ago)

to info

Hello again

In addition to my original complaint I have been complaining about how said original complaint has been dealt with,

I find your previous message rude and dismissive. I've been asking to speak to these so called senior staff and find it strange and again can I say dismissive that I cannot be allowed to converse with someone who has made a decision about something I'm involved in.

I will be complaining to the chief executive and any ombudsman or regulatory body your organisation may be attached to.
Please provide me with names or emails or address that I may complain to someone from the previous bodies stated

And either your surname or some sort of employee ID as to identify yourself to your employer

[REDACTED]

info Jun 19 (11 days ago)

to me

Good afternoon [REDACTED]

As you wish to escalate your complaint further please send your comments to the address below.

The Greater Nottingham Light Rapid Transit Advisory Committee (GNLRTAC),

c/o NET Project Office,

Loxley House, Station Street,

Nottingham,

NG2 3NG.

Kind regards

Karen

NET Customer Services

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CORRESPONDENT B

Private and Confidential

The Greater Nottingham Light Rapid Transit Advisory Committee (GNLRTAC),
c/o NET Project Office,
Loxley House,
Station Street,
Nottingham,
NG2 3NG

Sunday 26th July 2015

To whom it may concern,

I am writing to make a complaint regarding the appalling treatment my family and I have received on two separate occasions when using the NET tram between Phoenix Park and Nottingham City centre.

Firstly, on 1st June 2015 I was travelling to the Theatre Royal in Nottingham to watch a production with my Mother and Sister. Having not travelled on the tram network for some time, I was unfamiliar with the ticket system whereby there is now a requirement to purchase a ticket from the platform before entering the tram. My Mother had purchased a ticket in which we believed would cover us all for the journey, however upon inspection from the conductor at the next stop we were advised that we had not paid enough. It was at this point that we experienced what I consider to be extremely poor customer service, disproportionate to the error made. The conductor not only advised us that we had paid the wrong amount but continued to threaten us with a £50 fine each- this was said in an angry and threatening tone. Furthermore we were marched off the tram at the next stop (Cinderhill), escorted to the ticket machine in the rain and instructed to purchase a further ticket. The tram then left without us, meaning that we had to wait for the next tram, get back on it to return to Phoenix Park and start the journey all over again. This meant that we were late for the theatre and it left us generally feeling upset, frustrated and humiliated from the experience, which was without any subtlety or understanding, in front of a number of other passengers.

On Wednesday 1st July 2015 my Mother chose to use the tram as transport into Nottingham whereby she was meeting a friend. Again she boarded the tram at Phoenix Park, where her car was parked. I understand that it was an exceptionally hot day on this date and that the impact of this may have been unforeseen. Upon my Mother's return journey to Phoenix Park she boarded the tram at the Lace Market. She was aware that the tram made longer pauses at each stop along the route, however received no communication regarding this or any other potential technical fault. At the point of reaching the Highbury Vale stop the tram came to a halt beyond the platform, the conductors advised that there was a technical fault (as power failure) and that the tram would progress no further. My Mother, along with the rest of the passengers, were then told to leave the tram, onto the tram track. Without any alternative suggestion of how my Mother or others could make it back to Phoenix Park, other passengers began to walk along the track to Phoenix Park, unescorted by NET tram officials. Deciding this was too dangerous and considering the oppressive heat, my Mother decided to return to

the Highbury Vale stop, the safest option. There were no NET tram officials on hand to offer support to passengers or provide further information. When my Mother had asked how long before the tram would be available she was advised that they didn't know, maybe an hour. In an attempt to get back home my Mother was left with no other option than to walk into Highbury Vale, an area that she is not at all acquainted with. She was left feeling vulnerable and exhausted due to the heat to the point whereby she was helped by a local resident at the point of fainting.

I find it absolutely appalling that you would take such action to disembark customers from the tram in such conditions with no consideration for their health, safety and wellbeing. My Mother was left abandoned in an unfamiliar area, had to put her faith in a stranger to provide support when she fell ill whilst arrangements were made for a family member to collect her and return her to her car at Phoenix Park. Had she been asked to leave the tram at the Market Square, Forest or Wilkinson Street, which are main tram stops, whereby she could have safely made alternative arrangements, she could have arranged alternative transport such as a taxi or the bus. Her health and safety was compromised by the actions of NET trams.

Whilst I acknowledge that in the latter scenario the extreme weather situation may have had an unforeseen impact on the tram network, I find it wholly unacceptable to put passengers in danger by asking them to leave the tram without support to return to their destination. Furthermore, my Mother had paid for the ticket in good faith that you would provide a service in full, to which there has been no recompense. In both scenarios NET trams have fallen short of any standards of customer service and have truly had a significant negative impact on myself and my family.

I therefore request a response in writing to this complaint with the view of restoring our faith in the ability of the NET tram network. Should you fail to provide an adequate response I will forward this complaint to Councillor Jane Urquhart who I understand is a member of the NET partnership/ development for Nottingham.

I trust you will provide a response as requested.

Yours faithfully,

14th Aug 2015

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dear [REDACTED]

Thank you for contacting Nottingham Trams.

The concerns raised in your letter dated the 26th of July 2015 have now been investigated by our Service Delivery Manager.

With regard to your travel with us on the 1st of June 2015, we are satisfied that our travel officers were following procedure as stated in our conditions of carriage. Any customer found to be travelling without a valid ticket or validated pass for the journey being made, will be asked to leave the tram at the next stop. A ticket had been purchased but it was not relevant for your travel. On departing the tram our officer took you to the ticket machine to advise of the correct ticket, this was deemed to be appropriate under the circumstances rather than the issue of penalty fare notices. Our travel officers are not permitted to hold the trams as they operate to a scheduled timetable. We were saddened to read that you perceived our officer to be threatening as this is certainly not their intention. Their practise in these circumstances is to advise our customers of our terms and conditions of travel.

The unfortunate situation on the 1st of July 2015 was exacerbated by the exceptionally hot weather. Our records show that there were no previous faults with any of the trams that were in the section of track where the power failure occurred. The longer pauses your mother experienced at the tram stops prior to the disruption may have been caused by the location of the tram in front. Our customers were assisted off the tram in accordance with our health and safety procedure. When a tram fails away from the tram stop we have a duty of care to escort our customers to the nearest place of safety, in this case it was Highbury Vale tram stop.

With a disruption it is difficult to estimate how long it will be before service can resume. All available travel officers immediately went to the nearest tram stops to assist in whatever way they could. We can assure you that any customer wishing to remain at the tram stop was more than welcome.

We are sorry to read that your mother felt unwell and do hope that she had a speedy recovery, may we kindly ask that you extend our best wishes to her. We will gladly recompense her for the fare paid, this will be a complimentary day pass valid on the date of

her choosing. Please provide us with your mother's name, address and the date she wishes to travel. This can be sent to info@thetram.net quoting reference 19947.

We apologise that we were unable to meet yours and your mothers' customer expectations on these occasions, we sincerely hope that you both continue to travel with us enabling us to restore your good opinion.

Your complaint has been recorded and will be viewed by our Senior Management Team.

Kind Regards.

Louise

NET Customer Services

CORRESPONDENT C

31st July 2015

To whom it may concern,

I am writing to complain about The Forest Park and Ride Car Park.

I have been parking at this car park since January 2015 from around 8:10am until 6:00pm Monday to Friday and I have had some issues with my car during my time parking there.

At the beginning of May 2015, I returned to my car at around 6:00pm to find that all of my metal tyre dust caps had been stolen from my car. This was very upsetting, as my dad bought me the dust caps, as I had recently bought my new car.

Then on Wednesday 29th July, I returned to my car at around 5:50pm to find that my front driver side tyre was completely flat. My dad came and pumped it up and since then it has been fine, so someone has deliberately taken the air out of my tyre, which has really annoyed and upset me.

My Aunty also parks in this car park and she has mentioned that her car has had a big scratch down one side – which looks like someone has taken a key down the side.

I am very disappointed and I now refuse to park at The Forest, as I shouldn't have to worry about my car not being safe. My Aunty also refuses to park there and we are now parking at Phoenix Park car park, where so far we haven't had any further issues.

I understand that the car park is monitored by CCTV, which did make me feel safe, but not anymore.

Please could you look into this matter for me and let me know how you will be proceeding.

Thank you.

Yours Sincerely

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