

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.

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