

## **CORRESPONDENCE FROM MEMBERS OF THE PUBLIC**

### **1. SUMMARY OF ISSUES**

- 1.1. A member of the public has written to the Committee to express his dissatisfaction at the responses provided by Nottingham Trams following a question he has raised concerning the non-availability of a Return Ticket from the termini tramstops.

### **2. RECOMMENDATION**

- 2.1. The views of the Committee are sought.

### **3. DETAILS OF CORRESPONDENCE**

- 3.1. The correspondent sent an initial request for information via the NET website questioning why it is not possible to purchase a Return tram ticket from Clifton South.
- 3.2. In order to make a return journey from any of the termini tramstops (Clifton South, Toton Lane, Hucknall and Phoenix Park) customers are required to purchase an "All Day Ticket", costing 50 pence more than a "Return Ticket", which can be purchased for £3.50 from all other tramstops on the system. Whilst an "All Day Ticket" can be used as many times as the customer needs on the day purchased, a "Return Ticket" only allows a single journey and back to a chosen destination, without allowing a break in the journey.
- 3.3. Following an exchange of emails with Nottingham Trams, in which the correspondent expressed his dissatisfaction with the responses provided, he has written to the Chair of the GNLRT Advisory Committee, requesting that the matter is discussed by Members. Following this, the Head of Operations at Nottingham Trams has sent a further email to the correspondent, explaining that the fare structure that was introduced in 2015 has been based on anticipated demand and, with the majority of users of the terminus park and ride sites having purchased smart cards or Robin Hood or NET season tickets, it was decided that the Return Ticket would not be made available from these tram stops. It is reiterated that it is still possible for a return journey to be made from Clifton South to any other tram stop using an All Day Ticket. Nottingham Trams have agreed to consider the points raised by the correspondent in the next round of fare reviews. A copy of all correspondence can be found at Appendix A.
- 3.4. It should be made clear that, contrary to the statement made in Nottingham Trams' email at Item 4 of Appendix A, the local authorities had no involvement in making this decision and that all ticketing and fare decisions relating to the tram are entirely the responsibility of Tramlink Nottingham.

- 3.5. It is also to be noted that Tramlink Nottingham are operating in a highly competitive and commercial public transport environment and, as a consequence, it is necessary for them to make business decisions, including fares policy, that reflects this, and that this will continue to be the case in the future.

**Andy Holdstock**  
**NET Project Office**  
**Nottingham City Council**