

## Appendix A

### 1. Email of 2<sup>nd</sup> June from Head of Operations, Nottingham Trams

Thank you for your recent correspondence.

We appreciate your viewpoint and concerns regarding the fares structure; however the pricing for NET travel was determined by Tramlink Nottingham in 2015, based on the expected demand and we understand that it does not necessarily fit all users' requirement. 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. As previously stated however, it is still possible for you to make a return journey from Clifton South to any other tram stop using an All Day Ticket.

For clarification, although the location of the City boundary is not the reason for the ticketing decision, Clifton South park and ride site is constructed within the administrative area of the County Council; we apologise for any confusion caused in our previous response.

Your points have been noted and will be passed onto their marketing department for consideration in the next round of fare reviews.

Regards,

### 2. Email of 16<sup>th</sup> May to Chair of Committee

I write this to you as a member of Greater Nottingham Light Rapid Transit Advisory Committee. Please discuss this anomaly at your next meeting, if required as part of AOB.

Last evening, whilst awaiting a tram's arrival, I read your notice at Wilford Village tram stop. It says that I can buy a return ticket between any two points on the tram system for £3.50. It goes on to say that I cannot buy such a ticket at the termini. When I raised this issue with your customer services they, at second attempt to reply said "The reason for the return ticket not being available at the Park and Ride site is due to it being outside of the city boundary, therefore only the Day Ticket is available which is 50p more. This was decision was made by the local authority and Tramlink Nottingham."

Clifton South, according to Google Earth and since the mid 1950s has been inside the Nottingham City boundary. So the reasoning is nonsense.

Further my Council Tax as a *County* Council Tax payer contributed significantly to the building of this tram system. So why cannot I buy a day return from Clifton South to QMC (both INSIDE the City Boundary)?

I await your meeting minutes to record the logic behind this nonsensical decision. You may care to email that minute to me.

3. Email of 16<sup>th</sup> May to Nottingham Trams

Yor reply makes no sense. Notts County Council paid a significant part of my Council tax to build the tram. Clifton has been INSIDE the City boundary since the 1950s. There must be another reason that holds water.

4. Email of 16<sup>th</sup> May from Nottingham Trams

Just to further clarify the reason for the return ticket not being available at the Park and Ride site is due to it being outside of the city boundary, therefore only the Day Ticket is available which is 50p more. This was decision was made by the local authority and Tramlink Nottingham.

We are sorry you are not satisfied with our response. The details you require if you would like to take this further are as follows.

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

Kind regards

5. Email of 16<sup>th</sup> May to Nottingham Trams

That reply is absolute nonsense. If I want to park and ride from Clifton South to QMC and return you are not permitting this on a simple return ticket. This needs attention of your ombudsman. Please advise of contact details. Also you need to update the signs that instruct on stopping trams.

6. Email response of 16<sup>th</sup> May by Nottingham Trams

Thank you for contacting Nottingham Trams.

A customer cannot purchase a return ticket from any of our termini's, as they are the furthest points on our system.

You can purchase an all-day ticket at a cost of £4.00 from these sites.

If you purchased a £3.50p return ticket from Wilford Village you can travel to Clifton South and then back again to Wilford Village. With this type of ticket you are not allowed to travel past on your return journey the station at which you purchased that ticket i.e. Wilford Village.

We have 2 types of trams that run on our system, the older trams have a yellow request stop button and the newer trams have a black request stop button. We also have a help point on the trams for you to alert the driver if you need any assistance.

We hope that we have helped you with your enquiry.

Kind regards

7. Initial request for Information of 15<sup>th</sup> May 2017

Your notice on the tram stop at Wilford Village tells me that I can buy an all day return ticket to use between any two tram stops. It also tells me that I cannot buy this ticket at Clifton South and other stops. Since I want to board and return to Clifton South how do I get a return day ticket please. Also I note that same notice says that I to stop the tram to alight I must press a YELLOW button. The only buttons on the trams I used tonight were black. How do I tell the driver to stop?