

**LETTER FROM MEMBER OF THE PUBLIC**

**1. SUMMARY OF ISSUES**

- 1.1. A member of the public has written to the tram operator and to their MP about the proposal to no longer have conductors on the trams. The MP has requested the comments of the Committee on the issues raised.

**2. RECOMMENDATION**

- 2.1. The views of the Committee are sought.

**3. ISSUES RAISED**

- 3.1. A copy of the letter received from the correspondent, and forwarded to the Committee by the MP, can be found at Appendix A (Letter 3), together with copies of his original letter to the tram operator (Letter 1) and of the operator's response (Letter 2).
- 3.2. Tramlink Nottingham is proposing to introduce off-tram ticketing from Autumn 2013. The correspondent is concerned that the withdrawal of conductors will lead to increased vandalism and anti-social behaviour on the trams. He also has concerns about how first-aid will be administered in an emergency as well as the on-platform ticket machines becoming targets for thieves.
- 3.3. The proposal to introduce off-tram ticketing forms part of proposals to improve the overall customer experience, initially on NET Line One, and then to be extended across the network. This approach is intended to embrace the use of modern technology in the way that tickets are sold and that information is provided to the customer, encouraging maximum use of pre-paid and smartcard methods and allowing the resources associated with conductors to be more effectively used.
- 3.4. With regard to the security concerns raised by the correspondent, the trams and tramstops already have C.C.T.V. coverage and the tramstops, park and ride sites and access paths are well lit. Direct communication between tramstops and the control centre is possible via the passenger emergency help-points. On the trams, passengers are able to contact the driver in the event of an emergency. In addition, it is intended that, once conductors have been withdrawn, Tram Ambassadors will be present on many trams, as well as on platforms, both to assist passengers and to check tickets. There will also be increased surveillance of tramstops and park and ride sites using dedicated 24-hour monitoring and the presence of security personnel around the system. Tram drivers will be fully trained to deal with any emergency situations that may arise on the trams.
- 3.5. Security and safety on the tram system will therefore continue to be of primary concern and, with the introduction of off-tram ticketing, Tramlink is confident that this will not be compromised.

**Contact Officer:** Andy Holdstock

**Telephone Number:** 0115 8764199

**E-mail:** [andrew.holdstock@nottinghamcity.gov.uk](mailto:andrew.holdstock@nottinghamcity.gov.uk)

APPENDIX A

Letter 1

10<sup>th</sup> November 2012

Dear Sir,

I have recently heard that M&T are planning to remove conductors from trams in favour of pre-paid ticketing and occasional inspection.

I am writing to say that I think that this move will be a great mts take and will reflect badly on what is a good and highly regarded service.

My reasons for writing this are:

- the presence of conductors permanently on a tram is a huge contribution to safety
- the absence of a conductor will lead to greater vandalism and anti-social behaviour.
- the ticketing machines themselves could become a target for vandalism and theft, especially at more isolated stops.

I feel sure that the motives for the change are to reduce costs, but I think that any such reduction will be wiped out by damage done to trams that are unsupervised by a conductor. Also, I am sure that passenger numbers will fall, especially in the evenings because people will feel less confident in travelling.

I would urge you to reconsider the decision to remove conductors so that a successful project like the tram service can expand and retain the confidence of its users.

Yours sincerely

Letter 2

16<sup>th</sup> November 2012



NOTTINGHAM EXPRESS TRANSIT

Dear

We are in receipt of your letter dated 10<sup>th</sup> November 2012.

Let me assure you that passenger safety is our principle concern and we will do all we can to make our customers feel safe and secure under the new ticketing arrangements.

The decision to move to off-tram ticketing was taken after full consideration of passengers' safety and security. We have observed and learned from the many tram systems across Europe which operate on a driver only basis as well as Croydon Tramlink, Manchester Metrolink in the UK and the Luas system in Dublin which all operate on a driver only basis.

On every tram there is an emergency help point which connects directly to the driver who is trained in the necessary procedures to react accordingly. In case of personal safety issues the driver is in radio communication with our control centre which has a direct link to the police and a call can be placed for emergency assistance when necessary.

Additionally all trams are fitted with CCTV cameras which record all activity on the tram and all trams will be fitted with TV screens in the passenger compartments displaying the images being captured by the CCTV system to give added confidence that the system is secure. Experience from other transport systems demonstrates that this aids passenger security.

There will be roving ticket inspectors who will board trams on a random basis throughout the day added to which we are committed to a roving security presence on the tram system from the early evening through to end of service.

All tram stops are fitted with CCTV and an emergency help point linked through to our control centre which is manned 24/7.

Your comments have been logged on our database and I can confirm that they will be viewed by our senior management team.

Yours sincerely

A handwritten signature in black ink, appearing to read 'D. Ball', is written over a light blue horizontal line.

Miss D. Ball  
NET Customer Services

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**  
RIGGS



### Letter 3

I have recently become aware of the fact that NET, the operator of Nottingham trams, is to replace conductors with off-tram ticketing later in 2013.

Several conductors on the tram have spoken to me about their serious misgivings about this move and I share their concerns.

The main issues are:

- a) the presence of a conductor can deter anti social behaviour before it gets out of hand
  - b) first aid can be administered in an emergency
  - c) vandalism can be deterred
  - d) machines on the more remote stations could be a target for thieves.
- I have written to NET who have replied saying that there will be CCTV, a driver alarm system an inspectors who will board trains at random, but all of these measures seem to me to be reactive rather than proactive which I have found conductors to be.

I am given to understand that no jobs will be lost in this measure (although I suspect none will be created when the new line opens) but I feel that the experience of passengers will be harmed and a good system will be put at risk.

I use the tram on a regular basis as do many other people from our area and I hope that you will be able to bring up this matter with the appropriate people.

Thank you,