

**LETTERS FROM MEMBERS OF THE PUBLIC**

**1. SUMMARY OF ISSUES**

- 1.1. A letter, addressed to the Committee, has been received from a member of the public relating their experiences of trying to purchase Event Tickets when travelling by tram to ice hockey matches.
- 1.2. In addition, a further letter has been received from a correspondent who wrote to the Committee earlier in the year about the loss of conductors, thanking the Committee Chair for his response.

**2. RECOMMENDATION**

- 2.1. The views of the Committee are sought.

**3. CORRESPONDENT A (Appendix A)**

- 3.1. Correspondent A is a Nottingham Panthers season ticket holder who uses the tram to travel to the Ice Arena on match days. She has tried to purchase Event Tickets on the tram, which allow return travel for £2 to holders of match or season tickets, but claims that the conductors have been unaware of the offer and that she has been required to pay the full fare.
- 3.2. Nottingham Trams have responded to the customer by firstly clarifying that the offer referred to is available throughout the day and not only after 5.00pm, as suggested in the letter. They have requested that the customer sends in her tram tickets to enable a refund to be made and to assist in identifying the conductors so that further training can be given.
- 3.3. The customer has sent no further correspondence in response to this request.
- 3.4. Tramlink Nottingham have commented that the tickets referred to have been sold in large numbers since the beginning of the ice hockey season and they are not aware of any other complaints about lack of product knowledge by the conductors.

**4. CORRESPONDENT B (Appendix B)**

- 4.1. Correspondent B originally wrote to the Committee in July, expressing his concerns about the proposal to introduce off-tram ticketing and to withdraw conductors from the trams. Following the September meeting of the Committee at which the issue was discussed, the Chair wrote back to the correspondent and he has sent a further letter of thanks and appreciation that his comments had been received favourably.

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## **APPENDIX A**

### **Letter from Correspondent A:**

17.10.13.

To who it concerns

I am writing as I am really annoyed because Ive got a panthers season ticket and when there is matches on that arnt included on the season ticket I still pay and go and see them. There is an offer on with the trams that on match days if you get the tram after 5.00 in the afternoon and your watching the match – if you present your panthers ticket or season ticket to the conductor then you get an all day ticket cheaper. This offer is advertised everywhere yet why do so many conductors not know about it?? Ive had to pay full price on several days now! When I have got the tram after 5 on match days! And shown my ticket! Ive had one conductor question me about there being such an offer! and there is!!

I think in total now Ive had to pay full fare for an all day pass six times! Why arnt you informing all the conductors about it?! Id like a refund of all my trips where Ive paid more if possible im really annoyed!!! The tram company have obviously agreed on doing this offer so let us have it!!

I look forward to hearing what you have to say on the matter!

### **Response from NET Customer Services:**

We are in receipt of your letter of 17<sup>th</sup> October 2013 concerning the purchase of discounted event tickets for The Panthers matches.

Firstly we would like to extend our apologies for any confusion with regard to these tickets. We can confirm that there is no 5pm time restriction with regard to the purchase of these tickets from ourselves as they are available all day on production of a season ticket or event ticket.

We kindly ask that you forward by return the tram tickets purchased and we will be happy to make a full refund. This will also allow us to identify the member of staff on each occasion so that further training can be given to prevent this happening in future.

Please scan the tickets and forward them to [info@thetram.net](mailto:info@thetram.net)

Or post a copy of them to NET Customer Services,  
Armstrong Way  
Wilkinson Street  
Nottingham  
NG7 7NW

Kind regards

**NET Customer Services**

## **APPENDIX B**

### **Letter from Correspondent B:**

Dear Cllr. Hartshorne,

Many thanks for your letter dated 14th November, written in response to my letter dated 19th July, which was discussed at the recent GNLRTAC meeting. I had, in fact, already downloaded the minutes, and had seen that my comments had been raised and discussed.

I am pleased to hear that my comments were received favourably, and feel reassured that Tramlink Nottingham are responding appropriately in their obligation to ensure passenger safety aboard their vehicles.

As previously stated, it is my view that tram conductors also play a significant ambassadorial role that contributes to customer's pride in, and high levels of satisfaction with, NET's service. In time we shall see whether this belief is borne out by the statistics. I shall watch with keen interest how these events unfold.

Many thanks for taking the time to write to me, and for all that you do for this city.