

Public Document Pack



**Nottingham
City Council**

Nottingham City Council Greater Nottingham Light Rapid Transit Advisory Committee

Date: Tuesday, 14 January 2025

Time: 2.00 pm

Place: Ground Floor Committee Room - Loxley House, Station Street, Nottingham, NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Director for Legal and Governance

Governance Officer: Catherine Ziane-Pryor

Direct Dial: 0115 8764298

- 1 Apologies for Absence**
- 2 Declarations of Interests**
- 3 Minutes** 3 - 6
Minutes of the meeting held on 9 July 2024, for confirmation.
- 4 Greater Nottingham Light Rapid Transit (GNLRT) Advisory Committee Terms of Reference** 7 - 10
Report of the Director of Legal and Governance
- 5 NET Operational Performance and Progress Update** 11 - 14
Report of the Head of Operations, Nottingham Trams
- 6 Issues Raised by Committee Members and Citizens** 15 - 18
Report of the Commercial & Governance Manager, Major Projects
- 7 Future Meeting Dates**
Provisionally (pending approval by the City Council)

15 July 2025

13 January 2026

If you need any advice on declaring an Interest in any item on the agenda, please contact the Governance Officer shown above, if possible before the day of the meeting.

Citizens are advised that this meeting may be recorded, including by members of the public. Any recording or reporting on this meeting should take place in accordance with the Council's policy on recording and reporting on public meetings, which is available at www.nottinghamcity.gov.uk. Individuals intending to record the meeting are asked to notify the Governance Officer shown above in advance.

Nottingham City Council

Greater Nottingham Light Rapid Transit Advisory Committee

Minutes of the meeting held at Loxley House, Nottingham on 9 July 2024 from 2.00 pm - 3.03 pm

Membership

Nottingham City Council

- ✓ Councillor Angela Kandola (Chair)
- ✓ Councillor Leslie Ayoola
- ✓ Councillor Michael Edwards
- Councillor Devontay Okure
- ✓ Councillor Hayley Spain

Nottinghamshire County Council

- ✓ Councillor Jim Creamer
- ✓ Councillor Eric Kerry
- ✓ Councillor John Ogle (Vice-Chair)
- Councillor Francis Purdue-Horan
- ✓ Councillor Gordon Wheeler

NET User Representatives

- Roger Bacon (Travel Watch East Midlands)
- Ian Bates (East Midlands Chamber of Commerce)
- ✓ Justin Donne (Nottingham Federation of Small Businesses)
- Helen Hemstock (RiseWise)
- Chris Roy (Nottingham Trent University)
- Lorraine Salt-Pulford (Nottingham City Disability Involvement Group)
- ✓ Jim Thomas (Nottinghamshire Better Transport)

Colleagues, partners and others in attendance:

- Andrew Holdstock - NET Project Officer, Nottingham City Council
- Andrew Conroy - Chief Operating Officer, Tramlink Nottingham
- Rabia Mohammad - NET Project Officer, Nottingham City Council
- Trevor Stocker - Operations Manager, Nottingham Trams

1 Appointment of Chair

Resolved to appoint Councillor Angela Kandola as Chair of the Committee for the 2024-25 municipal year.

2 Appointment of Vice Chair

Resolved to appoint Councillor John Ogle as Chair of the Committee for the 2024-25 municipal year.

3 Apologies for Absence

Councillor Devontay Okure – unwell
Roger Bacon (Travel Watch East Midlands)
Lorraine Salt-Pulford (Nottingham City Disability Involvement Group)

4 Declarations of Interests

None.

5 Minutes

Subject to recording Councillor John Ogle's role as Vice-Chair, the Committee confirmed the minutes of the meeting held on 12 March 2024 as a correct record and they were signed by the Chair.

6 NET Operational Performance and Progress Update

Trevor Stocker, Head of Operations at Nottingham Trams, introduced a report on the performance and progress of NET from the beginning of February 2024 to the end of April 2024, highlighting the following:

- (a) the reliability and punctuality of the tram service during this three-month period were 96% and 94%, respectively. These figures continue to reflect and demonstrate a sustained improvement in performance compared to the previous reporting period. Tram availability has remained an underlying theme throughout the period, with plans currently being finalised for the repair of Tram 232, which was involved in a derailment at Bulwell in June 2023. Traffic congestion has also remained an issue, with a variety of road works - particularly tree works around the Gregory Boulevard area - and heavy traffic flows causing delays on the network. Performance has however remained positive and stable;
- (b) on February 6th Tram 213 failed at Moor Bridge. This was due to a driver using a fire extinguisher on one of the motor bogies as a precaution. However, all members of the public were safely able to disembark the tram. Alstom technicians attended the tram after the incident, to ensure it was safe before a recovery to the depot for repairs;
- (c) several serious road traffic collisions caused disruption to the network during the period;
 - a. on 4th March an 11-year-old boy collided with a tram at Wilkinson Street as he was travelling on his bike on his way to school. All emergency services attended the scene with the support of NET and Alstom employees. NET has been in communication with the boy's parents who updated the team that he is expected to make a full recovery from his injuries sustained at the time.
 - b. on 5th March, an intoxicated male member of the public crossed behind a moving tram at a road junction and was struck by the tram that was travelling in the opposite direction. He was taken to hospital for an examination as a precaution.

- c. on 21st March a vehicle drove into the swept path of the tram at a T junction in the Beeston area, causing damage to the tram and vehicle. The tram driver also sustained whiplash injuries.
 - d. on 24th April a car collided with a tram on Radford Road exiting the supermarket. Police attended the scene, and it was discovered that the driver did not have a license, and the vehicle wasn't insured. Delays were encountered whilst the police carried out their investigation, and the tram was checked for damage before moving;
- (d) planned track replacement works are taking place at the High School and Royal Centre between 2nd and 15th of July. During the works trams are unable to operate between The Forest and Old Market Square, and a replacement bus service is in place to transport customers between these two stops;
- (e) the zero-tolerance approach to fare evasion has continued, with support from the police. Fare evasion figures have declined and stabilised as this firm approach is embedded into day-to-day operations;
- (f) following the successful roll out of parking enforcement across all NET park and ride sites, patrols have become embedded within network security operations. Enforcement levels have remained stable over the period, with the majority of vehicles being clamped for not using NET services, or for incorrect use of parking bays;
- (g) anti-social behaviour levels have seen a sustained decline, although front-line staff continue to experience abuse and occasionally physical violence when carrying out their duties. Criminal damage on the network again, whilst in decline, continues to impact staff and customers. NET works closely with the police to provide high-definition CCTV footage to identify and prosecute where possible;
- (h) new traffic calming measures have been installed at Toton Lane park and ride site to prevent misuse from anti-social driving in the area. This has been joint funded by NET and Broxtowe Borough Council. It is too early to draw firm conclusions from this, but early indications appear to have had a positive impact;
- (i) it has been confirmed that with support from NET, the Pythian Club will be receiving £12,000 funding from SNCF for their outreach service, to help continue to combat anti-social behaviour on the network. It has been agreed that £2,000 will be donated to the Pythian Club to support You vs Tram, and £500 will be donated to the NET Charity of the Year, Nottingham Central Women's Aid, both funded from the Crown Prosecution Service charity fund for the first quarter of 2024. As a result of a number of staff requests for charity donations and fund-matching, NET has donated over £1,000 to the following charities: Brain Tumour Charity, Alzheimer's UK, Our Dementia Choir, Star Strike FC and Phoenix FC .

The following points were made during the discussion which followed:

- (j) the number of passengers carried by the tram is at around 85-87% of pre-Covid levels. The recovery has been slower than buses, in part due to the £2 fare cap on buses;

- (k) there can be a challenge to procure spare parts for the older vehicles, particularly after the Covid pandemic. Eventually the vehicles will need to be replaced;
- (l) successful partnership working between city councillors, county councillors and various stakeholders resulted in a speedy resolution following flooding at Wilford Lane after bad storms;
- (m) if any tram line extensions are considered then new technology will be looked into such as not using overhead electric wires, or using a different power source, which would require investment. The best option for an extension currently is to Gedling;
- (n) the tram timetable has not been changed since 2014, but user culture has changed away from commuting and towards more night-time economy related travel. A new timetable will soon be proposed to the City Council which will include more evening and early morning trams;
- (o) traffic calming measures at Toton Lane have helped but there is still more to do. An injunction would be the best solution and this would need to be agreed with Broxtowe Borough Council.

7 Correspondence from Member of the Public

Andy Holdstock, Senior Project Engineer, NET, presented the report regarding correspondence with a member of the public who has written to the Committee expressing dissatisfaction with the number of disabled parking spaces at Hucknall park and ride site and has requested that more spaces are made available.

A Mansfield resident, who holds a disabled blue badge, visited Hucknall park and ride, intending to use the tram. However, at the time he visited, he was unable to find a disabled parking bay that wasn't occupied. The correspondent considers that the number of disabled spaces in the car park is insufficient and has complained to the tram operator, Nottingham Trams, requesting that this number is increased. He has stated that, because of his experience, he is unlikely to use the car park in the future.

In response to the complaint, Nottingham Trams have informed the correspondent that Hucknall park and ride site is one of their smallest, with a total of 439 spaces. 18 of these are marked as disabled spaces, 8 of which are located opposite the bus layby, with a further 10 spaces near the bridge, at the north end of the platform. This results in more than 4% of spaces being allocated as disabled bays, a proportion that complies with national car park design guidance.

Resolved to write to the resident, explaining that there are sufficient parking spaces at the Hucknall park and ride site, including a plan showing the location of the disabled spaces.

8 Date of the next meeting

The Committee agreed to meet on Tuesday 14 January at 2.00pm at Loxley House

Greater Nottingham Light Rapid Transit Advisory Committee – 14 January 2025

Title of paper:	Greater Nottingham Light Rapid Transit (GNLRT) Advisory Committee Terms of Reference	
Director(s)/ Corporate Director(s):	Director of Legal and Governance	Wards affected: All
Report author(s) and contact details:	Jane Garrard, Interim Head of Governance jane.garrard@nottinghamcity.gov.uk	
Other colleagues who have provided input:	None	
Date of consultation with Executive Member(s) (if relevant)	n/a	
Does this report contain any information that is exempt from publication? No		
Relevant Council Plan Outcome:		
Green, Clean and Connected Communities	<input type="checkbox"/>	
Keeping Nottingham Working	<input type="checkbox"/>	
Carbon Neutral by 2028	<input type="checkbox"/>	
Safer Nottingham	<input type="checkbox"/>	
Child-Friendly Nottingham	<input type="checkbox"/>	
Living Well in our Communities	<input type="checkbox"/>	
Keeping Nottingham Moving	<input type="checkbox"/>	
Improve the City Centre	<input type="checkbox"/>	
Better Housing	<input type="checkbox"/>	
Serving People Well	<input checked="" type="checkbox"/>	
Summary of issues (including benefits to citizens/service users):		
It is proposed that the Terms of Reference for the GNLRT Advisory Committee are amended to reflect changes to organisations appointed as co-opted members of the Committee.		
Recommendation(s):		
1	To recommend that Council amend the Greater Nottingham Light Rapid Transit Advisory Committee Terms of Reference to remove Ridewise and Nottingham Trent University as co-opted members.	
2	To recommend that the following organisations are re-appointed as co-opted members of the Greater Nottingham Light Rapid Transit Advisory Committee for a three year term: a) East Midlands Chamber of Commerce b) Nottingham City Disability Involvement Group c) Nottingham Federation of Small Businesses d) Nottinghamshire Better Transport e) Travel Watch East Midlands	

1. Reasons for recommendations

- 1.1 A review of the organisations appointed as co-opted members of the Committee has been carried out, including whether existing co-opted members wish to continue their involvement and consideration of proposals for an additional member. The recommendations reflect the outcomes of that review.

2. Other options considered in making recommendations

- 2.1 Seek alternative organisations to replace Ridewise and Nottingham Trent University as co-opted members of the Committee. This was rejected as the remaining membership is sufficient to fulfil the requirements of the legislation.

3. Consideration of Risk

- 3.1 No risks have been identified with this proposal.

4. Background (including outcomes of consultation)

- 4.1 The GNLRT Advisory Committee is established under the Nottingham Express Transit System Order 2009 and its Terms of Reference are set out in Article 9 Non-Executive Functions and Committees of the Council's Constitution. The Order states that membership of the Committee must include representatives of users of the NET system in addition to members of Nottingham City Council and Nottinghamshire County Council. To fulfil this requirement, organisations are appointed as co-opted members of the Committee for a three year term.
- 4.2 The Committee's membership currently includes the following groups:
- East Midlands Chamber of Commerce
 - Nottingham City Disability Involvement Group
 - Nottingham Federation of Small Businesses
 - Nottingham Trent University
 - Nottinghamshire Better Transport
 - RideWise
 - Travel Watch East Midlands
- 4.3 The Committee may, with the agreement of the full Council, add additional groups representing users of the NET system to its membership, to support the effective delivery of its objectives.
- 4.4 The co-opted membership of the Committee has recently been reviewed and as part of that review Ridewise has indicated that it wishes to stand down as a member of the Committee, and no response has been received from Nottingham Trent University. All other members indicated that they wished to continue their involvement. Therefore, it is proposed to amend the Committee's Terms of Reference to remove Ridewise and Nottingham Trent University from the membership list when the Committee is re-established at the Council's AGM in May.
- 4.5 There has been a suggestion that Autism Nottingham is added to the Committee's membership but, while Committee members have indicated informally that they are supportive of this, to date the organisation has not been able to identify a suitable individual to attend meetings. Therefore, it is not proposed to add the organisation to the Committee's membership at this time.

5. Finance colleague comments (including implications and value for money)

- 5.1 The nature of this decision has no financial implication and is supported.

Sam Taylor
Interim Principal Management Accountant

23 December 2024

6. Legal colleague comments

- 6.1 In accordance with provision 87 Nottingham Express Transit System Order 2009 the Committee shall include representatives of users of the Nottingham Express Transit system and members of the City Council and the County Council. It is for the Committee to establish quorum and procedure and the nature and number of representatives.

Beth Brown, Director of Legal and Governance, 11 December 2024

7. Other relevant comments

- 7.1 None

8. Crime and Disorder Implications (If Applicable)

- 8.1 Not applicable

9. Social value considerations (If Applicable)

- 9.1 Not applicable

10. Regard to the NHS Constitution (If Applicable)

- 10.1 Not applicable

11. Equality Impact Assessment (EIA)

- 11.1 Has the equality impact of the proposals in this report been assessed?

No



An EIA is not required because the proposals do not relate to a new or changing policy or service. The co-opted membership of the Committee is required to represent tram users and in appointing members the Council seeks to involve a broad range of representation.

12. Data Protection Impact Assessment (DPIA)

- 12.1 Has the data protection impact of the proposals in this report been assessed?

No



A DPIA is not required because the proposals don't involve the use of personal or sensitive data and have any potential implications from a data protection perspective.

13. Carbon Impact Assessment (CIA)

- 13.1 Has the carbon impact of the proposals in this report been assessed?

No



A CIA is not required because there are no significant carbon impacts associated with the proposal.

14. List of background papers relied upon in writing this report (not including published documents or confidential or exempt information)

14.1 None

15. Published documents referred to in this report

15.1 Article 9 Non-Executive Functions and Committees, Nottingham City Council Constitution

15.2 Nottingham Express Transit System Order 2009

NET OPERATIONAL PERFORMANCE AND PROGRESS UPDATE

1 SUMMARY OF ISSUES

1.1 This report updates the Committee on the performance and progress of Nottingham Express Transit (NET) from the beginning of May 2024 to the end of November 2024.

2 RECOMMENDATION

2.1 It is RECOMMENDED that the Committee notes the report.

3 OPERATIONAL PERFORMANCE

3.1 The reliability and punctuality of the tram service during this seven-month period was between 93.6% and 95.8%. NET have continued to build on the strong and stable performance throughout the year, with highlights including this August being the best performing August since 2016. Tram availability has remained an underlying theme throughout the period, with the ongoing repair work on tram 232 impacting the number of trams available for service. Some significant road traffic collisions (RTC) with lorries have also affected tram availability whilst repairs are carried out.

3.2 During the period NET experienced several substation faults across the system. Some were linked to incoming power issues from the national grid and experienced a component failure more recently at Moor Bridge.

3.3 Traffic congestion has also continued to be a key theme throughout the period for a variety of reasons, including RTCs both on and off the tram network, roadworks around the city and general traffic flows in the city.

3.4 During the summer period, there was an increase in incidents with cyclists taking risks around the tramway, leading to some minor RTCs. Additional briefings were provided to our tram drivers to remind them to be vigilant.

3.5 The introduction of new signage has reduced the number of incidents where trams failed to stop at a signal. As a result, the signage is now being reviewed as a best practice approach within the industry.

4 KEY EVENTS IN THE PERIOD

- 4.1 On the weekend of the 18th and 19th May, rail and points replacement work were carried out at the David Lane area of the network. A dedicated bus replacement service was in operation connecting the trams operating to the north and south of these works, where a regular tram service was in operation throughout.
- 4.2 On 4th June, a serious collision between a motorcycle and a car at Sheriff's Way Junction caused significant disruption in the city whilst the police closed the road for several hours to complete their investigations.
- 4.3 In July a two-week track renewal program was completed at the High School and Royal Centre. A regular tram service operated between The Forest to the northern terminus points and Old Market Square to the southern terminus points. A dedicated bus replacement service was in operation throughout. The work was completed on time with minimal disruption to customers, which was reflected in the number of positive comments and feedback we received.
- 4.4 A tram failure at Nottingham Railway Station on 8th July disrupted trips for several hours whilst the tram was rescued. A 'lesson learned' session was held in line with our post incident review process, with the aim to improve response times in future incidents.
- 4.5 September was a challenging month with a variety of third-party incidents causing disruption on the network.
- 4.5.1 12th – Non-tram RTC on Gregory Boulevard caused traffic congestion in the busy area delaying services.
 - 4.5.2 19th – Scaffolding truck pulled out in front of an approaching tram at the Beaconsfield Street junction. Despite the tram driver applying the emergency brake, a collision occurred which derailed the tram. The tram driver was the only injured party. It took several days for the tram to be repaired following the collision.
 - 4.5.3 20th – A lorry fire on the A453 caused significant disruption around the Clifton area of the network as diverted traffic around this incident tried to find alternative routes. The network was impacted for a number of hours until the road was reopened.
 - 4.5.4 29th – A further fire at the Pizza Punks Restaurant at Lace Market resulted in disruption whilst the fire brigade attended and made the area safe.
- 4.6 During this year's Goose Fair event, NET operated an enhanced timetable providing customers with additional services supporting this event into the evening. The timetable resulted in a service performance improvement, providing customers with a safe, reliable and frequent service. Further to this NET invested in new extendable barriers to help keep the area secure around the tram stop and protect from fare evasion. To improve things in the future more work needs to take place with the organisers to improve lighting around the tramstop.

4.7 On the 16th October, a car failed to observe the red light at the David Lane junction, colliding with a tram.

4.8 A serious incident in the city centre required the police to close off Victoria Street in the early hours of the morning on 17th November. Trams were unable to pass until lunchtime causing a major disruption to the south of the network.

4.9 Engineering works at Beeston, where NET had planned to replace damaged overhead line cables, ran beyond the expected timings which affected early services on Monday 18th November. As repairs were carried out, NET technicians identified kinks in the new overhead line being installed which needed to be rectified. Services were able to resume for morning peak times.

4.10 Snow and ice towards the end of November caused some delays on the tram network. With other vehicles struggling in the snow, NET experienced broken-down cars, cars skidding into infrastructure and making turns onto tram tracks. Operating ice breaker trams overnight and good winter preparations helped to ensure tram disruption was kept to a minimum for customers.

5 ZERO TOLERANCE CAMPAIGN – REVENUE PROTECTION UPDATE

5.1 Revenue protection operations with Nottinghamshire Police have become embedded within our zero tolerance approach to fare evasion. NET carry out a variety of operations every day to prevent, deter and detect fare evasion on the tram network. A refreshed zero tolerance marketing campaign has been rolled out across the network during December to support this. NET continue to recognise a decline in fare evasion figures as we maintain this approach.

6 PARKING ENFORCEMENT UPDATE

6.1 Parking enforcement continues across the network. Activity has remained stable throughout the year, with on average 60 vehicles per month being clamped across all seven park & ride sites.

7 ANTISOCIAL BEHAVIOUR UPDATE

7.1 Anti-social behaviour (ASB) levels have seen a sustained decline, although our front-line staff continue to experience abuse and occasionally physical violence when carrying out their duties. Criminal damage on the network is also in decline but does continue to affect staff and customers. NET work closely with the police to provide our high-definition CCTV footage to identify and prosecute where possible.

Each month, NET attends the transport hub with local stakeholders to share ASB incidents and agree on a joint approach. They have also carried out joint operations with the police and schools in areas where ASB and fare evasion are at their highest.

8 PARTNERSHIP WORKING AND COMMUNITY ENGAGEMENT

8.1 In May, NET and Tramlink came together for 'Walk the Network'. During this charity event, more than 30 members of staff and stakeholders walked from Hucknall to Clifton Centre raising over £1,000 for our Charity of the Year, **Nottingham Central Women's Aid**.

- 8.2 NET collaborated with East Midlands Railway and Alstom to wrap and transform one of their trams into a vibrant 'trambow' in time for **Notts Pride**. This initiative marks the start of a new partnership between the three transport companies, focused on promoting safe travel and fostering inclusive, welcoming workplaces.
- 8.3 A number of staff requests for donations and fund-matching was received over the last few months, and as such Nottingham Trams are proud to have donated funds to the following charities: **Step Out Stay Out, Bobby Moore Fun, Forces in the Community, Macmillan Cancer Support, Friends & Bredrins Prostate Cancer Support, SANDS United FC, Nottingham CYP, Salvation Army Hucknall, and Alzheimer's Society**.
- 8.4 The CPS charity fund for Q2 has been confirmed at £4,000. Of this, £1,000 has been allocated to **Nottinghamshire Police** to support Operation Polarised, an initiative aimed at tackling youth anti-social behaviour.
- 8.5 NET Customer Experience Manager, Luke Taylor, ran the Robin Hood half marathon for **Framework Housing Association** and raised over £388 including fund-matching from NET.
- 8.6 Nottingham Trams are pleased to have supported a number of community events including a Safety Zone event at Holme Pierrepont with Nottingham City Transport, and Community Kicks at West Bridgford organised by Nottinghamshire Police.

Trevor Stocker, Head of Operations, Nottingham Trams

CORRESPONDENCE FROM MEMBER OF THE PUBLIC

1. SUMMARY OF ISSUES

- 1.1. A member of the public has written to the Committee expressing dissatisfaction with NET's season ticket refund policy for early bird purchasers and urging a reform to ensure fairness, transparency, and legal compliance.

2. RECOMMENDATION

- 2.1. The views of the Committee are sought.

3. DETAILS OF CORRESPONDENCE

- 3.1. A resident, who purchase an early bird season ticket, does not agrees with the current refund policy. The member of public is arguing that basing refunds on full-price ticket values undermines the purpose of discounts and is unfair. The resident also raise concerns about potential discrimination under the Equality Act 2010 due to inconsistent and discretionary refund offers and criticize the policy as unethical and damaging to customer trust. The resident urges NET to reassess and reform its policy to ensure fairness, transparency, and legal compliance, and expects a response addressing these issues.
- 3.2. A copy of the correspondence can be seen in Appendix A

4. RESPONSE OF NOTTINGHAM TRAMS

- 4.1. In response to the complaint, Nottingham Trams has explained that the refund policy is based on the value of the journeys the customer has made, relative to the season ticket purchased. For example, if a customer has used the pass for 4 months and 3 days, NET would calculate the cost of a quarterly ticket, a monthly ticket, and three individual day tickets, then deduct this amount from the original cost. NET believes this approach is fair, as it applies to all sales products. The 12-month product is designed to reward the loyalty of customers who travel annually, and even if a customer only uses the pass for 10 months, they are still likely to benefit from the discount.
- 4.2. It should be noted that full details of the refund policy is available on the NET website for customers to see.
- 4.3. Copies of correspondence from Nottingham Trams can be found at Appendix B.

Martin Williams
Commercial & Governance Manager
Nottingham City Council

From: [REDACTED] >
Sent: Tuesday, September 10, 2024 8:10 AM
To: NET Admin <NET.Admin@nottinghamcity.gov.uk>
Subject: Fw: Season ticket refunds

[REDACTED]

Warning: This email is from an external sender and has an attachment or link to the internet, please use caution.

To
GNLRT Advisory Committee
C/O NET Project
Loxley House
Station Street
Nottingham
NG2 3NG

Dear Nottingham Express Transit,

I am writing to express my strong dissatisfaction with the current season ticket refund policy that Nottingham Express Transit (NET) is applying, particularly to early bird ticket purchasers. The practice of using full-price ticket values to determine refunds for those who purchased at early bird rates is deeply unfair and undermines the principle of offering discounted tickets in the first place.

As an early bird purchaser, taking advantage of the special January offer, I reasonably expected that the value I paid would be honoured fairly in the event that a refund was required. However, your policy of basing refunds on full-price ticket values, effectively diminishing or even erasing the early bird discount, is not only inequitable but comes across as misleading and contradictory to the spirit of such promotions. This approach disadvantages early bird purchasers and nullifies the financial incentive offered to customers for committing early.

What is more concerning is the apparent use of discretionary offers for refunds. Such arbitrary decisions open NET to serious legal risks, particularly under the Equality Act 2010. Offering discretionary refunds to some customers while refusing the same terms to others could easily result in accusations of discrimination. The 2010 Equality Act explicitly protects against unfair treatment based on protected characteristics, including age, disability, and other factors. The lack of transparency and consistency in your refund policy creates a significant risk of inadvertent discrimination and potential legal challenges.

In addition to the equality issues, this policy could also be seen as an unfair business practice. Penalising customers who opted for early bird purchases, while allowing full-price ticket buyers to potentially benefit from a more favourable refund structure, appears both unethical and commercially unjustifiable. Practices like these erode customer trust and suggest that NET is more focused on its bottom line than on ensuring fair treatment of its passengers.

I urge NET to immediately reassess and reform its refund policy to ensure it is both fair and legally compliant. This includes providing consistent refund options for all season ticket holders, regardless

of when they purchased their ticket, and ensuring full transparency in the application of any discretionary offers.

Failing to address these significant issues could result not only in legal consequences but also in widespread reputational damage as more customers become aware of the unfairness embedded in your current practices. I have been in contact within the last few days with Nottinghamshire Live and BBC Radio Nottingham on this very subject.

I expect a response outlining how NET intends to rectify these unfair policies. I also trust that NET will take this matter seriously and act to uphold the standards of fairness that all your passengers deserve and to reconsider my own recent request for a refund.

Yours sincerely,

[Sent from Yahoo Mail for iPhone](#)

Begin forwarded message:

On Thursday, September 5, 2024, 6:32 PM, NET Customer Relations Team <info@thetram.net> wrote:

[REDACTED]

If you wish to escalate your complaint further you may contact the Greater Nottingham Light Rail Transit Advisory Committee (GNLRTAC). The address is as follows:

GNLRT Advisory Committee
C/O NET Project
Loxley House
Station Street
Nottingham
NG2 3NG

Alternatively, you may email NET.Admin@nottinghamcity.gov.uk

Kind regards

[REDACTED]

Tramlink Response:

'The refund policy reflects the journeys that the customer would have had to take if they were to have purchased tickets that reflect the amount of use they have had from the season ticket. So, if the customer has used the pass for 4 months and 3 days we would calculate the price of a quarterly ticket, a monthly ticket and three day tickets and deduct this from the cost. This we believe is a fair approach. Any sale product would have the same calculation. The sale of our 12 month product is to reward the loyalty of customers who travel with us on an annual basis and is not for any other products. If customers only use this pass for 10 months it is still very likely that they will benefit from the discount.'