

CORRESPONDENCE FROM MEMBERS OF THE PUBLIC

1. SUMMARY OF ISSUES

- 1.1. A member of the public has written to the Committee about being issued with a penalty fare notice and their dissatisfaction with how the matter has been handled by Nottingham Trams (NTL).

2. RECOMMENDATION

- 2.1. The views of the Committee are sought.

3. DETAILS OF CORRESPONDENCE

- 3.1. The correspondent sent a letter of complaint to the Committee on the 20th of November (see Appendix A).
- 3.2. The letter explains that, on the 30th of October, they purchased an adult all-day ticket from the ticket machine at Toton Lane to travel to Nottingham Station using their debit card. However, on inspection of the ticket by travel officers on their journey, it was discovered that they had mistakenly picked up someone else's receipt.
- 3.3. The correspondent was asked to leave the tram, but refused because they were concerned that they would be late for an appointment, and they were then issued with a penalty fare notice, which they were told they could appeal against. The next day they contacted NET customer services and the penalty fare was revoked.
- 3.4. The correspondent feels that he should have been given the benefit of the doubt and not been issued with a penalty fare notice, and has raised the issue of there being too many receipts and tickets in the dispensing trough of the ticket machines. He claims that he felt humiliated and ashamed by being issued with the penalty fare notice in front of other passengers on the tram.
- 3.5. The Head of Operations at NTL has confirmed that, during the correspondents' journey, travel officers carried out an inspection where he was advised that the receipt that he was holding was not a valid means to travel. When the correspondent explained the situation, the travel officers tried to give him the benefit of the doubt by requesting to cross-reference his receipt with their debit card, however, unfortunately, he had also picked up another passenger's receipt.
- 3.6. Following NTL procedures, the travel officers asked the correspondent to alight at the next stop but, because they refused, they were taken to a quieter area of the tram and issued with a Penalty Fare Notice.
- 3.7. When the correspondent contacted the customer services department, the following morning, a full investigation was carried out and it was confirmed that the passenger did

purchase a ticket. Due to these findings, the passengers' penalty fare notice was cancelled and they were therefore no longer liable to pay the £50.

- 3.8. NTL consider that all of their procedures were correctly followed and that the customer services department took swift action to ensure that this penalty fare was cancelled as quickly as possible.
- 3.9. NTL recognise that, due to passengers sometimes not picking up their receipts, a build-up of paper in the dispensing trough can result, making it difficult at times for passengers to find their ticket / receipt. Tramstop cleaners and travel officers are instructed to remove receipts from the ticket machines when they are present. The correspondent has been informed that there are plans to modify ticket machines in the New Year to allow for the option for passengers to select for a receipt, rather than being issued with one automatically, which should significantly reduce the occurrence of this issue in the future.

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