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Work on new tram ticket machines starts in Nottingham

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NET Customer Service [Manager](#) Jo Bentley and Revenue Supervisor, Ian Scott look over one of the new ticket machines prior to installation.

WORK has begun to install new ticket machines at tram stops in Nottingham – and this is what they will look like.

Tram operator Tramlink Nottingham says the move will bring the city's network in line with others around the world.

It is also hoped the change will help Nottingham's transport system become more integrated and assist in combating people travelling without a ticket.

Passengers can currently pay fares while travelling on the trams but the new system will require them to buy tickets at the stops before boarding.

Other changes planned include replacing on-tram conductors with tram "ambassadors" at the stops who will help people to use the machines.

There will also be inspectors on the trams, checking that people have paid.

Phil Hewitt, chief executive of Tramlink Nottingham, said: "Our intention has always been to help deliver a world-class tram network and the new ticketing arrangements are part of this process.

"Obviously, it will mean a significant change for our customers but we'll be helping them get used to the new process every step of the way.

"The simple principal to remember will be to buy your ticket before you board.

"Conductors will still be on trams for some weeks after the ticket machines are switched on.

"The role of conductor will then be replaced by a range of other customer-facing staff who will be out and about on the network, checking tickets and helping people with travel queries."

The work to install the machines is expected to take around a month to complete.

It will then be followed by a period of testing before the public is able to use the machines in a few months' time.

The foundations for one of the machines was fenced off at the Royal Centre tram stop yesterday.

Passenger Robert Parnham, 65, of Nuthall, who was waiting at the stop for a tram to Phoenix Park, said: "The advantage will be at peak times, as currently there's no way the conductor can get down the length of the tram to collect fares when it's full with passengers."

David Thornhill, chairman of Notts Campaign for Better Transport, said time would tell if the change was a good move.

He said: "The proof of the pudding is in the eating.

"Some of the tram systems in other parts of the country, such as Sheffield and Birmingham, found that the machines were susceptible to vandalism.

"In Manchester, however, they have had machines from day one and stuck with it."

Tramlink Nottingham says that all existing conductors will be redeployed into new roles, with the changes creating around 100 new jobs for drivers and customer [service](#) staff.