

TRANSPORT 4 ALL – 26.04.18 - Sheffield Town Hall - Room G42
DRAFT MINUTES

1. Welcomes/Apologies

People present

Shel Turner (MT) – Chair
Grace Parry (GP)
James Martin (JM)
Stacey Anderson (SA)
Lauren Eades (LE) – Stagecoach Supertram
Nigel Wragg (NW) – Stagecoach Supertram
Danyelle Middleton (DM) – First Bus
Mitch Genner (MG) – SCC Adult Social Care
Steve Cresswell (SC) - SYPTE
Cate Jockel (CJ) - SCC Transport Planning
Simon Ovenden (SO) – SCC Planning

Apologies

Alan Thorpe (AT)
Becky Marson (BM)
Craig Williams (CW)
Danny Heffernan (DH)
Paul Savage (PS)
Andy Metcalfe (AM) – First Bus
David Caton (DC) – Stagecoach Bus
Ian Jenkinson (IJ) – Sheffield Community Transport
John Hudson (JH) – SCC Transport & Facilities Management
Councillor Jack Scott (JS) – SCC Cabinet Member
Councillor Ian Auckland (IA) – SCC Shadow Cabinet
Councillor Douglas Johnson (DJ)
Paula Turner (PT) – SYPTE

2) Minutes of January 2018

The draft minutes were agreed as an accurate record with one typo corrected.

3) Update from Supertram (NW)

- a) **Rail replacement works** restart in late May & should run until mid-Sept. Volker is the contractor as before. There is some contingency built in and some of the work is weather-dependent. Hillsborough – Middlewood is the first phase of this, followed by Gleadless to Halfway & Town End to Herdings. Once the Hillsborough – Middlewood works are done, around 15th June, the Yellow Route is not further affected. There will be more work in the next couple of years in summer. The rails should then last for another c.30 years.

There will be replacement buses every 6 mins (trams every 12). These will largely be double-deckers from the local fleet but some may come from elsewhere: it will be necessary to use the vehicles that are available. NW also noted that, in the Birley area, there are limitations on which roads can be used by replacement buses.

Communications: a lot of thought has gone into this. There will be leaflets for the different sections – currently at the printers – as well as website info, emails, twitter etc & info & staff on site. If anyone has any difficulties with the info provided, please let Nigel know how it can be improved.

- b) **Tram-train** – overhead lines are in and about to be energised. Then testing, commissioning, driver training can commence. Heading for an October start in service. Shelters are now going in at the new stops (Rotherham & Parkgate). The tactiles will be Network Rail platform markings. NW is meeting with the Office of Road and Rail (ORR) to discuss the Disabled Persons Protection Policy (DPPP).
- c) **Passenger assistance cards** - Supertram has introduced its own cards, based on Confederation of Passenger Transport (CPT) assistance cards. But passengers can use any assistance cards to get their message over.
- d) **Staff disability training** - Treana Hudson is developing this, particularly with regard to hidden disabilities.
- e) **Timetable changes** – from 28/01/18. Details were given at the last meeting. Update is that there has been a great improvement to reliability & punctuality to 95% level: fewer delays and recovery time at terminuses sufficient. Also real-time info at tram stops is working better.

4. Communicating Bus Diversions and Disruptions: Steve Cresswell

SC's presentation is attached to these minutes. It ran through what happens in relation to planned bus service diversions & also touched on emergency diversions. Main points made:

- SYPTE is informed of road closures through SCC. SCC issues a Temporary Traffic Regulation Order. SYPTE informs the operators through a weekly report and works with the operators to find alternatives/diversions.
- Traveline is sent info one week in advance & diversion notices (yellow laminated) are attached to the affected bus stops. Travel SY has up-to-date info on diversions. NB Resource constraints mean that the yellow notices on site can only be put up at the directly affected stops.
- Emergency diversions: obviously there is no notice of these – e.g. burst water main/gas leak. Operators will sort out diversions & will liaise with PTE which will get info on Travel SY, Traveline & at bus stops as quickly as possible.
- Ways to be forewarned: sign up to disruption updates; create a MyTSY account; look out for yellow notices (take a photo so can check details later).
- Find out about alternatives – use journey planner; call Traveline; use a different mode of transport including community transport or taxi; revise plans.
- NB There is a training course to help with journey planning at <http://www.getmoving.org.uk/busservices>

Discussion points/issues:

- At stops with real-time displays, this will keep running even if the stop is not in use due to diversions. It does not seem to be possible currently to use the

screens to say that the stop is not in use and provide info on alternatives (or to turn off individual displays);

- SC noted that, if there were better alternatives to the yellow notices, this would be much more resource-efficient in terms of PTE staff. But currently there is a legal requirement to have physical info at bus stops;
- Because of the process & time involved in updating real-time data, there is nothing that can be done with real-time in relation to short-term disruption;
- JM noted that there had been poor & inaccurate advance info about bus services on the Sheffield Marathon day for the 2nd year in a row: he had expected this year to be better than last & it wasn't;
- Emergency issues are dealt with much quicker now because the bus operators have staff located in the Traffic Control centre. This was funded through the Better Bus Area funding which is now coming to an end but the Bus Partnership hopes to keep it going. T4A members hadn't realised this was happening and welcomed it;
- NW also noted that operators have a cross-operator ticket agreement to help with disruption. Also Twitter is staffed 24/07 by operators;
- He also informed the meeting that Transport for the North (TfN) is looking at how passengers are informed about disruptions. Tranche 1 of its' smart ticketing work is looking at rail smart ticketing. Tranche 2 is journey planning including disruption, fare info etc;
- MG noted that travel trainers do cover some understanding of dealing with alternative stops, overcoming the problem etc;
- Traveline staff were praised – always helpful and informative;
- Thanks to Steve.

5. Matters Arising – from January meeting - & AOB

a) Taxis – update from Val Bowen ref the Disability Hub Transport Sub Group's (DHT) work on taxis: overall progress is slow but sure. Includes:

- Licensing staff will be the main point of contact for any incidents or complaints. They have discussed alternative methods of reporting other than in writing & Val was pleased to hear about staff visiting AT to take a statement. DHT has offered to support Licensing staff on use of language and etiquette. DHT has commented on a draft incident complaint form: this should be on the website soon so people can complete online or download or arrange a meeting if additional support is needed;
- Licensing will update the 'Going the Extra Mile' leaflet for taxi users & drivers (originally put together by Emma Cawley with T4A help);
- Taxi driver training is being revised by 2020 & DHT will help with content;
- DHT has offered to source 'mystery shoppers'.

The Hub has also discussed:

- What to do if your wheelchair/scooter is bigger than a 'reference wheelchair': Licensing advice is to contact the operator. The Hub's view was that info should be provided about which operators have which vehicles – this will help people make informed choices;
- The need for timely notice if a booking can't be fulfilled at all/with the correct type of vehicle. Disabled customers are being repeatedly let down;

- If a specific type of vehicle is required, how far in advance should people book: could booking staff keep records of the type of vehicle needed by a client as a matter of course;
- Enforcement where drivers won't pick up disabled users at taxi ranks: certain ranks identified. T4A comment that mystery shoppers could help with this;
- Fare charging while driver performs duties required by the Equalities Act: Licensing is to seek legal guidance on this as the wording of guidance is open to interpretation and the practice is continuing.

b) Paulley one year on – update from last time:

- a. GP & AM had discussed GP helping with First's in-house training on hidden disabilities and, as a result, 2 sessions had been held & had gone very well;
 - b. CJ had circulated some info from Government: after the Supreme Court decision, the Department for Transport (DfT) had set up a stakeholder 'Task & Finish Group on the Use of Wheelchair Spaces on Buses'. This Group has made 4 specific recommendations which the DfT has accepted 'in principle': however it is going to do some further work during 2018. The 4 recommendations are:
 1. That the Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990 (the Conduct Regulations) are amended to enable drivers to remove passengers from the bus who unreasonably refuse to move when requested from the wheelchair space
 2. The associated guidance is amended to better reflect the behaviours expected from drivers and passengers with respect to use of the wheelchair space
 3. Further work is conducted to consider how best to raise public awareness of the behaviours expected from passengers with respect to the wheelchair space, for example a public awareness campaign, or improved signage on buses
 4. That conditions of carriage and disability awareness training best practice guidance are updated to reflect the fact that passengers will be required to move from the wheelchair space should it be required by a passenger in a wheelchair.
- c) Update on consultations – JM had submitted a response to the Transport for the North Transport Strategy (as an individual as it hadn't been possible - due to holidays & illness - to get sign-off as a T4A submission).**
- d) Sheffield Bus Partnership – NW noted that there were some changes coming on a new/simpler brand in May/June: 'Buses for Sheffield' is the new name. There'll be many new buses; also new maps.**

7) Next Meeting

Thursday 19th July - 10:00-12:00 – TOWN HALL ROOM G42

Then - Thursday 18th October – 14:00-16:00 – also in TOWN HALL ROOM G42