**TRANSPORT 4 ALL**

**24.10.19**

**Town Hall - Room G42**

1. **Welcome/Apologies/note of previous meeting/matters arising**

**Present**

Shel Turner (MT) – Chair

Lee Harker (LH)

James Martin (JM)

Grace Parry (GP)

Craig Williams (CW)

Kevin Sharp (KS) – Stagecoach Bus

Lauren Eades (LE) – Stagecoach Supertram

Nigel Wragg (NW) – Stagecoach Supertram

Olivia Trevor (OT) – Safe Places Co-ordinator

Councillor Douglas Johnson (DJ)

Paula Turner (PT) – SYPTE

Craig Harper (CH) – SCC Licensing

Simon Ovenden (SO) – SCC Planning, Access Officer

Cate Jockel (CJ) – SCC Transport Planning

**Apologies**

Danny Heffernan (DH). NB Danny has advised that he is no longer able to attend meetings due to his current state of health. **Action CJ** to send the group’s best wishes.

Stacey Anderson (SA)

Becky Marson (BM)

Paul Savage (PS)

Councillor Ian Auckland (IA)

**Note of previous meeting** on 11.07.19 was agreed as an accurate record.

**Matters arising**

* Bus operator reps to T4A: the group welcomed Kevin Sharp as the new Stagecoach Bus link for the group. **Action PT** to follow up ref First, HCT & TM Travel (both First & TM Travel reps have left the companies). (NB It was reported that First sends Ray Haywood to the Sheffield PT Users Group).
* X7 bus: PT reported back that the vehicle did have a ramp at the central door & so was compliant. It had been a driver issue & should be a one-off incident.

**2) Bus matters including T4A input to SCR Mayor’s Bus Review**

SCR Mayor’s Bus Review: T4A discussed the background to the Mayor’s review at its last meeting where it was agreed to submit a group response to the survey. We then discussed what to include in the various sections of the survey. JM and CJ had subsequently worked up this group response and it had been submitted. They noted various difficulties with the format and the online submission mechanism.

More positively, the submission had led to an invitation to T4A to attend a session of the Review Panel including its’ Chair Clive Betts MP, along with other community groups. That had been held on 11th October and JM had been able to represent the group there. He noted that the Panel had been keen to get more info in a couple of areas including how much support for AV on vehicles. The discussion had included what would constitute meaningful advance notice of any changes; the importance of stability; the number and use of wheelchair spaces; as well as staff training in handling difficult situations.

Subsequent to that Panel meeting, JM had compiled a supplementary T4A response which he ran through at the meeting. Much of this related to communications around service changes. This was prompted by the experience of the September service changes & included the need to communicate changes to which bus stops are used, and any route changes however minor, as well as service changes. It also included the need to train all staff to be able to deal with or signpost queries.

This supplementary submission was agreed with the addition of more about the difficulty of making submissions to the consultation. OT noted that she had not been able to complete the form with various Safe Places clients unless she used a different computer every time, due to the website only allowing you to complete one form. LH suggested that the group might want to raise its lack of accessibility with Mayor Dan Jarvis. **Action JM** to submit the supplementary material.

NB In relation to wheelchair spaces on buses, KS noted that all Stagecoach Bus drivers, if they are unable to let a wheelchair user board, should radio the following bus and, if that has no space available, they should then radio for a taxi.

Other bus matters: this was raised by GP and concerned seating for waiting passengers. She noted that many people have difficulty standing for any length of time and it may not always be obvious (e.g. people with ME; osteoporosis; the pregnant; many elderly; etc). If a bus is waiting time, it should let passengers get on and sit down. GP noted that Amanda Maybury (previous rep to T4A from First) had confirmed that drivers should let passengers on & had passed this on to the operations side, to inform drivers, and to the training school.

GP was also keen to see more seats at stops wherever possible. PT noted that shelters with seats are put in where suitable/financed. This was not always possible (insufficient footway width; stats in the footway) or necessary (high frequency services) and should be targeted at stops where people wait longer. **Action PT** will pass the points made on to the PTE’s infrastructure team.

1. **2020 meeting dates**

These are now confirmed as **1400-1600 - IN TOWN HALL ROOM G42** on

January 30th

April 23rd

July 23rd

October 22nd.

1. **Accessible Travel Policy Guidance for rail and for tram-train**

Accessible Travel Policy Guidance for rail. The Department for Transport (Central Government) has published Accessible Travel Policy Guidance (27/07). This is the document that JM & others were involved in developing through consultative events last year. All train and station operators, including Network Rail, now have to review and submit their policies to the Office of Rail and Road (ORR) by December 2019 & then implement these policies by April 2020. JM noted that he thinks this has been a good process, with ORR very much looking from the customer perspective. It will now monitor operators and can impose fines. The guidance includes that TOCs (train operating companies) have to specify their rules for carrying mobility scooters and that these should be justifiable. Also for bus replacement services, they need to specify the standard of vehicle and what training staff should have received. Also, in relation to staff training, JM noted positively that the ORR is developing a 9-module training framework where all rail staff have to complete appropriate modules. Rail operators have to involve disabled people in developing this material.

Northern Rail has set up a Northern Accessibility User Group to work with its’ Access and Integration Manager and input to the Accessible Travel Policy. JM has joined up. JM ran through a presentation on this and flagged up that matters discussed so far include shortening the booking deadline; enhancing training; call-handling (outsourced) – e.g. instances where assistance has been booked but not provided; scooter policy. The group thanked JM for all his work on this.

Tram-train Accessible Travel Policy: there will be bespoke guidance for tram-train with recommendations out next year - as tram-train doesn’t fit well with the recommendations for the main track operators. So Stagecoach Supertram is looking at its’ policy now with a view to having the policy available in 2020. It will replace the DDDP. There will be an increased emphasis on teaching staff about disability, including hidden disabilities, and lots of work on communicating to customers what they can expect. There will also be a complaints monitoring process. **Action NW/LE** expect to consult T4A on this in 2020.

1. **Deputy Chair for T4A:**

This was raised by MT at the last meeting as her health does not always allow her to chair all the meetings. MT proposed JM and PT seconded. JM accepted nomination & there were no others so this was approved.

1. **AOB**
2. Safe Places: OT reported that (1) it is working with brain injury survivors & a rep may be interested to join T4A. MT asked OT to provide contact details to CJ so that someone can be invited to try out a meeting: then they and the group can see whether it would be helpful. **Action OT**; (2) it is partnering up with Supertram – more info from OT at a later meeting.
3. Transforming Cities Fund: CJ reported that the City Council & other South Yorkshire Districts (Rotherham, Barnsley, Doncaster) are working with Sheffield City Region (SCR) on a bid that SCR will submit to DfT for funding from a fund called Transforming Cities. This is to be submitted at the end of November with a funding decision expected in March 2020. This could potentially provide significant funding for active travel (walking and cycling) and public transport projects in parts of the City Region that meet the relevant criteria. Given resources, the current focus is on making the bid but, in 2020, the focus will move to engagement, building on the earlier engagement on the Sheffield transport vision and strategy.
4. Tram-train timetable: NW reported that Supertram is looking to extend the timetable from May 2020 onwards, possibly with earlier starts and more services on Sundays.
5. Rail info: PT circulated a note on 2 issues that Mayor Dan Jarvis had taken up nationally: the retention of Pacer trains and the delayed Hope Valley Capacity Upgrade scheme.
6. **Next meeting**

**January 30th 2020: 1400-1600: TOWN HALL ROOM G42**