

TRANSPORT 4 ALL Meeting 14.07.16 Sheffield Town Hall - Room G42

1) WELCOME/APOLOGIES/INTROS

People present

Shel Turner (MT) – Chair
Craig Williams (CW)
Grace Parry (GP)
James Martin (JM)
Julie Smethurst (JS)
Paul Savage (PS)
Stacey Anderson (SA)
Councillor Ian Auckland (IA) – Shadow Cabinet Member (Lib Dem)
Amanda Maybury (AM) – First Bus
Nigel Wragg (NW) – Stagecoach Supertram
Dave Cooper (DCp) – SCT
Paula Turner (PT) – SYPTE
Cate Jockel (CJ) – SCC Transport, Traffic & Parking Service
Simon Ovenden (SO) – SCC Planning Service
John Hudson (JH) – SCC Resources (Transport & Facilities Management)

Welcome John Hudson to 1st meeting; also Douglas Johnson (DJ) (Unity Law) for item 4; Andy Foster (AF) (South Yorks Police) for item 5 and Brenda Worsdale (BW) (SYPTE) for item 6

Apologies

Councillor George Lindars-Hammond (GLH)
Danny Heffernan (DH)
David Caton (DCt) – Stagecoach Bus
Emma Cawley (EC) – SCC Adult Social Care

Sad news T4A member Ian Wallace had died recently: tribute was paid to his long-standing campaigning work

Other news

- CJ noted that Cllr Mazher Iqbal is now the Cabinet Member for Infrastructure and Transport, with Cllr George Lindars-Hammond as Cabinet Advisor for Transport who will attend Transport 4 All meetings
- PT has been informed that Northern Rail is appointing a Community and Sustainability Manager & the post-holder will be a contact for T4A
- PT noted that Richard Gould had retired from SYPTE

2) MINUTES OF JANUARY 2016

These were approved and will be added to the group's webpage. No meeting had been held since then

3) MATTERS ARISING

Sheffield City Region (SCR) and the proposed Devolution Deal: CJ pointed the group to the current SCR consultation called 'help us shape devolution in SCR' which could be found at sheffieldcityregiondevolution.org.uk. She also

noted that the Buses Bill has been published and was going through parliamentary processes. The query from JS about policies on social inclusion in the 'refresh' of the existing SCR Transport Strategy is outstanding: T4A has expressed that it would like to input into the strategy refresh.

Recent taxi developments: CJ noted that T4A had responded to the SCC taxi consultation in March-May: this had been circulated for info with the meeting papers. She also noted EC's report that City Taxis is to keep individual accounts. The House of Lords Select Committee on the Equality Act and disability, which SCC taxi licensing officers had given evidence at, had reported: watch this space to see if any changes come out of it. And see item (4) below.

Tram-train vehicle visit: NW updated on the plans which are to test the vehicles in September; train drivers in October and to introduce the vehicles on the existing tram network in the New Year. He also reported that the on-vehicle audio announcements were currently being worked on. JM asked about tactile drawings of the internal layout: these had been produced for an earlier meeting before JM was involved with the group. SO to pass these to JM. There will be some 'come and look at it' days later in 2016 and T4A; SRSB and 'travel buddies' will all be invited.

4) HOUSE OF LORDS SELECT COMMITTEE ON THE EQUALITY ACT AND DISABILITY: with Douglas Johnson, Unity Law

This item was introduced by DJ who noted that, in his view, the Committee report was very good and included an excellent set of recommendations on transport. Following on from that, Transport for London (TfL) had produced a response to these recommendations, which was very encouraging. The group asked for both the report and the TfL response to be circulated.

Other comments:

- JM: noted that customer service at Sheffield station is generally good. JS added that rail operators in general are working towards an aspiration of 'turn up and go', rather than having to book assistance in advance, but vehicle design (e.g. wheelchair capacity) is one of the constraints;
- PT noted that any service issues with operators can be reported to SYPTE using "mytsy". SYPTE will pass it to the appropriate operator. If no response is received, individuals should go back to the PTE again. PT and BW both noted that the PTE is intending to be more pro-active in managing complaints and looking to see if any trends.

5) 'MAKING THE MOST OF MOBILITY': with Andy Foster (SY Police)

AF has been developing a proposal for a pilot event called 'Making the Most of Mobility' for c.50 disabled people. He has the Hellaby centre (north of Rotherham) booked for 1st Sept. He attended the last meeting of the Disability Hub and has also been talking to operator reps. There has been much interest but not much commitment as yet. So he's wondering whether to cancel or postpone and would appreciate views.

Discussion of the event's content:

Passes: PTE and CPT: eligibility; issuing of
RNIB 'Stop me, speak to me'
Hate crime
How to get on/off a bus and what it's like inside: familiarising

Travel there:
SCT and SCC school buses: but time-limited
GP: there should be mainstream bus options

Conclusion: there are some good ideas here but Sept is too early. It was recommended that AF postpone until 2017. But all to get thinking caps on and send ideas to CJ to collate.

6) REVIEW OF PASS RENEWAL PROCESS: with Brenda Worsdale, Interim Head of Organisational Development, SYPTE

BW is reviewing the pass renewal process for all passes, starting with 16-18 passes, intending to work with customers and staff and see what can be done differently. With the 16-18 passes, she's piloting getting passes for Sept 16 out to students before the end of the summer term. She will be looking at other passes and would appreciate views on what could be done better: what are the challenges and frustrations that people face.

JS thinks that SRSB is used as a broker by most visually-impaired people in Sheffield and it is very efficient. She also noted that VIP passes come with orange covers and this is v useful in triggering help from bus drivers. SO asked how a VIP pass differs from others. Answer: the pass has an eye symbol.

NW asked whether more people/groups could be trained to help others as SRSB does?

JM asked how VIPs should know when their pass has expired? Would it be possible to have a raised date as railcards and passports do?

DCp noted that there were 2 stages to get a pass online on the TSY website – he thought the 2nd stage of uploading a passport-type photo was really difficult for a lot of older people. BW noted that she'll be asking Clare Cocken (Communications at PTE) to get user groups involved in developing how the website works for passes.

Poor info ref what to do if lose pass: get replacement or renew?

DJ had taken a look at the TSY website on how to renew passes and thought it required some searching. This was for a senior pass. There didn't seem to be a renewal option for a disabled pass. JM offered to take a look and report back.

SCC/SYPTE co-ordination: IA suggested that this could be more joined-up with certification going directly from SCC to PTE. BW said that both IT teams are working to get SCC direct access to the PTE's CRM system.

BW: what happens when people try to use out-of-date passes? The view was that operators would usually accept them, while reminding people to renew.

Could passes be renewed automatically and/or last longer? The intention is to check that the pass is still required and that a person's circumstances remain unchanged.

MT suggested that it might be possible to have a link between blue badge and bus pass schemes, where eligibility criteria are similar/the same.

BW noted that as technology progresses, it is likely that future passes could be stored on mobile phones. GP noted that individuals may not take their smart phone everywhere and also that batteries can run out, so options are needed.

7) AOB

Bus Stop CG9 Snig Hill: raised by JM. The space available to buses here has been reduced a little. There are many buses: it's a timing point and a driver changeover point. If drivers pull forward to alleviate the stacking issue, the tactile marking becomes irrelevant. AM noted that some of the buses here will move around the corner to Castle Street from Sept to alleviate this problem.

Bus Stop Church St: raised (again) by JS: this is a known issue – which is, if there are 2 buses at the stop, the 2nd bus block the dropped crossing point across to/from the Cathedral tram-stop. CJ noted that the PTE was looking to see if this stop and the adjacent one could be re-jigged to help.

TSY: SA noted that info on bus diversions was not as up-to-date as twitter – as that will update itself from other feeds. NW noted that twitter can feed non-twitter websites.

Timetables: SA noted that it isn't helpful to say that services run 'at frequent intervals' – what does frequent mean?

AV on buses: PT noted that the PTE project to install AV on route 120 is now looking for assistance with what stops should be called and how the announcements should be worded.

Taxis: MT informed the group of a horror story where a taxi driver, for a booked journey, had demanded that the guide dog go in the boot of the vehicle: the driver had been suspended.

Bus stops on Charter Row behind Debenhams: there are temporary stops here during the works on the block between the Moor and Charter Row but they are difficult to access and it is not made obvious what bus service stops where.

8) NEXT MEETING: is 20th October: 1400-1600.