

**STOCKTON ON TEES PUBLIC TRANSPORT FORUM**  
**ARC, Dovecot Street, Stockton – 10<sup>TH</sup> March 2018**

**Present:**

<b>John Fletcher</b>	<b>Chair</b>
<b>Joanne Roberts</b>	<b>SBC</b>
<b>Jonathan Kibble</b>	<b>SBC</b>
<b>Debbie Fairless</b>	<b>SBC</b>
<b>Lynne Tebbs</b>	<b>SBC</b>
<b>Chris Walker</b>	<b>Stagecoach</b>
<b>Richard McGowan</b>	<b>Arriva</b>
<b>Pete Myers</b>	<b>Northern Rail</b>
<b>David Sharp</b>	<b>Stagecoach</b>

ITEM	AGENDA ITEM	ACTION
1.0	<b><u>Welcome and apologies for absence</u></b>	
1.1	Chair welcomed attendees and introduced panel members.	
1.2	Apologies were received from M Galloway, J Peat, A Fletcher, B Gathergood, P Urwin.	
2.0	<b><u>Presentation from Stockton-on-Tees Borough Council</u></b>	
2.1	No Online forum held in January due to staffing changes – will be organised shortly.	
2.2	Chester-Le-Street business being closed due to commercial pressures?, Forum thanked and reorganised his contribution.	
2.3	Stockton borough Council work; six shelters going in shortly against similar requests to identify the priorities.	
2.4	Chairs update; Eaglescliffe station – working with to get presence still. Eaglescliffe PC to provide recognition to Paul Duck for work in community. Paul is currently a Chester-Le-Street employee based at Eaglescliffe Station. Northern has an obligation to provide to provide automated ticket machines.	
3.0	<b><u>Public questions:</u></b>	
Q .1	Gordon Smith, In the new combined Authority transport plan, do the bus operators prefer franchise or partnership arrangements for services	
A	Jonathan Kibble - Stated that it was out for consultation, not adopted yet so no weight yet. Richard McGowan – Preferred partnership due to cost of franchising is prohibitive and partnership allows improvement.	

<p>A</p> <p>Q.2</p> <p>A</p> <p>Q.3</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>Q.4</p> <p>A</p>	<p>David Shaw – Franchising level of bureaucracy which is unnecessary.</p> <p>Gordon Smith – Franchising is putting risks on Local Authorities.</p> <p>Patricia Johnson – Previous engagement, it is pointless waste of time and effort to make Arriva and Stagecoach see the obvious need for a bus service in Hartburn, without the help of Stockton Borough Council. We would be in trouble as taxi fares are expensive and limits our choices of going out.</p> <p>Comments noted by panel.</p> <p>Judith Gallagher – Arriva 7, 15, 17 running too many empty buses close together, how is it commercially viable that we can't leave the X67 running through Hartburn Do the Government subsidise these routes and class them as pilot schemes.</p> <p>John Fletcher – Clarity requested about 7, 15 and 17 running empty.</p> <p>Ian Wilson – Some buses running empty when other areas not served.</p> <p>Richard McGowan – Number of passengers justifies services, Arriva have no plans to amend the current services, commercial risk otherwise.</p> <p>Gordon Smith – Commented on the X67 diversion through Long Newton and would like to see this in place.</p> <p>Richard McGowan – Would need additional vehicle in service if these diversions would increase journey times by 10mins, but this is not viable at this time.</p> <p>Mrs Anson – commented on the 17 from Middlesbrough always full at the start of Journey.</p> <p>Patricia Urwin – Would like to mention that she appreciated the 87 bus and would like to know if it would be possible for a later bus in the day.</p> <p>Jonathan Kibble – Stated that it would not be possible using community transport during weekdays. We will investigate Saturday provision and report back to the forum.</p> <p>Mrs Gallagher – comments on taxi fare expenses incurred because of lack of provision outside of these times.</p>	
<p>Q.5</p> <p>A.</p> <p>Q.6</p>	<p>Denise Mason -Thank you Arriva for the hospital run, would like an hourly service through the day and thank you Stagecoach for a service that is needed in Roseworth, Ragpath, Redhill and hospital hourly service.</p> <p>Richard McGowan -states that constraints in place and he will investigate options to see if feasible. Thanked Stagecoach.</p> <p>David Johnson -Two private bus companies only willing to provide the most basic mediocre level of service which achieves hardly any modal switch ie from cars. Will Stockton Borough Council do anything possible to promote</p>	

Q.6 Cont	Billingham, Stockton, Thomaby rail line especially to increase the half hourly service.	
A.	Jonathan Kibble - Stockton Borough Council works through TVCA to support shape franchises that in tum feeds into Rail North to be part of transport for North.	
Q.7	Darryl Anson -Asked Arriva for more heating on buses, many not working especially through the recent cold weather, particularly applies to the number 61 plate buses which make the bulk of the Arriva fleet.	
A.	Richard McGowan -receive complaints about heaters, drivers can't control and engineers needs to look at frequent services is colder due to door opening, encouraged to request specifics directly. Report to driver note on ticket and make complaint.	
Q.8	Christine Anson - Service 17 Why are there no notice of alteration to the Sunday timings, it only from talking to staff at the Arriva shop were told that the schedule operated earlier than previously. The timetables at Blair Avenue have not been updated.	
A.	Jonathan Kibble-Timetable needs changing on Blair Avenue not done since Sunday timetable changes.	
Q.	Mr Wilson -commented that 13 timetable not changed, reported via Facebook but Stockton Borough Council understand it has been done but will be checked. Connect Tees Valley website does note timetables changes in advance.	
A.	Richard McGowan -Service changes are included on service where possible.  Mr Anson - Timetables available at bus operators offices in Stockton and Tourist information centre. Complimented staff.	
Q.9	Stephen Highes -Requested traffic lights outside his home. Also bus number 12 gets crowded and causes problems for wheelchairs.	
A.	Jonathan Kibble -Explained Authorities process for issues.	
	Mr Hughes -Clarified issue is crossing Acklam Road.	
	Jonathan Kibble -stated that it is difficult at times to balance space for wheelchair/pushchair users.	
	Nathan Stanislawski - Will look at specifics of service and asked for details from Mr Hughes	
Q.10	Brian Mignes - Question for all operators  1. Asked if there was any plans/progress in Improving access connectors train service for Stockton station, e.g direct foot access from the Northbound platform to Durham Road bus stops, easy walk Newtown	

<p>A.</p> <p>Q.</p> <p>A.</p> <p>Q.</p> <p>A.</p> <p>Q.</p> <p>A.</p>	<p>2. Asking for grand central to stop services at Stockton.</p> <p>3. Requesting a ticket office, staff facilities at Stockton.</p> <p>4. Optician Northern connect service to Durham City, Newcastle etc</p> <p>Jonathan Kibble - 1. No current plans for access provision from north bound platform to Durham Road.</p> <p>2. Grand Central has not been asked to stop at Stockton, considered a fast service to London.</p> <p>3. Northern have commitment to provide ticket machines at all stations including Stockton.</p> <p>4. Northern Connect not yet confirmed, Pete Myers will be asked for future Public Transport Forum for update.</p> <p>Mr Minges - Would like Grand Central to be approached to shop at Stockton. Can they also provide staff at Stations?</p> <p>John Fletcher - Train services have been cascaded over time and newer trains not yet available, carriages are being refurbished.</p> <p>Number 7 three Arriva at once in Yarm, can they alternate by The Spital and other estates off here.</p> <p>Richard McGowan - Is looking how no 7 service south of Yarm.</p> <p>Asked whether buses are tracked, example No 17 Yarm 10 minutes in shop came back and bus had vehicle failure. 2 hour wait if one bus doesn't arrive.</p> <p>Richard McGowan- Yes buses can be tracked and App also gives information to passengers. Breakdown would show as bus not running, some older vehicles are being replaced because of reliability issues.</p> <p>Jonathan Kibble - Real time information can be investigated to provide updates,</p> <p>John Fletcher - Comments on how he finds Arriva App useful.</p> <p>Richard McGowan - Will look at process for notifying passengers if breakdowns occur as real time operates from ticket machine this updates the App.</p> <p>Yarm Railway station Car Park - Double size of car park not managed by Stockton Borough Council developer close to beginning of works, waiting for programme being increased to include 6 disabled 91 spaces in car park. Housing estate paying for extension of car park.</p> <p>Jonathan Kibble - Development commitment close to starting on site awaiting detailed programme</p>	
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<p>Q.</p> <p>A.</p> <p>Q.</p> <p>A.</p> <p>Q.</p> <p>A.</p> <p>Q.</p> <p>A.</p> <p>Q.</p> <p>A.</p> <p>Q.</p> <p>A.</p> <p>Q.</p> <p>A.</p> <p>Q.</p> <p>A.</p> <p>Q.</p> <p>A.</p>	<p>National Express stop on Stockton High Street - No Shelter asked if one could be provided outside hotel as it is freezing whilst waiting for a bus.</p> <p>Jonathan Kibble - Request for shelter can be put forward. John Fletcher - Requests for shelters, no process on whether a shelter should be provided - advertising shelter. Jonathan Kibble - No additional provisions planned in current Clearchannel contract.</p> <p>Is Clearchannel bus shelter on a route no longer served.</p> <p>Jonathan Kibble - We will work with Clearchannel to relocate if possible but Clearchannel can choose locations of shelters in contract. We usually do not relocate shelters even if shops not served.</p> <p>Mrs Anson - Real time display does not show if bus is late as soon as arrival time passed</p> <p>Richard McGowan - App to up to date and will show in real time. Jonathan Kibble - This is the same for real time signs, will check sign and see if it can be improved.</p> <p>Comments about ENCTS free passes.</p> <p>Jonathan Kibble -States it is a statutory service.</p> <p>Comments about Michael Portillo wishing Stockton would like more priority prestige for historic railway. All other stations looked after not Stockton. Priority should not be The Globe, should have been the station.</p> <p>John Fletcher - Neglect was over many years and tourism is trying to promote engineering heritage friends of Stockton &amp; Darlington Railway are promoting with plans for 2025 200 year anniversary. Local plan - Does promote preserving heritage.</p> <p>Mr Anson - Locomotive where is it?</p> <p>Joanne Roberts - Stored in Preston park museum will find out where this is and plans Committed to bring forward as future item at forum.</p> <p>Ticket available for rail/bus travel that covers all services and routes.</p> <p>Jonathan Kibble - No work on Tees Valley modal ticket but T&amp;N giving some consideration in STP for modal ticketing which in time we will hopefully adopt.</p>	
	<p><b><u>Date, time and venue of next meeting</u></b></p> <p>To be confirmed.</p>	

	<p><b><u>Any other business</u></b></p> <p>No other business.</p>	
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