

STOCKTON ON TEES PUBLIC TRANSPORT FORUM
ARC, Dovecot Street, Stockton – 6th February 2016

Present:

John Fletcher	Chair
Joanne Roberts (JR)	SBC
Jonathan Kibble (JK)	SBC
Cathy Summers (CS)	SBC
Karen Stephen	SBC
Chris Walker	Stagecoach
Robin Knight	Network Ticketing Limited
Richard McGowan	Arriva
Mark Gibbon	Arriva
Pete Myers	Northern Rail
Alex Nelson	Chester-Le-Track

Public: Approximately 52 residents and elected members

ITEM	AGENDA ITEM	ACTION
1.0	<u>Welcome and apologies for absence</u>	
1.1	Chair welcomed attendees and introduced panel members.	
1.2	Apologies were received from Mark Ellis (Go North East), Carol Clark (Councillor), Michael Clark (Councillor), Mrs Beryl Gathergood, Bert Smailes and Mrs Susan Fletcher.	
2.0	<u>Feedback from meeting on 31st October 2015</u>	
2.1	Page 4 on minutes - Could service 7 stop at the North West side of Stockton High Street, stands V, U, W & X to reduce the distance elderly passengers have to walk? Arriva – Due to safety reasons the bus does not stop outside of Debenhams. If the bus was to collect passengers it would have to turn at Maxwell Corner with possible standing passengers	
2.2	Page 5 on minutes - Since the route of service 38 was changed the back end of last year Mrs Monkhouse and I have been in touch with Sunderland (Stagecoach Offices) and Stockton with no luck. As a Residents of The Glebe Estate we are working to help all the other Residents and would like the chance to speak face to face to someone and explain every thing Stagecoach – Local MP Alex Cunningham is in contact regarding the issue at the Glebe Estate. No issues with roads currently being operated around the estate itself which would prevent Stagecoach from penetrating the estate more. The problem is along the lines of the route. Stagecoach are looking at ways of improving timing that will allow service to go right around the estate. Not an	

2.3	<p>easy solution but will find a way to resolve.</p> <p>SBC – Speed survey discussed at the last forum and has been actioned. The results are the Eastbound (towards the ring road) 85th percentile 32mph and Westbound (heading towards junction road) 27mph. 85th percentile is the 85th percentile speed is the speed which 85% of the vehicles are not exceeding. Police would not undertake any enforcement at this time but SBC will regularly monitor and advise the police if required.</p>	
3.0	<p><u>Presentation on types of tickets available</u></p> <p>3.1 Presentations were provided by Northern Rail and Network Ticketing Limited. A copy of the presentation can be found on the Public Transport Forum page at www.stockton.gov.uk</p> <p>3.2 Transpennine Express Franchise update - Department of Transport franchise and not something the council currently controls however we do have a seat at the table with Rail North. A seven years franchise with possible 2 years extension and starts in April. Improvements will be made across 19 stations to car parking, waiting rooms and cycle parking. More services, more seats and greater focus on customer services.</p> <p>3.3 Road works update</p> <p>Bishopton Road scheme improvements road works are due to start in spring</p> <p>Londonderry Bridge scheme is in discussion with residents and bus operators and a residents meeting has taken place. Process is currently on pause whilst all options are looked at and discussed</p>	
4.0	<p><u>Public Question Time</u></p> <p>Q Service 27, 27a – Can the bus service not run later on weekday</p> <p>A Arriva to answer directly due to the service being a Middlesbrough service</p> <p>Q Why does the Stagecarriage 82/83 advertise a stop at Yarm Rail Halt, but make no attempt to actually stop there?</p> <p>A SBC discussed with Stagecarriage and were advised they can't access the stop at the moment due to parking congestion which occurs in the station car park. SBC will look into putting restrictions in place and in near future extend the car park</p> <p>Q Passenger able to board outside Stagecoach office, instead of passing a standing No35 board same with shopping across a hazard high street, the same bus (Castlegate Centre)</p> <p>A For safety reasons Stand 1 outside the Stagecoach office is only used for changing over drivers</p> <p>Q If bus is late 15/20 minutes or taken off bus-rapid or information passed to waiting passengers (when run by council an inspector was sent to all stops to</p>	

	inform waiting folk, that, they may use other buses, or next service time). It's no fun standing waiting for non-arrival in icy cold rain.	
A	Stagecoach – a number of options are available on updating public on services, Facebook, Twitter. Bus services are equipped with tracking systems which feeds back information on delays/congestion issues, this is monitored and improvements can be made where necessary	
Q	Are there any plans to increase the number of buses and bus routes covered from Ingleby Barwick? I have a disability and am unable to access local bus services unless I go from Stockton, which is too far to travel on foot.	
A	Arriva – The level of service provision provided to Ingleby Barwick matches the demand of the number of passengers who board	
Q	As Wynyard is no longer a village and with masses of future construction already planned it is not time to have a bus service. Even a limited one would be better than none as at present. The No35 goes round the roundabout on the A689, could this not be extended to cover Wynyard Village? even on a limited basis. At present there are many people completely isolated in Wynyard and the only mean of getting out of the Village is by taxi which is not easily affordable to pensioners.	
A	Stagecoach – Correspondence ongoing with developers to look into providing a service if developments go ahead	
Q	Why are you re-routing your buses down Londonderry, Castlereagh Roads & Green Lane (Mar - Aug 16). To cause structural damage to houses, noise disturbance, health issues due to toxic odour and putting children, residents and members of the public at risk when there are alternative routes.	
A	SBC addressed question in presentation update	
Q	Could Arriva consider a limited service via the Long Newton/A66 turn off to cover local passengers as a supplement to the Wednesday/Friday bus to Stockton?	
A	Arriva – Would be to time intensive to do it reliably, would cost Arriva an additional vehicle and do not believe the number of passengers in the area would pay for it. Unfortunately would not be commercial viable	
Q	Service 15 – I have brought a report to the board for 2 buses to be diverted on the old 16 bus route in Roseworth	
A	Arriva – Report only been handed this morning for Arriva's attention. Will take report away and take information on board with an open mind	
Q	Service 61 – not content with taking the Fairfield Road stop away without caring about old and infirm, they have too many buses using the same stop at the same time, so the buses have to stop at other stops. We have to wait in badly designed shelters, wind whips round your feet and through the sides, rain and snow come in from gaps at the top, rain drops on you from holes in the roof. Obviously no one from this council use the buses themselves	
	When will 61 run on time and singly. 09.32 turns up at 09:45am, 05.30pm at	

	05.40pm. People going to and from work do not want to wait for late buses.	
A	SBC – Question regarding the bus stop removal has been answered previously. The reasoning behind the removal was because of the redevelopment of Ian Ramsey School and the repositioning of the entrance. We do work alongside the operators and deal with any congestion at the bus stops. Bus shelters in the High Street seem to be generally well received and are better conditioned than what was previously on the High Street and are DDA compliant.	
A	Stagecoach – if Mrs Sharp could approach the Council Officers at the end of the forum and pass on contact details then Stagecoach will provide a more detailed response at a later date. Not currently aware of any service issues with 61	
Q	Are there any rules about shopping trolleys with no brakes	
A	SBC – No rules in place	
Q	Arriva/Stagecoach – Can drivers wait on both service till people sit down before pulling away from stop	
A	Arriva – all drivers are expected to wait until passengers are safely sat down and suitably secured. Any specific situations would be addressed Stagecoach – agree with Arriva on industry standard. Always conscious of the burden on our drivers to make judgement but is worth mentioning in weekly traffic bulletins back at the depot SBC – bridge cards are available which will make the driver aware that you need additional care and time to be seated	
	Post Meeting Notes	
Q	Service 17/17a – why is the 17/17a always late and full from Middlesbrough. It always means that 15 & 17 arrive tog, that's on Ingleby Barwick route	
A	Arriva - have looked at the data for Service 17/17A and found that there were no obvious overcrowding issues, nor any common recurring late operation. Arriva will continue to assess Arriva are looking at the timing of buses from Thornaby Centre to Ingleby Barwick however any changes required to Service 15 may need to wait until after Londonderry Bridge has been completed. Service 17 times are fixed around other things, such as school start and end of day times	
Q	After very disappointing figures for bus travel released last month where does the SBC area come in the league of falling ridership	
A	SBC - The Department for Transport collates local bus passenger journey information. A split by local authority can be found - Local bus passenger journeys (BUS01) - Statistical data sets - GOV.UK	
Q	Senior Bus Pass – what is the current reimbursement (% of single fare) rate paid by SBC and has it altered recently	

A	SBC - The total amount of reimbursement to bus operators by Stockton BC for 2016/17 is currently projected at £ £4,011,661 from which will be deducted revenue received by bus operators for pre 9.30am ENCTS journeys. This is broadly comparative to the previous year's figure of £4,078,821.	
5.0	<p><u>Date, time and venue of next meeting</u></p> <p>Next forum will be an online forum. Agreed date Saturday 11th June 2016 at the Tabernacle, Stockton 10:00 – 12:00</p>	
6.0	<p><u>Any other business</u></p> <p>Concessionary passes due for renewal over next 3 years. SBC will contact you in writing to renew pass.</p>	