

STOCKTON ON TEES PUBLIC TRANSPORT FORUM
ARC, Dovecot Street, Stockton – 25th November 2017

Present:

John Fletcher	Chair
Joanne Roberts	SBC
Jonathan Kibble	SBC
Lynne Tebbs	SBC
Tracy Vermeulen	SBC
Tony Shaw	Stagecoach
Chris Walker	Stagecoach
Nathan Stanislawski	Stagecoach
Richard McGowan	Arriva
Pete Myers	Northern Rail
Scott Cooper	Stagecoach
Alex Nelson	Chester-Le-Track

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 Councillor Elsi Hampton, Councillor Tony Hampton, Councillor Vickers, Councillor Hall, Wendy Shepherd, Patricia Johnson.	
1.3		
1.4	Election of chair was announced to take place later in the meeting. Voting slips given to attendees prior to public questions.	
2.0	<u>Agenda</u>	
2.1	<ul style="list-style-type: none"> Stockton Council Presentation Pete Myers from Northern to give presentation and update on Northern Rail. Five minute addresses from each of the candidates standing for chair. Public question time. Election of chair and announcement to be given for who they want to run for chair. 	

3.0 **Public Question Time**

- Q: Mrs Patricia Irwin has asked over a period of 12 weeks whilst visiting James Cook hospital costing over £400 if we had a regular bus service to Stockton it would make it easier to get to Middlesbrough.
- A: Agreed that we will contact Mrs Irwin direct for clarification as to where she is travelling from.
- Q: Mrs P.E Johnson raised a question regarding the 35 service, states that it is a ongoing problem getting a bus company to provide us with a bus service. Thanking Stockton Borough Council for the community bus.
- A: This issue which refers to the Hartburn area has already been covered at length by Arriva on past forums. There are no changes so unless there are any new issues surrounding Hartburn area they will be happy to answer any questions.
- Q: Judith Gallagher raised a question for Arriva about the X67 stating that having a regular bus service through main area of Hartburn would slow traffic down in turn causing less congestion. Mentioned carbon footprint increasing. Stated that Darlington Council is paying people to knock on doors requesting they leave their vehicles at home. States that it makes sense to have the X67 going through Hartburn not the outskirts.
- A: Arriva had no additional comments to add as a response has been provided on this issue at previous forums.
- Q: Gordon Smith asked a question about new bus services, to comply with the Local authority obligation to establish bus service routes & franchises.
1. What community consultation is Stockton Borough Council undertaking to determine service routes?
- Q: Where can community route suggestions are submitted.
2. Is a franchise service the current Stockton Borough Council policy to satisfy the bill?
 3. 3. Is franchise services the current Stockton Borough Council policy to satisfy the bill.
- A: Already been answered. We are awaiting combined authorities bus position statement which due in the new year Advised if he wants make representations on these issues he can ask Stockton Council, who can supply Mr Smith with details of the Tees Valley combined authority.
- Q: Ursala Whitworth question on community transport 87 services.

Would it be possible to have a bus service on a Saturday? It is a market day and special markets, events are often held on that day. Afternoon services would also be appreciated.

A: Now have Saturday service in operation.

Q: Mrs Suzanne Fletcher MBE addressed question to Stockton Borough Council and Northern Rail.

It can be difficult to find a parking space at Eaglescliffe, Yarm and Thornaby stations; there are no car parks at Stockton & Allen's West stations. As a result, rail passengers to ensure that they can catch their train need to ask someone to run them to the station, doubling car mileage. What can be done to improve parking provision?

A: Jonathan Kibble replied; Station car parks are under pressure. Big improvements already made at Eaglescliffe station and feedback suggests that it is already at a reasonable capacity around 75% looking at improving and looking at what can be done to further increase parking. Theakstons developers are to double Yarm station in size, completed around spring. Stockton station unable to make further improvements due to no land available to expand. Billingham station options, looking at the layout, to make further improvements. Thornaby Station is solely in the hands of Trans Pennines (first ownership who manage the car parking, unable to extend due to land locked by line. Not aware of any issues.

Q: Suzanne Fletcher MBE; disagreed with comment, stating that there are problems at Thornaby.

A: Jonathan Kibble agreed as there was no representation from First he would get a message out to them and get them added to the minutes.

Q: Patricia Johnson;

The route of the bus 87 needs altering. People who have a bus service from Arriva or Stagecoach are using the 87, which is so popular. The intended passengers (Those without a bus provider) are often unable to get on the 87, our bus driver is superb but cannot carry more than the bus seating allows. This is a small bus and not meant for transporting the amount of people who can access it providing they hold a bus pass to use the 87. Apologies to the forum as i will be unable to attend on the 25th Nov.

A: Jonathan Kibble has spoken to Mrs Johnson regarding a couple of issues with the 87 bus. The bus only has a small capacity of about 11 – 12 seats and is intended for those who do not have access to a service bus probably the 61 service, we are doing a survey to see how its being used and report back at a later meeting.

Q: David Johnson; You are to be congratulated on persevering with the open meeting format, but online is crucial to try and reach a different audience.

1. Following completion of the above 5 years 45 million pound plus) scheme how long before the operators hope to start restoring peak time frequencies and reducing journey times as without this crucial modal switch (i.e. car journeys related by bus and rail). Will not happen to any great extent.

2. Does the Council have any mechanism to monitor this

A: Jonathan Kibble;

1. Funding improvement plan, this was in principal to improve punctuality of the service.
2. The department of transport scheme and tracking is done by the operators tracking by global system. Data is then forwarded onto the public. Facilities have definitely improved.

Arriva - Designed not to produce a faster journey time, but improve on punctuality.

Stagecoach - Continually monitoring the services to hopefully improve the punctuality.

Q: Mr Kenneth & Mrs Christine Ellis;

The item we would like to bring to meeting is "inadequate provision of Bus Stands". A previous E-mail answer from Jonathan Kibble to loss of bus stop/stand at Marsh House Avenue (North end) has not provided the essential replacement as promised by Clear Channel.

A: Jonathan replied; Clear Channel is going to replace the shelter once they have all the funding in place.

Q: Val Ellis from Ingleby Barwick, Asking could we have another bus stop on Cunningham Drive between the water board and school. The no 17 is always late.

A: Jonathan replied; Bus stop requests are done by a scoring system as we have limited resources for funding. Asked Mrs Ellis to pass onto her to contact her local ward Councillor and see if they would support her request and they can contact the council and submit this request.

A: Arriva commented on the No 17 haven't identified any significant delays. In July time tables were changed which have made a difference specifically on the journey into Middlesbrough, will take another look into the timetable.

Q: Brian Dunn;

1. Will the Moors bus & Dales bus still run in 2018

2. When will we get local rail pass 2018

A: Arriva replied;

- Cannot say for definite, been discussing with the moors bus and have not been in discussion with the Dales operators yet.
Jonathan replied;
- There are no plans to introduce a rail pass in the near future.

Q: Patricia Potter; would like to thank all concerned for erecting bus stop at the Rings unfortunately it is being used as a general place for lorries, vans, trucks etc, making it harder for the bus driver to park safely. The only markings consist of yellow markings, has requested BUS STOP be wrote in yellow on the ground, request for bus shelter as it would help prevent the bus seats becoming wet when getting onto the bus with wet cloths.

A: Jonathan replied, will have a look at having markings put down at this area.

Q: Judith Gallagher;

1. All of your questions from what I said at the last meeting are very confusing! I stated that I realise the X66 will not be diverted through Hartburn, but I am requesting that the X67 is - I said that from Stockton High Street to Hartburn Greens Lane there are exactly 7 stops each way so that to divert to come via Yarm Road to Greens Lane would take the same time i.e. same number of stops. There are 6 buses per hour going via Oxbridge Lane, nonsensical! my main point now is have Arriva been made aware that the 87 community bus is providing to commercially viable having 1800 to 2000 passengers per month As we have had to have a larger bus put on to accommodate the passengers, they are not all concessionary by age either! I have written again to Paul Williams M.P expressing my concern.

A: Chair stating that this question has already been answered and there are no plans to change the X66 and X67. Jonathan Kibble responded that the Council do not have a bigger bus to use.

Q: Marjorie Galloway;

Arriva Service 7 - It seems to be the drill now to travel in threes (safety in numbers) Buses can turn at Town hall Yarm One did on 14th October Approximately 1.15pm.

A: Arriva - due to health and safety issues and number of pedestrians they are no longer allowed to turn at town hall. When problems arise we do investigate looking along with the Council, but issues are down to traffic delays.

Q: Wendy Shepherd son Ayrton Shepherd raised 3 issues.

1. Thanked Go North East for the X10 to Dalton Park.

2. Buses driving around with the wrong numbers on the rear display. It causes him a lot of anxiety (he has Autism and learning difficulties) mainly with No 59 and 61 the front displaying a different number to the rear.
3. Whilst in Portsmouth observed Stagecoach buses which were different to our two stopping lights and felt it would benefit from operating a one light displaying date and time.

A: Stagecoach replied;

1. Rear destinations on the 59 & 61 driver enters destinations into front and rear displays, will do audit on this issue as he cannot understand why the front & rear destinations are showing different information. Advised that when the operator enters the details it changes all three locations on the bus.
2. Unable to change, will consult with engineer design service with a view to possibly looking at this being added to the new busses.

Q: Dylan Clarke, both Arriva & Stagecoach travelling around Thornaby, Stockton and Middlesbrough won't wait for disabled people allowing them to sit down.

A: Arriva commented all drivers have been trained especially concerning health and safety. Asked to get in contact with details he has showing. If there are any issues urged to flag them up and raise them with the bus company.

Q: John Fletcher Chair, wanted to know why mobility scooter not being allowed on northern rail trains, only allow small folding scooters. People can feel isolated.

A: Northern replied it is down to space on the trains, as new trains come on board they will try to take this issue on board. Long distance operators have more space.

Date, time and venue of next meeting

Saturday 10th March 2018 10am – 12 noon

Any other business

Nothing to report.