

Bus Services Scrutiny Review

	Scrutiny Review Group Recommendations	Benefits of recommendation	Summary of Action Being Taken	Timescale	Officer responsible
1	To introduce a system of cleansing of bus shelters by TWS	To make bus stops decent for bus users, to make buses a more attractive transport option and to improve the overall quality and attractiveness of the environment.	Agreed. Officers will look to accommodate this in the emerging contract Technical Specification review.	Spring 2010	Mark Greaves
2	To allocate a budget for erecting, maintaining and repairing bus shelters, potentially as a match funding scheme with the Parish Councils. (This is also a recommendation in the Transport Review.)	To make bus stops high quality and accessible for bus users, to make the buses a more attractive option and to improve the overall quality and attractiveness of the environment.	Partially Agreed. Funding can be allocated from the Local Transport Plan (LTP) Capital Programme for 2010-2011 to improve bus shelters but capital funding cannot be used for general maintenance. The funding allocation for future years is yet to be determined and a decision will need to be taken for future years funding once LTP allocations are known. Match funding from Parish Councils is sought whenever possible. The Council receives three additional shelters each year through its contract with Adspace, who manage and provide shelters on highly trafficked routes,	2010-2011	Stuart Freeman
3	Senior Transport officers to be informed by Highways officers as soon as possible about planned road maintenance and other road works affecting bus services so that advance warning can be given to Arriva and the public and arrangements can be made to minimise disruption and inconvenience.	To minimise disruption to bus services resulting from road works.	Agreed. Improved communication between service delivery units is a key strand of the One Council approach. Improvement in communication between officers and Arriva is being implemented.	Spring 2010?	Keith Smith Stuart Freeman Helen Hill
4	To strengthen the Quality Bus Partnership by developing the	To make the Quality Bus Partnership as robust	Agreed. Senior management / Cabinet Member to meet with Arriva		Jonathan Rowe

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	relationship at Chief Executive / Head Office level to get better buy-in	and effective as possible.	Managing Director annually. Two meetings have already occurred this year.		
5	To incorporate a suitable area for the Bus Station as part of the new Town Centre Development Plan, including a dropping-off and picking-up area.	To improve the accessibility of the bus services to all bus users, and in particular for elderly people and people with disabilities or mobility issues.	Pending. The location of the bus station has been considered as part of the Central Telford Area Action Plan (CTAAP). Detailed designs are not being developed at this stage, but any future scheme will seek to improve drop-off/ pick-up arrangements	September 2010	Michael Barker Stuart Freeman
6	The Bus Services Scrutiny Review Group members to present the findings of the review to Arriva Senior Management. This will feed into Arriva's route review, and provide further feedback to Arriva from customers which may be useful in planning service.	<ul style="list-style-type: none"> • To try to ensure the findings of the review are presented to Arriva for discussion so they can have maximum impact. • To help build a positive relationship with Arriva. 	Completed The lead of the scrutiny review into bus services met with Arriva to present findings and understand implications of route review.	February 2010	Helen Hill
7	The Bus Services Scrutiny Review Group members to be consulted on the development of the Subsidised Bus Policy and the business case for demand responsive rural transport. These are being developed by Northgate Kendric Ash as part of the Transport Review. The evidence gathered during the scrutiny review will be fed into this process.	To ensure the findings of the review are taken into account in the development of strategies.	Agreed Scrutiny Members were invited to a workshop to engage with the formulation of the policy. Further consultation with Members will be undertaken as routes in the borough are reviewed and the policy is implemented.	February 2010	Helen Hill
8	To develop a comprehensive bus access policy in conjunction with the Ironbridge Gorge Museum Trust as part of the World Heritage Access strategy to ensure sustainable transport links the	To improve access to tourist sites in the Gorge to increase levels of tourism.	Agreed. Policy regarding transport access to the WHS will be considered as part of the development of LTP3 by March 2011. An integrated rail/bus/ museum entry ticket is intended to be		Keith Harris Stuart Freeman

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	<p>museum sites. The Council needs to improve links into the Gorge but the museum should fund transport around the museum sites.</p>		<p>launched for the 2010 tourism season. Discussions regarding cost recovery for Gorge transport services with the Museums' Trust will be held as part of planning future funding for Gorge Connect for 2011 and beyond. Currently external funding has been secured for this year to support the Gorge Connect bus service Saturdays, Sundays, Bank Holiday Mondays April - October</p>		
9	<p>The Council to review the transport budget in proportion to projected population growth and declining patronage. The wider social, economic and environmental benefits of investment in bus services should be taken into account.</p>	<ul style="list-style-type: none"> • To facilitate the development of high quality bus services which meet the strategic growth ambitions of the borough and the needs of local people. • To help meet the Council's Climate for Change agenda. • To help meet the Council's Equalities and Diversity Policy. 	<p>Not Agreed. The Transport Review has identified savings in the bus subsidy budget. Section 106 agreements will be sought from developers to help support services to new developments. Tenders for subsidised bus services will seek costs for using low emission/ eco friendly vehicles with low floor easy access, but this may increase the costs and may not be affordable in line with best value and value for money principles. The CTAAP recognises the importance of sustainable transport and bus priority measures will be part of the development of the town centre. Efficiencies can be identified from current spending through the development of a bus subsidy policy and resource allocation could ensure key services are made accessible to residents</p>		
10	<p>Senior Transport officers to be involved at the early planning stage of development projects so that transport is planned and budgeted for in a strategic way.</p>	<ul style="list-style-type: none"> • To improve the efficient planning and budgeting of transport funding. • To ensure local people are able to access new 	<p>Agreed Officers will liaise with residential and business developments to plan future public transport arrangements.</p>	<p>Ongoing/ Subject to implementation of Transport Review</p>	<p>Stuart Freeman</p>

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		developments and facilities.			
11	To review the cost implications of removing time restrictions on concessionary travel with a view to offering unlimited free travel throughout the borough to all concessionary pass holders. This should be done when the current extension from 9.30am to 9.00am has been operating for 12 months.	<ul style="list-style-type: none"> • To evaluate and ensure the affordability of the current extension or any further extension to the current concessionary travel scheme. • If the scheme is extended it will improve the affordability of travel for pass holders and bring the scheme in line with neighbours in Shropshire. 	Not Agreed The Council will review the current arrangement where funding is provided for the scheme starting at 9.00 a.m. with the aim of continuing with this, however any extension to these hours will not be considered.	May 2010	Helen Hill
12	To explore the opportunity to advertise tenders at the same time as neighbouring authorities to encourage operators to tender for services at the same time. Explore the opportunity to do this with Shropshire Council for the Park & Ride contract due to be renewed in October 2010.	<ul style="list-style-type: none"> • To increase the likelihood of more competitive tenders. • To bring additional value for money from joint contracting. 	Agreed. Current subsidised bus route tenders expire October 2010 and these will be re-tendered in conjunction with the bus subsidy policy and the route review being undertaken by Arriva. It would not be a joint contract but co-ordinating the tendering process will ensure operators are aware of the potential for expansion into this area.	October 2010	Helen Hill
13	The Council to procure bus contracts through the OJEU process and ensure as many operators as possible are aware of the opportunities.		Agreed. Due to the value of the contracts the Council is obliged to procure through the OJEU process.	October 2010	Helen Hill