

# NEIGHBOURHOOD SERVICES SCRUTINY FORUM AGENDA



Friday 17<sup>th</sup> February 2006

at 1.00 pm

in Committee Room B

MEMBERS: NEIGHBOURHOOD SERVICES SCRUTINY FORUM:

Cambridge, Cook, Cranney, Fenwick, Flintoff, Hall, Lauderdale, J Marshall, Richardson, Rogan and Tumilty

Resident Representatives:

Allan Lloyd, Linda Shields and Steve Gibbon

**1. APOLOGIES FOR ABSENCE**

**2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

**3. MINUTES**

3.1 To confirm the minutes of the meeting held on 27<sup>th</sup> January 2006 (*attached*)

**4. RESPONSES FROM THE COUNCIL, THE EXECUTIVE OR COMMITTEES OF THE COUNCIL TO FINAL REPORTS OF THIS FORUM**

No Items

**5. CONSIDERATION OF REQUEST FOR SCRUTINY REVIEWS REFERRED VIA SCRUTINY CO-ORDINATING COMMITTEE**

No Items

## **ADDITIONAL MEETING – PLEASE NOTE**

### **6. CONSIDERATION OF PROGRESS REPORTS/BUDGET AND POLICY FRAMEWORK DOCUMENTS**

No Items

### **7. ITEMS FOR DISCUSSION**

#### **Scrutiny Investigation into Hartlepool's Bus Service Provision:-**

7.1 Hartlepool Second Local Transport Plan - *Head of Technical Services*

7.2 Draft Bus Strategy Framework - *Head of Technical Services*

7.3 Feedback from Site Visit with Stagecoach held on 13<sup>th</sup> February 2006:-

a) Covering Report - *Scrutiny Manager/Research Assistant*; and

b) Verbal feedback/findings from Members of the Forum in attendance at the Site Visit.

### **8. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT**

#### **ITEMS FOR INFORMATION**

- i) **Date of Next Meeting - Friday 28<sup>th</sup> February 2006, commencing at 2.00pm in Committee Room B**

# **NEIGHBOURHOOD SERVICES SCRUTINY FORUM**

## **MINUTES**

27<sup>th</sup> January 2006

### **Present:**

Councillor: Kevin Cranney (In the Chair)

Councillors: Rob Cook, Bob Flintoff, Gerard Hall, John Marshall,  
Carl Richardson, Trevor Rogan and Victor Tumilty

### **Resident Representatives:**

Steve Gibbon, Allan Lloyd

### **Officers:**

Peter Frost, Traffic Team Leader  
Charlotte Burnham, Scrutiny Manager  
Rebecca Redman, Research Assistant, Scrutiny  
Angela Hunter, Principal Democratic Services Officer

## **46. Apologies for Absence**

Apologies for absence were received from Councillors John Cambridge and John Lauderdale and resident representative Linda Shields.

## **47. Declarations of interest by Members**

None.

## **48. Minutes of the meeting held on 17<sup>th</sup> January 2006**

Confirmed.

## **49. Draft Final Report – Scrutiny Inquiry Into 20 mph Speed Limit Zones Outside of Schools** (*Neighbourhood Services Scrutiny Forum*)

At its meeting on 21<sup>st</sup> October 2005, Scrutiny Co-ordinating Committee referred the issue of introducing 20 mph speed limits/zones to this Scrutiny Forum with a three month prescribed timescale for its completion. After a detailed and comprehensive inquiry, the Chair outlined the draft final report to the Scrutiny Forum. This included:

- The overall aim of the inquiry
- Terms of reference
- Methods of investigation
- Findings
- Financial implications
- Community engagement.

The conclusions and recommendations were detailed within the report.

The Chair relayed to Members and resident representatives a letter received from the Director of Neighbourhood Services congratulating the Forum on the thoroughness of the inquiry.

A discussion followed in which the following issues were raised:

**All schools in the town were not included on the list** – The Portfolio Holder for Culture, Housing and Transportation provided the list within the report and this included schools located on an appropriate site for 20 mph speed limit zones. The Traffic Team Leader indicated that consultation had taken place with the emergency services and they felt that the speed humps required for the 20 mph zones would not be appropriate at some locations, although alternative traffic calming measures would be examined for the remaining school locations across the town. One suggestion had been the erection of signs which illuminate when approached to indicate the appropriate speed limit for that road.

**Funding for traffic calming measures** – A Member indicated that he would propose to the North Neighbourhood Consultative Forum that match-funding be agreed from the Minor Works Budget for the traffic calming measures to be provided at schools within the north area. It was suggested that all Consultative Forums might wish to consider this course of action subject to budget provision.

## Decision

The key recommendations to Cabinet were as follows:

- a) That the Authority compiles a 20 mph Speed Limit Zones Policy upon completion of a thorough consultation exercise with members of the public and partners which includes:-
  - (i) An agreed criteria for the implementation of mph speed limit zones outside of schools within Hartlepool;
  - (ii) Alternative traffic calming/road safety measures that may be implemented at sites that are deemed inappropriate for 20 mph speed limit zones;

- (iii) Proposals to tackle issues of enforcement and prosecution;
  - (iv) Schemes and initiatives to educate children, parents, teachers and residents about road safety; and a
  - (v) Commitment to partnership working.
- b) That the Authority continues to strengthen links/working relationships with the emergency services, public transport operators, Northern Region Road Safety Engineering Group, Cleveland Safety Camera Partnership and the Cleveland Casualty Reduction Group;
  - c) That the Authority monitors and evaluates any 20 mph speed limit zones that are implemented at regular intervals;
  - d) That the Authority considers a number of 20 mph speed limit zones pilot schemes outside of schools within Hartlepool;
  - e) That the Authority addresses road safety issues with a 'prevention is better than cure' approach; and
  - f) That the Authority submits a progress report on the recommendations contained within this report, within six months, to the Neighbourhood Services Scrutiny Forum.
  - g) In addition to the above recommendations, that the following additional sentence be added to the report at paragraph 10.5: "Members were encouraged to note, however, that the schools not listed above would still be considered for other traffic calming measures."

KEVIN CRANNEY

CHAIRMAN

## NEIGHBOURHOOD SERVICES SCRUTINY FORUM

17th February 2006



**Report of:** Head of Technical Services

**Subject:** HARTLEPOOL SECOND LOCAL TRANSPORT PLAN

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### 1. PURPOSE OF REPORT

- 1.1 To inform the Neighbourhood Services Scrutiny Forum of the proposed transport schemes and initiatives that are being considered for inclusion in Hartlepool's Second Local Transport Plan (LTP).

### 2. BACKGROUND

- 2.1 The LTP is a strategic document that the Government requires the Council to produce every five years. It describes Hartlepool's long-term transport strategy and sets out policies to deliver transport improvements that will address local transport problems. These improvements will contribute towards achieving the long-term vision for Hartlepool set out in the Community Strategy.
- 2.2 Hartlepool's provisional LTP for the period 2006-2011 was submitted to the Government in July 2005 and included draft strategies, transport schemes, implementation programme and targets. Since this date, the provisional LTP has been further developed to take account of the confirmed allocation of capital funding and consultation on proposed transport improvements.
- 2.3 Work is still on-going in finalising the detail of the final LTP in accordance with the Government's guidance. This process involves key stakeholders to develop transport schemes and public consultation. Following Cabinet approval, the final LTP will be submitted to the Government by 31<sup>st</sup> March 2006.

### 3. CONSIDERATION OF THE ISSUES

#### Transport Problems

- 3.1 Analysis of Hartlepool's local transport problems through involvement of partners and evidence from public consultation has identified the following key issues:
- Poor **access** to key services and facilities, particularly for people who are mobility impaired and people who do not have access to a car;
  - **Road danger**, particularly for pedestrians and cyclists, and fears for personal safety;

- Increasing **traffic congestion** at key junctions on the local road network, including the town centre and the A179 and A689 main road corridors; and
- Environmental impact of transport on **air quality** and noise in residential and commercial areas.

### Confirmed LTP Capital Funding

- 3.2 The confirmed allocation of capital funding through the Local Transport Plan over the next five years is as follows.

	2006-2011
Integrated Transport	5,726,000
Structural Maintenance	4,750,000
<b>Total</b>	<b>10,476,000</b>

### Proposed Transport Schemes and Initiatives

- 3.3 A wide range of potential transport schemes and initiatives are currently being developed for inclusion in the final LTP including:
- **Bus Priority** improvements on York Road and Victoria Road core bus corridors;
  - Improvements to **Bus Infrastructure** including new stop bus shelters, poles and flags, timetable displays and raised kerbs at bus stops with priority on core bus route corridors (service 1,6 and 7);
  - Improved public transport **Interchange** at York Road, Victoria Road and Hartlepool Railway Station;
  - Creation of new or improved **Walking** and **Cycle Routes** in coastal, urban and rural areas;
  - Continued support for **Travel Planning** at all schools and employers;
  - **Local Safety Schemes** including Safer Routes to School, CCTV, street lighting and the Safer Streets Initiative with funding specifically allocated to Neighbourhood Action Plan areas;
  - Provision of new or improved **Road Crossings** at justified locations;
  - **Traffic Management** and parking improvements, including York Road core bus corridor;
  - **Local Road Schemes** including A179/Holdforth Road, Hart Lane/Wiltshire Way, A179/West View Road, A689/Burn Road and Catcote Road/Oxford Road;
  - **Miscellaneous** schemes including contribution to Shopmobility, expansion of road safety education and training, sustainable travel promotion and purchase of a new Dial-a-Ride vehicle; and
  - **Structural Maintenance** of roads, footways and bridges.

## 3. CONSULTATION

- 3.1 The Council has paid particular attention to effective consultation and involvement of stakeholders in local transport in the development of the provisional second LTP. A comprehensive consultation and involvement programme commenced in November 2004.

- 3.2 This programme has been focused on partnership working and public participation and consultation and included seminars, one-to-one meetings with local stakeholders and public meetings, forums and exhibitions.

**4. FINANCIAL IMPLICATIONS**

- 4.1 There are no financial implications.

**5. OFFICER ADVICE**

- 5.1 It is recommended that Members of the Neighbourhood Services Scrutiny Forum note the proposed transport schemes and initiatives to be further developed for the Hartlepool's Final Second Local Transport Plan and provide comments as appropriate.



**NEIGHBOURHOOD SERVICES  
SCRUTINY FORUM  
17th February 2006**



**Report of:** Head of Technical Services

**Subject:** DRAFT BUS STRATEGY FRAMEWORK

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**1. PURPOSE OF REPORT**

- 1.1 To inform Members of the Neighbourhood Services Scrutiny Forum of the draft framework that has been developed for Hartlepool's Bus Strategy.

**2. BACKGROUND**

- 2.1 The Transport Act 2000 requires Hartlepool Borough Council to prepare a bus strategy containing general policies as to how best to carry it's functions in order to secure the provision of appropriate bus services and facilities in the Hartlepool area. This includes:
- ensuring that bus services meet transport requirements of people within Hartlepool;
  - bus services are provided to the required standards; and
  - appropriate additional facilities and services connected with bus services are provided.
- 2.2 Hartlepool's current bus strategy was included as part of Hartlepool's first Local Transport Plan (LTP) in 2001. This strategy now requires to be updated to respond to new Government guidance and legislation and incorporate recommendations of the recent Tees Valley Quality Bus Network Review as well as the Council's scrutiny investigation into the provision of bus services.
- 2.3 A draft bus strategy framework (attached as **Appendix 1**) has been developed in partnership with local bus operators and other organisations through the existing voluntary Hartlepool Bus Quality Partnership. This framework includes the Council's vision, aims and objectives for improving bus services and facilities in Hartlepool. It includes a detailed workplan, listing the actions that will be delivered to achieve the objectives, and a range of performance indicators and targets against which our progress will be assessed.
- 2.4 Work is still on-going in developing the detail of the new Hartlepool Bus Strategy in accordance with the Government's guidance and to incorporate the recommendations of the Council's scrutiny investigation into bus services. Following stakeholder and public consultation, it is anticipated that the bus strategy will be submitted for approval by the Portfolio Holder for Culture,

Housing and Transportation in summer 2006. The strategy will then form an integral part of Hartlepool's second Local Transport Plan.

**3. CONSULTATION**

- 3.1 Consultation on the draft bus strategy will be undertaken with relevant local authorities and organisations representing operators and users of bus services. This consultation and involvement will enable the Council and its partners to develop a bus strategy that addresses the requirements of local bus operators as well as current and potential bus users in Hartlepool.

**4. OFFICER ADVICE**

- 4.1 It is recommended that Members of the Neighbourhood Services Scrutiny Forum note the draft bus strategy framework and provide comments as appropriate.

## **Draft Hartlepool Bus Strategy Framework**

### **1. Bus Strategy Vision, Aims and Objectives**

The Hartlepool Bus Strategy has the following **vision**:

*‘To develop and maintain an integrated local bus network, ensuring that all residents can access the key services and facilities that they need and benefit from a choice of convenient, safe and attractive bus services, infrastructure and facilities.’*

To achieve this vision, the key **aims** of the strategy are:

- To provide and maintain frequent, reliable and accessible high quality bus services in Hartlepool that meet user needs and expectations (*Service Delivery*)
- To create and maintain an environment with the right level of safety, information, affordability and customer care and that enables people in Hartlepool to take advantage of bus transport (*User Confidence*)
- To provide and maintain high quality infrastructure and schemes that are convenient and attractive to Hartlepool residents and service providers (*Infrastructure and Schemes*)

The specific **objectives** to achieve each of these key aims are outlined below.

#### *Service Delivery*

- To develop and maintain an optimised and integrated network of local bus services in Hartlepool (*Local Network Operation*)
- To develop and maintain comprehensive bus services to key destinations outside of the Hartlepool area (*Cross Boundary Services*)
- To develop and maintain bus services for those unable to access the mainstream public transport network (*Local Community Services*)

#### *User Confidence*

- To improve the actual and perceived safety of bus travel throughout the whole journey (*Personal Safety and Security*)
- To ensure that everyone has access to information that is accurate, easy to understand and use at all stages of their journey (*Information*)
- To promote bus travel to all Hartlepool residents, businesses and visitors (*Marketing*)
- To provide a broad range of appropriately priced and flexible tickets (*Fares and Ticketing*)
- To enhance consideration of all users through helpful drivers and staff (*Customer Care*)

#### *Infrastructure and Schemes*

- To provide a waiting environment that is comfortable and secure whilst projecting an image of high quality standards (*Bus Stops*)
- To provide comprehensive, high quality and attractive interchange between different bus services and other modes (*Interchange*)
- To ensure that buses are comfortable, clean and accessible to all (*Vehicle Standards*)
- To improve the reliability and punctuality of local bus services (*Bus Priority*)

## 2. Analysis of Strengths, Weaknesses, Opportunities and Threats

<b>Strengths</b>
<ul style="list-style-type: none"> <li>• Most of the population live within 400 metres of a bus stop</li> <li>• Compact nature of the town (72% of Hartlepool's residents work in the Borough – 2001 Census)</li> <li>• Good levels of accessibility from most communities to commercial centre Hartlepool town centre</li> <li>• Established partnership working with bus operators and neighbouring authorities</li> <li>• Good cross boundary services to Durham, Tyne and Wear, Stockton and Middlesbrough</li> <li>• Relatively stable commercial bus network with frequent services throughout the day on most key routes within the Borough</li> <li>• The Council has been successful in attracting funding from various Government initiatives (such as Urban and Rural Bus Challenge and Rural Bus Subsidy Grant) to support a range of bus services</li> <li>• Bus operator investment in low floor vehicles</li> <li>• Enhancement of the statutory minimum concessionary fares scheme to Billingham, Stockton and Middlesbrough</li> </ul>
<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>• Indirect bus service links to health care facilities between West View and the Headland and from Hartlepool to North Tees University Hospital in Stockton</li> <li>• Currently there are a number of bus services within the Borough that are not fully accessible</li> <li>• Lack of multi-operator bus ticket covering the whole of the Borough</li> <li>• Poor interchange opportunities/facilities between the local bus and rail networks</li> <li>• Low levels of spending on marketing the local public transport network</li> <li>• Limited Council influence on developers to enable bus services to access new residential developments</li> <li>• Current bus network based on historical patterns rather than current needs</li> <li>• Increasing traffic congestion within the town centre resulting in reliability problems for bus services</li> <li>• Competition from taxis</li> <li>• Lack of bus services to new housing estates around Hartlepool, in particular Middle Warren and Seaton Carew</li> <li>• Poor quality and inconsistent provision of infrastructure (shelters, poles and flags) at bus stops</li> <li>• Vandalism of bus shelters and stops contributing towards fears for personal security</li> <li>• Stigma of bus travel associated with lower class members of the population</li> </ul>
<b>Opportunities</b>
<ul style="list-style-type: none"> <li>• Changing demographics of the Borough</li> <li>• Short journey to work patterns and conducive towards the promotion of bus services</li> <li>• Low levels of car ownership in certain wards of the Borough are conducive to maintaining high levels of public transport usage</li> <li>• More effective Bus Quality Partnership to drive improvements</li> <li>• New funding opportunities arising from the regeneration of the Borough through regeneration programme funding (SRB, NDC and NRF) and developer contributions</li> <li>• Potential funding from further rounds of Bus Challenge/Kickstart Funding</li> <li>• Initiatives to encourage bus operators to introduce new environmentally friendly vehicles and fuels to improve air quality and reduce noise</li> <li>• New housing growth within the Borough including major proposals for mixed use development at Victoria Harbour</li> <li>• Development of a Tees Valley wide concessionary fares scheme using funding to support changes to the statutory minimum scheme</li> <li>• Other large urban areas and employment zones within close proximity to the Borough which could be reached by bus services</li> </ul>
<b>Threats</b>
<ul style="list-style-type: none"> <li>• Increasing car ownership levels (53% to 61% from 1991 to 2001) and growing car dependency</li> <li>• Fear of crime on the public transport network</li> <li>• Increasing bus operator costs (fuel, wages and insurance) resulting in the withdrawal of commercial bus services</li> <li>• Lack of revenue resources to support non-commercial but socially necessary bus services</li> <li>• Lack of revenue resources to maintain the Council's commitment to provide high quality timetable information across the Borough and other supporting measures</li> <li>• Increasing traffic congestion at key junctions in the town centre</li> <li>• Increasing tender costs to the Council for providing supported bus services</li> <li>• Non bus users associate bus travel with other, mostly lower class, sections of the population and do not want to be seen as part of those sections themselves</li> </ul>

### 3. Responding to Aspirations

Meeting the aspirations of bus users and potential bus users will be critical to the success of this strategy. How each objective responds to the identified aspirations is demonstrated below.

			Aspirations													
			Quality							Opportunity			Communication			
			Frequency	Punctuality	Attractiveness and Comfort	Journey Times	Customer Care	Personal Safety and Security	Direct Services	Affordability	Accessible Design	Network Access	Integration	Information	Promotion	Awareness
Key Aims and Objectives	Service Delivery	Local Network Operation	•	•	•	•	•	•	•	•	•	•	•	•	•	•
		Cross Boundary Services	•	•	•	•	•	•	•	•	•	•	•	•	•	•
		Local Community Services		•	•		•	•	•	•	•	•	•	•	•	•
	User Confidence	Personal Safety and Security			•		•	•					•	•	•	•
		Information					•		•			•	•	•	•	•
		Marketing			•				•		•	•	•	•	•	•
		Fares and Ticketing			•		•		•			•	•	•	•	•
		Customer Care					•	•		•	•	•	•	•	•	•
	Infrastructure & Schemes	Bus Stops			•			•			•	•		•	•	•
		Interchange			•		•	•			•	•	•	•		
		Vehicle Standards			•			•			•			•	•	•
		Bus Priority		•	•	•			•			•				

#### 4. Priorities and Performance Overview

Key Aims	Objectives	Performance Indicators
<b>Service Delivery</b> To provide and maintain frequent, reliable and accessible high quality bus services in Hartlepool that meet user needs and expectations.	<b>Local Network Operation</b> To develop and maintain an optimised and integrated network of local bus services in Hartlepool.	Number of bus passenger journeys
	<b>Cross Boundary Services</b> To develop and maintain comprehensive bus services to key destinations outside of the Hartlepool area.	
	<b>Local Community Services</b> To develop and maintain bus services for those unable to access the mainstream public transport network.	Number of community transport passenger journeys
<b>User Confidence</b> To create and maintain an environment with the right level of safety, information, affordability and customer care and that enables people in Hartlepool to take advantage of bus transport.	<b>Personal Safety and Security</b> To improve the actual and perceived safety of bus travel throughout the whole journey.	% of people deterred from using bus services through safety concerns
	<b>Information</b> To ensure that everyone has access to information that is accurate, easy to understand and use at all stages of their journey.	Satisfaction with passenger transport information
	<b>Marketing</b> To promote bus travel to all Hartlepool residents, businesses and visitors.	
	<b>Fares and Ticketing</b> To provide a broad range of appropriately priced and flexible tickets.	
	<b>Customer Care</b> To enhance consideration of all users through helpful drivers and staff.	Satisfaction with local bus services
<b>Infrastructure and Schemes</b> To provide and maintain high quality bus infrastructure and schemes that are convenient and attractive to Hartlepool residents and service providers.	<b>Bus Stops</b> To provide a waiting environment that is comfortable and secure whilst projecting and image of high quality standards.	% of bus stops on core routes with infrastructure improved
	<b>Interchange</b> To provide comprehensive, high quality and attractive interchange between different bus services and other modes.	
	<b>Vehicle Standards</b> To ensure that buses are comfortable, clean and accessible to all.	% of bus fleet that is low floor accessible
	<b>Bus Priority</b> To improve the reliability and punctuality of local bus services.	Punctuality of local bus services

## 5. Bus Strategy Action Plan

The key activities and initiatives to deliver the bus strategy objectives are outlined below.

Objectives	Key Activity/Initiatives	Funding		Timescale					Lead Partner
		Capital	Revenue	2006/07	2007/08	2008/09	2009/10	2010/11	
<b>Service Delivery</b>									
<i>Local Network Operation</i> To develop and maintain an optimised and integrated network of local bus services in Hartlepool	Work in partnership with operators to identify existing gaps in existing service provision	✓							Hartlepool BC/Operators
	Continue, where affordable, to subsidise non-commercial but socially necessary bus services		✓						Hartlepool BC
	Ensure that major new residential, employment and leisure developments are provided with high quality bus services through planning agreements								Hartlepool BC/Developers
	Review services supported from existing subsidised bus service budget		✓						Hartlepool BC
	Identify possible bids for Bus Challenge/Kickstart funding		✓						Hartlepool BC/Operators
	Develop a monitoring programme for tendered bus services, to ensure compliance with contract conditions and specification		✓						Hartlepool BC
	Work with partners to break down barriers to transport access								Hartlepool BC
	Continue to review issues relating to the quality of bus operation and evaluate options for further development								Hartlepool BC
<i>Cross Boundary Services</i> To develop and maintain comprehensive bus services to key destinations outside of the Hartlepool area.	Work in partnership with adjacent authorities to identify cross boundary corridors to be improved		✓						Hartlepool BC/Other LA's
	Work in partnership with adjacent authorities and bus operators to identify integrated ticketing and concessionary fare schemes		✓						Hartlepool BC/Other LA's
	Influence the local planning process to ensure that all significant new development is accessible by bus								Hartlepool BC
	Continue to review issues relating to cross boundary services and evaluate options for further development								Hartlepool BC

<b>Local Community Services</b> To develop and maintain bus services for those unable to access the mainstream public transport network	Continue to support school journeys		✓						Hartlepool BC/Schools
	Identify opportunities to support transport provision for 16-19 year olds		✓						Hartlepool BC
	Maintain current funding for the Dial a Ride service		✓						Hartlepool BC
	Expand existing Hartlepool BC Dial-a-Ride service fleet	✓							Hartlepool BC
	Complete Transport Strategy Review		✓						Hartlepool BC
	Introduce Rural Demand Responsive service linking rural areas to health care		✓						Hartlepool BC
	Integrate local community services with mainstream public transport services								Hartlepool BC
	Improve transport provision for 16-19 year olds								Hartlepool BC
	Develop school travel plans								Hartlepool BC
	Continue to review issues relating to local, rural, demand responsive, school transport and education needs and evaluate options for further development								Hartlepool BC
<b>Customer Care</b>									
<b>Personal Safety and Security</b> To improve the actual and perceived safety of bus travel throughout the whole journey.	Commence improved bus stop infrastructure maintenance and cleansing procedures		✓						Hartlepool BC
	Continue grants to bus operators for on board security measures (CCTV/passenger assistance) units)	✓							Hartlepool BC
	Encourage greater uniformed staff presence on buses including police, community wardens and traffic wardens		✓						Community Safety
	Commence programme of 'whole journey' safety audits	✓	✓						Hartlepool BC
	Continue 'hot spot' analysis of reported incidents of crime and disorder in and around public transport.		✓						Hartlepool BC
	Commence programme of identified street lighting improvements on walk routes to and around bus stops	✓							Hartlepool BC
	Install help points at key bus stops, rail stations and Hartlepool Transport Interchange	✓							Hartlepool BC
	Install CCTV cameras at Hartlepool Transport Interchange	✓							Hartlepool BC
	Commence bus shelter damage reduction programme		✓						Hartlepool BC
	Install CCTV cameras at identified 'hot spots'	✓							Hartlepool BC
	Promote SAFEmark – improving the behaviour of 11-16 year olds on buses								Hartlepool BC
	Evaluate the effectiveness of security improvements on core bus route schemes								Hartlepool BC
	Continue to review issues relating to personal security and evaluate options for further development.								Hartlepool BC



<b>Information</b> To ensure that users and potential users have access to information that is accurate, easy to understand and use at all stages of their journey.	Improve clarity and presentation of at-stop timetable information		✓						Hartlepool BC
	Provide bus stop poster displays at all town centre bus stops	✓							Hartlepool BC
	Provide Real Time Information at selected key stops and through the internet, WAP and SMS	✓							Hartlepool BC
	Provide information on how to use buses for people that have not travelled by bus	✓							Hartlepool BC
	Publish leaflet on new concessionary travel scheme and Community Lynx	✓							Hartlepool BC
	Provide pocket sized line guide to replace timetable booklet	✓							Hartlepool BC
	Provide rural transport map and guide detailing relevant bus services	✓							Hartlepool BC
	Provide on-bus information posters	✓							Operators
	Provide help points at key town centre bus stops and interchange	✓							Hartlepool BC
	Provide information systems in travel shops	✓							Hartlepool BC
	Provide on-street interactive kiosks	✓							Hartlepool BC
	Continue to review issues relating to information and evaluate options for further development.								Hartlepool BC
<b>Marketing</b> To promote bus travel to existing and potential bus users across the borough.	Develop a Borough wide promotional strategy for buses								
<b>Fares and Ticketing</b> To provide a broad range of appropriately priced and flexible tickets.	Implement new statutory minimum concessionary fares scheme		✓						Hartlepool BC
	Examine options for enhancing new statutory minimum scheme to Tees Valley and North East		✓						Hartlepool BC
	Review under 16 year old travel concessions		✓						Hartlepool BC
	Identify opportunities for 16-18 year old concessions		✓						Hartlepool BC
	Assess opportunities with operators for enhanced tickets		✓						Hartlepool BC
	Continue to work with North East Smart Card Consortium		✓						Hartlepool BC
	Promote new and innovative ticketing								Operators
	Identify opportunities for Tees Valley wide ticket		✓						Hartlepool BC
	Inter-availability of tickets between bus and rail operators								Hartlepool BC

<i>Customer Care</i> To enhance consideration of all users through helpful drivers and staff.	Enhanced levels of driver training in customer care		✓							Operators
	Disability awareness training		✓							Operators
<b>Infrastructure and Schemes</b>										
<i>Bus Stops</i> To provide a waiting environment that is comfortable and secure whilst projecting and image of high quality standards.	Review all aspects of infrastructure at all bus stops to ensure it best meets the requirements of bus users and operators.		✓							Hartlepool BC
	Review and replace the existing contract for the supply and maintenance of shelters with advertising.		✓							Hartlepool BC
	Put in place arrangements to deliver cleaning and maintenance of all HBC shelters		✓							Hartlepool BC
	Commence a rolling programme to replace bus shelters in accordance with route hierarchy.	✓								Hartlepool BC
	Commence a rolling programme to replace bus stop poles, flags and timetable cases in accordance with route hierarchy.	✓								Hartlepool BC
	Implement a programme of works to ensure that all bus stops are fully accessible in line with the Disability Discrimination Act.	✓								Hartlepool BC
	Continue rolling programme of raised kerbs to enable level boarding.	✓								Hartlepool BC
	Provide all bus stops with road treatment to mark out bus cages.	✓								Hartlepool BC
	Provide CCTV at key town centre bus stops	✓								Hartlepool BC
	Deliver anti-vandalism campaigns.		✓							Hartlepool BC
	Continue to review issues relating to bus shelters and stops and evaluate options for further development.									Hartlepool BC
<i>Interchange</i> To provide comprehensive, high quality and attractive interchange between different bus services and other modes.	Deliver Hartlepool Transport Interchange project	✓								Hartlepool BC
	Study potential for Park and Ride across Hartlepool	✓								Hartlepool BC
<i>Vehicle Standards</i> To ensure that buses are comfortable, clean and accessible to all.	Encourage operators to invest in further provision of low floor, accessible buses	✓								Hartlepool BC
	Improve publics' perception of bus travel	✓								Hartlepool BC

<i>Bus Priority</i> To improve the reliability and punctuality of local bus services.	Undertake punctuality monitoring	✓							Hartlepool BC
	Implementing traffic management measures identified through Bus Punctuality Improvement Partnership								Hartlepool BC
	Quality Bus Corridor approach								
	Provide selective detection at traffic signal controlled junctions								Hartlepool BC
	Traffic wardens travelling on buses to ensure that parking restrictions are enforced	✓							Hartlepool BC

## 6. Performance Indicators and Targets

Performance Indicator	Baseline	Benchmark	Target	Milestones/Profile				
				2006/07	2007/08	2008/09	2009/10	2010/11
Number of bus passenger journeys per year (BVPI 102)	2004/05: 5.9784 m							
Number of concessionary bus passenger journeys per year (LTP 0x)								
Number of community transport passenger journeys per year (LTP 0x)								
Punctuality of local bus services (LTP 0x)								
Bus stops on core routes with infrastructure improved (LTP 0x)								
Bus stops on core routes with timetable information displays								
Public satisfaction with passenger transport information (BVPI 103)	2003/04: 59%	Upper quartile for Unitary LA's: 55%						
Public satisfaction with local bus services (BVPI 104u)	2003/04: 64%	Upper quartile for Unitary LA's: 61%						

## NEIGHBOURHOOD SERVICES SCRUTINY FORUM

17th February 2006



**Report of:** Scrutiny Manager/Research Assistant

**Subject:** SCRUTINY INVESTIGATION INTO  
HARTLEPOOL'S BUS SERVICE PROVISION-  
FEEDBACK FROM SITE VISIT WITH  
STAGECOACH HELD ON 13 FEBRUARY 2006

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### 1. PURPOSE OF THE REPORT

- 1.1 To facilitate a discussion amongst Members of this Forum in relation to the Site Visit held on 13 February 2006 with Stagecoach in connection with their ongoing investigation into Hartlepool's Bus Service Provision.

### 2. BACKGROUND INFORMATION

- 2.1 Members will recall that at the meeting of this Forum on 19 August 2005, the Terms of Reference and Potential Areas of Inquiry/Sources of Evidence were approved by the Forum for this scrutiny investigation.
- 2.2 Consequently, a Site Visit to experience a number of viable and non viable bus routes operated by Stagecoach, Hartlepool's main commercial provider, was held on 13 February 2006.

### 3. RECOMMENDATION

- 3.1 That Members of this Forum discuss their findings from the Site Visit held on 13 February 2006

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## **BACKGROUND PAPERS**

The following background paper was used in the preparation of this report:-

- (i) Report of the Scrutiny Manager entitled 'Scrutiny Investigation into Hartlepool's Bus Service Provision – Scoping Report' presented to the Neighbourhood Services Scrutiny Forum of 19 August 2005.