

Rutland Bus Users Group
8th October 2019
Council Chambers, Catmose

Attendees	Representing	Initial
Cllr Lucy Stephenson (Chair)	RCC, Portfolio Holder for Transport	LS
Karen Newman	RCC, Rural Transport Officer	KN
Emma Odabas	RCC, Transport Operations Manager	EO
Rebecca Johnson	RCC, Senior Transport Manager	RJ
Tracey Jones	RCC, Business Support Assistant	TJ
Adam Barratt	Blands	AB
Dave Brookes	Centrebus Grantham	DB
John Murray	Centrebus Grantham	JM
Wanda Allen	BUG Panel Member	WA
Mary Hider	BUG Panel Member	MH
Gerard Kelman	BUG Panel Member	GK
Linda Stubbs	BUG Panel Member	LS

Introductions

The Chair opened the meeting and asked attendees to complete the attendance register.
The panel introduces themselves.

	Notes	Actions
	Matters arising from previous meeting (Tuesday 2nd July 2019)	
1.1	LS provided an update to Local Transport Plan and advised that it was supported by the Cabinet in September. This incorporates the Passenger Transport Strategy (PTS) which is a live document.	
1.2	The issue with the bus stop outside Headway on Oakham high street (taxis and buses both stopping) is complex, but is being worked on to provide a solution.	
2	Feedback from CallConnect Roadshows – Karen Newman	
2.1	KN advised that 4 roadshows took place in August in 26 villages. In some cases CallConnect is the only bus service available. There was a good turnout, and KN plans to return to some of the villages.	

2.2	LS asked if there were any questions on the roadshows. A member of the public asked whether bus usage has increased since, as she has spoken to drivers and they do not think it has. KN advised that usage has increased following changes to the timetable, and we may need a period of time to assess the impact of the roadshows.	
2.3	A member of the public commented that people in Oakham may need clarification over when CallConnect needs to be booked as it is not in every instance.	
2.4	WA advised that the Saturday service is still not displaying the number 9, despite being requested for a year. LS asked KN to pursue this.	KN
2.5	MH asked about changes in the 113 timetable as of 20 th October- is it going to be CallConnect? KN advised that it is not. EO advised that since the timetable being printed this has gone to tender and the current timetable will remain until the spring, but the Rutland part may be removed after Easter 2020. This is covered by Leicestershire.	
2.6	A member of the public commented on the Saturday timetable for CallConnect in conjunction with that of Blands 185 service. There is a 20 minute gap between the two, then a 4 hour gap. Could this be better spaced out? AB advised that Blands only run the 185 on a Saturday, but they also run school games services so services need to fit with this. Therefore could CallConnect times be altered to fit better around Blands? LS requested that a written response is sent for this question.	KN
3	Presentation on Centrebus Complaint Handling – John Murray	
3.1	<p>JM advised that Centrebus is Leicester based, with 6 depots, 37 vehicles and 50 staff members. They operate the 12, 146, RF1 and RF2 out of Grantham. They recorded 935,000 passengers last year, and 3.5 complaints per 1,000.</p> <p>DB: Complaints can be made by post, phone, email or online contact form. Details will be available in the minutes.</p> <p>JM: There are two people manning the complaints phone line. There is a 30 second call answer target, and they answer 98% of calls first time. He advised that the phone is always manned, but to try again if no response as they may be on another call. There is also an administrator who acknowledges complaints, which are then passed to JM.</p> <p>Complaints via post are acknowledged within 7 days and emails within 3 days. Both receive responses within 28 days.</p> <p>DB: Buses use tracking data and CCTV. They will interview the driver if necessary. He did add that currently only half of their buses have CCTV and it costs £3,000 to install.</p> <p>JM: The tracking system works off a mobile signal so there can be issues. They can also use the data from the ticket machines to identify drivers.</p> <p>DB added that they have a reward scheme for positive feedback for drivers, and gave an example of a driver last year who stayed with a lady who was taken ill.</p>	

3.2	JM asked whether there were any questions following the presentation. A member of the public asked how they would obtain copies of the minutes. KN advised that these will be available online. LS commented that it could be irritating to have to keep checking for them, so it might be helpful to set a date for future meetings for when the minutes will be completed.	KN
3.3	A member of the public asked why drivers leave their engines running while stationary at Oakham bus station, as it creates a bad smell. DB advised that this should not be happening, and will send a memo to the drivers to switch off the engine if they are stationary for longer than a couple of minutes. He also asked users to report this if they see it, so that they can monitor.	DB
3.4	MH commented that the live app for the bus whereabouts does not always work. DB advised that this also runs on mobile signal, which can cause delays in updating.	
3.5	MH also pointed out that a female driver on the no. 9 route recently helped a lady who was distressed and trying to find a hospital. The driver alerted the depot and the police arrived to help the lady. LS thanked MH for sharing this.	
3.6	LS asked JM and DB whether there was a particular area in which most complaints are made. DB advised that it is a mixture depending on circumstances such as if a diversion route is in place, or if they unfortunately have a less compliant driver.	
4	Questions pre submitted by members of the public	

<p>4.1</p>	<p>LS advised that there was blank paper and a comments box available in the room, in case any further questions were to arise. LS then read through each question, with EO providing the answers. (Please refer to supporting document of questions and answers, plus any further comments as below):</p> <p>Q1. EO advised that some services are fully commercial, some are partially subsidised by Rutland County Council, and some are subsidised 100%. The more we subsidise, the greater control we have. If a commercial company makes changes they do not always ask for the opinion of the local authority.</p> <p>Q3. EO advised that some published figures do not always reflect reality, e.g. could be based purely on commercial figures. Over the last 6 years Rutland bus usage has been consistent. There is currently no scope to set up depots in the area so we need to pull in services from other counties.</p> <p>Q4. EO commented that RF1 is split into two registrations to fit within the parameters.</p> <p>Q5. EO advised that the installation of the stops is dependent on development and occupancy. We will update when these are going to be installed.</p> <p>Q6. EO commented that since free travel came in in 2008, we have tried to offer more than the minimum specified. However due to limited funding, along with other councils Rutland has had to make changes.</p> <p>Q7. EO advised that no is the short answer. DB added that if a driver cut short a journey there would be penalties, therefore it would be a disciplinary offence.</p> <p>Q8. EO advised that timetables are registered with Traffic Commission, and penalties would apply if these were not adhered to. A member of the public commented that the bus stop outside Catmose says to allow 20 minutes for a bus to arrive, however EO advised this is different to connections, as a bus could be held up due to an accident.</p> <p>Q10. DB advised that all buses can be lowered, however they are designed to be lowered to kerb height. Each bus has a ramp which can be used if there is no kerb. LS commented that Highways might be able to look at the stops.</p> <p>Q11. EO encouraged the public to approach Gates garden centre to ask for private transport from Oakham.</p> <p>Q13. EO commented that buses would not have been cancelled if the usage was high. This is being looked at as part of PTS. We need to collect evidence of usage. A member of the public questioned whether money would be better spent by regional funding rather than county? Others applauded this. LS praised the Transport team for their efforts with current funding. A member of the public referred to a recent report citing poor transport to GPs and hospitals. LS advised that she has read the report, and it is on our radar. A member of the public commented that she took herself off a waiting list for a hip replacement in Nottingham due to lack of transport. LS pointed out that hospitals do provide transport if needed.</p> <p>Q14. EO asked for suggestions of anywhere else to advertise. A member of the public suggested on the buses themselves. JM said this would be fine and KN will circulate posters in advance of next meeting.</p> <p>Q16. AB advised that he has looked into costings and the cost would be around £350 (including fuel and driver) so could price them out of the</p>	<p>KN</p>
------------	---	-----------

5	Any other business	
5.1	LS advised that she has noted to make it clear when and where the minutes will be available.	
5.2	LS asked for a show of hands whether an overview would be useful of PTS next time. Nearly half of hands raised.	
5.3	GK referred back to Q2 of the questions from the public, and pointed out that saving carbon emissions through buses may mean more use of cars. LS asked whether an update from the Environmental team would be useful.	

The Chair reiterated that we will endeavour to provide updates when we have them, and closed the meeting at 11.39am.