



Leicester  
City Council

**OVERVIEW AND SCRUTINY MANAGEMENT BOARD**

**5<sup>th</sup> MARCH 2009**

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**Report of the Regeneration and Transport Scrutiny Task Group review of changes to City Centre bus services of January 2009**

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**Report of Councillor Russell, Task Group Leader**

**1. Purpose of Report**

- 1.1 To present the findings of the hearing held on 11<sup>th</sup> February 2009 into changes to City Centre bus services which were implemented on 25<sup>th</sup> January 2009
- 1.2 To make recommendations to the Overview and Scrutiny Management Board (OSMB).
- 1.3 To ask OSMB to make recommendations to Cabinet as appropriate.

**2 Recommendations**

- 2.1 OSMB is recommended to:
  - a) Note and accept the Minutes of the Task Group Meeting held on 11 February and the detailed recommendations as listed in Appendix 1.
  - b) Note and accept the proposals contained in 4.1 – 4.3 for resolving these important issues.

**3 Introduction**

- 3.1 This report sets out the findings, conclusions and recommendations of the Regeneration and Transport Scrutiny Task Group review of changes to City Centre and other bus services, and changes to bus stops locations and functions which were discussed at a hearing on 11 February 2009.
- 3.2 Appendix 1 consists of the minutes of this meeting. Appendix 2 includes maps used to illustrate changes made by bus operators on 25<sup>th</sup> January
- 3.3 The meeting was attended by myself (chair) and Cllr Hall. Julian Heubeck, Transport Strategy Team Public Transport co-ordinator, gave evidence and answered questions. Bernard Marriott, of the Campaign for Better Transport (CBT) gave evidence and asked questions.
- 3.4 This hearing followed an earlier review by the Task Group on the closure of High Street to buses and the subsequent impact of the moving of bus stops to alternative locations. This was the Task Group's first Review and reported to

OSMB in April 2008 (par 148. The link to this report is <http://www.cabinet.leicester.gov.uk/ieListDocuments.asp?CId=427&MId=2058&Ver=4>

- 3.5 The Task Group also took evidence from the bus operators in a more recent hearing on the functioning of the star trak real time bus service information system. This reported to OSMB on 4<sup>th</sup> December 2008: par 297 - (link <http://www.cabinet.leicester.gov.uk/ieListDocuments.asp?CId=427&MId=2454&Ver=4>)

## **4 Report**

- 4.1 The Task Group has undertaken a most valuable task in highlighting some further areas which need to be addressed in the provision of bus services and information relating to them.
- 4.2 A number of the recommendations can be addressed by the Council.
- 4.3 Consideration of all the recommendations which require input from the bus operators will be raised with the operators collectively and delivery will be overseen by the Quality Bus Partnership Steering Group.

## **5 Legal implications**

- 5.1 Any breach of Parking Restrictions should be reported to the Parking Enforcement team who can then monitor problem areas and look into civil enforcement action.

Jamie Guazzaroni: Solicitor, Environment and Employment team.  
Ext 296350

## **6 Financial implications**

- 6.1 There maybe some additional expenditure with some of the recommendation items in the Appendix items in the Appendix could incur additional expenditure by the Council, but most of the recommendation items are a matter of discussion with the bus operators to suggest that they take on board the suggestions that have been made. There may be some additional expenditure for the City Council but this can be accommodate from existing budgets.

Martin Judson, Head of Finance, ext 7390.

## **CONTACT**

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<b>Key Decision</b>	No
<b>Reason</b>	N/A
<b>Appeared in Forward Plan</b>	N/A
<b>Executive or Council Decision</b>	Executive (Cabinet)

**Appendix 1**

Minutes of the Meeting of the  
**REGENERATION AND TRANSPORT TASK GROUP**  
**(Removal of Bus Stops from the High Street)**

**Held: WEDNESDAY, 11 FEBRUARY 2009 at 10.00am**

**P R E S E N T :**

**Councillor Russell – Task Group Leader**

**Councillor Hall**

**Also Present:**

**Mr. Bernard Marriott**

**Campaign for Better Transport**

**Officers Present:**

**Jerry Connolly  
Julian Heubeck  
Mike Keen**

**Members Support Officer  
Public Transport Co-ordinator  
Democratic Services Officer**

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**5. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor Palmer.

**6. DECLARATIONS OF INTEREST**

Councillor Hall disclosed a personal and non-prejudicial interest in the business to be discussed as he was the holder of a First Bus season ticket.

**7. UPDATE REPORT FOLLOWING THE REMOVAL OF BUS STOPS FROM THE HIGH STREET**

Councillor Russell outlined that this meeting had been called to enable an update to be provided on the changes made following the removal of bus stops from the High Street, and to receive feedback from bus users and the bus companies.

Officers reported that initially there had been an amount of negative feedback from bus users and the bus companies, particularly around buses serving the Causeway Lane and the Haymarket areas of the City. To address a number of these concerns a series of improvements were implemented on 25<sup>th</sup> January 2009, a date previously agreed by both of the major bus companies. It was reported that since that date virtually no comments had been received from either bus users or the bus companies.

Discussion took place around a number of perceived problems relating to bus services to and from the City Centre, bus stops and publicity issues and a number of issues were highlighted and feedback was also received on behalf of the Campaign for Better Transport. The issues raised at the meeting are incorporated in the following recommendations.

RESOLVED:

- 1) That it be reiterated that any changes to bus services and bus stop locations or functions be accompanied by clear and better co-ordinated publicity released at least one week before any changes.
- 2) That clear publicity be displayed on all buses operating into the City at least one week in advance of all planned changes of services and bus stop changes.
- 3) The Council website featuring bus routes and stops should also be updated ahead of the planned changes, indicating where applicable that the changes are either bus company led or City council led. Ward Community meetings to be also used to highlight such changes.
- 4) The Gravel Street bus stop function should be amended to allow for the picking up of passengers as well as the current drop-off only facility for bus services using this stop.
- 5) Introduction of publicity to promote and facilitate the overall connectivity of cross-city travel.
- 6) To improve the display of information provided on the bus stop in Churchgate, to include the daytime frequencies of all services using the stop as well as the timings of all evening departures.
- 7) That the bus companies operating to/from the City Centre to be urged to ensure that their staff are kept fully informed of all changes to operations.
- 8) That operators of taxis and private hire vehicles be strongly advised that their vehicles should not be using the bus bays located in Haymarket.
- 9) The former bus stop in Mansfield Street should indicate where

the nearest bus stop facilities are located.

- 10) That bus companies be urged to ensure that their staff are fully briefed on changes to service to ensure a higher quality level of information can be provided to the public.
- 11) That the 15 bus route be reviewed so that it can be incorporated into the City Centre Loop.
- 12) That options be explored to reduce the levels of non-bus traffic using Causeway Lane, together with the related issue of traffic volume and throughput in Gravel Street.
- 13) That discussions on changes/improvements to bus services within the City involve the operators of all commercially provided services.
- 14) That bus shelters be provided as soon as possible after bus stops are relocated.
- 15) That the City Centre Star Trak Information boards be reinstated, and that it is felt desirable that information be displayed in chronological order regarding the range of bus routes serving a particular corridor (e.g Narborough Road). Maps and diagrams on bus stops would also be a useful feature.

That the City Council's Public Transport Co-ordinator and a representative of FWT (responsible for the Bus Map and Guide) meet with a representative of the Campaign for Better Transport to assess the usefulness of the current Bus Map and Guide and to suggest possible improvements.