

AGENDA

BUS USERS & STAKEHOLDERS GROUP MEETING

To be held virtually via Microsoft Teams
on Tuesday 12th September at 10.00am

1. Notes of the last meeting held on Tuesday 13 June 2023

To approve the notes of the meeting held on 13 June 2023 as an accurate representation of the meeting.

2. Bus Patronage

- a. How much has £2 single fare cap (that was introduced in January 2023) increased bus patronage across all of Somerset? Is the £2.50 fare still starting, in November?
- b. Update on how bus patronage in Taunton has grown since the introduction of the Bus Service Improvement Plan (BSIP) £1 fare and evening buses.
- c. Update on bus patronage on the BSIP funded evening bus services.

3. First South Performance and Relocation

- a. Given the continuing bus unreliability (caused by driver shortages and sickness) by First Bus in Taunton, Bridgwater and Minehead, Burnham-on-Sea area, what action is Somerset Council taking to address this?
- b. Update on the proposed closure of the Bridgwater bus depot and the transfer of staff.
- c. Update on the approved plans for the electrification of First's Wells and Minehead depots. What plans are in place for the future electrification of First's depots in Taunton & Yeovil?
- d. Update on First Bus multi operator timetable booklet.

4. Bus Services Issues

- a. September Service Changes
- b. Current tenders
 - i. Libra Travel 126 Wells to West Super Mare update.
 - ii. Taunton Park & Ride
- c. Update on contactless payment on in-house fleet vehicles (as required on all operators by para 4.6 of the EPS)

5. Briefing on under threat bus routes (as proposed by Cllr Mike Rigby)

- a. Update on under threat routes
- b. Plans for joint marketing campaign between First Bus and Somerset Council
- c. Somerset Council's map of bus routes
- d. What can Somerset Bus Partnership and Stakeholders do to support the bus network to build bus patronage.

6. Local Transport Plan Update

7. Update on the Somerset BISP Programme

- a. Taunton Mobility Hub
 - i. Update / timeline and process for consultation
 - ii. Can it be ensured that coaches e.g. Berry's, National Express come into the new Taunton Mobility hub?
- b. Bus Lanes update
 - i. Timeline / update

- c. Somerton Interchange
 - i. Update / timeline and process for consultation?
- d. Somerton DRT update and timeline information

8. Somerset Council needs to produce a Bus Information Strategy

- a. Online
- b. Introduction of QR Codes
- c. Bus timetable information at bus stops
 - i. commercial routes
 - ii. supported routes
- d. Printed timetables from First Group and other operators

9. Update and publication of Bus Passenger Charter

10. Cleaning and maintenance regime for bus stop infrastructure

- a. What is the current frequency of bus shelter cleaning across Somerset Council owned bus shelters?
- b. There is a backlog of maintenance on bus shelters across Somerset especially Yeovil which has been outstanding for many months. What is Somerset plans and timeframe to rectify this?
- c. Will there be a county wide cleaning contract put in place and, if so, how often will bus shelters be cleaned in towns and rural areas?
- d. What are the plans to use advertising at bus shelters to raise funds for Somerset Council?
- e. Will there be any consultation on new bus shelter standards across Somerset?

11. Bus/Rail Integration

- a. GWR & SWR has said they have limited funding to improve information about buses at rail stations – how is this being taken forward by Somerset? What bus services are getting branded up?
- b. Taunton train station / bus interchange – when are timetables getting put up at the train station. A QR codes linking to the timetables isn't sufficient and it doesn't currently work.
- c. Can it be ensured that coaches e.g. Berry's, National Express come into the new bus / rail interchange?

12. Any Other Business

To consider any other business.

13. Date of Next Meeting

The next meeting is scheduled to be held virtually on Tuesday 12 December 2023 at 10.00am