

**MINUTES OF THE LOCAL BUS SERVICES TASK &  
FINISH GROUP**

**THURSDAY 16<sup>th</sup> AUGUST 2012 AT 6.00 PM**

**PRESENT:** Councillor Foord (Chair), Councillors, Garrett, Hinkley, Moles and Rivers.

**LBC SUPPORT OFFICERS / ADVISORS:**

Matt Hussey	- Democracy and Scrutiny Officer, LBC
Keith Dove	- Transportation and Regulation Service Manager, LBC

**PUBLIC:**

Two Members of the Public

**ACTION**

**36 APOLOGY FOR ABSENCE (REF: 1)**

An apology for absence from the meeting was received on behalf of Councillor Hopkins.

**37. MINUTES OF 26<sup>TH</sup> JULY 2012 (REF: 2)**

**Resolved:** That the Minutes of the meeting held on 26<sup>th</sup> July 2012 be taken as read, approved as a correct record and signed by the Chair.

**38. SMART TICKETING AND REAL TIME PASSENGER INFORMATION (RTPI) (REF: 5)**

The Bus Registration & Publicity Officer submitted a report in regards to smart Ticketing and Real Time Passenger Information. Members were informed that Smart ticketing was the name given to the system where an entitlement to travel (or ticket) was stored electronically on a microchip rather than being printed on a paper ticket. In most smart ticketing schemes, the microchip on which a ticket was stored was embedded in a smartcard. For this reason, smart ticketing schemes are often known as smartcard schemes, although there was much more to the scheme than just the smart card.

Smart ticketing used the Government backed ITSO specification to allow seamless travel between, and within, cities and regions; and different modes of transport. The system will greatly benefit transport in Luton, once all local bus operators have their smart ticketing system in operation. Currently, Stagecoach and UNO services had successfully completed their Smartcard System and were

in operation. Arriva targets to bring its new smartcard system by end of 2012, which was currently undergoing its Test phase. Centrebus and Grant Palmer are in consultation to go ahead with the smart system.

Real Time Passenger Information (RTPI) Systems generally provide both real time and timetable information about bus services via:

- at stop signs;
- websites; and
- mobile devices.

Real time information may also be presented via interactive terminals and plasma displays in major traffic generators such as shopping centres, council buildings etc. As a general rule, the information displayed informs the user about the arrival times of services and any problems with the service on the day in question.

The aim of implementing a Real Time Passenger Information system was to make bus travel more popular by providing real time information and achieve modal shift away from the car. The system also enabled bus operators to track their services and provides information about service reliability. A sub-regional consortium was formed between the Bedfordshire authorities, Cambridgeshire County Council and Peterborough City Council. Northamptonshire County Council joined the consortium in 2010.

The main contract was between Cambridgeshire CC and ACIS to provide and maintain radio base stations and system server together with supply of RTPI displays at bus stops providing information to passengers and on-bus equipment providing information to operating companies and local authorities. There had been a separate agreement between Cambridgeshire CC and the other partner authorities. The system was flexible in that prices were agreed across the partners but each Local Authority could then negotiate with the provider for its own contract at the bulk prices.

The whole system costs (servers, radio masts, transmitters etc) were shared equally amongst all the partners. Each partner then covered their own costs for on-street RTPI displays and on vehicle equipment / additional base stations. Also provides data sharing capability for cross border services.

Luton Borough Council and Central Bedfordshire Council were continuing with construction of on-street stops on the 38 route that would use the Busway between Dunstable/Houghton Regis and Luton. Work on the stops on the DB2 route between Downside area of Dunstable and Luton will commence in the autumn. Real Time Passenger Information (RTPI) displays would be fitted at all of the new shelters at these on-street stops later this autumn.

Work on the stops at the new passenger interchange would be completed in September. This would enable the RTPI and communications technology to be installed at the interchange through October and November, including the connections back to the Town Hall. The installation of the RTPI and

communications technology along the rest of the Busway would commence in December 2012, with this work being programmed to fit in with the completion of the Busway/stops by the Contractor.

The three major operators Arriva, Centrebus and Grant Palmer were under Luton RTPI system. Almost all of Arriva, Centrebus and Grant Palmer fleet currently in operation in Luton had been fitted with RTPI system. Reports on Key Performance Indicator (KPI) were drawn based on number of journeys tracked against the number of scheduled journeys for each service monthly to assess the performance of the operators and discuss the progress with the operators.

**Resolved:** That the Report (Ref: 5) be noted.

## **39. ANY OTHER BUSINESS**

Members had before then the draft Final Report of the Local Bus Services Task and Finish Group for approval by the Overview and Scrutiny Board on the 29<sup>th</sup> August 2012.

**Resolved:** That the Overview and Scrutiny Board be requested to approve the Final Report of the Local Bus Services Task and Finish Group with the following recommendations before submission to the Executive at its meeting on the 10<sup>th</sup> September 2012:

- 1. That the Executive request that the Passenger Transport Unit Manager review all Tendered Bus Services on an Annual basis to ensure that the correct routes are being subsidised.**
- 2. That the Passenger Transport Unit Manager in conjunction with the Traffic Signals and ITS Manager request that all bus operators make easily available timetables and ticket offers/deals, and display basic information and timetables on a jointly owned stand in the Mall Shopping Centre including the use of electronic displays where possible once the Real Time Information has been introduced.**
- 3. That the Council's Executive request that the Passenger Transport Unit Manager and bus operators ensure that all bus routes are easily accessible to all users and work together to realign certain bus routes to enable people to get to out of town centre employment areas particularly during times that people need to get to and return from work.**
- 4. That the Chair of the Local Bus Services Task & Finish Group write to all bus operators encouraging them to sign up to use the Hip Hop Scheme and future ticketing schemes once Smart Ticketing is fully operational across the conurbation.**
- 5. That the Social Justice Unit request that all bus operators**

**ensure that all drivers are proactive in helping and engaging with elderly and disabled users, and that all drivers under take Disability Awareness Training.**

- 6. That the Social Justice Unit request that all bus operators ensure that all single deck buses on local bus services are DDA compliant from as from January 2016 and that all double deckers on local bus services are DDA compliant as from January 2017.**
- 7. That the Council's Executive instruct the Passenger Transport Unit Manager to establish a Local Bus Services Surgery as a forum for residents and a facility on the Councils Website to raise issues and concerns which can be fed back to bus operators on a monthly/bi monthly basis, and that an Annual Report be submitted to the Overview and Scrutiny Board detailing the complaints, concerns with, and outcomes achieved.**

**NOTE: THE MEETING ENDED AT 7.45 PM**