

The Hull Bus Forum minutes
Guildhall

Wednesday 7 October 2009

Representatives in attendance -

Tony Randerson (TR)	East Yorkshire Motor Services (EYMS)
Jon Donnelly (JD)	Stagecoach Hull
Graham Renshaw (GR)	Stagecoach Hull
Jason Read (JR)	Hull City Council
Adam Fowler (AF)	City of Hull/Humber Environmental Forum.

AF chaired the meeting and introduced himself and explained the objectives and reasons for the forum.

The representatives then introduced themselves and made the following general comments -

JR a new bus map being produced. Free rail travel within the East Riding has just been introduced for deaf, blind, limbless, and persons with severe learning disability. Application forms were now available.

TR advised that EYMS had increased the frequency on late evening services on service 105

JD from Monday 19 October services X62 to and from Leeds would become a two hourly service with additional journeys on Saturday.

From Monday 2 November there would be a connection provided at Scunthorpe to enable passengers to journey to Doncaster and would be an hourly service.

Points raised by the public -

Mrs D. Robinson, Mr. G. W. Linton, Mrs Norman, Mrs Silk, Mrs Harrison, Mrs Varley, Mrs Parker and Mr Menzies all raised concerns about the recent changes to Services 42, 43, and 54.

They raised the following -

54 does not travel down Hopewell Road when 75 per cent of residents are pensioners – concerns about lack of gritting during bad weather.

42 does not travel down Portobello Street – this makes it difficult to get to Doctors, Astoria Bingo, Woodford Leisure Centre and Morrison's without changing buses. Particularly inconvenient when travelling home carrying shopping.

Could EYMS service 41 operate down Falkland Road?

Why so many buses travelling down Preston Road when approx 300 houses have been demolished.

JD commented that service 43 was one of Stagecoach's successful services because it travelled down Preston Road.

Complaint about buses turning from Marfleet into Preston Road being a tight turn and that some buses could not complete turn in one movement.

JD said that buses can complete turn in one movement and driver must have aligned his bus up wrongly.

Congestion at junction Marfleet and Preston Road and often buses have to wait for a fourth change of lights before getting through. **JR** would speak with relevant department at HCC

JD made the following general comments:-

In May 2009, there was a service review of the area and the result was changes to these three services.

Service 54 was subject to poor timekeeping due to traffic congestion on Holderness Road.

Stagecoach look to operate services on that section that generates the most passengers for example, volumes.

Currently on service 54 passenger numbers are up, service 42 about the same, and service 43 numbers are up

Regarding services to shops and bingo etc these do not warrant a 10 minute direct service – it is not commercially viable.

These three services carry approx 10,000 passengers per day and after the first three weeks the number of complaints have reduced.

JR advised that Hopewell Road had been surveyed for passenger numbers and approx 30 people per day were recorded as using service.

JR and **JD** both Stagecoach and HCC are in discussion about these services but currently there were no outcomes to report.

TR regarding service 41 will investigate gaps and route change without detriment to the current route and service.

Meeting note - At times the discussion got very heated with lots of attendees shouting at once making it difficult to record many of the comments and for the representatives to properly reply or to even be heard.

The above minutes reflect as near as possible the gist of the comments and the respective replies.

At 13.10 **AF** and **JR** brought the matter to a close and at that point a number of attendees left the room – some using abusive language to and about the representatives.

Mrs Goddard Lack of buses to St. Andrews Quay as the road is very dangerous to cross.

JR advised that the developers had given money to support the service but this had ended and in any case the service was little used. Regarding the road he advised that Mrs Goddard should contact the Road Highways Agency.

A further question could the time tables displayed at the bus stops be downloaded as the information was very useful were a number of different services use the same bus stop. **JR** advised that it was not possible to download.

Mr l' Anson had concerns about buggies on buses. Recently because of buggies an elderly friend could not get to the front of the bus in time and missed their stop.

GR said aware of the problem – Stagecoach introducing a new national guide stating only two buggies per bus.

He added that drivers can ask passengers to fold their buggies but passengers may/could refuse. Once the passenger is on the vehicle they have a contract which entitles them to travel.

Although when boarding at Interchange it is possible to enforce passengers to fold buggies and/or remove them from the vehicle to accommodate wheelchairs. The buggy passenger will then be put on another bus.

With regard to electric chairs there are three types A, B, and C and currently only type A (small one) can be carried.

Mrs Dixon –service 20. Departure ex Wawne at 19.00 taken off in April 2009 and she is not able to catch a bus at Bodmin Road.

JD advised that service 20 was introduced because Kingswood was developing – this is their worst performing service. Stagecoach has had to cut some costs out of it to keep service running. Maybe could develop a service 28A that can run throughout the day, this will be progressed to see if it is viable.

Mr. Summerville – commented that service 28 was running better inwards ex North Point – however departures from Interchange were often five minutes late departing. Why are saloons used why not double deckers? In addition heating would not always turn off in summer and why food and drink allowed on buses.

JD – provision of double decker would mean loss of low floor buses.

GR food and drink not allowed and drivers should not allow although there was an element of avoiding confrontation particularly in the evening.

Mr. Somerville mentioned the recent Clipper event and how a visitor had remarked on the apparent old age of some of the buses used also on inward journey at the their stop on Sutton Park the bus was already full.

JD and **GR** advised that every possible bus was brought into service even six buses brought in from Lincoln and all drivers' leave cancelled and management were also driving the buses. The average age of the fleet was seven and a half to eight years old with the oldest being of 1997 vintage. **JR** also commented that this was the case throughout the city as the number of residents attending the events far exceeded any predictions.

JR added that the weekend had been a huge success and transport of passengers had gone very well considering that approx 150,000 passengers used all the buses during the weekend and at one stage 20,000 passengers had transited the Interchange during a four hour period. It became so busy that at one point it was considered closing the Interchange due to sheer volume of passengers.

Mrs Korzeniowski – besides a few minor issues as a very frequent user, she praised the bus services covering Hull and the East Riding.

A member of the public asked if inbound service 28 could go around the loop to serve Whitefriargate and Carr Lane.

JD advised that his company were prepared to go around the loop but were awaiting comment from Cllr Minns about provision of a bus priority scheme as a result of the loss of Queens Gardens bus gate Traffic also built up at Carr lane / Ferensway traffic lights and not enough time allowed to turn into Ferensway.

TR added that traffic also blocked this junction particularly traffic heading South down Ferensway.

JR advised that traffic at this busy junction is monitored by the SCOOT system with lights changing automatically with traffic flows.

Mr. Westcott complimented EYMS on their operation of the Priory Park + Ride scheme and asked why a change of operator.

JR explained that under EU law there had to be re-tendering and he explained the process.

TR advised that the matter was not dead an EYMS expected to carry on with the service until at least early 2010.

Mr Lyon service 105 ex Cottingham at 10.55pm – makes it difficult to connect to connect with East Hull service departing 11.30pm from interchange.

TR advised increased frequency on 105 in late evening and recommended travelling on 10.35pm or to alight at Debenhams and connect with bus in Albion Street.

Mr. Lyon mentioned that for night buses departing from Ferensway there were no timetables on display.

JR will investigate. **JD** said it would be more convenient to start from Interchange. **JR** said he would discuss with Transpennine Express.

Mr. Lyon also asked if night bus time tables could be displayed at Hull Truck Theatre as some events finished after normal services had finished. **JR** to investigate.

Mrs Johnson – service 10 inbound often running late at Bricknell Estate and gave examples 8.50am on Friday 2 October and 9.50am on Wednesday 7 October both running 15 minutes late and that some buses were missing out Bricknell Avenue, **JD** said he was not aware of any problems.

Service 109 missing out Lythe Avenue - **TR** said all drivers are aware of the route but he will investigate.

Mr. St. Clair concerned about brakes and gears on Stagecoach buses.

GR all buses are airbrakes some have drum brakes and braking etc has over the past few years improved.

Mr. St. Clair then mentioned divers moving off before passengers were seated.

JR read extract from previous meeting's minutes when this matter had been aired.

GR advised that as a general guide, drivers should wait until passenger had passed the first empty seat before moving off. In addition drivers should take into account age and any infirmity of the passenger before setting off.

Mr Johnson – Interchange not fit for purpose and made inaccurate comments regarding accidents at crossings, indicating that 'there was blood on our hands' and that the Interchange should be moved from its present location. Issue was taken with this comment and Mr Johnson withdrew the remark. **JR** asked him to amplify his comment as to the Interchange being unfit for use. Mr Johnson stated Albion Street was a better location for the bus station also that 90 per cent of passengers get off in the loop not at the Interchange. He added that the Brook Street was very dangerous and ingress and egress was unsafe also why no under/over pass had not been constructed from the interchange to St. Stephens.

JR quoted statistics that showed some 700 people per hour crossed the road when the light showed a red man and provision of under/over pass would not stop people having accidents when the statistics showed the amount of those crossing against the flow. He added that the Interchange will not be re-sited as it is a facility linking all modes of public transport in the city.

JD explained that when Albion Street closed Stagecoach expected that there would be a large number of passengers wishing to board buses at Jameson Street stops but this has not been the case as vast majority have boarded at Interchange.

JR added that to facilitate passengers alighting at the interchange for buses not traversing the loop services departing the Interchange via the loop had been given bays at the top end of the Interchange to save a walk for people.

In response to a question from the floor the Stagecoach representatives confirmed that their day tickets are valid on services to and from Hull Fair.

Mrs Goddard asked about ventilation on buses. Representatives replied that as newer buses came on stream ventilation methods were improving that would allow air to flow in addition to the traditional bus windows.

Another attendee stated that on services 20/28 older people and those with impaired mobility were not being considered by not going around the loop. **JD** reiterated his previous comments. **GR** recommended alighting at Skelton's and taking another bus that traversed the loop. Questioner was not happy as he said this meant older people and those with impaired mobility would need to take two buses when often boarding and alight one was difficult.

AF emphasised that Stagecoach and Cllr Minns need shortly to have dialogue.

Meeting started 12.15pm and closed at 2.20pm.