

Get Swindon Moving Community Group Minutes

Date: 29th May 2024

Venue: Online

Agenda:

- Introductions for new members
- Relevant updates (e.g. Bus Boarding Event)
- Discuss 8 points that make a good journey for the Bus Passenger Charter (relevant to those that joined the initial meeting in March)
- Next steps

Attended:

SBC- Rachel Oliver (RO), Bryony Chetwode (BC),

User groups-

Tony Martin (TM),

Wichelstowe- Rebecca Sturgeon (RS),

Learning Disability Partnership- Annie Baker (AB), Alison Evans (AE),

Wroughton- Graham Overbury (GO), Nathanael Hooper (NH).

Apologies: Lily O'Brien.

1. Welcome
2. Bus Boarding Event – 21st May at Civic Office. Great feedback from those that attended and outcomes are a best practice guide and future events.
3. Feedback spreadsheet has been created. As a group, we will fill this in when us or our user groups experience something positive or negative. All services are listed and different categories along the top. **RO to send with minutes, any suggestions for improvements let us know.**
4. Bus Passenger Charter
 - 4.1. BC explained what a Bus Passenger Charter is and what to expect from it.
 - 4.2. BC showed the Transport for Cornwall Charter as a good example. **RO to send with minutes.**
 - 4.3. In the last meeting we asked attendees to think of 8 points for a good journey:
 - 4.3.1. RS provided her list, representing Wichelstowe:
 - 4.3.1.1. *Bus stops* should be in the right place, convenient to start and end of journey – with accessibility in mind – with *protection and suitable seating*. Reviewing the satisfaction statistics, it is observed that that the disabled are less satisfied than others with bus stops - seats instead of perch were suggested. This raised interesting question around direct experience of differing accessibility issues. Bus stop companies suggested seats are harder for those with hip and knee issues who also require arm rests to push off. **Question for users - seats or perch? or both- can we investigate.**
 - 4.3.1.2. *Buses should be reliable*, everyone in area raised this. Frequency helps with fear of unreliability. Wichelstowe repeat that Taxi drivers are getting

many calls on this basis. Anxiety around bus journey mentioned. **Have we got data on the number of bus journeys failed? SBC thinks we do have access and will investigate.**

- 4.3.1.3. *Improved communication*- updating is not reliable. Swindon Bus not as bad as Stagecoach. Reliable information is needed in one place.
- 4.3.1.4. Bus stops: GO and NH as representatives of Wroughton say Parish is noting that bus numbers on flags are wrong. Anxiety is a big issue during disruption. **SBC suggested that communities are engaged in a Bus stop audit? It would be community ownership which may reduce vandalism and cultivate interest and peer to peer pride in the bus service to feed improvements and use.** Well received.
- 4.3.1.5. Wroughton commented that the 9 is running well.
- 4.3.1.6. TM raised that people still queuing at the wrong bus stop for service 5 – Bus Stop L instead of further along Manchester Road. **(SBC wonder where the data about bus stops is being incorrectly done and displayed noting out of date information at the stops outside Civic).**
- 4.3.1.7. TM observed that the signage needs to be spot on with the Bus Boulevard. Suggested maps at start and end of the Boulevard. Tied in with the Comms on this TM notices that RTI used to exist and enquired about a similar system again. It is good for older people and everyone else. TM notices that the next stop messages are sporadic, emphasising the positive in how on the underground announcement never stops.
- 4.3.1.8. **SBC look into a plan for RTI which we can update on progress with users.**
- 4.3.1.9. **SBC to ask who has next stop audio announcements.**
- 4.3.1.10. **SBC to bring information about the Disability and Accessibility improvements from the DfT for Bus which concern announcements. GSM should be updated on the measure's minimum requirements. Invite operators.**
- 4.3.1.11. TM expressed user difficulty in identifying buses from their number when it is sunny. The back lit bus number system is not as good. **SBC will see where industry is going on Bus number display and Bus number visibility from a distance.** If they can do it for car plates, why not buses.
- 4.3.1.12. *Improved bus network* - all areas need to be covered better. Some are covered very well. Industrial estates with leisure facilities which non-drivers cannot reach. Greenbridge connection is unreliable. RS mentioned working a clockface with connecting circulars like Cardiff. RO has touched on the proposed orbital service comparing the time between driving and bus which has about an hour additionally. It may be a full circular but unlikely due to cost. It could end up with 2 or 3 legs similar to Cardiff.
- 4.3.1.13. AB representing Swindon Learning Disability Partnership did some work called "My Swindon" and also received feedback that people cannot get to places on their own to areas like Butterfly World, low income levels means need low cost for independent travel. AB also mentioned that

autistic people desiring accurate information on Board and at Bus stops to tackle anxiety.

- 4.3.1.14. Wroughton held up South Swindon Parish Council as an example of clean stops. They enquired as to whether SBC could enable a larger contract which would include them and other interested parties. **SBC will investigate how this is being done in South Swindon. We will put Graham in touch with South Swindon bus stop maintenance.**
- 4.3.1.15. *Improved bus timings* – RS stated in Wichelstowe it says 4 buses per hour, which you'd think is every 15 minutes but intervals not even. *Evening buses* hopeless. Time period makes little sense with a 1.5 hour gap. 9 and 11 referred to as supported services. **SBC RO input is the exploration of 9/82 improvement and evening services.**
- 4.3.1.16. *Cost*: capping is useful at £2. It needs to compete with the car. (Thought: **SBC could do a real cost of a car information piece.**)
- 4.3.1.17. TM raised that Wiltshire Council is extending their pass day enablement. This is confusing for Swindon passengers and they would have liked information about why SBC situation was not changing. TM recounted problems travelling after 11pm when he is having to pay because the machines demand it onboard. Should work after midnight. **Could SBC look at this again**
- 4.3.1.18. Users need to have a Bus Boulevard planned launch with their need at the centre. Launch is the chance to do remapping including new hospital and bus network remapped - new shops, housing estates, clinics etc. especially as tertiary is moving around the Borough. (Diabetic clinic Eldene). Advertise we are not bolting but actually working holistically. **SBC need to work on this.**

Next meeting will be in July, with an in-person session and an online session. Please come to whichever you feel works best for you.