

**OVERVIEW AND SCRUTINY MANAGEMENT BOARD
21st February, 2017**

Present:- Councillor Steele (in the Chair); Councillors Albiston, Clark, Cowles, Mallinder, Sansome, Julie Turner and Walsh.

Rotherham Youth Cabinet:- Emilia Ashton, Megan Berg, Molly Crossmore, Ashley Gregory, Alex Guest, Maks Golus, Jack Hogan, Tom Jackson, Joshua Martin, Jamie Mullins and Toni Paxford.

RMBC Cabinet Member:- Councillor Lelliott.

RMBC Officers:- Colette Bailey, Sarah Bellamy, Steve Brown, Lisa DuValle, and Janet Spurling.

Transport Operators:-
David Boden, TM Travel
Clare Cocken, SYPTE
Richard Issac, Northern Rail
Allan Riggall, First Group
Nigel Wragg, Supertram

Apologies for absence:- Councillor Allcock, Raegan Beckett, Paige Hobson, Councillor Short, Paige, Joseph Skelly, Jake Vickers and Councillor Wyatt.

101. INTRODUCTION AND WELCOME

Councillor Steele welcomed everyone to the meeting and referred to the background to the Children's Commissioner Take-Over Day.

Tom Jackson (Youth Cabinet) assumed the Chair.

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102. ROTHEHAM YOUTH CABINET - THE VOICE OF THE FUTURE

Ashley Gregory (Youth Cabinet) gave the following powerpoint presentation:-

What is Rotherham Youth Cabinet

- Rotherham Youth Cabinet is a group of motivated and enthusiastic young people aged 11 to 18 from across Rotherham, who are active in ensuring young people have a Voice. We do this in order to ensure young people have a positive impact throughout our communities.

What Do We Do?

- We help young people in Rotherham to have a Voice, be listened to and influence decisions about local services and issues
- We find out about the concerns which young people tell us about and create campaigns to work on these

Manifesto Aims 2016-2017

- To help young people to feel confident with their own appearance and raise awareness of the effects and impact of negative body image
- To widen youth voice participation to help all young people know how to have a Voice, what opportunities for participation are available and encourage them to have equal opportunity to be involved in Youth Voice initiatives
- To work with Rotherham Looked After Children's Council and other young people across the Borough to create a proud and positive image of Rotherham
- To work with South Yorkshire Passenger Transport Executive and local bus companies around issues regarding public transport for young people
- To raise awareness of Water Safety amongst children and young people to make them aware of the dangers of open water and how they can stay safe

Previous Transport Work (Manifesto 2015-1)

- To work with South Yorkshire Passenger Transport Executive and local bus companies around issues regarding public transport for young people with a particular focus on bus passes for 16 to 18 year olds

103. "GET IN GEAR" - ACCESSIBILITY OF PUBLIC TRANSPORT FOR YOUNG PEOPLE

Toni Paxford, Youth Cabinet, presented the 'Get in Gear: Accessibility of Public Transport for Young People' report.

For the past 3 years transport has been part of the Make Your Mark ballot which was the largest youth consultation in Europe. In 2016 public transport was the top issue for young people for Yorkshire and Humber so the Rotherham Youth Cabinet had felt it needed to review the situation in Rotherham and surrounding areas.

In 2013 the Youth Cabinet had raised issues around toilets, behaviours, staff, services and the Interchange building itself. Most of the issues had been addressed but it was felt that further research was in order to ensure that the issues were still being addressed and if any new concerns had been highlighted:-

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Bus Passes and Pricing

- 11-16 Megatravel passes – allowed 16 year olds and under to use public transport at any time at a child fare. The passes were free and accepted by all operators. Valid up until 31st July of the year the young person turned 16 unless their birthday was in the month of August and therefore valid until the day before their 16th birthday
- 16-18 student passes – free of charge and accepted by all operators to entitle young people 16-18 a child fare. Available if in full-time education and the household paid Council Tax to a South Yorkshire local authority. Also expired on 31st July as above.
- Mi Card – free card for under 18's in Barnsley and automatically renewed after the 16th birthday and expired the day before the 18th birthday. Allows travel at 60p for those in Barnsley, 80p anywhere else as well as half fare on all train journeys within South Yorkshire.
- Zero fare passes – free and valid for use during the academic year until 7.00 p.m. A young person qualified for the pass if they were in full-time education and had to travel more than 3 miles to get to school.
- All the passes expired prior to the summer holidays unless the young person's birthday fell in that period.
- The weekly First Bus pass was praised as it allowed use of any bus or tram in South Yorkshire by young people.
- It was also noted that young people taking part in the National Citizen Scheme (NCS) received free and discounted travel with the First bus company. It was believed this would help with the financial implications for the 2 week social action project within the program, however, other groups in the area felt that this was unfair as there were social action projects which also benefitted the community and met during the holidays. This meant those young people would have to pay full fare in order to commute to and from their specific groups.

Times

- Consultation forums had been held in Dinnington and Barnsley the outcomes of which were not known as yet.
- A survey conducted by SYPTE in 2014 found that only 18.5% of people used paper timetables, 19.9% used those at bus stops and 22% used the Travel South Yorkshire website.
- Many young people had recently complimented the apps which were now available for bus timetables.

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Experiences on Public Transport

- 48% of those who filled in questionnaire said they had had a positive experience including buses waiting for passengers, some welcoming drivers and passengers feeling valued and helped.
- 65% of respondents said they had had a negative experience at some point.
- Issues with regard to the changes to the X78 route. Some changes had been made to the route on 31st October, 2016, to address some of the concerns raised.

Apprenticeships

- 53% of young people in an apprenticeship spent more than £3 on transport a day.
- 62% of respondents had had difficulty using public transport for a multitude of reasons.
- Public transport was “very expensive” and “unaffordable” because they could not access 16-18 bus pass because they were not in full-time education.
- Unreliability of buses – arriving late for work and being punished.

Looked After Children’s Council

- Focus group held with the Looked After Children’s Council on 4th May, 2016.
- Positive aspects of public transport included the USB chargers, warm buses and the Wi-Fi.
- Time of the buses being unreliable, rude drivers and lack of common sense used in some circumstances e.g. when a young person in school uniform forgot their bus pass and vandalism.
- The cost of public transport
- The zero fare passes could not be used at weekends, after 7.00 p.m. or during holidays – many young people had commitments and events after school which may run until after 7.00 p.m.
- Praised the First company bus prices

Rotherham Young Carers’ Council

- Sometimes certain drivers were using discretion for young people if slightly short on change.

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- Rude drivers.
- Times and lateness of buses.
- Cost

Recommendations:-

- (1) Extend the expiry dates on the passes even if only to the beginning of September.
- (2) Zero fares for 16-18's like they have for secondary schools for 6th forms.
- (3) More improvement of advertisement of tickets and cheaper tickets for what people need rather than paying too much for a ticket they might not need.
- (4) Apprenticeship passes so similar discount to those in full-time education.
- (5) Cleanliness of buses.
- (6) Link Young Carers Card to the fare being charged – often young carers charged when taking parent/person they were caring for to a medical appointment.
- (7) Improve the collection of praise and concerns by passengers.
- (8) Wi-Fi and chargers were a success and would like to see them on all buses.
- (9) Promotion of timetables in various ways and not just one format.

104. QUESTION AND ANSWER SESSION WITH PARTNER AGENCIES

Members of the Youth Cabinet asked the following questions relating to the provision of public transport. Responses were provided to the questions by each of the transport providers present at the meeting:-

- (1) Why should young people have to pay adult fare during the summer weeks? Could the expiry date be at the end of the holidays allowing young people to use public transport services at a more affordable rate?

Response (First Group) This was something that had been pushed for within SYPTE for a couple of years. First Bus had accepted passes up until the end of September through the last 2 years and work was taking place with the PTE who issued the passes. There were concessionary funding issues i.e. if there was a disproportionate growth in passengers it would cost the local authority money that had not been budgeted for.

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However, First had agreed to waive any increased concession as was felt an important time for young people particularly between leaving school and starting college.

Response (TM Travel) It was a national funding issue around concessionary fares. One angle would be to address it through the Safer Roads Partnership as the demographic group most likely to be involved in road accidents was young people aged up to 25. A ticket promotion had been run last summer for young people. It was hoped to look at something similar this year.

Response (Supertram) There was some inconsistency between operators. Supertram currently only operated in Sheffield but there was dialogue between operators and SYPTE with regard to providing a clearer and more transparent ticket offer over the summer holidays.

Response (Northern Rail) Put pressure on your elected bodies to support you with the discounted travel. It was a very limiting factor for young people aged 16-24 when trying to get access to employment opportunity with such high adults fares to pay for the majority of time.

Response (SYPTE) There was awareness of the issue. It was proposed to discuss with the Chair and the Youth Councils around South Yorkshire with regard to establishing a Youth User Group where representatives of the PTE would be present and engage in direct conversation.

(1a) Was it something that the First Group and TM Travel were planning to do again in the summer and if so how would they let the young people know?

Response (First Group) It was not announced due to the fact that it was a PTE pass and did not want to cause confusion with other operators if they were not accepting them. However, if a young person had boarded a First bus they would not be challenged for the pass. It was hoped to discuss with the PTE and other operators and get a wider announcement out and do it on a more formal basis this year.

With regard to the National Citizen Scheme, First had given 2 weeks free travel to 2,000 NCS students in the summer who had enrolled on the NCS programme. That was on the back of NCS programme administrators approaching First and explaining their package and what they could deliver in promoting First travel. It was untrue that First had favoured NCS but that no other organisation had made contact. If any other organisation wanted to contact First and promote public transport, a similar arrangement would be explored.

Response (TM Travel) A £1 token fare had been charged if a young person showed their bus pass. Discussion would take place within the company to ascertain potential schemes for the summer.

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Response (RMBC) – Happy to talk to SYPTE and ask why bus passes where not continued throughout the summer.

1(b) Was it not just a case of changing the date on the card if they were being accepted informally anyway? Even if not for this year but in the process of it happening if it missed out another stage in the process.

Response (SYPTE) There was a budget behind a concessionary fare and the offer to the 16-18 year old was something that the PTE was aware of. The report had been passed around the organisation, including the Executive Director, and would be followed up with a response, however, there were budgetary reasons why the date on a pass could not be changed.

Response (Supertram) Operators were working together to provide affordable travel on all buses. All operators worked under the concessionary travel scheme from SYPTE and for every child that travelled at 80p, they received funding because it was a lot less than an average fare. In South Yorkshire it was a generous scheme; elsewhere child fares were $\frac{3}{4}$ or $\frac{1}{2}$ of an adult fare. Under Travel Master, which all the operators worked to, worked for affordable fares.

1(c) Seems to be reasonable willingness to do this within bus operators. What is the budget constraint? How much money was involved if operators went ahead and granted the extension?

Response (SYPTE) The actual figure was not available at the meeting but would be reported to the Youth Cabinet. The budget had reduced and it was an opportunity for the PTE to look at what it could do/offer.

(2) Do you have any systems in place to offer free or reduced travel to young people going to college over a certain distance and if not why?

Response (TM Travel) As bus operators it went back to the concessionary arguments. However, there used to be Central Government funding for post-16 transport and when dissolved by the Government, the money went to the colleges in an unringfenced grant so there was money available at colleges to help with travel bursaries. It was worthwhile for young people go to their college to ask how much support the college would offer to help towards transport costs.

Response (First Group) The zero fare under 16 pass was fully funded by the SYPTE and First received funding for every journey made by a young person that did not have an education place within 3 miles. Anything for the 16-18 year olds would have to be funded from elsewhere because seats were being taken up on the bus that were not generating funding. The 16-18 year olds were offered the £6 weekly ticket and also a South Yorkshire Students All Term ticket for £210 for 11 months travel (just over £4 a week) which was not subsidised at all. They were promoted heavily to university students but not necessarily college students.

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Response (TM Travel) In the process of reviewing all its ticketing options and wanted to encourage young people to remain as bus passengers.

Response (Supertram) The youth and student markets for operators was very competitive so there were some very good fares available. The qualifying criteria was generally the NUS or NUS Extra card and operators also accepted the Apprentice Extra cards. The Travelmaster South Yorkshire Connect 18 was discounted on the adult fare.

Response (SYPTTE) The PTE teams went into colleges just before the summer holidays to work with them on the different methods of applying for passes, provided a suite of material they could communicate to students and the value for money tickets that would be available. This issue could be put on the agenda for the Youth User Group.

2(a) If the Students All Term ticket was promoted mainly to university students should it not be rolled out widely so 16-18s at FE college could access that? If the ticket was £220 per year was it paid in 1 lump sum or instalments?

Response (First Group) It was allowed to be paid in 6 instalments. It had been promoted to certain colleges but not all. The Get Social campaign to launch the £5 weekly ticket was an award winning campaign and had been reissued last year. There had been a nervousness in the past to go into schools to promote the commercial message but something that has been taking place a lot more recently.

2(b) It was a shame the 11 month ticket cannot be extended for 12 months?

Response (First Group) It was based around the term time travel. Attempts had been made to make it as cheap as possible based on 47 weeks.

2(c) Why was there a range of different price options?

Response (Supertram) What had been found in the market recently people just wanted to pay for what they wanted. Through Travel Master, the rail travel had been split from bus and tram travel because of the restrictive pricing on rail which was set by the Government. There was a layered system where operators would do their own products because it was the cheapest, then the multi-operator ticket and then the youth travel with train.

(3) Why did apprentices have to pay full fare when they were still in education and earning extremely low wages. Surely this would deter some young people from taking up apprenticeships if it cost too much to get there?

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Response (TM Travel) It was a very valid point. Unfortunately when Legislation was put through in terms of eligibility for transport when the Law changed the way it was drafted did not compel the free element to it. Again it would be a budgetary issue. Operators would be more than willing to work with National Apprenticeship Council to look at a strategic way of funding this transport issue.

Response (First Group) The issue was the age of apprentices extending to 24 years; there needed to be segregation of the 16-19 year olds and 19-24. Stagecoach and First had added the Apprentice Extra card to the student products which included the £210 11 month ticket. There was some nervousness because apprentices could work out at a 50% discount for a 24 year old who did not really need it. It probably required apprentices being accepted into 16-18 student pass and differentiating them from the general apprentices.

3(a) When speaking to some apprentices there had been the general consensus that, although accepting they were earning, some were very low paid and were spending everything they earned on transport. It was appreciated that some apprenticeships paid more than others but for the lower paid ones it seemed unfair.

Response (TM Travel) The DWP Job Centre Plus had identified budgets to help people to get into employment opportunities. It was suggested that the question be asked of the DWP Manager who covered Rotherham.

Response (Supertram) As operators, commercially there was only so much discount that could be offered before it became untenable and then that was bridged by the Concessionary Scheme the funding for which was provided by the tax payers. It was a limited fund and the PTE had budget cuts so it then became a juggling act on what the money was spent on. It was a valid point but the reverse was a full fare paying adults saying why did they pay the full fare and 24 year old in a full-time job paid a discounted fare.

Response (TM Travel) It was an opportunity for the Rotherham Youth Cabinet to take the agenda forward by working with elected representatives to put pressure on other Departments, not just the DWP, but Regional Development people.

3(b) A 28 day pass at £48.48 a month for a student regardless if in full-time education and under 18 but the finding of it had been an issue. If people knew what was out there it would be less of an issue.

3(c) Could there not be a scheme where you had to prove how much you earned in order get a reduced fare so the highest earning apprentices were not claiming a lower fare?

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Response (First Group) It was a good idea and the way it needed to go. The issue at the minute was there was nothing in place. It was a good forum to raise the issue and the company could start to work with the PTE through the Youth Group to look at getting that implemented.

(4) There were a variety of tickets available from the different service providers. In what way were they collated for ease of access and how do you think this could be improved? How could people find out the cost for any individual journey prior to getting on public transport?

Response (TM Travel) Intention to improve the marketing of TM tickets. They were on the website but there could be further clarity.

Response (RMBC) A number of the questions were related to subsidised/free travel. An offer was made for Steve Edwards (Transport Executive) to attend the Youth User Group and conduct a session specifically on how budgets were decided at the SYPTE, how young people could influence them and the impact on their travel.

Response (First Group) Currently there was a search engine on the PTE website which allowed you to enter your age and it would return all ticket options. In terms of promotion, the Rotherham Bus Partnership set a marketing budget for the year and then worked together to promote things. Through the Competition Markets Authority it was still a commercial market and operators had to promote their services but the Bus Partnership and the PTE was the forum to do it through. The 2017/18 marketing budget was currently being worked through. Young people's bus tickets would be added to it so there was a fully co-ordinated campaign.

Response (Supertram) The competitive market did drive prices down and they were competitive. The PTE was impartial and there to promote public transport.

Response (Northern Rail) Arriva Northern had won the franchise in April 2016 to be the train operating company for this part of the country, with some other providers, for the next 8 years. Work had taken place to improve its offer around mobile applications, the advanced on demand ticketing and the discounts that could be gained via the booking system. The Marketing Department was working on capturing the travelling youth market. There will be marked upgrade in marketing of offers on the Northern network over the next 12-18 months.

4(a) Could a child fare be added to the advertising material?

Response (First Group) The new timetables featured child's fares although were not included on the Travel Master. The marketing budget this year had been focussed on children.

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4(b) If a young person was using different modes of transport for one journey was there somewhere they could go to find out how much the journey would cost them instead of going to different websites?

Response (First Group) The PTE website on the ticket finder search engine.

Response (SYPTE) The Travel South Yorkshire website or the local call centre who would be able to help with products.

(5) Had the DVD which we helped to produce a couple of years ago been of any help? How had the training of those who worked for the PTE developed since and how would you develop this further in the future?

Response (SYPTE). Customer service training was carried out as well as a series of awareness training. Feedback was always welcomed, positive or negative.

5(a) Why was there such a vast variety of attitudes from staff?

Response (Northern Rail) Northern Rail had identified that its customer service skills and some of its staff needed to be updated. A series of training events had commenced with all staff since the start of the new franchise. There was a strong focus on its customer service experience and improved travelling experience for customers. The branding was changing and there was a Station Improvement Fund to improve the customer experience when at the station which would be complemented by the staff. There would be ticket vending machines with the staff moved to giving advice and guidance to the customer.

Response (First Group) Bad behaviour by drivers was not condoned. Every driver received customer service training and had to undertake compulsory driver CPC training which consisted of 5 days of training over 5 years. Customer service was always 1 of the modules. Attitude problems needed to be reported and dealt with on a case by case basis.

5(b) How effective were the 5 days training over 5 years?

Response (First Group) Probable need to be more forceful with the training session and making it more meaningful. Currently putting together a module called Find Your Human which would be delivered over the next year on how deal with other human beings.

Response (Supertram) Customer service training was something the company had tried for a number of years in recruitment to put customer service to the fore. One of the training modules was anti-conflict training for staff.

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Response (TM Travel) Bad customer service could never be excused. New tests had been introduced as part of the recruitment process. Feedback was very important if encountering someone whose attitude was inappropriate.

5(c) What did the other operators do for training?

Response (TM Travel) All bus operators had to carry out the CPC training; it was a legal requirement. It was always a fine balance about what time was spent but it was a continuing process.

Response (Northern Rail) Continuous training. Within the new franchise the Proud to be Northern agenda was being rolled out so all staff would be undergoing the process.

Response (Supertram) Tram operators did not operate under the CPC, however, Supertram conducted initial training together with refresher training every other year. Front line staff had regular 1:1 with their managers.

5(d) Was it possible to identify the driver or the bus if a customer had a bad experience so the drivers could have further/additional training to improve their service?

Response (TM Travel) There was a way of doing that. All the buses had a fleet number so could identify the driver, time and location.

Response (Supertram) Tram tickets stated who the driver/conductor number was, time and machine number.

Response (First Group) The fleet number was included on the interior or exterior of the bus as well as the ticket. All the details were entered into the contact system and drivers were ranked. If a driver received a complaint they were spoken to.

Response (Northern Rail) It was the same for the rail industry. Each carriage had an individual number. Within the Northern app there was a report faulting where a member of the public could report something wrong with the train, short description of what the issues were and it would be followed up through the contact centre.

(6) What steps were being implemented to improve your system of feedback?

Response (First Group) There was no incentive to participate in feedback but it was a really good idea. Stagecoach Bus had included feedback slips on their vehicles last year. Increased feedback was being received via online contact.

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6(1) Stagecoach had run a customer feedback week in the past. Was it something other companies would be willing to do?

Response (Supertram) A Customer Service Week and Tweet the Manager initiatives were run as well as Nominate a Champion where you nominated your bus driver or tram conductor. If the employee went on to win the Stagecoach national scheme, the person who nominated the winner received a cash prize.

Response (TM Travel) TM Travel was a small company but employed a dedicated Customer Services Officer. If there was an issue with a bus, a member of the public could ring the telephone line which was manned until 1.00 a.m. by traffic control. The company was not doing social media as yet but there was email and every effort was made to respond as quickly as possible.

Response (Northern Rail) The largest growing team within the company was the Social Media Team. There was a dedicated contact centre in Sheffield as well as the ability to raise issues via the app and website. There was a Communities Manager in each of the areas whose role was to engage with community groups/youth groups about the service Northern provided and how that service could grow.

Response (SYPT) All the operators had their own customer services as well as Travel South Yorkshire having a website, contact centre or the Customer Services desk at the Interchange. We can also forward any comments onto the relevant operator.

6(2) In terms of TM Travel, if young people wanted to pass on some feedback they would not want to ring a number; it would be either online or through social media

Response (TM Travel) That was very good feedback. Social media would be launched fairly soon and there was email.

6(3) How do young people know that complaints or praise had been listened to?

Response (TM Travel) The company always went back to the person unless it involved a disciplinary issue.

Response (Supertram) When making a complaint there was no reference to age. Every complaint was given a unique reference number and was dealt with exactly the same.

6(4) What did drivers receive from the positive comments?

Response (TM Travel) Whenever an employee had a commendation it was put on the noticeboard for all the depot to see and placed in the driver's file.

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Response (First Group) A Bus Driver of the Year as well as a Superstars Campaign.

Response (Supertram) Any feedback was put on the staff notice board to show that was the standard desired. People were very quick to complain but it took a lot of effort to praise because they were not actually asking for something to change. Positive feedback was needed to enforce the message that people appreciated what the staff were doing and sent a message out throughout the business.

Response (Northern Rail) Any praise was usually for the conductor and the service they provided. With the train crews it was a crew approach and crew praise because they were all part of a team. If 1 person received praise then it was for all the team.

(7) What processes were currently in place for ensuring public transport was clean for its paying customers and how do you think this could be improved? Do you have plans to improve cleanliness of public transport?

Response (First Group) Vehicles were cleaned every night and once every 28 days were deep cleaned. It was not the drivers that littered the vehicle but the passengers and it was very disappointing. Education was the issue. In-service cleaners had been discussed recently at the Bus Partnership as there would be situations where cleaning in-service was required. There were also a lot of issues with young people on school trips where the vehicle got into a bad state.

Response (Supertram) All the trams were cleaned at night.

Response (TM Travel) There was always a litter receptacle at the front of the bus.

Response (Northern Rail) All the train stock would be replaced by 2019 with new and/or refurbished trains which would improve the train environment and working with the train presentation crew to ensure that it remained like that. Northern Rail employed a contractor (Carillion) to clean the stations both manned and unmanned. If there was a problem it should be reported. Once a month all the stations were deep cleaned. It was hoped this would improve things significantly but it was always a challenge with unmanned stations. A "Station Adopters" scheme was to be set up whereby members of the community would be invited to get involved with their station and possibly adopt their station. There was funding available to support and improve the station environment which reflected the communities it served. It was hoped that the approach would encourage community ownership and reduce litter etc.

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7(1) Posters on First Buses included information regarding litter, eating and drinking – was it worth having a push on reinforcing the point that other people used buses? Was it not worth having something for rubbish whilst in-service?

Response (First Group) The company had held back on signs on the buses because it did not want to be seen as the bus operator with a list of dos and don'ts. In-service cleaning did come down to cost and the time taken to carry it out which would impact on the running times/availability of the vehicles.

Response (Supertram) Litter bins were provided at all tram stops and passengers were asked that they take their rubbish off the tram with them. In-service cleaning had been provided in the past but it had been found that it encouraged passengers to leave their rubbish as they knew someone would be there to clean it up.

(8) The X78 and X1 services had free charging stations and Wi-Fi which was a huge success amongst young people. Are you planning on implementing these services-wide? Would this be provided on local trains and trams?

Response (Northern Rail) The aim was to have free Wi-Fi on all trains by 2019 when the new stock came into service with a seamless interface between station and train.

Response (TM Travel) Wi-Fi was currently offered on the 218 service (Chatsworth and Bakewell). The provision was under review with the hope of extending it to further routes.

Response (First Group) All the new buses came with Wi-Fi. The USBs did not come as standard but the new vehicles being received later in the year would have it included in their specification. Retro fitting was costly.

Response (Supertram) It was not provided on trams. The 7 new vehicles did not have Wi-Fi or USB as it had not available when they were purchased. When the PTE looked to renew vehicles in the future it would more than likely have become standard fit.

(9) An adult carer was entitled to a free fare when travelling with the person they were looking after, however, a young carer was not. Would it be possible for a young carer to use their already issued Young Carer Card to receive a free fare when travelling with the person they were helping to look after?

Response (RMBC) Councillor Mallinder was to look into this issue due to her previous work on the adult Carers Card.

Response (First Group) It was something the company would definitely support.

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9(1) Young Carers Card did exist and was linked in Doncaster. Why has it not been started anywhere else?

Response (Supertram) South Yorkshire was one of the areas where you could get a Mobility Pass under the English National Concessionary Scheme and that was with carer so if you needed someone to help you travel you can get and that included free travel for the carer. There were medical restrictions to qualify for the pass.

(10) How do you ensure that people were aware of bus times? Have you any plans to improve this?

Response (TM Travel) Printed timetables were made available on the buses as well on the website and on the Travel Line portal. Work would continue on finding ways to improve availability.

Response (Supertram) Supertram came under the Stagecoach bus app and there was a journey planner. There was printed material as it was known that some sections of the population preferred that method. Timetables could be updated constantly on-line whereas printed material was out of date as soon as it was printed.

Response (SYPTTE) All timetable information was available on Travel South Yorkshire. There was also the facility to register your device and receive an email alert of a forthcoming timetable/route change to your regular journey.

10(1) There had been issues with the unreliability of the app where the times were different to those printed timetables and the wrong streets.

Response (Northern Rail) There had been investment in the company's apps and did have real time information. There was also investment in the unmanned stations in the provision of customer information screens providing real time information on when the next train was due, if there was a delay etc. The majority of the younger customers worked off their mobiles but it was accepted that many still preferred the printed timetables.

Response (TM Travel) There had been some technical issues with the TM travel app which would resolved quite quickly.

Response (First Group) All services were mapped in the company's database to a national standard database and automated so services such as Google could use the same database. It would be useful to know if it was the timetable that was wrong or the countdown? If it said a time that would meant it was not tracking real time. If it had a countdown it meant that it was tracking real time. Problems were probably due to the mapping.

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10(2) How would you ensure when young people know when services have changed because the tender had been won by someone else.

Response (TM Travel) If TM Travel won a tender all the new timetables would be included on the website and the app updated.

Response (SYPTTE) Information regarding any bus changes were provided on bus stops, information at the Interchange, on Travel South Yorkshire, use of social media, alerts sent out and to the local Elected Members and community groups. The Youth Council could be added to the list.

Response (First Group) All the operators currently did their own thing with regard to notifying the public of any changes. Discussions had recently taken place about working together and combining resources to achieve improvements.

Response (Supertram) All the information was submitted to the PTE. There were also QR codes at bus stops and a paid for text messaging service.

Response (Northern Rail) Within the rail industry it was a franchise commitment that they inform when there was to be timetable change inviting communities of interest to comment on the changes to the timetable, to the rail users group and local authority transport leads. It was governed by Network Rail and the current major infrastructure upgrade was impacting on the timetabled upgrade.

The various representatives were thanked for their responses to the above questions.

In terms of the next steps there had been some commitment and suggestions for further activity certainly a need for some discussion around budgeting and concessionary fares with the suggestion that Steve Edwards attend the Young User Group meeting.

Councillor Mallinder taking forward the Young Carers Card.

The Scrutiny Officer would work with the RYC to produce a report summarising the discussion and key points. There was a standard template used for Scrutiny Reviews which would be sent to partner agencies for a full response to the recommendations with timescales. The intention was to have the response reported back to OSMB and RYC by 5th May.

Action points:-

- Councillor Mallinder to follow up on the Young Carer Card.

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- Councillor Lelliott to discuss bus passes with SYPTE and report back to RYC.
- SYPTE to add RYC to the alert list for bus changes and to report back on the budgetary implications of extending the date for passes.
- First Bus to explore incentives to encourage customer feedback
- TM Travel to feedback to RYC about their summer offer
- First Bus to work with SYPTE through the Youth User Group to consider age and earnings related apprenticeship fares.
- Steve Edwards (Transport Executive) to attend the Youth User Group and conduct a session specifically on how budgets were decided at the SYPTE, how young people could influence them, the impact on their travel and how to improve advertising and promotion of the offer.
- First Bus and Northern Rail both invited RYC to attend and assist with their training sessions. Northern Rail suggested they might like to take part as mystery shoppers in the customer service training.
- SYPTE and too RYC to alert list for timetable changes
- RYC to share their contacts with SYPTE with regard to the new Youth user Group.

105. YOUNG TRANSPORT USERS GROUP

The Chair reported that he had met with Clare Cocken (SYPTE) and discussed the plans with the PTE to meet with young people from South Yorkshire to discuss transport, what changes could be made, what was good, what not, and making it South Yorkshire wide.

Clare reported that discussions had started with Rotherham about the Youth User Group because of the report the Youth Cabinet had produced. However, since then she had met with Sheffield and also had meetings planned with Barnsley and Doncaster. It was hoped that the first meeting of the User Group would take place around Easter and it was important that it was useful for young people.

All the operators were very committed to the Group and willing to take part.

106. CLOSURE OF MEETING

In closing the meeting, Councillor Steele thanked the Youth Cabinet Members, Elected Members and officers of each organisation for their participation in the meeting and contributions to the debate.