

## Summary Sheet

### Council Report

Overview and Scrutiny Management Board – 5 May 2017

### Title

Children's Commissioner's Takeover Challenge - Accessibility of Public Transport for Young People

### Is this a Key Decision and has it been included on the Forward Plan?

No

### Strategic Director Approving Submission of the Report

Shokat Lal, Assistant Chief Executive

### Report Author(s)

Janet Spurling, Scrutiny Officer, Assistant Chief Executive's Directorate  
[janet.spurling@rotherham.gov.uk](mailto:janet.spurling@rotherham.gov.uk) 01709 254421

### Ward(s) Affected

All

## Executive Summary

The Children's Commissioner's Takeover Challenge on 21 February 2017 focused on the recommendations made by Rotherham Youth Cabinet in their report "Get in Gear" regarding the accessibility of local public transport for young people.

This report outlines the key points from the discussions with the Cabinet Member, South Yorkshire Passenger Transport Executive and representatives from local bus, tram and rail operators.

The response from partner agencies to the young people's recommendations following the spotlight session is included in Appendix 1.

## Recommendations

1. That the report be received and consideration be given to the response by partner agencies to the recommendations made by Rotherham Youth Cabinet in "Get in Gear".
2. That the future arrangements for monitoring progress on the agreed actions be determined.

## List of Appendices Included

Appendix 1 – Response template

**Background Papers**

“Get in Gear: Accessibility of Public Transport for Young People”

Rotherham Youth Cabinet Manifesto 2016-2017

Minutes from OSMB meeting 21 February 2017

Notes of SYPTE and RYC meeting 3 February 2017

**Consideration by any other Council Committee, Scrutiny or Advisory Panel**

No

**Council Approval Required**

No

**Exempt from the Press and Public**

No

# **Children's Commissioner's Takeover Challenge - Accessibility of Public Transport for Young People**

## **1. Recommendations**

- 1.1 That the report be received and consideration be given to the response by partner agencies to the recommendations made by Rotherham Youth Cabinet in "Get in Gear".
- 1.2 That the future arrangements for monitoring progress on the agreed actions be determined.

## **2. Background**

- 1.1 Rotherham Youth Cabinet (RYC) chose public transport as the theme for this year's Children's Commissioner's Takeover Challenge (CCTOC), as it was one of the five priorities in their manifesto for 2016-2017. It is also an important matter for young people across the wider region, emerging as the key issue in the UK Youth Parliament "Make Your Mark" results for Yorkshire and Humber last year.
- 1.2 RYC launched their report "Get in Gear: Accessibility of Public Transport for Young People" in October 2016. The overall conclusion drawn by the young people was that public transport is on the whole a good service but requiring some improvements. Examples include pricing, advertising and customer service, which all add to the experience of using public transport and had been criticised more than complimented in their consultation.
- 2.3 These issues are reflected in their recommendations which are summarised below:
  - 1 Further the expiry date on the 11-16 Megatravel and 16-19 Student passes.
  - 2 Introduce a zero fare or free bus pass for 16-18 year old students going to a sixth form or college.
  - 3 Improve the advertisement of various tickets.
  - 4 Invest in customer service training.
  - 5 Introduce an 'apprenticeship pass'.
  - 6 Look at the cleanliness.
  - 7 Link the young person's carers' card to their fare.
  - 8 Improve how information is collected regarding complaints and praise.
  - 9 Implement free chargers and Wi-Fi on all services
  - 10 Continue to promote timetables in a variety of ways.
- 2.4 The takeover challenge spotlight session provided the opportunity to explore taking these recommendations forward. Section 3 outlines the key points from the discussions on these areas with Cabinet Member Cllr Lelliott, South Yorkshire Passenger Transport Executive (SYPTE) and representatives from First Bus, TM Travel, Supertram and Northern. The response from partner agencies to the recommendations is included in Appendix 1.

## **3. Key Issues**

- 3.1 After a brief introduction to the work of the Youth Cabinet, and an overview of the main issues and recommendations from the "Get in Gear" report, the majority of the spotlight session was dedicated to Q&A based around the report recommendations.

## **3.2 Expiry date on the 11-16 Megatravel and 16-19 Student passes**

- 3.2.1 A major concern for young people was why they had to pay adult fare from 16 during the summer weeks when they were still in education. They asked whether the expiry date could be extended to the end of the school holiday, allowing young people to use public transport services at a more affordable rate.
- 3.2.2 First Bus supported this and confirmed they had accepted the passes up until the end of September for the last two years, but this matter was being pushed for with the SYPTTE, who issued the passes. It had not been formally announced by the company to avoid confusion if other operators were not doing the same. However there were concessionary funding issues, as any disproportionate growth in passengers would cost the local authority money that had not been budgeted for. First Bus had agreed to waive any increased concession as it was felt to be an important time for young people, particularly between leaving school and starting college.
- 3.2.3 TM Travel agreed and had run a £1 token fare ticket promotion last summer for young people who showed their bus pass. Discussion would take place within the company to ascertain potential schemes for this summer and they would inform RYC what they could offer. TM viewed this concern as part of a national funding issue around concessionary fares, suggesting an alternative approach might be to address it as a road safety issue through the Safer Roads Partnership, as the demographic group most likely to be involved in road accidents was young people aged up to 25 and this in turn could save money in the road safety budget.
- 3.2.4 All operators work under the concessionary travel scheme from the SYPTTE and for every child that travelled at 80p; they receive funding because this was significantly less than an average fare. In South Yorkshire it was a generous scheme as elsewhere child fares were 50% or 75% of an adult fare and much more than 80p. Inconsistency between operators was recognised but there was dialogue between operators and the SYPTTE with regard to providing a clearer and more transparent ticket offer over the summer holidays.
- 3.2.5 The Get in Gear report had been circulated around SYPTTE, including the Executive Director, so the organisation was aware of this issue. They agreed to look at the budget and cost involved and will report back to RYC. The SYPTTE budget has reduced but the organisation is looking at the offer for 16-18 year olds. However, there were budgetary reasons why the date on a pass could not be changed as had been suggested by RYC.

## **3.3 Free or reduced travel to young people going to college over a certain distance**

- 3.3.1 For the bus operators this is linked to the points made under 3.1 regarding concessionary fares and budgets. First Bus receives funding for every journey made by a young person who did not have an education place within three miles. Any similar arrangement for 16-18 year olds would have to be funded from elsewhere as seats would be occupied on a bus that were not generating funding.

3.3.2 The youth and student markets are very competitive and the view from operators was that a range of good fares is available. Qualifying criteria were generally holding the NUS or NUS Extra card or the Apprentice Extra card. Fares include:

- Travelmaster South Yorkshire Connect 18 which is discounted on the adult fare
- First Bus £6 weekly ticket for 16-18 year olds (promoted through the award winning Get Social campaign when launched the previous year costing £5)
- South Yorkshire Students All Term ticket for £210 for 11 months travel (just over £4 a week) which was not subsidised and could be paid in six instalments. These were promoted heavily to university students but not necessarily to all college students at present.
- RYC highlighted the 28 day pass at £48.40 a month for a student (bus, tram and train), regardless of whether they were in full-time education and under 18, but that these had been difficult to find.

3.3.3 In a similar vein to the expiry date of the passes discussed in 3.1, the question was also raised as to whether the 11 month pass could be extended to the full year. It is based around 47 weeks to keep the price for college travel as low as possible.

3.3.4 A range of different price options existed, as through Travelmaster rail travel had been split from bus and tram travel because of the restrictive rail pricing set by the Government. A layered system is in place where operators produce their own products because that is cheapest, then the multi-operator ticket and then youth travel with train, so this does mean various options are available.

3.3.5 SYPTE staff go into colleges just before the summer holidays to work with them on the various methods of applying for passes, provided a range of material including all the value for money tickets that would be available. Last year 5000 second year college passes had been automatically renewed so students had them from the start of term, which was well received.

3.3.6 Post-16 transport used to be Government funded, but that had been replaced by a non-ringfenced grant to colleges, so there was money available in colleges to assist with travel bursaries. It might be worthwhile for students to ask colleges what support they could offer to help with transport costs.

#### **3.4 Apprentices paying full fare when still in education and low earners**

3.4.1 Operators recognised this as a valid point but as with the recommendations discussed in 3.1 and 3.2 it is a budgetary issue and the relevant legislation does not compel the provision of free travel for apprenticeships. As operators, commercially only so much discount could be offered before it became untenable and then the gap would need to be bridged by the Concessionary Scheme, funded by tax payers. It was a limited fund and as the SYPTE had experienced budget cuts it became a juggling act to determine how the money would be spent and the discounts. Adult fares had also reduced by 25% over the last few years.

- 3.4.2 Another issue was the age of apprentices extending to 24 years, with a potential need to distinguish between 16-18 year old and 19-24 year old apprentices. There was some nervousness in relation to this as it could mean a 50% discount for a 24 year old apprentice who did not really need it and it would mean reduced revenue from peak time travel. Plus full fare paying adults, particularly of the same age, might question why a 24 year old in a full-time job paid a discounted fare. It probably required apprentices being accepted into the 16-18 student pass and differentiating them from the general apprentices. RYC suggested that perhaps apprentices could show proof of their earnings in order get a reduced fare, so that the highest earning apprentices were not claiming a lower fare. First Bus were willing to work with SYPTTE through the Youth User Group to consider this.
- 3.4.3 Taking a broader view, operators would be willing to work with the National Apprenticeship Service to explore a strategic way of funding this transport issue so that transport costs were not a barrier to taking up apprenticeships. As the Department of Work and Pensions (DWP) Jobcentre Plus had identified budgets to help people into employment opportunities, this could be raised with the Area DWP Manager covering Rotherham. Potentially more strategic use could be made of that budget, perhaps through linking with the SYPTTE. It was also suggested that this issue could be progressed by RYC through working with their elected representatives to put pressure on Government Departments, such as the DWP and Regional Development, to make better use of existing budgets in a cross-government approach recognising that young people had to travel to take up these employment opportunities.
- 3.4.4 As a number of the questions and initial recommendations 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 SYPTTE, how young people could influence them, the impact on their travel and how to improve advertising and promotion of the offer.

### **3.5 Improve advertising of the various tickets available**

- 3.5.1 RYC drew attention to the variety of tickets available from the different service providers. They asked how these were collated for ease of access, whether this could be improved and also how people were able to find out the cost for any individual journey, including multi-modal, prior to getting on public transport.
- 3.5.2 A search engine on the Travel South Yorkshire website allows people to enter their age and provides all ticket options. The local call centre would also be able to help with products.

- 3.5.3 In terms of promotion, the Rotherham Bus Partnership set a marketing budget for the year and then worked together on promotions. Through the Competition Markets Authority it was still a commercial market and individual operators had to promote their services but the Bus Partnership and the SYPTTE was the forum to do it through. The SYPTTE was impartial and there to promote public transport and ensure the best options. The 2017/18 bus partnership marketing plan was being developed and young people's bus tickets would be suggested as part of a co-ordinated campaign.
- 3.5.4 TM Travel intend to improve the marketing of their tickets; these are on the website but there could be further clarity. They would welcome ideas from RYC.
- 3.5.6. Arriva Northern had won the franchise in April 2016 to be a train operating company for this part of the country, for the next eight years. Work had taken place to improve their offer around mobile applications, advanced on demand ticketing and discounts obtainable via the booking system. The Marketing Department was working on capturing the travelling youth market and people would see a marked upgrade in marketing offers on the Northern network over the next 12-18 months.
- 3.5.7 RYC also requested that images of young people and information about young people's fares be included on posters and materials. New timetables for First Bus featured child's fares although the Travelmaster ones were not included due to space.

### **3.6 Customer service training**

- 3.6.1 A positive outcome from a previous CCTOC regarding public transport in Rotherham had been a DVD used for staff training. RYC were interested to learn how staff training had developed since and to hear about future training plans. The young people also questioned the variation in staff attitudes on public transport.
- 3.6.2 At the meeting on 3 February 2017 with a representative from RYC SYPTTE confirmed that the DVD had been used and driver feedback had been quite good. SYPTTE reported that customer service training was carried out, as well as a series of awareness training, for example visual awareness, hidden disability. Suggestions for training and feedback were always welcomed, positive or negative.
- 3.6.3 Every bus driver receives customer service training and has to undertake compulsory driver Certificate of Professional Competence (CPC) training which consists of five days of training over five years. It was always a fine balance about how that time was spent but it was a continuing process.

- 3.6.4 Northern had identified that the customer service skills of some staff needed to be updated. A series of training events had commenced since the start of the new franchise and the “Proud to be Northern” agenda was being rolled out, so all staff would be undergoing the process. It focused strongly on customer service and improving the travelling experience for customers. Branding was also changing and a Station Improvement Fund was in place to improve the customer experience when at the station. Tickets would be sold through vending machines, complemented by staff giving advice and guidance to customers.
- 3.6.5 First Bus stated that bad behaviour by drivers was not condoned and that attitude problems needed to be reported and dealt with on a case by case basis. Complaints about drivers on certain school buses were being dealt with. If a driver received more than one complaint in a period they were spoken to and details were entered into the system with a score card ranking the drivers. Customer service was always one of the modules in the CPC training but sometimes it was more with regard to people skills and common sense rather than customer service skills. They are currently putting together a module called “Find Your Human” which would be delivered over the next year on how deal with other human beings.
- 3.6.6 Customer service training was something Supertram had tried to prioritise for a number of years in their recruitment. Tram operators did not operate under the CPC but Supertram conducted initial training together with refresher training every other year. One of the training modules was anti-conflict training for staff. Front line staff had regular 1:1 with their managers.
- 3.6.7 TM Travel emphasised that bad customer service could never be excused. New psychometric tests had been introduced as part of their driver recruitment process. Feedback was very important if people encountered someone whose attitude was inappropriate.
- 3.6.8 All operators confirmed that if a customer had had a negative experience the driver or conductor could be identified from the fleet number, time and location on the bus or from the information on the bus/tram ticket. Similarly in the rail industry each carriage had an individual number. Within the Northern app there was a report faulting facility where people could give a short description of what the issues were and this would be followed up through the contact centre.
- 3.6.9 There was also recognition that the attitude from customers and behaviour towards transport staff is not always polite. Bus drivers also face more pressures than tram drivers as there are no conductors and other factors such as road congestion and the resulting impact on bus punctuality may also have an effect on their behaviour.
- 3.6.10 First Bus and Northern both invited RYC to attend and assist with their training sessions. Northern suggested they might like to take part as mystery shoppers in the customer service training.



### **3.7 Improving feedback – complaints and praise**

- 3.7.1 SYPTE reported that in addition to operators having their own customer services Travel South Yorkshire have the website ([www.travelsouthyorkshire.com](http://www.travelsouthyorkshire.com)), contact centre (01709 515151), Tell Us What You Think forms, and Customer Services desk at the Interchange. They could also forward any comments or complaints to the relevant operator, and the more information provided the better.
- 3.7.2 Stagecoach had feedback slips on buses and they had run a Customer Service Week and Tweet the Manager initiatives, as well as Nominate a Champion, where people could nominate their 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. When making a complaint there was no reference to age and every complaint was given a unique reference number and dealt with in exactly the same manner. Any positive feedback was posted on the staff notice board to show that was the standard desired, enforcing the message that people appreciated what the staff were doing.
- 3.7.3 TM Travel was a fairly 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 staffed until 1.00 a.m. by traffic controllers. The company would be launching social media in the near future and there was also email, with every effort made to respond as quickly as possible. TM always get back to the person who raised the matter with details about what resulted, unless it involves a disciplinary issue. Whenever an employee had a commendation it was put on the noticeboard for the entire depot to see and placed in the driver's file.
- 3.7.4 The largest growing team within Northern 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. Each area has a Communities Manager whose role is to engage with community groups/youth groups about the service Northern provides and how that service could grow. Any praise was usually for the conductor and the service they provided but it was a crew approach and crew praise because they were all part of a team. If one person received praise then it was for all the team.
- 3.7.5 First Bus are beginning to receive more passenger feedback on-line and through Twitter and would consider RYC's suggestion on incentivising travellers to feed back. They have a Bus Driver of the Year as well as a Superstars Campaign where people can nominate the best drivers.

### **3.8 Cleanliness of public transport and how it could be improved**

- 3.8.1 Transport operators outlined their present regimes for cleaning vehicles and collecting litter and reported that in-service cleaners were discussed recently at the Rotherham Bus Partnership as there would be situations where this was required. However in-service cleaning came down to both cost and the time taken to carry it out, which would impact on the running times and availability of the vehicles.

- First Group vehicles are cleaned every night and deep cleaned every 28 days.
- TM Travel always have a litter receptacle at the front of the bus.
- All the trams are cleaned at night. Litter bins are provided at all tram stops with passengers asked to take their rubbish off the tram with them. In-service cleaning had been provided in the past but had encouraged some passengers to leave their rubbish as they knew someone would be there to clean it up.
- All Northern train stock would be replaced by 2019 with new or refurbished trains, which would improve the train environment and they would be working with the train presentation crews to ensure this improvement was maintained.
- Northern employ a contractor to clean both staffed and unstaffed stations and any problems should be reported on the app. Once a month all the stations are deep cleaned. It was hoped this would improve things significantly but it was always a challenge with unstaffed stations.
- A “Station Adopters” scheme was planned inviting members of the community to get involved with and possibly “adopt” their station. Funding is available to improve the station environment and this approach was intended to encourage community ownership and reduce litter etc.

3.8.2 Public education and awareness raising are important as it is passengers who litter vehicles or soil seats by putting dirty footwear on them. First Bus would welcome any support in communicating with young people about how to conduct themselves on public transport as there had been issues on school trips where the vehicle had ended up in a bad state. RYC agreed it might be worthwhile having a push on reinforcing the message that other people also have to use the vehicle and encouraging social responsibility.

### 3.9 Free wifi and usb charging

3.9.1 These are very popular with young people and help to save on using ‘phone credit. Currently they are available on a small number of services including the X78 and X1 services and the 218 service from Sheffield to Chatsworth/Bakewell. Retrospective fitting is costly for transport operators but wifi and usb ports are increasingly included as new vehicles come into service.

- Wifi was not provided on trams and the seven new vehicles did not have wifi or usb ports as these had not been available when they were purchased. When vehicles are renewed in the future it would be more likely to become standard fit.
- Northern aim to have free wifi on all trains by 2019 when the new stock comes into service, with a seamless interface between station and train, although long tunnels would still be an issue.
- TM Travel are reviewing their provision and hope to extend it to more routes.
- All new First buses come with wifi but usb ports do not come as standard, although new vehicles being received later in the year would have it included in their specification.

### 3.10 Linking the Young Carer Card to their fare

- 3.10.1 An adult carer is entitled to a free fare when travelling with the person they care for but not a young carer. The question was whether young people who already have a Young Carer Card could also receive a free fare when travelling with the person they were helping to look after, as is the case in Doncaster.
- 3.10.2 Attention was drawn to South Yorkshire being one of the areas where a Mobility Pass could be obtained under the English National Concessionary Scheme. If a person needed someone to help them travel, subject to medical qualification, the pass included free travel for the carer, for any age group.
- 3.10.3 First Bus would support this being introduced for young carers although informally some drivers do already accept the card.
- 3.10.4 Further research after the meeting clarified that if a person qualifies for a Disabled Person's pass, either through meeting certain criteria automatically or following an assessment, they may qualify for a "with carer" pass. This enables a friend or relative travelling with them to travel for free and it does not have to be the same person each journey. For both types of pass the person needs a letter of entitlement from RMBC. Qualification for a "with carer" pass is linked to receipt of certain benefits:
- High rate care component of Disability Living Allowance
  - High rate Attendance Allowance
  - Enhanced rate daily living component of Personal Independence Payment

### 3.11 Publicising timetables and service information

#### 3.11.1 *Timetables and portals*

SYPTE confirmed all timetable information is available on the Travel South Yorkshire website. People may also register to receive an email alert for any forthcoming timetable or route change to their regular journey.

- Glossy printed timetables were available on TM Travel buses as well as information on their website and on the Travel Line portal. Work would continue on finding ways to improve availability.
- Supertram comes under the Stagecoach bus app and there is a journey planner. They also produce printed material as some sections of the population prefer that method but the advantage of on-line information over print is that timetables could be updated constantly.
- In unstaffed railway stations Northern had invested in customer information screens providing real time information on when the next train was due, if there was a delay etc. The majority of younger customers work off their mobiles but it was accepted that many rail users still prefer printed timetables.
- Information about planned disruptions such as roadworks was easy to post on-line or through social media.

### 3.11.2 **Apps**

Concerns about the reliability of apps were raised, as people had experienced the times being different to those on printed timetables, or the wrong streets on the route.

- TM Travel acknowledged there had been some technical issues with their travel app which would be resolved quite quickly.
- All First Bus services were mapped in the company's database to a national standard and automated so that services such as Google could use the same database. Problems were probably due to the mapping on a service, but it would be helpful to know if it was the timetable or the countdown that was wrong to know whether the app was tracking real time or not.
- Northern had invested in the company's apps which have real time information.

### 3.11.3 **Service changes**

A further question was how SYPTE and operators would ensure young people knew when services had changed if a tender had been won by another operator.

SYPTE reported that information regarding any bus changes was provided on bus stops, at the Interchanges, on Travel South Yorkshire, through local and social media and alerts sent out to local Elected Members and community groups. RYC could also be added to the mailing list.

Bus companies confirmed that information is submitted to SYPTE and their websites and apps would be updated. There were also QR codes at bus/tram stops and a paid for text messaging service. However, discussions had recently taken place regarding SYPTE and operators working together more and combining resources to improve notification of changes to the public.

Within the rail industry it was a franchise commitment to inform the public of a timetable change. Communities of interest including rail user groups and local authority transport leads were invited to comment on changes to the timetable. The industry was governed by Network Rail and their current major infrastructure upgrade was impacting on the timetabled upgrade for more frequent and later running trains.

## 3.12 **Youth Transport Users Group**

3.12.1 One very positive outcome of the launch of the "Get in Gear" report was a meeting between representatives from SYPTE and a member of RYC prior to the CCTOC to discuss establishing a new South Yorkshire-wide Youth Transport Users Group. Issues raised at the CCTOC such as bus passes will be part of the dialogue and one aspiration is greater consistency between transport services across the four local authority areas. RYC agreed to share their contacts from other areas.

3.12.2 The initial meeting of the new group was held at Meadowhall on 21 April 2017.

#### **4. Options considered and recommended proposal**

- 4.1 SYPTE and operators expressed a willingness to work with young people and highlighted areas where their ideas and input would be welcome, including for advertising and promoting tickets and timetable changes (TM Travel) and staff training (First Bus and Northern).
- 4.2 Clearly the issues in relation to concessionary fares will need further discussion by SYPTE and operators, with a limited budget and the potential impact on operator revenue of fare reductions to consider, before any changes to the offer for young people are made.
- 4.3 A number of immediate actions were agreed at the CCTOC to be followed up by SYPTE, transport operators, Elected Members and RYC.
- 4.4 The full response to the “Get in Gear” recommendations is attached at Appendix 1.

#### **5. Consultation**

- 5.1 RYC consulted young people through surveys and held focus groups with Rotherham Young Carers’ Council and the Looked After Children’s Council.

#### **6. Timetable and Accountability for Implementing this Decision**

- 6.1 Timescales for agreed actions have been included within the response template at Appendix 1.

#### **7. Financial and Procurement Implications**

- 7.1 The recommendations are likely to require further exploration by SYPTE and transport operators on the financial or procurement implications of their implementation, particularly in relation to concessionary travel.

#### **8. Legal Implications**

- 8.1 There are no legal implications.

#### **9. Human Resources Implications**

- 9.1 There are no human resources implications.

#### **10. Implications for Children and Young People and Vulnerable Adults**

- 10.1 The recommendations in “Get in Gear” aim to impact positively on young people, through enhancing access to local public transport and thus facilitating participation in employment, training, education and social activities.

#### **11. Equalities and Human Rights Implications**

- 11.1 The recommendations will bring about a positive contribution to promoting equality through improving access to services.

## **12. Implications for Partners and Other Directorates**

12.1 The majority of actions are for South Yorkshire Passenger Transport Executive and local transport operators to take forward.

## **13. Risks and Mitigation**

13.1 As stated in 10.1, public transport is a vital means for many people to access a range of activities. SYPTE and operators have to take into account the needs of all service users and regular engagement with stakeholders is essential to inform service development and provision.

13.2 The new Youth Transport Users Group will be an important means of ensuring young people's voice and influence in relation to local public transport.

## **14. Accountable Officer(s)**

James McLaughlin, Democratic Services Manager

Approvals Obtained from:

Strategic Director of Finance and Customer Services: N/A

Assistant Director of Legal Services: N/A

Head of Procurement: N/A

This report is published on the Council's website or can be found at:-

<http://moderngov.rotherham.gov.uk/ieDocHome.aspx?Categories=>

## Appendix 1

### Response to CCTOC review by Rotherham Youth Cabinet – Accessibility of public transport for young people

Recommendation	Decision <i>(Accepted/ Rejected/ Deferred)</i>	Response <i>(detailing proposed action(s) if accepted, rationale for rejection, and why and when issue will be reconsidered if deferred)</i>	Officer Responsible	Action by <i>(Date)</i>
<p>1) <b>Further the expiry date on the 11-16 Megatravel and 16-19 Student passes.</b> (to early September to allow young people to have the chance to get a renewed pass and avoid confrontation/additional costs)</p>	Deferred pending further discussion	<p>SYPTTE has taken this issue raised and is looking at how it can develop the current concessionary scheme to address the issue of passes currently expiring on 31 July.</p> <p>SYPTTE has set up a Youth Transport User Group in response to this report and the first meeting was held on Friday 21 April. This issue was discussed at the meeting and an update will be provided in due course.</p>		
<p>2) <b>Introduce a zero fare or free bus pass for 16-18 year old students going to a sixth form or college.</b> (if you live further than a certain distance, free travel should be available, as for secondary and primary education)</p>	Deferred - to be discussed within RMBC	<p>Zero fare passes are paid for by the local authority and therefore the remit to extend is not in SYPTTE's control.</p> <p>Rotherham Bus Partnership is keen to promote value for money tickets to this age group and all partners will continue to look at the provision for this age group.</p>		
<p>3) <b>Improve the advertisement of various tickets.</b> (people will be able to purchase the most appropriate ticket at a fairer rate)</p>	Accepted	Operators have taken this recommendation away and will consider the points raised when producing future promotional material.	Transport Operators and SYPTTE	Ongoing

<b>Recommendation</b>	<b>Decision</b> <i>(Accepted/ Rejected/ Deferred)</i>	<b>Response</b> <i>(detailing proposed action(s) if accepted, rationale for rejection, and why and when issue will be reconsidered if deferred)</i>	<b>Officer Responsible</b>	<b>Action by (Date)</b>
4) <b>Invest in customer service training.</b> (for individuals who are the face of the company, such as bus drivers, conductors and complaints people, as they influence the opinions individuals hold and affect the experience of service users)	Accepted	Customer service training is taken very seriously by all partners. SYPTE and the Operators understand that the customer experience is a vital part of the service offered and will explore this further with the Youth Transport User Group in the summer. They will continue to strive to improve their customer service and respond to feedback and suggestions.	Transport Operators and SYPTE	Sept 2017
5) <b>Introduce an ‘apprenticeship pass’.</b> (for 16-18 year olds who earn below a certain amount to encourage travel by public transport)	Deferred pending further discussion	SYPTE is looking at recommendation 5 together with recommendation 1 and will provide an update on both in due course.		
6) <b>Look at the cleanliness.</b> (after a busy time period check the buses, trams and trains for any litter etc. which could also free up seating and reduce accidents)	Accepted	Operators will consider the practicality and associated costs with this recommendation. Operators would like to stress that all vehicles are cleaned nightly.  Operators will work with the Youth Transport User Group in the autumn to look at what options there are to encourage passengers to take their rubbish with them	Transport operators	November 2017
7) <b>Link the young person’s carers’ card to their fare.</b> (if a young carer is with the person that they help look after, a free fare should be permitted, like it is for adults)	Accepted	SYPTE can confirm that if a disabled person has the “With Carer” pass then their accompanying carer travels free whether they are a young person or an adult.	Transport Operators and SYPTE	In place



<b>Recommendation</b>	<b>Decision</b> <i>(Accepted/ Rejected/ Deferred)</i>	<b>Response</b> <i>(detailing proposed action(s) if accepted, rationale for rejection, and why and when issue will be reconsidered if deferred)</i>	<b>Officer Responsible</b>	<b>Action by (Date)</b>
<p>8) <b>Improve how information is collected regarding complaints and praise.</b> (so a true reflection of what is required can be gained, helping improvements to be made in the future)</p>	Accepted	<p>Following this report Operators will consider comments they receive and will look at possible improvements that can be made in response to these.</p> <p>This recommendation will again be discussed at a future Youth Transport User Group meeting in the summer to allow for both operators and SYPTE to provide more information regarding how comments are handled and discuss the issues with attendees.</p>	Transport Operators and SYPTE	September 2017
<p>9) <b>Implement free chargers and Wi-Fi on all services</b></p>	Partially accepted	<p>USB chargers and WiFi is currently fitted to most new vehicles as they are made and can be seen on a number of services across South Yorkshire. Fitting WiFi to older vehicles is very expensive so the costs are prohibitive.</p>	Transport operators	Ongoing for new vehicles
<p>10) <b>Continue to promote timetables in a variety of ways.</b> (both paper and electronic timetables)</p>	Accepted	<p>Operators have taken the comments on board and will consider these when producing future timetables.</p>	Transport operators	Ongoing