

Transport Advisory Group – 15th May, 2019

Questions Submitted

Councillor Hoddinott:-

1. How long is the waiting list for new shelters, and based on current funding if one was submitted this month how long would it take to be put in place?

Across the 4 District Authorities SYPTTE currently has 32 outstanding requests for the provision of a bus shelter.

A request for a bus shelter will be taken forward if it meets the physical criteria for installation and associated evaluation linked to highways safety requirements. Shelters will only be provided where there is clear evidence of passengers waiting for buses (as opposed to alighting).

Installations will be made as and when funding is available as part of SYPTTE's annual shelter programme and no guarantee can be given to provide a bus stop or shelter, even if the criteria are met. It is therefore difficult to predict how long it would take to install a shelter if it was requested this month, as in the first instance it would need to meet the criteria above and be assessed annually against available funding.

Councillor Sheppard:-

2. Has anything been done to improve the real-time system giving information on the tram-train service? A recent signal problem on 23rd April resulted in many missing trams only showing as "delayed" on the information boards leading to many people waiting in the hope a tram-train would arrive which never happened?

We are working hard with colleagues in Network Rail and the Rail Delivery Group to resolve this matter. This is taking longer than we had originally hoped for but progress is being made. The difficulty lies in the fact that the real-time information is derived from two separate systems one operating on the light rail section and the other on the heavy rail section unique to this ground breaking project. In the short term for periods of disruption we are trying to provide a manual intervention to indicate that trams are 'cancelled' as oppose 'delayed' in your example. Please bear with us progress is being made and we hope to resolve this issue in the next month or so.