

## OSMC Summary of Recommendations & Current Status

	Recommendation	Lead Organisation	OSMC Target date for completion	Current Status
1.	<p><b><i>Ensure that staff, visitors and patients are aware of the public and sustainable transport routes to and from the general hospital.</i></b></p> <p><b><i>a) UHS to review, improve and provide evidence of the information provided to staff, visitors and patients in relation to travel to the hospital – including in patient appointment letters and the website;</i></b></p> <p><b><i>b) SCC to develop leaflets to publicise sustainable transport options to the general hospital from various parts of the city for distribution at relevant places including the hospital, GP surgeries, libraries, community facilities and the</i></b></p>	<p>UHS</p> <p>SCC</p>	<p>Sept 2013</p> <p>Sept 2013</p>	<p>UHS will work with SCC to review and improve the information available to those accessing the SGH site with consideration content and method of communication should be informed by the data and information collated by undertaking a survey of patients and visitors as indicated by (10) below. UHS suggest the bus companies have a critical role in publicising sustainable transport options and should be identified as one of the lead organisations in delivering this action. First Hampshire has produced a timetable for access to the hospital for their services.</p> <p>To be put into work programme to be in place following September service changes (changes traditionally happen in September due to school/University year start). This should be in partnership and joint funded by UHS as part of</p>

	<i>information provided on the 'My Journey' website.</i>			the Travel Plan for the site. Following a further change to the operator of council supported service S1 this will be delayed until October 2013. <b>Update:</b> <i>Following further changes to bus services in early January 2014 it is proposed that information be provided at this date.</i>
2	<i>To establish a representative passenger group for public transport in Southampton including service providers (buses and trains), transport users and councilors. The group should meet at least twice a year with scope for extra meetings if required and minutes available publicly.</i>	SCC	July 2013	SCC liaising with UHS on best way to set up group (including tapping into existing groups). It is anticipated that the group will meet for the first time in September/October 2013. <b>Update:</b> <i>This will take place in January where the latest changes to bus service will be discussed</i>
3	<i>That UHS ensure there is early engagement with public transport providers, allowing time to consult with the passenger group mentioned in recommendation 2 where possible, over services changes that are likely to affect staff and patient travel – including the proposed extension of working hours at the hospital.</i>	UHS	June 2013	UHS will ensure this is the case and will work via the passenger group once it has been established. This is delayed until the passenger group is established (see 2 above).  <b>Update:</b> <i>The latest changes are to First commercial services.</i>
4	<i>Bus companies to ensure that bus drivers are encouraged to share information with passengers – for example that it is quicker to wait and get the next bus, as a matter of course, particularly for vulnerable and elderly passengers and for this to be included in mandatory training</i>	Bus Companies	Sept 2013	New signage to be included at locations highlighted at (5) below will assist in general information as Real Time where provided. Leaflets as set out at (1b) above will also help. In a competitive and unregulated market it is unrealistic to expect private bus operators to encourage passengers to use services of another operator both in terms of commercial approach

				<p>and knowledge of other operators services (e.g. it would be unexpected that B&amp;Q would advise on Homebase products for example). The Customer Service Charter being developed as part of the Better Bus Area Fund project aims to bring a standard approach to customer service including improved driver training. In addition First Group CPC training includes a module written in partnership with the CPC Alzheimer's Society in terms of dealing with elderly and vulnerable people.</p> <p><b>Update:</b> Ongoing training by bus companies</p>
5	<p><b>SCC to work with bus companies, Network Rail and Red Funnel to improve signposting to bus services to the hospital from central station and Town Quay linking into the legible cities and legible bus networks.</b></p>	SCC	Sept 2013	<p>New Signs to be installed at Town Quay and Southampton Central station during August 2013 in partnership with Island Line Community Rail Partnership with details of bus routes to Hospital.</p> <p>Totems installed at City Centre Locations with local area maps which shows bus departures and a map to assist in identifying “which bus goes where”. Signs also due to be installed at both sides of Central Station as part of the project, the North Side due to go live August 2013, South Side September 2013 delayed due to electrical connection issues with South West Trains.</p> <p><b>Update:</b> A new totem has been installed on the</p>

				<p><i>south side exit from the rail station which gives live bus departures from the bus stops around the station. The north side totem has been erected but is not connected to the power supply yet so is not providing any information. A notice board has been provided on the south-side of the station which gives information on how to get to the station.</i></p>
6	<p><b><i>SCC and UHS to work together to improve signposting to bus stops and cycle routes in and around the hospital including consideration of a potential cycle route through the cemetery. If this is not deemed appropriate, the Panel would urge the Council and partners to consider alternative routes which are physically segregated from motor vehicles as much as possible.</i></b></p>	SCC/UHS	Sept 2013	<p>UHS approached regarding provision of additional RTI signs/Totems on site at UHS but were viewed unsuitable due to potential infection concerns and land redevelopment issues.</p> <p>Cycle links to be developed with UHS travel plan working group. Current improved routes to the Hospital part of DfT Cycling to Prosperity Bid, award decision due August 2013. Routes in and around the Hospital are on private land and responsibility of UHS through the Travel Plan.</p> <p><b><i>Update:</i></b> <i>Confirmation of available funding has not been secured to develop the route across the cemetery</i></p>
7	<p><b><i>SCC to work with the UHS to improve bus stop information around the general hospital site to ensure time tables and real-time information are available both in the hospital and at bus stops.</i></b></p>	SCC/UHS	July 2013	<p>UHS approached regarding provision of additional RTI signs/Totems on site at UHS but were rejected due to potential infection concerns and land redevelopment issues. However, a location has now been identified to install the freestanding bus departure display</p>

				<p>unit. New legible bus network bus stop will be installed in August to improve the information around the hospital.</p> <p><b>Update:</b> Bus stop poles and flags have now been ordered and will be delivered and erected by the end of November 2013</p>
8	<b>SCC to priorities improvements to street lighting on Tremona Rd and Dale Rd Junction around bus stops, to ensure that passengers feel safer.</b>	SCC	July 2013	<p>Under the existing Street Lighting PFI Contract, Coxford Ward, the street lighting for Dale Road has already been up graded to a 'white' light source, 90 Watt, road lighting lantern, using 8 metre mounting height lamp columns.</p> <p>It is planned to continue with the same lighting specification for Coxford Road and Tremonia Road, with the lighting installations being brought forward and completed by Scottish &amp; Southern Energy before the end of the Summer months and the return of the dark evenings.</p> <p>Street lighting in the roads of Dale Road, Coxford Road, and Tremonia Road, will all be exempt from any future Councils Street Lighting Dimming Policy, and will continue to be operated at full brilliance.</p>
9	<b>All bus companies to feed their live data into the SCC</b>	Bus Companies	Sept 2013	This is subject to a legal Service Level Agreement being signed between SCC and the

	<i>real time information systems.</i>			<p>bus operator to ensure data on system is of high quality. Bluestar already on system. Unilink due on system August/September. Negotiations with First suggest an October date but this is subject to further negotiation.</p> <p><b>Update:</b> <i>Unilink Information is now live on the system. First should be available in the first quarter of 2014</i></p>
10	<i>SCC, UHSFT, Southampton University, Unison, S-LINKS-LINK and Bus Companies to work together to explore options for undertaking a survey to establish how patients and visitors are currently travelling to and from the general hospital and the results are used to inform future service planning and improve reliability. The results should also be reported back to HOSP and fed into the key local health documents: the Joint Strategic Needs Assessment and the Health and Well-being Strategy, the latter of which, following the Panel's recent review, now is agreed to contain transport as a consideration.</i>	All	Sept 2013	<p>UHS are developing a new Travel Plan as the previous Travel Plan is no longer being used. The revised version is due to be submitted to SCC for review and approve in March 2014. The timetable by OSMC needs to be amended to reflect this.</p> <p><b>Update:</b> <i>A survey of patients and staff which include information on how they travel is being undertaken during November 2013</i></p>
11	<i>Regardless of decisions taken by bus companies in relation to continuing, or otherwise, to run evening and weekend buses to the General Hospital, the Panel would like SCC to review the effects of the bus subsidy reductions on access to the general hospital six months after they come into effect. A report on the review should be provided to HOSP.</i>	SCC	Dec 2013	<p>This is due in December 2013.</p> <p><b>Update:</b> <i>A verbal update on service changes and their impact will be given at the meeting.</i></p>
12	<i>At a meeting in the 2013-14 municipal year, HOSP to</i>	HOSP	Sept 2013	Noted

	<i>consider the Patient Transport Service and other dedicated modes of patient transport in more detail in order to improve understanding of how the services are managed, publicised to patients and concerns with the current service. Commissioners and providers, including the voluntary sector, of the service to be invited. If recommendations are necessary to improve the service, they will be made at that meeting</i>			
13	<i>UHS to be asked to consider reviewing the zones used in relation to parking permits to consider areas where there are regular direct bus routes which fall outside of the inner zone but provides attractive transport to the hospital within 30 minutes. This should help improve the viability of bus services and encourage sustainable transport use (“getting people out of their cars”).</i>	UHS	Oct 2013	<p>UHS zones were designed with available bus routes in mind as below:</p> <ul style="list-style-type: none"> <li>• Staff living in zone 2 (based on a combined 15 min walk and 30 min bus journey) will be allocated a parking space if they work nights, shifts or travel off and on site several times per day.</li> </ul> <p>UHS acknowledge however that these zones were designed three years ago and are willing to consider revising the zones in light of current bus routes. This will need careful consideration and possible consultation with staff prior to any changes being implemented.</p> <p><b>Update:</b> <i>As part of the Hospital travel plan recently submitted they are proposing to look at the zones</i></p>

14	<b><i>Consideration is given to the development of a bus hub within the general hospital site and how SCC can work with the hospital to facilitate this.</i></b>	SCC/UHS	Dec 2013	This is subject to issues on redevelopment proposals and funding opportunities as well as a demonstrated business case. There is a desire amongst both parties to deliver a solution that is being investigated through both through the development control process and in terms of funding in partnership between SCC and UHS with bus operators.
15	<b><i>Encourage bus companies to work together to develop a cross company bus ticket for use within Southampton to enable easier travel from the City to the hospital. This should be priced competitively with existing operator day tickets – e.g. First day ticket rather than the Solent Travelcard which covers a greater area and is therefore more expensive. Consideration also be given to how they can work better with train providers on this issue and the promotion of Plusbus add-on tickets.</i></b>	Bus Companies	Dec 2013	<p>A Solent Travelcard already exists for this purpose. This is due to transfer to a “smart ticket” in late 2014 with a Southampton only version to be introduced late 2014. Plusbus is a commercial product which allows bus travel on all companies services within to be added to a return or season train ticket at a discount over a Solent or bus operator specific ticket.</p> <p>There are strict rules laid down by both the Competition Commission and DfT on multi-operator ticketing including pricing which is reflected in the existing Solent Travelcard. Specific Multi-Operator tickets to one specific location may be in conflict with these and are not planned to be developed as this will be covered by the Solent Travelcard migration to smartcard referred to above.</p> <p><b><i>Update: The target date for the introduction of a Southampton version of the Solent Travelcard is July 2014.</i></b></p>



16	<b><i>UHS to share their forthcoming travel plan with SCC Transport Officers by April 2013 and ensure that the plan details clear lines of accountability for actions and is refreshed yearly and fully updated every three years. The final plan should also be shared with HOSP. SCC officers to support UHS to complete the implementation of the travel plan. UHS should ensure they share and learn from best practice on travel planning including working with Southampton University.</i></b>	UHS	July 2013	<p>UHS are developing a new Travel Plan as the previous Travel Plan is no longer being used. The revised version is due to be submitted to SCC for review and approval later in the year. The timetable by OSMC needs to be amended to reflect this.</p> <p><b><i>Update:</i></b> <i>A draft travel plan has now been submitted to the Council</i></p>
17	<b><i>Chair of HOSP to write to all partners with recommendations, seeking a response on what they accept, what timings they can commit to, and detailing any additional resources they are willing to provide.</i></b>	HOSP	May 2013	Noted