

				<p>hospital web site on how to access the hospital provides information on public transport first and parking last. SCC is working with the hospital to deliver a bus departure display in the new hospital entrance which will help and reassure visitors to the hospital of where to get their bus home from and what time it is due. SCC has produced a new leaflet showing all bus companies' bus services to the hospital giving details of routes, frequencies and bus stops (see 1 b below).</p>
b	<p><i>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 information provided on the 'My Journey' website.</i></p>	SCC	<p>Sept 2013</p> <p>January 2015 Completed</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 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.</p> <p><i>Update: Following further changes to bus services in early January 2014 it is proposed that information be provided at this date.</i></p> <p>There have been continual service changes and bus company ownership for some bus services at the hospital over the last year. These have now stabilized and the Council has produced a leaflet which shows routes to the hospital, bus</p>

				<p>stops and how connections from train, ferry and longer distance bus service can be made with ease. The leaflet will be distributed across the city into doctor's surgeries, libraries, transport operators and other locations where users to the hospital may find the information of use. The hospital will promote it on their web site, it will be put on the MyJourney website and distributed around the hospital site. The leaflet will be updated on line as bus services change and re printed when there are major service changes.</p>
2	<p><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></p>	SCC	<p>July 2013</p> <p>January 2015 Completed</p>	<p>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.</p> <p><i>Update: This will take place in January where the latest changes to bus service will be discussed</i></p> <p>A bus users group meeting has been set for 18 February 2015 in the city centre which the hospital wish to be involved in. This meeting will be chaired by Councilor Rayment, Cabinet Member for Environment and Transport and posters and a press release will be issued for the meeting. Future dates for the meeting will be set later in the year. The meeting with be promoted across the City and anyone interested in bus services will be able to attend. In addition First are reviewing their Passenger Panel which</p>

				<p>encourage passengers to use services of another operator both in terms of commercial approach and knowledge of other operators services (e.g. it would be unexpected that B&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>Update: Ongoing training by bus companies</p>
			January 2015 Completed	<p>First have revised their training to improve the information that staff are given and encouraging them to provide information to customers.</p>
5	<i>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.</i>	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</p>

				<p>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>Update: <i>A new totem has been installed on the 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>
			January 2015	<p>The totem on the north side of the railway station is now live and gives bus departure information and shows the location of bus stops in the locality. At the present times highway improvements around the north side of the station are making access to bus stop more difficult. Once all this work is completed in November 2015 the interchange between bus and rail will be more attractive and easier. There is no longer a direct bus service from Town Quay to the hospital but it is possible to make an easy interchange using the same bus stop and the leaflet produced by the Council explains this.</p>
6	<i>SCC and UHS to work together to improve signposting to bus stops and cycle routes in and around the</i>	SCC/UHS	Sept 2013	UHS approached regarding provision of additional RTI signs/Totems on site at UHS but

	<p><i>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></p>		<p>January 2015</p>	<p>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><i>Update: Confirmation of available funding has not been secured to develop the cycle route across the cemetery</i></p> <p>The UHS is reviewing its internal cycle routes and in September 2014 set up a cycle user group meeting. An additional 176 cycle parking spaces will be provided across the hospital site in 2015 with funding from SCC and UHS.</p> <p>SCC reviews the network of cycle routes each year and whenever an opportunity for funding arises we submit bids for funding to extend and enhance the network.</p> <p>The last bid was unsuccessful which would have provided a cycle way to link Millbrook to the General Hospital. Currently there are no funds</p>
--	---	--	----------------------------	--

				bus listing have been put in these bus stops showing passengers the services from the hospital.
8	<i>SCC to priorities improvements to street lighting on Tremona Rd and Dale Rd Junction around bus stops, to ensure that passengers feel safer.</i>	SCC	July 2013 Completed	<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 & 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	<i>All bus companies to feed their live data into the SCC real time information systems.</i>	Bus Companies	Sept 2013	<p>This is subject to a legal Service Level Agreement being signed between SCC and the bus operator to ensure data on system is of high quality. Bluestar are already on system. Unilink due on system August/September. Negotiations with First suggest an October date but this is subject to further negotiation.</p>

			January 2015	<p>Update: Unilink Information is now live on the system. First should be available in the first quarter of 2014</p> <p>First data will be going live on the system by the end of March 2015. The Council is working with Xelabus who have taken over the operation of bus service S1 this month to add them to the system.</p>
10	<p>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.</p>	All	<p>Sept 2013</p> <p>January 2015</p>	<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>Update: A survey of patients and staff which include information on how they travel is being undertaken during November 2013</p> <p>UHS have carried out their annual staff survey and will be submitting their revised travel plan by March 2015. The hospital "You Say" feedback form which is available in all departments across the hospital and on line. Comments received concerning transport are sent to the Travel Plan team to deal with and reply.</p>
11	<p>Regardless of decisions taken by bus companies in</p>	SCC	Dec 2013	<p>This is due in December 2013.</p>

	<p><i>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></p>		<p>January 2015 Completed</p>	<p>Update: A verbal update on service changes and their impact will be given at the meeting.</p> <p>Following withdrawal of Council support for evening bus service all those routes and journeys to the hospital have been taken on commercially by the bus operators. For this reason no review has been necessary. In addition from June 2014 First improved the frequency of services 3 and 12 daytimes and evenings which serve the general hospital. The evening frequency enhancement on service 3 has now reverted to its original frequency this month. Further changes this month have seen improvements to Saturday daytimes on service S1 which will operate all day. The UHS is pleased with the way the city council keeps them informed of changes to all bus services at the hospital.</p>
12	<p><i>At a meeting in the 2013-14 municipal year, HOSP to 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></p>	HOSP	<p>Sept 2013</p> <p>January 2015</p>	<p>Noted</p> <p>The chair of HOSP to schedule this review for a Panel meeting in June/July 2015.</p>

			<p>January 2015</p>	<p>is being investigated through both through the development control process and in terms of funding in partnership between SCC and UHS with bus operators.</p> <p>UHS held a meeting with SCC and bus companies in October 2014 to identify what options maybe available and which part of the site is likely to be most suitable for bus operations. Traffic counts have been undertaken and traffic modeling of how the site would operate are being undertaken.</p>
15	<p><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></p>	<p>Bus Companies</p>	<p>Dec 2013</p>	<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>

