

Public Transport Liaison Officer Report 2016 - 17

On behalf of passengers I raised the following issues on behalf of residents:

Route 66 bypassing the guided busway

I requested that more buses were fitted with guide-wheels to prevent buses bypassing the guided busway. It was a long time before First did this but at last, the problem seems to have been resolved.

Complaints about Route 66 bus stop display screens

Several route 66 display screens are faulty. Suffolk County Council says the screens are now life-expired and cannot be repaired. SCC will switch off all the electronic screens at the end of March 2017. SCC has funding to replace the screens at the following six bus stops by the end of summer 2017: Dobbs Lane, Battles Lane, Lummis Vale, Kesgrave Busway, Penzance Road shops and Beech Road shops. We will have to apply to SCC for funding or find alternative funding for the remaining screens in the future.

Complaints about the use of Single Deckers Instead Of Double Deckers on Route 66

In Autumn 2016 passengers complained about overcrowding on 66 services. First advised that from February 2017 a minimum of 4 out of the 6 vehicles will be double deckers, targeted at the busiest journeys.

New Main Road Bus Timetables introduced following complaints about punctuality

From March 2016 the revised timetables for 63, 64, and 65 services provided additional recovery time at each end of the route to help cope with unforeseen delays. This has helped improve punctuality.

Timetable Issues

Unfortunately Suffolk County Council did not make available the new printed timetables (dated March 2016) until June 2016. There were also some minor timetable discrepancies - later corrected. First's own printed timetables remain incorrect.

Our local Ipswich North East timetable booklet lists approx 20 different bus routes run by 7 different bus companies. In 2016 SCC took a decision in to stop printing these booklets. It has been agreed that the Town Council will print and fund any timetables for members of the public as and when they are requested.

Late running School Service 972

Passengers complained in Autumn 2015 that the school bus often didn't arrive at school until well after 9am. First Bus finally changed the times of the connecting service 70/70A in 2016 to correct the problem.

Edmonton Close Issues

When the street lighting poles were replaced in Edmonton Close, the contractors failed to replace the bus stop flag and printed timetable information. These were later reinstated by Suffolk County Council.

A resident complained that buses were speeding along Edmonton Close and about the use of double deckers. No details about the buses concerned (date and time of journey) were provided which meant that the speeding problem could not be investigated. Regarding the use of double deckers, First Bus advised that they do not have smaller buses available.

Printed Bus Timetables at Bus Stops

Bus stop timetables for Cambridge and Edmonton Roads have now been reinstated. SCC has yet to provide a bus stop post, flag and timetables in Fentons Way. SCC say that funding will need to be found for the bus stop post.

Bus Stop Safety issues

At Lummis Vale bus stop passengers have complained about surface water drainage issues which make the bus shelter un-usable. Complaints have been passed to SCC.

At Kesgrave Fisheries bus stop there have been issues with car parking in the bus stop and car parking on the footway blocking access to the bus stop. People also drive across the bus stop area whilst passengers are waiting for a bus. Suffolk County Council is looking to address these issues.

Several bus stops along the north of the A1214 were inaccessible in 2016 due to overgrown hedges and vegetation. This was a direct result of SCC reducing its hedge and verge maintenance. Following complaints, Suffolk County Council cut back the vegetation in winter 2016/17.

New Bus Shelters

It is many years since we had any new bus shelters in Kesgrave and there are several bus stops which need these. Residents have to date requested shelters outside Kesgrave Fisheries, in Bell Lane by Twelve Acre Approach, in Ropes Drive by Fentons Way and in Cambridge Road. If agreed by the Town Council a request for these needs to be put to SCC who will provide a quote. Funding will then need to be found.

Pedestrian crossing of A1214

A pedestrian crossing near to Cambridge Road was requested by residents back in 2014 as a means of accessing the bus stop and accessing Kiln Farm. A dropped-kerb traffic island arrangement has now been agreed by the County Council.

Park & Ride Changes and a wider opportunity to improve local bus services

In 2016 Suffolk County Council announced it would cut funding for the P&R Services and that First Bus would run these services commercially. The new services will be launched in July 2017. This presents a good opportunity to review local services more generally. Some proposals were made to First Bus in January 2017.

Ipswich Hospital Access

Several petitions have been received by local residents asking for bus services to divert into the hospital grounds (Garrett Anderson Centre). This request has been made to First Bus and we await their response.

New Connecting Communities - Community Transport Services

Following the launch of re-organised community transport services in Suffolk in June 2016 I publicised details through Kesgrave News.

Proposed Housing Development off Bell Lane

I contributed comments about this from a public transport point of view. The Transport Assessment for the planning application states that the existing bus stop (on Bell Lane opposite Penzance Rd) is 450metres from the proposed new housing development. But this it is 450m to the *entrance of the housing development only*. The actual distance to peoples' houses would be much further which would make bus use relatively unattractive.

Information about Public Transport services on Kesgrave Town Council's website

Information about public transport services in Kesgrave can be found on Kesgrave Town Council's website: www.kesgrave.org.uk/publictransport

Just click on the relevant links for:

- Buses, Route 66 and Park and Ride,
- Trains
- Community Transport

Free Information Leaflets Available From Kesgrave Town Council Office

In the reception area of the Town Council office you can pick up: - bus timetables for all local bus services, the Kesgrave Bus Map, details of the Martlesham Park and Ride service and details of local Community Transport services.

Kesgrave Bus Map

Full-colour Bus Maps are available for Kesgrave. The maps have been researched and designed by the Town Council to help residents and visitors to identify where local bus services run and which buses operate from which stop. It's a colour-coded street map of Kesgrave. It shows all of the different bus routes in Kesgrave and the approximate location of every bus stop. The map is available from the Town Council office and online at www.kesgrave.org.uk/busmap

If you have any questions or comments about public transport in Kesgrave, please send them to: - Public Transport Liaison Officer, Kesgrave Town Council, Ferguson Way, Kesgrave IP5 2FZ Email publictransport2@gmail.com