**Transport & Out and About Working Group meeting minutes – 25th April 2022**

**Present: Colin Bayley, Elaine Unegbu, Judie Collins, Elizabeth Lynskey, Martin Preston (Macc), Paul Sherlock, Ralph Moses, Sophie Clare (TfGM), John Mulvenna (Macc) and Beth Shipley (Macc)**

1. **Welcome and matters arising**

Sophie Clare updated the group on the dogs on trams pilot. She said the team are working with operators for a proposed pilot and launch dates. It’s not yet been to the Mayor board and it will start later in the year than anticipated. Sophie will let us know when they have a date.

The minutes were agreed from the last meeting.

1. **TfGM updates and discussion, including the below points (Sophie Clare)**

* **Bus franchising**
* **Victoria station information boards**
* **Ring & Ride local link areas**

Sophie shared a presentation about:

1. Destination Bee network
2. Bee network public conversation
3. Key headlines
4. Destination bee network online survey, older people findings
5. Key themes
6. Bus franchising
7. Passenger information update
8. Local link service changes
9. Ring & Ride – service provision
10. Ring & Ride – other issues and next steps
11. Tram-train add on

Questions and points of discussion on the Bee Network:

* Why would u take a bike on a tram?

A: opening up the option for people who want to use a bike for part of their journey

* Is it a safety issue riding a bike in the city centre?
* A: it’s definitely a consideration
* I’ve seen fold up bikes on trams, they don’t take up much room
* Worried about boys on bikes going through red lights. They seem exempt from rules. Delivery cyclists need addressing especially in the city centre
* Problem with bikes is they block space. Difficult for people to get on and off trains for example
* How was the survey done?
* A: in total they were 4125 responses. Broken down into over 55s, 108 were over 75.
* Is the Bee Network delivery final?
* A: no, how it looks isn’t final

Questions and points of discussion about bus franchising:

* There is a scheme called the Zebra scheme. Stockport has just been given 170 new buses. ZEBRA stands for Zero Emission Bus Regional Areas
* How can you improve on information at tram stops?
* A: information around how to buy a ticket. We are making the messages clearer.
* Not too much information then it gets confusing
* There is a pilot in Wigan, is this about how the information is displayed at stops?
* A: Yes. To make sure people can make journeys better. Improving overall experience of people making journeys for specific reasons
* Was on a Zoom about travel recently, Salford Royal different roads and metrolink, problem of travelling from the clinic to home. Suggestion was that they may have display boards in big hospitals
* How do older people connect if they’re not on tablets, how will they get information?
* A: we’re looking at what information works. Seeing if we need more printed information. Need specific times on boards not just stops. Need to keep getting involved in research over the next few months.

Questions and points of discussion about local link service changes:

* Who is funding local link?
* A: not sure
* How well informed are areas about this change?
* A: been communications with service users. Can ask team about how long it has been publicised for if it’s useful to know.

**Action – Sophie to ask her team about local link services to discuss with the group further**

Questions and points of discussion:

* Ring & Ride has been a big concern in Middleton. Issue is wheelchair access
* Had to ring up at 9am Monday morning to get a slot for that week
* Still the same. Good for hospital appointments but if things come up unexpected, maybe not
* Tram and Train add on: because of Covid, can’t remember when I did the add-on. Asked at travel shops, they said they can’t see when I got the add-on. How can I check?

**Action – Sophie to put together slides with follow up and extra information about the tram-train add-on**

Judie gave an update on Manchester Victoria train station:

* No printed timetables
* There’s a big screen at Piccadilly but Victoria is almost impossible if you don’t use a smart phone
* Northern owns Victoria, Piccadilly is Network Rail and Stockport is Avanti
* Different screens at Victoria and Piccadilly, set number of trains on the screens
* Judie suggested the group does mystery shopping with older people and people with prams
* Major anti-social behaviour problems at Altrincham bus station. There is vandalism at the train stations too

1. **AOB**