

Fare4all?

Fare4All? Report of the Enquiry into Public Transport in Glasgow

March 2006



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Fare4All? Steering Group

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The content of this report reflects the views of the Fare4All? Steering Group or individual contributors and not necessarily those of any named organisation.

This report is also available in large print and on-line. A full report of the research and conference proceedings is also available on-line.

The Fare4All? Steering Group wish to thank the very many people who have participated in the project. We are grateful for the support we have had from many community and voluntary groups as well as public bodies like Glasgow City Council and Strathclyde Passenger Transport Executive and transport operators, in particular First Group. We are also really pleased, and encouraged, at the level of support and assistance received from across the political spectrum. A full list of those who participated is available online.

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Fare4All? Key Findings

Many people rely on public transport - particularly the buses - to help them get to the shops, access services, visit friends and generally take part in the life of their community. However, some groups face a number of difficulties:

- Travel on public transport declines dramatically in the evenings, particularly for older people - only 4% said they would go out at night
- There are high levels of anti-social behaviour on buses and trains leading to fear and intimidation of passengers and staff - 70% of the people we spoke to had witnessed drunken behaviour on the bus or train while nearly 50% had seen fighting or aggressive behaviour
- Outside the main commuter routes into town, services are poor leading to problems crossing the city or communities
- In some communities jobs involving shift work were very hard to sustain, as bus services were so poor outwith 9-5
- The biggest complaint was buses pulling away before people are seated
- The policy on access for buggies, prams and wheelchairs is not clear leading to many passengers feeling angry or excluded by the difficulties they face taking the bus
- Access is sometimes a barrier when there are steep steps or the bus doesn't pull into the kerb
- Travel information is difficult to understand and the print is too small
- Changes to services are not well communicated leaving some waiting for buses that are not coming
- Many bus shelters offer little protection from the elements - if they are there at all
- Most people reported that their journey to hospital - whether as a patient or a visitor - was satisfactory. However, 16% said they found the journey difficult because of a lack of cross-city bus routes, access difficulties and cost.

Poor public transport limits people's options - in work, social life and access to services.

Fare4All? Suggestions for Improvements

1. Address the social inclusion demands of transport provision

- Undertake a social inclusion audit of major public transport expenditures
- Consider the appropriateness of spending £160m providing free bus travel for pensioners when many people, pensioners included, have poor or non-existent bus services or are unable to use those that do exist
- Reconsider the purpose of Fuel Duty Tax Rebate - possibly linking it with making buses accessible or diverting it into subsidising bus routes
- Reconsider the merits of a London type regulatory framework for public transport
- Undertake capacity planning in patient transport to ensure that the growing needs of elderly and disabled people are met in getting to medical appointments

2. Increase partnership working on safety issues

- Work with communities to take ownership of anti social behaviour and efforts to address it
- Increase safety on board buses - have school teachers accompany children on board, employ plain clothes police officers on the buses, publicise prosecutions of those caught vandalising buses or shelters or abusing drivers or passengers
- Work with Community Safety Forums to explore more use of CCTV cameras and intercom links to CCTV offices

3. Work with communities to improve access to and the quality of journeys

- Introduce guidance that buses do not move off until passengers are seated. Publicise this on board.
- Establish a consistent policy on taking buggies and wheelchairs on board buses. Then publicise it clearly - in communities and on board the buses.
- Increase the font size of writing in timetables and information. Ensure that information is available at every bus stop.
- Explore options for accessible formats in information such as audio announcements, real time displays or large print

4. Improve the amenities and environment for public transport users

- Enforce road traffic management in the vicinity of bus stops
- Improve the seating and shelter at bus stops

1. Fare4All?

Every day, hundreds of thousands of people across Scotland commute to work using public transport. For most people, on most days, this provides a perfectly adequate way of getting to work. Here in Glasgow, within considerable constraints, financial and legislative, Strathclyde Passenger Transport Executive (SPT), has managed to maintain a public transport infrastructure that compares well to other major British cities. If you are non-disabled, reasonably fit and lucky enough to live in an area that has frequent services, public transport is a viable alternative to private car use.

However, if you are elderly, infirm, have restricted mobility or perhaps are a parent with young children or you live in more disadvantaged or remote areas, public transport can present a series of challenges.

Fare4All? focuses on the needs of these communities. It was established in response to the concerns of individuals within these communities regarding the difficulties they experienced in using public transport to access the library, the supermarket, the health centre, the social club, the hospital.... Fare4All? focussed on the mode of travel on which most communities are most dependant - the bus.

Fare4All? has been a process of listening to these communities, recording their experiences and encouraging them to participate in the national dialogue on transport policy and provision.



2. The Work of Fare4All?

The Fare4All? project used a number of methods to look into the issues of public transport in Glasgow.

The primary method of gathering information was a **survey** that asked about issues such as frequency and reasons for use, community safety, access and information. The survey could be completed either on-line or in a paper format. An easy-access, pictorial version was available and research assistants took the survey out to over 40 voluntary and community groups to help people complete the forms and encourage their participation.

In-depth **geographic profiles** were completed for three areas of the city - North Glasgow, Greater Pollok and Castlemilk - in order to explore in greater detail the impact of public transport policy and provision on local communities. **Focus groups** gave local people a chance to talk about the issues that were important to them and to describe, in some detail, their services.

A **Community Enquiry** was held with Councillor Alistair Watson, Chair of Strathclyde Passenger Transport Executive (SPT) and Mr Ronnie Park, Director of Service Delivery, First Bus. The Fare4All? Steering Group questioned them on the policy and practice issues raised by communities and communities of interest. These included issues of access, community safety, information and routeage.

The findings from the survey, focus groups, geographic profiling and community enquiry were presented at a **Transport Summit**, held in Glasgow in November 2005. The summit brought together a wide range of interests in Glasgow's public transport including MSPs, the Traffic Commissioner for Scotland, SPT, Community Transport, First Bus, NHS Greater Glasgow, local authority transport planners and voluntary groups. Delegates worked together to explore the issues identified by the research and to identify solutions.

The Fare4All? findings will feed into the consultation on Scotland's National Transport Strategy and we hope that community groups will participate in the National Transport Consultation Process.

“Main reason I don't use public transport is because of drug misusers which affects other passengers safety and confidence”

3. Some Background to Bus Policy and Provision

Public transport has undergone many changes in recent years. Prior to 1986, local authorities regulated bus services. By managing a regulated network, cross subsidies enabled poorer areas to receive services that otherwise would not be commercially viable. This all changed with the 1985 Transport Act, which deregulated the bus industry outside London. It was expected that privatisation would lead to increased competition and so to improved services requiring less public subsidy but this has not all been realised.

In 1986, 75% of buses were in the public sector. Today over half the bus market is controlled by 3 major companies¹. These companies, like all private companies, have a duty to maximise the financial return to shareholders. If it is not profitable to run a service to a particular area of the city; in the evenings or at the weekend, it can be withdrawn. Profit not social inclusion is the primary factor in deciding which areas have good services and which do not.

The second hope, that the newly privatised bus industry would require less public subsidy, has been realised. Between 1986 and 1999, the amount of public money spent on subsidising bus services in the UK has fallen in real terms by two thirds¹. This has compounded the problem of social inclusiveness. If an area cannot sustain a profitable privatised bus service then a judgement has to be made whether SPT should step in and pay for a subsidised service. However, SPT does not have sufficient funding to meet all of the public demand for services so some areas end up without a service.

Recently Scotland has seen a major expenditure in the provision of free bus travel for pensioners. This has cost £160 million per year or £50 million pounds a year in the SPT area². To put this into context, the total cost in the SPT area for providing special services like Dial-a-Bus for the over 80's, Dial-a-Ride for those living in remote areas and the cost of subsidising bus routes for areas with poor commercial provision comes to £5 million². Many pensioners welcome the free bus travel, but it is of little use to those who cannot use the buses and doesn't put on services where they may be needed.

Could it be different? Well in London there is a regulated regime called Transport for London³ that plans the London bus network with the purpose of providing a "safe, integrated, efficient and economic" service. Private bus companies bid to run packages of bus routes, some routes will be highly profitable, some will make a loss but nevertheless provide much needed services to deprived or less accessible communities. It may be that this model should be examined to see whether it could be implemented in Scotland.

Since deregulation of the buses 20 years ago, the world has changed. Pollution and global warming have become major political issues. When the UK government signed the Kyoto agreement⁴ it agreed to try to halt and then reduce the amount of carbon being emitted into the atmosphere. This has had

a major impact on transport policy. The last twenty years has also seen a relentless rise in car use. Not only has this contributed to carbon emission, but also congestion, which as well as being uncomfortable for those stuck in it, has a negative impact on economic growth and life in general.

These major changes have rightly influenced thinking about how public transport is provided. However, the danger is in allowing these issues to dominate the debate to the exclusion of the needs of older people, poor people, mothers with children or disabled people. As many of these people are not car users, it is important that their transport needs are not forgotten in the efforts to reduce car use and combat global warming.

3.1 Glasgow - A City Perspective?

For many people bus services in Glasgow are perfectly fine. Recent years have seen investment in new low floor⁵ buses that are more accessible and pleasant to use. The introduction of Bus Corridors and other initiatives to reduce congestion or encourage car drivers to switch to public transport may even make it quicker for buses to reach the town centre. However this emphasis on " in/out" commuter routes does not create capacity to travel across the city.

As with many great Victorian cities, Glasgow has many routes which come from all parts of the city and beyond, directly into the centre of town but it does not have a central "city bus" station. For people with restricted mobility, this can prove difficult in getting from one part of the city centre to another in order to take a connecting bus. Going from one part of town to another without coming into the centre can also be very difficult. In some areas, people have to take two buses to get to a library or supermarket one mile away. For most people, these circumstances do not present a challenge - for the elderly, the disabled or those with children in buggies, however, walking such distances to overcome the shortfall in bus provision is not an option.

Another issue is the social changes that have occurred in Glasgow over the last fifty years. We spoke to many older women, who years ago moved with their young families and husbands into the new peripheral estates. In many cases, their husbands could drive or the estate had good internal public transport, connecting them to the main bus routes. As the years went by, many of these women's' husbands died, their families moved and "our wee bus" - the internal bus that provided connectivity were withdrawn. As a consequence, many of these older women have been left with poor access and are dependant on services like Dial-a-Bus.

Continuing social changes alongside an environmentally inspired political agenda that prioritises economic over social travel suggests that some groups will continue to feel disadvantaged in relation to public transport. The groups who report most difficulties are older people, disabled people, people living in poorer areas and those travelling with young children. It was these groups that Fare4All? talked to, to build a picture of their experiences on public transport.

Some Facts on the Communities who need to use Public Transport:

- 20 % of Scotland's population is over 65 years. This equals 805, 272 people excluding those staying in long-term care. As a population, this would be the biggest city in Scotland⁶
- 26% of people over the age of 60 have some form of disability that limits their daily activities⁷
- 24.5% of the over 60's in Scotland receive pension credit. That is £109.45 for a single person and £167.05 for couples⁸
- A taxi from Easterhouse to Glasgow Royal Infirmary costs £10
- Glasgow has the lowest car ownership of any major British city⁹
- In Glasgow City 40.5 % of households have access to one or more cars. In Edinburgh it is 58.7%. ¹⁰
- Commercial bus operators do not pay duty on their fuel. In 1999 £270 million pounds of public money went to provide the Fuel Duty Tax Rebate¹¹
- To be eligible for Dial-a -Bus you must be over the age of 80, visually impaired or in receipt of attendants allowance, DLA (mobility component), War Pensioner mobility supplement or be assessed by a medical officer for eligibility ¹²
- Dial-a-Bus revenue support for 2004/05 was £2.75m¹³
- A taxi from Pollok to Yorkhill costs £12

4. The Fare4All? Survey

Fare4All? collected its information on the experience of public transport from a survey and focus groups. Using a survey form developed by the Steering Group, the Community Engagement Team of NHS Greater Glasgow met with or heard from over 1,500 people to find out what their experiences of using public transport were. Key groups that took part included older people, people with mobility impairments and those travelling with young children.

As issues such as safety and information started to emerge efforts were made to contact other groups who may be affected by these issues. These included people with learning difficulties, women with experience of domestic abuse, the lesbian, gay and transgender community and asylum seekers & refugees. Also included were people who did not use public transport as we were interested to know why not and what, if any barriers, stopped them.

The project set out to provide an in-depth description of peoples experience and as such there are limitations to these findings. These accounts are subjective - we recorded people's views of their local services and this may not necessarily reflect other's views or experiences. However, despite the limitations the project was successful in building a picture of how, when and with what level of confidence some people in Greater Glasgow use public transport. It could be argued that even if these experiences are not representative of all public transport users they nevertheless, describe the impact of current transport policy and provision on the lives of a significant number of people in our community.

Key Findings

Many people rely on public transport - particularly the buses - to help them get to the shops, access services, visit friends and generally take part in the life of their community. However, some groups face a number of difficulties:

- Travel on public transport declines dramatically in the evenings, particularly for older people - only 4% said they would go out at night
- There are high levels of anti-social behaviour on buses and trains leading to fear and intimidation of passengers and staff - 70% of the people we spoke to had witnessed drunken behaviour on the bus or train while nearly 50% had seen fighting or aggressive behaviour. Some expressed their concern for drivers who face such behaviour regularly.

***“Not safe on buses,
it's not fair for
drivers either.”***

- The biggest complaint was buses pulling away before people are seated. This is a problem for many groups.
- The policy on access for buggies, prams and wheelchairs is not clear leading to many parents and passengers feeling angry or excluded by the difficulties they face taking the bus
- Access is sometimes a barrier when there are steep steps or the bus doesn't pull into the kerb.

Outside the main commuter routes into town, services are poor leading to problems crossing the city or communities

- In some communities jobs involving shift work were very hard to sustain, as bus services were so poor outwith 9-5

There were also difficulties with information:

- Travel information is difficult to understand and the print is too small
- Changes to services are not well communicated leaving some waiting for buses that are not coming

Many bus shelters offer little protection from the elements - if they are there at all

Most people reported that their journey to hospital - whether as a patient or a visitor - was satisfactory. However, 16% said they found the journey difficult because of a lack of cross-city bus routes, access difficulties and cost.

Poor public transport limits people's options - in work, social life and access to services

"Lots of buses don't have platforms that go down for older people or people with young children in prams. I have had to pull myself up three stairs on the number five. I think they need to make it easier for people to get on and off."

5. Perspectives of Older People

In general older people had the same concerns and barriers as other groups but there were a number of factors that were specific to them. Fewer older people drove or had access to a car. For many this was because they had stopped driving for medical reasons, now felt unconfident about driving or had lost their partner who was the driver.

Older people used public transport for the same journeys as other age groups but they appeared loath to travel in the evenings. **On average only 4% would use public transport after dark** and many reported feeling vulnerable waiting at bus stops or on the bus, fearing being attacked or verbally abused. When compared to the total sample significantly fewer reported that they had actually witnessed anti-social behaviour but they remained fearful nonetheless. Older people reported a general fear of going out at night. Many of those interviewed said that going to their groups during the day was the only chance they got to socialise. Better public transport or more reliable alternatives could help them to be less isolated and the return of conductors on buses would be warmly welcomed.

There were two significantly different issues for older people. The first was cost, which was less of a barrier due to free bus passes, and the second was buses pulling away before people were seated. Many found this very difficult and feared a fall. Another key issue was **the difficulty of using a system that is primarily designed for those who are more mobile**. Often the distances walked to get to the bus or between connections were a challenge. This could stop people going out, particularly in the winter when pavements were icy.

Information was an issue. Many knew the timetables for buses in their local areas but were less certain about how to get information on other routes. The print size on timetables and travel information was a huge problem with lots of suggestions that a simple change in font size could make information much more accessible. Finally, older people were more likely to report difficulties travelling to hospital with a lack of direct routes causing most problems. Many had tried to get hospital transport but had found this problematic. Also, some reported that even attending GP appointments could be difficult.

The general picture of isolation and lack of opportunity for older people is worrying as it suggests that the mainstream public transport system excludes them from many of the activities of daily living. Complementary transport services like Dial-a-Bus are, therefore, essential in addressing social inclusiveness or community cohesiveness.

“Don’t have a chance to sit down before the bus moves, worried I will be injured”

6. Perspectives of Parents with Children

24% of the people who responded to the survey were parents who travelled on public transport with children under the age of 5 years. We were particularly interested in this group as reports from our meetings with community and voluntary projects suggested that they experienced particular difficulties.

These people told us that they used public transport regularly to travel to a wide range of daily activities and appointments. In general, they identified the same barriers and difficulties as others. However, the biggest barrier they reported was **the lack of help to get a buggy or pram on to public transport**, 61% said this was a problem, and 59% thought there was not enough space for the buggy or pram once boarded.

The attitudes of staff were also cited as a major barrier. 46 % said this was a problem. This contrasts sharply with the response from the total sample where only 7% thought staff attitudes were a problem. **Discussions with parents revealed that the problem they had with drivers was almost exclusively about access for buggies and prams.**

There was great confusion over when and how many prams or buggies should be allowed on a bus. This was compounded by different policies for different types of buses and by the application of driver's discretion. Where one driver had allowed people on a bus and then another had not they rarely understood why there should be a difference. The lack of clear information led to anger and confusion at what was seen as an unfair and discriminatory approach.

New buses do have a clear policy and signs on how many buggies they can take and who has priority but people told us that a lot still depended on the attitude of the driver and they felt that the policy was unfair.

In Molindinar in North Glasgow, for example, a mother and toddler group, told us how they co-ordinate going along to their Family Centre each day in order to make sure they do not try to get on the same bus with their buggies. Many of the group felt that the services were not good enough or frequent enough and even when they did come they were **not guaranteed to get on the bus due to other parents already on with buggies or prams.**

“Drivers say that they're obliged to take up to 2 buggies. Some drivers will take 4 but others are awkward. By the time the bus travels round Castlemilk, there is never enough room when it reaches where I stay”

7. Perspectives of People with Learning Disabilities

Early reports suggested to the Fare4All? Steering Group that many people with learning disabilities use taxis to travel around. In order to explore the reasons for this Fare4All? asked the research group at Fair Deal to meet with people with learning disabilities and to involve them in the survey.

They reported that there were access issues for people in this group. Some said that as wheelchair users or people with restricted mobility using the bus was either impossible or at the very least extremely difficult. As with elderly people steep steps to board the bus and the bus moving off before they were seated caused problems and, similar to parents with young children, inconsistencies between drivers caused confusion and anger.

However, two issues emerged as most important to this group. The first was safety and the other was information.

Safety was repeatedly raised as an issue. People told us they were **scared, frightened and insecure when travelling by bus**. People with learning disabilities said that they were harassed and threatened when using public transport, particularly by school children. They argued strongly for greater levels of supervision on buses and trains and wanted the return of conductors to prevent trouble and to help people with information. They also proposed training for drivers to improve understanding and if also targeted at schools perhaps help to reduce harassment and threatening behaviour from pupils.

The second major issue was information. Poor information at bus stops made people worried. When services were changed, routes suspended or buses cancelled people felt very vulnerable, as they were **rarely made aware of these changes in a form they could easily understand**. Recent developments in information provision have greatly enhanced its accessibility for people with limited literacy skills and there were plenty of suggestions for how travel information could be enhanced. Information and timetables could be made easier if they used more symbols and pictures and if they used bigger print.

Although they reported that these issues very often excluded them from public transport it was also clear that people would like to have better access to it. However, these barriers were a significant obstacle to that and must be addressed if people with learning disabilities are to be given the same opportunities as their peers to be integrated into community life.

“Sometimes it is hard to understand what time the buses come and go at”

8. How Does Current Policy & Provision Impact on Community Life: A Profile of North Glasgow

Each community will have its own particular needs. This example of a geographic profile was developed with the community in North Glasgow and illustrates how transport impacts on them. Eighteen local groups took part and among those involved were groups including disabled people, elderly people, asylum seekers & refugees and mothers with young children. In total over 350 responses were collected with very distinct issues on transport coming from each group and each area of North Glasgow.

The population of North Glasgow is widely regarded to be over 70,000 people and comprises a number of distinct communities including Ruchill; Possilpark; Milton; Springburn; Balornock; Barmulloch; Sighthill; Royston; Germiston; Blackhill and Provanmill.

North Glasgow is not an affluent part of the city and there are many socio-economic indicators that demonstrate the inequalities experienced by its' communities.

- 67% of households in North Glasgow do not have access to a car while the Scottish average is 34%¹⁴
- Over one third of households with children are lone parent households - the average figure for Scotland is 18%¹⁴
- North Glasgow has more than twice as many unemployed claimants as the Scottish average (7% vs. 3%)¹⁴
- Over 50% are economically inactive and the average household income at £17,116 is nearly £6,000 below the Scottish average¹⁴
- 10% of adults are in receipt of Disability Living Allowance, this is over twice as high as the average across Scotland at 4.45%¹⁴

There is evidence that a geographic or area affect can have an impact on health¹⁵. Some of the ways that the place one lives can have an impact on health include aspects of the infrastructure, such as transport. Poor transport can limit access to services, healthy food choices, freedom of movement and the social structures or networks with opportunities for socialising and community involvement. The meetings with community groups showed just how limited transport options had impacted on the people of North Glasgow.

“They are taking the number 46 and 37 off the road after 7pm. What about the people who have work or are visiting at that time? I think they should steward the buses... get the police located in the areas where the problems are. What are we paying our taxes for?”

- When asking people about public transport everyone felt very strongly around the subject and perceived the service as a whole to be poor. Their issues were extremely varied but included frequency of buses, routes of services, access issues, lack of shelter at bus stops, behaviour on the bus and lack of information.
- Many people said that jobs involving shift work were very hard to sustain, as bus services were so poor outwith 9-5.
- Timetable information was not accessible and very few people reported timetable information at the bus stop they used most regularly. Of those that did have access to timetables they found them hard to understand, confusing and not easy to remember. One timetable even listed the frequency as 'at frequent intervals' with no defined time stated.
- The geographic issues of North Glasgow are also very varied as the area covered is very widespread and involves many distinct communities. The main 'arterial' routes through North Glasgow are well serviced but communities have very poor transport links between them reducing the flow of people across North Glasgow, with the focus on transporting people to and from the city centre.
- The emphasis on routes into the city centre means that a large number of North Glasgow residents are failing to receive public transport access to many services across the area. This includes access to Stobhill Hospital and Glasgow Royal Infirmary. This poor cross community access isolates people from services that could support them.

With North Glasgow having some of the lowest car ownership in Scotland the reliance on public transport for everyday living takes on added importance. This everyday living, in most cases does not involve destinations in the city centre and will involve locations close to, but possibly outwith the individual's immediate community for example; childcare, shops, job centre, schools, colleges, hospitals, health centres, job opportunities and leisure facilities. **With reduced access to these services the level of social exclusion that these communities experience increases, which in turn has a negative affect on individual life and the community as a whole.**

Inequalities in employment rates, health, low income and educational attainment persist between different social classes. With North Glasgow suffering in each of these areas transport should be a focal point when looking at the issues surrounding social exclusion and deprivation.

"A lot of drivers drive off before you sit down and you're left swinging down the bus with a pram."

9. The Fare4All? Transport Summit

The Fare4All? Conference took place at Hampden stadium in November 2005. Over 250 delegates came together to discuss the Fare4All? findings and make their contribution to Greater Glasgow's submission to the consultation on Scotland's first Transport Strategy.

Chaired by **Paul Martin, MSP**, and opened by Agnes McGroarty of the West of Scotland Seniors Forum (WoSSF), the conference began with a round-up of Fare4All? given by Kate Munro of the NHSGG Community Engagement Team. A short film, 'Fares Fair' provided a documentary of Fare4All? This was followed by the Lone Rangers Theatre Group who delivered an amusing insight into the experiences of parents with children and people with physical disabilities.

A highlight of the event for many delegates was the afternoon question time panel. Conference delegates were able to directly question an expert panel - **Tavish Scott, Minister for Transport**; Alistair Watson, Chair of SPT; Joan Aitkin Traffic Commissioner for Scotland; Eric Stewart of First Bus; Gavin Booth of Bus Users UK, and Anna Whitty of Ealing Community Transport - on a variety of issues. A full palantypist record of the question and answer session is included in the Fare4All? website.

Two sets of workshops allowed conference delegates to add their say to the Fare4All? report and made for some lively discussions. A report of the workshops is included in the on-line report. Part of workshop 1 had delegates agreeing questions for use in the question time session. Due to time constraints it was only possible to ask a fraction of these. Following the conference, Fare4All? wrote to the main operators with the unasked questions and a copy of these correspondences and replies is also available at the Fare4All? website.

Workshop 2 invited delegates to compose a letter to the Transport Minister with what they wanted to see delivered in the new National Transport Strategy, what was expected from transport providers and from the Greater Glasgow public. These letters are included in the online Fare4All? report. A summary is included in this report.

A number of other issues emerged through the workshops and where possible these have been incorporated into the online report. For example, many delegates wanted to know what SPT did and how this differed from the Traffic Commissioner's role. Others wanted to know more about the new Regional Transport Partnerships. In order to address this, a brief description of roles and responsibilities has been included in the online report.

Read the full report at the Fare4All? Website
http://www.nhsgg.org.uk/farefor_all

November 2005

Fare4all?

Fare4All? – Greater Glasgow's Transport Conference
Hampden Stadium
Glasgow
G42 9BA
<http://www.nhsgg.org.uk/fareforall>

Mr Tavish Scott, MSP
Minister for Transport
The Scottish Parliament
Edinburgh EH99 1SP

9th February 2005

Dear Mr Scott,

Thank you for attending the Fare4All? Transport Summit. We really appreciated the time you gave to this issue and all who attended agreed that your contribution was very helpful.

You will recall that during the conference you invited delegates to write to you with their suggestions for improvements to public transport in Scotland. During the 11 workshops that took place on the day delegates were asked to think about the key points that they would like to raise with you or suggestions they may have for the National Transport Strategy. Below, we have provided a summary of the key issues and questions generated by the delegates.

We would very much welcome further dialogue with you and your department on these.

In terms of the National Transport Strategy:

- Will the strategy have as a key outcome the delivery of safer, accessible, reliable and integrated public transport services for all?
- How will it be possible to ensure that public transport is affordable and provides value for money for all?
- What are your views on the establishment of an independent ombudsman to monitor complaints, and service quality?
- How will the strategy try to ensure genuine engagement between operators and local communities i.e. local forums?

In terms of SPT and public transport operators

- How will the National Transport Strategy assist operators to become more accountable to the public i.e. have clear and accessible complaints procedures, be more transparent on reasons for withdrawal of services?
- Will it be possible to agree minimum service standards for all transport operators?
- Do you think that the Scottish Executive should provide guidance to operators on the ways in which they should involve communities in developing services i.e. by asking communities about their needs, timetables and their suitability?

- Would it be possible for the Scottish Executive to issue guidance on the provision of information in other formats i.e. timetables in large print?
- What are your views on further engagement with the Community Transport sector in Glasgow?
- How would you recommend that the policy on buggies is clarified and communicated in Scotland?
- Provide all staff with compulsory customer service training including training on equality and diversity issues?

With regard to Greater Glasgow's communities

- Will there be continuing efforts to encourage communities to use more public transport – leave the car at home?
- Do you have a view on how communities could become involved in planning routes to hospitals and health facilities?
- By what means do you think it will be possible for communities to be recognised as equal partners in transport provision?
- How would you encourage communities to take action on antisocial behaviour on public transport
- Can you describe the structures that will support communities to participate at every level in developing local solutions

We look forward to hearing from you on these points and to continuing to play a role in the development of safe and accessible public transport for all.

Yours sincerely,

Fare4All Conference Delegates

10. Suggestions for Improvements

1. Address the social inclusion demands of transport provision

- Undertake a social inclusion audit of major public transport expenditures
- Consider the appropriateness of spending £160m providing free bus travel for pensioners when many people, pensioners included, have poor or non-existent bus services or are unable to use those that do exist
- Reconsider the purpose of Fuel Duty Tax Rebate - possibly linking it with making buses accessible or diverting it into subsidising bus routes
- Reconsider the merits of a London type regulatory framework for public transport
- Undertake capacity planning in patient transport to ensure that the growing needs of elderly and disabled people are met in getting to medical appointments

2. Increase partnership working on safety issues

- Work with communities to take ownership of anti social behaviour and efforts to address it
- Increase safety on board buses - have school teachers accompany children on board, employ plain clothes police officers on the buses, publicise prosecutions of those caught vandalising buses or shelters or abusing drivers or passengers
- Work with Community Safety Forums to explore more use of CCTV cameras and intercom links to CCTV offices

3. Work with communities to improve access to and the quality of journeys

- Introduce guidance that buses do not move off until passengers are seated. Publicise this on board.
- Establish a consistent policy on taking buggies and wheelchairs on board buses. Then publicise it clearly - in communities and on board the buses.
- Increase the font size of writing in timetables and information. Ensure that information is available at every bus stop.
- Explore options for accessible formats in information such as audio announcements, real time displays or large print

4. Improve the amenities and environment for public transport users

- Enforce road traffic management in the vicinity of bus stops
- Improve the seating and shelter at bus stops

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“People get left standing at a bus stop because they don’t know a bus has been cancelled.”