

Brown Peter (COO)

From: Hall Beverley (ST)
Sent: 21 July 2008 09:24
To: Brown Peter (COO); Halle Dick (ST)
Cc: Weimar Jeroen (ST); Bradley Peter (ST)
Subject: RE: Compulsory and Request stops

Peter

The information you need.

Following the election, we agreed with David (through Nick Wilcox) that we could now respond to consultation on this project.

The three elements are:

1 - We agreed that we would remove the distinction between compulsory and request stops. As far as the customer is concerned we are not asking them to do anything different from what they already do and therefore there will not be any information / marketing directed at them (other than a general reminder to ring the bell if you wish to alight from the bus). As far as the driver is concerned, we are asking them to stop at bus stops, unless they are certain that there is no one waiting for their bus, and there is no one on the bus wishing to get off. This is being communicated to the operators via a letter to be signed by Mike Weston and will be implemented in stages during the summer. No more request stops are being manufactured - as stops require replacement the current compulsory stop is being used. The project to vinyl over the existing request stops (at a cost of about £430k) is awaiting funding.

2. - Hail and Ride. A small working group has been set up, to be chaired by Richard Shirley to progress the review of making hail and ride more accessible for the 90 or so bus routes that have an element of this mode of operation. Initially this will concentrate on those bus routes that have just a few roads that involve hail and ride. Where possible converting the hail and ride operation to fixed stops will be examined first.

3. - Consultation on bus stops moves. This will be progressed, once resources have been identified within CSC to handle the correspondence.

Letters responding to consultation have been sent to all stakeholders together with a summary of all comments made (and our responses to those). We have received very little feedback following this exercise.

Thanks

Beverley

-----Original Message-----

From: Brown Peter (COO)
Sent: 21 July 2008 08:45
To: Halle Dick (ST); Hall Beverley (ST)
Cc: Weimar Jeroen (ST)
Subject: RE: Compulsory and Request stops
Importance: High

Dick/Bev, can I have an update on this please to Lisa before 0930 when I leave Palestra for CSM Many thanks

Peter Brown

*replies all
(PB gave me this at CSM)
Thanks - have we H2 people
The Mayor? Should we?
(I did it on Thurs)*

N.