

**BUS FORUM
10.00 AM FRIDAY 20TH FEB 2015
DIAMOND JUBILEE ROOM, CITY CHAMBERS, CITY OF EDINBURGH COUNCIL**

AGENDA

1. Welcome and Apologies
2. Minutes and matters arising; Minutes of 15th August 2014 Bus Forum attached
3. Transport Scotland; Update on Bus issues (TD)
4. Bus Regulation (Scotland) Bill; update (TH)
5. Real Time Bus Passenger Information; update (JG)
6. Update on projects
 - 6.1. Ferrytoll P&R (Fife)
 - 6.2. South Tay P&R update (TH)
7. Mobility Scooters on Buses (AH) Discussion Paper attached
8. Current Issues (as relevant)
 - 8.1. Local Authorities
 - 8.2. Operators / CPT (GM/PW)
 - 8.3. Traveline Issues (S McN)
 - 8.4. Bus Users Scotland (GB)
 - 8.5. CTA (J McD)
9. AOCB
10. Future Dates
 - 10.1. Bus Forum Fri 21st Aug
 - 10.2. Bus Liaison Group Fri 17th April

Standardisation of Mobility Scooters

1 Purpose of report

- 1.1 The purpose of this report is to provide a detailed and useful factsheet that will advise users looking to purchase a mobility scooter to ensure they can use it across bus, tram and rail services.

2 Introduction

- 2.1 There is a difficulty knowing which bus or rail operators in the SEStran area and beyond will accept a mobility scooter. Each operator has set general guidelines for their vehicles and what they can and cannot accommodate for. SEStran undertook an investigation into the mobility scooters allowed by various operators and compiled the data for bus services in South East Scotland and rail services nationwide. A standardised sizing table is shown below with further evidence in the appendix attached.
- 2.2 As the report noted, there are two main classes of mobility scooters – Class 2 and Class 3. The Class 2 variant have a maximum speed of 4mph and cannot be used on the road, whilst the Class 3 can be used on the road, and have a maximum speed of 8mph. The general acceptance of the Class 2 variant across the modes, due to the lower speeds and size.

3 Standardised sizing across bus and rail services*

Length [mm]	Width [mm]	Maximum Operating Weight [kg]	Turning Radius [mm]
1000 -1200	560 - 700	230-300	900 - 1000

**As a best estimate. Operators will have the final decision to allow mobility scooters onboard or not.*

- 3.1 The strictest of services (Island Line and First TransPennine Express) will normally require the least values from the above table. Most other services have a norm of 1200mm in length, a width of 600mm and maximum weight of 300kg.
- 3.2 Initially the report was only going to include local bus and tram services in South East Scotland, however it was deemed appropriate to include nationwide rail services. This was due to rail services travelling far greater distances and that the use of mobility scooters may be required at the chosen destination.
- 3.3 Around 50% of rail operators require the user to have or be a part of a permit scheme. This may include providing the technical specifications to the operator or using the operators assisted travel team to ensure the availability of mobility facilities.

4 Conclusions

- 4.1 It can be noted that very few bus operators in South East Scotland can accept mobility scooters but generally have an area to accommodate wheelchairs.
- 4.2 The information included in the Appendix will form the basis of SEStran information to be posted on the SEStran website and circulated to relevant bodies.

5 Appendix

5.1 Bus Services within the SEStran area:

Operator	Maximum Length (mm)	Maximum Width (mm)	Maximum Weight	Turning Radius (mm)	Permit Scheme
First Group	1000	600	300	1200	No

*Note: Wheel chair access is also available on most First Group Services.

Lothian Buses / Trams:

Mobility scooters are not permitted onboard either Lothian buses or trams. Wheelchair access is available across most of the services.

Perryman's:

Mobility scooters are not permitted onboard. Wheelchair access is available on service routes, as well as dedicated minibus transfers in accordance with local authorities, day centres and care homes.

Prentice:

Mobility scooters are not permitted onboard. Wheelchair access is available on the 47 (3 users), 51 (2 users) and 55 (1 user) seat coaches.

E & M Horsburgh:

Mobility scooters are not permitted onboard. Wheelchair access is available and can be selected when booking private coaches.

Stagecoach:

Stagecoach uses the Confederation of Passenger Transport code which states "Class 2 scooters with 3 or 4 wheels will be accepted provided they are no more than 600mm wide and 1000mm long, with a turning radius not exceeding 1200mm". Also, the weight is limited to 300kg (including occupant). However, the final decision will be made by the operator. Wheelchair access is available across most of the services.

Mega Bus:

The user must make prior reservation otherwise it may need to be stored in the luggage bay. Wheelchair access is available onboard.

5.2 Rail Services in the UK:

Operator	Maximum Length (mm)	Maximum Width (mm)	Maximum Weight [kg]	Turning Radius (mm)	Permit Scheme
Abellio Greater Anglia	1200	700	300	n/a	No
Arriva Trains Wales	1200	700	300	900	No
C2c	1200	700	250	n/a	No
CrossCountry	1200	700	300	n/a	No
Chiltern Railways	1200	700	300	n/a	No
East Coast, diesel, standard class	1200	700	230	n/a	No
East Coast, Diesel, first class	1200	550	230	n/a	No
East Coast, alternative diesel, standard class	1200	620	230	n/a	No
East Midlands, Mainline services	1200	600	300	1090	Yes, must provide vehicle specifications
East Midlands, Local services	1000	600	300	1090	Yes, must provide vehicle specifications
First Capital Connect	1200	700	300	n/a	Yes, administered by travel staff
First Great Western, most services	1200	700	300	1000	Yes, must provide vehicle specifications
First Great Western, Coach G First Class HST	1200	650	300	1000	Yes, must provide vehicle specifications
First Hull	1200	700	300	n/a	No
First TransPennine Express	1200	700	250	1000	Yes, must provide vehicle specifications along with photo ID and users local station
First TransPennine Express, 4 wheeler scooter	1120	560	250	1000	Yes, must provide vehicle specifications along with photo ID and users local station

Gatwick Express	Dismantled Only.				
Grand Central	Dismantled Only.				
Heathrow Express	Dismantled Only.				
Island Line (operated by South West Trains), 3-wheeled	1200	700	130	n/a	Yes, permit from Assisted Travel team
Island Line (operated by South West Trains), 4-wheeled	1120	560	130	n/a	Yes, permit from Assisted Travel team
London Midland	Dismantled Only.				
London Underground	1200	700	300	n/a	No
Merseyrail	1200	700	300	n/a	No
Northern Rail	Dismantled Only.				
ScotRail	1040	560	300	990	No
South West Trains, 3-wheeled	1200	700	230-300	n/a	Yes, permit from Assisted Travel team
South West Trains, 4-wheeled	1120	560	230-300	n/a	Yes, permit from Assisted Travel team
Southeastern, Mainline trains	1200	700	300	n/a	No
Southeastern, Metro Line trains	1000	700	300	n/a	No
Southern	1200	700	300	n/a	No
Stansted Express, operated by Greater Anglia	1200	700	300	n/a	No
Virgin	1200	700	No	n/a	No

Source: <http://www.rica.org.uk/sites/default/files/documents/pdfs/mobility/mobility-scooters-and-trains.pdf>

Driver Training for all PCV drivers

The acceptance of mobility scooters on low floor buses adapted to carry wheelchairs must be included in any disability awareness training course delivered as part of Driver CPC.

Drivers should be:

- advised of the permit system and the assessment process that each mobility scooter has gone through before being issued with a permit to enable them to use the mobility scooter on low floor buses.
- advised of the technical capabilities of "Class 2" mobility scooters and which ones are acceptable for use on the vehicle.
- issued with a handy "recognition guide" showing the common types of accepted "Class 2" scooters, and the prohibited "Class 3" designs.
- reminded of the importance of parking the vehicle at bus stops parallel and close to the kerb to enable the safe use of the vehicle ramp.
- trained in a safe system of work for safely deploying and stowage of the vehicle ramp.
- advised of the emergency procedures to be adopted in the event of the customer getting into difficulties whilst trying to board or alight from the vehicle.
- reminded of the code of conduct regulations which states they should ask customers occupying the wheelchair and buggy space to move if a wheelchair user, mobility scooter or buggy user wishes to board and occupy this space.
- reminded to advise customers before they board with a mobility scooter, that they must approach the ramp head on when boarding or alighting to eliminate the risk of tipping.

Note: users of wheelchairs which conform to the standard reference size will continue to be carried on suitable low-floor vehicles subject to the designated space being available.

please use this panel to add operator details to this template

For details of services which accept mobility scooters and for bus times...

nationwide bus times
traveline
public transport info
0871 200 22 33
www.traveline.info

Calls cost 10p per minute plus network extras
Mobile and other providers' charges vary



CPT Head Office
Drury House
34-43 Russell Street
London
WC2B 5HA
www.cpt-uk.org

Tel: +44 (0) 20 7240 3131
Fax: +44 (0) 20 7240 6565
Registered in England and Wales
Company Number 1182437

CPT Code

for the use and acceptance of
Mobility Scooters
on low floor Buses



Department for
Transport



in partnership with

operator logo here

The Confederation of Passenger Transport UK (CPT) is recognised by Government as the voice of the bus, coach and light rail industries, and the focus for consultation on national and international legislation, local regulations, operational practices and engineering standards.



CPT Code for the use and acceptance of Mobility Scooters on low floor Buses adapted to carry wheelchairs:

Bus operators are committed to making scheduled bus services accessible to as many people as possible and this code is designed to assist in helping operators in developing a policy to enable mobility scooters to be used on their services. Mobility scooters are used by an increasing proportion of the population and are not built to recognised common standards.

This code has been developed jointly by CPT and the Department for Transport and is designed to be the industry standard for the carriage of mobility scooters on scheduled bus services outside London. Its aim is to reduce the scope for "on the bus" disagreement and disputes.

Operators who adhere to this code should make this publicly known, particularly to groups representing people with mobility difficulties

Requirements for Operators

There is no legal requirement to carry Mobility Scooters which are carried at each operator's individual discretion.

"Class 2" scooters with 3 or 4 wheels will be accepted provided they are no more than 600mm wide and 1000mm long, with a turning radius not exceeding 1200mm, and subject to the other criteria set out herein. For ease of recognition, drivers should be issued with a handy card "recognition guide" to identify "Class 2" and "Class 3" scooters.

The weight of the scooter plus occupant must be within the safe working limit (SWL) of the ramp fitted to the vehicle. As a general rule the ramps fitted to vehicles have a safe working limit of 300kg. The SWL is identified on the bulkhead in each vehicle or on the actual ramp itself. "Class 2" scooters generally weigh 65 kg, leaving 235kgs (approx 37 stones) allowance for the occupant. It should be for the driver's discretion to confirm that the mobility scooter and occupant are within the SWL for the ramp. If the driver considers the weight to be in excess of this, then the intending passenger should be politely refused entry onto the vehicle and offered an appropriate explanation.

"Class 3" scooters are larger and are capable of travelling at 6-8 mph. These are not designed to be carried by bus and should therefore be refused for carriage. They can easily be identified, as they must be fitted with front/rear lights, hazard warning lights, and a manual brake.

Operators must ensure that Mobility Scooter users have their scooter assessed and approved as suitable for carriage on their vehicles. This approval needs to cover both the design of the scooter and the ability of the user to control and manoeuvre it safely.

Approval should be issued in the form of a credit card sized photographic "permit for travel" which should be for a fixed duration (not more than 5 years) as users' health and abilities may alter over time. The permit will also contain the conditions of use and the user should show this permit to the driver on boarding the vehicle. This standard permit once accepted and issued by one operator should be accepted by all other operators who have signed up to the code.

Requirements for Users of Mobility Scooters

All users of mobility scooters who are prospective passengers must obtain prior approval of operators and obtain a standard "permit for travel" prior to their scooter being carried on any bus.

Mobility scooter users must be assessed and receive on-bus training from the operator before travelling on the bus for the first time.

As part of this training, users should be advised about the prevalence of low floor vehicles with ramps and advised that where such a vehicle is not available and a step entry vehicle is in service, it will not be possible for them to be transported.

The user must be trained by the operator in manoeuvring up and down the ramp, and within the vehicle. The ramp must be accessed head on when boarding and alighting the vehicle to reduce the risk of accidents. Only once the operator is satisfied that the user can perform these tasks safely and in a reasonable period of time should the "permit to travel" be issued to the user.

Once on board, users should put their mobility scooter in the designated wheelchair space, reversed up to the backrest. The scooter motor must be switched off and the scooter parked in gear to avoid movement. If the wheelchair space is already occupied by a wheelchair, it will not be possible for the scooter user to travel.

It is a requirement that the passenger remains on the mobility scooter once it is parked in the designated wheelchair space, using the handrails provided to assist with safety and stability.

The user should be advised that the scooter will only be carried provided that it does not pose a danger to other occupants of the vehicle. The user should be advised that the scooter must therefore be maintained in good working order, that no battery or electrical or mechanical equipment should be exposed or be leaking any fluid, is not modified or customised such that it represents an obstruction or other hazard to other passengers, and that the scooter should not be overloaded with any items which would make the scooter unstable (e.g. shopping bags).

Bus operators reserve the right to withdraw the permit to travel in the event of misuse of the mobility scooter, by the holder of the permit, which results in damage or injury to other passengers and/or the vehicle.



BUS FORUM
10.00 AM FRIDAY 15TH AUGUST 2014
DIAMOND JUBILEE ROOM, CITY CHAMBERS, EDINBURGH

Present:	Charles Anderson	Non Councillor Member (Chair)
	Cllr Jim Bryant	Midlothian Council
	Cllr Lesley Hinds	City of Edinburgh Council
	Cllr Russell Imrie	Midlothian Council
	Cllr Adam McVey	City of Edinburgh Council
	Cllr Derek Rosie	Midlothian Council
	Sandy Scotland	Non Councillor Member
	Barry Turner	Non Councillor Member
	Neil Renilson	Non Councillor Member
	John Martin	Non Councillor Member
	Joan Aitken	Traffic Commissioner for Scotland (until 11:50am)
	Bill Campbell	Lothian Buses
	Angela Chambers	SEStran
	Chris Cox	Falkirk Council
	Mark Craske	NHS Forth Valley (for Tom Steele)
	Ian Dalgleish	East Lothian Council
	Tom Davy	Transport Scotland
	John Dellow	Scottish Borders Council
	Ian Forbes	West Lothian Council
	Jim Grieve	SEStran
	Trond Haugen	Advisor to SEStran
	Andrew Hutt	SEStran
	Kieran Jackson	COSLA
	Andrew Jarvis	Stagecoach East Scotland
	Alex Macaulay	SEStran
	John MacDonald	Community Transport Association
	Brian Peat	First Scotland East
	Derek Parry	Stirling/Clackmannanshire Council
	Robert Samson	Passenger Focus
	Paul White	CPT
	Emily Whitters	SEStran
Apologies:	Cllr Tony Boyle	West Lothian Council
	Cllr Gordon Edgar	Scottish Borders Council
	Cllr Irene Hamilton	Clackmannanshire Council
	Cllr Alex Lunn	City of Edinburgh Council
	Cllr Michael Veitch	East Lothian Council
	David Brown	Stirling & Clackmannanshire Councils
	Allan Crawford	Transport Scotland
	John Elliot	Traveline Scotland
	Duncan Hearsum	Dial a Journey
	George Mair	CPT
	Stuart McNeill	Traveline Scotland
	Karl Vanters	Midlothian Council

Ref.		Actions
1.	Welcome and Apologies	
	Mr Anderson welcomed Joan Aitken, Traffic Commissioner for Scotland and Robert Samson of Passenger Focus to the meeting; this was followed by round table introductions.	
2.	Presentation by Joan Aitken, Traffic Commissioner for Scotland	
	<p>The Traffic Commissioner thanked Mr Anderson for inviting her to the Forum and for the opportunity to meet with the group. She began her presentation by providing a summary of the role of Traffic Commissioner as follows:</p> <ul style="list-style-type: none"> • Licensing Authority for the bus and coach industries • Monitoring of compliance with regulations • Reviewing licence holders • Application of regulatory tools • Local bus services devolved matter • Improving safety standards <p>Current issues:</p> <ul style="list-style-type: none"> • Large volume of applications for restricted public service vehicle licenses to process • Providing a “gatekeeper” role • Punctuality and reliability issues have improved due to constant vigilance • Collaboration with drivers eliminating early running • Monitoring of drivers professional conduct • Increased standards • Suggested local authorities build in the impact to public transport, as well as, equalities issues when planning road maintenance etc • Unpopular decisions taken in public interest <p>Mr Anderson commented that, in his opinion, local authorities still do not possess joined up thinking in respect of dialogue between the roads and public transport sections. He then invited comments from the Forum.</p> <p>Cllr Imrie stated that changes were evident, much due to the Traffic Commissioners diligence, and asked Ms Aitken what she saw as the challenges for the next 11 years.</p> <p>Ms Aitken replied that continuing to maintain high standards of health & safety and regulation was a key factor and also to convey the message that compliance is good for business. She added that there is an issue with punctuality in the region and Cllr Hinds commented that the volume of visitors to the Edinburgh festivals during August is a major cause within the city during that period.</p>	
3.	Minutes and Matters Arising	
	Approved as a correct record.	

4.	Presentation by Passenger Focus on Lothian Bus Survey	
	<p>Mr Samson provided a short PowerPoint presentation on the Lothian Bus Passenger Survey, providing a snapshot of public perception. Key points are summarised as follows:</p> <ul style="list-style-type: none"> • Over 2000 responded and survey was carried out Autumn 2013 • Overall satisfaction figures at 96% <p>Cllr Hinds noted that CEC are in the process of procuring bus shelter facilities and will feed survey results into the new contract.</p> <p>Mr White commented that the First Glasgow survey also did very well in comparison to other areas.</p> <p>Mr Martin asked if surveys would be continued in future years and if any trends had been identified from other areas. Mr Samson confirmed that the survey will continue, with trends analysed.</p>	
5.	Bus Regulation (Scotland) Bill; update	
	<p>Mr Haugen advised the Forum that he had not received any further response from Iain Gray MSP. Mr White noted that the consultation period has now ended and the report does not need to be published until 6 months before the next election.</p>	
6.	Transport Scotland: Consultation on Bus Service Registration in Scotland	
	<p>Mr Haugen introduced the item and noted that the Forum have already considered a pre-consultation at a previous meeting. He highlighted the new questions that had been added to the consultation since then and outlined the response to those. He expressed his disappointment that the issue of a question about the use of service numbers was not taken on board.</p> <p>The group discussed duplication of bus service numbers, which was also discussed in detail at the last Bus Forum, and the general consensus was the issue was not as problematic as initially thought. It was suggested that with regard to new registrations, the use of duplicate numbers should be avoided.</p> <p>Mr Macaulay noted that service number duplication had caused technical problems during the roll out of the RTPI system, although these have now been resolved. He reiterated his support of the view taken at the last Forum that the Traffic Commissioner should be given the powers to avoid duplication of service numbers in the same corridors.</p> <p>An additional consultation question about frequency times was considered and there were no issues raised.</p> <p>A discussion on registration timescales followed and the general view was that 70 days was correct.</p>	

6.	Transport Scotland: Consultation on Bus Service Registration in Scotland	
	Mr Haugen will prepare a draft response and circulate to relevant members of the group for comment.	
7.	Supported Public Transport: Intelligent Tendering	
	<p>Mr Turner introduced the item and provided some context: The DfT guidelines on tendering, which will apply in Scotland, were on the agenda at the last Forum but were noted without discussion.</p> <p>The paper was considered and Mr Macaulay provided additional background information. He stated that SEStran are supportive of the objectives in the paper, although with limited functionality, it is not a straight forward exercise to progress, however, they are working with various sectors to try and move forward. He noted that he would be happy to take the item back to the Board.</p> <p>Cllr Hinds commented on the extremely complex issues within community transport and the challenges currently being faced by CEC whilst undergoing a transport review. Cllr Imrie added that the issues were being discussed by various groups and forums and the challenges were country wide.</p> <p>Procurement/EU legislation issues were also discussed. Mr Campbell commented that the issues could have serious consequences for passengers and if anything can be done, collectively or individually, it should be.</p> <p>Mr Anderson noted that the Forum should:</p> <ol style="list-style-type: none"> 1. Commend the report to local authorities and other relevant bodies, to look at and consider as part of future tendering processes; 2. Report to a future Partnership Board, including concerns over the inconsistent approach. 	TH
8.	Update on Projects	
8.1	<p><u>Ferrytoll P+R</u></p> <p>No Fife representative present, however, Mr Haugen provided an update on Halbeath P+R:</p> <ul style="list-style-type: none"> • Opened Dec 2013 • 300 users, which is ahead of usage figures for Ferrytoll at same period. 	
8.2	<p><u>South Tay P+R; update</u></p> <p>Project is progressing with a planning application due to be made to Fife Council. An offer has also been made to SEStran to procure the site and a report will be presented to the Board.</p>	
8.3	<p><u>Real Time Bus Passenger Information; update by Mr Grieve</u></p> <ul style="list-style-type: none"> • Launch 29 April 2014 • ERDF (40%) element complete • £1m BIF success last year • 101 additional buses • Promotion strategy underway • Total fund £4.257m • 361 buses fitted • £650k of BIF spent last year • Small operators collaboration – subject to consultants report 	

9.	Scottish Government Bus Investment Fund	
	Mr Grieve informed the group that SEStran are preparing another BIF fund bid for £0.5m. If successful, funds will possibly be used to focus on smaller bus operators.	
10.	Current Issues (as relevant)	
10.1	<u>Transport Scotland</u> Mr Davy advised that the results of research into concession card users are due to be published today. Disability awareness issues were noted. A survey is being conducted by TS on local authority and health board transport fleets and will report back to a future meeting.	TD
10.2	<u>Local Authorities</u> Cllr Hinds provided an update on Transport Edinburgh and advised that the TE Board were very pleased with tram passenger numbers, Lothian buses passenger numbers and the integration within the city, although a settling in period would be required. Partnership working between Lothian Buses, Tram and CEC was addressing any issues with traffic management in the city centre.	
10.3	<u>Operators/CPT</u> Mr White commented on the concessionary card research results and that the Thistle Card was a useful tool in addressing issues. He suggested that TS could look at funding the scheme again. CPT Conference will take place on the 6-7 th Oct at Cameron House Hotel.	
10.4	<u>Traveline Issues</u> No representative present.	
10.5	<u>Bus Users Scotland</u> No representative present.	
10.6	<u>CTA</u> Mr MacDonald highlighted two pieces of work that are being undertaken in partnership with Scottish Government in Community Transport: <ul style="list-style-type: none"> • Survey of integrated transport • In depth scrutiny of social and economic benefits of community transport 	
11.	AOCB	
	Mr Macaulay provided feedback from the other RTP's about the SEStran Thistle Card. Following a positive response from users, disability forums etc, SEStran have collaborated with the RTP's and Tactran have just launched a card in their region and further RTP's are following suit. He added there will also be a joint RTP Chairs response to the TS consultation on bus registration.	

11.	AOCB	
	Mr Turner highlighted an article published in Buses magazine wrongly purporting that a “congestion charge” is being added to fares on certain bus services. The group discussed peak/off-peak fares and noted the article.	
12.	Future Dates	
	Dates will be advised in December, following notification of Cosla and FETA calendar of meetings.	