



Portsmouth

CITY COUNCIL

TRAFFIC, ENVIRONMENT & COMMUNITY SAFETY
SCRUTINY PANEL

A REVIEW INTO THE ACCESSIBILITY OF THE TRANSPORT NETWORK

Date published: 22 March 2022

Under the terms of the Council's Constitution, reports prepared by a Scrutiny Panel should be considered formally by the Cabinet or the relevant Cabinet Member within a period of eight weeks, as required by Rule 11(a) of the Policy & Review Procedure Rules.

PREFACE

This review has been long in the production and has been overseen by many councillors having originally started in 2019. Whilst the world in which we live in has changed substantially, the importance of accessibility of transport remains strong. It effects the ability to travel to work, access to medical appointments, shopping for essentials and is very important for mental wellbeing to socialise and enjoy leisure provision across the city.

During this review, I have tried to do my own research having made use of buses across the city and not least to access hospital and remote areas, to use the various ticket types, singles, returns, day and night riders and have tried the different bus companies' apps with various degrees of success. I have spent time at stops witnessing the process and equipment for wheelchair and pram access onto services.

I am very grateful to my committee for being willing to come back to meetings in person to get through the workload that has built up and especially to Jane Di Dino our democracy support officer who has joined with us and worked remarkable hard to keep to our hectic schedule and has really gone above and beyond to ensure this review was completed prior to Purdah. There have been many officers who have worked hard to support us, but I'd like to particularly thank Felicity Tidbury, Transport Manager who has supported this review from the very start and also Pam Turton, Assistant Director for Regeneration who has backed us and helped ensure the review progressed.

I'm delighted to recommend this report to Cabinet.

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Councillor Lee Mason
Chair, Traffic, Environment & Community Safety Scrutiny Panel.

Date: 22 March 2022

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1. Purpose.

The purpose of this report is to present the Cabinet with the recommendations of the Traffic, Environment & Community Safety Scrutiny Panel following its review into the accessibility of the transport network.

2. Background.

2.1 This review was undertaken by the Traffic, Environment & Community Safety Scrutiny Panel, which comprised:

The panel was active between October 2019 and February 2020 and from November 2021 and comprised:

October 2019

Councillor Simon Boshier (Chair)
Councillor Judith Smyth (Vice-Chair)
Councillor Chris Attwell
Councillor Jo Hooper
Councillor Hugh Mason
Councillor Robert New

Standing Deputies

Councillor Matthew Atkins
Councillor Benedict Swann
Councillor Steve Wemyss

February 2020

Councillor Simon Boshier (Chair)
Councillor Judith Smyth (Vice-Chair)
Councillor Chris Attwell
Councillor Jo Hooper
Councillor Hugh Mason
Councillor Robert New

Standing Deputies

Councillor Matthew Atkins
Councillor Graham Heaney
Councillor Leo Madden
Councillor Benedict Swann
Councillor Steve Wemyss

November 2021

Councillor Lee Mason (Chair)
Councillor Matthew Atkins
Councillor Stuart Brown
Councillor Charlotte Gerada
Councillor Jo Hooper
Councillor Leo Madden

Standing Deputies

Councillor Simon Boshier
Councillor Ryan Brent
Councillor Graham Heaney

Councillor Ian Holder
Councillor Lee Hunt
Councillor Benedict Swann
Councillor Rob Wood

Councillor Hannah Brent replaced Councillor Jo Hooper on 30 November 2021.

- 2.2 At its meeting on 4 October 2019, the Traffic, Environment & Community Safety Scrutiny Panel (henceforth referred to in this report as the panel) agreed the terms of reference for the review:

The objectives of the inquiry.

The ease with which individuals can 'get around' has a significant impact on their life chances, health and wellbeing. At an economic level, it is essential to productivity and sustainable growth.

This study will investigate the overall physical accessibility of the transport network in Portsmouth for users of reduced mobility, covering the following elements:

Public Transport

- Bus Service
- Rail Network Private Hire Vehicles and Hackney Carriages

Highway Network

- Walking Networks
- Cycling Networks

Road works

Outcomes

The review will:

- Provide an assessment of the current level of accessibility.
- Indicate areas where improvements are required.
- Make recommendations on future focus.

- 2.3 The panel met on 4 October 2019 and 12 February 2020 to take evidence and commissioned a programme of research, a survey was developed and approved, along with a series of in-depth interviews, engagement events and workshops with key stakeholders and representatives from organisations and charities in the city.
- 2.4 The first phase of the research programme, the quantitative survey was due to launch in March 2020. As a result of the Coronavirus pandemic and due to government guidance to restrict travelling and avoid using public transport where possible, it was agreed with the Chair to postpone this work. The panel did not meet between February 2020 and November 2021.
- 2.5 At a meeting on 16 November 2021, the panel considered a report by the Assistant Director, Corporate Services regarding the next steps of this review.

The committee noted its preference for the research to resume in November 2021, with a survey running for six weeks and qualitative research elements running concurrently, and analysis to be incorporated into a scrutiny panel report before the start of purdah in March 2022. The qualitative elements of the research will be postponed until the next municipal year.

- 2.6 The survey was launched on 1 November 2021 and closed on 3 January 2022. The results can be viewed here [Accessibility of the Transport Network consultation - Your City, Your Say survey research \(portsmouth.gov.uk\)](https://www.portsmouth.gov.uk/your-city-your-say)
- 2.7 A list of meetings held by the panel and details of the written evidence received can be found in *appendix one*. A glossary of terms used in this report can be found in *appendix two*. The minutes of the panel's meetings and the documentation reviewed by the panel are published on the council's website [Traffic, Environment & Community Safety Scrutiny Panel meetings](https://www.portsmouth.gov.uk/traffic-environment-community-safety-scrutiny-panel-meetings) and paper copies are available from Democratic Services upon request to democratic@portsmouthcc.gov.uk.

Evidence Received.

- 2.8 The evidence received at the meetings held on 4 October 2019 and 12 February 2020 is below:

The Importance of Transport

- 2.9 The Acting Director of Transport explained that transport is an enabler of growth and activity, and is key to building the economy, providing access to employment sites, as well as providing a network for outputs from businesses to be transported to their destinations.
- 2.10 Ensuring that the road links in/out of Portsmouth are well connected and maintained is key to the flow of goods and services in the city. Due to the waterside nature of Portsmouth and its access to the Isle of Wight, having road links that allow for goods and services to flow through its ports is essential to capitalising on Portsmouth's unique attributes and economic drivers.
- 2.11 Tourism is a huge factor in Portsmouth's economy, ensuring that tourists are able to enter and exit the city through multiple transport modes is key to maximising the economic benefits of tourism in the city.
- 2.12 Transport is not only important in connecting people to key services such as health, education and employment; but it also provides a social lifeline.

Barriers for People with Disabilities

- 2.13 In Portsmouth 16% of the population have a form of disability or long-term health condition, which limits their day-to-day activities. 50% of those people are in paid employment.
- 2.14 The social model of disability is a way of viewing the world, developed by disabled people. The model says that people are disabled by barriers in society, not by their impairment or difference. Barriers can be physical, like buildings not having accessible toilets. Or they can be caused by people's attitudes to difference, like assuming disabled people cannot do certain things.

- 2.15 The social model helps us recognise barriers that make life harder for disabled people. Removing these barriers creates equality and offers disabled people more independence, choice and control. Transport has a key role to play in this.
- 2.16 Portsmouth City Council has an adopted Equality and Diversity Strategy 2019 -2022, places accessibility as one of the key priorities. It highlights that all of Portsmouth's residents have the right to expect to be able to easily access services, advice, and information provided or funded by the council. The strategy sets out 5 key priorities: - Promoting fairness and diversity by tackling inequalities, disadvantage and discrimination - Leadership and partnerships - Employment and training - Service delivery and access - Promoting community and the voluntary sector.
- 2.17 The Department for Transport (DfT) announced in July 2019, that they are committing to an Inclusive Transport Leaders' scheme that will incorporate a disability awareness training package that sets out how transport operators can provide effective customer service and improve their services for disabled people.
- 2.18 The DfT will also develop and launch an Inclusive Transport Accreditation Scheme, to allow for the best transport operators to receive formal recognition for the positive actions they are taking to improve disabled passengers' experiences.

Buses.

- 2.19 All buses are low floor in Portsmouth and allow full access to people in wheelchairs. Any new bus must now be fully accessible.
- 2.20 The council completed a programme of raised access kerbs at bus stops with clearways at bus stops. Portsmouth City Council was one of the first authorities to complete this programme in UK.
- 2.21 Part of the Local Transport Plan implementation programme, is to provide access for people with disabilities to bus stops. This includes a review of drop kerbs, desire lines and waiting facilities.
- 2.22 Next bus announcements and free Wi-Fi is available on all Portsmouth bus fleet.
- 2.23 The council has refreshed all the real time units in Portsmouth in 2016. The council was awarded external DfT funding to implement a further 120 units across the city, which are being implemented this financial year 2018/19.
- 2.24 The Companion Pass is a discretionary enhancement to the English National Travel Concessions Scheme. Qualifying residents are entitled to a Companion Pass, which entitles the holder to have a companion travel with them free of charge when boarding the bus in Portsmouth. A trial was being undertaken following the revision of the Companion Pass entitlement.

- 2.25 The council issues concessionary fare bus passes to those residents qualifying for a bus pass allowing free travel from 9:30am. From 29 April 2019 the council has been trialling disabled people to travel free at any time.
- 2.26 The Access & Equality Advisor reported that disabled people have reported that there have been incidents reported where drivers have:
- Not stopped at the bus stop where they had been waiting.
 - Refused to put the ramp down.
 - Not been polite.
 - Not told blind people when the bus is approaching their stop.
 - Refused to allow wheelchair users on to the bus even when there are no other wheelchair users or people with buggies on the bus.
 - Put the ramp down very noisily on purpose and scared a guide dog.
- 2.27 There are more complaints about First Bus drivers than Stagecoach.
- 2.28 Drivers tell parents with buggies and pushchairs to fold them up when a wheelchair user gets on the bus.
- 2.29 The Acting Assistant Director informed the panel that she regularly meets the Managing Director of First Bus and finds the company very proactive.
- 2.30 The bus operators report all delays to the Traffic Commissioner. The buses are not allowed to leave a stop early or be 10 minutes late. For every minute after 10 minutes, they are fined.
- 2.31 The real time information on the display at stops comes from the ticket machines. Visually impaired people can use key fobs to access the audio arrivals information.

Railway Stations.

- 2.32 Portsmouth has five railway stations across the city: Cosham, Hilsea, Fratton, Portsmouth and Southsea and Portsmouth Harbour. All railway stations in Portsmouth are accessible, with the exception of Hilsea station.
- 2.33 Four years ago, Fratton station received Access for All funding to provide a footbridge with lifts to make the station fully accessible.
- 2.34 As part of the new Southwestern Railways rail franchise improvements are being made to stations in Portsmouth. This has included improved platform destinations displays which are brighter to see and give calling point journey times, new lighting column lanterns which are LED so offer a brighter safer feel to stations. Additional displays showing ferry departures have been provided at Portsmouth Harbour station.
- 2.35 Further to this, it is outlined in the rail vehicle accessibility legislation, that all rail rolling stock has to provide a number of features that make it easier to use such as handholds, passenger information displays, priority seats and provision for wheelchairs. This is to be delivered by 31st December 2019

2.36 The Access & Equality Advisor explained that wheelchair users must book journeys 24 hours in advance if they will require assistance. If their train does not have a guard and there is no staff at the destination station, they are obliged to get off at the next manned station. The train company will pay for them to take a taxi back to the station where they wanted to alight.

Cycling.

2.37 The Acting Director of Transport reported that the majority of cycle infrastructure in Portsmouth consists of advisory cycle lanes (over 16km) and shared used paths (5km). High quality infrastructure is needed to improve safety for those choosing to cycle. We are currently undertaking a review and audit of the cycle network.

2.38 Resources such as our Active Travel and Quieter Routes maps help people choose routes to cycle in the city. Bikeability training is delivered in years 5 4 and 6 in schools, and families in the city have recently received bespoke cycle training.

2.39 Cycling events in Portsmouth include our Pedal Portsmouth Glow Ride, which attracts over 1000 people a year for a night-time ride along the seafront. The council also runs joint engagements with Hampshire Constabulary to promote road safety messaging on high casualty routes.

2.40 Cycle theft remains a key barrier to cycling in Portsmouth, with British Transport Police figures showing the city's stations to be particularly high risk.

Walking

2.41 There are 8km of public rights of way routes across the city. There are 103 recorded routes, all of which are public footways and are maintained under the PFI ¹contract.

2.42 Portsmouth is part of the English Coastal Path – this is part of the Marine and Coastal Access Act 2009, this looks to formalise coastal walking routes around England. Portsmouth has two stretches: - Gosport to Portsmouth - Portsmouth to South Hayling

2.43 Both routes are currently with the Planning Inspectorate for approval, and once these have been approved they will be audited to understand what improvements are required to make them accessible. This could include wayfinding, resurfacing, widening or new paths.

Pavements.

2.44 The ambiguity works well as a traffic calming measure; drivers slow down as they are unsure of what they will encounter after the bend in the road.

2.45 The Access & Equality Advisor explained that amenities on pavements can be a hazard to people with reduced mobility and or vision as they are unsure of what they will encounter after the bend in the road.

¹ Private Finance Initiative.

Pedestrian Crossings.

- 2.46 The Acting Director of Transport reported that at pedestrian crossing, in the past the 'green men' have been installed on far sided indicators, however the DfT have now recommended that the standard is near side indicators. This is so pedestrians are looking at approaching traffic and can see when traffic has stopped, and therefore safe to cross. We are gradually upgrading infrastructure across the city.
- 2.47 There are quite a few Audible Signals Crossings (beeping) across the city where a junction is not too close to another crossing, or there is a signal pedestrian phase. This is to ensure that there is not a conflicting phase from another signal which people might hear and think it is safe to cross.
- 2.48 Crossings with tactile cones are used instead or in addition to the above. This is where a person can place their hand underneath the push button and the cone rotates when the green man shows, indicating it is safe to cross.
- 2.49 The buttons at crossing are positioned on one side to encourage people to look at oncoming traffic and see when it stops.
- 2.50 The Access & Equality Advisor reported that explained that people who have a weak side sometimes have to turn completely around in order to press the buttons at crossings because these are only located on one side. When the crossings are staggered, often the button is on a plinth and therefore out of reach for wheelchair users who have to wait for someone to arrive to press it for them. Visually impaired people use the cones under the buttons to identify when the lights change; sometimes these do not work.
- 2.51 Wheelchair users find it difficult to cross tactile paving as it is uncomfortable to cross but they recognise that this does potentially save the lives of visually impaired people. Removing kerbs can cause difficulties for people who use sticks to identify kerbs and for blind people as guide dogs are trained to stop at vertical edges.
- 2.52 The Highways PFI Commercial Manager explained that the raised bumps line up to give visually impaired people a sense of direction. Upstanding on kerbs is required to keep pooling rainwater off the pavement.
- 2.53 The Assistant Director explained that the buttons at crossing are positioned on one side to encourage people to look at oncoming traffic and see when it stops.

Private Hire Vehicles and Hackney Carriages

- 2.54 There are 234 hackney carriage vehicle licences and 962 Private Hire Vehicle (PHV) licences within Portsmouth City boundary (total of 1,196). 118 (9.9%) of this fleet consists of wheelchair accessible vehicles including:
- 86 (7.2%) Hackney Carriages
 - 32 (2.7%) Private Hire vehicles
- 2.55 As set out in the Equality & Diversity strategy the council is continuing to work with registered taxis and PHVs to:

- Run awareness campaigns regarding the unlawful act of refusing guide and assistant dogs in taxis
- Review and commission disability awareness training for taxis drivers

2.56 The Access & Equality Advisor gave an overview of the feedback she had received from disabled people with regard to taxis:

- It is very difficult for wheelchair users to get a taxi during the school run times because they are all used for the Home to School Transport Service.
- Uber does not have any wheelchair accessible taxis.
- Some seven-seater taxi drivers refuse to take wheelchair users in the evening because they would possibly miss out on fares with multiple drop offs.
- The taxi rank in Gunwharf is not accessible.

2.57 The Assistant Director explained that 86 of the 234 licensed hackney carriages are wheelchair accessible and 32 of the 962 of the licensed public hire vehicles i.e. 118 out of 1,196 vehicles.

2.58 Taxis cannot always park next to a dropped kerb that would make it easier for a disabled person to get out.

Route 4U

2.59 Portsmouth is the first city in the UK to introduce the free Route4U app. It provides route planning and turn-by-turn navigation for walkers and wheelchair users that can be customised to each person's own abilities.

2.60 The app indicates: Pavement obstacles, surface quality, kerb heights, widths, inclines and travel distances. It updates the information in 'real time', so any road works on the highway can be added and therefore the routes will be adapted accordingly for the user.

2.61 The Safer Travel Manager gave an overview of the Routes4U app that was launched in April 2019:

2.62 Users enter their starting point and destination to see the most accessible route. They can report any obstacles they encounter on the route so the council will investigate.

2.63 One option for the future to reduce the amount of traffic in the city would be to set up a freight hub outside the city and have eco bikes transports around.

2.64 Near miss reporting app for pedestrians similar to the cycling one would be developed shortly.

2.65 The Routes4U app would probably need a further publicity push. Members suggested that an advert could be displayed on the information boards at the Hard Interchange.

Highway accessibility and road works

2.66 This is the responsibility of Colas and the PFI team. Schedule 19 of the Highways Maintenance contract gives Ensign/ Colas the authority to act as

the Highway and Traffic Authority in relation to all roadworks and their Network Management team will monitor accessibility at all roadworks sites and give instruction/ issue PCNs if accessibility is not compliant with legislation.

When it is necessary to close or narrow a road temporarily for the purpose of planned or emergency works the accessibility for pedestrians and cyclists is governed by legislation – New Roads and Streetworks Act 1991 and Traffic Signs Regulations and General Directions 2016 – Chapter 8.

2.67 This legislation states that pedestrians or cyclists can be diverted during works:

- Onto an equal or better routes
- The diversion must include safe accessible crossing points suitable for all users and can use existing pedestrian and zebra crossings or use temporary ramps and barriers to construct a pedestrian route in the carriageway if there are no engineered crossing points available

The Home to School Transport

2.68 The Safer Travel Manager explained that this budget is held by the Education department which is also responsible for determining who is eligible. £1.9m is allocated but it often overspends. It is currently overspent. The Education Act 1980 requires that a degree of separation between this department and the service provider.

2.69 Approximately 654 children have a statutory entitlement to this service because of physical, emotional or mental health needs which prevent them from travelling to school without assistance. The pupils travel primarily by taxi and some by minibus.

Independent Travel

2.70 The Acting Director of Transport reported that a survey of disabled young service users indicated that most would like to be able to travel independently. The Independent Travel Training aims to give them their independence and to streamline the budget.

2.71 The Road Safety team monitors casualty rates and tries to keep them as low as possible.

2.72 The aim is to also offer this training to pupils who attend mainstream schools.

2.73 The team was talking with the Harbour School which is just outside of the island about the possibility of providing pupils from the city with Park & 2 Ride bus passes.

2.74 The bus companies provide training at schools on how to buy tickets, read a timetable etc.

2.75 It is important to involve the pupils' parents so that they can be confident their children are ready to travel independently.

- 2.76 If children are having a bad day there can be violent incidents between pupils, directed against their travelling companion or staff. There are approximately 86 individual taxi journeys a week and on average 3 violent incidents are reported.
- 2.77 Providing more taxi journeys is not compatible with the council's other agendas for example, the climate emergency and improving air quality.
- 2.78 10-15% of the 654 children who use the home to school transport scheme travel do not travel with other pupils. The children have increasingly complex needs. Many are ill-equipped to sit on a minibus with other pupils.
- 2.79 Road safety education has always been provided to primary mainstream pupils. The education provided to special school pupils is 1:1 and more intensive.
- 2.80 Passenger assistants are employed by the council to accompany pupils to and from school.
- 2.81 The Independent Travel Training was set up six months ago so post training evaluation is not yet available. Success is measured mostly anecdotally.
- 2.82 Cliffdale School takes pupils until the age of 11, Redwood School from 11 and the Mary Rose School from 5 to 19.

Trees

- 2.83 The Highways PFI Manager explained that the council has pledged to plant 80,000 trees; 50,000 of these will probably be in the new Country Park. It is important to consider the following issues before new trees are planted:
- The species in terms of bark width, the height, whether it is fruiting.
 - The right location - proximity to houses, pavement width.
 - The soil characteristics.
- 2.84 Some people requested that trees be removed simply because they wanted to install a dropped kerb.
- 2.85 Sometimes tree roots can lift the pavement. Root containment systems can be used to direct the roots downwards as roots underneath and along can cause problems.

Roadworks

- 2.86 Later this year the council will become a permit authority rather than a licensing authority following an instruction by the Secretary of State. This is a mechanism to coordinate and monitor roadworks activities on the public highway in order to minimise their impact on highway users.
- 2.87 Utility companies have the right of access to maintain their assets.
- 2.88 The council receives 3,416 applications for roadworks per year for 12,434 working days under section 65 Code of Practice guide in the new Roads and Streets Act. The code stipulates that there must be a degree of separation

between the works, traffic and pedestrians. The emphasis is on the safety of pedestrians with an alternative route with a minimum of 1m width of footway.

2.89 Colas has delegated enforcement powers and inspects 10% of each category of works (A, B & C). The number inspected is probably not adequate. Colas can issue fines for noncompliance. The fining system is a not for profit.

Colas: works with Hampshire County Council and Southampton City Council to compare inspection results, identify trends and also to carry out inspections for each other.

2.90 There are 12 statutory utility companies active in the city plus sub-contractors and sometimes their sub-contractors. They have the right of access to maintain their assets.

2.91 The council is usually given two weeks' notice for works unless it's an emergency.

2.92 The transport service informs the audio newsletter producer of any road/traffic works that are coming up.

3. Recommendations based on the survey findings.

Buses

Survey key findings

Buses are a frequently used mode of transport, regularly used by many of those who took part in the survey (with over a quarter using them at least weekly). While many aspects of buses were rated positively, respondents highlighted a number of challenges that they had encountered with bus travel. The most significant issues raised were about affordability, routes and locations of the stops, and issues with finding a suitable space on the bus. Timings were also an issue, with concerns over frequency and reliability being mentioned.

Possible solutions to support improvements to bus affordability

Explore and investigate opportunities to:

1. Expand the Solent Go platform so that it is simpler to board services across multiple operators and modes, in time including rail.
2. Investigate opportunities for the Mobility as a Service (MaaS) digital platform, being developed by Solent Transport, of which Portsmouth City Council is a member, with integration across modes that caps fares for daily and weekly journeys, as is seen in London and elsewhere.
3. Develop an integrated ticketing platform to offer mobility credits to those not using their cars as an incentive to try alternative modes.
4. Work with commercial bus operators through our forthcoming Enhanced Partnership to develop a simplified fare structure with operators, to make short trips across the city cheaper by public transport, as well as focusing on affordability for younger people and families and appropriate concessionary pass provision.
5. Consider the provision of further lighting, Real Time Information, timetabling and wayfinding information at bus stops, where required. The

new Bus Service Improvement Plan could provide a mechanism to deliver such improvements.

6. Ensure non-digital versions of all tickets are available to ensure all residents can access best value tickets regardless of their level of digital literacy.

Possible solutions to support improvements to routes, timings and location of bus stops.

Explore and investigate opportunities to:

1. Work closer with the planning department to obtain contributions from developers towards transport infrastructure in new developments.
2. Conduct an audit of bus stop routes, combined with a consultation survey, to review the bus route provision and demand. This could be used to inform forward planning of bus routes, recognising that most routes are provided commercially.
3. The locations of bus stops can be reviewed where concerns have been raised over their location.
4. Work with operators to also look to improve services and infrastructure where possible, with a particular focus on improving journey time, frequency and capacity to ensure public transport is a viable and attractive option. The new Bus Service Improvement Plan could provide a mechanism to deliver such improvements.
5. Work with bus operators to ensure that drivers are aware of the importance of stopping at the raised access kerbs.
6. The council uses its influence to encourage and robustly support the local bus companies in their switch to modern payment methods that provide the lowest fare is automatically available when passengers use the smart payment system.
7. The planning department investigates where policy can be used to require large scale developers to consider adapting road scheme low bus route with travel through their developments.

Trains

Survey key findings

15% of our sample travel by train at least monthly. A number of aspects of trains and stations were rated positively, however some expressed difficulties with train travel in Portsmouth. The most dominant issues were around accessibility/ease of movement, suitability of seats and reliability. Overall, there were mixed views about the overall accessibility of train stations in Portsmouth with over half of those who felt Portsmouth stations were inaccessible, with Hilsea being seen as the most inaccessible station, closely followed by Fratton.

Possible solutions to getting around the station and accessibility of trains

Explore and investigate opportunities for:

1. Hilsea and Fratton train stations to be more accessible.
2. Further work with train companies to identify accessibility improvements for passengers at stations, including for passengers with particular needs.
3. Inform Network Rail and South West Trains of the results of this survey and the accessibility problems experiences at these stations and urge them to take urgent action to address these issues.

Possible solutions to improve the reliability of train timings

Explore and investigate opportunities for:

1. Further development of the Continuous Modular Strategic Plans (CMSP) that has been developed for the Solent and West Coastway rail routes. These studies by Solent Transport and Network Rail include proposals for infrastructure and service improvements that are supported by the council.
2. The emerging Public Transport Strategy will also inform this work which will look to improve journey time and frequency to key destinations.

Taxis

Survey key findings

Taxi use among our sample is frequent, with 1 in 3 using a non-wheelchair accessible taxi on a monthly basis. While aspects of non-wheelchair accessible taxis were well rated by respondents, some voiced areas for development, particularly in relation to availability when needed, accessibility and ease of ordering. Taxis are, however, seen to perform particularly well on updates around the arrival of the taxi once ordered.

Wheelchair accessible taxi (WAT) usage is similar to non-wheelchair accessible taxis, with 2 in 5 of those who have ever used a WAT travelling in this way at least once a month. Frustrations and areas for attention were much more prominent for WAT users, but the issues raised were similar, around availability and accessibility. WAT's also performed particularly poorly on their overall rating.

Experiences when travelling in a WAT were mixed, with almost 3 in 5 having had a bad experience, and just over 2 in 5 having had a positive experience. Negative experiences are influenced by poor interactions with drivers, lack of proper securing of wheelchairs, and frustrating booking experiences. Barriers to WAT usage also exist, with only half of those who require a WAT having ever used one before. 1 in 3 do not use them due to cost, and 1 in 4 have tried to use one before, but not found one available.

Possible solutions to ordering and booking taxis

Explore and investigate opportunities to:

1. Work processes to be examined closely to see how this could potentially be improved in both the medium and long term.
2. Improve accessibility to taxi ranks, with consideration for features such as seating and shelter/lighting and information boards, as well as ensuring wide footways to allow vehicle ramps and wheelchair turning circles.
3. Contact the main app-based taxi companies to encourage them to make it easier for WAT bookings.
4. Numbers of WATs to be maintained throughout the lifetime of the vehicles. WATs cannot be replaced by standard vehicles.

Pavements and Roads

Survey key findings

In general, pavements and roads were rated poorly by respondents, with an average of 44% rating aspects as poor or very poor (across aspects). Pavement surfaces and being able to travel along the pavement with ease

were the two areas causing most concern for respondents. The issues with roads and pavements were felt to be quite widespread, with a variety of roads and areas mentioned as being in need of improvement around Portsmouth.

Possible solutions to the condition of pavement surfaces

Explore and investigate opportunities:

1. Any new proposed improvements for walking and cycling will look to address defects that may be present. Where LTP schemes have been identified, opportunities to integrate improvements to the surrounding infrastructure will be addressed e.g., East-West corridor.
2. Some specific roads were mentioned in the survey as requiring attention. It is recommended that these are forwarded to Colas, to undertake a further assessment.

Possible solutions to being able to travel along the pavement with ease

Explore and investigate opportunities to:

1. Further consideration could be given to ways to deter pavement and cycle lane parking and other behaviours that would cause an obstruction for all those using the active travel routes.
2. Complaints from residents to be taken more seriously with a clear timetable for resolution.

Possible solutions to being able to cross roads and have clear lines of sight

Explore and investigate opportunities to:

1. Explore the provision of maps to support walking and cycling
2. Further promotion required for Route4U, to encourage greater utilisation.
3. Expand the 'Access for People with Disabilities' funding, to allow a greater number of measures to be introduced.
4. Work with the University of Portsmouth to provide information about public transport infrastructure around the city to students especially those looking for accommodation.

Cycling

Key survey findings

Just over 1 in 10 of survey participants cycle monthly in Portsmouth. Generally, aspects around cycling in Portsmouth were seen to be fair, however both the safety of cycle paths and the suitability of diversions when roadworks are taking place were seen as areas for much improvement. Among those who have lapsed from cycling, the main reason for this is due to their own physical health, however improvement in the safety of cycling in Portsmouth and extension of the current cycle path system were identified as ways to get people to re-engage with cycling in Portsmouth.

Possible solutions to cycle lane safety

Explore and investigate opportunities to:

1. A Near-Miss reporting feature is to be developed for pedestrians, similar to the one available for cycling.
2. Ensure that cycle parking facilities take disabled users into account, with consideration on such issues as wider spacing, disabled access to and from cycle parking

3. Note that all cycling and walking routes must be designed to standard, as indicated by LTN 1/20. This includes provision for wider cycle lanes, but also crossing points and a wide range of other elements.
4. At the planning stage, cycle routes be included in new developments both residential and non-residential.

Possible solutions to cycle diversions when roadworks taking place

Explore and investigate opportunities to:

1. When Colas consider a suitable diversion for cyclists when roadworks are taking place, ensure a co-ordinated approach and discuss with key stakeholders in order to provide advice and suggestions on the most suitable routes.

Further considerations to support improvements to accessibility of transport

1. Greater level of engagement before, during and after the development of schemes and projects, to include specific engagement with disability groups.
2. Further provision of audio and touchscreen information should be considered at interchanges such as the Hard and future transport hubs.
3. Consideration of a scheme to improve wayfinding, not only on-street, but also on the council's website, making access to information easier, i.e., walking and cycling routes.
4. Consideration should be given to encourage multi-modal travel, looking at how buses and trains can further integrate active travel mobility hubs and cycle parking etc.
5. Work with the police to proactively engage with cyclists regarding the use of cycle lanes and not pavements.

4 BUDGETARY AND POLICY IMPLICATIONS.

The following table highlights the budgetary and policy implications of the recommendations being presented by the panel:

	Recommendation	Action by	Policy Framework	Resource Implications
	<i>Possible solutions to support improvements to bus affordability.</i> Explore and investigate opportunities to:			
1.	Expand the Solent Go platform so that it is simpler to board services across multiple operators and modes, in time including rail.	Transport Planning Manager	Within the existing policy framework through the Portsmouth Transport Strategy (LTP4) and Solent Future Transport Zone award.	None
2.	Investigate opportunities for the Mobility as a Service (MaaS) digital platform, being developed by Solent Transport, of which Portsmouth City Council is a member, with integration across modes that caps fares for daily and weekly journeys, as is seen in London and elsewhere.	Transport Planning Manager	Within the existing policy framework through the Portsmouth Transport Strategy (LTP4), Solent Future Transport Zone award and Portsmouth Bus Service Improvement Plan.	None
3.	Develop an integrated ticketing platform to offer mobility credits to those not using their cars as an incentive to try alternative modes.	Transport Planning Manager	Within the existing policy framework through the Portsmouth Transport Strategy (LTP4) and Solent Future Transport Zone award.	None

	Recommendation	Action by	Policy Framework	Resource Implications
4.	Work with commercial bus operators through our forthcoming Enhanced Partnership to develop a simplified fare structure with operators, to make short trips across the city cheaper by public transport, as well as focusing on affordability for younger people and families and appropriate concessionary pass provision.	The Assistant Director of Transport, Regeneration Transport Planning Manager	Within the existing policy framework through National Bus Strategy Enhanced Partnership scheme and plan.	Currently waiting for a funding decision regarding Portsmouth's Bus Service Improvement Plan submission to DfT.
5.	Consider the provision of further lighting, Real Time Information, timetabling and wayfinding information at bus stops, where required. The new Bus Service Improvement Plan could provide a mechanism to deliver such improvements.	Transport Planning Manager	Within the existing policy framework through National Bus Strategy Enhanced Partnership scheme and plan.	None
6.	Ensure non-digital versions of all tickets are available to ensure all residents can access best value tickets regardless of their level of digital literacy.	Transport Planning Manager	Within the existing policy framework through National Bus Strategy Enhanced Partnership scheme and plan.	Currently waiting for a funding decision regarding Portsmouth's Bus Service Improvement Plan submission to DfT.

	Recommendation	Action by	Policy Framework	Resource Implications
	<p><i>Possible solutions to support improvements to routes, timings and location of bus stops.</i></p> <p>Explore and investigate opportunities to:</p>			
1.	Work closer with the planning department to obtain contributions from developers towards transport infrastructure in new developments.	<p>Transport Planning Manager</p> <p>Head of Planning Policy</p>	Within the existing policy framework	None
2.	Conduct an audit of bus stop routes, combined with a consultation survey, to review the bus route provision and demand. This could be used to inform forward planning of bus routes, recognising that most routes are provided commercially.	Transport Planning Manager	Within the existing policy framework	None
3.	The locations of bus stops can be reviewed where concerns have been raised over their location.	Transport Planning Manager	Within the existing policy framework	None
4.	Work with operators to also look to improve services and infrastructure where possible, with a particular focus on improving journey time, frequency and capacity to ensure public transport is a viable and attractive option. The new Bus Service Improvement Plan could provide a mechanism to deliver such improvements.	Transport Planning Manager	Within the existing policy framework through National Bus Strategy Enhanced Partnership scheme and plan.	Currently waiting for a funding decision regarding Portsmouth's Bus Service Improvement Plan submission to DfT.

	Recommendation	Action by	Policy Framework	Resource Implications
5.	Work with bus operators to ensure that drivers are aware of the importance of stopping at the raised access kerbs.	Transport Planning Manager	Within the existing policy framework through National Bus Strategy Enhanced Partnership scheme and plan.	None
6.	The council uses its influence to encourage and robustly support the local bus companies in their switch to modern payment methods that provide the lowest fare is automatically available when passengers use the smart payment system.	Transport Planning Manager	Within the existing policy framework through National Bus Strategy Enhanced Partnership scheme and plan.	None
7.	The planning department investigates where policy can be used to require large scale developers to consider adapting road scheme low bus route with travel through their developments.	Transport Planning Manager Head of Planning Policy	Within the existing policy framework through National Bus Strategy Enhanced Partnership scheme and plan.	None

	Recommendation	Action by	Policy Framework	Resource Implications
	<p><i>Possible solutions to getting around the station and accessibility of trains.</i></p> <p>Explore and investigate opportunities for:</p>			
1.	Hilsea and Fratton train stations to be more accessible	Transport Planning Manager	Work with SWR/NR to explore and investigate this further. Improvements are contained within the existing NR policy framework through the Solent Continuous Modular Strategic Plan (CMSP).	Funding would need to be identified to implement measures.
2.	Further work with train companies to identify accessibility improvements for passengers at stations, including for passengers with particular needs.	Transport Planning Manager	Within the existing policy framework through the Solent Continuous Modular Strategic Plan (CMSP).	Funding would need to be identified to implement measures.
3.	Inform Network Rail and South Western Railways of the results of this survey and the accessibility problems experiences at these stations and urge them to take urgent action to address these issues.	Transport Planning Manager	Within the existing policy framework through the Solent Continuous Modular Strategic Plan (CMSP).	None

	Recommendation	Action by	Policy Framework	Resource Implications
	Possible solutions to improve the reliability of train timings. Explore and investigate opportunities for:			
1.	Further development of the Continuous Modular Strategic Plans (CMSP) that has been developed for the Solent and West Coastway rail routes. These studies by Solent Transport and Network Rail include proposals for infrastructure and service improvements that are supported by the council.	Transport Planning Manager	Work with SWR/NR to explore and investigate this further. Within the existing policy framework through the Solent Continuous Modular Strategic Plan (CMSP).	Funding would need to be identified to implement measures.
2.	The emerging Public Transport Strategy will also inform this work which will look to improve journey time and frequency to key destinations.	Transport Planning Manager	Within the existing policy framework, Portsmouth Transport Strategy (LTP4).	None
	Possible solutions to ordering and booking taxis. Explore and investigate opportunities to:			
1.	Work processes to be examined closely to see how ordering and booking taxis could potentially be improved in both the medium and long term.	Licensing Manager	Within the existing policy framework.	None
2.	Improve accessibility to taxi ranks, with consideration for features such as seating and shelter/lighting and information boards, as well as ensuring wide footways to allow vehicle ramps and wheelchair turning circles	Transport Planning Manager	Within the existing policy framework through the LTP4 Implementation Plan.	Funding would need to be identified to implement measures.
3.	Contact the main app-based taxi companies to encourage them to make it easier for WAT bookings.	Licensing Manager	Within the existing policy framework.	None

	Recommendation	Action by	Policy Framework	Resource Implications
4.	Numbers of WATs to be maintained throughout the lifetime of the vehicles. WATs cannot be replaced by standard vehicles.	Licensing Manager	Within the existing policy framework.	None
Possible solutions to the condition of pavement surfaces.				
Explore and investigate opportunities:				
1.	Any new proposed improvements for walking and cycling will look to address defects that may be present. Where LTP schemes have been identified, opportunities to integrate improvements to the surrounding infrastructure will be addressed e.g., East-West corridor.	Safer Travel Manager	Within the existing policy framework, Portsmouth Transport Strategy (LTP4) and Local Cycling & Walking Investment Plan (LCWIP).	None
2.	Some specific roads were mentioned in the survey as requiring attention. It is recommended that these are forwarded to Colas, to undertake a further assessment.	Highways PFI Manager	Within the existing policy framework - Colas reporting process and timeframes.	None
Possible solutions to being able to travel along the pavement with ease.				
Explore and investigate opportunities to:				
1.	Further consideration could be given to ways to deter pavement and cycle lane parking and other behaviours that would cause an obstruction for all those using the active travel routes.	Parking Manager	Within the existing policy framework.	None
2.	Complaints from residents to be taken more seriously with a clear timetable for resolution.	Highways PFI Manager	Within the existing policy framework - Colas reporting process and timeframes.	None

	Recommendation	Action by	Policy Framework	Resource Implications
	<i>Possible solutions to being able to crossroads and have clear lines of sight.</i> Explore and investigate opportunities to:			
1.	Explore the provision of maps to support walking and cycling.	Safer Travel Manager	Within the existing policy framework.	Funding opportunities would need to be explored for the development/printing of further maps.
2.	Further promotion required for Route4U, to encourage greater utilisation.	Safer Travel Manager	Within the existing policy framework of the Portsmouth Transport Strategy (LTP4), and Capability Fund.	None
3.	Expand the 'Access for People with Disabilities' funding, to allow a greater number of measures to be introduced.	Transport Planning Manager	Within the existing policy framework and LTP4 Implementation Plan.	Funding would need to be expanded for Access for People with disabilities as part of the LTP4 Implementation Plan.
4.	Work with the University of Portsmouth to provide information about public transport infrastructure around the city to students especially those looking for accommodation.	Transport Planning Manager	Within the existing policy framework.	None

	Recommendation	Action by	Policy Framework	Resource Implications
Possible solutions to cycle lane safety.				
Explore and investigate opportunities to:				
1.	A Near-Miss reporting feature is to be developed for pedestrians, similar to the one available for cycling.	Safer Travel Manager	Within the existing policy framework through the Capability Fund.	None
2.	Ensure that cycle parking facilities take disabled users into account, with consideration on such issues as wider spacing, disabled access to and from cycle parking.	Safer Travel Manager	Within the existing policy framework	None
3.	Note that all cycling and walking routes must be designed to standard, as indicated by LTN 1/20. This includes provision for wider cycle lanes, but also crossing points and a wide range of other elements.	Assistant Director Infrastructure, Regeneration Assistant Director Transport, Regeneration	Within the existing policy framework including Local Cycling & Walking Investment Plan.	None
4.	At the planning stage, cycle routes be included in new developments both residential and non-residential.	Network Manager Head of Planning Policy	Within the existing policy framework including Local Cycling & Walking Investment Plan.	None
Possible solutions to cycle diversions when roadworks taking place.				
Explore and investigate opportunities to:				
1.	When Colas consider a suitable diversion for cyclists when roadworks are taking place, ensure a co-ordinated approach and discuss with key stakeholders in order to provide advice and suggestions on the most suitable routes.	Highways PFI Manager	Within the existing policy framework including Local Cycling & Walking Investment Plan.	None

	Recommendation	Action by	Policy Framework	Resource Implications
	<i>Further considerations to support improvements to accessibility of transport.</i>			
1.	Greater level of engagement before, during and after the development of schemes and projects, to include specific engagement with disability groups.	Assistant Director Transport, Regeneration Assistant Director Infrastructure, Regeneration	Within the existing policy framework.	None
2.	Further provision of audio and touchscreen information should be considered at interchanges such as the Hard and future transport hubs.	Transport Planning Manager	Within the existing policy framework through the Portsmouth Transport Strategy (LTP4) and Portsmouth Bus Service Improvement Plan.	Currently waiting for a funding decision regarding Portsmouth's Bus Service Improvement Plan submission to DfT.
3.	Consideration of a scheme to improve wayfinding, not only on-street, but also on the council website, making access to information easier, i.e., walking and cycling routes.	Safer Travel Manager	Within the existing policy framework. Funding and resources would need to be identified to implement measures.	Funding and resources to be identified.

	Recommendation	Action by	Policy Framework	Resource Implications
4.	Consideration should be given to encourage multi-modal travel, looking at how buses and trains can further integrate active travel mobility hubs and cycle parking etc.	Transport Planning Manager	Within the existing policy framework through National Bus Strategy Enhanced Partnership scheme and plan.	Currently waiting for a funding decision regarding Portsmouth's Bus Service Improvement Plan submission to DfT.
5.	Work with the police to proactively engage with cyclists regarding the use of cycle lanes and not pavements.	Safer Travel Manager	Within the existing policy framework.	None

APPENDIX ONE

Meeting Date	Witnesses	Documents Received.
4 October 2019	Felicity Tidbury, Assistant Director of Transport	
12 February 2020	Gina Perryman, Access & Equality Advisor Michelle Love, Safer Travel Manager	
22 March 2022	The report is signed off by the panel.	

GLOSSARY

DfT	Department for Transport
PHV	Private Hire Vehicles