

**Title of meeting:** Cabinet Meeting

**Date of meeting:** 21 June 2022

**Subject:** TECS Scrutiny panel - accessibility of transport network report and response

**Report Author:** Felicity Tidbury, Interim Assistant Director of Transport

**Report by:** Tristan Samuels - Director of Regeneration

**Wards affected:** All Wards

**Key decision:** No

**Full Council decision:** No

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**1. Purpose of report**

The purpose of this report is to set out the response of officers to the Traffic, Environment and Community Safety (TECS) Scrutiny Panel's recommendations arising from a review into the accessibility of Portsmouth's transport network.

**2. Recommendations**

**It is recommended that the Cabinet:**

- 2.1 Thank the panel for its work in undertaking the review;**
- 2.2. Note and support the 40 recommendations of the review, which are listed in section 4 and appendix B of the report;**
- 2.3. Note and support the recommendations listed in 4.2.1 to 4.2.30 which are in progress and the responses from of officers detailing how these are being met;**
- 2.4 Note and support recommendations listed in 4.3.1 to 4.3.10 and the officers comments that these be accepted and actioned only once funding and resources are identified.**

**3. Background**

- 3.1 The Traffic, Environment and Community Safety (TECS) Panel reviewed the consultation results into the Accessibility of the Transport Network in Portsmouth.
- 3.2 This consultation gave residents, visitors and those working in Portsmouth the opportunity to provide their views on the accessibility of travel within the city, to enable the Council to take the necessary steps to ensure that the transport network is accessible to all. In particular the focus was on:
- Public Transport – bus service, rail network
  - Private hire vehicles and hackney carriages
  - Highway network – walking and cycling networks
  - Road works
- 3.3 A survey was launched on 1st December 2021 and was open until 3rd January 2022. Given that anyone is able to travel around Portsmouth, the survey was open to everyone – residents, visitors and workers.
- 3.4 The survey attracted 1,356 respondents and the results were reported to the TECS Scrutiny panel on 22 March 2022 ([Agenda for Traffic, Environment & Community Safety Scrutiny Panel on Tuesday, 22nd March, 2022, 4.00 pm Portsmouth City Council](#)).

This is a robust sample to conduct analysis amongst and draw out comparisons between different audience groups throughout the survey

- 3.5 The scrutiny panel's full report can be viewed in Appendix A.

#### **4. Scrutiny Panel's Recommendations and Officer Response**

- 4.1. The scrutiny panel made 40 recommendations, which are set out in appendix B of this report.

- 4.2 Several of the scrutiny panels recommendations are already in progress and these are set out below:

- 4.2.1 Recommendation 1 - Expand the Solent Go platform so that it is simpler to board services across multiple operators and modes, in time including rail.

Response - Work is currently progressing through the Solent Future Transport Zone grant and the National Bus Strategy Enhanced Partnership scheme and Plan this includes proposals for new bus ticket machines to help deliver this.

- 4.2.2 Recommendation 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.

Response - Work is currently progressing through the Solent Future Transport Zone grant and the National Bus Strategy Enhanced Partnership scheme and Plan as one means of delivering this.

- 4.2.3 Recommendation 3 - Develop an integrated ticketing platform to offer mobility credits to those not using their cars as an incentive to try alternative modes.

Response - Work is currently progressing through the Solent Future Transport Zone grant and the National Bus Strategy Enhanced Partnership scheme and Plan for Portsmouth.

- 4.2.4 Recommendation 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.

Response - This is included in proposals in the National Bus Strategy Enhanced Partnership scheme and Plan for Portsmouth.

- 4.2.5 Recommendation 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.

Response - This is included in proposals in the National Bus Strategy Enhanced Partnership scheme and Plan for Portsmouth.

- 4.2.6 Recommendation 6 - Ensure non-digital versions of all tickets are available, wherever possible, to ensure all residents can access best value tickets regardless of their level of digital literacy or ownership.

Response - Work is currently progressing through the National Bus Strategy Enhanced Partnership scheme and Plan.

- 4.2.7 Recommendation 7 - Work closer with the planning department to obtain contributions from developers towards transport infrastructure in new developments.

Response - All new developments that result in additional movement would also generate CIL funding which can be applied to transport infrastructure. In cases where specific transport infrastructure is needed this is also secured by planning obligation.

- 4.2.8 Recommendation 8 - Conduct an audit of bus 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.

Response - Work is currently progressing through the National Bus Strategy Enhanced Partnership scheme and Plan. As part of the proposed plan, access to and from bus stops 'first and last mile' will be investigated.

A further consultation survey is proposed and targeted focus groups for bus users and non-bus users to explore the difficulties in detail.

- 4.2.9 Recommendation 9 - The locations of bus stops can be reviewed where concerns have been raised over their location.

Response - Work is currently progressing through the National Bus Strategy Enhanced Partnership scheme and Plan. As part of the PCC proposal, it is proposed to undertake an audit of all PCC bus stops to review their location and the infrastructure.

- 4.2.10 Recommendation 10 - 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.

Response - Work is currently progressing through the National Bus Strategy Enhanced Partnership scheme and Plan

- 4.2.11 Recommendation 11 - Work with bus operators to ensure that drivers are reminded of the importance of stopping at the raised access kerbs.

Response - Work is currently progressing through the National Bus Strategy Enhanced Partnership scheme and Plan which will also look at access to the stops for passengers and buses.

This work will continue through the Portsmouth Enhanced Partnership, which is a joint Board with the Managing Directors of each of the bus companies that operate in Portsmouth, as well as the Cabinet Member for Traffic & Transportation

- 4.2.12 Recommendation 12 - 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.

Response - This is included in proposals in the National Bus Strategy Enhanced Partnership scheme and Plan for Portsmouth. This work will continue through the Portsmouth Enhanced Partnership, which is a joint Board with the Managing

Directors of each of the bus companies that operate in Portsmouth, as well as the Cabinet Member for Traffic & Transportation.

- 4.2.13 Recommendation 13 - The planning department investigates where policy can be used to require large scale developers to consider adapting road schemes to allow bus route with travel through their developments.

Response - This is within the existing policy framework through the adopted Local Plan and Portsmouth Transport Strategy (LTP4) and work is progressing through the National Bus Strategy Enhanced Partnership scheme and Plan.

- 4.2.14 Recommendation 14 - Hilsea and Fratton train stations to be more accessible

Response - PCC will continue to work with South Western Railway and National Rail to explore and investigate this further.

Improvements are contained within the existing National Rail policy framework through the Solent Continuous Modular Strategic Plan (CMSP) and supported by Portsmouth's Transport Strategy.

Investigate the Department for Transport's Access for All programme. Funding would need to be identified to implement these measures.

- 4.2.15 Recommendation 15 - Further work with train companies to identify accessibility improvements for passengers at stations, including for passengers with particular needs.

Response - Improvements are contained within the existing National Rail policy framework through the Solent Continuous Modular Strategic Plan (CMSP) and support by Portsmouth's Transport Strategy.

Investigate the Department for Transport's Access for All programme. Funding would need to be identified to implement any measures.

- 4.2.16 Recommendation 16 - Inform Network Rail and South Western Railway 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.

Response - Improvements are contained within the existing National Rail policy framework through the Solent Continuous Modular Strategic Plan (CMSP) and supported by Portsmouth's Transport Strategy.

Further to this, a letter will be developed to outline the results of this survey and urge action to be taken.

- 4.2.17 Recommendation 17 - 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.

Response - Improvements are contained within the existing National Rail policy framework through the Solent Continuous Modular Strategic Plan (CMSP) and supported by Portsmouth's Transport Strategy.

- 4.2.18 Recommendation 18 - The emerging Public Transport Strategy will also inform this work which will look to improve journey time and frequency to key destinations.

Response - This is within the existing policy framework through the adopted Portsmouth Transport Strategy (LTP4) and in particular the strategic objective of Transforming Public Transport. This is further supported by the Transforming Cities Funding and Bus Service Improvement Plan funding received.

- 4.2.19 Recommendation 19 - Work processes to be examined closely to see how ordering and booking taxis could potentially be improved in both the medium and long term.

Response - PCC will continue to work with the Hackney Carriage and Private Hire trade to encourage quicker response times having regard to the statement of licensing policy.

- 4.2.20 Recommendation 22 - Numbers of WAVs to be maintained throughout the lifetime of the vehicles. WAVs cannot be replaced by standard vehicles.

Response - This is already a policy requirement in respect of Hackney Carriage Vehicles where specified licences have been issued and will continue to be issued for WAVs only.

- 4.2.21 Recommendation 23 - 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.

Response - This is within the existing policy framework through the adopted Portsmouth Transport Strategy (LTP4) and the recently approved Local Cycling and Walking Infrastructure Plan (LCWIP).

Continued close working between Highways PFI, Transport and Infrastructure will support this going forward.

- 4.2.22 Recommendation 26 - Complaints from residents to be taken more seriously with a clear timetable for resolution.

Response - Complaints, comments and issues raised by residents are answered within contractual timescales. Generally, they are dealt with promptly. However,

there are inevitably questions that may sit outside the remit of Colas or require more substantial consideration / time to resolve. For instance, parking on the footway, or in some cases, the issue may be that it's not a Highways PFI asset or is not out of the Highways PFI contract specification.

We are working with Colas to review and improve where necessary their communications with the public.

- 4.2.23 Recommendation 30 - Work with the University of Portsmouth to provide information about public transport infrastructure around the city to students especially those looking for accommodation.

Response - Supported. PCC will continue to work with University of Portsmouth and improve access to information.

The National Bus Strategy, Bus Service Improvement Plan will support the development of co-ordinated, accessible public transport information. It is proposed that this is shared with all stakeholders and businesses across the city.

- 4.2.24 Recommendation 31 - A Near-Miss reporting feature is to be developed for pedestrians, similar to the one available for cycling.

Response - The Near-Miss reporting tool for pedestrians is in the final stages of development and will be launched this summer.

- 4.2.25 Recommendation 32 - 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.

Response - This is within our existing policy framework and a consideration when installing infrastructure.

- 4.2.26 Recommendation 33 - 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.

Response - This is within the existing policy framework through the adopted Portsmouth Transport Strategy (LTP4) and the recently approved Local Cycling and Walking Infrastructure Plan (LCWIP). It is our intent that wherever possible schemes will be designed to this standard.

- 4.2.27 Recommendation 34 - At the planning stage, cycle routes be included in new developments both residential and non-residential.

Response - This is within the existing policy framework through the adopted Local Plan and Portsmouth Transport Strategy (LTP4) and the recently approved Local Cycling and Walking Infrastructure Plan (LCWIP).

- 4.2.28 Recommendation 36 - Greater level of engagement before, during and after the development of schemes and projects, to include specific engagement with disability groups.

Response - This is in progress with the recruitment of engagement officers that engage the local community in the schemes from concept through to delivery, whilst also managing stakeholder engagement throughout. Further funding would need to be identified for wider and greater levels of engagement.

- 4.2.29 Recommendation 37 - Further provision of audio and touchscreen information should be considered at interchanges such as the Hard and future transport hubs.

Response - This is within the existing policy framework through the adopted Portsmouth Transport Strategy (LTP4) and work is progressing through the National Bus Strategy Enhanced Partnership scheme and Plan. Further funding would need to be identified for measures at the transport hubs.

- 4.2.30 Recommendation 40 - Work with the police to proactively engage with cyclists regarding the use of cycle lanes and not pavements.

Response - This is supported, and work will continue with the police on engagement with cyclists and other micromobility users.

- 4.3 The following recommendations from the scrutiny panel are accepted and once funding and resources are identified, will be investigated in liaison with the Cabinet Member for Traffic & Transportation.

- 4.3.1 Recommendation 20 - 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.

Response - The cost of the adoption/revocation of taxi ranks is met through the licensing budget, funded by income from licence fees. If additional enhancements to ranks such as seating/shelter/lights were to be recommendation additional budget and resources would need to be identified.

- 4.3.2 Recommendation 21 - Contact the main app-based taxi companies to encourage them to make it easier for WAV (wheelchair accessible vehicles) bookings.

Response - This is supported. This can be resourced through existing channels of communication with the hackney carriage and private hire trade.

- 4.3.3 Recommendation 24 - 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.

Response - This recommendation is accepted. The footways in question should be forwarded to Colas. There is a clear policy on the maintenance and specification of the highways of the Tertiary Roads. Some of the problems seen on the footways are not out of specification in terms of the HPFI contract and may be a legacy issue with respect to changing standards highways design and maintenance. i.e. LTN 1/20 and Inclusive Mobility best practice guide etc.

The Highways PFI team could do some further work (once a commercial manager is appointed) to establish how much funding would be required to bring more roads up to an improved specification (aligned with a revision/addition to the contract).

- 4.3.4 Recommendation 25 - 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.

Response - This is supported and further investigation and discussion with the Cabinet Member for Traffic and Transportation will be required on how this is taken forward.

- 4.3.5 Recommendation 27 - Explore the provision of maps to support walking and cycling.

Response - This is supported, however please note, that further revenue funding and resources would need to be identified to expand and implement additional measures.

- 4.3.6 Recommendation 28 - Further promotion required for Route4U, to encourage greater utilisation.

Response - This is supported, however please note that further revenue funding would need to be identified to expand the promotion of this application to the target audiences for this app.

- 4.3.7 Recommendation 29 - Expand the 'Access for People with Disabilities' funding, to allow a greater number of measures to be introduced.

Response - This is supported and within our existing policy framework and statutory functions to provide access for people with disabilities. Funding would need to be expanded for Access for People with disabilities as part of the LTP4 Implementation Plan.

- 4.3.8 Recommendation 35 - 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.

Response - Supported. The traffic management for all planned works within the city is discussed with the various technical stakeholders. More substantial works in the city should also include other relevant stakeholders. Plans of proposed diversions and traffic management are agreed before the works commence. However,, there are very clear lines of responsibility set out in the regulations defining traffic management at road works and these cannot be blurred for safety reasons.

This is an 'across the board' issue for highways works. The diversion routes for carriageways are well defined in the industry, as are pedestrian diversion. However, cycle diversions [and e-scooters] are not so well defined. The recommendation with regards to planning cyclist specific diversions is supported.

- 4.3.9 Recommendation 38 - 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.

Response - Supported. Funding and resources would need to be identified to implement measures.

- 4.3.10 Recommendation 39 - 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.

Response - This is within our existing policy framework. However, funding and resources would need to be identified to implement measures.

## **5. Integrated impact assessment**

- 5.1 No specific changes arise from this report. However, an Integrated Impact Assessment (IIA) would be produced for each specific scheme or policy change which would arise from this work.

## **6. Legal implications**

- 6.1 There are no legal implications arising directly from the recommendations in this report.

## **7. Director of Finance's comments**

- 7.1 There are no direct financial implications of approving the recommendations within this report.
- 7.2 Appendix B details 40 recommendations from the Scrutiny process. A business case that assesses the financial implications of each of these initiatives including a source of funding will need to be prepared, and a report brought to an appropriate decision making meeting depending on the source of funding will need to be approved.

Signed by Tristan Samuels, Director of Regeneration

**Appendices:**

Appendix A: TECS scrutiny panel's full report  
 Appendix B: Recommendations and officer response

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Accessibility of Transport survey results	<a href="#">Agenda for Traffic, Environment &amp; Community Safety Scrutiny Panel on Tuesday, 22nd March, 2022, 4.00 pm Portsmouth City Council</a>

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

.....  
 Signed by: