

	Recommendation	Accepted/ rejected	Officer response	Resource implications	Progress at January 2023
	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.	Accepted	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	Proposed to be funded through the National Bus Strategy - Bus Service Improvement Plan. Portsmouth has an indicative funding allocation; however, PCC are waiting for confirmation of the final amount.	Bus Service Improvement Plan (BSIP) funding has now been confirmed and will be available for targeted discount tickets, once new ticket machines are introduced. These will use the SolentGo agreement but may sit on the operators' own ticket platforms.
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.	Accepted	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.	Proposed to be funded through the Future Transport Zones funding and National Bus Strategy - Bus Service Improvement Plan. Portsmouth has an indicative funding allocation; however, PCC are waiting for confirmation of the final amount.	The Breeze (Mobility as a Service (MaaS)) app has now launched with rental e-scooters and bike share fully integrated. Further improvements are due during 2023 with further integration of additional modes including public transport. The Beryl bike share scheme is currently being focussed around the city centre, but will be expanded citywide in Spring 2023.
3	Develop an integrated ticketing platform to offer mobility credits to those not using their cars as an incentive to try alternative modes.	Accepted	Work is currently progressing through the Solent Future Transport Zone grant and the National Bus Strategy Enhanced Partnership scheme and Plan for Portsmouth.	Proposed to be funded through the National Bus Strategy - Bus Service Improvement Plan. Portsmouth has an indicative funding allocation; however, PCC are waiting for confirmation of the final amount.	The Breeze (Mobility as a Service (MaaS)) app has now launched with rental e-scooters and bike share fully integrated. Further improvements are due during 2023 with further integration of additional modes including public transport. The Portsmouth BSIP will also look at providing different tickets for under 19s, families, jobseekers and hard to reach groups. This will be via the new ticket machines, which will be jointly funded with the bus operators. The mobility credits trial would see some younger residents (under 30/35) on a low income receive money towards travel via Breeze, and is scheduled to launch by Summer 2023.
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.	Accepted	This is included in proposals in the National Bus Strategy Enhanced Partnership scheme and Plan for Portsmouth.	Proposed to be funded through the National Bus Strategy - Bus Service Improvement Plan. Portsmouth has an indicative funding allocation; however, PCC are waiting for confirmation of the final amount.	The Enhanced Partnership has been in place since 8th December 2022. A 90-minute all operator hopper ticket will be possible once the new ticket machines are introduced. The Breeze app will also look to introduce integrated bus ticketing over 2023.

5	<p>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.</p>	Accepted	<p>This is included in proposals in the National Bus Strategy Enhanced Partnership scheme and Plan for Portsmouth.</p>	<p>Proposed to be funded through the National Bus Strategy - Bus Service Improvement Plan. Portsmouth has an indicative funding allocation; however, PCC are waiting for confirmation of the final amount.</p>	<p>From 2023, BSIP funding will be used to provide Real Time Information for all stops where appropriate. Additional improvements for individual bus stops will also be implemented on a stop-by-stop basis.</p>
6	<p>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.</p>	Accepted	<p>Work is currently progressing through the National Bus Strategy Enhanced Partnership scheme and Plan.</p>	<p>Proposed to be funded through the National Bus Strategy - Bus Service Improvement Plan. Portsmouth has an indicative funding allocation; however, PCC are waiting for confirmation of the final amount.</p>	<p>New and improved ticketing processes will be introduced as part of the BSIP funding; this will include both paper-based and digital ticketing.</p>
<p>Possible solutions to support improvements to routes, timings and location of bus stops. Explore and investigate opportunities to:</p>					

7	Work closer with the planning department to obtain contributions from developers towards transport infrastructure in new developments.	Accepted	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.	None	The Planning department continues to secure CIL funding from all new developments that result in additional movement.
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.	Accepted	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.	Proposed to be funded through the National Bus Strategy - Bus Service Improvement Plan. Portsmouth has an indicative funding allocation; however, PCC are waiting for confirmation of the final amount.	BSIP funding is now confirmed and can provide enhancements to existing supported services and extra services for groups and areas which are not well served. Although bus use continues to rise, it has not recovered to pre-pandemic levels and the industry is incurring rising fuel and staff costs, we are working with the operators to understand the implications of this.
9	The locations of bus stops can be reviewed where concerns have been raised over their location.	Accepted	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.	Proposed to be funded through the National Bus Strategy - Bus Service Improvement Plan. Portsmouth has an indicative funding allocation; however, PCC are waiting for confirmation of the final amount.	Bus stop siting will be reviewed through BSIP and improvements to the stop environment considered. This work is due to commence in early 2023.
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.	Accepted	Work is currently progressing through the National Bus Strategy Enhanced Partnership scheme and Plan.	Proposed to be funded through the National Bus Strategy - Bus Service Improvement Plan. Portsmouth has an indicative funding allocation; however, PCC are waiting for confirmation of the final amount.	A range of priority measures such as bus lanes and smart signals and improved access to bus stops for both passengers and buses as well as simpler, quicker ticketing are set out in the Portsmouth BSIP.

11	Work with bus operators to ensure that drivers are reminded of the importance of stopping at the raised access kerbs.	Accepted	<p>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.</p> <p>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.</p>	None	<p>In addition to staff training provided by the bus operators, PCC will look to improve access to individual bus stops for passengers and buses to make boarding and alighting easier for all users.</p>
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.	Accepted	<p>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.</p>	None	<p>Local buses in Portsmouth have offered contactless payment since 2017 as well as mobile phone based tickets. BSIP will jointly fund with bus operators new ticket machines which allow tap on tap off ticketing.</p>
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.	Accepted	<p>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.</p>	None	<p>This will be addressed in the Local Plan, due to be published in 2024.</p>
Possible solutions to getting around the station and accessibility of trains. Explore and investigate opportunities for:					

14	Hilsea and Fratton train stations to be more accessible	Accepted	PCC will continue to work with South Western Railway and Network 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 measures.	CMSP has been renamed Solent Connectivity. The proposals are now proceeding to Strategic Outline Business Case (SOBC) stage, with Network Rail being funded by DfT to undertake this. PCC, together with the other Solent LTAs, will participate in this process.
15	Further work with train companies to identify accessibility improvements for passengers at stations, including for passengers with particular needs.	Accepted	Improvements are contained within the existing Network 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 measures.	CMSP has been renamed Solent Connectivity. The proposals are now proceeding to SOBC stage, with Network Rail being funded by DfT to undertake this. PCC, together with the other Solent LTAs, will participate in this process.
16	Inform Network Rail and South Western Railway of the results of this survey and the accessibility problems experienced at these stations and urge them to take urgent action to address these issues.	Accepted	A letter will be developed to outline the results of this survey and urge action to be taken. Improvements are contained within the existing Network Rail policy framework through the Solent Continuous Modular Strategic Plan (CMSP) and supported by Portsmouth's Transport Strategy.	None	CMSP has been renamed Solent Connectivity. The proposals are now proceeding to SOBC stage, with Network Rail being funded by DfT to undertake this. PCC, together with the other Solent LTAs, will participate in this process.
<p>Possible solutions to improve the reliability of train timings.</p> <p>Explore and investigate opportunities for:</p>					
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.	Accepted	Improvements are contained within the existing Network Rail policy framework through the Solent Continuous Modular Strategic Plan (CMSP) and supported by Portsmouth's Transport Strategy.	Funding would need to be identified to implement measures.	CMSP has been renamed Solent Connectivity. The proposals are now proceeding to SOBC stage, with Network Rail being funded by DfT to undertake this. PCC, together with the other Solent LTAs, will participate in this process.

18	The emerging Public Transport Strategy will also inform this work which will look to improve journey time and frequency to key destinations.	Accepted	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.	Further funding and resources may need to be identified dependent on how many strategies are brought forward for development and consultation. A prioritisation exercise will need to take place, for review by the Cabinet Member for Traffic & Transportation.	The daughter strategies to the Local Transport Plan have been prioritised and the public transport strategy will be brought forward in the short term.
Possible solutions to ordering and booking taxis. Explore and investigate opportunities to:					
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.	Accepted	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.	None	Work ongoing through PCC licensing team.
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.	Accepted	This is within the existing policy framework through the adopted Portsmouth Transport Strategy (LTP4).	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.	No specific sites have been identified from the trade or public for improvements in terms of shelters/lighting/information boards etc. If specific demand is identified, then investigation into possible resources will be brought forward.
21	Contact the main app-based taxi companies to encourage them to make it easier for WAV (wheelchair accessible vehicles) bookings.	Accepted	Supported.	This can be resourced through existing channels of communication with the hackney carriage and private hire trade.	Ongoing communication with the trade.

22	Numbers of WAVs to be maintained throughout the lifetime of the vehicles. WAVs cannot be replaced by standard vehicles.	Accepted	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.	None	<p>Ongoing policy.</p> <p>Engagement with the trade on replacement of Clean Air Zone non-compliant vehicles has been ongoing and grants have only been paid to PCC licensed WAV drivers replacing with WAVs as per the Clean Air Fund Terms & Conditions.</p> <p>20 WAVs were replaced in 2021 and a further 10 were replaced during 2022. With the CAF closing mid-February 2023, more grant claims are expected over the coming weeks.</p>
Possible solutions to the condition of pavement					
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.	Accepted	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.	None	<p>The feasibility process that has been developed (approved at the Cabinet Member for Traffic & Transportations meeting in December 2022) ensures that the Portsmouth Transport Strategy is considered from early design and into delivery.</p> <p>Any new schemes considered as part of feasibility work will automatically consult with the Active Travel team to identify any synergies or other improvements that could be included as part of the works.</p> <p>There are active travel schemes brought forward which improve current provision as well as implementing new.</p>

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.	Accepted	<p>The footways in question should be forwarded to Colas as agreed.</p> <p>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.</p> <p>The HPFI team could do some 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). However, funding may only come post contract handback in 2030.</p>	None	The survey information with the specific roads identified has been passed to the PFI team who are investigating.
<p>Possible solutions to being able to travel along the pavement with ease. Explore and investigate opportunities to:</p>					
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.	Accepted	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.	None	<p>As problem sites are identified they will be investigated on a case-by-case basis with appropriate action taken forward.</p> <p>PCC focus on cycle lanes and footways where there are restrictions. Not all cycle lanes and most footways are not covered by restrictions. We are awaiting government action on providing greater powers to deal with footway parking.</p>

26	Complaints from residents to be taken more seriously with a clear timetable for resolution.	Accepted	<p>Complaints, comments and issues raised by residents are answered within contractual timescales. Generally, they are dealt with promptly.</p> <p>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 HPFI asset or is not out of the HPFI contract specification.</p> <p>We are working with Colas to review and improve where necessary their communications with the public.</p>	None	We continue to respond to resident correspondence in a timely manner and manage expectations where further investigations are required.
<p>Possible solutions to being able to cross roads and have clear lines of sight. Explore and investigate opportunities to:</p>					
27	Explore the provision of maps to support walking and cycling.	Accepted	Further revenue funding and resources would need to be identified to expand and implement additional measures.	Funding opportunities would need to be explored for the development/printing of further maps.	We are in the process of updating the walking and cycling map and can consider the inclusion of crossing points.
28	Further promotion required for Route4U, to encourage greater utilisation.	Accepted	Further revenue funding would need to be identified to expand the promotion of this application to the target audiences for this app.	Funding would need to be obtained to further promote the Route4U application.	We will continue to promote it to any new stakeholders as they are identified
29	Expand the 'Access for People with Disabilities' funding, to allow a greater number of measures to be introduced.	Accepted	This is supported and within our existing policy framework and statutory functions to provide access for people with disabilities. Further funding and resources would need to be identified to expand and implement additional measures.	Funding would need to be expanded for Access for People with disabilities as part of the LTP4 Implementation Plan.	Funding for access for people with disabilities has been included within the proposed 2023/24 LTP Capital Budget.

30	Work with the University of Portsmouth to provide information about public transport infrastructure around the city to students especially those looking for accommodation.	Accepted	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.	Proposed to be funded through the National Bus Strategy - Bus Service Improvement Plan. Portsmouth has an indicative funding allocation; however, PCC are waiting for confirmation of the final amount.	The University of Portsmouth have been engaged on the Breeze (MaaS) app which provides information regarding public transport choices when journey planning. Regular liaison meetings are held with the University of Portsmouth with relevant transport information updates provided at these.
Possible solutions to cycle lane safety. Explore and investigate opportunities to:					
31	A Near-Miss reporting feature is to be developed for pedestrians, similar to the one available for cycling.	Accepted	The Near-Miss reporting tool for pedestrians is in the final stages of development and will be launched this summer.	Work has already commenced within existing establishment. Funding has been allocated through the Capability Fund.	The pedestrian near-miss reporting tool has now been launched.
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.	Accepted	This is within existing policy framework.	None	As new cycle parking facilities are introduced consideration of disabled access is made.
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.	Accepted	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.	None	As new schemes are brought forward to design the guidance in LTN 1/20 is applied where possible.
34	At the planning stage, cycle routes be included in new developments both residential and non- residential.	Accepted	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).	None	The Local Plan, due to be published in 2024 will continue to ensure new developments include appropriate cycle infrastructure.
Possible solutions to cycle diversions when roadworks taking place. Explore and investigate opportunities to:					

35	<p>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.</p>	Accepted	<p>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.</p> <p>This is an 'across the board' issue for highways works.</p> <p>The diversion routes for carriageways are well defined in the industry, as are pedestrian diversion.</p> <p>However, cycle diversions [and e-scooters] are not so well defined. The recommendation with regards to planning cyclist specific diversions is supported.</p>	None	<p>We continue to follow the appropriate regulations as required.</p> <p>Portsmouth Cycle forum, the Roads Policing Unit and other emergency services, along with Businesses are consulted on roadworks when needed.</p> <p>If there is major impact works planned in the City we will ask the Promotor to carry out stakeholder drop in centre prior to the works starting.</p> <p>Regarding cyclists we go above the requirements of the Red Book and ask for additional signage when closing cycle lanes.</p>
Further considerations to support improvements to accessibility of transport.					
36	<p>Greater level of engagement before, during and after the development of schemes and projects, to include specific engagement with disability groups.</p>	Accepted	<p>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.</p>	Further funding would need to be identified for wider and greater levels of engagement.	This will be added into the Feasibility and LTP scheme processes to ensure it is a standard step to undertake early engagement in the initial design stage.
37	<p>Further provision of audio and touchscreen information should be considered at interchanges such as the Hard and future transport hubs.</p>	Accepted	<p>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.</p>	Further funding would need to be identified for measures at the transport hubs.	BSIP funding is now confirmed and could potentially include improved information facilities at interchanges.

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.	Accepted	This is within our existing policy framework. Funding and resources would need to be identified to implement measures.	Funding and resources to be identified to implement these measures.	A Wayfinding Strategy will be developed as part of the walking and cycling strategy which will be brought forward in the first period of the LTP.
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.	Accepted	This is within the existing policy framework through the adopted Portsmouth Transport Strategy (LTP4) and in particular the strategic objective of Transforming Public Transport. The Solent Future Transport Zone Mobility as a Service platform currently being developed will encourage and improve multi-modal travel. The development of transport hubs in the city will encourage multimodal travel.	Funding and resources to be identified to implement and develop opportunities for further transport hubs in the city, including Cosham, Southsea and the Portsmouth Transport Hub and expansion of the Park & Ride.	This will be considered through the Parking Strategy which is planned to be consulted on in 2023.
40	Work with the police to proactively engage with cyclists regarding the use of cycle lanes and not pavements.	Accepted	Supported.	None	Sites where regular pavement usage occurs will be assessed to understand why it is taking place at that site. Often people cycle on the pavement as there is a lack of perceived safety regarding other options This would require budget and feasibility studies as sites are identified.