

ITEM NO.6

PART 1 SECTION B

BUS BAY ALLOCATION TO BUS OPERATORS AT NEATH VICTORIA GARDENS BUS STATION

Purpose of Report

To advise members of changes to departure bays at Neath Victoria Gardens Bus Station.

Background

Currently bus companies allocate bus bays at the bus station to themselves and there is little control. Following bus monitoring by transport staff and Bus Quality Partnership meetings with bus operators it transpired that too many different bus companies use the same bus bays at Neath Victoria Gardens.

The implications are: that buses queue to access a bay causing congestion, due to the congestion buses often pull onto another bay causing confusion for passengers, operators refuse to erect competitor time table information and drivers from one operator may not assist passengers with competitor times or destinations. In addition, one operator reported 13 accidents in one year blaming another operator's drivers for reversing off the bay and into their vehicle causing friction between operators.

Rather than allowing bus operators to allocate bus bays to themselves, the transport department are stepping in to allocate bus bays to each operator. The bus bays will be allocated to individual operators. This will ensure that operators can manage their own bus bays and departures efficiently and safely and improving the passenger experience.

There are eleven bays in total, currently eight bays have either two or three different bus operators allocated.

By re-allocating the bays to individual bus operators, 9 of the 11 bays will have only one bus operator alone and only two bays will be shared.

It is proposed that the changes occur on Sunday 26th October for implementation on Monday 27th of October.

Communication is critical and during September and October bus companies will be informing their passengers of the changes via their websites, driver

hand-outs, and posters on buses and at bus stops. Neath Port Talbot County Borough Council will also inform the public via press releases and website.

The revised arrangements will be closely monitored and if successful a review of the arrangements at Port Talbot Bus station will be undertaken to establish similar improvements.

Equalities Impact Assessment

Screening Assessment has been undertaken to assist the Council in discharging its Public sector Duty under the Equality Act 2010. After completing the assessment it has been determined that this function does not require an Equality Impact Assessment

Financial Implications

No financial implications.

Recommendation

That members note the changes.

Reasons For Proposed Decision

To improve the efficiency, safety and overall passenger experience at Neath Victoria Gardens Bus Station

List of Background Papers

None

Ward Affected

All

Officer Contact

Mr P. Jackson – Integrated Transport Unit Manager
Tel No. 01639 686091
E-mail: p.jackson@npt.gov.uk