

## SLOUGH BOROUGH COUNCIL

**REPORT TO:** Neighbourhood and Community Services Scrutiny Panel Committee

**DATE:** 3<sup>rd</sup> September 2015

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**WARD(S):** All

**PORTFOLIO:** Cllr Sohail Munawar (Commissioner for Social and Economic Inclusion.)

### PART I

#### FOR COMMENT & CONSIDERATION

#### REAL TIME PASSENGER INFORMATION SERVICE FOR BUSES

##### 1 Purpose of Report

The purpose of this report is to provide an update to members from the meeting in June 2015. The report will provide the current detection rate for the Real Time Passenger Information (RTPI) system in Slough.

##### 2 Recommendation(s)/Proposed Action

That the Committee note the progress made since RTPI was implemented in 2011 and the progress made since the last NCS Scrutiny Panel meeting.

##### 3 The Sustainable Community Strategy, the JSNA and the Corporate Plan

Priority – Regeneration and Environment

The Real Time Passenger Information (RTPI) roll-out across the borough is an integral element for improving the local economy and environment by making bus travel a more attractive mode of transport. By encouraging commuters in Slough to travel by bus instead of car, it will lead to a healthier and more accessible Slough through reduced congestion and carbon emissions.

##### 4 Other Implications

###### (a) Financial

There are no financial implications arising from this report.

###### (b) Risk Management

Risk	Mitigating action	Opportunities
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None	None	There are no risks, threats or opportunities arising from the report.
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(c) Human Rights Act and Other Legal Implications

There are no legal or Human Rights Act implications relating to the content of this report.

(d) Equalities Impact Assessment

There is no identified need for the completion of EIA relating to this report.

5 **Supporting Information**

What have the detection rate been for the past 4 weeks.

The detection rates for the previous weeks are as follows:

<b>Week No.</b>	<b>Detection Rate (from total journeys)</b>
Week 18	65%
Week 19	62%
Week 20	64%
Week 21	72%

Both JMW and First Buses have experienced issues with their staffing levels over this period which has resulted in lower than expected levels of detection; JMW in particular informed the Council of the death of one of their engineers following a short illness and First have lost two members of staff who were closely connected to the project, one to retirement and one to a new job.

Both companies have been working hard to upgrade the Slough Fleet and have been challenged by some unexpected bus relocations and thus their equipment had to be removed and will be installed into their permanent replacements when they arrive.

The planned software upgrade has also been delayed partly due to the above reasons and partly to holiday commitments of the engineers involved.

JMW and Bucks CC are still working on the SIRI link to deliver full bus display countdown information for all routes operating in and through Slough.

Once this link has been completed there are plans to include the TfL 81 bus service which will provide us with full coverage but due to TfLs non standard format this is proving challenging.

New issues since Cabinet

There have been no new issues, however as previously reported JMW engineers were still having problems getting access to vehicles and when equipment is available. These problems have been re-raised and escalated through the supplier

JMW and First Buses who are now communicating much better at the senior level to manage the problems.

6 **Conclusion**

That progress has been made since last June and that further changes are expected to improve the service even further over the next few months.

7 **Background Papers**

None.

