

**EASTERN SHREWSBURY LOCAL JOINT COMMITTEE**  
**- COMMENTS & SUGGESTION RESPONSE:**

	COMMENT / QUESTION / ISSUE	RESPONSE DETAILS:
<b>LETS TALK AND FEEDBACK SHEETS</b>		
1.	Dog litter bins needed at Preston Street/Portland Crescent Road junction (as per letter to Cllr Jo Jones 27/08/11)	Litter bins have now been installed.
2.	Bad state of footpath flag stones alongside law courts on Preston Street between Shirehall entrance and Belvidere Avenue.	<p>Highway Maintenance provided the following response:</p> <p>The flagstones on the footpath Preston Street, near the Court, were inspected, and any that required immediate attention were made good. In the longer term we are looking to take up the flagstones and replace them with a tarmac surface, funding permitting.</p>
3.	Water leak in Bell Lane opposite Bell Inn, which is seeping out through the vents in the retaining wall onto the footpath/cycle track on Bage Way (north side of Abbey Foregate road bridge). This has occurred throughout the dry period and has been reported to STWA. Nothing has been done so far.	<p>Correspondence issued to Severn Trent requesting confirmation that the problems affecting this road had been addressed.</p> <p>No response received.</p>
4.	Bushes need cutting back on the footpath along Bage Way. Brambles are forcing walkers to walk in the cycle lane.	<p>Highway Maintenance provided the following response:</p> <p>Officers inspected this area and found no work was necessary, presumably due to work being carried out as part of the Council cyclic maintenance scheme between the time of the complaint and the inspection taking place.</p>
5.	Cut low hanging tree branches along Preston Street. These are bad for anyone over six feet tall and cause a problem for blind person with a guide dog who lives in Bardsley Drive.	<p>Highway Maintenance provided the following response:</p> <p>The low tree branches along Preston Street were attended by Shrewsbury Town Council who reported only a small amount of work had been required.</p>

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6.	Lack of road gritting on the Conway Drive loop, which had led to a reduced service to the bus route on this part of the route during some days and times during the winter months.	<p>Highway Maintenance provided the following response:</p> <p>Conway Drive forms part of the secondary gritting route and Judith Butts the third. Obviously the primary routes must be given priority in extreme weather events and the secondary / third after that, whether they are bus routes or not. Arriva undertake the risk assessments for all routes and should they decide it is not safe to operate a particular route then we must support them in that for the safety of their drivers, passengers and other road users. We are not in a position to ask Arriva to operate a route which they feel is unsafe. Conway Drive was gritted this winter but as it is on the secondary route it was perhaps a little later than the primary roads meaning that the morning buses may have been affected by non-running. We will continue to monitor all bus routes affected by icy weather through the forthcoming winter.</p>
7.	Overgrown hedges/undergrowth hanging over cycle paths at Bage Way and Woodcote Way. Are these areas the responsibility of the Local Authority or the Highways Agency.	<p>Highway Maintenance provided the following response:</p> <p>Officers inspected this area and found no work was necessary, presumably due to work being carried out as part of the Council cyclic maintenance scheme between the time of the complaint and the inspection taking place.</p>
8.	Bridgeford Way – There is an issue with bushes covering the footpath.	Councillor Kenny advised that this issue had already been reported, but that the work would have to be done manually due to the location of the hedge.
9.	Footpath at the rear of Whitehall – private hedges are overhanging onto the pathway making it difficult to navigate.	<p>Highway Maintenance provided the following response:</p> <p>Contacts carried out work within 3 weeks of LJC meeting.</p>
10.	Brook Road (cut through by ASDA) – the surface of the pathway at the very end is uneven and breaking up making it difficult for wheelchair and pushchair users to navigate. It was noted that the main body of the path was unadopted, but the end in question may be the responsibility of the local authority to maintain.	<p>Highway Maintenance provided the following response:</p> <p>It has been confirmed that Brook Road is unadopted and is the responsibility of residents to maintain. The Highway Authority (Shropshire Council) has not responsibility for it.</p>
11.	What time are the Christmas Lights turned on.	This information will be available on the Council website nearer the time.

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12.	Concern was raised over undergrowth hanging over cycle paths making them difficult to navigate. Councillor Kenny advised the meeting that the Council will cut back overhanging foliage, but trunk road fell under the responsibility of the Highways Agency to maintain. The areas in question related to Bage Way and Woodcote Way cycle track.	It was noted that this matter would be raised with officers to ascertain if Shropshire Council were able to carry out any clearance works.
13.	Bridgeford Way – There was an issue with bushes covering the footpath.	Councillor Kenny advised that this had already been reported, but that the work would have to be done manually due to the location of the hedge.
14.	Shirehall/Preston Street Entrance – concern was raised over the lack of visibility due to hedge overgrowth.	Highway Maintenance provided the following response:  Contactors attended to this within 3 weeks of the LJC meeting.
15.	Footpath at the rear of Whitehall – Private hedges are overhanging on to the pathway making it difficult to navigate.	Highway Maintenance provided the following response:  Vegetation was cut back by Contractors within 3 weeks of the LJC meeting, although private hedges were not cut back to the boundaries unless the encroachment was significant.
16.	Brook Road cut through by ASDA – it was noted that the surface of the pathway at the very end was uneven and breaking up, which was causing difficulties for users in wheelchairs or with pushchairs.	It was noted that the main body of the pathway was the responsibility of the home owners along the path, but that the ends could be the responsibility of the local authority, but officers would need to investigate the matter.

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17.	<p>A member of the public raised an issue relating to the lack of road gritting, which had led to a reduced service to bus routes on the Conway Drive loop during the winter months. It was noted that this item had been discussed at a previous meeting and had been included as a possible future agenda item. The Portfolio Holder for Transport confirmed that he would investigate the matter and provide a response.</p>	<p>Mr Hayes, Passenger Transport Manager, has investigated the matter further, and provided the following information on the issues raised:</p> <p>On checking with Highways Maintenance, Conway Drive forms part of a secondary gritting route, and Judith Butts Garden a third. Primary routes must be given priority in extreme weather conditions, and the secondary/third after that, whether they are a bus route or not. Arriva undertake risk assessments for all routes and should they decide it is not safe to operate a particular route, then the Council must support that decision for the safety of their drivers, passengers and other road users. We are not in a position to ask Arriva to operate a route which they feel is unsafe.</p> <p>I have investigated this matter further and can confirm that Conway Drive was gritted this winter, but as it was on a secondary route it was perhaps a little later than the primary roads, which meant that the morning bus routes may have been affected. We will continue to monitor all bus routes affected by icy weather through the forthcoming winter.</p> <p>Mr Pearce, Arriva, has provided the following information:</p> <p>When there is severe weather conditions, Arriva carry out risk assessments on all bus routes and make decisions on the morning in question, prior to the first bus leaving the depot. Last year Arriva did stop operations along Conway Drive due to the excessive snowfall experienced during the night, but it was only the morning services that were affected. As soon as the roads had been gritted and some of the worst snowfall had been removed we resumed our services around the area. Arriva took the decision not to operate the 23 Service in Judith Butts Gardens for two days, as this road had not been gritted, and as a result a bus had slid through a garden fence causing quite a bit of damage. Another minor accident had occurred on Conway Drive where a bus slid into a parked car.</p> <p>If any routes are not operational due to road conditions there are protocols in place that need to be followed, and as many people as possible are informed of alternations to services via Shropshire radio, local press and both Shropshire Council and Arriva Customer Services.</p>
<b>BUS STRATEGY</b>		
18.	<p>Shirehall Park and Ride – A member of the public requested that the Council consider re-instate a Park and Ride facility at Shirehall at weekends. It was noted that this was a cheaper option than parking in town or using public transport for residents living in the area.</p>	<p>The Passenger Transport Manager advised that the Park and Ride facility at the Shirehall would not be available in the future due to lack of demand in previous years. The Council would encourage residents to make use of public transport and advised that there were a number of cost saving options for tickets, including monthly savers, 10 day savers, weekly savers, and day tickets which would allow all day travel across the area.</p>

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19.	A need for public transport to be made available on a Sunday was essential for the survival of Shrewsbury, as currently it was like a ghost town. Residents without access to private transport options were reliant on taxis, and this had a serious cost implication and was unfair on some sectors of the community.	Residents were advised that the Council had not taken the decision lightly to remove subsidies from Sunday and evening services. An extensive consultation had been undertaken, along with a detailed review of the changes by a Task and Finish Group, and they had concluded that with the limited funding available the Council must give priority to services provision for education, employment and health care appointments.
20.	Service No. 1 – Were there any plans to amend the route to include St James Road and the upper loop, as many residents currently face a long walk to a bus stop.	Mr Pearce, Arriva, advised that the routes had only recently been confirmed and amended, as necessary, and there were no plans at the current time to amend the route. Mr Hayes advised that residents with walking difficulties could book transport with Dial-a-Ride, which was a door to door service.
21.	Resurfacing of Bus Stops – A resident reported that a bus stop on Preston Street had not been resurfaced, when resurfacing work had been undertaken in the area.	Mr Hayes advised that he was not aware of this matter, and would take it back to officers to resolve. The following response has been provided:  Officers have been out to look at this bus stop and can confirm that it wasn't on the original scheme as the stop in question has been put in place since the original works were agreed with Arriva.  That notwithstanding, and also based on the fact that there have been no objections to this stop, Officers will now raise an order for the improvement works at the base of the lighting pole to keep this in step with the other stops on the road.
22.	Service No. 1 – Is the no. 1 service a through service or is there a requirement to change at the bus station.	Residents were advised that this service was a through service, and the only time there would be a revision to this would be when the town centre roads were closed to through traffic.
23.	Would the Council consider reinstating Sunday services.	The Portfolio Holder for Transport advised the meeting that the Council had removed subsidies for Sunday services, and as they were not commercially viable Arriva would not be reinstating the services at the current time.
24.	Could collaborative work be undertaken with the supermarkets to supply a Sunday service to their stores, especially with Christmas shopping coming up.	The Portfolio Holder for Transport indicated that any transport services provided by supermarkets would be a private arrangements and that Arriva had not been approached to provide a service. It would be up to the individual chain to provide a service for the local communities. It was noted that during the 5 week run up to Christmas additional park and ride provision on a Wednesday evening would be laid on at Oxon, Meole Brace and Harlescott sites, but not at Shirehall due to the very poor take up of the service on previous occasions. It was noted that off-street parking at certain car parks would be free from 4 p.m. onwards to coincide with late night shopping nights.

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25.	Concern was raised over the affects the reduction in bus provision was having on disabled residents who were unable to make alternative travel arrangements. Had a risk assessment been undertaken on the proposed changes, and were they in line with the Disabilities Discrimination Act.	Mr Hayes confirmed that an EINA had been undertaken when considering the changes prior to their implementation.
26.	Service no. 23 – would the Council/Arriva consider providing a service across the river to Morrison's.	<p>Mr Hayes indicated that the Council had previously looked at providing an orbital service around the town, but the costs had outweighed the advantages.</p> <p>Councillor Kenny stressed the importance of a bus link being provided between the Monkmoor and harlescott areas as this would provide an essential service for people needed to travel between the two areas for employment, shopping and education purposes. Councillor Durnell suggested that the Council consider trialling a service to obtain evidence that there was a need for the service. It was suggested that the extended service could run at certain times, and would not be required at all times during the day.</p> <p>Mr Hayes indicated that the Council and Arriva would look at the suggested proposals and put forward options for delivery. He stressed that there were no additional resources available so this would have an impact on the frequency of the service. He agreed to look into the proposal further and feedback on their findings.</p>
27.	Concern was raised over the lack of publicity over the changes to the bus services.	Mr Hayes reported that the changes had been advertised in the press, online on the Council's website and notices had been displayed in every bus in the 4 weeks leading up to the changes being implemented. It was noted that each bus stop displayed a new timetable.
28.	A student at a local school raised concern over the impact of late buses had on his travel arrangements, stating that when using service no. 23, he would very often arriving at school at 8.50 a.m. which was not acceptable.	<p>Mr Pearce, Arriva, indicated that he wasn't aware that there was a timing issue with this service, but would look at the issue and feedback on what was being done to resolve the problem.</p> <p>After investigating the matter further, the following information has been provided:</p> <p>Arriva have checked all of their GPS data for the previous two weeks and cannot find any date that they operated the service late. They now have the latest TGX ticket machines that are GPS enabled and give accurate timing data.</p>
29.	A resident requested that now Netto had closed would Arriva be reinstating the service no. 23 route along Old Potts Way.	Mr Hayes and Mr Pearce indicated that they would look into the possibility of route changes on the service and feedback their findings.

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30.	Concessionary Travel – A resident raised concern over the Council's decision to reduce the hours for concessionary travel, stating that after 9.30 a.m. buses were packed and that by extending the hours of travel this would spread the number of passengers on each journey.	<p>Mr Pearce advised that he did not have the figures available for concessionary travel numbers, and understood that services would become busy because of the changes, but stressed that a driver would not allow a bus to operate if passenger numbers exceeded the capacity of the vehicle.</p> <p>Mr Hayes indicated that due to funding cuts, the Council had reverted to the Governments Statutory Concessionary Travel Policy of 9.30 a.m. – 4.30 p.m. Monday to Friday, as anything over these times would attract a cost to the Council. He also reiterated that a bus would not operate if passenger numbers exceeded vehicle capacity.</p>
31.	Update following investigation into proposals put forward at the meeting.	<p>A number of residents asked Shropshire Council and Arriva to consider an extension of the number 23 bus service to link Monkmoor, Abbey and Underdale with Sundorne and Harlescott (retail and business parks) via the Telford Way Bridge. We, in partnership with Arriva, have now had the opportunity to consider this in more detail.</p> <p>Please see a brief summary of the findings below;</p> <ul style="list-style-type: none"> <li>• Extending the service 23 to Harlescott &amp; Sundorne would not generate enough passengers to make the extension commercially viable therefore any extension would need to be funded by Shropshire Council.</li> <li>• There is no capacity within the service to provide the extension using existing resources. Any extension would require the addition of an extra vehicle. This would give 30 minutes for the bus to be extended to Tesco and then return via the same route.</li> <li>• The gross increase in cost of providing the extended service would be in the region of £105,000 per annum.</li> </ul> <p>Unfortunately, due to the current financial pressures, Shropshire Council are not in a position to fund the extension to this service. Obviously should our situation change we can reconsider this decision at that time.</p> <p>When considering the above it was also noted that residents of the above areas are able to access services at Sundorne and Harlescott using local bus services via a connection at the Bus Station. Passengers should use service 23 or service 1 to the bus station and then service 24 to Sundorne and Harlescott or service 25 which goes via Harlescott Grange. .</p>

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<b>POLICE</b>		
32.	A resident addressed the meeting advising that graffiti was becoming a problem on the bridge on Preston Street/Belvidere Road, over the river. It was noted that a fire had been started recently, but more importantly the graffiti gave details of which schools the offenders attended along with contact numbers.	PC Hawkins indicated that she would report this matter back and raise it with the schools concerned.
33.	Residents were experiencing problems with speeding motorbikes around Galton Drive and Bridgeford Way.	PC Hawkins advised that the Police had identified this as a key priority. They were intending to put up advisory speed signs and if necessary carry out laser gun operations in the area.
34.	Housing Development – Concern was raised over a proposed housing development off Preston Street, stating that the entrance to the site could become a safety issue, and wanted to know if the Police were able to comment on an application if there were concerns over road safety.	Councillor Durnell indicated that Highways were a statutory consultee on all planning applications and would investigate any road safety issues prior to an application being approved. The Police Architect was also able to comment on planning applications.
35.	Preston Street/Magistrates Court – Concern was raised over speeding motorists down Preston Street, and it was difficult to judge oncoming traffic speeds. Would residents be able to park their vehicles at the rear of their properties, or on the overflow car park on London Road to ensure that both lanes of the highway were clear.	PC Hawkins advised that since on-street parking had been decriminalised there were no restrictions on this particular stretch of road so resident could park outside their properties if they wished. However, she would take the issues of speeding back to see if they are able to do anything to help address the situation.
36.	Illegal parking on Preston Street – Concern was raised over a problem with cars being illegally parked on Preston Street towards the Column. It was noted that the left hand bend was a problem if turning right onto Preston Street and that more enforcement or better road engineering would help to address this problem.	Councillor Durnell indicated that the Council were responsible for on-street parking enforcement as well as changes to the street layout. It was agreed that this matter would be taken back to the Council.
37.	Councillor Durnell raised the issue of continued speeding on Belvidere Road/Ragleth Gardens, and Conway Drive (near shops)/Eskdale Road, requesting that a police presence be maintained.	PC Hawkins agreed to take this matter back.
38.	Parking on pavements was causing a problem at Bell Lane/Canon Street.	PC Hawkins agreed to take this matter back.