

# THE YORK ENHANCED PARTNERSHIP FOR BUSES



## Operational Delivery Group

Minutes– 10<sup>th</sup> November 2022 14:00-16:00 (online)

Present:

- Keith McNally – CPT/chair (KM)
- Dave Atkinson – City of York Council (DA)
- Michael Howard – City of York Council (MH)
- Sam Fryers – City of York Council (SFr)
- Julian Ridge – City of York Council (JR)
- Patrick Looker – City of York Council (PL)
- Paul Matthews – First (PMa)
- Paul Moses – First (PMo)
- Paul Turner – Transdev (PT)
- Stuart Fillingham – East Yorkshire (SFi)
- Dwayne Wells – Arriva Yorkshire (DW)
- Craig Temple – ConnexionsBuses (CT)
- Richard Startup – York Pullman (RS)
- Gary Newby – Reliance (GN)
- Andy Clarke – North Yorkshire County Council (AC)
- Chris Mottershaw – East Riding of Yorkshire Council (CM)
- Carl Sutcliffe – Department for Transport (CS)
- Andrew McGuinness – CPT/Forum chair (AM)

- 1) Introductions and Apologies (KM)
  - Apologies received from James Gilchrist, CYC.

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## 2) Introduction to the York Enhanced Partnership (SFr)

- SFr gave a short summary of the EP structure, including the voting arrangements for the ODG.
- Where a vote is required, there are 15 votes in total: 6 for CYC, 3 for First York and one vote for each of the other six bus operators.
- Normal decisions require a majority in favour.
- Key decisions, including approval of any expenditure over £50k, require a supermajority with two thirds in favour.

## 3) BSIP funding update (MH)

- MH advised that the indicative BSIP funding award had been provisional upon an Enhanced Partnership being formed. Now that the EP is in place, it is expected that DfT will award this year's funding during week commencing 14<sup>th</sup> November.
- CYC is very keen to move forward and begin delivering BSIP measures.

## 4) Operator updates (driver recruitment and upcoming network changes)

- PMA advised that First are actively recruiting, but staff retention remains difficult. First York is 12% short of its full staff quota. Loan drivers from other First business areas are being brought in to assist.
- PMO advised that First are working with CYC in regard to January service changes, which are focused on improving reliability and matching service levels to driver availability. Service 12 will be withdrawn on 22<sup>nd</sup> Jan.
- GN advised that Reliance are fully staffed, although cost increases are difficult to absorb. Service reductions will be necessary despite high levels of patronage.
- CT advised that recruitment is proving to be a headache. Services are managing to operate, but there is a big gap between customer expectations and commercial realities. Saturday 13 is being withdrawn and other services are at risk.
- SFi advised that a new pay deal is being brought forward, including an increase in flexible working. Fewer drivers are now leaving.
- DW advised that the picture for York and Selby is better than other areas, with no real staffing issues. Services are seeing more leisure patronage. Service 42 is due to be retendered by NYCC in April.
- PM advised that the staffing situation in York and Malton is OK. Cityzap has been withdrawn. Transdev are working to understand the implications of the DfT's 3-month £2 single fare cap initiative. The post-April funding situation is uncertain.

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## 5) Subgroup updates

- Performance Group (SFr)
  - Quarterly updates have been provided by the station frontage project team
  - Service change dates have been agreed for 2023
  - Large numbers of composite stop timetables have been replaced following pandemic and subsequent technical issues
  - Major events have taken place in York – Yorkshire Marathon, Balloon Fiesta, Royal Visit, Christmas Fair
  - Increased delays have been observed into the Autumn, particularly around the city centre, Wigginton Rd, Shipton Rd and Fulford Rd.
- *No other subgroup meetings have taken place*

## 6) Major Schemes update

- Tony Clarke joined the meeting to update group members on upcoming major transport schemes.
- TC's role is focused on the York Central development, but there are other overlapping schemes which are all likely to impact on the bus network from 2023, such as the station frontage works, Tadcaster Rd scheme and various utilities works. Final decisions are yet to be made by elected members.
- The works may offer the opportunity to test and evaluate alternative bus routings.
- Works will be ongoing on Leeman Road for much of 2023, requiring single lane working. The road will be permanently closed in late 2023 once a new through route from Water End has been constructed.
- At the station, Queen Street Bridge will be removed during 2023, with traffic diverted onto a temporary road. This will require weekend closures, likely during August.
- The Tadcaster Rd scheme will cause disruption but does not require any closures.
- A closure of Lendal Bridge will be required to undertake maintenance following the completion of the above schemes.
- Part of the A1237 Outer Ring Road is planned to be upgraded to dual carriageway starting in late 2024.
- Other upcoming works include utilities on the A59, development at the Nestlé site and a traffic signals scheme at Foss Bank.

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- CM advised that Bubwith Bridge will be closed for maintenance later this month. The A166 is likely to be closed at Stamford Bridge for 5 weeks in Sep 2023.
- PT advised that during recent city centre highway works in Leeds, many car drivers took unexpected routes to get around closed roads.
- CT asked why Queen St Bridge needs to be removed.
- MH advised that the bridge is an obsolete feature designed when railway tracks still passed through the city walls. Removing the bridge opens up significant new space for public realm improvements, including more space for bus stops. CYC will do everything possible to ensure disruption is minimal.

7) EP tasks (*key decisions with impact above £50k shown in bold*)

- MH put the following requests to the group members for approval:
  - Agree bus operator RTI contributions for 2022/23 (£50k pro rata total as per Scheme para 6.10). *Proposal is for this to be split by operated York mileage as per most recent data provided to All York ticketing scheme. [UNANIMOUSLY APPROVED]*
  - Approve £800k BSIP capital funding for new RTI equipment [UNANIMOUSLY APPROVED]**
  - Approve £200k BSIP network support funding to contribute to replacements for commercial services due to be withdrawn. [UNANIMOUSLY APPROVED]**
  - Approve £200k BSIP revenue funding for 2022/23 behaviour change work. [UNANIMOUSLY APPROVED]**
  - Approve £100k BSIP capital funding to commence P&R site development work. [UNANIMOUSLY APPROVED]**
  - Approve £50k BSIP capital funding to commence bus priority works. **[UNANIMOUSLY APPROVED]**
  - Approve £50k BSIP revenue funding (2022/23) for EP Officer and Commercial Ticketing Officer posts. **[UNANIMOUSLY APPROVED]**
  - Approve £20k BSIP revenue funding for Transport Focus survey
  - BSIP ticketing measures – delegate to Ticketing Group? **[UNANIMOUSLY APPROVED]**
  - Customer charter development – delegate to Passenger Liaison Group? **[UNANIMOUSLY APPROVED]**
  - Bus service development guide – delegate to Infrastructure or Performance Group? **[UNANIMOUSLY APPROVED]**
  - BSIP monitoring and evaluation – delegate to CYC officers? **[UNANIMOUSLY APPROVED]**

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- PT asked for confirmation that all the approved funding would be used to deliver previously agreed BSIP objectives. MH confirmed that this was the case.
- PMA asked whether the full 2022/23 BSIP amount would be spent by 31<sup>st</sup> March.
- MH advised that this would be very challenging, given that the funding was received almost 8 months in to the financial year.
- CS advised that is a process to propose and agree changes to the spend profile with DfT.
- All decisions were unanimously approved.

8) Nominate and agree subgroup chairs and assign tasks to subgroup

- Subgroup chairs were nominated and appointed as follows:
  - i. Performance Group – Paul Moses (First)
  - ii. Ticketing Group – Paul Turner (Transdev)
  - iii. Marketing Group – Debbie Manson (CYC)
  - iv. Infrastructure Group – Richard Hampton (CYC)
  - v. Passenger Liaison Group – Duncan McIntyre (CYC)
- PT suggested that terms of reference should be developed for the subgroups.
- **Action:** SFr to discuss terms of reference with chairs.
- AM is chairing the EP Forum and wishes to see it adopt a clear strategic, high-level role. SFr agreed and stated that more specific local issues could be discussed within the Passenger Liaison Group.
- KM suggested that one of the subgroups could focus on driver recruitment/retention. CS advised that DfT could set up a discussion group for this topic.

9) Bespoke scheme variation proposals (MH)

- Now that the EP is in place and the 2022/23 BSIP funding has been provided, the scheme will need to be varied to include additional detail, and shared with DfT in order to unlock the 2023/24 funding.
- **Action:** Variation proposals to be brought to next meeting.

10) Exhibition Square- proposed slot-booking system for tour bus services (SFr)

- CYC has proposed the introduction of a slot-booking system for the Exhibition Square tour bus stop, to ensure that stand clashes between the two operators are kept to a minimum.

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- SFi stated that he cautioned against reducing space available to tour buses in 2014.
- PT stated that operators cannot conspire to set timetables and that more stand space is needed. PT suggested moving the bus shelters closer to St Leonard's Place, with Reliance services stopping closer to the car park entrance.
- RS asked about the impact on other operators.
- GN stated that Reliance services are impacted when tour buses are waiting to access the stand, which causes traffic queues. There is not enough space to exit the stop easily. There are 2 or more tour buses competing for stand space throughout much of the summer.
- JR advised that any redesign of the stop area would be a long-term intervention. The issue needs to be managed in the short term.
- RS stated that he believes a co-ordinated approach under the EP banner is the best way forward.
- CS advised that civil service colleagues would be happy to provide advice on any competition implications.
- PT asked CYC to confirm that there are no competition issues and proposed a site visit.
- **Action:** SFr to share slot booking proposal with CS.
- **Action:** SFr to arrange site visit with both tour bus operators.

#### 11) Agree future meeting dates, times and locations

- It was agreed that the next meeting should take place in January, then quarterly thereafter.
- 11:00 start time preferred, in person where possible.
- **Action:** SFr to coordinate 2023 meeting dates.

#### 12) Any other business

- None.

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