

# THE YORK ENHANCED PARTNERSHIP FOR BUSES



## Operational Delivery Group

DRAFT Minutes– 20<sup>th</sup> January 2023 11:00-13:00 (West Offices and online)

Present:

Keith McNally – CPT/chair (KM)

James Gilchrist – City of York Council (JG)

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)

Richard Frankland – Turner & Townsend, on behalf of City of York Council (RF)

Duncan McIntyre – City of York Council (DM)

Tom Bridge – First (TB)

Alex Hornby – Transdev (AH)

Stuart Fillingham – East Yorkshire (SFi)

Dwayne Wells – Arriva Yorkshire (DW)

Craig Temple – ConnexionsBuses (CT)

Tom James – York Pullman (TJ)

Richard Startup – York Pullman (RS)

Gary Newby – Reliance (GN)

Andy Clarke – North Yorkshire County Council (AC)

Chris Mottershaw – East Riding of Yorkshire Council (CM)

Andrew McGuinness – CPT/Forum chair (AM)

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c/o Transport, City of York Council, West Offices, Station Rise, York YO1 6GA

Independent Chair: Keith McNally (Operational Delivery Group), Andrew McGuinness (Forum)

### 1) Introductions and Apologies

- No apologies were received.

### 2) Minutes and actions from previous meeting

- It was agreed that the minutes were an accurate record of the 10<sup>th</sup> December meeting.
- SFr has emailed subgroup chairs regarding their terms of reference.

### 3) BSIP Programme delivery update

- RF has been brought in to provide programme management expertise.
- Detailed BSIP scheme costings are being drawn up.
- A quarterly report and change request will be submitted to DfT at the end of January.
- There will be an underspend in 2022/23 due to the late award of BSIP funding by DfT. It is hoped that any underspend can be carried over to the next financial year.
- The EP scheme will be updated to include a BSIP project plan.
- The City centre bus study is ongoing.
- Briefs for corridor studies (Fulford Rd, Wigginton Rd, University Rd) have been sent out to consultancies.
- Park & Ride site audits have been carried out and meetings have been held with First York.
- A public consultation for the city centre shuttle bus trial will be held on the weekend of 28<sup>th</sup>/29<sup>th</sup> Jan.
- Services 12, 412 and Saturday 13 are being operated with short term tender support from BSIP. Longer term tenders will be carried out in February.
- Job descriptions are being evaluated for the roles of EP Officer and BSIP Programme Manager.
- Meetings are being held with Transport Focus in regard to passenger surveys and Monitoring & Evaluation of BSIP schemes.
- JR has met with TfN in regard to staff support to develop BSIP ticketing initiatives.
- AH asked about the shuttle bus proposals. MH responded that no concrete proposals have been made yet- this will follow on from the consultation.
- **Action:** MH to share shuttle bus consultation outcomes with the group ahead of next meeting.

### 4) Zebra funding update

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- CYC met with First to discuss ZEBRA delivery.
- DfT has confirmed further ZEBRA funding to procure an additional 9 EVs, making the First York fleet fully electric. Buses to be delivered by late 2023.

#### 5) Travel behaviour change proposals

- DM proposed a 12-month trial of the 'Betterpoints' app.
- The app logs journeys and rewards users for travelling sustainably.
- Rewards are provided in the form of vouchers or charitable donations, to help develop long-term behaviour change. The app is flexible and scalable.
- CYC has used the app to promote cycling and walking- 1400 local people have already used it.
- DM requested £45k from the BSIP behaviour change allocation to trial the app for bus users, with a target to achieve 5,000 new users within 12 months.
- KM asked if the voucher costs are included in the funding ask. DM confirmed that vouchers are included, but any other incentives such as free bus tickets would cost extra.
- **Action:** DM to advise how many sustainable trips are required to generate one voucher.
- AH asked if the app could be linked to existing operator apps which already have hundreds of thousands of active users.
- TB advised that the app would require major market penetration to have a noticeable effect.
- PL advised that robust metrics would need to be kept to be able to judge the success/value for money of the app.
- KM suggested that an EP subgroup carry out detailed evaluation of the app.
- **Action:** EP Marketing Group to take forward.

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

- TB advised that First have reached a new pay deal which has helped staffing retention. Staff turnover has stabilised and staffing levels are gradually recovering.
- Changes to routes 10/11/12 will take place on 22<sup>nd</sup> Jan, including a 'demand driven' timetable on routes 10 and 11, and the commercial withdrawal of service 12.

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- P&R was very busy at weekends in the run up to Christmas, seeing 140% of pre-Covid peak Saturday patronage at some sites. However, the network is still quiet on weekdays.
- GN advised that driver retention at Reliance is good. Leisure market is good, but patronage is still poor at commuter times. Traffic levels have increased significantly, particularly around York Hospital.
- AH advised that Transdev driver retention is also good. Staff turnover has slowed tenfold.
- Transdev's York operating base will be relocated from Hospital Fields Rd to Rawcliffe Bar depot at the end of January.
- The Malton-Whitby section of the Coastliner route is no longer commercially viable and has been put out to tender by NYCC.
- CT advised that Connexions are receiving tender support to operate service 412 and the Saturday service 13 until 31<sup>st</sup> March. The weekday 13 will be altered with a peak journey removed. Low level of concessionary reimbursement continues to prove challenging. Traffic in Harrogate is much worse than in York.
- DW advised that service 415 is doing well, reaching 95% pre-Covid patronage, and over 100% at weekends. Only one driver position at Arriva's Selby depot remains unfilled.
- SFi advised that EY are in a similar position, with only 4 vacancies across the group due to new paycales and a targeted recruitment campaign.
- Data-driven timetable improvements will come in from April.
- Difficult to assess the impact of the £2 DfT single fare initiative at present, but patronage appears to be 13% up on the previous year.
- KM advised that a driver summit was held with DfT in November. DfT are requesting large amounts of data to monitor the situation.

## 7) Group updates and actions

- EP Forum (AM/SFr)
  - i. The EP Forum members have asked for a rotating bus operator representative to be in attendance at each Forum meeting. ODG response: DW (Arriva) agreed to attend the next Forum meeting.
  - ii. The Forum asked for a non-bus user representative to attend its meetings. ODG response: It would be very challenging to find a non-bus user who was sufficiently willing to engage in a regular, productive manner within the Forum. It was suggested that the Forum engage with the Marketing or Passenger Liaison Groups to ask if any residents currently involved in other consultative bodies might be willing to join the Forum.

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- iii. The Forum has asked for detailed monthly service performance data broken down by route. ODG response: Data is freely available through the government's Bus Open Data Service (BODS) platform if the Forum wishes to make use of it.
  - iv. AM will chair the Forum in a neutral manner, but will encourage the membership to retain a strategic focus.
- Performance Group (SFr)
    - December: Multiple ad-hoc meetings took place in the run up to Christmas to address the congestion and delay issues which arose. Measures were put in place to manage queuing at the Piccadilly car park.
    - Traffic congestion on Wigginton Road outside the hospital entrance is becoming increasingly disruptive to bus services.
    - GN asked what short-term action can be taken. JR advised that York Hospital now appear to be taking the issue more seriously.
    - GN advised the delays are now constant rather than seasonal.
    - JR is aware that the multi-storey car park barriers are not working very well.
    - SFi requested for Bus Warden role to be filled, with postholder given a flexible remit to deal with this sort of issue.
  - January's meeting was used to carry out a workshop session with Steer, discussing their City Centre Bus Study proposals.
  - Non-contentious measures in the Study will be put forward to an upcoming Executive Member Decision Session. Any major changes on the highway network will not be put forward for approval until after the local election in May.
  - RS advised that some proposed measures would have an impact on coach operators. JR will meet with TJ to discuss. Coach provision will be in scope of the council's upcoming transport strategy.

#### 8) Major Schemes update (DA)

- Tadcaster Rd scheme – commencement of construction is imminent.
- York Central and Station Gateway schemes will both commence this year.
- Outer Ring Road scheme and Active Travel projects are at the planning stage.

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- AM advised that the EP Forum members were concerned that bus operators had not objected to the ORR scheme.
- MH added that enabling works for the station scheme are ongoing and a contractor is being appointed for the main works. Unlikely to be any disruptive work taking place before April.
- York Central project team are working to appoint a contractor for the Water End works.

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

- MH put the following requests to the group members for approval:
  - i. **Approve an additional £300k BSIP Network Support funding to:***
    - 1. Contribute to replacements for withdrawn commercial services.**
    - 2. Restart the Poppleton Bar P&R service**
    - 3. Develop a city centre shuttle service**

**[UNANIMOUSLY APPROVED]**
  - ii. **Approve an additional £100k BSIP capital to continue bus priority design works. [UNANIMOUSLY APPROVED]***
  - iii. **Approve an additional £50k BSIP capital for BSIP monitoring and evaluation work. [UNANIMOUSLY APPROVED]***
  - iv. **Approve £50k revenue to develop BSIP fares proposals (including multi-operator tap-on/tap-off ticketing and young person flat fares). [UNANIMOUSLY APPROVED]***
  - v. **Approve £150k for recruitment of a Programme Manager and Project Manager. CYC will also be recruiting to the Bus Warden post. [UNANIMOUSLY APPROVED]***
  - vi. **Approve £45k for travel behaviour change work, including subscription to the 'Better Points' app-based sustainable travel incentive service. [REJECTED pending analysis of benefits by the Marketing subgroup].***
- All decisions except for the funding request for travel behaviour change work were unanimously approved.

10) Assign tasks to subgroups

- Marketing Group – evaluate BetterPoints proposal, liaise with EP Forum to identify a non-bus user participant.

11) Bespoke scheme variation proposals (MH)

- Proposed scheme variations were approved.

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- Amendments are not considered sufficiently material to require further consultation.
- If DfT considers that the proposed updates are sufficient to unlock the 2023/24 BSIP funding then the revised scheme will be published by 31<sup>st</sup> March.

#### 12) Exhibition Square tour buses update (SFr)

- DfT have confirmed that a Qualifying Agreement could be used to formalise a slot booking system for Exhibition Square. This has apparently worked well in other areas.
- A site visit took place in early Jan, with CYC, Pullman, Reliance and Transdev staff present.
- All operators agreed that the current tour bus stop was in need of a redesign due to exiting buses needing to cross the cycle box in order to reach the right hand (Gillygate) lane.
- Transdev's proposal to relocate the flag for stop ED was not seen as viable due to the total stand length being insufficient to accommodate an additional bus without blocking the private car park entrance or leaving buses sticking out into traffic.
- **Action:** JR to arrange further meetings with both tour bus operators in order to resolve any timetable conflicts ahead of the summer season.

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

- Preference for 11:00 start time.
- **Action:** CYC project support assistant to coordinate remaining 2023 meeting dates.

#### 14) Any other business

- None.

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