

# THE YORK ENHANCED PARTNERSHIP FOR BUSES



## Operational Delivery Group

DRAFT Minutes– 17<sup>th</sup> January 2024 13:00-15:00 (Online)

### 1. Introductions and Apologies (Keith McNally)

In attendance:

Keith McNally – CPT/chair (KM)

Danielle Hudson – City of York Council (DH)

Sam Fryers – City of York Council (SFr)

Julian Ridge – City of York Council (JR)

Patrick Looker – City of York Council (PL)

David Beer – Transport Focus (DB)

Duncan McIntyre – City of York Council (DMc)

Richard Hampton – City of York council (RH)

Tom James – York Pullman (TJ)

Alex Spencer – Transdev (AS)

Michael Moore – First bus (MM)

Michael Howard – City of York Council (MH)

Stuart Fillingham – East Yorkshire (SFi)

Craig Temple – ConnexionsBuses (CT)

Richard Startup – York Pullman (RS)

Andy Clarke – North Yorkshire Council (AC)

Chris Mottershaw – East Riding of Yorkshire Council (CM)

Andrew McGuinness – CPT/Forum chair (AM)

#### **THE YORK ENHANCED PARTNERSHIP FOR BUSES**

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

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

Apologies:

Joanne Waddington – City of York Council

Paul Moses – First Bus

## 2. Minutes and actions from previous meeting (KM)

**ACTION** MM to follow-up with Andy Fozzard on the £2 fare impact from October's ODG meeting.

**\*Update since meeting\*** The situation closely mirrors the overall trend reported by operators. After the introduction of the £2 flat fare, there has been growth in passenger numbers, and this trend seems to have continued steadily throughout the current year. The primary driving force behind this growth is mostly adult passengers.

## 3. Transport Focus – My Journey update (David Beer)

**ACTION** slides will be shared with minutes.

## 4. Update on Network review (SFr)

- CYC are proposing some alterations to the supported bus service network.
- A reduction to some services is proposed to help with stability, efficiency and affordability of the supported bus service network.
- An online consultation is due to end at 5pm on 17<sup>th</sup> Jan 2024; CYC officers have also attended in-person Local Transport Strategy consultation events to hear people's views on the proposed changes.
- The consultation results will be presented to the Executive on 20<sup>th</sup> February '24.
- The wider Bus Network Review undertaken by consultants Momentum during autumn '24 encompasses the whole York bus network.
- **ACTION** Momentum Bus Network Review report to be circulated with the minutes.

### THE YORK ENHANCED PARTNERSHIP FOR BUSES

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

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

## 5. BSIP update (SFr)

- Development of proposals for the P&R sites (excluding Designer Outlet) is ongoing with initial concept designs due by early February '24.
- Consultants, Steers, presented the results of the York City Centre Bus Study to operators on 16<sup>th</sup> January '24.
- **ACTION** presentation and report to be issued with the minutes.
- Consultants, WSP, are supporting CYC with development of bus priority schemes for the city centre and the Fulford Road corridor.
- Poppleton Bar P&R will require continued subsidy in 2024/25 but patronage is growing and it is expected to be affordable.
- A marketing agency will be in place by the end of January to lead campaigns and boost capacity.
- Guidance from DFT for BSIP update that needs to be submitted by June to unlock future funding.

## 6. ZEBRA update (RH)

- ZEBRA1 (First Bus) 55 EV buses were delivered in October. Interim power upgrade to James Street depot will complete by end of January '24, with full upgrade due by end of March '24. Full EV fleet will be in use by end of January '24.
- ZEBRA2 (Transdev) bid submission in December '23. Announcement expected in March '24. Electric tour buses and Transdev tendered services included. Strong bid but due to having received funding before, other areas will be prioritised.
- The ZEBRA2 bid can be viewed here:  
<https://www.itravelYork.info/zebra-bid>

## 7. Operator Updates

### First (MM)

- Potential network changes for spring '24 in development.
- Review of Christmas traffic – Friday and Saturday punctuality issues. Patronage lowered.
- Driver recruitment and retention – challenges but this is being managed.

### **THE YORK ENHANCED PARTNERSHIP FOR BUSES**

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

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

- **ACTION** KM recommended MM liaising with him as KM is currently working with the Job Centre.

#### Pullman (TJ)

- Network changes – 19 short-term contract working well.
- Review of Christmas traffic – Pullman believe we need to have conversations with Make it York a lot earlier.
- Driver recruitment and retention – Driver retention is good.

#### Transdev (AS)

- Network changes – Potential changes on Coastliner, Reviewing real time data mainly between Leeds and York. £2 Fare is slowing down the routes due to being very busy.
- Review of Christmas traffic – Massive decline in punctuality. This would be good to review early in 2024.
- Driver recruitment and retention - almost fully Staffed.

#### East Yorkshire (SFi)

- Network Changes – No plans to make cuts. Growth on X46 and X47 routes. Making changes to improve punctuality.
- Review of Christmas traffic – Decline in punctuality - recommend prepare for this mid-year and invite Make it York to the group.
- Driver recruitment and retention – fully staffed and retention is up.
- Dial and Ride transport – **ACTION** East Yorkshire do demand-led services in Northeast Lincolnshire. SF Will send details to SFr.

#### Connexions (CT)

- Network Changes – People seem to be getting confused regarding route 16.
- Review of Christmas Traffic – Same experience as other operators.
- Driver recruitment and retention – this is getting better but still not fully staffed.

## 8. Group updates and actions

### EP Forum (AM)

- Ongoing concerns about bus service reliability.
- Accessibility issues – significant frustration regarding First's ZEBRA1 EV buses only having 1 wheelchair-user space.

### **THE YORK ENHANCED PARTNERSHIP FOR BUSES**

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

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

- **Action** All operators to log all wheelchair refusals and consider their procedures for such incidences.
- **Action** Task and finish group to learn from past and quick-wins for improving accessibility.

### **Performance Group (SFr)**

- Discussions mainly on Christmas traffic. These will be discussed early in the year. Once in place, the marshals did help.

### **Ticketing group (PT)**

- **ACTION** Proposal to extend eligibility for youth fares to under 19s. Paper to be circulated with minutes.

### **Marketing group (SFr)**

- Marketing tender now complete. Contract should be complete in next couple of weeks. First campaign will be on youth fares.

### **Infrastructure Group (RH)**

- Order placed to replace 66 older Real Time Information (RTI) screens in city centre.
- 53 out of the first batch of 55 battery-operated RTIs have been fitted. An order for a further 45 is to be placed in January '24.

### **Passenger Liaison Group (DMc)**

- Organising events at Foxwood, Hospital, New Earswick and Tang Hall.
- It was noted that passenger liaison and bus research already take place outside this group, e.g. Transport Focus, Accessibility Event, Local Transport Strategy consultation. And so this group is about filling gaps in our knowledge and adding opportunities for the public to have their say – not to initiate all passenger liaison and research.

## **9. Local Transport Strategy update (JR)**

- Emphasised importance of completing the LTS questionnaire, which closes on 4<sup>th</sup> February '24.
- There are 10 key policy areas; policy 4 is mainly on buses.
- Sending an email or letter to Julian to provide opinions on this would be helpful.

### **THE YORK ENHANCED PARTNERSHIP FOR BUSES**

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

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

- **ACTION** Link to questionnaire to be provided with minutes.  
(Survey link can be found here - [Our Big Transport Conversation – City of York Council](#))

## 10. Major Schemes update (MH)

- Rail Station Frontage - Closure of Queen Street will run from a Friday-Monday (dates to be confirmed) and the bridge demolition and taxi rank alterations will take place during summer 2024. A bus diversion route will be communicated well in advance of closures associated with the rail station frontage scheme.
- Leeman Road - temporary traffic lights in operation. No confirmed dates for next stage.

## 11. Mayoral Combined Authority update (MH)

- Mayoral Combined Authority will be formed on 1<sup>st</sup> February '24.
- Mayoral elections to be held on 2<sup>nd</sup> May '24.

## 12. BSIP Funding requests

- Approve £50k from BSIP network support revenue to extend support of weekday service 13 for a further 5 months until 2/6/24 to enable findings of upcoming Network Review to be presented to CYC Executive and EP.
- Approve £9k from BSIP network support revenue to extend support for De minimis journeys on services 1, 4, 6 and 10 by a further 1 month until 2/6/24 to enable findings of upcoming Network Review to be presented to CYC Executive and EP.
- Approve £8k from BSIP network support revenue to extend support for weekday service 19 by a further 1 month until 2/6/24 to enable findings of upcoming Network Review to be presented to CYC Executive and EP.
- Approve £17k from BSIP travel behaviour and marketing revenue budget for 2023 Christmas Markets' Bus Marshals.
- Approve £22k for iTravel staff to provide travel advice, events, resources, and Passenger Liaison Group coordination in 2023/24.
- Approve £500K from BSIP ticketing revenue to extend youth fares scheme to all under 19s for 2024 calendar year.
- Approve £70k capital from BSIP for Bus Priority Scheme Development during the 2023/24 financial year.

### THE YORK ENHANCED PARTNERSHIP FOR BUSES

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

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

(ALL OF THE ABOVE UNANIMOUSLY APPROVED)

**13. Annual review of EP plan and Scheme (SFr)**

**ACTION** Papers to be shared again with Minutes. Everyone to review changes and let us know any amendments.

**14. Agree future meeting dates, times, and locations:**

- a. 18<sup>th</sup> April 2024 11:00 – 13:00 (Online)
- b. 18<sup>th</sup> July 2024 11:00 – 13:00 (In-person)
- c. 17<sup>th</sup> October 2024 11:00 – 13:00 (Online)

**15. AOB**

- MH noted Joanne Waddington is leaving on 8th February to take-up a new role at Transport for Greater Manchester. Thanks to Joanne for input and support.
- A new Head of Sustainable and Active Transport will be joining CYC in mid-March '24.