



Bus Operators and Council working together to deliver better bus services for York

York Quality Bus Partnership meeting minutes: 10th October 2016

<u>Item</u>	<u>Action by:</u>
<p>1. Present: Keith McNally (Chair - KMc), Bob Rackley (EYMS - BR), Marc Bichtemann (First - MB), Ben Mansfield (Transdev - BMd), Peter Taylor (Arriva – PT), Ian Pearson (Utopia – IP), Tony Clarke (CYC – TC), Andrew Bradley (CYC - AB), Julian Ridge (CYC - JR), Sam Fryers (CYC - SF), Ben Manuja (CYC – BM).</p> <p>Apologies: Craig Temple (Connexions), Jim Wallace (Transdev)</p>	
<p>2. Approval of minutes of previous meeting (in July): The minutes were approved, subject to remedying a typo in the final bullet point of section 9 (add word “attention” after “requiring”).</p>	JR to amend minutes
<p>3. Matters arising from the minutes of the July meeting:</p> <ul style="list-style-type: none"> ▪ Section 3: JR reported that the problems on Hamilton Drive appear to have been solved. ▪ Audio Visual resolution – KMcN reported that he had consulted operators about AV equipment and reported: (1) most operators had responded and none of the respondents said they had AV equipment on their vehicles (Arriva, who do have equipment, did not respond) (2) there were mixed views on AV equipment. Operators said it was good for visually/ audibly impaired passengers and visitors to York, but cost and complexity were issues, especially for smaller operators. (3) AV equipment may be addressed in the Buses Bill. (4) Operators could develop apps which would provide many of the capabilities of AV equipment. BMd (Transdev) reported that Transdev’s new bus specifications included AV equipment. AB asked operators to engage with the CYC resolution and provide what equipment they could. 	<p>All to note</p> <p>All to note. Post meeting note – this topic is discussed in the latest “Buses Bill” update</p>

<ul style="list-style-type: none"> ▪ Section 5: JR reported that CYC maintains a distribution list for parish councils and suggested timetables and route maps should be sent out using this. ▪ Section 6: Local Plan Update: JR/ AB reported that they had not received any representations from operators on the Local Plan consultation. TC said that the Local Plan had a number of implications for bus operators (e.g. traffic generation, whether sites were large enough to be served by viable commercial services or whether they presented an opportunity to develop existing services. He said that consideration of the Local Plan was at an important stage – and therefore urged operators to respond – copying in JR/ AB. ▪ Section 7: Low Emission Buses: AB confirmed that CYC’s funding bid for low emission buses for the park and ride service had not been successful. ▪ Section 8: MB asked that when a service is changing because of a CYC decision (e.g. a change to tendered services) that joint publicity be produced by the operator and CYC. ▪ Section 9: BBA group update: (1) Rougier St – It was agreed that signage should be altered to reflect the delay in delivering the new passenger shelter (MB/ JR by 14/10); (2) A19 – MB asked if the strategic road signage could be changed here to reduce traffic levels on Fulford Rd (by no longer signing the city centre along it, or consider VMS) (3) MB asked that consideration be given to improving the area around Moor Lane roundabout/ York College pedestrian crossing as delays here were seriously affecting operators’ abilities to run reliable services (4) TC asked that operators provide updated contact details in case of flooding/ adverse weather (5) TC asked that operators propose schemes to be funded from the Congestion Busting Pot as this is currently underspending. 	<p>JR</p> <p>Bus operators to respond</p> <p>All to note</p> <p>AB/ SF</p> <p>JR</p> <p>JR</p> <p>JR</p> <p>Operators</p> <p>Operators</p>
<p>4. Smart ticket project update: Ben Manuja gave a presentation about York’s smart ticketing programme</p>	<p>All to note</p>

<p>(attached).</p> <p>BM explained that the smartcard project had achieved the majority of its objectives, including replacing the “old” park and ride card with an ITSO compliant product, providing and ITSO platform for AllYork and also operators’ products. All operators now had ITSO machines and CYC had installed kiosks in York city centre/ at park and ride sites. Yozone had also transitioned to an ITSO card, with an online applications portal. ENCTS had an online replacement/ renewals system. The AllYork tickets would go live on 7th November. Consequently, the implementation phase of the project was nearly finished and it would be handed over to CYC for ongoing management.</p> <p>AB thanked Ben Manuja (who has been seconded to CYC from WYCA since 2014) for his very hard work delivering this project, and said the progress made would have been unimaginable 5 years ago.</p> <p>There was also a discussion of the Yozone scheme. It was agreed that AB would put together a summary paper for operators to consider, then put their responses to CYC’s politicians.</p> <p>Smartcard marketing: It was agreed that AB and BM would put forward a date for a smartcard marketing meeting (suggested for Friday 14/10 at 2PM)</p>	<p>All to note</p> <p>AB</p> <p>BM</p>
<p>5. Vehicle idling: AB reported that there were regular complaints about this from members of the public and councillors, but having visited this issue a number of times in the past, he was keen to understand measures the operators currently had in place to address vehicle idling.</p> <p>BR and MB reported that EYMS and First both used the Greenroad system to monitor idling and could check on particular duties if necessary. IP said that Utopia wished to avoid excessive idling because of the cost of wasted fuel. It was also suggested that idling was sometimes necessary (e.g. because otherwise a vehicle parked with its lights on might suffer a flat battery). It was agreed that operators would supply CYC with data with a view to putting forward an evidence base on the issue.</p>	<p>Operators/ AB</p>
<p>6. Bus Information: AB said that we were having ongoing issues with timely data input from WYCA. There was a</p>	

<p>general discussion and it was suggested that this had been experienced by operators too. There was then a suggestion that North Yorkshire had a more effective standing arrangement with SYPT. It was agreed that SF and Christian Martin would explore options aimed at resolving this problem.</p>	<p>SF / Christian Martin</p>
<p>7. Real time evolution: AB reported that suppliers had now been commissioned, with Cloud Amber providing historic data services and Nimbus providing data manipulation services for on-street equipment/ apps. The change would take effect from March 2017.</p> <p>BR reported that EYMS had not received their data sharing agreement, and this turned out to be the experience of several operators. It was agreed that AB would chase suppliers to get agreements in place.</p>	<p>All to note</p> <p>AB to chase</p>
<p>8. Update from Bus User Event: JR reported that this had taken place on Thursday 6/10 and he had received slightly mixed views of the event, with a complaint that it had lacked structure in comparison to the more formal events at Parliament St. There was a brief discussion and it was agreed that the event had been an effective way to speak to a cross-section of bus passengers – not just those who would come to a formal bus consultation event. It was concluded, therefore, that drop in sessions would continue to be used “in the mix” of consultation methods. It was agreed that the lunchtime session had been quiet, however, and a session from 3-6 might be more effective in future. It was also suggested that banners could be used to raise visibility of events in future.</p>	<p>JR</p>
<p>9. Park and Ride Contract update: AB told the group that CYC had received no compliant bids for the park and ride contract, therefore the current contract is likely (subject to confirmation at a meeting of the Council’s Executive) to be extended for a further 12 months whilst CYC consults operators about options going forwards and retenders the service. A report will be submitted to the October Executive meeting about the outcome of the recent tender, and the December Executive meeting about options going forward.</p>	<p>AB</p>
<p>10. Performance Group and Marketing Group updates: Performance Group: SF reported back on recent events as</p>	<p>SF/ AB</p>

<p>follows: The “Micklegate Run” – go-cart event in August – spectator numbers had been higher than anticipated, posing a risk to bus movements at the North Street/ Skeldergate/ Bridge Street junction. It was agreed that future events here need to avoid a repeat of the problems experienced; Skyride – It was agreed that this event had gone well with no problems; York Marathon – it was reported that this event had been “difficult” particularly with the organisers closing roads too early and making it difficult for First to get vehicles out of their depot. IT WAS AGREED that this should be revisited next year. BMd reported that the diversion via Gillygate had been successful.</p> <p>Marketing Group: BM reported that this had recently considered smart ticketing. A number of proposals had been made about potential campaigns, and these were now being followed up. AB said we now needed to “crack on” and proposed a further meeting on Friday 14th October (as advised above).</p>	<p>All to note</p>
<p>11. AOB: AB reported that CYC had made a bid to the DfT’s Access Fund to continue the work which had previously been done under the LSTF project. The Access Fund is the successor fund to LSTF. A decision is expected in December/ January.</p>	<p>All to note</p>
<p>12. Date of next meeting: to be Monday 12th December, 1400 – 1600hrs, preceded by a meeting of the BBA between 1300 and 1400. Members will attend the QBP between 1400 and 1500.</p>	<p>All to note.</p>