

Terms Of Reference For The Quality Bus Partnership Board

Role Of The Board

Quality Bus Partnerships establish close working relationships between bus companies and local authorities with the aim of improving bus services. In York it is intended that the Partnership includes active participation by bus users and the business community who will be represented on a Quality Partnership Board steering the Partnership. The Board will meet quarterly -

- to review progress of the Partnership toward its stated aims
- to give feedback to bus operators and Council officers on the effectiveness of bus services
- to review the outcome of York's performance against Government set Performance Indicators for bus services
- to review progress with the Council's Local Transport Plan as it affects bus services
- to set targets and objectives for the future provision of bus services

Membership

The Board will be Chaired by Roland Harris, outgoing Chief Executive of the York & North Yorkshire Chamber of Commerce

Other Members

City of York Council Executive Member for Planning & Transport,
City of York Council Service Spokesperson for Planning & Environment
City of York Council Shadow Executive Member for Planning & Transport
Representative Of York & North Yorkshire Chamber Of Commerce
Representative Of National Federation of Bus Users (York Branch)
Representatives Of Participating Bus Companies

The Quality Partnership Board will be attended by officers of the City of York Council
The Board may seek to invite other bodies or agencies to join the Quality Partnership Board

Meeting Procedure

The venue for the meeting will be the Chamber of Commerce 20 George Hudson Street, unfortunately owing to a prior booking this venue will not be available for the inaugural meeting .

The public will be free to attend, the meeting agenda being published 2 weeks before the meeting

Agendas and minutes will be produced by the City of York Council

The Council and participating bus companies shall each produce and publish a report updating the Board on progress with the Annual Action Plan. The report to be available at least two weeks prior to the meeting.

The following basic agenda structure shall be

- Apologies, Minutes, Matters Arising
- Review Council, bus operators progress on Action Plan
- Report back from the Bus Development Group
- Issues raised by Board members
- Review reliability performance indicator and set targets for the next quarter
- "Have your say" an opportunity for the public attending the meeting to contribute to the Board

Minutes will be circulated within 2 weeks of the meeting

Confidentiality

Annex A – (Quality Bus Controls)

The Board will observe the need for commercial confidentiality. The agreement of Action Plans with individual companies will be carried out in private without the attendance of the public or other bus companies. Approved Action Plans will however be made public.

Any information provided by bus companies relating to fare income or passenger use on individual bus routes will be considered commercially confidential and will only be discussed by the Board on this basis.

Scrutiny

The Council's Scrutiny Board (Partnerships) will assess the effectiveness of the Quality Bus Partnership in meeting Citizen's aspirations. The Scrutiny Board will consider the current progress with the QBP at its meeting in March 2002.

Aims Of The Partnership

Effective public transport is vital to the quality of life and economic vitality of York. It can only be achieved if commercial transport providers and public bodies work closely together.

The York Quality Bus Partnership is a public commitment made by bus operators and City of York Council to maintain and improve the provision of bus services in the City

The Quality Bus Partnership seeks to co-ordinate investment and service development between the partners to improve services to the customer. The Partnership is not a formal partnership under the Transport Act 2000 since it does not restrict access to any facilities to Partners' vehicles. As facilities are developed, the Partners may seek to enter into a partnership under the Act in respect of access to those facilities.

The Quality Bus Partnership shall offer bus users and local business the opportunity to assist in the planning and delivery of bus services setting standards for service delivery and identifying future development. The Partnership will assist bus operators understand new developments and business opportunities in the City.

The Quality Bus Partnership shall comprise

- A Partnership Memorandum jointly signed
- A Quality Bus Partnership Statement jointly published by the partners and displayed for customers at key bus interchanges
- A Quality Partnership Board comprising elected Members of the Council, representatives of bus passengers and business and representatives of bus companies which will meet quarterly to discuss the performance and development of bus services bus priorities, highway infrastructure and passenger facilities.
- A Bus Development Group comprising representatives of the bus companies and Council officers who will oversee bus service development projects
- An Annual Action Plan agreed with each company comprising targets and actions for the forthcoming year.

Annex A – (Quality Bus Controls)

feedback on bus services with a view to modifying the services to better meet customer requirements. The partners will work with the local business community to develop services which support the economic vitality of the city.

An Open Approach

The Partners will meet at least quarterly to review the progress with the Partnership the meeting being subject to public access under the Access To Information Act provisions. The partners will issue bulletins informing the public of the progress and performance of the bus service and the implementation of bus priorities and infrastructure projects.

Planning & Targets

In order to achieve these objectives, the Partners will agree and seek implement an annual Action Plan.

For the avoidance of doubt, we do not intend to bind ourselves in any way by entering into this document and it is not intended to be legally enforceable. Nothing in this memorandum or the Action Plan shall be deemed to constitute either parties as the agent of the other or to allow either party to hold itself out as acting on behalf of the other.

The Quality Partnership Statement

The following statement will be displayed at key bus interchanges throughout the City

Quality Bus Partnership Statement

The City of York Council and >bus company< are jointly committed to encouraging the use of public transport in and around the City of York in order to help citizens get around more easily, to reduce the effects of traffic congestion, to contribute towards the economic vitality of the City and to assist with improving air quality by reducing any harmful content of exhaust emissions.

The Partners value transport users as customers and will work together towards the shared aim of developing high quality public transport services in York.

To achieve this we will-

- ensure our buses are driven safely and considerately and our staff are helpful and courteous to all customers
- ensure customers are able to readily access information on how to use bus services
- do everything in our power to ensure that all advertised bus services operate on time. If the bus company fails to provide an advertised service through circumstances within its control, they will issue a free journey voucher.
- monitor and periodically report to users on the reliability of bus services
- review bus services taking into account customer comments, to ensure they best meet customer's travel needs
- introduce high quality, easy access buses together with accessibility improvements at bus stops
- develop and implement traffic management schemes giving buses priority over private cars
- improve passenger waiting facilities at popular bus stops
- explore innovative ways of using new technology to make travel easier and to reduce congestion and pollution