

York Quality Bus Partnership meeting minutes: 24th June 2015

<u>Item</u>	<u>Action by:</u>
<p>1. Present: Bob Rackley (EYMS), Ben Gilligan (First), Keith Roebuck (Transdev), John Duff (Reliance), Matt Ashton (Arriva), Andrew Bradley (Chair), Julian Ridge, Sam Fryers, Ben Manuja, Derek McCreadie (CYC), Richard Godson (CPT)</p> <p>Apologies: David Stephenson, Colin Newbury, Jim Wallace, Ian Pearson, Frances Daly, Keith McNally, Tony Clarke.</p>	None
<p>2. Approval of minutes from previous meeting: the minutes of the March meeting were approved</p>	All to note
<p>3. Actions outstanding from minutes of previous meeting: Several actions still outstanding – specifically: Julian Ridge to get roundel publicising Passenger Focus survey results updated and delivered to operators (JR); JR to circulate Steer Davies Gleave Bus Network Review (JR); JR to draft protocol for press activity (JR); Ben Gilligan to confirm whether CYC is able to send mail out (e.g. recruiting to the BUSUG) via First’s database of bus users in York (BG).</p> <p>Actions to complete ASAP</p>	JR/ BG
<p>4. Smart ticketing programme update: Ben Manuja gave an update on the smart ticketing programme. Bob Rackley raised a concern that Yorcard had advised York operators that morning of a delay in registering smart products. Action: BM/ AB to clarify with Yorcard.</p> <p>BM reported that existing Minstercard users on the park and ride service would transition to the new smartcard in August, with roll out of other smartcard products during Autumn 2015. BM also reported that he had recently had a workshop with the QBP marketing group, which had begun to assemble a marketing strategy for the smartcard.</p>	AB/ BM All to note
<p>5. “Buses in York” document: Ben Gilligan presented the document and asked operators if they were happy to adopt it as the QBP’s policy statement on developing bus services in York. It was agreed that JR would circulate the finished version of the document, which would be adopted if no additional comments were received by 10th July.</p>	All to note, JR to circulate doc, operators to feed back comments
<p>6. Public Punctuality indicators: JR presented a brief paper about publishing some regular indicators of bus service punctuality in</p>	BG/ JR

<p>York. The group discussed these and agreed that a statistic comparing punctuality year on year was useful, but a statistic comparing punctuality in York to a basket of other historic towns and cities was not meaningful. BG agreed to provide details of the punctuality stats collected by the South Yorkshire Bus Partnership as a possible model (and provided scanned pages from Passenger Transport where this was discussed. JR to circulate a new proposal by e-mail.</p>	
<p>7. Consulting with bus passengers: JR circulated a brief paper about consulting with bus passengers in York, the recommendations of which were accepted by the group. Consequently JR to transition existing Bus User Group to a looser format and CYC/ operators to arrange a programme of surgeries.</p>	JR/ operators
<p>8. Engagement with the business community: BG set out how he thought there was an important role for the QBP in engaging with the business community in York – both to promote the interests of the bus industry generally (for example, by emphasising the importance of bus services to economic activity in York – access to the city centre, trips to work etc), and to increase bus use. BG to develop a proposal for this, perhaps using some of the statistics in the “Buses in York” document as a basis.</p>	BG
<p>9. Ultra-Low Emissions City bids: DMC set out the new guidance for Ultra-Low Emissions Cities bid process. He said that York had submitted an initial bid and is currently amongst the (12) shortlisted cities. He explained that there would shortly be an ‘Ultra Low Emission’ bus fund, with grants awarded on a sliding scale according to carbon savings achieved. The funding would be available for the purchase of new buses – not retro-fitting existing buses. Operators were encouraged to contact Derek for further details.</p> <p>DMC also provided operators with details for CYC’s proposed “Clean Air Zone” so that operators can comment and understand timescales etc.</p> <p>DMC reported that funding might be available for low carbon buses following changes in the specification of the Derwenthorpe development. Again, operators should contact either DMC or AB if they wish to discuss further.</p>	DMC operators
<p>10. Sub-group updates: SF gave an update on Performance Group activity, AB on the Marketing Group. JR reported that the Bus User Group had not met since the last QBP.</p>	All to note
<p>11. AOB: AB asked if the group were happy to continue to supporting</p>	All to note

<p>the Transport Focus surveys on bus passenger satisfaction. The group reported that they were happy to do this.</p> <p>John Duff asked if CYC had responded to NYCC's consultation on bus services and AB responded that they had.</p> <p>JR asked what operator's protocol were in refunding for season tickets bought by people who used services which were deregistered before the end of their season ticket terms. BG said that a refund would usually be offered by First. Other operators reported it was not a problem they had experienced.</p>	
<p>12. Date of next meeting: Tuesday 29th September 2015.</p>	<p>All to note</p>