



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

Wednesday 14th March 2018 14:00-16:00
The Craven Room, West Offices, York

Quality Bus Partnership Meeting Note

Present:

Keith McNally	CPT (Chair)	KM
Andrew McGuinness	CPT	AM
Marc Bichtemann	First	MB
Alex Hornby	Transdev (part)	AH
Paul Flanagan	Arriva	PF
Bob Rackley	EYMS	BR
John Duff	Reliance	JD
Tom James	York Pullman	TJ
Tony Clarke	City of York Council (part)	TC
Julian Ridge	City of York Council	JR
Andrew Bradley	City of York Council	AB
Sam Fryers	City of York Council	SF
Michael Banham	City of York Council (part)	MBa

1. Introductions and apologies

- Apologies: Craig Temple (Connexions)

2. Minutes of the meeting in December 2017

- The minutes as presented were accepted as an accurate record of the meeting

The following **updates** were given regarding items in the minutes of the December meeting:

- Item 3: York District Hospital – AB confirmed that CYC and YDH were working together looking at a travel plan for the site. AB said he would keep operators updated with developments (**Action AB**)
- Item 3: Lendal Arch Gyrotory: AB thanked operators for their assistance and patience whilst this work was taking place.

- Item 3: Route 20: AB noted that he was working with Transdev on improving publicity for route 20. **(Action AB/ AH)**
- Item 3: Route 10: MB confirmed that he had implemented the changes requested by Cllr Gillies
- Item 3: Paper timetables on First services: MB confirmed that these were now available.
- Item 5: Item 3/3 – AB said he was waiting for operators to nominate staff for cycle training **(Action: operators to respond to AB)**
- Item 5: 3/15 – JR said he was waiting for word from WYCA about the funding bid to improve services at York College. Operators commented that traffic congestion at York College was still bad and a cause of delay and unreliability for services on Tadcaster Road.
- Item 5: 5 – JR said he would review the CIHT guide on bus services with a view to its adoption in York **(Action: JR)**
- Item 5: 8 – JR said he would speak to Dom Berry of Make it York for information on their proposals for special events in 2018, and what their plans were for St Nick’s Fayre (particularly the treatment of coaches who were not going to York for that event) **(Action: JR)**. Operators to notify Andrew McGuinness of any issues they were experiencing **(Action: All operators to respond)**
- Item 6 (Better Bus Area): JR thanked operators for agreeing the Council’s proposed way forward and said that a legal agreement would be forthcoming to govern contributions from April 2018 **(Action: JR to formulate agreement and circulate)**
- Item 12: York Bus Forum: AB confirmed he would be attending their March meeting **(Action AB)**
- Item 12: Highways England Integration Fund: JR reported that he had looked into this, but their appeared limited opportunities to submit a bid. MB felt that it was worth exploring this further by phone and JR agreed to do this **(Action: JR to phone Highways England (HE) to discuss opportunities)**. JR said there were also potential opportunities through NPIF – and he would explore these and report back to the June QBP meeting **(Action: JR)**. Separately AB and MB shared that they were in discussion with HE concerning enhancing Park & Ride directional signage on the trunk road network.

Main agenda items

3. York's Local Plan

JR introduced a paper, which he had previously circulated, which asked a series of questions for operators to consider. It was agreed that Andrew McGuinness would collate feedback from the operators and submit this to the Local Plan consultation on the QBP's behalf. In terms of feedback on the specific questions posed in the discussion paper:

- Operators agreed with the principle of clustering developments together to ensure there was sufficient quantum of development for service by commercial bus services, but there was some concern that sites, even the largest development sites such as ST15, would not be large enough to support entirely new, site specific, services. Operators said that existing services could be extended to serve the new developments on some sites, overcoming this problem, but this was not the case for all sites, particularly ST14, Land West of Wigginton Road.
- 15% mode share: operators saw this as ambitious but achievable in the right circumstances, through measures to promote bus and reduce private car use. They said that it would be important to consider the role of education trips on the network – and commented that decisions about whether to provide new schools or expand existing schools could have substantial implications for congestion around York. There was a preference for the new developments to have schools within them if possible. There was a view that a 15% mode share could only be achieved by a bus service which was “pretty special” – and that having as high as possible a service frequency was important in achieving this.
- Would new developments be able to support commercial bus services? Operators responded that some sites were marginal in this regard, and that larger sites were preferable (or the ability to extend an existing service and make the most of that service's existing level of demand)
- Capacity: MB indicated that the growth being considered in York may make it necessary to increase the capacity of many of First's services, probably through a frequency enhancement.
- Other points:
 - Operators commented that they were concerned about potential disruption to services during construction work for York Central

- Operators said that adoption standards for development highways was important – particularly to ensure roads were designed and constructed so that they could be used by buses – and so that through routes were available from day one so that operators could travel through sites rather than serving them as cul-de-sacs – something which usually made services slow and indirect.
- Infrastructure Delivery Plan – the QBP agreed that there was a need for substantially more detail about the Local Plan’s Infrastructure Delivery Plan. Tom James (Pullman) commented that congestion on the A1237 was currently such that further delay meant some school children would be travelling for more than an hour to school – which breached CYC’s regulation for schools transport – and this was indicative of the potential, perhaps unforeseen, consequences of population/ traffic growth in York.
- York Central – the QBP were clear that the link through Leeman Underpass should be “bus only”. There was a suggestion that this could also be extended to the Salisbury Terrace bridge too, to give effective bus priority through the York Central site.
- City Centre – operators agreed that the city centre was important, but that traffic conditions were most likely to change, adversely, on the radial routes as a result of development-led growth. In the operators’ view, the radials should be the focus for new infrastructure –as this was where they were most likely to experience lengthening travel times.
- A1237 roundabouts – the operators agreed that the roundabouts needed to be upgraded, but said that it was important this did not cause additional queuing elsewhere on the network (e.g. the Hopgrove roundabout) as drivers reassign to avoid congestion around roadworks
- Operators supported the proposed upgrades to York Rail Station Frontage
- Operators supported the proposal in the Local Plan to provide an underpass from ST14 to Clifton Moor and said that they thought this would be essential if a 15% bus mode share from this site was to be achieved.
- Operators supported the proposal in the Local Plan to provide a bus/ cycle/ walk only link from ST15 across the A64 and felt that this would be essential if a 15% mode share was to be achieved from this site
- Planning new development sites: operators said they were content for CYC officers to apply the principles in the Stagecoach and CIHT guideline documents

- Operators confirmed that they thought the Local Plan showed insufficient zoning for new bus depots, and this needed to be addressed to allow the bus network to play the role which is envisaged for it in supporting development in York
- Operators reported that they wished to be involved in drafting the Supplementary Planning Document on Sustainable Transport.

Other points made by the operators during the discussion were:

- CYC must continue to use restraint measures to discourage car use in York (such as parking pricing policies). There was a view that restraint measures should operate on the radial routes in York, in the city centre and in the new developments. It was also suggested that York could consider use of a Workplace Parking Levy or Congestion Charge to promote mode shift
- Operators said it was clear that many of the new or extended bus services provided to new developments would require financial support as the developments were built out to completion. They said it was very important the Council enforce developers' obligations in this – and made use of the money developers agreed to pay to the Council under Section 106 agreements – both for services and infrastructure
- Operators said that there might be a role for demand responsive services to some developments – particularly as they built out
- Operators said the Infrastructure Delivery Plan needed to consider “what-ifs” – for example, a new rail station at Haxby could make a significant difference to the viability of bus services on that corridor – and their subsequent ability to provide effective bus services to new developments
- There was a comment that the lack of land for bus depots, and the increasing importance of electric buses for delivering services in York, were in tension. This was because electric vehicles have a fixed range which would be eroded if they had to run substantial dead mileage into York from depots which had to be located away from the city because insufficient land was available for them in York. It was pointed out that this could place limitations on the Clean Air Zone programme the Council were looking to achieve.

Andrew McGuinness agreed to collate operator feedback and prepare a submission to the Local Plan consultation process before the deadline. **(Action: AM)**. AM also pointed out that operators were also free to make their

own representations and that CPT would also be submitting its own response
(Action: All to note)

4. Customer Charter:

A draft Customer Charter (itself a development of the East Lothian charter circulated at the December meeting) was circulated and operators asked to give feedback to JR by 23/03/2018 **(Action: operators to provide feedback to JR)**

Updates on Activities

5. Major Schemes

Tony Clarke gave an update on Major Schemes in York. It was reported:

- The consultation on York Central starts on 19th March. Operators are urged to give their views **(Action: All to note)**
- York Station Frontage: the consultation on this project is likely to take place in April or May. Again, operators are asked to input into the consultation **(Action: all to note)**
- A1237 roundabouts: the first two roundabouts to be progressed are likely to be Wetherby Road (Summer 2018) and Monks Cross (early 2019) **(Action: all to note)**

6. York Clean Air Zone

Andrew Bradley said that a report had been taken to the Executive Member Decision Session in January. The proposals would affect buses in the central area of York (ie around and inside the inner ring road). Introduction was proposed for 2020 and would require Euro 6 (or better) vehicles for operations in the central area. Consultation will take place in April/ May. **(Action: all to note and provide comments to the consultation when it takes place)**

7. Traffic signals and real time information

Michael Banham (CYC Transport Systems) gave an update on the various signals projects taking place across York, specifically:

- Lendal Arch Gyratory will be completed on March 29th, with resurfacing taking place in April. Marc Bichtemann asked that closure times for

evening roadworks are adhered to because of the effect on service reliability of unplanned closures (**Action: Michael Banham to note**).

- Michael said that there would be works at the Black Bull junction, Hull Road at Easter, and that works at the St Helen's Road junction will take place for 5 weeks in May. Works at the Cemetery Road/ Heslington Road junction will take place in June, at the Bishopthorpe Road/ Scarcroft Road junction in October, Monkgate/ Lord Mayor's Walk junction in November/ December and Walmgate Bar/ Foss Islands Road in January/ February 2019 (**Action: all to note**).

8. QBP sub-group updates

- Performance Group/ Punctuality Indicator: SF provided an update, principally that the group had experienced on-going challenges from the volume of road works in York – particularly at Lendal Arch Gyratory, Crockey Hill, Germany Beck and Pavement. SF reported that the bus stops at Stonebow (outbound) had re-opened, but those at Rougier St were still closed for the work rebuilding the shelter, and were expected to re-open in early May. (**Action: all to note**)
- Better Bus Area: JR said that the scheme in the Clarence Street/ Wigginton Road Haxby Road area would be going to an Executive Member Decision Session in mid-May, with consultation (if the Executive Member gives assent) would take place over the Summer (**Action: all to note**)
- Ticketing Group: AB said that there would be a ticketing group meeting on Tuesday 14th April at 2PM and asked operators to consider opportunities for retailing new products through the ticket kiosks across York. He reported that First were keen to put their child products onto a smart platform (**Action: all to note and discuss potential new products to retail through the kiosks**)
- Marketing Group: AB reported that Jo Keogh (First York) will take over chairing this group, and that CYC would soon be appointing someone to promote bus via CYC's Marketing and Communications Team. A meeting of the QBP Marketing Group would be convened in due course (Post-meeting note: CYC appointed Lucy Oates to the marketing position from mid-April). (**Action: all to note**)

9. Any Other Business:

- Marc Bichtemann said that he was concerned about the quality of the road surfaces in York – with buses suffering significantly from damage caused by pot-holes (for example, damage to tyres and broken track-rod ends). John Duff (Reliance) said that suspension bushes on some of his buses were suffering early failure because of poor road conditions.
(Action: all to note and feed back to CYC)
- AB said that operators could feedback to the DfT's consultation on community transport and specifically use of section 19 and section 22 permits until 4th May.
- AB said that, because work was progressing fast on the Rail Station Frontage project, operators should consider how they might serve the Station in future. It was agreed to have a QBP meeting to discuss the Rail Station Frontage and York Central Projects when consultation material was available for both **(Action: JR to organise)** – post meeting note – this will be the focus of the 6th June QBP meeting.

10. Proposed date of next meeting:

The next meeting will be at 14:00 on Wednesday 6th June and will comprise a meeting with the Councillors (14:00 to 15:00), then a discussion of York Central, York Station Frontage and Castle Gateway. **(Action: all to note)**