



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

York Quality Bus Partnership meeting minutes: 13th September 2017

<u>Item</u>	<u>Action by:</u>
<p>1. Present: Keith McNally (Chair, CPT - KMc), Sam Fryers (CYC), Andrew McGuinness (CPT), Andrew Bradley (CYC), Cindy Locker (Transdev), Matt Ashton (Arriva), Bob Rackley (EYMS), Marc Bichtemann (First), Tom James (York Pullman). Dominic Berry (Make it York) (item 8 only)</p> <p>Apologies: Craig Temple (Connexions), John Duff (Reliance), representative from Stephenson's of Easingwold, Tony Clarke (CYC)</p>	
<p>2. Approval of minutes of previous meeting (12th June): The minutes were approved.</p>	<p>AB to publish on CYC website</p>
<p>3. Matters arising from minutes of the June meeting:</p> <ul style="list-style-type: none"> ▪ Item 2: Operator updates: Nunnery Lane waiting – JR reported that monitoring had been undertaken and no action was required. ▪ Item 3: Clean Air Plans (raised by Cllr D'Agorne) – AB said that a report on a York Clean Air Zone was being taken to Executive in November. CPT/ operators to be involved in preparatory work for this. ▪ Item 3: Bus services near the Hospital – JR reported that CYC was working with YDH to reduce congestion and improve air quality in the Hospital/ Wigginton Road area. ▪ Item 3: Cycle awareness training for bus drivers – the operators reported that many of their staff cycled to work – AB said CYC would work with operators to implement training early in 2018. ▪ Item 3: Cllr Reid's request for an earlier number 12 bus from Woodthorpe. MB said he would consider options. ▪ Item 8: Customer Charter – JR to chase outstanding 	<p>All to note</p> <p>All to note</p> <p>JR/ BBA Group</p> <p>AB</p> <p>MB</p> <p>JR</p>

<p>information from operators.</p> <ul style="list-style-type: none"> ▪ Item 11: Clean Air Day – operators to bring Green Wheels outputs to December QBP meeting to discuss with Cllrs ▪ Item 15: York College congestion – JR reported that he would visit the site and monitor congestion levels at 1640. 	<p>Operators</p> <p>JR</p>
<p>4. Better Bus Area post 31/03/2018:</p> <p>JR gave a presentation to operators which posed a series of questions at the close. Operators commented that they were happy to progress the proposals as set out in the presentation.</p> <p>JR/ AB said that they would progress the proposals in discussion with operators (including those not at the meeting) and issue a formal proposal with the intention of achieving a formal agreement by mid November.</p>	<p>AB/ JR</p>
<p>5. Bus Guide for new development:</p> <p>Stagecoach’s guidance document had been circulated prior to the meeting. Operators were asked for feedback by the end of September. As no feedback has now been received, it’s suggested that the principles of the guide are adopted by the QBP.</p>	<p>All to note</p>
<p>6. Major Schemes Update:</p> <p>Tony Clarke was on leave on the meeting date – so this item held over until the December meeting.</p>	<p>All to note</p>
<p>7. Marketing and Ticketing Group updates</p> <p>AB reported that a smart ticket kiosk had been installed at Monks Cross and that smart ticket sales were increasing month on month.</p> <p>AB said that a recent Marketing Group meeting had been cancelled at the last minute as no-one from the operators had been able to attend – and this was disappointing because there was a need to progress the marketing campaign for the smart ticket. Operators to consider how they can input into the group’s activities in future.</p>	<p>All to note</p> <p>Operators</p>
<p>8. Planning for Special Events:</p> <p>Dominic Berry from Make it York attended the meeting.</p>	

<p>Dominic said that there were a number of upcoming special events in York, particularly:</p> <ul style="list-style-type: none"> ▪ The Food and Drink Festival (23/09-01/10) ▪ The Balloon Fiesta on the Knavesmire (30/09) ▪ York Marathon (08/10) ▪ St Nick’s Fayre (16/11-22/12) <p>There was a general discussion about St Nick’s Fayre and TJ said there was a serious impact of Make it York’s policies for managing St Nick’s Fayre coach traffic on coaches coming to York which WERE NOT taking passengers to St Nick’s Fayre. DB said that he would work with the CPT on this.</p> <p>TJ also raised the problem of poor pick-up/ set-down facilities at York Station, particularly on race days. It was agreed that CPT and coach companies should be consulted as the plans for the redevelopment of the Rail Station progress.</p> <p>Safety Advisory Group – it was agreed that a QBP representative should be on this group at the planning and debrief stages to ensure that bus/ coach operators’ concerns were notified to the group.</p> <p>It was agreed that AB would meet DB for a more general offline discussion within the two weeks following the QBP.</p>	<p>All to note</p> <p>Make it York/ CPT</p> <p>AB/ JR</p> <p>AB</p> <p>AB/ Make it York</p>
<p>9. Performance Group Update: SF reported that there had been substantial disruption to the network recently as a result of CYC’s own work on Coppergate and Rougier Street. He also said that the Bus Wardens have recently gained the powers to issue parking tickets and operators could assist CYC by passing on information about locations where buses were blocked by parked vehicles.</p>	<p>Operators to feed back to CYC</p>
<p>10. AOB: None</p>	<p>No action required</p>
<p>11. Date of next meeting: to be Wednesday December 13th at 2PM</p>	<p>All to note</p>