



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

Wednesday 6th June 2018 14:00-16:45
The Giles 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	AH
Bob Rackley	EYMS	BR
Tom James	York Pullman	TJ
Julian Ridge	City of York Council	JR
Andrew Bradley	City of York Council	AB
John Pickup	City of York Council	JP

Present for Members' update (items 1-3) only:

Cllr M. Cannon	City of York Council	MC
Cllr A. D'Agorne	City of York Council	AD
Cllr P. Dew	City of York Council	PD
Cllr S. Fenton	City of York Council	SF
Cllr T. Richardson	City of York Council	TR

Present for items 7 and 8 only:

Gary Frost	City of York Council	GF
Brendan Murphy	City of York Council	BM

Present for item 9 only:

Andy Kerr	City of York Council	AK
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1. Introductions and apologies

- Apologies: Craig Temple (Connexions); Paul Flanagan (Arriva); John Duff (Reliance); Sam Fryers and Tony Clarke (City of York Council)

2. Operator updates to members

- **FirstGroup:** Marc Bichtemann reported that good progress was being made with their contactless card payment system – with very good take-up across York. He also said that they had just introduced a series of improvements to service 66 to the University, and were also extending the Askham Bar Park and Ride service into the evenings to support the Shakespeare theatre on Castle Car Park over the Summer.
- **EYMS:** Bob Rackley said that there had been some service reductions in May, but these had not effected York. He said that EYMS were running service 18 (York – Holme on Spalding Moor) as a temporary contract, and that the company's new mobile ticketing app was performing well.
- **York Pullman:** Tom James said that the last set of Race Day Shuttles had been successful, but asked why there had been no warden coverage on the Saturday (**JR to follow up**). Unfortunately, the race days had coincided with disruption on the rail network and rail replacement bus services – making the station area very congested. TJ said that he had arranged a meeting with AB in due course to avoid a repetition. TJ also said that Pullman has new ticket machines on their tendered services.
- **Transdev:** Alex Hornby said that Transdev had taken over a number of routes from Stephenson's of Easingwold. They have formed a partnership with Reliance to give joint ticketing and a better co-ordinated timetable between York and Easingwold (brokered by North Yorks CC). He reported that route 843 (Leeds to Whitby) has won the national Scenic Bus Route award and announced Transdev will be introducing 3 new vehicles on the route in August. He also said that there will be express route variants to reduce the journey times between York and Whitby/ Scarborough at peak times. He said that the City Zap service will change its route in central York – turning via Skeldergate and Clifford Street, so not operating through Coppergate to Stonebow. Contactless payment has been introduced across the Transdev fleet with York and Malton the most popular areas for that. Transdev has also introduced a mobile phone app for real time and ticketing, and are supplying an open top bus to support the York Pride event. AH also said that Transdev had now been operating a fully electric vehicle tour bus service for the previous two weeks.

3. Questions from Council Members and open discussion

- Cllr Dew asked if First and Transdev could devise an inter-operator ticket product to cover the services (for example, service 10) where First operated during the day and Transdev in the evening. This would make it easier for people to make return journeys which entailed travel after the change of operator. Alex Hornby and Marc Bichtemann agreed to look into this, with CYC having a broker role. **Action: AB/ JR** to put an options paper to the QBP's ticketing group. This to also include consideration of options to extend the All York ticket – e.g. to Stamford Bridge or the Yorkshire Coast.
- Cllr Fenton asked if the enhanced Askham Bar park and ride service would just be for the period when the Shakespeare theatre was operating (AB replied that it was). He also asked how CYC was working with TalkTalk to minimise disruption from their streetworks around the city. AB replied that, whilst we work with utilities companies to minimise disruption (a) there is still more work to do on this and (b) CYC are not always given enough notice about upcoming works to manage them as effectively as we would like to.
- Cllr Richardson asked whether bus drivers could be more considerate of other road users when pulling up to the Station Road stops. The operators said that they would pass this message on to their drivers **(Action: operators to notify drivers)**
- Cllr Cannon said that she welcomed the new printed timetables for service 1, but said one of her constituents had experienced some difficulty obtaining a copy of the bus map (JR responded by saying that there were plenty in stock, but if she could let us know where they were not available, some could be sent). She also said that she had been made aware of some reliability/ missing buses issues, particularly in the evening. AB & JR asked to be kept informed about specific missed trips and said they will follow up. MB said that First's systems should pick up any problems like this and he would check. **(Action MC to pass details to AB and JR, MB to check)**. Cllr Cannon also said that there still seemed to be instances of buses idling in the centre of York. AB said that the consultation on the Clean Air Zone would begin soon (in the next two weeks with a six week consultation period). In the meantime, consideration was being given to a more informal system based on putting stickers up at bus stops. Cllr Richardson suggested that the QBP could produce some material showing the advances which had been made (e.g. electric buses, euro 6 buses etc). **Action: it was agreed that this matter would be**

discussed at Performance Group and an action plan agreed. Cllr Cannon also asked about buses to and from the Hospital. AB said that CYC was currently assisting YDH in developing a Green Travel Plan which included considering potential bus links. Cllr Cannon also asked about audio-visual announcements on buses (e.g. of upcoming stops). KMcN commented that the DfT were about to begin a consultation on this and he would update the group when the outcome of this consultation was known. In the meantime, KMcN said, fitting AV equipment was at operators' discretion. AH said that Transdev now fitted new and refurbished buses with the equipment as a matter of course. Cllr Cannon also welcomed the Passenger Charter.

- Cllr D'Agorne asked if the operators could mark Clean Air Day on June 21st. It was agreed that comms work would be co-ordinated about this **(Action JR/ AB to speak to Lucy Oates)**. He said he was also keen that operators pushed for a good level of bus priority through the York Central site. Cllr D'Agorne (AD) asked if the minutes could be circulated in draft form to members in advance of QBP meetings. AB agreed that this would happen in the future. **(Action AB)**

More generally there was a discussion of members' attendance at QBP meetings – which representatives, how often. **Action: AB offered to discuss and agree this with Councillors outside of the meeting.**

At this point, the Councillors left the meeting

4. Minutes of the meeting in March 2018

- The minutes as presented were accepted as an accurate record of the meeting. **Action: AB to arrange publication on CYC's website.**

5. Matters arising from the minutes of the March QBP meeting

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

- Item 3: Route 20: AB noted that he was working with Transdev on improving publicity for route 20. **(Action AB/ AH – action carried forward from December)**
- Item 5: 5 – JR said he had reviewed the CIHT guide on bus services and recommended it be adopted alongside the Stagecoach guide to inform bus provision in new developments in York **(Action: all to note)**
- 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 – carried forward from March)**. Operators to notify Andrew McGuinness of any issues they were experiencing **(Action: All operators to respond)**. JR to let AM know if any useful information comes out of his discussion with Dom Berry **(Action: JR)**
- Item 6 (Better Bus Area): JR said that the agreement will be circulated to operators with the first invoices after the Q1 Mileage figures are known at the end of June **(Action: JR)**
- Item 12: York Bus Forum: AB and JR reported that they had attended YBF meetings on an ad-hoc basis and would continue to do so. Some operators had also attended meetings.
- Item 12: Highways England Integration Fund: JR reported that opportunities in York were limited to the A64 and requested Transdev and Pullman to consider whether they sought any improvements to bus stops and crossing facilities on the A64. JR said CYC would be happy to lead a bid for these if identified **(Action: Transdev/ Pullman)**. With regards to NPIF funding, JR said that CYC had attracted £2.8m for a city-wide project (STEP) assessing how information could be gathered from mobile phones, bus ticket machines etc and collated to set traffic signals to aid traffic flow – and that a presentation on this project would form part of the September QBP meeting **(Action: JR to organise, operators to note)**.

Main agenda items

6. Reduced price travel for apprentices in York

John Pickup (CYC) presented on apprentices in York – how they were frequent users of bus services, but had restricted incomes – and that travel costs were frequently seen as a barrier to taking up some job opportunities. He reported that there were approximately 3,500 apprentices across York.

JP said that he would like the QBP to decide on a ticketing product to reduce apprentices' travel costs to introduce by December 2018. He said that he expected operators to develop their own products, but a cross-York product could also be possibility. AH reported that Stagecoach's national scheme for job seekers could be a template for an apprentice travel scheme in York; MB said that it would be worth exploring potential link-ups with the Yorcard scheme for sixth formers.

It was agreed that a paper should be taken to the next Ticketing Group meeting on technical options, a potential trial scheme and how success could be evaluated. **Action: JP/ CYC to progress.**

7. York Central Access

Gary Frost, CYC Major Projects Manager, gave a presentation on York Central, explaining that the development comprised approximately 2,500 residential units and commercial development to support up to 7,000 jobs. In addition to this, footfall for York Station was forecast to increase from 12.5m currently (actually, the 2016 figure) to a forecast of 38m in 2050.

GF said that modelling work was ongoing to consider options for Marble Arch/ Leeman Underpass – with options under consideration including all-vehicles; bus only and a one-way-at-a-time throttle restriction. GF said that there would be further consultation on options. He said that there was a preliminary design for the access road and junction off Water End.

Tom James asked about the Salisbury Terrace bridge – and whether there would be a restriction on PSV use of the road under the bridge. GF responded that no decision had been made about this.

Action: all to note and await further consultation

8. York Station Frontage

Brendan Murphy (CYC Senior Project Manager) presented a set of plans for York Station Frontage to the group and noted that formal consultation on the scheme was due to start on June 11th. The scheme currently comprised demolition of Queen Street Bridge and the realignment of the York Inner Ring Road. Bus stops would be moved to be at the southern end of the Rail Station, and would be increased in number. Two layover bays and a new bus stop would be provided on the access loop road for the new multi-storey car park. There would be a significant uplift to the public realm in the area. At present it was expected that a planning application for the project would be submitted in Autumn 2018, with work to start in Autumn 2019 (and an expected 18 to 24 month duration).

Operators welcomed the scheme, but expressed some detail concerns to the meeting – specifically:

- That sufficient width be available on the loop road to the car park to allow buses to pass any cars waiting at the kerb – and not get blocked
- That the layover bays are kept free of non-bus traffic so that they are always available to buses.
- Tom James raised some concerns specific to coaches serving the Station – particularly the need for them to get close to the station concourse – especially with school parties.

Action : It was agreed that operators will coordinate their responses through Andrew McGuinness (all to note).

9. Castle Gateway

Andy Kerr (CYC Major Projects Manager) presented on Castle Gateway – essentially the area between boundaries on Tower St, Piccadilly and Coppergate and including Clifford’s Tower, Castle car park , Coppergate and Piccadilly. He explained that it was a large area, with CYC as a major landowner there, but suffered from problems with dereliction and poor public realm, despite a number of historic attractions. The current project proposed closing Castle car park and converting the space into an open public area which could be used for special events, theatres etc. The parking spaces removed from Castle car park will be relocated to a new multi-storey car park on St George’s Field and the coach parking area will also be upgraded. The public realm at

Piccadilly and Coppergate will also be upgraded, although the final form of this is to be determined, and there will be a new pedestrian crossing for Tower Street adjacent to the new St George's Field car park entrance/ exit. JR said that he is leading on developing the accompanying bus/ coach package.

AK explained that the current project plan sees a planning application in Autumn 2018, followed by construction start in Spring 2019.

Tom James asked whether there would be new provision for coaches to set down and pick up in this area of the city, and also commented that Castle car park was critical to coaches serving St Nick's Fayre – and a loss of this facility needed to be balanced by new and improved facilities elsewhere. Andy Kerr said that he would be pleased to get feedback from coach operators about these matters, particularly the design standards for coach bays.

Action: operators to feedback any views via JR who will discuss with AK how they can be taken forward.

10.QBP sub-group updates

Performance Group: AB said that the traffic signals renewal schemes across York were on a pause over the Summer, with the next work envisaged at Walmgate Bar in January 2019. There was a discussion of DVSA observation of this group (the DVSA already attending the West Yorkshire equivalent). It was agreed that DVSA should be given a slot in meetings – and that there was benefit to them from observing some of the operations in York which were thought to be near best practice (**Action: AB / SF to invite and establish slot and ground rules for attendance**)

Better Bus Area: JR said that he would be sending out the first batch of invoices (and the formal agreement) once Q1 2018/19 mileages were known in July. He also said that the Rougier St bus shelter was "95% complete" – awaiting snagging and final fit out of benches, timetable cases etc and that consultation on the North York Scheme (Wigginton Road improvement) will take place in June.

Ticketing Group: AB said that the Ticketing Group had been discussing ID for young people, and whether the Yorcard scheme could be used to administer new ticketing products and reduce the number of young people paying cash fares (incidentally reducing boarding times). It was also noted that the next Ticketing Group meeting would need to discuss apprentice's tickets as per item

6 above. **(Action: AB to organise discussion papers on Apprentices' ticket offers, young people ID/ cashless ticketing, joint ticketing on routes with more than one operator and extensions to the AllYork ticket (options to Stamford Bridge/ Coast)).**

Marketing Group: AB said that this group had been relaunched in late May and was currently working on campaigns for Catch the Bus Week and Clean Air Day, as well as attending an event at York District Hospital on June 20th.

11. AOB: none

12. Date of next meeting: to be 1400 on Wednesday 5th September 2018.

Items to discuss to include:

- Decision on travel for apprentices (informed by Ticketing Group),
- York Central Bus Package (informed by more detail on York Central and Castle Gateway developments),
- STEP programme,
- York Clean Air Zone.