

THE YORK ENHANCED PARTNERSHIP FOR BUSES



Operational Delivery Group

DRAFT MINUTES – 20th October 2023 11:00-13:00 (online)

1) Introductions and Apologies (Keith McNally)

In attendance:

- Keith McNally – Chair (KM)
- Joanne Waddington – CYC Interim Head of Sustainable Transport (JW)
- Paul Turner – Commercial Director, Transdev (PT)
- Lara Thornton – Comms Manager for Transport, CYC (LT)
- Nico Bosetti – Senior Transport Planner, Momentum Transportation (NB)
- Andrew Clarke – Public and Community Transport Manager, North Yorkshire Council (AC)
- Andrew McGuinness – Regional Manager CPT, (AM)
- Andrew Fozzard – Commercial Development Manager, First (AF)
- Tom Bridge – Operations Director, First (TB)
- Richard Hampton – Public Transport Infrastructure Manager, CYC (RH)
- Laura Wright – Accountant, CYC (LW)
- Chris Mottershaw – Transport Commissioning Manager, East Riding of Yorkshire Council (CM)
- Sam Fryers – Public Transport Planner, CYC (SFr) Stuart Fillingham – Head of Commercial Development, East Yorkshire Buses (SFi)
- Tom James – Managing Director, York Pullman (TJ)
- Ethan Mantle – Executive Assistant, CYC (EM)
- Duncan McIntyre – iTravelYork Programme Manager, CYC (DM)

Apologies: Craig Temple, ConnexionsBuses; Paul Moses, First.

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2) Agree minutes and actions from previous meeting (Keith McNally)

KM reviewed minutes from 26th July meeting.

- Outstanding action for CYC to talk to SFi regarding Betterpoints, but this has not happened due resource constraints at EY. These are no longer an issue, SFi is open to the meeting taking place.
Action: This meeting to now take place.
- Kayleigh Harrison (First), SFr and Michael Howard (CYC) had actions to respond to the forum via Andrew..
 - AF responded regarding the issues around the removal of short-distance fares from the “tap on, “tap off” platform. There is potential for tickets to be added to the York by Bus smartcard, this is in the process of being implemented.
 - AM updates around price disparity, this has been acknowledged. The data does not support the argument, only a small number of passengers impacted.
 - SFr advised that expenditure on supported services is not sustainable in the longer term, therefore a network review is being undertaken.
- AM updates on First to attend every forum meeting, currently going well. SFi to attend the next forum.
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3) Network Review (Joanne Waddington / Momentum Consultancy)

- NB gave a presentation on the scope and purpose of the bus network review.
 - The review will focus on subsidised routes, identifying challenges and opportunities. Key areas of research are accessibility, reliability, frequency, and usage.
 - The study will take 6 – 8 weeks covering frequency of service, network catchment, amenity density, equality of access, future developments, wait times and routing.
 - Detailed patronage and revenue data is not captured in this study.
- The following areas are being investigated:
 - Accessibility to city centre from less-well served areas.
 - P+R stopping places.
 - Consolidating routes to reduce duplication.

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- Terminating some services short of the city centre to avoid more congested areas.
- General route and timetable changes.

Comments:

- PT queried chart labelled as peak 6 – 7pm. PM peak is normally considered to be 4 – 5pm. PT also takes issue with the early termination of services prior to city centre.
 - NB confirmed that the peak refers to evening not pm peak so will make the labels clearer moving forwards.
- PT added that the evening peak is still below off peak for the rest of the day, so to not put that into consideration for the data around the rest of the day.
 - NB advised he will take these comments away and make the report reflective of them. In the initial drafting, it was not felt that service frequency does not change much between 8am – 6pm.
 - SFr noted that the study is focusing on analysing service frequencies, which are generally constant during daytime hours, rather than patronage which is much more subject to peaks
- TB stated that the impact of adding further stops on P+R routes needs to be considered very carefully.
- SFr agreed.
- AF queried whether there is any more up to date data than the 2021 census.
 - NB: we have been given the boarding data too, but we have only used the census in a limited but helpful way. The early termination idea is still a work in progress and we are looking at how best to facilitate this. It is also not being explored for all lines.

Action:

Slide packs to be shared with the minutes.

4) BSIP update (Joanne Waddington)

- Bus Priority Infrastructure

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- Currently looking at corridor approaches to the city centre as well as movement around the city centre. Opportunities for new infrastructure to improve reliability.
- Radial routes
 - Team has been appointed to look at concept designs for Fulford Road for bus priority.
 - City centre study results are in, design process has begun, though it is currently at early stage. **Action:** More detailed update to come in January.
- Park & Ride
 - Consultancy has been brought on board to review existing provision and how P&R sites can be developed into multi-modal transport hubs. This includes provision for overnight parking and for inter-urban services to call at P&R sites.
 - Draft report expected by the end of the week. Further details to follow at January meeting.
- Bus stop infrastructure
 - Premium bus stops have been installed at Station Ave and Tower Street.
 - First batch of new real-time information screens are being rolled out and should be completed by the end of the month. These will include REACT functionality for blind and partially sighted bus users.
 - Life-expired RTI screens will be replaced.
 - LED lighting, raised bus stop kerbs and hard standing improvements are all being planned.
- Summary to be included with minutes.

Comments:

- KM suggested that there should be facilities for coach services to stop at Park & Ride sites.
 - JW confirmed this is within the scope.

No further comments.

5) ZEBRA update (First / ALL)

TB to lead on update.

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- All vehicles have been delivered; site works at James St depot have taken longer but will be complete by mid-November. Delays on the Northern Powergrid side mean that the full charging capacity is not yet available, but a highly-optimised charging regime has been designed to ensure all buses receive sufficient overnight charge to fulfil the next day's service requirement.
- All university buses will also be electric by the end of Nov.

Comments:

- RH queried whether there will be capacity to charge all vehicles by the end of November.
 - TB confirmed that yes, there is a workable, meticulous plan in place.
- JW advised that a second round of ZEBRA funding has been announced and CYCk has expressed interest in this. CYC is keen to engage with the smaller operators.
 - RH added that Transdev have expressed interest in electrifying their local fleet.
- PT asked if CYC will require zero-emission buses when tendered services come up for renewal.
 - SFr advised that current CYC policy is to specify a minimum standard of Euro VI for tendered services, however elected members may decide to review this in future.

6) Operator Updates (ALL)

First (AF/TB):

- a. Network changes
Minor changes to University services in October, extending service 67 to the rail station.
Punctuality good but always room for improvement.
- b. Impact of £2 fare scheme extension not currently known.
Action:
AF to review and respond with impact of £2 fare.

1. . Positive outlook, but challenges in regard to roadworks.

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East Yorkshire (SFi):

a. Network changes:

All stable, changes were made in April in order to simplify services running into York. Good growth and customer feedback on X46. Echoes issues around roadworks. Concern regarding comments in the press about roadworks.

- SFr advised that recent press report of delays to Tadcaster Rd scheme was inaccurate.

b. Impact of £2 fare scheme extension

£2 fare has resulted in significant patronage growth.

BSIP+ enhancements have been registered for rural services.

Transdev (PT)

a. Network changes - none

b. Impact of £2 fare scheme extension

Interim funding received from DfT to continue £2 fare until end of December. Operators have not yet been given the opportunity to sign up to the 2024 programme, so there is a level of uncertainty around this.

PT agreed with earlier comments around roadworks.

York Pullman (TJ)

Nothing to update.

KM noted that CPT is looking into the scale of the challenge to operators once the £2 fare scheme comes to an end, bringing the risk of cliff-edge fare increases.

7) Group Updates and Actions

a. EP Forum (AM)

- i. Administrative challenges have led to difficulties circulating meeting papers. JW confirmed that this is due to CYC staffing issues and the issue will be addressed very soon.
- ii. An accessibility event was held in September, with approximately 200 attendees. The purpose of the event was to listen to passengers and to allow residents with disabilities to practice boarding different buses without any time pressure.

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Many attendees reportedly voiced concerns about the available space for wheelchair users aboard the new electric buses. Event was very successful and further events will be scheduled going forward.

- iii. EP Forum has had discussions regarding bus punctuality.
 - iv. EP Forum is seeking to recruit additional members- currently proving difficult to find stakeholder representatives for youth/education, healthcare and business.
 - v. Request for all outstanding EP Forum and ODG papers to be published online as soon as possible.
- b. Performance Group (SFr)
- i. Actions to address punctuality issues due to major highways works.
 - ii. Weekly Tadcaster Rd update meetings will be held between CYC and operators until all disruptive works are completed.
 - iii. Temporary traffic signals at York College will be removed in early November- these have been the main source of delays. Temporary traffic signals will still be needed at the St Helen's Road junction.
 - iv. 2 weekend closures of Queen Street in Q1 2024 to bring down the bridge. Plan for diversions is being worked on.
- c. Ticketing Group (Paul Turner)
- i. Review of All York Family summer discount: Scheme was very successful with 36,700 tickets sold across all operators over summer. Reimbursement cost was £125k, slightly over budget.
 - ii. Youth fares update- suggest extending current trial to 31/1/24 to better align with future EP decision-making opportunities. No additional budget approval required for extension.
- d. Marketing Group (Lara Thornton)
- i. Media briefing took place in early September.
 - ii. Schools outreach work to be looked into following the success of the accessibility event.
 - iii. York Family ticket offer went very well. A lot of positive feedback.
 - iv. Radio ads targeting drive time parents to encourage young persons to get the bus, as well as improving awareness of the free travel scheme for accompanied children.
 - v. Major public consultation into all areas of transport, originally for LTP and will now encompass every aspect of transport. Further update in the next few weeks.
- e. Infrastructure Group (Richard Hampton)

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No updates- all covered in item 4.

- f. Passenger Liaison Group (Duncan McIntyre)
- i. Role of the group is to encourage people to have a say regarding buses.
 - ii. First meeting was in September, the group discussed ideas on how feedback can be obtained.
 - iii. There is a need to go and organise events for the public. There is a staffing issue around this. Potential to piggyback on some CYC events.
 - TB suggested that consideration needs to be given to how the various bus user groups relate to one another.
 - DM agreed that input from operators would be helpful. SFr noted that the EP Forum and the York Bus Forum are separate entities. The YBF is entirely independent of the Enhanced Partnership, but is represented on the EP Forum and ODG.

Action:

Impact of Passenger Liaison Group to be reviewed at the next meeting.

8) Major Schemes update (Michael Howard)

- Lots of progress with EP and BSIP- good to see.
- Tadcaster Rd works will cease by the start of the annual Christmas embargo. Overnight resurfacing to take place in New Year.
- Station frontage- works have commenced on Queen St slip road. CYC is engaging with bus operators in regard to weekend closures. Some disruption is inevitable with a scheme of this size, but everything possible will be done to keep disruption to a minimum and ensure everyone is properly informed.
- Outer Ring Road to go to planning, delivery is still a way off.

9) BSIP funding requests (*key decisions with impact above £50k shown in bold*):

a. *Approve £45k from BSIP network support revenue to extend support of early morning and evening journeys on services 1, 4, 6 and 10 for a further 4 months until 30/4/24 to enable findings of upcoming Network Review to be presented to CYC Executive and EP.*

[Unanimously approved.]

b. *Approve £49k from BSIP network support revenue to support service 19 until 30/4/24 pending Network Review.*

[Unanimously approved.]

10) Annual review of EP Plan and Scheme

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- a. Documents are subject to annual review ahead of 31st March 2024. EP members have the opportunity to propose any amendments. Proposed amendments are to be voted upon at the next ODG meeting, if accepted, any substantive changes will require consultation. A report will be returned to the January ODG meeting if any substantive changes are proposed.

SFr – suggested update the EP Plan narrative to take account of developments during the last 12 months, along with updated delivery dates etc. These amendments will not be of a substantive nature therefore will not require a statutory consultation process.

Action: All to send any further proposals for amendments to the York EP Plan and Scheme to SFr by Christmas at the latest.

11) Agree future meeting dates, times and locations:

- a. Next meeting, 1100-1300, Thursday 18th January '24 (online)
KM is unavailable that day, so alternative dates will be looked at.
- b. April "AGM", Thursday 18th April '24 (in-person at West Offices)
Hybrid facilities will be available for anyone unable to attend in person.
- c. Thursday 18th July '24 and Thursday 17th October '24 (online)

12) Any other business

No other business from members.

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