



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

York Quality Bus Partnership meeting minutes: 12th December 2016

| <u>Item</u> | <u>Action by:</u> |
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| <p>1. Present: Keith McNally (Chair - KMc), Graham Thomas (EYMS - GT), Marc Bichtemann (First - MB), Jim Wallace (Transdev - JW), Ian Pearson (Utopia – IP), Tony Clarke (CYC – TC), Andrew Bradley (CYC - AB), Julian Ridge (CYC - JR), Sam Fryers (CYC - SF), Darren Capes (CYC – DC – part).</p> <p>Councillors present for first part of meeting: Andy D’Agorne, Mary Cannon, Ann Reid, Ian Gillies</p> <p>Apologies: Craig Temple (Connexions)</p> | |
| <p>2. Approval of minutes of previous meeting (in October): The minutes were approved.</p> | <p>AB to publish on CYC website</p> |
| <p>3. Update to members, including operator update and councillor comments:</p> <p>Bus operators provided an update on their own operations:</p> <p>First</p> <ul style="list-style-type: none"> ▪ In response to ongoing discussion on the subject, Marc Bichtemann presented a graph showing the levels of bus engine idling. The graph indicated a slight downward trend (positive). First’s bus engines cut out automatically after 3 minutes (not withstanding the driver over-riding this but many drivers will cut the engines ahead of the 3 minutes anyway). A balance is required to meet customer comfort requirements and noise and emissions reductions. ▪ MB reported that the Park & Ride was currently very busy but that the operation had suffered with congestion on Fulford Road and Tadcaster Road. <p>Tony Clarke advised the meeting that the Council was currently reviewing improvements / modifications which might be made with regard to the highway around York College and in particular, the pedestrian crossing between the College and Tesco.</p> | |

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| <ul style="list-style-type: none"> ▪ MB said that problems with cancelled services due to driver shortages over the past couple of months should improve now as new drivers have been recruited and trained ▪ MB also shared that First York won an award at the Northern Transport Awards for the electric vehicles used on the York Park & Ride service. ▪ MB also highlighted a video in Europe demonstrating why buses can sometimes arrive 'in convoy'. He suggested that if CYC's bid to the Sustainable Transport Access Fund is successful, then a small proportion of this funding could be used to explain why delays / bunching of buses occurs. <p>Transdev</p> <ul style="list-style-type: none"> ▪ Jim Wallace advised that new Euro 6 buses were launched on Yorkshire Coastliner services last week. New buses will be introduced on 'Cityzap' early next year. ▪ All six open top 'City Sightseeing' buses will be converted to fully electric operation in Spring 2017 for the Summer season. ▪ Cllr. Cannon asked about the discontinuation of the 'Unibus' service and asked whether the Acomb leg of route 44 could be extended from York Station (where it now terminates) through to the city centre. JW said that the service would continue until the end of March 2017. SF added that the tenders issued for a service beyond that point required that the route operated through to Merchantgate (Piccadilly). Cllr. Cannon requested that the service alters before April. ▪ Cllr. Reid also posed a question as to the shortage of capacity on services to the University of York. MB said that First would increase the frequency of service between York city centre and the University of York from 9th January. Cllr. D'Agorne asked whether some of these new services could operate via Heslington Lane / Fulford Road given the absence of any bus service connecting the Broadway area and the University. <p>EYMS</p> <ul style="list-style-type: none"> ▪ Graham Thomas reported that EYMS use Green Road in a similar fashion to First. He added that it is possible to 'geo- | <p>MB to share link to video and all to consider a York version of the video.</p> <p>CYC / Transdev to investigate the possibility of extending route 44 beyond York Station.</p> <p>MB to investigate</p> |
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| <p>fence' particular areas to restrict vehicle idling. York is one of the areas they have applied 'geo fencing' to.</p> <ul style="list-style-type: none"> ▪ More widely, GT reported that East Riding of Yorkshire Council was cutting £400k from its subsidised bus budget from April 2017 so this will have an impact on the level of bus service provision in to York from the East Riding. ▪ EYMS will be introducing mobile ticketing in the next few weeks and plan to introduce contactless payment by late 2017. <p>Utopia</p> <ul style="list-style-type: none"> ▪ Ian Pearson reported that works to strengthen Cawood Bridge had been delayed and that the company's plans to invest in its fleet had therefore been delayed. As a consequence, North Yorkshire County Council had also delayed their intended 'Selby network review' of local bus services. ▪ JW suggested that an overview of the Green Road system should be circulated and agreed that a Transdev representative would do that. <p>Audio visual on-bus information</p> <p>In response to City of York Council passing a motion to request that bus operators fit audio-visual information displays to their buses, the independent chair of the QBP, KM, sought views from operators and provided the following summary of responses:</p> <ul style="list-style-type: none"> • There are currently very few buses with audio visual displays on them (either in York or across the UK – London excepted). • Operators do not see the business case for fitting displays on their buses. Even if they were funded by the public sector, the general view is that they would not take this forward unless mandated by legislation to do so. • Other means exist by which passengers can establish information about their next stops, etc. In Leeds an app (supported by members of the blind community) has been introduced. • It should not be assumed that this is the right solution in all locations. | <p>All to note</p> <p>Transdev</p> <p>All to note</p> <p>First to provide feedback on Leeds trial</p> |
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| <ul style="list-style-type: none"> • The exception to the rule was Transdev who are delivering on-bus AV displays on all new buses ordered. JW added that through his work with the York Blind and Partially Sighted Society, he has established that the passengers are very keen on the AV displays. • Cllr. Gillies expressed disappointment that more operators had not installed AV displays but accepted that it was a decision for the market. <p>Punctuality update</p> <p>JR gave an update on bus punctuality, based on the city’s real time information system. The figures reflected services fitted with the real time kit (approximately 90% of bus journeys operating) and showed a year on year improvement.</p> <p>TC asked whether we could identify specific routes which are struggling (a red / amber / green rating perhaps?) to enable better focus on key problems.</p> <p>Patronage update</p> <p>KMc said that the growth in patronage in the York area (4.4% year on year) bucked the national trend, where there is generally patronage decline. In some local authority areas the decline is particularly acute and KMc said that it was a testament to the individual and partnership efforts of CYC and the bus operators that York was succeeding where others were not.</p> <p>AOB with councillors</p> <p>Cllr. Reid thanked First York for providing the free Sunday service 500 linking Woodthorpe and Bishopthorpe to Askham Bar. She asked whether the service would continue. MB responded that it would continue until the end of the year with a review of patronage after that.</p> | <p>JR / SF</p> <p>All to note</p> |
| <p>4. Matters arising from the minutes of the October meeting:</p> <ul style="list-style-type: none"> ▪ Section 3: Local Plan Update: In spite of further encouragement to do so at the previous meeting, JR/ AB reported that they had not received any representations from operators on the Local Plan consultation. | <p>All to note</p> |

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| <p>In light of recent developments and the planned closure of the various Ministry of Defence sites across the York area, however, further work was now to be undertaken on the Local Plan and a further public consultation was likely in 2017.</p> <ul style="list-style-type: none"> ▪ Section 3: JR and AB were not sure whether the A64 directional signage had been modified to reflect disruption caused by the Germany Beck works. ▪ Section 3: AB confirmed that SF had added a flooding information page to the iTravelYork website which would be useful for both operators and the travelling public: http://www.itravelyork.info/journey-planning/live-travel-and-traffic/flooding ▪ Section 3: TC had asked operators to provide suggestions for schemes on the Congestion Busting Pot, only EYMS had responded. All operators to provide a response. ▪ Section 4: AB explained that the introduction of a smart young person's product would require all operator support and a level of financial investment. He added that Geoff Lomax had circulated a proposal at the recent QBP Ticketing meeting. Operators to respond by end of December to AB / Geoff Lomax (Chair of the Ticketing Group). ▪ Section 7: RTE – AB reported that whilst progress was being made on the regional Real Time procurement, it had proven necessary to extend the Real Time contract with Vix beyond March 2017 to ensure continuity of service. A draft operator agreement had been circulated to all York operators, but if they had not received one then they should request such from AB. ▪ | <p>JR to check</p> <p>All to note</p> <p>Operators to action</p> <p>Operators to action</p> <p>Operators</p> |
| <p>5. Smart ticket project update:</p> <p>AB advised the meeting that Ben Manuja had returned to his substantive post at West Yorkshire Combined Authority and asked that any queries should now be addressed to either AB, SF or Christian Martin at CYC in the first instance.</p> | <p>All to note</p> |

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| <p>AB thanked Ben Manuja for all his hard work to get the smart ticketing project up and running and the operators for the part they had played.</p> <p>The marketing group had recently met to discuss further publicity and promotion of the card to increase take up. AB reported that smart ticketing sales were modest, but growing.</p> | |
| <p>6. Forthcoming bus tenders: SF informed the meeting that an Invitation to Tender would be issued shortly by the Council for routes:</p> <ul style="list-style-type: none"> a. 16 (currently route 44) linking Acomb, via Hamilton Drive, Holgate and York City Centre b. 36 linking Elvington, Wheldrake and York City Centre <p>The new contracts will commence from 1st April 2017.</p> | All to note |
| <p>7. Better Bus Area update: JR shared punctuality data to date. He advised the group that city centre delays had impacted on punctuality over the last period. Further discussion revolved around the problems experienced on the A19 (south). SF agreed to produce a table of data showing punctuality for all operators for the Fulford Road / Selby Road to the local authority boundary.</p> | SF |
| <p>Darren Capes, CYC's Traffic Systems Manager, joined the meeting at this point.</p> <p>8. Real time evolution: DC advised that idox and Nimbus had now been awarded contracts for the real time evolution contracts and the functional specifications had been agreed.</p> <p>Both suppliers were working to deliver the new system by the end of March 2017 but DC stressed that some delay against this target was likely due to the rigorous testing process being undertaken.</p> <p>Operators should all have an understanding of what is required of them, but should contact DC if they require further information.</p> | All to note |

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| <p>9. Traffic Signals Asset Renewal: DC reported that the Council had assigned significant capital funding to a programme of traffic signal infrastructure replacement. This was required due to the ageing nature of the asset combined with underinvestment in recent years.</p> <p>The programme is focussed on addressing the worst equipment first but would work through to improve all traffic signals in due course. The new equipment is self optimising, improving the performance of the asset (and the efficiency of the highway).</p> <p>All traditional bulbs in the signal heads will be replaced with LEDs, improving the reliability of the equipment. The loops (buried in the road surface) which are only working in a number of locations, will be replaced with camera detectors to ensure that vehicles are recognised and the lights are triggered when required.</p> <p>In 2016, DC reported the completion of the pedestrian crossings at Nessgate corner; Pinelands Way (Hull Road); Monkgate Cluster and the signalised junction at Bumper Castler (Wigginton Road).</p> <p>In the new year work on the pedestrian crossing between the Tesco filling station and the old Askham Bar Park & Ride site will commence, followed by works on Micklegate / George Hudson Street and Skeldergate junctions in February.</p> <p>KMc asked DC about specific bus priority equipment. DC confirmed that although York had previously had kit fitted at approximately 30 sites, it was now switched off as it sent conflicting messages between signalised junction. KMc asked DC not to completely rule out selective vehicle detection at sites where it might be of use. DC accepted this point.</p> | <p>All to note</p> <p>DC</p> |
| <p>10. AOB: AB thanked EYMS and Utopia for their attendance at the BBA group but asked that more operators make an effort to send a representative to the next meeting.</p> | <p>All to note</p> |
| <p>11. Date of next meeting: to be Monday 6th March, 1400 – 1600hrs, preceded by a meeting of the BBA between 1300 and 1400.</p> | <p>All to note</p> |