



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

Wednesday 5th September 2018 14:00-17:00
Richard III Room, West Offices, York

Quality Bus Partnership Meeting Note

Present:

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| Keith McNally | CPT (Chair) | KM |
| Andrew McGuinness | CPT | AM |
| Marc Bichtemann | First | MB |
| Alex Hornby | Transdev | AH |
| Bob Rackley | EYMS | BR |
| Richard Startup | York Pullman | TJ |
| Dwayne Wells | Arriva | DW |
| Tony Clarke | City of York Council | TC |
| Julian Ridge | City of York Council | JR |
| Andrew Bradley | City of York Council | AB |
| Sam Fryers | City of York Council | SFr |

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

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| Cllr M. Cannon | City of York Council | MC |
| Cllr A. D'Agorne | City of York Council | AD |
| Cllr S. Fenton | City of York Council | SFe |

Present for item 6 only:

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| Trish Hirst | City of York Council | TH |
| Andy Godfrey | North Yorkshire Police | AG |

Present for item 7 only:

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| Richard Bickers | Arup | RB |
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1. Introductions and apologies

- Apologies: Craig Temple (Connexions); Jamie Kerslake (Reliance); Cllr Peter Dew; Cllr Tony Richardson; John Pickup (CYC)

2. Operator updates to members

- **FirstGroup:** Marc Bichtemann reported that First had a good Summer and that services were running well. As a result of this, the evening park and ride services on service 3 (Askham bar) would continue to operate until 11 through the week, with services to 11 to all sites on Fridays up to Christmas. Frequency would be every 30 to 40 minutes depending on the route. AB commented that this would make park and ride a more popular option for rail travellers.
- **Transdev:** Alex Hornby said Coastliner was showing volume growth with the new express routes over the Summer. They were ordering 3 new Euro 6 buses, giving them 14 Euro 6 buses overall. Transdev were also purchasing 2 new buses for service 42 and the electrification of services in Harrogate would allow cascade of Euro 5 buses from Harrogate to York. As such, the entire York fleet (on 181, 20 etc) would be Euro 5.
- **Arriva:** Dwayne Wells said that the vehicles on service 415 were being refurbished and upgraded to Sapphire standard before Christmas. This would include audio-visual announcements for passengers.
- **EYMS:** Bob Rackley advised that the business had been sold to Go North-East on 16th June – and that joining a larger group would mean that EYMS had better back up in future. BR said that the company was investing in new ticket machines with a contactless capability, and that there would be new buses on the Hull to York route next year. He also reported that the company had won the tender to provide service 18 (York – Holme on Spalding Moor), and a brand new bus has been ordered for this service. Once the new York-Hull buses have been introduced, the entire EYMS fleet operating in York will be Euro 6.
- **York Pullman:** Richard Startup said that the York Maze service was operated with Euro 6 vehicles and that Pullman would also be providing shuttles for the Yorkshire Marathon and York Beer Festival. Home to School services commenced that day (5/9). Half the school fleet had been retrofitted with Euro 6 kits with conversion of the outstanding buses imminent.

3. Questions from Council Members and open discussion

- Cllr Cannon asked what the situation was with the operators who were not present at the meeting (Connexions and Reliance) ref Euro 6 vehicles. AB said he would provide an update (**Action: AB**). Cllr Cannon also said that vehicles idling in the middle of York continued to be a problem (**Action: operators to take this back to their drivers**). Marc Bichtemann confirmed that the park and ride electric vehicles are on track for delivery in September 2019 +/- 6 months. MC asked operators to consider going for additional funding where this was available (**Action: MC to send details to JR who will review**).
- Cllr D'Agorne asked whether specifications for new vehicles could specify that engines shouldn't be running to power lights/ doors/ destination boards etc. (**Action: all to note**). Cllr D'Agorne then asked about Rougier St and when this would be complete – particularly the RTI units. JR responded that there was a missing section of ducting, but CYC and contractors were working to resolve this. Cllr D'Agorne then asked about providing bus lanes/ bus gates in York Central. JR explained that a presentation about this was happening later in the meeting. Cllr D'Agorne then said that he welcomed the extension of park and ride services into the evenings, but asked when overnight parking would be available at the sites. AB said that this was being worked on, starting with Monks Cross which would allow overnight parking next financial year.
- Cllr Fenton asked whether bus operators supported the proposed layout for York Station Frontage. AM responded that operators generally supported the design as it had been put forward, although they had requested clarification on some design issues (e.g. shelter design). BR said that providing turning facilities and layover space was really important and must be provided. (**Action: CYC to note**). Cllr Fenton then asked about whether operators had concerns about the effect of Brexit on their businesses. BR said that there was a concern within the industry about sourcing spare parts – because most buses had significant component content from Europe. RS said that the biggest problem now was uncertainty over what might happen (e.g. and how, for York Pullman, it might effect excursions to Europe). MB commented that it might effect bus driver recruitment and retention. He said that there were relatively few EU nationals in the FirstYork driver team, but that loss of EU nationals elsewhere (e.g. West Yorkshire) might lead to loss of drivers in York as York drivers are attracted elsewhere.

At this point, the Councillors left the meeting

4. Minutes of the meeting in June 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 June QBP meeting

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

- Item 2: Raceday shuttle Warden coverage – JR said that coverage had been provided in July and August.
- Item 5: 1 – AB to work with Transdev on publicising route 20 more effectively (**Action: AB – action carried forward from December**)
- Item 5: 8 - JR had spoken to Dom Berry about St Nick's Fayre and confirmed that it would, this year, have the same arrangement as last year. Operators bringing coaches to York which had nothing to do with the Fayre (e.g. parties to the theatres) were urged to approach Dom as far in advance as possible to arrange passes. (**Action: all to note**)
- Item 10: North York Scheme – JR said that a report on the North York Scheme was going to the Executive Member in October, with works in the Spring of 2019. (**Action: all to note**)

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Main agenda items

6. Ouse Bridge safety issues

MB outlined an incident on 30/06 when a pedestrian had been severely injured in collision with a First bus on Ouse Bridge. MB said that, aside from the injuries to the pedestrian, the accident had been extremely traumatic for the driver involved, and, because near misses on Ouse Bridge are frequent other drivers fear the same thing happening to them. MB said that problems tended to begin at around 4PM and continue until closing time, with particular problems around race days and large events. Vehicle speeds on Ouse Bridge were not perceived to be a problem – buses are already travelling slowly (<10 MPH) there. The problem was around people unexpectedly entering the roadspace and coming into contact with vehicles. MB said that he wished to see action and a solution to the problems seen on Ouse Bridge coming out of this meeting.

Trish Hirst (CYC) presented a map of accident clusters around York City Centre. This showed a cluster on Ouse Bridge, but also at other locations – for example, Coppergate. TH said that drink was often a factor in accidents in the city centre. TH said that there had been 90 incidents recorded by the STATS 19 database in the city centre over the last 5 years. 11 of the incidents involved buses/ bus passengers (a figure which included passengers being injured on/ boarding and lighting buses (e.g. from falling over), and also very minor injuries (e.g. pedestrians clipped by door mirrors)). TH said that there had only been one incident where a drunk pedestrian had been in collision with a bus – and that this reflected very well on the standards of driving in York.

Andy Godfrey (NYP) outlined the work that NYBP are doing to reduce levels of drunkenness in York. AG said that a particular problem was people who arrived in York having taken alcohol on the train, with the result that they may be inebriated by the early afternoon. NYP had started travelling on trains towards York at the weekend and trying to reduce on board alcohol consumption in consequence. Other work being taken forward included campaigns to reduce anti-social behaviour, and to tone down more exuberant behaviour. There was a code of conduct, which was reviewed with licensees every 6 months.

There was then a general discussion. Initially barriers were suggested, but TH and AG said that these tended to be used as a last resort – because people

could be trapped on the wrong side of the barrier and because they could pose a hazard to cyclists.

It was agreed that there should be an evaluation of the options to improve safety at this location. Suggestions included:

- A review of street furniture to identify any constraints to movement on the bridge footways/ approaches;
- Identification of which events in York were likely to result in large crowds in the city centre – with the intention that action plans could be produced for dealing with the busiest events (e.g. through different traffic management approaches).
- **Action: CYC to consider options and convene a meeting to discuss the best way forward and devise an action plan. (CYC)**

7. York Central

Richard Bickers (Arup) gave a presentation about York Central and its potential effect on traffic flows around York/ on buses. He also presented about the proposed public transport measures within the development.

There was a brief discussion and it was agreed the JR should review the TA and provide information to operators following the format used for the Local Plan consultation earlier in the year. AM would then co-ordinate feedback from operators and make a submission to the planning application. If one was required.

Action: JR/ AM

8. Bus Travel for apprentices

This item was deferred to a future meeting pending a business case presentation by CYC's Sustainable Travel apprentice, John Pickup.

9. Clean Air Zone update

AB reported that the consultation for the Clean Air Zone in York had just closed. There had been a good response from operators. AB said that there was a question about what policy could be formulated without a disproportionate impact on services, and further discussion was needed. AB suggested that operators may wish to attend (or provide comment to) the Executive Meeting which was considering the CAZ on 18th October. BR made the point that order

lead times on Euro 6 buses/ Euro 6 emission kits were currently long and this may impact on any implementation timescales.

Action: All to note

10.QBP sub-group updates

Performance Group: SFr said that the main Performance Group focus was on effectively allocating the limited space at the Railway Station (particularly outbound after changes to the routing/ timing of service 66. He also said that flows on racedays, particularly Saturdays, was benefiting from greater Warden intervention. The punctuality indicator was continuing to show improvements year on year. **(Action: all to note)**

Better Bus Area: JR said that the consultation on the Wigginton Rod scheme closed at the end of August and the report would go to a decision session in October. Rougier St was nearly finished – pending resolving problems with the RTI data feed. Transport Focus would be surveying services between September and December for their annual bus user surveys. Operators were asked to assist where required **(Action: all to note)**.

Ticketing Group: AB reported that in light of the fact that the multi-operator All York ticket had not increased in price since its launch (2012), the Ticketing Group had agreed to an increase in the price of the range of tickets available. The main day ticket price available on bus will increase on Monday 5th November from £4.50 to £4.90. **(Action: all to note)**

Marketing Group: AB said this group would be relaunched on 27th September following a business breakfast event. Operators were asked to participate in the meeting. **(Action: all to note)**

Major Schemes: TC reported on a number of forthcoming schemes:

- i) Utilities works on The Mount impacting on the junctions with Scarcroft Road / Albermale Road planned for October 2018.
- ii) A1237 / B1224 (Wetherby Road) is currently being enlarged. There will be a full closure of the roundabout from 19 November 2018 for ten days overnight. It is anticipated that this work be concluded by Christmas.
- iii) Stonebow / Fossgate will be re-surfaced in early 2019. This will include a full closure for 6 weeks and further partial closures for a further 6 weeks. The work is likely to commence in late January.

iv) Walmgate Bar junction – As part of the Council’s traffic signals renewal programme, this junction will be renewed in early 2019. Every effort will be made to ensure that the most significant impact of these works does not coincide with the works on Stonebow / Fossgate.

v) The permanent new lights on the A19 at Germany Beck will be in place from 17th September.

11. AOB: AB said that CYC was reprocurring the back office system for real time information provision in York – because of a failure to mobilise the system procured previously. Updates would follow (**Action: All to note**). SFr said that DfT had issued the “Buses and Security Guidance” and reminded operators of the importance of their reviewing this (**Action: all to note**). MB commented that there appeared to be a high rate of failure for the RTI screens in the city centre and asked that these are repaired as soon as possible (**Action: CYC to arrange repairs**).

12. Date of next meeting: to be 1400 on Monday 10th December 2018.