

York Quality Bus Partnership meeting minutes: 11th April 2016

| <u>Item</u> | <u>Action by:</u> |
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| <p>1. Present: Keith McNally (Chair - KMc), Bob Rackley (EYMS - BR), Simon Pearson (First - SP), Alistair Friar (First – AF), Jim Wallace (Transdev - JW), Matt Ashton (Arriva - MA), Sue Leighton (Stephenson’s of Easingwold - SL), Owen Thorpe (Utopia – OT), Tony Clarke (CYC – TC), Andrew Bradley (CYC - AB), Julian Ridge (CYC - JR), Sam Fryers (CYC - SF), Derek McCreddie (CYC - DMcM), Paul McCabe (CYC – PMcC).</p> <p>Apologies: Ben Manuja (CYC), John Duff (Reliance Motor Services).</p> | |
| <p>2. Approval of minutes of previous meeting (in December): AB noted that the minutes for the QBP are a public document and he would be grateful if operators could let him know if they wished to redact any part of it for reasons of commercial confidentiality.</p> <p>The minutes were approved.</p> | All to note |
| <p>3. Matters arising from the minutes of the December meeting: none</p> | All to note |
| <p>4. One Planet York: Paul McCabe presented to the group about the “One Planet York” initiative.</p> <p>PMcC said that York was a pleasant place to live, but was not sustainable in its consumption of resources – in fact, if the consumption habits of York residents were followed by all inhabitants of Planet Earth, the resources of three Earths would be required to fulfil demand. As such, CYC wished to make York a more sustainable place, which would also make the city more environmentally resilient. The “One Planet” initiative is essentially collaborative – between the local authority and a range of businesses in the city, and is an initiative which has already been followed, with some success, in Bristol.</p> <p>PMcC said that there would be a launch of the initiative at the Ron Cooke Hub at York University on 15th June. There was an opportunity for businesses with sustainable aims (e.g. bus operators) to take a stall at the event. There will also be an online “pledge portal” so organisations can pledge to support the</p> | All to note. PMcC to circulate details of event via JR/ AB |

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| principles of One Planet York. | |
| <p>5. Bus satisfaction survey results: JR reported on Transport Focus’s latest survey – from 557 questionnaires collected between start September and end November 2015 on First York, park and ride, Transdev, Arriva and HCT services. Highlights were:</p> <ul style="list-style-type: none"> - Overall satisfaction: had fallen back from the very high levels of the 2014 surveys, but was still high (4th in UK) and had not fallen back to the (much lower) 2012 level - Punctuality: satisfaction was lower with this attribute than for other attributes of the service, and it remains a priority for action. Particular problems last Autumn (e.g. on Fulford Road) may have had an impact on this attribute. - Info provided on bus: also low – identified as a priority for operators to sort out. - Other part of the survey: indicated that York’s bus users remain more discretionary than average (in York 27% said they used buses because “there was no alternative” – amongst the other unitaries in the survey this was 42%). There were also some concerns about overcrowding on services that used smaller vehicles, on First’s route changes to the 6 (now revised back to the original route), and many positive comments on the service. | <p>All to note</p> <p>Operators to ensure an adequate supply of timetable leaflets on vehicles and for other outlets (e.g. Tourist information office, Bus Point)</p> |
| <p>6. Low Emission Bus/Clean Bus Fund bids. DMc noted that the DfT had not made an announcement on the success or otherwise of York’s funding bid to increase the number of electric vehicles in the park and ride fleet.</p> <p>DMcC also noted that a bid had been submitted to the DfT’s “Transition Year Fund” to extend York’s LSTF programme for the 2016/17 year, with an announcement expected at the end of April.</p> | <p>CYC to inform operators when announcements have been made.</p> |
| <p>7. Smartcards: AB gave an update in BM’s absence:</p> <p>Rail Station Bus Point: Pullman’s contract had ended on 3rd April. The new service provider (subject to confirmation) would be Make It York. AB said that CYC were currently negotiating with the rail industry about arrangements for occupying the space in the Travel Centre. It was expected that the info point will reopen in May.</p> <p>AB reported that a desktop reader has been purchased for loading products onto cards, and will be installed at West Offices and the Tourist Information Centre. A third reader will probably be purchased for Bus Point, although there will also be smartcard kiosk here.</p> | <p>All to note.</p> |

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| <p>Bob Rackley said that marketing will be crucial to ensure a high level of awareness for the smartcards – also to ensure people understand the various different products available on the smartcards and how they can best be used.</p> | |
| <p>8. Public Punctuality indicators: SF circulated an indicator. The group discussed this and agreed that they were happy to go ahead with it as proposed, accepting that it should be signed off – including agreement of “void” days and any accompanying text, at each month’s performance group.</p> | <p>All to note.</p> |
| <p>9. Devolution: TC provided an update and said that no position had been agreed to date, and that this was unlikely to be resolved imminently.</p> | <p>All to note. TC to provide an update to the next meeting.</p> |
| <p>10. Park and ride procurement/ bus cuts: AB advised that we are awaiting a decision from DfT about York’s Low Emission Bus bid, but the intention is to release the tender for the park and ride contract at the end of April whether there has been an announcement or not.</p> <p>Supported bus services cuts: the consultation document about this went on-line on 11th April, with an Executive Member decision on 18th May. AB reported that CYC were in dialogue with operators about services, but currently route 20 and supported evening and Sunday services were under most threat. Operators were invited to respond to the consultation on-line.</p> | <p>All to note</p> |
| <p>11. Sub-group updates: SF gave an update on Performance Group. Particular issues were: flooding – it was noted that it was important that CYC has contact details for operators, including out of normal working hours; there had been a review of the temporary stop closures at Rougier Street and Low Ousegate. It was concluded that passengers had found the information clear; Green Lane scheme – SF reported that the phasing of the scheme had been altered after feedback from operators through Performance Group.</p> <p>Bus User Group: JR reported that there would be a surgery for the Bus User Group on Saturday 14th May between 2 and 4, following feedback from members of the public who said they wanted to have a surgery outside of normal working hours.</p> <p>Better Bus Area Group: JR reported that the group met on 27th January and agreed a new set of budgets – which has now been approved by DfT. JR also reported that there will be a BBA meeting in May (date to be confirmed). JW asked for York Blind and Partially Sighted to be consulted about the design of the new shelter at Rougier Street and JR agreed to set up a meeting with them to discuss this.</p> | <p>All to note, JR to advise date for BBA meeting and set up a meeting with YBPSS</p> |

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| <p>12. AOB: Member involvement: KMcN advised that members would attend part of every second QBP meeting. The group agreed that they were happy with this. JR advised that he was going to write a newsletter for bus users every three months.</p> | <p>All to note</p> |
| <p>13. Date of next meeting: 21st July 2016</p> | |