

THE YORK ENHANCED PARTNERSHIP FOR BUSES



Operational Delivery Group

DRAFT Minutes– 19th April 2023 11:00-13:00 (West Offices and online)

Present:

- Keith McNally – CPT/chair (KM)
- Dave Atkinson – City of York Council (DA)
- Sam Fryers – City of York Council (SFr)
- Julian Ridge – City of York Council (JR)
- Patrick Looker – City of York Council (PL)
- Debbie Manson – City of York Council (DMa)
- Duncan McIntyre – City of York Council (DMc)
- Tom Bridge – First (TB)
- Paul Turner – Transdev (AH)
- Stuart Fillingham – East Yorkshire (SFi)
- Dwayne Wells – Arriva Yorkshire (DW)
- Craig Temple – ConnexionsBuses (CT)
- Richard Startup – York Pullman (RS)
- Gary Newby – Reliance (GN)
- Andy Clarke – North Yorkshire County Council (AC)
- Chris Mottershaw – East Riding of Yorkshire Council (CM)
- Andrew McGuinness – CPT/Forum chair (AM)

1) Introductions and Apologies

- James Gilchrist – City of York Council
- Michael Howard – City of York Council

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2) Minutes and actions from previous meeting

- It was agreed that the circulated minutes were an accurate record of the 20th January meeting.
- TB agreed to act as bus operator representative at the next EP Forum meeting (15th May).
- JR has commissioned Steer to produce a short report on possible actions to resolve the tour bus issues at Exhibition Square.
- RS expressed disappointment that no resolution has been found yet.
- **Action:** JR to arrange meeting with tour bus operators to discuss the report and its recommendations.
- DMc responded to questions posed at the last meeting in regard to the BetterPoints proposal:
 - i. The £45k funding ask will be in addition to existing match-funding from Active Travel England.
 - ii. Targets are to generate 50,000 new bus journeys and attract 5,000 new participants.
 - iii. Existing operator apps might have a large customer base but cannot deliver the kind of targeted promotional activity which Betterpoints is designed to achieve.
 - iv. At the basic level, Betterpoints provides 10 points per sustainable journey, or 1 point per minute of active travel.
 - v. Points are capped at 40 per day.
 - vi. By default, 1000 points are required to generate a £1 customer reward, but this can be made more generous with further funding support.
 - vii. People would be encouraged to join via social media and marketing activity.
 - viii. Betterpoints could be utilised as a tool to specifically target and assess new BSIP initiatives- it has a good track record in delivering growth across other sustainable modes.
- TB agreed that Betterpoints might promote behaviour change, but though it unlikely to generate major growth.
- CT does not believe Betterpoints will make any difference to patronage on his services.
- DMc invited any bus operators to attend a separate meeting with himself and a Betterpoints representative.
- **Action:** DMc to arrange meeting and invite operators.

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3) BSIP Programme delivery update

- Capital:
 - i. Steer's City Centre Bus Study has now been finalised. Some of the more contentious proposals will need to be discussed further after the local elections.
 - ii. Micro-simulation modelling is being carried out for the Fulford Rd corridor. Wigginton Rd corridor modelling will be more difficult and will require input from York Hospital as their car park is the main source of traffic delays in the area.
 - iii. Micro-simulation modelling will next be carried out on the A59 corridor (by AECOM) and on the A1079 corridor (by WSP) as part of the council's local transport strategy.
 - iv. New RTI displays are being ordered, including battery-powered displays. These can be deployed at stops with no nearby mains electrical sources, where real-time information displays were not previously viable
- Revenue:
 - i. Former commercial services 12, 13 (Sat) and 412 have now been tendered, with contracts in place until 31/3/25. EY are operating service 12, Connexions are operating services 13 and 412.
 - ii. Poppleton Bar P&R reopened on 1st April.
 - iii. A report has been commissioned from Innovatious, a consultancy working on behalf of TfN, which explores options for delivery of York's BSIP ticketing initiatives. When complete, this will be shared with the EP ticketing group.

4) ZEBRA funding update

- First are in the process of procuring vehicles. Delivery is expected in Spring 2024.

5) Tap-on/tap-off readers

- As a ZEBRA match-funding commitment, CYC is providing £200k to help ensure that the EP requirement for tap-on/tap-off contactless ticketing across all bus services in York can be met.
- First and Arriva's local fleets are currently fully fitted.
- **Action:** Other operators to contact Richard Hampton to discuss their requirements.

6) Passenger Charter

- Marketing Group has been tasked with producing a draft charter.

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7) Bus Route Map

- Due to the highly changeable nature of the bus network during the Covid pandemic, the York Bus Route Map has not been updated since November 2019. Where still visible at stops, map posters are now quite out-of-date and looking very faded.
- Operators confirmed that, subject to no further major changes in revenue funding, there are unlikely to be any significant route changes in York over the coming months.
- It was decided to progress with an update to the map.
- **Action:** SFr to commission Bus Route Map update.

8) Operator Updates

- KM – Across the country, bus operator staff vacancies have decreased from 9% to 6%. In the North East, vacancies are now down to around 2%.
- TB – Substantial improvements have been made to First's staffing levels. No network changes are planned and there is unlikely to be significant changes in June. £2 fare cap is providing moderate passenger growth.
- CT – Staffing levels are OK. £2 fare cap is of more benefit to longer routes (eg. 412) than local routes (eg. 13). No changes planned for June.
- SFi – Minimal vacancies at EY. Priority is on recruitment of non-driving staff. April changes are bedding in, with a simplified 30-min service on route X46. This has seen a reduction in late running. Service 12 has started well- leaflet drops are planned. No planned changes in June. £2 fare cap has delivered approx.. 10% passenger growth for EY.
- DW – Only one vacancy at Arriva Yorkshire, which is soon to be filled. York routes are seeing 100% return to pre-Covid patronage levels. Some trips are reaching capacity- timetable adjustments are planned to resolve this, including additional trips on service 42.
- GN – Reliance are 100% staffed. Minor changes to be made in June to accommodate reintroduction of Saturday service to Kirkbymoorside. £2 cap has generated a 10-15% patronage uplift- some concern over what happens after 30th June.
- RS – York Pullman's driver retention is good. No service changes planned. £2 fare has had minimal positive impact as fares are already low.

9) Group updates and actions

EP Forum

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- AM trying to keep the group strategically focused.
- Forum members are very keen to get access to large amounts of route-specific punctuality data.
- Strategic mission statement is work in progress.
- Forum believes P&R marketing material is overly targeted towards the tourist market and does not help to attract local passengers.
- Conversations have been held with groups representing older persons to help understand reasons for poor ENCTS recovery. Findings passed to Marketing Group chair.
- Concerns were raised that evening cinema/theatre trips are difficult to accomplish using public transport when last buses depart before end of shows.
- **Action:** JR to attend next EP Forum meeting on 15th May.

Performance Group

- Good Friday saw severe congestion on Piccadilly as a result of drivers queueing towards the already-full Coppergate car park. Parking services have been asked to put out signs when this car park gets full.
- Reliance services are not displaying correctly on CYC composite timetable posters. Data for these services is provided by North Yorkshire Council, who have changed software supplier which has resulted in data incompatibilities with York's poster production software. AC was not aware of the issue but is happy to meet with CYC officers to help find a resolution.
- **Action:** SFr and AC to arrange follow-up meeting.
- Marketing Group
- Inaugural meeting was held on 22nd March.
- Initial objectives were set:
 - i. Increase public perception of buses
 - ii. Create comms plan
 - iii. Grow concessionary patronage.
 - iv. Help to seek a diverse membership for Passenger Liaison Group.
- ENCTS campaign being planned for July.
- Plans for Christmas campaigns will be agreed in August.
- New staff member will be joining CYC comms team in May.
- Marketing group has assessed BetterPoints and recommends that the ODG approves its adoption.

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10) Major Schemes Update

- DA noted that York is holding local elections for all council seats on 4th May. Changes to policy priorities and decision making will inevitably occur following the election.
- We will know by the end of June whether any major changes to CYC policy are to take place.
- Work has commenced on the Water End scheme.
- A new page detailing major schemes and their impact on local travel is now live on the CYC website at <https://www.york.gov.uk/PlanAhead>
- Network Management team would appreciate any feedback on congestion resulting from major events in York. The council will continue to host and promote events in York in order to grow visitor numbers and benefit the local economy.
- **Action:** Operators to remind local ops staff to contact network.monitoring@york.gov.uk when traffic issues arise.

11) EP tasks

- An error was noted in the agenda, with some capital asks listed under the heading of Network Support.
- **Action:** SFr to issue corrected agenda ahead of online publication.
- PT asked whether multi-operator fares proposal was via QR or ITSO.
- SFr advised that Innovatious report would make recommendations. QR likely to be preferred model due to ease of delivery.
- The following decisions were made (key items over £50k shown in bold):
 - To approve £370k BSIP network support funding for tendered services 12, 13 (Sat) and 412 during the 2023/24 financial year [UNANIMOUSLY APPROVED].**
 - To approve an additional £380k BSIP network support funding to operate the Poppleton Bar P&R service for the 2023/24 financial year (this £280k is in addition to £220k of the sum previously approved in January- total projected spend on Poppleton Bar in 2023/24 is £600k) [UNANIMOUSLY APPROVED].**
 - Approve an additional £100k BSIP capital for Bus Priority Scheme Development during the 2023/24 financial year [UNANIMOUSLY APPROVED].**
 - Approve an additional £100k BSIP capital for Park & Ride site Development during the 2023/24 financial year [UNANIMOUSLY APPROVED].**

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- v. **Approve £50k revenue to develop BSIP fares proposals (including multi-operator tap-on/tap-off ticketing and young person flat fares) [UNANIMOUSLY APPROVED].**
- vi. Approve £45k for travel behaviour change work, including subscription to the 'Better Points' app-based sustainable travel incentive service. [DECISION POSTPONED- to be considered again at next ODG meeting, subject to successful meeting being held with Betterpoints and operators].

12) Assign tasks to subgroups

- As noted above.

13) Training for Class 2 mobility scooter users.

- DA will lead more detailed discussion at next meeting. The issue was raised as part of a recent council paper, following complaints from some scooter users.
- KM noted that CPT has published a code of practice for carriage of scooters aboard local bus services. Many operators follow this code, although participation is voluntary.

14) Agree future meeting dates, times and locations

- Future ODG meetings to be held in person at West Offices, with hybrid facilities available for anyone needing to join remotely.
- Agenda should be circulated 10 days in advance of meetings.
- **Action:** CYC project support assistant to ensure meeting rooms have AV facilities.
- **Next meeting date: Wed 26th July at West Offices, 11:00 – 13:00.**

15) Any other business

- JR noted that additional staff are being recruited to help deliver BSIP measures.
- Institute of Transport Studies have offered assistance as part of a student's PhD project.
- DW asked when EP Ticketing Group meeting would be held.
- **Action:** PT to agree Ticketing Group dates with Dean Morrish.

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