



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

**York Quality Bus Partnership meeting minutes: 6<sup>th</sup> March 2017**

<u>Item</u>	<u>Action by:</u>
<p>1. <b>Present:</b> Keith McNally (Chair, CPT - KMc), Sam Fryers (CYC), Andrew McGuiness (CPT), Andrew Bradley (CYC), Cindy Locker (Transdev), Matt Ashton (Arriva), Bob Rackley (EYMS), Marc Bichtemann (First) (left after item 10), Gary Newby (Reliance), Tom James (York Pullman), Tony Clarke, Ian Stokes (item 8).</p> <p><b>Apologies:</b> Craig Temple (Connexions), Owen Thorpe (Utopia), Mark Purchase (Stephenson's), Nadean McNaught (Transdev)</p>	
<p>2. <b>Approval of minutes of previous meeting (in December):</b> The minutes were approved.</p>	<p>AB to publish on CYC website</p>
<p>3. <b>Matters arising from minutes of the December meeting:</b></p> <ul style="list-style-type: none"> <li>▪ Item 3: MB reported that he will circulate video of buses running in convoy shortly</li> <li>▪ Item 3: SF reported that route 44 between York city centre and Acomb has now been tendered to Connexions Buses as route 16 and runs to Piccadilly</li> <li>▪ Item 3: University buses – MB said this action as complete</li> <li>▪ Item 3: AB confirmed that Green Road information had been circulated</li> <li>▪ Item 3: audio-visual app – MB reported that he would seek feedback.</li> <li>▪ Item 3: Punctuality – specific routes – JR reported that this was being picked up in the North York work</li> <li>▪ Item 4: JR reported that he had not received many operator nominations for work which can be taken forward through the Congestion Busting Pot – but would still like to receive suggestions</li> <li>▪ Item 5: AB reported that he had circulated a paper on</li> </ul>	<p>MB</p> <p>All to note</p> <p>None</p> <p>None</p> <p>MB</p> <p>All to note</p> <p>All to note</p> <p>AB to report back</p>

<p>the Young Persons' smart product to the QBP Ticketing Group, which was going to meet on 7/3.</p>	
<p><b>4. QBP approach to emissions:</b></p> <p>AB thanks operators for their responses to his request for information and circulated a short paper summarising the measures each of York's operators had in place to reduce emissions from their buses. He then asked for thoughts about how to progress the work to provide a clear policy statement to members about operators achievements and future plans.</p> <ul style="list-style-type: none"> <li>▪ Bob Rackley suggested it would be useful to review Greener Journey's work in this area as that provided useful guidance</li> <li>▪ Gary Newby said he was pleased that Councillors understood the need for a viability test in progressing environmental measures that recognised that smaller operators had a reduced access to capital for fleet replacement/ vehicle modifications compared to large operators</li> <li>▪ MB made the point that Euro 6 technology reduced emissions nearly to ULEV levels, and that CYC should not be afraid of pushing Euro 6 buses because of this</li> <li>▪ TJ said that Pullman were seeing significant fleet renewal, with the new buses having better emissions levels than their predecessors.</li> </ul>	<p>AB to progress paper for Councillors/ wider stakeholders with assistance of Derek McCreadie, MB/ BR/TJ for distribution at June QBP</p>
<p><b>5. Transport Focus Surveys:</b></p> <p>JR distributed copies of Transport Focus's survey results for the City of York area and reminded meeting attendees that they should not use any of the information in press releases until the results were published on 22<sup>nd</sup> March.</p> <p>In terms of York's results:</p> <ul style="list-style-type: none"> <li>▪ The sample of routes was broadly similar to previous years, but not identical. This meant that trends could be observed, but results are indicative, rather than directly comparable;</li> <li>▪ Overall satisfaction was static compared to last year at 90%, but down compared to the 2014 results, when it was 93%</li> </ul>	

<ul style="list-style-type: none"> <li>▪ Value for money was substantially down, from 72% to 68%. JR said that David Sidebottom of Transport Focus had said that this indicator was often a proxy for “how do I feel about this journey?” and, as such, a falling score could either relate to a price increase or a view that quality had declined relative to a static price</li> <li>▪ In terms of facilities at the bus stop, some falls probably related to the work at Rougier Street and poorer temporary facilities there. It was hoped that the new shelter would see these scores increase;</li> <li>▪ There was a fall in the score for waiting time – possibly relating to frequency reductions on some services, as service punctuality had improved compared to the survey period last year, or “missed” services during the survey period (which coincided with some driver shortages)</li> <li>▪ Scores for cleanliness inside/ outside the bus were notably poorer in 2016 than in previous years. Operators were asked to consider why this might be so</li> <li>▪ The score for congestion and traffic jams suggested a worsening situation since the surveys began in 2013. MB said he would provide information on whether First had needed to put additional time into schedules to reflect worsening traffic congestion</li> <li>▪ Other indicators suggested that more passengers than before in York were using apps to access information about bus times before they left to catch services, and that more passengers were purchasing tickets in advance/ using multi-trip tickets than before. This was assessed to be a positive development as the surveys in 2013 had shown York to have one of the lowest proportion of off bus ticket sales in Transport Focus’s surveys</li> </ul> <p>Operators were asked to consider TF’s report and liaise with JR if they had queries or ideas for improvements</p>	<p>MB</p> <p>All to note</p> <p>Operators</p>
<p><b>6. Ticketing update:</b></p> <p><b>Young People:</b> AB said that there was a need for more unified thinking about ticketing products for young people and urged</p>	<p>Ops to consider</p>

<p>operators to consider their options</p> <p><b>Transport for the North:</b> AB said that Transport for the North have funds available for trials of innovative ticketing products – and an application could secure some of this funding for promoting York’s smartcard – operators to consider options</p> <p><b>Smartcards:</b> AB provided an update on progress with York’s smartcard:</p> <ul style="list-style-type: none"> <li>▪ 2,000 cards have been issued</li> <li>▪ Monthly sales of smart products are around £30,000 per month and rising</li> <li>▪ Approximately 20 different products were now available on the smart platform</li> </ul> <p>MB reported that First are considering what new products they can offer on a smart platform.</p> <p>SF agreed to look into what proportion of the 2,000 issued cards are in regular use and/ or have been topped up with further product after the initial sale.</p> <p>MB said he thought there was a need to promote the card more aggressively – for instance by handing out cards at bus stops or on vehicles. AB said that this was to be considered at a forthcoming ticketing group meeting to be held on 7<sup>th</sup> March (ie the day after the QBP meeting) and asked operators to input at this meeting.</p>	<p>Ops to consider</p> <p>All to note</p> <p>MB/ First</p> <p>SF</p> <p>All to consider. CYC to consider how to fund any such initiative</p>
<p>7. <b>Buses Bill:</b> JR outlined how he saw that sustained investment in bus services in York had led to a series of improvements and good outcomes on the network (e.g. increasing patronage). He noted that the current BBA arrangement would come to an end in March 2018. He said that CYC were beginning to engage with the DfT about the Buses Bill, which is likely to receive assent in May 2017. It was suggested that a position paper is bought to the June QBP for discussion.</p> <p>KMcN said that he would forward CPT’s guidance on the Buses Bill to CYC for consideration.</p>	<p>JR</p> <p>KMcN</p>
<p>8. <b>Local Plan update:</b> Ian Stokes (CYC Planning) presented a short paper about the Local Plan. This commented that CYC had received 2,300 responses to their Preferred Sites Consultation</p>	<p>All to note</p>

<p>document. However, since this document had been produced HMG had produced new housing figures and the MoD had announced disposal of three large sites in York which could be redeveloped (one on Fulford Rd, two in Strensall). Consequently, further work is taking place to assess the impact of these developments.</p> <p>IS said that reports had been taken to CYC Executive (7/12) and Planning Committee (23/1) and urged operators to look at these and offer comments</p> <p>Tom James raised the issue of land allocations for industry and depot space for bus services, and said that, in his view, the lack of this in York both undermined CYC's aspirations to improve air quality (because placing depots far from the city was a cause of significant dead mileage), and also deterred new bus operators from entering the York market (e.g. to service the park and ride contract) and inhibited the growth of existing operator. He urged CYC to engage with operators and consider the provision of such space as matter of urgency.</p>	<p>Ops to consider</p> <p>CYC to follow up</p>
<p>9. <b>Disabled Access Review:</b> TC said that this has recently been considered by CYC Scrutiny Committee and asked operators to share any work they are doing over the mandatory standards, such as step free access.</p> <p>CL said that all of Transdev's new buses used on Coastliner carried AV announcement equipment.</p> <p>TJ commented that the camber of Memorial Gardens made it very difficult to use wheelchair ramps there (the loading vehicle had to be in the centre of the carriageway to use a ramp) and BR asked what proportion of stops had raised kerbs (JR responded that he did not know)</p> <p>It was agreed that AB would co-ordinate a response from CYC and operators in a similar manner to the response on emissions outlined in (4) above. KMcN and AMcG to assist.</p>	<p>All to note</p> <p>AB, KmcN, AMcG, assisted by operators and CYC.</p>
<p>10. <b>Performance Group Update:</b> MB said that the recent traffic signals works in Micklegate had been very disruptive and said that Neil Bailey (Ops Manager, First York) would feed back about them.</p> <p>It was also suggested that operators might like to feed back about other road works in the city, including unscheduled</p>	<p>Operators to feed back to CYC</p>

<p>utilities works.</p> <p>Sam Fryers said that CYC had recently experienced problems because operators had been unable to keep to the agreed 7 change dates for bus services in York. MB asked if the dates could be synchronised with the university terms.</p>	<p>SF to consider feasibility of this</p>
<p><b>11. Operator updates:</b> none given</p>	
<p><b>12. Improving the city centre bus offer:</b> AB asked operators to consider whether a cheap multi-operator city centre ticket could be provided to give similar functionality to a city centre shuttle bus, but without the additional emissions/ congestion/ cost of additional vehicles on the road operating a dedicated service. Operators agreed that similar tickets were available in other parts of their operating territory – e.g. a 30p city centre ticket in Hull (EYMS) and a town centre ticket in Keighley (Transdev). It was agreed that this topic would be further considered at the Ticketing Group meeting on 7/3.</p>	<p>All to consider at meeting on 7/3</p>
<p><b>13. AOB:</b> There was a brief discussion of cycle awareness training for bus drivers and it was agreed that this should be considered in more detail at the meeting in June.</p>	<p>All to note</p>
<p><b>14. Date of next meeting:</b> to be Monday 12<sup>th</sup> June. Time: 1400</p>	<p>All to note</p>