



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

York Quality Bus Partnership meeting minutes: Monday, 12th June 2017

Item	Notes	Action
1.	<p>Present: Andrew McGuinness (CPT, Chair); Tony Clarke, Andrew Bradley, Julian Ridge (City of York Council), Bob Rackley (EYMS), Cindy Locker (Transdev), Rachel Benn (First), Peter Taylor (Arriva), John Duff (Reliance)</p> <p>Councillors present for first part of meeting: Andy D'Agorne, Mary Cannon, Ian Gillies, Ann Reid,</p> <p>Apologies: Sam Fryers (CYC), Marc Bichemann (First), Keith McNally (CPT), Richard Startup (York Pullman)</p>	
2.	<p>Operator updates to members: each operator was asked to (a) give an update on their operations and (b) state what they would improve in York if they had a “magic wand”.</p> <p>Bob Rackley (EYMS): said the company was renewing its fleet on the service between York, Pocklington and Bridlington with buses with Euro6 engines (giving improved emissions standards). EYMS has also introduced a ticketing and real time information/ journey planning app.</p> <p>Magic wand issue: congestion, but BR said CYC acted pro-actively to manage congestion in a way few authorities did.</p> <p>Cindy Locker (Transdev): said that the company’s operations in York (including Coastliner and CityZap) were performing well. Coastliner had renewed their fleet, so the whole fleet was now Euro 5 or 6. CL also said that they are half way through the process of converting the City Sightseeing fleet to electric buses, with 2 of the 5 refitted buses about to be commissioned. She said Transdev’s magic wand issue was the same as EYMS’s – ie an improvement to congestion in York – but she appreciated CYC worked well with the operators to deliver this.</p> <p>Rachel Benn (First): said that there were a number of positive things going on with Firstgroup in York at the moment. The first of these is the forthcoming trial of a fully electric double decker bus</p> <p>Other developments have been work to reduce the amount of time vehicles waited time on Nunnery Lane (the Council members present agreed that this is a problem) and measures to improve the security of vehicles (such as a ban on leaving unattended vehicles in the centre of York and 24 hour security at First’s depot). The company were also taking</p>	

	<p>forward a marketing campaign to encourage younger people to catch the bus more.</p> <p>Again, First said that their “magic wand” issue was congestion, but they were encouraged at the Council’s approach and assistance here.</p> <p>Peter Taylor (Arriva) said that Arriva were about to bring in branding to show the emissions standards of their vehicles. Andrew Bradley (CYC) said that Arriva have joined with First, Transdev and Pullman in providing the city’s raceday shuttle service between the Rail Station and Racecourse. Arriva agreed with the other operators about congestion being an issue in York.</p> <p>John Duff (Reliance Motor Services) raised a number of concerns about traffic management in York, particularly (1) the disruption to services from York’s many (and increasingly frequent) festivals, which close parts of the road network, often at weekends (2) he pointed out that traffic queues can undermine the city’s work in reducing pollution, because queuing vehicles are still emitting pollution – but not going anywhere. He also said that sometimes buses needed to wait with their engine’s running to keep their windows demisted (3) he said he was concerned that proposals to redevelop the Railway Station’s “retail offer” could lead to more deliveries using the bus stop area outside the station, with consequent disruption to bus services.</p> <p>There was then a brief discussion between the operators, council members and council officers, during which the following points were made:</p> <ul style="list-style-type: none"> ▪ Cllr Reid made the point that buses using Nunnery Lane as a timing point or bus stand was a subject she received significant correspondence about (discussed above under the “Firstgroup” item) ▪ Cllrs Cannon and D’Agorne raised the point that idling was a general problem around the city centre. It was agreed that bus operators would bring in one of their charts showing idling levels at the next meeting with members (Action: principally Firstgroup, but also other operators) ▪ Cllr Gillies raised a concern about the potential blocking back to Micklegate from the bus stops in Nunnery Lane (southbound). Julian Ridge said he would look into this/ monitor the situation when Micklegate Bar was closed (Action: JR) ▪ Special events and festivals were considered. It was agreed that Make it York should be invited to the QBP’s September meeting to hear operators’ concerns (Action: JR to set this up) 	
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3.	<p>Open discussion: Council members were then asked to give their views of bus services in York. The following representations were made:</p> <ul style="list-style-type: none"> ▪ Cllr Gillies said he fully supports people using the bus as a means to control and reduce congestion in York. However, he said that operators needed to provide a frequent and affordable service that met peoples' needs to travel. If he had a "magic wand" he would like to see: <ul style="list-style-type: none"> ▪ - improved evening and weekend services ▪ - a link between Rawcliffe Bar, and possible Grimston Bar, park and ride site to York Hospital ▪ Action (all to consider) ▪ Cllr Cannon asked if there was a procedure for handling the disruption caused by major events like festivals. JR responded that the QBP had a procedure for the bus network, but was not aware of a more general procedure. It was agreed that this would be added to the list of things for Make it York to present about. (Action JR). Andrew McGuinness made the point that co-ordination of special events appeared to be an excellent thing for a partnership to work on together. ▪ Cllr D'Agorne asked if councillors could see the minutes of the QBP meetings they do not attend (ie the March and September meetings). Andrew Bradley replied that this was possible, but noted that the minutes should be treated as draft until they are accepted at the following meeting. (Action AB) ▪ Cllr D'Agorne also asked (a) where CYC had got to with previous clean air plans (b) what plans there were for CYC to continue the earlier programme of cyclist awareness for bus drivers (c) whether there were proposals to improve bus services to York Hospital, as he felt that these were currently poor. AB responded to say air quality was being discussed later in the meeting, and that a study is being progressed under the Better Bus Area aimed at improving the reliability of bus services around the Hospital – and that a current serious constraint is the inability to easily turn buses around near the Hospital. The study will consider this, and possibly lead to partnership with the Hospital to resolve some of the problems experienced here (Action: BBA Group). Cindy Locker commented that there was scope for better road behaviour on the part of cyclists around buses too. AB said that there was a role for Bikability training here (Action AB to discuss cycle training options with operators) ▪ Cllr Reid thanked Firstgroup for providing the number 500 bus and said she was grateful it was being continued. She asked if it would be possible to have an earlier number 12 bus from Woodthorpe (Action: RB). RB said that fares would be charged on service 500 from next week. 	Action: all to consider Action: JR Action: AB Action: JR Action: AB Action: JR Action: AB Action: RB

	<ul style="list-style-type: none"> ▪ Cllr D'Agorne asked how patronage was holding up on the new service to Derwenthorpe, and whether it was possible to have an earlier bus. AB said that this was possible, using a bus freed up by changes in the service to Archbishop Holgate School. (Action AB) ▪ Cllr Cannon asked about childrens' fares, commenting that operators seemed to charge inconsistent fares. The operators agreed that their approaches were inconsistent and it was agreed that a guide should be put on the itravel website about who charges what (e.g. half fare, flat fare, ages when full fares are charged etc) Action AB/ Sam Fryers ▪ Cllr Cannon also said she was glad that the Council/ QBP were considering improving bus services to the hospital, as this was frequently raised with her (Action, all to note) 	Action: AB
	Council members left the meeting at this point	
4.	Approval of minutes of previous meeting: the minutes of the 6th March QBP meeting were approved as a true record of the meeting.	Action: all to note
5.	<p>Items outstanding from the minutes of the March 6th meeting:</p> <ul style="list-style-type: none"> ▪ Item 3, bullet point 5 (audio-visual app) – Marc Bichtemann to seek feedback ▪ Item 3, bullet point 8 (young person's smart product) – AB to report back ▪ Item 5, bullet point 7 (additional buses) – JR to speak to Marc B about this outside of the meeting ▪ Item 7 (Buses Bill) – Andrew McGuinness noted that, whilst the Bus Services Act has been adopted into statute, the guidance and secondary legislation is still awaited, as is a proposed review of BSOG. ▪ Item 10: AB noted that the on-street timetabling service faced a number of pressures, and a meeting with operators was needed to resolve these/ consider the best way forward ▪ Item 12: Improving the city centre bus offer – it was agreed that this action should be carried forward – and individual operators needed to consider what they could do to improve travel across York city centre/ interchange between services ▪ Item 13: cycle awareness training: AB noted that CYC could provide cycle awareness training to any York based drivers who wanted to take it up. CYC was also able to offer, on a paid-for basis, cycle awareness training to drivers outside of York. 	Action: MB Action: AB Action: JR Action: All to note Action: AB/ JR Action: operators Action: operators to let AB know of any interest
6	<p>Security procedures: Following the terrorist attacks in Manchester and London, Keith McNally has provided a number of best practice guides concerning security procedures as follows:</p> <p>The DfT produced has produced bus and coach security guidance and whilst we are in the process of reviewing this with them, the current version remains valid. It is available at</p> <p>https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/3261/bus-coach-guidance.pdf</p>	All to note

	<p>A further tool is the 'Stay Safe' video, available at http://www.npcc.police.uk/NPCCBusinessAreas/WeaponAttacksStaySafe.aspx</p> <p>The National Counter Terrorism Security Office (NaCTS) also provides advice on its website www.nactso.gov.uk</p> <p>Operators and local authorities can also contact the Counter Terrorism Security Advisor at their local police force for free security advice and assistance.</p>	
7	<p>Better Bus Area (BBA) beyond March 2018: AB circulated a short paper outlining the position in respect of the end of the current BBA arrangement in March 2018.</p> <p>The paper stated that since 2012, bus patronage in York has increased by around 15% compared to a regional decline of 2%. It is City of York Council's contention that this growth is unlikely to have taken place without the BBA programme. York now has the 10th highest number of bus trips per head of all English authorities, higher than in West or South Yorkshire. Passenger Satisfaction, which increased sharply in the 2012-2014 period, has remained high and service reliability has improved.</p> <p>The paper posed the following questions:</p> <ul style="list-style-type: none"> - Does the QBP wish to continue funding the BBA activity? - If so, does it wish to continue funding all of this activity, or are there elements it does not wish to continue funding? - Or are there additional things which it believes the QBP should fund (for example, timetable leaflets, a new programme of pump priming for new services, marketing activity)? - Are there opportunities for revenue generation to offset some of the costs? - Should the QBP continue to provide a small capital fund (say £20k pa) for reactive capital measures such as laybys where buses are regularly blocked by badly parked cars? - Are there larger capital measures (for example, bus priorities) which the QBP would wish to pursue and which it might consider funding? - How could a changed arrangement be delivered – e.g. through a continuation of the existing partnership arrangement, or one of the new "advanced" or "enhanced" partnership types set out in the Bus Services Act? <p>AB expressed the need for operators and CYC to agree a position by the September QBP meeting (or shortly thereafter) as the outcome would have a material impact on staffing and workloads.</p> <p>It was agreed that operators would consider a response to the paper going forward and that there would be further discussions in the coming months.</p>	Action: operators / CYC

8	<p>Developing a Customer Charter: JR explained that formulating a “Customer Charter” was one of only two outstanding actions from the 2015 “Plan for Developing York’s Bus Network”. Rachel Benn circulated an example customer charter (from Easyjet) and suggested that the York by Bus customer charter could, similarly, contain a small number of headings (e.g. safety, service, openness & honesty). JR also circulated a short paper which contained similar themes. It was agreed that a small group of staff from operators and the Council, led by Rachel Benn could convene to agree a customer charter, with a draft presented to the September QBP meeting. In advance of this:</p> <ul style="list-style-type: none"> - Cindy Locker agreed to circulate a copy of the NCT passenger charter - Peter Taylor agreed to circulate a copy of the Arriva Max charter <p>Operators were asked to consider what was important to them in terms of a customer charter, and ideas for a media launch.</p>	Action: RB Action: Cindy Locker Action: Peter Taylor Action: operators
9	<p>Local Plan update: Ian Stokes (CYC Planning) attended the meeting for this item. IS said that the current proposal for site allocations in the Local Plan was going to CYC Executive on 13th July, and to the Local Plan Working Group in the week beginning 3/7. There was a discussion about how developers should pay for bus services and infrastructure, and IS responded that CYC does not have a Community Infrastructure Levy (CIL) at present, so payment for bus services is made through conventional Section 106 agreements between CYC and individual developers. IS also reported back on the discussions led by Tom James (Pullman) at the March QBP where TJ said that a lack of allocated sites for bus depot type activity in York was a constraint to developing York’s bus network. IS reported that allocations can only be made if organisations come forward as willing land owners and submit land as being suitable for that use (alternatively a planning application, outwith the Plan, for such a use could be made) – but none had been received. He also said that a bus depot could be delivered alongside a similar development (e.g. a freight transhipment centre) as the characteristics of the development would be similar.</p>	Action: all to note
10	<p>Bus Guide for New Developments: JR circulated a short paper about this, pointing out that it was one of only two outstanding actions from the 2015 “Plan for Developing York’s Bus Network” (the other being the Customer Charter (item 8 above)). JR said that the “Bus Guide for Development” should be a document which the QBP agrees, and it should be used to set out the parameters for bus services which the QBP wishes to be applied to new developments in York. Critically, it should consider:</p> <ul style="list-style-type: none"> - Layout of developments – including road widths and construction standards 	

	<ul style="list-style-type: none"> - Bus stops – layout/ construction/ positioning/ spacing - Bus hubs at big trip generators (e.g. new supermarkets) – characteristics, standards - Service standards, frequencies, vehicles to use etc - How services should change as developments progress (e.g. what should be in place on day one, how should frequencies and service levels change as the site is developed with more houses/ commercial development) - What incentives should be provided to encourage residents to use buses - What technology should be provided to make it easy for residents to use buses (e.g. real time info provision) <p>It was agreed that a small working group of CYC officers and operators would be formed to consider this. Bob Rackley agreed to represent operators. Julian Ridge confirmed that operators' time commitments would be low – principally offering comments on the draft document and adopting it – hopefully at the September QBP. Bob Rackley and John Duff to assist at a brief meeting after the July Performance Group.</p>	Action: JR, then operators
11	<p>Clean Air Day: Mike Southcombe (CYC Air Quality) joined the meeting for this item. He said that it was national "Breath Easy" week this week, with an event on how to make York a more sustainable city on Tuesday 13/6. He was grateful for operators support of the event (e.g. through First's provision of an electric bus). He said that CYC had signed up to the first national 'Clean Air Day' on Thursday 15/6, and was keen to see operators take action on unnecessary idling of engines at stops. He also said that there were issues with coaches running their engines at the coach parks. Andrew McGuinness made the point that, per passenger carried, buses were less polluting than most cars and operators, especially in York through adoption of electric vehicles and had a really good record in making improvements.</p> <p>It was agreed that the operators would bring some output from their "greenwheels" system to a further QBP meeting with Councillors for their consideration</p>	Action: all to note Action: operators – to discuss Sept QBP
12	<p>Major Schemes Update: this was given by Tony Clarke. TC said that a number of schemes were progressing at the moment:</p> <ul style="list-style-type: none"> - Eboracum Way – was now open. TC asked operators to let him know of any impacts on their services (e.g. through phasing of the lights) or any plans they might have to include Eboracum Way in routes. - Crockey Hill junction rebuild: TC reported that this work is ongoing. - A1237 York Ring Road (funded by WYTF+): 7 roundabouts are to be rebuilt over the next 3-4 years. The first is likely to be the Wetherby Road roundabout. A report is being taken to the Council's Executive in July. - York Central Access (funded by WYTF+): this is essentially two schemes. One scheme is to the "front" of York Rail Station and is 	Action: operators

	<p>currently anticipated to comprise of the removal of Queen Street bridge and its replacement with an at-grade highway and facilities for laying over/ turning buses in the current executive parking area. Delivery of this scheme, however, will be subject to detailed archaeological assessment of the impact of on the City Wall and their retaining walls/ embankments. The second scheme is for access to the York Central site from Holgate Road and/ or Water End. A number of options were being considered here. Work on the two schemes could start in 2019.</p> <ul style="list-style-type: none"> - TC also updated the group on bus lane/ route enforcement in York and said that approximately 2,000 warning letters and 300 PCNs had been issued since the Coppergate restriction began in January. He also said that a paper about Bus Lane enforcement would be taken to Executive Members at their meeting in July. - TC also said that CYC would be making a bid to the National Productivity Investment Fund (NPIF) to improve traffic signals technology (to improve traffic flow in York) and open up access to housing sites (to be confirmed). - TC also reported that the TSARs project to renew signalling equipment on Lendal Gyratory was progressing and options had been considered with a view to presenting a decision session paper to the Executive Member for Transport. 	
13.	Performance Group update: a brief update was given by JR, who said that there was a current focus on preparing for special events (as referred to in items above) and more generally preparing for known disruption on the network (e.g. from roadworks). JR said that punctuality on the network was continuing to improve and thanked the operators for their hard work in this area.	Action: all to note
	Andrew McGuinness had to leave the meeting at this point, and the remaining items were chaired by Andrew Bradley	
14	<p>Better Bus Area update: JR said that a lot was happening on the BBA, specifically:</p> <ul style="list-style-type: none"> - The new Museum Street stop should open w/c 3/7 - The Clarence Street scheme would be completed 6/7 - Work to provide the new stops and canopy at Rougier Street was now expected to start in mid August and complete in early October - Real time screens had been fitted at various locations around the city, including Exhibition Square, Water Lane, Bishopthorpe Road and under the temporary canopy at Rougier Street - The work to provide lay-bys on Fourth Avenue was now complete - Modelling work was advancing for the North York scheme, with options being modelled including a remodelling of the - The Bus Wardens were shortly to gain the powers to issue parking tickets to vehicles parked in bus stops/ on bus routes and also vehicles parked at the park and ride sites by people who were not using the park and ride service 	Action: all to note

15	<p>AoB: JR said that it was Catch the Bus Week w/c July 3rd, and asked operators to get in touch with information about any initiatives they were pursuing.</p> <p>John Duff said that he foresaw problems serving York College from September because of problems accommodating the anticipated volume of bus movements at the existing stops. JR said that CYC were considering options here – particularly making use of the bus stop at the “old” Askham Bar site as a location for large numbers of students to board/ alight buses at the beginning/ end of the school day.</p>	Action: operators Action: JR / AB
	Date of next meeting: Wednesday 13th September 1400 – 1600hrs	