



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

**York Quality Bus Partnership meeting minutes: Wednesday, 13<sup>th</sup> December 2017**

| <u>Item</u>   | <u>Action by:</u> |
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| <p>1. <b>Present:</b> Keith McNally (Chair, CPT), Andrew McGuinness (CPT), Craig Temple (Connexions), John Duff (Reliance), Alex Hornby (Transdev), Paul Flanagan (Arriva), Bob Rackley (EYMS), Marc Bichtemann (First), Tom James (York Pullman), Tony Clarke (CYC), Andrew Bradley (CYC), Julian Ridge (CYC), Sam Fryers (CYC). Ian Stokes (CYC) (item 7 only)</p> <p><b>Councillors:</b> Mary Cannon, Ian Gillies, Keith Orrell, Andy D’Agorne (items 1 to 3 only)</p> <p><b>Apologies:</b> representative from Stephensons of Easingwold.</p>   |                   |
| <p>2. <b>Operator updates to councillors:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Marc Bichtemann (FirstYork) said:</b> Generally, things were “looking good” – York remained very busy with lots of travel and passenger numbers up year on year. In terms of new developments, MB said that First were replacing all of their ticket machines in January – with the new machines able to take card payment. FY were also embarking on a series of electric vehicle trials – and had already trialled one double deck electric bus - to inform the choice of new fleet for the park and ride contract. First are operating an enhanced Boxing Day service in comparison to previous years.</li> <li>▪ <b>Bob Rackley (EYMS) said:</b> EYMS were investing in new vehicles for their fleet, including for service X46 (York - Hull) where the new vehicles will feature tables on the upper deck. Passenger wi-fi was being introduced across the fleet and EYMS were also introducing mobile ticketing for York – Pocklington trips.</li> <li>▪ <b>Paul Flanagan (Arriva) said:</b> service 415 (York – Selby) was proving popular and will be running on Boxing Day for the first time ever. He also said that Arriva were meeting CYC to discuss potential applications of their “Click” demand responsive service in York.</li> <li>▪ <b>Craig Temple (Connexions) said:</b> services were generally stable, but suffered from poor reliability because of traffic</li> </ul> |                   |

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| <p>congestion in York. He said that access to Piccadilly was particularly poor because the movement and bus stops can be blocked by loading vehicles.</p> <ul style="list-style-type: none"> <li>▪ <b>John Duff (Reliance):</b> agreed with Craig Temple that timekeeping could be difficult in York and said that special events and festivals, which disrupted the network could have particularly bad affects on the bus service – and CYC has to accept that there is a “trade-off” between having lots of events and festivals and providing a reliable and consistent bus service. He also said that Reliance were about to trial an Enviro400 bus.</li> <li>▪ <b>Alex Hornby (Transdev) said:</b> that operation of service 42 had now begun and he has been pleased with the community response. He said that patronage on CityZap services is continuing to grow, but an extra vehicle is needed on Thursdays/ Fridays/ Saturdays to cope with unreliable traffic-related journey times. Transdev have made a bid to WYCA to upgrade the buses on CityZap to Euro 6 specification. Coastliner had a “decent Summer” although congestion had been “tricky at times”. Transdev are purchasing 4 new Euro 6 vehicles for Coastliner for 2018. City Sightseeing have recently accepted 2 more retro-fitted electric open top buses, so 4 are in service now. They are awaiting a further 2 electric bus conversions and will be running a 30 minute frequency service on Boxing Day.</li> <li>▪ <b>Tom James (Pullman) reported:</b> that they were investing in new vehicles for school services and working with CYC to introduce a number of Euro 6 (retro-fit) vehicles on to the home to school fleet. He also said that service 36 (York-Elvington) was suffering from poor reliability because of congestion on Fulford Road and Fishergate.</li> </ul> |                    |
| <p><b>3. Questions from Councillors and open discussion:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Cllr Gillies said:</b> he thought passengers were appreciating the improving quality of York’s bus service and wished to congratulate the operators on their hard work to achieve this. He said, however, that there were some developments on the network which he wished to see progressed, and asked if operators and CYC officers could consider these, specifically:</li> <li>▪ <b>Services to York District Hospital:</b> he said that the Hospital were keen to see more bus services going</li> </ul>  | <p>All to note</p> |

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| <p>through the site itself – in particular a park and ride service. He asked if operators/ CYC could consider this.</p>  | CYC/ operators |
| <ul style="list-style-type: none"> <li>▪ <b>Congestion from roadworks:</b> he said that roadworks would be very challenging in the early part of 2018, with work on Lendal Gyratory/ Station Road, Piccadilly and Stonebow/ Pavement. He asked if operators could help keep the city moving by giving consideration to where vehicles stood time – and keep, if possible, layover in the effected areas to a minimum whilst work was taking place.</li> </ul>  | Operators      |
| <ul style="list-style-type: none"> <li>▪ <b>Route 20:</b> he asked that this service be better publicised to drive up passenger numbers. AH said that he would speak to AB to discuss options on this.</li> </ul>  | AB/ AH         |
| <ul style="list-style-type: none"> <li>▪ <b>Route 10:</b> IG asked if the last First bus of the day could run around Poppleton rather than turning at the Lord Nelson. MB said that this has been attended to in the latest service registration.</li> </ul>   | MB             |
| <ul style="list-style-type: none"> <li>▪ <b>Cllr Cannon said:</b> she received complaints about buses running showing “Not in Service”. MB said that these were likely to be “vehicle placing movements” (ie to the start of routes or back to depot) rather than scheduled vehicles not picking up passengers. MC also queried recent delays on service 10 – which could sometimes be over an hour late in the last week. AB said that these were related to Highways England work at Grimston Bar roundabout which had disabled traffic signals there and caused serious congestion. He reported that HE are working hard to resolve this after pressure from CYC. Cllr Cannon also said that idling vehicles remained a problem in York city centre.</li> </ul> | MB             |
| <ul style="list-style-type: none"> <li>▪ <b>Cllr Cannon also</b> asked specifically about First’s paper timetables, saying that many had not been available for some time. Marc Bichtemann said that these had no been ordered and would be available in the New Year.</li> </ul>  | MB             |
| <ul style="list-style-type: none"> <li>▪ <b>Audio-visual displays on buses:</b> Cllr Cannon said that many of here constituents wished to see audio-visual announcements on buses – particularly those passengers with sensory impairments, and also tourists who didn’t know the city. She said it was a priority for York Older Peoples’ Assembly. AH said that it now formed part of the specification for Coastliner’s new vehicles. AB said that the 2017 Bus Services Act</li> </ul>   |                |

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| <p>contained clauses to make it easier for LAs and bus operators to work together to achieve AV equipment on vehicles, and that AV now formed part of CYC’s tender specification. Several operators made the point that it is easy to add AV to the specification for a new vehicle, but often expensive to modify existing vehicles to that standard.</p> <ul style="list-style-type: none"> <li>▪ <b>Cllr D’Agorne said:</b> that York Bus Forum was looking at more innovative approaches to bus services, including demand responsive services. PF (Arriva) said that they were looking to expand upon their “Click” DRT service and would be discussing it with CYC in the next week. AH talked about the recent crowd-funded Sunday bus service in Nidderdale, which had replaced a withdrawn NYCC tendered service.</li> <li>▪ <b>Cllr Orrell</b> reiterated the importance of good publicity for service 20 and asked Transdev and CYC to work together to achieve this.</li> </ul> <p><b>The Council members left at this point in the meeting.</b></p> |   |
| <p><b>4. Approval of minutes of previous meeting (13<sup>th</sup> September):</b><br/>The minutes were approved.</p>   | <p>AB to publish on CYC website</p>   |
| <p><b>5. Matters arising from minutes of the September meeting:</b></p> <ul style="list-style-type: none"> <li>▪ Item 3/3: AB said that cycle training would be available in the new year. Training lasts about 2 hours and could form part of operators’ CPC training.</li> <li>▪ Item 3/8: JR reported that a Passenger Charter from East Lothian had been circulated to operators which could form a basis for a York charter. He suggested operators report any fundamental concerns back to him before Christmas and he would redraft into a York charter in the New Year and circulate it.</li> <li>▪ Item 3/11: complete</li> <li>▪ Item 3/15: JR reported that a bid had been made to WYCA in October for £2m to fund an underpass for York College students to cross Tadcaster Rd. Decision awaited at time of writing.</li> </ul>  | <p>Operators to nominate staff. Consider press release.</p> <p>All to note</p> <p>All to note</p> |

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| <ul style="list-style-type: none"> <li>▪ Item 5: KMcN reported that the CPT were in discussions with Stagecoach about making their guidance available to the wider industry.</li> <br/> <li>▪ Item 8: AMcG said that operators should pass feedback on Special Events to him – and he would co-ordinate and pass it on to Make it York. Tome James said that St Nick’s Fayre engagement with operators had been better this year. JR agreed to check with the Bus Wardens what their perspective had been on coaches visiting York for festivals and if they had experienced any particular problems.</li> <br/> <li>▪ Item 8: Safety Advisory Group – action (to arrange briefing for bus operators) carried forward.</li> </ul> | <p>KMcN to report back</p><br><p>Ops/ CPT</p><br><p>JR</p><br><p>AB</p> |
| <p><b>6. Better Bus Area post 31/03/2018:</b></p> <p>JR said that operators had been sent notes setting out proposed contributions to a BBA-continuation fund in the week before the meeting and invited comments from operators.</p> <p>Operators said they were generally supportive of the proposal although some had a preference for finding a way to make their contribution without imposing a complex administrative burden of paying through a BSOG reduction administered by the DfT (e.g. through CYC simply raising invoices for the sums involved).</p> <p>JR asked operators for comments by 24/12/17 and said he would circulate a formal proposal early in the New Year.</p>                                      | <p>Operators and JR</p>   |
| <p><b>7. Local Plan</b></p> <p>IS explained that the Local Plan envisaged 867 additional dwellings per year in York for 15 years following the Plan’s adoption. He said that the development would be accompanied by a number of transport infrastructure improvements – for example improvements to the roundabouts on the A1237.</p> <p>Consultation on the Plan had been between 18/9 ad 30/10, and no responses had been received from bus operators.</p> <p>TJ (Pullman) highlighted the lack of depot sites around York and said that this was a major constraint to local bus operators</p>  | <p>All to note</p>  |

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| <p>and meant much unnecessary mileage as vehicles are bought into York from bases which are distant from the city. AB responded that CYC needs to consider how it can make use of its own land portfolio to meet this demand.</p> <p>IS then spoke about the Transport Topic Paper which had been issued alongside the draft Local Plan. He said that this set out the broad impacts on York's transport network of the Local Plan and what infrastructure measures may (in the broadest terms), and that specific improvements (e.g. to junctions and corridors) would be identified later.</p> <p>IS said that the next steps in the process are that he will summarise responses to the Local Plan Working Group in January, which may trigger changes to both land allocations and policies. After this, a draft will go to the Council's Executive towards the end of January, with a Publication Draft prepared in February. <b>Operators were asked to respond to the Publication Draft when it is released in February.</b></p> <p>All operators agreed that their e-mail addresses will be circulated to IS to receive a briefing note. AMcG agreed to co-ordinate operator responses.</p> <p>AB agreed to arrange a special meeting with operators to discuss the Local Plan in February.</p> <p>IS reminded operators that a written response is the best way for them to feed into the Local Plan process.</p> | <p>AB/ IS to discuss and report back</p> <p>IS</p> <p>Bus operators</p> <p>AMcG</p> <p>AB/ JR</p> <p>All to note</p> |
| <p><b>8. Major Schemes Update:</b></p> <p>Tony Clarke gave a comprehensive update on the various schemes currently on CYC's programme. Specifically:</p> <ul style="list-style-type: none"> <li>▪ York Station Frontage/ York Central: the proposal is still (despite the changed access road route feeding into the site from Water End rather than Holgate Road) for a bus-only route through York Central and the Leeman Road area, although modelling work to identify the impacts of this on the road network is ongoing. The current proposal for the Station envisages demolition of Queen Street Bridge and a relocation of much of the activity which currently takes place in Tea Room Square to this location. The existing inbound bus stops will be removed, with a greater number of bus stops provided in the current location of Queen St Bridge. Layover bays and circulatory roads</li> </ul>  | <p>All to note</p>   |

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| <p>(to turn buses) will be provided within the Station Yard (currently occupied by the long stay car park – which would be converted into a multi-storey car park occupying a smaller footprint than the existing car park). Rail replacement services and excursion coaches will be relocated to the western side of the rail station. TC said that site investigations into the feasibility of demolishing Queen St Bridge (and impact on the City Walls/ embankment retaining walls) will take place in the New Year. It is currently envisaged that construction will take place over the next two years – although this is to be confirmed.</p> <ul style="list-style-type: none"> <li>▪ TC also told the QBP that York will host the Cycling World Championship in September 2019. The route for this is yet to be determined, but there is likely to be a high impact on the city centre/ Rail Station area (which may also coincide with construction work).</li> <li>▪ TC also updated on various other large projects in York – specifically the A1237 roundabouts (likely to take place over next three years); Scarborough Bridge new footway for pedestrians and cyclists (funding obtained – to take place in next 18 months); Crockey Hill junction – to take place in next six months to relieve congestion outbound from York on A19.</li> </ul> | <p>All to note</p> <p>All to note</p>                          |
| <p><b>9. Clean Air Zone</b></p> <p>AB reported that he is taking a report to CYC’s Executive on January 14<sup>th</sup>. The current proposal is that the Clean Air Zone will apply to local bus operations, but not coach operations, and will cover the city centre. It will include a section on control of idling engines.</p> <p>A consultation with operators will follow presentation of the paper to Executive. AB said he would share the paper with operators once it is published.</p> <p>AB commented that Euro standards for taxis and phvs are already enforced through York’s licensing standards for taxis/ phvs.</p>   | <p>All to note</p> <p>AB then operators</p> <p>All to note</p> |
| <p><b>10. Bus Security</b></p> <p><i>A discussion was held concerning the security of buses, the content of which is confidential.</i></p>  |  |
| <p><b>11. QBP sub-group updates:</b></p>  | <p>All to note</p>   |

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| <p><b>Ticketing Group</b> – SF reported that CYC was seeing growth in the AllYork/ Smartcard ticket sales with sales now of approx £500-600k pa</p> <p><b>Marketing Group</b> – AB reported that, following a meeting on 28/11 a Comms Plan was being prepared by Linda Capel. Joanne Keogh (First) had taken over the role of Chair for the group. Operators were encouraged to contribute to the group going forward.</p> <p>Better Bus Area Group – JR reported progress on a number of projects, including:</p> <ul style="list-style-type: none"> <li>▪ Rougier Street new bus shelter – following complications with utilities equipment found on site completion of this has been put back. Current timescale is stops should re-open to passengers w/c 15/1, shelter construction from 5/3 for 6-7 weeks</li> <li>▪ Stonebow – should return to use in March. JR/ SF to chase completion date</li> <li>▪ York College crossing – JR to speak to Cllr D’Agorne about his observations on how the crossing operates. Also to be discussed at Performance Group on 14/12.</li> </ul> | <p>All to note</p> <p>JR</p> <p>JR</p>  |
| <p>12. <b>AOB:</b> There was a discussion of how York Bus Forum can best contribute to QBP. It was agreed that this could be done effectively by ensuring that there is always a representative from the QBP at their monthly meetings. This to be arranged between CYC and bus operators.</p> <p>MB informed the group that Highways England are inviting bids to their “Integration Fund” for projects to take trips off the strategic road network. JR agreed to investigate this and scan for opportunities</p> <p>In light of the General Data Protection Regulation (GDPR) coming in to force on 25 May 2018. GDPR is EU’s mechanism to harmonise data privacy law across Europe. The meeting discussed implications of the new regulation and action required.</p> <p>AMcG/ KMcN said that CPT were currently providing disabilities awareness training to operators. Ops to contact CPT if they want further details.</p> <p>AB said that the consultation materials for Castle Gateway</p>   | <p>AB/ JR and operators to agree attendance</p> <p>JR to report back to QBP</p> <p>All to note</p> <p>All to note</p> |

