

# THE YORK ENHANCED PARTNERSHIP FOR BUSES



## Operational Delivery Group

DRAFT Minutes– 17 October 2024 11:00-13:00 (online)

### 1. Introductions and Apologies (Keith McNally)

In attendance:

Keith McNally – CPT/chair (KM)

Duncan McIntyre – City of York Council (DMc)

Lara Thornton – City of York Council (LT)

Paul Moses – Arriva (PM)

Andrew Cullen – First North & West Yorkshire (ACu)

Laura Wright – City of York Council (LW)

Jacob Milner – Turner & Townsend (JM)

Michael Moore – First Bus (MM)

Paul Turner – Transdev (PT)

Sam Fryers – City of York Council (SFr)

Stuart Fillingham – East Yorkshire (SFi)

Tom Horner – City of York Council (TH)

Andrew McGuinness – CPT (AM)

Richard Startup – York Pullman Buses (RS)

Chris Mottershaw – East Riding Council (CM)

Mike Scott – YNY Combined Authority (MS)

Andy Clarke – North Yorkshire Council (ACI)

Kate Stapleton – North Yorkshire Council (KS)

Note that due to sickness absence, we did not have a full list of apologies at the time of the meeting.

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## **2. Minutes and actions from previous meeting (KM)**

The minutes of the previous meeting were approved.

### **ACTION**

1. Small scale projects – SFr & TH updated on progress; work is still needed and operators were reminded to feed in any locations requiring improvement. Topics include kerb and lining improvements. Strensall terminus agreement is progressing. One operator asked about Knavesmire Road exit on race day, TH will try to address but funding would need reallocating.
2. Data sharing agreement – TH reported he is looking at WYCA's and will return to the group with a template.
3. CYC to circulate metrics – TH has reviewed and will circulate. Some indicators still to be agreed as does frequency of reporting. TH has identified key corridors. CYC to work more on corridor passenger data but this flows out of the data sharing agreement and will be wrapped up in future EP objectives.

## **3. MCA update**

TH reported that Mike Scott (MS) has been appointed as interim and will take forward the MCA's strategic transport duties. He has met with CYC and NY to bring issues together. TH asked if the operators would prefer a round table then followed up by individual meetings and this was welcomed, with PT reminding the group that due to the geographies of service delivery being quite different for some operators, it would be best to have individual sessions too. Mike joined the meeting later and confirmed he welcomed a round table and subsequent individual meetings.

**Action: TH to arrange round table with operators, CPT and MS**

AM said he looked forward to supporting MS and welcomes a positive relationship with both him and the Mayor, with operators and the CPT being enablers to delivering key objectives.

SFr asked if operators would welcome a permanent observer in the ODG meetings going forward and this was agreed.

**Action: SFr to invite MS to ODG meetings**

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#### **4. Christmas market planning**

SFr updated the group that work is progressing with Make It York, the market organisers, with transport elements being an important part of the EP Performance Group's delivery. Marshals are needed but will not be paid for out of BSIP funds. TH asked the operators how marshals could be funded – the cost was £14,000 in 2023. TH reminded that it is a key priority for operators to have the marshals in place early and ahead of the market's start on 14 November. TH will update the group on exact costs and deliverables. LT briefly ran through a proactive comms campaign which will launch soon and encourage both residents and tourists to travel by bus, Park and Ride, and train.

**Action: TH to follow up on costs and delivery of marshals.**

#### **5. BSIP Programme**

##### **a. Key radial priority routes:**

TH will issue a paper on these (**Action: TH**) updating on modelling, implementation timeframes etc. TH gave a brief update on Hull Road and Fulford Road. There are still some issues such as potential land acquisition with evaluation being done. In terms of the city centre priority route there is full CYC commitment with data gathering about to start, ahead of a full public and stakeholder consultation. TH will arrange sessions with operators and emphasised that the comms will be significant around this project.

##### **b. Park and Ride Hubs:**

Concept designs are being finalised, following a series of site visits. TH will issue to all operators (**Action: TH**)

##### **c. Bus Stop Upgrades:**

Richard Hampton at CYC will provide a list but the first seven kerb projects are progressing well and should be complete by Christmas. Real time screens has new orders going in and installation of the first round has gone well.

(**Action: RHampton & SFr**)

##### **d. Revenue updates:**

- SFr reported that funding has been used to support tendered services and keep them in operation, which they all are.
- Youth Fares; a request has been submitted (see funding approvals item) and requests extending funding to the end of March 2025
- CYC understands that DfT will only allow revenue extensions to March 2025, and not beyond, except for in the case of bus

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service support, which they are apparently minded to allow a longer extension on.

- CYC is working with DfT to ensure that promotional funds to support delayed capital projects can also be extended.
- CYC's iTravel team has a new staff member and is already planning a series of engagement with the team, looking at major employers, key sites etc
- TH is putting a proposal to extend capital project funding to the DfT asap

### **Funding approvals**

- **Approve £300K from BSIP ticketing revenue to extend £1 unaccompanied and free accompanied youth ticket scheme to 31/3/25.** This figure is a worst-case estimate based on the national fare cap ending completely from 1/1/25- if the government extends or raises the fare cap instead, the expenditure will likely be considerably less.

**Unanimously Approved** – *note from SFr that only the date is being amended, the existing level of funding will support the date extension. LT to arrange a comms campaign to share the extension. (Action: LT)*

- **Approve £80k from BSIP ticketing revenue as contingency to cover any potential gap between All York fares and comparable commercial operator fares for a 2-week period, should the national fare cap be removed or considerably increased.** This funding would only be required if it is not reasonably possible to uplift All York fares until after commercial operators have increased their own fares.

**Unanimously Approved.** *TH explained that it is to ensure operators are in a no-loss position as a result of any amendment to the All York pricing structure.*

*RS queried implications of national fare cap removal and impacts on local operators. SFr – First have raised concern about undercutting so this proposal helps to allay those fears.*

*PT invited RS to the ticketing group (Action PT)*

- Approve £20k [confirmed as £20k by SFr] from BSIP behaviour change revenue to extend BetterPoints contract to 31/3/24.

**Unanimously Approved.** *KMN asked if Better Points having an impact; DMc – 3,200 have signed up and 40% strongly agreed they are more likely to take the bus; 29% take bus more often 49% taking*

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*bus once a week. Is useful to retain bus users and a good way in to local businesses; helps local economy too. Very happy with the way it can target routes through geo-fencing. Would like to offer All York tickets via operator apps – giving code to better points users.*

*Paul Turner: have been discussing getting All York on apps but need to speed this up and get it on the apps. It can be done and has been done in other areas. Is there a possibility of a one pager for how it works and what has been done? Would like to see evidence and support for a learning exercise to learn from York's experience. If it is working for York, use as a case study, want to understand value of it DMC – we will have a full stats update asap. **Action: DMC to write a one pager** and attend marketing group – performance to date. Taking to March will be supported by proactive comms campaign.*

## **Capital Expenditure Requests**

TH to circulate details of BSIP capital reprofiling request

## **Revenue Reprofiling requests**

The requests put to ODG sought approval to submit the following to DfT:

- a. **Approve request to DfT to reallocate any unspent BSIP Ticketing revenue (estimated £1.6m) to the BSIP Network support pot for 2025/26.** This will ensure all existing BSIP funded services can continue for a further 12 months and will enable some additional services to be funded.

*Unanimously Approved*

- b. **Approve request to DfT to extend any unspent BSIP behaviour change revenue into 2025/26 to allow marketing and promotion of BSIP capital measures to be carried out upon scheme completion.**

*Unanimously Approved*

## **6. Operator Updates**

It was noted across a few operators that with the seasonal increase in services, some new driver recruitment requirements have arisen, but most have been able to fill these gaps.

MM reported that First will increase services 3, 7, 8 and 9 from 10 November with the 9 seeing more resource to maintain timetabling. First's driver position is good.

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PT reported that driver-wise they are comfortable. An NY-BSIP funded increase in services will see Coastliner frequency rise to every 20 minutes with evening enhancements too.

PM reported that driver wise is stable, with a specific plan being put in place for Selby/415.

SFi reported that they are healthy, driver-wise, and will see seasonal uplifts from 10 November. The new X46 + X47 will increase to every 20 mins, and there are also improvements to the Ripon-York service to be hourly from Monday to Saturday. Route 14 will shortly transfer to them from Transdev.

## **7. Group Actions and Updates**

### **a. EP Forum (AM)**

AM reported that a member of the Forum has sought formal response from ODG on “enforcement of restrictions between York Station and Tower Street”. TH replied that further work is being done on the city centre route and further discussion will happen with operators as designs progress. The principle of the project is signed up as part of the EP but CYC still needs to develop the details, and is committed to working with all parties.

Mobility scooters: there was a discussion on the current system and its limitations, with CPT reporting they do have guidance on this. It was agreed that the current system is complex and off-putting to mobility scooter users and so collectively should be addressed. KM confirmed that if all operators signed up to the CPT’s code & CPT approved permits, then one permit could be used across all operators. PT reported that operations directors need to be involved and to agree to a way forward. Clear advice on the updated system, plus the models and types of mobility scooter, are to be communicated to residents & tourists. KM said CPT would issue a note to operators via Newslane and TH will ensure the topic is raised at the Task & Finish Group (**Action: KM & TH**). LT offered comms support once an agreement is made.

**Action: All operators – please send pictures of your current mobility scooter permits to SF at CYC**

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Task & Finish Group – TH updated on this, with a meeting soon to move things forward and address concerns raised. TH will report back to ODG.

**b. Performance group (SFr)**

SFr explained September was a very difficult month for all due to the month-long closure of a lane on the A64 and subsequent effects on all York's roads. TH has written to the Traffic Commissioner on this. SFr also updated on Christmas market planning; various challenges for updating shelter information; and on CYC's commitment to bus wardens.

**c. Ticketing group (PT)**

With Government's Budget Statement on 30 October, the Ticketing Group will meet in early November under an extraordinary meeting to discuss the implications of any announcement.

PT is keen for All York to be retailed on all operator apps so that it is available on the same platforms as other tickets.

**d. Marketing group (LT)**

Bright Sparks have made good progress sharing three potential branding concepts, which are now being narrowed down to one. Operators have been invited to input via email and the Marketing Group meeting.

The Young People's fare campaign has brought excellent results on social media including CYCs first campaign on Snapchat, with a good click-through rate and high percentage of females clicking through. A plan will be drawn up to announce and share the fare extension. Christmas Market – Bright Sparks are briefed and working with operators plus Make it York we will launch a campaign as soon as possible, encouraging people to leave their cars at home and explain how York needs everyone to travel by bus, Park and Ride, or train.

**e. Infrastructure group (SFr)**

SFr reported that:

- Work has been done to identify and repair/replace three shelters damaged in road traffic collisions
- New installations are due at the railway station in January
- A shelter at Haxby Road has been decommissioned and new one arriving soon
- Kerb improvements are also on-going
- DfT will delay taking action against operators who failed to provide on-bus audio-visual equipment by the October deadline as a result of supply shortages.

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- SFr asked operators to help share locations where they feel issues are arising eg real time information screens could be installed. **Action: all operators.**

**f. Passenger Liaison group (DMc)**

A new starter has joined the iTravel team to work on events and promote bus use across the city, as well as how to collect and summarise comments from residents about bus use. iTravel are also keen to arrange more events with buses in attendance; this will be raised with operator marketing teams at the upcoming marketing group meeting. More updates will follow in November.

**8. Major Scheme update**

York Central – new route due to be completed by 2025.

Station Frontage – temporary barrier issue that caused some operational difficulties has now been rectified.

Station Road overnight closures – due to start in early November with a shuttle bus in place. A full comms plan is being carried out to ensure wide knowledge.

**9. AOB**

MS had joined the meeting so introduced himself and discussed his work plan, and that Ben Mansfield will be joining him in support. MS will reach out to operator colleagues over the next few weeks with CYC to co-ordinate a round table first.

AM also reported that the CPT will be releasing their economic reports soon and that operators will be sent a copy. CPT also has a forum on 8 November with DfT to discuss strategic issues post-budget.

**10. Future meeting dates:**

To be set by DH for 2025; it was agreed to follow the 2024 pattern and hold 3 online and 1 in person.

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