

THE YORK ENHANCED PARTNERSHIP FOR BUSES



Operational Delivery Group

DRAFT Minutes – 29th October 2025 11:00-13:00 (In-Person)

1. Introductions and Apologies (Keith McNally)

In attendance:

Danielle Hudson – City of York Council (DH)

Laura Wright – City of York Council (LW)

Lara Thornton – City of York Council (LT)

Andrew McGuinness – CPT (AMG)

Charlie Dunn – City of York Council (CD)

Jacob Milner – Turner & Townsend (JM)

Chris Mottershaw - East Riding of Yorkshire Council (CM)

Duncan McIntyre – City of York Council (DMc)

Sam Fryers – City of York Council (SFr)

Micheal Moore – First Bus (MM)

Paul Moses – Arriva (PM)

Chris Thompson – York pullman (CT)

David Wallington – Transdev (DW)

Chris Hegarty - York & North Yorkshire Combined Authority (CH)

Apologies:

Tom Horner - City of York Council

2. Minutes and actions from previous meeting (KM)

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- MM explained that discussion had been held regarding hospital shuttle service and change was unlikely to happen anytime soon.
- Soft launch of All York app sales to be done within the next week.

3. Mayoral Combined authority update

3..1. Bus network review

- ITP to do a full bus network review across York and North Yorkshire, this will look at gaps in bus services and where demand is not being served well currently. Will look at best way to improve this with full costings.
- Study is ongoing and report will be produced in due course.
- MM raised that some remote locations are struggling to recruit drivers, training and engagement plan is needed. **CH will look at this.**

3..2. Rural Franchising pilot.

- Currently the rural franchising pilot is looking at North Yorkshire national parks and areas around Scarborough & Whitby.
- Options for this will be provided once complete but this has only just commenced.

3..3. Bus Reform Study.

- Grant Thornton study to look at options for franchising. Will work out pros and cons and produce options for the future including costings.
- By the end of next month, a report will be produced. This study will help with the rural franchising pilot.

4. BSIP

4..1. Programme Update.

- Real time screen programme has been completed.
- Completing budget review to see what other bus stop upgrades are possible.

4..2. City Centre Corridor update.

- Review is currently taking place on this to ensure we are making the most of the investment, City centre corridor mainly effects Toft Green, Lower Micklegate and Rougier Street.
- Experimental order will be in place for 18 months initially. Then review will take place to make final decision.
- Consultation is due to open in November, work will not commence until late summer/Autumn 2026. Delivery of project by end of January.

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4..3. Park and ride hubs update.

- P&R breaks down into 3 areas:
- Grimston Bar – will require planning permission. Hoping to get this going imminently and will hope to start works late spring.
- Rawcliffe will not require planning permission but currently discussing next steps with procurement. Work will not commence until Spring 2026 and aiming to deliver in Autumn.
- All other works at park and ride sites will progressively deliver through the whole of 2026. Multiple contractors will be in place to complete works.

5. Future structure of the enhanced partnership

- The partnership members currently have no fixed view on this at the moment. YNYCA to lead discussion.

6. Operator updates

6..1. Network Changes

- First – Park and ride will increase from 9th November for Christmas, no uplifts Monday – Thursday but Friday – Sunday there will be uplifts in service. Friday only timetables are being used. Has been slight issues with university times which is being discussed.
- York Pullman – Changes for route 16 from 10th November from 60 minutes to 70 minutes frequency which will work to improvement reliability. Currently in process of reviewing 28 tender which is a one day a week service coming into York from Easingwold.
- Arriva – looking to add in extra resource. Trying to arrange a meeting with Designer Outlet to discuss next steps and how we can work together. Feedback will be provided once this meeting has been held.

6..2. Driver recruitment and retention

- All operators seem to have sufficient staffing levels at the moment.

7. Group updates and Actions

7..1. EP forum (Andrew McGuiness)

- Proposal has been sent for a new format for the EP Forum meetings and the potential to host these twice a year.
- Operators are happy to proceed with new proposal but would like to get the next meeting booked in for after Christmas as this is a very busy time of year.

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- AMG would like to increase representation from some stakeholder groups, for example younger people.

7..2. Performance group (Sam Fryers)

- All of the new bus stops at York railway station are now open, Tour bus stop is due to open in the new year. Right turn ban is due to come into force on Tea Room Square due to turning traffic causing delays.

7..3. Ticketing group (Paul Turner)

- Meetings have been very productive.
- App based tickets should be going live imminently. Comms will be done in the new year.

7..4. Marketing group (Lara Thornton)

7..4..1. Christmas campaign

- No highways permits over Christmas period.
- Announced parking charges increase for over the Christmas period.
- Christmas by bus campaign with Facebook adds.

7..4..2. Concessionary pass campaign, disabled and older people to encourage use of bus.

- £1 fare marketing is ongoing.
- Successful Arriva photoshoot with Mayor Skaith.
- Comms will take place for consultation which will include drop in events etc.

7..5. Infrastructure group (Richard Hampton)

- Presentation was shown to group on Park and Ride improvements and Rougier route.
- Replacement of JCDecaux shelters with Bauer Media shelters is ongoing and will be proceeding throughout 2026.

7..6. Passenger liaison group (Duncan McIntyre)

- iTravelYork website is currently in process of being upgraded.
- iTravel team have been attending lots of public events and have collected customer feedback.
- Bus accessibility tracker is continuing and will look to be presented at Access forum. CYC looking into a free Taxi scheme where wheelchair users are refused access this will allow them to get a free taxi ride. Scheme is still in progress.

8. Major Scheme update

- Station frontage is due for completion mid-April 2026, aiming for multi storey car park to be operational by end of 2026 or early 2027.

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9. Any other business

None

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