



York's Voice for Bus Users

<https://www.yorkbusforum.org>

York's Bus Service Improvement Plan Meeting 18th May 2021: Questions for Julian Ridge

1. What will be the mechanism and timescale of public consultation?
2. How would you improve accessibility and ease of use of buses? We have special concerns regarding access and ease of use for disabled passengers but realise that there are other groups (e.g. a parent with a young child/children) who may also be facing difficulties.
3. Would you consider improving and extending the concessions offered to young people? Young people up to the age of 18 with a YOzone card can access "reduced" fares, but the reduction varies with different operators and routes. We would like to see half price fares for all those under the age of 25.
4. Many people feel that fare levels in York are prohibitive. How do you envisage improving this situation? We feel that single journey tickets - even where the journey involves more than one bus – and a cap on the total fare price in any one day, would improve the situation.
5. How would you ensure reliability of services and improve journey times? Are you considering adding more bus priority measures and if so where would they be? Will you be looking at how timetables could be integrated better to improve the passenger experience?
6. In what ways would you improve and extend the current bus network? Coverage for outer York is currently poor (particularly in the evenings and on Sundays) and there is a huge reliance on radial routes, with few links between except in the city centre.
7. What improvements can be made to bus stops? Seating should be provided, as a minimum, at all stops. Lack of printed information is an ongoing issue and the means to access digital information is still not being properly maintained.