

## York Bus Forum Meeting Tuesday 15<sup>th</sup> February 17.30, by Zoom

Attending: Doreen Magill (Chair), Graham Collett (Vice Chair), Niall McFerran (Secretary), Mary Harlington, Alex Hornby, Toby Hart, Jim Harbus, Gordon Smith, Duncan Millar, Mark Parry, Kevin Fradley, Flick Williams, Gerard Butler, Richard Parker, David Stuart, Michael Howard (CYC), Barry Thomas, Richard Parker, George Wood, Barry Connor, Colin Simpson, Tony Hudson, Mary Cannon, Alan Robinson (Membership Sec.), Roger French (Finance), Catherine Croston (First), Anthony Dee, Helen and John Slaughter, Paul Chatwood, Stuart Wilson, Diana Robinson, Don Southall, Julian Ridge (CYC), Lionel Lennox, Michael Howard (CYC), Mary Cannon, Dave Flasher, Gordon Smith and Dave Merrett.

1. DMag welcomed delegates to the meeting particularly those attending for the first time.
2. The minutes of the previous meeting were approved.
3. Alex Hornby, Managing Director of Transdev gave a presentation on the way his company was attracting customers back to using buses by providing a pleasant and welcoming environment for passengers. Transdev are a multi-national company based in Paris with worldwide transportation businesses. They are regionally devolved and rely on local branding and community connection to drive their businesses. They create journeys their customers want to make by personalising the customer experience. Clear well designed and branded customer information including paper timetables and co-operation with local councils to ensure passengers are directed towards services they want. Use of digital screens to provide live information such as time of service departure. Solar powered timetable boards now feature. Integration of travel with other modes such as rail. 8 electronically powered buses in Harrogate, proving reliable with better performance coming from new Mercedes vehicles. No third-party advertising and no 'shouting' notices, forward facing seats, book clubs on commuter routes, good bins and predicted arrival times. In Harrogate they have individual leather seats! 60% of bus users have access to car. DMag reported that in their app. the map image doesn't indicate bus direction. AH thanked good feedback. FW asked about wheelchair space and commented that floor advertising can be problem for visually impaired. AH replied that there were no instances of wheelchair users being refused and drivers are at liberty to use taxis if required. When asked about the end of pandemic subsidies AH said he was concerned and hoped the Government would announce something soon. Levels of use had risen to around 90% of pre-pandemic but patterns have changed. NM asked if staff level is a problem? AH responded yes, but York OK for now. Companies are combining in West Yorkshire to aid recruitment. GW asked if all buses were fitted with audio-visual systems? AW replied around 70% AD asked how charging of electric buses was achieved, these are done overnight with top ups at bus station outside railway terminus. DF asked if CityZap from Leeds to Manchester would be re-instated? Not at the moment.

DM commented that First were disposing their bus assets, would Transdev be interested in York? AW declined to comment as First are current supplier.  
DMag thanked AW for his excellent talk and looked forward to hearing future progress.

4. BSIP and others. MH and JR updated group on progress advising that timetables are drifting with news now expected March. There was a positive meeting between CYC and DfT and there is hope for a good outcome.

EP deadlines relaxed pending BSIP decisions, CYC expect to submit plan at end of April without public consultation, but this will be a process.

No update on City Centre Bus Study.

DR asked if there was the manpower to provide Community Transport provisions? JR advised this has yet to be decided.

NM asked if EP would go ahead without BSIP funding? JR suggested no.

RF suggested that the biggest element of the process is transparency and consultation should proceed. JR replied that DfT had suggested pause.

GC asked why Study not available for comment? JR stressed high workload.

5. Subscriptions. RF reported that we have 2 new members and 2 new corporate members. Three members have not renewed their subscriptions.

6. Poster etc. Some amendments had been made to the poster. CC advised that there would be space for the A3 poster on around 70 city buses.

The new website will be available after next week.

7. AOB. Notice of forthcoming AGM meeting in April. DMag asked if anyone would be prepared to join the Committee to advise her or a member. There will further notification at next meeting.

RP reported that the timetable for the No.6 bus is still inaccurate, this was put down to increased traffic delays.

DMag advised that Stonebow timetable board still has inaccurate information. MH agreed to look at this.

GC advised Station timetable boards also inaccurate.

DF suggested that in Leeds there are emergency timetables, are these being used in York? No

The meetings will continue on Zoom until we have the go ahead from West Offices to start hybrid events.

8. Date of next meeting 15<sup>th</sup> March