**York Bus Forum – Members Monthly Meeting 17.30-19.00 Tuesday 20th February 2024, by Zoom**

Attending: Doreen Magill (Chair), Graham Collett (Vice Chair), Niall McFerran (Secretary), Roger French (Finance and Membership), Alan Robinson, Flick Williams, Tony Hudson, Denise Craghill, Julian Ridge (CYC), Richard Parker, Duncan Millar, John Bibby, Iris Wells, David Stuart, Mary Fairbrother, Terry French, Nick Murray, Dee Boyle, Christine Cooke, Glen Simpson, Jim Forrest, John Hart, Lionel Lennox, Ian Anderson, Andrew Cullen (First), Keith McNally, Stuart Fillingham and Ian Craven.

1. The Chair welcomed members. There are apologies from Jason Murgatroyd, Robin Jorimann, Cllr. Kilbane, Cllr. Merrett, Kayleigh Ingham and Tom Donnelly (First), Gail Shuttleworth, Michael Howard, Jamie Kerslake, Catherine Odell, Clive Burns and Andy D’Agorne.
2. Presentation by Keith McNally, Operations Director, Confederation of Passenger Transport, Chair of the Enhanced Partnership Operational Delivery Group.

He said that York has one of the highest levels of passenger satisfaction of any bus user community in the UK. It also has one of the highest trip rates behind London and Brighton.

Current positives include large BSIP award, the level of electrification of the bus fleet and the development of the Enhanced Partnership. He advised that the Operational Delivery Group would like to see more recommendations coming from the Forum.

He accepted that there are still a number of gaps in terms of representation on the EP.

There is still much to be decided on how this structure will work inside the new Combined Authority. He also advised that the principle of bus franchising was much less of a spectre than it has been previously.

DMag asked where are the minutes of the ODG published? KM responded that these should be available online, but he will look into this.

NM asked if the data on passenger satisfaction is widely regarded as accurate? KM suggested that it is an industry standard.

DC asked if the ODG are taking a strategic approach to the BSIP plans as there is little evidence of progress? KM replied that it takes time to design and implement major road projects. There is concern that other road users will feel disadvantaged by extensions of bus priority schemes.

JR reiterated that there is a lot of work required before extra bus lanes can be built.

RP suggested that whereas the satisfaction with company’s performances might be high, the quality of the services levels is low. KM agreed that things are being tried to improve the level of reliability including staff on car parks!

JH asked why it is so hard to get passenger data? He also offered note of advice regarding franchising in the rail industry. KM agreed that Transport Focus data only focussed on last journey and yes franchising can have its pitfalls.

JR endorsed comments that the Transport Focus data is very useful and that all efforts are being made to improve reliability.

RF responded that we are still looking for high level data on bus use. KM suggested that we ask for specific pieces of information. He will take this away as an action point.

EB asked if the new Mayor is likely to have two ODG’s? JR said we will have to wait to see.

DMag still felt that there is a weakness in the Transport Focus data as it relies on a single trip, it would be useful to know more about the methodology of the survey. She thanked our speaker for a thought-provoking session.

1. Minutes of the last meeting approved, there were no matters arising.
2. Local Transport Plan – NM reported that we are still awaiting the outcome of the public consultation exercise and that will go to the CYC in March. It appears that the new LTP4 will appear in early summer.
3. Outcome of public consultation on Subsidised Routes cuts. GC reported that despite the consultation exercise the cuts went ahead!

JR suggested that this is unfortunate but will hopefully be the last cuts made to bus services in York. He confirmed that the level of bus subsidy has risen from around £600,000 per annum to over £2M!

FW said that the worst part of the cuts will be the Flaxman Croft loop at Copmanthorpe.

RP asked if early morning and evening cuts are made will this lead to peak times reductions? JR replied that this would be the decision for the operators.

1. Station Gateway – plans to reduce the number of bus stops from 10 to 8 are being resisted. There are also concerns regarding pedestrian space as the majority of the area has been assigned to cycle lanes.

FW stated that there is a strong possibility that the wheelchair users may not be able to board buses.

NM reiterated need to seek an urgent meeting with Brendan Muphy to concentrate on bus issues.

DC was amazed that we now have less bus stops than approved.

JR suggested that there may be operating reasons for the change, but GC advised that larger bus stops give opportunity to create chaos.

1. EP meeting – RF advised that it is vital that we are consulted regarding the Bus Network Review document.
2. Supported services – AC advised that there had been power supply problems at the James Street depot, these should be fixed shortly, allowing electric buses to return to routes.

GC reported Wi-Fi problems on some services, AC replied he would find reason.

DMag asked if the transponders are working on the electric buses, as they don’t always match services delivered? AC advised the problem of ‘ghost buses’ are still an issue, and he would investigate.

RF reported that there are still large numbers of cancellations on Coastliner services. DMag. suggested that we request a meeting.

1. AOB – DMag reminded group about membership payments. NM reminded JR about Sustainable Transport plans in new development projects.