**York Bus Forum Minutes 21/1/25**

Attending: Doreen Magill, Niall McFerran (Vice Chair), Andy D’Agorne (Secretary), Roger French (Finance and Membership), Dave Merrett, Graham Collett, Richard Parker, Gail Shuttleworth, Tony Hudson, Catherine Odell, Gordon Campbell- Thomas, Glen Simpson, Stuart Fillingham (EY Buses), Wayne Blackburn, Joel Bradley (First Bus), Anna Courtier (First Bus), Cllr Nick Murray (Rufforth and Knapton Parish Council), Tom Horner (City of York Council), David Stuart, Duncan Miller, John Slaughter (HARBUS), Lionel Lennox, Ian Anderson, Councillor Stephen Fenton (Dringhouses and Foxwood), George Wood, Ian Craven(Haxby Town Council), Christine Cooke, Judy Illing (York High Street Forum) Iris Wells, Denise Craghill Stuart Wilson and Terry French.

1. Welcome and Apologies

Doreen Magill welcomed everyone to the meeting.

Apologies had been received from, Robin Jorimann, Mary Cannon, Debby Cobbett, Diana Robinson, Dee Boyle and John Hart.

Members agreed to take item 3 next.

3. Guest speaker: Tom Horner Head of Active Travel and Sustainable Transport City of York Council

**Park and ride contract plans**:

Key milestones: Tender will be issue April 2025, contract awarded Autumn 2025 Operation commences Feb 2026 Length of contract and details yet to be determined.

Core objectives – Improved commercial performance, deliver a quality product for passengers, maximise benefits of park and ride sites within Yorks transport system. Better serve York’s festival and events, be affordable

Service considerations: Stopping patterns, frequency, start and end times, connections, extended route options/ combined Park and Ride with shuttle services

Site considerations: Stops for other services eg both commercial such as Coastliner and long distance coaches, refreshed facilities including toilets, integration with car club/ hire, bikes etc refreshments and toilets, overnight parking management (currently planned for Askham Bar and Rawcliffe sites) , links with Univ of York / York College

Ticketing, Fares, communications. Fare incentives for target groups, pegged to parking charges, Pay on bus v car park charge, through ticketing with connecting services, real time info, better help for passengers to know where to catch return service. Marketing element to the contract?

Points raised:

Delays crossing the city centre, options to split into smaller packages of 2 or 3 routes?

Agreed could consider increasing stops along some routes in evenings (eg beyond St Helens Rd jcn on Tadcaster Rd)

Nick Murray from Rufforth PC asked if there could be some shuttle buses from villages to the nearest Park and Ride site?

Niall asked about the bus priority corridor studies (Hull Rd, Fulford Rd and Wiggington Rd) Tom agreed these could be shared with the forum **Action Tom Horner**

Better variable message signs needed in advance of Park and Ride sites indicating when city centre car parks are full (eg approach from A64)

9.30am start for first bus on Sunday morning is too late for many people. This means more driving into the city centre to park. Similarly early and late services passing the station are important to reduce city centre congestion.

Denise Craghill asked for clearer objectives for Mode shift from car to bus travel, reliability targets, simpler and more attractive fares, clearer promotion.

Judy Illing highlighted that 9.30pm was too early for the last bus serving Monks Cross. Judy also made a plea that during half term holidays single decker buses should not be used on the Park and Ride services due to the significant increase in patronage.

Andy D’Agorne asked about better coordination with city centre attractions eg services that are timed to leave after the end of show at Theatres or Barbican.

Roger asked about the timing of new DfT guidance on franchising, which Tom felt would not be ready in time to impact on the contract. Operator reps were reassured that there would be pre tender engagement with existing operators in York. Consideration would be given to substations for EV charging at the sites.

Ian Anderson asked that electronic information board should be introduced at all Park and Ride sites and Tom indicated siting of Information Boards was being looked at through the BSIP work.

Tom assured Stuart Fillingham that Operator pre-engagement would take place prior to the tender being issued and indicated that it may not be that a single company was awarded all routes.

**2. Minutes of the 17th December and matters arising that were not elsewhere on the Agenda**

Minutes of December Meeting were approved

Route champions had been discussed by the committee who considered the complexity of many routes where there might need to be more than one to cover opposite ends of the route. It was agreed that we are open to ideas, but this might also need to be put to the council to feed into the passenger liaison group of the Enhanced Partnership.

Ian Craven raised concerns about performance and routing of the 1A and 13 in Haxby which is made more difficult with being run by different companies. A Travel Officer is going to attend with a stall in Haxby to gather customer feedback. David Stuart (via chat) to be champion for 1,1A,13,20 +40 services.

4 Enhanced Partnership Meeting 22 January

Doreen Magill confirmed she would be attending the meeting on behalf of YBF and had a couple of issues to raise at the meeting.

Niall McFerran confirmed that he had written to Kate Ravilious as per the December minutes and received a response though he remained concerned about the effectiveness of the EP Forum.

5. City of York Council issues

a) No 10 Stop at Banana Warehouse (shelter has been without a roof since December when a bus hit it) Tom said the No 10 had to keep using this stop until Feb 16th because timetables couldn’t be altered until then. The forum expressed serious objection to this given the long history of trying to get agreement to use the Merchantgate stop which is far better for passenger experience.

b) Dial A Ride Service replacement Cllr Fenton has led a scrutiny which made recommendations several months ago. It is on Tom’s ‘to do’ list to write a report for the Executive. However £20k has been set aside in the 25/26 budget for ‘a study’ which means any replacement service is not likely until at least a year from now. Again concern was expressed that there had previously been £98k annual grant to York Wheels to run the service, with the regular users now having no provision other than volunteers or taxis. Tom Horner explained that £30k of the previous £90k budget remained of which £23k had been utilized to support the Voluntary Car Service

c) Bus stop replacements and information screens– statistics on progress presented. A new stop is to be provided at Pool Bridge Farm in response to its popularity. 68 Real time bus stop devices on order for delivery Feb/March out of a total programme of 190.Action Tom agreed to send YBF a list of locations and also return the list of 45 prioritised by YNF of which only 26 had been approved by CYC with evidenced reasons for not adopting those 19 chosen.

d) Paper timetables- Action Tom agreed to remind operators of their obligations to provide paper timetables at the Enhanced Partnership

e) Service 412 Knapton

Nick Murray expressed concerns about the long term funding for 412 service and Action Doreen Magill agreed to write in support of the service. Nick Murray suggested inviting Connexions to future meetings of YBF or holding a separate meeting with Connexions.

f) CYC/Operator responsibilities re roadworks

Issue of signs for stops where a service is diverted for highway repairs was raised again. £60k has been allocated from BSIP3 to try to improve the arrangements.

6. First Bus Issues

a) Early morning reliability no 1a

b No 10 and 11 reliability

Joel Bradley took these items together and reported that reliability on the 10 and 11 services had improved dramatically from the start of the New Year though there were still issues with the 1a due to the impact of traffic associated with school runs.

Action Joel was looking to make changes form the April timetable change which he would bring to the next YBF meeting.

Judy Illing pointed out that the issues with the 1 a) had been ongoing since the summer of 2024.

Ian Craven pointed out that if the 1a was late and pupils from West Nooks did not get to Joseph Rowntree School on time they were subject to disciplinary action- Action Joel agreed to discuss with his contacts at the school.

c) On board announcements, audio visual screens

A question was raised about the First bus on board stop announcements which still don’t work on the Park and ride services. Joel said there is a software issue which he hoped to be fixed by next month. Reliability on the 10 and 11 has improved by 20% since January reflecting the impact of traffic conditions.

Tony Hudson expressed concern that the First Bus app shows outgoing servcies destination as York not Hull or Beverley as they should.

Wayne Blackburn explained that where buses had to travel on the wrong side of the road for considerable distances due to parked cars the GPS signaling was affected leading to the wrong announcements as GPS reverted to thinking the bus was travelling in the opposite direction.

7. Transdev Extended layovers at Stonebow and the Railway station

Adam Emmott had been invited to the meeting. In his absence, there was continuing concern about extended Coastliner layovers on Stonebow adding to congestion.

Dave Merritt reported being charged £3 on Coastliner for a short trip into the city centre.

8. East Yorkshire

a) Progress update on accreditation for Class 2 Mobility Scooters

EYMS now have suitable arrangements for users of mobility scooters

b) Changes to improve reliability

Stuart Fillingham said ‘congestion (not just in York) is still killing us despite doing all we can to make bus travel attractive. We have retained the £2 maximum fare on the 12 and 14 services”

Tony Hudson said that none of the x45 services are shown on the bus stops in York and Action Tom Horner agreed to push this issue up his list of priorities.

9. Connexions Issues

a) Service 16 revised timetable from 19th January 2025

b) Service 16 Failure to complete journeys to Ascot Way

Gordon Campbell Thomas said there were on going issues with both a) and b) and Tom Horner said that the ongoing works at Queen Street and Blossom Street had impacted the introduction of the revised timetable.

10. Any other business

There was none

11. Date of Next Meeting February 18th