

AGENDA ITEM NO: 14

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP HELD AT WELLINGTON HOUSE ON FRIDAY 9 DECEMBER 2005

PRESENT: Councillor J Prestage (Chair)

Councillors D Blackburn, C Greaves, J Jarosz, C Townley and
P Wadsworth

6. APOLOGIES FOR ABSENCE

No apologies were received.

7. DECLARATIONS OF INTEREST

There were no personal or prejudicial interests declared by members at the meeting.

8. MINUTES

RESOLVED - That the minutes of the meeting of the Group held on 19 September 2005 be approved.

9. WYTESA PROJECT UPDATE

The Group considered a report of the Passenger Transport Executive on progress with the WYTESA initiative.

Members noted the work that had been undertaken to date and were given a demonstration on a module which had been prepared on knowledge of the bus industry. The module helps to address a gap in current training for bus drivers and assists in addressing the requirements of the EU Training Directive which will come into law in the UK from 10 September 2006. It was reported that due to the amount of planning and work to be done in the establishment of a Transport Academy, discussions were being held with operators regarding the appointment of a WYTESA Manager. If the post was established, it would be on a two year fixed term basis and would be jointly funded. Members supported the opportunity to launch the module on a national basis and discussed the possibility of using a room at the House of Commons with support from the local MPs and MEPs but stressed that this

should only occur once the commitment with operators had been secured. A seminar would be arranged for the PTA at the earliest opportunity.

RESOLVED -

- (a) That the report be noted.
- (b) That a seminar be arranged for PTA members to demonstrate the virtual module.
- (c) That a national launch be arranged once commitment from the operators had been secured.

10. METROPLAN PERFORMANCE

The Group considered a report of the Passenger Transport Executive on Metro's overall performance on targets as approved in MetroPlan 2005/06.

Details of the figures for each of the two quarters were circulated at the meeting and it was agreed that a briefing note with a summary and key performance plan indicators would be prepared for the next meeting.

RESOLVED - That the report be noted.

11. CHARTER MARK AND MATRIX – 2005 ASSESSMENT

The Group considered a report of the Passenger Transport Executive on the results of the Charter Mark and Matrix assessments.

It was noted that the awards demonstrated to stakeholders that Metro was fit for purpose and members congratulated staff on the successful reaccreditation of both standards.

RESOLVED - That the report be noted.

12. CORPORATE INITIATIVES

The Group considered a report of the Passenger Transport Executive updating them on several initiatives including the Gershon Efficiency review, Corporate Performance Assessment (CPA), Service Improvement Plans and the development of the Customer Services Strategy.

Corporate Performance Assessment and Service Improvement Plans

It was noted that the Service Improvement Plans had been completed and developed into an organisational plan which had been used to inform the budget process for 2006/7. The plans had also been used to identify areas of

good practice and areas for further development. Discussions had been held with the Audit Commission and local authorities. A draft report was being prepared and would be brought to a future meeting of the Group.

Customer Service Strategy

It was reported that Metro was reviewing its customer services strategy which would reflect members' views following input at workshops on developing the transport vision and the action plan following the Supertram decision. Once the draft had been produced it would be considered by the PTA.

RESOLVED - That the report be noted.

13. ICT STRATEGY AND BVPI 157 PROGRESS REPORT

The Group considered a report of the Passenger Transport Executive on progress with the implementation of Metro's ICT Strategy and BVPI 157.

Members noted that the first phase of the Real Time information system was available to the public through the Internet, mobile phone WAP and mobile phone SMS. Leaflets had been published and the system had been widely advertised.

The Group were advised of progress with the Customer Management and the Business Continuity/Disaster Recovery Systems and progress would be reported to future meetings.

The Group noted that Best Value performance indicator 157 was being used to measure progress with Electronic Service Delivery and it was estimated that 90% of interactions would be e-enabled by the end of the year. It was noted that it would not be possible to achieve 100% because of barriers such as the requirement for proof of age and residency for certain products. Members accepted the problems associated with the targets and asked for two calculations in future which highlighted these problems.

Members thanked the staff for the progress that had been made to date.

RESOLVED - That progress with the implementation of the ICT Strategy and BVPI 157 be noted.