

**WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY**  
**AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP**  
**HELD AT WELLINGTON HOUSE ON**  
**WEDNESDAY 24 SEPTEMBER 2008**

**PRESENT:** Councillor M Walker (Chair)

Councillors D Congreve, C Greaves, A Pinnock and T Swift

**1. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor M Bolt.

**2. DECLARATIONS OF INTEREST**

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

**3. MINUTES**

Further to minute 31, Metro Training Initiatives, members discussed the level of driver training provided by the operators. It was reported that Metro had developed driver training packages and a trailer had been adapted into a mobile training unit which could be located on-site at depots, garages or other convenient locations for the training sessions. The initiative had proved to be very popular with the smaller operators and a progress report would be prepared for the next meeting of the Group.

**RESOLVED -**

**(a)** That the minutes of the meeting of the Group held on 30 January 2008 be approved.

**(b)** That a report on driver training be prepared for the next meeting.

**4. PRESENTATION ON METRO'S PERFORMANCE MANAGEMENT SYSTEM (COVALENT)**

Members were given a demonstration of Metro's Performance Management System (Covalent) which brought together Metro's projects/activities, performance indicators and standards into one system for tracking, measuring and recording performance.

It was reported that following a successful pilot, the system had been rolled out to all Managers with responsibility for performance management. It was requested that examples of the corporate 'scorecard' and the 'absence mapping tool' be brought to the next meeting.

**RESOLVED** - That officers be thanked for their presentation.

## **5. CORPORATE PERFORMANCE UPDATE**

The Group considered a report of the Passenger Transport Executive updating members in relation to corporate performance management arrangements within the organisation, MetroPlan and Investors in People.

It was reported that the new Covalent system would be used for recording and monitoring performance which included MetroPlan, the Corporate Plan and Comprehensive Performance Assessment (CPA) documents. Members noted the Best Value Performance Indicators and results which were attached at Appendix II to the submitted report. Copies of the Review of MetroPlan 2007/08, MetroPlan 2008/09 and the Corporate Plan were available at the meeting.

It was noted that the Quality Framework had been refreshed with three key areas of Customer, People and Process. Following the success in achieving IIP Champion Status, it was reported that Metro would be involved in sharing experiences and encouraging best practice in people management and development. It was however considered to be good practice to apply for IIP accreditation on a regular basis to ensure that the standard was being adhered to and Metro would be reviewed during November 2008.

**RESOLVED** -

- (a) That the report be noted.
- (b) That members note the Review of MetroPlan 2007/08 and MetroPlan 2008/09.

## **6. ICT STRATEGY**

The Group considered a report of the Passenger Transport Executive on progress with the development of Metro's ICT Strategy.

Members had been circulated with a draft of the new 3 year ICT Strategy which had been updated to reflect Metro's corporate policies. The Strategy was divided into four sections focussing on customers, sustainability, smarter working, collaboration and partnership.

The Group noted the outline ICT programmes which were attached at Appendix A and members were invited to comment on the draft ICT Strategy.

**RESOLVED** - That progress with the development of the ICT Strategy be noted.

## **7. YOUNG PEOPLE'S REPRESENTATION**

The Group considered a report of the Passenger Transport Executive on the options for young people's representation regarding public transport.

It was noted that the development of Metro's Young People's Strategy had been considered at previous meetings of the Group. It was reported that in order to take forward consultations, Metro had met with youth councils and parliaments across the five districts during the last year. However it was noted that in addition to the consultation process there was an aspiration to establish a representative group for young people to provide a mechanism for their views to be considered by the Authority.

Members noted the aims, objectives and terms of reference for the proposed youth group which were outlined in the submitted report. The Group discussed the proposal and commented that should a group be established, it was important that there were also other channels available for young people to make their contributions. It was suggested that as well as inviting representatives from certain groups, individuals should be given the opportunity to apply for a position. With regard to the proposed age range of 9-21 years, members considered that a mechanism should be in place for balancing out the age groups. It was also suggested that consideration be given to providing the group with MetroCards during their term of office.

**RESOLVED** - That members' views be noted.

## **8. TRANSPORT GOVERNANCE REVIEW**

The Group considered a report of the Passenger Transport Executive which provided details of the preferred governance model for West Yorkshire and the Leeds City Region (LCR).

The Group were aware of the ongoing review of transport governance being undertaken by Atkins Consultants. It was reported that the second round of engagement sessions had been completed and the Stage III Option Assessment Report, which detailed the views and feedback from all partners and stakeholders and had been distributed to all partner authorities and stakeholders across the City Region.

An engagement workshop would be held with the PTA and Atkins Consultants on 26 September 2008. It was noted that this was the final engagement

round and the final report should be produced by the end of October 2008 and distributed to all partners in November 2008 for comment. It was expected that a preferred governance model/s would be presented to the Association of West Yorkshire Authorities/Leaders Board in November/December 2008.

Members expressed concern regarding the level of consultation at some district councils. They considered that the consultants should seek comments and views from all district council members as the sample taken did not represent the views of all members.

With regard to the composition of the ITA, members discussed the preferred models and strongly opposed and rejected the option for a 10 member ITA. Members unanimously agreed that there would be a democratic deficit and lack of transport expertise in any structure of less than 22 members. They suggested that the ITA should include a lead member from each local authority who could act as a transport spokesperson on their own district's executive board. It was also stressed that the ITA should be represented on the City Region Transport Panel.

**RESOLVED -**

- (a) That the views and comments of the Group be noted.
- (b) That the Group unanimously reject the 10 member ITA proposal in the preferred model because of its democratic deficit. However it was fully supportive of the alternative proposal for 22 ITA members with a small executive cabinet arrangement.
- (c) That the Group supports the other elements of the preferred model and specifically the additional powers vested in the ITA.