

AGENDA ITEM NO: 18

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP HELD AT WELLINGTON HOUSE ON MONDAY 22 JANUARY 2007

PRESENT: Councillor J Jarosz (Chair)

Councillors R Downes, C Greaves and G Wainwright

7. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors W Hyde and T Swift.

8. CHAIR

RESOLVED - That Councillor Jarosz be elected to chair the meeting in the absence of Councillor Swift.

9. CHAIR'S REMARKS

Members were advised that Metro had been shortlisted for a Working Families Wellbeing Award. Several large national companies had also been nominated and the results would be announced in February 2007.

10. DECLARATIONS OF INTEREST

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

11. MINUTES

RESOLVED - That the minutes of the meeting of the Group held on 31 October 2006 be approved.

12. EXCLUSION OF THE PRESS AND PUBLIC

The Working Group considered a recommendation to exclude the press and public from Agenda Item 5, which contained exempt information as defined in paragraph 3 of Schedule 12A of the Local Government Act 1972.

RESOLVED - It was agreed that because the report could assist competitors such as other training organisations and affect commercial sensitivity of the customers, the public interest would be better served by maintaining the exemption and, therefore, the press and public should be excluded for this item.

13. THE PASSENGER TRANSPORT ACADEMY LIMITED

The Group considered a progress report of the Passenger Transport Executive which provided an update on the activities of the Passenger Transport Academy Limited, an outline business plan and an initial budget forecast.

The Group welcomed the budget forecast provided and noted that it had been formulated to ensure that, based on conservative sales targets, the company returned a modest profit at the end of the year.

The Group discussed how the training might be accessed by small operators.

RESOLVED – That the report be noted.

14. DISABILITY EQUALITY SCHEME

The Group considered a report of the Passenger Transport Executive and Metro's Disability Equality Scheme (DES) which had been submitted to the Group for approval.

Members considered the Disability Equality Scheme, which had been produced to promote disability equality and was a requirement of the Disability Discrimination Act 2005.

Members considered the Action Plan and suggested that Infrastructure Works might be assessed at an earlier stage than was proposed. With regard to the raising of kerbs to improve accessibility, it was reported that a trial had been held in the South where rubber pads had been bolted to the existing kerbs to raise the height. This not only reduced the amount of time and engineering work required but also substantially reduced the costs. Metro officers were asked to investigate the scheme further.

RESOLVED –

- (a) That the Disability Equality Scheme be agreed.
- (b) That a progress report against the action plan be prepared for the Business Improvement Group on a quarterly basis.

15. BEST VALUE PUBLICATIONS 2007 AND METROPLAN UPDATE

The Group considered a report of the Passenger Transport Executive which presented proposals for the publication of this year's Best Value Summary

information and the 2007/08 Best Value Performance Plan. The report also included a summary of MetroPlan performance data and outlined the timescales for the production of MetroPlan 2007/08.

Best Value Summary

It was noted that publication of the summary information was required by 31 March 2007. It was proposed to publish the information on the Internet and a draft copy of the pages was available at the meeting.

Best Value Performance Plan 2006/07

It was proposed to adopt the same format for the BVPP 2007/08 and the final draft for PTA approval would be available in early June 2007 with a view to printing and distributing to all stakeholders by the end of June 2007. The cost for the production and distribution of the BVPP would be met from the Best Value budget.

Metro Performance

Members considered the performance data regarding Best Value and MetroPlan which was appended to the submitted report. Members discussed patronage data and implications of the free concessionary travel scheme.

MetroPlan 2007/08

It was reported that corporate targets, indicators and values for 2007/08 had been agreed and individual teams were setting their standards and targets. MetroPlan 2007/08 and the Review for 2006/07 would be available for consideration by the Group at the meeting to be held on 19 April 2007.

RESOLVED –

- (a) That the proposals for the publication of the Best Value Summary information be approved.
- (b) That the format and timescales for the production of the Best Value Performance Plan 2007/08 be approved.
- (c) That MetroPlan 2007/08 and the 2006/07 Review be brought to the next meeting of the Group.

16. INVESTORS IN PEOPLE ASSESSMENT

The Group considered a progress report of the Passenger Transport Executive on the IIP Assessor's findings following the recent IIP Profile assessment and in relation to the Leadership and Management model.

The Group noted the positive result and key findings from the assessment.

RESOLVED – That Metro's re-accreditation as an Investors in People employer be noted.

17. ICT STRATEGY IMPLEMENTATION PROGRESS REPORT

The Group considered a progress report of the Passenger Transport Executive on the implementation of Metro's ICT Strategy, a summary of which was outlined in Appendix A of the submitted report.

Customer Service Strategy - ICT Phase 1

The Group was updated on the project and noted that usability and accessibility testing had been undertaken which had provided valuable feedback in a number of areas. This would be used to develop and improve the site. Comment was made that it would be beneficial for the website to have links with other organisations and vice versa eg. how to get to/from entertainment venues, places of interest, hotels etc. Members were advised that with regard to the provision of online sales and payments, a number of solutions were being investigated.

Realtime Information

Members noted that the highest daily usage of the SMS service had been recorded before Christmas with 5000 enquiries for West Yorkshire stops.

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