

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

**AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP
HELD AT WELLINGTON HOUSE ON
THURSDAY 24 SEPTEMBER 2009**

PRESENT: Councillor C Greaves (Chair)

Councillors E Firth, S Khan, A Pinnock and K Watson

8. CHAIR

RESOLVED - That Councillor Greaves be elected to chair the meeting in the absence of Councillor Walker.

9. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors D Congreve, T Swift and M Walker.

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 23 June 2009 be approved.

12. CORPORATE PLAN AND BUSINESS PLANNING UPDATE

The Group considered a report of the Passenger Transport Executive which provided an update on Metro's Corporate Plan and Business Planning process.

It was reported that, following Members' previous input into the draft plan, the Corporate Plan had been distributed and published on the website. Members noted the business planning process for the next 6 months which was outlined in the submitted report. That would include strategic planning meetings to review the Corporate Indicators and targets and the external factors impacting on Metro.

RESOLVED - That members note the publication of the Metro Corporate Plan and the next steps in the business planning process.

13. METRO'S CORPORATE INDICATORS

The Group considered a report of the Passenger Transport Executive which provided an update on the performance of Metro's Corporate Indicators.

Members had previously received a presentation on the Covalent performance management system which was used to monitor indicators, actions and standards. Members considered the Corporate Indicators Report which was attached at Appendix 1 to the submitted report. It was noted that the majority of indicators which Metro had direct control over were performing to target. However some were below target and it was believed that these had been influenced by the current economic situation and also the fares increases by bus operators, operators' own tickets and the loss of some bus services. Members requested further information regarding the decrease in MetroCards and operators' own tickets and the feasibility of introducing a rail only MetroCard.

It was suggested that there should be a tolerance built into the BME and disability indicator. With regard to the transport outcome indicator, it was noted that the proportion of car-based journeys into the centre of Huddersfield were substantially less than those in Bradford, Halifax and Wakefield. Members asked that the reasons for this be investigated.

RESOLVED –

- (a) That further information be provided regarding the decrease in MetroCards, operators' own tickets and the feasibility of introducing a rail only MetroCard.
- (b) That the reasons for the lower proportion of car-based journeys into the centre of Huddersfield be investigated.

14. METRO'S VALUE FOR MONEY REVIEW PROGRAMME

The Group considered a report of the Passenger Transport Executive which provided information on Metro's Value for Money Programme.

It was reported that a Value for Money Review would be carried out across all Metro's departments, activities and functions during the Autumn. The Review would be focussed on both reducing costs and increasing the amount of value that Metro delivered within its budget. The overall outcome of the Review would be analysed and a programme of improvements proposed. The Group would be kept informed of progress and asked to consider and comment on the resulting proposals for Value for Money improvements.

RESOLVED - That the report be noted.

15. SMARTER WORKING PROJECT UPDATE

The Group considered a report of the Passenger Transport Executive which provided an update on progress with the Smarter Working project.

Members were advised that the final report had been received from PeopleSpace consultants but the estimated costs to complete the project were considered not to be financial viable in the current economic climate. Investigations were however continuing into the possibility of relocating staff from Phoenix House and members noted the proposals which were outlined in the submitted report. These included some of the principles of Smarter Working including open plan, the scope for some staff to work from home, reductions in storage and increased desk sharing. It was suggested that the level of meeting room usage on all floors also be investigated.

It was noted that savings available from the relocation of the Development Department would total £750,000 over a 5 year period. It was intended to realise the savings and keep investment costs in Wellington House, including the costs of refurbishing the reception area, to a 2 year pay back period.

RESOLVED - That the report be noted.

16. YOUNG PEOPLE'S STRATEGY UPDATE

The Group considered a report of the Passenger Transport Executive which provided an update on the delivery of the Young People's Strategy, including feedback from the Youth Transport Forum.

It was reported that Metro's Youth Transport Forum had met on five occasions and positive feedback had been received on a range of transport issues. A Young People's Communication and Liaison Co-ordinator had been appointed on a six month fixed term contract to develop a robust consultation mechanism with a cross section of young people.

A Young People's conference had been arranged for 14 October 2009 which would provide an opportunity for young people to discuss public transport issues relevant to them. The conference would include six workshops, all run by the young people. Representatives at the conference would be from a variety of sources in each district and it was suggested that for future events it might be beneficial to include children from the Year 6 age group. Feedback from the conference would be presented to a future meeting of the Group.

Members noted that the Strategy contained actions to be delivered over the 2009/10 academic year and progress was outlined in Appendix 1 to the submitted report. With regard to the communication strand of the Strategy, members considered that a free phone line should not be provided for

complaints. It was also suggested that the GenerationM website could be used to download vouchers for tickets such as the MetroActive campaign held during the summer which would assist in attracting more visitors to the site.

RESOLVED - That progress in delivering the Strategy be noted.