

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP
HELD AT WELLINGTON HOUSE ON
TUESDAY 10 JULY 2007**

PRESENT: Councillor T Swift (Chair)

Councillors R Downes, C Greaves, M Harkin and S King

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor A Carter.

2. DECLARATIONS OF INTEREST

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

3. MINUTES

RESOLVED - That the minutes of the meeting of the Group held on 19 April 2007 be approved.

4. ICT STRATEGY

Members were given a brief presentation on the ICT Strategy. They were advised of Metro's current systems including the website, YourNextBus realtime information system and business systems.

It was reported that the ICT Strategy was being updated and members were given an overview of the main areas to be covered in the new strategy which included customer focus, planning and corporate performance, security and business continuity, managerial effectiveness, staff commitment and ICT governance and risk management. It was noted that the new strategy would take account of the new Customer Service Strategy, the Environment Strategy and would support the 2nd Local Transport Plan.

Members welcomed the work being undertaken on all aspects of the strategy. With regard to customer focus and the provision of 'on the move' information, comment was made that the information available for downloading should be kept simple to ensure that the cost to the customer was kept to a minimum. It was also suggested that information on Metro's Intranet should be available for members to access when working from remote sites.

RESOLVED - That the presentation be noted.

5. ICT STRATEGY IMPLEMENTATION PROGRESS REPORT

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

Realtime Passenger Information

With regard to the realtime information system, it was noted that the installation of over 900 on-street displays had commenced although a number of smaller displays had been vandalised. The roll out of further small displays had therefore been temporarily suspended whilst more robust anti-vandal measures were being developed.

YorCard

It was noted that the pilot scheme was scheduled to commence in Sheffield later in the year and, subject to its success and available funding, a full roll out of the scheme was expected to commence in 2009/10.

Members also requested that passengers be able to use the multi-functional YorCard to pay for car parking at stations and it was reported that the 2008 National Concessionary Travel Scheme was likely to use ITSO compliant smartcards. Metro was organising a major conference on smartcards and how they would help in managing concessionary travel schemes in partnership with ITSO and the Department for Transport (DfT) using Beacon funds.

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

6. PERFORMANCE MANAGEMENT DEVELOPMENTS

The Group considered a report of the Passenger Transport Executive on proposed enhancements in relation to performance management arrangements within the organisation.

It was reported that Metro was reviewing its current processes for recording and monitoring performance and a project would be undertaken to review Metro's business processes. This would take into account the potential impact of the Local Transport Bill and the Leeds City Region Transport Vision and a report would be prepared for the next meeting of the Group.

RESOLVED –

- (a) That the report be noted.
- (b) That a report be prepared for a future meeting of the Group outlining proposals for the future developments in relation to performance management.

7. DISABILITY EQUALITY SCHEME UPDATE

The Group considered a progress report of the Passenger Transport Executive updating members on the Disability Equality Scheme.

Members were advised that the main concern raised by Critical Friends was driver behaviour. It was reported that this issue attracted the largest proportion of complaints in relation to bus services. Metro had held meetings with individual operators to discuss their approach to the problem of driver behaviour and members requested that a summary of bus and rail complaints be prepared for a future meeting of the Group.

RESOLVED –

- (a)** That the report be noted.
- (b)** That a report on progress against the action plan be prepared for the next meeting of the Group.
- (c)** That a detailed analysis of complaints be prepared for a future meeting of the Group.

8. BEST VALUE PERFORMANCE PLAN 2007/08

The Group considered a report of the Passenger Transport Executive on the publication of the Best Value Performance Plan 2007/08.

It was noted that the BVPP had been published on the website and copies were available at the meeting. It was noted that further printed copies of the Plan would be distributed to all stakeholders by the end of July 2007.

Members were advised of a number of key challenges facing the organisation over the next 12 months including the Local Transport Bill, Leeds City Region Vision and Metro's Young People's Strategy. Progress reports would be prepared for future meetings of the Group.

RESOLVED - That the report be noted.

9. LOCAL TRANSPORT BILL

The Group considered a report of the Passenger Transport Executive updating members on the draft Local Transport Bill.

It was reported that the draft Local Transport Bill had been published in May 2007 and members noted the three main elements affecting public transport - local bus services, powers and governance arrangements in metropolitan areas and local road pricing schemes. It was noted that the work on powers and governance would be overseen by the Audit and Governance Committee and reported to the PTA and that performance management implications for Metro would be reported through the Business Improvement Group.

Members were advised that a seminar had been arranged for PTA members on 12 July 2007 to outline the details of the Bill and the consultation process in more detail. The formal consultation period would run until 7 September 2007 and a proposed response would be prepared for a future meeting of the Authority.

RESOLVED - That the report be noted.

10. EXCLUSION OF THE PRESS AND PUBLIC

The Group considered a recommendation to exclude the press and public from Agenda Item 11, which contained exempt information as defined in paragraph 3 of Schedule 12A of the Local Government Act 1972.

RESOLVED - It was agreed that because disclosure of 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, that the press and public should be excluded.

11. 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.

Members were advised of progress with the development of the two new e-learning modules and the potential to develop additional modules that targeted specific issues such as health and safety at bus stations. With regard to future developments, members noted the intention to pursue the integration of e-learning as part of the EU Training Directive requirements. It was proposed to utilise Beacon funding to refurbish the existing Supertram trailer which would provide a mobile training facility equipped with internet enabled laptops. This would assist operators in providing flexible training for their drivers in a dedicated environment. Comment was made that the benefits of the training could help in reducing driver behaviour related complaints and it was reported that consideration was also being given to a requirement for the standards of driver training to be included in tendered services contracts.

The Group noted the profit and loss account for the period 1 April 2007 to 2 July 2007 and also the budget forecast for 2007/8 which were attached to the submitted report.

RESOLVED -

- (a) That progress with the Transport Academy be noted.
- (b) That the profit and loss account for April 2007 to July 2007 be noted.