

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP
HELD AT WELLINGTON HOUSE ON
TUESDAY 16 OCTOBER 2007**

PRESENT: Councillor T Swift (Chair)

Councillors R Downes (to minute 19), C Greaves, S King and D Sheard

12. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor A Carter.

13. CHAIR'S REMARKS

The Chair welcomed Councillor Sheard to his first meeting of the Working Group.

14. DECLARATIONS OF INTEREST

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

15. MINUTES

RESOLVED - That the minutes of the meeting of the Group held on 10 July 2007 be approved.

16. YOUNG PEOPLE'S STRATEGY

The Group considered a report of the Passenger Transport Executive and were given a presentation on the development of a Young People's Strategy.

It was reported that the strategy was designed to enable all young people to have full access to leisure, work and educational opportunities. The age range would include people in their early 20s but the strategy would be split into defined areas of education, leisure and access to work. Consideration would be given to three main issues – services, fares/ticketing and communications.

Members were advised that consultation would take place with young people and stakeholders including district Children's Services, Local Strategic Partnerships and bus and rail operators. Members stressed the importance of

involving a wide range of young people in the consultation in order to ensure that a varied cross section of views was gathered.

Members asked that consideration be given to the promotion of travel information in locations frequented by young people.

Members were given a demonstration of the GenerationM website which was targeted at young people and had been launched during the Summer. It was noted that further developments and improvements would be made including the provision of links to the website from schools and Local Education Authorities and additional route information added to the service number titles.

RESOLVED -

- (a) That the report and presentation be noted.
- (b) That members provide input on the direction of strategy development.
- (c) That the completed strategy be reported to the next meeting of the Group.
- (d) That progress be reported to the meeting of the Authority to be held on 23 November 2007.

17. CHANGE MANAGEMENT TEAM – DRAFT PROJECT BRIEF

The Group considered a report of the Passenger Transport Executive on the draft project brief in relation to Metro's input and response to the review of City Region Governance options.

RESOLVED – That the draft terms of reference in relation to the Change Management Team be noted.

18. FEEDBACK AND COMPLAINTS UPDATE

The Group considered a report of the Passenger Transport Executive which provided a detailed analysis of the numbers and types of complaints received by Metro.

Members had previously requested information regarding operator complaints. They asked for additional information on the number of services run by each operator together with the data for the period October 2007 – January 2008 to be provided at the next meeting. It was noted that the analysis highlighted the largest number of complaints received were in respect of driver behaviour.

RESOLVED – That the report be noted.

19. PERFORMANCE MANAGEMENT DEVELOPMENTS

The Group considered a report of the Passenger Transport Executive updating members on some of the recent proposed enhancements in relation to performance management arrangements within Metro.

Members considered the Data Quality Policy and summary update on performance across Metro's vision areas which were attached at Appendix I and II to the submitted report.

It was reported that a review of Metro's Quality Framework was being undertaken to modernise the design and simplify some of the terminology. Also under review were the links between MetroPlan, Service Improvement Plans, Gershon and the Comprehensive Performance Assessment and a progress report would be prepared for the next meeting of the Group.

RESOLVED –

- (a)** That the report be noted.
- (b)** That a report on progress with the review of the Quality Framework and business processes be prepared for the next meeting of the Group.

20. DISABILITY EQUALITY SCHEME UPDATE

The Group considered a report of the Passenger Transport Executive updating members on progress against the Disability Equality Scheme's Action Plan.

Members noted the feedback from the meeting held with Critical Friends to look at the impact the revised concessionary travel arrangements would have on all eligible passengers. It was reported that the feedback had been used with the marketing campaign which had been extremely effective in raising awareness and over 170,000 applications for passes had been received. The next meeting of the Critical Friends would be held in November 2007 where the impact assessment topic would be driver behaviour. The Critical Friends had welcomed and praised Metro's approach in tackling driver behaviour issues.

RESOLVED - That the report be noted.

21. ICT STRATEGY IMPLEMENTATION PROGRESS REPORT

The Group considered a progress report of the Passenger Transport Executive on the implementation and development of Metro's Information Communication Technology (ICT) Strategy and a summary of the status of various projects was attached at Appendix 1 to the submitted report.

It was reported that 'e consultation' would only be used in conjunction with other forms of consultation in order to ensure that no-one was excluded. With regard to the section on Staff Commitment, it was requested that consideration be given to members of the Authority being included in access to home and remote working. It was noted that the Metro web site would be redesigned to ensure it was easier to navigate and understand and it was anticipated that the new site would be launched in 2008.

RESOLVED - That the report be noted.