

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP
HELD AT WELLINGTON HOUSE ON
THURSDAY 19 APRIL 2007**

PRESENT: Councillor T Swift (Chair)

Councillors D Congreve, R Downes, W Hyde and E Smaje

18. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors C Greaves and J Jarosz.

19. DECLARATIONS OF INTEREST

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

20. MINUTES

RESOLVED - That the minutes of the meeting of the Group held on 22 January 2007 be approved.

21. METROPLAN REVIEW 2006/2007 AND PERFORMANCE MANAGEMENT DEVELOPMENTS

The Group considered a report of the Passenger Transport Executive on organisational achievement levels against targets set in MetroPlan 2006/2007. The report also provided members with details of proposed enhancements in relation to performance management arrangements within the organisation.

It was reported that the review of MetroPlan for 2006/2007 was complete and there had been an overall attainment level of 92%. Members requested further information regarding the targets which had not been achieved.

Members welcomed the quarterly performance summary attached at Appendix 1 to the submitted report. They commented on the success of the Leeds FreeCityBus and requested further information regarding potential additional funding and advertising opportunities for the scheme. With regard to performance management arrangements, the Group were advised that Metro was reviewing its current processes for recording and monitoring

performance. A steering group had been established to consider how the mechanisms could be improved and a progress report would be prepared for a future meeting of the Group.

RESOLVED –

- (a) That the report be noted.
- (b) That the Review of MetroPlan 2006/07 performance be considered.
- (c) That a report be brought to a future meeting of the Group outlining developments in relation to performance management.

22. DISABILITY EQUALITY SCHEME QUARTERLY UPDATE

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

Members were advised that a 'Critical Friends' group had been established which consisted of representatives from the Districts who were assisting Metro in identifying priority areas for impact assessment, Action Plan priorities and timescales. Following their first meeting, the group had provided valuable feedback in relation to the Action Plan and, in particular, their concern at the number of complaints received regarding bus driver behaviour. They welcomed Metro's work on the Transport Academy and other initiatives which were being undertaken to tackle the issue.

It was suggested that investigations into a TaxiCard Scheme be added to the review process and that the Disability Rights Group be invited to attend the Critical Friends 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.

23. 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 Information

The Group were advised that the real time system had received over 1 million texts since its introduction in September 2005 delivering approximately 3,500 text messages each day. It was noted that the installation of over 900 on street displays had commenced with large displays being located at busy town and city centre stops and smaller ones along main bus routes. However

Metro would be reviewing the locations following several incidents of vandalism.

YorCard

It was reported that the supplier had signed the contract for the pilot scheme which was scheduled to commence in Sheffield later in the year. Subject to its success and available funding, a full roll out of the scheme was expected to commence in 2009/10.

Customer Service Strategy - ICT Phase 1

The Group was updated on the project which included the development of a Young Persons Website and the recent launch of the "Metro Messenger" service which allowed members of the public to register to receive free email updates about various topics including travel news and service changes.

ICT Strategy

It was reported that the ICT Strategy was being updated to take account of the new Customer Service Strategy and the Environment Strategy and would support the 2nd Local Transport Plan.

RESOLVED –

- (a) That progress with the implementation of the ICT Strategy be noted.
- (b) That the ICT Strategy be presented to the next meeting of the Group.

24. EXCLUSION OF THE PRESS AND PUBLIC

The Working Group considered a recommendation to exclude the press and public from Agenda Item 8, 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.

25. 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. The report also included the draft 2007/08 budget forecast for consideration.

Members welcomed the initiative and discussed how membership and awareness of the Academy could be promoted and the proposed suggestions for its future development were noted. Comment was made that the benefits

of the Academy should be advertised as a solution to the complaints of driver behaviour and it would be beneficial to use feedback from people who had completed the course. It was reported that consideration was being given to the content of contracts and it was suggested that operators should be encouraged to increase and improve training. It was proposed that Beacon funding be used to facilitate the creation of a learning facility and suite of learning modules. The Group considered the budget forecast for 2007/08. It was noted that a progress report would be prepared for the next meeting of the Group.

RESOLVED -

- (a) That the report be noted.
- (b) That the budget forecast for 2007/8 be noted.
- (c) That a progress report be prepared for the next meeting.