

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

**AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP
HELD AT WELLINGTON HOUSE ON
TUESDAY 17 MARCH 2009**

PRESENT: Councillor M Walker (Chair)

Councillors D Congreve, C Greaves, A Pinnock and T Swift

16. DECLARATIONS OF INTEREST

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

18. MINUTES

RESOLVED - That the minutes of the meeting of the Group held on 16 December 2008 be approved.

19. VFM AND EFFICIENCY REVIEW OF TENDERED SERVICES

The Group considered a report of the Passenger Transport Executive regarding information on the value for money review of tendered services, which is being undertaken through the Bus and Tendered Services Working Groups.

Members were advised of the areas for consideration as part of the review of tendered services currently being overseen by the Tendered Services Working Group. It was reported that whilst the number of passengers overall on tendered services had remained stable this masked an underlying decline on many services, which had been off set by the passenger growth of the very successful FreeCity and FreeTown buses. It was noted that tendered service costs had risen more than the retail price index due to underlying cost pressures affecting the bus industry. In this respect, members were informed that Metro's overall budget for 2009/10 had increased by 35% compared to the budget in 2004/05.

The review would include the re-appraisal of the '6 and 20' policy and consider the appropriateness of new value-for-money measures and other key performance indicators (KPIs). These would include consideration of more explicit accessibility criteria relating to both access to the network as well as key destinations.

Discussions ensued regarding the criteria for calculating passenger journeys and the difficulties in determining passenger numbers on part tendered/part

commercialised routes. Comment was also made regarding a recent Office of Fair Trading (OfT) enquiry concerning competition in the bus industry. It was essential that the review took account of this OfT enquiry and how it impacted on the competitive tendering process.

Members agreed that updates regarding the review should be reported to future meetings of the Business Improvement Group.

RESOLVED - That the report be noted.

20. YOUNG PEOPLE'S STRATEGY

The Group considered a report of the Passenger Transport Executive, which provided members with information regarding the implementation of the Young People's Strategy, including feedback from the Young People Forum meetings.

Members were reminded of the four key objectives that shaped the Strategy, which included consultation, services, ticketing and communications. In terms of consultation, it was reported that two meetings of the 'Youth PTA' had been held and that both meetings had been positive and productive, providing feedback on the 'free travel' work and other policy areas. Members of the 'Youth PTA' had suggested a day conference over the summer period to enable a wider attendance from interested young people. With regard to the services, ticketing and communications objectives, Appendix 1 of the report provided details on how these would be delivered in 2009.

RESOLVED - That progress in delivering the strategy be noted.

21. SMARTER WORKING PROJECT

The Group considered a report of the Passenger Transport Executive updating members on the progress of the Smarter Working Project and the development of a business case.

Members received a project brief for the project at the last meeting of the Group in December 2008. It was reported that a survey had been undertaken of staff working at Wellington House and Phoenix House on staff attitudes towards Smart Working. The results had identified specific issues and concerns perceived by staff as a barrier to adopting Smart Working. Appendix 1 to the report provided an update on the project from Peoplespace.

Initial conclusions, which included options to co-locate staff currently based at Phoenix House, were considered by the Group.

The next steps included the production of a comprehensive report to address the original terms of reference, including qualitative and quantitative data

collected from all stages of the study, indicative costs and benefits, best practice research/benchmark data and proposals for further consideration.

Members were advised that a detailed progress report would be submitted to a future meeting of the Group.

RESOLVED - That the report be noted.

22. METRO'S MEDIUM-TERM AND SHORT-TERM PLANS

The Group considered a report of the Passenger Transport Executive on Metro's business planning processes and the production of the Corporate Plan 2009/12 and MetroPlan 2009/10.

Members were informed of Metro's intention to launch the Corporate Plan 2009/12 in April 2009. It was noted that the medium term plan set out Metro's Strategic Objectives and Priorities for the next three years and that Appendix I to the report contained the most recent draft of the Corporate Plan. An outline version of the Corporate Plan drafted last Summer informed Metro's Medium-Term Financial Strategy (MTFS). It was reported that managers were presently collating their detail annual MetroPlans after using the Corporate Plan and MTFS to inform their departmental 3 year Service Plans. Metro's full business planning processes were also outlined in Appendix II. It was advised that the plans were very much work in progress and that any comment and input regarding their compilation would be welcomed from members. In this respect, it was agreed that a final version of the Corporate Plan would be emailed to members for their comments prior to publication.

Members were advised that the 2009/10 MetroPlan and a review of the 2008/09 MetroPlan would be presented to the next meeting of the Business Improvement Group.

RESOLVED -

- (a) That the report be noted.
- (b) That the draft Corporate Plan be reviewed by the Group and feedback provided to the Chair.

23. METRO'S CORPORATE INDICATORS

The Group considered a report of the Passenger Transport Executive regarding Metro's Corporate Performance Indicators.

Members were advised that the Corporate Indicators had been organised into a 'scorecard' grouping performance indicators under four priority areas, which included customers, processes, people and transport outcomes. A scorecard was attached as Appendix I to the report.

It was reported that Metro's key Corporate Indicators were reviewed monthly by the Corporate Management Team (CMT). The monthly review focused on indicators that showed red or amber on the performance gauge. Metro also monitored its performance on indicators, actions and standards (MetroPlan) through the Covalent system, which was introduced in September 2008. The use of the system to record performance provided a valuable database of performance.

The Group was advised that the range/selection of key Corporate Indicators was under continuous review by the CMT and management teams in order to ensure that the data collected and recorded provided useful information on Metro's performance.

Members made reference to the December 2008 indicator that related to the processing of invoices. It was noted that, although the achieved result of 92.3% against the set target of 97% was commendable, it was essential that every effort be made to process invoices on time due to the present economic climate and possible financial impact on businesses.

Comment was also made regarding the indicators that related to MetroCard sales and circulation. These results had been affected by the significant price increase on prepaid ticketing implemented by the bus operators. This had had the effect of encouraging significant numbers of customers to transfer to rail only season tickets.

RESOLVED - That the report be noted.