

**WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY**  
**AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP**  
**HELD AT WELLINGTON HOUSE ON**  
**WEDNESDAY 30 JANUARY 2008**

**PRESENT:** Councillor T Swift (Chair)

Councillors R Downes, C Greaves, D Sheard and M Walker

**22. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Carter.

**23. DECLARATIONS OF INTEREST**

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

**24. MINUTES**

**RESOLVED** - That the minutes of the meeting of the Group held on 16 October 2007 be approved.

**25. PERFORMANCE MANAGEMENT UPDATE**

The Group considered a report of the Passenger Transport Executive which updated members in relation to performance management arrangements within the organisation, including MetroPlan performance, Service Planning, the Quality Framework and Best Value performance.

It was reported that MetroPlan 2008/09 and the Review of MetroPlan 2007/08 were in the process of being produced and would be brought to the next meeting of the Group. Members discussed and welcomed the performance summary which was attached at Appendix 1 to the submitted report. With regard to the section on 'Accessible to all', members asked for clarification regarding the requirement to provide disabled parking bays at rail stations.

Members were advised that in order to further develop MetroPlan and the existing Service Improvement Plans (SIPs), a new approach to Service Planning was being piloted and an update and rollout proposals would be presented to the next meeting.

With regard to the Quality Framework, it was reported that a review of the existing model was being undertaken and an update on progress would be brought to the next meeting.

It was reported that there was no longer a statutory requirement to produce and publish a Best Value Performance Plan or Best Value summary. Members agreed with the proposal to publish summary information on the internet and promote it through adverts in the local press. Members noted that consideration was being given to an alternative publication to the Best Value Performance Plan and members were asked to forward their ideas and suggestions as soon as possible. A report would be prepared for the next meeting of the Group.

**RESOLVED -**

- (a) That the report be noted.
- (b) That the proposals for the publication of the Best Value Summary information for 2008/09 be approved.
- (c) That MetroPlan 2008/09 and the 2007/08 Review be brought to a future meeting of the Group.

**26. IIP CHAMPION STATUS**

The Group considered a report of the Passenger Transport Executive informing members of Metro's success in achieving national IIP (Investors in People) Champion status.

It was noted that Champion status was held for three years and Metro was only the second organisation in the Yorkshire and Humber region to achieve the award. Members noted some of the events and activities that Metro would be involved in which were highlighted in paragraph 2 of the submitted report.

Members were advised that an event would be held at Wellington House on 12 February 2008 in recognition of Metro's awards and PTA members and staff would be welcome to attend. Representatives from IIP UK would also be visiting Metro that day to present the Chairman with a plaque. Members congratulated Metro on their achievement.

**RESOLVED** – That the report be noted.

**27. YOUNG PEOPLE'S STRATEGY**

The Group considered a report of the Passenger Transport Executive which updated members on the development of the Young People's Strategy.

The strategy was designed to enable all young people to have full access to leisure, work and educational opportunities and would take into account the requirements of children with special needs. A number of suggestions previously made by the Group had been incorporated within the draft Strategy

and members would be forwarded a website link so they could view the draft strategy.

It was noted that an internal Steering Group had been established and consultation had taken place with the five districts and meetings held with Calderdale, Kirklees and Wakefield districts. A meeting with Bradford was to be held in the near future but a date was still to be arranged with Leeds. A meeting had been held with Government Office for Yorkshire and the Humber to see what opportunities there were at national level to link with transport, education and ECM (Every Child Matters) policies and it was recognised that the views of young people would also need to be taken into account.

**RESOLVED** – That the report be noted.

## **28. FEEDBACK AND COMPLAINTS UPDATE**

The Group considered a report of the Passenger Transport Executive which provided details on Metro's Feedback and Complaints information.

Members welcomed the information provided in the report which would be updated for each meeting of the Group. It was suggested that additional narrative be provided with the bar chart in relation to complaints by issue for each major operator. It was noted that of the number of complaints received by Metro between 1 April 2007 and 31 December 2007 driver behaviour generated the highest proportion which included issues such as driving, poor attitude and failure to stop. Services failing to operate generated the second highest level of complaints.

**RESOLVED** – That the report be noted.

## **29. 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.

### Real Time Passenger Information

It was noted that the project to bring real time information which displayed predicted departure times to the main bus stations was ongoing and it was anticipated that this would take place later in the year. At present only the new bus stations at Batley, Cleckheaton and Ossett had the facility. It was reported that following vandalism to electronic displays, a protective cover had been developed and it was hoped that the roll out of displays would resume in the near future. Members were asked to advise Metro if they encountered any problems with the displays.

### Web Site Refresh

It was reported that Metro's website and Metroline telephone information service had received widespread recognition by the media during the recent floods.

With regard to Metro Messenger, it was reported that registered users were forwarding their travel information messages to colleagues/friends which helped to inform the public especially during periods of travel disruption. Comment was made that Metro Messenger information received on PDAs (personal digital assistant) was not easy to understand and Metro would investigate the problem.

**RESOLVED** - That the report be noted.

### **30. EXCLUSION OF THE PRESS AND PUBLIC**

The Business Improvement Group considered a recommendation to exclude the press and public from Agenda Item 10 which contained exempt information defined in Paragraph 3 of Schedule 12a 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 would be better served by maintaining the exempt information and, therefore, the press and public be now excluded.

### **31. METRO TRAINING INITIATIVES**

The Group considered a report of the Passenger Transport Executive updating members on Metro training initiatives.

The Group were advised that a workshop had been attended by West Yorkshire operators where information on the training and funding was available. Initial feedback had been very positive and several operators had registered for the training. Members welcomed the initiative and requested further information to the next meeting regarding the content of the training package.

**RESOLVED** - That the report be noted.