

AGENDA ITEM NO: 17

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

AT A MEETING OF THE BUSINESS IMPROVEMENT GROUP HELD AT WELLINGTON HOUSE ON MONDAY 19 SEPTEMBER 2005

PRESENT: Councillor J Prestage (Chair)

Councillors D Blackburn, C Greaves, J Jarosz and C Townley

1. APOLOGIES FOR ABSENCE

No apologies were received.

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 27 May 2005 be approved.

4. METRO'S SERVICE IMPROVEMENT PLANS AND GERSHON

The Group considered a report of the Passenger Transport Executive on the position with regard to Metro's Service Improvement programme and Gershon efficiencies.

It was reported that Service Improvement Plans (SIPs) had been produced outlining key priority areas for improvement within each department to complement Metro's existing business planning processes. It was proposed to collate the SIPs into a comprehensive Customer Service Strategy which would incorporate Gershon requirements. Details for 2006/7 would be included in the budget papers for consideration by the PTA.

Members noted that the SIPs were being used as part of Metro's Comprehensive Performance self assessment which would be completed in October and a report prepared for the next meeting of the Group.

RESOLVED -

- (a) That the report be noted.
- (b) That a report on the Comprehensive Performance self assessment be prepared for the next meeting.

5. ICT STRATEGY AND BVPI 157 PROGRESS REPORT

The Group considered a report of the Passenger Transport Executive on progress with the implementation of Metro's ICT Strategy and BVPI 157.

It was reported that an advertising campaign had been launched to inform the public about the first phase of the RealTime Information system which was available through the Internet, mobile phone WAP and mobile phone SMS and information leaflets were circulated at the meeting. Members stressed the importance of ensuring the public were aware of the system and suggested that leaflets be distributed through the District Councils and all the regular outlets including libraries, health centres and cinemas.

The Group noted that Best Value performance indicator 157 was being used to measure progress with Electronic Service Delivery and approximately 80% of services were available electronically. The implementation of electronic forms, the customer management system and online PTA reports and minutes would ensure that Metro had 90% of its interactions e-enabled by the end of December 2005. It was reported that one of the targets that would not be achieved was the issuing of elderly and young person's passes over the Internet. Further consideration was to be given to the matter because of the difficulty in certifying the proof of age criteria.

It was reported that over 2 million timetables had been downloaded from the Internet and that Metro's service changes were sent to all District Councillors by e-mail. Members suggested that the title on the 3 weekly lists sent to all District Councillors be changed to Metro to make the e-mail more recognisable.

RESOLVED - That progress with the implementation of the ICT Strategy and BVPI 157 be noted.