

Meeting Minutes

Meeting Title	Customer Panel Meeting	Reference	
Date of Meeting	12 September 2011	Start Time	1800
Location	Enterprise House, Lawrence Hill, Bristol	Prepared by	M Parker

Attendees	Apologies	Distribution
Tony McNiff, First (TM) Colin Morris, First (CM) Julian Osborne, BU UK (JO) Ed Shorney Redvers Skillcorn Sheila Ottewell Jo Curtis Mac Matthew Parker, First (MP) - Minute Taker	Barclay Davies, BU UK	

Minutes

Type	Description	Who	Due date	Revised date
1.1	<p>TM explained that First were undertaking a review of depot performance at Hengrove in Bristol and Hunslett Park in Leeds. The intention would be to create a model for use at all other locations.</p> <p>Karan Suri had been seconded to the team undertaking this work and would no longer be attending the Customer Panel meetings.</p>			
1.2	<p>TM opened a discussion on the issue of driver reliefs and the intended solution to having passengers left unattended on abandoned buses.</p> <p>CM explained the Domestic Drivers Hours rules and how they can impact on driver reliefs.</p> <p>The effect of driver absenteeism was discussed and that spare drivers are not always available.</p> <p>The issue was then discussed in relation to Lawrence Hill where the problem was more obvious as it is not a terminal point.</p>		ongoing	
2.1	<p>Previous Minutes</p> <p>JO stated that the minute taker should be recorded on the minutes.</p> <p>The minutes did not seem to explain the 2nd complaint fully</p> <p>The issue of the timetable display at Penn Street (C) stop was not correctly explained within the minutes.</p>		actioned	

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Type	Description	Who	Due date	Revised date
3.1	<p>JO advised that there had been no new complaint referrals to Bus Users UK which he considered to be a considerable improvement for First Bristol.</p> <p>TM explained how punctuality had improved in Bristol</p> <p>The Panel asked for the minutes to be approved promptly and published on the company website as previously agreed.</p>	MP	26 Sept	18 Nov
3.2	<p>The Fare increase was explained by TM and it was based around loyalty with substantial reductions in prices for season tickets where single and return fares had increased.</p> <p>Mac commented one of his fares had increased by 80p</p> <p>TM explained the need for fares to increase in line with increases in our costs. The effects of the changes to fuel duty were explained.</p>	The commercial team to be invited to the next mtg to update on any fares adjustments anticipated in the new year		
3.3	<p>The panel expressed concern that service 4 no longer operated on a Sunday. TM explained that this had been a council supported service and that the council had decided to withdraw that particular service. TM advised that the funding did not need to come from the council and could be funded from other sources such as Frenchay Hospital – but currently alternative funding is not available</p>			
3.4	<p>The Panel expressed a view that the service level provided for recent special events such as the Harbourside Festival had been inadequate. TM accepted this and stated that improvements would be made going forward.</p>			
3.5	<p>TM read out an email from David Cox stating that due his continued bad experiences he no longer wished to take part in the Customer Panel. Panel to give some consideration to customer panel membership</p>		Discuss at next mtg	
3.6	<p>Various members of the panel expressed concerns that complaints have been poorly managed in the past. TM explained that under a recent restructure Marc Reddy had now been appointed Regional Commercial Growth Director and that he was in the process of formulating a new structure for customer service.</p>	MR to provide an update to panel at next mtg.		
3.7	<p>Customer Panel stated they had received complaints about the re-routing of services 4, 5, 24 & 25 in the Eastgate area.</p> <p>MP reminded attendees that the plans had been discussed at the previous customer panel meeting to which there had been support as it would avoid areas of congestion.</p>			

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	<p>CM advised that the punctuality figures for those services had dramatically improved.</p> <p>MP explained that there was a need to balance adequate access to areas with the need to be punctual and that it was considered that this met a reasonable balance, however the situation would continue to be monitored.</p>			
3.8	<p>An observation of service 42 and 43 often running together around 0930 was made.</p> <p>MP explained that this should not occur, however a major review of these services was being undertaken for November. Matter to be referred to Jimmy Sommerville at Lawrence Hill.</p>	TM	19 Sept	
4.1	<p>Complaints</p> <p>18 August 2011 – Driver had no change and dealt with the issue poorly with the customer</p> <p>26 August 2011 – Customer had been overcharged.</p> <p>26 August 2011 – A bus driver failed to stop for a passenger.</p> <p>15 August 2011 – Harbourside Festival service inadequate.</p> <p>From an MP – Bus did not turn up, Bus broke down.</p>			
5.1	<p>TM announced that new smartcard enabled ticket machines were to be introduced on all First Bristol buses before the end of 2011; however their full functionality would not be available straight away. Update at next mtg</p>	TM	Next Meeting	
6.1	MP read out a punctuality update for August			
7.1	CM read out a service delivery update including complaint statistics and lost mileage			
8.1	<p>TM discussed the spirit in which all items are discussed and a view on how the information might be passed on. All acknowledged that confidentiality was an important element of membership of the panel.</p> <p>TM also advised the panel on the forthcoming First TV and radio advertising campaign.</p>			
AOB	<p>JO advised that a couple of Bath B7RLE's seemed to have mechanical issues with their driveline and jolted badly. These had been 66939 1256 ex Trowbridge and 66953 1415 ex Bath.</p>			

Date of next meeting: Meeting room 2, Enterprise House, Monday 5 December at 18.00 hours