

Draft NOTES OF MEETING

FIRST BRISTOL SOMERSET & AVON CUSTOMER PANEL

HELD AT: MARLBOROUGH STREET BUS STATION

DATE: TUESDAY 18 JANUARY 2011

TIME: 1800 – 1930

Present: Simon Cursio (Commercial Director FBSA), Carole Morgan (Operations Director FBSA), Ed Shorney, Redvers Skillicorn, Sheila Ottewell, Jo Curtis, Amber Weston (all panel members), Gavin Smith (Passenger Link Manager - and chairing this meeting), Joe Lynch (Passenger Link Executive) - both from Passenger Focus.

Apologies: Mac

N.B. Unfortunately both Gavin and Joe were late to this meeting, as a result of a problem with using a Bristol Freedom Travelpass on an X39 service from Bath bus station, so missed the first ten minutes or so.

- 1. Notes of last meeting and matters arising** – Agreed as a true record. There had been productive discussions with Somerset CC on concession reimbursements changes although not so good with WoEP – participation notice published for 30% to 35% less than now. A delay had taken place in the issue of Bristol City Council tenders. SC made the point that operators have a difficulty in responding to tenders if the reimbursement level is not known
- 2. Fares changes** – Mac's suggestion of 3 stops for £1 adopted as from the coming weekend at the same time as a fares review that will see a 4.5% increase (typically 20 pence for adults / 10 pence for children). No complaints had been received by FBSA from passengers about the implemented rounding of fares to the nearest 5 pence.
- 3. Service changes** – minor changes as from 6 February 2011 for some services from Marlborough Street to improve punctuality and performance.
- 4. Punctuality data** - SC had circulated some punctuality data to panel members. All panel members found this useful.

ACTION - Carole Morgan will supply more punctuality data for the next meeting.

- 5. Complaints** – SC agreed to produce more in depth information for the next panel meeting in terms of most important issue and trend data.

ACTION – Simon Cursio will supply top level complaint data for the next meeting.

- 6. Change of panel focus?** – SC announced that Chris Parsons had written to him to submit his resignation as a panel member. CP had been unhappy about some aspects of the way the panel worked so SC felt that this meeting might be an opportunity to review the panel’s “modus operandi”. CP had suggested a more strategic approach, linked to a major topic discussion per meeting. Jo said that she preferred to see a wider discussion about smaller issues and this approach was endorsed by all others present. All agreed that the existing model worked, but that more members needed to be recruited. Possible link with Bristol Evening Post to advertise panel work / get new recruits? It would be worth considering inviting a BEP journalist to all or part of meetings.

ACTION – Simon Cursio will report back to the next meeting on possible links with BEP.

- 7. Panel Chair?** - Agreed that Gavin Smith should continue to chair these meetings for the time being.

DONM – Wednesday 23 March 2011 at 1800 and then as below:-

Dates of subsequent meetings (all Wednesdays at Marlborough Street 1800 – 2000):

18 May 2011

13 July 2011

7 September 2011

Joe Lynch / 9 March 2011