

# NOTES OF MEETING

FIRST BRISTOL, SOMERSET & AVON CUSTOMER PANEL

HELD AT: LAWRENCE HILL DEPOT

DATE: WEDNESDAY 18 MAY 2011

TIME: 1800 – 2000

**Present:** Tony McNiff (Service Delivery Director FBSAC), Jimmy Sommerville (Depot Operations Manager), Karan Suri (Revenue and Marketing Manager)

Ed Shorney, Redvers Skillicorn, Sheila Ottewell, Mac, Jo Curtis (all panel members),

Julian Osborne (Bus Users UK)

Barclay Davies (Officer for Wales - Bus Users UK)

- 1. Reorganisation within First** – Tony McNiff explained that with the recent reorganisation, the two entities of Bristol, Somerset and Avon and Cymru and that of Hampshire and Dorset and Devon and Cornwall now all had one regional board structure. The job titles were as follows:

Justin Davies - Regional Managing Director

Amelia Price – Regional Finance Director

Marc Reddy – Regional Commercial and Business Growth Director

Tony McNiff – Service Delivery Director (West and Wales)

Chris Bainbridge – Service Delivery Director (South Coast)

Chris Jones – Regional Engineering Standards Director

- 2. Notes of last meeting (18 January 2011) and matters arising** – Agreed that there were certain inaccuracies which needed to be corrected before getting posted on the website. Tony McNiff stated that going forward, the notes will be sent to all customer panel members with a reasonable time given to everyone to report any inaccuracies. Once this time elapses, it will assumed that there are no further changes to be made and the notes will be posted online. Tony McNiff stated he would find out the possibility of an ATM machine being fixed at Marlborough Street Bus Station. A set of punctuality data was presented to the team by Tony McNiff. Jimmy Sommerville stated that the issues of buses on layover on routes 41/2/3 blocking access to the stop for buses on routes 75/6 at Broad Quay was being sorted as First had made the Bristol City Council aware of this and a solution was being developed. Jimmy Sommerville also stated that the issue of older buses on the 48/49 was a temporary one as modern CCTV buses were needed in Hengrove after a spate of armed robberies. This

resulted in the temporary movement of certain buses however this had now been solved and the 48/49 now had the same previous newer super low floor buses.

### 3. Current Issues –

Mac requested that customer panel member emails should be replied to more promptly as there was an excessive delay at present. Tony McNiff stated that this would be addressed and his PA would reply back quicker. Mac also requested that the customer panel heading should be more prominently displayed on the landing page of the website. Mac stated that with regards to the online timetable, all streets were listed on the top however now only timing points are shown. Tony McNiff informed Mac and everyone else to have a look at the journey planner on our new website. This journey planner is linked to traveline and completely different from the earlier version on the old website.

Sheila Ottewell stated that student organisations could be approached to have more youth on panel and there should be some representation from one of the disability groups. She also stated it would be useful to have route specific representation for example mothers who travel with buggies.

A point was raised that staff of Urban Tiger regularly parked their cars on the road blocking the access of the bus and this was prevalent due to lack of enforcement. Tony McNiff asked all customer panel members to email him directly to report any such instances. This would be used as first hand proof by First to raise such issues with the council. Tony McNiff gave the example of Old Market where barriers have been put to discourage passengers crossing in the middle of the island. The density of incidents has reduced since the council has put these barriers.

Jo Curtis raised an issue that at Horsefair, there was always a stationary bus and wanted to know if this was a scheduling error or was there too much time. Jimmy Sommerville stated that this time had already been taken recently as part of the regular network meetings we had.

Tony McNiff stated that drivers' leaving their vehicles with passengers when changing over duties was an issue that he is looking to change. He would report on this in future.

4. New features for present and future meetings – Tony McNiff stated that local management teams will be present in all Bristol customer panel meetings. He also stated that a customer panel will be introduced in Cymru, Bath and Somerset. He stated that going forward he would like Bus Users UK to play a more pivotal role and they are welcome to add/modify any type of users they feel are not adequately represented. Punctuality stats would be produced and circulated in every future meeting.

### 5. Other issues

4.1 Jo Curtis asked if customer services could have access to live GPS information on the movement of buses so they can inform customers where their Bus was.

**ACTION** – This would be investigated and if possible would be implemented.

4.2 There was a general discussion about where the emails addressed to bus customer panel went and why the customer panel did not receive any.

**ACTION** - Tony McNiff stated that from now on all emails addressed to the customer panel would be going to his PA who would then collate and forward them to the customer panel users.

**4.3** There was a discussion about the customer panel meeting venue

**ACTION** – Tony McNiff stated that after the reorganisation, the Marlborough Street offices were being used differently and hence the best availability of board rooms was at Lawrence Hill. He went round the table for everyone's preferences and based on the majority it was decided that Lawrence Hill would be the venue for the next meeting.

**4.4** There was a general discussion that the customer panel should be promoted along with other customer promotions. The point of the panel was to change the perception of people. It was stressed that members were pleased with the introduction of the three stop hop ticket. Tony McNiff informed everyone about Travel Watch South West work in Bath. Almost every bus and driver would be evaluated in Bath by doing covert checks on all services.

**ACTION** – Tony McNiff would update the panel on feedback from activity above.

**4.5** Mac stated he would like to know the Top 5 customer complaints. Julian Osborne stated BU UK sent a periodic list of all complaints received by them to Barbara Bedford every month. It would be beneficial to have a list of these complaints in future meetings.

**ACTION** – A list of these complaints will be provided at the next meeting by BU UK.

**DONM** – Monday 18 July 2011 at 1800

Location: Meeting Room 1 Enterprise House, Lawrence Hill

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