



## Minutes of Meeting

**Date:** 23.4.25

**Time:** 10:00

**Location:** Teams

Chair: Ross Cook (RC), Corporate Director  
 Natalie Amos (NA), Jonathan Woodward (JW)  
 Ffion Horton (FH Scott Tompkins (ST) - **Herefordshire Council**  
 Cllr Phillip Price, (PP) -**Cabinet Member Transport and Infrastructure**  
 Alex Clark (AC) -**Newport Transport**  
 Ian Davies (ID), -**Yeomans**  
 Paul Lawry (PL) – **Sargeants**  
 Daniel Pierce (DP) - **Firstbus**  
 Nathan Thorn (NT) - **Stagecoach South Wales**  
 Karen Coventry (KC) – **Stagecoach West**  
 Stephen Priestnall – **Oomph**  
 Azka Rifky – **Oomph**

## Apologies –

Craig Lewis (CL), Dr. David Land (DL) **Herefordshire Council**  
 James Heaney Regalado (JHR) -**Stagecoach West**  
 Christian Reed (CR) - **Stagecoach South Wales**  
 Jade Maddy -**Nick Maddy Coaches**,  
 Louis Dyson -**DRM**

## 1. Welcome (RC)

- Welcome and Introductions
- Meeting will be recorded for Minutes Purposes

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## 2. Capital and Revenue Spend Update (NA)

### Discussion:

- The project has been sent to the DFT for approval and is awaiting a response.
- All operators have had discussions with the council on costs, and some need to provide more detailed breakdowns before approval.
- If detailed breakdowns are not provided, the money will be allocated to another project.
- Projects still need internal approval. Ross and Natalie are working on getting these confirmed and signed off.
- Meetings have been set up for May to begin work on these projects, aiming for a launch in September.

### Action Items:

- Operators to provide detailed cost breakdowns.
  - Ross and Natalie to confirm and sign off on internal approvals.
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### **3.Transport Hub Update (ST)**

#### **Discussion:**

- Scott Tompkins outlined the phased approach to the construction of the new transport hub, starting with the demolition of the old railway depot and the creation of the new bus layover car park.
- The construction will proceed from left to right, with the public realm elements being developed subsequently.
- The goal is to complete construction and have the hub fully operational by spring/summer next year, with the bulk of the work occurring over the winter period.
- Scott presented the layout of the transport hub, highlighting the bus-only areas and traffic flow. Buses will enter through the city link road, turn into a bus-only area, and exit through a designated bus-only exit.
- The new bus layover area will be created first, followed by the public realm area, which will include parking for cyclists and improved connectivity for pedestrians and cyclists.

#### **Action Items:**

- Continue working closely with Transport for Wales and Network Rail to maintain station operations during construction.

### **3A -Bus Layover Facilities at the Transport Hub (ST)**

#### **Discussion:**

- Scott discussed the creation of facilities for bus drivers, including restrooms and break rooms, separate from passenger areas.
- There are ongoing discussions about how these facilities will be managed, whether through key codes, fobs, or padlocks.
- Ensuring safe access for passengers and staff during construction is a priority, with temporary bus stops and maintaining access for buses being critical.

#### **Action Items:**

- Finalise details with the contractor regarding the management of driver facilities.
- Set up operational meetings to discuss and resolve these challenges.

### **3B -Real-Time Information at the Transport Hub (ID)**

#### **Discussion:**

- Ian Davies raised the importance of real-time information for passengers.
- Scott confirmed that while real-time information hasn't been built into the initial design, it is a priority and will be included as part of the B-SIP.
- Natalie Amos added that real-time stands are planned for major stops and will be confirmed as part of the BSIP Capital Spend so there will be a RTI board at the Railway Station.

#### **Action Items:**

- Confirm the inclusion of real-time information stands as part of the BSIP or if funded by the Transport Hub project

### **3C-Operational Challenges at the Transport Hub (ST)**

#### **Discussion:**

- Scott emphasised the need to maintain safe access for passengers and staff during construction.
- Temporary bus stops will be created, and access for buses will be maintained.
- Addressing potential issues such as rail replacement coaches using the bus layover area was discussed, with operational plans needed to manage this.

**Action Items:**

- Engage with Network Rail and Transport for Wales to manage rail replacement coach usage.
- Set up operational meetings to discuss and resolve these challenges.

**4. A guide to the Local Transport Plan and Bus Summit (FH)****Discussion: Local Transport Plan**

- Ffion Horton provided an update on the local transport plan, which is going out for consultation in May.
- The plan aims to make buses more attractive through better infrastructure, priority measures, and enhanced services.
- Aspirational targets include reducing carbon emissions, improving accessibility and inclusivity, and increasing bus frequency.
- Specific projects mentioned include better bus stop infrastructure, priority bus lanes, and enhanced bus services to key areas.
- Ffion highlighted the importance of integrating the local transport plan with the B-SIP to ensure a cohesive strategy.
- The plan also focuses on working with developers to fund and support bus services, particularly in new housing developments.
- Challenges such as driver shortages and the need for infrastructure improvements were acknowledged, with a commitment to addressing these issues through collaboration with operators.
- The plan is split into two parts: Hereford city and rural market towns, recognising the different challenges and opportunities in each area.

**Action Items:**

- Set up an extra meeting to discuss the local transport plan in detail with all operators.

**4A****Discussion: Bus Summit (FH)**

- Ffion discussed the planning of a bus summit for the summer to address topics such as EV charging, route redesign, and future public transport strategies.
- The summit aims to engage stakeholders and partners to improve bus services and align with the local transport plan and B-SIP.
- Potential topics for the summit include EV charging, low carbon initiatives, and redesigning the bus network.
- The summit will include breakout sessions to focus on specific topics and gather input from various stakeholders.
- The date for the summit is yet to be finalised, with a tentative plan for early June.

**Action Items:**

- Finalise the date and agenda for the bus summit.

**5. Update on the Making buses easy in Herefordshire (SP)****Discussion:**

- Stephen Priestnall presented a project aimed at increasing bus patronage through a test and learn approach.
- The project involves designing and implementing mini-projects to test various components and gather insights.

- Successful engagement with sergeants on the 461 route has been achieved, focusing on making buses part of the community.
- Research and feedback from the community have been gathered through in-depth interviews, observations, and online surveys.
- Key findings include the importance of aligning the objectives of the council, bus operators, and customers to achieve sustainable outcomes.
- The project will continue with further test and learn phases, including engagement with Newport Transport and DRM Daffodil Line.
- The goal is to develop a county-wide strategic rollout based on the insights gained from these mini-projects.

**Action Items:**

- Continue with the test and learn phases and gather insights from the community.
- Develop a strategic rollout plan based on the findings.

**6. Any Other Business (RC)**

**Discussion:**

- No additional items were raised.

**Next Meeting:** 16<sup>th</sup> July 2025

**Prepared By:** Natalie Amos

**Date:** 28.4.25