



## Minutes of Meeting

**Date:** 20.3.25

**Time:** 09:30

**Location:** Teams

Chair: Ross Cook (RC), Corporate Director

Natalie Amos (NA), Jonathan Woodward (JW) Craig Lewis (CL) Dr David Land (DL)

Ffion Horton (FH) - **Herefordshire Council**

James Heaney Regalado (JHR) - **Stagecoach**

Alex Clark (AC) - **Newport Transport**

Ian Davies (ID), - **Yeomans**

Paul Lawry (PL) – **Sargeants**

Daniel Pierce (DP) - **Firstbus**

Christian Reed (CR) - **Stagecoach South Wales**

Jade Maddy - **Nick Maddy Coaches**,

Louis Dyson - **DRM**

### 1. Welcome (RC)

- Welcome and Introductions

---

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

- **Discussion:**
  - Previous discussions on capital and revenue spend were reviewed and thank you were raised for getting the costs in.
  - Estimates for costs from operators have exceeded the budget.
  - Individual meetings will be scheduled to discuss priorities and potential adjustments.
- **Action Items:**
  - Natalie to invite attendees to individual meetings to discuss priorities.

---

### 3. Capital Spend Breakdown (NA)

- **Discussion:**
  - **Software:** Near completion, with consultancy fees included to optimise routes.
  - **Bus Stop Improvements:** Significant budget allocated for improvements, especially in Leominster, and all other major bus stops in the market towns.
  - **RTI screens:** all major bus stops used and QR codes for bus stops that are used to make Hereford digital.
  - **Traffic Light Signalling:** Discussions with highways to improve traffic flow, particularly around Tesco's. Lots of progression is being made on this part and will then focus on the next traffic lighting issue to resolve
- **Action Items:**
  - Continue discussions with highways and finalize plans for traffic light improvements.

---

#### 4. Capital Spend Breakdown (NA)

##### Deadlines and Data Collection:

- **Discussion:**
  - Deadlines will be set for timely completion of services starting.
  - Timetables and predicted start dates need to be finalised
  - Data collection is crucial for monitoring the effectiveness of the spend and need to be reviewed every three months.
- **Action Items:**
  - Operators to provide timetables and start dates. Once meetings have taken place
  - Regular data collection and review every three months, system to be agreed on how this is implemented

---

#### 5. Communication and Social Media (NA)

- **Discussion:**
  - Importance of timely updates on service issues via social media.
  - A List of all capital spend will be sent to operators.
- **Action Items:**
  - Natalie to send out the list of capital spend to operators.

---

#### 6. Quarterly Meetings(NA)

- **Discussion:**
  - Quarterly meetings will be scheduled for budget monitoring and updates.
  - Additional ad hoc meetings will be arranged as needed.
- **Action Items:**
  - Natalie to schedule quarterly and ad hoc meetings.

---

#### 7. Sixth Form Transport Issues (DL)

- **Discussion:**
  - Concerns about increasing student numbers and transport issues, particularly with trains.
  - Discussions on improving bus services and stops for students.
  - Potential for creating travel plans with colleges to unlock funding for better bus services.
- **Action Items:**
  - Engage with colleges to develop travel plans.
  - Identify and improve bus stops used by students.

---

## 8. Concessionary Passes (NA)

- **Discussion:**
  - **Proposal:** Allowing disabled concessionary card users to use the network pre-9:30.
  - **Concerns Raised:**
    - **Capacity Issues:** Potential for overloading buses during peak times, which could affect service quality for other passengers.
    - **Fairness:** Ensuring that the policy is fair and does not create conflicts between different groups of concessionary pass holders.
    - **Financial Implications:** Need to understand the cost impact of allowing pre-9:30 travel for concessionary pass holders.
  - **Operator Feedback:**
    - **James Heaney Regalado:** Mentioned that there is a mechanism within the DfT calculator for increased marginal capacity costs for operators.
    - **Christian Reed:** Emphasized the importance of an all-or-nothing approach to avoid confusion and conflict for drivers and passengers.
    - **Alex Clarke:** Highlighted the need for simplicity and consistency, and raised concerns about capacity, especially with increasing student numbers.
    - **Paul Lawry:** Expressed concerns about demand management and the potential for overloading peak services.
  - **Next Steps:**
    - Investigate the financial implications and capacity issues further.
    - Consider the experiences of other councils that have implemented similar policies.
    - Develop a proposal that balances the needs of disabled concessionary pass holders with the operational and financial constraints of the service.
- **Action Items:**
  - Natalie and John to research the effects of similar policies in other councils.
  - Operators to provide feedback on potential capacity and financial impacts.
  - Develop a detailed proposal for consideration by the council.

---

## 9. Care Leavers (NA)

- **Discussion:**
  - Proposal to provide free travel for care leavers, with a specific pass type.
  - Operators agreed to support the scheme and provide necessary data for reimbursement.
- **Action Items:**
  - Develop and distribute care leaver passes.
  - Collect and analyse data on pass usage.

---

## 10. Data Sharing (NA)

- **Discussion:**
  - Emphasis on the importance of data sharing between operators and the council.

- Potential for operators to allow council access to ticketing systems for data collection.
  - **Action Items:**
    - Explore options for data sharing and access to ticketing systems.
- 

#### **11. Communication Improvements (NA)**

- **Discussion:**
    - Need for better communication of the group's work via social media.
    - Agreement to create a spreadsheet for tracking and promoting projects on social media.
  - **Action Items:**
    - Create and maintain a spreadsheet for social media promotion.
- 

#### **12. Any Other Business (RC)**

- **Discussion:**
  - No additional items were raised.

**Next Meeting:** 23.4.25

**Prepared By:** Natalie Amos

**Date:** 25.3.25