

SQP MEETING 30th SEPTEMBER 2016 13:00 MANN ISLAND

ATTENDEES: J. Townson, Merseytravel

K. Turner, Merseytravel

[Officer 1 Arriva]

[Officer 2 Arriva]

[Officer 1 Stagecoach]

[Officer 2 Stagecoach]

[Officer 1 Merseytravel]

1. Both Arriva and Stagecoach shared their concerns regarding the 86 reliability issues which have been increased due to roadworks on Smithdown Road.
2. Stagecoach informed the group there are some resource issues with 86C, they would not be prepared to increase resources , suggested they could possibly reduce the service at off peak times.
3. Both operators will review the services independently.
4. Arriva and Stagecoach to consult over 82/86 routes, both enquired if the data from these services could be made available for their meeting. Jeanette will action this. Timescale for the data to be available is 3 weeks.
5. Both operators have agreed to meet again in 4 weeks- data to be available for this.
6. Both operators will confirm Christmas QP corridors with Kevin.
7. Stagecoach and Arriva will register 471 and 472 as previous Christmas timetable with Stagecoach possibly extending their services by 1 hour.
8. Arriva will consider any ideas for the Sefton review.
9. Stagecoach to discuss Port Sunlight with Kevin.
10. **Date of next meeting – Friday 28th October – 10:00 am.**

ARRIVA & STAGECOACH 86 ROUTE MEETING – MANN ISLAND 1st NOVEMBER

Attendees: K. Turner, Mersey travel

J. Townson, Merseytravel

[Officer 2 Merseytravel]

[Officer 1 Arriva]

[Officer 2 Arriva]

[Officer 1 Stagecoach]

[Officer 2 Stagecoach]

1. Kevin began the meeting with a question to both operators if they had any views regarding the data they have been previously sent. [Officer 2 Arriva] made the enquiry regarding missing data.

2. [Officer 2 Merseytravel] showed all attendees the RTI reporting system on screen and focused on the 86 routes and highlighted the non-verified journeys and gave the possible reason why this may happen.

3. [Officer 2 Arriva] informed the group that the data would be useful for fault reporting purposes; [Officer 2 Merseytravel] stated that he could send the data for non-verified journeys. [Officer 2 Merseytravel] proceeded to show the group different forms of data for the 86 routes.

4. Kevin suggested to the operators that it could possibly benefit both operators to attend a Workshop specifically to look at the data for the 82/86 routes. [Officer 2 Arriva] informed Kevin it may be better for each operator to view the data individually then discuss their findings at a later meeting. [Officer 2 Arriva] asked if they could get three weeks' worth of data to allow them to get a clear picture.

5. [Officer 2 Arriva] discussed further route changes with the group, [Officer 1 Stagecoach] to think about the changes discussed.

Action: [Officer 2 Merseytravel] to consult with IT regarding the operators having access to the RTI report system. If this is allowed he will produce 3 weeks of data commencing 31/10/16 for both 82 and 86 routes for both operators.

No date was set for the next meeting.

SQP meeting 25th January 2017 – Mann Island

Attendees: [Officer 1 Merseytravel]

K. Turner, Merseytravel

[Officer 1 Arriva]

[Officer 2 Arriva]

[Officer 2 Stagecoach]

[Officer 3 Stagecoach]

1. [Officer 2 Arriva] gave a quick recap on what was discussed in the previous meeting and informed the group the issues regarding reliability issues with the 82 and 86 routes are still occurring.

2. A suggestion from Arriva was put to the group to increase resources on the routes to help with the issue and introduce the proposed rerouting via Duke Street or Park Lane at an earlier stage. Stagecoach informed the group there were no plans to increase resources.

3. KT put the suggestion of running both services as a circular into the city to the group.

4. In addition [Officer 2 Arriva] suggested some changes to other SQP services.

14 Saturday service frequency be reduced to every 12 minutes (each operator) and the 10A Monday to Saturday be reduced to 7/8 minutes.

These changes would be introduced as part of the summer revisions but would stay in place after September.

ACTION

Stagecoach agreed to share their running times for both routes with Kevin and Arriva and the outcome of this will be discussed at the next meeting.

Date of next meeting: 15th February - 08:30 - room 09-08 Mann Island

SQP meeting 15th February 2017

Attendees: J. Townson, Merseytravel

K. Turner, Merseytravel

[Officer 2 Arriva]

[Officer 1 Arriva]

[Officer 3 Stagecoach]

[Officer 2 Stagecoach]

Follow up meeting from 15th January 2017

82 route

[Officer 2 Arriva] informed the group there is a funding bid from the Bus Alliance for Duke Street within the next financial year, [Officer 2 Arriva] stated that he has informed Matt Goggins [Merseytravel] of the continuing reliability issues associated with Hanover Street, LCC are to be informed of these.

- Arriva discussed a request for Stagecoach to consider a change to the daytime frequency on the 82 corridor. Stagecoach could not give an answer at this stage but would consider the frequency change.
- Arriva shared with the group that the 82 route could possibly run as a circular - this is Arriva's preferred option to connect to Liverpool One.
- Feedback from Stagecoach customers was to have the 82 to run through Elliott Street/Charlotte Street.
- KT suggested 82 could possibly drop off at Elliott Street and pick up at Liverpool One.
- Both operators will do loading counts on the service over alternate days and discuss their findings at the next meeting.
- The 2 options for 82 route changes are Park Lane and Duke Street.

86 route

[Officer 2 Stagecoach] shared his findings of the running times with the group which were also shown on two graphs, Stagecoach have confirmed they have found timing problems on AM peak and PM peak times coming in to the city.

[Officer 2 Arriva] shared his concerns with the drop in the service reliability over the Christmas period from 79% to 65%. [Officer 2 Arriva] will email the proposed timetables to [Officer 2 Stagecoach] and KT and a copy of concerns that were sent to Matt, the 86 timetable will need to be finalised for September 2017.

Other SQP routes

Following on from the suggestions of the previous meeting, [Officer 2 Stagecoach] informed the group that they felt that they could not go along with a reduced daytime frequency on the 10A, and 14 routes but agreed with Arriva that the starting and finishing frequencies could be reduced without adversely affecting passengers.

[Officer 1 Arriva] voiced some concerns regarding Stagecoaches proposed change on service 472, [Officer 2 Stagecoach] agreed to take another look at the proposed time.

Action

[Officer 3 Stagecoach] - to email new 472 timings to KT

Stagecoach - to look at 10A timings

[Officer 2 Arriva] – to email proposed 86 timetables to KT and [Officer 2 Stagecoach]

Date of next meeting – Wednesday 8th March 09:00 Mann Island room 12-08

SQP Meeting 8th March 2017 – Mann Island

Attendees: K. Turner, Merseytravel

[Officer 2 Arriva]

[Officer 1 Arriva]

[Officer 3 Arriva]

[Officer 2 Stagecoach]

[Officer 3 Stagecoach]

Apologies: J. Townson, Merseytravel

Follow up meeting from 15th February 2017

- Hanover Street

It remained the opinion of Arriva that many of the reliability issues affecting both 82 and 86 services could be eased if Hanover Street was made Bus only, but that other arrangements should be considered whilst discussions between LCC and Merseytravel continued.

86 service

Stagecoach has now received the information from Arriva – [Officer 3 Stagecoach] will look at the timings – this will be discussed further at the next meeting.

82 service

Stagecoach agreed to reduce the frequency of the service from every 3 minutes to every 4 minutes. This revision will be implemented from September 2017.

Arriva will produce new timetables to reflect the timing changes of both services these will be shared at the next meeting.

Arriva informed the group of their findings from doing passenger alighting/loading counts on both SQP services - Renshaw Street was the more popular of stops for passengers to alight, however departing from Liverpool there was an even split between Liverpool One and Lime Street.

Three options were discussed to reroute the 82 service:

1. Use Park Lane
2. Leave existing route
3. In via Hanover Street out via Park Lane or Duke Street.

Stagecoach preferred the option to operate in and out via different routes.

Update on other SQP services

10 St Helens – registered for diversions

472 Heswall – issue resolved

Action

Arriva will produce proposed timetables for both 82 and 86 services.

Both operators will do work required for both 82 and 86 services for next meeting.

KT to get passenger counts from C4 and C5 services.

AOB

KT question to the operators – would they consider using the 82A or 82D service to cover an area the C4 and C5 currently service. Arriva stated the 82A would be a better option to use – but they would need the loading counts of the C4 and C5 before considering this more.

[Officer 3 Arriva] will discuss this at his next meeting with Runcorn depot.

Date of next meeting: April 13th 13:30 Mann Island G10

SQP Meeting 13th April 2017 – Mann Island

Attendees: K. Turner, Merseytravel

[Officer 2 Arriva]

[Officer 2 Stagecoach]

[Officer 3 Stagecoach]

Apologies: J. Townson, Merseytravel

[Officer 1 Arriva]

[Officer 3 Arriva]

Follow up meeting from 8th March 2017

- Hanover Street
[Officer 2 Arriva] reported that meetings continue with LCC regarding the issues relating to Hanover Street and that further discussions are likely within greater discussions centred on the Rope Walks area, the next meeting of which is planned for 8th May.

86 service

[Officer 3 Stagecoach] produced the Stagecoach portion of the 86 timetable.

82 service

Arriva are still working on the 82 timetable but it was anticipated that a draft would be available soon.

Rerouting remains unresolved but a decision on how the service should be routed will be taken after the Rope Walks meeting.

Update on other SQP services

Summer timetables are planned as per last summer:

53 reduced for summer

82/86 as per last year

14 no reduction

AOB

KT reported that Arriva Runcorn had been asked to consider diverting the 82A service via Kings Wharf to help compensate for the proposed withdrawal of C4/C5 but no answer had yet received.

Date of next meeting: 18th May 12:00 Mann Island G10

SQP meeting 18th May – Mann Island

Attendees: J. Townson, Merseytravel

[Officer 2 Arriva]

[Officer 1 Arriva]

[Officer 2 Stagecoach]

[Officer 3 Stagecoach]

Apologies: [Officer 3 Arriva]

K. Turner, Merseytravel

86 Timetable - Both operators stated they were happy with the proposed timetable.

82 route – Both operators agree on Park Lane being used for out of the city to help with reliability and punctuality.

82D & 86D – An agreement between both operators was made to pro-rata the frequency of the D services.

Summer timetables – Frequency for some summer services will be reduced – [Officer 1 Arriva] to email J Townson and K Turner with the details. Summer timetable changes will include 53, 86 and 82 routes, both operators will email their views on this to J Townson.

September changes- 53, 82 and 86 services will revert back to winter timetable.

10a – Arriva shared their reliability issues with the 10a service, Stagecoach will review their 10a data.

AOB- 471 service - no issues reported.

Action – [Officer 1 Arriva] to confirm with J. Townson that Arriva are happy with the summer timetables.

[Officer 1 Arriva] has confirmed that Arriva are happy with the summer timetables 53, 82, & 86 received from Stagecoach and Arriva are proceeding with the registrations.

J. Townson – will ask T. McDonough [Merseytravel] to review 10a reliability and report his findings, which will be discussed at the next meeting.

Date of next meeting – June 12th 15:00 Mann Island