

Scrutiny Committee

22 April 2013

Present: Councillor M Sharp, Chair
Councillor A Bowden, Deputy Chair

Councillors A Carr, S Kermode, J Dodd, H Todd and
L Robinson

Apologies for absence were submitted by
Councillors J Calvert, S Foulkes and P Walton

1. **Declarations of Interest**

No declarations of interest were made.

2. **Bus Passenger Survey Autumn 2012 Results**

(DCD/21/13)

The Committee considered a report of the Director of Corporate Development together with an accompanying presentation from Murray Leader, Senior Research Officer at Passenger Focus, regarding the results of the Autumn 2012 Bus Passenger Survey.

Councillor S Kermode enquired as to how many of those customers approached declined to take part in the survey due to not having time and was advised that the response rate was 21%. The methodology used had interviewers boarding the bus services throughout the day and offering all passengers the opportunity to take part, those wishing to were given a paper copy of the survey to be self-completed and returned in the post.

In response to a question from Councillor A Bowden regarding how the views of non-bus users were captured; Mr Leader explained that Passenger Focus represented the passenger and their experience. A separate survey would need to be undertaken to gain the views of those who did not use public transport.

The Director of Corporate Development reported that recent market research showed that convenience and

affordability were the two main factors why people chose not to use public transport. Merseytravel were looking to improve engagement with the transport operators on how best to increase patronage on the network.

Councillor A Carr sought clarification on paragraph 4.19 which detailed passenger's ratings of waiting times. He was informed that passengers were asked how near their actual wait time was to the time they expected to wait. The question was designed to measure the length of time people were prepared to wait and their tolerance levels if longer than anticipated.

Resolved that:-

- (a) the contents of the report be noted and Mr M Leader be thanked for his presentation, the contents of which also be noted;
- (b) the use of the survey results by People and Customer Development, Network Management and Asset Management to improve the service offered, and for consideration in ticketing policy development, be agreed; and
- (c) further analysis on the findings to understand the Statutory Quality Partnership Scheme market be undertaken.

3. **Effective Scrutiny**

(DCD/22/13)

The Committee considered a report of the Director of Corporate Development regarding Effective Scrutiny.

Resolved that:-

- (a) the importance of the Scrutiny Committee to the on-going work of the Authority be noted;
- (b) the contents of the report be noted; and
- (c) the intention for two sessions to be developed to support Members of the Committee in relation to the scrutiny function and the development of the work plan be approved.

4. **Resource Performance Update 2012/2013**

(DIT/18/13)

The Committee considered a report of the Director of Integrated Transport Services regarding an update on the work of the Asset Management Resource Performance section between April 2012 and April 2013.

The Senior Head of Operations highlighted the efforts of the Resource Performance Manager in improving the maintenance section.

Councillor M Sharp commented that it was good to see improvements had been made within the Asset Management Section particularly the reduction in casual overtime.

With regard to the filling of vacant posts Councillor A Carr enquired as to whether the apprentices within the section would be moved into the posts. The Senior Head of Operations advised that there were currently three apprentices in the department who were appointed to a four year apprenticeship approximately 16 months ago; therefore they would not fill the current vacancies. A previous apprentice had been able to be accommodated within the establishment.

Resolved that:-

- (a) the contents of the report be noted; and
- (b) officers be requested to submit half yearly progress updates.

5. **Executive Update - January to March 2013**

(DCD/14/13)

The Committee considered a report of the Director of Corporate Development regarding the matters considered by the Executive between January and March 2013.

Resolved that:-

- (a) the contents of the report be noted;
- (b) the actions/decisions of the Executive over the last three months be noted;

- (c) further reports in relation to specific projects the Committee may require be submitted as appropriate; and
- (d) Officers be requested to prepare quarterly update reports.

6. **Consultants Process - January to March 2013 Update**
(DR/10/13)

The Committee considered a report of the Director of Resources regarding Consultants appointed between January and March 2013.

Resolved that:-

- (a) the appointment of consultants, as detailed within the report be noted; and
- (b) Officers be requested to submit further reports as appropriate.

CHAIR