

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

CALDERDALE PASSENGER CONSULTATIVE COMMITTEE

DATE: 6 OCTOBER 2009

AGENDA ITEM NO: 3

SUBJECT: MEMBER FEEDBACK

Report of the Passenger Transport Executive

1. MATTER FOR CONSIDERATION

- 1.1. To advise members of the Committee of the feedback received at the last meeting and to report the action taken.

2. INFORMATION

- 2.1. At the last PCC meeting members were consulted on:

- Sustainable Travel Cities
- Rural Shelter Programme
- Real Time Voice Server
- Future Local Rail Timetable Development

3. INFORMATION

Sustainable Travel Cities

- 3.1. Members were supportive of the bid although concern was expressed regarding the lack of focus on, and connectivity to, areas outside the Leeds conurbation.
- 3.2. It was suggested that at a policy level, more should be done to encourage less travel through the development of more locally based employment and a decreasing focus on city growth.
- 3.3. There were some concerns that bus operators would benefit significantly from the funding at a time when a number of them continue to shrink the bus network.
- 3.4. There was a strong feeling that public transport journeys needed to be more cost effective to encourage modal shift
- 3.5. Rail/Cycle links were seen as an important area for improvement:
- 3.6. Other comments included:
 - Target 17 year olds before they start driving e.g. special offer for parents to buy their 17 year old a heavily discounted MetroCard instead of driving lessons

- Enhancements to the current internet journey planner software could play a useful role in providing personalised transport information.

Feedback

- 3.7. The Sustainable Travel Cities bid for Leeds has not been successful. However work is ongoing to identify ways of taking forward some of the ideas generated during the development of the bid, which included feedback from PCC members.
- 3.8. A consultation item at this meeting will seek members' views on Personal Travel Planning.

Rural Shelter Programme

- 3.9. This proposal was welcomed, and it was suggested that partnership with parish councils may assist. There was extensive support for establishing a shelter 'adoption' scheme, either through parish councils or other local representatives, to provide assistance with cleaning and damage reporting.
- 3.10. Use of sustainable materials and solar power was strongly supported, whilst views on design varied.
- 3.11. Comments included:
- Shelters need to be suitably weather / vandal proof
 - Sustainable materials would be welcomed, and electricity supplied from renewable sources if feasible
 - Attention should be given to the illumination of timetable cases in shelters and the introduction of realtime at remote locations.
 - Not all areas would want advertising on shelters and it was hoped this would not be a deterrent against shelters being provided.
 - Shelter could act as a hub for local information
 - Concerns that shelters can become a gathering place for local youths
 - Consultation should be undertaken locally to measure the support for shelter provision

Maintenance

- The low maintenance approach could be aided by use of modern surfacing materials such as 'self-cleaning' paint and glass
- Cleaning could be less frequent but consideration should be given to seasonal problems such as autumn leaf fall.

Location

- Every village should have one
- Provide shelters at exposed sites whether they are on a major bus route or in a rural location
- Provide shelters outside doctors' surgeries

Feedback

- 3.12. Work is under way to develop a rural passenger shelter. The design will ensure that standardisation is retained with current Metro shelters to ensure maintenance costs are controlled.
- 3.13. Additions to the current design of shelters may include sustainable materials such as wood and alternative power supply such as wind and solar power.

Real Time Voice Server

- 3.14. This was welcomed as a good development of the system and a number of members had tested the service and felt that it was straight forward and easy to use. It was felt that the system would be especially of benefit to older passengers and those with visual impairment who may not use the existing real time system.
- 3.15. It was suggested that marketing and promotion of the service should be targeted at specific groups who are more likely to make use of it.
- 3.16. A number of areas for improvement were suggested, including pronunciation issues, speed of speech and process for use.

Feedback

- 3.17. PCC members' comments on the system were welcomed by the real time team.
- 3.18. Work is already underway to improve the accuracy of the pronunciation of the destination names. Consideration is also being given to ways of addressing members' comments on the speed of speech and the menu system.
- 3.19. It should be noted that data issues are still being resolved within the system and these should be resolved once the system goes live.
- 3.20. A solution has yet to be identified for the issues regarding the reading of the full bus stop number, as there has to be a way of the user knowing exactly which bus stop it is. For example Street Lane has many stops on it, and the only way to accurately differentiate between these is using the stop number.

Northern Rail Timetable Development

3.21. A number of comments were received and these have been forwarded to Northern Rail for comment.

3.22. Suggestions included:

- A number of service and other aspirations for Brighouse,
- Suggested new services such as Huddersfield – York service via Wakefield, Normanton and Castleford,
- Self-Service Ticket Vending Machines (TVM) taking cash and cards would prevent passengers having to queue at barriered stations for tickets and reduce fare evasion by encouraging pre-payment
- Incorporation of Brighouse into Calderdale's pay and display scheme with 100% discount for rail service users to avoid non-rail user car park abuse

Feedback

3.23. PCC members' comments and suggestions have been forwarded to Northern Rail for consideration. Where practical and affordable, these may be considered for inclusion in an appropriate future timetable change.

3.24. Northern Rail are trialling new TVMs at Burley Park and Horsforth, and would also welcome discussions for Brighouse to come under Calderdale's pay and display scheme.

Additional Issues

3.25. The following additional issues were raised:

Information

3.26. Members queried if the real-time system in Brighouse bus station is compatible for the blind and partially sighted, and it was requested that Braille signs be erected at Brighouse bus station to assist sight impaired passengers with stand information.

Feedback

3.27. Metro is committed to supplying travel information for visually impaired passengers and is currently reviewing how best this can be achieved across all of Metro's West Yorkshire bus stations, including Brighouse bus station.

3.28. A number of options are currently being considered and developed as part of Metro's Display Refresh project which may seek to link the audible message service to the bus stations electronic real-time passenger information system.

- 3.29. Progress updates will be provided to future meetings of the Committee.
- 3.30. Metro continues to work with the local Access Officer and access groups in West Yorkshire on the development and provision of passenger facilities.
- 3.31. As part of Metro's usual procedures, a formal project review will be carried out on the new bus station in Brighouse. As part of this process, passenger feedback and suggestions on the new facilities will be reviewed and consideration given to any feasible enhancements that could possibly be incorporated.

4. RECOMMENDATIONS

- 4.1. That this report be noted.

Director General
West Yorkshire Passenger Transport Executive