

# WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

## LEEDS PASSENGER CONSULTATIVE COMMITTEE

DATE: 12 JANUARY 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 of the Committee and to report the action taken.

#### 2. INFORMATION

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

- Metro's Journey Planner
- Local Transport Plan
- Transport Innovation Fund research programme

##### Metro's Journey Planner

- 2.2. The Committee received a short presentation regarding Metro's electronic journey planner. It was explained that the journey planner was to be reviewed and members' views were sought on customer expectations for its future development.

- 2.3. Whilst most members thought the journey planner a useful resource, some members preferred to use MetroLine, or thought that some people may not use the internet to access information.

- 2.4. PCC members' suggestions included:

##### Destinations

- When typing in a destination, too many options are displayed which can be confusing
- Works well if users know where they want to go but can be difficult to select certain tourist attractions
- Include routes/directions relating to special events, eg the Yorkshire Show
- List of place names can be cluttered up with duplicates - e.g. "Lidget Green (Bradford)" and "Lidget Green, Bradford".
- The Next> link and [Use selected location] can be confusing – suggest using the term "More>" rather than "Next>"

### Journey Details:

- Highlight which services are low floor
- Highlight accessibility of bus/rail stations
- Reinststate the all day summary that was available on the old journey planner
- Improve accuracy of information, occasionally minor errors in train departure times
- The 'Later' button duplicates results - e.g. if an initial search returns options A, B and C; the 'Later' seems to return a list consisting of 'A, B, C, B, C, D' (rather than B,C,D or C,D,E).

### New Features:

- Include an advanced search option to enable users to select e.g. walking distance between interchange points
- Provide additional information regarding walking links to include distance and gradients of the route, as well as the time taken
- Include an option to choose various routes, e.g. quickest, shortest
- Provide different options for journeys to allow for cancellations and delays
- The ability to access the journey planner via SMS (mobile text) would be welcomed.
- Incorporating real time information would be welcomed, but with a note of caution that 'predictions' cannot always be relied upon, e.g. late running services can catch-up.
- Allow for those users who make spelling errors when keying in their journey details
- Additionally, the TfL journey planner was highlighted as an example of a good system

### Feedback

- 2.5. Metro is talking to our partners in the Yorkshire Partnership about how the current journey planer can be enhanced or replaced to incorporate the valuable feedback received from PCC members. Progress will be reported to future PCC meetings.

### Local Transport Plan

- 2.6. Members were given the opportunity to provide input and feedback on key issues of the LTP strategy and its delivery and were asked to consider what they thought had improved or got worse and key concerns to focus on over the next two years.

2.7. The following feedback was received:

- Planning Authorities should include public transport schemes when considering plans for new developments

#### Investment

Push for more strategic investment in:

- LRT systems
- Increased capacity of rail lines,
- Opening more new stations
- Open more new rail lines
- Increase car parking capacity at rail stations

#### Congestion

- There is a need to address congestion issues in other districts as well as Leeds
- More priority to be given to Park and Ride to reduce commuter congestion
- Bus Services
- Better integration between and within modes of public transport, more pressure on operators to achieve this
- Consideration be given to producing a district based bus only MetroCard that could be used on all services
- More action to reverse decline in bus usage and in quality and quantity of bus services

#### Local Issues

- Concern was expressed that Calderdale did not have many schemes in the LTP despite the area suffering severe congestion problems as people needed to travel to both Manchester and Leeds.
- Better access is required to the Airedale hospital on Sundays from Keighley.
- There is a lack of public transport to sites such as Xscape, Junction 32 Outlet and Glasshoughton rail station.
- Ensure that areas such as Kirklees and the settlements within it are not ignored within the development of Leeds city region.

#### Feedback

2.8. PCC members' comments provided useful input into the LTP progress report and have been included in the report, which will be circulated to members. Comments helped to focus on actions for coming years and will be reflected in the future LTP capital programme and Metro's corporate plan.

### Transport Innovation Fund

- 2.9. Members' feedback was sought on how they would like to be involved in the TIF process over the next two years.
- 2.10. It was suggested that PCC Members could be involved in providing real life examples of current good/bad experiences, along with observations of good practice in other areas.
- 2.11. This could be done by issuing members with A5 diary pads with tear off sheets to be returned on a weekly basis in pre-paid envelopes (a system currently used by Leeds PCT with patient user groups).
- 2.12. One respondent was concerned at the lack of funding in comparison to the Manchester TIF bid.
- 2.13. It should be noted that the £4.6 million funding discussed at the last PCC meeting is for a 2 year research, consultation and data collection project to assist in the delivery of a business case to bid for a much higher level of TIF funding.

### Additional Issues Raised

- 2.14. The following issue was also raised at the last meeting:

Transport for High School Students.

Councillor Lyons advised that he had not yet received a response regarding the request he made at the previous meeting relating to work placement students. Mr Graham of First Leeds reported that he had dealt with individual cases which had been brought to his attention but not yet explored options with Metro. Progress would be reported to a future meeting.

- 2.15. Further research indicates that this problem is specific to some students rather than being widespread. Work placement coordinators at schools have been advised to report any specific problems that arise in 2009 so that a solution can be found and students are not prevented from taking up work placements.

### Access to Hospitals

- 2.16. PCCs have previously been consulted on access to hospitals and health care services.
- 2.17. Members' feedback included a number of suggestions such as:
  - Improved information for staff, patients and visitors
  - Improving bus service frequencies in the evenings to improve access for visitors
  - Printing bus travel discount tickets on the back of hospital car parking tickets

- 2.18. It was previously reported that two areas of work are being progressed to address access to hospitals and health services: hospital access audits and a travel to health information strategy.
- 2.19. Following the access audits undertaken during summer 2008, joint action plans have been drawn up between Metro, each of the five hospital trusts covering West Yorkshire and the five district councils. The action plans include recommendations from both the access audits and the travel to health information strategy.
- 2.20. Key areas identified for improvement include evening bus service frequencies, travel information, public transport, hospital and highways infrastructure.
- 2.21. Hospitals welcomed the idea of encouraging drivers to try accessing the hospital by bus. However, the use of car parking tickets to offer discounted bus fares was not practically possible as car parking ticket services are provided by a range of external contractors.
- 2.22. Alternative methods of promoting public transport access to hospitals for car drivers will be pursued through the development of the travel to health information strategy.

### 3. **RECOMMENDATIONS**

- 3.1. That this report be noted.

Director General

West Yorkshire Passenger Transport Executive