

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

LEEDS PASSENGER CONSULTATIVE COMMITTEE

DATE: 18 JANUARY 2010

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:
 - 2009 Market Research Results
 - Personal Travel Planning
 - Stakeholder Communications

3. INFORMATION

2009 Market Research Results

- 3.1. The following comments were made:
 - It would be helpful to have views on individual stations
 - It was suggested that views from rural and urban respondents be split
 - In order to provide a more accurate summary when compiling the survey results, it was suggested that only responses from public transport users be used for certain questions
 - It was suggested that face to face surveys should be carried out in bus and rail stations.

Feedback

- 3.2. Members' comments are welcomed and consideration will be given to how they could be incorporated in future surveys. It should be noted that some suggestions have potentially significant cost implications.

Personal Travel Planning

- 3.3. Members' views were sought on how this area of work could be taken forward and the following comments were made:
- Have a 'free day' on public transport to encourage people to try it out.
 - It was important to have reliable and permanent services in place to encourage people to change their travel patterns.
 - There was a need to look at longer-term solutions such as developing park and ride sites that were large enough to accommodate future growth.
 - Members welcomed the development but considered that 'cold-calling' people in residential areas may not be an appropriate approach. It was suggested that small communities could be targeted via forums held with local councillors as well as the workplace, health and leisure facilities.
 - Concern was expressed that the presentation had not included PTP for disabled people.

Feedback

- 3.4. Discussions on Personal Travel Planning and the wider Smarter Choices approach are ongoing with a range of partners. Members' comments will be fed into this process.

Stakeholder Communications

- 3.5. This was welcomed, and the following suggestions were made:
- Not everyone has access to or owns a computer and that information should also be distributed on bus services and in local newspapers
 - If information is sent to charity and voluntary based organisations it could become prohibitively expensive for them to distribute the information.
 - It was suggested that local authorities, hospitals and businesses be emailed with relevant information so that it could be 'cascaded' to their staff.

Feedback

- 3.6. A wide range of information provision is currently targeted at members of the public, and includes a variety of media.
- 3.7. This particular initiative aims to increase and improve the amount of information provided to key organisations such as local authority departments, voluntary and community based organisations. The majority of these organisations do have access to computers.

- 3.8. MetroMessenger would not be the only means available and future information delivery would utilise a range of outlets and media.

Other Issues

Boxing Day Bus Services

- 3.9. It was suggested that Metro produce a timetable for the Boxing Day services and Metro would investigate ways of publicising them as well as on the Internet.
- 3.10. Two leaflets were produced, with timetable information, and were available to download from the web site or to collect from travel centres:
- **Services into Huddersfield** from around Kirklees, Bradford, Brighouse, Halifax and Leeds.
 - **Services into Leeds** from around the Leeds area, Bradford, Castleford, Halifax, Kirklees, Pontefract, Shipley and Wakefield.

Real Time

- 3.11. It was agreed that Metro would investigate the problems with real time information on service X84 which were reported at the meeting.
- 3.12. There was an issue with X84 not showing on the real time system on the outwards journey from Leeds to the edge of Leeds because of an error in the data provided by First. This resulted in a few of the on street bus displays being turned off because they were showing the wrong information. The issue has now been resolved and the X84 is now showing correctly on the real time system and the signs have been turned back on.

Congestion

- 3.13. It was reported that there was an ongoing problem with traffic congestion in Leeds City Centre caused by queuing Hackney Carriages. This was impacting on the operation of local bus services and access by other vehicular traffic. Members were advised that Metro was to meet with Leeds City Council and First in the near future to consider proposals to alleviate the problem.
- 3.14. This problem was caused by taxis using the Headrow taxi rank in great numbers, blocking The Headrow /Vicar Lane junction. This matter has now been addressed and taxis are using a new rank on Lower Briggate and a new taxi holding area on Meadow Lane.
- 3.15. To accommodate the new taxi rank on Lower Briggate Metro have agreed with bus operator First to remove bus stop T5 , which has resulted in Morley bus services having to use an alternative bus stop V1 on New Market Street.

4. RECOMMENDATIONS

4.1. That this report be noted.

Director General

West Yorkshire Passenger Transport Executive