

# WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

## CALDERDALE PASSENGER CONSULTATIVE COMMITTEE

DATE: 10 OCTOBER 2006

AGENDA ITEM NO: 4

### SUBJECT: INFORMATION

#### Report of the Passenger Transport Executive

#### 1. MATTER FOR CONSIDERATION

1.1. Matters of information relating to the Calderdale district.

#### 2. INFORMATION

##### National Customer Service Week

2.1. Metro has participated in National Customer Service week which ran from 2<sup>nd</sup> to 8<sup>th</sup> October. National Customer Service is a week long celebration of Customer Service Professionalism designed to raise awareness of the important role Customer Service Professionals play within their organisation. Over 1200 organisations across the country took part in the week long series of events.

2.2. A number of events took place during the week to highlight the importance of customer service in Metro. These included "meet the manager" open days at bus stations in Huddersfield, Leeds and Bradford. Managers met customers and answered questions as well as discussed various aspects of their job managing the bus stations. There were also demonstrations of the 'yournextbus' real time information system.

2.3. Metro is a member of the Institute of Customer Services and almost 30 staff from different sections have achieved ICS awards with many others progressing towards their award.

##### October Bus Service Changes

2.4. The next major bus timetable change of the year occurs on the weekend of the 28 October 2006. Details of the changes will be set out in a copy of Metro's Changing Times leaflet which will be available at the meeting. The impact of the changes can be summarised as follows;

- **Leeds** – timetable alterations to services 4,16,33, 33A, X84.Metro Connect MC1 service reduces to peak time only

- **Bradford**- the route and timetable changes for services between Bradford and Guiseley, Yeadon and Leeds Bradford International Airport. Route changes to K&D services in Oakworth.
- **Kirklees** – route and timetable changes to services between Huddersfield and the Holme Valley. New Huddersfield FreeTownBus
- **Calderdale** – minor changes to First services, alterations to the Hebden Bridger network.
- **Wakefield** – new market days only service from Middlestown to Ossett and Dewsbury markets

#### December 2006 Rail Timetable

- 2.5. The new national rail timetable will commence on Sunday 10 December 2006 and operate until Saturday 19 May 2007. There are a few minor changes to Northern local services as listed in Appendix 1.

#### Additional Peak Seating Capacity on Trains from December 2006

- 2.6. Details of additional peak seating capacity are listed in Appendix 2.
- 2.7. TransPennine Express expect to have all their fleet of new Class 185 “Pennine” diesel units in service by the end of January 2007. Some peak trains to and from Leeds and Manchester will be formed of 6 cars. The Hull - Manchester Piccadilly service will be operated by cascaded Class 170 units.

#### Christmas and New Year 2006/7 Train Service Arrangements

- 2.8. The following pattern of Northern local rail services will operate over the holiday period:
- Saturday 23 December 2006  
Normal Saturday local services will operate.
  - Christmas Eve, Sunday 24 December 2006  
Normal Sunday local services will operate until at least 2000. Late night local trains will not run.
  - Christmas Day, Monday 25 December 2006  
No rail services will operate.
  - Boxing Day, Tuesday 26 December 2006  
No rail services will operate.
  - Wednesday 27 December 2006  
Normal weekday local services will operate except for a few early morning trains.
  - Thursday to Saturday, 28 - 30 December 2006  
Normal local services will operate.

- New Year's Eve, Sunday 31 December 2006  
Normal Sunday local services will operate until at least 2000. Late night local trains will not run.
- New Year's Day, Monday 1 January 2007  
Normal weekday local services will operate in Yorkshire except for a few early morning trains. No local Northern services will operate in the North East of England area.
- Tuesday 2 January 2007  
Normal weekday local services will operate.

- 2.9. Long distance rail services operated by GNER, Virgin Trains and Midland Mainline will be subject to change throughout the holiday period. There will be few engineering works affecting train services in the Yorkshire area. The Settle - Carlisle service will be replaced by buses between Kirkby Stephen and Carlisle from Wednesday 27 December through to Monday 1 January inclusive. The route is already closed between Skipton and Carlisle every Sunday until 28 January with details from 10 December included in the new national timetable. Sheffield station will be closed for signalling renewal over the period of no trains from late Sunday 24 to early Wednesday 27 December.

#### Station Improvement Programme

- 2.10. Following consultation with PCC members, a programme of works has been developed with a view to delivering a step change in the general appearance and quality of facilities at a number of prioritised local rail stations. Metro has agreed to provide funding of up to £82,000 to the station operator, Northern in order that this work can take place as soon as possible.
- 2.11. Mytholmroyd and Sowerby Bridge stations are included in the programme.
- 2.12. The main elements of work include the following: -
- Provision of enhanced security measures such as the installation of convex mirrors
  - Lighting enhancements
  - Deep cleaning
  - Removal of unnecessary or overgrown vegetation
  - Station painting
  - Renewal of Metro branding
  - Shelter renovation, where necessary

## Rolling Stock Refurbishment

- 2.13. Metro is currently providing funding for a number of schemes that will improve the passenger environment inside a number of trains that operate on local services. Work is being carried out as follows: -

### **Class 155 diesel units**

- 2.14. A refurbishment scheme to improve the seven, 2-car, Class 155 trains that operate in West Yorkshire is well underway. The scheme is being funded by Metro and delivered by Northern Rail.
- 2.15. The first refurbished train is already back in service and Metro expects all seven to have been refurbished by February 2007.
- 2.16. The internal improvements to each train include the following:
- New coir matting to the end vestibules together with a new centre runner carpet in the saloon areas
  - New internal panels and new coverings to the end and mid panels
  - Improvements to the toilet area
  - Seat overhaul
  - Improvement to wheelchair areas
  - New diffusers to the central light fittings
- 2.17. The refurbished Class 155 trains will be easy to identify as they are returning to service in a new Northern livery with Metro branding.

### **Class 321 electric units**

- 2.18. Metro has worked with HSBC Rail and Northern to develop a package of passenger enhancements to the three Class 321 units which currently operate the Leeds – Doncaster service. The enhancements will be carried out as part of a major overhaul and refurbishment later this year. The proposed enhancements include the provision of an on-board Passenger Information System, CCTV, and improvements to seating, floor covering, interior lighting wheelchair space and cycle storage area. The units are also being fitted with sanding equipment so that they will have better adhesion at those times when conditions are poor due to greasy rails.
- 2.19. It is expected that the enhancements will be completed in early February 2007. The units will also be re-painted externally and this will be funded by Northern as part of the standard overhaul.

### **Class 158/9 diesel units**

- 2.20. A scheme is planned to replace the seat cushions fitted within Metro's fleet of Class 158/9 vehicles. Jointly funded by Metro, Northern and

South Yorkshire PTE, the works will start in February 2007 and are expected to be completed in October 2007.

#### Taxi Safety Event

- 2.21. This recent event, jointly organised by Metro and the Taxi Licensing Authorities, was aimed at promoting safety, raising awareness and creating the opportunity for taxi drivers/operators to meet with a range of professional agencies involved in promoting safety and security for taxi drivers and passengers.
- 2.22. The event attracted good support from taxi drivers who came to see exhibits from the taxi trade and public sector organisations involved in safety and training (Police, GoSkills, Crimestoppers etc). Feedback on the day, and in writing since the event, has shown overall high levels of satisfaction that the event was well organised, well attended and both useful and informative for the attendees and exhibitors.
- 2.23. Overall the event has demonstrated that the relevant Authorities in West Yorkshire are committed to promoting improvements to safety for taxi drivers and passengers. Further information and pictures from the event can be viewed on the West Yorkshire LTP web site ([www.wyltp.com](http://www.wyltp.com) and click on 'Build a Better Taxi' link).

#### Community Transport Partnerships Conference

- 2.24. Community Transport is the provision of non-profit making transport for members of the community who do not have suitable conventional public transport services available for their travel needs. Community transport includes a range of transport services, typically run by voluntary organisations. These include dial-a-ride services, car schemes run with volunteer drivers, and other community-based transport initiatives.
- 2.25. Metro, in partnership with the Coalfields Regeneration Trust, hosted a community transport partnerships conference on 21 September 2006. At the event, Community Transport operators, transport authorities and regeneration agencies came together to explore how they can work together to address social exclusion and to provide regeneration.
- 2.26. Over 100 delegates from all over the country attended the Conference, which was addressed by Ed Milliband, Parliamentary Secretary in the Cabinet Office with responsibility for the development of social enterprise. In workshop sessions delegates also discussed practical experiences and identified actions which would help develop further the role of community transport.
- 2.27. Following the event, Metro is planning to meet with representatives from the Community Transport sector and the Coalfields Regeneration Trust to discuss how this matter can be taken forward.

### Real Time Displays

- 2.28. Metro is investing in nearly 1,000 electronic real time information displays for bus stops over the coming 2 years.
- 2.29. 172 Large and over 500 small displays will be located in the busiest shelters in West Yorkshire. The busy shelters include those in city and town centres, along major bus routes and next to large businesses and retail outlets. For lightly used shelters and stops, where displays are not available, the yournextbus text messaging and WAP services will continue to provide exactly the same information for waiting passengers.
- 2.30. The large displays, as well as being larger, are brighter, more conspicuous and easier to read from distance than the small displays. For this reason, these will be located in busy city and town centres so that more bus passengers and potential bus passengers see the displays.
- 2.31. The annexed list (Appendix 3) sets out 150 proposed locations for these large displays, and reflects the input of PCC members from consultation undertaken at a previous meeting. The chosen sites are those with the highest number of passengers.
- 2.32. Installations of both large and small displays should commence in October/November, and will continue for around two years.

### Yellow Bus Phase 3

- 2.33. On the 10 January 2006 the Department for Transport (DfT) agreed funding to cover Phase 3 of the MyBus project. This provides for the implementation of a further 60 buses funded from a £7 million capital grant.
- 2.34. To encourage competition for Phase 3 services, tenders have been split into 3 batches. To date two batches have been issued and awarded, covering 41 buses.
  - The first batch (Batch 400) of 15 buses has been awarded to First. The second batch (Batch 401) of 26 buses resulted in awards to CT Plus (25 buses) and First (1 bus). Details of the schools served by the 41 buses awarded so far in Phase 3 are included in Appendix 4. It is anticipated that the remaining 19 buses in Phase 3 will be tendered as small lots within 1 batch later in 2006.

### Hebden Bridge – Fairfield update

- 2.35. Following public feedback on the operation of the revised timetable (July 2006), Service E will be altered on 29 October to include trips to and from Fairfield, Monday to Saturday. Service E will be serving both Eaves and Fairfield on a limited number of journeys each day. The market day service covering Fairfield, Eaves and Hardcastle Craggs, will

be withdrawn from 29 October due to low passenger usage. Metro does not envisage any further major changes to the Hebden Bridger network in the coming year.

#### Brighouse Bus Station

- 2.36. It is anticipated that planning consent for the proposed redevelopment of Brighouse bus station will be obtained in October. Discussions have been held with bus operators about how the works can be phased in such a way as to keep any disruption to passengers to a minimum.

#### Cycle Lockers at Rail Stations

- 2.37. The Todmorden scheme involves the following:
- provision of 5 bike stands to the right of the subway entrance
  - CCTV coverage of both new bike stands and old cycle lockers
  - provision of information boards outlining cycling facilities in the area
  - a marketing campaign (including provision of route signs) in and around Todmorden.

#### Air Quality

- 2.38. The recently submitted Local Transport Plan (LTP) identified Air Quality as one of the shared priorities (also included are congestion, accessibility and safety) and the Plan sets out the strategy for dealing with AQMA and AOCs (Air Quality Management Areas and Areas of Concern). In Calderdale 3 AQMAs have been identified: Huddersfield Road/Salterhebble in Halifax, Hebden Bridge and Sowerby Bridge, and 5 AOCs including sites along the Calder Valley. There are 4 key elements in the strategy to address air quality and vehicle emissions.
- traffic demand management measures, focusing on commuter journeys
  - encouraging more sustainable travel
  - actions to reduce vehicle emissions, and
  - measures to adapt to the effects of climate change

- 2.39. LTP resources will be directed towards measures to deliver each of the strategy elements. These could include for example measures such as road space reallocation to promote bus use, or travel plans to promote sustainable travel or the promotion of driver training.

#### Public Transport Vehicle Emissions

- 2.40. The testing and fitness of buses (Public Service Vehicles) is the responsibility of the Government Vehicle and Operator Services Agency (VOSA). This agency tests vehicles for emission standards and, following testing, can issue a certificate which entitles the operator

of the vehicle to pay a reduced excise duty (road tax) if it meets low pollution standards. VOSA can also issue prohibition notices preventing the operation of buses emitting large quantities of smoke from their exhaust.

- 2.41. New buses must meet Europe wide "Euro" standards for reduced emissions. These are becoming more onerous each year, the current standard "Euro 4" was introduced in 2005 and the next standard "Euro 5" is coming in 2008.

### 3. **RECOMMENDATIONS**

- 3.1. That the report be noted.

Director General  
West Yorkshire Passenger Transport Executive

Lead Officer :	
Date :	