

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

LEEDS PASSENGER CONSULTATIVE COMMITTEE

DATE: 6 JULY 2009

AGENDA ITEM NO: **4.**

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

Hospital Appointment Times

- 2.1. An extension of concessions to cover peak time travel was not supported.
- 2.2. Although early appointments are sometimes necessary, it was felt that the current scheme is generous and morning peak time services should be for people travelling to work.
- 2.3. Suggestions as to how this issue could be addressed included:
 - Raise awareness of ENCS amongst NHS staff
 - Investigate issuing travel passes to patients with early appointments
 - Charge half fare for permit holders travelling before 09:30

Feedback

- 2.4. Metro has designed a questionnaire, to try to better understand the extent of this problem, before taking any further action. This will be mailed to a sample of current concessionary permit holders.

2009 Market Research Programme

- 2.5. It was suggested that the questionnaire be made available on the website in order to increase the sample size.
- 2.6. A number of suggestions were made for additional questions including:
 - Satisfaction with levels of local bus service provision, capacity, cleanliness of buses and trains, standards of passenger care by staff, complaint handling processes.
 - Modal shift/reasons for mode shift.
 - Members queried the point of asking non users for their opinions of services and facilities when they do not use them. It was suggested

that non users be asked why they do not use public transport.

Feedback

- 2.7. The sample size for the telephone survey has been increased, and the questionnaire will also be made available on the Metro web site.
- 2.8. There was limited opportunity to include additional questions, due the overall length of the survey, however members feedback has been incorporated in the following new questions:
- Over the past year have you used public transport more, the same or less than in the previous year?
 - If More/If Less What is the reason for that?
 - cost of car use/ownership
 - cost of public transport use
 - change of personal circumstances
 - good experience of public transport
 - good service levels
 - environmental impact of transport mode
 - walking/cycling more to get fit
 - other
- 2.9. The survey also includes questions on satisfaction with bus and rail services and customer care.

Customer Feedback

- 2.10. The 'You said, we did' report was welcomed as useful overview which demonstrates action is being taken on public concerns.
- 2.11. It was suggested that a more concise version of the report would be more suitable for general release.

Feedback

- 2.12. Metro is still working on ideas for the future development of 'You said, we did' report and members' feedback will be considered.

Additional Issues

Information

- 2.13. It was suggested that there should be a consistency in the provision of information at all bus stations and that information should be provided at bus stations for services which do not use them (e.g. service 110 in Wakefield, 370/1/2 in Huddersfield).

Feedback

- 2.14. Metro will look into providing information in bus stations on services which do not use the stations but stop nearby.

Information

- 2.15. The speed at which information screens at railways stations change can make it difficult for some people, especially those with learning disabilities, to read the information. It was agreed that the feasibility of extending the screen refresh time would be investigated.

Feedback

- 2.16. It is thought that the screens are set to a National Standard refresh time. However, Northern will investigate this matter and report back to PCC members.

DayRover

- 2.17. Members suggested that the Family DayRover ticket be more widely publicised, particularly on buses, as it was considered to be value for money and could save passengers significant travel costs.

Feedback

- 2.18. Family DayRover is already widely promoted through a number of channels, including at bus and rail stations, shelters, on bus and through local libraries and tourist information centres.
- 2.19. Marketing campaigns tend to be timed to fit with school holidays, with a DayRover campaign about to be launched across West Yorkshire to raise awareness before the summer holidays commence.
- 2.20. Metro will investigate opportunities to further promote the ticket through local family centres and other local community settings.

Leeds Rail Station

- 2.21. Concerns continue regarding congestion problems in the ticket hall. It was noted that Northern were unable to install fixed barriers and members asked Northern to investigate the feasibility of painting lines on the floor to guide people.
- 2.22. Northern state that the problems will not be resolve by the painting of lines on the floor and believe that a longer term approach e.g. re-siting the ticket sales offices would be required to address this issue.

3. RECOMMENDATIONS

- 3.1. That this report be noted.