

AGENDA ITEM No: 2

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

AT A MEETING OF THE CALDERDALE PASSENGER CONSULTATIVE COMMITTEE HELD IN THE TOWN HALL, HALIFAX ON TUESDAY 11 OCTOBER 2005

PRESENT: Councillor G Wainwright (Chair)

WYPTA

C Townley

PUBLIC REPRESENTATIVES

James Calland
Vic Duke
Lesley Mackay
Howard Maude

Peter Melling
Marian Peel
Peter Stocks
John Sykes
John Whiteley

Also in attendance:

R Kendrick - Arriva
N Walsh - T J Walsh

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors K Hussain and K Watson and public representative David Bruce.

2. ELECTION OF DEPUTY CHAIR

RESOLVED – That John Sykes be elected as Deputy Chair of the Committee.

3. MINUTES

Further to minute 16, Police Enforcement of Bus Lanes, it was reported that an issue regarding illegal parking in a bus lay by had been reported to the Police and Traffic Wardens but no action was taken and the problem was still occurring. Members were advised to report any future incidents to Metro who would seek to secure Police support to resolve the matter. It was further noted that from April 2006 District Councils would assume the powers to enforce the law regarding illegal parking in bus lanes.

RESOLVED - That the minutes of the meeting held on 12 April 2005 be approved.

4. MEMBER FEEDBACK REPORT

The Committee considered a report of the Passenger Transport Executive advising them of the feedback received at the meeting of the Committee held on 12 April 2005.

RESOLVED - That the report be noted.

5. INFORMATION REPORT

The Committee considered a report of the Passenger Transport Executive on information regarding current developments and issues affecting the Calderdale District.

Police Target (Safer Transport Group)

The Committee were updated on the work being done in partnership with the Police and Crimestoppers to address anti social issues on the public transport network. Members noted the success of the scheme to install CCTV at all bus stations and were advised that the number of reported anti-social behaviour incidents in Metro bus stations across West Yorkshire had reduced by 24% compared to the figure for 2003.

Bus Service Reliability and Punctuality

It was reported that Metro was forming Performance Improvement Partnerships with bus companies and the District Council Traffic Managers to closely monitor bus performance, set targets for improvement and agree action plans to achieve the targets.

The Committee discussed the penalties imposed on operators for lost mileage and were advised of the procedures taken by the Traffic Commissioner when complaints were made to them regarding the punctuality and reliability of bus services.

Yellow Bus

Members noted the list of schools to be served in Phase 2 of the scheme using 60 vehicles to be procured within the 2005/2006 financial year. Metro had procured a low floor vehicle for Phase 2 services and planned to replace the high floor vehicles used in Phase 1. Delivery of the first of the new vehicles would be in the Autumn and it was expected that these would become operational after the October half term.

It was reported that the Yellow Bus scheme had been short listed for the Innovation Award for the UK Bus Awards 2005 and the winner would be announced in November 2005.

On-Bus CCTV

The Committee were advised of a scheme where Metro had assisted in the funding of CCTV cameras and recording equipment to 364 buses operating in West Yorkshire. It was reported that the Passenger Transport Authority had approved additional expenditure of £500,000 to enable a further 170 buses to be fitted with the equipment. It was noted that by law, all the new buses should display signs advising passengers that they were being monitored by CCTV.

With regard to installing CCTV on rail services, it was noted that older rolling stock was constructed in a way that would make the installation of cameras difficult. However it was noted that consideration was being given to fitting newer trains with cameras although the funding arrangements would need to be investigated further.

New Buses on Calder Valley Services

It was reported that the final batch of buses within First's £13 million investment in new vehicles entered service during the Summer on services linking Halifax with Hebden Bridge and Todmorden.

Brighouse Bus Station

The Committee noted that the estimated cost of the redevelopment of Brighouse Bus Station had increased significantly. This was because of serious issues regarding utilities and a retaining wall which had been revealed following a site investigation. It was reported that alternative options were being investigated and further public consultation would be carried out.

The Committee appreciated the problems associated with the delay to the redevelopment but expressed concern regarding the condition of the present bus station. Metro advised that interim remedial repairs were being considered and if practicable would be carried out within the current financial year.

Clifton Bus Services

It was reported that a revised timetable would operate for Service 225 in Clifton from 31 October 2005. An additional off-peak service would increase the frequency between the village and Brighouse to half hourly and also provide a direct link to Huddersfield. Mr Calland thanked Metro on behalf of the residents of Clifton.

Bus Services to Denholme and Bradshaw

The Committee were advised that following the withdrawal of commercial service 502, Metro had introduced a new tendered service 504 which was timed to connect with services between Bradford and Keighley at Denholme.

It was noted that although there had been few instances where the connections had failed, passenger feedback was generally positive. It was suggested that consideration should be given by the two operators involved in the connecting services to devise a way of radio communication between themselves in case of a delay to one of the services. Comment was made that the Realtime Information System would provide displays at bus stops in the future and it was suggested that the bus shelter at Denholme should be included in the proposed list for this facility.

Future Agenda Items

The following agenda items were requested for the meeting of the Committee to be held in January 2006:

- (a) Provision of late night bus services
- (b) Condition of land adjacent to railway lines

RESOLVED – That the report be noted.

6. CONSULTATION ITEMS

(a) RETAILING OPTIONS

(b) REAL TIME PASSENGER INFORMATION SYSTEM

The Committee considered a report of the Passenger Transport Executive on retailing options for prepaid tickets and the issuing of concessionary permits and feedback on the real time passenger information system.

Retailing Options

Members were given a short presentation and it was noted that the Metro range of prepaid tickets were currently sold at bus and rail stations, post offices and various other smaller agencies. Concessionary permits were issued at bus stations and post offices. However, Metro wished to explore whether the current retail network met customer requirements and if more comprehensive and efficient arrangements could be developed. Members' views were sought on the various options for retailing Metro prepaid tickets and issuing concessionary permits.

Members suggested that the use of libraries, Calderdale's Customer First points, tourist information centres, leisure centres and reputable businesses such as the local Co-ops (which opened early in the morning) be investigated. It was noted that the use of e-retail (internet sales) was being developed although there were issues concerning eligibility that needed to be resolved.

Real Time Passenger Information

Members were given a short presentation and updated on progress with the implementation of the real time passenger information system. It was noted that the first phase of the project had been promoted by the distribution of

leaflets, on bus advertising, information at bus stops and TV and radio advertisements.

An in-depth demonstration of the system would be arranged for members and Metro would contact them when a date had been arranged. Members were asked for feedback on the project to date and for their ideas on subsequent promotion, in particular to target non-users of public transport.

Comment was made that not all people had use of a computer or mobile phone and it was noted that future developments of the scheme would include the provision of screens at bus stations and shelters which gave up to date, real time passenger information.

It was reported that with the limited budget available and current costs it would only be possible to provide displays to a limited number of stops in West Yorkshire. Work was being carried out regarding the development of the displays with a view to reducing their production cost and thereby allow for more bus stops to be included in the scheme. A report would be prepared for a future meeting of the Committee.

RESOLVED – That PCC members' comments and views be sought.