

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE KIRKLEES PASSENGER CONSULTATIVE COMMITTEE
HELD IN THE TOWN HALL, DEWSBURY
ON WEDNESDAY 10 OCTOBER 2007**

PRESENT: Councillor K Hussain (Chair)

WYPTA

T Brice
D Sheard

PUBLIC REPRESENTATIVES

John Appleyard
Donald Burslam
Susan Elsdon
Sharon Fallows

David Hargreaves
Kathleen O'Shea
Keith Parry
Christopher Taylor

KIRKLEES MC

A Pinnock

Also in attendance:

D Squire	-	Arriva Yorkshire
D Haley	-	Northern
D Mallender	-	TransPennine Express
T Singh	-	Stagecoach
R Cox	-	Stagecoach
V Podgorski	-	Kirklees MC

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors P McBride, D Firth, L Wilkinson and public representatives M Denton, R Fieldhouse and S Flood.

2. ELECTION OF DEPUTY CHAIR

RESOLVED - That Mr J Appleyard be elected as Deputy Chair of the Committee.

3. MINUTES

RESOLVED - That the minutes of the meeting of this Committee held on 28 March 2007 be approved.

4. MEMBER FEEDBACK

The Committee considered a report of the Passenger Transport Executive advising members of the feedback received at the meeting of the Committee held on 28 March 2007. They were also advised of the feedback received on a wide range of consultation items which had been discussed at the PCC meetings over the previous two years. The main points raised by members and action taken were attached at Appendix A to the submitted report.

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 Kirklees District.

Service Change Dates

Members noted the dates which Metro and the bus operators had agreed for the implementation of service changes during 2008. It was reported that also included were dates for "timetable only changes" which would allow operators to make scheduled changes to improve punctuality. A copy of the latest 'Changing Times' leaflet was circulated at the meeting.

With regard to service reliability, concern was expressed regarding the impact and disruption to public transport when the Police closed roads due to road traffic accidents and other incidents. It was also noted that indiscriminate parking in bus lanes caused problems for bus services and any such problems should be reported to Kirklees Council who would take action to address the matter.

National Concessionary Travel Scheme 2008

It was reported that free bus travel arrangements for seniors and people with disabilities would be extended throughout England from April 2008. Members were advised that the scheme would allow for off-peak bus travel between 0930 and 2300 hours Monday to Friday and all day Saturday, Sunday and Bank Holidays.

Members were advised that approximately 350,000 new smartcard type passes would need to be issued and 170,000 applications had been received to date. The cards would be processed and sent out in March 2008 prior to the commencement of the scheme.

FreeTownBus

Members welcomed the service which was carrying in excess of 6,000 passengers per week. Following discussions with Kirklees Council, funding had been secured to continue the service for a further 4 years.

Performance Improvement Partnerships (PIPS)

Members were advised that the PIP between Metro, Kirklees Council and First had been signed in July and Kirklees Council had committed to the introduction of highway improvements to enable bus priority on the Manchester Road corridor. First were undertaking a comprehensive review of their timetables within the District in order to improve reliability and performance. It was reported that further discussions would take place in the future when other routes, such as the A638 corridor services, would be considered.

MetroLocal

It was reported that Metro and Kirklees Council had been developing a pilot scheme for a new service, "MetroLocal", which was aimed at helping people with limited mobility and would operate alongside Metro's AccessBus service. Members welcomed the innovative service which would be open to all passengers and fares would be charged. The first three services would be launched in early December.

Christmas and New Year Bus Services

The Committee noted the arrangements for bus service provision over the Christmas and New Year holiday period. It was reported that consideration was being given to operating a pilot scheme on the core bus routes in Leeds and Huddersfield on Boxing Day and, possibly, New Year's Day and further details would be sent to members when available. It was requested that details of the Christmas timetables be issued at the earliest opportunity.

Christmas and New Year Rail Services

Members were advised of the arrangements for local rail services during the Christmas and New Year period and noted that details would be published in due course.

December 2007 Rail Timetable

It was reported that the new national timetable would commence on 9 December 2007 and operate until 17 May 2008 and members noted the changes to Northern local services on the Huddersfield line.

Leeds-Hebden Bridge via Brighouse New Rail Service

Members were advised of the new hourly daytime Leeds – Hebden Bridge via Dewsbury and Brighouse service which would be introduced on Mondays to Saturdays from 10 December 2007. Members welcomed the additional hourly service which would call at Mirfield and Batley.

RESOLVED - That the report be noted.

6. **CONSULTATION ITEMS -**
- (a) **Consultation Strategy**
 - (b) **Feedback on Market Research**
 - (c) **Concessionary Permit Issue for 2008**

Consultation Strategy

The Committee was given a presentation on Metro's Consultation Strategy. It was reported that the strategy, which focussed on the approach to consultation, was being reviewed and gave the opportunity to include new approaches for consultation including the website and by e-mail. Members were asked for their suggestions on what could be included in the review and were asked for feedback on the key approaches and activities included in it.

Councillor Pinnock commended Metro on their scheme specific consultations, such as those for Cleckheaton Bus Station. He advised the Committee that the level of consultation in Cleckheaton had been excellent and the public's concerns had been taken into consideration. He suggested that there could be benefit in consulting with the public and local ward members when operators were considering making service changes.

Members were asked to forward any further comments and suggestions to Metro on the questionnaire circulated at the meeting.

Concessionary Permit Issue for 2008

The Committee was given a presentation on the marketing strategy used to advise people of the need to apply for new concessionary permits prior to the introduction of the English National Concessionary Permit Scheme on 1 April 2008.

Members had previously been advised that approximately 170,000 applications had been received and they were asked for feedback on the marketing approach to date and for any ideas on future promotion of the scheme.

Feedback on Market Research

It was reported that market research tracker surveys were undertaken on an annual basis. The information gathered was used to measure customer satisfaction with the levels of services provided and to inform priority areas for action on a range of services and products.

Members received a presentation on the results of the latest market research tracker survey which indicated that public transport use and satisfaction levels had increased. The survey had highlighted several areas for improvement which included:

- safety at rail stations
- the cost, frequency and seating availability on rail
- the provision of realtime (not timetable) information at bus stations

- bus service frequency, reliability and driving style
- weather protection/realtime information at bus stops

With regard to safety at rail stations, comment was made about overcrowding on platforms at peak times as there was no formal queuing system. Members requested further information and a progress report to the next meeting on what measures were in place to assist waiting passengers.

Comment was made that many peak time TransPennine services were overcrowded and it was not always possible to get a seat. It was reported that TransPennine had enhanced the frequency of some services and provided new rolling stock but because of the continuing increase in rail patronage the problem would not be alleviated until additional carriages were provided.

Members were asked to forward any further suggestions to Metro on the questionnaire provided.

RESOLVED - That PCC members' comments and views be noted.