

AGENDA ITEM No: 11.

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

AT A MEETING OF THE WAKEFIELD PASSENGER CONSULTATIVE COMMITTEE HELD IN COUNTY HALL, WAKEFIELD ON THURSDAY 20 OCTOBER 2005

PRESENT: Councillor G Phelps (Chair)

WYPTA

K Rhodes

PUBLIC REPRESENTATIVES

Catherine Bairstow

Sharon Churchill

John Churms

Michael Dalton

Barbara Darlison

Natalie Elsey

Derek Farren

Brenda Fruish

Timothy Rogers

Keith Watson

WAKEFIELD MDC

D Hopkins

Also in attendance:

G Cooper - Arriva Yorkshire

M Lowery - Arriva Yorkshire

M Drinkwater - GNER

1. WELCOME

The Chair welcomed new Members to the meeting.

2. APOLOGIES

Apologies for absence were received from Councillor M Walker and H Robinson of Arriva Yorkshire.

3. MINUTES

RESOLVED - That the minutes of this meeting held on 14 April 2005 be approved.

4. ELECTION OF DEPUTY CHAIR

RESOLVED - That John Churms be elected Deputy Chair of the Committee.

5. 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 14 April 2005.

RESOLVED - That the report be noted.

6. INFORMATION REPORT

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

Wakefield Bus Station

Members expressed concern that no action had been taken with regard to the destination plates above the doors in the bus station, which were extremely difficult to read and very confusing to passengers. It was agreed that discussions would take place with Arriva to identify potential improvements.

Police Target (Safer Transport Group)

The Committee was given a progress report on the work being carried out in partnership with the Police and Crimestoppers to address anti-social issues on public transport networks. Members welcomed 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.

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.

AccessBus

It was reported that from 1 October 2005 AccessBus services in the Wakefield area, which had previously been run by Wakefield MDC's Social Services, would be operated by BL Travel of Kinsley.

Ossett Bus Station

It was reported that the new £1.5m bus station at Ossett opened on 21 August 2005. A number of Members had indicated that they had already visited the bus station and were extremely impressed with the new facility, which offered covered, modern waiting concourse with 24 hour monitored CCTV, high quality lighting, seating and real time electronic departure information.

Castleford Bus/Rail Interchange

It was reported that Metro in partnership with Wakefield MDC and Castleford Town Centre had developed proposals for a package of integrated transport works in Castleford Town Centre. The project included the provision of a combined bus and rail interchange facility. It was anticipated that the works would be completed by the end of 2008.

It was noted that there was poor weather protection at Castleford Rail Station. Members urged Metro to investigate the possibility of providing a shelter until the new interchange was opened as a matter of the utmost urgency.

Wakefield Kirkgate Rail Station

It was reported that the improvement works including improved lighting, enhanced CCTV, improved signage and minor accessibility improvements had now been completed. Comments were also made that the issue raised by Members with regard to pigeon prevention, roof repairs and a hazardous concourse causing health and safety problems would be brought to the attention of Northern.

Glasshoughton Rail Station

The Committee was informed that the new station was now fully operational and an initial survey carried out in July had shown that over 250 passengers per day were using the station. A further survey would be undertaken in the near future.

Wakefield Westgate

It was reported that a 'major scheme' funding bid had been submitted to the DfT to increase capacity and complement works being proposed as part of the Wakefield key development area. The scheme would include the provision of two new bay platforms which would enable the enhancement of local services on the Doncaster and Huddersfield lines and the route between Leeds/Wakefield and the five towns area.

RESOLVED - That the report be noted.

7. 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 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 pay points, newsagents, supermarkets, libraries, educational establishments and tourist information offices as outlets be investigated. It was noted that the use of e-retail (internet sales) was being developed although there were issues concerning eligibility and proof of identity that needed to be resolved.

It was also suggested the possibility of selling concessionary permits on buses. In response, it was reported that discussions were currently taking place with the operators on this issue, although Metro had reservations. Reference was made to a study in the GMPTE area, which highlighted that 40% of delays were attributable to selling concessionary/pre-paid tickets on buses.

It was also pointed out that Metro had recently appointed a Work Place Travel Planning Officer whose role was to promote green travel plans and concessionary travel permits with businesses/employers.

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.