

# WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

## Calderdale Passenger Consultative Committee

DATE: 16 JANUARY 2007

AGENDA ITEM NO: **3.**

### 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 of the Committee and to report the action taken.

#### 2. INFORMATION

- 2.1. The following issues were raised at the last meeting and subsequent actions are detailed below;

Issue	Action
Rolling Stock refurbishments were welcomed but comment was made that the ceilings of some of the refurbished units were not clean.  Northern agreed to investigate the matter.	Northern confirmed that refurbishment of the ceilings was not included in the specification for renewal, although they did undergo a full clean. Northern have inspected the ceilings and advised that the appearance is a result of age not lack of cleaning.
With regard to Arriva proposals for service 225, members commented that patronage was low because many passengers had abandoned the service due to its unreliability. They expressed their dissatisfaction at the proposals and asked that Arriva reconsider, especially with regard to Service 225 as the area was isolated and many elderly people relied upon the service.	Following the last PCC Metro has had further discussions with Arriva on the planned changes to services 224/225/226/227. The proposals safeguard the availability of services for most areas however Norwood Green will become unserved by buses. Bus patronage from the village is low and there is no cost effective means of retaining a bus service for the village. The Chairman of the PTA has met with local residents.

- 2.2. At the last PCC meetings, members were consulted on the process by which Metro handles feedback from customers.
- 2.3. The following suggestions were made, and will be considered as part of the review of Metro's feedback procedures.

#### **Awareness Raising**

- Widely promote the feedback procedure, including who to complain to and what information to give e.g. time of journey, bus number, driver number etc. Use posters on buses, at stops and shelters, in timetables.

- It would help to be informed what policies operators have – what effect will your complaint have?
- Indicate on the web site, and on leaflets and timetables, the number of complaints compared to the number of journeys along with a summary of the main issues and causes.

### **Feedback to Customers**

- Make the whole process more public e.g. on a web site, with responses published, then other passengers who haven't complained can at least see that the issue is being dealt with.
- Have public displays showing what complaints Metro has received and what has been done e.g. feedback board at bus stations and major bus stops, rail stations.
- Publish feedback and responses either on the web or periodically within other publications put out by Metro, and through press releases.
- Improve levels of information at bus stations – e.g. letting passengers know if a bus is delayed or not going to turn up.
- Complainants would like to know why the problem has occurred.

### **Managing Customer Feedback**

- Suggest dealing with feedback on a route by route basis to identify problem areas.
- Have web site 'blogs' on each bus route – information entries will be of use to Metro, operators and public.

## **3. RECOMMENDATIONS**

- 3.1. That this report be noted.

Director General  
West Yorkshire Passenger Transport Executive