

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

CALDERDALE PASSENGER CONSULTATIVE COMMITTEE

DATE: 10 JANUARY 2012

AGENDA ITEM NO: **3**

SUBJECT: MEMBER FEEDBACK

Report of the Passenger Transport Executive

1. MATTER FOR CONSIDERATION

- 1.1. To advise members of the feedback received at the last meeting of the Committee and to report the action taken.

2. INFORMATION

- 2.1. At the last PCC meeting, members were consulted on the Information Strategy.

Information Strategy

- 2.2. Members were supportive of the provision of information on walking, cycling, taxis and car clubs and made a number of suggestions for areas to focus on, including:
 - Locations for provision of walking and cycling information
 - Suggestions for leisure/tourism cycling and walking information
 - Promotion of safe cycling routes, location of cycle lanes, best routes to school and work and secure cycle storage
 - Accessible taxi and car parking information provision
- 2.3. Members also identified other important areas which they felt should be included in the strategy, including:
 - Audio information
 - More information for rail passengers on facilities at and adjacent to rail stations
 - Improvements to road side display information
 - Improvements to real time information
 - Development of mobile phone apps.
 - Provision of fares information on journey planner
- 2.4. The Committee also stressed that whilst welcoming the provision of electronic information Metro should be mindful of those people who did not have access to either a mobile phone or internet facility. It was considered essential that information should be provided in all formats.

Feedback

- 2.5. Members' feedback will be used to inform the development of the Information Strategy.

Other Issues Raised

- 2.6. Members welcomed the new Service 258 which was introduced in August 2011 and particularly the link it provided to Elland Health Centre. Comment was made that the service should be supporting the town centre shops rather than the supermarkets. It was reported that there were some timing issues with the service and Metro would review the timetable. It was noted that 'Hail and Ride' was available on parts of the route and Metro would investigate the inclusion of the service on road side displays.
- 2.7. A letter has been sent to Tesco asking for a contribution towards the 258 Service and we are waiting for a response.

3. RECOMMENDATIONS

- 3.1. That this report be noted.

Director General
West Yorkshire Passenger Transport Executive