

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE LEEDS PASSENGER CONSULTATIVE
COMMITTEE HELD AT WELLINGTON HOUSE, LEEDS
ON MONDAY 8 OCTOBER 2007**

PRESENT: Councillor T Leadley (Chair)

WYPTA

C Campbell
D Congreve
J Jarosz

PUBLIC REPRESENTATIVES

David Bowcock	Jim Kerr
Brian Cooper	Lorraine Lamb
Vera Foster	Hazel Lee
Edward Gale	Martin Mererwa
Philip Good	Glenys Meredith
Joyce Hutt	Frank Priestley
Lynn Jones	Eric Smith
Rosemary Keenoy	Charles Stones

LEEDS CC

C Fox

Also in attendance:-

S Graham	-	First Leeds
S Bear	-	Arriva Yorkshire
D Mallender	-	First TransPennine Express
C Leslie	-	TSSA

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors A Carter, R Downes, B Jennings, M Lyons and public representative Caroline Waterfield.

2. ELECTION OF DEPUTY CHAIR

RESOLVED - That Mr F Priestley be elected as Deputy Chair of the Committee.

3. MINUTES

RESOLVED - That the minutes of the meeting held on 26 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 26 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.

It was noted that consideration was being given to holding a joint PCC meeting with other districts early in 2008 to discuss the value to passengers of key attributes of public transport. With regard to the handling of complaints, it was reported that a trial had been completed and the evaluation of the results would be presented to a future meeting of the Committee.

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 Leeds District.

Service Change Dates

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

National Concessionary Travel Scheme 2008

It was reported that free bus travel arrangements for seniors and people with disabilities would be extended nationwide 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.

It was noted that operators currently issued zero fare tickets to concessionary passengers in order to analyse travel patterns and gather valuable journey and passenger information. Members were advised that smartcard passes would be issued from April 2008 and it was an aspiration for smartcard readers to be fitted on buses in the future. These would provide operators with passenger journey information although neither a timescale for their introduction or funding arrangements had been agreed.

FreeCityBus

It was reported that in excess of 30,000 passengers journeys were being made on the FreeCityBus on a weekly basis and following discussions with Leeds City Council, funding had been agreed for the service to continue for a further 5 years. Sponsorship had also been secured from TransPennine, Northern Rail, Park Lane College and Leeds Metropolitan University.

December 2007 Rail Timetable

It was reported that the new national timetable would commence on 9 December 2007 and operate until 17 May 2008 .

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 New Year's Day and further details would be sent to members when available.

Leeds Rail Station

Members were advised of proposals for a new southern entrance to Leeds station. Possible outline designs for the new entrance, together with their feasibility and potential cost were being considered by Network Rail, Metro and other stakeholders. It was reported that Northern were developing proposals to introduce automated ticket gates at the station. Although the barriers would not be able to accept all ticket types immediately, it was an aspiration to introduce smartcard tickets in the future. It was noted that one of the major issues to be addressed in any new arrangements would be that they could cope with the significant growth in passenger flows that were expected to continue at Leeds station.

New Rail Stations

Members were advised that five 'priority' sites for new rail stations had been identified in RailPlan 5 and Glasshoughton had been opened in February 2005. Members noted the current position regarding the remaining four stations, Low Moor, Apperley Bridge, Kirkstall Forge and Horsforth Woodside.

With regard to Horsforth Woodside, it was reported that the former Woodside Quarry site was the subject of proposals for a major development and Metro was in discussions with Leeds City Council and the site developer regarding an appropriate contribution towards public transport links, including the proposed rail station. It was noted that the Harrogate line was also the subject of feasibility studies into the potential for converting from heavy rail to tram/train technology which if possible, would be fundamental in achieving the aspiration to provide a rail link to Leeds and Bradford International Airport. Members expressed concern that bus services from Harrogate and York to

the airport passed through rural areas but did not stop to pick up passengers. It was reported that the services were an initiative between the airport, operators and the relevant districts but Metro agreed to raise the issue at a future meeting with the airport. Comment was also made that the frequency of Sunday service 757 should be increased from an hourly service to accommodate passengers travelling to/from the airport.

Road Closures Due to Accidents

The Committee expressed concern regarding the impact and disruption to public transport when the Police closed roads due to road traffic accidents and incidents. Metro would contact Leeds City Council (as Highways Authority) and pass the Committee's concerns to the Police.

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 were given a presentation on Metro's Consultation Strategy. It was reported that the strategy was being reviewed and gave the opportunity to include new initiatives for consultation eg. via the website and by e-mail. Members were asked to forward their comments and suggestions on what could be included in the review and were asked for feedback on the key approaches and activities included in it.

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 satisfaction levels of services provided and to inform marketing decisions and track awareness levels of a range of services and products.

Members were given a short 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 and security at rail stations
- the cost, frequency and seating availability on rail
- the provision of realtime (not timetable) information at bus stations
- the need for notification of bus journeys which have been cancelled
- bus service frequency, reliability and driving style
- weather protection/realtime information at bus stops

Members were given the opportunity to comment on the results and were asked to forward any further suggestions to Metro.

Concessionary Permit Issue for 2008

The Committee were 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.

It was reported that 170,000 applications had been received and members were asked for feedback on the marketing approach to date and for any ideas on future promotion of the scheme.

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