

# WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

## CALDERDALE PASSENGER CONSULTATIVE COMMITTEE

DATE: 10 JANUARY 2012

AGENDA ITEM NO: **5**

### SUBJECT: CONSULTATIONS

#### Report of the Passenger Transport Executive

#### 1. MATTER FOR CONSIDERATION

1.1. PCC members views are sought on:

- Review of PCCs
- Market Research Tracker Survey Results

#### 2. INFORMATION

##### Review of PCCs

- 2.1. Currently the PCC meetings are attended by elected members, public representatives, Metro officers and public transport operators. The public representative membership process is by application and members serve a three year term. The current term of office ends in April 2013.
- 2.2. The meeting format includes the following:
- Feedback on consultation items from the last meeting and on any other issues raised
  - Information report
  - Consultation items
  - An opportunity to raise individual items at the end of the meeting with Metro officers and public transport operators.
- 2.3. PCC members can also request agenda items in advance of the meetings.
- 2.4. At the end of each three year term, PCC members are asked for their views on what works well and how the PCC format could be improved. Feedback is always very positive, and suggested improvements have included:
- More joint PCC meetings
  - Easier process for raising queries or adding agenda items.
- 2.5. It is a number of years since the PCC format was last reviewed, and there is some potential to revise the Committees to reflect the increased remit of the ITA and to make the Committees more inclusive. Possible changes could include:

- Re-name PCCs as ‘Transport Consultative Committees’
  - Incorporate an open forum/question and answer session within meetings
  - Broaden the representation by encouraging attendance from representatives of relevant groups and organisations e.g. Older People’s and Disability Partnerships
- 2.6. There will be a short presentation and members will have an opportunity to provide suggestions and feedback.

#### Market Research Tracker Survey Results

- 2.7. Metro has been undertaking surveys of residents across West Yorkshire since 2003. In previous years this has involved around 1000 phone-based interviews around perceptions of information provision, bus and rail services and stations, bus stops and shelters. The survey is representative across age groups (over 16), gender, district of residence and ethnicity.
- 2.8. This year the survey has been expanded to include 2000 people and to ask questions on a broader range of issues. These include feedback on assets such as highways, street lighting, cycle paths and pavements, wider services such as cycle parking, and other features such as levels of congestion, affordability of driving and public transport.
- 2.9. The purpose of the tracker survey is two-fold:
- To be able to set targets and indicators for the success of LTP3 initiatives especially around customer satisfaction; and
  - For operational reasons, so that officers can address any areas where performance is below that required
- 2.10. A presentation will be made at the PCC meeting and members’ feedback will be sought.

#### **RECOMMENDATIONS**

- 2.11. That PCC members provide feedback on the topics set out above.

Director General  
West Yorkshire Passenger Transport Executive