

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE FACILITIES WORKING GROUP
HELD IN WELLINGTON HOUSE ON
THURSDAY 4 SEPTEMBER 2008**

PRESENT: Councillor E Firth (Chair)

Councillors T Brice, D Robinson and G Wainwright

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor P Wadsworth.

2. DECLARATIONS OF INTEREST

There were no personal or prejudicial interests declared by members at the meeting.

3. MINUTES

RESOLVED - That the minutes of the meeting held on 20 March 2008 be approved.

4. INFORMATION AND PROMOTION UPDATE

The Working Group considered a progress report of the Passenger Transport Executive regarding information, promotion and marketing activities.

Market Research

It was reported that market research surveys undertaken in June 2008 confirmed that satisfaction with information provision overall was maintained at 86%. It was further reported that both MetroLine and travel centres had scored very well in terms of customer satisfaction.

MetroLine/Traveline

Members noted that performance in MetroLine had returned to normal standards following a drop in target achievement due to the increased volume of calls relating to the new concessionary passes. In this respect, plans were in place to deal with the anticipated increase in calls at the end of September.

Real Time Information

Members were advised that the real time system continued to perform well, receiving an average of over 6,000 text enquiries per day. Installation of real

time displays at stops continued with 870 displays installed. It was reported that market research showed a high degree of satisfaction and awareness of the system, although some customers expected more real time predictions. Improved journey matching, and hence more real time predictions, was a priority for all partners.

Marketing Activities

The Working Group noted the various marketing activities recently undertaken by Metro, which included the National Concessionary Scheme, the 'get around for a pound' initiative, Metro Messenger and the Travel for Work project. Other activities include preparation for the Bradford FreeCityBus launch and marketing of the Student Plus ticket when the universities reopened.

It was reported that work to target specific corridors had been undertaken, such as that with Arriva on the 110 bus route, and that the initiative was aimed at non-transport users to try and get them to use the services available to them. This initiative would be extended to other corridors and would be funded from the DfT Congestion Performance Fund.

RESOLVED - That the report be noted.

5. ON STREET INFORMATION ENHANCEMENTS

The Working Group considered a progress report of the Passenger Transport Executive regarding proposals to enhance the provision of information on street.

Members were informed that Metro had made significant improvement in the provision of information over the past several years, which had been measured through the tracker surveys and BVPI 103. Information at bus stops was consistently recognised as a relatively weak link in provision and, therefore, it was proposed to enhance the provision of on street information in three ways. These included making information easier to understand by improving the layout and through the provision of route diagrams, providing information at almost all stops and to provide large format service numbers on shelters in town and city centres where shelters are located close together.

It was reported that the capital cost of providing service number information and timetable cases at all stops would be funded via the Local Transport Plan over a number of years. However, it was noted that there would be significant additional revenue costs for additional timetable production/posting, for maintenance/repair and for providing/maintaining service number information. In this regard, an agreement had been reached with operators to recover costs through a charge based on service registrations, the aim of which was to encourage operators to reduce their service changes, thus improving stability in the bus network.

Members noted that changes to resources and working practices for timetable posting were required in order to roll out the scheme and that this would be

undertaken as a phased approach. Each phase would be subject to formal review with progression to the next phase subject to further PTA approval and the cost recovery mechanism would also be implemented in phases. In this respect, members were informed that the expenditure associated with the first phase could be accommodated within existing resources and involved 1000 additional cases and an additional plotter.

RESOLVED -

- (a) That the project to enhance on street information, as outlined in the submitted report, be endorsed.
- (b) That the Authority be recommended to approve expenditure of £100,000 on Phase 1.
- (c) That the evaluation of Phase 1 be reported to a future meeting of the Working Group.
- (d) That the further phases be the subject of further reports to the Working Group and to the Authority.

6. ON STREET INFRASTRUCTURE

The Working Group considered a progress report of the Passenger Transport Executive regarding the management of Metro's on street infrastructure.

Shelter Glazing

Members were advised that for the period 1 March 2008 to 31 July 2008 performance data had confirmed that the Response Group's attendance at locations with broken glazing was 3.1 hours against the target time of 4 hours. The average time for re-glazing was 2.6 days against a target time of 4 days.

Shelter Cleaning

It was reported that Metro's in-house and external cleaning contractors continued to meet current standards for both the cleaning and removal of graffiti at Metro infrastructure. Data confirmed that attendance at shelters with obscene/racist graffiti was 2.3 hours against a target time of 4 hours.

Shelter Advertising

It was reported that over 1,100 advertising panels had been installed at locations within West Yorkshire and that shelter advertising revenue for years one and two was in line with targets.

Real Time Information

It was reported that the installation of real time information units within shelters was progressing well and that over 850 units had been installed to-

date. It was anticipated that the programme would be completed by September 2008.

Shelter/Stop Consultation

Members were informed that consultations continued with property occupiers prior to the installation of stops and shelters. Some objections had been received regarding the siting of certain bus stops following service changes and improvement works, although alternative locations had been identified where possible. As reported previously, of the 15 shelter locations that no longer met the usage criteria, 4 life expired shelters would be removed following local consultation. Consultation with property occupiers and local ward members regarding the remaining 11 continued.

Infrastructure Maintenance and Minor Repair

It was reported that following the full tender exercise 12 suppliers had expressed an interest for the provision of materials and installation for the maintenance and minor repair (excluding glazing) at existing Metro infrastructure. Further information regarding the preferred suppliers would be provided to members following tender evaluation.

Tracker Survey

Members were informed that results from Metro's ongoing market research into passenger views of street furniture facilities confirmed that infrastructure continued to meet and exceed passenger expectations. Street furniture achieved an overall rating of 7.6, which was well above the target satisfaction score of 7.0.

Comment was made about the negative appearance of shelters installed with polycarbonate glazing and 'mesh' panels. In response, it was stated that although vandalism was a costly issue, shelters were inspected/maintained on a fortnightly basis in accordance with Authority policy/criteria. It was also confirmed that shelters with polycarbonate glazing/'mesh' panelling were monitored closely to determine the level of vandalism and the feasibility of re-glazing with glass/replacing the panels with more robust versions.

RESOLVED - That the report be noted.

7. SHELTER PROGRAMME

The Working Group considered a progress report of the Passenger Transport Executive regarding the implementation of the shelter programme funded via the Local Transport Plan and a proposed revision to the Authority's policy for providing new passenger shelters.

Members were informed that market research had shown that weather protection at bus stops was highly valued by customers and that shelters made a statement about the quality of the public transport system to both users and non-users. A shelter investment approach, previously developed

and approved through this Working Group and the Authority, had been focused on corridor schemes jointly developed with bus operators and District Councils. It was reported that good progress had already been made in rationalising/modernising shelter stock and, in order to achieve the 2nd LTP target of 95% to meet modern standards, a further 700 shelters and improvements to shelter lighting would need to be made before 31 March 2011. However, due to the profile of LTP funding and the District Councils' programme, it was noted that this could not be achieved unless the current shelter programme was viewed, in part, as an asset replacement programme. In this regard, a revised statement of Metro's approach to shelter provision and the LTP programme was attached as Appendix 1 to the submitted report.

Members noted that CCTV cameras in shelters had become life expired and required replacing with technology that allowed remote access to images. It was proposed to include further provision of up to 30 shelters to be located at 'problem' sites, which would be funded through the LTP.

The Working Group was advised that a Business Case for utilising solar powered lighting would be submitted to a future meeting of the Working Group. This approach would be particularly beneficial to shelters with no power supply or problems with electrical faults. A scheme had also been undertaken to ventilate power boxes to combat the problem of condensation in the electrical supply box in shelters with a power supply. Members commended this approach, particularly with regard to utilising solar powered lighting.

The Working Group noted that a Business Case would also be developed for lower cost, smaller shelters to be installed at more rural locations. This programme would be funded through the 3rd LTP. Comment was made that existing footpaths at rural locations should be utilised to create a 'hard standing' in order to make the project more cost effective and value for money. Discussions also ensued regarding the removal of life expired shelters at existing sites where passenger usage figures fell below 25. It was requested that a more detailed report concerning this issue be submitted to a future meeting of the Working Group.

RESOLVED -

- (a) That the report be noted.
- (b) That the proposed amendment to the Authority's approach to shelter provision be approved.
- (c) That the provision of in-shelter CCTV cameras, as part of the shelter programme, be noted.

8. MANAGEMENT OF METRO BUS STATIONS

The Working Group considered a progress report of the Passenger Transport Executive regarding an update on the management of Metro bus stations.

Safety

Members were advised that Metro had appointed National Britannia as the new health and safety advisors and that they were currently undertaking annual risk assessments on Metro's facilities and activities. The Working Group was also updated regarding the HSE investigation of the fatality at Leeds bus station.

The Working Group was advised that Metro's Conditions of Use for Bus Stations already required reversing drivers to give priority to the vehicle on the right.

RESOLVED - That the report be noted.

9. BUS STATION UPDATE

The Working Group considered a progress report of the Passenger Transport Executive regarding bus infrastructure schemes.

Hemsworth Bus Station

The new Tesco funded bus station was opened for public use on 10 June 2008. It reported that the installation of CCTV, real time information and passenger lobby had yet to be completed. However, these would be completed in September 2008.

Brighouse Bus Station

The first phase of the redevelopment commenced on 6 July 2008, which involved the demolition of the existing shelters on Gooder Street and construction of the four new temporary bus stands. Phase two commenced on 10 August 2008 and consisted of installation of the new bus stands and the demolition of shelters on Ganny Road. The excavation and substructure work for the new concourse on Ganny Road had now commenced. A temporary TRO had been implemented on Gooder Street, Ganny Road, Church Lane and Hutchinson Lane and a permanent TRO would be issued when the scheme was completed, which was anticipated February/March 2009.

Members commended Metro officers for their hard work and effort in planning and implementing the scheme.

Pudsey Bus Station

It was reported that Leeds City Council's Plans Panel had approved the proposed six stand 'drive around' bus station at the beginning of August 2008. The architect had now commenced detailed design work and a scheme programme was being jointly developed by LCC. It was anticipated that work would commence during March 2009 and completed before Christmas 2009.

Castleford Interchange

It was advised that all supplementary design information associated with planning approval conditions and building control was ready for submission. A draft Compulsory Purchase Order had also been prepared for comments. Discussions continued with Network Rail regarding the future ownership/operation of the new long stay car park and with Arriva in respect of the terms of lease for their accommodation. Following discussions with Network Rail regarding detailed design proposals it was confirmed that formal approval process was progressing to programme and that, subject to satisfactory site assembly, the first phase would commence in Spring 2009, with completion during 2011.

RESOLVED - That the report be noted.

10. UPGRADE OF METRO CCTV SYSTEM AND RELOCATION OF CCTV CONTROL ROOM

The Working Group considered a report of the Passenger Transport Executive to upgrade Metro's CCTV system to digital operation and to relocate the control room from Wellington House to the Leeds City Council (LCC) facility at Middleton.

It was reported that Metro had liaised with the five West Yorkshire District Councils to ascertain interest in a partnership approach to upgrading and enhancing CCTV systems.

As a result of these discussions it was now proposed to implement the replacement/upgrade of life expired recording equipment in conjunction with a relocation to a shared facility (with Leeds City Council) at Middleton. This approach would achieve savings of around 15% in procurement and facilitate more efficient operation.

The Working Group also noted the revenue costs arising from the need for enhanced fibre optic transmission and the future programme of camera replacements which would be reported to future meetings.

The Group noted that the relocation to Middleton and conclusion of the current contract with Securitas in Autumn 2009 provided an opportunity to review staffing arrangements. In this respect, options were presently being evaluated and would be reported to a future meeting of the Group.

RESOLVED -

- (a)** That the Authority be recommended to approve expenditure of £815,000 on the upgrade of the CCTV system and relocation of the control room to the new facility at Middleton.
- (b)** That a further report be produced on staffing options for the new control centre.

- (c) That the proposal for a future programme of camera replacement and software enhancements be noted.

11. TOUR OF INFRASTRUCTURE FACILITIES

Members requested that a tour of some of Metro's infrastructure facilities be arranged to take place in the near future.