

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

Calderdale Passenger Consultative Committee

DATE: 11 JULY 2006

AGENDA ITEM NO: 5

SUBJECT: CONSULTATION ITEMS

Report of the Passenger Transport Executive

1. MATTER FOR CONSIDERATION

1.1. PCC members views on:

- a) the format of Metro produced bus timetables;
- b) the possible replacement of departure stand information at bus stations;
- c) improving the visual environment at rail stations.

2. INFORMATION

Bus Timetable Leaflets

- 2.1. Metro's Information Strategy states that there should be a printed timetable leaflet for all bus services and defines certain standards for these timetables.
- 2.2. Some operators, such as Arriva and Keighley & District Travel, produce their own timetable leaflets. Metro produces leaflets for other services to ensure that comprehensive information is available to customers.
- 2.3. Metro is reviewing the format of its leaflets and the views of PCC members will form an important input to this process.

Departure Stand Information at Bus Stations

- 2.4. Metro provides departure stand information at bus stations in the form of illuminated signs with service numbers.
- 2.5. Changing these signs when bus services change, or stand allocations are re-organised, is labour intensive. Metro is considering an alternative approach based upon electronic signs.
- 2.6. The views of PCC members will help the evaluation of alternative approaches.

Visual Environment at Rail Stations

- 2.7. A recent national report has highlighted the poor standard of facilities and visual appearance of rail stations across the country. Metro has a programme of improvements set out in the second Local Transport Plan / RailPlan 6 documents but is also seeking PCC members' views of any West Yorkshire stations that would benefit from a more immediate 'face lift' to address issues of poor or run-down appearance.

3. **RECOMMENDATIONS**

- 3.1. That PCC Members provide feedback following brief presentations on the topics set out above.

Director General
West Yorkshire Passenger Transport Executive