

**WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY**

**AT A MEETING OF THE FACILITIES WORKING GROUP  
HELD IN WELLINGTON HOUSE ON  
WEDNESDAY 4 NOVEMBER 2009**

**PRESENT:** Councillor E Firth (Chair)

Councillors T Brice, D Robinson and P Wadsworth

**8. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor A Wallace.

**9. DECLARATIONS OF INTEREST**

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

**10. MINUTES**

Further to minute 4 - Sustainable Travel Cities - Members were advised that Metro's bid for Sustainable Travel City funding had not been successful. Metro would meet with the District Councils and key partners in order to determine, which areas of the submission could be developed further.

Further to minutes 5 and 6 - Management of Metro Bus Stations and On Street Infrastructure - It was agreed that suitable dates be obtained from members to visit Brighouse bus station and a solar powered bus shelter.

Further to minute 5 - Management of Metro Bus Stations - Members were provided with an update regarding the relocation of the CCTV system from Wellington House to Middleton. In response, it was anticipated that work to the Middleton facility would commence in March 2010 once issues surrounding the design work and fibre optic cables had been resolved. It was expected that the work would be completed in June/July 2010.

**RESOLVED** - That the minutes of the meeting held on 15 July 2009 be approved.

**11. INFORMATION AND PROMOTION UPDATE**

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

## **Information Provision**

The Working Group was advised that MetroLine's performance for speed of answer and call volumes continued to be excellent, with both above the nationally set targets. MetroLine continued to be one of the best performing Traveline call centres and was regularly in the top five in the country for calls answered. Metro also achieved a score of 98% in the October national mystery shopper programme and was the top performer in the Yorkshire Partnership.

Members were advised that 'yournextbus' text system was now receiving 8,000 texts per day, which far exceeded any other system in the country including the national 'Traintracker' text messaging service. In this respect, Councillor Robinson requested figures relating to how many subscribers were aged 60 or over.

Realtime information screens had now been introduced at most bus stations and customer feedback received to date had been extremely positive. The last two bus stations, Bradford and Pontefract, would be completed in November 2009. It was noted that a number of issues with displays in bus shelters were being investigated and the issue with radio coverage in the Wetherby area had yet to be resolved. Regarding the latter the possibility of relocating the base station was being looked into.

## **Bus Station Display Replacement**

Members were informed that a project was being developed to replace the electronic information systems in the eight main bus stations, which would be funded via the Local Transport Plan. The replacement would be cost effective, as the maintenance costs of existing displays were increasing as the displays aged. This included the installation of push button operated audio systems at all stands and replacement LED displays. Key fob activated units would also be installed at prominent locations within the bus stations, which would provide directional information to the visually impaired.

## **Marketing Activities**

It was reported that the Settle - Carlisle joint promotion was to run from 2 November 2009 until 12 February 2010. The offer price remained at £8 and allowed travel for MetroCard and concessionary permit holders to either Carlisle or Morecambe.

Other marketing activities included the MetroActive campaign, which ran in August and offered young people travel throughout West Yorkshire for £1. Take up numbers were still awaited from operators, but indications were that the scheme had been successful. A campaign to promote Student Plus MetroCard was also ran in September. In this respect, Councillor Brice reported that the Kirklees Student Council had contacted him about their confusion with 'curfews/restricted use' on some ticketing products. Metro

officers advised that this issue related to First tickets only and offered to contact the Student Council to clarify the situation.

Members were advised that subscriptions to Metro Messenger had now reached 18,500 and that a new promotional campaign would commence in November with the aim of increasing subscriptions further.

Information products for Boxing Day services had been planned and would include printed and web based information, along with local targeted advertising in Leeds and Huddersfield. Members were advised that Boxing Day services reflected feedback about planned retail activity.

### **Market Research**

Members received a presentation regarding the results of Metro's annual tracker survey, which took place in June 2009. The sample size had been increased to 1,000 from across the five districts and additional questions had been included.

### **RESOLVED -**

- (a) That officers be thanked for their presentation.
- (b) That the report be noted.

## **12. BUS STATION DEVELOPMENTS**

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

### **Brighouse Bus Station**

Members were advised since the opening of Brighouse bus station in May 2009 it had been well received by passengers and bus operators. The new monitored CCTV system had reduced the number of damage reports and CCTV images had resulted in a successful prosecution for criminal damage. Following customer feedback, options for the provision of additional seats within the building were being considered.

### **Pudsey Bus Station**

It was reported that the first stage of construction of the new bus station had commenced at the short stay car park on Monday 26 October 2009 by the appointed developer, Allenbuild Ltd. Extensive publicity information had been distributed to key town centre locations, bus operators and travel centres explaining the proposals, key stages and dates when the work would be undertaken. The development stages and how passengers/bus services would be affected were outlined in the report as well as to members. The second stage would commence in January 2010 and involve closure of the

existing bus station and the third final stage, which involved highway/footpath works in Market Place and Church Lane, would commence in Summer 2010 with a view to development completion in September 2010. Information concerning the development would be provided on Metro's website.

### **Heckmondwike Bus Station**

Discussion continued with Kirklees Council regarding the provision of a library, information centre and improved bus facilities in Heckmondwike. The council had prepared a proposal and had obtained outline planning permission for the scheme, which included 5 bus stands. The council had experienced difficulty in assembling the site, which had delayed progress. However, they hoped to negotiate a settlement with the landowner whose property was required to assemble the site. If this could not be achieved then a Compulsory Purchase Order (CPO) procedure would be implemented.

### **Castleford Interchange**

Members received an update regarding the development of the new bus and rail interchange facility, which included a fully enclosed concourse with 11 'drive in and reverse out' stands and 2 alighting stands. Wakefield Council was responsible for site assembly with the exception of the acquisition of the land owned by Network Rail, which was being dealt with by Metro.

It was reported that the statutory objection period for the CPO published by Wakefield Council had ended on 24 September 2009 and 3 objections had been received. In this regard, Wakefield Council had sourced a suitable development site and was presently in discussion with the 3 property owners who had indicated interest in relocating.

It was anticipated that the planning application for the relocation of the site would be submitted at the end of November 2009. Once planning permission had been obtained a Business Case would be submitted to the Department for Transport for full approval during January 2010, with works commencing February 2010. It was estimated that works would take 18 to 20 months to complete.

**RESOLVED** - That the report be noted.

## **13. MANAGEMENT OF METRO BUS STATIONS**

The Working Group considered a progress report of the Passenger Transport Executive on the management of Metro's bus stations.

Members were updated regarding discussions with the Health and Safety Executive concerning the fatality at Leeds Bus Station in January 2008. The group were advised of the delay to the Inquest, which would now be held in February 2010.

The Working Group was informed that a trial had been undertaken at Brighthouse bus station to leave the facilities open until 2330 hours, an extension to the previous closure arrangement of 2000 hours. Feedback from the trial had been excellent and Metro would, therefore, continue to monitor the situation, with a view to extending the opening hours to other bus stations. Councillor Brice requested that this information be provided to the next meeting of the Kirklees Passenger Consultative Committee.

Members expressed their condolences regarding the sudden death of Neil Cullen (Bus Station Manager at Dewsbury).

**RESOLVED** - That the report be noted.

#### **14. ON STREET INFRASTRUCTURE**

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

##### **Timetable Case Project**

It was reported that Phase 2 of the timetable project would commence in November 2009, providing a further 3,000 new cases on street. It was anticipated that following completion of this phase in April 2010 a further evaluation would be undertaken and results reported to a future meeting of the Working Group.

##### **CCTV in Passenger Shelters**

Members were informed that in December 2009 the project for increasing the number of CCTV units in passenger shelters would commence. Units would be provided in all the five districts and Metro would liaise with Police in identifying 'hot spot' locations in order to reduce anti-social behaviour.

##### **Rural Bus Shelters**

Work continued regarding the design for a small modular passenger shelter for use at rural bus stop locations. Designs would be presented to a future meeting of the Working Group as well as to Passenger Consultative Committees.

##### **Boar Lane Bus Point**

Members were advised that Metro and Leeds City Council had been working in partnership with Leeds Plaza Shopping Precinct to identify ways the Plaza could be regenerated. The developer and the Council were keen to convert the current undercroft area of bus stops (P7, P8 and P9) to create a shopping frontage along with a pavement along frontage. This would result in the removal of the three bus stops and bus lay by.

Metro was supportive of these facilities being relocated, subject to certain conditions and costs being met by the developer. These conditions were outlined in the report. Metro has worked closely with the Council and developer and an acceptable solution has now been reached, which involved:

- The creation of a new bus stop on Infirmary Street to cater for relocated buses that currently used City Square.
- The creation of a super-stop on City Square adjacent to the proposed 'ngt' stop and capable of taking some of the high-frequency services that currently stopped on Boar lane.
- The lengthening of the three stops on Park Row South to cater for more buses.
- Improvements to bus stop facilities along Boar Lane.
- Creation of an integrated waiting facility for ngt/buses on City Square.

**RESOLVED** - That the report be noted.