

AGENDA ITEM No: 13.

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

AT A MEETING OF THE FACILITIES WORKING GROUP HELD IN WELLINGTON HOUSE ON WEDNESDAY 13 SEPTEMBER 2006

PRESENT: Councillor P McBride (Chair)

Councillors D Blackburn, J S King, K Rhodes and A Wallace

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor C Smith.

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 9 March 2006 be approved.

4. INFORMATION AND PROMOTION UPDATE

The Working Group considered a report of the Passenger Transport Executive regarding updating Members on promotion and marketing activities.

Metroline

The Group was informed of the excellent performance levels of Metroline staff, as staff continued to exceed national targets for calls answered/calls answered within 30 seconds.

Marketing Activities

It was reported that MetroCard sales had increased by 8% on the same period last year and that usage of the real time system continued to increase with over 2,500 people using the service daily. The Group were updated on further marketing initiatives with regard to the system as well as in relation to changes to the concessionary fares scheme, promotion of the StudentPlus MetroCard and the Adult and the Family DayRover campaign. A Travel Plan Network website had also been developed to encourage companies to sign up to the Company MetroCard Scheme.

Metro 'Notice'

Members were shown a sample of the newly redesigned Metro 'notice' to be applied to bus exteriors, which was focused on key customer information and would be rolled out to operators in the near future.

RESOLVED - That the report be noted.

5. REAL TIME PASSENGER INFORMATION

The Working Group considered a progress report of the Passenger Transport Executive on the South and West Yorkshire real time passenger information system.

Members also received a presentation on the implementation of the scheme, the provision of information to customers via the Internet, WAP and SMS, and use of the system as a management tool through reporting packages such as BusNetLive and Operator reports. It was acknowledged that one of the main areas of concern was the problem of overhanging trees/low branches damaging roof-top aerial equipment, which was preventing buses from being tracked and effecting performance data. In this respect, it was confirmed that Bradford and Leeds were the main effected areas and that Metro and ACIS were working with all District Councils/Highway Authorities to address the issue.

The next phase of the project included the provision of 822 bus stop displays (172 large and 650 small) to various stops in West Yorkshire. Potential sites included the main bus corridors, city and town centres, interchange points and other major trip generators.

Members requested that all PTA members for the 5 Districts be consulted on the shortlist of potential sites for the new bus stop displays.

It was reported that a review of the electronic information system, which had been installed to 8 Metro owned bus stations 5 years ago, had highlighted the need to update the system and bring it in line with current advances in technology/software. It was proposed, therefore, to proceed with the technology refresh, which would be funded through the LTP. A report would be submitted to the full Authority meeting.

RESOLVED -

- (a) That the report be noted.
- (b) That the Authority be recommended to approve expenditure of £200,000 on the bus station display technology refresh.
- (c) That proposals to replace electronic bus station displays be reported to a future meeting of the Working Group.

- (d) That all Authority members for the 5 Districts be consulted on the shortlist of potential sites for the new bus stop displays.

6. BUS STATION AND INTERCHANGE SCHEMES

The Working Group considered a progress report of the Passenger Transport Executive regarding Local Transport Plan funded proposals to improve/enhance bus interchange facilities.

Castleford Interchange Proposals

The Group was advised that following consultation with Wakefield MDC, Network Rail, Northern Rail, Arriva and landowners, the development of the scheme layout had progressed towards a planning application submission. Detail proposals were being prepared for consultation purposes and Members would be kept informed of progress.

Brighouse Bus Station

It was reported that detailed plans of the bus station were being developed following extensive consultation with bus operators, passengers and local residents. It was also reported that Metro was working with Calderdale MC to agree the required highway amendments to the site. A planning application had been submitted, of which a decision was anticipated in October. Subject to obtaining the necessary planning permission/formal highway agreements, it was anticipated that construction of the new bus station would commence in the first quarter of 2007.

Pudsey Bus Station

Members were informed that discussions on the appearance of the building/associated highway improvements in relation to the development had taken place with Leeds City Council. Members were advised of the proposed facilities, which included 2 stands for the 'ftr' articulated vehicles, and it was hoped construction on the bus station would commence at the beginning of 2008, subject to an agreed programme of works from Leeds City Council and the necessary formal approvals.

Heckmondwike Bus Facilities

It was reported that Metro and Kirklees MC were considering proposals for combining the library and information centre with a single bus point, as part of Kirklees Council's Community Strategy. Proposals were at the preliminary stages and, therefore, Members would be kept informed of progress.

Hemsworth Bus Station

Members noted that planning consent to build a superstore, library and new bus station on the existing bus station site had been awarded to Tesco supermarkets. Tesco and Metro had agreed in principle the standard of bus

facility to be provided and discussions were taking place to complete a legal agreement.

Keighley (Dalton Lane Redevelopment)

The Group was informed that Keighley College had obtained funding for a new facility on Dalton Lane to be built on land adjacent to Leeds/Bradford bound platform of Keighley rail station. It was proposed that Metro develop a 'park and ride' provision adjacent to the Leeds bound platform and that the design accommodate bus/rail interchange opportunities.

Following requests from Members, it was agreed that a visit of the Metro bus stations would be undertaken in the near future.

RESOLVED -

- (a) That the report is noted.
- (b) That a visit of Metro bus stations be undertaken in the near future.

7. ON STREET INFRASTRUCTURE

The Working Group considered a report of the Passenger Transport Executive updating Members on the management of Metro's On Street Infrastructure.

Shelters

It was reported that the existing contractor and Metro's in-house team had continued to meet/exceed PTA approved standards for shelter cleaning. Members were further advised that the programme achievement for the installation of new shelters, as part of the current Yorkshire Bus Programme, continued to exceed previous performance levels. In addition, over 250 new advertising panels had been installed in West Yorkshire.

Public Consultation

Members noted the joint public consultation and procedures undertaken by Metro and the Highway Authorities on the location/installation of stops/shelters, as part of the Yorkshire Bus Project for the provision of priority bus corridors and for other installations.

Transfer of Holme Valley Parish Council Passenger Shelters

Members noted that the transfer of the 50 shelters to Metro ownership would enable Metro to provide modern/Disability Discrimination Act compliant facilities as well as improve passenger comfort and the poor image of public transport for local people in the area. It was reported that the Parish Council would make a budget contribution for the first 5 years and that revenue

generated from shelter advertising would meet additional maintenance costs after the Parish Council's contribution period had ended.

Aire Valley (Leeds) Project

The Group noted that as part of the Aire Valley Leeds project, Metro, in conjunction with Leeds City Council, was actively promoting the use of public transport to existing and prospective employees within the Aire Valley area. It was reported that the provision of 25 shelters at existing bus stop locations along with highway improvement works, such as raised kerbing, would be funded through the SRB. Shelter installation works were scheduled for completion by the end of December 2006.

RESOLVED -

- (a) That the report be noted.
- (b) That the Authority be recommended to approve the proposed SRB funded expenditure on shelters in the Aire Valley Employment Area (Leeds).
- (c) That the transfer of the Holme Valley Shelter stock be approved.

8. MANAGEMENT OF METRO BUS STATIONS

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

Cross PTE Best Value Review of Security

It was noted that the Best Value Review of security provision had been completed, the conclusion of which was that Metro was meeting Best Value objectives for personal safety and security. The Executive Summary of the Review was attached to the submitted report for Members' information.

Police Partnership Working

It was reported that the current contract for the 8 PCSOs, which was jointly funded by Metro and West Yorkshire Police, was due to end in November 2006. New contract discussions were ongoing between Metro and the police, as well as with bus operators regarding their involvement in increasing the number of PCSOs funded through this mechanism.

Security Status

Members were advised that Metro was operating high visibility patrols at Metro bus stations, litterbin and locker checks and ongoing liaisons with police and PCSOs.

Advertising Screens

It was reported that Metro had entered into a 2 year agreement with Community Image Ltd to provide advertising screens at Bradford Interchange. The company would supply/install the screens and sell advertising space, with Metro receiving a guaranteed minimum income and a share of the gross revenue. The company's performance would be evaluated with a view to rolling it out to other bus stations.

CCTV Control Room

Members were given a tour of the CCTV control room located at Wellington House.

RESOLVED - That the report be noted.