

**WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY**

**AT A MEETING OF THE BRADFORD PASSENGER CONSULTATIVE  
COMMITTEE HELD AT CITY HALL, BRADFORD ON  
FRIDAY 23 MARCH 2007**

**PRESENT:** Councillor C Greaves (Chair)

**WYPTA**

M Slater

**PUBLIC REPRESENTATIVES**

John Allison	Graham Peacock
Louie Borrill	Rev Geoff Reid
Michael Chappell	Keith Renshaw
David Charlesworth	John Thornton
Lorna Eastwood	Chris Walters
Andrew Jewsbury	Andrew Wowk
Shaun Morris-Armitage	

**Also in Attendance:**

A Lonie	-	Keighley & District Travel (substitute)
D Haley	-	Northern

**17. COMMITTEE MEMBERSHIP**

The Chair commented that this was the final meeting for the current public representatives serving on the Committee. He thanked them for their time, commitment and valuable contributions over the past two years. Members were informed that an application form would be sent to them automatically should they wish to reapply for representation on the Committee.

**18. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors S Khan, J S King (PTA), J Dodds (Bradford MDC) and Mr K Hussain (First Bradford) and Mr G Lomax (Keighley & District Travel).

**19. MINUTES**

Further to Minute 13 - Realtime Displays - The Chair informed Mr Chappell that the minutes had been amended to reflect his comments concerning the installation of solar panel lighting in bus shelters.

**RESOLVED** - That the minutes of the meeting held on 19 January 2007 be approved.

## **20. MEMBER FEEDBACK REPORT**

The Committee considered a report of the Passenger Transport Executive advising them of the feedback received at the meeting of the Committee held on 19 January 2007.

Members were thanked for their suggestions regarding Metro's Environment Strategy and were informed that some proposals would be adopted within the Strategy whilst others would be considered for future implementation.

The Committee was advised that the Bradford Council LTP Scrutiny had now been completed and that the findings would be submitted to the Council's Scrutiny Committee. It was anticipated that a final report would be submitted to the full Council in May.

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

## **21. INFORMATION REPORT**

The Committee considered a report of the Passenger Transport Executive on information regarding current developments and issues affecting the Bradford District.

### **Concessionary Travel**

The Committee were updated on the national concessionary travel scheme arrangements, which would come into effect on 1 April 2008 and enable free travel on any local bus service across England. It was reported that to facilitate this it would be necessary to reissue the concessionary permits, which may be on smartcards. In this respect, Members suggested that the permits be standardised for use in Scotland should the two national schemes merge in the future. In response, Metro officers confirmed that the new smartcard could provide this facility. However, the concessionary travel conditions of use in both Scotland and Wales differed from those set in England. This issue would need to be addressed before a UK wide scheme could be implemented.

The Committee expressed concern at the costs that would be incurred by card holders when replacing their permits/photographs. In this regard, Metro officers confirmed that various options were being investigated.

Members were advised of the outcome of First's Appeal to the Secretary of State for Transport against the West Yorkshire Concessionary Travel Scheme's reimbursement arrangements. The adjudicator had largely upheld Metro's approach to the scheme, but had found in favour of First on the treatment of new trips. It was noted that this could have consequences on Metro's budget in the future.

### **“Putting Passenger’s First”**

It was reported that the Vice Chairs of PCCs had attended a Department for Transport seminar to discuss issues of local bus services and governance. It was anticipated that the draft Bill would be published in May and that further information would be submitted to a future meeting of the Committee.

### **Real Time Information Update**

Members were advised that the real time system had received over a million texts since its inception in September 2005. The service now delivered approximately 3,500 text messages each day. It was also reported that a programme of on-street real time display installations was ongoing and that to-date over 40 displays had been installed at various locations across West Yorkshire.

Concern was expressed at the level of scheduled information being displayed/delivered to passengers. In response, it was stated that this largely resulted from the loss of bus aerials, which were being damaged by overhanging trees. Metro was working with the District Councils to facilitate the cutting back of the trees along problem routes.

Members were updated on the integration of real time information with bus running boards, which would provide cross journey predictions.

### **April Bus Service Changes**

Members noted the changes to services within the Bradford district, which would be effective from 22 April 2007. In this respect, copies of Metro's Changing Times leaflet would be sent to all Members in the near future.

### **Service 846 Update**

It was reported that proposals put forward at the last meeting to strengthen the operation of service 846 had been well received. The proposals had been amended to maintain services in the High Ash area. The new services would be implemented from 22 April 2007.

### **May to December 2007 Rail Timetable**

The Committee was advised that the new summer time table would commence on 20 May 2007 until 8 December 2007. Members noted GNER's decision to enhance the service between Leeds and Kings Cross, which would provide a half hour frequency Monday to Friday.

The Chair commended Metro's efforts in securing the extra train carriages on the Airedale line, which were essential to meet passenger travel requirements.

Members hoped that a proportion of new Government expenditure on 1,000 new carriages would be allocated to West Yorkshire.

### **MyBus Update**

Members noted the details of the schools served by Phases 2 and 3 of the project. It was stated that the implementation of the Phase 3 vehicles would be completed by the end of the year and that a final project monitoring report would be produced to evaluate the success of the project and to provide feedback to the Department for Transport.

### **“Access for All” Initiative at Rail Stations**

It was reported that Network Rail's preferred option designs for the Department for Transport's 'Access for All' step-free initiative relating to Shipley and Keighley stations were due to be made available at the end of March 2007.

### **Keighley Rail Station**

Members were informed that the installation of passenger operated lifts from the footbridge at Keighley rail station to both platforms was Network Rail's preferred option. However, this could prove to be both expensive and difficult to implement due to engineering and environmental considerations.

### **Ilkley Rail Station**

Metro had been successful in securing 'Access for All' funding to provide new access to the north side of Ilkley rail station via Railway Road. It was reported that work had now commenced.

The Committee commended the 'Access for All' initiative at both Keighley and Ilkley rail stations. However, concern was expressed at the accessibility of the ticket hall and booking office at Keighley and Shipley rail stations. Members stated that disabled persons could find it extremely difficult to open the heavy, old fashioned doors leading to the hall/office. In response, Mr Haley suggested that the installation of 'push button' electronic doors may alleviate such problems.

### **Bus Services in the Wharfe Valley Area**

The Committee was advised that Metro had secured the operation of local minibus services in the Otley, Ilkley, Burley, Menston and Guiseley areas following the insolvency of Pegasus in November 2006. MetroConnect minibus services 960/961/962/963 were operated by First and accessible low floor minibuses procured for these services were expected in late spring. The operation of Service 967 (Otley - Menston) was currently being reviewed by Metro.

## **Public Representation on Passenger Consultative Committees - Last Meeting of Current Membership**

The Chair reiterated his thanks to the public representatives for their commitment and valuable contributions during the past two years and confirmed that Members would be given the opportunity to reapply for a position on the Committee.

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

### **22. CONSULTATION ITEMS -**

**(a) Access to Hospitals**

**(b) Metro Messenger**

**(c) Feedback from PCC Members on Improving PCCs**

#### **Access to Hospitals**

Members were advised of work being carried out in order to meet the requirements of the Accessibility Strategy, which had been produced in association with the 2nd Local Transport Plan. The Strategy aimed to ensure that barriers to accessibility were identified and improved through effective partnership working. In this respect, access to hospitals and health services had been targeted as a key priority within the strategy.

Members discussed the strategy and made various suggestions, which included the utilisation of hospitals, doctors' surgeries, treatment centres and other health care providers, such as Local Care Direct, as reference points for public transport. Comment was made that 'hospital' services should be well publicised, which could include displaying information on bus stop plates and service timetable information. Other suggestions included the 'out of hours' use of concessionary travel to attend appointments, voice activation on bus services to advise passengers of hospital destinations and direct services to hospitals.

The Chair also suggested that planning applications for new build health centres/surgeries should include a 106 Agreement for the installation of the real time system.

A questionnaire was circulated at the meeting and Members were asked for their views and comments on how access to hospitals could be improved.

#### **Metro Messenger**

Members were given a presentation outlining the aims and benefits to Metro and customers respectively in respect of Metro Messenger. It was reported that the free e-mail update service would be launched during April 2007 and would provide details of the latest travel news, services changes, special offers, key events, discount vouchers and competitions to registered customers. Members were given the opportunity to register for the service and asked to provide feedback in advance of the public launch.

The Committee commended the initiative and suggested that it be used to inform customers of roadworks/delays as well as allow users to notify Metro of any problems/complaints.

### **Feedback from PCC Members on Improving PCCs**

Members received a presentation on the consultation topics, which had been discussed during their 2 year term on the Committee. They were thanked for their valued contributions and asked to provide Metro with feedback on how the PCCs could be improved.

The overall operation of the PCCs was well received. However, Members commented on the lack of attendance at the meetings by operators and District Councillors. The Chair suggested that the non-attendance of District Members be reported to their Chief Party Whips at Bradford Council. He also indicated that he would bring Members' concerns to the attention of the Chairman of the Passenger Transport Authority.

Discussions ensued regarding the lack of advertising for positions on the Committee. In response, it was explained that advertisements were placed on local bus/rail services, in bus/rail stations and in the local newspapers, such as the Telegraph & Argus. The need for a cross section of applicants was noted and it was also suggested that the Asian communities be encouraged to apply. Further suggestions included joint meetings with the other district area Consultative Committees and a 'Matters for Concern' item on the agenda so that members could bring relevant issues to the Committee's attention. Although, in this respect, it was noted that officers were available at the close of the meeting to resolve any detailed individual queries.

A questionnaire was circulated at the meeting and Members were asked for their views and comments on how the PCC's could be improved.

**RESOLVED** - That the comments and views of PCC members be noted.