

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

Calderdale Passenger Consultative Committee

DATE: 10 OCTOBER 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) Metro's process for handling feedback;
- b) Arriva Service Changes.

2. INFORMATION

Process for Handling Feedback

2.1. There will be a short presentation on how the process for handling feedback could be better managed.

Arriva Service Changes

2.2. Following significant changes to Arriva services in 2005 the company has maintained a stable network throughout the year. The performance of the network has been reviewed and the company is developing proposals for service changes in early 2007. These will be the subject of further consultation with local councillors prior to their introduction

2.3. There will be a presentation by Arriva on the proposed service changes in Calderdale.

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

