

# WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

## CALDERDALE PASSENGER CONSULTATIVE COMMITTEE

DATE: 30 MARCH 2010

AGENDA ITEM NO: 5.

### SUBJECT: CONSULTATION ITEMS

#### Report of the Passenger Transport Executive

## 1. MATTER FOR CONSIDERATION

1.1. PCC members views on:

- Review of the last term of PCC Meetings
- Integrated Ticketing
- Disruptions Due to Bad weather

## 2. INFORMATION

### Review of the Last Term of PCC Meetings

- 2.1. During the last three years PCC members have been consulted on a wide range of issues. A full list of consultation items is attached at Appendix A.
- 2.2. Metro has valued the input of PCC members during the last three years and, at this last meeting, would welcome feedback from members on their experience of being PCC members.
- 2.3. There will be a short presentation followed by an opportunity for members to give feedback.

### Integrated Ticketing

- 2.4. In West Yorkshire there is currently a wide range of ticket options available to public transport users, including single operator, multi-modal, multi-operator tickets. Feedback indicates that this can be very confusing for passengers.
- 2.5. The development and roll out of a SmartCard scheme and options to introduce a Quality Contract scheme both offer opportunities to develop a more fully integrated ticketing scheme in West Yorkshire.
- 2.6. Following a short presentation members' views will be sought on how to take forward a ticketing plan for West Yorkshire.

### Disruptions Due to Bad Weather

- 2.7. Following the disruptions to public transport services experienced

during the recent bad weather, Metro has undertaken a review of how customers are kept informed of disruptions to services.

- 2.8. The review focused on what worked well, identified any gaps and areas for improvement and an action plan has been developed to take recommendations forward.
- 2.9. There will be a short presentation and members' feedback will be sought.

### **3. RECOMMENDATIONS**

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

Director General  
West Yorkshire Passenger Transport Executive