

**WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY**

**AT A MEETING OF THE KIRKLEES PASSENGER CONSULTATIVE COMMITTEE  
HELD IN THE TOWN HALL, HUDDERSFIELD  
ON WEDNESDAY 30 SEPTEMBER 2009**

**PRESENT:** Councillor T Brice (Chair)

**WYITA**

E Firth  
A Pinnock

**PUBLIC REPRESENTATIVES**

Don Burslam  
Richard Fieldhouse  
David Hargreaves  
Shaun Jordan  
William Kirby  
Kathleen O'Shea  
Keith Parry  
Chris Taylor

**KIRKLEES MC**

N Patrick  
E Smaje  
L Wilkinson

**Also in attendance:**

C Newbury - Arriva Yorkshire  
S Ottley - Arriva Yorkshire  
T Singh - Huddersfield Bus Co  
D Haley - Northern  
P Jackson - First TransPennine Express  
B Gibson - Huddersfield Examiner

**Observers:** M Ross - Kirklees Youth Council  
L McQuillan - Kirklees Youth Council

**7. APOLOGIES**

Apologies for absence were received from Councillor Gwen Lowe and public representatives John Appleyard, Mark Denton and Shamir Patel.

**8. MINUTES**

**RESOLVED** - That the minutes of the meeting held on 8 July 2009 be approved.

**9. MEMBER FEEDBACK**

The Committee considered a report advising members of the feedback received at the meeting of the Committee held on 8 July 2009 and to report the action taken.

### Sustainable Travel Cities

It was reported that the Sustainable Travel Cities bid for Leeds had not been successful. However Metro was continuing to identify ways of taking forward some of the ideas generated during the development of the bid, including feedback from PCC members. Mr Hargreaves commended Metro for their efforts in preparing a bid at such short notice but was concerned that there was a lack of commitment from the Leeds City Region Authorities for sustainable transport initiatives.

### Rural Shelter Programme

The Committee was advised that work was being undertaken to develop a rural passenger shelter using sustainable materials and alternative power supply such as solar or wind power.

### Huddersfield and Dewsbury Rail Stations

It was noted that there were no plans to improve the waiting facilities on platform 2 at Huddersfield station but members' comments would be forwarded to TransPennine Express. It was noted that there was a reluctance by some passengers to use the self-service ticket machines at Huddersfield Station. TransPennine Express advised members that in order to encourage their use, staff were helping passengers use the machines to seek to alleviate queues at the ticket office during peak periods.

**RESOLVED** - That the report be noted

## **10. INFORMATION REPORT**

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

### Service Changes

The Committee was updated on the forthcoming service changes scheduled for 24/25/26 October 2009. A copy of the Changing Times leaflet giving full details of the changes would be circulated to members.

### Bus Services – Christmas Holiday Period 2009/10

The Committee was advised of the arrangements for bus service provision over the Christmas and New Year holiday period. It was reported that following the success of the pilot schemes in 2007 and 2008, services would again be provided on Boxing Day to Leeds and Huddersfield. An additional service linking the Denby Dale/Kirkburton area with Huddersfield was also planned.

### **Service 307 Huddersfield - Newsome**

Members had previously expressed concern regarding First's proposals to withdraw service 307. Following representations made by the Committee, First had agreed to operate the service until October 2009 when patronage figures would be reviewed. First had now confirmed that they would continue the commercial operation of the service and members welcomed the company's decision.

### **Rural Bus Services**

It was reported that following the withdrawal of the hourly Denby Dale – Barnsley service an alternative market day service had been introduced on Wednesdays and Saturdays. Members welcomed the service which to date was being well used.

The Holme Valley service H8 had been withdrawn in August 2009 due to poor patronage. Metro was exploring options to extend other services in the Holme Valley to the Holme Valley Memorial Hospital.

Members were advised that the MetroLocal taxibus service in the Colne Valley would also be withdrawn at the end of October 2009 due to low patronage. A new off peak hourly service would operate from Meltham to Huddersfield Royal Infirmary via Milnsbridge. Arrangements would be made to replace the taxibus service in the Slaithwaite area with a community transport service.

### **FreeTown and City Buses**

The Committee noted the key findings of surveys which had been undertaken on the Free Town and City buses operating in West Yorkshire. Members reported that the Huddersfield FreeTownBus was extremely popular and on many occasions carried standing passengers. This caused problems for people with mobility problems who sometimes were unable to use the service due to disabled spaces being taken up by pushchairs.

It was requested that consideration be given for the service to call at Tesco and the car parks at Spring Wood and Cambridge Road. It was reported that this was not possible as there was insufficient time in the current schedule to make the suggested adjustments. Alternative routing options would be considered in the context of future town centre developments.

The Committee welcomed the proposed introduction of a FreeTownBus in Dewsbury which would be provided from December 2009 on a six month trial basis.

### **Heckmondwike Bus Facilities**

It was reported that the outline planning application had been approved and Kirklees Council were formulating a detailed design, procurement and implementation programme for the new bus facilities. The Committee had previously expressed concerns about bus stations being locked at 8 pm although they were aware that this was to avoid issues of anti social behaviour at unstaffed stations. It was reported that the new Brighouse Bus Station had recently been left open at night on a trial basis with a security guard on site. To date no incidents of anti social behaviour had been reported. The next stage of the trial would be to remove the security presence and remotely monitor the bus station via the CCTV control room in Leeds. If this proved successful, consideration would be given to extend this to other unstaffed stations.

### **Timetable Case Project**

The Committee was advised that 1,000 additional timetable cases had been installed at various locations. As a result of the positive feedback received, a further 3,000 timetable cases would be installed during 2009/10. Members suggested that the start date of the new format timetable be made more prominent.

### **MetroActive**

It was reported that positive feedback had been received from the MetroActive campaign held during August. In order to evaluate its effectiveness, Metro was analysing its own survey data and seeking further passenger and financial information from operators. Metro was grateful to the operators for participating in the campaign and, subject to their agreement, it was hoped that the scheme could be repeated in future years.

### **Yorkshire & Humber Route Utilisation Strategy**

It was noted that the final document had been published and could be viewed at <http://www.networkrail.co.uk> .

The RUS highlighted gaps in the network, predicted demand over the next 10 years and future gaps. A summary of the recommended options for the Leeds City Region was attached at Appendix B to the submitted report.

The Committee expressed their concern and disappointment that the final recommendations of the RUS made no reference to the future growth of the Penistone Line. Members were also concerned that the tram train trial would now be held between Rotherham and Sheffield. Members discussed the recommendations for the Huddersfield Line highlighted in the attached summary which included the Department for Transport's aspirations for a 43 minute Manchester – Leeds journey time. It was noted that Metro would be involved in the future franchising process with the DfT and would ensure that members' comments regarding the need to maintain service frequency at both

Huddersfield and Dewsbury were taken into consideration at that time. The Committee asked that they be kept informed of progress.

### **Additional Train Carriages**

It was reported that the DfT was not planning to procure any new diesel vehicles and would proceed with a first phase of cascading trains from elsewhere in the UK to Northern. It was expected that this phase would provide less than half of the 182 additional vehicles previously committed. Further work was being undertaken on the overall proposed rolling stock strategy and Metro was working closely with Northern, the DfT and other PTEs. It was expected that the first phase would be delivered during 2010 but no firm details were yet known.

### **High Speed Rail**

Members were advised of a report which Metro and South Yorkshire PTE had commissioned to promote an Eastern High Speed Rail route. The consultants found that a network of high speed rail routes serving the main cities in the north would address the under-performance of existing links and provide capacity for substantial future growth. It had identified that £34bn of benefits would be generated as a result of serving Yorkshire. A copy of the full report was available at [www.wymetro.com](http://www.wymetro.com)

### **City Region Transport Strategy**

It was noted that a new Leeds City Region Transport Strategy was being developed by the 11 Local Authorities and Metro in the Leeds City Region. It was anticipated that the new Strategy would be launched at the City Region Summit to be held in November 2009.

Members considered that many of the Leeds City Region schemes were biased in favour of other areas and in providing transport links to Leeds, whilst the needs of Kirklees and the M62/A62 corridor were being overlooked. It was noted that the Local Transport Plan 3 (LTP3) was currently being developed and there would be opportunities through this process for members to consider local and strategic aspirations. This would address some of the concerns raised and would be the subject of a consultation item to a future meeting of the Committee.

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

- 11. CONSULTATION ITEMS -**
- (a) 2009 Market Research Results**
  - (b) Personal Travel Planning**
  - (c) Stakeholder Communications**
  - (d) Operators' Comments**

## **2009 Market Research Results**

It was reported that the latest market research tracker survey had been carried out during the summer and members were given a presentation on the findings. It was noted that overall satisfaction for rail and bus stations and services was higher than the previous year, with 85% of respondents satisfied with public transport information overall.

The following comments were made:

- On the rating of local train services, it was suggested that the question relating to space for wheelchairs, pushchairs and cycles be separated into the 3 categories for future surveys
- It would be helpful to have views on individual stations
- It was suggested that views from rural and urban respondents be split
- In order to provide a more accurate summary when compiling the survey results, it was suggested that only responses from public transport users be used for certain questions.

It was noted that the information gathered would be used to measure satisfaction levels, inform marketing decisions and track awareness levels of a range of services and products.

## **Personal Travel Planning (PTP)**

It was noted that PTP was being used elsewhere to encourage people to make more sustainable travel choices by foot, bike, bus, train or in shared cars. This was achieved through the provision of information and incentives and members were given a presentation which demonstrated alternative ways of delivering PTP.

Members welcomed the development but considered that 'cold-calling' people in residential areas was not an appropriate approach. It was suggested that small communities, including rural areas, should be targeted via the workplace, health and leisure facilities. Consideration should also be given to providing park and ride facilities which would encourage the use of public transport although there would be a need for stability of bus and rail services. It was noted that Metro had a Workplace Travel Planning Team who worked with organisations to encourage their employees to think about how they travel to and from work and how these trips could be made in more sustainable ways.

## **Stakeholder Communications**

The Committee was given a presentation which outlined the development of a proposal to improve communications with a range of stakeholders using the Metro Messenger system.

Metro Messenger was a subscription based service with a general public audience. However there was the opportunity to promote information on

Metro's services and public transport developments. It was proposed to develop the Metro Messenger service and provide a monthly email to stakeholders with alerts and links to various items such as service changes, road works/disruptions and new projects and schemes.

Members were thanked for their suggestions to all the consultation items and asked to forward any further ideas or comments on the questionnaire provided at the meeting or by email to [erica.ward@wypte.gov.uk](mailto:erica.ward@wypte.gov.uk).

### **Operators' Comments**

Operators were invited to report on issues and developments for PCC members' consideration.

#### **Arriva**

The Committee was advised that the Heckmondwike depot had completed the repainting of their fleet which now comprised wholly low floor buses. Dedicated timetable information, newsletters and air fresheners would also be provided on the vehicles. Mr Newbury reported that their punctuality figures were over 90% for the previous month and lost mileage under 0.02%.

With regard to the Dewsbury depot, it was reported that buses were in the process of being repainted and leaflets and timetable information would be provided on-bus. Punctuality was recorded at 88%.

Members discussed the provision of low floor vehicles. Arriva was advised that there were occasions when older type vehicles were used for Denby Dale services which caused uncertainty for passengers with mobility problems.

#### **Centrebus**

Mr Singh reported that they had experienced some problems with the ACIS realtime information system and indiscriminate parking issues.

The Committee discussed the carriage of buggies and pushchairs with the operators. They were advised that drivers should not allow these to block the centre aisle. If there was no suitable space available the driver should ask that the buggy/pushchair be collapsed and if this was not done, the passenger should not be allowed to travel.

#### **TransPennine Express**

It was reported that TransPennine Express was currently the best performing long distance rail operator in the country.

Members had previously been given a presentation by TPE's architects on the development of plans for improvements at Huddersfield and Dewsbury Rail Stations. It was reported that a commencement date for the schemes had not yet been agreed as clarification on funding arrangements was awaited.

Mr Jackson noted members' concerns regarding the problem of passengers on TPE services taking up two seats with luggage etc, resulting in people having to stand on busy trains.

First

Members expressed their disappointment that no representative was present from First.

**RESOLVED** - That PCC members' feedback and views be noted.