

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY
AT A MEETING OF THE CALDERDALE PASSENGER CONSULTATIVE
COMMITTEE HELD IN THE TOWN HALL, HALIFAX
ON TUESDAY 7 OCTOBER 2008

PRESENT: Councillor G Wainwright (Chair – to minute 9)

PUBLIC REPRESENTATIVES

| | |
|---------------|----------------------------------|
| Vic Duke | Peter Stocks |
| Hannah Dobson | John Sykes (Chair for minute 10) |
| Peter Melling | John Whiteley |

CALDERDALE MC

K Watson

Also in attendance:

| | | |
|----------|---|-------------------------|
| M Davies | - | First |
| N Walsh | - | Halifax Bus Company |
| D Haley | - | Northern |
| J Shute | - | Halifax Evening Courier |

6. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor B Collins and public representatives Nigel Hull and Neal Ricketts.

7. MINUTES

RESOLVED – That the minutes of the meeting held on 8 April 2008 be approved.

8. MEMBER FEEDBACK

The Committee considered a report advising members of the feedback received at the meeting of the Committee held on 8 April 2008 and to report on action taken.

It was reported that an Action Plan was being developed following the completion of the hospital access audit.

With regard to real time displays, comment was made that the screens sometimes displayed a service as being “due” after it had left which caused confusion. It was also requested that services which did not have direct routes to their final destination should display ‘via’ or ‘not direct’ on their displays.

RESOLVED – That the report be noted.

9. INFORMATION REPORT

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

October Bus Service Changes

The Committee noted that the next major timetable change would take place on the weekend of 25/26 October 2008. Members expressed concern regarding changes to services to Mixenden. First commented that their changes were aimed at simplifying the route network and offered increased frequency of services in some areas. The key aim was to encourage greater bus use in the areas served. Details of the changes were set out in Metro’s Changing Times leaflet which was circulated at the meeting.

Halifax Travel Centre

Members were advised that Halifax Travel Centre would be closed for four weeks during November to allow for a full refurbishment. During this time, a temporary information service would be in place at the entrance to the café, providing information on concessionary passes, prepaid tickets and bus and train times.

Brighouse Bus Station

It was reported that the construction work was progressing well and it was estimated the new bus station would be complete by March 2009. Members were advised of the temporary arrangements that were in place to accommodate the displaced services. The distribution of passenger information posters and leaflets had ensured minimum inconvenience to users.

Regional Funding Allocations (RFA)

Members were advised that the Regional Transport Board (RTB) had completed its interim review of the RFA and over £100m of new schemes had been prioritised for the Leeds City Region. Details of the schemes were outlined in paragraph 2.31 of the submitted report. It was noted that the Leeds City Region Rail Growth scheme included car park enhancements at Sowerby Bridge and Hebden Bridge rail stations in the Calderdale district.

Members commented that although the East Leeds Parkway scheme would provide a valuable park and ride facility into Leeds, they were disappointed that the proposal for a station at Elland was not being pursued in view of the enhanced rail service which was to be provided on the Caldervale line from December 2008.

Leeds-Settle-Carlisle Winter Offer 2008/09

It was noted that the special winter offer would run from 3 November 2008 until 13 February 2009 on weekdays only. Posters and flyers would be produced to promote the offer and it would also be placed on websites. Members suggested that it also be advertised in local newspapers.

December 2008 Rail Timetable

The Committee noted the details of the planned changes to Northern's local rail services for the December 2008 timetable which were attached at Appendix A to the submitted report. With regard to the changes to the Caldervale line, it was believed that the overall benefits of the timetable changes outweighed the disbenefits. The Committee was advised that Northern had addressed many of the issues raised by Mytholmroyd residents and also secured an additional peak Manchester train to address concerns at Walsden.

Mill Lane Junction, Bradford

It was noted that Network Rail was proposing to carry out a complete reconstruction of the railway junction at Mill Lane, Bradford. Members were advised of the dates that the work would affect services running into Bradford Interchange and full details of the alternative travel arrangements would be published in Metro's Changing Times leaflet. A special timetable booklet would also be produced and would be available at staffed rail stations along the route or online at www.northernrail.org. It was requested that clear signage be erected at stations and information made available for passengers using the replacement bus services.

Stakeholder Event

Members were reminded of the Metro Roadshow which was to be held on Friday 10 October 2008 at Halifax Town Hall.

RESOLVED - That the report be noted.

10. CONSULTATION ITEMS -
(a) Metro's Journey Planner
(b) Local Transport Plan Review

Metro's Journey Planner

The Committee was advised that Metro's electronic journey planner was to be reviewed and members' views were sought on customer expectations for its future development.

A copy of a questionnaire was circulated at the meeting and members were asked to identify the most important and useful features of a journey planner.

Members suggested that the journey planner should provide different options for journeys to allow for cancellations and delays, especially when the journey involved using more than one service. Comment was also made that when typing in a destination, too many options were displayed which could confuse some customers.

It was noted that a range of services were available for people who did not have access to the internet including the Metroline call centre and promotional leaflets.

Local Transport Plan Review

Members were given a presentation which provided a brief introduction into the requirements and process for the mid term review of the West Yorkshire Local Transport Plan.

Members were given the opportunity to provide input and feedback on key issues of the LTP strategy and its delivery and were asked to contact Metro with any suggestions or comments. They were asked to consider what they thought had improved or got worse and key concerns to focus on over the next two years.

Concern was expressed that Calderdale did not have many schemes in the LTP despite the area suffering severe congestion problems as people needed to travel to both Manchester and Leeds. Members also made the following comments:

- Consideration be given to producing a district based bus only MetroCard that could be used on all services
- Planning Authorities to include public transport schemes when considering plans for new developments
- The need to address congestion issues in Calderdale as well as Leeds
- The need to address behaviour problems with passengers on public transport
- Lessons to be learnt from European transport systems

Members were thanked for their suggestions to all the consultation items and asked to forward any further ideas or comments on the questionnaires provided at the meeting.

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