

**WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY**

**AT A MEETING OF THE FACILITIES WORKING GROUP  
HELD IN WELLINGTON HOUSE ON  
WEDNESDAY 11 MARCH 2009**

**PRESENT:** Councillor E Firth (Chair)

Councillors T Brice, P Wadsworth and A Wallace

**13. DECLARATIONS OF INTEREST**

There were no personal or prejudicial interests declared by members at the meeting.

**14. MINUTES**

**RESOLVED** - That the minutes of the meeting held on 4 September 2008 be approved.

**15. MINUTES**

**RESOLVED** - That the minutes of the tour of bus station facilities on 12 November 2008 be approved.

**16. MANAGEMENT OF METRO BUS STATIONS**

The Working Group considered a progress report of the Passenger Transport Executive regarding the management of Metro bus stations.

**Safety**

Members were advised that the ongoing monitoring and reporting of vehicles speeds and operator support had improved bus driver compliance with speed limits in bus stations. Members also noted that a new pedestrian access route had been provided at the Nelson Street entrance to the Bradford Interchange.

The Working Group was also updated regarding the fatality at Leeds bus station, which occurred last year, and liaison with the Health and Safety Executive.

### **Cleaning Machine Trial**

Members were informed of new cleaning machine trials for the Metro bus stations. The new machine was more environmentally friendly compared to the models currently in use.

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

## **17. BUS STATION UPDATE**

The Working Group considered a progress report of the Passenger Transport Executive regarding bus infrastructure schemes.

### **Hemsworth Bus Station**

The new 5 stand bus station was opened for public use in June 2008 and included a passenger lobby area, seating and CCTV. It was confirmed that the real time information system would be installed during March 2009.

### **Brighouse Bus Station**

Members were advised that the redevelopment work currently being undertaken was progressing well. It was reported that the main superstructure works were complete and that the floor tiling had commenced. The Working Group was advised that buses now exited the facilities onto Ganny Road as the highway works had been completed. It was anticipated that all works to the bus station would be completed at the end of April 2009 and that members would be invited to the station's opening ceremony.

### **Pudsey Bus Station**

It was reported that the detailed design of the bus station had been completed and tenders would be invited during March 2009. A detailed phasing programme regarding the bus station and highway works had been agreed with Leeds City Council. The programme would commence in May/June 2009 and completed March/April 2010, although this was subject to the finalisation of the necessary Traffic Regulation Orders and the appointment of a contractor. It would be necessary to close the existing bus station and provide 3 temporary stops when building works commenced. The final agreed locations were being discussed with Leeds City Council and operators.

Councillor Brice requested that a tour of the bus station be arranged once work had been completed.

### **Castleford Interchange**

The Working Group was advised that detailed design work was now complete and Wakefield Council had prepared the Compulsory Purchase Order (CPO)

documentation for the land. However, before the CPO could be served further discussions would be held with the land owners to ascertain if negotiated settlements could be reached. The acquisition of the Network Rail land was being dealt with by Metro. It was reported that a detailed implementation programme would be agreed once land acquisitions had been agreed or the CPO had been served. Once work commenced on the new interchange facilities it would take approximately 18 months to complete.

The scheme had programme entry approval from the DfT. A programme for full scheme approval and funding would be submitted to the DfT as soon as the timescales for the site assembly had been agreed by Wakefield Council.

Councillor Brice requested that a tour of the Interchange be arranged when works had been completed.

### **Heckmondwike Bus Facilities**

Discussions continued to be held with Kirklees Council regarding the provision of bus facilities. However, the Council had to complete the necessary land acquisitions before detailed proposals could be approved.

### **Halifax Travel Centre**

It was reported that refurbishment work at the travel centre had now been completed. A new counter and electronic tilling system had been installed and the customer areas had been upgraded to the same standard of travel centres elsewhere.

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

## **18. UPGRADE OF METRO CCTV SYSTEM TO DIGITAL AND RELOCATION OF CCTV CONTROL ROOM**

The Working Group considered a report of the Passenger Transport Executive to upgrade Metro's CCTV system to digital operation and to relocate the control room from Wellington House to facilities shared with Leeds City Council outside the city centre.

Members were advised that a 'Project Board' had been formed to oversee/implement the project and consisted of Metro and Leeds City Council representatives. A detailed consultant's brief has been prepared and tenders will be obtained during March 2009. Consultants would be appointed to prepare comprehensive design information to ensure that competitive tenders are sought for the procurement of the new digital equipment/upgrading of the existing transmission networks to ensure the new facility meets/exceeds industry standards. The Authority had already approved expenditure on Metro's element of the scheme and discussions were underway with Leeds City Council in respect of the necessary legal agreements. Work would be planned to minimise disruption to the present operating CCTV service, with a

view to the new combined CCTV control centre becoming operational Spring 2010. Members would be given the opportunity to tour the new facilities once they became operational.

Discussions ensued regarding staffing arrangements at the new location. In response, it was stated that options, including financial analysis, were currently being reviewed and would be reported to a future meeting of the Working Group.

### **Security on Rail Services and at Rail Stations**

Councillor Brice raised the issue of security on trains and at train stations. He commented that it was not clear to members of the public who they should contact or how they should react with regard to security issues such as suspicious packages. He also referred to Huddersfield rail station and how it was at times possible to exit the station via the public house which had an entrance from the platform. The Group were advised that Metro was contributing to a Northern Rail project to provide CCTV on trains and that First TransPennine trains already had CCTV fitted. Councillor Brice made further comment about the lack of ticket inspections/fare collection on rail services. Councillor Brice's comments were noted and it was agreed that they would be forwarded to the Rail Working Group, which was already aware of the issue of fare collection.

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

## **19. INFORMATION AND PROMOTION UPDATE**

The Working Group considered a progress report of the Passenger Transport Executive regarding information, promotion and marketing activities.

### **Information Provision**

Members were advised that the performance of MetroLine continued to be good and continued to meet targets for the speed of answer calls. It was noted that the service had been particularly busy during the recent severe weather handling over 4,000 calls per day on the worst days compared to the normal level of 1,500 calls per day. Members commended staff for maintaining an uninterrupted service and for also handling calls for South Yorkshire for a short period. It was also reported that the real time information system had delivered nearly 21,000 texts over the two days of severe weather compared to 6,000 texts per day normally. Metro Messenger was also reported to have nearly 16,000 subscribers to the service.

Members were advised of the work to resolve current technical issues affecting some predictions on bus stop displays. It was queried whether bus stops with real time units could become 'dual purpose' and provide information for services that stopped opposite. In response, it was stated that this could not be achieved with current technology. However, Metro was

currently investigating the possibility of implementing real time units that displayed information for a number of services, with a view to installing the unit in communal locations such as hospitals. Metro was also investigating the facilitating of messages to real time units in respect of service delays/disruptions, as well as introducing messages about cancelled services.

### **Marketing Activities**

Members were advised of the forthcoming marketing activities and how the guiding theme was focused around an environmental message. This included the congestion campaign and initiatives within the Travel for Work project. It was also reported that the Travel for Work initiative had been awarded additional funding for the final further year and would continue to promote sustainable travel through companies and offer advice/assistance to job seekers.

It was reported that following the success of 'get around for a pound' campaign last year, Metro was working with bus operators to develop a similar campaign for Summer 2009. The campaign would run until August 2009 and would encourage young people to travel on buses in West Yorkshire. Members commended the success of last year's campaign as it had promoted bus travel to young people. Members also highlighted the necessity to ensure that all partners involved were aware of the initiative and that it was widely advertised. In response it was stated that there was a much longer lead time this year to prepare/promote the scheme and that this year's initiative was designed to incorporate activities such as swimming.

### **Market Research**

Market research surveys to measure Metro's performance and customer service delivery would be undertaken in June 2009. The survey programme was presently being reviewed, with a view to Metro being able to analyse the results to a greater level of detail for smaller geographical areas.

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

## **20. ON-STREET INFRASTRUCTURE**

The Working Group considered a progress report of the Passenger Transport Executive regarding the management of Metro's on-street infrastructure.

### **Shelter Glazing**

Members were advised that for the period 1 September 2008 to 28 February 2009 performance data had confirmed that the Response Group's attendance at site for both emergency and planned works was meeting the set standards. Attendance at locations with broken glazing was 3.4 hours against the target time of 4 hours and the average time for re-glazing was 2.3 days against a target time of 4 days.

Discussions ensued regarding anti-social behaviour and vandalism to bus shelters. It was stated that in order to combat this issue CCTV units had been installed to a number of shelters and that in the next financial year another 30 units would be rolled out. Metro also worked closely with the West Yorkshire Police and attended various District based community forums. It was further suggested that Metro liaise with District Neighbourhood Management Groups about this issue.

### **Timetable Case Project**

Members were informed that Phase 1 of the project to increase the number of timetable cases at bus stops commenced in February 2009. This phase included the installation of 1,000 cases and was anticipated to be completed by April 2009. The Authority had approved a phased approach to the project in order to assess the impact on resources, as the volume of visits to timetable cases on fixed service change dates and adhoc intermediate visits would increase as the number of cases increased. Therefore, in order to allow an evaluation of the impact on public perceptions and inform the future approach, cleaning cycles in Wakefield and Kirklees would be relaxed from 10 days to 15 days in outer areas on a trial basis. Town and city centre cleaning would remain on a weekly cycle.

Councillor Wallace advised that she had received representation from a disability group called SNOOP (Special Needs Objective Outreach Project) based in Bradford who had asked that consideration be given to colour co-ordinating bus timetables to aid people with learning disabilities. It was agreed that this would be investigated to determine feasibility.

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