

**WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY**

**AT A MEETING OF THE WAKEFIELD PASSENGER CONSULTATIVE  
COMMITTEE HELD IN THE TOWN HALL, WAKEFIELD  
ON THURSDAY 8 OCTOBER 2009**

**PRESENT:** Dennis Pattinson (Chair)

**PUBLIC REPRESENTATIVES**

Nigel Ashton	John Churms
Karen Barkley	Michael Dalton
Pauline Blackburn	Barbara Darlison
	Brenda Fruish

**WAKEFIELD MDC**

R Halliday  
L Harrison

**Also in attendance:**

M Lowery	-	Arriva Yorkshire
D Haley	-	Northern

**6. APOLOGIES**

Apologies for absence were received from Councillors D Hopkins, G Phelps, K Rhodes and M Walker.

**7. MINUTES**

Further to minute 4, Moorthorpe Rail Station Car Park, Councillor Harrison advised that work on the car park had been completed.

**RESOLVED** - That the minutes of the meeting held on 9 July 2009 be approved.

**8. MEMBER FEEDBACK**

The Committee considered a report advising members of the feedback received at the meeting of the Committee held on 9 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. With regard to suggestions made by some PCC members, it was recognised that due to capacity issues it was difficult to encourage the carriage of cycles on trains at the present time.

### Rural Shelter Programme

The Committee was advised that work was being carried out to develop a rural passenger shelter which may include sustainable materials such as wood and alternative power supply such as solar or wind power. Councillor Harrison thanked Metro for the shelter that had been provided in South Kirkby.

### Northern Rail Timetable Development

The comments and suggestions made by PCC members had been forwarded to Northern Rail for consideration. Members discussed the provision of self service ticket vending machines (TVMs) at stations which would prevent passengers having to queue at barriered stations for tickets and also reduce fare evasion. Comment was made that the ticket sales outlet on platform 1 at Leeds Station was some distance away for passengers arriving at platform 17 and it was suggested that ticket sales should also be available on the bridge at the station.

**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 Wakefield District.

### **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. Members requested that consideration be given to the provision of a bus link from Castleford for those people who wished to take advantage of the Boxing Day services.

### **FreeTown and City Buses**

It was reported that Metro had undertaken surveys throughout the summer on the Free Town and City buses and members noted the key findings which were outlined in the submitted report.

Members welcomed the return of the Wakefield FreeCityBus service to Kirkgate Rail Station following the completion of the revised car park arrangements and creation of a turning circle.

It was noted that Wakefield MDC had requested a review of the current route and frequency of the service to identify if any additional sites could be included within the current resources. Members were advised that this included consideration for the rerouting of the service to the new Hepworth Gallery. Progress would be reported to future meetings.

### **Realtime at Bus Stations**

It was reported that roll out of Realtime Information was continuing and screens had been installed at Leeds, Keighley, Huddersfield, Dewsbury, Halifax and Wakefield. The roll out of Realtime Information to Bradford and Pontefract was due to be implemented over the next few months.

### **MetroActive**

It was reported that positive feedback had been received from the MetroActive campaign held during August. It was noted that in order to evaluate its effectiveness, Metro was analysing its own survey data and seeking further passenger and financial information from operators. Members welcomed the initiative and asked for further details once the evaluation had been carried out. 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.

### **North Wakefield Gateway Scheme**

Members were updated on the proposed scheme which aimed to improve transport links into and out of the northern quarter of the city centre. It was noted that public consultation was being undertaken and responses would be reported to Wakefield MDC's cabinet meeting in December 2009. It was anticipated that work would commence in Summer 2010 subject to all approvals and statutory processes being completed.

### **Rail Electrification**

The Committee was advised that Network Rail had issued a draft strategy on electrification for consultation. However the DfT had announced that it had approved an immediate start on the development of schemes for the electrification of the Great Western Main Line between London, Bristol and Swansea together with the Liverpool to Manchester route.

Members considered that the variation in the cost of rail journeys depending on when tickets were booked caused confusion for passengers. Also the cost of peak time services was a barrier to travel for many people.

### **Leeds Station Southern Entrance**

Members were advised that Metro and Network Rail had undertaken consultation on a proposed design for the Leeds Station Southern Entrance scheme. The scheme was designed to support the substantial numbers of passengers using Leeds station and support regeneration to the south of the station. The planning application had to be submitted by the end of September 2009 and a major scheme bid would be submitted to the DfT. A decision on the bid would be made in 2010.

### **Castleford Interchange**

It was reported that there had been difficulties in obtaining the necessary land for the development of the new bus and rail interchange. Once land acquisition had been completed, a detailed implementation programme would be prepared. It was anticipated that it would take approximately 18 months to complete the project once work had commenced.

### **Kirkgate Station**

Councillor Halliday expressed his concern that incidents of anti social behaviour continued to be reported at the station. It was considered that the presence of a security guard would restore the public's confidence and increase passenger usage. Northern advised that the station was visited by their own security officers between 3 and 4 times a week and also by the British Transport and civil police.

It was noted that Northern was working with partners to seek a long term solution for the station. However in the interim it was proposed to extend and enhance the CCTV system and refurbish the subway and station lobby. This initial work would be implemented in late 2009/early2010 subject to Listed Building Consent and Network Rail approvals.

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

- 10. CONSULTATION ITEMS -**
- (a) 2009 Market Research Results**
  - (b) Personal Travel Planning**
  - (c) Stakeholder Communications**

### **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. 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. 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.

The Committee was advised that the contract with the market research company had expired and this provided the opportunity for changes to be made in the way the survey might be carried out in future years. The last survey had been carried out by telephone with over 200 respondents per district and the questionnaire had also been available on Metro's website. It was suggested that the survey could be sent to Metro Messenger users but it was recognised that not everyone had computers or mobile phones and it would still be necessary to capture their opinions by other methods.

### **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' views were sought on how this area of work could be taken forward and the following comments were made:

- Have a 'free day' on public transport to encourage people to try it out.
- Some areas were difficult to get to by public transport eg. there were very few direct services to the Junction 32 shopping development from surrounding areas and people had to take two buses to get there.
- It was important to have reliable and permanent services in place to encourage people to change their travel patterns.
- There was a need to look at longer term solutions such as developing park and ride sites that were large enough to accommodate future growth.

### **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. It was considered that the recipient should be able to select specific and relevant information. Members reiterated that there would still be a need to issue information in paper format as not everyone had access to computers.

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).

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