

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

CALDERDALE PASSENGER CONSULTATIVE COMMITTEE

DATE: 10 JANUARY 2012

AGENDA ITEM NO: **4**

SUBJECT: INFORMATION REPORT

Report of the Passenger Transport Executive

1. MATTER FOR CONSIDERATION

- 1.1. Matters of information relating to the Calderdale district.

2. INFORMATION

Service Change Dates

- 2.1. Discussions are being held with bus operators to move towards fewer service change dates per year in future years. Whilst these discussions continue, arrangements for 2012 are broadly in line with previous years.
- 2.2. Major network changes will be held 28/29 January, 28/29 April and 27/28 October. Changes associated with schools/colleges will occur on 2/3 June, 21/22 July and 25/26 August and for rail on 9 December.

Service Changes

- 2.3. There are four main changes to services planned for the end of January. First are changing their commercial 521, 522 and 523 services to operate via Dean Clough rather than Burdock Way.
- 2.4. Services 900/1 between Hebden Bridge and Huddersfield are revised to operate on a regular hourly basis during the day. This aims to make the service more sustainable and give the potential to generate growth. As a consequence of changes in 900/, revisions have also been made to services E8 and the Elland Town services, to improve links between Elland and Ripponden via Krumlin.
- 2.5. Services X8 and X80 are withdrawn by First. These services were introduced by First on a "use it or lose it" basis but have not proved commercially viable.

MetroLocal Update

- 2.6. Usage of the new MetroLocal service 258 continues to grow and is averaging approximately 80 passenger trips each day. Contact has been made with the local supermarkets in Brighouse seeking longer term support for the service. A review of the route and timetable is in progress with a view to making changes in April to more closely meet current demand.

Smartcards

- 2.7. Metro has aspirations to introduce smartcard ticketing across West Yorkshire. The introduction of smartcards will make using public transport more convenient for passengers. Fewer people needing to pay cash for individual tickets will help to improve the punctuality of bus services by reducing the number of long boarding times.
- 2.8. Two operators (Arriva and Transdev) in West Yorkshire have fitted smartcard readers to their buses and have started 'reading' concessionary travel passes on buses. First bus will be fitting readers to their vehicles in February 2012.
- 2.9. There are, and will be, issues with passes not being read correctly by readers on buses. This may be due to faulty smartcard readers or problems with the Metro issued concessionary pass. Metro is providing travel centres and staff at Wellington House with hand-held devices, to check the computer chip embedded in the pass.
- 2.10. Passengers who suspect the chip in their card is faulty can have it tested at Bus Station Travel Centres.

Online Pass Applications

- 2.11. Metro has recently launched an on line application facility for seniors who are eligible for the English National Concessionary Travel Scheme (ENCTS) passes. Applicants will have to upload a photograph and provide details of their passport or driving licence in order to validate their application.
- 2.12. ENCTS passes will be posted directly to the applicant. It is intended that the on line facility will also be extended to include re-ordering of replacement passes.

Competition Commission

- 2.13. The final Competition Commission report is scheduled for publication on 6 January 2012 and a verbal update will be given on this at the meeting.

Community Transport Sector Support

- 2.14. Earlier in the year the Department for Transport announced a one off grant to transport authorities to assist in developing community transport in rural areas, Metro received £193,000. This funding will be spent on increasing the capacity and capability of community transport operators and new services. On 8 December, the DfT announced a further grant of an approximately similar amount which will support further service development.

Traffic Light Priority

- 2.15. Metro, in partnership with District Councils and local bus operators, is currently implementing Traffic Light Priority (TLP) at up to 200 sites across West Yorkshire. The scheme utilises Metro's '*journextbus*'

satellite tracking system, which enables 'virtual detectors' to trigger priority for buses as they approach selected traffic signal locations where problems of congestion and delays to buses have been identified.

- 2.16. TLP has to date been introduced at approximately 100 of the programmed locations. Performance monitoring of implemented sites has now commenced, at a small number of sample sites. Initial results indicate that journey time benefits that have been achieved as a result of the scheme exceed predictions, particularly where TLP is in place at a series of junctions on a bus route.

Rail Fares

- 2.17. There was a general increase in rail fares of 8% with effect from 2 January 2012. The increase also applied to train and bus MetroCards. The price of bus only MetroCards also increased on 2 January 2012 by approximately 7%. MetroCard prices are set by operators through the ticketing company Board, which has representation from Metro.

Calderdale Line

- 2.18. Metro, Transport for Greater Manchester, Calderdale and Bradford Councils have recently had consultants undertake a market analysis of the Calderdale line to strengthen the evidence base for a transformational package of works to improve this important route.
- 2.19. It is clear from the work that the route is underperforming, and there is also a significant amount of economic, regeneration and housing development planned for the towns and cities along the route over the coming years.
- 2.20. A final piece of work on the line is being undertaken and will feed into the rail industry's infrastructure planning process as part of the Northern Hub development and the Department for Transport's High Level Output Statement in summer 2012.

Transpennine Electrification

- 2.21. It was announced in November's autumn budget statement that the trans-Pennine railway line between Manchester, Leeds and York will be electrified, at a cost of just under £300m.
- 2.22. Initial work is likely to begin next year, with an electrified timetable for the route likely to begin in 2017. This investment is a further piece in the jigsaw of the Northern Hub scheme which will improve connectivity across the North of England over the next few years.
- 2.23. Metro will be liaising with rail industry partners on the detail in terms of service specification and rolling stock over the coming months.

Car Park Extension Update

- 2.24. It was previously reported that Metro and Northern Rail were successful in their bid for rail industry funding to extend the rail station car parks at Crossflatts, Todmorden and Sowerby Bridge. Contracts are currently being

finalised for the works, which are due to start on site next year and should be complete by 2013.

Additional Rail Carriages

- 2.25. The extra capacity on peak local rail services into and out of Leeds was introduced on Monday 12 December. The additional capacity provided is detailed at Appendix A.
- 2.26. Overall, these two packages of additional rolling stock will provide additional seating and standing capacity for almost 4500 customers during the morning and evening peaks into and out of Leeds.

High Speed Rail

- 2.27. The expected announcement in December by the Secretary of State for Transport on whether a new high speed rail line (HS2) will go ahead has been delayed until the New Year. Subject to HS2 being given the go-ahead, Metro will commission a piece of work with South Yorkshire PTE and Transport for Greater Manchester on what to do with the released capacity on the classic rail network in our areas.

Screens at Stations

- 2.28. The installation of customer information screens, funded by Metro and Northern Rail, at 18 West Yorkshire rail stations will commence in January 2012. The stations are:

Bramley	Woodslesford
Hebden Bridge	Normanton
Outwood	Horsforth
Cross Gates	Todmorden
Knottingley	Mytholmroyd
Pontefract Monkhill	Fitzwilliam
Castleford	Sowerby Bridge
Micklefield	East Garforth
Sandal & Agbrigg	Moorthorpe

Consultation Protocol

- 2.29. Metro is now making more use of web based consultation (along with traditional consultation methods). As part of this process Metro has published its consultation protocol on the Metro web site. The protocol sets out Metro's approach to consultation and outlines how we engage with partners, stakeholders, customers and the wider community to seek to ensure that their views are used to inform and improve service and policy development.
- 2.30. The protocol can be viewed on the new 'Consultation' area of Metro's web site, www.wymetro.com/consultation and a hard copy can be provide to members on request.

CPT Code of Carriage

- 2.31. Following discussions with the Department for Transport, the Confederation of Passenger Transport (CPT) launched a Code of Practice for the use and acceptance of Mobility Scooters on low floor buses. The Code can be viewed on the CPT web site: <http://www.cpt-uk.org>, and a hard copy can be made provided for PCC members on request.
- 2.32. The Code simplifies and puts in place standardised procedures for Operators and Mobility Scooter users to ensure they are able to safely use bus services. The Code aims to make clear to all concerned the types of mobility scooters that vehicles will be able to accommodate. It introduces a permit system for the mobility scooter user that will make it easier for the bus driver to recognise that the mobility scooter has been approved by the Operator and the user has been trained in how to safely board and alight from the bus. The permit will be accepted by all Operators who adopt the Code.
- 2.33. To date the Code has been accepted by a number of operators, including the following:
- Arriva
 - Centrebus
 - Firstgroup
 - National Express
 - Stagecoach
- 2.34. Metro and the operators are considering how best to implement the Code, and an update will be given to PCC members at a future meeting.

Support for People with Learning Difficulties

- 2.35. Metro is working with a range of partners to support people with a learning disability when using public transport.
- 2.36. 'Safe Places' help people with learning disabilities deal with incidents that take place while they are out and about in the community. A successful scheme operates across the Bradford district and is supported by Metro staff based at Bradford Interchange.
- 2.37. Metro is working with Kirklees Council to establish a scheme which will be piloted at Dewsbury and Huddersfield bus stations, and has recently met with partners in Calderdale to establish a scheme there. The other local authorities in West Yorkshire are also looking at how they can set up Safe Places in their areas.
- 2.38. Metro is working with Mencap and other organisations to put together two short training sessions on learning disability awareness and hate crime awareness. Bus station, travel centre and other front line staff will all have a chance to take part in the training sessions. Bus operators are also being invited to take part in the training sessions.

- 2.39. These are pre-booked group tours of our staffed bus stations for groups of people with a learning disability. These would help to show people who and where to go for help if they need it.
- 2.40. Metro is also supporting a Safer Travel West Yorkshire campaign to raise awareness of hate crime and how to report it.

Support for Jobseekers

- 2.41. Local Sustainable Travel Funding has enabled Metro to again work in partnership with JobCentre Plus in West Yorkshire. The funding, from 2011-2014 provides jobseekers with the following:
- Support for attending job interviews - 3000 MetroDay tickets have been provided to JobCentre Plus to issue to jobseekers with an identified travel barrier for travel to job interviews in West Yorkshire. Since the project launch in November, 28 Day tickets have been issued.
 - Support for first month of work - 4250 Monthly MetroCards have been provided to JobCentre Plus to issue to jobseekers facing travel barriers when starting a new job. Free travel for the first month of work helps overcome the financial difficulties associated with the transition from benefit to employment. All Jobseekers receive a letter before each ticket expires giving them future fares information, along with a questionnaire for them to give feedback on the scheme. Since the project launch in November, 205 Monthly MetroCards, 3 MetroMasters, and 1 FirstMonth ticket have been issued.
 - Support whilst jobseeking - LSTF funding has facilitated additional promotion of the 'MetroRover', a discounted travel ticket for jobseekers, and has funded production of a leaflet now stocked by JobCentre Plus to promote to jobseekers.
 - Jobseekers and Cycling - Work is underway to design a cycling package to help jobseekers access employment opportunities as part of the overall approach.

Better Bus Area Fund

- 2.42. The Department for Transport have announced a £50 million 'Better Bus Area Fund'. Bids will have to be submitted by 24 February 2012.

3. RECOMMENDATIONS

- 3.1. That this report is noted.

Director General
West Yorkshire Passenger Transport Executive

Appendix A

Additional Rail Carriages

Six new services are now possible from December 2011 because of the additional rolling stock as follows:

Ilkley Line

- 0755 Ilkley – Leeds
- 1747 Leeds – Ilkley

Airedale Line

- 0739 Skipton – Leeds
- 1739 Leeds – Skipton

Wakefield Line

- 0708 Doncaster – Leeds
- 1700 Leeds – Doncaster.

Eighteen existing services will have more seating and standing capacity from December 2011 because of the additional rolling stock as follows:

Caldervale Line

- 0613 Leeds – Manchester Victoria
- 0637 Leeds – Manchester Victoria
- 0643 Manchester Victoria – Leeds
- 0822 Manchester Victoria – Leeds
- 1613 Leeds – Manchester Victoria
- 1713 Leeds - Manchester Victoria
- 1722 Leeds – Wakefield Westgate

Harrogate Line

- 0630 Harrogate – Leeds
- 0742 Knaresborough – Leeds
- 0845 York – Leeds
- 1629 Leeds – York
- 1829 Leeds – York
- 1859 Leeds – Knaresborough

Huddersfield Line

- 0631 Huddersfield – Leeds

York/Leeds

- 0748 York – Leeds

Sheffield/Leeds

- 0806 Sheffield – Leeds
- 1832 Leeds – Sheffield

Leeds/Lancaster

- 1639 Leeds – Lancaster