

AGENDA ITEM No: 9.

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

AT A MEETING OF THE KIRKLEES PASSENGER CONSULTATIVE COMMITTEE HELD IN THE TOWN HALL, HUDDERSFIELD ON WEDNESDAY 12 OCTOBER 2005

PRESENT: Councillor K Iqbal (Chair)

WYPTA

M Bower
K Hussain

PUBLIC REPRESENTATIVES

John Appleyard	Kathleen O'Shea
Richard Fieldhouse	Keith Parry
Sean Flood	Adrian Pygott
Martin Furness	Norma Senior
Brian Holroyd	Frances Wardley
Roger Moore	

KIRKLEES MC

M Bolt
M Harkin

Also in attendance:

F O'Sullivan	-	First
S Ottley	-	Arriva Yorkshire
D Squire	-	Arriva Yorkshire
V Podgorski	-	Kirklees MC
T Singh	-	Yorkshire Traction

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor L Wilkinson and public representatives Don Burslam, Peter Holling and Anne Prince.

2. ELECTION OF DEPUTY CHAIR

RESOLVED – That Richard Fieldhouse be elected as Deputy Chair of the Committee

3. MINUTES

Further to minute 15, Police Enforcement of Bus Lanes, it was noted that several incidents regarding vehicles illegally parking in bus lanes had been

reported to the Police although no action had been taken and the problems still persisted. Members asked for their concerns to be raised with the Police and that they be requested to provide figures for all reported enforcement incidents.

Further to minute 15, Rail Station Accessibility Issues within Kirklees, members were advised that the "Access for All" initiative was being developed by the Department for Transport but that investment was being focussed in the South East with very limited funding for elsewhere.

The Committee was advised that Metro was carrying out an appraisal of stations in West Yorkshire to improve accessibility. It was noted however that it was the responsibility of the owner/operator to carry out any work required. Metro was seeking to accelerate accessibility work by the development of partnership investment schemes and was continuing to lobby for greater investment from the "Access for All" initiative.

Councillor Bolt requested that a report on this matter be prepared for a future meeting of the PCC highlighting the problems identified with proposals for how these could be addressed.

RESOLVED -

- (a) That the Committee's concerns regarding the enforcement of bus lanes be raised with the Police and that they be requested to provide figures for reported incidents.
- (b) That a report on rail station accessibility issues be prepared for each meeting of the Committee.
- (c) That the minutes of the meeting of this Committee held on 13 April 2005 be approved.

4. FEEDBACK REPORT

The Committee considered a report of the Passenger Transport Executive advising them of the feedback received at the meeting of the Committee held on 13 April 2005 and the action taken.

RESOLVED - That the report be noted.

5. INFORMATION REPORT

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

Christmas/New Year Bus and Train Services Arrangements

Members were advised of the arrangements for bus and rail services which would operate over the Christmas and New Year holiday period.

It was reported that there would be additional services on the Penistone Line between 12 November – 17 December 2005 which would provide extra trains between Sheffield and Huddersfield.

Timetable Displays

Comment was made that timetable displays which were fitted at a high level were difficult for some disabled people to read. The Committee noted that Metro had sought to ensure the adoption of best practice guidelines for the siting of existing displays and would investigate the positioning of real time displays prior to installation.

Bus Service Changes

The Committee expressed their dissatisfaction and concern following Arriva's service changes in the Kirklees area in April 2005. It was noted that discussions had been held with Arriva who had adapted some of the routes in response to customers' comments. They had reported that the changes had attracted more passengers to their services. In response, comment was made that this could be because passengers had to use more than one bus to make a journey due to the withdrawal of some through services.

The representatives from Arriva agreed to pass the Committee's various comments on the new network of services to their Commercial Director and members requested that Arriva's response be reported to the next meeting.

Bus Service Reliability and Punctuality

It was reported that Metro was forming Performance Improvement Partnerships with bus companies and the District Council Traffic Managers to closely monitor bus performance, set targets for improvement and agree action plans to achieve the targets.

It was reported that the introduction of the real time information system would assist in providing accurate information regarding bus performance and highlight patterns where services were unreliable to improve timekeeping of services.

On-Bus CCTV

The Committee were advised of a scheme where Metro had assisted in the funding of CCTV cameras and recording equipment to 364 buses operating in West Yorkshire. It was reported that the Passenger Transport Authority had approved additional expenditure of £500,000 to enable a further 170 buses to be fitted with the equipment.

Batley and Cleckheaton Bus Stations

The Committee welcomed the opening of the new bus stations at Batley and Cleckheaton.

With regard to Batley Bus Station, it was reported that there were some outstanding highways issues which need to be resolved. These included access issues, traffic signals and road markings and Victoria Podgorski would ensure that members' concerns were brought to the attention of the Highways Department at Kirklees.

It was noted that although the bus stations closed at night the passenger waiting areas outside were monitored by 24 hour CCTV.

RESOLVED –

- (a) That Arriva's response regarding the service changes in the Kirklees' area be reported to the next meeting of the PCC.
- (b) That the positioning of real time display screens take account of the needs of the visually impaired.
- (c) That the report be noted.

6. CONSULTATION ITEMS

(a) RETAILING OPTIONS

(b) REAL TIME PASSENGER INFORMATION SYSTEM

The Committee considered a report of the Passenger Transport Executive on feedback on the real time passenger information system and retailing options for prepaid tickets and the issuing of concessionary permits.

Retailing Options

It was noted that the Metro range of prepaid tickets were currently sold at bus and rail stations, post offices and various other smaller agencies. Concessionary permits were issued at bus stations and post offices. However Metro wished to explore whether the current retail network met customer requirements and whether more comprehensive and efficient arrangements could be developed. Members' views were sought on the various options for retailing Metro prepaid tickets and issuing concessionary permits.

Members suggested that Council run buildings such as sports centres, one stop shops and libraries be considered. The use of machines to purchase tickets such as DayRovers and prepaid cards was discussed and it was noted that the use of e-retail (internet sales) was being developed although there were issues concerning eligibility that needed to be resolved.

Real Time Passenger Information

Members were updated on progress with the implementation of the real time passenger information system and members were asked for their feedback. It was noted that the first phase of the project had been promoted by the distribution of leaflets, on bus advertising, information at bus stops and TV and radio advertisements. Members were asked to forward their ideas to Metro on subsequent promotion, in particular to target non-users of public transport.

It was reported that approximately 1,000 text messages per day were being received. System performance was good with only a very small number of these being subject to delay due to technical problems, some of which related to the network provided by mobile phone companies. Members were asked to notify Metro of any problems they encountered when using the system.

It was reported that with the limited budget available and current costs it would only be possible to provide displays to a limited number of stops in West Yorkshire. Work was being carried out regarding the development of the displays with a view to reducing their production cost and thereby allow for more bus stops to be included in the scheme. A report would be prepared for a future meeting of the Committee.

It was noted that Metro had held preliminary discussions with Northern regarding the provision of real time passenger information at unstaffed rail stations. This matter was the subject of further investigations and discussions between Metro and Northern Rail.

RESOLVED – That PCC members' comments and views be sought.