

# WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

## LEEDS PASSENGER CONSULTATIVE COMMITTEE

DATE: 8 OCTOBER 2007

AGENDA ITEM NO: 4

### SUBJECT: MEMBER FEEDBACK

#### Report of the Passenger Transport Executive

#### 1. MATTER FOR CONSIDERATION

- 1.1. To advise members of the Committee of the feedback received at the last meeting of the Committee and to report the action taken.
- 1.2. To advise members of the Committee of the feedback received on all consultation items discussed at PCC meetings for the last two years and report on action taken.

#### 2. INFORMATION

- 2.1. At the last PCC meetings, members were consulted on:
  - Access to Hospitals
  - Metro Messenger
  - Improving PCCs
- 2.2. During the last two years PCC members also provided feedback on a wide range of consultation items. Appendix A details the main points raised by PCC members, including feedback from the last PCC, and gives examples of what action have been taken.
- 2.3. There were no specific issues raised at the last meeting that could not be resolved at the meeting.

#### 3. RECOMMENDATIONS

- 3.1. That this report be noted.

Director General

West Yorkshire Passenger Transport Executive

## **APPENDIX A**

### **1. MATTER FOR CONSIDERATION**

- 1.1. To advise PCC members of the feedback received from consultation items at PCC meetings from 2005-2007 and report on action taken.

### **2. INFORMATION**

- 2.1. During the last two years, PCC attendees have been consulted on the following issues:
  - Access to Hospitals
  - Accessibility Planning
  - Arriva Service Changes
  - Brighthouse and Castleford Bus Stations
  - Bus Timetable Leaflets/Departure Stand Information at Bus Stations
  - Environment Strategy
  - Improving PCCs
  - Improving the visual environment at rail stations
  - Local Transport Plan
  - Metro Messenger
  - Metro's process for handling feedback
  - Real Time Information Displays
  - Retailing options
  - Transport Vision
  - Ways to make better use of public transport capacity
- 2.2. A summary of the main points of feedback from PCC members; "What you Said", on many of these issues is detailed below.
- 2.3. Actions taken in response to members' feedback; "What we did", are detailed below.

#### Accessibility Planning – What You Said

- 2.4. Members highlighted concerns regarding the lack of local services in some areas, particularly shops and post offices.
- 2.5. The need to work closely with the health sector to provide correct transport information was highlighted.

### Accessibility Planning – What We Did

- 2.6. The FreeCity/Town Buses in Leeds, Huddersfield and Wakefield have improved accessibility around urban centres to services and facilities.
- 2.7. Early discussions are underway with Bradford Council concerning the possible introduction of a FreeCityBus, similar to those currently operating in Wakefield, Huddersfield and Leeds.
- 2.8. Metro and Kirklees Council have been working closely on developing a pilot for a new service concept called “MetroLocal”. This service is designed to help people with limited mobility access their local services and will operate alongside Metro’s AccessBus service. The service will however be open to all passengers and fares will be charged, with concessions being available.

### Access to Hospitals – What You Said

- 2.9. There were particular concerns regarding extended journey times resulting from the centralisation of some hospital services; in particular access to St James, to Pinderfields from North Kirklees and to Huddersfield from Calderdale and vice versa.
- 2.10. Members also identified transport information as a key issue.
- 2.11. Potential solutions focused largely on transport information, provision of bus services to hospitals, as well as the need for the health sector to involve Metro at the planning stage of new facilities.

### Access to Hospitals – What We Did

- 2.12. A West Yorkshire Strategic Access to Health Group has been formed. The group includes senior representatives from Primary Care and NHS Trusts, as well as Metro and local authority officers.
- 2.13. The group aims to raise awareness of the need to consider public transport access when developing health services and is also working to address existing accessibility problems.
- 2.14. Accessibility mapping is increasingly being used to inform location decisions and assess the accessibility impact of health service changes. Mapping has also been used to inform the development of transport solutions.

2.15. Metro is working with partners in the health sector to review and improve transport information provision for accessing health services. Progress to date includes:

- Freephone connections to MetroLine on 'Infopoints' being installed at eight hospital sites
- "How do I get to my appointment?" poster campaign to be distributed to all doctors surgeries and health centres, hospitals, and key mental health sites
- Site specific public transport information leaflets for three hospitals
- Hospitals highlighted as destinations in relevant road side displays

#### Bus Timetable Leaflets - What You Said

2.16. Feedback on bus timetables was, on the whole, positive, with the majority of respondents indicating that the size of timetables makes them practical and handy to use and that timetable format is 'easy to read and excellent.' Suggested improvements included:

- Incorporate simple route maps to all timetable leaflets
- Include bus stop numbers to facilitate use of the YourNextBus

#### Bus Timetable Leaflets - What We Did

2.17. Metro is currently looking at the feasibility of incorporating bus stop numbers and simple maps onto printed information.

#### Environment Strategy – What You Said

2.18. A number of suggestions were made, focusing on vehicles and services, facilities and influencing travel behaviour.

#### Environment Strategy - What We Did

2.19. Implementation of the environment strategy is ongoing. Progress includes trials of the use of solar panels in bus shelters.

#### Improving PCCs - What You Said

2.20. The overall operation of the PCCs was well received. Suggested improvements included:

- A greater cross section of applicants is needed.
- Additional meeting for PCC members from all districts to discuss topics of interest
- Include members who are unable to attend meetings in consultation items

### Improving PCCs - What We Did

- 2.21. Recruitment for this latest round of PCCs included widespread advertising aimed at attracting public transport users. The following media were used:
- Adverts in Yorkshire Evening Post and Metro newspaper
  - Posters at all bus and rail stations
  - Leaflets in Travel Centres
  - Noticeboards
  - Internet
  - Metro Messenger
  - Automated message on Metroline phones
  - E-mail to all employers who have Travel Plans
- 2.22. Consideration is being given to holding a joint PCC meeting, and members will be advised of progress at a future meeting.
- 2.23. Consultation questionnaires can be requested by PCC members who are unable to attend the meeting.

### Metro Messenger - What You Said

- 2.24. The Committee commended the initiative and suggested that it be used to inform customers of roadworks/delays as well as allow users to notify Metro of any problems/complaints.

### Metro Messenger - What We Did

- 2.25. Metro Messenger is now being used to inform customers of delays and disruptions, and customers can reply to Messenger emails with feedback. Further developments to customise email information are being investigated.

### Metro's Process for Handling Feedback – What You Said

- 2.26. PCC members made a number of suggestions as to how the process for handling feedback could be improved.
- 2.27. Suggestions focused on the need to raise awareness about how to make a complaint/give feedback and ensure that feedback is given to customers about complaints.

### Metro's Process for Handling Feedback – What We Did

- 2.28. During the last year Metro has been working internally and with operators to improve the process by which feedback is managed.
- 2.29. Progress includes regular meetings with operators at director level to discuss complaints and customer service, as well as increased contact at an operational level.
- 2.30. Recently, Metro has been trialling a new system which aims to give more immediacy and more resolution for the customer, with Metro customer service staff handling the complaint from start to finish.
- 2.31. Further progress on addressing this issue will be reported at future PCC meetings.

### Retailing Options - What You Said

- 2.32. Members' views were sought on the various options for retailing Metro prepaid tickets and issuing concessionary permits.
- 2.33. The following suggestions were made:
  - Use council run sites as outlets, e.g. libraries, TICS, leisure centres
  - Local newsagents, supermarkets, pay points
  - Extended opening hours for Travel Centres

### Retailing Options – What We Did

- 2.34. Travel centres are open on Saturdays until 4pm, and recently Metro has trialled opening certain travel centres on bank holidays. The use of additional outlets including as council outlets and paypoints is still under consideration, and progress on developing these options will be reported at future meetings of the PCC.
- 2.35. Metro's web site is currently being developed to offer internet renewal of monthly, quarterly and annual MetroCards.

### Transport Vision - What You Said

- 2.36. Members received a presentation covering the main components of the 25 year vision for transport across the City Region and were given the opportunity to contribute to the development of the implementation plan and prioritisation of schemes within the vision.

### Transport Vision – What We Did

- 2.37. Members' feedback was incorporated into the ongoing consultation process. Progress on developing and delivering the Transport Vision will be reported at future PCC meetings.

### Ways to Make Better use of Public Transport Capacity - What You Said

2.38. Members were asked to provide feedback and suggestions for future action on ways to make better use of public transport capacity.

2.39. Suggestions included:

- Improve reliability and punctuality
- Introduce Free City Bus between Forster Square and Bradford Interchange
- More flexible working, incentivised with discounted MetroCard

### Ways to Make Better use of Public Transport Capacity – What We Did

2.40. A Performance Improvement Partnership between Metro, Kirklees Council and First was signed last July, further details are contained within the information report. Similar agreements are currently being developed with the other districts across West Yorkshire.

2.41. Discussions are currently underway with Bradford Council concerning the possible introduction of a FreeCityBus. Discussions are at an early stage and progress reports will be brought to future meetings of this committee.

2.42. Metro, in partnership with the five West Yorkshire district councils, works with over 130 companies through its West Yorkshire Travel Plan Network to help them reduce their carbon footprint in travel terms. This work is being further enhanced by the delivery of the new Travel for Work Partnership project which was launched earlier this year.