

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

Calderdale Passenger Consultative Committee

DATE: 10 October 2006

AGENDA ITEM NO: 3

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.

2. INFORMATION

- 2.1. At the last meeting of the Committee, PCC Members were asked to provide views on the format of Metro produced bus timetables, and proposals to introduce real time information at bus stands.
- 2.2. 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.' The following improvements were suggested:
 - Incorporate simple route maps to all timetable leaflets
 - Include bus stop numbers in order to facilitate use of the YourNextBus system
- 2.3. The idea of real time at bus stands was well received and seen as a welcome and progressive step. A number of respondents wanted to see the static information kept at bus stands in case of a fault with the real time system, and for reassurance.
- 2.4. 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