

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

Leeds Passenger Consultative Committee

DATE: 15 JANUARY 2007

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 PCC meetings, members were consulted on the process by which Metro handles feedback from customers.
- 2.2. The following suggestions were made, and will be considered as part of the review of Metro's feedback procedures.

Awareness Raising

- Widely promote the feedback procedure, including who to complain to and what information to give e.g. time of journey, bus number, driver number etc. Use posters on buses, at stops and shelters, in timetables.
- It would help to be informed what policies operators have – what effect will your complaint have?
- Indicate on the web site, and on leaflets and timetables, the number of complaints compared to the number of journeys along with a summary of the main issues and causes.

Feedback to Customers

- Make the whole process more public e.g. on a web site, with responses published, then other passengers who haven't complained can at least see that the issue is being dealt with.
- Have public displays showing what complaints Metro has received and what has been done e.g. feedback board at bus stations and major bus stops, rail stations.

- Publish feedback and responses either on the web or periodically within other publications put out by Metro, and through press releases.
- Improve levels of information at bus stations – e.g. letting passengers know if a bus is delayed or not going to turn up.
- Complainants would like to know why the problem has occurred.

Managing Customer Feedback

- Suggest dealing with feedback on a route by route basis to identify problem areas.
- Have web site 'blogs' on each bus route – information entries will be of use to Metro, operators and public.
- 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