

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

**AT A MEETING OF THE CALDERDALE PASSENGER CONSULTATIVE
COMMITTEE HELD AT THE TOWN HALL, HALIFAX
ON TUESDAY 31 MARCH 2009**

PRESENT: Councillor K Watson (Chair)

PUBLIC REPRESENTATIVES

Hannah Dobson	Neal Ricketts
Vic Duke	Peter Stocks
Nigel Hull	John Whiteley
Peter Melling	

CALDERDALE MC

B Collins (To Minute 21)
R Goldthorpe

Also in attendance:

J Stewart	-	First
C Hanson	-	First
N Walsh	-	Halifax Bus Company
D Haley	-	Northern Rail

16. COUNCILLOR GEOFFREY WAINWRIGHT

The Chair advised the Liaison Group of the sad death of Councillor Geoffrey Wainwright, a longstanding member of the Integrated Transport Authority and Calderdale Council. Contributions were also made by Councillors Collins and Goldthorpe and Mr Whiteley. In remembrance of Councillor Wainwright members held a minute's silence.

17. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor T Swift (WYITA) and public representative Mr J Sykes.

18. MINUTES

Further to minute 14 - Real Time Update - Mr Whiteley advised that the displays in bus shelters in Shelf were still showing inconsistencies with scheduled and real time journey information. He was advised that this would

be investigated. Members were requested to report such issues to Metro in order that any issues could be effectively addressed.

RESOLVED - That the minutes of the meeting held on 13 January 2009 be approved.

19. MEMBER FEEDBACK

The Committee considered a report of the Passenger Transport Executive advising members of the feedback received at the meeting of the Committee held on 13 January 2009 and to report the action taken.

With regard to the consultation item on the Economic Climate and the Public Transport Industry, it was noted that Metro was organising a meeting of key organisations to raise the profile of the ongoing work to support jobseekers using public transport. Members further suggested that the Family DayRover ticket be more widely publicised, particularly on buses, as it was considered to be value for money and could save passengers significant travel costs.

It was reported that the Regional Transport Board had not approved funding for the Low Carbon Demonstration Project and, therefore, the scheme could not be progressed in the envisaged form. Members commended the initiative and hoped it could be progressed in the future. In response, it was stated that Metro was currently developing a European Union funding submission to work with a range of partners to explore means of reducing CO₂ emissions in the public transport sector.

RESOLVED - That the report be noted

20. INFORMATION REPORT

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

Bank Holiday Bus Services 2009

Members noted the pattern of bus services agreed with operators for the Spring and Summer Bank Holidays 2009. Further details would be published in a seasonal leaflet and sent to members in due course.

Bus Service Changes

Members noted the changes to services with effect from 25 April 2009. Concern was expressed at the reduction in Arriva through services from Brighouse to Leeds. Copies of Metro's Changing Times leaflet would be sent to all members in the near future.

Mixenden Bus Services

It was reported that due to concerns expressed by residents of Mixenden and Ovenden regarding the amendment to bus routes, a number of public meetings had been held to discuss these concerns. As a result, First had agreed to introduce further revisions from April 2009, which would alleviate the issues raised. Full details of the changes would be available later this month in the Changing Times leaflet and on Metro's website.

Consultation on Bus Service Changes

It was noted that Metro and the bus operators in West Yorkshire had agreed a Good Practice Guide aimed at consulting passengers and affected communities during the planning process for bus service changes. A copy of the Guide was attached at Appendix A to the submitted report and it was hoped that this would promote a positive approach to involving passengers in decisions regarding their bus service. Members commended this approach, which would help avoid a similar situation to that of the Mixenden service changes occurring in the future.

Mr Whiteley made comment about the reduction of the 508 and 681 services from Shelf to Halifax and Bradford. The changes meant that both services now ran hourly through the day and evening, but only 15 minutes apart. Mr Whiteley felt that this was inconvenient for passengers and would worsen people's attitude to bus services. In response, Metro officers noted Mr Whiteley's comments and agreed to investigate whether a more even headway could be secured.

Brighouse Bus Station

Members were advised that the main structure works to the bus station were completed and that the fitting out works were well advanced. It was noted that in order for the contractor to complete the new highway work on Gooder Street, the temporary stands at this location and in the new bus station had been relocated into temporary positions within the new bus station. Resurfacing works along Ganny Road had been completed and buses now used this route to exit the bus station.

It was anticipated that all works to the bus station would be completed by the end of April 2009. As soon as a completion date was known publicity material would be widely circulated.

Halifax Bus Station

It was reported that Metro was undertaking 'high level' appraisals into the potential for re-developing/relocating the bus station, as part of the regeneration initiatives being considered by Calderdale Council. The results of the appraisals would inform the Council's Halifax town Centre Supplementary Planning Document, which was currently being prepared.

Halifax Rail Station

Members were informed that work to be undertaken by Network Rail to renovate Halifax rail station would commence in May 2009 and would include the complete renovation of the island platform canopy and footbridge. In addition, Metro, Northern and Network Rail would also be co-funding improvements to the buildings on the platform, including redecoration, which would improve the passenger environment. It was noted that the canopy and footbridge works would be undertaken at weekends and, as a result, no trains would use the route or call at the station between 16 May and 12 July 2009 inclusive. Connecting bus services would be provided for the duration of the disruption and details of travel arrangements would be included within the May 2009 Caldervale Line timetable.

Members queried whether any remedial works would be undertaken to the station's entrance. In response, Mr Haley of Northern Rail confirmed that works would be carried out after renovation works to the canopy and footbridge had been completed. The works would include extension to the downstairs waiting area and implementation of a retail facility, café and toilets to the entrance level.

Car Parking at Brighouse Rail Station

The Committee discussed the problems with car parking at Brighouse rail station due to non-rail users occupying some of the spaces. It was noted that there was no appropriate signage at the station advising that the car park was for rail users only. In response, Mr Haley advised that the provision of additional signs would be investigated by Northern.

Tackling Traffic Congestion on the Bus Network

It was noted that Metro was producing an advisory leaflet for Ward Councillors, which highlighted the factors that cause traffic congestion and the impacts on the bus network. The leaflet would seek member support for the implementation of measures and policies to improve bus performance.

Easter, May Day and Spring Bank Holiday Train Service Arrangements

Members were informed that local rail services in West Yorkshire would generally operate normally during the Easter, May and Spring Bank Holiday periods. However, it was noted that ongoing work at Halifax and Hunslet would affect train services on the Caldervale, Hallam and Pontefract lines over the Bank Holiday weekend. Further details were attached as Appendix B.

New Train Service Proposals between Yorkshire and London

It was reported that the Office of Rail Regulation (ORR) had announced its determination of the bids by train operators to run additional train services between Yorkshire and London King's Cross.

Grand Northern Railways would run three return trains per day between Bradford Interchange and London King's Cross calling at Halifax, Brighouse,

Wakefield Kirkgate, Pontefract Monkhill, Doncaster and London. In addition, National Express East Coast (NEXC) had been granted rights to run additional return journeys every other hour between Kings Cross and Leeds and, subject to timetabling issues being resolved, the train may run through to Harrogate. There was also the possibility that an existing National Express service between London and Leeds might be extended to Bradford Forster Square. Members would be informed of the full details as soon as they were confirmed.

AccessBus

The Committee was advised that Metro had ordered 19 low floor minibuses to replace the 9 and 10 year old AccessBus vehicles. It was reported that the new vehicles would be fitted with CCTV and all vehicles would have a new livery.

Metro had also awarded a contract for the supply of a replacement booking and information management system. The new system included vehicle tracking and would allow for direct communication between Metro and the driver.

Regional Funding Allocation (RFA)

It was reported that the Regional Transport board had completed a full review of Regional Funding Allocations and details were outlined in the submitted report. It was noted that all the current schemes in the existing programme had been re-endorsed and Phase 2 of the NGT scheme had been prioritised.

The Committee expressed concern that Elland rail station was not included in the list of approved or reserve schemes.

Congestion Performance Fund

Members noted that the West Yorkshire Local Transport Plan Partnership had been awarded £1.2m from the Department for Transport's Congestion Performance Fund to be spent on measures to tackle congestion on the selected routes. The partnership was identifying a programme of measures for implementation which included improved infrastructure, traffic light priority, express services, park and ride, bus lanes and parking enforcement.

RESOLVED - That the report be noted.

21. **CONSULTATION ITEMS -**
- (a) Hospital Appointment Times**
 - (b) 2009 Market Research Programme**
 - (c) Customer Feedback**

Hospital Appointment Times

It was reported that concerns had been raised regarding concessionary permit holders being required to attend health appointments at times when they were

unable to use their bus pass, free travel being available from 0930 hours on weekdays.

Members were advised that Metro was investigating the extent of the problem and considering how any issues could be resolved by working with the health sector. Member's views and feedback were sought and they were asked to provide any personal experiences on the issue. Suggestions included charging half fare for concessionary pass holders before the 0930 hours watershed and hospitals to provide a valid appointment letter/ticket that could be presented to bus drivers in conjunction with the ENCS pass to allow free travel.

2009 Market Research Programme

Members were given a presentation on the regular market research which was undertaken by Metro. This involved telephone interviews with users and non-users of public transport. It was noted that Metro was planning to review the questionnaire for the next market research exercise and a copy of the most recent questionnaire was attached as Appendix 1 to the submitted report. Members were asked for their views on areas of interest for the next survey in June 2009.

Comment was made that some rail stations had been omitted from the list of 'local stations' contained within Question 14 of the questionnaire and Question 16 should also relate to access on bus services as well as rail services. Suggestions included making the questionnaire available through the internet in order to increase the sample size.

Customer Feedback

It was reported that Metro was improving the feedback they provided to stakeholders on what has happened as a result of issues raised through consultation and has prepared a draft 'You Said, We Did' report.

The Committee was given a short presentation on the overall content of the draft report and copies were circulated at the meeting. Members were asked to consider the report and provide feedback on the document and also any ideas and suggestions for future 'You Said, We Did' reports.

Members were thanked for their suggestions to all the consultation items and asked to forward any further ideas or comments on the questionnaires provided at the meeting.

RESOLVED - That PCC members' feedback and views be noted.