

# WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

## CALDERDALE PASSENGER CONSULTATIVE COMMITTEE

DATE: 6 OCTOBER 2009

AGENDA ITEM NO: 4

### SUBJECT: INFORMATION REPORT

#### Report of the Passenger Transport Executive

#### 1. MATTER FOR CONSIDERATION

1.1. Matters of information relating to the Calderdale district.

#### 2. INFORMATION

##### Bus Service Changes October 2009

2.1. The next major bus timetable change of the year occurs on the weekend of the 24/25/26 October. They can be summarised as follows:

- Calderdale – no major changes
- Bradford – minor timetable changes on several routes
- Kirklees - minor timetable changes on several routes, new service 388 Meltham – Milnsbridge – Huddersfield Royal Infirmary
- Leeds - minor timetable changes on several routes
- Wakefield - minor timetable changes on several routes

2.2. Details of the changes will be set out in a copy of Metro's Changing Times leaflet which will be sent to members in the near future.

##### Bus Services Christmas Holiday Period 2009

2.3. Metro and bus operators have agreed the following pattern of services for the Bank Holidays over the Christmas 2009 period:

- Thursday 24 December Christmas Eve – Saturday service, all advertised trips to operate until 18:00, services to be progressively withdrawn after 18:00
- Christmas Day – no service
- Boxing Day – limited service to Leeds and Huddersfield (see below)
- Sunday 27 December - Sunday service
- Bank Holiday Mon 28 – Sunday service
- Tuesday 29 December - Saturday service
- Wednesday 30 December - Saturday service

- Thu 31 December New Years Eve – Saturday service, all advertised trips to operate until 18:00, services to be progressively withdrawn after 18:00
  - New Years Day – no service
  - Saturday 2 January – Saturday service
  - Sunday 3 January – Sunday service
  - Monday 4 January- normal service resumes
- 2.4. Further details will be published by Metro in a seasonal leaflet and on the web site.

#### Boxing Day Services

- 2.5. In 2007 and 2008, Metro undertook a pilot to operate bus services on Boxing Day into Leeds and Huddersfield where retailers were planning to open and promote Boxing Day shopping.
- 2.6. These services were very popular and it is planned to operate the same services in 2009, with an additional service linking the Denby Dale/ Kirkburton area with Huddersfield.
- 2.7. A promotional fare of £2 for travel all day operated in 2007 and 2008. It was anticipated, in developing these services, that many Boxing Day services would generate sufficient passengers to become commercially viable. Consequently, the promotional fare will be increased this year to £3 and a new family ticket will be introduced.

#### Free Town and City Buses

- 2.8. Throughout the summer, Metro has undertaken surveys on the Free Town and City Buses operating throughout West Yorkshire.
- 2.9. The key findings of the surveys are shown below:
- Overall patronage continues to grow, particularly in Bradford, Huddersfield and Wakefield.
  - Users feel that the hours of operation should be extended to include Sundays in those towns and cities where the majority of the shopping centres are open.
  - Bigger buses would be appreciated with additional space being provided for push chairs and wheel chairs.
  - Some respondents suggested that the routes in Bradford and Huddersfield should be extended to include Tesco (on the outskirts of the centres). It should be noted that these would have significant resource and cost implications.
- 2.10. The feasibility of delivering these suggestions will be investigated. Further information will be provided at future meetings.

### Timetable Case Project

- 2.11. As part of Metro's project to increase passenger information at all bus stops, 1,000 extra timetable cases have been installed at various locations within West Yorkshire.
- 2.12. An evaluation of the extra timetable cases confirmed that passengers rated the extra passenger information very highly. As a result of the positive feedback planning has now commenced on phase 2 of the project which will see a further 3,000 timetable cases installed during 2009/10.

### MetroActive

- 2.13. A partnership between West Yorkshire's bus operators and Metro, **MetroActive** (the campaign previously known as 'Kids for a Quid' and 'Get Around for a Pound!') went ahead throughout August.
- 2.14. MetroActive was a £1 daily off peak ticket for young people available throughout August, valid on production of a half fare pass. To ensure simplicity of the marketing message, drivers accepted either a Young Person's or a Scholar's PhotoCard.
- 2.15. Marketing of the offer included:
  - posters and leaflets into all secondary schools detailing places to go and where to find out more information
  - large posters at travel centres, in bus stations and on some shelters
  - roadside displays
  - stickers on bus.
- 2.16. This was also supported by public relations and media opportunities, and by information on the GenerationM website, Metro's web site and Facebook. Staff notices were also supplied to bus depots to ensure that drivers were well aware of the offer.
- 2.17. Pre-campaign surveys were undertaken in the last week of July regarding awareness of the offer. Post-campaign surveys were undertaken in the last week of August regarding both awareness and usage. In addition Metro has received ad hoc feedback via the GenerationM and Metro websites.
- 2.18. Further surveys are planned during September regarding awareness, marketing, possession of the half fare pass, additional journeys made and impact on future use. Operators are being asked to submit patronage data to evaluate effectiveness of the offer in encouraging off peak travel over the summer holidays, in order to form a view about how to take forward the offer in the future.
- 2.19. Initial feedback suggests that young people have welcomed the offer and it appears to be much better understood by both customers and drivers this year, relative to previous years.

- 2.20. Metro is grateful to the following operators for their participation in the Metro Active offer: Arriva, B L Travel, D K Minibuses, First, Geldards, Godsons, Huddersfield Bus Company, Jacksons of Silsden, JRT, K Line, Mount Taxis, Ross Travel, StageCoach Yorkshire, Transdev and Tyrer Tours.

#### Green Bus Fund

- 2.21. The Department for Transport (DfT) has recently announced a £30 million fund to support the purchase of new low carbon buses in England. This fund is intended to support the purchase of several hundred new low carbon buses. A grant, covering incremental costs, would be paid to successful bidders following a competition and it will be available in 2009-10 and 2010-11. The competition closes in November 2009.
- 2.22. Further details of the fund are available on the DfT web site: [www.dft.gov.uk/pgr/regional/buses/greenbusfund](http://www.dft.gov.uk/pgr/regional/buses/greenbusfund)
- 2.23. Discussions are currently being held with operators regarding the feasibility of developing a bid.

#### Realtime at Bus Stations

- 2.24. The implementation of Real Time Information at the eight main bus stations in West Yorkshire is progressing. The information screens at Leeds, Keighley, Huddersfield, Dewsbury and Halifax are all fully operational.
- 2.25. The roll out of Real Time Information to Bradford, Pontefract and Wakefield is due to be implemented over the coming months.

#### December 2009 Rail Timetable

- 2.26. The next rail timetable, which will operate from 13 December 2009 until 15 May 2010, is currently being finalised. There are not expected to be any significant changes to local Northern services serving West Yorkshire in this timetable. Details of changes are attached at Appendix A.

#### Christmas/New Year 2009/10 Train Service Arrangements

- 2.27. Northern Rail will operate a normal local rail service over the forthcoming Christmas/New Year holiday period. On Christmas Eve and New Year's Eve local trains will start to run down after 20:00 with generally no trains after 22:00. The following pattern of local services will be provided:

Christmas Eve Thursday 24 December 2009	Normal weekday service until 20:00
Christmas Day Friday 25 December 2009	No service
Boxing Day Saturday 26 December 2009	No service
Sunday 27 December 2009	Normal Sunday service
Bank Holiday Monday 28 December 2009	Normal weekday service
Tuesday and Wednesday 29/30 December 2009	Normal weekday service
New Year's Eve Thursday 31 December 2009	Normal weekday service until 20:00
New Year's Day Friday 1 January 2010	Normal weekday service. Some early morning trains before around 0700 will not run.
Saturday 2 January 2010	Normal Saturday service where engineering work allows

- 2.28. There will be no trains on Christmas Day and Boxing Day. Long distance rail services operated by the East Coast Main Line Train Company (DfT), CrossCountry and East Midlands Trains will be subject to change throughout the holiday period. First TransPennine Express trains will run normally, including overnight trains on New Year's Eve/Day.
- 2.29. Very few engineering works will affect train services in the Yorkshire area over the pre and post Christmas periods.
- 2.30. Over the New Year weekend, 2/3 January 2010 and again on 9/10 January, there will be major disruption on some routes:
- Work at Bramley station will result in the route between Leeds and Bradford Interchange being blocked all weekend with some trains diverted and replacement buses between Leeds, Bramley, New Pudsey and Bradford Interchange/ Halifax/ Huddersfield.

- Work in the Barnsley area all weekend will result in Huddersfield - Sheffield trains being replaced by buses between Penistone and Sheffield. Leeds - Sheffield/ Nottingham via Barnsley fast services will be replaced by buses between Leeds and Sheffield and Leeds - Sheffield via Castleford local services will be replaced by buses between Wakefield Kirkgate and Meadowhall, with shuttle and other trains between Meadowhall and Sheffield.

#### Additional Train Carriages

- 2.31. Significant further work has been undertaken on the Department for Transport's (DfT) High Level Output Specification (HLOS) for additional train carriages for our region. On the back of its electrification proposals, the DfT has now put on hold the procurement of any new diesel vehicles and is proceeding with a first phase for the Northern franchise based on existing vehicles to be transferred into our area from elsewhere.
- 2.32. Although this first phase is likely to provide for only around half of the 182 additional vehicles proposed in the White Paper, it will provide some much needed increases in capacity in the relatively short term.
- 2.33. Significant further work is being undertaken with the other city regions and Northern on the overall proposed rolling stock strategy and future phases for Northern. The DfT has undertaken to develop this strategy further over the next few months.

#### High Speed Rail

- 2.34. It was reported at the last meeting that a Government led group, chaired by Secretary of State for Transport Lord Adonis, was examining various options for expanding a series of national high speed routes within a number of corridors. It was noted that the group had set up a company called High Speed 2 (HS2) to provide technical and engineering advice on any route options.
- 2.35. PCC members were also informed that Metro (working with the Leeds and Sheffield City Regions), had commissioned advisors to carry out work to identify the value of the economic benefits that could be delivered by a new High Speed route serving the region.
- 2.36. This economic assessment has now been completed, and shows that a high-speed rail link from London northwards via Yorkshire could provide between £1.5bn and £3bn of productivity benefits to the economy in addition to transport benefits of around £29bn. The findings of this are set out in a report which has been issued to the new High Speed 2 Company. Further copies of the report are available from Metro.

- 2.37. The report suggests that high-speed rail links with London, Heathrow and mainland Europe through the Channel Tunnel network would be able to stimulate a transformational change in the economic performance and standing of the northern cities. They would provide a gateway to national and international business travel with meetings in London no longer taking up a whole day.
- 2.38. The report also found that a network of high speed rail routes serving the main cities in the north would address the under-performance of existing links and provide capacity for substantial growth. Enhancing the existing East Coast and Midland Main Lines would generate over £1bn of benefits to the country in addition to the usual transport benefits.

#### Rail Electrification

- 2.39. Network Rail has issued a draft strategy on electrification for consultation. However, the DfT separately announced that it had approved an immediate start on the development of schemes for the electrification of the Great Western Main Line between London, Bristol and Swansea together with the Liverpool to Manchester route.

#### Yorkshire & Humber Route Utilisation Strategy

- 2.40. Network Rail has published its final Route Utilisation Strategy for Yorkshire and Humber (Y&H RUS) on 15 July 2009. The full document can be viewed at: <http://www.networkrail.co.uk>.
- 2.41. The RUS process has analysed the current and future capability and capacity of the railway in our area. It recommends a set of possible options ranging from the immediate future up to 2039. A summary of the recommended options for Leeds City Region is shown in Appendix B.

#### East Coast Main Line Service Proposals

- 2.42. National Express has been unsuccessfully attempting to renegotiate the East Coast Main Line franchising arrangements with the Department for Transport (DfT). They have faced increasing costs and a reduction in passenger revenue. The media has recently reported that National Express East Coast (Nxec) will relinquish the East Coast Main Line franchise in September. The DfT has now established the East Coast Main Line Company Ltd which will take over the operation until the franchise is eventually re-let by 2011. However, the DfT are still to confirm the final date for the handover of the franchise.
- 2.43. At the time of writing this report it is unclear as to whether any of the proposed, additional services that formed part of Nxec's franchise commitment to Bradford Forster Square and Harrogate will be included within the interim arrangements. Metro is seeking assurances from the DfT that the proposed changes will go ahead.

- 2.44. The three proposed return trains per day between Bradford Interchange and London King's Cross, to be run by open access operator Grand Northern Railways, are now currently planned to commence operation in May 2010.

#### Leeds Station Southern Entrance

- 2.45. Metro and Network Rail are working in partnership to create a new high quality passenger access on the southern-side of Leeds rail station. It will reduce walking times to the southern section of Leeds City Centre and will complement existing accesses on the Northern-side of the station.
- 2.46. The proposed scheme for a new entrance on the south side of Leeds Station comprises of decking over the river Aire with lifts, escalators and stairs providing a connection in to the existing Western Footbridge. The whole of the new entrance will be enclosed.
- 2.47. The estimated cost of the scheme is £15m. A funding bid is due to be submitted to the Department for Transport (DfT) at the end of September 2009. A decision is expected in March 2010.
- 2.48. Metro and Network Rail have undertaken consultation with neighbouring properties and held a series of exhibition events in Leeds Station which included artists impressions and a 3D animation of the proposed design. The feedback received so far from the consultation indicates a high level of support.

#### Withdrawal of Oldham Loop Line Rail Service

- 2.49. From Sunday 4 October 2009 passengers will no longer be able to travel by train from Rochdale to Milnrow, Shaw and Oldham. The Rochdale - Oldham - Manchester Victoria Northern local train service will be withdrawn after operation on Saturday 3 October 2009 to enable the line to be converted to tramway operation. This is part of a £600m expansion of the Metrolink network to also take trams to Droylsden, Chorlton and Salford.
- 2.50. The Oldham loop is expected to reopen through to Rochdale as a tramway by spring 2012, electrified, realigned, refurbished and with some new stations. A later phase 3b will involve street running in Oldham and Rochdale.
- 2.51. Frequent additional rail replacement bus services have already been provided for the interim period while the railway is closed. From 31 August 2009, First services 58, 181, 182 and 409 now operate a frequent connecting service between Rochdale rail station and Oldham, and there are also bus links from Mills Hill and Moston stations on the Caldervale Line (see Appendix C). The frequency of the direct rail service between Rochdale and Manchester Victoria via Castleton, generally four trains per hour on Mondays to Saturdays, will be retained and included in Northern's leaflet 26 re-issued from 4 October 2009

### Halifax Rail Station Update

- 2.52. Network Rail are currently refurbishing and renovating the station foot bridge and platform canopy (phase 1) and it is intended that a second phase of work, led by Northern Rail will follow in January 2010, subject to the required consents.
- 2.53. The second phase of work will provide improved passenger waiting facilities, including refurbished passenger toilets at platform level, and the creation of a new waiting room at the upper concourse level. The work will be funded by Northern Rail, Metro and an allocation from the National Station Improvement Programme (NSIP).

### City Region Transport Strategy

- 2.54. A new Leeds City Region Transport Strategy is being developed by the 11 Local Authorities and Metro in the Leeds City Region. It has followed the new DfT requirements for 'Delivering a Sustainable Transport System' (DaSTS). It uses an evidence led approach to set out how transport can help deliver the wider objectives of the city region, including economic growth and tackling climate change.
- 2.55. City Region partners have agreed the priority areas for intervention and are now refining possible solutions to take forward into a Delivery Plan. It is anticipated that the new Strategy will be launched at the City Region Summit to be held in November 2009.

### Office of Fair Trading Provisional Decision to Refer the Bus Market to the Competition Commission

- 2.56. The OFT are consulting on their decision to refer the bus market to the Competition Commission. The decision is based on their provisional findings that there is evidence of:
- Targeted competition of the kind that is designed to eliminate competitors without providing any long term benefit to consumers and that the threat of this competition (cited by small operators) is a key reason for not expanding services into areas where larger operators have services.
  - The concessionary fare regime distorts the market by creating an incentive for bus operators to raise fares above the competitive level, particularly where there is no competition.
  - Incumbent bus operators with a well developed network had little incentive to enter into multi-ticketing arrangements with smaller rivals as the benefits to the rival were greater than the benefits to the incumbent.

- It is estimated that in areas where only one of the large national groups operates services fares for commercial services are nine per cent higher than in areas where two or more of the national groups operate services. This is a strong indication that competition between operators may be a key factor in controlling fares. Roughly one third of LTAs have only one large national operator providing services in their area.
  - The cost of supported services has risen at a faster rate than a general transport index or RPI over the last ten years. They consider that this is performance information that indicates competition may be adversely affected, especially given the limited number of bids for tenders in some areas.
- 2.57. They also considered that the geographic concentration of depot ownership and therefore operator distribution may be a structural feature of the local markets which may prevent, restrict or distort competition.
- 2.58. The OFT have suggested possible remedies:
- Tighter controls on 'over-bussing' to prevent this being used to exclude rivals without providing long term benefits to bus users, administered by the Traffic Commissioners.
  - Encourage the use of Quality Contracts to develop competition for the market rather than in the market.
  - Development of a depot access regime to support the use of the new regulatory regime introduced by the Local Transport Act 2008.
  - Depot divestments or divestments of other assets.
  - A better exchange of best practice between LTAs with respect to supported services.
  - Mandatory multi-ticketing arrangements to prevent large incumbents from refusing to work with smaller operators
  - National benchmarking on PQRS (price, quality, reliability, service) and profitability to make it easier for LTAs to identify where they have local commercial service provision that falls below that provided by operators in other similar areas.

DfT Consultation on Draft Statutory Guidance for Quality Contracts Schemes

- 2.59. The Department for Transport have published draft Quality Contracts Schemes statutory guidance following the implementation of the Local Transport Act in November 2008.
- 2.60. The overarching aim of the Act is to make Quality Contracts a more realistic option where there is a demonstrable public interest case for such a scheme, while ensuring appropriate safeguards to protect the legitimate interests of bus operators.

- 2.61. The draft guidance focuses on process and deals with making a scheme, appeals, invitations to tender and the coming into force of a scheme. It also deals helpfully with some issues of transitional arrangements such as TUPE, pensions and “operator of last resort”.
- 2.62. The draft guidance also details the process for progressing a Quality Contract scheme and the criteria against which a locally determined scheme will be judged, being:
- Will it result in an increased use of bus services?
  - Will it result in increased benefits through improved quality?
  - Will it contribute to LTA policies?
  - Is it economic, efficient and effective?
  - Are any adverse effects on operators proportionate to the improvement of well being of persons within the scheme area?

### 3. **RECOMMENDATIONS**

- 3.1. That the report is noted.

Director General  
West Yorkshire Passenger Transport Executive