

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

CALDERDALE PASSENGER CONSULTATIVE COMMITTEE

DATE: 15 JANUARY 2008

AGENDA ITEM NO: 5

SUBJECT: CONSULTATION ITEMS

Report of the Passenger Transport Executive

1. MATTER FOR CONSIDERATION

1.1. PCC members views on:

- a) Role of the Bus Watch Dog
- b) Promotion of Public Transport to Non-Users
- c) Information at Bus Stops
- d) Consultation on Bus Service Changes

2. INFORMATION

Role of the Bus Watch Dog

- 2.1. The Department for Transport has recently published a consultation paper which seeks views on proposals to strengthen the voice of bus passengers by the introduction of a body to represent their interests at a national level - a bus passenger watch dog.
- 2.2. The new champion would provide a more influential voice for bus passengers, who currently have no formal national representative.
- 2.3. The consultation examines whether a stand-alone bus body is the best approach or whether the role might be given to an existing body such as Passenger Focus. Any new body would need to reinforce, not undermine, existing non-statutory bodies which represent bus passengers' interests.
- 2.4. The consultation runs until 17 March 2008 and is available at:
<http://www.dft.gov.uk/consultations/open/buspassenger/busconsultation>
- 2.5. Following a verbal briefing, members' views will be sought on the proposals to introduce a bus passenger watchdog.

Promotion of Public Transport to Non-Users

- 2.6. Metro's programme of market research indicates that the level of satisfaction with public transport information is much higher amongst public transport users than amongst non-users.
- 2.7. PCC members' views are sought on how Metro can raise awareness of MetroLine and Metro's web site amongst non-users.

Information at Bus Stops

- 2.8. Customer satisfaction with public transport information provision has increased significantly, however information at bus stops has been identified as an area for improvement.
- 2.9. There will be a short presentation detailing current provision of information at bus stops, and members views will be sought as to how this can be improved.

Consultation on Bus Service Changes

- 2.10. Shortly before bus service changes, Metro publishes new timetable leaflets, changes the bus stop displays and provides information through MetroLine and the Metro website. However passengers have asked for more advanced notice of when their bus routes and/or service frequencies change. Metro is consulting PCC members on how best to advise passengers in the weeks before their bus service changes.
- 2.11. A presentation of the issues will be given and members will be given an opportunity to offer their ideas both at the meeting and by completion of a return form.

3. RECOMMENDATIONS

- 3.1. That PCC Members provide feedback on the topics set out above.

Director General
West Yorkshire Passenger Transport Executive