

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE BRADFORD PASSENGER CONSULTATIVE
COMMITTEE HELD AT CITY HALL, BRADFORD ON
FRIDAY 18 JANUARY 2008**

PRESENT: Councillor C Greaves (Chair)

WYPTA

S Khan
J S King
M Slater
A Wallace

PUBLIC REPRESENTATIVES

Simon Brown
Michael Chappell
Lynette Gooderham-Ficklés
Graham Peacock
John Prestage

Rev Geoff Reid
John Spencer
Jane Sturme
Chris Walters
Andrew Wowk

Also in Attendance:

C Newbury	-	Arriva Yorkshire
S Ottley	-	Arriva Yorkshire
M McGowan	-	First Bradford
G Lomax	-	Keighley & District Travel

8. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors J Dodds and M Palmer (Bradford MDC), public representatives J Hill, A Jewsbury and K Renshaw and Mr K Hussain (First Bradford).

9. MINUTES

Further to Agenda Item 2 - Minutes - Councillor S Khan and Mr M Chappell indicated that their apologies had not been noted in the minutes. The Chair gave assurances that the minutes would be amended to reflect their absence.

RESOLVED - That the minutes of the meeting held on 12 October 2007 be approved.

10. MEMBER FEEDBACK REPORT

The Committee considered a report of the Passenger Transport Executive advising Members of the feedback received at the meeting of the Committee held on 12 October 2007 and to report on action taken.

The Chair commented that Metro officers would stay behind at the end of the meeting to discuss any specific local transport issues.

RESOLVED - That the report be noted.

11. INFORMATION REPORT

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

January Bus Service Changes

Members were advised of the service changes affecting the Bradford District from the end of January 2008. As part of the changes, the Committee welcomed the introduction of new service (629) on a trial 'use it or lose it' basis between Shipley and the Bradford Royal Infirmary (BRI). The service was designed to meet longstanding requests for better public transport links to the BRI from the Aire Valley area.

Boxing Day Bus Services

The Committee commended Metro's pilot operation of daytime bus services on core routes into Leeds and Huddersfield on Boxing Day. The focus of the services, which ran half hourly between 0900 and 1800, was to provide access to shops in the two busiest retail areas. The network also provided links to local hospitals in the areas served. Initial indications were that the services had proved to be well used carrying approximately 35,000 passengers. Implementation of the services this year would again be dependent on the level of retail activities in the five districts.

Members expressed disappointment that the lack of retail activity in Bradford city centre on Boxing Day precluded operation in the district. Members hoped that the situation might change for this year's Christmas period.

Local Transport Bill

Members were advised that since the last meeting the Department for Transport (DfT) had published the revised Local Transport Bill. Metro welcomed the Bill, as it sought to improve the quality of bus services through enhanced partnership working. The revised Bill retained the requirement for PTA/PTE's and local authorities to determine their local governance arrangements. In this regard, Metro and City Region partnering authorities had now begun to review the current transport governance arrangements. Members would be advised of progress at the next meeting.

Concessionary Permit Issue

It was reported that nearly 300,000 application forms out of the 350,000 expected to be issued for the English National Concessionary Scheme (ENCS) had been received. It was noted that the new ENCS pass would be an ITSO smartcard.

Mr Chappell asked that the prize winners' list for the recent concessionary fares competition be submitted to the April meeting of the Committee. In response, the Chair agreed that the list of prize winners would be included in the feedback report for the next meeting.

Yorcard Roll Out

It was reported that opportunities to roll out the pilot smartcard scheme to other areas throughout the Yorkshire and Humber region were being investigated. The pilot scheme in Sheffield would go live in January 2008. It was noted that Metro was working with other authorities and operators to develop the business case to facilitate regional wide roll out.

Real Time Information Update

It was reported that over 2 million text requests had been received to date, with approximately 4,500 text messages being sent each day giving information about departures from West Yorkshire bus stops. It was also noted that following vandalism to electronic displays, a protective cover had been developed and it was hoped that the roll out of displays would resume during February 2008. The problems previously reported regarding damage to bus aerials was being addressed by a comprehensive tree cutting programme.

Network Rail's Strategic Business Plan

Members noted that Network Rail had published a draft 5 year Strategic Business Plan for 2009/14 setting out the company's proposals to deliver the outputs from the Government's White Paper 'Delivering a Sustainable Railway' and the High Level Output Specification (HLOS). One of the aims of the plan was to tackle the issue of overcrowding by providing additional capacity on the railway to cope with demand. Metro had commented on the draft plan and hoped that its comments would be incorporated into a final version, which was presently being considered by the Office of Rail Regulation (ORR). Feedback from the ORR was expected in February 2008, with a view to a revised business plan being published in April 2008 and a final budget for the period 2009/14 being set in Autumn 2008.

In this respect, it was noted that Metro was lobbying the Department for Transport to address the rapid growth in demand within the Leeds City Region.

Mybus

It was reported that all the 150 Mybuses were now operational and a project evaluation report was being prepared by the Mybus team. Members noted that Metro was arranging an end of project conference in London to disseminate good practice in order to mark the completion of the project.

The Committee commended the scheme and gave thanks to all Metro officers/staff involved in the project for their hard work and dedication.

IIP Champion Status

Members commended Metro and staff on the award of IIP Champion status. It was noted that Metro was the second organisation within the Yorkshire and Humber region to achieve this recognition.

Bus Services to Bradford Royal Infirmary

The Committee was informed of the new hourly off peak bus service 629, which would commence operation on 28 January 2008 and operate between Shipley and Bradford Royal Infirmary, as well as serving Windhill and Heaton. The route of the service had been designed to incorporate a number of health centres en route. Members noted that the service would be operated on a trial 'use it or lose it' basis for 12 months.

It was reported that Metro and First were presently reviewing bus services in the Bingley area, with a view to strengthening links to the hospital.

Comment was made concerning the proposed route of the service and how it could cause confusion to some passengers, as it circled the Shipley area twice. Mr McGowan of First Bradford and Metro officers explained that to avoid this leaflets depicting the route would be circulated from Saturday 19 January 2008 and the service's timetable would clearly state specific departure points.

Bus Services in Ravenscliffe

The Committee was advised that First's revisions to the route of services in the Ravenscliffe and Greengates area at the end of October 2007 had raised some local concern and requests for a return to the previous routes had been received. The aim of the changes had been to address congestion delays at Greengates and to provide a regular ten minute service to replace two twenty minute services operating in opposite directions. It was confirmed that Metro and First would review the operation of the new route and that local consultations would take place.

Shipley Rail Station

It was reported that Network Rail had undertaken preliminary survey work regarding development proposals to improve access to Shipley rail station prior to the start of construction works. The setting up of the temporary site compound had slightly reduced the amount of car parking spaces available. The proposed works to the rail station, as detailed in the report, were scheduled for completion during 2008. Members would be kept informed of progress in this regard.

The Chair requested that the waiting room opening hours be reconsidered by Northern, as they did not provide for passengers travelling in the evening.

The issue of bus access arrangements and platform safety (when alighting from trains) at the station was briefly discussed.

RESOLVED - That the report be noted.

12. CONSULTATION ITEMS -

- (a) **Bus Passenger Representation**
- (b) **Promotion of Public Transport to Non-Users**
- (c) **Information at Bus Stops**
- (d) **Consultation on Bus Service Changes**

Bus Passenger Representation

The Committee were given a short presentation on the Department for Transport's (DfT) proposals to introduce a bus passenger watch dog to represent bus passengers' interests at a national level. Members' views were sought on the proposals and whether it would be beneficial to have a stand alone bus body or an existing body, such as Passenger Focus, to represent bus passengers' interests.

Promotion of Public Transport to Non-Users

It was reported that Metro's programme of market research had indicated that the level of satisfaction/positive perception with public transport information was much higher amongst public transport users than amongst non-users. Members were advised of the work currently being undertaken to promote public transport, which included residential MetroCards for new housing developments and new media opportunities (eg website, traffic updates, Metro Messenger, electronic maps, real time displays).

It was suggested that residential MetroCards should not be limited to a designated household member and instead be address based and transferable so that each member of the property could use it. It was further suggested that promotions be targeted at schools and pupils in an attempt to disseminate information to parents, as well as targeting the younger generation in general. Members commented that community groups, Primary Care Trusts and GPs' surgeries be used more widely as information outlets.

Mr Lomax of Keighley and District Travel advised the Committee that bus operators actively encouraged non-users to use services and confirmed that his company regularly issued leaflets by general postal distribution.

Information at Bus Stops

The Committee were given a short presentation on the provision of information at bus stops and Members' views were sought on how this could be improved.

It was reported that Metro was to provide additional timetable displays at bus stops, which would include improved information/route maps, service numbers on some city centre stops and symbols at stops to denote hospital services. Members welcomed the introduction of 'hospital symbols' and service numbers at stops and suggested that the latter, in particular, should be extended to all bus stops, especially those in rural areas. It was suggested that timetables at bus stops be issued in large print to aid those passengers who were visually impaired, although limitations imposed by available space

were acknowledged. Whilst information on fares and fare stages would be welcome, the Committee recognised that this would be extremely difficult due to the different fare structures implemented by bus operators.

Consultation on Bus Service Changes

It was reported that passengers had asked for more advance notice of changes to bus services. In this respect, Members were informed of the process/timetable leading to a service change. They noted that Metro published new timetable leaflets, amended relevant bus stop displays and provided information through MetroLine and the website shortly before any changes were implemented.

Members commented on the importance of notifying passengers of service changes at the earliest opportunity and suggested that timetables should be available on affected services well in advance of changes. In this respect, Councillor Wallace stressed the importance of consulting with affected ward councillors in respect of service changes at the earliest opportunity.

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

RESOLVED - That the views and comments of PCC Members be noted.