

**WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY**

**AT A MEETING OF THE LEEDS PASSENGER CONSULTATIVE  
COMMITTEE HELD AT WELLINGTON HOUSE, LEEDS  
ON MONDAY 10 OCTOBER 2005**

**PRESENT:** Councillor D Schofield (Chair)

**WYPTA**

D Blackburn  
R Downes  
J Jarosz  
P Wadsworth

**PUBLIC REPRESENTATIVES**

Jennifer Bowden	Janet Latham
David Bowcock	Erin McFeely
Janice Dinsdale	Lucie Middlemiss
Vera Foster	Mark Morton
John Gallagher	Frank Priestley
Philip Good	Anne Rayner
Joyce Hutt	Judith Rhodes
Rosemary Keenoy	Eric Smith
	Ann Stocks

**Also in attendance:-**

S Graham	-	First Leeds
S Bear	-	Arriva
D Mallender	-	Transpennine Express
C Leslie	-	TSSA

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors K Hussain and B Hyde and public representatives Barbara Kay and Suzanne Hewitt.

**2. ELECTION OF DEPUTY CHAIR**

**RESOLVED** – That Mr Frank Priestley be elected as Deputy Chair of the Committee

**3. MINUTES**

**RESOLVED** - That the minutes of the meeting held on 11 April 2005 be approved.

**4. FEEDBACK REPORT**

The Committee considered a report of the Passenger Transport Executive advising them of the feedback received at the meeting of the Committee held on 11 April 2005.

Members were advised that individual detailed matters could be raised with Metro officers at the close of the meeting.

**RESOLVED** - That the report be noted.

## **5. INFORMATION REPORT**

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

### **Police Target (Safer Transport Group)**

Members were advised of the correct procedure for reporting public transport related incidents and it was noted that although CCTV cameras were not fitted in all buses, signs were put up as a deterrent for anti-social behaviour. The Committee noted that in an attempt to raise the profile of anti social behaviour by school children, Arriva had been visiting schools and shown footage of incidents recorded on CCTV which could be used as evidence in any criminal proceedings. Members were also advised of Metro's SAFEMark campaign which was an initiative aimed to address behaviour problems on schools bus services.

### **Bus Service Reliability and Punctuality**

It was reported that Metro was forming Performance Improvement Partnerships with bus companies and the District Council Traffic Managers to closely monitor bus performance, set targets for improvement and agree action plans to achieve the targets.

The bus operators commented that a major reason for poor punctuality was traffic congestion and until better bus flows were achieved it would be difficult to run to the published timetables all the time. It was noted that some congestion problems were caused by vehicles parking in bus lanes and at bus stops although the introduction of decriminalised parking enforcement should help to alleviate this.

Public representative, Mrs Dinsdale advised the Committee of poor punctuality in the Micklefield area and it was agreed to monitor the services and report back to her.

**RESOLVED** – That the report be noted.

## **6. CONSULTATION ITEMS**

- (a) RETAILING OPTIONS**
- (b) REAL TIME PASSENGER INFORMATION SYSTEM**

The Committee considered a report of the Passenger Transport Executive on retailing options for prepaid tickets and the issuing of concessionary permits and feedback on the real time passenger information system.

### **Retailing Options**

Members were given a short presentation and it was noted that the Metro range of prepaid tickets were currently sold at bus and rail stations, post offices and various other smaller agencies. Concessionary permits were issued at bus stations and post offices. However, Metro wished to explore whether the current retail network met customer requirements and if more comprehensive and efficient arrangements could be developed. Members' views were sought on the various options for retailing Metro prepaid tickets and issuing concessionary permits.

Members suggested that the use of pay points, newsagents, supermarkets and libraries as outlets be investigated. It was noted that the use of e-retail (internet sales) was being developed although there were issues concerning eligibility that needed to be resolved.

### **Real Time Passenger Information**

Members were given a short presentation and updated on progress with the implementation of the real time passenger information system. It was noted that the first phase of the project had been promoted by the distribution of leaflets, on bus advertising, information at bus stops and TV and radio advertisements.

An in-depth demonstration of the system would be arranged for members and Metro would contact them when a date had been arranged. Members were asked for feedback on the project to date and for their ideas on subsequent promotion, in particular to target non-users of public transport.

Comment was made that not all people had use of a computer or mobile phone and it was noted that future developments of the scheme would include the provision of screens at bus stations and shelters which gave up to date, real time passenger information.

It was reported that with the limited budget available and current costs it would only be possible to provide displays to a limited number of stops in West Yorkshire. Work was being carried out regarding the development of the displays with a view to reducing their production cost and thereby allow for more bus stops to be included in the scheme. A report would be prepared for a future meeting of the Committee.

**RESOLVED** – That PCC members' comments and views be sought.