

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE LEEDS PASSENGER CONSULTATIVE
COMMITTEE HELD AT WELLINGTON HOUSE, LEEDS
ON MONDAY 14 JANUARY 2008**

PRESENT: Councillor T Leadley (Chair)

WYPTA

C Campbell

PUBLIC REPRESENTATIVES

Brian Cooper
Vera Foster
Edward Gale
Timothy Holdsworth
Joyce Hutt
Lynn Jones
Rosemary Keenoy

Jim Kerr
Hazel Lee
Glenys Meredith
Frank Priestley
Eric Smith
Charles Stones

LEEDS CC

J Lewis

Also in attendance:-

S Graham	-	First Leeds
C Powell	-	Arriva Yorkshire
D Mallender	-	First TransPennine Express
C Leslie	-	TSSA

7. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors A Carter, R Downes and M Lyons and public representatives David Bowcock and Philip Good.

8. MINUTES

RESOLVED - That the minutes of the meeting held on 8 October 2007 be approved.

9. 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 8 October 2007 and to report the action taken.

RESOLVED - That the report be noted

10. INFORMATION REPORT

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

Leeds Bus Station

Members were advised that a full investigation was to be undertaken following the recent fatal accident at Leeds Bus Station.

Burley Road Integrated Transport Scheme

It was noted that the Burley Road Integrated Transport Scheme had been launched and had created a 24 hour outbound bus and cycle lane. It also provided 9km of bus and cycle lane with 8 new bus shelters.

Boxing Day Bus Services

It was reported that Metro had funded the pilot operation of daytime bus services on core routes into Leeds and Huddersfield on Boxing Day. The focus of the services was to provide access to shops in the two busiest retail areas and links to local hospitals. Initial indications were that the services had proved to be well used carrying approximately 35,000 passengers.

Concessionary Permit Issue

It was reported that over 290,000 application forms for the English National Concessionary Scheme (ENCS) had been received prior to the introduction of the new national scheme in April 2008. The new ITSO smartcard passes and information on how to use them would be sent to applicants in March 2008.

Yorcard

It was reported that opportunities to roll out the pilot smartcard scheme to other areas throughout the Yorkshire and Humber region were being investigated. Metro was working with other authorities and operators to investigate funding opportunities and develop a strong business case.

MyBus

It was reported that all the 150 MyBuses were operational and a project evaluation report was being prepared. The Rt Hon David Blunkett MP had recently visited the scheme and feedback from him and fellow Yellow Bus Commissioners had been very positive.

RESOLVED - That the report be noted.

11. **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 proposals to introduce a bus passenger watch dog to represent bus passengers' interests at a national level. The DfT had issued a consultation paper which was available on their website and the consultation would run until 17 March 2008. Members' views were sought on the proposals and consideration was given as to whether it would be beneficial to have a local or national body which represented bus users or for all modes of transport. A number of members considered that it would be preferable to consider bus and rail travel and to have a national remit as well as a local focus.

Promotion of Public Transport to Non-Users

It was reported that Metro's programme of market research had indicated that the level of satisfaction 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 the travel plan scheme, residential MetroCards for new housing developments and new media opportunities, eg website, Metro Messenger, realtime displays, electronic maps etc. Members were asked for any ideas or suggestions on how Metro could raise awareness and target information to non-users.

Comment was made that if all vehicles were easily accessible more people would use bus services. The Committee discussed the operation of low floor buses used on some services and it was reported that some people were reluctant to travel unless they could be assured that their service would be low floor on the return trip. It was noted that there was a desire to introduce fully accessible fleets prior to the Government's 2015 deadline, although this was dependent on funding and discussions were ongoing with operators.

With regard to residential MetroCards, it was reported that a scheme had been introduced at a new housing development in Huddersfield and surveys and further work would be carried out to evaluate their success.

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 and maps. Members supported the introduction of service numbers on some city centre (and other) stops and suggested that this should be extended to all bus stops. Comment was made that it would be helpful for the maps to include all stops on the route and that bus stops adjacent to each other should display the same name. The issue of fares and fare stages being displayed at bus stops was discussed but it was noted that there would be some practical problems in keeping such information up to date.

Consultation on Bus Service Changes

It was reported that passengers had asked for more advance notice of changes to bus services. It was noted that Metro currently published new timetable leaflets, amended the bus stop displays and provided information through Metroline and the website shortly before any changes were made. Members were asked for any ideas or suggestions on how to improve passenger awareness of forthcoming bus service changes.

Comment was made that although website usage was increasing consideration should be given to the many people who did not have access to the Internet. It was reported that additional resources were put into the Metroline telephone information service at busy times.

It was noted that the Changing Times leaflet was a summary of changes which gave people advance warning and alerted them to get new timetables. Members stressed the importance of information outlets having supplies of new timetables at the earliest opportunity and it was suggested that timetables should also be available on the relevant services.

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 PCC members' comments and views be noted.