

**WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY**

**AT A MEETING OF THE LEEDS PASSENGER CONSULTATIVE  
COMMITTEE HELD AT WELLINGTON HOUSE, LEEDS  
ON MONDAY 9 OCTOBER 2006**

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

**WYPTA**

D Congreve  
R Downes  
B Hyde  
J Jarosz  
S King  
C Townsley

**PUBLIC REPRESENTATIVES**

Jennifer Boden	Lucie Middlemiss
David Bowcock	Frank Priestley
Vera Foster	Anne Rayner
Philip Good	Judith Rhodes
Joyce Hutt	Eric Smith
Rosemary Keenoy	Ann Stock
Janet Latham	Geoffrey Welburn

**LEEDS CC**

C Fox  
J Lewis

**Also in attendance:-**

S Graham	-	First Leeds
R Harris	-	First Leeds
S Bear	-	Arriva Yorkshire
D Mallender	-	First TransPennine Express
D Haley	-	Northern
C Leslie	-	TSSA

**6. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors D Blackburn and M Lyons and public representatives Janice Dinsdale, John Gallagher and Barbara Kay.

**7. MINUTES**

**RESOLVED** - That the minutes of the meeting held on 3 July 2006 be approved.

## **8. 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 3 July 2006.

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

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

## **9. INFORMATION REPORT**

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

### **Station Improvement Programme**

It was reported that a programme of works had been developed to enhance the general appearance and quality of facilities at a number of prioritised local rail stations including Burley Park, Headingley. In order to commence work as soon as possible, Metro had agreed to provide funding of up to £82,000 to the station operator, Northern.

### **Rolling Stock Refurbishment**

Members were advised that Metro was providing funding for a number of schemes, to refurbish some units operating on local rail services. Improvements would be made to Class 155 diesel units, Class 321 electric units and Class 158/9 diesel units.

### **Real Time Displays**

It was reported that 172 large and over 500 small real time information displays would be located in the busiest shelters in West Yorkshire. Members had previously been consulted regarding the locations. A list of 150 proposed sites for the large displays had been agreed and details of the Leeds locations were attached to the report. The installation of the displays would commence in the Autumn.

### **FreeCityBus Update**

Members were updated on the operation of the Leeds FreeCityBus and it was reported that the service, which had been in operation for eight months, had carried nearly one million passengers. It was noted that although the FreeCityBus was successful, it would not be possible to consider an additional anti-clockwise service due to funding constraints unless third party support could be secured.

### **Garforth Rail Station Access Improvement**

It was reported that the DfT had confirmed its support for the bid to create an additional, ramped access to Garforth rail station.

### **Leeds City Station – Southern Pedestrian Access**

The Committee noted that Metro and Network Rail had commenced work on developing plans for a new pedestrian access to Leeds station. Subject to satisfactory designs being developed, a funding bid would be prepared.

### **Aire Valley (Leeds) Project**

It was noted that Metro, in conjunction with Leeds City Council and the Aire Valley Employment Team, were promoting the use of public transport for existing and future employees within the Aire Valley area. Single Regeneration Budget (SRB) funding had been allocated to provide 25 shelters at existing bus stop locations and for highway improvement works to be undertaken which included the provision of raised kerbs for level boarding.

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

## **10. CONSULTATION ITEMS -**

- (a) Metro's Process for Handling Feedback**
- (b) FTR Vehicle**

### **Handling Feedback**

Members received a presentation on the process for handling feedback on bus and rail service complaints and compliments.

It was reported that Metro received approximately 13,000 complaints each year of which only approximately 10% related to Metro's direct activities mainly concerning stop and shelter issues. Of the remaining 90%, approximately 5% were rail related and 85% concerned bus service provision with the largest issues being bus reliability/punctuality and driver behaviour. Comment was made that there were possibly many more complaints but people did not bring them to the operator or Metro's attention.

The Committee were advised of the current process and how the issues were addressed and asked members for their comments and suggestions on how Metro and operators could improve the system. Comment was made that it was important to acknowledge receipt of complaints and ensure the correspondent was informed of any investigations if no immediate substantive response was possible. It was suggested that complaints could be published on the website with responses from the operators or Metro in order that other public transport users who may have similar complaints were kept informed.

It was suggested that bus drivers could offer explanations to passengers when their service had been delayed. In response the operators commented that their drivers' received comprehensive training on how to communicate and deal with passengers. However they did appreciate that not all drivers communicated well but explained that in many cases punctuality and reliability issues arose due to traffic congestion.

Members were updated on the current position regarding Quality Contracts and enhanced Quality Partnerships and it was noted that the Authority would be considering the issue in the near future. Mr Graham of First Leeds expressed his concern that Quality Contracts would not tackle the basic and fundamental problems of traffic conditions and congestion. Bus companies constantly had to review their running schedules in an attempt to operate services according to timetables because of the increase in traffic volume.

Mr Haley of Northern advised the Committee of their procedure for handling and processing complaints. It was noted that Northern positively encouraged feedback by distributing complaint forms. The company were currently reviewing their procedures to seek to improve the delivery of a customer focussed service. Mr Mallender of TransPennine advised members that they had a dedicated team based in Manchester who dealt with complaints.

Members were provided with a questionnaire and asked to complete and return it to Metro with any comments or suggestions on how the process for handling complaints could be better managed.

### **FTR Vehicle**

It was reported that the 'ftr' vehicles on Route 4 would be incrementally introduced into service throughout the Autumn. Members were given the opportunity to inspect the new vehicle at the end of the meeting.

**RESOLVED** - That PCC members' comments and views be noted.