

**WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY  
CALDERDALE PASSENGER CONSULTATIVE COMMITTEE**

**DATE: 31 MARCH 2009**

**AGENDA ITEM NO: 5.**

**SUBJECT: CONSULTATION ITEMS**

**Report of the Passenger Transport Executive**

**1. MATTER FOR CONSIDERATION**

- 1.1. PCC members views on:
- a) Hospital Appointment Times
  - b) 2009 Market Research Programme
  - c) Customer Feedback

**2. INFORMATION**

**Hospital Appointment Times**

- 2.1. Concerns have recently been raised regarding concessionary permit holders being required to attend health appointments at times when they are unable to use their bus pass (free travel being available from 0930 hours on weekdays).
- 2.2. Metro is investigating the extent of this problem and considering how any issues can be resolved through working with the health sector.
- 2.3. PCC members will be asked to provide their views and any personal experiences of this issue.

**2009 Market Research Programme**

- 2.4. Metro undertakes regular market research involving telephone interviews with users and non-users of public transport. The questions cover satisfaction with bus and rail services and facilities, as well as satisfaction with the provision of information and other key indicators.
- 2.5. A copy of the most recent questionnaire is attached as Appendix 1.
- 2.6. Metro is planning to review the questionnaire for the market research exercise in 2009.
- 2.7. There will be a short presentation on the scope of the last questionnaire and PCC members will be asked for their views on areas of interest for the next survey in June 2009.

### **Customer Feedback**

- 2.8. Metro received nearly 13,500 customer comments and feedback in 2008, as well as feedback through other channels such as tracker surveys, consultations and mystery shopper surveys.
- 2.9. Metro is currently improving the feedback we provide to stakeholders on what has happened as a result of issues raised through consultation and has prepared a 'You Said, We Did' report.
- 2.10. There will be a short presentation of the overall content the draft 'You Said We Did' report. Copies will be provided for members to take away, along with feedback forms and prepaid envelopes, for further consideration.
- 2.11. PCC members will be asked for their feedback on the current document and any ideas and suggestions for future 'You Said, We Did' report.

### **3. RECOMMENDATIONS**

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

Director General  
West Yorkshire Passenger Transport Executive