

# WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

## CALDERDALE PASSENGER CONSULTATIVE COMMITTEE

DATE: 15 JANUARY 2008

AGENDA ITEM NO: 3

### SUBJECT: MEMBER FEEDBACK

#### Report of the Passenger Transport Executive

#### 1. MATTER FOR CONSIDERATION

1.1. To advise members of the Committee of the feedback received at the last meeting of the Committee and to report the action taken.

#### 2. INFORMATION

2.1. At the last PCC meeting, members were consulted on:

- Metro's Consultation Strategy
- Metro's Market Research Programme
- Concessionary Permit Issue for 2008

##### Consultation Strategy

2.2. The following suggestions were made:

- More consultation with non-users
- Investigate the reasons why people do not use public transport e.g. where they live, no services, car users etc
- More 'open' consultation is needed to try to identify strong feelings on key local issues and problems, and understand local priorities.
- More consultation with the public and local ward members when operators are considering making major service changes.
- When a bus service is amended or withdrawn, provide more information to enable greater understanding of the reason behind the changes.
- That Metro publish a clearly understandable set of standards/criteria in respect of the provision of bus services, stops, shelters etc
- More feedback to consultees and wider public on issues raised and outcomes of consultation exercises.

- Regular feedback on issues raised and outcomes of wider consultation activity to PCC members.
- 2.3. The above suggestions have been fed into the review of Metro's Consultation Strategy, which will be adopted in the near future.

#### Market Research

- 2.4. The following feedback was received:
- Where feedback from market research has identified areas for improvement, members requested that plans to address these are reported to future PCC meetings.
  - Suggested information improvements included:
    - Journey cost and map information on road side displays
    - More promotion of bus travel to train users and vice versa e.g. with information displays in rail and bus stations
  - Members suggested that the views of passengers should be sought on the level of information now provided at bus stops.
- 2.5. As a result of member feedback, information provision at bus stops has been included as a consultation item in this round of PCC meetings.
- 2.6. Members also requested an annual report be presented to PCCs, detailing comparative year on year bus and rail patronage (preferably at a district level).
- 2.7. Consideration will be given as to how this request can be accommodated, as there are some technical issues in providing this information at a district level.

#### Concessionary Permit Issue for 2008

- 2.8. Members suggested that the scheme should be promoted to current non-users of public transport services.
- 2.9. District Councils and other organisations are being encouraged to include information about concessionary travel in their publications. The Department for Transport will also be promoting the scheme in national publications.

#### Other

- 2.10. There were no specific issues raised at the last meeting that could not be resolved at the meeting.

### **3. RECOMMENDATIONS**

- 3.1. That this report be noted.

Director General  
West Yorkshire Passenger Transport Executive