

**WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY**

**AT A MEETING OF THE BRADFORD PASSENGER CONSULTATIVE  
COMMITTEE HELD AT CITY HALL, BRADFORD  
ON FRIDAY 3 APRIL 2009**

**PRESENT:** Councillor A Hawkesworth (Chair)

**WYITA**

C Greaves  
S Khan  
D Robinson

**PUBLIC REPRESENTATIVES**

Michael Chappell  
Lynette Gooderham-Fickés  
Andrew Jewsbury  
Gordon Lakin  
Graham Peacock

John Prestage  
John Spencer  
Chris Walters  
Andrew Wowk

**Also in Attendance:**

R Bartlett - Arriva Yorkshire  
K Hussain - First Bradford  
G Lomax - Keighley & District Travel

**17. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors A Wallace (WYITA) and J Dodds (BMDC), public representatives Rev G Reid and Mr K Renshaw and Mr D Haley of Northern Rail.

**18. MINUTES**

Further to minute 14 - Bradford Interchange and Bradford Forster Square Rail Stations - Comment was made about the unsightliness of chewing gum in the Bradford Interchange rail station. In response, it was assured that this issue would be brought to the attention of Northern Rail.

In addition, comment was also made regarding the speed at which information screens at railways stations changed and how, as a result, some people, especially those with learning disabilities, may experience difficulties in reading the information. In response, it was agreed to investigate the feasibility of extending the screen refresh time.

**RESOLVED** - That the minutes of the meeting held on 12 January 2009 be approved.

## 19. 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 13 January 2009 and to report the action taken.

It was reported that the Regional Transport Board had not approved funding for the Low Carbon Demonstration Project and, therefore, the scheme could not be progressed in the envisaged form. However, Metro was considering developing a European Union funding submission to work with a range of partners to explore means of reducing CO<sub>2</sub> emissions in the public transport sector.

Regarding the Carbon Reduction Marketing Campaign suggestions included the extension of daytime bus services to 7 pm or 8 pm, no price increase on fares in 2009, additional MetroCard zones for cross boundary travel and an increase in the number of Metro ticket sales outlets. In terms of the marketing campaign it was suggested that bus shelter bill boards face the roads and campaign messages be equated to measurements that people could understand, eg compared to trees and plastic bags. Members further suggested that Metro enlist the support of local schools in order to assist/publicise campaign messages.

In respect of the appearance and cleanliness of Bradford Interchange and their rail stations, Northern Rail had advised that the Interchange rarely failed inspections. In addition, the station had received a full face lift and the fast food outlet had been removed, which should reduce littering. Two extra litter pickers had also been employed to improve the situation on the Airedale line, which encompassed Bradford Forster Square rail station.

**RESOLVED** - That the report be noted

## 20. INFORMATION REPORT

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

### **Car Parking - Ben Rhydding Rail Station**

Discussions ensued regarding the lack of car parking facilities at Ben Rhydding rail station and how this was impacting on the local community. It was commented that a 'park and ride' facility would significantly improve the issue of excessive on-street parking in the area. It was also suggested that the size of a station car park should be based on the overall size of the community it serves. It was agreed that an update regarding this issue and similar problems affecting the Wharfedale Line would be submitted to the next meeting of the Committee.

### **Bus Service Changes**

Members noted the changes to services with effect from 25 April 2009, in particular revisions to the route of Service 649. Copies of Metro's Changing Times leaflet would be sent to all members in the near future.

### **Bank Holiday Bus Services 2009**

Members noted the pattern of bus services agreed with operators for the Spring and Summer Bank Holidays 2009. Further details would be published in a seasonal leaflet and circulated to members in due course.

### **Service X84**

It was reported that eight new buses had been introduced on Service X84 which would run from Leeds to Otley every 15 minutes with an ongoing service to Ilkley every half hour. Members commended the service and gave thanks to those operators/officers involved in improving the service/links.

### **Airport Bus Links**

Members were advised that Metro and Leeds Bradford International Airport were reviewing the operation of the jointly funded bus links to the airport. It was anticipated that the review was likely to result in improvements to the services and would take effect later in 2009.

It was suggested that consideration be given to extending the airport services (737, 747 and 757) to encompass the Keighley, Shipley and Ilkley areas. It was also suggested that the 737 service be rerouted via Shipley to Keighley instead of Bradford, as many passengers used Service 747 to reach the city centre. In response, it was confirmed that there were no plans to extend or reroute the services. However, the suggestions would be investigated with the airport to determine their feasibility.

### **Shipley Rail Station**

Mr Chappell raised the issue of bus services accessing Shipley rail station and requested that this be reinvestigated with the bus operator First. In response, officers confirmed that diverting existing bus services into the station would lengthen journey times considerably. Mr Chappell stated that the roundabout at the far end of the station could support access and pointed out that coaches supplied by the rail operators in the event of service cancellations/delays easily accessed the station. It was confirmed that Metro was aware of these issues and members were assured that improved bus/rail interchange at Shipley was an aspiration in the longer term.

### **Bradford FreeCityBus**

The Committee was advised that Bradford Council had formally approved funding of the FreeCityBus service beyond the 6 monthly trial period. It was

noted that since the service's launch in September 2008 over 300,000 passengers had used the service. Members commended the success of the service and noted that the service had begun to attract financial sponsorship from Bradford College, the University of Bradford and Sovereign Health Care. Members also requested that regular reports concerning passenger usage figures be submitted to future meetings of the Committee.

### **Bradford City Centre Regeneration Schemes**

It was reported that Metro, Bradford Council and bus operators were working together to ensure that appropriate public transport access and infrastructure was incorporated in the proposed 'Mirror Pool' and 'Park at the Heart' regeneration initiatives in Bradford City Centre. These included the provision of effective bus routes, bus priority measures, new bus stop locations and quality waiting and information facilities.

Concern was expressed at how the project works could affect bus priority measures, particularly outside City Hall. In response, Metro officers confirmed that this significant issue had been emphasised at meetings with Bradford Council, but the importance of city centre regeneration should also be recognised. Members would be kept informed of future developments.

### **Consultation on Bus Service Changes**

It was noted that Metro and the bus operators in West Yorkshire had agreed a Good Practice Guide aimed at consulting passengers and affected communities during the planning process for bus service changes. A copy of the Guide was attached at Appendix A to the submitted report and it was hoped that this would promote a positive approach to involving passengers in decisions regarding their bus service.

### **Timetable Cases Roll Out**

It was reported that the project for increasing the number of timetable cases at bus stops commenced in February 2009 and 1,000 new cases would be installed by April 2009 during Phase 1 of the project. Members welcomed the initiative and considered it a significant step forward.

### **Bus Station Real Time Displays**

It was noted that the software problems had been resolved and it was expected that real time information would 'go live' at Keighley Bus Station during April 2009. A further 7 upgrades should then be completed later in 2009. It was reported that Metro was currently liaising with ACIS in order to resolve the technical problems affecting service predications at the start of a journey. Members commended the scheme and thanked officers for work undertaken at Keighley.

## **New Train Service Proposals between Yorkshire and London**

It was reported that the Office of Rail Regulation (ORR) had announced its determination of the bids by train operators to run additional train services between Yorkshire and London King's Cross.

Grand Northern Railways would run three return trains per day between Bradford Interchange and London King's Cross calling at Halifax, Brighouse, Wakefield Kirkgate, Pontefract Monkhill, Doncaster and London. In addition, National Express East Coast (NEXC) had been granted rights to run additional return journeys every other hour between Kings Cross and Leeds and, subject to timetabling issues being resolved, the train may run through to Harrogate. There was also the possibility that an existing National Express service between London and Leeds might be extended to Bradford Forster Square. Members would be informed of the full details as soon as they were confirmed.

Discussions ensued regarding the necessity to maintain rail connectivity between Leeds and London and the rail link between Leeds and Bradford. Comment was made how direct rail connections from Bradford to London were excellent, however, the return journey was less than ideal. Comment was made that in order to attract commerce to the city it was essential that the journey London to Bradford (as well as Bradford to London) was as attractive as possible to encourage business travel.

## **Ticket Barriers at Bradford Interchange**

Members were informed of Northern Rail's proposals to introduce automated ticket gates at Bradford Interchange similar to those installed in Leeds rail station. It was anticipated that the gates would be installed later this Spring.

## **Regional Funding Allocation (RFA)**

It was reported that the Regional Transport board had completed a full review of Regional Funding Allocations and details were outlined in the submitted report. It was noted that all the current schemes in the existing programme had been re-endorsed and Phase 2 of the NGT scheme had been prioritised. A reserve list of regional schemes had also been agreed and this included Connecting Airedale Stage 3 and Low Moor rail station.

With regard to Low Moor rail station, Councillor Robinson commented that a proportion of the RFA funding allocation to West Yorkshire should be allocated to the development of the station. He was concerned that its funding was reliant on 'slippage'. In response, it was assured that the allocation of the funding was currently being negotiated with the local authorities. Metro was emphasising the strategic importance of Low Moor rail station in these discussions.

## **Congestion Performance Fund**

Members noted that the West Yorkshire Local Transport Plan Partnership had been awarded £1.2m from the Department for Transport's Congestion Performance Fund to be spent on measures to tackle congestion on the selected routes. The partnership was identifying a programme of measures for implementation, which included improved infrastructure, traffic light priority, express services, park and ride, bus lanes and parking enforcement.

## **New Dales Bus Services**

The Committee was informed that the Integrated Transport Authority had used its newly acquired well being powers to award a grant to facilitate enhanced Summer Sunday Dalesbus services linking West Yorkshire with the Dales. The new Dales bus services, which in some areas would commence on Sunday 12 April 2009, would connect Seacroft, Leeds, Bradford and Wakefield with Grassington, Hawes, Aysgarth, Ripon, Lightwater Valley and Richmond. Ilkley would act as a 'hub' whereby passengers could interchange onto buses to Malham, Skipton, Grassington, Bolton Abbey and Kettlewell. Members commended the scheme, particularly as MetroCard and concessionary pass holders would be able to use the services from West Yorkshire at no extra cost.

### **RESOLVED -**

- (a) That the report be noted.
- (b) That a report concerning the parking issues at Ben Rhydding rail station and similar problems affecting the Wharfedale Line be submitted to the next meeting of the Committee.

## **21. CONSULTATION ITEMS -**

- (a) **Hospital Appointment Times**
- (b) **2009 Market Research Programme**
- (c) **Customer Feedback**

### **Hospital Appointment Times**

It was reported that concerns had been raised regarding concessionary permit holders being required to attend health appointments at times when they were unable to use their bus pass, free travel being available from 0930 on weekdays.

Members were advised that Metro was investigating the extent of the problem and considering how any issues could be resolved by working with the health sector. Member's views and feedback was sought and they were asked to provide any personal experiences on the issue. Comment was made that this issue also related to doctors' surgery appointments and that local surgeries be contacted for their input/feedback. Further suggestions included that hospitals provide a valid appointment letter that could be presented to bus

drivers in conjunction with the ENCS pass to allow free travel and that NHS staff/systems generate appointments for after the 0930 watershed.

### **2009 Market Research Programme**

Members were given a presentation on the regular market research which was undertaken by Metro. This involved telephone interviews with users and non-users of public transport. It was noted that Metro were planning to review the questionnaire for the next market research exercise and a copy of the most recent questionnaire was attached as Appendix 1 to the submitted report. Members were asked for their views on areas of interest for the next survey in June 2009. It was suggested that the questionnaire be made available through Metro's website in order to increase the sample size.

### **Customer Feedback**

It was reported that Metro was improving the feedback they provided to stakeholders on what has happened as a result of issues raised through consultation and has prepared a draft 'You Said, We Did' report.

The Committee was given a short presentation on the overall content of the draft report and copies were circulated at the meeting. Members were asked to consider the report and provide feedback on the document and also any ideas and suggestions for future 'You Said, We Did' reports.

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' feedback and views be noted.