

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

**AT A MEETING OF THE LEEDS PASSENGER CONSULTATIVE
COMMITTEE HELD AT WELLINGTON HOUSE, LEEDS
ON MONDAY 3 OCTOBER 2011**

PRESENT: Councillor M Lyons (Chair)

WYITA

M Coulson
W Hyde
J Harper
J Lewis
V Morgan

PUBLIC REPRESENTATIVES

David Brady	Alan Oldroyd
Paul Chadwick	Eric Smith
Brian Cooper	Ann Stocks
Keith Huggins	Charles Stones
Hazel Lee	Bill Tymms
	Peter Wood

LEEDS CC

C Campbell
C Fox

Also in attendance:-

B Broxholme	-	First Leeds
J Connelly	-	Arriva Yorkshire
D Haley	-	Northern
Sgt R Cloughton	-	West Yorkshire Police

7. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors A Carter and R Downes and public representatives Edward Gale, David Hope, Rosemary Keenoy, Catherine Keighley, Judith Rhodes and Neal Ricketts.

8. MINUTES

RESOLVED - That the minutes of the meeting held on 4 July 2011 be noted.

9. MEMBER FEEDBACK

The Committee considered a report of the Passenger Transport Executive advising members of the feedback received at the meeting held on 4 July 2011 and to report the action taken.

At the last meeting the Committee had been consulted on Area Bus Network Reviews and RailPlan 7 and the key points raised were outlined in the submitted report. All the PCCs had provided feedback on the proposed area bus network reviews via the interactive Qwizdom questionnaire and the responses were attached at Appendix A to the submitted report.

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.

Audio Announcements at Rail Stations

Concern had been expressed at the previous meeting regarding the difficulty of hearing announcements at Leeds Rail Station due to the positioning of the audio speakers in the roof. Mr Haley from Northern advised members that the issue had been discussed with Network Rail and the siting of the speakers had been approved as suitable for people with hearing impairments. It was reported that the announcements were repeated several times although comment was made that they could not be heard in the waiting rooms on the platforms and Mr Haley agreed to investigate this further.

Safer Travel West Yorkshire

Members were advised that the Police, working with Metro and the bus operators, had formed the Safer Travel West Yorkshire partnership. The partnership had been formed to quickly respond to problems which may arise on the buses, at bus stops or bus stations. Sergeant Rachel Cloughton had been appointed to the position in February 2011 and she attended the meeting and gave members an insight into her work. She advised the Committee of the ways in which the partnership was tackling crime and anti-social behaviour. The bus operators noted the problems highlighted by members regarding the seats allocated for the elderly/disabled and the problems that arose when they were occupied by other passengers.

Hybrid Bus Update

Members were updated on the introduction of hybrid buses by First on the A61 Scott Hall Road guideway and the promotional activities being undertaken to raise the profile of the corridor.

It was reported that the safety issues regarding the vehicles lack of noise had been raised with First and the DfT. Members expressed their concern that responses were still outstanding and Metro would investigate this further.

Harrogate Line

It was reported that Harrogate Chamber of Trade and Commerce were promoting a proposal to bring former District Line London Underground trains to the Harrogate Line. In view of this proposal, Metro, City of York Council, North Yorkshire County Council and Harrogate Borough Council had commissioned work to revisit the proposed strategy for the Harrogate Line. The consultants were evaluating the different options for the route in order to advise on the most appropriate technology.

SmartCard Update

It was reported that First would fit smart enabled ticket machines to all their UK fleet by the end of 2012. Transdev would commence equipping some of their vehicles in West Yorkshire by the end of 2011 and Arriva would equip buses in early 2012.

The Committee discussed First and Arriva's policies for giving change to fare paying passengers. It was noted that both operators provided their drivers with a float and advised members of the procedures that should be followed if there were occasions when insufficient change was available. They confirmed that no one should be refused travel because they did not have the exact money.

Royal National Institute for the Blind (RNIB) React System

Members were advised of the React talking sign system that triggers audible announcements by an electronic key fob. The system allows the blind and visually impaired to hear announcements at bus stops fitted with the React enabled real time units and there were also audio units at Leeds rail station entrances. In order to raise awareness of the system, Metro would be providing briefing information to key local organisations such as social services, access offices and relevant community groups.

Elland Road Park and Ride

It was reported that Metro and Leeds City Council were developing proposals for a Park and Ride scheme at Elland Road, using council-owned car parks adjacent to the football stadium. Final details are yet to be developed but it was proposed that a frequent bus service be provided to Leeds city centre. Once preliminary assessments and consultations had been completed, it was intended to submit a planning application later in the year.

RESOLVED - That the report be noted.

11. CONSULTATION ITEM – INFORMATION STRATEGY

Members were given a presentation on Metro's Information Strategy which was being developed as part of the third Local Transport Plan.

At the PCC meetings held in April 2011, members had participated in a Qwizdom interactive voting session. It was noted that Metro was continuing to consult on a revised and updated Information Strategy and members were asked to consider the importance of Metro providing information for other modes such as cycling, walking and motoring.

The following comments were made:

- Information must be available for people with no access to either computers or mobile phones
- Walking routes should give simple instructions, preferably by road names
- Members were in favour of providing information on cycle lanes, routes and storage facilities
- Members considered it important to provide taxi information for rail commuters, especially those arriving at unmanned stations with no taxi ranks
- Use the audio announcement systems at bus stations more
- Some screens in bus shelters were difficult to read

It was proposed to arrange a joint meeting with all the Passenger Consultative Committees before the end of the year and members were asked to forward any further comments to Metro on the questionnaire provided at the meeting or by email to: erica.ward@wypte.gov.uk.

RESOLVED – That members' feedback be noted.