

**WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY**

**AT A MEETING OF THE FACILITIES WORKING GROUP  
HELD IN WELLINGTON HOUSE ON  
THURSDAY 20 MARCH 2008**

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

Councillors T Swift and G Wainwright

**9. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors T Leadley and A Wallace.

**10. DECLARATIONS OF INTEREST**

There were no personal or prejudicial interests declared by members at the meeting.

**11. MINUTES**

**RESOLVED** - That the minutes of the meeting held on 11 September 2007 be approved.

**12. INFORMATION AND PROMOTION UPDATE**

The Working Group considered a progress report of the Passenger Transport Executive regarding information, promotion and marketing activities.

**MetroLine/Traveline**

MetroLine had maintained its position in the country's top five call centres and continued to exceed the two main productivity KPIs (Key Performance Indicators) each month. It was reported that the home-working trial of 'unsocial' hours was progressing well and that this service had been particularly useful during the recent floods. The trial would be operated for one year in order to evaluate the benefits.

**Bus Stop Information**

Members were advised that projects were being developed to expand the provision of bespoke timetable information and display service numbers at bus stops and that a progress report in this regard would be submitted to the next meeting of the Working Group.

The Working Group was advised that Metro had recently agreed with local bus companies to implement a fee for changes to bus service registration, which would then be utilised to expand roadside information. It was agreed that a more detailed report concerning this issue would be submitted to the next meeting of the Working Group.

### **Marketing Activities**

It was reported that the English National Concessionary Scheme marketing campaign, which had commenced in 2007, had been successful in meeting its objectives regarding the need for new and existing users to apply for a new permit. The current campaign focused on the new entitlement and communication to bus drivers to enable them to reinforce the message to passengers.

Members were informed that the new passes had now been produced and would be posted out to applicants at the end of March 2008. Members also noted that Metro had purchased equipment to produce a small number of passes 'in house' and that this was in the process of being installed. Members were advised that Metro had agreed with bus/rail operators that the old style pass would still be accepted by them for up to 6 months after the implementation date. This message was also being reinforced by MetroLine.

Since the launch of Metro Messenger in 2007 over 7,000 customers had registered for email updates on travel news, service change information, special offers and information regarding Metro Movers' special offers for young people. It was noted that the service would be used to obtain feedback from customers and that promotion of the initiative was ongoing.

The marketing activities/priorities scheduled for 2008/09 were also outlined to members.

### **RESOLVED -**

- (a) That the report be noted.
- (b) That a report detailing the implementation of a fee towards bus operators for changes to bus service registration be submitted to the next meeting of the Working Group.

## **13. BUS STATION UPDATE**

The Working Group considered a progress report of the Passenger Transport Executive regarding bus infrastructure schemes.

### **Hemsworth Bus Station**

Members were advised that Tesco's developers (Taylor Woodrow) had commenced work on the site and were currently working on the new road infrastructure, provision of the library and school. The contractors were

reviewing their entire development programme and were now re-phasing works, with a view to bringing the new bus station into use during Summer 2008. Extensive highway works would be required and, therefore, Metro had requested of the developers a detailed programme of works as soon as possible.

### **Castleford Interchange**

It was reported that the detailed design drawings, specifications and contract documentation would be completed late April 2008 and that drawings had been issued to Network Rail for approval due to the proximity of the railway to the site. Consultations regarding the development and implementation of the scheme continued with highways officers, train and bus operators and it was hoped that the first stage of construction would commence early 2009. However, this was dependant on site assembly, Network Rail agreements and full DfT funding approval for the scheme.

### **Pudsey Bus Station**

Members were informed that discussions had regularly been held with Leeds City Council's Planning and Highways Departments regarding a detailed design work for the six stand 'drive through' bus station. An implementation programme would be agreed once planning permission and the necessary Traffic Regulation Orders (TROs) had been obtained/approved.

### **Brighouse Bus Station**

The Working Group was advised that design work on the 6 stand 'drive-through' bus station was complete and that tender documents were currently being prepared. Members noted that the letters of objection submitted by Calderdale Council in relation to the scheme would be withdrawn, as issues relating to the Traffic Regulation Orders have now been resolved. It was reported that tenders for the scheme would be issued in the near future, with a view to construction of the bus station commencing Spring 2008, subject to satisfactory agreements with the local highway authority on implementation of the TROs and works to the public highway.

### **Bradford Interchange**

Metro had submitted an Outline Business Case for Local Transport Plan major scheme funding to upgrade the Interchange rail station and to provide at-grade linkage between the bus and rail stations. It was reported that the submission would be considered at the Regional Transport Board meeting at the beginning of April 2008. The components of the scheme were outlined to members and contained within the submitted report.

### **Heckmondwike Town Centre**

The Working Group was advised that Kirklees MDC had acquired land for the development to proceed and, in this respect, it was anticipated that highway improvement works would commence in September 2008. It was also noted

that Metro and Kirklees Council were working closely to develop options for a possible bus facility linked to the proposed streetscape improvements and new Library/Information Centre on Northgate in Heckmondwike. It was noted that a full business case would be developed for consideration, subject to receiving detailed plans of the proposed layout and additional information from Kirklees Council regarding scheme benefits/costs (revenue and capital).

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

#### **14. MANAGEMENT OF METRO BUS STATIONS**

The Working Group considered a progress report of the Passenger Transport Executive regarding the management of Metro bus stations.

##### **Security**

It was reported that Metro was currently developing proposals to upgrade the CCTV system to digital recording and possible relocation to a facility owned by Leeds City Council in Middleton. A further progress report regarding this issue would be submitted to a future meeting of the Working Group.

##### **Revenue Generation**

It was reported that Metro continued to develop initiatives to generate income from bus stations through leases, temporary events and advertising.

##### **Community Involvement**

Members were shown a short DVD regarding the redecoration of the Rookery, a home run by the Mencap charity in Chapel Allerton, by Metro's Facilities Department. Members commended the work of staff and requested that their thanks be passed on to those concerned.

**RESOLVED** -

- (a) That the report be noted.
- (b) That officers be thanked for their short DVD presentation on the Rookery project.

#### **15. ON STREET INFRASTRUCTURE**

The Working Group considered a progress report of the Passenger Transport Executive regarding the management of Metro's on street infrastructure.

##### **Shelter Glazing**

Members were advised that for the period 1 August 2007 to 31 January 2008 performance data had confirmed that the Response Group's attendance at

locations with broken glazing was 2.7 hours against the target time of 4 hours. The average time for re-glazing was 2.6 days against a target time of 4 days. As a result, Metro had awarded the Response Group a two year extension to their contract effective from 1 April 2008.

### **Shelter Cleaning**

It was reported that Metro's in-house and external cleaning contractors continued to meet current standards for both the cleaning and removal of graffiti at Metro infrastructure. Members were advised that Metro's review of current cleaning arrangements had commenced, results of which would be reported to a future meeting of the Working Group.

### **Shelter Contract**

The Working Group was advised that work continued regarding the installation of passenger shelters within West Yorkshire, as part of the Yorkshire Bus project. It was reported that since April 2007 to 31 January 2008 over 200 shelters had been installed, including the provision of raised kerbing to facilitate in level boarding.

### **Shelter Advertising**

It was reported that over 900 advertising panels had been installed on Metro owned shelters with a further 300 panels to be installed by March 2009. Discussions continued with Wakefield Council regarding the installation of panels within the district.

### **Real Time Information**

It was reported that the installation of real time information units within shelters was progressing well and that over 350 units had been installed to-date. It was anticipated that the programme would be completed by June 2008. Members also noted that a protective cover to prevent vandalism to the displays had now been produced and that this would be installed in the near future.

### **Bus Passenger Shelter Policy**

Following the Group's previous approval to amend the policy for the replacement of passenger shelters with usage of less than 25 passengers on a daily basis, it was confirmed that 15 shelters had been identified as no longer meeting the criteria. It was reported that local members were being consulted prior to the removal of the shelters and the outcome of this process would be reported to a future meeting of the Working Group.

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

## 16. REAL TIME PASSENGER INFORMATION

The Working Group considered a progress report of the Passenger Transport Executive regarding 'yournextbus', the South and West Yorkshire real time passenger information system.

Members were provided with a detailed update regarding the implementation of the scheme, provision of information to customers and using the system as a management tool. It was reported that more than 2,500 buses had to date been equipped with GPS tracking equipment, which fed positioning data into the central system via a Private Mobile Radio network. In this regard, progress to cut back overhanging trees along problematic routes in order to prevent damage to roof-top aerial equipment was continual. The provision of the 'Metro bus' to trim the trees had been well received, with more than 20 routes in Leeds being improved. Similar work had now commenced in the Kirklees district. It was also reported that in the future there could be proposals to change the band width currently used by the tracking equipment, which could result in the removal of the roof-top aerial equipment from vehicles altogether. Members also noted that more than 400 bus shelter displays had now been installed at key sites across South and West Yorkshire. Some units had been reverting to scheduled timing as a result of losing their GPRS connection. However, the units in question have since been modified to reboot automatically should this reoccur.

The Working Group was advised that traffic light priority had now been provided at 60 junctions across West Yorkshire, including Whinmoor within the Leeds district. Initial data had shown positive results in reducing running times and improving punctuality.

Members were informed of Metro's partnership with South Yorkshire PTE and other regional authorities to submit a funding bid to the Regional Transport Board to secure Local Transport Plan major scheme funding to expand the provision of bus/rail real time information. The submission included enhancement/expansion of Northern Rail's system/customer displays, along with additional traffic light priority/customer displays and information kiosks. The submission would be considered at the Regional Transport Board's meeting scheduled for the beginning of April 2008.

The next phases of the project included the continued roll out of traffic light priority and bus shelter displays, as well as the implementation of the automated voice service 'Yournextbus' InfoLine, which would provide real time information in an audio format over a phone line. Other enhancements included a cancellation feature to advise passengers of cancelled services and the provision of real time information at Metro's major bus stations.

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