

# AGENDA ITEM No: 13

## WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

### AT A MEETING OF THE KIRKLEES PASSENGER CONSULTATIVE COMMITTEE HELD IN THE TOWN HALL, DEWSBURY ON WEDNESDAY 11 OCTOBER 2006

**PRESENT:** Councillor K Hussain (Chair)

#### WYPTA

R Downes  
J S King  
P McBride  
E Smaje  
C Smith

#### PUBLIC REPRESENTATIVES

John Appleyard	Martin Furness
Don Burslam	Brian Holroyd
Jeffrey Cooper	Roger Moore
Richard Fieldhouse	Kathleen O'Shea
Sean Flood	Keith Parry

#### Also in attendance:

P Stone	-	Arriva Yorkshire
D Squire	-	Arriva Yorkshire
H Robinson	-	Arriva Yorkshire
P Adcock	-	Arriva Yorkshire
D Mallender	-	TransPennine Express
D Haley	-	Northern
T Singh	-	Stagecoach Yorkshire
V Podgorski	-	Kirklees MC

#### 6. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor L Wilkinson and public representatives Anne Prince and Norma Senior.

#### 7. MINUTES

**RESOLVED** - That the minutes of the meeting of this Committee held on 5 July 2006 be approved

#### 8. FEEDBACK REPORT

The Committee considered a report of the Passenger Transport Executive advising them of the feedback received at the meeting of the Committee held on 5 July 2006 and the action taken.

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

## **9. INFORMATION REPORT**

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

### **Station Improvement Programme**

It was reported that a programme of works had been developed to enhance the general appearance and quality of facilities at a number of prioritised local rail stations including Batley, Marsden and Mirfield.

### **Rolling Stock Refurbishment**

Members were advised that Metro was providing funding for a number of schemes which would improve the interiors of a number of trains operating on local rail services. Improvements would be made to Class 155 diesel units, Class 321 electric units and Class 158/9 diesel units.

### **Real Time Displays**

It was reported that 172 large and over 500 small real time information displays would be located in the busiest shelters in West Yorkshire. Members had previously been consulted regarding the locations and they welcomed the inclusion of Birstall in the list which was attached to the report. The installation of the displays would commence in the Autumn.

### **Holme Valley Kickstart**

Members were advised that from 29 October 2006 bus services between the Holme Valley and Huddersfield would call at a new bus stop at Huddersfield Rail Station. First and TransPennine Express were liaising to enable passengers from the Holme Valley to buy through bus/rail tickets to Leeds, Dewsbury and Manchester on the bus.

### **Department for Transport 'Access for All' Small Schemes**

The Committee noted that a bid had been submitted for partnership funding towards the third and final phase of Metro's minor accessibility improvements at rail stations initiative. These included minor works at a number of Penistone Line stations and to qualify for the bidding process, the works would have to be completed by 31 March 2007.

### **Huddersfield Rail Station**

It was reported that following Huddersfield's inclusion in the Department for Transport's 'step free access' initiative, a site visit had taken place to consider possible options for access improvement. Network Rail was to develop options and it had been suggested that lifts could be provided from platform level down to subway level. The Committee asked for further consideration to

be given to the possibility of using the existing tunnel and that investigations be made regarding funding options. Members requested that a report be prepared for the next meeting and that Network Rail be invited to attend.

**RESOLVED -**

- (a) That the report be noted.
- (b) That a report on Huddersfield Rail Station be prepared for the next meeting.
- (c) That Network Rail be invited to attend the next meeting.

**10. CONSULTATION ITEMS -**

- (a) **Arriva Service Changes**
- (b) **Huddersfield FreeTownBus**
- (c) **Metro's Process for Handling Feedback**

**Arriva Service Changes**

Members received a presentation by Arriva on the proposed service changes to be made in January 2007.

It was reported that following significant changes to Arriva services in 2005, the company had maintained a stable network throughout 2006. The performance of the network had been reviewed and the company was developing proposals for service changes in early 2007. It was noted that the changes were the subject of consultation with local Councillors and the public prior to their introduction and members were asked for their comments on the proposals prior to registration of any changes by late November.

It was noted that Arriva had three key areas of concern –

- Service X33 (Bradford – Wakefield – Sheffield)
- Services 224/225/226/254 (Leeds – Cleckheaton/Dewsbury – Halifax)
- Service 128 (Dewsbury – Horbury – Wakefield)

The Committee expressed their concern regarding the proposals for Service X33 and Arriva advised that the service was unsustainable due to low patronage.

With regard to Service 224, Arriva reported that they had received several complaints from residents in Hunsworth regarding the proposals. Arriva would investigate further options and discuss them with the residents. It was requested that Kirklees members be included in the discussions.

Comment was made that many residents of North Kirklees attended hospitals in Wakefield and Leeds and would benefit from a fast and efficient bus link. It was noted that accessibility to health services was a target in the 2<sup>nd</sup> Local Transport Plan and means to address this were being considered.

With regard to Service 128, members commented that patronage was low because many passengers had abandoned the service due to its unreliability. The Committee expressed their dissatisfaction at the proposals and asked that Arriva reconsider, especially for isolated areas where people relied upon the service.

### **Huddersfield FreeTownBus**

Members received a presentation and welcomed the launch of a FreeTownBus which would operate around Huddersfield Town Centre. The service would be introduced for a 9 month trial period and commence on 30 October 2006. It would run every 10 minutes and the route would link the bus and rail stations, markets, university and Kingsgate areas of the town.

It was noted that Metro and Kirklees Metropolitan Council were jointly funding the service and, if successful, it was planned to continue the service through a mix of current funding sources and new commercial sponsorship.

### **Handling Feedback**

Members received a presentation on the process for handling feedback on bus and rail service complaints and compliments.

It was reported that Metro received approximately 13,000 complaints each year of which only approximately 10% related to Metro's direct activities mainly concerning stop and shelter issues. Of the remaining 90%, approximately 5% were rail related and 85% concerned bus service provision with the largest issues being bus reliability/punctuality and driver behaviour.

The Committee were advised of the current process and how the issues were addressed and asked members for their comments and suggestions on how Metro and operators could improve the system.

It was suggested that customers wanted explanations of why things had happened even if it was beyond an operator's control and that there should be one point of contact for customers to register complaints and receive feedback.

Members were provided with a questionnaire and asked to complete and return it to Metro with any comments or suggestions on how the process for handling complaints could be better managed.

**RESOLVED** - That PCC members' comments and views be noted.