

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

CALDERDALE PASSENGER CONSULTATIVE COMMITTEE

DATE: 7 OCTOBER 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:

- Access to Hospitals
- Cross Boundary Bus Services
- Realtime Displays – Demonstration
- Fuel Prices and Transport

Access to Hospitals

- 2.2. The hospital access audit was welcomed by PCC members. The following issues were highlighted:

Information

- Staff should be made aware of the availability of public transport for travel to work.
- Public transport information should be displayed prominently in various locations, and should also be provided with appointment letters.

Bus Services

- Bus service provision needs to match up with hospital visiting times.
- Whilst daytime services to hospitals are often very good, provision can be poor in the evening.
- St James hospital is very well served by buses, but few buses serve LGI.

Travel Costs

- Fares should be competitive with the cost of travelling by car, and special offers should be introduced to encourage a modal shift. It

was suggested that a voucher could be printed onto the back of the hospital car parking tickets offering the holder one return journey on any West Yorkshire hospital service for a reduced fare.

- 2.3. It was also recognised that it is impossible to provide direct services from all areas to hospitals.

Local Issues

- 2.4. It was suggested that more could be done to promote the 530 bus serving Calderdale Royal.
- 2.5. Huddersfield Royal Infirmary does not have good direct links from Calderdale. Some journeys from the Calder Valley involve catching three buses. It was recognised that the 501 service provides a direct connection in the evening, but a day time connection is also needed.
- 2.6. There was a lack of awareness of the Hospital shuttle bus between Halifax and Huddersfield. The following improvements were suggested:
- More promotion to staff and patients,
 - Increase services to a fast, frequent turn-up-and-go service
 - Make use of a liveried minibus
 - Introduce additional stops e.g. Halifax and Huddersfield Bus and Rail Stations.

Feedback

- 2.7. Metro is working with partners in the health sector and district councils to improve information on access to health services and to improve accessibility to hospitals. Action plans for these two areas are currently being developed, and PCC members' feedback will be used to inform this process.
- 2.8. Timetables for the 530 bus service have been mailed out to a number of doctors' surgeries and other key points along the route.
- 2.9. Metro regularly meets with representatives from Calderdale and Huddersfield NHS Trust and the Calderdale and Kirklees Primary Care Trusts to consider access to both hospital sites. The shuttle bus and the lack of a direct bus link from Calderdale to Huddersfield Royal Infirmary are both being considered, and members' feedback will be reported back to colleagues at the hospital and primary care trusts.

Cross Boundary Bus Services

- 2.10. It was suggested that long-distance bus services are not the best solution for cross boundary journeys.
- 2.11. A more appropriate solution would be to improve bus-rail-integration and use buses as a feeder service to all rail stations, to enable public

transport users to access the national rail network and often make the cross boundary journey a lot faster than would have been the case by bus.

Local Issues

- 2.12. Concerns that although research had shown few people were affected by the withdrawal of routes from Kirklees to South Yorkshire, feedback from people in the area indicated services were used, particularly on Saturdays.
- 2.13. Cross boundary services such as those from Calder Valley to Rochdale and Burnley provide vital links for commuters, shoppers etc

Feedback

- 2.14. Both buses and trains have a major role to play in the delivery of an effective integrated transport network. Longer distance trips are normally best catered for by the rail network or express bus services, whilst shorter distance journeys better suit local bus services. The delivery of efficient and effective bus rail interchange is a feature of many European integrated bus networks.
- 2.15. Whilst there are some good examples of rail/bus integration in West Yorkshire (Leeds Station Interchange, Bradford Interchange, Menston station, the free city and town buses etc.) the development of further schemes is hindered by the deregulated marketplace in England. Metro will continue to work with all bus and rail operators to seek improvements to bus/rail interchange opportunities.

Real time Displays

- 2.16. This new development was welcomed by all PCCs. It was suggested that there should be two types of multi-line display: an indoor version and an outdoor version.
- 2.17. The following types of location were suggested:
 - Universities, supermarkets, shopping centres, hospitals, market halls, rail stations, information offices, day centres
 - Bus stations for buses not stopping at the bus station
 - Sites where there are a number of buses using stops within a small area e.g. town or village centres
- 2.18. Specific suggestions included:
 - The Ridings Centre, Wakefield (Kirkgate entrance)
 - Commercial Street, Halifax
 - Halifax Central Library
 - Forster Square Rail Station
 - Combined bus and rail information at Bradford Interchange

- 2.19. It was also suggested displays would be useful in locations where a number of stops are clustered together, e.g. Boar Lane and Infirmary Street in Leeds.
- 2.20. It was stressed that displays need to be clear and easy to understand and large enough to be easy to read. The branding would be important as the screen would need to stand out in the reception and draw people's attention. It was hoped that these displays do not get vandalised.
- 2.21. It was suggested that all the stops should be given a more recognisable point of reference e.g. Stop A, Stop B etc and then a map produced of where all the stops are.
- 2.22. Members requested that where destinations are shown on the displays, that hospitals be mentioned as 'vias'.
- 2.23. It was requested that the system be developed to show where services have been cancelled, and include disruptions information.
- 2.24. It was suggested that other opportunities for the expansion of real time could include strong links to planning conditions. A Kent housing development was cited, where, under planning conditions, the developers had to include real time displays within properties.

Feedback

- 2.25. The multi stop displays are still under development and will shortly be tested at one or two small pilot sites. PCC members' feedback will be used to inform the ongoing development of this new product.

Fuel Prices and Transport

- 2.26. The following suggestions were made:

Services

- In order to encourage motorists to use public transport, there should be adequate bus service provision.
- Use smaller vehicles for off-peak services.
- Make journeys by public transport faster / more enjoyable than going by car i.e. more Rail / NGT solutions rather than buses
- Give serious consideration to electrifying urban bus and train routes
- Support the development of new electrically propelled road vehicles (e.g. modern versions of trolley buses).
- Use tram-type schemes where road conditions allow.
- Complete the switch over to electrical propulsion - at least for high frequency urban routes

- Lobby the government to introduce bus franchising to enable the development of a London style integrated bus network
- Increase fuel efficiency of buses.

Marketing

- Promote cost comparisons of car use to bus use
- Stress the financial and environmental benefits of public transport and put extra effort into punctuality and reliability

Costs

- Bus fares have been increased too soon and by too much
- Fuel for public/passenger service vehicles should be duty/tax free
- Try and hold prices and remain competitive with driving / parking costs at all times.

Feedback

- 2.27. Metro is having high level discussions with bus operators, and PCC members' views will be fed into this process.

3. **RECOMMENDATIONS**

- 3.1. That this report be noted.

Director General

West Yorkshire Passenger Transport Executive