

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

Leeds Passenger Consultative Committee

DATE: 26 MARCH 2007

AGENDA ITEM NO: 5

SUBJECT: CONSULTATION ITEMS

Report of the Passenger Transport Executive

1. MATTER FOR CONSIDERATION

1.1. PCC members views on:

- a) Access to Hospitals
- b) Metro Messenger
- c) Feedback from PCC Members on Improving PCCs

2. INFORMATION

Access to Hospitals

- 2.1. The second West Yorkshire Local Transport Plan (2006 -2011) contains an Accessibility Strategy. The Strategy aims to ensure that barriers to accessibility are identified and improvements made through better transport, working in partnership with delivery agents and delivering jobs and services where they are most needed.
- 2.2. Access to hospitals and health services was identified as a key priority within the Accessibility strategy.
- 2.3. There will be a presentation detailing work to date to address this issue, and feedback will be sought from members on how access to hospitals could be improved.

Metro Messenger

- 2.4. Metro will shortly be launching Metro Messenger - a new, FREE email update service. Customers can register their contact details and opt into receiving a range of different email updates from Metro. A full launch of the service is planned for mid- April 2007.
- 2.5. Further details of the service and how to register are attached at Appendix 1.

- 2.6. Members should note that the Metro Messenger pages are currently not prominent on the home page of our web site, as the service has not yet been launched to the public. In order to register for the service members will therefore need to use the URL www.wymetro.com/MetroMessenger
- 2.7. Members' feedback is sought on the Metro Messenger service and would be welcomed in advance of the launch in April. Feedback can be given either at the PCC meeting, or by email to: MetroMessenger@wypte.gov.uk

Feedback from PCC Members on Improving PCCs

- 2.8. During the last two years, PCC members have been consulted on a wide range of issues. A full list of consultation items is attached at Appendix 2.
- 2.9. Metro has valued the input of PCC members during the last two years, and at this last meeting, would welcome feedback from members on how PCCs can be improved.
- 2.10. There will be a short presentation, followed by an opportunity for members to give feedback.

3. RECOMMENDATIONS

- 3.1. That PCC Members provide feedback following brief presentations on the topics set out above.

Director General

West Yorkshire Passenger Transport Executive

APPENDIX 1

Metro Messenger

Metro will shortly be launching Metro Messenger - a new, FREE email update service.

Customers can register their contact details and opt into receiving a range of different email updates from us as follows:

- Travel News** The latest news about public transport in the region, such as major engineering works on the road and rail infrastructure, station closures/evacuations, severe weather warnings, public transport strikes affecting services, updates on price changes, tickets and permits and even progress on projects such as the yournextbus real-time service.
- Service Changes** Updates on the changes affecting bus and train services in West Yorkshire, including bank holiday schedules.
- Special Offers** Monthly updates on special discount offers from associated partners in Yorkshire, promotions such as Metro/Northern Rail Settle-Carlisle offer, West Yorkshire DayRover promotions, competitions and prizes.
- What's On** Monthly email updates on attractions and key events throughout West Yorkshire.
- Metro Movers Club** Monthly email updates for young people (aged 11-16 years old) with discount vouchers from associated partners, competitions and prizes.

How do I register?

All you need to do is complete the web form at www.wymetro.com/MetroMessenger with your name, address, email address and choice of free email updates. Once registered, you'll receive an email with a password. To change your details and to opt in or out of any email update, simply visit www.wymetro.com/MetroMessenger and type in your email address and password.

How do I unsubscribe and stop the email updates?

Every email sent to you has an option to unsubscribe from Metro Messenger updates. Click on unsubscribe at the bottom of the email or go straight to www.wymetro.com/MetroMessenger to access and change your details and opt in/out of email updates.

What happens to my information?

Your details are registered over a secure web site. Metro processes all personal data in accordance with the principles of good information handling contained in the Data Protection Act 1998. We will not sell this information to any other persons or organisations.

Metro aims to provide all its customers with relevant, timely and valuable information through MetroLine, Travel Centres, Metro's web site, Metro's wide range of leaflets and timetables and now this free emailing service. If you have any feedback about the Metro Messenger email update service please email MetroMessenger@wypte.gov.uk. Your participation and feedback will be much appreciated and will help us with a successful launch and development of the service. A full launch is planned for mid- April 2007 with a full story on the home page of Metro's website.

APPENDIX 2

PCC Consultation Items 2005 to 2007

• Access to Hospitals
• Environment Strategy
• Improving the visual environment at rail stations.
• Local Transport Plan
• LTP Scrutiny
• Metro's process for handling feedback;
• PCC Format
• Real Time Information Displays
• Retailing options
• Service 846
• The format of Metro produced bus timetables
• The possible replacement of departure stand information at bus stations
• Transport Vision
• Ways to make better use of public transport capacity