

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

LEEDS PASSENGER CONSULTATIVE COMMITTEE

DATE: 14 JANUARY 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:

- Metro's Consultation Strategy
- Metro's Market Research Programme
- Concessionary Permit Issue for 2008

Consultation Strategy

2.2. The following suggestions were made:

- More consultation with non-users
- Investigate the reasons why people do not use public transport e.g. where they live, no services, car users etc
- More 'open' consultation is needed to try to identify strong feelings on key local issues and problems, and understand local priorities.
- More consultation with the public and local ward members when operators are considering making major service changes.
- When a bus service is amended or withdrawn, provide more information to enable greater understanding of the reason behind the changes.
- That Metro publish a clearly understandable set of standards/criteria in respect of the provision of bus services, stops, shelters etc
- More feedback to consultees and wider public on issues raised and outcomes of consultation exercises.

- Regular feedback on issues raised and outcomes of wider consultation activity to PCC members.
- 2.3. The above suggestions have been fed into the review of Metro's Consultation Strategy, which will be adopted in the near future.

Market Research

- 2.4. The following feedback was received:
- Where feedback from market research has identified areas for improvement, members requested that plans to address these are reported to future PCC meetings.
 - Suggested information improvements included:
 - Journey cost and map information on road side displays
 - More promotion of bus travel to train users and vice versa e.g. with information displays in rail and bus stations
 - Members suggested that the views of passengers should be sought on the level of information now provided at bus stops.
- 2.5. As a result of member feedback, information provision at bus stops has been included as a consultation item in this round of PCC meetings.
- 2.6. Members also requested an annual report be presented to PCCs, detailing comparative year on year bus and rail patronage (preferably at a district level).
- 2.7. Consideration will be given as to how this request can be accommodated, as there are some technical issues in providing this information at a district level.

Concessionary Permit Issue for 2008

- 2.8. Members suggested that the scheme should be promoted to current non-users of public transport services.
- 2.9. District Councils and other organisations are being encouraged to include information about concessionary travel in their publications. The Department for Transport will also be promoting the scheme in national publications.

Other

- 2.10. There were no specific issues raised at the last meeting that could not be resolved at the meeting.

3. RECOMMENDATIONS

- 3.1. That this report be noted.