

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY
AT A MEETING OF THE BRADFORD PASSENGER CONSULTATIVE
COMMITTEE HELD AT CITY HALL, BRADFORD ON
FRIDAY 13 OCTOBER 2006

PRESENT: Councillor C Greaves (Chair)

WYPTA

R Downes
S Khan
J S King
M Slater
A Wallace

PUBLIC REPRESENTATIVES

Louie Borrill
Michael Chappell
David Charlesworth
Andrew Jewsbury
Shaun Morris-Armitage
Graham Peacock
John Thornton
Chris Walters
Andrew Wowk

BRADFORD MDC

Councillor J Dodds

Also in Attendance:

K Hussain - First Bradford
G Lomax - Keighley & District Travel

6. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor S Hussain (Bradford MDC) and public representatives Ms L Eastwood, Rev G Reid and Mr K Renshaw.

7. MINUTES

It was noted that Councillor Dodds had incorrectly been shown as not attending the meeting. The Chair confirmed that the minutes would be amended accordingly.

RESOLVED - That, subject to the above amendment, the minutes of the meeting held on 7 July 2006 be approved.

8. MEMBER FEEDBACK REPORT

The Committee considered a report of the Passenger Transport Executive advising Members of feedback received at the meeting held on 7 July 2006.

Members were reminded that individual detailed matters could be raised with Metro officers at the close of the meeting.

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 Bradford district.

National Customer Service Week

It was reported that at the beginning of October Metro, along with 1200 national organisations, participated in the National Customer Service week, which aimed to raise awareness of the role the Customer Service Professionals within an organisation. It was also noted that 30 members of staff from various sections within Metro had achieved an Institute of Customer Services award, which Metro was a member.

October Bus Service Changes

Members noted the Bradford service changes for October and that the Changing Times leaflet was available at the meeting.

December 2006 Rail Timetable

It was noted that the new national rail timetable would commence on 10 December 2006 and operate until 19 May 2007.

Additional Peak Seating Capacity on Trains from December 2006

The Committee was advised of details of additional peak seating capacity. It was also noted that by the end of January 2007 TransPennine Express would have their fleet of new Class 185 diesel units in service.

Christmas and New Year 2006/07 Train Service Arrangements

Details of Northern's local rail services scheduled to operate during the holiday period were outlined to Members.

Rolling Stock Refurbishment

Members were advised that Metro was providing funding for a number of schemes, which would improve the interiors of various 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.

Community Transport Partnership Conference

It was reported that Metro, in partnership with the Coalfields Regeneration Trust, had hosted a successful Community Transport Conference on 21 September 2006. The purpose of the event was for community transport operators, transport authorities and regeneration agencies to explore how they could work together to address social exclusion and to provide regeneration.

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 for the large display units and, in this respect, a list of proposed sites for the Bradford city centre was provided to members of the Committee. The countywide installation of the displays would commence in the Autumn.

ShIPLEY Rail Station Safety, Security and Access Improvements

Members were reminded that the new British Transport Police office had opened on Platform 5 of Shipley Rail Station. The Police, PCSOs and Special Constables would be based/operate from the office and would provide a highly visible presence/public assurance across the Airedale and Wharfedale lines.

It was reported that Metro had also funded a £17,000 safety/security improvement scheme at the station, which included the installation of CCTV in the subway and enhanced lighting throughout the station.

Following a recent visit to the station by Metro, Network Rail and Northern representatives, it was confirmed that Network Rail was currently considering costs/options to improve station accessibility as part of the Department for Transport's 'Access for All' initiative. Members would be kept informed of future developments.

Mr Chappell asked whether there had been any further developments regarding the review of access arrangements for bus services to Shipley Rail Station. Metro officers confirmed that until an effective solution could be found to the traffic congestion problems near to the station, it would not be practicable to run local services to the station because of the impact on overall service performance.

Ilkley Accessibility

It was reported that Metro had recently submitted a bid to the DfT's 'Access for All' initiative to create an accessible route to Ilkley rail station from Railway Road. In this respect, it was confirmed that the DfT had now formally confirmed its support for the scheme.

Condition of Ilkley Rail Station

The Committee welcomed the news that Northern was considering the feasibility of undertaking 'netting' works at the station to combat the pigeon problem. It was also reported that Network Rail would refurbish the canopy in the station in 2008/09, with remedial cleaning of the canopy drainage undertaken by Northern in the interim.

Rail Station Cleaning

The Committee expressed concern regarding the cleanliness of local rail stations, particularly at Keighley and Bingley, and how the current contractual requirements were not being met by Northern. Metro officers confirmed that discussions were currently being held with Northern in an attempt to rectify the situation. In this respect, the Committee requested that Northern be made aware of their concerns.

Members were of the opinion that installation of litterbins to the stations could aid the above issue. It was reported, however, that due to DfT security regulations litterbins could not be installed at the larger stations. A recent relaxation in the security regulations would enable the restoration of litter bins at the smaller stations on a trial basis in the near future.

Bingley Town Centre Works

Members were advised that Metro, Bradford MDC and the bus operators were in consultation regarding options to alter traffic circulation in Bingley in order to encourage traffic away from the town centre and to use the relief road. It was reported that Metro supported the initiative. Metro would seek to ensure that the scheme did not adversely impact public transport users, that it maintained through bus movements on Main Street, protected bus stop locations, maintained bus routes and accommodated improved levels of interchange at the railway station. It was also noted that all town centre based bus stops/shelters, and some real time displays, would be upgraded by Metro once the final agreed scheme was delivered.

Services to Leeds Bradford International Airport

Members were advised of the revised timetable for Service 737 (between Bradford and Leeds/Bradford International Airport) that would be introduced from 29 October 2006 to improve punctuality and reliability following the recent contract transfer from Pegasus to First. It was reported that the new service pattern would improve journey times between Bradford and the airport, restore bus services to Apperley Bridge and provide new links between Yeadon and the Eccleshill Health Centre.

Yellow Bus Phase III

Members were updated on the tendering process/allocation for Phase 3 of the project following DfT funding approval. It was reported that as a result a

further 50 buses would enter service at a number of schools throughout the Bradford, Calderdale and Leeds districts.

The Committee also noted Metro's recent achievement at the Chartered Institute of Logistics and Planning (CILT) annual awards ceremony whereby the scheme won the 'Outstanding Achievement in Transport Policy and Planning' award.

RESOLVED - That the report be noted.

10. CONSULTATION ITEM: METRO'S PROCESS FOR 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. The largest single issue was bus reliability/punctuality and driver behaviour. Comment was made that there were possibly many more complaints, but people did not bring them to the operator or Metro's attention.

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.

In respect of driver behaviour, discussions ensued with regard to drivers failing to stop for waiting passengers. In this respect, it was commented that in most instances the driver experienced difficulty in determining those passengers waiting for the service due to lack of/unclear hand signals. At some sites this was exacerbated further where the stops were shared by various services.

RESOLVED - That PCC Members' comments and views be noted.

11. BRADFORD MDC - SCRUTINY ON LOCAL TRANSPORT PLAN

The Chair advised the Committee that as part of Bradford Council's Scrutiny on the Local Transport Plan, which would be undertaken over the next few months, Bradford officers would consult PCC Members on public transport in the Bradford area at the next meeting.