

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE LEEDS PASSENGER CONSULTATIVE
COMMITTEE HELD AT WELLINGTON HOUSE, LEEDS
ON MONDAY 26 MARCH 2007**

PRESENT: Councillor D Schofield (Chair)

WYPTA

D Blackburn
D Congreve
R Downes
C Townsley

PUBLIC REPRESENTATIVES

| | |
|-----------------|-----------------|
| Jennifer Boden | Janet Latham |
| David Bowcock | Frank Priestley |
| John Gallagher | Judith Rhodes |
| Philip Good | Eric Smith |
| Joyce Hutt | Ann Stocks |
| Rosemary Keenoy | Geoff Welburn |

LEEDS CC

C Fox
J Lewis

Also in attendance:-

| | | |
|-------------|---|----------------------------|
| R Harris | - | First Leeds |
| C Powell | - | Arriva Yorkshire |
| D Mallender | - | First TransPennine Express |
| C Leslie | - | TSSA |

16. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors M Lyons and B Hyde and public representatives Janice Dinsdale and Lucie Middlemiss.

17. MINUTES

Further to minute 14, Disability Equality Scheme, it was reported that at the present time not all low floor vehicles were wheelchair accessible although they could accommodate pushchairs and prams. However this would be addressed in the future when all vehicles would have to be DDA compliant.

RESOLVED - That the minutes of the meeting held on 15 January 2007 be approved.

18. 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 15 January 2007.

Members expressed concern regarding the loss of revenue arising from fraudulent travel. Comment was made that fare dodging was common practice and some passengers used old tickets to pass through ticket controls. It was reported that plans for automatic ticket barriers at Leeds station would address this issue.

Members were thanked for their suggestions regarding Metro's Environment Strategy and were reminded that individual detailed matters could be raised with Metro officers at the end of the meeting.

RESOLVED - That the report be noted.

19. INFORMATION REPORT

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

Real Time Information Update

Members were advised that the real time system had received over one million texts since its introduction in September 2005 and was now delivering over 3,500 text messages each day.

Comment was made that the text messaging service could not always provide up to date information as not all vehicles had been equipped with tracking equipment. There had also been problems with the aerials on some buses being broken by overhanging trees although this was being addressed and system performance was improving. At the present time, approximately 80% of vehicles were being tracked with some operators achieving over 90%.

It was noted that 40 on-street displays had been installed to date and the Younextbus service was the most used real time bus information system in the UK. It was reported that there was a faulty display at Trinity Church, Boar Lane, Leeds and Metro would report the problem to Acis, the realtime system contractor.

Service Changes

Members noted the changes to services with effect from 22 April 2007. Copies of Metro's Changing Times leaflet would be sent to all members in the near future.

Rail Timetable – May to December 2007

The Committee were advised that the new summer timetable would commence on 20 May 2007 until 8 December 2007. It was noted that GNER were to enhance the service between Leeds and London Kings Cross, providing a half hour frequency on Mondays to Fridays.

Leeds FreeCityBus Update

Members noted that the service continued to perform well with average loadings of approximately 50 passengers per trip.

It was suggested that a route map be displayed inside the vehicle and passengers also be assisted in alighting at their correct stop by the use of announcements. It was noted that if the service continued, the vehicles would be equipped with realtime equipment, which would allow for announcements to be made and, in the meantime, Metro would investigate the provision of route maps within buses.

RESOLVED - That the report be noted.

20. CONSULTATION ITEMS -

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

Access to Hospitals

Members were given a presentation on work being carried out in order to meet the requirements of the Accessibility Strategy, which had been produced in association with the second Local Transport Plan.

The Strategy aimed to ensure that barriers to accessibility were identified and improved, and access to hospitals and health services had been recognised as a key priority.

Councillor Lewis suggested that in order to raise awareness, it would be beneficial for the presentation be given to Leeds City Council's Health Scrutiny Board.

The Committee discussed several suggestions including consideration of a shuttle bus from the city centre to St James' Hospital, the use of the MyBus vehicles during the day and the rerouting of the FreeCityBus. Mr Harris, First Leeds, reported that there were several commercial bus services to St James Hospital which were well used and if the FreeCityBus were to be diverted it could result in loss of patronage and the withdrawal of some existing services. Comment was made that the services should be well publicised and the hospital should be displayed at bus stops and on the bus services' destination boards.

It was also considered that planning authorities should insist that Primary Care Trusts liaise with Metro when submitting plans for new facilities to ensure that they could be served by public transport.

Members were thanked for their contributions and it was noted that the Authority's Bus Working Group would continue to monitor progress with the targets of the Accessibility Strategy. A questionnaire was circulated at the meeting and members were asked to forward any further views and comments to Metro as soon as possible.

Metro Messenger

It was reported that Metro would be launching a new, free e-mail update service during April 2007. The service would provide details of the latest travel news, services changes, special offers, key events, discount vouchers and competitions.

Members were given the opportunity to register for the service and asked to provide feedback in advance of the wider public launch.

Feedback from PCC Members on Improving PCCs

It was noted that this was the last meeting for the current membership of the Committee and members were thanked for their attendance over the last two years. The recruitment process for the next two year term would commence in the near future and application forms would be sent to the existing members should they wish to reapply for a position on the Committee.

Members were given a short presentation on the consultation topics which had been discussed during their term of office. They were thanked for their valued contributions to the Committee and asked to provide Metro with feedback on how the PCCs could be improved.

It was suggested that in order for members to gain further experience, their term of office should be extended and meetings held 6 times a year. Members were asked to forward any further comments and views to Metro on the questionnaire provided at the meeting.

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