

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

**AT A MEETING OF THE LEEDS PASSENGER CONSULTATIVE
COMMITTEE HELD AT WELLINGTON HOUSE, LEEDS
ON MONDAY 30 MARCH 2009**

PRESENT: Councillor C Campbell (Chair)

WYITA

R Downes
J Jarosz

PUBLIC REPRESENTATIVES

David Bowcock	Jim Kerr
Edward Gale	Hazel Lee
Philip Good	Glenys Meredith
Joyce Hutt	Frank Priestley
Lynn Jones	Eric Smith
Rosemary Keenoy	Charles Stones

LEEDS CC

C Fox

Also in attendance:-

R Harris	-	First Leeds
R Kendrick	-	Arriva Yorkshire
D Mallender	-	First TransPennine Express
D Haley	-	Northern
C Leslie	-	TSSA

Observer: Mr W Tymms

17. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors A Carter, D Congreve, G Hyde, J Lewis, P Wadsworth and public representatives Brian Cooper and Timothy Holdsworth.

18. MINUTES

Further to minute 14, Boxing Day Services 2008, it was reported that there had been over 54,000 passengers using the services which was an encouraging 35% increase in patronage from the previous year.

RESOLVED - That the minutes of the meeting held on 12 January 2009 be approved.

19. MEMBER FEEDBACK

The Committee considered a report of the Passenger Transport Executive advising members of the feedback received at the meeting of the Committee held on 12 January 2009 and to report the action taken.

Economic Climate and the Public Transport Industry

With regard to the consultation item on the Economic Climate and the Public Transport Industry, it was noted that a meeting was to be held with key organisations to raise the profile of the ongoing work to support the initiative of jobseekers using public transport.

Low Carbon Demonstration Project

It was reported that the Regional Transport Board had not approved funding for the Low Carbon Demonstration Project and therefore the scheme could not be progressed. However Metro was considering developing a European Union funding submission to work with a range of partners to explore means of reducing CO₂ emissions in the public transport sector.

FreeCityBus

The Committee had previously requested information regarding patronage figures for the FreeCityBus. It was reported that surveys had been undertaken during February and March 2009 and members noted their findings. Comment was made that the route maps which were displayed on the vehicles were small and Metro would investigate other options.

Leeds Station

The Committee had previously discussed the congestion problems in the ticket hall at Leeds Station and had suggested the introduction of a single line queuing system. Members noted with concern that the emergency services had advised Northern against putting any obstructions in the ticket hall. It was suggested that marks be painted on the floor to guide people rather than erecting a fixed barrier and Northern agreed to investigate this option.

RESOLVED - That the report be noted

20. INFORMATION REPORT

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

Service X84

Members welcomed the new buses which had been introduced on Service X84 and reported that positive comments had been received from passengers.

Airport Bus Links

Members were advised that Metro and Leeds Bradford International airport were reviewing the operation of the jointly funded bus links to the airport. It was anticipated that the review was likely to result in improvements to the services and would take effect later in 2009.

Consultation on Bus Service Changes

It was noted that Metro and the bus operators in West Yorkshire had agreed a Good Practice Guide aimed at consulting passengers and affected communities during the planning process for bus service changes. A copy of the Guide was attached at Appendix A to the submitted report and it was hoped that this would promote a positive approach to involving passengers in decisions regarding their bus service. Comment was made that the Guide should strengthen reference to consulting users of a service.

Yorkshire & Humber Route Utilisation Study

It was noted that Network Rail had delayed publication of the Yorkshire & Humber Route Utilisation Study (RUS) until late Summer 2009. This was in view of recent developments relating to the possible rerouting of some Cross Country rail services and the outcome of the East Coast Main Line bids and Network Rail would need to carry out some additional detailed work.

DalesBus

The Committee was advised that the ITA had approved a contribution towards the provision of bus services to the Dales on Sundays and Bank Holidays, commencing on Easter Sunday. The services would provide access to Fountains Abbey, Grassington and Nidderdale.

Huddersfield Rail Station

Concern was expressed regarding the congestion caused on the concourse at Huddersfield Rail Station because of people needing to purchase tickets to interchange between Northern and TransPennine services. Comment was also made regarding the opportunities people had to leave the platform via the Head of Steam pub without paying for a ticket.

In response, Mr Mallender of First TransPennine Express advised members that extra staff had been provided at the ticket barrier at peak times to alleviate congestion and they were working with Northern Rail regarding the ticketing issues. The matter had been raised at Kirklees PCC and was being monitored.

RESOLVED - That the report be noted.

21. **CONSULTATION ITEMS -**
(a) Hospital Appointment Times
(b) 2009 Market Research Programme
(c) Customer Feedback

Hospital Appointment Times

It was reported that concerns had been raised regarding concessionary permit holders being required to attend health appointments at times when they were unable to use their bus pass, free travel being available from 0930 on weekdays.

Members were advised that Metro was investigating the extent of the problem and considering how any issues could be resolved by working with the health sector. The Committee's views and feedback was sought and members were asked to provide any personal experiences on the issue.

It was suggested that the problem should be discussed in detail with Health Authorities and patient advisory groups and that they be asked to advise patients that appointments could be changed if they were at unsuitable times. It was noted that some surgeries provided a 'choose and book' arrangement which had proved successful when patients had been made fully aware of how the system worked. Comment was made that on occasions hospitals provided transport for people with appointments and it was suggested that this be investigated further.

2009 Market Research Programme

It was reported that the annual questionnaire used for market research was to be reviewed and members were given a presentation on the regular market research which was undertaken by Metro. This involved telephone interviews with users and non-users of public transport and members were asked for their views on areas of interest for the next survey which was to be carried out in June 2009. A copy of the most recent questionnaire was attached as Appendix 1 to the submitted report and members made the following suggestions:

- Identify previous users of public transport and the reasons why they have returned to it.
- Identify new users of public transport and the reasons why they use it.
- Ask for opinions on the behaviour/attitude of fellow passengers eg. use of mobile phones, loud music, feet on seats etc.

Members were asked to provide any further ideas on the questionnaire provided at the meeting.

Customer Feedback

It was reported that Metro was improving the feedback they provided to stakeholders on what has happened as a result of issues raised through consultation and had prepared a draft 'You Said, We Did' report.

The Committee was given a short presentation on the overall content of the draft report and copies were circulated at the meeting. Members were asked to consider the report and to provide feedback, ideas and suggestions for inclusion in future reports.

Members were thanked for their suggestions to all the consultation items and asked to forward any further ideas or comments on the questionnaire provided at the meeting.

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