

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

**AT A MEETING OF THE LEEDS PASSENGER CONSULTATIVE
COMMITTEE HELD AT WELLINGTON HOUSE, LEEDS
ON MONDAY 5 OCTOBER 2009**

PRESENT: Councillor C Campbell (Chair)

WYITA

R Downes
J Jarosz
T Leadley
M Lyons

PUBLIC REPRESENTATIVES

Anthony Austwick
Brian Cooper
Ian Davies
Edward Gale
Philip Good
Joyce Hutt

Lynn Jones
Rosemary Keenoy
Hazel Lee
Frank Priestley
Eric Smith
Charles Stones
Bill Tymms

LEEDS CC

C Fox

Also in attendance:-

R Harris	-	First Leeds
C Newbury	-	Arriva Yorkshire
D Mallender	-	First TransPennine Express
D Haley	-	Northern

7. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors D Congreve, J Lewis and P Wadsworth and public representatives David Bowcock, Timothy Holdsworth and Jim Kerr.

8. CHAIR'S COMMENTS

The Chair advised members of the recent death of Mrs Vera Foster, a long serving public representative of the Committee.

The Chair welcomed Anthony Austwick to his first meeting of the Committee.

9. MINUTES

RESOLVED - That the minutes of the meeting held on 6 July 2009 be approved.

10. 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 6 July 2009 and to report the action taken.

Sustainable Travel Cities

It was reported that the Sustainable Travel Cities bid for Leeds had not been successful. However Metro was continuing to identify ways of taking forward some of the ideas generated during the development of the bid, including feedback from PCC members.

Real Time Voice Server

Members' comments on the system were welcomed and work to improve the accuracy of the pronunciation of the destination names was being undertaken. Any further feedback from members would be appreciated.

NGT

It was reported that work was continuing on the development of a Major Scheme Business Case which was to be submitted to the Department for Transport (DfT) in the near future. It was hoped that the DfT would provide a decision on whether the scheme could go ahead by the end of the year.

Northern Rail Timetable Development

Northern Rail thanked members for their views and suggestions in relation to the future development of their timetable.

Members discussed the ticket barriers at Leeds Station. It was noted that it was an aspiration of both Metro and Northern for the barriers to become smartcard enabled in the future.

RESOLVED - That the report be noted

11. INFORMATION REPORT

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

Service Changes

The Committee was updated on the forthcoming service changes scheduled for 24/25/26 October 2009. A copy of the Changing Times leaflet giving full details of the changes would be circulated to members.

Members discussed the service withdrawals which had taken place earlier in the summer. They asked if there were any plans to restore services to those areas which had lost links and it was reported that discussions were continuing with First.

Bus Services – Christmas Holiday Period 2009/10

The Committee was advised of the arrangements for bus service provision over the Christmas and New Year holiday period. It was reported that following the success of the pilot schemes in 2007 and 2008, services would again be provided on Boxing Day to Leeds and Huddersfield. An additional service linking the Denby Dale/Kirkburton area with Huddersfield was also planned. It was suggested that Metro produce a timetable for the Boxing Day services and Metro would investigate ways of publicising them as well as on the internet.

FreeTown and City Buses

It was reported that Metro had undertaken surveys throughout the summer on the FreeTown and City Buses and members noted the key findings which were outlined in the submitted report. It was reported that the FreeCityBus stop on Vicar Lane had recently been changed without any publicity or signage which had caused some confusion and Metro apologised for the inadequate notice.

Realtime at Bus Stations

It was reported that realtime information screens had been installed at Leeds, Keighley, Huddersfield, Dewsbury and Halifax and were fully operational. The roll out of Realtime Information to Bradford, Pontefract and Wakefield was due to be implemented over the next few months. Metro would investigate the problems with realtime information on service X84 which were reported at the meeting. Members were advised that First now had a centralised control room in Bradford which would allow for timely updates of realtime information.

Timetable Case Project

The Committee was advised that 1,000 additional timetable cases had been installed at various locations. As a result of the positive feedback received a further 3,000 timetable cases would be installed during 2009/10. Members welcomed the improvement in the size of print on the new timetables.

MetroActive

It was reported that positive feedback had been received from the MetroActive campaign held during August. In order to evaluate its

effectiveness, Metro was analysing its own survey data and seeking further passenger and financial information from operators. Metro was grateful to the operators for participating in the campaign and, subject to their agreement, it was hoped that the scheme could be repeated in future years. It was noted that it was not practicable to commence the scheme during July because not all schools started their summer holidays at the same time.

Pudsey bus Station

The Committee was advised that tenders for the new Pudsey Bus Station scheme and associated highways works had been appraised and a preferred contractor selected. It was anticipated that work would commence in late October 2009.

Taxis

It was reported that there was an ongoing problem with traffic congestion in Leeds City Centre caused by queuing Hackney Carriages. This was impacting on the operation of local bus services and access by other vehicular traffic. Members were advised that Metro was to meet with Leeds City Council and First in the near future to consider proposals to alleviate the problem.

Yorkshire & Humber Route Utilisation Strategy

It was noted that the final document had been published and could be viewed at <http://www.networkrail.co.uk> .

The RUS highlighted gaps in the network, predicted demand over the next 10 years and future gaps. A summary of the recommended options for the Leeds City Region was attached at Appendix B to the submitted report.

East Coast Main Line Service Proposals

It was reported that National Express were to relinquish the East Coast Main Line franchise and the DfT had established a company which would take over the operation of franchising agreements until it was re-let. Metro was seeking assurances from the DfT that the proposed enhancements to services to London would be delivered.

Office of Fair Trading Provisional Decision to Refer to the Bus Market to the Competition Commission

Members were advised that the OFT were consulting on their decision to refer the bus market to the Competition Commission. The possible remedies which the OFT had suggested included encouraging the use of Quality Contracts to develop competition for the market and mandatory multi-ticketing arrangements which were welcomed by the Committee. Mr Harris of First Leeds advised the Committee that First ticketing products had been introduced as a means of contesting market share.

DfT Consultation on Draft Statutory Guidance for Quality Contracts

It was reported that the DfT had published a draft Quality Contracts Schemes statutory guidance. The guidance detailed the process for progressing a Quality Contract scheme and the criteria against which a locally determined scheme would be judged.

RESOLVED - That the report be noted.

12. CONSULTATION ITEMS -

- (a) 2009 Market Research Results**
- (b) Personal Travel Planning**
- (c) Stakeholder Communications**

2009 Market Research Results

It was reported that the latest market research tracker survey had been carried out during the summer and members were given a presentation on the findings. It was noted that the survey had been carried out by telephone with over 200 respondents per district. Overall satisfaction for rail and bus stations and services was higher than the previous year, with 85% of respondents satisfied with public transport information overall.

It was noted that the information gathered would be used to measure satisfaction levels, inform marketing decisions and track awareness levels of a range of services and products.

Personal Travel Planning (PTP)

It was noted that PTP was being used elsewhere to encourage people to make more sustainable travel choices by foot, bike, bus, train or in shared cars. This was achieved through the provision of information and incentives and members were given a presentation which demonstrated alternative ways of delivering PTP.

Members welcomed the development but considered that 'cold-calling' people in residential areas may not be an appropriate approach. It was suggested that small communities could be targeted via forums held with local councillors as well as the workplace, health and leisure facilities.

Stakeholder Communications

The Committee was given a presentation which outlined the development of a proposal to improve communications with a range of stakeholders using the Metro Messenger system.

Metro Messenger was a subscription based service with a general public audience. However there was the opportunity to promote information on Metro's services and public transport developments. This could include locality representatives, members, key local authority officers, partnership members, voluntary and community sector organisations.

Members welcomed the proposal which would enable specific information to be sent by email to recipients. It was suggested that the use of text messaging also be investigated.

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 or by email to erica.ward@wypte.gov.uk.

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