

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE KIRKLEES PASSENGER CONSULTATIVE COMMITTEE
HELD IN THE TOWN HALL, DEWSBURY
ON WEDNESDAY 8 OCTOBER 2008**

PRESENT: John Appleyard (Chair)

WYPTA

A Pinnock

PUBLIC REPRESENTATIVES

Don Burslam

Richard Fieldhouse

David Hargreaves

Shaun Jordan

Kathleen O'Shea

Keith Parry

Shamir Patel

Also in attendance:

C Newbury

S Ottley

M Davies

T Singh

D Mallender

T Lawrence

- Arriva Yorkshire

- Arriva Yorkshire

- First Huddersfield

- Huddersfield Bus Co

- TransPennine Express

- Kirklees MC

7. APOLOGIES

Apologies for absence were received from Councillors M Bolt and L Wilkinson and public representatives Mark Denton and Christopher Taylor.

8. MINUTES

RESOLVED - That the minutes of the meeting held on 23 July 2008 be approved.

9. MEMBER FEEDBACK

The Committee considered a report advising members of the feedback received at the meeting of the Committee held on 23 July 2008 and to report the action taken.

Following a request at the last meeting, information regarding the cost of MetroCards in comparison to comparable tickets in other areas was provided and details of schemes in other PTE areas were attached at Appendix A to the submitted report. Members expressed concern over the apparent high cost of the West Yorkshire MetroCard but it was noted that comparisons between areas should take into account issues such as the travel

opportunities offered by various ticket types. However the Committee expressed concern that the West Yorkshire TICCO was not providing best value for West Yorkshire customers.

RESOLVED - That the report be noted.

10. INFORMATION REPORT

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

October Bus Service Changes

The Committee noted that the next major timetable change would take place on the weekend of 25/26 October 2008. Details of the changes were set out in Metro's Changing Times leaflet which was circulated at the meeting.

Concern was expressed regarding the changes to the timing of the Sunday service 231/232 to Huddersfield which now did not arrive in time for people starting work at 10.00 am. Metro agreed to discuss this matter with the operator to see if the timetable could be amended to meet customer needs.

Dewsbury Moor Bus Services – Arriva's Progress Report

At the previous meeting, members had requested that Arriva Yorkshire provide a progress report regarding their services in the Dewsbury Moor area. It was noted that Arriva did not propose any further changes in the area either to increase frequency or provide additional services as they believed the commercial service met current customer demands for travel.

Real Time Information Installation Programme

Members were informed that 130 of the 150 planned information displays had been installed at shelters in Kirklees. Details of the shelters with real time displays were attached at Appendix A to the submitted report. Metro agreed to investigate comments that there was no printed timetable information on the departure stands at Cleckheaton Bus Station.

Rail Station Access

The Committee noted the progress in respect of the scheme to provide full disabled access to Huddersfield rail station. The scheme was being funded by the Department for Transport's (DfT) 'Access for All' initiative and it was anticipated that the new accessible route, using lifts and subway, would be completed in July 2009. Copies of the plans produced by Network Rail were available at the meeting.

It was noted that only three other West Yorkshire stations had been included in the first three tranches of the initiative – Shipley, Keighley and Bingley and Metro would continue to lobby the DfT for the inclusion of more local stations within future tranches of the national initiative.

RESOLVED - That the report be noted.

11. CONSULTATION ITEMS –

- (a) Metro’s Journey Planner**
- (b) Local Transport Plan Review**
- (c) Communications in Transport Interchanges**
- (d) Cycle Hubs**

Metro’s Journey Planner

The Committee was advised that Metro’s electronic journey planner was to be reviewed and members’ views were sought on customer expectations for its future development.

A copy of a questionnaire was circulated at the meeting and members were asked to identify the most important and useful features of a journey planner.

Members suggested that the journey planner should provide additional information regarding walking links to/from local bus services including distance and gradients of the route, as well as the time taken. Comment was also made that it would be beneficial for the journey planner to highlight which services were low floor and more easily accessible. It was noted that the Disability Discrimination Act had set a target for all buses to be low floor and fully accessible by 2017 and Arriva and First advised that they were aiming to achieve the target by 2011.

Local Transport Plan Review

Members were given a presentation which provided a brief introduction into the requirements and process for the mid term review of the West Yorkshire Local Transport Plan.

Members were given the opportunity to provide input and feedback on key issues of the LTP strategy and its delivery and were asked to contact Metro with any suggestions or comments. They were asked to consider what they thought had improved or got worse and key concerns to focus on over the next two years.

The Committee discussed rail capacity and commented that overcrowding and the continued passenger growth in West Yorkshire needed to be addressed by the Government as a matter of urgency. Members were advised of a PCT with over 400 employees which was relocating to a local business park not currently served by public transport and the Committee stressed the importance for planning authorities to include public transport

requirements when considering plans for new developments. It was noted that Metro was not a statutory consultee in planning and land use applications although they were trying to influence overall planning policies and had asked planning authorities to involve them so that transport issues could be identified at an early stage.

It was noted that the draft review would be completed before the end of the year and copies would be circulated to members when available.

Communications in Transport Interchanges

The Committee were given a presentation on good practice in relation to communications in transport interchanges together with details of Metro's current approach. Members were asked for their views on their experience of using information sources at transport interchanges.

It was reported that market research and customer satisfaction surveys had been carried out on behalf of Metro. One of the main areas highlighted in the results was for the provision of real time information at all bus stations which was an ongoing project. Metro also aimed to provide timetable displays at more bus stops giving improved information and route maps.

Cycle Hubs

Members were given a short presentation and discussed how cyclists could be encouraged to use the public transport network and what potential there was for developing the use of cycles.

The Committee noted that cycling was a sustainable alternative to the car, promoted health benefits and reduced congestion and the demand for car parking at stations. Members discussed the possible interventions to help and encourage people to cycle which included:

- Suitable and secure cycle parking facilities
- Clear guidance needed for carriage of cycles on buses and trains
- Cycle friendly stations – ramps, doors etc
- Safe access routes to stations

Members expressed their disappointment that Northern were not present at the meeting as their feedback and comments regarding the carriage of cycles at peak periods would have been appreciated.

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

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