

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

**AT A MEETING OF THE WAKEFIELD PASSENGER CONSULTATIVE
COMMITTEE HELD AT COUNTY HALL, WAKEFIELD
ON THURSDAY 2 APRIL 2009**

PRESENT: Councillor G Phelps (Chair)

WYITA

K Rhodes
M Walker

PUBLIC REPRESENTATIVES

Karen Barkley
Pauline Blackburn
John Churms

Michael Dalton
Barbara Darlison
Brenda Fruish
Dennis Pattinson

Also in attendance:-

M Lowrey - Arriva Yorkshire
N Thompson - Arriva Yorkshire
D Haley - Northern

19. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors D Hopkins and B Smith and public representative Nigel Ashton.

20. MINUTES

Further to minute 17, Bus Services to Glasshoughton College, amend service 135 to read 136.

RESOLVED – That, subject to the above amendment being made, the minutes of the meeting held on 15 January 2009 be approved.

21. MEMBER FEEDBACK

The Committee considered a report advising members of the feedback received at the meeting of the Committee held on 15 January 2009 and to report the action taken.

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 at this time. 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. Members welcomed this approach.

Passenger Information Enhancements at Rail Stations

Following members' comments regarding information at Leeds Station, Mr Haley of Northern had advised that announcements would improve once the new system was operational later in the year. With regard to on-board announcements, Northern staff had been reminded that they should be made both prior to and immediately after departures. Northern asked that examples of any staff being unhelpful in the future be reported at the earliest opportunity in order that the matter could be dealt with promptly.

RESOLVED - That the report be noted.

22. INFORMATION REPORT

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

Wakefield FreeCityBus

It was reported that due to indiscriminate car parking, it had been necessary to temporarily withdraw the FreeCityBus stop from the forecourt of Kirkgate Station. The service was currently stopping adjacent to Crown House on Kirkgate until the issue had been resolved. Members stressed the importance of finding an urgent solution in order that services could be restored to the station at the earliest opportunity.

Castleford Interchange

The Committee was updated on progress regarding the development of the new bus and rail interchange at Castleford. The detailed design had been completed and an implementation programme would be agreed as soon as Wakefield MDC had completed the land acquisition process. Once the work had commenced on site it would take approximately 18 months to build the new facilities and during that time the existing bus and rail stations would remain operational.

Wakefield Bus Station

Members were aware of several incidents of anti-social behaviour at Wakefield Bus Station which had been reported in the local press. Arriva had launched a campaign as part of a close working partnership with the Police which was designed to stop the problems. This was having a significant impact in reducing the number of incidents and several individuals had been served with Anti Social Behaviour Orders as a result.

Bus Station Real Time Displays

It was reported that the software problems had been resolved and it was expected that real time information would 'go live' at Keighley Bus Station during April 2009. A further 7 upgrades should then be completed by July 2009 including the display at Wakefield Bus Station.

New Train Service Proposals between Yorkshire and London

It was reported that the Office of Rail Regulation (ORR) had announced its determination of the bids by train operators to run additional train services between Yorkshire and London Kings Cross.

Grand Northern Railways would run three return trains per day between Bradford Interchange and London Kings Cross calling at Halifax, Brighouse, Wakefield Kirkgate, Pontefract Monkhill, Doncaster and London. In addition, National Express East Coast (NEXC) had been granted rights to run additional return journeys every other hour between Kings Cross and Leeds and, subject to timetabling issues being resolved, the train may run through to Harrogate. There was also the possibility that an existing National Express service between London and Leeds might be extended to Bradford Forster Square. Members would be informed of the full details as soon as they were confirmed.

Wakefield Kirkgate Rail Station

It was reported that work on the development of a 'master-plan' setting out how the existing station facilities could be rationalised and redeveloped was ongoing. This would be used in conjunction with Network Rail's Conservation Plan for the station. Metro was also working with Northern, Network Rail and Wakefield MDC on the development of a funding strategy that could assist future refurbishment. It was proposed that any future station redevelopment would complement Wakefield Council's regeneration proposals for the Kirkgate area of Wakefield.

Pontefract Monkhill Rail Station

It was noted that funding for improvements to Pontefract Monkhill Station had been secured through the Leeds Rail Growth Package scheme. It was proposed to establish a stakeholder group to develop a co-ordinated plan of improvements which would include approximately 40 additional car parking spaces with improved lighting and CCTV. It was anticipated that there would be improvements to services as a result of the Yorkshire & Humber Route Utilisation Study (RUS). The station is also in line to gain the proposed new Bradford to London King's Cross services.

RESOLVED - That the report be noted.

23. **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 the cost of travel for concessionary permit holders required to attend health appointments before 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. Members' views and feedback was sought and they were asked to provide any personal experiences on the issue. The following comments were made:

- Members considered that the scheme should not be extended and free travel should continue to be available from 0930 allowing the morning peak time services to be used by people travelling to work.
- In most cases it would only be the journey to the appointment that would need to be paid and hospitals had schemes for people on low incomes and benefits to claim back travel costs.

2009 Market Research Programme

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. It was noted that Metro was planning to review the questionnaire for the next market research exercise and a copy of the most recent questionnaire was attached as Appendix 1 to the submitted report. Members were asked for their views on areas of interest for the next survey in June 2009.

Comment was made that with regard to questions 16 and 25, instead of asking respondents how they rate local bus and train services whether they used it or not, there should be an open question for non-users asking why they did not use public transport.

It was noted that the survey results were shared with operators and Metro had carried out joint research with other PTEs. Arriva also conducted their own surveys which were targeted at users only and their information was shared with Metro.

Customer Feedback

It was reported that Metro was improving the feedback provided to stakeholders on what has happened as a result of issues raised through consultation and has 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 provide feedback on the document and also any ideas and suggestions for future reports.

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.