

WEST YORKSHIRE INTEGRATED TRANSPORT AUTHORITY

LEEDS PASSENGER CONSULTATIVE COMMITTEE

DATE: 29 MARCH 2010

AGENDA ITEM NO: 5

SUBJECT: CONSULTATION ITEMS

Report of the Passenger Transport Executive

1. MATTER FOR CONSIDERATION

1.1. PCC members' views are sought on:

- Review of the last term of PCC Meetings
- Integrated Ticketing
- Disruptions Due to Bad weather
- Leeds Rail Station Cycle Hub

2. INFORMATION

Review of the Last Term of PCC Meetings

- 2.1. During the last three years PCC members have been consulted on a wide range of issues. A full list of consultation items is attached at Appendix A.
- 2.2. Metro has valued the input of PCC members during the last three years and, at this last meeting, would welcome feedback from members on their experience of being PCC members.
- 2.3. There will be a short presentation, followed by an opportunity for members to give feedback.

Integrated Ticketing

- 2.4. In West Yorkshire there is currently a wide range of ticket options available to public transport users, including single operator, multi-modal, multi-operator tickets. Feedback indicates that this can be very confusing for passengers.
- 2.5. The development and roll out of a SmartCard scheme and options to introduce a Quality Contract scheme both offer opportunities to develop a more fully integrated ticketing scheme in West Yorkshire.

- 2.6. Following a short presentation, members' views will be sought on how to take forward a ticketing plan for West Yorkshire.

Disruptions Due to Bad Weather

- 2.7. Following the disruptions to public transport services experienced during the recent bad weather, Metro has undertaken a review of how customers are kept informed of disruptions to services.
- 2.8. The review focused on what worked well, identified any gaps and areas for improvement, and an action plan has been developed to take recommendations forward.
- 2.9. There will be a short presentation and members' feedback will be sought.

Leeds Rail Station Cycle Point

- 2.10. The information report includes details of the new 'Leeds Station Cycle Point'. There will be a short presentation providing details of this project and the marketing plan for the scheme.
- 2.11. Members' feedback will be sought on the marketing plan, seeking any additional ideas and suggestions as to how the scheme can be promoted.

3. RECOMMENDATIONS

- 3.1. That PCC Members provide feedback on the topics set out above.

Director General
West Yorkshire Passenger Transport Executive