

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

LEEDS PASSENGER CONSULTATIVE COMMITTEE

DATE: 7 APRIL 2008

AGENDA ITEM NO: 4

SUBJECT: INFORMATION REPORT

Report of the Passenger Transport Executive

1. MATTER FOR CONSIDERATION

- 1.1. Matters of information relating to the Leeds district.

2. INFORMATION

Leeds Rail Station

- 2.1. Northern have recently provided an update on their proposals to install automatic ticket gates at Leeds rail station. They are proposing to install a total of 25 gates (including 3 wider gates) as a first phase of the project. This will also include the provision of five mobile selling points, which will be located at strategic locations around the station to improve the ticket selling capability.
- 2.2. Passengers with non-magnetic tickets (including Metrocard tickets issued at Metro travel centres) will need to use the three wider gates, which will be staffed by Northern.
- 2.3. Northern currently estimate that this first phase will be completed by October 2008. In the longer term, Network Rail are considering an option that will enlarge the opening between the main passenger concourse and the platforms, which enable a greater number of passengers to flow through at busy periods.

Leeds Performance Improvement Partnership

- 2.4. Punctuality and Reliability are key to bus users' requirements for a quality local bus service.
- 2.5. In order to deliver this requirement, the Department for Transport's Bus Forum Task and Finish Group, which is staffed by bus operators, representatives from Central and Local Government and the PTEs investigated measures to improve punctuality and therefore performance of local bus services. The group proposed the introduction of Performance Improvement Partnerships (PIPS).

What is a PIP?

- 2.6. It is a Performance Improvement Partnership agreement between the operators, Metro and the District Council to work on ways to improve punctuality and reliability of bus services for the benefit of customers.

How do we measure improvement?

- 2.7. Real time information analysis and some manual observation. Regular meetings will be held with operators to look at performance, and consider how improvements can be made.

Possible causes of poor performance

- Highways issues along the route
- Poor scheduling
- Driver supervision
- Engineering issues

Action to Date

- 2.8. Following the signing of the PIP in March by First, Metro and Leeds City Council, an action plan has been developed to improve reliability from the current 91% by 2% incremental increases year on year until 95% then by increases of 1% until 100% is achieved. The project team which consists of officers from the PTE and Leeds City Council together with representatives from the First Group is currently investigating the introduction of bus priority measures at junctions and expanding the number of bus lanes currently in use in the city.
- 2.9. Discussions regarding the development of a PIP for Arriva in Leeds are taking place and further progress reports will be provided at future PCC meetings.

New First Bus Depot

- 2.10. Over the May Day bank holiday weekend, First are planning to move to a new £9.5 million bus depot at Hunslet Park. The new depot will initially accommodate 200 buses with further expansion possible when the adjacent fly over has been completed and the land underneath it can then be used. Kirkstall depot will close. In addition some buses will be transferred from other Leeds depots to allow both Cherry Row and Bramley to operate more effectively.
- 2.11. Hunslet Park will allow First to expand and at the same time ease the pressure on its other depots.
- 2.12. The new depot will have state of the art bus cleaning equipment and First expect to see an improvement in fleet appearance once the processes have settled in.

Yeadon Bus Services

- 2.13. Following changes to the operation of local services in the Yeadon area, Metro has attended public meetings where local people expressed concerns about reduced accessibility following the changes. Following this, local Members presented several options for the operation of the local tendered minibuss network. The network will be amended in early May to reflect the views expressed during the consultation.

East Leeds Bus Services

- 2.14. On 19 March, Geldard's introduced a new hourly Monday to Friday circular service that operates to and from Aberford via Barwick, Scholes, Seacroft, Colton and Garforth. The service will reinstate bus links between Scholes and Barwick which have been sought by local residents. It will also improve access to shops and services at Seacroft for nearby rural communities.
- 2.15. Also in east Leeds, the developers of Thorpe Park have approached Metro with a view to funding a peak time shuttle bus service between the employment site and Cross Gates to promote access to this site by public transport.

Boxing Day 2007 Bus Services

- 2.16. In 2007, Metro funded the provision of half hourly bus services on the core bus routes in Leeds and Huddersfield between 9am and 6pm on Boxing Day.
- 2.17. Across Leeds and Huddersfield over 37,000 passengers used the bus services provided by Metro, with over 30,000 of these passengers using the services in Leeds.
- 2.18. Most of the services in Leeds provided links to the City Centre, however passengers were also able to travel to the White Rose Centre and Birstall Shopping Park.
- 2.19. Passenger surveys revealed that the majority of passengers were making shopping journeys with a much lower take up by passengers using concessionary fares than on an average day. The promotional fares were well received by passengers surveyed.
- 2.20. Plans are now being drawn up to operate Boxing Day services in 2008 where it is known the key retailers plan to open for business. New Year's Day may also be included if retail activity is expected to be strong, The focus of activity is therefore again likely to be Leeds and Huddersfield, however it is planned to extend the network to serve these centres from nearby towns and cities. Assistance from the retail sector in funding and promoting these services will be sought.

Leeds Bus Station Fatality

- 2.21. PCC members may be aware of a fatal accident at Leeds Bus Station on 8th January 2008. The accident occurred when an elderly gentleman walked onto the bus area after alighting, rather than entering the concourse.
- 2.22. The bus station design (known as drive-in, reverse out - DIRO) seeks to segregate vehicles and pedestrians. This type of design has been widely adopted and avoids the numerous crossing places associated with other bus station lay-outs.
- 2.23. Metro, First, the Police and the Health and Safety Executive have all undertaken investigations into the fatality and an update will be provided at the meeting.

Pudsey Bus Station

- 2.24. Leeds City Council is currently considering the planning application for the proposed redevelopment of Pudsey bus station.
- 2.25. Extensive discussions have already been held with Leeds City Council's Planning and Highways Departments in order to progress detail design work for the new six stand 'drive around' bus station and to help resolve any planning issues.
- 2.26. A detailed implementation programme will be agreed once Planning Permission has been obtained and the necessary Traffic Regulation Orders have been approved.
- 2.27. The total value of the proposed scheme, including the ancillary highway works is £3.1 million, which would be funded through the Local Transport Plan.

Bus Station Real Time Displays

- 2.28. The bus station displays at Batley, Cleckheaton and Ossett Bus Stations have been connected to the YourNextBus real time system from their original installation and they display predicted departure times for all tracked services. Scheduled times are displayed for untracked services and for those services starting at the bus station for which operational vehicle data has not been provided by the operator.
- 2.29. The provision of real time information is about to be extended to the existing older displays at the other main bus stations in West Yorkshire.
- 2.30. A factory trial was carried out on 29 February 2008 which demonstrated the ability to successfully "drive" the older display boards. ACIS, the supplier of the YourNextBus system, have a software enhancement under test which is required before rollout can commence.

- 2.31. It is planned that rollout will commence at Keighley Bus Station in April followed by Halifax and Dewsbury. The schedule for the remaining bus stations, (Bradford, Huddersfield, Leeds, Pontefract and Wakefield), is not yet finalised but it is expected that all will be completed this calendar year.

Transport Governance Review

- 2.32. At its last meeting, this Committee noted the review of transport governance that forms part of the Local Transport Bill. Independent consultants have now started to review the existing governance arrangements and are holding detailed engagement sessions with all city region authorities and stakeholders.
- 2.33. A special joint meeting of all the PCCs was arranged in March 2008 so the consultants could start to identify the main issues and options. Further rounds of engagement to discuss possible governance reform options will be held with the PCCs during May/June 2008. A further update will be provided at the next meeting of this Committee.

Peak Period Rail Patronage At Leeds

- 2.34. The first results from Northern's automatic on-train passenger counting equipment show further significant increases in peak patronage to and from Leeds.
- 2.35. In the morning peak to Leeds, Northern's results show an average of 15,424 passengers alighting from 76 Northern trains.
- 2.36. In the evening peak from Leeds, the results show an average of 17,130 passengers joining 71 Northern trains. This represents a 23% increase in patronage over the previous figure for the same period.
- 2.37. These results show that, whilst Metro's partnership with Northern and Yorkshire Forward to secure additional rolling stock has been successful, more capacity is still needed. Additional trains will be allocated to Northern as a result of the recent Rail White Paper.

May – December 2008 Rail Timetable

- 2.38. The Summer/Autumn 2008 National Rail Timetable will start on 18 May and operate until 13 December 2008. Apart from the annual seasonal changes and planned engineering works included in the timetable, there are not expected to be any significant changes in West Yorkshire. National Express East Coast have advised that they will be operating some additional weekend trains, bringing the Sunday Leeds - London frequency up to hourly. These are the 1803 Kings Cross - Leeds on Saturdays together with the 0940 and 1140 Leeds - Kings Cross and 1110 Kings Cross - Leeds services on Sundays.

- 2.39. Due to engineering work on Sundays 20 July to 7 September 2008, local trains will be replaced by buses between Leeds and York with long distance trains diverted via Castleford. During the same period, on Sundays, Caldervale Line trains will be replaced by buses between Rochdale and Manchester Victoria.
- 2.40. From 8 September until 13 December, there will be changes to train arrivals and departures at Sheffield due to the closure of Bradway tunnel, south of Sheffield. Long distance trains will be diverted via Beighton and some adjustment to local trains north of Sheffield will be necessary due to the restricted access creating some congestion.
- 2.41. In November and December, work to raise speed limits at Guide Bridge will affect TransPennine Express services on Sundays.

Bank Holiday Rail Services and Closure of Bradford Interchange Rail Station for Track Remodelling

- 2.42. The rail route via Brighouse was expected to reopen from 31 March 2008 following closure for embankment stabilisation work by Network Rail after the landslip in January.
- 2.43. Engineering work will also affect train services on the Airedale, Wharfedale and Huddersfield Lines in particular over the May Day holiday weekend, and the Caldervale Line over the Spring Bank Holiday.
- 2.44. From 15 to 26 May 2008 inclusive, Bradford Interchange rail station will be closed for track renewal and remodelling at Mill Lane Junction. Trains will be either diverted via Brighouse or terminating/starting short of Bradford at Halifax and New Pudsey - with replacement buses serving Bradford Interchange. Full details are not yet available.

New Rail Station Prioritisation

- 2.45. Since Metro's last review of new rail stations for West Yorkshire, the Department for Transport (DfT) has significantly changed the process by which new rail stations are delivered. There is now more emphasis on the performance/capacity implications of a new station, its impact on existing passengers and future operational flexibility. The DfT has published new rail station guidance which focuses on four key criteria areas: operational, engineering, business case and policy fit.
- 2.46. New rail stations require increased train capacity and network capacity to accommodate additional stopping time. Within West Yorkshire, the number of passengers who travel to Leeds by rail has increased by almost 60% over the last five years. This increase in rail demand has placed tremendous pressure on the limited infrastructure and rolling stock capacity in the area and makes it more difficult to accommodate new rail stations.

- 2.47. The cost of constructing new rail stations has increased significantly in recent years and this means that a higher passenger demand is now required for new rail stations in order to satisfy the DfT's economic tests.
- 2.48. In view of the above, there is a need to refresh the list of previously identified sites in RailPlan 5 along with any new suggested sites. Consultants have been commissioned to undertake this work across West Yorkshire. As part of the study, the consultants will assess each proposed station site against the criteria of policy fit, station demand, technical & operational feasibility, station accessibility and implication on capacity, in line with all the DfT's new criteria areas.
- 2.49. The scope of the study covers all the potential sites identified in RailPlan 5 plus a number of suggested new sites identified through consultations with District Councils, industry stakeholders and other interest groups.
- 2.50. It is anticipated that the study will lead to a new prioritised list of potential new rail station sites. It will identify the requirements for each station and make recommendations for a phased programme of implementation. The study is expected to be complete by Summer 2008 and the results will be presented to the Authority for consideration.

Information at Rail Stations

- 2.51. Network Rail and Northern are about to embark upon a £3 million scheme to provide improvements to passenger information at all the stations within West Yorkshire together with a small number outside the county boundary on a line of route basis.
- 2.52. The basis of this scheme was first approved at the end of 2005, but it never progressed beyond the system development stage because of the complexity of the railway industry. The earlier issues have been resolved and a funding package has now been assembled that will enable the scheme to be implemented.
- 2.53. The funding partnership is between Network Rail, Northern, Metro and the DfT. Metro will be contributing £520k of Local Transport Plan funding and the scheme will also be benefiting from £863k funding from the DfT's 'Access for All, Small Schemes' initiative following successful bids made by Metro, for the West Yorkshire stations (£779k), and Northern for the remainder (£84k).
- 2.54. The scheme will replace the existing system, which provides information at local rail stations from a number of different control points, with a central, co-ordinated system based in Leeds. The new system will also co-ordinate audio and visual information, which will be of particular benefit at those stations where there are information screens as well as the speakers.

- 2.55. The proposed scheme will benefit from the DfT 'Small Schemes' funding, together with renewals investment being made by Network Rail, which, in turn, enable a much more comprehensive scheme than that first developed to be delivered. The major benefit will be that all the existing television style screens (many of which are now life-expired), at those stations so equipped, will be replaced with modern, DDA compliant, flat screens. A small number of these stations will also receive additional, new screens to improve access to information.
- 2.56. The scheme is due to be installed and commissioned by Spring 2009.

Help Points at Rail Stations

- 2.57. Members may be aware of a TV news report in February regarding the high proportion of station help points that were not working. Metro has raised the issue formally with Northern (who are responsible for the maintenance of help points) asking for a position statement and action plan to urgently address the issue. Northern has said that one of its difficulties was that it inherited a number of different systems from the previous operators and has been working to bring them together to deliver an acceptable level of service. Metro is pressing for the issue to be resolved as soon as possible.

Tram-Train Trials

- 2.58. An innovative form of public transport called a 'tram-train' is to be trialled for the first time in the UK on the 37-mile Penistone Line between Huddersfield, Barnsley and Sheffield.
- 2.59. Tram-trains are lighter and greener than conventional trains. They use less fuel and weigh less which reduces wear and tear on tracks therefore decreasing the need for disruptive maintenance works. Tram-trains have faster acceleration and deceleration rates so they can also offer passengers better journey times.
- 2.60. The trial, which starts in 2010 and will take two years, will look at the environmental benefits, operating costs and technical suitability of the tram-trains as well as testing how popular the vehicles are with passengers on the route.

MyBus Update

Project Update

- 2.61. With the launch of the final two Mybuses in service at the beginning of the January 2008 school term, all 150 Mybuses are now operational.
- 2.62. The launch also coincided with a visit by the Yellow School Bus Commission, chaired by David Blunkett, as part of their review of dedicated home to school services. The Commission gained feedback from Metro representatives, operators, teachers, parents and pupils on

the scheme. The Commission are due to publish their findings in Summer this year.

- 2.63. With all buses in service, Mybus is now carrying over 9,000 registered pupils travelling on over 200 services at 140 schools. Pupils are benefiting from travel on new, low floor easy access vehicles, fitted with seatbelts and CCTV which are driven by specially trained, CRB checked drivers.

Results and end of project conference

- 2.64. An end of scheme monitoring report is currently being prepared evaluating the success of the scheme. The report will be presented to the Department for Transport and will be used to judge the outcomes of the scheme. The Group will be updated at a future meeting following 'sign off' and production of the final report. In the interim, a summary of the main outcomes is presented below:
- A high level of mode shift from previous car users to new bus users has been achieved: 64% at primary schools and 15% at secondary schools;
 - For those parents that used to drive their children to school, they now save an average of 54 minutes driving per week and drive 30km less every week;
 - Many secondary school services have replaced existing services, however where brand new services have been introduced, much higher mode shifts have been achieved, suggesting that there is a significant latent demand;
 - Behaviour has improved on services served by Mybus;
 - Attainment has improved at a higher rate than County averages at those schools served by Mybus;
 - 28,000 primary pupils have undertaken Mybus training on safety and bus use;
 - New bus drivers have entered the industry and retention of existing drivers.
- 2.65. Overall, Mybuses have delivered the most positive benefits at primary schools and those secondary school services where it has been possible to implement completely new service networks.
- 2.66. The results of the scheme and feedback on the implementation of the project will be presented at a conference due to be held in May. The conference will share best practice and be aimed at other PTEs, local authorities, operators and others involved in organising home- to-school transport.

Future Aspirations

- 2.67. Now that all 150 services are in operation, Metro is reviewing the whole fleet to establish if further efficiencies can be made, if more primary school links can be added, and whether additional inter-peak and after-school provision can be provided at marginal cost.
- 2.68. Metro is also considering how to bring the benefits of Mybus to other schools tendered services. Whilst these services will not operate with the same new buses, the same key features which have been praised by pupils, parents and schools are being incorporated into a number of schools tenders.

These features include:

- Investment in modern low floor, seat belted vehicles with CCTV
 - Drivers attending enhanced driver training
 - Dedicated, CRB checked drivers
 - Direct communication with the My bus call centre
- 2.69. Approximately 30 existing tendered school service contracts now provide these enhanced features. Where possible, the intention is to secure the My bus enhanced features on more tendered services.

Summer Seasonal Bus Services

- 2.70. A number of additional or enhanced bus services will operate this summer giving access to rural areas of West Yorkshire.
- 2.71. These services will assist families, tourists and walkers as well as giving additional travel opportunities to those living in the countryside.
- 2.72. A summary of these services is as follows:-
- DayTripper 950: Leeds City Bus Station - Temple Newsam - Lotherton Hall - Fairburn Ings – Castleford
 - DayTripper 956: Huddersfield - National Coal Mining Museum - Yorkshire Sculpture Park - Cannon Hall Country Park
 - DayTripper 957: Holmfirth - National Coal Mining Museum - Dewsbury - Bagshaw Museum - Red House Museum - Oakwell Hall Country Park
 - Service 500: Extra Sunday morning bus: Keighley - Haworth - Oxenhope - Hebden Bridge
 - Bronte Scenic Tour 812: Keighley- Haworth - Bronte Parsonage - Ponden Mill
 - Services 784/884: Ilkley - Addingham - Bolton Abbey - Embsay Station – Skipton
 - Service 900: Sundays - Huddersfield - Ripponden - Hebden Bridge
 - Service 906: Widdop - Hebden Bridge - Hardcastle Crags

April Bus Service Changes

2.73. The next major bus timetable change of the year occurs on the weekend of the 26/27 April 2008. Details of the changes will be set out in a copy of Metro's Changing Times leaflet. The impact of the changes can be summarised as follows;

- **Bradford** – alteration to the route of service 619 to provide Bingley – Bradford Royal Infirmary link
- **Calderdale** – changes to revert services to previous routes following the re-opening of Stainland Road, route and timetable alterations to service MC4
- **Kirklees** – changes to First, Stotts and JRT services in the Colne Valley following the withdrawal of the Metro Connect Taxibus. The operation of some tendered evening and Sunday services transfer from Stagecoach to Arriva
- **Leeds** – minor timing changes, alterations to local services in Yeadon some changes will occur in early May to coincide with the opening of First's new depot in Hunslet
- **Wakefield** – various minor route and timetable changes. The operation of tendered evening and Sunday services in SE Wakefield transfer from Stagecoach to Arriva

Community Transport

2.74. Community Transport is a wide term which covers the range of transport services provided by charitable bodies and social enterprises. These organisations provide a range of valuable services often supporting people with mobility difficulties and those isolated from mainstream public transport. Metro and Yorkshire Forward jointly commissioned a review of the current extent of Community Transport in West Yorkshire and how it could expand its contribution to the regional economic strategy and meet Local Transport Plan objectives. Following this review, Metro has commissioned the "West Yorkshire Communities On The Move" project which aims to provide assistance to the Community Transport providers who are seeking to develop their role in providing socially necessary transport.

3. **RECOMMENDATIONS**

3.1. That the report be noted.

Director General
West Yorkshire Passenger Transport Executive