

WEST YORKSHIRE PASSENGER TRANSPORT AUTHORITY

**AT A MEETING OF THE KIRKLEES PASSENGER CONSULTATIVE COMMITTEE
HELD IN THE TOWN HALL, HUDDERSFIELD
ON WEDNESDAY 28 MARCH 2007**

PRESENT: Councillor K Hussain (Chair)

WYPTA

E Smaje

PUBLIC REPRESENTATIVES

John Appleyard

Don Burslam

Richard Fieldhouse

Sean Flood

Roger Moore

Keith Parry

Chris Taylor

KIRKLEES MC

M Harkin

L Wilkinson

Also in attendance:

P Stone

D Squire

D Haley

D Mallender

M Power

H Thompson

- Arriva Yorkshire

- Arriva Yorkshire

- Northern

- TransPennine Express

- Stagecoach

- Stagecoach

16. APOLOGIES FOR ABSENCE

Apologies for absence were received from public representatives Jeffrey Cooper and Anne Prince, First Huddersfield and Victoria Podgorski, Kirklees MC.

17. MINUTES

RESOLVED - That the minutes of the meeting of this Committee held on 17 January 2007 be approved.

18. FEEDBACK REPORT

The Committee considered a report of the Passenger Transport Executive advising them of the feedback received at the meeting of the Committee held on 17 January 2007 and the action taken.

It was noted that problems regarding revenue collection continued on some local rail services although members appreciated that the train operators were attempting to resolve the issue. With regard to the Huddersfield Station ticket

barrier, it was reported that following the concerns raised by members at the last meeting, TransPennine Express had carried out mystery shopper exercises to ensure that actions taken following initial complaints had reduced queuing times at the ticket barrier. It was noted that additional ticket machines would be provided and that permanent gating to improve revenue protection would be erected.

Members were thanked for their suggestions regarding Metro's Environment Strategy and were reminded that individual detailed matters could be raised with Metro officers at the end of the meeting.

RESOLVED - That the report be noted.

19. INFORMATION REPORT

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

Concessionary Travel

The Committee were updated on the national concessionary travel scheme arrangements which would come into effect on 1 April 2008. It was reported that this would require the reissue of concessionary permits which maybe on smartcards.

"Putting Passenger's First"

It was reported that the Vice Chairs of PCCs had attended a Department for Transport seminar to discuss issues of local bus services and governance.

Real Time Information Update

Members were advised that the real time system had received over one million texts since its introduction in September 2005 and was now delivering over 3,500 text messages each day. Members were advised of the programme for installation of the on-street displays and it was noted that approximately 40 displays had been installed to date.

Service Changes

Members noted the changes to services with effect from 22 April 2007. Copies of Metro's Changing Times leaflet would be sent to all members in the near future.

It as reported that there would be further changes to Stagecoach services in the South East Kirklees area during May 2007 to coincide with the opening of the new Barnsley Interchange. Stagecoach would provide a revised simplified network of services to Denby Dale and Clayton West and cross boundary services to Barnsley would be withdrawn. Members regretted the withdrawal of the cross boundary services. This was of particular concern for travel to Barnsley hospital.

Members expressed concern regarding the reduction in bus services between Dewsbury and Bradford and the increase in services to Wakefield. Mr Stone advised the Committee that following the changes to the services in January 2007, Service 268 now provided 5 journeys per hour to Bradford and passenger usage between Bradford and Dewsbury had increased by 20%. Comment was made that although Service 268 provided a higher frequency to Bradford, journey times from Birkenshaw to Dewsbury had increased and services between Huddersfield and Batley had been reduced.

Councillor Hussain raised the problem of unreliability, in particular with Service 262. Mr Power advised that there had been engineering problems with their fleet and timekeeping issues with the service which were being investigated. He advised that Stagecoach were considering a revised timetable to restore reliability on the route.

Rail Timetable – May to December 2007

The Committee were advised that the new summer timetable would commence on 20 May 2007 until 8 December 2007. It was noted that GNER were to enhance the service between Leeds and London Kings Cross, providing a half hour frequency on Mondays to Fridays.

Huddersfield FreeTownBus

It was reported that the service had received very positive comments and was carrying in excess of 5,000 passengers per week. Surveys were being carried out to ensure that the service was meeting its objectives.

'Access for All' - Huddersfield Rail Station

Members were advised that Network Rail's proposed design for step free access at Huddersfield Rail Station was expected within the next few weeks. As previously reported, there were local aspirations to link the existing passenger subway with St George's Square but the cost of this additional work could not be met by DfT funding. Metro was considering whether there was a business case for providing a subway extension and exploring potential funding opportunities for the additional work (including a link to the adjacent warehouse site).

RESOLVED - That the report be noted.

20. CONSULTATION ITEMS -

- (a) Access to Hospitals**
- (b) Metro Messenger**
- (c) Feedback from PCC Members on Improving PCCs**

Access to Hospitals

Members were advised of work being carried out in order to meet the requirements of the Accessibility Strategy, which had been produced in association with the second Local Transport Plan.

The Strategy aimed to ensure that barriers to accessibility were identified and improved, and access to hospitals and health services had been targeted as a key priority.

Members reiterated their concern at the withdrawal of cross boundary services to South Yorkshire at a time when people were being given a wider choice for their hospital appointments. It was noted that passenger usage had been very low on the affected cross boundary bus services. Travel would still be possible by rail following the service changes. Comment was also made that journey times from North Kirklees to hospitals in Wakefield or Pontefract could take up to 3 hours. This encouraged people to travel by car instead of public transport if at all possible.

The initiative to seek appointments after the 9.30 am threshold for concessionary permit holders was welcomed although the lengthy journey times could mean that patients would still need to travel before the threshold even for later appointments. Members considered that it was essential to provide services for patients, visitors and staff and welcomed the initiative for health providers to include details of public transport when making appointments. It was recommended that information regarding ticketing options should also be provided at that time. It was suggested that a service should be provided to link both Huddersfield and Halifax hospitals.

A questionnaire was circulated at the meeting and members were asked for their views and comments on how access to hospitals could be improved.

Metro Messenger

It was reported that Metro would be launching a new, free e-mail update service during April 2007. The service would provide details of the latest travel news, services changes, special offers, key events, discount vouchers and competitions.

Members were given the opportunity to register for the service and asked to provide feedback in advance of the launch.

Feedback from PCC Members on Improving PCCs

It was noted that this was the last meeting for the current membership of the Committee and members were thanked for their attendance over the last two years. The recruitment process for the next two year term would commence in the near future and application forms would be sent to the existing members should they wish to reapply for a position on the Committee.

Members were thanked for their valued contributions to the Committee and asked to provide Metro with feedback on how the PCCs could be improved.

It was suggested that it would be useful to have a 'Matters for Concern' item on the agenda so that members could bring relevant issues to the Committee's attention. It was however noted that officers did remain at the close of the meeting in order to address members individual matters of concern.

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