

**MINUTES OF THE MEETING OF THE
 LEEDS DISTRICT CONSULTATION SUB-COMMITTEE
 HELD ON MONDAY 3 APRIL 2017 AT WELLINGTON HOUSE, LEEDS**

PRESENT: Michael Lyons (Chair)

**WYCA TRANSPORT
 COMMITTEE**

Councillor Christine Towler

LEEDS COUNCIL

Councillor Colin Campbell

Councillor Paul Wadsworth

PUBLIC REPRESENTATIVES

David Brady

Paul Chadwick

David Hope

Catherine Keighley

Hazel Lee

Alan Oldroyd

Judith Rhodes

Eric Smith

Ann Stocks

Charles Stones

Bill Tymms

Peter Wood

ALSO IN ATTENDANCE

Kim Purcell

Paul Matthews

Will Pearson

Gwyn Owen

Pete Myers

Graham

Meiklejohn

Dave Pearson

Neale Wallace

Khaled Berroum

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Arriva

First

First

Leeds Council

Northern

TransPennine

Express

WYCA

WYCA

WYCA

38. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Neil Buckley, Councillor Keith Wakefield and Peter Taylor, Arriva.

39. MINUTES

RESOLVED - That the minutes of the meeting held on 16 January 2017 be noted.

40. QUESTION AND ANSWER SESSION

Members were invited to raise questions with a focus on matters of wider interest and a time limited question and answer session was held. The following issues were raised:

Text Replies

Members raised the issue of text replies for bus times taking too long, sometimes being several hours late. The committee heard that the text system should be instant and the problem will be looked at.

Cost of minor service changes

Members reported that many of the service changes in the Leeds area are minor tweaks which nonetheless cost thousands of pounds to change. Members asked if bus companies contribute financially. The committee was informed that costs are shared with bus companies.

Online timetables

Members asked if it was possible to put issue dates/numbers on website timetables so customers can see how current they are. The committee was told that this could be considered.

No. 5 Bus Service

Members asked when the currently diverted no 5 bus service would resume to normal route. The committee was informed that it was not possible to resume the normal route at the moment.

Evening and Night Services

Members drew attention to a Yorkshire Evening Post article highlighting the lack of evening and night bus services in Leeds when compared to other cities. The committee heard that some additional late evening services had been provided recently and the Combined Authority was conscious for demand for later services. Night services had been trialled in the past but there were issues with low take-up. Under these circumstances, funding night services with public money is questionable.

Timing Points

Members reported that it was difficult to know where timing points are. On the Arriva Dewsbury service, one timing point is defined as 'Beeston' or 'Beeston Hill' but there are 6 stops that could apply to. Members asked that timing points be made more specific to the stop. The committee heard that this would be considered.

Wheelchair provision on buses

Members requested information on what changes were being made in light of the Supreme Court ruling on wheelchair provision on buses. The committee heard that drivers were being briefed and trained accordingly.

Disability Services

Members asked what was currently planned for to improve services for disabled people. The committee heard that the Bus Services Bill had a requirement for audio and visual services on buses and that details of how this would be implemented were awaited.

Arriva App Issue

Members raised an issue with the Arriva app not working correctly. The committee was informed that Arriva are aware of the issue and the technical team are working to resolve it.

41. FEEDBACK REPORT

The Committee considered a report advising members of the feedback received at the meeting held on 11 January 2017 and to report the action taken.

At the last meeting members were consulted on Bus 18 and the future of the District Consultation Sub-Committees. The key points raised were outlined in the submitted report.

Bus 18

It was reported that the Bus 18 initiative was formally launched on Friday 24 March 2017 in Bradford. The initiative includes the introduction of the ECOStars scheme, which allocates a start rating for each bus depending on its environmental credentials. The aim of the ECOStars scheme is to help reduce fuel consumption and harmful emissions on commercial vehicle fleets.

The initiative also allows passengers who are not entirely happy with their journey to claim a free travel voucher from First West Yorkshire, Arriva Yorkshire or Transdev and claim the cost of a taxi if their last bus doesn't arrive within 20 minutes of the scheduled time.

Members were concerned that not enough people will know about the taxi reimbursement scheme and the committee was informed that publicity for the scheme was due to being shortly.

Members raised concerns about the X84 bus service and asked why people in Otley and Ilkley affected by the changes were not being adequately consulted in the current consultation undertaken by First. Representatives from First acknowledged

the issues with the service and apologised if the consultation failed to capture everyone's voices. They offered to speak to anyone concerned about the X84 service after the meeting.

Members asked if there were any plans for more 10 minute services and were told that this was not currently being looked at.

Some members asked that complaints numbers should be better advertised on bus company websites and were told that this would be considered.

Future of District Consultation Sub-Committees

Members were advised that the meeting was the last in the current meeting cycle and that WYCA are planning to expand the representation to include a wider range of interested parties and groups during the next recruitment phase. The meetings will also involve an open forum session where members of the public can raise issues from the floor.

Members raised concerns about the time and venue of meetings as not everyone can make the 11am time. The committee heard that times and venues would be kept under review, but the current plan was to stick to the current time and a city centre location as it seems to be convenient to most people.

RESOLVED - That the report be noted.

42. INFORMATION REPORT

Bus Services Bill

It was reported that the Bus Services Bill is continuing through the parliamentary process and that the Second Reading took place in the House of Commons in early March 2017. The second reading is an opportunity for MPs to talk about the principles of the legislation, and is a key opportunity to demonstrate that there is support for the Bill.

West Yorkshire Low Emissions Strategy

Members were advised that the West Yorkshire Low Emission Strategy (WYLES) was formally adopted by WYCA at the Transport Committee meeting that took place on Friday 24 February 2017. The strategy was jointly developed with the five West Yorkshire District Councils and Public Health England with the aim to reduce the harmful emissions from transport and other sources that impact on health and the environment.

Journey Planner

It was reported that a new customer journey planner was launched on 2 March which has a range of features designed to help customers plan their public transport journeys in West Yorkshire.

Supreme Court Ruling

It was reported that the Supreme Court's decision found that bus operators are under obligation to apply 'pressure' to non-wheelchair users to vacate the designated wheelchair space. Local bus operators are currently ensuring that their policies, procedures and guidance to their staff reflect the Supreme Court ruling.

Bus Station Development

Members wondered why the St Peter's Street Exit improvement was not included in the past bus station development. The committee heard that the project was only considered after the increase in traffic congestion after the Victoria Gate car park had opened.

Bus Stop Displays

Members were advised that following a review of how information is presented on bus stop displays, a redesign process had taken place and that the modifications will be rolled out in the September 2017 service change.

43. CONSULTATION REPORT

Bus Strategy

It was reported that following the public consultation that took place between July and October 2016, over 3300 responses were received on the draft Bus Strategy for West Yorkshire. An independent analysis of the responses has been completed and is available in a report on the WYCA website (www.westyorks-ca.gov.uk/ytys).

The presentation also gave an overview of consultation responses, proposals for amendments to the strategy and the next steps

Members commented that bus driver morale could be better improved with longer or more frequent breaks to alleviate the pressures of quick turnovers and traffic stress.

Rail Franchise

The Committee was given a short presentation which provided an overview of TransPennine Express franchise which started in April 2016. A video was also shown which can be found on YouTube (https://www.youtube.com/watch?v=6XQf7_Z1fMQ)

Members asked if there were any plans to increase the number of passenger seats and were informed that the plan was to operate 5 carriage trains.

Members enquired as to whether there were more stops planned on the routes. The committee heard that no additional stops were planned.

Members asked about staffing and were told that TransPennine plans on ending the franchise with more staff who are currently being recruited and trained.

Members asked about catering plans for the routes. The committee heard that the aim was to include catering on every train and only use locally sourced Northern food.

Members asked if new trains and refurbishments would be built in Britain. The committee was informed that some trains will be built in County Durham with the remaining to be built in Spain.

Members asked about disabled access and were told that disabled access is a priority.

Members enquired as to whether there were any plans to reduce ticket prices between Manchester and Leeds. The committee heard that TransPennine are very aware that fares must be affordable and had numerous plans for discounted ticket schemes to help reduce costs.

Members were thanked for their comments and suggestions and were asked to forward any further comments on the questionnaire provided at the meeting or by email to: erica.ward@westyorks-ca.gov.uk.

RESOLVED - That members' feedback be noted.