

BRADFORD DISTRICT CONSULTATION SUB-COMMITTEE

**MEETING TO BE HELD AT 5.00 PM ON MONDAY, 22 JANUARY 2018
IN COMMITTEE ROOM 1, CITY HALL, CENTENARY SQUARE, BRADFORD, WEST
YORKSHIRE, BD1 1HY**

A G E N D A

1. APOLOGIES FOR ABSENCE

2. MINUTES OF THE MEETING HELD ON 23 OCTOBER 2017

(Pages 1 - 6)

3. ENCOURAGING YOUNG PEOPLE TO USE BUSES

This will be a presentation provided by a representative from the West Yorkshire Combined Authority.

4. OPERATOR UPDATES

This will be presented by representatives from the bus and rail operators.

5. INFORMATION REPORT

This will provide the opportunity for questions to be raised from the floor with a focus on matters of wider interest.

(Pages 7 - 12)

6. OPEN FORUM

This will provide the opportunity for questions to be raised from the floor with a focus on matters of wider interest.

This page is intentionally left blank



**MINUTES OF THE MEETING OF THE
BRADFORD DISTRICT CONSULTATION SUB-COMMITTEE
HELD ON MONDAY, 23 OCTOBER 2017 AT COMMITTEE ROOM 1, CITY HALL,
CENTENARY SQUARE, BRADFORD, WEST YORKSHIRE, BD1 1HY**

Present:

| | |
|--|-----------------------|
| Councillor Taj Salam (Chair) | Transport Committee |
| James Craig (Public Representative) | Public Representative |
| Stephen Hetherington (Public Representative) | Public Representative |
| David Hill (Public Representative) | Public Representative |
| Andrew Jewsbury (Public Representative) | Public Representative |
| Peter Ketley (Public Representative) | Public Representative |
| Nasreen Khan (Public Representative) | Public Representative |
| Gareth Logan (Public Representative) | Public Representative |
| Norah McWilliam (Public Representative) | Public Representative |
| Andrew Noble (Public Representative) | Public Representative |
| Graham Peacock (Public Representative) | Public Representative |
| John Prestage (Public Representative) | Public Representative |
| Keith Renshaw (Public Representative) | Public Representative |
| Barrie Rigg (Public Representative) | Public Representative |

In attendance:

| | |
|----------------------------|-------------------------|
| Jonathan Woodhouse | Arriva Yorkshire |
| Oliver Howarth | First Group |
| Mohammed Raja | First Group |
| Pete Myers | Northern |
| Councillor Gerry Barker | Menston Railway Station |
| Alan Elsegood | Menston Railway Station |
| Councillor Jackie Whiteley | Menston Railway Station |
| Colin Booth | Transdev |
| Andrew Attack | WYCA |
| Neale Wallace | WYCA |
| Mark Fenwick | Arriva Yorkshire |

1. Apologies for Absence

Apologies for absence were received from Councillor Hassan Khan, Councillor Rebecca Poulsen and Patricia Joseph-Gray.

2. Minutes and Feedback from the Meeting held on 31 March 2017

Resolved - That the minutes of the meeting held on 31 March 2017 be approved.

3. Introduction to the West Yorkshire Combined Authority and the District Consultation Sub-Committees

The committee was presented with an overview of how the West Yorkshire Combined Authority (WYCA) is funded and the transport functions and services it provides. Members were also provided with an overview of how the District Consultation Sub-Committees (DCSCS) fit into WYCA's governance structure.

4. Information Report

Bus Services Act

The committee was informed that the Bus Services Act received Royal Assent in April 2017. Draft regulations and secondary legislation have now been issued by the government for consultation.

Transport for the North Integrated and Smart Travel

The committee was informed that most major bus operators are aiming to enable their ticket machines to accept payments using contactless bank cards during 2018.

David Hill raised a concern regarding the number of different ticketing products currently on the market and that it is causing confusion for the public.

Neale Wallace informed the committee that Transport for the North are currently working on a scheme that will make it easier for passengers to travel seamlessly using their preferred payment method.

Bus Service Changes

The committee was informed that a number of service changes were implemented on the weekend of the 22nd and 23rd October. The changes involved the withdrawal of journeys which carried small numbers of passengers and fell below the subsidy per passenger criteria set by WYCA.

Gareth Logan asked what measures had been implemented to communicate the withdrawal of school bus services to those who use the services.

Neale Wallace informed the Committee that a letter and an email explaining changes was sent to Bradford Councillors and affected schools. (please note a letter was sent to school Heads prior to schools breaking up in July outlining the changes specific to each school) It was noted that a vast majority of children who used the services can use alternative services.

Andrew Noble asked what the current budget for supported bus services in 2017/18 is, and what the reduction was from the previous financial year.

Neale Wallace informed the Committee that the budget for supported services in the current financial year is 18.35m, a reduction of £650,000 from the previous financial year.

New CCTV contracts

The committee was informed that a new contract has been let to manage and replace all CCTV installations currently active in bus stations across West Yorkshire. The new system will be digital, rather than analogue, and will provide higher quality live camera feeds and improved evidence gathering facilities.

Bradford Interchange Access Improvements

The committee was informed that a programme is currently being developed in order to improve access, for both pedestrians and vehicles, at Bradford Interchange. Work is likely to commence during February 2018 and is planned to be completed by late March 2018.

Short term improvements to be implemented include the relocation of the drop off and pick up area and the creation of a dedicated taxi rank within the central area with its own access and waiting area.

Longer term improvements, including new layouts and redevelopment proposals, will be published in the Bradford Stations Master Plan, which will be presented at a future meeting.

Nasreen Khan raised concerns about the condition and cleanliness of the main pathway leading in to Bradford Interchange and asked if measures could be put in place to improve the situation.

Neale Wallace informed the Committee that work is ongoing to establish who owns the land before any further work to resolve the issues can take place.

Real Time Information

The committee was informed that the current real time information system, which has been in operation since October 2005, will be replaced following the completion of a procurement process. Two suppliers will deliver different aspects of the upgrade, which includes the introduction of a new back-office system and the upgrade of real time information screens.

Andrew Jewsbury asked if bus stops with a large number of stopping services could implement a scrolling display on the screen. The current format shows the next three services that are due to arrive at the bus stop, which in the case of busy stops would only be a couple of minutes into the future, which is not ideal for passengers.

Neale Wallace informed the Committee that he would liaise with colleagues in the real time information team in order to establish whether the software has the capability to implement the change to the system but there are issues with scrolling information for the partially sighted that should be taken into account.

Low Moor Station

The committee was informed that passenger numbers using Low Moor station have steadily grown since April 2017, and passenger surveys have recently been undertaken to seek feedback. The feedback is currently being analysed and further information will be provided at a future meeting.

Northern Stations Improvement Fund

The committee was informed that the Northern Stations Improvement Fund is aimed at middle and smaller sized stations and is focused on bringing facilities and standards up to a consistent level. Improvements include investment in areas such as seating, information, lighting and security, as well as additional ticket machines and improved accessibility where applicable. Phase 1 stations, including Baildon and Bradford Interchange, are due to be completed by the end of 2017.

DfT Accessibility Action Plan

The committee was informed that the Department for Transport is currently seeking feedback on a draft accessibility action plan which sets out proposals to improve the travel experience for people with disabilities. WYCA are planning to respond to the consultation, which closes on 15 November 2017.

Andrew Jewsbury informed the committee that he had received information that suggests that one of the major obstacles that people with disabilities face is connectivity between services.

AccessBus

The committee was informed that grant funding has been secured from the Department for Transport to refurbish AccessBus vehicles in Bradford, Leeds and Wakefield. Improvements include the installation of catalytic convertors, which will bring the bus emissions down to the equivalent of Euro 6 standards.

5. Open Forum

Menston Railway Station

Councillor Jackie Whiteley raised a number of concerns regarding the accessibility at Menston Railway Station, with the main issues being level access to the station and the ability for a person with limited mobility to access both platforms via the footbridge via the stairs.

It was reported that a number of works were identified to take place at Menston Railway Station in order to improve the accessibility but no further progress had been made.

Pete Myers informed the committee that the improvement works would have taken place if it would have received funding from the Access for All programme, which is implemented by the Department for Transport. Unfortunately, Menston was not one of the stations chosen for the funding.

Councillor Whiteley asked if there was plans to install a ticket machine on both platforms as the ticket machine is currently only located at one side of the platform and as a result, passengers wishing to purchase a ticket need to go over the footbridge in order to do so. This can be an issue for people with limited mobility.

Pete Myers suggested the installation of a second ticket machine could be possible under the Northern Stations Improvement Fund and that he would consult with colleagues at Northern to discuss the issue further.

Councillor Whiteley also stated that a number of her constituents have reported that they have had issues with travel assistance when travelling with Northern, citing particular problems with conflicting information on leaflets and advice from staff.

Pete Myers stated that the preferred method is to book assistance in advance by contacting Northern directly before travelling.

Further discussion will take place between Councillor Whiteley and Northern and the outcome will be reported at a future meeting.

Bradford Interchange

Colin Booth raised concerns regarding the condition of the road surface in Bradford interchange bus station.

Neale Wallace informed the committee that work will start in the coming weeks in order to resolve the issues that bus drivers have been experiencing with the road surface at Bradford Interchange.

Real time Information

Peter Ketley asked for clarification on how the real time information system calculates the times shown on the information screens in bus shelters. Buses are regularly shown as due for several minutes before the bus shows up at the stop.

Neale Wallace informed the committee that the system calculates the estimated time of arrival from the data of the last three services that used the bus stop.

Mohammed Raja asked what the criteria a bus stop would have to meet before a real

time information screen could be installed.

Neale Wallace informed the committee that a bus stop would first need to meet the criteria for a bus shelter to be installed, and then for funding to be available in order to purchase and install the system.

Director: Dave Pearson, Director of Transport Services



Report to: Bradford District Consultation Sub-Committee

Date: 22 January 2018

Subject: Information Report

1 Purpose

1.1 Matters of information relating to the Bradford District.

2 Information

Bus Services Act

- 2.1 The Bus Services Act 2017 was enacted in May 2017. It expands the range of powers available to directly elected mayors and local transport authorities (LTAs) in areas in England outside of London to improve local bus services. The Act provides the following options for LTAs to adapt the approach to local circumstances.
- Franchising - where the LTA issues contracts with bus operators to provide services in the area. The Act provides mayoral LTAs with “London-style” powers to franchise local bus services, application for franchise powers by non-mayoral authorities will need to be made to the Secretary of State.
 - Partnership - joint arrangements between LTAs and bus operators. The Act develops the existing Quality Partnerships powers extending their scope to include matters such as fares and frequencies. Two new forms of formal partnership are established “Advanced Quality Partnership Schemes” and “Enhanced Partnerships Schemes”.
- 2.2 The Bus Services Act also enables data about routes, fares and times across the country to be openly available to app developers, and further facilitates smart multi-modal ticketing schemes.
- 2.3 On 27 November, the Department for Transport issued guidance on the use of the powers contained in the Act.
- 2.4 WYCA adopted its Bus Strategy 2040 in August 2017 which sets out a vision for the bus system and a target to grow bus patronage by 25% over the next ten years. Bus 18 is an informal partnership with bus operators seeking to deliver the first stage of the strategy. The success of this initiative will determine the most appropriate use of the powers in the Bus Services Act. A detailed assessment of the DfT guidance is underway and a paper will be presented to the Transport Committee later in 2018 setting out the options available to the Authority.

Bus 18

- 2.5 In November, the Transport Committee reviewed progress with the Bus 18 initiative which, to date, has seen:
- New Buses – the investment in new buses by First West Yorkshire, Arriva and Transdev in 2017 investment totalled £16.5m.
 - Ticketing- a Day Saver smart carnet product and the MCard android app are now available.
 - Network Stability – an agreement has been made with bus operators to consult on major bus route changes and to limit changes to six times of the year.
 - Air Quality - buses in West Yorkshire now display an Eco Star star rating which identifies their environmental performance. Fleet replacement plans are being agreed with operators.
 - Punctuality and Reliability – a £1m programme of work to address bus “punctuality hotspots” is now in progress.
 - Customer Service - any customers not happy with their bus journey can claim a free travel voucher from the major bus operators. Customers can call a taxi and claim the cost back from either First, Arriva or Transdev if their last bus doesn’t arrive within 20 minutes of the scheduled time.
 - Information – WYCA and bus operators have collaborated on a new design for bus stop information which is being rolled out.
- 2.6 The following priorities have been identified for 2018:
- Young People – a strongly promoted, discounted “go anywhere” day ticket, and half fare travel for young people in school uniform (without the requirement for a half fare PhotoCard).
 - Air Quality – to maximise the funding opportunities provided by central government to facilitate low emission buses.
 - Punctuality and reliability – a strong focus on punctuality and reliability with clear visibility of performance against targets.
 - Customer Confidence – a campaign to increase public awareness of the recent investment in buses and the steps taken to increase patronage.

Boxing Day Services

- 2.7 WYCA funded a network of services on Boxing Day on over 70 West Yorkshire bus routes. Half-hourly services ran between 9am and 6pm into main city and town centres, retail locations and hospitals. A verbal update on take up of the services will be given at the meeting.

Market Shuttle

- 2.8 A new shuttle bus service between Bradford Interchange and the Oastler Market was launched on 13th November. Single fares are 50p and all MCards and concessionary passes are valid on the service. The service is operated by local bus company TLC as part of existing routes in the city centre. Passengers can catch services 635 or 676

from Bradford Interchange to the market or services 635, 643 or 644 from the Oastler Market to the Interchange.

MCard Fare Increase

- 2.9 The cost of MCard ticketing products increased on 2 January 2018. Across the product range the 2.8% increase is less than the current Consumer Price Index (3.1%).
- 2.10 The increase in the cost of under 19 MCard tickets was only 25p per week, and there was no increase in the cost of the DaySaver tickets.
- 2.11 The price increases for products where rail travel is included are higher, in line with the national increase in rail fares (3.4%) which is based on the Retail Price Index.
- 2.12 MCard prices are set by West Yorkshire Ticketing Company Ltd, which comprises representatives of bus and rail operators and WYCA.

TransPennine Route Upgrade

- 2.13 Network Rail reported to the Department for Transport (DfT) on the options for the TransPennine Route Upgrade (TRU) scheme on 14th December 2017. Rail North and partner authorities, including WYCA and Transport for the North, will be developing a North of England viewpoint as to what the scheme scope should be.
- 2.14 It is anticipated that the decision making process on options is likely to commence during early to mid-2018 and be completed in 2019.

Leeds Bradford Airport Station

- 2.15 The design work for Leeds Bradford Airport station will commence in early 2018, it is envisaged that the Outline Business Case for the station should be completed by the end of 2018.

Revenue Protection

- 2.16 Northern Rail are trialling a “penalty fares” scheme on the Airedale and Wharfedale lines. If a passenger gets on a train without a ticket or Promise to Pay voucher at a station where ticket buying facilities are available, they may be liable to pay a penalty fare. The penalty is the greater of £20 or twice the full single from the station where they got on the train to the next station at which the train stops. If the passenger wants to travel beyond the next station they must also pay the relevant fare from that station to their final destination. A Promise to Pay notice is a ticket that must be obtained from the ticket vending machines if customers do not have the facility to pay by credit/debit card. The Promise to Pay notice allows customers to board the train with the intention of exchanging the notice at the first opportunity with a revenue officer, or at the next available booking office. If the trial is successful it will

be extended out to other lines in 2018. Posters, flyers and warnings on tickets have been produced to explain the new scheme.

Transport for the North

- 2.17 Transport for the North (TfN) is producing a draft Strategic Transport Plan (STP) for the North, working with Northern Local Enterprise Partnerships (LEPs) and Local Transport Authorities including WYCA on the approach and content. The STP will be TfN's flagship policy document setting out plans for investment in strategic transport in the north in the period up to 2050. TfN will hold a formal public consultation on the draft STP in early 2018.
- 2.18 TfN has commenced work on their Central Pennines Strategic Development Corridor study. This work will continue through to autumn 2018 and will provide a key input to developing the evidence base for rail and road interventions to shape the STP's Long Term Investment Programme. WYCA has worked with TfN on the scope of the Central Pennines study to cover journeys between Greater Manchester and East Lancashire and Yorkshire and the North-East.

Department for Transport Accessibility Strategy

- 2.19 The Department for Transport (DfT) recently published a consultation seeking views on a draft Accessibility Action Plan which sets out proposals to improve the travel experience for people with disabilities. The consultation ended on 22 November 2017 and WYCA's response can be found on the WYCA website.

Transport Budget

- 2.20 On 14 December 2017, the Combined Authority considered its three year Budget Strategy and Business Plan in advance of its approval by the Authority on 1 February 2018. The current funding environment for local government is very difficult and requires WYCA and local Councils to consider a range of options to reduce expenditure. WYCA is reviewing its costs and income across its full range of activities and services. The provision of supported bus services is the largest element of transport expenditure over which WYCA has discretion. It will be necessary to review this provision over the coming three years with a view to ensuring an effective service at a reduced cost to the taxpayer. An area by area review will take place with input from members of this Sub Committee.

Transforming Cities Fund

- 2.21 The November 2017 Budget included an announcement on the 'Transforming Cities Fund', a £1.7 billion fund to support transport investment. The fund will target projects which drive productivity by improving intra-city connectivity, reducing congestion and utilising new mobility services and technology. It was announced that "half of the fund will be allocated via competition for transport projects in cities and the other half will be allocated on a per capita basis to the six combined

authorities with elected metro mayors – £74 million for Cambridgeshire and Peterborough, £243 million for Greater Manchester, £134 million for Liverpool City Region, £80 million for West of England, £250 million for West Midlands and £59 million for Tees Valley – enabling them to invest in their transport priorities.”

- 2.22 WYCA is working with partners from across the city region to consider a range of options for a potential bid to the fund.

CityConnect

- 2.23 Work has started on the cycle way between Stanley Road and Bradford city centre along the Canal Road Corridor, and is due for completion in late summer 2018. The route will connect to the Canal Road greenway providing a segregated traffic free route from Shipley into Bradford. Details of the construction programme and plans are available on the [City Connect website](#). Additional enhancement works will be taking place along the cycle superhighway between Leeds and Bradford.
- 2.24 Work will start in March 2018 on the Airedale Greenway project, providing towpath upgrades on the Leeds-Liverpool Canal into Silsden, and will be completed by summer 2018.

This page is intentionally left blank