

WAKEFIELD DISTRICT CONSULTATION SUB-COMMITTEE

**MEETING TO BE HELD AT 5.00 PM ON THURSDAY, 18 JANUARY 2018
IN WAKEFIELD TOWN HALL, WOOD STREET, WAKEFIELD, WF1 2HQ**

A G E N D A

1. APOLOGIES FOR ABSENCE

2. MINUTES OF THE MEETING HELD ON 30 NOVEMBER 2017

(Pages 1 - 4)

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 5 - 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.

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**MINUTES OF THE MEETING OF THE
WAKEFIELD DISTRICT CONSULTATION SUB-COMMITTEE
HELD ON THURSDAY, 30 NOVEMBER 2017 AT MAIN HALL, ELIZABETHAN
GALLERY, BROOK STREET, WAKEFIELD, WEST YORKSHIRE, WF1 1QW**

Present:

Councillor David Dagger (Chair)	Transport Committee
Councillor Kevin Swift	Transport Committee
Usman Ali	Public Representative
Nigel Ashton	Public Representative
Clifford Baker	Public Representative
John Churms	Public Representative
Peter Daniels	Public Representative
David Hogg	Public Representative
Thomas Randall	Public Representative
David Young	Public Representative

In attendance:

Kim Purcell	Arriva Yorkshire
Jonathan Woodhouse	Arriva Yorkshire
Councillor Matthew Morley	Wakefield Council
Andrew Attack	WYCA
Neale Wallace	WYCA

1. Apologies for Absence

Apologies for absence were received from Paul Howden and Christopher Hyomes.

2. Minutes of the Meeting held on 30 March 2017

Resolved - That the minutes of the meeting held on 30 March 2017 be approved.

3. Introduction to the West Yorkshire Combined Authority and the District Consultations 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.

Following questions from members of the committee regarding performance data, Neale Wallace informed the committee the Bus Services Act will require the release of open data on routes, timetables, real time information and fares. It is expected that these requirements will be in operation by 2020.

Service Changes

Members were advised that Arriva had made changes to a number of services in North Wakefield to reflect the recent opening of Wakefield Eastern Relief Road.

Members asked whether there have been any noticeable service improvements since the Wakefield Eastern Relief Road was opened. It was reported that a traffic survey will take place in the future in order to determine the success of the measure. Arriva has experienced improvements in the short time the road has been open.

Following comments from members of the committee, it was agreed that the guidance that is used when communicating a change of bus service to the community will be shared with the minutes.

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.

MCard

It was reported that an app has been launched for android phones, which enables MCard users to buy and load tickets directly to their MCard from their phone. A ticket machine is planned to be installed in Wakefield Bus Station in the future.

Senior Travel Passes

It was reported that around 300,000 Senior Passes across West Yorkshire are due for renewal in the coming months.

Cliff Baker asked what the rationale was for allowing people to renew their passes online up to three months before expiry, but only one month when visiting a bus station or travel centre.

Neale Wallace informed the Committee that he will feed back the comments to colleagues and respond at a future meeting.

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.

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 Outwood and Wakefield Kirkgate, are due to be completed by the end of 2017.

A number of Members raised concerns regarding the lack of toilet facilities at Wakefield Kirkgate Train Station. It was also reported that the station has inadequate ticket purchasing facilities for the volume of passengers that use the station.

Neale Wallace informed the committee that he will feed back the comments to Northern and report back at a future meeting.

Rail Station Car Park Expansions

It was reported that work had started on a programme of car park extensions at a number of rail stations throughout West Yorkshire. Once completed, the car parks will provide additional standard and blue badge parking bays, as well as charging points for Electric Vehicle.

Members reported that the car park extension at Pontefract Monkhill train station had recently been completed. However, the extension is still too small to satisfy demand and suggested possible extension to sites around the station.

AccessBus

It was reported that catalytic convertors are due to be fitted to the AccessBus fleet that operates in Bradford, Leeds and Wakefield due to funding that has been secured from the Department for Transport. The improvements will bring the buses emissions down to the equivalent of Euro 6 standards.

5. Open Forum

Park and Ride

David Young raised concerns regarding local bus services that operate along the same route as the planned Park and Ride site in Stourton. He stated that a dedicated express service may attract people that currently use local services, which could see a reduction in passengers, which could result in a reduced frequency service for the rest of North Wakefield.

Neale Wallace reported that local bus services that operate close to other Park and Ride sites across the county had not seen a reduction in service or passenger numbers but this will be monitored.

Director: Dave Pearson, Director of Transport Services



Report to: Wakefield District Consultation Sub-Committee

Date: 18 January 2018

Subject: Information Report

1 Purpose

1.1 Matters of information relating to the Wakefield 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 city and town centres,

retail locations and hospitals. A verbal update on take up of the services will be given at the meeting.

Wakefield City Bus

- 2.8 Tetley's Motor Services took over the operation of the Wakefield City Bus from 23 October 2017. As part of this new contract they will be introducing new Euro 6 buses which are currently being built; the new buses will be delivered in March 2018.

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.

Fitzwilliam Train Station Car Park

- 2.13 Construction work has started at Fitzwilliam train station to provide an additional 108 parking spaces. Phase 1 is already complete and in use by rail users; work has commenced on phases 2 and 3 and will be completed in April 2018.

TransPennine Route Upgrade

- 2.14 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.
- 2.15 It is anticipated that the decision making process on options is likely to commence during early to mid-2018 and be completed in 2019.

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 The first phase of the CityConnect funded elements of the Castleford to Wakefield Greenway project between Fairies Hill Lock and Methley Bridge is being constructed on site with completion due in late February 2018. Subsequent phases have now been approved for delivery. These include Phase 2, extending the existing section of the greenway over the Hallam Line via a new bridge and on to the disused railway viaduct, and Phase 3 following on from the Viaduct into Leeds district. These works are planned to be completed by the end of 2018.

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Guidelines for Joint Consultation regarding Bus Services

The West Yorkshire Combined Authority (WYCA) has a dedicated Consultation Team who are able to provide expert advice and support to operators who wish to engage or consult with members of the public on bus services.

Recent joint consultations include the 14 week Bus and Transport Strategy over the summer 2016 period, Kirklees service review (with Arriva) and bus services in the Pudsey area (with First).

The guidelines below are to ensure that all aspects of future consultations are considered and reasonable expectations are agreed, in order that the exercise yields useful and appropriate feedback on the bus services.

WYCA strictly adheres to the Data Protection Act (1998) when processing personal and identifiable information. Operators are required to do the same.

Both parties will agree from the onset who will take the lead on the consultation and the roles and responsibilities of both parties. Roles and responsibilities include but are not limited to:

- Communications and marketing (press releases, informing elected members etc.)
- Questionnaire/survey design, building and web hosting
- Printing and distribution of promotional materials
- Attendance at events/drop-in sessions
- Hosting of forums/meetings
- Data entry, analysis and outcome reporting

Activities such as analysis could be undertaken by either party but WYCA would need 3 months' notice if required to carry out analysis to ensure sufficient staff resources are in place.

Please note that WYCA will provide an advisory only role with respect to consultation for wholly commercial services. All direct costs (ie print, room hire etc) to be borne by the operator.

Where the consultation is requested by the operator, to be effective, operators are encouraged to:-

- Provide at least six weeks' notice to WYCA's Consultation Team to ensure sufficient planning time and the availability of resources (i.e. it can take up to four weeks for publicity posters to be designed, approved, distributed and displayed at relevant bus stops). If significant support is required from WYCA then more notice will be required to ensure that there are sufficient staff resources in place.
- Inform WYCA of any proposed changes prior to the consultation (this will be kept confidential).
- Liaise with the Consultation Team regarding the design of any surveys, feedback forms and other documents to ensure the most useful questions are asked and feedback can be easily analysed.

- Take a lead on the marketing and promotion of the consultation including the press release and liaise with WYCA PR department.
- Brief all affected/elected Ward Councillors and MP's.
- Print sufficient quantities of relevant documents.
- Brief all staff prior to attending the drop-in sessions. There may be occasions where they are asked about up-to-date travel information.
- All parties to arrive early at the drop-in sessions in order to set-up and are required to stay for the duration of the times specified.
- All parties to adhere to any of the logistics at the drop-in sessions e.g. signing in at bus stations, wearing high-visibility clothing etc.
- Provide clear instructions to passengers on how to participate in the consultation.
- Agree in advance arrangements to cover any costs which may incur e.g. room hire charges (these are only likely to be small).
- Agree to share feedback from surveys / outcome of the consultation with WYCA, politicians and passengers.

The WYCA Consultation Team can:-

- Provide advice, guidance and support on surveys, marketing and promotion of the consultation.
- Suggest appropriate consultation dates, venues and times for the drop-in sessions.
- Provide a representative at the drop-in sessions (where appropriate).
- Provide advice regarding having due regard for equality groups and their needs.
- Offer use of the WYCA freepost address for the return of surveys if required (cost of postage to be paid for by the operator).
- Offer use of the busconsultation@westyorks-ca.gov.uk email address if required.
- Provide pop-up banners to use at the drop-in sessions.
- Advertise the consultation via WYCA / Metro channels as appropriate e.g. Social Media, Websites, Metro Messenger, Real Time Information Displays etc.