

BRADFORD DISTRICT CONSULTATION SUB- COMMITTEE

**MEETING TO BE HELD AT 5.00 PM ON MONDAY, 11 FEBRUARY 2019
IN COMMITTEE ROOM 1, CITY HALL, BRADFORD**

A G E N D A

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS**
Transport Committee members only.
- 3. EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE
PRESS AND PUBLIC**
- 4. MINUTES OF THE MEETING HELD ON 29 OCTOBER 2018**
(Pages 1 - 8)
- 5. OPEN FORUM**
- 6. OPERATORS UPDATES**
- 7. CONSULTATION ITEMS**
(Pages 9 - 14)
- 8. INFORMATION REPORT**
(Pages 15 - 30)

Signed:



**Director of Transport
West Yorkshire Combined Authority**

This page is intentionally left blank



**MINUTES OF THE MEETING OF THE
BRADFORD DISTRICT CONSULTATION SUB-COMMITTEE
HELD ON MONDAY, 29 OCTOBER 2018 AT COMMITTEE ROOM 1,
CITY HALL, BRADFORD**

Present:

Gareth Logan (Deputy Chair)	Public Representative
Councillor Kim Groves	Leeds City Council
James Craig	Public Representative
Stephen Hetherington	Public Representative
David Hill	Public Representative
Andrew Jewsbury	Public Representative
Peter Ketley	Public Representative
Andrew Noble	Public Representative
Graham Peacock	Public Representative
John Prestage	Public Representative
Keith Renshaw	Public Representative
Barrie Rigg	Public Representative

In attendance:

Neale Wallace	West Yorkshire Combined Authority
Brandon Jones	First Group
Lee Watson	Arriva
Pete Myers	Arriva Rail North Limited
Khaled Berroum	West Yorkshire Combined Authority
Megan Hemingway	West Yorkshire Combined Authority

1. Apologies for Absence

Apologies for absence were received from Councillor Taj Salam (Chair) and from Public Representative Norah McWilliam.

2. Declaration of Disclosable Pecuniary Interests

There were no disclosable pecuniary interests declared by Members at the meeting.

3. Exempt Information - Possible Exclusion of the Press and Public

There were no items requiring the exclusion of the press and public.

4. Minutes of the last meeting held on 16 April 2018

Matters arising from the last meeting:

Further to Minute 6 *Operator Updates*, comment was made that the new TransDev buses were proving unpopular due to their poor suspension. It was noted that the service was operating under contract and that neither the Combined Authority or Councillor Groves had received similar feedback. Any residents wanting to raise this issue were encouraged to do so.

Resolved: That the minutes of the meeting held on 16 April 2018 be approved.

5. Petition from Lister Community Action Group - changes to the 680 bus timetable

The Lister Community Action Group presented a petition against the changes which had recently been made to the 680 bus timetable. It was noted that the group felt there had been a failure to consult on the part of First Bradford and that the new service was both unreliable and not meeting passenger needs. There was also a ticketing issue raised as First Bus tickets were not accepted by Yorkshire Tiger.

The Group requested that the original half hourly bus service be reinstated.

Brandon Jones of First Bus confirmed that the service had been reduced due to low passenger levels but that First were happy to review this at a later date. He stressed that First were committed to increasing bus use in Bradford and to working with both the Combined Authority and the public.

The Combined Authority reported that they spent £19m on supporting bus services last year but by 2021 have to reduce this to £15.8m as a result of a reduced levy from District Councils. It was also noted that there is no provision in the Combined Authority budget for funding the enhancement of existing services.

It was proposed that this petition be considered at the next Transport Committee meeting.

Resolved:

- (i) That the request from Lister Community Action Group be noted.
- (ii) That the petition be considered at the Transport Committee in January 2019.

6. Reduction in the 633 Bus Service

Councillor Sajawal attended the meeting to voice concerns on behalf of his constituents regarding the reduction of the 633 bus service. It was noted that 700 people had signed a petition to reinstate some or all of the service. There had been no public consultation and residents were keen to talk to First Bus

regards ideas they had relating to the service provision. It was noted that residents were often driving into Bradford due to overcrowded buses and pointed out that parking fees were less than bus fares. Concern was raised regards pollution caused by this.

First Bradford thanked Councillor Sajawal for his comments and agreed that how they engage the public prior to change was really important. The challenges facing operators in rising costs were highlighted, versus the £3 per day parking cost in Bradford City Centre. It was acknowledged that frequency changes do affect passengers but that First Bus had tried to not lose connections. They agreed to work with Councillor Groves and community representatives in an attempt to address the issues raised.

The petition will be sent for consideration to the Transport Committee in January 2019.

Councillor Groves commended the community's efforts to come up with solutions. It was noted that the Bus18 initiative was working to try to remove barriers to work and education and to encourage Inclusive Growth.

Resolved:

- (i) That the issues raised in relation to the reduction of the 633 Bus Service be noted.
- (ii) That the petition be considered at the January Transport Committee.

7. Operators Updates

First Bradford updated the sub-committee on driver recruitment. A new training manager had been appointed and more drivers were being taken on to address the issue of drivers retiring.

A new driver training programme was ongoing to improve interactions with customers, particularly those with disabilities. The number of apprentices was being increased to 24 and more were located in the engineering section.

The Sub-Committee was informed that ticketing was currently 35% cashless with a target of 80% cashless travel within 5 years. Aims were to reduce boarding times and simplify fares.

Northern updated the Sub-Committee as to the planned RMT dispute and confirmed that strikes were planned the next few Saturdays with an option to call more. Talks have been held with ACAS last month but no resolution was achieved.

The Sub-Committee was also updated on the impact of the timetable changes in May. Northern had been told in January that the new timetable would no longer be possible due to a delay in the electrification of rail around Bolton. Planned changes for December 2018 and May 2019 will aim to stabilise the service. Northern stated that lessons have been learnt and in future they will ensure that no unnecessary risk is taken.

It was also noted that:

- Trans-Pennine are making significant changes in December 2018.
- New trains are in the UK now with training due to take place for their rollout in May 2019.
- Refurbishment is continuing on existing rolling stock both mechanical and electrical.
- Station improvement scheme continues in providing shelters and ticket information.
- Re-signalling work on Calder Valley went well, with bus support to services.

Members were then given the opportunity to ask questions and the following issues were raised:

- Why was the timetable implemented if the rail operators knew it wasn't going to work? Northern confirmed that it was suggested to stay with original timetable but it was not possible with the network.
- The implementation of new rolling stock was welcomed.
- Do train operators have any passenger loading limit in a train carriage given the recent overcrowding? The operator informed the Sub-Committee that there is a weight limit rather than person count per carriage and acknowledged that there is a clear overcrowding problem. The lead time to get new trains is an issue, as is the clear need for more and longer trains.

Arriva gave an update on service issues relating to the 268 & 253 on Tong Street. A network review is due in February 2019, with a public consultation across West Yorkshire with an aim to improve the speed of services. The Sub-Committee was informed that the Tong Street scheme is underway.

Arriva reported that they had worked with Northern Rail to provide bus services in lieu of rail when required and that this was deemed a success.

The Sub Committee was informed that Arriva is phasing contactless ticketing in starting in the new year with an aim of March 2019.

Resolved: The Operators updates were noted.

8. Spending priorities for Transport Services

The Sub-Committee was given a presentation which outlined the funding pressures on Local Authority Government as a result of a reduction of £1m in the Transport Levy for 2019/20.

- £2m had been spent on travel information especially Metro Line.
- Twitter was being utilised and live web chat.
- Bus live displays were now at many bus stops.
- The M-Card scheme had a funding gap of £200k.

Public representatives were given 8 tokens to vote on the following options:

1. Providing Bus Services.
2. Reducing the cost of Travel.
3. Providing Travel Information.
4. Multi-modal Tickets.
5. Providing bus stops/ stations.

Results were given at the meeting and were as follows:

1. 40 votes – top priority.
2. 19 votes.
3. 13 votes.
4. 10 votes.
5. 22 votes.

The voting outcome was similar to the other District Consultation Sub-Committees (DCSCs) and full results will be shared at the next meeting.

Public Representatives asked why the commission was so low from M-Card at 2.5%. They were informed that steps were being taken to try to secure other income in terms of renegotiating historical leases at Bradford Interchange and Councillor Groves confirmed that income generation overall was being examined.

It was also queried why children who are our future customers are not being encouraged to use public services rather than school buses as often journeys are being duplicated.

In response it was noted that the number of specific school buses was reducing and more children would be travelling on conventional bus services in future.

Resolved: That the presentation and Sub-Committee's feedback on spending priorities be noted.

9. Information Report

The Sub-Committee considered a report on matters of information relating to the Bradford District.

Inclusive Transport Strategy

It was noted that the Department for Transport had published its Inclusive Transport Strategy, which aims to improve accessibility for disabled people across the UK's transport network. In light of Brexit the law will still apply to passenger rights.

Audio Visual Information

The audio visual information continues to be implemented across services.

This will potentially take between 2-6 years depending on the size of the operator subject to a decision by the Department of Transport.

Clean Bus Technology Fund

The Clean Bus Technology fund had grant funded the Combined Authority to convert 255 buses to latest emission standards. The Combined Authority had topped this up so that all 300 buses applying for funding would be converted. Benefits of this would be felt across West Yorkshire.

Members felt the focus was very Leeds centric and questioned why this was the case. It was explained that the Government had set air quality targets specific to Leeds so this in turn had set the initial distribution of funding, although all operators' bids had now been met.

The Sub-Committee requested specific figures on the amount of vehicles now remaining below the Euro 6 requirement. The Combined Authority confirmed that it had requested these figures from operators and would give an indication at the next meeting.

Delay Repay Scheme

The scheme had now been extended by Northern Rail to include passengers whose journeys are disrupted by 15-29 minutes (from December 2018).

Bus Service Policy

It was noted that the Combined Authority's policy on how it uses powers to procure bus services had been revised. It will prioritise community access to the public transport network and opportunities for employment which may result in a reduction to evening and Sunday services.

Bradford Interchange

The pick-up and drop-off point improvements at the main entrance to the Interchange were completed in August, along with public toilet improvements.

Transforming Cities Fund

Councillor Groves confirmed that the bid had got through the first stage for this large potential funding. She noted that Chris Grayling had specifically mentioned Bradford in the Yorkshire Evening Post.

It was queried how the four key routes would be improved and Councillor Groves agreed that this would be brought to the next meeting.

Questions were raised by representatives as follows:

- It was considered that the update on the Leeds-Liverpool canal tow-path was misleading as to the upgrading of areas mentioned because some areas had in fact not been touched. Clarification on this would be sought.

- The Sub-Committee welcomed the audio visual delivery and reported it had been well received.
- A concern was raised regards the potential abuse of the blue badge system given the widening criteria.
- Boxing Day services to hospitals were highlighted and an appeal made to operators to make sure services connect to enable these journeys, particularly in Keighley.
- It was noted that there were no plans to extend station platforms; however this would not exclude the use of longer trains due to the door system being controlled, thus mitigating any safety issues.
- The management of the drop off point at Bradford Interchange was queried; it was confirmed that there was now an hourly patrol in the drop off point at Bradford Interchange.

Resolved:

- (i) That the Information Report was noted.
- (ii) That further information on the Euro 6 requirement be reported at the next Sub-Committee.
- (iii) The Transforming Cities Fund report be shared at the next Sub-Committee.

10. Open Forum - Questions and Suggestions

Questions were raised by public representatives and noted as follows:

- Bus drivers were driving off whilst people were still getting to their seats.
- Can more notice be given of changes to timetables to avoid petitions? If a subsequent change to the timetable is needed it takes another 6 months.
- A statement was read out from the Queensbury Tunnel Society. A petition of 10,450 signatures had been collected in favour of preserving the tunnel, in contrast to Highways England's planned closure. The main issues raised were the environmental impact of this 'abandonment', the flooding of the tunnel and the risk of historic mine works. The Society proposed preserving access for maintaining and monitoring the tunnel. They encouraged others present to sign the petition.
- Issue regards Sundays with Transdev services when there has been a bus but no driver. It was agreed that this would be brought to Transdev's attention as there was no representative at the meeting.
- Arriva advised there is a public consultation taking place in February 2019 – dates are on the website.
- The Sub-Committee welcomed First Bus and Yorkshire Tiger's attendance at the previous meeting. They had listened to concerns and the issues around the 675 route were now resolved.

11. Date of the next meeting - 11 February 2019



Report to: Bradford District Consultation Sub Committee

Date: 11 February 2019

Subject: **Consultation Report**

Director(s): Dave Pearson Director Transport Services

Author(s): Tom Gifford

1. **Purpose of this report**

1.1 DCSC members' views are sought on the following:

- Planning for Growth: The City Region Connectivity Strategy

2. **Information**

2.1 In June 2017, the West Yorkshire Combined Authority endorsed development of the HS2 Connectivity Strategy, which seeks to distribute the benefits of the arrival of HS2 in 2033, across the City Region.

2.2 Since this time, Transport Committee have considered and supported the development of the Leeds City Region HS2 Growth Strategy and the associated Leeds City Region HS2 Connectivity Strategy throughout 2017-2018.

2.3 The most recent update was provided to the 9 November 2018 Transport Committee meeting, with the key points summarised below:

- The report develops the first tranche of Inclusive Growth Corridors (those areas with greatest economic need/opportunity), as identified in the HS2 Connectivity Strategy. The report sets out how transforming connectivity in the communities of greatest economic need will help raise productivity, living standards and improve air quality, thereby helping to deliver Inclusive Growth.
- The conclusions build on the current investment in transport improvements across York, Wakefield, Leeds, Bradford, Calderdale and Kirklees. Significant improvements are already being made through programmes including Connecting Leeds and the West Yorkshire-plus Transport Fund across Walking, Cycling, Bus and Rail.
- This report seeks to 'commence a conversation' on future solutions to future capacity requirements and delivering inclusive growth - including

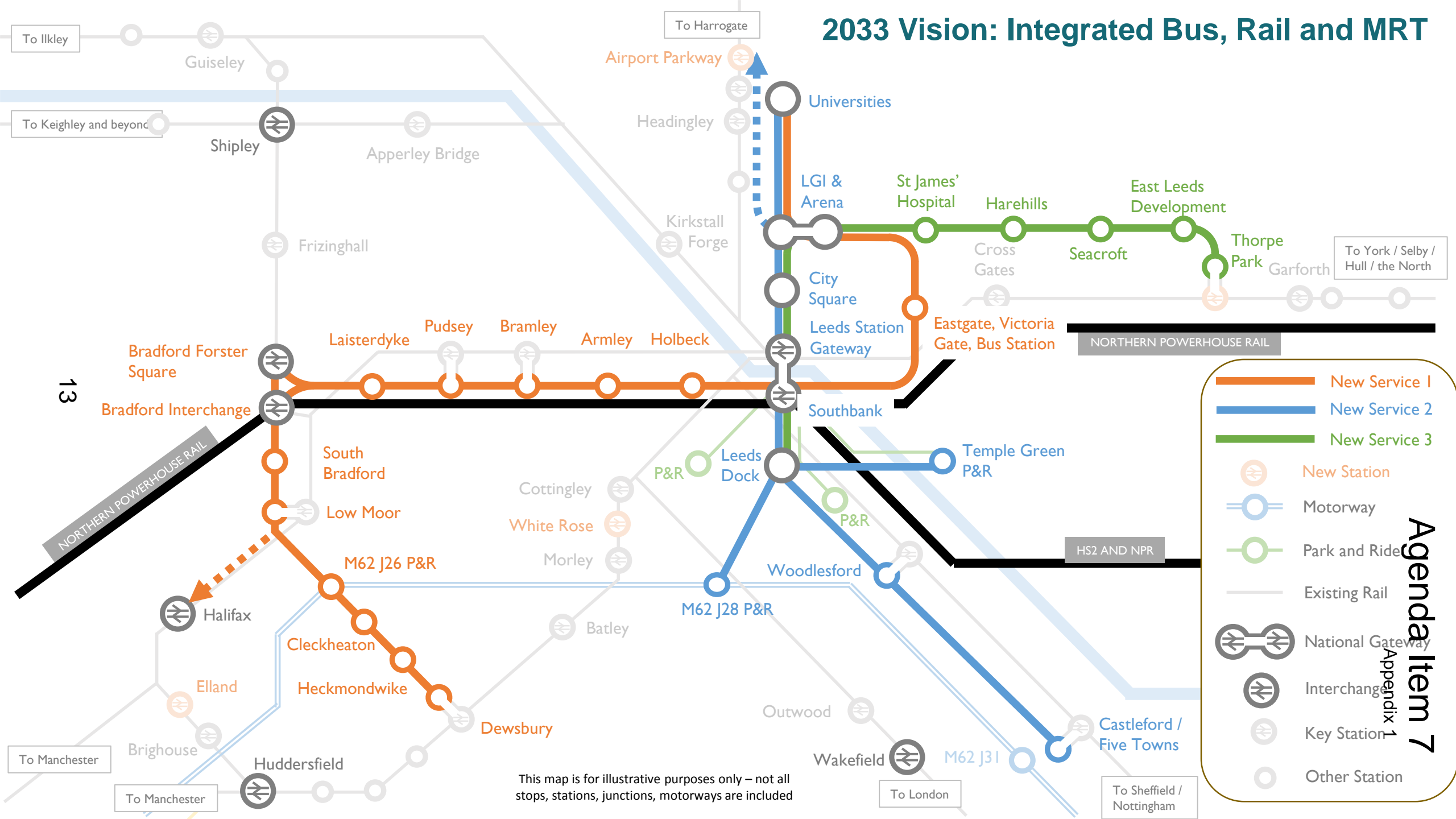
maximising the positive impact of strategic transport investments (HS2/NPR).

- Subject to feedback received through the conversation, the proposed City Region Transit Network has the potential to form a key priority for delivery in the timeframe up to HS2 opening in 2033.
- The key 'places to connect' for the four corridors examined so far have been identified and are illustrated within Figure 1 below. The work to date proposes three new public transport services to increase capacity between key local urban communities into national hubs – the orange, green and blue lines. Some of these services have the potential to require entirely new infrastructure and whilst complementary to the existing transport system, offer the opportunity to reimagine how other modes such as bus and rail can integrate with it. Together these new services would form the first tranche of the 'City Region Transit Network' to open in parallel with HS2 opening in 2033.
- It is important to note that for the proposals set out in the map at **Appendix 1** detailed alignments, confirmation around mode choice and business case value for money assessments would be developed as part of the next stage of development works and would also be informed by feedback and amendments as a result of from the proposed forthcoming engagement. At this stage Figure 1 is intended to illustrate the key communities to connect through transformed connectivity by 2033. It is likely that Mass Transit has an important role to play for some of these services given the scale of demand forecast and the economic needs of these communities.
- Different modes of transport serve different needs and provide different levels of capacity. Technologies have moved forwards significantly in the last decade. For example, new battery technologies, hydrogen propulsion and autonomous innovations are changing advance mass transit vehicle technologies, which also improve air quality. There are a range of pros and cons for each individual vehicle technology option.
- The work undertaken to date and reported to Transport Committee highlights that Mass transit vehicles (i.e. vehicles which can carry between 200-300 people – a vehicle of this size requires a steel rail) are anticipated to be required to meet the capacity need in delivering some of these new City Region Transit Network services set out in Figure 1.
- The Mass transit vehicles would be just one element of integrated future pipeline; the system would need to be integrated within the wider public transport offer, for example through bus services feeding the mass transit services. Bus will continue to have a very important role in the transport network.
- This is only the start of the conversation. Through the conversation with stakeholders and the public as well as through the development of the business cases, other modes such Bus Rapid Transit or Tram-Train will continue to be assessed and may be more suitable for example, where there lower levels of capacity are required or where there is direct interface with the heavy rail network respectively.

- The analytical and evidence based approach applied here is focused on connecting communities in greatest economic need/opportunity. This is the logical and evidenced based next step in the City Region’s plans for transport investment.
 - Significant further development work is required on the City Region Transit Network and would be informed by the conclusions of the forthcoming engagement.
- 2.4 A business case considering all the technology options which meet this need will need to be developed, as part of which are there significant and exciting opportunities to explore linkages to the wider LEP Board around Green Blue Infrastructure, the Energy Strategy, the Hydrogen 21 project and within the ‘Technology for Good’ component of the Digital Framework.
- 2.5 Further information will be available shortly asking for views from stakeholders and the public on the map and the technologies which should be considered in its delivery.
- 2.6 DCSC members will have an opportunity to provide feedback at the meeting.
- 3. Recommendations**
- 3.1 That the Sub-Committee’s feedback on the Connectivity Strategy is recorded to inform the ongoing development of the strategy.
- 4. Background Documents**
- None.
- 5. Appendices**
- Appendix 1 - 2033 Emerging City Region Transit Network with HS2.**

This page is intentionally left blank

2033 Vision: Integrated Bus, Rail and MRT



13

This map is for illustrative purposes only – not all stops, stations, junctions, motorways are included

Agenda Item 7
Appendix 1

- New Service 1
- New Service 2
- New Service 3
- New Station
- Motorway
- Park and Ride
- Existing Rail
- ⇄ National Gateway
- ⇄ Interchange
- Key Station
- Other Station

This page is intentionally left blank

Report to: Bradford District Consultation Sub Committee

Date: 11 February 2019

Subject: **Information Report**

Director(s): Dave Pearson Director Transport Services

Author(s): Various

1. **Purpose of this report**

1.1 To update the sub-committee on matters of information relating to the Bradford District.

2. **Information**

Budget Update

2.1 West Yorkshire Combined Authority will set its budget for the coming financial year on 14 February 2019 and is expected to continue the £1 million per annum reduction in the Transport Levy in line with the funding pressure across the local government sector. In November, the Transport Committee reviewed its budgets accordingly and endorsed an approach which sought a 20% reduction in the costs of supported bus services and maintaining current funding for young people's concessionary fares. Activities such as ticketing and information should move to a position where they are funded by income and contributions from transport operators and are therefore at no cost to the local taxpayer.

Transforming Cities Fund

2.2 The Transforming Cities Fund (TCF) was announced in the Budget of November 2017 to "support intra-city transport, target projects to drive productivity by improving connectivity, reduce congestion and utilise new mobility services and technology". Through TCF, the Department for Transport has made £1.28 billion of capital funding available for competitive bidding by non-mayoral combined authorities up to 2022-23.

2.3 The Leeds City Region is one of the 12 non-mayoral areas to be successful in applying for TCF. On behalf of the Leeds City Region, the West Yorkshire Combined Authority is able to submit three competitive bids:

- A 'small bid' on behalf of the region with a value up to £10m. This was required to be submitted by 4 January 2019

- A 'big bid' on behalf of the region, which can be submitted as part of a strategic outline business case during 2019, for a proportion of the £1.28billion funding available.
- A separate bid on behalf of the region to the separate £90m Future Mobility fund, to create Future Mobility Zones in which to trial new transport modes, services and digital payments.

2.4 The Department for Transport is currently reviewing the 'small bids' and is anticipated to reach a decision over the next month. Development work on the remaining bids is now underway. Further details on TCF can be found here: <https://westyorks-ca.gov.uk/transport/transforming-cities-fund/>

West Yorkshire Bus Alliance

- 2.5 At its meeting in November 2018, Transport Committee endorsed that Bus 18 should move towards a non-statutory alliance (technically known as a Voluntary Partnership) with a view to migrating to a statutory partnership model as it matures.
- 2.6 The Bus Services Act 2017, provides for Advanced Quality Partnership, Enhanced Partnerships and Franchising, which are all relatively new, untested provisions. It is proposed that in the short term focus is placed on making tangible improvements for the customer rather than entering into the lengthy negotiations and legal process that are needed to establish a statutory arrangement.
- 2.7 The Alliance will be led by the Chair and Vice Chair of the Transport Committee with strong participation from bus operators. Transport Focus will represent passenger interests, and there will be close liaison with local authority highway teams.
- 2.8 Ten work streams have been developed jointly by the Combined Authority, West Yorkshire districts and bus operators. The work streams contain a set of commitments and the anticipated outcomes for the customer.
- 2.9 It is important to ensure momentum is maintained from a transition from Bus18 into the West Yorkshire Bus Alliance, with progress against delivery of the commitments and adoption of the governance arrangements ahead of finalising the formal Voluntary Partnership agreement.
- 2.10 The next steps for the Alliance are to develop the work plans, key performance framework and supporting legal agreement.
- 2.11 Further information, including a summary of the themes, work streams and commitments is attached at **Appendix 1**.

Digital Payment Strategy

- 2.12 The Combined Authority's new Digital Payment for Travel Strategy aims to promote and stimulate flexible digital payment with all the benefits that brings, rather than create an entirely cashless system. It recognises that people often have to use different companies' services, using a combination of bus and train journeys, and the way people pay for them should be seamless and easy to understand. It also highlights that not everyone wants to or is able to pay

online or via smartphone and these people, some of whom may not have bank accounts, must not be forgotten or excluded.

- 2.13 The strategy also recommends the development of the Mobility as a Service approach suggesting people would use a single point (such as an app or a web portal) to access different types of transport through single payments or retrospectively on an account basis, ensuring they get the best value travel. A Mobility as a Service app would also help make it easier for users to plan their journeys and then book and pay for their journey in one place.

Performance of Northern / TransPennine Express rail services

- 2.14 The rail industry uses the Public Performance Measure (PPM) which combines figures for punctuality and reliability into a single performance figure. For TransPennine Express (TPE) it covers services arriving at their destination within 10 minutes of their planned arrival time and for Northern within 5 minutes of their planned arrival time. Rail performance in the North deteriorated following the introduction of the May 2018 timetable, although steps were taken by the rail operators in the December 18 timetable change to try and add more robustness into the timetable and restore stability and reliability. The following summarises performance over the period October to December:

- Northern averaged 75.3% PPM in the whole region compared to 83.8% in the same period the previous year. Northern services in West and North Yorkshire over the same period averaged 80.7% PPM compared to 90.6% in the previous year. Over the same period an average of 2.4% of trains have been cancelled and 4.9% of trains have operated in our region with fewer carriages than planned. Whilst overall this performance is better than the average across the north, this masks the fact that some routes such as Calder Valley have experienced a high level of delay and cancellation whereas other routes less so.
- TransPennine Express (TPE) averaged 69.6% PPM on its North route (via York, Leeds and Huddersfield) compared to 81.7% in the previous year. An average of 14% of trains have been cancelled and 0.54% of trains have operated in our region with fewer carriages than planned.

- 2.15 Autumn impacted significantly on the performance of both operators during the period due to the effect of leaf-fall on rail conditions. Northern particularly suffered from a number of wheel flats this year and investigations are ongoing why this is an increasing problem. Following the timetable change on in December 2018 there were signs of improvement with the PPM for both Northern and TPE, increasing to 82.3 and 82.8% respectively. TPE cancellations also reduced significantly on the North route to 5.6%. The ongoing industrial action at Northern continues to reduce the level of services operated on Saturdays.
- 2.16 Performance of rail services, and actions being taken to improve performance, will be an early focus of a new train Operators Forum. The Managing Directors of Northern and TransPennine Express have been invited to update the Combined Authority on plans to restore confidence in rail services at its meeting on 14 February 2019.

Northern & TransPennine Franchise / December 2019 Changes

- 2.17 The December 2019 timetable change was intended to mark the final implementation of the service improvements initially committed under the TransPennine Express and Northern franchises that commenced in April 2016.
- 2.18 It is expected that a number of changes will not now happen in December 2019, and in several cases there is no date for their implementation. The principal reason for this is infrastructure capacity: principally, a failure to deliver schemes that were assumed to be in place by December 2019 to increase network capacity. It is also, to an extent, due to changed assumptions as to what frequency of services can be accommodated on a given section of rail infrastructure with acceptable punctuality/reliability; the performance problems after the May 2018 timetable change suggested that previous assumptions were overoptimistic.
- 2.19 Work is expected to start at Leeds station in 2019 to provide extra platform capacity, and in the short term, this work could reduce capacity and may delay the introduction of the promised 6-car trains on the Skipton and Ilkley lines.
- 2.20 The following service improvements will be delayed beyond December 2019:
- Leeds – Harrogate: increase to four trains per hour
 - New fast Bradford - Leeds – Sheffield – Nottingham
 - Extending the Calder Valley service to Manchester Airport and /or Liverpool
- 2.21 The following changes are expected to go ahead, in either May or December 2019 :
- Liverpool – Newcastle Trans-Pennine Express extension to Edinburgh
 - Huddersfield – Wakefield extension to Castleford – expected May 2019
 - One extra train each way per day between Leeds and Lancaster expected - May 2019
 - Leeds – Selby extension to Hull – expected December 2019
 - York – Preston train extension back to Blackpool - expected May 2019
 - Leeds – Bradford – Calder – Manchester extension to Warrington & Chester - expected May 2019
 - Leeds – Harrogate increase from 2 trains per hour to 3 (new hourly train stopping only at Horsforth and Hornbeam Park) - expected May 2019
- 2.22 Improvements to local services between Huddersfield and Stalybridge/Manchester are expected to be introduced in December 2019.
- 2.23 It is not yet known what the status is of committed improvements to give earlier first and later last trains, as well as to a number of upgrades to Sunday services.

Trans-Pennine Route Upgrade

- 2.24 The Trans-Pennine Route Upgrade (TRU) programme is concerned with the modernisation of the York/Selby – Leeds – Huddersfield – Manchester railway line. This project is led by the Department for Transport, though Transport for the North (TfN) has been asked to input its views and did so in late summer 2018. TfN recommended at its Board meeting in September that TRU should cover a programme of speed, capacity, reliability and efficiency improvements on the line, including electrification and the provision of adequate capacity for freight, as well as improved local services. The Combined Authority gave its support to TfN's position.
- 2.25 The Secretary of State has yet to make the expected announcement confirming his intentions as regards the scope, timescales and delivery of TRU. There are concerns that the Secretary of State may not provide a clear commitment to delivering a scheme that provides the benefits identified by TfN. The Combined Authority considers that any "watering-down" of the scope of TRU could have significant negative consequences for the region and for the North as a whole.

Bradford Interchange and Forster Square

- 2.26 Bradford Council, the Combined Authority and Network Rail have been working in partnership to deliver the Bradford Forster Square redevelopment project. The project aims deliver an Improved Station Gateway to the city with a planned completion in 2021, and will provide:
- An enclosed station with green roof
 - Configuration of the turning loop and drop-off/ pick-up space to provide enhanced circulation space for pedestrians
 - Reconfiguration of the train station car park with relocation of accessible parking
 - A secure waiting environment for passengers
 - Waiting space on the concourse for passengers
 - Two lifts connecting to School Street to ensure connectivity to the city centre
 - Toilet facilities within the main station building
- 2.27 Bradford Forster Square has also been included in the tranche 1 bid for Transforming Cities Funding; this will include cycling and pedestrian improvements between Bradford Forster Square and Bradford Interchange.
- 2.28 Feasibility studies and surveys are being progressed to establish the options for Bradford Interchange in the short, medium and long term.

New Rail Cards

- 2.29 The Department for Transport has announced the launch of a new Railcard which will extend half price child rail fares to 16 and 17 year olds. The new 16 & 17 Railcard will be launched in September 2019, with up to 1.2 million young

people guaranteed a 50% discount on rail travel to coincide with the new academic year.

- 2.30 Plans for the new rail card were announced on the same day that the rail industry launched the 26-30 Railcard, benefitting up to 4.5 million people with a third off their travel.

Settle to Carlisle Rail Offer

- 2.31 WYCA and Northern Rail are offering a special flat fare day ranger ticket on either the Settle-Carlisle or Leeds-Morecambe scenic railway lines.
- 2.32 The offer is available to holders of Metro (West Yorkshire Combined Authority) issued English National Concessionary Travel Scheme (ENCTS) passes (Senior, Disabled and Blind).
- 2.33 Senior, Disabled and Blind Pass-holders can use their Pass to buy a Day Ranger ticket for £14.00 and can take up to four children along for a flat fare of £7.00 each. The offer is available on all trains except the 0551 Carlisle to Leeds via Settle and 0648 Lancaster – Leeds via Bentham Mondays to Fridays, and is valid all day at weekends and on Bank Holidays. The offer is available until Saturday 6 April 2019 (except for the week of Monday 18 – Saturday 23 February 2019 inclusive). Saturday services are currently being disrupted by industrial action.

Customer Service Excellence Standard 2018

- 2.34 The Combined Authority has again achieved the Customer Service Excellence Standard for its Transport brand, Metro. The Customer Service Excellence Standard is designed to operate on three distinct levels
- as a driver of continuous improvement by allowing organisations to self-assess their capability in relation to customer focussed service delivery, identifying areas and methods for improvement,
 - as a skills development tool by allowing individuals and teams within the organisation to explore and acquire new skills in the area of customer focus and customer engagement, and
 - as an independent validation of achievement. By allowing organisations to seek formal accreditation to the Customer Service Excellence standard, demonstrate their competence, identify key areas for improvement and celebrate their success.
- 2.35 The Combined Authority submitted a wide range of evidence in order to meet the requirements of the Standard which was independently assessed over a three day period, including face to face visits to some of the services provided by the Combined Authority. Evidence submitted and assessed included customer insight and research, consultation, service design, development and improvement, front line service delivery. The Combined Authority was again successful in meeting all the criteria of the standard.

Wifi in Bus Stations

- 2.36 Passengers at Bradford Interchange, Castleford, Dewsbury, Halifax, Huddersfield, Keighley, Leeds and Pontefract Bus stations can now take advantage of free Wi-Fi. Providing users with access free wi-fi at its eight

busiest facilities is part of the Combined Authority's current project with BT to upgrade CCTV coverage across all of 25 of its West Yorkshire bus stations. Passengers using any of these eight bus stations will have the option of connecting for free with 'WYCA Public' through the BT network. Connecting for the first time requires a one-time registration process to make sure their device is recognised on the next visit to one of West Yorkshire's bus stations.

Real Time Displays

- 2.37 Work will commence in April to upgrade 750 real time screens across West Yorkshire, which will see the removal of blue monitor style units being replaced with clearer four-line LED units that provide better visibility units displaying more real time information for customers.

Bus Shelter Maintenance

- 2.38 The Combined Authority is responsible for the cleaning, maintenance and repair of bus stops and shelters across West Yorkshire, which includes approximately 10,000 stops and 4,000 shelters. The Combined Authority's facilities and assets team have a 24 hour, 365 days a year emergency call out and repair service available for bus shelters or stops that are damaged and require repair.
- 2.39 Damaged stops and shelters can be reported using an online form at www.wymetro.com/contact-us/ or by phone to MetroLine on 0113 245 7676.

Bus Service Changes

- 2.40 In response to feedback from passengers, First are introducing an additional 671 journey from West Bowling into Bradford at 0940. This will be introduced on 24 February.

Boxing Day Bus Services

- 2.41 The Combined Authority supported the provision of a network of bus Boxing Day services throughout West Yorkshire. Services operated approximately every half-hour between 0900 and 1800 on main routes in West Yorkshire. A verbal update on take up of the services will be provided at the meeting.

Bradford Shipley Route Improvement Scheme

- 2.42 Bradford Council, in partnership with West Yorkshire Combined Authority, is planning to upgrade the main roads between Bradford and Shipley. Public engagement on this scheme ran from 14 December 2018 to 8 February 2019. Further details are available via www.yourvoice.westyorks-ca.gov.uk/bradfordshipley.

Bradford Corridor Improvement Programme

- 2.43 A programme of junction improvements is planned along the A6177 Outer Ring Road at the following junctions:
- Carlisle Rd/Toller Lane/Whetley Lane
 - Thornton Rd/Cemetery Rd
 - Great Horton Rd/Horton Park Avenue

2.44 Public engagement on this scheme will run from: 18 February to 29 March 2019. Further details will be available at www.yourvoice.westyorks-ca.gov.uk

Walking and Cycling Strategy

2.45 As part of the [Cycling and Walking Investment Strategy](#) (CWIS), the Department for Transport has published guidance on development of Local Cycling and Walking Infrastructure Plans (LCWIPs) as part of planning walking and cycling networks, and for prioritising investment to deliver these networks. The methodology brings together evidence and data on propensity and usage, with stakeholder input providing local intelligence.

2.46 LCWIPs are now being developed for each partner council area in West Yorkshire, which can be combined to create a West Yorkshire LCWIP. City of Bradford Metropolitan Borough Council is leading development of the Bradford LCWIP, with the Combined Authority playing a role in co-ordinating development of LCWIPs across West Yorkshire, to ensure a consistent approach is taken.

2.47 It is anticipated that the development of a final LCWIP will require several phases of work, given the amount of resource and time required to develop a fully comprehensive plan. The current initial phase of work, planned for completion by spring 2019, will focus on specific geographic areas of focus, within which key walking routes and cycling network desire lines will be identified, and resulting schemes assessed as part of a prioritisation process. Separate areas of focus have been identified for walking and cycling as part of this:

- Keighley town centre (walking network area of focus) – identified as a suitable area of focus as a result of its busy town centre environment, with one of the highest concentrations of destinations in Bradford district. Particular focus will be given to walking routes linking to Keighley College and Keighley railway station.
- South Bradford (cycle network area of focus) – identified as a suitable area of focus as a result of the potential to improve connections between Bradford city centre and south Bradford with existing routes like the Spenn Valley Greenway, which provide a link into neighbouring Kirkstall, Calderdale and the new railway station at Low Moor, as well as connecting communities within south Bradford to important destinations across the south of the city.

2.48 Local stakeholders play an important part in LCWIP development, and walking and cycling specific events have been held with local ward members, stakeholders representing user groups local community groups and organisations, and local authority officers

2.49 These events provided local knowledge which will be used alongside data gathered by the consultants and work previously undertaken by partner councils, to develop the proposed cycling and walking networks and improvements required within the areas of focus.

City Connect

2.50 Works continue to deliver the cycle way between Stanley Road and Bradford city centre along the Canal Road Corridor. 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 included on the City Connect website www.cyclecityconnect.co.uk/projects/canal-road-bradford and the project is due for completion in late February 2019. In addition, some enhancement works will be taking place along the cycle superhighway between Leeds and Bradford.

- 2.51 The Airedale Greenway project, providing towpath upgrades on the Leeds-Liverpool Canal into Silsden was completed in August 2018. There are some ongoing issues regarding towpath quality which require rectifying.
- 2.52 A further extension to the CityConnect programme, through the Transport Fund, has been approved to progress through the Combined Authority's assurance process with development funding approved. This extension includes additional proposed cycle route improvements in Bradford on the Leeds-Liverpool Canal towpath in the Shipley area, upgrading those sections that have deteriorated since completion of the first phase of CityConnect works.
- 2.53 CityConnect is currently delivering several initiatives across West Yorkshire which are aimed at helping people take every day journeys by bike or on foot. Initiatives include through support to schools, businesses and community organisations and a programme of adult cycle training aimed at people accessing work, training and apprenticeships, as well as overcoming mental and physical health barriers
- 2.54 To date, over 230 businesses have been supported through the CityConnect Bike Friendly Business programme. Businesses are given advice and support to become bike friendly employers; local businesses who have signed up include WM Morrison and Shipley College. Businesses have also been able to access small grants to improve facilities at their organisations to encourage their staff to cycle to work. Organisations that have benefitted from the process have seen a 25% increase in staff cycling to work by bike.
- 2.55 CityConnect has also been working with businesses across West Yorkshire to become walk friendly employers. In partnership with the national walking charity, Living Streets, we have supported over 50 organisations through activities and advice to help their staff become more physically active as part of the working day. Organisations such as University of Bradford and Bradford Council have seen the benefit of led walks, walking meetings and walking maps which show easier ways to get to work on foot.
- 2.56 West Yorkshire have been leading the development of a health referral programme with partners Cycling UK, where people with physical and mental health issues are referred on to a 12 week cycle training programme. Cycle 4 Health has now completed a second year of training and has provided sessions to 276 people. Courses are run out of Lister Park and Bradford Capital of Cycling in Bradford.
- 2.57 CityConnect's free adult cycle training programme is also ongoing, with more than 1200 people being trained by partner Bike Right! to support them in their commute or rides just for fun. Courses are run out of Lister Park and Bradford Capital of Cycling and can be booked through the CityConnect website www.cyclecityconnect.co.uk/cycle-training

Combined Authority Senior Roles

2.58 Alan Reiss joined the Combined Authority in October as Head of Policy, Strategy and Communications and will oversee transport policy work led by Liz Hunter. In December, Mark Gregory joined as Head of Assets responsible for transport assets including bus stations, shelters and stops. At the end of March, Neale Wallace Head of Transport Operations and Diane Groom Head of Customer Services will be leaving the organisation to pursue other interests. Both Neale and Diane have regularly attended and supported the District Sub Committees and have each made a positive impact on how people travel throughout the region over many years with Metro and the Combined Authority. Recruitment to both roles is currently under way and it is expected that the new recruits will be in post in the spring.

3. Recommendations

3.1 That the information report be noted.

4. Background Documents

None.

5. Appendices

Appendix 1 – West Yorkshire Bus Alliance

The logo for West Yorkshire Combined Authority, featuring the text 'West Yorkshire' in a large, bold, teal font, with 'Combined Authority' in a smaller, teal font below it. The logo is set against a white circular background.

**West
Yorkshire**
Combined
Authority

25

West Yorkshire Bus Alliance

Agenda Item 8
Appendix 1

The Vision

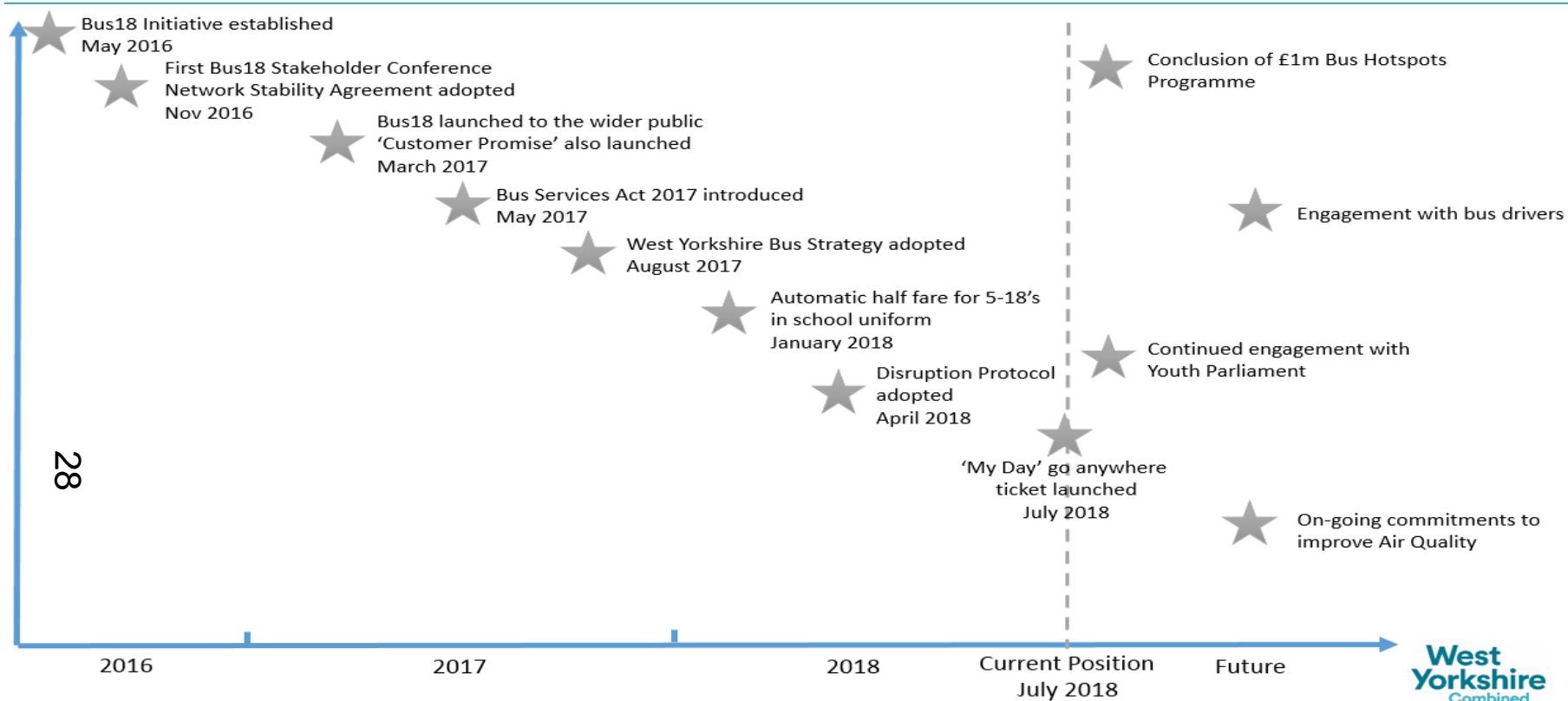


To create a modern, integrated and innovative bus system, which puts customers first and contributes to the delivery of the economic, environmental and quality of life ambitions as set out in the Strategic Economic Plan and the West Yorkshire Transport Strategy.

Objectives

- The West Yorkshire Bus Strategy objectives are as follows:
 1. To enable economic growth in West Yorkshire by improving connectivity to areas of economic opportunity Provide a step change in the journey experience for customers
 2. To realise environmental aspirations, including significantly reducing local emissions Make the bus easy to use
 - 2.3. To support local communities by improving access to health services, education, employment, leisure and retail destinations
- With the following measures for success:
 1. Increased bus patronage - working towards increasing bus patronage by 25% across West Yorkshire and by 50% in Leeds
 2. Deliver a Reliable Service
 3. Increased Customer Satisfaction

Our Progress To Date: Bus18



Example of a Bus 18 Success

- MyDay was launched in July 2018 as the new all-day £2.60 county-wide bus ticket for West Yorkshire's under 19s, replacing the current half metro day ticket.
- August 2018 15,300 tickets were sold, whereas 12,000 equivalent tickets were sold in the same period last year.

Next Step: West Yorkshire Bus Alliance

- West Yorkshire Bus Alliance is the new voluntary partnership agreement between West Yorkshire Combined Authority, the West Yorkshire districts and the Bus Operators.
- The Alliance will be led by the Chair of the Transport Committee. Transport Focus will represent passenger interests and there will be close liaison with local authority highway teams.
- A timescale of 2019 to 2022 is proposed -not to suggest that the programme ends in 2022, the intention is to move to a further stage at this point
- The Alliance will provide:
 1. a structure for all parties to work towards improving the service offer for the customer
 2. the opportunity to implement measures to improve bus travel by ensuring the network is stable, affordable, reliable and punctual.
 3. opportunity to test the features of a statutory partnership without the legal implications

West Yorkshire Bus Alliance Themes

Theme	Work Stream	Commitments
Customers at the Heart	Network Legibility	Single clearly identifiable brand
	Ticketing and Retail	Account based ticketing
	Ticketing and Affordability	Simple fares structure and fare offers for young people
	Travel Information	Live journey planning information, real time and disruption collaboration
	Customer Service	Consistent customer service offer, improved on board bus customer facilities
	Communication and Engagement	Promotional engagement to encourage behavioural change
Keeping Buses Moving	Highway Infrastructure	Highway Improvement Programme to reduce journey times, congestion relief programme, improved bus waiting infrastructure, development of a Transport Coordination Centre
	Service Provision	Extended operating hours, Review of the bus network structure, improved network security, better emergency planning, major highway events planning and resilience
A Sustainable Bus Network	Clean Bus Technology	Delivery of a clean bus technology programme
	Economy of the Bus Network	Better data availability, review of the economy of the bus network

30