

CALDERDALE DISTRICT CONSULTATION SUB- COMMITTEE

**MEETING TO BE HELD AT 5.00 PM ON TUESDAY, 12 FEBRUARY 2019
IN THE KINGS CENTRE, PARK RD, HALIFAX, HX1 2TS**

A G E N D A

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS 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 30 OCTOBER 2018 AND
FEEDBACK**
(Pages 1 - 6)
- 5. A629 PRESENTATION**
- 6. OPEN FORUM**
- 7. OPERATOR UPDATES**
- 8. CONSULTATION REPORT**
(Pages 7 - 12)
- 9. INFORMATION REPORT**
(Pages 13 - 30)

Signed:



**Director of Transport Services
West Yorkshire Combined Authority**

**MINUTES OF THE MEETING OF THE
CALDERDALE DISTRICT CONSULTATION SUB-COMMITTEE
HELD ON TUESDAY, 30 OCTOBER 2018 AT THE KINGS CENTRE,
PARK RD, HALIFAX, HX1 2TS**

Present:

Councillor Daniel Sutherland (Chair)	Transport Committee
Councillor Peter Caffrey	Transport Committee
John Sheppard (Deputy Chair)	Public Representative
Reid Anderson (Public Representative)	Public Representative
Myra James (Public Representative)	Public Representative
Peter Melling (Public Representative)	Public Representative
Kate Smyth (Public Representative)	Public Representative
John Whiteley (Public Representative)	Public Representative
Geoff Wood (Public Representative)	Public Representative

In attendance:

Councillor Kim Groves	Leeds City Council
Pete Myers	Arriva Rail North Limited
Will Pearson	First Group
Jazz Terry	First Group
James Smith	Yorkshire Tiger
Diane Groom	West Yorkshire Combined Authority
Khaled Berroum	West Yorkshire Combined Authority
Ben Kearns	West Yorkshire Combined Authority

1. Apologies for absence

Apologies were received from public representatives Richard Potter and Zaheer Khalil.

2. Declarations 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 10 April 2018

In respect of minute 5, Air Quality Strategy, the chair advised that this would be on the agenda at the next Transport Committee on 9 November 2018.

In respect of minute 6, Tracker Survey, the Sub-Committee was informed that deaf people were not specifically included in the survey but were assured that the Combined Authority recognised the importance of their involvement and they would be included in the future.

Resolved: That the minutes of the meeting held on 10 April be approved.

5. Spending priorities for Transport Services

The Sub-Committee was provided with a presentation which outlined spending on services funded through the transport levy. The presentation addressed spending priorities as a result of a reduction of £1 million in the transport levy for 2019/20.

The services funded through the levy include:

- Support for mobility / tendered bus services which receives £18.7 million in funding.
- Concessionary travel for young people with a current budget of £10 million.
- The provision of travel information, with a budget of £1.2m plus £0.8 million contribution from transport operators.
- Support to multi modal ticketing, £1m spend offset by £0.8m income.
- Bus stations, stops, shelters and associated facilities with a total cost of £7.5m offset by £4 million income.

The Sub-Committee was asked to consider spending priorities across services funded through the transport levy. It was emphasised that this was a way for the Combined Authority to get an initial feeling as to the Sub-Committee's views and that there would be further consultation in the future. Members were given 8 votes each to allocate across the 5 services. The results of the consultation was as follows:

- 14 for support for mobility / tendered bus services.
- 12 for concessionary travel for young people.
- 13 for the provision of travel information.
- 14 for bus stations, stops, shelters and associated facilities.
- 3 for the support of multi-modal ticketing.

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

6. Operator Updates

Yorkshire Tiger reported no updates to the Sub-Committee.

First provided the following update to the Sub-Committee:

- First have started a disability awareness training programme.
- It was reported that 35% of transactions were contactless – the aim remains 80% in 5 years.
- First are retro-fitting buses to Euro 6 standard.
- First have conducted a price review with some fares increasing as a result. It was noted that some fares remained unchanged and that any increase in fares reflected increased costs.
- First reported minor changes to the 576 service to improve reliability.
- First addressed the disruption of services around Mixenden with diversions in place.

The Sub-Committee had the following questions and comments following the bus operator updates:

- It was questioned whether adequate notice was given to customers about the Mixenden diversions. First reassured the Sub-Committee that posters were put up around Mixenden, on buses, and also sent to the Combined Authority.
- The Sub-Committee expressed concern over the standard of buses in Calderdale and were under the impression that new buses go to Leeds while older units are re-located to Calderdale. The Sub-Committee was advised that investment is prioritised in areas which offered the biggest benefit for the operator.
- A member asked about the provision of direct services to Calderdale hospital from the Calder Valley. It was suggested that the services from Burnley and from Rochdale could be diverted via the hospital to address the difficulties faced by people in the upper Calder Valley in getting to the hospital. First suggested that they would be willing to work with parties to create the best network for passengers.

Northern updated the Sub-Committee on the impact of the timetable changes introduced in May 2018. Northern were 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 will aim to stabilise the service, with May 2019 seeing the introduction of the timetable originally planned for May 2018. Northern also updated the Sub-Committee regarding the ongoing industrial dispute. The Sub-Committee heard that RMT had called strikes for the next 3 Saturdays and that no talks were currently planned between either side after the dispute was submitted to ACAS, with no resolution.

Following the rail operator update the Sub-Committee made the following comments:

- A question was raised regarding Mytholmroyd station. The Sub-Committee was advised that work on the station car park is planned to commence in Spring 2019.
- A member expressed their anger and disappointment about the disruption caused by the May 2018 timetable. Northern apologised for the severe disruption following the timetable changes in May and acknowledged that the services had been poor.

Resolved: That the operator updates and the Sub-Committees' feedback be noted.

7. Information Report

An information report was presented updating the Sub-Committee on matters relating to the Calderdale district.

The Sub-Committee made the following questions and comments:

- In respect of the Transforming Cities Fund, which includes plans to upgrade public transport connections to eight rail stations The Sub-Committee queried if any of the 8 stations listed were in Calderdale and was were informed that Halifax station was included.
- The Sub-Committee raised concerns regarding the timetable for the implementation of the Department for Transport's Inclusive Transport Strategy, which aims to make travel fully accessible and inclusive for disabled passengers by 2030.
- The Sub-Committee raised concerns regarding 2.43, the Halifax Town Centre Scheme, that there would be no improvement in air quality as a result of the works on the A629. It was noted that the green wall at Salterhebble was a scheme attracting national attention.

Resolved: That the information report and the Sub-Committee's feedback be noted.

8. Open Forum - Questions and Suggestions

The following points were raised and discussed during the open forum:

- TLC services in Hebden Bridge were a source of concern, with reports that services were generally unreliable and that they may be cut in the future. Concerns were also raised about the hilltop services. Officers agreed to investigate.
- The Sub-Committee asked for an update regarding the real time information system. It was stated that the system is currently being tested and will be rolled out at a later date.

9. Date of the next meeting - 12 February 2019



Report to: Calderdale District Consultation Sub Committee

Date: 12 February 2019

Subject: **Feedback Report**

Director(s): Dave Pearson Director Transport Services

Author(s): Erica Ward

1. Purpose of this report

1.1 To provide feedback to the sub-committee on issues raised at the last meeting.

2. Information

2.1 At the last meeting members were asked to vote on options for spending priorities. The results of votes from all DCSC meetings are detailed below:

	Leeds	Kirklees	Bradford	Calderdale	Wakefield	Total	%
Providing bus services	32	33	40	14	19	138	37
Reducing the cost of travel	18	11	19	12	10	70	19
Providing travel information	16	19	13	13	7	68	18
Multi – modal ticketing	8	6	10	3	4	31	8
Providing bus stations, stops and shelters	14	11	22	14	7	68	18

2.2 The following issue was raised at the last meeting:

Issue	Response
TLC services in Hebden Bridge were a source of concern, with reports that services were generally unreliable and that they may be cut in the future.	The major road works in Mytholmroyd have had a negative effect on service punctuality and reliability. Timetable changes were introduced from 19 November to try and improve this, and service performance will be monitored.

Concerns were also raised about the hilltop services. Officers agreed to investigate.	There are no plans to cut the hilltop services, however funding for supported bus services is being reduced by £3m over the next three years so these services may be looked at in the future
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3. Recommendations

3.1 That the information report be noted.

4. Background Documents

None.

5. Appendices

None.



Report to: Calderdale District Consultation Sub Committee

Date: 12 February 2019

Subject: **Consultation Report**

Director(s): Dave Pearson Director Transport Services

Author(s): Various

1. **Purpose of this report**

1.1 DCSC members' views are sought on the following:

- A629 Corridor Improvements
- Planning for Growth: The City Region Connectivity Strategy

2. **Information**

A629 Halifax to Huddersfield Corridor Improvements

2.1 Calderdale Council and Kirklees Council are consulting on plans for the A629 Halifax to Huddersfield project, which aims to improve cycling, walking and bus travel along the corridor.

2.2 Further information will be provided at the meeting and members will have an opportunity provide feedback. Further details of the consultation are also available at www.yourvoice.westyorks-ca.gov.uk.

Planning for Growth: The City Region Connectivity Strategy

2.3 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.

2.4 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.

2.5 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 A, 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.

2.6 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.

2.7 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.

2.8 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.

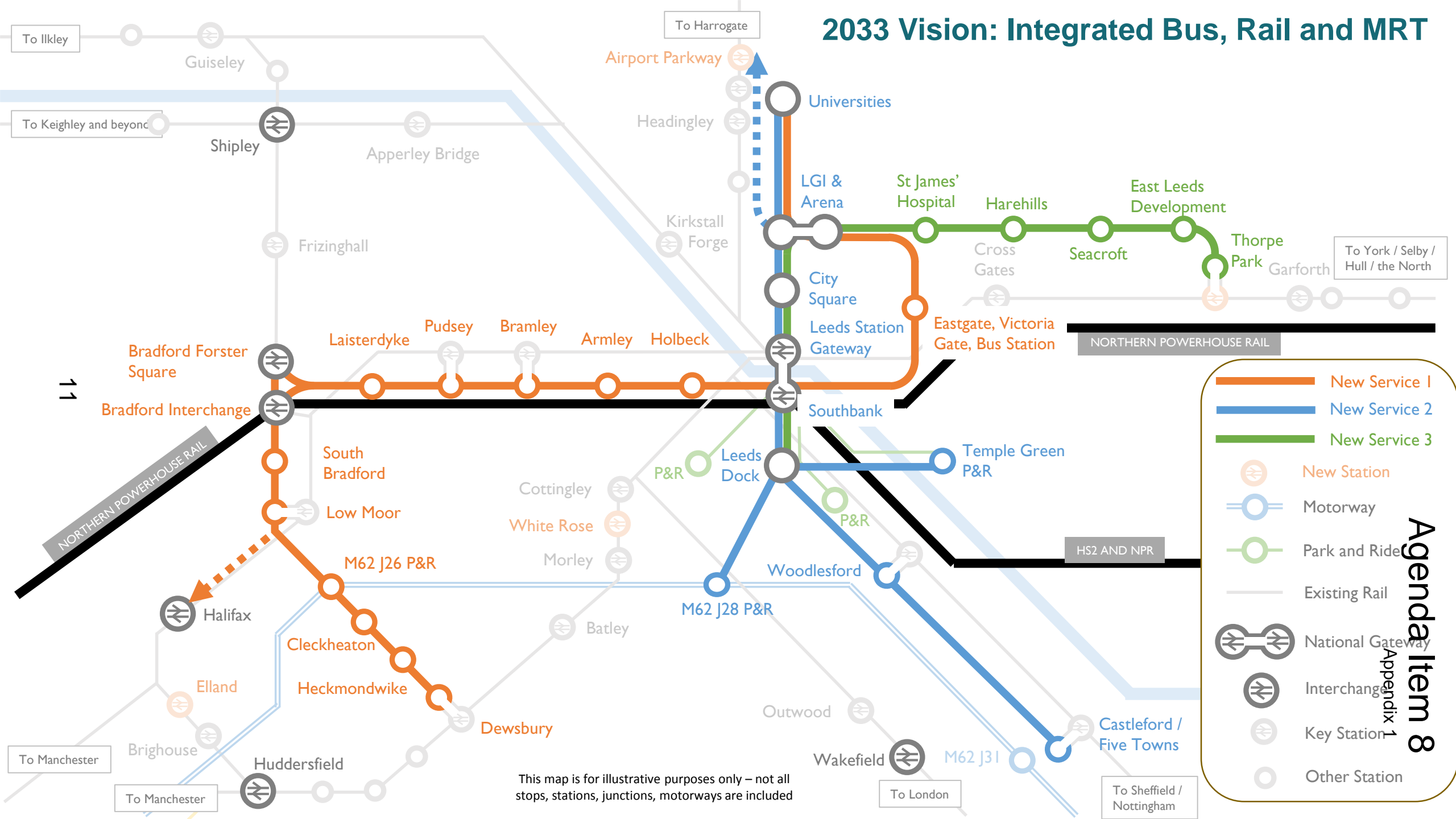
4. Background Documents

None.

5. Appendices

Appendix A: 2033 Emerging City Region Transit Network with HS2

2033 Vision: Integrated Bus, Rail and MRT



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

Legend

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

Agenda Item 8
Appendix 1

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Report to: Calderdale District Consultation Sub Committee

Date: 12 February 2019

Subject: **Information Report**

Director(s): Dave Pearson, Director of Transport Services

Author(s): Various

1. Purpose of this report

1.1 To update the sub-committee on matters of information relating to the Leeds 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 A.

Performance of Northern / TransPennine Express rail services

- 2.12 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.

- 2.13 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 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.
- 2.14 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

- 2.15 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.
- 2.16 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.
- 2.17 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.

- 2.18 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
- 2.19 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
- 2.20 Improvements to local services between Huddersfield and Stalybridge/Manchester are expected to be introduced in December 2019.
- 2.21 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

- 2.22 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.
- 2.23 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.

Calder Valley Electrification

- 2.24 Electrification of the Calder Valley line remains an important priority. Electrification will deliver a quicker, more reliable, and economically and environmentally efficient railway that is better able to cope with the mix of inter-regional and local services that the line accommodates. Electrification is fundamental to achieving service improvements beyond the current franchise commitments on this line.
- 2.25 The West Yorkshire Transport Strategy identifies electrification of the Calder Valley Line as part of a rolling programme of electrification following on from completion of the Trans-Pennine electrification scheme via Huddersfield. This is set out in Policy 40 of the Strategy. The Calder Valley Line was also identified as the first priority scheme in the report of the North of England Electrification Task Force, 'Northern Sparks', published in March 2015. This confirms the good case for electrification of the route as part of a programme following on from those electrification schemes that were due to be delivered by Network Rail in the 2014 to 2019 period. The programme that Network Rail envisaged has not been fully delivered, and some schemes have since been either delayed, curtailed or cancelled amidst delivery and cost concerns. Nonetheless, the fundamental case for electrification of the Calder Valley line remains unchanged, and it remains a policy priority for the line. Cross-industry work is current being undertaken to examine the scope for more efficient and lower-cost ways to electrify, building on practice in other countries as well as new thinking.
- 2.26 In the absence at present of a national programme of enhancements to the rail network from 2019 onwards, there is currently unfortunately no official national status attached to electrification of the Calder Valley line by government or industry.

Elland Rail Station

- 2.27 Outline designs for Elland station have been completed and submitted to Network Rail for approval. The plans comprise of two platforms constructed on the embankment off Lowfields Way. Platform access will be provided via lifts and stairs to each platform, with cross platform access being at highway level along Lowfields Way. The station will be served by a car park with approximately 160 spaces, including blue badge spaces and electric vehicle charge points.
- 2.28 The outline business case for Elland station has been submitted to the Combined Authority for approval.

Halifax Town Centre Scheme

- 2.32 Calderdale Council have submitted a Full Business Case for the Halifax town centre improvements, which is being considered for progression through the Combined Authorities' Assurance Process. A planning application, which includes general initial designs for the scheme, was considered by Calderdale's Planning Committee in January. The Committee recommended the project for approval, however, due to objections lodged by Historic England the decision has been referred to the Secretary of State which is expected within the coming months. Subject to the necessary approvals construction is expected to commence later in 2019.

- 2.33 The Halifax town centre improvements will enhance pedestrian and cycle access into and links within the town centre area by addressing severance, re-routing of traffic (on the eastern side of the central area) and capitalising on place making opportunities through pedestrianisation, creation of public space and enhanced pedestrian and cycle links. Further improvements will be undertaken to improve Halifax bus station within its existing location as part of the later stages of the Halifax town centre improvements programme. The Combined Authority has recently commissioned the next phase of design work for Halifax bus station and this is expected to continue during 2019.
- 2.34 Further information on the West Yorkshire-plus Transport Fund programme in Calderdale is available at www.calderdalenextchapter.co.uk
- A629 Corridor Halifax to Huddersfield Improvements
- 2.35 The A629 Halifax to Huddersfield Corridor Improvement is a £120m package of schemes which are being funded through the West Yorkshire-plus Transport Fund. The programme of works along the A629 corridor between Halifax and Huddersfield will help to reduce congestion, improve journey times, boost public transport use and improve cycling and walking conditions.
- 2.36 Phase one of the project included highway improvements between Salterhebble Hill and Shaw Hill which have recently been completed, and included:
- Seeding the living wall
 - Reopening Dryclough Lane
 - Resurfacing the 3km of highway from Salterhebble to Shaw Hill
 - Installation of smart 'mova' technology on all of the traffic signals, which will monitor traffic flow throughout the area and adapt the signals to help keep vehicles moving
 - Widening the highway to four lanes to improve traffic flows
 - Improved footways and cycle lanes
- 2.37 Further information is provided at Appendix A.
- Customer Service Excellence Standard 2018
- 2.38 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.

- 2.39 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

- 2.40 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

- 2.41 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

- 2.42 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.
- 2.43 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.

Boxing Day Bus Services

- 2.44 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.

New Rail Cards

- 2.45 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.

- 2.46 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

- 2.47 WYCA and Northern Rail are offering a special flat fare day ranger ticket on either the Settle-Carlisle or Leeds-Morecambe scenic railway lines.
- 2.48 The offer is available to holders of Metro (West Yorkshire Combined Authority) issued English National Concessionary Travel Scheme (ENCTS) passes (Senior, Disabled and Blind).
- 2.49 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.

Digital Payment Strategy

- 2.50 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.
- 2.51 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.

Walking and Cycling Strategy

- 2.52 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.
- 2.53 LCWIPs are now being developed for each partner council area in West Yorkshire, which can be combined to create a West Yorkshire LCWIP. Calderdale Metropolitan Borough Council is leading development of the Calderdale LCWIP, with the Combined Authority playing a role in co-ordinating development of LCWIPs across West Yorkshire, to ensure a consistent approach is taken.

- 2.54 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. Resulting schemes will be assessed as part of a prioritisation process. Separate areas of focus have been identified for walking and cycling as part of this:
- Park Ward/Halifax Town Centre (walking network area of focus) – identified as a suitable area of focus given the severance from the town centre experienced by local communities to the west and north west, in particular in Park Ward and caused in part by transport infrastructure (A58 Burdock Way/King Cross Road).
 - Brighouse (cycle network area of focus) – identified as a suitable area of focus as a result of the significant development plans for Brighouse arising from the Calderdale Local Plan, and the potential to use the LCWIP process to identify infrastructure improvements which ensure good provision for existing and future residents at the new development sites. There may also be a future funding source for identified improvements through the planning process.
- 2.55 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. 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
- 2.56 The Canals project in Calderdale is providing towpath upgrades in the Calder Valley. The works on the Calder Hebble Canal were completed in July 2018 and works completed for Rochdale Canal towpath improvements (between Sowerby Bridge and Hebden Bridge) December 2018. The second phase of the Rochdale Canal project between Hebden Bridge and Todmorden received additional funding from the Department for Transport and works are expected to start on this phase of the scheme in April 2019.
- 2.57 CityConnect is currently delivering several initiatives across West Yorkshire which aim to help people take every day journeys by bike or on foot. Initiatives include 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.
- 2.58 To date over 230 businesses have been supported through the CityConnect Bike Friendly Business programme. Businesses in the health sector have been well represented in Calderdale. 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.

- 2.59 CityConnect has also been supporting businesses across West Yorkshire to become walk friendly employers. In partnership with the national walking charity, Living Streets, over 50 organisations have been supported to help their staff become more physically active as part of the working day. Organisations such as Calderdale College have seen the benefit of led walks, walking meetings and walking maps which show easier ways to get to work on foot.
- 2.60 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 its second year of training and has provided sessions to 276 people. Courses are run out of King Cross Fire Station in Halifax.
- 2.61 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 can be booked through the CityConnect website <https://cyclecityconnect.co.uk/cycle-training>

Combined Authority Senior Roles

- 2.62 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 A – West Yorkshire Bus Alliance

Appendix B - A629 Infographic

The logo for West Yorkshire Combined Authority is a large, stylized letter 'W' composed of three overlapping curved segments in shades of teal. The top-left segment is the lightest shade, the middle segment is a medium shade, and the bottom-right segment is the darkest shade. The text 'West Yorkshire Combined Authority' is positioned in the white space of the top-left curve.

**West
Yorkshire**
Combined
Authority

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West Yorkshire Bus Alliance

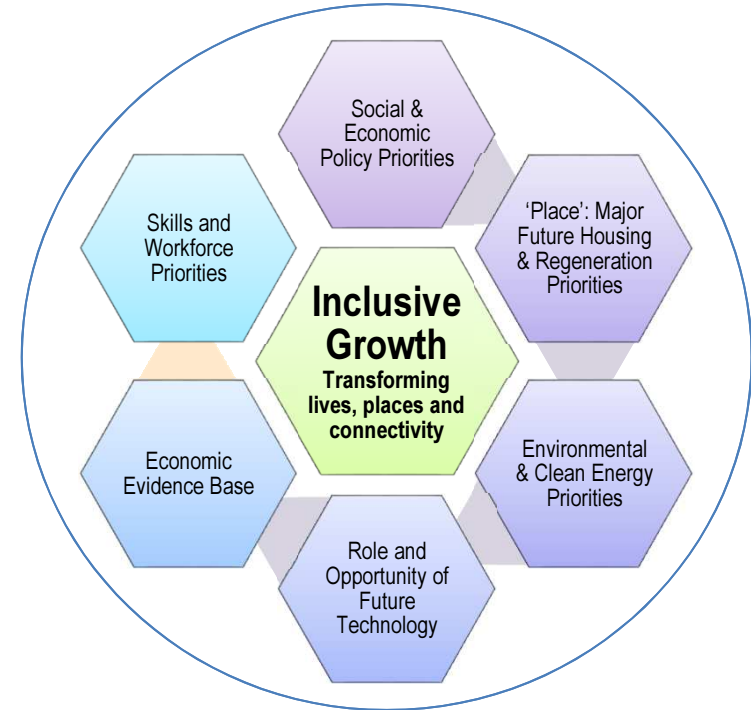
The Vision

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First ARRIVA transdev LEP LEEDS CITY REGION PARTNERSHIP WEST YORKSHIRE COMBINED AUTHORITY METRO

This document has been developed by West Yorkshire Combined Authority with support from the West Yorkshire District Councils, plus bus operators Arriva, First West Yorkshire & Transdev. Version adopted by WYCA, 3 August 2017



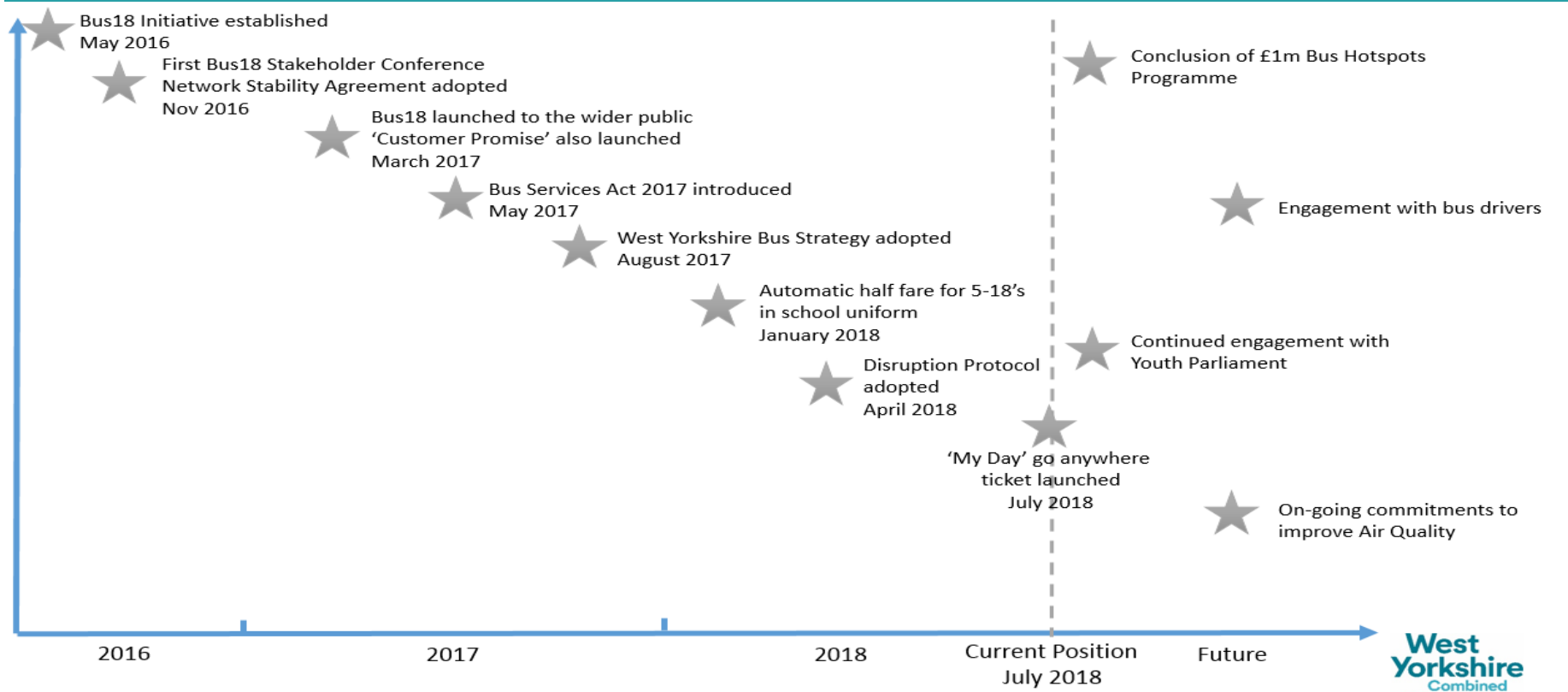
To create a modern, integrated and innovative bus system, which puts customers first and contributes to the delivery of the economic, environmental and quality of life ambitions as set out in the Strategic Economic Plan and the West Yorkshire Transport Strategy.

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
 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

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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

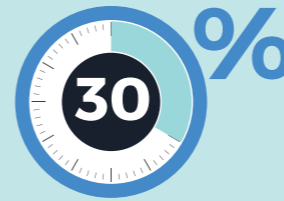
A629 SALTERHEBBLE TO SHAW HILL



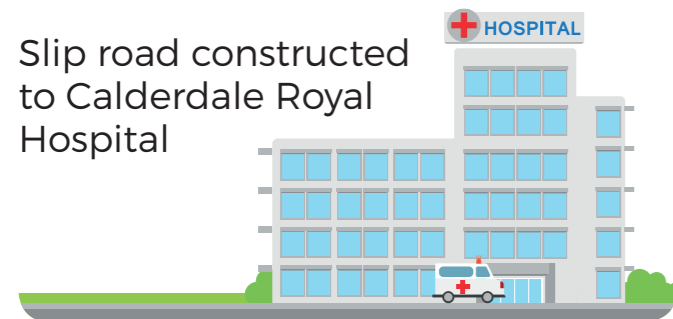
16 month project from August 2017 to November 2018

£8.5 million project

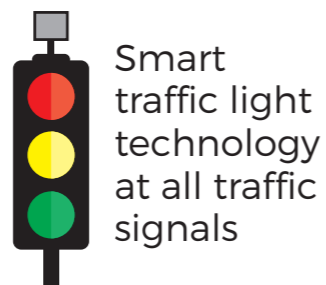
Delivered with the Calder and Hebble project, over **25 thousand** daily journeys between Halifax and Huddersfield reduced by up to



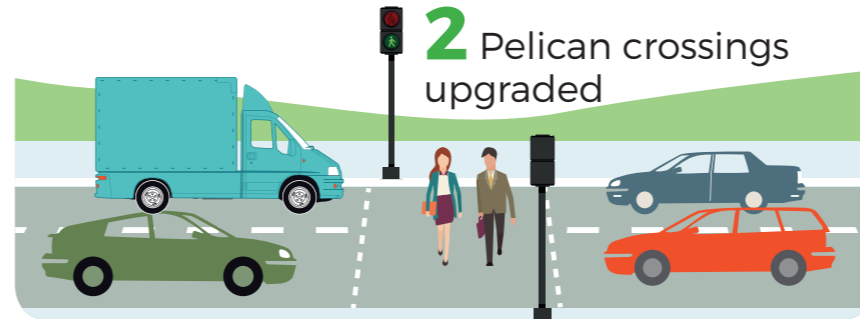
£ £ £ 2.3 million a year added to the economy



Slip road constructed to Calderdale Royal Hospital



Smart traffic light technology at all traffic signals



2 Pelican crossings upgraded

Improved public transport access and facilities



2.5m lane, providing safer journeys for pedestrian and cyclists

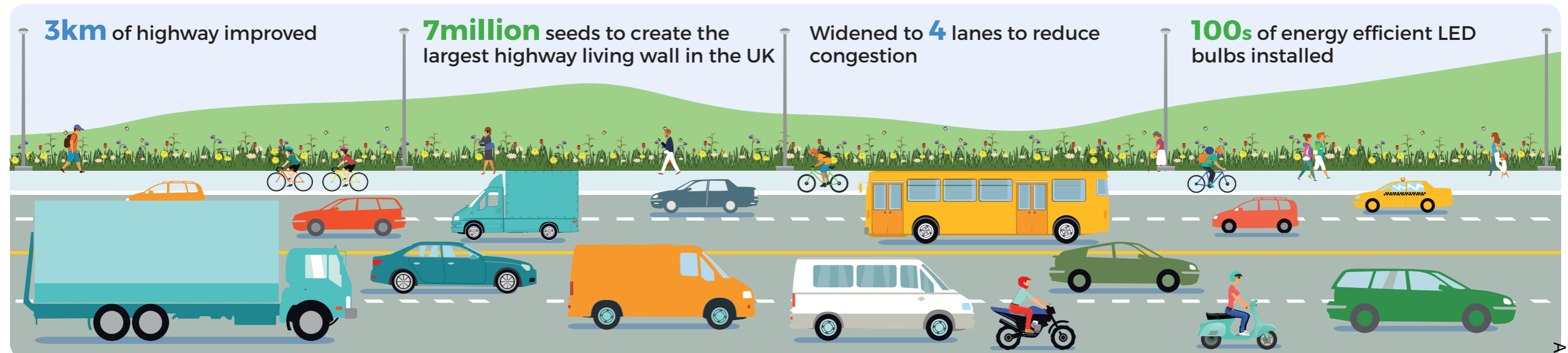
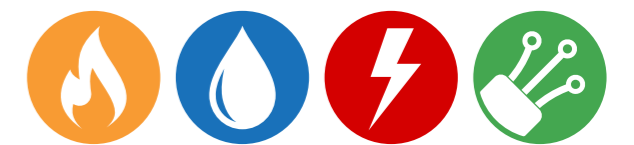


5 thousand tonnes of rock removed from Salterhebble Hill to widen the road



1 commended certificate from the Chartered Institution of Highways & Transportation

Repair works undertaken by **4** utility companies



3km of highway improved

7million seeds to create the largest highway living wall in the UK

Widened to **4** lanes to reduce congestion

100s of energy efficient LED bulbs installed

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