

KIRKLEES DISTRICT CONSULTATION SUB- COMMITTEE

**MEETING TO BE HELD AT 2.00 PM ON WEDNESDAY 23 OCTOBER
2019 IN DEWSBURY TOWN HALL**

A G E N D A

1. OPEN FORUM

Open session for members of the public to ask a question, raise a concern or provide feedback.

2. APOLOGIES FOR ABSENCE

3. DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS

Transport Committee members only.

**4. EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE
PRESS AND PUBLIC**

5. APPOINTMENT OF DEPUTY CHAIR

6. MINUTES OF THE MEETING HELD ON 6 FEBRUARY 2019

(Pages 1 - 4)

7. CHAIR'S UPDATE

8. OPERATOR UPDATES

(Pages 5 - 12)

9. CONSULTATION ITEMS

(Pages 13 - 14)

10. INFORMATION REPORT

(Pages 15 - 32)

Signed:

A handwritten signature consisting of the letters 'BAM' in a cursive style, with a horizontal line drawn underneath the letters.

**Managing Director
West Yorkshire Combined Authority**



**MINUTES OF THE MEETING OF THE
KIRKLEES DISTRICT CONSULTATION SUB-COMMITTEE
HELD ON WEDNESDAY, 6 FEBRUARY 2019 AT RECEPTION ROOM,
HUDDERSFIELD TOWN HALL**

Present:

Councillor Manisha Kaushik (Chair)	Transport Committee
John Appleyard (Deputy Chair)	Public Representative
Councillor Martyn Bolt	Transport Committee
Councillor Eric Firth	Transport Committee
Anne Baldwin (Public Representative)	Public Representative
Ian Bangay (Public Representative)	Public Representative
Bruce Bird (Public Representative)	Public Representative
Mark Denton (Public Representative)	Public Representative
Christopher Jones (Public Representative)	Public Representative
Shaun Jordan (Public Representative)	Public Representative
Aleks Lukic (Public Representative)	Public Representative
David Quarmby (Public Representative)	Public Representative
Ian Roper (Public Representative)	Public Representative
Mike Still (Public Representative)	Public Representative
Mark Wylie (Public Representative)	Public Representative

In attendance:

Mark Fenwick	Arriva Yorkshire
Stuart Fillingham	First Group
Tim Lawrence	Kirklees Council
Graham Meiklejohn	Transpennine Express
Pete Myers	Arriva Rail North Limited
Will Pearson	First Group
Dwayne Wells	Arriva Yorkshire
Dave Pearson	West Yorkshire Combined Authority
Tom Gifford	West Yorkshire Combined Authority
Diane Groom	West Yorkshire Combined Authority
Erica Ward	West Yorkshire Combined Authority
Ben Kearns	West Yorkshire Combined Authority

10. Apologies for absence

An apology for absence was received from public representative Kelvyn Waites.

11. Declaration of Disclosable Pecuniary Interests

There were no declarations of disclosable pecuniary interests at the meeting.

12. Exempt Information - Possible exclusion of the press and public

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

13. Minutes of the meeting held on 24 October 2018

Under minute 8 of the concerns raised at the previous meeting members wished to clarify that the frustration regarding the lack of time was held by members of the Sub-Committee and not one member alone.

Under minute 8 members reiterated the need to alternate venues between Huddersfield and Dewsbury. It was also noted that it would be preferable to use the Huddersfield Town Hall Council Chambers in future and look into the possibility of webcasting the meeting.

Resolved: That the minutes of the previous meeting be approved.

14. Open Forum

The Open Forum section of the agenda was taken in tandem with operator updates for each item.

15. Operator Updates

Arriva provided an update to the Sub Committee regarding the upcoming changes to bus services in North Kirklees which aim to improve services and increase patronage. A member of the Sub-Committee submitted alternative proposals to Arriva who will respond direct.

Councillor Bolt presented a petition entitled 'Save the 253 Bus'. The Sub-Committee was informed that the petition would be considered at the next meeting of the Transport Committee on the 15 March.

A representative from Mirfield Free Grammar attended the meeting to express concerns regarding the impact which the services changes would have on their students. Issues raised included potential lateness due to timetable changes and concerns around longer journeys with safeguarding concerns exacerbated by sixth formers in plain clothes. Arriva and officers from the Combined Authority informed the Sub-Committee that they were investigating this issue and will make the necessary arrangements.

A member noted the lack of pop up sessions in Mirfield given that many of the services changes impacted that area of Kirklees. Arriva informed the Sub-Committee that Mirfield had not originally been selected as it lacked a central point to capture customers but stated that they would be happy to have a pop up session in Mirfield if that was desired. An additional pop session was agreed to at Mirfield Grammar.

The Sub-Committee expressed concerns regarding the adequacy of information and publicity around the upcoming service changes. It was also suggested that service destinations use 'via' more to promote destinations.

Councillor Smaje was in attendance and raised concerns about the possibility that some services in North Kirklees contravened the Combined Authority's policy of a maximum 10 minute walk to a bus stop / shelter. The application of this policy was explained by officers.

A query was raised around the 324 service which is operated by First during the day and Yorkshire Tiger in the evening and that Yorkshire Tiger should accept first tickets.

First presented the Sub-Committee with a handout which provided an update on its services.

Jean Margetts submitted a paper to First and the Combined Authority following her observations and social media survey on the Colne Valley corridor services.

A member criticised the decision to withdraw the last trip of the 138 service at 17:55 which meant that no service was provided at peak times in the evening.

Transpennine reported a marked punctuality improvement of around 20% following their December 2018 timetable changes. Transpennine provided an update on the new Nova 3 and Nova 1 trains each with five carriages which are expected to come into service in Spring and Summer respectively. The Sub-Committee was advised about the changes to cycle reservations on trains, the new facilities at Dewsbury station, including a waiting shelter, toilets and accessibility improvements at Marsden.

The Sub-Committee raised performance issues with the service at Slaithwaite. It was also noted that Transpennine website does not sell the cheapest tickets between Slaithwaite and Manchester. Transpennine informed the Sub-Committee that they would feed this back to their officers.

Northern informed the Sub-Committee that the dispute with RMT had been suspended and that a normal service would be provided on future Saturdays. Northern also noted that there had been an improvement in rail performance and provided an update on the refurbishment of trains and the phasing out of pacers.

In addition to the operator updates the Sub-Committee also discussed the importance of cycling and walking routes. The Sub-Committee was informed that a new cycling and walking group was due to meet on 20 February and issues could be raised there. Tim Lawrence, on behalf of Kirklees Council informed the Sub-Committee that they were looking at walking and cycling improvements and further details would be provided at the next meeting.

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

16. Consultation Items

The Sub-Committee considered a report and was given a presentation on 'Planning for Growth: The City Region Connectivity Strategy.

It was reported that the Transport Committee had endorsed the commencement of a conversation with the public and stakeholders around the new 21st century connectivity and services technologies required to address the economic and transport challenges facing West Yorkshire, including mass transit.

Members' discussed the strategy and the following points were made:

- A member queried whether the plans were Leeds-Centric. The Sub-Committee was informed that the current plans were a starting point to be further developed across the districts.
- Whether a 3.5% decrease in car trips is ambitious enough?
- Connectivity in the south-west of Kirklees was underdeveloped in the plans.
- The possibility of re-opening rail lines and the need for better cycle routes.
- Concerns were raised regarding the importance of strategic oversight across the districts in order to strengthen key corridors.
- Councillor Smaje also questioned the ease of access to hospitals via bus routes.

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

17. Information Report

The Sub-Committee considered an information report on matters relating to the Kirklees district. The following points were raised:

- The importance of serving new housing at Dewsbury's riverside was stressed.
- Questions were raised regarding 2.48 of the information report regarding the engagement with walking and cycling groups.
- The Sub-Committee wished to express its thanks to both Diane Groom and Neale Wallace of the Combined Authority as this was the last round of DCSC meetings for both.

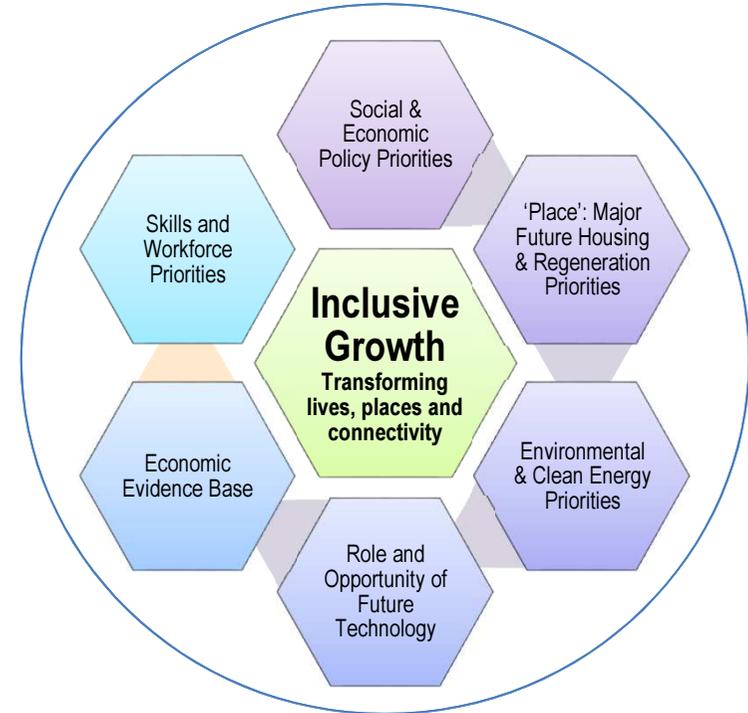
Resolved: That the information report be noted.

West Yorkshire Bus Strategy 2040

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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.

Bus Strategy - Putting Customers First

Target: To grow the number of bus passengers by up to 25% over the next ten years (Connecting Leeds target is 50%)

The policies to deliver the vision and resolve the challenges which currently exist in the industry:

1. To provide consistent and excellent customer services across the bus system
2. To provide modern, coherent and integrated bus services
3. To provide integrated, simple and affordable bus fares for all
4. To provide easily accessible and reliable travel information
5. To present the bus system as a single network
6. To provide a modern bus system which contributes to improved air quality
7. To provide an inclusive and accessible bus system

What Is The Bus Alliance

- Formal Partnership – between Combined Authority and Bus Operators. Local Councils also engaged in addressing highway issues.
- Chaired by Cllr Groves – Chair Combined Authority Transport Committee. Steering Group of senior
- Collaboration to achieve outcomes of the Bus Strategy
- Key measures of success
 - Increased bus patronage - working towards increasing bus patronage by 25% across West Yorkshire by 25% and by doubling patronage in Leeds both against a benchmark of 2017.
 - Reliable Service Delivery – using aggregated performance data on schedule adherence, average passenger waiting time (for frequent services) and journey times.
 - Customer Satisfaction – for which the Transport Focus Bus Passenger Survey is the key indicator offering comparisons across the country



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

What Is The Bus Alliance

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Early Priorities

- A fare deal for young people – affordable tickets promoting the opportunities for young people to save money on bus fare
- A driver training programme to deliver further training to improve driver interaction with customers.
- Making the bus network more legible and easier to use – colour coded navigation system, initial roll out in Leeds .
- Shared ticketing agreement which will allow customers to use services offered by different bus operators during times of disruption, such as bad weather, broken down vehicles and other major incidents.

What Do You Think?

- Is the Alliance the right approach?
- Is it covering the right things?
- Have we chosen the right early priorities?
- Any other thoughts and ideas?

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Report to: Kirklees District Consultation Sub Committee

Date: 23 October 2019

Subject: **Consultation Report**

Director(s): Dave Pearson Director Transport Services

Author(s): Helen Ellerton

1. Purpose of this report

1.1 The West Yorkshire Bus Alliance aims to put customers at the heart of improving services, keeping buses moving and developing a sustainable bus network. The Alliance brings together the Combined Authority, the local authorities of West Yorkshire and the bus operators including Arriva, First, Transdev and smaller operators.

1.2 There will be a brief presentation on the aims and objectives of the West Yorkshire Bus Alliance, and members' feedback will be sought.

2. Recommendations

2.1 That the Sub-Committee's feedback be noted.

3. Background Documents

None

4. Appendices

None

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Report to: Kirklees District Consultation Sub Committee

Date: 14 October 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

Transforming Cities Fund

- 2.1 The Transforming Cities Fund is a £1.28 billion competitive fund which aims to drive up productivity through improved connections between urban centres and suburbs. The Combined Authority is currently working with partners to pull together a funding bid which will be submitted to the Department for Transport on 28 November. The bid seeks investment in a number of priority transport projects across the Leeds City Region. Once submitted, the bid will be published on the Combined Authority's website and a funding decision is expected by March 2020.

Mass Transit Mode consultation

- 2.2 The Combined Authority is in the early stages of developing new proposals for an Advanced Urban Transit System, which supports the Leeds City Region priorities of raising productivity, delivering inclusive growth and addressing the climate emergency through clean growth, all of which must be underpinned by a 21st Century Transport system.
- 2.3 The Combined Authority is seeking ideas and experience from across the world to aid the development of this mass transit system for the Leeds City Region. Through this market testing process, the Combined Authority aims to develop initial designs for an advanced urban transit system that can be delivered by 2033 and ensures the whole of the Leeds City Region can benefit

from major infrastructure investment including HS2 and Northern Powerhouse Rail.

Zero Emission Working Group

- 2.4 The transport sector is currently the highest carbon dioxide emitting sector in the Leeds City Region. This trend is expected to continue over the next 20 years with the transport sector forecast to account for over a third of all carbon dioxide emissions in the Leeds City Region
- 2.5 The Leeds City Region Strategic Economic Plan (SEP) sets out the ambition to become a resilient, zero carbon energy economy. To ensure the transport sector contributes to this regional ambition and improves local air quality, the Combined Authority has established a Zero Emission Transport Working Group.
- 2.6 The aims of the Working Group are:
- To support the delivery of the Energy Strategy and Delivery Plan and its carbon dioxide emission reduction ambitions.
 - To recommend the actions that will decarbonise the transport sector and improve air quality within the City Region.
 - To work with / influence partners, including regional organisations and government to deliver actions that decarbonise the transport sector.
 - To provide oversight of the delivery of outputs and outcomes of low-carbon / low emission transport related projects being developed by the Combined Authority.
 - To align activity on decarbonising the transport sector with activity to improve air quality in the City Region.

Clean Bus Technology/ ULEV

- 2.7 In 2018 West Yorkshire Combined Authority was awarded £4.21m of funding by Defra to retrofit buses with clean bus technology. This was match funded by a further £850k from Leeds Public Transport Improvement Programme to retrofit 300 vehicles, primarily for vehicles that are used on routes entering the Leeds district. To date 184 vehicles have had retrofits completed. The remaining work is expected to be completed by March 2020.
- 2.8 In March 2019 West Yorkshire Combined Authority was successful in obtaining a further £2.9m of retrofit funding. This enables the Combined Authority to support the conversion of buses to benefit the planned Clean Air Zone in Bradford.

West Yorkshire Bus Alliance

- 2.9 On 5 July the Voluntary Partnership Agreement for the West Yorkshire Bus Alliance was approved for signing by the Transport Committee. The legal agreement contains a number of commitments for the West Yorkshire Combined Authority, West Yorkshire Districts and the West Yorkshire Bus Operators.
- 2.10 The success of the Alliance is an important first step to improving the bus offer for customers. Delivering a successful partnership is an important step to

demonstrate that the Combined Authority and the bus operators of West Yorkshire can together deliver a successful bus network.

2.11 The following initiatives are being progressed by the Bus Alliance :

- Young people initiatives –making it easier for young people to use the bus and promoting the opportunities available to save money on bus fare.
- A driver training programme to deliver further training to improve driver interaction with customers.
- A proposal to make the bus network more legible and easier to use – a system that will be based around a map which identifies each corridor with a colour and a symbol these will highlight the key destinations on that corridor such as hospitals and universities. It is proposed to integrate the maps with stops and shelters and the buses, to support navigation.
- Shared ticketing agreement which will allow customers to use services offered by different bus operators during times of disruption, such as bad weather, broken down vehicles and other major incidents. It is also proposed that where tender contracts change the customer will be able to use their ticket purchased from a different operator.

West Yorkshire Bus Market

2.12 On 29 May First Group PLC made an announcement to shareholders that it is “pursuing structural alternatives to separate our First Bus operations from the Group” as part of a process of re-structuring the company. Deutsche Bahn have also indicated its intentions to dispose of its Arriva business in the UK.

2.13 The Combined Authority intends to actively participate in the discussions around the sale of First West Yorkshire and York. Protecting the bus network for West Yorkshire residents is an overriding key objective.

MCard

2.14 In order to simplify the MCard ticket range, all paper day tickets were re-branded as ‘Day-Savers’ in the summer. This includes adult bus DaySaver, Family DaySaver and the new Group Daysaver, which allows a group of five adults to travel together on buses and trains.

2.15 The adult bus Daysaver is available on bus from the driver or can be purchased in multiples of 3, 5 and 10 on smartcard. The Family and Group Daysaver tickets are available from Metro Travel Centres and staffed rail stations. The full DaySaver range will shortly be available on the MCard ticketing app, which is being developed.

2.16 Development work is ongoing on the MCard barcode ticketing app, which will enable customers to purchase MCard tickets via their iPhone or Android phone. We expect to have a test version of the app available at the end of the year. The app should be available for customers to use early in 2020

West Yorkshire Bus Information Strategy

- 2.17 At the joint DCSC meeting in June, members' views were sought on the proposed West Yorkshire Bus Information Strategy. The session was very productive and notes are attached at Appendix A.
- 2.18 Wider engagement on the strategy was undertaken with public and stakeholders during July and August. Work is now under way to analyse feedback on the proposed strategy, and the outcome of the engagement will be made available later in the year. Initial analysis of feedback supports the need to retain printed timetables, and, as highlighted at the joint DCSC meeting in June, the Combined Authority is developing a cost-effective solution.
- 2.19 The outcomes of the consultation will be reported back to the Transport Committee in November, after which the strategy will be formally approved and rolled out from early 2020.

Real Time Screens

- 2.20 The project to upgrade Real Time screens across West Yorkshire is almost complete with 650 monitor type screens being replaced by new units with bright LED screens showing more service information.

Boxing Day and Christmas Bus Operation

- 2.21 On Christmas Eve and New Year's Eve bus services will gradually reduce from 6pm, with no services after 8pm.
- 2.22 A Saturday service will operate on 27, 30 and 31 December.
- 2.23 There will be no services on Christmas Day and New Year's Day (apart from airport service 757 which will operate a limited service on New Year's Day).
- 2.24 On Boxing Day, the Combined Authority will be supporting a network of services. Services will operate on core routes approximately every half-hour between 9am and 6pm on main routes in West Yorkshire. Normal bus operator fares will apply, MCard and ENCTS passes are all valid.

Blake Jones and Williams Reviews

- 2.25 The Blake Jones Review of the Rail North Partnership was published on 19 July 2019. The review and its recommendations were subsequently endorsed by the Transport for the North Board at its meeting on 31 July 2019, together with an action plan to bring focus to delivery of early wins. The Combined Authority also endorsed the Review's recommendations at its meeting on 1 August 2019. The core theme running through the Review and its recommendations is the need to put rail passengers first.
- 2.26 The Review identifies five recommendations for immediate implementation and a further four recommendations for longer term implementation, and which are made to inform the Williams Review of the country's rail industry.
- 2.27 The Williams Review is now in its final stages. The review's findings and recommendations will be published in a white paper in autumn 2019, with reforms from 2020 onwards.

2.28 Keith Williams delivered an interim speech at an event in Bradford on 16 July 2019. In this speech he highlighted that reform will be focused on five main areas:

- New passenger offer – customer service excellence
- Simplified fares and ticketing
- A new industry structure
- A new commercial-model – “the current franchising model has had its day”
- Leadership, skills and diversity

2.29 Discussion has been ongoing over summer about how the proposed reforms can bring more effective accountability to rail service delivery and planning.

HS2

2.30 Consultation on a potential change to the HS2 route into Leeds closed in September. Under the new proposals the approach to Leeds from Woodlesford would predominantly be on a viaduct rather than a combination of ground level, cutting and embankment.

2.31 The Combined Authority responded to the consultation and welcomed the opportunity that the refined design provides with regards to reducing travel disruption and congestion to the public transport network during construction. The Combined Authority’s response also included a request that in the revised design, visual intrusion and noise pollution is mitigated as much as possible and that the area underneath the viaduct is developed to benefit local communities.

2.32 In August 2019, the Department for Transport announced that there would be an independent review into all aspects of the future of HS2. The terms of reference for the review include whether and how the project could be reprioritised, and further examination of the costs and benefits of the scheme. It is anticipated that the review will be completed by autumn, and will inform decisions on next steps for the project. The Transport Secretary has indicated he wishes to make “a go/no-go” decision on HS2 in December.

2.33 The Combined Authority has met with the review panel and emphasised that HS2 is an essential part of the investment needed to tackle the capacity crisis in our rail network which is impacting on current services. The Combined Authority has offered to work with the Department for Transport and other partners to find efficiencies in the context of a clear commitment to full delivery of HS2.

Northern Powerhouse Rail (NPR)

2.34 Transport for the North (TfN) are currently working to accelerate aspects of the NPR programme between Leeds and Manchester to achieve the ‘Autumn Deal’ which was announced on 27 July. While aspects of the work are being accelerated the key driver is to maintain NPR as a network for all of the North and to maintain the £39bn transformational vision set out in the TfN Strategic Transport Plan.

Department for Transport 'Access for All' Programme

- 2.35 The Department for Transport has recently announced that a proportion of the funding revealed last year as part of its 'Inclusive Transport Strategy' is being made available for a new round of 'Access for All' Mid-Tier funding which supports station accessibility projects requiring between £250,000 and £1 million of Government support. This is a £20 million national fund open to applications from stations in need of accessibility improvements, leading to small-scale enhancements which enable more disabled people to access the rail network more easily. Improvements could include, for example, tactile paving, handrails, and Harrington Humps, which selectively increase platform heights. The Combined Authority is working with rail industry and council partners to identify accessibility improvements and develop potential funding applications.

Pacer Trains

- 2.36 Pacer trains were meant to be progressively withdrawn by Northern from September 2018, with a profile which would have seen 102 Pacer trains withdrawn by November 2019. The delay to the withdrawal programme is mainly as a result of delays to the introduction of new trains. At the time of writing it is currently understood that Northern will need to keep around 23 of its Pacer trains in passenger service beyond the end of 2019, in diminishing numbers to achieve complete withdrawal by summer 2020. Whilst this situation is clearly unwelcome, the alternative is a potentially worse situation of having to cancel trains and / or reduce capacity of peak services.
- 2.37 Northern proposes that a small number of very early morning and late evening trains will continue to be operated by Pacer trains on a number of routes. In addition, the majority of trains on the Penistone Line, on local services between Bradford and Huddersfield, on local services between Castleford and Huddersfield, and trains on the York – Pontefract – Sheffield service will continue to be operated by Pacers. The proposal is based on factors such as staff familiarity and maintenance regimes and avoiding deployment on the busiest commuter services around West Yorkshire.
- 2.38 Pacer trains are widely regarded as failing to meet passenger expectations, and their timely removal from service was a significant and high-profile 'promise' when the new franchise was awarded. The Combined Authority and South Yorkshire Passenger Transport Executive are in discussion with Northern to secure passenger benefits for those areas that will have to rely on Pacer trains for local rail journeys beyond the end of the year.
- 2.39 A crucial further factor is the need for all trains to comply with the Persons of Reduced Mobility (PRM) regulations from 1 January 2020. These regulations require all trains to meet base requirements for accessibility and on-board facilities from that date. Pacers do not currently fully meet these requirements, and there is a national shortage of suitable and PRM compliant trains to use alternatively. There is a national backlog of work to bring older fleets of trains into compliance with the regulations. The most significant issue for Pacers relates to the accessibility of the toilets, but there is a range of other non-compliances.

- 2.40 Northern is working with its Accessibility User Group to test the mitigations it is proposing to put in place to address the non-compliances. This will include specific on-train and station-specific proposals, including an enhanced passenger assistance service. This package will form the basis of an application to the Department for Transport for a temporary dispensation from the regulations. Part of the process for this determination will include reference to the Disabled Persons Transport Advisory Committee (DTPAC). There will be a particular emphasis on where Pacer trains will be the only type of train calling at a station throughout the day. Northern is expected to make an application for a dispensation from the regulations in September.

Northern New Trains

- 2.41 Northern introduced new electric trains on the Leeds – Doncaster services in July, and on the services between Skipton / Ilkley / Bradford Forster Square and Leeds in September. There are now 26 new trains in operation across the north, with a large proportion of the remaining new trains expected to be in operation by the end of the year. This will release the older electric trains to go ‘off-lease’, and represents an improvement in the quality of trains.
- 2.42 Northern are also introducing new diesel trains to offset continued problems with availability of diesel trains to strengthen peak-time services in particular, as well as to allow the withdrawal of Pacer trains.
- 2.43 Staff training is now underway to allow the new diesel trains to be introduced in October / November on Calder Valley line services, initially on Leeds – Bradford – Halifax – Manchester Victoria – Chester services, and then on York – Leeds – Bradford – Halifax – Preston – Blackpool services. New trains will be introduced on Leeds – Wakefield Kirkgate – Barnsley – Sheffield – Nottingham / Lincoln services at the end of the year. These new trains will provide a significant uplift in the quality of passenger facilities, as well as additional capacity.
- 2.44 The Combined Authority continues to closely monitor the number of carriages provided at peak time trains, and this was a matter discussed with the operator at the West Yorkshire Rail Forum in August.
- 2.45 It is important that Northern does not prematurely withdraw Pacer trains until it has sufficient new trains in reliable service to run all the services (including peak strengthening) it has committed to. Northern has also agreed to retain some Pacer trains to ensure that they are available should stock shortages occur, particularly through the autumn period.

LNER New Trains

- 2.46 LNER has continued to introduce its new Azuma trains onto an increasing number of Yorkshire to London services. The roll-out is understood to be going well, and feedback from passengers has been generally positive.

TransPennine Express New Trains

- 2.47 TransPennine Express (TPE) introduced the first of its new five-carriage Nova 3 trains into public service in August, on the Liverpool – Manchester – Huddersfield – Leeds – York – Scarborough route. A second Nova 3 train entered daily service in September, from which point there are 12 services operated by new trains on a daily basis. These trains bring additional capacity,

as well as releasing existing three-carriage trains to add additional carriages to peak time services. The refurbishment of 185's, the original TPE fleet has also been completed.

- 2.48 The delayed introduction of Nova 3 trains means that TPE have not restored full capacity on key peak-time services on the Manchester – Huddersfield – Leeds core route as planned.
- 2.49 To compensate customers for the delayed introduction of Nova 3, Transport for the North agreed to a scheme where £25 travel e-vouchers were made available to season ticket holders and walk up train users between Huddersfield, Dewsbury and Leeds via e-mail (and in accordance with GDPR). These customers will also have received a catering voucher enabling a hot drink to be obtained free of charge. Funds unclaimed from this scheme will be utilised in a further compensation scheme currently being discussed between TransPennine, Transport for the North and their members (including West Yorkshire Combined Authority).
- 2.50 Nova 1's are expected to start operating in public service from late October on Liverpool – Manchester – Huddersfield – Leeds – York – Darlington – Newcastle services, bringing a further significant increase in capacity.
- 2.51 It has been a significant concern that peak time capacity would not be fully restored as the very busy autumn period approaches. It has been made clear to TPE at Rail North Committee and via the West Yorkshire Rail Forum that the first priority remains delivery of peak-time capacity.

December 2019 rail timetable changes

- 2.52 Many train timetables will change on 15 December 2019, generally reflecting operators' franchise commitments. A summary of the main changes is attached at Appendix A. Principal changes include:
- Harrogate – Leeds – London train to run every two hours
 - Several changes on weekdays on the Calder Valley line through Halifax and Bradford Interchange, including different timings around the hour, an additional train every hour at Low Moor, and the current Huddersfield – Halifax – Bradford – Leeds train being replaced by two separate but overlapping services (one from Huddersfield to Halifax and Bradford and one from Halifax via Bradford and Leeds through to Selby and Hull). Sowerby Bridge and Mytholmroyd will however in most hours revert to two rather than the current three trains
 - Slaithwaite and Marsden will regain an hourly all-stations service, with extra services in the peaks provided by inserting stops into Hull – Manchester trains
 - The Leeds – Selby stopping train will start back at Halifax and run on to Hull
 - The TransPennine Express hourly Liverpool – Manchester – Huddersfield – Leeds – Newcastle trains will be extended to Edinburgh, and their Manchester Airport – Manchester – Huddersfield – Leeds – Middlesbrough trains extended to Redcar

2.53 Some changes that were previously expected to be delivered in December 2019 will not now happen. This is generally because infrastructure schemes designed to enable them have not happened, and/or as a result of concerns about punctuality and reliability, and/or due to a shortage of diesel trains. These services that will not now happen in December include a Bradford Interchange – Leeds – Wakefield Westgate – Sheffield – Nottingham fast service; direct links from Bradford, Halifax and Calder Valley to Manchester Airport and Liverpool (and an extra Bradford to Manchester train via Halifax and the Calder Valley); a second hourly train on Sundays running Leeds – Bradford Interchange – Halifax – Manchester Victoria; an extra Northern train running between Leeds and Harrogate in the hours when there is no LNER train; and a second train every hour between York and Scarborough.

2.54 A very limited service on Northern is expected to operate on some routes in West Yorkshire on Boxing Day 2019, for the first time in many years; further details will be announced shortly.

Your Voice! Digital Engagement Hub

2.55 Your Voice! is the Combined Authority's digital engagement hub for consultation and engagement activities: www.yourvoice.westyorks-ca.gov.uk.

2.56 The interactive hub is used for consultation and engagement activity, as well as providing details about the outcome of consultation / engagement exercises.

2.57 Upcoming engagement activities include:

- Huddersfield Southern Corridors engagement from 30 September.
Further information is available via www.kirklees.gov.uk/majorschemes

2.58 There is an option to sign up via Your Voice! to be kept informed about future consultation and engagement exercises.

Kirklees Local Cycling and Walking Infrastructure Plan

2.59 Local Cycling and Walking Infrastructure Plans (LCWIPs) are being developed for each partner council area in West Yorkshire. The Plan for Kirklees will build on work to identify networks for walking and cycling already carried out by partners in the region.

2.60 A lot of work is needed to create a comprehensive Local Cycling and Walking Infrastructure Plan that covers all the urban and rural areas of the Kirklees district and, and several phases of development are envisaged. The work underway now is the first phase of a longer term development process.

2.61 For this first phase of work, specific areas of focus were selected for walking and cycling, based on a number of factors. Phase one of the LCWIP for Kirklees includes plans to improve walking in Dewsbury town centre, and to improve cycling provision in east Huddersfield.

2.62 A phase one LCWIP for Kirklees has now been produced in draft. This includes a walking network map for Dewsbury, and a programme of improvements for walking within the town centre has been identified.

2.63 The LCWIP also includes a network map of desire lines for cycling for south Kirklees. The desire lines identified have been prioritised to identify which routes should be assessed in more detail as part of this phase of work. The

route from Waterloo into Huddersfield town centre has been assessed in more detail.

- 2.64 A group of stakeholders have been invited to provide feedback on the draft LCWIP, including local ward members, stakeholders representing user groups, local community groups and organisations, and local authority officers – and include those previously involved in early engagement events. This feedback is currently being analysed to enable the draft phase one LCWIP to be updated, with the intention to report to Transport Committee in November 2019.

City Connect

- 2.65 City Connect Phase 3 includes a package of cycle route and pedestrian improvements in Huddersfield town centre. This scheme was part of a wider public engagement exercise over the summer and a business case is now being developed for the scheme.

3. Recommendations

- 3.1 That the information report be noted.

4. Background Documents

- 4.1 None.

5. Appendices

Appendix A – Notes of Joint DCSC Discussion on Bus Information

Appendix B– December Rail Timetable Changes

Appendix A

Joint DCSC Meeting - Bus Information Strategy 2019-24

14:00-16:00, Friday 19th July 2019, Cloth Hall Court

Activity 1 - What information outputs do you use when planning journeys?

Accessing information:

- People often use a mixture of methods for obtaining travel info, commonly using printed timetables then real time displays and real time information via an app.
- For frequent buses, tend to just turn up and wait.
- 87% of people use smartphones – but what % of these 87% are public transport users across West Yorkshire?
- Talking buses are useful on key routes/places – can be frustrating at first but has benefits.
- Inconsistency around bus timings and route numbers on timetables and front of buses. This is challenging for less frequent bus users.
- Some find that would trust real time information over a printed timetable
- Some people use call lines when the bus is late.

Thoughts around printed timetables

- Printed timetables are invaluable for times without access to the internet
- Useful when you know where you are going
- Still need local knowledge to be able to use any timetables well
- It is difficult to download and print yourself in current format, would need to be re-done
- Should account for not just residents but also visitors, would need to print timetables for visitors.
- How many people print the information found online? Similarly, some people take photos at the bus stop of the times.
- Useful for first time for checking a bus
- Visitors also need to be able to access timetable information
- Still need to find places to stock printed timetables, e.g. at travel centres or tourist information.

- Some people use multiple printed timetables to see and compare bus timings and options
- Feelings that it wouldn't be such an issue if the number of times a timetable was revised was reduced.

Barriers to accessing information online

- The travel planning aspect of the website is hard to use
- Not all apps/websites let you favourite/bookmark stop data
- Journey planner website doesn't give you all the information and bus stops, might not show you one 5 mins away, have to know it's there. Not user friendly.
- Some lack of awareness/understanding of the different and best tools for journey planning – depends on knowledge and location
- Journey planner works and is trusted for trains, but seen as less reliable for buses.
- Find that not all bus stops are listed on the apps so need to rely on local knowledge more to make the connections.
- Can find that when the apps are incorrect or unreliable, its easy to lose trust in them.

Route maps

- Printed route maps are useful for a new area, without them it would be harder and take longer to plan journeys.
- Are useful as a reference point
- Would be useful to create an interactive one online that shows and lists all the bus stops and highlights which are high frequency services. This would make the digital offer much more attractive.

Apps – key features

- Being able to reduce the favourite stops – then get the same information quicker
- Having multiple bus services linked on to the same app
- Expanded to include local knowledge
- Suggestions of high frequency services
- Need to be able to edit and take into account different abilities/disabilities for walking and estimated walking times.
- Provide accurate real time information

Activity 2: Route Maps & Timetables

Printed Timetables

- Members were happy in principle with the new version of the proposed timetable, however, they would like to see the service number in large font size and route line map on the front page.

Suggestion: to include service number / line colour on the timetable holder / rack at Travel Centres.

- The proposed timetables could be printed on a booklet sized one-third of A4, similar to how Transdev print their timetables. These are cheaper to produce than our current A6 size timetables.

Suggestion: the majority of the DCSC Members stated that they prefer the current size (A6) as it is easier to carry in pockets / handbags.

- There are two audiences for the route maps included in the leaflets:
 - Frequent travellers - won't need route maps
 - Visitors – route maps would be helpful
- There were mixed views regarding the inclusion of the route description in the leaflet:
 - It is helpful for a passenger to follow the route description if they are travelling to a new destination
 - It is not useful for regular passengers
- To provide all bus service timetables in one booklet - similarly to rail timetables booklet (not ideal as bus service changes take place 6 times a year). Metro previously produced timetables in ring-binder folder?

Suggestion: to limit the number of service changes to two per year so the full leaflet doesn't have to be printed many times.

- The Combined Authority could produce the proposed timetable. Operators could add additional information, such as, coloured route maps and operator details at their costs.
- Timetables printed on recycled paper, however, will still need a two colour process (red colour for 'M').

General comments

- A question was asked about who the CA were targeting for the proposed timetable.

- When asked who uses printed timetables, the responses varied:
 - On the table at the far end near the window, one member stated they use printed timetables with another confirming they download them via our website.
 - On the middle table, almost two-third of the members use printed timetables.
- Members are able to print the timetables, however, they are required to use a lot of paper to print the whole timetable for one service. It should be tailored so that passengers can print out only the services they require. (I.e. one service rather than all services in the timetable group).
- A Member highlighted that South Yorkshire City Region Combined Authority withdrew from printing any timetables. Operators are required to fund and print these themselves.

Route maps

- The group liked the full coloured route map. This is similar to what Greater Manchester Combined Authority provide.
- Suggestion: to highlight where the bus stops are (dots) and include key landmarks.**
- The route map only shows frequent services. This may confuse passengers as there could be an infrequent service which could get them to their destination more quickly.
 - Consideration will need to be given to the route line colour used so passengers can differentiate between the route i.e. red line in Bradford and Leeds.
 - The route maps are helpful for visitors.
 - The current area maps are very useful and well liked, however, they do not print out very well via our website.
 - A Member stated that Preston has a line route map for each service at bus stops. This would be helpful in West Yorkshire.

Activity 3 - Use of Digital Information

- There was a preference for use of either Google or the operator's website rather than Metro's (although Arriva's website isn't seen as particularly user friendly)
- Frustration that you can't bookmark individual bus stops through Metro's website Google isn't good for train information or public transport disruption information (bus or rail);
Should The Combined Authority provide the information or depend on third party outputs?

- Use third party front ends
- You can get everything in the same place through Google
- If Metro's website was more 'proactive' and 'reactive' it would be more useful – giving you timetables to get to places and linking to social media / ticker-tape information line when things go wrong
- Could the Metro website be more two-way, i.e., as well as providing information out to the public, there is an active way for the public to feed information (e.g. damage, delays, suggestions on travel routes) back in to Metro which are then shared?
- Is there greater potential to link to Parish Council websites / social media feeds, etc?
- Need to present fares information on the website and journey planner (e.g. single and return ticket prices)
- Many people use both paper timetables and digital information, often for different purposes
- Real time displays at stops should show when buses have been cancelled more often
- Metro's 'Yournextbus' is felt to be better than First's
- The new real time displays are a significant improvement over the old ones;
- Urban / rural split – if the bus is cancelled it's even more important within a rural context because it could be a long time before the next bus is scheduled to arrive. Sometimes the real time displays show that a service is 'due', then the bus disappears from the display without arriving
- It is felt that the disappearance of buses from the real time displays do nothing to build trust
- Why are buses still missing from the real time displays when the information is now drawn from the (new) ticket machines – surely they should all show now?
- Could a guide be produced to tell people how to access the digital information and specifically the real time information online / using a smart phone?
- Are all of the changes made by operators to the timetables entirely necessary?
- The national rail website is very good – could we draw experience from their successes?

- There is a challenge for Metro to overcome which is that people consume information in very different ways today. Some people live their whole lives through their smart phones, others use it on an as and when basis but will also use traditional channels. We need to cater for both segments of the market.

Appendix B

Summary of December 2019 timetable changes

The table below summarises the main timetable changes in the West Yorkshire area from the timetable change on Sunday, 15 December 2019. This is based on information shared by the train operators; full timetables are now being made available by the train operators.

Route	Changes (“tph” – trains per hour during daytime)
Harrogate Line	<p>Remains 3tph on Northern</p> <p>New 0.5tph (every two-hours) Harrogate – Leeds – London LNER service with calls at Horsforth, by extending existing London – Leeds service.</p>
Calder Valley Lines	<p>Major changes (all Northern):</p> <ul style="list-style-type: none"> • Normal hourly clockface times change – some service intervals e.g. Halifax – Bradford – Leeds better • Some faster journeys due to Network Rail investment in 2018, plus new trains • Current Huddersfield – Brighouse – Halifax – Low Moor – Bradford – Leeds ceases running, except Sundays • New Halifax – Low Moor – Bradford – Leeds – Selby – Hull train (not Sundays) • New Huddersfield – Brighouse – Halifax – Low Moor – Bradford train (not Sundays) • Existing weekday Chester – Manchester – Calder – Halifax – Bradford – Leeds gains stop at Low Moor, so the station now has 2tph (but only 1tph through to Leeds) • Existing Southport – Wigan – Manchester – Calder – Brighouse – Dewsbury – Leeds only starts from Wigan • Sowerby Bridge and Mytholmroyd loses most stops on the Blackpool – Hebden Bridge – Halifax – Bradford – Leeds – York trains (other than some peak stops)
Huddersfield (Dewsbury)	<ul style="list-style-type: none"> • Leeds – Dewsbury – Huddersfield local services (TPE): no major changes • Huddersfield – Wakefield – Castleford (Northern): no major changes • Leeds – Huddersfield – Manchester – Airport / Liverpool TPE fast services: no major changes • Huddersfield – Slaithwaite – Marsden – Manchester local services: the peak-only Northern trains cease running • Hull – Leeds – Huddersfield – Manchester: these TPE trains will, in AM and PM peaks only, serve local Slaithwaite and Marsden, replacing Northern local trains
Leeds – Selby – Hull	<ul style="list-style-type: none"> • Northern’s Leeds – Selby stopping trains replaced by new Halifax – Bradford – Leeds – Selby – Hull service • No major changes to TPE Manchester – Leeds – Hull trains

Route	Changes (“tph” – trains per hour during daytime)
Leeds – Garforth – York	<ul style="list-style-type: none"> • TPE Liverpool – Leeds – York – Newcastle trains to be extended to Edinburgh (To be confirmed) • TPE Manchester Airport – Leeds – York – Middlesbrough trains to be extended to Redcar
Dearne Valley (York – Pontefract – Sheffield)	Remains only 3 Northern trains per day (2 on Sunday) but spacing improved, allowing “9 to 5” commuting into York (though not into Sheffield)
Bradford – Halifax – London	No changes known to Grand Central services
LNER services to and from London	Extension of an existing London – Leeds service to / from Horsforth and Harrogate every two hours

No major changes are expected on the following routes and lines (all Northern except the Cross-Country service):

- Wharfedale Line (Leeds / Bradford – Ilkley)
- Airedale Line (Leeds / Bradford – Keighley, Skipton and Carlisle / Lancaster)
- Penistone Line (Huddersfield – Penistone – Barnsley – Sheffield)
- Hallam Line (Leeds – Wakefield Kirkgate – Barnsley – Sheffield)
- Wakefield Line (Leeds – Wakefield Westgate – Doncaster / Sheffield)
- Pontefract Lines (Leeds – Wakefield – Knottingley, and Leeds – Castleford – Knottingley – Goole)

Cross-Country intercity services passing through West Yorkshire