

## **LEEDS DISTRICT CONSULTATION SUB- COMMITTEE**

**MEETING TO BE HELD AT 2.00 PM ON MONDAY, 14 OCTOBER 2019  
IN COMMITTEE ROOM A, WELLINGTON HOUSE, LEEDS**

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### **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. DECLARATIONS 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 4 FEBRUARY 2019**

(Pages 1 - 6)

**7. CHAIR'S UPDATE**

**8. OPERATOR UPDATES**

**9. CONSULTATION REPORT - WEST YORKSHIRE BUS  
ALLIANCE**

(Pages 7 - 8)

**10. INFORMATION REPORT**

(Pages 9 - 30)

**Signed:**

A handwritten signature in black ink, appearing to be 'S. Khan', written in a cursive style.

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

**MINUTES OF THE MEETING OF THE  
LEEDS DISTRICT CONSULTATION SUB-COMMITTEE  
HELD ON MONDAY, 4 FEBRUARY 2019 AT COMMITTEE ROOM A -  
WELLINGTON HOUSE, LEEDS**

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**Present:**

Councillor Michael Lyons OBE (Chair)	Transport Committee
David Brady (Deputy Chair)	Public Representative
Councillor Kayleigh Brooks	Transport Committee
Councillor Kim Groves	Transport Committee
Linda Bishop (Public Representative)	Public Representative
Charlotte Davenport (Public Representative)	Public Representative
Howard Dews (Public Representative)	Public Representative
Kat Handy (Public Representative)	Public Representative
Catherine Keighley (Public Representative)	Public Representative
Mark Parry (Public Representative)	Public Representative
Judith Rhodes (Public Representative)	Public Representative
Eric Smith (Public Representative)	Public Representative
Russell Stead (Public Representative)	Public Representative
Brannoc Stevenson (Public Representative)	Public Representative
Bill Tymms (Public Representative)	Public Representative
Leslie Webb (Public Representative)	Public Representative
Clive Woods (Public Representative)	Public Representative

**In attendance:**

Councillor Paul Wadsworth	Leeds City Council
Megan Atkinson	Arriva Rail North Limited
Pete Myers	Arriva Rail North Limited
Graham Meiklejohn	Transpennine Express
Stuart Fillingham	First Group
Will Pearson	First Group
Paul Flanagan	Arriva Yorkshire
Dwayne Wells	Arriva Yorkshire
Jonathan Woodhouse	Arriva Yorkshire
Dave Pearson	West Yorkshire Combined Authority
Helen Ellerton	West Yorkshire Combined Authority
Tom Gifford	West Yorkshire Combined Authority
Ruth Chaplin	West Yorkshire Combined Authority

## **10. Apologies for Absence**

Apologies for absence were received from Councillor Neil Buckley and public representatives Peter Dixon, Rob Greenland, Mike Leighton and Clare Mason.

## **11. Declarations of Disclosable Pecuniary Interests**

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

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

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

## **13. Minutes of the meeting held on 22 October 2018**

Further to minute 6, Operator Updates, further information on the park and ride usage and Connecting Leeds programme would be provided to the Sub-Committee.

**Resolved:** That the minutes of the meeting held on 22 October 2018 be approved.

## **14. Open Forum**

The Sub-Committee was advised that Councillor Mick Lyons was standing down as a Councillor in May 2019 and this would be his last meeting of the Leeds DCSC. On behalf of the Sub-Committee, Councillor Groves thanked Councillor Lyons for all his hard work over many years and for sharing his knowledge and expertise in respect of public transport. Dave Pearson, the Combined Authority's Director of Transport Services paid tribute to Councillor Lyons and highlighted some of the achievements realised during his leadership as Chair of the former Passenger Transport Authority and Integrated Transport Authority.

In response, Councillor Lyons said he had been involved with the Authority in its many guises since 1985 and had seen many improvements to public transport during that time. He thanked members and officers for their support and hoped that everyone's hard work towards achieving the ambitions for the Leeds City Region would be successful.

The Sub-Committee was given the opportunity to raise any issues which were not covered on the agenda and the following comments were made:

- Members were disappointed that the Cycle Hub at Leeds Station had now closed and hoped the facility would re-open once the improvement works had been completed. It was reported that the lease with Network Rail and their tenant had expired and the Sub-Committee would be advised of any future developments.
- It was considered that the traffic signal improvements made at the junctions on Horsforth roundabout had not delivered the promised

reductions in bus journey times and the concerns would be brought to the attention of LCC's Highways Department. It was reported that consideration was being given to making funding available through the Connecting Leeds programme to improve bus priority at these junctions.

## 15. Operator Updates

The Sub-Committee was provided with updates from the bus and rail operators.

Northern provided an update on the long running industrial action which is continuing to disrupt Saturday rail services and the Sub-Committee expressed their disappointment that agreement had still not been reached.

It was noted that although performance had improved following the December timetable changes, issues did remain. Members reiterated that services were still failing to operate at an acceptable level and passengers and the local economy were being severely affected.

TransPennine Express circulated a report which provided an overview on recent developments with focus on the routes, services and stations they operate within the region. The proposed introduction of being able to make bike reservations up to 2 hours before departure was welcomed by the Sub-Committee.

First highlighted the key points of their note which was circulated at the meeting and the following issues were raised:

- In response to concerns regarding the reliability of digital information displays on new vehicles, First advised that they were aware of the problem and work was being undertaken to rectify this.
- First's engineering department had also been made aware of the issue of bells ringing more than once on some vehicles.
- First agreed to look whether there was any flexibility to address the gaps in the timetable for Services 33/34 after 9 pm on the A65 route.
- The Government's scheme to provide concessionary fares passes and their associated costs to the Combined Authority was discussed.
- First will clarify whether a monthly ticket for 16-19 year olds was available.
- The need for better communication with passengers was raised and the work being undertaken as part of the West Yorkshire Bus Alliance was discussed.

Arriva/Yorkshire Tiger provided an update on recent service changes in the Leeds district and the Sub-Committee made the following comments:

- The concerns raised at the previous meeting regarding Arriva's Leeds urban ticket excluding Rothwell and Woodlesford were reiterated.
- The new electronic timetables in shelters which tracked 110 services were not accurate and this would be investigated. The Combined

Authority were responsible for the displays and the Sub-Committee was asked to report any specific issues.

**Resolved:** That the train and bus operators' updates be noted.

## 16. Consultation Item: Planning for Growth: The City Region Connectivity Strategy

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 21<sup>st</sup> 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:

- Should the main focus be on Northern Powerhouse Rail and not faster journey times to London?
- Looking ahead to 2033, would hope that more routes are covered.
- Improvements to infrastructure is essential in order to deliver better services.
- Cycling and walking infrastructure should be included – this would help to improve air quality.
- Got to expand to improve and HS2 would provide additional capacity as it is a new railway.
- Better links to Leeds-Bradford airport needed.
- Steel rail.

It was noted that 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 importance of ensuring that connectivity addresses the needs of local communities and businesses in the whole city region was stressed.

Members were thanked for their comments and suggestions and were asked to forward any further comments on the questionnaire provided at the meeting or by email to: [governanceservices@westyorks-ca.gov.uk](mailto:governanceservices@westyorks-ca.gov.uk).

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

## 17. Information Report

The Sub-Committee considered a report on matters of information relating to the Leeds district.

### Budget Update

It was noted that in setting the budget for 2019/20, it was expected to continue the £1m reduction in the Transport Levy for a second year. The Sub-Committee was advised that difficult decisions would need to be made regarding services and the Combined Authority would be looking for efficiencies on an area by area basis.

### Combined Authority Senior Roles

It was noted that Neale Wallace, Head of Transport Operations, and Diane Groom, Head of Customer Services, were leaving the organisation and the Sub-Committee sent their best wishes and thanks to them.

### West Yorkshire Bus Strategy

In respect of ticketing, comment was made that travel should be affordable with a focus on young people and a simpler fares structure.

### Leeds Station

In noting the temporary closure of bus stops at Leeds Station, comment was made that it was disappointing that the airport bus service could not now stop at the station although taxis were unaffected.

### Service 39

It was noted that Service 39 would cease to operate from 18 February 2019. Whilst this was disappointing, it was unlikely that an alternative operator would be willing to provide the service as three operators have been unable to make it viable.

**Resolved:** That the information report be noted.

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**Report to:** Leeds District Consultation Sub Committee

**Date:** 14 October 2019

**Subject:** **Consultation Report – West Yorkshire Bus Alliance**

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**Director(s):** Dave Pearson Director Transport Services

**Author(s):** Helen Ellerton

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**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:** Leeds District Consultation Sub Committee

**Date:** 14 October 2019

**Subject:** **Information Report**

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

**Author(s):** Various

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## 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 21<sup>st</sup> 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.
- 2.21 An additional 490 screens have been installed in the Leeds district as part of the Leeds Public Transport Investment Programme (LPTIP). A procurement exercise is underway to procure 500 battery powered displays that can be mounted at bus stops, which will be installed in Leeds in 2020

### Bus Service Changes

- 2.22 There will be some service changes in Leeds from 27 October. Full details of changes will be available at [wymetro.com](http://wymetro.com). The main changes to note are:
- Service 481 Leeds – Middleton – East Ardsley – Wakefield will be renumbered 118/118A and operate via the White Rose Centre
  - In Otley there will be a new service introduced (963) which will serve the new development at Garnet Wharfe

### Boxing Day and Christmas Bus Operation

- 2.23 On Christmas Eve and New Year's Eve bus services will gradually reduce from 6pm, with no services after 8pm.
- 2.24 A Saturday service will operate on 27, 30 and 31 December.
- 2.25 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).
- 2.26 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.

### Connecting Leeds

- 2.27 The Leeds Public Transport Improvement Programme, 'Connecting Leeds', aims to deliver a transformational change in the transport network and connectivity in Leeds. This will be achieved through improvements to road, rail, bus, park and ride, cycling and walking services and infrastructure. Recent and current progress on Connecting Leeds schemes is detailed below:

#### Stourton Park and Ride and the A61 South Highway Improvements

- 2.28 Stourton Park and Ride will provide 1200 parking spaces and be served by an all-electric dedicated bus service running at least every 10 minutes into Leeds City Centre. This is supported by a package of bus priority measures on the A61 which will benefit all bus services on this corridor
- 2.29 Construction of Stourton Park and Ride and the bus priority measures on the A61 commenced in late August 2019, the Park and Ride is expected to open in January 2021.

#### Elland Road and Temple Green Park and Ride Extensions

- 2.30 Elland Road Park and Ride opened in 2014 and provided 420 spaces. This was expanded in 2016 to provide 800 spaces. Construction work has started on a further extension to provide a further 500 spaces. This is due for completion in late summer of 2020.
- 2.31 Temple Green Park and Ride was first opened in 2017 and provides 1000 spaces. Consultation is underway to expand the Park and Ride to provide at least a further 300 spaces.

#### Alwoodley Park and Ride and A61 North Highway Improvements

- 2.32 Alwoodley Park and Ride will provide 500 spaces in North Leeds. Preliminary consultation on the scheme is planned for autumn 2019.
- 2.33 The Park and Ride will be supported by bus priority measures on the A61 North. The improvements are expected to be delivered through 2020.

#### A647 Highway Improvements Package

- 2.34 A package of improvements on the A647 from Bradford through to Leeds aims to reduce bus journey times and make the environment better for pedestrians. It is expected that construction will begin in February 2020.

#### Leeds City Centre Gateways

- 2.35 A key component of the Leeds Public Transport Improvement Programme is to transform the key gateways in the City Centre to improve the bus, pedestrian and cycle environment. Construction of the Headrow gateway commenced in August 2019 and is expected to complete later in 2020. This necessitated the re-routing of several bus services around the city.
- 2.36 A communications strategy has been developed to manage the impact on bus passengers travelling through and interchanging in the City Centre.
- 2.37 In addition to The Headrow, the Corn Exchange and York Street will also be improved to transform the waiting environment for bus passengers and

pedestrians. Consultation on the plans for the Corn Exchange and York Street are taking place in October 2019.

#### Leeds Bus Station

- 2.38 Proposals are being developed to improve the customer experience in the Bus Station. The proposals include improvements to the retail offer, waiting environment, entrances to the bus station and overall pedestrian movements. Consultation on the proposals is taking place alongside the Corn Exchange and York Street proposals in October 2019.

#### Presentation of the Core Bus Network to Customers

- 2.39 Consultation undertaken as part of the development of the Bus Strategy and Leeds Transport Conversation highlighted that the bus network across West Yorkshire is difficult to navigate for infrequent bus users. Targets have been set to increase bus usage, it is therefore crucial to make the system easier to understand and use for people who don't habitually take the bus.
- 2.40 To aid simplicity of presentation, the system 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. Examples of this approach were discussed at the joint DCSC meeting in July. It is proposed to integrate the maps with the on-street furniture and the buses to support navigation.
- 2.41 Transport Committee approved the principles of the presentation of the Core Bus Network on 5 July.

#### Transport Hubs and Public Transport Access Schemes

- 2.42 These schemes will improve access to the core bus corridors and interchange with bus in six locations across the City. Proposals to improve the waiting environment and operation of the buses at Bramley, Compton Road and Middleton have been developed.
- 2.43 In addition, improvements to the walking and cycling links to the public transport network are proposed in Rothwell, Robin Hood, Pudsey and Lincoln Green.
- 2.44 Public consultation on these schemes is expected to take place in the autumn of 2019.

#### New Rail Stations

- 2.45 Initial consultation has taken place on the development of White Rose, Thorpe Park and Leeds Bradford Airport. Work is under way to develop business cases for the new stations.
- 2.46 The programme will also fund improvements to accessibility and car parking at suburban rail stations in the Leeds district.

#### Leeds Train Station

- 2.47 A new transparent roof has been installed above the main southern concourse of the station. The existing gateline has been removed and replaced with new machines installed in a straighter alignment which will improve passenger flow through the station at peak times. Further improvements including a new glazed entrance are due to be completed this autumn.

- 2.48 Works on New Station Street are now complete. These have included widening the pavement outside the main entrance down towards the Queens hotel, providing more space between the bus shelters and creating a new pedestrian crossing.
- 2.49 Work continues at the station on creating a new platform zero and simplifying the track layout around platforms one to six. As part of the works the station will be closed on the morning of Sunday 27 October 2019 and rail replacement bus services will be operating.

#### Blake Jones and Williams Reviews

- 2.50 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.
- 2.51 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.
- 2.52 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.
- 2.53 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
- 2.54 Discussion has been ongoing over summer about how the proposed reforms can bring more effective accountability to rail service delivery and planning.

#### HS2

- 2.55 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.
- 2.56 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.

- 2.57 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.
- 2.58 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)

- 2.59 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

- 2.60 In April 2019 the Department for Transport announced that two West Yorkshire rail stations would benefit from additional funding from the ‘Access for All’ programme. Both Todmorden and Menston rail stations will, subject to a feasible design being possible, receive an accessible, step free route into the stations, as well as to and between every platform over the next five years. It was also confirmed that deferred schemes selected for funding in 2014 but not yet implemented, would be completed during the 2019-24 budget period. Garforth rail station falls into this category.
- 2.61 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

- 2.62 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.

- 2.63 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.
- 2.64 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.
- 2.65 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.
- 2.66 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

- 2.67 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.

- 2.68 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.
- 2.69 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.
- 2.70 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.
- 2.71 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

- 2.72 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

- 2.73 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.
- 2.74 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.
- 2.75 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).

- 2.76 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.
- 2.77 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

- 2.78 Many train timetables will change on 15 December 2019, generally reflecting operators' franchise commitments. A summary of the main changes is attached at Appendix B. 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
- 2.79 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.
- 2.80 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.

#### Leeds Local Cycling and Walking Infrastructure Plan

- 2.81 Local Cycling and Walking Infrastructure Plans (LCWIPs) are being developed for each partner council area in West Yorkshire. The Plan for Leeds will build on work to identify networks for walking and cycling already carried out by partners in the region, and the priorities identified in the [Leeds Cycling Strategy, "Keeping the Wheels Spinning"](#)
- 2.82 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 Leeds district, and several phases of development are envisaged. The work underway now should be the first phase of a longer term development process.
- 2.83 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 Leeds includes plans to improve walking in Harehills, and for cycling in north east Leeds.
- 2.84 A phase one LCWIP for Leeds has now been produced in draft. This includes a walking network map for Harehills, and a programme of improvements for walking within the local centre has been identified
- 2.85 The LCWIP also includes a network map of desire lines for cycling for north east Leeds. The desire lines identified have been prioritised to identify which routes should be assessed in more detail as part of this phase of work, and two routes have been assessed in more detail – Chapel Allerton to Regent Street (and the existing cycle routes into Leeds city centre), and the A61 to Oakwood.
- 2.86 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.

#### Your Voice! Digital Engagement Hub

- 2.87 Your Voice! is the Combined Authority's digital engagement hub for consultation and engagement activities: [www.yourvoice.westyorks-ca.gov.uk](http://www.yourvoice.westyorks-ca.gov.uk).
- 2.88 The interactive hub is used for consultation and engagement activity, as well as providing details about the outcome of consultation / engagement exercises.
- 2.89 Recent and upcoming engagement activities include:
- [South Leeds Cycle improvements](#) closed 29 September 2019
  - [Clay Pit Lane cycle improvements](#) closed 29 September 2019
  - [Transport Hubs and walking and cycling schemes](#) –
    - First phase (Bramley bus interchange / Pudsey walking and cycling links / Compton Road) from Monday 16 September.
    - Phase 2 (Lincoln Green walking and cycling) from 30 September
  - Leeds bus station – from early October

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

#### City Connect

- 2.91 The new £7.9 million Leeds city centre cycle superhighway was officially opened on 19 July. The scheme, which adds an extra 4km of segregated routes to Leeds's growing cycling network, has been delivered through the Combined Authority's CityConnect programme, aimed at encouraging more people to travel by bike or on foot, in partnership with Leeds City Council. New sections of segregated cycle route connect the existing sections of the 23km Leeds Bradford Cycle Superhighway to the east and west of the city, making it safer, easier and quicker to travel by bike in Leeds city centre. The new cycle superhighway runs along Wellington Street towards City Square from the west and along Marsh Lane, York Street, Duke Street and Kirkgate from the east.
- 2.92 Consultation on a package of South Leeds Cycle Improvements took place over the summer, including schemes for Elland Road, Dewsbury Road and Claypit Lane. Further information on the proposed schemes is available via [Your Voice!](#)

### **3. Recommendations**

- 3.1 That the information report be noted.

### **4. Background Documents**

- 4.1 None.

### **5. Appendices**

**Appendix 1** – Notes of Joint DCSC Discussion on Bus Information

**Appendix 2**– December Rail Timetable Changes

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## Appendix 1

### Joint DCSC Meeting - Bus Information Strategy 2019-24

14:00-16:00, Friday 19<sup>th</sup> 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 2

### 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"> <li>• Normal hourly clockface times change – some service intervals e.g. Halifax – Bradford – Leeds better</li> <li>• Some faster journeys due to Network Rail investment in 2018, plus new trains</li> <li>• Current Huddersfield – Brighouse – Halifax – Low Moor – Bradford – Leeds ceases running, except Sundays</li> <li>• New Halifax – Low Moor – Bradford – Leeds – Selby – Hull train (not Sundays)</li> <li>• New Huddersfield – Brighouse – Halifax – Low Moor – Bradford train (not Sundays)</li> <li>• 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)</li> <li>• Existing Southport – Wigan – Manchester – Calder – Brighouse – Dewsbury – Leeds only starts from Wigan</li> <li>• Sowerby Bridge and Mytholmroyd loses most stops on the Blackpool – Hebden Bridge – Halifax – Bradford – Leeds – York trains (other than some peak stops)</li> </ul>
Huddersfield (Dewsbury)	<ul style="list-style-type: none"> <li>• Leeds – Dewsbury – Huddersfield local services (TPE): no major changes</li> <li>• Huddersfield – Wakefield – Castleford (Northern): no major changes</li> <li>• Leeds – Huddersfield – Manchester – Airport / Liverpool TPE fast services: no major changes</li> <li>• Huddersfield – Slaithwaite – Marsden – Manchester local services: the peak-only Northern trains cease running</li> <li>• Hull – Leeds – Huddersfield – Manchester: these TPE trains will, in AM and PM peaks only, serve local Slaithwaite and Marsden, replacing Northern local trains</li> </ul>
Leeds – Selby – Hull	<ul style="list-style-type: none"> <li>• Northern’s Leeds – Selby stopping trains replaced by new Halifax – Bradford – Leeds – Selby – Hull service</li> <li>• No major changes to TPE Manchester – Leeds – Hull trains</li> </ul>

Route	Changes (“tph” – trains per hour during daytime)
Leeds – Garforth – York	<ul style="list-style-type: none"> <li>• TPE Liverpool – Leeds – York – Newcastle trains to be extended to Edinburgh (To be confirmed)</li> <li>• TPE Manchester Airport – Leeds – York – Middlesbrough trains to be extended to Redcar</li> </ul>
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