
Report to: Kirklees District Consultation Sub Committee

Date: 6 February 2019

Subject: **Information Report**

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1. Purpose of this report

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

2. Information

Budget Update

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

Transforming Cities Fund

- 2.2 The Transforming Cities Fund (TCF) was announced in the Budget of November 2017 to "support intra-city transport, target projects to drive productivity by improving connectivity, reduce congestion and utilise new mobility services and technology". Through TCF, the Department for Transport has made £1.28 billion of capital funding available for competitive bidding by non-mayoral combined authorities up to 2022-23.
- 2.3 The Leeds City Region is one of the 12 non-mayoral areas to be successful in applying for TCF. On behalf of the Leeds City Region, the West Yorkshire Combined Authority is able to submit three competitive bids:
- A 'small bid' on behalf of the region with a value up to £10m. This was required to be submitted by 4 January 2019

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

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

West Yorkshire Bus Alliance

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

Performance of Northern / TransPennine Express rail services

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

try and add more robustness into the timetable and restore stability and reliability. The following summarises performance over the period October to December:

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

2.13 Autumn impacted significantly on the performance of both operators during the period due to the effect of leaf-fall on rail conditions. Northern particularly suffered from a number of wheel flats this year and investigations are ongoing why this is an increasing problem. Following the timetable change in December 2018 there were signs of improvement with the PPM for both Northern and TPE, increasing to 82.3 and 82.8% respectively. TPE cancellations also reduced significantly on the North route to 5.6%. The ongoing industrial action at Northern continues to reduce the level of services operated on Saturdays.

2.14 Performance of rail services, and actions being taken to improve performance, will be an early focus of a new train Operators Forum. The Managing Directors of Northern and TransPennine Express have been invited to update the Combined Authority on plans to restore confidence in rail services at its meeting on 14 February 2019.

Northern & TransPennine Franchise / December 2019 Changes

2.15 The December 2019 timetable change was intended to mark the final implementation of the service improvements initially committed under the TransPennine Express and Northern franchises that commenced in April 2016.

2.16 It is expected that a number of changes will not now happen in December 2019, and in several cases there is no date for their implementation. The principal reason for this is infrastructure capacity: principally, a failure to deliver schemes that were assumed to be in place by December 2019 to increase network capacity. It is also, to an extent, due to changed assumptions as to what frequency of services can be accommodated on a given section of rail infrastructure with acceptable punctuality/reliability; the performance problems after the May 2018 timetable change suggested that previous assumptions were overoptimistic.

2.17 Work is expected to start at Leeds station in 2019 to provide extra platform capacity, and in the short term, this work could reduce capacity and may delay the introduction of the promised 6-car trains on the Skipton and Ilkley lines.

- 2.18 The following service improvements will be delayed beyond December 2019:
- Leeds – Harrogate: increase to four trains per hour
 - New fast Bradford - Leeds – Sheffield – Nottingham
 - Extending the Calder Valley service to Manchester Airport and /or Liverpool
- 2.19 The following changes are expected to go ahead, in either May or December 2019 :
- Liverpool – Newcastle Trans-Pennine Express extension to Edinburgh
 - Huddersfield – Wakefield extension to Castleford – expected May 2019
 - One extra train each way per day between Leeds and Lancaster expected - May 2019
 - Leeds – Selby extension to Hull – expected December 2019
 - York – Preston train extension back to Blackpool - expected May 2019
 - Leeds – Bradford – Calder – Manchester extension to Warrington & Chester - expected May 2019
 - Leeds – Harrogate increase from 2 trains per hour to 3 (new hourly train stopping only at Horsforth and Hornbeam Park) - expected May 2019
- 2.20 Improvements to local services between Huddersfield and Stalybridge/Manchester are expected to be introduced in December 2019.
- 2.21 It is not yet known what the status is of committed improvements to give earlier first and later last trains, as well as to a number of upgrades to Sunday services.

Trans-Pennine Route Upgrade

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

Dewsbury Rail Station Gateway

2.24 The Dewsbury Rail Station Gateway project commenced on site in June 2018, in partnership with Network Rail and TransPennine Express, and the following works have been completed:

- New pick-up drop off area
- Designated bus layby on the ring road for the Free Town Bus
- New toucan crossing facility across the ring road, giving cycle users safe access to the station
- Dedicated disabled parking on both sides of the station
- Improvements to the station forecourt area

Customer Service Excellence Standard 2018

2.25 The Combined Authority has again achieved the Customer Service Excellence Standard for its Transport brand, Metro. The Customer Service Excellence Standard is designed to operate on three distinct levels

- as a driver of continuous improvement by allowing organisations to self-assess their capability in relation to customer focussed service delivery, identifying areas and methods for improvement,
- as a skills development tool by allowing individuals and teams within the organisation to explore and acquire new skills in the area of customer focus and customer engagement, and
- as an independent validation of achievement. By allowing organisations to seek formal accreditation to the Customer Service Excellence standard, demonstrate their competence, identify key areas for improvement and celebrate their success.

2.26 The Combined Authority submitted a wide range of evidence in order to meet the requirements of the Standard which was independently assessed over a three day period, including face to face visits to some of the services provided by the Combined Authority. Evidence submitted and assessed included customer insight and research, consultation, service design, development and improvement, front line service delivery. The Combined Authority was again successful in meeting all the criteria of the standard.

Wifi in Bus Stations

2.27 Passengers at Bradford Interchange, Castleford, Dewsbury, Halifax, Huddersfield, Keighley, Leeds and Pontefract Bus stations can now take advantage of free Wi-Fi. Providing users with access free wi-fi at its eight busiest facilities is part of the Combined Authority's current project with BT to upgrade CCTV coverage across all of 25 of its West Yorkshire bus stations. Passengers using any of these eight bus stations will have the option of connecting for free with 'WYCA Public' through the BT network. Connecting for the first time requires a one-time registration process to make sure their device is recognised on the next visit to one of West Yorkshire's bus stations.

Real Time Displays

2.28 Work will commence in April to upgrade 750 real time screens across West Yorkshire, which will see the removal of blue monitor style units being

replaced with clearer four-line LED units that provide better visibility units displaying more real time information for customers.

Bus Shelter Maintenance

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

Bus Service Changes

- 2.31 There are a number of changes to supported services in Huddersfield and the Holme Valley. Services have been reviewed in line with Transport Committee guidelines, which has meant there will be some reductions due to low patronage. The main changes to note are:
- Service 341 Huddersfield – Almondbury – Stocksmoor will only operate Monday – Saturday daytimes to a reduced timetable (broadly two hourly). The last journey will be 1930. All other evening and Sunday journeys will be withdrawn due to very poor patronage. Service 341A will be withdrawn.
 - 317 Almondbury – Lindley will be significantly reduced with one return journey retained. The reduction is due to poor passenger use.
 - 354/355 Huddersfield – South Crosland timetable will be slightly reduced, the service will no longer serve Chapel Street in Netherthorpe on journeys towards Huddersfield (passengers can board/alight on Chapel Street on outbound journeys).
 - Service H5 between Holmfirth and Netherthorpe will be withdrawn but will be replaced by a revised service 335 (Holmfirth – Slaithwaite via Meltham) that will cover the Oval and the St Mary's estate. Netherthorpe to Holmfirth will still be served by two buses per hour into Holmfirth.
 - Service H4 (Brockholes Oakes Avenue – Wooldale - Holmfirth) will be withdrawn but Oakes Avenue will still be served by service H6 hourly via the Hospital and Lidl. Wooldale will continue to be served by services H1 and H2.
- 2.32 The Combined Authority has recently reviewed the supported bus network in North Kirkstiles in line with Transport Committee guidelines. This will result in minor changes to the network from 24 February.
- 2.33 Arriva have also reviewed their North Kirkstiles commercial network and are making changes in the area from 23 February that will increase the frequency of services for some but will also leave some communities unserved and break some current links. These changes include:
- Frequency enhancements on service 229, which will operate every 15 minutes between Heckmondwike and Leeds, and a better coordinated combined service between Leeds and the White Rose Centre.

- Service 221 and 223 will be renumbered 201 and 201A and only operate between Leeds and Heckmondwike,
 - Service 220 will be renumbered 200 and operate between Leeds and Cleckheaton
 - Service 209 and X29 Heckmondwike – Birstall – Drighlington - Leeds will be withdrawn. Service 229 will now offer a direct service between Heckmondwike and Leeds via Leeds Old Road, Smithies Moor Lane, Birstall and Gelderd Road.
 - Arriva service 222 Leeds – White Rose – Morley – Birstall- Gomersal – Heckmondwike will be withdrawn and will be replaced between Leeds and Gomersal by new service 200, and by a new hourly Mon-Sat daytime off-peak service 251.
 - New service 228 will operate between Cleckheaton and Huddersfield
- 2.34 The Combined Authority is assessing the impact of these changes and will take such action, under Transport Committee guidelines, that will maintain daytime bus services to communities adversely affected by Arriva's action. A verbal update will be given at the meeting.
- 2.35 Full details of all changes will be available on www.wymetro.com in the coming weeks.

Boxing Day Bus Services

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

Holmfirth Town Centre Improvement Plan

- 2.37 Public engagement is planned on the Holmfirth Town Centre Access Plan from 25 February to 29 March. Further details will be available at www.yourvoice.westyorks-ca.gov.uk

New Rail Cards

- 2.38 The Department for Transport has announced the launch of a new Railcard which will extend half price child rail fares to 16 and 17 year olds. The new 16 & 17 Railcard will be launched in September 2019, with up to 1.2 million young people guaranteed a 50% discount on rail travel to coincide with the new academic year.
- 2.39 Plans for the new rail card were announced on the same day that the rail industry launched the 26-30 Railcard, benefitting up to 4.5 million people with a third off their travel.

Settle to Carlisle Rail Offer

- 2.40 WYCA and Northern Rail are offering a special flat fare day ranger ticket on either the Settle-Carlisle or Leeds-Morecambe scenic railway lines.

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

Digital Payment Strategy

- 2.43 The Combined Authority's new Digital Payment for Travel Strategy aims to promote and stimulate flexible digital payment with all the benefits that brings, rather than create an entirely cashless system. It recognises that people often have to use different companies' services, using a combination of bus and train journeys; and the way people pay for them should be seamless and easy to understand. It also highlights that not everyone wants to or is able to pay online or via smartphone and these people, some of whom may not have bank accounts, must not be forgotten or excluded.
- 2.44 The strategy also recommends the development of the Mobility as a Service approach suggesting people would use a single point (such as an app or a web portal) to access different types of transport through single payments or retrospectively on an account basis, ensuring they get the best value travel. A Mobility as a Service app would also help make it easier for users to plan their journeys and then book and pay for their journey in one place.

Walking and Cycling Strategy

- 2.45 As part of the Cycling and Walking Investment Strategy (CWIS), the Department for Transport has published guidance on development of Local Cycling and Walking Infrastructure Plans (LCWIPs) as part of planning walking and cycling networks, and for prioritising investment to deliver these networks. The methodology brings together evidence and data on propensity and usage, with stakeholder input providing local intelligence.
- 2.46 LCWIPs are now being developed for each partner council area in West Yorkshire, which can be combined to create a West Yorkshire LCWIP. Kirklees Council is leading development of the Kirklees LCWIP, with the Combined Authority playing a role in co-ordinating development of LCWIPs across West Yorkshire, to ensure a consistent approach is taken.
- 2.47 It is anticipated that the development of a final LCWIP will require several phases of work, given the amount of resource and time required to develop a fully comprehensive plan. The current initial phase of work, planned to be completed by spring 2019, will focus on specific geographic areas of focus, within which key walking routes and cycling network desire lines will be identified, and resulting schemes assessed as part of a prioritisation process. Separate areas of focus have been identified for walking and cycling as part of this:

- Dewsbury town centre (walking network area of focus) – identified as a suitable area of focus with a particular aim to address severance issues caused by highways which act as a ring road around the town centre (A638 and A644) and on access to Kirklees College and the enlarged police station.
 - East Huddersfield (cycle network area of focus) – identified as a suitable area of focus, as the area shows good cycling potential and propensity to cycle. It is proposed to focus on the Wakefield Road A642 corridor from Fenay Bridge to Huddersfield and surrounding communities as there are committed plans to improve cycling infrastructure on the other key corridor to the east of Huddersfield - the A62 Smart Corridor.
- 2.48 Local stakeholders play an important part in LCWIP development, and walking and cycling specific events have been held with elected members, including portfolio holders and local ward members. Events have also included other key stakeholders, including those representing user groups such as the local Cycling Campaign, Cycling UK, British Cycling and Sustrans, local community groups and organisations such as University of Huddersfield, and local authority officers from a range of service areas including environmental health and air quality, public health, and highways and transportation.
- 2.49 These events provided local knowledge, which will be used alongside data gathered by the consultants and work previously undertaken by partner councils, to develop the proposed cycling and walking networks and improvements required within the areas of focus. A wider group of stakeholders will be asked to provide feedback on the outputs developed as part of individual LCWIPs, including the draft network maps and list of proposed improvements to help shape the draft LCWIP. A further list of stakeholders will also be kept informed of progress.

City Connect

- 2.50 The improvements to the Huddersfield Narrow Canal towpath between Longroyd Bridge in Huddersfield and Milnsbridge were completed November 2018. A further extension to the CityConnect programme, through the Transport Fund, has been approved to progress through the Combined Authority's assurance process with development funding approved. This extension includes cycle route improvements in Huddersfield town centre, providing a route through the town via Cross Church street, along with a continuation of the towpath improvements on the Huddersfield Narrow Canal through to Slaithwaite.
- 2.51 CityConnect is currently delivering several initiatives across West Yorkshire which are aimed at helping people take every day journeys by bike or on foot. Initiatives include support to schools, businesses and community organisations and a programme of adult cycle training aimed at people accessing work, training and apprenticeships as well as overcoming mental and physical health barriers.
- 2.52 To date, over 230 businesses have been supported through the CityConnect Bike Friendly Business programme. Business are given advice and support to become bike friendly employers; local business who have been supported

include Cummins and Dark Woods Coffee. Businesses have also been able to access small grants to improve facilities at their organisations to encourage their staff to cycle to work. Organisations that have benefitted from the process have seen a 25% increase in staff cycling to work by bike.

- 2.53 CityConnect has also been supporting businesses across West Yorkshire to become walk friendly employers. In partnership with the national walking charity, Living Streets, over 50 organisations have been supported with activities and advice to help their staff become more physically active as part of the working day. Businesses such as Kirklees Council have seen the benefit of led walks, walking meetings and walking maps which show easier ways to get to work on foot.
- 2.54 West Yorkshire have been leading the development of a health referral programme with partners Cycling UK, where people with physical and mental health issues are referred on to a 12 week cycle training programme. Cycle 4 Health has now completed a second year of training and sessions were provided to 276 people. Courses are run out of Leeds Road Sports Complex in Huddersfield.
- 2.55 CityConnect's free adult cycle training programme is also ongoing, with more than 1200 people being trained by partner Bike Right! to support them in their commute or rides just for fun. Courses are run out of Leeds Road Sports Complex in Huddersfield and can be booked through the CityConnect website <https://cyclecityconnect.co.uk/cycle-training>

Combined Authority Senior Roles

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

3. Recommendations

- 3.1 That the information report be noted.

4. Background Documents

None.

5. Appendices

Appendix A – West Yorkshire Bus Alliance