

Report to: Transport Committee

Date: 25 May 2018

Subject: **City Region Transport Update**

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Is this a key decision?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for call-in by Scrutiny?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information or appendices?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If relevant, state paragraph number of Schedule 12A, Local Government Act 1972, Part 1:	

1 Purpose of this report

1.1 To provide the Transport Committee with an update on current issues

2 Information

Bus 18 Progress:

2.1 Recent progress has been made on Bus18 initiatives as follows:

- Young People - Engagement with young people has taken place at the Youth Voice Summit and through focus groups with the Youth Council transport campaign group, to shape to the proposed "go anywhere day ticket". The young people preferred a personal product, that 'belongs' to them. The new £2.60 MyDay will be introduced in early July.
- A workshop bringing together Bus18 Steering Group and young people from across West Yorkshire will take place on 21 June. Young people will have the opportunity to provide feedback on Bus 18's recent initiatives and work with the group on an on-going basis.
- Positive feedback has also been received from young people and drivers regarding the implementation of concessionary fares when wearing school uniform.

- Network Stability - A service disruption protocol has been agreed and formalised between the Combined Authority and bus operators, following the cross-operator ticket acceptance actioned during the recent weather disruption. The protocol outlines the types of events which might trigger ticket acceptance (e.g. severe weather, road traffic accidents) and how the arrangements are communicated.
- Punctuality and Reliability - bus operators and the Combined Authority have agreed a punctuality monitoring scheme effective from January 2018 which will involve periodic reporting of performance against targets – the first quarter report is included within the Transport Committee paper entitled Bus Strategy Performance Framework.

Metroline Telephone Service Hours

- 2.2 In recent years, the Combined Authority has extended the range of its Metroline travel enquiry service and increased its online information presence through the www.metro.com website. In addition to taking telephone calls, the Metroline team provide social media and webchat services. As a result the wider range of services available, telephone call volumes in the evening have reduced. Consultation has commenced on a proposition to amend the opening hours of Metroline from its existing hours of Monday – Sunday 0700 – 2200 to Monday to Saturday 0700-2000 and Sunday and Bank Holidays 0800-2000.

Bus Services Act Regulations

- 2.3 New regulations made under the Bus Services Act have come into force that give the Combined Authority earlier sight of commercial service changes planned by bus companies. This change will enable earlier intervention by the Combined Authority in the event of a service withdrawal. However operators can now register the final version of the service change at shorter notice which has an impact on, in particular, providing information to customers. The Combined Authority is currently considering the implications of this change (which was brought in at short notice) and will report on this at a future meeting.

Bus Station Toilet Charging

- 2.4 The public toilets in both Bradford Interchange and Huddersfield Bus station are being renovated as part of the Combined Authority's planned maintenance programme. Works at Huddersfield have already started, Bradford will be completed later in the year. It is planned to refurbish the toilets to a high standard using the relatively new Castleford Bus Station design as a template. Introducing toilet charging at Leeds and Castleford bus stations has had a significant impact of reducing anti-social behaviour and vandalism in both locations, creating a more pleasant environment. Once the refurbishment is complete, it is planned to introduce toilet charging at Bradford and Huddersfield with the objective of significantly reducing anti-social behaviour and vandalism.

WYCA Funded Bus Services In Bradford District

- 2.5 Following a tender process, contracts have been awarded for socially necessary bus services operating under contract with the Combined Authority in the Bradford and Keighley areas with revised services operating from May 20 2018. In Bradford Yorkshire Tiger, based in Idle, were largely successful. In Keighley, the Keighley Bus Company were successful and will be operating the services with brand new Euro VI low emission buses. A very small number of journeys have been withdrawn due to very low passenger use but additional journeys have been provided to the Euroway Industrial Estate to meet shift finish times. Full details will be presented to the Bus Services Working Group,

Leeds CyclePoint

- 2.6 Following notification through the Cycle Rail Forum for the North, on 12 April the Combined Authority received confirmation from Network Rail that the Evans-staffed facility would close on Sunday 15 April. Since that date, the cycle parking provision remains operational for existing pass holders using the automatic doors, but no new passes are being issued for day or season ticket use. Signage has been put in place to indicate the location of alternative parking for cyclists without an existing pass. Network Rail has confirmed that Evans' decision to close the unit is related to the unit's commercial viability.
- 2.7 Network Rail also confirmed that it is making arrangements to keep the facility secure, and that it is actively seeking a new tenant to take over the facility. The Combined Authority will work with Network Rail to find a solution to this unsatisfactory situation which will enable the full cycle storage and servicing provision to be maintained.

3 Financial Implications

- 3.1 There are no financial implications directly arising from this report.

4 Legal Implications

- 4.1 There are no legal implications directly arising from this report.

5 Staffing Implications

- 5.1 There are no staffing implications directly arising from this report.

6 External Consultees

- 6.1 No external consultations have been undertaken.

7 Recommendations

- 7.1 That the updates provided in this report are noted.

8 Background Documents

None

9 Appendices

None