

**MINUTES OF THE MEETING OF THE BRADFORD DISTRICT
CONSULTATION SUB-COMMITTEE HELD ON MONDAY 16 APRIL 2018
IN COMMITTEE ROOM 1, CITY HALL, BRADFORD**

Present:

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|------------------------------|-----------------------|
| Councillor Taj Salam (Chair) | Transport Committee |
| Councillor Hassan Khan | Transport Committee |
| Councillor Rebecca Poulsen | Transport Committee |
| Christopher Allan | Public Representative |
| James Craig | Public Representative |
| Stephen Hetherington | Public Representative |
| Andrew Jewsbury | Public Representative |
| Peter Ketley | Public Representative |
| Nasreen Khan | Public Representative |
| Gareth Logan | Public Representative |
| Norah McWilliam | Public Representative |
| Andrew Noble | Public Representative |
| Graham Peacock | Public Representative |
| John Prestage | Public Representative |

In attendance:

| | |
|----------------|-----------------------------------|
| Oliver Howarth | First Group |
| Pete Myers | Northern |
| Phil Jolly | Transdev |
| Neale Wallace | West Yorkshire Combined Authority |
| Khaled Berroum | West Yorkshire Combined Authority |

1. Apologies for absence

Apologies for absence were received from Keith Renshaw and Councillor Nussrat Mohammed.

2. Declarations of Disclosable Pecuniary Interests

None were declared.

3. Exempt information – possible exclusion of the press and public

There were no exclusions of the press and public at the meeting.

4. Minutes of the meeting held on 22 January 2018

Matters arising from the last meeting included:

- A long term solution for the problems with the surface of the bus movement area at Bradford Interchange will be incorporated into the masterplan for the site; patching will continue to be applied in the short term .
- Bradford Interchange is managed by the Combined Authority and Northern Rail. The Council is responsible for access to the site.
- Funding is being sought for the pedestrian/ cycle scheme at Queensbury Tunnel.

Resolved - That the minutes of the last meeting be approved.

5. Tracker Survey

The subcommittee was provided with a presentation outlining the findings of the annual West Yorkshire Tracker Survey, followed by questions and a discussion covering the following:

- The Buses Act of 2017 requires operators to make data public enabling the creation of apps. Government guidance around this is expected within the year (2018).
- Officers would double check and report back to the committee about whether the survey and website were available in other languages.
- Transport for the North (TfN) is leading the development of an integrated smart ticketing system across the north of England – not the Combined Authority.
- Due to the greater take up of digital services , the use of printed timetable booklets and maps has decreased. The Combined Authority will print 5,000 or so copies of the bigger services when initially issued but will not be re-printed until the next major change. This reflects the general trend to go paperless across all aspects of customer service
- Park and Ride, and Rail, will be separate modes of transport on next year's survey.
- Only West Yorkshire residents are respondents to the survey.

Resolved: That the Tracker Survey and the subcommittee's feedback be noted.

6. Operator updates

Northern updated the subcommittee on service changes affecting Bradford due to the new timetable update scheduled for May 2018. Due to an unfortunate delay in the electrification of rail near Bolton, certain electric train reallocations which the new timetable relied upon could not be made and the timetable had to be redone. It was emphasised that no previous plans have been cancelled, only delayed until the new lines and trains are in operation – expected in Summer/Autumn 2018.

- There will be a new Leeds to Southport via Brighouse service.
- Due to delay of the rail electrification, the extension of service from Bradford beyond Manchester Victoria to Chester or the airport has been postponed
- The York – Bradford – Blackpool services will be split due to the electrification works. Passengers from Bradford to Blackpool will need

to change at Preston.

- The timetable for the Foster Square, Ilkley, Skipton services will change to accommodate additional stops at Kirkstall Forge.
- The security presence at Bradford Interchange has been increased by the Combined Authority and all Northern staff are now out from behind the glass and more directly accessible to customers and passengers.

The subcommittee discussed the changes, followed by questions and a discussion covering the following:

- New trains are expected to be in operation by January 2020 and are currently being tested – diesel first, and the electric ones will follow.
- Members felt there were not enough early morning services even though the Franchise commits Northern to more early/late services. Track access is limited in early/late time slots due to necessary works and other considerations taken by Network Rail for maintenance – without track access, early services cannot run. The Combined Authority and Northern are raising the issue with Network Rail.
- Network Rail were commended for the work they have put into mitigating the effects of bad weather and rain on landslides affecting rail lines and work was being done to improve prevention efforts in the future further.
- Concerns were raised about the new penalty fares regime and assurances were given that the policy will be reasonably applied, only at stations with working ticket machines which will be maintained well, the scheme will be advertised widely and there will be 'promise to pay' tickets issued to alleviate any issues that may arise. Prepaid tickets were advised for school children and lateness/queues would be a good excuse for not boarding with a ticket.

First reported no major bus service changes, that Bradford depot is now fully staffed with people and buses, and that contactless payment is now live – though there are no plans to eliminate cash on buses.

Transdev reported the following updates:

- New Keighley services, following new tender awards from the Combined Authority, and investment in five new vehicles (partly British made) for them.
- Introduced contactless payments, with 7% of income being generated from contactless payments in the first two weeks.
- A recruitment drive currently ongoing.
- A formal concern was raised that Bradford Highways seemingly did not grit primary route roads which affected bus services.
- A new hourly service to-and-from Leeds-Bradford airport is planned from May 2018.
- Concerns were raised that there were some services calling in at certain bus stops at 9.29am, where senior passes only activate from 9.30am. It was reported that all services should be even times (i.e. 9.30am) and the Combined Authority would speak to operators to ensure that all services are being ran in the customer's interest.
- Transdev drivers were praised for conduct and service during the bad weather, ensuring that passengers were not left stranded or in trouble.

Resolved: That the operator updates be noted and subcommittee's feedback be noted.

7. Information Report

An information report was presented updating the sub-committee on matters relating to the Bradford district and followed by questions and a discussion covering the following:

- Regarding Yorkshire Tiger minibuses, the Combined Authority does monitor the fulfilment of contracts to ensure that they are adhered to and maintained through regular contract compliance meetings.
- The changes to Bradford Interchange will be sufficiently publicised so passengers are aware and staff will be on site to assist people as needed.

Public representatives suggested that bus stop timetable designs should be colour-blind compliant, display bus operator company logos (not to take up too much space) and be accessible to smaller people and people with wheelchairs.

Resolved: That the information report be noted.

8. Open Forum - Questions and Suggestions

Questions asked and answered were:

- Mcard holders are not eligible for rail 'delay repayment' schemes– This is subject to ongoing discussions with rail companies.

Suggestions made included:

- Younger passengers should be better informed that they should not throw tickets away immediately upon getting on the bus and should keep them in case of inspection.
- There is too much focus on buses and rail without any focus on walking and cycling – particularly integrating rail and cycling.

9. Provisional date of the next meeting – 29 October 2018