

Developing LTP3 and Bus Quality Contracts in West Yorkshire: This is What You Told Us...

Draft March 2011

Overview

The purpose of this report is to present feedback from the public consultation stages, of the development of the third West Yorkshire Local Transport Plan (WYLTP3). The report is divided into four sections;

- Part 1 presents feedback from public consultation on the draft WYLTP3 Vision, Objectives and Strategy 2011-26;
- Part 2 presents feedback from public consultation on the draft WYLTP3 Implementation Plan 2011-14, and the Integrated Sustainability Appraisal (ISA), and;
- Part 3 presents feedback from public consultation on Bus Quality Contracts
- Part 4 presents a summary of public consultation carried out for other projects and proposals, through which comments relevant to the WYLTP3 have been raised.

Part 1: Feedback from Public Consultation on the draft WYLTP3 Vision, Objectives and Strategy 2011-26

1.1.0 Introduction

- 1.1.1 Metro (working in partnership with the five District Councils of Bradford, Calderdale, Kirklees, Leeds and Wakefield) consulted around the Outline Vision and Objectives between April and August 2010.
- 1.1.2 The majority of respondents were supportive of the general direction of the Vision and content of the Objectives. The main priorities emerging from this period of consultation were: reliability, connectivity, affordability, integration and active modes.
- 1.1.3 Public consultation on the more substantive draft West Yorkshire Local Transport Plan Strategy for 2011 to 2026, was launched on 27 October 2010. The original closing date for responses was 17 December 2010; however, this was subsequently extended until 7 January 2011.
- 1.1.4 The purpose of the consultation was to invite people to give their feedback on the draft Vision, Objectives and Strategy and input into how the LTP should be delivered. Participants were asked what their main transport concerns are at the moment and what they want to see happen over the next 15 years, as well as what they think should be prioritised for funding.
- 1.1.5 A total of 817 formal responses were received:
- 623 via the consultation response form.
 - 113 via website general comments form.
 - 56 via letter/email/phone.
 - 25 via meetings and workshops
- 1.1.6 As well as the official responses there were over 60 events held during the consultation period in which around 600 people were involved. In total, approximately 1,400 people have been involved in the consultation.

Sample Profile

- 1.1.7 The profile sample achieved from the survey can be seen in Tables 1.1.1 and 1.1.2.

Table 1.1.1: Sample Profile

	% Survey Responses	West Yorkshire % Split – 2001 Census
Gender		
Male	49.0%	48.4%
Female	27.4%	51.6%
<i>Didn't answer</i>	23.6%	n/a
Age		
14-34	13.6%	33.3%
35-59	28.8%	41.6%
60+	18.0%	25%
<i>Didn't answer</i>	39.7%	Na
Disability?		
Yes	11.5%	n/a
No	57.2%	n/a
<i>Didn't answer</i>	31.3%	n/a

Table 1.1.2: Response Distribution by Local Authority

Local Authority	% Survey Responses	West Yorkshire % Split – 2001 Census
Bradford	13.6%	22.5%
Calderdale	13.2%	9.3%
Kirklees	9.9%	18.7%
Leeds	26.2%	34.4%
Wakefield	9.4%	15.2%
Local Authority outside of WY	2.0%	n/a
<i>Didn't answer</i>	25.7%	n/a

1.2.0 Summary of Results - Main Transport Issues

1.2.1 The first question asked respondents to state, the **top three transport related issues** that they face in West Yorkshire, based on recent experience.

1.2.2 The responses have been categorised into groups, with the percentage of responses in each group shown in Figure 1.2.1. Table 1.2.1 provides further detail on these responses, highlighting the main issues raised within each category.

Figure 1.2.1 – Summary of responses to Question 1

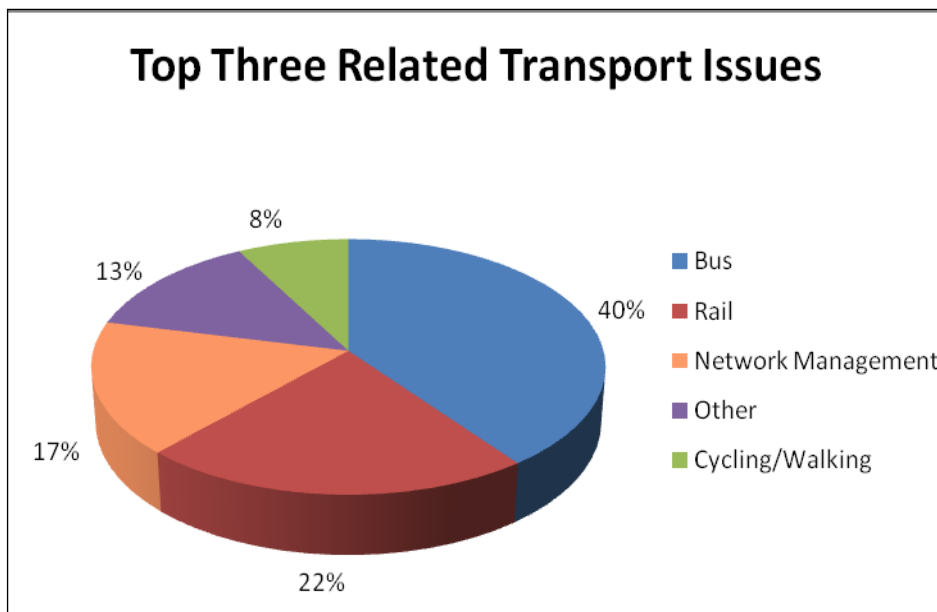
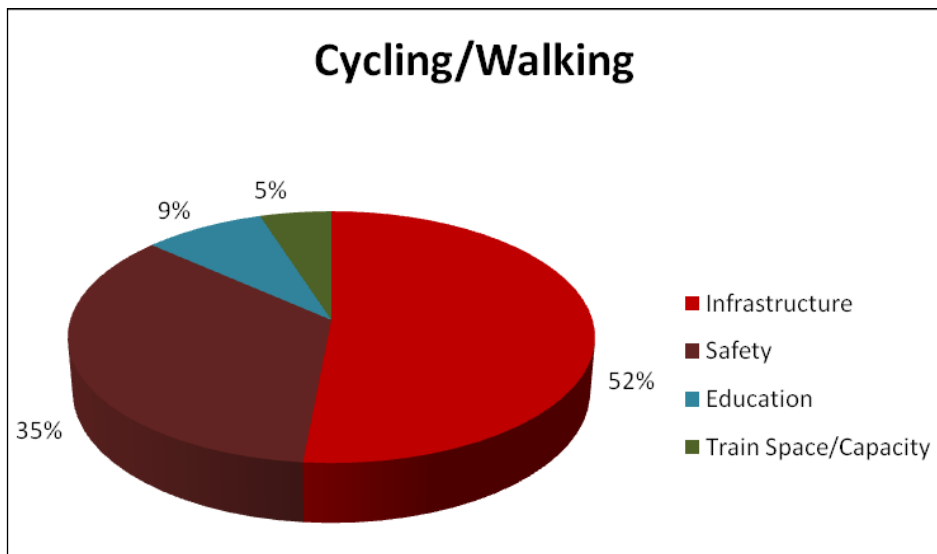
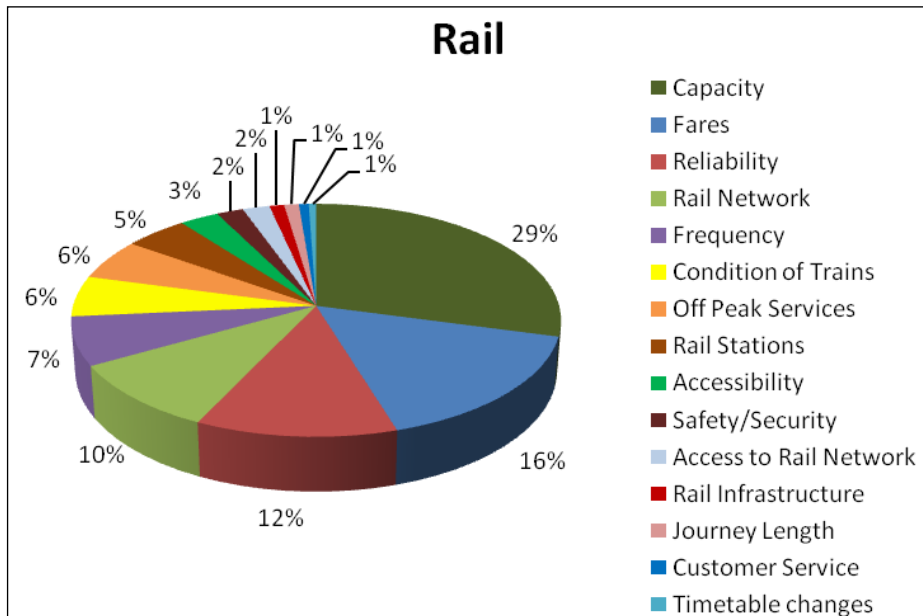
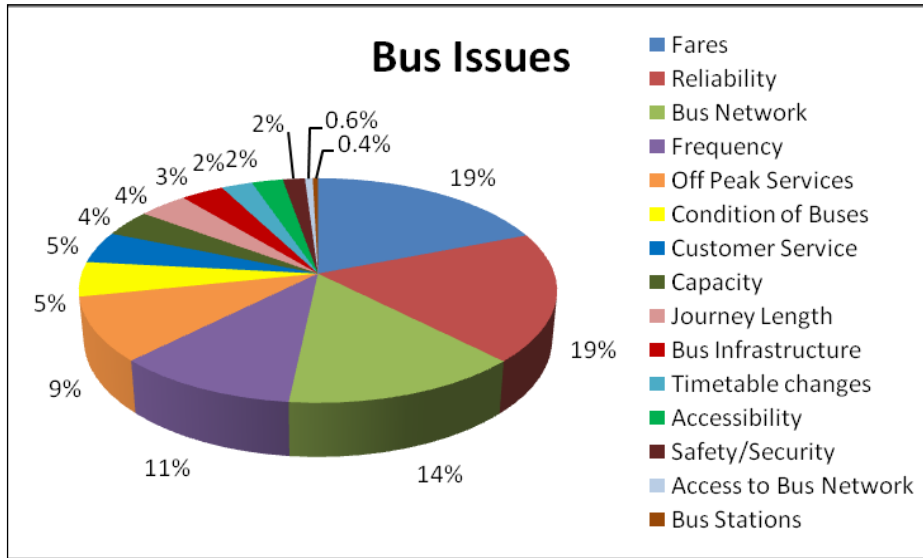


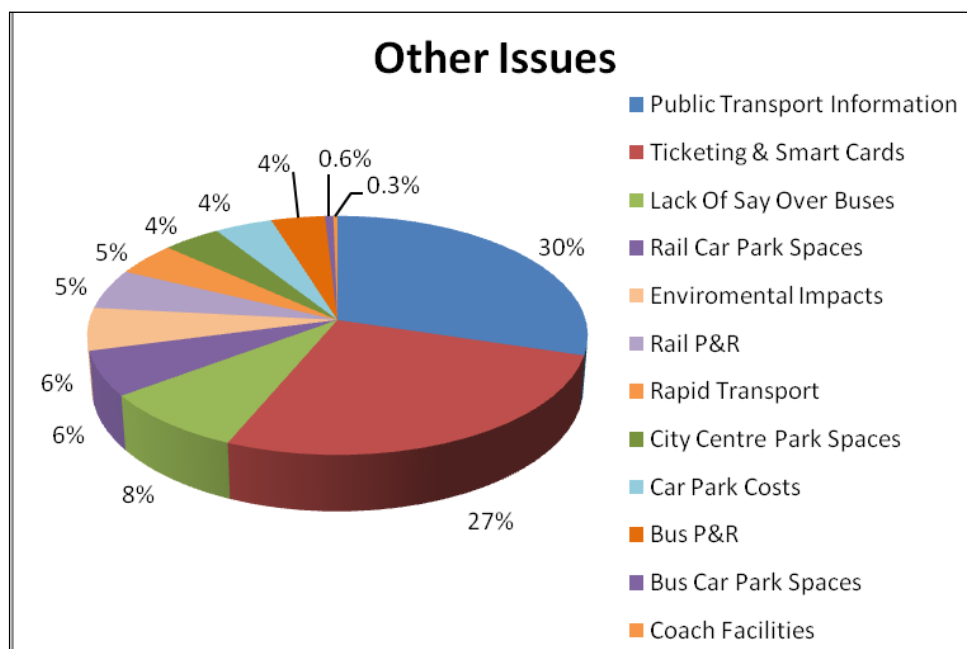
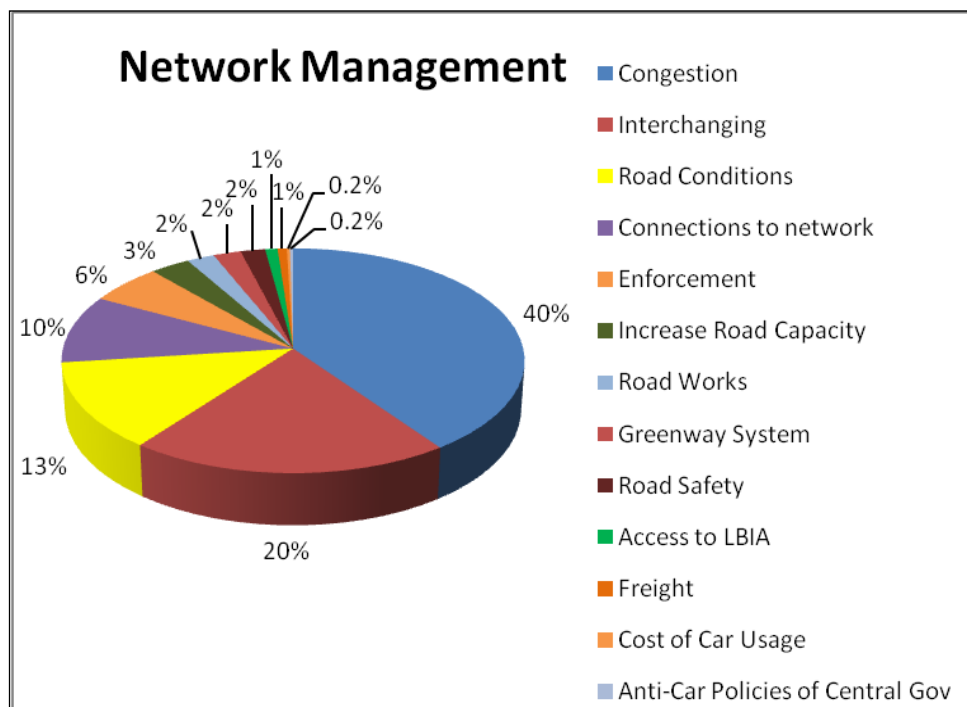
Table 1.2.1 – Question 1: Main issues raised within each category

What are the top three transport related issues you face?		
Bus (40%): 1. High Fares 2. Poor Reliability 3. Reductions/Changes in services	Rail (22%): 1. Low Capacity 2. High Fares 3. Poor Reliability	Cycling/Walking (8%): 1. Lack of Infrastructure 2. Safety – cycling in particular 3. Lack of Education
Network Management (17%): 1. High Congestion 2. Limited Interchange 3. Poor Road Conditions	Other (13%): 1. Public Transport Information 2. Ticketing & Smart Cards	

1.2.3 Figure 1.2.2 shows the breakdown of the sub-categories which make up the main categories i.e. issues relating to bus, rail, cycling/walking, network management and other.

Figure 1.2.2 – Question 1: Detailed breakdown of issues raised within each category





1.2.4 Further analysis of the responses has shown key emerging issues. These are summarised below and are considered in more detail in Appendix 1.

Bus:

- Poor Reliability– Buses turning up late, or not at all.
- High Fares– Discouraging people from using the bus. Car seen as a more viable option. Level of fares does not reflect the level of service i.e. reliability, frequency, off peak services, cleanliness, driver attitudes towards passengers.

- Network– Withdrawal of services including off peak services. Concerns from shift workers. Services also not going where people want them to. Network seen as being geared towards am and pm peaks into and out of the main city centres.
- Other –Driver attitudes, lack of express buses, infrequent and disjointed evening and weekend services, poor condition of buses, not enough capacity in peak periods, not enough bus infrastructure, timetable changes too frequent.

Rail:

- Capacity– Overcrowding in rush hour, particularly into/out of Leeds. Seen as unpleasant and perceived as dangerous.
- High Fares– Fares too high to encourage more rail usage.
- Poor Reliability– Trains arriving late, public information announcements/display screens not always accurate.
- Other– Network focused more on longer trips rather than short local trips, poor frequency, off peak services, condition of carriages is seen as poor. Not enough electrification on the rail network.

Cycling/Walking:

- Lack of Infrastructure– Not enough cycle lanes. Desire to see separate cycle paths. Better planning of cycle paths through complex junctions. More places to lock bikes up, including at a local level.
- Safety– Cycling on roads is perceived as dangerous. Discourages more people from taking it up. Comments on safety linked to lack of infrastructure.
- Lack of Education– Driver education to improve awareness of cyclists. Better education for children on how to ride a bike and the benefits of doing so. Comments from car users wanting cyclists to be better educated on how to use cycle on the road e.g. not weaving in and out of cars, correct clothes, lights.
- Other– Enforcement/maintenance of current cycling network. Lack of proper provision for bikes on trains. Seen as lagging behind other European countries.

Network Management:

- Congestion– An issue for both car users and bus users. Too many single occupancy cars. Not enough incentive to encourage people out of cars. Alternative options such as bus perceived as too expensive.
- Lack of Interchange opportunities– Lack of connectivity between different modes and services.
- Poor Road Conditions– Pot holes causing issues, especially for cyclists and motorcyclists.

Other:

- Public Transport Information–A desire to see more real time displays at stops served by irregular and infrequent services. Some concerns about accuracy of information.

- Ticketing & Smart Cards– Desire to see simplified ticketing. Great confusion and frustration with not being able to use different operator tickets on different services. Desire to see multi-modal smart cards.
- Lack of Say over buses– Lack of say over bus services and routes.
- Other– No rapid transport. Lack of car parking spaces within city centres coupled with rising costs. Lack of rail station car parking and bus P&R sites

1.2.5 Respondents were not specifically asked to categorise themselves in terms of which mode of transport they most often use. However, from the comments made, some assumptions can be made about which mode respondents usually use, and hence some analysis can be made based upon different road user groups. A summary of these findings is presented in Table 1.2.2. These comments refer to a relatively small sub-set of the total population of respondents, but may be useful to assess the themes emerging from certain road-user groups.

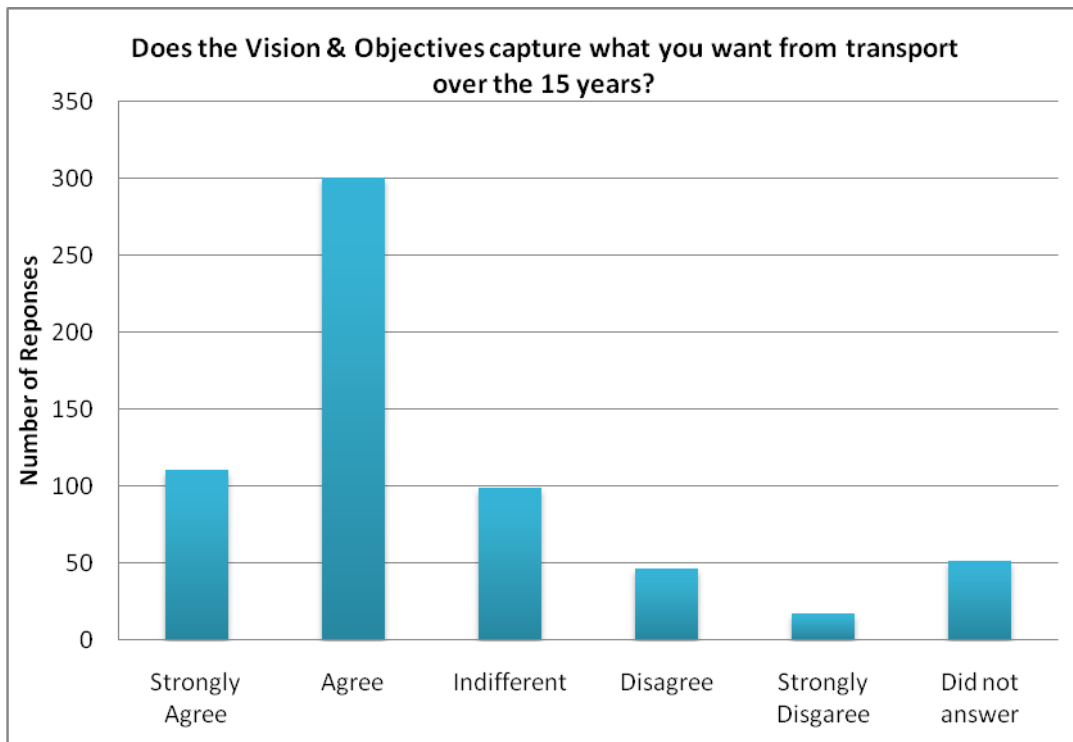
Table 1.2.2: Question 1 - Summary of responses by road user group

<p>The key issues emerging amongst car users are:</p> <ul style="list-style-type: none"> • Parking issues (including parking at rail stations) (Identified by 22% of car users) • Congestion (17%) • Public transport connectivity (17%) • Public transport affordability (10%) • Road maintenance (10%) • Public transport quality (8%) • Public transport journey time (8%) and • Network management and connectivity (8%) <p>The key issues emerging amongst users of active travel modes (walking and cycling) are:</p> <ul style="list-style-type: none"> • Lack of provision of cycling facilities and priority for cyclists (25%) • Road safety (14%) • Public transport affordability (14%) • Driver awareness and education (12%) • Overcrowding on trains (including taking bikes on trains) (11%) • Congestion (9%) • Public transport service provision (9%) • Maintenance (7%)

1.3.0 Summary of Results – Vision and Objectives

1.3.1 The second question asked respondents; ‘do the **Vision and Objectives**, for a people-focused, low carbon transport system that supports economic growth and enhances people’s quality of life, capture **what you want from transport over the next 15 years?**’. Figure 1.3.1 captures the responses to this question.

Figure 1.3.1 Summary of responses to Question 2



1.3.2 The following bullet points summarise the graph above:

- 66% either Agreed or Strongly Agreed with the Vision
- 16% were indifferent to the Vision
- 10% Disagreed or Strongly Disagreed with the Vision
- 8% Didn't answer

1.3.3 There was strong support for the Vision and Objectives of the Plan, with 66% agreeing and only 10% disagreeing.

1.3.4 Of those 10% respondents who disagreed with the vision, a disproportionate amount were aged 60+ years (41%), a disproportionate amount were Wakefield residents (18%), and a disproportionate amount were male (60%).

1.3.5 The majority of comments do not actually refer directly to the vision as requested. Most respondents have used this as an opportunity to make more general comments about the document, to comment on the approach to the consultation or have not commented at all. From those respondents who have made comments about the vision, the following emerging themes are apparent:

- Of the 10% who disagreed with the vision, 18% have commented that the geographic focus of the strategy is incorrect; either because the focus on Leeds is too heavy, or urban areas more generally are too heavily prioritised over rural areas. One respondent also cites that greater empowerment of rural communities is required to create an effective transport vision.
- Of the 10% respondents who disagreed with the vision, 16% have commented that the vision is too vague and ‘woolly’, 11% respondent’s state that the vision is not sufficiently radical or inspirational and, conversely, 5% respondents thought the strategy was overly ambitious.

1.3.6 The following further reasons were also quoted by those who disagree with the Vision:

- Not enough emphasis on cycling and walking
- Not enough focus on providing proper infrastructure for buses and cyclists
- No reference to provision for motorcyclists
- Aimed at younger people – ignores pensioners
- Should concentrate more on removing cars from the roads
- No mention of the “school run” as a factor in congestion
- Plan biased towards public transport
- Not enough detail on how reducing carbon and increasing public transport use will be achieved
- Vision does not focus enough on how local input into transport services will work
- Vision prioritises the urban environment at the expensive of rural communities
- Does not properly address the need for smart card ticketing

1.4.0 Summary of Results – Priorities for the Next Fifteen Years

1.4.1 The third question asked, 'What are the **top three things you want to see happen** over the next 15 years to meet your transport and travel needs and help achieve the Vision and Objectives?'. The responses to this question are summarised in Figure 1.4.1 and Table 1.4.1.

Figure 1.4.1 – Summary of responses to Question 3

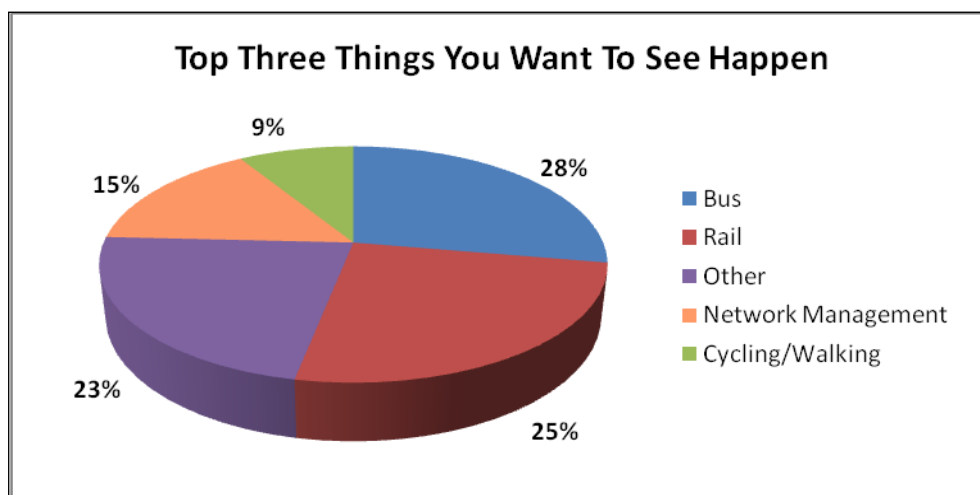
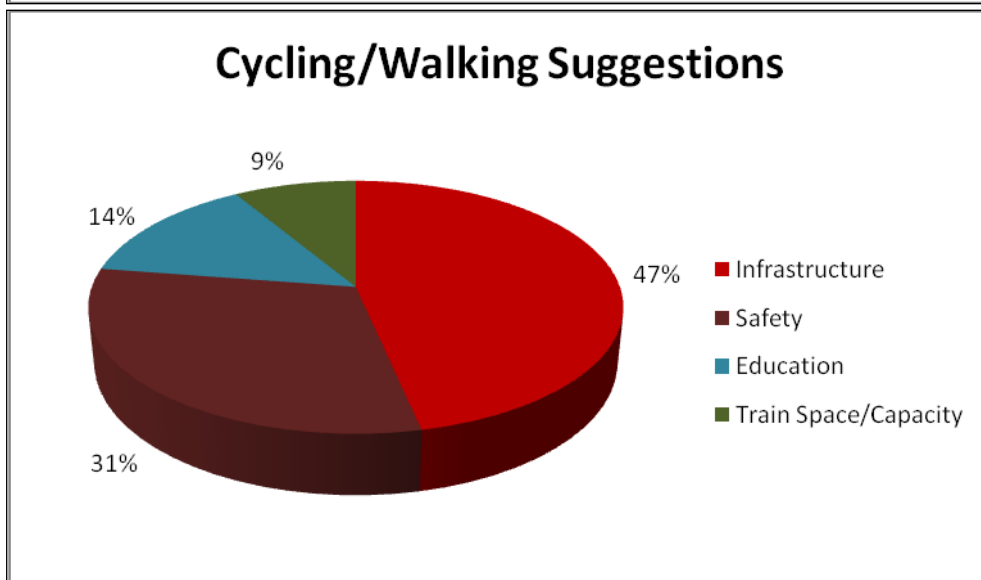
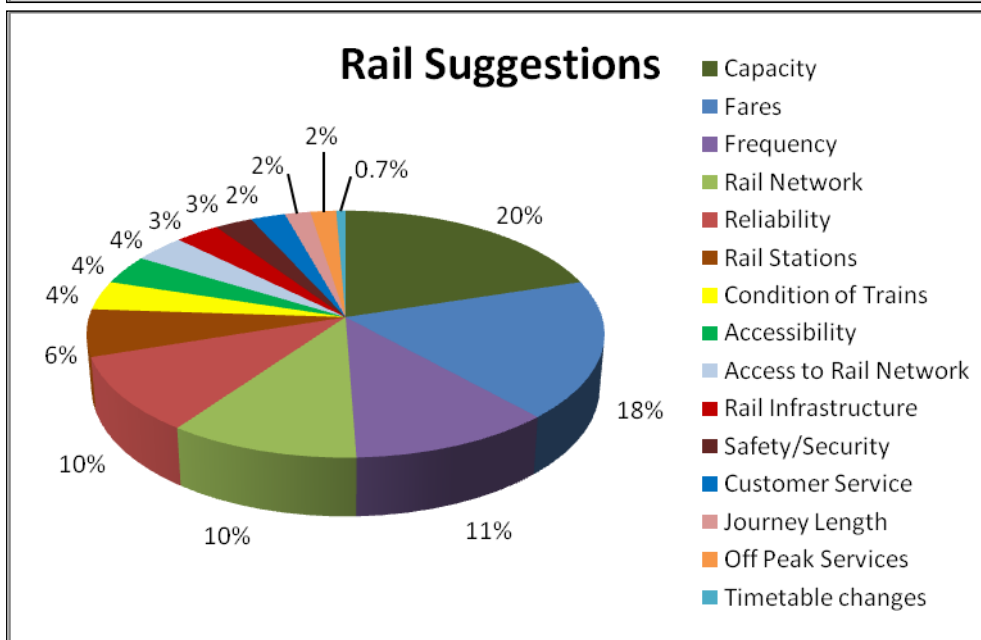
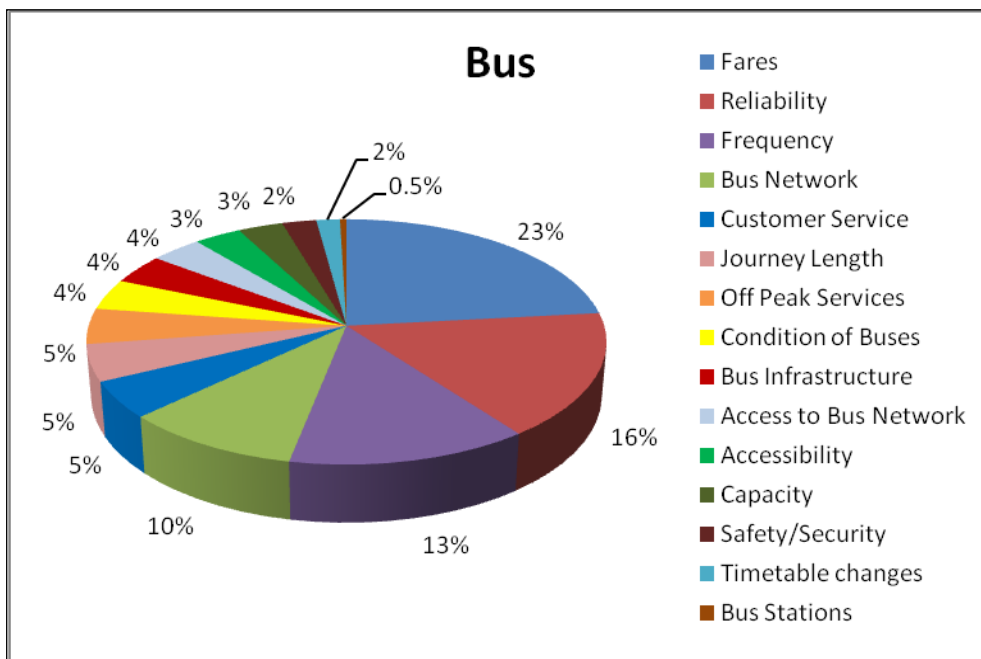


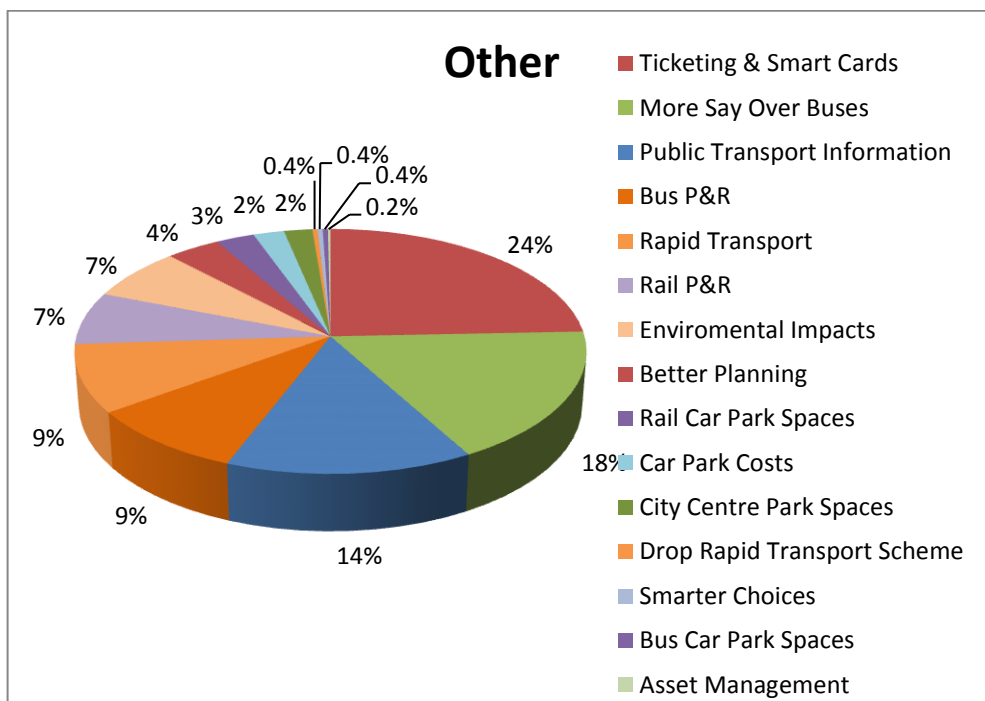
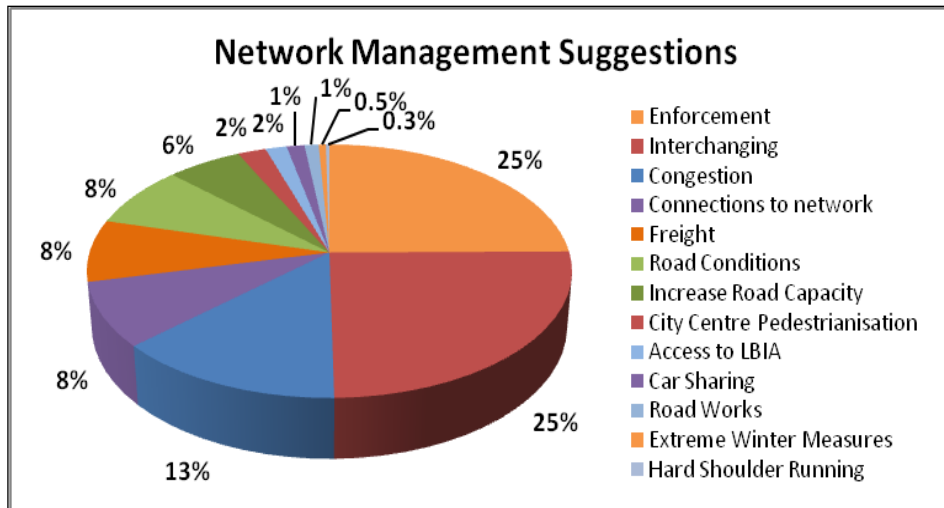
Table 1.4.1 – Question 3: Main issues raised within each category

What are the top three things you want to see happen over the next 15 years?		
Bus (28%): 1. Lowered Fares 2. Improved Reliability 3. Higher Frequency	Rail (25%): 1. Increased Capacity 2. Lowered Fares 3. Higher Frequency	Cycling/Walking (9%): 1. Infrastructure Improvements 2. Road Safety Improvements 3. Improved Education
Network Management (15%): 1. Improved Enforcement 2. Improved Interchanging 3. Reductions in Congestion	Other (23%): 1. Ticketing & the introduction of Smart Cards 2. Lack of Say over buses	

1.4.2 Figure 1.4.2 shows the breakdown of the sub-categories which make up the main categories i.e. issues relating to bus, rail, cycling/walking, network management and other. These issues are considered in more detail in Appendix 1.

Figure 1.4.2 – Question 3: Detailed breakdown of issues raised within each category

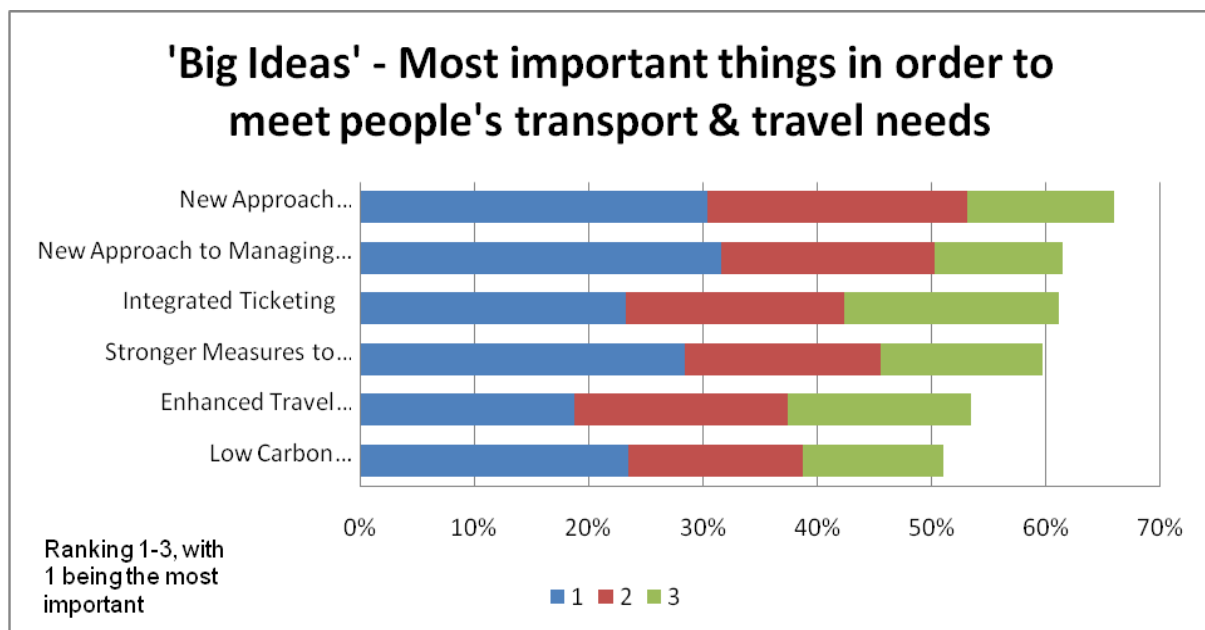




1.5.0 Summary of Results – Prioritisation of the ‘Big Ideas’

1.5.1 The fourth question stated: ‘The ‘big ideas’, outlined in the summary consultation document have been identified as the things that will have the **most significant impact** on achieving the Vision and Objectives. Please rank them from 1 to 6, 1 being the most important to meeting you transport and travel needs, and 6 being the least’. The responses to this question are summarised in Figure 1.5.1.

Figure 1.5.1: Summary of responses to Question 4



1.5.2 The consultation ranked the big ideas on the basis of their importance with a “New Approach to Buses” ranking highest and “local carbon transport modes” ranked the lowest.

1.6.0 Summary of Results – Priorities for Improving the Transport System

Question 5a

1.6.1 The fifth question (part a) asked respondents 'What is the one element of the transport system that you would like to see **protected** in the short term as a result of spending cuts?'. The responses are summarised in Figure 1.6.1 and Table 1.6.1.

Figure 1.6.1 Summary of responses to Question 5a

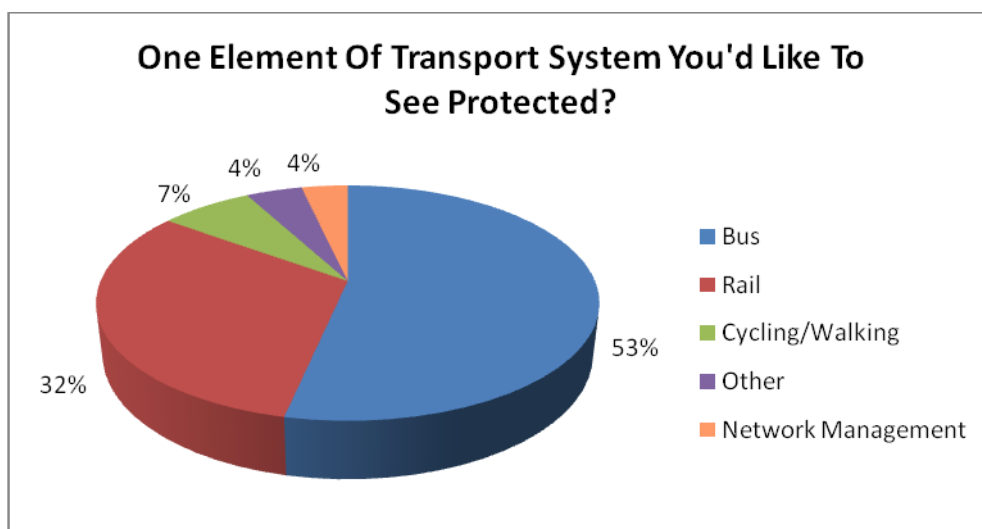
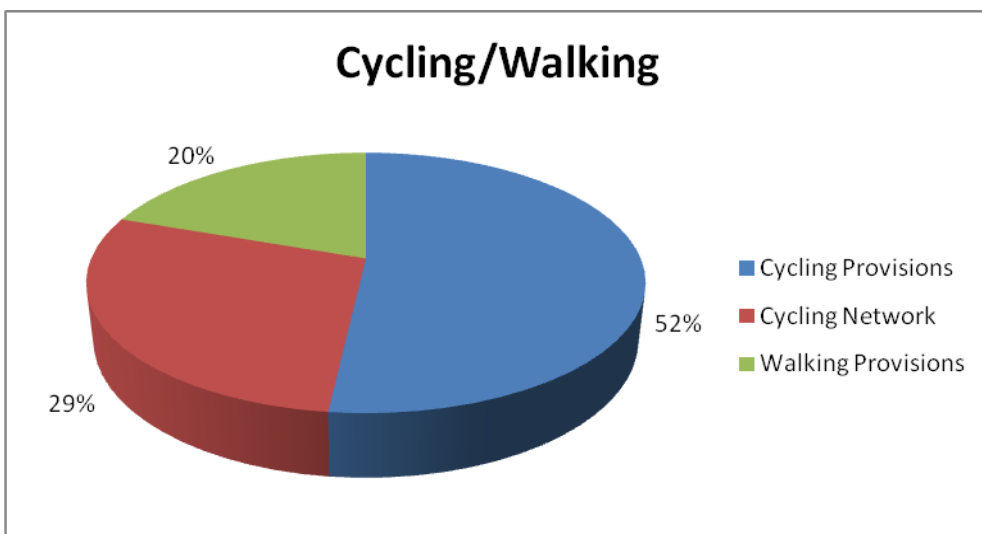
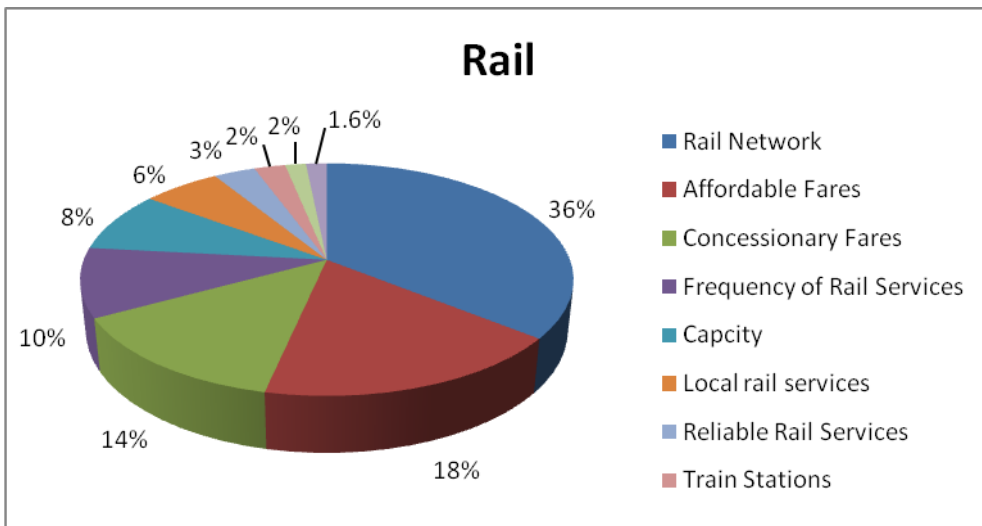
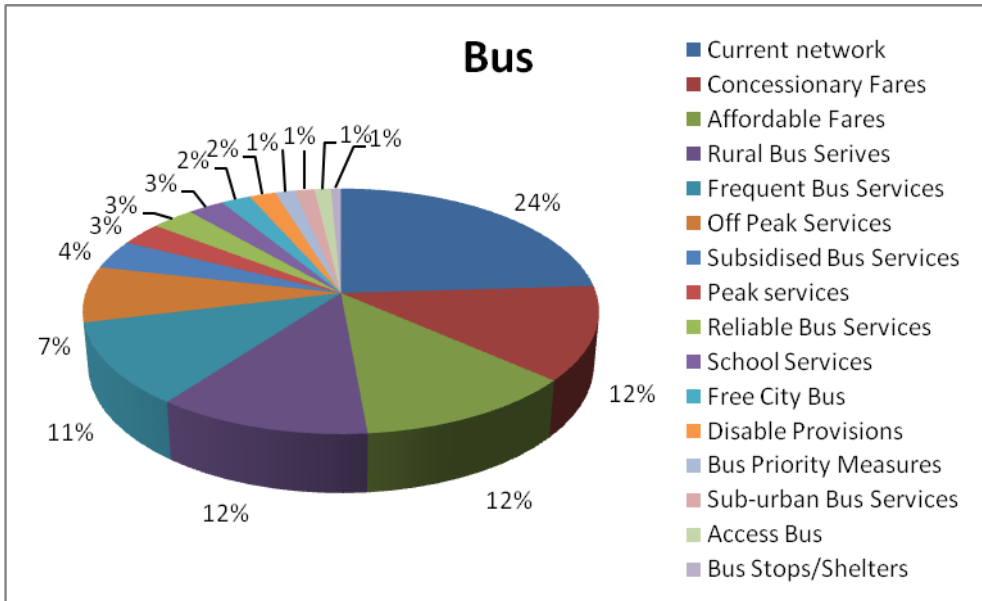


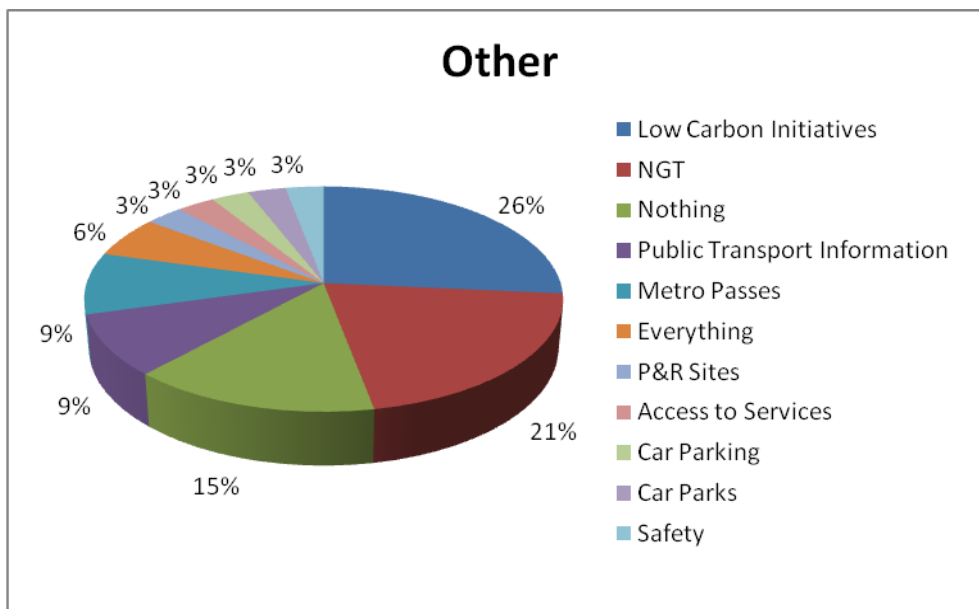
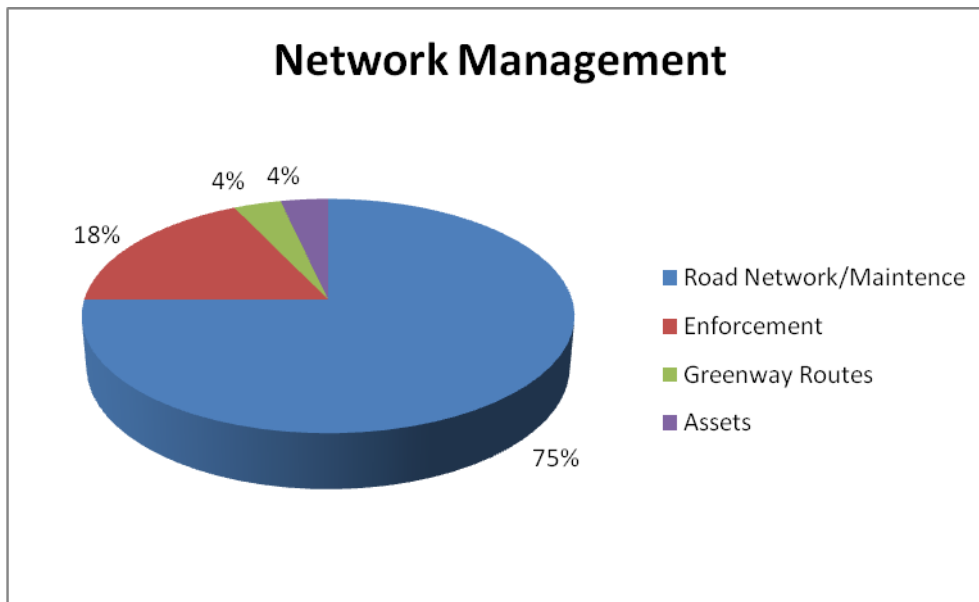
Table 1.6.1 - Question 5a: Main issues raised within each category

What element of the transport system should be protected against spending cuts?		
Bus (53%): 1. Current Network 2. Concessionary Fares 3. Affordable Fares	Rail (32%): 1. Current Network 2. Affordable Fares 3. Concessionary Fares	Cycling/Walking (7%): 1. Cycling Provisions 2. Cycling Network 3. Walking Provisions
Network Management (4%): 1. Road Maintenance 2. Enforcement 3. Greenway Routes	Other (4%): 1. Low Carbon Initiatives 2. NGT	

1.6.2 Figure 1.6.2 shows the breakdown of the sub-categories which make up the main categories i.e. issues relating to bus, rail, cycling/walking, network management and other.

Figure 1.6.2 – Question 5a: Detailed breakdown of issues raised within each category





Question 5b

1.6.3 The fifth question (part b) asked, 'Given that improvements to transport will need to be carefully priorities, what is the one thing you would do to **improve** West Yorkshire's transport system?'. The responses to this question are summarised in Figure 1.6.3 and Table 1.6.2.

Figure 1.6.3: Summary of responses to Question 5b

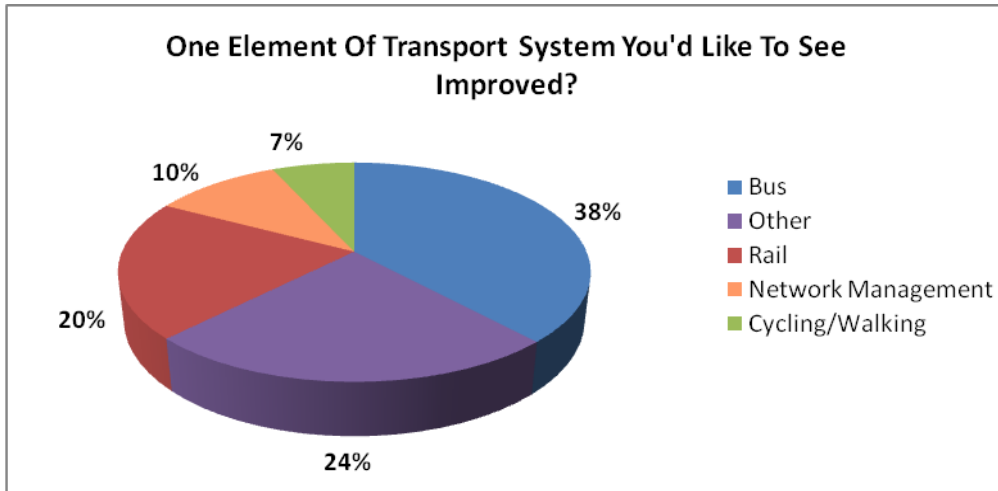
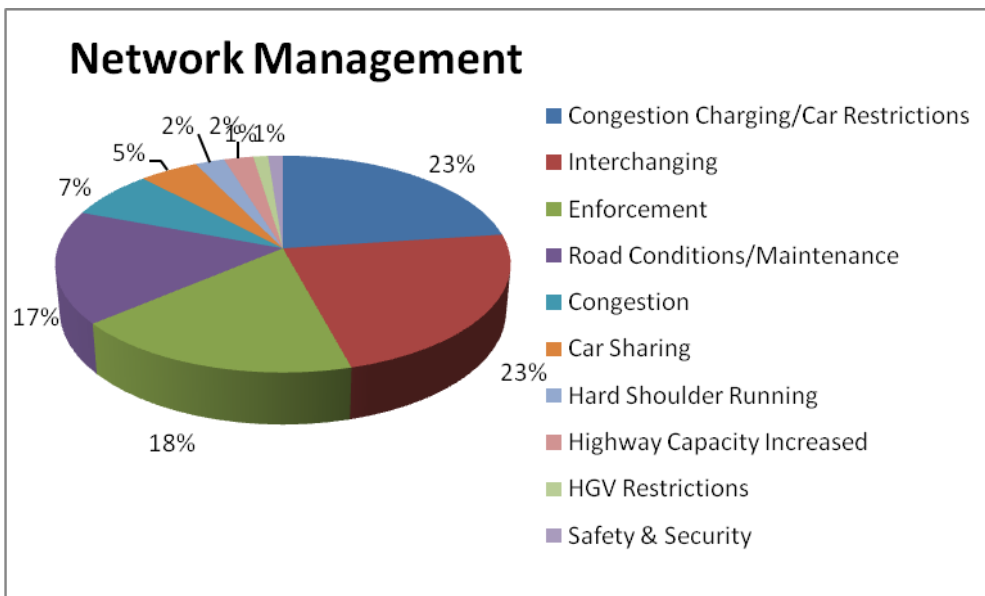
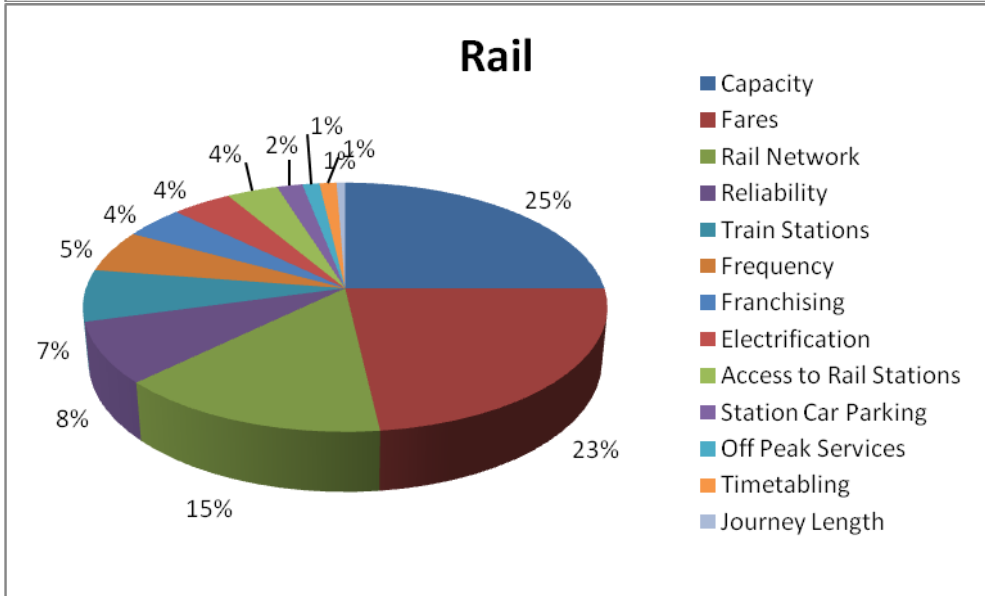
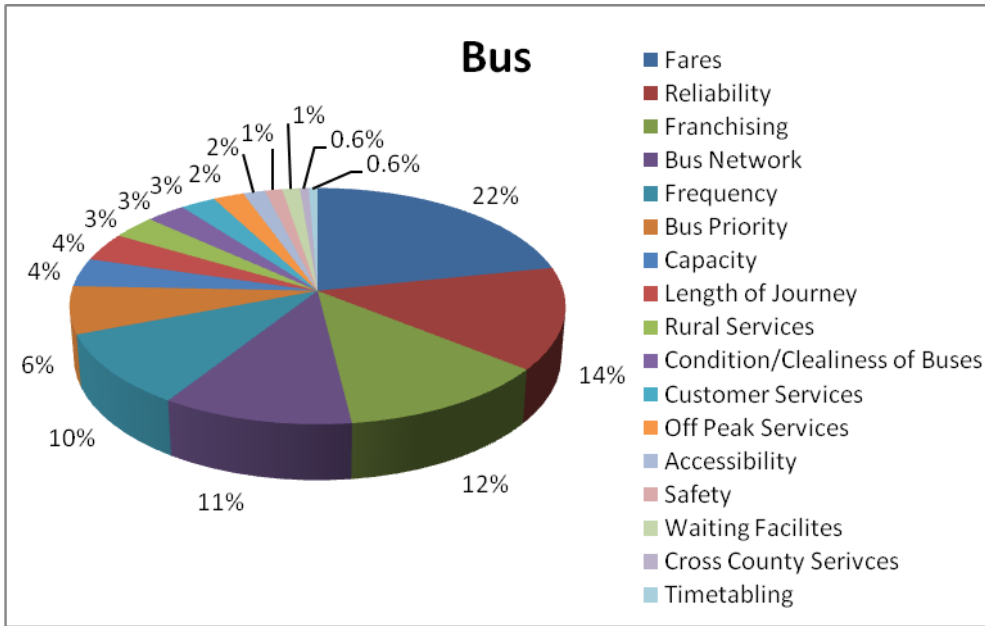


Table 1.6.2 – Question 5b: Main issues raised within each category

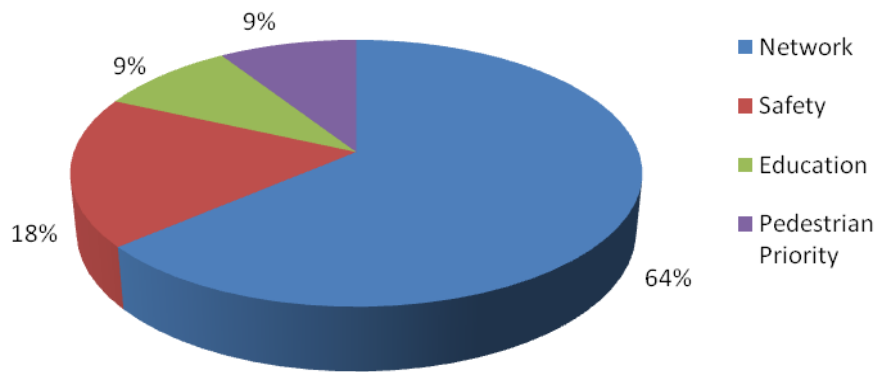
What element of the Transport System should be improved?		
Bus (38%): 1. Fares 2. Reliability 3. Franchising	Rail (20%): 1. Capacity 2. Fares 3. Rail Network	Cycling/Walking (7%): 1. Network 2. Safety 3. Education
Network Management (10%): 1. Congestion Charging/Car Restrictions 2. Interchanging 3. Enforcement	Other (24%): 1. Integrated Transport System 2. Ticketing e.g. Smart Cards 3. Rapid Transport	

1.6.4 Figure 1.6.4 shows the breakdown of the sub-categories which make up the main categories i.e. issues relating to bus, rail, cycling/walking, network management and other.

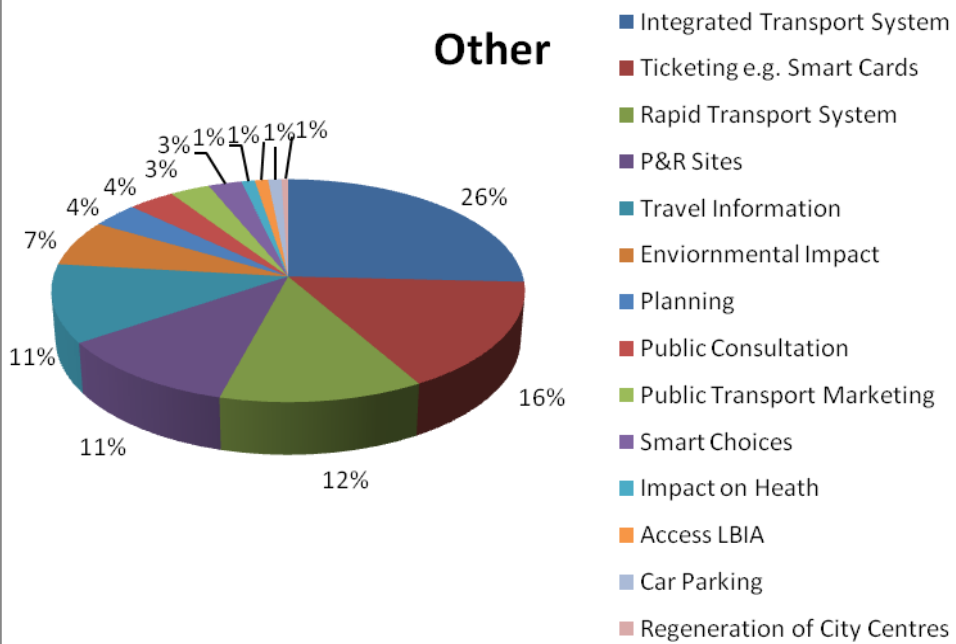
Figure 1.6.4 Breakdown of issues raised within each category



Cycling/Walking



Other



1.7.0 Summary of Additional Feedback

- 1.7.1 The sixth question asked respondents whether they had any additional feedback or comments on the consultation. A total of 271 comments were made in Q6, although most respondents have simply used this question as another chance to air more specific issues and suggestions, similar to those raised in Q1 and Q3. Only 102 comments related to the consultation process or the strategy document.
- 1.7.2 In total, 43 respondents made comments relating to the strategy document; a summary of these comments is presented in Table 1.7.1.

Table 1.7.1 - Question 6: Summary of comments on the strategy document

Positive Comments:

- Plan well thought out and contains good ideas/objectives. x5
- Encouraging seeing the plan. x1
- A 15 year plan welcomed/good idea. x1
- The 'Vision' is well liked. x1

Negative Comments:

- Belief that money will dictate what will happen rather than public opinion. x7
- No real suggestions on how transport issues will resolved, just reiteration of what's been said before. x5
- Doesn't fully identify key issues and solutions – not enough detail. x6
- Plan seems to adopt an anti-car approach. x2
- More focus on cycling and other non-car related transport. x2
- 'My Journey' title seen as patronising. x1
- Plan biased towards bus. x1
- Lack of appreciation for recommendations to reinstate Regional Spatial Strategy x1
- Not clear how new approach sits in wider Leeds City Region. x1
- Too much reliance on 'Big Money' projects to solve transport issues. x1
- Not clear who is responsible for WY transport system? x1
- Too much emphasis on City Centre issues. x1

Requests:

- Listen to the needs of pensioners. x1
- Listen to opinions and safety requirements of motorcyclists – don't just sweep to one side. x1
- Plan requires firm targets. x1
- More detailed consultation with costings. x1

- 1.7.3 A total of 59 comments were made regarding the consultation process. A summary of these issues is presented in Table 1.7.2

Table 1.7.2: Summary of comments relating to the consultation process

Positive Comments:

- Consultation is a good idea. x12
- Consultation process has been good. x7
- Appreciation for opportunity to voice opinions. x4
- Dedicated website seen as an important part of consultation process. x1

Negative Comments:

- Scepticism about consultation process – consultation happens a lot but nothing really changed and comments aren't really taken on board. x12
- Consultation not advertised properly. x11
- More people to be involved in the consultation. x5
- Greater involvement of minority groups and older/disabled people. x2
- More road shows/public debates. x2
- Q5 contradicts what is being said in the plan. x1
- Consultation process started too late on. x1
- Consultation document not widely available enough e.g. local libraries. x1

1.8.0 Feedback from Key Stakeholders

1.8.1 Key stakeholders and interest groups have taken part in the strategy consultation, both by completing the feedback form and additionally via letter, email and through discussion at meetings etc. The purpose of this chapter is to capture this feedback from key stakeholders, and to highlight any main themes emerging from particular groups. More detailed responses from key stakeholders are summarised below.

1.8.2 West Yorkshire Authorities

- **Calderdale Council:** The document is overly focussed on the north-south geography (York-Leeds-Sheffield) and fails to sufficiently reflect the economic flows across the Pennines. The document also fails to mention Northern Hub and the Todmorden Curve. There is also a feeling that the document doesn't adequately reflect the wider economic benefits of transport, and the severe constraints facing us if we do not succeed in meeting the objectives of the plan.

It is not clear from the current document how the first objective, to reduce West Yorkshire's CO2 emissions from domestic transport, will actually be achieved by the proposals set out in the strategy document.

The reference to targets and monitoring (section 6.2) is significantly weakened compared to the previous LTPs which is seen to be very disappointing.

Discussion of rail performance is very weak and not compelling considering the severe overcrowding, extremely poor passenger experience and excessively long journey times.

There are concerns over how the hierarchy of routes and users can successfully be developed and applied – we have consistently prioritised the car in previous LTP. Given the reduced funding in the early years of the plan, there is a strong case to be made for prioritising improvements to walking and cycling routes which can be carried out at relatively low cost. These modes should be given a profile on a par with motorised transport infrastructure development.

- **Calderdale Rights of Way team:** The team feel that travel to leisure destinations in rural areas should be given equal priority with travel to work, as this can help support the local economy. The group would like to see a policy of funding community paths and have requested that one organisation is nominated to lead on

community involvement to progress partnership working between planners, transport providers and health services.

- **Kirklees Council:** The 15 year strategy is seen as a positive step and a benefit to longer term planning. The objectives are generally supported. There needs to be a greater commitment to delivering development strategies set out in the Local Development Framework core strategies. There is an over-emphasis of initiatives and issues that affect Leeds and Bradford.

The document is heavily committed to delivering a better public transport system. This is bias towards bus and rail is to the extent that investment in road infrastructure appears to be almost excluded. Certain key junction and corridor improvements will be essential to supporting the delivery of new homes and jobs. A few areas need to be prioritised for the first few years of the plan, these should be: maintenance, casualty reduction and small scale improvements to minimise congestion.

Kirklees have expressed their disgust that the manufacturing industry and associated infrastructure are insufficiently prioritised. They have also expressed strong feeling that the Transpennine routes are key to the whole northern economy, and greater priority should be offered through the strategy document.

- **Leeds City Council:** General support for the vision and objectives is given. The strategy is intended to apply over the next 15 years and over this long timescale it is important that a level of sustainability is actually achieved. There is also an issue raised over whether the three objectives are equally important as stated.

The document appears to suffer from an over-emphasis of public transport initiatives and proposals and could benefit from a greater inclusion and acknowledgement of motorists and cyclists. There should be greater reference and integration of the Public Rights of Way Improvement Plans being prepared by local authorities. Road safety is only mentioned twice in the document.

Some concern is raised over the lack of policies on parking in LTP3, and how this will align with planning policies. The Supplementary Planning Document for public transport contributions is used to secure developer contributions against specific short/medium/long term proposals as set out in the LTP. The document needs to set out firm proposals with timescales and associated costs.

- **West Yorkshire Rights of Way Officers:** There are some general issues with terminology and the integration of Rights of Way and the ROWIP. Given that the

Plan acknowledges that in the early years at least there is likely to be reduced funding, there is a case to be made for giving priority to improvements to walking and cycling routes, which can be carried out at relatively low cost, early in the life of the Plan.

1.8.3 Operators

- **Arriva:** In response to the proposed Quality Contracts scheme, Arriva have indicated that the outcome delivered through a Quality Contract scheme, could be achieved instead by a partnership approach.
- **First:** Support the Vision but feel there needs to be a greater focus on partnership working. The franchising regime is given too much emphasis in the current document. A major barrier to increasing bus patronage is the poor perception of the bus network and hence all partners will need to work together to tackle these negative perceptions. Greater promotion of the positive achievements is recommended particularly around the reduction in age of the fleet, improved punctuality and improved customer satisfaction. Representation of the link between rising fares and reduced patronage is felt to be overly simplistic and misleading.

There is a need for better linkages between the proposals and objectives. The inclusion of strategic approaches adds another layer to an already complex document and leads to a lack of coherence. A revised version of the document could be more succinct and map the policies against the objectives and challenges identified using an informative matrix diagram to convey these findings.

- **Network Rail:** confirms that the draft LTP3 is a very comprehensive Transport Strategy and covers most of the rail issues including Northern Hub, Leeds Station Southern Entrance, journey time improvements to Manchester via Diggle and Rochdale, Leeds/Sheffield connectivity and rail overcrowding.
- **Transdev:** fully support the development of a longer term strategy with shorter term implementation plans. Although improvements in bus performance have already been achieved there is still a pressing need to further improve reliability and punctuality. This can only be realised by comprehensive measures to reduce traffic congestion and by the provision of priority measures.

The increased cost base facing the industry will be a continuing challenge; however the provision of high quality services together with the measures to improve reliability will offer a viable alternative to the car.

The company believes that the benefits ascribed to Quality Contracts, can be achieved more effectively through Partnership arrangements with operators.

- **Confederation of Passenger Transport (CPT):** The CPT have indicated that they favour partnership working over costly franchising arrangements, and that there is little difference between what could be achieved through partnership and the benefits perceived to accrue from a franchising system. The demand management and enforcement measures appear to be too weak to encourage a shift away from sustainable modes. Demand management measures should complement bus priority and pro-public transport Network Management schemes.

1.8.4 Businesses

- **Leeds, York and North Yorkshire Chamber of Commerce:** Generally agree with the overall vision of the strategy. However, the statement is seen to be overly vague. Public Transport systems are not contributing towards a sustainable and growing economy to the extent that they should. Jobs are often not located near housing and vice versa. Better land use planning is required and must include the transport infrastructure that will be required to support new or improved housing and/or commercial developments. Suggestion that all funding that is raised locally, from any demand management measures that are introduced, should be retained and spent locally to continuously improve the area's transport infrastructure. Need to improve movement across and beyond the county.

- **Leeds Bradford International Airport:** consider that the LTP should be based on the LCR priorities, which are acknowledged in part in the LTP. However, the LTP specifically excludes airports from the scope of the plan, despite seeking to promote an integrated transport system, and improve connectivity in turn to generate economic growth for the region. LBIA is a key transport asset for Leeds and the wider region and its role should be fully recognised in the LTP.

1.8.5 Other Leeds City Region Authorities

- **North Yorkshire County Council:** recognise the cross boundary issues relevant to WY and have offered their support for any efforts to improve and, at minimum,

retain current levels of connectivity and accessibility, particularly in terms of improving public transport links and maintaining the cross boundary network to a suitable standard. It is sensible to suggest that some of the inbound movements from North to West Yorkshire contribute to congestion issues within West Yorkshire on both the road and rail networks. Efforts to promote sustainable transport and manage demand on these links will help to reduce congestion and are to be welcomed.

NYCC have stated that they are keen to further develop communication and partnership working with WY during LTP3 and would welcome opportunities to work with you on schemes and initiatives aimed at improving transport links and in dealing with road safety issues. A significant proportion of KSIs in North Yorkshire continue to be from outside of the County and as such NYCC would welcome opportunities, where possible and where funding allows, to work in partnership with the West Yorkshire authorities on education and engagement activities that help to address identified at risk groups such as motorcyclists and people driving for work.

- **South Yorkshire Passenger Transport Executive:** general support is given for the vision, objectives and 'big ideas'. The document naturally focuses on the crowding problems on rail services into Leeds, but it may be useful to note that crowding problems also arise between Leeds and Doncaster and between Leeds and Sheffield. A clear reference to working with the SCR and the wider Yorkshire and Humber region on Real Time Passenger Information would be welcomed. Whilst SYPTE understand the wish to deliver a system within the WY boundary, they believe that potential complications for cross-boundary travellers can be most easily avoided by building on the joint Yorcard development.

1.8.6 Other Key Stakeholders and Local Interest Groups

- **B-Spoke – Bradford's Cycling Forum:** consider that there is insufficient focus on cycling. Cycling has to be a key priority if the three key objectives are to be met.
- **Bradford District Sustainable Transport Partnership:** the partnership has given general support for the LTP document, particularly to the public transport elements. Metro should educate people to highlight that private transport will increase in cost due to increased oil prices and inflation. There is a need to show people how to drive more effectively in snowy conditions. Improving driving

standards should be part of the LTP3 and as a start the Council should get all their drivers to take advanced driving courses.

- **Bradford People First:** the group have identified accessible travel information, safer roads and feeling safe as the main issues regarding transport in West Yorkshire. The group have noted that people with learning disabilities have very different needs to people without a learning disability when it comes to transport and because of this they are worried that insufficient people with learning disabilities have been consulted.

- **Colne Valley Town and Valley Committee:** The committee raised several issues and suggestions in response to the strategy consultation including the need for better bus services in Golcar - smaller buses need to link up with the larger mainstream services to provide a more efficient service; fast through trains tend to have priority on the TransPennine line but a more economic approach to increase capacity could be to introduce loop lines at smaller stations; both tunnels at Tunnel End should be open, and this should control the amount of traffic; need for integrated ticketing to extend beyond WY; questions over the history and potential for the 'Taxi Bus'; reliability is essential, particularly when buses are infrequent; LTP priorities must be linked to the Local Development Framework; more buses are essential in rural areas; rural areas are seen to be poorly served by public transport and it was thought that low carbon alternatives such as electric cars needed to be exploited; need greater focus on cars; need an efficient and effective public transport system particularly to support those people who do not own a car; support given to the idea of an integrated system; need to retain/improve evening and weekend services; cycling routes need to be improved, and separate cycling lanes should be developed and extended out to all arterial roads; need for better orbital bus routes; improve network management to reduce bottleneck queuing; need more emphasis on technology e.g. a Metro App for Smart Phones to provide quick access for young people to information; need a fully integrated transport system like London has; provide park and ride facilities; need a bridge over the River Colne; develop greenways.

- **CTC Calderdale:** general support is given for the three objectives. In particular, recognition of the need to make substantial progress toward a low carbon transport system for West Yorkshire and to enhance the quality of life of West Yorkshire's communities and visitors. Cycling is a sustainable, low carbon form of activity with

proven health benefits. Being a relatively cheap form of travel, it promotes equality and access for all, and promotes choice for those needing to travel for work or wishing to travel for pleasure.

- **CTC West Yorkshire:** Broad support for the vision and objectives is offered, with reference to the support walking and cycling can make to help achieve these objectives. CTC West Yorkshire welcomes the proposals as a significant change of direction to transport provision, towards more sustainable modes.
- **Dewsbury Town and Valley Committee:** the committee prioritised the following issues for Dewsbury: an interchange for Dewsbury bringing together the bus and railway stations, through ticketing, franchising, improved flow of traffic on the A644 through Mirfield, Ravensthorpe and Dewsbury at peak times to improve air quality, the plan should have regard to the Local Development Framework plan, buses should be more accessible for children and prams, cheaper bus fares, more trains should stop at Dewsbury, low carbon vehicles are the way forward, European initiatives should be introduced, need more buses, need more use of yellow buses to schools, working with schools on their transport plans to encourage parents to use public transport.
- **English Heritage:** The area covered by the Local Transport Plan contains a wealth of heritage assets. These assets make a significant contribution to the economic well-being of this area, to its distinctive character, and to the quality of life of its communities. It is felt that greater recognition is needed through the LTP3 of the challenges that the management of these heritage assets poses.
- **Halifax and District Rail Action Group (HADRAG):** the LTP objectives are broadly in line with the values of HADRAG. The focus should be on: new rail rolling stock/electrification for Calder Valley and Brighouse lines; developing a faster rail service between upper Calderdale/Halifax and Leeds; and progression of bus quality contracts with bus-rail integration as soon as possible. Provision of some additional and preferably new rolling stock on this line should be the first step forward under the “low carbon transport” objective. Furthermore, getting more people to use train services at off-peak times when there are empty seats could help justify the additional stock.
- **Highways Agency:** General support for the strategy and ‘big ideas’. Some specific comments relating to whether the strategic road network will form part of the hierarchy of users; the desire to continue progressing partnership working with Metro

and the districts; and the need to carry out impact assessment on the HA network of any proposals (P&R etc.). The Highways Agency supports the proposals to implement new network management practices to ensure that traffic flows as efficiently as possible.

- **Holme Valley Town and Valley Committee:** Some specific issues and suggestions raised in response to the strategy including: there should be a railway station at Milnsbridge; connectivity and reliability of bus services is important; more public say in public transport; more investment in rolling stock; improved connectivity; improve road surfaces particularly to help cyclists; give parish councils funding to run bus services locally; improve parking at railway stations; bring back the railway at Holmfirth; buses from Honley Bridge need to be earlier than 9.15 am; parking outside schools needs to improve by tackling parents behaviour or putting on school buses; bring back conductors so that people feel safe on buses and encourage more walking buses to schools.

- **Holmfirth Transition Town:** strongly support the vision of the strategy and support the main measures proposed for achieving this. Stronger measures to manage demand for travel are necessary for reduction of greenhouse gas emissions and to reduce congestion. The cost to individuals who spend long periods in road travel to and from work should also be mentioned in the strategy document. Necessary measures to manage demand, need to be supported, and if possible preceded, by significant improvement in public transport services. Feeling is strong in the Holme Valley about the high fares and inadequate quality of public transport services; the group calls for significant improvements – including development of the Huddersfield to Sheffield railway line. The group are dismayed that under the present financial regime, bus fares are likely to rise and services reduced in the early years of the strategy. The group also ask that a review be undertaken of the effects of a substantial rise in oil prices in the medium and longer term and preparation and implementation of appropriate contingency plans.

- **Huddersfield Town and Valley Committee:** the committee felt that there should be a small charge introduced for the free town bus, rather than losing it; need more carriages on train between Leeds and Manchester; imbalance as some buses are cut on popular routes whilst other have too many buses; air quality on Leeds Road, Bradford Road, Wakefield Road is poor and the roads are operating at their full capacity; Huddersfield Bus station - extra parking compromises traffic flow into Bus

Station. The committee's priorities are: integration of bus and rail, though ticketing, quality contracts, real time information and Oyster card/route planning like TFL, improved walking routes, better greenways, improved traffic management, use of LED cats eyes and traffic lights and electrification of rail lines. The committee opposes plans for trolleybuses.

- **Kirklees Accident Prevention Forum & NHS Kirklees and Kirklees Public Health Team:** the overall Vision and Objectives are seen as having the potential to make a major positive contribution, and support is given to the overall direction of the strategy. The three issues prioritised by the forum are: reducing private car use, access to opportunities to improve health and wellbeing, and tackling perceptions and experience of safety to influence people's travel choices and behaviour.
- **Leeds Local Access Forum:** concerned that there was no mention of how ROWIPs are to be integrated into the WYLTP. Furthermore, the Forum felt that the WYLTP had not integrated the Leeds ROWIP, nor any other West Yorkshire Local Council's ROWIP as encouraged by the Good Practice Guidance Note produced by Natural England in conjunction with the Department for Transport and DEFRA.
- **Leeds Metropolitan University:** Generally agree with the overall vision of the strategy. Concern that there is no mention of higher education within the consultation documents. Higher (and further) education providers need to be recognised as both important stakeholders and partners with the ability to facilitate communication with and influence the travel behaviour of large numbers of staff and students. Some of the proposals are absent from the 'big ideas' but may arguably have greater importance. These include proposals 8 (strategic model for behaviour change), 9 (information strategy), 10 (tailored education and training), 12 (work with the health sector), 13 (core network of transport services) and 22 (network of facilities to encourage walking and cycling).
- **Leeds Teaching Hospitals NHS Trust:** Generally the Trust is supportive of the principles set out in the twenty eight proposals. A general point is made that the LTP should make reference to the needs of the public sector such as social services, education and health sectors. Transport is a key factor influencing the delivery of and access to public services and the public sector is a major employer, with high volumes of staff having to travel to work using the transport network. Priority should be awarded to a new approach to network management, a new approach to buses and the hierarchy of routes and users.

- **Mirfield Ward Forum:** The forum raised several issues and suggestions in response to the strategy including: improvements in road conditions and traffic management, congestion and speed bumps are adding to air quality problems; conflict between pedestrians and cars; need greater emphasis on education for all road users; introduce red routes like in London; resurfacing is not of a high enough quality; need to introduce an express service to Leeds; school traffic adds to congestion problems; school travel plans are still important but must have teeth; there are issues around car parking charges at the rail station; Mirfield Station still does not feel safe and secure; local rail services are not good; a community bus station would be useful; there are some issues with access to doctors and dentists; need a scheme for Cooper Bridge; there should be a strategic route between Wakefield and Huddersfield; motorway network is not up to scratch for HGVs; an HGV operator forum was supported; need to control delivery times and routing; need strategies for through traffic; the LDF needs to be joined up to the LTP; Greenway lighting/maintenance is important; and Ravensthorpe gyratory is a key problem for buses.
- **Natural England:** emphasise the importance of maintaining and enhancing a quality network of safe walking and cycling routes in reducing carbon emissions. Provision of such routes will often be relatively inexpensive and can be combined with investment in green infrastructure.
- **Peak District National Park Authority:** have given their support for the LTP3 vision and objectives. The authority would like to see reference to the fact that the Peak District National Park lies within West Yorkshire and have raised concerns that Public Transport provision and services, particularly for rural areas, are not adversely affected by cuts in spending. There should be an increased emphasis on ensuring joined up thinking in future developments to make sure the unsustainable trend for increasing commuting distances to work do not continue.
- **Selby and District Rail Users Group:** The Group believes to make substantial progress towards a low carbon transport system for West Yorkshire and areas covered by the Leeds City Region, radical change in attitude and perception will be required. This will include steps to change mode of travel, to persuade and enable those, for example, with high emission usage (cars) to use other means, i.e. bus and train.

- **Spenn Valley Town and Valley Committee:** Some specific issues and suggestions raised in response to the strategy including: the document is very Leeds Centric; insufficient coverage of cycling and walking; insufficient priority given to the Transpennine A62 route; greater priority should be given to reducing the need to travel and length of journeys; NGT should go further out to WY towns; public transport is too expensive. The committee identify the main priorities as congestion, better network management and improved bus services to major employment sites. The group support quality bus contracts and integrated ticketing. We also need to focus on tackling short journeys with improved greenways, 'how to walk to school map', more awareness to reduce car use and more safety measures for pedestrians. Further suggestions include: school start times to be staggered, charging residents to pay for road space parking; more, secure cycle and motorcycle parking; keep Cleckheaton bus station open; provide a new bus station in Heckmondwike; improve public transport system; greater focus on safety and speed reduction and more mobile speed cameras.
- **West Yorkshire Youth Transport Conference:** The main issues prioritised by each of the three districts in attendance were: integrated ticketing and encourage less car use (Bradford), low carbon transport and improve bus services (Calderdale) and encourage less car use and low carbon transport (Leeds).
- **Wharfedale Rail Users' Group:** support is particularly offered for integrated ticketing proposals. WRUG strongly argues that, when considering low carbon modes, priority must be given to providing additional vehicles for those rail routes already suffering major overcrowding.
- **WYTEG:** Generally agree that the Vision, Key Objectives & 'Big ideas' identified in the consultation document will all contribute to the delivery of an improved West Yorkshire transport system for 2026, but, there is a need for short term targeted measures to reduce vehicle emissions, if there is to be any realistic chance of complying with the EU Directive for nitrogen dioxide by 2015, or mitigation of AQMA's. There is concern that limited funding for the WYLTP Strategy for 2011-2026, will reduce its capacity to realistically deliver the key objectives.

1.9.0 Suggested Ideas

1.9.1 Across the comments section of the feedback form, many respondents have voluntarily provided details of transport initiatives and improvements that they would like to see in West Yorkshire. Table 1.9.1 captures these suggestions.

Table 1.9.1 Summary of suggested initiatives

Initiative
<ul style="list-style-type: none">• Allowing motorcycles to use bus lanes• Average speed cameras• Better information about walking and cycling• Better information at remote stations and shelters• Better provision for bicycles on trains• Better quality road infrastructure.• Better, more accessible information about delays and alternatives before leaving home• Better, more coordinated timetabling• Better, safer infrastructure for cyclists and pedestrians in areas like the Holme Valley• Bus Quality Contracts / regulation of buses / a more regulated service where the customers are put first not profits. Where ticket pricing is fairer and more regulated and integrated.• Conductors / fare collectors on selected bus services• Cross Rail in Bradford• Development of low carbon modes including cycling and walking routes, rail improvements and express bus services• Early morning and late evening bus and rail services e.g. Castleford to Leeds• Education for children in using sustainable transport modes• Express bus and rail services• Greater capacity on TransPennine rail line• Improve quality of public transport infrastructure and vehicles• Improve the customer experience on buses• Improve the quality of the road infrastructure• Improve tracks between Huddersfield and Leeds to counteract seasonal difficulties and disruptions• Improved broadband links serving communities will reduce the need for people to travel to business centres or hubs• Increased driver training• Increased frequency of services• Integrated ticketing• Light rail from Morley/Tingley, White Rose centre, Elland Road to Leeds using viaduct route into Leeds• Light rail to Leeds Bradford Airport• Local road maintenance and maintenance of walking and cycling routes.• Lower bus fares, particularly for children• Make sure all railway stations are completely disabled friendly• Make the centre of Leeds and other centres a car free zone

- More capacity on rail network
- More city centre free buses
- More interactive information
- More interchanges
- Move Halifax bus station nearer to the rail station
- NGT
- Oyster card-type scheme
- Park and ride
- Priority for pedestrians and cyclists over vehicular traffic
- Protect subsidised travel for OAPs
- Reduce commuter congestions not by a greater flexibility or more public transport, but a change in attitude by businesses to move away from the 9-5 working hours and 24hr shopping too
- Reduced journey times on public transport
- Road maintenance
- Severe restrictions on car and lorry access in city/town centres, especially in Leeds - congestion charge, tax on business car parks etc.
- South East Link Road, Wakefield
- The removal of unnecessary road side furniture i.e. signs, posts, gardens in the middle of roundabouts. Make junctions more open and stop obscuring the view road users.
- Totally green public transport fleet
- Traffic priority for buses
- Wider cycle lanes

Part 2: WYLTP3 Implementation Plan 2011-14 Consultation Feedback

2.1 Introduction

- 2.1.1 Metro (working in partnership with the five District Councils of Bradford, Calderdale, Kirklees, Leeds and Wakefield) launched the public consultation on the draft Implementation Plan 2011-14, forming part of the West Yorkshire Local Transport Plan on the 24 January 2011.
- 2.1.2 The closing date for responses was the 11 February 2011, although responses received after this date have been incorporated into the analysis.
- 2.1.3 The purpose of the consultation was to invite people to give their feedback on the draft Implementation Plan for 2011-14 and input into how it should be delivered.
- 2.1.4 A total of 208 formal responses were received:
- 189 via the consultation response form.
 - 19 via letter/email/phone.
- 2.1.5 As well as the official responses 11 public consultation 'drop-in' events were held during the consultation period across West Yorkshire and were attended by approximately 150 people. Further events and meetings were held with elected Members during the consultation period.

Sample Profile

- 2.1.6 The profile sample achieved from the survey can be seen in Tables 2.1.1 and 2.1.2. Figures 2.1.1 and 2.1.2 display the main mode of transport used by respondents for work and social purposes.

Table 2.1.1: Sample Profile

	% Survey Responses	West Yorkshire % Split – 2001 Census
Gender		
Male	68.5%	48.4%
Female	31.5%	51.6%
Age		
14-34	26.0%	33.3%
35-59	41.0%	41.6%
60+	30.5%	25.0%
<i>Didn't answer</i>	2.5%	Na
Disability?		
Yes	7.0%	n/a
No	93.0%	n/a

Table 2.1.2: Response Distribution by Local Authority

Local Authority	% Survey Responses	West Yorkshire % Split – 2001 Census
Bradford	31.0%	22.5%
Calderdale	11.0%	9.3%
Kirklees	9.5%	18.7%
Leeds	37.5%	34.4%
Wakefield	7.5%	15.2%
Local Authority outside of WY	1.0%	n/a
<i>Didn't answer</i>	2.5%	n/a

Figure 2.1.1 Main Mode of Transport for Work

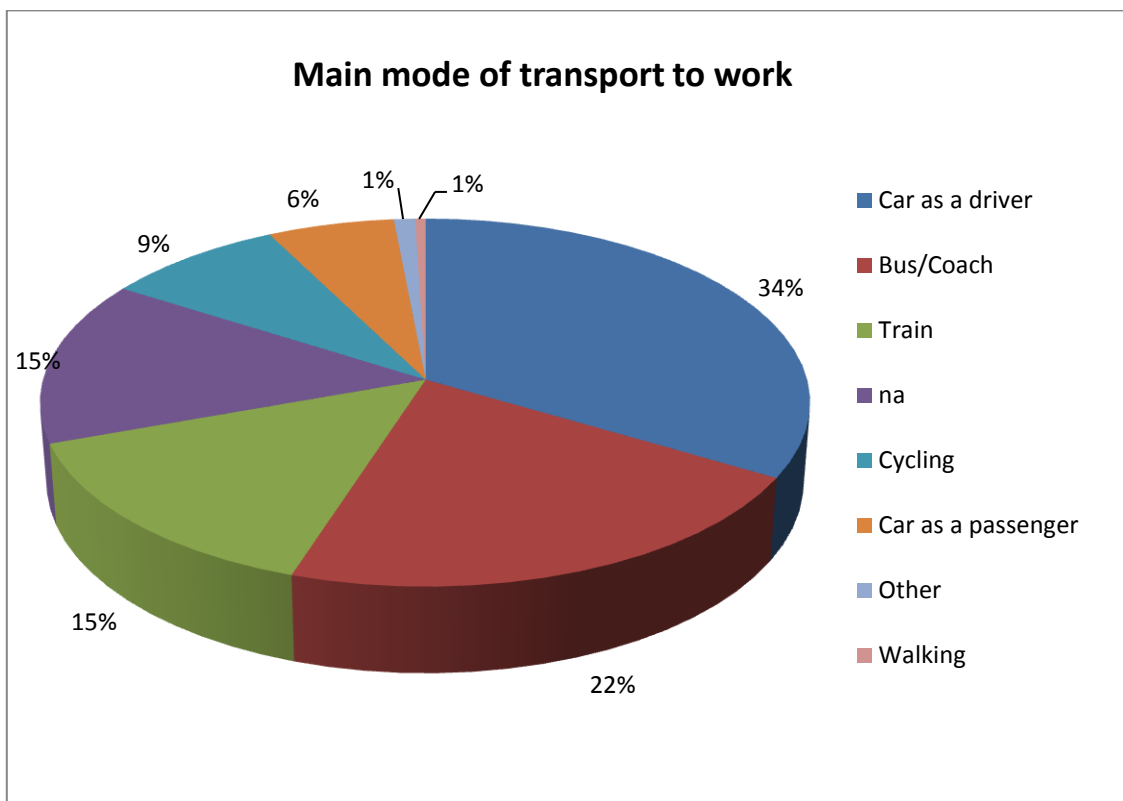
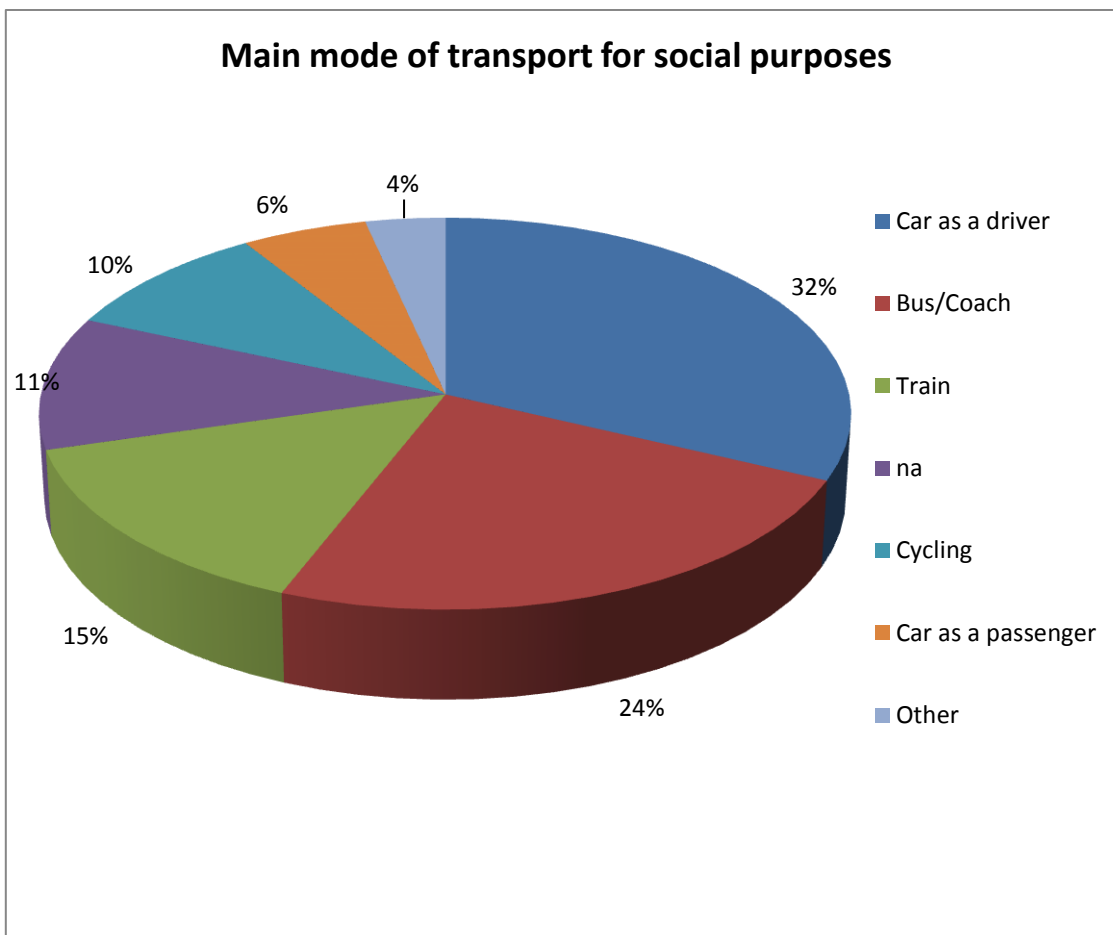


Figure 2.1.2 Main Mode of Transport for Social Purposes

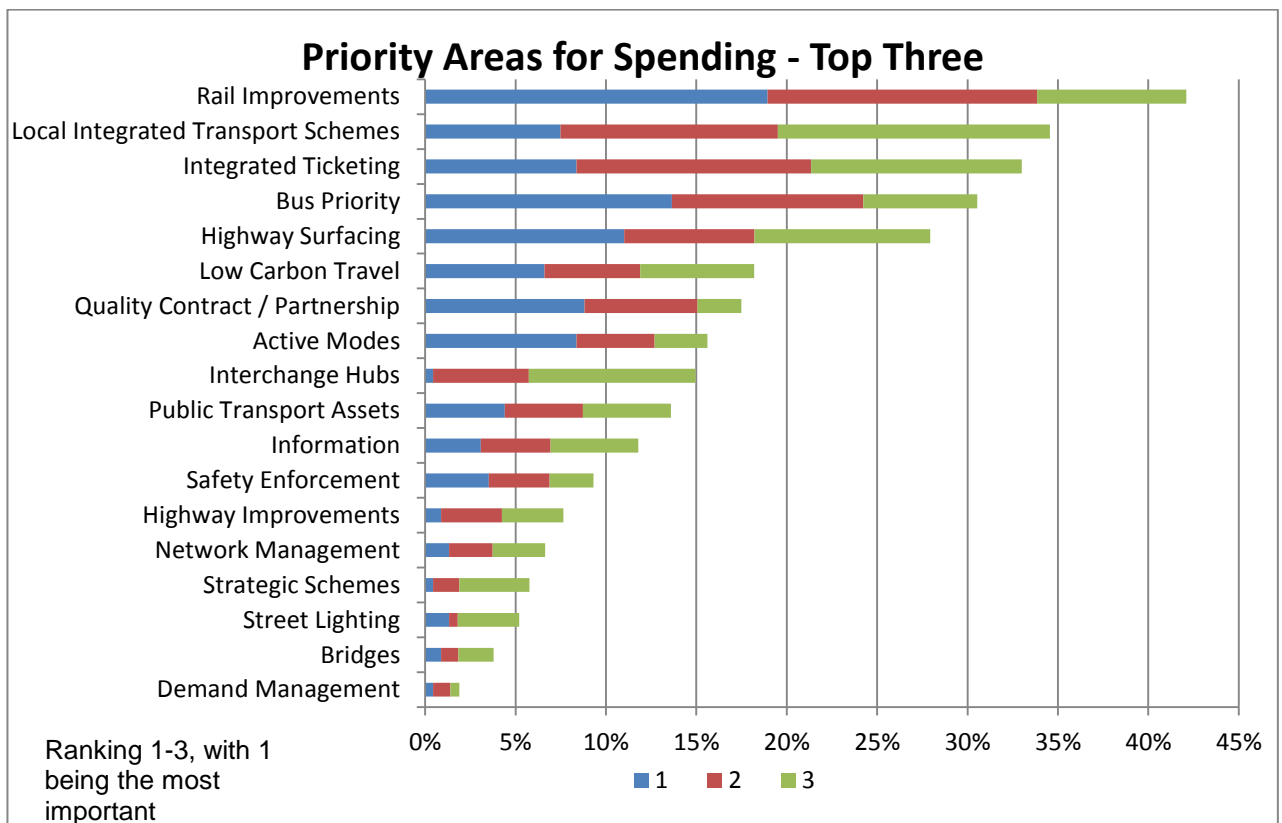


2.2 Summary of Results – Priority Areas for Spending

2.2.1 Question 1 asked respondents to choose the **top three spending programme areas** for inclusion in the Implementation Plan for 2011 to 2014.

2.2.2 Respondents were asked to select their three choices from a list of 18 Spending Programme Areas, and rank their choices from 1 (being the most important) to 3. A summary of responses to this question is presented in Figure 2.2.1.

Figure 2.2.1 – Summary of responses to Question 1

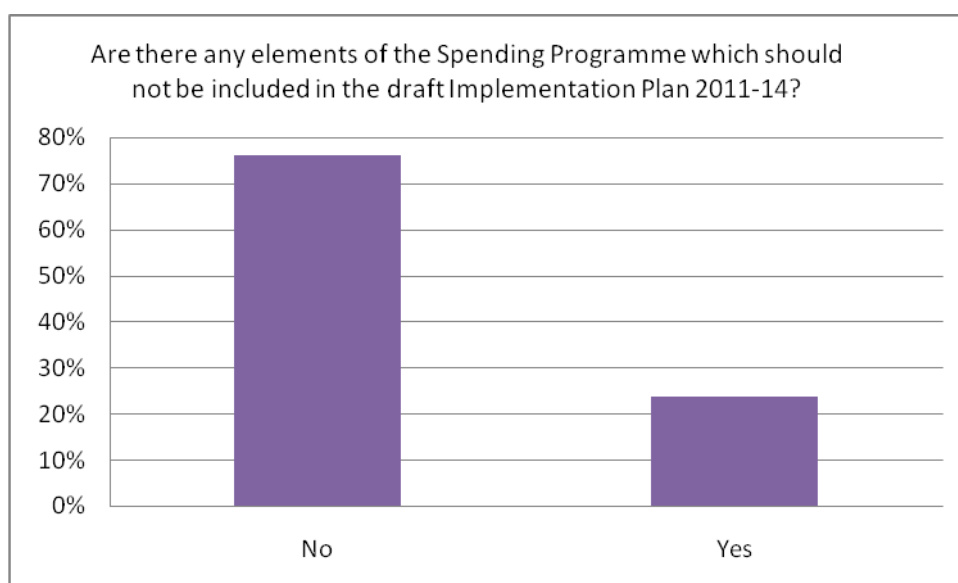


2.3 Summary of Results – Spending Programme Review

2.3.1 Question 2 asked respondents whether there are **any elements of the Spending Programme proposed that they do not think should be included** in the draft Implementation Plan for 2011 to 2014.

2.3.2 As shown in Figure 2.3.1, just over three-quarters of all respondents answered ‘no’ (i.e. all of the proposed elements *should* be included in the Implementation Plan for 2011 to 2014).

Figure 2.3.1 Summary of responses to Question 2



2.3.3 Almost a quarter of respondents (24%) answered ‘yes’ to this question, meaning they felt some of the elements in the Spending Programme should not be included in the first Implementation Plan.

2.3.4 Table 2.3.1 presents a more detailed breakdown of those elements that these respondents believe *should not* be included in the first Implementation Plan.

Table 2.3.1: Detailed breakdown of responses to Question 2

The following comments represent the key issues raised by respondents that said some elements should not be included in the Implementation Plan i.e. those respondents that answered 'yes' to Question 2. The number following each comment (i.e. x2) represents the number of respondents who commented on this particular issue;

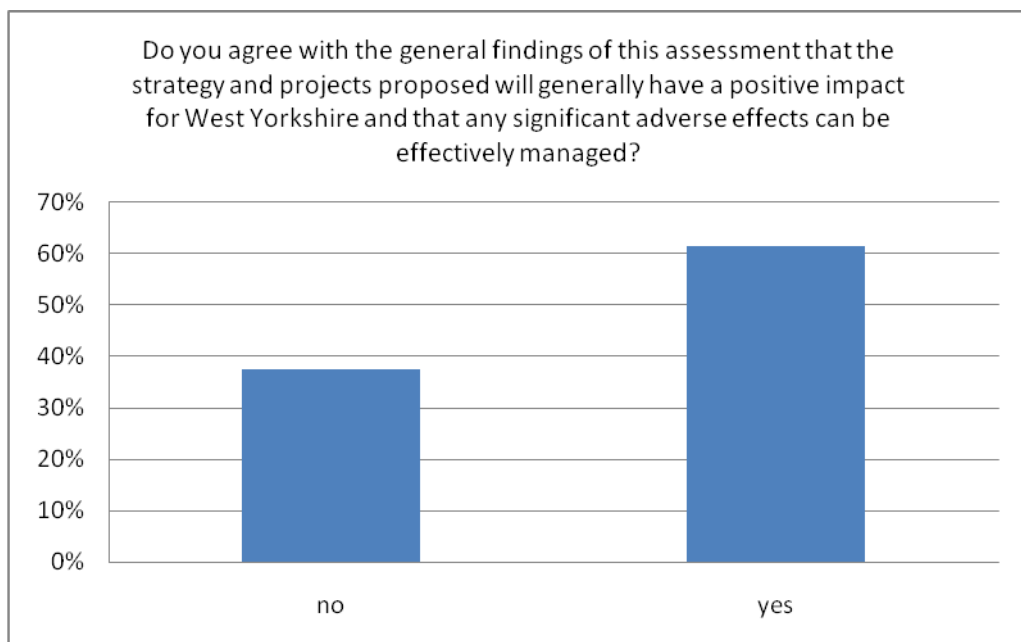
- Enforcement cameras x2
 - Money better spent on infrastructure
 - Already too many cameras
- Too much allocated to street lighting x1
- Increase spend on rail outside of Leeds e.g. Bradford Interchange expansion instead of Leeds, more direct trains that do not go to Leeds x2
- Too much allocated towards road maintenance x5
 - Spend on buses to encourage mode shift
- Increased enforcement in car parks before adequate alternatives are provided x1
- Tram Train on Harrogate line x1
- New station southern entrance at Leeds x1
- Trolley Bus scheme x8
- Integrated ticketing x2
- Too much allocation on Information x2
- Interactive customer database x1
- Bus priority x2
- Quality contract partnerships x2
- Low carbon projects x1
- Additional priority for 16-18 year olds public transport use x1
- Increase spend on cycle infrastructure x2
- New Bridge over Manchester Road x2
- Improvements at road junctions expensive x1
- Less spend on Active Modes x1
- Less spend on strategic schemes x3
- Less spend on signage
- Less spend on Highway Improvements x2
- Defer spend on Rail stations x1
- Less spend on guard rails
- Too much spend on highway maintenance x2
- Too much spend on Bus lanes x1

2.4 Summary of Results - Integrated Sustainability Appraisal

2.4.1 Question 3 referred to the **Integrated Sustainability Appraisal (ISA)** and asked, 'Do you agree with the general findings of this assessment that the strategy and projects proposed will generally have a positive impact for West Yorkshire and that any significant adverse effects can be effectively managed?'

2.4.2 As presented in Figure 2.4.1, almost two-thirds (61%) respondents answered 'yes', with 38% answering 'no' and hence do not agree with the general findings.

Figure 2.4.1 – Summary of Responses to Question 3



2.4.3 Table 2.4.1 presents a more detailed breakdown of the comments made by the respondents who do not agree with the ISA findings.

2.4.4 Five statutory consultees were also contacted and invited to comment on the draft ISA report. Responses were received from the Environment Agency and English Heritage; and also from the West Yorkshire Transport Emissions Group (WYTEG). A summary of these responses is presented below.

2.4.5 English Heritage was broadly happy with how potential impacts on historical assets have been assessed in the ISA. A few specific suggestions were made, including ensuring identified effects are properly incorporated into scheme development; inclusion of specific reference on the need to protect the Saltaire World Heritage Site and the suggestion to include an ISA indicator for protection of heritage assets.

- 2.4.6 The Environment Agency sent a generic checklist for all Local Transport Plans, but not specific to the WY plan. Relevant comments from this list will need to be checked in the final ISA report before it is released, and any necessary amendments made.
- 2.4.7 WY Transport Emissions Group (representing air quality and emissions officers from the WY LTP Partnership) suggested some clarity around the UDM jobs and carbon model to aid understanding of the air quality and emissions reductions outputs. The Group suggested that reference to West Yorkshire's Air Quality Action Plans would also be beneficial, particularly with regard to appropriate mitigation.

Table 2.4.1: Detailed breakdown of responses to Question 3

The following comments represent the key issues raised by respondents that said they do not agree with the findings of the ISA, i.e. those respondents that answered 'no' to Question 3. The number following each comment (i.e. x2) represents the number of respondents who commented on this particular issue;

- Adverse impact of reduce funding x2
- Question worded to complicated x3
- Not in a position to judge from information available x2
- Adverse impact on CO2 emissions x1
 - Increase funding on public transport
- Impact on air quality should be considered more important than low carbon as related
- Adverse impact on climate change comments x4
 - more risk
 - Major changes to patterns of road use needed
 - Insufficient emphasis on CO2 emissions and modal shift
- Lack of proposals to combat antisocial behaviour on public transport x1
- No positive impact on noise/disturbance, town/landscapes, heritage, soil/biodiversity x1
- Lack of explanation to why biodiversity will be harmed x2
- Lack of emphasis on improving air quality and health benefits x1
- Sustainable transport x4
 - Not enough emphasis
 - Plan prioritises it but not reflected in spending plan
 - Put cycling as high priority on projects
 - Walking and cycling improve health and the environment
- Potentially adverse impact from lack of emphasis on access to healthcare x1
- Adverse impact on low carbon travel x2
 - Allow powered 2 wheelers to use bus lanes to encourage usage
 - How will low carbon travel be developed?
- Monitoring/reporting x3
 - How will counteractive negative effects be recorded?
 - Monitoring of strategy projects required to measure impacts
 - Unable to prove benefits of climate change
- Strategy too expensive x1
- Strategy not green enough x1
- Adverse impact on train overcrowding x1
- Adverse effect on rural services x1
- Discrimination issues outlines as 'neutral' could be made 'positive' through improved transport for disadvantaged communities x1
- Adverse effect on mobility on seniors and disabled people caused by transport 'hub' approach

2.5 Summary of Results – Elements missing from Implementation Plan

2.5.1 Question 4 asked respondents 'Is there anything missing from the Implementation Plan?'

2.5.2 Table 2.5.1 below provides a breakdown of the responses received.

Table 2.5.1 Summary of Responses to Question 4

The following comments represent the key issues raised by respondents in their response to question 4. The number following each comment (i.e. x2) represents the number of respondents who commented on this particular issue;

- More spend on Low carbon travel and electrify public transport x2
- More spend on Active Modes - walking/cycling to journey plannersx2
- More spend on Quality Contracts x1
- Maintain outlines spend on bridges - Saltaire-Bradford corridor x1
- Focus on the basics e.g. fixing pot holes x1
- More Cycling Infrastructure x5
 - Make it an offence to obstruct cycle lanes
- Ticketing x2
 - Machines to be provided at all station
 - Progress YORCARD
- A658 Pool to Greengates highway improvements
- Rail improvements
 - Rail electrification x3
 - Connecting Bradford's 2 stations x4
 - Expand Bradford Interchange and develop other Bradford Open/re-open more rail stations x2
 - East Leeds Parkway
 - New Manningham Station
 - Improve access at stations
 - Worth Valley rail commuter project
 - Cross Bradford Rail link
 - Improvements to Wakefield Kirkgate
 - Todmorden Curve/Chord
 - Charge for parking at stations
- Enhance rural bus network x3
- Boundaries x1
 - Metro to extend WY boundaries to cover travel for wider city region
- Car use x3
 - Expand public transport system
 - Reduce CO2 emissions
 - Driver education about fuel use and aggressive driving around cyclists/pedestrians
- Buses x6
 - Provide tracking on all buses
 - Improve reliability
 - Improved driver training about appropriate driving
 - More free town/city buses
 - Reinstatement of abandoned routes
- Lower public transport fares and pricing x2
- Walking x4
 - Publics Rights of Way excluded (also for horse riding)
 - Improve conditions (and crossings)

- Clamp down on illegal cycling
- Connection of a safe network of walking routes that are well promoted
- Leeds Bradford International Airport x2
 - Should be re-located to Mirfield Moor J25M62
 - Better transport provision including rail link
- A65/A6038 /A658 and over development of housing on these routes
- Better Integration x1
 - Between train and bus services
- Car Clubs/share x2
 - More support to set up
 - Insufficient focus
- Environmental x2
 - More focus on recycling
 - Impact and habitat assessments on all projects
- Tram x1
- Congestion charging x2
- More road safety enforcement x1

2.6 Summary of Additional Comments

2.6.1 Question 5 asked respondents to provide any additional comments. Table 2.6.1 below, provides a summary of the comments received.

Table 2.6.1 Summary of Responses to Question 5

- Buses x17
 - Introduce Quality Contracts
 - Toller Lane service reintroduced to Haworth Road
 - Fit smoke detectors to all buses
 - Cheaper fares x2
 - More consistent prices
 - Pilot whether increased frequency of buses will increase passenger figures
 - Higher frequency of services
 - Link from Harehills Ave and Spencer Place to Leeds City Centre
 - Improve customer service levels of First services
 - On-going training for bus drivers behaviour skills and a simple customer service reporting system
 - Back under LA control
 - Continuation of free City Bus in Bradford
 - On-board announcements
 - Free hopper bus at Batley between two developing hubs
 - Full bus regulation
 - Improve reliability
 - Interchange at Castleford
 - Maintain subsidised routes
 - Enforcement on bus lanes
- Rail improvements x15
 - Disfranchise Northern Rail
 - Reinstate more stations
 - More rail station car parks
 - Reinstate 30 minute service through Mytholmroyd in peak times
 - No station car park charges
 - No more station ticket barriers
 - Improve Monkhill Station and services to Leeds
 - Park and ride at all rail stations x 2
 - Modernise network, upgrade Harrogate Line with electric trains (not trams)
 - Better quality trains with more seats
 - Increased train capacity
 - Trans Pennine links from Wakefield Kirkgate and Castleford to Manchester, Blackpool, Hull and Scarborough
 - Improved services from Castleford/Pontefract/Knottingly to Leeds and places in the East, NE and SE
 - Priority – Leeds Rail Growth Package including new stations at Kirkstall and Appleby Bridge, Improve all existing stations, install RTI and step free disabled access at all stations
 - New station at Ellandx2
 - New stations at Luddenden and Hipperholme
 - Improvements to Halifax Rail Station
 - Reinstatement of a direct line from Halifax – Leeds (by-passing Bradford)
- Ticketing x12
 - Pressure Network Rail to introduce open returns on trains between Leeds – York
 - Retain English National Concessionary Travel Scheme x2
 - Cheaper fares x2

- Smart Card ticketing x7
- Reduce issue of paper tickets to save time and litter
- Cycling x9
 - Shower and changing facilities in city centres
 - Improved highways for cyclists
 - Alternative route to match the duelling of Hard Ins Road Keighley
 - Cycle path from Otley – Arthington and Bramhope
 - Given proper consideration in all developments
 - Cycle routes between the major towns of WY x2
 - Encouragement of cyclists to use traffic laws to make highways safer for themselves
 - More cycle highway signage
 - Cycle provision on A650
- Walking x5
 - Places in Shipley where footpaths don't exist or are poorly maintained
 - Would be useful to know how path improvement funding is distributed
 - No assurance that Public Rights of Way will be recognised under Active Modes
 - Safety of pedestrians crossing bus lanes is a concern
 - More direct walkways and better safety precautions
- NGT x5
 - Concentrate on existing bus network instead x2
 - Not value for money
 - Too ambitious
- Integration x4
 - Between all modes of travel
 - Between trains and buses
 - Housing and Transport planner to work together to avoid highway gridlock
- Tram x4
 - Introduce tram train X2
 - Link Batley with Dewsbury with tram on land parallel to Bradford Road
 - A tram for Leeds
- Highway improvements x3
 - Parking restrictions at junctions to enable line of sight for pedestrians
 - Castleford/Pontefract/Knottingley junctions to be modified/signalised and key roads to be widened
 - Relief road for Ackworth/Featherstone/West Pontefract
- Highway maintenance x3
 - Develop more durable surfaces x2
- Information x3
 - Improve reliability of information
 - Spend proposal is too high
 - Bus information improved if news of delays/cancellations could be displayed at stops and stations
 - Timetables (routes): too much emphasis on travel to Leeds, people from Calderdale/Kirklees also travel to Lancashire
- Low carbon travel x3
 - Disappointed this has been lowered in priority
 - Welcome presence of more non-motorised modes
 - Can't be achieved as an add on in later years
- Environmental x2
 - Biodiversity on grass verges adjacent to highways and rail lines
 - Encourage public to dispose of their own litter
 - Encourage sorted rubbish bags on vehicles and at stations rather than mixed rubbish clear bags
- Rural x2
 - Protect and enhance rural public transport network
- Capital projects x2
 - Support for NGT and Leeds Southern Station entrance

- Push Government for fair share of funding
- Management Control x1
 - Central urban traffic management bus command and control system
- Car use x2
 - Better, consistent enforcement of speed limits
 - Introduce congestion charging
- Bridges x1
 - To be built across busy roads such as Roundhay Road
- Lighting x1
 - In streets and bus shelters needs to be appropriate (not adding to pollution) and only on at times when needed
 - On railway stations and any other areas where safety is an issue
 - Bus stops – movement activated lights
- Plans too Leeds-centric x1
- Active Travel Modes x1
 - Proportionally higher funding for walking and cycling
 - More support for active modes

2.7 Feedback from Events

2.7.1 A series of public consultation events were held across West Yorkshire, during the course of the Implementation Plan consultation period.

2.7.2 The purpose of this chapter is to summarise some of the issues raised through the course of the public involvement events. Some of the main issues raised are presented in Table 2.7.1.

Table 2.7.1: Summary of Issues Raised through the Public Consultation Events

- Congestion charging should be given more consideration.
- Cycle schemes are okay, but need to be supported by suitable promotional measures to encourage modal shift.
- Bicycles need more space on trains. Most people would prefer to transport their own bike, rather than hire one at Cycle Point.
- Cycle parking should be further built into planning processes for developments.
- Access to Leeds Bradford International Airport should be better built in the strategy.
- Parking standards need to be included in the strategy.
- Question raised over NGT and whether it is required (improved Bus network/infrastructure would suffice).
- Need cheaper fares/fare saving schemes.
- Real Time Information screens are disproportionately installed across the Leeds District.
- Need for rail station improvements
- Queries raised over the status of the Tong Valley (Bradford) development proposal which will create further congestion especially on Westgate Hill Street.
- Opposition to the reduction in speed limits on rural roads for motorcyclists.
- Questions were asked about plans for Keighley rail station. These should be much more substantive than those in the LTP Implementation Plan.
- Concerns over accessibility due to plans for a new health centre, in Oakworth rather than in Keighley.
- Cross Leeds bus routes are too long and radial routes are required. Journey times are currently too long to use public transport.
- Metro should aspire to the performance of travel in Mersey.
- Reference to the table on p6 (Travel choices - Active Modes) - request for the addition of 'Active Travel Network' as outlined in PCC notes.
- Query over whether bus shelters and areas outside stations are no smoking areas.
- Music at bus stations should be scrapped.
- Need real time information screen at Huddersfield Station
- Issue raised over young person's half fare pass – cross border issues.
- The Bradford 'crossrail link' (linking Bradford Foster Square and Bradford Interchange) would

be beneficial.

- Investment in heavy rail was a good thing (more stations etc.) but that the delivery time for new rail stations etc. should be speeded up.
- Buses in Heaton are infrequent in evenings / Sundays.
- Quality Contracts aren't the right direction - operators can sometimes be innovative and don't always only do things for profit.
- Otley – has poor bus links and the railway line should be reinstated.
- Metro should take more ownership of bus customer complaints.
- Request for speed camera installations on more roads. In absence of these, a higher police speeding check service is required.
- One respondent expressed concern over the location of a pedestrian crossing near Lidl in Todmorden, and the need for a new footpath.
- Concerns raised over cycling provision in Ovenden, in particular speed humps on Hebble Lane inhibiting cyclists.
- Query raised over road casualty statistics for Ovenden Way.
- Concerns raised over changes to / scrapping of concessionary passes for the elderly.
- Complaints regarding local bus drivers (rudeness, reading paper whilst driving, etc).
- Complaint raised over long queues for buses / over capacity at peak times because of a reduction of service.
- Several people made complaints about bus services not turning up, setting off late and rude drivers.
- Query over whether there are any plans to improve access to Menston station
- The students Union from Bradford College presented a petition about saving the FreeCityBus.

2.8 Feedback from Key Stakeholders

2.8.1 Key stakeholders and interest groups have taken part in the consultation, both by completing the feedback form and additionally via letter, email and through discussion at meetings etc. The purpose of this chapter is to capture this feedback from key stakeholders, and to highlight any main themes emerging from particular groups.

2.8.2 West Yorkshire District Councils

- **Calderdale Council:** Broadly welcome the proposals as outlined in the consultation document. Greater emphasis should be placed on sustainable transport modes. These are essential to the delivery of Calderdale's regeneration strategy and Calderdale are disproportionately more dependent on these modes than the other districts due to the topography.

Greater emphasis should be placed on the integration of modes; improved walking, cycling and bus access at rail stations, for example. There is a need for a comprehensive plan for parallel infrastructure to support the planned improvements to the Caldervale Line as set out in the 'Caldervale Line - Making the Most of the Asset Report (October 2011)', the 'Y&H RUS' and the 'Northern Hub Strategy'. Calderdale needs to benefit from these improvements early in the plan period to enable delivery of sustainable housing and employment opportunities, and to reduce congestion and air pollution.

Reduction of CO2 emissions should be included in the plan and the developing Emissions Strategy. We would like to see a staged process for supporting a change in the bus fleet to low emission vehicles and a strategy for charging points for electric vehicles.

Demand management has been partially addressed through bus priority measures but more is needed on parking, with a consideration of consistency across West Yorkshire of parking charges and hypothecation of charges from rail stations.

- **Kirklees Council:** The development of a 15 year strategy is supported, as this fits with other policy commitments such as the Local Development Framework and will benefit longer term planning. It is not clear how the key issues of supporting the economy, facilitating job growth and providing value for money will be delivered through the plan.

Priorities for the first 3 years should be maintenance, casualty reduction and small scale improvements to minimise congestion. Whilst we note that casualty reduction does not feature highly in the consultation feedback or the plan itself it should be noted that locally road safety is an important and emotive issue to Kirklees residents. We are surprised that maintenance did not feature more highly in the first round of consultation responses, as this is not in line with our own customer survey results or our experience on a day to day basis.

A greater allocation should be put towards network management particularly the use of UTMC. Whilst we support the development of future schemes there appears to be too much allocated to this type of activity across the plan. In the early years it is important that we maximise delivery. The information program seems to have a high allocation. A detailed discussion on what the outputs from this would be needs to be scheduled so that partners fully understand what will be delivered and how it can benefit other parts of the program. We remain concerned that investment in rail station car parking outlined in the plan does not represent value for money.

- **Leeds City Council:** LCC have been working closely with the WYITA for many months over this plan and it is broadly in line with the Council's aspirations. The primary focus must be on integration, to improve the efficiency of our operations, networks and systems. We must also ensure further support is secured for sustainable transport modes.

LCC are generally supportive of the Implementation Plan though a few concerns have been raised, including the need for greater emphasis to be placed on Road Safety. There is no mention of Powered Two Wheelers within the implementation plan. With increasing numbers of motorcyclists on the roads and evidence to show they are forming an increasing proportion of the overall casualty total within WY, this is of some concern.

The spend on bus Journey Time improvements doesn't seem to tie up with the responses of the questionnaire where people said they wanted cheaper fares/better reliability with no mention of journey times. Car clubs and car sharing are referred to as 'active modes' in the document which is inaccurate.

- **City of Bradford Metropolitan District Council – Bradford Area South Committee:** Concern raised over lack of priority given to Low Moor Station and why despite the Station being identified as a priority in the LTP and the finance being in place; it had failed to come to fruition. Members expressed concern over the delays

and the intention to proceed with the Station in 2012 is deemed unsatisfactory. Request for a report to be brought back to the Committee in March on the development of Low Moor Station taking into account Member's comments and concerns.

- **City of Bradford Metropolitan District Council – Bradford Area West Committee:** Noted the contents of the Implementation Plan.

- **City of Bradford Metropolitan District Council – Keighley Area Committee:** Noted the contents of the Implementation Plan

- **City of Bradford Metropolitan District Council- Environment and Waste Management Overview and Scrutiny Committee:** Noted the contents of the Implementation Plan and welcome its publication. Wish to see that the views of this Committee be taken into account in the final Implementation Plan document. The Committee notes, with concern, that the Draft LTP Implementation Plan is not expected to deliver an absolute reduction in transport-related CO2 emissions in West Yorkshire by 2025, and asks that this short-coming be addressed.

- **City of Bradford Metropolitan District Council – Shipley Area Committee:** Some issues raised in response to the draft Implementation plan including - the need for there to be better integration between main bus routes, village bus routes and train journeys; the implementation of 'through ticketing'; a method of consultation with this Area Committee and the public on the routes and services to be contracted.

2.8.3 Operators

- **First:** Concerns raised that the Implementation Plan is being developed and consulted on in the absence of an agreed strategy document, particularly as any partnership proposals appear to be being considered and associated with the three year implementation plan and not necessarily with the overarching strategy. The New Approach to Buses is central to the draft document. First are pleased to see that the partnership approach to delivery is given a more equal billing in the implementation plan than seen in the draft LTP3 document. First, working with other operators through the Association of Bus Operators in WY, are drafting a comprehensive partnership proposal that all operators will participate in.

First express their support for the emphasis on maintenance in the early years of the plan, and welcome the continuation of traffic light priority, and real time information

programmes. They would like to see the indicator for bus journey times to include actual journey times as well as variability.

- **Northern Rail:** Offer their support and assistance in helping deliver the targets and aspirations set out in the implementation plan. The focus in the short term is to manage the reduction in funding, which will not allow for major spending investments, but should not prevent the continued growth and improvement of the rail offer. The section on travel choices will have a big impact in attracting new and continued usage. Northern Rail believes many of the proposals are complimentary to their own, and welcome close working with Metro to further encourage sustainable travel. Northern Rail would like to discuss the possibility of a rail only Metrocard for West Yorkshire to provide passengers with another option to enhance usage and value. They also welcome the influence that Metro can bring to discussions around additional trains, and offer to assist Metro with any potential bids towards new funds that become available, which help deliver many of the LTP aspirations.

- **Confederation of Passenger Transport (CPT):** CPT have raised concerns over the lack of acknowledgement and provision for coaches in the Local Transport Plan. The group have referenced their report 'Britain's Coaches: Delivering Prosperity to You' which indicates that destinations in West Yorkshire can reap the economic and environmental rewards of attracting and boosting coach tourism. Simple measures such as well-located set-down and pick up points and coach parks, improved signage and the consideration of coaches as part of the planning process would represent great examples of the positive attitude of West Yorkshire towards coaches. CPT Yorkshire believes the overriding priority for the first Implementation Plan should be bus priority. Punctuality and reliability are the two key drivers of passenger satisfaction.

2.8.4 Other Key Stakeholders and Local Interest Groups

2.8.5 **Aireborough Civic Society:** There is an urgent need to address bus journey times and reliability, particularly along key corridors and at major junctions such on The Headrow, routes towards Guiseley, Yeadon and Rawdon, on the A65 to Menston, Horsforth Roundabout and the Greengates junction. These routes continue to be affected by the expansion of Leeds/Bradford Airport, they are busy leisure routes to the Dales and North Yorkshire, including Harrogate and large numbers of new dwellings are planned and have been built. Priority should be given to restoring

withdrawn bus networks and providing a fair and consistent fare structure (including consistency across bus and rail). Better marketing of airport bus services should be progressed in partnership with airlines to promote bus use. More cycleways should be provided.

2.8.6 Friends of the Earth: It is disappointing that a specified and quantified emissions reduction target is not integrated into the strategy and implementation plan document. This should be aligned with and contributing to the national carbon budget set within the framework of the Climate Change Act 2008.

FoE disagree with the technical appropriateness of the sequence of targeting setting (section 6.2) but maintain that the most important issue remains clarity as to the type of target to be set and priority to be attached to it; and then how that is linked to the development of the implementation programme.

However the wording of Objective 1, the reference to carbon budgets and the availability of a quantified tonnage baseline for road transport emissions across West Yorkshire all seemed clearly to point towards the establishment of an absolute reduction target at the core of the Strategy. However, someone reading this document in isolation would still not know – and be capable of commenting on within this consultation - what is the specific target relating to this critical area of the Strategy. FoE understands that the emissions target being considered or proposed relates in fact to the other category under Objective 1: 'Increasing the proportion of low carbon trips'. The approach towards emissions target setting should be disclosed in a transparent way. Criticism is also raised for choosing a much weaker and maybe marginal target - the much stronger and more important target relating to an absolute and quantifiable reduction in emissions tonnage has been set aside, in a way which then undermines its own Objective. If it is the case that the secondary and weak emissions target is being preferred over the strong and primary one, then Friends of the Earth expresses a major objection to this approach. Further clarification on this issue is requested.

- **Highways Agency:** The Highways Agency generally agrees with the elements included in the Spending Programme, and would agree that these are practical priorities given the constraint of reduced funding. The HA would like to see work around proposals 27 and 28 specifically included in the Implementation Plan to ensure that these workstreams are started upon as early as possible, and so as to

take advantage of the emerging Local Development Framework documents that are being developed by each district.

- **Holmfirth Transition Town Response:** Generally support the emphasis given to sustainable travel in many parts of the plan. Particularly support proposals for a Bus Quality Transport Scheme for West Yorkshire, movement towards provision of the West Yorkshire equivalent of the London Oyster card, measures proposed for providing citizens with better information on travel choices, bus priority schemes including investment in Huddersfield Town Centre and support for active modes. We ask for the following projects to be included in the 2011 to 2014 programme: development of contingency plans to address the problems arising from a significant increase in fuel prices should these arise, infrastructure to support use of electric vehicles, marketing initiatives to enhance car sharing, continued upgrading of the Penistone Railway line connecting Huddersfield to Barnsley and Sheffield so that services run at approximately 30 minute intervals, a Transport Interchange Hub in central Huddersfield, and a package of improvements to the Upper Holme Valley to enhance its role as a key tourist centre.

- **Kirklees Passenger Consultative Committee:** Supportive that approx. £75m (nearly 50% of the total budget) is allocated to highway resurfacing/reconstruction and repairs to bridges, walls and culverts; any deferral of maintenance would be a false economy and a good quality road surface enables traffic to flow more smoothly and buses to keep to time. It is important that West Yorkshire authorities work together to reduce the cost of this work as far as is practicable. Support greater emphasis on improved network management and particularly believe we can learn from best practice across Europe. Pedestrian flows need to be taken into account when managing the road network. Generally supportive of proposals to develop a new information strategy and would particularly promote the provision of each household with a detailed leaflet / map outlining the transport options available within close proximity to their home including nearest bus stops, train stations, taxi ranks and transport hubs.

- **Leeds Cycling Consultation Forum:** The document is seen to be very demand management orientated. Concern that the Hierarchy of Users is being ignored. Cycling should be included under the Carbon Reduction objective as well as the Quality of Life objective. Concern that insufficient funding is allocated to cycling given that most journeys are <1mile and cycling is at the top of the hierarchy. There appear

to be some contradictions with regards to objectives to demand manage vehicles but at the same time reduce congestion and increase journey time reliability. A breakdown would be useful showing how the LTP3 measures would enable the 35% cut in CO2 emissions target to be met.

- **Marsden and Slaithwaite Transition Town Response:** Strongly support the main thrust of the strategy to 'make substantial progress towards a low carbon, sustainable transport system for West Yorkshire' and the main measures proposed for achieving this. We are dismayed by the admission that under the present financial regime, bus fares are likely to rise and services reduced in the early years of the strategy. We urge adoption of measures to prevent this and mitigate its negative effects. We call for provision in land use planning for local employment, promotion of more home working which will help to shorten length and decrease number of journeys to work. We also ask that a review be undertaken of the effects of a substantial rise in oil prices in the medium and longer term that is now widely expected and preparation and implementation of appropriate contingency plans. This probability finds no mention in the Strategy document. The success of the strategy requires major new investment – reversing years of under-investment. We urge Metro – and all in West Yorkshire – to press for this – including challenging the inequality between West Yorkshire and the more generous support for London in levels of public investment in transportation.

- **Natural England:** Natural England strongly support proposed enhancements to the rail network including the new southern entrance at Leeds station, new stations under the Leeds Rail Growth Package, and bus priority measures. Their overall ranking of the priority areas in the Spending Programme are: 1. Active Modes, 2. Low carbon modes and 3. Rail Improvements. They would like to see more reference in the plan to measures enabling people to combine cycling with other forms of transport. An important element of this would be providing good quality cycle access and secure cycle parking at transport hubs and rail stations.

- **Wakefield District Cycle Forum:** Support the overarching objectives and ideas in the Draft Implementation Plan, but are concerned that the relative emphasis placed on different aspects of the plan do not seem to fully address the stated objectives. If there is to be progress towards 'a low carbon transport system' and to 'enhance the quality of life' much more emphasis needs to be given to sustainable transport options, i.e. cycling and walking. The forum believes that a bolder approach should

be taken to the proportion of that funding that is given over to sustainable transport choices. Greater emphasis on integration between sustainable transport options and public transport should be included in the Connectivity theme.

- **Wakefield Local Access Forum:** Generally supportive of the emphasis on sustainable travel. The Local Access Forum would give priority to Active Travel Modes. Information, rail improvements interchange hubs and network management are also priorities that are supported. The Forum would like to see greater emphasis of walking and cycling and recognition of the opportunities to develop the links with other modes of sustainable transport, with funding to support this.

Part 3: Bus Quality Contracts Consultation Feedback

3.1.0 Introduction

3.1.1 A ten week informal consultation period, on Metro's proposal to introduce a Quality Bus Contract Scheme (QBC) for West Yorkshire, ran from 22 October until 31 December 2010.

3.1.2 The informal consultation consisted of nine one day exhibitions at, or close to, Bus Stations in each of the West Yorkshire districts, as well as the distribution of leaflets to passengers on the Free Town/City Buses. Information about the proposals and an opportunity to respond was also available on Metro's website. Feedback was sought via a questionnaire which 895 people completed. The responses showed a positive reaction to Metro's vision for bus services in West Yorkshire. The main reasons for such support related to:

- The desire for fully integrated ticketing;
- The need to improve the reliability of bus services; and
- The need to reduce the number of service changes / service cuts.

3.1.3 A similar level of support was shown for introducing a Quality Bus Contract Scheme (as the means of introducing the vision) which would make bus operators more accountable to Council Tax-payers. The questionnaire consisted of two "Yes/No" questions:

- Question 1 – Do you agree with Metro's vision for bus services in West Yorkshire?
- Question 2 – Do you agree that Metro should introduce a Quality Bus Contract Scheme that would make bus operators more accountable to Council Tax-payers?

3.1.4 A summary of the responses to these questions are shown in Figures 3.1.1. Table 3.1.1 presents a summary of the comments through this process.

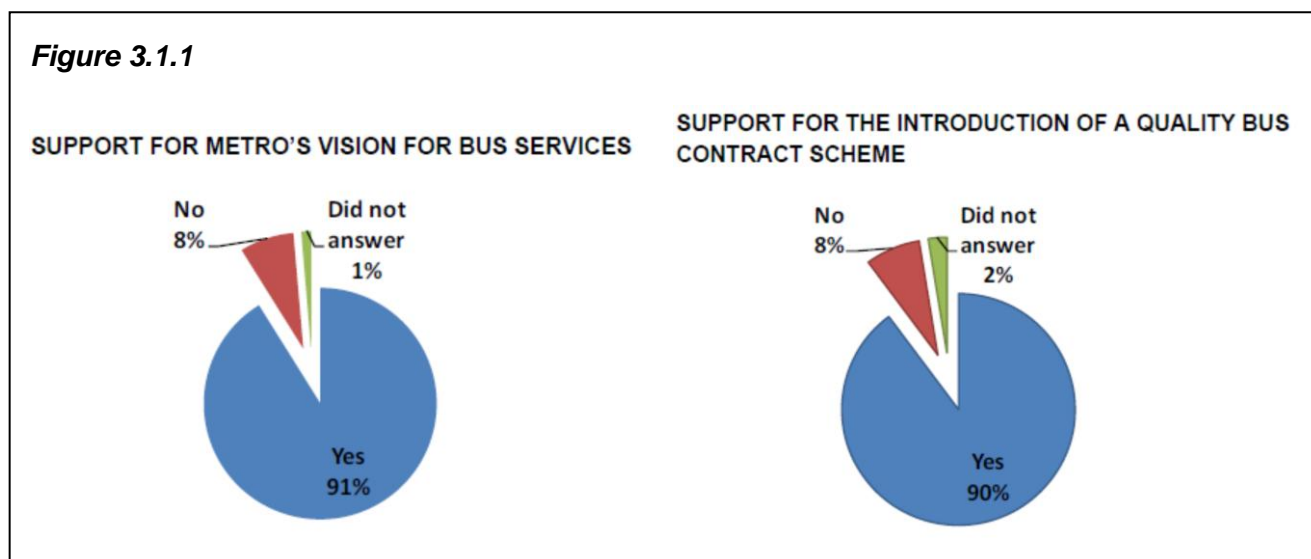


Table 3.1.1: Summary of comments received through the consultation process

COMMENTS ABOUT METRO'S VISION FOR BUS SERVICES IN WEST YORKSHIRE	
Comment category	Example quotes
e.g. Welcome idea (175 comments)	<ul style="list-style-type: none"> • <i>"I think quality bus contracts are an essential part of returning bus services to being a service provided for the public, rather than a profit-generating monopoly that only benefits a few and has endless price rises and service cuts".</i> • <i>"Bus Services are a social need and profit should not be the main criteria. Metro must be able to have an 'umbrella' authority over public transport".</i> • <i>"Buses should be run as services, not businesses. The free-markets do not belong in public service".</i> • <i>"I fully agree with the aim of a better, integrated, simplified more stable network and this is probably the only way of implementing it".</i> • <i>"It seems effective in London. Why not here?"</i>
e.g. Simple fares and smart-card based tickets (86 comments)	<ul style="list-style-type: none"> • <i>"Integrated tickets and passes will generate more demand".</i> • <i>"The Oyster card in London works very well linking buses and trains – makes travelling easier."</i> • <i>"A one ticket for all policy should be rolled out along with one name – e.g. Metro Explorer."</i> • <i>"I think there should be a standardisation of bus fares across the whole of Yorkshire and on and off-peak done away with."</i> • <i>"Integrated ticketing needs to be a priority consideration as part of a Quality Contract Scheme."</i>
e.g. More reliable bus services that arrive on time (84 comments)	<ul style="list-style-type: none"> • <i>"Would like to see buses running on time."</i> • <i>"I'm tired of putting up with a reduced and unreliable service."</i> • <i>"Reliability and punctuality of services is essential."</i> • <i>"Never mind 'more' reliable – 'reliable' at all would be a big improvement."</i> • <i>"More reliable bus services running to timetable."</i>
e.g. Fewer service and timetable changes	<ul style="list-style-type: none"> • <i>"There are too many service changes at present; most of which are service reductions which then force people to travel by other means."</i>

(27 comments)	<ul style="list-style-type: none"> • <i>“To maintain regular services with fewer changes to routes and timetables.”</i> • <i>“Should stabilise timetables.”</i> • <i>“There have been too many changes to bus routes and timetables which have led to confusion for passengers.”</i> • <i>“Then services should not be changed as often – particularly morning services.”</i>
e.g. Better connections with rail services (14 comments)	<ul style="list-style-type: none"> • <i>“We need better bus and rail connections including earlier running weekend buses to outlying areas of town.”</i> • <i>“More co-ordinated bus-train fares and timings.”</i> • <i>“I’m fed up with the mismatches of bus/train.”</i> • <i>“Bus services are essential for the wellbeing of transport in West Yorkshire, especially if co-ordinated with the rail network.”</i> • <i>“To improve connectivity between bus and rail services”.</i>
COMMENTS ABOUT WHETHER METRO SHOULD INTRODUCE A QUALITY BUS CONTRACT SCHEME THAT WOULD MAKE BUS OPERATORS MORE ACCOUNTABLE TO COUNCIL TAX-PAYERS	
e.g. Welcome idea (190 comments)	<ul style="list-style-type: none"> • <i>“Quality Contracts are the only viable way to ensure that the public transport operators can be held accountable for the services they provide. Currently the public transport service in Leeds is a disgrace...”</i> • <i>“Accountability is required to improve services”.</i> • <i>“Private operators cannot be relied upon to provide a decent service without intervention from a public body.”</i> • <i>“We need to know that we are getting good value for our money and a good service.”</i> • <i>“Bus services should be a public service and not for profit.”</i>
e.g. Not needed (26 comments)	<ul style="list-style-type: none"> • <i>“Very happy with present arrangement.”</i> • <i>“Buses are reliable and on time – keep them as they are.”</i> • <i>“Like things to stay as they are.”</i> • <i>“Better now because there is competition.”</i> • <i>“Prefer competition.”</i>
e.g. ‘Other’ concern (21 comments)	<ul style="list-style-type: none"> • <i>“This is a good idea as long as it doesn’t cost more to the council tax-payer and mean more on council tax bills!!!!”</i> • <i>“Agree with Metro introducing a Quality Bus Contract Scheme but more accountability to Council tax-payers would result in too much bureaucracy I think.”</i> • <i>“Yes – depending on cost.”</i> • <i>“Accountability can only be for the good if it is exercised within the bounds of economic reality.”</i> • <i>“However, this should not stifle opportunities to identify new / alternative bus routes.”</i>

Part 4: Summary of Feedback from Other Relevant Public Consultations

4.1.0 Introduction

- 4.1.1 The purpose of this chapter is to present a summary of the feedback received during the public consultation and engagement stages of other related projects, to feed into and provide further context to the development of the LTP3 and Bus Quality Contracts.
- 4.1.2 The Transport for Leeds (TfL) Study and Leeds City Region (LCR) Connectivity Study are instrumental to the continued development of the LTP3 Strategy. As such, public feedback on the development of these projects is important to the development of LTP3 and Bus Quality Contracts.
- 4.1.3 Consultation around the Vision for Leeds has brought out some key comments which have an impact on transport planning across West Yorkshire.

Transport for Leeds

- 4.1.4 Consultation on the Transport for Leeds project ran from November 2008 to January 2009, and started with a four day public exhibition at Victoria Gardens in Leeds City Centre. Consultation packs (containing a leaflet, questionnaire and freepost envelope) were made available at the public exhibition, which was attended by over 1000 people. A further 1,400 consultation packs were distributed to members of the public on 18 and 19 December 2008 in Leeds City Centre. The packs were also available at libraries across Leeds and information on the proposals, with an online questionnaire, was made available on the internet.
- 4.1.5 There was a good response to the Transport for Leeds consultation and over 2,500 questionnaires were completed. All age and ethnic groups were represented and respondents came from all over Leeds and the outlying areas.
- 4.1.6 Traffic congestion was seen as the greatest transport problem in Leeds, followed by the cost of bus fares and late or cancelled buses. As expected, opinions about transport problems varied according to the usual mode travelled into Leeds:
- Those who travel to Leeds by car placed greater emphasis on traffic congestion and the cost and availability of parking;
 - Those who travel to Leeds by bus place greater emphasis on the cost of fares, bus reliability, bus frequency and bus journey times; and

- Those who travel to Leeds by train place greater emphasis on train crowding, late or cancelled services, frequency of services and train quality.

4.1.7 Over half of the respondents have changed their travel behaviour as a result of congestion. Changes relate to the time of travel, route taken, where people travel to and how the journey is made. Amongst those who drive to Leeds and have changed their behaviour, almost half stated that this involved a change in the time of travel.

4.1.8 A wide range of transport improvements were requested. The most popular suggestions were for more reliable and frequent public transport, cheaper fares, reduced road congestion and crowding on public transport and more Park & Ride sites. The issue of fares increased in importance when examined only amongst non-concessionary travel pass holders, and over 40% of this group requested cheaper fares.

4.1.9 Further consultation on the Transport for Leeds project was carried out through focus groups with members of the public and businesses. The following comments summarise the main issues emerging from the focus groups consultation:

- Both the general public and businesses consider that congestion has worsened over the previous few years, and most think that it will generally get worse over the forthcoming years, although this may be not to quite the same extent as in previous years because of the increased flexibility in working practices including home working and flexible hours working.
- For drivers, the main issues are a lack of City Centre car parking, the increase in one way streets, the lack of dual carriageways on many main roads, and the disruption caused by roadworks. For public transport, the main issues lie with buses which are seen as expensive and unreliable, and despite bus prioritisation measures, are seen to be particularly prone to being snarled up in traffic; for train travel, it is overcrowding on commuter services that is the major problem.
- Amongst the general public, the two top priorities chosen from 27 transport improvement concepts were cheaper bus fares and increased bus frequency, and expansion of the MyBus network was also a priority. For roads, the priorities are improvements to busy junctions, and the inner and outer ring roads.
- For businesses, the top five priorities were public transport related - increasing bus frequency, more bus routes, more carriages on commuter trains, cheaper bus fares and a tram/train link to the airport.

- Participants were asked to develop a package of transport improvements from those that were on offer; they were told that there was already an allocated budget of £250m, and that they could borrow more money (up to £1.7bn), but that this would have to be repaid. Both the general public and businesses were very conservative in their spending; from 18 general public teams, six would spend less than the £250m budget, nine would spend between £250- £500m and three teams would spend between £500-770m. Among the six business teams, two would spend less than £250m and four would spend more – with the highest spend being £336m.
- Even those concepts which had been previously classified as “must have” are not always included in the packages – participants are simply too cautious to countenance a large spend and any associated borrowing, largely because of the current financial climate (although this was not specifically explored in any detail). Various suggestions were made about how to pay back any additional borrowing (over and above the budgeted £250m). Suggestions include directly taxing air fares (specifically should the tram/train link to the airport be introduced), charging for a high speed lane on motorways, increasing parking charges or even introducing a congestion charge. These are seen as more acceptable than a blanket increase in Council Tax, although this might be more acceptable if the funds are “ring fenced” for transport improvements only.

Leeds City Region DaSTS Connectivity Study

- 4.1.10 There was significant stakeholder engagement throughout the Leeds City Region Connectivity study involving the local authority representatives in the city region, plus Metro, the Highways Agency, Network Rail, Yorkshire Forward, Government Office for Yorkshire and Humber and DfT. Stakeholders also attended several workshops at the project milestones, including the Baseline analysis, option generation and outputs from the option sifting.
- 4.1.11 Separate meetings with Leeds Bradford and Manchester International Airports were also convened. The LCR Chief Executives Group, the Chamber of Commerce and bus operators were also consulted.
- 4.1.12 This Phase 1 DaSTS study concluded with a ‘sifted’ list of possible transport interventions to improve connectivity across the City Region. The work is continuing

(March 2011) through the City Region Transport Panel 'Local Enterprise Partnership'.

Leeds Vision Public Consultation

4.1.13 The public consultation phase of the new Vision for Leeds ran between September and December 2010, to allow people who live and work in Leeds to respond on both shorter-term priorities and the long term. Consultation activity included a printed consultation document distributed to public buildings across Leeds, entry in the 'About Leeds' publication, articles and features in the Yorkshire Evening Post, a dedicated website, e-marketing, entry on social networking websites and consultation with specific interest groups. The vast majority of responses were received via social networking websites.

4.1.14 The one area that is consistently raised by respondents is transport, particularly with regard to 'improving the public transport system' both by 'improving buses' and 'improving roads'. Generally, this would appear to be the top priority amongst respondents.

Q1 What if Leeds becomes the best city in the UK?

4.1.15 The majority of respondents here referred to the Environment (36%). Transport was the second most frequently cited topic, with almost a third of respondents (31%) mentioning some aspect of Transport. This mostly consisted of comments on;

- Public transport – improve public transport (15%)
- Roads – improve traffic flow (i.e. eliminate traffic jams) (4%)
- Transport – other (4%)
- Public transport – integrate the public transport system (2%)
- Buses – improve bus system (2%)
- Trams – introduce trams (2%)

Q2 What if Leeds becomes fair, open and welcoming?

4.1.16 Here, the majority of respondents referred to 'Equalities' (29%) and 'Communities and Community Cohesion' (25%). Transport issues were raised by 13% respondents, and this mostly consisted of comments on;

- Public transport – improve public transport (3%)
- Buses – improve bus system (3%)
- Transport – other (3%)
- Parking – reduce the tariffs (or make it free) (2%)
- Roads – improve traffic flow (i.e. eliminate traffic jams) (2%)

Q3 What if Leeds has a prosperous and sustainable economy?

4.1.17 Unsurprisingly, responses here were dominated by answers relating to 'Business and the Economy' (55%) and 'Work and Employment' (29%).

4.1.18 Transport issues were raised by 12% respondents, and this mostly consisted of comments on:

- Public transport – improve public transport (8%)
- Transport – other (3%)

Q4 What if Leeds communities are safe, healthy and successful?

4.1.19 Respondents focused on 'safety' issues (46%) and 'health and wellbeing' (24%).

4.1.20 Transport issues were raised by 10% respondents, and this mostly consisted of comments on;

- Walking – encourage walking as a mode of transport (4%)
- Public transport – improve public transport (2%)
- Roads – improve the roads (2%)

4.1.21 Further issues which may be partially relevant to transport were also raised such as:

- Health – encourage a healthy lifestyle (6%)
- Safety – increase street lighting (3%)
- Safety – improve safety (3%)
- Health – improve access to healthcare (3%)
- Green spaces – make more green spaces (2%)

Q5 What would the top priorities for the city be in the next few years?

4.1.22 Top of the list for more than two-fifths of the sample were priorities relating to 'Transport' (44%) including;

- Public transport – improve public transport (20%)
- Road – improve traffic flow (i.e. eliminate traffic jams) (9%)
- Transport – other (5%)
- Public transport – ensure affordability (4%)
- Buses – improve bus system (4%)
- Public transport – integrate the public transport system (3%)
- Buses – introduce Park and Ride (3%)
- Trams – introduce trams (3%)

Other Comments

4.1.23 Other, general comments were also received during the public consultation period primarily via the 'WhatIfLeeds.org' website, on Facebook, Twitter and Linked In, and through documents covering face-to-face research undertaken by The Leeds Initiative and submissions from special interest groups. Transport issues were the most frequently cited across all of these sources of 'other comments'.

'WhatIfLeeds.org' Website

4.1.24 Comments here most frequently related to 'Transport' (30%) and in particular;

- Public transport – improve public transport (5%)
- Buses – reduce the fares (4%)
- Buses – take away market monopoly from First (4%)

Social Networking Sites

4.1.25 The overwhelming comments from this data source related to 'Transport' (57%) including;

- Underground – introduce an underground train system (17%)
- Buses – increase frequency of buses / introduce night buses (13%)
- Buses – take away market monopoly from First (13%)
- Trains – introduce high speed rail between Leeds and Manchester (9%)

- Walking – encourage walking as mode of transport (9%).

Group Documents

4.1.26 Most comments made by these groups related to 'Transport' (67%) or 'Communities and Community Cohesion' (67%). With regard to 'Transport', comments were most frequently;

- Public transport – integrate the public transport system (i.e. Oyster card) (31%)
- Public transport – improve public transport (21%)
- Buses – reduce the fares (21%)
- Buses – increase frequency of buses / introduce night buses (20%)

Appendix 1: Detailed Breakdown of Responses to the LTP3 Strategy Consultation

October 2010 – January 2011

Introduction

This appendix provides a detailed breakdown of the main issues raised by respondents through their feedback to Question 1 and suggestions made in Question 3.

- Question 1 ‘Based on your recent experience, what are the top three transport related issues that you face in West Yorkshire?’
- Question 3 ‘What are the top three things you want to see happen over the next 15 years to meet your transport and travel needs and help achieve the Vision and Objectives?’.

Respondent’s comments are arranged as follows:

- ‘Most frequent’ responses – made by 10 or more respondents
- ‘Other’ responses – made by less than 10 respondents

The number of issues/ suggestions raised by respondents is categorised into the most appropriate area, with approximate numbers of respondents shown against each issue/suggestion

Contents

- A1. Bus & Rail – Fares
- A2. Bus & Rail – Reliability
- A3. Bus & Rail – Capacity
- A4. Bus & Rail - Frequency
- A5. Bus & Rail - Networks
- A6. Cycling & Walking: Infrastructure
- A7. Cycling & Walking: Safety
- A8. Network Management - Congestion
- A9. Network Management - Inter-changing
- A10. Network Management - Road Conditions
- A11. Network Management– Enforcement
- A12. Other – Public Transport
- A13. Other – Ticketing and Smartcards
- A14. Other – More Say Over Buses
- A15. Other – Environmental Impact

A1. Bus & Rail - Fares

Issues and suggestions relating to **Fares** were the most frequently quoted response to Question 1 and Question 3 under the bus category.

Under the rail category **Fares** was the second most frequently cited issue and suggestion to Question 1 and Question 3.

Question 1 – Issues

Around 280 issues (190 bus, 90 rail) were made referring to bus and rail fares.

Most frequent issues raised include the following:

- Bus and Rail Fares are too high (x90)
 - Doesn't encourage the use of public transport (x26)
 - Leads to a reduction in patronage (in particular buses) which leads to cuts in services and further price increases (x1)
- Level in rising bus and rail fares is not reflected by the level of improvement in service (x21)
 - Poor value for money e.g. buses/trains unreliable, unclean, uncomfortable (x8)
 - Bus/train operators perceived as taking excessive profits. (x6)
 - Bus service frequencies being reduced and cut altogether (x2)
- Other forms of transport seen as cheaper alternative e.g. Car or taxi (x20)
- Lack of integrated ticketing results in multiple costs for different operator tickets and different modes (x15)
- Bus and rail fares go up with little warning and too frequently (x10)

Other issues raised include:

- Cross boarder bus and rail fares are too high (x9)
- Bus and rail fare increases unrealistically high i.e. much higher than inflation and wages (x5)
- Lack of competition amongst bus companies to encourage more competitive fares (x4)
- Child bus and rail fares particularly high (x3)
- Customers who can't afford a car have no choice but to pay high fares (x1)
- Bus fares cost more than rail fares and for less distance (x1)
- Rail fares not being collected on trains(x1)

Question 3 – Suggestions

About 260 suggestions (150 bus, 110 rail) were made which referred to bus and rail fares:

Most frequent suggestions made include the following:

- Reduce/freeze bus and rail fares and make more affordable (x83)
 - Make public transport a real alternative to car use - encourage people out of their cars and onto public transport, will improve congestion (x21)
 - In particular bus fares (x20)
 - A fairer fare structure (x8)
 - Make public transport more accessible to all users (x2)

- Hand more control over to Metro (x17)
 - Remove operator's ability to monopolise services and set fares (x7)
 - Set standards in relation to fares (x6)
 - Ability to set fares (x3)
 - Subsidised bus fares (x2)
- Introduce integrated ticketing with clear, consistent pricing (x16)

Other suggestions made include:

- Ensure prices reflect standards (x3)
- Introduce real savings on monthly and yearly tickets/passes (x3)
- Cheaper peak fares for rail and bus (x2)
- Fares to better reflect distance travelled and time of travel (x2)
- Introduce small charge for concessionary fares (x2)
- Reduce cross boundary fares (x2)
- Extend off peak fares for rail and bus (x1)
- Preserve concessionary fares for the elderly and disabled (x1)
- Introduce concessionary travel for children (x1)
- Subsidised fares for part time workers (x1)
- Fares set to better compete with car parking costs (x1)

A2. Bus & Rail – Reliability

Under the bus category, issues and suggestions relating to **Reliability** were the second most frequently quoted responses to Question 1 and Question 3.

Under the rail category **Reliability** was the third most frequently cited issue for Question 1 and had the fifth most suggestions under Question 3.

Question 1 – Issues:

Around 250 issues (185 bus, 65 rail) were made about bus and rail reliability:

Most frequent issues raised include the following:

- Unreliable bus services – services arriving late or early x54
 - Peak service reliability (x6)
 - Services not turning up (x4)
 - Unreliability of infrequent services (x4)
 - Off peak service reliability including weekends (x2)
 - Cuts to high frequency service magnifies reliability issues (x2)
- Unreliable train services - trains running late or not turning up at all or cancelled (x28)
 - Peak service reliability
 - Local services

Other issues raised include:

- Unreliable bus services and car journey times caused by congestion (x6)
- Unreliability caused by bad weather (x4)
- Little or no explanation as to why services are late or don't turn up or cancelled (x3)
- Reliability of connections (x2)
- Inability to plan journey by car or public transport due to poor reliability (x1)

Question 3 – Suggestions:

Over 170 suggestions (110 bus, 60 rail) were made about bus and rail reliability:

Most frequent suggestions made include the following:

- Improve reliability of bus and rail services (x53)
- Improve reliability to encourage people to shift to public transport (x13)

Other suggestions made include:

- Improve capacity on both bus and rail peak time services to prevent delays (x5)
- Introduce bus lanes, Quality Bus schemes and P&R sites to improve bus reliability on congested corridors (x6)
- Improve congestion and hence improve bus reliability (x3)
 - Introduce road charging to remove cars from roads
- Improve reliability and connections between major routes (x3)
 - Important for early/late workers when buses are infrequent
- More important for buses to arrive on time than to improve frequency (x2)
- Improve road bottlenecks to improve journey time reliability for buses and cars (x1)
- Reduce rail breakdowns to reduce delays (x1)
- Better monitoring of late/cancelled services (x1)

- Get replacement buses out quicker
- Identify reasons for delays/cancellation in order to prevent in future
- Tighter regulations over bus companies

A3. Bus & Rail- Capacity

Under the bus category **Capacity** was the eight most frequently cited issue for Question 1 and had the twelfth most suggestions under Question 3.

Issues and suggestions relating to **Capacity** were the most frequently quoted response to Question 1 and Question 3 under the rail category.

Question 1 – Issues:

Around 200 issues (40 bus, 160 rail) were made about bus and rail capacity:

Most frequent issues raised include the following:

- Trains in West Yorkshire are seriously over crowded (x122)
- Peak trains are the worst for overcrowding (x31)
- In particular train services into/out of Leeds (x14)
- Buses are overcrowded (x16)
 - In particular peak period buses (x5)

Other issues raised include the following:

- Service cuts resulting in lack of capacity (x5)
 - Peak period bus frequencies not high enough to cope with extra passengers (x3)
 - Double-deckers being replaced with single-deckers (x3)
- Uncomfortable journeys on buses and rail due to overcrowding (x4)
 - More seating capacity needed (x1)
- Obtaining tickets on board crowded trains is difficult (x3)
- Delayed buses having to pick up more passengers, adding to capacity constraints (x3)
- Passengers having to stand on rail services (x2)
- Off peak trains overcrowded (x2)
- Off peak services appearing to have more carriages than peak services (x1)
- Cyclists not allowed to board trains due to over-crowding (x1)
- Overcrowded platforms (x1)
- Long distance bus services are already full on their approach to city centres(x1)
- Overcrowding on public transport is deterring people from using it (x1)

Question 3 – Suggestions:

Around 140 suggestions (20 bus, 120 rail) made about bus and rail capacity:

Most frequent suggestions made include the following:

- New rail carriages / additional rolling stock – increase seating and standing capacity (x84)
 - More newer carriages and electrification (x15)
 - More peak time services (x11)
 - More local services (x9)

Other suggestions made include the following:

- Increase rail service frequency (x7)

- Introduce more bus services to reduce overcrowding (x5)
 - In particular peak time services (x2)
- Extend platforms to accommodate more carriages (x4)
- More capacity for bikes on trains(x3)
- Introduce longer rail franchises to encourage more investment by train operators in additional rolling stock (x2)
- Promote cycling, walking and motorcycles to reduce congestion on bus and rail (x2)
- Increase rail freight capacity to remove lorries off the road and reduce congestion (x1)
- Increase rail fares in Leeds area to reduce demand(x1)
- Additional local bus services at the weekend (x1)
- Promote flexible working and home working to spread the peak times and reduce congestion (x1)
- Increase road capacity (x1)
- Improve the experience of travelling on public transport and encourage its use (x1)

A4. Bus & Rail - Frequency

Under the bus category **Frequency** was the fourth most frequently cited issue for Question 1 and had the third most suggestions under Question 3.

Issues and suggestions relating to **Frequency** were the most frequently quoted response to Question 1 and Question 3 under the rail category.

Question 1 – Issues:

Around 140 issues(105 bus, 35 rail) made about bus and rail frequency:

Most frequent issues raised include the following:

- Bus and rail services not frequent enough (x77)
 - Off peak services (x17)
 - Weekend services (x9)
 - Rural Services (x4)
 - Peak services (x2)
 - Inter-urban services (x1)

Other issues raised include:

- High frequency bus services are being eroded (x6)
 - Ending at irregular times e.g. before peak period
- Overcrowding on trains caused by low frequency of services (x2)
- Town centres not linked by high frequency bus services (x1)
- Irregular bus frequencies (x1)
- Bus not an attractive alternative mode of transport due to frequency issues (x1)

Question 3 – Suggestions:

Around 150 suggestions (85 bus, 65 rail) were made which referred to bus and rail frequencies:

Most frequent suggestions made include the following:

- Introduce more bus and rail services (x110)
 - Off peak and weekend services (x16)
 - Local services (x10)
 - Rural services (x6)
 - Inter-urban services (x3)
 - Peak services (x3)
 - Intercity services (x1)

Other suggestions made include:

- Free up extra buses to allow higher frequency services on direct routes by diverting them from going through housing estates (x3)
- By improving service frequency you will solve capacity issues (x2)
- Introduce Park & Ride sites (x2)
- Less double-deckers running at low frequency and more single-deckers running at a higher frequency (x2)
 - Introduce 'hopper' style buses for local journeys (x1)
- Extra services running at a higher frequency, rather than extra carriages on existing

services running every half an hour (x1)

- Higher frequency during peak periods to relieve overcrowding (x1)
- Higher frequency to improve connectivity (x1)
- Stop services cuts by bus companies in order to protect services frequencies (x1)
- Increase frequencies for smaller communities (x1)
- High frequency services that run orbital around all major city/town centres in West Yorkshire (x1)

A5. Bus and Rail - Networks

Under the bus category the **Bus Network** was the third most frequently cited issue for Question 1 and had the fourth most suggestions under Question 3.

Under the rail category, issues and suggestions relating to the **Rail Network** were the fourth most frequently quoted responses to Question 1 and Question 3.

Question 1 – Issues:

Around 190 issues (140 bus, 50 rail) were made about the bus and rail networks:

Most frequent issues raised include the following:

- Bus services being withdrawn or cut (x39)
 - Little warning as to when this happens
 - No consultation with passengers who use them
 - Cuts to high frequency services exacerbated by already poor reliability
 - Particularly noticeable on peak time services
 - Negative impact on where people choose or are able to live and work
 - Negative impact on disadvantaged areas – social exclusion
 - Impedes passengers ability to interchange between bus and rail
- Not being able to do the bus journey you want (x33)
 - Lack of range/choice of bus services - services that don't go where you want
 - Infrequent services
 - Lack of local services - particularly off the main radial routes
 - Lack of services that penetrate housing estates
 - Not enough orbital routes – has a disjointing effect on local communities
- Poor early morning and late evening bus services (x17)
 - Sometimes impossible to make return journey
- Poor weekend bus services (x16)

Other issues raised include

- Travelling in rural areas is complex due to poor bus services and being made worse by cuts to services (x7)
- More express bus services required (x7)
 - To better connect the bus network to the rail network
 - Removal any express services has a massive effect on journey times
- Poor local rail services (x7)
- Poor off peak rail services (x7)
- Lack of services to essential services e.g. hospitals, doctors, shops in particular the effect on the elderly (x4)
- Bus services ending early before evening peak or starting late after morning peak (x3)
- Monopoly of big bus companies changing the network for profit and not serving the customer (x3)
- Poor weekend rail services (x3)
- Poor rail links and services between cities outside of West Yorkshire (x3)
- Some areas not connected to the rail network (x3)
- Growth in housing not being reflected by growth in bus network (x3)
- Insufficient boundary bus services (x2)
- Poor timetabling of bus services and interchange with rail (x2)

- Lack of through trains (x2)
- Poor rail/bus services to and from Leeds Bradford International Airport(x2)
- Constant changes to bus network makes it hard to plan journey (x1)
- Too many rail services terminate in Leeds (x1)
- Reductions in local rail services (x1)

Question 3 – Suggestions:

Around 130 suggestions (65 bus, 65 rail) were made with regards to the bus and rail network:

Most frequent suggestions made include the following:

- Stop current contraction of the bus and rail network - instead stabilise the current network and expand it where possible (x63)
 - More bus services running at off peak times (x17)
 - More bus services running on a weekend and bank holiday (x6)
 - Improve rural bus services (x6)
 - Increase the number of local rail services (x4)
 - Increase the number of local bus services (x3)
 - Improve bus connectivity between major centres outside peak periods (x3)
 - Introduce more inter-city bus services to connect the major centres (x3)
 - Re-instate cut bus services (x2)
 - More train services running on a weekend (x2)
 - More bus services at peak times (x1)
 - More buses serving hospitals (x1)
 - Buses service that runs around city/town centres (x1)
 - More train services running at off peak times(x1)
 - More east to west train services to reduce congestion on M62 (x1)

Other suggestions made include:

- Improve management and regulation of bus services to prevent cuts and continuous services changes (x7)
- Provide express bus services into the major centres including P&R sites (x7)
- Better timetabling and routing of bus and rail services to improve interchanging (x6)
- More electrification of the rail network (x5)
- Re-examine bus routes (x4)
 - Improve accessibility to local amenities (x2)
 - Determine where extra or new services are required (x1)
 - Improve connections (x1)
- Increase investment in current bus and rail networks rather than High Speed Rail (x4)
- Less double-deckers and more single-deckers/hopper style buses for local journeys (x3)
- Increase service frequencies (x2)
 - Peak time services (x1)
 - In particular services between smaller communities (x1)
- More direct bus services (x2)
 - Cut out local diversion routes that serve local communities
 - Introduce local routes that connect to main routes
- Expand network of bus lanes so they interconnect (x2)
- Introduce better rail links to airports – LBIA, Manchester, London (x2)
- Re-open closed railway lines and reinstate services (x2)

- Sustained bus services over a number of years to encourage better use of public transport (x1)
- Cut back on urban buses in order to improve rural services (x1)
- Better routing of FreeCity/Town Buses (x1)
- Introduce more cross-city rail services via Leeds (x1)
- Daily commuter rail services on the Keighley Worth Valley Line (x1)
- Development of faster local rail services (x1)

A6. Cycling & Walking - Infrastructure

Issues and suggestions relating to **Infrastructure** was the most frequently quoted response to Question 1 and Question 3 under the cycling/walking category.

Question 1 – Issues:

Around 100 issues were made about Cycling and Walking Infrastructure:

Most frequent issues raised include the following:

- Lack of connectivity/network of cycling infrastructure (x24)
- Not enough cycle lanes (x21)
- Maintenance/road condition (x19)
 - Including winter maintenance
- Design issues (x19)
 - Junction design (x10)
 - Greater priority for cyclists (x5)
 - Insufficient contra-flow/short-cuts for cyclists (x3)
 - Need for more Advance Stop Lines for cyclists(x1)
- More off-road cycle tracks & greenways (x15)
- Cycle parking (x13)
 - Lack of facilities/wrong locations
- Generally poor provision of infrastructure (x15) (12 cycling, 3 walking)
- Poor infrastructure to access public transport stops and stations (x13)
 - Length of walk to reach the station (x7)
 - Maintenance of the route (x2)
 - Footpaths on the approach to their station (x2)
 - Poor disabled access around the train station (x2)

Other issues raised include:

- Pedestrian crossings - not enough crossings, lack of co-ordination of 'green man' times, and more green man time needed for elderly/disabled people (x6)

Question 3 – Suggestions:

Around 100 suggestions were made about Cycling and Walking Infrastructure:

Most frequent issues' raised include the following:

- Provide more off-road cycling facilities (x33)
 - Routes that are segregated from traffic
 - Shared footpath / cycle path
 - Cycle tracks and greenways
- Improve the connectivity of cycling and walking infrastructure (x24)
 - Focus on providing a comprehensive network of routes
 - Need for better continuity of routes
 - Need links to specific destinations (town and city centres, public transport interchanges etc.)
- General improvements needed to the provision for cyclists (x24) and pedestrians (x16)

- Provide more on-road cycle lanes (x15)
- Give more priority to cyclists and pedestrians (x14)
 - More priority at junctions for cyclists
 - More pedestrianisation schemes

Other suggestions include:

- Need more cycle parking (x9)
 - At rail stations
 - At specified park and ride locations
 - At workplaces
- Facilities need to be better maintained (x9)
 - Infilling of potholes
 - Clearing and cleaning cycle routes
 - Winter & weather dependant maintenance
- Better crossing facilities for pedestrians (x8)
 - More pedestrian crossings
 - Better co-ordination of signals to reduce waiting times.

A7. Cycling & Walking - Safety

Issues and suggestions relating to **Safety** was the second most frequently quoted response to Question 1 and Question 3 under the cycling/walking category.

Question 1 – Issues:

Around 70 issues were made about cycling and walking safety:

Most frequent issues raised include the following:

- Driver awareness (x23)
 - Aggressive driving
 - Carelessness
 - Cyclists not being given enough room
- Enforcement issues (x10)
 - Failure to enforce traffic regulations
 - Car parking on pavements and in cycle lanes
 - Stronger punishments required
 - Driving in cycle lanes

Other issues raised include:

- Congestion / too many cars and lorries on the road (x10)
- Lack of safe infrastructure (x6)
- General safety issues (x8)

Question 3 – Suggestions:

Around 65 suggestions were made about Cycling and Walking Safety:

Most frequent suggestions raised include the following:

- Safer infrastructure (x28)

Other suggestions include:

- Better enforcement of restrictions and regulations to protect cyclists and pedestrians (x7)
- Safer routes to school for cycling & cycle training at school (x7)
- General safety improvements (x5)
- Need measures and training to increase driver awareness (x4)

A8. Network Management - Congestion

Under the network management category **Congestion** was the most frequently cited issue for Question 1 and had the third most suggestions under Question 3.

Question 1 – Issues:

Around 170 issues were made about Network Management and Congestion:

Most frequent issues raised include the following:

- The vast majority of responses made general reference to congestion (x63)
 - General reference to road congestion/heavy traffic (x48)
 - Too many cars on the road (x14)
- Congestion on specified routes / locations (x39)
 - Arterial routes (x15)
 - Congestion in town & city centres (x10)
 - Junctions (x8)
 - Motorways (x5)
 - Ring road (x1)
- Interaction of congestion with bus services (x26)
 - Negative impact of congestion on bus services (x22)
 - Negative impact of buses and bus priority measures on congestion (x4)
- Congestion relating to specific events and/or times of day (x18)
 - Congestion at peak times (x10)
 - Impact of road works (x4)
 - Off peak congestion (x3)
 - Impact of the school run (x1)
- Impact of congestion on journey times (x11)

Other issues raised include:

- Wider impacts of congestion (x8)
 - Environmental impacts (stationary traffic, emissions, noise)
 - Quality of life impacts (negative impact on historical environment, unpleasant)
 - Economic impact (congestion can deter people from accessing town & city centres)
- Lack of demand management measures (x6)
- Design & enforcement issues (x5)
- HGVs & delivery vehicles (x3)
- Planning issues (x2)

Question 3 – Suggestions:

Around 50 suggestions were made about Network Management and Congestion:

Most frequent suggestions raised include the following:

- Measures to reduce congestion (x21)
 - Reduce congestion (x15)

- Planning (x2)
- Road works (x2)
- Flexible working (x1)
- Freight (x1)
- Demand management measures (x20)
 - Congestion charging (x9)
 - Park and ride (x9)
 - Parking charges (x2)
- Design and enforcement issues (x19)
 - Improved design of road network (x15)
 - Enforcement of traffic regulations (x3)
 - Replace speed cameras with average speed cameras to aid traffic flow (x1)
- Associated changes in other transport modes (x17)
 - Bus priority measures to minimise impact of congestion on bus users (x9)
 - Make buses more attractive to help reduce car use (x5)
 - Measures to make cycling more attractive to help reduce car use (x2)
 - Increase train capacity to help reduce car use (x1)

A9. Network Management - Interchanging

Issues and suggestions relating to **Interchanging** were the second most frequently quoted response to Question 1 and Question 3 under the network management category.

Question 1 – Issues:

Around 85 issues were made about network management and interchanging:

Most frequent issues raised include the following:

- Co-ordination & connectivity between buses and bus/train services (x45)
 - Timetabling (x20)
 - Routing (x23)
 - Connectivity issues (x2)

Other issues raised include:

- Infrastructure – better waiting facilities, joint location of bus and train station/stops (x7)
- Information on interchange options & journey planning (x3)

Question 3 – Suggestions:

Around 90 suggestions were made about network management and interchanging:

Most frequent suggestions raised include the following:

- Connectivity (33)
 - Improvements to connectivity (x17)
 - Routing of buses to connect to rail stations (x3)
 - More useful routing of bus services (x3)
 - Timetabling synchronisation across bus and rail (x3)
 - Improvements to walking and cycling routes to access rail stations (x2)
 - Bradford Cross Rail (x3)
 - Connectivity between rail, air, road (x1)
 - Mini-buses to connect housing areas to arterial bus routes (x1)

Other suggestions include:

- Infrastructure (x8) including:
 - Improvement/modernisation of existing infrastructure (waiting facilities etc.) (x4)
 - More interchange points and local hubs (x3)
 - Better security at interchange points (x1)

A10. Network Management - Road Conditions

Under the network management category **Road Conditions** was the third most frequently cited issue for Question 1 and had the sixth most suggestions under Question 3.

Question 1 – Issues:

Around 50 issues made about road conditions:

Most frequent issues raised include the following:

- Poor road maintenance/conditions (x25)
 - Pot holes / bumps (x8)
 - Dangerous/uncomfortable for cyclists/motorcyclists (x3)
 - Negatively impacts on congestion (x1)
 - Roads prone to flooding (x1)
 - Poor conditions in bad weather (x1)

Other issues raised include:

- Poor road layout and design leading to congestion (x8)
 - Major junctions not working properly (x3)
 - Roads narrowed for bus and cycle lanes (x1)
 - Roads narrowed for traffic islands (x1)
- Poor cycle lane maintenance (x5)
- Conditions/designs of key junctions for cyclists and walkers(x4)
- Too much road space given to single occupancy vehicles (x1)
- Poor road signalling (x1)

Question 3 – Suggestions:

Around 30 suggestions were made which referred to road conditions:

Most frequent suggestions raised include the following:

- Improve quality of road infrastructure (x14)
 - Better maintenance (x11)
 - Fill in potholes (x1)
 - Maintain investment (x1)

Other suggestions include:

- Decent ring roads for major city centres, e.g. Bradford(x3)
- Redesign problem junctions to address congestion at big junctions (x2)
- Don't reduce road space with bus lanes (x2)
- Prioritise basic road maintenance over 'big' schemes (x1)
- Better co-ordination and enforcement of utility companies to make a better job (x1)
- Reduce the need to dig roads up (x1)

A11. Network Management -Enforcement

Under the network management category **Enforcement** was the fourth most frequently cited issue for Question 1 and had the most suggestions under Question 3.

Question 1 – Issues:

About 25 issues made about Enforcement:

Most frequent issues raised include the following:

- Lack of enforcement (x13)
 - Illegal and dangerous driving e.g. speeding, red light jumpers
 - Safety issues for walkers and cyclists

Other issues raised include:

- Lack of enforcement of priority measures (x3)
 - 2+ Car Lanes
 - Bus lanes – slow bus journeys
- Bad bus drivers – speeding (x2)
- Enforcement of yellow boxes – Leads to congestion (x1)
- Speed cameras (x1)

Question 3 – Suggestions:

Around 90 suggestions made about Enforcement:

Most frequent suggestions raised include the following:

- Make driving into city centres more costly through congestion charging and/or car parking charges (x14)

Other suggestions include:

- Better/stricter enforcement of traffic laws (x9)
 - No stopping rule (x2)
 - Parking/loading bays (x1)
- Better/stricter speed enforcement(x8)
 - Police and not cameras (x2)
 - Speed cameras and/or the police (x2)
 - Introduce more average speed cameras (x1)
 - Introduce more physical traffic calming elements (x1)
- Better/stricter enforcement of bus lanes, cycle lanes and 2+ lanes (x7)
- Reduce road speeds – improve road safety (x5)
- Restrict car and lorry access into city/town centres – especially in Leeds (x4)
- Increase charges/taxes on using the car for any journey (x2)
- Better education of drivers to tackle bad driver behaviour and attitudes (x2)
- Uninsured/untaxed/unlicensed cars and drivers (x1)
- Spot checks for bus drivers to ensure they are obeying laws of the road (x1)
- Remove untaxed/uninsured cars from road (x1)
- Remove traffic calming/speed measures to improve traffic flows (x1)
- Introduce higher tax on business car parks (x1)

A12. Other – Public Transport Information

Under the other category **Public Transport Information** was the most frequently cited issue for Question 1 and had the third most suggestions under Question 3.

Question 1 – Issues:

Around 100 comments were made about Public Transport Information:

Most frequent issues raised include the following:

- Issues with Bus Real Time displays (x16)
 - Not enough displays (x7)
 - Accuracy of information – buses not turning up within the time indicated (x7)
 - Not all buses are tracked (x1)
 - Stops served by low frequency services have no Real Time (x1)
- Poor/inadequate 'live' information at train stations (x12)
 - Departure/arrival boards (x5)
 - Live announcements (x7)

Other issues include:

- Level and quality of information relating to delays/cancellations (x8)
 - Particularly bus (x4)
 - Particularly during bad weather (x2)
- Lack of accurate bus information – discourages use of buses (x5)
 - No maps of bus routes at bus stops (x2)
 - Missing services from timetables (x1)
 - No numbers on bus stops (x1)
- Availability of information at train stations (x4)
 - In particular remote train stations (x1)
 - No real time information (x1)
- Availability of bus timetables (x3)
 - No paper timetable posters at some bus stops/shelters (x2)
- Accessibility of information (x3)
 - Visually impaired - difficult to read timetables (x1)
 - Lack of verbal information at bus stops (x1)
- Confusing departure boards at bus stops/stations (x2)
- Lack of information about interchanging between different services (x2)
- Bus timetable changes not issued quick enough to reflect changing bus schedules (x1)
- Availability of information at bus stations (x1)
- Irrelevant announcements at train stations e.g. 'Train now approaching platform' and 'Please mind the gap' (x1)
- Information boards at train stations are mounted too high (x1)
- Difficult to read LCD displays – not bright enough (x1)
- Lack of good information for planning journey (x1)
- No information available on condition of roads (x1)

Question 3 – Suggestions:

Around 75 suggestions were made about Public Transport Information:

Most frequent suggestions raised include the following:

- Improve information at bus stops (x20)
 - Install more Real Time displays (x11)

- More visual timetables at bus stops (x4)
- Improve information at rail stations (x13)
 - Install more Real Time displays (x9)
 - More visual timetables at rail stations (x2)
 - Live announcements rather than automated computer (x1)

Other suggestions include:

- Improve reliability of information on bus Real Time displays (x6)
- Improve all round information about buses and trains (x6)
 - Delays, cancellations etc (x3)
- Improve information at bus stations (x5)
 - Install more Real Time displays (x2)
 - Increase timetable information (x1)
 - In particular the level of information at unmanned stations (x1)
- Integrated public transport information (x4)
 - Information for onward journeys (x2)
- Introduce visual/audio signage and information on board buses and trains (x3)
- More information with regards to cycling – routes, safety advice (x2)
- Improve bus Real Time displays e.g. brighter displays (x1)
- One main timetable for buses rather than a multiplicity of leaflets (x1)
- Bus timetables running to definite date as with rail i.e. changes twice yearly at the same time – prevent confusion as to whether or not you have up to date timetable (x1)
- Model timetables on London's timetables (x1)
- Consistent timetable information (x1)
- A more proactive approach to journey planning (x1)
 - Offering households individual journey planning guidance (x1)
- More notice with regards to when timetables are changing (x1)
- Create 'apps' for live travel information (x1)
- Introduce maps at local transport hubs and information points that provide information about public transport and interchanging (x1)

A13. Other – Ticketing and Smartcards

Under the other category **Ticketing and Smartcards** was the second most frequently cited issue for Question 1 and had the most suggestions under Question 3.

Question 1 – Issues:

Around 90 comments were made about Ticketing and Smartcards:

Most frequent issues raised include the following:

- Bottlenecks forming at ticket gates in stations, availability of conductors on trains and locations to purchase rail tickets (x16)
- The lack of integrated ticketing means tickets are overly expensive (x14)
- General support for integrated ticketing (x14)

Other suggestions include:

- The existing system of ticketing is too complex /complicated (x9)
- Integrated ticketing would be beneficial to enable easier travel across different bus operators (x10) and across different modes (bus/train) (x9)
- Smartcards & integrated ticketing would bring greater convenience including increased boarding speeds, and removal of the need to always have cash available (x7)
- Cross-boundary ticketing could be improved (x6)
- Issues concerning purchase points (x2)

Question 3 – Suggestions:

Around 130 suggestions were made about Ticketing and Smartcards:

Most frequent suggestions made include the following:

- Introduce smartcards (x42)
- General need for integrated ticketing (x33)

Other suggestions include:

- Integrated ticketing specific to:
 - Multi-mode (x8)
 - Bus only (x7)
 - Cross-boundary (x5)
 - Trains only (x1)
- Improved purchase points (x4)
- Improved pre-paid ticketing(x3)
 - Pre-paid

A14. Other – More say over buses

Issues and suggestions relating to **'lack of / more say over buses'** were the third most frequently quoted in response to Question 1 and the second most frequently quoted suggestions made under Question 3 within the 'other issues' category.

Question 1 – Issues:

Around 30 comments were made regarding the 'lack of say over buses'.

The most frequent issues raised include the following:

- Lack of influence over bus services and operators (x11)
 - High/unregulated fares (x4)
 - Service / frequency reductions (x4)
 - Poor public service (x2)
 - Lack of co-ordination of different operators' routes (x1)

Other issues include:

- Poor customer service from bus operators (x5)
- Dominance of a limited number of operators (x5)
- Lack of consistency over bus information (x1)
- Frequent changes in bus services (x1)

Question 3 – Suggestions:

Around 100 suggestions were made concerning 'more say over buses':

Most frequent suggestions raised include the following:

- Ensure greater control/regulation of bus services to (x46):
 - Influence service level improvements (x30)
 - Control / regulate bus fares (x9)
 - Improve reliability (x3)
 - Co-ordinate routing (x3)
 - Moderate timetable changes (x1)
- Take bus services into public control (x29)
- Increase the accountability of bus operators (x11)
 - Reducing the focus on profits
 - Link subsidy to performance
 - Ensure fares are related to service quality

Other suggestions include:

- Increase the level of competition among bus operators (x3)
- Ensure there is an in customer service of operators (x3)

A15 – Other – Environmental Impact

Under the other category **Environmental Impact** was the fifth most frequently cited issue for Question 1 and had the seventh most suggestions under Question 3.

Question 1 – Issues:

Around 20 comments were made about environmental impact of transport:

Other issues raised include:

- Hard to be environmental i.e. not using a car, when cost of public transport is so high and reliability and frequency (particularly off peak) is so low – no real encouragement to reduce car use and congestion and therefore reduce carbon (x4)
- Pollution, air quality and the environment (x4)
 - High level of private car use and road freight (x2)
- Impact of traffic and congestion on natural landscape, historic environment, local centres and urban centres (x3)
- Cycling not accessible enough as an environmentally friendly alternative to cars and public transport e.g. poor safety/lack of infrastructure (x2)
- Lack of development and use of greenway systems (canals, cycling and walking networks) to improve use of low carbon modes (x2)
- Lack of encouragement to reduce car usage and promote lower/zero carbon transport alternatives (x1)
- Lack of development of low carbon modes of transport (x1)
- Vehicles given priority over pedestrians when walking is the more environmentally healthy option (x1)

Question 3 – Suggestions:

Around 35 suggestions were made about environmental impact of transport:

Most frequent suggestions made include the following:

- Electrify the train network (x17)
- Introduce new low carbon modes of transport (x15)
 - Electric Buses e.g. trolley buses (x7)
 - Electric cars (x3)
 - Fuel efficient buses (x2)
 - Trams (x1)

Other suggestions raised include:

- Demand Management in order to reduce the use of private vehicles (x9)
 - Higher taxes on private vehicles i.e. fuel duty (x4)
 - Restrictions on driving into city centres (either by charging or through physical restrictions) (x3)
- Increase investment in low carbon transport and new alternative fuels that are more environmentally friendly (x5)
- Improve the promotion of alternative modes of transport to the car (x4)
 - Cycling (x1)
 - Walking (x1)

- Introduce charging points for electric cars (x3)
- Improve the affordability and reliability of public transport to encourage people out of their cars (x2)
- Reduce road speeds to improve vehicle emissions output (x1)
- Improve driver education in order to improve driver behaviour i.e. driving in a more sensible style to save fuel and reduce emissions output (x1)
- Introduce more distribution centres on the outskirts of city centres – encourage the use of more environmentally friendly vehicles to disseminate goods into centres (x1)
- Reduce the number of double decker buses (x1)
- Better public transport connections to Leeds Bradford International Airport – reduce the use of private car journeys to/from the airport (x1)
- Introduce low carbon funds for public transport (x1)
- More car pool initiatives (x1)
- Improve facilities for low carbon modes of transport e.g. cycling/walking (x1)
 - Cycle lanes, lockers (x1)
- Increase capacity on the road network – reduce congestion and improve fuel consumption (x1)