

# **STP Phase 1b Consultation Report**

## **1. Introduction**

The West Yorkshire Combined Authority is developing a Single Transport Plan that will replace the existing Local Transport Plan 2011-2026 and its programmes. WYCA has developed five draft core principles to the Single Transport Plan with one cross cutting theme.

These are:

1. One System, HS2 Ready
2. Place Shaping
3. Smart Futures
4. Inclusion
5. Asset Management
6. Low Carbon (cross-cutting)

WYCA has programmed a series of iterative consultation stages during the development of the Plan, to ensure continuous engagement and feedback. Phase 1 and 1b engagement focussed on asking whether the draft core principles are right and whether anything is missing.

### **The Engagement / Consultation stages are as follows:**

Phase 1: Engagement (March - May 2015)

Phase 1B: Stakeholder Workshops (June - September 2015)

Phase 2: Public Consultation planned for summer 2016

## **2. Phase 1: Engagement**

The first phase of informal consultation was undertaken over 6 weeks from 26 March 2015 to 8 May 2015. This was undertaken with a range of key stakeholders plus an online survey to present and gather feedback on the emerging core principles to the Plan.

The survey was accessible to the public and was promoted via press releases, via WYCA's social media channels, MetroMessenger, Real Time Displays, a tag line on external emails, posters at bus stations etc. There were 617 responses to this phase.

WYCA collated the feedback and presented the findings in a Phase 1 Consultation Report that was published on the WYCA website.

This report is being used to inform the next, more detailed, version of the Strategy.

## Phase 1 Consultation - Key Feedback

The headline findings from the public and stakeholder consultation can be summarised as:

- The approach of early engagement has been well received;
- The core principles appear robust and have been generally well received;
- The Plan's ambition does not appear to come across well – There were suggestions that the Combined Authority's ambition could be pitched higher;
- The relationship with the Strategic Economic Plan and economic objectives could be clearer;
- Positive outcomes are expected for health, the environment and in respect of equalities, as well as for the economy;
- Suggestions that the Low Carbon cross cutting theme could be broadened to encompass Air Quality and Noise and re-named as 'Environmental Impacts';
- Individual respondents were most supportive of the "Inclusion" principle, with transport for the disabled, young and elderly people, and in rural areas identified as key interests;
- Organisations / Groups were most supportive of the "Place Shaping" core principle. There was agreement that transport investment could be aligned with other investment programmes and broader ambitions for improving people's health, revitalising high streets and reducing inequalities. (There was some confusion around the terminology of Place Shaping);
- The "One-System, High Speed Ready" core principle was rated as less important than other core principles, and less important by individuals than groups. A number of individual respondents either did not see benefits in HS2, or considered there to be too much emphasis on HS2 with their priorities identified at the pan-northern, City Region and local level;
- Integration of transport was emphasised as a vital, early requirement, whatever the outcome or role of HS2;
- There was a challenge that the difficult decisions (e.g. stronger action on traffic congestion and impacts) were not being addressed;
- Investment in cycling and walking was supported;
- Motorcycles were highlighted as an omission from the Core Principles.

### 3. Phase 1B – Stakeholder Workshops

During June – September 2015, WYCA delivered a series of workshops to gather further input from a range of stakeholder groups on the Plan’s core principles, ambition and suggested delivery timeframe.

Workshops were organised with a range of organisations / groups:

- Those which were poorly represented in the phase 1 responses (e.g. young people and equality groups)
- Those we needed further detail from (e.g. FTA and Community Transport Sector).

#### Methodology

The objective of the workshops was to gather further input to help shape the core principles of the Plan, and engage with key stakeholder groups. This was achieved through a structured yet adaptable format of interactive workshops. Where possible group input was collated to form consensus viewpoints.

Each workshop was asked the following questions:

- What aspects of transport provision currently work well?
- What doesn’t work well? What are the barriers to travel?
- What is missing from the draft STP plan?
- Short, medium, long term aspirations?

\* Note that the Youth Association workshops asked different questions appropriate to audience. The summary report from the workshops is included as Appendix A.

#### Stakeholders

A series of workshops were delivered with the following stakeholder groups:

Group	Date	Type of meeting
West Yorkshire Cycling City Ambition Grant Stakeholder Workshop	4 June 2015	Presentation and workshop after planned meeting
Bradford Mobility Planning Group	18 June 2015	Presentation and workshop as part of the planned meeting
Freight Transport Association	25 June 2015	Yorkshire and Humber Board Meeting
Small Bus Operators Group	7 July 2015	Presentation and workshop as part of the planned meeting
West Yorkshire LTP Network Managers	7 July 2015	Presentation and workshop as part of the planned meeting
West Yorkshire Transport and Health Board	27 July 2015	Presentation and workshop as part of the planned meeting
West Yorkshire LTP Asset Management Group	27 July 2015	Presentation and workshop as part of the planned meeting
LCR District Officers Planning Group	28 July 2015	Presentation and workshop as part of the planned meeting
Taxi and Private Hire Operators	4 August 2015	Discussed as part of a meeting about low emission vehicle bid

Kirklees Equalities Groups	7 August 2015	Special meeting organised with equality groups invited (invites sent out by Kirklees Council)
Youth Association (Wakefield)	13 August 2015	The Youth Association were commissioned to lead a number of workshops with young people
Community Transport Operators	22 August 2015	Special meeting organised by WYCA
Leeds Equality Hub	23 August 2015	Special workshop organised with reps from Leeds City Council's Equality Hubs invited
Calderdale Disability Partnership	25 August 2015	STP and Bus Strategy were the only topic discussed at the planned meeting
Wakefield and District Officer Group	22 September 2015	Presentation and workshop as part of the planned meeting

#### 4. Key Phase 1B comments by Core Principle

##### One System, HS2 Ready

###### Rail

- **Train Capacity** - Need more carriages on busy lines (though some station platforms will need lengthening)
- **Accessible Stations** - All train stations should aim to be wheelchair accessible. Unmanned stations are particularly challenging for disabled people
- **Travel Assistance** - the number of staff at rail stations to help with mobility impaired users limits travel horizons due to lack of assistance with ramps and station access / egress. Disabled people want to "turn up and go" not book rail assistance 24 hours in advance. Train guards should be able to assist with ramps.
- **HS2** – money should be spent on regional trains instead
- **Improved network** – more direct trains e.g. from Halifax to York
- **Cycling** – all stations should be accessible by bike, with adequate facilities at stations and on board trains.
- **Parking at Rail Stations** – more car parking spaces are needed

###### Bus

- **Reliability** – is very important, even more so than frequency
- **Bus Coverage and Frequency** – Lack of bus services in rural areas can lead to further isolation
- **Regular Timetables** - Changes should be kept to a minimum to reduce confusion for users
- **Simplistic Ticketing** – payment should be simplistic, multi-modal and accepted on all services
- **Length of Journey** – faster journeys would increase patronage.
- **Park and Ride** – more sites are needed
- **Accessibility** – all buses should be accessible and disabled people should be involved in their design. There is a need for electric ramps (like in London), controlled by the wheelchair user.

### Integration

- **Door to Door Journeys** – the transport network is multimodal including walking and cycling
- **Infrastructure planning** - needs to align with Transport for the North
- **Airport Connectivity** – transport links to Leeds Bradford International Airport need strengthening
- **Bus and rail stations should be closer together** or at least linked by an accessible route. In Huddersfield to shortest route between them is via a cobbled street which is challenging for wheelchair users
- **Improve links between Bradford Interchange and Bradford Foster Square**, including signage

### Network Management

- **Car drivers** - further consultation should take place through the STP with car drivers to understand their priorities for the existing and future road network.
- **Cycling and walking networks** should be integrated more widely within the network management strategy and implementation plans.
- **Instant travel information** - network management plan should seek to prioritise and make greater use of instant travel information e.g. VMS signs
- **Bus priority schemes** - prioritise supporting reliable bus journey times to make public transport an alternative to the private car through further bus gate measures – greater alignment with West Yorkshire plus Transport Fund.
- **Road safety** – address conflict in road space – e.g. bus lanes and cyclists
- **Planning** – the STP vision should include mitigation for reducing road network impact such as park and ride / park and rail.

### General

- **Affordability** – cost of ticketing is vital. If the car is cheaper than public transport it is likely people will use that.
- **Cross boundary travel** – this is expensive and can be unreliable
- **Cycling** – more cycle routes with improved maintenance would encourage cycling, as would better cycle infrastructure. Cycling information should be on journey planner.
- **It's a 24 hour world** – transport does not always reflect this.
- **Trams** – the introduction of trams would be well received. They are relaxed and comfortable

<b>One System: Implementation Aspirations</b> (also see comments under smart for ideas that will improve integration of modes and comments under Community Transport to show how non-traditional methods should be integrated)		
<b>Short Term (1-5 Years)</b>	<b>Medium Term (5-10 Years)</b>	<b>Long Term (11-20 Years)</b>
<ul style="list-style-type: none"><li>• Improve reliability of bus services</li><li>• Accessible buses across the network</li></ul>	<ul style="list-style-type: none"><li>• New rail rolling stock with improved space and access for wheelchairs, e.g. level boarding</li></ul>	<ul style="list-style-type: none"><li>• Accessible rail stations across West Yorkshire and neighbouring authorities.</li></ul>

<p>(including school buses)</p> <ul style="list-style-type: none"> <li>• Bus Services extended in rural areas</li> <li>• Development of a passenger charter</li> <li>• Carry out access audits at rail stations</li> <li>• Need extra rail carriages at peak times</li> <li>• Abolish pre-booking for disabled assistance on trains</li> <li>• More staff at train stations to assist users</li> <li>• Sowerby Bridge rail station needs a bus service</li> <li>• Improve reliability of Halifax Rail station lift</li> </ul>	<ul style="list-style-type: none"> <li>• A range of new hubs/stations that improve waiting experience</li> <li>• Better (cheaper and easier to understand) cross-boundary tickets</li> <li>• Integration of all travel modes including taxis and car sharing</li> <li>• Simple integrated tickets</li> <li>• Better designed buses to reduce wheelchair priority issues</li> <li>• Automatic ramps on buses</li> <li>• Improved connectivity to LBIA</li> </ul>	<ul style="list-style-type: none"> <li>• Calderdale Cyclesuperhighway to link to Bradford / Leeds one</li> <li>• New bus station for Halifax – nearer rail station?</li> <li>• New rail station at Lightcliffe</li> <li>• New rail station at Elland</li> <li>• Electric buses</li> </ul> <ul style="list-style-type: none"> <li>• Is a 20 year plan long enough to achieve the Metro transport system?</li> </ul>
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## Place Shaping

- **Transport and urban design** - shared spaces need to be designed to be accessible for all users.
  - Wakefield bull ring is very difficult for visually impaired people to navigate as blind dogs are trained to follow kerbs.
  - There is a need for more dropped kerbs in town centres.
  - Tactile flooring is very useful but needs to be done properly. The brass markings in Halifax are slippery when wet.
  - The increase in the number of electric vehicles may lead to further conflict with visually impaired pedestrians and cyclists / electric vehicles.
- **Local Business Involvement** - local business should be involved in urban planning, encouraging their investment in Place Shaping
- **Encouraging local ownership** – empowering communities
- **Wayfinding / legibility** – signposts showing journey times in minutes are helpful to navigate in towns and cities. Signs should be large with a yellow background
- **20 Minute Communities** – planning communities where a range of services can be accessed within a 20 minute walk
- **City centre green space** - Moving cars out of city centres and creating traffic free zones with open public space to improve air quality and encourage walking
- **Pedestrian priority in urban areas** - less lights, more zebra crossings
- **Active travel** –
  - Need for more cycle parking provision
  - Future planning needs to consider walking and cycling
  - Anti-cycling bylaws to be revoked (public spaces)

- Encourage more schools to be involved
- Need to be prepared to trial bold measures
- **Stickability** – creating dwellings with environments that everyone wants to be in and stay in
- **Planning** -
  - Changing legislation around Permitted Development is reducing Planning Departments’ ability to influence place shaping. There is also a move away from Business Parks away from City Centres, allowing large multipurpose sites.
  - Build new offices with less parking
  - Planning Developments need to consider walking
- **Safer environments** – address concerns of all residents as regards transport provision

<b>Place Shaping : Implementation Aspirations</b> (see also comments under cycling)		
<b>Short Term (1-5 Years)</b>	<b>Medium Term (5-10 Years)</b>	<b>Long Term (11-20 Years)</b>
<ul style="list-style-type: none"> <li>● Improve signage to bus and rail stations</li> <li>● Education is needed re appropriate use of shared spaces</li> <li>● Complete CCAG 1 and 2</li> <li>● Prepare for CCAG 3 and other funding opportunities</li> <li>● Reduction of cycling casualties and identify (or maintain) that rate</li> <li>● Behaviour change – encourage more people to work from home and use the car less</li> <li>● Develop links with WY+ Transport Fund projects and cycling</li> </ul>	<ul style="list-style-type: none"> <li>● West Yorkshire to become a recognised area for cycling</li> <li>● Development of more neighbourhoods that enable cycling and walking</li> <li>● Develop canals and waterways as part of the transport network</li> <li>● Better design and use of street furniture</li> </ul>	<ul style="list-style-type: none"> <li>● Calderdale Cyclesuperhighway should link to the Bradford / Leeds version</li> <li>● Ambition to have cycling networks and facilities like the Netherlands</li> <li>● Development of ‘20-minute neighbourhoods’</li> </ul>

## Smart Futures

- **Travel Information Apps** – a number of transport operators have their own travel information and payment apps. West Yorkshire needs an integrated app for simplistic information and purchase
- **Develop a Text alert system** - for notifying people if their bus is changing
- **Metro Journey Planner could be improved.** It needs to consider topography when walking and also provide a photo of the bus stop. Should also include cycle routes.

- **Smart Ticketing (cash free) that encompasses all modes of transport** – this should include cycle hire, scooter permit and taxis as well as just bus and rail. We need a system like Oyster Card or contactless debit/credit card
- **Concerns surrounding ticketing via mobile phone** – phones run out of battery
- **Real Time Information displays** – availability at all stops
- **Audio visual announcements** - at every stage (bus and rail).
- **Smart vehicles** – audio-visual information to help visitors as well as those with disabilities; electric ramps on vehicles;
- **Cycling**
  - bookable spaces at key hubs i.e. rail stations
  - Roll out electric bikes (and hire)
  - Cycling information should be on journey planner
  - GPS for cycling and walking
  - Cycling apps and maps (including provision for tourism)
  - Need for more data about walking and cycling – management tool

Smart Futures: Implementation Aspirations		
Short Term (1-5 Years)	Medium Term (5-10 Years)	Long Term (11-20 Years)
<ul style="list-style-type: none"> <li>• Real time displays at all shelters and stops</li> <li>• Audio/visual information on all public transport and at stops.</li> <li>• Real time displays to warn user if scheduled vehicle is wheelchair accessible or not</li> <li>• Audio/visual information on all vehicles (bus and rail) and in correct place</li> <li>• Smartcard and/or app payment mechanisms on buses (reduces bus dwell time)</li> <li>• Development of new transport apps</li> <li>• Improve Journey planner and include all modes of transport</li> </ul>	<ul style="list-style-type: none"> <li>• Could a system be introduced where passengers press a button at a bus stop to let an approaching bus know they are waiting?</li> <li>• Electric bike hire</li> <li>• Develop a text alert system</li> </ul>	<ul style="list-style-type: none"> <li>• One Oyster style ticket with carnet type ticket options</li> <li>• Extend booking technology to community car schemes</li> </ul> <p>There was a comment that this core principle will need constantly reviewing as technology changes</p>

## Inclusion

- **Local community** – should be involved in identifying where interventions are needed
- **Consultation** - regular consultation with stakeholders vital to ensuring optimum results. This should be a fully involving partnership approach from start to finish.

- **Community Transport** - should be considered a formal part of the transport network.
- **Accessibility**
  - **Accessible journey from start to finish**
  - **Information.**
    - There is a need for audio visual announcements at every stage (bus and rail).
    - Consider the needs of BSL users
    - Provision for those who do not speak English or for whom English is a second language.
    - There should be more easy read information for people with learning disabilities
    - Yellow or white writing on a black background is clearer for those with visual impairments.
  - **Transport infrastructure** – this is often poorly designed for those with disabilities. Kerb height should be consistently 60 mm. The use of tactile pavements should also be consistently applied. Level boarding is needed for both buses and trains. Sufficient seating is needed at bus stops – knowing in advance if a bus stop has a seat would also help.
  - **Vehicles** – should be accessible to all. Disabled people should be involved in their design.
  - **Taxi companies** – there is a lack of accessible vehicles; often have to book 24 hours in advance
  - **Equal opportunities** –people with disabilities should be able to enjoy the same experiences as those without and not have to plan their journey in advance e.g. booking wheelchair places on trains requires calling a premium rate number an hour in advance
  - **Trains** - need for markings on platforms to show where wheelchair users will board the train, similar to as there is for trams in Manchester (reduces boarding delays)
  - **Accessibility Officers** – these are valuable assets to WYCA and should be maintained to interact with transport users to improve design.
- **Customer service is vital** – driver training should ensure the optimum experience for all passengers, regardless of their circumstances. Driver training could be done by individuals with disabilities. There should be some consideration given to expanding the number of staffed stations.
- **Travel training** – key to helping those who may be less confident
- **Park and Ride** – needs to be enough disabled parking spaces
- **Communication** – this is a major barrier to travel
- **Active Travel:**
  - Walking is an inclusive option
  - Make sure the cycle network is usable for all
  - Need the cycling strategy to include young and older people
- **There is a need for alternative travel options for people who can't easily use mainstream public transport** e.g. taxi voucher scheme for ENCTS holders, community car sharing schemes

- **Network –**
  - changes to the bus network can result in some people having to walk further, which may not be possible if they have a disability or are older
  - Hail and Ride can be very useful for people with mobility problems
  - Regular drivers on routes are a good idea
  - Need for Halifax Free Town Bus
- **Rural** - need for more rural bus services
- **Enforcement** - this is needed to prevent members of public parking in bus bays and thus preventing buses parking next to raised kerbs.

<b>Inclusion: Implementation Aspirations</b> (also see Smart comments and One System comments for ideas which will improve inclusion)		
Short Term (1-5 Years)	Medium Term (5-10 Years)	Long Term (11-20 Years)
<ul style="list-style-type: none"> <li>● Bus Driver Code of Conduct – developed in partnership with key equality groups</li> <li>● Bus driver training (including First aid and BSL), involving disabled people in the design</li> <li>● Need to sort out wheelchair / pushchair priority issues</li> <li>● All transport managers should spend a day pushing a wheelchair user on public transport</li> <li>● Introduce a Halifax Free Town bus</li> <li>● Need for more travel trainers / buddy systems</li> <li>● Advertise the availability of Community Transport – central resource?</li> <li>● Publicise good aspects and real life stories to give disabled people confidence to use public transport</li> <li>● More staff on vehicles and at rail stations to help disabled people</li> <li>● Develop pilot Total Transport projects</li> <li>● Establish a CT Consortium</li> </ul>	<ul style="list-style-type: none"> <li>● New rail rolling stock with improved space and access for wheelchairs, e.g. level boarding</li> <li>● Widespread total transport projects with integration of NHS / Councils / WYCA / CT Operator resources</li> </ul>	<ul style="list-style-type: none"> <li>● Accessible rail stations across West Yorkshire and neighbouring authorities.</li> </ul>

## Asset Management

- **HMEP recommendations** - strive for improvement across all 16 HMEP recommendations, achieving ‘competency’ across all recommendations by 2018 and ‘excellence’ by 2021
- **Supporting rural economy** – maintain rural roads effectively to support other STP core principles and rural economic growth

- **Public and Stakeholder Engagement** – Greater stakeholder engagement and understanding of public priorities for asset management. Involve wheelchair users in deciding the location of drop kerbs etc.
- **Accessibility** – new developments should consider accessibility and disabled people should be involved in the design. Adequately maintain what works well now – e.g. rotating cones under buttons at Pelican crossings
- **Low Carbon** – include low carbon as an objective within asset renewal and maintenance, including services, materials and construction. Examples from WY street lighting procurement
- **Procurement** - Smarter procurement processes including greater collaboration across districts – example Yorkshire and Humber Alliance
- **Place shaping** – greater collaboration with planners, architects and economic development teams for public realm/place shaping schemes to consider life costs and value for money within designs and construction
- **Alternative funding sources** – seek alternative financial leverages for future road construction, maintenance , improvement and public realm schemes
- **Cycling and walking infrastructure** –
  - Traditional funding mechanisms may not be effective for cycling and walking route maintenance.
  - Cycle routes need lighting.
  - Route need maintaining all year round, including winter
- **Climate Change Mitigation** - consider prevention and/or mitigation of climate change effects within design/construction phases and effective reactionary measures for potholes, road repairs, flooding (need for a flood management plan) etc.
- **Maintenance**
  - Improve quality of road and pavement surfaces
  - A maintenance budget should be included in all project planning, with whole life costing.
  - Provision of transport during winter – pavements should be gritted as well as roads
- **The role of Planning Departments** –
  - A collective plan that brings all the district infrastructure plans together
  - Review to take into account their ever-evolving nature
- **Enforcement** – of the correct use of disabled car parking spaces, bus lanes, cycle lanes etc.

Asset Management: Implementation Aspirations		
Short Term (1-5 Years)	Medium Term (5-10 Years)	Long Term (11-20 Years)
<ul style="list-style-type: none"> <li>• HMEP recommendations - achieve 'level 3 - competency' across WY for all 16 recommendations by 2018</li> <li>• Adhere to processes stated in Asset Management Maturity Assessment report and rollout 'champion' examples for all WY</li> </ul>	<ul style="list-style-type: none"> <li>• HMEP recommendations - achieve 'level 4 - excellence' across WY by 2021</li> <li>• Accessible toilet facilities including track and hoists</li> </ul>	<ul style="list-style-type: none"> <li>• Cycle lanes should be separated from the road and from pedestrians</li> </ul>

<p>districts. Seek best practise examples from elsewhere.</p> <ul style="list-style-type: none"> <li>• Conduct stakeholder engagement to review asset management priorities</li> <li>• Review governance and engagement process for collaboration with partners</li> <li>• Better maintain shelters</li> <li>• Ensure access for pedestrians is considered at planning stage</li> <li>• Bigger and clearer display at Halifax Bus station</li> <li>• Improve existing toilet facilities</li> <li>• There should be a hotline for wheelchair users to phone when they need to complain or report issues with kerbs, street design etc.</li> <li>• Introduce raised kerbs at all stops, at a consistent height</li> <li>• There needs to be more disabled parking spaces and better enforcement re misuse</li> <li>• Utility companies to coordinate roadworks to limit disruption</li> <li>• Introduce more seating</li> <li>• Produce a spatial plan in the STP identifying key growth areas for investment in transport infrastructure (also in refreshed SEP)</li> </ul>	<ul style="list-style-type: none"> <li>• Toilets at more bus and rail stations</li> </ul>	
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## Environment, Health and Wellbeing

**(The low-carbon cross cutting Core Principle will be expanded following feedback from phase 1)**

### Planning

- Involving the local community in identifying where interventions are needed – street audits
- Involve local business in urban planning, encouraging their investment in Place Shaping
- Ensure a maintenance budget is included in project planning
- Review the evolving role of planning departments
- Provision of or relocation of hospitals needs to take into account transport
- Bus services should go into hospital grounds, with suitably located bus stops
- Environments should be designed to make the healthier choice the easier choice
- A clear message is needed to explain the balance between human health and economic investment. It is important to explain how unpopular measures are needed to deliver what may be a very long term benefit.
- Need more public awareness of low carbon and impact of air quality
- Long term visions such as a shift to working from home may have a negative impact on health.

**Residential Areas**

- Journeys starting from the front door - planning needs to consider the whole journey
- Encouraging local ownership
- 20 Minute Neighbourhoods – everything you want to visit is walkable within 20 minute
- 20 mph zones – reduce accidents?
- Encourage ‘café culture’ areas with external seating and less vehicles

**New Cities**

- Moving cars out of city centres and creating more pedestrianized areas
- City Centre green space
- Less lights, more zebra crossings, more pedestrian priority
- New offices with less parking
- Less street furniture

**The Future of the Car**

- Cars will always be with us, but how will they change over twenty years? Driverless, ULEV, Car Clubs?
- Ultra Low Emission Vehicles and Car Clubs – these should be encouraged to improve the environment.
- Changing driver behaviour
- Cars role in reducing emissions
- The introduction of shared space
- Taxi firms recognise that pollution from vehicles needs addressing and are happy to work with WYCA to improve air quality

<b>Environment, Health and Wellbeing: Implementation Aspirations (also see Placing Shaping ideas)</b>		
<b>Short Term (1-5 Years)</b>	<b>Medium Term (5-10 Years)</b>	<b>Long Term (11-20 Years)</b>
<ul style="list-style-type: none"> <li>• Develop local research to produce a stronger evidence base for informing scheme design</li> <li>• Targeting a change in driver behaviour to make it safer for pedestrians and cyclists</li> <li>• Complete Shape Placing pilot studies and trials</li> <li>• Using Lottery Funding for delivering health schemes</li> <li>• WYLAS delivery</li> <li>• Focus on the health benefits of the WY+TF schemes</li> <li>• Investment in buses and trains to make them a more attractive alternative</li> </ul>	<ul style="list-style-type: none"> <li>• Ultra Low Emission Vehicles and Car Clubs – these should be encouraged to improve the environment.</li> <li>• More pedestrianized areas</li> <li>• Involve local business in urban planning, encouraging their investment in Place Shaping</li> </ul>	<ul style="list-style-type: none"> <li>• 20 Minute Neighbourhoods – everything you want to visit is walkable within 20 minute</li> </ul>

<ul style="list-style-type: none"> <li>• Looking at low cost interventions</li> <li>• Political acceptance of health focused goals, understanding of the economic return of health benefits</li> <li>• Input from the police</li> <li>• Increase public awareness of low carbon and effects on air quality</li> <li>• Involving the local community in identifying where interventions are needed – street audits.</li> </ul>		
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## LAND USE PLANNING

*Identified in phase 1 consultation as a missing element of the draft STP*

- Produce a spatial plan in the STP identifying key growth areas for investment in transport infrastructure (also in refreshed SEP)
- STP could facilitate longer term thinking about where growth happens
- Is a 20 year plan long enough to achieve all “Metro” network ambitions?
- There is a role for policy / framework standards to be developed through the STP that can be applied and tailored at a local level to ensure that they are appropriate to the particular LA – i.e. accessibility standards

## MODE SPECIFIC COMMENTS

### Freight

- **Congestion** - Traffic congestion continues to be a significant barrier to effective freight movement.
- **Traffic Management** - Smart motorways are considered effective at smoothing traffic flow and should be replicated on the non-strategic road network where appropriate, however with minimal disruption where possible.
- **Road safety** - HGV/cycle conflict needs addressing in the Plan.
- **Air Quality** - The freight industry needs a clear and unilateral plan on air quality/emissions as strategies and limits cannot be variable across the UK
- **Freight Support** - Provision and location of HGV rest facilities needs to be considered
- **Last mile deliveries** – the scope needs to be clarified within the Plan – retail, construction, consolidation centres.
- **Best Practise** - Significant lessons to be learnt from 2012 London Olympic Games logistics and distribution

## **Bus Services**

- All vehicles to be accessible. Automatic ramps are needed.
- Low floor buses need to be supported with raised kerbs at all stops.
- Journeys for disabled people need to be planned in advance therefore functions like Yournextbus or [Wheelmap.org](http://Wheelmap.org) are essential.
- A secure locking device is needed for wheelchairs on buses.
- Drivers need to consistently use wheelchair ramps. Additional training is needed. Better maintenance of ramps.
- It is not possible for two wheelchair users to travel together
- There should be greater disability awareness training for drivers, particularly regarding hidden disabilities.
- Buses lack space for assistance animals
- Adequate space for wheelchair and buggy users' needs addressing
- Audio/Visual Identifiers on buses – examples from London of audio and visual displays used in on TfL operations in London. Bright text displays are clear and help people with visual impairments.
- Mobility scooters should be allowed on buses
- A standardized Driver Code of Conduct needs to be agreed to address needs of elderly users, disabled and other key groups. There should be a passenger charter to set out the rights and responsibilities of the driver and passengers.
- Rural services are very important yet are constantly threatened with withdrawal
- Reliability is most important when services are infrequent, e.g. in rural areas. If services have to be cancelled then more frequent services should be chosen
- Cross boundary services can be difficult in relation to ticketing. This is a problem when the closest hospital is over the border.
- There is concern that quiet electric vehicles may pose a danger to visually impaired people
- More choice re Accessbus journey
- Request for buses to have double doors
- Need for more “clean” engines on buses
- Bus services should be more frequent than every 2 hours

## **Bus Stops / shelters / stations**

- Continued rollout of Real Time Information Screens at bus stops
- Stops should be maintained with adequate working lights and no overgrown vegetation to make them safe
- Hard standing is needed at all bus stops as a minimum
- All bus drivers should park next to kerbs
- Bus station design:
  - Design should always consider all user needs, newer builds such as Brighthouse and Castleford
  - DIRO bus stations are a safer waiting environment as you cannot walk out in front of the buses and they also have audio announcements.
  - Help points with direct links to travel information are very useful to have at bus station but the network seems to be poorly maintained and Help Points do not always work.

- Need for deaf alarms (flashing) in bus stations
- Need for visual announcements not just tannoy announcements
- The crash barriers at Huddersfield bus station hinder wheelchair access

### **Rail Services**

- All stations should be completely accessible
- Information provision needs to be better particular in relation to accessible options
- Reduce overcrowding
- Improve frequency
- Better information about disruptions is needed at unmanned stations
- Buying tickets is difficult and confusing
- Improve drop off / short stay facilities at rail stations

### **Cycling**

- More cycle lanes are needed especially off-road
- Existing cycle ways need to be better maintained.
- Cycle ways / Greenways should be better publicised. They are good for wheelchair users too.
- Safety is seen as a major barrier to cycling. There should be separate lanes for cycles, cars and pedestrians
- Training is needed for cyclists
- Better infrastructure is needed for storing bicycles
- The image of cycling needs modernising – it is not perceived as cool.
- Bike hire schemes are needed
- If the need to travel is reduced then the environment for cycling and walking is improved
- Behaviour change – conflict resolution between users would increase usage
- Behaviour change – encouraging people to work from home and use alternative modes
- Policy and approach to cycling provision should depend on topography / geography. A broad WY approach is unlikely to be successful.
- Canal paths should be better kept and used for cycling
- Bikes should be allowed on buses
- Cycling scheme information should include the gradient of route– this would encourage usage

### **Walking**

- Pedestrian crossings don't always provide sufficient time for older / disabled people to cross the road
- Street furniture / seating / covered seating is essential for disabled people to get out and about

### **Community Transport**

- Can fill in the gaps in transport provision – some areas are lacking CT that would greatly benefit from it
- Not everyone is aware of the options available to them. Could information be provided in doctor's surgeries, one-stop centres, on WYCA website?

- Limited funds make it difficult for CT operators. Subsidies and grants often favour the newer, greener buses that many small operators do not have. Recent changes meaning subsidies are only given for new vehicles, not for retrofitting technology have exacerbated this issue. CT would benefit greatly from being entitled to the Bus Services Operator Grant. FDA inspections are also an additional cost.
- Total Transport concept is crucial. Many schools have mini-buses that are unused for much of the day. If CT operators had these buses they could be used for the schools but also provide other services.
- CT Operators would benefit from working together more. More support from WYCA and the creation of a CT consortium would be helpful. An interface between CT operators and AccessBus could also be helpful for both groups.
- CT may need to become more demand responsive.
- Travel Training is important for encouraging people to use public transport.
- Some legal issues surrounding operating CT buses are difficult to understand even for long established operators, Section 19 and 22 are particularly difficult to comprehend
- Staff recruitment and training can be an issue especially where operators depend on volunteer drivers to provide services
- Develop to offer a service similar to TfGMs Local Link scheme.
- CT can be used in small communities / estates to provide a more cost effective solution to serving the area by bus.
- CT Operators will need to be vigilant to the focus of the grants they subsist on changing. If it grants acquire a focus on NEETs for example they will have to amend their services to focus on linking young people to education and apprenticeship sites.
- There is an opportunity to build on the success of the Connecting the Dales bus, linking the journey planner to CT Operators and potentially developing a supporting mobile phone app.
- CT Services may need to become more demand responsive.

<b>Community Transport: Implementation Aspirations</b>		
<b>Short Term (1-5 Years)</b>	<b>Medium Term (5-10 Years)</b>	<b>Long Term (11-20 Years)</b>
<ul style="list-style-type: none"> <li>• WYCA to provide training to CT operators on operational issues such as timetable and route building.</li> <li>• WYCA to provide support on issues relating to Section 19, Section 22</li> <li>• WYCA to facilitate at CT Operators Group. Perhaps look at hosting as an online resource for skill and knowledge sharing.</li> </ul>	<ul style="list-style-type: none"> <li>• Car share or electric car share built into CT schemes.</li> <li>• Development of CT phone apps, similar to the one proposed under Connecting the Dales or Uber.</li> <li>• Further development of a CT Operator online platform, allowing operators to develop lists of approved contractors, pool together purchasing power and to be updated on tendering opportunities.</li> <li>• As CT services start to replace a receding public transport network buses will</li> </ul>	<ul style="list-style-type: none"> <li>• By this point it is expected that there will be a considerable focus on all buses being low emission vehicles. There are concerns over how CT Operators will be able to afford replacing their fleets by this date.</li> <li>• Additionally legislation will have moved by this point to requiring all vehicles to be fully accessible, again putting pressure on CT Operators to replace vehicles.</li> </ul>

	need to adopt smartcard technology. Ticket machine upgrades or NFC phone app based solutions will need to be developed to accommodate this.	
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### **Motorbikes**

- *Although not mentioned in phase 1B engagement, a Motorcycle Task and Finish Group has been set up following feedback received in phase 1.*

### **Taxis**

- Need for more accessible taxis
- Even disabled taxis are not tall enough to accommodate all types of wheelchairs
- Wheelchair users are sometimes charged more to travel in private hire vehicles
- Taxis are too expensive
- Taxi firms recognise that pollution from vehicles needs addressing and are happy to work with WYCA to improve air quality

### **Aeroplane**

- Leeds Bradford International Airport should be considered as part of the integrated system. Links needs strengthening.

### **Car Drivers**

- Further consultation should take place through the STP with car drivers to understand their priorities for the existing and future road network.

## **ONGOING ISSUES**

- Consultation before action – working with local groups
- Proactive rather than reactive action
- All officers to be aware of and take ownership of engaging with a range of users, including those with a disability, when designing / developing and delivering projects.
- Reduce last minute platform changes at Leeds Rail station – difficult for people with mobility issues
- ENCTS should be available before 09:30
- STP needs to balance idealism with realism