

## Item 13 Development Committee 5 June 2024

### Meeting with First Bus About Changes to the Bus Timetable – 20 May 2024

Present: Andy Cullin – First Bus Managing Director, Kayleigh Ingham – First Bus Commercial Director, Michael Moore – Network Manager  
-Cllr K White and Mrs S Miles – Todmorden Town Council  
-Cllrs D Tremayne, S Patient, S Dacre, S Courtney, C Hutchinson – Calderdale Council

#### 1. Bus Service for Todmorden High School

Cllr K White reported that the published bus from Cornholme ran today at a different time than the timetable and as a result fifty-two young people were late for school (during exam season).

**Action:** Mr M Moore said that he would investigate and resolve this issue immediately.

#### 2. Communications with Calderdale Council

Ms K Ingham said that they have been waiting for district meetings to be set up so that practical issues can be resolved. The benefit of increased communication between stakeholders was stressed. This was accepted by all present.

**Action:** That a quarterly district meeting with First Bus, WYCA and Calderdale Council be set up.

#### 3. Connectivity

Mr K White reported that it seems that the 591 has disappeared from the timetable. This is an error with the timetable.

**Action:** Mr M Moore to investigate and rectify.

Mr K White explained that sometimes the wait for connecting services is 35 minutes.

There was a discussion about the frequency, punctuality and reliability of bus services. Ms K Ingham said that they can focus on improving the punctuality and reliability but because the service through Todmorden is not operating at a profit it is not possible to increase the frequency. They are monitoring the service usage and will focus on those services that are most in demand. An issue with punctuality is the number of hold-ups through the valley caused by roadworks, for example.

#### 4. Data Used for Decision Making for Timetabling Services

Mr K White explained the issue with ticket machines. Mr A Cullen reported that although there will be services where fares have not been collected this is not significant as many

people choose to pre-pay on the app or use concession passes. He explained that the use of QR codes has improved the passenger data collected.

There was a discussion about faulty ticket machines and the reporting of them.

Mr A Cullen accepted that the current ticket machines needed a GPS facility for tracking.

#### 5. Bus Information for Passengers

Mr K White explained that many passengers (especially those without smartphones) would appreciate the presence of physical timetables in bus shelters. A discussion followed outlined that bus shelters in Cornholme do not have live information screens. WYCA are responsible for installing bus shelters so this will be raised with them.

The benefit of accurate and timely bus information for customers was stressed. This was generally accepted by all at the meeting.

#### 6. Other Business

Ms S Courtney raised the issue of the safety of women and girls on buses. There was a general discussion about safety. First Bus now has five Revenue Protection Officers. Their role includes passenger safety.

Susan Miles  
Assistant Town Clerk  
21 May 2024