

## Stops on service 74 from Sharp House, Belle Isle to Middleton Arms to illustrate punitive costs of short and medium distance travel

First Leeds's 74 bus route is a "horseshoe" shaped route that is 11 miles long linking two termini which are just 1.5 miles apart by the direct road route, and taking 55 minutes (65 minutes at peak times) - so no one ever travels the full 11 mile route. Yet the average fare per mile for the 11 miles looks excellent value in company statistics at £2.80/11 = 25p per mile.

However, the fare per mile for the 5 miles from Sharp House terminus to the City Centre is £2.80/5 = **56p per mile**; the fare per mile for the 2.75 from Sharp House terminus to Morrisons at Hunslet Shopping Centre is £2.80/2.75 = **£1.01 per mile**, and the fare for the 1.75 miles from Sharp House terminus to Hunslet Cemetery is £2.80/1.75 = **£1.60 per mile!**

<u>Distance</u>	<u>Bus Stop Name</u>	<u>Comment</u>
0 miles	1. <u>Melton Avenue</u>	Sharp House Terminus, Belle Isle
	2. <u>Sharp House Road</u>	
	3. <u>Cranmore Road</u>	
	4. <u>Cranmore Road</u>	
	5. <u>Cranmore Rise</u>	
	6. <u>Raylands Road</u>	
	7. <u>Middleton Ring Road</u>	
	8. <u>Hopes Farm Road</u>	
	9. <u>Lea Park Drive</u>	
	10. <u>Middlecroft Road</u>	
	11. <u>Enterprise Way</u>	
1.75 miles	12. <u>East Grange Drive</u>	For Hunslet Cemetery £2.80 (peak fare) from Sharp House terminus
	13. <u>Parnaby Road</u>	
	14. <u>Leasowe Road</u>	
	15. <u>Pepper Road</u>	
	16. <u>Midland Close</u>	
	17. <u>Midland Road</u>	
	18. <u>Hunslet Shop Ctr</u>	
2.75 miles	19. <u>Church Street</u>	For Morrisons, Health Centre, Doctors, Dentist, Library £2.80 (peak fare) from Sharp House terminus
	20. <u>Stafford Street</u>	
	21. <u>Pym Street</u>	
	22. <u>Brookfield Street</u>	
	23. <u>Chadwick Street</u>	
	24. <u>Crown Point Road A2</u>	
	25. <u>Crown Point Bridge</u>	
	26. <u>Eastgate G5a</u>	
	27. <u>Vicar Lane M2</u>	
	5 miles	
29. <u>Boar Lane T7</u>		

	30.	<u>Aire Street S12</u>	
	31.	<u>Whitehall Road S15</u>	
	32.	<u>Airedale Centre</u>	
	33.	<u>Globe Road</u>	
	34.	<u>Springwell Street</u>	
	35.	<u>Springwell Lane</u>	
	36.	<u>Spence Lane</u>	
	37.	<u>Pleasant Place</u>	
6.75 miles	38.	<u>Top Moor Side</u>	For Holbeck £2.80 (peak fare) from Sharp House terminus
	39.	<u>Malvern Street</u>	
	40.	<u>Fairfax Road</u>	
	41.	<u>Back Middleton View</u>	
	42.	<u>Beeston Hill</u>	
	43.	<u>Parkfield View</u>	
	44.	<u>Cross Flatts Grove</u>	
	45.	<u>St. Anthony's Church</u>	
	46.	<u>Moorhouse Avenue</u>	
	47.	<u>Grovehall Road</u>	
	48.	<u>Dewsbury Road</u>	
	49.	<u>Helston Croft</u>	
	50.	<u>Town Street</u>	
	51.	<u>Middleton Park Grove</u>	
	52.	<u>Middleton Pk Circus</u>	
	53.	<u>Sissons Green</u>	
	54.	<u>Sissons Crescent</u>	
	55.	<u>Throstle Lane</u>	
	56.	<u>Throstle Street</u>	
	57.	<u>Throstle Road</u>	
	58.	<u>Throstle Lane</u>	
	59.	<u>Thorpe View</u>	
	60.	<u>Acre Square</u>	
11 miles	61.	<u>Middleton Arms</u>	Terminus £2.80 (peak fare) from Sharp House terminus

*N.B. Distances are approximate.*

## 74/74A bus service failures December 2011 - December 2012

G P Good - 13 January 2013

The attached schedules list those services of the 74/74A bus routes that failed to run, as experienced directly by me and/or by my wife, or as reported to us as having failed to run by friends or neighbours. The section of the 74/74A route concerned is the half that runs from Sharp House Terminus, Belle Isle, to Leeds City Centre.

Those missed services experienced directly by me or by my wife were duly reported to Metro (0113 2457676) for logging (especially of the failed tendered services) and referral to First Leeds for explanation.

Of the 37 failures experienced directly by me or my wife, which we reported *via* Metro for explanation, the reasons given by First Leeds's Hunslet Park Depot can be summarised as follows:

16	vehicle faults
12	staffing problems
7	Roadworks, heavy traffic, road traffic accidents
2	disputed ("ran but 'X' minutes late")

Thus, of the 37 failures, 28 (16 + 12) were due to factors under the control of First Leeds.

Also of interest in the attached schedules is the lack of use made by First Leeds of the facility to report missed services as "**Cancelled**" on Metro's **Real Time Information System**. Of the 37 missed services noted above, only **three** were reported as "Cancelled". (The attached schedule also shows in addition four services in the period October 2012 to December 2012 which I observed on the Real Time System as "Cancelled", but which I did not try to catch, so did not experience directly as failures and so did not report to Metro.)

The unreliability of First Leeds's 74 & 74A in recent years has been such that if my wife or I have medical or dental appointments or are visiting the theatre or cinema, we take a bus half an hour or an hour earlier than should be needed, in case a 74 or 74A fails us. For morning medical appointments we make doubly sure of arriving on time by booking a taxi, because our First Leeds bus service simply cannot be relied on. Another important consideration in this regard is that First Leeds cannot be relied on to report its failed services as "Cancelled" on the Real Time System.

**Failures of 74/74A bus services December 2011 to December 2012 (On that half of the service covering Sharp House Terminus to City Centre)**

G P Good  
13 Jan 2013

	Date	Time	Service	From	To	Event	Reported to Metro	"Cancelled" per Real Time display?	First's reason for failure
<b>Monday</b>	5 Dec 2011	12.13	74	City	Sharp House	Failed to run	✓	No	Road traffic accident
<b>Tuesday</b>	7 Feb 2012	08.38	74	Sharp House	City	Failed to run	✓	No	Vehicle fault
<b>Wednesday</b>	22 Feb 2012	07.33	74	Sharp House	City	Failed to run	✓	No	Vehicle fault
<b>Monday</b>	19 Mar 2012	11.24	74	Hunslet	Sharp House	Failed to run	✓	No	Relief driver late
<b>Saturday</b>	24 Mar 2012	12.43	74	Sharp House	City	Failed to run	✓	No	"Bus late, so adjusted to return to service time"
<b>Monday</b>	26 Mar 2012	12.13	74	Boar Lane	Sharp House	Failed to run	✓	No	Heavy traffic
<b>Monday</b>	26 Mar 2012	12.43	74	Boar Lane	Sharp House	Failed to run	✓	No	Ticket m/c fault
<b>Thursday</b>	5 Apr 2012	18.53	74A	Sharp House	City	Failed to run	✓	No	"did run, but with a delay of around 15 mins."
<b>Saturday</b>	7 Apr 2012	11.41	74	Infirmary Street	Sharp House	Failed to run	✓	No	Driver ran in without permission.
<b>Wednesday</b>	2 May 2012	09.43	74	Sharp House	City	Failed to run	✓	No	Vehicle fault
<b>Sunday</b>	6 May 2012	10.43	74A	Sharp House	City	Failed to run	✓	No	"Staff sickness problem"
<b>Sunday</b>	6 May 2012	12.16	74A	Boar Lane	Sharp House	Failed to run	✓	No	"Staff sickness problem"
<b>BH Monday</b>	7 May 2012	10.43	74A	Sharp House	City	Failed to run	✓	No	"Major admin. failure"
<b>Friday</b>	11 May 2012	10.13	74	Sharp House	City	Failed to run	✓	<b>YES</b> "CANCELLED"	Vehicle fault
<b>Wednesday</b>	6 Jun 2012	12.43	74	Boar Lane	Sharp House	Failed to run	✓	No	Road traffic accident
<b>Sunday</b>	17 Jun 2012	12.17	74A	Corn Exch. K5	Sharp House	Failed to run	✓	No	System just showed "12.17". Breakdown
<b>Tuesday</b>	26 Jun 2012	18.03	74	Hunslet Centre	Sharp House	Failed to run	✓	No	System just showed "18.03". Vehicle fault
<b>Wednesday</b>	27 Jun 2012	10.43	74	Sharp House	City	Failed to run	✓	No	System just showed "10.43". Vehicle fault
<b>Friday</b>	6 Jul 2012	14.24	74	Hunslet Centre	Sharp House	Failed to run	✓	No	"Due", then this 74 disappeared from display. Staff shortage

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13 Jan 2013

	Date	Time	Service	From	To	Event	Reported to Metro	"Cancelled" per Real Time display?		First's reason for failure
<b>Saturday</b>	7 Jul 2012	10.43	<b>74</b>	Sharp House	City	Failed to run	✓	No	System counted minutes down, then this 74 disappeared from system	Vehicle fault
<i>Monday</i>	16 Jul 2012	16.11	74	City	Sharp House	Failed to run	<i>Anecdotally, per Lorraine</i>		-	-
<b>Thursday</b>	19 Jul 2012	11.43	<b>74</b>	Sharp House	Middleton	Told to get off at M2 in Vicar Lane by driver - no relief available. So 12.07 failed	✓	No		Staff shortage
<i>Monday</i>	30 Jul 2012	7.03	74	Sharp House	City	Failed to run	<i>Anecdotally, per Zena</i>		-	-
<i>Monday</i>	31 Jul 2012	7.03	74	Sharp House	City	Failed to run	<i>Anecdotally, per Zena</i>		-	-
<i>Friday</i>	3 Aug 2012	13.11	74	City	Sharp House	Failed to run	<i>Anecdotally, per Vai</i>		-	-
<i>Wednesday</i>	15 Aug 2012	8.03	74	Sharp House	City	Failed to run	<i>Anecdotally, per Julie.</i>		-	-
<i>Tuesday</i>	21 Aug 2012	12.41	74	City	Sharp House	Failed to run	<i>Anecdotally, per Pat</i>		-	-
<b>Tuesday</b>	21 Aug 2012	14.11	<b>74</b>	City	Sharp House	Failed to run	✓	No		Staff shortage
<b>Friday</b>	24 Aug 2012	11.13	<b>74</b>	Sharp House	City	Failed to run	✓	No	Counted minutes down, then off.	Vehicle fault
<b>Friday</b>	24 Aug 2012	11.41	<b>74</b>	Infirmary Street	Sharp House	Failed to run	✓	No		"Ran 10 mins late" (!)
<b>Friday</b>	24 Aug 2012	12.11	<b>74</b>	Infirmary Street	Sharp House	Failed to run	✓	No		20 mins late at Middleton. so the depot's control desk cancelled this 12.11 service.
<b>Monday</b>	17 Sep 2012	9.08	<b>74</b>	Sharp House	City	Failed to run	✓	No	Counted minutes down, then off.	Staff shortage
<i>Monday</i>	17 Sep 2012	11.13	74	Sharp House	City	Failed to run	<i>Anecdotally, per Pat &amp; Trish</i>		-	-
<b>Monday</b>	17 Sep 2012	13.43	<b>74</b>	Boar Lane	Sharp House	Failed to run	✓	No		Vehicle fault
<b>Monday</b>	17 Sep 2012	14.43	<b>74</b>	Boar Lane	Sharp House	"Cancelled" on R/Time system	✓	<b>YES</b>	<b>"CANCELLED"</b>	Staff shortage
<i>Tuesday</i>	18 Sep 2012	8.38	74	Sharp House	City	Failed to run	<i>Anecdotally, per Tracey</i>		-	-
<b>Monday</b>	24 Sep 2012	10.41	<b>74</b>	Infirmary Street	Sharp House	"Cancelled" on R/Time system	✓	<b>YES</b>	<b>"CANCELLED"</b>	Vehicle fault
<b>Monday</b>	24 Sep 2012	11.13	<b>74</b>	Sharp House	City	Failed to run	✓	No		Vehicle fault
<i>Wednesday</i>	26 Sep 2012	18.51	74	City	Sharp House	Failed to run	<i>Anecdotally, per Tracey</i>		-	-
<i>Saturday</i>	29 Sep 2012	19.15	74A	Infirmary Street	Sharp House	Failed to run	<i>Anecdotally, per Jean</i>		-	-

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	Date	Time	Service	From	To	Event	Reported to Metro	"Cancelled" per Real Time display?	First's reason for failure
Thursday	4 Oct 2012	20.15	74A	City	Sharp House	Failed to run	Anecdotally, per Tracey		
Friday	5 Oct 2012	9.41	74	Infirmay Street	Sharp House	Failed to run	(Observed on RT system)	YES	"CANCELLED"
Tuesday	9 Oct 2012	10.43	74	Sharp House	City	Failed to run	✓	No	"Earlier delays" led to driver cutting out 3 miles from Sh House to Hunslet and resuming service from Hunslet!
Thursday	18 Oct 2012	7.33	74	Sharp House	City	Failed to run	✓	No	Vehicle fault
Sunday	28 Oct 2012	14.15	74A	Infirmay Street	Sharp House	Failed to run	Anecdotally, per Pat		
Friday	2 Nov 2012	18.51	74	Infirmay Street	Sharp House	Failed to run	(Observed on RT system)	YES	"CANCELLED"
Monday	5 Nov 2012	17.33	74	Hunslet Centre	Sharp House	Failed to run	✓	No	GPG waited 17.25 - 18.40. Staff shortage
Monday	5 Nov 2012	18.03	74	Hunslet Centre	Sharp House	Failed to run	✓	No	GPG waited 17.25 - 18.40. Staff shortage
Tuesday	6 Nov 2012	10.13	74	Sharp House	City	Failed to run	✓	No	Counted minutes down, then off. Vehicle fault
Monday	12 Nov 2012	10.24	74	Hunslet Centre	Sharp House	Failed to run	Anecdotally, per Lorraine		
Wednesday	14 Nov 2012	18.21	74	City	Sharp House	Failed to run	Anecdotally, per Tracey		
Sunday	18 Nov 2012	11.43	74A	Sharp House	City	Failed to run	✓	No	"Abbey Dash" caused hold ups: "service ran at 12.09"
Tuesday	20 Nov 2012	11.11	74	Infirmay Street	Sharp House	Failed to run	(Observed on RT system)	YES	"CANCELLED"
Friday	7 Dec 2012	19.04	74	Hunslet Centre	Sharp House	Failed to run	(Observed on RT system)	YES	"CANCELLED"
Friday	14 Dec 2012	10.43	74	Sharp House	City	Failed to run	Anecdotally, per Jean & per Tony		
Tuesday	18 Dec 2012	11.43	74	Sharp House	City	Failed to run	Bus broke down at terminus		Vehicle fault