



[Listen to this page](#)

Who we are and what we do

Metro is the West Yorkshire Integrated Transport Authority (ITA) and West Yorkshire Passenger Transport Executive (PTE).

Our Corporate Plan 2009-12 sets out Metro's objectives and priorities to 2012, together with how we propose to achieve these goals, and how we will measure success. [Metro's Corporate Plan 2009-12](#)

[What is Metro?](#)

Metro works on behalf of the 2.1 million people of West Yorkshire, to coordinate high-quality public transport services.

[Customer service](#)

Our customer service standards are the targets we set to ensure we meet customers needs and expectations.

[Metro policies and strategies](#)

Metro implements numerous policies and strategies to guide us in our day-to-day business.

[Local Sustainable Transport Fund bid](#)

An initiative to meet the needs of local communities, businesses and visitors by developing sustainable passenger transport to underpin and promote economic prosperity in the Dales.

[Metro's Quality Framework](#)

Metro's Quality Framework outlines and supports our ongoing commitment as an Investor in People (IIP) Champion organisation.

Travel Alerts

- [Train alerts](#)
1
- [Bus alerts](#)
13

Journey Planner

[Advanced search](#)

- [Find your next bus](#)
- [Train departures](#)



[Sign In](#)