



Transport Delivery Committee

Date: Monday 9 October 2017

Time: 1.00 pm **Public meeting** Yes

Venue: Room 116, 16 Summer Lane, Birmingham B19 3SD

Membership

Councillor Richard Worrall (Chair)	Walsall Metropolitan Borough Council
Councillor Phil Davis (Vice-Chair)	Birmingham City Council
Councillor Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Pervez Akhtar	Coventry City Council
Councillor Robert Alden	Birmingham City Council
Councillor Adrian Andrew	Walsall Metropolitan Borough Council
Councillor Mohammed Fazal	Birmingham City Council
Councillor Mohammed Hanif	Dudley Metropolitan Borough Council
Councillor Kath Hartley	Birmingham City Council
Councillor Diana Holl-Allen	Solihull Metropolitan Borough Council
Councillor Roger Horton	Sandwell Metropolitan Borough Council
Councillor Chaman Lal	Birmingham City Council
Councillor Keith Linnekor	Birmingham City Council
Councillor Ted Richards	Solihull Metropolitan Borough Council
Councillor Judith Rowley	City of Wolverhampton Council
Councillor Gurcharan Singh Sidhu	Sandwell Metropolitan Borough Council
Councillor David Stanley	Dudley Metropolitan Borough Council
Councillor Daniel Warren	City of Wolverhampton Council
Councillor David Welsh	Coventry City Council

The quorum for this meeting is seven members

If you have any queries about this meeting, please contact:

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AGENDA

No.	Item	Presenting	Pages	Time
Meeting business item				
1.	Apologies for absence	Chair	None	
2.	Declarations of Interest	Chair	None	
3.	Chair's Remarks	Chair	None	
4.	Minutes of the meeting held on 4 September 2017	Chair	1 - 12	
5.	Matters Arising	Chair	None	
6.	Correspondence/ Petitions	Chair	None	
7.	Creating a World Class Interchange for Wolverhampton	Richard Hardman/Malcolm Holmes	13 - 16	10 mins
8.	Park and Ride Update	Peter Sargant	17 - 28	10 mins
9.	Passenger Information Update	Chris Lane	29 - 34	10 mins
10.	Customer Engagement Update	Lee Eteo	35 - 58	10 mins
11.	Bus Business Report	Edmund Salt	59 - 62	10 mins
12.	WMCA Update -Transport Reports For Information Only (to be advised on 6 October)	Laura Shoaf	None	
13.	Notices of Motion To consider any notices of motion lodged by the deadline of 12 noon on 5 October 2017	Chair	None	
14.	Questions To consider any questions submitted by the deadline of 12 noon on 5 October 2017 for written questions and 12 noon on 6 October for oral questions.	Chair	None	
15.	Forward Plan	Chair	63 - 68	
16.	Date of Next Meeting -Monday 6 November 2017, 1.00pm		None	



WEST MIDLANDS COMBINED AUTHORITY

Transport Delivery Committee

Monday 4 September 2017 at 1.00 pm

Minutes

Present

Councillor Richard Worrall (Chair)	Walsall Metropolitan Borough Council
Councillor Phil Davis (Majority Vice-Chair)	Birmingham City Council
Councillor Timothy Huxtable (Opposition Vice Chair)	Birmingham City Council
Councillor Pervez Akhtar	Coventry City Council
Councillor Adrian Andrew	Walsall Metropolitan Borough Council
Councillor Mohammed Fazal	Birmingham City Council
Councillor Diana Holl-Allen	Solihull Metropolitan Borough Council
Councillor Chaman Lal	Birmingham City Council
Councillor Keith Linnecor	Birmingham City Council
Councillor Ted Richards	Solihull Metropolitan Borough Council
Councillor Judith Rowley	City of Wolverhampton Council
Councillor David Stanley	Dudley Metropolitan Borough Council
Councillor Daniel Warren	City of Wolverhampton Council

In Attendance

Guy Craddock	Transport for the West Midlands
Wayne Farrington	West Midlands Combined Authority
Danny Gouveia	Transport for the West Midlands
Jon Hayes	Transport for the West Midlands
Malcolm Holmes	West Midlands Rail
Matt Lewis	Transport for the West Midlands
Steve McAleavy	Transport for the West Midlands
Sandeep Shingadia	Transport for the West Midlands
Laura Shoaf	Transport for the West Midlands
Andy Thrupp	Transport for the West Midlands

Item No.

- 19. Apologies for absence**
Apologies for absence were received from Councillors Alden, Hartley, Horton, Sidhu and Welsh.
- 20. Chair's Remarks**
The Chair thanked Transport for the West Midlands/WMCA staff for the excellent reports that were submitted for the meeting today.
- 21. Minutes of the meeting held on 10 July 2017**
The minutes of the meeting held on 10 July 2017 were agreed and signed by the Majority Vice-Chair as a correct record.

22. Matters Arising

(a) Financial Monitoring Report (minute no. 12 refers)

Councillor Rowley reported that she could not recall receiving a briefing note on the cost of the track replacement works in Wolverhampton and in Birmingham City Centre as requested at the last meeting. Wayne Farrington reported that he thought information had been circulated on the issue but undertook to look into the matter and circulate the information to Councillor Rowley.

(b) Appointment of Vice- Chairs (minute no. 2 refers)

In relation to the appointment of two Vice -Chairs that was noted at the last meeting, Councillors Davis and Huxtable agreed to be referred to as Majority Vice-Chair (Councillor Davis) and Opposition Vice-Chair (Councillor Huxtable) for the purpose of distinguishing between the two in the minutes.

23. Lead Member Positions and Responsibilities for 2017- 18

The committee considered a report of the Chair on the outcome of the recommendations of the Task and Finish review of Lead Member and portfolio responsibilities undertaken by the TDC Chairs and Vice-Chairs.

The Opposition Vice Chair put forward the following nominations for the Conservative Group :

- Air Quality, Highway and Congestion – Councillor Andrew
- Finance and Performance Monitoring – Councillor Alden
- Putting Passengers First- Councillor Stanley
- Rail and Metro – Councillor Huxtable
- Sprint – Councillor Richards

The Chair reported that the Labour Group had a few absent members today and he would therefore report back on his group's nominations shortly.

Resolved:

- (1) That in the light of the new governance arrangements approved by the WMCA Board which provide for a sixth Special Responsibility (4 Labour, 2 Conservative) in 2017-18 a Lead Member role be allocated to each of the six members be agreed;
- (2) That a sixth Lead member role be created to fully reflect the proportional ethos and to enable due member-level focus on the urgent, growing, address priority to address traffic congestion and air quality issues and
- (3) That the next steps as set out in paragraph 3 of the report, to nominate members to the sixth Lead Member Reference Groups, to prepare an outline forward plan for 2017/18 with relevant officers and to undertake a minor review of terms of reference for existing terms of reference and draft new terms of reference for Air Quality, Highways and Congestion and Sprint be agreed and reported to the next meeting.

24. Financial Monitoring Report

The committee considered a report of the Director of Finance that set out the financial position as at 31 July 2017 for the financial year 2017/18 for the Combined Authority's Transport Revenue and Capital Budgets.

Wayne Farrington, Lead Accountant-Transport, presented the report and informed the committee that there was a minor error in the report with regards to the ENCTS and Concessions Budgets which was incorrect as child patronage was not down and had increased over the past 3 years of around 4% overall.

Councillor Rowley enquired whether the 4% increase could possibly be attributed to the child population rising considerably and asked if she could be provided with the answer

The Lead Accountant –Transport reported that he would investigate the reason for the child patronage increase and provide a response for Councillor Rowley.

In relation to a further question from Councillor Rowley as to whether the Bilston Road Track Replacement Scheme, would be finished before Christmas, Laura Shoaf, Managing Director, Transport for the West Midlands reported that there are no scheme delays associated with the works and she would ask the Metro Team to provide Councillor Rowley with a written response.

Resolved:

- (1) That the year to date net revenue expenditure shows a favourable variance of £374, 000 compared to the budget and a full year favourable variance of £944,000 following the first re-forecast of the year be noted;
- (2) That the total capital expenditure to the end of July 2017 within the overall transport programme was over budget by £0.3m (12%) and
- (3) That the treasury indicators are within the expected range and there are no issues to highlight be noted.

25. Capital Programme Delivery Monitoring Report

The committee considered a report of the Head of Programme Development that provided the committee with a progress monitoring update on the approved TfWM led 2017/2018 programme and projects.

Sandeep Shingadia, Head of Programme Development, outlined the report and highlighted the achievements with regards to the delivery of the Capital Programme during June and July.

Councillor Warren reported that he welcomed the bus shelter programme for Wolverhampton and that he would like to be advised as to whether any real time information (RTI) would be installed as part of the programme.

The Head of Programme Development undertook to provide Councillor Warren with the shelter programme schedule for Wolverhampton that identifies the shelter location and where RTI would be installed.

Resolved:

- (1) That the achievements since 10 July meeting of the Transport Delivery committee be noted;
- (2) That the progress of deliverables under the 2017/18 Capital Programme be noted and
- (3) That any variations from the baseline programme where indicated be noted.

26. TfWM Infrastructure Report

The committee considered a report of the Director of Transport Services that reported on matters relating to the operation and enhancement of TfWM customer infrastructure which includes bus stations, interchanges, travel centres, safety and security, real time information, Swift collectors, shelters, stops, park and ride enhancement and Bromsgrove railway Station.

Andy Thrupp, Transport Operation Manager (Customer Facilities) outlined the report and highlighted the initiatives TfWM has delivered or is working on.

Councillor Stanley reported that he had concerns with regards to the number of cars passing through Dudley Bus Station and also wanted to be assured the new bus station for the town would be first class as he was concerned that the deadline for land decisions was this month.

The Transport Operations Manager (Customer Facilities) reported that the bus station team in Dudley do deal with cars driving through the bus station but he was not aware of any health and issues and undertook to speak to the team about the matter. With regards to the new bus station for Dudley, he advised that the interchange for Dudley would definitely be a first class facility that was multi-modal and fit for purpose.

In relation to an enquiry from Councillor Huxtable regarding checks on lighting at park and ride sites and checks on street lighting for pedestrian passage ways near to park and ride sites, Jon Hayes, Head of Network Delivery, reported that monthly checks are undertaken on all TfWM car parks and TfWM assets however, the lighting with regards to pedestrian access depended on ownership of the site/asset.

Resolved: That the contents of the report be noted.

27. Accessible Transport Report

The committee considered a report of the Director of Transport Services that provided an update regarding accessible transport in the West Midlands which included the performance of the Ring and Ride Service and progress with regards to the Service 89.

Councillor Holl-Allen, Lead Member for Safe and Sustainable Travel outlined the report. In relation to the Service 89, Councillor Holl-Allen reported that the recent service change to Service 89 had resulted in confusion for users and was pleased to learn that options for the timetable are currently being considered.

Jon Hayes, Head of Network Development, reported that Service 89 was a significant success when it was first introduced and suffered a reduction in patronage when changes to the service were made. He reported that consideration is being given to re-instating the original timetable, maintaining the 'feeder' bus and also providing a service to Coventry one day a week; TfWM would be consulting with key stakeholders including local people parish groups and politicians.

The Chair reported that he would be interested to learn whether the fairly recent fare increase in Ring and Ride fares has impacted on patronage for the service over the next few months.

The Head of Network Development advised that patronage data for Ring and Ride would be available for inclusion in the next report.

Resolved:

(1) The report be noted.

28. Updating the West Midlands Bus Alliance Aims and Objectives

The committee considered a report of the Head of Transport Services that provided an update on the proposed revisions to the West Midlands Bus Alliance aims and objectives following input from partners and the West Midlands Alliance Board.

Guy Craddock, Alliance and Statutory Delivery Specialist, outlined the report and highlighted the eight key objectives of the Bus Alliance partners that would seek to improve bus emission standards, make bus travel more attractive for young people, make bus journeys better value, tackle congestion/make bus journeys quicker, make it easier to buy a ticket, make it easier to catch the bus, shape the bus network to deliver economic growth and make it more pleasant to travel by bus. The eight objectives were supported by over 50 detailed delivery objectives that were attached to the report in appendix 2.

Councillor Rowley reported that she was pleased to see the Bus Alliance was seeking greater powers to tackle anti-social behaviour that would bring bus in line with the rail industry

Councillor Huxtable reported that he welcomed the Bus Alliance working with the West Midlands Rail Franchise holder on a regular basis to provide better information for the passenger.

In relation to the recommendations contained in the report, the Alliance and Statutory Delivery Specialist referred to an addendum to the report regarding the report recommendations that had been circulated in advance of the meeting. He advised the committee that they were now required to approve

the revised objectives and deliverables of the West Midlands Bus Alliance rather than endorse them as the WMCA Board meeting in October would be held after the launch and signing event at the Bus and Coach Show.

Resolved:

- (1) That the revised objectives and deliverables of the West Midlands Bus Alliance be approved ;
- (2) That the continued provision of half yearly reports on the progress of the West Midlands Bus Alliance to the Transport Delivery Committee and an annual report to the West Midlands Combined Authority Board be endorsed and
- (3) That TfWM continues to work with the Bus Alliance partners to agree the revised objectives with a view to a public launch in autumn 2017 be endorsed.

29. Busting delay on the bus network – bus stop rationalisation

The committee considered a report of the Director of Transport Services that provided an update on work to develop a Strategic Action Plan for the bus network and sought approval to pilot bus stop rationalisation on high frequency corridors in South Birmingham, in line with the technical corridor studies completed for each route.

The Bus Scheme Development Manager, Danny Gouveia presented the report and outlined the rationale for undertaking the pilot.

Councillor Warren reported that he would have concerns if the pilot was undertaken in Wolverhampton and enquired whether consultation has involved councillors, community groups and, pensioners' groups noting that there was an ageing population and this was not a long-term solution

The Bus Scheme Development Manager reported that he did not underestimate the impact of the trial; an Equalities Impact Assessment was available for sharing with members. He advised the consultation undertaken by National Express was a broad/open consultation and that TfWM would have a clear communication strategy for the pilot. He added that the implementation of the pilot would be closely monitored and could be cut short in areas where it was not working but the pilot needed to be undertaken in order to assess the impact on bus journeys.

Councillor Linnecor concurred with Councillor Warren and also considered that if bus stops were removed, people could choose not to use the bus or alternatively, the remaining bus stops could become overcrowded and increase the likelihood of anti-social behaviour and understood that congestion was a problem.

The Bus Scheme Development reported that he understood members concerns regarding the pilot but congestion was a threat to the bus network and could lead to National Express not running a bus if bus speed and

reliability further declined. He advised that the pilot would ensure the 400 metres bus access standard was maintained and journey times would operate more effectively; the focus for the pilot was on radial bus corridors.

Councillors Lal and Richards also expressed their concern regarding the pilot noting that it could decrease bus patronage and make it more difficult for people to access bus services.

The Bus Scheme Development Manager advised that the TfWM pilot was designed to be a 'quick win' in partnership with National Express and they did not want to socially exclude anyone. He added that the pilot was part of a strategic approach that was looking at bus lanes, infrastructure and investment to arrest the decline in bus speed and improve reliability.

Councillor Rowley noted that whilst Swift has many advantages, bus boarding times are slower with Swift cards and enquired whether it was possible to speed up journey times.

The Director of Transport Services, Steve McAleavy reported that National Express have recognised the delay on boarding times with Swift and have procured new ticket machines that will also accept contactless bank cards.

In relation to bus stop rationalisation, the Director Transport Services reported that it is difficult to imagine how this would work on paper and suggested that a visit could be arranged to look at couple of corridors if members wanted to see how the pilot would work in practice.

In relation to an enquiry from Councillor Huxtable as to what would happen to bus stops in the pilot that are also used by other bus operators, the Head of Network Development reported that it was the intention that other operators would follow the same pattern as National Express.

Resolved:

- (1) That work to develop a Strategic Action Plan to arrest the significant recent decline in bus speed and reliability across the West Midlands be noted and
- (2) That a pilot to rationalise bus stops within the South Birmingham Network Review area as set out in the report and pursuant to the emerging objectives of the wider Strategic Action Plan be noted.

30. West Midlands Rail Franchise Award

The committee considered a report of the Director of Transport Services that informed them of the outcome of the West Midlands franchise competition process

Malcolm Holmes, Programme Director West Midlands Rail, was in attendance to present the report

Councillor Warren reported that he welcomed the report and enquired whether TfWM would be seeking a partnership agreement with the new franchisee

similar to the partnership agreement in place with London Midland. He also enquired as to whether the new station for Wolverhampton would retain the old station infrastructure/furniture or whether there would be capital investment for the new station

The Programme Director advised that TfWM would have a different relationship with West Midlands Trains Limited as the organisation would have delegated responsibilities but the company was keen to work with the Department for Transport. In relation to Wolverhampton Station, the Programme Director reported there was no funding currently available for the station infrastructure although West Midlands Trains Ltd was keen to upgrade the station facilities as they wanted Wolverhampton Station to be a 'jewel in their crown'. He added that the West Midlands Stations Alliance (which includes TfWM) is looking to develop a long-term vision for West Midlands stations, which would seek to maximise the benefits of franchise commitments.

Councillor Rowley reported of the need for Snow Hill Station ticket office to be staffed as she noted the ticket office closed at certain times in the morning to enable a member of staff to take their break and enquired whether there was now staff cover, adding that this was an equalities issue.

The Programme Director advised that there were no plans to reduce staffing at stations and undertook to check the position with West Midlands Trains Ltd.

The Chair, Vice-Chair (Majority) and Councillor Andrews welcomed proposals for the new services on the Walsall to Wolverhampton Line and new stations at Willenhall and Darlaston.

Councillor Huxtable reported that he had been comparing the contents of this report to the WMCA Board report entitled '2026 Delivery Plan for Transport Approval' and noted a few differences with regards to the rail stations listed in the two reports namely, that Brierley Hill Station was not included in the WMCA Board report and that the Tamworth line and Sutton Coldfield Stations were included in the WMCA Board report but not referenced in the report now being considered and enquired whether the two reports should be aligned.

The Managing Director explained that there were a couple of reasons why the two reports did not currently align, the first reason was that the Delivery Plan had been out to consultation for a long period of time and before the franchise was awarded. She added that the Delivery Plan includes those projects that have a business case and have funding identified; projects would feature in the Delivery Plan if there are robust business cases (subject to feasibility studies).

In relation to a station at Brierley Hill, the Head of Programme Development reported that an interchange between rail and Metro would be provided and the Delivery Plan was a 'live' document and would be regularly updated.

Resolved:

- (1) That the award of the new WM Rail Franchise to West Midlands Trains Ltd be welcomed, noting the significant investments and improvements that are planned to be delivered;
- (2) That TfWM will be working with the new franchisee during the franchisee during the franchise mobilisation process to ensure there is a seamless changeover between London Midland and West Midlands Trains be noted and
- (3) That representatives of West Midlands Trains be invited to attend a meeting of this committee on 4 December to provide a full briefing on the details of the franchise before its launch be noted .

31. WMCA Update -Transport Reports for Information Only

The committee considered four reports that would be considered by the West Midlands Combined Authority Board at its meeting on 8 September June 2017.

These were: 2026 Delivery Plan for Transport Approval, Contactless Payment and Best Value Ticket Machines, Half- fare Travel for 16-18 Year Old Apprentices and Trainees and Sprint Vehicles.

Resolved:

- (1) That the reports be noted.

32. Question

The Committee considered a question submitted by Councillor Rowley.

The following question was submitted by Councillor Rowley on Wednesday 30 August:

'Given that internet applications are not suitable for all concessionary pass holders or first-time applicants, could TfWM explain the current and anticipated future arrangements for older and disabled applicants to apply for or renew passes if they choose for whatever reason to use a paper application form and in particular where can application forms be obtained, which Travel Shops stock these, will staff be able to assist applicants to complete forms if assistance is needed, are all staff fronting the public at Travel Shops fully trained to appreciate and to meet the needs of disabled people and is TfWM satisfied that the arrangements now in place and any proposed developments are/will be fully compliant with Equalities Legislation ?'

The Transport Services Director has provided the following response:

Disabled Persons Travel Pass

There have been no changes to the process for applying for or renewing a Disabled Persons Travel Pass. This is presently a paper based application

form although work to introduce a digital version as an alternative for those that may find this more convenient, will be considered in 2018.

Older Persons Travel Pass - First Time Applications

Older people can apply for a Travel Pass online or by post using a paper application form. Online applications are being encouraged as the most efficient, secure and quickest means of obtaining a pass however, it is recognised that not everyone is digitally capable or/and has access to the internet. Postal applications continue to be accepted with application forms available from the following places:

1. By downloading one from www.networkwestmidlands.com/tickets-and-passes/older-persons-pass/
2. By calling the Customer Services Centre on 0345 303 6760
3. In person from the following Travel Centres:
 - Birmingham New Street Station
 - Birmingham City Centre, Corporation Street
 - Coventry Pool Meadow Bus Station
 - Dudley Bus Station
 - West Bromwich Bus Station
 - Walsall Bus Station
 - Wolverhampton Bus Station

Older Persons Travel Pass – Renewal Applications

Customers can renew their Travel Pass online at any time 3 months prior to the expiry date. TfWM will contact customers automatically, initially by email (if we have one) and then by post if they don't renew online, inviting them to renew their pass. The letter by post includes a postal application form on the reverse which customers can return to us if this better suits their needs.

General

Our Travel Centre colleagues are trained to understand the application process and are able to assist customers if they need help. The Travel Centres in Wolverhampton Bus Station and Birmingham New Street Station are operated directly by TfWM and all of our team members receive Disability Awareness Training when they join us and regular refresher courses thereafter. In addition, this year we have provided specific guidance for front line personnel around Dementia and Mental Health awareness. The other Travel Centre outlets are operated by National Express who offer their own equivalent training.

TfWM's application arrangements are compliant with Equalities Legislation. The WMCA's Equalities Manager is consulted on all changes to customer application processes to ensure they remain fair and accessible to all of our customers and equality impact assessments are conducted when processes change.

Councillor Rowley reported that she was somewhat assured by the response provided but wanted to be assured that the paper application form would be promoted so that people know that it is available.

Resolved: That the question and response be noted.

33. Forward Plan

The committee considered a report of agenda items to be submitted to future meetings.

Resolved:

(1) That the report be noted.

34. Date of Next Meeting

Monday 9 October 2017 at 1:00pm

[The meeting ended at 3.20 pm].

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WEST MIDLANDS
COMBINED AUTHORITY

Transport Delivery Committee

Date	Monday 9 th October 2017
Report title	Creating World Class Interchange for Wolverhampton
Accountable Director	Laura Shoaf Email Laura.Shoaf@tfwm.org.uk Tel 0121 214 7444
Accountable Employees	Malcolm Holmes / Richard Hardman Email malcolm.holmes@westmidlandsrail.com / richard.hardman@tfwm.org.uk Tel 0121 214 7058 / 0121 214 7986
Report considered by	Councillor Roger Horton

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

1. Endorse the principles and aspirations of the report to make Wolverhampton Interchange a World Class facility
2. Endorse the progression of the Most Achievable Project Outputs. The Most Achievable Project Outputs are identified and detailed in Table 1 within the report.

1.0 Purpose

- 1.1 This report provides an update to the Transport Delivery Committee on the initial work that has taken place by TfWM and West Midlands Rail in regard to the Wolverhampton Interchange Project. The work recognises that there is an opportunity to enhance the passenger experience. Following the completion of the new station building and the Metro extension, three public transport modes will be brought together in one Interchange. For TfWM this represents a significant opportunity to bring together public transport in one cohesive and high quality facility.

- 1.2 The foundations of a world class public transport interchange are in place and this report seeks to identify measures which will enhance the passenger experience further so passengers understand how to transfer between modes, buy the most suitable ticket and navigate to/from Wolverhampton City Centre easily.

2.0 Background

- 2.1 On Tuesday 14th March 2017 West Midlands Rail and TfWM held a workshop that brought together key stakeholders of the Wolverhampton Interchange project. Our aim was to highlight our aspirations for the Interchange project, namely to ensure the opportunity is taken to make the completed Interchange a world class facility. TfWM's objective is for the separate functions of the Interchange facility; railway station, Metro extension to the railway station, bus station and active travel to be seen as one integrated facility for passengers.
- 2.2 Although the Wolverhampton Interchange project is well advanced it was seen as opportune moment to bring the stakeholders together especially with the recent development that the operation of the railway station would transfer from operation by Virgin Trains to the West Midland Rail Franchise. Undoubtedly one aspect of a world class interchange is the availability of high quality facilities. The Interchange project comprising of the recently built bus station and a new railway station building, complemented by an extension to the Metro service to link to the facilities together means that the fundamental elements are in place. However we are keen to ensure some softer measures and new innovations are considered to add the icing on the cake and meet and exceed passenger expectations.

3.0 Progress

- 3.1 Following the completion of the workshop the most achievable outputs have been identified and detailed in **Error! Reference source not found.** below. The most suitable output owner/s and the challenges to deliverability has been identified.
- 3.2 Table 1; Most Achievable Project Outputs

Suggestion	Passenger benefit	Key organisations in delivery	Challenges to delivery
Travel Information for all modes in all termini. A bus and rail departure board is currently located in the bus station.	Passengers interchanging onto a different mode can see the time of their next departure. Enables an alternative journey to be chosen if required.	West Midlands Trains TfWM Midland Metro Alliance WIP	Ensuring departure boards are included in scope of the design of new facilities
Multi Modal ticketing and travel information at all termini	Passengers can purchase tickets for different modes at each termini and obtain information	West Midlands Trains TfWM	Requires consideration of how this will be delivered as not

		Midland Metro Alliance	standard practice
Co-ordinated staff training, staff work in both facilities on a rota basis	Consistent level of service provided across Interchange	West Midlands Trains TfWM Midland Metro Alliance	Requires consideration of how this will be delivered as not standard practice
Free ride on Metro between bus station and rail station	The missing link – reduces the barrier of the walk between the rail station and the bus station	TfWM	Revenue protection and marketing to passengers
Promotion of multi-modal ticketing, most notably Swift	Could be widened to other products, for example Plus Bus.	TfWM West Midlands Trains	Many tickets available , requirement to Provide passengers a simple and cost effective ticketing offer
Consistent identifiable branding	Interchange perceived to be one, integrated facility	TfWM West Midlands Rail CWC	Integrate a number of brands into the interchange
Consistent maintenance and cleaning for all infrastructure	Potential economies of scale and consistency	West Midlands Trains TfWM	Requires consideration of how this will be delivered as not standard practice
Consistent signage	Improves the ease in which passengers can navigate around the different parts of the Interchange and onwards destinations within the City Centre	CWC TfWM West Midlands Trains	Ensuring the interchange branding and style can be replicated as part of the City Centre wayfinding
World class re-launch	Increase awareness of all modes. Promote and celebrate a big investment and opening	All	Ensure events and offers are co-ordinated between partners and

	of a high quality facility in Wolverhampton.		are publicised sufficiently
Ensure sufficient capacity for bicycle storage	Growing market and the, current capacity in the Interchange facility is relatively small in comparison to other stations of a comparable size	WIP TfWM	Storage facilities can be incorporated into the design

Table 1 Most achievable project outputs

3.3 A version of this report was taken to the Transport Corporate Leadership Board on 21st August 2017. This Board recommended that we progress and seek further key stakeholder feedback for this initiative by taking a report to the Transport Delivery Committee and the Wolverhampton Interchange Project (WIP).

4.0 Next Steps

4.1 The most achievable outputs from the workshop, which have been identified in Table 1, are recommended to be developed further. At this point the outputs and their predicted benefits can be shared with the suggested key organisations involved in their delivery. This will help to establish deliverability and owner buy in. Led by TfWM and West Midlands Rail it is intended that these softer measures will be delivered to add significant value for passengers and make Wolverhampton Interchange a World Class facility showcasing what the West Midlands has to offer.

4.2 It is recommended that further work takes place to identify key contacts of the deliverables where they sit outside the remit of TfWM and West Midlands Rail.

5.0 Financial implications

5.1 There are no immediate financial implications as a result of this report. However any future proposed passenger experience enhancements where funding support is required will need to be formally considered and evaluated so any one-off and on-going financial implications to WMCA can be quantified to inform any decisions that are made.

6.0 Legal implications

6.1 There are no immediate legal implications flowing from the contents of this however, significant legal and procurement support may be required in order to deliver the key outputs identified in this report. And early engagement with the legal and procurement teams is recommended.



WEST MIDLANDS
COMBINED AUTHORITY

Transport Delivery Committee

Date	9 October 2017
Report Title	Park and Ride Update
Accountable Director	Steve McAleavy, Interim Director of Transport Services
Accountable employee(s)	Peter Sargant, Head of Rail
Report has been reviewed by	Councillor Roger Horton – Lead Member Rail and Metro

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended:

1. To note the current status of development for Park and Ride Expansion schemes;
2. To note and support the significant amount of activity that is underway on how Park and Ride is developed and delivered;
3. To note that broader policy decisions on Park and Ride Charging will be an issue for WMCA Board at the appropriate time;
4. To agree that the charging arrangements that exist at Sutton Coldfield should be reviewed as outlined in Paragraph 5.28.

1.0 Purpose

- 1.1 The purpose of this report is to provide an update relating to the delivery and development of Park and Ride sites in the TfWM are since the committee considered the previous report on 3 April 2017.

2.0 Background

Current Park and Ride Provision

2.1 As outlined in the previous report, Park and Ride delivery is a key activity for TfWM with nearly 9,000 spaces provided at 38 rail stations, 3 metro stops and 1 bus site. There are also nearly 4,000 spaces provided by other rail operators, principally Virgin Trains. Table 1 shows the sites provided by TfWM inside the TfWM area.

Table 1 – Park and Ride Sites Provided by TfWM

Rail Line	Number of Stations	Number of Car Parks	% stations with car park	Number of Spaces	Number of TfWM Car Parks	Number of TfWM Spaces	Average spaces per car park
Wolverhampton	6	5	83%	1443	4	631	158
Stourbridge	10	8	80%	2418	8	2418	302
Cross City North	10	5	50%	1041	5	1041	208
Cross City South	7	4	57%	1061	4	1061	265
Dorridge/Solihull	8	5	63%	1185	5	1073	215
Shirley	7	5	71%	688	4	675	169
Rugeley/Walsall	8	3	38%	375	2	349	175
Coventry	10	8	80%	3862	6	839	140
TOTAL	66	43	65%	12073	38	8087	213
Metro	23	3		367	3	367	122
Bus		1		400	1	400	
GRAND TOTAL				12840	42	8854	

2.2 In addition to the TfWM area Park and Ride sites, TfWM is also responsible for the provision of the car parking at Bromsgrove station (359 spaces).

2.3 Park and Ride has been a huge success story for the TfWM area with virtually all car parks filled to capacity every day. As such Park and Ride has made a major contribution to reducing car journeys into city centres and supporting growth in usage on the public transport network, particularly the rail network.

2.4 The success of Park and Ride has led to challenges including:

- The need to operate an enforcement regime to ensure that drivers park only in marked bays
- Problems of on-street parking around stations with over-subscribed car parks (and indeed at stations with no car parks)
- Poor customer satisfaction with car parking provision due to difficulties in finding a space
- Inability of potential public transport users to access the network, particularly during the off-peak.

- A major cost to TfWM of circa £2.4 million per annum (around £300 per space) to operate car parks

Future Pressures

2.5 The delivery and operation of Park and Ride is subject to a number of future pressures:

- Network resilience arising from major highway and HS2 investment programmes will create significant capacity pressures on the highway network, requiring expanded and improved public transport options to encourage modal shift
- The affordability of operating both existing Park and Ride sites and any future expanded sites within increasingly constrained budget – noting that the majority of sites are free for users
- Rail usage is anticipated to continue to grow strongly – driven by jobs growth in Birmingham City Centre, population growth and continued modal shift from both car and bus.
- The new West Midlands rail franchise will deliver a significant improvements in rail services including a major capacity uplift in 2021 and new rolling stock on many routes – this will drive further rail growth and improving P&R access to the rail network will be essential in supporting this.
- Changes in customer expectations and requirements and the development of new technologies
- Increasing local political issues associated with on-street parking around rail stations
- Development of new Metro and Sprint routes with opportunities for P&R
- The impact of Clean Air Zones in the West Midlands and the requirement to find alternative means of travel to the car into our main towns and cities

2.6 As a result of these issues there is a need to rapidly expand the capacity of Park and Ride sites across the whole network in a way that is affordable and sustainable.

2.7 TfWM has therefore initiated a number of workstreams which are looking at:

- Projects to expand existing P&R sites
- Projects to initiate new P&R sites
- New approaches to the way that TfWM delivers and operates Park and Ride sites.

2.8 To help inform these workstreams, a workshop was held with both internal and external partners in March which explored various themes relating to Park and Ride.

2.9 A number of internal TfWM workshops have also been held looking at P&R delivery options and customer requirements.

2.10 Given the scale of the challenge, TfWM has been exploring all options relating to the delivery of Park and Ride and is not ruling out any options at this stage. It is recognised that some proposals would require changes in policy (for both park and ride and wider policies) and these would be sought where needed. The future affordability of delivering, expanding and operating Park and Ride sites in particular may require an active review of the policy of not charging users of P&R sites.

3.0 Car Park Expansion Workstreams

3.1 TfWM is progressing a number of projects to expand a number of sites that have initially been identified as priorities (initially through the 2015 Task and Finish Review process and re-affirmed in the April update report)

3.2 These projects are shown in **Table 2** below:

Table 2 – Car Park Expansion projects

Bradley Lane (Metro)	New 196 space car park entering delivery phase in 2018 following resolution of mineworking issues
Tipton	New 108 space extension onto land currently owned by Sandwell MBC. Planning permission has been granted and negotiations are being held with Sandwell re costs associated with land.
Whitlocks End	New 271 space expansion onto existing TfWM land. Public consultation has occurred and TfWM is reviewing issues associated with the expansion with both Solihull and Worcestershire councils. Project development stalled but now being re-started.
Longbridge	TfWM currently tendering for a decked car park solution on site of existing car park. Proposal is for two deck (+268 spaces) with potential to expand to up to 5 decks (+622 spaces). £1.8M Local Growth Funding has been allocated and any shortfall will need to be funded from other sources.
Sandwell and Dudley	Project being initiated with TfWM project processes. Initial assessments of potential sites around station have been undertaken and opportunities for 3 rd party providers being actively looked at.
Tile Hill	Project being actively developed as part of HS2 connectivity package for Coventry and Warwickshire. Consultants are actively developing options for expansion with three options currently under consideration.

Tame Bridge Parkway	Project being initiated within TfWM project processes. Initial land investigation activity is being undertaken. Currently awaiting development resources to progress.
Hall Green	Discussions have been held with landowner regarding the availability of additional land to allow the creation of a significantly larger car park.

3.3 TfWM has undertaken a high-level prioritisation exercise to identify which further sites need to be investigated for expansion. This has been based on a distance/frequency matrix that prioritises stations that are further from Birmingham city centre and have a higher frequency rail services over stations that are near to Birmingham with low frequency services. This approach has identified the following stations as being a high priority for active investigation for expansion:

- Coseley
- Stourbridge Junction
- Cradley Heath
- Rowley Regis
- Blake Street
- Four Oaks
- Sutton Coldfield

3.4 Other stations are also likely to have strong pressures for expansion and where development opportunities arise these will be investigated as appropriate.

3.5 At Sutton Coldfield, expanding the car park will be explored as part of the wider HS2 Connectivity Package project to enhance the station and interchange arrangements.

3.6 At Lea Hall we will also be investigating whether use can be made of the currently largely unused bus interchange facility to provide additional parking.

3.7 TfWM is also looking at the potential for single-level temporary decked car parks to provide additional capacity at some locations. London Midland have used this solution at Tamworth and a number of their other stations.

3.8 In addition to the expansion workstreams, TfWM has also been undertaking investment in renewing assets at Park and Ride sites as part of the capital programme. This has included:

- Resurfacing (£1.4m at 17 sites 2015-2017)
- Lighting upgrades (£0.8m at 43 sites 2013-2017)
- CCTV (£0.6m at 25 sites 2015-2017)
- Park & Ride Upgrades (£0.2m at 33 sites 2015-2017)

4.0 New Park and Ride schemes

- 4.1** In addition to the expansion schemes noted in **Table 2**, and discussed in the previous section, TfWM has been actively engaging with potential commercial providers of parking regarding opportunities to provide new privately operated car parks adjacent to rail stations to complement the current oversubscribed free TfWM car parks. Locations where opportunities for private commercial car parks are being investigated include Spring Road, Rowley Regis, Canley and Sandwell & Dudley.
- 4.2** At Cradley Heath there is already a privately operated car park adjacent to the station providing overflow parking for the oversubscribed TfWM car park. While this car park does not comply with our standards, it is providing a useful function and its existence demonstrates that there is a commercial market for providing car parking to serve rail stations at no cost to the taxpayer and there is a willingness for rail users to pay for parking.
- 4.3** TfWM is actively encouraging private providers to investigate options such as these where a direct passenger benefit can be provided at no cost to taxpayers. TfWM will advise passengers of the availability of third-party parking where they meet minimum standards of provision (e.g. surfacing, lighting, security etc) and promote them alongside other station access options as appropriate.
- 4.4** TfWM is also looking at the provision of Park and Ride on both the Metro and Sprint networks as part of the development work being undertaken for these projects. Any future strategy for Park and Ride on these networks will need to complement the existing Park and Ride sites and also consider any new approaches to the delivery of Park and Ride as discussed below.

5.0 Park and Ride Delivery Workstreams

- 5.1** In addition to the specific projects to expand Park and Ride, TfWM is also undertaking a review as to how Park and Ride sites are delivered.
- 5.2** This comprises of various separate but complementary workstreams as discussed below.

Survey Work

- 5.3** Throughout the autumn TfWM is carrying out a comprehensive set of surveys across nearly all rail stations to understand how people access each station. This will give us an understanding of where people travel from, how they get to the station and where they park (if car users). This will give us a good understanding of the users of TfWM area rail stations and give us more information to help inform decisions that we may need to take regarding priorities for expansion, charging or improving access arrangements more widely.
- 5.4** We are also looking to repeat the Park and Ride Users Survey that was last undertaken in 2012 where we will specifically ask users of our car parks about their customer experience and priorities for improvement. This again will help us take decisions about how we want to change the way we deliver park and ride.

Car park enforcement

5.5 TfWM continues to actively enforce considerate parking at our park and ride sites with users parking outside lined bays being liable to a penalty charge. This scheme which has now been in place for 3 years is operated by Vehicle Control Services Ltd (VCS) and is working well with relatively few operational issues occurring. It is budgeted as cost neutral to TfWM overall with the Parking Charge Notice income received funding the enforcement activity taking place with the contract being flexible where enforcement activity can be scaled up and down at relatively short notice to respond to the level of incidents taking place. Any minor surpluses in income that result are re-invested into improving the overall Park & Ride infrastructure. It is proposed to continue with this arrangement on an on-going basis, although it may need to be reviewed as part of any wider review of delivery arrangements.

Private sector partnership

5.6 We are exploring the potential for private sector car parking companies to help support TfWM in the delivery of both its existing park and ride sites and any new and expanded sites. We are therefore undertaking a market engagement process to understand the potential ways that a stronger relationship with private parking providers can help us deliver park and ride. This could potentially create the opportunity for a much more rapid expansion of park and ride sites than TfWM alone could deliver, along with better value options for the taxpayer. A market engagement day is therefore being planned for November.

5.7 Initial conversations already suggest that there would be interest from the market for supporting TfWM in the delivery of Park and Ride. A clear specification and commercial structure for a new delivery model will need to be developed if this is to be taken forward, recognising the need to protect customers' interests.

Park and Ride Charging

5.8 As part of this work with private sector providers, TfWM will need to review the current policy of providing free parking for users. This policy has been highly successful in driving growth in rail usage, modal shift and creating well used park and ride assets. The free parking policy does, however, create a number of issues including:

- The cost to TfWM and taxpayers is significant and means that funding for expanding park and ride capacity or other transport projects may not be available
- It could impact on the business case and viability of delivering new Park and Ride sites across the region.
- There is little incentive for people who live within walking distance of a station to walk rather than drive (or indeed for people to cycle or use bus to access a station)

- Demand cannot be managed to ensure capacity is available for off-peak users. This is currently a cause of customer dissatisfaction with TfWM regularly receiving complaints from passengers who have been unable to park.
- 5.9** It is recognised that any change in policy on charging will be politically sensitive, and possible wider impacts for on-street parking would need to be recognised. However, many P&R sites already have issues with on-street parking due to the current capacity pressures, and putting in charging at an appropriate level may assist in freeing up capacity for late peak/off-peak users who currently have no option but to park on-street. Income from charging would also create a revenue stream which could be used to support a faster expansion of park and ride capacity than would otherwise be possible. This needs to be balanced with the impact of parking charging on on-service revenue and usage, and the implications this may have on modal share and the wider West Midlands objectives.
- 5.10** It should be remembered that car park charges are already in place at Sutton Coldfield (TfWM), Bromsgrove (TfWM), Solihull (Chiltern/TfWM), Dorridge (Chiltern), Coventry (Virgin Trains), Birmingham International (Virgin Trains) and Wolverhampton (currently Virgin Trains).
- 5.11** Any change in policy on charging would also need to reflect wider changes that are occurring regarding transport ticketing. A roll-out of smart-ticketing on Swift across the rail network is proposed as part of the new rail franchise and this would create the potential for any future parking charge to be integrated within the same smart ticket as the rail ticket, as well as Metro and Sprint. Having a seamless payment process in place, such as by using Swift, will be important if a decision is taken to implement charging.
- 5.12** Any decision on this issue would need to be taken by the WMCA Board at the appropriate time.

Development of new Park and Ride sites on Sprint Network

- 5.13** Alongside development work for Sprint, there is an opportunity to consider the introduction of Park and Ride on the Sprint network. By exploring the new opportunities an evolving rapid transit network provides, P&R associated with Sprint and Metro services could encourage a shift from car to public transport, improving the regions network resilience, and improving air quality.
- 5.14** Similar road based park and ride solutions have been delivered elsewhere including the Leigh Guided Busway in Manchester which is looking to expand its Park and Ride provision, and Leeds which has also recently expanded its road based Park and Ride offer due to the success of the pre-existing sites. In the Leeds example sites are located close to the motorway network allowing users to park easily before encountering congestion on the way into Leeds and saving the cost of city centre parking.
- 5.15** TfWM commissioned a demand led exercise in April 2017, to establish the optimum locations for P&R on the Sprint network. Overlaid with data demonstrating levels of congestion on the Key Route Network, this exercise provides a list of recommendations for each corridor, and demonstrates where P&R can provide the greatest impact. The resultant report is still to be finalised.

5.16 Based on the output of the draft report, the scope for a subsequent exercise to further this work consider land opportunities, land values, and other implications including land use policies, is currently being drafted.

Park and Ride Standards and Terms & Conditions

5.17 TfWM provides high quality car parks for its customers including help points, real-time CCTV monitoring, generous aisle widths, etc. We need to review standards and consider what facilities we should be providing in relation to electric charge points, car share bays, etc. In general a principle of maximising the capacity for standard car users as part of the design of car parks will be adopted, however it is recognised that some space may need to be reserved for electric cars or other users if other policy objectives are to be encouraged.

5.18 At most of our Park and Ride sites the reserved bays for Blue Badge holders are usually under-used. We follow government guidance in providing 5% of spaces for Blue Badge holders even though this is generally far in excess of the actual demand for such spaces. This results in complaints from regular users about spaces (which are 50% larger than normal bays) being empty while the rest of the car park is full. It also means that taxpayers are funding the provision of assets that are never used.

5.19 TfWM is currently collecting data on the usage of Blue Badge bays in order to understand what the actual requirement is for these spaces. We will then be seeking derogations from the DfT to reduce the capacity of these spaces to reflect the maximum observed demand at each individual site. This will include a commitment to reinstate Blue Badge spaces in the event of the demand increasing so that there is no detrimental impact on the ability of Blue Badge holders to use the rail network.

5.20 We will also be reviewing the wider Terms and Conditions for users – covering issues such as use by non-rail users, long-term stays, etc.

Lease Review

5.21 Around half of our park and ride sites are on land leased from Network Rail and the franchise operator (currently London Midland). We are separately reviewing the covenants contained within these leases as some are very restrictive in nature and prevent us from being able to carry out any commercial activity at these sites. This means that we are not able to raise any revenue from advertising, charging or any other activity without the agreement of Network Rail or the franchisee at certain of our sites. Dialogue is underway with Network Rail to understand on what basis they may be willing to release us from these restrictive conditions.

Save a Space Trial

5.22 As previously advised to TDC members, TfWM is taking part in the Innovate UK ‘Innovation in Urban Spaces Contest’ through which we are working with a start-up developer called Accelogress who have developed an app which allows rail passengers to book a parking space in a “Save a Space” trial. This was proposed at four trial sites (Sutton Coldfield, Longbridge, Rowley Regis and Tile Hill) where

we were looking for volunteers to sign up to a 3-month trial period where they will have the ability to reserve and pre-book a specially designated parking space.

5.23 There have been considerable technical challenges in delivering the car park counting aspects of the trial using ANPR (Automatic Number Plate Recognition) technology. We are now looking to progress the trial with only the space reservation aspect enabled (and not the real time monitoring of car park usage feature which used the ANPR). It is currently anticipated that the trial will operate during the November to February period and we will shortly be calling on a small number of volunteers at the four stations to sign up to take part. Following the trial we will consider the lessons learnt and use this to inform our future approach.

Sutton Coldfield

5.24 Sutton Coldfield station is unique among the car parks directly operated by TfWM in that it levies a small charge to discourage use of the site by town centre users. The charge has been set at £1.30 for over 20 years, with a 50% refund available upon purchase of a rail ticket from the booking office. Season ticket holders park for free.

5.25 The charging is operated by the use of a staffing operative (provided within the overall contract operated by Vehicle Control Services Ltd that includes Considerate Parking enforcement) who collects cash at the entrance. A trial of the use of PAYG Swift is also being rolled out to allow payment to be taken using a portable Swiftcard reader (as used on Metro). It is also one of the locations involved in the Save-a-Space trial.

5.26 The revenue collected from the charge covers the majority (but not all) of the costs associated of collecting it. Given that the charge has not been changed for many years it is now very out of step with other town centre car parks in Sutton Coldfield and the car park suffers from overcrowding in the same way as our free sites. Any non-rail users paying £1.30 a day to park are also taking business away from the council run car parks – the car park on Station Street next to the station currently charges £4.50 a day to park.

5.27 The use of the booking office to give refunds is a practice that West Midlands Trains may also wish to review as part of the new franchise.

5.28 Given these issues, and bearing in mind the consideration that is being given more broadly to charging, it is appropriate that TfWM now reviews the charging level at Sutton Coldfield. Subject to consultation with Birmingham City Council and Sutton Coldfield Town Council, it is therefore proposed to increase the charge to a more appropriate level at this location and review the discounts given to rail ticket holders.

6.0 Encouraging other access options

6.1 TfWM recognises that improving other access options to stations and stops is also important and at many stations walking or other access modes are more important than Park and Ride. In parallel with the P&R workstreams TfWM is therefore pursuing a number of other initiatives to improve access to the public transport network. This includes work such as:

- Improving bus/rail interchange through the new rail franchise, the West Midlands Stations Alliance and initiatives with bus operators;
- Improving cycle facilities at stations – both through the new rail franchise and specific TfWM projects;
- Working with partner authorities to improve walking routes to stations.

6.2 Any proposals to improve Park and Ride therefore need to be considered as part of wider plans to improve the access to the network.

7.0 Stakeholder Engagement

7.1 TfWM recognises that its Park and Ride sites can have a significant impact on local residents and is an issue that local authorities and local councillors have a keen interest in. Any changes to the way that TfWM delivers Park and Ride at its sites also needs to bear in mind what wider car parking policies are in place across each district council area.

7.2 Park and Ride policy within the TfWM area also needs to be influenced by policy in the wider commuter area, recognising that travel behaviour can be affected by both the availability of car parking and charging policy at stations in the wider area.

7.3 We will therefore continue to actively engage with the multiple stakeholders involved in Park and Ride as we continue to review our approach to delivery and priorities for expansion.

8.0 Financial implications

8.1 The provision of Park and Ride has considerable financial implications for TfWM. Operating Park and Ride sites currently costs over £2.4 million per annum. Any expansion in provision could have the potential to increase these costs further. Therefore any associated on-going revenue impacts of Park and Ride will need careful consideration as we take forward plans to expand provision.

8.2 In terms of further expansion and developments the TfWM capital budget alone will be insufficient to deliver all our aspirations and therefore there will be a need to explore all funding opportunities if a wider programme of schemes is to be delivered. This will include looking at charging to raise revenue in order to fund capital borrowing.

9.0 Legal Implications

9.1 Any development or expansion proposal for P & R sites will be subject to due diligence in terms of providing a comprehensive appraisal of land ownership status and to establish any requirements necessary in respect to consents and approvals needed for development. Any necessary property agreements, including transfers and leases, will also need to be negotiated and entered into and the appropriate timeframes for completion of these elements of work will need to be factored into the projects going forward.

9.2 Any changes resulting from our negotiations with Network Rail and the franchisee relating to the covenants contained within certain car park leases may also drive

legal costs and processes that will need to be factored into budgets and project timescales.

- 9.3** All necessary commercial agreements to undertake works will need to be entered into in line with all contract and procurement requirements.

10.0 Equalities implications

- 10.1** All TfWM car parks currently confirm to DfT Guidance on the design of stations in relation to the Equalities Act. We will continue to design to these standards for new park and ride sites, although TfWM will look to seek derogations to the number of Blue Badge spaces provided at stations where there is clear, sustained evidence of over-provision.

- 11.0 Other implications** – Not applicable

12.0 Schedule of background papers

Transport Delivery Committee, 3 April 2017 – Park and Ride Update

Transport Delivery Committee, 23 March 2015 – Park and Ride Task and Finish Review



TRANSPORT DELIVERY COMMITTEE

Date	9 th October 2017
Report title	Passenger information update
Accountable Director	Laura Shoaf Laura.Shoaf@tfwm.org.uk
Accountable Employee	Chris Lane, Head of Smart Travel Chris.Lane@tfwm.org.uk 0121 214 7022
Report has been considered by	Cllr. Kath Hartley

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

1. Note the activity with respect to information provision and the progress being made towards all operator real-time information.

1.0 Purpose

1.1 This report provides an update on the passenger information activities of Transport for West Midlands for April to June 2017.

2.0 Overview of passenger information activity

2.1 Over the last period the team have processed and provided information to support the following:

- Changes to routes and timetables for Network Stability Periods (NSP) 105, 106 and 107
- Information provided for Velo Birmingham on 28th September 2017
- Information provided for Great Birmingham Run 17th October 2017
- Battle of Britain Parade, Dudley 17th September 2017
- HSBC City Cycle Ride, Coventry 17th September 2017

3.0 Passenger Information Innovation Group

3.1 The Passenger Information Innovation Group is now well established. The goal of the group is to:

- Develop proposals and initiatives for the benefit of the customer, the economy and environment
- Drive innovation and best practice in passenger information
- Understand current information provision and propose incremental improvements
- Propose improved provision of information across all modes, on the network and through all information channels
- Advise the Bus Alliance on strategies and operational changes
- Provide reasoned arguments on the costs and benefits of any proposed changes
- Explore and evaluate new and modified passenger information schemes
- Consider, review and advise on multi-modal information, especially at interchanges
- Learn from best practice in other areas and industries
- Monitor implementation and success of proposed changes

3.2 Good progress has been made in creating an overview map of the bus network which is currently with the Mayor for comment. Further projects looking at principle destinations on timetable posters and better presentation on real-time information displays to improve accessibility have commenced. These projects have arisen from the Information Innovation Group and are discussed regularly.

4.0 Partnership working

4.1 Since 2001 the West Midlands Region (TfWM, Worcestershire, Herefordshire, Shropshire, Staffordshire, Warwickshire, Stoke and Telford) maintained a common database for bus services. Over the past two years TfWM have managed the collection and consolidation of the regional bus data on behalf of the whole region. TfWM use this information to provide timetables and journey planning for the entire region and pass this onto the national transport data set where it is used to provide open data and feeds and a feed into national bus journey planner and mobile app providers.

4.2 In 2016 West Midlands Travel Information Services (WMTIS), the company that established these arrangements, was wound up. WMTIS was a company set up in 2001 initially to provide bus telephone enquiries but also brought together bus information processing and provision across the region. Interim data processing arrangements were put in place up to the end of the financial year 2016/2017. TfWM have continued to build this partnership through leading of data processing and consolidation, chairing monthly update meetings with officers from each of the above authorities and sharing best practice to further develop the close regional arrangements for 2017/18 and beyond.

4.3 This group is working together on the passenger information aspects of the Bus Services Act 2017: Response to the Consultation on Draft Regulations and Guidance. If for any reason one of the partners chose to withdraw from the arrangement their data would still be available to TfWM from the national data set. In this case the partner authority would have to do all the processing themselves.

5.0 Bus Registration changes

5.1 Bus service registrations are essential for the delivery of all passenger information including printed and digital passenger information. Figure 1 shows the number of registrations received and processed by month in 2017 showing a higher number in April for Easter changes.

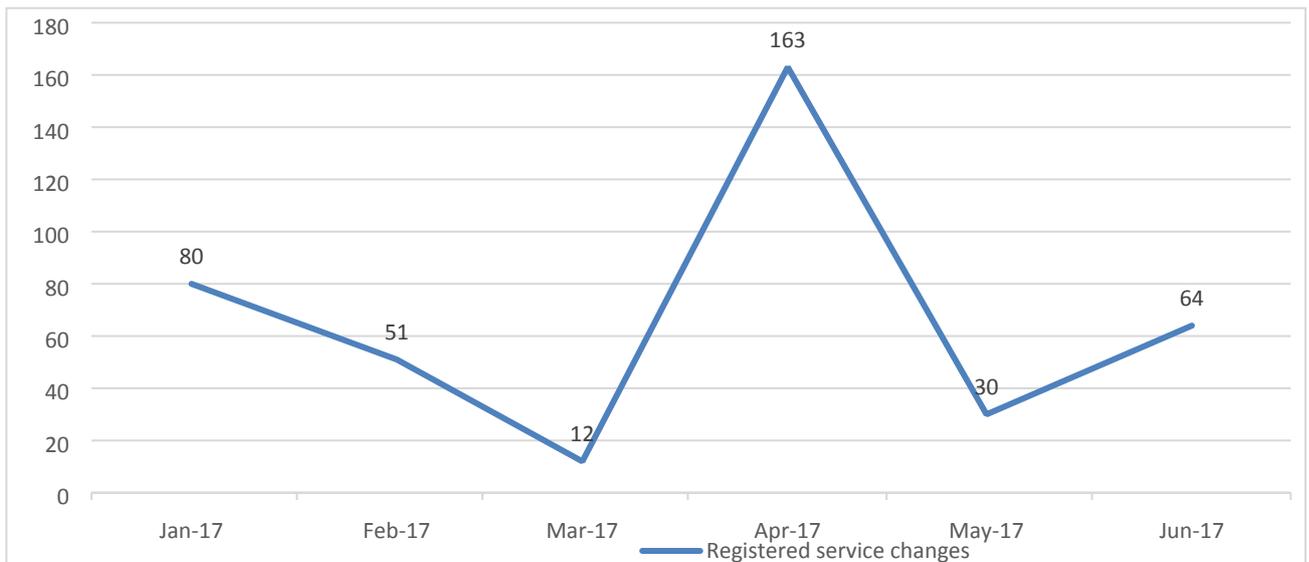


Figure 1

6.0 Printed passenger information

6.1 Figure 2 shows that for the registrations received 100% of the information was provided to customers as timetable posters and almost 100% as flags.

Timetable posters	NSP 105 (23/04/17)	NSP 106 (04/06/17)
Target Production	5283	3386
Actual production	5283	3386
% Production	100.00	100.00

Flags		
Target Production	972	1074
Actual production	969	1072
% Production	99.69	99.81

Figure 2

6.2 Where the information is eligible for re-charge the cost of this information is recovered from bus operators through the passenger information re-charging scheme. This scheme was updated in 2016 following approval by this Committee. TfWM are now exploring the method used to charge for mapping changes with a view to make this process fair across the operators. This will require a small amendment to the re-charging scheme and is being discussed with the bus operators.

7.0 Digital passenger information update

TfWM seeks to continue to improve the accuracy and reliability of real-time information and has taken a number of actions to achieve this. Maintenance contracts for the on street displays were re-let from 1st April 2017 with specialist suppliers who have a better understanding of the technology and who can fix any failures quickly. This has resulted in fewer displays being out of action giving a better service to passengers. This change in process means there are no Totem availability figures for April to June 2017, a new process commenced in from July 2017 and its results will be available for future reports

7.1 Figure 3 below shows how many buses National Express are currently able to track. This continues to move towards all NX buses being tracked. This graph, as other operators are available in real-time, will include their RTI tracking data.

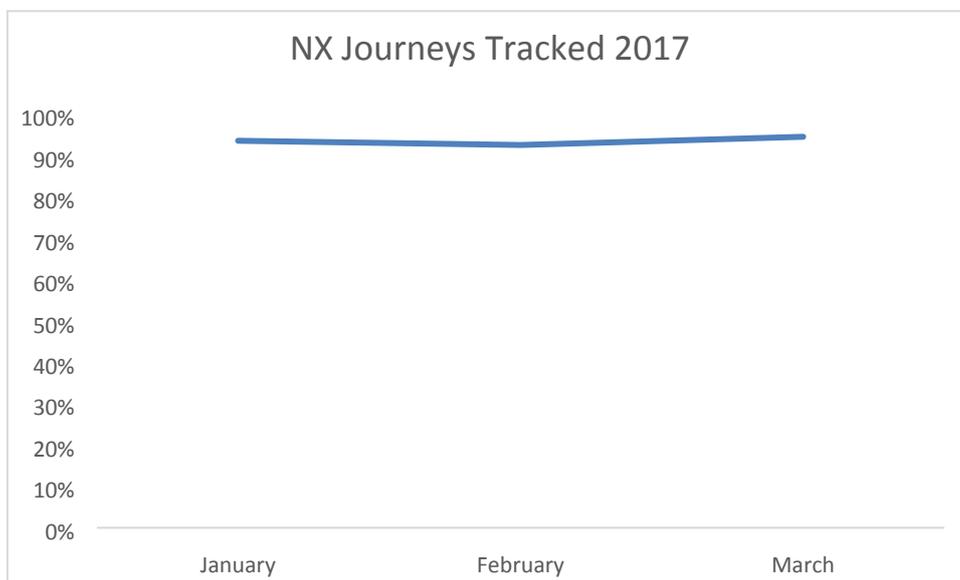


Figure 3

7.2 To date TfWM have only had National Express real-time information to provide to passengers. A project has commenced to provide real-time information for all bus operators. Information for Banga Buses and Diamond is expected to be available on newer displays before the end of the year.

8.0 Open Real-time Data update

8.1 TfWM continues to make data open for to third parties who may wish to use it as part of our strategy to get good passenger information into the hands of as many existing and potential customers as possible. These third parties can be mobile applications developers, universities and even the general public. TfWM provide a solution to deliver bus and tram real-time information to Google so that it is available in Google Maps and to any app developer or company through a subscription service. Rail real-time information is commonly available through the rail-industry.

9.0 Financial implications

9.1 There are no direct financial implications as a result of the recommendation with all related TfWM activities being funded within existing budgets.

10.0 Legal implications

10.1 No legal implications arising from this report except those that will be identified within the passenger information re-charging scheme itself.

11.0 Equalities implications

11.1 No equalities implications regarding proposed recommendations.

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WEST MIDLANDS
COMBINED AUTHORITY

Date	9 October 2017
Report title	Customer Engagement Update
Accountable Director	Steve McAleavy, Interim Director of Transport Services Email stephen.mcaleavy@tfwm.org.uk Tel 0121 214 7388
Accountable Employee	Sarah Jones, Head of Customer Services Email sarah.jones@tfwm.org.uk Tel 0121 214 7014
Report to be/has been considered by	Councillor Kath Hartley

Recommendations

1. The Committee is recommended to note the contents of this report and provide feedback in relation to its contents and in particular, the revised arrangements for face to face customer engagement explained in paragraphs 3 to 10 inclusive.

1. To provide an update on the key engagement forums and activity undertaken in quarters 1 and 2 of 2017-18, namely:

Section A	Your Public Transport Matters Events <ul style="list-style-type: none"> • Your Public Transport Matters Events
Section B	Other Engagement channels <ul style="list-style-type: none"> • Online • Face to face
Section C	Passenger Champion Activity <ul style="list-style-type: none"> • Bus Passenger Champions • Metro Passenger Panel • Rail Passenger Champions

Section A - Your Public Transport Matters Events

2. The purpose of this section of the report is to provide the Committee with an update on Your Public Transport Matters (YPTM) events for the 2017-18 municipal year. Since the last report to this Committee a further 9 events have taken place. Table A below shows the locations and dates of each event and the number of customers assisted.

TABLE A

Event	Date	Number of Customers Assisted
Coventry - Pool Meadow	24-Mar-17	99
Oldbury	20-Apr-17	30
Merry Hill	29-Apr-17	38
Wolverhampton Bus Station	08-Jun-17	195
Solihull - Mell Square	04-Jul-17	76
Perry Barr One Stop	06-Jul-17	194
Coventry – Godiva festival	08-Jul-17	52
West Bromwich Bus Station	12-Aug-17	68
Walsall - Park Street	26-Aug-17	25

3. YPTM events have provided members of the public with an opportunity to speak to TfWM and transport operators face to face and raise any individual questions or concerns. During 2017, there have been themed events at several locations, including a specific event held in Oldbury to promote public transport to motorists directly impacted by the M5 roadworks. New locations have also been trialled, including a music festival in Coventry and next to the car park at Perry Barr One Stop. Further efforts have been made to increase awareness and therefore promote attendance by redesigning posters, bus PINs and boards to make these more eye catching.

4. Despite measures to promote these events, as can be seen from Table A above, customer attendance and therefore value for money varies greatly by event. The Wolverhampton Bus Station event in June 2017 and the Perry Barr One Stop event in July 2017, proved the most successful in terms of attendance. The Wolverhampton event was used to engage with customers about the Bilston Road Metro works from June to December 2017. The Perry Barr event was delivered as part of a number of activities during Catch the Bus Week and was used to promote SWIFT by handing out pay-as-you-go cards to passers-by with a free £5 top up included. This therefore increased the number of customers “assisted”.
5. Location and weather are known factors that impact attendance however, the increasing range of alternative ways of getting in touch also influence customer behaviour. The Transport for West Midlands’ Customer Services Centre for example, has experienced a significant rise in telephone, email and Social Media messaging over the last 12 months. There is also a good programme of other outreach events organised and hosted by West Midlands Combined Authority (WMCA). This includes the use of the exhibition bus at general drop in sessions and additionally when required, targeted events to support bus network consultations, Catch the Bus Week and National Customer Service Week as examples. Transport operators also organise their own forums including the Metro Passenger Panel and London Midland’s Meet the Manager events.
6. Given the availability of alternative forums and channels for customer engagement, it is proposed that there are no further separate YPTM events delivered beyond the current calendar which runs to December 2017 and is detailed in **Appendix A**. This will allow staff resource to be redirected to busier customer channels i.e. telephone, email and Social Media. By way of example, preparing for and attending YPTM events takes approximately 11 hours per event.
7. The important role of face to face engagement opportunities will be retained through the alternative calendar of engagement events delivered by WMCA’s Communications Team. There are generally 2-3 events per month as a minimum and the forthcoming events across the network are detailed in **Appendix B**.
8. A key success of YPTM events has been the partnership approach to customer engagement established with operators and other agencies such as Safer Travel. This best practise would be sustained by joining these parties up with some of the events organised by the Communications Team.
9. It is intended that key stakeholders including individual Passenger Champions and Operators are informed of these arrangements and the wider engagement calendar is widely promoted.

Section B - Other Engagement channels

10. The purpose of this section of the report is to provide the Committee with an overview of the current engagement opportunities available to customers and the planned Customer Services events due to take place in Quarters Two (Q2) and Three (Q3) July to December.
11. Customers can continue to use our online platforms, such as the Network West Midlands and Transport for West Midlands' websites, to engage with us directly. These can be used to make suggestions on current services and/or infrastructure and find out more information on wider transport matters. There is a dedicated 'Have Your Say' page on the Network West Midlands website that promotes all engagement activities across the network including all passenger champion schemes, the Exhibition Bus and Meet the Manager events that are delivered by the operators.
12. During Quarter 3 TfWM's Customer Services Team, in partnership with the Institute of Customer Service, will be conducting a customer satisfaction survey. This will give customers an opportunity to provide feedback on the service they have received when contacting us via telephone or email. The results will then be reviewed and an action plan created to make any necessary improvements to the customer experience. The survey will then be conducted again in the future to compare the results and measure any improvements made.
13. TfWM Customer Services will also be delivering a Meet the Manager session at one of the Bus Stations. This will be delivered through the local onsite management team at Wolverhampton Bus Station and give customers an opportunity to meet the team that deliver services face to face. Customers can be engaged on future plans regarding the Metro extension from the St. George's stop to the Bus Station and the redevelopment plans for Wolverhampton Rail Station.

Section C - Bus Passenger Champions

14. The purpose of this section of the report is to provide the Committee with an overview of the Bus Passenger Champion activity results for Quarters One (Q1) and Two (Q2) January to June 2017, which are detailed in **Appendix B**.
15. Over the past 2 Quarters 447 bus audits were conducted. 145 of these were conducted at bus stops and 302 on bus. This year the number of audits conducted decreased compared to the same period last year (447 compared to 735), mainly due to the reduced input from TfWM's Customer Intelligence Team. However, it is to be noted that the total volume completed is still significantly higher than the minimum the Passenger Champions are expected to complete each year. In total there were 26 active passenger champions in 2017. The significant items for noting are as follows:

At Stop

- 99% of Passenger Champions considered the majority of audited stops to have sufficient seats (99%). The highest ever recorded.
- Stops in Birmingham/Solihull were most likely to have working (93%) and accurate (95%) electronic timetable displays, compared to the Black Country (working, 87%; accurate, 83%) and Coventry (working, 30%; accurate, 38%).
- It was identified that the electronic display outside of Coventry Rail Station was contributing to the low figures above and thanks to feedback from the Passenger Champions this has now been addressed.

On Bus

- The majority of audited buses (88%) were National Express West Midlands (NXWM). A further 5% being conducted on Diamond services and 4% on Hansons. All other services made up the last 3%. This is an improvement from last year when NXWM were audited 95% of the time.
 - 97% of all buses pulled into the kerb to enable easy boarding, up from 96% last year.
 - Buses were largely considered to have acceptable noise levels (96%) and to be free from dirt (89%).
16. TfWM's Customer Relations Manager and the Lead Member for Putting Passengers First, Councillor Kath Hartley, in agreement with the Bus Passenger Champions, have updated the current At Stop and On Bus surveys that are completed on the network. This has involved streamlining the forms and making them shorter and more focussed and therefore easier to complete and submit.
 17. Working in partnership with the leads for Metro Passenger Panel and Rail Passenger Champions schemes, sessions have been conducted over the summer to review the survey forms for all three transport modes and agree on a new survey design. Draft surveys were then presented back to all three Passenger groups, giving them an opportunity to provide feedback. It was noted that the new surveys were well received and only a couple of amendments were requested. The current surveys (At Stop and On Bus/Rail/Metro) have now been combined into one survey to complete. All three surveys are similar in the questions asked which will allow for easier comparison across all modes, to therefore identify where improvements to the customer experience are required. The final surveys for all three modes have now been completed and these will go live from October 2017.
 18. It is hoped that the newly designed surveys for all three Passenger Champion schemes will encourage more surveys to be completed each quarter, particularly for Metro and Rail. Bus Passenger Champions in the Coventry area have agreed to complete more surveys going forward. The group agreed that in order to influence change, especially with the bus operators, this needs to be evidence based, so the survey results will help to support this. Two new Passenger Champions have also joined the scheme from Birmingham and Coventry, via recommendation from TfWM's Network Delivery Team. They will carry out audits of routes and services previously not covered.

Metro Passenger Panel

19. The Midland Metro Passenger Panel is organised and managed jointly by the operator National Express Midland Metro and TfWM's Metro Team directly. The forum continues to be refreshed with additional voices on the panel for their quarterly meetings. A regular focus on performance through these sessions allows Midland Metro customers to share their feedback and ideas for service improvement. Topics discussed in the last meeting in July included the Bilston Road Metro works, an update on the current planned Metro extension to Edgbaston and service improvements.
20. There were no tram audits completed by the Metro Passenger Panel continue during the last 2 Quarters. Work has been undertaken with National Express Midland Metro and TfWM's Metro Team to address this. This includes redesigning the audit forms and process (as explained in paragraphs 17-19 above) and promoting the value of collecting this insight to the Champions themselves.

Rail Passenger Champions (Cross City Line)

21. The Rail Passenger Champions is organised and managed by the operator London Midland directly. The Champions have been recruited with a specific focus on the Cross City line. The quarterly sessions continue to be refreshed with new guest speakers. Agenda items in the last meeting in July included an update on timetable improvements, a demonstration of the newly released Transport App and a presentation of the new Rail Passenger Champion survey. The meeting concluded with a tour of the Soho depot, to give an opportunity for the Champions to see how services are delivered "behind the scenes".
22. Similar to Metro there have been no audits completed during the last 2 Quarters and the same approach has been taken with Rail Champions as outlined above.

Financial Implications

23. There are no financial implications as a result of the recommendations within this report. Existing customer engagement activity is funded within current agreed budgets.

Legal Implications

24. There are no legal implications arising as a result of the recommendations within this report.

Equalities Implications

25. There are no equalities implications arising as a result of the recommendations within this report.

Stephen McAleavy

Interim Director of Transport Services

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Glossary of Terms

Word / Acronym	Explanation
WMCA	West Midlands Combined Authority
TfWM	Transport for West Midlands
Champion	Member of general public that completes transport audits on behalf of Operator or TfWM and attends regular forums to discuss results and give feedback
YPTM	Your Public Transport Matters (event)

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Your Public Transport Matters Events 2017 - 2018

Month	Date	Time	Location / District
September	Thursday 7 September	1200 - 1400	Coventry Bus Station
September	Thursday 21 September	1400 - 1600	Walsall - Bradford Place (new location)
December	<i>Saturday 9 December</i>	<i>1200 - 1400</i>	<i>Birmingham</i>

*** Event in RED is yet to be confirmed*

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WMCA Events 2017 - 2018

Month	Date	Time	Event	Location
September	19/09/2017	0730 – 0930	Meet the Manager session	Birmingham New Street
September	20/09/2017	0730 – 0930	Meet the Manager session	Birmingham Snow Hill
September	21/09/2017	1400 – 1600	Your Public Transport Matters	Walsall - Bradford Place
September	22/09/2017	1630 – 1830	Love Your Bike Session	Dorridge Rail Station
September	28/09/2017	1800 – 1930	Metro Passenger Panel	Wednesbury
October	05/10/2017	1630 – 1830	Love Your Bike Session	Canley Rail Station
October	10/10/2017	1400 – 1600	Bus Passenger Champions	Coventry
October	10/10/2017	1630 – 1830	Love Your Bike Session	Birmingham New Street
October	11/10/2017	1630 – 1830	Love Your Bike Session	Coventry Rail Station
October	12/10/2017	1300 – 1500	Bus Passenger Champions	Birmingham
October	12/10/2017	1630 – 1830	Love Your Bike Session	Wolverhampton Rail Station
October	13/10/2017	1400 – 1600	Bus Passenger Champions	Sandwell
October	17/10/2017	1630 – 1830	Meet the Manager session	Birmingham New Street
November	14/11/2017	0730 – 0930	Meet the Manager session	Birmingham New Street
December	09/12/2017	1200 – 1400	Your Public Transport Matters	Birmingham
January	18/01/2018	1800 – 2000	Rail Passenger Champions	Birmingham
January	25/01/2018	1300 – 1600	Bus Passenger Champions	Wolverhampton
March	10/03/2018	1200 – 1400	Exhibition Bus	Wolverhampton Bus Station
March	22/03/2018	1300 – 1500	Exhibition Bus	Halesowen - tbc

***Events in red are to be confirmed*

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Passenger Champion Q2 Summary 2017-18

- This is a summary of the 2017 Passenger Champion audits providing the information for Q1 and Q2 (January-June 2017).
- There were 26 active passenger champions in Q2 conducting **447** audits.
- 55% of audits were conducted online and 45% on paper.

At-Stop Audits

- Q2 saw 145 audits completed a stop.
- Over the 2 quarters the Black Country had the most audits, followed by Birmingham/Solihull and Coventry.
- 22% were conducted during the morning peak, before 0930, with a further 7% conducted during the evening peak (between 1531-1830). 65% of audits were conducted during off peak hours between 0931-1530 and after 18:00 (5%).

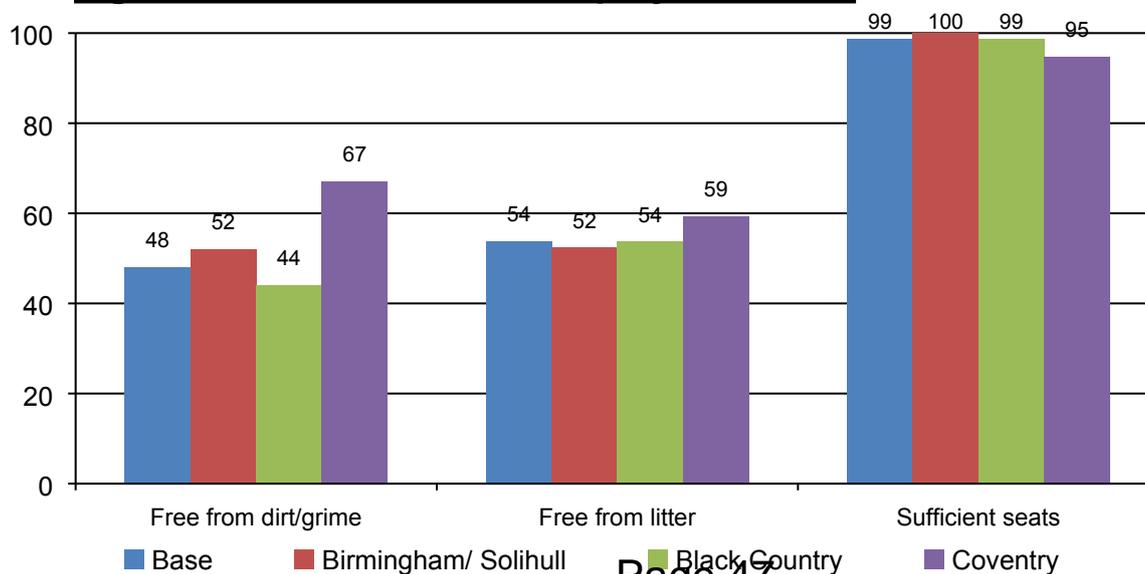
Table – Audits by area

	Q1 surveys	%	Q2 surveys	%	Total surveys	Total %
Birmingham/Solihull	40	27	46	32	86	29
Black Country	98	66	83	57	181	62
Coventry	11	7	16	11	27	9
Total	149	100	145	100	294	100

Condition of Bus Stop

- Auditors considered the majority of audited stops to have sufficient seats (99%).
- Bus stops in the Black Country were considerably lower rated in terms of cleanliness (44%), whilst littering dipped to 52% in Birmingham/Solihull.
- Stops in the Coventry were highest rated in terms of both cleanliness and littering (67% and 59% respectively).

Figure - Condition of Bus Stop by PEG Area

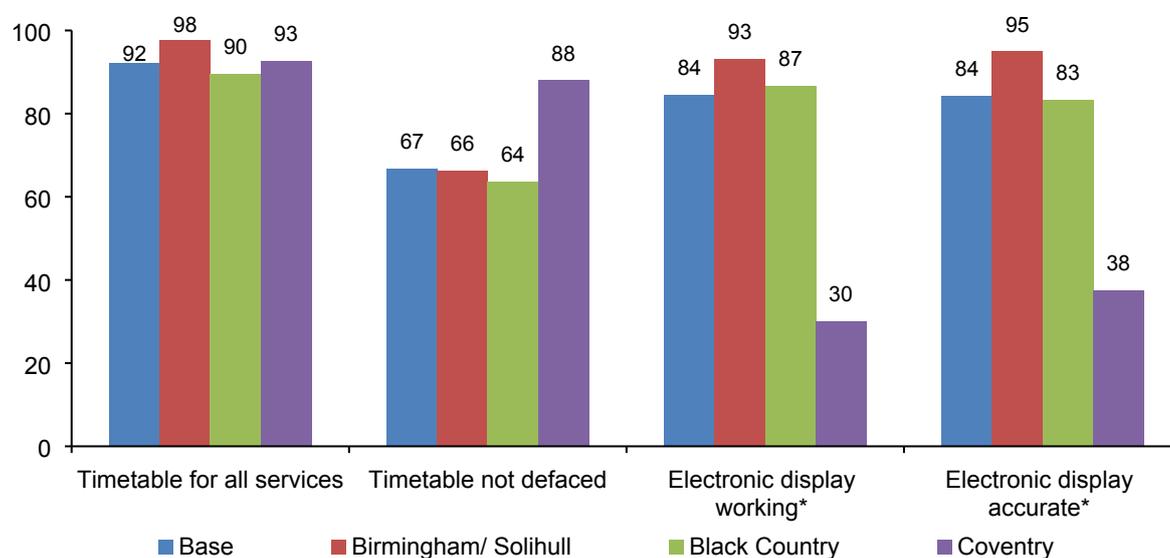


At Stop Information

- Positively the majority of stops had a timetable available for all the services using it (92%), this rose to 98% in the Birmingham/Solihull, dipping to 90% in the Black Country.
- 67% of timetables were recorded as 'not defaced'.
- The condition of timetables was lowest rated in the Black Country, where 35% were considered slightly defaced. The condition of timetables was highest rated in Coventry (12%, defaced).
- 12 auditors had reported missing or damaged timetables in Q2, compared to 8 in Q1.
- Where available, electronic displays were working at 84% of stops.
- The electronic information appeared accurate at 84% of stops.
- Stops in Birmingham/Solihull were most likely to have working (93%) and accurate (95%) electronic displays, while stops in the Black Country were least likely (working, 87%; accurate, 83%).
- 14 auditors had reported the electronic information as not working/incorrect in Q2.

Figure - At Stop Information (Q1 - Q2)

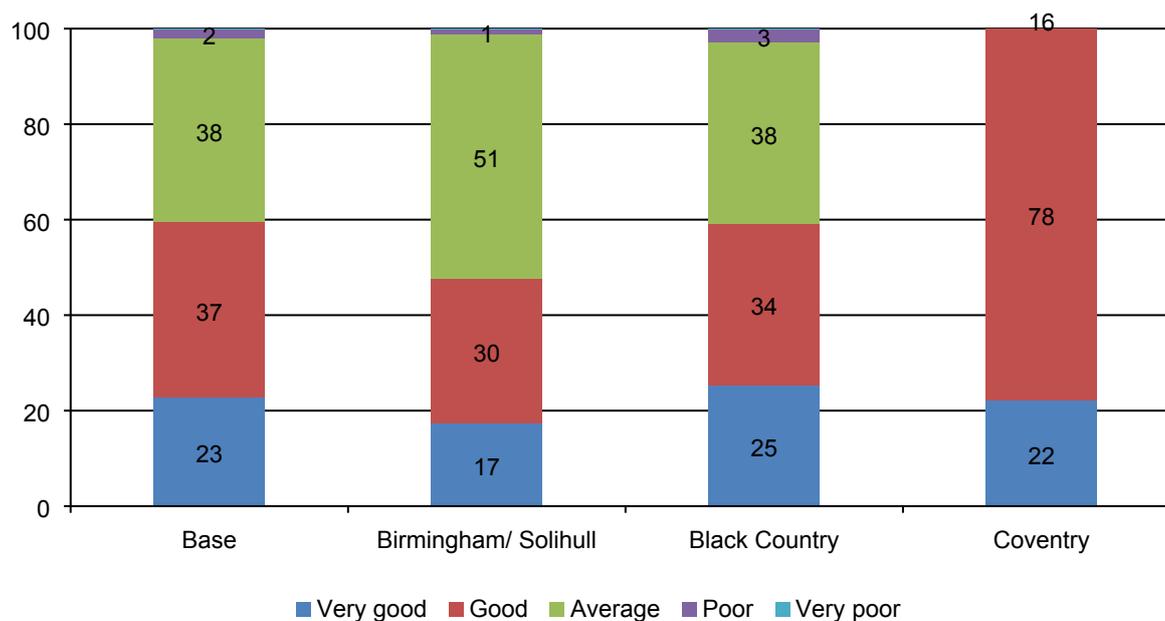
**where available*



At Stop Safety

- 60% of Passenger Champions rated safety at stops as very good/good. 38% rated it as average, only 2% rated at stop safety as poor.
- Respondents in Coventry were most likely to rate safety as very good/good (100%), this dipped to 59% in the Black Country and to 48% in Birmingham/Solihull.

Figure - At Stop Safety (Q1 - Q2)



Further Comments

- 67 further comments were made about bus stops in Q2.
- Most of the comments focused on graffiti/etching, followed by the stop being dirty/needs cleaning or incorrect at-stop information.

Q2	Responses
Graffiti/etching/neglected	21
Dirty/Grimy/Needs cleaning/Weeds growing	10
Information incorrect at-stop/Misleading	9
No/Nothing	8
Clean/good condition/well maintained	6
No timetables/timetables not available for all services	6
Timetable case broken/No timetable case	5
Litter	3
Cigarette burns/burn marks	2
Seats get wet/roof/shelter leaks	1
RTI not working	1
Shelter hit by a car	1
Pole only	1
Total	67

On-Bus Audits

- 302 on-bus audits were conducted in Q2 overall.
- A similar proportion of audits were conducted in Birmingham/Solihull and the Black Country (48% and 49% each), with just 3% in Coventry.
- 8% of on bus audits were conducted during the morning peak (before 0930) and a further 14% in the afternoon/evening peak. 74% were conducted during the off peak hours between 0931-1530 and after 1830 (3%).

Table – Audits by area

	Q1 surveys	%	Q2 surveys	%	Total surveys	Total %
Birmingham/Solihull	103	48	144	48	247	48
Black Country	101	47	156	52	257	49
Coventry	11	5	2	1	13	3
Total	215	100	302	100	517	100

- The majority of audited buses were National Express (88%). A further 5% being conducted on Diamond services and 4% on Hansons.

Table - Bus Operator Audited

	Q1 surveys	%	Q2 surveys	%	Total surveys	Total %
National Express*	174	81	266	88	440	85
Diamond	17	8	16	5	33	6
Hansons	16	7	11	4	27	5
Arriva	5	2	0	0	5	1
NX Coventry*	2	1	0	0	2	0
Igo	1	0	0	0	1	0
West Midlands Travel*	0	0	7	2	7	1
Central Buses	0	0	1	0	1	0
De-Courcey	0	0	1	0	1	0
Total	215	100	302	100	517	100

*Same operator

- The table below looks at the number of different routes audited in each district.
- 55% of audits were conducted on a double decker and 41% on a single decker.

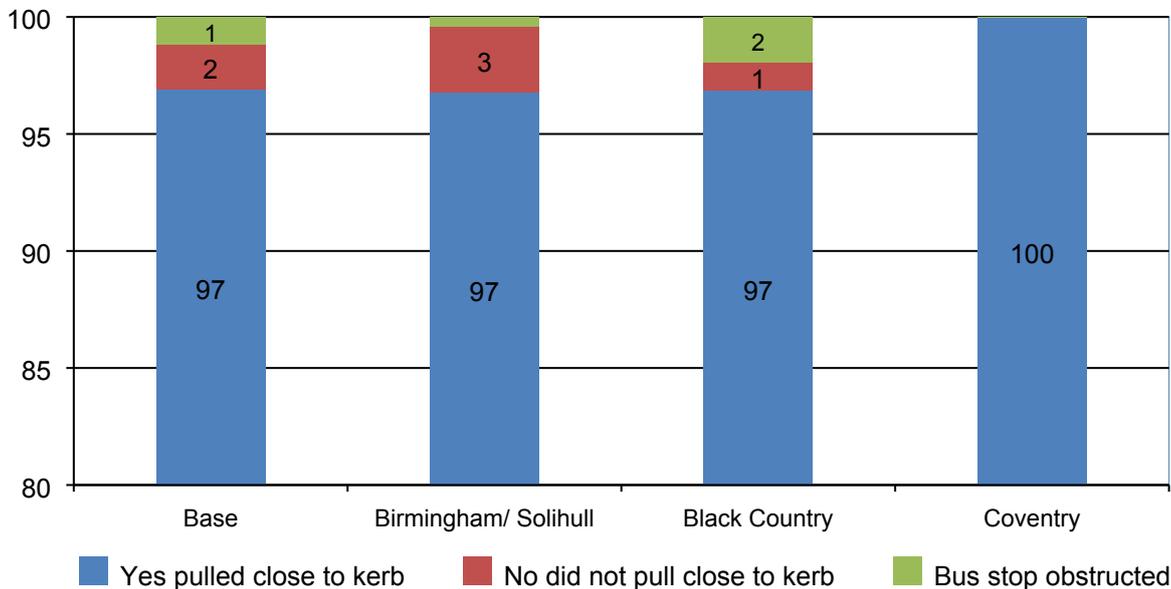
Table – Bus Routes Audited By District

District	Q1 route	Q2 Routes
Birmingham	29	51
Coventry	9	2
Dudley	12	18
Sandwell	7	21
Solihull	13	14
Walsall	6	7
Wolverhampton		6

Boarding the Bus

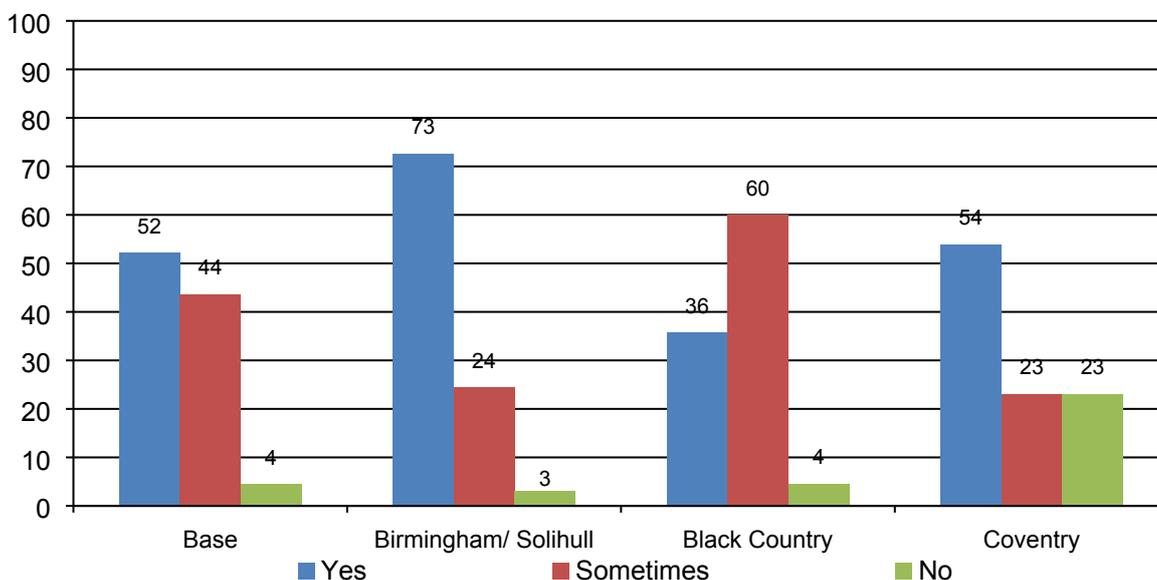
- 97% of all buses pulled into the kerb to enable easy boarding.
- Only 1% of auditors recorded the bus stop as being obstructed.

Figure – Bus Boarding



- 52% of drivers always used the low floor access, however 44% only used it sometimes. 4% never used the low floor access.
- Low floor usage ‘all the time’ peaked in Birmingham/Solihull at 73%, it dipped to 54% in Coventry and to 36% in the Black Country.

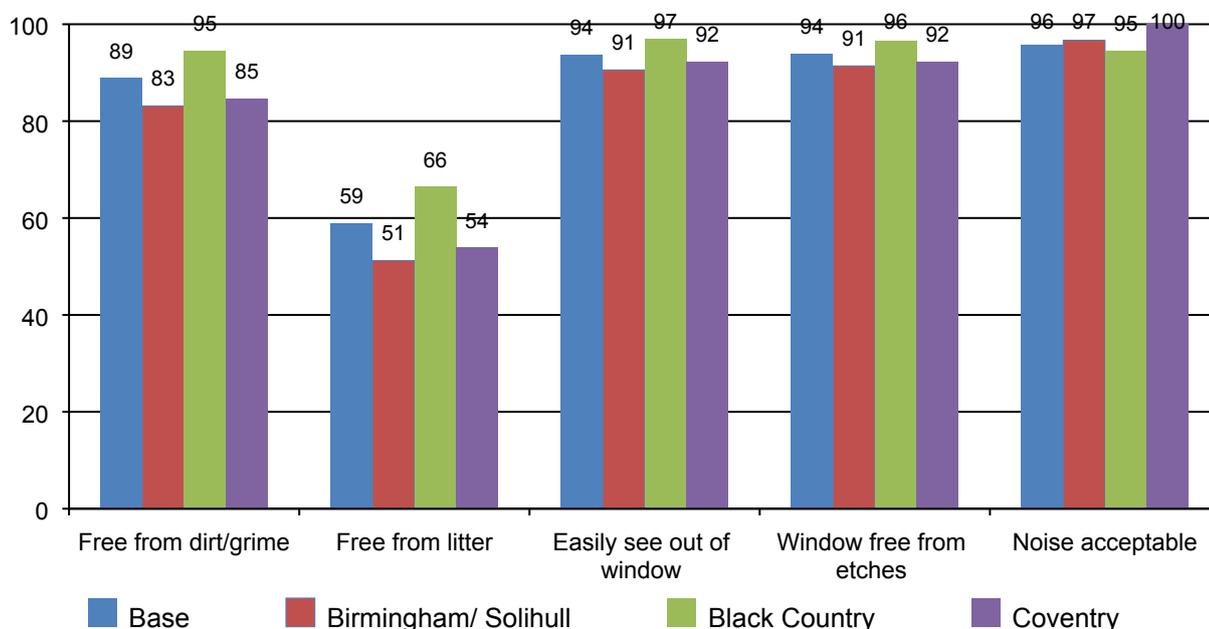
Figure - Low Floor Usage



The Bus Journey

- Only 8% of all auditors reported that they had to stand for some part of the journey, this rose to 11% in Birmingham/Solihull.
- Buses were largely considered to have acceptable noise levels (96%) and to be free from dirt/grime (89%).
- 94% of windows were free from etching, with a further 94% of windows judged to be easy to see out of.
- Fewer buses (at 59%) were considered free from litter.
- Buses in the Black Country tended to be most highly rated in terms of cleanliness, littering and being able to see out of the windows.
- Buses in Birmingham/Solihull tended to be lowest rated in terms of cleanliness, littering and window visibility.

Figure - Condition of Bus



- Passenger Champions who thought noise levels were unacceptable were asked to record why. In Q2 the main reasons centred around noisy air conditioning and loud teenagers/kids/baby.

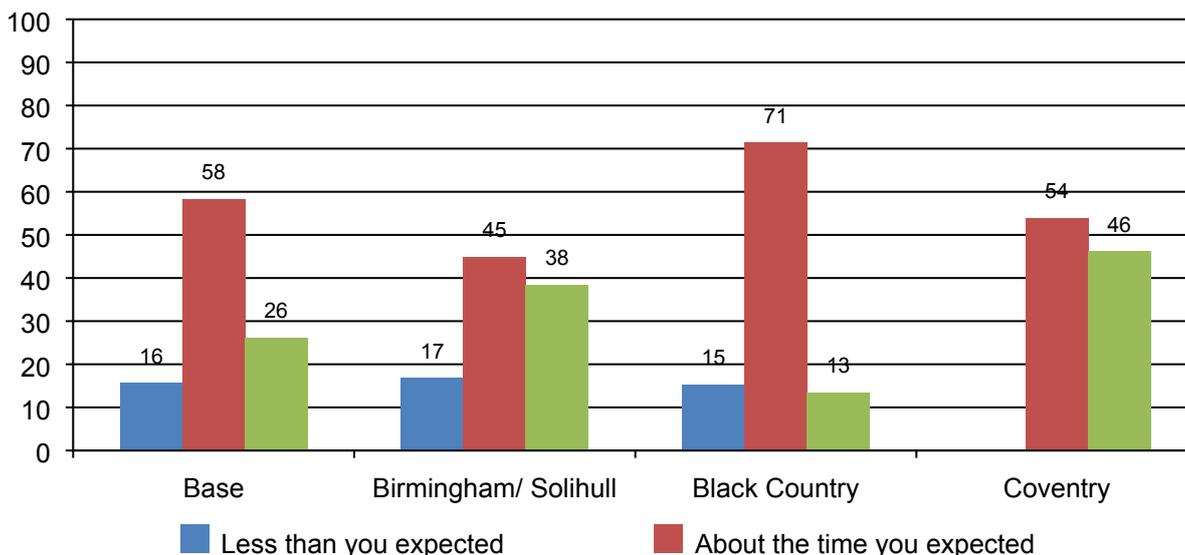
Table - Reasons for Buses Being Noisy

If noisy, describe why	Q2
Noisy air conditioning	10
Noisy teenagers/kids/baby	6
Loud mobile phone users	1
Noisy Passengers	1

Punctuality of the Bus

- 58% of auditors thought their wait time was 'as expected'; 16% waited 'less than expected' while 26% waited 'longer than they expected'.
- The 6 respondents in Coventry (46%) were more likely to state they waited 'longer than expected', this dipped to 13% in the Black Country.
- 17% of auditors in Birmingham/Solihull waited less than expected.

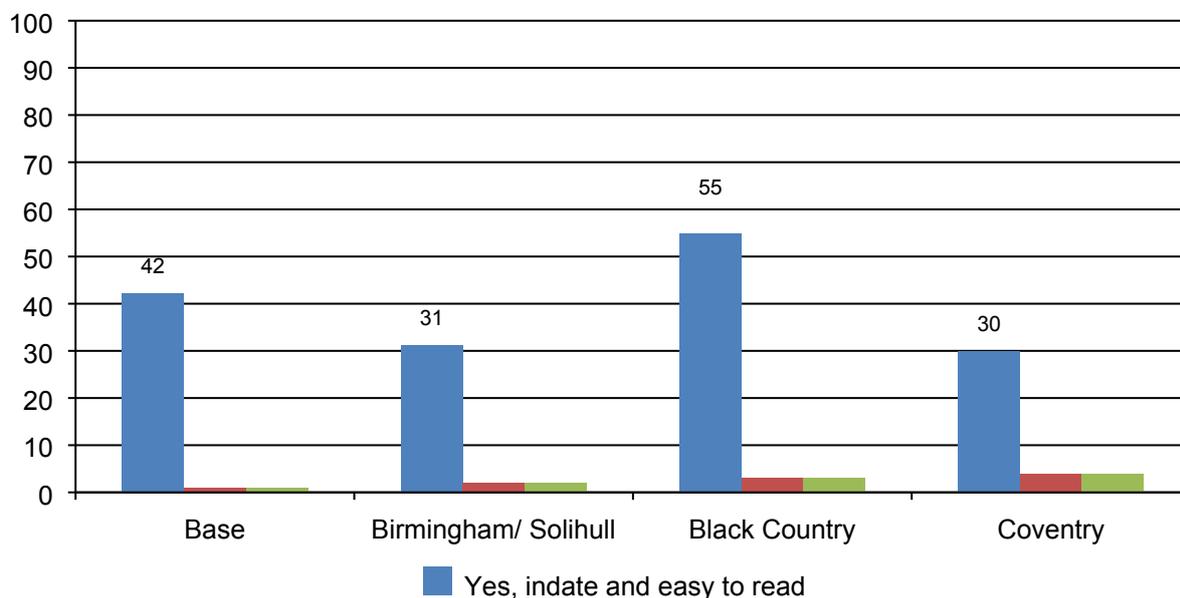
Figure - Usual Bus Wait Time (Q1 - Q2)



On-Board Information

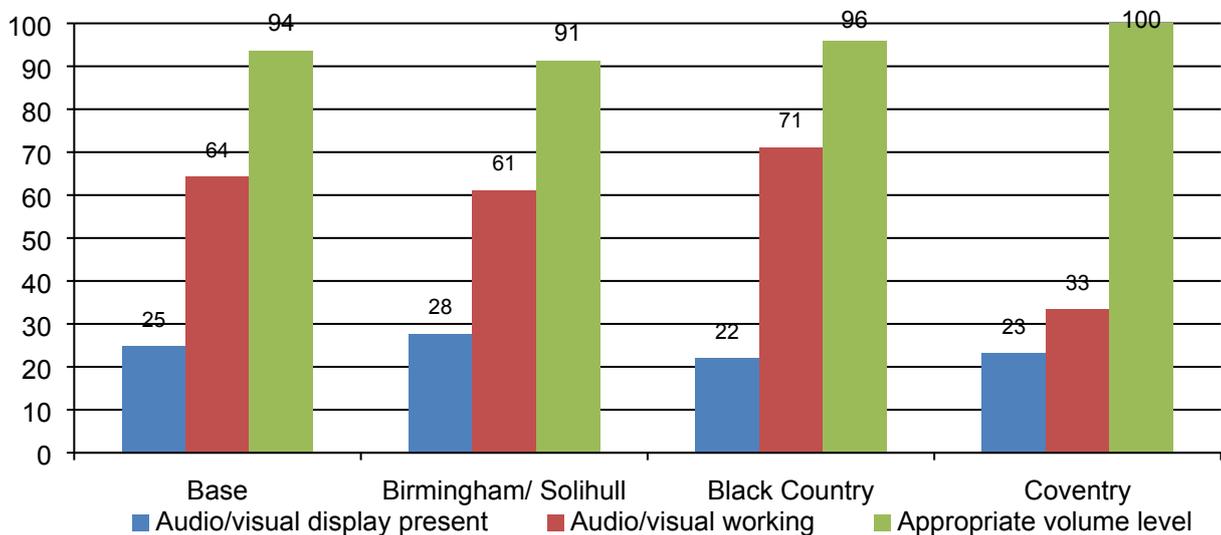
- Of the 38% of buses which had service change posters, 42% were in date/easy to read, this rose to 55% in the Black Country dipping to 31% in Birmingham/Solihull and 30% in Coventry.

Figure - Were Any Service Change Posters In Date And Easy To Read (Q1-Q2)



- A quarter (25%) of audited buses had audio/visual destination announcements.
- On vehicles fitted with audio/visual announcements just under two thirds were recorded as working (64%).
- 94% of auditors thought that the volume on the announcements was at the right level. 2% thought it was too quiet and 5% too loud.

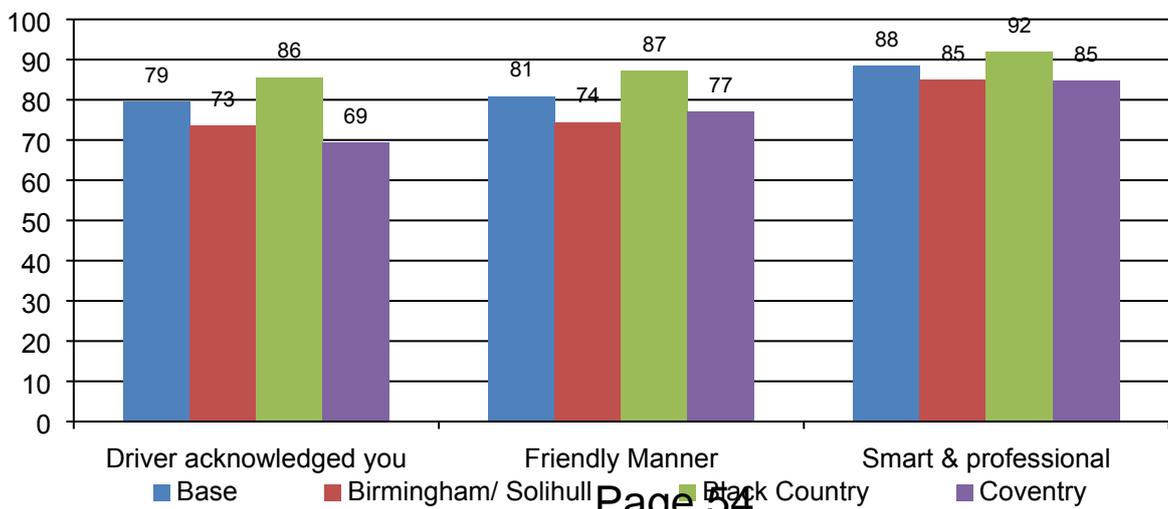
Figure - Audio/Visual Destination Announcements (Q1 - Q2)



The Driver

- 79% of drivers acknowledged auditors when they boarded a bus.
- Drivers in the Black Country were most likely to acknowledge passengers on boarding (86%); drivers in Coventry least likely (69%).
- The driver was, in the main, considered to have a ‘friendly’ manner (81%).
- The majority of drivers (88%) were considered ‘smart/professional’, 11% were considered ‘somewhat casual but still smart’.
- Drivers in the Black Country were considered to be most friendly (87%) and to have the smartest appearance (92%).

Figure - The Driver Appearance And Behaviour By PEG Area (Q1 – Q2)



- 5 Passenger Champions from Birmingham/Solihull recorded that the driver had to deal with anti-social behaviour in Q2. The nature and outcome was only recorded for 3 of the incidents.

Table - Incidents Of Anti-Social Behaviour (Q2)

What was the nature of the anti-social behaviour?	How did the driver deal with the issue?
Bus full - mothers getting on with pushchairs yelling at passengers	Waited for passenger to be seated - very good attitude
Passenger refused to pay fare	Switched engine off until the passenger got off
A drunk person who was urinating on the bus	No reply

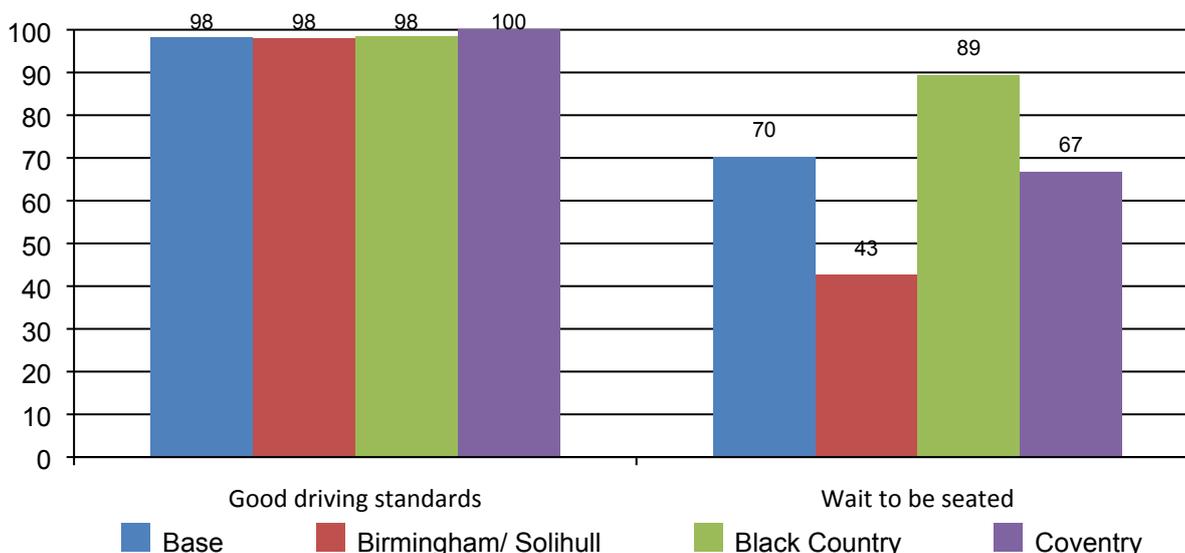
Table - Further Driver Comments (Q2)

	Count
Very friendly/polite/pleasant/helpful/good attitude	3

Standard of Driving

- Driving standards were highly rated (98%, good), this proved to be the case in all PEG areas, reaching a maximum score in Coventry (100%).
- 70% of drivers waited for passengers to be seated before setting off. This figure varied significantly by PEG area with just 43% of drivers in Birmingham/Solihull waiting for passengers to be seated, improving to 89% in the Black Country and 67% in Coventry.

Figure - Driving Standards by PEG Area (Q1 to Q2)



- Auditors recorded the reasons for describing driving standards as poor. Only 6 responses were made in Q2, 2 of which were about heavy braking or failure to pick passengers up at-stop.

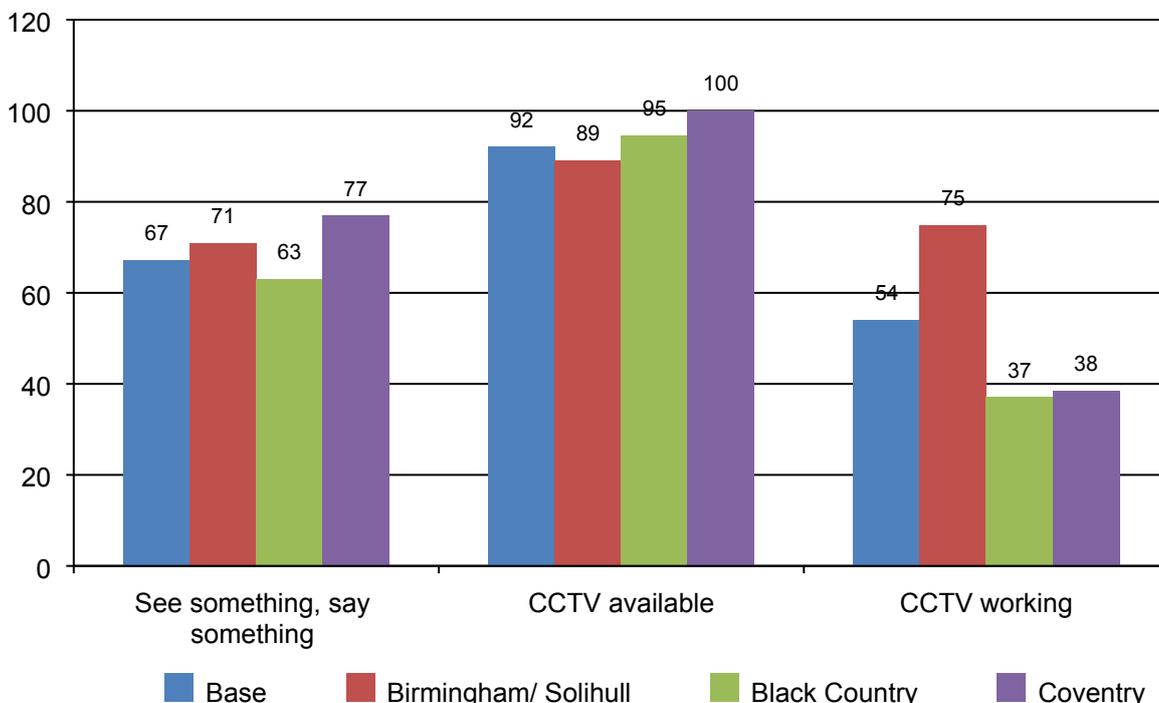
Table – If Driving Standards Poor Please Explain (Q2)

	Count
Heavy braking	2
Left passengers at stop/Did not stop to pick passengers up	2
Did not pull into the kerb	1
Did not wait for passengers to be seated	1

On-Bus Safety

- 92% of auditors noted that CCTV was available on board services. This rose to 100% in Coventry and 95% in the Black Country.
- However only 54% could assess that the CCTV was working. 37% were unsure while 9% thought that it was not working.
- Auditors in Birmingham were most likely to think that CCTV was working (75%); those in the Black Country least likely (37%).
- 67% saw the ‘See Something, Say Something’ poster on board. This rose to 77% in Coventry dipping to 63% in the Black Country.

Figure - Bus Safety Measures (Q1 - Q2)



Further Comments

- 112 further comments were made regarding the bus journey in Q2.

Table - Summary of Comments Made (Q2)

Q2 - Further Comments	Count
CCTV available by camera by door only/Not covering all areas	30
CCTV not working/Not working properly	24
Service change posters out of date	12
Bus was late/early/didn't show up	10
Timetable out of date/wrong	5
Excellent/Good/Friendly driver	4
Bus over crowded/Passengers standing/Needs to be a double decker	4
Driver didn't communicate with passengers/Inform passengers of diversion	3
Audio/Next stop announcements not working	2
Good/Exceptional journey	2
Bus was unable to get to the correct stop/Cars parked	2
Clean/Tidy bus	2
No CCTV screen/TV	2
Air con not working	1
Journey ended early due to incident	1
Busy bus	1
Driver almost didn't stop	1
Drivers should be made to wear uniforms (Diamond)	1
Driver didn't stop for passengers	1
Could not purchase a Sandwell and Dudley zone ticket	1
Antisocial behaviour on bus	1
Driver waited for passengers to board	1
Rattily bus	1

Appendix - Bus Routes Audited (Q2)

Birmingham	Count	Sandwell	Count	Wolverhampton	Count
2	8	82	3	259	13
X51	8	49	2	10	3
3	7	87	2	126	2
23	7	122	2	255	2
126	7	128	2	62	1
17	6	48A	2	62A	1
60	5	4	1	Solihull	Count
11C	5	55	1	S3	11
22	4	58	1	72	3
9	3	80	1	14	2
101	3	89	1	73	2
11A	3	120	1	5	1
14	2	140	1	6	1
16	2	231	1	55	1
49	2	289	1	58	1
58	2	11C	1	71	1
66	2	120A	1	94	1
67	2	16W	1	96	1
73	2	4H	1	97	1
89	2	54A	1	X12	1
94	2	80A	1	X70	1
98	2	Dudley	Count	Coventry	Count
244	2	X96	48	10	1
X10	2	9	4	585	1
X5	2	251	4		
1	1	1	3		
7	1	250	3		
24	1	120	2		
31	1	126	2		
48	1	228	2		
55	1	244	2		
71	1	2	1		
74	1	255	1		
80	1	256	1		
82	1	257	1		
87	1	276	1		
96	1	657	1		
120	1	4H	1		
935	1	4M	1		
937	1	X10	1		
8C	1	Walsall	Count		
120A	1	529	14		
50A	1	X51	5		
66E	1	7	2		
80A	1	48	1		
97A	1	51	1		
X1	1	301	1		
X12	1	937	1		
X3	1				
X64	1				
X70	1				



Transport Delivery Committee

Date:	9th October 2017
Report Title:	Bus Business Report
Accountable Director:	Steve McAleavy (Interim)
Accountable employee(s):	Edmund Salt
Report Considered by:	Cllr Kath Hartley

Purpose of Report

1. To report matters relating to the performance, operation and delivery of bus services in the West Midlands. This report includes:

Section A **Services Performance Summary**

- Punctuality and reliability July 2017
- Patronage July 2017

Section B **Bus Alliance Update**

- Bus Alliance development and governance
- Patronage task and finish group
- Network Development Plans
- Bus Services Act 2017
- Advanced Statutory Quality Partnerships

Section C **Tendered Bus Services Contracts – October 2017**

Section D **Operational Matters and Passengers Impacts**

- Network Resilience
- South Birmingham review
- Dudley consultation
- Bus stop rationalisation
- National Express West Midlands (NXWM) low fare zones

Section A Bus Services Performance Summary

- 2.1 Bus reliability for August is at 94.5 per cent against a target of 97 per cent. Punctuality is above target, standing at 82.4 per cent against a target of 81.7 per cent.
- 2.2 The latest bus patronage data for July 2017, stands at 257.6 million. This continues a gradual decline in bus patronage across the region and mirrors a national trend.

Section B Bus Alliance Update

- 3.1 Revisions to the West Midlands Bus Alliance objectives and deliverables were approved by TDC on 4th September 2017. There was a public facing signing event held at the Coach and Bus Expo in Birmingham on 5th October 2017, where the Mayor and all Alliance partners, formally signed up to the revised objectives and commitments. To support the delivery of the revised objectives and deliverables, a review of the governance is currently being undertaken. This will review the membership of the Board and put in place responsible leads for each of the objectives and associated deliverables.
- 3.2 The Bus Alliance Board has agreed that a 'Patronage Task and Finish Group' is created, to identify what initiatives could be put into place to grow patronage, locations where these would have the most impact and to initiate schemes with the sole aim of growing fare-paying passenger numbers. The first meeting of this group was held on 12th September 2017. The group will report back to the Bus Alliance Board with a clear understanding of the local factors and interventions that most impact on patronage, how these can be influenced, and if/how these can be effectively replicated across the network.
- 3.3 The West Midlands Bus Alliance is committed to delivering Network Development Plans (NDPs) for the region; in order to ensure that the bus network continues to meet local needs and is able to adapt to future growth opportunities and challenges. Area-based NDPs will be developed across the region by 2020. For each area, a NDP will be informed and supported by a comprehensive evidence and data-led review. Each NDP will contain a Delivery Plan, setting out the local bus improvements (i.e. vehicle standards, bus infrastructure service quality, frequency/timings, air quality, development planning, network resilience and congestion mitigation) to be delivered at specified timeframes.
- 3.4 The Bus Services Bill received Royal Assent on 27th April 2017, thus becoming the Bus Services Act 2017. The Act provides TfWM with a wider set of tools to address deficiencies in the local bus market and to work with commercial operators to provide better local bus services for passengers. It provides a variety of partnership options; strengthening Statutory Quality Partnership Schemes (which become known as Advanced Quality Partnership Schemes) and the introduction of new Enhanced Partnerships, as well as a route to franchising. The Act will also make it easier for passengers to access information about routes, fares and timetables, and that ticketing schemes meet passengers' needs.
- 3.5 A Solihull AQPS was made on 18th August 2017 and will come into operation on Sunday 26th November 2017. This will be the first new AQPS to be implemented in the country under the new Bus Services Act. Work is currently underway to review and implement an updated Birmingham City Centre AQPS and a new Wolverhampton AQPS.

Section C Tendered Bus Services Contracts – October 2017

- 4.1 Bus Service Contracts to commence 22 October 2017 include the award of:
- a. 25 contracts that went out to tender to all operators that expressed an interest in TfWM's bus tenderer's list;
 - b. 2 contracts on an extendable basis for a further period of 105 weeks from the 22 October 2017;
 - c. 19 contracts on a de-minimis basis to commence on 22 October 2017; and
 - d. 2 emergency contracts.
- 4.2 This commits TfWM to a total cost of £4.6m over a 3 year period of which £0.9m will be incurred in 2017/18, which is funded from within the overall agreed Subsidised Bus budget. All services are required to meet ITA Access Standards.

Section D Bus Operational Matters and Passenger Impacts

5.1 Network Resilience – Oldbury Viaduct update

Highway's England main repair works on the M5 between junctions 1 and 2 (section known as Oldbury Viaduct) and the associated traffic management measures have been ongoing since July 2017. A co-ordinated approach to communications between stakeholders has taken place to make the public aware of the works and advise them to plan ahead, allow extra time for travel and where possible use public transport to carry out local journeys. With schools re-opening in early September, it is anticipated that it will cause delays on the motorway and the surrounding local road network, especially at peak times. The early impact of the traffic management is currently been collated and analysed.

5.2 Network Resilience – Broad Street

Due to Midland Metro Alliance works on Centenary Square from October to December 2017, buses will only be able to operate outbound through Centenary Square. Inbound services are expected to turn right into Bridge Street, left into Holliday Street and then left on Suffolk Street Queensway. This means that buses will not be able turn right from Broad Street and consequently the routing into town of the 126 and the 10H will need revising temporarily.

5.3 Network Resilience – Holloway Circus

From September 2017 through to March 2018, Birmingham City Council's scheme to improve Holloway Circus will be proceeding. This will result in off peak lane closures, with a full lane closure from Holloway Head onto Holloway Circus and round onto Suffolk Street Queensway during November 2017. NXWM are currently looking at the impact on service provision, however this work is likely to see a severely detrimental impact for bus services that use Bristol Road, Holloway Head, Bath Row, Smallbrook Queensway or Suffolk Street Queensway.

5.4 South Birmingham Review

NXWM's consultation for South Birmingham has now closed, and received over 3,400 responses. National Express are reviewing the feedback received, with no major changes to be implemented in October 2017. Any changes arising from the consultation are likely to be introduced in early 2018, with updates provided following the review of the consultation feedback. NXWM has met with TfWM and Birmingham City Council to discuss complementary mitigation measures across the network, to help speed up services, and has received assurances regarding signal validation.

5.5 Dudley Consultation

National Express are reviewing their Dudley area bus network. The review will involve public consultation to understand the views of current passengers and potential new users. The public consultation was launched in September 2017, with key stakeholder briefings being co-ordinated with Dudley councillors and Dudley Council officers.

5.6 In addition to this, TfWM are working closely with National Express and Dudley Council to co-ordinate National Express' consultation with the emerging development of the Dudley Network Development Plan (NDP). The Dudley NDP is being developed by the Bus Alliance as part of its deliverables. It is an aspiration that the outcome of the consultation will help inform the development of a Dudley NDP and also facilitate any co-ordinated network changes which could include the wider subsidised network and non-National Express commercial services.

5.7 **Bus Stop rationalisation**

A trial for bus stop rationalisation has been implemented from 1st October 2017, for a period of 6 months. The route corridors that will be included are along the lines of the route 8A / 8C, 45 / 47, 50 and 63. TfWM are currently working with National Express West Midlands to finalise a comprehensive communications and engagement strategy to inform passengers and wider stakeholders of the trial. This will include engagement with local access groups and councillors through our existing channels, social media and at-stop information including the location of the nearest alternative stops

5.8 **National Express West Midlands low fare zones**

NXWM has extended its successful low-fare zones again, this time to suburban Birmingham. National Express' first low-fare zone was launched in Sandwell and Dudley in February 2017. Since then, the bus operator has seen 4,000 extra bus journeys each day across that patch. 67% of customers surveyed by TfWM said they were making more journeys as a result of the cheaper tickets, with half being new trips not made before. As of 3 September 2017, the local daysaver from east Birmingham now covers the whole of Birmingham outside the outer circle. It also makes travel on the outer circle itself cheaper because it includes Birmingham's famous number 11 route, Europe's longest urban bus service. Off-peak local daysavers for this area are now £3 for adults, and £1.50 for kids.

Financial Implications

6. There are no direct financial implications as a result of this update report. Any costs incurred or support provided by TfWM from undertaking activity referred to in this report will need to be met from within agreed overall funding and resources.

Legal Implications

7. This report is for information only and there are no new legal implications.

Equality Implications

8. This report is for information only and there are no new equality implications.

TRANSPORT DELIVERY COMMITTEE

COMMITTEE MEETING		REPORT AND AUTHOR	AGENDA SETTING MEETING	
<i>Date of Meeting</i>	<i>Date Final Reports to be submitted to Governance Services</i>		<i>Date of Meeting</i>	<i>Date Reports to be submitted to Governance Services</i>
6 November 2017	26 October	<ul style="list-style-type: none"> • Rail Business Update Steve McAleavy (Babs Coombes) • Safer Travel Update Steve McAleavy (Mark Babington) • Swift Delivery Update Steve McAleavy (Matt Lewis) • Wolverhampton and Birmingham Advanced Quality Bus Partnerships (TBC) Steve McAleavy (Guy Craddock) • Financial Monitoring Report Sean Pearce (Linda Horne) • Capital Programme Delivery Monitoring Report Laura Shoaf (Sandeep Shingadia) • Chiltern Partnership Agreement Steve McAleavy (Babs Coombes/Peter Sargant) • Midland Metro Penalty Fares Phil Hewitt (Sophie Allison) 	23 October	19 October

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<i>Date of Meeting</i>	<i>Date Final Reports to be submitted to Governance Services</i>		<i>Date of Meeting</i>	<i>Date Reports to be submitted to Governance Services</i>
4 December 2017	23 November	<ul style="list-style-type: none"> • Metro Business Update Phil Hewitt (Sophie Allison) • Cycling and Walking Update Sandeep Shingadia (Claire Postin) • Customer Services Performance Update Steve McAleavy (Sarah Jones) • Briefing From West Midlands Trains Ltd on new Rail Franchise • Presentation : Stations Alliance (Malcolm Holmes) 	20 November	17 November
8 January 2018	21 December	<ul style="list-style-type: none"> • Bus Alliance Update Steve McAleavy (Edmund Salt) • Financial Monitoring Report Sean Pearce (Linda Horne) • Capital Programme Delivery Monitoring Report Laura Shoaf (Sandeep Shingadia) 	15 December	13 December

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<i>Date of Meeting</i>	<i>Date Final Reports to be submitted to Governance Services</i>		<i>Date of Meeting</i>	<i>Date Reports to be submitted to Governance Services</i>
5 February 2018	25 January	<ul style="list-style-type: none"> • Rail Business Update Steve McAleavy (Babs Coombes) • Swift Delivery Update Steve McAleavy (Matt Lewis) 	22 January	18 January
5 March 2018	22 February	<ul style="list-style-type: none"> • Metro Business Update Phil Hewitt (Sophie Allison) • Accessible Transport Update Steve McAleavy (Richard Mayes) • Customer Infrastructure Update Steve McAleavy (Andy Thrupp) • Financial Monitoring Report Sean Pearce (Linda Horne) • Capital Programme Delivery Monitoring Report Laura Shoaf (Sandeep Shingadia) 	19 February	15 February
9 April 2018	28 March	<ul style="list-style-type: none"> • Bus Business Update Steve McAleavy (TBA) • Passenger Information Delivery Update Mike Waters (Chris Lane) 	26 March	23 March

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<i>Date of Meeting</i>	<i>Date Final Reports to be submitted to Governance Services</i>		<i>Date of Meeting</i>	<i>Date Reports to be submitted to Governance Services</i>
		<ul style="list-style-type: none"> • Park and Ride Update Steve McAleavy (Peter Sargant) 		
14 May 2018	2 May	<ul style="list-style-type: none"> • Rail Business Update Steve McAleavy (Babs Coombes) • Safer Travel Update Steve McAleavy (Mark Babington) • Bus Alliance Update Steve McAleavy (Edmund Salt) • Financial Monitoring Report Sean Pearce (Linda Horne) • Capital Programme Delivery Monitoring Report 	30 April	25 April
11 June 2018	31 May	<p>Laura Shoaf (Sandeep Shingadia)</p> <ul style="list-style-type: none"> • Metro Business Update Phil Hewitt (Sophie Allison) • Cycling and Walking Update Sandeep Shingadia (Claire Postin) • Customer Services Performance Update Steve McAleavy (Sarah Jones) 	25 May	22 May

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