



# AGENDA

No.	Item	Presenting	Pages	Time
<b>Meeting business item</b>				
1.	Apologies for absence	Chair	None	
2.	Declarations of Interest Members are reminded of the need to declare any disclosable pecuniary interests they have in an item being discussed during the course of the meeting. In addition, the receipt of any gift or hospitality should be declared where the value of it was thought to have exceeded £25 (gifts) of £40 (hospitality).	Chair	None	
3.	Chair's Remarks (1) Baby on Board Scheme (2) Funding for Metro WBHE (3) Member visit to CCTV Centre	Chair	None	
4.	Minutes of the meeting held on 6 November 2017	Chair	1 - 8	
5.	Matters Arising	Chair	None	
6.	Correspondence/ Petitions	Chair	None	
7.	To note the Minutes of the Bus Shelter Appeals Decision Group held on 7 November	Cllr. Hartley	9 - 10	
8.	Customer Services Performance Report	Sarah Jones	11 - 18	
9.	West Midlands Cycling Charter Progress	Hannah Dayan	19 - 36	
10.	Metro Operations Business Report	Sophie Allison	37 - 46	
11.	Presentation : Stations Alliance	Malcolm Holmes	None	
12.	WMCA Update - Transport Reports For Information Only (to be advised on 1 December)	Laura Shoaf	None	
13.	Notices of Motion To consider any notices of motion by the deadline of 12 noon on 30 November 2017.	Chair	None	

14.	<b>Questions</b> To consider any questions submitted by the deadline of 12 noon on 30 November 2017 for written questions and 12 noon on 1 December 2017 for oral questions.		None	
15.	Forward Plan	Chair	47 - 50	
16.	Date of Next Meeting - Monday, 8 January 2018, 1.00pm		None	

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## WEST MIDLANDS COMBINED AUTHORITY

### Transport Delivery Committee

Monday 6 November 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 Robert Alden	Birmingham City 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 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
Councillor David Welsh	Coventry City Council

##### In Attendance

Sophie Allison	Transport for the West Midlands
Mark Babington	Transport for the West Midlands
Andre Bromfield	West Midlands Combined Authority
Malcolm Holmes	Transport for the West Midlands
Linda Horne	West Midlands Combined Authority
Matt Lewis	Transport for the West Midlands
Steve McAleavy	Transport for the West Midlands
Sandeep Shingadia	Transport for the West Midlands
Anna Sirmoglou	West Midlands Combined Authority
Babs Spooner	Transport for the West Midlands

##### Item No. Title

##### 48. Apologies for absence

Apologies for absence were received from Councillors Akhtar, Andrew and Sidhu.

##### 49. Chair's Remarks

- (a) The Chair informed members that Abellio (part of West Midlands Trains Ltd) would be attending the pre-TDC session next month to provide a briefing on the new West Midlands Rail franchise.

(b) The Chair reported that a celebration event would also be held with London Midland on 4 December following the committee meeting.

**50. Minutes of the meeting held on 9 October 2017**

The minutes of the meeting held on 9 October 2017 were agreed and signed by the Chair as a correct record subject to an amendment to minute no.41, that the word 'expanding' be replaced by '**creating**' with reference to parking provision at Erdington.

**51. Matters Arising**

**(a) Customer Engagement Update Report** (*minute no. 43 refers*)

Councillor Horton reported that he had been notified of Metro events by officers but had only received notification of the 'Meet the Manager' at New Street Station on the day the event was scheduled to take place and asked that he be given sufficient notice of rail events in the future.

**52. Correspondence/ Petitions**

None submitted.

**53. Lead Member Reference Group – Update**

The Chair tabled a report that advised members of the current position in relation to the Lead Member Reference Groups (LMRGs) with regards to membership, schedule of meetings, terms of reference and forward plans.

Councillor Horton reported that he was unhappy that he had been asked for future dates of his Lead Member Reference Group meeting when the dates had been agreed in the summer and also that he had not been informed that the terms of reference for the Lead Member Reference Groups would be reviewed.

In relation to the Air Quality LMRG that has recently been established, Councillor Alden considered that the group might want to consider looking at the environmental impacts of an initiative or policy over the course of its life. Councillor Davis reported that he would be interested to find out more on this issue and asked that Councillor Alden email him with further details.

The Chair reported that he proposed that two of the six Lead Member Reference Groups would submit a report to Transport Delivery Committee each month from January 2018 to March 2018 and would include further details in his next report to the committee.

Resolved:

(1) That the report be noted ;

(2) That the proposed revised terms of reference for the Lead Member Reference Groups be submitted to the December meeting of this committee and this include the timetable for LMRG reports to be submitted to future meetings and

(3) That authority be delegated to the Chair, Vice-Chairs and respective Lead Members to make any revisions to the memberships of Lead

Member Reference Groups to enable all interested TDC members to sit on at least one LMRG.

**54. Response to Accessibility Action Plan Consultation**

The committee considered a draft response to the Department for Transport's Draft Accessibility Action Plan that had been prepared by Helen Davies, Senior Policy Officer, Transport for the West Midlands and Anna Sirmoglou, Equalities Manager for WMCA.

Anna Sirmoglou was in attendance to present the response and to respond to comments and questions from members.

In relation to private hire vehicles and Hackney Carriages, Councillor Rowley reported of the need to for the DfT to undertake research with regards to babies and young children in transit as this mode of transport is not suited to their needs.

The committee also discussed the need for the response to the DfT to include details of the system operated by the City of Wolverhampton Council with regards to private hire/Hackney Carriages and assistance dogs which shows best practice and also the good practice with regards to disabled parking provided by Transport for the West Midlands

Resolved: That the draft response to the Department of Transport on the Draft Transport Accessibility Action Plan be agreed subject to the inclusion of the additional comments from members.

**55. Safer Travel Update**

The committee considered a report of the Safety and Security Manager that provided an update on the performance and operations of the Safer Travel Partnership, an overview of the development of the TfWM Control Centre and an overview of some of the new powers available to the West Midlands Combined Authority.

The committee discussed the increase in crime on public transport, at park and ride sites and noted the work being undertaken by the Safer Travel Partnership to deal with problem and the role of CCTV.

The Chair reported that he was pleased that Walsall MBC was now part of the TfWM Control Centre which would provide better CCTV coverage and significant savings and he would encourage other local authorities to move their CCTV to the Control Centre so they too could benefit.

Resolved:

- (1) That the contents of the report be noted and
- (2) That the overall current crime trends referred to in the report be noted.

**56. Midland Metro Penalty Fare**

The committee considered a report of the Metro Operations Manager that informed the committee of the proposal to submit a Transport and Works Act Order to amend the Midland Metro (Penalty Fares ) Act 1991 so as to (i)

establish a two tier system of penalty fares and (ii) confer powers on the West Midlands Combined Authority to make changes to the penalty fares on Midland Metro in the future without the requirement of an Order of the Secretary of State for Transport subject to negative resolution in Parliament.

The Metro Operations Manager, Sophie Allison outlined the background to the report and reminded the committee of the proposal they previously approved which included a two tier penalty system, with the opportunity for the penalty to be reduced by 50% if paid within 21 days.

Resolved:

- (1) That the contents of the report be noted ;
- (2) That the proposed application of a Transport and Works Act Order (TWAO) to seek the necessary powers for West Midlands Combined Authority (WMCA) to make changes to the penalty fares on Midland Metro (including increases and a two tier system), removing the requirement for Secretary of State approval be supported and
- (3) That the Transport Delivery recommend to the WMCA on 8 December 2017 the application of a TWAO referred to in (2) above be approved.

#### **57. Rail Business Report**

The committee considered a report of the Rail Partnerships Delivery Manager that provided an update on the performance, operation and delivery of rail services in the West Midlands including rail partnership agreements and West Midlands Rail activity.

The Rail Partnership Delivery Manager, Babs Spooner, was attendance to present the report along with the Director of Rail TfWM, Malcolm Holmes.

The Director of Rail reported on the recent rail re-organisation that brought together the two organisations of TfWM and West Midlands Rail (WMR) and undertook to circulate the new organisation chart for rail following the meeting.

In relation to an enquiry from Councillor Warren regarding the reasons for West Midlands Trains' decision to take new rolling stock that comprised of 12 two-car diesel trains and 14 four-car diesel trains, the Director of Rail explained that the two-car trains would provide flexibility so that West Midlands Trains could be provide an uplift where needed to make 6 car trains.

In relation the Leaf Fall Timetable, Councillor Alden reported that when trains have been taken out of service, the trains that have been removed are those that stop at all stations which creates long delays and overcrowding for passengers. He considered if trains need to be removed, it should be those trains that have limited stops.

The Rail Partnerships Delivery Manager undertook to feedback on this issue to London Midland.

In relation to an enquiry from Councillor Davis regarding the Rail Investment Strategy and the Stations Alliance, the Director of Rail reported that he would submit a report to a future meeting regarding rail investment and he would be presenting details of the Stations Alliance to the next meeting.

In relation to rolling stock, Councillor Huxtable noted there was no mention of hybrid trains in the report and considered that West Midlands Trains would need to take account of the Clean Air Zone for Birmingham City Centre in the future and asked if this could be fed back to West Midlands Trains.

The Director of Rail advised that the choice of rolling stock was a matter for bidders of the franchise to determine but he could see the potential for hybrid trains which might be specified in franchises in the future.

Resolved: That the contents of the report be noted.

**58. Presentation :Swift Delivery Update**

The committee received a presentation from the Head of Swift, Matt Lewis that provided an update on recent developments with regards to Swift.

In relation to a comment from Councillor Huxtable regarding the slow read times of Swift cards and what is being done to speed this up, the Head of Swift reported that the new ticket machines procured by National Express will speed up to read times and reported that this can now be seen on the number 7 bus service where the new ticket machines have been introduced.

Councillor Horton reported that he had difficulty seeing the new ticket machines on bus but had no issues with the old machines as these were red in colour and enquired whether a sticker could be placed on the new machines so these could be easily identified.

The Head of Swift undertook to look into the matter.

The Chair thanked Matt Lewis for his presentation.

Resolved: That the presentation be noted.

**59. Financial Monitoring Report**

The committee considered a report of the Head of Finance and Business Planning that set out the financial position as at 30 September 2017 with regards to the Combined Authority's Transport Delivery Revenue and Capital Budget.

In relation to an enquiry from Councillor Huxtable as to whether taking Midland Metro operations in-house would enable the Authority to invest the surplus into future Metro routes or return funding to West Midlands local authorities, the Head of Finance and Business Planning, Linda Horne, reported that the commercial model was currently in the process of being refined but there were no indications that dividends would be returned to the Met authorities at this stage.

Resolved:

(1) That the year to date net revenue expenditure for 2017/18 shows a favourable variance of £627,000 compared to budget and a full year favourable variance of £ 944,000;

(2) That the total capital expenditure to the end of September 2017 within the overall transport programme was over budget by £0.775m (3 %) be noted and

(3) That the treasury indicators are within expected range and there are no issues to highlight be noted.

**60. Capital Programme Delivery Monitoring Report**

The committee considered a report of the Head of Programme Development that provided an update on progress with regards to the approved 2017/18 programmes and projects.

The Head of Programme Development, Sandeep Shingadia responded to questions from members on the contents of the report.

Resolved:

(1) That the achievements since the September 2017 meeting of the Transport Delivery Committee be noted;

(2) That the progress of deliverables under 2017/18 Capital Programme be noted.

**61. Question**

The committee considered a question submitted by Councillor Worrall.

The following question was submitted by Councillor Worrall on 2 November.

"(a) In light of the letter of 31st July 2017 from Stephen Fidler at the Department for Transport to the issuers of Section 19 and Section 22 permits (see attachment), could TfWM give the TDC its assessment of any possible serious adverse consequences should the DfT uphold the position stated in Mr. Fidler's letter:

i. for the community transport sector generally?

ii. for the viability of Ring & Ride and of Community Transport services in the West Midlands?

(b) Further, would TfWM advise members whether it sees any merit to making representations to Government on any aspect of Mr. Fidler's letter?"

The Transport Services Director provided the following response.

Further to the question submitted by Councillor Worrall, Transport for the West Midlands has written to all community transport operators to seek their views on the matter and a response will be provided to Councillor Worrall in due course.

Councillor Worrall asked that he be provided with a written response.

Resolved: That the question and response be noted.

**62. Forward Plan**

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

Resolved:

(1) That the report be noted.

**63. Date of Next Meeting**

Monday 4 December 2017 at 1:00pm

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**Meeting:** Bus Shelter Appeals Decision Group

**Subject:** Minutes

**Date:** Tuesday 7 November 2017 at 10.30am

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**Present**

Councillor Kath Hartley (Chair)	Transport Delivery Committee
Councillor Mohammed Hanif	Transport Delivery Committee
Councillor David Stanley	Transport Delivery Committee

**Apologies**

Councillor Pervez Akhtar	Transport Delivery Committee
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**In Attendance:**

Julie Smithers, Network Coordination Specialist (Infrastructure), Transport for the West Midlands.

1/17

**Recommendations of Bus Shelter Appeals Decision Group**

The Decision Group considered a report of the Network Coordination Specialist (Infrastructure), setting out recommendations for consideration by the Bus Shelter Appeals Decision Group in relation to appeals against the siting of bus shelters at two locations.

**(a) Weston Road/ Weston Close, Walsall**

A local resident, supported by the local ward councillors, had requested that the bus shelter at the above location be relocated to an alternative position or, the shelter be removed and replaced with a bus stop pole due to the anti- social behaviour and racial abuse experienced by the resident.

At the meeting itself, the resident of number 95 Weston Street reported that anti-social behaviour could be attributed to groups of young men in their twenties drinking alcohol and smoking drugs at the shelter, mainly in the evening on Fridays and Saturday; this also created a litter problem as there was no bin at the location.

The Bus Shelter Appeals Officer Panel had recommended that the shelter is retained, the seats are removed and anti-social behaviour is monitored by a diary submission through the TfWM Crime Reduction Team.

The Decision Group considered the following points:

- There was no suitable position for relocating the shelter on the grounds of highway safety.
- The high passenger count at the shelter.
- There are no police logs or reports relating to the shelter.
- The removal of shelter seats has been successful in eradicating anti-social behaviour in similar cases.

RESOLVED:

- (1) That the shelter is retained and the seats are removed;
- (2) That TfWM write to Walsall MBC to request a bin is installed near to the shelter;
- (3) That TfWM liaise with the Crime Reduction Team in relation to the objector keeping a diary to log/monitor anti-social behaviour;
- (4) That TfWM contact the police with regards to asking them to undertake drive-by patrols in the area on Friday and Saturdays after 9pm on behalf of local businesses and residents and
- (5) That a review be undertaken by TfWM after a period of 6 months.

**(b) Portsdown Road, Halesowen**

A local resident, supported by the local ward councillors, had requested that the bus shelter located at 49 Portsdown Road be relocated as result of bus drivers obstructing the driveway and the levels of litter strewn on the garden, footway and driveway from people waiting at the shelter. The Bus Shelter Appeals Officer Panel had recommended that the shelter be relocated to a new position, closer to the junction of Mendip Road.

The Decision Group considered the following points:

- The issues have been exacerbated due to a service change which has increased the number of passengers using the stop.
- The Highway Authority has advised that the shelter could be positioned reversed facing which may also improve the visibility at the junction of Mendip Road
- A cascaded shelter has become available from another site in the borough.
- The problems can be easily solved at relatively low cost.

RESOLVED that the shelter be relocated to a new position closer to junction of Mendip Road.

[meeting closed at 11.50am]



## Transport Delivery Committee

<b>Date</b>	4 December 2017
<b>Report title</b>	Customer Services Performance Report
<b>Accountable Director</b>	Steve McAleavy, Director of Transport Services (Interim) Email <a href="mailto:steve.mcaleavy@tfwm.org.uk">steve.mcaleavy@tfwm.org.uk</a> Tel 0121 214 7388
<b>Accountable Employee</b>	Sarah Jones, Head of Customer Services Email <a href="mailto:sarah.jones@tfwm.org.uk">sarah.jones@tfwm.org.uk</a> Tel 0121 214 7014
<b>Report has been considered by</b>	Councillor Kath Hartley – Lead Member Putting Passengers First

### Recommendation(s) for action or decision:

- To note the contents of this report.

### 1. Purpose

- 1.1 To report matters relating to the performance of the Ticketing Delivery and Customer Services Centre Teams. This report includes:

<b>Section 2</b>	<b>Customer Service Centre Performance</b>
	2.1 Overview
	2.4 Telephone Calls
	2.12 Customer Relations Enquiries
	2.16 Emails

Section 3	<b>Ticketing Delivery Performance</b> 3.1 Overview 3.2 Concessionary Pass Application Processing
Section 4	<b>Future Developments</b>

## 2. Customer Services Centre Performance

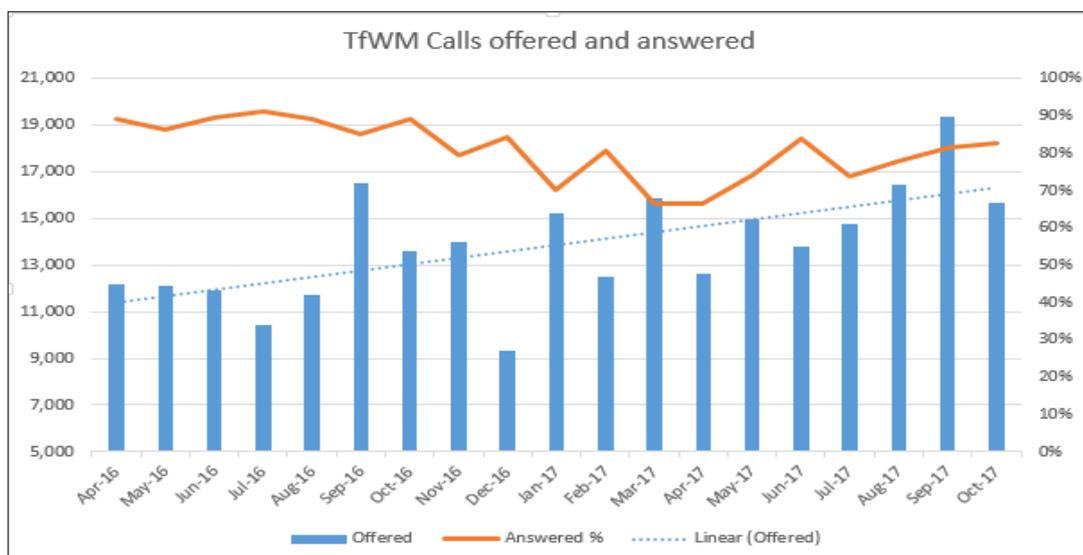
2.1 The Customer Services Centre (CSC) serves as a single point of contact for all customers wanting to contact the organisation. This includes a range of contact channels including social media, telephone, email and written communications.

2.2 Typical enquiries include taking payments for lost passes, guidance on tickets including Swift, as well as information about using the public transport network. The current operation includes responsibility for the West Midlands Combined Authority (WMCA) Switchboard which involves transferring business customers to the required department and also telephone support on behalf of West Midlands Rail.

2.3 The role of the CSC has been evolving since the establishment of the WMCA and more recently, the appointment of an elected Mayor. These changes are shaping both the level and nature of customer contact which is now broader than just the traditional 'transport' related enquiries.

2.4 Telephone Calls – Figure 1 below shows the number of calls offered and the percentage answered since April 2016.

**FIGURE 1**



- 2.5 Figure 1 includes the total calls offered to the CSC which are received via a number of different telephone lines including numbers dedicated to General Enquiries, Swift Support, West Midlands Rail and Switchboard. In total, calls offered during April – October 2017 were 108,136, up 22% on the same period in 2016. 78% of calls offered year to date have been answered.
- 2.6 A combination of factors have contributed to the year on year increase. The exceptional progress of Swift over the last 12 months is one such driver of demand arising from growing numbers of unique cards in circulation and increasing numbers of Swift journeys.
- 2.7 Calls to the Switchboard have also been noticeably higher since the appointment of an elected Mayor in May 2017.
- 2.8 September 2017 saw an unprecedented level of customer demand into the CSC. The impact of the seasonal peak in customer demand usually experienced throughout September and October, was felt earlier this year with higher than expected call volumes during August. October has also been higher than is seasonally usual driven by a number of factors including bus operator service changes, the bus stop suspension programme and the wider roll out of discounted travel to 16-18 year olds.
- 2.9 Calls offered are generally at their highest between 0900 and 1000. To assist in responding to this peak, the CSC has opened from 0800 on weekdays (excluding Wednesdays) since June 2017. Analysis is currently being undertaken into the demand for customer support post 1700 hours and at weekends.
- 2.10 In addition to increased call volumes, the length of call has also influenced how many calls the team has been able to answer. Average call durations in 2016-17 were 163 seconds, this has increased on average to 188 seconds year to date in 2017-18. The growth of Swift and move of WorkWise ticketing to an online application platform are examples of services where a more ‘technical’ level of customer support is now being provided which in some instances adds to the call duration.
- 2.11 Figure 2 below highlights average monthly call volumes across a number of the customer helplines.

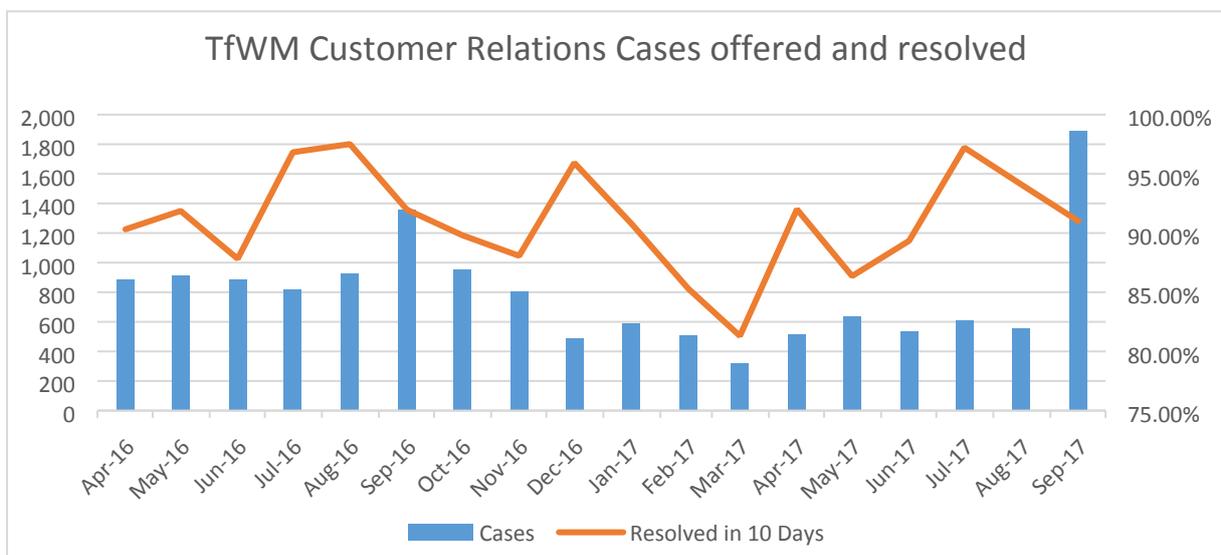
**FIGURE 2**

	2016-7 Average Monthly calls	2017-18 Average Monthly Calls	% Change
Switchboard	850	1753	 106%
Swift	728	1251	 72%
General Enquiries	10,999	11,214	 2%
Concessionary Renewals	595	681	 14%
Workwise	768	439	 43%

2.12 Customer Relations Enquiries - the Customer Relations function of the CSC oversees the management of complex investigations including petitions, subsidised bus service queries, appeals regarding the siting of bus shelters and consultation relating to network service changes and ad hoc schemes. The nature of these enquiries routinely requires liaison with other departments and stakeholders in order to ascertain specialist detail to resolve the enquiry.

2.13 Figure 3 below shows the volume of Customer Relations enquiries received during the period April 2016 to September 2017.

**FIGURE 3**



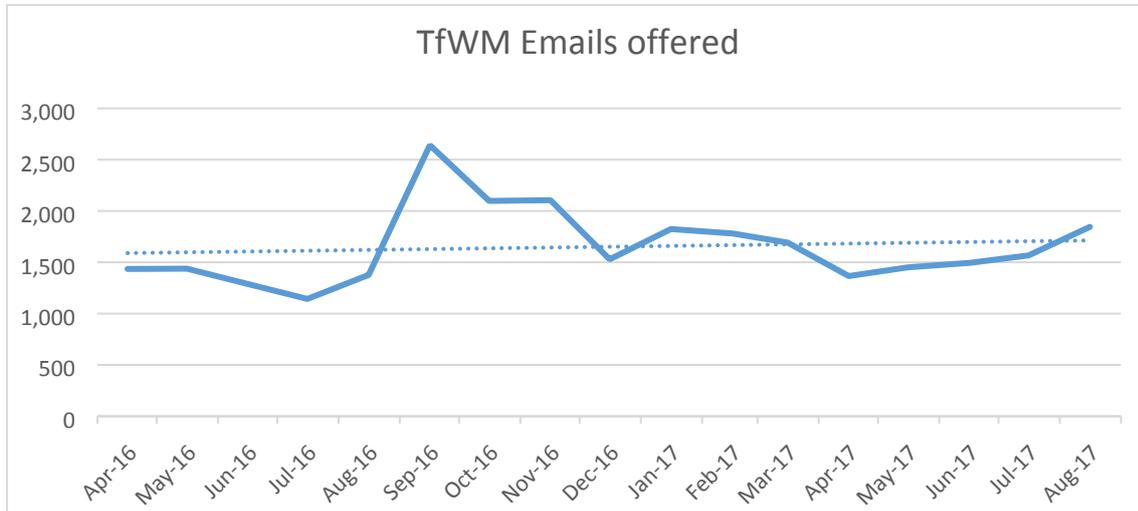
2.14 The percentage of enquiries resolved within 10 working days is a key performance target for the team with the target set at 95%. Customer Relations case handling performance year to date in 2017-18 stands at 91%.

2.15 September 2017 suggests a significant increase in Customer Relations cases. In reality this reflects the transfer in of previously separate customer email inboxes into the Customer Relationship Management (CRM) system used within the CSC in order to give a more complete view of our relationships with customers. Up until August 2017, this work was accounted for under the Email section of this report shown from paragraph 2.16 below.

2.16 Emails - Figure 4 shows the emails received regarding Swift and Ticketing Schemes during the period April 2016 and August 2017. Given the nature of these enquiries, which can often be about lost passes or payment queries, these are prioritised to deliver a two working day turnaround in most cases.

2.17 From September 2017 this workstream is being managed via the CRM system which will allow for greater visibility, measurement and reporting of performance going forward.

**FIGURE 4**

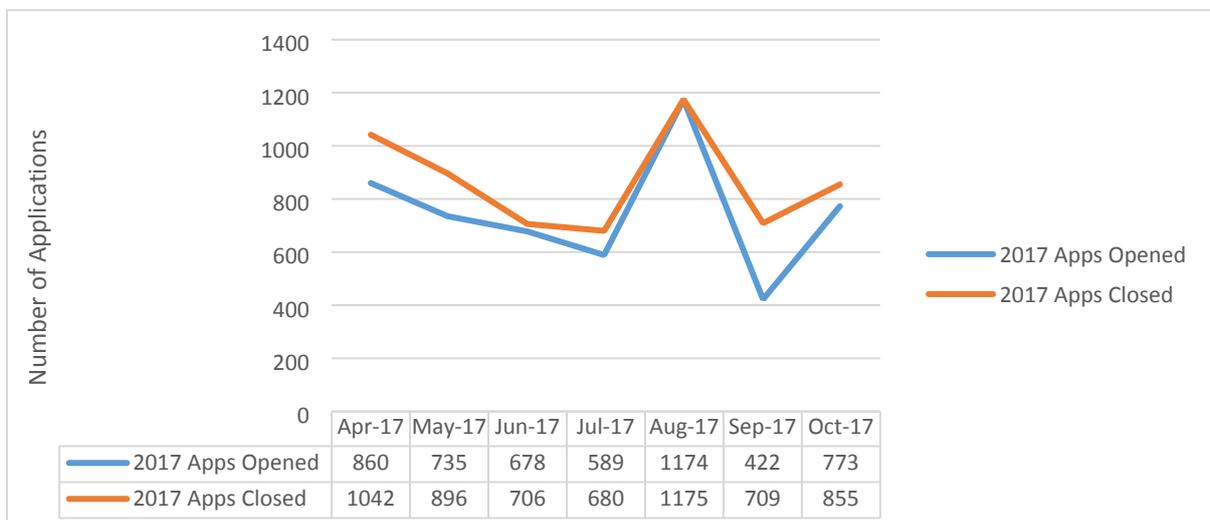


### 3. Ticketing Delivery Performance

3.1 Ticketing Delivery manage the delivery of a number of concessionary and commercial ticketing schemes direct to the customer. Key activities include ticketing account set up, validation, assessment and account management in response to customer requests. The team is also responsible for all fulfillment activities including production and dispatch of products. Commercial ticketing schemes are delivered on behalf of transport operators who pay commission on products retailed.

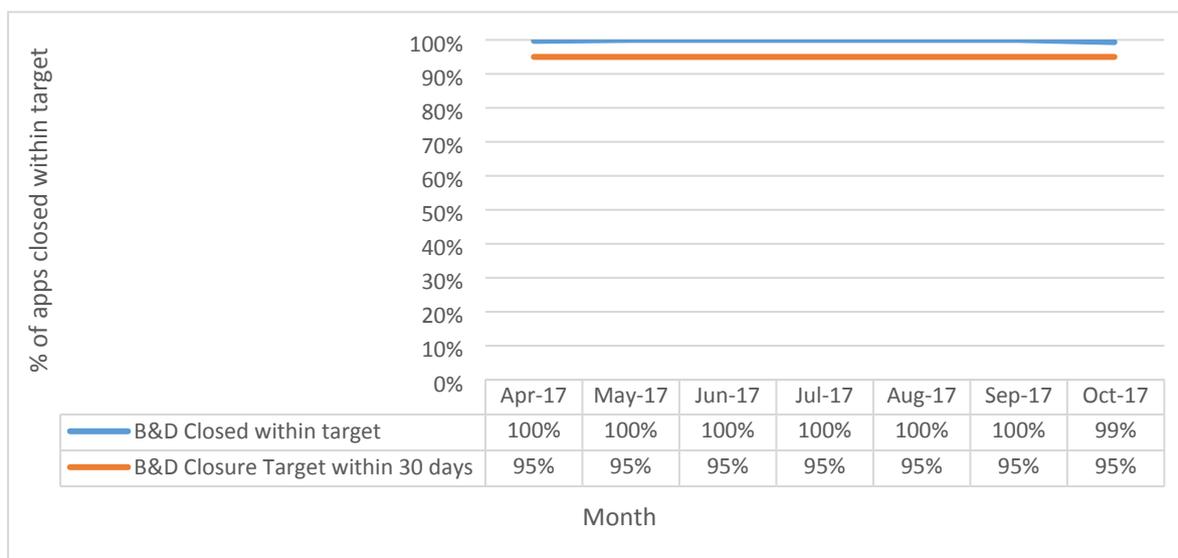
3.2 Figure 5 shows the number of Blind and Disabled travel pass applications received and closed during the period April to October 2017.

**FIGURE 5 VOLUME OF BLIND & DISABLED PASS APPLICATIONS**



3.3 The target for processing Blind and Disabled travel pass applications is 95% within 30 working days. Figure 6 below shows the processing time achieved for Blind and Disabled Travel Pass applications received between April and October 2017 and shows that performance is meeting the agreed standard.

**FIGURE 6 – PROCESSING TIME FOR BLIND & DISABLED PASS APPLICATIONS**

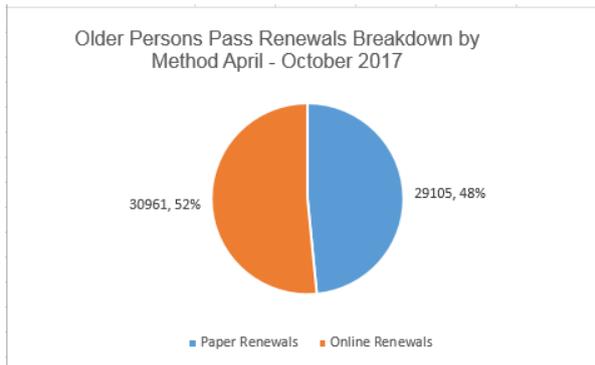


3.4 The target for processing Older Persons Concessionary Pass applications is 95% within 20 working days. This target is always exceeded and 100% of all applications are processed within this timeframe. The wait for customers can be decreased through a self-service online application which is being promoted as the application method of choice alongside more traditional paper based forms.

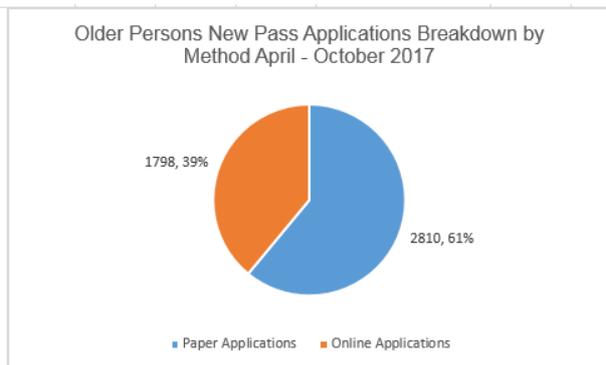
3.5 The online portal for Older Persons Concessionary Passes has been particularly successful in encouraging existing pass holders to renew their pass at the end of its five year validity period. During 2017-18 in the region of 116,000 passes will expire. Those customers who have email addresses on their account now receive up to two emails inviting them to renew their pass before it expires. With over half of all customers renewing using the online portal this has reduced the cost of the renewal process by reducing the number of physical letters that have to be printed and posted to pass holders.

3.6 Figures 7 and 8 show the number of pass renewals and first time applications for the Older Persons Concessionary Pass including whether these were made via paper or online application.

**FIGURE 7**



**FIGURE 8**



#### **4. Future Developments**

- 4.1 The immediate challenge of increased customer demand is being carefully considered as part of the 2018-19 planning process. Hours of operation including the availability of services at weekends are also being considered as part of this review.
- 4.2 Proposals are being developed to establish an integrated customer contact centre for the WMCA. This concept will look to build on the opportunities of the Bus Alliance, as well as new rail and Metro delivery arrangements to provide a joined up service for customers. This will also transition the current arrangements beyond transport to provide a service that can support the broader agenda of the WMCA and its customers.
- 4.3 A series of 'digital first' objectives have been identified to support customer service activity in 2018-19. The biggest driver of customer contacting is ticketing relating queries estimated to make up approximately 85% of current enquiries. The development of improved self-service capabilities for example will empower customers to manage their own ticketing accounts and therefore reduce the need to interact directly either by telephone or email.
- 4.4 Work is taking place with West Midlands Trains to ensure their day one franchise commitment to ensure the continued operation of a Direct Debit scheme for rail customers is achieved. TfWM will be working closely with the operator to not only ensure service continuity but to define and deliver an improved service for customers in the longer term.

#### **5. Financial Implications**

- 5.1 There are no direct financial implications as a result of this performance update report. Future developments mentioned in Paragraph 4 will be considered as part of the 2018-19 planning process.

#### **6. Legal Implications**

6.1 There are no direct legal implications arising from this performance update report.

## **GLOSSARY OF TERMS**

CRM	Customer Relationship Management
CSC	Customer Services Centre



**WEST MIDLANDS**  
COMBINED AUTHORITY

## Transport Delivery Committee

<b>Date</b>	4 December 2017
<b>Report title</b>	West Midlands Cycling Charter progress
<b>Accountable Chief Executive</b>	Laura Shoaf, Managing Director, TfWM 0121 214 7444 laura.shoaf@tfwm.org.uk
<b>Accountable Employee</b>	Claire Williams, Sustainable Travel Manager, TfWM 0121 214 7984 claire.williams@tfwm.org.uk
<b>Report has been considered by</b>	Councillor Diana Holl-Allen, Lead Member Safe and Sustainable Transport

**Recommendation(s) for action or decision:**

**Transport Delivery Committee is recommended to:**

1. Note the progress to date with the West Midlands Cycling Charter Action Plan.

## **1.0 Purpose**

- 1.1 To report matters relating to the performance, operation and delivery of the West Midlands Cycling Charter initiatives.

## **2.0 Background**

- 2.1 The West Midlands Cycling Charter outlines the key principles that all partners, including the seven constituent Local Authorities, have adopted to deliver the required step change in cycling across the West Midlands Metropolitan area. It represents a shared vision and approach that will increase cycling levels across the West Midlands.
- 2.2 A detailed Action Plan was outlined in September 2015 and is currently being delivered with the target of increasing levels of cycling to 5% of all trips by 2023 from the current levels of 1.7% (Census Data, 2011). An updated Action Plan has been drafted (see paragraph 5.2) and has been circulated to the members of the Cycling Charter Steering Group for feedback.
- 2.3 The Cycling Charter is based on the following four principles:
- Leadership and Profile
  - Cycling Network
  - Promoting and Encouraging Cycling
  - Funding.

## **3.0 Impact on the Delivery of the Strategic Transport Plan**

- 3.1 The Metropolitan Tier: Rail and Rapid Transit Network, Key Route Network, Strategic Cycle Network.

- 3.2 The Local Tier

Approximately 41% of journeys under 2 miles in the West Midlands are made by car. There is therefore great scope for a substantially increased role for sustainable travel including cycling, which can be a viable choice for many people. There is a growing body of evidence that people would cycle more if conditions would be safer, for example through on or off-road segregated cycling infrastructure. Smarter choice initiatives also have an important role to play in the approach, as do improvements to cycle-public transport integration to support longer journeys.

- 3.3 Movement for Growth: 2026 Delivery Plan has identified the West Midlands Strategic & Local Cycle Network Programme, a new, unfunded £165m capital programme which will combine with currently unfunded, revenue funding and committed and potential cycling schemes in the programme to give a £283m overall ten year package for cycling. This is in line with the Mayor's commitment to spend £10 per head on cycling. Capital funding will be sought for this and revenue funding will also be sought for measures such as promotion, education and cycle to work schemes.

- 3.4 The West Midlands Combined Authority (WMCA) policies that are supported include:
- Policy 1 – To accommodate increased travel demand by existing transport capacity and new sustainable transport capacity.
  - Policy 3 – To maintain existing transport capacity more effectively to provide greater resilience and greater reliability for the movement of people and goods.

- Policy 4 – To improve connections to new economic development locations to help them flourish, primarily through sustainable transport connections.
- Policy 6 – To improve connections to areas of deprivation.
- Policy 8 – To improve connections to new housing development locations to help them flourish, primarily through sustainable transport connections.
- Policy 10 – To help tackle climate change by ensuring a large decrease in greenhouse gases from the West Midlands Metropolitan Area’s transport system.
- Policy 11 – To significantly increase the amount of active travel in the West Midlands Metropolitan Areas.
- Policy 12 – To significantly reduce road traffic casualty numbers and severity.
- Policy 13 – To assist with the reduction of health inequalities in the West Midlands Metropolitan Area.
- Policy 14 – To increase the accessibility of shops, services and other desired destinations for socially excluded people.

#### **4.0 Wider WMCA Implications**

- 4.1 Transport for West Midlands (TfWM) will work with the Constituent Local Authorities to manage cross border relationships and align cycling and walking schemes to ensure consistency in access and quality. Approximately 57% of journeys in the West Midlands cross an administrative boundary.
- 4.2 Several members of the West Midlands Cycling Charter Steering Group have remits that cover the wider WMCA 3 LEP geography. CyclingUK and Living Streets have community development officers hosted within TfWM’s Sustainable Travel Team to deliver promotional schemes (see paragraphs 8.17 and 8.18) across the region.
- 4.3 The TfWM Sustainable travel team support the aims of the Cycling Charter by delivering cycling development and smarter choices activities across the region.
- 4.4 The **WMCA Strategic Economic Plan (SEP)** has a vision to develop the West Midlands into the best region in the UK to do business. Eight Priority Actions are identified in the SEP including HS2 Growth, housing and exploiting the economic geography.
- 4.5 The SEP has a vision to increase the number of jobs from 1.9m to 2.4m by 2030. Healthy life expectancy will rise from 61.5 years to 62.3 for men and from 62.3 years to 63.9 years for women. The rate of housing construction will increase to 1.9m homes by 2030.
- 4.6 Cycling and walking schemes support the vision of the SEP by providing a low cost, accessible, and active form of transport that addresses the low levels of physical activity in the region. Social inclusion and access to employment objectives are also supported through development of spaces that connect people with movement and place. These schemes will also help mitigate local transport challenges including poor air quality and congestion.
- 4.7 HS2 Growth includes areas of work including the HS2 Connectivity Package (Metro and Sprint), Environmental and Landscape and Traffic Liaison Working Group. Cycling and walking provisions provide added value to investments in transport by providing links within communities and creating public spaces that continue to encourage social inclusion and healthy active living. It is also important to mitigate any severances to walking and cycling

routes caused during or after construction of HS2. Improving these provisions also allows connectivity for the first and last mile and reduces congestion.

- 4.8 Cycling and walking schemes can enhance housing development by providing areas which allow for physical activity and social inclusion. Research has also shown that by providing infrastructure for sustainable travel increases the value of housing.
- 4.9 TfWM Cycling and Walking team have an objective to integrate cycling and walking into wider CA strategies and frameworks as they emerge, including health and transport, physical activity, Key Route Network and Road Safety.
- 4.10 The emerging **Key Route Network (KRN)** strategy will be addressing movement issues on the 23 routes identified as the network of key local highways across the West Midlands essential for serving the main strategic demand flows of people, goods and services. Cycling and walking are modes identified and included on the KRN. Improving provisions for these will help achieve efficient movement on the KRN by addressing issues of road safety, congestion and air quality. The Cycling and Walking Team continue to provide input on the issues for active travel on the 23 routes of the Key Route Network.
- 4.11 **Resilience** of the transport network is a key priority for WMCA with its own emerging programme of work. Cycling and walking for an entire journey or to link first and last mile can contribute to the success of resilience planning. There will be opportunities to raise the profile of cycling and walking as a measure to reduce congestion during periods of construction and development in the region.
- 4.12 WMCA's emerging strategy on health and transport will be a key document to demonstrate the important relationships between health, wellbeing, and wealth. It will address the links between people, movement and place and the impact of these on physical and mental health. Cycling and walking are recognised active travel modes that have a positive impact on health air quality.
- 4.13 *West Midland's On the Move Strategic Framework (On the Move)* outlines the planning and delivery, where physical activity can provide significant added value to the WMCA priority themes including transport and productivity and skills. The framework recognises the importance of walking and cycling to encouraging more people to adopt an active lifestyle, reducing the West Midlands chronic levels of physical inactivity.
- 4.14 There are opportunities within the Cycling Charter Action Plan to link actions with On the Move. These include identifying areas and populations where interventions can provide the greatest impact and revenue schemes such as promotional activities to target these groups. The Cycling and Walking Team are working with the Physical Activity Strategic Lead to develop actions that meet the objectives of On the Move and the Cycling Charter.
- 4.15 Thrive, An Action Plan to drive better mental health and wellbeing in the West Midlands, identifies five themes which include supporting people whilst in work and developing safer and stable places to live. The aims of the Cycling Charter to improve provisions for cycling and walking play an important role in this plan as active travel increases physical activity which has a positive impact on mental wellbeing. Providing spaces that encourage cycling and walking also improves social inclusion and access to employment by developing places that link individuals with their communities. In addition, TfWM's Sustainable Travel Team regularly engages with businesses to promote sustainable and active travel which supports

the Workplace Wellbeing Commitment identified as a key action in Thrive to support people in employment.

- 4.16 The Mayor's Renewal Plan for the West Midlands includes commitment to supercharge cycling and walking. This includes increasing current levels of cycling to 5% (which is in line with the aim of the Cycling Charter) and upgrading cycle routes including their surfaces and lighting.

## **5.0 Cycling Charter**

- 5.1 The quarterly Cycling Charter meetings continue to take place with greater representation from the Strategic Transport Officers Group (STOG) to ensure that actions can be taken forward more effectively.
- 5.2 New stakeholders have been identified (for example, Chiltern Rail, West Midlands Rail, Sprint) and have been invited to meetings.
- 5.2 At the March 2017 meeting, the group voted to update the Cycling Charter Action Plan as some activities were cycling and walking as well as to make use of health data to identify areas where improvements can provide significant impact to quality of life. Air quality data and modelling will also be needed to demonstrate the need for interventions that reduce car use.

## **6.0 Cycling Charter Action Plan - Leadership and Profile**

- 6.1 *The Cycling Charter Action Plan objective is to foster effective and high profile leadership as this will be a key to delivering an increase in cycling across the West Midlands.*
- 6.2 Due to change in leadership at Dudley Metropolitan Borough Council Councillor Peter Lowe is no longer the West Midlands Cycling Charter Champion. The Cycling Charter Group is continuing to identify local champions to support and promote cycling in the region. There are currently local champions engaged in Dudley via Dudley Metropolitan Borough Council (DMBC) and Dudley Council for Voluntary Service (CVS). Hugh Porter is the Active Travel Champion for the City of Wolverhampton. At Sandwell Council, Councillor Bill Gavin chairs the Sandwell Cycling Forum.
- 6.3 Mayor Andy Street has identified "supercharging cycling and walking" in his Renewal Plan for the West Midlands He has also committed to seeking funding to raise local spending on improvement cycling provisions to £10 per head over ten years.
- 6.4 The Mayor and his team are working with the Cycling and Walking team to scope out the role of Cycling Charter Champion, or a cycling commissioner, similar to the roles of Will Norman in London and Chris Boardman in Manchester. An options paper has been prepared and will be reviewed by the Mayor's team.

## **7.0 Cycling Charter Action Plan - Cycling Network**

- 7.1 *The Cycling Charter Action Plan objective is to ensure there are significant changes in the planning, design and maintenance of the West Midlands transport network if we are to increase cycling levels.*

- 7.2 The West Midlands has a low uptake of cycling at only 1.7% of the population cycling to work or for education purposes based on Census 2011 data. Levels of walking has also been in decline in the region with current levels at 21.4% of modal share. The total number of walking trips per person per annum has fallen from 336 to 186, from the mid-1970s until 2011. Significant changes are needed if we are to achieve an increase to the 5% target of the Cycling Charter. In order to increase levels of cycling and walking, the quantity and quality of provisions requires significant improvement in terms of:
- Direct and joined up routes that improve access via these modes to trip generators and destinations
  - Provision of adequate level of road space
  - Safe crossing points
  - High standards of safety and visibility including signage/wayfinding and lighting
- 7.3 Cycle counters are located along the network to monitor use of the routes. Unfortunately, not all are functional and many need maintenance (e.g. battery replacement). We have been collating totals for the counters that are still providing data and are shown in the table below. Budgeting for cycle counters for the purpose of monitoring and evaluation is key to demonstrate the impact of the investment in cycling provision and to provide business cases for future investment.

	Number of Counters	First Quarter 2017	Second Quarter 2017
Total Counters West Midlands	65	472913	650850
Total Counters Managing Short Trips only (Black Country)	4	29287	40670
Total Counters Tow Paths (West Midlands)	12	182666	188950

- 7.4 TfWM has engaged with Birmingham City Council (BCC) to utilise their **cycle design guidance** to develop a West Midlands Cycle Design Guidance that that can be used by engineers and designers in the West Midlands and align the construction and upgrade of cycling routes. The document was edited by Phil Jones Associates (PJA) as they were the original authors for the BCC guidance. PJA adapted the narrative so that it was expanded to the region and photography includes examples from across the West Midlands. The draft was circulated amongst the Cycling Charter Steering Group members for feedback.
- 7.5 A supplemental section was added to the guidance to include best practice on the integration of cycling with light rail (Metro). PJA engaged with Midland Metro Alliance (MMA) to ensure the content was relevant.
- 7.6 The final document entitled West Midlands Cycle Design Guidance has been submitted to STOG for endorsement and approval to progress to WMCA Board for final approval.
- 7.7 Further work and resources will be needed to audit future cycle designs and ensure that best practice is adopted by Local Authority engineers and designers.
- 7.8 Engaging with Local Authority planning and highway design staff through **training** on the use of the Cycle Design document is also required and is being planned. This will be tendered following endorsement of the Guidance by WMCA Board.
- 7.9 In April 2017, Department for Transport (DfT) announced the Cycling and Walking Investment Strategy (CWIS). CWIS is a commitment to invest £1.2b to improve cycling and walking provisions across the UK with an objective to increase levels of active travel by improving

safety, facilities and the public realm. The aim is to double the current levels of cycling and increase walking to 300 walking stages per person per year by 2025.

- 7.10 **Local Cycling and Walking Infrastructure Plans** (LCWIPs) are included as part of CWIS as a long term approach (e.g. ten year plans) to identify improvements that can be made to cycling and walking provisions at the local level. The LCWIP will set out guidance for local and combined Authorities for planning cycling and walking routes and networks which will help people connect to work, education, leisure or retail sites via active travel. It will explain the steps that are needed for planning as well as the range of tools such as the Propensity to Cycle Tool that can be used to develop schemes.
- 7.11 WMCA and the 7 constituent Local Authorities submitted an expression of interest for technical support from Department for Transport (DfT) in June 2017. The bid was successful and WMCA will be receiving £86,000 for the development of LCWIPs for the region. Next steps will include training provided by DfT on LCWIPs as well as allocating resources towards this work.
- 7.12 Birmingham Connected is piloting Green Travel Districts (GTD) with the vision to create an “environment where people are put before cars; where residents, workers and visitors can safely walk, cycle or take public transport”. GTD Locations are selected based on: public transport availability, flow of people through area and existing or potential employment centres. Schemes and programmes are then implemented to improve infrastructure to support walking and cycling. A director post for the Selly Oak & Life Sciences GTD (University, Hospitals and Selly Oak) was funded by the Local Sustainable Transport Fund (LSTF). A community event in Selly Oak took place in November 2017 to initiate discussions on streetscape. New districts are now also being piloted in Kings Heath, Soho Road, City Centre (Colmore Row Business Improvement District) and Castle Vale.
- 7.13 With the aim to reduce congestion and improve air quality, GTD’s will also complement the BCR strategy to increase cycling to 5% of mode share. Future BCR highway developments are being proposed for GTD area to improve connectivity between GTDs and the city centre, or connectivity within the local area. Jaguar Land Rover in Castle Vale GTD and the University of Birmingham (Selly Oak & Life Sciences GTD) both have a cycle share scheme in partnership with BCR Big Birmingham Bikes to loan out bicycles to employees who would like to try cycling for their journey to work.
- 7.14 **Managing Short Trips** Infrastructure improvements: *Managing Short Trips (MST)* is a programme of infrastructure in the Black Country to deliver improvements to cycleways, specifically the canal towpaths, along with some highways improvements. Previously, £6.3m was invested in infrastructure schemes, delivering 31km of cycleway improvements to canal towpaths and associated physical highway improvements, such as footway widening, improved crossing facilities and tactile paving. These improvements are all designed to create cycle friendly corridors between existing cycle routes, residential areas and local centres.
- 7.15 MST has delivered the following improvements during 2016/17:
- The Birmingham new mainline canal between Galton Bridge and Bridge Street and Aldersley Junction and Dixon Street in Wolverhampton;
  - The Walsall canal between Bridgeman Street and Bentley Mill Way;
  - The Stourbridge canal from the Bonded Warehouse, through Wordsley Junction, Glass House Bridge and Leys Junction to Brockmoor Junction Bridge.

- 7.16 A second tranche of work for MST has been funded by the Black Country Consortium. A further £4.2m will be invested to improve the Birmingham Canal starting at Smethwick Galton Bridge to Wolverhampton. The table below lists the improvements that are planned to be delivered between 2017-19.

CODE	Delivery 2017/18
SAN01	Smethwick: Galton Bridge to Bromford Rd, Towpath (2.33km)
SAN03	Smethwick: Bromford Rd to Albion Rd junction (0.75km)
WOL01	Wednesfield link to New Cross Hospital: Wyrley & Essington Canal to New Cross Hospital & Bentley Bridge (2.30km)
WOL02	Wolverhampton: Dixon street to Deepfields junction bridge (3.30km)
	<b>Delivery 2018/19</b>
DUD04	Dudley: Deepfields Bridge to Factory Junction Towpath (2.02km)
DUD06	Dudley: Coseley Tunnel Improvements (0.30km)
SAN02	Smethwick: Bromford Lane to Dudley Border (5.2km)
SAN07	Sandwell: Tame valley towpath improvements at Friar Park (1.74km)

- 7.17 **Bikeshare.** A West Midlands Bikeshare Feasibility study was commissioned in June 2017 and completed in August 2017. ITP, the appointed consultant, was tasked with creating recommendations for the operation and demand of a bikeshare system for the West Midlands. The objective was to determine the way forward for a scheme that would be zero cost to the WMCA and Local Authorities. A Project Team including constituent local authority officers has been set up to move forward the scheme, meeting on a regular basis.
- 7.18 An open day as part of the feasibility study was held at WMCA offices on 19th July 2017. Nine suppliers attended the open day to discuss their scheme, including both docked and dockless bikeshare systems.
- 7.19 The Feasibility Study recommended:
- A singular West Midlands approach is taken to bikeshare as it benefits from user consistency, is tidier to implement and manage, as well as benefits from cost savings of scale
  - A high quality docked system was more suitable due to the criteria of needing to manage the city scape within urban centres and to support the objective of developing a high quality scheme
  - A scheme should include 3000-5000 bikes
- 7.20 The study recommended areas of potential high demand in the West Midlands, including an analysis of the top 10% of areas where bikeshare should be considered and is likely to be most successful. These include Birmingham city centre, Wolverhampton city centre, in the polycentric centres of the Black Country, Coventry city centre and suburbs and Solihull town centre and the National Exhibition Centre.
- 7.20 The scheme has been approved by the WMCA Board and has endorsed:
- To approve the adoption of a single bikeshare scheme across the WMCA constituent area.
  - To approve that TfWM be the lead organisation for a West Midlands Bikeshare scheme.

- 7.22 **Metro Alliance.** The Cycling and Walking Team continue to engage with Metro Alliance to develop improved integration with cycling. The Metro team provided input into the West Midlands Cycle Design Guidance. As a result of their engagement, a separate supplemental section for integration with light rail was included in the document. The Metro team is also working with HS2, BCC and TfWM on managing issues with severances along the cycle routes in and around the Curzon Street station.
- 7.23 Discussion on integrating cycling with the **Sprint** rapid transit programme continues to take place. Opportunities to install cycle parking at interchanges have been identified. The Sprint team provided input into the West Midlands Cycle Design Guidance and are working to integrate cycling provision within their routes.
- 7.24 The Cycling and Walking Team has been engaging with **HS2** to ensure that schemes include provisions for walking and cycling. A member of the team is part of the HS2 Environment and Landscape Board and has been able to input on priorities for the board and to emphasise the importance of cycling and walking provisions in areas impacted by HS2.
- 7.25 The Cycling and Walking Team have been working with Birmingham City Council to provide feedback to the HS2 design team to prevent severances along key cycling and walking corridors.
- 7.26 The Sustainable Travel Team will work in partnership with HS2 to develop a program of work to address resilience and manage the disruption caused during the construction phase of the project.
- 7.27 **Cycle parking occupancy** at stations for 2016/17 financial year averaged 26.8% from April 2016 to March 2017. This is slightly lower than in previous years. The decline during second quarter is consistent trend with previous years, however with increased capacity there has been a slight decrease in occupancy observed as well. A marketing plan is being developed to increase cycle parking use and integrating cycling with public transport.

	Average for 2014	Average for 2015	Average for 2016	First Quarter 2017	Second Quarter 2017	Target for 2017
Average Patronage	380	397	468	552	473	
Average Capacity	1346	1474	1740	1916	1915	
Average % Occupancy	28.5%	27%	26.8%	28.8%	24.7%	32%

- 7.28 TfWM continues to collaborate with **Brompton** to promote their cycle hire facilities in the city centre at Birmingham New Street, Snow Hill, and Moor Street stations. To date there have been 1352 hire days in Birmingham and 228 new members have joined the hire scheme this year.
- 7.29 TfWM is working with DMBC and CityID to identify a signage strategy using the Interconnect product line (currently in use in Birmingham and other areas in the West Midlands) in Dudley Town Centre and Brierley Hill. Site visits including sign audits have been completed with a network plan being developed. A workshop with stakeholders is scheduled to take place in the autumn. The objective is to ensure the signs provide efficient way finding for walking and

cycling linking to public transport, key destinations such as tourist and retail sites as well as leisure routes. The Cycling and Walking Team are part of the working group in this project. The outcome of this strategy can also be applied to the wider cycling network, pending consultations with the Cycling Charter Steering Group.

- 7.30 City of Wolverhampton Council are planning to extend shared use pathway on either side of A449 Vine Island and the motorway as well as opening route through Goodyear Park.

## 8.0 Cycling Charter Action Plan - Promoting and encouraging cycling

- 8.1 *The Cycling Charter Action Plan objective is to facilitate delivery of high quality cycle training, promotion of road safety and coordinate creative marketing campaigns to increase cycling across the West Midlands.*

- 8.2 As part of the Department for Transport (DfT) Local Sustainable Travel Fund *Smart Network, Smarter Choices* (SNSC) programme, delivery of a range of cycling support formed a key element of the 2016/17 programme across the education and employer workstreams to enable more people to cycle. These activities are now concluded with the completion of the SNSC project. the final year report will be available for review over the coming months.

- 8.3 **Movement for Growth Surveys.** The Movement for Growth tracking survey monitors the user experience of car drivers, pedestrians and cyclists across the West Midlands. Data is collected on an on-going basis with 500 interviews conducted each quarter.

- 8.4 Walking trips of ten minutes or more at least once a week were taken by 91% of respondents. These trips were largely to carry out small errands (41%) or going for a walk (13%). Satisfaction with the majority of walking attributes were high (80% or higher). The only attribute to rate below 80% was the maintenance and upkeep of pavements and walkways (67%).

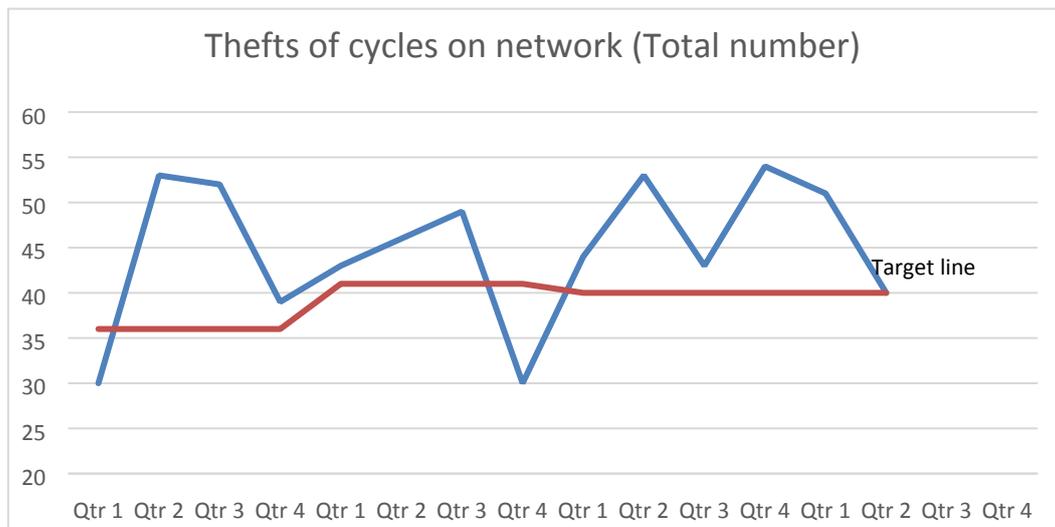
- 8.5 Of the 500 surveys, 85% of respondents never cycled, with only 7% cycling weekly, and 6% monthly. Of the respondents who did cycle, 82% considered themselves to be an experienced cyclist. Almost half of the respondents who cycled (44%) made their last trip on a road without a cycle lane. Cyclists tended to travel for leisure (31%) or went for a ride/cycling for exercise (14%). The lowest rated attributes for the routes were: provision of cycle routes, amount of space on cycle paths/footpaths and levels of conflict with other road users.

- 8.6 **Top Locations** are organisations that have proven their ongoing commitment to cycling and walking. Birmingham Cycle Revolution is funding a second tranche of Top Cycle Location grants to schools and businesses around the city. To date, 24 businesses and 12 schools have received grant funding. All businesses that have worked with BCC as part of the Top Cycle Location grant process will be included in the Birmingham Connected Business Travel Network, a means for workplaces, through the use of tool kits and self-help resources, to have an action plan in place to promote and encourage sustainable travel. STARSFor (the national accreditation scheme that recognises organisations that have shown excellence in supporting cycling, walking and other forms of sustainable travel through the delivery of effective Travel Plans) will be piloted as part of this process.

- 8.7 We continue to deliver on our award winning five point **Cycle Crime** action plan focusing on 5 key areas of enforcement, engagement, education, environment and evaluation to combat cycle theft at stations. Between April 2016 and March 2017, there have been 194 cycle thefts from stations in the region, a disappointing 15% increase in thefts from last year. A crime

spree at New Street resulted in a continuation of this trend but the offender was caught through the use of decoy bikes. The number of bike theft reported in Quarter 2 reduced to 40 from 51 in the previous quarter.

Our intelligence led operations, Love Your Bike sessions, free bike marking, CCTV security systems, online advice, subsidised D-locks, decoy tracker bikes and secure cycle hub parking contribute in keeping cycle crime relatively low in the region. Working with the Safer Travel Police Team and West Midlands Police, the decoy bike tracker bike continues to be deployed at cycle crime hot spots resulting in the arrest of some of the offenders. The Safer Travel Police Team fund the maintenance of the tracking system of the decoy bike. Sustained investment, fresh interventions and partnership initiatives with British Transport Police and rail operators are required to keep cycle crime down.



8.8 A total of 40 **Love your Bike** sessions have taken place at locations across the network during 2016/17, funded by the LSTF programme. By partnering with local bike shops, we have been able to plan a further 38 sessions at very low cost compared to the previous year. The sessions in 2017/18 continue to be in partnership with the Safer Travel Partnership with local bike shops providing technical expertise on a voluntary basis, which has made these sessions cost effective for TfWM. These award winning sessions enable commuters to benefit from a bike safety check that is free of charge, the opportunity to buy a discounted D-lock (cycle lock) to help reduce cycle crime, and advice on free cycle training and cycle maintenance sessions in their local area. Bikes are also security marked for free by British Transport Police using BikeRegister – the National Cycle Database which is used by every Police Force in the UK to search for stolen and recovered bikes.

8.9 **Road Safety.** Across the UK, there are on average 2 deaths and 60 injuries per week to cyclists, and 1 death and 14 injuries to pedestrians. In TfWM’s commitment to developing the region’s transport systems, there is a recognition that road safety needs to be addressed. A draft of the West Midlands wide Road Safety Strategy bringing together local and national initiatives for the region will be prepared in the upcoming months. It is hoped that the strategy will deliver strong and consistent messages within its campaigns, and effectively utilise resources within both the West Midlands Police and West Midlands Fire Service.

8.10 **Give Space Campaign.** The Central Motorway Police Group (CMPG; responsible for enforcement) have been delivering its award winning ‘Give Space Be Safe’ campaign on the region’s roads since Autumn 2016. The campaign has been closely followed by other police forces and local authorities who are now adopting the strategy to increase safety in their

regions. In the West Midlands, from August 2016 to July 2017, the number of cyclists killed or seriously injured (KSI) decreased by 20% (from 115 to 92) over the same period last year.

- 8.11 Solihull Council has launched Car Exclusion zones at three schools (Oak Cottage, Marston Green Infants and Hasluck's Green Juniors) which started in September 2017 as part of an 18 month pilot to minimise traffic around school drop offs. They are working with local police to monitor enforcement and uptake. Should the scheme prove to be successful, there is ambition to extend the programme to other schools. The aims of the pilot is to increase the number active travel journeys with the following benefits:
- A reduction in traffic speed, congestion and pollution around the school gates
  - Improvements in levels of childhood obesity
  - Improvement in road safety
  - The ability of the Council to proactively respond to demand from parents and residents
- 8.12 **Cycle Marketing and Promotion.** There have been several promotion events during the first half of 2017/18. TfWM partnered with BCC and other organisations to promote Clean Air Day on 13 June 2017 at an event held at Colmore Row. TfWM has also partnered with the Safer Travel Partnership and BCC at New Street Station on 4 October 2017 to promote cycling. Both of these events also included signposting to local rides and initiatives from Cycling UK and British Cycling. Over 200 individuals spoke to members of staff in attendance at the event and received information on local routes and cycle crime. Some feedback received during discussions included the lack of segregated cycle lanes in the region.
- 8.13 TfWM are actively promoting initiatives delivered by Birmingham Cycle Revolution, Cycling UK, and British Cycling. Signposting towards led rides, road safety campaigns and active travel initiatives in the region through the Network West Midlands cycling portal and social media pages. We have also shared campaigns at promotional events, with local businesses and with universities through online and printed materials.
- 8.14 With closure of LSTF, promotion of cycling and walking at TfWM has been primarily through social media. Based on the number of views and clicks, often in the 100,000s it has been shown that this online engagement is effective for sharing of information and there is an appetite for this content.
- 8.15 Cycling support has been delivered by Solihull MBC including: On the Move, Modeshift Stars, Frame Academy, GCSE PE Programme and Duke of Edinburgh/ Expedition Cycling Programme. City of Wolverhampton Council have delivered Love Your Bike sessions to businesses at i54 and as well to their own staff to encourage cycling. Staff pool bikes have also been made available to City of Wolverhampton Staff.
- 8.16 BCC continue to deliver Modeshift Stars and Bikeability to schools. Birmingham Cycle Revolution have also delivered summer holiday cycle training to children. All schools across the city are being given the opportunity to apply for a Young Active Travel Grant of up to £1,000 to be spent on initiatives that will encourage pupils and parents to adopt more sustainable ways of getting to and from school, improving their safety and supporting the development of their school travel plan through Modeshift STARS.
- 8.17 With the support of British Cycling, Birmingham has significantly developed the workforce of Bikeability Instructors from 27 to 56. This workforce is now also very representative of the wide ethnic diversity of Birmingham. The breakdown is as follows, 33 White English, 23 BAME Groups, 13 female, 43 Male. Recruitment of instructors utilises the Birmingham Way

Programme which has been jointly developed. This involves a Wellbeing Service Induction and a Cycling Information evening which was introduced following advice from British Cycling. Our instructors are now far better prepared to work with diverse communities in Birmingham.

8.18 Local Authorities and the voluntary sector are also delivering activities to encourage more people to take up and continue to cycle and walk as a form of active travel as well as a way to promote healthy active living, including:

- Bikeability and Bikeability Plus for children and young people, taking place across the 7 Local Authorities
- Birmingham Cycle Revolution including Big Birmingham Bikes – This will also include a set of wrap around activities targeted at families and schools which will bring added value to strengthen the Bikeability offer.
- Cycle Coventry
- Dudley CVS
- Walsall Walking On
- Dudley Cycle Forum
- Dudley Age Concern
- Let's Get - DMBC
- Sandwell Cycling Forum
- Active Black Country – Black Country Consortium
- Wolverhampton Walking for Health
- Wheels for All - Solihull
- Wheels for All – Birmingham
- Wheels for All - Coventry

8.19 **Partnerships.** TfWM have been working with other organisations to help promote cycling across the region. These partnerships make use of the expertise and successful schemes that have been delivered in other areas of the country. They also foster the joint up approach for delivery and allow for consistent messaging. This year, TfWM are working with Cycling UK and Living Streets with dedicated staff to delivering successful promotional schemes, Big Bike Revival and Walking to School Challenge.

8.20 **Big Bike Revival.** A partnership is in place between TfWM and Cycling UK to deliver the Big Bike Revival programme, a scheme to develop community cycle clubs and encourage cycling. A Cycling Development Officer is in post and is working directly with TfWM to help identify areas that could benefit from this work. To date, 5 community clubs have been formed in Walsall, Wolverhampton, Solihull, Coventry and Sandwell (table below) and several other groups are pending. Birmingham City Council is also working with Cycling UK and has a dedicated Community Development Officer to develop community cycling clubs around Birmingham with 16 active since 2016.

Area	Club Name
Wolverhampton	Wildside Activity Centre
Walsall	Walsall Arboretum Community Cycle Club
Coventry	New Life Cycle Comm. Cycle Club (Langley Trust)
Sandwell	Smethwick Beat The Street Community Cycle Club (MST1)
Solihull	Birmingham Business Park Community Cycle Club
Dudley	Leap over 50 (Age UK)

- 8.21 **Living Streets.** Living Streets has partnered with TfWM to deliver WOW – Walking to School Challenge to schools across the region. A Project Coordination Officer is in post and has engaged with 24 schools and launched the program at 14 schools during the first half of 2017/18 financial year. The programme is an online platform to monitor modal share and incentivises uptake of active travel through monthly reward badges. Data collected is shared to local authorities.
- 8.22 TfWM have partnered with Public Health England to promote the **One You** campaign. The campaign targets adults aged 40-60 to do short 10 minute walks and increase their levels of physical activity. This is part of a wider campaign (<https://www.nhs.uk/oneyou>) which includes an app and promotion of healthier lifestyles including healthier eating and reducing stress.
- 8.23 The One You is being promoted along bus routes that include Short Hop reduced fares. The message is to promote the reduced fare by walking to the next bus stop, which is approximately a ten minute walk away.



## 9.0 Cycling Charter Action Plan - Funding

- 9.1 *The Cycling Charter Action Plan objective includes securing Funding for cycling improvements if we are to meet our aspirations for cycling growth in the West Midlands.*
- 9.2 Following the conclusion of the LSTF funded programme *Smart Network, Smarter Choices* TfWM's Sustainability Team was restructured. Although there has been a reduction in the number of staff overall, an allocation of £87k from the 2017/18 WMCA Transport Revenue Budget has ensured that the Cycling Charter and Development Officer roles can continue into 17/18.
- 9.3 **Devolution.** A second devolution deal is currently being negotiated with central government. It includes a bid for £165m for support towards "Strategic and Local Cycle Network Development Programme". This supports the aim to increase investment in cycling to £10 per person per year to give a total ten year investment of £283m. The announcement for this funding should take place during late Autumn 2017.
- 9.4 **Managing Short Trips.** The Black Country Consortium has funded a second tranche of the Managing Short Trips Programme. £4.2m will be invested in the Birmingham Canal linking Wolverhampton to Birmingham between 2017 to 2019.

- 9.5 **New Rail Franchise.** The new rail franchise for the West Midlands was announced in August 2017 with West Midlands Trains Ltd (a joint venture between Abellio, East Japan Railway Company and Mitsui & Co Ltd) named as the train operating company (TOC) starting December 2017. The TOC has committed to station improvements across the franchise area along with delivering 2,500 cycle parking spaces. They have also committed to including staff dedicated to promoting integrated travel with sustainable travel modes. TfWM Cycling and Walking Team continue to engage with West Midlands Rail and the TOC to discuss cycle provision improvements in line with the vision of the Cycling Charter.
- 9.6 London Midland have committed funding to a cycle hub in Walsall Rail Station with potential delivery by the end of the franchise contract.
- 9.7 As part of WMCA capital funds for car park renewals, a portion of the annual funds has been allocated to improve cycle parking funded. This funded the removal of lockers in Widney Manor which were in disrepair (the cycling provision was upgraded to two tiered racks which was funded by London Midland and the Rail Delivery Group Cycling Rail Fund).
- 9.8 TfWM have been looking at initiatives that can include cycling and walking as a way to improve physical activity and public health. **Sport England** have small grants funding and we are looking into bidding for initiatives to promote MST2 in the future.
- 9.9 **HS2 Community and Environment Fund.** HS2 has made available funding towards communities and local economies along the route that are adversely impacted during and post construction of the line. TfWM is working with HS2 to help work with communities looking to access this fund and for help to develop proposals to enhance cycling and walking provisions, including any severances caused by the line.
- 9.10 The value of the Cycling UK Programme is approximately £60,000. Cycling UK are covering the full cost of the Programme through grant funds obtained directly from the Department for Transport.
- 9.11 The partnership between TfWM and Living Streets has allowed the delivery of a promotional programme for walking to school at no cost to TfWM. Living Streets cover the full cost of the Programme through grant funds obtained directly from the Department for Transport.
- 9.12 Solihull Metropolitan Borough Council and Walsall Council have been successful in their bids for National Productivity Investment Fund. The funding will be used to improve local links for cycling and walking. SMBC have received £4.5m and Walsall has received £4.3m.
- 10.0 Monitoring and Evaluation**
- 10.1 As part of Movement for Growth, Monitoring and Evaluation of schemes and actions are being put into place to ensure schemes are effective in reaching the 5% target for cycling.
- 10.2 A list of existing counters along cycle routes in the West Midlands has been generated by the Customer Insight Team. The counters will provide a clear picture of the use of the routes in the region.
- 10.3 Cycle parking counts are undertaken on a monthly basis by TfWM Customer Insight Team.

10.4 Sustrans has collaborated with 7 cities including Birmingham to produce the Bike Life report which contains a series of surveys on the perception of cycling and progress made in improving cycling infrastructure. The most recent report is based on 2015 data collected within Birmingham. A data collection took place in 2017 and an accompanying final report will be made available later this year.

10.5 TfWM is partnering with Isle of Wight to share data on visitors from the West Midlands to that area. The objective of this work is to promote the cycling routes and offers in the West Midlands. This is a pilot to determine whether behaviour change can be encouraged following a positive holiday experience.

## 11.0 Financial Implications

11.1 A summary of current and planned cycling investment in the West Midlands is included below:

Total Cycling Investment							
Actual	Actual	Actual	Forecast	Plan - based primarily on remaining BCR forecast. Access Fund revenue bid unsuccessful and LGF3 capital proposals have not been prioritised.			
2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	
<b>CAPITAL INVESTMENT</b>							
Public Sector funding (LA , Government, EU)	£6,928,713	£15,317,199	£14,351,160	£15,465,212	£19,999,200	£3,818,000	£1,320,000
Matched funding (Private Sector, Charities, Developer contributions etc)	£116,000	£141,000	£450,000	£305,000	£0	£0	£0
<b>Total capital</b>	<b>£7,044,713</b>	<b>£15,458,199</b>	<b>£14,801,160</b>	<b>£15,770,212</b>	<b>£19,999,200</b>	<b>£3,818,000</b>	<b>£1,320,000</b>
<b>REVENUE INVESTMENT</b>							
Public Sector funding (LA , Government, EU)	£2,667,403	£3,900,631	£3,086,418	£1,571,549	£127,000	£87,000	£87,000
Matched funding (Private Sector, Charities, Developer contributions etc)	£0	£0	£0	£0	£0	£0	£0
<b>Total revenue</b>	<b>£2,667,403</b>	<b>£3,900,631</b>	<b>£3,086,418</b>	<b>£1,571,549</b>	<b>£127,000</b>	<b>£87,000</b>	<b>£87,000</b>
<b>Total Investment (Capital + Revenue)</b>	<b>£9,712,115</b>	<b>£19,358,830</b>	<b>£17,887,578</b>	<b>£17,341,761</b>	<b>£20,126,200</b>	<b>£3,905,000</b>	<b>£1,407,000</b>
<b>West Midlands population</b>	<b>2,780,500</b>	<b>2,800,200</b>	<b>2,819,900</b>	<b>2,840,200</b>	<b>2,859,900</b>	<b>2,879,600</b>	<b>2,898,500</b>
<b>Investment per capita</b>	<b>£3.49</b>	<b>£6.91</b>	<b>£6.34</b>	<b>£6.11</b>	<b>£7.04</b>	<b>£1.36</b>	<b>£0.49</b>
<b>Investment per capital split by Local Authority</b>							
Birmingham	£2.27	£10.26	£11.11	£10.72	£17.79	£3.40	£1.19
Solihull	£8.65	£3.66	£4.11	£2.33	£0.03	£0.03	£0.03
Dudley	£2.63	£3.46	£5.69	£2.87	£0.03	£0.03	£0.03
Sandwell	£0.96	£0.97	£1.62	£2.84	£0.03	£0.03	£0.03
Walsall	£0.88	£1.47	£2.59	£3.75	£0.03	£0.03	£0.03
Wolverhampton	£2.97	£5.12	£5.49	£7.54	£0.19	£0.03	£0.03
Coventry	£10.11	£12.63	£0.84	£0.25	£0.03	£0.03	£0.03
<b>Total</b>	<b>£3.49</b>	<b>£6.91</b>	<b>£6.34</b>	<b>£6.11</b>	<b>£7.04</b>	<b>£1.36</b>	<b>£0.49</b>

Note: The above costs do not include the Bikeability funding programme for Schools. In 2016/17 this funding across the West Midlands amounted to £419,557 - adding about 14p to the costs per capita reported above (applies to all years)

11.2 The planned capital investment for 2017/18 through 2019/20 relates to the Birmingham Cycle Revolution programme funded by Cycle City Ambition. The capital elements of the Access Fund bids which were submitted by the 3 LEP areas though LGF3 have, at present, not resulted in any confirming funding allocations by LEP for cycling projects.

11.3 The WMCA Access Fund DfT revenue bid was not successful and therefore revenue funding for 2017 through 2020 for cycling support is extremely limited.

11.4 The investment reported in the last 4 years is primarily through the LSTF programmes and the first half of the Birmingham Cycle Revolution programme.

11.6 Comparison of investment per capita with other conurbations in the UK is difficult because there is no strict definition of cycling investment available or used. London investment is

frequently quoted as £18 - £20 per capita providing the funding for, in particular, the new cycle superhighways. Our understanding is that London have concentrated their considerable investment (based on an 8.6m population) on a limited number of high profile cycle superhighways. In the West Midlands, investment has been more widely spread covering the LSTF revenue programmes, Big Birmingham Bikes, canal and green way cycle paths and non-segregated on highway cycle routes.

11.7 There are no direct financial implications as a result of this report. The Mayor's aspiration is to invest £10.00 per head in planned cycling initiatives going forward.

## **12.0 Legal implications**

12.1 There are no immediate legal implications flowing from this report although additional legal input may be required as the Action Plan develops.

## **13.0 Equalities implications**

13.1 The Cycling Charter Action Plan does not result in any negative disproportionate impact for any of the protected characteristics. However, cycling nationally (and regionally) is unequal with cyclists more likely being male, young, non-disabled and white. To address such inequalities and improve wider participation and representation there needs to be a stronger focus on the creation of more inclusive cycling environments (both in terms of infrastructure and cycling route choices) that can cater for bikes of all sizes, including tricycles, trailers and tandems and for all different types of cyclists. Moreover, promotion of cycling activities and opportunities needs to be reflective of the diversity of the region, both in terms of the images used and the way information is disseminated and communicated to West Midlands residents.

13.2 Some people with special needs or physical disabilities may be able to benefit from programmes in the region that use adapted bicycles and they are referred to the organisations that deliver these. Wheels for All is an initiative organised by Cycling Projects in various locations across the UK including the West Midlands (Coventry, Birmingham and Solihull).

## **14.0 Other implications**

14.1 Increasing cycling and walking helps improve public health, air quality, reduce carbon emissions and reduces overall noise pollution.

## **15.0 Schedule of background papers**

15.1 [West Midlands Cycling Charter](#)

15.2 [Andy Street's Renewal Plan for the West Midlands](#)

## **16.0 Appendices**

## Glossary

<b>Word / Acronym</b>	<b>Explanation</b>
<b>BCC</b>	Birmingham City Council
<b>BCR</b>	Birmingham Cycle Revolution
<b>BikeRight!</b>	Supplier delivering programme Cycling support
<b>CCTV</b>	Closed Circuit TV
<b>CMPG</b>	Central Motorway Police Group
<b>CWIS</b>	Cycling and Walking Investment Strategy
<b>DCPC</b>	Driver Certificate of Professional Competence
<b>DfT</b>	Department for Transport
<b>DMBC</b>	Dudley Metropolitan Borough Council
<b>Dudley CVS</b>	Dudley Council for Voluntary Service
<b>GTD</b>	Green Travel District
<b>Hub</b>	Fully enclosed structure for bicycle parking at train stations
<b>LCWIP</b>	Local Cycling and Walking Infrastructure Plan
<b>LEP</b>	Local Enterprise Partnership
<b>LGF</b>	Local Growth Fund
<b>LSTF</b>	Local Sustainable Transport Fund
<b>MST</b>	Managing Short Trips – programme of cycle infrastructure improvements in the Black Country
<b>On the Move</b>	<i>West Midlands' On the Move Strategic Framework (On the Move) – WMCA framework to encourage physical activity in the region</i>
<b>SNSC</b>	Smart Network, Smarter Choices
<b>Solihull MBC</b>	Solihull Metropolitan Borough Council
<b>STDEP</b>	Sustainable Transport Delivery Excellence Programme
<b>STOG</b>	Strategic Transport Officers Group
<b>Sustrans</b>	A national cycling charity enabling people to choose healthier, cleaner and cheaper journeys
<b>TfWM</b>	Transport for West Midlands
<b>WMCA</b>	West Midlands Combined Authority



## Transport Delivery Committee

<b>Date</b>	4 <sup>th</sup> December 2017
<b>Report title</b>	Metro Operations Business Report
<b>Accountable Director</b>	Phil Hewitt, Metro Programme Director  Email: philhewitt@centro.org.uk Tel: 0121 214 7254
<b>Accountable Employee</b>	Sophie Allison, Metro Operations Manager  Email: sophieallison@centro.org.uk Tel: 0121 214 7347
<b>Report to be/has been considered by</b>	Councillor Roger Horton – Lead Member Rail and Metro

**Recommendation(s) for action or decision:**

**The Transport Delivery Committee is recommended to note the report:**

### 1.0 Purpose

- 1.1 To report on matters relating to the performance, operation and delivery of Metro services in the West Midlands.

This report includes:

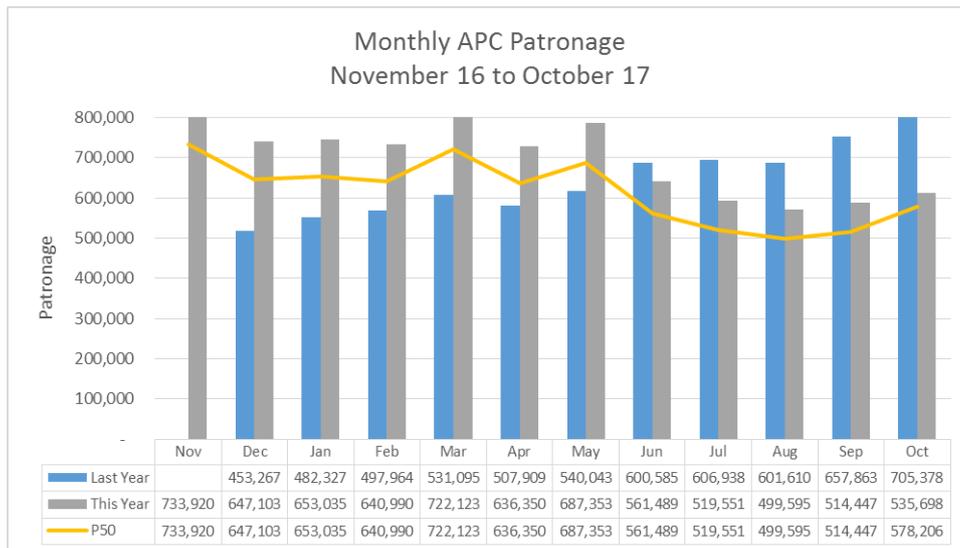
<p>Section A 2.0</p>	<p><b>Operational Performance</b></p> <p>2.1 Patronage 2.2 Weekend Patronage Growth 2.3 Punctuality 2.4 Reliability 2.5 Customer Service Representative Coverage</p>
<p>Section B 3.0</p>	<p><b>Partnership Update</b></p> <p>3.1 Bradley Lane Park and Ride update 3.2 Metro passenger panel</p>
<p>Section C 4.0</p>	<p><b>Tram Passenger Survey - Satisfaction Results</b></p> <p>4.1 Tram Passenger Survey</p>
<p>Section D 5.0</p>	<p><b>Operational Matters and Passengers Impacts</b></p> <p>5.1 Re-opening of Bilston Rd 5.2 Christmas Timetable</p>
<p>Section E 6.0</p>	<p><b>Operator Business Updates</b></p> <p>6.1 NXMM update</p>
<p>Section F 7.0</p>	<p><b>Appendices N/A</b></p>

## 2.0 Section A – Operational Performance.

### 2.1 Metro Patronage

2.1A Patronage on Midland Metro continues to grow since the opening of Grand Central tram stop on 30th May 2016. Chart 1 shows the monthly patronage from November 2016 to October 2017. This is derived from the automatic passenger counters covering the tram doors. The average growth year on year is 7%. Prior to the closure of Bilston Road patronage was up on average 32% each month but since the closure of Bilston Road for the track replacement project, patronage is down on average 17% each month. The patronage has been falling gradually since the closure which explains the overall position.

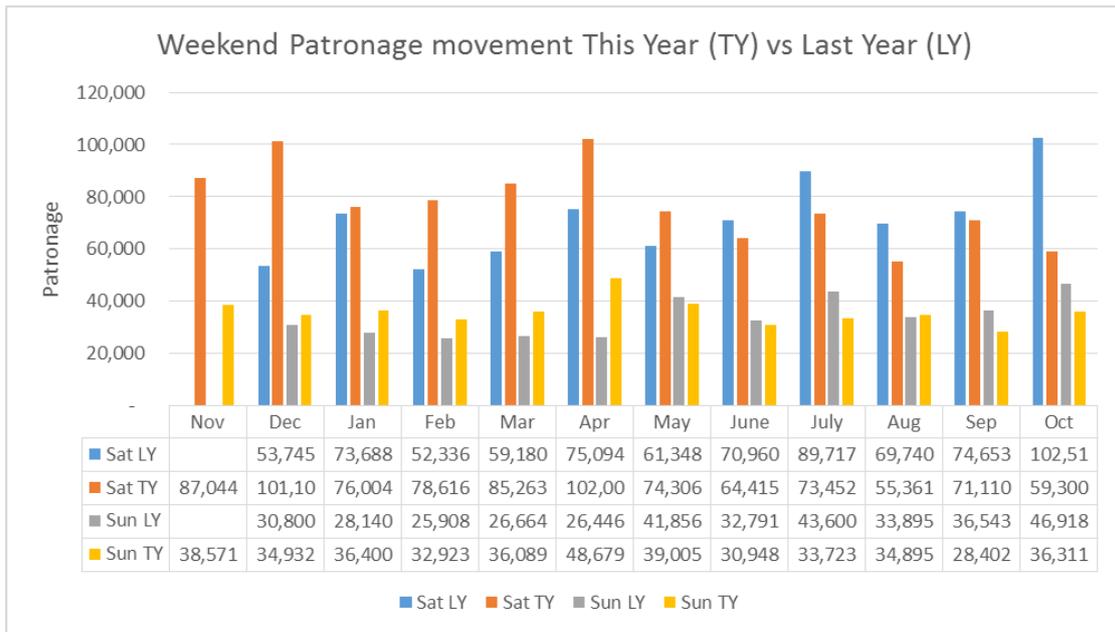
**Chart 1**



### 2.2 Weekend Patronage Growth

2.2A Chart 2 shows patronage on Midland Metro at weekends. When comparing the period Dec 2016 to October 2017 with the equivalent period a year prior, patronage on average has shown an increase of 7% on Saturday and 15% on Sunday. However, since the commencement of Bilston Road track replacement project, patronage has declined on both Saturdays and Sundays. When comparing the month of October 2017 with October 2016, the change has been a decrease on Saturday of 42% and on Sunday a decrease of 23%. Journeys at weekends tend to be more for leisure purposes and therefore optional. As such it is likely that disruption to service arising from Bilston Road track replacement project has particularly impacted weekend patronage.

**Chart 2**

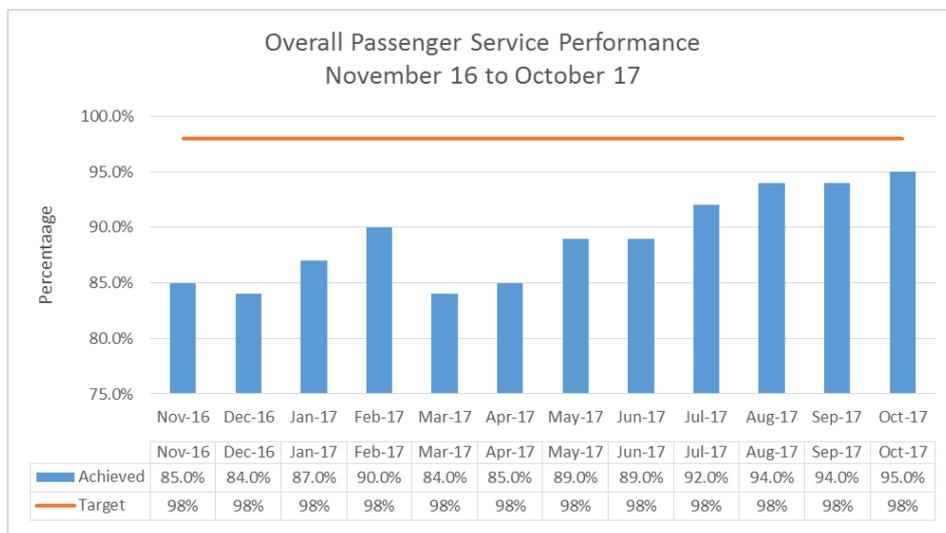


**2.3 Punctuality**

2.3A This measure details how many journeys have been operated in accordance with the published timetable at the departure and termination points. Chart 3 shows monthly punctuality performance from November 2016 to October 2017. Please note that incidents which affected service and are outside of the operator’s control have not been removed from the figures presented, thus the figures demonstrate the real passenger experience.

2.3B Punctuality has improved since June 2017. This coincides with Bilston Rd closure and highlights how delays arising on the on-street section of the tram system which are often outside of the control of the operator, can impact performance. National Express Midland Metro are working with The City of Wolverhampton Council to ensure the traffic signal timings along Bilston Road are optimised for the re-opening of this section of the route.

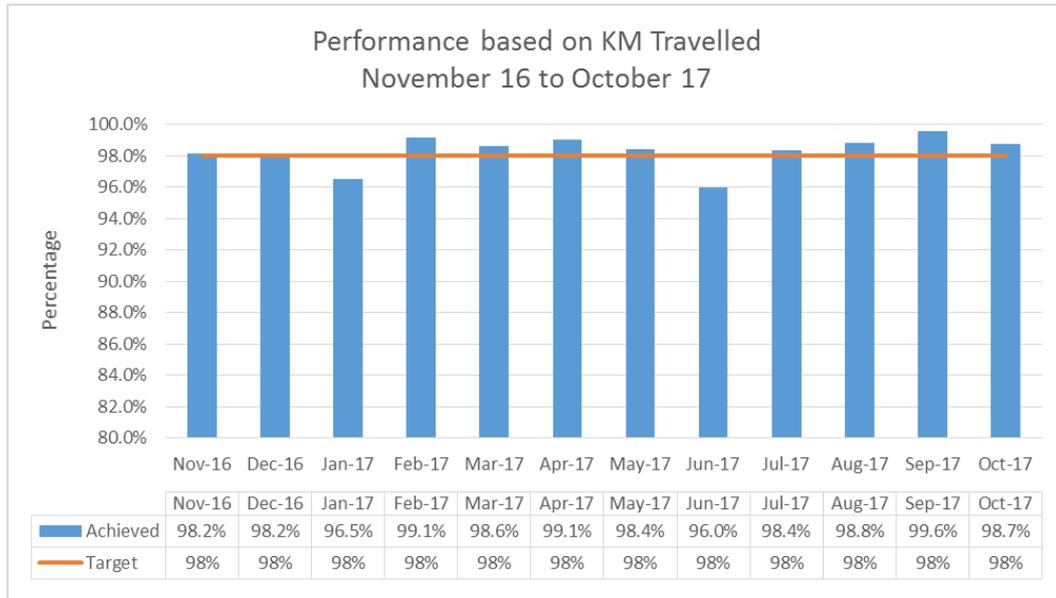
**Chart 3**



**2.4 Reliability**

2.4A This measure shows the percentage of kilometres operated against the scheduled timetable. Chart 4 shows performance over the last 12 months. The target is 98% which has been achieved over the last quarter.

**Chart 4**

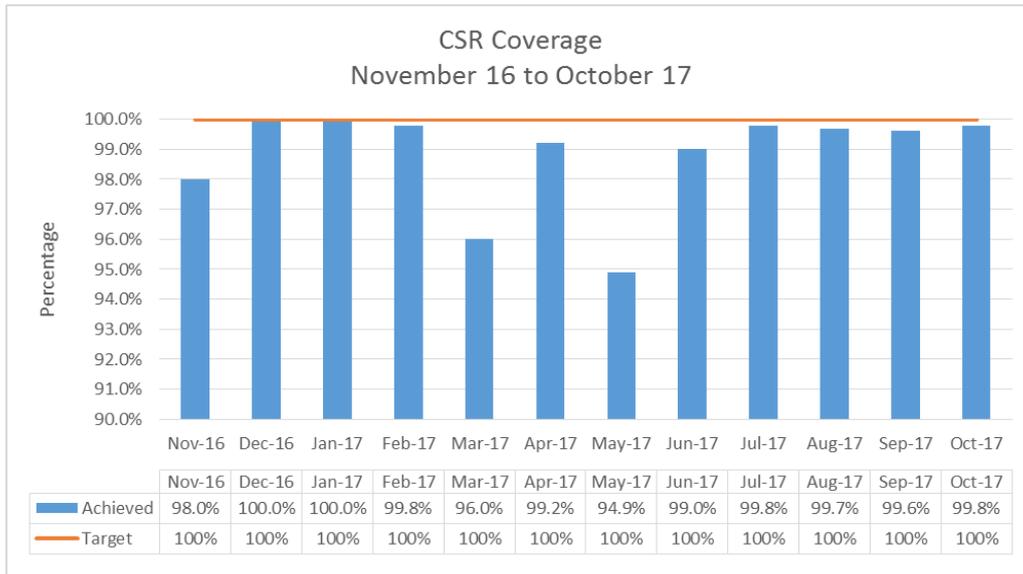


**2.5 CSR Coverage**

2.5A Chart 5 shows the number of journeys that were completed with a Customer Service Representative (CSR) on board over the last 12 month period. Where journeys have been completed without a CSR, this is largely attributed to staff absence due to sickness.

2.5B Staffing levels are currently at 97% for drivers and 94% for CSRs but recruitment remains buoyant for both staff groups. All candidates are now required to undergo psychometric testing as part of the recruitment process and this is ensuring that the success rate through training is now 100%. Short notice sickness continues to be a problem that is being managed through the NXMM sickness policy with the options of alternative employment being sought if capability becomes a factor.

**Chart 5**



**3.0 Section B – Metro Partnership Update**

**3.1 Bradley Lane Park and Ride**

3.1A Work continues on the Bradley Lane park and ride project which will deliver 196 new parking spaces, serving Bradley Lane tram stop. The tender for a construction contractor was issued on the 1<sup>st</sup> September 2017 and tenders were returned on the 26<sup>th</sup> October. These are currently being evaluated and it is intended to award contract in January 2018. The physical works are planned to commence in February 2018 with phase 1 being the mine stabilisation works. The project is due to be completed by Autumn/Winter 2018.

**3.2 Metro Passenger Panel**

3.2A Metro Passenger Panel last met on 27 September 2017 and items discussed included an operational update, progress on the A41 works and the updated passenger champion survey. The panel has two new members who working with the wider panel members were pleased to be involved in the development of the new passenger champion survey. The passenger panel provided valuable input making suggestions regarding the question set which has been fed back to the working group for the survey. Other feedback from the panel related to the communication plan and implementation of the replacement bus service for the A41 closure. The panel viewed both positively, although it was raised that communication during service disruption is not always timely or informative and that this is an area that can be improved. Plans are in place to address this, as detailed in 4.1A. The next passenger panel is on 7 December 2017.

**4.0 Section C – Tram Passenger Survey – Satisfaction Results**

4.1A The Autumn 2016 tram passenger survey results reported an overall customer satisfaction level of 92%, up from 81% the previous year. This was biggest rise in passenger satisfaction

when compared with other tram systems in the UK, leading to recognition from the industry with Midland Metro awarded Most Improved System 2017 at the prestigious Global Light Rail Awards in October.

Customer information is a key area for improvement, in particular during periods of unplanned changes to service, with 28% of passengers surveyed reporting that no reason was given in the event that they had experienced a delay to their journey. A development plan has been produced with a focus on developing the team's communication skills and the resources available to deliver real-time information to customers promptly and succinctly. The introduction of dedicated Customer Information Officers is being scoped for introduction during 2018. They will be responsible for managing communications to passengers, this will include the increasingly more important social media channels.

With 14% of passengers suggesting improvements relating to passenger behaviour, customer facing staff are also receiving further development in order to give them confidence in dealing with challenging behaviour and skills that will help them to identify potential conflict and provide resolution to such incidents.

Overall, many positives have been taken from the survey results, including the number of customers experiencing delays reducing by 6% and the number of customers stating that they were 'very dissatisfied' with their journey significantly reducing from 9% to less than 1%.

The service remained consistent in other areas, including punctuality and the length of time waiting for a tram.

## **5.0 Section D - Operational Matters and Passenger Impacts**

### **5.1 Re-opening of Bilston Rd**

5.1A Tram services to Wolverhampton St George's tram stop will resume on the 10<sup>th</sup> December following the completion of Bilston Road track replacement project delivered by Midland Metro Alliance. The tram tracks on the A41 Bilston Rd, Wolverhampton were originally installed in 1999. They had become heavily worn and nearing the end of their life, leading to high levels of noise and vibration, as well as the break-up of the road surface adjacent to the rails. Work commenced on site to replace the 1.35km of double tram track (2.7km of track in total) on the 11<sup>th</sup> June 2017. Other works delivered by the project include the replacement of drainage water boxes, stray current collection system and the replacement of signalling loops.

During the period of the works the passenger service has operated from Priestfield to Grand Central tram stop with a replacement 79/79E bus service between The Crescent tram stop and Wolverhampton Bus Station. To support customers, for the first two weeks of the work customer care staff were available at key stops to provide information and guidance about the alternative transport options available to them and the amended timetable. Communication material was produced and distributed in advance of the road closure to prepare customers for the transition to the replacement bus service, including posters,

leaflets, website updates and social media information. A member of Metro staff has been available at Wolverhampton bus station for the duration of the work during service hours, to sell Metro tickets and provide customer care.

Initiatives have been in place to ensure that customers are not disadvantaged financially during the work. This includes the provision for the £1 City Hop fare to be available to customers that would normally travel between Priestfield and St George's for this fare, as well as options for conductors to reduce the customers Metro fare on production of a 79 or 79E bus service ticket in the event that they are unable to buy their Metro ticket in advance.

A communication plan has been prepared and is being implemented in three phases in preparation for full service to be resumed on Sunday 10<sup>th</sup> December:

1. Informing customers that the Bilston Road will re-open on 2 December
2. Post road opening, pre trams returning to normal service. Testing and commissioning phase
3. Post service resuming

Initiatives include posters at all stops, information leaflets, customer care staff at key stops and relevant announcements on tram and at stops.

A marketing campaign has also been developed to promote the early completion of the works and encourage customers to travel on metro. A promotional mailing, including a £5 discount voucher to use with the Metro Group Ticket (usually £10) will be delivered to approximately 68,000 homes during week commencing 18<sup>th</sup> December.

There is also a social media and radio campaign planned, which is led by Network West Midlands to promote all transport modes including metro this Christmas.

## **5.2 Christmas Timetable**

5.2A NXMM operating hours throughout the Christmas period and into 2018 will be unchanged, with the exception of:

- Monday 25 December: No tram service will operate
- Tuesday 26 December: An enhanced Sunday service will operate every 10 minutes between 08:00 and 18:00, reducing to every 15 minutes from 18:01 to 23:00
- Monday 1 January 2018: An enhanced Sunday service will be in operation every 10 minutes between 08:00 and 18:00, reducing to every 15 minutes from 18:01 to 23:00

## **6.0 Section E - Operator Business Update, National Express Midland Metro**

### **6.1 NXMM Update**

NXMM were pleased to be the official transport partner for the Birmingham Weekender for the second time. NXMM hosted its own event – Tram-a-lama-ding-dong! With Lorraine

Bowen, Figs in Wigs and Barbara Nice performing to more than 1,000 customers during the weekend, proving to be one of the most talked about events of the weekend on social media.

A number of Rail Group and other stakeholder visits have been held at the depot to publicise the future of Metro, including the National Express Summer of Fun competition winner's event.

NXMM have been working closely with the Birmingham City Council events team, having input in to the safety advisory group (SAG) for the Birmingham Christmas Markets.

Tram 18 has returned back to the depot with the on-board energy storage system (OESS) fitted. Testing and commissioning will be carried out on site by CAF supported by NXMM driver and engineering resources.

The City Hop continues to be a popular ticket with an average of 5240 tickets sold each week in the first six months of the year. During the first month of the Bilston Road closure there was a decline of 24% in the take up of City Hoppers. However, there has been growth during the second half of the year with an increase of 14% of sales to an average of 4470 tickets sold each week for Birmingham. It is anticipated that once the Bilston Road is reopened that the patronage will return and purchase the product in Wolverhampton meaning an increase of circa 14% over the year.

NXMM have a number of achievements with regards to safety and performance during the period, including:

- Global Light Rail Awards - Most Improved System 2017
- Global Light Rail Awards - Highly Commended Award for the NXMM CCTV and Claims Co-ordinator, Tom Rowe
- Maintained the Five Start rating with the British Safety Council and were awarded the Wilkinson Sword of Honour for a second successive year.
- ISO 9001 accreditation with a recommendation for transition to the ISO9001: 2015 standard
- Achieved the Five Star rating with the British Quality Foundation
- Working towards 14001 (environmental) standard for 2018.

## **7.0 Appendices N/A**

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**TRANSPORT DELIVERY COMMITTEE**

<b>COMMITTEE MEETING</b>		<b>REPORT AND AUTHOR</b>	<b>AGENDA SETTING MEETING</b>	
<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>
8 January 2018	21 December	<ul style="list-style-type: none"> <li>• <b>Bus Alliance Update</b> Steve McAleavy (Edmund Salt)</li> <li>• <b>Metro Investment Programme</b> Phil Hewitt (Peter Adams)</li> <li>• <b>Financial Monitoring Report</b> Sean Pearce (Linda Horne)</li> <li>• <b>Capital Programme Delivery Monitoring Report</b> Laura Shoaf (Sandeep Shingadia)</li> <li>• <b>Bus Station Departure Charges</b> Steve McAleavy (Andy Thrupp)</li> <li>• <b>Wolverhampton &amp; Birmingham Advanced Quality Bus Partnerships</b> Steve McAleavy(Guy Craddock)</li> </ul>	15 December	13 December

**TRANSPORT DELIVERY COMMITTEE**

<b>COMMITTEE MEETING</b>		<b>REPORT AND AUTHOR</b>	<b>AGENDA SETTING MEETING</b>	
<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"> <li>• <b>Rail Business Update</b> Steve McAleavy (Babs Spooner)</li> <li>• <b>Swift Delivery Update</b> Steve McAleavy (Matt Lewis)</li> <li>• <b>Metro Rolling Stock</b> Phil Hewitt (Chris Haworth)</li> <li>• <b>Metro Public Service Contract</b> Phil Hewitt (Carl Williams)</li> <li>• <b>Chiltern Partnership Agreement</b> Malcolm Holmes (Babs Spooner)</li> <li>• <b>Virgin Partnership Agreement</b> Malcolm Holmes (Babs Spooner)</li> </ul>	22 January	8 January
5 March 2018	22 February	<ul style="list-style-type: none"> <li>• <b>Metro Business Update</b> Phil Hewitt (Sophie Allison)</li> <li>• <b>Accessible Transport Update</b> Steve McAleavy (Richard Mayes)</li> <li>• <b>Customer Infrastructure Update</b> Steve McAleavy (Andy Thrupp)</li> <li>• <b>Financial Monitoring Report</b> Sean Pearce (Linda Horne)</li> </ul>	19 February	15 February

**TRANSPORT DELIVERY COMMITTEE**

<b>COMMITTEE MEETING</b>		<b>REPORT AND AUTHOR</b>	<b>AGENDA SETTING MEETING</b>	
<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"> <li>• <b>Capital Programme Delivery Monitoring Report</b> Laura Shoaf (Sandeep Shingadia)</li> <li>• <b>WMHE Update</b> Phil Hewitt (Peter Adams)</li> <li>• <b>Midlands Connect Update</b> Maria Machancoses</li> </ul>		
9 April 2018	28 March	<ul style="list-style-type: none"> <li>• <b>Bus Business Update</b> Steve McAleavy (Edmund Salt)</li> <li>• <b>Passenger Information Delivery Update</b> Mike Waters (Chris Lane)</li> <li>• <b>Park and Ride Update</b> Malcolm Holmes (Peter Sargant)</li> </ul>	26 March	23 March
14 May 2018	2 May	<ul style="list-style-type: none"> <li>• <b>Rail Business Update</b> Malcolm Holmes (Babs Spooner)</li> <li>• <b>Safer Travel Update</b> Steve McAleavy (Mark Babington)</li> <li>• <b>Bus Alliance Update</b> Steve McAleavy (Edmund Salt)</li> <li>• <b>Financial Monitoring Report</b> Sean Pearce (Linda Horne)</li> </ul>	30 April	25 April

**TRANSPORT DELIVERY COMMITTEE**

<b>COMMITTEE MEETING</b>		<b>REPORT AND AUTHOR</b>	<b>AGENDA SETTING MEETING</b>	
<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"> <li>• <b>Capital Programme Delivery Monitoring Report</b></li> </ul>		
11 June 2018	31 May	<ul style="list-style-type: none"> <li>• Laura Shoaf (Sandeep Shingadia)</li> <li>• <b>Metro Business Update</b> Phil Hewitt (Sophie Allison)</li> <li>• <b>Cycling and Walking Update</b> Sandeep Shingadia (Claire Williams)</li> <li>• <b>Customer Services Performance Update</b> Steve McAleavy (Sarah Jones)</li> <li>• <b>Metro Investment Programme</b> Phil Hewitt</li> </ul>	25 May	22 May