



Transport Delivery Committee

Date: Monday 9 April 2018

Time: 1.00 pm **Public meeting** Yes

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

Membership

Councillor Richard Worrall (Chair)
Councillor Phil Davis (Vice-Chair)
Councillor Timothy Huxtable (Vice-Chair)
Councillor Pervez Akhtar
Councillor Robert Alden
Councillor Adrian Andrew
Councillor Mohammed Fazal
Councillor Mohammed Hanif
Councillor Kath Hartley
Councillor Diana Holl-Allen
Councillor Roger Horton
Councillor Chaman Lal
Councillor Keith Linnekor
Councillor Ted Richards
Councillor Judith Rowley
Councillor Gurcharan Singh Sidhu
Councillor David Stanley
Councillor Daniel Warren
Councillor David Welsh

Walsall Metropolitan Borough Council
Birmingham City Council
Birmingham City Council
Coventry City Council
Birmingham City Council
Walsall Metropolitan Borough Council
Birmingham City Council
Dudley Metropolitan Borough Council
Birmingham City Council
Solihull Metropolitan Borough Council
Sandwell Metropolitan Borough Council
Birmingham City Council
Birmingham City Council
Solihull Metropolitan Borough Council
City of Wolverhampton Council
Sandwell Metropolitan Borough Council
Dudley Metropolitan Borough Council
City of Wolverhampton Council
Coventry City Council

The quorum for this meeting is seven members

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

Contact Wendy Slater, Senior Governance Services Officer
Telephone 0121 214 7016
Email wendy.slater@wmca.org.uk

AGENDA

No.	Item	Presenting	Pages	Time
Meeting business item				
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) or £40 (hospitality).	Chair	None	
3.	Chair's Remarks (if any)	Chair	None	
4.	Minutes of the last meeting	Chair	1 - 6	
5.	Matters Arising	Chair	None	
6.	Correspondence/ Petitions	Chair	None	
7.	Metro Operations Business Report	Sophie Allison	7 - 14	
8.	Accessible Transport Report	Richard Mayes	15 - 20	
9.	Financial Monitoring Report	Linda Horne	21 - 30	
10.	Capital Programme Delivery Monitoring Report	Sandeep Shingadia	31 - 38	
11.	Air Quality Update Lead Member Report	Cllr Davis	39 - 48	
12.	Sprint Lead Member Report	Cllr Huxtable	49 - 50	
13.	Bus Business Report	Edmund Salt	51 - 58	
14.	Passenger Information Update	Denise Thompson	59 - 64	
15.	TfWM Infrastructure Update	Andy Thrupp	65 - 72	
16.	Chiltern Railways & Virgin Trains Partnership Agreements	Tom Painter	73 - 110	
17.	Tram Naming : Criteria & Considerations	Adam Harrison	111 - 116	
18.	TfWM 2018/19 Annual Plan	Linda Horne	117 - 138	

19.	Notices of Motion To consider any notices of motion by the deadline of 12 noon on 5 April 2018.	Chair	None	
20.	Questions To consider any questions submitted by the deadline of 12 noon on 5 April 2018 for written questions and 12 noon on 6 April 2018 for oral questions.	Chair	None	
21.	Forward Plan	Chair	139 - 140	
22.	Date of Next Meeting - 14 May 2018		None	

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WEST MIDLANDS COMBINED AUTHORITY

Transport Delivery Committee

Monday 5 February 2018 at 1.00 pm

Minutes

Present

Councillor Richard Worrall (Chair)	Walsall Metropolitan Borough Council
Councillor Phil Davis (Vice-Chair)	Birmingham City Council
Councillor Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Robert Alden	Birmingham City Council
Councillor Adrian Andrew	Walsall Metropolitan Borough Council
Councillor Mohammed Fazal	Birmingham City 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

Item No. Title

99. Apologies for absence

Apologies for absence were received from Councillors Akhtar, Hanif, Sidhu, Warren and Welsh.

100. Chair's Remarks

(i) The Chair informed members that Pete Bond, Director of Integrated Network Services, had recently returned from adoption leave and would be attending future committee meetings.

(ii) The Chair informed the committee that following a meeting of the Bus Alliance Board on 28 February, all members would be invited to attend a policy briefing session at 12.30pm with the DfT to receive an update on the Bus Services Act.

101. Minutes of the meeting held on 8 January 2018

The minutes of the meeting held on 8 January 2018 were agreed and signed by the Chair as a correct record.

102. Matters Arising

(i) Matters Arising – Question (Relating to the retention of an original Midland Metro tram (*minute no. 83 (v) refers*). Councillor Davis

advised members that the current position was as stated at the last meeting. In relation to an enquiry from Councillor Horton regarding an update on the auction for the T69 trams, the Director of Customer Experience, Steve McAleavy undertook to speak to the relevant officer to provide members with an update following the meeting.

(ii) Metro Investment Programme (*minute no. 85 refers*)

Councillor Huxtable asked whether an update could be provided with regards to the question he raised at the last meeting on whether TfWM could expedite the Birmingham Eastside Metro Extension for the Commonwealth Games and also enquired as to when the committee would receive a presentation on the Very Light Rail Centre in Dudley.

Steve McAleavy undertook to refer the matter to the Metro Programme Director, Phil Hewitt to respond to Councillor Huxtable.

103. Correspondence/ Petitions

There were no items of correspondence or petitions submitted for consideration at the meeting.

104. Presentation : Third Generation Trams

The Head of Metro Projects, Chris Haworth, was in attendance to present to the committee details of the next phase of the procurement for the 'Third Generation Trams' that would support the Midland Metro extension plans.

The presentation outlined the plan of the proposed tram routes, phasing and anticipated passenger service patterns, an initial assessment of the number of trams required and the 3G tram procurement and manufacture outline schedule.

In relation to tram manufacturing Councillors Horton and Lal considered that the UK should invest in tram manufacturing.

Chris Howarth advised that CAF, the tram manufacturer of the current trams, was investing in a facility in Wales but this was beyond TfWM's influence.

Councillor Huxtable noted that the Warwick Manufacturing Group was working in partnership with Dudley Council on the Very Light Rail innovation Centre and enquired whether discussions could be held with the organisation regarding tram manufacturing.

Chris Howarth reported that he would investigate the matter and report back to the committee.

Resolved: That the presentation be noted.

105. Rail and Metro Lead Member Report

The committee considered a report of the Head of Franchise Management and the Metro Operations Manager that reported on progress to date with the

work of the Lead Member and Lead Member Group for Rail and Metro.

The Lead Member for Rail and Metro, Councillor Horton, reported that the Head of Franchise Management, Tom Painter and the Metro Head of Projects, Chris Haworth were in attendance to answer any questions regarding the contents of the report.

In relation to an enquiry from Councillor Rowley regarding the catenary free trams and whether the trams had the capability to continue running if the overhead wires came down, Chris Haworth advised that it would be dependent on how much wire was down and on the length of time, but if it was for a fairly short section, the trams would be able to operate in catenary free mode.

Resolved: That progress to date with the work of the Lead Member and Lead Member Group for Rail and Metro be noted.

106. Rail Business Report

The committee considered a report of the Head of Franchise Management that provided an update relating to the performance, operation and delivery of rail services in the West Midlands including rail partnership agreements and West Midlands Rail (WMR) activity.

In relation to the Stations Alliance, Councillor Davis reported that he would be interested to receive a report on the relationship with Network Rail or would welcome their attendance at a committee meeting for them to answer questions.

The Head of Franchise Management, Tom Painter, agreed that Network Rail were integral to the Alliance and advised that consideration was being given to establishing a collaborative partnership or a partnership agreement just for New Street Station to improve the operation of the station via bringing together West Midlands Trains, Virgin and other train operating companies.

In relation to Councillor Huxtable's comment for the interchange for Sprint to work for Commonwealth Games, request for an update on park and ride and information on the 3 rail lines and 7 stations West Midlands Trains has identified as priority for opening, Tom Painter reported that he would feedback the comment regarding Sprint to the Sprint Team and would include updates on the rail lines and stations as mentioned in future rail business reports. With regards to park and ride, it was noted that a report is scheduled on the forward plan to be submitted to the April meeting of the committee.

In relation to rail business reports, the Chair asked that there be a section in future reports on revenue protection and security.

Councillor Horton, Lead Member for Rail and Metro confirmed that this had been agreed at a recent Lead Member meeting.

Resolved: That the contents of the report be noted.

107. Publication of 2018/19 English National Concessionary Travel Scheme & accompanying reimbursements Arrangements

The committee considered a report of the Swift and Concessions Scheme Manager that informed them of the publication of the 2018/19 English National Concessionary Travel Scheme and Reimbursement Arrangements to be effective from 1 April 2018.

The Head of Swift, Matt Lewis, presented the report and advised the committee that there were no changes from the arrangements that are currently in place for the scheme.

Resolved:

1. That there are no amendments from the previous 2017/18 Concessionary Fare Schemes as specified below be noted and
2. That the publication of the 1985 Act Older and Disabled Persons Travel (Bus) Concession Scheme and the Transport Act 2000 Travel Concession Reimbursement Arrangements be noted.

108. Presentation : Swift Delivery Update

The committee received a presentation from the Head of Swift, Matt Lewis, updating them on the delivery of Swift. The presentation included the achievements to date, the upcoming enhancements to Swift and Swift diversification.

Councillor Hartley reported that it would be useful to have a comparison of progress of Swift with smart card travel schemes in other transport/ local authority areas outside of London and asked whether a chart could be produced to show this information.

Matt Lewis undertook to produce a chart for Councillor Hartley to illustrate the progress made on Swift compared to smart card travel schemes to other areas outside of London.

Resolved : That the presentation be noted.

109. Finance and Performance Lead Member Report

The committee considered a report of the Head of Finance and Business Planning that reported on the work of the Finance and Performance Lead Member Reference Group to date and its proposed programme of work for the coming months.

The Chair, Lead Member for Finance and Performance, outlined the report and updated the committee with regards to consideration of the WMCA's budget by the WMCA's Overview and Scrutiny Committee following recent meetings. The Chair reported that the Chair of Overview and Scrutiny Committee would present his report on the findings of the Mayor's Question Time and discussions held at Overview and Scrutiny Committee meeting held on 30 January 2018, to the WMCA Board on 9 February but advised the

committee that he had no knowledge of what would be said at the meeting.

The Majority Vice-Chair, Councillor Davis, considered there was a need to formalise a relationship with the Chair of the WMCA's Overview and Scrutiny, Councillor Hughes and proposed that a standing invitation be sent to Councillor Hughes or his nominee to attending Transport Delivery Committee meetings.

Councillor Holl-Allen supported the proposal put forward by Councillor Davis which was endorsed by the committee.

Resolved:

1. That the work of the Lead Member Reference Group to date and its proposed programme of work for the coming months be noted and
2. That the Chair of the WMCA Board's Overview and Scrutiny Committee (or their nominee) be invited to attend future meetings of the Transport Delivery Committee.

110. WMCA Update -Transport Reports For Information

The committee considered a report on Longbridge park and ride decking scheme charging policy that would be considered by the WMCA Board on 9 February 2018. The report was submitted to the committee for information only.

In relation to an enquiry from Councillor Huxtable as to whether local ward councillors had been consulted on the proposed park and ride scheme, the Chair reported that the issue would have been a matter for WMCA/ TfWM Officers to take forward.

Resolved: That the report be noted.

111. Notices of Motion

None submitted.

112. Questions

Councillor Horton, Lead Member for Rail and Metro asked the following question:

'Could the Transport Delivery Committee look into naming a tram after Cyrille Regis after TfWM has spoken to the family on the matter?'

Councillor Horton reported that naming a tram after Cyrille Regis would not only honour the late footballer's sporting achievements in the West Midlands but also his charity and church work.

Councillor Alden noted the role Cyrille Regis had in bringing communities together whilst Councillor Huxtable noted that he had played football for England.

Councillor Stanley endorsed Councillor Horton's proposal which was supported by the committee.

The Chair reported that support and approval would need to be obtained from the family of Cyrille Regis before the proposal was taken further.

Resolved: That question be noted.

113. Forward Plan

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

Resolved : That the report be noted.

114. Date of Next Meeting - 5 March 2018, at 1.00pm

The meeting ended at 2.40 pm.



Transport Delivery Committee

Date	9 April 2018
Report title	Metro Operations Business Report
Accountable Director	Phil Hewitt, Metro Programme Director Email: philhewitt@centro.org.uk Tel: 0121 214 7254
Accountable Employee	Sophie Allison, Metro Operations Manager Email: sophieallison@centro.org.uk Tel: 0121 214 7347
Report to be/has been considered by	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:

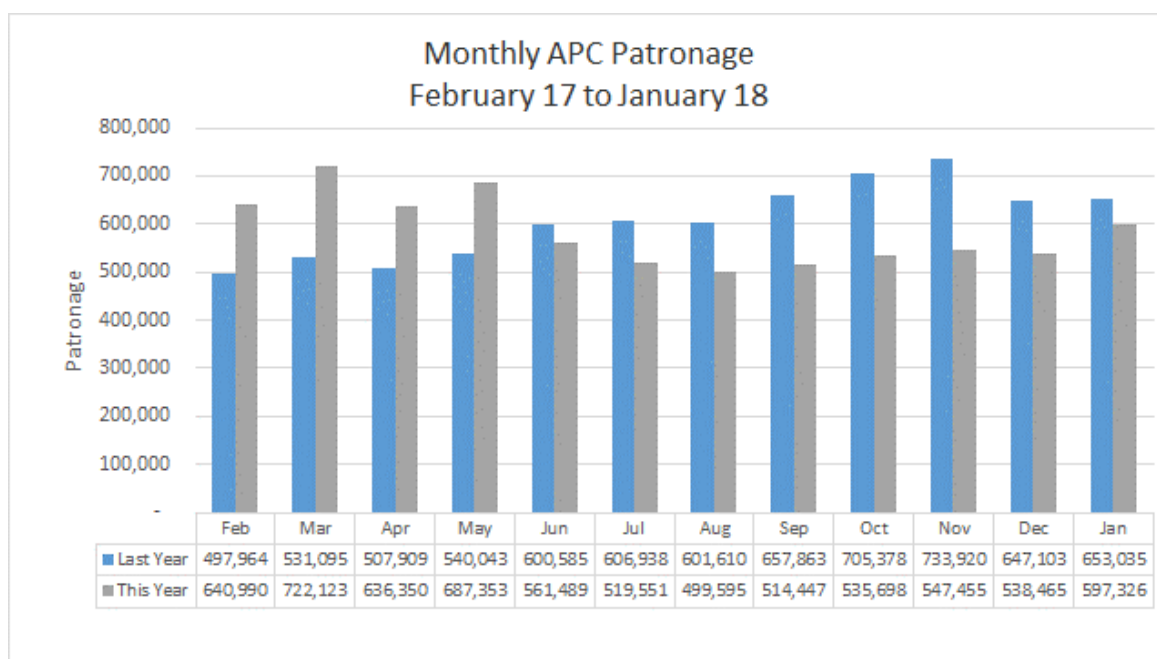
Section A 2.0	Operational Performance 2.1 Patronage 2.2 Weekend Patronage Growth 2.3 Punctuality 2.4 Reliability 2.5 Customer Service Representative Coverage
Section B 3.0	Partnership Update 3.1 Metro Passenger Panel 3.2 T69 Trams e-Auction 3.3 Future Events and Planned Works
Section C 4.0	Tram Passenger Survey - Satisfaction Results 4.1 Tram Passenger Survey
Section D 5.0	Operational Matters and Passengers Impacts 5.1 Re-opening of Bilston Rd 5.2 Easter Timetable
Section E 6.0	Operator Business Updates 6.1 NXMM update
Section F 7.0	Financial Comments

2.0 Section A – Operational Performance.

2.1 Metro Patronage

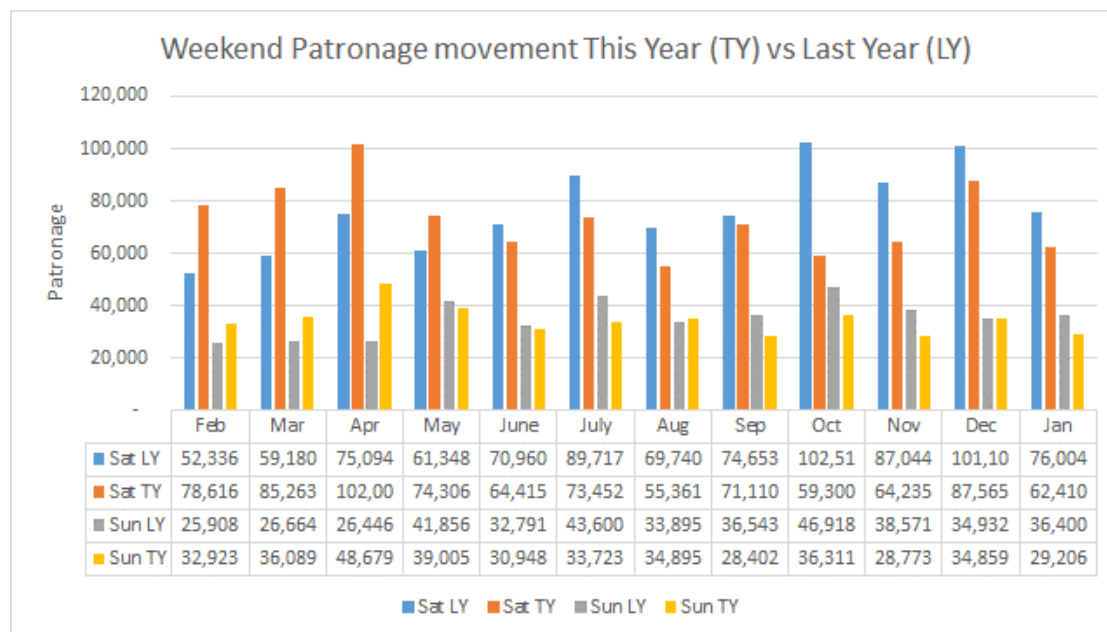
- 2.1A Chart 1 shows the monthly patronage from February 2017 to January 2018. Following the closure of Bilston Road in June 2017 patronage decreased but since re-opening in December 2017 has started to recover. The current position shows that the average change from February 2017 to January 2018 compared to the year prior is -1%. Patronage in January 2018 shows a 9% decrease when compared to the patronage for January 2017.

Chart 1



2.2 Weekend Patronage Growth

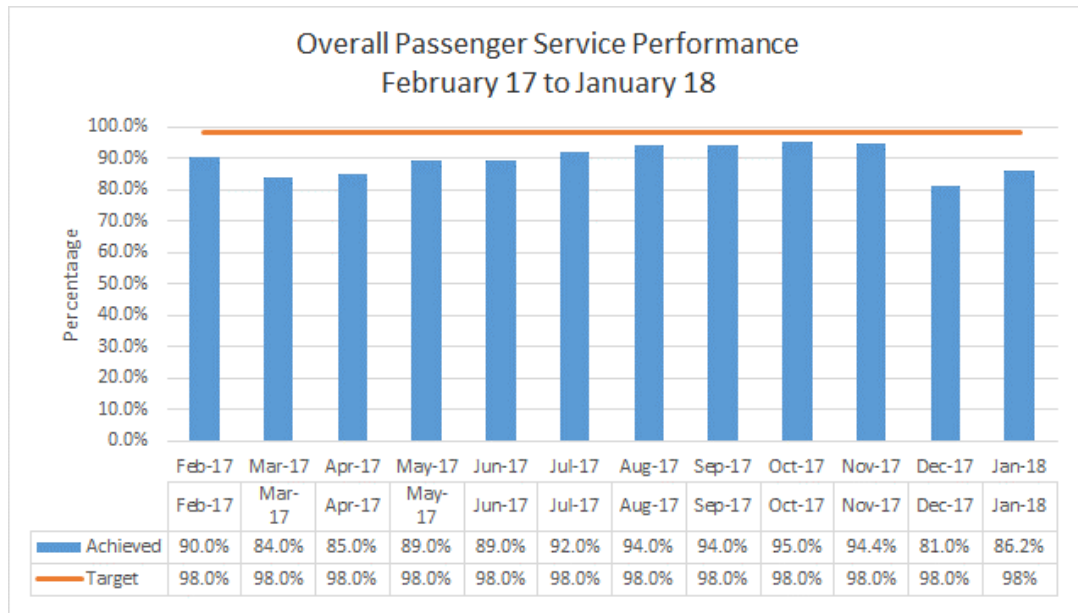
- 2.2A Chart 2 shows patronage on Midland Metro at weekends. When comparing the period February 2017 to January 2018 with the equivalent period a year prior, patronage on average has shown a decrease of 5% on Saturday and 3% on Sunday. However, since the commencement of Bilston Road track replacement project, patronage has declined on both Saturdays and Sundays. When comparing the month of January 2018 with January 2017, the change has been a decrease on Saturday of 18% and on Sunday a decrease of 20%.

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 February 2017 to January 2018. 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 had improved since June 2017 but has seen a decline during December 2017 and January 2018. This has been primarily due to driver availability issues. National Express Midland Metro (NXMM) are using all available options, to ensure that they are able to improve this over the coming months. This includes driver training for 4 x new starters due to pass out in Feb 18 and another 2 x drivers are to be recruited in Mar 18. Monitoring of sickness continues and long term sickness is being looked at under capability options.

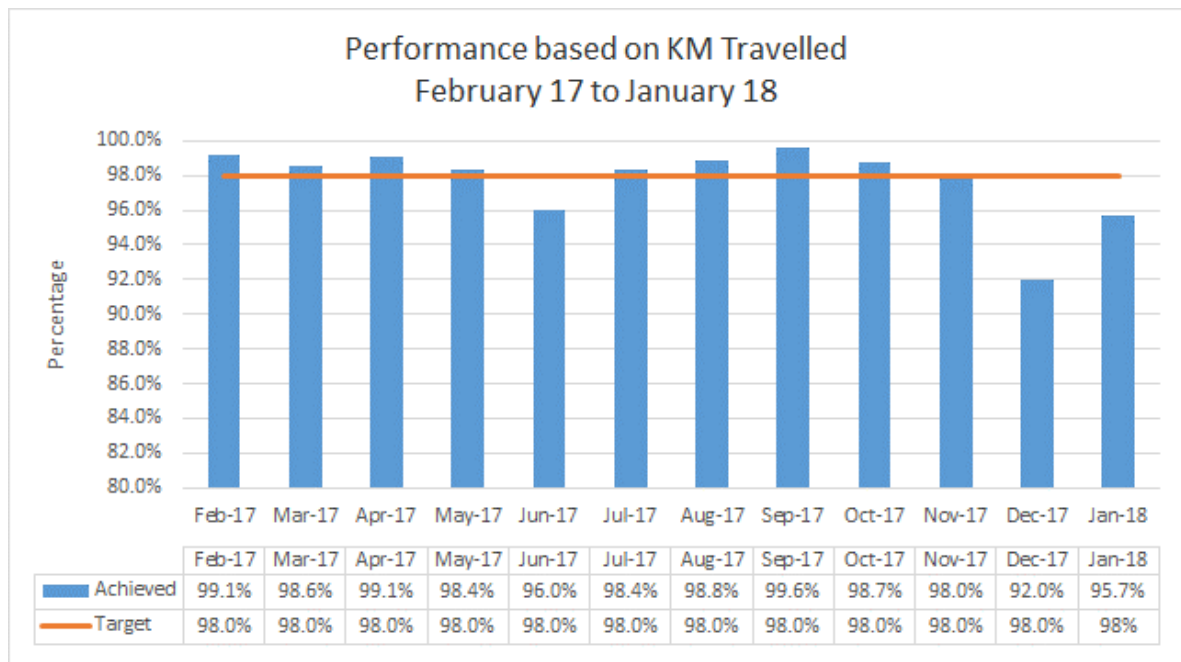
Chart 3



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% and due to driver availability this has fallen below this target. As per item 2.3B NXMM are addressing driver availability issues.

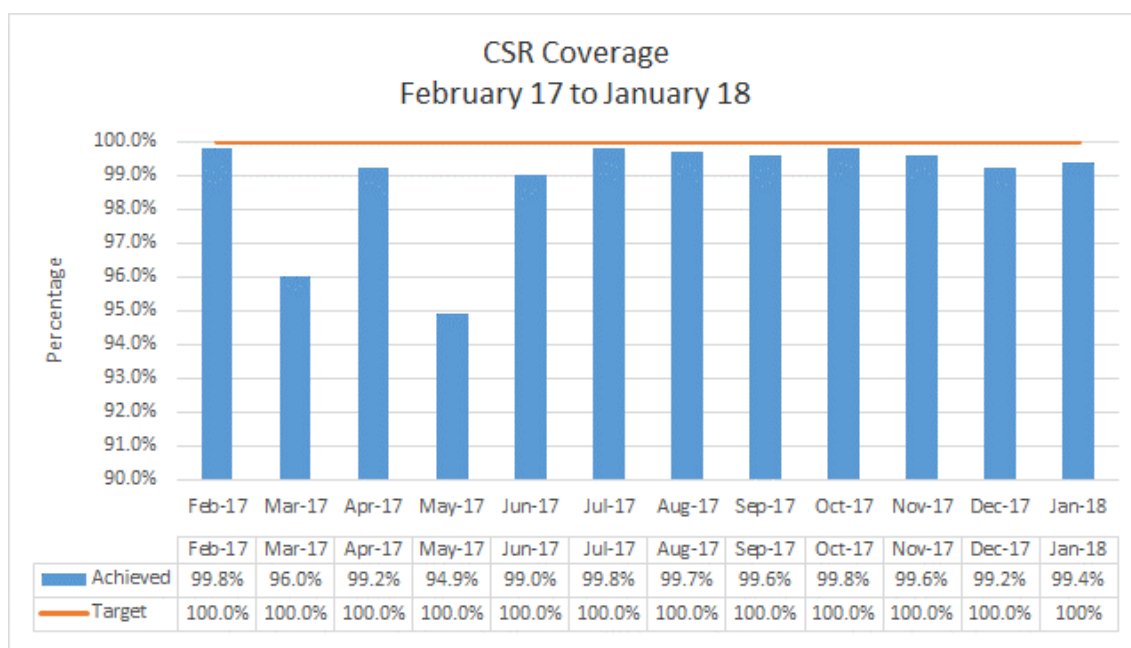
Chart 4



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.

Chart 5



3.0 Section B – Metro Partnership Update

3.1 Metro Passenger Panel

3.1A Metro Passenger Panel last met on 7 December 2017 and items discussed included an operational update, the re-opening of the A41 and the penalty fares consultation. They also welcomed a new panel member.

The Panel were supportive of the WMCA proposal to seek powers to make changes to the penalty fares in the future and appreciated the consultation information being shared with them for comment. There was a general consensus that the current penalty fare was not a deterrent to non-paying passengers and would be interested in any planned changes to discourage this behaviour.

Other feedback from the panel included the desire for more park and ride provision as patronage continues to rise and the extension projects progress. The panel also welcomed the early return to passenger service in to Wolverhampton St George's especially due to the severe weather that was forecast for the week of reopening.

The next passenger panel is on 15 March 2018.

3.2 T69 Trams e-Auction

- 3.2A On 2nd February 2018 thirteen T69 trams were auctioned via the BravoSolution e-procurement platform; all thirteen trams up for auction were sold to a single bidder. The remaining trams outside of the e-auction namely, Tram 7 was purchased by UK Tram and Tram 11 (in Birmingham City Transport Livery, and named the former first female Leader of Birmingham City Council and Lord Mayor of Birmingham, Theresa Stewart) has been donated to Birmingham City Museum.

3.3 Future Events and Planned Works

- 3.3A Midland Metro work with event organisers to ensure that tram services and events can proceed without issue.

The annual Birmingham Pride event will take place this year between Saturday 26th – Sunday 27th May 2018. On Saturday 26th May the parade route will travel along New Street through the junction with Corporation Street. Therefore due to the volume of participants and vehicles used for the parade, tram services will terminate at Bull Street stop between 11am – 2pm.

Due to the ongoing Centenary Square Extension works, Victoria Square will no longer be the starting point for the parade. This year's parade will commence on Colmore Row/ Waterloo Street then travel down Bennetts Hill and back onto New Street.

4.0 Section C – Tram Passenger Survey – Satisfaction Results

- 4.1A The Autumn 2017 results are expected in the Spring and will be reported to TDC accordingly.

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 resumed on the 8th December following the completion of ride checks with all driving staff. This was originally scheduled for 14 days but was completed in eight days due to the dedication of the Metro staff and trainers. This enabled passengers to travel into Wolverhampton city centre by metro in time for the Christmas holiday period.

5.2 Easter Timetable

- 5.2A NXMM operating hours throughout the Easter period will be unchanged, with the exception of:

- Monday 2 April (Easter Monday) – An enhanced Sunday service will be in operation every 10 minutes between 08:00 and 18:00, reducing to 15 minutes from 18:01 until 23:00

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

6.1 NXMM Update

- 6.1A Work continues with the Office of Road and Rail Regulation (ORR) and UK Tram to consider the recommendations presented by the Railway Accident and Investigation Branch (RAIB) following the investigation into the Croydon fatal incident. A number of the recommendations are already in place and others are being investigated as they have considerations outside of a single tram operator.
- 6.1B The CAT Free prototype tram (tram 18) has completed site commissioning tests and is awaiting approval by the ORR before being returned to NXMM for driver training to commence. Once all drivers have been trained on the battery operation, tram 18 will return to passenger service in Q1 2018. This will trigger the fitting of batteries to the rest of the fleet which will take place at the Wednesday depot.

7.0 Financial Comments

There are no direct financial implications as a consequence of this update report.



WEST MIDLANDS
COMBINED AUTHORITY

Transport Delivery Committee

Date: 9 April 2018

Report Title: Accessible Transport Report

Accountable Director: Pete Bond

Accountable employee(s): Richard Mayes

Report Considered by: Cllr Diana Holl-Allen
Lead Member – Safe and Sustainable Travel

Cllr Kath Hartley
Lead Member – Putting Passengers First

Recommendation(s) for action or decision:

- To note the report regarding Accessible Transport

Purpose of Report

1. To report matters relating to Accessible Transport in the West Midlands, the performance of the Ring & Ride service, and progress with regard to the Service 89. This report includes:

Section A Ring & Ride Update

- Patronage July 2017 – November 2017

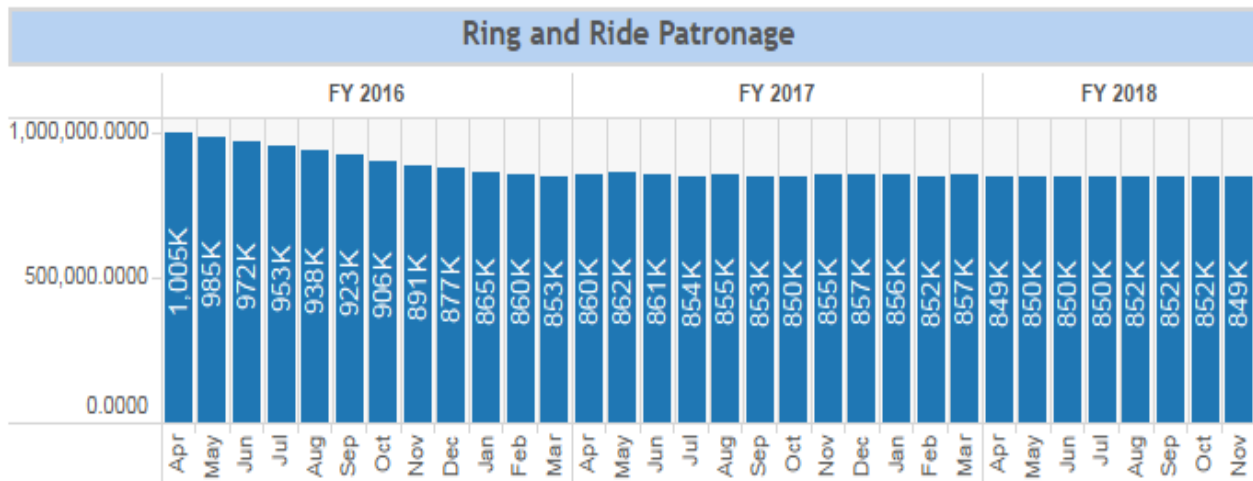
Section B Service 89

- Progress Update

Section A – Ring and Ride Update

2.1.1 Patronage for Ring and Ride from July 2017 to November 2017 has continued to be steady overall, with the rolling 12-month average number of passengers being around the 850k mark. This is shown on the graph below.

2.1.2 Patronage has remained steady at around 73,000 passengers each month through to November.



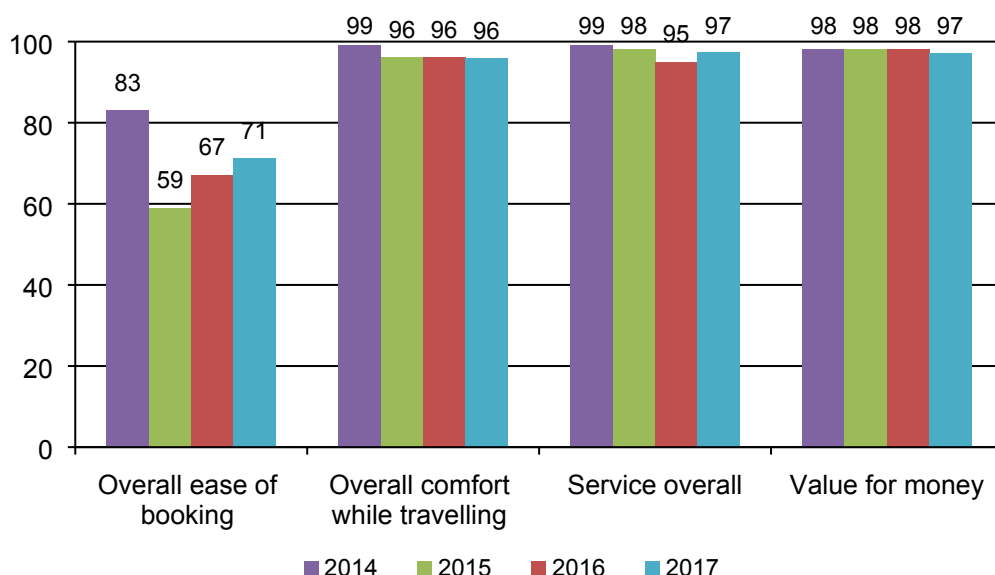
2.1.3 ATG reports that they are continuing with a number of initiatives at present. This includes integrating the Ring and Ride service with Igo bus routes and a trial is underway where passengers in Sandwell are able to connect directly with the 10H service in Quinton, to link with Birmingham City Centre. They are looking to link into services that would assist Ring and Ride service users in reaching hospitals and appointments. ATG is also looking at attracting new customers to the Ring and Ride service through social media, and have been highlighting the service to schools where pupils have Special Educational Needs. Patronage growth has been particularly strong in Sandwell where they have increased trips with extra work from groups such as Age UK, Options for Life and a couple of church groups whose numbers have increased. They have gained this extra work by the local Manager and his staff going out to see various clubs & promotion of the service.

2.1.4 Ring & Ride Satisfaction Survey - 482 interviews were conducted over the survey period a figure just above the anticipated sample, but lower than the 532 conducted last year.

Overall Satisfaction

Respondents were asked how satisfied they were with the Ring and Ride service overall and with the value for money offered by the service. The results are represented on the Graph below.

- *Value for money* (97%) and *overall comfort while travelling* (97%) were highly rated.
- Satisfaction with the *service overall* also rated highly at 96%.
- Perhaps unsurprisingly *overall ease of booking* was lowest rated at 71%, however this had improved significantly on figures reported last year.



Satisfaction With Ring And Ride Booking Process:

- Satisfaction with the booking of journeys continues to remain one of the lowest rated aspects of Ring and Ride, albeit there were some signs of improvement this year, especially with helpfulness and courtesy of booking staff (85%). This is up from 77% in the previous year.
- However time taken for call to be answered (64%) and ability to book journey wanted (65%) remain lowly rated.
- Reasons for dissatisfaction were general complaints about lack of information/staff knowledge (40%) or cannot get the ride I want (39%) or difficult to get through/take a long time to get through (36%).

Satisfaction with Ring and Ride journey:

- Helpfulness and courtesy of the driver was highly rated at 99% as was the directness of route taken (90%).
- Of more concern the bus arriving at the time expected shows signs of yearly decline since 2012 (from 95% to 78%, and 84% last year).
- The main reasons for dissatisfaction was bus late/waited a long time (61%).

Satisfaction with vehicle used:

- All vehicle attributes rated at 90% and above, with the exception of amount of space for bags/wheelchairs/leg room (87%).
- Highest rated was the standard of driving (99%), followed by security on the vehicle (99%).
- Cleanliness (95%) and ease of use were slightly more lowly rated (90%).
- Reasons for dissatisfaction were the steps were too steep (42%), followed by buses are too small/not enough space on board (38%).

Satisfaction with information:

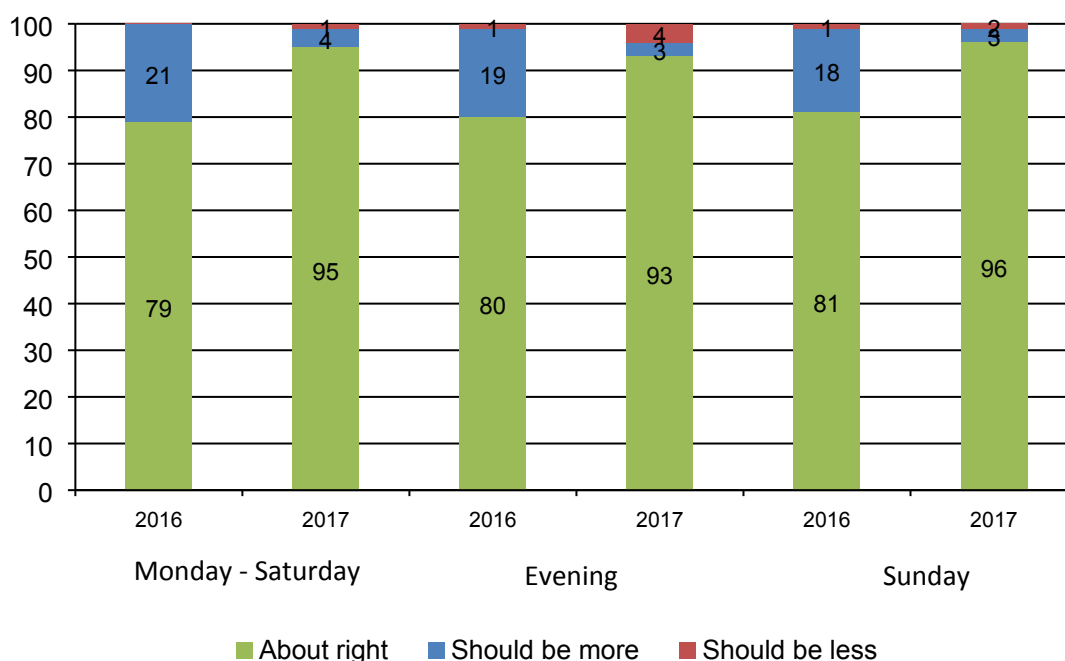
- There were some significant improvements with information provision with helpfulness of staff improving to 89% (from 78% last year) and ease of understanding rising to 88% (from 79% last year).
- The main reason for dissatisfaction was unrealistic with route planning/circuitous routing (33%).

Satisfaction overall:

- There was little change in satisfaction with value for money and overall comfort while travelling (97%, each) which continue to be highly rated.
- Satisfaction with the service overall also rated highly at 96%.
- Overall ease of booking was lowest rated at 71%, however it had improved on rating received in the previous 2 years. Last year it was rated at 67%.

Opinion on Fares:

- The majority thought the charge for Ring and Ride services was about right (95%, Mon-Sat; 93% Evening; 96%, Sunday).
- There was a general decrease in the proportion willing to pay more for weekday services (from 21% to 4%), evening services (from 19% to 3%) and Sunday services (from 18% to 3%).



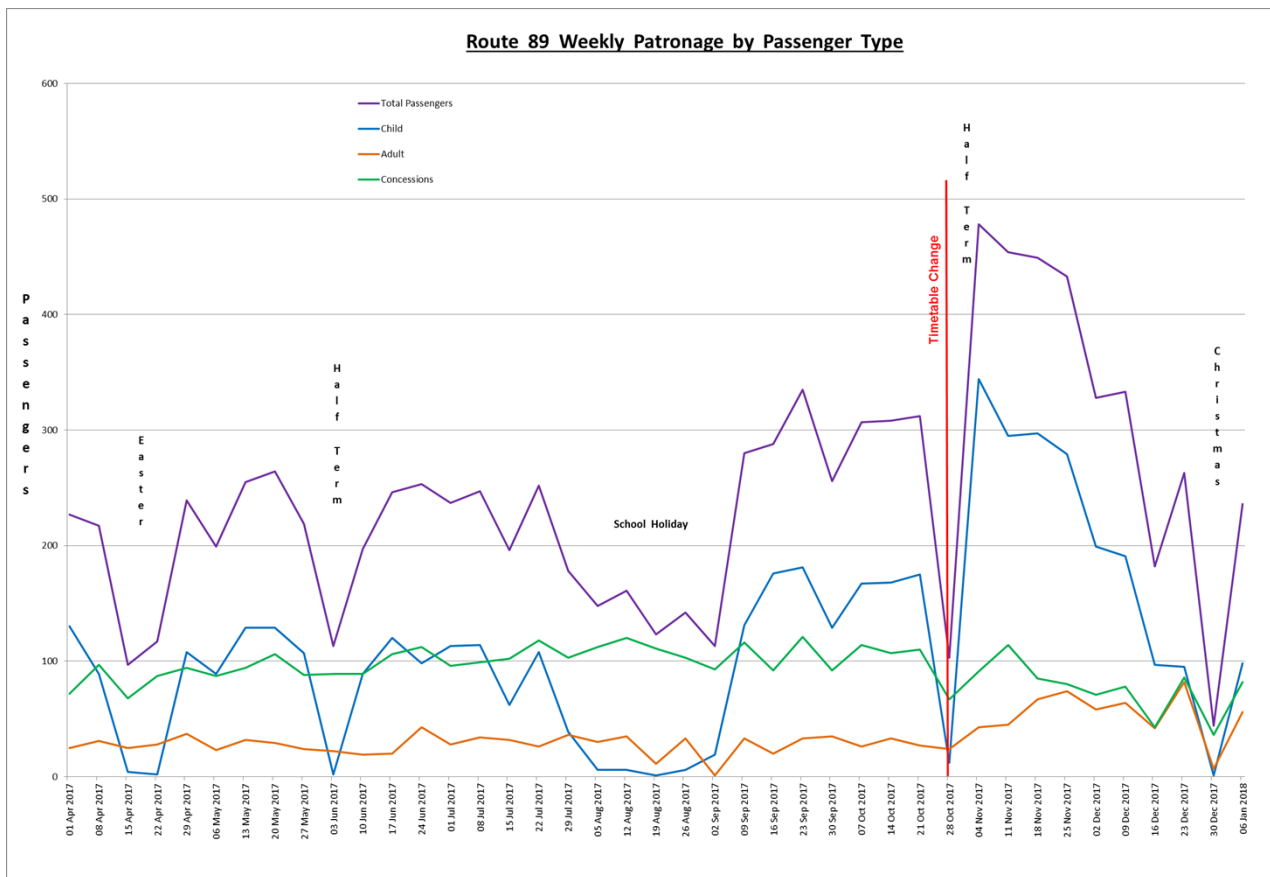
Opinion on service over last 12 months:

- 71% thought that there was no change in the level of service provision over the last 12 months. While 13% thought the service had improved; 16% thought it had got worse. These figures were comparable to last year, being 72%, 10% and 17% respectively.
- The main reasons for thinking the service had got worse focused on the services are unreliable/late (27%) or booking system is poor (22%).

2.1.7 A mid-term review has been undertaken by consultants SYSTRA, on behalf of Transport for West Midlands. This review has provided an independent and impartial examination of the Ring and Ride service, to help ensure that the service is meeting the need, and provides value for money. The review and findings have been shared with ATG and will be shared with Members.

Section B – Service 89

- 3.1.1 The Service 89 replaced the Taxibus in the Heart of England from 5th September 2016, and a revised timetable was introduced from 27th March 2017 based on feedback received. This revision resulted in different Coventry focussed and Solihull focussed timetables on different days of the week, in order to give a range of times for users to spend in each location on the different days.
- 3.1.2 Following engagement with Parish and Ward Councillors in the Heart of England, a further revision to this timetable was introduced on 22nd October 2017, which has reinstated a timetable that is the same Monday – Friday.
- 3.1.3 The annual cost of the 3 year contract in place is £70,000 a year up to 1 September 2018 and then £59,500 for the final year covering 2 September 2018 up to 1 September 2019
- 3.1.4 In addition, a feeder mini-bus is provided three days a week to help ensure that those who cannot reach the Service 89 directly, still have access to public transport. This provides a service between 09:45 to 14:00 on Tuesday and Friday, and 09:00 to 16:00 on Wednesday. It links into the Service 89, other public transport services, and provides local journeys for those who cannot access the Service 89. The funding for the feeder mini-bus is currently in place until 30th March 2019 at a cost of £11,359 a year.
- 3.1.5 The service 89 bus is continuing to operate into two key 'roaming zones' in Meriden and Balsall Common, allowing better coverage of these areas and for residents to be collected from or returned to their front door, or closer to their homes, but also now roams to Peel Close, Hampton-in-Arden, following feedback.
- 3.1.5 Following the service change in March 2017 there was a sustained drop in patronage. The adult figures are below those observed before the change, and this was believed to be as a result of the bus operating a different service on different days of the week (Monday, Wednesday and Friday to Solihull, Tuesday and Thursday to Coventry). This revised operation was designed to better meet the users in the area for whom the service was designed, however the expected uptake in concessionary pass usage has not been seen. The child figures reduced significantly, partly through bus operators working with schools to manage school loads across different services, but also due to the change of timetable as some connections that were no longer able to be made.
- 3.1.6 Since October 2017, when the timetable was amended again, both adult and child numbers have been recovering (as shown in the graph below). The operator, ATG is working with schools in the area to further boost the patronage on the journeys that connect with school start and finish times.



Financial Implications

5. The Ring and Ride service grant for 2017-18 is £7.3m which based on latest rolling year patronage numbers equates to £8.59 per passenger trip. The Ring and Ride Grant for 2018-19 is £7.1m. Funding for the Service 89, and the feeder bus are accommodated for within the agreed budgets in place for Subsidised Bus and Community Transport provision.

Legal Implications

5. There are no legal implications arising from the contents of this Report.

Equality Implications

6. As the report is for information there are no comments from an Equality perspective

Media Implications

7. There are no media comments arising from the contents of this Report.



Transport Delivery Committee

Date	9 April 2018
Report title	Financial Monitoring Report
Accountable Director	Sean Pearce Director of Finance Tel 0121 214 7936 Email - Sean.Pearce@wmca.org.uk
Accountable employee(s)	Linda Horne, Head of Finance & Business Planning Tel 0121 214 7508 Email Linda.Horne@wmca.org.uk
Report to be/has been considered by	Cllr Worrall (Lead Member- Finance and Performance Monitoring)

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

1. Note that the year to date net revenue expenditure for 2017/18 shows a favourable variance of £5.0m compared to budget and a full year forecast favourable variance of £5.2m following the final re-forecast of the year.
2. Note that total capital expenditure to the end of January 2018 within the overall transport programme was broadly in line with budget, showing a 3% variance (£1.7m)
3. Note that the treasury indicators are within expected range and there are no issues to highlight.

1.0 Purpose

- 1.1 This report sets out the financial position as at 31 January 2018 and is the fifth monitoring report for the 2017/18 financial year. The content relates to the financial position of the Combined Authority's Transport Delivery Revenue and Capital Budgets. The report consists of the following Sections:

Section A Summary TFWM Revenue Budget

Section B Summary TFWM Capital Budget

Section C Treasury Management Indicators

SECTION A

2.0 Summary Revenue Position

- 2.1 As at the end of January 2018 there is a net favourable year to date variance against budget of £5.0m. Following the third and final re-forecast of the year there is a favourable full year position of £5.2m against budget.
- 2.2 This is an adverse movement of £470,000 from the last forecast reported to January Committee and consists of £265,000, which is the rebate from Constituent Authorities that was agreed to be released from the Transport Levy budget as part of the recommendations in the WMCA 2018-19 budget report. The remaining £205,000 reflects additional cost pressures related to TfWM activities.
- 2.3 The 9 Feb 2018 WMCA Budget for 2018/19 approved plans to use £4.8m of this saving to support the Transport Revenue Budget during the period 2018/19 to 2020/21. This reflected £3.0 million to be set aside to earmarked reserves to support the transport delivery revenue budget enabling a corresponding levy reduction in each of the 3 years of £1.0 million a year. The remainder, £1.8m, earmarked for Transport for West Midlands rebranding and a contribution to emerging transport investment requirements

2.4 Year to Date and Full Year Variances:

The following are a summary of the main movements within the categories of spend set out in the table that follows paragraph 2.5.

Concessions:

The favourable variances of £974,000 year to date and forecast £1.355m full year are as previously reported, mainly as a result of savings on the national bus concession scheme owing to lower patronage, and the release of provisions within the Child, Metro and Rail Concessions budget for fare and patronage increases that are no longer required.

Bus Services:

The adverse year to date variance of £223,000 and anticipated full year adverse position of £333,000 are mainly due to a number of infrastructure cost pressures as a result of increased maintenance requirements seen in-year and projected for the remainder of the year in relation

to Bus Stations and on-street infrastructure. Another factor has been lower income year to date in relation to Bus Station departures due to a lower number of departures taking place than budgeted.

Rail and Metro services:

The adverse year to date variances of £367,000 and projected adverse full year position of £579,000 are largely due to the previously reported provision set aside within Metro Operations for Midland Metro Limited mobilisation. This is partly offset by the Bromsgrove Rail Station favourable movement which is due to greater grant income from the Department for Transport in relation to the long term fixed charge that partly funds the investment in the new station and lower maintenance related costs than what was budgeted.

Integration:

The favourable year to date variance of £40,000 largely relates to one-off additional ticketing commission income. The adverse full year variance of £226,000 is mainly due to forecast expenditure on ticketing infrastructure enhancements (e.g. Vending Machines and Swift Parking functionality) and additional infrastructure cost pressures related to Passenger Information.

Business Support Costs

The favourable year to date and full year variances of £192,000 and £154,000 respectively are as previously reported primarily as a result of savings within staff costs due to restructures that were implemented at the start of the year and some vacant posts as well as higher than budgeted investment income due to more favourable cash balances.

Policy and Strategy and Elected Member Services

The favourable year to date variance of £148,000 is mainly as a result of savings within staff costs in Policy and Strategy related areas due to vacancies earlier in the year. The adverse forecast variance of £74,000 is mainly due to anticipated costs of items of work that have been undertaken externally that are funded from savings elsewhere within the Transport Levy budget.

Finance Costs:

The year to date and the full year forecast favourable variances are as previous reported, largely as a result of interest savings on long term borrowing costs, along with a £4.8m saving in the Capital Finance MRP charges as a result of the WMCA Board approval to the change in policy in November 2017.

2.3 Further Cost Pressures and 2018-19 Budget

There have been and will be some further cost pressures before the end of the financial year relating to various TFWM activities and initiatives that may reduce the current forecast surplus year end position. The final year end position taking account of these will be reported in the next financial monitoring update to this committee.

The 2018-19 budget requirement for Transport Delivery of £114.7m was approved at the WMCA Board meeting on the 9 February as part of the overall consolidated revenue budget for the WMCA.

In terms of future Transport Infrastructure delivery plans the decision of the WMCA Board not to raise a precept in 2018/19 is consistent with a number of other combined authorities and assurance was contained within the Budget report that as a result of this deferral there is no material impact on the WMCA Investment Programme and hence current Transport Infrastructure Investment plans. Combined Authority Investment Programme risks and opportunities are kept under constant review as a matter of course.

	January 2018 Year to Date			Full Year 2017/18		
	Actual £'000	Budget £'000	Variance £'000	Forecast £'000	Budget £'000	Variance £'000
INCOME						
Transport Levy	101,285	101,285		121,542	121,542	
Total Income	101,285	101,285		121,542	121,542	
EXPENDITURE						
Concessions						
National Bus Concession	43,294	43,883	589	51,619	52,519	900
Metro / Rail	3,601	3,674	73	4,290	4,409	119
Child Concession	7,812	8,089	277	9,303	9,609	307
Passes and Permits	(53)	(18)	35	(32)	(3)	29
	54,654	55,628	974	65,179	66,534	1,355
Bus Services						
Bus Stations / Infrastructure	3,886	3,613	(273)	4,525	4,213	(313)
Subsidised Network	6,485	6,498	12	7,793	7,772	(21)
Tendering / Monitoring	656	691	35	820	816	(3)
Accessible Transport	6,138	6,141	3	7,365	7,369	4
	17,166	16,943	(223)	20,504	20,171	(333)
Rail and Metro Services						
Metro	1,838	1,167	(671)	2,224	1,408	(815)
Rail Operations	211	158	(53)	271	191	(80)
Car Park and Ride	1,119	1,174	55	1,423	1,426	3
West Midlands Rail	259	298	39	289	316	27
Bromsgrove Rail Station	9	272	263	40	326	286
	3,436	3,069	(367)	4,247	3,668	(579)
Integration						
Safety and Security	747	775	28	923	924	1
Passenger Information	4,722	4,719	(3)	5,773	5,531	(242)
Sustainable Travel	34	49	15	44	60	16
	5,503	5,543	40	6,740	6,514	(226)
Business Support Costs	3,152	3,344	192	3,898	4,052	154
Policy and Strategy and Elected Member Services	1,515	1,663	148	2,149	2,075	(74)
Finance Charges						
Finance Costs	8,911	13,106	4,195	10,803	15,673	4,870
Deregulation Pension Costs	1,093	1,130	37	1,310	1,356	46
Transport Development	1,250	1,250		1,500	1,500	
	11,253	15,486	4,232	13,613	18,529	4,915
Total Expenditure	96,679	101,676	4,998	116,329	121,542	5,213
Net	4,606	(391)	4,998	5,213	()	5,213

SECTION B

3.0 Summary Position TfWM Capital Budget

- 3.1 Overall TfWM Capital Programme expenditure marginally exceeds the budget to the end of January 2018 by 2% with the forecast for the year suggesting spend of £4.142m greater than the annual budget, mostly due to advancement of Investment Programme schemes.

	JANUARY YEAR TO DATE			FULL YEAR 2017/18		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
TfWM Delivered Investment Programme Schemes	43,505	44,480	975 \pounds	56,295	52,512	(3,783) \pounds
TfWM Other Major Schemes	1,005	1,386	381 \pounds	2,763	2,800	37 \pounds
TfWM Minor Works Programme	3,711	3,642	(69) \pounds	5,781	5,323	(458) \pounds
TfWM Administered Programme	4,466	4,082	(384) \pounds	6,471	6,533	62 \pounds
TOTAL	52,687	53,590	903 \pounds	71,310	67,168	(4,142) \pounds

- 3.2 The TfWM Delivered Investment Programme portfolio contains schemes which feature in the WMCA Devolution Deal Investment Programme to be delivered by TfWM. These schemes are all, to some extent, funded from the West Midlands Combined Authority Devolution Deal funding arrangements.
- 3.3 Investment Programme scheme expenditure at the end of January totalled £43.5m which is marginally (2%) lower than the year to date budget. The variance mostly consists of a deferral of activity against Wolverhampton City Centre Metro Extension and Centenary Square Metro Extension schemes offset by acceleration on the Edgbaston Metro Extension.
- 3.4 The forecast out-turn against the Investment Programme schemes shows spend in advance of budget totalling £3.783m with £4.882m of this amount being attributable to the Edgbaston Metro Extension utility works detailed above. In addition, there is expected to be accelerated spend against the East Birmingham to Solihull (£1.8m) and Wednesbury Brierley Hill (£2.8m) Metro Extensions, off-set by deferred activity against the Wolverhampton City Centre Metro Extension (£3.4m) and the Sprint Network (£1.9m) to reflect latest programmes of work.
- 3.5 Spend against the TfWM Other Major Scheme programme totals £1.005m which is behind the budget of £1.386m to the end of January by £0.381m. The forecast out-turn against the Programme as per the budget of £2.8m.
- 3.6 Spend against the TfWM Minor Works Programme is also broadly as per the budget of £3.7m to the end of January and the forecast for the year suggests a relatively minor variance of 8% (£0.431m) over budget.
- 3.7 The TfWM Administered Programme consists mostly of the phase one National Productivity Investment Fund (NPIF) DfT funded programme which is delivering improvements to the regional highway network via grants made to Local Authorities via WMCA. The financial position on this programme shows a £0.384m overspend to the end of January which is expected to be recovered by March 2018.

TfWM Delivered Investment Programme Schemes

TfWM Delivered Investment Programme Schemes	JANUARY YEAR TO DATE			FULL YEAR 2017/18		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
<u>HS2 Connectivity Programme:</u>						
Bilston Road Track Replacement Phase 2	13,010	15,248	2,238	14,858	15,699	841
Rail Investment	77	128	51	207	168	(39)
Rail Project Development	274	304	30	352	350	(2)
Sprint Network	596	1,900	1,304	1,043	2,894	1,851
Metro Centenary Square Extension	8,364	9,199	835	11,262	11,423	161
Metro Wolverhampton City Centre Extension	4,578	6,815	2,237	5,138	8,500	3,362
Metro Edgbaston Extension	9,175	5,863	(3,312)	12,529	7,643	(4,886)
<u>Other TfWM Investment Programme Schemes</u>						
Metro Birmingham Eastside Extension	1,418	1,520	102	2,033	1,678	(355)
Metro East Birmingham to Solihull Extension	2,058	1,800	(258)	3,856	2,024	(1,832)
Metro Wednesbury to Brierley Hill Extension	3,955	1,703	(2,252)	5,017	2,133	(2,884)
TOTAL	43,505	44,480	975	56,295	52,512	(3,783)

3.8 Expenditure against TfWM delivered Investment Programme schemes totals £43.505m to the end of January which is £0.975m greater than the budget of £44.480m. The main contributors to the variance are as follows:

- Edgbaston Metro Extension (£3.312m) due to acceleration of utilities works versus the original schedule, following approval of scheme funding by DfT in September 2017.
- Wednesbury to Brierley Hill Metro Extension (£2.252m) due to acceleration of design works ahead of the original schedule.
- Wolverhampton Metro Extension (£2.237m) due to a deferral of activity on site following agreement of a revised construction strategy to align with the delivery of the overall Interchange Project programme.
- Bilston Road Track Replacement (£2.238m) due to the project being completed earlier than expected.
- Sprint Network (£1.304m) due to a review of the delivery approach for the Hagley Road scheme following scheme reappraisal and a new 2 phased delivery approach to deliver some early highways benefits followed by the full wider scheme.

3.9 The 2017/18 forecast against the Investment Programme schemes suggests spend of the £56.295m against a budget for the year of £52.512m to give a variance of £3.783m. The main contributors to the variance are as follows:

- Edgbaston Metro Extension £4.886m due to continued acceleration of construction activity as detailed above.
- Wolverhampton Metro Extension £3.362m due to a deferral of activity on site following agreement of a revised construction strategy to align with the delivery of the overall Interchange Project programme.

- Wednesbury to Brierley Hill Metro Extension (£2.884m), East Birmingham to Solihull Metro Extension (£1.832m) which are due to accelerated design works ahead of the original schedules.
- Sprint Network (£1.851m) due to a review of the delivery approach for the Hagley Road scheme and an extended assessment of traffic impacts being undertaken prior to preliminary design being commissioned for other routes.

Other Major Works

TfWM Other Major Schemes	JANUARY YEAR TO DATE			FULL YEAR 2017/18		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Birmingham City Centre Metro Extension	787	762	(25)	785	800	15
Longbridge Connectivity Package	218	624	406	1,978	2,000	22
TOTAL	1,005	1,386	381	2,763	2,800	37

- 3.10 Spend against the Other Major Works Programme to the end of January is £1.005m which equates to a variance of £0.381m against the year to date budget, mostly due to the deferred letting of the contract for Longbridge Connectivity Package whilst the necessary approvals were sought from WMCA on 9 February 2018.
- 3.11 The forecast for the year suggests overall spend will be broadly in line with budget.

Minor Schemes Programme

TFWM Minor Works Programme	JANUARY YEAR TO DATE			FULL YEAR 2017/18		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
On Street Infrastructure	666	664	(2)	804	801	(3)
Bus Stations & Interchange	253	152	(101)	255	253	(2)
Other	145	93	(52)	145	94	(51)
Bus / Rail Park & Ride	308	522	214	483	768	285
Total Asset Renewal / Replacement	1,372	1,431	59	1,687	1,916	229
Infrastructure	89	121	32	0	150	150
Tram Improvements	(32)	41	73	(32)	62	94
Park and Ride	84	109	25	86	201	115
Total Metro Minor Works	141	271	130	54	413	359
Other	35	50	15	32	50	18
Rail Stations	88	37	(51)	90	56	(34)
Bus Stations & Interchange	157	234	77	213	259	46
Metro	67	0	(67)	135	0	(135)
Sustainable Travel	50	46	(4)	50	46	(4)
Total Project Development	397	367	(30)	520	411	(109)
Park & Ride	1	0	(1)	0	0	0
Total Rail Minor Works	1	0	(1)	0	0	0
Cycling & Walking	112	121	9	116	221	105
MST Programme	665	0	(665)	1,874	500	(1,374)
Total Sustainable Travel	777	121	(656)	1,990	721	(1,269)
ICT Programme	32	40	8	46	40	(6)
ICT Programme	32	80	48	74	80	6
Other Corporate Systems	(14)	82	96	(12)	108	120
Total Systems	50	202	152	108	228	120
Swift	51	47	(4)	52	76	24
Total Ticketing	51	47	(4)	52	76	24
Bus Stations & Interchange	1	0	(1)	1	0	(1)
Highway & Reliability Improvements	94	90	(4)	188	213	25
On Street Infrastructure	632	906	274	918	1,086	168
Total Transforming Bus Travel	727	996	269	1,107	1,299	192
Station Improvements	28	0	28	27	0	(27)
Park & Ride	97	114	(17)	158	154	(4)
Total Transforming Rail Travel	125	114	11	185	154	(31)
Interchange Signage	70	93	23	78	105	27
Total Wayfinding / Signage / Public Realm	70	93	23	78	105	27
GRAND TOTAL	3,711	3,642	(47)	5,781	5,323	(458)

3.12 The Minor Scheme Programme spend to the end of January is broadly as per the budget of £3.672m. There are some compensating variances at scheme level within the programme, with the two significant variances of note being as follows:

- Managing Short Trips (MST) Programme (£0.665m) which is a package of sustainable travel measures including works to canal towpaths has incurred costs in advance of the budget profile as works have been accelerated within overall budget allocations.
- Bus Stations and Interchange Programme (£0.101m) where safety critical works to install automatic doors at Dudley Bus Station have been integrated into the Asset Replacement and Renewal programme, funded from Integrated Transport Block.
- Bus / Rail Park and Ride Asset Replacement (£0.214m) mostly (£0.192m) due to progression of the Park and Ride expansion programme being subject to a scheduling and prioritisation exercise based on West Midlands Rail commissioned market research.

- On Street Infrastructure (£0.274m) in the Transforming Bus Travel Programme where the roll-out of Digital Advertising (£0.171m) has been rescheduled to be delivered during January / February 2018.

3.13 The Minor Scheme Programme forecast for 2017/18 suggests spend will exceed the annual budget by £0.458m. Again, this mostly consists of minor variances against a number of projects with the most significant being:

- Managing Short Trips (MST) Programme (£1.374m) which represents a significant acceleration of deliverables against the base-line programme. The spend will be accommodated from within the overall full life budget for the scheme of £4.5m.
- Bus / Rail Park & Ride (£0.285m) mostly (£0.192m) due to progression of the Park and Ride expansion programme being subject to a scheduling and prioritisation exercise based on West Midlands Rail commissioned market research.
- On Street Infrastructure (£0.168m) mostly (£0.110m) due to deferred delivery of the Digital Panel replacement programme on Bus Shelters. The revised programme will be undertaken between February and April 2018.

Administered Schemes Programme

TFWM Administered Programme	JANUARY YEAR TO DATE			FULL YEAR 2017/18		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
TFWM Administered Programme	4,466	4,082	(384) [£]	6,471	6,533	62 [£]

3.14 The TfWM Administered Programme consists mostly of the phase one National Productivity Investment Fund (NPIF) DfT funded programme which is delivering improvements to the regional highway network via grants made to Local Authorities via WMCA. The financial position on this programme shows a £0.384m underspend to the end of January with a small underspend of £0.062m expected by March 2018.

SECTION C

4.0 Summary Treasury Indicators

- 4.1 Below are the latest Treasury Management Indicators set in the Treasury Management Strategy to ensure overall borrowings and investments are within the expected ranges. These indicators will be monitored throughout the year and reported to this Committee accordingly.

Measure	2017/18 TM Strategy £000's	2017/18 Forecast £000's	2018/19 Forecast £000's	2019/20 Forecast £000's	2020/21 Forecast £000's
Affordability					
Ratio of financing costs to net revenue stream:					
(a) financing costs	15,109	9,695	13,084	19,158	24,792
(b) net revenue stream	158,042	161,200	172,900	178,000	177,500
Percentage	9.56%	6.01%	7.57%	10.76%	13.97%
Estimates of Capital Investment on Income (%)	(0.59%)	2.71%	(1.96%)	(3.41%)	(3.17%)
Prudence					
Gross borrowing and the capital financing requirement:					
Gross Borrowing (excludes inherited debt)	229,858	205,093	460,220	636,340	856,444
Capital Financing Requirement (Gross borrowing in year 2018/19 must not exceed year CFR in 2020/21)	256,085	251,563	507,000	683,441	903,879
Capital Expenditure, External Debt and Treasury Management					
Capital Expenditure	171,211	71,310	298,400	302,800	397,100
Operational boundary for external debt					
Operational boundary for borrowing	312,305	205,093	460,220	636,340	856,444
Authorised limit for external debt					
Authorised limit for borrowing	312,305	205,093	546,744	783,000	1,042,000
Interest rate exposures					
Upper limit on fixed rate exposures	10%	100%	100%	100%	100%
Upper limit on variable rate exposures	30%	30%	30%	30%	30%
Investments longer than 364 days					
Upper limit	8,000	8,000	20,000	20,000	20,000



WEST MIDLANDS
COMBINED AUTHORITY

Transport Delivery Committee

Date	9 April 2018
Report title	Capital Programme Delivery Monitoring Report
Accountable Chief Executive	Laura Shoaf, Managing Director, TfWM 0121 214 7444 laura.shoaf@tfwm.org.uk
Accountable Employee	Sandeep Shingadia, Director of Development & Delivery, TfWM 0121 214 7169 sandeep.shingadia@tfwm.org.uk
Report has been considered by	Councillor Richard Worrall

Recommendation(s) for action or decision:

Transport Delivery Committee is requested to:

1. To note achievements since the January 2018 meeting of the Transport Delivery Committee.
2. To note the progress of deliverables under the 2017/2018 Capital Programme.
3. To note, where indicated, any variations from the baseline programme.

1.0 Purpose

- 1.1 To provide this committee with a progress monitoring update on the approved TfWM led 2017 / 2018 programmes and projects.
- 1.2 The financial aspects of the TfWM Capital Programme are reported separately under the Financial Monitoring Reports to this committee.

2.0 Background

- 2.1 The 2017/2018 Capital Programme was approved by WMCA Board as part of the wider Transport Plan on 17th March 2017.
- 2.2 The ITB allocation for 2017/2018 is fully utilised on continuing committed schemes and in attempting to manage the existing asset base with respect to replacement and or renewal of life expired/obsolete equipment, in order to endeavour to maintain a steady state of asset condition across the estate.
- 2.3 The Capital Programme in 2017/2018 has been a one year transition period by bringing existing schemes to a conclusion and will allow TfWM to re-focus subsequent programmes towards supporting Asset Management, Network Resilience and Capacity Enhancement projects from April 2018, or sooner should funding become available.
- 2.4 Attached to this report (Appendix 1) is the detailed monitoring report for the 2017/2018 TfWM Capital programme outlining these deliverables, indicating the baseline date (endorsed through March report) with an indication of the current forecast date with a RAG indicator.

3.0 Achievements

- 3.1 The following elements within the 2017/18 Capital Programme have been completed during December 17 – January 18.
 - £31k out of the £120k budget for the TBT highway scheme development has been assigned to develop the following:
 - Birmingham Growth Point Public Transport Package
 - Bus access mitigation measures at QE Hospital
 - South Birmingham Bus Network Review mitigation
 - Roll out of digital advertising panels are underway and 25 new shelters will be installed by the end of March 18 in addition to the other previously installed.
 - Resurfacing at Sutton Coldfield park and ride starts on Monday 19th Feb with completion expected Sunday 4th March.

4.0 Variations to Baseline Programme

- 4.1 Following customer feedback, a number of improvement measures will be installed at Walsall St Pauls during 2018. Costs have been gathered for these works and an

implementation programme is now being developed. Quotations from suppliers are being sourced for implementation in 2018

4.2 There are the following variations to the baseline programme, with further details contained within the dashboard at Appendix 1:

- New Street Totems
- Bradley Lane P&R

5.0 Financial implications

5.1 The detailed financial aspects of the TfWM 2017/2018 Capital Programme are reported separately under the Financial Monitoring Report to this Committee. A summary of the final year position in financial terms is, however, attached to this report as Appendix 2.

6.0 Legal implications

6.1 There are no direct legal implications arising from the recommendations set out in this report. However, legal and procurement will support, as necessary, any deliverables that may arise moving forward into 2017/2018.

7.0 Equalities implications

7.1 There are no equality implications arising from the recommendations set out in this report. However, Anna Sirmoglou will support as project requires any deliverables within the 2017/2018 capital programme.

8.0 Schedule of background papers

8.1 2017/2018 TfWM Capital Programme Delivery Monitoring Report read at Transport Delivery Committee 8 January 2018 from Sandeep Shingadia, Director of Development & Delivery, TfWM.

9.0 Appendices

APPENDIX 1 – Progress of Deliverables against 2017/18 Baseline Programme

APPENDIX 2 – Capital Programme and Financial Summary

10.0 Glossary of Terms

BCC = Birmingham City Council
BCCI = Birmingham City Centre Interchange
CA = Combined Authority
CC = City Council
CCTV = Closed Circuit Television
DfT = Department for Transport
HIL = Highway Improvement Line
HOPS = Host Operator or Processing System
HoT = Heads of Terms
HS2 = High Speed 2

ICT = Information and Communications Technology
IT = Information Technology
ITB = Integrated Transport Block
LED = Light Emitting Diode
NR = Network Rail
OBC = Outline Business Case
OJEU = Official Journal of the European Union
P & R = Park and Ride
RTI = Real Time Information
TBT = Transforming Bus Travel
TWA = Transport and Works Act
WMCA = West Midlands Combined Authority

Transport Delivery Committee Dashboard

Feb 2018

Capital Projects Delivery Status

2017/18 Programme Summary

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	Project Name	Status	Baseline Comp Date	Forecast Date	DCA	DCA Trend	Exec Summary
Strategic Economic Plan							
1	Snow Hill 3 rd Access	Development					Funding from the 18/19 Capital Programme has been approved and a consultant from Aecom has been bought on board to begin development activity.
2	Snow Hill Public Realm	Contribution					Report being taken to Birmingham City Council cabinet in March. Subject to approval advance, works will commence from late-Spring with main works scheduled to follow in the Summer.
3	Metro Wolverhampton City Centre Extension	Contribution					
Transforming Bus Travel							
4	TBT Wolverhampton City Centre Shelters	Delivery		March 2018	Green		Due to the on-going plans in WCC the original sites chosen to upgrade were deemed unfeasible. Due to the fluid future developments for the City the delay has been in identifying alternative suitable sites. We have a now identified the sites with partners at CWC and Clear Chanel with a view to deliver before end of March
	TBT Birmingham City Centre Shelter Design Optimisation	Rolling Programme					Works continue to update and manage the City Centre Shelters.
6	TBT Highway Scheme Development (Bus reliability and punctuality)	Development	March 2018	March 2018	Green		Currently there is £31,500 of development work commissioned under this budget of £120,000 £26,000 has been commissioned to Atkins to develop the Birmingham Growth Point Public Transport Package, with outputs and invoices now settled. £4,500 has been commissioned to Atkins to develop bus access mitigation measures at QE Hospital, with outputs and invoices now settled. The remaining budget has been allocated for South Birmingham Bus Network Review mitigation and is expected to be fully committed by Jan 18
	Digital Advertising Panel rollout	Rolling programme					TfWM are installing 25 new shelters starting 21/02/18 in addition to 8 already installed under Platinum by end of March 18 for digital advertising
8	TBT Platinum Route RTI Equipment Upgrades	Rolling programme					All painting and refurbishment works are complete. 31 new shelters should all be installed by end of Feb 18 as 8 of the 31 shelters are being used for digital advertising and Clear Channel don't wish to upgrade these till Jan 18. We expect the other 23 to be installed Sept/Oct17.
9	Network Wide SWIFT Procurement	Complete					
10	Network Wide SWIFT Vending	Complete					
11	Traffic Signal Technology, Solihull Contribution	Contribution					
12	Network Wide P&R Lighting Enhancements	GW 5 Delivery and Handover	16/04/2018	16/04/2018	Green	Same	Designs for final 5 sites to be submitted to WMT for review prior to Landlords Consent Submission.
Information & Mapping							

	Project Name	Status	Baseline Comp Date	Forecast Date	DCA	DCA Trend	Exec Summary
13	New Street Station Totems	GW 5 Delivery and Handover	05/02/2018	15/03/2018	Amber/Red	Worsened	1. Senior level discussions have highlighted concerns with the current mapping format. Scheme is currently on hold while a way forward is agreed. 2. Birmingham City Council are currently reviewing costs with a view to making a contribution to assist with increased installation fees. A programme can be agreed after this has been done. 3. The scheme is given a red/amber DCA because the delivery programme can not yet been finalised and additional funding is being sought.
14	Interconnect Development	Complete					Project to analyse mapping and interconnect requirements around Dudley complete.
Systems Architecture Programme							
15	ICT Rolling programme – IT service management	Rolling Programme	March 2018	March 2018	Green		<ul style="list-style-type: none"> Service Management - New system and services for ICT Replacement hardware Continuation of Cyber Security Project <i>Paul Beckley / Louise Capener</i>
Asset Management							
16	North Walsall Cutting and Stourbridge Junction Structural Improvements	Complete					
17	Network Wide Bus Station Refurbishment Phase 1	Design & Delivery	March 2018	Dec 2018	Green	Same	Walsall St Pauls mid-life refurb. Following detailed customer feedback, TfWM will be looking to improve the seating and flooring in the bus stands and remove the current furniture and concrete walls which make the customer waiting areas feel very restricted. TfWM will also be upgrading the RTI totems, lighting, public toilets and painting the whole of the bus station to make it feel a friendlier place to be. Costs have been gathered for these works and an implementation programme is now being developed. Quotations from suppliers are being sourced for implementation in 2018.
18	Metro Line One CCTV Replacement	Complete					
19	Network Wide CCTV Infrastructure Upgrade	GW 5 Delivery and Handover	13/07/2018	13/07/2018	Green	Same	The change request for additional funding for this project has been approved. The work has recommenced to complete the programme, which is now schedule to be concluded by July 2018.
20	Network Wide Rail RTI – Life Expired Replacements	Contribution to TOC					
21	Network Wide P&R Resurfacing Programme	Rolling Programme	28/03/2018	28/03/2018	Green	Same	Resurfacing at Sutton Coldfield starts Monday 19 th Feb with completion expected Sunday 4 th March (subject to weather conditions)
22	Network Wide P&R upgrades (cycle facilities and height restrictions)	Rolling Programme	March 2017	March 2018	Green		13 cycle lockers were removed on 14/01/18 from Dorridge
Project Development Programme							
23	CCTV Shared Services Development	On hold					Project currently is on hold as this piece of work is now under consideration of the wider Regional Integrated Command Centre Project
24	Dudley Interchange	GW -1 Sponsors Remit		01/06/2021	Amber	Same	Atkins progressing with Potersfield access road design to Duncan Edwards Way. Portersfield are to submit this as part of their Planning application in February 2018, to safeguard a new direct access. Traffic modelling to be reviewed 23rd January to determine Interchange / MMA / Portersfield impact on highway network. DCA remains amber until scope and funding confirmed.
25	Walsall Town Centre Interchange Feasibility Study	GW -2 Options			Amber	Same	Scheme on hold until Walsall Council advice of their intentions, following public enquiry of Autumn 2017.
26	Bradley Lane P&R	GW 4 Procurement	22/01/2019	10/04/2019	Amber/Red	Worsened	DCA = Amber/red. A Change Request has been drafted seeking additional funding to enable scheme progression - awaiting approval.
27	Network wide Park & Ride Expansion Developments	Development / feasibility		31/03/2018	Green	Same	<p>TfWM currently awaiting feedback from Highways at Solihull to progress the Whitlocks End Expansion scheme. TfWM have received support from Sandwell to start initial desk top feasibility work in-house looking at park and ride demand at existing Sandwell & Dudley and Tame Bridge car parks.</p> <p>Park and ride expansion is being influenced by the Park and Ride strategy in development by Director of Policy, Strategy and Innovation team.</p>

	Project Name	Status	Baseline Comp Date	Forecast Date	DCA	DCA Trend	Exec Summary
28	Tipton Park & Ride	GW 1 Project Brief		14/10/2020	Green	Same	DCA status is Green; Detailed design phase ongoing as per schedule.
Metro Programme							
29	Metro Line One Upgrade	Contribution					
30	Tram WIFI Ground Infrastructure Improvements	Complete					

Project Delivery Confidence Assessment (DCA) Definitions

G	Successful delivery of the project/programme to time, cost and quality appears highly likely and there are no major outstanding issues that at this stage appear to threaten delivery significantly
G/A	Successful delivery appears probable however constant attention will be needed to ensure risks do not materialise into major issues threatening delivery
A	Successful delivery appears feasible but significant issues already exist requiring management attention. These appear resolvable at this stage and if addressed promptly, should not present a cost/schedule overrun
A/R	Successful delivery of the project/programme is in doubt with major risks or issues apparent in a number of key areas. Urgent action is needed to ensure these are addressed, and whether resolution is feasible
R	Successful delivery of the project/programme appears to be unachievable. There are major issues on project/programme definition, schedule, budget required quality or benefits delivery, which at this stage do not appear to be manageable or resolvable. The project/programme may need re-base lining and/or overall viability re-assessed

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APPENDIX 2 - TfWM ITB CAPITAL PROGRAMME 2017 / 2018

TfWM Minor Works Programme	JANUARY YEAR TO DATE			FULL YEAR 2017/18		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Metro Wolverhampton City Centre Extension	586	586	0	586	586	0
Total TfWM Delivered Investment Programme Schemes	586	586	0	586	586	0
Network Wide P and R Resurfacing Programme	191	197	6	350	379	29
Network Wide Bus Station Refurbishment Phase 1	253	152	(101)	255	253	(2)
Network Wide P and R Lighting Enhancement	36	0	(36)	36	0	(36)
Network Wide Park and Ride Upgrades (Cycle Facilities Height Restrictors)	39	85	46	50	150	100
North Walsall Cutting and Stourbridge Junction Structural Improvements	5	93	88	4	94	90
Network Wide CCTV Refresh and Installation (inc APNR)	636	637	1	774	774	0
Network Wide Rail RTI- Life Expired Replacements	29	27	(2)	29	27	(2)
Network Wide Park and Ride Expansion Developments -Phase 2	43	240	197	48	240	192
North Walsall Cutting	140	0	(140)	140	0	(140)
Total Asset Renewal / Replacement	1,372	1,431	59	1,686	1,917	231
Metro Line One Upgrade	89	119	30	148	148	0
Metro Line One CCTV Replacement	0	2	2	0	2	2
Bradley Lane Park and Ride	84	109	25	86	201	115
Tram Wifi Ground Infrastructure Improvements	(32)	41	73	(32)	62	94
Total Metro Minor Works	141	271	130	202	413	211
Dudley Bus Station Development	150	232	82	208	256	48
Walsall Town Centre Interchange Feasibility Study	7	3	(4)	6	3	(3)
CCTV Shared Services Development	32	50	18	32	50	18
Total Project Development	189	285	96	246	309	63
ICT Rolling Programme	32	40	8	46	40	(6)
WMCA Asset Management System	(14)	82	96	(12)	108	120
ICT Service Desk	30	70	40	70	70	0
ICT Cyber Security Project	1	10	9	3	10	7
Total Systems	49	202	153	107	228	121
Network Wide Swift Procurement	35	42	7	33	57	24
Network Wide Swift Vending	17	4	(13)	20	20	0
Total Ticketing	52	46	(6)	53	77	24
TBT Wolverhampton City Centre Shelters	0	42	42	48	42	(6)
TBT Birmingham City Centre Shelter Design Optimisation	117	101	(16)	131	131	0
TBT Platinum Route RTI Equipment Upgrades	363	416	53	456	512	56
TBT Highway Scheme Development (Bus reliability and punctuality)	88	85	(3)	182	208	26
Solihull Traffic Signal Technology	0	5	5	0	5	5
Digital Advertising Panel rollout	175	348	173	292	402	110
Total Transforming Bus Travel	743	997	254	1,109	1,300	191
Tipton Park & Ride	97	114	(17)	158	154	(4)
Snow Hill 3rd Access	0	0	0	0	50	50
Snow Hill Public Realm	0	0	0	0	50	50
Total Transforming Rail Travel	97	114	(17)	158	154	(4)
New Street Station Totems	16	32	16	19	45	26
Interconnect development	54	60	6	60	60	0
Total Wayfinding / Signage / Public Realm	70	92	22	79	105	26
GRAND TOTAL	3,299	4,024	691	4,226	5,089	863



WEST MIDLANDS
COMBINED AUTHORITY

Transport Delivery Committee

Date	9 April 2018
Report title	Air Quality Update Lead Member Report
Accountable Director	Laura Shoaf, Managing Director, Transport for the West Midlands
Accountable Employee	Anne Shaw – Director of Network Resilience, TfWM Email anne.shaw@tfwm.org.uk Tel 0121 2147 881
Report to be/has been considered by	Councillor Davis – Lead Member for Congestion & Air Quality

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

1. Note the issues relating to air quality
2. Actions being taken forward by the Bus Alliance to assist with meeting air quality standards by the Bus Alliance

1.0 Purpose

- 1.1 The purpose of this report is to update the Transport Delivery Committee on actions being taken to improve air quality by TfWM in particular through the Bus Alliance.

2.0 Background

The Impact of Air Pollution

- 2.1 Poor air quality in the West Midlands is a major public health burden and is recognised as the fourth largest risk to public health, behind cancer, obesity and cardiovascular disease.
- 2.2 Long-term exposure to air pollution shortens the period of our citizens' lives for which they are in good health and shortens overall life expectancy. Current estimates on the impact that air pollution has on citizens in our area range from 1300-2500 premature deaths each year. Whilst there are no known quantitative assessments of the impact on public expenditure and productivity, it is also understood that this impact is considerable (with UK estimates placing the cost of air quality health impacts to society at £20bn every year across the country).

2.3 It is known that air quality effects on health are distributed unequally across the population.

- The most susceptible groups to impacts from exposure to poor air quality include pregnant women (and their unborn children), children, older people, and people with certain pre-existing medical conditions.
- Those most at risk of being exposed to air pollution are professional groups such as taxi, bus and delivery drivers who are estimated to suffer with three times the exposure to poor air quality than average.

2.4 In urban areas where air quality is poor, transport is a major contributor to a number of harmful air pollutants (in particular nitrogen dioxide¹ and fine particulate matters).

National Policy Context

2.5 Following legal action by environmental group Client Earth, the Government has been found in breach of its duties under EU environmental standards. Client Earth is seeking a further judicial review because of 'major flaws' in the Government's Air Quality Plan published in 2017. The Plan recognises that without further action 31 of 43 UK zones will fail to meet air quality targets in 2020. However, of concern to environmental and other groups, is the Plan's identification of buses as the priority diesel vehicles for local authorities to target within Clean Air Zones. Following buses, HGVs, vans and then diesel cars are proposed, in this order, as priorities for clean air measures.

2.6 As was noted at the recent UK Bus Summit, this reverses the accepted contribution of each road transport mode to NOx pollution. Diesel cars are the single biggest contributor to NOx emissions (at 41% of all emissions from road transport). This far exceeds the comparative emissions from bus transport: even a modern Euro 6 diesel car emits ten times the NOx per passenger than a comparable Euro6 engine powered bus journey. (Source: Greener Journeys, UK Bus Summit).

Regional Policy Context

2.7 Our transport plan for the region, Movement for Growth, has two major policies related to improving air quality, these are:

ENV1 To significantly improve the quality of the local environment in the West Midlands Metropolitan Area

PUB3 To assist with the reduction of health inequalities in the West Midlands Metropolitan Area

2.8 Furthermore, Movement for Growth states specifically that TfWM will reduce transport's impact on our environment through improving air quality and reducing carbon emissions. Our 2026 Delivery Plan indicates that TfWM will track the air quality impact of traffic on the West Midlands' Key Route Network (KRN)² on air quality. It also states that additional schemes,

¹ Where nitrogen dioxide limits are being breached, transport sources account for approximately 80% of nitrogen oxides in these locations on average.

² The West Midlands KRN is a network of major roads across the West Midlands that the TfWM (through the WMCA) has an enhanced role in managing and developing alongside the metropolitan local authorities.

changes to schemes, and reprioritization of schemes in the delivery plan will be considered as our air quality evidence base improves.

- 2.9 The WMCA's Second Devolution Deal to Promote Growth contained commitments from Government to work with the Mayor, WMCA and the local authorities to develop and implement a comprehensive strategy for improving air quality across the West Midlands in collaboration with the local authorities.

Consequences of the Air Quality Plan for Nitrogen Dioxide (NO₂) in UK (2017)

- 2.10 The Government's recent air quality plan (August 2017) shows that the West Midlands is the UK region with the most exceedances of the annual nitrogen dioxide limit outside of London. All seven of the West Midlands metropolitan authorities have current exceedances of this limit.
- 2.11 Government expects all areas with exceedances to take steps now to reduce emissions if there are measures they could take to bring forward compliance (without relying on natural fleet turnover). In particular, Government is concerned that exceedances in Birmingham and Coventry are so extensive that they are likely to persist without significant intervention. Both Birmingham and Coventry are therefore required to develop specific proposals over the next couple of years to address exceedances which will be supported by dedicated Government funding.
- 2.12 Specifically in the case of Birmingham, Government is requiring Birmingham to introduce a charging Clean Air Zone alongside other measures. Whilst Coventry is not required to consider a charging Clean Air Zone, they must demonstrate that their preferred solution is at least as effective as a charging Clean Air Zone.
- 2.13 Birmingham's Clean Air Zone must be implemented within the shortest possible time as per the court rulings and this is likely to be by the end of 2019. Government therefore expects Birmingham City Council to produce a Full Business Case, following the appropriate consultation, for consideration by the Secretary of State by summer 2018.
- 2.14 Coventry City Council will be required to produce initial plans by the end of March 2018 with final plans due by the end of December 2018.
- 2.15 Until Birmingham and Coventry city councils have both completed their studies to inform their proposals and consulted with the public, we won't know exactly what the final proposed solution will be. TfWM continues to offer support to both local authorities as they develop their proposals.

West Midlands Bus Alliance

- 2.16 The West Midlands Bus Alliance, the first of its kind in the UK, brings together the WMCA, local bus operators, our seven councils, and other partners to work together to deliver high levels of passenger satisfaction and drive forward investment in our bus services. We do this as a way of encouraging less use of the car, cutting pollution and protecting our environment. Our focus is on making bus travel in the West Midlands cleaner, greener, safer and faster.
- 2.17 One of the Alliance's key objectives is to improve bus emission standards. This includes seeing additional levels of investment by local operators in environmentally friendly vehicles,

piloting zero emission buses on at least two corridors, and using the powers in the Bus Services Act 2017 to implement local action to tackle air quality issues.

- 2.18 Through the Alliance, a number of deliverables have been achieved, which will see air quality benefits across the region, with buses an integral part of the solution to local air pollution. Our award-winning West Midlands Low Emission Bus Delivery Plan sets out the framework for effectively driving that ambition forward.
- 2.19 To improve bus emissions standards, Birmingham city council have approved a pilot scheme which will see at least 20 new cleaner, zero emission hydrogen-fuelled buses take to Birmingham's roads. The new vehicles will be delivered by March 2019, with £13.4 million of funding for the pilot agreed.
- 2.20 WMCA and Coventry city council have been successful in two separate applications to the Clean Bus Technology Fund 2017-2019, to retrofit 468 vehicles to Euro VI standard. The WMCA application includes match-funding from four operators and grant funding of £3 million. The Coventry city council application includes match-funding from National Express Coventry, and a £1.5 million grant fund. The vehicles will be retrofitted by 31 March 2019.
- 2.21 National Express West Midlands has spent £10 million on 38 brand new top specification buses for routes through Harborne. The Platinum double deckers are kitted out with comfier seats, extra leg room, free Wi-Fi and USB charge points, as well as new ticket machines, which react quicker than the older ones to speed up bus boarding times. In early 2018, the 38 vehicles will be fitted with smart hybrid engines, which emit extremely low levels of nitrogen oxide, further improving air quality.
- 2.22 Solihull Advanced Quality Partnership Scheme (AQPS) came into operation on Sunday 26th November 2017. This is the first new AQPS to be implemented in the country under the new Bus Services Act 2017 and includes Euro VI emission standards by January 2021.
- 2.23 Formal consultation began on a Wolverhampton city centre AQPS on the 22nd January 2018. It is expected the scheme will be implemented (subject to consultation) on 30th September 2018. This will see improved emission standards, with a minimum Euro III standard in place at the scheme start date. The phasing of the minimum emission standards for Wolverhampton city centre are in line with the West Midlands Bus Alliance current commitments of a minimum Euro V emission standard by 1st January 2020. There will be a Euro VI minimum standard milestone twelve months later.
- 2.24 TfWM have also increased the engine standards for buses through tendered bus services, which covers roughly 10% of the entire bus network, requiring all operators to comply with a minimum of Euro V engine standards on tendered bus services. This requirement on fleet helps to push operators towards increased standards across the network, and will fall into line with AQPS standards and CAZ requirements where Euro VI engines are required.

SPRINT Vehicle

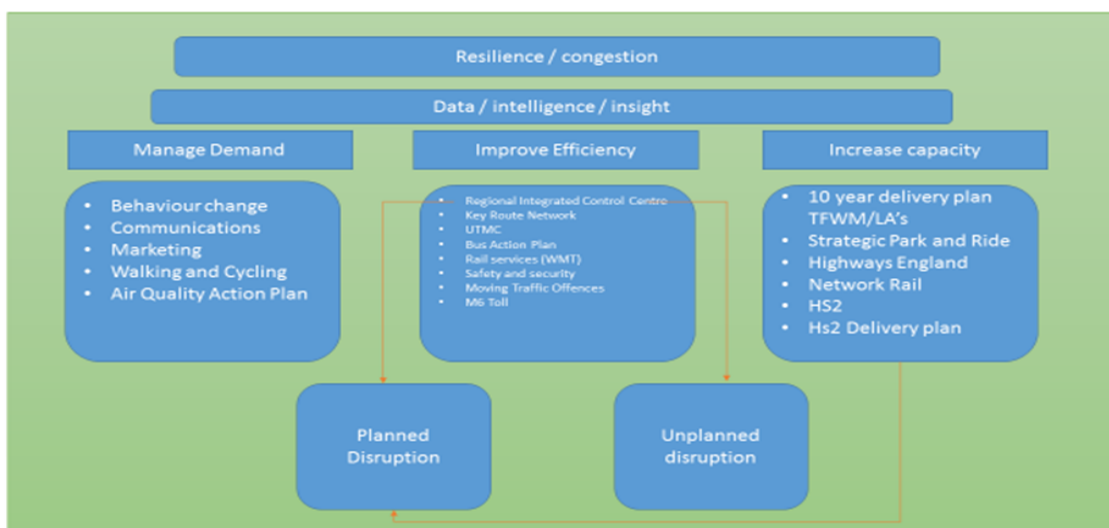
- 2.25 The Sprint programme is being developed with the first three routes to be delivered in advance of the Commonwealth Games in 2022. The Sprint vehicles will be at least Euro VI compliant. We have explored hybrid vehicle options which would enable full electric operation in specific areas; implementation of this technology is subject to prospective operator negotiation.

Transport Innovation

- 2.26 TfWM continues to engage with MaaS Global on the Mobility as a Service (MaaS) platform pilot project currently under development based on the Whim mobile application. MaaS platforms could enable users to reduce their personal car use and transfer a proportion of their journeys to sustainable forms of transport such as public transport, cycling and walking with car journeys if required being provided 'on-demand' through a third party such as a rental car or private hire/Taxi provider. The Whim trial is expected to go live in the early Spring with test users recruited by MaaS Global.
- 2.27 TfWM is currently developing a strategy paper regarding the infrastructure requirements for Ultra Low Emission Vehicles. Specifically this will relate to electric vehicle (EV) charging and fuelling of Compressed Natural Gas (CNG) and Hydrogen fuel cell vehicles. The UK has set itself ambitious decarbonisation targets, with all sales of cars and vans to be zero emission technologies by 2040, and a ban on petrol and diesel powered vehicles by 2050. The market for 'plug in' EVs is growing, with 120,000 on the road in the UK, with a predicted further 70,000 registered in 2018. National Grid expect 9 million plug in EVs on the road by 2030. Key current initiatives in the West Midlands include installation of electric vehicle charging points in Coventry and Wolverhampton for Taxi operators utilising funding from Government and the development of the new battery technology R&D facility to be located at a site to be confirmed in Coventry and Warwickshire.

Managing Congestion

- 2.28 Reducing congestion on our roads will assist with improving air quality by reducing the amount of emissions particularly from standing traffic. Programmes are currently being delivered with further initiatives under development to support this and are based around improving the efficiency of our transport networks, increasing capacity and managing demand. Some examples are shown in the diagram below. It should be noted that the clean Air Zone being developed in Birmingham will also have an impact on demand.



- 2.29 There are a number of road projects through the National Productivity Investment Fund (NPIF) that are currently under delivery (see appendix 1). These will improve key locations where congestion is an issue and provide improvements for buses through more efficient running networks including upgrades to traffic signals and bus priority measures.
- 2.30 Additional Capacity is also being delivered on the transport network is being delivered as part of the wider HS2 connectivity package which includes tram, sprint rail and road improvements as mentioned in the previous sections. In addition, through our rail partnerships there will be additional capacity for over 70,000 more passengers daily with proposed improvements to park and ride facilities such as those at Longbridge as well as improved and new station development.
- 2.31 The Combined Authority has also been provided with DfT funding to develop a business case for a regional integrated control centre (RICC). This will enable the join up of various traffic and travel control centres and introduce further capabilities for a 24/7 where it is needed to support the efficient running of the network. The RICC will enable efficiencies for both the local highway authorities, Highways England and transport operators to work together to more proactively manage the day to day operational performance of the road network as well as have improved practices for managing incidents and resolving issues more effectively. This, combined with effective communication channels will also enable the public and business to plan journeys around disruption and assist with modal shift by offering alternative options to travel.

3.0 Impact on the Delivery of the Strategic Transport Plan

- 3.1 Improving Air quality will deliver the outcomes of policy contained within the strategic transport plan in as set out in section 2.5 above.

4.0 Wider WMCA Implications

- 4.1 There are no wider implications for the WMCA identified. Coventry and Birmingham are progressing with their plans for improving air quality and TFWM is supporting their emerging mitigations through initiatives. We are also aiming to ensure that there no displacement of poor air quality. We can assist with refining this as and when the proposals from each authority become known.

5.0 Financial implications

- 5.1 There are no further financial implications to WMCA at this stage as a consequence of this report. However where any additional WMCA input/support is required this will need to be considered and evaluated so any one-off and on-going financial implications can be quantified before any decision is made.

6.0 Legal implications

- 6.1 The Legal implications have been addressed in the content of this Report and there are no further direct implications arising.

7.0 Equalities implications

- 7.1 Poor air quality and resulting health issues tends to impact on the most vulnerable in our society, it is therefore important that we strive to deliver a programme which ensures that we improve the life chances of all.

7.0 Other implications

- 7.1 There are no further implications

8.0 Schedule of background papers

- 8.1 None attached

9.0 Appendices

Appendix 1 – NPIF programme

Appendix 2 – Terms of Reference Lead Member Reference Group

Appendix 1

National Productivity Investment fund – projects

Authority Area	project	funding
Coventry	Keeping Coventry Moving	£700k
Solihull	A34 Stratford Road Growth corridor	£616.5
	Solihull Bridge Five year Programme	£600.0
City of Wolverhampton	A4124 Traffic Signals Upgrade and Bus Priority	£500k
Dudley	Brierley Hill Strategic Centre	£660k
Sandwell	A34 Birmingham Road/A4041 Queslett Rd/Newton Road	£273k
Walsall	A461 Eastern Opportunity Area	£920k
Birmingham	Bus Lane Enforcement tranche 2	£98k
	Bromford Gyratory Ph. 1	£569k
	Holloway Circus	£700k
	Journey Time reliability to City Growth Area	£530k

Appendix 2 - Air Quality & Congestion Reference Group

Remit

The Air Quality & Congestion Reference Group (which includes overall transport resilience) will share information on TfWM priorities for possible action on congestion, resilience and air quality, including information on Clean Air Zones or their equivalent (i.e. in Birmingham and Coventry) as more information became available. Much of this would be driven by the legal requirements placed on Birmingham CC and to a more flexible extent, on Coventry CC.

Other possible topics include:

- New Street Station passenger air quality (though this sits also more with Rail/Metro)
- Public Service Vehicle emissions reduction (e.g. Hydrogen Bus Pilot).
Members felt this bus pilot would be a good topic for a wider presentation.

It had been agreed that the AQ Reference Group meets circa quarterly on TDC days for 2018. Members are Councillors Davis (Lead Member), Linnecor, Welsh and Andrews.

Air Quality & Congestion Group Terms of Reference:

- To monitor and report on the future development of measures to reduce road traffic congestion in the West Midlands. Plus measures to monitor and cut its associated negative air quality and associated environmental impacts, including any measures supporting the delivery of the environmental objectives within the West Midlands Strategic Transport Plan and other strategic planning documents.
- To monitor progress on programmes seeking to effect cuts in congestion and its associated health and environmental impacts in line with WMCA policies, strategies and timescales.
- To monitor and support work with public transport operators, passenger groups and members of the public to support the delivery of reduced congestion on the roads, plus general improvements in air quality across all forms of private and public transport.
- To give guidance and input during the preparation and clearance of reports within the portfolio area which are to be considered at any Transport Delivery Committee meeting.

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Transport Delivery Committee

Date	9 April 2018
Report title	Lead Member Sprint Report
Accountable Chief Executive	Laura Shoaf, Managing Director, TfWM 0121 214 7444 laurashoaf@wmita.org.uk
Accountable Employee	Angela Hosford, Head of Sprint 0121 2147168 Angela.Hosford@tfwm.org.uk
Report has been considered by	Councillor Huxtable- Lead Member for Sprint

Recommendation(s) for action or decision:

Transport Delivery Committee is recommended to:

1. Note the progress to date with the work of the Sprint Member Reference Group (SMRG)

1.0 Background

- 1.1 During 2017, Cllr Timothy Huxtable was as Lead Member for the Transport Delivery Committee for Sprint. Membership was reviewed and the following were appointed/confirmed as part of the wider Member Group.
 - Cllr Richard Worrall
 - Cllr Ted Richards
 - Cllr Philip Davis
 - Cllr Keith Linnecor

Over the course of the year the meetings have been attended by a number of officers working on the programme including Angela Hosford and Thomas Skidmore (Sprint Development Manager). Other officers may attend by invite.

2.0 Sprint Progress and matters considered by SMRG

- 2.1 Under Cllr Huxtable's direction regular monthly meetings have been scheduled. At the meetings members scrutinise and give feedback on officers updates on Sprint progress and related activities.
- 2.2 Throughout 2017/18 the following areas have been considered through Sprint Member Reference Group engagement include;
- Progress updates on scheme approvals and progress on activities
 - Consideration of Sprint cross city operations
 - A review of Sprint governance
 - Programme update including impact of the Commonwealth Games transport package, priority schemes within the programme, and review of the overall delivery plan up to 2026.
 - A review of Park and Ride considerations aligned with Sprint, and update on consultant work and recommendations for optimum P&R locations
 - An update on Infrastructure principles to be applied to the design of Sprint schemes
 - Review of the Outer Circle feasibility study including recommendations
 - A review of the programme for Sprint shelter prototyping and engagement.
 - Updates of A456 Hagley Road Phase 1 advanced works

3.0 Sprint Member Reference Group Terms of Reference

- To monitor and report on the future development of BRT (Sprint) within the West Midlands, including supporting the delivery of the objectives within the West Midlands Strategic Transport Plan and other strategic planning documents including Birmingham Connected and Solihull Connected.
- To ensure that progress on programme and scheme delivery and initiatives remain in line with agreed WMCA policies, strategies and timescales.
- To work with public transport operators, passenger groups and members of the public to support in the delivery of Sprint.
- To champion the HS2 Connectivity programme for the West Midlands which includes Investment for Economic Growth
- To champion the integration of Sprint into the Public Transport network for the benefit of passengers and the wider sustainable transport network.
- To ensure that the passenger benefits of the High Speed 2 line are maximised by ensuring that connectivity with high speed services are adequately provided for across the West Midlands region.
- To give guidance and input during the preparation and clearance of reports within the portfolio area that are to be considered at any Transport Delivery Committee meeting.



WEST MIDLANDS
COMBINED AUTHORITY

Transport Delivery Committee

Date	9 th April 2018
Report Title	Bus Business Update
Accountable Director	Pete Bond, Director of Integrated Network Services Email: pete.bond@tfwm.org.uk Tel: 0121 214 7388
Accountable Employee	Edmund Salt, Network Development Manager Email: edmund.salt@tfwm.org.uk Tel: 0121 214 7305
Report has been considered by	Cllr Hartley, Cllr Akhtar, Cllr Hanif, Cllr Stanley: Putting Passengers First

Recommendation(s) for action or decision:

- To note the contents of this report.

1.0 Purpose of Report

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

Section A **Bus Services Performance Summary**

- Punctuality and reliability January 2018
- Patronage November 2017
- Highway and network investment

Section B **Tendered Bus Services Contracts – April 2018**

Section C **Bus Operational Matters and Passenger Impacts**

- Rotalla plc
- Solihull Advanced Quality Partnership Scheme (AQPS)
- Wolverhampton AQPS consultation
- Network Resilience
- South Birmingham review
- Dudley consultation
- National Express West Midlands £1 concessionary fare
- Clean Bus Technology Fund 2017-2019

2.0 Section A Bus Services Performance Summary

- 2.1 Growing traffic and congestion continue to impact on bus service reliability and punctuality. Since the end of the recession, bus speeds have fallen 1 per cent on average every year, with record breaking traffic volumes seen in each of the last two years. Slower buses mean increased journey times, reduced reliability and

fewer bus passengers, with reduced access to jobs, leisure and other retail opportunities. Bus reliability for January 2018 is below target at 96 per cent against a target of 97 per cent. Punctuality is below target, standing at 81 per cent against a target of 82 per cent.

- 2.2 The latest bus patronage data for November 2017 stands at 255.9 million. This is a 2.5 per cent reduction on the previous 12 months figure (November 2016: 262.5 million). This decline in local bus passenger journeys is less than the national trend, where we have seen a 4.3 per cent decrease in England (outside of London).
- 2.3 Through the West Midlands Bus Alliance, over £10 million has been secured for bus based highway schemes to tackle growing congestion across the network. Knowing our investment priorities and being shovel ready has borne significant benefit and the funding is a clear indication of the Bus Alliance's commitment to tackling the congestion challenge. It includes capital funding from partner contributions by Transport for West Midlands, local authorities and National Express West Midlands, as well as government funding for significant capital projects:
- National Productivity Investment Fund 1 (NPIF): A4124 Willenhall Road traffic signal upgrade with selective vehicle detection.
 - NPIF1 – Journey Time Reliability to Birmingham Growth Points.
 - NPIF1 – A34 Stratford Road Growth Corridor – Journey Time Reliability.
 - South Birmingham Bus Network Review Highway Mitigation Package.
 - NPIF2 – Birmingham Growth Point Public Transport Package.
 - Solihull Lode Lane bus priority scheme.
 - Birmingham city centre traffic management and bus priority enhancements.
 - Birmingham City Centre Road Improvements.

3.0 Section B Tendered Bus Services Contracts – April 2018

- 3.1 Bus Service Contracts to commence on 29 April 2018 include the award of:
- a. 8 contracts that went out to tender to all operators that expressed an interest in TfWM's bus tenderer's list;
 - b. 3 contracts on an extendable basis for a further period of 104 weeks and 1 for 52 weeks from 29 April 2018; and
 - c. 2 contracts on a de-minimis basis for a further 104 weeks, 8 for 52 weeks, 5 for 20 weeks and 10 for 21 weeks to commence on 29 April 2018.
- 3.2 This commits Transport for West Midlands (TfWM) to a total cost of £2.964 million of which £1.677 million will be incurred in 2018/19, which is funded from within the overall agreed Subsidised Bus budget. This represents a proportional increase of 6.2 per cent in comparison to current contract costs. All services are required to meet TfWM Access Standards.
- 3.3 Following the receipt and analysis of the contracts that were issued for tender as part of April 2018 tender round, there was a notable reduction in the level of bids received per tender contract. The reduction in competition for the April 2018 tender round is highlighted by a total of only three different operators submitting bids at an average of 1.6 bids per tender contract. In the previous tender round, October 2017, an average of 2.7 bids per tender contract was received and as recently as 2012 many tender rounds would receive an average of 4 to 5 bids per contract. This has contributed to some increases in contract costs and has resulted in forecast cost pressures on the tendered bus budget in the current and future years.

- 3.4 There are two significant factors that have contributed to this rise in tender prices:
- During the course of the past 12 months, there has been further consolidation of the local West Midlands bus market with three acquisitions of local bus operations by Rotala plc. All three of the acquired local bus operations operated tendered bus services for TfWM, which has reduced the number of available bidders for TfWM tendered bus contracts.
 - All bus operators are experiencing challenging operating conditions due to worsening congestion. Increased congestion and increased bus journey times has a direct correlation with increased bus operating conditions.
- 3.5 TfWM will review the contracts that are due to expire in October 2018 with the objective of maintaining a local bus network that adheres to the TfWM accessibility standards whilst seeking opportunities to minimise cost. This will be carried out by ensuring a data led review of existing contract performance, creative service and tender design and seeking to encourage new entrants into the West Midlands tendered bus market and negotiating competitive contract extensions.

4.0 Section C Bus Operational Matters and Passenger Impacts

4.1 Rotala plc

- 4.2 Rotala plc (trading as Diamond Bus Ltd.) has completed the acquisition of CEN Group Limited trading as Central Buses ("Central") for £1.95 million. Completion of the Business Purchase Agreement occurred in late February, following compliance by CEN Group Limited with its obligations under the Transfer of Undertakings (Protection of Employment) Regulations 2006.

- 4.3 Central Buses is a well-established operator of commercial and contracted bus services in the northern part of the West Midlands area. The acquisition sees Central Buses entire bus business, including its staff, bus brand, and 31-strong vehicle fleet integrated into Rotala's existing depot infrastructure in the West Midlands. Existing tender contracts of Central Buses with Transport for West Midlands have been transferred to Diamond Bus operation.

4.4 Solihull AQPS

- 4.5 The Solihull Advanced Quality Partnership Scheme (AQPS) became operational on Sunday 26 November 2017. The scheme manages the operation of buses at 33 bus stops in the town centre and will drive up air quality through improved emission standards.
- 4.6 The AQPS covers Station Approach, Poplar Road, Station Road, Warwick Road within the town centre, Homer Road, New Road, Lode Lane as far as Solihull Hospital, Blossomfield Road, Monkspath Hall Road, Church Hill Road and Dury Lane. A key feature of the scheme is that bus operators running within the scheme area have to take any layover waiting at the railway station bus stands rather than in Station Road and Poplar Road. This is to ensure town centre traffic keeps moving on these roads and supports the investment made by Solihull Metropolitan Borough Council, TfWM and National Express West Midlands in the Solihull Gateway and the Lode Lane bus priority schemes.

- 4.7 Due to the work taking place on Station Approach to improve pedestrian safety through the early part of 2018, the scheme has not been fully enforced as yet. Vehicle recovery is taking place in different locations, including a small number of stops in the town centre, during these works.

4.8 Wolverhampton AQPS consultation

- 4.9 The significant investment currently going into Wolverhampton City Centre with new retail developments, improvements in public realm and the start of the construction of the Midland Metro extension to the rail station means there is a need to use the powers of an AQPS to further drive up the overall quality of the bus product, including air quality through setting minimum emission standards, as well as protecting the significant levels of bus investment by City of Wolverhampton Council and TfWM in recent years.
- 4.10 The proposed AQPS will cover 70 bus stops/stands and shelters (including the stands in the West Midlands Combined Authority owned Wolverhampton Bus Station) that are within the city centre Ring Road.
- 4.11 Formal consultation on the scheme commenced on Monday 22 January 2018 and is open for a 13 week period, until Monday 23 April 2018. TfWM has been working closely with local bus operators and the City of Wolverhampton during the consultation, to address concerns and challenges during the consultation, before the final scheme is made. The final scheme will be brought to Transport Delivery Committee for approval, before it is made and becomes operational in late 2018.

4.12 Network Resilience – Broad Street

- 4.13 Midland Metro Alliance (MMA) works are ongoing on Broad Street. Plans are being developed, including the associated traffic management and impact for bus routes, regarding the phasing of MMA work from September 2018 to June 2019, which will include work to strengthen the canal bridge on Broad Street, and lay track from Victoria Square into Centenary Square across Paradise Circus Queensway.
- 4.14 In conjunction with Birmingham City Council and Transport for West Midlands (TfWM) a public consultation on Birmingham city centre road improvements was undertaken from 1 to 21 March 2018, regarding complementary highway schemes for bus priority on nearby roads that will be of benefit to buses and bus passengers during the continued works and once the Metro track is installed.
- 4.15 The schemes are scheduled to start from summer 2018 and will see new bus priority measures, including at Bath Row where some bus services will divert, and at Great Charles Street Queensway. There are four proposed schemes, which would be introduced at different times during the works:
- Sheepcote Street bus gate
 - Paradise Queensway/Great Charles Street Queensway/Margaret Street bus lanes
 - Islington Row Middleway/George Road/Bath Row bus gate
 - Bath Row/Holloway Head bus lane

- 4.16 Bus routes will be confirmed once the details of the works programme and complementary highways schemes have been finalised following the public consultation.

4.17 Network Resilience – HS2

- 4.18 TfWM is working closely with National Express West Midlands (NXWM) regarding route changes during the HS2 enabling work being undertaken to the east of Birmingham city centre. The work will affect Lawley Middleway at Curzon Circus and Garrison Circus and will require the number 14 and 97 bus services to be diverted away from these locations because certain exits from the junctions and movements across the junctions will be temporarily removed. Bus route diversions will be publicised once the full details have been agreed with NXWM. It is expected that there will be disruption in this area for a period of 12 months with the bus route diversions being in place during the construction of the junction improvements.
- 4.19 Work on the ring road will be followed by the permanent closure of Park Street to allow for the construction of Curzon Station. Birmingham City Council (BCC) are currently looking at options for the removal of general traffic from Moor Street to make it bus and taxi only limiting the number of vehicles using the road.
- 4.20 As per the assurance given to TfWM, BCC and NXWM by HS2, discussions continue with HS2 with regards to the closure of Saltley Viaduct and the resulting transport plan to mitigate any impact on bus services.

4.21 Network Resilience – Wolverhampton Metro Extension Pipers Row

- 4.22 As part of the extension of the Midland Metro line between Birmingham and Wolverhampton, the route will be extended to Wolverhampton Railway Station via Pipers Row and Railway Drive.
- 4.23 TfWM have led an operations group of key stakeholders over the past 18 months to ensure that the needs of bus passengers and all stakeholders are considered as a priority whilst planning the works programme and associated traffic management. This has covered the duration of the Bilston Road track replacement programme and has continued to cover the Pipers Row extension.
- 4.24 The next phase of this extension will see the track being installed on Pipers Row, with the project work underway from the 18th March 2018 for an estimated 3 month period. The associated traffic management will see the requirement for Pipers Row to close to all traffic whilst the works are completed. As part of the works, there will be changes to the city centre for bus users.
- 4.25 Bus services affected are: 1, 2, 3, 4, 6/6A, 9, 10, 22, 25, 26A, 27/27A, 53, 59, 61, 79, 81, 82, 89, 126, 255/A, 256, 529, 713 and 891. More information is available on the Network West Midlands website or from the Wolverhampton Bus Station.

4.26 South Birmingham Review

- 4.27 NXWM launched a further round of public consultation for proposed bus service changes in South Birmingham in January 2018. Over the course of the three consultations, NXWM have now received over 10,000 responses. The further

phase of consultation has now closed and NXWM is reviewing all the feedback. Any service changes arising from the consultation are likely to be introduced in the summer 2018, with updates to be provided to local councillors and other key stakeholders following the review of the consultation feedback, after the local elections. It is anticipated there will be a requirement to amend some subsidised local bus services in response to the review.

- 4.28 NXWM continues to meet with TfWM and Birmingham City Council to discuss complementary mitigation measures across the network, to help speed up services, and has received assurances regarding signal validation in the area.

4.29 Dudley Consultation

- 4.30 NXWM are reviewing their Dudley area bus services. NXWM opened public consultation in September 2017 and this sought the views of current passengers and potential new users. Working in partnership with Dudley Council and Transport for West Midlands, a key stakeholder briefing with all 72 Local Councillors was organised prior to the public launch of the consultation.

- 4.31 Following the public consultation, NXWM have been reviewing the feedback and have discussed potential service changes with TfWM. TfWM are working with NXWM to encourage a communication exercise for key stakeholders, current passengers and potential passengers. Due to forthcoming local elections and the associated purdah period, the earliest such a communication exercise can take place is in early May, after the local elections. This would provide details of the service changes ahead of the July 2018 implementation date. It is anticipated there will be a requirement to amend some subsidised local bus services in response to the review.

4.32 National Express West Midlands £1 concessionary fare

- 4.33 NXWM has introduced a £1 single fare for concessionary's travelling by bus before their free travel pass becomes valid at 9.30am each week day. This is in addition to Diamond Bus Limited who already sell this product.
- 4.34 TfWM already provides older and disabled people with free travel after 9:30am on not just buses but also local trams and trains. This new £1 single fare will help many older people, who need to travel by bus before 9.30am. The £1 single fare will be available to anyone with an English concessionary pass, including the disabled person's pass.
- 4.35 Around 20 per cent of the West Midlands population is made up of senior citizens - that's higher than the UK average of 17 per cent. So more than 500,000 pensioners qualify for this new pre-9:30am £1 single fare.

4.36 Clean Bus Technology Fund 2017-2019

- 4.37 On the 11th September, DEFRA released details to award grant funding to local authorities (including Combined Authorities) for the delivery of projects to retrofit buses with Accredited Technology (via the Clean Vehicle Retrofit Accreditation Scheme), and remote monitoring, to reduce tailpipe emissions in 2017/18 and

2018/19. Local authorities could submit one application for up to £1.5m in each year with a maximum of £3m across the two years.

- 4.38 The primary aim of the fund is to help local authorities to reduce roadside concentrations of nitrogen dioxide in the shortest possible time. Air quality considerations are an important part of the assessment criteria, so Birmingham and Coventry with persistent air quality exceedance identified by DEFRA, are more likely to rank higher in an assessment.
- 4.39 On the 8th February at the UK Bus Summit, Transport Minister Nusrat Ghani MP announced the 20 successful authorities to receive funding from the Clean Bus Technology Fund 2017-2019. TfWM and Coventry City Council have both been successful, receiving £3 million and £1.5 million respectively.
- 4.40 The funding will be matched by £3.16 million from four local bus operators – National Express West Midlands, Diamond Bus, Claribels and First. This will see 468 vehicles retrofitted with accredited technology to reduce tailpipe emission of nitrogen dioxide, as part of the local drive to ensure that bus contributes to improving local air quality in the region.

5.0 Financial Implications

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

6.0 Legal Implications

- 6.1 This report is for information only and there are no new legal implications arising.

7.0 Equality Implications

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

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TRANSPORT DELIVERY COMMITTEE

Date	9 th April 2018
Report title	Passenger information update
Accountable Director	Steve McAleavy steve.mcaleavy@tfwm.org.uk
Accountable Employee	Denise Thompson, Integrated Information Manager denise.thompson@tfwm.org.uk 0121 214 7825
Report has been considered by	Cllr. Kath Hartley

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

1. Note the activities completed with respect to passenger information and the further progress being made towards all bus operator real-time information.

1.0 Purpose

- 1.1 This report provides an update on the passenger information activities of Transport for West Midlands for October 2017 to February 2018.

2.0 Overview of passenger information activity

- 2.1 Over the last period the team have processed and provided information to support the following:
- Changes to routes and timetables across all information outputs for Network Stability Periods (NSP) 110, 111 and 112
 - Changes to timetables for online, real time information systems and third party feeds for Christmas Eve, Boxing Day, Wednesday 27th- Friday 29th December, New Year's Eve, New Year's Day and Tuesday 2nd – Friday 5th January
 - Chinese New Year event 18th February 2018
 - Freedom of the City event 24th February 2018
 - Assessing the impact of over 400 diversions and advising passengers accordingly through real time information screens, Twitter, journey planner, disruption web pages and bus stop notices in Birmingham City Centre as required.

3.0 Partnership working

- 3.1 TfWM have continued to work closely with our partners in the West Midlands Region (Worcestershire, Herefordshire, Shropshire, Staffordshire, Warwickshire, Stoke and Telford) and they have agreed to continue to use our services in order to maintain a common database for bus services in 2018/19. This allows TfWM to provide timetables and journey planning for the entire region and pass this onto the national transport data set where it is used to provide open data and feeds into national bus journey planners and mobile app providers.
- 3.2 The Bus Services Act (2017) requires the release of open data on routes, timetables, real time information and fares in a specific format and the Department for Transport have held workshops and visited TfWM and other Local Authorities in the region to understand how this might be achieved and as a region we have responded with a unified voice. A validation session for the Discovery phase was presented in February and again representatives from the West Midlands region attended and inputted into the session.
- 3.3 There are four items within the Bus Alliance deliverables that the Information team are helping to deliver. These are:
26. From January 2018, we will extend and co-ordinate route-specific colours to buses, bus stops and information.
27. We will develop and support journey planning apps to make it easier to plan your journey.
32. We will ensure every bus is tracked and provides real time information at suitably equipped bus stops, on apps and online.
33. We will improve the accuracy of real time displays at bus stops and produce monthly KPI reports.

Where there has been progress towards delivery of these in the last six months an update is included later in this report. Through the Bus Alliance we are also working with the Passenger

Champions to identify and make improvements to information products and to ensure what we deliver is useful to customers.

4.0 Bus Registration changes

- 4.1 Bus service registrations are the main catalyst for the updating of all passenger information including printed and digital passenger information. Through Bus Operators Group the dates on which operators are encouraged to coincide any changes to services are agreed and termed “Network stability periods” (NSPs). These exist in order to reduce the amount of change to printed passenger information (and therefore minimise costs) but more importantly to deliver a more stable network to the passenger. In general, bus operators are required to register changes 56 days ahead. However if the period for the change includes a Bank holiday the process is different and the operator may make changes at short notice. Therefore for the Christmas period, the detail regarding service changes was only supplied to TfWM at the start of December. At stop printed information and timetable leaflets are not updated for holiday periods but journey planning and real time systems are, so this is actually the busiest time of year in terms of data updates. Figure 1 shows the number of registrations processed and the number of other edits to services carried out by the team by month for the last six months.

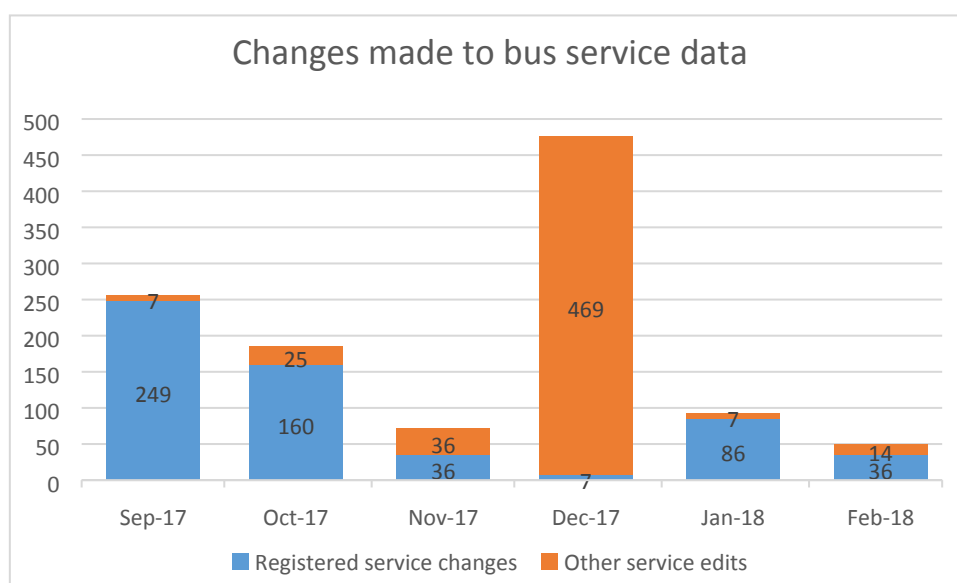


Figure 1

5.0 Printed passenger information

- 5.1 Figure 2 shows the number of bus stop flags that were produced and positioned for each NSP that occurred over this period.

Flags			
Target Production	651	69	47
Actual production	651	69	47
% Production	100.00	100.00	100.00

Figure 2

- 5.2 Figure 3 shows that for the registrations received, the quantity of timetable posters available within the agreed timeliness limits exceeded the 95% target for each NSP.

Timetable posters	NSP 110 (22/10/17)	NSP 111 (26/11/17)	NSP 112 (07/01/18)
Total number of posters	2884	1090	2193
Percentage positioned by target position date	97.1%	99.8%	96.2%

- 5.3 Where the information is eligible for re-charge the cost of this information is recovered from bus operators through the passenger information re-charging scheme. Although this scheme was updated in 2016 following approval by this Committee, it is being reviewed again following challenge received from bus operators when proposals to reintroduce recharging for timetable leaflets were presented to them. It is also being reviewed in light of the changes in the Bus Services Act 2017, which outlines that bus operators will be required to provide additional information to that which they provide now, such as real time and fares information.

6.0 Digital passenger information update

- 6.1 TfWM continues to seek to improve the accuracy, reliability and availability of real time information across a range of channels. The change in maintenance contracts in 2017 continues to make an impact as can be seen in Figure 3, which shows that the number of faults being raised for either data issues or screens not working correctly, continues to decrease. These faults have been identified either through proactive system monitoring or as reports from WMCA employees, bus operators or members of the public.

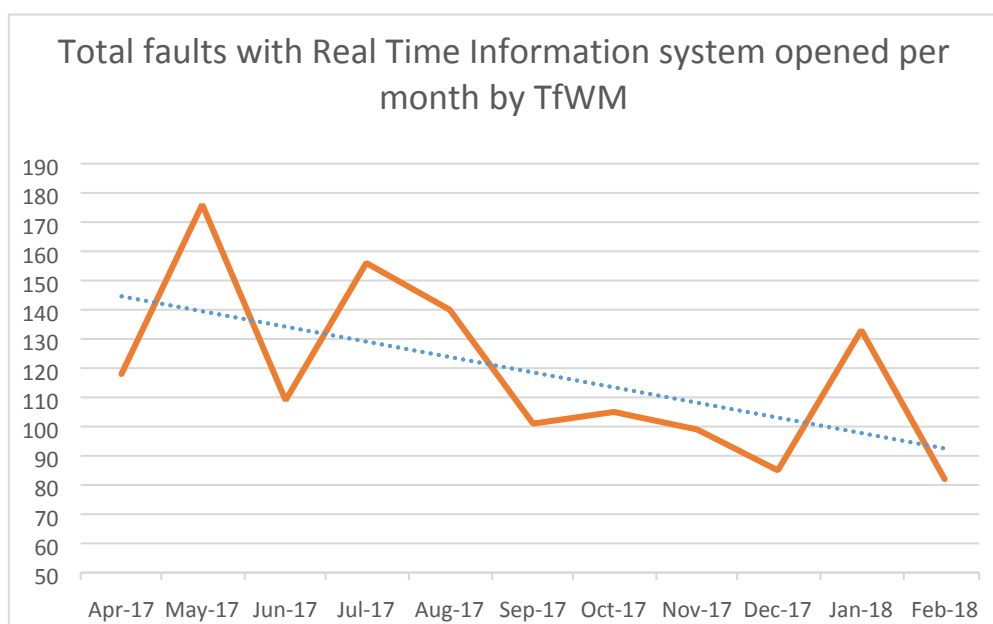


Figure 3

- 6.2 Figure 4 below shows the percentage of National Express West Midlands journeys that were provided as real time information. It confirms that the transition to INIT ticket machines for National Express vehicles has gone quite smoothly from an RTI perspective. Tracking of

journeys is approaching 97% on a weekly basis. The dip in December 2017 was a result of the heavy snow and other adverse weather conditions during the month resulting in many journeys being suspended and an issue with the ticket machines on 27 December.

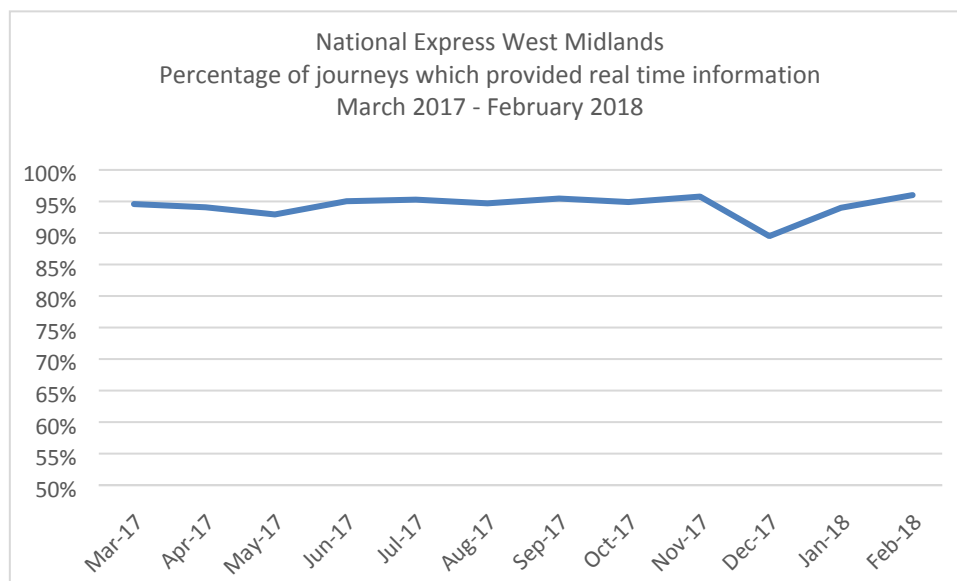


Figure 4

- 6.3 Following National Express' progress in maintaining a reliable real-time system, TfWM is working with suppliers and other operators to support them in becoming Real Time providers. Some operators have installed equipment on their vehicles to allow them to be tracked and now need this integrated into TfWM passenger information systems. Working with ITO World TfWM have successfully trialled real time provision with Arriva and Rotala services. Testing of Arriva predictions and enhancements to Rotala data is under way in order to give a comprehensive coverage for these operators. A previous trial with another supplier and one of the Managed Service operators (Banga) has been discontinued due to the plan to upgrade ticket machines.
- 6.4 TfWM has further enhanced the customer offer for RTI through ITO World by providing predicted arrivals and departures on Google Maps as well as an API for developers to consume. A second phase of the project with ITO World is currently being agreed. Enhancements will include almost unlimited API access for TfWM and provision of data in GTFS.

7.0 Open Real-time Data update

- 7.1 TfWM continues to make data open to third parties who may wish to use it, as part of our strategy to get good passenger information into the hands of as many existing and potential customers as possible. These third parties can be mobile applications developers, universities and even the general public. Indeed a project to make it easier for developers to access our timetable and journey planning data through an API is currently underway.

8.0 Financial implications

- 8.1 There are no direct financial implications as a result of this update report with all TfWM activities being funded within existing budgets.

9.0 Legal implications

- 9.1 There are no immediate legal implications flowing from the contents of this Report, however this will need to be re-visited as the review of the Passenger Information Recharging Scheme progresses.

10.0 Equalities implications

- 10.1 No equalities implications regarding proposed recommendations.



WEST MIDLANDS
COMBINED AUTHORITY

Transport Delivery Committee

Date	9 April 2018
Report title	TfWM Infrastructure Report
Accountable Director	Pete Bond, Director of Integrated Network Services Email Pete.Bond@tfwm.org.uk Tel: 0121 214 7388
Accountable Employee	Andrew Thrupp, Operations Manager (Customer Facilities) Email Andrew.Thrupp@tfwm.org.uk Tel: 0121 214 7372
Report to be/has been considered by	Councillor Hartley, Lead Member for Putting Passengers First

Recommendation(s) for action or decision:

The Committee is recommended to note the contents of the report.

1.0 Purpose

To report matters relating to the operation and enhancement of TfWM Customer Infrastructure. TfWM provides 12 bus stations, 2 travel centres, 5200 shelters, 6625 stops, 59 Park & Ride sites and is Station Facility Owner of Bromsgrove Railway Station. This report includes:

Section 2	Bus Stations, Interchanges and Travel Centres
Section 3	Safety & Security, Real Time Information (RTI) and Swift Collectors
Section 4	Highway Infrastructure and Park & Ride
Section 5	2018/19 Capital Replacement Programme

2.0 Bus Stations, Interchanges and Travel Centres

This section of the report highlights a number of initiatives that TfWM has delivered or is working on across our bus stations, interchanges and travel centres.

Dudley Bus Station Redevelopment

2.1 Proposals to redevelop Dudley Bus Station to provide a high quality, attractive and fit for purpose World Class multi-modal Dudley Interchange facility continue to be developed.

2.2 There are a number of physical constraints relating to the potential redevelopment of the site including adjacent buildings, the topography of the site and in particular, the requirement that any proposed development scheme is future proofed to provide for a Wednesbury to Brierley Hill future Metro route. The proposed Dudley interchange is designed to provide improved connectivity to Dudley town centre and the proposed Portersfield development, whilst providing improved public realm, as part of an overall co-ordinated town centre development.

2.3 The key objectives of a redevelopment scheme will include:

- Creating an attractive and fitting Dudley Interchange for bus and Metro services
- A safe environment for vehicles, staff and customers
- Sufficient capacity for services
- Improved waiting facilities and staff facilities building
- Enhanced RTI and wayfinding signage
- Cycle storage to promote sustainable travel
- Improved pedestrian walking routes to access the town centre, Metro and adjacent Portersfield development site
- A new direct access to Duncan Edwards Way to improve access for buses to the interchange.

2.4 Current activities include the development of concept designs and traffic modelling to ensure that the schemes will work efficiently within the local highway network.

2.5 Delivery of the interchange is proposed by 2022 to align with the operation of the Wednesbury to Brierley Hill Metro scheme that impacts on the site of the existing bus station subject to securing funding. Once funding is secured, attention will turn to temporary arrangements and project planning to manage the bus movements in Dudley during delivery.

Bus Activated Automatic Doors at Dudley Bus Station

2.6 TfWM successfully completed vital health and safety upgrade works at Dudley Bus Station by installing bus activated automatic doors to make our facility safer for customers in November 2017. These restrict access into the bus carriageways from the 19 stands and therefore greatly reduce the risk to our customers. A decision to carry out these safety modifications follows an assessment of risk which identified high numbers of customers taking shortcuts across the carriageways.

2.7 As customer safety is a priority, the automatic doors installed has brought Dudley in line with the standards of other TfWM owned bus stations. Before and after studies at other locations where bus activated automatic doors have been installed have achieved a 90% reduction in customers accessing the carriageways. Once the work commences on the new Interchange, the automatic doors can be used at other Bus Stations across the West Midlands to renew older assets.

Walsall St Pauls Bus Station- Mid Life Refurbishment

2.8 Walsall Bus Station is 17 years old following its opening in August 2000. The facility has 3 satellite departure stands situated on St Pauls Street and 11 departure stands within the main operating area of the bus station. Good use of resources have been made to maintain the facility and keep it clean and safe and it is now due for refurbishment to ensure that the facility is retained in good working order.

2.9 Customer surveys and stakeholder consultation have been undertaken in order to create a scope for the mid-life refurbishment of this important bus station that serves nearly half a million bus departures and footfall of over 8m per annum. Some minor works have already been completed by introducing a driver's rest area within the facilities building and CCTV upgrades. All lighting throughout the bus station will soon be upgraded to LED.

2.10 Subject to funding, TfWM will be improving the seating and flooring in the bus stands and remove the current furniture and concrete walls which make the customer waiting areas feel very restricted. The overall impression of the bus station is considered dull and cold and this is an opportunity to brighten the station up with LED lighting and explore the feasibility of painting the concrete areas (including the roof). Customer Infrastructure (RTI Totems, Bins, Seating) within the stands need updating in line with other sites as well as the public toilet facilities including the installation of a pay to use turnstile.

2.11 TfWM will also be exploring opportunities around the current use of retail space at the bus station in partnership with National Express, Walsall Council and colleagues in the WMCA Public Service Reform team.

Toilet Refurbishment Projects at West Bromwich

2.12 TfWM toilet facilities at West Bromwich bus station are due to be refurbished. The current facilities receive poor customer feedback and works to refurbish these facilities will be carried out over the next 6 months.

2.13 A specification to engage with possible suppliers to carry out this work is underway. It is intended that the scope will include upgrades to all fabrics, water efficiency measures, flooring, ventilation and the installation of pay to use toilet turnstiles.

Coventry Interchange & Pool Meadow

2.14 TfWM have been working with Coventry City Council to develop a sustainable new bus interchange as part of the Rail station masterplan. Current plans look to create a world class interchange for bus and rail users that will increase the amount of stands available and also provide a dedicated coach stand, and is fully integrated with the rail station. The new interchange is currently planned to be completed by 2021/22 and discussions have moved to consider future management arrangements of, and likely service patterns to and from, this facility.

2.15 Linked to the Network Development Plan a review of bus services in the city will be undertaken in partnership with Coventry City Council, aligned to the new interchange. This will consider the future role of Pool Meadow bus station and the new interchange and ensure the offer at both locations and across the city work for customers, operators and the evolving city landscape.

Other Opportunities

2.16 A number of other enhancements are being considered in respect of customer facilities including initiatives such as WIFI, Vending and other retail opportunities.

3.0 Safety & Security, Real Time Information and Swift Collectors

This section of the report outlines a number of technology and safety/security enhancements.

Safety & Security

3.1 CCTV cameras have now been upgraded to market leading High Definition quality at 11 of our 12 bus stations the exception being Merry Hill, owned by a third party. TfWM has similarly upgraded a number of Park and Ride sites including Stourbridge Tile Hill, Canley and Rowley Regis, as well as train station entrances, ticket offices and common areas at the likes of Sandwell & Dudley, Snow Hill, Solihull and Selly Oak. Similar quality cameras are now in place and being monitored from the TfWM Control Centre for platforms at the following stations; Aston, Bournville, Galton Bridge, Stourbridge Junction, The Hawthorns and Jewellery Quarter.

3.2 Recent contractual agreements have now seen the successful transfer of CCTV monitoring and maintenance services from Walsall MBC to WMCA – making the bus and rail stations an integral part of a much wider town centre management system. This replicates Solihull interchange where in addition to the town centre system another dozen cameras covering the train station, parking and cycle store areas have images transmitted back to the TfWM Control Centre.

3.3 Wednesbury, Cradley Heath, Halesowen, Bearwood, Wolverhampton, Coventry, Stourbridge and Bilston have all been independently assessed and achieved the National Safer Bus Station Award. Cradley Heath and Coventry were the first in the country. The remaining bus stations are being worked on to apply for accreditation in 2018.

3.4 The TfWM Control Centre received its annual external and independent audit in December 2017. This was carried out by the SSAIB who confirmed that we would again retain British Standard 5978 demonstrating the effective running of the control room including adherence to all required legislation.

3.5 Continued success has been seen from CCTV systems installed in bus shelters across the region. The footage has assisted in identifying a number of offenders of criminal damage as well as other crimes not relating to public transport.

Real Time Information (RTI)

3.6 TfWM currently provide 1,800 RTI units across the West Midlands, providing our customers with accurate, real time information about when their bus will be arriving.

3.7 As part of the mid-life refurbishment project for Walsall Bus Station, RTI will be upgraded to provide better quality information. The existing totems will be used but will be clad to present a modern look. Larger screens and poster cases will be installed. Two totems will additionally have interactive screens with appropriate content. The specification also includes a public Wi-Fi hotspot – a first for a bus station in the region. Bradford Place in Walsall will also have an interactive totem installed.

3.8 Following National Express' progress in maintaining a reliable real-time system, TfWM is working with suppliers and other operators to support those becoming Real Time providers.

Some operators have installed equipment on their vehicles to allow them to be tracked and now need this integrated into TfWM passenger information systems.

Swift Collectors

3.9 Following the launch of Swift tickets and Pay As You Go in Redditch, to enable customers to top up their Swift cards online, three Swift Collectors have been installed in the area, two at the Kingfisher Shopping Centre and one at Alexandra Hospital. This now brings the total number of Swift Collectors across the network to 128.

3.10 The most popular collector continues to be the one located at Wolverhampton Bus Station and has completed 6,500 downloads and transactions for our customers since it was installed in May 2015. This is followed by the collector at Coventry Bus Station. In total the collector estate has supported customers in collecting 80,000 online purchases since they were installed.

Swift Kiosk

3.11 In April 2017, a Swift Kiosk, in partnership with Cammax, was launched at Wolverhampton Bus Station. The Kiosk was part of a pilot project to ascertain the level of customer demand for a self-service retail point using a ticket vending machine.

3.12 The Kiosk has proved really popular with customers and a roll out of six more machines across the network has been agreed by the Smart Programme Board. The tender process to secure the supplier of these machines closes mid-March 2018 with anticipated install dates of late spring/summer 2018. Two machines will be located at Birmingham Airport and Blythe Valley Business Park with the other four being located at TfWM's bus stations.

3.13 Subject to business case and securing funding the Swift Team will look to undertake a further tender process later in the 2018/19 financial year to roll out this solution further so that all bus stations and key interchanges are served by a Swift Kiosk as part of our rollout to ensure that customers have 24 hour access to tickets and information across the network.

4.0 Highway Infrastructure and Park & Ride Enhancements

This section of the report details key enhancements on highway infrastructure and park & ride facilities.

Highway Infrastructure

4.1 TfWM is currently seeking to prioritise further investment to ensure that standards of infrastructure are maintained and improved over the coming years. This is linked to our deliverables through the Bus Alliance.

4.2 110 shelters have been refurbished along the X3, X4, X5 and 14 platinum routes and the 907 route in Sutton Coldfield towards Birmingham City Centre. These upgrade works have included re-glazing, deep cleans and repainting and a further 31 of the older shelters have been replaced with new shelters including digital advertising at 8 of these.

4.3 Nine new shelters with two modified for digital advertising will be installed along the A34 between Lancaster Circus and Rodway Close (out of City) as part of the Birmingham Cycle Revolution cycle lane works. A further 40 new shelters will be installed modified for digital advertising by July 2018.

Park & Ride

4.4 TfWM has committed to the development of a mode agnostic, holistic, intelligence-led strategy for park and ride. To support this a new Park and Ride team, independent of the rail team, has been created as part of the Integrated Network Services Directorate. A new Head of Park and Ride will be in place by May 2018. The strategy will clearly identify the role that park and ride plays in addressing the West Midlands' strategic challenges and seeks to optimize the park and ride system to fulfil this role to maximum effect. The overall strategy will be delivered in a number of phases, prioritised so as to ensure that any unnecessary disruption to scheme and operational development is minimized.

4.5 Whilst the strategy is being developed, work continues to explore the feasibility of Park and Ride expansion at specific sites across the WMCA constituent authorities as well as mechanisms to fund these expansions as Park and Ride usage continues to grow.

Specifically, three strategic sites have been identified for multi-storey rail park and ride expansion: Longbridge (part funded), Tile Hill (fully funded) and Sandwell & Dudley (no identified funding). Other sites identified for future potential TfWM Capital Programmes include Bradley Lane, Tipton, Tile Hill, Whitlocks End, Tame Bridge Parkway and Hall Green.

4.6 We are actively engaging with the market to explore how schemes / expansions can be capital funded, delivered and how to offset operational expenditure through commercialisation opportunities. Third party management of Park & Ride sites is being considered which could allow sites to become operational in a shorter period of time, minimising costs to TfWM.

4.7 TfWM continue to ensure that high quality car parking facilities are provided for our customers and ongoing maintenance & enhancement programmes are being undertaken. Extensive resurfacing work has been undertaken at Marston Green (October 2017), Yardley Wood (October 2017) and Sutton Coldfield (March 2018)

Bromsgrove Railway Station

4.8 TfWM is the Station Facility Owner for Bromsgrove Railway Station, which means we are responsible for the repair, maintenance and operation of the station in line with rail industry requirements other than where these obligations have been passed to WMT pursuant to an operation and management agreement which has now been entered into.

4.9 TfWM took on this role to ensure the delivery of the relocation of the station to enable electrification of the railway between Longbridge and Bromsgrove. This is an important strategic scheme for the West Midlands region which:

- Supports the regeneration and development of Bromsgrove as an important regional town by providing the capability to considerably improve its connectivity, especially with Birmingham;
- Provides the capability to provide more rail capacity through longer trains (through longer platforms) and increased service levels. This includes an increased frequency from one to four trains an hour between Birmingham and Bromsgrove Monday to Saturday daytimes and a significantly improved service on Sundays from next year;
- Provides a significantly expanded car park and better quality facility;
- Improves the performance of rail services for passengers, in particular by moving the station away from the Lickey Incline and;
- Supports the delivery of the region's rail strategy – without the station relocation and electrification scheme at Bromsgrove, the business cases for other future network improvements would be significantly weakened.

4.10 The relocated station opened to the public on 12 July 2016. The revenue generated by the station, less operating costs, is used to pay back the cost of the construction of the station, ensuring that the scheme does not lead to an overall cost to TfWM or Worcestershire County Council (who are partners in the project) over the 25 year business model period.

4.11 West Midlands Trains, the main train company serving the station, currently operate and manage a number of areas of the station on our behalf including cleaning, staffing, ticket sales, some maintenance, passenger information, rail industry engagement, arrangements and reporting.

5.0 2018/19 Capital Programme

5.1 An asset capital renewal programme for 2018/19 is planned to ensure that whole or component parts of any life expired infrastructure are replaced before they fail and where they no longer meet the required levels of service, or where to leave them in operation for any longer would impact upon customers, delivery of the service or operation of the site.

5.2 Assets to be replaced would typically be at or nearing the end of their remaining useful life, no longer fit for purpose, have obsolete parts, be showing signs of disrepair and/or have a track record of service failure.

5.3 Assets included in the programme include Bus Stations and Travel Centres, Highway Infrastructure, Park and Ride car parks and Real Time Information units. CCTV renewal and Park and Ride lighting upgrades are also planned, but to be managed outside the capital renewal programme via project change requests as a continuation of the 2017/18 programme.

5.4 As these renewals are completed throughout the year, the asset data will be updated and used to plan ahead for future prioritised capital works programmes. As our asset information develops and becomes more sophisticated and systemised, this process will become more efficient, and enable us to better plan and forecast for the longer term.

5.5 Also included within the 2018/19 asset capital renewal programme is £100,000 of funding towards development of the existing in house asset management database 'AM2', as a medium term solution and which will enable data systemisation, in place of the Atrium/Trimble software which was no longer fit for purpose (this has been decommissioned and a refund received).

5.6 Planned expenditure for the 2018/19 asset capital renewal programme is as follows:

Bus Stations	£465,025
Highway Infrastructure	£174,000
Park and Ride car parks	£165,550
Real Time Information units	£170,100
Database development	£100,000
Total:	£1,074,675

6.0 Financial implications

There are no direct financial implications as a result of this update report with all on-going activities and agreed enhancements funded within existing revenue and capital budgets. However, costs in relation to any future proposed enhancements and redevelopments at sites will need be considered as part of the business case(s) that will be evaluated as part of the overall funding sources available

7.0 Legal implications

There are no further legal issues flowing directly from this report. However it should be noted that early legal involvement and support will be required in order to facilitate and implement any future project work emerging from this report and early engagement is recommended in order to consider resourcing and costs.

8.0 Equalities Implications

A number of the initiatives in this report have or will have a positive impact on accessibility and inclusion. Any future proposed projects (i.e. bus station refurbishments) will need to be fully equality impact assessed. For major projects consultation with key equality/disability groups will also be required.

9.0 Glossary of Terms

Acronym	Explanation
RTI	Real Time Information
EPI	Electronic Passenger Information- scheduled departures
LED	Light emitting diode
LEP	Local Enterprise Partnership
RADAR	Royal Association of Disability And Rehabilitation
CCTV	Closed Circuit Television
ANPR	Automatic Number Plate Recognition
SSAIB	Security Systems and Alarm Inspection Board
BCLEP	Black Country Local Enterprise Partnership



WEST MIDLANDS
COMBINED AUTHORITY

Transport Delivery Committee

Date	9 April 2018
Report title	Chiltern Railways and Virgin Trains Partnership Agreements
Accountable Director	Malcolm Holmes, Interim Director of Rail, Transport for West Midlands Email malcolmholmes@westmidlandsrail.com Tel 0121 214 7058
Accountable Employee	Tom Painter, Head of Franchise Management Email tompainter@westmidlandsrail.com Tel: 07432104161
Report to be/has been considered by	Councillor Roger Horton – Lead Member Rail and Metro

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

- Note the content of the report
- Approve that TfWM enter into the Partnership Agreements with Chiltern Railways and Virgin Trains

1.0 Background

- 1.1 Since 2011 the local transport authority for the West Midlands (now TfWM) has been working together in partnership with train operators to transform rail services in the region.

- 1.2 The original two Partnership Agreements – with London Midland and Chiltern Railways – committed each party to a number of deliverables to increase customer satisfaction and ultimately encourage higher rail patronage and a modal shift from car to train.
- 1.3 Seven years on, the deliverables of the original Partnership Agreements have been either substantially delivered - or in the case of London Midland – subsumed into the requirements of the next Franchise.
- 1.4 It has therefore been necessary to develop a new Partnership Agreement with Chiltern Railways, and seek out opportunities to identify other train companies to partner with.
- 1.5 This has resulted in two new Partnership Agreements; a revised version of the Chiltern agreement, which will run until the end of their Franchise in 2021, and a completely new agreement with Virgin Trains.

2.0 Structure of the new Partnership Agreements

- 2.1 Significant work has been undertaken to create a new format for rail partnerships, developed as a tri-partite agreement between the relevant train company, TfWM and WMR.
- 2.2 The objective of the new style of partnership was to provide an agreement which:
 - a) Reflects the ongoing work of WMR including in developing rail strategy and managing the new West Midlands franchise;
 - b) Better aligned with the evolving WMCA and TfWM objectives including reflecting the wider scope of the organisation under the Mayor;
 - c) Acts as the delivery mechanism for the Single Network Vision, developed by WMR and TfWM as a means by which to deliver a high quality, consistent rail network across the region, and across all operators;
 - d) Provides more detailed and specific deliverables for partners to aim to achieve in collaboration; and
 - e) Provides an increased chance of rail industry, local authority and funding partner buy in.

- 2.3 In a reflection of the fact that the relationship between Chiltern Railways and TfWM/WMR is already well established, the Partnership Agreement between these parties is more ambitious than the equivalent with Virgin Trains. However, it is hoped as the deliverables within the Partnership Agreement are delivered, the relationship will mature and create the possibility that the scope can be broadened.
- 2.4 At Virgin Trains request their document will be known as a Partnership Alliance, rather than a Partnership Agreement. This is purely presentational and has no material impact on the content of the document.

3.0 Financial Implications

- 3.1 There are no direct financial implications as a result of the recommendation within this report. Any costs incurred or support provided by TfWM or West Midlands Rail in supporting the activity and initiatives referred to within the Partnership Agreements will need to be from within agreed funding and resources.

4.0 Legal Implications

- 4.1 The recommendations in this report are noted. Appropriate legal agreements will be required in respect of certain of the commitments to ensure delivery and clarity going forward

Appendix A – Chiltern Railways Partnership Agreement



Chilternrailways
by arriva

TfWM Part of the
WEST MIDLANDS
COMBINED AUTHORITY



Partnership Agreement

OUR VISION

Chiltern Railways, Transport for West Midlands (TfWM), and West Midlands Rail's (WMR) vision is to deliver a new era for rail travel in the West Midlands, making train travel the most attractive mode of choice for people living in and travelling to and from the region.

Together, we will deliver a rail network that plays a key role in making the West Midlands the place to do business, work, visit and live – supporting our communities and livelihoods, celebrating our heritage and laying the right foundations for the future.

OUR PARTNERSHIP

Through this Partnership Agreement, Chiltern Railways, TfWM and WMR will work alongside each other to ensure that customer benefits and investment is maximised through greater joint working with the wider rail industry and local authority partners.

This Partnership Agreement aims to deliver local improvements for our customers, improve the passenger experience and provide an easier to use and accessible railway for all. It also forms a base principle for the delivery of the WMR Single Network Vision (SNV), which aims to make the West Midlands the best region for rail characterised by a consistently easy to understand, resilient network, widespread innovation and high-quality customer experience regardless of service provider.

THE PARTNERS

Chiltern Railways are the UK's joint longest serving rail company, having operated train services between London Marylebone, Buckinghamshire, Oxfordshire, and the West Midlands since 1996. In that time the company has transformed the Chiltern Mainline into a genuine intercity railway, providing passengers in the West Midlands with a fast and frequent alternative to the West Coast Mainline. The centrepiece of Chiltern's West Midlands operation is Birmingham Moor Street, a Grade II Listed structure sympathetically restored by the company in 2006.

TfWM is the public body responsible for transport infrastructure and the coordination of public transport in the West Midlands metropolitan county. It is an executive body of the West Midlands Combined Authority, and as such is ultimately responsible to the Mayor of the West Midlands.

WMR is delivering local leadership for local rail services, working with the rail industry to deliver a step change in rail services across the region. It does not operate trains, but works closely with the organisations providing train services to support their plans for making services better – and in the case of the West Midlands Franchise, hold them to account when things go wrong. WMR is made up of 16 local authorities, which means that local councillors sit on the board and can make sure the views and issues raised by the local people they represent can steer our plans.

OUTCOMES

- A. A more reliable network – *Measured by PPM, delay minutes, right time, and CaSL*
- B. More people using rail – *Measured by passenger journeys*
- C. Happier travellers – *Measured by the National Rail Passenger Survey, and or any successor survey that may be published*

- D. Better Stations - *Measured by the National Rail Passenger Survey, and or any successor survey that may be published*
- E. Safer Stations - *Measured by the National Rail Passenger Survey, and or any successor survey that may be published*
- F. Better Trains - *Measured by the National Rail Passenger Survey, and or any successor survey that may be published*

MAKING IT WORK

The partnership will be overseen by a Partnership Board involving senior management and elected members, supported by an officer steering group. Regular updates will be provided to Transport Delivery Committee, WMR and WMCA members with committee attendance as appropriate. See the section on delivery arrangements for more details.

This agreement is entered into on a voluntary basis, and will cover the remaining period of Chiltern Railways' existing franchise, currently scheduled to run until December 2021.

OUR DELIVERY PLAN

In line with the WMR Single Network Vision, the commitments of this partnership will be presented under headings reflecting the customer experience (see diagram on page 4).

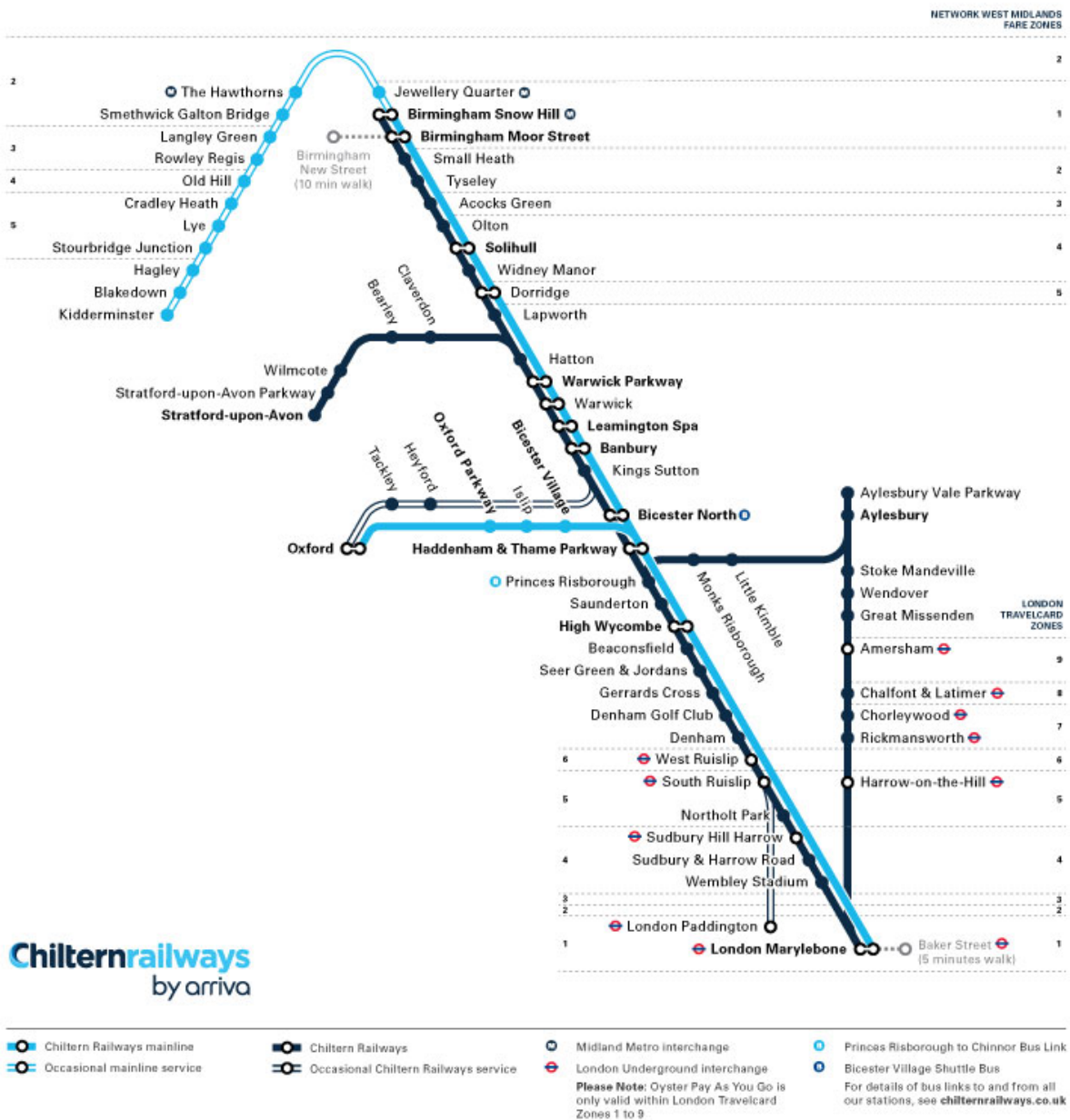
This agreement relates to Chiltern Railways services and stations within the West Midlands Region, i.e. between Kidderminster, Stratford-upon-Avon and Leamington Spa inclusive.

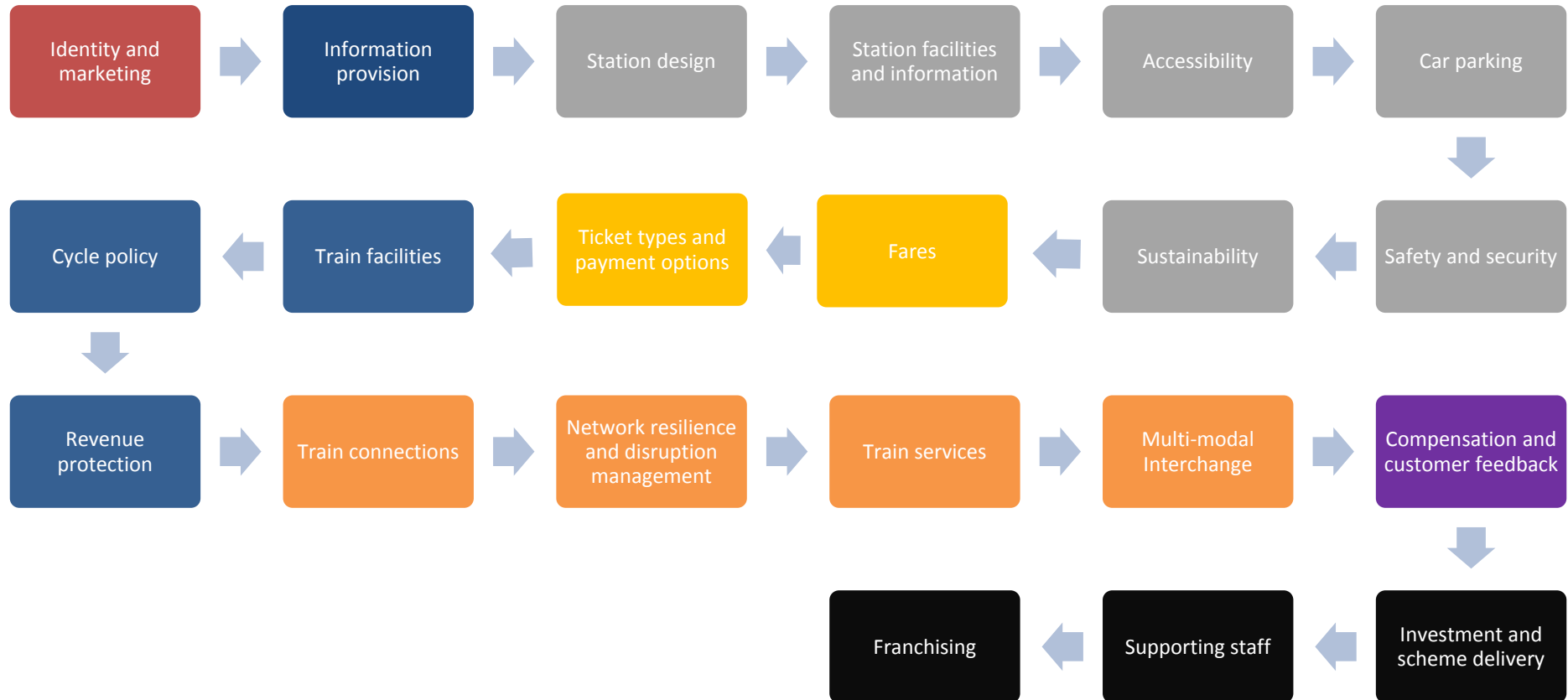
**Cllr Richard
Worrall
Transport for
West Midlands**

**Dave Penney
Chiltern
Railways**

**Cllr Roger
Lawrence
West Midlands
Rail**

Chiltern Railways Route Map





MARKETING AND BRANDING

Identity and marketing

High level outputs

- Support the roll out of the West Midlands Railway Brand across the region, creating a local identity
- Investigate how to deliver a visible presence of the West Midlands Railway Brand within the WMR geography
- Support the development of a single regional multi-operator route map, displaying key connections with other forms of transport
- Use marketing as a proactive tool to increase rail patronage and encourage more leisure and business travel to the West Midlands

Deliverables

Ref	Commitment	Party
MA1	Develop brand guidelines for how the WMR brand can be applied by TOCs, including how this would be reflected on Chiltern Railways products, trains and stations covering the WMR area	All parties
MA2	Develop a mapping system for the region's rail network, and investigate providing this on Chiltern stations and trains	All parties
MA3	Seek opportunities to work together to better market and promote fast journeys to and from the West Midlands and London Marylebone	All parties

BEFORE TRAVEL

Information provision

High level outputs

- Continue to improve the delivery of rail information including during disruption
- Support the roll out of up to date and real time rail information across the region across a range of media
- Explore ways of delivering updated and improved rail information from a single source
- Develop and deliver a consistent standard of information (with agreed methods, formats and standards) across the rail network

Deliverables

Ref	Commitment	Party
IN1	Proactively support the role of the Rail Delivery Group in delivering consistency in train information across stations, apps and websites	All parties
IN2	Continue to develop multi-modal travel information for the West Midlands region	TfWM and WMR
IN3	Work with WMR/TfWM to explore mechanisms of providing best in class, up to date information on services, in particular during disruption	Chiltern Railways

Ref	Commitment	Party
IN4	Explore the provision of multi-modal information to Chiltern to support its staff and customers especially during disruption	TfWM

AT THE STATION

Station design

High level outputs

- Enhance station facilities to represent the needs of customers using individual stations
- Improve access to and from stations by car, on foot, by bike and by public transport
- Seek opportunities to improve a station's fit within its local community, both visually and through the services it provides to the area it serves

Deliverables

Ref	Commitment	Party
SD1	Develop and deliver the West Midlands Station Alliance with regional TOCs and Network Rail to encourage increased investment and development of stations. Chiltern to be an active partner in the Alliance.	WMR
SD2	Develop a station design guide, which sets standards for station design within the West Midlands Region, supported by TfWM and Chiltern Railways	WMR
SD3	Work to align stations where Chiltern Railways is SFO with the WMR station design guide and where possible provide design improvements as required to meet agreed standards	All parties
SD4	Work jointly to input to the feasibility studies for Solihull Station and develop a clear plan to deliver an enhanced facility for passengers and the town (see also CY5, CY6, RP4, MM4).	All parties
SD5	Support and input in to redevelopment plans for Moor Street and Snow Hill stations	All parties
SD6	Seek funding opportunities to deliver station improvements at Chiltern stations within the West Midlands region	All parties

STATION FACILITIES AND INFORMATION

High level outputs

- To provide a measurable minimum standard for cleaning, maintenance, customer service and presentation across all stations
- To provide staff availability and customer facilities that reflect the needs of the individual station market

Deliverables

Ref	Commitment	Party
SF1	Explore ways in which a regional set of Service Quality Standards for the railway could be implemented at stations managed by Chiltern and on Chiltern Railways services.	Chiltern Railways
SF2	Review customer satisfaction results to understand and address areas of low or reduced satisfaction at stations	All parties
SF3	Investigate and deliver options to improve the customer experience at Dorridge railway station including consideration for sensitive refurbishment of the station facilities and commercial opportunities (see also CP5).	All parties

Accessibility

High level outputs

- Provide a consistent approach to assisted travel across the West Midlands which is as easy as possible for the customer to use, and paves the way for every person to be able to use the railway equally
- Consider the needs of all people covered by the Equality Act 2010 in making the railway as accessible as possible to all

Deliverables

Ref	Commitment	Party
AC1	Establish a quarterly accessibility and equality panel for the region to champion the needs of all people in using the rail network, to be attended by Chiltern Railways and WMR	TfWM
AC2	Investigate the development of multi-operator passenger panel for key routes in the West Midlands region, and actively encourage the inclusion of people with protected characteristics.	All parties
AC3	Seek opportunities to make the existing Passenger Board more representative of regular train customers and communities, and encourage rail user groups to be more characteristic of the passengers they represent.	All parties
AC4	Support passenger panels and other rail customer engagement activity by attending events as appropriate.	All parties
AC5	Explore delivery of accessibility improvements at Chiltern Railways stations, including how technology can support improved access to the railway	Chiltern Railways
AC6	Support the delivery of the Access for All Scheme at Warwick station	All parties

Car Parking

High level outputs

- Provide consistent, high quality and secure car parking across the region

- Develop a strategy for parking that meets demand and is cost-effective
- Encourage innovative solutions to parking in the region
- Deliver park and ride schemes that reduce, not increase, traffic through key hotspots/centres

Deliverables

Ref	Commitment	Party
CP1	Provide safe and secure parking facilities in line with the Park Mark standard (accreditation not required) at their respective facilities	TfWM and Chiltern Railways
CP2	Create a car parking strategy for the TfWM area, and actively develop plans to increase car parking across the area	TfWM
CP3	Input into the car parking strategy for the West Midlands region and adopt policy as appropriate	Chiltern Railways
CP4	Work jointly to optimise car parking at Dorridge, making usage and policies relating to the two car parks better aligned for the customer, and protect and enhance future parking at the station (see also SF6).	TfWM and Chiltern Railways
CP5	Look at innovative and technological solutions to managing car park demand and operations	All parties

Safety & security

High level outputs

- Provide stations which deliver improved perception and reality of safety and security
- Provide CCTV coverage at stations and on the train
- Ensure emergency vehicle access can be safely and easily accommodated at all stations
- Provide safe and secure walking routes both within and from/to stations
- Ensure designs for new or redeveloped stations consider safety as a priority and at an early stage

Deliverables

Ref	Commitment	Party
SS1	Provide safe and secure stations in line with secure stations accreditation	Chiltern Railways
SS2	Establish a cross-TOC regional route crime forum, Chiltern to feed into Safer Travel Tasking where appropriate.	All parties
SS3	Review station and on train CCTV coverage, and identify opportunities for improvement	TfWM and Chiltern Railways

Ref	Commitment	Party
SS4	Investigate feasibility of providing CCTV feeds to the TfWM control room for 24 hour, universal monitoring at Warwick, Warwick Parkway and Leamington	TfWM and Chiltern Railways
SS5	Instigate and support initiatives to reduce cycle crime and increase cycle security in the region, working in partnership to deliver the TfWM Cycle Crime Action Plan, targeting hot spots and delivering education initiatives about secure cycle storage	All parties
SS6	Work jointly with Network Rail and other TOCs across the region to prevent suicides on the railway, supporting suicide prevention plans	All parties

Sustainability

High level outputs

- Supporting sustainable development in the region
- Reducing the impact of the railway on the environment
- Considering more effective and efficient use of station facilities
- Encouraging sustainable travel to and from stations

Deliverables

Ref	Commitment	Party
EN1	Seeking opportunities to support the delivery of Air Quality Action Plans in the region	All parties
EN2	Seeking opportunities to reduce the impact of Chiltern Railways operations on the environment	Chiltern Railways
EN3	Exploring the use of station adoption and community initiatives to make best use of stations and improve the environmental credentials through the community engagement action plan	All parties
EN4	Explore the proposed development of a multi-operator Community Rail Partnership on the Snow Hill lines between Leamington and Birmingham, and investigate opportunities to extend this to NUCKLE	All parties
EN5	Work together to promote and encourage sustainable travel to stations e.g. by cycle, bus, on foot, car share and by electric car including supporting the Cycle Charter	All parties
EN6	Work with local authorities to review key walking and cycling routes to and from stations and deliver improvements in line with design standards. Also to seek opportunities to better connect stations to the strategic cycle network and make them as safe and secure as possible.	All parties
EN7	Investigate the delivery of infrastructure to support and promote the use of electric and hybrid vehicles	All parties

PAYING FOR YOUR JOURNEY

Fares

High level outputs

- Provide clear information to customers on their fare choices, removing complexity
- Provide improved and less complex/more consistent fares for the West Midlands public transport network

Deliverables

Ref	Commitment	Party
FA1	Input into any public transport fare reviews within the West Midlands	All parties
FA2	Work jointly to apply any new fares policy as required	All parties
FA3	Inform TfWM and WMR of any proposed fare changes	Chiltern Railways

Ticket types, payment options, and offers

High level outputs

- Increase the number of channels available to people to pay for their journey
- Provide consistency in payment options by different operators
- Ensure wide scale adoption of the Swift smart card and its products across the region
- Increase the fares available via ticket vending machines

Deliverables

Ref	Commitment	Party
TP1	Work together to support the delivery and expansion of the Swift smart card and its products as they become available	All parties
TP2	Share any relevant data and intelligence as to how people are travelling, paying for their journeys and their payment preferences, subject to confidentiality and data sharing requirements	WMR and TfWM
TP3	Review the channels available to purchase tickets and seek opportunities to improve them	All parties
TP4	Review tickets available on TVMs in the West Midlands and provide amended products as appropriate	All parties
TP5	Support innovation in ticketing delivery including trials	All parties
TP6	Support the delivery of new ticket products and initiatives developed by WMCA/TfWM/WMR and Chiltern Railways	All parties
TP7	Support the trial of the extension of discounted child fares (50% for those in full time education), to those in training and apprenticeships	TfWM and Chiltern Railways
TP8	Support the roll out of WorkWise products (discounts for people in the first three months of a new job) onto nTrain	TfWM and Chiltern Railways

Ref	Commitment	Party
TP9	Investigate a loyalty scheme product for the West Midlands	TfWM and WMR
TP10	Investigate opportunities for through ticketing with other transport modes and/or attractions	All parties

ON THE TRAIN

Train facilities

High level outputs

- Trains provide high quality, clean and well maintained facilities with a visible staff presence
- Areas are made available for priority seating, wheelchairs, pushchairs and luggage

Deliverables

Ref	Commitment	Party
TF1	Explore ways in which a regional set of Service Quality Standards for the railway could be implemented on trains operated by Chiltern and on Chiltern Railways services.	All parties
TF2	Ensure space provided for wheelchairs, pushchairs, luggage and priority seating is clearly and appropriately marked and enforced	Chiltern Railways
TF3	Review customer satisfaction results to understand and address areas of low or reduced satisfaction on train	All parties
TF4	Establish a consistent standard for types of on board information for the West Midlands region, and investigate most appropriate means of rolling out on Chiltern services	WMR and Chiltern Railways

Cycle policy

High level outputs

- Provide a consistent, defined and clearly displayed cycle carriage policy across the region
- Deliver improved, safe and secure cycle facilities at stations
- Provide appropriate space for cycle carriage on trains in line with the agreed policy (e.g. space for folded bikes)
- Support the West Midlands region in the delivery and promotion of Bike Share schemes

Deliverables

Ref	Commitment	Party
CY1	Establish a universal cycle carriage policy for the West Midlands region with input and agreement from all TOCs and other stakeholders, with changes delivered as required	WMR
CY2	Clearly define, promote and display the cycle carriage policy	Chiltern Railways

Ref	Commitment	Party
CY3	Establish a station cycle storage policy, carefully considering security, usage and barriers to uptake	TfWM & WMR
CY4	Review cycle storage provision at stations on an annual basis, and seek opportunities and funding to deliver increased and enhanced facilities with improved security in line with the cycle storage policy. This to include opportunities for more accessible cycle storage.	TfWM and Chiltern Railways
CY5	Deliver increased cycle storage at Solihull Station (see also SD4)	All parties
CY6	Support the delivery of the TfWM area Bikeshare scheme including seeking locations for delivery at key stations such as Moor Street and Solihull (see also SD4)	All parties

Revenue protection

High level outputs

- Consistent and appropriately enforced revenue protection across the region
- Visible staffing to deter ticketless travel and provide reassurance to those who have paid
- Roll out of ticket barriers with ensured use during opening hours

Deliverables

Ref	Commitment	Party
RP1	Inform WMR and TfWM on any changes to Revenue Protection policy	Chiltern Railways
RP2	Ensure appropriate facilities are in place to allow people to purchase the ticket they need at all stations served by Chiltern	All parties
RP3	Develop / support the roll out of ticket gates in the West Midlands, including Investigating the delivery of Automatic Ticket Gates at Solihull station (see also SD4)	All parties
RP4	Maximise the customer experience and revenue protection at Moor Street through the ongoing review and management of the Automatic Ticket Gates	Chiltern Railways
RP6	Use best endeavours to enable Swift smart cards to be read by conductors on Chiltern services	TfWM and Chiltern Railways

THE JOURNEY

Train connections

High level outputs

- Quick, easy and achievable connections between rail services
- Clear signage and information to assist passengers in making connections – on trains, at stations and via the internet/apps as applicable
- Managing disruption in ways that effectively enables connections to be made

Deliverables

Ref	Commitment	Party
TC1	Seek and facilitate opportunities to improve rail connections in particular with lower frequency services	All parties
TC2	Review connection information and signage on Chiltern Railways stations, trains and website and deliver any agreed improvements	All parties
TC3	Work jointly to influence Network Rail on issues that affect connectivity e.g. speed restrictions, leaf fall restrictions, route opening hours and train planning rules	All parties

Network resilience and disruption management

High level outputs

- Provide a network of road and rail services that work together to keep the region moving
- Provide capacity on the rail network to accommodate displaced road users
- A uniform and coordinated approach to disruption management for the region across all TOCs
- Cross modal cover during disruption

Deliverables

Ref	Commitment	Party
NR1	Coordinate a multi-modal transport resilience group to manage major events, service disruption, public safety & security and contingency planning for infrastructure works	TfWM
NR2	Support and attend the multi-modal transport resilience group where appropriate	Chiltern Railways and WMR
NR3	Share lessons learned following disruption	All parties
NR4	Review disruption management and information for the West Midlands region for rail	TfWM
NR5	Support and input into the review of disruption management and information through sharing of best practice	Chiltern Railways
NR6	Develop a resilience action plan to improve the operations of stations during disruption	Chiltern Railways and TfWM
NR7	Development of multi-modal planning tools so that passengers can make informed choices about how they travel during network disruption	TfWM and WMR
NR8	Provision of input and data to support the development of multimodal planning tools	Chiltern Railways
NR9	Development and delivery of shared communication plans during network disruption and events to ensure consistency	All parties

Train services

High level outputs

- Punctual and reliable rail services people have confidence in
- Reduction of short formed services especially during the peak
- Provide services that better meet the changing needs of society including earlier and later services, Boxing day services and services to Birmingham Airport

Deliverables

Ref	Commitment	Party
TS1	Provision of periodic performance reports showing how franchise agreement targets are being met	Chiltern Railways
TS2	Review opportunities to provide earlier or later services to and from regional centres	Chiltern Railways
TS3	Review opportunities to provide services on Boxing Day in the West Midlands	Chiltern Railways
TS4	Investigate opportunities to provide earlier connections (via bus and rail) to Birmingham Airport	Chiltern Railways and TfWM
TS5	Challenge the industry on costs and access rights/possessions which restrict the ability to enhance services as required	WMR
TS6	Seek opportunities to improve the service patterns on the Leamington to Stratford lines with the new West Midlands Franchisee	All parties
TS7	Seek opportunities to run more current terminating Moor Street services through to Snow Hill station	Chiltern Railways

Multi-modal interchange

High level outputs

- Information is provided at rail stations about connecting transport
- Information is provided on bus/Metro services and stops about rail services as relevant
- Walking routes between rail and connecting modes are short, intuitive, safe and well signed
- Timetables between trains and connecting public transport services are coordinated
- Good facilities are provided for passengers transferring between rail and other modes
- Ticketing enables quick, cost-effective and easy transfer between modes

Deliverables

Ref	Commitment	Party
MM1	Share information to understand the origins of passenger journeys to help inform the planning and delivery of multi-modal interchange services	All parties

Ref	Commitment	Party
MM2	Attend multi-modal interchange steering group, set up to seek opportunities to deliver improved connections between rail, bus and metro as required	All parties
MM3	Work with the bus alliance to create plans for Chiltern stations that encourage increased bus travel to and from railway stations including facilities, timetabling, ticketing and information	All parties
MM4	Actively promote and display up-to-date onward travel options and information from Chiltern Railway stations	Chiltern Railways & TfWM
MM5	Create and deliver a strategy to promote and encourage the use of buses and Sprint from Solihull Station to Birmingham International, the NEC and the Airport and improved Interchange with Metro, bus and Sprint from Moor Street Station (see also SD4)	All parties
MM6	Share data, as is commercially acceptable, on users and engineering works to ensure effective coordination between modes through the planning of routes and timetables	Chiltern Railways
MM7	Share timetable changes which may impact on bus/rail integration with the Bus Alliance no later than the date the timetable becomes referred to as a “new working timetable”	Chiltern Railways
MM8	Investigate ways to promote increased bus/rail interchange at key sites	All parties

AFTER YOU TRAVEL

Compensation and Customer Feedback

High level outputs

- Simple and consistent compensations arrangement across the region
- Compensation is automated, so users receive automatic refunds
- Customers can raise their comments through a variety of media
- There is a standardised regional approach to dealing with rail correspondence in terms of timescales and quality

Deliverables

Ref	Commitment	Party
CO1	Raise awareness of passenger’s rights in regard to compensation	Chiltern Railways
CO2	Compile a passenger facing summary of the compensation regime of each operator in the region, and publish this	TfWM and WMR
CO3	Participate in industry schemes to introduce more automation to the compensation process	All parties
CO4	Share information on complaints relating to services in the West Midlands with TfWM and WMR	Chiltern Railways

CO5	Compile a passenger facing summary of the correspondence methods and timescales for each operator in the region, and publish this	TfWM and WMR
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PLANNING FOR THE FUTURE

Investment and scheme development

High level outputs

- A clear plan is in place which sets out and delivers evidence led rail investment and scheme/service delivery for the region, supporting customers, businesses, communities and our economy – signed up to by all stakeholders to provide a one voice approach
- Projects are delivered on time and on budget
- Investment in rail in the West Midlands is considered a priority by all

Deliverables

Ref	Commitment	Party
IS1	Develop a Rail Investment Strategy for the region which provides one voice for the rail industry and local authority partners to direct rail investment	WMR
IS2	Input to the development of the regional Rail Investment Strategy and support the delivery of its outputs	All parties
IS3	Actively seek opportunities for funding of rail schemes of all sizes, and support each other in achieving this	All parties
IS4	Ensure the needs of the passenger and are reflected in scheme development by inputting relevant data and knowledge into consultations and proposals	All parties
IS5	Support initiatives and industry efforts to lower project delivery costs	All parties
IS6	Support and input to the development and delivery of Midlands Connect and the Midlands Rail Hub	All parties
IS7	Consider and manage the impact of the delivery of the Midlands Rail Hub on Moor Street station, maximising opportunities for customer benefit and minimising disruption	All parties
IS8	Support the delivery of each organisations' business plans	All parties
IS9	Support the delivery of HS2, ensuring all impacts are understood and managed, and all opportunities maximised e.g. by developing a business case for the double tracking of the railway line between Leamington and Coventry to free up capacity and opportunities on the Snow Hill lines.	All parties
IS10	Input and support the development of a plan to ensure world-class connectivity between Moor Street station and Curzon Street for HS2	All parties

Ref	Commitment	Party
IS11	Work collaboratively with partners to improve connectivity between rail services in Birmingham City Centre in particular through the One Station scheme	All parties
IS12	Develop a strategy for the development of Leamington Spa Station to support improved service provision	All parties

Supporting staff

High level outputs

- Apprenticeships and other training opportunities are offered by the transport industry
- More people, including those covered by the Equality Act 2010, are actively encouraged to pursue a career in transport
- Best practice, skills, information and working practices are shared between transport organisations

Deliverables

Ref	Commitment	Party
SU1	Deliver apprenticeship schemes for the provision of vocational skills training	TfWM and Chiltern Railways
SU2	Explore opportunities to implement a “buddy programme” aimed at facilitating short term secondments between the partner organisations	All parties

Franchising

High level outputs

- Improvements delivered through partnerships do not prejudice future franchise competitions
- Improvements delivered through partnerships deliver a solid foundation for further enhancements in future franchises

Deliverables

Ref	Commitment	Party
FR1	Take every precaution to ensure this Partnership Agreement does not in any way prejudice the interests of a successor franchisee	All parties
FR2	Consider how improvements can be delivered and built upon in future franchises during their planning and delivery	All parties
FR3	Support and maximise the wider rail network benefit of the commitments being delivered through the new West Midlands franchise	All parties

Delivery arrangements

Meeting Types

The Partnership Agreement will be overseen by a Partnership Board, comprising of senior officers from TfWM and WMR, elected members, and subject matter experts from Chiltern Railways.

A Steering Group, comprised of officers from TfWM and WMR, and appropriate staff from Chiltern will meet no later than four weeks before each Partnership Board. The first steering group in April 2018 will draw up a set of terms of reference. These will be submitted for approval at the first Partnership Board.

Each Partnership Board will review a quarter of the deliverables. The final Partnership Board in each financial year (February), will be an AGM, where the terms of reference and all the deliverables will be reviewed.

The principal inputs into each Partnership Board will be dashboards tracking progress against deliverables. The dashboards will be agreed at each Steering Group. The dashboards will correspond to the eight categories outlined on page 5.

Meetings will alternate between Chiltern and TfWM/WMR offices. The host organisation will assume the responsibility for chairing the meeting.

Meeting Calendar

Month	Activity
April	Steering Group
May	Partnership Board
June	None
July	Steering Group
August	Partnership Board
September	None
October	Steering Group
November	Partnership Board
December	None
January	Steering Group
February	Partnership Board (AGM)
March	None

Appendix B – Virgin Trains Partnership Agreement



Partnership Alliance

Our Vision

Virgin Trains, Transport for West Midlands (TfWM), and West Midlands Rail's (WMR) vision is to continue to deliver excellence in rail travel in the West Midlands, making train travel the most attractive mode of choice for people living in and travelling to and from the region.

Together, we will deliver a rail network that plays a key role in making the West Midlands the place to do business, work, visit and live – supporting our communities and livelihoods, celebrating our heritage and laying the right foundations for the future.

Our Partnership

Through this Partnership Alliance, Virgin Trains, TfWM and WMR will work alongside each other to ensure that customer benefits and investment is maximised through greater joint working with the wider rail industry and local authority partners.

This Partnership Alliance aims to deliver local improvements for our customers, improve the passenger experience and provide an easier to use and accessible railway for all. It also forms a base principle for the delivery of the WMR Single Network Vision (SNV), which aims to make the West Midlands the best region for rail characterised by a consistently easy to understand, resilient network, widespread innovation and high-quality customer experience regardless of service provider.

The Partners

Virgin Trains are a franchised passenger rail company who provide fast, high quality long-distance interCity train services between London, the West Midlands, the north and Scotland. Virgin Trains drive high standards in customer experience, as demonstrated by the fact that they regularly feature in the top two for overall satisfaction in the bi-annual Transport Focus National Rail Passenger Survey. The Virgin Trains network also provides for many local journeys within the region between Northampton, Rugby, Coventry, Birmingham, Wolverhampton, and Stafford (see page 4 for a route map).

TfWM is the public body responsible for the coordination of public transport in the West Midlands metropolitan county. It is an executive body of the West Midlands Combined Authority, and as such is ultimately responsible to the Mayor of the West Midlands.

WMR is delivering local leadership for local rail services, working with the wider rail industry to deliver a step change in rail services across the region. It does not operate trains, but works closely with the organisations providing train services to support their plans for making rail services better.

Scope of this Partnership Alliance

The objectives contained within this Partnership Alliance are aspirational and we acknowledge that these may change as patronage across the WMR network increases, equally as technological advancements are made. Whilst we place no expectation that Virgin Trains to solely fund such objectives; West Midlands Rail, Transport for West Midlands, and Virgin Trains shall successfully partner in an alliance approach to attract and explore external funding mechanisms /opportunities in order to successful deliver our objectives contained herewith in.

Outcomes

- G. A more reliable network – *Measured by public performance measure (PPM), CP6 'on-Time', and cancellations and significant lateness (CaSL)*
- H. More people using rail – *Measured by passenger journeys*
- I. Happier travellers – *Measured by the National Rail Passenger Survey, and or any successor survey that may be published*
- J. Increased modal shift from rail to car – *Measured by modelled percentage change in the number of passenger journeys*
- K. Innovative value for money solutions to shared problems

Making it Work

This Partnership Alliance will be overseen by a Partnership Board involving senior management and elected members, supported by an officer steering group. In recognition that this agreement is entered into on a voluntary basis and is non-legally binding, the inputs and outputs of these meetings will only be used to help inform understanding within all three organisations, and TfWM, WMR and Virgin Trains agree to respect the confidentiality of any information shared in confidence by any of the other parties.

The duration of this Partnership Alliance will cover the remaining period of Virgin Trains InterCity West Coast franchise.

Our Delivery Plan

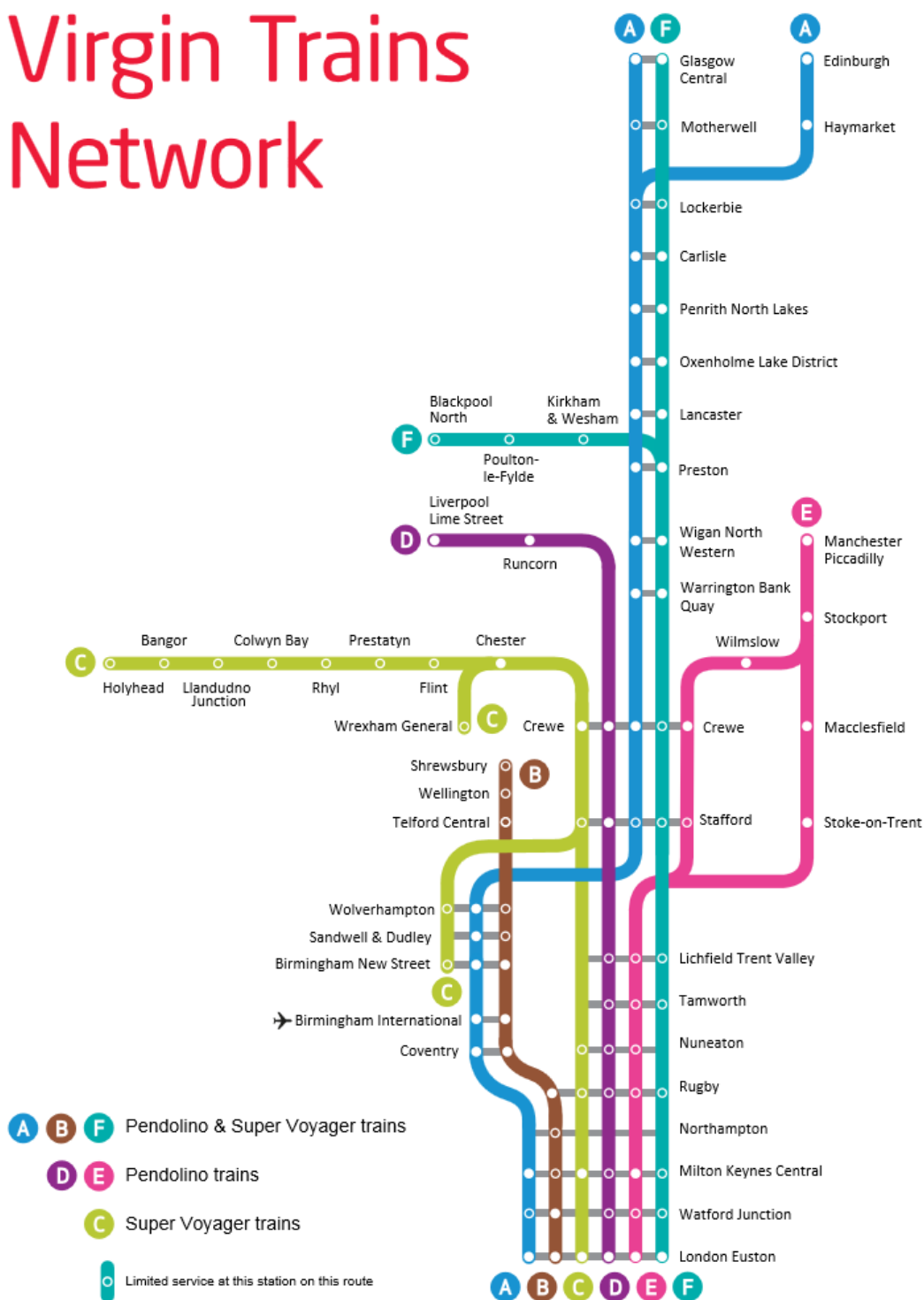
In line with the WMR Single Network Vision, the commitments of this partnership will be presented under headings reflecting the customer experience (see diagram on page 5).

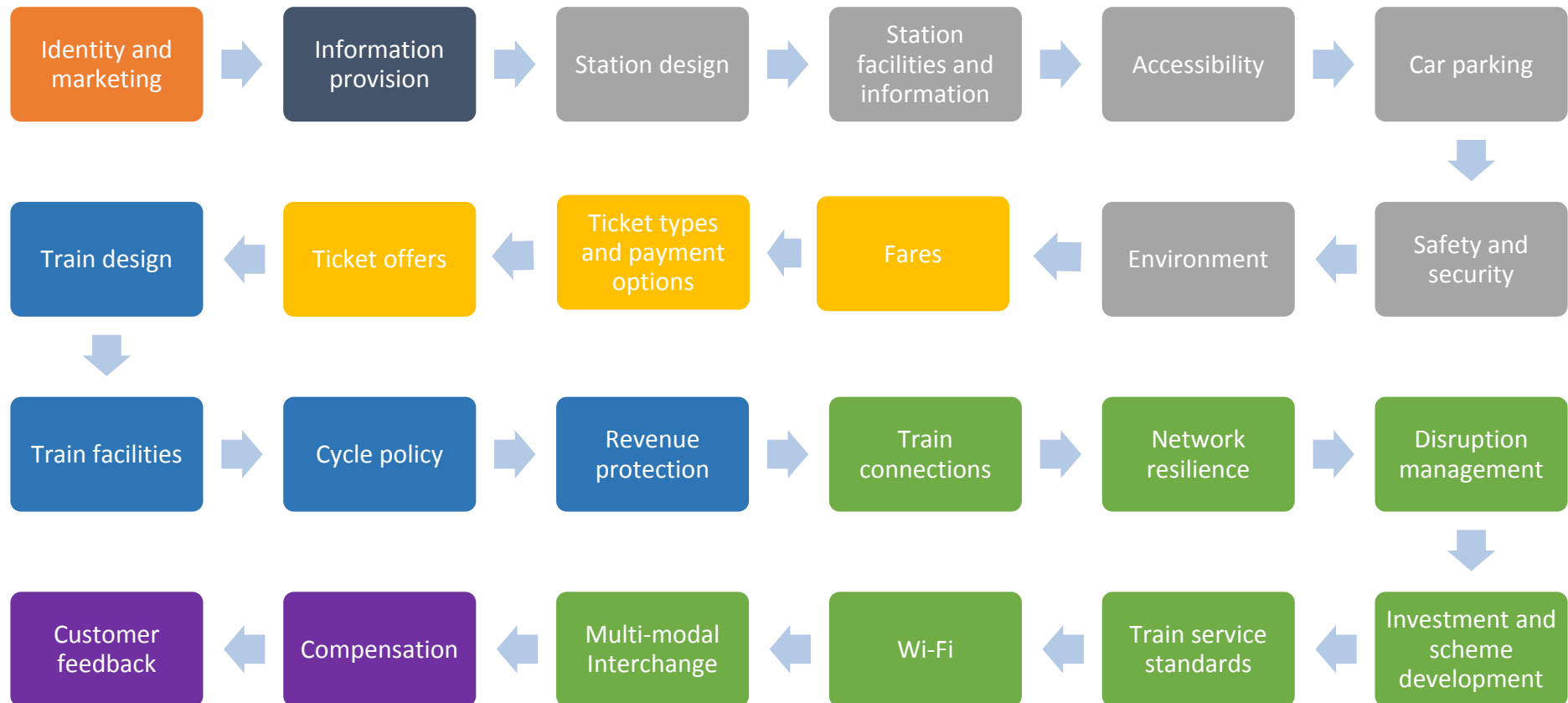
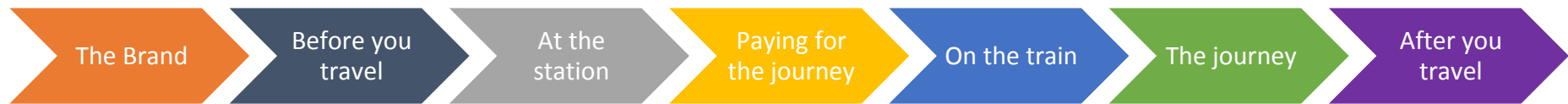
Each of the partnership commitments will be linked to one or more of the outcomes listed above.

When stated, West Midlands means the West Midlands region covered by WMR

Some of the deliverables may require the disclosing of commercially sensitive data by the train operator. Where requested, a non-disclosure agreement shall be required between WMR and that operator. At no point, unless by written request, will Virgin Trains' commercially sensitive data be shared with other individual train operators.

Virgin Trains Network





Marketing and branding

Identity and marketing

High level outputs

- Support the roll out of the West Midlands Railway Brand across the region, creating a local identity
- Support the development of a single regional multi-operator route map, displaying key connections with other forms of transport
- Use marketing as a proactive tool to increase rail patronage and encourage more leisure and business travel to the West Midlands

Deliverables

Ref	Commitment	Party
MA1	Investigate the practicalities of providing the TfWM regional rail map on stations/trains	Virgin Trains
MA2	Work jointly, including with the West Midlands Franchisee, on marketing promotions for the region to increase rail patronage and encourage more leisure and business travel to the West Midlands through a joint communications strategy	All parties
MA3	Deliver a joint Drink Aware campaign to deter inappropriate alcohol related behaviour on the rail network and raise awareness of the issues it causes to performance and other customers	All parties

Before travel

Information provision

High level outputs

- Continue to improve the delivery of rail information including during disruption (Passenger Information During Disruption)
- Support the concept of rolling out of up to date and real time rail information across the region across a range of media
- Explore ways of delivering updated and improved rail information from a single source

Deliverables

Ref	Commitment	Party
IN1	Proactively support the role of the Rail Delivery Group in delivering consistency in train information across stations, apps and websites	All parties
IN2	Continue to develop multi-modal travel information for the West Midlands region	TfWM and WMR
IN3	Work with WMR/TfWM to explore mechanisms of providing best in class, up to date information on services, in particular during disruption	Virgin Trains

At the station

Station design

High level outputs

- Enhance station facilities to represent the needs of customers using individual stations

- Improve access to and from stations on foot, by bike, by public transport and where necessary by car
- Seek opportunities to improve a station's fit within its local community, both visually and through the services it provides to the area it serves "Placing the station back in the heart of the community".

Deliverables

Ref	Commitment	Party
SD1	Create a community engagement plan for each station where Virgin Trains is SFO, and input as appropriate to community initiatives at stations <i>served</i> by Virgin Trains	All parties
SD2	Be an active partner at Board level in the West Midlands Station Alliance	Virgin Trains and TfWM
SD3	Develop a station design guide, which sets standards for station design within the West Midlands Region, supported by TfWM and Virgin Trains	WMR
SD4	Work jointly with each other, West Midlands Trains Ltd, and wider stakeholders to ensure the smooth SFO transfer of Wolverhampton Railway Station from Virgin Trains to West Midlands Trains Ltd on 1 st April 2018	All parties
SD5	Maximise opportunities to improve customer experience and interchange between train, bus, walking and cycling at Coventry Railway Station as part of the redevelopment project	All parties

Station facilities and information

High level outputs

- To provide a measurable minimum standard for cleaning, maintenance, customer service and presentation across all stations
- To provide staff availability and customer facilities that reflect the needs of the individual station market

Deliverables

Ref	Commitment	Party
SF1	Where Virgin Trains is SFO, work with the WMR station design guide and where possible provide design improvements as required to meet agreed standards	All parties
SF2	Input into the development of a regional set of Service Quality Standards for the railway and investigate how they can be delivered (subject to agreed funding) by Virgin Trains in line with its current Service Quality Management System	Virgin Trains
SF3	Review customer satisfaction results to understand and address areas of low or reduced satisfaction at stations	All parties

Accessibility

High level outputs

- Provide a consistent approach to assisted travel across the West Midlands which is as easy as possible for the customer to use, and paves the way for every person to be able to use the railway equally
- Consider the needs of all people covered by the Equality Act 2010 in making the railway as accessible as possible to all

Deliverables

Ref	Commitment	Party
AC1	Investigate the development of a multi-operator passenger panel for key routes in the West Midlands region, and actively encourage the inclusion of people with 'protected characteristics' as specified under the Equality Act 2010.	All parties
AC2	Support passenger panels and other rail customer engagement activity by attending events as appropriate.	All parties
AC3	Explore how technology can support improved access to the railway for all	All parties

Car Parking

High level outputs

- Provide consistent, high quality and secure car parking across the region
- Develop a strategy for parking that meets demand and is cost-effective
- Encourage innovative solutions to parking in the region
- Deliver park and ride schemes that reduce, not increase, traffic through key hotspots/centres

Deliverables

Ref	Commitment	Party
CP1	Provide safe and secure parking facilities, strive for alignment with the Park Mark standard (accreditation not required) at their respective facilities	TfWM and Virgin Trains
CP2	Create a car parking strategy for the TfWM area, including actively develop plans and drive third party funding to increase car parking capacity across the TfWM area; regardless of SFO	TfWM
CP3	Look at innovative and technological solutions to managing car park demand and operations	All parties

Safety & security

High level outputs

- Provide stations which deliver improved perception and reality of safety and security
- Provide CCTV coverage at stations and on the train
- Emergency vehicles can access can be safely and easily accommodated at all stations
- Drive safe and secure walking routes both within and from/to stations
- Designs for new or redeveloped stations consider safety as a priority and at an early stage

Deliverables

Ref	Commitment	Party
SS1	Provide safe and secure stations in line with secure stations accreditation	Virgin Trains
SS2	Establish a cross-TOC regional route crime forum	TfWM and WMR
SS4	Investigate feasibility of providing CCTV feeds to the TfWM control room for 24 hour, universal monitoring	TfWM, British Transport Police and Virgin Trains
SS5	Review station lighting, ideally providing consistent lux levels	Virgin Trains
SS6	Review station landscaping to remove hidden areas	Virgin Trains

Environment

High level outputs

- Supporting sustainable development in the region
- Reducing the impact of the railway on the environment
- Consider more effective and efficient use of station facilities
- Encouraging sustainable travel to and from stations

Deliverables

Ref	Commitment	Party
EN1	Explore opportunities to reduce the impact of Virgin Trains operations on the environment	Virgin Trains
EN2	Work together to promote and encourage sustainable travel to stations e.g. by cycle, bus, on foot, car share and by electric car	All parties
EN3	Work with local authorities to review key walking and cycling routes to and from stations and deliver improvements	All parties

Paying for your journey

Fares

High level outputs

- Provide clear information to customers on their fare choices, removing complexity
- Provide improved and less complex/more consistent fares for the West Midlands public transport network

Deliverables

Ref	Commitment	Party
FA1	Input into any public transport fare reviews within the West Midlands	All parties
FA2	Review information provided on fares to enable customers have clear and easy to use information to aid informed choices	All parties
FA3	Work jointly to apply any new fares policy as required	All parties
FA4	Share proposed local fare changes with TfWM and WMR	Virgin Trains

Ticket types and payment options

High level outputs

- Increase the number of channels available to people to pay for their journey
- Provide consistency in payment options by different operators
- Support wide scale adoption of the Swift smart card and its products across the region
- Increase the fares available via ticket vending machines

Deliverables

Ref	Commitment	Party
TP1	Work together to support the delivery and expansion of the Swift smart card and its products as they become available, including by TfWM/WMR exploring opportunities for funding to support the delivery and expansion of the Swift smart card and its products on Virgin Trains services and stations as they become available.	All parties
TP2	Share any relevant data and intelligence as to how people are travelling, paying for their journeys and their payment preferences. (Subject to confidentiality and a non-disclosure agreement)	WMR and TfWM
TP3	Review tickets available on TVMs in the West Midlands and provide access to amended products as appropriate	Virgin Trains/WMR

Offers

High level outputs

- Encourage travel to the region via rail through ticket offers
- Support local attractions and leisure travel through rail offers
- Support access to employment through rail offers
- Incentivise rail travel through recognising customer loyalty

Deliverables

Ref	Commitment	Party
OF1	Consider the implementation of ticket offers and marketing that encourage people to travel to the West Midlands as a destination	All parties
OF2	Where capacity exists, support the delivery of discounted nTrain tickets for unemployed people in the first three months of a new job	WMR and Virgin Trains
OF3	Investigate a loyalty scheme product for the West Midlands	All parties

On the train

Train design

High level outputs

- All trains are fully accessible
- Consideration given to on train capacity, facilities and layouts are appropriate for the markets served
- A high standard of on-board information, including fast and free Wi-Fi and network maps
- Information is provided to customers about onward connections and busy carriages

Deliverables

Ref	Commitment	Party
TD1	Explore and evaluate a standard for on board information as applicable on Virgin trains	Virgin Trains
TD2	Influence and challenge industry design standards to deliver improvements for the passenger	All parties
TD3	Review opportunities to provide enhanced connection and loading information to passengers	All parties

Train facilities

High level outputs

- Trains provide high quality, clean and well maintained facilities with a visible staff presence
- Areas are made available for priority seating, wheelchairs, pushchairs and luggage

Deliverables

Ref	Commitment	Party
TF1	Consider Virgin Service Quality Standards for trains alongside WMR and TfWM to consider how it can be aligned with and reported against a service quality standard for the region	All parties
TF2	Space is provided for wheelchairs, pushchairs, luggage and priority seating is clearly and appropriately marked and enforced	Virgin Trains
TF3	Review customer satisfaction results to understand and address areas of low or reduced satisfaction on train	All parties

Cycle policy

High level outputs

- Provide a consistent cycle carriage policy across the region
- Deliver improved, safe and secure cycle facilities at stations
- Provide appropriate space for cycle carriage on trains in line with the agreed policy (e.g. space for folded bikes)

Deliverables

Ref	Commitment	Party
CY1	Establish a universal cycle carriage policy for the West Midlands region with input and agreement from all TOCs and other stakeholders, with changes delivered as required	WMR
CY2	Review cycle storage provision at stations and seek opportunities and funding to deliver increased and enhanced facilities with improved security in line with the cycle storage policy	TfWM and Virgin Trains
CY3	Actively promote cycle usage through marketing and events	TfWM

Revenue protection

High level outputs

- Consistent and appropriately enforced revenue protection across the region
- Visible staffing to deter ticketless travel and provide reassurance to those who have paid
- Joint roll out of ticket barriers with ensured use during opening hours

Deliverables

Ref	Commitment	Party
RP1	Develop / support the strategy for the roll out of ticket gates in the West Midlands	All parties
RP2	Maximise the customer experience and revenue protection at New Street through the review and management of the Automatic Ticket Gates	Virgin Trains
RP3	Swift smart cards can be read by Train Managers on Virgin services	TfWM and Virgin Trains

The Journey

Train connections

High level outputs

- Quick, easy and achievable connections between rail services
- Consistent and clear signage and information to assist passengers in making connections – on trains, at stations and via the internet/apps as applicable
- Managing disruption in ways that effectively enables connections to be made

Deliverables

Ref	Commitment	Party
TC1	Work collaboratively with partners to improve connectivity between rail services in the WMR area	All parties

Ref	Commitment	Party
TC2	Consider suggested improvements regarding connection information and signage on Virgin Trains stations, trains and website.	Virgin Trains
TC3	Work jointly to influence Network Rail on issues that affect connectivity e.g. speed restrictions, leaf fall restrictions, route opening hours and train planning rules	All parties

Network resilience and disruption management

High level outputs

- Provide a network of road and rail services that work together to keep the region moving
- Provide capacity on the rail network to accommodate displaced road users
- A uniform and coordinated approach to disruption management for the region across all TOCs
- Cross modal cover during disruption

Deliverables

Ref	Commitment	Party
NR1	Coordinate a multi-modal transport resilience group to manage major events, service disruption, public safety & security and contingency planning for infrastructure works	TfWM
NR2	Jointly devise a resilience action plan to improve the operations of stations during disruption	All Parties
NR3	By written request, consider and evaluate enhancements/alterations to services or train formations to cater for events/disruption where practical	Virgin Trains
NR4	Development and delivery of shared communication plans during network disruption and events to ensure consistency	All parties

Train services

High level outputs

- Punctual and reliable rail services people have confidence in
- Proportional efforts to minimise unplanned short formed services especially during the peak
- Continue to provide services that better meet the changing needs of society including exploration of earlier and later services to serve Birmingham Airport
- Evaluate the contractual and financial practicalities of operating Boxing day services

Deliverables

Ref	Commitment	Party
TS1	Provision of a high level periodic performance summary	Virgin Trains
TS2	Investigate opportunities to provide earlier connections (via bus and rail) to Birmingham Airport	Virgin Trains and TfWM
TS3	Challenge the industry on costs and access rights/possessions which restrict the ability to enhance services as required	WMR

Wi-Fi

High level outputs

- Business Case development to assess the provision of free and effective Wi-Fi on trains and at stations. Generating, where practical, seamless transfer on Wi-Fi between different operators and modes
-

Deliverables

Ref	Commitment	Party
WF1	Seek opportunities to improve Wi-Fi connectivity on trains such as through eliminating signal black spots	Virgin Trains
WF2	Investigate opportunities to integrate Wi-Fi with other transport modes	WMR/TfWM
WF3	Facilitate trials of Wi-Fi and connectivity technology	All parties

Multi-modal interchange

High level outputs

- Information is provided at rail stations about connecting transport
- Timetables between trains and connecting public transport services are coordinated
- Good facilities are provided for passengers transferring between rail and other modes

Deliverables

Ref	Commitment	Party
MM1	Establish a multi-modal interchange steering group to actively seek opportunities to deliver improved connections between rail, bus and metro	TfWM and WMR
MM2	Work with the Bus Alliance to create plans for Virgin stations that encourage increased bus travel to and from railway stations including facilities, timetabling, ticketing and information	All parties
MM3	Work with Birmingham City Council and City of Wolverhampton Council to improve links to Metro and Bus from Birmingham New Street and Wolverhampton Stations	All parties

After you travel

Compensation

High level outputs

- Simple and consistent compensations arrangement across the region
- Compensation is automated, so users receive automatic refunds

Deliverables

Ref	Commitment	Party
CO1	Continue to raise awareness of passenger's rights in regard to compensation	Virgin Trains
CO2	Compile a passenger facing summary of the compensation regime of each operator in the region, and publish this	TfWM and WMR
CO3	Participate in industry schemes to introduce more automation to the compensation process	All parties

Customer feedback

High level outputs

- Customers can raise their comments through a variety of media
- There is a standardised regional approach to dealing with rail correspondence in terms of timescales and quality

Deliverables

Ref	Commitment	Party
CF1	Compile a passenger facing summary of the correspondence methods and timescales for each operator in the region, and publish this	TfWM and WMR

Planning for the future

Investment and scheme development

High level outputs

- A clear plan is in place which sets out and delivers evidence led rail investment and scheme/service delivery for the region, supporting customers, businesses, communities and our economy – signed up to by all stakeholders to provide a one voice approach
- Projects are delivered on time and on budget

Deliverables

Ref	Commitment	Party
IS1	Develop a Rail Investment Strategy for the region which provides one voice for the rail industry and local authority partners to direct rail investment	WMR
IS2	Support initiatives and industry efforts to lower project delivery costs	All parties
IS3	Support and input to the development and delivery of Midlands Connect and the Midlands Rail Hub	All parties
IS4	Support the delivery of HS2, ensuring all impacts are understood and managed, and all opportunities maximised in particular how released capacity can deliver improvements	All parties

This Alliance has been entered into by:

Name:

Signature:

Date:

On Behalf of West Coast Trains Limited (“Virgin Trains”)

.....

Name:

Signature:

Date:

On Behalf of West Midlands Rail

.....

Name:

Signature:

Date:

On Behalf of Transport for West Midlands

.....



WEST MIDLANDS
COMBINED AUTHORITY

Transport Delivery Committee

Date	09 April 2018
Report title	Tram Naming: Criteria and considerations
Portfolio Lead	Councillor Roger Horton – Lead Member for Rail & Metro
Accountable Chief Executive	Laura Shoaf, Managing Director, TfWM Email: laura.shoaf@tfwm.org.uk Tel: (0121) 214 7444
Accountable Employee	Adam Harrison, Principal Policy & Strategy Officer, TfWM Email: adam.harrison@tfwm.org.uk Tel: 0121 214 7316
Report to be/has been considered by	Councillor Roger Lawrence – WMCA portfolio lead for Transport

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

- i. Agree and negotiate the criteria required for the naming of trams in the West Midlands.
- ii. Discuss suggestions for local persons who may be named and provide justification.
- iii. Develop an action plan moving forward regarding stakeholders and public relations.

1. Purpose

- 1.1. The purpose of this report is to provide recommendations for the criteria and policies for the naming of trams in the West Midlands. Here, consideration of the issues, challenges and opportunities will be assessed. These recommendations will be put to the Transport Delivery Committee (TDC) board to ensure that our policy is in line with the Mayoral WMCA priorities and values.

2. Background

- 2.1. The Midland Metro tram service links a number of the West Midlands' biggest population and employment centres, carrying just under 8 million passenger trips per annum. The system is currently about to enter a golden age of significant expansion, building on the success of the extension into Birmingham City centre and the introduction of a new tram fleet, that is expected to grow from 21 to 70 vehicles by 2026.
- 2.2. The new fleet provides an opportunity to celebrate successful people from the local area who have contributed to society and given something back to the region, by naming trams after them. Naming trams offers us the opportunity to contribute towards restoring local pride to the region, a key Mayoral WMCA priority.

3. The Current Tram Fleet

- 3.1. In the West Midlands we currently have an operational fleet of 21 trams. Up to 50 more will be brought into service as the expansion plans are completed.
- 3.2. Of the current fleet, there are only 2 named trams. The introduction of a new fleet provides the opportunity for further trams to be named after local persons of note.

Tram no.	Tram name	Notes
35	Angus Adams	Named by Queen Elizabeth II
37	Ozzy Osbourne	Named by Osbourne

4. The Previous T69 Tram Fleet

- 4.1. The retired T69 tram fleet were named after local celebrities or individuals who have contributed to the success of the area, including Sir Frank Whittle, Billy Wright, Joseph Chamberlain and Jeff Astle. Tram 11 was donated to Birmingham City Museum and named after the former first female Leader of Birmingham City Council and Lord Mayor of Birmingham, Theresa Stewart.
- 4.2. When naming the T69 fleet protocols were put in place to ensure trams were named in a coordinated manner. It is important that we follow on from the practice used in naming this fleet to ensure that the current fleet are fully representative of all of our diverse regions.

Tram no.	Tram name	Notes
03	Ray Lewis	In Storage/Sold
04	Sir Frank Whittle	In Storage/Sold
05	Sister Dora	In Storage/Sold
06	Alan Garner	In Storage/Sold
07	Billy Wright	In Storage/Sold
08	Joseph Chamberlain	In Storage/Sold

09	Jeff Astle	In Storage/Sold
10	John Stanley Webb	In Storage/Sold
11	Theresa Stewart	In Storage/Sold
13	Anthony Nolan	In Storage/Sold
14	Jim Eames	On loan to Light Rail Vehicle Test Fleet
15	Agenoria	In Storage/Sold
16	Gerwyn John	Retained as an engineering vehicle

5. Current Tram fleet - persons represented

- 5.1. Cllr. Angus Adams represented Dudley Council and from 2010 up to his death was Chairman of the Integrated Transport Authority. Posthumously, tram 35 was named after him to celebrate his legacy. Angus was also well known within the business community and ran a number of businesses. He was extremely proud of the Black Country and contributed to the region throughout his working life.
- 5.2. Conversely, Ozzy Osbourne has no links with transport in the region, however is celebrated widely in the region for his contribution to music. Ozzy Osbourne is a proud part of Birmingham culture and has influenced many musicians throughout the West Midlands and the world. He has also promoted and supported many local charities including Birmingham Children's Hospital.

6. Street naming policy

- 6.1. Before we consider criteria for naming the trams, it is useful to consider naming criteria and policy more generally. Street naming is a good example of naming that has to adhere to many rules and regulations. Street naming criteria is determined according to one of 3 pieces of legislation:
- The Public Health Acts Amenity Act 1907
 - The Public Health Act 1925
 - The Town Improvement Act 1847
- 6.2. It is up to local authorities to decide which of these acts to use in setting their street naming legislation. Street names must be agreed in collaboration with the Royal Mail, the local Council/authority and emergency services to ensure that no confusion will arise from the naming/numbering of the street. It is also of utmost importance that names are not offensive, controversial or using inappropriate language.
- 6.3. It is the creator/developer of the street who has the right to suggest a name for the new street. This request is given to the local authority, who have a month to object/accept the name. There are guidelines whereby street naming in certain areas have to adhere to certain themes. These may be based on local history and folklore, British composers/scientists/notable persons, local industrial references and many other themes. There are sometimes pre-approved street names to choose from to avoid an inappropriate name which does not fit the criteria being chosen.

7. Naming Criteria

7.1. It may be helpful to learn from the criteria used to determine street names, and applying certain themes and suggestions which may be put forward to the public for voting. Or even that local people may suggest figures to name trams after – but the ultimate decision making responsibility lies with the WMCA. To decide on criteria for name choices on the trams it is important to consider the following:

- The ways in which the public figure has contributed to the community;
- The suitability of the personality for the TfWM/WMCA brand;
- Diversity of name choices to ensure that local figures are represented from different ethnicities and genders;
- Consideration of the public: potential voting of a decided shortlist; and
- Representation of all of the local authorities covered by the current and future tram network.

7.2. Moreover, it may be necessary to generate a shortlist before putting a vote to the public, depending on any agreed principles. Any vote could be based on suggestions by Councillors – or even local people – from each of the 7 local authorities, to encourage regional diversity.

8. Contribution

8.1. Both of the aforementioned persons had trams named after them for very different types of contribution to the region. The criteria are therefore very broad but it must be somebody who has done something that has contributed locally, was born or raised locally and/or has achieved something that brings local pride to the region.

9. Suitability

9.1. It is important to consider whether the person in question is representative of and suitable for our brand. In general terms this would exclude anybody who is a criminal or has a controversial history. Common sense must prevail when decisions are made about suitability for promoting the region.

9.2. To avoid any potential controversy it may be beneficial to choose deceased and historical figures from here on to avoid any potential scandals. We may also introduce short-term naming schemes such as ‘Nurse of the year’, where trams hold the name for 12 months and are then updated annually.

10. Diversity and cross regional representation

10.1. As is the case for street naming, it is important that trams are not named after offensive or highly controversial figures/themes. The two existing named trams represent figures from different Local Authorities. It is important that we continue to represent people from different local authorities and fairly represent the range diverse communities within the area.

11. Public interaction

11.1. Although it is important that only those who meet the criteria mentioned previously are shortlisted, it may be worthwhile allowing the public to vote on their choice of tram name. To ensure that only sensible candidates are put forward, TDC or the Metro liaison panel could

decide on the shortlist before putting a vote to the public. The shortlist could be generated from suggestions put forward by the public.

- 11.2. This could become an exciting annual event. The benefits of this include the potential for advertising and publicising use of the trams – particularly as this is a time of expansion of the Metro.
- 11.3. There is scope for competitions in local schools or for the public more generally. For example, students could participate by producing posters or presentations on who they would like to nominate and why. A competition would allow vetting of nominations preventing controversial suggestions from being selected.

12. Financial implications

- 12.1. The costs associated with Tram Naming which are typically very low (but may include hosting, publicising the event and involving the public) will need to be funded and prioritised from either within existing Metro Marketing budgets.
- 12.2. Often celebrities are invited to unveil the tram name – as was the case for Ozzy Osbourne when tram 37 was named after him. This is usually voluntary and should not incur any costs for the persons (typically ranging from £30-£50 for vinyl printing only). In some rare circumstances there may be expenses for providing accommodation and lunch costs for those involved.

13. Legal implications

- 13.1. There are no legal implications arising directly from this report, however legal will continue to assist as necessary as the matter progresses, particularly in relation to advertising / publicity events.

14. Equalities implications

- 14.1. The West Midlands is a diverse region, diversity being one of its strengths. It is therefore important that the regional diversity is reflected in the tram naming process. As specified within the report, future decisions will need to take into account the region's ethnic and religious diversity, the contribution of women and people of different sexual orientations and people with disabilities.
- 14.2. As a region we have many important figures from a diverse range of backgrounds who have brought much pride to the region, such as the suggestion that a tram be named after the late footballer Cyrille Regis (endorsed by TDC at its meeting on 5 February). It is thus imperative that we represent all of the community.

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Transport Delivery Committee

Date	9 April 2018
Report title	Transport for West Midlands – Annual Plan 2018/19
Accountable Director	Laura Shoaf Managing Director Tel 0121 214 7444 Email – Laura.Shoaf@wmca.org.uk
Accountable employee(s)	Laura Shoaf Managing Director Tel 0121 214 7444 Email – Laura.Shoaf@wmca.org.uk
Report to be/has been considered by	Cllr Worrall (Lead Member- Finance and Performance Monitoring)

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

1. Approve the Transport for West Midlands Annual Plan 2018/19

1.0 Purpose

- 1.1 To provide a draft of the Transport for West Midlands Annual Plan 2018/19 for consideration and comment by Transport Delivery Committee.

2.0 Background

- 2.1 As part of the annual business planning cycle, the TfWM (Transport for West Midlands) Annual Plan 2018/19 has now been drafted for consideration by the Transport Delivery Committee.
- 2.2 Members are invited to comment on the content and presentation and use this plan to inform progress monitoring.

- 2.3 The overarching ambition of TfWM is to deliver an integrated transport network which enables a positive change in the lives of millions of people with the overall aim of building a healthier, happier, better connected and more prosperous West Midlands.
- 2.4 The TfWM Annual Plan 2018/19 that is set out in Appendix 1 provides further details of TfWMs key achievements in 2017/18 and its key priorities for 2018/19 and beyond.
- 2.5 Following TDC consideration and approval the final version of the TfWM Annual Plan 2018/19 (incorporating any further agreed revisions) is scheduled to go with the WMCA Annual Plan to WMCA Board in May for final approval before being formally launched.
- 2.6 Progress is monitored monthly internally within TfWM and a mid year update will be brought to the November TDC meeting.

3.0 Financial implications

- 3.1 The priorities that are set out in the Transport for West Midlands Annual Plan 2018/19 have been reflected in the 2018/19 Transport for West Midlands budget that was approved by the West Midlands Combined Authority Board on 9 February 2018.

4.0 Legal implications

- 4.1 There are no legal implications as a direct consequence of this report.

5.0 Equalities implications

- 5.1 There are no equalities implications as a direct consequence of this report.

6.0 Appendices

Appendix 1: Transport for West Midlands Annual Plan 2018/19

Transport for West Midlands

Annual Plan 2018/19



WEST MIDLANDS
COMBINED AUTHORITY



Part of the
WEST MIDLANDS
COMBINED AUTHORITY

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Foreword

Transport for West Midlands (TfWM), was established as part of the West Midlands Combined Authority (WMCA) a little over 18 months ago. In that time we have undergone an unprecedented period of change in the region - politically, socially and economically.



As part of the Devolution Deal with Government, our first democratically elected Mayor took office in May 2017. This year heralded even more devolved powers, meaning local decisions being made by the people who know the West Midlands best, another clear vote of confidence from Westminster for the potential and ambition of the region.

Transport has been - and will continue to be - at the heart of that change, a catalyst enabling residents, commuters and visitors to travel across the West Midlands using an integrated network that allows seamless connectivity between modes: bus, rail, Metro, cycling and walking. It will also play a crucial role in realising the future capacity benefits of High Speed 2 and the associated job creation that such unprecedented infrastructure investment brings.

It is vital we have an integrated public transport system fit for the 21st Century that addresses congestion, air quality and capacity and creates a vibrant and thriving region that people in the West Midlands can be proud of. I believe that in the past year we have made great strides to achieve this goal.

The innovative West Midlands Bus Alliance was renewed for a further two years, with a recommitment from all major stakeholders, including private bus operators, councils and other partners to continue raising vehicle, emission, facilities and infrastructure standards, with direct passenger benefit the focus of all improvements.

The new West Midlands Trains franchise, jointly specified by the Department for Transport and the West Midlands Rail partnership of WMCA local authorities, was launched in December 2017. This will secure significant improvements until 2026, including more services, additional carriages, transformation of existing facilities and the development of new stations.

Funding was secured for Midland Metro extensions from Wednesbury to Brierley Hill (£207m) and Edgbaston (£60m) and the past year saw Metro record the biggest rise in passenger satisfaction (92%) in the UK. Patronage also reached 8 million for the first time on the line between Wolverhampton and Birmingham city centres.

During 2018, TfWM will take over the day-to-day running of the Metro, enabling millions of pounds of future profits to be put back into expanding the network which will triple in size over the next decade, with passenger numbers forecast to increase from around 6.5 million at present to more than 30 million.

Through the Swift smartcard, we are at the forefront of public transport ticketing technology with 94,000 regular customers testament to our forward-thinking approach to integrated solutions which this year will see Swift being used for other applications including hiring bicycles and fitness scheme memberships.

Being ahead of the curve, not just through technology, but also in providing new, innovative and practical ways of travel such as the bus-based Sprint rapid transit system being introduced in the coming years, will help the region become an exemplar of transport best practice.

This is more important than ever, and with Coventry being named City of Culture for 2021 and Birmingham hosting the Commonwealth Games the following year, we have a unique opportunity to showcase a world class public transport system the West Midlands can be proud of.

Councillor Roger Lawrence

WMCA Portfolio Lead for Transport

Strategic context

Our overarching ambition is to deliver an integrated transport network which enables a positive change in the lives of millions of people. We aim to build a healthier, happier, better connected and more prosperous West Midlands.

There is a collective desire from all partners and stakeholders to deliver a transport system that will bring both economic rewards through the Midlands Engine for growth, and social benefits, including better quality of life through cleaner air and improved health.

The West Midlands Strategic Transport Plan 'Movement for Growth' sets out our vision and commitment to build a world class, sustainable infrastructure system. The plan is routed in two overarching principles: (1) Ensuring all parts of the West Midlands are 'plugged-in' to the two High Speed Rail stations in the West Midlands and the significant growth and development that is already happening at their locations (2) Steering transport investment into priority corridors for new jobs and homes, to ensure a joined-up approach to support the aims of the Combined Authority's Strategic Economic Plan (SEP).

In line with this plan, the WMCA has an agreed Devolution Deal with Government which, amongst other things, is focussed on making the most of the opportunities High Speed Rail Two (HS2) provides for the West Midlands.

The past year has seen a number of important strategic developments. In May 2017, a Metropolitan Mayor was elected to lead the WMCA. The joint West-East Midlands inter-regional Midlands Connect transport strategy was also published, and a new rail franchise took over the running of West Midlands trains.

The SEP sets out the overarching vision for the region which will be delivered through an aspirational and robust programme to drive and accelerate improvements in productivity and enable the West Midlands to become a net contributor to the UK exchequer, whilst improving the quality of life for everyone who lives and works in the area.

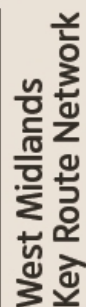
An efficient and resilient transport system as described in the SEP will underpin future economic success – enabling wider labour markets, providing access to skills, education and training, unlocking high-value growth clusters and supporting regeneration and place making initiatives.

Our transport system needs to better serve existing demands and handle future pressures generated through growth and regeneration. Developments across the system must be planned in such a way that network resilience is ensured whilst improvements are delivered. Importantly our transport system must be ready to cope with the increased demand expected in 2021 when Coventry will become the City of Culture for 2021 and when Birmingham hosts the Commonwealth Games the following year.

Network Resilience

The West Midland transport infrastructure needs to be made more resilient if increased capacity and connectivity is to be delivered effectively and efficiently through HS2 and the highways investment programmes. These major infrastructure works are expected to have a significant impact on the West Midland's Key Route Network (WM-KRN).

New devolved powers mean that the Mayor is now responsible for the WM-KRN – a 592km network of key highways across the region. The WM-KRN was defined in 2016 in consultation with the seven West Midlands Metropolitan Authorities and neighbouring highway authorities. It represents 7% of the non-trunk road network in the West Midlands and carries 50% of car, public transport and freight movements.



Major infrastructure investment is expected to bring many significant benefits to the region and unlock regeneration and growth opportunities. However, there is a risk during the delivery period that uncoordinated delivery undertaken by different agencies working in silos could generate significant disruption.

If poorly coordinated, as well as impacting on the ability for the labour market to move freely around the area, it has the potential to affect the manufacturing and logistics operations that underpin the regional economy.

Key achievements in 2017/18

Government, the WMCA and TfWM are committed to delivering co-ordinated infrastructure improvements and ensuring our network remains resilient during the construction period. Our key achievements over the past year in delivering this agenda are set out below.

- The WMCA secured a second devolution deal which outlines Government's commitment to work in partnership with the WMCA (through TfWM) in leading a formal multi-agency collaboration including the Department for Transport, Highways England, Network Rail, HS2 Ltd and other key agencies. This will work to keep the West Midlands open for business and supporting growth during the extended construction period.
- The second devolution deal also secured funding to develop a business case to create a Regional Integrated Control Centre to improve resilience on the road, rail and tram networks.
- Carried out a comprehensive baseline assessment of operational performance and road safety across the region which showed that across the WM0-KRN during the calendar years 2014-2016, a total of 8,125 collisions were recorded and these resulted in 1,398 people being killed or seriously injured. This assessment will inform the highways investment programme.
- TfWM signed up to a Memorandum of Understanding with the Midlands Expressway/M6 toll to support joint working on ways to secure wider use of these roads.

Key priorities for 2018/19 and beyond

TfWM will continue to work towards maximising the capacity and efficiency of the WM-KRN by developing an integrated road network. Its ambition is to improve the performance of the highway through better management and to encourage collaboration by forming a single view of highway improvement investments across our region's local authorities. Key priorities which will support TfWM to deliver this ambition are outlined below:

- TfWM will publish a Congestion Action Plan in 2018/19 which will help inform the investment programme and outline key tasks to tackle congestion over the next three years.
- TfWM will develop a Highways Investment Package for those scheme which are unfunded through the National Highways Investment Plan e.g. HS2 Connectivity Packages. The delivery of this package will support improvements in capacity and inclusive economic growth by connecting our residents to housing and employment opportunities.
- TfWM will develop our operational capabilities over the next 12 months to further support the management of the highways and investment programme. This will involve building a Network Resilience Team and developing staff through training and development opportunities.
- A new road safety strategy will be launched next year. This strategy will set out an ambitious target to reduce the number of road traffic accidents which lead to a

fatality and/or serious injury by 40% within 10 years and will inform the WM-KRN investment programme.

- The network emergency plan will be updated to include the WM-KRN.
- During periods of disruption public communications will be highly sensitive and will need to be handled clearly and consistently across all partners. Over the next 12 months a robust communications plan will be developed and put in place.
- The Combined Authority will ensure there is a joined-up approach to planned works by third parties across local authorities through collaborative permit schemes.

Explore options to provide CCTV services to other local authorities within the region. Where TfWM is already providing CCTV functions to local authorities it has improved safety, reduced crime and reduced costs.

- TfWM will work to ensure the WM-KRN is equipped for the Coventry City of Culture 2021 and the Commonwealth Games in 2022 in terms of temporary capability and capacity.
- A M6 optimisation study will be completed and work will continue with central Government over potential ways to secure wider use of the M6 toll.

Rail

TfWM aims to deliver rail services that provide the connectivity and capacity to drive economic growth, and support future rail and wider investment programmes, particularly HS2, whilst meeting current and future market needs. TfWM aims to create a structure for the delivery of rail services that is truly focused on the needs of the West Midlands, promotes partnership working across all authorities with strong local accountability, and allows the benefits of rail to be spread across the whole region.

Key achievements in 2017/18

2017/2018 has been a landmark year for rail as demonstrated by the achievements set out below.

- The commencement of the new West Midlands rail franchise in December 2017 marked a key milestone for West Midlands Rail (WMR) and its partner authorities. The creation of the WMR partnership will enable local authorities from across the wider West Midlands region to have a significant influence on the specification and delivery of local train services.
- Following the establishment of the franchise, a great amount of work has gone into creating a joint TfWM and WMR team. This has involved pulling all rail initiatives together to create one strong rail team and publishing a Single Network Vision for rail covering the passenger experience, all operator stations and services across the region to support collaborative working.
- A new 'West Midlands Railway' brand has been developed by the WMR partnership to create a tangible regional identity and an instantly recognisable brand. Over the next 12 months further work will be completed to develop the WMR brand and it will be rolled out across the WMR network.
- 2017/18 saw the beginning of feasibility studies for new stations at Moseley, Kings Heath, Hazelwell, Brierley Hill and West Midlands Safari Park.
- 2017/18 also saw the establishment of The West Midlands Station Alliance (WMSA) between Network Rail, WMR and the train operator in 'Shadow' form. The partnership will work together to develop stations so that they better serve communities and support the wellbeing and development of the areas they serve.

Key priorities for 2018/19 and beyond

- Over the next year the WMR Rail Investment Strategy will be refreshed. This will be an all-encompassing document to focus rail investment and development in the region, and will reflect the Midlands Connect strategy, which is focused on both highway and rail connectivity linkages across the East and West Midlands.
- Feasibility studies regarding the introduction of rail services for Camp Hill and Willenhall, Darlaston will be completed during the summer of 2018.
- Work will continue on the scheme to redevelop University Station. This is now one of the region's busiest stations, with over 3 million passengers a year, and growth is set to continue alongside the continued expansion of Birmingham University and the adjacent Queen Elizabeth hospital.
- Work will continue to develop a proposal for a new entrance to improve access to Birmingham's Snow Hill station and connection with the Metro by 2019.
- Following Birmingham's successful bid to host the 2022 Commonwealth Games work will begin to develop much needed enhancement at Perry Barr station, which will serve the athletes village and nearby stadium. In future years we will work to develop enhancements at the nearby Aston and Witton stations.

Bus and Bus Alliance

Over eight out of ten trips made on public transport in the West Midlands are made by bus, accounting for over a million journeys each weekday. The bus plays an indisputable role in supporting inclusive economic growth in the region by connecting employers and businesses to labour markets and local people to essential services and facilities, as well as to other transport modes. During 2017/18 significant progress has been made in terms of developing and upgrading the bus network as demonstrated by the key achievements outlined below.

Key achievements in 2017/18

- The Bus Alliance has been refreshed to ensure it is structured in a way to deliver future objectives aligned with the wider economic goals for the region.
- Robust emergency planning processes are now in place and final testing and delivery of the Network Emergency Plan was completed working with the regional resilience teams.
- A proposal was developed for a Park and Ride facility at Longbridge which provided limited expansion with a limited budget. Through a visionary review of the proposal a scheme has now been developed and approved for a 644 space facility which supports regional resilience, increased train capacity, and supports modal shift and congestion reducing measures.

The scheme has received policy support for charging customers to offset the cost of the build. This bold scheme is unlike any other that has been delivered through the public sector in the West Midlands to date.

Key priorities for 2018/19 and beyond

Reviewing bus policy delivery options

In 2017 the Government passed new legislation through the Bus Services Act providing new powers and opportunities for way in which bus services are operated in England.

The legislation strengthens the arrangements for partnership working between local authorities and bus operators, introduces new enhanced partnership arrangements, and allows bus franchising powers for areas with an elected Mayor.

TfWM will be working with all district transport teams, bus operators and the West Midlands Bus Alliance to review the delivery options available for improving bus services across the region to achieve the Bus Alliance targets for passenger increases.

The review will look at the methods and cost of delivery, and assess the benefits and risks associated with each option, exploring if different options might work better for different services.

Ring and Ride review

Accessible transport and community transport have long been an essential and pivotal part of ensuring access to health services, retail services and community services for many across our region through Ring and Ride. This service provides a lifeline to many who cannot access mainstream transport.

TfWM have commissioned a review of Ring and Ride services as the market and needs of residents have evolved. This review will look for opportunities for growth, synergies for further integration of the transport network, and ensure that the residents of the region continue to get value for money from the accessible transport network. The work will be undertaken in partnership with the Accessible Transport Group and the districts over the next year.

Review of tendered network and contracts

TfWM tenders over 10% of all bus services across the Combined Authority area at a total cost of around £8m per annum. There is increased pressure on the subsidised network because of the commercial bus network reductions in patronage, increased journey times and the cost of improving emission standards. There are also increasing demands to review the bus network to see where it can assist with competing effectively with the private car.

The tendered bus network will be reviewed against the current access standards – providing residents in built-up areas with access to a minimum of an hourly bus service to a main centre between 7am and 7pm Monday to Saturday subject to minimum passenger numbers – and against the commercial bus network, rail and Metro to see if the investment of the Combined Authority provides the best possible passenger outcomes in helping to meet access to jobs, health and education at the right destinations.

Bus contracts review

During 2018 we will review our tendered bus contracts to ensure they reflect the current operating environment and legislative changes. This will include such elements as improved monitoring and data provision, vehicle standards, improved safety and security and incorporation of branding requirements.

Bus station review

The WMCA operates 12 bus stations in the region, many of which are owned by the Authority. Some of the stations have been upgraded to provide world class transport interchanges such as Wolverhampton, Stourbridge and Cradley Heath, whilst others have recently, or are in the process of scheme development such as Bearwood and Dudley.

Additional reviews of facilities are being undertaken in Coventry with the City Council, and a mid-life refurbishment will be carried out this year in Walsall.

The review will additionally look at commercial opportunities across all of the sites, operational management procedures and customer interface, as well as considering how effectively bus station procedures could be applied to some on-street facilities, where local

authorities are seeking greater management of bus operations such as Solihull and Sutton Coldfield.

Estate delivery plan

TfWM manages a large estate on behalf of the WMCA including 12 bus stations, 39 Park & Ride sites, two travel centres and a substantial infrastructure estate across the bus and Metro network, including 5,000 bus shelters and 12,200 bus stops. During 2018/2019 TfWM will develop its first estate delivery plan to support the direction of future strategies in the region.

In more recent times travel shops and travel centres have reduced in number around the country as more services switch to online and digital. As these centres come under threat of closure from National Express, TfWM will review its wider customer delivery plan to see how we can best use our people and resources to deliver the most extensive customer service across the network.

Customer experience will be improved as the shelter estate is renewed across the network and sites are upgraded to digital, this will also help to stabilise the income stream.

The delivery plan will look to align this investment to the Bus Alliance and ensure that as investment is made in infrastructure, it supports the improvements in customer experience that the Bus Alliance is seeking.

Asset management review

The transport assets of TfWM (excluding Metro) are a part of a wide ranging portfolio including stops, shelters, RIT, CCTV, car parks, bus stations, information boards, travel shops and other infrastructure.

The system required to manage and maintain the assets needs to be reviewed to ensure that it provides an easy to use management tool which also links to works order requirements and fulfils the necessary processes of a 21st Century asset management and monitoring tool.

Options for asset management packages will be considered and procured through this process.

Health and Safety

A new WMCA health and safety strategy will be launched to support the growing WMCA functions and to progress improvements in Health and Safety performance, and promote a holistic approach to organisational Health and Safety.

The strategy will engender a culture whereby Health and Safety is integrated into all WMCA operational activities where all employees actively participate in and support the advancement of our Health and Safety practices, shared aims and objectives.

A core aim is to ensure that high standards of Health and Safety management are achieved and that Health and Safety is integral to the WMCA's wider objective of building a healthier, happier, better connected and more prosperous West Midlands.

However, a key challenge for 2018 will be to understand the implications of the wider WMCA agenda in order to ensure that appropriate governance, management systems and, critically, resources are sufficient in respect to Health and Safety.

Park and Ride

We will work to deliver an expansion in Park and Ride facilities in the region supporting an objective to add a further 3,000 spaces to the Park and Ride estate by 2021.

During 2018-2019 the expansion of Longbridge Park and Ride will be delivered and opened, and further schemes will be developed in partnership with local authorities, rail, Sprint and bus.

New Park and Ride sites will be investigated across the WMCA region in partnership with relevant organisations and temporary Park and Ride facilities for major events and links will also be developed.

Metro

2017 saw the Midland Metro carry over eight million passengers in a 12 month period for the first time ever, demonstrating how crucial developing the Metro network is to public transport in the region. Over the past 12 months significant progress has been made in terms of developing the network as demonstrated by the key achievements outlined below.

Key achievements in 2017/18

- A new wholly-owned subsidiary, Midland Metro Ltd has been established to take over the day-to-day operations of the Midland Metro light rail system from National Express. This will allow profits to be reinvested back into the network providing better value for tax payers.
- In a first for the UK, the West Midlands will introduce trams capable of running using overhead lines or batteries. The first modified tram was delivered to Metro's depot in Wednesbury and the modification of the remaining 20 trams will take place over the course of 2018/9 in time for the modified vehicles to go into service on the 'catenary free' Wolverhampton and Centenary Square extensions in 2019.
- The WMCA secured £250m over four years from the Transforming Cities fund to be spent on local transport priorities. This will enable the WMCA to fund the Wednesbury to Brierley Hill Metro extension. This extension will integrate the new Dudley Bus Station and proposed Canal Street extension and part of its route will run along the former South Staffordshire Railway. Talks have begun with Network Rail over the possibility of transferring the redundant sections of the railway that are required for the Metro extension to WMCA ownership.
- The WMCA committed to providing funding for the Wolverhampton Interchange project. The Interchange will create a new railway station connected to an extended tram network via new stops outside the railway and bus stations. Alongside improving transport links the programme will support the regeneration of Wolverhampton City Centre.
- The Birmingham City Centre extension works have been completed and the access between St Chad's tram stop and Queensway is now open to the public.
- Track replacement and upgrade work on Bilston Road in Wolverhampton, to ensure the track is ready for the modified 'catenary free' trams in 2018, has been completed on time and to budget.
- The first phase of the Wolverhampton City Centre extension work was completed on time ensuring that the rest of the extension can be completed with minimal disruption to the operation of Line One.
- Government funding of £59m was secured for the Birmingham Westside extension that will take Metro from its existing terminus at Grand Central in stage via Victoria Square, Centenary Square and Five Ways to the Hagley Road. Construction of the main tramway works has commenced between Pinfold Street and Centenary Square.
- The Public Inquiry into the Birmingham Eastside extension, a short street running tram route that will run between Bull Street and Digbeth was successfully held with all objections addressed before the Inquiry.
- The Midland Metro Alliance's Development Team won Team of the Year at the prestigious Global Light Rail Awards.

Key priorities for 2018/19 and beyond

- Very Light Rail (VLR) utilises lightweight technology to create a low-cost, lightweight tram that is capable of on-street and negotiating tight corners. Coventry will be the initial area of exploration for a publically operating modern system and the first application will be tested and developed over the next 12 months. We are looking at options to accelerate the scheme so that VLR will be operational by 2021 in time for Coventry City of Culture.
- Work will progress to accelerate the Wednesbury Brierley Hill extension with a view to becoming operational in time for the Commonwealth Games in the summer of 2022. This will involve structural investigation, utility diversion work, preparing for the public enquiry and developing proposals for the transfer of ownership of the South Staffordshire Line from Network Rail to the WMCA.
- Construction work will continue on the Westside extension with a view to opening the first phase to Centenary Square in 2019. Utilities and enabling works will be progressed on the second phase between Centenary Square and Hagley Road, including works to strengthen the canal bridge on Broad Street.
- Phase 2 of the Wolverhampton Interchange Programme will commence in 2018 with work due to be completed within 12 months. Phase 3 will take place once the reconstruction of Wolverhampton Station has sufficiently progressed to allow the Metro infrastructure to be installed in the new station forecourt.
- Over the next year we will progress with the detailed design work for the Digbeth Eastside Metro extension and we will submit a Final Business Case to the Department of Transport. Further work will be completed to investigate the integration of the Metro, bus and coach facilities and we will continue to liaise with HS2 around the design of the interface with Curzon Street station.
- We will continue to develop the preliminary design work and outline business case for the East Birmingham Solihull Metro extension. As part of this our Development and Delivery team will progress the economic case for the East Birmingham to Solihull Tramway to reflect the wider regeneration and development opportunities along the corridor.

This extension will link growing residential areas and key community destinations such as St Andrews, Bordesley Green and Heartlands Hospital with existing and new growth areas including Curzon HS2, Paradise Circus and Brindleyplace. The scheme will link people in the east of the city to major centres for employment and the future jobs and growth hubs in the Birmingham City Centre Enterprise Zone and UK Central.

- In order to operate the extended Metro network TfWM will need to increase its fleet size by approximately 50 trams. During 2018 we will launch the procurement of the new, 3rd Generation trams with a view to awarding the tram supply contract in 2019.
- To operate the trams additional depot facilities will be required together with upgraded control and communications systems. These will need to be procured, delivered and commissioned in parallel with the procurement of the trams. TfWM will launch the procurement of the systems and depot facilities upgrades in 2018 with a view to awarding the new systems supply and depot upgrade contracts concurrently with the award of the tram supply contract.
- Midland Metro Limited will take over responsibility for the operation and maintenance of the Midland Metro network from National Express. This will see staff TUPE across from National Express to Midlands Metro Ltd and support, in the medium term, profits being reinvested back into the network providing better value for tax payers.

With the transfer of operation of the network to Midland Metro Limited, TfWM will relaunch the network under the new customer facing brand of West Midlands Metro.

Customer experience

Public transport is a consumer choice as much as any other product and in order to support the delivery of a healthier, happier, better connected and more prosperous West Midlands we must work tirelessly to provide a customer experience that meets the expectations of our citizens.

The Combined Authority and TfWM are committed to creating an integrated transport network that enables a positive change in the lives of millions of people. A critical element of this is the use of intelligent transport systems to give people the right information to enable them to make the right decisions. The West Midlands has the largest real time passenger information (RTPI) outside of London and this is just one element that is helping to improve the customer experience.

Key achievements in 2017/18

2017/18 has seen significant progress made against ambitions to improve customer experience, and some of the key achievements are highlighted below:

- As part of efforts to support young people and encourage use of public transport, 2017/18 saw the launch of the Apprentice Scheme. This offers 16 to 18 year-olds not in full time education a 50% fare reduction across rail, bus and tram services.
- At the request of customers the 'Baby On Board' scheme was launched which supports pregnant women travelling by public transport by providing a badge that encourages other passengers to offer them a seat. This demonstrates TfWM's ability to listen to customers and deliver solutions quickly.
- 2017/18 has seen the wider rollout of Swift onto the rail network with all nTrain and nNetwork direct debit customers now using a Swift card, including those travelling from as far away as Shrewsbury and Northampton. Through these enhancements we now have over 16,000 regular Swift card holders using the railway.

The introduction of child ticketing onto Swift means children now have access to secure ticketing that can easily be replaced if lost and access to a much wider network of retail opportunities, including online. This has been hugely popular and has helped to significantly grow Swift in terms of take-up and usage, with 94,000 customers now regularly using Swift and undertaking around 3.6 million journeys per month.

The introduction of Swift vending at Wolverhampton Bus Station has allowed people to obtain a Swift card and purchase Swift tickets outside of the usual opening hours of the Travel Information Centre. This has been a significant technical and commercial success and will be rolled out to a further 20 machines across the network.

Key Priorities for 2018/19 and beyond

TfWM will continue to work towards delivering an integrated intelligent transport system that will enable a positive change in the lives of millions of people. Key priorities which will support us to deliver this ambition are outlined below:

Defining an integrated transport system

TfWM will continue to work with all stakeholders to define and deliver an integrated transport system that can enable a positive change in the lives of millions of people, and support the economic growth and prosperity of the region. TfWM aims to improve journey times by delivering high-quality, reliable local bus services, integrated frequent rail and rapid transit lines with hassle-free interchange and ticketing. This will transform the ability of people to access a wide range of job opportunities and enable a thriving economy.

TfWM's ambition for an integrated transport network will incorporate connectivity between different transport modes, integrated timetabling and connections, smart ticketing supported by contactless and best value capping with easier access to travel information especially when things go wrong.

Brand roll out

Commencing in 2018 TfWM will roll out the largest regional transport brand outside of London and begin the process of building trust and confidence in TfWM as a customer centric organisation. This will further support the ambition to deliver an integrated transport system.

Improving access to information

TfWM will develop the next generation of the website to allow customers to have a single view of the network and use this to keep them informed of any changes to the network as the significant investment in the region evolves.

As part of this, TfWM will look to further enhance the availability and reliability of real time information and makes this consistent with all other channels of customer communication.

Transport is a key aspect of delivering the future vision for the region and to support our increasing commitment to the customer TfWM will develop an integrated customer contact centre for the Combined Authority with a single point of contact for customers. As part of this TfWM will embed a multi-channel front door approach to improve access to information for customers. This will involve the better utilisation of available technologies such as machine learning to ensure the information available online to customers is the most relevant it can be. This will support the Mayor's ambition to be as transparent as possible.

Swift

Over the course of 2018/19 TfWM will further develop Swift by working towards developing a comprehensive West Midlands-wide enhanced contactless 'Oyster' style ticketing and payments scheme on the bus network which will introduce fare capping to ensure customers always pay the optimum fare.

Through West Midlands Trains, there will be significant investment in smart infrastructure on local rail network that will see each station equipped with Swift enabled validators and ticket vending machines. This will allow us to roll out more rail tickets onto the Swift system including season tickets for those not using the direct debit scheme and potentially Pay-as-you-go.

Swift will also diversify into different modes and sectors with 2018/19 likely to see Swift as a payment method to hire bikes, pay for parking and also a pilot for Swift taxi payments. Furthermore, Swift will be merged with other cards provided by Local Authorities such as the WV Active leisure card in Wolverhampton which will mean that customers will be able to access leisure with the same card they use on public transport.

Development and Delivery

TfWM are committed to utilising an evidence based approach to developing transport projects, which ensures alignment with strategic direction as established with 'Movement for Growth' and its associated ten year delivery plan. TfWM work collaboratively with partners to take forward the development and delivery of transport projects which deliver an integrated and sustainable transport network which meets the needs of those who live, work, invest and visit our region.

Key achievements in 2017/18

Significant progress has been made over the past 12 months, highlights of our achievements are outlined below:

- Work was completed to define the region's Key Route Network and studies were carried out for the 23 corridors across the West Midlands Metropolitan Area.
- Work has progressed to define the Sprint network and develop the provision of 18 metre street-running vehicles. Sprint is a bus-based rapid transit mode which will deliver improved public transport journey times, greater reliability, a higher-quality and greener public transport environment and easier access to transport for our communities.
- A joint proposal has been developed to upgrade Dudley bus station to include a Midland Metro interchange, as part of the Metro extension to Merry Hill. This will integrate the Wednesbury to Brierley Hill Metro Extension and Dudley Town Centre regeneration proposals.
- The award-winning WorkWise project has moved to an online platform to continue supporting people back into employment. The scheme offers free public transport tickets and expert journey planning advice to Jobseekers.
- A common approach for a West Midlands bike share scheme has been developed and agreed for the West Midlands Metropolitan Area.
- A number of walking and cycling programmes have been delivered in partnership with Cycling UK and Living Streets.
- Successful delivery of the 2017/18 Minor Works programme including asset management programmes.

Key priorities for 2018/19 and beyond

TfWM have a number of key priorities for 2018/19 which focus on taking priority transport projects through the development and delivery lifecycle and are set out below. A number of the transport projects being progressed are of a significant scale and therefore work will continue on these beyond 2018/19 and into future years.

- TfWM will deliver the 2018/19 Capital Programme including asset maintenance and upgrades to the network which support capacity enhancement and network resilience.
- TfWM will continue to progress the business cases through the development and approvals for priority Sprint routes that will support the Commonwealth Games so that the projects can advance to the design stage. As part of this TfWM will explore the operator and commercial models required for the successful delivery of Sprint routes.
- TfWM will progress the detailed design of Dudley Interchange to support the wider regeneration and growth objectives of Dudley Town Centre through the provision of a world class interchange with Metro.

- TfWM will continue to work with our partners on developing the proposals within the HS2 Growth Strategy including the HS2 Connectivity Package which will ensure that the benefits of HS2 and associated growth are maximised within the West Midlands.
- TfWM will progress with Local Authority partners a delivery approach to ensure that TfWM can respond to the scale and pace of required infrastructure delivery across the West Midlands.
- TfWM will develop the Local and Cycling Infrastructure Plan (LCWIP) in conjunction with Local Authority partners.
- TfWM will deliver the second Managing Short Trips (MST) initiative for improving cycling infrastructure in the Black Country following the successful delivery of the initial investment programme.
- TfWM will implement the very first West Midlands wide Bikeshare scheme which will be integrated to Swift ticketing for seamless integration into transport networks.

Policy, Strategy and Innovation

TfWM is committed to ensuring its policy and strategy are rooted in a strong evidence base alongside ensuring the performance management of the transport system is data-driven. TfWM works to ensure that developments in technology and innovation are encouraged and harnessed effectively to ensure the West Midlands develops a transport system which is fit for the future.

Key achievements in 2017/18

Significant progress has been made over the past 12 months, highlights of achievements are outlined below:

- The first 10-year delivery plan of the long-term strategy - 'Movement for Growth' has been approved and published. The plan sets out our transport investment plans which have been worked up with local authorities.
- Transport performance dashboards have been established covering the Mayor's manifesto commitments and to support delivery.
- The strategic case and evidence base for the devolution of Moving Traffic Contraventions has been developed and presented to Government. Local enforcement of moving traffic contraventions will enable TfWM to better combat dangerous manoeuvres, improve road safety and reduce congestion.
- TfWM successfully bid for grant funding from Government to support a £31 million project to upgrade testing infrastructure for connected and autonomous vehicle (CAV) technology. This will help ensure that the West Midlands operates as a major hub for CAV development and the supporting technology.

Key priorities for 2018/19 and beyond

TfWM has a number of key priorities for 2018/19 which focus on improving intelligence, intelligent mobility, air quality, and policy and strategy development as outlined below. Due to the scale of the work programmes it is unlikely full delivery of these priorities will be achieved in 2018/19 and work will continue to be progressed through to 2020/21.

Improving our intelligence

- TfWM will complete the successful in-housing and relevant procurement of the transport, planning and environment Joint Evidence and Data Initiative. The contract encompasses local transport plan surveys, traffic surveys, accident data,

planning development, the spectrum system and the PRISM model. PRISM is a strategic transport model that helps inform transport policy and related decisions in the Metropolitan area. Data collection, whilst focussed on transport modelling and analysis, is already collecting planning, transport, demographic, infrastructure, safety and economic data, and will be increasingly used to inform the wider policies and strategies of the Combined Authority over the coming years.

- A single framework will be developed to enable monitoring and evaluation practices to be undertaken centrally in a cost effective best value service. This will support evidenced based decision making moving forward.

Intelligent Mobility and Connected Autonomous Vehicles

- TfWM will continue to develop and trial Mobility as a Service (MaaS). MaaS allows customers to have all of their comprehensive transport services available through an app. We will work with Government to develop standards and tools to support the exploitation of MaaS systems.
- TfWM will complete an exercise to scope where the largest potential markets are for Demand Responsive Transport (DRT). DRT is a bus or, more often, a minibus service that varies its route in response to pre-arranged customer demands. This scoping exercise will look at how DRT might impact existing transport provision and potential exploitation strategies.
- TfWM will continue to focus on delivering the UK Central CAV Testbed. This will involve building on existing planned infrastructure developments, the region's innovative manufacturing base and the wealth of research and development capabilities within the academic sector. First steps will be to develop an operating model and ensure there is ongoing research and development support in place.

Air quality and low emissions

- Poor air quality is a major issue in the West Midlands with most of the region designated an Air Quality Management Plan. TfWM will work with others to develop a Joint Air Quality Transport Action Plan which will focus on reducing transport's impact on the environment and cutting carbon emissions.
- TfWM will develop a clear single view of what infrastructure investment and other actions are needed to ensure the West Midlands has the appropriate skills, infrastructure and energy supply available to the support the exploitation of new low emission vehicle technologies.

Policy and Strategy Development

- A review of the current provision of accessible transport has been undertaken. Over the next 12 months TfWM will develop a collaborative approach with existing suppliers and potential new suppliers to improve outcomes for all who are not able to access conventional private or public transport services for access to employment, services and training.
- TfWM will carry out a collaborative piece of work to explore unified approaches to taxi licencing through a single set of standards which reflects current and future operational, commercial and vehicle issues.
- TfWM will complete a social policy review which will inform updates to the Combined Authority's policies for transport and young people, inclusion, health and social need.
- TfWM will work towards developing a detailed case for a third devolution deal. This work will focus on developing the case for new asks and better evidenced cases for asks which have previously failed.

Governance

This annual plan has been approved by the West Midland Combined Authority's Board. Delivery against the plan will be scrutinised on a quarterly basis by the Combined Authority Board. A full list of deliverables which will be used to monitor delivery against the plan are provided in Appendix B.

Appendices

Appendix A: Finances

Appendix B: Monitoring and Delivery

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TRANSPORT DELIVERY COMMITTEE				
COMMITTEE MEETING		REPORT AND AUTHOR	AGENDA SETTING MEETING	
<i>Date of Meeting</i>	<i>Date Final Reports to be submitted to Governance Services</i>		<i>Date of Meeting</i>	<i>Date Reports to be submitted to Governance Services</i>
14 May 2018	2 May	<ul style="list-style-type: none"> • Rail Business Update Malcolm Holmes (Tom Painter) • Park and Ride Update Pete Bond (Peter Sargant) • Safer Travel Update Anne Shaw (Mark Babington) • Bus Alliance Update Pete Bond (Edmund Salt) • Financial Monitoring Report Sean Pearce (Linda Horne) • Capital Programme Delivery Monitoring Report Laura Shoaf (Sandeep Shingadia) • Midlands Connect Update Maria Machancoses • WBHE Update Phil Hewitt (Peter Adams) • Metro Public Service Contract Phil Hewitt (Carl Williams) 	30 April	25 April

TRANSPORT DELIVERY COMMITTEE

COMMITTEE MEETING		REPORT AND AUTHOR	AGENDA SETTING MEETING	
<i>Date of Meeting</i>	<i>Date Final Reports to be submitted to Governance Services</i>		<i>Date of Meeting</i>	<i>Date Reports to be submitted to Governance Services</i>
		<ul style="list-style-type: none"> Bus Stop Rationalisation – Feedback from trial and way forward Pete Bond (Jon Hayes) 		
11 June 2018	31 May	<ul style="list-style-type: none"> Metro Business Update Phil Hewitt (Sophie Allison) Cycling and Walking Update Sandeep Shingadia (Claire Williams) Customer Services Performance Update Steve McAleavy (Sarah Jones) Metro Investment Programme Phil Hewitt 	25 May	22 May