



## Transport Delivery Committee

**Date:** Monday 11 June 2018

**Time:** 1.15 pm **Public meeting** Yes

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

### Membership

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

The quorum for this meeting is seven members

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

**Contact** Wendy Slater, Senior Governance Services Officer  
**Telephone** 0121 214 7016  
**Email** [wendy.slater@wmca.org.uk](mailto:wendy.slater@wmca.org.uk)

# AGENDA

No.	Item	Presenting	Pages	Time
<b>Meeting business item</b>				
1.	Apologies for absence	Chair	None	
2.	Declarations of Interest Members are reminded of the need to declare any disclosable pecuniary interests they have in an item being discussed during the course of the meeting. In addition, the receipt of any gift or hospitality should be declared where the value of it was thought to have exceeded £25 (gifts) or £40 (hospitality).	Chair	None	
3.	Chair's Remarks (if any)	Chair	None	5 mins
4.	Minutes of the last meeting	Chair	1 - 6	5 mins
5.	Matters Arising	Chair	None	5 mins
6.	Correspondence/ Petitions	Chair	None	
7.	Clarification of National Express WM's consultation process on network reviews	National Express	7 - 8	10 mins
8.	Metro Operations Business Update Report	Sophie Allison	9 - 16	10 mins
9.	Midland Metro Conditions of Carriage	Phil Hewitt	17 - 28	5 mins
10.	Presentation : Metro Public Service Contract	Phil Hewitt	None	15 mins
11.	Midland Metro Wednesbury to Brierley Hill Extension Update	Phil Hewitt	29 - 34	10 mins
12.	Customer Services Performance Report	Sarah Jones	35 - 42	10 mins
13.	West Midlands Cycling Charter Progress	Hannah Dayan	43 - 64	10 mins
14.	West Midlands Stations Alliance Update	Toby Rackliff	65 - 68	15 mins
15.	Park and Ride Update	Babs Spooner	69 - 82	15 mins
16.	Notices of Motion To consider any notices of motion by the deadline of 12 noon on 7 June 2018.	Chair	None	

17.	Questions To consider any questions submitted by the deadline of 12 noon on 7 June 2018 for written questions and 12 noon on 8 June 2018 for oral questions.	Chair	None	
18.	Forward Plan	Chair	83 - 84	
19.	Date of Next Meeting -16 July 2018 at 1.00pm (TBC)		None	

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## WEST MIDLANDS COMBINED AUTHORITY

### Transport Delivery Committee

Monday 14 May 2018 at 1.00 pm

#### Minutes

#### Present

Councillor Richard Worrall (Chair)	Walsall Metropolitan Borough Council
Councillor Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Pervez Akhtar	Coventry City Council
Councillor Robert Alden	Birmingham City Council
Councillor Adrian Andrew	Walsall Metropolitan Borough Council
Councillor Mohammed Fazal	Birmingham City Council
Councillor Mohammed Hanif	Dudley Metropolitan Borough Council
Councillor Kath Hartley	Birmingham City Council
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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 David Stanley	Dudley Metropolitan Borough Council
Councillor David Welsh	Coventry City Council

#### Item Title No.

#### 134. Apologies for absence

Apologies for absence were received from Councillor Davis

#### 135. Chair's Remarks

##### (i) Councillor Lawrence and Transport Delivery Committee

The Chair reported that he met with the WMCA Portfolio holder for Transport, Councillor Roger Lawrence, recently who had expressed an interest in matters being considered by this committee and indicated that he would look to attend a future meeting of TDC if possible.

##### (ii) Managing Director of Wolverhampton City Council

The Chair informed the committee that the Managing Director of Wolverhampton City Council, Keith Ireland, who had played a key role in establishing the WMCA, would be leaving his post to take up the new position of Chief Executive at Lincolnshire County Council.

#### 136. Minutes of the last meeting

The minutes of the meeting held on 9 April were agreed and signed by the Chair as a correct record.

**137. Matters Arising**

(i) Accessible Transport Report (*Minute no. 119 refers*)

In relation to the enquiry made by Councillor Richards with regards to a better location for service 89 in Balsall Common, Jon Hayes, Head of Network Delivery reported that work is still on-going in trying to find a suitable location for the service

(ii) TfWM Infrastructure Update (*Minute no. 127 refers*)

In relation to discussion at the last meeting regarding charging for toilet facilities, Councillor Horton sought re-assurances that a report on the matter would be submitted to a future meeting of this committee. Jon Hayes, Head of Network Delivery advised that a report would be submitted to the committee in due course.

**138. Minutes of the Bus Shelter Appeals Decision Group held on 12 April 2018**

The minutes of the Bus Shelter Appeals Decision Group meeting held on 12 April 2018 were noted.

**139. Presentation : Midlands Connect Update**

The committee received a presentation from the Director of Midlands Connect, Maria Machancoses that provided an update on the work of the partnership. The presentation outlined the priorities of Midlands Connect for 2018/19; the Midlands Railway Hub, the Midlands Motorway Hub and the ambition for smart ticketing across the Midlands.

In relation to an observation from Councillor Huxtable that the rail programme outlined for the Midlands Rail Hub did not appear to be aligned to the rail programme detailed in the Rail Business Report, the Director of Midlands Connect explained that the two were aligned and advised that the Midlands Rail Hub looked beyond the term of the West Midland franchise and was considering all possible long term options.

Councillor Horton, Lead Member for Rail and Metro, considered it would be helpful if the Director of Midlands Connect could attend a Rail Lead Member Reference Group meeting to focus on the Midland Rail Hub. Maria Machancoses, reported that she would be happy to attend such a meeting.

The Chair thanked the Director of Midlands Connect for her informative presentation and it was agreed that Maria Machancoses would provide a further update to the committee at the end of the year.

Resolved: That the presentation be noted.

**140. Safer Travel Update**

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

Mike Sayers, Safer Travel Officer and Antony Sloan, Safety and Security Officer were in attendance to present the report.

The Chair commented that Walsall MBC had benefited from moving its CCTV system into the TfWM Control Centre financially and with regards to service improvement and urged members to encourage their local authority to engage with Mark Babington and his team to move its CCTV systems into the TfWM Control Centre if it had not already done so.

Resolved:

1. That the details of the report be noted and
2. That the overall current crime trends as set out in paragraphs 3.1-3.14 of the report be noted.

**141. 2018/ 19 Child Concessions Travel Scheme & Reimbursement Arrangements**

The committee considered a report of the Swift and Concessions Scheme Manager that sought approval for the changes to the Child Travel (Bus) Concessions Scheme and the Child Travel (Bus) Concessions Reimbursement Arrangements documents and their publication to effective from 1 August 2018 to 31 July 2019 inclusive.

The Head of Swift, Matt Lewis, was in attendance to present the report.

In relation to an enquiry from Councillor Alden regarding reimbursing operators the equivalent to a full adult fare for 16- 18 year old apprentices and trainees and whether TfWM has looked at the reimbursement rate for similar schemes elsewhere in England, the Head of Swift reported that this area has been examined however, it was felt that operators in the West Midlands would charge the full adult fare in the absence of a scheme.

Resolved:

1. That the amendments to the Child Travel (Bus) Concession Scheme and the Child (Travel) Concession Reimbursement Arrangements to incorporate 16 to 18 year old apprentices and trainees be approved and
2. That the publication of an amended 2018/19 Child Travel (Bus) Concession Scheme and the Child Travel (Bus) Concessions Reimbursement Arrangements to incorporate the enhanced eligibility be approved.

**142. Financial Monitoring Report**

The committee considered a report of the Head of Finance and Business Planning that set out the full expenditure for 2017/18, subject to audit and is the final monitoring position of the Combined Authority's Transport Delivery Revenue and Capital Budgets.

Wayne Farrington, Lead Accountant -Transport, was in attendance to

present the report.

Resolved:

1. That the final revenue expenditure outturn for 2017/18 subject to audit shows a favourable variance of £409,000 compared to budget and a minor adverse variance of £11,000 against the full year favourable forecast of £420,000 be noted;
2. That the total capital expenditure to the end of March 2018 within the overall transport programme was broadly in line with the budget of £67 million be noted and
3. That the treasury indicators are within the expected range and there are no issues to highlight be noted.

**143. Capital Programme Delivery Monitoring Report**

The committee considered a report of the Director of Development and Delivery that provided a progress monitoring update on the approved TfWM led 2017/18 programme and projects.

Alison Peckmore, Project Delivery Manager, was in attendance to present the report.

Councillor Holl-Allen noted that the delivery confidence assessment for all projects for 2017/18 in Capital Programme was green and conveyed her congratulations to the team.

Resolved:

1. That the achievements since the April 2018 meeting of the Transport Delivery Committee be noted;
2. That progress of deliverables under the 2017/2018 Capital Programme be noted and
3. That it be noted there are no variations from the baseline programme be noted

**144. Bus Alliance Update**

The committee considered a report of the Network Development Manager that reported on matters relating to governance, operation, delivery and performance of the West Midlands Bus Alliance.

Jon Hayes, Head of Network Delivery, presented the report and updated the committee on the West Midlands Bus Alliance deliverables referred to in Appendix 1 of the report.

In relation to an enquiry from Councillor Lal as to whether a bus area ticket for Birmingham could be introduced similar to the area tickets for the Black Country and Coventry, the Head of Network Delivery reported that he would look into the matter and respond to Councillor Lal.



## **Councillor Huxtable in the Chair**

In relation to comment from Councillor Akhtar regarding the age of the bus fleet operating in Coventry and an enquiry as to when the City could expect to see new buses, the Head of Network Delivery reported that TfWM was looking into submitting a bid as part of the low emissions fund in Coventry and further details follow in due course.

Resolved :

1. That the contents of the report and the current status of the West Midlands Bus Alliance be noted and
2. That a report on the West Midlands Bus Alliance be submitted to the West Midlands Combined Authority Board for information.

### **145. Rail Business Report**

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

In relation to comments made by Councillor Stanley regarding Coseley park and ride car park and the need to address capacity issues due to the parking problems experienced by nearby residents, the Chair asked that an update on the matter be included in the Park and Ride Update report that is to be submitted to the next meeting.

In relation to the Virgin Trains Partnership Agreement approved at the last meeting that is subject to confirmation of the governance arrangements before the formal signing ceremony, Councillor Horton, Lead Member for Rail and Metro, asked that he and Councillors Huxtable and Worrall be informed of progress on the matter via email before the next meeting of this committee on 11 June.

Resolved: That the contents of the report be noted.

### **146. Bus Stop Rationalisation - Next Steps**

The committee considered a report of the Network Development Manager that provided them with the results of the Bus Stop Rationalisation and put forward recommendations on the next steps.

The report outlined the background to the review, customer and stakeholder feedback and comments, the operational measures that were put in place and the impact on patronage and punctuality as provided by National Express.

Councillor Hartley, Lead Member for Putting Passengers First, considered that a special study should be undertaken with regards to the Pershore Road as the services on this corridor did not show the same levels of improvement in patronage and punctuality compared to other routes.

The Chair reported that he concurred with Councillor Hartley and asked that TfWM Officers look again at the Pershore Road corridor.

The Head of Network Delivery, Jon Hayes, advised that a review of the Pershore Road could be undertaken relatively quickly.

The Chair asked that with regards to any future bus stop rationalisation pilots consultation be undertaken with the relevant ward councillors and this be added to the report recommendations.

Resolved:

1. That the positive elements that the trial of the principle of bus stop rationalisation has had on bus performance including patronage, journey times, reliability and variability be noted;
2. That the current bus stop which are closed as part of the trial remain closed pending more detailed consideration and reporting with responsibility for a final decision relating to each stop delegated to the Director of Integrated Transport Services be noted;
3. That the principle of bus stop rationalisation be considered on other routes in the region inclusive of a review of the methodology used for the initial pilot and responsibility be delegated to the Director of Transport Integrated Services to take any future decisions on such pilots with the Putting Passenger First Lead Member Group and TDC Lead Members and relevant ward councillors be involved in the consultation process as appropriate be agreed and
4. That TfWM seek a greater level of direct or indirect support from operators, including financial remuneration towards permanently implementing the existing trial and roll-out be endorsed.

**147. Notices of Motion**

None submitted.

**148. Questions**

None submitted.

**149. Forward Plan**

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

Resolved: That the report be noted.

**150. Date of Next Meeting -11 June 2018**

The meeting ended at 3.10 pm.



## Transport Delivery Committee

<b>Date</b>	11 June 2018
<b>Report title</b>	Clarification of National Express West Midlands' consultation process on network reviews

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

#### The Transport Delivery Committee is recommended to:

Note National Express West Midlands' position.

### 1.0 Purpose

National Express West Midlands would like clarify that we have an agreed formal consultation process for customers, the public and councillors. We expect all comments and views to come through that process so they can be fairly assessed. Therefore we will not accept petitions from the public or councillors **about routes that are subject to a live NXWM consultation process.**

### 2.0 Background

National Express West Midlands and TfWM have agreed a consultation process for carrying out network reviews. This usually involves several stages of public consultation. For the 2017/18 south Birmingham service review, we received 10,000 responses, which we used to inform the final network design. This process has been designed to ensure that the views of existing and potential public transport users are considered when considering our networks.

We would ask councillors to wholeheartedly support this process in the interests of openness and good practice.

Our network planners are very skilful and experienced at designing public questionnaires to properly interrogate our customers' current and future travel patterns. The questions are specially designed to decouple passengers' thinking from specific current routes and drill down to their core transport needs. We are trying to find out what people really do and what they really want from their bus service. We think using this process makes for a better network design for our customers/your constituents - and public transport in the region.

The petitions we receive usually take the form of “Save the 35!”

This blunt call for action is unhelpful to the network review process as it does not necessarily address or draw out the detail of what our genuine passengers are trying to tell us. For example:

- Our bus routes are very long. Are people saying they want the entire route saving exactly as it is? Or just the bit they use? And which bit is that - the end, the other end, a section in the middle?
- Do people just want to travel on a bus that says 35 on the front? If a bus with a different number took them from the same A to the same B, would they be satisfied?
- Petitions skew the data in our consultations. For instance, in the first round of the South Birmingham network review consultation, 70% of respondents were in favour of the changes we were proposing in Warstock. Then a petition was launched and the figure in favour dropped to 55%.

### **3.0 Proposal**

If members of the public bring issues about bus services that are under a live consultation to elected members, we would ask that they point them towards the consultation.

If a route is not part of a live NXWM consultation process, we **will** accept petitions about it. These will be used to feed into any review process, along with ticket data and passenger counts.

*Ali Bell - head of external communications, National Express West Midlands*



## Transport Delivery Committee

<b>Date</b>	11 June 2018
<b>Report title</b>	Metro Operations Business Report
<b>Accountable Director</b>	Phil Hewitt, Metro Programme Director  Email: philhewitt@centro.org.uk Tel: 0121 214 7254
<b>Accountable Employee</b>	Sophie Allison, Metro Operations Manager  Email: Sophie.Allison@tfwm.org.uk Tel: 0121 214 7347
<b>Report to be/has been considered by</b>	Councillor Roger Horton – Lead Member Rail and Metro

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

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

**1.0 Purpose**

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

This report includes:

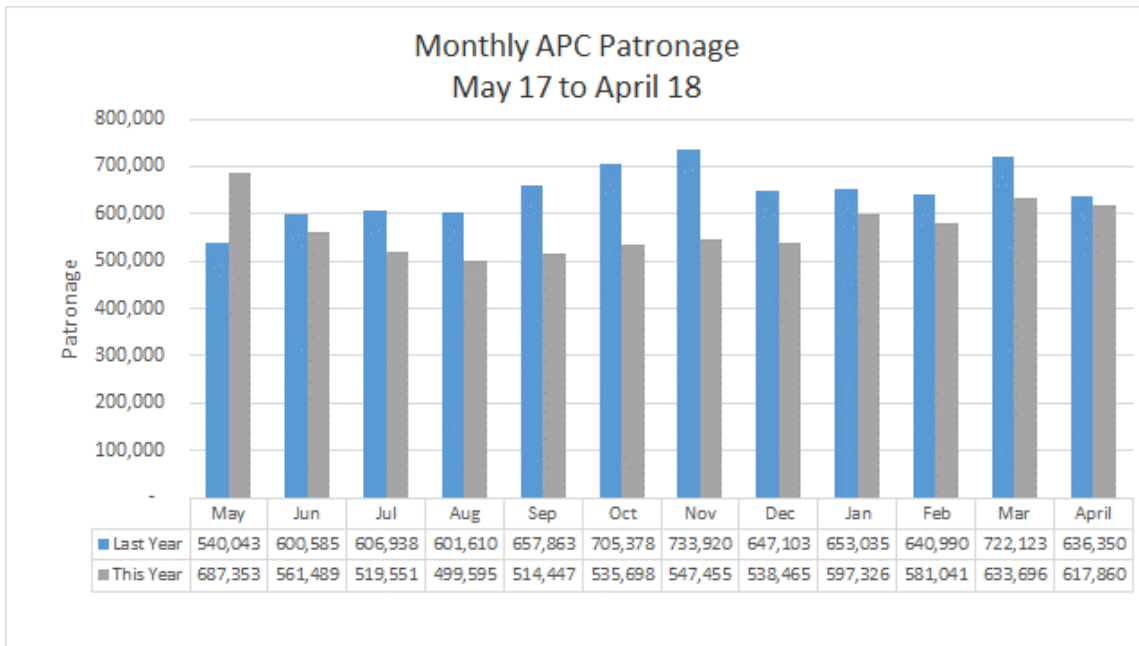
Section A 2.0	<b>Operational Performance</b> 2.1 Patronage 2.2 Weekend Patronage Growth 2.3 Punctuality 2.4 Reliability 2.5 Customer Service Representative Coverage
Section B 3.0	<b>Partnership Update</b> 3.1 Metro Passenger Panel 3.2 Future Events and Planned Works
Section C 4.0	<b>Tram Passenger Survey - Satisfaction Results</b> 4.1 Tram Passenger Survey
Section D 5.0	<b>Operator Business Updates</b> 6.1 NXMM update
Section E 6.0	<b>Financial Comments</b>

**2.0 Section A – Operational Performance.**

**2.1 Metro Patronage**

2.1A Chart 1 shows the monthly patronage from May 2017 to April 2018. Patronage has recovered as anticipated following Bilston Road closure and was just 2% lower in April 2018 when compared with April 2017. This is a significant improvement on March 2018 where patronage was 12% lower against March 2017. It was expected that it would take approximately 3 months for patronage to recover from Bilston Rd closure and this has been achieved.

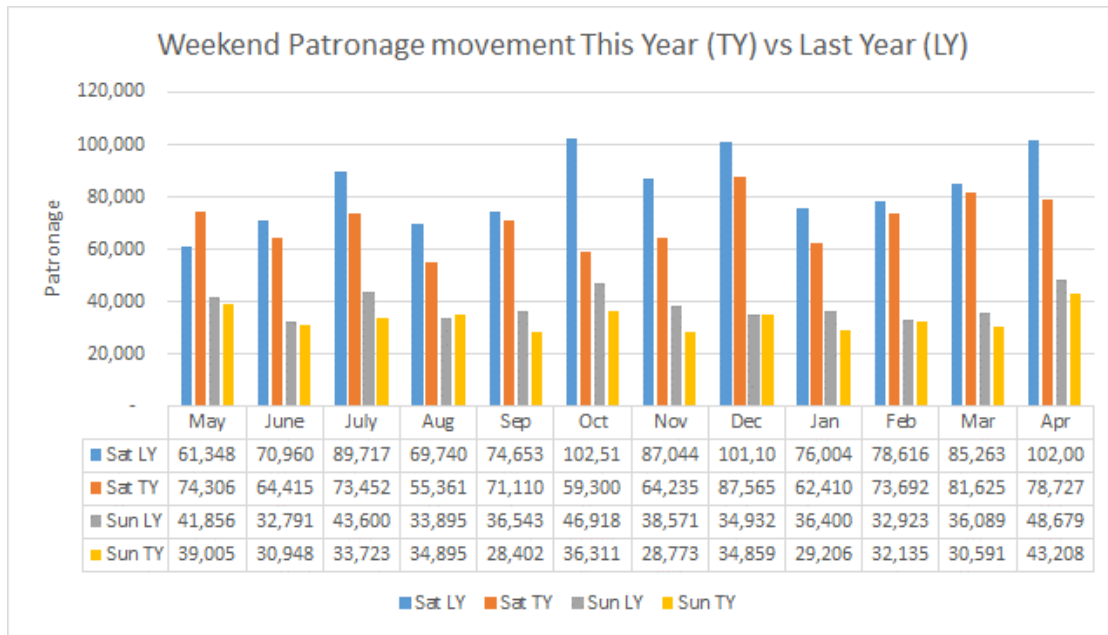
**Chart 1**



**2.2 Weekend Patronage Growth**

2.2A Chart 2 shows patronage on Midland Metro at weekends. When comparing the period May 2017 to April 2018 with the equivalent period a year prior, patronage on average has shown a decrease of 15% on Saturday and 13% on Sunday. When comparing the month of April 2018 with April 2017, the change has been a decrease on Saturday of 23% and on Sunday a decrease of 11%.

**Chart 2**

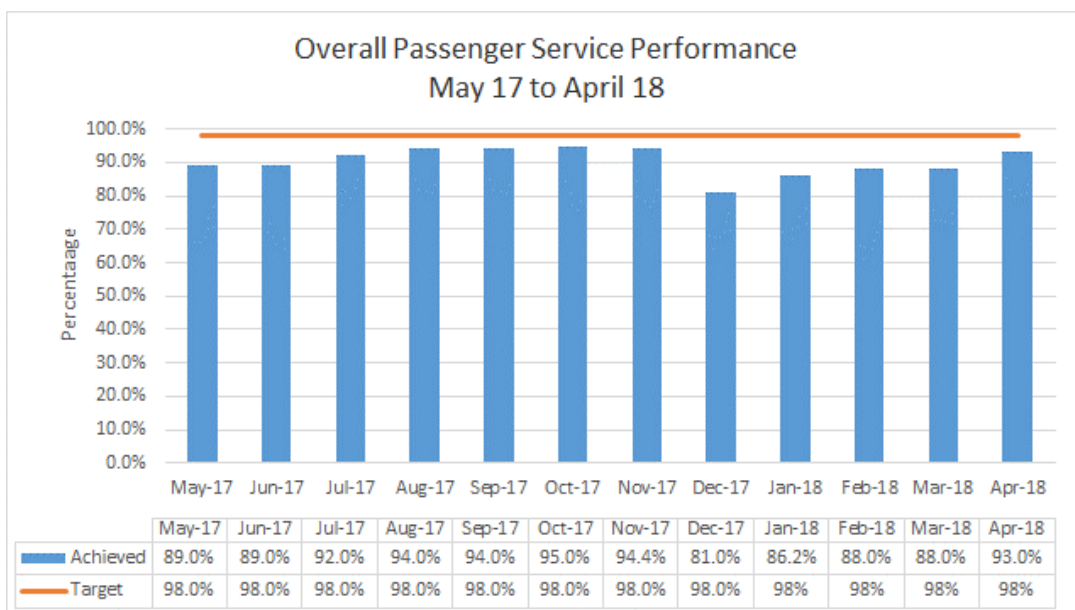


**2.3 Punctuality**

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 May 2017 to April 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 started to decline during November and December 2017 but has since improved to 93% in April 2018, closer to the target 98%. From the 7% shortfall 1% is attributed to driver availability and 0.5% due to tram availability. The main shortfall therefore is due to general late running to timetable.

**Chart 3**

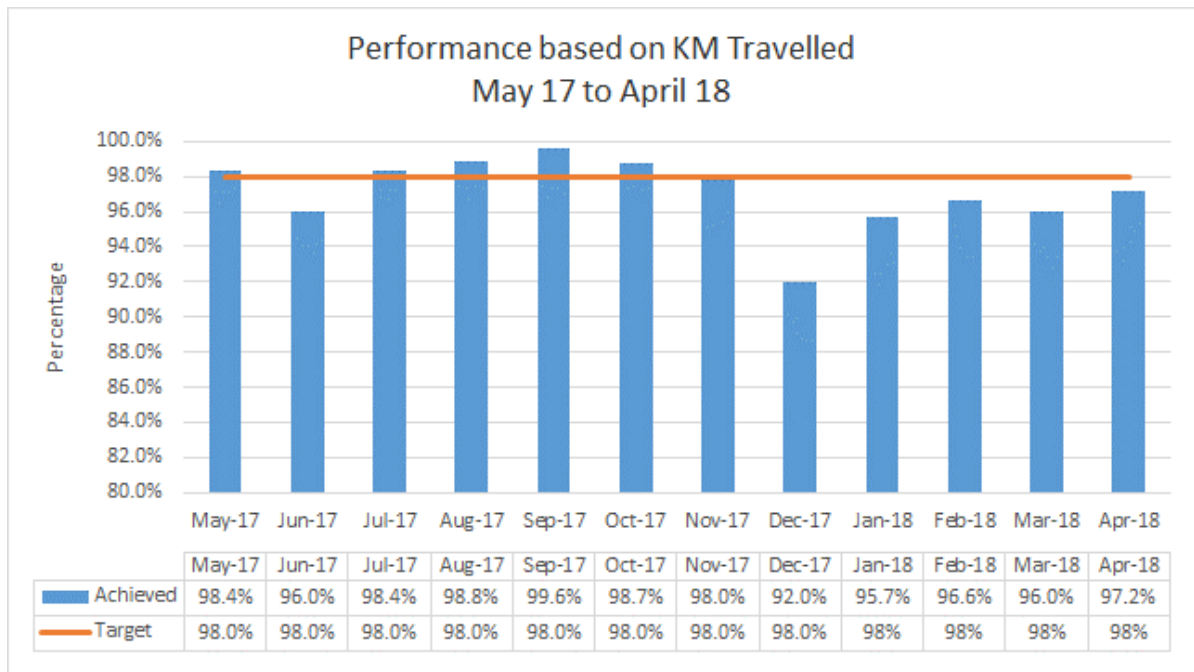




**2.4 Reliability**

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 staff and driver availability this has fallen slightly below this target.

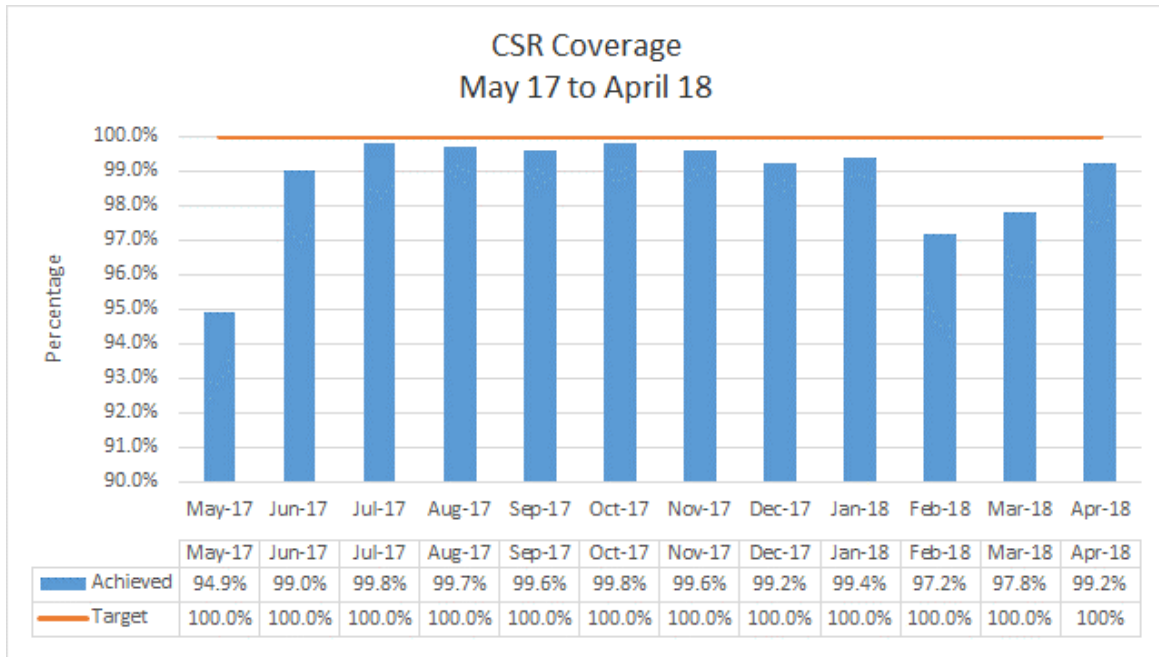
**Chart 4**



**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 short and long term sickness.

**Chart 5**



**3.0 Section B – Metro Partnership Update**

**3.1 Metro Passenger Panel**

3.1A Metro Passenger Panel last met on 15 March 2018 and items discussed included an operational update, on board energy storage system (OESS) including the programme of work to equip the current fleet following the completion of endurance and maximum range testing of tram 18 and a progress update for the extension projects.

The Panel were pleased to hear that work has begun on the extension in to Wolverhampton train station and are looking forward to seeing the end result of the refurbishment, although there were some concerns with regards to the changes made to bus routes. There is particular interest in the Dudley/Brierley Hill extension and the opportunities that the Commonwealth Games will bring to the region.

Other feedback from the panel included the frequency of early morning trams and that they have become noticeably busier recently, expressing a desire for more trams to be added to service earlier to accommodate for the extra passengers.

The next passenger panel is on 21 June 2018.

**3.2 Future Events and Planned Works**

3.2A 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 26<sup>th</sup> – Sunday 27<sup>th</sup> May 2018. On Saturday 26<sup>th</sup> 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.

The Frankfurt Christmas Market will again be commencing in November until December 2018. Frankfurt Christmas Market Safety Advisory Group meetings have already commenced, in anticipation of the event to discuss and address any safety concerns or related issues, both from a pedestrian and tram operation perspective.

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

4.1A The Tram Passenger Survey (TPS) results for Autumn 2017 were published in March 2018. The TPS provides a consistent, robust measurement of passenger satisfaction with tram services across the UK.

Overall passenger satisfaction was 90%. Whilst this is a slight decrease on the previous year's result of 92%, the survey took place whilst Bilston Road track renewal works were being undertaken between June – December 2017, as such this is a particularly positive result given the context.

Passenger satisfaction with punctuality saw a 5% increase, up from 87% in 2016 to 92% in 2017, whilst satisfaction with waiting time for a tram also increased up from 86% to 92%.

Personal safety at the tram stop scored relatively lower than other measures with 81% satisfaction, whilst on board personal safety satisfaction was slightly higher at 83%.

The full survey results are now being considered by West Midlands Metro to prepare improvement plans.

It should be noted that the bi-annual passenger survey is scheduled to take place later in 2018 for Safer Tram Stop accreditation. Midland Metro have been awarded the accreditation since 2011, which is endorsed by Secured by Design. The surveying works captures the reasoning for passenger perception of safety at all 26 tram stops and will aid in understanding the relatively low score for Personal Safety.

The survey interviews took place on all days of the week between 6am and 10pm, between the 18th September and 8th December 2017.

#### **5.0 Section D - Operator Business Update, National Express Midland Metro**

##### **5.1 NXMM Update**

5.1A The first CAT free tram (tram 18) has now entered normal passenger service, operating between Kenrick Park and Handsworth in CAT free mode. A further two trams (tram 31 and tram 36) are currently being modified and the modification program will continue until mid

2019, when the whole fleet will be completed. All training has been completed for drivers and all trams will operate CAT free on the test section once they return to service following modification.

- 5.1B Work on the transition of Midland Metro operation from National Express Midland Metro to West Midlands Metro continues. The date of transition is 24<sup>th</sup> June 2018. All work streams are currently on track in readiness for this date.

## **6.0 Financial Comments**

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

## **7.0 Legal Comments**

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



## Transport Delivery Committee

<b>Date</b>	11 June 2018
<b>Report title</b>	Midland Metro Limited Conditions of Carriage
<b>Accountable Director</b>	Phil Hewitt, Metro Programme Director  Email: philhewitt@centro.org.uk Tel: 0121 214 7254
<b>Accountable Employee</b>	Sophie Allison, Metro Operations Manager  Email: sophieallison@centro.org.uk Tel: 0121 214 7347
<b>Report to be/has been considered by</b>	Councillor Roger Horton – Lead Member Rail and Metro

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

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

1. Note the contents of the report
2. Approve the proposed Conditions of Carriage for Midland Metro Limited

### 1.0 Purpose

- 1.1 To inform Transport Delivery Committee of the proposed Conditions of Carriage for Midland Metro Limited.

### 2.0 Background

- 2.1 On the 24th June 2018, Midland Metro Limited (trading as West Midlands Metro) will commence operation of Midland Metro tram service, under the terms of a Public Service Contract awarded by the West Midlands Combined Authority.

- 2.2 In preparation for transition Midland Metro Limited as the incoming operator, have prepared new Conditions of Carriage which are proposed to come into effect on the 24<sup>th</sup> of June.
- 2.3 A copy of the proposed Conditions of Carriage are shown in Appendix A. The changes from the existing Conditions of Carriage in effect on Midland Metro are immaterial but reflect the required changes due to change of operator.
- 2.4 In accordance with Midland Metro System Byelaws the conditions of contract in relation to the carriage of persons upon metro must be approved by West Midlands Combined Authority.
- 2.5 Accordingly the Conditions of Carriage are presented to Transport Delivery Committee as a formality and for approval in advance of the new operator Midland Metro Limited commencing operation.

### **3.0 Financial Implications**

- 3.1 There are no financial implications from this report.

### **4.0 Legal Implications**

- 4.1 Legal have been consulted on the proposed Conditions of Carriage and their proposed amends have been incorporated into the final proposed draft set out in Appendix A.

[PUBLIC]

**Appendix A. Midland Metro Limited Conditions of Carriage**

**Midland Metro Limited  
Conditions of Carriage**

**24<sup>th</sup> June 2018**

## **Contents**

1. Introduction
2. Useful Contact
3. Explanation of Terms
4. Provision of Services
5. Safety and Comfort
6. Tickets and Fares
7. Fare Evasion and Penalty Fares
8. Easy Access Services
9. Customer Responsibilities
10. Luggage and Possessions
11. Lost Property
12. Animals



## 1. Introduction

- 1.1 This document contains the Conditions of Carriage (“Conditions”) relating to West Midlands Metro.
- 1.2 The Conditions set out your rights and obligations under the contractual relationship between us. We also draw your attention to separate legal requirements including the following:
  - the Byelaws – a copy of which is available at [www.westmidlandsmetro.com](http://www.westmidlandsmetro.com) or Midland Metro Limited, 16 Summer Lane Birmingham, B19 3SD.
  - the rights of customers under the Unfair Contract Terms Act 1977 or any statutory modification or re-enactment of it.
- 1.3 These Conditions replace all previous versions. They are valid until further notice but may be amended from time to time. They come into force from the date shown on the front cover, and subject to the above will remain in force with any amendments we make, until they are re-published. A copy of the most up to date version is available at [www.westmidlandsmetro.com](http://www.westmidlandsmetro.com) or you may obtain a copy from Midland Metro Limited, 16 Summer Lane, Birmingham, B19 3SD.
- 1.4 Our staff and agents have no authority to make individual exceptions to these Conditions.
- 1.5 We may alter these Conditions at any time without notice if required by law or trading regulations.
- 1.6 Any contract for travel on West Midlands Metro is with Midland Metro Limited (trading as West Midlands Metro) who operate and maintain the system on behalf of West Midlands Combined Authority.
- 1.7 You agree to be carried on the journey stated on your Ticket on the terms of these Conditions and subject to the Byelaws.

## 2. Useful Contacts

- 2.1 We aim to be fair and responsive in all our dealings with our customers. Comments about our service or suggestions for improvement are always welcome. If you have a problem with your journey, and it cannot be resolved on the spot, you should contact West Midlands Metro Customer Services at:

West Midlands Metro Customer Services  
16 Summer Lane  
Birmingham  
B19 3SD

Telephone: 0345 835 8181

Email: [customerservices@westmidlandsmetro.com](mailto:customerservices@westmidlandsmetro.com)

### **3. Explanation of Terms**

- 3.1 “Byelaws” means the Byelaws relating to Midland Metro as enacted under the Midland Metro Act 1989.
- 3.2 “Company” means Midland Metro Limited, trading as West Midlands Metro.
- 3.3 “Conductor” means the person who is at the time responsible for selling Tickets on the particular tram.
- 3.4 “Driver” means a person employed and authorised to drive any or all of the Company’s tram’s and who is for the time being responsible for driving the particular tram.
- 3.5 “Inspector” includes any person authorised by the Company to supervise, inspect or control any of its tram’s.
- 3.6 “Authorised Officer” means any member of staff, police officer, or any other individual authorised by the Company to inspect Tickets and passes and enforce these Conditions. This includes but is not limited to Drivers, Conductors and Inspectors.
- 3.7 “Ticket” means any ticket, travel card or pass issued and/or accepted for travel on the tram.
- 3.8 “Photocard” means a card with a serial number bearing a photograph of the person to whom it was issued to.
- 3.9 “Penalty Fare” means a fare payable by a person not in possession of a valid Ticket for a journey being made in accordance with notices displayed on the tram. The fare currently being £10 in accordance with the Midland Metro (Penalty Fares) Act 1991.
- 3.10 “Validity/ valid” governs where and when a Ticket can be used.

### **4. Provision of Services**

- 4.1 We aim to provide a safe and reliable service. Sometimes we cannot run our services at the advertised times or frequencies due to circumstances beyond our control. We reserve the right, when necessary, to alter timetables, re-route or suspend trams serving a station or tram stop or section of a line, without giving prior notice. We will only do this for good reasons and if it happens, we will do our best to tell you why.
- 4.2 Our services are often heavily used so we cannot guarantee to carry you, or provide you with a seat on a particular tram.
- 4.3 We will not be liable for any loss, damage or inconvenience arising from the suspension, cancellation or alteration of any services. Neither will we be liable for the failing of any tram operating any service to start or finish its journey at the times appearing in the timetable, nor from any delay in the operation of any service.
- 4.4 The Conditions between the Company and a customer is limited to journeys on the Company’s trams and the liability of the Company is limited accordingly. Whenever the Company makes arrangements for customers to be conveyed on any other form of transport whatsoever the Company does so as an agent only.
- 4.5 These Conditions will not affect customers’ statutory rights.

## **5. Safety and Comfort**

- 5.1 Our highest priority is to ensure that all customers are carried safely and securely. To help us achieve this, it is essential that you always follow any instructions given by an Authorised Officer and observe safety notices on the tram. In the interests of safety, you may be required to leave the tram at any time.
- 5.2 For safety reasons customers must not attempt to board or alight when the on-board tram door closing signals are sounding. We accept no liability for any injury caused by a failure to follow this condition of carriage.
- 5.3 CCTV is in operation on our trams and tram stops. CCTV images may be recorded for the purpose of crime prevention, detection, legal proceedings and public safety. Images of alleged offenders may be passed to the police and be used in a court of law.
- 5.4 You must ensure that you comply with our Byelaws. Section 1 of this document details where these can be obtained. You may be prosecuted for breaching the Byelaws.
- 5.5 To ensure we operate all services in a safe manner, customers should not:
- a. put at risk, unreasonably impede, or cause discomfort to other customers or an Authorised Officer;
  - b. throw or trail any item from the tram;
  - c. distract the driver's attention without reasonable cause;
  - d. intentionally interfere with any equipment with which the tram or system infrastructure are fitted;
  - e. carry any article or substance which constitutes a risk of injury to the Conductor, Driver or any other customer, or any risk of damage to the tram or other customer's property;
  - f. smoke or carry lighted tobacco or other substances or light a match or cigarette lighter on the tram;
  - g. use any 'e cigarette' or similar product whilst on the tram;
  - h. use emergency doors or windows other than in the event of an emergency or when directed to by a Conductor, Driver or an Inspector;
  - i. behave in a way that we consider to be anti-social;
  - j. use roller skates, roller blades, scooters or skateboards on the tram;
  - k. stand in parts of the tram where standing is prohibited.
- 5.6 Customers with pushchairs, luggage or shopping must ensure that they do not obstruct the tram aisles.
- 5.7 Standing customers and those boarding or waiting to alight must hold onto handrails where available.

## **6. Tickets and Fares**

- 6.1 You must have a Ticket (and a Photocard if required) that is valid for the whole of the journey you are making. If you are not already in possession of a valid Ticket for your journey, you must make yourself known to, and pay the Conductor on boarding the tram.

It is your responsibility to ensure that you have a valid Ticket for your journey and retain that Ticket throughout the journey.

- 6.2 Please have the correct money ready for your Ticket if paying with cash as the Conductor carries limited change. Please note that the Conductor cannot accept £50 notes.
- 6.3 You must allow an Authorised Officer to examine your Ticket at any time during your journey if you are requested to do so.
- 6.4 Tickets are issued subject to these Conditions and in compliance with any other relevant terms and conditions published from time to time. Where your Ticket can be used to make a journey with another operator, the Conditions of Carriage of that operator shall apply to that portion of your journey.
- 6.5 If you intend to travel beyond your Ticket's validity, you must pay an extra fare (for which you will be given an additional Ticket) before you reach the destination where it ceases to be valid.
- 6.6 All Tickets remain the property of the Company, or in the case of concessionary passes, the property of the issuing local authority. We may withdraw or cancel any Ticket or Photocard at any time. However, we will not do this without good reason.
- 6.7 Tickets can only be purchased from official outlets and can only be used by the person they were issued to. Unless specifically advertised, Tickets are not transferable and must not be resold or given to another person for further use. Doing so is an offence and may result in the seller/buyer being prosecuted.
- 6.8 The Company may at its sole discretion withdraw a Ticket if it believes that it has been intentionally misused, damaged, defaced, altered or tampered with in any way. In such circumstances, customers will not be entitled to a refund of any remaining value or Ticket validity.
- 6.9 If your Ticket (or photocard) is damaged to such an extent that any material marking is not clear, it will not be accepted as valid. We may at our discretion replace your Ticket/photocard providing we can confirm that it is still valid, subject to an administration fee.
- 6.10 Up to three (3) children under the age of five (5) can travel free provided they are accompanied by a responsible fare paying customer or pass holder.
- 6.11 If you are aged five to fifteen years (5–15) inclusive you may travel at child rate except where alternative arrangements are advertised. You may be required to provide proof of age.
- 6.12 If you are aged 16 years or over, you must pay the adult rate fare unless you are in possession of a 16-18 photocard issued by the West Midlands Combined Authority which allows eligible persons to pay a reduced fare at specified times and subject to the terms and conditions of the 16-18 Photocard Scheme.

## **7. Fare Evasion and Penalty Fares**

- 7.1 You should not attempt to use a Ticket (or Photocard) which has:
- a. been altered or defaced;
  - b. been issued for use by another person on terms that it is not transferable;
  - c. expired;
  - d. not been obtained by them from an official outlet or from the Conductor.
- 7.2 If you fail to produce a Ticket (or Photocard) when requested by an Authorised Officer or if you are travelling without a valid Ticket (or Photocard), you shall be liable to pay the Penalty Fare.

## **8. Easy Access Services**

- 8.1 We want to make travel on our tram accessible and easy for everyone.
- 8.2 Pushchairs can be wheeled straight on without being folded down (subject to available space).
- 8.3 There is space allocated on the tram for two wheelchairs. The wheelchair space is suitable for a “standard reference wheelchair” which has a maximum width of 700mm and a length of 1200mm.
- 8.4 Unfolded pushchairs or buggies are permitted on the tram subject to space requirements and providing they do not obstruct the gangway. Pushchairs and buggies should not impede other customers, pose a safety risk or utilise the wheelchair spaces if required by a wheelchair user.
- 8.5 For their own safety and safety of other customers, wheelchair and pushchair users should at all times ensure that they are positioned correctly in the specified bays.
- 8.6 Where a wheelchair customer wishes to board the tram, a customer with a folding pushchair may respectfully be asked to fold the pushchair in order to accommodate the wheelchair.
- 8.7 Wheelchair users are requested to apply the restraint system on the wheelchair to ensure they are safely positioned throughout the journey.
- 8.8 Wheelchair users have priority over other customers using the designated bay. Customers must vacate the bay if it is required by a wheelchair user.
- 8.9 The carriage of mobility scooters is subject to our permit system. Details of which are available separately. Customers with mobility scooters must comply with the requirements set out in this document which forms part of these Conditions. Further details are available at [www.westmidlandsmetro.com](http://www.westmidlandsmetro.com) or you can contact West Midlands Metro Customer Services on 0345 835 8181.

## 9. Customer Responsibilities

- 9.1 It is your obligation to ensure that you have a valid Ticket at all times for the journey you intend to take and to retain it throughout the journey. You should always check your Ticket at the time it is issued and inform the Conductor of any errors at that time. You must produce your Ticket for inspection upon request by any Authorised Officer either on the tram or at the stop on leaving the tram.
- 9.2 No customer, except with the permission of the Company, should distribute any paper or other article for the purpose of giving or obtaining information or views from other customers.
- 9.3 Customers should not sell or offer for sale, any article while travelling on the tram, except with the explicit permission from the Company.
- 9.4 An Authorised Officer has the authority to direct customers to leave the tram on the following grounds:
- (a) If their remaining on the tram would result in the number of customers exceeding the maximum customer loading capacity;
  - (b) If their condition or behaviour is such as would be likely to cause offence to another customer or the condition of their clothing could soil the fittings of the vehicle or the clothing of other customers.
- 9.5 Customers should not play or operate any musical instrument or sound reproducing equipment in a manner which could cause annoyance to other customers.
- 9.6 An Authorised Officer can direct a customer to put in a designated or safe place or remove from the tram any of the following:
- (a) any bulky or cumbersome article;
  - (b) any article or substance which causes or is likely to cause annoyance to any person on the tram;
  - (c) any article or substance which could cause injury or damage.
- 9.7 Customers must not smoke on any part of the tram or at a tram stop. You may be prosecuted for doing so and could face a fine of up to £1000.
- 9.8 Customers should not consume any food or drink on the tram and should dispose of any chewing gum outside of the tram and off the tram grounds in a suitable bin.
- 9.9 Customers are requested not to discard litter on any tram or any part of the tram infrastructure.

- 9.10 Any customer found causing damage or applying graffiti to the tram or tram infrastructure will be liable to prosecution.
- 9.11 Our staff have the right to work without fear of intimidation, verbal abuse or physical assault, and we will prosecute any person who does not adhere to this.

## **10. Luggage and Possessions**

- 10.1 For safety reasons and for the comfort of customers, we have to control the amount and type of luggage you can bring onto our trams.
- 10.2 You may, at the discretion of an Authorised Officer, bring onto the tram items such as personal luggage, pushchairs, buggies, prams, folded bicycles and items that are not dangerous or likely to injure anyone, provided they do not cause an obstruction and are not placed on the seats of the tram. You may not take the following items onto a tram in any circumstances:
- (a) explosive, hazardous or combustible material;
  - (b) firearms or explosives;
  - (c) uncovered paint or any other liquid;
  - (d) sheets of glass;
  - (e) bicycles (unless folded and stored securely);
  - (f) any item that is likely to cause injury or offence to any of our customers and staff;
  - (g) any individual item of luggage(except suitcases) weighing in excess of 15kg (33lbs);
  - (h) any item that is likely to cause damage the tram.
- 10.3 Folded pushchairs will be carried subject to available space.
- 10.4 Accumulators and other types of lead/acid battery will only be carried if securely sealed and must be placed on the floor, except where part of a wheelchair
- 10.5 The company will not carry unaccompanied luggage or parcels.
- 10.6 Luggage must not obstruct any gangway of any tram nor must it be placed on any seats.
- 10.7 The safety and security of your luggage is your responsibility.
- 10.8 We reserve the right to refuse permission for you to take any item onto a tram.
- 10.9 The company will not be liable for any loss of or for any damage caused to luggage accompanying customers except where caused by its negligence or that of its staff or agents. In the event of the Company being so liable, such liability shall in respect of any one claim:
- (a) be limited to a maximum of £300 per customer;
  - (b) exclude any jewellery, money or fragile object contained in the luggage, and be based on the assessed value of the luggage.

## **11. Lost Property**

- 11.1 If you find any lost property on our trams please inform a member of staff.
- 11.2 If you lose or leave any property on a tram, you should report this to the Company and give full details of the property and the journey on which it was lost.
- 11.3 The Company will not be responsible for any loss or damage howsoever arising of or to any property left on any tram or in any premises of the Company, whether or not it has been found by or handed to a member of staff.
- 11.4 Where lost property is found (including bicycles abandoned at tram stops or anywhere else on the Company's property) or handed in to the Company, it will be disposed of after 28 days from the date found, except perishable goods, which will not be kept for longer than 24 hours.
- 11.5 Any lost property which is or becomes objectionable may be destroyed at any time.
- 11.6 Customers may be asked to provide proof of identification and a precise description of the lost property they are claiming to ensure the claimant receives the correct item.

## **12. Animals**

- 12.1 Only assistance dogs for disabled customers, guide dogs and hearing dogs are permitted to travel on the tram.
- 12.2 No animal shall sit or be placed on tram seats.
- 12.3 It is the responsibility of the customer bringing an animal onto a tram to ensure it is being kept under proper control at all times and does not cause a nuisance to any customers or staff.

The company does not accept any liability however caused by the loss, death or injury to animals whilst being conveyed, unless caused through





## Transport Delivery Committee

<b>Date</b>	11 June 2018
<b>Report title</b>	Midland Metro Wednesbury to Brierley Hill Extension Update
<b>Cabinet Member Portfolio Lead</b>	Councillor Roger Lawrence – Transport
<b>Accountable Chief Executive</b>	Laura Shoaf, Managing Director TfWM Email: <a href="mailto:laura.shoaf@tfwm.org.uk">laura.shoaf@tfwm.org.uk</a> Tel: 0121 214 7444
<b>Accountable Employee</b>	Phil Hewitt, Metro Programme Director Email: <a href="mailto:phil.hewitt@tfwm.org.uk">phil.hewitt@tfwm.org.uk</a> Tel: 0121 214 7254
<b>Report to be/has been considered by</b>	N/A

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

**The Transport Delivery Committee is recommended to:**

1. Note the contents of this report.

**1.0 Purpose**

- 1.1 This report provides an update on progress with the Wednesbury to Brierley Hill Extension.

**2.0 Background**

- 2.1 In November 2017 Government allocated firm funding of £250 million to WMCA in the second West Midlands Devolution Deal, and on 8 December 2017 the WMCA Board allocated £207 million of this funding to the Wednesbury to Brierley Hill Extension.

2.2 Investment Board approved ongoing design and development work by Midland Metro Alliance to the value of £12 million at its meeting of 26 March 2018. This covered ongoing design and development of the project to Midland Metro Alliance stage gate B and included

- Continuation of current outline design work – section 3
- Management of the statutory processes – section 4
- Preparation of Target Cost 1 (TC1) – section 5
- Development of Final Business Case – section 6

### **3.0 Continuation of current outline design work**

3.1 The MMA project team is continuing to progress outline design in the following disciplines:-

- Alignment and track design
- Traffic Assessment
- Systems design
- Environmental design
- Highway design
- Structures
- Urban Realm design

3.2 In addition to the above the MMA is progressing the detailed design and “C4” estimates from utility companies for advanced diversions in Dudley town centre and at the site of the delta junction structure at Wednesbury, and continue design liaison with other projects such as

- Very Light Rail Centre, Castle Hill
- Dudley Interchange
- Portersfield development
- New stations project

### **4.0 Management of the Statutory Processes**

4.1 This workstream includes all work necessary to secure the refresh of Compulsory Purchase powers associated with the 2005 Order via a new TWA Order. Following completion of the statutory objection period to the TWA Order on 30 January the MMA is managing the ongoing statutory processes, with its own experienced team working in partnership with Parliamentary Agents, Counsel, WMCA legal team and expert witnesses as necessary. The work may include:

- Negotiation with objectors and achieving an agreed settlement via legal agreement or assurances prior to inquiry where possible,
- Preparation of Statement of Case
- Preparation of Proofs of Evidence
- Management of the public inquiry process
- Preparation of rebuttals

- Public Inquiry

4.2 There were 23 objections to the Draft Order and 5 of these have been withdrawn. Good progress has been made with all the remaining 18 objections and negotiations are well progressed. Under the TWA Guidance where the Secretary of State decides to hold an inquiry or hearing - whether because a statutory objector wishes to be heard or because of the nature and extent of objections - written notice of this decision must be given by the Operative Date. This is the date falling 28 days after the expiry date for objections or such later date as the Secretary of State may specify. This period has currently been extended to 30 July to allow time for a negotiations with all objectors to be concluded.

## **5.0 Preparation of Target Cost 1 (TC1)**

5.1 TC1 is the first formal cost estimate provided to the WMCA within the MMA Programme Alliance Agreement and is a contractually committed cost from the Non-Owner Participants (designer and contractor). This requires outline design of the main scheme elements to be completed, and is planned to be available from October 2018. This will provide greater certainty of outturn costs and inform the Final Business Case. The TC1 will be prepared by the MMA commercial team working together with the design and early contractor involvement teams, and reviewed/benchmarked by the Independent Programme Assurance Advisor.

## **6.0 Development of Final Business Case**

6.1 Firm allocation of funding from Government and the commitment in the second Devolution Deal on local assurance allow the project's Final Business Case to be developed earlier than previously planned, and approval sought through the WMCA Assurance process, in parallel to the TWAO process. This will provide further flexibility in the drawdown of local funding.

6.2 MMA will work with Mott MacDonald's PRISM modelling team and Systra to develop the Final Business Case in parallel with the TC1 preparation.

7.0 The Final Business Case will be brought back to the WMCA's Technical Appraisal Panel in accordance with the WMCA Assurance process.

## **8.0 Risk**

8.1 The most significant risk on the project relates to Network Rail, where both a lack of engagement and too onerous a level of engagement could delay the project and increase costs, especially in relation to agreement in relation to the level of passive provision required for future freight use. High level discussions have achieved a good degree of buy in from within Network Rail, and progression of the Heads of Terms relating to the purchase of the corridor by WMCA and a Framework Asset Protection agreement is being progressed.

8.2 Another significant risk relates to the TWAO statutory process and the extent and nature of objections to the proposed land acquisition. This is mitigated through WMCA's experienced TWA team (Team of the Year 2017 at the UK Light Rail Awards), working within MMA together with experienced Parliamentary Agents and Counsel to overcome objectors' concerns prior to Inquiry.

## 9.0 Financial Implications

- 9.1 Funding of £250 million from the new Transforming Cities Fund was allocated to WMCA by Government on 20 November, including the Government funding requested in the Outline Business Case. The WMCA Board approved the allocation of £207 million of this funding to the WBHE project on 8 December 2017.
- 9.2 On 26 March Investment Board allocated £12m of further development funding to the project, adding to BCLGF £0.4m, £1.6m WMCA contribution approved by Metro programme board in 2016/17 and a further £5.6m approved in 2017/18 from the WMCA contribution through borrowing. (Project total of £19.6m cumulative, of which £19.2m will now be allocated/ recovered from DfT funding)
- 9.3 The main costs headings are summarised in table 2 below, which have been approved by the TAP as part of the OBC business case review.

Table 2 Proposed 2018/19 Funding Requirement

Activity	£m
Outline Design, Programme Management, Owner Costs	10,415
TWAO Processes	425
Business Case	200
Contingency	960
<b>Sub Total for ongoing development</b>	<b>12,000</b>

## 10.0 Impact on the Delivery of the Strategic Transport Plan

- 10.1 The Wednesbury to Brierley Hill Extension is an important element in the expansion of Midland Metro, and in the development of the Strategic Transport Plan's Metropolitan Rail and Rapid Transit Network.

## 11.0 Wider WMCA Implications

- 11.1 The WBHE is a key part of the Midland Metro extensions programme. This expansion of Midland Metro, as part of an integrated Rail and Rapid Transit Network, will enable better connectivity of key centres and corridors in the Black Country with the wider Combined Authority area through effective interchange with suburban and regional rail services.

## 12.0 Legal implications

- 12.1 Any legal issues are covered within the main body of this report.

## 13.0 Equalities implications

- 13.1 The Midland Metro extensions will facilitate fully accessible journeys and access to employment, leisure and education, and link to other transport modes (buses and rail services).

## **14.0 Other implications**

14.1 None.

## **15.0 Schedule of background papers**

15.1 WMCA report 30 September 2016 Midland Metro Update.

15.2 WMCA report 21 April 2017 Midland Metro Wednesbury to Brierley Hill Extension

15.3 WMCA Board report 8 December 2017 Midland Metro Wednesbury to Brierley Hill Extension  
- Submission of Transport and Works Act Order

15.4 WMCA Investment Board Report 26 March 2018 Midland Metro Wednesbury to Brierley Hill  
Extension

## **16.0 Appendices**

16.1 None

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## Transport Delivery Committee

<b>Date</b>	11 June 2018
<b>Report title</b>	Customer Services Performance Report
<b>Accountable Director</b>	Steve McAleavy, Director of Customer Experience Email <a href="mailto:steve.mcaleavy@tfwm.org.uk">steve.mcaleavy@tfwm.org.uk</a> Tel 0121 214 7388
<b>Accountable Employee</b>	Sarah Jones, Head of Customer Services Email <a href="mailto:sarah.jones@tfwm.org.uk">sarah.jones@tfwm.org.uk</a> Tel 0121 214 7014
<b>Report has been considered by</b>	Councillor Kath Hartley – Lead Member Putting Passengers First

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

- To note the contents of this report.

### 1. Purpose

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

Section 2	<b>Changes to Customer Services Delivery Arrangements</b>
Section 3	<b>Customer Contact Performance</b> 3.1 Overview 3.3 Customer Enquiry Volumes 3.4 Telephone Calls

	3.7 Customer Relations Cases
Section 4	<b>Ticketing Performance</b> 4.1 Overview 4.2 Concessionary Pass Application Processing
Section 5	<b>Future Developments</b>

## 2. Changes to Customer Services Delivery Arrangements

- 2.1 Since the last progress report to Transport Delivery Committee in December 2017, changes have been made to the delivery arrangements within Customer Services.
- 2.2 Changes have been made in response to increasing customer demand across some channels and the changing nature of ‘customer contact’, reflecting the now broader agenda of the West Midlands Combined Authority (WMCA).
- 2.3 A detailed review of operations was undertaken and a revised organisational framework and structure implemented on 1 May 2018. The new arrangements address the following factors:
- Increase in customer demand
  - Broader range of enquires being received
  - Requirement to work more efficiently
  - Delivery of Customer Services on behalf of Midland Metro Ltd (from June 2018)
  - Ongoing drive towards new products, services and use of technology
  - Mainstreaming of services previously delivered through project funding for example, cycle locker administration and WorkWise
- 2.4 The new delivery arrangements involve the creation of a **Ticketing Services Team**, bringing together all activities relating to the customer’s ‘ticketing journey’. This approach aims to provide a simpler, end to end service for customers, made more efficient by negating the need for workflows to be passed between departments. This increases the likelihood of being able to resolve an enquiry at the first point of contact.
- 2.5 All non-ticketing related customer contact is being managed by a new **Customer Relations Team**. The nature of these enquires has changed since the establishment of the WMCA and the appointment of an elected Mayor, with enquiries now reflecting a much broader subject range beyond the traditional ‘transport’ subjects.



### 3. Customer Contact Performance

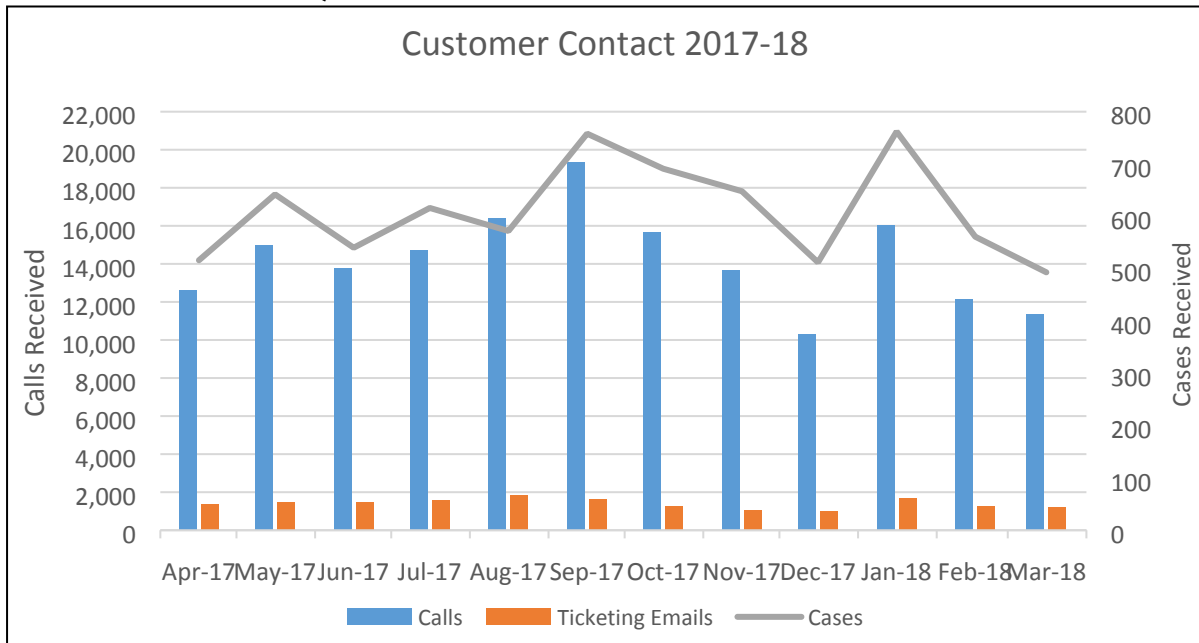
- 3.1 The Customer Services Team serves as a single point of contact for all customers wanting to contact the WMCA. This includes a range of contact channels including social media, telephone, email and written communications.
- 3.2 Typical enquiries include taking payments for lost passes, guidance on tickets including Swift, as well as information about using the public transport network. Services provided include responsibility for the WMCA Switchboard which involves transferring business customers to the required department. As shown in the illustration at Figure 1 below, Customer Services provides services on behalf of a number of internal and external stakeholders by directly managing the relationship with the customer.

**FIGURE 1 CUSTOMER SERVICES' KEY STAKEHOLDERS**



- 3.3 Customer Enquiry Volumes – Figure 2 below shows the calls, emails and formal enquiries received by the Customer Services Team in the year ending March 2018. The chart shows peaks in demand in both September and January which are seasonally busy periods as customers return to work after the holiday periods and the new academic year or term commences.

**FIGURE 2 ENQUIRY VOLUMES**

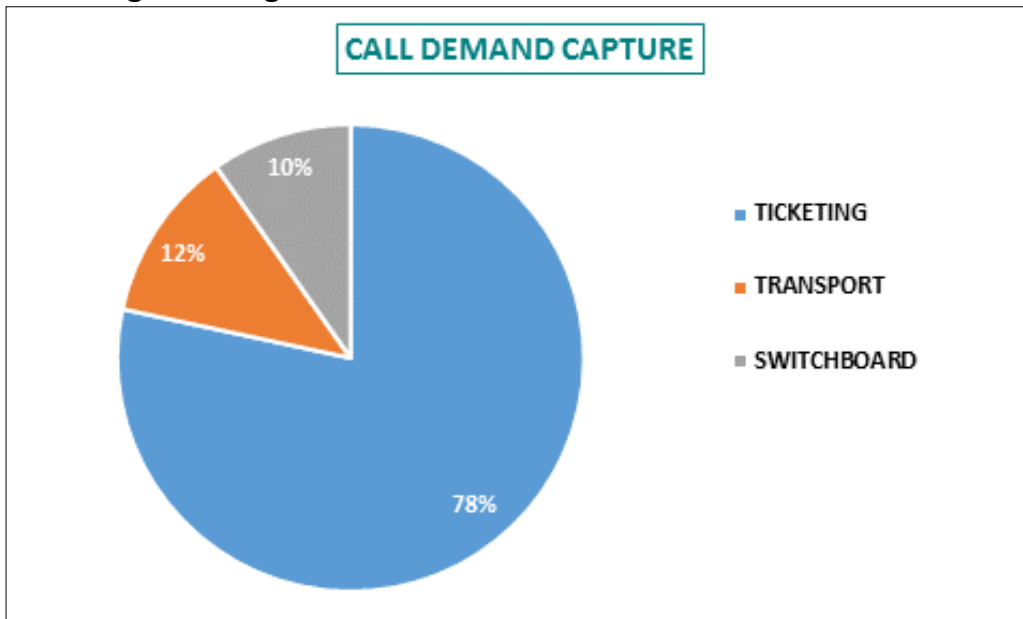


3.4 **Telephone Calls** - Figure 3 below shows the calls offered and answered during 2017-18. A total of 170,986 calls were offered with 80% of these being answered.

3.5 Call handling capability has been influenced by a number of factors. Calls have on average taken longer to resolve with average handling times increasing from 163 seconds per call in 2016-17 to 195 seconds per call in 2017-18. Factors affecting call duration last year include the broader range of enquiries being received and turnover of staff members. The number of calls not answered also includes a level of repeat demand with customers abandoning the queue during busier times to call back at a quieter time. The extended opening hours explained at Section Five of this report are expected to assist with better distribution of calls across the day/week.

3.6 Ticketing related enquiries dominate the phone calls that are received by the Customer Services Team and supported the decision to create a dedicated Ticketing Hub. Figure 3 below shows that on average, 78% of calls are attributable to ticketing, 10% to the corporate switchboard and the remaining 12% to transport/other.

**Figure 3 High Level Call Breakdown**



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

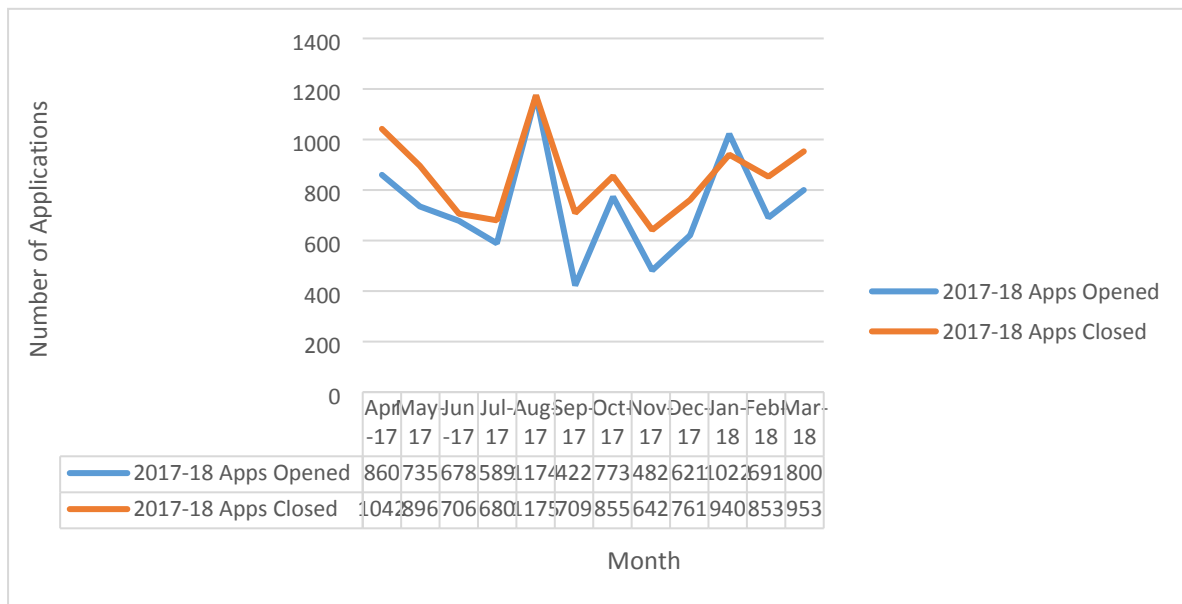
3.8 The percentage of enquiries resolved within 10 working days is a key performance metric for the team with the target set at 95%. Customer Relations case handling performance for 2017-18 was 91%. The new working arrangements and dedicated resource for complex enquiries within the new Customer Relations Team will improve capability in this area in 2018-19.

#### **4. Ticketing Performance**

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

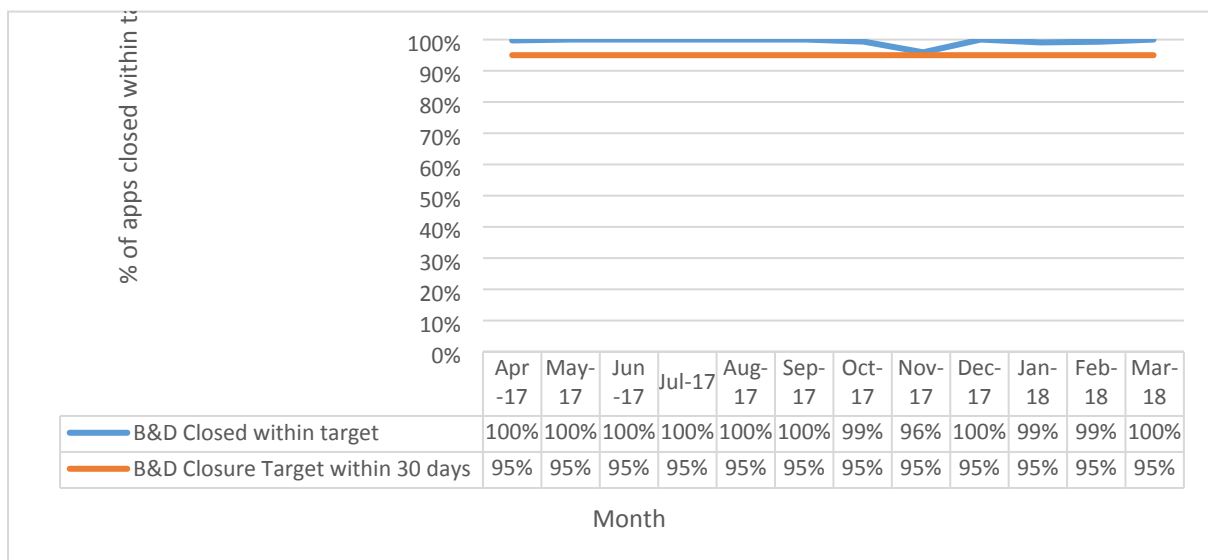
4.2 Figure 4 shows the number of Blind and Disabled travel pass applications received and closed during the financial year.

**FIGURE 4 VOLUME OF BLIND & DISABLED PASS APPLICATIONS**



4.3 The target for processing Blind and Disabled travel pass applications is 95% within 30 working days. Figure 5 below shows the processing time achieved for Blind and Disabled Travel Pass applications received in the financial year ending March 2018 and shows that performance is meeting the agreed standard.

**FIGURE 5 – PROCESSING TIME FOR BLIND & DISABLED PASS APPLICATIONS**

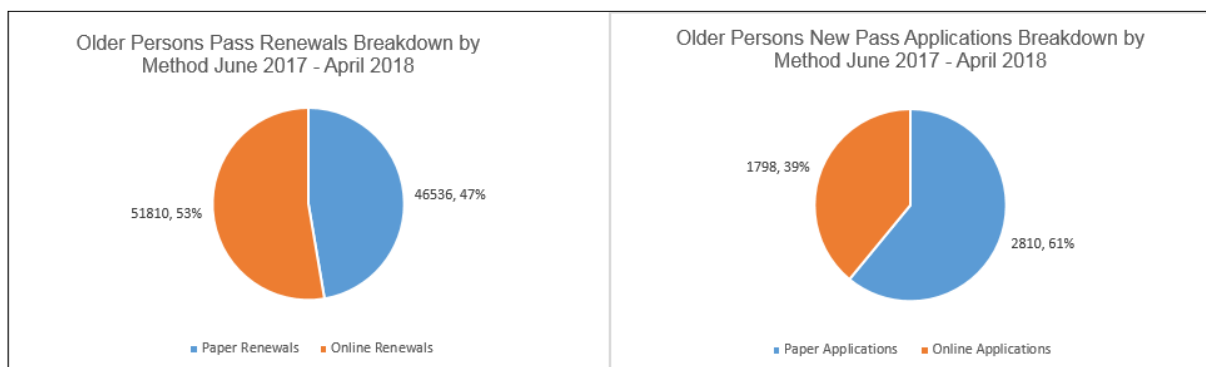


4.4 The target for processing Older Persons Concessionary Pass applications is 95% within 20 working days. This target is always exceeded and 100% of all applications are processed within this timeframe. The wait for customers can be decreased through a self-service online application which is being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

- 4.5 Take up of the online portal continues to grow in popularity making for an efficient and faster service for customers. Existing customers who have email addresses on their accounts receive up to two emails inviting them to renew their pass online before it expires. 53% of pass holders renewed online in the period June 2017 – April 2018. With over half of all customers renewing using the online portal, this has reduced the cost of the renewal process by reducing the number of physical letters that have to be printed and posted to pass holders.
- 4.6 First time applicants also have the choice to make either an online or paper application. Online applications are being promoted as the channel of choice which has resulted in increased take up of this method of application at over 60% of all new applications received. Traditional paper based applications are still available for those who need or prefer them. Overall, the rate of applications is similar year on year, with 7757 new applications received in 2016-17 compared to 7360 applications in 2017-18.
- 4.7 Figures 6 and 7 show the number of pass renewals and first time applications for the Older Persons Concessionary Pass including whether these were made via paper or online application.

**FIGURE 6**

**FIGURE 7**



## 5. Future Developments

- 5.1 The new delivery arrangements introduced on 1 May will better reflect the needs of customers when opening hours are extended later in the summer. Based on careful analysis of customer demand, hours of availability for telephone contact and social media will cover 0800 – 1800\* Monday to Friday and 0900 – 1300 on Saturdays. (A later start of 1000 hours on Wednesdays will continue to operate to allow for ongoing staff training and knowledge sharing).
- 5.2 Arrangements are being finalised with Midland Metro Ltd to provide customer service support under contract to the tram operator. These arrangements will include receiving complaints and enquiries and managing the Direct Debit scheme for tram customers.

- 5.3 A project to implement improved technology to manage calls is being progressed. Investment in call centre technology will allow for an improved customer experience, better data and analytics to aid performance management and include the capability to offer live chat as an alternative contact channel.
- 5.4 Working with the Institute of Customer Service (IOCS), customers contacting the Customer Services Teams are being invited to provide feedback on their experience. Using the IOCS's independent survey, WMCA will be able to benchmark our service against other organisations. The insight and data gathered from the survey will be presented to the Putting Passengers First Lead Member Group and form the basis of a customer centric action plan to further improve services to customers.

**6. Financial Implications**

- 6.1 There are no direct financial implications as a result of this performance update with the changes to customer service delivery arrangements and the exploring of improved call handling technology funded within agreed budgets.

**7. Legal Implications**

- 7.1 There are no legal implications arising from this report.

**GLOSSARY OF TERMS**

CRM	Customer Relationship Management
CSC	Customer Services Centre
IOCS	Institute of Customer Service



**WEST MIDLANDS**  
COMBINED AUTHORITY

## Transport Delivery Committee

<b>Date</b>	11 June 2018
<b>Report title</b>	West Midlands Cycling Charter progress
<b>Accountable Chief Executive</b>	Laura Shoaf, Managing Director, TfWM 0121 214 7444 laura.shoaf@tfwm.org.uk
<b>Accountable Employee</b>	Claire Williams, Cycling and Walking Development Manager, TfWM 0121 214 7984 claire.williams@tfwm.org.uk
<b>Report has been considered by</b>	Councillor Diana Holl-Allen, Lead Member Safe and Sustainable Transport

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

**Transport Delivery Committee is recommended to:**

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

## **1.0 Purpose**

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

## **2.0 Background**

2.1 The West Midlands Cycling Charter outlines the key principles that all partners, including the seven constituent Local Authorities, have adopted to deliver the required step change in cycling across the West Midlands Metropolitan area. It represents a shared vision and approach that will increase cycling levels across the West Midlands.

2.2 A detailed Action Plan is currently being delivered with the target of increasing levels of cycling to 5% of all trips by 2023 from the current levels of 1.7% (Census Data, 2011). The activities, schemes and initiatives for each theme of the Cycling Charter are outlined in the Action Plan and these will be delivered by the members of the Cycling Charter Steering Group.

2.3 The Cycling Charter is based on the following four principles:

- Leadership and Profile
- Cycling Network
- Promoting and Encouraging Cycling
- Funding.

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

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

3.2 The Local Tier

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

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

3.4 The West Midlands Combined Authority (WMCA) policies that are supported include:

- Policy 1 – To accommodate increased travel demand by existing transport capacity and new sustainable transport capacity.



- Policy 3 – To maintain existing transport capacity more effectively to provide greater resilience and greater reliability for the movement of people and goods.
- Policy 4 – To improve connections to new economic development locations to help them flourish, primarily through sustainable transport connections.
- Policy 6 – To improve connections to areas of deprivation.
- Policy 8 – To improve connections to new housing development locations to help them flourish, primarily through sustainable transport connections.
- Policy 10 – To help tackle climate change by ensuring a large decrease in greenhouse gases from the West Midlands Metropolitan Area’s transport system.
- Policy 11 – To significantly increase the amount of active travel in the West Midlands Metropolitan Areas.
- Policy 12 – To significantly reduce road traffic casualty numbers and severity.
- Policy 13 – To assist with the reduction of health inequalities in the West Midlands Metropolitan Area.
- Policy 14 – To increase the accessibility of shops, services and other desired destinations for socially excluded people.

#### 4.0 Wider WMCA Implications

- 4.1 The West Midlands will be seeing growth and development in the next decade that occurs only once in a generation. The expansion of public transport, arrival of HS2, the 2022 Commonwealth Games, Coventry City of Culture and the growth of employment and housing will bring a unique opportunity to build a legacy that promotes cycling and walking for travel and leisure and supports the vision of the WMCA to be “healthier, happier, better connected and more prosperous”.
- 4.2 Approximately 57% of journeys in the West Midlands cross an administrative boundary. Transport for West Midlands (TfWM) work with the Constituent Local Authorities to manage cross border relationships and align cycling and walking schemes to ensure consistency in access and quality.
- 4.3 The TfWM Cycling and Walking Development Team and the Travel Choices Team support the aims of the Cycling Charter by delivering and coordinating initiatives that promote cycling and smarter choices activities across the region.
- 4.4 The **WMCA Strategic Economic Plan (SEP)** has a vision to develop the West Midlands into the best region in the UK to do business. Eight Priority Actions are identified in the SEP including HS2 Growth, housing and exploiting the economic geography.
- 4.5 The SEP has the aim to increase the number of jobs from 1.9m to 2.4m by 2030. Healthy life expectancy will rise from 61.5 years to 62.3 for men and from 62.3 years to 63.9 years for women. The rate of housing construction will increase to 1.9m homes by 2030.
- 4.6 Cycling and walking schemes support the vision of the SEP by providing a low cost, accessible, and active form of transport that addresses the low levels of physical activity in the region. Social inclusion and access to employment objectives are also supported through development of spaces that connect people with movement and place. These schemes will also help mitigate local transport challenges including poor air quality and congestion.
- 4.7 HS2 Growth includes areas of work including the HS2 Connectivity Package (Metro and Sprint), Environmental and Landscape and Traffic Liaison Working Group. Cycling and

walking provisions provide added value to investments in transport by providing links within communities and creating public spaces that continue to encourage social inclusion and healthy active living. It is also important to mitigate any severances to walking and cycling routes caused during or after construction of HS2. Improving these provisions also allows connectivity for the first and last mile and reduces congestion.

- 4.8 Cycling and walking schemes can enhance housing development by providing areas which allow for physical activity and social inclusion. Research has also shown that by providing infrastructure for sustainable travel increases the value of housing.
- 4.9 The Cycling and Walking Development Team have an objective to integrate cycling and walking into wider CA strategies and frameworks as they emerge, including housing, health and transport, physical activity, Key Route Network and road safety.
- 4.10 The emerging plans for **Key Route Network (KRN)** will be addressing movement issues on the 23 routes identified as the network of key local highways across the West Midlands essential for serving the main strategic demand flows of people, goods and services. As cycling and walking are modes identified on the KRN, improving provisions for these will help achieve efficient movement by addressing issues of road safety, congestion and air quality. The Cycling and Walking Team continue to provide input on the issues for active travel on the 23 routes of the Key Route Network.
- 4.11 **Resilience** of the transport network is a key priority for WMCA with its own emerging programme of work. The region will see developments in transport including the arrival of HS2 as well as the Commonwealth Games. A demand management plan to address resilience of the network is being developed to reduce the impact of disruptions. Cycling and walking for an entire journey or to link first and last mile can contribute to the success of resilience planning. There will be opportunities to raise the profile of cycling and walking as a measure to reduce congestion during periods of construction and development in the region.
- 4.12 Poor Air Quality and Clean Air Zones are issues that need to be addressed in the West Midlands. Several areas and hotspots have been identified and there are legal requirements to develop action plans to lower levels of nitrogen oxides (NOx) and Particulates (PM10). Replacing short car trips with cycling and walking can have a positive impact on air quality.
- 4.13 WMCA's emerging strategy on health and transport will be a key document to demonstrate the important relationships between health, wellbeing, and wealth. It will address the links between people, movement and place and the impact of these on physical and mental health. Cycling and walking are recognised active travel modes that have a positive impact on health air quality.
- 4.14 *West Midland's On the Move Strategic Framework* (On the Move) outlines the planning and delivery, where physical activity can provide significant added value to the WMCA priority themes including transport and productivity and skills. The framework recognises the importance of walking and cycling to encouraging more people to adopt an active lifestyle, reducing the West Midlands chronic levels of physical inactivity.
- 4.15 There are opportunities within the Cycling Charter Action Plan to link actions with On the Move. These include identifying areas and populations where interventions can provide the greatest impact and revenue schemes such as promotional activities to target these groups.

The Cycling and Walking Team are working with the Physical Activity Strategic Lead to develop actions that meet the objectives of On the Move and the Cycling Charter.

- 4.16 Thrive, An Action Plan to drive better mental health and wellbeing in the West Midlands, identifies five themes which include supporting people whilst in work and developing safer and stable places to live. The aims of the Cycling Charter to improve provisions for cycling and walking play an important role in this plan as active travel increases physical activity which has a positive impact on mental wellbeing. Providing spaces that encourage cycling and walking also improves social inclusion and access to employment by developing places that link individuals with their communities. In addition, TfWM's Travel Choices Team regularly engages with businesses to promote sustainable and active travel which supports the Workplace Wellbeing Commitment identified as a key action in Thrive to support people in employment.
- 4.17 The Mayor's Renewal Plan for the West Midlands includes commitment to supercharge cycling and walking. This includes increasing current levels of cycling to 5% (which is in line with the aim of the Cycling Charter) and upgrading cycle routes including their surfaces and lighting.
- 4.18 WMCA will develop plans for housing with the recent announcement on the local housing deal with £350m being awarded to the region for development. The Cycling and Walking Development Team will work with the Housing and Regeneration Team to consider cycling and walking within frameworks and plans.

## **5.0 Cycling Charter**

- 5.1 The quarterly Cycling Charter meetings continue to take place with greater representation from the Mayor's office and the Strategic Transport Officers Group (STOG) to ensure that actions can be taken forward more effectively.
- 5.2 New stakeholders have been identified (for example, Chiltern Rail, West Midlands Rail, Sprint) and have been invited to meetings. Cross sector representation is also taking place with a representation from MoveWM Working Group to attend future meetings and link up actions.

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

- 6.1 The Cycling Charter Action Plan objective is to foster effective and high profile leadership as this will be a key to delivering an increase in cycling across the West Midlands.
- 6.2 *Action 1: We will continue to engage with the Mayor and Local Councillors and foster the development of local Champions and cycling ambassadors to help raise the profile of cycling and active travel and to influence decisions on funding.*
- 6.3 Mayor Andy Street has identified "supercharging cycling and walking" in his Renewal Plan for the West Midlands He has also committed to seeking funding to raise local spending on improvement cycling provisions to £10 per head over ten years.
- 6.4 *Action 2: We will work with stakeholders to ensure cycling is included in their strategic and policy frameworks by providing technical support and a strong evidence base.*

- 6.5 Sustrans have produced biennial reports entitled **Bike Life** for seven cities across the UK including Birmingham. These reports were produced using a similar approach as the Copenhagen Bicycle account, which is an assessment of cycling development including infrastructure, travel patterns and attitudes to cycling. The data collection and production of these reports have been funded by the Freshfield Foundation and were published in 2015 and 2017.
- 6.6 TfWM is partnering with Sustrans to develop a West Midlands Bike Life Report. This will expand the scope of the previous reports for Birmingham to include all the seven constituent local authorities.
- 6.7 A West Midlands Bike Life Report supports the vision for a regional and common approach for the delivery of cycling improvements across the region.
- 6.8 TfWM Cycling and Walking Development Team regularly respond to a range of **consultations** to feedback in relation to cycling and walking. The team regularly tracks local authority web pages and liaises with TfWM policy officers to identify consultation opportunities and to provide guidance on the way cycling and walking supports mental health, physical activity, housing, road safety, and public service reform.
- 6.9 In May 2018 TfWM will be hosting one of four regional stakeholder engagement events to respond to the DfT's *Cycling and Walking Investment Strategy safety review: call for evidence*. The event will attract stakeholder groups, including: motoring associations, road safety associations, age and disability groups, transport operators and authorities, cycling organisations and charities, parent groups, accident prevention groups and will shape the review of cycle safety nationally.
- 6.10 *Action 3: We will raise the profile of cycling by hosting larger events in the West Midlands and build on the legacy of the 2022 Commonwealth Games.*
- 6.11 British Cycling will be organising two **Let's Ride traffic free cycling events** in Birmingham and Coventry in 2018 (10 June 2018 and 5 August 2018 respectively). These are family focused events that encourage cycling and are held across the UK. TfWM will be looking to support this event. Birmingham City Council will be engaging with businesses and schools to encourage participation in the event on a wider scale.
- 6.12 On the weekend of 30 June 2018, the Mayor of the West Midlands is encouraging communities to come together and celebrate our region's diversity as part of the Mayor's Community Weekend. Grants of up to £500 are being offered to groups who want to run an event. Cycling UK is planning to coordinate a Big Bike Revival event during this weekend.

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

- 7.1 The Cycling Charter Action Plan objective is to ensure there are significant changes in the planning, design and maintenance of the West Midlands transport network if we are to increase cycling levels.
- 7.2 *Action 4: We will develop West Midlands Cycle Design Guidance.*
- 7.3 The West Midlands has a low uptake of cycling at only 1.7% of the population cycling to work or for education purposes based on Census 2011 data. Levels of walking has also been in decline in the region with total number of walking trips per person per annum has fallen from

336 to 186, from the mid-1970s until 2011. Significant changes are needed if we are to achieve an increase to the 5% target of the Cycling Charter. In order to increase levels of cycling and walking, the quantity and quality of provisions requires significant improvement in terms of:

- Direct and joined up routes that improve access via these modes to trip generators and destinations
- Provision of adequate level of road space
- Safe crossing points
- High standards of safety and visibility including signage/wayfinding and lighting

7.5 TfWM worked in partnership with the members of the Cycling Charter Steering Group and Phil Jones Associates to develop the West Midlands Cycle Design Guidance including a supplemental section on the best practice on the integration of cycling with light rail (Metro). PJA engaged with Midland Metro Alliance (MMA) to ensure the content was relevant. The final document entitled West Midlands Cycle Design Guidance received final approval by WMCA Board in December 2017.

7.9 To encourage update and use of the Guidance, TfWM is funding **training** of local authority highway, design and transport planners and engineers on effective use of the guidance within design and planning. Phil Jones Associates are delivering the training in Birmingham, Coventry and Wolverhampton. To date, two sessions have taken place which included 67 participants including officers from the local authorities transport, highways, planning and public health teams. Engineers from Midland Metro Alliance, HS2 and partner consultants have also attended the training. An advanced training session on junction design and a general session are scheduled for June 2018.

7.10 *Action 5: We will continue building the physical network and we will ensure new and existing infrastructure are well maintained.*

7.11 In April 2017, Department for Transport (DfT) announced the Cycling and Walking Investment Strategy (CWIS). CWIS is a commitment to invest £1.2b to improve cycling and walking provisions across the UK with an objective to increase levels of active travel by improving safety, facilities and the public realm. The aim is to double the current levels of cycling and increase walking to 300 walking stages per person per year by 2025.

7.12 **Local Cycling and Walking Infrastructure Plans** (LCWIPs) are included as part of CWIS as a long term approach (e.g. ten year plans) to identify improvements that can be made to cycling and walking provisions at the local level. The LCWIP will set out guidance for local and combined Authorities for planning cycling and walking routes and networks which will help people connect to work, education, leisure or retail sites via active travel. It will explain the steps that are needed for planning as well as the range of tools such as the Propensity to Cycle Tool that can be used to develop schemes.

7.13 WMCA and the 7 constituent Local Authorities received a grant of £86k for the development of LCWIPs for the region. The LCWIP Working Group is made up of representatives from TfWM and the 7 constituent local authorities. The tender for the work was awarded to Atkins who have outlined a detailed programme of work and stakeholder engagement plan. The Working Group have provided data, existing plans and ambitions along with key policy and strategy documents to form the background report on this report. Atkins is continuing to engage with the LCWIP Working Group and other stakeholders to identify priority areas for planning and to start identifying the types of cycling and walking provisions that would be suitable along these routes through site visits and audits.

- 7.14 Birmingham Connected is piloting Green Travel Districts (GTD) with the vision to create an “environment where people are put before cars; where residents, workers and visitors can safely walk, cycle or take public transport”. GTD Locations are selected based on: public transport availability, flow of people through area and existing or potential employment centres. Schemes and programmes are then implemented to improve infrastructure to support walking and cycling. A director post for the Selly Oak & Life Sciences GTD (University, Hospitals and Selly Oak) was funded by the Local Sustainable Transport Fund (LSTF). A master plan document is being drafted to include: Sustainable Access Strategy, Strategic Transport Assessment, and Options Appraisal Report.
- 7.15 **Managing Short Trips (MST)** is a programme of infrastructure in the Black Country to deliver improvements to cycleways, specifically the canal towpaths, along with some highway improvements. Previously, £6.3m was invested in infrastructure schemes, delivering 31km of cycleway improvements to canal towpaths and associated physical highway improvements, such as footway widening, improved crossing facilities and tactile paving. These improvements are all designed to create cycle friendly corridors between existing cycle routes, residential areas and local centres.
- 7.16 A second tranche of work for MST has been funded by the Black Country Consortium. A further £4.2m is being invested to improve the Birmingham Canal starting from Smethwick Galton Bridge to Wolverhampton. The table below lists the improvements that are planned to be delivered between 2017-19.

<b>Delivery 2017/18</b>	<b>Distance</b>	<b>Status</b>
Smethwick: Galton Bridge to Bromford Rd, Towpath	2.33km	Completed
Smethwick: Bromford Rd to Albion Rd junction	0.75km	Scheduled
Wednesfield link to New Cross Hospital: Wyrley & Essington Canal to New Cross Hospital & Bentley Bridge	2.30km	Completed
Wolverhampton: Dixon street to Deepfields junction bridge	3.3km	Completed
<b>Delivery 2018/19</b>		
Dudley: Deepfields Bridge to Factory Junction Towpath	2.02km	Work Started
Smethwick: Bromford Lane to Dudley Border	5.2km	Work Started
Sandwell: Tame valley towpath improvements at Friar Park	1.74km	Scheduled
<b>Total</b>	<b>17.64km</b>	

7.17 The table below outlines other improvements scheduled to start construction this financial year that will be delivered by the individual local authorities:

Location	Scheme	Distance	Type
Sandwell	Blackheath to Rowley Railway Station Cycle Route via Avenue Rd	550m	Segregated off road cycle link with on road cycle route through quiet cul-de-sac
Sandwell	Oldbury Ringway to Sandwell & Dudley Railway Station Cycle Route via Bromford Rd Queens Head Cycle Island Smethwick cycle segregation on existing cycle route	310m	Segregated off road cycle link on Oldbury Ringway
Sandwell	Claypit Lane to Bilhay Lane/Metro Parkway Tiger Crossings over A41	200m	Upgrade three pedestrian crossing facilities to accommodate cyclists
Birmingham	A34	3.6 km	Segregated Cycleway
Birmingham	A38	3.0 km	Segregated Cycleway
Wolverhampton	A449 Northern Gateway - Vine Island to i54	1.0km	Shared footway/cycleway on each side of the carriage way
Wolverhampton	Springfield Campus City Centre Connectivity		Installations of improved crossings and surfacing
Walsall	Canal Towpath Improvements	5.6km	Towpath – shared use
Solihull	UKC Cycle Links Phase 1	20 km	Green Routes

7.18 *Action 6: We will improve provisions for cycling and walking at public transport interchanges to provide better choices to combine modes of travel.*

7.19 **Midland Metro Alliance.** The Cycling and Walking Team continue to engage with Midland Metro Alliance to develop improved integration with cycling. The Metro team provided input into the West Midlands Cycle Design Guidance. As a result of their engagement, a separate supplemental section for integration with light rail was included in the document. The Metro team is also working with HS2, BCC and TfWM on managing issues with severances along the cycle routes in and around the Curzon Street station as well as sharing consultations and alternative route suggestions.

7.20 Discussion on integrating cycling with the **Sprint** rapid transit programme continues to take place. Opportunities to install cycle parking at interchanges and improve cycling connectivity at locations in close proximity to cycling infrastructure are being explored. Funding is being sought for the latter connectivity programme from the Low Carbon call for Birmingham and Solihull from the European Regional Development Fund.

7.21 The Cycling and Walking Development Team has been engaging with **HS2** to identify opportunities to include provisions for walking and cycling within the designs for the Curzon and Birmingham Interchange stations and adjacent areas. Working with Birmingham City Council, we will continue to work with HS2 to ensure that the schemes are cycleproofed for future ambitions for cycling within areas that are impacted by the stations and the rail line.

7.22 The Network Wide Cycle Parking Program (NCWP) which aims to improve cycle parking capacity and quality across the transport network delivered phase 2 in summer 2017. NCWP

phase 3 will deliver cycle parking improvements across key transport interchanges across the region including Solihull rail station and Birmingham New Street between 2018-2019.

- 7.23 West Midlands Trains delivered 48 spaces at Walsall Rail Station and Birmingham City Council delivered 36 spaces at Birmingham Snow Hill Rail Station between January and March 2018.
- 7.24 *Action 7: We will develop a West Midlands Bike Share Scheme.*
- 7.25 In October 2017, the WMCA Board approved and endorsed an adoption of a single bikeshare scheme for the West Midlands's constituent authorities, with Transport for West Midlands as the leading partner.
- 7.26 WMCA published the tender opportunity for a West Midlands Bike Share Scheme via the WMCA's procurement portal on the 29th November 2017. The Scheme was procured on a zero cost basis with no funding required by WMCA or the constituent local authorities. Tender returns were evaluated by the project team, comprising of WMCA representatives and the 7 local authorities.
- 7.27 Following assessment of the tenders by the evaluation panel, the successful operator, Nextbike UK Ltd, was informed on 21 February 2018, followed by a Standstill Period and a confirmation of award on 6 March 2018. The Concession Contract with Nextbike UK Ltd is for an initial term of five years with a possible three year extension exercisable at WMCA's discretion. Nextbike UK Ltd will provide the infrastructure and a high quality maintenance regime for cycles and docking stations over the contract period. The West Midlands Bike Share Scheme will be delivered in a phased approach from late summer 2018 to spring 2019, subject to WMCA Board approval and planning permission requirements.
- 7.28 Nextbike UK Ltd met the requirements of the tender specification. They will be providing 5000 high quality cycles across the region with a payment scheme that is integrated with Swift commercial smart card (passes and pay as you go). Customers will also be able to hire a cycle through several options: the Nextbike mobile application and website, the Whim Mobility as a Service (MaaS) application, as well as via a call centre.
- 7.29 Nextbike will provide flexible and affordable pricing for pay as you go (PAYG) and annual membership, starting at 0.50p per 30 minute ride on PAYG and £30 for annual membership (including a free 30 minutes of each journey).
- 7.30 The West Midlands Bike Share Scheme will offer other benefits, such as local employment opportunities. Nextbike UK Ltd will be hiring 50 new members of staff and are working closely with Steps to Work in Walsall to train and recruit staff from the local area. Nextbike UK Ltd will also offer their social inclusion project 'Bikeshare 4 all' scheme, to provide access to cycles for the unemployed and those not in employment, education or training.
- 7.31 TfWM continues to collaborate with **Brompton** to promote their cycle hire facilities in the city centre at Birmingham New Street, Snow Hill, and Moor Street stations. From April 2017 to December 2017 there have been 2008 hire days in Birmingham and 300 new members have joined the scheme.

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



- 8.1 *Action 8: Develop a customer based approach to promote cycling through behaviour change that addresses motivations, barriers and attitudes with coordination across sectors.*
- 8.2 Market research is being undertaken as part of developing a revenue scheme to compliment the Managing Short Trips towpath improvements. Surveys of residents in the Black Country who live within walking or cycling distance of the Birmingham New Canal are being conducted to determine attitudes and barriers towards using this route for either commuting or leisure. The outcome of this research will inform a marketing and advertising plan to help increase use of the canal towpath for cycling and walking.
- 8.3 **Top Locations** are organisations that have proven their ongoing commitment to cycling and walking. Birmingham Cycle Revolution has funded Top Cycle Location grants to schools and businesses around the city. To date, 54 businesses and 63 schools have received grant funding. All businesses that have worked with BCC as part of the Top Cycle Location grant process will be included in the Birmingham Connected Business Travel Network, a means for workplaces, through the use of tool kits and self-help resources, to have an action plan in place to promote and encourage sustainable travel. STARSFor (the national accreditation scheme that recognises organisations that have shown excellence in supporting cycling, walking and other forms of sustainable travel through the delivery of effective Travel Plans) will be piloted as part of this process. All schools that have received Top Cycle location grants were asked to sign up to Modeshift STARS, the equivalent school accreditation for those schools supporting and promoting sustainable travel.
- 8.4 **Cycle Marketing and Promotion.** TfWM have been working with other organisations to help promote cycling across the region. These partnerships make use of the expertise and successful schemes that have been delivered in other areas of the country. They also foster the joint up approach for delivery and allow for consistent messaging. This year, TfWM are working with Cycling UK and Living Streets with dedicated staff to delivering successful promotional schemes, Big Bike Revival and Walking to School Challenge.
- 8.5 **Big Bike Revival.** A partnership is in place between TfWM and Cycling UK to deliver the Big Bike Revival programme, a scheme to develop community cycle clubs and encourage cycling. A Cycling Development Officer is in post and is working directly with TfWM to help identify areas that could benefit from this work. To date, 10 community clubs have been formed in Walsall, Wolverhampton, Solihull, Coventry and Sandwell (table below) and several other groups are pending.

Area	Club Name
Wolverhampton	Wildside Activity Centre
Wolverhampton	Let us Play
Walsall	Walsall Arboretum Community Cycle Club
Coventry	New Life Cycle Comm. Cycle Club (Langley Trust)
Sandwell	Smethwick Beat The Street Community Cycle Club (MST1)
Sandwell	Hallam Street Hospital
Sandwell	Tipton Fire Station/Victoria Park
Solihull	Birmingham Business Park Community Cycle Club
Dudley	Leap over 50 (Age UK)
Dudley	The Dell

- 8.6 Birmingham City Council is also working with Cycling UK and has a dedicated Community Development Officer to develop community cycling clubs around Birmingham with 18 active clubs. The Community Clubs Development Officer continues to support the clubs through regular meetings, training and funding applications. The officer also works to support Big Birmingham Bikes and British Cycling to promote and increase levels of cycling.
- 8.7 **Living Streets.** Living Streets has partnered with TfWM to deliver WOW – Walking to School Challenge to schools across the region. A Living Streets Project Coordination Officer for the region has engaged with 24 schools and launched the program at 14 schools during the 2017/18 financial year. The programme includes an online platform to monitor modal share and incentivises uptake of active travel through monthly reward badges. Data collected is shared to local authorities. In February of 2018, Living Streets organised a walk to school with the students from Glebefields Primary School in Tipton with Mayor Andy Street to raise the profile of the project. The Mayor was able to speak to the pupils about walking to school and spoke to the entire school at their assembly. The work with Living Streets has been confirmed to continue until March 2019 with additional support from TfWM and DfT.
- 8.8 TfWM use social media platforms to promote cycling and walking through the Network West Midlands Website. Based on the number of views and clicks, often in the 100,000s it has been shown that this online engagement is effective for sharing of information and there is an appetite for this content.
- 8.9 TfWM are actively promoting initiatives delivered by Birmingham Cycle Revolution, Cycling UK, and British Cycling. Signposting towards led rides, road safety campaigns and active travel initiatives in the region through the Network West Midlands cycling portal and social media pages. We have also shared campaigns at promotional events, with local businesses and with universities through online and printed materials.
- 8.10 Cycling support has been delivered by Solihull MBC including: On the Move, Modeshift Stars, Frame Academy, GCSE PE Programme and Duke of Edinburgh/ Expedition Cycling Programme. City of Wolverhampton Council have delivered Love Your Bike sessions to businesses at i54 and as well to their own staff to encourage cycling. Staff pool bikes have also been made available to City of Wolverhampton Staff.
- 8.11 Big Birmingham Bikes manages the Bikeability in Birmingham. The first year saw up to 8000 young people trained to cycle in schools across the city. A community Bikeability programme is currently being developed to help more people access cycle training. The Bikeability programme is supported by British Cycling in the form of a Full Time Cycle Training Tutor.

For 2018/19 financial year, the aim is to train up to 25 new instructors who will help deliver cycle training to 10,000 young people from deprived communities across Birmingham.

8.13 Local Authorities and the voluntary sector are also delivering activities to encourage more people to take up and continue to cycle and walk as a form of active travel as well as a way to promote healthy active living. Below are examples of some of the organisations that are delivering these activities:

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

8.14 *Action 9: Work with partners and stakeholders to develop a robust plan for resilience*

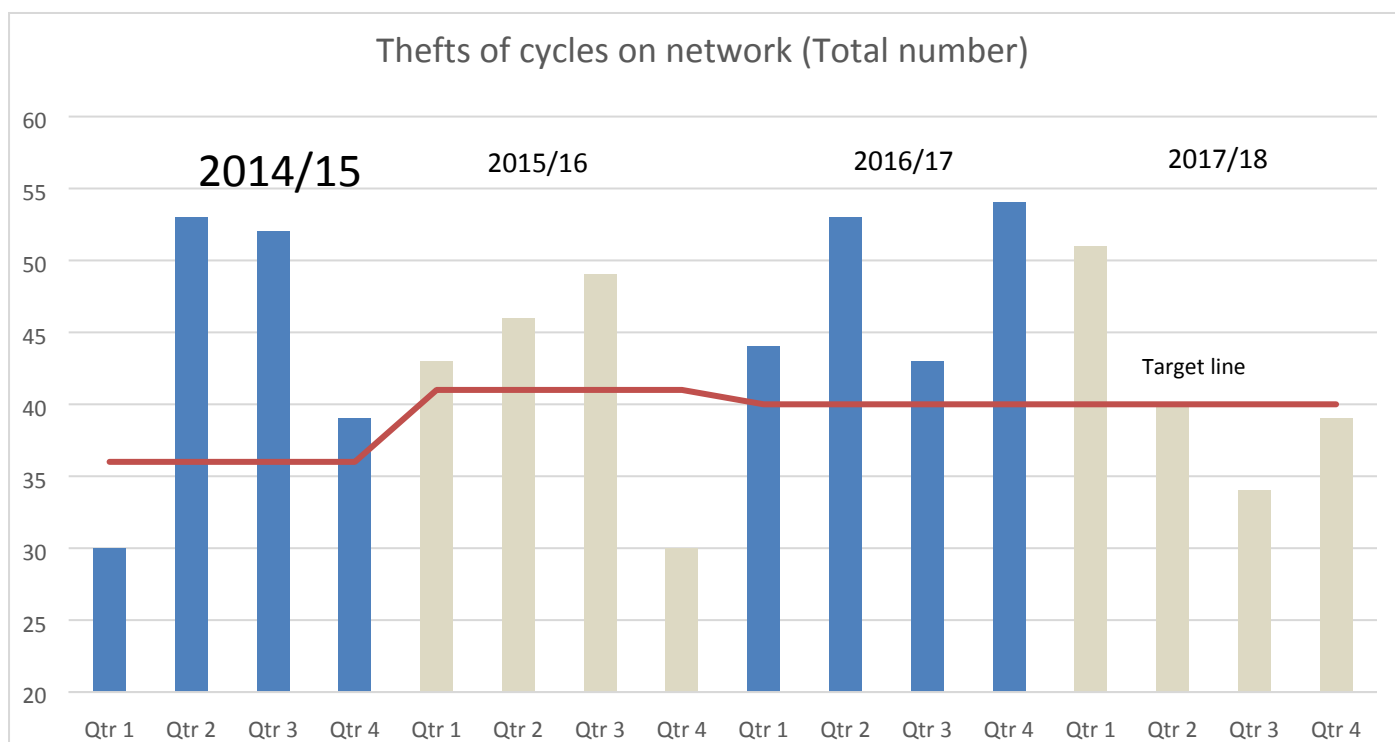
8.15 Network Resilience is a new directorate within TfWM and will be addressing opportunities and challenges to minimise the disruptions from developments including HS2 and the Commonwealth Games and to ensure the movement of people and goods across the region is maintained. A programme of work is currently being developed.

8.16 The Travel Choices Team works within the Network Resilience directorate of TfWM. They engage with businesses and schools to promote sustainable travel choices including cycling and walking. The Cycling and Walking Development Team will work closely with Travel Choices to help identify opportunities to promote active travel.

8.17 *Action 10: Work with local authority staff, West Midlands Police, West Midlands Fire Service, Safer Travel Officers, Police Crime Commissioner, the freight industry and public transport operators to improve safety on roads for vulnerable users including people including pedestrians or cyclists that includes cycling and walking.*

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

- 8.19 **Give Space Campaign.** The Central Motorway Police Group (CMPG; responsible for enforcement) have been delivering its award winning 'Give Space Be Safe' campaign on the region's roads since Autumn 2016. The campaign has been closely followed by other police forces and local authorities who are now adopting the strategy to increase safety in their regions. In the West Midlands, from August 2016 to July 2017, the number of cyclists killed or seriously injured (KSI) decreased by 20% (from 115 to 92) over the same period last year.
- 8.20 National Express has been working with West Midlands Fire Service to improve cycle safety on the region's roads. The bus operator has fitted warning stickers to all 1,600 vehicles in its fleet to help cyclists ride safely around buses. Fire officers from West Midlands Fire Service also visited Coventry bus garage at Pool Meadow to talk to the drivers about Operation Close Pass. This scheme highlights the dangers posed to cyclists from other road users by showing bus drivers exactly how much room to allow when going past cyclists.
- 8.21 Solihull Metropolitan Borough Council has launched Car Exclusion zones at three schools (Oak Cottage, Marston Green Infants and Hasluck's Green Juniors) which started in September 2017 as part of an 18 month pilot to minimise traffic around school drop offs. They are working with local police to monitor enforcement and uptake. The scheme is undergoing a six month review to evaluate lessons learnt to date and identify any alterations to the scheme. Should the scheme prove to be successful, there is ambition to extend the programme to other schools. The aims of the pilot is to increase the number active travel journeys with the following benefits:
- A reduction in traffic speed, congestion and pollution around the school gates
  - Improvements in levels of childhood obesity
  - Improvement in road safety
  - The ability of the Council to proactively respond to demand from parents and residents
- 8.22 *Action 11: Work with West Midlands Police, British Transport Police and other stakeholders to reduce cycle crime.*
- 8.23 We continue to deliver on our award winning five point **Cycle Crime** action plan focusing on 5 key areas of enforcement, engagement, education, environment and evaluation to combat cycle theft at stations. Between April 2017 and March 2018, there have been 164 cycle thefts from stations in the region, a positive 15% decrease in thefts compared to last year.
- 8.24 Our intelligence led operations, Love Your Bike sessions, free bike marking, CCTV security systems, online advice, subsidised D-locks, decoy tracker bikes and secure cycle hub parking contribute in keeping cycle crime relatively low in the region. Working with the Safer Travel Police Team and West Midlands Police, the decoy bike tracker bike continues to be deployed at cycle crime hot spots resulting in the arrest of offenders. The Safer Travel Police Team fund the maintenance of the tracking system of the decoy bike. Sustained investment, fresh interventions and partnership initiatives with British Transport Police and rail operators are required to keep cycle crime down.



8.25 A programme of 40 **Love your Bike** sessions is underway at locations across the network during 2018/19. The sessions continue to be delivered in partnership with the Safer Travel Partnership with local bike shops providing technical expertise on a voluntary basis, which has made these sessions cost effective for TfWM. These award winning sessions enable commuters to benefit from a bike safety check that is free of charge, the opportunity to buy a discounted D-lock (cycle lock) to help reduce cycle crime, and advice on free cycle training and cycle maintenance sessions in their local area. Bikes are also security marked for free by British Transport Police using BikeRegister – the National Cycle Database which is used by every Police Force in the UK to search for stolen and recovered bikes.

## 9.0 Cycling Charter Action Plan - Funding

9.1 *Action 12: Work with our partners and stakeholders to have a coordinated approach to bid for funding.*

9.2 Following the conclusion of the LSTF funded programme *Smart Network, Smarter Choices* TfWM's Sustainability Team was restructured. An allocation of £238k from the 2018/19 WMCA Transport Revenue Budget has ensured that the Cycling Charter and Development Officer roles can continue into 18/19. From April 2018 these roles were made permanent, further demonstrating TfWM's commitment to this area of development and delivery.

9.3 **Devolution.** The second devolution deal included a commitment from central government to help WMCA identify opportunities to fund the £165m needed to deliver the "Strategic and Local Cycle Network Development Programme". This supports the aim to increase investment in cycling to £10 per person per year to give a total ten year investment of £283m.

9.4 **Managing Short Trips.** The Black Country Consortium has funded a second tranche of the Managing Short Trips Programme. £4.2m will be invested in the Birmingham Canal linking Wolverhampton to Birmingham between 2017 to 2019.

- 9.5 **New Rail Franchise.** The new rail franchise for the West Midlands was announced in August 2017 with West Midlands Trains Ltd (a joint venture between Abellio, East Japan Railway Company and Mitsui & Co Ltd) named as the train operating company (TOC) starting December 2017. The TOC has committed to station improvements across the franchise area along with delivering 2,500 cycle parking spaces. They have also committed to including staff dedicated to promoting integrated travel with sustainable travel modes. TfWM Cycling and Walking Team continue to engage with West Midlands Rail and the TOC to discuss cycle provision improvements in line with the vision of the Cycling Charter.
- 9.6 London Midland funded a cycle hub in Walsall Rail Station that was delivered by the end of the franchise contract.
- 9.7 As part of WMCA capital funds for car park renewals, a portion of the annual funds has been allocated to improve cycle parking. This funded the removal of lockers in Widney Manor which were in disrepair. The cycling provision was then upgraded to two tiered racks, funded by London Midland and the Rail Delivery Group Cycling Rail Fund.
- 9.8 TfWM have been exploring initiatives that can include cycling and walking as a way to improve physical activity and public health. **Sport England** have small grants funding and we are looking into bidding for initiatives to promote MST2 in the future.
- 9.9 **HS2 Community and Environment Fund.** HS2 has made available funding towards communities and local economies along the route that are adversely impacted during and post construction of the line. TfWM is working with HS2 to help work with communities looking to access this fund and for help to develop proposals to enhance cycling and walking provisions, including any severances caused by the line.
- 9.10 The value of the Cycling UK Programme is approximately £60,000. For 2017/18 Cycling UK covered the full cost of the Programme through grant funds obtained directly from the Department for Transport. For the 2018/19 financial year, the work is funded in partnership with Cycling UK, TfWM and the Black Country LEP to ensure that this programme of engagement continues.
- 9.11 The partnership between TfWM and Living Streets has allowed the delivery of a promotional programme for walking to school at very low cost to TfWM. Living Streets cover the majority of costs through grant funds obtained directly from the Department for Transport with a small contribution from TfWM.
- 9.12 Solihull Metropolitan Borough Council and Walsall Council have been successful in their bids for National Productivity Investment Fund. The funding will be used to improve local links for cycling and walking. Solihull have received £4.4m and Walsall has received £4.3m.
- 9.13 BCC have submitted a bid for £1.6m additional funding through the additional resources provided by DfT's Cycle City Ambition Grant. The proposal included delivery of road safety schemes in Edgbaston, including development of a new cycle route alongside Priory Road and Edgbaston Road to connect to the National Cycle Network route at Cannon Hill Park to the segregated cycleway currently under construction on the A38.
- 9.14 Solihull and Birmingham have received Road Safety Funding from HS2 (£2.43m and £2.66m, respectively) which may be used to deliver cycle schemes in areas that are impacted by the delivery of HS2.

- 9.15 The Greater Birmingham and Solihull LEP provide the SEP Enabling Fund to deliver revenue schemes that support Strategic Economic Plan. The Cycling and Walking Development team have bid for small projects that support bikeshare, improving air quality and engagement with communities. We are awaiting feedback on the outcome of these proposals.
- 9.16 The cost requirement from Sustrans for each region is £15k/annum for four years (2018-2022) for the development of the Bike Life report.
- 9.17 Additional costs may be incurred if there is an uplift on the base number of surveys (from 1100). Greater Manchester paid an addition £40k in 2015 (for 4,000 surveys) but decided not to do the uplift in surveys for the second Bike Life report for 2017.
- 9.18 The funding allocation from Sustrans are to collect the data required to prepare 2 Bike Life reports, along with the delivery of communication plans. Further costs would be incurred should a constituent local authority wish to generate their own Bike Life report or obtain their regional data from Sustrans. These would need to be funded by the local council seeking this or upon approval by STOG to allocate funding.
- 9.19 A number of schemes have been committed as part of the Phase 3 Network Wide Cycling Programme funded by TfWM:
- £90k committed to delivery at Solihull rail station for 60 spaces
  - £75k committed to deliver cycle parking across the network for 18/19
  - £50k commitment to Birmingham New Street cycle parking improvements

West Midlands Trains have also applied for Rail Deliver Group funding in December 2017 to deliver 294 spaces across the West Midlands Rail network. The outcome of this proposal will be announced later this year.

- 9.20 Solihull Metropolitan Borough Council were successful in their bid for support from the European Regional Development Fund. The final amount that will be allocated to their Greening the Grey scheme to develop new cycling routes will be announced later this year.

## **10.0 Data, Monitoring and Evaluation**

- 10.1 The Cycling Charter Action Plan identifies the importance that each of the actions listed above will include Key Performance Indicators (KPI) and a plan for monitoring and evaluating the impact. In addition, the Government's Cycling and Walking Investment Strategy has the objectives to double the total number of cycle stages made each year, from 0.8 billion stages in 2013 to 1.6 billion stages in 2025 and increase the number of walking stages per person per year to 300. The Cycling Charter also has a challenging target of achieving 5% of all trips for work or education to be made by cycling by 2023. In order to track progress with achieving this target, it is essential that robust Monitoring and Evaluation plan is in place. This includes ensuring funding and resources for collecting data.
- 10.2 The TfWM Joint Data Insight Team are bringing together data collection for the WMCA and TfWM in-house. This includes a procurement framework for additional research as well as developing a dashboard to easily access data including those for cycling. Existing data sets are currently being catalogued by the Data Insight Team.

- 10.3 **Movement for Growth Surveys.** The Movement for Growth tracking survey monitors the user experience of car drivers, pedestrians and cyclists across the West Midlands. Data is collected on an on-going basis with 500 interviews conducted each quarter.
- 10.4 There was improvement in the responses for walking, with 88% of respondents walking for at least 10 minutes once a week (compared with 86% in 2017) and 97% were satisfied with the directness of routes (compared to 89% in 2017). The lowest rated attribute was for upkeep of pavements, with 70% satisfied (with 64% satisfied in 2017).
- 10.5 For cycling, 86% of respondents never cycled, and only 8% cycled weekly. While levels of cycling were low, 73% of respondents stated they could ride a bike, but only 29% had a suitable bike in their household. These results are very similar to the results from the baseline survey in 2017. Most cyclists travelled for leisure (34% in 2018; 27% in 2017). There was no change in satisfaction with overall cycle experience (68% both years).
- 10.6 Cycle counters are located along the network to monitor use of the routes. Unfortunately, not all are functional and many need maintenance (e.g. battery replacement). TfWM are looking into the requirements for the cycle counters and is developing a plan to ensure M&E continues. We have been collating totals for the counters that are still providing data and are shown in the table below. Budgeting for cycle counters for the purpose of monitoring and evaluation is key to demonstrate the impact of the investment in cycling provision and to provide business cases for future investment.

	Number of Counters	First Quarter 2017	Second Quarter 2017	Third Quarter 2017	Fourth Quarter 2017
Total Counters West Midlands	65	472913	650850	533253	374482
Total Counters Managing Short Trips only (Black Country)	4	29287	40670	18584	16091
Total Counters Tow Paths (West Midlands)	12	182666	188950	116817	68685

- 10.7 **Cycle parking occupancy** are undertaken on a monthly basis by TfWM Data Insight Team. The counts are shown in the table below for cycle parking occupancy at stations for 2017/18 financial year averaged 26.6% from April 2017 to March 2018. This is slightly lower than in previous years but similar to last financial year. Despite the poor weather in December 2017 and February 2018 cycle parking occupancy overall for the year has remained steady. Average patronage each quarter is also higher than in previous years. A marketing plan is being developed to increase cycle parking use and integrating cycling with public transport.

	Average for 2014	Average for 2015	Average for 2016	First Quarter 2017	Second Quarter 2017	Third Quarter 2017	Fourth Quarter 2017	Average for 2017	Target for 2017
Average Patronage	380	397	468	552	473	516	558	525	
Average Capacity	1346	1474	1740	1916	1915	1987	2102	1980	
Average % Occupancy	28.5%	27%	26.8%	28.8%	24.7%	26.1%	26.6%	26.6%	32%

- 10.8 Sustrans is collaborating with 10 cities and regions including the West Midlands to produce the Bike Life report which contains the results from surveys on the perception of (see paragraph 6.6 above). The most recent series of reports are based on 2017 data collected within the previous seven cities which includes Birmingham. Sustrans will be looking to further



analyse the findings on these to look at additional themes: Making our cities more inclusive for women to cycle, and, Keeping cities moving. Reports on these will be released later this year.

10.9 TfWM is partnering with Isle of Wight to share data on visitors from the West Midlands to that area. The objective of this work is to promote the cycling routes and offers in the West Midlands. A pilot was delivered during 2017/18 to determine whether behaviour change can be encouraged following a positive holiday experience. The initial findings and lessons learnt were adapted to improve the surveys and to improve engagement with visitors during 2018/19.

10.10 TfWM is partnering with Deliveroo to share data on their delivery staff on pedal cycles. They will be sharing the routes that staff use through heat maps

### **11.0 Financial Implications**

11.1 Work is underway to update the total cycling investment summary for the West Midlands. This will include the updated actual spend per capita to 2017/18 financial year and the current projections to 2026 based on current plans.

11.2 The last detailed returns were submitted by Local Authorities during 2015 as part of initial West Midlands Cycle Charter plan and reports to TDC and the ITA. The financial projections have been updated centrally for known items in the intervening period but it is important now to complete an up-to-date detailed forecast and ensure that all local authority planned cycling investment is captured and reported.

11.3 The WMCA Investment Programme scope includes cycling investment across a number of schemes. For many of these projects, detailed business cases have now been submitted and it is possible to identify the cycling element that is included. Particular examples are the UK Central Infrastructure and Interchange programmes and the Coventry programmes. The updated financial returns will include input from the Investment Programme and project teams in order to provide a forecast of the cycling investment that is included in these HS2 related projects and other initiatives.

11.4 The revised cycling investment financial report will be available in the December 2018 Cycling Charter Progress Report.

### **12.0 Legal implications**

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

### **13.0 Equalities implications**

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

used and the way information is disseminated and communicated to West Midlands residents.

- 13.2 Some people with special needs or physical disabilities may be able to benefit from programmes in the region that use adapted bicycles and they are referred to the organisations that deliver these. Wheels for All is an initiative organised by Cycling Projects in various locations across the UK including the West Midlands (Coventry, Birmingham and Solihull). Midland Mencap is currently working with Cycling Projects to deliver a “ParkRide” pilot scheme in Sutton Coldfield using both regular and adapted pedal cycles.

#### **14.0 Other implications**

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

#### **15.0 Schedule of background papers**

- 15.1 [West Midlands Cycling Charter](#)
- 15.2 [West Midlands Cycling Charter Action Plan](#)
- 15.2 [Andy Street’s Renewal Plan for the West Midlands](#)

#### **16.0 Appendices**

## Glossary

<b>Word / Acronym</b>	<b>Explanation</b>
<b>BCC</b>	Birmingham City Council
<b>BCR</b>	Birmingham Cycle Revolution
<b>CCTV</b>	Closed Circuit TV
<b>CMPG</b>	Central Motorway Police Group
<b>CWIS</b>	Cycling and Walking Investment Strategy
<b>DfT</b>	Department for Transport
<b>GTD</b>	Green Travel District
<b>Hub</b>	Fully enclosed structure for bicycle parking at train stations
<b>LCWIP</b>	Local Cycling and Walking Infrastructure Plan
<b>LEP</b>	Local Enterprise Partnership
<b>LSTF</b>	Local Sustainable Transport Fund
<b>MST</b>	Managing Short Trips – programme of cycle infrastructure improvements in the Black Country
<b>On the Move</b>	<i>West Midlands' On the Move Strategic Framework (On the Move) – WMCA framework to encourage physical activity in the region</i>
<b>PAYG</b>	Pay as you go
<b>Solihull MBC</b>	Solihull Metropolitan Borough Council
<b>STOG</b>	Strategic Transport Officers Group
<b>Sustrans</b>	A national cycling charity enabling people to choose healthier, cleaner and cheaper journeys
<b>TfWM</b>	Transport for West Midlands
<b>WMCA</b>	West Midlands Combined Authority

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**WEST MIDLANDS**  
COMBINED AUTHORITY

## Transport Delivery Committee

<b>Date</b>	11 June 2018
<b>Report Title</b>	West Midlands Stations Alliance Update
<b>Accountable Director</b>	Malcolm Holmes, Director of Rail
<b>Accountable employee(s)</b>	Toby Rackliff, Strategic Lead, Rail Policy (West Midlands Rail)
<b>Report has been reviewed by</b>	Councillor Roger Horton – Lead Member Rail and Metro

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

#### The Transport Delivery Committee is recommended:

1. To note the recent progress with developing the West Midlands Stations Alliance concept between Network Rail, West Midlands Railway and the West Midlands Rail partnership of local authorities;
2. To note the progress with the Pilot Stations master Planning work which has been undertaken at local stations on the Stour Valley and Chase Lines.;
3. To note the proposed next steps for the West Midlands Stations Alliance and Station Master Planning workstream;

#### **1.0 Purpose**

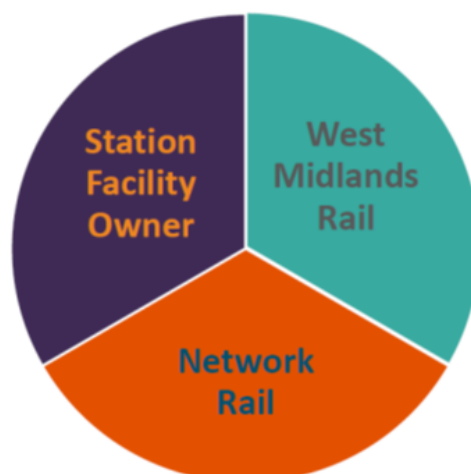
- 1.1 The purpose of this report is to provide an update regarding recent progress with developing the West Midlands Stations Alliance concept between Network Rail, West Midlands Railway and the West Midlands Rail partnership of local authorities (which includes WMCA and its constituent authorities).

#### **2.0 Background: What are the issues we are trying address**

- 2.1 The West Midlands Stations Alliance (WMSA) concept seeks to address issues of:

- **lack of co-ordination between the various parties responsible for station assets**
- **insufficient incentives to invest in significant station enhancements**

- 2.2 With a couple of exceptions **Network Rail own all stations** in the West Midlands and are funded by Government to maintain these station assets in their 2004 condition.
- 2.3 Similarly, as the **Station Facility Owner, the operator** is only contractually obliged to maintain the status quo. Whilst there is a “Residual Value” mechanism in place which seeks to incentivise the train operator to invest in longer term station improvements, the application of this mechanism has arguably been driven by largely commercial considerations.
- 2.4 This asset management approach does not generally consider the passenger experience nor recognise the full potential role that stations could play as community assets.
- 2.5 **Transport for West Midlands**, which, uniquely, is responsible for the majority of station car parks in the metropolitan area, has consistently invested heavily in these assets over recent decades. However, such investment has not generally been co-ordinated with station maintenance and renewal work undertaken by either Network Rail or the Train Operator.
- 2.6 It has therefore become clear that the current asset management processes do not facilitate a coherent long term plan to enhance stations (or even undertake maintenance on a co-ordinated basis) as the incentives are fractured and unclear.
- 2.7 Any substantial enhancements to station facilities are therefore generally only progressed on a case by case basis and require wholly separate funding and approvals processes from that of asset maintenance.
- 3.0 Why we have adopted the West Midlands Stations Alliance (WMSA) Concept**
- 3.1 Prior to deciding on a “Stations Alliance” approach the West Midlands Rail (WMR) partnership had considered around 20 other different models of station ownership and management.
- 3.2 However, it was eventually concluded that it would be possible to achieve WMR’s objectives for stations, within the current station asset management and financial arrangements, alongside the establishment of a formal tri-partite agreement between WMR, Network Rail and the Train Operator.



West Midlands Stations Alliance

- 3.3 This Alliance approach, crucially, leaves the operational responsibilities and risks of station asset management with Network Rail and the train operator.
- 3.4 TfWM and individual WMCA authorities are not a formal members of WMSA, but have close involvement with the alliance through WMR's membership.

#### **4.0 WMSA Vision, Objectives and Governance**

- 4.1 Network Rail, West Midlands Rail Ltd and West Midlands Trains have jointly developed the West Midlands Stations Alliance concept, a **Heads of Terms**, and a shared vision that:

***We will develop stations as quality, accessible, gateways between communities and the railway, supporting the changing needs of our passengers, residents and visitors.***

***Stations in the West Midlands will be community assets, supporting the wellbeing and development of the areas they serve.***

- 4.2 The strategic objectives of the West Midlands Stations Alliance will be to develop and ensure delivery of projects which:

- ***Secure a long term enhancement of the stations consistent with the Vision***
- ***Support the values of the “West Midlands Railway” brand***
- ***Support economic regeneration of the areas served by the Stations***
- ***Promote efficiency and reduction in whole life costs where achievable***

- 4.3 The formal **WMSA Agreement** will be signed in late Spring 2018 with governance arrangements that should provide suitable incentives on all parties to engage productively and honour their commitments and obligations.

- 4.4 A senior '**Alliance Board**' will oversee the work of WMSA and a **West Midlands Stations Alliance Manager** (jointly funded by the three partners) being recruited, one of whose key responsibilities will be to secure funding for projects and consideration is being given to also supporting a couple of graduate posts to assist future Station Master Planning work.

#### **5.0 WMSA Station Master Planning Pilot**

- 5.1 Although only operating in “shadow” form, WMSA has already been progressing a Pilot **Station Master Planning** exercise for stations for the short, medium and long term.

- 5.2 The pilot project (funded principally by the Black Country and Stoke and Staffordshire LEPs) seeks to test the WMSA approach at local stations on two rail corridors:

- the “Stour Valley Line” between Wolverhampton and Birmingham
- the Cannock “Chase line” between Rugeley Trent Valley and Walsall

5.3 The pilot has considered all the local stations on each route, with WMSA partners and the respective WMR member authorities jointly selecting two prioritised stations on each route for more detailed Master Planning consideration.

5.4 The agreed prioritised stations were:

- Sandwell and Dudley, Dudley Port, Cannock and Rugeley Trent Valley

5.5 The Station Master Planning pilot work is still being finalised but some initial outputs will be shared with TDC in the presentation at this meeting.

5.6 A further tranche of Station Master Planning work is now being considered by WMSA partners and WMR constituent authorities building on the lessons learned from the initial pilot project.

## **6.0 WMSA Process Streamlining**

6.1 Further work is also being undertaken on options for: **streamlining internal and external processes** which could reduce costs and speed up project delivery.

6.2 The initial objective is to reduce the timescales required for three key processes (currently being determined) by 25% by the end of December 2018.

## **7.0 Financial implications**

7.1 There are no direct financial implications as a result of this update report. The West Midlands Stations Alliance is jointly resourced by the three WMSA partners, Network Rail, West Midlands Railway and West Midlands Rail. West Midlands Rail is funded by annual contributions from the Department for Transport and West Midlands Rail Member local authorities.

## **8.0 Legal Implications**

8.1 There are no legal implications arising in relation to the West Midlands Combined Authority with regards to this report.

## **9.0 Equalities implications**

9.1 Equality implications are being considered by WMSA partners as part of the West Midlands Station Alliance approach. Key accessibility design standards will be adopted and disability groups will be consulted as part of future design processes

**10.0 Other implications** – Not applicable

**11.0 Schedule of background papers** – Not applicable





**WEST MIDLANDS**  
COMBINED AUTHORITY

## Transport Delivery Committee

<b>Date</b>	11 June 2018
<b>Report Title</b>	Park and Ride Update
<b>Accountable Director</b>	Pete Bond, Director of Integrated Network Services
<b>Accountable employee(s)</b>	Babs Spooner, Head of Park & Ride
<b>Report has been reviewed by</b>	Councillor Roger Horton – Lead Member Rail and Metro

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

**The Transport Delivery Committee is recommended:**

1. To note the current status of development for Park and Ride (P&R) Expansion schemes;
2. To note and support the significant amount of activity that is underway on how P&R is developed and delivered;
3. To note the progress with Longbridge Park and Ride where charging will be introduced on opening from next Spring.

**1.0 Purpose**

- 1.1 The purpose of this report is to provide an update relating to the delivery and development of P&R sites in the TfWM as since the committee considered the previous report on 9 October 2017.

**2.0 Background**

**Current Park and Ride Provision**

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

**Table 1 – Park and Ride Sites Provided by TfWM**

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

**2.2** In addition to the TfWM area P&R sites, TfWM is also responsible for the provision of the car parking at Bromsgrove station where charges apply (359 spaces).

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

**2.4** The success of P&R has led to challenges including:

- The need to operate an enforcement regime to ensure that drivers park only in marked bays
- Problems of on-street parking around stations with over-subscribed car parks (and indeed at stations with no car parks)
- Poor customer satisfaction with car parking provision due to difficulties in finding a space
- Inability of potential public transport users to access the network, particularly during the off-peak.
- A major cost to TfWM of circa £2.4 million per annum (around £300 per space) to operate car parks

### Future Pressures

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

- Network resilience arising from major highway and HS2 investment programmes will create significant capacity pressures on the highway

network, requiring expanded and improved public transport options to encourage modal shift

- The affordability of operating both existing P&R sites and any future expanded sites within increasingly constrained budget – noting that the majority of sites are free for users.
  - A need for expanded P&R provision for both the Coventry City of Culture in 2021 and the Commonwealth Games in 2022 both of which will be delivered through a mixture of permanent and temporary provision.
  - Rail usage is anticipated to continue to grow strongly – driven by jobs growth in Birmingham City Centre, population growth and continued modal shift from both car and bus.
  - The new West Midlands rail franchise will deliver a significant improvements in rail services including a major capacity uplift in 2021 and new rolling stock on many routes – this will drive further rail growth and improving P&R access to the rail network will be essential in supporting this.
  - Changes in customer expectations and requirements and the development of new technologies
  - Increasing local issues associated with on-street parking around rail stations
  - Development of new Metro and Sprint routes with opportunities for P&R
  - Opportunities for strategic bus based P&R linked to the Key Route Network
  - The impact of Clean Air Zones in the West Midlands and the requirement to find alternative means of travel to the car into our main towns and cities
  - Improving access to new developments including areas of housing, education, training and employment
- 2.6** To help provide more of a focus on the delivery of park and ride in the West Midlands and following a restructure within TfWM there is now a specific P&R team of two in place (Babs Spooner, Head of Park & Ride and Guy Craddock, Park & Ride Development Manager), supported by the wider TfWM team, to take forward the various workstreams.
- 2.7** The team will be taking a multimodal approach to Park & Ride, working alongside the rail, Metro, bus, Sprint and Sustainability teams to maximise options for permanent Park & Ride and temporary facilities during major events, such as the commonwealth games, or network disruption. They will also be working closely alongside asset management, legal, procurement, strategy and project management colleagues to develop a strategy and approach to the ongoing development and delivery of Park & Ride, including improved customer experience, delivery of technological innovations and seeking commercial opportunities.
- 2.8** They will also be developing a customer and stakeholder engagement strategy to ensure close liaison with key external partners in the development of Park & Ride.

### 3.0 Defining a new Park and Ride Strategy for the region

3.1 With all the pressures to expand P&R provision across the West Midlands, work is currently being undertaken with partners to define a new Park and Ride strategy for the Combined Authority. This will inform priorities for new schemes with all of the external pressures in the region to expand provision.

3.2 A further update will be provided to TDC as this work develops.

#### 4.0 Car Park Expansion Workstreams

4.1 With the requirement and pressure to develop new schemes TfWM is progressing a number of projects, ahead of the new strategy document in line with the initial priorities that have been identified for expansion. These projects are shown in **Table 2** below:

**Table 2 – Car Park Expansion projects (in alphabetical order)**

Bradley Lane (Metro)	New 196 space car park will now enter delivery phase during autumn 2018 following resolution of former mine working issues and lease arrangements for the land. During the development of the scheme options to create a much larger decked car park were rejected because of the mine working issues and concerns about the extra traffic generated by a larger car park would have on the local road network. The new car park should hopefully open in the first quarter of 2019.
Hall Green	Discussions are continuing with a landowner regarding the availability of additional land to allow the creation of a significantly larger car park. Indications are these discussions should be concluded shortly with a favourable result.
Landywood	Whilst the station is not in the TfWM area, there is a potential opportunity to manage a new 250 space car park funded by a developer of a new housing estate close to the rail station. Discussions are very much at an early stage involving both Network Rail and Staffordshire County Council but the aim would be, if TfWM was to manage the site, it would be a revenue neutral facility for TfWM by having a parking charge at the car park to cover operating costs. A key concern would be whether measures could be introduced around the car park to encourage users to pay to park rather than continuing to park for free on street.
Longbridge	Subject to a successful planning application the new five deck, 622 space car park will enter the construction phase in late summer/autumn 2018, with a view to opening the new facility by April 2019. Users will be charged for parking in the new facility with the revenue generated being used to cover the construction costs over a 25 year payback period.

Sandwell and Dudley	Project being initiated with TfWM project processes. Initial assessments have been done and there is a potential to increase parking provision through various options from the current 369 up to 1100 spaces. An enlarged facility would potentially put additional pressures on the local road network and any scheme could require a package of local highway mitigation measures. Like Longbridge any scheme would look to the introduction of car park charges to offset the costs of scheme implementation.
Sutton Coldfield	Project being actively developed as part of HS2 connectivity package for Birmingham linked to wider public transport initiatives for Sutton Coldfield town centre. A potential decked car park is being looked at though consideration will have to be given to the local conservation area the car park is located in.
Tame Bridge Parkway	Project being initiated within TfWM project processes. An area of land has been identified adjacent to the current site, owned by the landowner of the wider Park & Ride car park, which could be used to deliver a car park expansion. This is heavily overgrown at present and near to the river. Initial land investigation activity is being undertaken to understand the feasibility of delivering a car park expansion on this land.
Tile Hill	Project is being actively developed as part of HS2 connectivity package for Coventry and Warwickshire. A number of options have been developed and the favoured approach is an initial expansion of around 250 car park spaces. The options for further expansion would only take place when or if highway mitigation measures can be delivered in the area.
Tipton	New 108 space extension onto land currently owned by Sandwell MBC. Planning permission has been granted and negotiations are continuing with Sandwell regarding the costs associated with land. The former industrial use of the land means like the Bradley Lane site mitigation measures will be required because of old mine workings.
Whitlocks End	New 271 space expansion onto existing TfWM land. Public consultation has taken place. Project development had stalled but has now re-started with favourable negotiations taking place with both Solihull MBC and Worcestershire County Council planning teams in recent weeks.

**4.2** Other expansion locations are being considered and if practical will be developed into potential schemes in line with the evolving P&R strategy. These will be included in subsequent reports to this committee.

**4.3** In addition to the expansion workstreams, TfWM has also been undertaking investment in renewing and improving existing assets at Park and Ride sites as part of the capital programme. Over the last few years this has included:

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

## **5.0 New Park and Ride schemes**

**5.1** In addition to the expansion schemes noted in **Table 2**, and discussed in the previous section, TfWM continues to actively engage with potential commercial providers of parking regarding opportunities for them to provide new privately operated car parks adjacent to rail stations to complement the current oversubscribed free TfWM car parks. Locations where opportunities for private commercial car parks are being investigated include Spring Road, Rowley Regis, Canley and Sandwell & Dudley.

**5.2** At Cradley Heath there is already a privately operated charged car park adjacent to the station providing overflow parking for the oversubscribed TfWM car park. While this car park does not comply with our standards, it is providing a useful function, and is often very busy despite charging £2 a day. Its existence demonstrates that there is a commercial market for providing car parking to serve rail stations at no cost to the taxpayer and there is a willingness for rail users to pay for parking.

**5.3** TfWM is actively encouraging private providers to investigate options such as these where a direct passenger benefit can be provided at no cost to taxpayers. TfWM will advise passengers of the availability of third-party parking where they meet minimum standards of provision (e.g. surfacing, lighting, security etc) and promote them alongside other station access options as appropriate.

## **6.0 Park and Ride Delivery Workstreams**

**6.1** In addition to the specific projects to expand P&R, TfWM is also undertaking a review as to how P&R sites are delivered.

**6.2** This comprises of various separate but complementary workstreams as discussed below.

### **Park and Ride User Surveys**

**6.3** Throughout last autumn TfWM carried out a comprehensive set of surveys across nearly all rail stations to understand how people access each station. This has given TfWM an understanding of where people travel from, how they get to the station, where they park (if car users) and user attitudes towards making more sustainable options than driving their car.

**6.4** These surveys continue to give us a good understanding of the users of TfWM area. The responses help inform decisions that TfWM may need to take regarding priorities for expansion, charging or improving access arrangements more widely. The following are some of the headline figures from the latest survey which give a

good insight into the existing users of TfWM car park sites from where 1457 users responded:

**Location of parked car on day of survey:**

- 81% had parked on the station car park in a designated space
- 13% had parked on street,
- 4% in the car park in a non-designated space.

The main reason for not using the station car park was no spaces left (83%). 7% said the car park was too far from the station.

**Alternative modes of travel if Park and Ride car park was not available:**

- 39% would park on street near to the station
- 30% would park at another station.
- 18% would drive all the way to their destination
- 11% would walk to the station instead.

**Whether the Park and Ride site used is the nearest station to the starting point of their journey:**

- 61% were using their nearest rail station.

The main reasons for non-local station use were related to the provision of Park and Ride - 29% stated free car parking, 25% easier to find a space/more spaces available and 18% no car park at their nearest station.

None related P&R reasons were more frequent train service (25%) and rail fare cheaper from this station (17%).

**Usual parking behaviour and problems experienced parking:**

- 81% of P&R users hardly ever travelled to the station by another mode other than driving there
- 62% managed to park in a designated bay on the station car park every time they travelled
- 15% doing so most of the time.
- 23% could only park on the car park half the time or less often.

**Park and Ride safety:**

- 85% felt very safe/safe when walking between the car park and the platform.
- 78% felt their car was very safe/safe when left at the station car park.

**Use and potential future use of electric charging points at the station car park:**

- 1% of P&R users own an electric car and 3% a Hybrid.
- 3% said they would potentially use a charging points in the next 6 months
- 84% of users at stations where electric hooks ups were available were aware of them, none of the respondents had used them.

**Users were asked who they thought operated the Park and Ride car park:**

- 36% thought that the WMCA was responsible for funding P&R.
- 28% thought it was rail passengers/fare payers/through tickets
- 24% thought it was Network Rail
- 22% thought it was the rail operator.

**To make cost savings in operating the park and ride site:**

- 91% agreed with plans for more energy efficient lighting
- 91% were not in favour of charging for car parking.

**Opinion and potential use of Save a Space scheme:**

- 47% thought they were likely to use the Save a Space app however 43% were unlikely.
- 19% of those unlikely to use Save a Space said it was because they have not experienced problems parking so didn't see the point
- 14% didn't have a smartphone/don't use apps or found it impractical to reserve a space
- Only 7% had used the app, however a further 68% were aware it.

**Other user data**

- 6.5** The Rail Station Access Survey 2017 demonstrated that 73% of P&R users travel to Birmingham City Centre and 7% to London. The main reason for P&R journeys was commuting followed by business travel, although this is unsurprising as there is currently little capacity for off peak leisure users to park.
- 6.6** 64% of users agreed in principle that using alternative modes of travel to stations such as by bike or car share should be encouraged.
- 6.7** More than 30% of users of P&R live within a mile of the station, with a further 30% living 1 – 2 miles away, demonstrating a potential market for sustainable travel to stations. 96.5% of P&R users travel alone in their car.

**Car park enforcement**

- 6.8** TfWM continues to actively enforce considerate parking at our P&R sites with users parking outside lined bays being liable to a penalty charge. This scheme which has now been in place for 3 years is operated by Vehicle Control Services Ltd (VCS) and is working well with relatively few operational issues occurring.
- 6.9** It is budgeted as cost neutral to TfWM overall with the Parking Charge Notice income received funding the enforcement activity taking place with the contract being flexible where enforcement activity can be scaled up and down at relatively short notice to respond to the level of incidents taking place. Any minor surpluses in income that result are re-invested into improving the overall Park & Ride infrastructure. It is proposed to continue with this arrangement on an on-going basis, although it may need to be reviewed as part of any wider review of delivery arrangements.
- 6.10** A more automated system of parking enforcement will shortly be introduced at Bromsgrove using Automatic Number Plate Recognition (ANPR) technology. This will be able to identify directly whether each car park user has paid for parking. This model of enforcement without the need for entrance and exit barriers is the likely method that will be used at other car parks with charges such as the new Longbridge car park.

**Private sector partnership**



- 6.11** TfWM are continuing to explore the potential for private sector car parking companies to help support TfWM in the delivery of both its existing P&R sites and any new and expanded sites.
- 6.12** Initial conversations already suggest that there would be interest from the market for supporting TfWM in the delivery of P&R. Indications from providers with experience in this type of car park provision in other areas of country are that getting agreements and the car park up and running is not a quick process.

### **Park and Ride Commercial Approach**

- 6.13** As mentioned in Section 2 of this report, the ongoing management and operation of Park & Ride car parks incurs significant costs of £2.4m per annum. We also need to be minded that the current operational budget could increase to c. £3.25m per annum (based on existing per space costs) if the current anticipated increase of 3,000 additional car parking spaces by 2022 is achieved.
- 6.14** These expansion ambitions also need funding, so we need to explore new and innovative ways to generate income to help pay for car park development and improved customer experience measures for Park & Ride and potentially the wider transport network.
- 6.15** Therefore a focus of the next six months will be to devise a commercial approach, exploring different opportunities to raise funding from Park & Ride sites to offset costs and pay for improvements for our customers. This will include looking at opportunities for retail/business/community space, sponsorship and advertising.
- 6.16** As referenced in Section 4, plans to deliver a much improved car park facility at Longbridge are progressing well. This will be TfWM's first multi-decked car park, delivering a significant increase in the number of spaces for users and a range of enhanced customer experience measures including smart payment systems (including via Swift), automatic number plate recognition (ANPR), two lifts and space sensors.
- 6.17** At the meeting of the WMCA Board on 9 February 2018 the introduction of car park user charging at the new Longbridge car park was agreed in order to finance the operational and capital borrowing costs associated with this project.
- 6.18** The delegated responsibility for setting exact levels of car parking charges at Longbridge is jointly between the WMCA Lead Member for Transport and the Managing Director of TfWM, in consultation with Birmingham City Council Lead Member for Transport. This will enable the ability to set and adjust charges in line with achieving modal shift objectives and repayment requirements for scheme borrowing. The actual level of parking charges have yet to be set.
- 6.19** Introduction of any further car park charging at any other locations within the TfWM area would currently require further approval by the WMCA Board on a case by case basis. Carefully exploring options for charging, particularly linked to sites for new and expanded Park & Ride or enhanced customer experience (such as is the case with the Longbridge model) will form part of the work undertaken on the commercial plan.

**6.20** It is recognised that any further change in policy on charging will be politically sensitive, and possible wider impacts for on-street parking would need to be investigated. However, many P&R sites already have issues with on-street parking due to the current capacity pressures, and putting in charging at an appropriate level may assist in freeing up capacity for late peak/off-peak users who currently have no option but to park on-street.

**6.21** The current policy also offers little incentive for customers who live close to the station to take more sustainable means of travel. This is why recent user surveys show 60% of car park spaces are occupied by residents from within two miles of stations and of the 60% over half (i.e. more than 30% of total users) travel from within one mile of the station.

**6.22** A report will be brought to TDC later this year outlining progress on work to develop the commercial approach.

### **Development of new Park and Ride sites on Sprint Network**

**6.23** Alongside development work for Sprint, the opportunity for the introduction of P&R on the Sprint network is being actively explored. P&R is likely to be a key component of the first three Sprint routes currently being implemented in time for the Commonwealth Games in 2022.

### **Lease Review**

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

### **Save a Space Trial**

**6.25** As was advised in the last report, TfWM is taking part in the Innovate UK 'Innovation in Urban Spaces Contest' through which we are working with a start-up developer called Accelogress who have developed an app which allows rail passengers to book a parking space in a "Save a Space" trial.

**6.26** The initial trial started at four sites (Sutton Coldfield, Longbridge, Rowley Regis and Tile Hill) where we looked for volunteers to sign up to a trial period so they are able to reserve and pre-book a limited number of specially designated parking spaces at each location.

**6.27** The trial scheme went live last autumn. Take up was good at all locations except Sutton Coldfield and the trial location was dropped in favour of Four Oaks. The trial was due to end during May 2018 but has been extended for a further three months.

**6.28** Take up of scheme has been good with some very positive feedback from users. Most notably from shift workers who are now able to arrive to park after the morning peak and have a parking space. TfWM has worked with the provider to secure

external funding to allow the trial scheme to be expanded and this will allow us to experiment with charging for the service.

- 6.29** As a free service there is no incentive for users to cancel any booking if the space is not needed or book the space for the period needed rather than a whole day. The use of charging and potential penalties for not cancelling could ensure the best use of the car park spaces available through this scheme.

## **Sutton Coldfield**

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

- 6.31** The charging is operated by the use of a staffing operative (provided within the overall contract operated by Vehicle Control Services Ltd that includes Considerate Parking enforcement) who collects cash at the entrance. A trial of the use of PAYG Swift is also being rolled out to allow payment to be taken using a portable Swiftcard reader (as used on Metro). Work is now being undertaken to install a pay and display parking machine in the car park that is able to take Swift card payment.

- 6.32** In installing the ticket machine this will allow the removal of the member of staff at the car park. Enforcement for breaches of the parking conditions (like at other TfWM station car parks) and additionally for none payment for parking will be undertaken by our parking enforcement contractor.

## **7.0 Encouraging other access options**

- 7.1** TfWM recognises that improving other access options to stations and stops is also important especially when more than 60% P&R users make single occupancy journeys from within 2 miles of the station. In parallel with the P&R workstreams TfWM is therefore pursuing a number of other initiatives to improve access to the public transport network. This includes work such as:

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

- 7.2** Any proposals to improve P&R therefore need to be considered as part of wider plans to improve the access to the network.

## **8.0 Stakeholder Engagement**

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

**8.2** P&R policy within the TfWM area also needs to be influenced by policy in the wider commuter area, recognising that travel behaviour can be affected by both the availability of car parking and charging policy at stations in the wider area including out of county.

**8.3** We will therefore continue to actively engage with the multiple stakeholders involved in P&R as we continue to review our approach to delivery and priorities for expansion.

## **9.0 Financial implications**

**9.1** The provision of P&R has considerable financial implications for TfWM as operating P&R sites currently costs over £2.4 million per annum. Furthermore, any future expansion in this provision will increase these costs further. Therefore sustainable funding models will need to be introduced as part of the overall P&R Strategy. This will take into account on-going revenue impacts as plans are taken forward on how existing provision can be best provided and how to increase and expand provision going forwards. This will include any related projects such as the Save a Space initiative.

**9.2** In terms of further expansion and developments the TfWM capital budget alone will be insufficient to deliver all our aspirations and therefore there will be a need to explore all funding opportunities and all associated activities if a wider programme of schemes is to be successfully delivered. This will include looking at charging to raise revenue in order to fund capital borrowing, with each scheme needing to be looked at on a case by case basis as part of an overarching P&R strategy.

## **10.0 Legal Implications**

**10.1** Any developments or expansion proposals for Park and Ride sites will be subject to due diligence in terms of providing a comprehensive appraisal of land ownership status and to establish any requirements necessary in relation to consents and approvals needed for such developments.

**10.2** Any necessary property agreements, including leases and transfers will need to be entered into following negotiation. It will be essential to engage with Legal / Procurement as appropriate from a very early stage so that resources can be adequately planned to support the key deliverables and timescales met.

**10.3** Any changes resulting from our negotiations with Network Rail and the Franchisee relating to covenants contained within certain car park leases may also drive legal costs and processes that will need to be factored into project timescales and budgets.

**10.4** Any necessary commercial agreements to undertake works will need to be entered into in line with all contract and procurement requirements and again early engagement with legal and Procurement Teams will be essential.

## **11.0 Equalities Implications**

**11.1** Any All TfWM car parks currently confirm to DfT Guidance on the design of stations in relation to the Equalities Act. We will continue to design to these standards for new park and ride sites, although TfWM will look to seek derogations to the number

of Blue Badge spaces provided at stations where there is clear, sustained evidence of over-provision.

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**TRANSPORT DELIVERY COMMITTEE**

<b>COMMITTEE MEETING</b>		<b>REPORT AND AUTHOR</b>	<b>AGENDA SETTING MEETING</b>	
<i>Date of Meeting</i>	<i>Date Final Reports to be submitted to Governance Services</i>		<i>Date of Meeting</i>	<i>Date Reports to be submitted to Governance Services</i>
16 July 2018 (TBC)	5 July (TBC)	<ul style="list-style-type: none"> <li>• <b>Wolverhampton Advanced Quality Partnership Consultation</b> Pete Bond (Edmund Salt)</li> <li>• <b>Metro Investment Programme</b> Phil Hewitt</li> </ul>	29 June (TBC)	26 June (TBC)

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