



Transport Delivery Committee

Date: Monday 7 January 2019

Time: 1.00 pm **Public meeting** Yes

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

Membership

Councillor Kath Hartley (Chair)	Birmingham City Council
Councillor Roger Horton (Vice-Chair)	Sandwell Metropolitan Borough Council
Councillor Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Pervez Akhtar	Coventry City Council
Councillor Keith Allcock	Sandwell Metropolitan Borough Council
Councillor Robert Alden	Birmingham City Council
Councillor Adrian Andrew	Walsall Metropolitan Borough Council
Councillor Phil Davis	Birmingham City Council
Councillor Allah Ditta	Walsall Metropolitan Borough Council
Councillor Mohammed Fazal	Birmingham City Council
Councillor Mohammed Hanif	Dudley Metropolitan Borough Council
Councillor Celia Hibbert	City of Wolverhampton Council
Councillor Diana Holl-Allen	Solihull Metropolitan Borough Council
Councillor Les Jones	Dudley Metropolitan Borough Council
Councillor Chaman Lal	Birmingham City Council
Councillor Keith Linnecor	Birmingham City Council
Councillor Ted Richards	Solihull Metropolitan Borough Council
Councillor John Rowley	City of Wolverhampton Council
Councillor David Welsh	Coventry City Council

The quorum for this meeting is seven members

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

Contact Wendy Slater, Senior Governance Services Officer
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AGENDA

No.	Item	Presenting	Pages	Time
Meeting business item				
1.	Apologies for absence	Chair	None	
2.	Declarations of Interest Members are reminded of the need to declare any disclosable pecuniary interests they have in an item being discussed during the course of the meeting. In addition, the receipt of any gift or hospitality should be declared where the value of it was thought to have exceeded £25 (gifts) or £40 (hospitality).	Chair	None	
3.	Chair's Remarks (if any)	Chair	None	
4.	Minutes of the last meeting	Chair	1 - 8	
5.	Matters Arising	Chair	None	
6.	Correspondence/ Petitions	Chair	None	
7.	Financial Monitoring Report	Linda Horne	9 - 18	
8.	Capital Programme Delivery Monitoring Report	Sandeep Shingadia	19 - 26	
9.	Customer Services Performance Report	Sarah Jones	27 - 36	
10.	Bus Alliance Update	Edmund Salt	37 - 48	
11.	Safer Travel Update	Mark Babington	49 - 56	
12.	Cycling Charter Progress Report	Hannah Dayan	57 - 62	
13.	Safe and Sustainable Travel Portfolio Summary	Councillor Diana Holl-Allen	63 - 66	
14.	Park and Ride Update	Richard Mayes	67 - 80	
15.	Petition Report	Angela Hosford	81 - 86	
16.	WMCA Board Transport Reports (for information only)	Laura Shoaf	None	
17.	Notices of Motion To consider any notices of motion by the deadline of 12 noon on 3 January 2019	Chair	None	

18.	Questions To consider any questions submitted by the deadline of 12 noon on 3 January 2019 for written questions and 12 noon on 4 January for oral questions.	Chair	None	
19.	Forward Plan	Chair	87 - 88	
20.	Date of Next Meeting - 4 February 2019 at 1.00pm		None	

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West Midlands Combined Authority

Transport Delivery Committee

Monday 5 November 2018 at 1.00 pm

Minutes

Present

Councillor Kath Hartley (Chair)	Birmingham City Council
Councillor Roger Horton (Vice-Chair)	Sandwell Metropolitan Borough Council
Councillor Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Pervez Akhtar	Coventry City Council
Councillor Robert Alden	Birmingham City Council
Councillor Phil Davis	Birmingham City Council
Councillor Allah Ditta	Walsall Metropolitan Borough Council
Councillor Mohammed Fazal	Birmingham City Council
Councillor Mohammed Hanif	Dudley Metropolitan Borough Council
Councillor Celia Hibbert	City of Wolverhampton Council
Councillor Diana Holl-Allen	Solihull Metropolitan Borough Council
Councillor Chaman Lal	Birmingham City Council
Councillor Keith Linnecor	Birmingham City Council
Councillor Ted Richards	Solihull Metropolitan Borough Council
Councillor John Rowley	City of Wolverhampton Council
Councillor David Welsh	Coventry City Council

Item Title No.

32. Apologies for absence

Apologies for absence were received from Councillors Allcock, Andrew and Jones.

33. Chair's Remarks

(i) Welcome

The Chair welcomed Councillor Lees to the meeting who was attending as an observer from the WMCA's Overview and Scrutiny Committee (Governance Working Group) and advised the committee that a second member of the working group, Councillor Chalk, was also welcome to attend future meetings.

The Chair also welcomed back to the committee, Councillor Hanif following a change in political leadership in Dudley but added that she was sad Councillor Stanley was no longer a member of TDC. The Chair and Councillor Huxtable thanked Councillor Stanley for his service to the committee and in particular, the Chair noted Councillor Stanley's contribution to the Putting Passenger First Lead Member Reference Group.

(ii) Awards

The Chair reported that unfortunately, TfWM was not successful at the National Transport Awards this year, however, TfWM/ the WMCA had been nominated in four categories and TfWM has jointly been nominated for a best diversity resource award at the Inclusive Companies' Award to be announced on 15 November 2018.

(iii) TDC Member Visits

The Chair outlined the forthcoming member visits that have been scheduled for November and December:

- Dudley Network Tour on 12 November 2018;
- University Station/Perry Barr Station on 27 November 2018 and
- Metro Depot Visit on 10 December 2018

(iv) Budget 2018 – key headlines

The Chair advised the board of the recent budget announcement with regards to the award of funding to the WMCA, which included a £20m grant to be awarded 2019/20 and 2020/21 in respect of the existing and unique 5G programme, an additional £71.5m to the Transforming Cities Fund Extension and the potential to receive circa £7.6m in 2018/19 for the repair of local roads and the maintenance of bridges.

(v) WMCA Overview and Scrutiny Committee – Governance Working Group

The Chair reported that in relation to the WMCA's Overview and Scrutiny Committee reviewing an area of TfWM activity, the Labour Group were keen for the working group to look at capital project delivery, with a focus on Metro. Councillor Huxtable, Minority Vice-Chair, reported that the Conservative Group supported this proposal.

34. Minutes of the last meeting

The minutes of the meeting held on 10 September 2018 were agreed as a correct record.

35. Matters Arising

Metro Investment Programme (*Minute no.23 refers*)

Further to the response given to Councillor Stanley's enquiry regarding an update on how Metro would connect with Dudley Port Rail Station and the work being undertaken with Network Rail, Midland Metro Alliance and stakeholders, Councillor Huxtable enquired when the committee could expect to receive an update on the matter.

The Director of Development and Delivery, Sandeep Shingadia, reported that he would contact the Rail Sponsor for a date to report on this matter to the committee.

36. Correspondence/ Petitions

None submitted.

37. Financial Monitoring Report

The committee considered a report of the Head of Finance and Business Planning that set out the financial position as at the end of September 2018 related to the Combined Authority's Transport Delivery Revenue and Capital Budgets.

Councillor Akhtar, Lead Member for Finance and Performance, outlined the report recommendations and advised the committee of a typographical error in section 2.2 of the report regarding bus services which should read a projected *adverse* full year forecast of £1.448m, not favourable. The Lead Accountant (Transport) Wayne Farrington, explained the reasons for the adverse forecast and other revenue expenditure headline variances and reported that the revenue expenditure table in the report contained the correct information. The Lead Accountant (Transport) continued to present the headlines for the remainder of the report covering the capital expenditure and treasury management sections.

In relation to an enquiry from Councillor Huxtable regarding Metro Birmingham Eastside and the need to know more about the work undertaken with respect to the design options for Delta Junction at Bull Street, in particular whether the WMCA has obtained agreement in principle, the Managing Director, Laura Shoaf, reported a financial decision has not yet been taken on the junction as the Midland Metro Alliance (MMA) was currently reviewing the work undertaken by Balfour Beatty and offered to provide a Councillor Huxtable with a briefing note on the matter.

Councillor Horton, Lead Member for Rail and Metro, proposed that the matter be raised at a future Rail and Metro Lead Member Reference Group meeting as this would ensure Councillor Huxtable received a more detailed response.

Councillor Alden expressed concerns that current underspends on schemes could lead to cost increases in the future and enquired as to the number of fixed price contracts that were in place and whether delays to schemes could be attributed to the work being undertaken in respect of Paradise Circus.

The Managing Director, advised that there were different delivery arrangements in place for the various schemes and reported that whilst the Midland Metro Alliance would deliver Metro schemes, they would not deliver Sprint schemes and she could supply further information for Councillor Alden if required. In relation to works being carried out for Paradise Circus, the Managing Director reported that these had not impacted on the final delivery date for the Metro Extension to Centenary Square and Edgbaston.

In relation to Wednesbury to Brierley Hill Metro Extension and an enquiry from Councillor Hanif as to whether the rescheduling of survey work would delay the delivery of the scheme, the Managing Director reported that the transfer of the corridor from Network Rail to the WMCA had recently been agreed and this would not delay the scheme.

In relation to an enquiry from Councillor Richards regarding further information on 'emerging cost pressures relating to various TfWM activities', referred to in paragraph 2.3 of the report, the Lead Accountant (Transport) advised that detailed work was currently ongoing as part of the review of forecast expenditure taking place during November and information from the outcome of this would be included in the next Financial Monitoring report that would be considered by the committee on 7 January 2019.

Resolved:

1. That the year to date net revenue expenditure outturn for 2018/19 shows a favourable variance of £309,000 compared to budget and a full year favourable forecast variance of £41,000 be noted;
2. That the total capital expenditure to the end of September 2018 for the overall transport programme is £38.8million, within the year to date budget be noted and
3. That the treasury indicators are within expected range and there are no issues to highlight to be noted.

38. Capital Programme Delivery Monitoring Report

The committee considered a report of the Director of Development and Delivery, that provided an update on the approved TfWM led 2018/19 programme and projects.

Sandeep Shingadia, the Director of Development and Delivery, reported on the achievements with regards to elements of the 2018/19 Capital Programme that had been completed during September and October 2018 and reported that there were no variations to the baseline programme during the period.

Councillor Huxtable noted that the forecast date for University Station was given as June 2022 in the report and considered the timescales for the station opening in time for the Commonwealth Games seemed very tight.

The Director of Development and Delivery reported that June 2022 related to the Network Rail close down date of the project and not when the station opens. He undertook to ensure the date was reconciled in future reports.

In relation to an enquiry from Councillor Davis regarding the public realm for Snow Hill Third Access, the Director of Development and Delivery reported that this project was being led by the Colmore Business Improvement District with the Greater Birmingham and Solihull LEP who were looking at the synergy around Snow Hill and improving the environment.

In relation to a request from Councillor Ditta for an update on Walsall Town Centre Interchange Feasibility Study, the Director of Development and Delivery reported that study was currently on hold as TfWM was awaiting the outcome from Walsall MBC on their town centre masterplan work.

Resolved:

1. That the achievements since the September 2018 meeting of the Transport Delivery Committee be noted;
2. That the progress of deliverables under the 2018/19 Capital Programme be noted and
3. That there are no variations from the baseline programme be noted.

39. Rail Business Report

The committee considered a report of the Head of Rail Franchising and Partnerships that provided an update relating to the performance, operation and delivery of rail services in the West Midlands including rail operator partnership agreements and West Midlands Rail Executive activity.

The Head of Rail Franchising and Partnerships, Tom Painter, outlined the key highlights in the report and also referred to the update given earlier in the day by West Midlands Trains at the pre-TDC policy briefing session.

In relation to a comment from Councillor Lal that rail passengers are still experiencing problems with overcrowding and reliability and his question as to when customers could expect to see an improvement, the Head of Rail Franchising and Partnerships reported that West Midlands Trains has put in place 70 action plans focusing on areas for improvement and that under the terms of the franchise would be required to make payments in the event that poor performance continued. With regards to poor performance, the Head of Rail Franchising and Partnerships explained that the causes were varied and whilst some aspects of poor performance could be attributed to the train company, other factors such as the infrastructure i.e., track condition and signalling, were outside of its control. He advised that new rolling stock to create extra capacity had been ordered but the lead time of 18 months to 2 years would mean the majority of new trains would not arrive before 2020-21 although an additional 8 trains from London would be utilised on services for Snow Hill and Kenilworth stations.

Councillor Davis considered that the current system was almost in a state of collapse and he hoped the partnership between West Midlands Rail Executive, train companies and central government would tackle the issues to get the best deal for passengers and congratulated officers for their on-going work.

Councillor Horton, Lead Member for Rail and Metro conveyed his thanks to the Head of Rail Franchising and partnerships and colleagues for reporting into the Rail and Metro Lead Member Reference Group that was working well.

Resolved: That the contents of the report be noted.

40. Bus Business Update

The committee considered a report from the Network Development Manager

that provided an update relating to the performance, operation and delivery of bus services in the West Midlands and the vision for bus in the West Midlands.

The Network Development Manager, Edmund Salt, highlighted key areas of activity during the last six months which included the first partnership routes between Diamond and National Express on services 42/43 and 31/32 and changes to bus service registrations.

The Head of Network Delivery, Jon Hayes, also took the opportunity to outline customer feedback on the changes to bus services in Birmingham following a request from Councillor Huxtable.

In relation to the recent changes to bus services in Dudley and Sandwell, Councillor Horton asked if he could receive general feedback from councillors and members of the public and asked for Councillors Hanif and Jones to be provided with the same information.

The Head of Network Delivery undertook to provide councillor and customer feedback on the changes to services in Dudley and Sandwell to Councillors Horton, Hanif and Jones.

In relation to Network Resilience and HS2, Councillor Richards expressed concern that HS2 enabling works could cause disruption for bus passengers from North Solihull and East Birmingham trying to access the city centre.

Councillor Linnecor added that he also had concerns regarding the closure of Saltley Viaduct and the impact for bus users.

The Head of Network Delivery reported that TfWM was working in partnership with Birmingham City Council and National Express to try and mitigate any impact on bus services; this was likely to include bus priority measures. He added that there would be a wider resilience strategy, working with local authorities that would promote public transport.

Resolved:

- (1) That the contents of the report be noted;
- (2) That the review being undertaken by TfWM on how it considers and processes bus registrations be noted and
- (3) That the Vision for Bus in the West Midlands be approved.

41. Presentation: Vision for Bus

The committee received a presentation from the Director of Integrated Network Services on the strategic Vision for Bus that was outlined in the Bus Business Update report.

The presentation highlighted the background to the vision for bus, changing behaviour and future trends, the importance of bus, recent interventions, challenges to bus, new opportunities available to the WMCA/TfWM, messages from West Midlands Leaders, the Strategic Vision for Bus, the Vision Objectives and the next steps.

Councillor Huxtable noted that there was very little park and ride provision for bus services, commenting that it worked well in other major towns and enquired as to whether there was a vision for bus park and ride in the West Midlands.

The Director of integrated Transport Services, Pete Bond, reported that park and ride would form a pivotal role for Sprint services which would have dedicated highway space. He added that with regards to park and ride for bus services, journey time predictions were currently limited but if these improved, there could be an opportunity in the future to look at taking this forward.

Councillor Alden reported that the presentation did not include reference to technology that has recently been developed whereby buses can clean the air, adding that the same technology was available for bus stops which could have a huge impact for the West Midlands. He advised that pilots are underway in London and Southampton and enquired whether the new technology could be considered for the Vision for Bus.

The Director of Integrated Transport Services reported that he supported looking into the use of new technology including investigating bus infrastructure as well as vehicles and thanked Councillor Alden for his comments.

Resolved: That the presentation be noted.

42. Notices of Motion

None submitted.

43. Questions

None submitted.

44. WMCA Board Transport Reports (For Information Only)

The committee received two reports that would be considered by the WMCA Board on 9 November 2018; these were Transforming Cities Fund and Strategic Vision for Bus.

The reports were submitted for information only.

Resolved : That the reports be noted.

45. Forward Plan

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

Resolved : That the report be noted.

46. Date of Next Meeting -7 January 2019 at 1.00pm

The meeting ended at 3.00 pm.



Transport Delivery Committee

Date	7 January 2019
Report title	Financial Monitoring Report
Accountable Director	Linda Horne Interim Finance Director Tel 0121 214 7508 Email - Linda.Horne@wmca.org.uk
Accountable employee(s)	Wayne Farrington, Lead Accountant - Transport Tel 0121 214 7243 Email Wayne.Farrington@wmca.org.uk
Report to be/has been considered by	Lead Member Cllr Pervez Akhtar

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

1. Note that the year to date net revenue expenditure outturn for 2018/19 shows a favourable variance of £384,000 compared to budget and a full year favourable forecast variance of £47,000 (a minor favourable movement of £6,000 since the previous reported position).
2. Note that total capital expenditure to the end of November 2018 for the overall transport programme is £53.9 million, within the year to date budget.

1.0 Purpose

- 1.1 This report sets out the financial position as at the end of November and is the fourth report for the 2018/19 financial year. The content relates to the financial position of the Combined Authority's Transport Delivery Revenue and Capital Budgets. The report consists of the following Sections. The previously reported Section C 'Treasury Management Indicators' has been removed and will now be just reported within the overall WMCA financial monitoring report to WMCA Board as a significant amount of its content relates to non-Transport areas:

Section A Summary TFWM Revenue Budget

Section B Summary TFWM Capital Budget

SECTION A

2.0 Summary Revenue Position

2.1 Overall as at the end of November 2018 there is a net favourable in-year variance against budget of £384,000. Following the second re-forecast of the year there is a favourable full year position of £47,000 against budget which is a minor £6,000 favourable movement since the previous reported position.

2.2 Year to Date and Full Year Variances

The majority of areas within the Revenue budget are currently showing minor variances which are close to their budgeted year to date profile and the full year forecast for these are also projected to be within a narrow margin to the full year budget.

The variances of note where the year to date and full year variances are more significant in nature are detailed below along with explanations for these:

- **Concessions:** £1.021m favourable in-year and projected £1.721m favourable against full year forecast. As previously reported this is mainly due to lower Bus concessionary patronage than budgeted. The majority of the saving will be used to fund the income foregone as a result of the agreed 12 month Departure charge and Roadside Information holiday that commenced from 1 October 2018.
- **Bus Services:** £682,000 adverse in-year and projected £1.462m adverse against full year forecast. As previously reported the full year forecast is due to income foregone as a result of the agreed introduction of the 12 month Departure charge and Roadside Information holiday commencing from 1 October 2018. The income foregone from this will be funded from savings on Concessions. The in-year adverse position also reflects the introduction of the Departure Charge and Roadside Information holiday which is partly offset by phasing attributable to monitoring related activity with some of this reprofiled to take place later in the year.
- **Strategic Development:** £81,000 favourable in-year and projected £9,000 adverse against full year forecast. As previously reported this reflects some in-year phasing on External Advice activity with a re-profiling of it undertaken for it to take place in the remainder of the year.
- **Business Support Costs:** £59,000 adverse in-year and projected £101,000 adverse against full year forecast. This is mainly due to lower recovery against the 16 Summer Lane building income target that was set for the 2018-19 budget.

2.3 The table on the following page shows an overview of the year to date and full year forecast for the Transport Revenue budget with the key headlines relating to it reported above. It should be noted that there will likely be emerging cost pressures relating to various TFWM activities and initiatives for the remainder of this year that may alter the final forecast position and these will be reported in subsequent financial report updates through the year. The third full forecast of the year will be undertaken during January and reported to the 4 March 2019 TDC meeting.

	ACTUAL NOV 18 £000	BUDGET NOV 18 £000	VARIANCE NOV 18 £000	FORECAST FULL YEAR 18-19 £000	BUDGET FULL YEAR 18-19 £000	VARIANCE FULL YEAR £000
TRANSPORT FOR WEST MIDLANDS						
INCOME						
Specific resources:						
Transport Levy	76,480	76,480	()	114,720	114,720	
TOTAL INCOME	76,480	76,480	()	114,720	114,720	
EXPENDITURE						
Concessions						
National Bus Concession	33,813	34,823	1,010	50,537	52,244	1,708
Metro / Rail	3,024	3,029	5	4,542	4,542	()
Child Concession	6,300	6,306	6	9,538	9,552	13
	43,137	44,158	1,021	64,617	66,338	1,721
Bus Services						
Bus Stations / Infrastructure	3,196	2,438	(758)	4,959	3,510	(1,448)
Subsidised Network	5,607	5,610	3	8,522	8,498	(25)
Tendering / Monitoring	398	468	70	674	683	9
Accessible Transport	4,836	4,839	3	7,259	7,261	2
	14,037	13,355	(682)	21,414	19,952	(1,462)
Rail and Metro Services						
Metro Services	995	1,027	32	1,558	1,560	3
Rail Services	1,416	1,427	11	2,306	2,253	(53)
	2,411	2,454	43	3,864	3,814	(50)
Integration						
Safety and Security	427	399	(27)	653	614	(38)
Passenger Information	3,360	3,357	(3)	5,210	5,195	(15)
Sustainable Travel	142	166	24	248	253	5
	3,929	3,921	(7)	6,111	6,063	(48)
Network Resilience	562	543	(18)	844	831	(13)
Business Support Costs	2,209	2,150	(59)	3,386	3,285	(101)
Strategic Development	1,360	1,440	81	2,249	2,240	(9)
Elected Members	174	178	4	267	271	3
Capital Finance Charges	8,456	8,457	1	11,923	11,929	6
TOTAL EXPENDITURE	76,273	76,657	384	114,674	114,721	47
NET	207	(176)	384	46	(1)	47

SECTION B

3.0 Summary Position TfWM Capital Budget

3.1 The overall TfWM Capital Programme expenditure was £53.9m (43%) below the budget of £95.3m at the end of November 2018 with the variance primarily contained within the Investment Programme portfolio (£36.2m). The Other Major Schemes were £1.9m below the budget of £2.1m. The Minor Works Programme was £2.8m (23%) below the budget of £8.5m and the Administered Programme was £0.5m below the Budget of £1.1m.

The Annual Forecast is now £58.1m (59%) favourable to budget, the majority of the variance contained within the Investment Programme. This represents a favourable movement of £9.9m from September, £8.3m of which relates to the TfWM Delivered Investment Programme. The main movement relates to Birmingham Eastside Extension (£4.0m) where a more complete position with regards to the 3G Tram procurement has led to a further profiling of spend. The other main change relates to the University Station, within the TfWM Minor Works Programme.

The in-year and full year variances have no impact on project delivery timescales.

	ACTUAL YTD VS BUDGET YTD			FULL YEAR 2018/19		
	ACTUAL NOV18 £000	BUDGET NOV18 £000	VARIANCE NOV18 £000	BUDGET £000	FORECAST £000	VARIANCE £000
TfWM Delivered Investment Programme Schemes	47,311	83,485	36,174 43%	133,607	79,924	53,683 40%
TfWM Other Major Schemes	236	2,138	1,902 89%	4,829	2,519	2,310 48%
TfWM Minor Works Programme	5,702	8,528	2,826 33%	14,760	12,664	2,096 14%
TfWM Administered Programme	627	1,136	509 45%	3,141	3,130	11 0%
TOTAL	53,876	95,287	41,411 43%	156,337	98,237	58,100 37%

3.2 The TfWM Delivered Investment Programme portfolio contains schemes which feature in the WMCA Devolution Deal Investment Programme to be delivered by TfWM. These schemes are all, to some extent, funded from the West Midlands Combined Authority Devolution Deal funding arrangements.

3.3 Investment Programme scheme expenditure at the end of November totalled £47.3m which was £36.2m below the year to date budget. The variance is spread across the wider Metro schemes, and is a continuation of previously reported underspend. The most significant being Metro Wednesbury to Brierley Hill Extension (£12.0m), which reflects the phasing of early start activities within the project to accommodate the refresh of statutory powers and finalisation of the business case. The Metro Edgbaston Extension (£5.8m) is below budget due to a Programme of Highway works being rescheduled to combine works with the Hagley Road Sprint scheme in early 2019. The Metro Wolverhampton City Centre Extension (£4.5m) is also below budget due to rescheduling of the project to align with the Wolverhampton Interchange Programme station reconstruction works.

Other favourable variances are attributable to the Metro Birmingham Eastside scheme which is below budget (£4.1m), as a result of the impacts of the delay in confirmation of the Transport & Works Act Order on the programme and re-profiling in response to ongoing design options appraisal. The Rail Investment Programme is £3.7m below budget, owing mainly to a deferral of Land acquisition with respect to local enhancements on the Walsall to Wolverhampton Rail scheme, and Camp Hill Local enhancements.

- 3.4 Spend against the TfWM Other Major Scheme programme totalled £0.2m, which was £1.9m below the budget of £2.1m at the end of November 2018. The main variance relates to Longbridge Connectivity Package (£1.7m) where pre-construction investigative works have continued. A planning application was accepted in November, paving the way for construction to commence in Q4 2018/19.
- 3.5 Spend against the TfWM Minor Works programme totalled £5.7m, which was £2.8m behind the budget of £8.5m. The main variances are contained within the Sustainable Travel Programme (£1.0m), Transforming Bus Travel Programme (£0.9m), and the Asset Renewal/Replacement Programme (£0.7m) and explained in further detail in section 3.11. A Budget for the University Station has now been included following the securing of initial funding of £2m with Greater Birmingham & Solihull LEP.
- 3.6 Spend against the TfWM Administered Programme was £0.6m, which was £0.5m below the budget of £1.1m.
- 3.7 The Annual Forecast is £58.1m (37%) below the budget of £156.3m, and reflects a continuation of previously reported underspends. The main variance is contained within the TfWM delivered Investment Programme Schemes, relating to the Metro Extensions highlighted previously. Within here, the primary variance is contained within the Metro Wednesbury to Brierley Hill Extension, and relates to the re-phasing of early start activities within the project to accommodate the refresh of statutory powers, the re-profiling of the Network Rail corridor acquisition to March 2019 and finalisation of the business case.

TfWM Delivered Investment Programme Schemes

TfWM Delivered Investment Programme Schemes	ACTUAL YTD VS BUDGET YTD			FULL YEAR 2018/19		
	ACTUAL NOV18 £000	BUDGET NOV18 £000	VARIANCE NOV18 £000	BUDGET £000	FORECAST £000	VARIANCE £000
<u>HS2 Connectivity Programme:</u>						
Bilston Road Track Replacement Phase 2	34	250	216	250	282	(32)
Rail Investment	3,013	6,751	3,738	9,184	4,645	4,539
Sprint Network	1,269	3,248	1,979	5,227	3,078	2,149
Metro Centenary Square Extension	9,880	11,153	1,273	17,422	17,571	(149)
Metro Wolverhampton City Centre Extension	8,810	13,286	4,476	13,593	12,721	872
Metro Edgbaston Extension	7,375	13,209	5,834	17,289	12,625	4,664
<u>Other TfWM Investment Programme Schemes</u>						
Metro Birmingham Eastside Extension	3,728	7,807	4,079	22,859	7,794	15,065
Metro East Birmingham to Solihull Extension	6,078	8,700	2,622	13,273	9,252	4,021
Metro Wednesbury to Brierley Hill Extension	7,124	19,081	11,957	34,510	11,956	22,554
TOTAL	47,311	83,485	36,174 ^{43%}	133,607	79,924	53,683 ^{40%}

- 3.8 Expenditure against TfWM delivered Investment Programme schemes totalled £47.3m at the end of November 2018 which was £36.2m below the budget of £83.5m. The main contributors to the favourable variance were as follows:

- **Wednesbury to Brierley Hill Metro Extension (£12.0m)** due to the re-phasing of early start activities within the project to accommodate the refresh of statutory powers and finalisation of the business case. The transfer of the Network Rail corridor to the WMCA which will allow initial site works to be progressed has been agreed in principle allowing construction works to progress in 2019 with opening on schedule for 2023.

- **Edgbaston Metro Extension (£5.8m)** The underspend is reflective of a programme of Highway works which have been rescheduled to combine works with the Hagley Road Sprint scheme in early 2019, together with utility diversions not required on further review. In addition, land purchases are currently being finalised in conjunction with the Sprint Hagley Road scheme.
- **Wolverhampton Metro Extension (£4.5m)** due to rescheduling of the design and construction activities to align with the wider Wolverhampton Interchange Programme. Discussions are ongoing regarding the NCP Car Park purchase expected to conclude towards the end of Q4 2018/19.
- **Metro Birmingham Eastside (£4.1m)** due to the impacts of the delay in confirmation of the Transport & Works Act Order on the programme and re-profiling following further review of design options.
- **Rail Investment Programme (£3.7m)** owing mainly to a deferral of Land acquisition with respect to local enhancements on the Walsall to Wolverhampton Rail scheme, and Camp Hill Local enhancements.
- **East Birmingham to Solihull Metro Extension (£2.6m)**, due to a rescheduling of survey and modelling works, impacting on the submission of a transport works order from December 2018 to late June 2019. The delivery of the project remains on schedule for late 2026.

3.9 The Investment Programme Schemes Annual Forecast has been reduced by £53.7m against the Budget of £156.3m. This represents a reduction of £8.3m from the reported position in September 2018. The main contributors to the variance are as follows:

- **Wednesbury to Brierley Hill Metro Extension (£22.5m)** as identified previously. The variance is not expected to influence the completion date for the scheme.
- **Birmingham Eastside Extension (£15.1m)** primarily due to rescheduling of 3G Tram Contract. Negotiations and contract award originally envisaged for February 2019, have been rescheduled to Summer 2019. In addition the rescheduling of the works in response to the delay in the award of the Transport & Works Act Order and ongoing design optioneering is impacting upon the spend profile. This represents a further reduction of £4.0m against the position reported in September 2018.
- **Edgbaston Metro Extension (£4.7m)** owing to the rescheduling of complimentary highway works, and construction works have been rescheduled following the change to the construction plan as a consequence of the decision to re-strengthen not reconstruct the canal bridge. The variance is not expected to influence the completion date for the scheme which is on schedule to open in late 2021.
- **Rail Investment Programme (£4.5m)** due to a reprofiling of land acquisition on the Rail-Walsall to Wolverhampton Line, and cost reprofiling of the Rail-Camp Hill Line. The variance is not expected to influence the completion date for the scheme.
- **East Birmingham to Solihull Metro Extension (£4.0m)**, due to a rescheduling of survey and modelling works, impacting on the submission of a transport works order from December 2018 to late 2019. This variance is not expected to impact upon the completion date for the scheme at the end of 2026.

Other Major Works

TfWM Other Major Schemes	ACTUAL YTD VS BUDGET YTD			FULL YEAR 2018/19		
	ACTUAL NOV18 £000	BUDGET NOV18 £000	VARIANCE NOV18 £000	BUDGET £000	FORECAST £000	VARIANCE £000
Regional Transport Coordination Centre (RTCC) develop	12	12	0	172	172	0
Birmingham City Centre Metro Extension	(1)	0	1	0	72	(72)
Bromsgrove Station	(3)	0	3	0	(3)	3
Longbridge Connectivity Package	77	1,795	1,718	3,557	1,810	1,747
Connected and Autonomous Vehicles	151	331	180	1,100	468	632
TOTAL	236	2,138	1,902 89%	4,829	2,519	2,310 48%

- 3.10 Spend against the Other Major Works Programme to the end of November 2018 was £1.9m below budget. The main variance relates to Longbridge Connectivity Package where pre construction investigative works are continuing. The planning application was secured in November 2018, paving the way for construction to commence in Q4 2018/19.
- 3.11 The annual forecast has been reduced by £2.31m, in the main relating to Longbridge Connectivity Package, due to the rescheduling of the main construction costs into 2019/20. In addition the Connected and Autonomous Vehicle (CAV) project is below budget following the rescheduling of Highway and Road Traffic control equipment procurement from March 2019 to Q1 2019/20, following a review with key stakeholders. This has no impact on the overall delivery of the 2 year programme.

Minor Schemes Programme

TFWM Minor Works Programme	ACTUAL YTD VS BUDGET YTD			FULL YEAR 2018/19		
	ACTUAL NOV18 £000	BUDGET NOV18 £000	VARIANCE NOV18 £000	BUDGET £000	FORECAST £000	VARIANCE £000
On Street Infrastructure	331	453	122	565	537	28
Bus Stations & Interchange	426	866	440	1,013	1,013	0
Other	1	0	(1)	0	1	(1)
Bus / Rail Park & Ride	149	277	128	457	396	61
Total Asset Renewal / Replacement	907	1,596	689	2,035	1,947	88
Park and Ride	705	883	178	2,389	2,131	258
Total Metro Minor Works	705	883	178	2,389	2,131	258
Other	46	71	25	415	112	303
Rail Stations	908	933	25	1,241	1,741	(500)
Bus Stations & Interchange	130	131	1	211	211	0
Metro	24	0	(24)	0	0	0
Sustainable Travel	18	0	(18)	0	0	0
Total Project Development	1,126	1,135	9	1,867	2,064	(197)
Cycling & Walking	258	1,113	855	2,830	1,050	1,780
LSTF Programme	0	16	16	24	24	0
MST Programme	1,979	2,071	92	2,431	2,436	(5)
Total Sustainable Travel	2,237	3,200	963	5,285	3,510	1,775
ICT Programme	14	15	1	15	15	0
Other Corporate Systems	3	54	51	100	100	0
Total Systems	17	69	52	115	115	0
Swift	12	30	18	40	40	0
Total Ticketing	12	30	18	40	40	0
Highway & Reliability Improvements	557	1,150	593	2,170	2,276	(106)
On Street Infrastructure	127	411	284	805	536	269
Total Transforming Bus Travel	684	1,561	877	2,975	2,812	163
Park & Ride	5	30	(25)	30	30	0
Total Transforming Rail Travel	5	30	(25)	30	30	0
Interchange Signage	9	24	15	24	15	9
Total Wayfinding / Signage / Public Realm	9	24	15	24	15	9
GRAND TOTAL	5,702	8,528	2,826 <small>33%</small>	14,760	12,664	2,096 <small>14%</small>

3.12 The Minor Scheme Programme spend to the end of November 2018 was £2.8m below the budget of £8.5m. The main favourable variances are as follows:

- **Sustainable Travel (£1.0m)** The main variance relates to Snow Hill 3rd Access (£0.791m), within the Cycling & Walking Programme. The contract to construct the direct connectivity between St Chads tram stop and Snow Hill Rail station was completed in November 2018, following assurances from Network Rail around infrastructure ownership. Construction works can now commence in January 2018, however the Annual Forecast has been reduced by £1.8m to reflect the majority of the construction works falling into 2019/20.
- **Transforming Bus Travel (£0.9m)** The main variance relates to Clean Bus Technology Fund 2017-19 (£0.6m) where one of the Operators has withdrawn from the Programme. The budget will be re-distributed across the remaining 5 operators following confirmation of a programme of works, all of which is expected to be delivered within 2018/19.

- **Asset Renewals / Replacement (£0.7m)** The main variance relates to Network Wide Bus Station Refurbishments (£0.4m) where the Walsall mid-life flooring refurbishment has undergone strategic review, which has led to minor rescheduling within 2018/19.
- **Metro Minor Works (£0.2m).** The main variance relates to Bradley Lane Park and Ride due to a delay in commencing works on site. A programme has now been agreed, and the first phase of works is now under way. The Annual Forecast has been reduced by £0.258m to reflect this change.

A Budget for the University Station has now been included following the securing of initial funding of £2m with Greater Birmingham & Solihull LEP, leading to full project cost funding of £10m.

Administered Schemes Programme

TFWM Administered Programme	ACTUAL YTD VS BUDGET YTD			FULL YEAR 2018/19		
	ACTUAL NOV18 £000	BUDGET NOV18 £000	VARIANCE NOV18 £000	BUDGET £000	FORECAST £000	VARIANCE £000
TFWM Administered Programme	627	1,136	509 ^{45%}	3,141	3,130	11 ^{0%}

3.13 The TfWM Administered Programme spend at the end of November 2018 was £0.5m below the budget of £0.7m. The main variance relates to transport modelling work (£0.2m) with further acceleration to come over the next few months. There is no impact on the Annual Forecast.

4.0 Financial Implications

4.1 Detailed within above report

5.0 Equalities implications

5.1 None as a result of recommendations in this report

6.0 Inclusive Growth Implications

6.1 None as a result of recommendations in this report

7.0 Other Implications

7.1 None as a result of recommendations in this report

8.0 Schedule of Background Papers

8.1 All relevant information related to the recommendations is contained within this report.

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West Midlands
Combined Authority

Transport Delivery Committee

Date	7 th January 2019
Report title	Capital Programme Delivery Monitoring Report
Accountable Chief Executive	Laura Shoaf, Managing Director, TfWM 0121 214 7444 laura.shoaf@tfwm.org.uk
Accountable Employee	Sandeep Shingadia, Director of Development & Delivery, TfWM 0121 214 7169 sandeep.shingadia@tfwm.org.uk
Report has been considered by	Councillor Akhtar

Recommendation(s) for action or decision:

Transport Delivery Committee is requested to:

1. To note achievements since the November 2018 meeting of the Transport Delivery Committee.
2. To note the progress of deliverables under the 2018/2019 Capital Programme.
3. To note, where indicated, any variations from the baseline programme.

1.0 Purpose

- 1.1 To provide this committee with a progress monitoring update on the approved TfWM led 2018 / 2019 programmes and projects.
- 1.2 The financial aspects of the TfWM Capital Programme are reported separately under the Financial Monitoring Reports to this committee.

2.0 Background

- 2.1 The 2018/2019 Capital Programme was approved by WMCA Board as part of the wider Transport Plan on 9th February 2018
- 2.2 The ITB allocation for 2018/2019 has been fully utilised on continuing committed schemes and in attempting to manage the existing asset base with respect to replacement and or renewal of life expired/obsolete equipment, in order to endeavour to maintain a steady state of asset condition across the estate.
- 2.3 Attached to this report (Appendix 1) is the detailed monitoring report for the October 2018 TfWM Capital programme outlining deliverables, indicating the baseline date with an indication of the current forecast date with a RAG indicator.

3.0 Achievements

- 3.1 The following elements within the 2018/19 Capital Programme have been completed during November and December 2018.
 - Dudley Interchange – outline planning permission submitted
 - Snow Hill 3rd Access – non-intrusive survey work is complete
 - West Midlands Bike Share Scheme – Contract signed with Next Bike

5.0 Variations to Baseline Programme

- 5.1 Snow Hill 3rd Access has incurred delays to the programme due to contractual arrangements being formalised.

6.0 Financial implications

- 6.1 The detailed financial aspects of the TfWM 2018/2019 Capital Programme are reported separately under the Financial Monitoring Report to this Committee. A summary of the position in financial terms is, however, attached to this report as Appendix 3.

7.0 Legal implications

- 7.1 There are no direct legal implications arising from the recommendations set out in this report. However, legal and procurement will support, as necessary, any deliverables that may arise throughout 2018/2019.

8.0 Equalities implications

8.1 There are no equality implications arising from the recommendations set out in this report. However, Anna Sirmoglou will support as project requires any deliverables within the 2018/2019 capital programme

8.0 Inclusive Growth Implications

8.1 The transport interventions sets out within this report form an integral part of an efficient and resilient transport system which support inclusive growth objectives by:

- Enabling wider labour markets,
- Providing access to skills, education and training
- Supporting regeneration and place making initiatives

9.0 Geographical Area of Report's Implications

9.1 The report deals with schemes to be funded through the Transforming Cities Fund which are located within the Metropolitan Area, but will serve to improve connectivity across the wider WMCA through improved links on key corridors.

10.0 Other Implications

10.1 No implications

11.0 Appendices

11.1 APPENDIX 1 – Progress of Deliverables against 2018/19 Baseline Programme

11.2 APPENDIX 2 – Financial Summary

12.0 Glossary of Terms

BCC = Birmingham City Council
BCCI = Birmingham City Centre Interchange
CA = Combined Authority
CC = City Council
CCTV = Closed Circuit Television
DfT = Department for Transport
GRIP = Guide to Rail Investment Projects
HIL = Highway Improvement Line
HOPS = Host Operator or Processing System
HoT = Heads of Terms
HS2 = High Speed 2
ICT = Information and Communications Technology
IT = Information Technology

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

Transport Delivery Committee Dashboard

2018/19 Programme Summary

	Project Name	Status	Baseline Comp Date	Forecast Date	DCA	DCA Trend	Exec Summary
Strategic Economic Plan							
1	BCC One Station	On Hold					Project currently on hold while consideration is given to wider connectivity improvements that are being developed for Curzon Street and Moor St as part of the work being undertaken for Moor St Queensway.
Transforming Bus Travel							
2	TBT Wolverhampton City Centre Shelters	Complete					Scheme complete
3	TBT Birmingham City Centre Shelter Design Optimisation	Complete					Scheme complete
4	Digital Advertising Panel rollout	Rolling programme	June 2019	June 2019	Green	Same	35 new shelters now installed for digital advertising since Apr 2018, 1 is still being delayed by BCR A38 scheme. TfWM will be purchasing and installing a further 11 new shelters to accommodate digital ad units before June 19 in order to complete contractual year 3 agreement (July 18 to June 19).
5	TBT Platinum Route RTI Equipment Upgrades	Rolling programme	March 2019	March 2019	Green	Same	Works to: Replace 11 shelters with new; Repaint, reglaze and deep clean 80 shelters; Replace 80 timetable cases; Purchase and fit 10 new ad panels; Re-orientate 5 advertising panels including planning costs (1 new site) commenced late-September 2018 expected completion by March 19. (Scope of works changed due to hold ups caused by rebranding)
6	Network Wide P&R Lighting Enhancements	GW 5 Delivery and Handover	08/08/2018	March 2019	Amber	Same	Out of the 21 sites, delivery of the 5 remaining sites are expected to be completed this financial year.
7	Transforming Bus Travel	Rolling programme	March 2019	March 2019	Green	Same	This programme of work is for the enhancement of bus passenger infrastructure aligned to various dependant schemes including operator investment and rebranding exercise. To date the programme has delivered upgrades to infrastructure on Harborne Lane to align with the bus lane delivery and vehicle upgrades from National Express. Further development work is underway to improve infrastructure on Brunel Street, Bristol Road in Longbridge and across the wider KRN.

	Project Name	Status	Baseline Comp Date	Forecast Date	DCA	DCA Trend	Exec Summary
8	Positively Reviewing Bus Lanes	Development	July 2019	December 2019	Green	Same	Project on programme. Output delivery early 2019
Information & Mapping							
9	New Street Station Totems	GW 5 Delivery and Handover	16/05/2018	05/09/2018		Same	The scheme is complete. Handover paperwork is underway.
Asset Management							
10	Network Wide Bus Station Refurbishment Phase 1	Design & Delivery	March 2019	March 2019	Green	Same	Flooring on all stands complete with the exception of Stands M, P and Cycle island Six totems out of Fourteen now fully installed Procurement exercise for Toilets now complete
11	Network Wide CCTV Infrastructure Upgrade	Complete					Scheme complete.
12	Network Wide P&R Resurfacing Programme	Rolling Programme	March 2019	March 2019	Green	Same	Rolling programme of minor works.
13	Network Wide P&R upgrades (cycle facilities and height restrictions)	Rolling Programme	March 2019	March 2019	Green	Same	Rolling programme of works.
Project Delivery							
14	Bradley Lane Metro Park and Ride	GW 5 Delivery and Handover	22/02/2019	24/05/2019	Green	Same	Phase 1 Mine stabilisation works underway. Project completion expected May 2019.
15	Snow Hill 3 rd Access	GW 5 Delivery and Handover	31/12/2018	December 2019	Green/Amber	Same	Revised completion date due to delays in confirming contractual arrangements with the contractor. However, the project is moving into pre-construction phase, with non-intrusive surveys completed on site ahead of mobilisation. Further programme review to be undertaken in January/February 2019.
16	West Midlands Bikeshare Scheme	GW 5 Delivery and Handover		01/07/19	Green/Amber	Same	Test phase in Wolverhampton to launch in January.
Project Development Programme							
17	Cycle Counters	GW -1 Sponsors Remit	01/06/23	01/06/23	Green	N/A	Sponsors Remit being drafted. Initial feasibility study during 2019 and full Project from 2020 to 2023.
18	CCTV Shared Services Development	GW -1 Sponsors Remit	On Hold	On Hold	Green	Same	Project currently on hold as this work will form part of the wider Regional Transport Coordination Centre (RTCC).
19	Dudley Interchange	GW -1 Sponsors Remit		01/05/2022	Green/Amber	Improved	Scheme remains on target for delivery in Q2 2022. Outline planning application submitted 30/11/18.
20	Walsall Town Centre Interchange Feasibility Study	GW -2 Options	On Hold	On Hold		Same	Scheme remains on hold until instruction given from Walsall MBC if they wish the scheme to proceed.

	Project Name	Status	Baseline Comp Date	Forecast Date	DCA	DCA Trend	Exec Summary
21	Network wide Park & Ride Expansion Developments	Development / feasibility	Rolling programme	Rolling programme	Green	Same	Sites have been identified for further development (Sandwell & Dudley, Tamebridge Parkway and Whitlocks End) in conjunction with Local Authorities and aligned to the emerging Park & Ride Strategic Framework. Dudley Port has been identified for feasibility work to be undertaken in conjunction with Network Rail and Sandwell MBC seeking improvements to support interchange with Metro.
22	Tipton Park & Ride	Design		Mar 2021	Green	Same	Detailed design complete. Engagement ongoing with Sandwell Metropolitan Borough Council on land acquisition.
23	Perry Barr Station and Bus Interchange	Development	Dec 2021	Dec 2021	Green/Amber	Same	The designers are gathering relevant information to progress options for the scheme and start the early surveys to make some efficiencies to the programme.
24	Network Wide Cycling Programme 3A (NWCP)	Development/ Feasibility		March 2019	Green	Same	Project Brief endorsed at TfWM Leadership Board on 15/11/18. Procurement Strategy completed. Tender advertisement to follow.
25	Making the Key Route Network Safer for all users and managing the congestion on the KRN	Sponsors Remit	March 2019	March 2019	Green	Same	Programme due to be managed by Local Authorities.
26	University Station	Development	Dec 2021	Jan 2022	Green	Same	The project has been progressing well with engagement with all Stakeholders and planned early engagements with Contractors to discuss constructability and programme.

Project Delivery Confidence Assessment (DCA) Definitions

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

APPENDIX 2 FINANCIAL SUMMARY

TfWM Integrated Transport Block Programme

	YEAR TO DATE FOR PERIOD ENDED NOV 2018			FULL YEAR 2018/19		
	ACTUAL £000	BUDGET £000	VARIANCE £000	BUDGET £000	FORECAST £000	VARIANCE £000
Metro Wolverhampton City Centre Extension	586	586	0	586	586	0
Total TfWM Delivered Investment Programme Schemes	586	586	0	586	586	0
Network Wide P and R Resurfacing Programme	56	77	21	77	57	20
Network Wide Bus Station Refurbishment Phase 1	426	866	440	1,013	1,013	0
Network Wide P and R Lighting Enhancement	31	54	23	54	54	0
Network Wide Park and Ride Upgrades (Cycle Facilities Height Restrictors)	54	117	63	132	132	0
Network Wide CCTV Refresh and Installation (inc APNR)	218	204	(14)	221	219	2
Network Wide Rail RTI- Life Expired Replacements	(27)	0	27	0	(27)	27
Network Wide Park and Ride Expansion Developments -Phase 2	8	30	22	193	152	41
Asset Management- RTI Upgrades	10	75	65	170	170	0
Asset Management- Shelter Replacement	130	174	44	174	174	0
North Walsall Cutting	1	0	(1)	0	1	(1)
Total Asset Renewal / Replacement	907	1,597	690	2,034	1,945	89
Bradley Lane Park and Ride	705	883	178	2,389	2,131	258
Total Metro Minor Works	705	883	178	2,389	2,131	258
Perry Barr Interchange Development	4	23	19	54	54	0
Dudley Bus Station Development	130	131	1	211	211	0
Gateway Controlled Project Development	0	0	0	304	0	304
CCTV Shared Services Development	0	18	18	18	18	0
Perry Barr Rail Station	219	95	(124)	200	700	(500)
Total Project Development	353	267	(86)	787	983	(196)
Snow Hill 3rd Access	254	1,045	791	2,500	870	1,630
Total Rail Minor Works	254	1,045	791	2,500	870	1,630
ICT Rolling Programme	15	15	0	15	15	0
ICT Service Desk	(1)	0	1	0	0	0
AM3 (AM2 Upgrade)	3	54	51	100	100	0
Total Systems	17	69	52	115	115	0
Network Wide Swift Procurement	12	17	5	27	27	0
Network Wide Swift Vending	0	13	13	13	13	0
Total Ticketing	12	30	18	40	40	0
TBT Wolverhampton City Centre Shelters	50	42	(8)	42	50	(8)
TBT Birmingham City Centre Shelter Design Optimisation	0	11	11	11	11	0
TBT Platinum Route RTI Equipment Upgrades	33	321	288	600	317	283
TBT Highway Scheme Development (Bus reliability and punctuality)	57	58	1	58	58	0
Digital Advertising Panel rollout	39	36	(3)	151	151	0
Real Journey Time Pilot	20	16	(4)	20	20	0
Total Transforming Bus Travel	199	484	285	882	607	275
Tipton Park & Ride	5	30	25	30	30	0
Snow Hill Public Realm	0	0	0	150	0	150
Total Transforming Rail Travel	5	30	25	180	30	150
New Street Station Totems	9	24	15	24	15	9
Total Wayfinding / Signage / Public Realm	9	24	15	24	15	9
GRAND TOTAL	3,047	5,075	1,968	9,537	7,322	2,215



Transport Delivery Committee

Date	7 January 2019
Report title	Customer Services Performance Report
Accountable Director	Steve McAleavy, Director of Customer Experience Email: steve.mcaleavy@tfwm.org.uk Tel: 0121 214 7388
Accountable Employee	Sarah Jones, Head of Customer Services Email: sarah.jones@tfwm.org.uk Tel: 0121 214 7014
Report has been considered by	Councillor Kath Hartley, Lead Member for 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	Background
Section 3	Telephone Performance
Section 4	Customer Relations Case Performance
Section 5	Email Performance
Section 6	Breakdown of Customer Contact
Section 7	Ticketing Performance
Section 8	Social Media Performance
Section 9	Customer Satisfaction
Section 10	Future Developments
Section 11	Financial Implications
Section 12	Equalities Implications
Section 13	Legal Implications

2. Background

2.1. The Customer Services Team serves as a single point of contact for all customers wanting to contact the West Midlands Combined Authority (WMCA). This includes a range of contact channels including social media, telephone, email and written communication.

2.2. Performance of the Customer Services Team is closely measured to ensure high levels of service to customers.

As detailed in the last report to this Committee in June 2018, during this financial year the Customer Services Team has been reshaped to provide an improved focus on delivery. This has involved creating a dedicated Customer Relations Team to specialise in complaint handling and supporting the broader agenda of the WMCA and a separate Ticketing Services Team which has combined all customer ticketing activities into one team.

2.3. During the last six months, both teams have been training and reorganising resources in order to transition to the new ways of working. This has also involved establishing new arrangements with Midland Metro Ltd to provide customer service support under contract

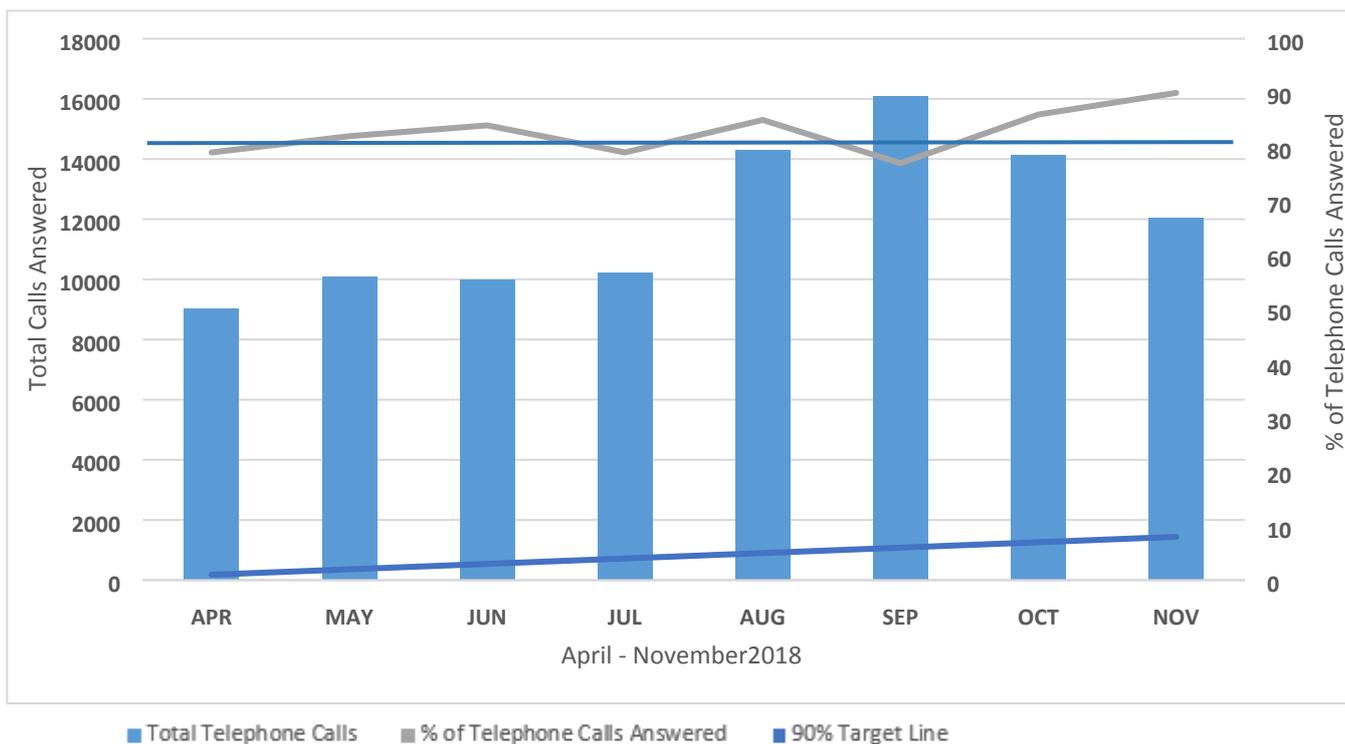
to the tram operator. These arrangements include complaints, enquiries and managing the Direct Debit scheme for tram customers.

2.4. The contents of this report tracks the performance of these teams during this transitional period.

3. Telephone Performance

3.1. The Customer Services Team provide an inbound contact centre for customer enquiries relating to transport, ticketing and WMCA activities.

FIGURE 1 TOTAL TELEPHONE CALLS ANSWERED



3.2. Figure 1 shows the number of telephone calls answered since April 2018 against the 90% key performance metric. The graph shows that performance has steadily improved since the team changes were implemented in May 2018, the exception being September, where telephone call demand increased by approximately 30%. Overall performance is on track to reach 90% average answer rate by December 2018 and reflects the positive impact the new ways of working are having now they are embedded into the teams.

3.3. Since April 2018 a total of 119,000 calls have been answered, with a sharp rise in demand in September. This reflects a seasonal pattern linked to customers returning to work after the holiday period and the start of a new academic year.

3.4. In terms of weekly patterns, customer demand is at its highest on Monday mornings.

3.5. From August 2018 and as part of the transition to the new arrangements, customers can now contact a member of Customer Services on Saturdays between 0900-1300. Weekday opening hours have also been extended from 0800-1800 with all of these

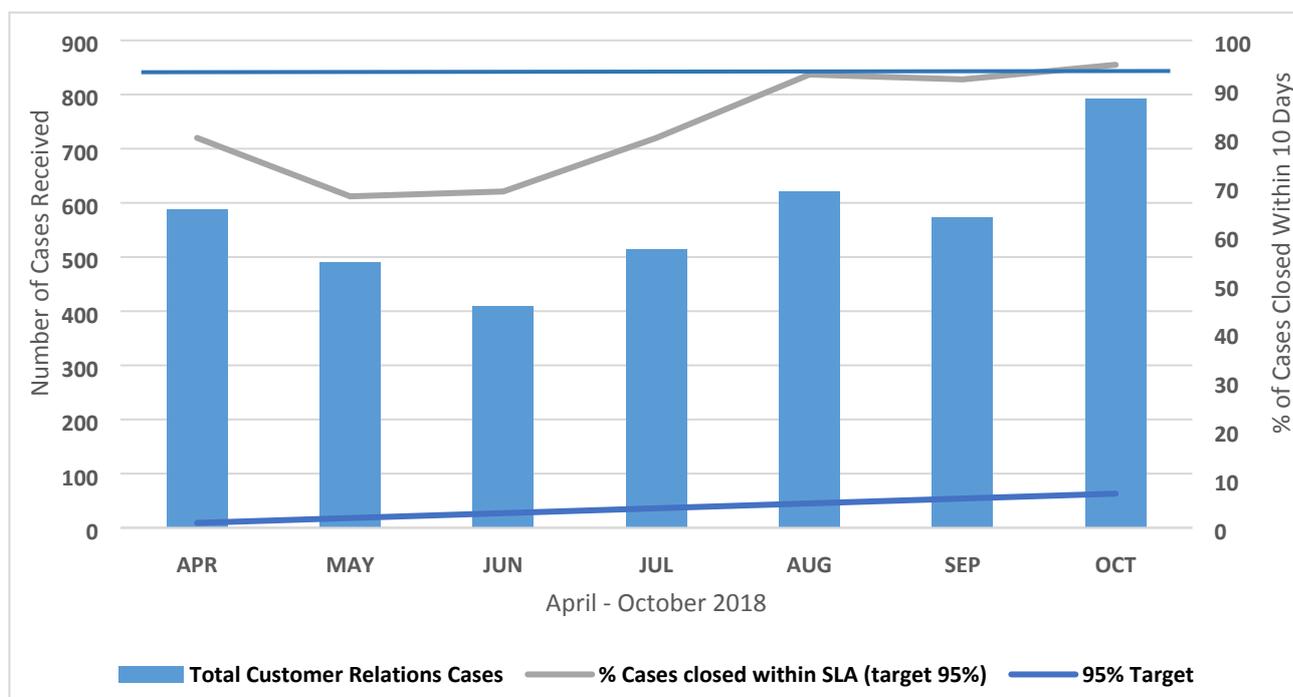
changes aimed at providing improved choice for customers and to assist with better distribution of calls across the day/week.

3.6. Ticketing related enquiries dominate the telephones calls that are received by the Customer Services Team, on average 78% of calls are attributed to ticketing, 10% to the corporate switchboard and the remaining 12% to transport and the wider work of the WMCA.

4. Customer Relations Case Performance

4.1. 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 team also increased their remit this year to support the wider WMCA and Mayoral Office. The nature of these enquiries routinely requires liaison with other departments and stakeholders in order to ascertain specialist detail to resolve the enquiry.

FIGURE 2 CUSTOMER RELATIONS CASE PERFORMANCE

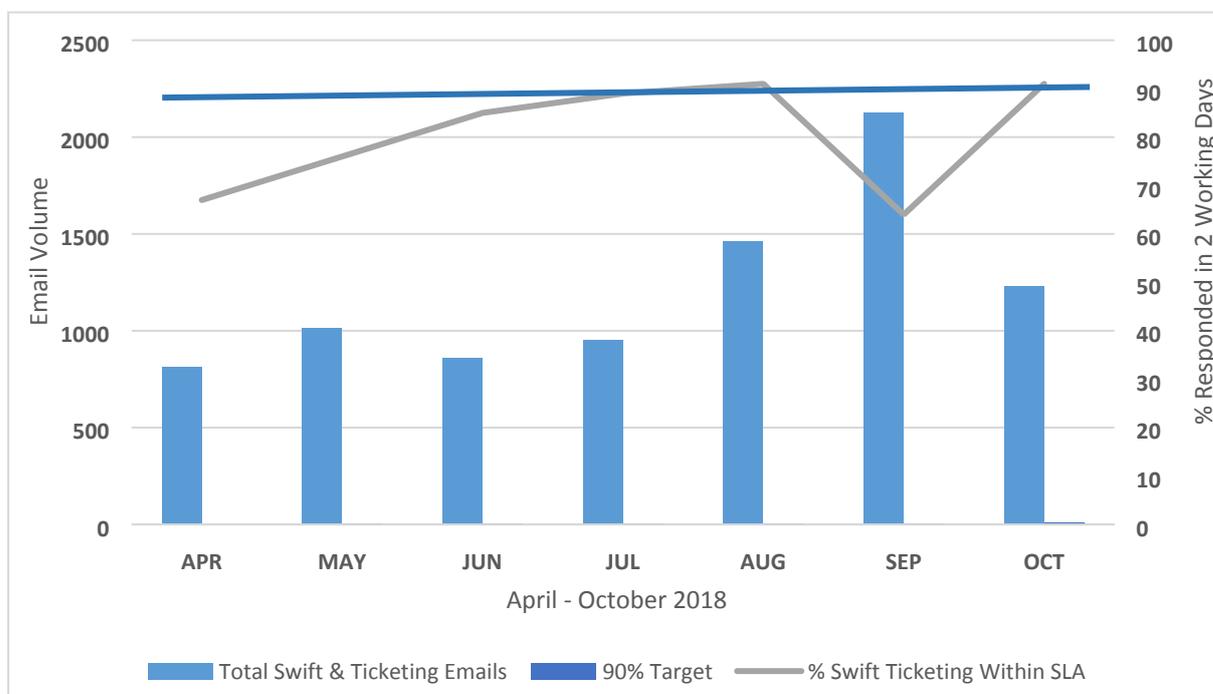


4.2. The percentage of enquiries resolved within 10 working days is a key performance metric for the team with the target set at 95%. Customer Relations case handling performance since April 2018 is 86.4%. The new working arrangements and dedicated resource for complex enquires is having a positive effect on performance, with a marked improvement month on month from July onwards, this is set against a backdrop of an increase in the number of cases being received. This increase in case workload is linked to a number of consultations, bus route changes and WMCA activity.

5. Email Performance

5.1. Alongside telephone calls and cases, the Customer Services Team manage customer email correspondence. The vast majority of email correspondence sits within the Ticketing Services Team and relates to general ticket enquiries.

FIGURE 3 TICKETING AND SWIFT EMAIL PERFORMANCE



5.2. Figure 3 shows Swift and Ticketing email volumes against the performance metric. The key performance metric for email responses is two working days.

5.3. The number of emails received by the team is increasing. There is a trend that customers are preferring to use digital methods of contact, as customers view this being a more convenient way to make contact outside of opening hours.

5.4. The number of Swift and Ticketing emails increased sharply in September, this is directly linked to the start of the new academic year and customers applying for 16-18 photocard. The increase in demand had an impact on response times and performance metrics for September, this matches to the same period when telephone calls also increased.

5.5. In August 2018 the 16-18 photocard scheme used by students in full time education to access reduced fares on public transport was refreshed to allow all young people aged 16-18 to qualify. The changes to the scheme removed the £10 fee and extended the validity of the photocard, so customers only have to apply once. This change increased customer contact into the teams as the process and media the photocard was printed on was different to previous years.

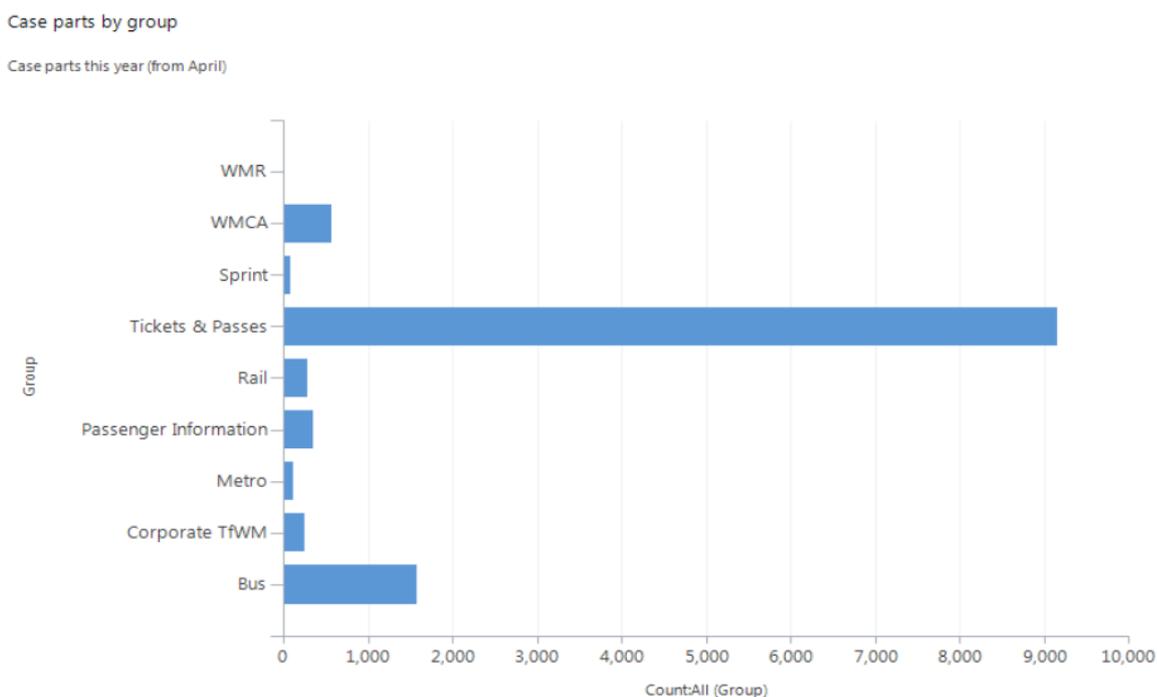
5.6. In addition to the above, Ticketing and Swift emails a further 2864 emails from customers using a legacy email address have also been processed. These currently sit outside of

the reporting system and work is taking place to integrate these emails into the main system to provide a single view of this workflow.

6. Breakdown of Customer Contact

6.1. Figure 4 highlights since April the vast majority of written enquiries relate to tickets and passes, followed by bus and then the WMCA. This supports the methodology of creating a Ticketing Services Team to process the requests that are high volume with fairly low complexity, allowing the Customer Relations Team to focus on the more in-depth and detailed responses.

FIGURE 4 BREAKDOWN OF CASES AND EMAILS BY SUBJECT



7. Ticketing Performance

7.1. A number of concessionary and commercial ticketing schemes delivered direct to the customer are managed by Ticketing 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 fulfilment activities including production and dispatch of products. Commercial ticketing schemes are delivered on behalf of transport operators who pay commission on products retailed.

7.2. The target for processing Blind and Disabled travel pass applications is 95% within 30 working days. Since April, on average 900 applications are being processed by the Ticketing Services Team every month. Currently, 92% of all applications are being processed within the 95% metric, failure to meet the target in September resulted in the drop in performance.

7.3. 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 an

online application which is being promoted as the application method of choice alongside more traditional paper based forms.

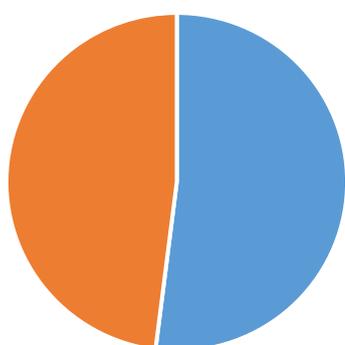
7.4. Customers continue to utilise the online portal for their Older Persons application and renewal, which makes for an efficient and faster service for customers. For Older Persons travel pass renewals, customers who have an email address on their account receive up to two emails inviting them to renew their pass online before it expires. 52% of pass holders renewed online in the period of June 2017 – November 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.

7.5. First time applicants for the Older Persons Concessionary pass 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 62% of all new applications received. This is an increase of 2% from the previous year. Traditional paper based applications are still available for those who need or prefer them. Overall, the rate of applications is similar year on year.

7.6. Figures 5 and 6 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 applications.

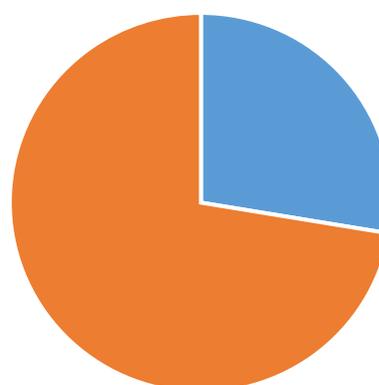
FIGURE 5 AND 6 OLDER PERSONS RENEWALS AND NEW APPLICATIONS

Older Persons Pass Renewals Breakdown by Method June 2017-November 2018



■ Online Renewal 50573 52% ■ Paper Renewal 46683 48%

Older Persons New Pass Applications by Method June 2017 - November 2018



■ Online Applications 6976 62%

8. Social Media Performance

8.1. The process of responding to customer comments on Twitter and Facebook moved into the Customer Relations Team in April 2018. This is a new area of work for team and formed part of the reorganisation of Customer Services.

8.2. Twitter - Since April the team have responded to 4831 messages. The key performance indicator for the team to respond to these messages is 60 minutes. Currently the team are taking on average 78 minutes to reply.

8.3. Facebook – Since April the team have responded to 2497 messages. The key performance indicator for the team to respond to these messages is 120 minutes. Currently the team are taking on average 99 minutes to respond.

8.4. There was a rise in the number of social media requests between August and September. This peak formed 49% of messages received since April. This is explained by the increased number of 16-18 year olds applying for their 16-18 photocard at that point in the year, as this group is more comfortable using social media for correspondence.

9. Customer Satisfaction

9.1. As members of the Institute of Customer Service, the Customer Service team take part in cross-sector business benchmarking. Customers are asked to complete a short survey to rate the level of service they have received when contacting the Customer Service Team. The results form part of the UK Customer Satisfaction Index (UKCSI) which compares the results of the survey to other companies and industry leaders.

9.2. The department's UKCSI score was 74.9% for 2018, this was below the all-sector average of 77.9% but above the transport average of 72.5%. The results of the survey highlighted that customers rated highly the helpfulness and competence of team members they interacted with.

9.3. As part of the survey, customers were also invited to share the areas of the service that could be improved. The results recommend the department focus on ways to improve how complaints are handled.

9.4. In November 2018, a quality framework was introduced across Customer Services. The quality framework monitors the quality, performance and productivity of team members to ensure the best possible service to customers.

10. Future Developments

10.1. In 2019 new contact centre telephony technology will be procured and implemented in the Customer Services Team. This investment 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 to assist.

10.2. Working alongside the Institute of Customer Service the Customer Services Team will continue to take part in the UKCSI business benchmarking exercise. This will provide insight into the level of service provided by Customer Services and compare it to external organisations. The 2019 survey will be used to measure the improvement achieved compared to the results outline in paragraph 9.2 above.

10.3. The creation of the WMCA has been the catalyst for change in the nature of the contact that the organisation has with members of the public. Traditional transport based 'customer contact' is now being complemented by a broader range of enquiries including housing, skills and significant schemes/events for example the Commonwealth Games. The shift in subject matter was particularly noticeable following the appointment of the

West Midlands Mayor in May 2017 and the increased profile of WMCA which followed. In 2018 the focus was on people to establish scalable teams to support the remit of the WMCA (Customer Relations and Ticketing Services). In 2019 the focus is on systems and processes, working on integrating disparate systems and processes to allow Customer Services to accommodate future requirements of the WMCA.

10.4.Replacement pass requests are one of the biggest service requests from customers. To reduce this demand on the telephones and to provide a choice for customers, work is taking place to expand the online replacement service, presently this is only available for Concessionary customers.

11.Financial Implications

11.1There are no direct financial implications as a result of this performance update with funding for the planned new telephony system for the contact centre built into 2019-20 budget requirements.

12.Legal Implications

12.1.Legal and procurement support will be required to secure the necessary technology required to deliver the proposed services referred to in paragraph 10 of this report. in order to comply with the necessary procurement processes and procedures and to agree appropriate terms and conditions, early engagement with the Legal and Procurement teams is advised. If external legal support is required in order to meet client expectations then the costs will need to be factored into the budget.

13.Equalities Implications

13.1.There are no equalities implications in relation to this performance update report.

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Transport Delivery Committee

Date	7 th January 2019
Report Title	Bus Alliance Update
Accountable Director	Pete Bond, Director of Integrated Network Services Email: pete.bond@tfwm.org.uk Tel: 0121 214 7388
Accountable employee(s)	Edmund Salt, Network Development Manager Email: Edmund.salt@tfwm.org.uk Tel: 0121 214 7305
Report Considered by	Putting Passengers First Lead Members

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended:

1. To note the content of the report and current status of the West Midlands Bus Alliance.
2. To submit the report to the West Midlands Combined Authority Board for information.

Purpose of Report

1. To report matters relating to the governance, operation, delivery and performance of the West Midlands Bus Alliance.

West Midlands Bus Alliance Board Governance

2. At the 23rd May 2018 Bus Alliance Board, Steve Burd indicated his pending departure from Stagecoach Midlands and would be stepping down from the Bus Alliance Board. A nomination and voting process was held with all operators, to elect a new operator representative to the Bus Alliance Board. The operators elected Bob Baker (Diamond Bus) to the Bus Alliance Board.
3. The Birmingham City Council Cabinet Member for Transport and Environment, Councillor Waseem Zaffar at the Board meeting on the 15th August 2018, was invited to join the Bus Alliance Board, and duly accepted. A latest version of the Alliance terms of reference are attached as an Appendix to this report.
4. Ahead of the November meeting, it was announced that David Bradford would be taking up the role of Managing Director of the National Express bus division. He has subsequently taken a seat on the Board, replacing Tom Stables (National Express). The three operator representatives on the Bus Alliance Board are now David Bradford (National Express), Bob Baker (Diamond Bus) and Steve Minor (Claribel Coaches).
5. At the 21st November 2018 Board, the meeting dates for 2019 were agreed as the 27th February, 22nd May, 4th September and 27th November 2019.

6. The success of the Bus Alliance has seen a number of the 50 Deliverables committed to in October 2017 delivered. The Alliance Deliverables will see a refresh in 2019, recognising the achievements delivered against the current set to align to new, emerging priorities.

Achievements

7. Figures released by Transport Focus from their spring 2018 independent survey, show 88 per cent of the region's bus passengers are satisfied with their overall journey. A record 67 per cent of passengers – up 7 per cent on the previous year – also felt the cost of the travel was good value. This was especially true for young people – as their satisfaction with value for money was up 9 per cent on last year to 65 per cent.
8. The West Midlands Bus Alliance has been recognised for its success, winning a Silver Award for Making Buses a Better Choice, at the recent UK Bus Awards 2018.



Tackle congestion and make bus journeys quicker

9. In very challenging times with unprecedented levels of development works, resulting in additional congestion particularly, but not exclusively around Birmingham City Centre, Alliance partners have made really good progress in tackling congestion hot spots across the bus network.
10. Bus Alliance partners have secured over £10 million from various funding sources including the National Productivity Investment Fund, the Government Joint Air Quality Unit and investment from bus operators and other Alliance partners. This will see the delivery of bus priority measures across the region including:
 - £5 million programme to transform bus travel in West Birmingham, supporting access to the Queen Elizabeth Hospital and the University of Birmingham, whilst tackling a critical delay point in Harborne through installation of a new bus lane;
 - £2.5 million programme of quick win bus-based highway investments in Birmingham City Centre to support delivery of the Clean Air Zone to provide new bus lanes and new traffic restrictions to prioritise bus movements; and
 - £1 million programme of traffic signal upgrades to prioritise bus movement through congested junctions.

11. Department for Environment, Food and Rural Affairs (DEFRA) has issued Ministerial Directions to 4 local authorities in the region (Solihull, Dudley, Sandwell and Wolverhampton), to undertake measures to achieve compliance in identified NO₂ exceedance locations. For Dudley, Wolverhampton and Sandwell this includes bus measures to bring the standard of vehicles on the identified locations up to at least Euro VI standard. TfWM has been working with these authorities to confirm the funding required for the number of buses in these locations and approach for delivery, as part of securing the funding from DEFRA. It estimated that it would involve circa 200 buses to be upgraded to Euro VI, with delivery to occur in 2019.
12. Three submissions have been made by operators/local authorities in the region to the £48 million Ultra Low Emission Bus (ULEB) scheme. The Department for Transport are waiting for confirmation from the European Commission that the ULEB scheme does not represent state aid after responding to a number of questions posed about the scheme. An award decision is pending at the time of preparing this report.
13. A submission to improve the emission standards of buses has been made to the DEFRA Air Quality Grant Scheme 2018/19 Lot 1. Lot 1 is to support the delivery of projects to improve air quality in the near future (one to two years), which providing buses with higher emission standards would achieve. It is expected that the funding award notification would be made between January and February 2019, for project delivery from 1st March 2019.

Make bus journeys better value

14. Following work with all Bus Alliance operator partners, a multi-operator nBus low-fare zone has been introduced in Sandwell, Dudley and Walsall with further discounts available when purchased using Swift Pay As You Go.

Make it easier to buy a ticket

15. A number of Bus Alliance partner operators have developed their own Mobile Ticketing Apps, meaning that tickets can be purchased from the users phone, saving the need for cash payments to the driver or purchasing passes from retail outlets. National Express West Midlands have now introduced fare capping for their customers. The operator reached a million contactless payments in September 2018 since introducing the technology in April.
16. A Swift vending machine has been introduced at Wolverhampton bus station to allow people to obtain a Swift card and purchase Swift tickets outside of Travel Information Centre opening hours. This significant technical and commercial success will see the further rollout of 20 vending machines across the network in 2019.

Make it easier to catch the bus

17. Improving the travel experience of people with disabilities is a key priority for the Bus Alliance. Our surveys, consultations and community engagement sessions with disabled customers indicated that people would value better staff awareness and understanding more than any other network improvements which led TfWM and National Express West Midlands to the design, development and production of "Welcome Aboard", a disability awareness DVD resource to accompany bus driver

training. The resource is available for all operators regionally or nationally to use and was shortlisted for the “Inclusive Companies Awards 2018”.

18. The bold new West Midlands Transport brand has been brought to life on the region’s first branded buses. Buses on the 42/43/43A service between West Bromwich, Dudley and Bilston now feature the new West Midlands Bus distinctive red branding, along with buses on the new 31/32 service between Walsall, Bloxwich, Mossley and Lower Farm.

19. These new bus services are also something of a first: National Express West Midlands and Diamond Bus are sharing the routes. The operators previously competed for passengers on these routes – which meant travellers needed the right ticket for the right bus. Now, passengers can hop on the first bus that comes along. Passengers will benefit from being able to catch any bus with much greater interchangeability of tickets. The buses will also run on an even timetable with no gaps, again to the benefit of passengers.

Shape the bus network to deliver economic growth

20. The first of the Bus Alliance Network Development Plans (NDP) for the region has been published. The Dudley NDP sets out the delivery programme to reduce congestion for bus, improve bus travel times and ensure bus travel is seen as affordable and reliable. The NDPs will also help to shape the local network to support new housing and commercial developments by having a clear plan for improvements in the borough, supported by an evidence base.

Make it more pleasant and safe to travel by bus

21. First have rebranded their 144 “Salt Road” service between Birmingham and Worcester via Droitwich Spa. Offering leather seats, free Wi-Fi and next stop audio-visual announcements on board.

22. Diamond Bus has invested in 10 brand new vehicles with Mellor Strata’s introduced onto the local bus network. These Euro VI Engined Strata’s have recently been awarded a Low Emissions Bus (LEB) Certificate by the Department for Transport and produce around 15 per cent less emissions compared to equivalent Euro V Diesel buses. This means that these new buses are better for the local environment in our towns and cities.



23. Using new powers provided to the WMCA, under the Combined Authority Injunctions and Amendments Order, work is ongoing to put in place “bus bye-laws” to tackle a

range of anti-social behaviours replicating those already in place on the rail network. A paper regarding public consultation on the bye-laws on the bus network is programmed for the WMCA Board in January 2019.

Financial Implications

24. There are no direct financial implications as a result of this update report. The Bus Alliance has been successful at bringing together development budget funding and in identifying additional funding sources through successful funding applications and operator investment, with further funding bid submissions being made. Any costs incurred by or support provided by TfWM as part of activity referred to in this report will be met from within agreed overall funding and resources.

Legal Implications

25. This report is for information only and there are no new direct legal implications arising.

Equality Implications

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

Inclusive Growth Implications

27. This report is for information only; however bus is a vital component to inclusive growth as it directly supports access to the labour market, and allows people to access education, employment and services. The flexibility of the bus network also makes bus the perfect means of providing public transport options in areas of growth, changing travel demand and new housing; directly supporting our West Midlands Housing Deal and Local Industrial Strategy. This means that buses are central to supporting regeneration, inclusive growth and social integration. Where there may not be a case for investing in permanent rail and light rail infrastructure, new bus infrastructure can be planned to connect new communities and support housing and jobs growth.

Geographical Area of Report's Implications

28. This report covers the constituent area of the Combined Authority but due to the importance of cross boundary services – into and out of the constituent area – partnership working with non-constituent and shire authorities is crucial in undertaking activities referred to in this report.

Appendix

West Midlands Bus Alliance Terms of Reference – December 2018

West Midlands Bus Alliance Board Terms of Reference version 5.1 4th December 2018

1. Purpose of West Midlands Bus Alliance Board

In September 2015 the then West Midlands Integrated Transport Authority (WMITA) requested that the monitoring of the delivery of the newly created West Midlands Bus Alliance would be undertaken by the West Midlands Bus Alliance Board and the Transport Delivery Committee.

The Bus Alliance Board is responsible for creating the environment in which the West Midlands Combined Authority (the successor to the WMITA) bus policy objectives can be delivered. The board will oversee the implementation of those objectives between 2016 and 2020 by bringing together the people with key roles to play in developing and delivering the way bus services are provided across the West Midlands. The board will be responsible for ensuring that the WMCA Bus Policy and associated objectives are delivered through strengthened partnership commitments and working between the key stakeholders. This includes working with the Local Enterprise Partnerships (LEP), Transport Delivery Committee, constituent and non-constituent District Authorities, transport providers and West Midlands Combined Authority representatives.

The Bus Alliance Board will provide the governance and leadership to continue the improvement of bus based public transport in the West Midlands. The Bus Alliance Board will also set the direction and activities that will be undertaken by stakeholder groups and supporting committees to continue to deliver quality, customer satisfaction and network improvements across the West Midlands.

Members of the Bus Alliance Board will oversee, monitor, provide resources, commit to the aims of the group and adhere to the terms of reference as follows:

- Set objectives for the delivery of the initiative.
- Develop and own the overall programme, stakeholder relationships and Key Performance Indicators.
- Ensure that there are gateway-based assurance processes to manage progress.
- Decide processes for receiving updates, reports and key performance indicators.
- Identify and commission additional supporting work and sub-groups as necessary.

2. Objectives of Bus Alliance Board

The Bus Alliance Board have the following overarching objectives to continuously improve bus services, which all directly reflect the WMCA's Bus Policy for the region:

- Tackle congestion and make bus journeys quicker, halting the deterioration in bus journey times.
- Improve bus emissions standards
- Make bus travel more attractive for young people
- Make bus journeys better value
- Make it easier to buy a ticket
- Make it easier to catch the bus
- Shape the bus network to deliver economic growth
- Make it more safe, secure and pleasant to travel by bus.

3. Key Deliverables and Outcomes

In addition to supporting the bus policy objectives, the Bus Alliance Board adopted 50 key deliverables on 5th October 2017. These deliverables are not exhaustive and will remain alive to changes in customer experience and expectations.

An open data approach will be adopted for all non-commercially sensitive data. The Bus Alliance Board will use the resources available to it to develop the themes and objectives into a prioritised work programme.

4. Responsibilities of Bus Alliance Board Members

To attend all Bus Alliance Board meetings. Each member will commit a practical level of resource to the Bus Alliance delivery programme to enable it to address the following topics, appropriate to the area they represent:

- Champion bus-based public transport across the region, within their organisation and via the reporting to and from the governance they represent.
- Provide support and delegated authority collaboratively to secure successful delivery for the Bus Alliance Board's aims, objectives and deliverables.
- Provide input, recommendations and agreement to the joint decision making process to meet the Alliance objectives.
- Review and agree the Programme Delivery Board work structure, annual delivery programme, achievements and KPIs performance.
- Approval of KPIs and new deliverables when relevant, to further progress the Bus Alliance objectives and achievements.
- Understand and manage the impact of change and the associated reporting process.
- Resolve any dependency issues/conflicts amongst partners and or work programmes.
- Ensure resources are made available for planning and delivery purposes.
- To validate and critique the financial implications and business case of any work programmes.

5. Sub groups and reporting for Bus Alliance Board

A number of groups as outlined below will provide reporting and support to and from the Bus Alliance Board. The Bus Alliance Delivery Programme Board will report on the progress of the key deliverables and themes to the Bus Alliance Board.

- a) Transport Delivery Committee
- b) Strategic Transport Officers Group (STOG)
- c) Bus Alliance Delivery Programme Board
- d) West Midland Bus Operators Panel
- e) Bus Alliance Area Partnerships
- f) The West Midlands Traffic Managers Group
- g) West Midlands Transport Infrastructure Resilience and Response – Tactical Group
- h) Safer Travel Partnership
- i) Rail Stations Alliance
- j) Bus Patronage Task & Finish Group

6. Membership

Organisation	Name	Role	Sub Group Responsibility for reporting up to and from to the Bus Alliance Board
WMCA	Andy Street	Mayor	-
Wolverhampton City Council	Cllr Roger Lawrence	Lead Portfolio Holder - Transport	-
Birmingham City Council	Cllr Kath Hartley	Chair Lead Members Putting Passengers First	Transport Delivery Committee
Bus Operator – National Express	David Bradford	Managing Director of UK Bus for National Express	-
Bus Operator – Claribels Coaches	Steve Minor	Bus Services Manager for Claribels	West Midlands Bus Operators Panel
Bus Operator – Diamond Bus	Bob Baker	Director, Diamond Bus	West Midlands Bus Operators Panel
Accessible Transport Operator – ATG	David Bermingham	Chief Executive of Accessible Transport Group	-
Safer Travel Police Team	Gareth Mason	Chief Inspector, West Midlands Police – Safer Travel	-
WMCA	Laura Shoaf	Managing Director Transport for West Midlands	Strategic Transport Officers Group (STOG)
Traffic Manager from a local Highway Authority	Paul Leighton	Chair of the West Midlands Traffic Managers Group	The West Midlands Traffic Managers Group
Transport Policy Manager from a local Highway Authority	Stuart Everton	Black Country Director of Transport	Strategic Transport Officers Group (STOG)
WMCA	Anne Shaw	Director of Network Resilience, TfWM	West Midlands Transport Infrastructure Resilience and Response – Tactical Group
WMCA	Pete Bond	Director of Integrated Network Services, TfWM	Bus Alliance Programme Delivery Board
Confederation of passenger Transport	Lynda Waltho	Director, Central Region Confederation of Passenger Transport	-
Transport Focus	Linda McCord	Passenger Manager	-
Department for Transport	Steve Blackmore	Local Partnerships	
Secretariat	Stephen Holloway	Bus Partnerships Coordinator, TfWM	-

All board members will be expected to attend all meetings, with the exception of the Mayor and the WMCA Portfolio Holder for Transport who are able to nominate a named and appropriate representative to the Board. If unable to attend a meeting, any written updates must be provided for circulation with the meeting papers. At least one Board meeting of the year, which will celebrate the achievements of the Alliance, at the discretion of the Board will be a public meeting.

7. Frequency of Meetings

It is expected that the West Midland Bus Alliance Board will meet quarterly with a board meeting being held during the months of February, May, September and November each year.

8. Rules of Participation

The Bus Alliance Board will approve the work programme, technical themes and be responsible for delivering agreed actions. Participants should endeavour to provide resources to assist in the work and deliverables.

As a member of the Bus Alliance Board, identified in these Terms of Reference, each member will be expected to act with the best interests of the Bus Alliance partnership, and abide by confidentiality and disclosure provisions. Bus Alliance Board member and observers who breach the rules of the confidentiality and disclosure provisions under any information sharing level may have their membership ceased.

9. Governance and Assurance

The Bus Alliance Board will report back to respective organisations including Transport Delivery Committee and report to the WMCA on a six monthly basis as specified in the minutes of the WMCA on 16th September 2015.

The Chairperson of the board shall be elected on an annual basis by the board members. Any existing Chairperson shall be eligible for re-election each year without the need for any form of post rotate around the board members.

It is intended that all decisions will be taken by consensus. In the event that consensus cannot be reached, business shall be determined by a majority of those members present and voting at the meeting, subject to a minimum of seven members voting in favour of any proposal so as to ensure that decisions taken have met with the support of a majority of the membership.

These terms of reference will be reviewed once a year to ensure that these remain current and that the membership is appropriate. Membership of the Board will be reviewed at least on an annual basis.

Version 5.1 – 4th December 2018

WEST MIDLANDS BUS ALLIANCE

SUMMARY DASHBOARD REPORT 2018 QUARTER 4 (OCTOBER 2018 – DECEMBER 2018)

PERFORMANCE INDICATORS (UNDER DEVELOPMENT)				
REF	PERFORMANCE INDICATOR	BASELINE	CURRENT	TREND
AQ1	Percentage of Euro V (or better) buses operational on the network	36%	65%	
AQ2	Percentage of Euro VI (or better) buses operational on the network	5%	29%	
AQ3	Percentage of tendered bus service vehicles at Euro VI (or better)	n/a	6%	
FT1	Limit Fare Rises to no more than inflationary levels	n/a	1%	
FT2	Investment of swift Commission into digital ticketing innovations	1%	1%	
FT3	Bus Patronage pa (Concessionary & Non Concessionary)	275.9m	259.9m	
H1	NX West Midlands Journeys Tracked (RTI)	96%	89%	
G2	At Stop Timetable positioning Target: 95%	95%	99.8%	
P3	Volume of publicity leaflets produced	117,550	92,000	
ND1	Percentage of the region with a Network Development Plan	0%	13%	
ND2	Mode share of am peak journeys to the strategic centres by bus	22%	21%	
ND3	Percentage of residents of the Metropolitan Area with 3 or more strategic centres in the Metropolitan Area, including Birmingham city centre, accessible by public transport within 45 minutes travel time in the am peak	49%	49%	
CE1	Transport Focus Bus Passenger Satisfaction 85% and above	85%	88%	
SS1	Bus Crimes per month	273	245	

BUS ALLIANCE 50 DELIVERABLES (Tracking)

Network Resilience & Congestion	Air Quality	Fares & Ticketing	Identity	Network Development & Access	Improving the Customer Experience	Safety & Security
1	8 - achieved	12	24	34	38	49
2	9	13	25	35	39	50
3	10	14	26	36	40 - achieved	
4	11	15	27	37	41	
5		16	28		42	
6		17	29		43	
7		18	30		44	
		19	31		45	
		20	32		46	
		21	33		47	
		22			48	
		23				

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Transport Delivery Committee Meeting

Date	7 th January 2019
Report title	Safer Travel Update
Accountable Director	Anne Shaw, Director of Network Resilience Email anne.shaw@tfwm.org.uk Tel (0121) 214 7881
Accountable Employee	Mark Babington, Head of Safety, Security and Emergency Planning Email mark.babington@tfwm.org.uk Tel (0121) 214 7286
Report to be/has been considered by	Cllr Holl-Allen, Lead Member for Safe and Sustainable Travel

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

1. Note the details of the report.
2. Note the overall current crime trends in 3.1-3.3

1.0 Purpose

- 1.1 The purpose of this report is to provide Transport Delivery Committee Members with an update on the performance and operations of the Safer Travel Partnership
- 1.2 The purpose of this report is also to provide Transport Delivery Committee with an overview of the development of the TfWM Control Centre (TCC)
- 1.3 This report will also provide members with an update on the potential for the introduction of byelaws across the bus network

2.0 Background

- 2.1 The Safer Travel Partnership consists of just over 100 staff brought together from a number of organisations including TfWM, West Midlands Police, British Transport Police, operators and private security companies. Managed through TfWM, the Partnership has the main

objectives of delivering the Safer Travel Plan, reducing/managing crime levels on public transport and making passengers feel safe.

2.2 The Safer Travel Partnership is nationally unique and has received National and European praise for its innovative crime reduction methods and for bringing together a range of partners to deliver the results. The Safer Travel Partnership utilises deployment models such as SARA (Scan, Analyse, Respond, Assess) and POP (Problem Orientated Policing), following the Police National Intelligence Model (NIM). This approach has ensured that the right resource is in the right place, at the right times, doing the right things to reduce crime and make passengers feel safer.

3.0 Performance Update

3.1 From April to end of November 2018 total recorded bus crime showed an increase of 4% compared to the same period in the previous year. This equates to an increase of 78 offences. The most notable increase is in public order offences which have increased by 74 offences. There has however been a decrease in criminal damage during the same time period. It is important however to put these figures into a wider context. During the same time period non public transport crime recorded across the whole region increased by 10.1%.

3.2 From April to end of November 2018 total recorded rail crime showed an increase of just over 16% compared to the same period in the previous year. This equates to an increase of 251 offences. This increase should be seen as significant, but does mirror exactly the national picture on the rail network. The most significant increases have been seen in ASB (Birmingham New Street) by 100 offences and pedal cycle theft by 151 offences.

3.3 From April to end of November 2018 total recorded Metro crime increased by just 36 offences. Route crime (5 offences) and ASB (15 offences) are the most significant increases.

4.0 Safer Travel Plan

4.1 The Police and Crime Commissioners new Safer Travel Plan (STP) was formally signed off in October 2016 and approved for delivery. Delivery will continue through until 2020. The Safer Travel Plan has 30 deliverables under the 6 main work streams of:

- Reduce Crime, Disorder and ASB
- Further improve Passenger Perception of Personal Safety
- Maximise the benefits from the use of technology
- Ensure a Co-ordinated, Partnership response to issues of Road Safety
- Enhance the use of Civil Interventions
- Improve Passenger Engagement and Communication

4.2 The Safer Travel Plan will continue to be the main and core focus of the Safer Travel Partnership over the next three years, building on the success of the previous Local

Transport Policing Plan, whilst incorporating the work of the Central Motorway Policing Group and the Roads Policing Unit.

5.0 Recent Developments and Operations

- 5.1 Throughout 2018 the Safer Travel Partnership have led on and been involved in a series of operations set up to target key crime types. Operation Villis continues to target criminal damage and along with other interventions has seen criminal damage reduce by 121 offences on the bus network and by 11 offences on rail.
- 5.2 The Safer Travel Partnership is working to secure some additional funding within 2019/20 which will see the number of Police Constables increase with the team, which will in itself support the recruitment of up to 12 Special Constables. This should see a significant increase in visibility on the network – something that Transport Focus surveys have shown is highly regarded by passengers in improving their feelings of personal safety.
- 5.3 The Safer Travel Partnership has supported Operation Snow throughout December to address issues of increased volumes of passengers on late night rail services and to combat seasonal expected increases in alcohol related incidents. At the time of writing, this is once again showing impressive results and positive feedback
- 5.4 Working with the Road Harm Reduction team, Safer Travel have supported the introduction of Operation Topdeck. Although generating mixed reviews from the public, the Operation sees vital work carried out to target mobile phone usage by car drivers. Mobile phone use is seen as one of the fatal 5, leading to multiple people being killed and seriously injured on the road network. Operations to date have highlighted these offences as well as driving without insurance, driving an non-roadworthy vehicle, driving without a license as well as individuals wanted by the Police for other matters.

6.0 TfWM Control Centre

- 6.1 Built in 2012 for centralisation of monitoring services of TfWM CCTV the TCC has grown significantly with regard to the range of services it provides. TfWM have entered into agreements with West Midlands Trains, Chiltern Railways, Solihull MBC and East Staffordshire BC. For West Midlands Trains this has meant monitoring 240 CCTV cameras and numerous lift alarms, for Chiltern this has meant the monitoring of 50 CCTV cameras, for Solihull MBC, this has meant the monitoring and maintenance of their 98 CCTV cameras and managing their Out of Hours phone service. Finally for East Staffs BC has meant the monitoring of their 48 CCTV cameras in Burton and Uttoxeter and their town centre radio system.
- 6.2 TfWM have also now been carrying out a comprehensive CCTV monitoring and maintenance service for Walsall Council for just over 12 months. This has seen Walsall Councils direct CCTV operating costs reduce by over £200k per year. In addition to this TfWM have assisted the Council in replacing all town centre cameras with the latest High Definition IP versions, whilst also bringing back into commission 5 cameras that had been out for over 4 years. By providing expert advice, TfWM are leading on the installation of new systems in both Aldridge town centre and also at a newly extended car park at Bloxwich Rail Station.

- 6.3 The CCTV control centre is always seeking to improve its operational outputs and its efficiency, and to do this has continued to trial various forms of video analytics. The most successful forms of analytics utilised to date include people counting, motion detection, car counting, ANPR, average speed, average journey time and CO2 emissions.
- 6.4 In terms of accreditations, following an external audit in December 2018, the control centre has once again retained its British Standard 7958, providing reassurance that the system is legislatively compliant and being operated in accordance with the Surveillance Camera Commissioners Code of Practice. The CCTV data centre has now also been awarded ISO27001:13 accreditation, meaning that this is being operated in line with the standards expected of commercial ICT data centres. ISO27001 opens opportunities of TfWM being able to provide ICT data centre services not only for themselves but also for key partners.

7.0 Bus Bye Laws

- 7.1 On the Railway, there exists 24 bye laws made in 2005 by statutory instrument under section 219 of the Transport Act 2000. The powers cover passenger conduct and behaviour, equipment and safety, control of premises and travel and fares. On Midland Metro, there exists a number of powers. Not only do the same powers as those with railways exist, but also additional powers under the Midland Metro (Penalty Fares) Act 1991. There exist no such equivalent bye laws on the bus network, with staff relying on Bus Operators own "Conditions of Carriage" not enforceable in criminal law. The Safer Travel Police team have regularly indicated that they sometimes feel their hands are tied when dealing with low level nuisance incidents. They are strongly supportive of implementing bus bye laws.
- 7.2 This subject matter has been discussed within previous reports to TDC and supported, however the expected route implementation at that point made it difficult to achieve. Recent changes have provided an alternative. The mechanism for the WMCA to make byelaws is 'The Byelaws (Alternative Procedure) (England) Regulations 2016.' Following advice, this procedure is now being followed and it is hoped that the proposed set of bus byelaws will be available for public consultation in early 2019.
- 7.3 The proposed byelaws mirror as closely as possible, those already in existence on both rail and Metro, this will ensure they are as simple as possible for Officers to apply and also for passengers to understand. The proposed byelaws are under the following headings
- Management of queuing
 - Control of potential dangerous items
 - Smoking /vaping
 - Intoxication
 - Unfit to travel
 - Unacceptable behaviour
 - Music, sound and advertising

- Station and premises
- General safety
- Obedience to safety instructions
- Unauthorised access or loitering
- Obedience to traffic signs, causing obstruction and parking
- Pedestrian only areas
- Ticketless travel
- Altering tickets
- Name and address
- Enforcement

8.0 Financial implications

8.1 There are no direct financial implications from this report with existing and planned activity in relation to TfWM funded from within overall budgets and resources.

9.0 Legal implications

9.1 There are no direct legal implications arising from this report.

10.0 Equalities implications

10.1 There are no direct equalities implications arising from this report

Glossary of Terms

Word / Acronym	Explanation
ASB	Anti-Social Behaviour – a type of behaviour that causes alarm, harassment or distress to one or more other people.
CCTV	Closed Circuit TV
IP	Internet Protocol
Local Transport Policing Plan	A plan with 30 objectives signed off and approved by the ITA, Police and Crime Commissioner and British Transport Police Authority. Objectives have the overarching aim of reducing crime and making passengers feel safe on public transport in the West Midlands
NIM	Which stands for National Intelligence Model – is a nationally recognised Policing model based on detailed crime pattern analysis
PC	Police Constable
PCSO	Police Community Support Officer
POP	A crime reduction approach, which focuses on intelligence led interventions, stands for Problem Orientated Policing
Project Empower	Project launched in 2014, with the objective of increasing reporting of, and increased confidence in the reporting of sexual offences on public transport.
Rail Safety Accreditation Scheme	Administered by the British Transport Police, enables those holding the accreditation to hold a number of delegated powers.
Restorative Justice	Restorative justice is an approach to justice that focuses on the needs of the victims and the offenders, as well as involving the community. This contrasts to more punitive approaches where the main aim is to rehabilitate the offender and reconcile with the victims and the community, or satisfy abstract legal principles
Safer Travel Partnership	The Partnership of Centro, West Midlands Police, British Transport Police and Operators, tasked with reducing crime and making passengers feel safer
SARA	A crime reduction planning tools, which stands for Scan, Analyse, Respond, Assess.
Special Constables	Volunteer Police Officers. Required to work a minimum of 16 hours a month, receive full constable training and hold full powers of a PC
Year to Date	Crime figures used to compare the like for like time period from the previous year. Year to date figures generally commence 1 st April

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Transport Delivery Committee

Date	7 January 2019
Report title	Cycling Charter Progress Report
Accountable Director	Laura Shoaf – Managing Director laura.shoaf@tfwm.org.uk
Accountable Employee	Claire Williams – Cycling and Walking Development Manager claire.williams@tfwm.org.uk 0121 214 7984
Report has been considered by	Councillor Diana Holl-Allen, Lead Member for Safe & Sustainable Travel

Recommendation(s) for action or decision:

Transport Delivery Committee is recommended to:

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

1. Purpose

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

2. 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).
- 2.3. The Cycling Charter is based on the following four principles:
 - Leadership and Profile
 - Cycling Network
 - Promoting and Encouraging Cycling
 - Funding.

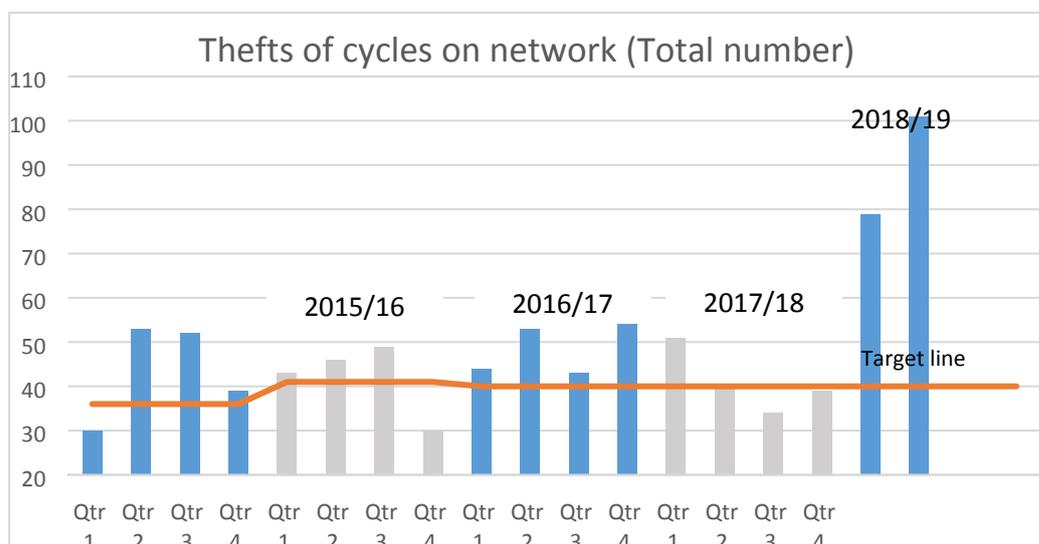
3. Cycling Charter Action Plan

- 3.1. A plan for Mayor Andy Street to raise the profile of cycling and walking is currently in place and includes forming National and Regional Task Forces as well as appointing a Cycling and Walking Ambassador for the West Midlands.
- 3.2. WMCA and the 7 local authorities received a funding grant from central government to develop a **West Midlands strategic LCWIP (Local Cycling and Walking Infrastructure Plan)**. This plan outlines the programme of investment in region to deliver improvements to cycling and walking. The report has been presented to the Strategic Transport Officers Group and is available upon request.
- 3.3. Transport for West Midlands is working with the preferred bikeshare supplier- nextbike to deliver the highly anticipated West Midlands bikeshare scheme. This will be the first scheme in the UK to integrate with the region's Swift smart travel card and as such we are working through every step of the process to ensure that it works perfectly for customers. However, progress continues to create a world class bikeshare scheme that meets the needs of those who live and work in the West Midlands.
- 3.4. The West Midlands bikeshare scheme will offer access to hire cycles across the geography of Birmingham, Solihull, the Black Country and Coventry, creating one of the most extensive schemes in the UK.
- 3.5. 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.
- 3.6. The Network Wide Cycle Parking Programme which aims to improve cycle parking capacity and quality across the transport network will deliver cycle parking improvements across key transport interchanges across the region including Solihull rail station, Birmingham New Street, Pool Meadow and Wolverhampton bus stations during 2018-2019.
- 3.7. 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.

3.8. Cycle parking occupancy counts are undertaken on a monthly basis by TfWM Data Insight Team. While on average occupancy has remained consistent, with the increase in capacity, usage of the cycle parking is steadily increasing overall.

	Average for 2014	Average for 2015	Average for 2016	Average for 2017	Quarter 1 2018	Quarter 2 2018
Average Patronage	380	397	468	525	618	590
Average Capacity	1346	1474	1740	1980	2279	2279
Average % Occupancy	28.5%	27%	26.8%	26.6%	27.1%	25.9%

3.9. 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 2018 and September 2018, there have been 180 cycle thefts from stations in the region, illustrating a dramatic spike in bike theft on the network. Although high, cycle crime has risen across the country and is in line with other major cities. In response to this TfWM has developed bespoke action plans for the highest cycle theft stations to crack down on cycle thieves.



3.10. Throughout the West Midlands there are a number of brands and identities for the various active travel initiatives and programmes (e.g. Birmingham Cycle Revolution, Cycling UK, Sustrans, British Cycling). This can be confusing for the end user as there is lack of clarity on the quality and consistency across the region.

3.11. To raise the profile of cycling, it is important to have a single brand for cycling initiatives across the WMCA. This provides a high quality experience for the end user, one that is consistent with the other modes as part of the integrated transport network.

3.12. West Midlands Cycle has been developed as the wide branding identity for cycling initiatives delivered by WMCA.



4. Financial Implications

- 4.1.** The 2018/19 forecast cycling investment per head is £9.47. Based on trend the cycling investment per head in subsequent years (from 2019/20 to 2022/23) is £7.26, £7.78, £6.23 & £6.50
- 4.2.** The commitment in the Cycling Charter and the Mayor's Renewal plan is to achieve £10 per head. It should be noted that the gaps from one year to the next, increases the investment need to catch up on this target.

5. Legal Implications

- 5.1.** Legal and procurement support will be required as the LCWIP evolves especially around collaborative working arrangements between other sectors and emerging funding arrangements.

6. Equalities Implications

- 6.1.** The West Midlands Cycling Charter 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 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.
- 6.2.** 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. ParkRide and Wheels for All are initiatives organised by Midland Mencap and Cycling Projects in various locations across the UK including the West Midlands (Sutton Coldfield, Coventry, Birmingham, and Solihull).

7. Inclusive Growth Implications

- 7.1.** Encouraging cycling and walking in the West Midlands LCWIP supports inclusive growth by supporting the following themes:
- Affordable, safe, and connected places
 - Sustainability
 - Health and Wellbeing
 - Equality
 - Economy
- 7.2.** Safer routes for cycling and walking will help provide the people who live, work, learn and play here with safer routes to walk and cycle to where they want to go. Active travel encourages people to combine physical activity as part of their journey which has a positive impact on health and wellbeing as well as air quality.
- 7.3.** A wide spectrum of users can access safer cycling and walking routes including people who use adapted cycles, scooters, motorised scooters, and even inline skaters. The objectives are to get people to use alternative modes of travel and to participate in physical activity.

- 7.4. As accessible and low cost modes of transport, cycling and walking can help people access their local high streets, jobs and education.

8. Geographical Area of Report's Implications

- 8.1. Transport for West Midlands will work with the Constituent Local Authorities to manage cross border relationships and align cycling and walking schemes to ensure consistency in access and quality. Approximately 57% of journeys in the West Midlands cross an administrative boundary.
- 8.2. Several members of the West Midlands Cycling Charter Steering Group have remits that cover the wider WMCA 3 LEP geography. Cycling UK and Living Streets have community development officers hosted within TfWM's Sustainable Travel Team to deliver promotional schemes across the region.

9. Other Implications

- 9.1. Improving cycling and walking provisions to increase levels will have a positive impact on air quality, physical and mental health.

10. Schedule of Background Papers

- 10.1. [West Midlands Cycling Charter](#)
- 10.2. [Mayor Andy Street Renewal Plan](#)

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Transport Delivery Committee

Date	7 January 2019
Report title	Safe and Sustainable Travel Portfolio Summary
Accountable Chief Executive	Laura Shoaf, Managing Director, TfWM 0121 214 7444 laura.shoaf@tfwm.org.uk
Accountable Employee	Claire Williams, Cycling and Walking Development Manager, TfWM 0121 214 7984 claire.williams@tfwm.org.uk
Report has been considered by	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 summary of the Safe and Sustainable Travel portfolio.

1. Purpose

1.1 To outline the work on the Safe and Sustainable Travel Portfolio.

2. Background

2.1 The Safe and Sustainable Travel Portfolio focuses on the delivery of sustainable travel initiatives, and programmes delivered by the Safer Travel Team. Work on equalities and inclusion in public transport is also included in this portfolio.

2.2 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.

2.3 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).

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

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

2.5 The Safer Travel Partnership consists of just over 100 staff brought together from a number of organisations including TfWM, West Midlands Police, British Transport Police, operators and private security companies. Managed through TfWM, the Partnership has the main objectives of delivering the Safer Travel Plan, reducing/managing crime levels on public transport and making passengers feel safe.

2.6 The Safer Travel Partnership is nationally unique and has received National and European praise for its innovative crime reduction methods and for bringing together a range of partners to deliver the results. The Safer Travel Partnership utilises deployment models such as SARA (Scan, Analyse, Respond, Assess) and POP (Problem Orientated Policing), following the Police National Intelligence Model (NIM). This approach has ensured that the right resource is in the right place, at the right times, doing the right things to reduce crime and make passengers feel safer.

2.7 The Equalities and Diversity Manager oversees equalities and accessibility issues within hiring practices and services at WMCA/TfWM. Each report presented to the boards of WMCA (e.g. Transport Delivery Committee, WMCA, Strategic Transport Officers Group) includes a statement on equalities and diversity to ensure programmes of work are inclusive and accessible to all. A response was also provided on behalf of WMCA on the DfT Accessible Travel Report. Of particular concern was accessibility at unmanned rail stations.

2.9.1 Safe and Sustainable Travel Members Group Monthly Meetings Forward Plan:

Date	Theme
16 July 2018	Youth Travel Support Update and Forward Plan
10 Sept 2018	Forward plan review
8 Oct 2018	Safer Travel Report
5 Nov 2018	Cycling Charter Report discussion
7 Jan 2019	Travel Support update
4 Feb 2019	Travel Choices Update
4 March 2019	Safer Travel Report
20 May 2019	Cycling Charter Progress Report

2.10 Biannual reports are submitted to TDC by Safer Travel and Cycling Charter progress.

3. Legal Implications

- 3.1. There are no direct legal implications arising from this report however Legal and procurement support will be required as the Local Cycling and Walking Infrastructure Plan evolves especially around collaborative working arrangements between other sectors and emerging funding arrangements and procurement support will be required as the LCWIP evolves especially around collaborative working arrangements between other sectors and emerging funding arrangements

4. Equalities Implications

- 4.1. The West Midlands Cycling Charter 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 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 residents.
- 4.2. 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. ParkRide and Wheels for All are initiatives organised by Midland Mencap and Cycling Projects in various locations across the UK including the West Midlands (Sutton Coldfield, Coventry, Birmingham, and Solihull).

5. Inclusive Growth Implications

- 5.1. The development of the West Midlands LCWIP supports inclusive growth by supporting the following themes:
- Affordable, safe, and connected places
 - Sustainability
 - Health and Wellbeing
 - Equality
 - Economy
- 5.2. As accessible and low cost modes of transport, cycling and walking can help people access their local high streets, jobs and education.

6. Geographical Area of Report's Implications

- 6.1. TfWM will work with Constituent Local Authorities to manage cross border relationships and align cycling and walking schemes to ensure consistency in access and quality. Approximately 57% of journeys in the West Midlands cross an administrative boundary.
- 6.2. Several members of the West Midlands Cycling Charter Steering Group have remits that cover the wider WMCA 3 LEP geography. Cycling UK and Living Streets have community development officers hosted by TfWM to deliver promotional schemes across the region.

7. Other Implications

- 7.1. Improving cycling and walking provisions to increase levels will have a positive impact on air quality and health.

8. Schedule of Background Papers

- 8.1. [West Midlands Cycling Charter](#)
- 8.2. [Mayor Andy Street Renewal Plan](#)

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Transport Delivery Committee

Date	7 th January 2019
Report Title	Park and Ride Update
Accountable Director	Pete Bond, Director of Integrated Network Services
Accountable employee(s)	Richard Mayes, Head of Park & Ride (interim)
Report has been reviewed by	Rail and Metro Lead Members' Group

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).

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 Transport for West Midlands (TfWM) area since the committee considered the previous report on 11 June 2018.

2.0 Background

- 2.1 As outlined in previous reports, P&R delivery is a key activity for TfWM with nearly 9,000 spaces, including Blue Badge and Electric charging bays, 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 within the West Midlands Combined Authority (WMCA) area (including Bromsgrove).
- 2.2 In addition to the WMCA area P&R sites, TfWM is also responsible for the provision of the car parking at Bromsgrove Railway Station where charges apply (335 standard bays).
- 2.3 P&R has proven itself to be very popular within the TfWM area with virtually all car parks filled to capacity every day. As such P&R has made a major contribution in encouraging people not to make car journeys into city centres and supporting growth in usage on the public transport network, particularly the rail network.

Table 1 – TfWM managed Rail and Metro Park & Ride Sites

Car Park Name	Number of Car Parks	Total Standard Capacity
Acocks Green	1	126
Berkswell	1	90
Bescot Stadium	1	115
Black Lake Metro	1	82
Blake Street	2	156
Bromsgrove	3	335
Canley	2	58
Chester Road	1	194
Coseley	2	97
Cradley Heath	1	231
Dorridge	1	83
Dudley Port	2	81
Four Oaks	2	329
Hall Green	2	106

Car Park Name	Number of Car Parks	Total Standard Capacity
Hampton in Arden	1	130
Kings Norton	2	310
Langley Green	1	29
Lea Hall	1	27
Longbridge	1	91
Lye	1	18
Marston Green	2	122
Northfield	1	178
Old Hill	1	52
Olton	1	87
Priestfield Metro	1	141
Rowley Regis	1	705
Sandwell & Dudley	1	372
Selly Oak	3	432

Car Park Name	Number of Car Parks	Total Standard Capacity
Shirley	1	64
Smethwick Galton Bridge	1	72
Stourbridge Junction	3	1034
Sutton Coldfield	1	305
Tame Bridge Parkway	2	210
The Hawthorns	2	173
Tile Hill	1	334
Tipton	1	66
Wednesbury Parkway Metro	1	140
Whitlocks End	1	316
Widney Manor	2	284
Wylde Green	1	54
Yardley Wood	2	164

- 2.4 However due to the high demand for P&R, car parks are mostly full by 8am severely restricting use of the service for later travellers. Across all Park & Ride sites, there is a 97% standard bay occupancy Monday to Friday.
- 2.5 To help provide more of a focus on the delivery of park and ride in the West Midlands a specific P&R team was established in spring 2018. The team was established to provide dedicated support to the development, delivery and implementation of Park and Ride schemes for a holistically integrated transport system, looking across all modes and not just rail. The focus is on delivering approved schemes as updated within this report, as well as working with local authority colleagues to develop opportunities identified within the strategy on rail, Metro, Sprint and bus. The focus of the team is also on providing the quality and innovation needed to further meet increasing customer needs and looking for innovative ways to fund and support these.

3.0 Defining a new Park and Ride Strategy for the region

- 3.1 Work has been ongoing throughout 2018 to establish a strategy for P&R for the WMCA area signed up to by TfWM, WMCA and the seven local authorities. This work has been led by the Policy, Strategy and Innovation directorate in close collaboration with the P&R team. TfWM was tasked to review P&R strategy by the West Midlands Strategic Transport Officers Group.
- 3.2 The strategy aims to set out a role for P&R in the West Midlands within the wider integrated transport system, and explores how it can best support the region in meeting its objectives. It will ensure P&R is delivered in a more holistic and strategic way in line with agreed P&R objectives.
- 3.3 A further update will be provided in due course.

4.0 Park & Ride development activity

- 4.1 Work is ongoing to develop and deliver a number of expansions at sites across the network. A summary of sites where work is continuing is provided in **Table 2** below, and a summary of other sites that plan to be taken forward in the context of the emerging strategy and development framework in **Table 3**:

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

Bradley Lane (Metro)	Construction has commenced on a new 196 space car park. The first phase of works has required a focus on ground remediation because of former coal mine workings on the site. Actual construction of the car park is due to start before Christmas with an anticipated opening date during Spring 2019.
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Longbridge	Planning permission was granted on 25 October 2018. This was later than anticipated due to some additional queries raised by planners which have now been resolved (mainly focussed on drainage requirements). Work is anticipated to start on site in early 2019 and estimated to take 9 – 12 months. The construction period has been extended due to a requirement for pile instead of pad foundations. This follows ground surveys which have demonstrated that suitably solid ground is deeper than originally thought. Following agreement by WMCA, a charge will be applied at Longbridge to cover construction and additional operational costs. Work is ongoing to develop a proposal for how this will be delivered.
Tile Hill	A 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. Land acquisition to support this approach is currently being progressed in partnership with Coventry City Council. The aim is to have this additional facility open by December 2020 in readiness for the Coventry being City of Culture in 2021.
Tipton	A new 108 space extension onto land currently owned by Sandwell MBC is being progressed. 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 site mitigation measures will be required because of old mine workings.
Whitlocks End	An initial design has been done for a 271 space car park on land acquired by TfWM adjacent to the existing P&R site. Meetings have recently taken place with Solihull MBC to discuss opportunities for the site and alignment with wider development plans for the borough with a further meeting planned imminently. Additional feasibility work will be undertaken following this.

Table 3 – Car Park Expansion projects to be taken forward in the context of the emerging strategy (in alphabetical order)

Dudley Port	Opportunities for expansion at this location are being investigated reflecting the anticipated increased demand due to the expansion of the Midland Metro from Wednesbury to Brierley Hill. Feasibility work will be undertaken to explore options, also considering the wider work being developed to improve the railway station and Stour Valley Line.
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Sandwell and Dudley	Initial assessments have been done and there is a potential to increase parking provision through various options from the current 372 standard spaces up to 1100 spaces. Further feasibility work is now planned to be undertaken to understand the scope of the scheme to be delivered. As with Longbridge, it is envisaged a charge will be applied to offset construction and operational costs.
Sutton Coldfield	A project is 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 and traffic implications.
Tame Bridge Parkway	An area of land has been identified adjacent to the current site which could be used to deliver a car park expansion. This is heavily overgrown at present and near to the river. Feasibility work is being undertaken to understand the opportunities that could be available on this site. The land owner has indicated a willingness to enter into negotiations over the land with a view to either leasing or selling it to the WMCA

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. This includes the development of sites to support the Sprint Bus Rapid Transit corridors as mentioned below.

4.3 We are working with local authorities, operators, housing and development partners and other stakeholders to identify sites for strategic P&R. Quick win P&R opportunities are also being sought to maximise use of our current estate e.g. decking at existing sites.

4.4 Our aspiration is to deliver c. 1000 spaces per year over the next three years.

Commonwealth Games

4.5 Early work is taking place with key partners to identify P&R sites for the Commonwealth Games. This is focusing on:

- Temporary opportunities at third party sites;
- Temporary opportunities at our existing P&R car parks e.g. modular decking; and
- Legacy sites – new P&R sites established for the Commonwealth Games but which remain for ongoing use by our customers after the event has concluded.

It is currently estimated that around 6,000 additional P&R spaces will be required to support the Commonwealth Games.

SPRINT

- 4.6** Meetings are taking place with the SPRINT team and district partners to identify potential P&R locations for SPRINT, with a current specific focus on A34 and A45 routes. These locations could be aligned with requirements for the Commonwealth Games considering their proximity to major venues including the Alexandra Stadium, the NEC and Villa Park.

New Stations

- 4.7** The Park & Ride team has been working with West Midlands Rail Executive (WMRE) to input to the design and delivery of new railway stations as part of the new West Midlands Franchise. Early stage discussions have taken place on opportunities at Darlaston and Willenhall.

Midland Metro

- 4.8** There are limited opportunities to deliver P&R along the routes of the proposed Midland Metro extensions due to the highly built up and residential nature of the alignment limiting land acquisition opportunities. There is also a desire to encourage sustainable access to the service where possible. However the P&R team will continue to work with the districts and the Midland Metro Alliance to identify and assess opportunities for Metro P&R. One key consideration will be if there are any opportunities at Dudley Port to provide an increased rail and Metro P&R site, as mentioned in table 1 above.

Third party opportunities

- 4.9** In addition to the development opportunities described above, TfWM continues to actively engage with potential commercial providers of parking regarding opportunities for them to provide new privately operated car parks, consistent with our strategic objectives, adjacent to rail stations to complement the current oversubscribed free TfWM car parks.
- 4.10** TfWM is actively encouraging private providers to investigate options where a direct passenger benefit can be provided at no cost to taxpayers. TfWM will advise passengers of the availability of third-party car parks where they meet minimum standards of provision (e.g. surfacing, lighting, security etc) and promote them alongside other station access options as appropriate.
- 4.11** TfWM will also be working with WMRE to explore how we can work collaboratively with P&R providers outside the Combined Authority boundary to provide a different wider regional approach to P&R which helps meet both WMCA and wider shire/unitary authority objectives. One area of focus will be how we can work jointly to reduce rail heading. This will also tie in with the ongoing WMRE fares review.

5.0 Customer Experience

- 5.1** TfWM is investigating a number of areas to improve customer experience at Park & Ride sites. This comprises of various separate but complementary work streams as discussed below.

Save a Space

- 5.2** TfWM has been trialling an app based parking bay reservation system called Save a Space since November 2017. The trial is being conducted in partnership with technology company Accelogress following a successful Innovate UK funding bid.
- 5.3** As part of the trial, five standard bays have been made available for reservation at Four Oaks, Rowley Regis, Longbridge and Tile Hill. A small number of car share bays can also be reserved at Rowley Regis (5) and Longbridge (4).
- 5.4** The scheme has been piloted with 200 users and has been very successful. More than 4,700 successful bookings have been made since the start of the trial, and bays are regularly now fully booked on weekdays. 96% of users have made repeat bookings, and we have received significant positive feedback.
- 5.5** Nearly 1,200 people are signed up for participation in the scheme. With 200 of these having been accepted into the trial, approximately 1,000 are on the waiting list. It is interesting to note that growth in sign up has continued strongly despite no marketing and no people being added to the trial since spring 2018.
- 5.6** The trial of Save a Space is currently ongoing funded initially through grant funding which has now come to an end. A further update will be provided in the New Year on proposals to expand the trial on a self-funding basis across the network to identify the level of support for this product with a charge to cover the cost of operation.

Car park enforcement

- 5.7** 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 four years is operated by Vehicle Control Services Ltd (VCS) and is working well with relatively few operational issues occurring.
- 5.8** Car park enforcement continues to be 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.

Design Guide

- 5.9** An updated P&R design guide is being created to ensure both new and existing facilities meet a minimum standard for design and customer experience. This will consider a number of factors including safety & security, supporting sustainable travel, technological innovations, community opportunities, operational requirements, local requirements, added value facilities etc.
- 5.10** There will also be a focus on measures that should be considered on a site by site basis to provide a best in class service for users and local communities.

5.11 This will be developed reflecting the principles of the strategy set out in section 3 of this report.

Electric Vehicle (EV) Charging

5.12 There are currently 12 EV charging points across 5 managed Park & Ride sites.

5.13 The sites that currently have EV charging points are Bromsgrove, Longbridge, Rowley Regis, Tile Hill and Yardley Wood.

5.14 Work is currently being undertaken, in conjunction with the Longbridge multi-storey car park development, to provide passive provision for an increased number of electric charging bays in the future, as the technology and demand develop.

5.15 TfWM is working to deliver a new strategic approach to electric vehicle charging at TfWM P&R sites and potentially, other operational locations.

5.16 This includes close working with local authorities and operators to achieve consistency in approach where practical.

5.17 An Electric Vehicle Charter has been established which sets out the key aims of providing EV charging points and an approach to identifying the most suitable locations and methods of delivery.

5.18 To understand the suppliers, products and services available in this quickly developing area of technology, TfWM has commenced a market sounding exercise which encourages proposals from companies that can provide services for EV charging at our facilities.

5.19 Careful consideration needs to be given as to how customers pay for the electricity used to charge their vehicles, making it as effective, efficient and consistent as possible for the user.

Park and Ride Commercial Approach

5.20 As mentioned in the Park & Ride update report in July, the ongoing management, maintenance and operation of Park & Ride car parks incurs significant costs of circa £2.4m per annum. Furthermore, the current operational expenditure requirement is likely to increase significantly if the current anticipated increase of 3,000 additional car parking spaces by 2022 is to be achieved.

5.21 At present, free parking at TfWM P&R sites offers little incentive for customers who live close to the station to take more sustainable means of travel. Recent user surveys show 62% of car park spaces are occupied by residents from within two miles of stations and of the 60% over half (32% of total users) travel from within one mile of the station. 95.6% of these journeys are single car occupancy.

5.22 TfWM has previously outlined an aspiration to develop a commercial approach, and this is something that will be considered further, in conjunction with Local Authority partners and key stakeholders.

5.23 An update on work in this regard will be provided in due course.

Longbridge charging

- 5.24** 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.
- 5.25** 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.
- 5.26** 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.
- 5.27** Work is due to commence shortly on a market sounding exercise to explore the options available for delivering a charging scheme at Longbridge. A key focus will be to make the process of paying for parking as seamless and easy for the customer as possible, embracing the use of technological developments in this area.
- 5.28** The level of charge for parking at Longbridge is yet to be determined, although it is expected to be between £2.00 and £4.00 a day. The outcomes of the market sounding exercise and an analysis of operational and construction costs will inform this piece of work, together with research into demand management.

Lease Review

- 5.29** Some of the P&R sites are on land leased from Network Rail and the franchise operator (now West Midlands Trains). We are currently reviewing the covenants contained within each of these leases. Some are very restrictive in nature and prevent TfWM from being able to carry out any commercial activity and certain customer experience measures at these sites. While the inclusion of these covenants had sound reasons in the 1990s, due to the development of the local rail network TfWM considers that they no longer reflect current regional, customer or rail network needs.
- 5.30** Once the full situation is understood, we will be seeking to enter dialogue with Network Rail in a bid to update the leases to be more consistent and flexible.

Sutton Coldfield

- 5.31** Sutton Coldfield station car park levies customer charges to use of the facility. The charge has been set at £1.30 for over 20 years, with a 50% refund available upon purchase of a rail ticket from the booking office. Season ticket holders park for free.
- 5.32** The charging is operated by the use of a staffing operative, provided by our enforcement company, Vehicle Control Services Ltd., who collects cash at the entrance.

5.33 The revenue raised from the car park does not cover the costs of the member of staff. Furthermore, as the charge has not increased for more than two decades, it significantly undercuts the cost of parking for Sutton Coldfield town centre where it currently costs £4.50 at Birmingham City Council operated car parks to park all day.

5.34 TfWM is currently considering options for Sutton Coldfield to address the situation of further subsidising car park costs in this location.

6.0 Encouraging other access options

6.1 TfWM recognises that improving other access options to stations and stops is key 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 work streams 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;
- Working with West Midlands Trains (WMT) on the development of station travel plans in the region. These plans set out a framework for encouraging access to individual stations, especially by environmentally friendly modes, by looking at the end to end journey and delivering improvements. This includes improved walking and cycling facilities, better information, marketing initiatives and high quality, well located bus infrastructure.
- Improving cycle facilities at stations – both through the new rail franchise and specific TfWM projects;
- Inputting to WMT's new Passenger Assist Plus initiative which supports older people and those with limited mobility in making public transport journeys; and
- Working with partner authorities to improve walking routes to stations.

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

7.0 Stakeholder Engagement

7.1 TfWM recognises that its 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.

7.2 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.

8.0 Financial implications

8.1 As mentioned earlier in report the provision of P&R has considerable financial implications for TfWM as operating P&R sites currently costs circa £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 specific schemes such as the Save a Space initiative.

8.2 In terms of further expansion and developments the TfWM capital budget alone will be insufficient to deliver all our aspirations and therefore there will be a need to explore all funding opportunities and all associated activities if a wider programme of schemes is to be successfully delivered. This will be a key element of considering a commercial approach that will include looking at opportunities 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.

9.0 Legal Implications

9.1 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.

9.2 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.

9.3 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.

9.4 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.

10.0 Equalities Implications

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

11.0 Inclusive Growth Implications

11.1 Drawing on the first iteration of the inclusive growth framework, the following issues should be considered and reported on as schemes are developed:

11.2 Affordable, Safe and Connected Places:

- **Impact on traffic:** New P&R should have a positive effect on traffic, but implications of new developments and charging regimes could worsen traffic in

the areas around the stations, given the tendency for people to use P&R even when they live within two miles. Mitigating measures should include ensuring that the sites are part of cycling networks, so can be safely accessed via that mode. Consideration should also be given to how Swift might encourage people to use the bus to link to train services, instead of their car;

- **Opportunity for enterprise:** With increased footfall, consideration should be given to the potential to enhance the local economy around the station – for example, via pop-up trading;
- **KSIs:** opportunities to improve the safety of the area for vulnerable road users while developing these sites should be taken;
- **Mode share:** new P&R should have a positive impact on mode share. Given, however, the inevitability of car use for part of the journey, consider how Swift's application could be used to incentivise shared journeys – e.g., by offering a discount on parking charges. It is also vital to ensure that local operators are providing enough capacity to meet projected demand. Some lines in the region – e.g. Longbridge, on the Cross City Line – are running at capacity, with carriages already crammed at peak times;
- **Flexible public realm:** communities should be enabled to make use of the parking space when occupancy is lower, for performances and other kinds of local event. Design should make this easy and appealing, including provision of power supply points and Wi-Fi;

11.3 Education & Learning:

- **Promoting education and training opportunities:** one of the functions of the train/Sprint routes will be to link people to employment, so finding ways (and space) for that to occur is important;
- **Cost of transport for areas of low income:** ensure that any potential charging regime does not make transport unaffordable for people on low incomes, particularly those whose caring and employment responsibilities, or whose additional needs/disabilities/illness make them time poor;

11.4 Health & Wellbeing:

- **Physical activity:** ensure that it is still/more appealing to approach the station on foot, or by bicycle. Consider how the car park footprint could create an outer circuit that could be used by runners as part of an overall running route in the place;
- **Space for local growing:** where safe and practical and supported by local people, space for community-owned planters for herbs and vegetables should be made;
- **Universal design:** ensure that the seven principles of universal design are followed – to ensure spaces are inclusive and equitable;

- **Opportunities to enhance links to green space:** these should be taken where present;

11.5 Power, Influence and Participation:

- **Promoting volunteering opportunities:** ensure that community infrastructure has space to signpost and organise;
- **Wealth-building:** maximise potential of commissioning and procurement around these schemes, and consider community-owned models for car park and other commercial operations on site;

11.6 Sustainability:

- **Air quality:** while this scheme should improve air quality by taking cars off the road, design of schemes should take the potential worsening of air quality into account, and lay out planned mitigations for this, including spaces for electric vehicle charging;
- **Renewable energy:** car parks can be ideal locations for decentralised renewables/storage – this should be exploited where possible, and is another possibility for community ownership;
- **Climate change adaptation:** ensure that site enhances the area’s resilience to climate change – including ‘greening’ to cool the area and to improve biodiversity, and sustainable urban drainage to protect against localised flooding;

12.0 Geographical Area of Report’s Implications

12.1 No implications reported

13.0 Other Implications

13.1 No implications reported

14.0 Schedule of Background Papers

14.1 None

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TRANSPORT DELIVERY COMMITTEE

Date	7 January 2019
Report title	Petition Report
Portfolio Lead	Cllr Kath Hartley, Putting Passengers First
Accountable Chief Executive	Laura Shoaf, Managing Director, Transport for West Midlands
Accountable Employee	Angela Hosford, Head of Sprint Direct Dial: 0121 214 7168 Email: Angela.Hosford@tfwm.org.uk
Report has been considered by	Putting Passengers First Lead Member Reference Group

Recommendation(s) for action or decision

- Transport Delivery Committee (TDC) is recommended to note the contents of this report.

Purpose

1. To report the outcome of the review of a Petition which was considered by the Putting Passengers First Lead Member Reference Group on 12 December 2018.

Background

2. The Putting Passengers First Lead Member Reference Group has specific responsibility to consider Petitions submitted to Transport for West Midlands (TfWM) when the Petition has in excess of 50 signatories.
3. At its meeting on 12 December 2018, TDC members considered a Petition objecting to proposals to deliver Sprint along the A34 corridor. The Petition was signed by 586 signatories and was submitted on 4 October 2018 during the public consultation period which ended on 5 October 2018.

Details of the Petition

4. The Petition was presented to TfWM Officers at a meeting attended by the Lead Petitioner representing the A34 Safety Action Group at Summer Lane on 4 October 2018. As the Petition contained limited information in respect of the basis for objections, the Lead Petitioner was invited to supply supplementary details to ensure objector's concerns could be better understood.
5. This feedback was provided on 15 October 2018 and covered a number of concerns including the following themes:
 - Concerns regarding the consultation process itself
 - Impact on parking and access to properties
 - Safety concerns
 - Increased congestion, pollution and impacts on health
 - The viability and value of the scheme itself
6. All of the feedback received has been recorded and will be considered as part of the consultation feedback and used to inform the detailed design stage of the scheme.

Outcome

7. The Putting Passengers First Lead Member Reference Group agreed that the Lead Petitioner be thanked for submitting the Petition and that the arrangements for how the feedback accompanying the Petition would be considered should be confirmed in writing (this was provided 30th October). The outcome of this process will be communicated in writing to the Lead Petitioner.
8. Furthermore, TDC Members sought assurance the A34 Safety Action Group continue to be recognised as a key stakeholder for the purposes of engagement as the Sprint proposals are progressed further.

Financial Implications

9. There are no financial implications arising from this report. Costs will be reviewed and financial implications evaluated as part of confirming and agreeing the detailed design stage of the scheme.

Legal Implications

10. There are no legal implications arising from the contents of the report. However legal will provide support as required in order to consider the concerns raised in the feedback to the consultation

Equalities Implications

11. Consultation information was communicated to a number of equality groups in the region. An Equality Impact Assessment on the A34 route will be completed in early January taking into account key equality and accessibility considerations and consultation feedback/input.

TRANSPORT DELIVERY COMMITTEE

Date	7 January 2019
Report title	Petition Report
Portfolio Lead	Cllr Kath Hartley, Putting Passengers First
Accountable Chief Executive	Laura Shoaf, Managing Director, Transport for West Midlands
Accountable Employee	Pete Bond, Director of Integrated Network Services Direct Dial: 0121 214 7388 Email: Pete.Bond@tfwm.org.uk
Report has been considered by	Putting Passengers First Lead Member Reference Group

Recommendation(s) for action or decision

- Transport Delivery Committee (TDC) is recommended to note the contents of this report.

Purpose

1. To report the outcome of the review of a Petition which was considered by the Putting Passengers First Lead Member Reference Group on 3 January 2019.

Background

2. The Putting Passengers First Lead Member Reference Group has specific responsibility to consider Petitions submitted to Transport for West Midlands (TfWM) when the Petition has in excess of 50 signatories.
3. At its meeting on 3 January, TDC members considered three petitions relating to proposals to operate a bus along Alderminster Road in Solihull. This service is planned to operate along a similar route to the existing S2 service, but will form part of a South

Solihull Circular route. One petition with 101 signatures was opposed to buses serving Alderminster Road, and two petitions with a total of 149 signatures were in favour.

Details of the Petition

4. The Petition opposed to the route change was sent to Transport for West Midlands on 30 October 2018. The petition cited the negative impact on the road of buses operating from 6am until 10pm every day, and suggested that quality of life would decrease from negative attributes of buses including noise, safety and visual amenity.
5. One of the petitions in favour of the route was led by the West Midlands Pensioners Convention, who suggested that the change in route would significantly improve accessibility within the Hillfield Estate, much of which sits outside of TfWM access standards, and would allow a new area to be served through removing duplication of an existing commercial route.
6. The other petition in favour of the service was received from the Royal Star and Garter Care Home, suggesting that users of its facilities, and their relatives, would benefit from the direct links to South East Solihull that this route would bring, with these users including day facility users and visitors to the home.
7. Feedback from petitioners was considered, and a compromise proposal was put forward, involving initially only serving Alderminster Road between the hours of 09.30 and 15.00 each day. This provides a total of 11 buses each day that will serve the road, but ensures that the routes are able to serve the Royal Star and Garter Care Home during its peak hours of service.
8. All of the feedback received has been recorded and will be considered as part of the consultation feedback and used to inform the detailed design stage of the scheme.

Outcome

9. The Putting Passengers First Lead Member Reference Group agreed that the lead petitioners be thanked for submitting the petitions.
10. The Lead Member Group accepted the officer recommendation that the service does operate along Alderminster Road between the hours of 0930 and 1515 with concurrent monitoring of how this impacts operations and patronage. They also recommended a clear communication strategy with users of the service to ensure that they are all aware of the change.

Financial Implications

11. The proposed service is financially supported by TfWM through the subsidised bus budget. There will be a capital implication of installing new bus infrastructure on Alderminster Road to enable passengers to board the service on the new section of the route.

Equalities Implications

12. The provision of a service on Alderminster Road will bring additional households in the area within TfWM access standards. The altered service will also improve accessibility to the Star and Garter Care Home helping to improve the level of service for residents and visitors alike. This is likely to have positive impact on the disability and age equality strands due to improved accessibility to the facility. It is not envisaged that there will be adverse equalities impact for Alderminster Road residents.

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TRANSPORT DELIVERY COMMITTEE

COMMITTEE MEETING		REPORT AND AUTHOR	AGENDA SETTING MEETING	
<i>Date of Meeting</i>	<i>Date Final Reports to be submitted to Governance Services</i>		<i>Date of Meeting</i>	<i>Date Reports to be submitted to Governance Services</i>
4 February 2019	24 January	<ul style="list-style-type: none"> • Metro Operations Business Report (Phil Hewitt) • Metro Investment Programme Update (Phil Hewitt/Judith Watt) • Third Generation Tram Procurement (Phil Hewitt) 	21 January	16 January
4 March 2019	21 February	<ul style="list-style-type: none"> • Financial Monitoring Report (Linda Horne) • Capital Programme Delivery Monitoring Report (Sandeep Shingadia) • Park & Ride Update Pete Bond (Richard Mayes) • Rail Business Report Malcolm Holmes (Tom Painter) • Bus Business Report Pete Bond (Edmund Salt) 	18 February	13 February
20 May 2019	9 May	<ul style="list-style-type: none"> • Commonwealth Games Capital Projects Update (Sandeep Shingadia) • Financial Monitoring Report (Linda Horne) 	TBC (local elections)	29 April

TRANSPORT DELIVERY COMMITTEE

COMMITTEE MEETING		REPORT AND AUTHOR	AGENDA SETTING MEETING	
<i>Date of Meeting</i>	<i>Date Final Reports to be submitted to Governance Services</i>		<i>Date of Meeting</i>	<i>Date Reports to be submitted to Governance Services</i>
		<ul style="list-style-type: none"> • Capital Programme Delivery Monitoring Report (Sandeep Shingadia) • Safer Travel Update (Mark Babington) 		
24 June 2019	13 June	<ul style="list-style-type: none"> • Customer Services Performance Report (Sarah Jones) • Bus Alliance Update Pete Bond (Edmund Salt) • Cycling Charter Progress Update Hannah Dayan 	10 June	5 June