



Transport Delivery Committee

Date: Monday 15 November 2021

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 Pervez Akhtar	Coventry City Council
Councillor Samiya Akhter	Sandwell Metropolitan Borough Council
Councillor Robert Alden	Birmingham City Council
Councillor Adrian Andrew	Walsall Metropolitan Borough Council
Councillor Linda Bigham	Coventry City Council
Councillor Christopher Burden	City of Wolverhampton Council
Councillor Robert Grinsell	Solihull Metropolitan Borough Council
Councillor Celia Hibbert	City of Wolverhampton Council
Councillor Timothy Huxtable	Birmingham City Council
Councillor Mohammed Idrees	Birmingham City Council
Councillor Ziaul Islam MBE	Birmingham City Council
Councillor Rizwan Jalil	Sandwell Metropolitan Borough Council
Councillor Morriam Jan	Birmingham City Council
Councillor Chaman Lal	Birmingham City Council
Councillor Mark Parker	Solihull Metropolitan Borough Council
Councillor David Stanley	Dudley Metropolitan Borough Council
Councillor Alan Taylor	Dudley Metropolitan Borough Council
Councillor Richard Worrall	Walsall Metropolitan Borough Council

The quorum for this meeting is seven members

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

Contact Tanya Patel, Governance Services Officer
Telephone 0121 214 7689
Email tanya.patel@wmca.org.uk

AGENDA

No.	Item	Presenting	Pages	Time
Meeting business item				
1.	Apologies for absence	Chair	None	13.00
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 - 13 September 2021	Chair	1 - 2	13.05
5.	Matters Arising	Chair	None	13.10
6.	Forward Plan	Chair	3 - 6	13.15
Business Items for Noting / Consideration				
7.	Capital Programme Monitoring Delivery Report	Sandeep Shingadia	7 - 14	13.20
8.	Financial Monitoring Report	Kate Taylor	15 - 22	13:35
9.	Metro Operations Monitoring Report	Sophie Allison	23 - 30	13:50
10.	Swift Delivery Monitoring Report	Matt Lewis	31 - 38	14:10
11.	COVID-19 Recovery Update	Pete Bond	To Follow	14:30
12.	WMCA Board Transport Reports (for information only)	Pete Bond	To Follow	14:40
13.	Report back from Member Engagement Groups	Chair	39 - 44	14:50
Date of Next Meeting				
14.	Monday 10 January 2022 at 2.00pm	Chair	None	15:00



West Midlands Combined Authority

Transport Delivery Committee

Monday 13 September 2021 at 1.00 pm

Minutes

Present

Councillor Kath Hartley (Chair)	Birmingham City Council
Councillor Pervez Akhtar	Coventry City Council
Councillor Samiya Akhter	Sandwell Metropolitan Borough Council
Councillor Robert Alden	Birmingham City Council
Councillor Christopher Burden	City of Wolverhampton Council
Councillor Robert Grinsell	Solihull Metropolitan Borough Council
Councillor Celia Hibbert	City of Wolverhampton Council
Councillor Timothy Huxtable	Birmingham City Council
Councillor Mohammed Idrees	Birmingham City Council
Councillor Ziaul Islam MBE	Birmingham City Council
Councillor Morriam Jan	Birmingham City Council
Councillor Chaman Lal	Birmingham City Council
Councillor David Stanley	Dudley Metropolitan Borough Council
Councillor Richard Worrall	Walsall Metropolitan Borough Council

In Attendance

Pete Bond	Transport for West Midlands
Jon Hayes	Transport for West Midlands
Kate Taylor	West Midlands Combined Authority
Edmund Salt	Transport for West Midlands
Sandeep Shingadia	Transport for West Midlands

Item Title

No.

13. Apologies for absence

Apologies for absence were received from Councillor Rizwan Jalil (Sandwell Metropolitan Borough Council), Councillor Linda Bigham (Coventry City Council), Councillor Mark Parker (Solihull Metropolitan Borough Council), Councillor Alan Taylor (Dudley Metropolitan Borough Council) and Councillor Adrian Andrew (Walsall Metropolitan Borough Council).

14. Minutes - 19 July 2021

The minutes of the meeting held on 19 July 2021 were agreed as a correct record.

Resolved:

The minutes of the meeting held on 19 July 2021 by approved.

15. Chair's Remarks (if any)

The Chair made the following remarks:

- Both Anne Shaw, Interim Managing Director Transport for West Midlands and Laura Shoaf, Interim Chief Executive, West Midlands Combined Authority have become the UK's first Violence against Women and Girls Transport Champions.
- West Midlands Cycle Hire Scheme have launched a new region wide Early Morning Offer from the 6 September 2021 whereby the £1 unlock fee would be waived for users between 6am – 11am. The scheme would also be expanded to cover University of Warwick campus.
- Across the rail network, traincrew availability across the West Midlands was slowly improving.
- Passenger numbers across the tram networks was also increasing, it was also noted that the Corporation Street Track Replacement works were no course for completion by mid-October.
- TfWM had recently launched a new Customer Experience Specialist role, this new team would provide ticketing information and help with journey planning and support with general queries across the bus network.
- Members were reminded that the Commonwealth Games Transport Plan consultation closed imminently, and any responses/feedback are to be provided to Graham Jones.
- Mark Corbin had been appointed as the Interim Director of Network Resilience.

16. Matters Arising

The Chair informed the committee of a recent Walking Tour of the Walthamstow Mini-Holland of which three members of the committee attended. It was requested that all future visits be shared with the whole of Transport Delivery Committee members but also where possible the relevant Ward Councillor and Cabinet member.

Councillor David Stanley asked that his request for an update and future information on the Tettenhall line be followed up as he was yet to receive any information.

17. Forward Plan

The committee noted the items to be reported to future meetings. The Chair noted that the Commonwealth Games Transport Plan consultation outcome/feedback was due in January 2022 and requested that this be added for the forward plan.

Both Councillor Robert Grinsell and Councillor Timothy Huxtable requested that the Park & Ride report due in January 2022 included information on Olton Railway Station and the associated changes made by National Express. Councillor Robert Grinsell suggested that the current space at the station could be better utilised to tackle and elevated some of the current parking issues. The Director of Integrated Transport Services informed the committee that he would follow this and liaise with the relevant individuals on this.

Resolved:

That the items to be reported to future meetings be noted.

18. Financial Monitoring Report

The committee received a report setting out the financial position as at 31 July 2021. The report contents relates to the financial position of the Combined Authority's Transport Delivery Revenue and Capital Budgets.

Councillor Timothy Huxtable requested assurance that when projects are allocated a budget that is it actually spend on transport infrastructure that the West Midlands needs and deserve to fulfil the ambition about model shift onto public transport and not be hit with additional increased budget due to inflation within the construction industry. The Head of Finance Business Partnering confirmed that finance work closely with each of the delivery teams and any risks are quickly flagged to them, she did stress that currently no risks were flagged. The Director of Development & Delivery stated that majority of the projects in delivery phases have set contracts in place and therefore agreed rates are set with contactors and are required to work within the provision set and agreed within the terms and conditions. Any new contracts going through a procurement process would ensure those inflation cost estimates are factored into considerations.

Councillor Robert Alden requested further information on what flexibilities local authorities have on changing the use of the funds being awarded to them in particularly in relation to the Transforming Cities Fund. The Director of Development & Delivery outlined the governance around the Transforming Cities Fund programme and the delegate authority given to the Strategic Transport Officers Group. He also outlined the mechanisms in place to address a change of scope to programmes.

Councillor Richard Worrall requested future details on the Walsall to Wolverhampton Local Enhancements rail project. The Director of Development & Delivery commented that work continued on progressing the land acquisition and the compulsory purchase order for this programme and would follow up with a further update.

Councillor Chaman Lal asked as to whether as on the programme had been affected by the issues relating to HGV and supply of materials. The Director of Development & Delivery highlighted that none of the existing programme were currently seeing any impact, but recognised this issue for future projects and were being reflected within the costings.

Resolved:

- (1) The year to date position as at the end of July 2021 against the TfWM Revenue Budget shows an overall favourable variance of £1.64m, as detailed in Section A be noted.
- (2) The TfWM Capital Programme expenditure as at the end of July 2021 totals £77.6m, which is £22.4m below budget, as detailed in Section B be noted.

19. Capital Programme Delivery Monitoring Report

The committee received a report providing them with the progress monitoring update on the approved TfWM led 2021/22 programme and projects. The Director of Development & Delivery brought the Committee attention to the work progressing at Perry Barr. Committee members requested that a site visit to Perry Barr Station and surrounding Commonwealth Games key transport areas be undertaken. Councillor Timothy Huxtable suggested that an itinerary be pulled together of members key area and include Sprint to ensure there was no duplication.

Councillor Robert Grinsell welcomed the West Midlands Cycle Hire Scheme but noted that the docking stations lacked within the North of the Solihull Borough and Shirley area and requested that this be looked at. The Director of Development & Delivery was happy to look at this request and noted that currently work focused on gathering data from the current sites where the docking stations had been implemented.

Councillor Timothy Huxtable requested assurance that both Transport for West Midlands and the Combined Authority were keeping Ward Councillors fully informed of any alterations to programme and timescales changes. Further to Councillor Richard Worrall request for more information on the Walsall Town Centre Interchange Feasibility Study the Director of Development & Delivery shared that work continues with key officers at Walsall MBC to develop and understand the role Transport for West Midland could play in shaping the work going forward.

Resolved:

- (1) The achievements since the June meeting of the Transport Delivery Committee be noted.
- (2) The progress of deliverables and outturn of the 2021/22 Capital Programme be noted.
- (3) Where indicated, any variations from the baseline programme be noted.

20. **Bus Delivery Monitoring Report**

The committee received a report from the Head of Bus outlining the monitoring and delivery of the high-level deliverables and wider performance monitoring of bus services in the West Midlands. The high-level deliverables within the TfWM Business Plan directly relating to the delivery of bus are:

- Delivering our bus vision to support growth, inclusion and reduced car dependency.
- Enhance infrastructure and improve customer experience at TfWM passenger waiting facilities, out bus station and major interchanges
- Creating and maintaining a world class system for accurate and reliable public transport travel information including the requirements set out in the National Bus Strategy and regional Vision for Bus.

Councillor Morriam Jan queried as to whether or not the West Midlands had or in future were willing to offer 'free bus's for all at weekends' and were the West Midlands offering the cheapest bus fares. The Head of Bus shared that National Express along with majority of all bus operators heavily reduced their fares as a direct result to try to increase patronage during this recovery period. The recovery within the region is on par or better than majority of the city region and par with London. Free bus's within the West Midlands is not something that is being done however date was being sought from other areas such as Herefordshire how have implemented such schemes.

Councillor Robert Grinsell requested confirmation with bus's travelling within Solihull were at a Euro 6 Diesel standard. The Head of Bus stated this was being monitored closely and addressed with bus operators.

Councillor David Stanley highlighted and requested that weekly changes made by National Express would be shared with committee members and sought to ensured this happened. The Head of Bus noted this requested would look to ensure that members of the committee would receive this information going forward, he also noted that the current process is undergoing a review.

Councillor Celia Hibbert recognised that the committee were previously told about driver shortages and that mitigation plans were in place to elevate but have now surfaced again. The Head of Bus highlighted that driver shortages may related to COVID19 and the pandemic and was a national problem and were working with bus operators to address and ensure less impact was seen on the network.

Councillor Morriam Jan noted that residents within her ward had complained about the use and smell of cannabis of bus's and requested information as to what was being done to address this issue. The Head of Bus highlighted that a note from the Safer Travel Team would be shared with Committee.

Resolved:

The contents of the report be noted.

21. West Midlands Bus Service Improvement Plan

The committee received a presentation from the Bus Development & Partnership Manager who provided detail on the West Midlands Bus Service Improvement Plan and the key principles it was based on, growing patronage, improve reliability / journey times, better passenger satisfaction and supporting the #WM2021 climate emergency. Information on how delivery of better bus service principles was provided as well as the various proposals and funding suggestions.

Councillor Celia Hibbert queried as to whether any funding allocated to the West Midlands was based on being able to deliver and continue at a high rate level of patronage and if there was any mitigations in place to ensure the network was flowing positively throughout the Commonwealth Games. The Head of Bus assured the committee that representation of issue had been addressed with the Department of Transport and separate funds had already been allocated for the sole purpose of supporting transport elements for the Commonwealth Games.

It was agreed that a briefing to further engagement the committee would take place on Friday 22 October 2021 at 10.30am. The chair also requested that a copy of the Passenger Charter be shared with members.

Resolved:

(1) The update be noted.

(2) The committee to receive a briefing on the Bus Service Improvement Plan on the 22 October 2021.

22. COVID-19 Recovery Update

The Director of Integrated Transport Services provided the board with an update on the commercial recovery to Bus, Rail and Metro. He noted that bus data currently reflected a higher usage over the weekends than weekdays. Driver shortages across the network continued to impact all modes of transportation. The Director of Integrated Transport Services also provided detail on the service changes across the bus network that were implemented from the 29 August 2021. He advised the committee of new funding available to bus operators called Bus Recovery Grant. Information was also shared around the revised cleaning schedules across the transport infrastructure.

Councillor Celia Hibbert requested a further update on branding of bus stops.

Resolved:

(1) The update be noted.

23. WMCA Board Transport Report

The Director of Integrated Transport Services provided the committee with a brief overview of the WMCA Board Transport related report which consisted of: West Midlands Bus Service Improvement Plan, City Region Sustainable Transport Settlement bid, Zero Emission Bus Regional Area Scheme 2021/22 – Phase 2 Full Business Case and West Midlands Rail Ltd Collaboration Agreement.

In relation to the Zero Emission Bus Regional Area Scheme 2021/22 – Phase 2 Full Business Case report Councillor Christopher Burden requested further information on the current roster of hydrogen vehicles within the West Midlands at the moment. The Director of Integrated Transport Services provided some detail of the various vehicles / fleet within the West Midlands which included 29 electric buses. It was also highlighted that appropriate infrastructure was in place to deal with this modal shift.

Resolved:

That the Transport related reports submitted for information only being considered by the WMCA Board on the 17 September 2021 be noted.

24. Report back from Member Engagement Groups

The committee received a report on the recent developments and meetings of the six Member Engagement Groups.

Resolved:

The update in relation to recent meetings of the committee's Member Engagement Groups be noted.

25. Date of Next Meeting

Monday 15 November 2021 at 2.00pm.

The meeting ended at 4.20 pm.

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TRANSPORT DELIVERY COMMITTEE FORWARD PLAN: JANUARY 2022 – MAY 2022

Title of Report	Reason	Date of Meeting	Purpose	Lead Officer	Confidential
Financial Monitoring Report 2021/22	To review the latest revenue and capital position of TfWM	10 January 2022	Note	Linda Horne	No
Capital Programme Delivery Monitoring Report	To consider the latest delivery position with TfWM capital projects	10 January 2022	Note	Sandeep Shingadia	No
Rail Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring.	10 January 2022	Comment	Tom Painter	No
Park & Ride Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring.	10 January 2022	Comment	Babs Spooner	No
Commonwealth Games Transport Plan	To receive an update on the final version of the transport plan for the Commonwealth Games.	10 January 2022	Note	Graham Jones	No

Title of Report	Reason	Date of Meeting	Purpose	Lead Officer	Confidential
COVID-19 Recovery Update	To consider the latest activity from TfWM related to transport related recovery from COVID-19	10 January 2022	Note	Pete Bond	No
Report back from Member Engagement Groups	To consider a report back from member engagement groups held since the last meeting of the committee	10 January 2022	Comment / Note	Pete Bond	No
Bus Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring.	7 February 2022	Comment	Jon Hayes	No
Resilience Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring.	7 February 2022	Comment	Anne Shaw	No
TfWM Business Plan	To consider the Annual TfWM Business plan.	7 February 2022	Comment / Note	Pete Bond	No
COVID-19 Recovery Update	To consider the latest activity from TfWM related to transport related recovery from COVID-19	7 February 2022	Note	Pete Bond	No

Title of Report	Reason	Date of Meeting	Purpose	Lead Officer	Confidential
WMCA Board Transport Report	To consider and comment on those transport related reports being consider at the next meeting of the WMCA Board	7 February 2022	Comment	Pete Bond	TBD
Report back from Member Engagement Groups	To consider a report back from member engagement groups held since the last meeting of the committee	7 February 2022	Comment / Note	Chair	No
Financial Monitoring Report 2021/22	To review the latest revenue and capital position of TfWM	14 March 2022	Note	Linda Horne	No
Capital Programme Delivery Monitoring Report	To consider the latest delivery position with TfWM capital projects	14 March 2022	Note	Sandeep Shingadia	No
Metro Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring	14 March 2022	Comment	Sophie Allison	No
COVID-19 Recovery Update	To consider the latest activity from TfWM related to transport related recovery from COVID-19	14 March 2022	Note	Pete Bond	No



Title of Report	Reason	Date of Meeting	Purpose	Lead Officer	Confidential
WMCA Board Transport Report	To consider and comment on those transport related reports being consider at the next meeting of the WMCA Board	14 March 2022	Comment	Pete Bond	TBD
Report back from Member Engagement Groups	To consider a report back from member engagement groups held since the last meeting of the committee	14 March 2022	Comment / Note	Chair	No



Transport Delivery Committee

Date	15 November 2021
Report title	Capital Programme Delivery Monitoring Report
Accountable TfWM Director	Sandeep Shingadia, Director of Development and Delivery, Transport for West Midlands email: sandeep.shingadia@tfwm.org.uk tel: (0121) 214 7169
Accountable Employee	Raj Aujla, Scheme Development Officer, Transport for West Midlands email: raj.aujla@tfwm.org.uk tel: 0121 214 7944
Report has been considered by	Councillor Pervez Akhtar

Recommendation(s) for action or decision:

The Transport Delivery Committee is requested to:

- (1) To note achievements since the September meeting of the Transport Delivery Committee.
- (2) To note the progress of deliverables and outturn of the 2021/22 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 2021/2022 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 2021/22 Integrated Transport Block (ITB) Capital Programme allocation was approved by WMCA Board as part of the wider transport budget in February 2021.
- 2.2 As with recent years, the ITB allocation for 2021/2022 has been fully utilised on continuing committed schemes and managing the existing asset base with respect to replacement and or renewal of life expired/obsolete equipment. Through this approach, a steady state of asset condition across the estate can be maintained.
- 2.3 Attached to this report (Appendix 1) is the detailed monitoring report for the 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 2021/22 Capital Programme have been completed during September and October:
 - Dudley Interchange - Works to procure contractor through open tender exercise are now complete with activities being completed to award contract
 - University – Two major milestones were delivered;
 - 1) The Canal Footbridge and Rail Link Bridge were successfully installed
 - 2) Legal agreements for canal footbridge are complete
 - Perry Barr Rail Station and Bus Interchange – positive progress in construction, with all major steelwork, lift shafts and stairs now installed. Works commenced on the bus interchange north entrance
 - West Midlands Cycle Hire – Scheme now rolled out across all 7 Local Authorities, with 1,216 (as of 1st October 2021) bikes currently out on street
 - Digital Panel Rollout - Clear Channel contract negotiations are now complete and include an additional 110 digital panels across the TfWM estate over the remainder of the contract

4.0 Variations to Baseline Programme

4.1 The following are variations to the baseline programme:

- Network wide Park & Ride Expansion Developments – Phase 2 – Programme on hold due to postponing the majority of development works for Park & Ride expansion subsequent to the impacts Covid-19 has had on the demand for Park & Ride
- University – The scheme has been re-baselined which shows an improvement in the opening date

5.0 Financial Implications

5.1 The detailed financial aspects of the TfWM 2021/2022 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 2

6.0 Legal implications

6.1 There are no direct legal implications arising from the recommendations set out in this report. However, legal and procurement will support, as necessary, any deliverables that may arise throughout 2021/2022.

7.0 Equalities implications

7.1 There are no equality implications arising from the recommendations set out in this report. The Equalities & Diversity Manager will support as project required any deliverables within the 2021/2022 capital programme.

8.0 Inclusive Growth Implications

8.1 The transport interventions set 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 Integrated Transport Block which are located within the Metropolitan Area but will serve to improve connectivity across the wider WMCA.

10.0 Other Implications

10.1 No implications

11.0 Appendices

11.1 APPENDIX 1 – Progress of Deliverables against 2021/22 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
KRN = Key Route Network
LED = Light Emitting Diode
LTP = Local Transport Plan
NR = Network Rail
OBC = Outline Business Case
OJEU = Official Journal of the European Union
P & R = Park and Ride
RIBA = Royal Institute of British Architects
RTI = Real Time Information
TBT = Transforming Bus Travel
TCF = Transforming Cities Fund
TfWM = Transport for West Midlands
TWA = Transport and Works Act
UAT = User Acceptance Group
WMCA = West Midlands Combined Authority
WMM = West Midlands Metro
WMT = West Midlands Trains

Transport Delivery Committee Dashboard

2021/22 Capital Programme Summary

	Project Name	Status	Baseline Comp Date	Forecast Date	DCA	DCA Trend	Summary
Major Works Programme							
1	Longbridge Connectivity Project	Complete				Complete	Works to the car park are now complete with the new illuminated external sign being erected on 12 th August. Final testing of the payment systems has also been undertaken. The car park opened on 16 th August 2021.
2	Dudley Interchange	Procurement	September 2023	September 2023	Green	Same	<p>Tenders were received from four major contractors; these have been reviewed and scored for technical quality and price by the evaluation panel. A lead contractor has been identified and called to a tender interview in early October, should the interview be successful we will progress with contract negotiations and appointment. Land acquisition has taken a step forward with DMBC Cabinet re-approving the use of the DMBC CPO powers on the 23rd September. The CPO documents have been produced and will be reviewed by DMBC's appointed QC and Department for Levelling Up, Housing & Communities during October to be able to now make the CPO by start of November. DMBC remain in ongoing dialogue to secure the required land by private treaty.</p> <p>Key next steps: DMBC to maintain progress in acquiring land via Private Treaty whilst also making the CPO (anticipated November 2021 to make CPO with a 12-15mth period); progress with the current preferred bidder and appoint the contractor; maintain open dialogue with Metro & DMBC Highways; DMBC Highways to complete design and programme to deliver highway works and commence procurement process for their contractor.</p>
3	Making the KRN Safer	Contribution	December 2024	December 2024	Amber	Same	Modifications have been made to the Road Safety Action Plan Monitoring Dashboard, as agreed through consultations with the Road Safety Officers Group. The dashboard has now integrated the ability to set priorities for action plan commitments. Engagement with the road safety officer group who are currently developing the road safety programme which will align with the framework. The iRAP Black Country study is now underway with TRL, this study will provide Star Ratings for the relevant segments of the KRN as well as the High Injury Investment Plan routes identified by EuroRAP in its 2020 report. Following on from the inception meeting (21/10/21) with TRL, routes are currently being finalised and the project plan has been defined. Capacity building activities aimed at increasing knowledge and practical understanding of iRAP are planned for early December with Local Authority partners and TfWM representatives.
4	Perry Barr Rail Station and Bus Interchange	Design & Delivery	May 2022	May 2022	Green	Same	Station progressing well, currently on track to deliver station works to cost and schedule. Positive progress in construction, with all major steelwork, lift shafts and stairs now installed. Detailed design assurance ongoing, with good progress being made. Interim stage gate planned for November with ORR to assess readiness and de-risk Entry into Service (EiS) in Spring '22. Tripartite agreement in place for bus interchange, and work proceeding on bus interchange north entrance. Ongoing engagement with Network Rail and West Midlands Train to consider further enhancement at platforms which will address non-compliances. This additional scope will not present any budget pressure, but it does introduce programme pressure.
5	University Station	Design & Delivery	June 2022	August 2022	Amber	Better	There has been positive activity on University Site. Two major milestones were delivered; the Canal Footbridge and Rail Link Bridge were successfully installed across possession weekends. All agreements relating to the canal footbridge were completed on time. Following commercial negotiations, acceleration has been instructed and the scheme has been re-baselined. This shows improvement in opening date, and further work continues to identify efficiencies in the Entry into Service process. In parallel we are also reviewing games configuration states. There have been revisions to the costs due to several factors. The increase is within 10% of the original budget. Alongside this, additional scope for the project has been identified by partners and will allow for an enhanced facility to be delivered. Further details will be contained in the Financial Monitoring report at WMCA Board on 19 November 2021.
Minor Works Programme							
6	TfWM Asset Renewal Programme	Design & Delivery	March 2022	March 2022	Green	Same	The 2021/22 programme has started to be delivered. These include various asset upgrades to Bus Stations, Highway infrastructure and P&R sites. The programme for bus shelter replacements has now started following completion of the Clear Channel contract negotiations.

	Project Name	Status	Baseline Comp Date	Forecast Date	DCA	DCA Trend	Summary
7	Network wide Park & Ride Expansion Developments – Phase 2	Development / Feasibility	March 2020	March 2023	On Hold	On Hold	Following an evaluation of existing Park & Ride schemes, a decision has been made to place the majority of development works for Park & Ride expansion on hold as we understand the impacts on demand for Park & Ride of Covid-19 and analyse whether that changes our priorities for investment. Where funding has already been allocated and there is evidence to show that a project is highly likely to remain a priority in the future, work is continuing to take place. The two schemes where this is the case are Park & Ride developments at Tile Hill which will be taken to Outline Business Case stage and Minworth where some high-level feasibility work is being undertaken. Further detail is set out in the Park & Ride update report which was presented to TDC in February.
8	Walsall Town Centre Interchange Feasibility Study	On Hold			On Hold	On Hold	A workshop was held in November with Walsall and TfWM officers, facilitated by Walsall's consultants for the Town Centre Master Plan. It is the intention to consider the Bradford Place project as part of the wider town centre aspirations to improve transport and connectivity, including St Pauls Interchange and the Walsall Rail Station. Ongoing engagement with Walsall MBC continues on the Town Centre Masterplan and transport connectivity.
9	Network Wide Cycling Programme 3A (NWCP)	Complete				Complete	Coventry and Wolverhampton Bus station cycle parking complete, as well as Solihull rail station. Installation of cycle parking at Birmingham New Street completed, comprising a secure cycle parking facility covered by dedicated CCTV and operated by a swipe card facility. Facility has now been launched, with a formal press release and coverage. No remaining items to complete on this programme of works.
10	West Midlands Cycle Hire Scheme	Delivery and Handover	March 2022	March 2022	Green	Same	Scheme now rolled out across all 7 Local Authorities, with 1,216 (as of 1st October 2021) bikes currently out on street. Final install of remaining docking station locations underway in order to utilise full complement of 1,500 bikes. E-bikes will be delivered in late autumn 2021.
11	Digital Panel Rollout	Rolling Programme	March 2022	March 2022	Green	Same	Clear Channel contract negotiations now complete and include an additional 110 digital panels across the TfWM estate over the remainder of the contract. As part of the revised contract there will be more digital panels and a reduction in paper panels, paper is less sustainable and, in some cases, not commercially viable. Programme being developed that will be presented in the next few months.

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

TRANSPORT PROGRAMME	SEPTEMBER 2021 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Investment Programme	171	2,771	(2,600)	2,293	4,206	1,913
CWG Programme	(1)	81	(82)	81	81	0
Other Major Programmes	635	1,015	380	2,417	2,393	(24)
Minor Work Programme	610	1,244	634	2,130	2,412	282
TOTAL	1,415	5,111	(1,668)	6,921	9,092	2,171
			33%			24%
INVESTMENT PROGRAMME	SEPTEMBER 2021 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Sprint						
Sprint - Hagley Road Phase 1	171	2,771	2,600	2,293	4,206	1,913
TOTAL	171	2,771	2,600	2,293	4,206	1,913
			94%			83%
COMMONWEALTH GAMES PROGRAMME	SEPTEMBER 2021 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
A34 Sprint Park and Ride	(1)	81	82	81	81	0
TOTAL	(1)	81	82	81	81	0
			101%			0%
OTHER MAJOR WORKS PROGRAMME	SEPTEMBER 2021 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Snow Hill Public Realm	33	144	111	144	144	0
Longbridge Connectivity Package	119	106	(13)	123	106	(17)
Key Route Network Safety	474	330	(144)	1,096	1,096	0
A435 Alcester Rd Bus Priority Revitalisation	9	435	426	1,054	1,047	(7)
TOTAL	635	1,015	380	2,417	2,393	(24)
			37%			1%
MINOR WORKS PROGRAMME	SEPTEMBER 2021 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Bus						
Shelter Appeals	0	2	2	8	8	0
Rail						
Dudley Port Integrated Transport Hub	3	28	25	30	30	0
Aldridge Rail Station Study	17	9	(8)	17	18	1
Cycling						
Network Wide Cycling Programme - NWCP	3	2	(1)	3	2	(1)
Asset Replacement						
IDOX - Asset Management System	1	6	5	14	14	0
Asset Management Programme	582	1,116	534	1,720	1,841	121
Other						
Asset Management- RTI Upgrades	3	81	78	289	450	161
Project Development Costs	0	0	0	0	0	0
Top Slice	0	0	0	50	50	0
TOTAL	609	1,244	635	2,131	2,413	282
			51%			12%
GRANTS TO LOCAL AUTHORITIES	SEPTEMBER 2021 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
TOTAL	0	0	0	0	0	0
			0%			0%

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Transport Delivery Committee

Date	15 November 2021
Report title	Financial Monitoring Report
Accountable Director	Linda Horne, Finance Director, West Midlands Combined Authority email: Linda.Horne@wmca.org.uk tel: (0121) 214 7508
Accountable employee(s)	Kate Taylor, Head of Finance Business Partnering, West Midlands Combined Authority email: Kate.Taylor@wmca.org.uk
Report to be/has been considered by	Councillor Pervez Akhtar

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

- (1) Note the year to date position as at the end of September 2021 against the TfWM Revenue Budget shows an overall favourable variance of £1.911m, as detailed in Section A.
- (2) Note the TfWM Capital Programme expenditure as at the end of September 2021 totals £121.9m, which is £47.6m below budget, as detailed in Section B.

- 1.1 This report sets out the financial position as at 30 September 2021. The content relates to the financial position of the Combined Authority's Transport Delivery Revenue and Capital Budgets and consists of the following Sections:

SECTION A

2.0 Section A - Summary Revenue Position

- 2.1 The year to date position on the Transport revenue budget as at the end of September 2021 shows an overall favourable variance of £1.911m against budget.

	September 21 Year to Date			Full Year		
	Actual £'000	Budget £'000	Variance £'000	Forecast £'000	Budget £'000	Variance £'000
Net TfWM Surplus / (Deficit) before reserves	1,017	(2,651)	3,668	(3,649)	(4,695)	1,046
Budgeted Use of Reserves	561	2,318	(1,757)	4,637	4,695	(58)
Net TfWM Surplus / (Deficit) after reserves	1,578	(333)	1,911	988	0	988

- 2.2 This favourable variance is primarily driven by Concession savings during the pandemic due to reduced service provision by operators, lower patronage and no fare increases.
- 2.3 Further savings have been achieved due to the revision of the Accessible Transport contract, including bringing the Customer Service team in-house, and a reflection of the latest guidance regarding SFC grant. Current savings on cleaning and maintenance, along with ongoing staffing variations have also contributed to the favourable variance.
- 2.4 These savings have been partly offset by lower than budgeted drawdown of reserves to support the overall budget as they have not yet been required.
- 2.5 Over the full year it is expected that the YTD savings within Concessions and Accessible Transport will be required to offset the budgeted support to operators to deal with the impact of Covid-19.
- 2.5 Further details of net spending are set out in Appendix 1.

SECTION B

3.0 Summary Position TfWM Capital Budget

- 3.1 Overall, TfWM Capital Programme expenditure totalled £121.9m which was £47.6m below the September year to date budget of £169.5m, with the variance primarily contained within the Investment Programme portfolio (£31.5m) and the Commonwealth Games Programme (£7m).

TRANSPORT PROGRAMME	YEAR TO DATE - SEPT 21			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Investment Programme	50,924	82,378	31,454	188,874	218,330	29,456
CWG Programme	57,974	64,975	7,001	148,358	148,630	272
Other Major Programmes	6,609	11,368	4,759	27,932	32,337	4,405
Minor Work Programme	5,099	6,858	1,759	11,149	11,397	248
Grants to Local Authorities	1,245	3,918	2,673	9,091	9,366	275
TOTAL	121,851	169,497	47,646	385,403	420,060	34,657

- 3.2 The TfWM delivered Investment Programme portfolio comprises the largest of the five Programmes within the Transport Programme, containing the 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 The Transport Programme has been categorised into five sub programmes. The largest of these is the Investment Programme with a Budget to September of £82.4m, including all the Rail, Sprint & Metro Extension Schemes. At the end of September 2021, actual costs totalled £50.9m, which was £31.5m below the budget. The main variances at the end of September were contained within the Metro Programme totalling £23.4m.
- 3.4 Appendix 2 documents the financial performance of the TfWM Investment Programme schemes which has a total budget of £218.3m for 2021/22. At the end of September actual costs totalled £50.9m, which was £31.5m below the budget. The largest year to date variance against budget is the Metro Wednesbury to Brierley Hill scheme of £8.9m which is primarily driven by the rescheduling of utilities work due to the coordination required of enabling works and traffic management.
- 3.5 The Birmingham Eastside extension year to date budget variance of £9.0m relates to rescheduling of the project programme and the utilities diversion payment profile. The remainder of the variance to September is primarily driven by the Walsall to Wolverhampton Local Enhancements rail project, where the land acquisition is being finalised.
- 3.6 Appendix 3 documents the financial performance against the Commonwealth Games Programme with a budget of £148.6m. This includes all the schemes (SPRINT, Perry Barr

& University Rail Stations, and Games) scheduled to be delivered in advance of the Games in July and August 2022. At the end of September, actual costs totalled £58m, which was £7m under budget. The main drivers of this variance are the Sprint projects, A45 Birmingham to Solihull £9m and A34 Walsall to Birmingham £5.7m. The Sprint projects are now seeing increased construction activity across the Walsall, Sandwell and Birmingham regions. The delayed construction activity is not expected to affect the project completion dates. Underspends in this programme are offset by the accelerated construction and drawdown of WMCA funding for the Alexander Stadium Redevelopment (-£11.7m).

- 3.7 Appendix 4 documents the financial performance against the Other Major schemes annual budget of £32.3m. This programme includes trials of new transport innovation encompassed within Future Transport Zones (focused on discovering new ways to help people and goods move around), in addition to Connected and Autonomous Vehicles trialling new technology, and Key Route Networks, to manage congestion and keep the West Midlands moving. At the end of September, actual costs totalled £6.6m, which was £4.8m below the budget. The main variance relates to the Cross City Bus – City Centre Package where a Traffic Regulation Order is being sought so that construction works and related activity can commence.
- 3.8 Appendix 5 documents the financial performance against the Minor Works Programme with a budget of £11.4m. This programme includes a broad range of relatively small schemes. At the end of September, actual costs totalled £5.1m, which was £1.8m below the budget. This is primarily driven by supply chain delays to upgrading doors and lighting at bus stations and park and rides across the region.
- 3.9 Appendix 6 documents the financial performance against the Grants to Local Authorities Budget of £9.4m which relates primarily to the schemes funded within the Transforming Cities Fund which are in the early stages of development. At the end of September, actual expenditure was £1.2m, which was £2.7m below budget. This variance relates to the B4106 Spon End works, where the acquisition of 5 properties has been rephased into Q2 and Q3.

Appendix 1: Transport for West Midlands Revenue Budget Position 30 September 2021

Headlines
 As at the end of September 2021 there is a £1.911m favourable year to date variance against budget.
 This is primarily driven by ENCTs and Child Concession savings during the pandemic due to reduced services and patronage alongside no fare increases. Revision of the Accessible Transport contract, including bringing the Customer Service team in-house, has delivered further savings. Current savings on cleaning and maintenance, along with ongoing staffing variations have also contributed to the favourable variance. The latest assumptions and Government guidance regarding SFC Grant have also been reflected, thus driving further favourable movement.
 These variances are partly offset by the timing of payments to Subsidised Bus operators and by lower than budgeted drawdown of reserves to support the overall budget as they have not yet been required.
 Over the full year it is expected that the YTD savings within Concessions and Accessible Transport will be required to offset the budgeted support to operators driven by the impact of Covid-19.

Key:

- Favourable Variance
- No Variance or Offset by Grant
- Adverse Variance

	SEPTEMBER 2021 YEAR TO DATE						FULL YEAR 2021/22			VARIANCE EXPLANATION(S)	
	ACTUAL £000			BUDGET £000			YTD VARIANCE FAVOURABLE / (ADVERSE) £000	FORECAST £000	BUDGET £000		FULL YEAR VARIANCE FAVOURABLE / (ADVERSE) £000
	INCOME	EXPENDITURE	NET	INCOME	EXPENDITURE	NET		NET	NET		NET
Specific resources:											
Transport Levy	57,360	0	57,360	57,360	0	57,360	0	114,720	114,720	(0)	
Use of Reserves	561	0	561	2,318	0	2,318	(1,757)	4,637	4,695	(57)	Budgeted reserves to support the delivery of the cycle hire scheme have begun to be drawn down. However, reserves to support the overall budget have not yet been required.
TOTAL FUNDING	57,921	0	57,921	59,678	0	59,678	(1,757)	119,358	119,415	(57)	
Concessions											
National Bus Concession	84	25,303	(25,219)	49	26,148	(26,099)	880	(49,912)	(50,472)	560	Driven by reduced services and patronage during the pandemic, with no fare increases further contributing to the variance. Over the full year the impact of Covid-19 will likely lead to an increase in the support provided to operators.
Metro / Rail	0	2,293	(2,293)	0	2,278	(2,278)	(14)	(4,568)	(4,572)	4	
Child Concession	0	3,148	(3,148)	0	3,444	(3,444)	296	(6,797)	(7,029)	232	
Bus Services											
Bus Stations / Infrastructure	4,246	6,535	(2,290)	3,645	6,261	(2,616)	327	(4,909)	(5,152)	243	Favourable variance due to savings on cleaning and shelter repairs. A revised digital advertising contract is also driving favourable monthly movements to budget. Partly offset by a reduction in departure charge income as a result of Covid-19 that is expected to continue over the full year.
Subsidised Network	1,664	7,302	(5,637)	1,022	6,599	(5,577)	(60)	(11,495)	(11,478)	(17)	YTD adverse variance driven by the profiling of CBSSG drawdown and payments to operators. Over the full year the support provided to operators will likely need to increase.
Accessible Transport	(366)	2,487	(2,853)	0	3,319	(3,319)	466	(6,614)	(6,637)	24	The Accessible Transport contract with National Express has been revised, thus driving savings. This also includes bringing the NEAT customer service team in-house. Reduced services during the pandemic have also contributed to the savings.
Rail and Metro Services											
Metro Services	130	1,197	(1,068)	96	1,252	(1,156)	89	(2,621)	(2,579)	(42)	Lower insurance premiums and reduced engineering support for utility works is driving the YTD savings.
Rail Services	731	1,939	(1,207)	691	2,153	(1,462)	255	(2,997)	(2,904)	(93)	Reduced cleaning and maintenance costs at park and ride locations, alongside staffing variations. Changes in the Longbridge usage assumptions, as a result of Covid-19 are causing a full year adverse variance.
Integration											
Safety and Security	402	763	(360)	334	982	(647)	287	(1,165)	(1,274)	109	Additional CCTV income from WMP is driving the favourable variance alongside the profiling of CCTV equipment expenditure.
Passenger Information	7,263	9,859	(2,596)	444	3,506	(3,062)	466	(5,986)	(6,007)	21	Additional ticketing commission received as a result of increased sales, along with staffing variations. Reflection of the latest SFC assumptions is further contributing to the favourable variance.
Sustainable Travel	401	1,199	(799)	643	1,315	(672)	(127)	(1,305)	(1,401)	97	Primarily driven by lower cycle hire income between July-September.
Network Resilience											
Network Resilience	544	1,676	(1,131)	2	1,577	(1,576)	444	(3,145)	(3,181)	35	Primarily driven by staffing variations as recruitment takes place, alongside the profiling of external advice spend which is still expected to be required over the full year.
Commonwealth Games											
Commonwealth Games	1,737	1,737	0	2,112	2,112	0	0	0	(0)	0	
Business and Democratic Support											
Business and Democratic Support	0	1,745	(1,745)	0	1,836	(1,836)	91	(3,799)	(3,809)	9	
Strategic Development											
Strategic Development	698	2,368	(1,670)	791	2,727	(1,936)	266	(4,054)	(3,915)	(139)	Favourable variance driven by staffing variations as well as increased work on FMZ capital projects allowing costs to be recharged, however these are expected to reduce as the projects come to an end. Further savings as a result of lower monitoring and research costs during the pandemic.
Transport Governance											
Transport Governance	0	63	(63)	0	66	(66)	3	(130)	(131)	1	
Capital Finance Charges											
Capital Finance Charges	0	4,266	(4,266)	0	4,266	(4,266)	0	(8,874)	(8,874)	0	
TOTAL EXPENDITURE	17,535	73,878	(56,343)	9,829	69,840	(60,011)	3,668	(118,370)	(119,415)	1,045	
NET	75,456	73,878	1,578	69,507	69,840	(333)	1,911	988	0	988	

APPENDIX 2: TfWM Delivered Investment Programme Schemes

INVESTMENT PROGRAMME	YEAR TO DATE - SEPT 21			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Rail						
Rail - Camp Hill Line Local Enhancements - Package 2	1,495	2,828	1,333	8,396	8,878	482
Rail - Walsall to Wolverhampton Local Enhancements - Package 1	1,231	5,099	3,868	13,121	15,390	2,269
Rail - Sutton Coldfield Gateway	26	57	31	59	57	(2)
Metro						
Metro Birmingham Eastside Extension	14,068	23,038	8,970	59,946	66,735	6,789
Metro Wolverhampton City Centre Extension	2,309	4,265	1,956	3,013	3,030	17
Metro Wednesbury to Brierley Hill Extension	20,692	29,638	8,946	76,182	95,519	19,337
Metro Centenary Square/Edgbaston Extension	6,681	6,535	(146)	5,352	5,352	0
Bilston Road Track Replacement Phase 2	1	6	5	874	874	0
Metro Network Enhancements - Traction Power & OLE Upgrades	918	1,286	368	3,344	3,344	0
WIP Station and Car Park works	(54)	(54)	0	(54)	(54)	0
Metro Network Enhancements - Wednesbury Depot Upgrades	1,440	2,691	1,251	3,117	3,117	0
Metro Network Enhancements – Comms and Control	451	1,366	915	2,006	2,101	95
Buy Before Boarding	15	74	59	1,385	1,400	15
Wolverhampton WIP Public Realm	0	0	0	1,196	1,196	0
Wolverhampton WIP Contingency	0	0	0	2,093	2,093	0
Project Support	7	0	(7)	0	0	0
MMA Innovation	60	0	(60)	0	0	0
MML Life Cycle Projects	1,384	2,550	1,166	4,183	4,623	440
Metro Programme Management	0	(6)	(6)	0	13	13
Sprint						
Sprint - Hagley Road Phase 1	171	2,771	2,600	4,205	4,206	1
Sprint - Longbridge to Birmingham	26	102	76	204	204	0
Sprint - Hagley Road Phase 2	2	123	121	245	245	0
Sprint - Sutton Coldfield to Birmingham - via Langley	0	7	7	7	7	0
TOTAL	50,923	82,376	31,453	188,874	218,330	29,456

APPENDIX 3: Commonwealth Games Programme

COMMONWEALTH GAMES PROGRAMME	YEAR TO DATE - SEPT 21			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
University Station Improvement Project	15,613	15,929	316	35,926	36,122	196
Perry Barr Rail Station	5,728	7,501	1,773	15,125	16,832	1,707
Sprint - A45 Birmingham to Airport and Solihull	9,406	18,544	9,138	38,153	38,148	(5)
Sprint - A34 Walsall to Birmingham	5,822	11,509	5,687	24,033	24,033	0
A34 Sprint Park and Ride	(1)	81	82	81	81	0
Regional Transport Coordination Centre - RTCC - development	(39)	0	39	(39)	0	39
RTCC-Design and Layout/Commercialisation	699	934	235	1,852	1,852	0
RTCC-Data - Tactical and Operational Intelligence	533	247	(286)	764	764	0
RTCC – ICT Equipment	17	34	17	58	58	0
RTCC-Operations	75	192	117	298	348	50
RTCC-Customer Information	0	38	38	76	76	0
RTCC-Highway Interventions	488	1,519	1,031	5,799	5,799	0
RTCC NWM Customer Interface Tool - Journey planner/Website	187	674	487	1,019	1,304	285
Perry Barr Mitigation Package	47	106	59	213	213	0
Commonwealth Games 2022 - Alexander Stadium Redevelopment	19,400	7,667	(11,733)	25,000	23,000	(2,000)
TOTAL	57,975	64,975	7,000	148,358	148,630	272

APPENDIX 4: Other Major Works Programme

OTHER MAJOR WORKS PROGRAMME	YEAR TO DATE - SEPT 21			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Snow Hill Public Realm	33	144	111	144	144	0
Electric Vehicle - EV - Charging	144	197	53	197	197	0
Clean Bus Technology Fund 2017-2019	447	520	73	786	786	0
Cross City Bus - City Centre Package	68	1,934	1,866	2,246	3,764	1,518
Cross City Bus - Dudley – Druids Heath Package	215	276	61	1,154	967	(187)
Coventry Electric Bus City	96	79	(17)	4,937	4,917	(20)
Longbridge Connectivity Package	119	106	(13)	106	106	0
Connected and Autonomous Vehicles TestBed - CAV	0	1	1	1	1	0
NPIF 2 Birmingham Growth Point	125	190	65	190	190	0
Key Route Network Safety	474	330	(144)	1,096	1,096	0
Dudley Interchange	287	260	(27)	3,346	5,782	2,436
Autonomous Highway Rural and Parking Test Facilities - Meridian 3	284	687	403	592	592	0
Future Mobility Zone - Human Centered Data	14	74	60	102	124	22
Future Mobility Zone - Enabling Data Exploitation	115	144	29	1,136	1,106	(30)
Future Mobility Zone - Innovation Showcases	426	510	84	1,164	1,404	240
Future Mobility Zone - Programme Mgmt and Monitoring Evaluation	133	240	107	450	510	60
5G	1,907	1,837	(70)	2,891	2,891	0
ConVEx-Connected Vehicle data Exchange	154	159	5	159	159	0
Major Route Network - Programme	0	12	12	0	24	24
A435 Alcester Rd Bus Priority Revitalisation	9	435	426	1,047	1,047	0
Future Mobility Zone - Enhanced Ticket Platform	272	568	296	1,355	1,355	0
Major Road Network-A4123 Corridor -A4150 to A456	4	300	296	425	425	0
Major Road Network- A454 Wolverhampton to Neachells	29	170	141	344	344	0
Major Road Network-A449 Stafford Rd M54 J2 to A4150 Ring Road	0	230	230	540	540	0
Major Road Network- A46 Link Road Ph2 Coventry	195	150	(45)	250	250	0
Major Road Network- A46 Link Road Ph3 Coventry	0	0	0	250	250	0
Major Road Network- A38 Kingsbury Road Birmingham	23	52	29	90	90	0
Future Mobility Zone - Transport Network Data	303	899	596	1,559	1,901	342
WM5G Grants for Transport Use	734	867	133	1,302	1,302	0
Major Road Network- A41 Moxley	0	0	0	73	73	0
TOTAL	6,610	11,371	4,761	27,932	32,337	4,405

APPENDIX 5: Minor Works Programme

MINOR WORKS PROGRAMME	YEAR TO DATE - SEPT 21			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Bus						
Shelter Appeals	0	2	2	8	8	0
DfT Tackling Nitrogen Dioxide - Dudley MBC	0	0	0	5	5	0
DfT Tackling Nitrogen Dioxide - Wolverhampton MBC	0	0	0	296	296	0
Air Quality Grant	238	238	0	238	238	0
Rail						
Dudley Port Integrated Transport Hub	3	28	25	30	30	0
Aldridge Rail Station Study	17	9	(8)	18	18	0
Cycling						
Network Wide Cycling Programme - NWCP	3	2	(1)	2	2	0
West Midlands Cycle Hire	2,999	2,916	(83)	3,531	3,531	0
Better Streets Community Fund	112	554	442	1,386	1,459	73
Priority One Development Workstream	228	402	174	811	960	149
Active Travel Fund-Tranche 2	116	125	9	363	363	0
LSTF - Cycle Counters	93	150	57	150	150	0
Highway						
ADEPT Live Lab	424	764	340	1,053	1,053	0
Asset Replacement						
IDOX - Asset Management System	1	6	5	14	14	0
Asset Management Programme	582	1,116	534	1,841	1,841	0
Real Time Information Upgrades	218	337	119	743	743	0
Other						
Bradley Lane Park and Ride	0	26	26	0	26	26
Asset Management- RTI Upgrades	3	81	78	450	450	0
Top Slice	0	0	0	50	50	0
Transport Data Unification - traffic data	1	0	(1)	0	0	0
AutopleX	48	57	9	71	71	0
HS2 Modelling Framework	11	44	33	89	89	0
TOTAL	5,097	6,857	1,760	11,149	11,397	248

APPENDIX 6: Grants to Local Authorities

GRANTS TO LOCAL AUTHORITIES	YEAR TO DATE - SEPT 21			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Cycling Programme	0	0	0	1,500	1,500	0
B4106 Spon End - Coventry CC	112	2,730	2,618	3,800	3,800	0
New St/High St/Victoria Sq Public Realm - Birmingham CC	1,133	1,188	55	3,790	4,066	276
TOTAL	1,245	3,918	2,673	9,090	9,366	276



**West Midlands
Combined Authority**

Transport Delivery Committee

Date	15 November 2021
Report title	Metro Operations Monitoring Report
Accountable Director	Michael Anderson, Metro Projects Director email: michael.anderson@tfwm.org.uk
Accountable Employee	Sophie Allison, Commercial Director Midland Metro Limited email: sophie.allison@westmidlandsmetro.com
Report has been considered by	Councillor Richard Worrall – Lead Member Rail and Metro

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended:

- (1) To note the contents of the report.

1. Purpose

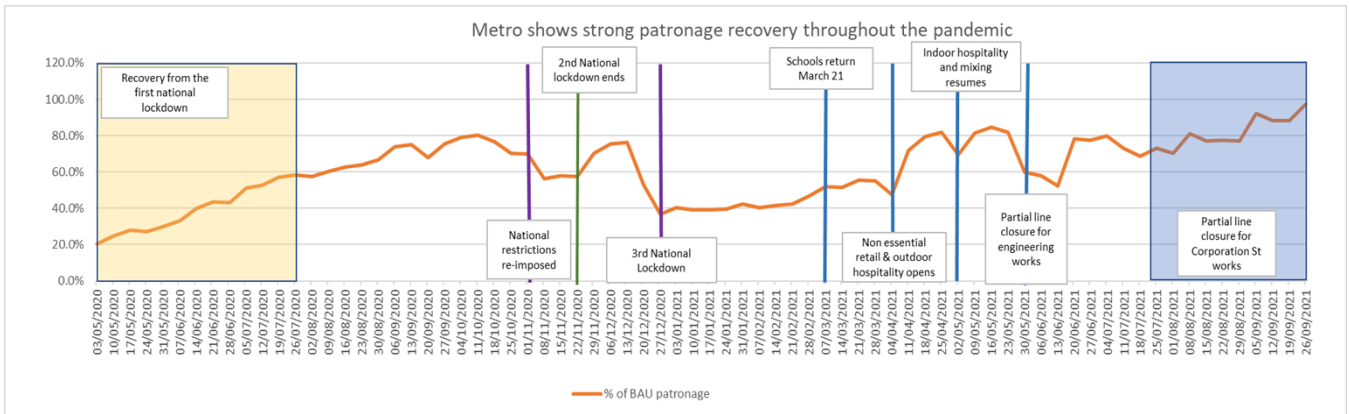
- 1.1 To provide Transport Delivery Committee (TDC) with an update on the operational performance of Midland Metro Limited (MML), operator of West Midlands Metro (WMM) network.

2. Background

- 2.1 On the 24th June 2018 MML trading as WMM, took over responsibility for the operation and maintenance of the Metro under a Public Service Contract (PSC), awarded to MML by the asset owner West Midlands Combined Authority (WMCA).
- 2.2 The operational performance of MML is monitored by TDC with the last report to the Committee in July 2020. This focused on the impact of Covid-19, which saw patronage on Metro fall by 86% following the first national lockdown. Since this time we have seen the roll out of Covid -19 vaccinations and the economy start to re-open. MML is now focused on recovery and growth as it works to deliver **safe and secure, reliable and sustainable** services in a changing environment.
- 2.3 MML adopted 4 key principles at the start of the pandemic. These remain and continue to underpin operational activities, namely:
 - i. Keeping our colleagues safe
 - ii. Keeping our customers safe
 - iii. Letting customers know what we are doing to keep them safe
 - iv. Protecting our revenue

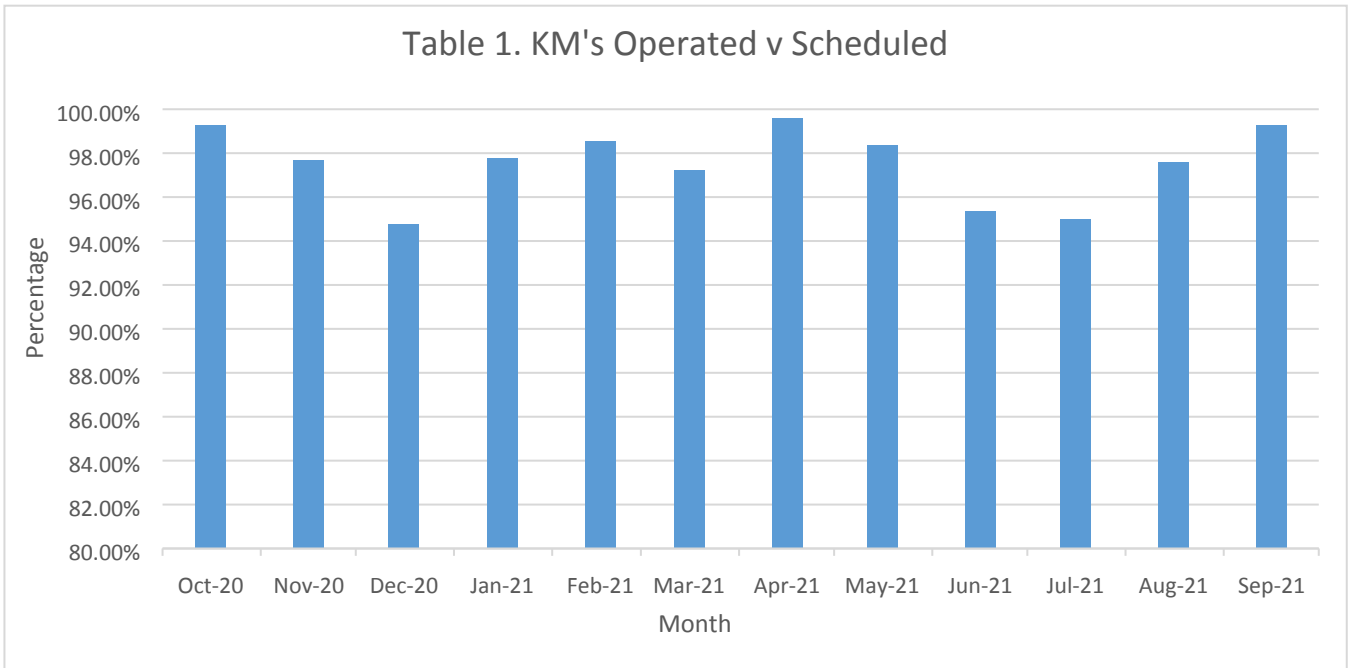
3. Patronage Recovery

- 3.1 Patronage on Metro has shown a strong recovery following each lockdown and is now at c90% of pre-covid volumes. This is higher than all other tram systems in the UK with the exception of London and is significantly higher than other modes regionally. This can be partially explained by the demographic, with nearly 50% of Metro customers being manual workers and therefore unlikely to be able to work from home.
- 3.2 Weekend patronage is performing particularly well, regularly exceeding pre-covid numbers. This growth, which is predominantly leisure travel is helping to compensate for the reduction in commuter travel. With many companies encouraging hybrid working as the new norm, regular weekday travel remains low. This is reflected in the number of Direct Debit subscriptions, still only c30% of pre-covid numbers. Concession travel also remains low, stagnating at c60% pre-covid volumes. In a recent Travel Trends survey (Jul-Sept 21) undertaken by Transport for West Midlands (TfWM) those aged 65+ were most likely to note that the pandemic was still influencing how they travelled. The graph below shows Metro patronage throughout the pandemic.



4. Reliability

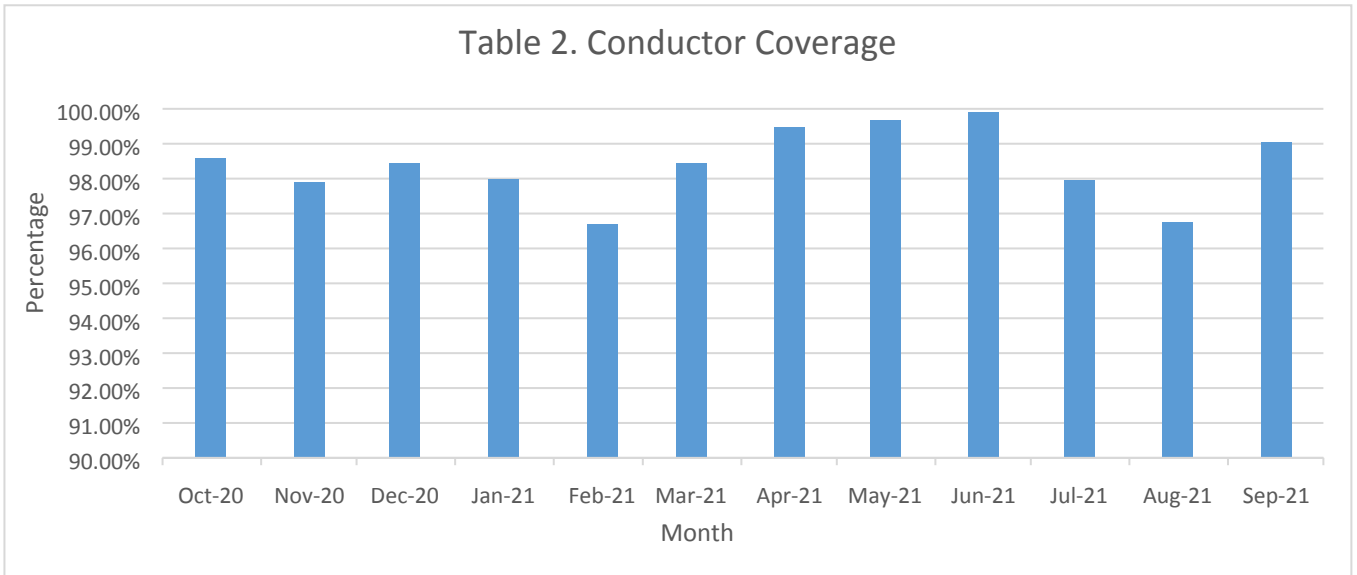
4.1 During the pandemic MML has taken a data led approach to inform service. Using the automatic passenger counters on the trams and data from Swift, Metro has been able to operate a base frequency supplemented by ‘queue busters,’ where data suggests demand will be high. Table 1. shows the monthly KM’s operated v scheduled with the most recent data for September 2021 recording 99.27% which follows a trend of strong performance. The operated figures shown exclude the additional KM’s operated by ‘queue busters.’ Once these are added, the operated KM’s regularly meet or exceed those scheduled. It should also be noted that a proportion of the KM’s lost are due to events outside of the control of the operator, although no adjustment has been made in the figures presented.



5. Conductor Coverage

5.1 The number of trams in service with a conductor has also held strong with the latest figures for September 2021 showing 99.05% of trams in service had a conductor on board. Table 2 below shows conductor coverage over the last year where it has remained above 96%.

Table 2. Conductor Coverage

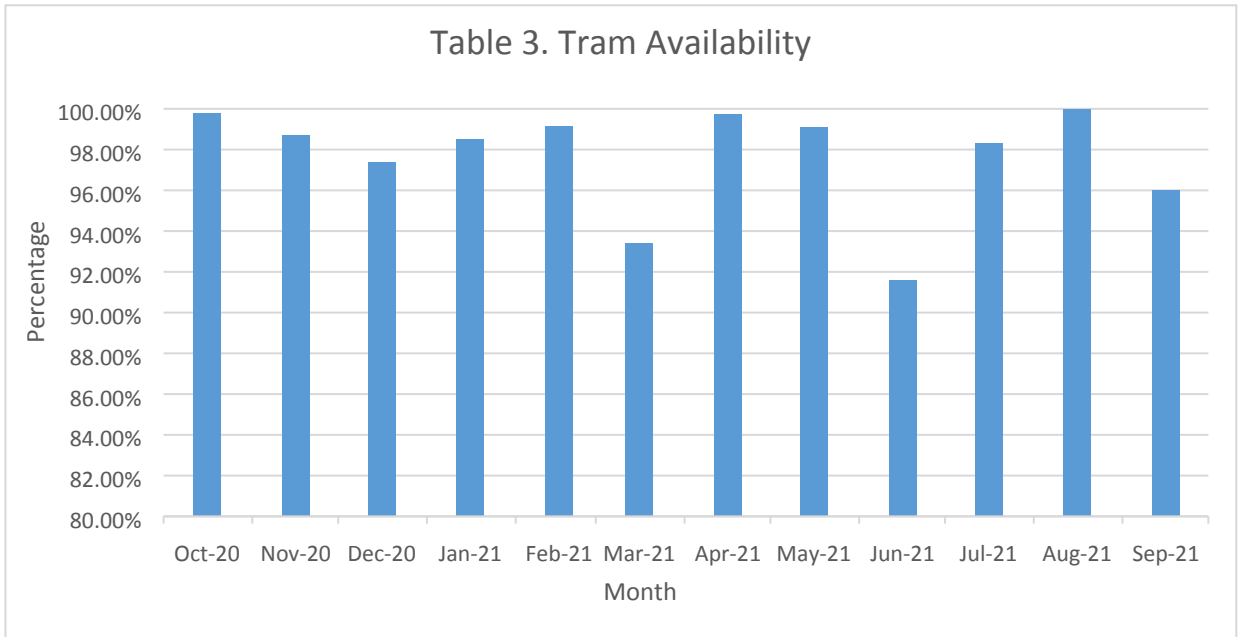


5.2 The ability to continue to offer a reliable service with conductors on board, reflects the extensive work undertaken by MML throughout the pandemic to protect colleagues. This included arranging Covid-19 testing for team members at West Bromwich Town Hall. A Crew Supervisor dedicated solely to managing the process arranged nearly 700 tests with only two returning positive results. With this early detection MML were able to help stop the spread of the virus, whilst also reassuring colleagues. This along with other mitigations such as: sharing of guidance, provision of PPE, opening of tram windows and doors at each stop and introduction of tram crew only areas on the tram have helped MML to retain a low level of absenteeism attributed to Covid. This has remained less than 5% since the start of the pandemic.

5.3 Although tram crew only sections on the tram have since been removed, and Covid-19 testing at the Town Hall has been replaced with the issuing of home testing kits for colleagues who may want them, other measures remain in place. For example, tram crew are still required to wear a face covering on the tram unless exempt.

6. Tram Availability

6.1 The number of trams available to meet the vehicle requirement for service has largely performed well over the last 12 months. There have however been challenges with the fleet temporarily grounded in June 2021. This was a precautionary measure following the identification of a defect on a tram. All trams were inspected and those identified as requiring repair formed part of a repair programme. This included temporary repairs allowing affected trams to re-enter service and permanent repairs, which is ongoing. This repair programme has an impact on overall tram availability.



7. Recovery

- 7.1 Travelling on public transport was restricted, except for essential journeys at the earlier stages of the pandemic. Even as restrictions eased messaging from central Government was still dissuasive of travel on public transport. Although Metro has seen a strong recovery between lockdowns and even more so as most restrictions have lifted, patronage is still not fully recovered. Before the first national lockdown Metro had not long opened to the Library, Centenary Square where strong growth was forecast. Although in the short period between opening and the first national lockdown patronage was increasing, the anticipated growth and associated revenues had not had the opportunity to be fully realised.
- 7.2 As part of the recovery MML are undertaking a number of marketing campaigns to restore and grow patronage. During September MML ran a campaign focused on the Clean Air Zone (CAZ), comparing CAZ charges with the cost of taking the metro. This was linked to another campaign offering a discount for new/returning Direct Debit customers who sign up by the 31st October; targeting those returning to offices or other regular work out of home. Other campaigns have focused on the discounts available from buying tickets on the My Metro app where new multi modal products have also been added for convenience and where the flexible products launched in 2020 are available to purchase. These initiatives have all been underpinned by a broader campaign message under the strapline “ M is for....” highlighting the benefits of Metro and the connectivity it offers to help people live their daily lives. Examples of the marketing collateral are shown below and are adapted depending on mediums used to communicate which include: door drops, mail shots to Metro subscribers, social media and static signage on the Metro network.



7.3 Future activity is planned to focus on Concession travel where there is more reluctance to return – a trend echoed across other modes of public transport. More extensive marketing campaigns will also be deployed for the opening of the two new extensions to Edgbaston Village and Wolverhampton Stations this winter which will bring even greater connectivity for customers and further grow patronage.

7.4 Although messaging during the pandemic has discouraged travel on public transport suggesting an element of risk to health MML are confident that customers who do return are satisfied with the measures MML have in place to keep them safe. The Jul-Sept 21 Travel Trends survey reported that 94% of Metro users were satisfied with their overall journey experience. Over 90% of users were most satisfied with the cleanliness of the tram, the length of journey, personal security and amount of personal space.

8. Other Operational Activities

8.1 New Zonal Fares Structure

8.1.1 In readiness for the implementation of Buy Before You Board (BBYB) which will see the introduction of ticket machines and validators on platforms, MML are implementing a new fares structure. This replaces the current point to point pricing structure and is based on zones which are simpler and more transparent for customers to understand. The new structure will come into effect with the opening to Edgbaston Village and will significantly reduce the number of different fares currently available, making it easier for customers to navigate. This structure also enables MML to offer zonal season tickets where currently customers can only buy season tickets for the entire line. This ensures customers are only paying for what they are using offering savings; and is intended to encourage customers to buy longer term products giving more certainty to future revenues. Communications about the changes will commence in November as the Metro prepares for the opening to Edgbaston Village.

8.2 Penalty Fare Consultation

- 8.2.1 Other preparations for BBYB include changes to the Penalty Fare. Currently anyone travelling on the Metro without a valid ticket or pass may be liable to pay a Penalty Fare of £10 in accordance with the Penalty Fares Act (1991). West Midlands Combined Authority are currently consulting with the public and other stakeholders on proposals to vary the penalty amount to £100 (£50 if paid within 14 days). It is felt that the current penalty is no-longer a sufficient deterrent to dissuade ticketless travel particularly in a BBYB environment. The consultation closes on the 19th November after which the results will be collated and presented to the WMCA Board who will decide on whether to vary the penalty as proposed.

8.3 Recruitment

- 8.3.1 As the Metro expands over the next 3 years MML will increase its workforce by 70%. This equates to 180 new jobs. Recruitment for some of these posts has already commenced as part of the extensions to Edgbaston Village and Wolverhampton Station. However, MML now faces a challenge in recruiting suitable candidates due to the competitive labour market, in which some companies are offering attractive bonuses for joining them. Recruiting the number of people required for the expanding network is now considered a key risk to the operation and MML have been working on a number of initiatives to attract potential candidates. These include working with partner organisations and local authorities – using a number of their channels and schemes to attract new people, extensive advertising using paid media and fundamentally using colleagues in the business to share their experience of working for MML to encourage others to join. The latter includes the production of a promotional video showcasing the people who work for Metro.

9. Financial Implications

- 9.1 To support the continued operation of WMM whilst patronage recovers, the Department for Transport are providing financial support until the end of the financial year.

10. Legal Implications

- 10.1 The legal team continue to support the Penalty Fare Consultation in line with the legislative requirements. Once the consultation is complete the findings will be presented to WMCA Board in order to inform the final decision to vary the Penalty fare as proposed.

11. Equalities Implications

- 11.1 Information regarding the Penalty Fare consultation has been sent to disability groups as part of the consultees.

12. Inclusive Growth Implications

- 12.1 None

13. Geographical Area or Report's Implications

- 13.1 None

14. Other Implications

14.1 None



Transport Delivery Committee

Date	15 November 2021
Report title	Swift Delivery Monitoring Report
Portfolio Lead	Councillor Ian Ward
Accountable Chief Executive/TfWM Director	<p>Anne Shaw, Managing Director, Transport for West Midlands; email: Anne.Shaw@tfwm.org.uk tel: (0121) 214 7881</p> <p>Mike Waters, Director of Policy, Strategy and Innovation, Transport for West Midlands email: Mike.Waters@tfwm.org.uk</p>
Accountable Employee	<p>Matt Lewis, Head of Swift, Transport for West Midlands email: Matthew.Lewis@tfwm.org.uk tel: (0121) 214 7025</p>
Report has been considered by	n/a

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

- (1) Welcome the progress achieved within the Swift Programme to date.
- (2) Note the projects in delivery.
- (3) Note the progress towards developing the intended future projects.
- (4) Note the general update in the area of transport ticketing.

1. Purpose

1.1 The purpose of this report is to provide an update on the progress towards delivering the Swift Programme and to provide a general overview of transport ticketing matters.

2. Background

2.2 The Swift Programme for 2021/22 is made up of the following for project types:

- Projects that have now been delivered
- Planned projects that are in their delivery phase
- Projects that are in the planning phase prior to delivery
- Project concepts that are being explored before commitment to planning

3. 2021/22 Projects that have now been delivered

Project	Description	Date Delivered	Results so far
Swift & Birmingham Clean Air Zone	<p>The Swift team has worked closely with Birmingham City Council to introduce the 'redeem a code' function. This has enabled Birmingham to issue a code to residents who choose to scrap their car as part of the Clean Air Zone measures which can be converted into £2000 of Swift credits for use to purchase public transport tickets or hire a bike from the West Midlands Cycle Scheme.</p> <p>The 'redeem a code' function has wider applications and will be one of the tools that TfWM will use to deliver its 'Passenger Incentive Programme' that forms an exciting part of its Bus Service Improvement Plan (BSIP).</p>	May	11 customer provided with codes with 9 redeemed so far.
Swift App	<p>The Swift App is a one stop shop for public transport and is available on the App Store and through Google Play and has the following functionality:</p> <ul style="list-style-type: none">• Journey Planning• Ticket finding• Ticket purchasing• Ticket validation through G-Pay (android only)• Real Time Information for bus, train, tram and cycle hire.• Account Management	June	Over 22k downloads of the App

<p>Swift Go for adults on bus and tram</p>	<p>Swift Go is the West Midlands, Oystercard equivalent as it automatically caps customer fares at the best value ticket when travelling on bus and tram. The capping process works across all of the complexity of different operators, peaks and areas. It is perfect for people who work flexibly as the capping works across 1 day, three days and a week.</p> <p>Incentivising customers to take up the Swift Go product is one of the measures within TfWM's BSIP.</p>	<p>July</p>	<p>Over 600 users making more than 20,500 journeys achieving 8,500 caps.</p>
<p>Swift Parking</p>	<p>Incorporating payment for parking as part of the Swift family of products with the aim of capturing data from non-users of public transport to enable the use of incentives and rewards to encourage behaviour change. The following features are now live:</p> <ul style="list-style-type: none"> • Parking machines payment at Bromsgrove and Longbridge Park and Ride • Automatic Number Plate Recognition payments at Longbridge – the registered user merely drives in and out of the car park and payment happens automatically. • Swift Parking App incorporating all of Dudley's council managed car parks and half of Coventry's council managed car parks (the remaining Coventry car parks are currently being added to the App). <p>The Swift team is keen to add the car parks for the 5 other Local Authorities in the area as well as adding on-street and private car parks.</p> <p>Through its BSIP, TfWM will target selected customers captured through the Swift Parking solution with discount offers to encourage them to choose sustainable modes of transport.</p>	<p>August</p>	<p>Over 2,700 registered users paying for more than 12,000 parking sessions.</p>

Swift “Third Party Payment”	This function allows customers to pay for a service using their balance or card details stored within their Swift Account when using a third party App. This is currently live for the West Midlands Cycle scheme so Swift customers can use their Swift credit to pay to hire a West Midlands Bike when in the Beryl App.	September	9 registered users making 29 journeys.
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4. 2021/22 Projects that are planned and in the delivery stage

Project	Description	Due date
Metro “Buy Before Boarding” tender	The procurement of suppliers to deliver at stop validators and ticket vending machines and the back-office systems that enabled contactless payment capping and off-tram ‘tap on-tap off’ validation for all ticket types including Swift Go.	December 2021.
Integrated cEMV ¹ contactless payment	Re-test the technical ‘broker’ solution designed by TfWM and Midlands Connect and refresh the business case including the commercial and management case prior to procurement. This will enable capping across operators and modes when people pay using their cEMV enabled contactless bank cards.	December 2021
Swift Rail Retailing	To gain accreditation to enable the sale of rail tickets through all Swift retail channels.	March 2022.

5. Projects that are in the planning phase prior to delivery

Project	Description	Estimated Delivery Date
Swift Go for Children	This will bring capping functionality to children’s Swift accounts so that they too can enjoy the same benefit as adults. This will also deliver the functionality that will enable child purchases within the Swift App.	March 2022
Swift Go top-ups	This will enable users to top-up their Swift Go accounts at over 1,000 Payzone newsagents and Ticket Vending Machines at Bus Stations	March 2022
Swift for Mobility as a Service	This project will enhance the Swift Systems so that it is ready for Mobility as a Service. The deliverables include the following:	Summer 2022

¹ cEMV stands for contactless Europay, Mastercard and Visa

	<ul style="list-style-type: none"> • The ability to book and pay for the following services directly within the Swift App: <ul style="list-style-type: none"> • Cycle Hire (currently only available through the Beryl App) • E-Scooter Hire • Demand Responsive Transport Hire • Car Share / Car Hire • Parking • The delivery of Application Processing Interfaces that will make the following functions available for approved App developers: <ul style="list-style-type: none"> • Swift Payment • Swift banking integration • Swift Account Management • Operator Reimbursement • Swift reporting and capping engine <p>This is an important project as Swift systems will be at the heart of a future mobility as a service solution.</p>	
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6. Project Concepts that are being explored before commitment to planning

Project	Description	Estimated Delivery Date
Swift Go on Rail	<p>This will bring local trains into the Swift Go capping solution and therefore for the first time provide the West Midlands with a ticketing solution comparable (and in some ways better than) the Oystercard.</p> <p>TfWM is much further ahead than any other area outside of London in terms of its thinking, the technology that it has developed and its partner relationships however, to deliver this project it is dependent on support from the Department for Transport and the Rail Delivery Group who are both currently working hard to establish a national approach for capping on the rail network.</p> <p>This is also dependent on the rollout of hardware across the rail network which is a live project currently being delivered by West Midlands Trains (ETA Oct 22).</p>	Winter 2022

<p>Integrated Contactless Payment for cross operator and mode capping.</p>	<p>Due to significant support from TfWM, all bus operators and the tram operator accept contactless bank cards to pay for fares. However, limitation with data exchange means that, whilst it is possible to provide a cap when travelling on one operators services, it is not possible to provide a cap across multiple operators services and modes; and customer who use there bank card to travel in this way are currently likely to be overcharged.</p> <p>TfWM with Midlands Connect has designed a 'broker' that would enable the secure transfer of this data so that a cap can be applied. This design is now two years old and as such is currently being re-tested together with a review of the full business case.</p> <p>Subject to a successful outcome of the above and support from transport operators, TfWM is seeking to use CRSTS funding to procure the 'broker' that will enable capping firstly in the West Midlands before rolling out across the Midlands and then potentially the rest of the UK outside of London (London use 'closed' bespoke technology to deliver their solution).</p> <p>Upon a contract award TfWM expects development, testing and delivery to take 2 years.</p>	<p>2024</p>
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7. Ticketing Update - BSIP

7.1. Through BSIP, TfWM and its partner bus operators are seeking to deliver the following radical transformation of bus ticketing:

- The continuation of the c. 6% reduction in fares delivered in July – ensuring that West Midlands’ buses remain the cheapest to use in England, outside of London.
- The removal of the price premium for the multi-operator ticket, followed by a radical restructure that will see the c. 3k ticket options currently available reduced to a structure of just 6.
- The introduction of a controlled pricing mechanism that will ensure tickets always remain excellent value for money.
- A package of targeted discounts to incentivise those that travelled prior to Covid-19 to return and to attract new users.
- Aligning ticket retailing and marketing to maximise efficiency and impact.
- Deliver integrated contactless payment (see above) that will ensure that those paying with their bank card achieve the same best value cap available to those using Swift Go.

8. Ticketing Update – NX Travel Shop Closure

Pre-closure

- 8.1 National Express rolled out a new retail solution in April 2021 that saw the sale of their tickets available through over 1,000 shops and newsagents that form the Payzone retail network.
- 8.2 Following the success of that solution and in recognition of the growing shift towards digital channels, National Express closed their 5 remaining Travel Shops at the end of October 2021.
- 8.3 TfWM has worked closely with National Express to ensure that any impacts have been mitigated and managed. The main issue picked up from our gap analysis was with regard to customers who are digitally excluded or rely on cash. However, following review, TfWM is satisfied that the Payzone network is of sufficient size and geographic coverage to mitigate the issues for these customers. TfWM has also introduced a service that will see Swift cards made available over the phone as another measure to protect the digitally excluded.
- 8.4 TfWM has its own relationship with Payzone and the Swift Operational Team has worked really closely with Payzone to retrain and ensure all kits are in working order with particular focus on those newsagents closest to the 5 Travel Shops. National Express have also overseen a comprehensive training programme for agents.
- 8.5 There has also been a significant focus on pre-closure customer information with National Express handing out leaflets and info for number of weeks before the closures to guide customers on what they can do after the shops close. TfWM have also emailed its Swift customers which use National Express shops. TfWM and National Express web info was also updated.
- 8.6 TfWM also undertook a survey prior to their closure to identify why customers continue to use the Travel Shops. The number of customers that stated this was because they were digitally excluded or reliant on cash was smaller than TfWM anticipated.

Post-closure

- 8.7 TfWM and National Express have staff present outside all of the shops to support customers for the next few weeks and posters are being produced for all shops giving walking directions to the nearest Payzone agent which are all 0.1 mile away and Swift Vending Kiosks. Also, a how to flyer has been developed for station staff to hand out alongside a digital marketing campaign reminding people of alternative options available to purchase and top-up with Swift, is in progress.
- 8.8 The Swift Team, working with TfWM Data Insight will be monitoring and analysing swift data to establish where the retail demand actually moves to – this is done by sampling cards used at the travel shops prior to their closure and tracking behaviour afterward (i.e. which retail point do they move to, does this influence product type, how many cards are never used again) the outcome of this will allow us to focus on further mitigations if required.

9. Financial Implications

- 9.1 The Swift Revenue budget for 2021/22 is £1.581m. In addition, £3.8m of the £20m of Future Transport Zone Revenue Grant has been allocated to support the introduction of a capping solution, which has now been rolled out across Bus and Metro, and to assist with the introduction of Mobility as a Service. It is anticipated that the £3.8m will be fully utilised by the end of 2021/22. The combination of these budgets will fund all of the items identified in the programme above.
- 9.2 Pre-Covid, Swift saw the steady increase of passengers using its platform. This generated an increasing level of commission income year on year which was able to support new initiatives without seeking corresponding increases in development funding. Covid-19 has significantly impacted the level of commission income over the last 18 months. Patronage is starting to recover. However, the latest 2021/22 Commission Income Forecast is still £50k lower than the amount received in 2019/20. If commission income does not continue to grow, this will place more pressure on the team's ability to develop initiatives in future years without attracting additional funds.
- 9.3 The allocation of significant FTZ grant funding has facilitated the development of capping on Swift. The bid for £20m of CRSTS funding is to facilitate capping on contactless. Without this funding, that work stream will be unaffordable. The BSIP for the West Midlands has been submitted which includes proposals for fare discounting and the simplification of fares. As with all of the BSIP proposals, the ability to progress these will be subject to the availability of funding. An announcement from Government is currently expected before Christmas.

10. Legal Implications

- 10.1 There are no immediate legal implications flowing from the contents of this report. Legal Services will provide assistance with formalising any new legal relationships required to secure the intended improvements set out in this report.

11. Equalities Implications

- 11.1 A number of solutions currently in exploration stage, e.g., integrated contactless payment, are likely to have positive impact by truly enabling true value fares for passengers and simplification of processes. A number of mitigation measures are in place regarding NX travel shop closures. However, it is very likely that a number of travel shop customers across different protected characteristics (primarily disability and age, as well as customers from lower socio-economic backgrounds) will be disproportionately affected through closures as they are more likely to rely on face-to-face interaction for information and ticketing solutions and are less likely to have digital literacy or/and digital access. It essential to monitor the impact of closures to understand the extent to which interim or medium-term measures are helping bridge the gaps and consider additional mitigating measures, where needed

12. Other Implications

- 12.1 There are no known further implications associated with the content of this report.

13. Schedule of Background Papers

- 13.1 None



Transport Delivery Committee

Date	15 November 2021
Report title	Member Engagement Groups Update
Accountable Chief Executive	Laura Shoaf, West Midlands Combined Authority email: laura.shoaf@wmca.org.uk tel: (0121) 214 7444
Accountable Employee	Tanya Patel, Governance Services Officer email: tanya.patel@wmca.org.uk tel: 07825 356685

Recommendation(s) for decision:

Transport Delivery Committee is recommended to:

- (1) Note the update in relation to recent meetings of the committee's Member Engagement Groups.

1. Purpose

- 1.1 To note recent developments and meetings of the six Member Engagement Groups.

2. Background

- 2.1 Since the last meeting of the committee, the following Member Engagement Groups have met and the following paragraphs summarises the discussions held at these meetings.
- 2.4 Further work is currently being undertaken to refresh to scope and terms of reference for each of these MEGs and will be shared in due course.

3. Member Engagement Group Updates

- 3.1 An update from each of the Member Engagement Groups is provided below:

Air Quality, Congestion & Environmental Impact (Councillor Chaman Lal)

The next Air Quality, Congestion & Environmental Impact Member Engagement Group is not due to take place until Friday 12 November and therefore a verbal update will be provided at committee.

Finance & Performance (Councillor Pervez Akhtar)

The group met on Wednesday 27 October 2021 and discussed two items.

An update was given on the latest financial monitoring report as at 30 September 2021 with an opportunity for members to ask questions.

A presentation was given on some of the initiatives happening within the Future Transport Zone, funded by Department for Transport grant. Focussed updates were given on two live schemes: mobility credits and demand responsive transport, and one scheme in development: mobility hubs. The programme seeks to better understand the local population and develop new transport services to support modal shift and transport decarbonisation. The importance of this was noted by the group.

Putting Passengers First (Councillor Kath Hartley)

The Putting Passengers First Member Engagement Group met virtually on Wednesday 27 October 2021. Members received an update on the Coventry All-Electric Bus City project. A number of questions were put to the lead officer, including the distribution of funding (infrastructure, vehicles, land etc) and what disruption would be caused during the works to install upgraded cabling across the city.

An update was provided on the project to transform the West Midlands Ring & Ride service. A number of concerns were raised regarding recent high refusal rates, particularly affecting Coventry. A request was made for an officer to assist with a member enquiry from a fellow councillor.

Members were advised that for the first time since before the pandemic there were two bus shelter appeals currently being prepared for members to consider in due course. A progress report on these appeals will be reported in a future update.

Members were given an update on the decision by National Express to close their travel centres and provided details of the mitigation measures being implemented by TfWM, including staff availability at bus stations and looking at availability of timetables and bus ticket information at other locations, including PayZone outlets near to bus stations.

Officers provided an update on the two green roofed bus shelters that had been installed as a trial in Halesowen with members raising support for more of these shelters across the area, with specific requests recorded from Coventry and Solihull. The group was provided with an update on Metro operations with information provided on the current consultation to increase the penalty fare on Metro to £100. Concerns were raised regarding the occasional lack of conductors on trams and a request was made for a future member visit to the depot at Wednesbury to look at the new trams.

Finally, concern was raised by a member regarding poor performance of Diamond Bus from their depot at Tividale and a request was made for tendered bus services to be on the agenda at the next meeting. The next meeting of the group is scheduled for Wednesday 15 December 2021.

Rail & Metro (Councillor Richard Worrall)

The Rail and Metro Member Engagement Group met on 25 October 2021 via a hybrid meeting, the first time this set up had been used for this forum.

The main focus of the meeting was a presentation by Richard Godwin (Network Rail) and Dave Robert (Samaritans) on suicide prevention on the railway. This covered a broad range of topics, including data, training, joint suicide prevention plans, and communication campaigns.

The MEG also discussed the new West Midlands National Rail Contract (NRC), which commenced on 19 September. A presentation was made explaining the key differences between this new contract and the franchise agreement that preceded it. These are largely with regards to the commercial terms, with the NRC seeing cost and revenue risk sit with the Department for Transport rather than with the private sector operator.

Finally, the MEG heard from the Metro team regarding the progress of the capital works programme. The Corporation Street works were close to completion, with services to the library to resume very shortly. On the Westside extension, the MEG was advised that commissioning works were expected to take place by the end of the year, although timescales were challenging to have services operating during 2021. Also, in early 2022 services are expected to extend to Wolverhampton railway station. On Eastside, a decision is expected in March 2022 as to whether urban realm works in Digbeth can be completed in time for the Commonwealth Games. If not, Metro will make good and return after the games have been held.

The MEG agreed to hold the next meeting at the Wednesbury Metro Depot, and combine the visit with a tour of the depot itself.

Safe & Sustainable Travel (Councillor Bob Grinsell)

The meeting for the Safe and Sustainable Member Engagement Group took place on 1 November 2021. Updates were provided on Safer Travel, West Midlands Cycle Hire and TfWM Cycle Parking. The Safer Travel Plan (2021-2024) will shortly be signed off. The seven bus bylaws will be made and publicised, with the plan to implement in 2022. Although a seasonal uplift in crime/anti-social behaviour is to be expected during this time of year, levels are on the increase, there were six arrests for sexual offences/assault during October. The team reminded all members that 81018 is the Safer Travel anti-social behaviour reporting number.

West Midlands Cycle Hire is rolling out the final bikes as part of the initial plan of 1500 - 400,000km has been covered by 55,000 people. There are now standard bikes and docks available in all seven local authority areas and a fleet of 150 ebikes will be added shortly. Encouragingly, our scheme is experiencing lower vandalism than other UK schemes. TfWM continues to provide and maintain a network of cycle parking across all stations and interchanges to allow people to cycle as part of their public transport journey. Pre-Covid occupancy was stable, although current trends are in line with lower public transport use generally. The team have worked on new facilities at several locations during this financial year, including the New Street secure hub which has space for 46 cycles including an accessible space for adapted cycles. Four new cycle parking facilities are currently in development and delivery for Wolverhampton, Coventry, University and Perry Barr.

Sprint (Councillor Timothy Huxtable)

The Sprint Member Engagement Group met on Monday 1 November 2021.

Members of the MEG received the upcoming and required member briefings for both Walsall and Solihull.

Members were also updated regarding the search for a suitable Sprint Park & Ride site on the A34 (North), and whether the temporary Park & Ride sites for the Commonwealth Games serving the Sprint routes could be made permanent.

A plan of the Sprint network for the West Midlands overlaid with the ward boundaries was also shared, so the wards through which the Sprint route travels could be easily identified.

The MEG also considered future site visit opportunities including Perry Barr interchange in February 2022, to which all Transport Delivery Committee and ward members would be invited.

4. Financial Implications

- 4.1 There are no financial implications arising out of the recommendations contained within the report.

5. Legal Implications

- 5.1 There are no legal implications arising out of recommendations contained within the report.

6. Equalities Implications

- 6.1 There are no equalities implications arising out of the recommendations contained within the report.

7. Inclusive Growth Implications

7.1 There are no inclusive growth implications arising out of the recommendations contained within the report.

8. Geographical Area of Report's Implications

8.1 There are no geographical implications arising out of the recommendations contained within the report.

9. Other Implications

9.1 There are no further specific implications arising out of the recommendations contained within the report.

10. Schedule of Background Papers

10.1 n/a

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