



Transport Delivery Committee

Date: Monday 7 February 2022

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 Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Richard Worrall (Vice-Chair)	Walsall Metropolitan Borough 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 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

The quorum for this meeting is seven members

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

Contact Tanya Patel, Governance Services Officer
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AGENDA

No.	Item	Presenting	Pages	Time
Meeting business item				
1.	Apologies for absence	Chair	None	
2.	Declarations of Interest Members are reminded of the need to declare any disclosable pecuniary interests they have in an item being discussed during the course of the meeting. In addition, the receipt of any gift or hospitality should be declared where the value of it was thought to have exceeded £25 (gifts) or £40 (hospitality).	Chair	None	
3.	Chair's Remarks (if any)	Chair	None	
4.	Minutes - 10 January 2022	Chair	1 - 6	
5.	Matters Arising	Chair	None	
6.	Forward Plan	Chair	7 - 8	
Business Items for Nothing / Consideration				
7.	Bus Delivery Monitoring Report	Jon Hayes	9 - 26	
8.	Network Resilience Update	Mark Corbin	27 - 32	
9.	Rail Freight Update	Toby Rackliff	33 - 40	
10.	COVID-19 Recovery Update	Pete Bond	Verbal Report	
11.	Report back from Member Engagement Groups	Chair	41 - 44	
Date of Next Meeting				
12.	Friday 14 March 2022 at 1pm	Chair	None	



West Midlands Combined Authority

Transport Delivery Committee

Monday 10 January 2022 at 1.00 pm

Minutes

Present

Councillor Kath Hartley (Chair)	Birmingham City Council
Councillor Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Richard Worrall (Vice-Chair)	Walsall Metropolitan Borough Council
Councillor Pervez Akhtar	Coventry City 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 Ziaul Islam MBE	Birmingham City Council
Councillor Chaman Lal	Birmingham City Council
Councillor David Stanley	Dudley Metropolitan Borough Council

In Attendance

Pete Bond	Transport for West Midlands
Guy Craddock	Transport for West Midlands
Jon Hayes	Transport for West Midlands
Graham Jones	Transport for West Midlands
Anne Shaw	Transport for West Midlands
Sandeep Shingadia	Transport for West Midlands
Kate Taylor	Transport for West Midlands

Item Title No.

38. Apologies for absence

An apology for absence was received from Councillor Mark Parker (Solihull Metropolitan Borough Council).

39. Chair's Remarks (if any)

The Chair and members of the committee paid tribute to Councillor Roger Horton, a former member of this committee and a long-standing member of the former West Midlands Integrated Transport Authority, following the announcement of his sad passing in December 2021.

The committee also received updates on the progress being made in delivering Coventry Electric City, whereby in December grant terms and condition with National Express were agreed and an order for the first 130 buses was placed.

No further update could be provided in relation to the regions bid to Government on ZEBRA for hydrogen buses.

40. Minutes - 15 November 2021

The minutes of the meeting held on the 15 November 2021 were agreed as a correct record.

Resolved:

The minutes dated the 15 November 2021 be approved.

41. Forward Plan

The committee noted the items to be reported to future meetings.

Resolved:

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

42. Financial Monitoring Report 2021/22

The committee received a report setting out the financial position as at 30 November 2021. The content related to the financial position of the Combined Authority's Transport Delivery Revenue and Capital Budgets.

Resolved:

(1) The year to date position as at the end of November 2021 against the TfWM Revenue Budget shows an overall favourable variance of £2.877m as detailed in Section A be noted.

(2) The TfWM Capital Programme Expenditure as at the end of November 2021 totals £182.2m, which is £72.7m below budget, as detailed in Section B be noted.

43. Capital Programme Delivery Monitoring Report

The committee received a report updating them on the progress monitoring on the approved TfWM led 2021/2022 programme and projects and the financial aspects of the TfWM Capital Programme.

Councillor David Stanley queried the progress being made at Dudley Interchange as he was concerned that the project was at risk of being delayed and that traders within that area were suffering. The Director of Development & Delivery expressed that lots of work was being done to coordinate and achieve timescales for the overall delivery plan, TfWM continued to work closely with all partners to ensure the delivery of the scheme.

Councillor Timothy Huxtable queried the update provided in relation to Minworth Park & Ride site and University Station. The Director of Development & Delivery shared that feasibility work being undertaken around the potential Park & Ride facility at Minworth and explained how that would tie into any future expansion of the Sprint Network serving the A38 corridor, he also noted that discussions and updates were being provided to relevant Birmingham Ward Councillors. The Director of Development & Delivery also shared information on the enhancing of the University Station facility and the overall funding solution in place.

Resolved:

- (1) The achievements since the September 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.

44. Rail Business Report

The committee received a report updating them on the performance, operation and delivery of rail services in the West Midlands including West Midlands Rail Executive (WRME) activity.

Councillor Chris Burden noted the report contents relating to failure of securing funding through the restoring Railway Fund but however have received information that another fund would support the scheme and queries as to whether this was best use of that fund and the reasons for not securing the funds through restoring Railway Fund. He also queries as when the new rolling stock would be seen back into service. The Head of Rail Delivery was unable to comment on the reasons as to why the schemes bids were unsuccessful but noted the competitive process the applications went through and were received from all across the country. He also highlighted that although the scheme may have been rejected did not mean it was not a worthy scheme. In regard to the new rolling stock he was hopeful that would be seen in service by late spring early summer.

Councillor Timothy Huxtable requested further information on the following stations: King Norton and Snow Hill Station and the enhancements as part of the Midlands Rail Hub. A separate briefing note on this would be provided to members.

Councillor Robert Alden stressed the importance of improving public transport in the North of Birmingham which in turn would help to improve the access to employment opportunities in that area and welcomed the voice of the committee and regional partners to support this.

Resolved:

The contents of the report be noted.

45. Park & Ride Update Report

The committee received a report updating them on Park & Ride matters within the West Midlands Combined Authority Area and the impacts of Covid-19 on car park operations and developments.

Councillor Robert Grinsell requested information on as to whether further funding had been sought for Whitlocks End and Olton in Solihull. The Park & Ride Development Manager shared that work continued to be progressed with Solihull Metropolitan Borough Council Officers to seek funding, and in relation to Olton funding may be sought within Solihull Council's maintenance funds. In regard to Whitlocks End Park & Ride site it was recognised that this could not be progressed until further funding had been sought but would continue to work towards seeking further funding.

Councillor Chris Burden sought clarification on when the delivery programme for Park & Rides sites would commence as the report noted the scheme was on hold, he also queried as to why the Longbridge site had a decrease in usage. The Park & Ride Development Manager noted that the site was underperforming and recognised that this site charged customers with a nearby free car park site. A marketing campaign had been prepared however due to restrictions during the pandemic this did not take place, but once appropriate leaflets would be communicated to market the car park.

Further to the committee request for details of facilities for a Park & Ride site to support Sprint The Director of Development & Delivery shared that work was being undertaken to locate and identify a site in the vicinity of Junction 7 of the M6. It was also noted that a Park and Ride site was not an integral part of the Sprint Scheme in terms of its standalone business case and a separate business case would be required for an identified Park & Ride site. Councillor Timothy Huxtable stressed that originally members of the ITA stressed the importance that a Park & Ride site for Sprint was an integral part of the scheme being put forward.

Resolved:

The contents of the report be noted.

46. Commonwealth Games Transport Plan

The committee received a report updating them on the responses from the Games Transport Plan consultation. The draft Games Transport Plan was consulted upon with statutory stakeholders and underwent an engagement exercise with the public in June 2021 till September. The committee received the updated Games Transport Plan to reflect the result of the consultation.

Councillor Mohammed Idress queried as to what plans had been made to ensure the residents around Perry Barr Stadium would not be affected following the increase of traffic volumes made by the Commonwealth Games. The Commonwealth Games Technical Director highlighted that work was being undertaken with Local Authorities to develop local area traffic management and parking plans to address this increase.

Councillor Linda Bigham sought further information on how the Commonwealth Games would support the green and clean agenda and how the air quality would be measures, monitored and managed during the increase in traffic usage. The Commonwealth Games Technical Director highlighted that the premise of the Games Transport Plan was to ensure there isn't an increase in local traffic and to encourage people to use park and ride sites and public transport.

Councillor Celia Hibbert felt that further communication and engagement should be explored to express the use of public transport element of attending the games, she suggested that this opportunity could be displayed on the tickets. The Commonwealth Games Technical Director highlighted that when the tickets for attending the Games / Events are issued transport information will also be provided specific to the venue they are travelling to.

Resolved:

The responses to the Games Transport Plan consultation and the updated Games Transport Plan be noted.

47. COVID-19 Recovery Update

The Director of Integrated Transport Services provide a brief overview of the performance across the network following the onset of Plan B measures brought in over the Christmas period. It was recognised that the rail network had seen an overall reduction in usage levels through December between 35-40%. In relation to bus the network had stabilised to around 74 % of pre Covid passenger levels. He also provided information on the impact COVID-19 was having on staff availability across the rail and bus service.

Resolved:

The update be noted.

48. WMCA Board Transport Reports (for information only)

The committee received a brief overview of the WMCA Board Transport related reports which consisted of: City Region Sustainable Transport Settlement Programme, West Midlands Future Bus Delivery Options, West Midlands Local Transport Plan 5: Draft Core Strategy, Commonwealth Games Transport Plan and Wednesbury – Brierley Hill Metro Extension Update.

49. Report back from Member Engagement Groups

The committee noted 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.

- 50. Date of Next Meeting**
Monday 7 February 2022 at 1.00pm

The meeting ended at 3.15 pm.

TRANSPORT DELIVERY COMMITTEE FORWARD PLAN: MARCH 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	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
University Station & Perry Barr Update	To receive an update on the progress made at both University and Perry Barr Station.	14 March 2022	Note	Liam Brooker	No
TfWM Business Plan	To consider the Annual TfWM Business plan.	14 March 2022	Comment / Note	Pete Bond	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	14 March 2022	Note	Pete Bond	No
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	7 February 2022
Report title	Bus Delivery Monitoring Report
Accountable Director	Pete Bond, Director of Integrated Network Services, Transport for West Midlands Email: Pete.Bond@tfwm.org.yk
Accountable Employee	Jon Hayes, Head of Bus, Transport for West Midlands Email: Jon.Hayes@tfwm.org.uk Tel: (0121) 214 7826
Report has been considered by	Putting Passengers First Member Engagement Group

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

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

1. Purpose

1.1 To report matters relating to the monitoring and delivery of the high-level deliverables and wider performance monitoring of bus services in the West Midlands.

1.2 The high-level deliverables within the Transport for West Midlands (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, our bus stations 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.

2. Background

Delivering our bus vision to support growth, inclusion and reduced car dependency.

Covid-19 Response & Recovery

2.1 *Local Bus Services*

- Since restrictions have eased following the initial periods of lockdown the demand for travel has increased, bus patronage has shown a steady rate of growth. There are fluctuations by service however the network in total is currently carrying approximately 73% (14-01-2022) of expected patronage in comparison to the equivalent period pre-covid.
- Patronage recovery did reach approximately 80% in the Autumn as passengers returned to the network as school, colleges and universities returned after the summer break and more workers returned to their usual place of work following the removal of working from home guidance. Bus patronage recovery has dipped during December due to the increase in national covid cases and the resultant strengthening of national covid guidance in December which included the requirement of working from home where possible to do so.
- Part of the measures introduced by the government to restrict the spread of Covid included the reintroduction of mandatory use of face coverings on public transport. At the time of writing this measure remains in place and passengers are being asked to be mindful and respectful of their fellow passengers whilst travelling on the network. TfWM have supported all public transport operators with a wide-ranging communications and marketing strategy to encourage their use on the network.
- On most routes service levels are now at 100% of pre-covid levels with only minor variances on some corridors to reflect seasonal variations, changes in travel behaviour or to reflect current pressures due to driver shortages.

- The operational performance of the bus network has been impacted by industry wide bus driver shortages the impact of which was first realised in the autumn. The driver shortage has been caused by a number of factors. The high demand for drivers across all driving professions was seen as economic activity increased and changed rapidly in the autumn as the country recovered from the pandemic. This high demand for drivers resulted in the provision of enhanced terms and conditions across all industries. This general enhancement has resulted in the movement of drivers between companies and wider industries. Within the West Midlands bus market this resulted in some bus operators enhancing their own terms and conditions to retain and attract drivers. Additionally, operators reported that driver availability was impacted by a higher than usual retirement rate and a lower propensity for drivers to work overtime. It is understood both trends have developed following the pandemic as drivers are placing a greater value on their non-work time due to their personal experiences during the pandemic.
- The impact of driver shortages has resulted in a higher than usual level of scheduled mileage not being operated. A number of operators have had to make some permanent and temporary service reductions to reduce the resource requirements of their operation. Please see Network Changes section for further details.

2.2 *Supporting Bus Operators*

- The reduced number of passengers using local bus services means that fare revenue for operators is also reduced. To support bus operators through this period and ensure the bus network continues to operate to aid the recovery of the region, TfWM have worked with the Department for Transport (DfT) to develop and administer several measures.
- TfWM have continued to provide support in the form of maintaining contract payments for tendered services at pre-covid levels as well as maintaining payments for the English National Concessionary Travel Scheme (ENCTS) at the predicted rate assuming the pandemic hadn't occurred. Any payments to operators of ENCTS take into account the base line trend of reducing passengers and also reflect any % reduction in pre-covid mileage. Subject to agreement and managing other budgetary pressures, this support could continue to the end of March 2022, although TfWM has currently agreed to continue with this arrangement until the end of January 2022 whilst the funding commitments from the DfT are better understood.
- Commercial bus operators and TfWM have received funding from the DfT Covid-19 Bus Services Support Grant (CBSSG), designed to ensure bus services could continue to operate to full-service levels during the pandemic. This grant was provided through to the end of August 2021 and ensured that operators costs were covered but didn't allow operators to make a profit.
- From September 2021 the DfT has continued to support operators and local authorities through the Bus Recovery Grant (BRG). This revised funding mechanism is based upon a grant formula rather than 'topping-up' operators to cover their costs. Under the revised conditions for this grant operators are required to maintain a minimum of 90% of pre-covid mileage, will be able to make a profit and also make commercial service changes. However, the conditions of the grant are such that any service changes must be undertaken in consultation with the Local Transport

Authority. If agreement cannot be reached locally an appeals process has been put in place by the DfT.

- The period of BRG will be from September 2021 to the end of March 2022 and we will seek to maintain service stability and continuity from operators during this period. Discussions continue between the DfT and the Treasury on funding availability beyond March 2022. Without or with reduced funding it is highly likely that we will see significant services changes as operators adjust to a changed operating environment.
- TfWM are engaged in discussions with the DfT on the specific risks for the West Midlands on any reduction, or loss of, grant funding for the region and seeking to maintain a stable network for passengers in the coming months.

2.3 Ring & Ride

- Use of the West Midlands Ring & Ride remains very low with passenger trips currently at just 20% of pre-covid levels. This is expected given the demographic of the users and the number of regular destinations currently being closed but does significantly fall behind patronage recovery on other modes. We are hoping to see patronage increase as destinations continue to re-open and confidence to travel continues to grow.
- From December the service hours were expanded to operate Monday to Saturday 0800 to 1800 and Sunday 0800 to 1530. During peak times we have also agreed an increased number of vehicles to be available to provide additional capacity on the service and improve availability.
- Like other public transport operators National Express Accessible Transport (NEAT), the operators of Ring & Ride, have also been affected by driver shortages due to increased sickness levels and drivers moving to other driving jobs within the sector. We are continuing to work with NEAT to minimise any disruption for passengers. Where disruption is unavoidable, we are working with NEAT to ensure that passengers are kept informed of any revisions to their planned journeys. On-time performance is currently around 96%; 96% of passenger collections are within 10 mins of stated times which is the stated traffic commissioner window for flexibly routed services.
- TfWM are in the process of agreeing a revised contract with National Express Accessible Transport (NEAT) up to the end of March 2022. We continue to have discussions regarding contractual and service arrangements to ensure the service reflects any changes in travel demand and aligns with the ambitions of the Bus Service Improvement Plan (BSIP) which may include wider use of Demand Responsive Services in the region.

Bus Service Changes and Enhancements

2.4 *National Bus Strategy and Bus Service Improvement Plans*

- The National Bus Strategy (NBS) published in March 2021 sets out the requirements for all Local Transport Authorities (LTAs) to access transformational funding from April 2022. TfWM is the LTA for the WMCA constituent area. This included publishing a

Bus Service Improvement Plan (BSIP) that sets out a roadmap to better services for passengers and communities.

- Our West Midlands BSIP was published on 5th November 2021. It sets out our ambitions for continued investment in our local bus services to level up the West Midlands through Better Buses, Better Journeys and Better Fares for all our residents and visitors.
- The Department for Transport continues to review and assess the BSIPs covering all 79 LTAs and expects to provide details of indicative funding by February 2022. This will recognise that the budget available for transformation, including Zero Emission Buses, is around £1.4 billion for the next 3 years and that prioritisation is inevitable, given the scale of ambition across the country greatly exceeds this amount.
- TfWM has already begun to seek alternative funding for BSIP delivery, including more bus priority and improvements to ticketing and emissions through the WMCA's City Region Sustainable Transport Settlement (CRSTS).

2.5 Network Changes

- In this reporting period there has been the following network changes;

Partnership Routes – Sunday 5th December 2021

- Service 31/32 – Walsall to Mossley via Bloxwich / Lower Farm via Bloxwich
- Service 40 – West Bromwich to Wednesbury via Stone Cross
- Service 42 – Dudley to West Bromwich via Tipton
- Service 43 – Bilston to West Bromwich
- The partnership route services are operated by both National Express and Diamond Bus. The timetables of both operators services were revised to improve the service co-ordination between the two operators journeys and therefore providing passengers with an improved service provision. National Express and Diamond Bus will continue to accept each other's tickets on these services meaning passengers can travel on the first bus that arrives regardless of the operator.

National Express changes due to driver shortages – Sunday 5th December 2021

- Monday to Saturday daytime journeys on service 77 (Walsall to Sutton Coldfield) most journeys were revised to operate between Sutton Coldfield and Streetly only and therefore no longer serve Walsall Bus Station.
- Monday to Saturday daytime journeys on service 41 (Queen Elizabeth Hospital to Acocks Green), frequency reduced to every 60 minutes, previously every 30 minutes.
- Monday to Saturday daytime journeys on service 46 (Queen Elizabeth Hospital to Northfield via Kings Norton), frequency reduced to every 60 minutes between QE Hospital and Hawksley. Buses still run every 30 minutes between Hawksley and Northfield.
- Monday to Saturday daytime journeys on Service 54 (Perry Barr to Hamstead) and Service 96 (Erdington to Chelmsley Wood) were operated by National Express on a

commercial basis were withdrawn after operation on Saturday 1st January 2022. Both services were replaced with TfWM supported provision and following a competitive tendering exercise Diamond Bus began operating the Monday to Saturday daytime journeys with effect from Sunday 2nd January 2022. National Express will still operate a limited number of journeys on both services which are the journeys which were already subsidised by TfWM and these will continue to their current times on evenings and Sunday.

National Express temporary changes due to driver shortages – Tuesday 4th January 2022

- On Tuesday 4th January National Express made some temporary service changes to some services in Coventry due to the current impact of driver shortages. At the time of writing a date for the restoration of these services has not been confirmed and National Express have reported that this is dependant upon improved driver availability. The following services were amended;
 - Service 6/6A, 8/8A, 9/9A – service provision amended and frequency reduced
 - Service 31 – new service introduced to replace part of service 8 with a reduced frequency
 - Services 11, 12X, 13 – frequency reduced
 - Service 20B – frequency reduced
- Upcoming service changes are updated on a weekly basis on the TfWM website;

[Upcoming Bus Changes | Transport for West Midlands \(tfwm.org.uk\)](https://www.tfwm.org.uk/upcoming-bus-changes)

Stagecoach temporary changes due to driver shortages – Saturday 22nd January

- Due to driver shortages Stagecoach have temporarily suspend service U12 from 22nd January, which operates between Coventry City Centre and the University of Warwick. Alternative services are available for all passengers on this corridor and refunds have been put in place for holders of Stagecoach season tickets.
- TfWM are currently working with Stagecoach to ascertain the likely period of these temporary alterations and more specifically what actions Stagecoach will be implementing to address their driver shortages as promptly as possible. Weekly meetings have been set up to track and ensure progress.

Birmingham Outer Circle

- In the previous Bus Delivery Report, it was reported that National Express had made a change to bus services 11 A/C; the outer circle. The service was changed from a continuous orbital service to operate as two overlapping services. Section 1 operates between Acocks Green to Erdington and Section 2 operates between Acocks Green to Perry Barr. All sections of the existing route remained served. Prior to the change, reliability on the service had dropped to as low as 74.5%.
- National Express with TfWM committed to reviewing the decision at each fundamental change to the traffic management arrangements at Perry Barr. With effect from Friday 18th February (date TBC) the traffic management arrangements will change with a number of changes to the existing stopping arrangements to service 11A/11C. Service

11C will also return to using Wellington Road, the service has been temporarily operating via Churchill Road.

- Prior to this change the performance of the service was reviewed. In September 2021 service reliability improved to 94.5% of daytime buses and 90.3% of PM peak journeys. Operating conditions worsened in late autumn in the lead up to Christmas across the whole network and reliability dropped to 88.5% of daytime journeys and 82.6% of PM peak journeys. However, the first two weeks of January 2022 have seen improved operating conditions, in comparison to late autumn, and the service has recorded improved reliability of 96.4% for daytime journeys and 93.2% for PM peak journeys.
- It is difficult to accurately assess the impact on passenger numbers due to the many other factors currently affecting patronage, for example in the winter of 2021/22 there were numerous changes to guidance and restrictions on the population to help reduce the impact of the omicron variant. However, NX have reported the patronage recovery of service 11A/C is relatively high compared to the average recovery rate of the whole network. Passenger numbers are improving proportionally in correlation with the improved operational performance.
- As a result of this improved service performance and positive patronage trends the current arrangement of the two overlapping services is retained for the next phase of the Traffic Management. At the current time there is still additional resource required to operate the service to the current service frequencies, estimated as 17% higher than pre-Covid. It is hoped if the improved traffic conditions are maintained and upon the completion of the Perry Barr works both resource and journey times can be reduced.

2.6 *Demand Responsive Transport (DRT)*

- The first pilot mainstream Demand Response Transport (DRT) scheme in the West Midlands was launched successfully in April 2021 under the brand of West Midlands Bus On-Demand, with operating hours of Monday to Friday from 0700 until 2000.
- The service is centred on the University of Warwick campuses and links into the wider South and West of Coventry. The Service is being operated by CoachScanner supported by technology and service planning by Via, with customer support and passenger bookings by TfWM's Customer Relations team.
- The service is managed through Via's Operations Centre (VOC), which manages booking requests, pick-up and set-down locations, vehicle routings, driver breaks, gives real time locations of vehicles and works in conjunction with the West Midlands Bus on Demand App. It enables Transport for West Midlands to gather data around user demographics, repeat usage and trips being made.
- Whilst the majority of customers choose to use the app for bookings and managing their account, there is also the opportunity to contact the team by email and telephone, helping ensuring access to all user groups including those who don't have access to mobile technology. The TfWM Customer Relations team has been overseeing customer interactions and are feeding back on queries. The number of queries has been low and there have also been very few issues with the system and app and few reported issues regarding general user experience.

- The service was offered for free in the initial stages of the trial and saw a healthy growth in patronage through the early months. The service is no longer free and there was an initial and expected decline in patronage. Since then there has been steady passenger growth with seasonal variation linked to university semesters although concerns over Omicron have reduced the demand for travel more recently.
- A marketing plan is in place to entice users to use the service, and we have received support from the marketing teams at both TfWM and Warwick University. Based around their input, offers have been sent out to entice users to use the service, and a survey to understand those who have previously used the service are no longer doing so is also being undertaken. The current fare structure is based on distance travelled and ranges from £1 for the shortest trips to up to £6 for the longest trips. Additional passenger can travel for £1 up to a maximum of 3.
- A 'Multi-Pass' ticket has been available since October, and there is a concerted effort from all parties to ensure all students are aware of the service and see the benefit of DRT over use of a private car. This ticket product allows passengers to purchase a book of tickets at a reduced rate of the single fare. Books of tickets at different values are available with books of 10, 25 and 50 tickets being available. The tickets are limited to use on this specific service although we are exploring options to include WM ON-Demand in multi-modal products. These products will be extended to the wider zones when they come online.
- Agreement has been reached for the acceptance of concessionary passes for 50% of the standard fare, and this will enable tapping into a new market for the service, but without risking losing passengers from conventional bus services to the service, or running the risk of targeting the service wholly at that demographic.
- A second scheme being developed for another area of Coventry, in conjunction with Coventry City Council. Transport for West Midlands are almost in a position to be able to award the contract formally, and the operator of the service will be Coachscanner in the same way as the Warwick University scheme. The anticipated start date of this additional service is late January 2022
- The same operator operating both schemes affords the opportunity for both schemes to be integrated together, which we are working on currently through a zonal fares system.

2.7 *Scheme Development and Delivery*

Coventry Electric Bus City

- In March 2021 TfWM were awarded £50m of grant funding for the Coventry Electric Bus City programme to replace all 291 diesel buses operating in Coventry with electric buses by the end of 2025. The total cost of the programme was estimated as £136m with the remaining £86m coming from Commercial Operators, WMCA and Local Authorities. The grant is to fund 75% of the cost difference between a diesel and an electric bus plus 75% of the cost of installing the necessary charging infrastructure.
- The grant has been made available to operators through an application process in two stages; one for commercial operators and the second to cover buses and charging infrastructure for Subsidised Services in the City.

- National Express and Stagecoach bid for funding to support their commercial operations. Following negotiations of Grant Terms and Conditions, National Express were awarded funding in December 2021 to enable the acquisition of the first 130 buses, which will be double decked and operational from early 2023 once infrastructure and power upgrades have been completed. Further orders will follow over the next couple of years. Discussions are underway with Stagecoach relating to their bid; however, this is likely to be impacted by the proposed merger with National Express and agreements won't be finalised until there is greater clarity relating to that.
- As well as vehicles, the scheme requires new and upgraded infrastructure to enable buses to be charged. Pivot Power have been commissioned to upgrade the electric supply to central Coventry which will enable buses to charge in National Express's Ford Street depot and enable opportunity charging within Pool Meadow Bus Station (such that buses can 'top up' their batteries whilst waiting at stands in the bus station.) This is likely to be particularly beneficial for subsidised routes.

Birmingham Cross City Network

- As part of the Better deal for Bus Users funding package, TfWM received over £20 million to fund the first phases of prioritised bus priority measures. These measures are the beginning of a journey to unlock and free buses from delays in Birmingham city centre and support the wider delivery of cross-city bus routes. The measures include; providing new bus only roads, junction upgrades and enhanced waiting facilities whilst complementing projects such as Sprint (Bus Rapid Transit in the West Midlands), Metro and rail networks.
- The Cross-City works are currently delivered in packages;

Package 1 - Birmingham city

- Margaret Street. Road alignment, reducing car parking bays and creation of two new bus stops.
- Newhall Street. Bus, Hackney and Cycles only right turn from Great Charles Street Queensway to Newhall Street with traffic signal improvements.
- Bristol Street. Southbound bus lane on Bristol Street from junction of Wrentham Street to A4540 Belgrave Middleway.
- Snow Hill Queensway. New 24-hour Bus, Hackney cabs, motorcycles and cycles lane and bus gate* through the junction with A4400 (inner ring road Queensway)
- Summer Hill Road / Sandpits / Paradise. Eastbound bus lane.
- Snow Hill, Newhall and Margaret Street are currently awaiting Traffic Regulation Order (TRO) Consultation. It is important to note that Birmingham City Council resource for undertaking TRO Consultation is currently limited due to priority works centred around projects such as Metro/Commonwealth Games. Construction is anticipated to commence for all of these projects immediately after the Commonwealth Games.

Package 3 – South;

- The southern segment of Package 3 operates along the Alcester Road corridor, serving Moseley, Kings Heath and Druids Heath. Service number 50 operates along this route. Projects being developed are;

- Northbound bus lane Alcester Road South Appian Close – Featherstone Rd.
 - Right turn on Alcester Rd South (Broad Lane / Cocks Moors Leisure)
 - Northbound Southbound bus lane Alcester Rd South (Idminston Croft – Millpool Gdns).
- Extensive traffic modelling of this area has been undertaken and preliminary discussions with Ward Members has commenced. The ambition is to begin construction Autumn 2022 (subject to approvals including land purchase agreements).

Package 3 – West

- The western arm of Package 3 is served by the 82 and 87 routes. The 82 runs to Bearwood, which is a spur off Package 3, and the 87 runs to Dudley. This package extends beyond the Birmingham boundary, into the Sandwell and Dudley, serving Dudley Bus Station. Schemes proposed are;
 - Cape Hill Junction Improvements – Cape Hill / Shireland Road / High Street / Windmill Lane junction and convert streets to one-way.
 - Oldbury Ring Road Bus Lane
 - Waterloo Road Crossing Improvements – Upgrade Zebra Crossing to signal controlled to increase pedestrian safety and junction capacity. (now complete)
 - Burnt tree island junction improvements – Junction upgrade (New Birmingham Road/Birmingham Road/Burnt Tree and New Birmingham Road/Tividale Rd/ Bunn’s Lane)
- Extensive traffic modelling has been undertaken on Cape Hill and Oldbury with a preferred option shared with Sandwell Officers for consultation with an ambition to begin construction in Autumn 2022 (subject to approvals including land purchase agreements).
- Burnt Tree Island pre-liminary design has been approved for public consultation with this scheduled for February 2022.

2.8 *Zero Emission Bus Regional Areas (ZEBRA) scheme*

- On the 30th March 2021, the Department for Transport (DfT) invited Local Transport Authorities to submit expressions of interest in receiving funding to become a Zero Emission Bus Regional Area (ZEBRA); a placed based scheme that will allow areas to bring forward zero emission bus proposals. The scheme is designed to support the wider government commitments to Net Zero and plans to decarbonise the transport system.
- The WMCA was successful through the first phase of the fast-track process and submitted a full business case to DfT on 20th August 2021 and are currently awaiting the outcome of the decision. The project is not without significant risk and we are continuing to seek mitigation in order that WMCA would be able to accept a funding offer from Government should it be forthcoming.

2.9 *Tendered Bus Services*

- Due to the continued unusual and difficult market conditions, including the on-going public sector financial support and a level of uncertainty in estimating future patronage, there has not been a significant tender round in this period. The exception to this has been where there has been a requirement to replace a withdrawal of a service which has happened on three occasions. Service 93 (replacing a new service combining the common the routes of service 28A and 53), service 54 and service 96 were all issued for general tender.
- The Bus Delivery Team have worked with the existing operators to agree an extension of applicable contracts for suitable periods in adherence to procurement rules. A number of contracts are currently due to expire in April 2022 and it is intended to continue the provision of these contracts by both tendering and seeking extensions to existing contractual arrangements.
- At the time of writing it is not known if there will be a continuation of Bus Recovery Grant (BRG) funding for subsidised services beyond April 2022. This funding is currently being used to help support operators of subsidised services by providing a level of revenue support to offset the reduction in fare revenue. A reduction or loss of BRG would place significant pressures on the budget for the provision of subsidised bus services at a time when further commercial services will be deemed by operators to not be commercially viable adding further to the list of services which will need to be considered for support by TfWM. This pressure on the subsidised bus budget will come from two factors; each tendered service will get more expensive when re-let because cost's have increased and fare box / ENCTS revenue has reduced; secondly, more commercial services will be deemed uncommercial.
- As with the commercial network the average patronage on tendered bus services is lower than the equivalent pre-Covid usage. The recovery level of concessionary passengers is lower than fare paying passengers which has impacted some tendered services which have a high proportion of concessionary passengers.
- The level of usage is an important factor in the rationale for the provision of subsidised bus services so TfWM Officers continue to closely monitor use which is assisting with our understanding of recovery rates of services and changes in demand in comparison to pre-Covid. Given this current and projected position TfWM are seeking to revise the access standards to inform what are likely to be difficult decisions in April 2022.

Partnerships

2.10 *West Midlands Bus Alliance*

- The West Midlands Bus Alliance has continued to oversee and influence the bus network response and recovery to the Covid-19 pandemic and has sought to ensure that operators and wider stakeholders are fully aligned on issues affecting passengers and future aspirations through the BSIP. This has included developing a consistent approach to passenger communication at the various stages to the release from covid measures including changes to social distancing on-bus and continuing to encourage and expect passengers to continue to wear a face covering.

- The Alliance has continued to hold fortnightly bus operator sessions to discuss operational issues relating to the current operating environment, recovery and longer-term ambitions in the BSIP.
- The Alliance played an integral role in the development of the West Midlands BSIP, with active operator engagement to achieve bold ambitions for Better Buses, Better Journeys and Better Fares. This includes more bus priority measures, improvements to bus emission standards to decarbonise the fleet, initiatives to improve the fares and ticketing structure and RTI passenger information as part of an integrated network.
- The Bus Alliance board agreed a new governance structure in November 2021, that oversees the BSIP and delivery through the Enhanced Partnership. This will allow current and future BSIP initiatives being delivered by partners to be captured through the Enhanced Partnership.

2.11 *Advanced Quality Partnership Schemes*

- TfWM continues to monitor adherence to the Advanced Quality Partnership Schemes (AQPS) in Birmingham City Centre, Solihull Town Centre and Wolverhampton City Centre. Current elements receiving closer scrutiny include operator adherence to Euro VI emission standards in Solihull and Wolverhampton, and dwell times and vehicle idling in Birmingham City Centre. Where individual issues are identified TfWM are engaging with operators to understand any barriers and seeking better adherence.

2.12 *Enhanced Partnership*

- On the 28th June 2021 WMCA became the first city region and only the second local transport authority to make an Enhanced Partnership. The scheme aims to support the development of improved bus service on two corridors; A34 (N) Walsall to Birmingham City Centre and A45 Birmingham Airport / B425 Solihull to Birmingham City Centre. This includes the introduction of bus priority measures to support the delivery of Sprint and improvements to services on these corridors and improvements to emission standards.
- It is a requirement of the BSIP that LTAs deliver any enhancements through an Enhanced Partnership or through Franchising. TfWM will initially seek to amend this existing enhanced partnership to deliver the aspirations of the BSIP.
- The further development of the EP and coverage of a greater geographical area will have an impact on the existing AQPS areas. TfWM are currently exploring the transition of the AQPS standards to the EP scheme under the BSIP proposals, with the Birmingham AQPS being reviewed first as it expires on 9 July 2022.
- Under the Enhanced Partnership Scheme TfWM are exploring adopting bus service registration powers from the Office of the Traffic Commissioner to give a greater level of oversight and local management. We have engaged with senior officers and the West Midlands Traffic Commissioner directly to seek to adopt those powers under the Enhanced Partnership during 2022.

Enhance infrastructure and improve customer experience at TfWM passenger waiting facilities, our bus stations and major interchanges.

2.13 *Bus Stop Infrastructure*

- In accordance with a key West Midlands Bus Alliance deliverable TfWM continues to invest in improving the safety, security and appearance of our bus stop infrastructure estate.
- Digital advertising is continuing to be introduced as part of a committed programme that also seeks to provide further capital upgrades, and re-branding of existing infrastructure as part of the West Midlands Bus brand update.
- Between 20th August 2021 and 14th January 2022, a further 47 new shelters have been installed across the network with 21 of these being the new style Sprint shelter. 101 were installed in 2021.
- To date, 1558 shelters have been rebranded with the new West Midlands Bus brand, 1110 have been repainted and 448 replaced through the TfWM capital programme or other various schemes/projects, out of a total of 5,100. All stop flags have now been changed to the new brand.
- TfWM have in partnership with supplier Bus Shelters Limited installed 2 ENV Bus Shelters as part of a pilot in Halesowen. The shelters are made from recycled materials, have a full sedum roof, are equipped with solar panels for lighting and to power mobile phone charging units. 4 additional ENV shelters have been installed in Coventry as part of the new rail and bus interchange.

2.14 *Putting Passengers First on the Network*

Birmingham – City Centre

- In June 2021, Bull Street and part of Corporation Street were closed to all traffic in order to facilitate the construction of Section 1 of the Metro Birmingham Eastside Extension. TfWM Bus, Resilience and Metro have all worked with Birmingham City Council and Bus Operators to provide suitable alternative locations for bus stops and stands for the duration of this phase of work.
- Two new shelters and four new stopping locations have been added into the city centre area to facilitate the closure, with other stopping locations being amended to make best use of the space available.
- At the point of the change-over there was a major communications exercise undertaken, which included a revised city centre map, social media updates and customer support staff in the area to assist with queries and to direct customers.
- These changes are expected to be in place until Spring 2022 and we are currently working to ensure that when the highway and new arrangements are reinstated that the bus network is remapped to the revised layout and availability of bus stops in the area. As with the original change we will seek to ensure passengers are informed of any changes in advance of them happening.

Birmingham – Eastside

- Construction of Section 5 of the Metro Birmingham Eastside Extension commenced in July 2021 and this has seen changes to bus services and their stopping arrangements through the Digbeth area whilst it is prepared for the introduction of the Metro. Temporary stops have been provided along the route, although these will alter as the different phases of the delivery programme are reached.

Birmingham – Westside

- Phase 2 of the Birmingham Westside extension continues to be ongoing, as the metro is extended from Centenary Square along Broad Street to Hagley Road in Edgbaston (just west of Five Ways). There is currently no planned opening date for the extension which is resulting in Broad Street not being available to passengers and therefore leading to continued disruption to passengers and increased cost and resource for bus operators.
- The bus mitigation measures that were previously implemented, in order to facilitate and maintain bus services in the area and provide suitable passenger facilities, are still in place and are benefiting bus services operating on the diversion routes. Journey times remain longer than using Broad Street directly.
- It had been previously anticipated and reported that services would be able to return to Broad Street from late Spring 2021, however this was subject to Metro work progress and a date in the Spring 2022 is now more likely. The current delay is due to objections from senior stakeholders in the area to the Traffic Regulation Orders which BCC are currently consulting upon which would limit access to Broad Street to public transport modes only.
- Discussions are on-going with National Express regarding which services will operate on Broad Street once it reopens to provide integration with the tram and which services will continue to provide services along the current route. The long-term diversion has created new travel patterns for passengers and local residents, and we are keen to maintain a service for these passengers.

Birmingham – Perry Barr

- TfWM has been working closely with bus operators and the Birmingham City Council team regarding the disruption to operations caused by the change in highways in the area coupled with the closure of the Perry Barr bus Interchange due to the reconstruction ahead of the Commonwealth Games. TfWM, National Express and other operators are working to ensure that passengers are kept informed on service changes and also seeking to manage service reliability and performance.

Coventry Station Masterplan

- Work is continuing with the Coventry Station Masterplan (CSMP) project team regarding the construction of the new bus interchange, which is located the other side of the Warwick Road from the existing facility. This new facility, which is expected to open shortly, will provide space for scheduled and rail replacement services bus services, Ring and Ride and West Midlands on Demand.

- When the bus interchange opens there will be changes to bus service in the area to ensure the facility is served and that passengers are able to conveniently change between modes. The interchange will also include access to other modes including a cycle hub. We are currently working with the CCC project team and bus operators to ensure that passengers are aware of the change prior to implementation.

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.

2.15 Passenger Information

- Digital information, through journey planners and apps, is being kept up to date on a minimum of a weekly basis and information on real-time information screens is being updated as service changes occur. This included the festive period which, due to the number of bank holidays and the bus operators needing to balance resource availability and passenger demand for each different day resulted this year in the creation of 11 different “special days” covering 24th December to 3rd January. The team ensured “early finishes” were reflected in the data for all operators and process 862 TransXChange files for National Express, resulting in the delivery of 2,670 digital timetables for the festive period.
- The Integrated Information team continue to be agile in approach to updating printed roadside information, due to the continued frequent bus service changes that are a result of changes to guidelines as a result of the Covid-19 pandemic and operational issues. Many of these were not synchronised to our recommended production dates and there were substantial changes registered across 6 different dates between October 21 and early January 22. As part of these changes, 1,325 flags and 5,808 timetable posters were generated, printed and positioned. In order to limit passenger confusion, the focus has been on prioritising significant and high impact changes including route changes, service renumbering and withdrawals. Bus Stations and key interchange hubs were also prioritised and include “Where to board your bus” interchange posters and advice regarding new stopping locations
- The TfWM Integrated Information Team also continue to support specific service changes a result of infrastructure works such as Snow Hill Public Realm and Metro work on Digbeth High Street, with the provision of enhanced disruption information at stop.
- The team is also supporting the rollout of Sprint shelters, ensuring information is present and up-to-date for the stop opening, as well as finishing the work on the naming of stops following the public engagement exercise.

3. Financial Implications

- 3.1 Covid 19 has had a considerable impact on Bus service and infrastructure provision and resulted in significant financial pressures. Bus operators have lost ticketing revenue on both commercial and tendered bus routes and TfWM has lost a significant amount of income, for example through lost ticket commission and rental income. Additional costs have been incurred by both operators and TfWM on Covid19 related activity such as enhanced cleaning, infrastructure modifications and additional information provision on social-distancing. This has been reflected in the 2021/22 Revenue Forecast and the

2022/23 proposed budget reflects an assumed continued impact of Covid on income next Financial Year.

- 3.2 The DfT has provided financial support to compensate operators for lost income on commercial and tendered routes, the latter passported through the WMCA as CBSSG and BRG funding. CBSSG has also helped to fund additional enhanced cleaning and information provision as a result of the pandemic. The MHCLG has also provided funding up to August 2021 which has compensated Authorities for some of the lost sales, fees and charges income experienced during Covid.
- 3.3 Funding from the DfE, for the period September 2020 to July 2021 has also been passported to Authorities to fund additional services and measures required for the safe transportation of children to and from home and schools / colleges. TfWM has also used some of the £10m funding to provide additional services on the network to facilitate social distancing.
- 3.4 Throughout the pandemic, the WMCA has provided financial support to operators through its Concessionary and Subsidised Services payments. Subsidised services returned to pre-Covid levels partway through 2020. However, the WMCA continues to support operators through Concessions by paying at pre-Covid levels. This arrangement is currently in place to 31st January 2022 and will continue to be reviewed in the light of available DfT funding and associated terms and conditions.
- 3.5 The BSIP has outlined proposed measures to improve the bus network and customer experience, including infrastructure and service improvements, fares and ticketing changes and information and accessibility enhancements. The level of work undertaken will be determined by the level of funding made available to the WMCA and will be reflected in associated Enhanced Partnerships. The BSIP proposals will work alongside other proposed measures which will be funded from other income streams such as CRSTS and ZEBRA.
- 3.6 The WMCA was successful in obtaining funding of £50m for the Coventry All Electric City project which will see Coventry's Bus fleet transition to electric by 2025. The WMCA still awaits notification from the DfT of whether the ZEBRA bid for hydrogen buses and associated support infrastructure has been successful.

4. Legal Implications

- 4.1 There are no specific legal implications arising from the contents of this report. The legal team will continue to support specific work streams including development of the BSIP, the resulting Enhanced Partnership and the adoption of powers.

5. Equalities Implications

- 5.1 There are no specific equality implications from this update report. However, individual schemes and initiatives (e.g. zebra, BSIP) are/have been equality impact assessed to ensure key equality and inclusion considerations have been embedded

6. Inclusive Growth Implications

- 6.1 There are no specific inclusive growth implications arising from noting this update however, buses are the most important part of the public transport system to the majority

of people in the West Midlands, and it is therefore crucial that people can access bus services in a way which is safe, convenient and affordable. Buses will also be an important component of the region's transition to net zero. As such, bus patronage will be a key indicator of how clean and inclusive the region's economy is and should be watched closely.

7. Geographical Area of Report's Implications

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

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Transport Delivery Committee

Date	7 February 2022
Report title	Network Resilience Update
Portfolio Lead	Councillor Ian Ward
Accountable Chief Executive/TfWM Director	Anne Shaw, Executive Director, Transport for West Midlands Email: Anne.shaw@tfwm.org.uk Tel: (0121) 214 7881
Accountable Employee	Mark Corbin, Interim Director Network Resilience, Transport for West Midlands Email: Mark.corbin@tfwm.org.uk Tel: (0121) 214 7355
Report has been considered by	n/a

Recommendation(s) for action or decision:

The Transport Delivery Committee is requested to:

- (1) Note the contents of the report.

1. Purpose

1.1 This report provides an update on crime and anti-social behaviour, the RTCC and wider network management and road safety.

2. Crime and antisocial behaviour

2.1 The last update to TDC was March 2021 and an update is provided below with the latest figures for consideration by the committee.

2.2 The Year to Date crime figures for 2021/22 are Bus 3,369, Rail 1,271 and Metro 9. When comparing these figures to 2019/20 (pre-pandemic) there has been a 49% increase in bus crime with public order, sexual offences, criminal damage and assaults seeing the largest rises and a 28% reduction in rail crime with vehicle crime, theft from person and aggression towards staff seeing the largest decrease.

2.3 The Year to date performance figures mentioned above taken from the Safer Travel tactical assessment document include both pre-COVID (19/20) and COVID (20/21) year comparisons.

2.4 When looking at the COVID year comparison there will always be a large percentage increase as the rate of patronage on both the bus and rail networks were low, so very little crimes were committed and recorded to West Midlands Police and British Transport Police.

2.5 When examining pre-COVID levels of bus crime, we have seen a large increase overall and for certain crime categories. There are various factors which could have fuelled this increase, not just one single cause, so it is difficult to provide a response which is entirely accurate. However, one thing to note is that West Midlands Police from April to December (for 19/20 and 21/22 years) have observed comparable increases that correspond with Safer Travel crime statistics.

2.6 Some potential reasons for the increases in crime on the bus network (these are difficult to evidence and will need verifying at force and national level):

- Increased crime due to exiting a national lockdown (attitudes towards crime and the police).
- Victims are reporting more crime to police.
- Further third-party crime reports to police.
- More ethically recorded crimes than previous years.
- Increased crime prevention and reporting campaigns.

2.7 Crime has increased in general this year when compared to pre-COVID levels for West Midlands Police. In particular, crime categories such as Violence Against the Person, Public Order, and Sexual Offences have risen and are likeable to the main crime categories Safer Travel has seen substantial increases. It only takes a small portion of these crimes to occur on the bus network to push the Safer Travel crime statistics upwards with dramatic effect in terms of percentage increases.

2.8 In terms of what is being done, the actions detailed later in the report show what Safer Travel Police and ASB teams have done in 2021 - there have been several arrests in

relation to 3 series of criminal damage on bus routes 19 and 29 in Walsall and no 33 in Kingstanding/Oscott.

- 2.9 Safer Travel will also, through our tasking meetings, target any increases in activity with targeted patrols and action with identified offenders.
- 2.10 In terms of Anti-Social Behaviour (ASB), in 2021 there were 2,332 incidents reported and 948 cases investigated, with 130 warning letters being sent out. Six Acceptable Behaviour Contracts were agreed and achieved, and 15 restorative justice meetings were held with no re-offending.
- 2.11 Safer Travel Police and the ASB Teams also carried out the following:
- 66 Knife Arches at Bus Stations and Railway Stations;
 - 24 Bus Gateway operations with National Express;
 - 30 Train revenue operations with WM Trains;
 - 148 identifications of offenders were made;
 - 3 campaigns launched on Hate Crime, See Something Say Something and Op Empower (violence against women and girls);
 - 1,144 messages received on SeeSay number 81018
 - 17,731 students engaged with at 150 workshops/assemblies, 5 fresher fayres and 10 open days.
- 2.12 In 2021 Safer Travel recruited 3 Transport Safety Officers (TSOs) whose primary role is to provide a visible presence on the Public Transport Network in the West Midlands, providing good customer service to staff and passengers to tackle low level Anti-Social Behaviour and improve the perception of safety for users of the transport network. The approach to be followed by the TSOs can be summarised as Engagement, Education, Encouragement and where necessary Enforcement.
- 2.13 Since June 2021, they have spent 2,857 hours on patrol, had 34,304 interactions with passengers and staff, engaged with 4,801 passengers and staff and issued 609 verbal warnings. There were also 5 warning letters issued to passengers and users of the bus stations in that time.
- 2.14 There has been a lot of positive feedback for the work of the TSOs and a bid for an additional 9 TSOs has been included in the authorities Bus Service Improvement Plan bid to DfT; we await a decision expected in the first quarter of this year. An initial meeting has also been held with National Express about them funding some additional TSOs and this option will be progressed further.
- 2.15 A Safer Travel Tasking meeting is held every second Thursday of the month and in 2021, 28 Tasking Actions were set and all have been actioned with Safer Travel partners working together to successfully resolve them. These have included issues at Bus Stations, train stations and series of crimes on bus routes.

3. Implementation of Bus byelaws

- 3.1 WMCA have been working with partners to implement byelaws or seek wider powers to address gaps in powers, to help officers effectively and efficiently deal with anti-social behaviour.

- 3.2 In January 2019, the WMCA Board approved a set of Bus network related Byelaws. In February 2019 a consultation took place to help us understand the views of people across the West Midlands regarding anti-social behaviour on buses, at bus station premises, bus stops and shelters. This consultation exercise confirmed significant public support for the same.
- 3.3 In May 2019, the WMCA Board agreed the next step of submitting a regulatory assessment to Government. After further work the regulatory assessment was submitted to the Ministry for Housing, Communities and Local Government (MHCLG) for consideration at the end of Summer 2019. This submission was based on existing legislation within their domain, namely S.235 of the Local Government Act 1972.
- 3.4 The ruling after consideration, was that vehicle nuisances are covered in a vast amount of statutory legislation and therefore, to focus on the resubmission of premises-only byelaws.
- 3.5 Negotiations restarted between MHCLG and WMCA and concluded with a set of byelaws for premises only 'Bus Byelaws' being redrafted and submitted in February 2021.
- 3.6 Leave was granted on 14th April 2021 by the Secretary of State for Housing, Communities and Local Government to make proposed byelaws under section 235 of the Local Government Act 1972, for the good rule and government and for the prevention and suppression of nuisances.
- 3.7 The 7 bus byelaws we have been given leave to proceed with have the following headings:
- **Management of queuing** – allows for regulation of order and safety in queues;
 - **Intoxication** – people using our premises should not enter or remain whilst intoxicated, and also shouldn't consume alcohol or be in possession of open container of alcohol;
 - **Unfit to travel** – users shouldn't be in such an unkempt or state of dress that makes them unfit to travel;
 - **General Safety** – to ensure correct use of emergency exits and communications;
 - **Loitering** – users who are loitering and causing nuisance/annoyance to others can be asked to leave;
 - **Pedestrian only areas** – users unless using wheelchairs, pushchairs or mobility scooters they should be on foot – allows us to deal with cycling, e scooters and skateboarding;
 - **Control of animals** – unless user has assistance dogs then they shouldn't bring animals to our premises and should keep under control and not allow them to soil/damage.
- 3.8 Following agreement by Leadership Team and Head of Governance to allow the delegated process to continue to formally make the byelaws the following have taken place:
- New Bus Byelaws were made under the seal of the WMCA on 14th January 2022 and were also be signed and dated;
 - The byelaws come into force 30 days after the date they are made (13th February 2022) – We must publicise that new byelaws have been made at least 7 days

before the day on which the byelaws come into force. Where practicable signage should be placed near the areas where the byelaws apply, and we must also publicise on our website. Some publicity has already gone out;

- Before any byelaws are to be enforced suitable guidance notes, supported by appropriate training will be given to all the officers authorised to enforce the byelaws. Current situation is the TSOs are the only authorised officers with the training and equipment to enforce these byelaws.

3.9 The byelaws will be enforced at our 12 bus stations, 5,000 bus shelters and 7,000 bus stop poles and will be done so using the following approach - engage, explain, encourage and where necessary enforcement.

4. Emergency Planning and RTCC

4.1 As previously reported, the TfWM Emergency Planning team continue to engage with the Local Resilience Forum and ensure a multi-agency structure informs resilience and future planning. The forum provides regional awareness on upcoming challenges, training and exercise opportunities, comms and risk management focused meetings. TfWM's engagement within this forum ensures transport considerations are always at the forefront of discussion, and importantly how the transport community can assist a wider regional response.

4.2 The team have been actively involved with Strategic Local Resilience Forum engagement in relation to continued Covid-19 planning. This has involved submitting situational reports on staffing levels, impact to operations and wider concerns as a result of the pandemic. This allows us and partners to greater understand the impact of key deliverables and areas of concern from all key stakeholders within the region. This communicative and intelligence led approach assists in keeping the region moving through what has been a challenging period.

4.3 Engagement with local authorities who have initiated 'Incident Management Groups' to oversee the multi-agency response is also ongoing. As above, this approach assists planning arrangements should a response be required at a more local level.

4.4 This forum has provided the opportunity to work alongside partners for testing and readiness exercises with a focus on this year's Commonwealth Games. They involve many key stakeholders including blue light responders, Environment Agency, DfT, DCMS, NHS, Network Rail, National Highways and Local Authorities. Utilising all partners resources helps inform planning and ensures each stakeholder engaged will have further knowledge of how we collectively respond to an incident. The Regional Transport Coordination Centre (RTCC) has been underpinning the transport community's collective response.

4.5 The Regional Transport Coordination Centre continues to work with relevant Local Highway Authorities and other partners in the creation and coordination of scheme specific mitigation governance, including Cross Partner Mitigation Group and thematic sub-groups. One such group involves the progress of the Sprint A34 works, including weekly client catch up calls and specific liaison with key personnel to ensure oversight and coordination.

4.6 Through the coordination of works a Single Point of Contact is allocated to all Events and Engineering works. They then will be responsible for ensuring an appropriate

response through mitigations, communications, travel demand management, security considerations and focused RTCC response. This approach allows us to work with relevant partners to create composite traffic management plans and better inform our travelling public on how best to use the transport network during these events or engineering schemes.

5. RTCC and Wider Resilience and Network Management

- 5.1 Network Resilience (NR) Officers continue to work with, and support, our Local Authority Highway Officers on the development and delivery of tactical transport strategies to minimise the disruptive impacts of major infrastructure projects across the region's transport network. These major infrastructure projects currently include HS2 construction impacts across both Birmingham city centre encompassing the new Curzon Street Station and the new HS2 Interchange Station in Solihull. In addition, we are working closely with the Black Country Authorities on the M6 J10 Major Improvement Scheme, Dudley Town Centre Regeneration and M5 J2 Birchley Island Improvement scheme. Over in Coventry the Travel Demand Management have supported in the delivery of National Highways A46 Binley Junction improvements.
- 5.2 NR officers work alongside our LA Highway Officers to engage with partners and major scheme owners to understand and assess the impacts of major scheme delivery on the transport network. Through this NR Officers support the overseeing and managing the delivery of all mitigation and targeted interventions to help keep the region moving through disruption. This has included highway scheme development to maintain resilience for local buses, working with transport operators to provide increased capacity during demand surges and development of travel demand management strategies such as Perry Barr Mitigation Measures, that was implemented to look to manage and reduce the potential disruption of the major schemes beginning delivered through 2021/2022.

6. Regional Road Safety

- 6.1 The latest analysis of killed and seriously injured (KSI) data relating to road traffic collisions, shows a reduction by 9.7%, which is in line with our linear projections for meeting the 2028 target of a 40% reduction. However, if we consider this in relation to the average increase in population over the same period, KSIs over the same period have reduced by 13.2%. The reductions have been made in each of the six strategic road user types (pedestrians, cyclists, powered two-wheelers, cars and taxis and public transport).
- 6.2 We continue to assess the data to identify specific road safety trends. These include pedestrian KSI involvement with vehicle type, overall road user age performance and KSIs involving goods vehicles. Results of these analysis will be circulated over the coming weeks.



Transport Delivery Committee

Date	7 February 2022
Report title	Rail Freight Update
Portfolio Lead	Malcolm Holmes, Director of Rail, Transport for West Midlands Email: Malcolm.Holmes@wmre.org.uk Tel: (0121) 214 7058
Accountable Chief Executive	Anne Shaw, Executive of Director Transport for West Midlands Email: Anne.Shaw@tfwm.org.uk Tel: (0121) 214 7881
Accountable Employee	Toby Rackliff, Strategic Lead, Rail Policy West Midlands Rail Email: Toby.Rackliff@wmre.org.uk Tel: (0121) 214 7396
Report has been considered by	n/a

Recommendation(s) for action or decision:

Transport Delivery Committee is recommended to:

- (1) Note the contents of this requested update on Rail Freight

1. Purpose

To respond to a request from Transport Delivery Committee for an update on Rail Freight.

2. Background - Rail Freight in the West Midlands

The wider West Midlands region is vitally important for rail freight. It stretches from the DIRFT complex on the Warwickshire/Northamptonshire border in the east, through the logistics “Golden Triangle” and manufacturing centres of Birmingham and the Black Country towards the former Ironbridge Power Station and the (still lightly used) Telford International Railfreight Park in the west.

The West Midlands Rail Executive area also takes in parts of the core:

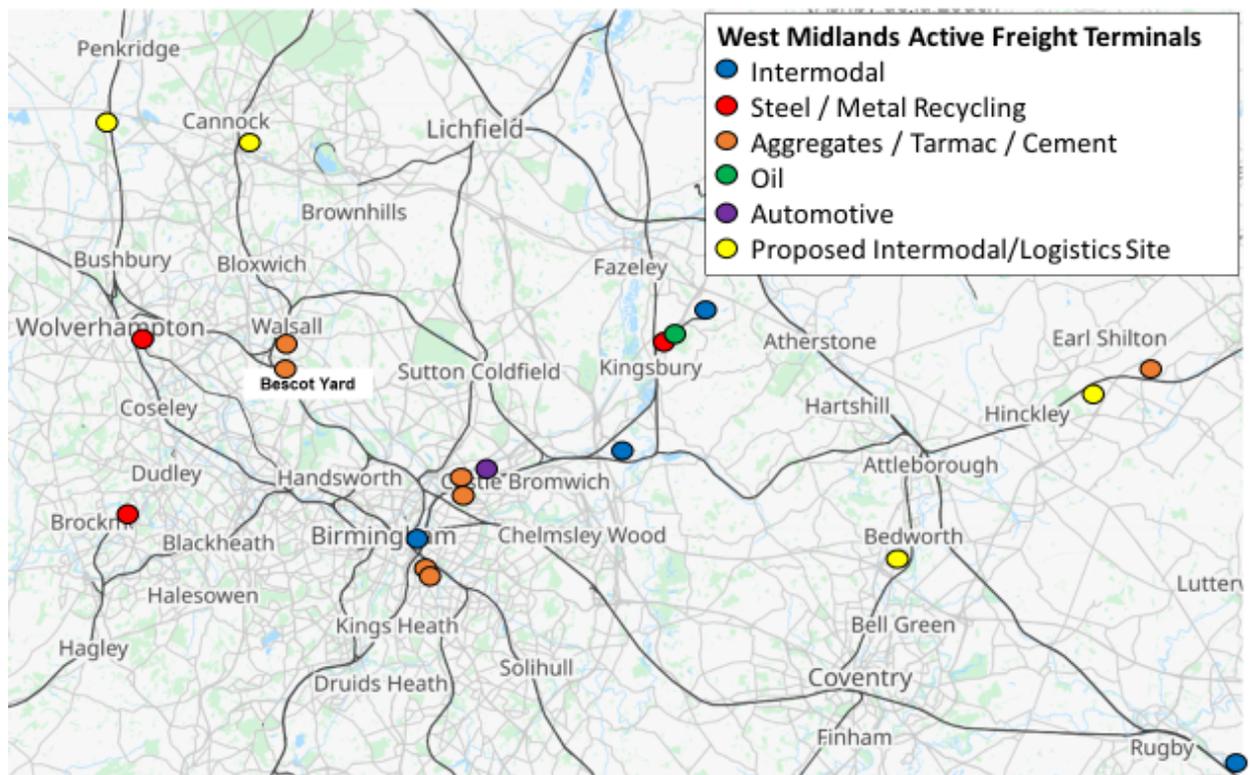
- West Coast Main Line
- Southampton – Midlands
- Felixstowe – Nuneaton – Birmingham

rail corridors which are intensively used by both passenger and freight services to (and through) the West Midlands region.

Rail’s unique ability to shift large volumes of cargo efficiently and in a timely manner has led to a resurgence of rail freight, especially in the container traffic to from the main deep-sea ports and, increasingly, between the principal inland freight terminals.

Rail freight in Great Britain is entirely private sector, with multiple operators each responsible for their own rolling stock competing for traffic and paying Network Rail for track access, based on rates set by the regulator (Office of Rail and Road). The main rail freight operators are: Deutsche Bahn, Freightliner, DRS, GB Railfreight and Colas.

The location and type of principal West Midlands area freight terminals are shown below:



3. Expansion and New Freight Terminals

To support these growth areas there has also been significant and ongoing freight operator and 3rd party investment in new or expanded rail freight terminals.

In the West Midlands, further market-driven changes in rail freight are also evident in the recent expansion of DB's Wolverhampton Steel Terminal, with scope for similar growth in steel traffic in the Round Oak area of Dudley.

To support new construction in central Birmingham, a second aggregates terminal (for Cemex) has recently opened alongside the existing Lafarge terminal at Small Heath, whilst at Washwood Heath two new terminals for Balfour Beatty VINCI (for HS2) and Tarmac have also come on stream since 2020.



First HS2 aggregates train into new Balfour Beatty VINCI terminal 20/05/2020

In the deep sea and domestic container intermodal markets, there has been a recent expansion of capability at both Lawley St Freightliner depot in Birmingham and at the major Daventry International Rail freight Terminal (DIRFT) south of Rugby.



DIRFT – the UK's largest rail connected logistics park near Rugby

Construction of a major new “West Midlands Interchange“ intermodal logistics site at Four Ashes (north of Wolverhampton) is underway and there are long-standing plans to reconnect the Pentaver container terminal to the rail network (note Pentaver and rail freight operator Freightliner are now both owned by Genesee and Wyoming UK).

Another new intermodal terminal is proposed on the Birmingham – Leicester line near Hinckley and further terminal developments would appear to be likely. There is also a proposal to re-open the former Murco Oil depot at Bedworth (north of Coventry) as a general logistics terminal.

4. New Express Logistics Solutions

The recent launch of Rail Operations Group's "Orion" London – Glasgow service for Royal Mail uses repurpose former passenger trains to provide a small-volume rail-based supply chain solution.

This "express parcels" concept was actually something which British Rail successfully operated pre-privatisation, but which had all but disappeared apart from a handful of Royal Mail services. Together with the similar Eversholt "Swift Express" train, this potentially marks the start of what could be a renaissance of rail in the rapidly growing parcels / small consignment logistics sector.

The "Orion" train has been showcased at Hams Hall (Coleshill) and further new operators/customers/routes are set to be announced this year, hopefully including one or more locations in the West Midlands.



Orion (left) and Swift Express (right) use same basic concept of repurposing former passenger trains

WMRE has helped facilitate discussions between Coventry City Council, Avanti West Coast and potential rail express logistics suppliers and operators with a view to organising a demonstration of the concept in the city which would tie in with the city council's plans for sustainable freight distribution within the city centre using cycles and drone technology.

If successful, there could potentially be wider applications for this concept at other centre city stations.

5. Rail Freight and Decarbonisation

The majority of freight trains in Great Britain are powered by diesel, which is largely due to the lack of rail electrification of freight only lines and terminals and the fact that much of the core national rail network used by freight services is also not electrified e.g.

- Southampton to Birmingham/Coventry/Nuneaton
- Felixstowe/Harwich to Nuneaton/Birmingham via Peterborough.
- Birmingham to Derby/Sheffield/Leeds/Doncaster

However, following sharp rises in the price of wholesale electricity in Autumn 2021, one of the private rail freight operators switched their previously electrically hauled trains to cheaper diesel operation in order to maintain rail's competitiveness with road haulage.

It should be noted that even diesel hauled trains produce far fewer emissions than the equivalent 60-75 Heavy Goods Vehicles which would be required to move the same volume of freight by road.

To address the problems of unelectrified branch lines and terminals two rail freight operators have invested in locomotives which can operate with and without electric power.

DRS now have 10 Stadler Class 88 Electro-Diesel locomotives in service which have a small on-board diesel engine.



DRS Class 88 can operate on electric or (at reduced power) on diesel

Rail Operations Group has ordered 10 similar Stadler Class 93 Electro-Diesel-Battery locomotives for delivery from 2023 with options on a further 20. The Class 93 will be able to run at speeds of up to 110mph on electric power and the diesel power unit is specified to be powerful enough for prolonged mainline running, not just 'last mile' operation.

Trials of Hydrotreated Vegetable Oil (HVO) biofuel alternative to diesel have been undertaken recently, but the key disadvantage though is the higher cost of HVO.



DRS Locomotive Testing HVO Biofuel

TDC members have asked about the noise impact of stationary freight trains on local residents. The first port of call with any such complaints should be Network Rail's Customer Contact Centre <https://www.networkrail.co.uk/communities/contact-us/> or can be addressed to the specific rail freight operator, if known.

6. Supporting Rail Freight through West Midlands Grand Railway Collaboration

In order to actively support the continued growth of the rail freight sector, West Midlands Rail Executive has been working with its GRC partners to agree to:

- facilitate closer working across the industry in timetable planning and capacity usage to meet both passenger and freight market requirements
- support enhancements to core rail routes connecting the West Midlands to deep-sea and major inland freight terminals including principal rail corridors to:
 - Southampton
 - Felixstowe/Harwich
 - London Gateway
 - Northern England and Scotland
- support improved access to principal West Midlands rail terminals (especially to Birch Coppice / Kingsbury terminal cluster which has vary constrained access arrangements)
- support the market-driven development / expansion of “Strategic Rail Freight”, intermodal, stone and steel terminals
- support the development and delivery of small-consignment rail borne logistics solutions and, in particular, the use of stations, former passenger trains and secure carriage of parcels on existing passenger services
- maximise the potential for rail infrastructure enhancements by focusing on the benefits to both passenger and freight markets (e.g. Coventry – Nuneaton line speed enhancements and Coventry – Leamington capacity)

Finally, as policy makers and the wider logistics sector get to grips with the scale of challenge of meeting the UK’s carbon reduction targets (and local “Clean Air” initiatives) the GRC will actively champion the further decarbonisation of rail freight across the GRC area through supporting:

- the national prioritisation of in-fill electrification schemes which enable more freight to be electrically hauled for relatively little investment
- full electrification of core diesel operated deep-sea container routes
 - Southampton – Birmingham/Coventry/Nuneaton
 - Felixstowe – Nuneaton
 - Nuneaton – Birmingham
- and electrification of links into principal West Midlands rail freight terminals

7. Financial Implications

There are no financial implications from this update.

8. Legal Implications

There are no legal implications from this update.

9. Equalities Implications

There are no specific equalities implications from this update.

10. Inclusive Growth Implications

There are no specific implications for inclusive growth from this update, other than that modal shift of freight from rail to road would support the Combined Authority's objectives.

11. Geographical Area of Report's Implications

The report focuses on the wider West Midlands regional rail network.

12. Other Implications

None.

13. Schedule of Background Papers

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Transport Delivery Committee

Date	7 February 2022
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 Air Quality, Congestion & Environmental Impact Member Engagement Group held a meeting open to all TDC Members, on 26 January. At this meeting University of Birmingham representatives gave two presentations: Prof Bill Bloss on the WM-Air Project and Stuart Hillmansen, on research into hydrogen train development.

Finance & Performance (Councillor Pervez Akhtar)

The last Finance & Performance Member Engagement Group meeting was held on 4 January. The meeting was open to members of the Finance and Performance MEG, TDC Chair and chairs of the other MEG group. 4 members were in attendance.

The group reflected on the 22/23 draft budget in relation to transport, due to be approved for consultation by WMCA Board in January and members had an opportunity to ask further questions of clarity and detail. An update was given on some of the items noted as risks or outstanding funding announcements.

The next MEG will be held on 31st January.

Putting Passengers First (Councillor Kath Hartley)

The Putting Passengers First Member Engagement Group (MEG) met virtually on Wednesday 19th January 2022. Members present were Councillor Kath Hartley, Councillor Rizwan Jalil, Councillor Bob Grinsell, Councillor Chaman Lal, Councillor Mohammed Idrees, Councillor Pervez Akhtar and Councillor David Stanley. Members received an update on the operation of Midland Metro, including details on the re-opening to Library and the introduction of new zonal ticketing. A question was raised around works on Corporation Street and members were advised the Metro Alliance were taking the opportunity to carry out snagging repairs whilst the line was closed. Members were then briefed on the OBC Bus Delivery Options during which they were talked through a presentation to the Combined Authority Board setting out the options. Members raised concerns about the lack of meaningful competition, Councillor Pervez Akhtar was particularly concerned about bus services in Coventry and raised his concerns that the Enhanced Partnership approach would not give TfWM the control that is needed. Members had been sent an advanced copy of the TDC Bus Delivery Monitoring report for discussion. A number of points were clarified and amendments requested prior to final submission of the report that will be presented at TDC. Members were asked if Chris Gibbens (National Express) could be invited to TDC, this was agreed as appropriate on this occasion. Other items that Members were provided

updates on included the Birmingham cross-city bus routes, the transformation of Ring and Ride, the introduction of bus bye-laws and a progress update on the Dudley Interchange project. Members expressed thanks to all involved in getting the bus bye-laws through. Councillor David Stanley raised objections to the works being carried out on Dudley bus station and the Metro at the same time, due to the amount of disruption that both of these projects will cause in the centre of Dudley. The next meeting is scheduled for Wednesday 23rd February 2022. Meetings will continue to be held virtually for the time being, with hybrid meetings to be considered when appropriate in the future.

Rail & Metro (Councillor Richard Worrall)

The next Rail and Metro Member Engagement Group is scheduled to take place on the 28 February 2022. A site visit to Perry Barr is also be organised to take place during February for members.

Safe & Sustainable Travel (Councillor Bob Grinsell)

The Safe & Sustainable Member Engagement Group met on Monday 24 January 2022, updated were provided to the group on Safer Travel, Diversity and Inclusion and Include Me. On Safer Travel, alarming figures on the rise of crime at stations were presented, along with solutions to address this through awareness campaigns, the enforcement of byelaws and recruitment of 9 additional Transport Safety Officers. Diversity and Inclusion update included the work of Laura Shoaf and Anne Shaw on a national programme to address violence against Women. Finally the Include Me update provided information on the latest work on inclusive cycling opportunities and the potential to extend the West Midlands Cycle Hire offer to include adapted cycles.

Sprint (Councillor Timothy Huxtable)

The Sprint MEG met on Monday 24th January. An update was provided by officers regarding the briefing to Cabinet Members along the Phase 1 and 2 routes that had taken place.

An update was provided by officers on Park & Ride. While TfWM had decided not to proceed with a P&R along the A34 North, a P&R was being considered along the A38 North. It was agreed to invite Guy Craddock to the next meeting to discuss.

Officers informed the MEG that from the CRSTS, £56 million had been allocated in principle to Phase 2 Sprint routes (£30.4m for the A34 North and £25.6m for the A45).

It was agreed a briefing note would be provided at the next meeting concerning the A38 Cross City Bus Services which would be a pre-cursor to the Sprint route along the A38.

The issue of how bus priority along the A456 Hagley Road would work in conjunction with the proposed Metro extension was discussed.

The next meeting will take place on Monday 21st February at 2pm. A site visit will also take place at Perry Barr Bus / Rail Interchange on Monday 28th February at 2pm.

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