



## Transport Scrutiny Sub-Committee

**Date:** Wednesday 23 March 2022

**Time:** 10.00 am                      **Public meeting**                      Yes

**Venue:** Room 102, 16 Summer Lane, Birmingham, B19 3SD

### Membership

Councillor Liz Clements (Chair)	Birmingham City Council
Councillor Barbara McGarrity (Vice-Chair)	City of Wolverhampton Council
Councillor Gurdev Hayre	Coventry City Council
Councillor Adam Hicken	Walsall Metropolitan Borough Council
Councillor Ian Kettle	Dudley Metropolitan Borough Council
Councillor Thabiso Mabena	Sandwell Metropolitan Borough Council
Councillor Martin McCarthy	Solihull Metropolitan Borough Council

Quorum for this meeting shall be five members.

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

**Contact**                      Lyndsey Roberts, Scrutiny Officer  
**Telephone**                      07917 473824  
**Email**                              [lyndsey.roberts@wmca.org.uk](mailto:lyndsey.roberts@wmca.org.uk)

# AGENDA

No.	Item	Presenting	Pages
<b>Items of Public Business</b>			
1.	Apologies for Absence	Chair	None
2.	Declarations of Interest Declarations of Interests Members are reminded of the need to declare any disclosable prejudicial interests they have in any 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	Chair	None
4.	Minutes - 17 January 2022 and 23 February 2022	Chair	1 - 10
5.	Matters Arising	Chair	None
6.	Introduction: WMCA's Cycling and Walking Commissioner	Adam Tranter	Verbal Report
7.	Active Travel Fund Tranche 2 Delivery Update	Emma Crowton	11 - 20
8.	Commonwealth Games Update - Community Engagement Typical Plan	Graham Jones	21 - 40
9.	Tackling Violence Against Women and Girls and the work of the Transport Champions	Anne Shaw	41 - 48
10.	Progress Update: Delivery of West Midlands Metro Extensions	Anne Shaw	Verbal Report
11.	Midland Metro Closure November 2021: Lessons Learnt - TfWM	Mark Corbin	49 - 58
12.	Work Programme (a) Transport Scrutiny Sub-Committee 2022/23 (under development) (b) WMCA Board Forward Plan	Chair	59 - 62



**West Midlands  
Combined Authority**

## **Transport Scrutiny Sub-Committee**

**Monday 17 January 2022 at 10.00 am**

### **Minutes**

#### **Present**

Councillor Liz Clements (Chair)	Birmingham City Council
Councillor Barbara McGarrity (Vice-Chair)	City of Wolverhampton Council
Councillor Gurdev Hayre	Coventry City Council
Councillor Ian Kettle	Dudley Metropolitan Borough Council
Councillor Martin McCarthy	Solihull Metropolitan Borough Council

#### **In Attendance**

Carl Beet	Head of Strategy and Intelligence
Pete Bond	Director of Integrated Transport Services
Dan Essex	Governance Services Manager
David Harris	Transport Strategy and Place Manager
Matt Lewis	Head of Swift
Lyndsey Roberts	Scrutiny Officer
Anne Shaw	Executive Director of Transport for West Midlands

#### **Item Title No.**

- 25. Apologies for Absence**  
Apologies for Absence were received from Councillor Thabiso Mabena (Sandwell).
- 26. Chair's Remarks**  
**(a) Anne Shaw, Executive Director of Transport for West Midlands**  
The Chair congratulated Anne Shaw on her appointment as the Executive Director of Transport for West Midlands.
- 27. Minutes - 24 November 2021**  
The minutes of the meeting held on 24 November 2021 were agreed as a correct record.
- 28. Transport Policy Question Time: Response from the Portfolio Lead Member for Transport to the Recommendations Presented to the Overview & Scrutiny Committee on 8 November 2021**  
The committee noted the response received from the Portfolio Lead Member for Transport in response to the observations it had identified following the Q&A session on 22 October 2021.

Resolved

The report be noted.

**29. Metro Suspension and Operations Update**

The sub-committee considered a report of the Executive Director of Transport for West Midlands that provided an update on the types of cracks on the Urbos 3 second generation tram fleet that operated on the metro system, how these had been managed and the decision to cease service in November 2021. Members also noted the work that had been undertaken to safely restore service as expediently as possible with confidence that ceasing the service would not reoccur.

Earlier this year, cracks were discovered on the trams which resulted in a temporary interruption to services for inspections and repairs. Temporary repairs were carried out to return the fleet to service as soon as possible, but inspections had found that more extensive and permanent repairs were required. A programme of repair to fix the issue was currently underway and it was anticipated that all bogie box repairs to the second-generation tram fleet would be completed by Summer 2022. The Executive Director assured members that good progress was being made on the repair programme and there would be an efficient service in operation leading up to and during the Commonwealth Games.

With regards to the delivery schedule for the Wolverhampton metro extension, Transport for West Midlands continued to have dialogue with Network Rail regarding a pedestrian crossing requirement outside of Wolverhampton railway station. The delivery programme would be updated with a confirmed completion date following confirmation of the design for the crossing. In terms of the delivery programme for the West Midlands metro extensions including Broad Street and Wolverhampton, it was agreed that a report would be provided at the next meeting.

The sub-committee sought assurances that Transport for West Midlands understood and documented the root cause of the cracks on the second-generation tram fleet. Members sought clarity that, within the system and according to the regulator the works had been completed and therefore provided members with the confidence that the action undertaken resulted in the operation of a safe and robust service. The Executive Director explained that there were ongoing works to agree that the root causes were the root causes and agreed to look at ways in which further information could be provided to the sub-committee at the appropriate time.

The Chair enquired as to whether the sub-committee would receive a financial overview of the financial losses incurred during the suspension of the Metro network. The Executive Director agreed to speak to finance colleagues and would share this information with the sub-committee.

Resolved

The report be noted.

**30. West Midlands Future Bus Delivery Options**

The sub-committee considered a report of the Director of Integrated Transport Services providing an update on future challenges and opportunities in the bus market and outlining a course of action that best enabled the WMCA to continue to support the strong role that buses played in delivering wider WMCA objectives.

The sub-committee sought further information as to whether the Department for Transport was likely to support the bus sector post-March when Covid-related support funding was due to cease. It was reported that this was still to be determined and that all transport authorities were currently in discussions with the Department for Transport regarding this key point.

The opportunities associated with Enhanced Partnerships was noted and the level of commitment and process that it would place on all partners, particularly Transport for West Midlands, local authorities and bus operators was also acknowledged. The sub-committee highlighted their continued support for the assessment of the business case for franchising in line with the Single Assurance Framework and legislation within the Bus Services Act 2017 as a possible mechanism to address the identified challenges should Enhanced Partnerships fail to effectively deliver the WMCA's ambitions.

Resolved

The report be noted.

**31. Swift Update**

The sub-committee received a presentation from the Head of Swift that provided an update on the progress being made with the Swift Scheme.

Swift was the largest and most comprehensive smart ticketing scheme in the UK outside of London and was used by 250,000 people making more than 60m journeys per annum on buses, trains and the tram. Prior to Covid, Swift accounted for 1 in 4 public transport journeys, which had now grown to 1 in 3. The latest customer satisfaction surveys showed that 88% of customers were either satisfied or very satisfied with Swift. For those aged 16 to 24, the satisfaction score increased to 92%.

The work undertaken to date and the integration of services onto Swift was welcomed together with the benefits to customers including, the ease at which customers were able to cross modes on public transport and locate ticketing information. The Chair enquired about the low take up of mobility credits in Birmingham that was linked to the Clean Air Zone and had asked for consideration to be given as to how the take up of this offer could be improved.

Resolved

The report be noted.

**32. West Midlands Local Transport Plan 5: Draft Core Strategy**

The sub-committee considered a report of the Transport Strategy & Place Manager on the approach for developing the new West Midlands Local Transport Plan and undertaking public engagement on the draft Core Strategy document.

Members discussed and shared comments on the concepts, principles and approach to developing the new West Midlands Local Transport Plan whilst recognising the challenges that exist, the responses to the 'Reimagining Transport' Local Transport Plan Green Paper engagement. Members emphasised the importance of the continued engagement with members of the public to understand their needs and to ensure that these were reflected within WMCA and Transport for West Midlands policies.

Resolved

The report be noted.

**33. City Region Sustainable Transport Settlement Submission**

The sub-committee considered a report of the Head of Strategy & Intelligence seeking approval of the WMCA Board for the programme level business case of the City Region Sustainable Transport Settlement as required by Government and to the local approaches to assurance, monitoring and governance.

Members discussed the progress made regarding the City Region Sustainable Transport Settlement bid since the original submission was approved by WMCA Board in September 2021, the approach to prioritisation and development of the final programme for submission to Government and timescales.

Resolved

The report be noted.

**34. Work Programme**

The sub-committee discussed its work programme of business for consideration at its future meetings and at the WMCA Board.

The Chair noted that she would like to invite Adam Tranter, the newly appointed Cycling & Walking Commissioner to the next meeting of the sub-committee.

Resolved:

That the work programme be noted.

**35. Exclusion of the Public and Press**

Resolved:

The public and press be excluded from the meeting in accordance with s100(A) of the Local Government Act 1972, for the following items of business as they were likely to the disclosure of exempt information as specified in the paragraphs of the Act.

**36. City Region Sustainable Transport Settlement Submission - Scheme Schedule**

The sub-committee considered a report of the Head of Strategy & Intelligence on the City Region Sustainable Transport Settlement Submission - Scheme Schedule

Resolved

The report be noted.

**37. Date of Next Meeting**

The next meeting of the sub-committee would be held on Wednesday 23 February 2022 at 10.00am.

The meeting ended at 12.00 pm.

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**Transport Scrutiny Sub-Committee**

**Wednesday 23 February 2022 at 10.00 am**

**Minutes**

**Present**

Councillor Liz Clements (Chair)  
Councillor Ian Kettle  
Councillor Martin McCarthy

Birmingham City Council  
Dudley Metropolitan Borough Council  
Solihull Metropolitan Borough Council

**In Attendance**

Councillor Barbara McGarrity (Vice-Chair) – Joined via MS Teams  
Pete Bond  
Dan Essex  
Councillor Kath Hartley

City of Wolverhampton Council  
Director of Integrated Transport Services  
Governance Services Manager  
Chair of the Transport Delivery Committee  
Scrutiny Officer  
Executive Director of Transport for West Midlands  
Director of Development and Delivery

Lyndsey Roberts  
Anne Shaw

Sandeep Shingadia

**Item Title  
No.**

**38. Welcome and Introductions**

The Chair welcomed the Chair of the Transport Delivery Committee and members of the sub-committee to the meeting that would focus on transport delivery-related matters.

**39. Apologies for Absence**

An apology for absence was received from Councillor Gurdev Hayre (Coventry).

**40. Inquorate Meeting**

The sub-committee was inquorate and therefore the decisions taken would be submitted to Overview & Scrutiny Committee on 7 March 2022 for approval.

**41. Questions to the Chair of the Transport Delivery Committee**

The Chair of the Transport Delivery Committee provided an opening statement that focussed on the recent transport delivery-related activities within the WMCA and the priorities for Transport Delivery committee and the challenges facing the region.

The sub-committee pursued a number of general lines of enquiry with the Chair of the Transport Delivery Committee, including the challenges and threats facing public transport within the region, how those responsible for delivering services were held to account, reporting of financial and performance information, the metro suspension and the Commonwealth Games transport plan.

In relation to the level of the financial challenges facing the region, Transport Delivery Committee reviewed financial and performance monitoring information on a regular basis, received regular briefings on particular projects or areas of concern, including the financial impact of the recent metro suspension, metro scheme delivery and delays, the City Region Sustainable Transport Settlement Fund and the identified schemes. In addition, a Member Engagement Group had been established to specifically focus on the financial situation facing the region and to work with officers as appropriate.

With regards to the Midland Metro, Transport Delivery Committee believed its governance could be strengthened to enable it to be more transparent. It was acknowledged that the Mayor of the West Midlands had commissioned a governance review on the delivery of extensions, the operation of services and maintenance and infrastructure. Members of the sub-committee expressed their concerns regarding the delivery of the Wednesbury - Brierley Hill metro extension due to the way in which the scheme had been funded, and noted the importance of its delivery for Dudley.

The sub-committee sought assurances from the Chair of the Transport Delivery Committee that the root cause of the cracks on the tram fleet, which caused the metro service to be suspended during 2021, had been addressed and therefore would not reoccur. The Chair of the Transport Delivery Committee was confident that the correct action had been undertaken and trams were now suitable and safe for operation. The Executive Director of Transport for West Midlands confirmed that there was a method of fix for the trams that was being applied and it had been independently assured by an expert as appropriate. A separate briefing would be arranged to enable members to explore questions further.

In relation to the delivery programme for the Wolverhampton metro extension, the Chair of the Transport Delivery Committee assured members that the extension would be operational before the Commonwealth Games and noted that dialogue continued with Network Rail. It was reported that members would be advised on the timescales in due course.

In respect of holding those responsible for the delivery of transport services to account, transport operators attended meetings of the Transport Delivery Committee, there was regular engagement with the Bus Passenger Champions and the West Midlands Bus Alliance. In relation to funding, the Government had provided the bus recovery funding directly to the bus operators, which members considered made it more difficult for Transport for West Midlands to have an influence.

The Chair of the Transport Delivery Committee considered the Commonwealth Games Transport Plan to be ambitious and robust. There were a number of co-ordinating bodies that were working to ensure that plan was delivered on schedule. With regards to the bus fleet, a contract had been awarded to Stagecoach, and through the organising committee and Transport for West Midlands there was ongoing dialogue with them to ensure that its vehicles were compliant with the requirements for the Games. It was noted that twenty hydrogen buses would also be in operation on the major games' routes.

In addition to the bus network, the Aquatic Centre would also be serviced by shuttle services. Members were assured that efficient transport links to access this venue would be provided.

Transport Delivery Committee continued to have ongoing engagement with the newly appointed Cycling & Walking Commissioner for the West Midlands and would help to assist in the delivery of his priorities.

Recommended:

The following observations be shared with the Portfolio Lead for Transport for consideration:

**(1) Transport Governance Review**

There was a recognition that the governance of transport within the WMCA could be further improved. Strategic Transport Board was well regarded as providing a forum to discuss transport policy matters, but lacked any delegated authority to make decisions, and the informal nature of its meetings meant there was no public visibility or organisational oversight of its meetings.

There continued to be a lack of clarity and sufficient differentiation between the roles of Transport Delivery Committee and Transport Scrutiny Sub-Committee, which meant that neither meeting was as effective as it could be and there was the potential for a high degree of duplication between the meetings.

The Portfolio Lead for Transport should set a clear expectation that he wished to see transport governance within the WMCA rationalised and strengthened so that it was fit for the challenges of the next few years.

**(2) Financial and Performance Monitoring Information**

It remained unclear as to the extent that the Transport Delivery Committee was responsible for scrutinising either the revenue or capital expenditure of the WMCA as it related to transport matters, including whether it was monitoring/reacting to overspends on capital project delivery.

With the financial challenges the WMCA will experience over the next few years, there needs to be strong oversight and challenge regarding transport expenditure, which is provided within local authorities by overview & scrutiny committees but is absent from within the WMCA.

**(3) Strategic Delivery**

The Portfolio Lead for Transport should satisfy himself that the Transport Delivery Committee has sufficient oversight of the delivery of the strategic objectives of Transport for West Midlands, and that elected members are actively driving the delivery of these projects. There was some concern that concerns over delivery were not being escalated to the portfolio lead in sufficient time for mitigation measures to be considered.

**(4) Cycling & Walking Commissioner**

Transport Delivery Committee was demonstrating good engagement with the Cycling & Walking Commissioner, and this should be maintained.

**42. Date of Next Meeting**

The next meeting of the sub-committee will be held on Wednesday 23 March 2022 at 10.00am.

The meeting ended at 12.00 pm.



## Transport Scrutiny Sub-Committee

<b>Date</b>	23 <sup>rd</sup> March 2022
<b>Report title</b>	Active Travel Fund Tranche 2 Delivery Update
<b>Accountable Chief Executive</b>	Anne Shaw Executive Director of Transport for West Midlands email: anne.shaw@tfwm.org.uk
<b>Accountable Employee</b>	Emma Crowton Implementation Manager Transport for West Midlands email: emma.crowton@tfwm.org.uk

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

**The Transport Scrutiny Sub-Committee is recommended to:**

- (1) Review the delivery progress of the Active Travel Fund Tranche 2.

## **1. Purpose**

- 1.1. To give a delivery update on the Active Travel Fund Tranche 2.
- 1.2. To advise on the programme completion arrangements and funding for future Active Travel projects.

## **2. Background**

2.1 In November 2020, the allocations for Active Travel Fund Tranche 2 were announced with WMCA awarded £13.1m, to deliver a programme of schemes including;

- Pop up and permanent cycle routes
- Cycle Parking
- Enhancement of walking spaces
- Making permanent the schemes from Emergency Active Travel Fund Tranche 1
- Low traffic neighbourhoods/Places for People
- Traffic Cells
- School Streets
- A supporting measures package to activate the above

Tranche 2 schemes are delivering the long-term vision for the West Midlands – one that not only supports our health and economic recovery, but provides a truly transformational active travel network that enables long lasting behaviour change and enhances the quality of life and living in the region. See Appendix 1 for full scheme list.

- 2.2 The Department for Transport laid out firm direction for the delivery of the Active Travel schemes concerning engagement and consultation, LTN 1/20 compliance, monitoring and evaluation and a view for all schemes to be concluded by 31<sup>st</sup> March 2022
- 2.3 WMCA manages the Active Travel Fund Tranche 2 grant with allocations paid to each Local Authority upon delivery of schemes through a grant agreement milestone-based programme management approach. There are bi-monthly progress reports to the Department for Transport capturing delivery updates and changes to the programme. This will continue until completion.
- 2.4 Each Active Travel Funded infrastructure scheme has been uploaded to the West Midlands Active Travel online engagement platform (Commonplace) for community visibility and comment, and where possible, in-person consultation has taken place to ensure public awareness or co-design of the schemes. Online engagement formed part of wider published consultation plans that engaged with key stakeholders such as local residents, businesses, emergency services, bus operators, Royal Mail, MPs and Ward councillors, outlined by DfT Guidance.
- 2.5 Each month Local Authorities provide delivery updates containing design and consultation progress, project plans, risks, scope changes and financial updates as well as uploading delivery evidence to highlight joint promotional opportunities.

- 2.6 A Roll and Stroll communications campaign has run throughout ATF2. This has included support for each of the supporting measures, delivering promotional materials and assets and promoting them to appropriate audiences through a range of channels. We are now moving into the infrastructure support element of the campaign, which will see a range of activity undertaken to launch and activate each scheme. From a communications side, this will include a range of tactics such as media events, out of home promotion on and around the infrastructure, case studies and targeted social media promotion. Engagement activity will include seeking out and working closely with local community groups and organisations on and surrounding the schemes, working with our partners and the supporting measures delivery teams to provide activities that will enable the public to use the routes. We will continue our partner approach, working closely with local authority partners to deliver borough-specific activity that fits into the region-wide strategy.
- 2.7 WMCA manages the package of supporting measures with partners and suppliers. The projects are designed to promote and broaden participation in cycling and walking equitably and safely. All projects are on track to deliver to target and to budget with completion by 31<sup>st</sup> March 2022.
- 2.8 The timescales for delivery the Active Travel Fund 2 infrastructure schemes have proven challenging; consultation and LTN 1/20 design requirements, set against the backdrop of the Covid 19 pandemic, staff/contractor availability as well as rising costs have been difficult to manage, not only in the West Midlands but nationally, and as a result many schemes have required a delivery extension, now granted by the Department for Transport to 31<sup>st</sup> March 2023.
- 2.9 An application for a further Active Travel Fund Tranche 3 is pending a Department for Transport announcement.

### **3. Financial Implications**

- 3.1 In November 2020, the allocations for Active Travel Fund Tranche 2 was announced with WMCA awarded £13.1m (80% Capital, 20% Revenue) to deliver a programme of schemes including new cycling infrastructure, making some the current pop up cycle lanes more permanent, Places for People and a supporting measures package.
- 3.2 The allocation received was only 95% of the original £13.78m which was bid for in Tranche 2. Following discussions and key priorities, it was agreed at STOG Active Travel Group (04-DEC-20) to approve Option 3 such that the 5% reduction would be met by WMCA therefore will not affect the Local Authority planned allocations to deliver respective priorities.
- 3.3 The 5% reduction would be met by WMCA through uncommitted TCF funding (£269K) and release of ATF scheme contingency (£420k) to cover the remaining balance.
- 3.4 The table below summarises the agreed allocations per Local Authority and the corresponding actual spend to February 2022. As such, only £4.7m out of the £13.1m funding package has been claimed to date.

	TOTAL ATF2 - CAPITAL and REVENUE				
	Spend to Feb22		Budget		Variance
Birmingham	£	1,343,205	£	4,477,349	£ 3,134,144
Coventry	£	431,645	£	1,438,816	£ 1,007,171
Dudley	£	234,000	£	780,000	£ 546,000
Solihull	£	252,342	£	841,141	£ 588,799
Sandwell	£	535,181	£	1,783,935	£ 1,248,755
Walsall	£	333,488	£	1,111,626	£ 778,138
Wolverhampton	£	308,340	£	1,027,801	£ 719,461
<b>LA Total</b>	<b>£</b>	<b>3,438,200</b>	<b>£</b>	<b>11,460,668</b>	<b>£ 8,022,468</b>
WMCA	£	1,253,887	£	1,636,982	£ 383,095
<b>WMCA Total</b>	<b>£</b>	<b>1,253,887</b>	<b>£</b>	<b>1,636,982</b>	<b>£ 383,095</b>
<b>TOTAL ATF2 Grant</b>	<b>£</b>	<b>4,692,087</b>	<b>£</b>	<b>13,097,650</b>	<b>£ 8,405,563</b>

#### 4. Legal Implications

- 4.1 Legal will support where necessary in order to capture any variations to existing funding agreements with local authority partners, in line with the revised delivery timeframes granted by the Department for Transport; as otherwise set out in paragraph 2.8.

#### 5. Equalities Implications

- 5.1 The Active Travel Fund infrastructure and supporting measures package does not result in any negative disproportionate impact for any of the protected characteristics. It is envisaged that the programme, as originally set out to do, will have a positive impact on all protected characteristics. Equality monitoring of participation on all related activity shows that the participants are representative of the West Midlands Metropolitan area population – in terms of gender, age, disability and ethnicity.
- 5.2 There have been opportunities to engage with the Out on Your Loan, Ride Ahead Together and Cycle Parking for Organisations projects that have been specifically designed to reach communities that are participation in Active Travel.

#### 6. Inclusive Growth Implications

- 6.1 Encouraging cycling and walking in the West Midlands LCWIP supports inclusive growth by supporting the following themes;
- Affordable, safe, and connected places
  - Sustainability
  - Health and Wellbeing
  - Equality
  - Economy
- 6.2 Active travel encourages people to combine physical activity as part of their journey which has a positive impact on health and wellbeing as well as air quality.

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

## **7. Geographical Area of Report's Implications**

7.1 Transport for West Midlands works with Constituent Local Authorities to manage cross border relationships and align cycling and walking schemes to ensure consistency in access and quality. Approximately 57% of all journeys (all modes) in the West Midlands cross an administrative boundary (of one of the seven constituent local authorities).

7.2 The Active Travel Fund Tranche 2 schemes were selected from the published West Midlands Local Cycling and Walking Infrastructure Plan in conjunction with a prioritisation exercise by Constituent Local Authorities.

## **8. Other Implications**

None

## **9. Schedule of Background Papers**

Appendix 1 – Active Travel Fund Tranche 2 Infrastructure Schemes

Appendix 2 – Active Travel Fund Supporting Measures Highlight Report

## Appendix 1

### Active Travel Fund Tranche 2 Infrastructure Schemes

Local Authority	Project code	Project name	Delivery date*	Status
Birmingham	BIR201A	Moseley Local Centre – Transport Space Reallocation Location	July 22	Design complete
	BIR201D	Cycle lanes – City Centre to Yardley (A45 corridor)	July 22	Design underway
	BIR201G	Cycle lanes – City Centre to Smethwick (A457 corridor)	July 22	Design underway
	BIR201H	Cycle lanes – Bradford Street (City Centre Access)	October 22	Design underway
	BIR202A	Lozells Low Traffic Neighbourhood	March 22	Design complete
	BIR202B	Kings Heath & Moseley Low Traffic Neighbourhood	October 22	Consultation complete
	BIR202G	School Streets Measures	March 22	Complete
	BIR202H	Places for People: Wylde Green	August 22	Design complete
	BIR203A	Further development of Tranche 1, Scheme 6 City Centre Traffic Cells Initiative	July 22	Construction underway
	BIR203B	Development of other elements of City Centre Traffic Cells Initiative		Design underway
	BIR204A	Pop-up cycle lanes A38 spur to Moseley	July 22	Design underway
	BIR204B	Local Centres: Sutton Coldfield	March 22	Design complete
	BIR204C	City-wide cycle parking in public spaces	March 22	Design complete
	BIR204D	Big Birmingham Bikes	March 22	Construction underway
	Coventry	COV201	University Hospital	September 22
COV202		Foleshill/Radford to City Centre	October 22	Consultation underway
COV203		Campus Connections University of Warwick	October 22	Consultation complete
Dudley	DUD202	A4123 Corridor (Dudley/Sandwell section)	August 22	Design complete
	DUD204	A456 Corridor (Halesowen) Cycling Measures - Phase 1	March 22	Construction underway
Sandwell	SAN201	Blackheath Town Centre Active Travel Interventions	August 22	Design complete
	SAN202	Wednesbury Town Centre Active Travel Interventions	August 22	Design complete
	SAN203	Bearwood High Street Active Travel Interventions	August 22	Design complete
	SAN204	A4123 Corridor (Dudley/Sandwell section)	August 22	Construction underway
Solihull	SOL201	Blossomfield Road Pop up Cycleway	August 22	Construction underway
	SOL202	Knowle to Solihull Town Centre Pop up Cycleway	June 22	Construction underway
	SOL203	Borough Wide Cycle Parking	April 22	Construction underway

	SOL204	Meriden to Millisons Wood Cycleway	March 22	Construction underway
Walsall	WAL201	Connecting Bentley Phase II	March 22	Construction underway
	WAL203	School Streets Phase II	March 21 (Complete)	Construction completed
Wolverhampton	WOL203	St Peters Ring Road Crossing & Waterloo Road	June 22	Construction underway
	WOL204	Wednesfield Road	June 22	Construction underway

\*Current status as reported by Local Authority, some schemes subject to impending change request

## Appendix 2 Active Travel Fund Supporting Measures Highlight Report

Project Code	Work stream	Completed projects
WMSM202A	Love to Ride	149 companies registered for Love to Ride, with 616 participants registered, and 26 new cyclists.
WMSM202B	Modeshift	In total there are 44 sign-ups and 25 people trained up on Modeshift, and 24 Modeshift accreditations. This work stream is now complete.
WMSM204A	Ride Ahead Together	<p><a href="#">Cycle Confidence sessions</a> underway. Midland Mencap have been running Complex Needs sessions in conjunction with Sense. The Sense staff can engage with more people on the sessions and are doing sensory plans and training plans for people on the course so they can get more out of it.</p> <p>The project has been shortlisted in the top three for the Sport and Recreation Alliance Community awards, Community Club of the Year.</p>
WMSM204B	Social Prescribing (Birmingham)	<p>In Birmingham there were 44 participants recruited, bringing the total to 528.</p> <p>There has been a focus on walking opportunities and of getting more of a demographic breakdown of participants. 85% of people attending walks live in quintiles 1 and 2. There have been two new walking route opportunities that have arisen close to Bourn Brook Walkway/Woodgate Valley Green walk.</p> <p>There has been some media coverage about the Social Prescribing project on <a href="#">BBC</a> and ITV Central.</p>
WMSM204C	Social Prescribing (Black Country)	<p>In the Black Country there are 8 GP surgeries engaged. Total number of participants is 82.</p> <p>The team have invested in a text messaging service which involves sending a message to participants to encourage them to be active; followed by another message at a later date to ask participants to fill out an evaluation form.</p>
WMSM205A	British Cycling	24 Community Activation rides were completed in the latest period, with 142 participants.
WMSM205B	Cycling UK	Cycling UK delivering Dr Bike sessions. There are now 40 <a href="#">Community Cycling Clubs</a> .
WMSM205C	Living Streets	Businesses engaged as part of the <a href="#">Walking Works programme</a> and schools/nurseries were engaged with the <a href="#">Little Feet programme</a> .
WMSM206	Travel Planning Capacity & Activation Grants	The final total for travel planning activity is 165 sites engaged and 103 sites are actively engaged (exceeding the target of 100 businesses). Business grants processed.
WMSM207	Road Safety Package	The West Midlands Fire Service Team are delivering the Every Choice Counts/Transition workshops in educational establishments and running the Cycle Operations. 4 Cycle Operations took place in the latest period, engaging with 36

		<p>people. We have delivered 20 Cycle Operations to date against a target of 19. 14 Every Choice Counts/Transition sessions were delivered at 8 establishments, educating 751 students. Establishments included Aston University, WMG Engineering Academy and Shireland Collegiate Academy. Total sessions delivered to date: 91 - on schedule to reach target of 105 sessions delivered by end of March.</p> <p>There have been 20 Love Your Bike sessions held to date. There are plans to continue with these, with another 13 sessions planned during March 2022. There is currently a promotional campaign underway to advertise these.</p>
WMSM208	Out on your Loan	There have been 31 applicants for Out on Your Loan since the start of the project, with 16 bike loans provided over the course of the delivery period. Conversations with Birmingham Settlement at Edgbaston Reservoir have progressed and they plan to put in an order for a number of cycles by the end of March to be based at this site.
WMSM209	See.Sense Smart Cycling Project	200 people have purchased <a href="#">See.Sense lights</a> with a total of 117 active riders. The data generated by See.Sense has the ability to help others with planning, for example Coventry City Council planning their LCWIP.
WMSM210A	Bolstering Cycling and Walking Activity in West Midlands Communities (Birmingham, Solihull, and Coventry)	<p>There were 84 people engaged in February and 139 people were referred to ATF Supporting Measures activities. 3 people have also been referred to local provision.</p> <p>In Birmingham, Sustrans identified that community groups require additional support to increase cycling and walking. Schemes to get bikes to local people, particularly in deprived areas, are critical. Working alongside Cycling UK across a range of locations to support community cycling will also help in areas where BAME and vulnerable groups may feel that cycling is inaccessible.</p>
WMSM210B	Bolstering Cycling and Walking Activity in West Midlands Communities (Black Country)	<p>There were 58 people engaged and 52 people were referred to ATF Supporting Measures. 5 people were also referred to local provision.</p> <p>There have been online surveys for residents living in less engaged focus areas (Dudley/Kates Hill, Wolverhampton City Centre). Project Officers are working with selected participants to provide content for Case Studies.</p>

WMSM212	Cycle parking for Organisations	<p>There were 20 cycle parking applications bringing the total number of applications to 123. Cycle parking has now been installed at 26 locations, equating to 55 stands and 122 cycle parking spaces provided.</p> <p>A mailshot has recently gone out to a large number of schools which should generate additional interest, and there are leads to follow up with The Active Wellbeing Society, Aston University and Southside BID. In addition to this TfWM is sending out an e-newsletter to Job Centre's near to the ATF infrastructure to promote the free Cycle Parking offer.</p>
WMSM222	Commonplace	<p>There has been a total of 82,234 contributions on the <a href="#">Commonplace platform</a> and 115,879 unique visitors (2583 in January).</p>
BIR204D	Big Birmingham Bikes	<p>There have been 497 applications received for Big Birmingham Bikes, in Small Heath and Nechells wards. The first giveaway of bikes took place on 17<sup>th</sup> February at Small Heath Leisure Centre.</p>

# Commonwealth Games update

Page 21

## - Community Engagement Typical Plan



# MISSION

OUR GAMES WILL...



**BRING PEOPLE  
TOGETHER**



**IMPROVE HEALTH  
& WELLBENG**



**HELP THE REGION TO  
GROW & SUCCEED**



**BE A CATALYST  
FOR CHANGE**



**PUT US ON THE  
MAP**

# 2.5 BILLION

CITIZENS ACROSS THE COMMONWEALTH

# 1.5 BILLION

UP TO

GLOBAL TV VIEWERS

# 6500

ATHLETES & OFFICIALS

# 11

DAYS OF SPORT

# 72

NATIONS AND TERRITORIES

Page 23

# 40000

GAMES TIME ROLES (APPROX)



# 6

MONTH CULTURAL FESTIVAL THAT WILL REACH MORE THAN

# 2.5 MILLION

PEOPLE

MORE THAN

# 1 MILLION

TICKETS FOR THE GAMES

# BIRMINGHAM 2022 IN NUMBERS

POTENTIAL BOOST IN EXCESS OF  
**1 BILLION**  
POUNDS TO THE REGIONAL ECONOMY

ESTIMATED  
**300 MILLION**  
POUNDS OF GAMES CONTRACTS EXPECTED TO  
BENEFIT LOCAL AND REGIONAL SUPPLIERS

**3:1**  
COST BENEFIT FOR THE  
WEST MIDLANDS

A CATALYST TO BUILD  
**1400**  
NEW HOMES IN PERRY BARR

Page 24  
**13000**  
TRAINED VOLUNTEERS

WE PLEDGE TO BE THE  
**1ST**  
EVER CARBON-NEUTRAL GAMES

**BIRMINGHAM 2022 IN NUMBERS**

# 19 SPORTS

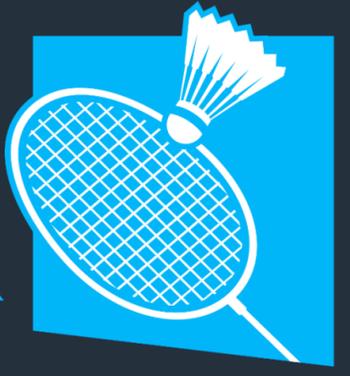
INCLUDING 8 PARA-SPORTS



AQUATICS & PARA SWIMMING



ATHLETICS & PARA ATHLETICS



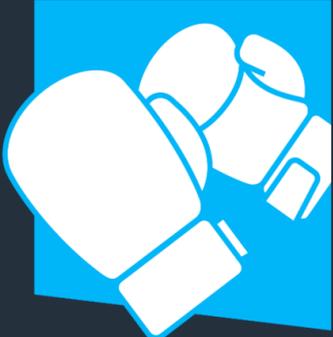
BADMINTON



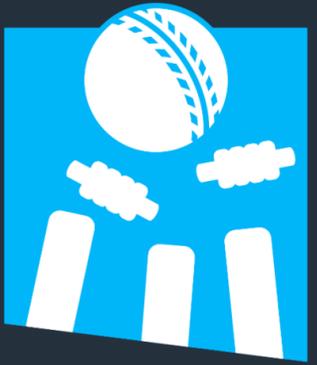
BASKETBALL 3X3 & WHEELCHAIR BASKETBALL 3X3



BEACH VOLLEYBALL



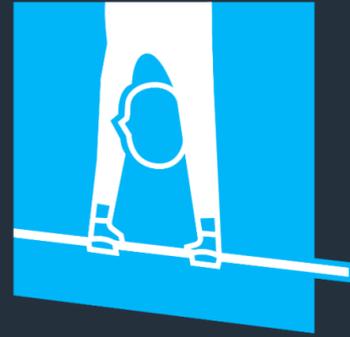
BOXING



CRICKET T20



CYCLING & PARA CYCLING



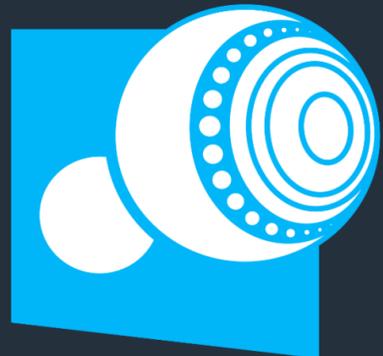
GYMNASTICS



HOCKEY



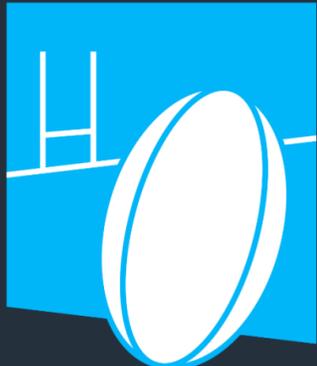
JUDO



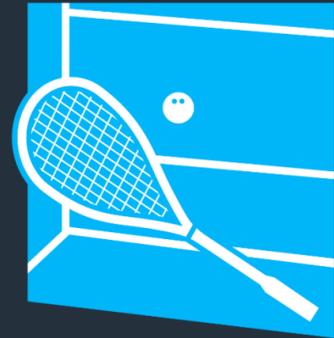
LAWN BOWLS & PARA LAWN BOWLS



NETBALL



RUGBY SEVENS



SQUASH

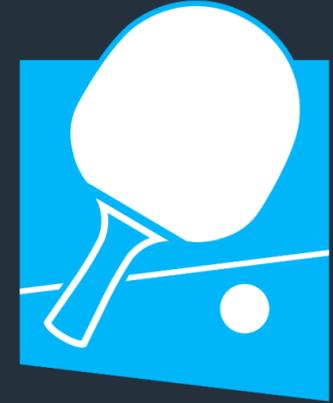
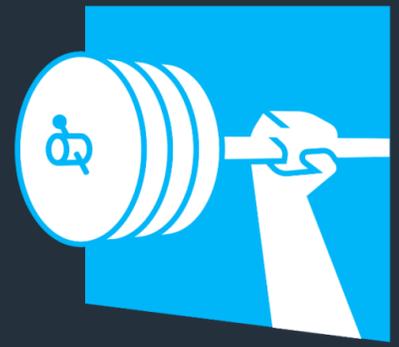


TABLE TENNIS & PARA TABLE TENNIS



TRIATHLON & PARA TRIATHALON



WEIGHTLIFTING AND PARA POWERLIFTING



WRESTLING

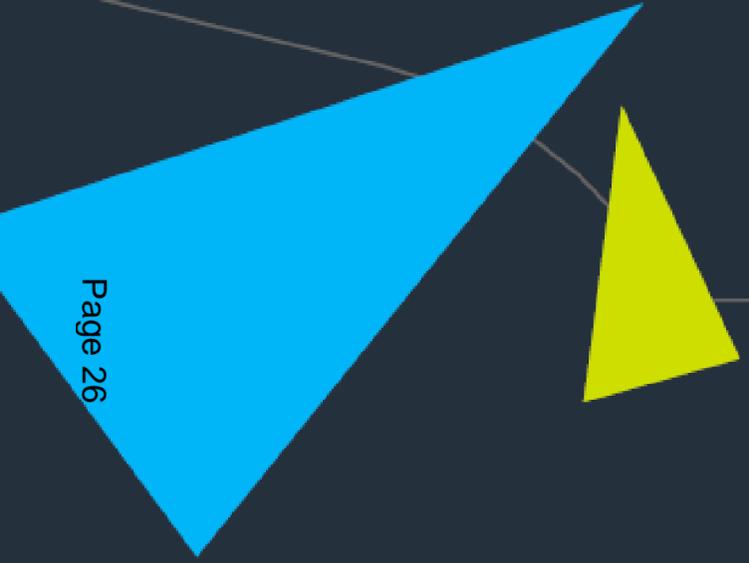
BIRMINGHAM 2022

# VENUES

MAP

Page 26

- 
- Cannock Chase  
Cycling (Mountain Bike)
  - West Park, Wolverhampton  
Cycling (Time Trial)
  - Sutton Park  
Triathlon
  - Alexander Stadium  
Athletics
  - Arena Birmingham  
Gymnastics (Artistic and Rhythmic)
  - Sandwell Aquatics Centre  
Aquatics (Swimming and Diving)
  - Victoria Square  
Athletics (Marathon)
  - University of Birmingham  
Hockey  
Squash  
Athlete Village
  - Edgbaston Stadium  
Cricket
  - Smithfield  
3x3 Basketball  
Beach Volleyball
  - NEC  
Badminton  
Boxing  
Netball  
Table Tennis  
Weightlifting  
Athlete Village
  - Coventry Stadium / Arena  
Judo  
Rugby Sevens  
Wrestling
  - University of Warwick  
Athlete Village
  - Victoria Park, Royal Leamington Spa  
Lawn Bowls
  - St Nicholas Park, Warwick  
Cycling (Road Race)
  - Lee Valley VeloPark  
Cycling (Track)



# COMPETITION SCHEDULE

Sport – Women’s Cricket  
 Competition – 8 days  
 Sessions – 16

Working capacity 23,500

Spectators Gates to open – 1.5 hours pre session

Spectators Gates to close + 45 mins post session

 Highlights a medal session. This represents when a medal will be won but not necessarily awarded.

		Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon
		28/7/2022	29/7/2022	30/7/2022	31/7/2022	1/8/2022	2/8/2022	3/8/2022	4/8/2022	5/8/2022	6/8/2022	7/8/2022	8/8/2022
 <b>Cricket T20</b>	Edgbaston Stadium		11:00-14:30	11:00-14:30	11:00-14:30		11:00-14:30	11:00-14:30	11:00-14:30		11:00-14:30	10:00-13:30	
			18:00-21:30	18:00-21:30	18:00-21:30		18:00-21:30	18:00-21:30	18:00-21:30		18:00-21:30	17:00-20:30	



## CRICKET T20

EDGBASTON, BIRMINGHAM

FRI 29 JULY 2022	11:00 - 14:30	Australia v India
	18:00 - 21:30	Pakistan v Barbados
SAT 30 JULY 2022	11:00 - 14:30	New Zealand v South Africa
	18:00 - 21:30	England v Commonwealth Games Qualifier
SUN 31 JULY 2022	11:00 - 14:30	India v Pakistan
	18:00 - 21:30	Barbados v Australia
TUE 2 AUGUST 2022	11:00 - 14:30	England v South Africa
	18:00 - 21:30	Commonwealth Games Qualifier v New Zealand
WED 3 AUGUST 2022	11:00 - 14:30	Australia v Pakistan
	18:00 - 21:30	India v Barbados

THU 4 AUGUST 2022	11:00 - 14:30	South Africa v Commonwealth Games Qualifier
	18:00 - 21:30	England v New Zealand
SAT 6 AUGUST 2022	11:00 - 14:30	Semi-final 1
	18:00 - 21:30	Semi-final 2
SUN 7 AUGUST 2022	10:00 - 13:30	Bronze Medal Match
	17:00 - 20:30	Gold Medal Match Medal Ceremony

**GET SET  
FOR THE  
GAMES  
28 JULY - 8 AUG**

# Get Set for the Games

Page 29 **Public Engagement Campaign**

**Warwickshire County Cricket Club**

**Community Liaison Group Meeting**

**6.30pm, 2nd March 2022**

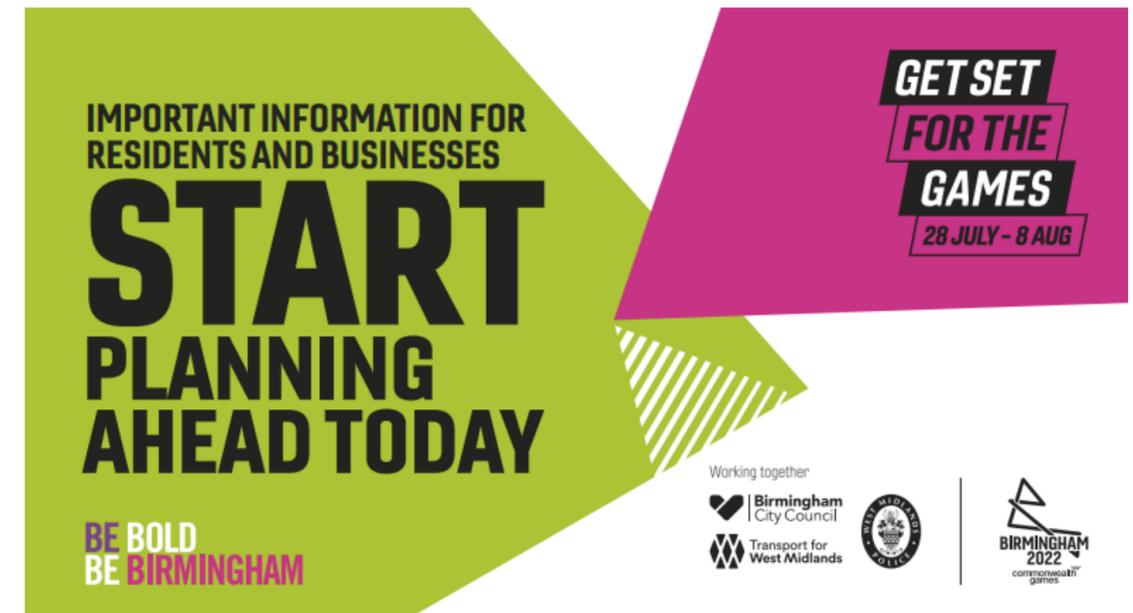
**BE BOLD BE BIRMINGHAM**

Working together



# Get Set for the Games

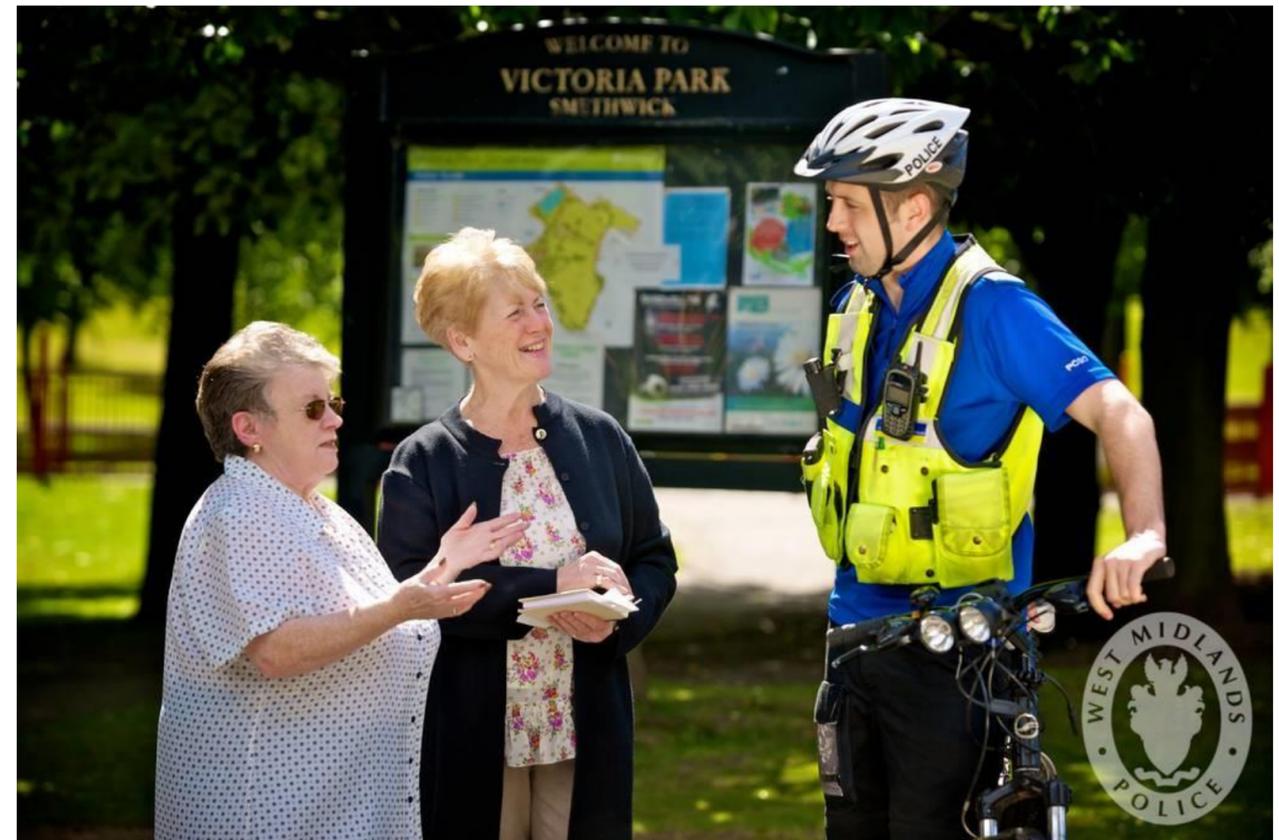
- One campaign
- One clear, consistent narrative
- One objective: help our residents and businesses to plan ahead



# Our commitment to communities

We will:

- Inform
- Listen
- Collaborate to find the most reasonable outcome



# Inclusive and Accessible

## **EQIA (Equality Impact Assessment):**

- Ensure engagement is fair for all
- Identify key demographics and any protected groups or seldom heard groups
- Reduce barriers to participation
- Ensure engagement methods do not disadvantage any protected groups from participation

# What we will be sharing

## How does this affect communities

- Road closures
- Parking and access restrictions
- Permits
- Travel demand management (travel advice)
- Safety and security measures
- Impacts to business (Games Act)
- Impacts to BAU i.e., deliveries, waste collection, social care
- What's going to be there after the Games i.e., parkland reinstatement, legacy of facilities

## How communities can get involved

- Volunteering
- Spectators (including ticketed and non-ticketed events)
- Cultural Festival
- Live (festival) sites
- Community grants and programmes

# Activity timeline

**MARCH**

**APRIL**

**MAY**

**JUNE**

**JULY**

**AUG**

POST  
CARD (1)

POST  
CARD (2)

BIRMINGHAM2022.COM/GETSET: Info upload and continuous update

'GET SET' community drop-ins

'Hotspot' engagement (presentations/Q&A)

TDM Campaign (travel advice and engagement)

Advertising & Trading Regulations engagement and guidance

CONTACT CENTRE / FAQs / SOCIAL MEDIA / WEB

**GET SET  
FOR THE  
GAMES**  
28 JULY - 8 AUG

IMPORTANT INFORMATION FOR RESIDENTS AND BUSINESSES

# START PLANNING AHEAD TODAY

SCAN HERE



**GET SET FOR THE GAMES**  
28 JULY - 8 AUG

With the Birmingham 2022 Commonwealth Games fast approaching it's time to start making plans and prepare for a busy and exciting summer ahead. Get all of the information you need to get set, including road closures, parking restrictions and travel advice at [birmingham2022.com/getset](http://birmingham2022.com/getset)

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You will also find a list of community face to face drop-in events in your area and online Q&A sessions.

Working together



**BE BOLD  
BE BIRMINGHAM**

**You're invited!**

We'll be in your local area, helping you plan ahead for the Birmingham 2022 Commonwealth Games. Come along to one of our drop-in sessions or join an online Q&A. To keep up-to-date with the latest information, including when and where our drop-in sessions are, please visit [birmingham2022.com/getset](http://birmingham2022.com/getset)

@GetSet2022

**BE BOLD  
BE BIRMINGHAM**

PLEASE RECYCLE ME

Working together



**GET SET FOR THE GAMES**  
28 JULY - 8 AUG

**BE BOLD BE BIRMINGHAM**

Working together



**BIRMINGHAM  
2022**  
commonwealth  
games

# March Community Engagement

Area	Edgbaston, UoB (Marathon south)
BCC Engagement Leads	Kim Cooper Stuart Hodgetts
Dates/times/ locations	<p><b>Saturday 19 March</b> Midlands Arts Centre (10am – 2pm)</p> <p><b>Wednesday 23 March</b> <i>Midlands Arts Centre (TBC)</i></p>

# Get Set for the Games Community drop-in Forums

- Held in libraries, sports halls, art centres, village green etc, around Games' venues
- A chance for the public to learn more about the Games and ask questions
- Cross-partner attendance
- Approx. two per month (weekday / weekends) per venue
- Running March to July 2022.



**GET SET  
FOR THE  
GAMES**  
28 JULY - 8 AUG

# Community Opportunities & Legacy

# More than a Games

## Cultural Programme and Festival Sites

- Let's Go Out - Cultural Festival Programme launched this week, lots of cultural events all the **FREE**
- Birmingham 2022 Festival Sites are also **FREE** to enter Festivals happening in the City Centre and across City Neighbourhoods during Games time. Sites where you can watch the sport on big screens, and access food as well as other entertainment during Games time.

[www.birmingham2022.com/festival](http://www.birmingham2022.com/festival)

## Jobs

- Summer Jobs – 20,000 recruitment opportunities currently open for local people
- In-venue hosts and presenters – under 18's paid opportunity open to 6 March

[www.birmingham2022.com/jobs](http://www.birmingham2022.com/jobs)

## Schools and Youth Programme

- Schools and Youth Programme – Bring the Power launched and is a programme to bring schools and youth closer to the Games.

[www.birmingham2022.com/power](http://www.birmingham2022.com/power)

# What else might be of interest?

## Tickets

- Tickets are still available for many sports so buy them now!
- If your sport isn't available, more will be released over the next few months so keep checking back

[www.birmingham2022.com/tickets](http://www.birmingham2022.com/tickets)

## Legacy

- **Birmingham City Council Legacy Plan: [How Birmingham will be Bold through its Commonwealth Games legacy | Birmingham City Council](#)**
- Sets out how BCC plans to maximise the Proud Host City status



# Tackling Violence Against Women and Girls (VAWG) and the work of the Transport Champions



# Introduction

- An ONS study found that women consistently reported feeling unsafe and that two out of three women had experienced at least one form of harassment in the last 12 months.
- In addition, there have been several recent, high-profile cases where women have been unsuspecting victims.
- Women's experiences and their perceptions of safety can have a detrimental impact on their life chances, through limiting the journeys they take and the lives they lead.
- In July 2021 myself and Laura Shoaf were appointed the first VAWG Transport Champions, to address safety on all our transport networks.
- We were tasked with developing recommendations for the DfT to help solve this inherent issue and make our networks safer.

# Methodology

- Eight roundtable events took place which gathered evidence, ideas for safety improvements and best practice.
- Over 200 participants attended including charities, local authorities, Police and Crime Prevention Teams, transport operators, women's advocacy groups, planners and place makers.
- National surveys were also undertaken by Transport Focus, and a UK wide transport staff survey was distributed via UTG, to various LAs/CA's staff members.

What policies or initiatives have you seen which have been effective in improving safety for women and girls on the transport network?

- |                      |                           |
|----------------------|---------------------------|
| 1. Infrastructure    | 4. Communication          |
| a. Design Principles | a. Victims                |
| b. Design            | b. Bystanders             |
| c. Maintenance       | c. Potential perpetrators |
| 2. Transport Staff   | 5. Policy making          |
| a. Training          | a. Data collection        |
| b. Safeguarding      | b. Principles             |
| 3. Enforcement       | 6. Technology             |
| a. Reporting         | a. Innovation             |
| b. Collaboration     |                           |

# Key findings

- No woman or girl should need to change their behaviour. Instead, we need to target the perpetrator and create more hostile environments for them.
- The whole end to end journey needs to be considered.
- Every females lived experiences are different, and will vary based on age, sexuality and ethnicity, amongst many other things.
- Standardisation and intelligence are needed to encourage reporting and ensure every incident is dealt with appropriately.
- Safety is a societal issue and not solely about transport, so all government departments need to help change social norms, attitudes and behaviours.
- Work needs to be ongoing, with continual efforts made to tackle VAWG.

# Short-term priorities

*Recommendation 1:* Better national transport planning guidance on ways to make transport infrastructure safer with a clear, monitored reporting service for infrastructure damage or issues

*Recommendation 2:* Improvements in the collection of gender disaggregated data

*Recommendation 3:* Undertake a national communications initiative into tackling VAWGs, which is promoted nationally across all of our transport networks

*Recommendation 4:* Deliver better, effective training across the transport industry to help manage incidents involving VAWGs

*Recommendation 5:* Review current safeguarding practices and standardise Disclosure and Barring Service (DBS) checks for all front facing staff across the transport industry

# Medium term goals

*Recommendation 6:* Encourage an increased uptake of women working in the transport industry

*Recommendation 7:* Embrace more use of technology to combat VAWGs

*Recommendation 8:* Introduce Gender Responsive Budgets to support the delivery of gender equality infrastructure and policies

# Long term ambitions

*Recommendation 9:* Create a national, intelligence database which captures incident reporting for all transport modes and areas

*Recommendation 10:* Develop a national education initiative in schools which educates young people on ways they can play a role in preventing VAWGs

*Recommendation 11:* Target available resources including staffing and deployment of police forces at locations which will have the greatest impact on our transport networks

*Recommendation 12:* Establish more Safer Travel Partnerships between operators, local authorities and the police

*Recommendation 13:* Continue to raise awareness and make a positive impact through the VAWG strategy

# TfWM actions and next steps

- Transport Champions to review the recommendations and be updated on progress made by the DfT on a 12-18 month basis.
- Deliver a safe, secure and reliable transport system during the Commonwealth Games through enhanced passenger safety measures, safer transport infrastructure, increased venue security, and good communication on a range of safety issues.
- Continue to roll out and promote TfWM's 'Empower Campaign'; making it easier for women and girls to report unwanted attention, intimidation and harassment.
- Continue to deliver initiatives through the West Midlands Safer Travel Partnership including vital education programmes within schools, various safety campaigns and through its wider partnership and engagement work.
- Continue to work with those women and girls who have lived experiences of VAWGs and continue to influence and change social norms and behaviours.
- Embed safety and tackling VAWGs across all TfWM departments, work programmes and agendas.



## Transport Scrutiny Sub-Committee

<b>Date</b>	23rd March 2022
<b>Report title</b>	Midland Metro Closure Lessons learnt report
<b>Accountable Chief Executive</b>	Anne Shaw, Executive Director, TfWM email: <a href="mailto:anne.shaw@tfwm.org.uk">anne.shaw@tfwm.org.uk</a>
<b>Accountable Employee</b>	Mark Corbin, Interim Director of Network Resilience Email: <a href="mailto:mark.corbin@tfwm.org.uk">mark.corbin@tfwm.org.uk</a>

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

**Transport Scrutiny Sub-Committee is recommended to:**

1. Note an update on the lessons learnt across Transport for West Midlands (TfWM) following the Midland Metro closure in November 2021, in particular the next steps and recommendations for future actions as set out in section 6.

## 1. Purpose

- 1.1 To provide a report on the lessons learnt by teams from across TfWM following the Metro closure in November 2021 and the best way to implement changes for the future to ensure an improved customer experience.

## 2. Background

### Headlines

- 2.1 Physical cracks were identified on the Metro fleet potentially impacting the safety and integrity of the service and a decision was taken to close the Metro service following ongoing assessment of its fleet.
- 2.2 Initially it was announced that there would be no service from Monday 15 November 2021 until further notice (at least 4 weeks). This was later altered to no service from Saturday 13 November until further notice.
- 2.3 The closure lasted for 32 days from Saturday 13 November until Wednesday 15 December 2021.

### Customer impact

- 2.4 There are approximately 20,000 daily journeys undertaken on the Metro network (Monday to Friday) and normally there is around a 20% uplift in patronage heading towards Christmas on Saturday and Sunday services. Our customers were required to find alternative modes of transport, with recognition that the impacts would be felt on service users and on background demand of all modes.
- 2.5 It was recognised at the outset that there would be busier bus and rail services and more vehicles on the road network. Examples of some initial communications are shown below.



### 3.0 The response

#### TfWM Organisational response

- 3.1 There was some initial anxiety across the organisation particularly about the timing of the event which at the outset was being considered as a perfect storm; comprising Metro out of service, alongside rail and bus driver shortages, the Christmas peak, seasonal events and the winter season.
- 3.2 Internally at the start of the week commencing 08 November, once the issue became apparent, a dedicated multi-modal response team was initiated by the Interim Director of Network Resilience. Personnel involved within this forum were drawn from across TfWM, Midland Metro Limited (MML), West Midlands Police and British Transport Police to ensure a coordinated and consistent response.
- 3.3 The response team met on the weekend of the closure, then twice daily, on Monday 15 November and Thursday 18 November. On Friday 19 November PM, a further session was held to refine the plans for the weekend.
- 3.4 Further meetings of the team occurred twice during the weeks commencing 22 and 29 November, and twice during the week commencing 07 December 2021.

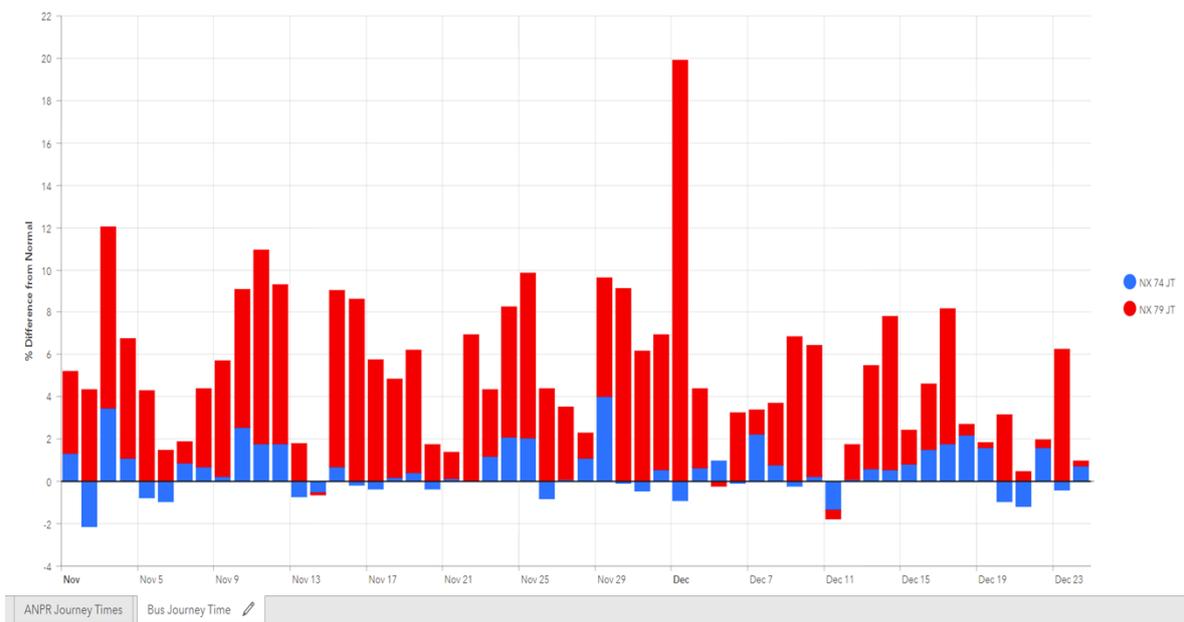
<b>TfWM multi-modal response team</b>	
Aimee Dyer/Andrew Purchase/Rachel Foy	Communications
Antony Sloan	Emergency Planning
Charmaine Swann	Data
Claire Williams	Active Travel
Colin Whitehouse/Sian Fox	Travel Demand Management
Jon Hayes	Bus
Mark Corbin	Network Resilience (Chair)
Zoe Smith	Key Route Network
Stuart Lester	Data
Tom Painter	Rail
Anne Marie-Horvath	Integrated Transport Services
Richard Mayes	Integrated Transport Services - Bus
Warren Eden-Williams	Integrated Transport Services - Ticketing
Gemma Hawkes	Integrated Transport Services - Bus
Sarah Jones	Integrated Transport Services – Customer Services
Sophie Allison	Midland Metro Limited, MML
Vicki Bennett	Midland Metro Limited, MML – Customer Service
Rachel Crump	WMP
Adam Holland, Chris Talbot, Darren Thrupp	RTCC Duty Managers
Paul Finlayson	BTP

#### 3.5 Transport community response

##### Bus

- 3.6 National Express, where feasible, provided additional strengthening on the 74 and 79 services. Ticket acceptance was widened to the 16 and 101 services. Bus services particularly the 74s and 79s became very busy during the response and on occasions, some passengers were left at stops in both the AM and PM peaks.

3.7 On 3<sup>rd</sup> December, we can see that the Bus Journey times for the National Express (NX) 79 spiked to nearly 20% above the normal, however, the NX 74 experienced a lower journey time than normally expected for that day (see graph below). We concluded that this was likely due to high levels of traffic, however, because the patronage levels on the 74 were so high, many buses were forced to miss the later stops of their journey completing their journeys to the final stop quicker. Therefore, this is going to be a consideration in future should transport disruption of this kind occur.



3.8 At key moments during the response there was no patronage data available; questions such as - were people being left at stops? Do we need to provide more NX74 services? - became difficult to answer completely.

3.9 On this day (3<sup>rd</sup> December) we saw 4 Incident Management System incidents along the bus routes of the NX74 & NX79 which could also have contributed to the especially high journey times for passengers of the NX79.

3.10 Missing Services and Drivers were a problem during the Metro closures. This peaked on 30<sup>th</sup> November for National Express with 28 missing services.

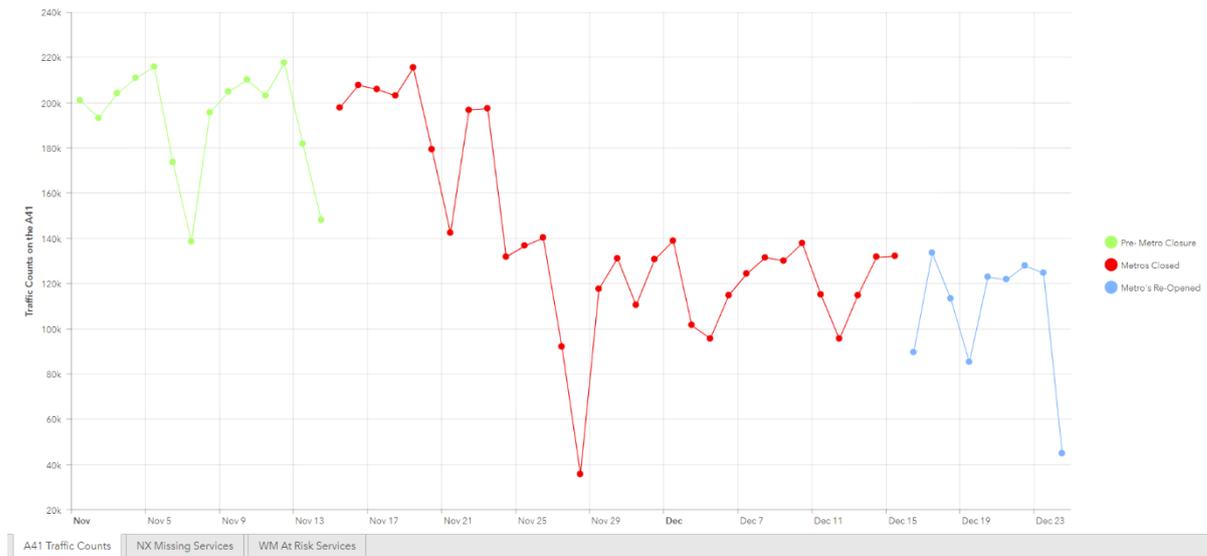
## Rail

3.11 The overall response was compounded by the number of at-risk rail services daily, this peaked on 11<sup>th</sup> December with 168 at risk services.

3.12 There was ticket acceptance across all services until 5<sup>th</sup> December, after which customers were advised to buy new tickets for the services they required. This was very helpful in alleviating the pressures on the wider transport network.

## Road

3.13 The A41 was the primary local road which was monitored during the response as it falls within the Metro corridor. Roadwork impacts and journey time performance were monitored and reported daily. The graph below summarises the traffic counts on the A41, prior to, during and post Metro closure.



3.14 Average daily traffic volume along the route peaked at just under 220,000 vehicles on 20<sup>th</sup> November during the closure. Interestingly, despite reports of substantial traffic volumes, the data shows a gradual decrease in traffic counts. Our interpretation is that this is due to the National work from home order, which was announced at the end of November, therefore decreasing traffic counts. It is important to note that if this had not been the case, and particularly given the data about the capacity of the bus services, this situation could have been a lot worse.

### RTCC

3.15 The Regional Transport Coordination Centre (RTCC) provided a valuable link with partners and particularly National Express during the response. The team continued to coordinate and monitor the network highlighting to partners the impacts on the corridor. They actively monitored and communicated the at-risk rail services on a daily basis and assisted with coordinating the ticket acceptance with National Express. The team also engaged actively with event venues to promote the various impacts to increase awareness to the public.

### Safer Travel Partnership

3.16 The Partnership supported the initial response and worked with local neighbourhood Police teams across the affected Metro stops in Birmingham assisting with patrolling the key locations. British Transport Police was also actively involved in providing operational support at key rail locations such as Wolverhampton Railway Station and Birmingham New Street, to support the increase in rail patronage.

### TDM and Communications response

3.17 The Travel Demand Management (TDM) team led the engagement with the business and education community during the closure. The team reviewed the key stakeholders who would be most affected by the Metro closure and used this as their contact list.

3.18 On Friday 12 November and Monday 15 November, the team phoned 71 businesses and educational establishments to notify them of the closure, ticket arrangements and advice for

students and staff on how to travel. Positive feedback was received from all sites on the notification and advance warning. However, due to the timing of confirmation of the closure on Friday 12 November, the education establishments were not able to be contacted until Monday 15 November, which did cause some negative feedback and frustration with the situation. This forms an important recommendation around timing of notifying stakeholders.

3.19 There were 781 sites contacted via email during the closure at 3 separate points: Announcement of closure (13<sup>th</sup> November), Update on ticket acceptance (23<sup>rd</sup> November), and on the return of services (Wednesday 15<sup>th</sup> December). The overall consistent messaging was specifically tailored for the schools and businesses.

### 3.20 Communications messaging

3.21 Our communications campaign was designed to inform users of the Metro about the impending shut down of services, as well as ensuring other public transport and road users were aware of the potential impact of the disruption to their journey. Designed around the four Rs, our focus was to encourage users to Retime their journey to even out demand, Remode to unaffected forms of transport and active travel options. We supported this by encouraging the Reduction or Removal of journeys where possible.

3.22 Communications were issued on social media, via the website and through press releases, all informed by cross-partner communications colleagues, with messaging agreed centrally ensuring one version of the truth.

3.23 Our social media campaign evaluation evidences that we achieved a total reach of 774.3k, 183.4k impressions, with the campaign generating a total of 663 clicks. There were 111 shares and retweets and we can see that the following was our most popular post:



## 4.0 What went well

### Coordinated approach

4.1 The key positive outcome was the benefit of a single multi-modal group for communication between internal teams and external partners such as Midland Metro Limited and British Transport Police. A single call with the working group, was an effective way of disseminating key information and feeding metrics into data analysis. Our established relationship with partners such as West Midlands Trains was important in creating a response that was effective.

### Consistent messaging

4.2 This coordinated approach resulted in consistent messaging across the communications from TfWM and MML. It created a clear message for customers wherever they sought their information.

### Positive feedback under pressing timescales

- 4.3 The response was well-received by affected stakeholders and refunds were successfully handled by the customer service team. Despite the concentrated timescales, and challenging elements including events at The Hawthorns and reduced train frequency, the closure did not result in consequences as significant as initially predicted.

#### Use of Data

- 4.4 The Metro disruption performance reporting was a useful tool, harnessing data from across TfWM, and external organisations. The project highlighted the benefits that data analysis can bring to better manage and communicate an unpredictable situation.

### 5.0 What didn't go so well?

#### Accessibility of Data

- 5.1 Given the important insights the data could provide, the response to the closure highlighted some issues and gaps. The lack of available data regarding bus passenger use was particularly difficult. Multiple manual processes were needed which required significant amount of information to be analysed or manually inputted. IT resilience could be improved to ensure data reporting can be completed quickly and easily during a rapidly evolving situation.

#### Resilient Ticketing

- 5.2 As a multi-modal response was needed, with existing Metro customers required to move to bus or rail, the response highlighted the need for ticket recognition on other modes. Other modes could not read Metro passes as the functionality was not activated and agreements with operators could be improved.

#### Targeting messaging

- 5.3 Our communications and messaging could have better addressed customers who bought ticket acceptance and there is a need to ensure education facilities are aware of the multiple ticketing products that are available to them.

### 6.0 Recommendations

- 6.1 There are a range of suggested recommendations shown in **Table 1 below**, mainly focused on improving our internal processes to ensure we are more prepared for future unexpected events requiring immediate actions. It is advised these recommendations are implemented and that this is coordinated by Network Resilience.

Theme	Recommendation
<b>Ticketing</b>	<ol style="list-style-type: none"> <li>1. Investigate opportunity of checking and using tickets across all modes at once i.e. for ticket acceptance. Infrastructure investment needed.</li> <li>2. Improve our understanding of where we have agreements and who makes sales i.e. Visibility of our sales channels, to include a register, key contacts of third-party sellers who sell our multi-modal products, e.g. Corporate scheme customers/corporate organisations.</li> </ol>

<b>Engagement and Communications</b>	<p>3. Ensure communications and engagement externally are coordinated at the earliest opportunity, if there is an opportunity to pre-warn of something happening then this would be appreciated by stakeholders.</p> <p>4. Ensure all stakeholders from all parts of the organisation are considered for all emergencies including Direct Debit customers, business and educational establishments and LEA contacts as well as schools. Where possible focus on Head offices for communications.</p>
<b>Data</b>	<p>5. Ensure data dashboards are built in advance for areas of potential disruption and allow for resourcing to build these and then manage these daily during a disruption.</p> <p>6. Develop a standard reporting metric template (linked to dashboards)</p>
<b>Unplanned event requiring immediate action provision</b>	<p>7. Developing a plan for implementing alternative transport for unplanned event requiring immediate action. Ensure major events during a disruption are incorporated into additional capacity provision discussions – how can this enable additional services/modes? What might need to be the situation to enact additional capacity provision?</p> <p>8. Developing a formal process for approval of a pot of money; a form to complete outlining the unplanned event/fund available/what will the fund do/sign off required. Need to ensure recorded cost is captured and appropriate procedures are followed.</p> <p>9. Formalise a team who will be the response team to any future unplanned events requiring immediate action – use the team who responded to Midland Metro, suggest adding Anna Sirmoglou to this team to ensure the impacts on vulnerable and disabled communities are better considered.</p>
<b>TDM</b>	<p>10. Ensure a TDM strategy is developed for Midland Metro line 1 to enable a more proactive approach in the future to mitigation advice and the stakeholders involved. TDM and Communications team to work together to form the messaging using the information in the strategy.</p>
<b>Lessons learnt</b>	<p>11. Ensure relevant post disruption processes are in place e.g. feedback from TDM team on feedback from schools and colleges/customer experience is provided to the relevant team and used to evaluate internal processes.</p>

## 7.0 Next steps

7.1 A Travel Demand Management (TDM) Strategy is underway led by the TDM team to develop a formal strategy to better understand the baseline position and data available. This Strategy will then outline a proactive approach to dealing with potential future scenarios across Midland Metro Line 1 focused around TDM, engagement, communications and mitigations. This strategy is being put together as part of conversations with teams across TfWM.

7.2 In addition to this, the Key Route Network team are putting together a report to summarise the data gathered from the Metro closure and what we can learn from this which will be completed by the end of March 2022.

## **8.0 Financial Implications**

- 8.1 There are no direct Financial Implications arising regarding the recommendations as set out in the report. However, following the implementation of the recommendations, there will likely be financial implications to consider, which will need to be investigated as part of the implementation of these recommendations.

## **9.0 Legal implications**

- 9.1 There are no direct legal implications arising regarding the recommendations set out in the report. However, following the implementation of the recommendations, there may be legal implications to consider, which will need to be investigated as part of the implementation of these recommendations.

## **10.0 Equalities implications**

- 10.1 The proposed recommendations will help to support a better customer experience for our passengers, better connectivity and improve the transport network, with a subsequent positive equality impact.

## **11.0 Geographical Area of Report's Implications**

- 11.1 The report focuses on the Midland Metro Line 1 area; Wolverhampton to Birmingham City Centre (Bull Street/Grand Central). However, this encompasses passengers from across the West Midlands region and therefore a wider travel to work area.

## **12.0 Other Implications**

- 12.1 There are no other implications.

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## WEST MIDLANDS COMBINED AUTHORITY FORWARD PLAN: JUNE 2022 - MARCH 2023

Title of Report	Summary of purpose and recommendations	Lead Portfolio Holder	Lead Officer	Confidential	Category
<b>Meeting 10 June 2022</b>					
<b>Levelling Up White Paper</b>	<p><b>Purpose:</b> To provide an update on the last work being undertaken in support of the WMCA's Trailblazer Devolution Deal.</p> <p><b>Recommendation(s):</b></p>	n/a	Ed Cox	No	Governance
<b>Overview &amp; Scrutiny Committee Annual Report 2021/22</b>	<p><b>Purpose:</b> To receive the annual report setting out the activity of Overview &amp; Scrutiny during 2021/22.</p> <p><b>Recommendation(s):</b> To note the report.</p>	n/a	Satish Mistry	No	Governance
<b>WMCA Aims &amp; Objectives Six-Monthly Review</b>	<p><b>Purpose:</b> To consider the outcome measures of the WMCA's Aims &amp; Objectives agreed in November 2021.</p> <p><b>Recommendations(s):</b></p>	n/a	Laura Shoaf	No	Governance
<b>Financial Monitoring 2022/23</b>	<p><b>Purpose:</b> To outline the latest financial position of WMCA and provide an update on any current financial matters affecting WMCA.</p> <p><b>Recommendation(s):</b></p>	Cllr Bob Sleigh	Linda Horne	No	Finance



Title of Report	Summary of purpose and recommendations	Lead Portfolio Holder	Lead Officer	Confidential	Category
<b>Meeting July 2022</b>					
<b>Levelling Up White Paper</b>	<b>Purpose:</b> To provide an update on the last work being undertaken in support of the WMCA's Trailblazer Devolution Deal.  <b>Recommendation(s):</b>	n/a	Ed Cox	No	Governance
<b>Financial Monitoring 2022/23</b>	<b>Purpose:</b> To outline the latest financial position of WMCA and provide an update on any current financial matters affecting WMCA.  <b>Recommendation(s):</b>	Cllr Bob Sleigh	Linda Horne	No	Finance
<b>Meeting September 2022</b>					
<b>Levelling Up White Paper</b>	<b>Purpose:</b> To provide an update on the last work being undertaken in support of the WMCA's Trailblazer Devolution Deal.  <b>Recommendation(s):</b>	n/a	Ed Cox	No	Governance
<b>Financial Monitoring 2022/23</b>	<b>Purpose:</b> To outline the latest financial position of WMCA and provide an update on any current financial matters affecting WMCA.  <b>Recommendation(s):</b>	Cllr Bob Sleigh	Linda Horne	No	Finance



Title of Report	Summary of purpose and recommendations	Lead Portfolio Holder	Lead Officer	Confidential	Category
<b>Meeting November 2022</b>					
<b>Levelling Up White Paper</b>	<b>Purpose:</b> To provide an update on the last work being undertaken in support of the WMCA's Trailblazer Devolution Deal.  <b>Recommendation(s):</b>	n/a	Ed Cox	No	Governance
<b>WMCA Aims &amp; Objectives Annual Review</b>	<b>Purpose:</b> To review the WMCA's Aims & Objectives previously agreed in November 2021.  <b>Recommendations(s):</b>	n/a	Laura Shoaf	No	Governance
<b>Financial Monitoring 2022/23</b>	<b>Purpose:</b> To outline the latest financial position of WMCA and provide an update on any current financial matters affecting WMCA.  <b>Recommendation(s):</b>	Cllr Bob Sleigh	Linda Horne	No	Finance
<b>Meeting January 2023</b>					
<b>Draft WMCA Budget 2023/234</b>	<b>Purpose:</b> To approve the WMCA's draft 2023/24 budget for consultation.  <b>Recommendation(s):</b>	Cllr Bob Sleigh	Linda Horne	No	Finance



Title of Report	Summary of purpose and recommendations	Lead Portfolio Holder	Lead Officer	Confidential	Category
<b>Financial Monitoring 2022/23</b>	<b>Purpose:</b> To outline the latest financial position of WMCA and provide an update on any current financial matters affecting WMCA. <b>Recommendation(s):</b>	Cllr Bob Sleigh	Linda Horne	No	Finance
<b>Meeting February 2023</b>					
<b>WMCA Budget 2023/234</b>	<b>Purpose:</b> To approve the WMCA's 2023/24 budget. <b>Recommendation(s):</b>	Cllr Bob Sleigh	Linda Horne	No	Finance