



## Transport Scrutiny Sub-Committee

**Date:** Thursday 24 November 2022

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

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

### Membership

Councillor Cathy Bayton (Chair)	Association of Black Country Authorities
Councillor Chaman Lal (Vice-Chair)	Birmingham City Council
Councillor Martin McCarthy	Solihull Metropolitan Borough Council
Councillor Barbara McGarrity	City of Wolverhampton Council
Councillor Karen Simms	Sandwell Metropolitan Borough Council
Councillor Rupinder Singh	Coventry City Council
Councillor Vera Waters	Walsall Metropolitan Borough Council
Councillor Mark Westwood	Dudley 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)

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# 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 - 8 September and 13 October 2022	Chair	1 - 8
5.	Matters Arising	Chair	None
6.	Bus Service Improvement Plan Implementation (Report submitted to Transport Delivery Committee on 10 October)	Pete Bond	9 - 182
7.	West Midlands Bus Network - January 2023 (Report submitted to Transport Delivery Committee on 10 October)	Pete Bond	183 - 204
8.	Bus Delivery Monitoring (Report submitted to Transport Delivery Committee on 14 November)	Pete Bond	205 - 222
9.	Commonwealth Games 2022 - Lesson Learned in Transport	Graham Jones	223 - 226
10.	Work Programme (a) Transport Scrutiny Sub-Committee (b) WMCA Board Forward Plan	Chair	227 - 234
<b>Item of Private Business</b>			
11.	Exclusion of Public and Press [In accordance with s100(A) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business as it is likely to involve the disclosure of exempt information as specified in the paragraphs of the Act.]	Chair	None

12.	West Midlands Bus Network - January 2023 (Confidential appendix 2 relating to agenda item number 7)	Pete Bond	235 - 238
<b>Date of Next Meeting</b>			
13.	Thursday 15 December 2022 at 10.00am Members are invited to the Mayoral Q&A on the proposed draft budget 2023/24 with Overview & Scrutiny Committee.  Thursday 12 January 2023 at 2.00pm - Transport Scrutiny Sub-Committee.	Chair	None

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West Midlands  
Combined Authority

## Transport Scrutiny Sub-Committee

Thursday 8 September 2022 at 10.00 am

### Minutes

#### Present

Councillor Cathy Bayton (Chair)  
Councillor Chaman Lal  
Councillor Martin McCarthy  
Councillor Barbara McGarrity  
Councillor Karen Simms  
Councillor Rupinder Singh  
Councillor Vera Waters

Association of Black Country Authorities  
Birmingham City Council  
Solihull Metropolitan Borough Council  
City of Wolverhampton Council  
Sandwell Metropolitan Borough Council  
Coventry City Council  
Walsall Metropolitan Borough Council

#### In Attendance

Carl Beet  
Dan Essex  
Chris Lane  
Lyndsey Roberts  
Anne Shaw

Head of Strategy and Intelligence  
Governance Services Manager  
Head of Transport Innovation  
Scrutiny Officer  
Executive Director of Transport for West  
Midlands  
Programme Mitigation Manager

Colin Whitehouse

#### Item Title No.

#### 65. Apologies for Absence

An apology for absence was received from Councillor Mark Westwood (Dudley).

#### 66. Chair's Remarks

##### (a) Attendance at Meetings

The Chair highlighted the importance of member attendance at meetings and agreed to write to those members that had not attended a meeting so far this year.

#### 67. Appointment of Vice-Chair

The appointment of the Vice-Chair was the responsibility of the Transport Scrutiny Sub-Committee and had to be a member from a different political group to the Mayor. The Chair proposed that Councillor Chaman Lal be appointed as Vice-Chair of this sub-committee.

Resolved:

Councillor Chaman Lal be appointed as Vice-Chair of the Transport Scrutiny Sub-Committee for 2022/23.

**68. Minutes - 14 July 2022**

The minutes of the meeting held on 14 July 2022 were agreed as a correct record.

**69. Matters Arising**

**(a) Progress Report on Transport Governance Review**

The Chair reported that work on the Transport Governance Review continued, and that she had been asked for her views on the transport governance arrangements, which would be fed into the ongoing review.

**70. Dudley - Brierley Hill Transport Scrutiny Sub-Committee Metro Briefing Note**

The sub-committee considered a report of the Executive Director of Transport for West Midlands that addressed the concerns raised at the last meeting by a member of the public regarding the Wednesbury - Brierley Hill metro extension.

It was recognised that whilst the revised route, as proposed, could lower costs for the Wednesbury - Brierley Hill extension, it would not directly stop at Merry Hill and The Waterfront, which would have an impact on patronage and the overall viability of the scheme.

Members discussed and shared comments on the current works being undertaken along the Wednesbury - Dudley route, observations of Metro Line 1 and future extensions, compulsory and voluntary purchase orders of residential properties, funding options and the implication of inflationary rises.

In addition to the delivery of the metro extension, members stressed the importance for the provision of parking facilities to discourage indiscriminate parking. In relation to Dudley Port, the Executive Director of Transport for West Midlands agreed to liaise with Councillor Karen Simms directly with regards to the proposals to improve the facilities in this area.

Resolved:

(1) That officers be thanked for the comprehensive report; and

(2) The report be noted.

**71. Walking and Cycling Index Report**

The sub-committee considered a report of Ridhi Kalaria, Sustrans on the Walking and Cycling Index

The Walking and Cycling Index supported leaders of cities and towns to understand and improve walking, wheeling and cycling across the UK and Ireland. It was the biggest ever survey of walking, wheeling and cycling in 18 urban areas across these countries. Since their first report in 2015, the data had informed policy decisions, justified investment and enabled cities to develop more ambitious action plans for walking, wheeling and cycling.

Members noted the key messages that had arisen from the report, which had indicated a desire for a cleaner, safer, better connected, sustainable and a cheaper way to travel. Members shared comments with regards to the physical and mental benefits of walking, wheeling and cycling, the operation of school streets schemes, pavement parking and the issues associated to this, Local Traffic Note 120, the Local Transport Plan, cycle lanes and funding for active travel schemes.

Resolved:

The report be noted.

**72. Connected and Automated Mobility in the West Midlands**

The sub-committee considered a report of the Director for Policy, Strategy & Innovation that provided an overview of the connected and automated mobility (or self-driving) eco-system in the West Midlands, including what was happening now and potential for the future.

The West Midlands had become a springboard for real-world future mobility technologies and services provided either directly through Transport for West Midlands or through partners in the region.

The sub-committee welcomed the report and the collaborations with WMG at the University of Warwick and local authorities within the region, which had generated public and private investment in autonomous vehicles and associated services in the West Midlands.

The Head of Transport Innovation provided an overview of the work being undertaken to manage the relationship between other road users and autonomous vehicles, public perception, public safety, innovational testbed projects, sustainability of funding and the digitalisation of the road network.

Resolved:

That the progress being made be noted.

**73. Travel Demand Management Programme Update**

The committee considered a presentation from the Programme Mitigation Manager that provided an overview of the Travel Demand Management programme.

Transport for West Midlands demand management approach recognised that customers could make intelligent decisions given the right information. A key focus of the approach was targeting business sites around prime areas of disruption, providing advice and support to enable them to mitigate impacts of congestion and disruption.

Resolved:

The presentation be noted.

**74. Work Programme**

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

The committee proposed a number of items of business to be considered at future meetings, including the bus service improvement plan, mobility hubs, progress on the delivery of new railway stations, transport going forward and the city regions sustainable transport settlement line one business case. The Chair agreed to discuss these items further with the Executive Director of Transport for West Midlands.

Resolved:

The work programme be noted.

**75. Date of Next Meeting**

Thursday 13 October at 10:00am (Q&A Transport Policy matters)

The meeting ended at 12:00pm.



**Transport Scrutiny Sub-Committee**

**Thursday 13 October 2022 at 10.00 am**

**Minutes**

**Present**

Councillor Cathy Bayton (Chair)  
Councillor Chaman Lal (Vice-Chair)  
Councillor Martin McCarthy  
Councillor Barbara McGarrity  
Councillor Rupinder Singh  
Councillor Vera Waters

Association of Black Country Authorities  
Birmingham City Council  
Solihull Metropolitan Borough Council  
City of Wolverhampton Council  
Coventry City Council  
Walsall Metropolitan Borough Council

**In Attendance**

Dan Essex  
David Harris  
Lyndsey Roberts  
Anne Shaw

Governance Services Manager  
Transport Strategy & Place Manager  
Scrutiny Officer  
Executive Director of Transport for West  
Midlands  
Portfolio Lead for Transport

Councillor Ian Ward

**Item Title  
No.**

**76. Welcome and Introductions**

The Chair welcomed the Portfolio Lead for Transport and members of the sub-committee to the meeting that would focus on transport policy-related matters.

**77. Apologies for Absence**

Apologies for absence were received from Councillor Karen Simms (Sandwell) and Councillor Mark Westwood (Dudley).

**78. Portfolio Lead for Transport's Opening Statement**

The Portfolio Lead for Transport provided an opening statement that focussed on the budgetary pressures being faced by Transport for West Midlands during 2022/23 and 2023/24 and the impact that the short and medium-term financial pressures were expected to have on the delivery of Transport for West Midlands services.

**79. Questions to the Portfolio Lead for Transport**

The sub-committee pursued a number of general lines of enquiry with the Portfolio Lead for Transport, including financial challenges and their impact on capital projects, concessions to help with the cost of living pressures, the effectiveness of the processes to hold bus operators to account and meeting the WMCA's net zero carbon objectives.

In relation to the delivery of the Wednesbury - Brierley Hill metro extension, the Portfolio Lead for Transport explained the funding pressures to deliver the scheme and whilst it was recognised that funding had been secured for the delivery of phase one of the scheme (Wednesbury - Dudley), it was understood that additional funding was being sought to deliver phase two (Dudley - Brierley Hill).

The Portfolio Lead for Transport explained how he considered the WMCA to spend resources more effectively than if it was undertaken by the Government. He suggested that the Transport Scrutiny Sub-Committee could review how funding devolved by the Government to deliver the Bus Service Improvement Plan and the transport projects identified as part of the City Region Sustainable Transport Settlement was currently being spent and whether it demonstrated better value for money than if the funds were retained and managed by the Government.

With regards to the funding challenges and the impact that this may have on the delivery of the Local Transport Plan, it was noted that due to higher interest rates and the effect that this had on the cost of borrowing, there was a need to review the contents of the plan. Whilst recognising the challenges and financial pressures of the local authorities, the sub-committee emphasised the importance of achieving modal-shift for the West Midlands to achieve its target of becoming net-zero by 2041.

In relation to the WMCA achieving its net-zero target, the Government had allocated funding to help authorities to introduce zero-emission buses and the infrastructure needed to support these. In addition, there were a number of schemes that were being trialled or delivered throughout the West Midlands that contributed towards meeting this net-zero target.

The sub-committee sought the views of the Portfolio Lead for Transport with regard to the Enhanced Bus Partnership scheme. The Portfolio Lead for Transport considered the scheme to be effective, which allowed the WMCA to require bus operators to meet a number of quality obligations. Members shared their views on the level of control and influence that Transport for West Midlands had on the bus network, the need for behaviour change, the importance of enhancing the customer experience and having a safe and reliable bus service and the collection of patronage data and performance information.

The concerns and the experiences of local residents regarding cross-boundary travel and the cost of ticketing for young people were brought to the attention of the Portfolio Lead Member for Transport. Whilst it was recognised that supported travel schemes operated differently within different areas, Transport for West Midlands did engage with boundary authorities and discussed ways to incentivise and support local assisted transport policies for young people.

The sub-committee enquired about the enquiry into the lengthy closure of the Midland Metro service last year due to vehicle defects and were keen to understand the lessons learnt. The Portfolio Lead for Transport explained that he was not aware of an enquiry and in terms of public events, Transport for West Midlands always sought the advice of the West Midlands Police with regards to the operation of services and public safety. The Governance Services Manager undertook to clarify the reviews that had taken place in the aftermath of the tram closure.

Recommended:

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

**(1) Commonwealth Games**

Members welcomed the success of the Birmingham 2022 Commonwealth Games and the free public transport provided to those people that had purchased a ticket for the events. The sub-committee also looked forward to receiving a report on the lessons learnt, and whether it had met its objective of being the greenest Commonwealth Games held.

**(2) 'Resource vs Ambition'**

Funding pressures were recognised and the necessity for difficult decisions to be made. 'Resources vs ambition' seemed to be a consistent theme throughout the responses received from the Portfolio Lead.

**(3) Cross Boundary travel for school-aged children**

Whilst the challenges of cross boundary travel were recognised, the WMCA should engage with non-constituent authorities to seek an agreement where possible with regard to cross boundary travel for young people, to enable a more affordable and seamless journeys to school.

The WMCA should also lobby the Government for better concessions for young people, similar to the concessionary bus pass scheme for older people.

The appropriate bodies to be brought together to discuss what could be done collaboratively to improve the supported transport system for students in terms of cross boundary travel.

**(4) WMCA - Value for Money**

Whilst members recognised the work of the WMCA, it was considered that further work should be undertaken to demonstrate to the Government and members of the public that the WMCA achieved excellent value for money in its spending of devolved funding.

**80. Date of Next Meeting**

The next meeting of the sub-committee be held on Thursday 10 November 2022.

[The meeting ended at 12:00pm]



## Transport Delivery Committee

<b>Date</b>	10 October 2022
<b>Report title</b>	Bus Service Improvement Plan Implementation
<b>Portfolio Lead</b>	Councillor Ian Ward
<b>Accountable Chief Executive</b>	Laura Shoaf, Chief Executive, West Midlands Combined Authority Email: <a href="mailto:laura.shoaf@wmca.org.uk">laura.shoaf@wmca.org.uk</a> Tel: (0121) 214 7444
<b>Accountable Employee</b>	Pete Bond, Director of Integrated Transport Services, Transport for West Midlands Email: <a href="mailto:pete.bond@tfwm.org.uk">pete.bond@tfwm.org.uk</a>
<b>Report has been considered by</b>	STOG, STB Discussion at TfWM LT

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

### Transport Delivery Committee is recommended to:

- 1) Endorse the proposed approach and activities set out to enable effective implementation of the Bus Service Improvement Plan, recognising the detailed delivery arrangements will be subject to agreement with bus operators
- 2) Endorse the proposal to adopt bus service registration powers from 1<sup>st</sup> January 2023 to align with the proposed amendment of the Enhanced Partnership to include the introduction of route requirements within the West Midlands on or after this date.
- 3) Approve Enhanced Partnership variation 002
- 4) Note the intent to revoke existing Advanced Quality Partnership Schemes given they will be superseded by a further updated EP (variation 003) later this year, and approve public consultation to facilitate this

## 1. Purpose

To provide an update on the delivery of the West Midlands Bus Service Improvement Plan (BSIP) in the context of wider challenges faced in the bus market and seek approval to make variation 002 of the region's Enhanced Partnership Scheme.

## 2. Background

- 2.1 In 2021 Transport Delivery Committee approved submission of the West Midlands Bus Service Improvement Plan (BSIP). All Transport Authorities were required to submit BSIPs to government in Autumn 2021 in response to the National Bus Strategy, setting out ambitious plans to transform the delivery of bus services in the region. All BSIPs were assessed by the DfT and in February 2022 TfWM was indicatively advised that it was one of 31 Authorities who's plans would be funded by Government, with £87.858m secured to support delivery.
- 2.2 This funding was confirmed in August 2022 and TfWM advised this would be phased over three years:

Financial Year	Funding
2022/23	£18,352,626
2023/24	£36,686,987
2024/25	£32,818,147
<b>Total:</b>	<b>£87,857,760</b>

The 2022/23 allocation will be received following satisfactory responses to a number of detailed clarifications received from the DfT which at time of writing are currently being worked through, and the making of the EP scheme variation 002. Future years' allocations will be dependent upon TfWM demonstrating to the DfT that it has made effective progress in delivery against BSIP commitments.

- 2.3 The Bus Service Improvement Plan (appendix 1), includes many far-reaching commitments that TfWM, Local Authorities and bus operators will work together to deliver. Underpinning this will be a statutory Enhanced Partnership Scheme, which will place binding commitments on partners to adhere to measures within the Scheme. The existing Scheme was implemented in June 2021, specifically covering the A34/A45 Sprint route. An EP scheme variation 001 following the expiry of the Birmingham Advanced Quality Partnership Scheme (AQPS) was made in June 2022, and will be varied (variation 002) to include the committed improvements across the wider network for the BSIP Funding. The updated scheme has been subject to close partnership working and detailed negotiation with bus operators and Local Authorities and is current being formally approved through individual Local Authorities' own governance processes. Formal approval is also required by Transport Delivery Committee. The latest proposed document is included in Appendix 2 and the version submitted to the DfT was published on the [TfWM website](#) in June 2022 for comment.

## **Ticket Simplification**

- 2.4 A key deliverable within the BSIP is for an extensive ticket incentivisation programme, intended to provide free or reduced priced travel for a wide range of groups in order to promote bus use, grow patronage and reduce reliance on cars. More details of these proposals are included in Appendix 3. Bus ticketing is currently complex and each operator has their own suite of tickets. The multi-operator 'nBus' ticket enables passengers to use all operators' services in the region but has an associated price-premium so usage is limited. The complexity of ticketing can lead to difficulties in promoting clear, consistent messaging about bus fares to users and this acts as a barrier to use, particularly for those not currently familiar with bus use which the incentivisation schemes will primarily be aimed at.
- 2.5 In order to address this, the BSIP commits to the removal of the price-premium on the multi-operator nBus ticket, such that the price will be reduced to mirror that of single-operator tickets. As a result, this is likely to result in the removal of many operators' individual ticket products and simplify ticketing across the region significantly. Effectively nBus will replace the majority of operators' own day tickets and season tickets and allow for much clearer messaging. It is proposed to implement this in January 2023.

## **Managing the Network**

- 2.6 A potential consequence of this might be a significant influx of on-the-road competition as operators seek opportunities to benefit from the high numbers of passengers that will have tickets that can be used on any bus. Whilst competition is healthy and necessary in a thriving deregulated environment this may lead to a degree of 'over-bussing' on some routes, with consequential environmental impact and destabilisation of the network. Discussions are ongoing with operators to establish how this can be mitigated, maintaining opportunities for competition whilst limiting adverse consequences through implementation of 'route requirements'. This is the process in which limits would be placed on the number of buses that can use certain stops.
- 2.7 In order to legally implement route requirements, the Bus Services Act 2017 requires TfWM to acquire bus registration powers from the Traffic Commissioner. There are a number of benefits to this which mean TfWM would be able to:
- ensure service standards and route requirements, set out in the West Midlands BSIP, are met by bus operators
  - enable better use of local knowledge within TfWM as opposed to the national body of the Traffic Commissioner. TfWM officers will be better able to scrutinise registrations as they come in allowing prompt action where needed for non-compliance with the Enhanced Partnership.
  - allow for a longer period of notice ahead of service changes to better update publicity and information. TfWM can also enforce the conditions by which short notice applications are received to ensure that operators only submit these as a last resort.
  - Provide reassurance that the services formally registered align with those previously agreed with TfWM during any service consultation stage.
- 2.8 Further detail on the proposal to acquire registration powers, including cost and resource implications is included in Appendix 4.

- 2.9 Given the detail to enable the removal of the nBus premium and route requirements is still being developed it is proposed that these be included within a further iteration of the Enhanced Partnership Scheme (variation 003). This will also include proposals for a Customer Charter and a further report will be brought to TDC for approval in November 2022.
- 2.10 Legislation does not enable a geographical area to be covered by both an Enhanced Partnership and an Advanced Quality Partnership Scheme (AQPS). Central Wolverhampton and central Solihull both have an AQPS in place so are not currently covered by the Enhanced Partnership Scheme. Legislation only permits TfWM to take on registration powers for services that operate wholly within an EP area. Therefore, to facilitate TfWM acquiring powers for the whole region it is proposed to revoke the AQPS schemes in Wolverhampton and Solihull and transition the content into the Enhanced Partnership scheme. Formal consultation is required to enable this and it is proposed to implement this change within variation 003 of Enhanced Partnership Scheme.

## **Network Review**

- 2.11 Whilst the BSIP is intended to bring about transformational improvement, this is against a backdrop of challenging times for bus operators as outlined in another report to this committee on the proposed bus Network Review. Government have been clear that funding provided through the BSIP cannot be used to prop up services which the network review may propose will be withdrawn. The initiatives included within the BSIP (such as the ticket incentive scheme) are planned to generate additional patronage which will increase the profitability of services in the longer term but this funding cannot be used to directly increase the bus subsidy budget.

## **Programme**

- 2.13 Summarised below are the key activities associated with the delivery of the BSIP, and there are critical dependencies associated with many of these, as outlined in the report:

### **By 1st January 2023**

- Complete a region-wide Network Review
- 'Bonfire of Bus Tickets' – significant simplification of region's bus tickets
- Fares freeze (ongoing and started in April 2022)
- Passenger incentive programme
- Maximum frequencies on services (through Bus Services Act 2017 legislation)
- Registration powers from Traffic Commissioner
- Termination of remaining AQPS agreements in the region and absorbed into EP
- Appoint 9 additional TCSO's to improve safety and security across the network.

### **Activities to follow after 1st January 2023** *(not detailed within this report)*

- Customer charter
- Additional services procured aligned with BSIP commitments
- Monitoring and performance improvements

### **3. Financial Implications**

- 3.1 The confirmed available budget allocation of £87.858m and its phasing across the 3 Financial Years has been outlined in paragraph 2.2 of this report. The budget has been allocated across a number of workstreams designed to have the maximum impact for the customer. These include a fares freeze, the funding of an incentivisation programme by providing simplified and discounted tickets, additional service support for the network and targeted promotional activity.
- 3.2 The WMCA will be required to report back on progress to the DfT on a regular basis to demonstrate that the money is providing value for money and is meeting the aspirations of the fund. In addition, budget has been allocated to introduce a customer charter to set out what can be expected from the programme and there will be ongoing monitoring and evaluation to ensure that the funding is meeting agreed objectives.

### **4. Legal Implications**

- 4.1 The legal implications are included within the report. As has been identified in Appendix 4 of the supporting information, a Bus Registration Appeals process will need to be established which will involve elected members considering appeals by bus operators against cancellations or enforcement action. Details of this will be reported to the TDC in November.

### **5. Equalities Implications**

- 5.1 An Equality Impact Assessment on the BSIP identified key equality, inclusion and access considerations. These have been embedded within action planning and within the BSIP strategy document. Bus is the main mode of travel for some of the most deprived/disadvantaged communities in the region and the plan proposals are likely to have overall positive impact on different protected characteristics including people from lower socio-economic backgrounds (e.g., through schemes such as ticket incentivisation). Individual BSIP proposals will go through additional impact assessments at design and development stage. The Enhanced Partnership Scheme has also been amended to include enhanced provisions that are likely to have positive impact on bus users. Finally, given the external climate, there are significant equality and access risks as a result of potential reduction in network coverage. Network reviews will need to undergo extensive equality impact to help identify relevant considerations. While Ring and Ride may be able to help mitigate negative impact, the core function of Ring and Ride (supporting disabled people unable to use public transport) cannot be compromised

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

This report impacts on all seven constituent districts of the Combined Authority.

### **7. Schedule of Background Papers**

Appendix 1 – West Midlands Bus Service Improvement Plan  
Appendix 2 – West Midlands Enhanced Partnership Scheme Draft (Variation 002)  
Appendix 3 – BSIP Ticketing Incentive Scheme  
Appendix 4 – Details of proposals to acquire bus registration powers

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# Bus Service Improvement Plan

Publication date:  
5 November 2021

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Transport for  
**West Midlands**



**West Midlands**  
Combined Authority

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**Mayor of the West Midlands  
Andy Street**



**Portfolio Leader for Transport  
Cllr Ian Ward**

The West Midlands does not grow without bus. Buses are the most essential part of our public transport network, reaching into all corners of our communities, towns, and cities. Across the West Midlands, they enable access to jobs, health, education, retail and leisure, as well as connecting people through affordable transport. The bus network is an essential integrator to our rail and metro and important as we decarbonise transport.

Excellent bus services are pivotal in delivering a transport system that the region can be proud of, and our Bus Service Improvement Plan sets out how we intend to deliver that. In the West Midlands 4 out of every 5 public transport journeys were taken by bus before Covid 19 hit in early 2020. Whilst the West Midlands Bus Alliance has worked extensively to develop a collaborative approach to delivering better bus services, so much more is yet to be done to ensure that bus operators, local authorities, and other partners can achieve the ambitions of the West Midlands Vision for Bus, much of which is echoed by the Government's National Bus Strategy Bus Back Better, to achieve a truly integrated network that is relevant and attractive for residents and visitors.

Bus Back Better has set out the leading role that it expects Local Transport Authorities to take and has asked us to match the Government's ambition for buses, in which we stand ready to play our part, trusting in the Government

commitment to put LTAs at the heart of leading the recovery in public transport.

Buses matter to our residents, our employers, our workers, and our visitors. To support this we will use our Bus Alliance to bring about;

- Better Buses – with more zero emission buses
- Better Journeys – through an enhanced network with more bus priority
- Better Fares – by keeping the lowest, simplest fares in England

We have put the customer at the heart of our ambition and will raise the profile of their voice to deliver Better Buses, Better Journeys and Better Fares.

We will deliver Better Buses - with 750 more zero emission buses by 2025 and the fastest region to 100% zero emission by 2030.

We will build Better Journeys - through an additional 106km of bus priority that supports a cross city and cross regional levelling up network of enhanced services, where Real Time Information, physically or virtually, will be able at every stop.

We will maintain Better Fares - with contactless payment across all operators' services to ensure best value for our customers.

# Introduction

“

**A world-class integrated, reliable, zero emission public transport system providing inclusive travel all across the West Midlands.**

**With excellent customer service and simple payment and ticketing options.**

**Customers will be able to make easy and safe door-to-door journeys, benefiting from new innovative transport solutions that meets the needs of a modern and diverse 21st Century economy, reducing the reliance on private single occupancy car journeys.**

”

This prospectus sets out the West Midland Combined Authority’s (WMCA) proposed Bus Service Improvement Plan (BSIP) programme of bus investment – to be delivered through our award-winning West Midlands Bus Alliance with Transport for West Midlands (TfWM), our local bus operators and our constituent Local Authorities.

The West Midlands is currently seeing one of the largest planned investments in fixed-line public transport infrastructure anywhere in the world, with £160 million on our first Sprint Bus Rapid Transit route and £1.05 billion through our City Region Sustainable Transport Settlement (CRSTS). This is in addition to HS2, which includes two new stations for our region. Ensuring buses are at the heart of an integrated network will be critical and will boost the current bus ridership in support of the region’s economic recovery.

This BSIP sets out our plans for continued investment to level up the West Midlands.

We will have **Better Buses** to cut carbon dependency and be the fastest to a 100% zero emission bus fleet.

We will create **Better Journeys** to tackle congestion with a massive 106km increase in bus priority, speeding up buses and making them reliable as part of a new cross-city and cross-regional bus network.

We will remove complication in ticketing to deliver **Better Fares**, simplifying our ticket range and keeping the lowest bus fares in England.

BSIP investment in the West Midlands, will provide a blueprint for how integrated urban transport systems should function and support inclusive economic growth and productivity. We are in a totally unique position to deliver this.

# Part A: The Current Situation

5

## Economic context and the importance of bus

This West Midlands BSIP covers the area of the WMCA, as defined in the WMCA Constitution. The WMCA as geographically defined is made up of the 7 constituent local authority areas of Birmingham City Council; Coventry City Council; Dudley Metropolitan Borough Council; Sandwell Metropolitan Borough Council; Solihull Metropolitan Borough Council; Walsall Metropolitan Borough Council and the City of Wolverhampton Council. The WMCA has responsibility for working with the constituent local authorities to make the region a better place and is best placed to make the right decisions for the region and this area.

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The largest Mayoral Combined Authority in the country



2.5% annual growth between 2010 – 2018



Home to 3 million residents



¼ residents aged under 19



Supporting 91,150 businesses which employ 1.3 million people



440,000 additional people by 2035



£70.3 billion GVA per annum



215,000 additional homes by 2030



Buses carried 4 of every 5 trips by public transport in the region pre-Covid.



Investing in buses in the West Midlands is an investment in levelling up our economy.



Buses are the integrator of our transport network and working collaboratively for a single integrated system is essential for the whole network to succeed.

## Economic context and the importance of bus

Strong transport connectivity is vital to the economic prosperity of our region, supporting the productivity and growth of our key strategic sectors, as well as providing our most deprived communities with improved access to economic opportunities.



Largest bus network in England (outside London)



248 million boardings in 2019/20



Over 300 bus routes



2,000 buses



12 managed bus stations

The region's bus network has an indisputable, but often undervalued, role in our transport system. It reaches every corner of our region, providing an essential mobility service to access employment, education, leisure and other key facilities as well as providing integration with other transport. Buses are the modern day workhorse of our public transport system performing a key role in serving low demand areas in the region and for specialised travel demand patterns from socially excluded groups.

WMCA believe that buses are going to be integral to supporting the post-pandemic recovery and achieving wider policy goals such as decarbonisation and supporting behavioural change.

As we recover from the Covid pandemic, bus will play a key role in supporting access to jobs, promoting inclusive economic growth, levelling up the region and helping to achieve #WM2041 environmental goals.

In the short-term, with revenue support, the bus network is flexible enough to adapt to changing travel patterns and drive the return in travel demand, providing critical connections to jobs, housing and education, to Build Back Better.



## Alignment with vision and policy

The West Midlands is well-placed to capitalise on the economic opportunity presented by further investment in our bus network through the BSIP.

We have been developing a series of long-term strategic plans setting out our ambitions for sustainable and inclusive growth. These policy documents – including our emerging Local Transport Plan (LTP), TfWM's Strategic Vision for Bus, and #WM2041 – complement and build upon the wider bus policy agenda of Government.

### National Bus Strategy for England “Bus Back Better” objectives

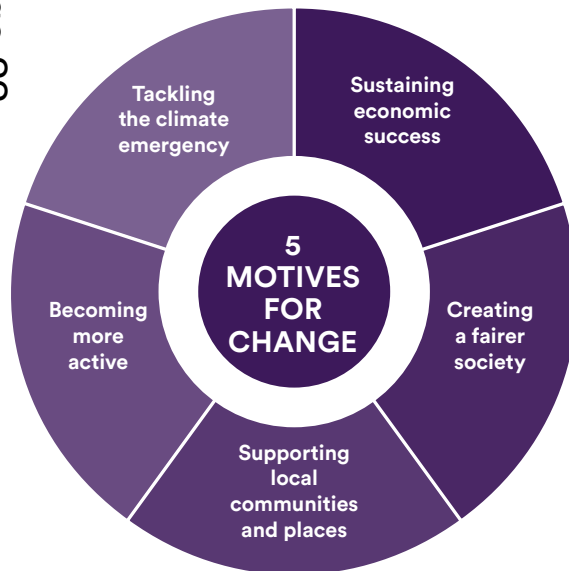
- More frequent, ‘turn-up-and-go’ services on major urban routes
- Faster and more reliable services, with greater priority on urban roads
- Cheaper fares, with more daily price capping
- Simpler, easier to understand networks, with co-ordinated, high-frequency services
- Greener buses, with more ultra-low-emission and electric vehicles
- Returning patronage to pre COVID-19 levels and raising buses mode share in the longer-term



## LTP Motives for Change

Bus is also important to the current review of the West Midlands LTP. The published LTP Green Paper sets out five 'Motives for Change' - the reasons why we should consider changing the way we travel. These are focused on creating a fairer, greener, healthier, happier and more prosperous West Midlands, which is better connected and delivers on our #WM2041 carbon reduction pledges.

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Delivering bus service improvements will play a key role in supporting our five motives for change, complementing new policy and pathways for regional and local transport. Whilst further work is still required to shape and develop the LTP, the role of land-use policy and demand management measures to restrain car use are critical to increase more sustainable travel behaviours.

The Motives for Change govern all our proposed transport investment programmes. They are the building blocks of the six investment themes of our CRSTS programme to ensure we deliver a single integrated transport programme for the West Midlands.

### CRSTS investment themes

- Connecting Places
- Supporting Inclusive Growth
- Healthy Streets and Spaces
- Creating Resilient Networks and Communities
- Delivering a Green Revolution
- Making Behaviour Change Easy

Our BSIP is complementary to our CRSTS programme and other investment routes (i.e. Active Travel Fund, WM Investment Programme), as we aim to deliver this single integrated transport programme. This ensures our BSIP investment delivers for our region and key national priorities for economic growth and productivity, levelling-up and decarbonisation.

## #WM2041

#WM2041 is our action plan for decarbonising the West Midlands in response to the pressing climate emergency and the ambition for the region to be carbon neutral by 2041. It calls for substantial investment of the order of £40bn over 21 years (2020-2041) and a 10-point strategy for decarbonising the region.

This BSIP will support several key pillars of this strategy, including encouraging modal shift from private vehicles to bus, reducing congestion and therefore emissions from idling vehicles, and decarbonising the bus fleet.

The objectives in this BSIP reflect the priorities set out in the Transport for West Midlands Vision for Bus (VfB) which was published in 2018. The ambitious VfB was developed to ensure the delivery of a world-class integrated transport system, allowing convenient travel across the region by public transport that is affordable and accessible for all and reduces congestion on our roads. These objectives link directly to the National Bus Strategy, emerging LTP and wider CRSTS investment programme to underpin the policy direction for our BSIP.

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*A world-class integrated, reliable, zero emission transport system providing inclusive travel all across the West Midlands.*

*With excellent customer service and simple payment and ticketing options.*

*Customers will be able to make easy and safe door-to-door journeys, benefiting from new innovative transport solutions that meets the needs of a modern and diverse 21st Century economy, reducing the reliance on private single occupancy car journeys.*

## The Vision for Bus objectives:

- 1 Fewer private car journeys by making bus the mode of choice and creating better access to jobs and long-term change
- 2 Evolve a network to support the 24/7 thriving economy, connecting people to new and developing destinations and attractions
- 3 Fully integrated bus network including local demand responsive and rapid transit services supporting rail, coach and Metro interchange as one network
- 4 Simple, convenient and easy to use payment options, including full capping, providing a network which is value for money and affordable for customers
- 5 Younger people supported by discounted travel, as well as addressing barriers for excluded groups
- 6 Accountable network performance management – tackling issues causing congestion and reliability problems
- 7 World-leading customer information utilising 5G and all available technologies and platforms
- 8 Creating a safe, secure and accessible mode for all and tackling long held barriers and perceptions
- 9 UK leading low emission bus fleet with zero emission corridors serving areas most affected by poor air quality

”

## Local operators

Bus is the primary mode of public transport for West Midlands residents.

There are 24 operators which provide the bus services in the West Midlands. National Express (NX) – has the largest market share, accounting for 89% of scheduled mileage and 93% of bus journeys in 2019/2020. Diamond Bus, Arriva, Stagecoach and First operate half of the remaining services; Diamond Bus operates a number of routes within the West Midlands area whilst Arriva, Stagecoach and First run cross-boundary services to/from Staffordshire, Warwickshire and Worcestershire respectively. The other half of the remaining services are operated by 19 operators and account for around 3% of the market.

The majority of service kilometres are operated commercially (90.4%) and the rest (9.6%) require public subsidy through the Transport Levy to operate. The number of commercial bus service kilometres (99m) decreased by -1.5% in 2019/20, whilst the number of subsidised bus service kilometres (10.6m) decreased by -5.7%. This was still the largest commercial bus network in England (outside London).

## WMCA financial support for bus services

TfWM is funded by a specific transport levy from the WMCA of £114.7m. Approximately half of the levy funds the statutory English National Concessionary Travel Scheme (ENCTS) for free bus travel, for those who qualify. TfWM also provides a discretionary child concessionary fare scheme, and funds subsidised bus services and accessible bus services with a budget of £24.5m in 2021/22.

TfWM issues tenders for subsidised bus services which are not provided on a commercial basis but are socially necessary. TfWM currently hold a total of 159 contracts supporting 219 routes. Approximately 8.4 million passenger journeys were undertaken on subsidised bus services in 2019/20. The cost of operating subsidised bus services has been increasing.

2018/19	2019/20	2020/21
£8.4m	£9.7m	£9.8m

Throughout the COVID-19 pandemic to the end of August 2021, commercial bus operators and TfWM received funding from the DfT COVID-19 Bus Services Support Grant (CBSSG) which was designed to ensure bus services can continue to operate at full-service levels despite significantly reduced patronage levels.

From 1 September 2021 to March 2022, a new Bus Recovery Grant (BRG) has been supporting operators and local authorities based upon a grant formula rather than ‘topping up’ operators to cover their costs.

The West Midlands bus network requires Government support to ensure the network remains stable up to and including the forthcoming Commonwealth Games in Summer 2022.

Following the Commonwealth Games the West Midlands bus network will be reviewed as part of the Enhanced Partnership process.

## Key corridors and the network

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The West Midlands has a comprehensive bus network with a significant number of services on the core radial routes already operating on a turn up and go level of frequency.

Although not formally defined, the core network is made up of the key routes in the region that connect the main commercial centres and local communities. This core network operates 7 days a week and has long operating hours. The earliest weekday service starts at 0430hrs and the last weekday service ending at 0030hrs.

The geographical coverage of the bus network is extensive, with 61% of the built-up area within 400m of a stop with a weekday daytime service of at least 6 buses an hour and increasing to 91% within 800m. There are, gaps in the geographic coverage of this turn-up-and-go core network, especially in the Black Country, and Solihull.

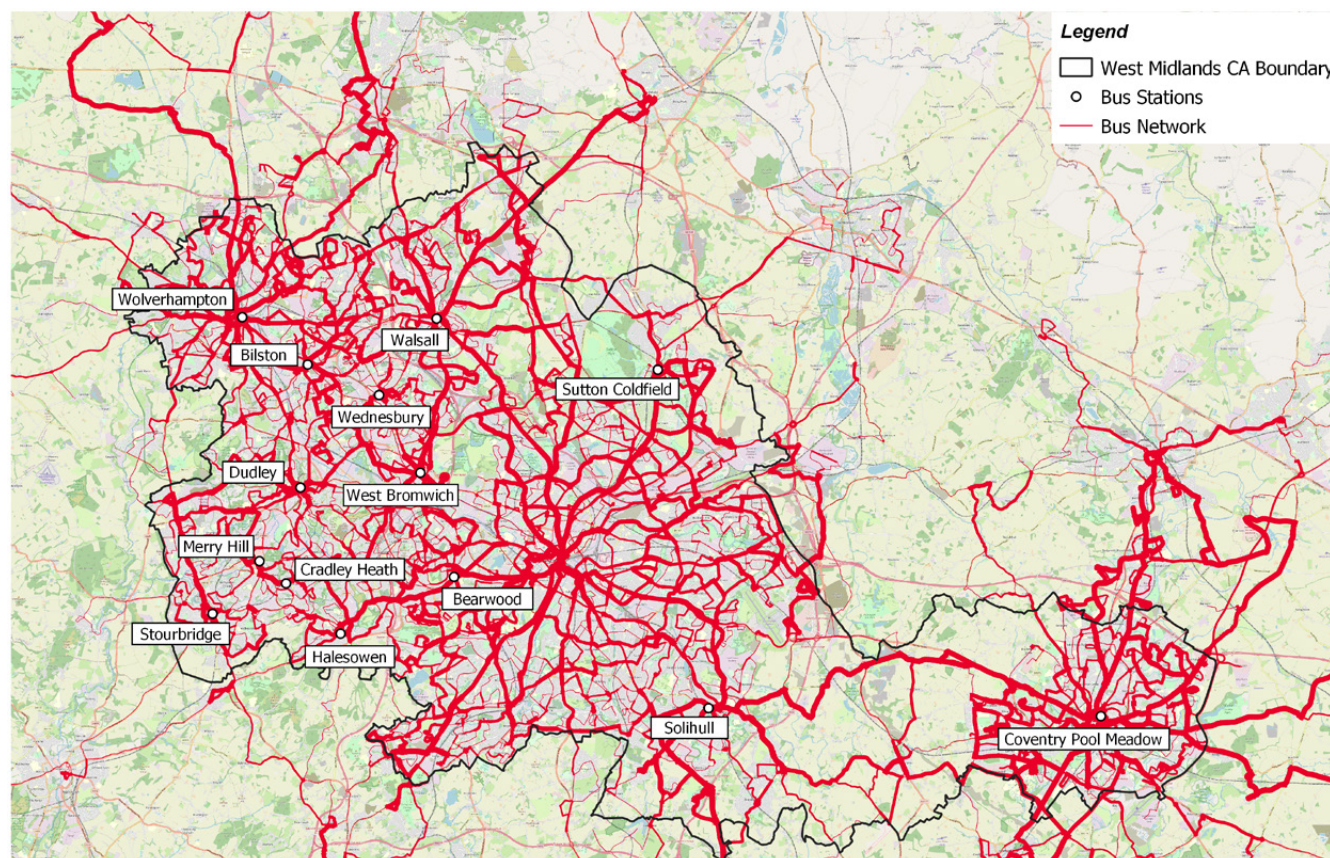
Due to challenges with how information is presented, the turn-up-and-go core network is easily mixed up with lower frequency routes.

Underpinning the core network is a series of local services which provide essential links to local commercial centres, employment, leisure and the core bus or rail networks. These services typically run at a lower frequency than the core network and operate

over a shorter period of the day based upon commercial demand, but still play an essential role in connecting our communities.

The current bus network has been developed in partnership with and by commercial operators over time to meet existing levels of demand and travel patterns.

However, the current delivery model incentivises operators to provide a higher level of services where there is sufficient commercial demand which is not always replicated at non-peak times without funding from TfWM. This has resulted in a network which does not always provide a comprehensive level of service to customers particularly on the shoulders of the operational day.



## Key corridors and the network

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The West Midlands bus network also consists of vitally important accessible transport services such as Ring and Ride and community transport services. Accessible transport performs an essential service for people who find it difficult to use conventional public transport due to ill health and/or a disability.

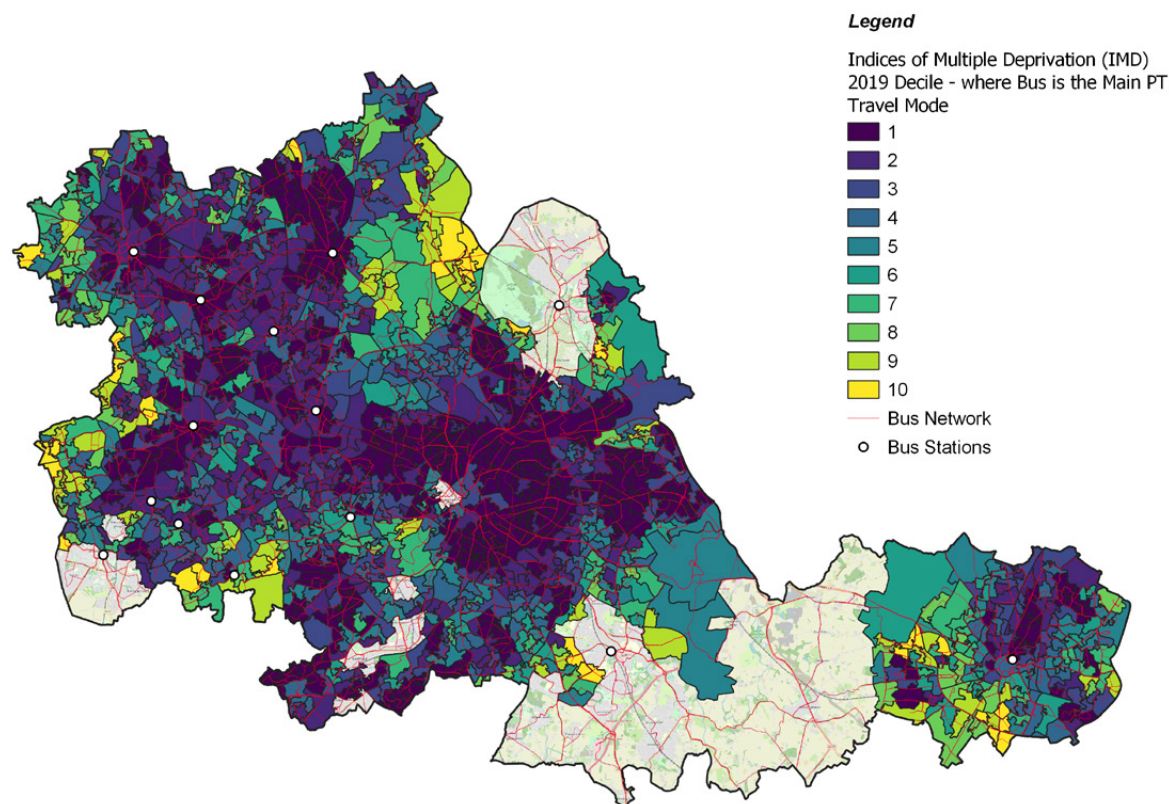
Demand Responsive Transport (DRT) is another area providing an opportunity for the West Midlands. We are currently trialling DRT serving the University of Warwick in the West Midlands Future Transport Zone (FTZ). A mobility credits scheme is also being trialled in this FTZ to see the impact of the Coventry scheme on customer travel choices.



## Bus network and deprivation

Buses are crucial for those who lack access to a private vehicle, those on the lowest incomes, and for those living in the most deprived communities. The West Midlands has some of the most deprived wards in England (19% of the West Midlands sits in the 10% most deprived areas in the UK) and circa 25% of residents do not have access to a car, with this increasing to 40% in some of our most deprived communities.

## Indices of deprivation where bus is the main mode of public transport



Increasing bus priority is a key area of opportunity. Transport is fundamental to our region's economic growth, but congestion on our roads remains a challenge to our ambitions. In deprived areas where there is a greater dependency on buses to access education and work opportunities, congestion disproportionately impacts bus users, increasing journey times and reducing potential job catchments. These factors ultimately create barriers to people and communities most in need of change and restrict inclusive economic growth.

Without addressing major sources of congestion, buses will continue to see a decline in patronage and higher operating costs. Congestion makes journey times unreliable due to significant differences in the timetabled promise and the actual journey. Congestion also slows down the average speeds of buses, increasing operating costs and meaning that less people can access locations in a reasonable journey time. Bus speeds have been falling by around 1% annually. These factors not only make bus a less attractive option to existing and potential customers, but also pushes them into choosing private vehicles for journeys, which exacerbates congestion.

We currently have 53km of bus lane across the West Midlands. We have begun tackling the issue of congestion holding back the bus network.

Over £40m has been invested through the Bus Alliance to make bus journeys easier and quicker with more bus lanes, tackling congestion hotspots and seeing patronage increases.

- **£9.2m highway upgrades and new Platinum buses across the region = +14% patronage**
- **£4.7m Lode Lane Bus Priority, Solihull = +11% patronage**
- **£0.8m Harborne Road bus lane, Birmingham = 4% patronage**

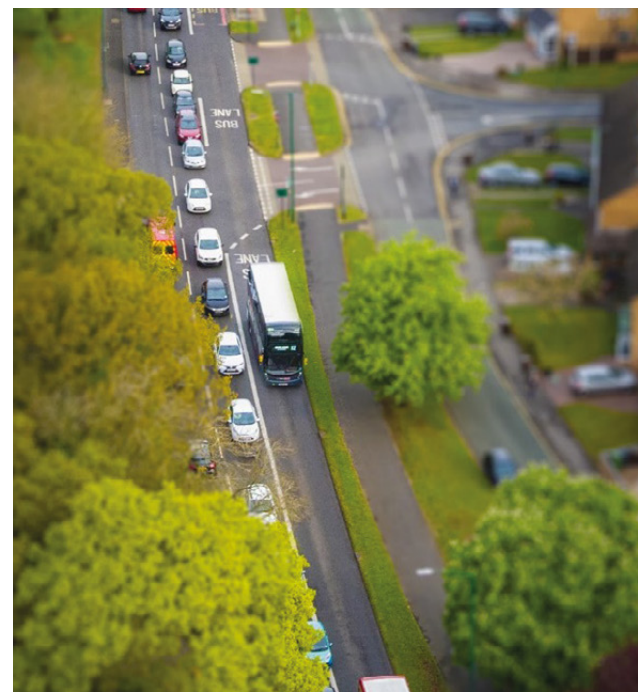
More needs to be done - our first Sprint bus rapid transit route, operating from 2022 will provide a level of service, comfort and presence close to a tram, providing dependable, shorter journey times for customers.

Sprint will provide direct cross-city services between the Black Country, north and the west of Birmingham, Solihull, and links into the wider transport network. This route will

be a blueprint for other services to tackle congestion and deliver Better Journeys.

This £88m investment for Phase 1 of the Sprint network will provide a new reliable bus based rapid transit service and improved journey times for over 20 million bus passengers.

We are also planning additional investment in Sprint Phase 2 (A45 and A34) through our City Region Sustainable Transport Settlement.





TfWM has the largest and most comprehensive smart ticket solution in the UK outside of London and the largest multi-operator ticketing scheme (when measured on sales and revenue).

**We were the only region to reduce fares in July 2021 to support recovery. We were the first to introduce daily, 3-day and 7-day contactless capping.**

However, the operation of local bus services has resulted in a wide range of tickets, where many people don't know the price before they travel. This information is not currently provided on the network because, to remain impartial, TfWM would have to advertise all operator fares, which is too complex.

The complexity of the ticketing challenges is a known barrier to bus travel as is evidenced from passenger surveys in the West Midlands, where many customers reported concern and uncertainty regarding information on the cost of bus tickets. The local bus market is the only market where the price of the product the customer wished to buy is only revealed when they get to the till – or in this case, board the bus.

National Express is the largest operator in the West Midlands, and this has resulted in a competitive advantage over its rival operators with regards to season tickets, price differentials and the retail network. In addition to the wide range of tickets offered by National Express, a number of other operators such as Diamond, Stagecoach and Arriva also offer their own range of tickets. There is a multi-operator ticketing scheme (nBus) that offers the same tickets as National Express, enabling the customer to travel on all operators' services, and multi-modal ticketing with Metro and Train (nNetwork) – but at a premium price.

In addition to the differing commercial motivations of the operators, inconsistent technological resources present other challenges.

Despite the introduction of the Swift Go product – which offers best value capping for 1 day, 3 days and 7 days of travel – and the rollout of contactless payments across all operators, the solution is still sub-optimal. Contactless is currently not available between operators preventing customers from benefitting from the best price ticketing.

There is clearly scope for radical simplification and significant improvement to the ticketing aspect of service integration. Due to the strength of TfWM's partnerships with bus operators, we can make it easier and cheaper for more residents.

We are also uniquely placed to deliver a multi-operator and multi-modal contactless payment solution that will ensure best value capped fares for customers when travelling on various modes of public transport throughout the region. This solution will require significant funding in order to be implemented – our recent CRSTS prospectus included £20m to fund a back-office payment system that aggregates contactless payments across all operators and modes of transport.

# Customer information and infrastructure

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The presentation of the local bus network as a single system – and providing connections and co-ordination with other modes – is one of our greatest areas of opportunity to “Inform, Reassure and Inspire”.



12,200 bus stops



13.6 stops per km sq (highest bus stop density in Europe)



1,400 real-time information (RTI) displays

We have had customer success through our £20m Regional Transport Coordination Centre (RTCC) for managing disruption communications and integration through consistent branding across bus, rail and metro and the provision of website information regarding multi-modal journeys. However, more needs to be done.

Our shelters have been designed to be “accessible for all” including wheelchair spaces, tactile paving and information being provided at the optimum height and size. These features were incorporated by working closely with our Equalities team and passenger groups.

The revamped TfWM website offers customers travel information for all operators. There is also consistent branding being rolled out across bus stop infrastructure. Three in four existing customers are satisfied with the available information at bus stops, on buses and Swift Go apps.

Beyond the website and bus stop infrastructure, customers can experience disjointed communication regarding functional information such as timetables and encounter different levels and types of information across the operators. Customers have noted difficulty in navigating the information provided at bus stations. Whilst some good improvements are underway delivering Better Journeys requires further change in the ease, access and simplicity of with which customers can access the right information, at the right time, which is a key proposal within this prospectus.

Our £2m Transforming RTI project is delivering a new “back office” functionality, via the integration of real time data feeds direct from bus operators and from the DfT Bus Open Data Service. This will create a platform on which we will be able to monitor the performance of buses in real time (supporting the operation of the RTCC), as well as using historic data to plan for the future and provide significantly improved information to customers.





Transport for West Midlands (TfWM) is the overarching brand for public transport in the area encompassing the bus, tram and rail networks.

The TfWM branding ensures consistent messaging across the different modes of transport and improves customer experience by providing unmistakable, simple signage and creating smoother journeys. The TfWM brand was developed in order to promote a single integrated transport system.

To ensure customer experience is at its best, it is imperative that branding is consistent and removes confusion to support easier and Better Journeys. While this does occur across the different modes of transport, the TfWM bus network branding is still having to exist alongside individual operator branding. Individual operators still have autonomy over their own branding and communications.

As a result, bus network communications are not provided from a centralised source and therefore the messages being provided can be diluted or lost, which can have a domino-effect on customer experience and satisfaction. The ambitions of Bus Back Better allow us to improve our information

output, underpin and develop our brand and significantly enhance the overall passenger experience.

There is a clear opportunity here to streamline the branding and communication across the West Midlands bus network to align one brand which will considerably increase the clarity and quality of information to the customer and improving perception of the Network, to feel like a whole system.

We need to brand and promote the bus network more effectively, so there is much more intuitive understanding of the integrated nature of the public transport system (including ticketing/fare structures) serving the West Midlands, a transport network with the tiers of core, local and supporting bus, more specialised bus services, integrating with the backbone of Sprint Bus Rapid Transit, metro and rail – all joined up with clear roles to form one integrated network.

Branding provides a clear opportunity to remove confusion and build on a 'one network' vision which supports Better Buses, Better Journeys and Better Fares across an integrated transport system.

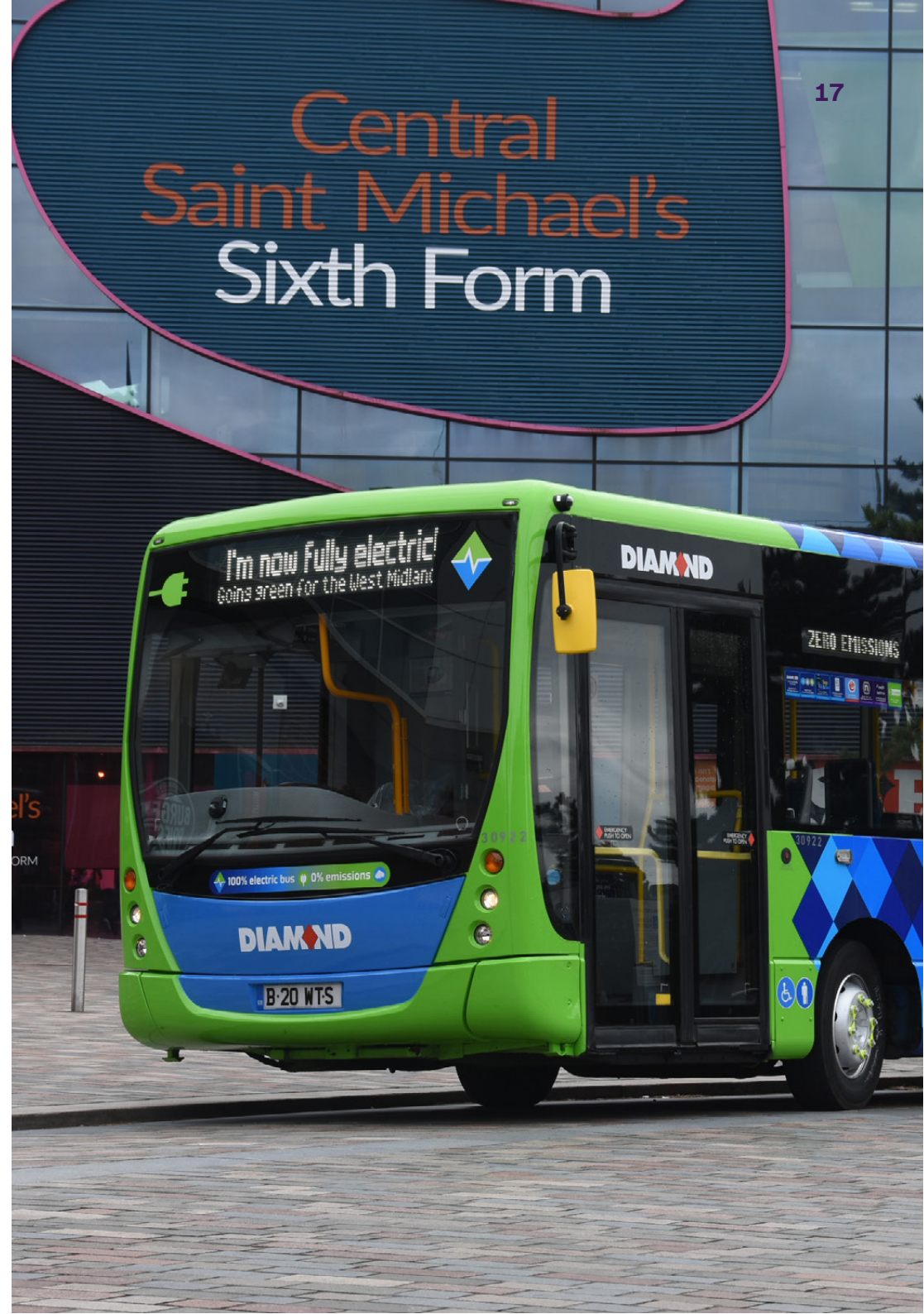


## Modern buses and decarbonisation

WMCA has demonstrated a strong commitment to limit the impact of climate change, through #WM2041 which sets out our actions and the principles that underpin them. We have set a target for the West Midlands to be carbon neutral by 2041 – an ambitious target that will support the delivery of the Government's national target to be carbon neutral by 2050, while ensuring no-one is left behind. For bus decarbonisation we have already delivered, or committed to, the following:

- Coventry as the UK's first all-electric bus city by 2025, having already invested £125 million in new buses since 2015
- 29 electric double deck vehicles
- 20 hydrogen double deck vehicles operating on the first Sprint bus rapid transit route
- 5 re-powered electric buses for zero emission
- Bid to Government's Zero Emission Bus Regional Areas scheme for more hydrogen buses
- UK's first publicly owned pantograph, offering easier access to charging for operators
- Established a procurement framework through to 2027, for the purchase of pantograph charging infrastructure, that is available to all public sector bodies
- Over 1,000 bus retrofits to Euro VI across 14 different local bus operators

The West Midlands bus fleet is currently 2,000 buses strong, with a mix of minibus, single deck and double deck vehicles operating local bus services. The average fleet age is 10 years. We are clear we need to take further action to limit the impact of climate change by investing in more zero emission buses and prepare for the changes we cannot prevent.



This is demonstrated through the West Midlands Bus Alliance Customer Charter. The Charter, published in 2019, commits operators in the region to deliver a high quality, safe, reliable, cleaner, green and accessible local bus network. Not only this, but it ensures that Bus Alliance partners will act, through a responsible, honest, listening, and informative approach to our customers.

Our existing Charter provides clear evidence of WMCA's commitment to giving bus passengers a voice. However, the West Midlands Bus Alliance is continually looking for ways to prioritise the customer and keep them central to our service.

Disability Awareness Training Programmes are deployed by bus operators in the West Midlands. To further enhance this training, TfWM have worked with NX to develop a training DVD for drivers that highlights experiences from a range of individuals with different disabilities in order to help drivers better understand how they can support customers with different needs when using the bus network.



The West Midlands has one of the safest public transport networks in the UK and the crime rate on the bus has seen a downward trend over the last decade of over 60%. The Autumn 2019 Transport Focus survey reported that 77% of respondents were satisfied with their level of personal safety while on the bus. Although these metrics are positive, there is always room for improvement as the safety of our customers is of paramount importance to us.

The value of passengers feeling safe cannot be underestimated. DfT figures suggest there would be 11.5% more public transport journeys made if passengers felt safer, which for the West Midlands would equate to an increase of 30 million journeys, helping reduce congestion and keep people moving.

TfWM and local bus operators have been proactive in addressing customer safety in partnership with the West Midlands Police and British Transport Police through the Safer Travel Plan, which introduced measures focusing on reducing crime and anti-social behaviour on public transport across the region. The overall objectives of the Safer Travel Plan are to:

- **Increase customer trust and confidence** in the Safer Travel Police through improved engagement ensuring that information is published about progress to address passenger concerns.
- **Continue to reduce crime, anti-social behaviour and offending** by using long-term problem-solving methods and by tackling anti-social behaviour and low-level nuisance, taking every opportunity to involve and communicate with passengers.
- **Improve passenger satisfaction in services** by listening to passengers and dealing with the issues that matter most.

- **Support repeat victims of crime** through a multi-agency safeguarding approach focusing on the Threat, Risk and Harm to those individuals
- **Increase the understanding of passengers' needs and concerns** by listening to and working with passengers to identify needs and understand how partner agencies can continually improve services
- **Keep passengers informed about policing on public transport** by keeping passengers informed about the work that is going on in local areas that affect local communities, listening to views and learning from them.

To date the partnership has successfully seen an 11% reduction in sexual offences and robberies on buses as well as reductions in theft and criminal damage. The partnership also has a dedicated Anti-Social Behaviour Team and currently runs a 'See Something Say Something' campaign where anonymous witnesses can report crime and nuisance behaviour on the bus network. In July 2021, two WMCA leaders were chosen by Government to lead on efforts to tackle violence against women and girls on transport. WMCA interim chief executive Laura Shoaf and TfWM interim managing director Anne Shaw are a part of the UK's first Violence Against Women and Girls Transport Champions.

We have identified the critical challenges in terms of decarbonisation, congestion on a complex network and complicated ticketing. We want to tackle these and other challenges to deliver Better Buses, Better Journeys and Better Fares. Only by doing this will we meet the long-term travel demands of passengers and increase patronage.

Through the strong Bus Alliance, we were beginning to achieve increases in bus patronage to address the years of decline (falling by 2% year-on-year in the 10 years) before the pandemic hit in 2019/20. Notwithstanding these positive changes, we have seen changing behaviour patterns (preferences to travel by car), increasing cost of bus fares relative to motoring costs, and declining service coverage (in part because of declining bus speeds) impact bus boardings.

Key external challenges impacting bus:



A growing reliance on car travel – resulting in congestion and slower bus speeds



Land-use changes leading to journeys being more dispersed



Accessibility and equality barriers

## Growing reliance on cars

Despite our region's efforts to invest in sustainable transport alternatives, car mileage has significantly increased (by 6 billion miles) across the West Midlands over the last 25 years. The reliance on car travel not only results in congestion, poor air quality and negative consequences for our environment, but also contributes to declining health outcomes more broadly in the region by reducing the share of walking, cycling and public transport. A preference for private vehicles over public transport is one of the key barriers for bus in the region.

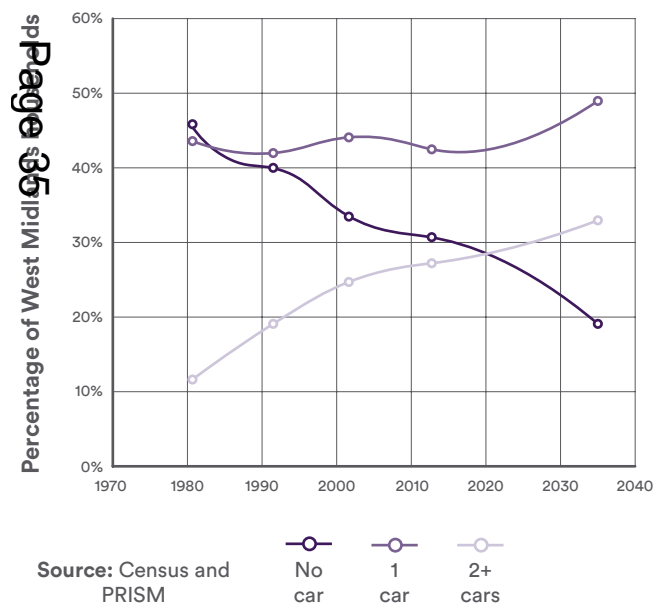


## Increased car ownership and usage

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Car ownership has vastly increased, with the West Midlands being one of the highest regions for car ownership in England.

Without the significant investment proposed in our public transport network (starting with bus) and our ambitious measures to promote behavioural change and targeted measures aimed at managing demand, these historic trends are set to increase over the next 20 years.



Car ownership has also been growing quickly among older women.

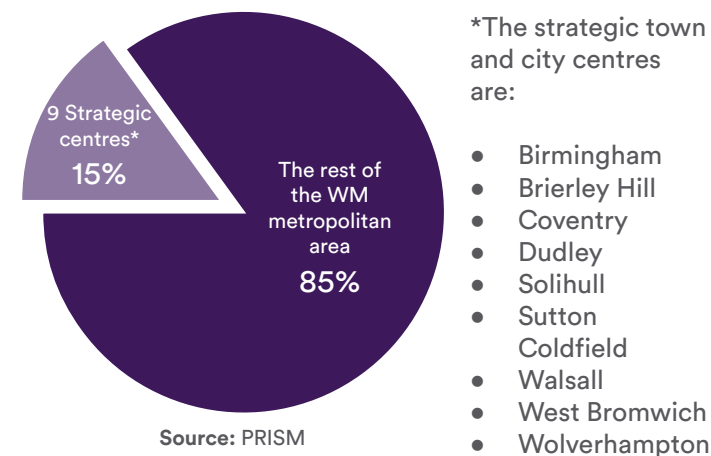
Only a quarter of women over 70 had a licence twenty years ago, but more than half did in 2020 and this is likely to be at 80% by 2030. These trends contribute to the reduction in bus travel by (older) concessions, despite larger numbers projected to become eligible for the benefit.

Continued long-term trends towards greater car ownership contribute to a reduction in bus demand and revenue which, combined with real increases in bus operating costs, ultimately result in either a smaller bus network and/or requiring significant increases in public sector funding for bus services.

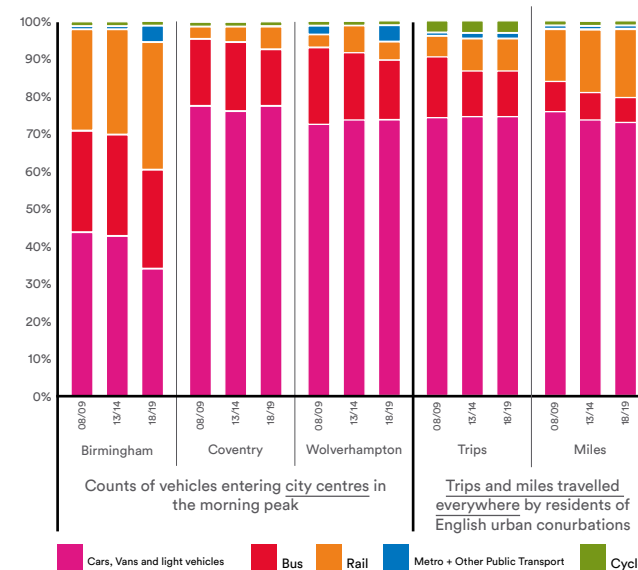
Local people feel they are heavily reliant on their car with 94% saying they enjoy the independence car ownership gives to them and 87% claiming their current lifestyle requires them to own a car or van. This demonstrates the extent to which the scale and intensity of car ownership has become embedded in people's lives and perceptions of travel.

While public transport is a popular choice for accessing our strategic centres, private car is by far the most popular choice for travel across the wider region. Most travel is not to or from our centres, even in the peak travel periods.

## Destinations of car trips made in the morning peak



## Comparing mode shares to/from centres with mode share for all travel



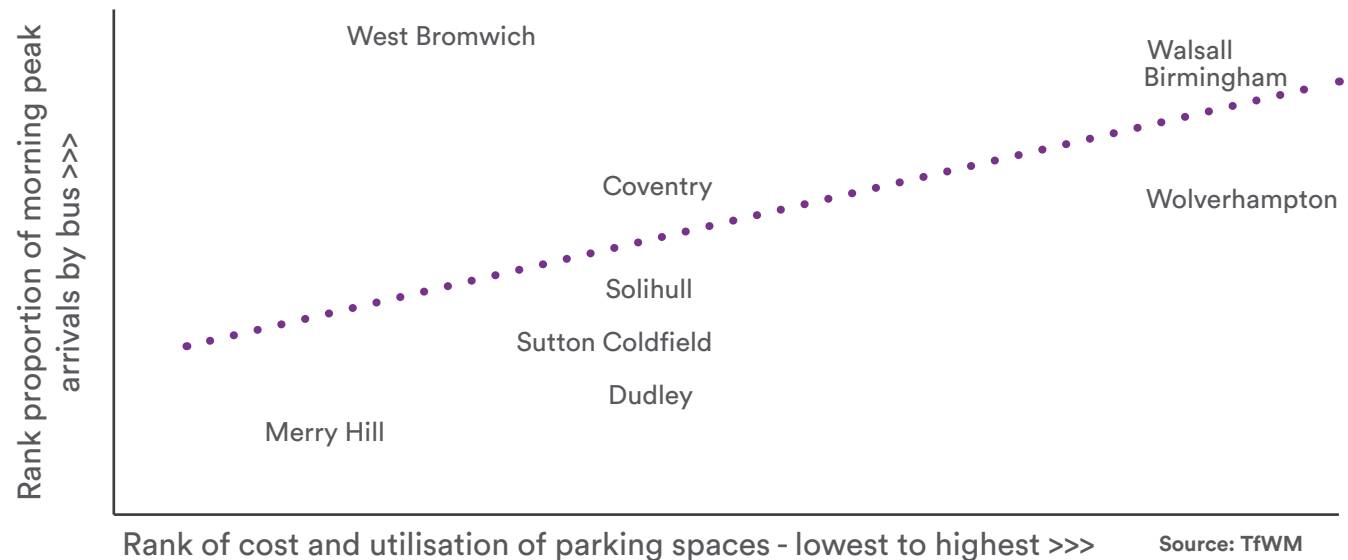
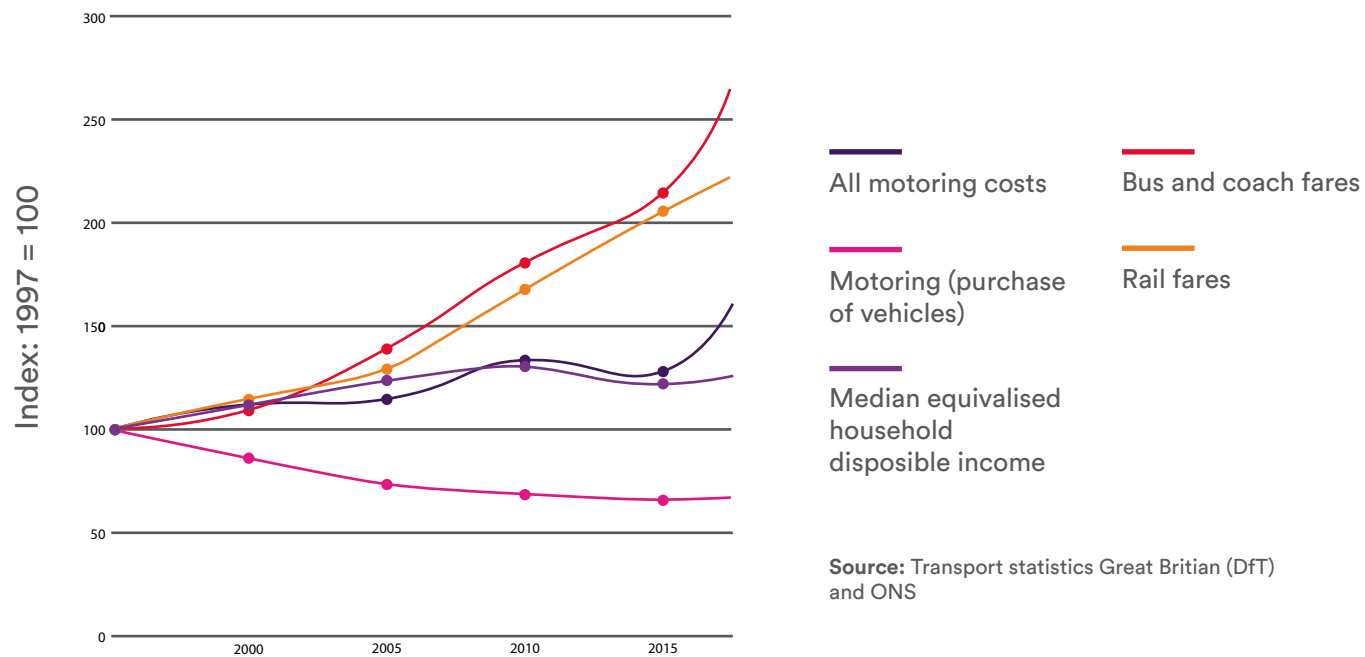
# Lower cost of car use and parking

On both a regional and national scale bus fares have dramatically increased compared to motoring costs which have remained comparatively level with the median household disposable income. This has resulted in public transport being viewed as the ‘more expensive’ way to travel compared to driving in the region.

Parking costs can also aggravate this issue, with free car parking compounding the perceived cost effectiveness of driving, leading to fewer people opting for public transport.

Birmingham’s recently adopted Transport Plan acknowledges the need to reduce the reliance on cars, and that this will also reduce the demand for car parking. The Transport Plan includes travel demand measures to steer how people choose to travel more sustainably.

Parking will be used to manage demand for travel by car through availability, pricing and restrictions. We know local centres with strong parking controls promote higher bus use.



# Congestion leading to declining bus speeds

The increase in private car trips and high levels of on-street parking has led to increased congestion on our roads, and a long-term trend of slowing bus journeys and reduced reliability, further pushing up bus operating costs that in some instances leads to a reduction in service provision to passengers.

216,000 fewer people are within a 45 minute bus journey time of Birmingham city centre compared to 2008 because of congestion.

### Birmingham Bus Survey, 2019 showed:

80%

strongly agreed or agreed that bus journeys take too long.

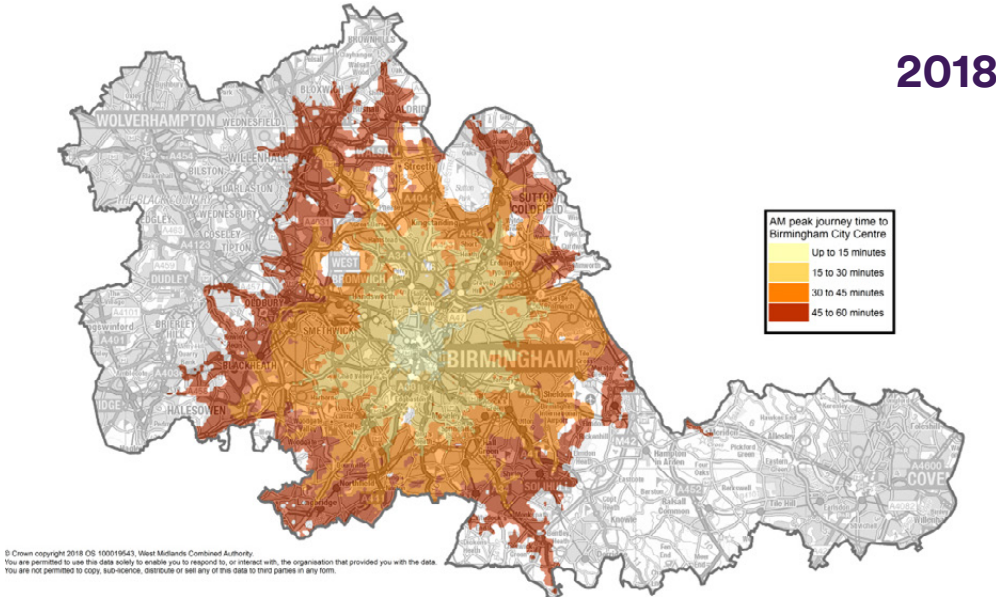
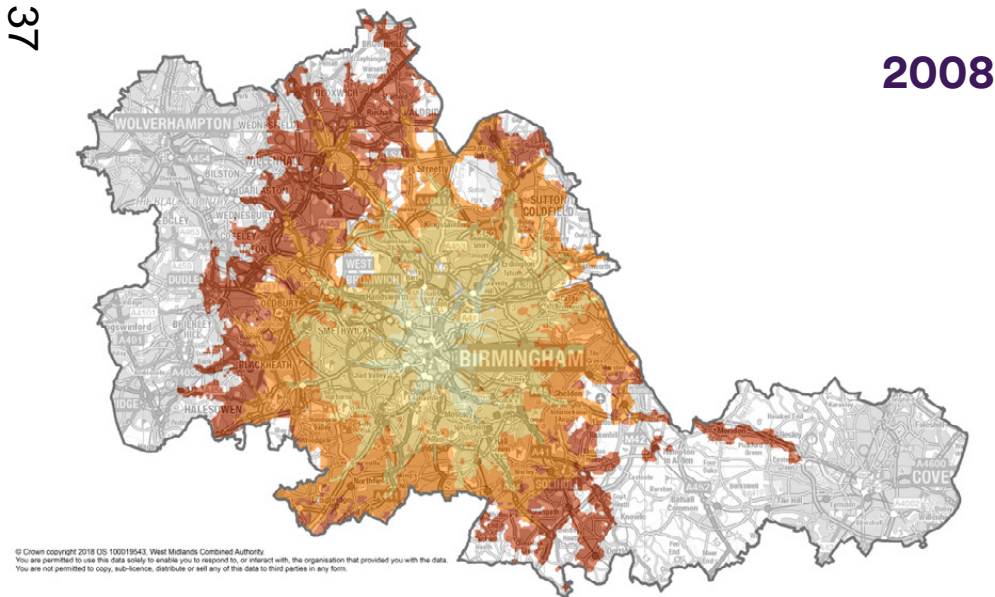
78%

strongly agreed or agreed that they preferred to travel in another way.

73%

strongly agreed or agreed that bus services are unreliable.

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## Land-use changes

Changes in land use and the segregation of services have led to journeys being more dispersed. As a result, people have increasingly turned to their cars as these destinations may not be well-served by bus. Examples of this can be seen in the rise of out-of-town supermarkets and shopping centres with large, often free, car parks and limited or no bus.

Without investment to strengthen and expand our bus network, car use will become increasingly entrenched part of people's lives making it difficult to then create a behavioural shift towards sustainable transport choices.

## Accessibility and equality barriers

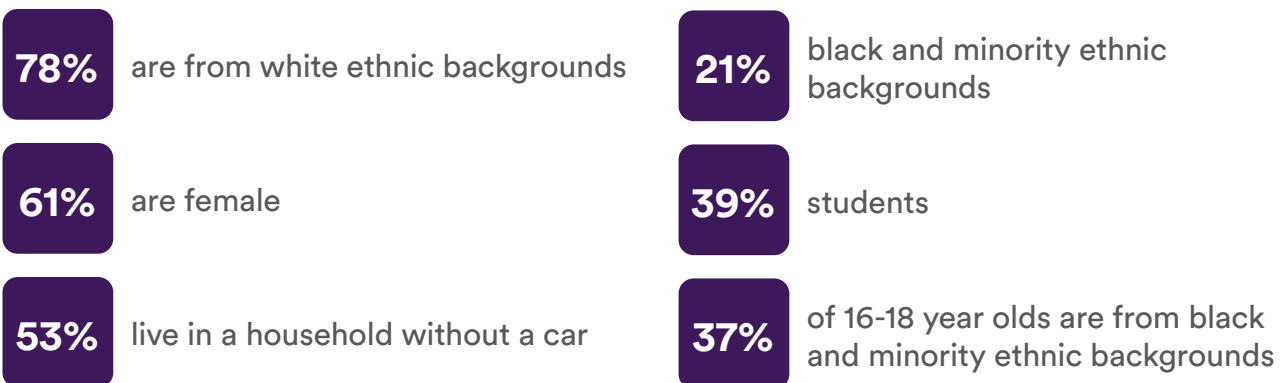
24

For some members of society accessing public transport is extremely challenging, and it is often those who heavily rely on public transport who are most affected by accessibility barriers. A national report<sup>1</sup> has shown that funding reductions, and the prioritisation of car and train over bus, has also led to increasing inaccessibility with fewer people able to reach essential services, employment, education and social interaction.

Within the West Midlands one in five disabled people have reported facing a significant barrier in accessing public transport as a result of their condition. Women, single parents, care leavers, children, those on low income, unemployed and young adults can also often feel excluded from public transport due to accessibility issues. Physical, emotional financial and digital barriers must all be considered, as accessibility issues are unique for every individual.

The Equality Act 2010 covers certain protected characteristics and ensures that they are not discriminated against. However, for some, fear of discrimination can be a major hinderance for using public transport. Ensuring no individual feels uncomfortable or scared to use the bus system due to their personal characteristics is something that must be addressed.

### Demographics of a bus user



Bus users typically from a family with children who struggle to make ends meet or elderly people who mostly live alone in social or private housing.

1) DfT's Inclusive Transport Strategy: <https://www.gov.uk/government/publications/inclusive-transport-strategy>

2) WMCA (2020) Equalities Impact Assessment Work / ONS Data

## Customer perceptions

Overall customer satisfaction with bus in the West Midlands is 85%. With so many people within the West Midlands relying on the bus network, and a major aspect of our new LTP being to shift people's travel behaviours to more sustainable modes, the BSIP offers huge scope to make the necessary changes and improvements to our bus services to both retain and enhance bus patronage and passenger satisfaction levels. Our BSIP aims to compare our region against the highest levels of customer satisfaction and capitalise on the opportunity to deliver Better Buses, create Better Journeys and have Better Fares to make bold targets for, and improve customer satisfaction.

### West Midlands v other areas



### De-mystifying the bus network passenger survey, 2018 showed:

- That during the ticket purchase process, they were **unsure of which ticket type they needed, how much the tickets cost and how to pay** for the ticket.
- **Uncomfortable during the ticket purchase process on the bus**, for fear of holding up the queue of people boarding the bus by asking the driver questions and not being able to hear the bus driver's response through the security panel.
- That they don't have a good understanding of bus routes and timings, due to a **lack of full information, or inconsistent information with a lack of clarity on a confusing network**.
- Walking and cycling were potentially faster and cheaper travel options when there was **traffic congestion**.
- **Unsure of where to alight the bus** when approaching their destination.
- **Personal safety concerns** whilst waiting on or using bus services.
- Perceived **attitudes and driving styles of bus drivers** as reasons for not using the bus.
- Private cars (and in some cases taxis) perceived as being more convenient

## Acknowledging the uncertainty in the long term

This BSIP comes at a time of significant uncertainty in local transport. We face all the changes and challenges for bus previously described, but also must look ahead to anticipate the impacts of new technologies, like automation and electrification, the impacts of new ways of working, and of paying for and sharing mobility.

Future economic, environmental and social challenges are not confined to bus or transport in general. How other sectors deal with these may have as much effect on the demand for travel, and cost of providing it, as any actions within the transport system. Meanwhile we continue to deal with the uncertainty of Covid-19 recovery – a major theme of Bus Back Better.

Our emerging LTP will set out the needs of all our modes to support an integrated transport system. As an integrated and funded bus investment programme we are confident that we will meet the ambitions for passenger demand recovery set out in the National Bus Strategy. Further, we are acutely aware that if the future proves more challenging at first, our planned improvements will be vital in maintaining an attractive and sustainable offer for bus travel.



# How we have developed our BSIP collaboratively

The West Midlands BSIP has been developed in collaboration with local bus operators, local highway authorities and other relevant stakeholders including Transport Focus and Bus Users UK under our existing West Midlands Bus Alliance. Engagement has been held with neighbouring local transport authorities, including Staffordshire, Worcestershire, Warwickshire and Telford & Wrekin to ensure synergies for cross-boundary bus services due to the vast geographical converge of West Midlands bus services.

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Passenger Engagement and Surveys	Development	West Midlands Bus Alliance	Governance
Transport focus bus passenger survey 2014 - 2019	Transport for West Midlands (Lead)	<b>West Midlands Bus Alliance Board</b> <ul style="list-style-type: none"><li>• Transport Focus (Independent Chair)</li><li>• TfWM</li><li>• Local Bus Operators</li><li>• Confederation of Passenger Transport</li><li>• Bus Users UK</li><li>• Safer Travel Partnership</li><li>• Members of Constituent Authorities</li></ul>	<b>WMCA Board</b> <ul style="list-style-type: none"><li>• Mayor of the West Midlands</li><li>• Leaders and Deputy Leaders of Constituent Authorities</li></ul>
De-mystifying the bus engagement survey, 2018			
Birmingham Bus Survey 2020	Local Bus Operations		<b>West Midlands EP/BSIP Reference Group</b> <ul style="list-style-type: none"><li>• Bus Users UK (Independent Chair)</li><li>• TfWM</li><li>• Local Bus Operators</li><li>• Confederation of Passenger Transport</li><li>• Transport Focus</li><li>• Officers from Constituent Authorities</li><li>• Officers from Neighbouring Authorities</li></ul>
All Traveller Segmentation Study – Bus Network Analysis, 2020			
Public Perceptions of bus, rail journey time, 2020	<b>Constituent Authorities</b> <ul style="list-style-type: none"><li>• Birmingham City Council</li><li>• Coventry City Council</li><li>• Dudley Metropolitan Borough Council</li><li>• Sandwell Metropolitan Borough Council</li><li>• Solihull Metropolitan Borough Council</li><li>• Walsall Metropolitan Borough Council</li><li>• City of Wolverhampton</li></ul>		
Enhanced Partnership public consultation 2020			
WMCA/TfWM Covid travel trends & behaviours surveys, 2020 & 2021	<b>Neighbouring Local Transport Authorities</b> <ul style="list-style-type: none"><li>• Warwickshire County Council</li><li>• Staffordshire County Council</li><li>• Worcestershire County Council</li><li>• Shropshire County Council</li><li>• Telford &amp; Wrekin Council</li><li>• Stoke-on-Trent City Council</li></ul>	Bus Passenger Satisfaction Group	<b>Strategic Transport Officers Group</b> <ul style="list-style-type: none"><li>• Constituent Authorities</li><li>• TfWM</li></ul>
Transport Focus Survey - The Route ahead: getting passengers back on busses, 2021			

# Part B: Our Objectives and Targets

## How we are addressing the challenges we face

The previous section set out the biggest current challenges facing bus in the West Midlands. We intend to address these by:

- Alleviating congestion which is slowing buses across the region and restricting access to economic opportunities
- Evolving the network to support existing, new and developing economic hubs
- Allowing passengers to seamlessly travel between bus operators and other modes for the lowest 'capped' fare
- Evolving a bus network that takes advantage of new technology to meet the needs of young people and adults
- Transitioning to a zero-emission bus fleet by 2030, to be at the forefront of the response to the climate change crisis
- Making sure that the bus passenger receives excellent customer service and remains safe, and the network is perceived as safe
- Providing a customer centric approach to service delivery, passenger charter, and a transformation in customer information, digital or paper

We are already working at pace to tackle some of these challenges, including:

- Working to deliver the UK's first all-electric bus city in Coventry, after investing £125m in new buses since 2015 to improve bus emissions standards and delivering the largest bus retrofit programme in England (outside of London)
- Making bus journeys quicker with £40m to tackle congestion hotspots across the bus network and £88m in the region's first Sprint Bus Rapid Transit route
- A Regional Transport Coordination Centre (RTCC), providing a unified and single view of the transport network to keep the West Midlands moving
- Quicker and easier access to bus with Swift, revolutionising our fares and payment function with contactless payment on all buses and daily, 3-day and 7-day fares capping
- Cheaper bus journeys as the only MCA region to cut fares in July 2021, with the cheapest fares in England and prices back to 2013 levels. New low fares zones introduced saving people 35 per cent on a standard regional day ticket, half price travel for all apprentices and trainees under 19 and £1 pre-9.30am travel for concessionary pass holders
- Safer travel by continuing the Safer Travel Partnership, with a dedicated Police Team that has seen criminal damage on the bus network reduce by 25 per cent as well as the introduction of 'bus byelaws' to tackle anti-social behaviour on the bus network

We must and want to do more. This BSIP sets out our further plans, for Better Buses with more zero emission buses, Better Journeys by connecting thousands more people to new opportunities by speeding up and integrating buses across the region and Better Fares with lower and simpler fares.

# Key objectives for our BSIP

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We have drawn all the challenges and opportunities discussed into four objectives, that have informed the development of our BSIP - Better Buses, Better Journeys, Better Fares. They reflect the NBS, VfB and LTP 'Motives for Change'.

## A More sustainable and attractive service offer, including to motorists (Better Journeys, Better Fares)

- to retain, regain and attract new trips; via a stable, legible, better-integrated network, at optimal frequencies for the entire day and week, with excellent value cross-operator/mode ticketing

## B Consistent, good delivery of the service offer (Better Journeys)

- reliably faster, and more punctual services, via more and better bus priority, with improved arrangements for performance and network management

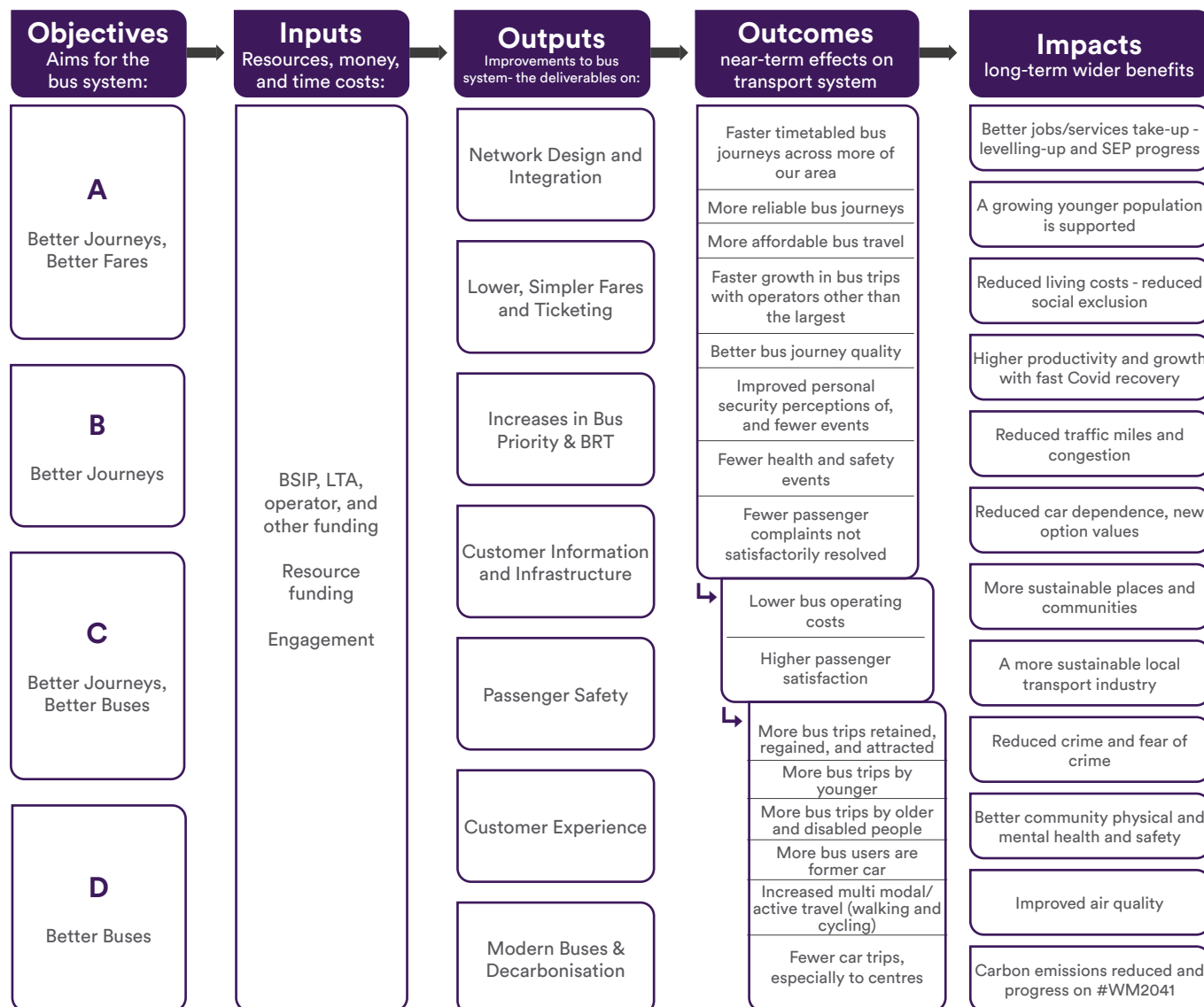
## C Ensuring a good passenger experience for all (Better Journeys, Better Buses)

- raising passenger satisfaction, with marketable improvements to; vehicles and facilities, branding and information and safety and personal security – with a whole-system passenger charter to ensure these standards are met

## D Reducing environmental impacts (Better Buses)

- cutting carbon, and the other emissions that worsen air quality and damage health, with a move to zero emission buses









A logic map (Appendix) that is summarised below links these objectives to the ultimate positive long-term impacts for our region. It also shows the shorter-term outcomes for the transport system which form the basis for our BSIP investment programme – the deliverable outputs are described in Part C with outputs linked to our six CRSTS investment themes.



# Targets and Monitoring

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We will monitor those outcomes shown using the targets in the table below – which, in addition to the four mandatory NBS areas, include targets in four additional areas linked most closely to local challenges with our current bus offer.

Target Area	To monitor outcomes	Headline target	Baseline, either of		Target years		Outputs contributing most to outcomes monitored by headline targets	
			19/20	20/21	24/25	29/30		
 <b>1. Passenger numbers and growth (mandatory)</b>	<ul style="list-style-type: none"> <li>Faster growth in trips with operators other than largest</li> <li>More bus trips retained, regained, attracted, and by younger people, and older and disabled people</li> </ul>	Growth in boardings (millions) overall	248		268	295	<ul style="list-style-type: none"> <li>Network Design &amp; Integration</li> <li>Lower &amp; Simpler Fares &amp; Integrated Ticketing</li> <li>Increases in Bus Priority &amp; BRT</li> </ul>	<ul style="list-style-type: none"> <li>Customer Information &amp; Infrastructure</li> <li>Passenger Safety</li> <li>Customer Experience</li> <li>Modern Buses &amp; Decarbonisation</li> </ul>
 <b>2. Journey time and network access (mandatory)</b>	<ul style="list-style-type: none"> <li>Faster timetabled bus journeys across more of our area</li> </ul>	Bus speeds kph (MF 0700-1100), network overall Bus speeds kph (MF 0700-1100), strategic centres		16.8	+2.5%	+6.0%	<ul style="list-style-type: none"> <li>Network Design &amp; Integration</li> <li>Increases in Bus Priority &amp; BRT</li> </ul>	
 <b>3. Reliability improvements (mandatory)</b>	<ul style="list-style-type: none"> <li>More reliable journeys</li> </ul>	Punctuality (MF 0700-1100), network overall Punctuality (MF 0700-1100), each strategic centre	85%		95%	>95%		
 <b>4. Average passenger satisfaction (mandatory)</b>	<ul style="list-style-type: none"> <li>Better journey quality</li> <li>Fewer complaints not resolved</li> <li>Higher satisfaction (for all, and older, younger, and disabled people)</li> </ul>	Average passenger satisfaction with service overall		85%	89%	93%	<ul style="list-style-type: none"> <li>Network Design &amp; Integration</li> <li>Lower &amp; Simpler Fares &amp; Integrated Ticketing</li> <li>Increases in Bus Priority &amp; BRT</li> <li>Customer Information &amp; Infrastructure</li> <li>Passenger Safety</li> <li>Customer Experience</li> <li>Modern Buses &amp; Decarbonisation</li> </ul>	
 <b>5. Affordability (additional)</b>	<ul style="list-style-type: none"> <li>More affordable travel</li> </ul>	Average fare p/km (in baseline prices)	23.2p		22.5p	21.4p	<ul style="list-style-type: none"> <li>Lower &amp; Simpler Fares &amp; Integrated Ticketing</li> </ul>	
 <b>6. Safety and personal security (additional)</b>	<ul style="list-style-type: none"> <li>Improved personal security perceptions, and fewer events</li> <li>Fewer health and safety (H&amp;S) events</li> </ul>	Slips, trips, & falls per million boards (five-year average) Crime rate per million boards	0.14		0.13	0.12	<ul style="list-style-type: none"> <li>Passenger Safety</li> </ul>	
 <b>7. Carbon and other bus emissions (additional)</b>	<ul style="list-style-type: none"> <li>Reduced emissions from bus</li> <li>Lower bus operating costs</li> </ul>	Annual GHG saving (ktCO2e) over diesel buses		5	60	90		
 <b>8. Mode shift (additional)</b>	<ul style="list-style-type: none"> <li>More passengers former car users</li> <li>Increased multi-modal/active travel</li> <li>Fewer car trips, esp. to centres</li> </ul>	Car mode share to strategic centres	68%		66%	61%	<ul style="list-style-type: none"> <li>Network Design &amp; Integration</li> <li>Lower &amp; Simpler Fares &amp; Integrated Ticketing</li> <li>Increases in Bus Priority &amp; BRT</li> <li>Customer Information &amp; Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>Passenger Safety</li> <li>Customer Experience</li> <li>Modern Buses &amp; Decarbonisation</li> </ul>

# Part C: Our Proposals for Improvement

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## Proposed Investment Programme to 2025



### Network design and integration

- Provide a stable network to welcome the world to the Commonwealth Games
- Sustain and enhance frequencies on over 110 services
- New cross-city and cross-regional 'levelling up' core network, connecting all parts of our region to jobs and growth, giving 40% of passengers direct links to more places



### Increases in bus priority and Bus Rapid Transit (BRT)

- Trebling the amount of bus priority, providing £700m of economic benefits
- 106km of new bus lanes providing a foundation for our Sprint BRT network



### Lower, simpler fares and integrated ticketing

- Keeping England's cheapest bus fares, already reduced in July 2021
- Thousands of ticket variants down to just six
- Capped fares and lower fares with £4 day fare
- Passenger Incentive Programme to target 500,000 people with bespoke offers



### Modern buses and decarbonisation

- 750 additional zero emission buses by 2025
- More electric and hydrogen buses
- Fastest city region to fully zero emission fleet by 2030



### Customer information and infrastructure

- Local network presented as a single integrated system
- Completed roll out of West Midlands Bus branding
- Real Time Information screens or virtual RTI at every stop



### Customer experience

- Single Bus Passenger Charter for the region
- Giving passengers a stronger voice
- Enhanced driving training programmes



### Passenger safety

- Targeted campaigns to reduce offences, particularly for women and young people
- New CCTV at key locations for enhanced staff and public safety
- Increased presence and patrols on the network



### Longer-term transformation of the bus network

- Continue to explore complementary measures to support bus network growth
- Investigate further enhancements based on global best practice for a better single integrated transport system

## We Will:

Maintain a stable bus network in the lead up to and during the 2022 Commonwealth Games

Deliver enhanced frequencies on over 110 services to support better customer accessibility and provide passenger growth

Significantly expand the new cross-city and cross-regional network of bus services supporting over half a million people to new journey opportunities, connecting communities, and better integration with metro and rail

Set minimum service levels and review our network in full from October 2022 after the Commonwealth Games

Invest in a package of new additional Demand Responsive Transport services to feed an integrated bus, metro and rail network

The West Midlands Bus Alliance aims to connect every resident to every job in the region within 90 minutes by public transport by 2030 working with the Metro and Rail Alliances

### CRSTS investment themes:

- Connecting our places
- Creating resilient networks and communities
- Supporting inclusive growth

The West Midlands Bus Alliance will deliver an enhanced bus network that provides connections that people need for better access to life changing opportunities and essential services including existing and future skills, jobs, retail and leisure.

We will achieve this by defining and delivering a core network of turn up and go services with enhanced frequencies which is easy for passengers to understand and navigate. This core network will be fed by a network of local and supporting services.

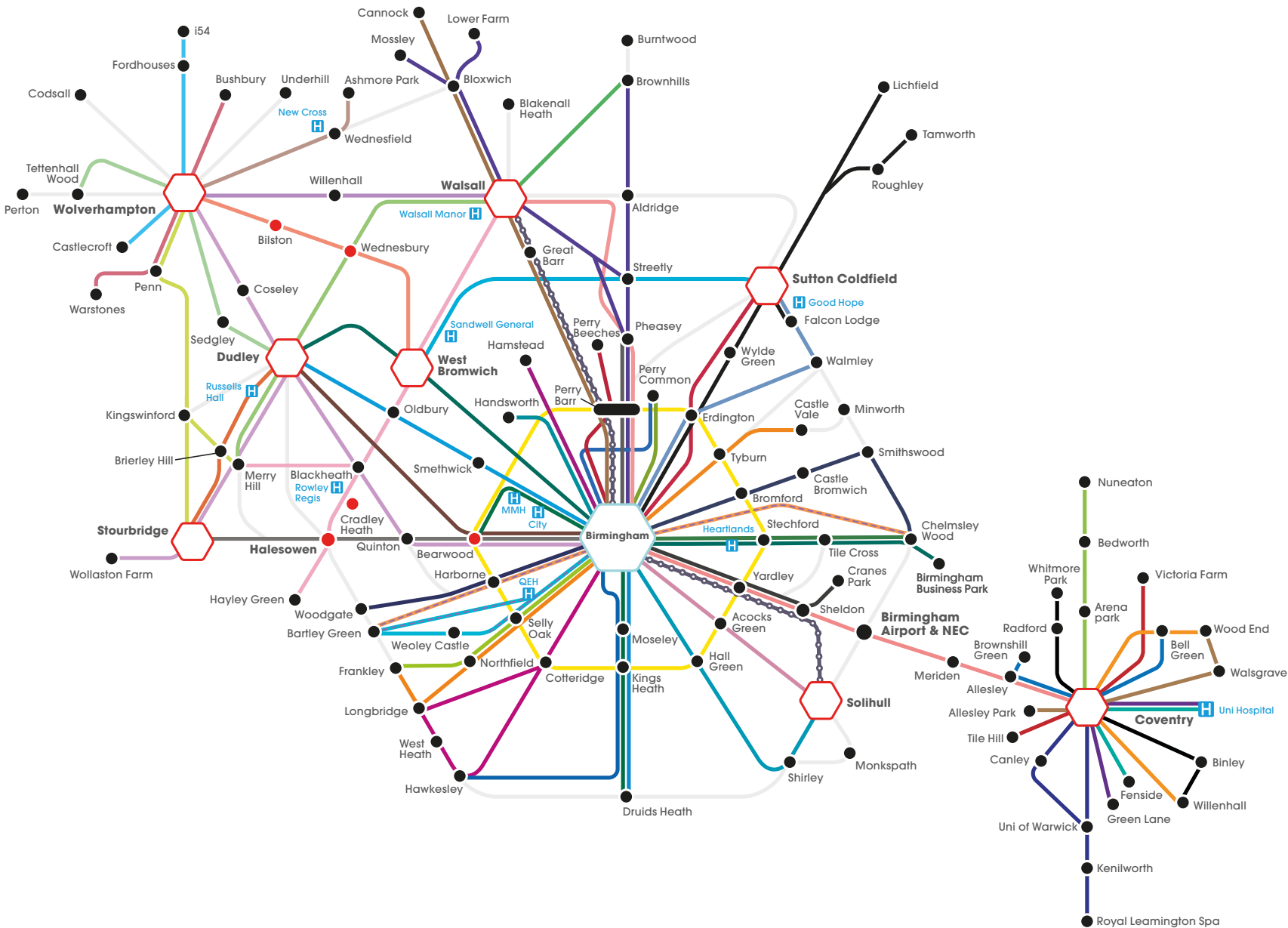
The core network will build on the delivery of cross city services, to link bus services to all parts of our central areas as well as the surrounding suburbs. These cross-city and cross-region services will significantly increase the number of people with direct cross-regional links to more places, and improved connection to metro and rail.

The network will be numbered to remove any duplication of service numbers in local areas to provide greater clarity for passengers.

The core network will be supported with comprehensive bus priority measures, improved waiting facilities, branding, information and integrated ticketing. It is envisaged this investment coupled with the stated frequency levels will give this core network the best chance to be commercially viable in the medium term.



West Midlands Core Network



The bus network has been designed around key principles of guaranteed service levels at different times of day including enhancements during the evenings and Sundays, across different categories of the core network, and the local and supported network.

## Monday to Saturday

- 12 to 15 mins between 0500 to 0700
- 8 to 10 mins between 0700 and 1830
- 12 to 15 mins between 1830 and 2330

## Sunday

- 15 mins 0630 to 0830
- 10 to 12 mins 0830 to 1700
- 15 mins 1700 to 2200

POTENTIAL CORE NETWORK SERVICE LEVELS BY DAY AND TIME

## Monday to Saturday

- 15 to 30 mins between 0630 to 0800
- 10 to 20 mins between 0800 and 1830
- 15 to 30 mins between 1830 and 2300

## Sunday

- 60 mins 0700 to 0900
- 15 to 30 mins 0900 to 1700
- 60 mins 1700 to 2200

POTENTIAL LOCAL NETWORK SERVICE LEVELS BY DAY AND TIME

Having maintained a stable network for the Commonwealth Games in July 2022 when the eyes of the World will be on the region, we will undertake a review of the entire network to deliver these principles with operators and other partners. This network will provide the foundation on which we can build to deliver the aspirations of the National Bus Strategy.

The network will be delivered in partnership with and between operators to ensure that resource levels are appropriate for the level of demand and to enhance service provision and prevent scaling back to only the most commercial routes.

The Covid-19 pandemic has meant there are a greater number of services that are no longer commercially viable but that will be essential in delivering our aspirations and those of the National Bus Strategy. There will need to be more services supported by TfWM through the BSIP to deliver these aspirations. TfWM will seek to adopt registrations powers for bus services in the region and explore other options within our Enhanced Partnership to prevent any reduction of the network.

We will deliver a bus network which is better integrated with other modes, including walking, cycling, metro and local rail, to provide seamless and reliable travel choices.

This will include physical integration at key interchanges as well as ensuring that buses meet the times of trams and trains and most significantly, the first and last journeys. This will encourage seamless interchange between bus and other modes and seek to solve the first / last mile conundrum.

Points of interchange will be designed for customer ease to move seamlessly between active and sustainable travel modes, supporting the Bus Alliance objective to connect every resident with every job in the region within 90 minutes by public transport.

We will work to ensure that service changes are minimised and coordinated such that passengers can build their trust and journey patterns around a stable multi-modal network.

# Network Design and Integration

## Demand Responsive and Community Transport

We will continue to trial new and innovative forms of public transport underpinning a multi-modal transport system. Demand responsive transport services, incorporating Ring & Ride and other Community Transport services, will provide feeder services into the core bus and fixed metro and rail networks.

Community Transport operators are an active part of the Bus Alliance and provide a number of specialist services to support people with specific requirements and to meet a very local need. We will seek to give Community Transport services a mainstream identity within the wider bus network.

## Cross Boundary Services

The towns and cities of the West Midlands are destinations for many journeys starting outside of the transport authority's boundaries, and the opposite is also true. In establishing this BSIP we have engaged with our local neighbouring authority partners to understand how our respective BSIPs come together and

support each other. We will continue with this engagement as we collectively finalise our network and go forward to ensure that any network aspirations provide continuity across boundaries and do not stop at any administrative borders.

## Bus Performance and Reliability

Bus performance and service reliability is a big driver of customer satisfaction and use. Currently services are managed independently by individual operators and with differing results, even on corridors where operators run together and sometimes in partnership.

Through our BSIP (and supported by the EP) we need to coordinate this network management by bringing together operators and local highway authorities to ensure headways are managed and network resilience is maintained across the network and between operators. We will look at protecting the core network from unplanned disruption to ensure reliable services. We propose to implement and coordinate technologies and people into a single system to work alongside the already established Regional Transport Coordination Centre to achieve this.



## We Will:

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Introduce an additional 106km of bus lanes across the region. This will provide the foundation for our BRT plans.

Provide an additional £700m in economic benefits through the delivery of bus priority and better connecting our communities and towns across the region.

Develop a wider bus priority programme across the region ready for delivery beyond 2025 to further speed up buses and make them more reliable and dependable.

### CRSTS investment themes:

- Connecting our places
- Creating resilient networks and communities
- Supporting inclusive growth

Buses will be given greater priority through a step-change in investment and road space re-allocation to ensure bus priority infrastructure and the network supports the anticipated scale and shape of growth across the region.

Our BSIP proposes a 200 per cent increase in the length of bus lanes, with 106km of new bus lanes up to 2025;

- **Birmingham City Centre – Northfield – Longbridge (2023) / BCR 4.4**
- **Birmingham City Centre – Sutton Coldfield (2023) / BCR 2.0**
- **Perry Common / Hamstead – Hawkesley / Longbridge (2024) / BCR 2.5**
- **Harborne – Castle Bromwich (2024) / BCR 3.1**
- **West Bromwich – East Birmingham (2024) / BCR 1.5**
- **Birmingham City Centre – Halesowen (2025) / BCR 2.5**
- **Outer Circle (2025) / BCR 1.6**

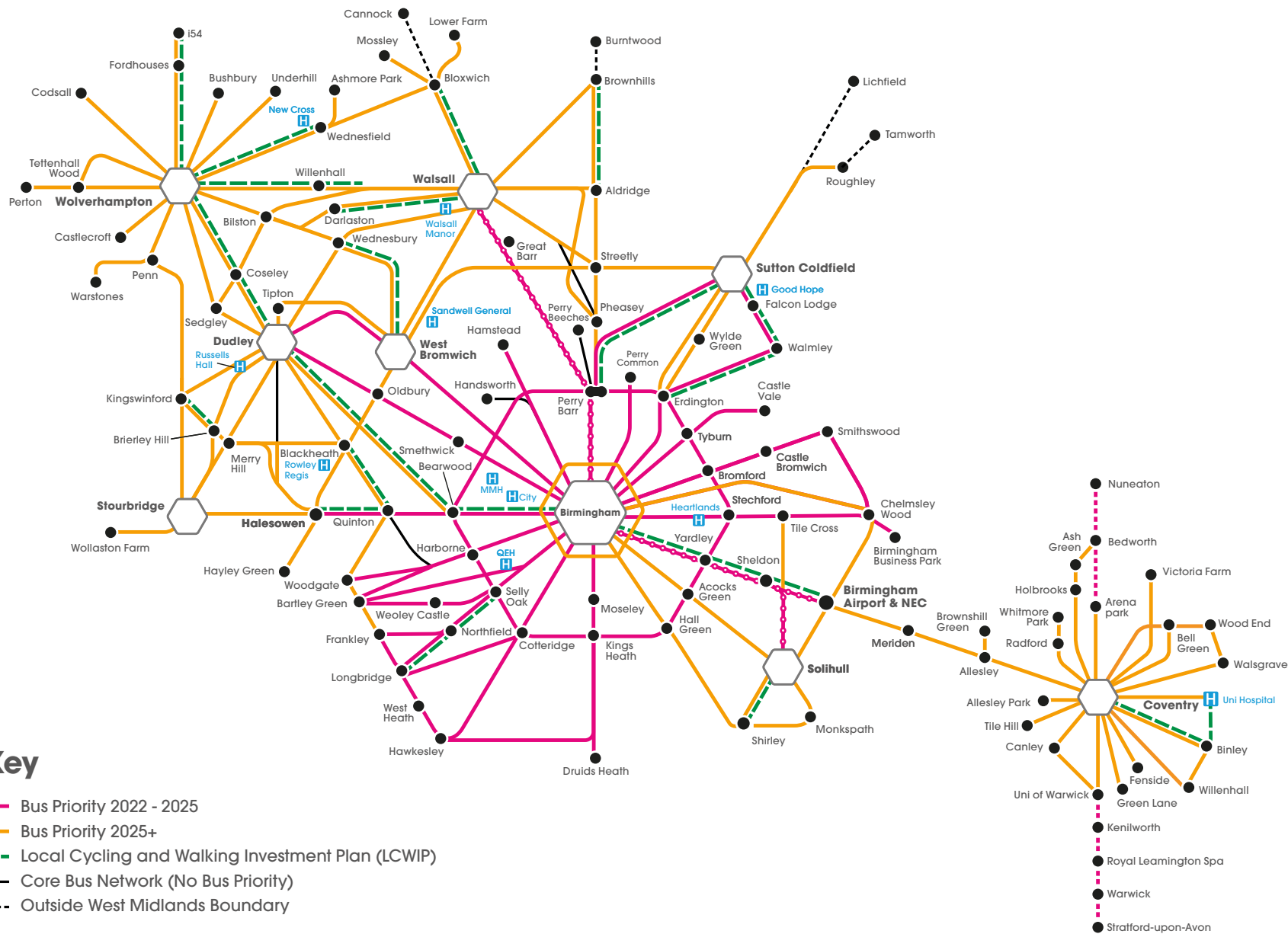
We will provide Better Journeys through the expansion of more bus priority across the region to speed up buses and improve reliability on more services as part of the core network.

The network for greater bus priority, through more bus lanes where there is congestion and space along high frequency routes, will provide the foundation for a larger bus rapid transit network in the future.

We will integrate delivery with our Local Walking and Cycling Investment Plans (LCWIP) where complementary and improve physical access to inaccessible transport interchanges (e.g. Olton Station).

We will also continue to plan and develop more bus priority measures across the West Midlands through our Bus Priority Development Programme. The programme will look at further solutions for the highway network to unlock bus from the vicious circle of congestion that negatively impacts the quality and efficiency of services including operating costs.

West Midlands Bus Priority Network



## Increases in bus priority and Bus Rapid Transit (BRT)

### Strengthening the KRN approach

The West Midlands Key Route Network (KRN) is a 605km network of key highways across the West Midlands, defined in consultation with constituent local authorities and neighbouring highway authorities. Our KRN is a diverse network serving a range of travel demands and functioning across a range of place types with different characteristics that carries more people on buses than cars on the KRN each day.

As we look forward, there is a need to take a strategic view on the competing pressures across the KRN corridors to deliver optimum solutions from a variety of road-based modes that will help us achieve the emerging LTP Green Paper outcomes, and national policy objectives for bus and active travel as well as decarbonisation of the transport system. The LTP will offer an opportunity to clearly define the role of the KRN, along with policies and measures to ensure that it is developed and well-managed.

## Achieving a modal shift through our Sprint Bus Rapid Transit (BRT) network

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Sprint is our planned Bus Rapid Transit (BRT) network that will offer a similar level of service and comfort to a tram. It will operate on the highway like a bus with a limited stop service and dedicated bus lanes on key corridors.

Sprint will enable greater accessibility and quicker, more reliable journey times, helping the region to increase productivity whilst decreasing congestion on the region's roads. It provides the opportunity to encourage a greater modal shift from private cars with its enhanced level of service and comfort. It will link residential and employment areas. It will also connect to HS2 and new tram extensions. Our first corridor – ready in time for the 2022 Commonwealth Games – will link Walsall with Birmingham, Solihull and Birmingham International Airport.



## We Will:

Maintain the cheapest fares in England at £4 a day and £15 per week for adults; and £2 a day and £7.50 per week for children.

Radically simplify our ticket range moving from over 3,000 options to a structure of just 6 making it simpler than ever before and enabling prices to be displayed at over 12,200 bus stops for the first time ever.

Build on the amazing work we have already done with the delivery of 1 day, 3 day and weekly capping to enable those using their bank card across multi-operator services to achieve the same capping benefits.

TfWM and its partner bus operators will deliver a revolution in its fares and ticketing. This will be delivered through simpler, easier and cheaper fares, targeted incentives, that will set the West Midlands above all other areas in the UK in terms of access to, and payment for public transport.

## Simpler

We will replace the thousands of ticket options with a streamlined and cheaper set of just 6 ticket types that will be accepted on all operators' services with aligned pricing. This will include single, day and season tickets making it much easier for customers to understand which ticket offers them best value.

For the first time, TfWM and its partners will be able to promote the price of tickets throughout all its retail channels. This will remove the information barrier that restricts usage.

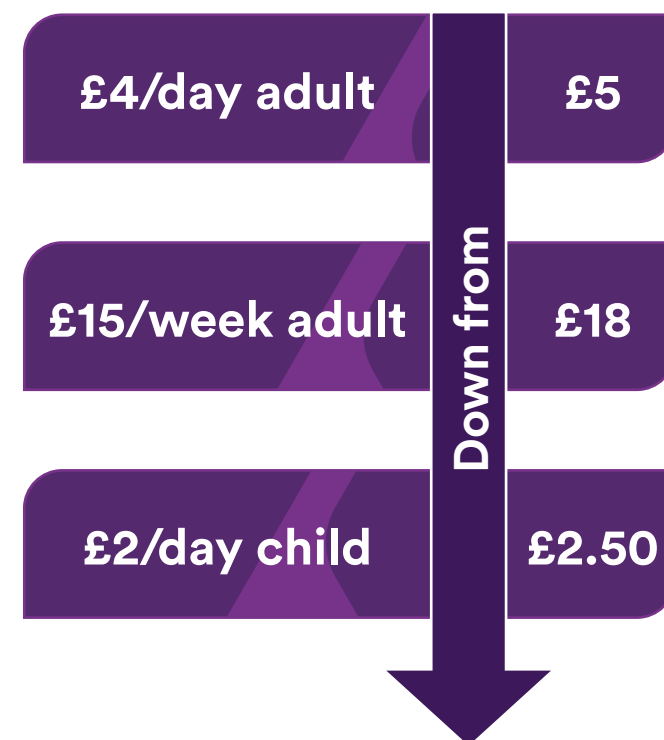
## Easier

We will make it easier than ever before to pay for bus travel. We will deliver a contactless solution so that customers can achieve a best value cap when using their bank card across operators' services.

TfWM will also continue to develop and promote its Swift Go solution which will become a vital component of its passenger incentive programme.

## Cheaper

The interventions will change fares and ticketing in the West Midlands. Customers will be able to use their tickets on all operators' service at no added cost.



## CRSTS investment themes:

- Making behaviour change easy
- Connecting our places
- Supporting inclusive growth



## Lower, simpler fares and integrated ticketing

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### Retail Proposal

Ticket retailing will be aligned to ensure both consistency and efficiency. TfWM, in partnership with local bus operators, will take over the retail network to ensure that customers can access the tickets they need, where and when they need them. This will see a hybrid of physical and digital channels that are customer optimised and efficient to also ensure value for money for bus operators.

### Marketing Proposal

Marketing will be aligned, with TfWM and local bus operators working together to ensure that customers are fully informed on local bus services. This new approach will see a guarantee of 0.5% of ticket sales revenue allocated to marketing activity.

### Ticket Discounting

As part of the launch of the new simplified ticket range, TfWM will support all operators in maintaining discounted ticketing to ensure customer best value across the complete product range and sustaining a real term reduction in ticket prices for customers across all operator services.

### Passenger Incentive Programme

TfWM will work with bus operators to deliver a comprehensive passenger incentive programme that will use data to provide bespoke discounted and free travel offers that both encourage people to return to public transport whilst also generating new users.

### Passenger Incentive Programme - non-exhaustive list of activities



Targeting previous customers that are yet to return following the Covid-19 pandemic



Incentivising non-users through promotions – for example, offering discounted or free travel to those people that use our Swift system to pay for their parking in the region



Free bus travel week to promote the bus to everyone



Social prescribing trials to show that access to transport is a key part of recovery and healthy living. The aim here is to create a legacy where future funding will be accepted to move from a trial into mainstream if the trials are successful



Free travel for new home-owners encouraging them convert to public transport use



Discount and offers to encourage take up of new ticketing technologies such as Swift Go that offers flexible best value capping which is perfect for workers returning to hybrid arrangements

## We Will:

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Transform multi-modal information across the network and bring about effective and enhanced disruption information across all bus services to match that of rail and Metro

Provide Real Time Information screens, or virtual Real Time via smart phone to every stop across the region

Make our bus infrastructure cleaner, and greener and provide new enhanced branded infrastructure at all key centres across our network by 2024

Publish statistics on the performance of our bus network to build confidence in its use to promote patronage growth

Our ambition is to “Inform, Reassure and Inspire” the customer experience by providing higher-quality, and wider reaching information that is accessible to all.

Building on our current provision of bus information, we will deliver enhanced integrated information so that the customer can make more informed decisions regarding their journey.

We will work in partnership with operators of other modes to ensure that improved multi-modal information is provided at all interchanges and managed bus stations on printed and digital platforms.

Access to real time journey information will be provided at all stops across the network, via “virtual” displays, such as through a QR code or NFC tag, ensuring information is accessible for those with disabilities. We will install more electronic information screens at locations, focussed on the core network and working with suppliers of new technology ensure that these deliver information to assist visually impaired customers.

We will provide useful, up-to-date and accurate digital information that can assist customers along their journey, either via our network platforms or customer’s mobile devices, giving them greater confidence

to use the system and potentially assisting with onward travel.

We will continue to deliver information through a variety of channels including at the point of getting on the bus as well as onboard the vehicle itself, to ensure that smartphone ownership is not a barrier to information.

We will support travel demand management through information and deliver systems, software and processes that support the RTCC. This will include enhanced disruption information and tools to give customers more information as to why and what alternatives are available, and support operational management of the network to improve bus performance and use.

We will continue to deliver our local TfWM branding across the network and support the vision of a core network that is easily recognised and contributes to a good customer experience. We will continue to work with our local bus operators to retain successful existing brands. Streamlined local branding, marketing and communications will improve the clarity and quality of customer information. This will ensure a more intuitive understanding of a single integrated public transport system across Bus, Sprint, Metro and Rail.

## CRSTS investment themes:

- Making behaviour change easy
- Connecting our places
- Creating resilient networks and communities

## Customer Information and Infrastructure

We will make our transport assets cleaner, greener and accessible for all. Bus shelters, interchanges and our managed bus stations are the “shop window” for new customers. We will ensure that these facilities across the core network are enhanced and branded to attract new users and encourage modal shift.

We will work with local authorities to enhance the public realm around bus stops to ensure that the locality is safe and provides a positive stepping off point to improve the overall bus journey.

We will enhance our current marketing strategies and promote and provide sustainable travel information that promote the benefits of sustainable transport compared to driving.

We will publish statistics on the performance of the bus network to tell a “good story” through information outputs , particularly focussing on reliability.

We have already made investment into understanding bus “real journey times” , with the intention of including this information on electronic passenger information displays across the bus network.



## We Will:

- Aim to achieve a 100% zero-emission bus fleet by 2030
- Seek an 750 additional zero emission buses by 2025
- Plan to have over 1,000 zero emission buses by 2025
- Continue the delivery of pantograph charging infrastructure to support all operators in accelerating to zero emission

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## CRSTS investment themes:

- Making behaviour change easy
- Delivering a green revolution
- Supporting inclusive growth

We plan to have more new electric buses, new hydrogen buses and electric re-powered buses operating across the region. Our continued commitment to improve bus emissions in the region would see all buses zero emission by 2036. Through additional Government funding to our BSIP ask, we can accelerate this timeframe towards 2030 for all remaining 1,750 vehicles (after this BSIP investment) to be zero emission. An average annual investment of £134m in zero emission buses and associated infrastructure is required to meet this goal.

## Our current roadmap for zero emission buses

2021

- First 20 hydrogen double deck buses
- First 5 electric re-powered buses

2022

- First public owned pantograph at Wolverhampton Bus Station
- First subsidised zero emission bus service in the West Midlands

2023

- 100 additional hydrogen double deck buses
- World's largest hydrogen bus rapid transit system (24 vehicles)

2025

- First fully zero emission local bus fleet operator on West Midlands services (Stagecoach)
- Coventry's all-electric bus city

2030

- National Express's entire fleet zero emission target
- All WMCA subsidised bus services zero emission target
- Network of 36 pantograph charging infrastructure across the West Midlands for use by local bus services and cross-boundary services, with the opportunity for multi-modal use



## Modern Buses and Decarbonisation

Alongside our zero emission bus ambitions, our immediate action in 2022 would be to make all buses in the region at least Euro VI. Our successful retrofit programmes have improved the emissions for over 1,000 buses in the last 3 years. The remaining 120 buses across local bus services and the community transport sector would be targeted to ensure cleaner air for all.

As more new buses operate in the West Midlands, our vehicle standards would improve. Enhanced passenger features will be stipulated on all new buses including next-stop audio and visual information, an induction hearing loop, a second wheelchair space and on-board CCTV for enhanced passenger and driver safety and incident reporting.

We would also work closely with operators to improve the passenger information on existing buses. In 2020, we completed a successful project to retrofit on-board next-stop audio and visual information to existing buses. This would be expanded across the existing bus fleet to make buses accessible for all.

Through the investment in new buses, we will commit to improving vehicle safety standards. We will look to develop a Bus Safety Standard for the West Midlands in collaboration with local operators, vehicle manufacturers, the Urban Transport Group and wider bus industry. This will be delivered and initially applied to new buses and on our subsidised bus network.



## We Will:



Give passengers in our region a stronger voice



Ensure passengers can easily have their say and that they feel listened to



Work with partners to act quickly if things go wrong



Promote an environment in which feedback is actively encouraged and used positively to improve the customer experience

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## The Customer Charter

We will develop a single Bus Passenger Charter for the region that gives customers information about what they can expect from the bus service in the West Midlands, including tangible outputs, and how to complain where expectations are not met.

The Charter will:

- Confirm the geographical scope of the bus service
- Explain the responsibilities of TfWM and the bus operators
- Set the standards that passengers can expect to receive with regards to punctuality, vehicle cleanliness, service distribution, information standards and accessibility of buses and bus infrastructure
- Include details of inclusive transport provision and specific customer support arrangements for disabled people
- Offer help when things go wrong by signposting sources of support, and summarise the complaint handling process

## Passenger Engagement Opportunities

The Bus Charter and related standards will be partially informed by customers through engagement with passenger representatives and advocacy groups. We will ensure passengers have a range of ongoing opportunities through which to engage with TfWM and the bus operators.

## Mechanisms for redress

We will ensure our Bus Passenger Charter is easy to understand through engagement with passenger representatives and advocacy groups, including those with insights into accessibility and equality barriers. We will make it easy for all passengers to provide feedback and ensure that processes are in place to put things right if they go wrong. Giving passengers a stronger voice will support improvements in overall satisfaction.

## Driver Training Programmes

We will also work closely with operators to improve staff engagement and customer satisfaction and standards, through enhanced driver training programmes.

CRSTS investment themes:

- Making behaviour change easy

## We Will:



Deliver targeted campaigns that focus on education and intervention to reduce offences



Roll out CCTV at key locations for enhanced staff and public safety



Improve lighting at bus stations, stops and interchanges



Increase our presence and patrols on the network

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It is imperative that the Safer Travel Partnership (our collaboration with West Midlands Police, British Transport Police and Transport for West Midlands) gives passengers confidence as they use the bus. It is important that the safety and security of customers is considered from the 'whole journey experience' point of view. Increasing security measures at stops and interchanges is as important as improving key routes to those stops and interchanges.

Feedback has shown the primary interventions that are requested and needed in this area, and it is these interventions, along with key linked deliverables within the Safer Travel Plan, that have informed the actions to be taken. This fits well with the Violence Against Women and Girls strategy being developed locally by the Police and Crime Commissioner, to address concerns, where transport has been highlighted as a place where women and girls feel less safe.

## Targeted campaigns that focus on education and intervention

Young people are more likely to be victims of crime and focus on education and intervention needs to be considered in this space. Research shows that education can reduce the offences that young people are exposed to. We plan to deliver this through

the Education Officer engaging with a minimum of 30,000 young people and women per year on education programmes.

## The roll out of CCTV at key locations

Technology has also proved to be an extremely cost-effective tool in relation to both staff and public safety on the transport networks. In a CCTV-rich environment, the opportunities for evidence gathering and real-time interventions and incident reporting are clear. This will be delivered by installing remote access CCTV to over 50 shelters and HD CCTV on 11 routes.

## Improved lighting at stations, stops and interchanges

Well-illuminated areas tend to improve people's perception of safety and lower their fear of crime. Upgrading lighting and reducing dark spaces will deliver this improvement.

## Increased patrols

All demographics favour an increase in capable guardianship on the network, with all cohorts seeing this as their preferred top intervention in making them feel safer. We plan to add 9 more TSO's onto the network delivering 18,720 additional hours per year.

## CRSTS investment themes:

- Healthy streets and spaces
- Making behaviour change easy
- Creating resilient networks and communities

## We Will:

- Develop an ongoing pipeline of costed proposals to evolve the integration and transformation of the bus network through enhanced services, more bus priority and better passenger infrastructure.
- Work with our local highway authorities to continue exploring complementary measures to support bus growth including parking controls, better prioritisation of bus and capital investment in bus-based Park & Ride.

TfWM is currently undertaking an analysis of how integration between modes can be further improved as part of the evidence base for the emerging Local Transport Plan. This work, titled 'Project Fuse', will further consider global best practice for the essential elements of integrated transport services.

As well as traditional approaches, this will consider future technology such as 5G communication systems to ensure the transport network is managed more efficiently and effectively, and passengers are kept well informed of the choices available to them and encouraged and incentivise active and sustainable travel.

We have to stay on top of the ambition to maintain Better Buses, Better Journeys and Better Fares in levelling up the West Midlands.

## BSIP investment themes:

- Healthy streets and spaces
- Making behaviour change easy
- Creating resilient networks and communities

The delivery of this BSIP forms the latest stage of an ongoing transformation of bus services and transport investment in the West Midlands. Buses have to act as the critical component in a major network of integrated sustainable and active travel.

This BSIP sets out the ambition to 2025 but the West Midlands intends to keep up this ambition and prepare for the next stages once this initial investment programme is implemented.





## BSIP Funding

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### Our BSIP funding ask to March 2025 is £662 million.

If provided in full, it would leverage a further investment of £406m of local and private sector contributions that we could raise on the back of this investment for Better Buses, Better Journeys and Better Fares.

Our BSIP prospectus contains our ask for bus priority to develop the largest network of cross-city and cross-regional services ever developed, which underpins all of the other asks to Bus Back Better and build trust and confidence in our bus network.

Our BSIP investment complements our wider £1.05 billion City Region Sustainable Transport Settlement (CRSTS). Our CRSTS prospectus identified complementary ‘bus’ funding for some of our key priorities for bus rapid transit, simpler ticketing, enhanced public transport interchanges and demand-responsive network enhancements.

There is no duplication between the two. Together, they set out the need for over £1 billion for bus investment in the West Midlands. Both investment asks are aligned and provide strong synergies that, if nationally backed, would generate a real chance for levelling up of the West Midlands economy and “Building Back Better”.

## Making it happen at pace

The West Midlands has led the way on making positive change for bus through public-private partnerships, delivering over £500m of bus improvements through the West Midlands Bus Alliance since late 2015.

The award-winning West Midlands Bus Alliance is made up of local bus operators, local highway authorities, Transport for West Midlands, Confederation of Passenger Transport, Transport Focus and Bus Users UK. A Bus Alliance Board is responsible for setting objectives, overseeing work programmes and making sure work gets done and performance improves. The Bus Alliance Board is accountable to the WMCA Board. This has become the benchmark for public-private partnerships for bus services in the UK.

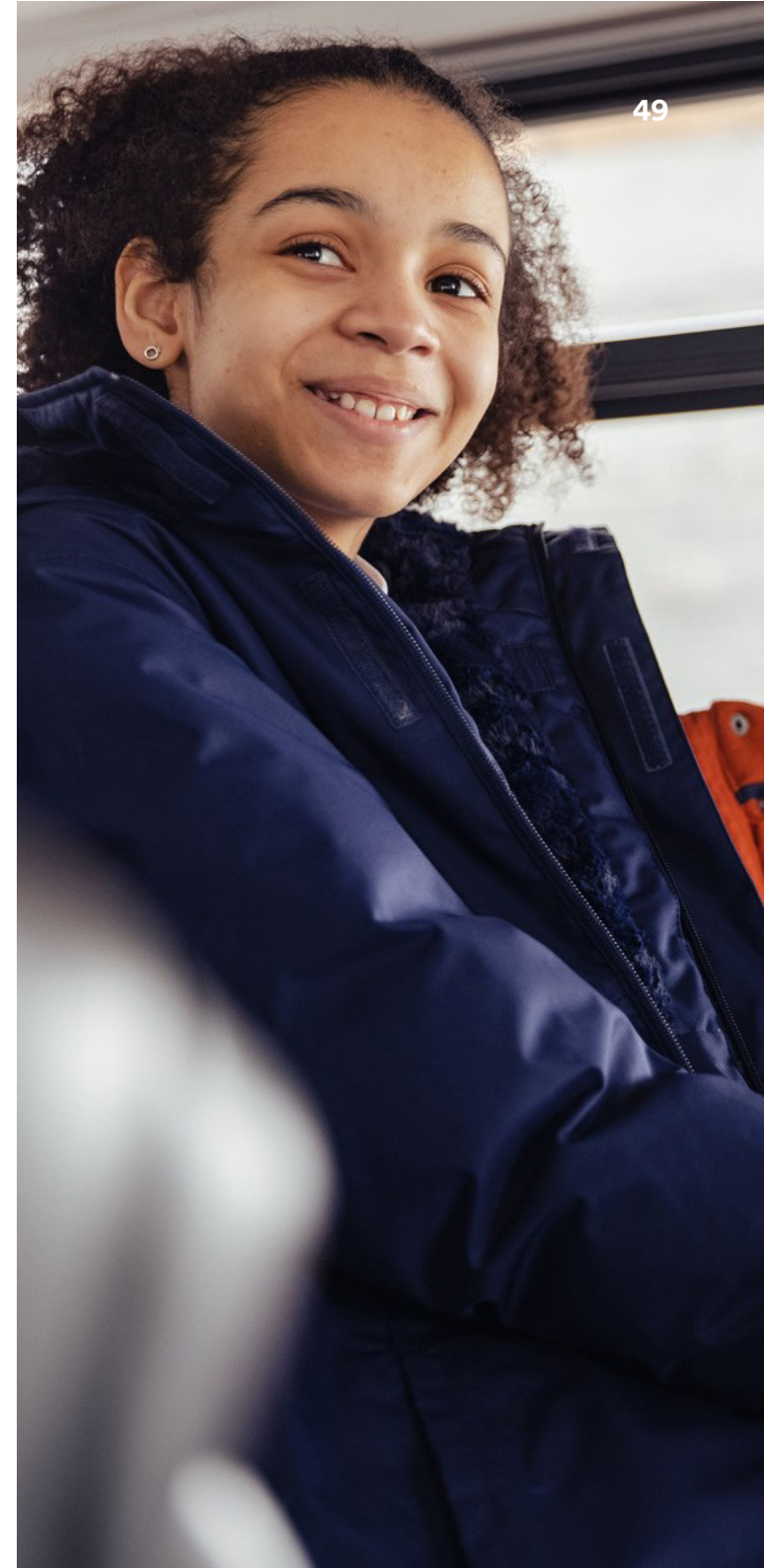
Nationally, TfWM are leading the way as the first, and currently (October 2021) only Mayoral Combined Authority with an Enhanced Partnership (EP).

We have a proven delivery track record spanning several decades. The skills, processes and mechanisms we have in place have been refined and strengthened over many successfully delivered small and large-scale capital projects.

Our project experience includes delivering the first part of our Bus Rapid Transit network – Sprint. It is critical that funding is secured to retain our local experience and expertise so that we can continue our bus service improvements to “Bus Back Better”.

Sustained investment and delivery at pace will be accomplished through our existing West Midlands Bus Alliance and associated Enhanced Partnership delivery model. As the BSIP is published, our Bus Alliance governance will be reviewed, alongside necessary updates to our existing EP. There is no end date to the BSIP – it will be reviewed at least annually through the Bus Alliance to ensure alignment with the emerging LTP and any other relevant national or regional plans.

Through delivery, if the BSIP vision and outcomes cannot be delivered in partnership, franchising is identified as a mechanism to which LTA's can turn to deliver the BSIP. TfWM is undertaking an assessment of the wider bus service reform options available through the Bus Services Act 2017. This ongoing assessment includes bus franchising options and will detail how the BSIP vision could be pursued and delivered using the 2017 Act.



# Appendix: BSIP Overview

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## Overview of the West Midlands Bus Service Improvement Plan (BSIP)

<b>Name</b>	West Midlands Combined Authority
<b>Enhanced Partnership or Franchising (or both)</b>	Enhanced Partnership (Separate Bus Delivery Options Assessment including Franchising being undertaken)
<b>Date of Publication</b>	5 November 2021
<b>Date of next annual update</b>	October 2022
<b>URL:</b>	<a href="https://www.tfwm.org.uk">West Midlands Bus Service Improvement Plan   Transport for West Midlands (tfwm.org.uk)</a>

Targets	2018/2019	2019/20	2024/2025	Description of how each will be measured
<b>Journey Time</b>	16.5kph overall 14.4kph slowest centre 18.5kph fastest centre	16.2kph overall 13.8kph slowest centre 18.0kph fastest centre	17.2kph overall 16.4kph slowest centre 18.6kph fastest centre	Bus speeds kph (MF 0700-1100). Network overall and by strategic centre, using operator AVL data
<b>Reliability</b>	83% overall 78% lowest centre 88% highest centre	85% overall 80% lowest centre 89% highest centre	95% overall 95% lowest centre 95% highest centre	Bus punctuality (% within 1 min early and 5 late (MF 0700-1100). Network overall and by strategic centre, using operator AVL data
<b>Passenger Numbers</b>	262 million	248 million	268 million	Boardings measured using operator journeys in their Operator Return ('OP1') forms (used for concessionary reimbursement).
<b>Average Passenger Satisfaction</b>	84%	85%	89%	Average passenger satisfaction with service overall, measured using Transport Focus Bus Passenger Survey data.

Delivery – BSIP policies to:	BSIP Funding to March 2025	Explanation (max 50 words)
<b>Make improvements to bus services and planning</b>		
<i>More frequent and reliable services</i>		
Review service frequency	£136.3m	<ul style="list-style-type: none"> <li>Provide a stable network to welcome the world to the Birmingham 2022 Commonwealth Games</li> <li>Sustain and enhance frequencies on over 110 routes, including evenings and Sundays</li> <li>New cross-city and cross-regional ‘levelling up’ network connecting all parts of our region to jobs and new opportunities, giving 40% of passengers direct links to more places</li> </ul>
Page 65 Increase bus priority measures	£246m	<ul style="list-style-type: none"> <li>Trebling the amount of bus priority, providing £700m of economic benefits</li> <li>106km of new bus lanes</li> <li>A shovel-ready programme of priority for delivery both before and beyond 2025</li> <li>Full alignment with CRSTS and other funding streams</li> </ul>
Increased demand responsive services	See review service frequency	<ul style="list-style-type: none"> <li>Package of new additional DRT services, incorporating Ring &amp; Ride and Community Transport</li> <li>Repositioning Community Transport and DRT with a mainstream identity within the wider bus network</li> <li>Ensuring DRT feeds the core bus, metro and rail networks and active travel</li> </ul>
Bus rapid transit (BRT) network	See increase bus priority measures	<ul style="list-style-type: none"> <li>First Sprint BRT corridor opens ahead of the 2022 Commonwealth Games</li> <li>New cross-region links, helping level-up the Midlands by connecting Walsall, Birmingham city centre, Birmingham Airport, Solihull and HS2 in the future.</li> <li>Delivering more bus priority to provide the foundation for our BRT plans.</li> </ul>

Improvements to planning / integration with other modes		
Integrated services with other transport modes	See more frequent and reliable services	<ul style="list-style-type: none"><li>Seamless and reliable travel choices to better integrate with other transport modes</li><li>Physical integration at key interchanges and with active travel modes</li><li>Ensuring buses meet train and tram times, especially first and last journeys</li></ul>
Simplify services		<ul style="list-style-type: none"><li>A core network of 110 turn-up-and-go services</li><li>Enhanced frequencies and minimum service levels</li><li>Local and supported services</li></ul>
Review socially necessary services		<ul style="list-style-type: none"><li>Review and support more services impacted by covid to help recover the customer base and usage</li></ul>
Improvements to fares and ticketing		
Lower Fares	£53m	<ul style="list-style-type: none"><li>Keeping England’s cheapest bus fares, already reduced in July 2021</li><li>£4/day and £15/week capped low fares (down from £5/day and £18/week)</li><li>Continuing daily, 3-day and 7-day capped fares</li><li>Passenger Incentive Programme to target 500k people with bespoke offers</li></ul>
Simplify Fares		<ul style="list-style-type: none"><li>Goal of no premium for multi-operator tickets</li><li>Massively simplified fares and ticketing offer of just 6 ticket types</li><li>Prices shown at every stop for the first time ever</li></ul>
Integrate ticketing between operators and transport	£0.5m	<ul style="list-style-type: none"><li>New multi-modal capping back office</li><li>Customers will always get best value whichever mode they use</li><li>Goal shared by all operators of no premium for multi-operator tickets</li><li>Builds upon highly successful Swift Go and nBus / nNetwork schemes</li></ul>

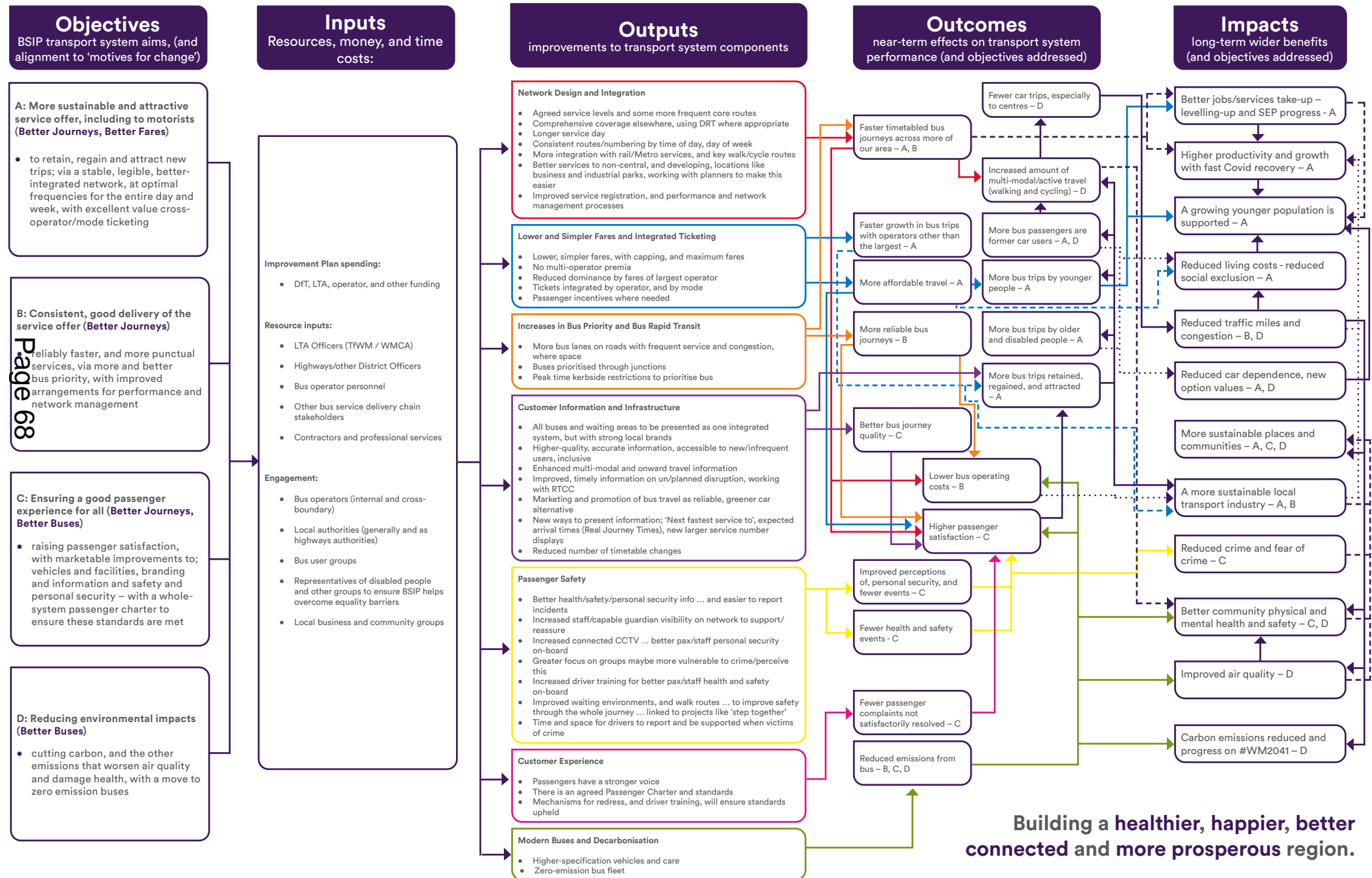
Delivery – BSIP policies to:	BSIP Funding to March 2025	Explanation (max 50 words)
<b>Make improvements to bus passenger experience</b>		
<i>Higher specification buses</i>		
Invest in improved bus specifications	£3.9m	<ul style="list-style-type: none"> <li>Enhanced passenger information and safety standards on new and existing buses.</li> </ul>
Invest in accessible and inclusive bus services	£1m	<ul style="list-style-type: none"> <li>Trialling new and innovative forms of public transport underpinning a multi-modal transport system</li> <li>Enhanced driver training programmes to improve staff and customer engagement and satisfaction</li> </ul>
Protect personal safety of bus passengers	£1.1m	<ul style="list-style-type: none"> <li>Targeted campaigns to focus on education and intervention to reduce offences, particularly for women and young people</li> <li>New CCTV at key locations for enhanced staff and public safety</li> <li>Improved lighting at bus stations, stops and interchanges</li> <li>Increased presence and patrols on the network</li> </ul>
Invest in decarbonisation	£161m	<ul style="list-style-type: none"> <li>Additional 750 zero emission buses by 2025</li> <li>100% zero emission fleet by 2030</li> <li>Fastest city region to fully zero</li> <li>£313m of match funding from private sector</li> </ul>

<i>Improvements to passenger engagement</i>		
Passenger Charter	£0.3m	<ul style="list-style-type: none"> <li>Single Bus Passenger Charter for the region</li> <li>Giving passengers a stronger voice and ensuring they can easily have their say and that they feel listened to.</li> <li>Working with partners to act quickly if things go wrong and promoting an environment in which feedback is actively encouraged and used positively to improve the customer experience.</li> </ul>
Strengthen network identity	£5.6m	<ul style="list-style-type: none"> <li>Completing the West Midlands Bus branding roll out across the network</li> <li>Alignment with equivalent brands for other modes to give single integrated transport network</li> <li>Supporting the vision of a core network that is easily recognised and aids clarity and simplicity</li> <li>0.5% of fares revenue invested in marketing</li> </ul>
Improve bus information	£17.7m	<ul style="list-style-type: none"> <li>Transformed availability of multi-modal information across the network</li> <li>Effective and enhanced disruption information across all bus services to match that of rail and Metro.</li> <li>Real Time Information screens, or virtual Real Time via smart phone, to every stop across the region.</li> </ul>

Delivery – BSIP policies to:	BSIP Funding to March 2025	Explanation (max 50 words)
Other		
Customer infrastructure	£23.9m	<ul style="list-style-type: none"><li>• We will make our bus infrastructure cleaner, and greener</li><li>• New enhanced branded infrastructure at all key centres across our network by 2024</li></ul>
Network Management	£5.3m	<ul style="list-style-type: none"><li>• Improved network management by bringing together operators and local highway authorities in a single system through the established Regional Transport Coordination Centre</li><li>• Manage headways and network resilience across the network between operators and highway authorities</li></ul>
Marketing	£4.5m	<ul style="list-style-type: none"><li>• At least 0.5% of fares revenue re-invested in marketing</li><li>• New and exciting marketing campaigns to encourage ridership and get people back to bus</li></ul>
LTA Delivery	£1.8m	<ul style="list-style-type: none"><li>• Strengthening of staff resources and capabilities to deliver the ambitious BSIP investment delivery programme</li></ul>

# Appendix: Logic Map

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Transport for  
**West Midlands**



**West Midlands**  
Combined Authority

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# West Midlands Enhanced Partnership Scheme for Buses

## ***DRAFT Variation 002: BSIP Funding***



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**THE WEST MIDLANDS ENHANCED PARTNERSHIP SCHEME FOR BUSES IS  
MADE IN ACCORDANCE WITH SECTION 138R(1) OF THE TRANSPORT ACT  
2000 BY:**

**(1) THE WEST MIDLANDS COMBINED AUTHORITY (WMCA) of 16 Summer  
Lane, Birmingham B19 3SD**

**(2) BIRMINGHAM CITY COUNCIL of The Council House, Victoria Square,  
Birmingham B1 1BB**

**(3) THE BOROUGH OF SANDWELL of Sandwell Council House, Freeth Street,  
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**(4) SOLIHULL METROPOLITAN BOROUGH COUNCIL of Council House, Manor  
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**(5) WALSALL METROPOLITAN BOROUGH COUNCIL of Civic Centre, Darwall  
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Priory Road, Dudley DY1 1HF**

**(8) WOLVERHAMPTON CITY COUNCIL of Civic Centre, St Peter's Square,  
Wolverhampton WS1 1SH**

## Definitions used in the document

**AQPS** – means an Advanced Quality Partnership Scheme made pursuant to section 114(1) of the Transport Act 2000 [as amended by the Local Transport Act 2008 and the Bus Services Act 2017].

**Automatic Vehicle Location (AVL)** – is a means for automatically determining and transmitting the geographic location of a vehicle, allowing it to be tracked in real time.

**Bus Franchising Area** – an area in which a statutory franchising scheme operates, as prescribed in the Transport Act 2000, as amended by the Bus Services Act 2017 (section 123). Bus services in the area are controlled and specified by the transport authority, with bus operators providing services under one or more contracts.

**Bus Gate** – is a short stretch of road carriageway that is restricted to use by buses and (where specified) taxis and other authorised vehicles as indicated on appropriate signage on the approach.

**Bus Lane** – is a signposted lane, designated for use by buses and (where specified) taxis and other authorised vehicles, at the times also indicated by signage.

**Bus lane enforcement** – means the action taken to ensure that bus lanes are used only by authorised vehicles. This is often carried out by using cameras to record unauthorised use, with the issue of civil penalties to offenders under section 144 of the Transport Act 2000.

**Bus Service Operators Grant** – BSOG is a grant paid to operators of eligible bus services and community transport organisations to help them recover some of their fuel costs.

**Bus Stand** – means a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to Schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit buses operating registered local bus services to wait within the clearway for as long as maybe necessary up to a maximum period of 10 minutes or alternative time as specified within the agreement.

**CCTV** – means closed circuit television system, whereby static or mobile cameras are used to record offences or for surveillance and security purposes.

**CVRAS** – means Clean Vehicle Retrofit Accreditation Scheme (CVRAS) and is a certification scheme for manufacturers of retrofit emissions reduction technology that will enable Clean Air Zone (CAZ) compliance of legacy fleet vehicles to address the air pollution emissions from buses.

**Designated feeder service** – means a bus service that is specifically designed by the operator and accepted by Transport for West Midlands as one that connects with another service allowing passengers to interchange at designated stops or stands

**Enforcement camera** – means a roadside camera that records and produces suitable evidence of unauthorised use of bus lanes or bus gates for the local highway authority to issue civil penalties under section 144 of the Transport Act 2000.

**EP Scheme Area** – means the area to which this EP Scheme document applies.

**Euro VI equivalent standards** – Euro VI diesel bus or a bus with CVRAS approved technologies retrofitted to a diesel bus to reduce NOx and Particulate Matter (PM) emissions and achieve Euro VI equivalent standards

**Facilities** – means the physical assets that are provided at specific locations along particular routes (or parts of routes) within the EP scheme area or new and improved bus priority measures. This is deemed for such purposes of section 138D(1) of the Transport Act 2000.

**Measures** – means the improvements with the aim of:

- Increasing the use of local bus service serving the routes to which the measures relate or ending or reducing a decline in their use; or
- Improving the quality of local bus service.

**Slot Booking System** – means the system and process set out to manage the number of buses using a particular bus stop and their headway.

**Local Authorities** – as prescribed under section 23 of the Local Government Act 2003.

**Local Highway Authorities** – this is a local authority with responsibility for the maintenance of highway infrastructure in its local authority area.

**Local transport authority** – collectively means the West Midlands Combined Authority (WMCA) and Transport for West Midlands (TfWM).

**Local Qualifying Bus Services** – means those Registered Local Bus Services operating within the EP Scheme area.

**Multi-Operator Capping** – means a common fares and ticketing system, applied across multiple bus operators, that will cap a user's travel cost according to the lowest price available for the journey or journeys made.

**Multi-Operator Ticketing** – means a common fares and ticketing system applied and accepted by multiple operators. In the West Midlands this currently means nBus and nNetwork products.

**Network Stability Periods** – this covers the specified dates through the year, agreed between WMCA and bus operators, on which local bus service changes take place.

**Real Time Information** – using technology to track the location of buses in real time, information is transmitted to bus stops or devices to indicate to passengers the predicted arrival time at a particular point.

**Registered Local Bus Service** – has the meaning set out in Section 2 of the Transport Act 1985.

**Strategic Vision for Bus** – approved in November 2018 by the WMCA to provide a clear view of what the region requires from its bus network. The Vision supports the

region's Strategic Economic Plan and supporting West Midlands Strategic Transport Plan "Movement for Growth" in defining a longer-term strategy for bus in the West Midlands.

**Highway Works Permit** – is a permit issued by local highway authorities to any organisation that wishes to undertake street works promoted by a public utility company or highway works promoted by the Local Highway Authority, with the aim of managing all works on the public highway. Local authorities have powers to operate permit schemes under Part 3 of the Traffic Management Act 2004 and The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015.

**Swift** – is the brand name for smartcard ticketing products promoted and managed by Transport for West Midlands and that can be used on all public transport modes.

**TRO** – means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places.

**Transport for West Midlands (TfWM)** – means the organisation within the West Midlands Combined Authority with responsibility for transport.

**Transport Safety Officer (TSO)** – means a member of staff deployed across the public transport network ensure a safe travel environment and to provide reassurance to service users.

**West Midlands Bus Alliance** – established in 2015, this is an alliance of bus operators, local councils, and other partners that have agreed to work together to deliver high levels of passenger satisfaction and drive forward investment in bus services.

**West Midlands Bus Service Improvement Plan (BSIP)** – published on 5 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.

**West Midlands Enhanced Partnership Plan** – means the document made pursuant to section 138A of the Transport Act 2000 and which is required to be in place for an EP Scheme to be made.

**Zero emission vehicle** – means a vehicle that emits no pollutants at its tailpipe.

# 1. Introduction

- 1.1. This document fulfils the statutory requirements set out by the Bus Services Act 2017 for an Enhanced Partnership (EP) Scheme. In accordance with statutory requirements in section 138 of the Transport Act 2000, this EP Scheme document sets out:
- Area covered (Section 2)
  - Commencement date (Section 2)
  - Details for reviewing the operation of the EP Scheme (Section 2 & 3)
  - Obligations made by the authorities (Sections 4 to 7)
  - Requirements imposed on local qualifying bus services (Section 8)
- 1.2. The EP Scheme can only be put in place if an associated Enhanced Partnership (EP) Plan has been made. Therefore, this document should be considered alongside the current West Midlands EP Plan.
- 1.3. The EP Scheme has been jointly developed by Transport for West Midlands (TfWM), local highway authorities and bus operators that provide qualifying local bus services in the EP Scheme area. It aims to support improvements to bus services across the West Midlands. It sets out obligations and requirements on the local transport authority, local highway authorities and bus operators to achieve the intended improvements, with the aim of passengers benefitting from attractive and convenient bus services.
- 1.4. The EP Scheme facilitates the achievement of the ambitions of the West Midlands Bus Service Improvement Plan (BSIP)<sup>1</sup> and the following 9 objectives set out in the *'Strategic Vision for Bus'*<sup>2</sup>:
1. UK-leading low emission bus fleet with zero emission corridors serving the most affected areas of air quality.
  2. Fully integrated bus network, including demand responsive and rapid transit services supporting interchange with rail, coach and Metro to form one network.
  3. Simple, convenient and easy to use payment options, with fare capping, providing a network which is value for money and affordable for customers.
  4. Fewer private car journeys by making bus the mode of choice and creating better access to jobs and long-term change.
  5. Creating a safe, secure and accessible mode for all and tackling long-held barriers and perceptions.
  6. Accountable network performance management, tackling issues causing congestion and reliability problems.
  7. World-leading customer information, utilising 5G and all available technologies and platforms.
  8. All young people under 25 years supported by discounted travel, as well as addressing barriers for excluded groups.
  9. Evolve a network to support a 24/7 thriving economy, connecting people to new and developing destinations and attractions.

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<sup>1</sup> [wmca-bsip-05-november-2021.pdf](https://www.wmca-bsip-05-november-2021.pdf) (tfwm.org.uk)

<sup>2</sup> <https://www.tfwm.org.uk/media/38969/final-strategic-vision-for-bus.pdf>

## 2. Scope of the EP Scheme

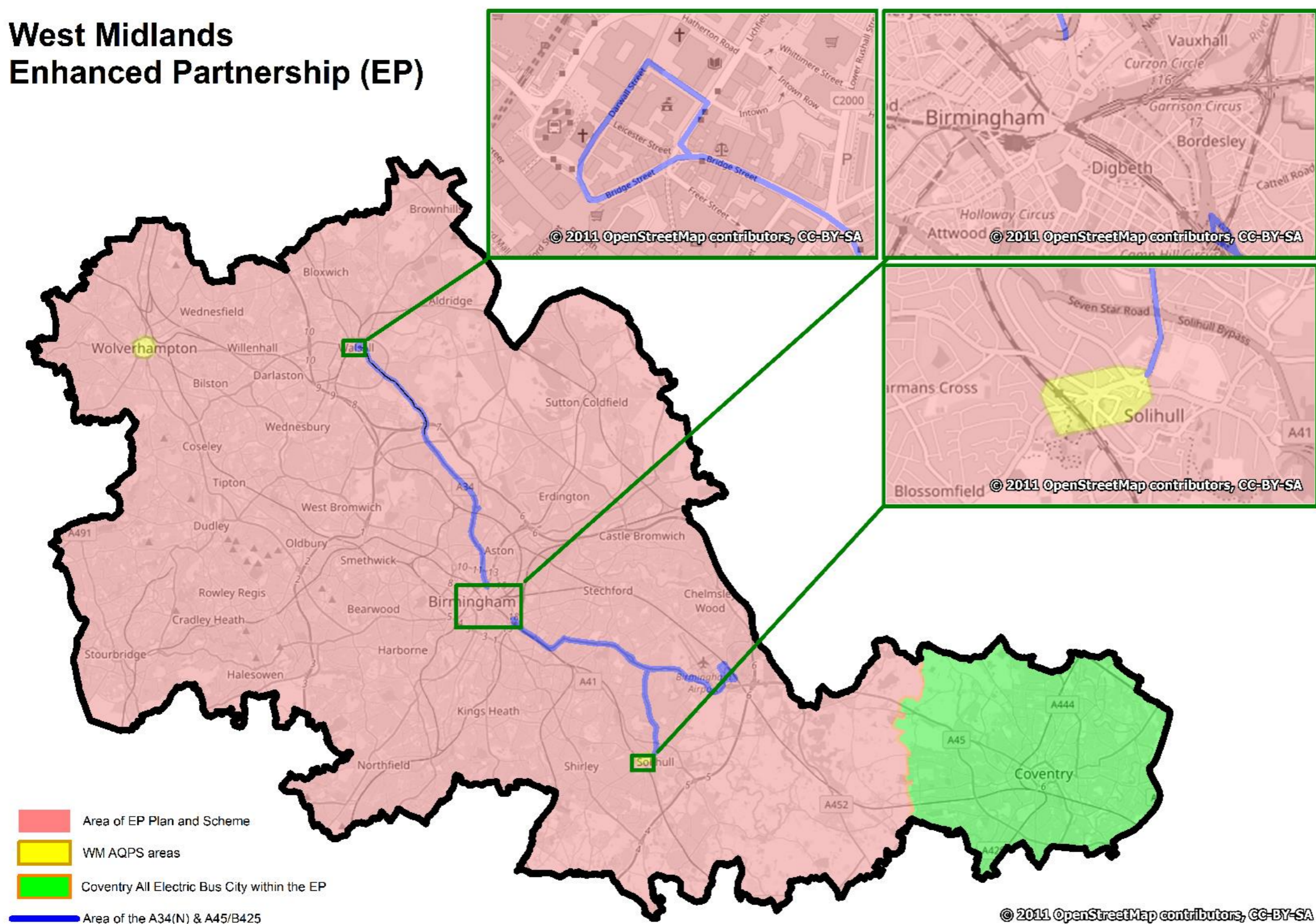
- 2.1. The EP Scheme supports the improvement of all local bus services operating in the West Midlands.
- 2.2. The EP Scheme area is the same as the EP Plan. It does not include the areas of the current Advanced Quality Partnership Schemes (AQPS) for Wolverhampton City Centre and Solihull Town Centre, as there can be no overlap between AQPS and EP Schemes. However, the EP Scheme will automatically incorporate the areas of the current AQPSs on their expiry or revocation, whichever is earliest. A map of the EP Plan and EP Scheme area is shown in Figure 1.
- 2.3. The original EP Scheme was made on 28 June 2021, and the start date was 70 days after it had been made, with subsequent milestone dates by which certain facilities and measures and bus service operator obligations will be introduced. The EP Scheme will have no specific end date but will be subject to a review by TfWM at least annually.
- 2.4. Registered Local Bus Services with one or more stopping places within the EP Scheme area are classed as 'qualifying local services', except those with locally-agreed exemptions, as set out below:
  - 2.4.1. Services run under sections 89 to 91 of the Transport Act 1985 where the authority retains all the revenue.
  - 2.4.2. Registered local services that are excursions or tours.
  - 2.4.3. Services operated under section 22 of the Transport Act 1985 (community bus services).
  - 2.4.4. Services that have 10% or less of their overall distance registered as local bus services.
  - 2.4.5. Services operated by vehicles that by law do not permit standing.
  - 2.4.6. Services operating under contract to local transport authorities outside of the area of the West Midlands Combined Authority<sup>3</sup>.
- 2.5. Bus services where all journeys operate under contract to WMCA through TfWM, will not need to comply with the vehicle requirements set out in this document for the duration of the current contract period. Any services procured after the EP Scheme was made must comply with the Scheme requirements.
- 2.6. The Scheme embraces a wide range of facilities, measures and operator requirements. These encompass existing and on-going commitments, along with commitments made to facilitate delivery of particular programmes or Government-funded schemes, including Coventry All Electric Bus City and City Region Sustainable Transport Settlement (2022-2027) and the Bus Service Improvement Plan (to March 2025).

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<sup>3</sup> As defined in the West Midlands Combined Authority Constitution

Figure 1 Map of the EP Plan and EP Scheme

## West Midlands Enhanced Partnership (EP)



## 3. EP Scheme Management

### Governance

- 3.1. The EP Scheme has been developed by an EP Scheme Reference Group of partners and directly impacted and interested stakeholders, comprising:

#### Partners

- 3.1.2 Transport for West Midlands (part of the West Midlands Combined Authority)
- 3.1.3 Birmingham City Council
- 3.1.4 Sandwell Metropolitan Borough Council
- 3.1.5 Solihull Metropolitan Borough Council
- 3.1.6 Walsall Metropolitan Borough Council
- 3.1.7 Coventry City Council
- 3.1.8 Wolverhampton City Council
- 3.1.9 Dudley Metropolitan Borough Council
- 3.1.10 Bus operators providing qualifying local bus services

#### Stakeholders

- 3.1.11 Bus Users UK
  - 3.1.12 Confederation of Passenger Transport (CPT)
  - 3.1.13 Transport Focus
  - 3.1.14 Neighbouring authorities (non-voting)
- 3.2. The Group will be responsible for considering future variations, in accordance with the processes detailed in paragraphs 3.3 to 3.144.

### Variations to the EP Scheme

- 3.3. Consideration will be given to potential EP Scheme variations highlighted either by one of the organisations represented on the EP Reference Group or an operator of qualifying local bus services. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the EP Plan and current local transport policies. Such requests should be set out in writing and submitted to [busalliance@tfwm.org.uk](mailto:busalliance@tfwm.org.uk).
- 3.4. On receipt of a valid request for a variation, TfWM will reconvene the EP Scheme Reference Group, giving at least 14 days' notice for the meeting, to consider the proposed variation. If the proposed variation is agreed by all bus operators, local highway authority and TfWM representatives present, TfWM will make the EP Scheme variation, subject to the approval of the relevant local highway authorities and TfWM. Partners not represented at the meeting will be deemed to be abstaining from the decision.
- 3.5. If there is not full agreement of all partners present, then the proposed variation will be put to the operator objection mechanism, but with a reduced objection period of 14 days replacing Part 2 of the Transport Act 2000 section 138L (2)

(c). The proposed variation will be advertised on the TfWM website and emailed to operators of qualifying local services in the EP Scheme area. If the proposed variation passes the operator objection mechanism, TfWM will make the EP Scheme variation, subject to the approval of the relevant local highway authorities and TfWM.

## **Review of the EP Scheme**

- 3.6. Once the EP Scheme is made, it will be reviewed by the EP Scheme Reference Group at least annually, commencing no later than on the anniversary of the scheme commencement date. TfWM will initiate each review and it will take no longer than 6 months to complete.
- 3.7. As part of the review process, at least every second year consideration will be given to the appropriateness of the milestone dates for the implementation of non-diesel vehicles, which will take into account changes in national and regional guidance and policy.
- 3.8. Depending on the outcome of the Business Case<sup>4</sup> assessment for franchising in line with the WMCA assurance processes and legislation within the Bus Services Act 2017, it may be necessary to review the EP Scheme.
- 3.9. Any changes to the future target dates within Table 12, Table 13, Table 14, Table 19 and Table 20 will be agreed, as required, between TfWM and the relevant local highway authority responsible for maintaining the infrastructure, and automatically varied in the EP Scheme, without the need to follow the variation process set out in paragraphs 3.3 to 3.5.
- 3.10. The audio visual announcement requirements, set out in Table 5 to Table 9

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<sup>4</sup> As approved by the WMCA Board at its meeting on the 14 January 2022

- 3.11. Table 9 inclusive, will be automatically amended, as necessary, to align with national legislation, when adopted, without the need for a variation to the EP Scheme. This will not change the milestone dates in the EP Scheme or the requirements specified for every wheelchair space.
- 3.12. Any changes to the contact information contained in Schedule D, will be automatically updated, without the need to follow the variation process set out in paragraphs 3.3 to 3.5. This only applies to amendments to existing contact information or additional information regarding the mechanisms for reporting issues. Any proposal to remove a mechanism for reporting issues will be subject to the variation process set out in paragraphs 3.3 to 3.5.

### **Revocation of the EP Scheme**

- 3.13. An EP Scheme can only exist if an EP Plan is in place. If, for any reason, the EP Plan is revoked, the EP Scheme would automatically cease. Equally, if all EP Schemes ceased, the EP Plan would be revoked.
- 3.14. If, for some reason, it becomes necessary for the EP Scheme to be revoked, the EP Scheme Reference Group will be reconvened and follow the same process as outlined in paragraphs 3.3 to 3.15 (noting that the agreement will be for revocation and not variation).
- 3.15. If at any point in the future the EP Scheme area is included in a Bus Franchising Area, the relevant requirements set out in this EP Scheme document will cease to apply from the commencement date of the Franchising Scheme.

## 4. EP Scheme obligations and requirements

4.1. The document continues by setting out the provision of specific facilities and/or measures by local authorities and requirements on operators of qualifying local bus services. This is structured by displaying:

- **Obligations made by TfWM**
  - TfWM facilities
    - Bus stations
    - Bus stop provision
    - Real time information displays
    - Bus stop infrastructure maintenance
    - Customer assistance
    - A34(N) and A45/B425 corridors
  - TfWM measures
    - Network performance and control
    - Promoting and prioritising bus travel
    - Monitoring of bus journey times
    - Integration with other sustainable travel modes
    - Slot booking system
    - Timetable changes
    - Provision of tendered services
    - TfWM bus investment
    - Reinvestment of operational expenditure savings
    - Demand Responsive Transport (DRT)
    - Improving bus emission standards
    - Parking policy and management
    - Ticketing simplification
  - TfWM measures (BSIP)
    - Bus Priority Development Programme
    - Passenger Led Recovery Programme
    - Bus network development
    - Network Performance Management
    - Lower Fares
    - Safety and security
    - West Midlands Bus Customer Charter
    - Staff capacity and capability
- **Obligations made jointly by TfWM and local highway authorities**
  - Facilities
    - Bus priority schemes (CRSTS)
    - Bus priority schemes (Other)
- **Obligations made by local highway authorities**
  - Facilities
    - Existing bus priority
    - A34(N) and A45/B425 corridors

- Measures
  - Local highway authority mechanisms and procedures
  - Bus lane enforcement
  - Junction enforcement
  - Managing highway works
  - Management and co-ordination of specific highway works
  - Bus priority development programme
  - Parking policy and management
- **Requirements imposed on qualifying local bus services**
  - Area-wide
    - Vehicle emission standards
    - Vehicle livery
    - Timetable changes
    - Information provision to the public (with TfWM)
    - Information provision to the public (by the operator)
    - West Midlands Bus Alliance Customer Charter
    - New West Midlands Bus Passenger Customer Charter
    - Ticketing schemes
    - Passenger Led Recovery programme
    - Reinvestment of operational expenditure savings
    - Bus network development
    - Parker Vehicles
  - Location specific
    - A34(N) and A45 / B425
    - Coventry local authority area

## **5. Obligations made by TfWM**

### **TfWM Facilities**

#### **Bus stations**

- 5.1. TfWM is responsible for bus stations in the locations listed in Schedule A1. TfWM will provide, maintain and operate these facilities to such extent as may be permitted by law and subject to weather conditions or the adverse actions or ruling of any competent authority, including slot booking management, the staffing and cleaning of them as shown, for the use of qualifying bus services.
- 5.2. Help points are provided at bus stations to enhance safety of users, giving a 24-hour response. TfWM will continue to provide help points.
- 5.3. TfWM will use a Bus Station User Agreement to regulate the use of the said bus stations, which will contain conditions for the use of such bus stations by an operator of public service vehicles, which includes buses and coaches.

#### **Bus stop provision**

- 5.4. TfWM is responsible for c. 12,200 bus stops across the West Midlands. It will continue to provide and maintain these, including detailing service numbers on bus stop flags and the provision of bespoke timetable information displays. The costs of providing information in display cases is recharged to operators according to the West Midlands Combined Authority Roadside Information Recharging Scheme agreed separately.

#### **Real time information displays**

- 5.5. There are c. 1,400 real time information displays. TfWM will continue to provide and maintain these, giving passengers reassurance and up-to-date information about when their bus is due, including details of delays.
- 5.6. TfWM will use the information provided by operators to establish as full a picture of vehicle movements and departure predictions as possible and provide these to output channels.

#### **Bus stop infrastructure maintenance**

- 5.7. TfWM is responsible for the maintenance of bus stops and associated infrastructure. It will carry this out in accordance with Schedule A2.

#### **Customer assistance**

- 5.8. TfWM provides and operates a customer contact centre, providing help and support to customers in using the public transport network via a range of media (phone; email; social media; live chat).
- 5.9. TfWM will continue to offer the customer contact centre throughout the daytime on Monday – Friday, except public holidays, and on Saturday morning.

### **A34(N) and A45/B425 corridors**

5.10. TfWM will provide new Facilities detailed in Schedules B3 to B6. These include:

- 5.10.1. Bus lanes
- 5.10.2. Bus gates
- 5.10.3. Pedestrian crossing upgrades
- 5.10.4. Traffic signal upgrades

5.11. TfWM will provide new bus stop infrastructure at locations listed in Schedules C1 to C3, prior to the introduction of the standards for buses of 15m - 18.75m length.

5.12. The bus stops to be improved, as detailed in Schedules C1 to C3, will incorporate:

- 5.12.1. Real time information displays
- 5.12.2. Lighting
- 5.12.3. CCTV for security
- 5.12.4. Bench seating

5.13. TfWM will maintain the bus stop infrastructure in accordance with the standards set out in Schedule A2.

## **TfWM Measures**

### **Network performance and control**

- 5.14. TfWM will continue to provide and maintain the Regional Transport Coordination Centre (RTCC) as a hub for effective management of the highway and bus network and providing up to date information for users.
- 5.15. The RTCC will be developed as a centre through which TfWM and all operators work together to ensure a reliable network, by using data and intelligence to proactively respond to network incidents, delays and bus operator performance to bring about improvements.
- 5.16. TfWM plans to take on the local bus registration functions voluntarily in 2022/23, to act as the registration authority for bus services wholly within the EP Scheme area.

### **Promoting and prioritising bus travel**

- 5.17. TfWM will actively promote bus travel in the EP Scheme area through the actions within its Communication Strategy and those of the Bus Alliance Communications and Marketing Steering Group.

### **Monitoring of bus journey times**

- 5.18. TfWM will monitor bus journey times in the EP Scheme area by collecting and analysing Automatic Vehicle Location (AVL) data and reporting these on a quarterly basis. The following measures will be made and compared with a first quarter baseline (after the EP Scheme is made) for each service that operates more than two journeys per day between defined stop points:
  - 1. RJT or Real Journey Time (95th percentile journey time)
  - 2. TJT or Timetabled Journey Time
  - 3. CT or Contingency Time passengers must allow =  $RJT - TJT$
  - 4. Performance against TJT of TJT with CT added =  $\% (TJT / (TJT + CT))$   
=  $\% (TJT / RJT)$
- 5.19. Measurements will be made on stop pairs (defined by TfWM) during the morning and afternoon peak periods (07:00-10:00 and 15:30-18:30) within the EP Scheme Area linking:
  - 1. A local centre with its nearest district centre
  - 2. A local centre with its nearest strategic centre
  - 3. A district centre with its nearest strategic centre
  - 4. Two strategic centres

- 5.20. This data will be published on TfWM's website and used to identify the need for further possible measures, facilities and influence on the management of roadworks in the EP Scheme area.
- 5.21. Through its monitoring of bus journey times, TfWM will influence the management and mitigation of roadworks by local highway authorities to minimise disruption to bus services and inconvenience to bus passengers in the EP Scheme Area.
- 5.22. A reinvigorated West Midlands Bus Alliance Bus Performance Board will use a data-led approach (drawing on TfWM's network management and monitoring tool and operators' systems to identify issues on the bus network and seek solutions from operators and relevant Highways Authorities to bring about change.

### **Integration with other sustainable travel modes**

- 5.23. Improved access for people to and from bus stop infrastructure, and to board and alight buses will be considered. Pavement audits provide one means to identify improvements for the needs of pedestrians in areas of interchange, which can be investigated, by local highways authorities, when identified by partners.
- 5.24. The current Local Cycling and Walking Infrastructure Plan (LCWIP) identifies infrastructure within the Scheme area<sup>5</sup>. Bus and active travel modes need to be integrated to ensure high quality improvements are delivered that enhance sustainable travel. This will consider improvements to bus stop design to allow for safe bus passenger access, whilst considering the needs of other non-motorised users as referenced in the West Midlands Cycle Design Guidance<sup>6</sup>.

### **Slot Booking System**

- 5.25. TfWM may introduce a 'Slot Booking System' at a stop in the EP Scheme area in situations where TfWM or an operator highlights the inability of that stop to accommodate all scheduled departures. Stops in this position will be considered on a case-by-case basis. An operator wishing to request consideration of slot booking at a particular stop should do so by emailing <mailto:busalliance@tfwm.org.uk>.
- 5.26. TfWM will maintain an up-to-date list of all stops where a slot booking system applies. This will be available from TfWM on request.
- 5.27. TfWM will explore a process for publishing the list of stops with a slot booking system.
- 5.28. TfWM will review the slot booking system, together with any stops to which such a system is applied, based on demand and quality, when requested or when the threshold of a full slot allocation is reached at a bus stop. This will be reviewed against a quality framework process agreed through the West

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<sup>5</sup> [https://www.tfwm.org.uk/media/47547/feb19-759487472899466-lcwip-roadmap\\_v30.pdf](https://www.tfwm.org.uk/media/47547/feb19-759487472899466-lcwip-roadmap_v30.pdf)

<sup>6</sup> <https://www.tfwm.org.uk/media/2713/2019-07-15-wm-guidance-wcovers.pdf>

Midlands Bus Alliance within a 28-day period.

- 5.29. Operators wishing to use a stop that is subject to slot booking must submit a request for slots to TfWM. Such requests should be emailed to [busalliance@tfwm.org.uk](mailto:busalliance@tfwm.org.uk) at least 14 days prior to submitting the service registration or variation to TfWM (itself at least 70 days before the service takes effect).

### **Timetable changes**

- 5.30. With the aim of achieving network stability and ensuring service changes are co-ordinated, TfWM will agree with the Bus Operators' Panel a limited number of set service change dates (and no more than 8 per year) as part of the Network Stability Periods. The Network Stability Periods will be included in the EP Scheme, as Annex A and be automatically updated annually as it is agreed.

### **Provision of tendered services**

- 5.31. TfWM will continue to subsidise socially necessary bus services where they are not provided on a commercial basis. Which services will be supported will be governed by the WMCA Access Standards which will be reviewed regularly and at points where there are significant changes to the network and/or available public sector funding. These include services that run at weekends, early in the morning or late evening.
- 5.32. TfWM will undertake a competitive process for the procurement of supported services through the Bravo system and will publish the outcome of tendered services online: [Bus Tenders | Transport for West Midlands \(tfwm.org.uk\)](https://www.tfwm.org.uk/bus-tenders)

### **TfWM's Bus Investment**

- 5.33. TfWM's approved budget for 2022/23 to support the region's bus passengers is approximately £82 million and includes:
- 5.33.1. £13.420m (after BSOG) for supported bus services
  - 5.33.2. £6.6m for Ring & Ride operation and contact centre
  - 5.33.3. £1.14m for the existing West Midlands on-demand (DRT) service in Coventry (full budget)
  - 5.33.4. £46.914m for the English National Concessionary Travel Scheme and £6.401 for the child travel reimbursement
  - 5.33.5. £7.05 for TfWM staff resources looking after bus related activities, information and marketing.

### **Reinvestment of operational expenditure savings**

- 5.34. The provision of new public investment to improve bus services (i.e. bus priority facilities) could lead to operational expenditure savings for operators, which would be expected to be reinvested in the local bus network.

- 5.35. TfWM will commit to working with local bus operators to agree a process through which, using an open book approach, operational expenditure (opex) savings can be identified and agreed between TfWM and the bus operator for reinvestment in the EP Scheme area on a case-by-case basis, as a result of new public investment to improve bus services. Any savings identified will be agreed with each operator and captured in the EP Scheme.
- 5.36. Any change to the EP scheme to capture this reinvestment would see the EP Scheme automatically varied, without the need to follow the variation process.
- 5.37. TfWM will also seek operator reinvestment of not just opex savings, but any cost and revenue growth benefits accruing to bus operators from new public investment to improve bus services, to be reinvested in the EP scheme area, on a case-by-case basis, and to be captured in the EP Scheme. The same process as the opex savings reinvestment would apply.

### **Demand Responsive Transport (DRT)**

- 5.38. Having trialled DRT in the region through the West Midlands on-demand bus service, and through the experience of supporting the long-standing extensive Ring & Ride operation, there is clearly a future role for flexibly operated and demand responsive bus services. This has been backed by an Outline Business Case undertaken to assess the benefits of a regionwide DRT service.
- 5.39. Over the 3 years to March 2025, £10m has been provisionally secured through CRSTS for TfWM to implement a regionwide Demand Responsive Transport (DRT) network to complement the fixed route bus network and provide greater accessibility in areas and for journeys that are more challenging to serve well by bus. It is recognised that in many cases modern lifestyles necessitate journeys to a range of destinations that will not always be possible or straightforward to reach by bus. A strong bus network, complemented by reliable value for money DRT system is therefore intended to reduce the necessity for residents to own a car.

### **Improving bus emission standards**

- 5.40. Through the CRSTS programme, £3 million will be available to upgrade vehicles that operate on qualifying local bus services in the EP Scheme area to improve emission standards. TfWM will develop and introduce a process for operators to apply and receive funding in 2022/23 to upgrade vehicles to at least Euro VI emission standards using Clean Vehicle Retrofit Accreditation Scheme (CRVAS) or emerging Zero Emission Vehicle Retrofit Accreditation Scheme (ZEVAS) technology.

### **Parking policy and management**

- 5.41. The WM LTP5 Core Strategy acknowledges the role of parking management and charges as a key policy lever to help encourage modal change to bus.
- 5.42. TfWM will work with local authorities to identify and ensure that appropriate local parking planning policies are in place aligned to the development and

implementation.

- 5.43. TfWM will work with local authorities to explore opportunities to better use parking and land use policies to support viable bus services and provide the conditions that encourage greater bus use.

### **Ticketing simplification**

- 5.44. As part of the management and development of the network, it is important to make bus services as attractive as possible and help levels of use to return to pre-pandemic levels.
- 5.45. TfWM will explore a process of ticketing reform, whereby its nBus multi-operator tickets become the main form of bus tickets, significantly reducing the overall number of tickets on offer. This will be achieved by pricing these the same as operators' own products. TfWM will work towards a target implementation date of 1 January 2023 for this ticketing simplification.

## TfWM Measures (Bus Service Improvement Plan)

5.46. The following measures are subject to funding through the Bus Service Improvement Plan (BSIP) DfT funding of £87,857,760 for the period to March 2025. The level of funding requested for each area is as follows:

**Table 1 West Midlands BSIP Funding (indicative)**

BSIP Area	Indicative BSIP Funding (£m)
Bus Priority Development Programme	1.00
Passenger Led Recovery Programme	39.00
Bus network development	23.68
Network Performance Management	3.30
Lower Fares	18.50
Safety and security	1.08
West Midlands Bus Customer Charter	0.27
Staff capacity and capability	1.03

### Bus priority development programme

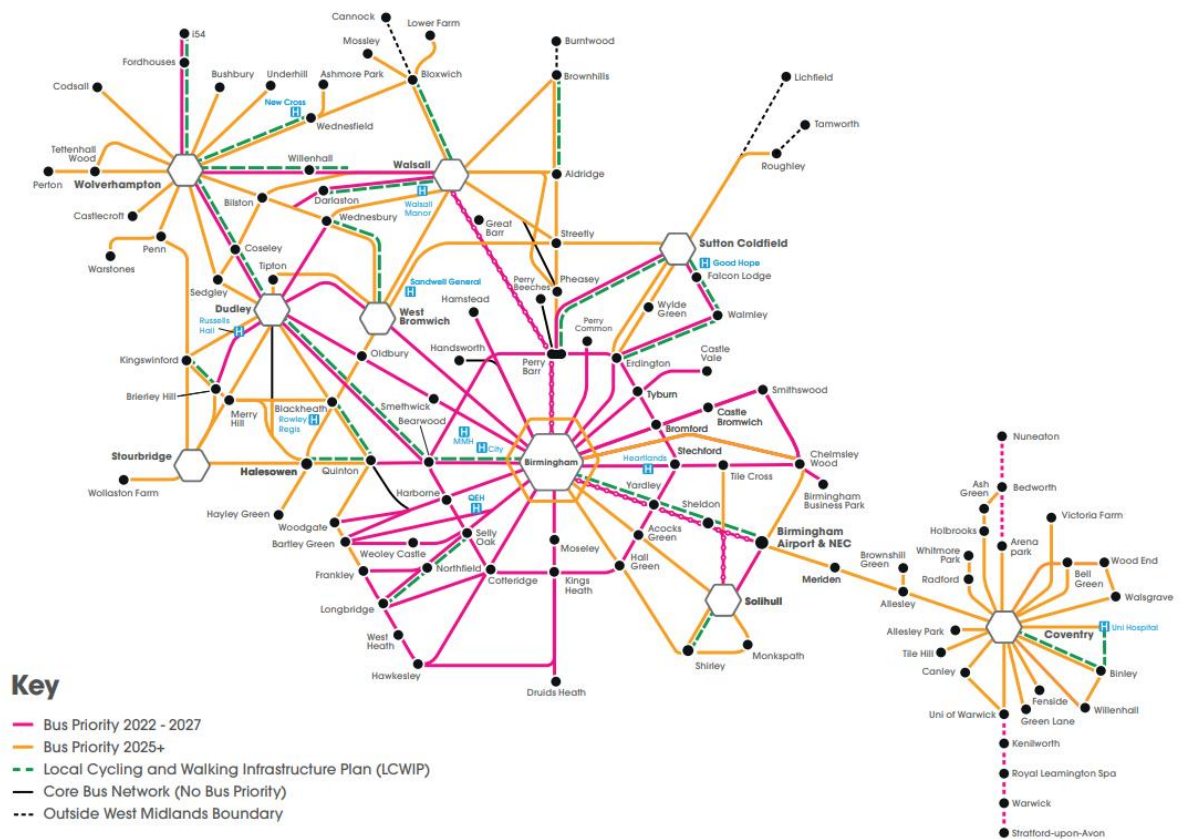
5.47. Given the current implementation of many schemes, it is important to develop a pipeline of potential future bus priority interventions, ready for implementation should future funding opportunities arise.

5.48. TfWM will work closely with bus operators and local highway authorities to identify, investigate and develop future bus priority interventions on the unfunded corridors of the West Midlands Bus Priority Network (as shown by the “Bus Priority 2025+” network), for faster bus journey times and reduced bus journey time variability. This will include the following target milestones:

- Strategic Outline Business Case by December 2023
- Outline Business Case by December 2024

5.49. The identification of possible future interventions will be evidence-led, drawing on bus operator data, operator engagement, and passenger data, and follow the WMCA’s Single Assurance Framework Business Case standards, compliant with HM Treasury Green Book and Transport Analysis Guidance.

**Figure 2 Schematic of West Midlands Bus Priority Network (June 2022)**



### **Passenger led recovery Programme**

5.50. The BSIP includes a significant programme of passenger led recovery actions and incentives to help the recovery of the bus network post-pandemic. The passenger-led recovery actions fall into two categories:

5.50.1. Incentives to get people out of their cars and to try the bus. These will involve free trials for people who currently use a car and identified as those most likely to be encouraged to change.

5.50.2. Incentives to specific groups who suffer exclusion because they are unable to access transport. This will provide assistance for a set period to improve life chances (such as training opportunities or a job) and then encourage continued bus use at usual fares.

5.51. By encouraging travel behaviour change and opening up access, the aim is that the incentives can be self-supporting through increased bus use and help to maintain a strong bus network for all.

5.52. The incentive programme will be accompanied by extensive and targeted information campaigns.

5.53. Modal shift incentives will include free trials and discounted offers for:

5.53.1. Individuals who drive to their place of employment.

5.53.2. Individuals who drive to railway stations and tram park and ride sites or use Swift Parking.

5.53.3. Individuals whose travel habits may have been disrupted and are intending to drive, such as those moving into new houses or starting new jobs or training.

5.53.4. Individuals who use their car to make regular trips outside of travel to employment, such as for health appointments or to visit leisure facilities.

5.53.5. Lapsed passengers who no longer use the bus to encourage them back to travel

5.53.6. Individuals who only travel by bus occasionally to encourage more regular use.

5.53.7. Companion offers to support ENCTS passengers back to using the bus,

5.53.8. Individuals who claim travel expense for business travel by car.

5.53.9. Family travel offers

5.54. Travel incentives for excluded groups in the following categories:

- **Jobs & Skills - examples**

5.54.1. Jobseekers

5.54.2. Those re-training with new skills

5.54.3. Those starting apprentices

5.54.4. Those not in education, employment or training (NEET)

- **Health & Wellbeing – examples**

5.54.5. People for whom the social prescribing of transport by the NHS may help combat obesity, loneliness or mental health issues.

5.54.6. Individuals in poor health but do not qualify for the ENCTS pass.

5.54.7. Individuals in isolated social situations.

- **Care Systems & Care Support – examples**

5.54.8. Care leavers

5.54.9. Young carers

- **Criminal Justice System - examples**

5.54.10. Young people leaving the criminal justice system

5.54.11. People in the probation system

- **Other excluded groups – examples**

5.54.12. Refugees

5.54.13. Those who have experienced, or are fleeing, violence

5.54.14. Specific groups with barriers to opportunity, such as those whose first language is not English, people in social or affordable housing, veterans, those on low incomes or who are homeless

5.55. TfWM will lead the development of the incentive programme and information campaigns. Each element of the incentive programme will be taken forward separately and tailored to its specific requirements, in line with the following objectives:

5.55.1. Initial scoping and stakeholder engagement (complete).

5.55.2. Definition of each incentive (complete).

5.55.3. Detailed definition of programme delivery (complete).

- 5.55.4. Recruitment and initiation of administration and delivery function by November 2022<sup>7</sup>.
  - 5.55.5. Development of information campaigns prior to launch of each incentive.
  - 5.55.6. Introduction of the first incentive package by December 2022<sup>7</sup>.
  - 5.55.7. Incentives offered for fixed periods between December 2022<sup>7</sup> and March 2025.
- 5.56. Further details on the development of the Passenger Led Recovery Programme are included in Annex B for reference.
- 5.57. Continuous monitoring and evaluation of the incentive offers, take up and the target groups will be undertaken to ensure the programme objectives are achieved. Where incentives are not achieving outcomes, the incentive offer will be reviewed, or funding reallocated to other cohorts of people, where offers and usage are performing strongly, or to new cohorts of people.

### **Bus network development**

- 5.58. TfWM will manage and lead a collaborative review of the bus network to identify core routes and agree consistent levels of performance and quality of service, in order to establish a viable long-term network. This will be carried out in line with the following timescales agreed by the West Midlands Bus Alliance Bus Operators' Panel.
- 5.58.1. Undertake review and agree network (including expected quality of service and levels of performance), ready to be consulted upon, by 20 July 2022
  - 5.58.2. Consultation and engagement to be completed by 2 October 2022
  - 5.58.3. Final network mapping, service planning and registration preparation by 21 October 2022
  - 5.58.4. Service registrations submitted to Traffic Commissioner by 20 November 2022
  - 5.58.5. Network marketing and promotion through December 2022
  - 5.58.6. Revised services and viable network introduced 1 January 2023
- 5.59. This process will confirm (at step 4 paragraph 5.58.4) the level of BSIP funding required to provide this new viable long-term bus network to the period of March 2025.

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<sup>7</sup> Based on the assumption BSIP funding for the Passenger Led Recovery Programme will be available from 1<sup>st</sup> September 2022.

## **Network performance management**

- 5.60. TfWM will commission a functional and operational review of the RTCC to determine its future scale and scope in effectively managing bus network performance and operation. This will be undertaken in close collaboration with local bus operators and will be completed by 31 March 2023. This will confirm the required resources (across TfWM, operators and local highway authorities) to achieve effective and co-ordinated performance and highway management through the RTCC.

## **Lower fares**

- 5.61. TfWM will freeze the prices of the nBus ticket products at the levels as of 1 April 2022 (which are below pre-pandemic levels) until at least 31 March 2025.

## **Safety and security**

- 5.62. Transport Safety Officers (TSOs) are deployed across the public transport network to provide reassurance to customers and to respond to incidents and concerns.
- 5.63. TfWM will maintain its current team of 3 TSOs. TfWM will also recruit and deploy 9 additional TSOs in 2022/23 for a minimum period of 3 years, with a focus on the bus network.

## **West Midlands Bus Customer Charter**

- 5.64. In line with other improvements to the bus network, a new bus customer charter is being formulated to create a step change in expectation and experience, such that customers can see its impact. It will set standards and provide strong commitments that are specific and measurable, driving continuous improvement. Early engagement with customer representatives has provided the basis for the development of the charter.
- 5.65. TfWM will continue to develop the customer charter in partnership with operators, launching it by March 2023. An associated monitoring regime will also be agreed, which will inform an annual review and update of the charter in April each year.

## **Staff capacity and capability**

- 5.66. The BSIP sets out an ambitious programme to further improve and promote the West Midlands bus network. This is backed by the significant commitments made in this EP Scheme. Delivery of the ambitions will depend on TfWM having a knowledgeable and well-equipped team. Therefore, TfWM will strengthen its internal team capacity and capability, employing up to 5 additional full time equivalent members of staff, around the planning and management of the bus network, project management and scheme delivery, and monitoring and evaluation, in order to support BSIP delivery to March 2025.

## 6. Obligations made jointly by TfWM and local highway authorities

### Facilities

6.1. TfWM and local highway authorities will seek to progress and deliver the following bus priority schemes (confirming the relevant facilities to be delivered as schemes are progressed) as set out in Table 2 and Table 3.

**Table 2: Bus Priority Schemes (CRSTS)**

Lead Promotor	Corridor details	Main bus services	Indicative timescales and target operational date	Consultation commitments	Engagement with operators	Scheme objectives
TfWM	Cross-city bus priority: Additional bus priority IB and OB between Perry Common / Hamstead and Longbridge via Birmingham City Centre.	Perry Common (7) / Hamstead (16) –Hawksley (35) / Longbridge (45/47)	OBC: August 2023  FBC: August 2024  Operational: September 2026	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators will be part of the project governance structure	<ul style="list-style-type: none"> <li>• Target bus journey time (15% reduction in peak bus JT) and reduce bus journey time variability</li> <li>• Improve bus passenger satisfaction</li> <li>• Create modal shift from car to public transport</li> </ul>
TfWM	Cross-city bus priority: Additional bus priority IB and OB between Sutton Coldfield and Longbridge via Birmingham City Centre.	Sutton Coldfield (907/X14/65/67) –Longbridge (X20/X21/61/63)	OBC: December 2022  FBC: March 2024  Operational: September 2025	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators are part of the project governance structure	<ul style="list-style-type: none"> <li>• Target bus journey time (15% reduction in peak bus JT) and reduce bus journey time variability</li> <li>• Improve bus passenger satisfaction</li> <li>• Create modal shift from car to public transport</li> </ul>
TfWM	Cross-city bus priority: Additional bus priority IB and OB between Harborne and East	Harborne (23/24) –East Birmingham (95/94)	OBC: August 2023  FBC: August 2024	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators will be part of the project governance structure	<ul style="list-style-type: none"> <li>• Target bus journey time (12% reduction in peak bus JT) and reduce bus journey time</li> </ul>

	Birmingham via Birmingham City Centre.		Operational: September 2026			variability • Improve bus passenger satisfaction • Create modal shift from car to public transport
TfWM	Cross-city bus priority: Additional bus priority IB and OB between West Bromwich and Birmingham City Centre.	West Bromwich - Birmingham City Centre (74)	OBC: August 2023  FBC: August 2024  Operational: September 2026	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators will be part of the project governance structure	• Target bus journey time (10% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport
TfWM	Bus priority to tackle congestion hotspots along the Outer Circle route and improve connectivity, where interaction with the cross-city corridors.	Outer Circle (11A/C)	OBC: August 2023  FBC: August 2024  Operational: September 2026	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators will be part of the project governance structure	• Target bus journey time (10% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport
TfWM	Cross-city bus priority: Additional bus priority IB and OB between Birmingham City Centre and East Birmingham.	East Birmingham - Birmingham City Centre (97)	OBC: August 2023  FBC: August 2024  Operational: September 2026	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators will be part of the project governance structure	• Target bus journey time (10% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport

TfWM	Sprint A45 Phase 2. Additional bus priority IB and OB from Walsall bus station to Birmingham City Centre.		Operational: December 2024	Consultation undertaken in 2018, including bus user surveys. Additional engagement with residents and bus users in 2022.	National Express are part of Sprint programme board and investment due from operator as part of ZEBRA	<ul style="list-style-type: none"> <li>• Improve bus journey time (20% reduction in peak bus JT) and reduce bus journey time variability</li> <li>• Improve bus passenger satisfaction</li> <li>• Create modal shift from car to public transport</li> </ul>
TfWM	Sprint A34 Phase 2. Additional bus priority IB and OB from Solihull train station to Birmingham City Centre (via B425 and A45).		Operational: December 2024	Consultation undertaken in 2018, including bus user surveys. Additional engagement with residents and bus users in 2022.	National Express are part of Sprint programme board and investment due from operator as part of ZEBRA	<ul style="list-style-type: none"> <li>• Improve bus journey time (20% reduction in peak bus JT) and reduce bus journey time variability</li> <li>• Improve bus passenger satisfaction</li> <li>• Create modal shift from car to public transport</li> </ul>
TfWM	Cross-city bus priority: Hagley Road Rapid Transit  Bus priority IB and OB from Lordswood Road junction to Five Ways.	9, X10, X8, 126	Operational: December 2025.	Early stakeholder engagement in 2022 (to include bus user group). Public consultation in 2023 with residents and bus users targeted.	National Express are part of programme board, investment expected as part of cross-city	<ul style="list-style-type: none"> <li>• Improve bus journey time (20% reduction in peak bus JT) and reduce bus journey time variability</li> <li>• Improve bus passenger satisfaction</li> <li>• Create modal shift from car to public transport and active travel</li> </ul>
Sandwell	A461 Sandwell walk, cycle and bus corridor. MRN corridor from Dudley to A41 Great Bridge. Reallocation of road	74	Development by June 2024  Operational: March 2027			Bus journey time improvement

	space, including 1km of bus priority.					
Dudley	A461 Dudley walk, cycle and bus corridor (Amblecote to Dudley). Reallocation of road space, including 1km of bus priority.	5/6	Development by September 2024  Operational: March 2027			Bus journey time improvement
Solihull	UKC – Solihull – Dorridge corridor. Bus priority measures at key locations (congestion hotspots)		Operational: March 2027	Stakeholder engagement and consultation	Bus operators engaged throughout	Reduce bus journey times; improve bus journey time reliability.
Wolverhampton	A449 corridor, M5 J2 to Wolverhampton on ring road. Active travel corridor with network amendments to improve bus journey reliability.	3	Commencement of works: 2023  Operational: December 2025	Stakeholder engagement already undertaken. Further public consultation on detailed design in 2022.	Bus operators will be consulted further on detailed design	Improve bus journey reliability (target to be set)
Wolverhampton	A4123 walk, cycle, bus corridor. High quality active travel measures and bus priority (including review and delivery of real time information; bus gates); bus stop rationalisation .	X8, 126	SOBC: November 2022  OBC: July 2023  FBC: May 2024  Operational: March 2027	Consultation will be undertaken at OBC stage	Some engagement has already taken place with operators. Further engagement at OBC stage.	Reduce bus journey time variability; improve bus journey times; improve public transport information through real time information.

Wolverhampton	A454 walk, cycle, bus corridor. 8km corridor Walsall – Wolverhampton (to be delivered in various phases)	529 543/53/82	Different phases of works delivered between 2023 and 2027	Some statutory consultation already undertaken. Further consultation as each phase progressed.	Operators will be engaged throughout. Workshop with operators, TfWM and other stakeholders in summer 2022 to develop/agree objectives and SMART targets.	Measurable targets to be agreed.
Walsall	A41/A4038 Moxley Iron Park to Walsall Town Centre Walk, Cycle and Bus Corridor	39, 79	OBC: December 2023  FBC: December 2026  Operational: 2029	Early stages of development, with TfWM engaged; followed by external consultation on preliminary designs. Specified surveys of bus users along the corridor as part of the development.	Operators to be engaged through TfWM during the stages of development	Improve public transport offering  Reduce congestion  Bus priority along the A41/A4038 corridor

**Table 3: Bus Priority Schemes (Other Funding)**

Lead Promotor	Corridor details	Main bus services	Indicative timescales and target operational date	Consultation commitments	Engagement with operators	Scheme objectives
TfWM	Cross city bus priority: Birmingham City Centre	All Birmingham city centre services	Operational March 2024	Public consultation undertaken and Traffic Regulation Orders advertised	Operators engaged throughout via project governance	Improve bus journey time Improve bus reliability Reduce delays to bus Improve bus passenger satisfaction
TfWM	Cross city bus priority: Dudley – Druids Heath	50, 82, 87	Operational December 2024	Public consultation planned, and follows wider stakeholder and local member engagement	Operators engaged throughout via project governance	Improve bus journey time Improve bus reliability Reduce delays to bus Improve bus passenger satisfaction
TfWM	Alcester Road	50	Operational December 2024	Public consultation undertaken and Traffic Regulation Orders advertised	Operators engaged throughout via project governance	Improve bus journey time Improve bus reliability Reduce delays to bus Improve bus passenger satisfaction
Birmingham	A457 Dudley Road improvements	82, 87	Business Case approved by BCC. Operational 2025	Public consultation	Operators engaged and consulted throughout the scheme development	Improving public transport journey time reliability Providing safer infrastructure for bus users

						Reducing congestion Improving accessibility into Birmingham City Centre
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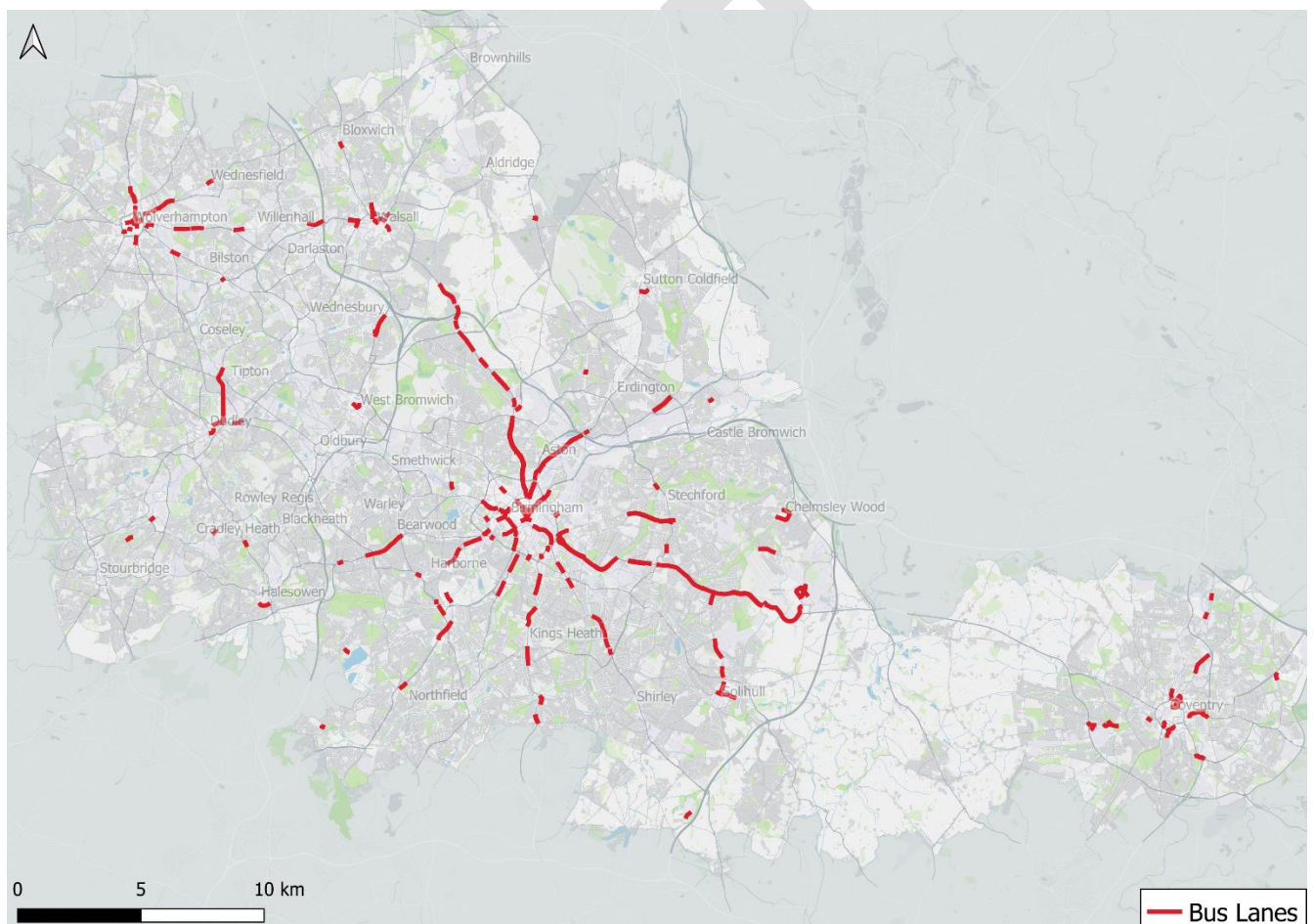
## 7. Obligations by local highway authorities

### Facilities

#### Existing bus priority

- 7.1. Extensive bus priority provision is already made across the West Midlands. The intention of this Scheme Element is to ensure that this remains in place and is maintained accordingly.
- 7.2. An inventory of existing bus priority interventions is given in Schedule B1 (Table 10).

**Figure 3 Existing Bus Priority in the West Midlands**



### **A34(N) and A45/B425 corridors**

- 7.3. Each local highway authority will maintain all existing (Schedule B1) and new facilities (Schedules B2 to B6) in good order for the use of qualifying local bus services, in accordance with its published Highway Maintenance policies and procedures.
- 7.4. Each local highway authority will endeavour to protect these bus stops, where required by partners, using appropriate Bus Stop Clearway Orders, or other suitable actions to ensure passengers have un-restricted access to the qualifying local bus services. Any changes requiring the introduction of a Traffic Regulation Order (TRO) will be subject to the statutory consultation process.

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## Measures

### Local Highway Authority mechanisms and procedures

- 7.5. The reporting mechanisms for each relevant local highway authority are shown in Schedule D. Should the telephone numbers, email addresses or other aspects of the reporting procedures provided in Schedule D change, local highway authorities will inform TfWM and bus operators operating in the EP Scheme area at least one week in advance of the change via email to the bus operators and to [busalliance@tfwm.org.uk](mailto:busalliance@tfwm.org.uk).
- 7.6. Each local highway authority will use its powers and resources to enforce Traffic Regulation Orders, to improve compliance and make journey times for bus reliable.

### Bus lane enforcement

- 7.7. Relevant local highway authorities will use the discretionary powers granted in the Traffic Management Act 2004 to enforce bus lanes with CCTV equipment. The local highway authorities are approved local authorities under The Bus Lane Contraventions (Approved Local Authorities) (England) Order 2005 for the purposes of section 144 of the Transport Act 2000 (Civil Penalties for Bus Lane Contraventions).
- 7.8. The enforcement cameras and recording systems will be approved in accordance with the requirements of The Bus Lanes (Approved Devices) (England) Order 2005.
- 7.9. Relevant local highway authorities will implement an evidence-based assessment process to help determine the initial need and continued operational business case of any enforcement system used under this EP scheme, which must be provided and operated with due consideration to the whole enforcement process and the requirements of the Investigatory Powers Commissioner's Office.
- 7.10. Should a relevant local highway authority deem it necessary to relocate an enforcement camera then it will provide a response as to the reasons why to the EP Reference Group.
- 7.11. Bus lane enforcement details are provided in Schedule B2.

### Junction enforcement

- 7.12. If additional powers are provided to local highway authorities or WMCA to deter vehicles from blocking junctions, these will be taken up and used in the EP Scheme area. Bus operators will be able to report problem areas for enforcement action through the same processes given by the local highway authorities in Schedule D, unless otherwise notified.

## **Managing Highway works**

- 7.13. Each local highway authority will establish mechanisms to minimise disruption to qualifying local bus services from both planned and emergency highway works, in accordance with the New Roads and Street Works Act (1991) available under a noticing scheme.
- 7.14. Each local highway authority will commit to investigating implementation of Highway Lane Rental Schemes 12 months after the implementation of the relevant permitting scheme referenced in paragraph 7.13.
- 7.15. Where bus operators report a highway issue affecting bus travel to a local highway authority for investigation, they must also report the matter to TfWM using the [rtccdutymanager@tfwm.org.uk](mailto:rtccdutymanager@tfwm.org.uk) email address.

## **Management and co-ordination of specific highway works**

- 7.16. When necessary for future major highway works impacting bus travel in the scheme area, the relevant lead local highway authority will work with the relevant partners, including local bus operators, to maximise the benefits to bus users of the changes to the transport network and minimise bus disruption during construction. Any partner can make a request for partner mitigation groups to major highway works, as they deem necessary.

## **Bus priority development programme**

- 7.17. Local highway authorities will work with TfWM and bus operators to identify, investigate and develop future bus priority interventions, as set out above.

## **Parking policy and management**

### ***Black Country***

- 7.18. Black Country authorities will continue to use parking management policies, set out in Policy TRAN7 Parking Management, to support the provision of bus services.
- 7.19. The priorities for traffic management in the Black Country include the sustainable delivery and management of parking in centres and beyond, through use of some or all of the following measures as appropriate:
- 7.19.1. Management and control of parking - ensuring that it is not used as a tool for competition between centres.
  - 7.19.2. Type of parking – ensuring that where appropriate long-stay parking is removed from town centres, to support parking for leisure and retail customers and to encourage commuters to use more sustainable means and reduce peak hour traffic flows.
  - 7.19.3. Maximum parking standards – ensuring that a consistent approach to maximum parking standards is enforced in new developments as set out in supplementary planning documents.

- 7.19.4. Location of parking – by reviewing the location of town centre car parks through the “Network Management Duty”, to ensure that the flow of traffic around town centres is as efficient as possible.

### ***Birmingham***

- 7.20. The Birmingham Transport Plan (BTP) states that:

7.20.1. Commuter car parking will be limited in areas that are well served by public transport, such as the city centre; and

7.20.2. Public transport and cycling provision will be prioritised over car parking provision.

- 7.21. The adopted Birmingham Supplementary Parking Document (BSPD) seeks to take a balanced approach to managing the provision of parking in order to support the delivery of a sustainable transport system and the sustainable growth and regeneration of the city. The objectives of the BSPD include encouraging more journeys based on walking, cycling, public transport and low emission vehicles.

- 7.22. The development of a Full Business Case for the Workplace Levy was approved in October 2019 and allows Birmingham City Council to produce a full investigation of WPL options, identify governance and budget requirements, undertake comprehensive workplace parking surveys, develop a communication and engagement strategy and begin engagement with employers.

- 7.23. A tailored approach is taken for different areas of Birmingham taking into account connectivity, public transport availability and land use, as follows:

#### ***Birmingham City Centre:***

- 7.24. The roll-out of the city centre controlled parking programme which will remove all uncontrolled on-street parking in the city centre.

- 7.25. The removal of on-street parking, where necessary, to support improvements to public realm, public transport provision or to provide priority for walking, cycling, servicing and delivery, taxis, car clubs and electric vehicle charging.

- 7.26. Parking charges structured to support short and medium stay uses and discourage long-stay or commuter parking activity in premium, on-street locations.

- 7.27. Replacement standalone off street parking and new off street parking in the city centre will not be supported unless it can be demonstrated that there is a deficit in local publicly available off-street parking, or that it will help to relieve on-street parking problems.

- 7.28. Given the significant levels of Private Non-Residential Parking located within the city centre, options for introducing a Workplace Parking Levy will be

explored.

*Edge of Birmingham City Centre:*

- 7.29. The main objectives of the parking strategy for edge of Birmingham city centre, include support for enhanced connections by public transport, walking and cycling from these areas to the city centre and the rest of the city.
- 7.30. Parking on the edge of the city centre will be managed through implementation of a controlled parking programme in areas close to the city centre and other transitional areas, to control parking capacity and protect the amenity of local communities.

*Birmingham Urban Centres and Growth Areas:*

- 7.31. One of the main objectives of the parking strategy for urban centres and growth areas is to support the improvement of public transport and walking and cycling routes that connect centres to their neighbourhoods and employment opportunities.
- 7.32. A phased programme of parking control measures across Birmingham will be introduced to ensure that on-street parking can be managed, without placing financial pressures on local business. The following locations will be prioritised initially: Selly Oak, Perry Barr, Harborne, Erdington, Sutton Coldfield.

**Coventry**

- 7.33. Coventry City Council is currently reviewing its city centre parking strategy that was introduced in 2016. The Strategy as it stands seeks to actively manage parking provision, to support wider LTP policies and support land use and regeneration aspirations, including keeping the city centre free from congestion. During 2021, 643 parking spaces were removed in Coventry, with a further 1,009 earmarked for removal from Summer 2022 to Summer 2023 (Table 4), including closures specifically linked to the All Electric Bus City implementation.

**Table 4: Car Park closures in Coventry**

<b>Car Park</b>	<b>Closure</b>	<b>Spaces</b>
New Union St multi-storey car park	Closed during 2021	240
Moat St surface car park	Closed during 2021	153
Whitefriars St surface car park	Closed during 2021	125
Cheylesmore surface car park	Closed during 2021	45
Leicester Row surface car park	Closed during 2021	80
Cox St surface car park	Expected closure Autumn 2022	140
Westminster Rd surface car park	Potential to close permanently August 2022	157
Warwick St surface car park	Potential part-closure	21

Barracks multi-storey car park	Expected closure Summer 2023 – City Centre South development	460
City Arcade surface car park	Expected closure Summer 2023 – City Centre South development	231

### **Dudley**

7.34. Dudley Council's parking management policies are set out in the Dudley Parking Supplementary Planning Document (2017). The priorities for parking management in the district include the delivery of parking as to ensure that adequate parking provision is provided to ensure that parking does not hinder traffic flows on the highway and account for future levels of demand for parking. The provision for off street parking is defined through a series of parking minimums and maximums depending upon the size and use class of the development.

### **Sandwell**

7.35. Sandwell's last Supplementary Planning Document on parking was published in 2006 and thus is out of date. However, the Parking and Traffic Enforcement Policy (2017) sets out aims to contribute to local and wider transport strategies, to balance the supply and demand of vehicle parking and ensure that town centres and encourage sustainable travel options. This is supported by objectives of Parking and Traffic Enforcement Policy:

- 7.35.1. Manage the traffic network to ensure traffic flow is protected.
- 7.35.2. Improve safety and the local environment.
- 7.35.3. Improve the quality and accessibility of public transport.
- 7.35.4. Reconcile competing demands for kerb space.

### **Solihull**

7.36. In additional to the Solihull Local Plan, which was adopted in December 2013, Solihull has adopted the Vehicle Parking Standards and Green Travel Plans Supplementary Planning Document (SPD). This SPD elaborates on Policy T13 (Car Parking Provision) and seeks to assist in achieving objectives that seek to:

- 7.36.1. Reduce the need to travel, promote greener forms of transport with less reliance on the private car;
- 7.36.2. facilitate multi-purpose journeys and ensure that everyone has access to a range of facilities; and
- 7.36.3. Facilitate and promote sustainable and inclusive design and the efficient use of resources.

7.37. The SPD is used to limiting the amount of car parking in new developments that is essential as part of a package of measures to promote sustainable travel

choices. In appropriate circumstances this can be achieved through Green Travel Plans to promote access to developments by public transport, walking and cycling

### **Wolverhampton**

7.38. Policies for parking in Wolverhampton are contained in Off Street Parking Guidance. The document gives guidance on parking for residential, employment and commercial activity. Concerning on street parking the priorities for parking are:

- 7.38.1. Maintain an efficient flow of traffic.
- 7.38.2. Protect safety for pedestrians, cyclists and other users.
- 7.38.3. Minimise likelihood of on-street parking problems.

### **Walsall**

7.39. The most recent district wide parking strategy in Walsall was published in 2008, and as such is considerably outdated. However, within the town centre itself a parking strategy was developed in 2017. The document advocates that parking in the town centre meets parking standards, is well integrated with the town centre, meets the need of all users, is safe and secure and operated in line with council policies. This is seen as the approach to meet aims of the strategy, which are:

- 7.39.1. To provide assurance to private investors on parking to promote regeneration.
- 7.39.2. Control the highway network to ensure congestion is managed.
- 7.39.3. Promote sustainable transport policies.

## **8. Requirements imposed on qualifying local bus services**

### **Area-wide**

- 8.1. The requirements set out in this section will apply to all qualifying bus services in the EP Scheme area (i.e. all bus services within the West Midlands region), a list of which will be maintained by TfWM.

### **Vehicle emission standards**

- 8.2. All qualifying bus services will be operated with vehicles that meet Euro VI emission standards or better by 1 May 2023. *[Note: Includes CVRAS retrofit vehicles]*

### **Vehicle livery**

- 8.3. Vehicles must be in an appropriate finished livery, which clearly identifies either the bus operator or brand route.
- 8.4. No vehicles are to be used which remain in a livery belonging to a previous operator under any circumstances, or bear any previous operator's branding or other related information.

### **Timetable changes**

- 8.5. Qualifying local bus services may only be changed on the dates agreed with TfWM and in line with Network Stability Periods (Annex A). In exceptional circumstances, and in agreement with TfWM, services may be changed on other dates.
- 8.6. Copies of registration applications and variations must be submitted to TfWM with at least 70 days' notice before the service takes effect.

### **Information provision to the public (with TfWM)**

- 8.7. Operators of qualifying local bus services will be required to participate in the coordinated approach to the provision of bus information in displays at bus stops, sharing the cost of this in accordance with the separately agreed protocol of the West Midlands Combined Authority Roadside Information Recharging Scheme.
- 8.8. When service changes occur, and at least seven days in advance, bus operators are required to provide to TfWM full timetables in TransXChange format that include running board (block) and/or driver duty information and a vehicle journey reference for every trip. Amendments to vehicle and driver operations which do not result in a timetable change should still be communicated to TfWM as soon as possible.
- 8.9. It is important to ensure that passengers are aware of any service cancellations. Therefore, operators are required to notify TfWM of any known cancellations to

trips or part trips at the earliest opportunity, so that this information can be passed onto customers through TfWM's digital output channels. This information should be provided to [serviceupdates@tfwm.org.uk](mailto:serviceupdates@tfwm.org.uk)

### **Providing information to the public (by the operator)**

- 8.10. Operators providing multi-operator tickets in the EP Scheme area will display the range of nBus and nNetwork day ticket prices at the point of entry to buses on qualifying local bus services using information posters provided by TfWM.
- 8.11. nBus and nNetwork information will be provided and maintained by TfWM on displays at bus stops.
- 8.12. Operators will display details of relevant planned route changes and timetable changes on vehicles in the EP Scheme area at least 2 weeks prior and 1 week following the change.
- 8.13. Operators will publish the bus journey times data collected and processed by TfWM (referred to in paragraph 5.18 - 5.22) on their websites for the public to access.

### **West Midlands Bus Alliance Customer Charter**

- 8.14. Operators of qualifying local bus services will display the principles of the West Midlands Bus Alliance Customer Charter on all their buses. This must include a means of contacting the local bus service operator with comments or complaints and an escalation option if the passenger is not satisfied with the response they receive. This escalation option should be a registered Alternative Dispute Resolution body. Copies of the Customer Charter can be provided by TfWM if requested to [busalliance@tfwm.org.uk](mailto:busalliance@tfwm.org.uk).
- 8.15. The Charter requirements as set out above will cease on the introduction of a revised Customer Charter during 2022-2023, details of which are set out under paragraphs 5.64 and 5.65.

### **New West Midlands Bus Passenger Customer Charter**

- 8.16. Operators of qualifying bus services will work with TfWM to put a new bus charter in place by March 2023, which will be adopted immediately. All operators of qualifying services in the EP area will be obliged to comply to the requirements of the charter. The charter will be promoted on every bus providing qualifying services and on operators' websites. Operators will assist in the monitoring of the impact of the charter and assist TfWM in reviewing and setting improved standards within the charter each year.

### **Ticketing schemes**

- 8.17. The following ticket types must be offered and accepted by qualifying services, subject to their validity. Services offering no more than two journeys in each direction per day, will not be required to participate in the multi-operator ticketing scheme. The overall schemes for these tickets will be managed by TfWM. The following ticket types must be offered:

1. nBus (full suite)
  2. nNetwork (full suite)
- 8.18. Ticket vending machines may be provided by TfWM at some selected bus stops. These will be capable of selling operators' own tickets, as well as network tickets. Operators wishing to use this facility will need to agree an arrangement and fee with TfWM.
- 8.19. Subject to TfWM progressing multi-operator capping schemes, the following ticket types must be offered and accepted by all services in the EP scheme (excluding those services offering no more than two journeys in each direction per day):
- Multi-operator capping on TfWM's Swift smartcard
  - Multi-operator capping contactless
- 8.20. Advertisements carried on ticket rears on qualifying services (including campaigns on behalf of TfWM) in the EP Scheme area should not conflict with the required standards outlined below, which supplement the requirements of the Advertising Codes. The regulation of advertising in the UK is the responsibility of the Advertising Standards Authority (ASA). The ASA applies the Advertising Codes which are written by the Committees of Advertising Practice (CAP). Advertising will not be acceptable if:
1. It is likely to cause widespread or serious offence to reasonable members of the public on account of the product or service being advertised, the content or design of the advertisement, or by way of implication.
  2. It relates to lap-dancing, 'gentlemen's clubs', escort agencies, massage parlours, or unproven health and weight loss products.
  3. It promotes (directly or indirectly) food or non-alcoholic drink which is high in fat, salt and/or sugar ('HFSS' products), according to the Nutrient Profiling Model managed by Public Health England. It is for the advertiser to demonstrate (in case of any doubt) that any product is not HFSS, and/or that an advertisement is not promoting HFSS products, and/or that there are exceptional grounds.
  4. It is unacceptable for some other substantial reason (which TfWM will identify and explain as reasonably required).

### **Passenger Led Recovery programme**

- 8.21. Operators will work with TfWM to define the actions and incentives and agree the details of how they will be managed and applied, so as to target new or lapsed users rather than existing bus users.
- 8.22. Operators will help promote and implement the actions and incentives, ensuring that each incentive is accepted for use on appropriate services as agreed. Use of each incentive will be monitored to provide data to TfWM for evaluation purposes.

### **Reinvestment of operational expenditure savings**

- 8.23. Operators will commit to work with TfWM to agree a process through which, using an open book approach, operational expenditure (opex) savings can be identified and agreed for reinvestment in the EP Scheme area on a case-by-case basis, as a result of new public investment to improve bus services. Any savings identified will be agreed with each operator and captured in the EP Scheme. Any changes to the EP Scheme to capture this reinvestment would see the EP Scheme automatically varied, without the need to follow the variation process.
- 8.24. Operators will also explore with TfWM how not just opex savings, but any cost and revenue growth benefits accruing to them from new public investment to improve bus services, can be reinvested back into the EP Scheme area, on a case-by-case basis, and captured in the EP Scheme. The same process as the opex savings reinvestment would apply.

### **Bus network development**

- 8.25. Operators will commit to active participation in the review of the RTCC and the implementation of its findings and recommendations.
- 8.26. Operators will commit to full and active participation in the bus network review and the implementation of its recommendations and requirements.
- 8.27. Operators will meet all reasonable requests for data and information to inform the network review process. This is likely to include, but not be limited to, existing route and timetable information, patronage by service at a stage level and vehicle and driver utilisation.

### **Parked vehicles**

- 8.28. For parked vehicles, the following conditions apply:
- 8.28.1. Vehicle engines must be switched off at all times unless departure is imminent.
  - 8.28.2. Quitting (vehicles left unattended with the engine running) is strictly prohibited.

## Location specific – A34(N) and A45 / B425

### Vehicle standards

8.29. Vehicles used on qualifying local bus services will be required to meet specified standards, dependent on their type and age. These will apply differently according to the number of vehicles deployed on local bus services by each operator.

8.30. The implementation period for completing obligations for buses of 15m -18.75m length are detailed in Table 5:

**Table 5: Obligations for buses of 15m-18.75m length**

Phase	Obligations for buses of 15m-18.75m length	Milestone date
1	<p><b>All vehicles will have:</b></p> <ul style="list-style-type: none"> <li>• Multiple doors for boarding and alighting</li> <li>• Zero emission (at tailpipe), as deemed zero emission (at tailpipe) by TfWM.</li> <li>• Heating and cooling for customer comfort</li> <li>• Ability to pay for tickets by contactless payment</li> <li>• Audio visual announcements: <ul style="list-style-type: none"> <li>○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats.</li> <li>○ Next stop visual announcements.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle.</li> </ul> </li> <li>• A display showing onward connection details by bus (including Designated feeder services), train, Metro or air, where applicable, from open data sources.</li> <li>• CCTV installed, including a driver facing camera to ensure good driving standards. This will provide images inside the vehicle for the safety and security of passengers. A forward-facing camera will help identify issues with traffic and road conditions.</li> <li>• Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system</li> <li>• USB charging available, including at every wheelchair space and for priority seats</li> <li>• A specific livery agreed with TfWM</li> </ul>	<p>On completion of enhanced infrastructure listed in</p> <p>Table 15</p> <p>Table 16</p> <p>Table 17</p> <p>Table 18</p>

8.31. The implementation period for completing obligations for **Double Deck** vehicles not operating on Designated feeder services are detailed in Table 6.

**Table 6 Obligations for Double Deck vehicles not operating on designated feeder services**

Phase	Obligations for Double Deck vehicles not operating on designated feeder services	Milestone date
1	<p><b>New vehicles registered on or after the EP scheme start date must meet the following requirements:</b></p> <ul style="list-style-type: none"> <li>• Euro VI equivalent standards or better</li> <li>• CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. Also, a driver facing camera to ensure good driving standards.</li> <li>• Free Wi-Fi</li> <li>• Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system</li> <li>• Heating and cooling for customer comfort</li> <li>• USB charging available, including at every wheelchair space and priority seats</li> <li>• Audio visual announcements: <ul style="list-style-type: none"> <li>○ Next stop audio announcements on both decks, including through an induction hearing loop at every wheelchair space and priority seats.</li> <li>○ Next stop visual announcements on both decks.</li> <li>○ Take all reasonable steps to alert passengers on both decks to route diversions through audio announcements on the vehicle.</li> <li>○ Take all reasonable steps to alert passengers on both decks to route diversions through visual displays on the vehicle.</li> </ul> </li> <li>• A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources.</li> <li>• Option to pay for tickets through contactless ticketing.</li> </ul>	Existing
2	<p><b>All vehicles will have:</b></p> <ul style="list-style-type: none"> <li>• Euro VI equivalent standards or better</li> <li>• CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues</li> <li>• Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system</li> <li>• Heating and cooling for customer comfort</li> <li>• Option to pay for tickets through contactless ticketing.</li> </ul>	Existing
3	<p><b>All vehicles will have:</b></p> <ul style="list-style-type: none"> <li>• Audio visual announcements: <ul style="list-style-type: none"> <li>○ Next stop audio announcements on both decks, including through an induction hearing loop at every wheelchair space and priority seats.</li> <li>○ Next stop visual announcements on both decks</li> </ul> </li> </ul>	Existing

	<ul style="list-style-type: none"> <li>○ Take all reasonable steps to alert passengers on both decks to route diversions through audio announcements on the vehicle.</li> <li>○ Take all reasonable steps to alert passengers on both decks to route diversions through visual displays on the vehicle.</li> <li>• A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources.</li> </ul>	
4	<b>New Vehicles registered on or after 25/05/25 will have:</b> <ul style="list-style-type: none"> <li>• Vehicles must be non-diesel.</li> </ul>	25/05/2025
5	<b>All vehicles will have:</b> <ul style="list-style-type: none"> <li>• Vehicles must be non-diesel.</li> </ul>	26/05/2030

8.32. The implementation period for completing obligations for standard **Single Deck** vehicles not operating on Designated feeder services of operators with less than 21 local service buses, is detailed in Table 7.

**Table 7: Obligations for Single Deck vehicles not operating on designated feeder services of operators with less than 21 local service buses**

Phase	Obligations for Single Deck vehicles not operating on designated feeder services of operators with less than 21 local service buses	Milestone date
1	<p><b>New vehicles registered on or after the EP scheme start date must meet the following requirements:</b></p> <ul style="list-style-type: none"> <li>• Euro VI equivalent standards or better</li> <li>• CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. Also, a driver facing camera to ensure good driving standards.</li> <li>• Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system</li> <li>• Heating and cooling for customer comfort</li> <li>• USB charging available, including at every wheelchair space and priority seats</li> <li>• Audio visual announcements: <ul style="list-style-type: none"> <li>○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats.</li> <li>○ Next stop visual announcements.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle.</li> </ul> </li> <li>• Option to pay for tickets through contactless ticketing.</li> </ul>	Existing
2	<p><b>All vehicles will have:</b></p> <ul style="list-style-type: none"> <li>• Euro VI equivalent standards or better</li> <li>• CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues</li> <li>• Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system</li> <li>• Heating and cooling for customer comfort</li> <li>• Option to pay for tickets through contactless ticketing.</li> </ul>	Existing
3	<p><b>All vehicles will have:</b></p> <ul style="list-style-type: none"> <li>• Audio visual announcements: <ul style="list-style-type: none"> <li>○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats.</li> <li>○ Next stop visual announcements.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle.</li> </ul> </li> </ul>	25/05/2026

	<ul style="list-style-type: none"> <li>A display showing onward connection details by bus, train, metro or air, where applicable from open data sources</li> </ul>	
4	<p><b>New Vehicles registered on or after 25/05/26 must meet the following requirements:</b></p> <ul style="list-style-type: none"> <li>Vehicles must be non-diesel.</li> </ul>	25/05/2026
5	<p><b>All vehicles will have:</b></p> <ul style="list-style-type: none"> <li>Vehicles must be non-diesel.</li> </ul>	29/05/2033

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8.33. The implementation period for completing obligations for standard **Single Deck** vehicles not operating on Designated feeder services of operators with more than 20 local service buses, is detailed in Table 8.

Table 8 Obligations for Single Deck vehicles not operating on designated feeder services of operators with more than 20 local service buses

Phase	Obligations for Single Deck vehicles not operating on designated feeder services of operators with more than 20 local service buses	Milestone date
1	<p><b>New vehicles registered on or after the EP scheme start date must meet the following requirements:</b></p> <ul style="list-style-type: none"> <li>• Euro VI equivalent standards or better</li> <li>• CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. Also, a driver facing camera to ensure good driving standards.</li> <li>• Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system</li> <li>• Heating and cooling for customer comfort</li> <li>• USB charging available, including at every wheelchair space and priority seats</li> <li>• Audio visual announcements: <ul style="list-style-type: none"> <li>○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats.</li> <li>○ Next stop visual announcements.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle.</li> </ul> </li> <li>• Option to pay for tickets through contactless ticketing.</li> </ul>	Existing
2	<p><b>All vehicles will have:</b></p> <ul style="list-style-type: none"> <li>• Euro VI equivalent standards or better</li> <li>• CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues</li> <li>• Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system</li> <li>• Heating and cooling for customer comfort</li> <li>• Option to pay for tickets through contactless ticketing.</li> </ul>	Existing
3	<p><b>All vehicles will have:</b></p> <ul style="list-style-type: none"> <li>• Audio visual announcements: <ul style="list-style-type: none"> <li>○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats.</li> <li>○ Next stop visual announcements.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle.</li> </ul> </li> <li>• A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources.</li> </ul>	Existing

4	<b>New Vehicles registered on or after 25/05/25 will have:</b> <ul style="list-style-type: none"> <li>Vehicles must be non-diesel.</li> </ul>	25/05/2025
6	<b>All vehicles will have:</b> <ul style="list-style-type: none"> <li>Vehicles must be non-diesel.</li> </ul>	26/05/2030

8.34. If requested by an operator and in agreement with TfWM or designated by TfWM, a service that is specifically designed to connect with services at interchange points outlined in Schedule C3 Table 21, may be defined as a Designated feeder Service. Vehicles on such services will carry additional branding and have a co-ordinated timetable to facilitate connections.

8.35. The implementation period for completing obligations for vehicles used on Designated feeder services are detailed in Table 9.

**Table 9 Obligations for vehicles of operators on Designated feeder services**

Phase	Obligations for vehicles of operators on Designated feeder services	Milestone date
1	<p><b>New vehicles registered on or after the EP scheme start date must meet the following requirements:</b></p> <ul style="list-style-type: none"> <li>• Euro VI equivalent standards or better</li> <li>• CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. Also, a driver facing camera to ensure good driving standards.</li> <li>• Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system</li> <li>• Heating and cooling for customer comfort</li> <li>• USB charging available, including at every wheelchair spaces and priority seats</li> <li>• Audio visual announcements: <ul style="list-style-type: none"> <li>○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats.</li> <li>○ Next stop visual announcements.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle.</li> </ul> </li> <li>• A display showing onward connection details for bus services operating in the Scheme area.</li> <li>• Option to pay for tickets through contactless ticketing.</li> <li>• A specific livery agreed with TfWM</li> </ul>	Existing
2	<p><b>All vehicles will have:</b></p> <ul style="list-style-type: none"> <li>• Euro VI equivalent standards or better</li> <li>• CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic and road maintenance issues</li> <li>• Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system</li> <li>• Heating and cooling for customer comfort</li> <li>• Option to pay for tickets through contactless ticketing.</li> </ul>	Existing
3	<p><b>All vehicles will have:</b></p> <ul style="list-style-type: none"> <li>• Audio visual announcements: <ul style="list-style-type: none"> <li>○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats.</li> <li>○ Next stop visual announcements.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle.</li> <li>○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle.</li> </ul> </li> <li>• A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources.</li> </ul>	Existing

	<ul style="list-style-type: none"> <li>• A specific livery agreed with TfWM</li> </ul>	
4	<b>New Vehicles registered on or after 25/05/25 will have:</b> <ul style="list-style-type: none"> <li>• Vehicles must be non-diesel.</li> </ul>	25/05/2025
5	<b>All vehicles will have:</b> <ul style="list-style-type: none"> <li>• Vehicles must be non-diesel.</li> </ul>	26/05/2030

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## **Location specific - Coventry**

8.36. All qualifying bus services in the Coventry area (as shown on Figure 1) and in a list maintained by TfWM will be operated using battery electric vehicles by the indicative target date of 31 December 2025. This date will be confirmed and the EP varied automatically, subject to confirmation of all of the following to the mutual satisfaction of both operators, TfWM and Coventry City Council, which in combination will enable the project to complete:

8.36.1. TfWM's Coventry Electric Bus City Grant Application Process

8.36.2. Coventry Bus Network Review

8.36.3. Coventry Bus Priority Programme (including London Road corridor; Foleshill Road; and City Centre Traffic Management, all of which are being developed and have provisional funding allocations and delivery programmes)

**Schedule A: Maintenance of current provision by TfWM****Schedule A1: Existing bus stations**

Bus station	Staffed daily		Evening security	Daily cleaning	Notes
	Mon - Sat	Sun / Hols			
Dudley	Yes	Yes	Yes	Yes	Due to close September 2023 with services moved to temporary stands constructed on Tower Street Dudley Interchange expected to re-open December 2024 on the current programme
Walsall	Yes	Yes	Yes	Yes	
Coventry	Yes	Yes	Yes	Yes	
Walsall	Yes	Yes	Yes	Yes	
Wolverhampton	Yes	Yes	Yes	Yes	
Merry Hill	Yes	Yes	Yes	Yes	
Stourbridge	Yes	Yes	No	Yes	
Halesowen	Yes	Yes	No	Yes	
Bilston	Yes	No	No	Yes	
Wednesbury	Yes	Yes	No	Yes	
Cradley Heath	No	No	No	Yes	
Bearwood	No	No	No	Yes	Daily litter pick and bin emptying only; shelters washed once per month

## **Schedule A2: TfWM bus stop infrastructure maintenance**

Any issues or problems with bus stop infrastructure are to be reported to:

[Report a problem with a bus stop or park and ride | Transport for West Midlands \(tfwm.org.uk\)](https://tfwm.org.uk)

TfWM will maintain bus stop infrastructure in accordance with the following standards.

**Response within 4 hours of being reported**, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use, with **repairs carried out within 48 hours**:

- Bus shelter

**Response within 4 hours of being reported**, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use, with **repairs carried out within 5 working days** to ensure all elements are fully functional:

- Advertisement panel
- Lighting panel
- Digital screen
- Stop flag
- CCTV
- Real time information

**Response within 4 hours of being reported**, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use, with **repairs carried out within 10 working days**:

- Feeder pillar

**Response and removal within 24 hours of being reported**

- Bus shelter offensive graffiti

**Response within 4 hours of being reported**, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use:

- Ticket machine

**Planned maintenance** of bus stop infrastructure:

- Weekly shelter and floor cleaning within the shelter footprint, including litter removal
- Annual shelter roof clean
- Every 5 years full electrical tests and inspections

## Schedule B: Facilities provided and maintained by local highway authorities

### B1 Current bus lanes

The current bus lanes detailed in Table 10 will be maintained by the relevant local highway's authority as part of the EP Scheme.

Any proposed changes to existing interventions (listed in Table 10) by local highway authorities must be submitted to a meeting of the EP Scheme Reference Group for consideration. Once agreed by the group, the change will automatically be taken forward and Table 10 updated accordingly, without need to go through the formal EP Scheme variation process set out in this Scheme.

**Table 10 Existing bus priority interventions**

<b>Id</b>	<b>Description</b>	<b>Type</b>	<b>Times Of Operation</b>	<b>Vehicles Permitted</b>	<b>Authority</b>
1	A34 Walsall Road	Bus Lane	N/A	N/A	Birmingham
2	Sand Pits Clement Street - Nelson Street Westbound	Bus Lane	All Times	Bus, Motorbike, Cycle, Taxi	Birmingham
3	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
4	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
5	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
6	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
7	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
8	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
9	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
10	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
11	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
12	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
13	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
14	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
15	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
16	B4148 Tyburn Road Burcote Road (South Of) Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
17	A5127 Aston Bridge Thomas Street To Park Lane Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
18	Moor Street Queensway Carrs Lane to Albert Street Northbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
19	Suffolk Street Queensway Brunel Street to Holloway Circus Southbound	Bus Lane	Not In Operation Not in Operation	Not In Operation	Birmingham
20	A4040 Winson Green Road Aberdeen Street (Slip Road To) Southbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
21	A4040 Winson Green Road Norman Street to Aberdeen Street Southbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
22	Horton Square Belgrave Middleway (North Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi	Birmingham

23	A38 Bristol Road South Ulwine Drive (North Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
24	Streetly Road Short Heath Road (North Of) Northbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
25	A435 Alcester Road South Albert Road to Addison Road Inbound	Bus Lane	0730-1000 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
26	A435 Alcester Road South Hawkhurst Road to Maypole (North Of) Outbound	Bus Lane	0700-1900 Monday To Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
27	Harborne Road Vicarage Road to Greenfield Crescent (East Of) Inbound	Bus Lane	0700-1900 Monday To Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
28	A38 Bristol Road Harborne Lane to Chapel Lane Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
29	Priory Queensway Colmore Circus Queensway to Old Square Southbound	Bus Only Road	All Times All Days	Bus, Pedal Cycle	Birmingham
30	Arden Road Holly Hill N/A	Bus Only Road	All Times All Days	Bus	Birmingham
31	Masshouse Lane Moor Street Queensway (Approach To) Westbound	Bus Lane	All Times All Days	Bus, Pedal Cycle	Birmingham
32	Priory Queensway Old Square to Colmore Circus Queensway Northbound	Bus Only Road	All Times All Days	Bus, Pedal Cycle	Birmingham
33	A4540 Camp Hill Middleway (Slip) New Moseley Road (Right Turn From) Right Turn	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
34	Bull Street Dale End to Corporation Street Northbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
35	A38 Bristol Road South Ulwine Drive Outbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
36	A5127 Aston Road North Rocky Lane to Holland Road West Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
37	A5127 Lichfield Road Waterlinks Boulevard to Grosvenor Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
38	A34 Birchfield Road Lozells Road to Heathfield Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
39	B4128 Bordesley Green East Alston Road to Eastfield Road Outbound	Bus Lane	0700-1900 Monday To Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
40	B4128 Bordesley Green East Alston Road to Belchers Lane Inbound	Bus Lane	0700-1900 Monday To Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
41	A34 Walsall Road Tower Hill (South Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
42	A34 Birchfield Road Trinity Road to Witton Road Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham

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43	B4128 Bordesley Green East Belchers Lane to Alston Road Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
44	A441 Pershore Road Edward Road to Bellevue Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
45	B4128 Bordesley Green East Little Bromwich Road to Alston Road Inbound	Bus Lane	0700-1900 Monday To Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
46	A453 Aldridge Road Birmingham City University Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
47	A34 Walsall Road Rocky Lane (South Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
48	A34 New Town Row Cecil Street (South Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
49	A34 New Town Row St Stephens Street to Miller Street Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
50	A34 New Town Row Cecil Street to Lower Tower Street Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
51	A34 Walsall Road Yateley Crescent (South Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
52	A34 Stratford Road Hamlet Road (South Of) Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
53	B4100 Camp Hill Trinity Terrace to Camp Hill Circus (North Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
54	A34 Lancaster Street Vesey Street to Price Street Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
55	A4040 Stechford Lane Burney Lane (North Of) Northbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
56	A34 Walsall Road Rocky Lane (North Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
57	B4148 Tyburn Road Padstow Road Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
58	B4148 Tyburn Road Padstow Road (North Of) Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
59	B4148 Tyburn Road Eaton Wood to Padstow Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
60	B4148 Tyburn Road Egerton Road to Sorrel Grove Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
61	B4148 Tyburn Road Springthorpe Road to Eaton Wood Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
62	B4148 Tyburn Road Sorrel Grove to Burcote Road Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
63	B4148 Tyburn Road Paget Road to Springthorpe Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
64	B4148 Tyburn Road Paget Road (South Of) Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
65	A34 Walsall Road Cliveden Avenue Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham

66	A34 Stratford Road Welby Road (North Of) Outbound	Bus Lane	1600-1900 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
67	A34 Stratford Road York Road to Green Road Outbound	Bus Lane	1600-1900 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
68	A435 Alcester Road Hill Crest Road (South Of) To Queensbridge Road Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
69	A4040 Stoney Lane Rockingham Road to Church Road Southbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
70	A34 Stratford Road Palmerston Road (North Of) Outbound	Bus Lane	1600-1900 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
71	B4128 Bordesley Green East Upton Road (East Of) To Little Bromwich Road Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
72	A34 Walsall Road Old Walsall Road (South Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
73	A34 Walsall Road Beeches Road (North Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
74	A34 Walsall Road Perry Park Crescent to Church Road Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
75	A34 Walsall Road Perry Avenue Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
76	A34 Walsall Road Regina Road Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
77	A34 Birchfield Road Heathfield Road to Wellington Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
78	A34 Birchfield Road The Broadway To Trinity Road (North Of) Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
79	A34 High Street Newsbury Road to Lozells Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
80	A34 High Street Victoria Road to Park Lane Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
81	A34 New Town Row Park Lane to St Stephens Street Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
82	A34 New Town Row Brearley Street to New John Street West Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
83	A34 New Town Row Princip Street Outbound	Bus Gate	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
84	A38 Corporation Street Staniforth Street to Bagot Street (North Of) Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
85	A38 Corporation Street Mill Street (North Of) To Lancaster Circus Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
86	A5127 Aston Road North Holland Road West to Whitehouse Street (North Of) Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
87	A5127 Lichfield Road Park Lane to Waterlinks Boulevard Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham

88	A5127 Lichfield Road Lynton Road to Rocky Lane Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
89	A5127 Lichfield Road Grosvenor Road to Lynton Road Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
90	A5127 Lichfield Road Priory Road to Tyburn Road (South Of) Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
91	A5127 Lichfield Road Cuckoo Road to Priory Road (South Of) Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
92	B4114 Jennens Road Chapel Street to Aston Circus Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
93	B4114 Jennens Road Aston Circus to Chapel Street Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
94	Moor Street Queensway Albert Street to Priory Queensway Northbound	Bus Lane	All Times All Days	Bus, Pedal Cycle	Birmingham
95	B4100 High Street Deritend Oxford Street to Gibb Street Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
96	B4100 High Street Deritend Green Street to Mill Lane Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
97	B4100 High Street Bordesley Bradford Street to Alcester Street Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
98	A4540 Highgate Middleway Upper Conybere Street (Right Turn From) Right Turn	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
99	A34 Stratford Road Ladypool Road to Mole Street Outbound	Bus Lane	1600-1900 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
100	A441 Pershore Road Pebble Mill Road (North Of) To Edgbaston Road Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
101	A38 Bristol Road Weoley Park Road to Lodge Hill Road Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
102	A38 Bristol Road Oak Tree Lane Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
103	A456 Hagley Road West Galton Road to Bearwood Road Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle	Birmingham
104	A456 Hagley Road West Lordswood Road to Hamilton Avenue Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
105	B4100 High Street Deritend Alcester Street to Birchall Street Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
106	A435 Moseley Road Lime Grove (North Of) To Runcorn Road Outbound	Bus Lane	1630-1845 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
107	A34 Stratford Road Durham Road to Fulham Road Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
108	B4128 Bordesley Green East Station Road to Denton Grove Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham

109	B4128 Bordesley Green East Eastfield Road to Station Road Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
110	A34 New Town Row New John Steet West to Newbury Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
111	A34 New Town Row Brewery Street (North Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
112	A34 New Town Row Brewery Street (South Of) Inbound	Bus Gate	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
113	A5127 Lichfield Road Grosvenor Road to Waterworks Street Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
114	A5127 Lichfield Road Waterworks Street to Grosvenor Road Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
115	Centenary Square Bridge Street to Paradise Circus Inbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
116	Centenary Square Paradise Circus to Bridge Street Outbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
117	Broad Street Bridge Street (West Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
118	Moor Street Park Street to Moor Street Queensway Westbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
119	St Martins Queensway Moor Street to Worcester Street (Through Tunnel) Southbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
120	Moor Street Queensway Moor Street Station U Turn	Bus Only Road	All Times All Days	Bus	Birmingham
121	Moor Street Queensway Moor Street Southbound	Bus Lane	All Times All Days	Bus, Pedal Cycle	Birmingham
122	Moor Street Queensway Moor Street to Carrs Lane Northbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
123	B4100 High Street Bordesley Gibb Street to Trinity Terrace Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
124	Priory Queensway Old Square to Moor Street Queensway Eastbound	Bus Only Road	All Times All Days	Bus, Pedal Cycle	Birmingham
125	St Martins Queensway Worcester Street to Moor Street (Through Tunnel) Northbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
126	Priory Queensway Moor Street Queensway to Old Square Westbound	Bus Only Road	All Times All Days	Bus, Pedal Cycle	Birmingham
127	A34 Stratford Road Petersfield Road to Cole Bank Road (South Of) Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
128	A34 Stratford Road Dunsmore Road (North Of) To Shaftmoor Lane Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham

129	Broad Street Five Ways to Ryland Road (East Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
130	A435 Alcester Road Reddings Road to Farquhar Road (North Of) Inbound	Bus Lane	0730-1000 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
131	A435 Alcester Road Park Road (North Of) To Runcorn Road Inbound	Bus Lane	0730-1000 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
132	A435 Alcester Road South Tenbury Road to Howard Road (South Of) Inbound	Bus Lane	0730-1000 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
133	A435 Alcester Road South Maypole (North Of) To Idmiston Croft Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
134	A435 Alcester Road South Whitland Drive to Warstock Road Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
135	A435 Alcester Road South Warstock Road to Whitland Drive Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
136	A38 Bristol Street Irving Street Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
137	Broad Street Bishopsgate Street (South Of) To Five Ways Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
138	B4128 Coventry Road Herbert Road to Bordesley Circus (East Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
139	Lordswood Road/High Street Lonsdale Road (South Of) To Harborne Park Road (We Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
140	Queen Street Brassington Avenue to South Parade Eastbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
141	A47 Nechells Parkway Windsor Street South (North Of) To Aston Circus Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
142	Station Road Service Road Bordesley Green East to Alcombe Road Southbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
143	Bordesley Green East Station Road (East Of) Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
144	Bordesley Green East Station Road (East Of) Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
145	Belgrave Middleway Horton Square (South Of) Outbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
146	High Street Turnhouse Road to Austin Street Westbound	Bus Only Road	All Times All Days	Bus, Pedal Cycle	Birmingham
147	Garrison Lane Langdon Street (East Of) To Garrison Circus Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
148	Great Hampton Street Harford Street to Constitution Hill Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
149	Longmore Street Belgrave Middleway (South Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham

150	Holloway Head Granville Street to Blucher Street Inbound	Bus Lane	7am To 7pm All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
151	Summer Row Paradise Circus Queensway to Great Charles Street Eastbound	Bus Lane	All Time All Day	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
152	Great Charles Street Queensway Summer Row to Newhall Street Northbound	Bus Lane	All Times All Day	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
153	Great Charles Street Queensway Margaret Street (South Of) Southbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
154	Margaret Street Cornwall Street to Great Charles Street Westbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
155	Harborne Road Kingscote Road to Hawthorne Road Inbound	Bus Lane	7am To 10am Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
156	George Road Islington Row Middleway (South Of) Northbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
157	Gravelly Hill Salford Circus (East Of) Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
158	Islington Row Middleway Bath Row (South Of) Northbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
159	Scotland Road Bartley Green N/A	Bus Only Road	All Times All Days	Bus	Birmingham
160	Sheepcote Street King Edwards Drive (North Of) Southbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
161	Paradise Circus Queensway Centenary Square to Summer Row Northbound	Bus Lane	All Time All Day	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
162	B4135 Summer Row Eastbound	Bus Lane	All	Bus Only	Birmingham
163	Summer Hill Road Nw of Goodman Street to Ladywood Rd Junction Westbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
164	Summer Hill Road Summer Hill Street to Anderton Street Westbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
165	Summer Hill Road Anderton Street to Goodman Street Westbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
166	Summer Hill Road Opposite Summer Hill Street Eastbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
167	Sand Pits West of Nelson Street Westbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
168	Sand Pits Summer Hill Terrace to Camden Street Eastbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
169	Snow Hill Queensway Nw of Snow Hill Queensway	N/A		Bus, Cycle, Taxi	Birmingham
170	Bristol Steet Wrentham Street to Belgrave Middleway	N/A		Bus, Cycle, Taxi	Birmingham
171	Qe Hospital Link Road	N/A	N/A	N/A	Birmingham

172	Harborne Lane Birmingham Southbound	Bus Lane	N/A	N/A	Birmingham
173	Harborne Lane Birmingham Northbound	Bus Gate	N/A	N/A	Birmingham
174	Foleshill Road (Outbound) Coventry Ring Road Outbound	Bus Lane	N/A	N/A	Coventry
175	Stoney Stanton Road Swanswell Street Northbound	Bus Lane	N/A	N/A	Coventry
176	Longford Road Windmill Road Southbound	Bus Lane	N/A	N/A	Coventry
177	Longford Road Hurst Road Southbound	Bus Lane	N/A	N/A	Coventry
178	Stoney Stanton Road Bright Street Southbound	Bus Lane	N/A	N/A	Coventry
179	Ansty Road/Clifford Bridge Southbound	Bus Lane	N/A	N/A	Coventry
180	Stoney Road Manor Road Southbound	Bus Lane	N/A	N/A	Coventry
181	London Road Whitley Interchange Eastbound	Bus Lane	N/A	N/A	Coventry
182	Sky Blue Way Binley Road Westbound	Bus Lane	N/A	N/A	Coventry
183	Sky Blue Way Walsgrave Road Westbound	Bus Lane	N/A	N/A	Coventry
184	Tile Hill Lane Hearsell Common Eastbound	Bus Lane	N/A	N/A	Coventry
185	Tile Hill Lane Hearsell Common Eastbound	Bus Lane	N/A	N/A	Coventry
186	Butts Road	N/A	N/A	N/A	Coventry
187	Vanguard Avenue	Bus Lane	N/A	N/A	Coventry
188	Tile Hill Lane	Bus Lane	N/A	N/A	Coventry
189	Gosford Street	Bus Lane	N/A	N/A	Coventry
190	Park Road Quinton Road	Bus Lane	N/A	N/A	Coventry
191	Pool Meadow Access Pool Meadow	N/A	N/A	N/A	Coventry
192	Warwick Road Greyfriars Road	N/A	N/A	N/A	Coventry
193	White Street Cox Street	Bus Lane	N/A	N/A	Coventry
194	Hales Street Whittle Arch	Bus Lane	N/A	N/A	Coventry
195	Hales Street Whittle Arch	Bus Lane	N/A	N/A	Coventry
196	The Boulevard Westbound	Bus Lane	Mon-Sat	Bus & Cycle	Dudley
197	Castle Hill Westbound	Bus Lane	N/A	N/A	Dudley
198	A459	Bus Lane	N/A	N/A	Dudley
199	Kirkstone Way	Bus Lane	N/A	N/A	Dudley
200	Kings Street	Bus Lane	N/A	N/A	Dudley
201	Castle Hill Eastbound	Bus Lane	N/A	N/A	Dudley
202	Tipton Road Birmingham New Road	Bus Lane	N/A	N/A	Dudley
203	Tipton Road Birmingham New Road Northbound	Bus And Cycle L	N/A	N/A	Dudley
204	Birmingham Road Tesco Superstore Junction Eastbound	Bus Lane	N/A	N/A	Dudley

205	A456 Hagley Road West Lewis Road Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Sandwell
206	Hagley Road West Inbound	N/A	N/A	N/A	Sandwell
207	Haden Hill Road Halesowen Road Southbound	N/A	N/A	N/A	Sandwell
208	Haden Hill Road Halesowen Road Southbound	N/A	N/A	N/A	Sandwell
209	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
210	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
211	A456 Hagley Road West Harborne Road to Galton Road Eastbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle	Sandwell
212	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
213	Hagley Road Balden Road (West Of) To Wolverhampton Road (East Eastbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Sandwell
214	Hagley Road West Inbound	N/A	N/A	N/A	Sandwell
215	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
216	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
217	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
218	A34 Birmingham Road Northbound	N/A	N/A	N/A	Sandwell
219	A34 Birmingham Road Northbound	N/A	N/A	N/A	Sandwell
220	A34 Birmingham Road Northbound	N/A	N/A	N/A	Sandwell
221	A34 Birmingham Road Northbound	N/A	N/A	N/A	Sandwell
222	A34 Birmingham Road Southbound	N/A	N/A	N/A	Sandwell
223	A34 Birmingham Road Southbound	N/A	N/A	N/A	Sandwell
224	High Street Southbound	N/A	N/A	N/A	Sandwell
225	St Michael Street Southbound	N/A	N/A	N/A	Sandwell
226	A4037 Hurst Lane Southbound	N/A	N/A	N/A	Sandwell
227	New Street Inbound	N/A	N/A	N/A	Sandwell
228	Upper High Street Eastbound	Bus Gate	N/A	N/A	Sandwell
229	B4438 Bickenhill Lane Birmingham International Northbound	Suspended	N/A	N/A	Solihull
230	B425 Lode Lane Southbound	Bus Lane	All Times	N/A	Solihull
231	B4438 Bickenhill Lane Birmingham International Southbound	Suspended	Part Time	N/A	Solihull
232	B425 Lode Lane from Hermitage Road Southbound	Bus Lane	All Times	N/A	Solihull
233	B425 Lode Lane Southbound	Bus Lane	All Times	N/A	Solihull
234	Central Boulevard Blythe Valley Park Southern Access	Bus Lane	N/A	N/A	Solihull
235	Chelmsley Road Chelmsley Wood Town Centre Access	Bus Lane	N/A	N/A	Solihull
236	Station Link Road Birmingham International	Bus Lane		Bus	Solihull
237	Station Road Solihull Town Centre	Bus Lane		Pedestrian Zone, Taxi, Permit Holders	Solihull
238	Warwick Road Solihull	Bus Lane		Bus	Solihull
239	Hatherton Road Between Lichfield Street and Hatherton Street	Bus Lane	24 Hours	Bus Only	Walsall

240	A34 Birmingham Road 14m South of The Junction with Skip Lane Eastbound	Bus Lane	0700 - 1900	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
241	Stafford Street Between Ryecroft Park and Ryecroft Street Southbound	Bus Lane	0800 - 0930 And 1600 1830 Monday - Friday	Bus And Cycles	Walsall
242	A34 Birmingham Road from The Sandwell Boundary For 650m Northbound	Bus Lane	Any Time	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
243	Wolverhampton Road West Bentley from M6 Junction 10 Eastbound	Bus Gate	Any Time	Buses, Pedal Cycles & Licenced Taxis	Walsall
244	Lichfield Street Lichfield Street/Broadway Junction	N/A		Bus & Taxi	Walsall
245	A38 High Street Bloxwich Westerly	Bus Lane	Any Time	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
246	A4148 Pleck Road North of Moat Road Northbound	Bus Lane	Any Time	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
247	Somerford Place, Willenhall from Summer Street Westbound	Bus Lane	0800 - 0930 And 1600 - 1830 Monday - Friday	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
248	A454 Wolverhampton Road, Walsall from Pargeter Street Eastbound	Bus Lane	Any Time	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
249	A454 Wolverhampton Road Walsall After Hollyedge Lane Westbound	Bus Lane	Any Time	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
250	B4210 Stafford Street, Walsall from Ryecroft Street to Ryecroft Park Southbound	Bus Lane	Any Time	Bus Only	Walsall
251	B4210 Stafford Street, Walsall Between Short Acre Street and Day Street Northbound	Bus Lane	Any Time	Bus And Cycles	Walsall
252	B4210 Stafford Street, Walsall Between Day Street and A4148 Southbound	Bus Lane	Any Time	Bus And Cycles	Walsall
253	Ablewell Street Walsall Between Town Hill and Upper Rushall Street Northbound	Bus Lane	Any Time	Bus And Cycles	Walsall
254	Hatherton Road Northbound 22m West of Hatherton Street Eastbound	Bus Gate	Any Time	Buses, Pedal Cycles & Licenced Taxis	Walsall
255	St Pauls Street Walsall from Hatherton Road North-East	Bus Gate	Any Time	Buses, Pedal Cycles & Licenced Taxis	Walsall
256	Unnamed Link Road Between A452 Chester Road and Wood Lane, Streetly	Bus Only Road	Any Time	Bus Only	Walsall
257	Great Croft Street, Darlaston	Bus Only Street	Any Time	Bus Only	Walsall
258	Darlington Street Darlington St Nr Red Lion St Eastbound	Bus Gate	24h All	Bus, Cycle, Taxis, Private Hire, R&R, Emergency	Wolverhampton
259	High Street High Street Wednesfield Eastbound	Bus Gate	24h All	Bus, Cycle, Taxis, Private Hire, R&R, Emergency	Wolverhampton

260	Hall Street Hall Street Bilston Both	Bus Gate	24h All	Bus, Cycle, Taxis, Private Hire, R&R, Emergency	Wolverhampton
261	A449 Stafford Street Wednesfield Southbound	Bus Lane	All Times All Days	N/A	Wolverhampton
262	A4124 Wednesfield Road Wolverhampton Inbound	Bus Lane	All Times All Days	N/A	Wolverhampton
263	A4124 Wednesfield Road Wednesfield Westbound	Bus Lane	All Times All Days	N/A	Wolverhampton
264	A449 Stafford Road Wednesfield Inbound	Bus Lane	All Times All Days	N/A	Wolverhampton
265	A449 Stafford Road Wednesfield Inbound	Bus Lane	All Times All Days	N/A	Wolverhampton
266	A4124 Wednesfield Road Wolverhampton Westbound	Bus Lane	All Times All Days	N/A	Wolverhampton
267	Queen Square City Centre Eastbound	Bus Lane	All Times All Days	N/A	Wolverhampton
268	Market Street City Centre Northbound	Bus Lane	All Times All Days	N/A	Wolverhampton
269	A454 Middle Cross Bilston Westbound	Bus Lane	All Times All Days	N/A	Wolverhampton
270	A41 Bilston Road Bilston Westbound	Bus Lane	All Times All Days	Tram & Bus	Wolverhampton
271	A4123 Dudley Road Up to A4150 Junction Northbound	Bus Lane	All Times All Days	N/A	Wolverhampton
272	A4123 Dudley Road Opposite Frederick Street Northbound	Bus Lane	All Times All Days	N/A	Wolverhampton
273	A449 Stafford Road Wednesfield Inbound	Bus Lane	All Times All Days	N/A	Wolverhampton
274	Peel Street City Centre Inbound	Bus Lane	All Times All Days	N/A	Wolverhampton
275	Stafford Street City Centre Outbound	Bus Lane	All Times All Days	N/A	Wolverhampton
276	A454 Willenhall Road Bilston Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
277	A454 Willenhall Road Bilston Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
278	A454 Willenhall Road Bilston Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
279	A454 Willenhall Road Bilston Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
280	A454 Willenhall Road Bilston Eastbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
281	Cleveland Street City Centre Eastbound	Bus Lane	All Times All Days	N/A	Wolverhampton
282	Victoria Square City Centre Northbound	Bus Lane	All Times All Days	N/A	Wolverhampton
283	A449 Stafford Street Wednesfield Northbound	Bus Lane	All Times All Days	N/A	Wolverhampton
284	A449 Stafford Street Wednesfield Southbound	Bus Lane	All Times All Days	N/A	Wolverhampton

285	A4124 Wednesfield Road Wednesfield Inbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
286	A4124 Wednesfield Road Wednesfield Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
287	A4124 Wednesfield Road Wednesfield Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
288	A4124 Wednesfield Road Wednesfield Eastbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
289	Queen Street Wolverhampton Eastbound	Bus Lane	4 Hours	N/A	Wolverhampton
290	Lichfield Street Wolverhampton Westbound	Bus Only Road	N/A N/A	N/A	Wolverhampton

## **B2: Bus Lane Enforcement**

### **Birmingham City Council Bus Lane Enforcement**

Birmingham City Council manages the enforcement of bus lanes and bus only roads in the city. These lanes are enforced by a series of cameras placed on corridors throughout the city and a camera car. Drivers who are caught driving in a bus lane of bus only road are fined a Penalty Charge Notice.

### **Sandwell Metropolitan Borough Council Bus Lane Enforcement**

Sandwell Metropolitan Borough Council manages the enforcement of bus lanes, bus only streets, bus gates and contraflows. Enforcement is managed through cameras mounted on streetlights which monitor illegal driving through bus lanes. Drivers who are caught driving in bus lanes are fined a Penalty Charge Notice.

### **Solihull Metropolitan Borough Council Bus Lane Enforcement**

Solihull Metropolitan Borough Council manages the enforcement of bus lanes in the district. These lanes are enforced by cameras. Drivers who are caught driving in a bus lane of bus only are fined a Penalty Charge Notice.

### **Walsall Metropolitan Borough Council Bus Lane Enforcement**

Walsall Council manages the enforcement of bus lanes in the district. These lanes are enforced by cameras. Drivers who are caught driving in a bus lane of bus only road are fined a Penalty Charge Notice.

### **Dudley Metropolitan Borough Council Bus Lane Enforcement**

Dudley Borough Council does not manage the enforcement of bus lanes through the district, any enforcement is managed by West Midlands Police.

### **Coventry City Council Bus Lane Enforcement**

Coventry City Council manages the enforcement of bus lanes and bus gates in the city. These lanes are enforced by Automatic Number Plate Recognition. Drivers who are caught driving in a bus lane of bus only road are fined a Penalty Charge Notice.

### **Wolverhampton City Council Bus Lane Enforcement**

Wolverhampton City Council operate a bus lane enforcement scheme across the city which monitors bus lanes, bus gates and contraflows. Enforcement is based upon a rolling scheme throughout the city; with drivers fined a Penalty Charge Notice through enforcement cameras.

**B3 New bus lanes**

TfWM will look to implement the new bus lanes detailed in Table 11 by a future target date, which will then be maintained by the local highway authorities under the terms of the EP Scheme.

**Table 11 New bus lanes to be provided by a future target date of 31/12/2024**

<b>Intervention number</b>	<b>Bus lane description</b>	<b>Hours of operation</b>	<b>Category of vehicle permitted</b>	<b>Responsibility for Maintaining</b>
1.	Bus lane from junction Coventry Rd/Horse Shoes Ln to the junction of Coventry Rd/Sheaf Ln (eastbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
2.	Bus lane from junction of Coventry Rd/Arden Oak Rd to the junction of Coventry Rd/Terminal Rd (eastbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council and Solihull MBC
3.	Bus lane from junction of Hobs Moat Rd/Jillcot Rd to the junction of Coventry Rd/Hobs Moat Rd (northbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council and Solihull MBC
4.	Bus lane on Darwall Street, Walsall	24hrs	Local bus services	Walsall MBC
5.	Bus lane from junction of Birmingham Rd/Queens Rd to the junction of Birmingham Rd/Broadway (northbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles. Motorcycles	Walsall MBC
6.	Offside bus lane from junction of Springhill Rd/Hill St to the junction of Ablewell St/Town Hill	24hrs	Bus services, bicycles, hackney carriage vehicles. Motorcycles	Walsall MBC
7.	Bus lane from Jaguar-Landrover works Lode Lane North Gate to Jaguar-Landrover main gate (southbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Solihull MBC
8.	Offside bus lane from junction of Birmingham Rd/Chapel Lan to the southern end of M6 Motorway J7 flyover (southbound)	24hrs	Bus services, bicycles, hackney carriage vehicles	Sandwell MBC

9.	Bus lane from junction of Coventry Rd/Damson Parkway to junction of Coventry Rd/Glencroft Rd (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
10.	Bus lane from before the junction of Coventry Rd/Lyndon Rd to the junction of Coventry Rd/Clay Lane	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
11.	After Dyas Avenue (658 Walsall Rd) to Opp Booths Farm Rd (northbound)	7am to 7pm	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
12.	Bus lane from after Walsall Rd/Stanford Avenue to Booths Farm Rd (southbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
13.	Bus lane from Canal Bridge Marathon Point (southbound)	7am to 10am	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
14.	Bus lane from junction of Coventry Rd/Glencroft Rd to the junction of Coventry Rd/Hobs Moat Rd (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council

## B4 New Bus Gates

TfWM will look to implement the new bus gates detailed in Table 12 by a future date, which will then be maintained by the local highway authority as part of the EP Scheme.

**Table 12 Bus gates to be implemented by a future target date of 31/12/2024**

Intervention Number.	Description	Implementation	Responsibility for Maintaining	Hours of Operation
15.	Bus gate southbound at Lancaster Circus Underpass	TfWM	Birmingham City Council	24hrs

**B5 Traffic Signal upgrades to include priority for local bus services**

TfWM will look to implement traffic signal upgrades detailed in Table 13 by a future target date, which will then be maintained by the local highway authorities under the terms of the EP Scheme.

**Table 13 Traffic signal upgrades to be implemented by a future target date of 31/12/2024**

Intervention number	Description	Implementation	Responsibility for Maintaining
16.	Coventry Rd/Gilbertstone Ave	TfWM	Birmingham City Council
17.	Coventry Rd/Wagon Ln	TfWM	Birmingham City Council
18.	Coventry Rd/Lyndon Rd	TfWM	Birmingham City Council
19.	Coventry Rd/Sheaf Ln/Hobs Moat Rd	TfWM	Birmingham City Council
20.	Coventry Rd, Morrisons access	TfWM	Birmingham City Council
21.	Coventry Rd/Hatchford Brook	TfWM	Birmingham City Council
22.	Jaguar Landrover north access	TfWM	Solihull MBC
23.	Lode Ln/Dovehouse House	TfWM	Solihull MBC
24.	Birchfield Rd/Trinity Rd	TfWM	Birmingham City Council
25.	New Town Row / New John St West	TfWM	Birmingham City Council

**B6 Pedestrian Crossing upgrades**

TfWM will look to implement pedestrian crossing upgrades detailed in Table 14 by a future date, which will then be maintained by the local highway authorities as part of the EP Scheme.

**Table 14 Pedestrian crossings to be upgraded by a future target date of 31/12/2024**

Intervention number	Description	Implementation	Responsibility for Maintaining
26.	E2124/5 Coventry Rd nr Clay Ln Crossing	TfWM	Birmingham City Council
27.	E2004/5 Coventry Rd nr Steyning Rd Crossing	TfWM	Birmingham City Council
28.	E2106/7 Coventry Rd Nr Brays Rd Crossing	TfWM	Birmingham City Council
29.	E2002 Coventry Rd nr Arden Oak	TfWM	Birmingham City Council
30.	New pedestrian crossing nr Old Lode Ln	TfWM	Solihull MBC
31.	B0966 – Nr Queen's Rd Crossing	TfWM	Walsall MBC
32.	Nr Metro Inns Crossing	TfWM	Walsall MBC
33.	New crossings nr Hill Street	TfWM	Walsall MBC
34.	E2000/1 Coventry Rd nr Wells Green Crossing	TfWM	Birmingham City Council
35.	E2113 Coventry Rd nr Wells Rd Crossing	TfWM	Birmingham City Council
36.	E2918/9 – Walsall Rd nr Perry Park Cres	TfWM	Birmingham City Council
37.	E2906 – Walsall Rd nr Booths Farm Rd	TfWM	Birmingham City Council

## **Schedule C: Enhanced Bus stops, shelters and information**

### **C1 Enhanced Bus Stops**

The enhanced bus stops detailed in Table 15 to Table 18 are equipped to accommodate vehicles of 15m -18.75m length, facilitating multi-door boarding and alighting, and maintained by TfWM.

The enhanced bus stops detailed in Table 19 will be equipped to accommodate vehicles of 15m -18.75m length by TfWM, facilitating multi-door boarding and alighting by a future target date of 31/12/2024 and maintained by TfWM.

These bus stops will also include:

- Real time information displays
- Lighting
- CCTV for security
- Bench seating

Local highway authorities will be responsible for maintaining bus stop clearway orders associated with the enhanced bus stops.

Although all stops will allow multi-door boarding, enhanced bus stops will be available for use by all local bus services.

**Table 15 Enhanced bus stops on the A34 towards Birmingham City Centre**

<b>Intervention number</b>	<b>Location</b>
38.	Walsall Town Centre (location to be confirmed)
39.	Walsall Six Ways, Birmingham Road
40.	Jesson Road, Birmingham Road
41.	Travelodge, Birmingham Road
42.	Queens Road, Birmingham Road
43.	Bell Inn, Birmingham Road
44.	Chapel Lane, Birmingham Road
45.	Scott Road, Birmingham Road
46.	Scott Arms, Walsall Road
47.	Beeches Road, Walsall Road
48.	Rocky Lane, Walsall Road
49.	The Tennis Court, Walsall Road
50.	Cliveden Avenue
51.	Perry Barr One Stop Birchfield Rd
52.	Livingstone Road
53.	Trinity Road, Birchfield Road
54.	Six Ways Aston, Birchfield Road
55.	Swimming Baths, Newtown Row
56.	St Stephens Street, Newtown Row
57.	Lower Tower Street

**Table 16 Enhanced bus stops on the A34 towards Walsall**

Intervention number	Location
58.	Lower Tower Street, Newtown Row
59.	Milton Street, Newtown Row
60.	Six Ways Aston, Birchfield Road
61.	Heathfield Road, Birchfield Road
62.	Livingstone Road
63.	Perry Barr Interchange
64.	Cliveden Avenue
65.	The Tennis Court, Walsall Road
66.	Rocky Lane, Walsall Road
67.	Beeches Road, Walsall Road
68.	Scott Arms, Walsall Road
69.	Cross Lane, Birmingham Road
70.	Chapel Lane, Birmingham Road
71.	Bell Inn, Birmingham Road
72.	Queens Road, Birmingham Road
73.	Travelodge, Birmingham Road
74.	Jesson Road, Birmingham Road
75.	Walsall Six Ways, Springhill Road

**Table 17 Enhanced bus stops on the A45 towards Birmingham City Centre**

Intervention number	Location
76.	Keresley Close, Lode Lane OR Solihull Hospital (this stop lies OUTSIDE the EP Scheme area)
77.	Henley Crescent, Lode Lane
78.	Castle Lane, Lode Lane)
79.	Solihull Ice Rink, Lode Lane
80.	The Wheatsheaf, Coventry Road
81.	Lyndon Road, Coventry Road
82.	Brays Road, Coventry Road
83.	Steyning Road, Coventry Road
84.	Swan Island, Coventry Road
85.	Kathleen Road, Coventry Road
86.	Kings Road, Coventry Road
87.	Small Heath Highway, Poets Corner

**Table 18 Enhanced bus stops on the A45 towards Birmingham Airport/Solihull**

<b>Intervention number</b>	<b>Location</b>
88.	Small Heath Highway, Poets Corner
89.	Kings Road, Coventry Road
90.	Kathleen Road, Coventry Road
91.	Swan Island, Coventry Road
92.	Sunnymead Road, Coventry Road
93.	Brays Road, Coventry Road
94.	Lyndon Road, Coventry Road
95.	Ulleries Road, Lode Lane
96.	Lode Lane, (opp Olton Tavern)
97.	Dovehouse Lane, Lode Lane
98.	Henley Crescent, Lode Lane
99.	Rowood Drive, Lode Lane
100.	Solihull Hospital

**Table 19 Enhanced bus stops to be delivered by a future target date of 31/12/2024**

Intervention number	Location
<b><i>A34 towards Birmingham City Centre</i></b>	
101.	Walsall Town Hall
102.	Skip Lane
103.	Fentham Road
<b><i>A34 towards Walsall</i></b>	
104.	Swimming Baths
105.	Hatfield Rd
106.	Old Walsall Road
107.	Skip Lane
<b><i>A45 / B425 towards Birmingham city centre</i></b>	
108.	The Hermitage
109.	Keswick Road
110.	Lode Heath School, Lode Lane
111.	Old Lode Lane, Lode Lane
<b><i>A45/ B425 towards Solihull</i></b>	
112.	The Hermitage
113.	Keswick Road
114.	Old Lode Lane, Lode Lane

## C2 Enhanced Bus Stands

TfWM will look to implement the new bus stands detailed in Table 20 by a future target date. These will be designated as bus stands capable of accommodating vehicles of 15m -18.75m length, with buses able to stand for up to 10 minutes depending on the location.

**Table 20 Enhanced bus stands to be implemented by a future target date of 31/12/2024**

Intervention number	Stand location
115.	Swan Island, Coventry Road
116.	Sandwell/Walsall boundary
117.	Walsall Town Centre (position to be confirmed)
118.	Perry Barr One Stop, Birchfield Road

### C3 Designated Feeder Bus Stands

TfWM will look to implement Designated feeder service Bus Stands listed in Table 21 at a future date. These stands will be specifically for 'feeder bus services' that are advertised to connect with other key bus services in the corridor, with buses able to stand for up to 10 minutes depending on the location. TfWM will define when these locations will be designated as feeder bus stands, as and when required. Standing buses will not be permitted to idle. These stops may be used by other qualifying local bus services.

**Table 21 Designated feeder service Bus Stands**

Intervention number	Stop location
119.	Birmingham International Stn, Station Way (NEC Grounds)
120.	Perry Barr One Stop, Birchfield Road
121.	Swan Island, Coventry Road
122.	Sandwell/Walsall boundary
123.	Walsall Town Centre (position to be confirmed)

## **Schedule D: Reporting Mechanisms to Local Highway Authorities**

### **Schedule D1: Birmingham City Council reporting mechanisms**

#### **Highway Issues**

All highway defects reported to Birmingham City Council will be dealt with in accordance with the City Council's current highway maintenance and management service contract requirements. Highway defects should be reported through: [https://www.birmingham.gov.uk/info/20110/report\\_road\\_and\\_pavement\\_issues](https://www.birmingham.gov.uk/info/20110/report_road_and_pavement_issues)

This includes:

- a. Potholes (or other road and pavement problems);
- b. Faulty or broken street lights;
- c. Faulty traffic lights, signs or signals;
- d. Flooding or drainage issues; and
- e. Defects with or damage to other council street furniture.

Response times to defects will be prioritised according to their assessed urgency and the council's current service provisions.

#### **Parking Issues**

For specific parking issues, operators can report these by using the online form at:

[https://www.birmingham.gov.uk/info/20109/parking/1983/report\\_an\\_illegally\\_parked\\_vehicle](https://www.birmingham.gov.uk/info/20109/parking/1983/report_an_illegally_parked_vehicle)

The parking team can be contacted at: [Parking@birmingham.gov.uk](mailto:Parking@birmingham.gov.uk)

#### **Roadwork notifications**

Information on roadworks, including Urgent, Emergency and notified roadworks, can be requested from [BHM.Streetworks@kier.co.uk](mailto:BHM.Streetworks@kier.co.uk)

Any operators wanting to join the list should contact [BHM.Streetworks@kier.co.uk](mailto:BHM.Streetworks@kier.co.uk)

## **Schedule D2: Sandwell Metropolitan Borough Council reporting mechanisms**

### **Highway Issues**

In the first instance all highway related defects related to carriageways, footways, potholes, manhole covers, road markings, road signs, streetlights, traffic lights, bridges and structures and blocked drains should be reported through the 'Report a Problem' page on Sandwell Council's website:

<http://www.sandwell.gov.uk/reportit>

Alternatively, defects can be reported through Sandwell Council's call centre (currently 0121 368 1177). In the event of an emergency response being required, this is the route we would encourage.

Defects will be automatically allocated to the correct team. Highway Safety Inspections will typically be assigned and undertaken the following working day. Defects will be prioritised and rectified in line with Sandwell Council's Asset Management Plan

### **Parking Issues**

For the reporting of specific parking issues, operators can notify the council through the MySandwell Web Portal or contact centre by calling (currently) 0121 368 1177.

### **Roadwork notifications**

Sandwell use one.network to make roadwork information available to operators on a self-help basis through a link on the council's website:

<https://one.network/custom/sandwell/>.

Operators can also follow on twitter on @sandwellroads.

Upcoming traffic management information is emailed on a weekly basis, normally a Wednesday. If any bus operators wish to be added to the weekly email distribution, they should request this via TfWM using [busalliance@tfwm.org.uk](mailto:busalliance@tfwm.org.uk)

## **Schedule D3: Solihull Metropolitan Borough Council reporting mechanisms**

### **Highway Issues**

Solihull has a dedicated web page for reporting highway related issues, including potholes, street lights and flooding: <https://www.solihull.gov.uk/About/report>

In using this website it is possible to create an account on which a response to an enquiry will be posted. There is a daytime Contact Centre telephone (currently) 0121 704 8001 and an out of hours telephone (currently) 0121 704 8000.

Response to any reported defect will be assessed depending on the severity and risk, any repairs required will be prioritised using a risk-based approach with a standard defect response within 28 days.

### **Parking Issues**

For specific parking issues, bus operators can notify the council by calling (currently) 0121 704 611 or e-mail [parkingservices@solihull.gov.uk](mailto:parkingservices@solihull.gov.uk)

### **Highway work notifications**

Details of all planned and approved works are published on the One Network system at: <https://www.solihull.gov.uk/solihullroadworks>

## **Schedule D4: Walsall Metropolitan Borough Council reporting mechanisms**

### **Highway Issues**

Walsall Council specifies that all defects relating to roads and pavements, potholes, manhole covers, road markings, road signs and blocked drains be reported through its 'Report a street problem within Walsall' webpage:

<https://go.walsall.gov.uk/forms/Report-A-Street-Problem-Within-Walsall>

All Street lighting defects should be reported via:

<https://walsallstreetlighting.amey.co.uk/>

All Traffic Signal Defects should be reported to Walsall and Wolverhampton shared urban traffic control service by:

Calling (currently) 01902 555795 or through:

[utc.controlroom@wolverhampton.gov.uk](mailto:utc.controlroom@wolverhampton.gov.uk)

Defects will be rectified in line with Walsall Council's procedures (shown on page [https://go.walsall.gov.uk/highway\\_maintenance](https://go.walsall.gov.uk/highway_maintenance)), giving priority to those sites which are most urgent.

### **Parking Issues**

For specific parking issues operators can notify the Civil Parking Enforcement Team by calling (currently) 01922 652433 or e-mail [carparks@walsall.gov.uk](mailto:carparks@walsall.gov.uk).

### **Roadwork notifications**

Roadworks Notices will be e-mailed to operators and other stakeholders on a mailing list managed by the Traffic Management Team. They are also available on Walsall Council's website: -

<https://go.walsall.gov.uk/roadworks>

Any operators wanting to join the list should contact: -

[trafficmanagement@walsall.gov.uk](mailto:trafficmanagement@walsall.gov.uk).

## **Schedule D5: Dudley Council reporting mechanisms**

### **Highway Issues**

All Highway defects in Dudley can be reported by calling 03005 552 345 or by using two online portals, Fix My Street: <https://www.fixmystreet.com/reports/Dudley?zoom=11&lat=52.49216&lon=-2.10174> or the Dudley Council website, where it is possible to report specific issues:

- Potholes or other road pavement problems: <https://www.dudley.gov.uk/residents/parking-and-roads/street-care-and-maintenance/report-a-pothole/>
- Faulty or broken traffic lights: <https://www.dudley.gov.uk/residents/parking-and-roads/street-care-and-maintenance/>
- Flooding and drainage issues: <https://www.dudley.gov.uk/residents/parking-and-roads/street-care-and-maintenance/>
- Defects with or damage to other council street furniture: **Error! Hyperlink reference not valid.**

### **Parking issues**

Any parking issues in the borough can be reported to the Council using their Parking Problem Portal: <https://customer.dudley.gov.uk/service-request/council-contact/?ref=SO-00521>

Alternatively the parking team can be contacted at:  
[Dudleycouncilplus@dudley.gov.uk](mailto:Dudleycouncilplus@dudley.gov.uk)

### **Roadworks Notifications**

Information on roadworks, including urgent, emergency and notified roadworks can be requested from:

<http://www5.dudley.gov.uk/WebSWR/SymSearch.aspx>

<https://www.dudley.gov.uk/business/licences-registrations-and-permits/highway-licences/>

## **Schedule D6: Coventry City Council reporting mechanisms**

### **Highway Issues**

All highway defects or issues with the pavement or verges can be reported to the council using the Council's online portal: <https://www.coventry.gov.uk/roads-highways-pavements/potholes>

### **Parking Issues**

For any parking issues Coventry City Council have an online portal where problems can be raised: [https://myaccount.coventry.gov.uk/service/Parking\\_issue\\_report](https://myaccount.coventry.gov.uk/service/Parking_issue_report)

### **Roadworks Notifications**

Coventry City Council publish a live map of roadworks, and a roadwork schedule, on their website: <https://www.coventry.gov.uk/roads-highways-pavements/roadworks>

## **Schedule D7: Wolverhampton City Council reporting mechanisms**

### **Highways Issues**

Issues or defects with the highways, pavements or verges can be reported to the council by either:

- Wolverhampton Report It: <https://www.wolverhamptonreportit.com/reports/livemap>
- Fix My Street: <https://www.fixmystreet.com/reports/Wolverhampton?zoom=12&lat=52.59094&lon=-2.12745>
- The 'Report a problem' section of Wolverhampton City Council's website. Respondents can report potholes, faulty street lights, damaged bridges and pavement hazards and repairs: <https://www.wolverhampton.gov.uk/parking-and-roads>

### **Parking Issues**

Problems with parking in Wolverhampton can be reported through Fix My Street or through the 'contact parking services' section of their website:

<https://www.wolverhampton.gov.uk/parking-and-roads/contact-parking-services>

## Annex A Network Stability Periods

Please find Network Stability Periods below for 2022 as an update to “The Code of Practice on Network Stability in the West Midlands Combined Authority area”, Appendix 2 of the “West Midlands Combined Authority Roadside Information Recharging Scheme”.

As the scheme states:

*“5.5 Operators will be required to follow the processes outlined in the Code of Practice on Bus Network stability in order to ensure timely distribution and posting of Roadside Information. Details of the agreed change dates from the Code of Practice are supplied in Appendix 2.*

*5.6 In normal circumstances, timetable information will only be distributed at the time of each of the agreed change dates in the West Midlands Code of Practice on Bus Network Stability. Any service changes received after the 8-week period prior to the agreed change dates will be held over until the next available distribution date. There will only be, unless there are exceptional circumstances, 12 dates per year when timetable information is updated. This measure is intended to reduce the cost of distribution and ensure that the scheme is economic and efficient.”*

To clarify, these dates are primarily to enable efficient and value for money updates to roadside information, by encouraging operators to make service changes on the same date. Timescale for distribution and posting of Roadside Information is dependent on process used to submit registration to the Traffic Commissioner. Operators can of course make application to the Traffic Commissioner on any date they choose, but WMCA will only commit to updating roadside information for the dates listed below.

<b>70 days to TfWM</b>	<b>42 days registration (to Traffic Commissioner)</b>	<b>Service change date</b>	<b>Comments</b>
23 January 2022	20 February 2022	03 April 2022 (NSP155)	NSP to update any changes since 27 February (NSP154)
13 February 2022	13 March 2022	24 April 2022 (NSP156)	Half term 11/04-22/04 (Mon-Fri). Tender change date 24/04/22.
27 March 2022	24 April 2022	05 June 2022 (NSP157)	Half term 30/05-03/06 (Mon-Fri).
15 May 2022	12 June 2022	24 July 2022 (NSP158)	School term ends Thurs 21 July. CWG start on Thursday 28 July - Monday 8 August.
26 June 2022	24 July 2022	04 September 2022 (NSP159)	Most schools back Monday 05/09/22.
17 July 2022	14 August 2022	25 September 2022 (NSP160)	Warwick University date.
24 July 2022	21 August 2022	02 October 2022 (NSP161)	NSP date subject to removal of funding.
21 August 2022	18 September 2022	30 October 2022 (NSP162)	Half term 24/10-28/10 (Mon-Fri). Tender change 23/10/22 (Tender posters prioritised as starting 1 week earlier)
25 September 2022	23 October 2022	04 December 2022 (NSP163)	

Service change updates through digital channels are subject to different implementation timescales, as are data changes for Christmas and Easter holidays, RTI data builds and printed timetable leaflets. Further information regarding these can be provided to Bus Operators as a separate note as they do not currently form part of any scheme or formal commitment.

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## **Annex B Passenger Led Recovery Programme Development Details**

TfWM have consulted and worked with multiple stakeholders and bus operators to establish the categories of passengers we aim to target to achieve the objectives of BSIP which focuses on encouraging travel behaviour change and opening access to bus travel.

A detailed workbook sets out who the target groups are broken into 'modal shift' or 'excluded access' categories. It provides estimated market size for each group (where this is not available, we show the number of offers we estimate will be made to the group) and an estimation of the take up of the offers. It also outlines what the first incentive offer will be followed by the onward offer for those who continue in the program. Furthermore, it breaks down the total estimated costs for each group and the cost of the incentive per person based on take up of the full offer.

Each cohort has been given a priority order. All groups categorised as '1' will be targeted first and this is the initial focus of our funding. Through the monitoring and evaluation process, to deliver the best value for money, where incentives are not achieving outcomes, either regarding the incentive offer, take up rates or engagement with the target groups, funding will be reallocated. The reallocated funding will be invested to other cohorts of people who have been identified within priority status '2' and then '3'.

The workbook also contains a timeline to show when each group will be targeted within the 3-year period and what budget allocation this will trigger. The groups that will be targeted in Q4 of 2022 are based on where we already have established agency connections meaning we can begin engagement on the offer quite quickly. Where connections with agencies are in their infancy, time has been built into the programme to ensure they are well established and available for us to deliver our targeted incentive to the end user. Where targeting can happen sooner it will be brought forward.

**Annex C Reinvestment of operational expenditure savings**

Operator commitments to be included as agreed with TfWM on a case-by-case basis.

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## Signatories to the EP Scheme

THIS DEED is dated \_\_\_\_\_

## PARTY SEALS

**(1) THE WEST MIDLANDS COMBINED AUTHORITY (WMCA) of 16 Summer Lane, Birmingham, B19 3SD** affixed hereto in the presence of its duly Authorised Officer

\_\_\_\_\_

**(2) THE COMMON SEAL OF** )  
**BIRMINGHAM CITY COUNCIL** )  
was affixed to this agreement )  
in the presence of: )

Authorised signatory .....

**(3) THE BOROUGH OF SANDWELL of Sandwell Council House, Freeth Street, Oldbury, B69 3DE** affixed hereto in the presence of its duly Authorised Officer

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**(4) SOLIHULL METROPOLITAN BOROUGH COUNCIL of Council House, Manor Square, Solihull, West Midlands, B91 3QB** affixed hereto in the presence of its duly Authorised Officer

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**(5) WALSALL METROPOLITAN BOROUGH COUNCIL of Civic Centre, Darwall Street, Walsall, WS1 1TP** affixed hereto in the presence of its duly Authorised Officer

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**(6) COVENTRY CITY COUNCIL of Council House, Earl Street, Coventry, CV1 5RR** affixed hereto in the presence of its duly Authorised Officer

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**(7) DUDLEY METROPOLITAN BOROUGH COUNCIL of Council House, Priory Road, Dudley, DY1 1HF** affixed hereto in the presence of its duly Authorised Officer

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**(8) CITY OF WOLVERHAMPTON COUNCIL of Civic Centre, St. Peter's Square, Wolverhampton, WV1 1SH** affixed hereto in the presence of its duly Authorised Officer

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## Introduction

The Enhanced Partnership arrangements facilitates the delivery of the ambitions of the West Midlands Bus Service Improvement Plan (BSIP)<sup>1</sup> and the nine objectives set out in the '*Strategic Vision for Bus*<sup>2</sup>'.

The BSIP includes a significant programme of passenger led recovery actions and incentives to help the recovery of the bus network. The programme has been designed around the BSIP output of 'Lower, Simpler Fares and Ticketing,' studies around habit forming within public transport and the wider BSIP objectives.

The BSIP output 'Lower, Simpler Fares and Ticketing' contributes towards the following outcomes:

- More bus trips retained, regained, and attracted.
- More bus passengers are former car users.
- Faster growth in bus trips and with operators other than the largest.
- Fewer car trips, especially to centres.
- More bus trips by older and disabled individuals.
- More affordable travel.

The programme will support delivery of this by offering:

- Incentives to get people out of their cars and to try the bus. These will involve free trials for people who currently use a car and identified as those most likely to be encouraged to change.
- Incentives to specific groups who suffer exclusion because they are unable to access transport. This will provide assistance for a set period to improve life chances (such as training opportunities or a job) and then encourage continued bus use at usual fares.

It will be aiming to incentivise at least 600,000 people to switch from cars to bus and aid an additional 145,000 people at risk of transport exclusion to access opportunities because of discounted or free bus travel.

Alongside other BSIP deliverables this programme will be key in enabling the wider patronage targets that are set out in the West Midlands BSIP.

In addition, this incentive programme supports delivery on nearly all of the other long-term wider benefits and objectives addressed in the BSIP both directly and indirectly, such as:

- Reduced living costs - reduced social exclusion.
- Reduced car dependence, new option values.
- Reduced traffic miles and congestion.
- A more sustainable local transport industry.
- Better jobs/services take-up – levelling-up and SEP progress.
- Improved air quality.
- Carbon emissions reduced and progress on #WM2041.
- Higher productivity and growth with fast Covid recovery.
- A growing younger population is supported.
- Better community physical and mental health and safety.

These objectives align and support wider WMCA policies for environment, health, social inclusion, jobs, and the economy. While the long-term increased bus passenger levels, and converting people to long term bus users, will help to support and sustain wider goals for bus in the region.

## Programme Overview

Many of the programme incentive offers have been built using evidence from recent public transport and habit-forming studies, which suggest a significant financial incentive can encourage an individual to try alternative modes of transport. This is especially true if the individual has recently had their travel habits disrupted and the barriers for delivery and use beyond a financial incentive are kept low (Gravert et al, 2020. Ortmann et al, 2017. Thomas et al, 2016.). The studies also find that the larger the financial incentive, the higher the response rate. For example, Gravert et al (2020) found that when free travel was offered to individuals in their study, the interest in 4 weeks of travel was significantly higher than that of a 2 week

<sup>1</sup> [wmca-bsip-05-november-2021.pdf](https://www.wmca-bsip-05-november-2021.pdf) (tfwm.org.uk)

<sup>2</sup> <https://governance.wmca.org.uk/documents/s2240/Appendix.pdf>

offer, increasing responses to the offer by 16%, from a baseline of 42.8%.

As a result, many of the programme incentives will be delivered by offering at least one-month of free travel with an nBus ticket or awarding credit via Swift Go, TfWM's capping offer. This offers individuals the opportunity to form new habits while taking part in the programme and to then frictionlessly continue to travel via bus after their discounted travel period has come to an end. A full outline of the cohorts we will target in the modal shift and excluded access groups as well the incentives we will offer is outlined further in the sections below.

TfWM will lead the development of the incentive programme and complimentary promotion and information campaigns, with support from local operators. Each element will be taken forward separately, with delivery tailored to each incentive's requirements. TfWM aim to offer the first set of incentives by December 2022. **Error! Bookmark not defined.**, with the programme running until March 2025.

## Modal Shift Target Groups

This group of incentives will aim to target individuals who are currently travelling via other modes, mainly car, or using bus but infrequently. This section will discuss who those individuals are, why TfWM thinks targeting these groups will lead to long term growth, and the incentive TfWM will offer to the customer.

Considering the discussed studies, TfWM initially plan to offer most individuals in this group at least 1 month of free travel, either in the form of a nbus ticket for potential frequent traveler's or as a Swift Go credit for potential infrequent traveler's (e.g., visiting a location once a week). Further months of discounted travel will be offered as incentive for customers to continue to travel after the free period is lapsed. This approach will ensure that the customers habits are embedded before paying for a full price ticket. The discount offered will differ depending on the group and the success of each incentive. TfWM and operators will monitor and adjust offers depending on the uptake and success of each group.

For those customers unlikely to sign up to a monthly subscription after the offer has ended, we

aim to send them a card with active 'Swift Go' functionality. This will remove barriers to customers who want to continue travelling but find a monthly subscription does not suit them. Swift Go will allow the individual to travel by bus without having to understand the current complex fare structure in the West Midlands, keeping barriers low. The customer will have the ability to either top-up their card or attach their bank details – then just tap and go, as with Oyster in London.

The individuals to be included in this group are as follows:

1. Individuals who drive to jobs at big local employers, including:
  - Public sector workforce.
  - Non-clinical NHS workforce.
  - NHS professionally qualified clinical staff.
  - Private sector workforce (including retail workers and part time workers).

60% of individuals in the West Midlands are commuting to workplaces using a car. Potential customers will be reached by contacting local employers. Car users will be targeted via surveys and employer car park usage stats. TfWM will initially offer a month of free bus travel, with a 2-month 25% discount for individuals who sign up for a monthly subscription ticket.

TfWM estimates this incentive will target 130,000 individuals across the 3-year programme.

2. Free trials for individuals whose travel habits may have been disrupted:
  - Individuals who are moving into new homes and intending to drive, either renting or buying.
  - Individuals who are starting new jobs or training and intending to drive, including new students, graduates, and school/college leavers.

Here, the goal is to capture individuals during a period of disruption when they are looking for a new solution to their travel needs. As previously discussed, these individuals are most open to trying new transportation, especially if there is financial incentive.

TfWM will initially offer a month of free bus travel, with a 2-month 20% discount. We estimate this

incentive will target 152,000 individuals across the 3-year program.

3. Free trials for individuals who drive and park at our Park & Ride sites, for example targeting:

- Individuals who drive to railway stations.
- Individuals who drive to tram park & ride sites.
- Individuals who use Swift parking sites.

Based on the results of a recent survey TfWM customers were asked “What makes a ticket ‘good value for money’?”. In response customers suggested: time flexibility, multiple journeys, multiple passengers, and multiple modes of transport included. As part of this incentive, we plan to target customers travelling to use other modes by car, by offering a free monthly bus ticket to parking customers. We hope to expose customers to different ticketing types including bus, with the goal of improving perceptions of ticket value for money and introducing individuals to the bus for the first time so that it can be seen as a viable alternative to the car.

A key aim of this incentive is to convert ‘first and last mile’ journeys. For example, targeting individuals who park at rail and tram stops to switch from car to bus. This may eventually lead to increased bus usage in other parts of their life. TfWM has the potential to reach around 23,000 passengers with this incentive.

4. Free trial for individuals who make regular journeys outside of their workplace. This could include individuals travelling to the following places:

- Council-owned leisure facilities.
- Privately owned leisure facilities (gyms and climbing walls etc).
- Strategic centres for shopping.
- Football match season ticket holders.
- Libraries.
- Places of worship.
- Care homes.
- Individuals volunteering for charity work.

TfWM will is not only seeking to create a strong commercial bus market but to also support recovery within local public services and

businesses. For example, A Moving Communities Study (2021) finds West Midlands leisure centres have recovered by around 69%, less than the national average of 71%. They also find travel distance to UK leisure centres to have fallen from 17 minutes to 15 minutes since 2019, with a greater proportion of users travelling less than 5 minutes.

Unlike the previously suggested offers, here potential customers will be targeted using Swift Go credit loaded with the value of 10-day passes valid to use in a month period. Individuals will have the freedom to choose how they use this credit (e.g., single and day tickets or 3 and 7-day capping). The individual will have the ability to choose what works best for their travel needs. If they continue to travel after the first month, they will get a discount on their travel for the following 2 months, either via topping up their Swift Go account or linking their bank card.

TfWM has the potential to reach around 53,000 individuals with this incentive.

5. Free trials for people travelling by car infrequently to specific events or appointments. This could include:

- NHS appointments.
- Eye care and dentistry appointments.
- Concerts and shows.
- Other sporting events.

Although these individuals are not having their travel habits disrupted, they may be looking to make new and different journeys to attend appointments. We plan to intercept their decision making by offering them a free solution to their new travel dilemma.

Customers under this programme will also receive Swift Go credit, this credit will be for 1 day ticket a week across a monthly period. Again, individuals will have the freedom to choose how they use this credit (e.g., single and day tickets or 3 and 7-day capping). If they continue to travel after the first month, they will get a discount on their travel for the following 2 months.

TfWM estimates this incentive will target 45,000 individuals.

6. Encouraging the reactivation of lapsed customers.

Here, TfWM have used pre-covid data to understand how many customers travelled using bus before the pandemic but have not travelled post-lockdown. We will initially target these customers but will move to regularly use data to target customers as soon as we see either reduced or no journeys against their ticket or a cancelled ticket. Customers will be targeted with either a Swift Go card or a monthly subscription depending on their prior usage. All monthly subscription cards will be active with Swift Go if the customer decides not to continue with a subscription ticket, they can travel infrequently with Swift Go capping.

This scheme will target at least 62,000 individuals across the programme.

#### 7. Upsell existing occasional customers to longer-term products.

Here TfWM have analysed how many customers are regularly buying 1- and 4-week tickets. TfWM will target these customers with a free one-month subscription to encourage these customers to move onto long-term tickets (subscription tickets are open ended with an automatic monthly renewal). To persuade customers to continue with their subscription, we will offer a further discount for 2 months to those who sign up. With this programme we hope to grow the nBus subscription ticketing scheme and encourage regular customers to travel even more by encouraging customers to choose a more stable and better value for money ticketing option.

This incentive will target in the region of 22,500 individuals across the program.

#### 8. Free ENCTS (English National Concessionary Travel Scheme) companion to combat loneliness and encourage travel.

Here TfWM will target those holding an ENCTS card who are either travelling infrequently or have had reduced travel habits post-lockdown. Based on insight gathered from passholders we know some have not returned to bus travel due to safety concerns post-pandemic. Enabling ENCTS users to bring a companion, who they know, to support their travel free of charge, should help to alleviate anxieties linked with safety. We will then move to target new ENCTS sign-ups.

This scheme will offer Swift Go credit which will enable the family member or friend of an ENCTS card holder to travel using at least 10 West Midlands nBus day passes. The individual will be capped using the cheapest fare available based on their travel habits which may also trigger 3-day and 7-day tickets. Issuing Swift Go credit to the customer enables them the flexibility to travel in a way that works for them. Once the card is in the customers hand, they will have the ability to continue travelling beyond the incentive period by simply topping up or attaching their bank card, removing key travel barriers for the customer in the long run.

Each credit or ticket offered incentivises two individuals to travel. This scheme will help to encourage ENCTS card holders back to using the bus while introducing new customers onto the bus network. In addition, this incentive programme will help to tackle the loneliness issues being experienced by some of our ENCTS users.

TfWM estimates it will target the companions of 100,000 ENCTS card holders.

#### 9. Free family weekend tickets.

Here TfWM and operators will target new customers and current customers travelling alone with free family travel. This is modelled on a similar promotion carried out by National Express Bus, who offered 24 hours of free travel to support National Clean Air Day. This will be heavily promoted and plans to expose new customers to the network by removing key barriers such as, ticket, price, operator and how to pay. It also alleviates potential fears customers may have around travelling alone for the first time on bus. Analysis will be carried out by TfWM to understand which areas, weekends and individuals should be targeted following which a full promotion campaign will be developed and delivered.

Initially, we estimate to offer around 100,000 group or family tickets as part of this offer, reaching up to 500,000 individuals.

In conclusion, the modal shift programme will aim to target individuals who are currently travelling by car or using bus but infrequently. By offering these incentives and intercepting travel habits we will help to attract new bus users in the region, reducing the reliance on car, and capture and

regain passengers who have stopped or reduced travel by bus.

## Excluded Access Target Groups

These interventions involve buying free travel for individuals who may be unable to access transport and are, as a result, increasingly excluded from society and opportunities. We have prioritised groups from a much wider list, based on who TfWM and stakeholders believe to be most likely converted into long term users but currently do not use the bus for travel.

A free period of bus travel will be provided to enable new training, reintroduction into the workplace, rehabilitation, or support individuals through periods of hardships. To incentivise and ease the customer back into the full price ticket, in some cases we will offer a period with a phased discount. TfWM currently offer a similar scheme successfully called Workwise, targeting individuals who are starting employment after a period of unemployment.

Targeting and engaging with the groups identified in this category will be undertaken with multiple different agencies and organisations. Promotion and targeting of this scheme will be undertaken and developed in coordination with these bodies to ensure the mechanisms to deliver this reaches the target audience effectively.

The current list of prioritised groups consists of:

1. Those involved with the care system, including:
  - Carers.
  - Young carers.

Using TfWM and WMCA's links with the DWP, the Carers Trust and The Children's Society, we will reach out to individuals in the care system who are not currently using bus and offer 9 months of free travel to carers (specifically carers who are claiming carers allowance) and 12 months to young carers. A further 3 months of discounted travel will be offered to both groups if they choose to continue to travel by bus.

Young Carers are often looking after others while attending education, as a result their education

may be affected and may leave school lacking access to employment and further education or training. These groups face significant cost barriers to transport and often live in poverty. This scheme offers individuals an opportunity to escape from a cycle of exclusion, while encouraging new long-term travel habits and creating life-long bus users in the region.

TfWM estimates this incentive will reach around 5,500 individuals across the programme period.

### 2. Refugees who reside in the West Midlands.

As well as Ukrainian refugees, the region is home to people from Iran, Iraq, Afghanistan, and Eritrea, amongst other countries. These individuals are likely to build a long-term future in the West Midlands. We will use contacts from within umbrella organisations that support refugees to reach these individuals (e.g., Refugee Council and The UN Refugee Agency UK for UNHCR). This scheme aims to alleviate barriers to entering the job market or re-training by offering 12 months of free bus transport in the region. Once again, encouraging new long-term travel habits and creating life-long bus users in the region.

TfWM estimates this incentive will reach around half of the refugees in the region (approximately 3,000 individuals).

### 3. Those who have been through the criminal justice system, including:

- Young people leaving the criminal justice system.
- Individuals in the probation system.

This scheme aims to help some of the 20,000 individuals in the West Midlands currently in the probations system but not in prison. Individuals will be offered 9 months of free bus travel. The loss of earnings and frequent mental health issues seen in this group can be exacerbated by the stigma of a criminal record.

This idea comes from the recent "Prison Leavers Project: innovating to tackle the complex causes of re-offending," which looks to build robust evidence on what works to reduce re-offending. In the West Midlands, 'Change Grow Live' will be focusing on social inclusion and addressing barriers faced to prevent re-offending.

Here, providing this group access to transport will remove travel and financial barriers, encouraging and enabling individuals to re-enter society, re-train, and gain employment. As well as contributing to improving individual mental and physical health, through supporting social inclusion, this scheme aims to support in reducing re-offending as well as creating new long-term travel habits with bus at the centre. This is a great example of a scheme that has the potential to be self-sustaining, creating large numbers of loyal and life-long customers to support the network.

This incentive will aim to reach an estimated 25% of individuals currently in the probation system but not in prison.

4. Helping with local employment and skills, including:
  - Unemployed individuals.
  - NEETs (Not in Employment, Education and Training).
  - Individuals re-training.
  - Individuals starting an apprenticeship.
  - Care leavers.

This programme aims to support individuals into employment by removing transportation barriers. Individuals Classified as NEET or care leavers will receive 12 months of free travel, whereas individuals who are unemployed, seeking employment, re-training or starting apprenticeships will receive 3 months of free travel, followed by 3 months discounted travel.

It will be an expansion of the current Workwise scheme which currently offers two free 4-week tickets, followed by a third ticket with a 50% discount. Since 2017 this scheme has reached around 5,000 local people, of which, 83% use bus 4 or more days per week. TfWM will look to review and expand the current eligibility, in addition to increasing the length of the scheme from just under 3 months to 6 months. TfWM will have the ability to analyse the success of each offer to understand the long-term viability of expanding the Workwise scheme beyond the 3-year period of this programme.

One of the more vulnerable groups here are care leavers; defined as individuals who have been in care of the local authority for a period of 13 weeks or more spanning beyond their 16<sup>th</sup> birthday. To contact this group TfWM will use their contacts

within the social value agency, Spectra. Offering free transport to this group for a period of 12 months will remove key financial and mobility challenges faced, as these individuals move into education and work while leaving the care system.

We hope that this scheme creates life-long, loyal customers in the region as well as supporting individuals into the workplace and reducing the long-term social exclusion that can be faced by these groups. This incentive will reach approximately 45,000 vulnerable individuals in the region.

5. Targeting specific local groups via charities:
  - Charities supporting poverty.
  - Charities supporting vulnerable people experiencing domestic violence.
  - Charities removing barriers to opportunity.
  - People residing in social housing or affordable housing.
  - Homeless people.
  - Veterans.

This scheme aims to support a variety of different vulnerable groups through charities. Again, by offering free tickets we aim to reduce isolation, reduce social exclusion, and support individuals through periods of hardship. We hope this removes mobility and financial barriers to support individuals in breaking cycles of poverty, abuse, and loneliness to better their quality of lives in the long run. TfWM hopes to support individuals to create new travel habits centred around bus, leading to life-long loyalty.

This incentive will reach approximately 45,000 vulnerable individuals in the region, offering different levels of discount depending on group vulnerability.

6. Improving local health and well-being, including:
  - Social prescribing.
  - Individuals in poor health but do not qualify for a ENCT's Disability Pass.
  - People from low-income households.

TfWM will use existing links with local health authorities and the WMCA teams who work within this area, to find and offer tickets to individuals who may be suffering with poor health and well-being. As part of this scheme tickets will be offered

through social prescribing schemes, where individuals suffering with poor physical and mental health will be supported on journeys to locations that may improve their health. Transport has been reported as a barriers individuals face when accessing the current provided support local NHS services. TfWM will also look to support individuals who apply for the ENCT's Disability Pass but do not meet the eligibility criteria, as set out in the Transport Act 2000, to qualify for the full concession.

Individuals will be offered Swift credit equivalent to the value of 10 nBus day tickets, the customer will have the flexibility to travel how they like and will be capped at the cheapest fare. The customer may trigger a 3-day or 7-day cap. TfWM plans to work with the local NHS to introduce a travel solution to individuals who may be visiting new places due to social prescribing, encouraging individuals to choose bus when forming new habits. We hope that this scheme will encourage long term habit formation and customers.

TfWM estimates this incentive will offer around 54,000 months' worth of travel to individuals across the 3 years.

In conclusion, the excluded access programme includes buying free travel for individuals who may be unable to access transport and are, as a result, are increasingly excluded from society and opportunities. This programme aims to build long term travel habits and customer loyalty to bus in the West Midlands area.

#### Further Information

<b>Lead Officer</b>	<b>Paula Higgins</b> Swift & Concessions Scheme Manager
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## Introduction

The National Bus Strategy launched by government in March 2021 required the WMCA (through TfWM) to develop a Bus Service Improvement Plan (BSIP). There was also a stipulation to commit to deliver an Enhanced Partnership or commence development of Bus Franchising schemes in order to access future bus funding. This BSIP was published on the 5<sup>th</sup> November 2021 and whilst the Franchising Assessment is underway, TfWM have committed to amending the current A34(N) and A45 Enhanced Partnership to cover the whole West Midlands Metropolitan area.

With the adoption of this Enhanced Partnership legislation pursuant to the Bus Services Act 2017, TfWM can be empowered to take on the role of the Traffic Commissioner for the purposes of registration of local bus services that are wholly within the designated Enhanced Partnership area. The published BSIP outlines that TfWM will adopt these powers and this briefing note is provided to outline details of proposals.

## Why are we only taking these powers on now when we already have an established Enhanced Partnership?

Given the limited geographical scope of the original EP scheme, few services are fully in the scheme area. However, the widening of the scheme will mean this is no longer the case and will enable us to have the option of taking these powers on.

In addition to TfWM's commitment in the BSIP, there are advanced proposals related to a 'Bonfire of Bus Tickets' which, amongst other aspects, seeks to remove the premium on the nBus multi-operator fare. This may necessitate the implementation of mechanism to avoid 'over-bussing' on certain routes and at certain times and TfWM believe the most appropriate way to achieve this is by using legislation in the Bus Services Act 2017 to create 'Route Requirements'. Legislation dictates that TfWM need to take on Bus Registration powers to implement Route Requirements.

## Other factors to consider

TfWM are investigating the need for a temporary post to oversee incoming registrations for 6 months from 2<sup>nd</sup> January 2023 to ensure a seamless process in taking on these powers.

As a reminder - TfWM can only take on these powers for routes wholly within EP Scheme. There are currently two Advanced Quality Partnership Schemes (AQPS) in the region and legislation does not permit both an AQPS and EP at same location. TfWM are currently in the process of revoking the AQPS's and incorporating their areas into the EP Scheme which will prevent the confusing situation of TfWM not taking on the powers for services entering these areas.

## Responsibilities

TfWM will need to undertake a number of responsibilities associated with receiving local service registrations. TfWM must hold and publish:

- the name and address of the person who made the application and the registration serial number allocated to it by the LTA
- the starting date of the service
- the start and end points of the service
- a description of the route and principal places served and;
- the frequency of the service including the days it will run.

In the case of a variation or cancellation, in addition to above:

- details of the variation in the registered particulars, or a statement of the cancellation of the registration and;
- the effective date of the variation or cancellation.

TfWM must have systems in place to process and store the required information. It is proposed that the current excel spreadsheets used for storing registrations on the WMCA SharePoint system will be able to meet these requirements.

In addition to these requirements TfWM intends to ask operators to provide details of specific changes to journeys or frequencies above the current requirements which are open to vague descriptions.

## IT requirements

In order to take on these powers TfWM will need to have an electronic system by which operators can submit and make a payment when applying to register a bus service. TfWM have been working with WMCA IT to create a system by which operators will be able to upload relevant documents.

IT have created a project brief to complete this work and have indicated that the cost of creating the brief is **£42,682**. Finance have indicated that this cost can be accommodated from the administration allocation of the Bus Service Improvement Plan funding received by TfWM as part of the 'Bus back better' initiative by DfT.

Furthermore, operators will be required to pay a registration fee each time that they submit a registration. If this cost was not charged to BSIP, it is anticipated that it would be offset by registration fees income within 12-18 months. IT have not gathered clear ongoing costs, however they have estimated that there is a licensing cost for the proposed system of £1,680 per annum. This too should be accommodated within the fees income which will be generated from taking on this work.

## Proposed timescales

It is proposed that these powers are adopted to align with the introduction of the 'Bonfire of Bus Tickets' on **Jan 1<sup>st</sup> 2023**. As there is only minimal additional staff resource identified, and the new structure has been created to reflect the needs of taking on these powers, this date is seen as reasonable from a staffing perspective.

IT are confident that the IT systems needed will be in place for November 2022 in preparation for testing and training – though not having this system ready has been flagged as an internal risk.

## Fees and charges

TfWM intend to publish a breakdown of these costs to operators charged alongside other statutory information on the TfWM website. TfWM believe that the costs of undertaking these powers are the same as the current rates charged by the Traffic Commissioner. This cost is based on the assumption of TfWM receiving typically around 700 registrations annually.

TfWM intend to introduce a charge of **£60** per registration (**£13** for a Community Bus Service) made up of:

- £54 (£11.70 for Community) Staff cost
- £3 (£0.65 for Community) Accommodation cost and;
- £3 (£0.65 for Community) Ancillary cost.

This charge would be enforced for all registrations including TfWM tendered services. The charge will be subject to an annual review

## Finance

Financially, taking on these powers is seen as positive as TfWM can generate income through the charges proposed in the 'Fees and charges' section. This will allow TfWM to offset the costs related to creating the IT systems and potential additional staffing required for a short term allowing a smooth transition to a new way of working. TfWM will also review the cost on an annual basis.

## Defining process of cancellation and challenge

Whilst the powers TfWM are able to take on are limited there are some key actions through the cancellation of registrations during their lifetime may cause conflict between TfWM and operators. TfWM refusing or cancelling a registration that is

yet to begin has been defined in legislation in the Bus Services Act 2017.

For cancellation and challenge of EP requirements or registrations that are active TfWM have committed to defining the processes required for such events to ensure TfWM both acts lawfully and can maintain a good relationship with operators in helping them to meet the requirements through which a need to cancel a registration has arisen.

These processes will be defined through discussions and assessment of the potential impacts with the Combined Authority's legal department and the Traffic Commissioner. The key processes needed to be defined have been determined as:

- An operator not meeting an Enhanced Partnership requirement.
- How TfWM monitors operators on meeting Enhanced Partnership requirements and the level of evidence required where it is deemed fit for TfWM to take action by cancelling a registration.
- How TfWM defines a calculation of 'route requirements' (i.e. maximum frequencies) and how an operator can challenge the calculation used. A key factor in this is also a process that allows TfWM to effectively 'recalculate' recognising that over time the bus market and general travel changes.
- Operators refusing to pay the charge that TfWM deems is correct for submitting their registration.
- A process of cancellation where TfWM believes a registration is no longer operating.

## Legal

There are no immediate legal implications. The legal team have indicated that the proposal meets all of the requirements contained in the Bus Services Act 2017 legislation and have arranged a number of meetings with TfWM to establish the position in TfWM with regards to the Enhanced Partnership and BSIP.

It is recognised that legal support will be required in instances where TfWM see it fit to cancel a registration due to an operator not meeting Enhanced Partnership or Route Requirements. TfWM are currently discussing with legal exactly where this sits within the cancellation process so that ideally, legal can provide guidance to elected members making decisions.

The legal team will provide continued support before these powers are undertaken where required to ensure compliance with legislative provisions and adherence to required internal governance.

## Risks

A number of risks have been identified and appropriate mitigation is being proposed to prevent these from materialising. The risks identified are:

- Operators taking advantage and sending in a number of short notice registrations – TfWM needs to ensure it enforces 70-day period and only short notice when absolutely necessary.
- Reputational risk of stakeholders believing we have more power than we do – make sure we are clear through all channels of the actual powers received.
- Operators believing conflict of interest – in effect need to create Chinese Walls between project sponsors and registration team!
- AQPS areas not being revoked – Need to be clear with operators those services which are included and those which aren't.
- IT systems not being ready in time – project managers will keep in regular contact with IT to inform progress.

### Further Information

**Lead  
Officer**

**Andrew Roberts**  
Bus Development Specialist

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## Transport Delivery Committee

<b>Date</b>	10 October 2022
<b>Report title</b>	West Midlands Bus Network - January 2023
<b>Portfolio Lead</b>	Councillor Mary Locke, Lead Member for Putting Passengers First
<b>Accountable Chief Executive/TfWM Director</b>	Pete Bond, Director for Integrated Network Services email: pete.bond@tfwm.org.uk
<b>Accountable Employee</b>	Jon Hayes, Head of Bus email: jon.hayes@tfwm.org.uk
<b>Report has been considered by</b>	TfWM Leadership Team WMCA Strategic Leadership Team

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

The Transport Delivery Committee is recommended to:

- (1) Note the position of the West Midlands Bus Network Review, implemented as requested by Government, due to come into place on 1<sup>st</sup> January 2023.
- (2) Note the changes outlined by commercial bus operators for bus service reductions across the region.
- (3) Note the combined impact that commercial bus de-registrations and the increased costs of buying bus service contracts is having on TfWM's ability to maintain delivery of its tendered bus network in the way it has historically in accordance with Access Standards.

- (4) Authorise a revision to the Value for Money criteria to £4.10 (Option 2) within the wider Bus Access Standards to allow TfWM to support a higher number of bus services than it would without changing this.
- (5) To note the likely impact on the West Midlands bus network due to funding shortfalls despite this revaluation of the Value for Money criteria.
- (6) Welcome the proposals to support the development and implementation of some new transformational services through the Bus Service Improvement Plan that will mitigate some impacts of bus service cuts.

## **1. Purpose**

- 1.1 The purpose of this report is to provide an update on the forthcoming bus network review requested by Government of each LTA as a condition of Bus Recovery Funding (BRG) and Bus Service Improvement Plan (BSIP) funding. As bus patronage has not recovered to pre-pandemic levels commercial operators have been asked by Government to 'right-size' their services to adapt to the new levels of patronage. Since significant impacts to the cost of fuel, energy and other on costs have impacted the bus industry (amongst many others) this has added further pressure to operating costs. This report sets out the impact of these factors on both the commercial and the tendered bus networks. The report also sets out the changing operating landscape within which those services are being delivered and the challenges to performance including driver shortages.
- 1.2 The report seeks approval for a revaluation to the Value for Money (VfM) criteria within the Bus Access Standards for the provision of socially necessary bus services in the region. The report also seeks to explain the extraordinary reasons and circumstances for this and to seek member support to maximise the use of the available budget and maintain the most comprehensive network within that available budget. The report also seeks to reassure members that decisions requested in this report are within committed budget and therefore within the delegation of the Transport Delivery Committee.
- 1.3 The report should be read alongside the Bus Service Improvement Plan (BSIP) report to the same Committee meeting highlighting the positive strategic proposals being supported through the BSIP and CRSTS funding streams.

## **2. Background**

- 2.1 Prior to covid the West Midlands bus network was operating at a reasonably steady state of slow decline in commercially provided services overall but seeing some pockets of stability and growth within the region through partnership and investment. The regional bus network was attracting Government capital investment. During covid, as regularly reported to TDC, there has been a series of funds provided to the bus sector from Government. The most recent of these funds has been Bus Recovery Grant (BRG) which is due to end at the end of December 2022. Government requested all bus operators and LTAs (Local Transport Authorities) to undertake a review of their bus networks as patronage nationwide has not recovered to pre-pandemic levels.

- 2.2 In the West Midlands the market has been changing during that time as well. A deregulated market is based on a competitive bus market where operators compete. Since March 2020 the West Midlands has lost 5 of its bus operators and now just 3 operators carry 99% of passengers across the region, with just one operator carrying 93% of those passengers. This has led to a risk for the LTA around increased future cost of letting tendered bus services. Just 7 years ago, each tender received an average of 3-5 bids, whereas now the average has shrunk to around 1.5 bids on average.
- 2.3 One of the ways that TfWM has an opportunity to greater influence operator approaches whilst simultaneously investing in the market is through the Enhanced Partnership, which is also overseen by the TDC. This is the matter of a separate report at this meeting but will be an important tool in trying to mitigate the risks identified with a declining number of operators. All services in the West Midlands will be covered by the Enhanced Partnership from 1<sup>st</sup> January 2023 and from this date TfWM are also seeking to adopt bus service registration powers from the Traffic Commissioner which will give a further level of influence.
- 2.4 In the de-regulated bus market of the West Midlands bus operators make a commercial decision on which routes they wish to operate and to what level of service, including route, days of the week, fares, time of day and service frequency. The 1985 Transport Act then allows TfWM to consider contracting additional socially necessary services where the commercial network is unable to meet the criteria of the WMCA Access Standards. This is undertaken through two mechanisms, direct de-minimis payments to operators or through a competitive tendering process. Both options are operated under contract to TfWM.
- 2.5 This review has involved TfWM requesting operators within the West Midlands Bus Alliance to set out their commercial proposals for services from January 1<sup>st</sup> 2023. These services need to be registered by October 22<sup>nd</sup> 2022. It then requires TfWM to assess the impact of the commercial service changes and withdrawals and then identify which routes need to be tendered as per paragraph 7. As the tendered bus budget for the WMCA is already fully utilised TfWM has assessed the increased costs to provide services and see what is affordable within the available budget. The total budget for tendered services in 2022 / 2023 is £15.46m exclusive of BSOG and other contributions. The indicative budget for 2023/24 is £16.3m, an increase of £0.835m to reflect non pay inflation assumptions.
- 2.6 The standard used to determine which bus services we will support using the tendered bus budget are called our 'Access Standards'. A copy of the current standards is given in Appendix 1.
- 2.7 Although not explicitly defined within the access standards the Value for Money (VfM) is a key consideration alongside the other elements set out in sections 1 and 2 of the appendix which define the minimum service levels subject to the defined affordability.

### ***Passenger Levels***

- 2.8 The Covid-19 pandemic had a detrimental impact on bus patronage which has not recovered to pre-covid levels. In the first week of September 2022 patronage had recovered to an average of 84% of pre-covid. This partly reflects how behaviours have changed including a greater level of on-line shopping, increase in hybrid working and increase in numbers working from home.

- 2.9 There is an expectation that passenger numbers will increase in the future resulting from a number of factors including the cost-of-living increase moving people to more affordable modes, changes in Local Transport Plan policy, population and housing growth and positive interventions through the £2 fare cap, BSIP and City Region Sustainable Transport Settlement (CRSTS) transformational measures including simplification, better bus services and more bus priority to encourage modal shift.

### ***Revenue Reduction***

- 2.10 The current reduced level of passengers results in a direct loss of fare revenue received by operators. Commercial patronage has recovered to around 86-88% of pre-pandemic levels whilst English National Concessionary Travel Scheme recovery levels have been much slower and lower. To date bus operators have been paid for ENCTS at levels assessed as if covid had not taken place, as encouraged by Government. However, as we adapt to a new normal this income is at risk by some operators if concessionary bus holders do not return to bus in the numbers seen before covid. Operators in the West Midlands have also committed to a fares freeze funded through the BSIP since April 2022 in an attempt to retain passengers and encourage growth. This pattern is also true of services operated under contract to TfWM where operators also take the financial risk on fares.
- 2.11 Driver shortages and higher levels of sickness have resulted in increased levels of services not operating and not running to time. This has had an impact on the reliability of buses and the customer information to customers. This will almost certainly lead to suppressing overall demand and revenue with less trips being made by people through a shift in mode to other choices including walk, cycle, taxi and car.
- 2.12 There is uncertainty on what the on-going impact of the current increase in cost of living will have on patronage and therefore revenue and for how long this will be a factor. For some it will mean a transition from private car to bus where this provides a saving on motoring costs. For others it may likely mean a reduction in overall travel as personal budgets reduce and therefore the need to travel, especially considering the potential for rising economic inactivity in the region. However, addressing the factors in paragraph 14 will have a significant impact on what this can achieve.
- 2.13 The uncertainty in future revenues is a further risk for operators which they will need to consider when looking at the sustainability of their services and when also submitting prices for TfWM tendered services. This is resulting in bus operators factoring in a higher level of risk to tender costs to TfWM. Coupled with the reduction in operators to bid for tenders this further increases the risk to LTA budgets.

### ***Operational Costs***

- 2.14 More recently the cost of providing bus services has increased. This is being driven by a number of factors including the significant increase in cost and volatility in fuel prices, Driver costs through increased driver wages and increases in National Insurance contributions, and general inflation most notably in energy and materials which is impacting all other areas of bus operator spend. It is worth noting that many of the operators lost to the region are smaller operators which have been less well protected from fuel volatility than the larger operators who have sought better protection through fuel hedging.

- 2.15 The conditions are such that the West Midlands has seen a significant contraction in the bus market. The last year has seen the loss of 5 operators plus one on the periphery of the region. Additionally, First Bus no longer provide services in the region, retrenching into their operating area in Worcestershire. This retraction and resulting loss of competition is further pushing up costs for the provision of tendered services in the region as well as reducing our resilience to further changes in the market.

### ***Network Performance***

- 2.16 Performance of the bus network is facing challenges which is resulting in passenger dissatisfaction which in turn has an impact on patronage. Last week around 5 to 7% of planned mileage was not operated by National Express on services across the region. This is largely due to their continuing shortage of drivers. National Express are reporting that driver levels are around 10% below the required establishment and that sickness levels are around 4% higher than is normally expected. In an attempt to partially mitigate the impact on passengers TfWM are seeking for operators to introduce more robust processes to ensure that passengers are kept informed of missing journeys and, in the medium term, developing the Real Time Information system to better inform passengers. National Express are making operational adjustments in an attempt to mitigate the impact for passengers including focusing resource on less frequent services and seeking to space buses on the frequent services to try and reduce gaps between buses. Whilst not all bus operators are reporting driver shortages it is widely acknowledged to be a national issue. However, some smaller operators seem to be keeping better management of the situation. Driver overtime plays a part in addressing driver shortage issues which becomes harder in times of higher driver sickness levels.
- 2.17 These issues impact on customer confidence as we have seen with complaint levels increasing from customers. Driver shortage levels at NXWM bus alone are the highest they have been despite a bespoke recruitment plan by the company over the past year. The number of staff leaving also indicates retention is a major issue as well.

### ***Operator Support***

- 2.18 Since March 2020 the shortfall in fare revenue, and to a lesser extent the increase in costs, has been met through publicly funded grants and by maintaining subsidy payments at pre-covid levels to operators from National and Local Government.
- 2.19 This has included maintaining payments to operators for the carriage of English National Concessionary Travel Pass holders at pre-covid levels, paid at a rate to reflect the long-term and continuing reduction in concessionary journeys.

- 2.20 The scale of funding nationally has exceeded £2bn in support for bus operators. The main remaining fund known as Bus Recovery Grant (BRG) is scheduled to end on December 31<sup>st</sup> 2022, which is why TfWM were requested by DfT to align the Bus Network Review to this date. Approximately £7.3m of DfT grant funding has been passed to operators through the WMCA for support on tendered services with significant sums being given directly from Government to operators to support commercial services. In addition, the DfE made £10m available to support school services during the height of the pandemic. Government has announced that some additional targeted funding support for operators and Local Transport Authorities from central government will be in place between 1<sup>st</sup> January 2023 to the end of March 2023. At the time of writing this report it is not known how much of this will be available for the West Midlands, how it will be paid or passported, or if it would have any impact on the level of changes proposed by bus operators. Our discussions with National Express, Diamond and Stagecoach indicate that they do not think there is enough funding available to result in any changes to what is proposed. However, if funding is available to the LTA it may be too late to mitigate any impacts for January 2023 set out in this report. Any further funding from Government will be able to help with additional challenges as they continue to emerge through 2023.
- 2.21 During this final period of funding operators are being encouraged by Government to revise their networks to become commercially sustainable and to reflect new passenger levels. They are encouraged to do this in conjunction with Local Transport Authorities and to also work together to make best use of the overall available resources.

### ***Local Authority Support***

- 2.22 Since March 2020 local transport authorities have received support from the DfT to enable them to maintain their subsidised networks. TfWM have used this money to meet the shortfall between the fare revenues expected by the operators and the actual amount being received and to provide services where commercial operators feel they are no longer commercially sustainable. TfWM have continued to apply the same pre-COVID level of locally funded subsidy to bus services to and support cheaper fares, despite the reduce levels of travel.
- 2.23 TfWM secured an additional bespoke devolved funding package to stabilise the network in the West Midlands throughout the Commonwealth Games. This enabled us to commit bus operators to providing 90% of the pre-covid network to the end of December 2022. Although the Government went on to agree the same funding for all of England bus services and operators, the fact that the West Midlands negotiated early and had it devolved to us enabled us to negotiate more effective terms and conditions with the operators.
- 2.24 At the time of writing there is no additional Government support detailed to prevent the level of service cuts and changes identified in this report to be implemented on 1<sup>st</sup> January 2023. This report and its recommendations are based on utilisation of remaining known Government support and WMCA budgets available as at 2<sup>nd</sup> October 2022.

## **Network Review**

- 2.25 Although the increased costs of operating services and slow return of passengers means that less than 70% of the network is currently considered commercial, National Express has shown its confidence in the further recovery by proposing to maintain around 90% of their pre-covid mileage, meaning that the West Midlands has lost around 10% of its bus network miles since 2020. A lot of high frequency services have had service reductions in recent months in response to driver shortages. When driver numbers increase NXWM will look to increase some frequencies again, but the concern will be if these are implemented at the expense of more marginal routes across the network which would result in further pressures on the tendered bus network. This is a risk also because changes to these services tend to impact the elderly, the more isolated, and the less well off in the region, and remove critical elements of maintaining a comprehensive network. Any further changes or commercial de-registrations will not be able to be absorbed into TfWM budgets without additional Government support or regionally committed funding.
- 2.26 We know that the most disadvantaged groups in the region rely most heavily on the bus network, and alongside the cost-of-living crisis we know how an effective bus network is so vital for those groups. A Supported Travel Policies Review, covering not only the tendered bus network, but all our discretionary policies including the Rail and Metro add-on to ENCTS, Ring and Ride and child concessions is being reviewed alongside other discretionary transport policies and functions, which combined, totals circa £31.6M for 2022/23. This work will involve a public consultation exercise and options presented to the WMCA Board on ways these discretionary policies could change to meet the available level of locally raised funding through the Transport Levy and to best support groups most in need of support. It will further consider if and where future efficiencies could be made in these policies and how different accessibility standards could impact budgets in the longer term.
- 2.27 One of the key factors for West Midlands operators and particularly NXWM maintaining a 90% network is that TfWM will work at pace to expediate the measures and benefits of the BSIP in a way that turns the first-year funding of the overall 3 year £88m programme into measures that see the operators benefiting from that money as soon as is possible. This is set out more within the BSIP report to this Committee.
- 2.28 Following the review of their commercial networks bus operators have indicated service changes in the following specific areas.

## **School Services**

- 2.29 National Express currently operate in the region of 60 services which provide direct buses to and from a number of schools across the region. This is on a fully commercial basis without any financial support from TfWM, the respective local education authority or schools. The continued provision of these services has been reviewed alongside the rest of the network.
- 2.30 National Express have indicated that it is their intention to withdraw approximately 12 of these services at the end of the winter term in December 2022 in a small number of cases direct alternative services are available however most passengers will be required to change between services in order to undertake their journey to school.

- 2.31 In addition to the factors of reducing incomes and increasing costs highlighted in this report National Express has also indicated this decision was influenced by the PM peak 'rush hour' getting earlier meaning that the opportunity to utilise buses that used to be able to operate a school run and then enter normal services are reduced. This issue is being exacerbated by some schools changing their hours so that buses operate later.
- 2.32 Passengers using these services remain within access standards and therefore TfWM are not able to support maintaining these services on a like for like basis. It therefore remains a fully commercial decision for National Express as to whether these services continue to operate beyond December.

### ***Queen Elizabeth Hospital Network***

- 2.33 The Queen Elizabeth Hospital in Selly Oak is a key attractor on the bus network and is served by several bus routes providing access to employment, training and for outpatient activity. Most of these routes are provided without subsidy from TfWM. As part of their commercial review National Express have identified the sections of route below as no longer being commercially viable.
- Section of service 19 between QE and Halesowen
  - Section of service 46 between QE and Hawkesley
  - Section of service 48 between QE and Northfield.
- 2.34 TfWM are looking at options to mitigate the impact of these withdrawals and seek to ensure that passengers along these sections retain a direct link to the QE hospital site through BSIP funding. Working with bus operators TfWM propose to have planned services to tender in October to mitigate these changes providing that Government support our proposals to use the funding.

### ***Solihull***

- 2.35 As part of their commercial review National Express have provided options for changes to services in the Lydon area of Solihull where they currently operate service 58, which operates between Solihull and Kingshurst, which they do not deem to be sustainable. TfWM already support a number of subsidised services in the area and will therefore consider options, including the service 58, to create new links and enhance the services in the area to support Solihull North – South links.

### ***Dudley Area***

- 2.36 The Dudley network has been the focus of the National Express commercial review. They have indicated that several routes in this area are no longer commercially sustainable. These are as follows.
- 5/5a – Dudley to Wall Heath
  - 11/11a – Dudley to Merry Hill
  - 14 – Dudley to Halesowen
  - 14A – Dudley to Merry Hill
  - 17 – Stourbridge to Dudley
  - 18 – Dudley to Merry Hill
  - 27 / 27A – Dudley to Wolverhampton

- 2.37 Some small elements of these services are already supported by TfWM, and it is highly likely that due to the current passenger levels on these routes and the unique nature of the routes that these would be strong tenders and fall within the access standards for support if the option to amend the Value for Money within this report is approved. Therefore, TfWM will prepare tenders but will need to clarify if all tenders can be supported dependent on the decision from this committee.

### ***Diamond changes***

- 2.38 Diamond bus have proposed some changes to commercial services from 1<sup>st</sup> January 2023. These include the service 94 in East Birmingham and North Solihull which will be withdrawn. The service is also operated by National Express so will not impact tenders or Access Standards. Additionally, the service 35 between Walsall and North Walsall will be withdrawn. This may be eligible for a supported service if the option to amend the Value for Money within this report is approved although this is not guaranteed.

### ***Partnership routes***

- 2.39 One area that Government asked LTAs to review was to look at how well competitive resources are being deployed to optimise the network. In the West Midlands we already have several partnership routes in operation between Diamond and NXWM. Both Diamond and Stagecoach have expressed an interest in more. NXWM have done the same. Several months of discussion have resulted in stalemate between operators. TfWM believe this is an important discussion as we see competitive services with oversupply of buses in operation across some parts of the network whilst there are services not operating across other parts of the network. TfWM are now looking to make specific recommendations to operators to kickstart proposals in the hope that something can be implemented in early 2023. This will align with some of the ticketing proposals updated within the BSIP report to this committee. It is considered that achieving some of the key outcomes in BSIP such as simplified ticketing and reducing excess busing in some areas to enable better support the wider network is critical to re-building passenger confidence and re-building overall patronage levels, thus reducing the need for on-going much higher levels of public funding support.

### ***Tendered Services***

- 2.40 Paragraphs 2 and 3 set out the process by which TfWM tenders bus services. Appendix 1 set outs the Access Standards through which services are let. In addition to the services that will need to be tendered from commercial de-registrations TfWM also has 116 contracts up for renewal on December 31<sup>st</sup>. The estimated cost of the renewals of existing tenders and the replacement of the commercial deregistration's is estimated to be around £5.8m of which only £1m is accommodated for within the 2023/2024 budget.

## **Access Standards – Value for Money**

- 2.41 The current Value for Money criteria, specified in the access standards defined in Appendix 1, is £2.55 for fully tendered services and £2.12 for services operated with de-minimis support. Under normal circumstances any service where level of subsidy per passenger trip exceeds this value would not be supported by the authority and passengers would need to consider alternative travel options. However, since March 2020, due to additional funding support from central government, TfWM have been able to continue to support these services and have been able to keep nearly all services operating.
- 2.42 With the loss of this and wider funding support from the end of March and the expected increase in costs outlined in this report there is an expectation that around 57 of the 116 existing contracts, supported by the authority and due to be retendered for January, will exceed this VfM criteria.
- 2.43 Details of the services currently supported by TfWM and due to expire in January along with the current and forecast VfM criteria are provided in Appendix 2.
- 2.44 In addition to the services which are already supported by TfWM, the network review of the commercial networks has resulted in the services detailed above no longer being provided on a commercial basis from January 2023. These services have, until recently, been commercially sustainable, which would suggest they are an integral part of the network, service unique sections of road and carry higher numbers of passengers than some of the existing tendered services. It is likely therefore that we would prioritise maintaining these services over some of the existing tendered network which has lower patronage and therefore a higher cost per passenger trip.
- 2.45 To maintain all the existing supported services and those services which are no longer commercially sustainable, an increase of £4.8m to the MTFP budget for 2023/24 would be required.
- 2.46 In the context of reducing revenue, increased costs, and the requirement for TfWM to consider which services it continues to support a number of options have been considered around the forecast budget for the provision of socially necessary services and the VfM criteria within the access standards. The costs provided are based upon the forecast renewal costs ahead of a competitive tendering process and are therefore subject to change. These options are summarised in Appendix 3.

### ***Option Appraisal***

- 2.47 **Option 1** maintains the existing value for money criteria at £2.55 per passenger trip. Due to increasing costs of providing services and a reduction in passengers this would result in TfWM being unable to support around 57 contracts. This option would result in a complete removal of the pressure on the subsidised bus budget and additionally make a saving of approximately £3.1m in 2023/24. The option incorporates providing financial support for services in Dudley, South Birmingham and Solihull proposed for de-registration by National Express should they meet the VFM criteria.

- 2.48 These 57 contracts, account for 79 individual services spread across the region and accommodate in the region of 136,500 passenger trips each week. Of these 57 contracts 35 (or 60%) of the at-risk contracts operate during weekday daytimes. It is more likely the removal of these contracts means a total loss of service to some residents along the route. The remaining 40% of services are at other times of the day and week with 22% of the serves timed to support journeys in the evenings and Sundays. Additionally, around 850 bus stops would be left entirely unserved by any service which gives an indication of the impact of accessibility for passengers for whom these are their nearest stops.
- 2.49 The geographical spread of the at-risk services 29% are in Birmingham, 22% are in Walsall, 18% are in Dudley, 9% in Wolverhampton and 7% in each of Coventry, Sandwell and Solihull.
- 2.50 A total of 1023 facilities across the West Midlands (covering some hospitals, GP practices, dentists, pharmacies and clinics, nurseries, primary schools, secondary schools and Universities) will also be affected by the reduction of bus services with option 1, with a small number being completely unserved by a bus route within 400m.
- 2.51 **Option 2** seeks to ensure that the budget of £16.3m (23/24) for subsidised bus services is fully utilised to maximise accessibility for the available provision. This is the best option for minimising the impact on passengers without increasing the budget for the provision of tendered services.
- 2.52 Option 2 would see the Value for Money criteria within the access standards revaluated to £4.10. £4.10 is in line with the type of VFM criteria used by other authorities where such a criteria exists. It is also in line with more typical journey costs coming in significantly lower than the average taxi journey of 2-3 miles at over £6.00 per journey. Like option 1 this incorporates providing financial support for services in Dudley, South Birmingham, Solihull and Walsall proposed for de-registration by National Express and Diamond but would still result in c. 36 contracts falling outside of the Vfm criteria. These services currently account for approximately 58,000 passenger trips each week.
- 2.53 If option 2 was supported and agreed it may also be supported by some additional Local Transport Fund (LTF) from Government which would likely meet the criteria to help save some of the 36 contracts from complete expiry.
- 2.54 There are also a number of contracts which support critical parts of the network which may be eligible for support from the BSIP transformation funding. TfWM are identifying options to agree with operators which will help use the funds for the purpose which it is intended, whilst also supporting some of the critical network.
- 2.55 There are a small number of contracts, between 6 and 9, which are significantly outside of the VFM criteria which fall beyond any justification to renew or extend contracts. A specific impact statement is being prepared on these services to communicate at a local and regional level.
- 2.56 A combination of these additional measures could reduce the number of contracts withdrawn to between 7 and 17 overall. The number of weekly journeys impacted would be between 6,272 and 17,000 weekly instead of 58,300.

- 2.57 Under option 2 there will be a much smaller number of key facilities will be impacted. A total of 603 facilities across the West Midlands will be affected by the reduction of bus services, with a total of 6 key facilities across the West Midlands being completely unserved with option 2.
- 2.58 Further information on the impacts of these options are summarised in Appendix 4.

### **BSIP & CRSTS**

- 2.59 Within the indicative allocation of funding to deliver the West Midlands Bus service Improvement Plan there is £23m ringfenced for the transformation of the bus network to deliver the aspirations of the BSIP. The DfT have been clear that despite the changing operating environment for bus services, this grant cannot be used to simply support services which are deemed to be unsustainable by commercial operators.
- 2.60 Under all options some of the services at risk had already been identified as services and corridors with the potential for service transformation to improve accessibility to jobs, employment, education, training leisure activities etc. Therefore, there is an opportunity to transform services in some areas which would otherwise see service reductions following the commercial review undertaken by National Express. Such examples including enhancing services in and around the QE Hospital and in East Birmingham.
- 2.61 Transport for West Midlands are currently working with the University of Warwick and Coventry City Council to trial a Demand Responsive Transport Service in the South of the City and the areas around the main university campuses. We are also exploring options to amalgamate this service with Ring & Ride early in the new year to provide a more comprehensive service across the city. The service will be available to all residents with a particular focus on trips that cannot currently be undertaken on the fixed line routes. In areas of Coventry which may be affected by a reduction in service resulting from the change in access standards this will be an alternative travel option and we will monitor the impact as part of this pilot.
- 2.62 Additionally, within the City Region Sustainable Transport Settlement (CRSTS), there is the opportunity to build on this pilot, assuming its success, in the longer term which may help to mitigate these and any future reductions in service.

### **Next Steps**

- 2.63 Subject to the recommendation being accepted, TfWM will then undertake a competitive tender process for those contracts which come to an end in December 2022 and also any services which are no longer commercially sustainable but are deemed to be critical for maintaining the wider integrity of the network.
- 2.64 The revised VfM criteria will be applied to future tender rounds and any other circumstance requiring the re-letting, extension or re-negotiation of the contract cost. We will continue to monitor the impact and seek to reassess the criteria should there be a shift in the cost our commerciality of services.

- 2.65 TfWM will engage with passengers and stakeholders as part of this process to ensure they understand that their service may be at risk, subject to the outcome of the tender process and aligned to the revised access standards. We will seek to ensure that passengers and wider stakeholders are given sufficient notice to make alternative plans should their services no longer be provided by TfWM. The alternative options for passengers will be to access alternative bus services which may require a longer walk distance and / or a change between services. We will continue to promote the availability of Ring & Ride for available passengers and, where available, Demand Responsive Transport services. Unfortunately, and in a small number of cases there will be not suitable alternative and existing passengers will need to consider alternative privately arranged transport options.
- 2.66 The VfM criteria is just one element of the wider access standards which also considers distance criteria at different times of day. Linked to a review of the funding for wider Supported Travel Policies administered by WMCA (which includes tendered bus services and concessionary fares) a wider review of the complete set of criteria is proposed to be undertaken during 2023/24. It is likely that this review will consider differing ways of providing accessibility across the integrated network to inform future policy decisions.

### **3. Financial Implications**

- 3.1 The Medium-Term Financial Plan has a budget of £14.255m for 2023/24 for subsidised bus services net of income (£16.3m gross expenditure). This includes an uplift on prior year for non-pay inflation which is a standard planning assumption applied across all expenditure lines.
- 3.2 The financial implications are outlined in the paper above and detailed in appendix 3. These options range from a saving of £3.1m by not amending the VfM criteria to a projected increase of £4.8m by suspending the criteria and covering all services.
- 3.3 The value for money threshold is an important indicator for demonstrating the value of services provided with public money alongside other financial and non-financial considerations. As such the suspension of the criteria is not deemed to be good practice.
- 3.4 It is imperative that the wider budgetary pressures within transport are understood and factored into any decision making around access standards. These have been reported to WMCA Board as part of the Medium Term Financial Plan which shows a significant financial gap within transport for 2023/24. This includes the net expenditure budget of £14.255m referenced above. Any proposal to change the criteria that resulted in an increased budget requirement for subsidised bus would need to be accommodated through the existing budget envelope to avoid putting any further pressures into the overall financial position, which could have an impact on TfWM's ability to deliver other activity. The proposed change to the VFM Cost Per Passenger measure in Option 2 can be accommodated within the budget included within the Medium Term Financial Plan.
- 3.5 The full-scale Supported Travel Policies review which is due to conclude in 2023/24 will consider the bases and provision of each policy to ensure that the WMCA continues to support West Midlands residents in an effective manner within budget constraints.

### **4. Legal Implications**

- 4.1 There are no new legal implications for WMCA as a result of this report.

## **5. Impact on Delivery of Strategic Transport Plan**

5.1 The retraction of the West Midlands local bus network will have significant impacts on the achievement of West Midlands Local Transport Plan 5 (WM LTP 5) and affect progress across a range of socio-economic outcomes. The draft Local Transport Plan Core Strategy sets out the key challenges where changing transport can help us deliver inclusive growth and address the impacts of transport on people, places and the environment. These are framed in the 5 Motives for Change:

- Sustaining economic success
- Creating a fairer society
- Supporting local communities and places
- Becoming more active
- Tackling the climate emergency

5.2 The Core Strategy sets out that significant behaviour change is required to our travel behaviours to make positive progress on the Motives for Change. To do this we need to be aiming to deliver three key transport system impacts:

- Reduce overall levels of traffic
- Improve accessibility
- Electrify the transport system

5.3 The bus is the primary mode of public transport in the West Midlands. The network provides an essential transport choice for 25% of West Midlands residents who do not own or have access to a car. People with cars can access more than those without and West Midlands residents could access more than double the job opportunities within 45 minutes of where they live with a car than without a car and reductions to the West Midlands bus network will exacerbate this issue.

5.4 The level of travel behaviour change to help the West Midlands and the UK reach net zero is significant. It is estimated that to meet meeting national carbon targets (net zero by 2050) would require car mileage to be 10% lower in 2031 than what it is predicted to be, and for local WM2041 targets (net zero 2041) it would need to be 35% lower. Shifting trips away from private car onto sustainable modes is central to this. As set out in the West Midlands Bus Service Improvement Plan, the bus must play a pivotal part in creating an integrated transport network where everyone can thrive without a driving licence and the need to own an expensive vehicle.

5.5 There is a worry that the changes proposed in the Bus Network Review may jeopardise these wider policy changes proposed in the WM LTP 5, where an effective high quality bus network is available to people, to support those 25% of households without a car to access vital opportunities in the region and to reach net zero targets which include a significant reduction in car usage.

## **6. Equalities Implications**

6.1 The proposed changes are likely to have significant negative equality impact on communities in the region. Some protected characteristics are especially likely to be impacted.

- 6.2 Levels of deprivation impact the likelihood of being able to purchase a car. People on the lowest income centiles are much less likely to own a car and some of the most deprived wards have under 50% household car ownership. Groups much more likely to be reliant on public transport are: Single parents (primarily women); young and older people; black and minority ethnic people (minority ethnic people twice more likely to live in a household with no car ownership); people on low incomes; part-time workers; unemployed people (3/4 of jobseekers do not own a car); disabled people (only 38% of people with mobility difficulties are main drivers or have household access to a vehicle).
- 6.3 Most bus and foot travel are made by individuals from the lowest income groups whereas train, metro and bicycle trips are mainly made by those who fall within the highest income groups. A significant percentage of West Midlands residents rely on public transport, primarily buses, to get around. White British people are more likely to live in a household with access to a car or van than any other ethnic group. Black people are more than twice as likely as white people to live in a household with no access to a car or van. There has been a marked drop in car ownership amongst young people. Even though car ownership can pose an advantage to many, 67% of car-owning households in the lower income groups report experiencing car related economic stress as running costs can be prohibitive. People who depend more on bus for work tend to be lower paid, live in more deprived areas and are more likely to turn down jobs due to transport issues, than those on higher incomes, who tend to use cars and trains more often. Research has shown that there is a marked relationship between job accessibility by bus and employment outcomes. Issues with transport have been linked to low participation in post-16 education and college dropouts – which mostly impacts low-income households.
- 6.4 Subsidised network withdrawals are also likely to especially impact women who are more likely to complete multi-purpose trips in contrast to direct commuting patterns. Finally, disabled people or/and older people or/and people with mobility difficulties are also likely to be especially impacted as walking distances to bus stops will increase, making public transport inaccessible to many.
- 6.5 To better understand impact a Health and Equity impact assessment will be conducted as part of the process, but it is anticipated that impact will be negative (high).

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

- 7.1 The implications of the service changes resulting from the recommended change in policy outlined in this report are across all areas of the 7 districts of the West Midlands area.

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## **Appendix 1 – TfWM Access Standards – December 2020.**

### **Accessibility to the Bus Network.**

- 1.1** Residential Areas – The maximum desirable walking distance to bus services in continuously built-up areas is 400 metres during the hours of 07.00 to 19.00 on Monday to Saturday and 700 metres at other times. Wherever possible the services should provide links to local centres (post office, shops, services etc) and to interchanges with the public transport network.
- 1.2** The above distances are reduced in areas of severe gradients or where a high proportion of elderly people or people with mobility difficulties reside.
- 1.3** In lower density built-up areas the maximum desirable walking distance at all times is 700 metres, and in rural areas 1.5km.
- 1.4** Hospitals – minimum standards of service calculated according to total trips per annum using all modes of transport, to individual sites.
- 1.5** Major Urban Centres – bus access arrangements should be equivalent to or better than those provided for car users.
- 1.6** Suburban District Shopping Centres – to be served as closely as road layout will allow during main shop opening periods.
- 1.7** Places of Entertainment and Recreation – attractions be within 400/700 metres of a bus service during the hours of opening. Where this is not met, a special service with partnership funding will be considered.
- 1.8** Normal bus access standards will apply in Midland Metro and Bus Rapid Transit corridors unless adapted to reflect agreed local circumstances in relation to the provision of these rapid transit modes.

### **Frequency**

- 2.1** Mondays to Saturdays – Minimum standard frequency for:
  - (a) Continuously built up areas: between 07.00 and 19.00 is two journeys per hour.
  - (b) Low density residential areas: between 07.00 and 19.00 is one journey per hour.
  - (c) Rural areas: between 07.00 and 19.00 is one journey per hour.
- 2.2** Sundays – One journey per hour in continuously built up areas between noon and 19.00 hours, and subject to demand at other times, and elsewhere. As funding allows, this will be increased to a half hour frequency in continuously built-up areas between 10.00 and 18.00 hours.
- 2.3** Bank Holidays – As Sunday Services, excluding Christmas Day and Boxing Day. Special arrangements will apply for Boxing Day and New Year's Day.

## **Value for Money Criteria**

- 3.1** TfWM will support services up to a maximum value of £2.55 per passenger trip for fully subsidised services and £2.12 for services operated under de-minimis arrangements.
- 3.2** Services are categorised in the following order of priority, to be provided subject to available finance.
- a) Journeys to work
  - b) Shopping and medical journeys
  - c) Sundays and Bank Holidays
  - d) Evenings
  - e) Town and City Centre distributor services
  - f) Night Services
- 3.3** Specific Journey Requirements – per trip
- a) 8 people or less: no service
  - b) 8 – 10 people: feeder facility considered
  - c) more than 10 people: through facility considered
- 3.5** Regular Journey Requirements – per hour
- a) 8 people or less: no service
  - b) 8 – 10 people: feeder facility considered
  - c) more than 10 people: minimum hourly service

### Appendix 3 – Summary of Options for amending the VFM within the West Midlands Bus Access Standards.

Option	Option description	VfM	Budget (23/24)	Annual Cost (23/24)	Impact on budget (23/24) - positive figs denote saving, (-) denotes cost	No. of contracts at risk	Number of weekly passenger trips affected
Option 1	Do Nothing	£2.55	£16.3m	£13.2m	£3.1m	57	136,509
Option 2	Commit (23/24) budget – Cost Neutral	£4.10	£16.3m	£16.3m	£0.0m	36	58,307
Option 3	Increase VfM to £4.50 per passenger trip	£4.50	£16.3m	£17.4m	£(1.1)m	30	38,754
Option 4	Increase VfM to £5.50 per passenger trip	£5.50	£16.3m	£18.4m	£(2.1)m	21	23,371
Option 5	Increase VfM to £6.50 per passenger trip	£6.50	£16.3m	£19m	£(2.7)m	16	15,432
Option 6	Increase VfM to £9 per passenger trip	£9.00	£16.3m	£19.9m	£(3.6)m	9	6,272
Option 7	Temporarily Suspend Value for Money criteria.  Maintain existing portfolio of services and commercial de-registrations.	£23.82	£16.3m	£21.14m	£(4.84)m	0	0

- All options are inclusive of supporting the commercial de-registrations in Dudley, Solihull and South Birmingham.

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## **Appendix 4: Data Insight findings and analysis of the impacts of bus service changes.**

### **Impacts of Option 1**

1. At the £2.55 funding level, approximately 13,000 people across the West Midlands will lose their existing access to a bus service within 400m of their property. This equates to around 4,500 residential addresses. This will impact all Local Authority areas except for Solihull. Across Lower-layer Super Output Areas (LSOAs) impacted with no bus routes within 400m, the median rate of households with no access to a car or van is around 10% but with some areas of Walsall seeing up to 42% of households not having access to a car. Of those LSOAs that will be affected by the bus route changes in option 1, 47% of these areas fall within the Index of Multiple Deprivation (IMD) decile 1 or 2, meaning they are the most deprived areas of the region.
2. A total of 1023 facilities across the West Midlands (covering some hospitals, GP practices, dentists, pharmacies and clinics, nurseries, primary schools, secondary schools and Universities) will be affected by the reduction of bus services at the £2.55 CPP level, with the most affected local authority being Birmingham, followed by Sandwell and then Walsall with Wolverhampton the least affected overall. It is important to note, 9 of these facilities across the West Midlands will be completely unserved by a bus route within 400m with this option. These facilities include some schools, several university campuses and some pharmacies which are spread across various local authorities.

### **Impacts of option 2**

1. Under option 2 approximately 8600 people would no longer have access to a bus service within 400m but this is a significant reduction of people being affected by around 34% from option one (which option 1 would impact a total of 13,000 people).
2. When looking across Lower-layer Super Output Areas (LSOAs) to those impacted with no bus routes within 400m, the median rate of households with no access to a car or van is the same as option 1, which is around 10% of people. However, its important to note this figure is higher for some areas including Sandwell, who will see up to 29% of households not having access to a car and potentially being most impacted and leaving them with no other alternatives. These figures are been included therefore, to demonstrate those households most likely to be impacted by the reduction of bus services in their areas with option 2.
3. In terms of key facilities being impacted, a total of 603 facilities across the West Midlands will be affected by the reduction of bus services with option 2, with the most affected local authority being Birmingham, Walsall and Sandwell, with Wolverhampton and Coventry being least affected overall. In total 6 key facilities across the West Midlands will be completely unserved by the reduction of bus services in option 2, which include some schools, pharmacies and university campuses.

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**West Midlands**  
Combined Authority

## Transport Delivery Committee

<b>Date</b>	14 November 2022
<b>Report title</b>	Bus Delivery Monitoring Report
<b>Accountable Chief Executive/TfWM Director</b>	Pete Bond, Director of Integrated Network Services, Transport for West Midlands Email: <a href="mailto:Pete.Bond@TfWM.org.uk">Pete.Bond@TfWM.org.uk</a>
<b>Accountable Employee</b>	Jon Hayes, Head of Bus, Transport for West Midlands Email: <a href="mailto:Jon.Hayes@TfWM.org.uk">Jon.Hayes@TfWM.org.uk</a>
<b>Report has been considered by</b>	Putting Passengers First Member Engagement Group

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

The Transport Delivery Committee is recommended:

- (1) To note the content of this report.

## 1. Purpose

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.

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**

#### ***Local Bus Services***

Since covid restrictions have eased the demand for travel has increased. Bus patronage has shown a steady rate of growth and is at 86.3% of expected patronage in comparison to the equivalent period pre-covid. This compares to 73% in February 2022 when this report was last provided. Tuesday 11<sup>th</sup> October was the busiest day on the network in 2022, reaching nearly 770k individual trips. The week in total saw 4.53 million bus trips.

Scheduled mileage on the bus network is currently 93.2% of pre-covid levels. In the current period this mileage is distributed across a similar network although there has been some concentration of resource to the core network to provide additional capacity due to the increasing passenger numbers and move towards commercial sustainability.

Driver shortages are having a significant impact on the ability of some operators to deliver their scheduled mileage. National Express and Stagecoach are both reporting issues. This is more pronounced in the region for National Express given their overall dominance. National Express have reported that they are around 7% short of establishment and sickness levels are around 5% higher than forecast. This is resulting in approximately 6.3% of all mileage not being operated.

In an attempt to partially mitigate the impact on passengers TfWM are seeking for operators to introduce more robust processes to ensure that passengers are kept informed of missing journeys and, in the medium term, developing the Real Time Information system to better inform passengers. National Express are making operational adjustments in an attempt to mitigate the impact for passengers including focusing resource on less frequent services and seeking to space buses on the frequent services to try and reduce gaps between buses. Whilst not all bus operators are reporting driver shortages it is widely acknowledged to be a national issue. However, some smaller operators seem to be keeping better management of the situation.

Driver overtime plays a part in addressing driver shortage issues which becomes harder in times of higher driver sickness levels.

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.

### ***Supporting Bus Operators***

Since March 2020 the shortfall in fare revenue, and to a lesser extent the increase in costs, has been met through publicly funded grants and by maintaining subsidy payments at pre-covid levels to operators from National and Local Government. This has included maintaining payments to operators for the carriage of English National Concessionary Travel Pass holders at pre-covid levels, paid at a rate to reflect the long-term and continuing reduction in concessionary journeys.

The scale of funding nationally has exceeded £2bn in support for bus operators. The main remaining fund known as Bus Recovery Grant (BRG) is scheduled to end on December 31<sup>st</sup> 2022. Approximately £7.3m of DfT grant funding has been passed to operators through the WMCA for support on tendered services with significant sums being given directly from Government to operators to support commercial services. In addition, the DfE made £10m available to support school services during the height of the pandemic.

Government has announced that some additional targeted funding support for operators and Local Transport Authorities from central government will be in place between 1<sup>st</sup> January 2023 to the end of March 2023. At the time of writing this report it is not known how much of this will be available for the West Midlands, how it will be paid or passported. Our discussions with National Express, Diamond and Stagecoach indicate that they do not think there is enough funding available to maintain the existing network.

During this final period of funding operators are being encouraged by Government to revise their networks to become commercially sustainable and to reflect new passenger levels. They are encouraged to do this in conjunction with Local Transport Authorities and to also work together to make best use of the overall available resources.

### ***Local Authority Support***

Since March 2020 local transport authorities have received support from the DfT to enable them to maintain their subsidised networks. TfWM have used this money to meet the shortfall between the fare revenues expected by the operators and the actual amount being received and to provide services where commercial operators feel they are no longer commercially sustainable. TfWM have continued to apply the same pre-COVID level of locally funded subsidy to bus services to and support cheaper fares, despite the reduce levels of travel.

TfWM secured an additional bespoke devolved funding package to stabilise the network in the West Midlands throughout the Commonwealth Games. This enabled us to commit bus operators to providing 90% of the pre-covid network to the end of December 2022. Although the Government went on to agree the same funding for all of England bus services and operators, the fact that the West Midlands negotiated early and had it devolved to us enabled us to negotiate more effective terms and conditions with the operators.

At the time of writing there is no additional Government support detailed to prevent the level of service cuts and changes identified in this report to be implemented on 1st January 2023.

### ***Network Review***

It is a requirement of the on-going bus funding for operators to undertake a commercial review of their services with the aim of moving towards longer term commercially sustainable networks without the need for on-going Government funding. National Express have committed to delivering a network equivalent to 90% of the pre-covid mileage from 1<sup>st</sup> January 2023. The details of the changes and the resulting impact on the tendered bus services were reported to the Transport Delivery Committee at its meeting on Monday 11<sup>th</sup> October 2022.

Since presenting this paper TfWM have commenced a comprehensive programme of engagement with key stakeholders and passengers to ensure they are aware of the potential impact to bus services in the region from the 1<sup>st</sup> January 2023. This engagement process has included invitations to all local councillors and MPs to attend detailed briefing sessions to better understand the impacts in their areas.

These briefing sessions were undertaken over the 2<sup>nd</sup> and 3<sup>rd</sup> of November and were well attended by Cllrs from all areas. There were a number of over lapping themes which were raised in the questions including.

- a) School services – capacity on the alternative services – safety and security at interchange points – performance of the alternatives.
- b) Network Performance and Driver Shortages.
- c) Future Governance.
- d) Concerns over future deregistration's.
- e) Passenger communications.
- f) R&R performance.
- g) Driver Shortages.
- h) RTI accuracy and keeping passenger informed of missing trips.

Actions and questions asked at the session were recorded and will be made available to the respective authorities. We are continuing to engage with stakeholders and passengers with a focus towards ensuring passengers are aware of alternative travel options when the final decisions are made in early December.

As reported in October the result of the commercial review has resulted in a number of additional services requiring support from TfWM this is in addition to the 116 contracts due for renewal from 31<sup>st</sup> December. TfWM have commenced 2 significant tender rounds for the procurement of these services. Evaluation of the tender responses will be undertaken later in November using the revised Value for Money Criteria as agreed by TDC at its meeting on the 10<sup>th</sup> October.

A third tender round commenced on the 28<sup>th</sup> October containing a number of transformational changes to enhance bus services in specific areas supported by funding received from government to deliver the West Midlands Bus service Improvement Plan.

The results of these tender rounds will be known in late November and will determine the revised bus network from January 2023. Once known we will commence a comprehensive engagement exercise with passengers to inform them of any changes to their services and their alternative options for travel.

There remain several risks for the delivery of the West Midlands Bus Network.

**Operator Capacity** – driver shortages and the constrained timescales for mobilisation mean that operators may not have the capacity to meet the resource requirement (Drivers, vehicles, depot space etc..) to deliver all the services being tendered by Transport for West Midlands. We are currently engaging with the market to better understand the available capacity and encourage new market entrants to the region. This will be clarified through the competitive tender exercise and may require a revision of the plans currently under consideration to meet the confirmed available resource.

**Network Performance** – Performance on the network remains extremely challenging due to driver shortages. On average around 6% of scheduled mileage is not being operated by National Express each week. Other operators in the West Midlands appear to be less affected than the dominant operator. This poor performance is inevitably leading to a significant reduction in passenger satisfaction and will result in a reduction in passengers. If this level of performance continues this will have a longer-term impact on the sustainability of the network from January 2023 and threaten any growth we are seeking to achieve through the BSIP.

The BSIP funding allocation includes revenue funding to deliver improvements in how the network is monitored and managed across all operators and how this can be better coordinated with the Regional Transport Coordination Centre (RTCC). Work is underway to specify and scope these requirements.

**Further Commercial De-registrations** – National Express have confirmed a network which will be around 90% of the pre-covid mileage from the 1<sup>st</sup> January 2023. However there remains a very real risk that National Express and other operators will need to consider further commercial de-registrations early in 2023 to meet the changing commercial landscape. This uncertainty is due to several factors including but not limited to; continued fluctuations in fuel costs; increase in driver wages and other work force pressures; driver shortages resulting in the inability to meet scheduled commercial mileage; increasing cost of materials due to inflationary increases etc.

**Funding** – we have options to mitigate the financial pressures on the subsidised bus budget resulting from the current commercial deregistration's and increases in costs. These are making best use of BSIP funding to create transformational changes in areas most affected by the changes; seeking efficiencies from existing tenders through reducing frequency or operating hours; removing the very worst performing contracts that significantly exceed the VfM criteria within the Access Standards; Utilise any remaining government funding from grants already received. We are also expecting 3 months of further support from the DfT however the amount and the associated Terms and Conditions are not yet known.

The above measures will fully commit all available budgets for the provision of subsidised bus services for the 2023/2024 financial year. Should we see any further commercial deregistrations during that financial year then, without external funding, it is highly unlikely that TfWM will be able to mitigate any further commercial deregistration's without further cuts in services. TfWM along with National Express are engaging with the DfT to relay these concerns and make the case for additional funding to maintain the 90% network planned from January 2023.

### ***Ring & Ride***

Use of the West Midlands Ring & Ride remains very low with passenger trips currently at just 25 - 28% of pre-covid levels. This is expected given the demographic of the users and the number of regular destinations still being closed or on limited opening 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. NEAT experienced a significant loss of Drivers in September 2022 which resulted in around 33% of the scheduled vehicles being unable to operate. NEAT has subsequently put in place processes to recruit more drivers. At the time of writing the driver shortage is around 10% of requirement.

We are continuing to work with NEAT to minimise any disruption for passengers although current performance levels are leading to a significant increase in complaints. Where disruption is unavoidable, we are working with NEAT to ensure that passengers are kept informed of any revisions to their planned journeys. We are jointly meeting with passenger groups and other stakeholders to keep them informed of the current position and receive feedback from users.

TfWM are in the process of agreeing a revised contract with National Express Accessible Transport (NEAT) up to the end of March 2023. 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.

### **National Bus Strategy and Bus Service Improvement Plans**

TfWM received confirmation from the DfT over the summer that it would receive £87.8m to deliver it's agreed Bus Service Improvement Plan, subject to the commitments being incorporated into a revised Enhanced Partnership (EP) Scheme for the region. This will enable delivery of various transformational activities, including fares freezes, passenger incentive scheme, new services, a customer charter and additional Transport Security Officers on the network.

The EP is currently going through local authorities' own approvals processes and was approved by TDC on 10<sup>th</sup> October and by bus operators on October 25<sup>th</sup>. Following approval, TfWM can start to draw down the funding which is phased over the next three years, subject to demonstrating to the DfT progress against the commitments.

## **Demand Responsive Transport (DRT)**

West Midlands on Demand (DRT) service has been operating since April 2021. The service expanded in February 2022 to cover the Eastern side of Coventry and now carries an average of 120 passenger daily.

The Service is still 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 has maintained a rider rating of 4.9\*/5\* throughout the period of operation.

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.

The 'Multi-Pass' ticket has proved very popular with riders, with more than 50% of all journeys undertaken on this pass. This has seen the number of repeat users of the service increase over time. ENCTS discount is available at 50% off all journeys, with approximately 19% of all journeys qualifying for this discount.

In April 2022 the scheme also made corporate bookings available. This means rides can be discounted on behalf of employers and bookings made by employers too. Various organisations have started to use this offer to encourage sustainable travel to places of work.

As part of the scheme's continued development, the service is looking at opportunities to incorporate other local services. An option to co-mingle the service with Coventry's Ring & Ride provision is currently under review. This would see one service, operating under the WMoD banner carrying passengers of both services together. It would mean an increased fleet and longer operating hours as a single service, as opposed to two individual ones.

## **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.

Following successful negotiations with National Express, funding was provided to enable them to order infrastructure and vehicles, the first of which began to enter operation from September 2022 with deliveries of new buses ongoing into 2023. National Express have introduced the first 33 electric buses into service with a further 17 expected this current calendar year.

Negotiations are being undertaken with Stagecoach to provide funding to renew their fleet and also an approach being developed for operators of subsidised services, which will be incorporated into contracts from 2024.

### ***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 have now been through TRO Consultation. Construction is anticipated for these three projects from May to August 2023. TRO Consultation for Summer Hill Road/Sandpits is affected by the Octagon development, and we are working to confirm timescales for these works.

#### ***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 pocket on Alcester Rd South (Broad Lane / Cocks Moors Leisure)
- Northbound bus lane Alcester Rd South (Idminston Croft – Millpool Gdns).
- Southbound bus lane on Alcester Road South (Sladepool Farm Road to Stot Fold Road)

Extensive traffic modelling of this area has been undertaken and public consultation began in October 2022.

### *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/Tivdale 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. Discussions are ongoing with Sandwell Officers.

Burnt Tree Island preliminary design has been completed and we are now undertaking public consultation and moving into the detailed design phase. of this scheme.

We have produced Strategic Outline Business Cases for the bus priority packages contained within the CRSTS funding agreement and these are currently being reviewed by WMCA's programme assurance and appraisal team. Once approved development on these schemes will commence in earnest.

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

TfWM successfully bid for funding to deliver 124 Hydrogen fuel cell buses to the region, funded through the DfT's 'ZEBRA' scheme. This includes 100 double deckers and 24 articulated buses for Sprint and will be the largest Hydrogen bus scheme outside China. Work is currently underway to appoint a bus operator partner and ensure appropriate mitigation is in place to manage the risk associated with a project of this nature. If all goes to plan, vehicles should enter operation from 2024.

## **Partnerships**

### ***West Midlands Bus Alliance***

The West Midlands Bus Alliance is made up of the individuals and organisations representing different sectors responsible for delivering bus services in the region. Appendix 1 gives a complete list of the current membership.

The Alliance has continued to oversee, influence and coordinate the bus network and has sought to ensure that operators and wider stakeholders are fully aligned on issues affecting passengers and delivery of the BSIP.

The Alliance has continued to play 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 that will oversee 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.

### ***Advanced Quality Partnership Schemes***

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

The Birmingham AQPS expired in July 2022. The requirements contained within this statutory partnership have been subsumed into the existing Enhanced Partnership. This will be strengthened in future variations. TfWM are seeking to agree the revocation of the AQPSs in Solihull and Wolverhampton to be included in variation 3 of the EP. Inclusion within the EP will give a greater level of oversight and enforcement and especially so when combined with the adoption of bus service registration powers.

### ***Franchising Assessment***

Following consideration of the Outline Franchising Assessment earlier in 2022, work is commencing on the Full Franchising Assessment, to determine whether this might prove a more effective way to achieve the Combined Authorities bus policy objectives in the future compared to the current partnership model. This work is being undertaken in line with the rigorous processes set out in the Bus Services Act 2017 and is likely to conclude in 2024, following which legislation requires the mayor to determine whether or not a scheme should proceed.

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

### **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 14th January 2022 and 21st October 2022, a further 71 new shelters have been installed across the network with 35 of these being the new style Sprint shelter.

To date, 1658 shelters have been rebranded with the new West Midlands Bus brand, 1111 have been repainted (1 of these on Summer Lane at the junction of Tower Street has been vinyl wrapped rather than painted as a trial with) and 547 replaced through the TfWM capital programme or other various schemes/projects, out of a total of 5,056. 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. These shelters will be considered at interchanges across the region as part of renewal/redevelopment plans.

### **Putting Passengers First on the Network**

#### ***Birmingham Metro & Rail Interface***

##### ***Birmingham – City Centre***

Bull Street and part of Corporation Street have closed to all traffic since June 2021 to facilitate the construction of Section 1 of the Metro Birmingham Eastside Extension.

New bus infrastructure is being installed on Corporation Street, by Old Square, but the road has not been reopened to traffic yet as Metro work is ongoing.

The alternative bus stop and stand locations remain in use at the present time as mitigation for this phase of work.

The Bus team continues to work with the Metro team and Birmingham City Council around possible impacts because of further phases of work in the city centre area, however there are no plans for stop or stands at the present time.

##### ***Birmingham – Eastside***

The Construction of Section 5 of the Metro Birmingham Eastside Extension, which commenced in July 2021, is still ongoing at present 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 and have been adjusted as necessary through the different phases of the delivery programme, in conjunction with bus operators and the Metro team.

### *Birmingham – Westside*

Phase 2 of the Birmingham Westside extension has now been completed, with the exception of some snagging, and bus services have returned to Centenary Square and Broad Street.

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 being utilised. One the bus service is continuing to operate on the route that was used as diversion, to maintain connectivity for this area. The long-term diversion created new travel patterns for passengers and local residents, and we were keen to maintain a service for these passengers.

### *Birmingham – Perry Barr*

The new bus interchange at Perry Barr station is now open and is use for buses and passengers. Services have returned to the facility, although there has been a need to amend service calling patterns to make best use of the space available in the interchange itself and on the in-line bus stop.

### ***Coventry Station Masterplan***

The new station building, and associated bus interchange, opened in March 2022. The new bus interchange is located the other side of the Warwick Road from the previous facility. This new facility provides space for scheduled and rail replacement services bus services, Ring and Ride and West Midlands on Demand.

When the bus interchange opened there were changes to bus services in the area to ensure the facility is served and that passengers are able to conveniently change between modes. A cycle hub has also been introduced at the location.

The bus interchange was used as a gateway to the Commonwealth Games bus services for the Coventry, as the shuttles buses from Coventry station to the Stadium and Arena operated from here, showcasing the facility.

**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.**

### ***Passenger Information***

Digital information, through journey planners and real-time electronic information screens, is being kept up to date on a minimum of a weekly basis. This has included special timetables covering the Easter and May half term periods, as well as special days for the Platinum Jubilee period. All digital information systems were also updated to inform customers about service provision on the day of Her Majesty Queen Elizabeth II's State Funeral.

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 bus operators managing their services in line with available funding and due to operational issues. Since February, there's been 8 Network Stability Periods (NSPs) to update printed information for registered changes cross the network. Many of these changes were not registered and coordinated with NSP dates which has been challenging. As part of the NSP changes, 1,918 flags and 25,183 At-stop timetable posters have been 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

TfWM Integrated Information Team also continue to support specific service changes a result of infrastructure works such as Perry Barr Interchange, Coventry Rail Interchange and Metro work on Digbeth High Street, as well as to support the re-opening to buses of Broad Street, with the provision of enhanced information at stop.

The team has also supported the rollout of Sprint shelters, providing printed information in advance of the stop opening, as well as ensuring the electronic information screens are commissioned and displaying real time information.

A key milestone in the Transforming Real Time Information Project was reached in March with the transition to use the Ito World Transit hub for all bus operator real time information predictions. The system also provides enhanced performance and monitoring of bus movements as well as providing a "single source of the truth" to be used by consuming parties, whether that is electronic information screens in bus stations, Google or the tfwm.org.uk website.

The migration of the on-street electronic information displays has also commenced during the reporting period, with 750 out of 901 displays successfully connected to the new Transit hub at the time of writing, with the remainder to be complete by mid-November. This means that predictions of when the bus is due for all bus operators, not just National Express (which was a limitation of these screens prior to migration) is now being provided to customers.

Unfortunately, the impact of driver shortages on the reliability of bus services and the short (less than 24 hours) notice that the non-running of trips is determined, means that real time information has not always accurately reflected the reality of whether a bus is due to arrive at a stop or not. Therefore, to provide better information to customers we are working with National Express West Midlands and Ito World to create a tool whereby the bus operator can input information about cancelled trips ahead of time which will then be shown on outputs to customers such as electronic information screens or through apps.

### ***Commonwealth Games***

The Bus and Integrated Information teams worked closely with the TfWM Commonwealth Games team on the delivery of bus public transport for the Birmingham 2022 Commonwealth Games, supporting on tendered and commercial service options during periods where temporary changes were being introduced around venues and road events.

The Integrated Information team was commissioned by the Commonwealth Games Organising Committee to deliver tailored information across the bus network to support the successful

delivery of the Games. This resulted in the positioning (and subsequent removal) of 5,300 vinyls at all bus shelters across the network advising “plan ahead for the Games” several weeks before they commenced, 254 posters at locations where stops were out of use or had significant changes for the whole of the Games period and 1661 posters to advise of changes on days of specific events.

Around 30 bus services were also registered to provide enhanced public transport at provision at key times of day to support the Games and all of the data regarding these was entered into our digital information systems and available prior to the start of the Games.

The team also worked on a joint project with Birmingham City Council and West Midlands Growth Company to update the “base map” for the Wayfinding system within Birmingham City Centre and ensured all on street assets were in good order ahead of the Commonwealth Games. 20 key locations had mapping updated on them ahead of the Games and the team created a new “tear-off” A4 map, which included a map of visitor attractions across the whole of the West Midlands region on one side, as well as Birmingham City Centre on the other. This map was not Games specific but was handed out to visitors during that period as well as being available from locations across the City such as the Library and hotels.

### **3. Financial Implications**

Covid 19 continues to have a considerable impact on Bus service and infrastructure provision and result in significant financial pressures. Bus operators have lost ticketing revenue on both commercial and tendered bus routes. The WMCA’s income also continues to be impacted, for example through lost ticket commission and reduced rental income. As a result of the reduced commerciality of routes, the WMCA has been required to plug more gaps on the network through its Subsidised Services budget and has also seen sharp increases in Bus tender prices due to a combination of increasing costs and falling revenue for operators. Furthermore, some operators have now ceased to trade meaning that fewer operators are available to bid for work, impacting competition.

The DfT has continued to provide financial support to compensate operators for lost income. Bus Recovery Grant (BRG) funding has been paid directly by Government to operators to compensate for fare income shortfalls on commercial routes between April and the beginning of October 2022. For the same period, £1.9m of Local Transport Funding (LTF) has been allocated to the WMCA to reflect income shortfalls on tendered services as well as covering additional costs to Authorities for providing tendered services which are no longer deemed commercial by operators, and which have fallen to Authorities to support. In early 2022/23, a package of measures was agreed between the WMCA and the DfT to reflect the need for stability during the Commonwealth Games. This package provided one-off funding for operators of £14.88m (entitled Network Stability Fund) to cover the period of the games together with an extension of LTF/BRG support of £8.58m (entitled Network Planning Fund) to the end of December 2022. Since the package was agreed, the DfT has announced that there will be further financial support to operators across the country until 31<sup>st</sup> March 2023. Because of the separate negotiation with the DfT on a one-off package to support the Commonwealth Games, the DfT has stated that the West Midlands will only be eligible for this further support for the period from 1<sup>st</sup> January 2023 – 31<sup>st</sup> March 2023. No details have as yet been provided as to how much money will be available during the final quarter of this Financial Year.

Alongside the significant operator support from the DfT, the WMCA has continued to provide financial support to operators through its Concessionary payments, by paying at pre-Covid levels rather than on actual journey numbers, which for ENCTS are currently approximately 70% of

pre-Covid levels. This arrangement is currently in place to 31<sup>st</sup> December 2022 and will continue to be reviewed in the light of available DfT funding and associated terms and conditions.

The DfT has agreed an indicative BSIP allocation for the West Midlands of £87.8m subject to the receipt of certain clarifications about the programme. These clarifications were submitted in September, but the WMCA has yet to hear back from Government about when the funding will be made available. The programme of work will only be able to begin in earnest when the funding is made available, and discussions are continuing with the DfT about payment timescales so that appropriate planning of workstreams can be undertaken. The BSIP proposals will work alongside other proposed measures which will be funded from other income streams such as CRSTS and ZEBRA.

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. Buses continue to roll-off the production line and move into service. The WMCA has also been successful in obtaining a potential allocation of £30.4m from Government for ZEBRA to provide hydrogen buses and associated infrastructure. The WMCA is currently reviewing bids for this funding from operators.

#### **4. Legal Implications**

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**

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**

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**

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

## Appendix 1

### West Midlands Bus Alliance Board

#### Membership

01 November 2022

Organisation	Name	Role	Sub Group Responsibility for reporting up to and from to the Bus Alliance Board
WMCA	Andy Street	Mayor	-
Birmingham City Council	Cllr Ian Ward	Lead Portfolio Holder – Transport	-
Birmingham City Council	Cllr Liz Clements	Cabinet Member for Transport	-
Walsall Council	Cllr Richard Worrall	Chair Transport Delivery Committee / Chair Sprint Member Engagement Group	Transport Delivery Committee
Bus Users UK	Claire Walters	Chair of the BSIP / Enhanced Partnership (EP) Reference Group	BSIP / Enhanced Partnership (EP) Reference Group
Bus Operator – National Express	David Bradford	Managing Director of UK Bus for National Express	-
Bus Operator - Stagecoach	Mark Whitelocks	Managing Director, Stagecoach Midlands	West Midlands Bus Operators Panel
Bus Operator ( <i>smaller operator rep</i> )	Vacant	-	-
Bus Operator – Diamond Bus	Bob Baker	Director, Diamond Bus	West Midlands Bus Operators Panel
Community Transport Operator – Community Transport	Liz Rowe	Operations Director, South Community Transport	Community Transport Operators Panel
Safer Travel Police Team	Sinead Sweeney	Chief Inspector, West Midlands Police – Safer Travel	-
WMCA	Anne Shaw	Executive Director Transport for West Midlands	Strategic Transport Officers Group (STOG)
Traffic Manager from a local Highway Authority	Paul Leighton	Chair of the West Midlands Traffic Managers Group	The West Midlands Traffic Managers Group
Transport Policy/Strategy from a local Highway Authority	Stuart Everton	Black Country Director of Transport	Strategic Transport Officers Group (STOG)
WMCA	Mark Corbin	Director of Network Resilience, TfWM (interim)	West Midlands Transport Infrastructure Resilience and Response – Tactical Group
WMCA	Pete Bond	Director of Integrated Transport Services, TfWM	Bus Alliance Programme Delivery Board
Confederation of Passenger Transport	Graham Vidler	Chief Executive, Confederation of Passenger Transport	-

<b>Organisation</b>	<b>Name</b>	<b>Role</b>	<b>Sub Group Responsibility for reporting up to and from to the Bus Alliance Board</b>
Transport Focus	Linda McCord	Senior Stakeholder Manager	-
Department for Transport	Steve Blackmore	Local Partnerships	
Secretariat	Stephen Holloway	Partnerships Coordinator, TfWM	-

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## Transport Scrutiny Sub-Committee

<b>Date</b>	16 November 2022
<b>Report Title</b>	Commonwealth Games 2022 - Lesson Learned in Transport
<b>Accountable Director</b>	Anne Shaw, Executive Director, TfWM <a href="mailto:anne.shaw@tfwm.org.uk">anne.shaw@tfwm.org.uk</a>
<b>Accountable Employee</b>	Graham Jones, CWG Technical Director <a href="mailto:graham.jones@tfwm.org.uk">graham.jones@tfwm.org.uk</a>

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

The committee is requested to note the report and its contents. No further actions or decisions are required.

#### **1. Purpose**

1.1 This paper summarises the lessons learned by Transport throughout the planning and delivery of a successful Regional Area Spectator and Transport Operation in support of the objectives set in the Games Transport Plan.

#### **2. Background and Context**

2.1 Between July 28<sup>th</sup> and August 8<sup>th</sup> this year, Birmingham hosted the 22<sup>nd</sup> Commonwealth Games ('the Games'), the largest multi-sport event held in England for the last 10 years.

2.2 The Games brought over 1.5M spectators and visitors to the region and Transport had to answer to a complex set of challenges; a complex and congested transport network, a compressed timescale for planning, impacts of COVID-19 and navigating the realities of strike action on the Rail network.

2.3 In terms of rail industrial action, strikes were called by the RMT Union on 27 July and the ASLEF Union on 30 July and action short of strike was called by ASLEF for the entirety of the Games period from 31 July to 8 August.

2.4 In parallel, the completion of multiple major capital transport projects across the region was a commitment of multiple delivery organisations and part of the Games Transport Plan (GTP) to provide an improved transport experience for the travelling public and providing a longer-term transport legacy.

2.5 Delivery of Transport as a partnership; national, regional, and local was endorsed early in the planning and was essential in its success.

2.6 Transport for West Midlands (TfWM) led the delivery of the Games Transport Plan, the Regional and Spectator Transport Operation (RaSTO). The breadth of delivery of RaSTO programme is summarised below:

- Games Transport Plan
- Spectator and Workforce Transport
- Traffic and Network Management
- Travel Demand Management
- Transport Communications and Engagement

### 3. Key Highlights and Success

3.1 Success can be viewed in many ways for Transport, but perhaps one of the easiest ways to demonstrate its success is to view it in the context of some key statistics and outcomes from the operations period:

- Successful ceremonies transport operations
- Over 650,000 journeys were taken on Spectator Bus Shuttles
- Metro patronage doubled its pre-COVID numbers
- 28,000 cycle hires with West Midlands Cycle Hire Scheme during the Games
- 255,000 passengers travelled through Birmingham New Street station during the Games – a new record high for a single day
- The Games Journey Planner was used 711,950 times
- Transport operated successfully throughout an ongoing strike period on the PT Network
- 7,500 cycle parking sessions used at venues

3.2 Equally the success of the Games will be measured against the 5 core principles in the Games Transport Plan.

- ✓ Clean and green; a public transport Games
- ✓ Safe, secure, reliable, and efficient transport
- ✓ Minimising disruption
- ✓ Valuable long-term benefits of sustainable, transport options and improved public spaces and,
- ✓ Access for all

3.3 The outcome against these principles and the wider ones that the Games Organising Committee set are measured via monitoring and evaluation work led by DCMS.

3.4 Other key outcomes include a transport operation (and Games) delivered on time and under budget – no additional budget was sought outside the DCMS Games budget and therefore a funded legacy programme was secured for the region.

3.5 Lastly, TfWM's CWG team were recently recognised for their efforts in delivering Transport for the Games:

- Travel Demand Management and Communications team for the Games from the *Institute of Couriers*.
- Spectator and Workforce Team for the Games from UK Bus Awards

### 4. Lessons Learned

4.1 Both positive and negative lessons were learned throughout the planning and delivery of Transport for Games.

4.2 Lessons learned have been captured across the programme for Transport and are summarised below:

4.2.1 **Stakeholder Management and Partnership Working:** A critical component for the transport community (authorities, agencies, operators) and Games transport teams to work together to balance local and Games experience and keep the network moving whilst balancing demand versus capacity.

**Key Successes:** Successfully kept the network moving during Games. Partnership C3 operations co-located for Games period in the Tactical Transport Forum (based within the RTCC) and a successful TDM and Comms programme engaging local residents and businesses as well as those travelling through the region.

**Lessons Learned:**

- The transport community should work together closely when planning for major events, good partnership working is the difference between success and failure.

- The partnership must contribute adequate time and resources to meet the size of the endeavour through the planning stages to avoid undue pressures leading into operations.
- Good early visibility and honest reporting are critical to enable issues to be addressed early and avoid adverse impacts on resource and budget.
- Impact on Business-as-Usual is not to be underestimated and should be included from the strategic planning stage.
- Prioritisation and compromise are essential to support large scale operations and minimise disruption to the travelling public.

**Planning and Integration:** Thorough planning and robust integration is critical to mitigating risk on a large programme with multiple stakeholders. The Transport community must hold itself to account well throughout planning and work together to mitigate risk and deliver successfully.

**Key Successes:** Successful completion/mitigations of multiple capital transport infrastructure projects. Improved public realm and spectator journeys. Robust traffic management planning and subsequent improvement in network performance. Testing and readiness work cross-partner and establishment of a Tactical Transport Forum. Successful Travel Demand Management and Comms and Engagement programme involving all local authority partners.

**Lessons Learned:**

- Integration is key to early and successful risk mitigation/management.
- Integrated planning is vital to create good visibility cross-partner and can foster more innovative outcomes for delivery.
- Integrated delivery teams and co-located operations teams foster trust and led to improved outcomes during delivery and increased legacy post-delivery.
- Integrating and/or innovating working practices is part of delivering a major event on this scale.
- Plans are made to be changed and major transport operations are agile in nature, even when a hard deadline exists.

**Managing Issues and Challenges:** A programme of this size and complexity requires adequate visibility and support to successfully identify, manage, and mitigate risk/issue/challenge.

**Successes:** All levels of the transport community were engaged on risk and issue management which led to good support across the strategic and local transport network and enabled contingency planning that mitigated or managed the majority of issues. Unplanned issues were also able to be resolved quickly.

**Lessons Learned:**

- Transparency in planning enables early identification of potential risk/issues.
- Clear roles and responsibilities will result in improved outcomes.
- Cross-partner working is essential to manage issues and challenges across a network that includes multiple authorities.
- Adequate contingency should be built into budget and planning to avoid any delay in mitigation and to make unplanned events manageable during operations.
- Effective testing and readiness programme will underpin operational working, validate contingency/mitigations planning.
- Any optimism bias/assumed knowledge regarding likelihoods should be validated through the planning phase via independent assurance.

**Public Transport and the Spectator Journey:** This is a critical component of all major events. In a public event such as the Commonwealth Games, it is a make-or-break element for Transport.

**Successes:** End to end spectator journey was well planned and operated at Games time. Critically ceremonies transport (opening and closing) was very successful, safe, accessible, and efficient. A combination of TDM, Journey Planner, Comms and Engagement was successful in supporting the operation and informing the travelling public. Strengthened PT, Active Travel and Funded PT were essential to managing the network, improving sustainability and accessibility.

**Lessons Learned:**

- Clear roles and responsibilities should be understood and agreed across the partnership. These should be reviewed and tested as part of readiness pre-Event.
- Areas where boundaries are blurred, or ownership is shared require clear decision-making criteria.
- Although transport is possibly the largest delivery agent in the spectator journey, care should be taken to review the holistic journey and prioritise accessibility to ensure an inclusive and high-quality spectator journey. Elements such as event communications, ticketing and public realm need to be weaved into the planning to ensure a good outcome.
- The integration of BaU operators and transport hubs with the overlay of strengthened PT and additional temporary transport solutions (e.g. shuttles, park, and ride) is key to success.
- Managing the network in partnership creates multiple benefits for the operation, increased visibility and communications, improved reaction times and successful issue resolution.
- It is helpful to build in a level of contingency bus fleet to address any unplanned issues.
- Active and accessible transport should be addressed as equal modes when considering spectator journeys.

## **5. Summary and Next Steps**

- 5.1 In summary, the delivery of the transport operation for the Games was a great success and the focus now shifts to closing out remaining activities, taking forward lessons learned internally and with partners and supporting the implementation of a Legacy programme via WMCA colleagues.
- 5.2 The Monitoring and Evaluation work will be led by Department of Culture, Media, and Sport (DCMS) and continues for up to 5 years beyond the Games.
- 5.3 A wealth of legacy and benefit has already been gained through the planning and delivery across the partnership and can be taken forward into future events.
- 5.4 The members are requested to note this paper.

**Transport Scrutiny Sub-Committee**

**Work Programme**

<b>Title of Report</b>	<b>Description of Purpose</b>	<b>Date of Meeting</b>	<b>Lead Officer/Member</b>
Transport Governance Review Report	To undertake pre-decision scrutiny on the Transport Governance Review Report	12 January 2023	Satish Mistry
Local Transport Plan	To consider the Local Transport Plan	12 January 2023	David Harris
Wednesbury to Brierley Hill Metro Extension Funding Mitigation Measures	To consider the latest progress in securing the mitigation measures for addressing the funding gap identified for phase 1 of the project and to close the funding gap for the full scheme.	12 January 2023	Linda Horne
Bus Franchising	To receive an overview on the latest developments.	12 January 2023	Pete Bond
Question Time: Chair of the Transport Delivery Committee (Transport Delivery) - 16 February 2023			

Title of Report	Description of Purpose	Date of Meeting	Lead Officer/Member
		16 March 2023	

## WEST MIDLANDS COMBINED AUTHORITY FORWARD PLAN: DECEMBER 2022 - JULY 2023

Title of Report	Summary of purpose and recommendations	Lead Portfolio Holder	Lead Officer	Confidential	Category
<b>Meeting 16 December 2022</b>					
<b>Regional Activity &amp; Delivery Update</b>	<b>Purpose:</b> To provide an update on the activity and delivery across the region since the last meeting.	n/a	Laura Shoaf	No	n/a
<b>Review of the West Midlands Growth Company</b>	<b>Purpose:</b> To review the West Midlands Growth Company.	n/a	Julie Nugent	No	Governance
<b>Appointment of Independent Directors to the Board of Midland Metro Ltd.</b>	<b>Purpose:</b> To appoint directors to sit on the board of Midland Metro Ltd.	Cllr Ian Ward	Anne Shaw / Satish Mistry	No	Transport
<b>Trailblazer Devolution Deal Update</b>	<b>Purpose:</b> To provide an update on the latest work being undertaken in support of the WMCA's Trailblazer Devolution Deal.	Cllr Brigid Jones	Ed Cox	No	Levelling Up

Title of Report	Summary of purpose and recommendations	Lead Portfolio Holder	Lead Officer	Confidential	Category
<b>Single Assurance Framework</b>	<b>Purpose:</b> The National Local Growth Assurance Framework Guidance has a mandated requirement for each combined authority to review their assurance framework annually. There is also a further requirement for separate annexes for the assurance approaches for housing, transport and skills.	Cllr Bob Sleigh	Linda Horne	No	Finance
<b>Commonwealth Games Legacy Funding</b>	<b>Purpose:</b> To consider arrangements for legacy funding from the Commonwealth Games.	Cllr Bob Sleigh	Laura Shoaf	No	Finance
<b>Emerging Capital Pressures Relating to Transport</b>	<b>Purpose:</b> To provide an update on emerging financial pressures.	Cllr Ian Ward	Anne Shaw	No	Transport
<b>Meeting 13 January 2023</b>					
<b>Regional Activity &amp; Delivery Update</b>	<b>Purpose:</b> To provide an update on the activity and delivery across the region since the last meeting.	n/a	Laura Shoaf	No	n/a
<b>Transport Governance Review</b>	<b>Purpose:</b> To consider the recommendations arising from a review into the WMCA's transport governance arrangements.	Cllr Ian Ward	Satish Mistry / Anne Shaw	No	Governance
<b>Draft WMCA Budget 2023/234</b>	<b>Purpose:</b> To approve the WMCA's draft 2023/24 budget for consultation.	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.	Cllr Bob Sleigh	Linda Horne	No	Finance
<b>LEP Integration Plan</b>	<b>Purpose:</b> To approve the proposed integration plan for LEPs.	Cllr Ian Brookfield	Julie Nugent	No	Economy & Innovation
<b>Race Equalities Taskforce</b>	<b>Purpose:</b>	Cllr Kerrie Carmichael	Ed Cox	No	Strategy, Integration & Net Zero
<b>Wednesbury - Brierley Hill Metro Extension Funding Mitigation Measures</b>	<b>Purpose:</b> To consider the latest progress in securing the mitigation measures for addressing the funding gap identified for phase 1 of the project and to close the funding gap for the full scheme.	Cllr Ian Ward	Linda Horne	Yes	Transport
<b>City Region Sustainable Transport Settlement - Metro Line 1 Business Case</b>	<b>Purpose:</b> To consider the business case for essential renewal work to core elements of the existing line, including sections of key systems to ensure they continued to function correctly and avoided interruption to the service on the current routes.	Cllr Ian Ward	Anne Shaw	No	Transport
<b>Meeting 10 February 2023</b>					
<b>Regional Activity &amp; Delivery Update</b>	<b>Purpose:</b> To provide an update on the activity and delivery across the region since the last meeting.	n/a	Laura Shoaf	No	n/a

Title of Report	Summary of purpose and recommendations	Lead Portfolio Holder	Lead Officer	Confidential	Category
<b>WMCA Budget 2023/234</b>	<b>Purpose:</b> To approve the WMCA's 2023/24 budget.	Cllr Bob Sleigh	Linda Horne	No	Finance
<b>Meeting 24 March 2023</b>					
<b>Regional Activity &amp; Delivery Update</b>	<b>Purpose:</b> To provide an update on the activity and delivery across the region since the last meeting.	n/a	Laura Shoaf	No	n/a
<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.	Cllr Bob Sleigh	Linda Horne	No	Finance
<b>Meeting 9 June 2023</b>					
<b>Regional Activity &amp; Delivery Update</b>	<b>Purpose:</b> To provide an update on the activity and delivery across the region since the last meeting.	n/a	Laura Shoaf	No	n/a
<b>Appointment of WMCA Boards and Committees 2023/24</b>	<b>Purpose:</b> To approve consider the appointments to boards, chairs and meetings dates for 2023/24.	n/a	Satish Mistry	No	Governance
<b>Overview &amp; Scrutiny Committee Annual Report</b>	<b>Purpose:</b> To consider a report setting out the activity of overview & scrutiny during 2022/23.	n/a	Satish Mistry	No	Governance

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<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.	Cllr Bob Sleigh	Linda Horne	No	Finance
<b>Meeting July 2023</b>					
<b>Regional Activity &amp; Delivery Update</b>	<b>Purpose:</b> To provide an update on the activity and delivery across the region since the last meeting.	n/a	Laura Shoaf	No	n/a
<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.	Cllr Bob Sleigh	Linda Horne	No	Finance

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