West Midlands Combined Authority

Transport Delivery Committee

Date: Monday 14 November 2022

Time: 1.00 pm   **Public meeting**   Yes

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

Membership

Councillor Richard Worrall (Chair)	Walsall Metropolitan Borough Council
Councillor Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Mary Locke (Vice-Chair)	Birmingham City Council
Councillor Pervez Akhtar	Coventry City Council
Councillor Robert Alden	Birmingham City Council
Councillor Linda Bigham	Coventry City Council
Councillor Zaker Choudhry	Birmingham City Council
Councillor Bill Gavan	Sandwell Metropolitan Borough Council
Councillor Robert Grinsell	Solihull Metropolitan Borough Council
Councillor Shabrana Hussain	Birmingham City Council
Councillor Carol Hyatt	City of Wolverhampton Council
Councillor Narinder Kaur Kooner OBE	Birmingham City Council
Councillor Saddak Miah	Birmingham City Council
Councillor Anne Millward	Dudley Metropolitan Borough Council
Councillor Josh O'Nyons	Solihull Metropolitan Borough Council
Councillor Gurmeet Singh Sohal	Walsall Metropolitan Borough Council
Councillor Clare Simm	City of Wolverhampton Council
Councillor David Stanley	Dudley Metropolitan Borough Council
Councillor Julie Webb	Sandwell Metropolitan Borough Council

The quorum for this meeting is seven members

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

Contact Tanya Patel, Governance Services Officer
Telephone 07825 356685
Email tanya.patel@wmca.org.uk

AGENDA

No.	Item	Presenting	Pages	Time
Meeting business item				
1.	Apologies for absence	Chair	None	
2.	Declarations of Interest Members are reminded of the need to declare any disclosable pecuniary interests they have in an item being discussed during the course of the meeting. In addition, the receipt of any gift or hospitality should be declared where the value of it was thought to have exceeded £25 (gifts) or £40 (hospitality).	Chair	None	
3.	Chair's Remarks (if any)	Chair	None	
4.	Minutes - 10 October 2022	Chair	1 - 8	
5.	Matters Arising • Action Log	Chair	9 - 10	
6.	Forward Plan	Chair	11 - 14	
Business Items for Noting / Consideration				
7.	Capital Programme Delivery Monitoring Report	Sandeep Shingadia	15 - 22	
8.	Bus Delivery Monitoring Report	Jon Hayes	23 - 40	
9.	Network Resilience Update	Mark Corbin	41 - 48	
10.	Ring and Ride and West Midlands On Demand Co-mingling Pilot	Steven Hayes	49 - 102	
11.	West Midlands Cycle Hire Update	Sandeep Shingadia	Verbal Report	
12.	Transport for West Midlands Drone Team	Kerry Blakeman	103 - 106	
13.	Park & Ride Update	Babs Spooner	107 - 118	
14.	Transport Services Recovery Update	Pete Bond	Verbal Report	
15.	WMCA Board Transport Reports	Pete Bond	To Follow	

16.	Notices of Motion To consider the following motion submitted by Councillor Richard Worrall: 'The Transport Delivery Committee wish to express its urgent concerns to the WMCA Board about the prospect nationally and regionally, of large-scale: • closures of railway booking offices and de-staffing of stations; and • losses of main bus services and network coverage, should pandemic-related support cease in the coming weeks and months. We urgently recommended to West Midlands Combined Authority to make urgent representations to the Department for Transport, for example through the Mayor and the Portfolio Lead for Transport to take early steps to avoid the foregoing'.	Chair	None	
17.	Member Engagement Groups Update	Chair	119 - 124	
Date of Next Meeting				
18.	Monday 9 January 2023 at 1.00pm	Chair	None	

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West Midlands Combined Authority

Transport Delivery Committee

Monday 10 October 2022 at 1.00 pm

Minutes

Present

Councillor Richard Worrall (Chair)	Walsall Metropolitan Borough Council
Councillor Timothy Huxtable (Vice-Chair)	Birmingham City Council
Councillor Mary Locke (Vice-Chair)	Birmingham City Council
Councillor Pervez Akhtar	Coventry City Council
Councillor Robert Grinsell	Solihull Metropolitan Borough Council
Councillor Shabrana Hussain	Birmingham City Council
Councillor Carol Hyatt	City of Wolverhampton Council
Councillor Narinder Kaur Kooner OBE	Birmingham City Council
Councillor Josh O'Nyons	Solihull Metropolitan Borough Council
Councillor Gurmeet Singh Sohal	Walsall Metropolitan Borough Council
Councillor Clare Simm	City of Wolverhampton Council
Councillor David Stanley	Dudley Metropolitan Borough Council
Councillor Julie Webb	Sandwell Metropolitan Borough Council

Item No.	Title
16.	**Apologies for Absence**

Apologies for absence were received from Councillor Robert Alden (Birmingham), Councillor Linda Bigham (Coventry), Councillor Bill Gavan (Sandwell), Councillor Saddak Miah (Birmingham) and Councillor Anne Millward (Dudley).

17.   Chair's Remarks

The Chair paid tribute to former councillor Graham Wilkes, previously a member of the West Midlands Passenger/Integrated Transport Authority, who had recently passed away.

Councillor Mary Locke paid tribute to former councillors Mohammed Azim and Mohammed Fazal, both previously members of the Transport Delivery Committee, who had recently passed away.

18.   **Minutes - 11 July 2022**
Councillor Carol Hyatt requested that her comments made at the previous meeting in respect of minute no. 12 relating to bus funding be included within the minute as follows: 'Councillor Carol Hyatt raised concerns over the funding available for bus services until December, with a network review expected in January and a further publicity campaign to encourage the use of bus services, without consideration of the commitment of the funding available'.

Resolved:

The minutes of the meeting held on the 11 July 2022, as amended, were agreed as a correct record.

19.   **Forward Plan**
The committee considered items to be reported to future meetings of the committee. Further to Councillor Carol Hyatt's request for information on the Demand Responsive Transport trial in Coventry, it was agreed that this information would be included within the Bus Delivery Monitoring report being considered by the committee at its November 2022 meeting. Councillor Timothy Huxtable also noted that a Park & Ride update would also be brought to its November 2022 meeting.

Resolved:

The forward plan of items to be reported to future meetings of the committee be noted.

20.   **Financial Monitoring Report 2022 / 23**
The committee received a report outlining the financial position as at 31 August 2022, the contents related to the financial position of the WMCA's Transport Delivery Revenue and Capital Budgets.

Councillor Carol Hyatt queried appendix four of the report relating to Other Major Works Programme and in particular the variance allocated against Dudley Interchange. Both the Head of Finance Business Partnering & Strategic Planning and Director of Strategic Partnership & Delivery Integration indicated that although there was a significant variance against the budget, there were no causes for concern, with it being acceptable for a project to overspend within a financial year as long as a project was not overspent against their allocated budget. The Director of Strategic Partnership & Delivery Integration also provided detail on the Dudley Interchange project, providing details on the delays to the scheme due to issues with the Compulsory Purchase Order of key land acquisitions. It was also recognised that from a financial perspective, this project was in line with its allocated approved budget and future consideration would be due if there was a significant overspend identified. Councillor Timothy Huxtable suggested that Dudley Interchange be a subject at an upcoming briefing of the committee.

Councillor Pervez Akhtar understood that the projects outlined within the financial monitoring report were multiyear projects. However, he asked the Head of Finance Business Partnering & Strategic Planning to look at how best to report projects overspend and underspend within the report / financial data provided to Transport Delivery Committee.

Resolved:

(1)   The year to date position as at the end of August 2022 against the Transport for West Midlands revenue budget, showing an overall favourable variance of £1.4m, be noted.

(2)   The Transport for West Midlands capital programme expenditure as at the end of August 2022, totalling £102.1m, which was £38.3m below budget, be noted.

21.   **Capital Programme Monitoring Delivery Report**
The committee received a report providing them with a progress monitoring update on the approved Transport for West Midlands 2022 / 2023 programme and projects. Councillor Pervez Akhtar requested further information on the methodology used to consider 'DCA' against the projects outlined within appendix one. The Director of Strategic Partnerships & Delivery Integration explained the methodology used which was based on time, programming and delays.

It was again recognised that the Dudley Interchange had been given a 'DCA' status as Amber / Red. To which the Director of Strategic Partnerships & Delivery Integration explained that due to issues relating to the Compulsory Purchase Orders and key land not yet being secured, the project had been given an Amber/Red status. Councillor David Stanley confirmed this by stating the main delay related to a property that had not yet been acquired.

The Chair requested further detail as to why the Walsall Town Centre Interchange Feasibility Study had been put on hold. The Director of Strategic Partnerships & Delivery Integration explained that there had been long standing partnership work with Walsall Metropolitan Borough Council and, although the town centre regeneration progress work had progressed at a slower pace, work would continue with Walsall Metropolitan Borough Council to ensure the right interventions are in place. He also sought to provide the committee with a verbal update on this at its next meeting.

It was recognised that the reporting going forward needed to be broader to reflect the City Region Sustainable Transport Settlement Programme as well as other capital funded schemes. It was therefore noted that Councillor Pervez Akhtar would be the main contact member in helping officers to develop an appropriate reporting format over the coming months.

Resolved:

(1)   The achievements since the July meeting of the Transport Delivery Committee be noted.

(2)   The progress of deliverables and outturn of the 2022/23 capital programme be noted.

(3)   Where indicated, the variations from the baseline programme be noted.

(4)   The approach on future reporting arrangements to the Transport Delivery Committee be endorsed.

22.   Rail Programme Update

The committee received a report providing them with an update on the schemes in the scope of the West Midlands Rail Programme. Information and detailed updates were provided on Perry Barr Station, University Station and new stations.

Councillor Mary Locke praised officers for their engagement with residents in regard to the Camp Hill Line. Following the Director of Rail's comment relating to lessons learnt from Perry Barr Station, councillors expressed their hope that that these lessons would impact positively on the delivery of new stations.

Councillor Narinder Kaur Kooner highlighted that Perry Barr station no longer provided ramp accessibility to passengers, and therefore passengers requiring this were at a disadvantage. It was recognised that a lift was also available, however if any issues arose then there would be no access availability for those passengers. The Director of Rail confirmed that the ramp had been superseded by the addition of the lift which were more compliant. It was noted that the lift was external visibility at the control centre so if any issues arose then these would be identified. He also noted that there were currently no plans to reinstate the ramp at this station, however, he would request further information from West Midlands Trains on how it managed the issues arising from this.

Resolved:

(1) The report be noted.

23.   Bus Service Improvement Plan Implementation

The committee received a report from the Head of Network Transformation providing it with an update on the delivery of the West Midlands Bus Service Improvement Plan 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.

Councillor David Stanley expressed his support for the report and its potential outcomes, however highlighted concerns regarding the service from the principal operator and the negative impact the poor service was having on residents within his ward. He indicated that if the Bus Service Improvement Plan was to be implemented correctly then the operator needed to ensure they were able to supply a good service to the region. Both Councillor Mary Locke and Councillor Clare Simm echoed these comments.

Further to the announcement of Bus Ticket Freezing, Councillor Mary Locke felt that Transport for West Midlands should have communicated this better with members of the committee. Councillor Clare Simm requested assurances that the work being undertaken on simplifying fare rates did not impact on the fares that were currently available in terms of value for money for passengers. The Head of Network Transformation commented that any new ticketing structures introduced would seek to protect those existing discounted tickets. It was also highlighted that Transport for West Midlands was unable to impact the cost of operators' single fare tickets due to operating in a de-regulated market.

Further to Councillor David Stanley's comment relating to bus driver shortages, the Director on Integrated Transport Services noted that this issue was across the conurbation, however Transport for West Midlands was providing assistance to National Express to address this issue. As well as new driver programmes and campaigns, it was also recognised that retention of current bus drivers was important.

Following members concern on the poor service being provided by the region's main bus operator, it was agreed that a briefing with them would be arranged to take place ahead of committee scheduled for the 14 November 2022.

Resolved:

(1)   The proposed approach and activities to enable effective implementation of the Bus Service Improvement Plan be endorsed, recognising the detailed delivery arrangements would be subject to agreement with bus operators.

(2)   The proposal to adopt bus service registration powers from 1 January 2033 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, be endorsed.

(3)   The Enhanced Partnership variation 002 be approved.

(4)   The intent to revoke existing Advanced Quality Partnership Schemes, given they would be superseded by a further updated Enhanced Partnership (variation 003) later this year be noted, and the public consultation to this be approved.

24.   Metro Monitoring Delivery Update
The committee was unable to consider this item and therefore it was agreed that it would become a key item for consideration at the next Rail & Metro Member Engagement Group meeting.

Resolved:

It be agreed that this update would be deferred and become a key item for consideration at the next Rail & Metro Member Engagement Group meeting.

25.   Walking & Cycling Monitoring Update
The committee received a report relating to Transport for West Midlands-led initiatives within the Cycling and Walking Programme. The report also outlined progress of schemes within the development, delivery and West Midlands Cycle Hire work streams.

Resolved:

The progress to date of the Transport for West Midlands-led initiatives of the cycling and walking programme be noted.

26.   Tram Naming Update
The committee was unable to consider the Tram Naming briefing note due to time pressure therefore it was agreed that this item would be considered at the next Rail & Metro Member Engagement Group meeting.

Resolved:

It be agreed that this it would be deferred and would be considered at the next Rail & Metro Member Engagement Group meeting.

27.   Transport Services Recovery Update
Due to time constraints, it was agreed that this item would be deferred to the next meeting.

Resolved:

It be agreed that this item be deferred to the next meeting of the committee.

28.   Notice of Motion
It was agreed that this item would be deferred to the next meeting of the committee.

29.   Member Engagement Groups Update
The committee received a report outlining the recent activities of the committee's six Member Engagement Groups.

Resolved:

The recent activities of the committee's Member Engagement Groups be noted.

30.   Exclusion of Public and Press
Resolved:

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 was likely to involve the disclosure of exempt information as specified in paragraph 2 of the Act.

31.   West Midlands Bus Network - January 2023
The committee received a report and presentation from the Director for Integrated Network Services providing them with an update on the forthcoming bus network review requested by Government of each Local Transport Authority as a condition of Bus Recovery Funding and Bus Service Improvement Plan funding. It was recognised that bus patronage had not recovered to full pre-pandemic levels and therefore Government requested that commercial operators adapt their services to the new levels of patronage.

Resolved:

(1) The position of the West Midlands Bus Network Review, implemented as requested by the Government and due to come into place on 1 January 2023, be noted.

(2) The changes outlined by commercial bus operators for bus service reductions across the region be noted.

(3) The combined impact that commercial bus de-registrations and the increased costs on buying bus services contracts was having on Transport for West Midland's ability to maintain delivery of its tendered bus network in the way it had historically in accordance with Access Standards be noted.

(4) A revision to the Value for Money criteria to £4.10 (option 2) within the wider Bus Access Standards to allow Transport for West Midlands to support a higher number of bus services than it would without changing this be approved.

(5) The likely impact on the West Midlands bus network due to funding shortfalls despite this revaluation of the Value for Money Criteria be noted.

(6) The proposals to support the development and implementation of some new transformational services through the Bus Service Improvement Plan that would mitigate some impacts of bus service cuts be welcomed.

(7) Transport for West Midlands use its best endeavours to work with bus operators to retain as much as possible of the subsidised bus network.

(8) Transport for West Midlands lobby the Government for additional funding to support the subsidised bus network.

32.   Date of Next Meeting
Monday 14 November 2022 at 1.00pm.

The meeting ended at 3.15 pm.

Transport Delivery Committee

Action Tracker

2022 / 2023

Date of Meeting	Action	Allocated to	Status	Comments
11 July 2022	The Mayor to be invited to a future meeting.	Chair / Governance Services Officer	Ongoing	The chair to inform the Governance Services Officer when best appropriate to invite the Mayor to committee.
11 July 2022	The Park & Ride item scheduled on the forward plan for February 2023 to be brought forward to the September 2022 meeting.	Governance Services Officer	Completed	An update on Park and Ride is scheduled for the November 2022 meeting.
11 July 2022	An operational update in relation to the West Midlands Cycle Hire Scheme to be brought to the September 2022 meeting.	Sandeep Shingadia	Ongoing	An operational update in relation to the West Midlands Cycle Hire Scheme to be brought to the November 2022 meeting.
11 July 2022	A copy of the seven Sprint Routes to be shared with members.	Angela Hosford	Completed	
11 July 2022	A morning briefing to be arranged whereby National Express are invited to discuss bus performance with members.	Jon Hayes	Completed	A morning g briefing has been schedule to take place on the 14 November 2022

10 October 2022	A copy of the briefing note shared with Councillor Anne Millward relating to Dudley Interchange to be shared with all committee members.	Sandeep Shingadia	Ongoing	
10 October 2022	Dudley Interchange to be discussed at a future morning briefing of the Transport Delivery Committee.	Sandeep Shingadia	Ongoing	
10 October 2022	An update on Walsall Town Centre Feasibility Study to be shared at the next committee.	Sandeep Shingadia	Ongoing	

TRANSPORT DEVLIERY COMMITTEE
FORWARD PLAN: OCTOBER 2022 – MAY 2023

Title of Report	Reason	Date of Meeting	Purpose	Lead Officer	Confidential
Financial Monitoring Report 2022/23	To review the latest revenue and capital position of TfWM	9 January 2023	Note	Kate Taylor	No
Rail Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring.	9 January 2023	Comment	Tom Painter	No
SWIFT Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring.	9 January 2023	Comment	Matt Lewis	No
Transport Update	To consider the latest activity from TfWM related to transport.	9 January 2023	Note	Pete Bond	No
WMCA Board Transport Report	To consider and comment on those transport related reports being consider at the next meeting of the WMCA Board	9 January 2023	Comment	Pete Bond	TBD

Title of Report	Reason	Date of Meeting	Purpose	Lead Officer	Confidential
Report back from Member Engagement Groups	To consider a report back from member engagement groups held since the last meeting of the committee	9 January 2023	Comment / Note	Chair	No
Financial Monitoring Report 2022/23	To review the latest revenue and capital position of TfWM	6 February 2023	Note	Kate Taylor	No
Capital Programme Delivery Monitoring Report	To consider the latest delivery position with TfWM capital projects	6 February 2023	Note	Sandeep Shingadia	No
Rail Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring.	6 February 2023	Comment	Tom Painter	No
Park & Ride Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring.	6 February 2023	Comment	Andrew Thrupp	No
Transport Update	To consider the latest activity from TfWM related to transport.	6 February 2023	Note	Pete Bond	No

Title of Report	Reason	Date of Meeting	Purpose	Lead Officer	Confidential
Report back from Member Engagement Groups	To consider a report back from member engagement groups held since the last meeting of the committee	6 February 2023	Comment / Note	Pete Bond	No
Financial Monitoring Report 2022/23	To review the latest revenue and capital position of TfWM	13 March 2023	Note	Kate Taylor	No
Capital Programme Delivery Monitoring Report	To consider the latest delivery position with TfWM capital projects	13 March 2023	Note	Sandeep Shingadia	No
Bus Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring.	13 March 2023	Comment	Jon Hayes	No
Resilience Delivery Monitoring Report	To monitor the delivery of high-level deliverables and wider performance monitoring.	13 March 2023	Comment	Mark Corbin	No
TfWM Business Plan	To consider the Annual TfWM Business plan.	13 March 2023	Comment / Note	Pete Bond	No

Title of Report	Reason	Date of Meeting	Purpose	Lead Officer	Confidential
Transport Update	To consider the latest activity from TfWM related to transport.	13 March 2023	Note	Pete Bond	No
WMCA Board Transport Report	To consider and comment on those transport related reports being consider at the next meeting of the WMCA Board	13 March 2023	Comment	Pete Bond	TBD
Report back from Member Engagement Groups	To consider a report back from member engagement groups held since the last meeting of the committee	13 March 2023	Comment / Note	Chair	No

West Midlands
Combined Authority

Transport Delivery Committee

Date	14 November 2022
Report title	Capital Programme Delivery Monitoring Report
Accountable TfWM Director	Sandeep Shingadia, Director of Strategic Partnerships and Delivery Integration, Transport for West Midlands Email: sandeep.shingadia@tfwm.org.uk Tel: 0121 214 7169
Accountable Employee	Raj Aujla, Scheme Development Officer, Transport for West Midlands Email: raj.aujla@tfwm.org.uk Tel: 0121 214 7944
Report has been considered by	Councillor Akhtar

Recommendation(s) for action or decision:

Transport Delivery Committee is requested to:

1. To note achievements since the October meeting of the Transport Delivery Committee
2. To note the progress of deliverables and outturn of the 2022/23 Capital Programme
3. To note, where indicated, any variations from the baseline programme

1.0   Purpose

1.1   To provide this committee with a progress monitoring update on the approved TfWM led 2022/2023 programmes and projects.

1.2   The financial aspects of the TfWM Capital Programme are reported separately under the Financial Monitoring Reports to this committee.

2.0   Background

2.1   The 2022/23 Capital Programme allocation was approved by WMCA Board as part of the draft capital and revenue budget in February 2022.

2.2   As with recent years, the ITB allocation for 2022/2023 has been fully utilised on continuing committed schemes and managing the existing asset base with respect to replacement and or renewal of life expired/obsolete equipment. Through this approach, a steady state of asset condition across the estate can be maintained.

2.3   Attached to this report (Appendix 1) is the detailed monitoring report for the TfWM Capital programme outlining deliverables, indicating the baseline date with an indication of the current forecast date with a RAG indicator.

2.4   As the Committee will be aware, the reporting provided through this report has historically only focussed on schemes that had elements of funding allocated via the Integrated Transport Block (ITB). Further work is being undertaken by TfWM on broadening the capital reporting for Transport Delivery Committee to reflect the wider CRSTS programme as well other capital funded schemes.   This work will inform a proposed reporting framework which will be shared with TDC Members. An update on this will be provided at the January committee meeting.

3.0   Achievements

3.1   The following elements within the 2022/23 Capital Programme have been completed between September and November:

- Dudley Interchange –
  a) A Design Consultant has successfully been appointed following the procurement process to progress the detailed design (RIBA Stage 4)
  b) The full planning application has been approved at the DMBC Planning committee held on 12th September

- Making the KRN Safer- Confirmed Road casualty data has now been released for 2021 and shows a 16% reduction in killed and seriously injured casualties in the West Midlands Metropolitan Region in the second reporting period (2019-2021), up from 13.2% in the first reporting period (2018-2020).

- TfWM Asset Renewal Programme – Packages of work that have been carried over from the last financial year are progressing well after delays in digital advertising requirements from Clear Channel. Orders for these shelters are now being placed and all LED light heads have now been received following further supply chain delays.

4.0   Variations to Baseline Programme

4.1   There are no variations to the baseline programme to note.

5.0   Financial Implications

5.1   The detailed financial aspects of the TfWM 2022/2023 Capital Programme are reported separately under the Financial Monitoring Report to this Committee. A summary of the position in financial terms is, however, attached to this report as Appendix 2

6.0   Legal implications

6.1   There are no direct legal implications arising from the recommendations set out in this report. However, legal and procurement will support, as necessary, any deliverables that may arise throughout 2022/2023.

7.0   Equalities implications

7.1   There are no equality implications arising from the recommendations set out in this report. The Equalities & Diversity Manager will support as project required any deliverables within the 2022/2023 capital programme.

8.0   Inclusive Growth Implications

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

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

9.0   Geographical Area of Report's Implications

9.1   The report deals with schemes to be funded through the Integrated Transport Block which are located within the Metropolitan Area but will serve to improve connectivity across the wider WMCA.

10.0   Other Implications

10.1   No implications

11.0   Appendices

11.1 APPENDIX 1 – Progress of Deliverables against 2022/23 Baseline Programme
11.2 APPENDIX 2 – Financial Summary

12.0 Glossary of Terms

BCC = Birmingham City Council
BCCI = Birmingham City Centre Interchange
CA = Combined Authority
CC = City Council
CCTV = Closed Circuit Television
DfT = Department for Transport
GRIP = Guide to Rail Investment Projects
HIL = Highway Improvement Line
HOPS = Host Operator or Processing System
HoT = Heads of Terms
HS2 =High Speed 2
ICT = Information and Communications Technology
IT = Information Technology
ITB = Integrated Transport Block
KRN = Key Route Network
LED = Light Emitting Diode
LTP = Local Transport Plan
NR = Network Rail
OBC = Outline Business Case
OJEU =Official Journal of the European Union
P & R = Park and Ride
RIBA = Royal Institute of British Architects
RTI = Real Time Information
TBT = Transforming Bus Travel
TCF = Transforming Cities Fund
TfWM = Transport for West Midlands
TWA = Transport and Works Act
UAT = User Acceptance Group
WMCA = West Midlands Combined Authority
WMM = West Midlands Metro
WMT = West Midlands Trains

Transport Delivery Committee Dashboard

2022/23 Capital Programme Summary

#	Project Name	Status	Baseline Comp Date	Forecast Date	DCA	DCA Trend	Summary
							Major Works Programme
1	Longbridge Connectivity Project	Complete				Complete	Works to the car park are now complete with the new illuminated external sign being erected on 12th August. Final testing of the payment systems has also been undertaken. The car park opened on 16th August 2021.
2	Dudley Interchange	Procurement	September 2023	September 2024	Amber/Red	Same	Following completion of the tender process a design consultant has successfully been appointed to progress the detailed design (RIBA Stage 4) and maintain their involvement in delivery of Dudley Interchange. The full planning application has been approved at the DMBC Planning committee held on 12th September. With the planning now approved the CPO for the remaining land is now progressing with updating of the final documentation to be submitted to the Secretary of State and currently anticipate the CPO being made before the end of November. The S247 Stopping Up plan is generally agreed and will be issued to DfT for advertising the Order once the CPO has been made. Continued liaison with Metro colleagues to align construction activities and programmes particularly given the Interchange slippage such that the existing Bus Station is maintained around the Metro construction works.

Key next steps: DMBC to maintain progress in acquiring land via Private Treaty whilst also making the CPO & WMCA advertise S247 Order; commence the detailed design (RIBA 4); maintain regular discussion with Metro colleagues. |
| 3 | Making the KRN Safer | Rolling Programme | December 2024 | December 2024 | Amber | Same | Confirmed road casualty data has now been released for 2021. This shows a 16% reduction in killed and seriously injured casualties in the West Midlands Metropolitan Region in the second reporting period (2019-2021), up from 13.2% in the first reporting period (2018-2020). Pedestrians remain the most at-risk road user group.

The Regional Road Safety Strategy and Action Plan refresh process has begun. This will take approximately 6 months to complete and will include the integration of Vision Zero. Partners are currently being consulted on its varying components with a view to launching in March 2023.

Consultants have been working alongside all 7 local authorities to begin the process of formulating their applications for securing the powers to enforce moving traffic contraventions. Walsall and Coventry are likely to submit their application in Tranche 2 (13th January 2023) with the remaining authorities looking to apply in Tranche 3.

Commitment 6.4 of the Regional Road Safety Action Plan (implementing the Driving for Better Business initiative) will commence delivery in November 2022 focussing initially on public sector fleets.

TfWM is also part funding a proven behaviour change scheme focussing on identified community issues around seat belt usage. This is expected to begin early December 2022.

The previously reported Speed Telematics project (using telematics data to inform strategic vehicle speed enforcement) will commence in December 2023 in partnership with West Midlands Police and interested local authorities. |
| 4 | Perry Barr Rail Station and Bus Interchange | Design & Delivery | May 2022 | May 2022 (Station) July 2022 (Bus Interchange) | Green | Same | Final works to complete handover of the station are continuing. In the public realm some final works are required to the bus interchange and the Southern public realm, and these are being agreed with BCC. The station and bus interchange continue to perform well with no major issues. |

	Project Name	Status	Baseline Comp Date	Forecast Date	DCA	DCA Trend	Summary
5	University Station	Design & Delivery	August 2022	July 2022 (interim state) Spring 2023 (full)	Amber/Red	Same	The baseline Entry into Service (EiS) date for University Project has been reported as October 2022 since early 2022. A number of factors are causing delay to construction progress and a programme re-baseline and cost assurance exercise has been undertaken.

Whilst a key milestone was met for the Commonwealth Games, significant challenges remain across the industry. The supply chain is very volatile, making it increasingly difficult to secure materials in a timely manner. The construction sector is struggling with labour shortages, which is making it difficult to recruit the necessary people continue to deliver at pace, while having a working environment that promotes health, safety and wellbeing.

Following the opening of the platforms before the Commonwealth Games, the focus has been switched to delivering the main opening of the new station. This has included reviewing the work schedule to understand the full implications of the ongoing industry challenges we are facing. We are now expecting the new station buildings to open in spring 2023. The project is also continuing to integrate a full Entry into Service programme with the construction schedule, building on lessons learned from Perry Barr. |
	Minor Works Programme						
6	TfWM Asset Renewal Programme	Design & Delivery	March 2023	March 2023	Green	Same	TfWM are making progress with the delivery of the 2022/23 programme. These include various asset upgrades to Bus Stations, Highway, Cycle and P&R infrastructure. There are some packages of work that have been carried over from last financial year, and these include areas of shelter replacement (orders for these shelters are now being placed after a delay in digital advertising requirements from Clear Channel) and all LED light heads have now been received following supply chain delays. Work has started on the 2023/24 programme using condition assessments, whole life costs and customer operational feedback.
7	Network wide Park & Ride Expansion Developments – Phase 2	Development / Feasibility	March 2020	March 2023	On Hold	On Hold	Following an evaluation of existing Park & Ride schemes, a decision has been made to place the majority of development works for Park & Ride expansion on hold as we understand the impacts on demand for Park & Ride of Covid-19 and analyse whether that changes our priorities for investment. Assessment for schemes will be undertaken against the Park & Ride Strategy.
8	Walsall Town Centre Interchange Feasibility Study	On Hold			On Hold	On Hold	It is the intention to consider the Bradford Place project as part of the wider town centre aspirations to improve transport and connectivity, including St Pauls Interchange and the Walsall Rail Station. Ongoing engagement with Walsall MBC continues on the Town Centre Masterplan and transport connectivity.
9	West Midlands Cycle Hire Scheme	Complete				Complete	West Midlands Cycle Hire has now been implemented across the region, with the initial scheme delivery now complete. The scheme has now moved into a BAU / general operations setting, with a Contract Manager now in place within TfWM to oversee the ongoing scheme management carried out by Serco. Work is underway to agree moving station infrastructure within the scheme to ensure that currently underperforming docking stations are moved to higher-usage areas in order to increase the financial sustainability of the scheme. Work remains ongoing to source a scheme sponsor.
10	Digital Panel Rollout	Rolling Programme	March 2023	March 2023	Green	Same	Working with Clear Channel, there is a list of 22 shelters that have planning approved for digital advertising and these are being considered. Orders for the replacement shelters will be ordered following discussions with Clear Channel to discuss modification requirements to the shelters to accommodate the new Waferlite screens. Further sites have now been submitted for planning which generally is an 8 week turnaround from district council planners.

Project Delivery Confidence Assessment (DCA) Definitions

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

Appendix 2

TRANSPORT PROGRAMME	JULY 2022 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Investment Programme	8	14	(6)	2,266	2,266	0
Other Major Programmes	29	431	402	1,940	1,940	0
Minor Work Programme	257	391	134	2,944	2,918	(26)
TOTAL	294	836	530 63%	7,150	7,124	(26) 0%

INVESTMENT PROGRAMME	JULY 2022 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Sprint						
Sprint - Hagley Road Phase 1	8	14	6	2,266	2,266	0
TOTAL	8	14	6 43%	2,266	2,266	0 0%

COMMONWEALTH GAMES PROGRAMME	JULY 2022 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
TOTAL	0	0	0 0%	0	0	0 0%

OTHER MAJOR WORKS PROGRAMME	JULY 2022 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Snow Hill Public Realm	0	109	109	109	109	0
Key Route Network Safety	2	153	151	613	613	0
A435 Alcester Rd Bus Priority Revitalisation	27	170	143	1,218	1,218	0
TOTAL	29	432	403 93%	1,940	1,940	0 0%

MINOR WORKS PROGRAMME	JULY 2022 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
Rail						
Dudley Port Integrated Transport Hub	0	0	0	176	176	0
Aldridge Rail Station Study	0	0	0	1	1	0
Asset Replacement						
IDOX - Asset Management System	0	2	2	10	10	0
Asset Management Programme	242	383	141	2,035	2,010	(25)
Other						
Asset Management- RTI Upgrades	15	5	(10)	621	621	0
Top Slice	0	0	0	100	100	0
TOTAL	257	390	133 34%	2,943	2,918	(25) 1%

GRANTS TO LOCAL AUTHORITIES	JULY 2022 YEAR TO DATE			FULL YEAR		
	ACTUAL £000	BUDGET £000	VARIANCE £000	FORECAST £000	BUDGET £000	VARIANCE £000
TOTAL	0	0	0 0%	0	0	0 0%

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Transport Delivery Committee

Date	14 November 2022
Report title	Bus Delivery Monitoring Report
Accountable Chief Executive/TfWM Director	Pete Bond, Director of Integrated Network Services, Transport for West Midlands Email: Pete.Bond@TfWM.org.uk
Accountable Employee	Jon Hayes, Head of Bus, Transport for West Midlands Email: Jon.Hayes@TfWM.org.uk
Report has been considered by	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 11th 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 these 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.

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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 31st 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 1st 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 1st 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 11th 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 1st 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 2nd and 3rd 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 31st 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 10th October.

A third tender round commenced on the 28th 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 know 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 1st 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 de-registrations 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 10th October and by bus operators on October 25th. 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/Tividale Rd/ Bunn's Lane)

Extensive traffic modelling has been undertaken on Cape Hill and Oldbury with a preferred option shared with Sandwell Officers for consultation. 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 WMCAs 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 31st 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 1st January 2023 – 31st 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 31st 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 *(smaller operator rep)*	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	-

Organisation	Name	Role	Sub Group Responsibility for reporting up to and from to the Bus Alliance Board
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 Delivery Committee

Date	14 November 2022
Report title	Network Resilience Update
Portfolio Lead	Councillor Ian Ward
Accountable Chief Executive/TfWM Director	Anne Shaw, Executive Director, Transport for West Midlands Email: Anne.shaw@tfwm.org.uk
Accountable Employee	Mark Corbin, Director Network Resilience, Transport for West Midlands Email: Mark.corbin@tfwm.org.uk
Report has been considered by	n/a

Recommendation(s) for action or decision:

The Transport Delivery Committee is requested to:

(1) Note the contents of the report.

1.   Purpose

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

2.   Crime and antisocial behaviour

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

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

2.3   The last update to TDC was March 2022 and an update is provided below, with the latest figures for consideration by the committee.

2.4   The Year-to-Date crime figures for 2022/23 are Bus 2738, Rail 1152 and Metro 44, making a total crime figure of 3934. This figure represents an increase from 2021/22 figure of 2945 a 25.1% increase. The crime types that are raising at the highest rate on the transport network are in no particular order Arson/Criminal Damage, Theft, Possession of Weapons and Violence against the person.

2.5   The Year-to-date performance figures mentioned above taken from the Safer Travel tactical assessment document that is produced monthly to support the Safer Travel Tasking meeting.

2.6   A Safer Travel Tasking meeting is held every second Thursday of the month and in 2022 YTD, 45 Tasking Actions were set and all have been actioned with Safer Travel partners working together to successfully resolve them. These have included issues at Bus Stations, train stations and series of crimes on bus routes.

2.7   Some potential reasons for the increases in crime on the bus network (these are difficult to evidence and will need verifying at force and national level):
- Increased crime due to exiting a national lockdown (attitudes towards crime and the police).
- Victims are reporting more crime to police.
- Further third-party crime reports to police.
- More ethically recorded crimes than previous years.
- Increased crime prevention and reporting campaigns.

2.8   Crime has increased in general this year for West Midlands Police but at lower rate 6.7% when compared to the crime increase recorded on the Transport Network. It only takes a small portion of these crimes to occur on the bus network to push the Safer

Travel crime statistics upwards with dramatic effect in terms of percentage increases. The Safer Travel analyst is looking more closely at the data currently to try and understand these differences.

2.9   Safer Travel Police Team have been successful in recruiting a Police Staff Investigator who will start with the team as soon as the necessary vetting and other checks have been completed.

2.10   In terms of what is being done, the actions detailed later in the report show what Safer Travel Police and ASB teams have done in 2022 - there have been several arrests in relation to three series of criminal damage on bus routes 45 and 47 in West Bromwich and no 50 in South Birmingham. Included below is a table detailing the patrols of the Police Team.

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Tasking Areas Patrolled	290	596	583	751	707	665	700	557				**4849**
Other areas Patrolled	11	41	48	50	62	47	40	48				**347**
Knife arches/weapon sweep	0	10	4	6	3	1	2	3				**29**
Incidents/Operations	30	78	61	116	126	103	143	158				**815**

2.11   Safer Travel will also, through our tasking meetings, target any increases in activity with targeted patrols and action with identified offenders.

2.12   In terms of Anti-Social Behaviour (ASB), in 2022 YTD there have been 2,814 incidents reported and 950 cases investigated, with 149 warning letters being sent out. Three Acceptable Behaviour Contracts were agreed and achieved, and 8 restorative justice meetings were held with no re-offending.

ASB Data and Civil Interventions												
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Verbal Warning	89	76	46	58	61	70	61	76	53	57			**647**
Advisory Letter	1	11	30	11	1	16	10	3	10	6			**99**
First Stage warning letter	8	21	30	39	5	20	11	2	2	3			**141**
Final warning letter	0	1	1	2	2	2	0	0	0	0			**8**
Restorative Justice meetings	0	0	2	0	1	0	0	2	0	3			**8**
Other interventions *	0	0	0	1	1	0	0	1	1	1			**5**
Partner interventions**	3	5	8	8	2	0	2	1	20	35			**84**
Engagements as result of partner intervention	10	26	140	712	10	0	10	3	6	3			**920**
See Say Messages	101	107	191	162	210	136	223	163	198	168			**1659**
No of incidents reported	265	303	355	190	231	268	276	287	298	341			**2814**
No of Cases created	105	111	135	78	69	106	47	76	115	108			**950**

* includes Criminal Behaviour Orders, Community Protection Warnings and Notices, Acceptable behaviour contracts
** includes sanctions by Schools, Operators and other partners following work by Safer Travel

2.13   Safer Travel Police and the ASB Teams also carried out the following:
- 47 Knife Arches at Bus Stations and Railway Stations;
- Bus Gateway operations with National Express are co-ordinated at our Safer travel Tasking meetings and at least 1 operation per week targets the bus routes with the highest crime and ASB reports;
- 30 Train revenue operations with WM Trains;
- 148 identifications of offenders were made;
- 3 campaigns launched on Hate Crime, See Something Say Something and Op Empower (violence against women and girls);
- 1659 messages received on SeeSay number 81018
- 18803 students engaged with at 130 workshops/assemblies, 9 fresher fayres and 10 open days at 118 educational establishments.

2.14   The primary role of the TSO's is to provide a visible presence on the Public Transport Network in the West Midlands, providing good Customer Service to Staff and Passengers to tackle low level Anti-Social Behaviour and improve the perception of safety for users of the transport network. The approach to be followed by the TSO's can be summarized as **Engagement, Education, and where necessary Enforcement.**

2.15   The Safer Travel Partnership have 3 Transport Safety Officers (TSOs). Their deployment will be driven by issues identified via the Safer Travel Tasking process held monthly and the TSO's will have weekly patrol sheets focusing on key routes and locations, but they will have the flexibility to respond to emerging trends identified by partners. They also were a much called upon resource during the delivery of Birmingham 2022 Commonwealth Games assisting visitors at transport interchanges.

For the year to date they have achieved the following

Month	Interactions	Engagements	Verbal Warnings	Hours on patrol
January	6090	700	89	447
February	7060	815	76	386
March	5142	535	46	350
April	5770	574	58	407
May	7438	831	61	327
June	7135	822	67	423
July	6292	881	61	432
August	7045	904	76	487
September	8701	602	53	443
Total YTD	**60673**	**6664**	**587**	**3702**

2.16   An additional 9 TSOs are due to start their initial training and induction period on 14th November 2022 these additional posts are being funded from the WMCA's Bus Service Improvement Plan funding from the Department of Transport.

2.17   The 3 TSOs have been educating passengers and staff about our 7 bus byelaws:
   - **Management of queuing** – allows for regulation of order and safety in queues;
   - **Intoxication** – people using our premises should not enter or remain whilst intoxicated, and also shouldn't consume alcohol or be in possession of open container of alcohol;
   - **Unfit to travel** – users shouldn't be in such an unkempt or state of dress that makes them unfit to travel;
   - **General Safety** – to ensure correct use of emergency exits and communications;
   - **Loitering** – users who are loitering and causing nuisance/annoyance to others can be asked to leave;
   - **Pedestrian only areas** – users unless using wheelchairs, pushchairs, or mobility scooters they should be on foot – allows us to deal with cycling, e scooters and skateboarding;
   - **Control of animals** – unless user has assistance dogs then they shouldn't bring animals to our premises and should keep under control and not allow them to soil/damage.

2.18   Enforcement of our Bus Byelaws will be carried out by our Transport Safety Officers once the West Midlands Police Chief Constable has given his authority to do so. A submission for 4 additional powers for our TSOs has been submitted to West Midlands Police.

3   Emergency Planning and RTCC

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

3.2   During the Commonwealth Games, the Regional Transport Coordination Centre (RTCC) became the C3 (command, coordination & communication for the purpose of the games) facility for transport. Key stakeholders such as Network Rail, National Express, National Highways, British Transport Police, West Midlands Police, Kier, Organising Committee and games specific TfWM teams were embed within the facility to ensure a coordinated and communicative approach to managing the transport network. The facility was a critical interface for West Midlands Police and Organising Committee C3 Hubs.

3.3   Hourly 'situational reports' were conducted to ensure the transport community and its customers had the appropriate and most up to date information at pre-defined intervals. This approach allowed us to understand at the earliest opportunity what interventions were required to ensure spectators, athletes, officials, and others were moved efficiently and to manage the demand capacity.

3.4   An Incident Management System was created by TfWM's Data team to ensure all incidents and information was logged in live time. This allowed the transport community the overview it required to ensure at all times each stakeholder was aware of how the network was performing and how they can support the games at all sites. All stakeholders bought into this vision as they saw the value of sharing information to ensure the network performed to its optimum standard.

3.5   This approach of upscaling the RTCC and inviting all key stakeholders to be present is the benchmark of how to approach major events within the region. The transport was a notable success during games time for a host of reasons, one of those being how the transport community worked collaboratively within the same space and utilised the RTCC assets.

3.6   The Emergency Planning team assisted the regional response to Operation London Bridge, the protocols and procedures associated to the passing of Queen Elizabeth II. Working with Local Authorities, transport operators and emergency services the team advised of what service levels would be in place, where strengthening was required, viable service options and what appropriate customer messaging would be published. The latter in support of venues that would be open in order for partners to attend services or view the state funeral.

3.7 The team worked closely with TfWM communications and other operators to ensure an aligned and proportionate message to members of the public. The RTCC was operational throughout the Sunday to ensure any issues that may arise would be coordinated and supported appropriately.

3.8 In October Birmingham hosted The Conservative Party Conference. The Events and Emergency Planning team worked closely with West Midlands Police to support the event. Through planning sessions, the team identified where the transport infrastructure would impinge on security requirements set out by police, requiring suspension of Metro services at Library ahead of the conference and no bus services along Broad Street.

3.9 Working with transport operators, police and local businesses the team worked with all relevant stakeholders to ensure the options were effectively communicated to all customers and what the alternate viable transport options were.

3.10 The RTCC was operational throughout with police located within the facility. TfWM staff were co-located with police at key times at police control to ensure a coordinated and communicative approach should an incident occur.

3.11 The team have developed weekly operational plans to minimise the disruption seen across the network over recent weeks. This in large due to large events such as Pride, industrial action across Metro and Rail, large schemes, and seasonal impact, all impacting the transport users in the West Midlands. The plan includes:

- Multi-modal coordination.
- Exploration of strengthening services on alternative modes.
- Travel Demand Management (TDM) focused messaging.
- Communications strategies; and
- Partner collaboration.

3.12 The Operational Order has been created to provide pertinent information required by the RTCC team to help maintain a safe and efficient operation of the transport network over the course of the week. This Operational Order defines locations that will require monitoring, highlights any concurrent events or transport engineering works that may cause issues from a public transport perspective and provides a list of key contacts.

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

4. RTCC and Wider Resilience and Network Management

4.1 Network Resilience (NR) Officers as part of their role in supporting the delivery of tactical transport strategies to minimise the disruptive impacts of major infrastructure projects across the region's transport network have continued to work with, and support, our Local Authority Highway Officers. These major infrastructure projects remain to include HS2 construction impacts across both Birmingham city centre encompassing the new Curzon Street Station and the new HS2 Interchange Station in Solihull.

4.2   Most notably providing key support on the successful installation of the new bridge in connection with the major M42 junction works, that necessitated a full weekend closure of the motorway between junctions 5 & 6. The increasing major scheme works in this area is set to grow from early 2023 and through the great collaborative working relationships NR Officers will be actively working with our LA partners in continuing this supportive role.

4.3   Wider within the West Midlands NR Officers are continuing to support and work with the Black Country Authorities on Dudley Town Centre Regeneration and M5 J2 Birchley Island Improvement scheme alongside other key works within their region including A4123 Cycle Scheme and upcoming WBHE major works on A4123. Additionally, NR officers are in early engagement and support with Coventry City Council on major development sites including Gigafactory and Warwick University.

5.   Regional Road Safety

5.1   The Regional Road Safety Strategic Group agreed to refresh the existing Regional Road Safety Strategy 2019-2028 to bring it in line with modern road safety management principles, move away from traditional approaches, outline a longer-term vision, and reinforce the governance process to ensure clear lines of responsibility and accountability in order to maximise performance. A paper has been produced to seek approval from STOG in November and this is attached to this report.

6.   Transport Skills Academy

6.1   The Transport Skills Academy (TSA) has been developing materials for use with schools to support ways in which young people can enter the sector from traditional academic routes to vocational pathways. There are gaps and the TSA will seek to remove some of these barriers over time. We have six skills cluster priorities for existing staff along with cross cutting themes and these will become the basis of populating our e-learning platform. The e-learning platform is continuing to move through procurement and an update will be provided on the launch date for staff. We are developing our virtual work experience product for schools to access and this will roll out 2023.

6.2   At the National Traffic Managers Conference on 20th October 2022, the TSA announced its publication on the Transport Skills Insight Report – Autumn 2022. The report can be found https://www.tfwm.org.uk/media/cdfm53pi/transport-skills-insight-report.pdf and provides the challenge to employers regionally in tackling skills shortages, gaps and identifying ways in which we need to bring a diverse, inclusive and sustainable workforce for the future. Challenges exist around young people in our current workforce as only 0.7% of the total are aged 16-20 years, 15% of the total workforce from non-white backgrounds and 19% of the current workforce is female.

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Transport Delivery Committee

Date	14 November 2022
Report title	Ring and Ride and West Midlands On Demand Co-mingling Pilot
Portfolio Lead	Councillor Ian Ward
Accountable Chief Executive	Laura Shoaf, Chief Executive, West Midlands Combined Authority Email: laura.shoaf@wmca.org.uk Tel: (0121) 214 7444
Accountable Employee	Pete Bond, Director of Integrated Transport Services, Transport for West Midlands Email: pete.bond@tfwm.org.uk
Report has been considered by	PPF MEG

Recommendation(s) for action or decision:

Transport Delivery Committee is recommended to:

1) Recognise the challenges faced by the bus market and the impact on / potential of Demand Responsive Transport in this context
2) Recognise the likely opportunities of merging ('co-mingling') of West Midlands On Demand and Ring and Ride services in Coventry
3) Approve the proposal to conduct a co-mingling trial in Coventry from January 2023
4) Given that much longer journeys will be possible, approve the proposed modification from a flat-fare to a distance-based charging regime for West Midlands On Demand and Ring and Ride in Coventry
5) For the purposes of the trial, delegate the setting of fares to the Director of Integrated Transport Services, on the understanding these will take into account affordability for passengers and the cost of providing the service and on the basis that single journeys up to 10 miles will be capped at £2 for those eligible for concessions on account of age or disability.

1.   **Purpose**

To provide an overview of current operations of West Midlands On Demand and Ring and Ride and agree a trial of merging the operations of these services on a trial basis in Coventry from January 2023.

2.   **Proposal**

2.1   As recognised by this committee, this is a challenging time in the bus industry. Post covid pressures, changing preferences in travel behaviour and rising operational costs are putting significant strain on local bus networks. Solutions are required that draw in new customers and create more efficient operations, whilst maintaining service coverage.

2.2   Rising costs and financial pressures may make it more difficult to ensure comprehensive geographical coverage of traditional fixed route bus services in the future. Even where services can be maintained, modern lifestyles often require access to a range of destinations that may not always be easily accessible on the fixed route network

2.3   Demand Responsive Transport, as being trialled through West Midlands on Demand in Coventry, is intended to address some of the deficiencies in the fixed route bus network, making a wider range of destinations more easily accessible, providing an attractive, affordable service for those who may be adverse or unable to use the buses.

2.4   The region's long-established Ring and Ride service also addresses accessibility challenges but is targeted at those who are unable to access public transport primarily due to physical or mental disability or other mobility impairments.

2.5   West Midlands On Demand and Ring and Ride, whilst performing similar functions, currently operate in isolation of one another. Different pools of vehicles are used and different booking and scheduling systems used. Both services are subject to different rules and operating criteria and it is considered that by merging the services together ('co-mingling'), the customer service can be improved, the current customer base expanded and amore efficient and economical fleet operation enabled.

2.6   Appendix 1 provides details of the proposed trial. Given that Coventry is the only area at present in which the two services operate, it is proposed the trial takes place in Coventry. Coventry officers and key councillors have been engaged separately and support the trial. Given West Midlands On Demand also covers the 'Meriden gap' in Solihull and parts of Warwickshire, these will also be included within the trial area.

2.7   Of utmost importance is the recognition of the specific needs of existing Ring & Ride users, and the trial is designed to ensure they do not suffer a deterioration in service, indeed it is intended by increasing the pool of vehicles available to operate the service the availability of Ring and Ride will increase along with additional benefits such as increasing the window available for bookings and enabling digital bookings and online payment (whilst maintaining valued telephone booking system and cash payments; both considered essential). Coventry Ring & Ride user group has been engaged and supports the proposed trial.

2.8   Perhaps the primary change for many will be the way it is proposed journeys will be charged. Presently both services offer a flat fare, but this does not reflect the levels of resource required to provide the service. Given that much longer journeys will be possible by merging the services a flat fare approach is not considered appropriate and a distance-

based charging system is proposed. This will be measured as a straight-line 'as the crow flies' distance, not based on routing.

2.9 Registered Ring & Ride customers, holders of English National Concessionary Travel Scheme (ENCTS) passes and those 18 and under will be eligible for half price travel. Fares will be set to ensure the majority of Ring and Ride customers pay a similar amount to existing fares, and indeed many making shorter journeys will pay less, but single journeys up to 10 miles will be capped at £2 for those eligible for concessions on account of age or disability.

2.10 Whilst possession of an ENCTS pass will be used to demonstrate eligibility for discounted travel there is not a statutory requirement for demand responsive services to carry passengers for free. All of the funding for this trial is ring-fenced within existing Ring and Ride and West Midlands On Demand budgets and there will be no recharge to ENCTS budgets.

2.11 It is important that TfWM is able to be flexible and responsive to the market in setting fares, so for the purposes of the trial it is recommended that the level of fares charged are delegated to the Director of Integrated Transport Services to ensure these can be kept under continuous review.

2.12 The combined service will be branded as West Midlands On Demand. There will be an extensive communications campaign with existing Ring & Ride customers to ensure they are aware of this change. Whilst vehicles will be branded differently, vehicles will remain fully accessible and drivers continue to meet very high care standards as present.

2.13 Appendix 1 also sets out the proposed approach to customer communications, contractual arrangements for service delivery, how the trial will be monitored and measures of success.

2.14 If considered successful the trial may be made permanent and consideration given to how a combined approach to Ring and Ride and DRT could be rolled out across the wider region

3. Programme

Phase 1: January 2023 for up to 4 months - Understanding co-mingling parameters.

All fleet operations migrated to use the same back-office systems, operating the same booking channels for all riders and ensuring appropriate levels of priority for Ring & Ride users. Utilise the parameters within the software system to tune system attributes to different customer sets, understanding tolerances (e.g. wait time, walk time, proposal time). System used to highlight and drive service efficiency without changing number of vehicles.

Phase 2: May 2023 for (max) 3-4 months - Fleet Optimisation.

For all current and adopted fleets it is proposed there are no reductions during Phase 1. As part of Phase 2 the focus will be to optimize fleet numbers during the day and to optimize vehicle size. This will inform the true costs of service operation. As part of this exercise, simulation of fixed line substitution / cohabitation can also occur.

Phase 3: Aug 2023 for 3 months - Planning ahead of further expansion

Insights delivered via Phase 1 and 2 can be used to agree the immediate concerns over R&R rollout in Coventry and the future of WM on Demand. Equally, decisions about depots, rolling out DRT opportunities elsewhere in the region can be simulated more robustly and agreement reached on next steps.

4.   Financial Implications

4.1   The purpose of this pilot is to establish whether there is an alternative delivery model which will provide a good customer transport proposition at an affordable price and encourage more people to travel sustainably. The cost of the pilot will be funded from the WMOD budget which comprises a combination of FTZ and Section 106 monies and a contribution from Warwick University. This budget will fund the one-off costs associated with the pilot, including rebranding, system modifications and monitoring and evaluation costs, outlined in section 10 of the report. The project will also fund the cost of returning Ring and Ride branding to vehicles if the pilot is deemed unsuccessful.

4.2   The project should not adversely impact the existing Ring and Ride budget and, if successful, should provide a competitive price for the service going forward, generating efficiencies. The work will be done in conjunction with the Supported Travel Policy review, reflecting any policy directions and with any findings feeding into that work.

5.   Legal Implications

5.1   The provision of both Ring & Ride and West Midlands On Demand are within the powers of WMCA.

5.2   To effect the trial there will be contractual considerations associated with the contracts for services currently provided by NEAT and Coach Scanner (operations) and Liftango and Via (back office systems). This will be subject to further detailed consideration once the agreement to proceed is received.

6.   Equalities Implications

A full Equalities Impact Assessment has been undertaken and is included in Appendix 1 (Annex III)

7.   Geographical Area of Report's Implications

The proposed trial will primarily take place in Coventry, also noting the West Midlands On Demand area incorporates parts of the 'Meriden Gap' in Solihull and parts of Warwickshire, which will also therefore be part of the trial area. If successful, consideration will be given to how a combined approach to Ring & Ride and DRT could be implemented across the wider region. This will be subject to a future report.

8.   Schedule of Background Papers

Appendix 1 – DRT Co-mingling Trial Detailed Proposal (including Annex 1 - Comparison on R&R, WMoD and Co-mingling service parameters).

Annex 2 – Communications and Marketing Proposal

Annex 3 – Equalities Impact Assessment

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1.0 Introduction

This is challenging time in the bus industry. Post covid pressures, changing preferences in travel behaviour and rising operational costs are putting significant strain on local bus networks. Solutions are required that draw in new customers and create more efficient operations, whilst maintaining service coverage.

Demand Responsive Transport services are a potential part of the solution matrix, offering broader, more flexible access to transport. The challenges of operating independent DRT services are well documented, with many services struggling to balance the need for high vehicle concentrations (to make more journeys available) whilst aggregating enough customers to make operations commercially sustainable. In the West Midlands there are already several demand responsive style services operating in parallel, whether supported services like Ring & Ride, school services or open access, app centered services like West Midlands on Demand. Currently these are operated separately with independent funding streams. A realistic opportunity for operational efficiency and an improved customer experience is anticipated by pooling services together. This document outlines the way in which a co-mingled DRT (specifically Ring&Ride with West Midlands on Demand) service in Coventry could be delivered and monitored.

2.0 Executive Summary

This document explores the viability of co-mingling two DRT services operating in Coventry. Ring & Ride services are poorly utilised for the significant financial outlay, whereas the trial of West Midlands on Demand (WMoD) shows promising customer response but is unlikely to become economically sustainable before funding is exhausted in early 2024. Amalgamating the two services under one brand (WMoD) is an opportunity for both services to address their current weaknesses. There is limited reputational or financial risk to implementing the trial given the decision not to proceed leaves R&R in an already challenging sustainability position and WMoD searching for further funding opportunities.

Undertaking this trial has the added benefit of proving / disproving a key assumption held within many DRT strategies, namely that it's possible to amalgamate different DRT use cases together, achieving service / operational improvements. Evidence of this exists in some USA / Asian markets, but the principle is not well explored in the UK. The outcome from this trial will directly influence how TfWM will construct the outline business case for the CRSTS funding, and the role this funding will play in expanding DRT operations regionally.

3.0 Glossary

"CAV"   Connected Autonomous Vehicle

"Co-mingling" An approach which enables different demographics, who traditionally have had their needs met with a bespoke transport offering, grouped together under a singular service.

"DRT"   Demand Responsive Transport

"IoT"   Internet of Things

"ITS"   Intelligent Transport Service

"LTP"   Local Transport Plan

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"PT"	Public Transport
"R&R"	Ring & Ride (service)
"WMoD"	West Midlands Bus on Demand (service)

4.0 Background to DRT activities.

Greater use of public transport is necessary in order to meet wider policy objectives, including reducing congestion and ensuring a more sustainable transport system. This is recognized in the emerging new Local Transport Plan, as well as national policy. The National Bus Strategy, published in 2021 recognises that DRT may have a role in growing public transport, providing access to areas that may be difficult or expensive to serve by fixed route bus, as well as providing a more diverse range of destinations than traditional services.

Presently DRT plays a limited role in the West Midlands, but with a likely significant shortfall in funding and a wider bus review on-going (due for implementation in Jan 2023) DRT has the potential to fit alongside, or indeed replace, some fixed line services where they become economically unviable. How such services perform financially or for the variety of potential customers / use cases needs further study.

Other reasons for understanding DRT opportunities include a recognition that:

TfWM need diversifying transport options – whether to attract people into Public Transport, for LTP targets (modal shift out of cars), or as part of a post Covid rebuild, utilising the same solutions is unlikely to transform behaviours.

TfWM needs affordable transport options – financial challenges to current business models and fleet operations mean current coverage/ways of operating can't be maintained.

TfWM obligations will only increase – a social care crisis, mental health crisis, cuts to other public spending etc…access to transport is a key contributor to a functioning society. Providing solutions to a growing demand is necessary.

New technology enables new opportunities – advanced scheduling software, CAV, ITS, IoT etc. afford us strategies previously unavailable.

Current DRT operations need alignment – Regionally TfWM and Local Authorities are responsible for various DRT operations, namely:

- Ring and Ride. Operated by NEAT, now using a Liftango scheduling system.
- Adult Social Care, Special Educational Needs and Home to School travel, commissioned by District Councils and operated by various private sector transport providers
- WM On Demand – Trial in Coventry operated by Coachscanner using Via scheduling system.

These don't currently benefit from any economies of scale, don't share best practice and have overlapping operational windows. In 2020, TfWM led a study into the SEND transport between LAs and TfWM which identified that there are potential benefits and synergies to improved integration which could benefit financially and improve customer outcomes, so there are immediate opportunities to improve efficiencies and standardise customer experiences.

5.0 Identified Problems

An exercise was undertaken which identified the inherent barriers to determining the role DRT could/should play in our transport eco-system. This exercise also highlighted the existing problems we have with regional DRT deployments.

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Recognising it wasn't possible to address all these barriers concurrently, a prioritisation was agreed to control the study variables and draw conclusions from activities.

A root cause analysis identified a requirement to understand the strategic issue of "what DRT solutions where?" By understanding the customer offer, the effective "purpose of the service", TfWM can then to make informed downstream decisions, e.g. pricing models, depot locations, fleet sizes and comms strategies.

"What DRT solutions where" was broken down still further. The first elements to consider were the opportunities and challenges related to co-mingling. It was already known that our separate DRT solutions offer a viable transport solution to some WM residents. These services represent one experimental bookend, singular services for different groups. What isn't understood is the opposite bookend, a singular service for all groups. A service of this type could be more operationally efficient and financially sustainable yet may deliver a poorer customer experience (one solution may compromise too much for too many). Identifying the operational "sweet-spot" for DRT, balancing customers and operators, is the desired outcome.

Beyond co-mingling, there is a necessity to understand the optimum vehicle size for the demand we are experiencing. In conventional services this parameter is set, affording all vehicles to do all roles. However, if particular patterns emerge that mean a smaller, more efficient vehicle can be used for certain times / roles it is important to understand that opportunity. Equally, a co-mingled fleet could mean the services require fewer vehicles.

A live, commercial trial is proposed as the only way to gather the necessary insights.

6.0 Trial Overview

Hypothesis

"A co-mingled DRT service (amalgamating R&R with WMoD) can be successfully operated. Such a service will expand the current customer base whilst provided a more efficient and economical fleet operation."

The trial will consist of three key phases, as outlined below.

Phase 1: Jan 23 for (max) 4 months

Understanding co-mingling parameters.

All fleet operations would use the Via system, operating the same booking channels for all riders. Rules to be put in place to guarantee some* journeys (*more detail below). Utilise the parameters within the Via system to tune system attributes to different customer sets, understanding tolerances (e.g. wait time, walk time, proposal time). System used to highlight and drive service efficiency without changing number of vehicles.

Phase 2: May for (max) 3-4 months

Fleet Optimisation.

For all current and adopted fleets it is proposed there are no reductions during Phase 1. As part of Phase 2 the focus will be to optimize fleet numbers during the day and to optimize vehicle size. This will inform the true costs of service operation. As part of this exercise, simulation of fixed line substitution / cohabitation can also occur.

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**Phase 3. Aug for 3 months**

Planning ahead of further expansion

Insights delivered via Phase 1 and 2 can be used to agree the immediate concerns over R&R rollout in Coventry and the future of WM on Demand. Equally, decisions about depots, rolling out DRT opportunities elsewhere in the region can be simulated more robustly.

7.0 Trial Measures of Success

A specific M&E plan has been developed which highlights the relevant data points required to define the success outcomes. Success for DRT is not binary and cannot be measured by traditional metrics. For example: cost per passenger is always likely to be higher than traditional bus, but it's ability to reach different communities, satisfy different user needs is also far greater. It is necessary to assign equivalent value to the wider social advantages of DRT in balance with the commercial and operational considerations. In summary, service success can only be measured by considering various measures across FOUR main perspectives.

Within the Via (technology service provider) system there is already capability to segment customers, drivers and fleets to quantify behaviours and performance. Alongside that capability it is proposed we run inactive and active rider surveys to gather further qualitative information. This will likely be bolstered by in-person interviews. An extract of the logic map can be seen below with this element considering the TfWM and existing customer perspectives.

8.0 Trial Location

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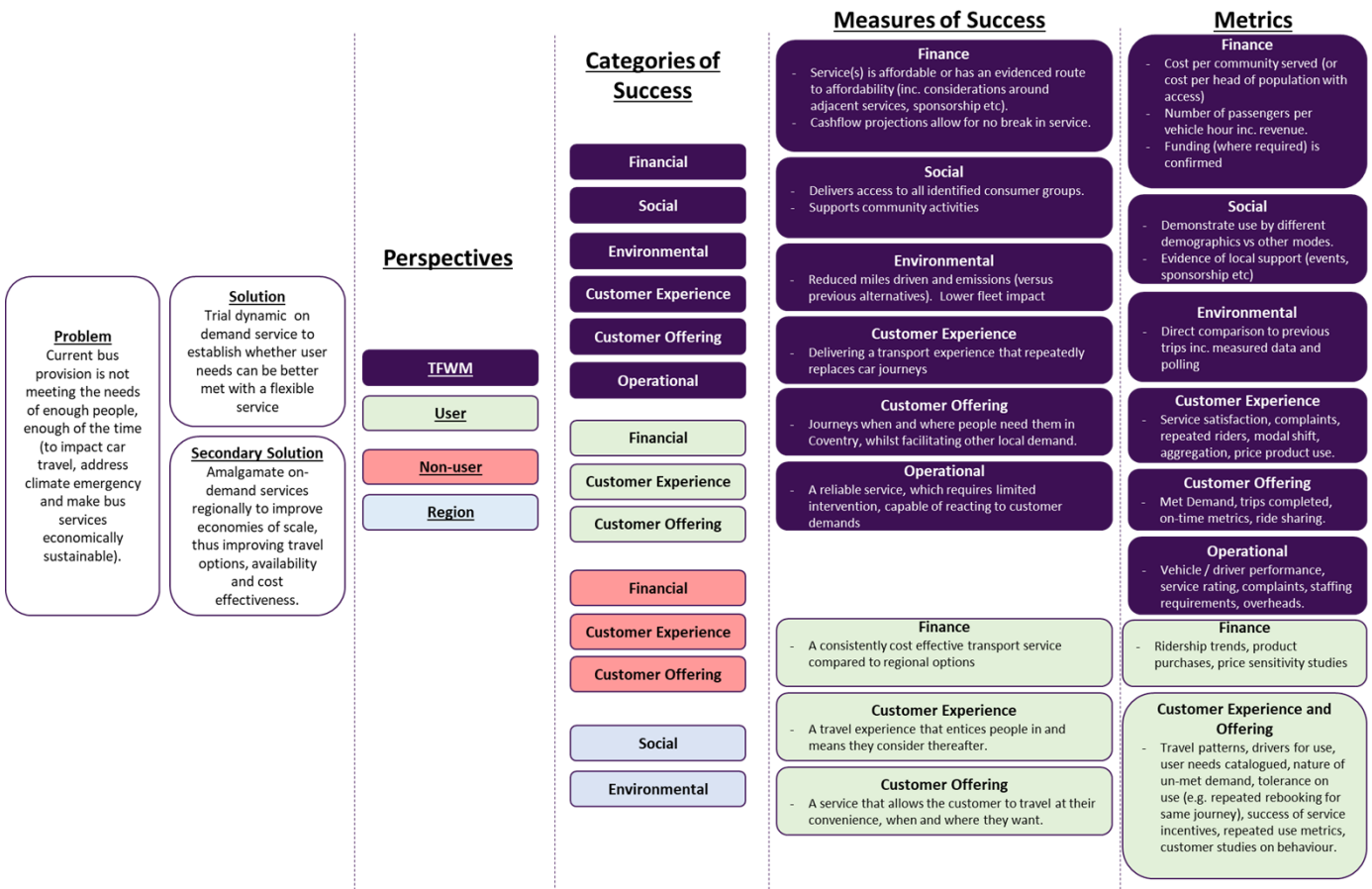
To incorporate a trial containing each of the customer types, a location is required where each of these is established. Ideally that location already has a developed customer base, ensuring trial results can be collected quickly. The only location where these conditions exist is Coventry. Additional justification for basing this trial in Coventry include;

- Previously geographically isolated Ring & Ride service ensures any changes to the service can be contained within the City. This has an added advantage in that any trial can be easily isolated from the wider Liftango rollout. Also, given WM on Demand covers the Meriden gap area, an amalgamated service for existing R&R customers opens up more destinations than previously accessible.
- Coventry CC are actively interested in the role of DRT and are supportive of measures to identify long term utilisation.
- DRT simulation activity already completed for over half the city.
- WM on Demand already using depots of strategic interest to TfWM.
- Coventry Councillors and officers have been briefed on the proposal and have offered their support to continue exploring this opportunity.

9.0 Trial Variables

For an effective trial to be undertaken, identification of the fixed and monitored variables is necessary:

9.1 Monitored:

9.1.1 Key customer types: three customer types identified within the back-end system of Via to distinguish patterns of behaviour and reaction to variable changes. Three customer types include:
  o School age (below 18)
  o Those with physiological or psychological needs (Ring & Ride)
  o General population (WM On Demand). Specific commercial uses (e.g. business travel) is quantified within WM On Demand.

9.2 Fixed:

9.2.1 Fleet: for the first three months of the trial, vehicle sizes will remain as those supplied, namely 12 + 1 WC space. After this point a review will occur that seeks to improve efficiency and vehicle fleet cost. Other Phase 1 fleet assumptions:
 o From day 1, Phase 1 it is assumed we would have the following vehicles available from each fleet:

Fleet	Monday Vehicle Shifts		Tuesday Vehicle Shifts		Wednesday Vehicle Shifts		Thursday Vehicle Shifts		Friday Vehicle Shifts		Saturday Vehicle Shifts		Sunday Vehicle Shifts		Weekly AM Shifts	Weekly PM Agreed	Weekly Total Vehicles Days.
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM			
R&R	8	8	8	8	8	8	8	8	8	8	5	5	2	2	47	47	47
WMoD	5	5	5	5	5	5	5	5	5	5	0	0	0	0	25	25	25

  o It is assumed that vehicles/drivers from the current R&R operation would port across for use in this service. Those vehicles are currently operated by National Express Accessible Transport (NEAT). Contract negotiations are already ongoing for the base R&R service, into which this project will be reflected.
  o This change wouldn't represent any incremental fleet costs beyond what is currently committed on each service. (This position would need to be reviewed weekly to ensure the number of unmet rides doesn't exceed a threshold of 20%. If the number of unmet rides is above this threshold then fleet numbers within WMoD would be under consideration for increase. Contingency planning is required within the budget forecasts.)

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- o Equally, R&R operations over 2022 have experienced numerous driver shortages and thus missed shifts. Going forward, the proposal would be to use any savings generated from missed R&R shifts and backfill those using the Coachscanner operation.
- o Drivers remain allocated to existing fleet operators.
- o Requirement for all drivers to have necessary training* carrying disabled and vulnerable passengers (*specifics to be defined). Existing R&R drivers would need training on Via system
- o Recognising the demand for rides is currently underserved during the morning we propose a change in shift pattern.
  - ▪ Split shifts for WMoD are moved earlier with 3 vehicles starting at 6am and 2 vehicles at 6.30am. Currently 2 vehicles run 7-1pm and 3 run 8am-2pm. Afternoon shifts on WMoD run then from 12pm – 6pm or 12.30pm – 6.30pm. This maintains the necessary shift stagger, total numbers of hours utilised, but allows the complete service to cover more hours. The existing R&R fleet will maintain their original shifts.

	Weekday (Mon - Fri)																	
	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm	9pm	10pm	11pm
WMoD x 3																		
WMoD x 2																		
R&R x 8																		
	Weekend (Saturday)																	
	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm	9pm	10pm	11pm
R&R x 5																		
	Weekend (Sunday)																	
	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm	9pm	10pm	11pm
R&R x 2																		

9.2.2 Operational Area: Fixed for the duration of the trial. Expanded from the current WM on Demand map to cover all Coventry. New area (blue) highlighted below as part of existing service cover (left). The existing coverage of R&R (right) is significantly improved with options to Kenilworth, Meriden and Balsall Common available.
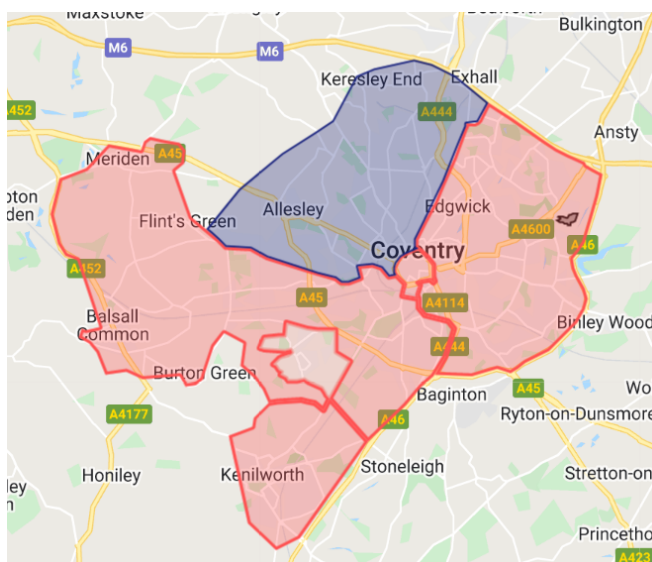
The existing areas around Leamington Spa and Warwick Parkway will also remain, offering up a greater variety of available journeys.

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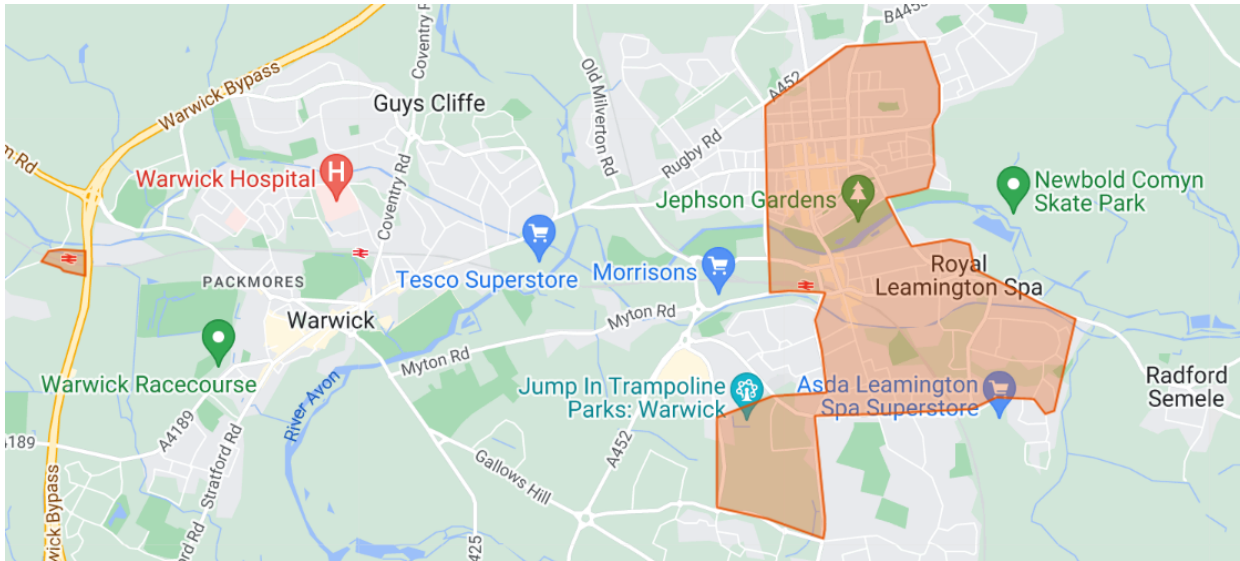
9.2.3 Ticketing & Pricing: A consistent pricing model is required across the service. Currently R&R and WMoD don't run the same pricing strategy and they are both different compared to traditional bus. Alignment is also required on accepted methods of payment and what existing transport passes can be used across the service. It is proposed to revise the payment structure to encompass the following:

o   As an on-demand service (akin to taxi, hired micromobility etc) there is a well-established and culturally accepted pricing structure based on DISTANCE travelled. This is recommended for adoption.

o   A significant component of re-defining the pricing model is to make the service more financially sustainable and better adopted by consumers. Current hybrid models are not delivering necessary returns, albeit it is recognised the current pricing models aren't the only cause. Yet it is also recognised that current R&R prices are unsustainably cheap for the level of service. (Financial Performance review included from page 16).

Overview of current prices:

Service	Cost of a single journey (Concession)	Cost of a single journey (Fare paying adult)
Ring and Ride (Registered user)	£1.30 before 7pm £2.40 after 7pm	
National Express fixed route services	Free	£2.20 £4 day pass
WM On Demand (Journeys within Coventry)	**£1.50**	**£3**
	£1 each for up to 10 extra passengers	
Hackney carriage	£2.80 for first 0.922km, then 25p for every 0.162km No charges for extra passengers	

The trial scheme has been modelled on the basis of the following assumptions. These will be kept under continuous review during the trial:

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- o Initial proposal to operate radial distance pricing model, (per trip prices given as **examples** and measured as a straight-line distance, not based on routing):

  - 0-3 miles: £2
  - 3-4 miles: £3
  - 4-5 miles: £4
  - 5 – 10miles: £5
  - 10+ miles: £7

- o Listed concessions ('ENCTS', '16-18' and 'under 16' are the only eligible criteria): 50% reduced fare across ALL journeys, with a £2 cap on journeys up to 10 miles.

- o Maintain +1 on any booking (up to 10 people): £1 each (to continue the encouragement on sharing). (To qualify all +1's need to travel the same journey.)

- o WMoD bulk options on passes to remain available and to be made available for R&R customers. The current passes include:

  - £25 for 12 rides   (£20 introductory offers available)
  - £50 for 30 rides   (£40 introductory offers available)
  - All rides, irrespective of distance, are currently considered as a single ride on either ride pass
  - Option (not currently implemented) would be to introduce a surcharge for journeys over a certain distance. For example a journey of +10 miles would cost: £2 + 1 ride off the pass.
  - Concession discounts are not currently planned on the bulk ride passes as these already offer a discounted journey pricing.

- o **A key target within the new pricing structure is to ensure Ring & Ride customers pay an equivalent fare to an average ride today.** Rides which are outside the existing Ring & Ride zone or indeed beyond 5 miles are anticipated to pay slightly more on each journey. The average distance travelled by a R&R rider (August – Sept 2022) was 3.37miles equating to a ENCTS ride of £1.50 on the new service. Less than 20% of rides were 5 miles or above during this period – these will be capped at £2. It is not possible to travel more than 10 miles on the existing Ring & Ride service in Coventry.

- o Key differences to existing R&R provision.

  - No evening or Sunday surcharging (albeit pricing for different times of day would be possible if desired, but not proposed)
  - Pricing is distance based, but greater variety of destinations offered as part of this service.
  - Opportunity to group bookings at lower incremental costs.
  - A full breakdown of service comparisons is available in **ANNEX I**

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> **Sample test case. WMoD ONLY for increased fares**
>
> - Analysing only full fare paying rides which was 94 bookings out of a total weekly count of 446 for w/c 6th June, the current average fare for the 1st passenger (on the basis we're keeping +1 pricing the same in your proposal) is £3.14
> - If all of these riders still made their trip under the proposed (trial) tariffs then the average fare for the 1st passenger would be £3.89 so an increase of ~24%. This would increase weekly revenue by ~£68 from the current level of £295 for all full fee paying riders (ignoring subscriptions, promotional discounts & referrals)
> - The vast majority of riders experience a change in price from what they're paying today:
>   - 64% of bookings had an average increase of £1.58 from an average base fare of £3.11 (increase of 50%)
>   - 23% of bookings pay an average £1.29 less from the current average base fare of £3.19 (decrease of 40%)
>   - 13% of bookings had no change in fare
> - Average distance of full fare paying rides is 5.3 miles; for pass holders it is 7.0 miles (note: distance here is radial)
> - There were 273 bookings by passholders, however, 58 of these (21%) were over 10 miles -> lots of these are between UoW and Wellesbourne
> - Compared to the regular fare paying riders, only 8 bookings (8%) were over 10 miles

9.2.4 Eligibility: There is a recognised requirement to simplify the qualification criteria for the R&R service. Currently, individuals are self-assessed for access to the service, with limited policing of specific eligibility.

- It is proposed that the co-mingled service is available to **everyone**.
- Eligibility for a reduced fair is restricted to those with a qualifying ENCTS pass, individuals who are 16-18 and those of school age (under 16). Drivers will be briefed to request identification/passes when prompted by the in-app notification.
- All existing R&R customers will be informed of the intended change in eligibility. A TWO-month grace period will be assigned to all current riders, during which time qualifying riders must

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apply for an ENCTS pass. During this period they will get 50% off all journeys without having to show a pass. After the grace period, riders who haven't received their ENCTS pass AND informed WMoD (via the call centre) will have their discount privilege removed.
   o Any existing R&R customers who are not eligible for a ENCTS on the basis of age or disability will be considered on a case-by-case basis

9.2.5 Booking platform: All services to be run through the Via (technology) platform. This means existing customers of other services will need accounts creating in the Via system. Where possible TfWM will assist the transition of customers across into this system, but customers may be contacted to assist with providing relevant details. Customers are able to create their own accounts today by either using the app or calling customer services. Until cash payments are enabled (due January 2023) any new account will need a card registering.

9.2.6 Payment Processer: Using the Via system will also default to using the Braintree Payment Processing system. This is live and gives beneficial rates on transactions. It will mean that all transactional information for existing services goes into this system with all funds going to TfWM and the FTZ programme. If alternative mechanisms are required these need to be identified.

9.2.7 Payment Methods: Ring & Ride currently offers a 'pay with cash' option whereas WMoD is card only, (registered via the app). In order to offer a smooth integration, when registering an account customers will be encouraged to register a bank card. However, a 'pay with cash' option will be available for all journeys throughout the duration of the trial (starting January 2023). This will be exact change only to limit cash activity. Considerations requiring further action.

   o Cash consolidation process needs developing and introducing (inc. protocols to protect drivers etc)
   o System adjustment to inform drivers of relevant fare.

9.2.8 Branding: All vehicles used from Phase 1 onwards to be branded as WM on Demand. This will require the current R&R fleet to be rebranded. Namely all vehicles should only carry this livery:

Costs for this activity are estimated to be circa £10k for 8 vehicles
- All external comms in relation to any marketing, customer enquiry, demonstration, media event etc. must reflect WMoD brand guidelines.
- R&R website, comms and other media material needs to be updated to reflect the updated availability.

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9.2.9 Marketing / Communications: All external communications to reflect WM on Demand. All customers to recognise only this service as a replacement for ones being integrated. The customer categorisation will happen on a case-by-case basis to guarantee individual requirements and levels of service are met (e.g. to identify a historically R&R customer). It is recognised how marcomms activity is both critical to the success of the project and how it's provision is currently underserved. A significant effort will be necessary to communicate with all existing R&R customers so they are familiar with the change and what it means. Equally an extensive and sustained campaign is necessary to raise general awareness of the service before and during the trial. Referenced in **APPENDIX II** is the draft comms and engagement for this project.

9.2.10 Customer Services: As per Marcomms, within qualifying Coventry postcodes all customer interactions will be dealt with in the Via system. This trial will be recognised as separate from the wider Liftango transfer until at least August 2023. Team changes to accommodate this are anticipated, where a dedicated sub team within Customer Services will likely look after Coventry activity. It is likely a new process will be required when dealing with customer booking enquiries, whereby a postcode will be requested earlier in the communications, such that the enquiry can be directed in the allocated team appropriately.

10.0 Other Considerations

10.1 Contracts: Separate contracts currently exist with Via, Coachscanner, NEAT and Liftango for services related to this region. A thorough review of these contracts will be undertaken in order to facilitate the changes necessary to run this trial.

10.2 Funding: Where possible the trial will look to utilise resources already available. However, it is anticipated there will be additional costs accrued by this trial. It is anticipated these costs will be covered by FTZ. Indicative budgets:

- Vehicle re-branding   -   £15k (FTZ funded)
- Via system modification -   £15k (FTZ funded)
- M&E activities   -   £30k (FTZ funded)
- Customer Service   -   Covered in existing headcount
- Marketing / Comms -   £50k (BSIP)
- Contingency   -   £20k

Funding provisions don't currently consider officer time. In order to robustly plan and execute this trial it is anticipated that dedicated resource will be required. The TfWM bus team have now allocated a DRT lead who co-ordinate with other internal teams in operating the trial. Separate marcomms and M&E focused resource will be required to bolster trial activities, these are also now identified.

11.0 Wider Financial Considerations & Legacy

11.1 Context

The anticipated trial completion is targeted for October 2023. With a finite amount of funding within WMoD, an initial assessment of viability is required towards the end of Phase 1, namely **April 2023** to instruct wider bus strategy and determine how CRSTS funding is allocated. With no intervention WMoD will cease operating in early Jan 2024 (see 11.3). The Phase 3 period (August - October) will be used to detail out wider recommendations and action next steps, whether related to the extension or consolidation of services.

11.2 Current assessment of financial performance.

WMoD

WMoD Recent Performance								
	Revenue	Successful transactions	Average transaction cost	Rides Total	Average revenue per ride	Vehicle hours	TfWM cost per ride	Rides pvh
Jan-22	£2,433	533	£4.56	1262	£1.93	900	£15.62	1.4
Feb-22	£3,906	992	£3.94	2172	£1.80	1200	£11.69	1.8
Mar-22	£5,098	1055	£4.83	2627	£1.94	1542	£12.07	1.7
Apr-22	£2,826	566	£4.99	1493	£1.89	858	£12.27	1.7
May-22	£4,090	802	£5.10	2328	£1.76	1122	£10.73	2.1
Jun-22	£3,358	742	£4.52	2013	£1.67	1026	£10.43	2.0
Jul-22	£3,248	685	£4.74	1940	£1.67	1008	£11.03	1.9
Aug-22	£2,579	601	£4.29	1744	£1.48	1056	£13.24	1.7
Sep-22	£3,135	600	£5.23	1562	£2.01	1008	£13.71	1.5
Oct-22	£3,286	610	£5.39	1811	£1.81	1020	£11.94	1.8

Revenue: overall net revenue received in the service during stated period (post PSP costs).

Successful Transactions: number of financial transactions during stated period (inc PAYG, ride passes etc.)

Average Transaction Cost: Revenue / Transactions.

Rides Total: Total number of passengers during stated period.

Average Revenue per ride: Revenue / Rides. Note: more riders than transactions due to bulk pass products and multiple riders on single bookings.

Vehicle hours: total vehicle hours for stated period.

TfWM cost per ride: Total operation cost (vehicles, tech, operations etc) minus revenue / Rides. This metric highlights the cost of TfWM (and funding partners) for each ride.

Rides pvh: This is a measure of how many riders we have on the service per average vehicle hour (of operation).

Summary of WMoD performance. The service popularity has generally stabilized since the recent area expansion (1st Feb). Fluctuations in demand, driven by University of Warwick term periods, have been met with corresponding numbers of vehicles. This has meant measures such as "riders per vehicle hour" and "cost per ride" have been consistent, with a slight improving trend. There are several ongoing actions to further improve these metrics, namely:

- Marketing efforts targeted at groups and local business. Working with CCC, marketing material focused at engaging local industry / community groups etc has been generated. These organisations are expected to take advantage of the service (e.g. staff travel, community trips). The service is now able to create corporate accounts and group bookings are common. Building up a consistent, repeated demand guarantees patronage that on-demand trips can bolster.
- Continue to actively manage vehicle utilisation, predicting likely demand. Our capability in this space has improved over time, where the service is wasting fewer vehicle hours when demand is low. September 2022 was a period of lower than anticipated demand, meaning efficiency was below targets, but this was adjusted for reversed in October 2022.
- Pursue wider and more consistent marketing campaign to Coventry residents. This in turn will likely incorporate the adoption of R&R services but generating a greater awareness of WMoD in necessary in either scenario.
- Pricing adjustments to disincentivise longer, less efficient trips to Wellesbourne, thus improving met ride demand metrics for the core Coventry region.

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Detailed Ride Requests Status

Breakdown of all ride requests (passengers) by status.
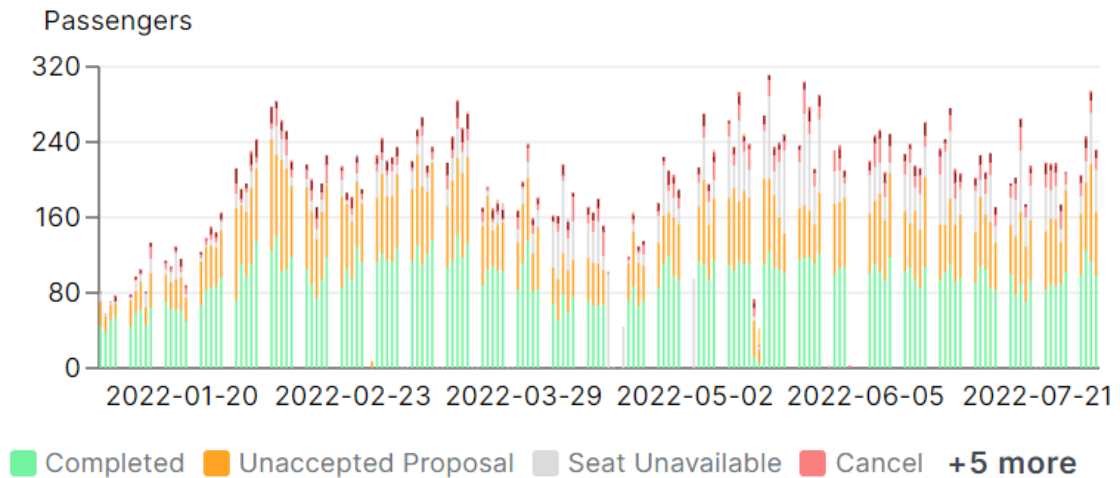
*All ride requests from 4th Jan – 20th Jul 2022.

The above metric shows how demand over the summer has stayed consistent (with less service reliance on the UoW staff / student population). This is a real positive and in stark contrast to Summer 2021, demonstrating how demand is being generated across the city. The percentage of unmet requests (seat unavailable) has increased during 2022 to circa 20% average. This is a combination of lower vehicle numbers (since March), size of service area and service hours. There is an expectation that by incorporating the R&R fleet and extended hours, we would immediately see an increase in completed rides.

Analysis of ride data (May – July 2021)

Total ride requests	Met Demand	Met Demand Rate	Completed rides	Completed Rides Rate
12,997	**10,677**	**82.1%**	**5,646**	**43.4%**

Met Demand – a journey offer to the customer within specified metrics (e.g. time, location etc)

Completed ride rate – % of total requests that accept the ride and then successfully transact the journey.

Combining the fleets and operating hours we could conceivably achieve a 95% met demand rate and a completion rate of circa 55%. We evidence this based on March 2022 when WMoD ran a six-vehicle service achieving a 92% met demand rate and 52% completion rate. Conceivably with a 13 vehicle service a further proportional improvement would be expected. Based on the May – Jun data, an improvement in these two metrics alone would see completed rides increase by 20%.

11.3 WMoD Funding

At service inception WMoD targeted a commercially self-sustainable position before funding expired. Before the considerations of co-mingling were proposed, WMoD was seeking to gradually increase its fleet numbers to maximize availability to drive awareness and ridership. This approach carried the inherent risk of reducing the funding more quickly, but targeted service reach and value demonstrations as the priority. WMoD is funded through a combination of FTZ, University of Warwick contribution and S106 allocation. Although additional S106 pots may become available, for the purposes of forecasting

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service life it is assumed there are no further funding guarantees. A breakdown of existing financial contributions (for vehicle operations is seen below):

FTZ   £207,000 (an additional £50k has been used for Via system setup and operational coverage)

UoW   £200,000

S106   £450,000 (plus £31,500 for operating system costs)

Projecting forward from October-22 an assessment is included on when funding would expire based on the number of additional vehicles in the WMoD fleet. This assumption also includes a low revenue yield of £3,500 per month going forward (May-Oct 22 average is £3,283).

4 vehicles (current base) - June 2024

5 vehicles   - Mar 2024

6 vehicles   - Dec 2023

7 vehicles   - Sept 2023

8 vehicles   - June 2023

As part of this proposal, it is assumed WMoD will operate a **FIVE** vehicle fleet from October 2022. This is predicated on allowing some financial flexibility as part of Phase 2 (fleet optimization) in adding vehicles to the fleet for short trial periods, whilst still guaranteeing a service throughout 2023. As a working assumption we should assume funding until January 2024, maintaining a target of forming procurement strategy decisions in April 2023 (allowing 8 months of due process).

An assessment of financial sustainability must also consider what constitutes service success. Assuming a five-vehicle service it is possible to predict the necessary patronage to break even (analysing different average fares). A £2.44 subsidy is included as a comparator to a break-even target. £2.44 (per passenger) reflects the current TfWM limit for additional justification on subsidised bus routes.

		Target for Passengers per vehicle hour	
	Average Fare	Service Break even	£2.44 subsidy per passenger
Current (all ride) average	£1.80	12.2	5.2
Comparison	£2.00	11	4.9
Average pay as you go	£2.90	7.6	4.1
Predicted average (April 2021)	£3.50	6.3	3.7

At current average fares it is clear the service will never break even. The highest performing DRT services in the UK achieve circa 9 ppvh (fflecsi in Wales), with good services operating circa 6ppvh. WMoD initial estimates of break-even were based on an average fare of £3.50 with a target of circa 6ppvh.

The average ride revenue £1.80 reflects the high travel pass and +1 usage, both features that are very popular with passengers, but which reduce revenue per journey. When initial estimates were conducted the relative impact of these products wasn't known.

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Rider breakdown case study Apr – Jun 2022

	How passengers use the service		
	PAYG	% pass holders	% multiple riders
April	33.1%	52.9%	14.0%
May	29.7%	56.2%	13.5%
June	32.7%	50.5%	16.4%

Analysing the previous quarter, consumer behaviour has a strong preference for ride passes with also a positive percentage of trips utilising the +1 feature (shared ride). Both features are proposed to remain within the pricing structure but may require an adjustment to maximize revenue.

PAYG breakdown case study Apr – Jun 2022

	PAYG breakdown				
	Full fare	ENCTS	50% rider discount	2 free rides promo	Referral promo
April	43.8%	19.7%	27.6%	6.5%	2.4%
May	52.7%	12.6%	23.7%	6.5%	4.5%
June	53.1%	14.4%	24.0%	4.3%	4.2%

Within the PAYG structure there are options for additional discounts. ENCTS rides are charged at 50% of the full fare with referrals also getting two free rides. This analysis demonstrates that of the TOTAL rides for each month only an average 16% (Apr – June) pay a FULL fare.

11.4 Pricing recommendations for WMoD:

- Adopt distance based pricing model, recognising impact on net revenue is marginal (but allows alignment with R&R activity should trial commence and installs a familiar customer pricing model).
- Explore price increases for ride pass products, including the option for a surcharge on journeys >10miles.
- Business account pricing incentives should be based on guaranteed numbers of riders.

Even with these adoptions it is not expected the average fare will exceed far beyond £2. To continue the WMoD service beyond the current funding (and irrespective of the co-mingling trial) a service subsidy is highly likely (i.e. from Jan 2024).

The assessment of additional value (beyond purely the financial) delivered by the service should therefore be considered when assessing long term feasibility (note 7.0).

11.5 Ring & Ride

The existing Ride and Ride service receives an annual budget subsidy of ~£5million (at current suppressed number of users following Covid) to cover all 7 LA areas. Vehicles belonging to NEAT (National Express Accessible Transport) are used to provide an invaluable service to those individuals with various physical or psychological needs, where public transport cannot easily support. In Coventry, EIGHT vehicles are scheduled to work Monday – Friday, FIVE on Saturdays and TWO for a reduced shift on Sundays. Actual fleet numbers fluctuate based on vehicle and driver availability. It is noteworthy that due to unprecedented driver shortages, NEAT has not been able to fulfill its fleet obligations for several months. Although countermeasures are in place it is unlikely that the driver issues will improve until December 2022 at the earliest.

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Limited data is available on how and who make up the profile of journeys occurs during the day. Sample data from the 28ᵗʰ May has been analysed:

Profile of journeys (Sat 28th May)
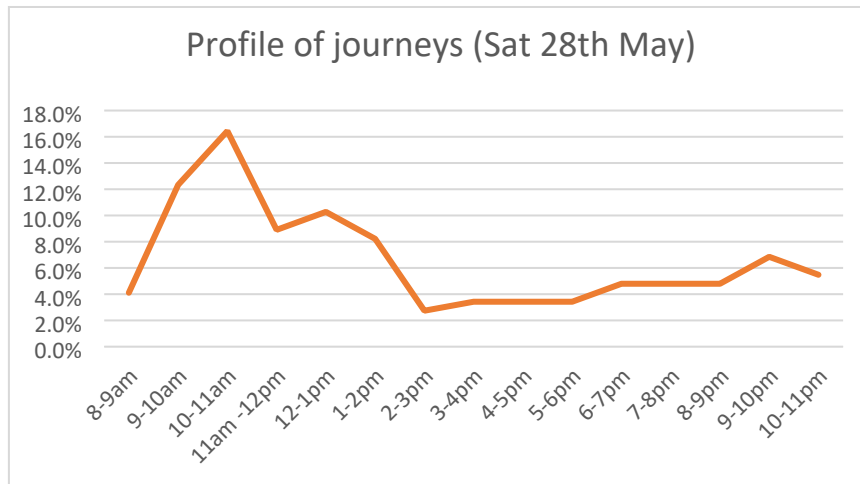
More data analysis is ongoing. These insights will also help to highlight specific rider requirements that need to be considered as part of the co-mingling service. An equalities assessment has also been completed to ensure demands of existing R&R customers are met as part of this trial. This is available in **ANNEX III**

11.6 Combined Service

Using the actual figures from WMoD and estimates from R&R it is possible to model the service expectations and requirements of a co-mingled solution. Indicative figures for performance as listed below:

Co-Mingling Financial Predictions								
	Revenue	Successful transactions	Average transaction cost	Rides Total	Average revenue per ride	Vehicle hours	TfWM cost per ride	Rides pvh
June Combined	£4,740	-	-	3172	£1.49	3861	£24.38	0.82
inc. WMoD Efficiency increase	£5,412	-	-	3575	£1.51	3861	£21.44	0.93
inc. Price change	£6,182	-	-	3575	£1.73	3861	£21.22	0.93
2ppvh	£13,359	-	-	7722	£1.73	3861	£8.90	2
3ppvh	£20,038	-	-	11583	£1.73	3861	£5.35	3
4ppvh	£26,718	-	-	15444	£1.73	3861	£3.58	4
5ppvh	£33,398	-	-	19305	£1.73	3861	£2.52	5

Row 1: Represents the figures from WMoD and R&R summed together. Evident is the immediate impact on cost per ride and ppvh.

Row 2: Represents the predicted uplift in completed rides due to additional vehicle availability, namely 20% increased rides on WMoD. A similar improvement may exist for R&R, albeit data is not yet available. Here the total number of expected rides drives the other data columns.

Row 3: Represents the uplift in revenue expected as part of the price rises proposed in this paper (in addition to the efficiency gain from row 2). Price rises in this simulation also include a £5 increase in the cost of both ride-pass types. Here the total revenue drives the other data columns.

Rows 4 – 7: Data is these rows is driven by passengers per vehicle hour. This metric indicates (for the same average revenue per ride) the total number of rides we would need to achieve and the total revenue we would likely receive. As with the predictions on WMoD, with an average ride revenue of £1.73 we would need a ppvh >5 to be below the £2.44 subsidy threshold.

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It is possible to draw some indicative conclusions from this analysis, namely:

- It is advantageous for R&R to co-mingle and quote WMoD passenger numbers as part of financial assessments, thus significantly improving revenue and cost per ride figures.
- WMoD existing customer would benefit significantly from greater area coverage, trip availability and service hours.
- R&R existing customers would have better guarantees on vehicle availability, greater area coverage and service efficiency.
- Fleet optimisation activities in Phase 2 have the potential to reduce R&R fleet overheads

An overview of how a combined service would operate for customers is shown below:

	ring&ride	**West Midlands Bus ON DEMAND**
👍	- Better service reliability and routing, inc. dynamic comms. - More booking options (e.g. immediate journeys, +1's) - Longer operating window - More destinations / coverage	- Much longer operating window. - More destinations / coverage. - More journey availability due to more vehicles.
👎	- Potentially less driver flexibility on additional tasks. - Fare differences (not necessary more due to ENCTS provision) - Education and comms programme (unfamiliarity for existing users)	- Potentially longer journey times. - Slight increase in fares.

12.0 Outcomes from the Trial

In order to make a balanced judged on commitment it is necessary to consider all likely outcomes from the trial, including a scenario whereby the trial does not start.

12.1 Trial doesn't start:

- WMoD service would continue with actions highlighted in the paper around pricing, marketing etc. whilst seeking other avenues for investment. These may include alternative S106 opportunities, CRSTS or removal of fixed line services. Fleet operations would likely be held at 6 vehicles maximum to prolong the need for additional funding until December 2023. A revised set of service targets would be implemented with a progress check every 3 months. If by June 2023 the service was on track and funding opportunities have been identified a likely re-tendering exercise would be undertaken to renew existing contracts. If the service was not performing then it's likely the existing contracts would complete and service be withdrawn.
- R&R service rollout with Liftango would continue in Coventry whereby WMoD and R&R would sit in parallel for the duration of the WMoD contract. It is anticipated that operational efficiencies would be sought to improve TfWM value for service (including revised performance targets).

12.2 Trial starts with co-mingling and fleet optimisation activity demonstrating hypothesised value. In this scenario there are subsequent questions/issues to detail, namely

- **Strategy –** what does a success in Coventry mean for wider roll out of DRT in the context of bus reform? Do we scale DRT activities across the region, with Coventry as an example to

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follow? Will this be possible using current booking systems and what does this mean for how we manage the various booking systems in place? *Note: If a procurement is required, in order to have a seamless transition a decision on WMoD is required by the end of Phase 2 (April 2023)*

- o **Funding –** How are funds in CRSTS allocated, fleet and depot ownership decisions? How do we seek to cover the inevitable revenue costs?
- o **Formalising R&R and DRT.** Wider rebranding required, contract negotiations, potentially more detailed MaaS integrations, wider education and awareness activities.
- o **These questions are being considered in a separate workstream run by TfWM, looking at wider DRT strategy.**

12.3 Trial starts and co-mingling and fleet optimisation activity proves inconclusive. Assessments made in April 23 may be indicative where the trial is heading. By June, if this is no clearer then depending on the aspects of uncertainty then it may be necessary to rescope the later elements of phase 2 and /or phase 3. An inconclusive conclusion to this trial would be considered an unsuccessful trial due to the necessity to generate a definitive position.

12.4 Trial starts and co-mingling activity proves unsuccessful. In this scenario focus should be around how/if the independent services should be continued and how.

- o Ring & Ride has a route for immediate re-instatement of the current service model in Coventry (if decision is approved). Branding of vehicles will require adjusting back to R&R and an effort will be required in delivering a concerted marcomms to communicate the change. If pricing models have been adopted there will be additional effort required to undo this integration. In this scenario it is anticipated the contingency budget will be required.
- o WMoD will end if not funded further. A decision on how/if to facilitate this service will be required in April to leave options ahead of contract completion. In this scenario the WMoD team will need to reassess the impact of reducing to a 5-6 vehicle service and whether new riders (gained through this exercise) can be accommodated. This in turn may change the commercial sustainability equation of a reduced WMoD service. As per the scenario of the 'trial not starting' other factors may influence choices for the second half of 2023.

12.5 MaaS Integration: During the trial period TfWM will also be developing its MaaS application, through which all transport services are intended to be available. Integration with DRT is currently scheduled for circa Q2 2023. Supplier consultation (with Via and Liftango) is already ongoing to prepare the groundwork for integration, including studying API compatibility. Depending on the complexity of integration and the progress of the trial come January, the level of DRT capability (in the MaaS app) will be adjusted accordingly.

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ANNEX I – Comparison on R&R, WMoD and Co-mingling service parameters.

Service Element Description	R&R (Coventry)	WMoD	Co-mingling Proposed Service
Service Operating Hours	Mon – Sat (8am – 11pm) Sun (8am – 3.30pm)	Mon – Fri (7am – 8pm)	Mon – Fri (6am – 11pm) Sat (8am – 11pm) Sun (8am – 3.30pm)
Telephone Booking available	Yes	Yes	Yes
Dedicated phone number	Yes	Yes (0345 034 8670)	TBD
App booking available	No* (not at this current time)	Yes	Yes
Customer Service Support (& Telephone booking)	Mon – Fri 8am – 6pm (Weds 10am) Sat 9am – 1pm	Mon – Fri 8am – 6pm (Weds 10am) Sat 9am – 1pm	Mon – Fri 8am – 6pm (Weds 10am) Sat 9am – 1pm
On demand (immediate) booking	No	Yes	Yes
Pre-booking	Yes* (mandated, 24 hrs in advance)	Yes* (up to 7 days in advance available)	Yes* (up to 7 days in advance plus option on preferential booking for selected users)
Payment types	Cash	Card only* (pre-registered and linked to account)	TBD – Proposal: Cash on-board. Card in advance
Account Required (pre-booking)	Yes* (name, address, (email for Liftango))	Yes* (name, email, telephone no, and payment card required)	Yes (as per WMoD)
Door to Door rides available	Yes (default)	Yes* (requires selection in VOC)	Yes* (requires selection in VOC)
Corner to Corner rides available	No	Yes (default)	Yes (default)
"Depart by" bookings	Yes	Yes	Yes
"Arrive by" bookings	Yes	Yes	Yes
Ride Passes available (discount bulk buy)	No	Yes (12 & 30 ride pass)	Yes (12 & 30 ride pass)
Discounted rides and promotions available through service	No	Yes (refer a friend, discount codes, company affiliations / corporate accounts)	Yes (refer a friend, discount codes, company affiliations / corporate accounts)
Geographic restrictions	Yes (Coventry only)	Yes (bigger Coventry footprint than R&R. Restrictions on where trips to Leamington can go from)	Yes (likely adjusted from current WMoD). All Coventry covered plus Leamington areas remain.
Group bookings	No	Yes (up to +10)	Yes (up to +10)
Booking modifications available	Requires re-booking.	Yes (cancel, move, add passengers etc can be done dynamically – in app or over phone)	Yes (as per WMoD)
Real-time journey alerts	Yes (Liftango only)	Yes (text messages 10, 5mins out and then on arrival)	Yes (as per WMoD)
Penalty for none payment	N/A	Immediate account suspension (until debt is cleared)	Immediate account suspension (until debt is cleared)
Penalty for no-show	No (although under review)	None (although likely to introduce 3 strikes policy, then timed suspension)	None (although likely to introduce 3 strikes policy, then timed suspension)
Eligibility	Self declared (no age limit, children must be accompanied)	None (access to all that can fulfil registration criteria.)	None (access to all that can fulfil registration criteria.)
Concessions / Discounts	None	ENCTS and school age 50% off all journeys	ENCTS and school age 50% off all journeys
Pricing	Registered user (Aged 16+) and Essential Escort/Carer Monday to Saturday daytime (before 7pm) - £1.30 single Monday to Saturday evening (after 7pm) - £2.40 single All day Sunday - £2.20 single Registered user (Aged 5-15) Monday to Saturday daytime (before 7pm) - £0.65 single Monday to Saturday evening (after 7pm) - £1.20 single All day Sunday - £1.10 single Non-registered users Adults - £2.40 single, Children under 16- £1.20, Children under 5 travel free.	Journeys in Coventry all £3 (one way) Journeys from Coventry to elsewhere (£4+)	TBD – likely distance based. 0-3 miles: £2 3-4 miles: £3 4-5 miles: £4 5 – 10miles: £5 10+ miles: £7
Dogs allowed	Guide / Assistance dogs only	Guide / Assistance dogs only	Guide / Assistance dogs only
Luggage	No policy	No (beyond hand-held and pushchairs)	No (beyond hand-held and pushchairs)
Wait time at location	No set timing, user specific, often drivers call depot on individual basis who then contact customer to check they are ok/ready	2 mins on station	TBD – likely to be customer tailored
Fleet size	8	5	13
Vehicle type / configuration	(12 + 1 WAV)	12 + 1 WAV	12+ 1 WAV
Branding	Ring & Ride	West Midlands on Demand	West Midlands on Demand
Website	Ring and Ride branded (hosted on TfWM site) New website in development	TfWM sub page (off main TfWM site)	TfWM sub page (off main TfWM site)

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ANNEX II – Marketing and Communications Proposal

(See separate file)

ANNEX III – EqIA Assessment

(See separate file)

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Ring & Ride / West Midlands Bus on Demand Coventry Communications Plan

Background

In Coventry, Ring & Ride and West Midlands Bus on Demand will merge on **23 January 2023.**

Due to this, there will be changes to the service which need to be communicated.

There is an additional need, from 23 January, for ongoing marketing of the scheme to increase brand awareness and ensure it is being utilised efficiently.

Changes for customers

Ring & Ride Users	West Midlands Bus on Demand Users
'Good' changes: • Earlier service hours on weekdays • App booking • On demand booking • 7 day advanced booking • Dynamic booking • Ability to pay using card • Discount group bookings • Real time journey alerts • ENCTS and 50% off school age • Longer journeys • Simpler pricing (no daytime/evening) **'Bad' changes:** • Extending service to all users • Price increase for longer journeys (however this should be expected)	**'Good' changes:** • Earlier service hours on weekdays, and service on weekends • Preferential booking for vulnerable users • Ability to pay using cash • Larger service area **'Bad' changes:** • 'Slight' price increase to cater for a larger service area and better efficiency

Approach

This merge should occur in three campaign phases:

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1. **November / December**: Awareness campaign directly to both groups around changes to the service.

    o During this time, we will need to ensure that all vehicles, websites, and apps are on track to have the correct branding by 23 January.

2. **January**: Promotional campaign around the benefits of the newly merged service.

3. **February**: Introduction of ongoing marketing for the BAU service.

Messaging

Using the known service changes, we can pick out key messaging to use at each stage of the campaign:

Month	RR Users	WMBOD Users	New users
November / December	Carefully worded comms around the 'bad' changes while balancing this out with the 'good'	Carefully worded comms around the 'bad' changes while balancing this out with the 'good'	TBC
January	Continued targeted promotion of the 'good' changes to the service – we will still need to be considerate of the 'bad' changes for customers and the worries this may bring		An introduction to the great improvements made to a service they haven't taken advantage of yet
February	General marketing of the service, creating a strong basis for ongoing promotion		

November / December

Aim: Awareness campaign directly to both groups around changes to the service.

Target audience: Customers from both groups with no focus on new customers at this point.

Messaging: There will be different approaches for both sets of customers, as the merge will affect them differently. The messaging will focus on informing customers about the changes, as opposed to generally marketing the service.

- **Ring & Ride customers:** Strategically informing customers on the rebrand, extending the service to all users and the price differences. Then, balancing this out with the good: Earlier service hours, improved booking and payment options, concessionary discounts, and a wider travel area.

- **West Midlands Bus on Demand customers:** Strategically inform customers of the price differences. Then, balancing this out with the good: Earlier service hours, better accessibility, increased payment options, and a wider travel area.

Channels

This should be a targeted informational campaign for existing users. For Ring & Ride customers, we should do this with posters onboard current vehicles, on the website, via email and by door drop. For West Midlands Bus on Demand users, this should be communicated by email, app notification and on the website.

Other considerations

During this time, we will also need to work on the rebranding of Ring & Ride. This will include wrapping NEAT vehicles and updating websites/apps.

There may also be some communication needed around operational changes i.e., account details being moved over, a change of phone number, etc.

January

Aim: Targeted promotion of the positive changes to the service – we will still need to be considerate of the negative changes and the worries these will bring.

Target audience: Targeted promotion to existing users and an 'introduction' to new users.

Messaging: There will be different approaches for existing and new customers, as there will still be a need to inform.

- **Existing customers:** Positive communication around earlier service hours, improved booking, and increased payment options.

- **New customers:** An introduction to the above great improvements to the service

Channels

This should have two aspects: 1) a positive targeted campaign to existing users via email, leaflets, and app notifications and 2) promotion to new users through social media, through local services and groups and out of home advertising (if budget allows).

Other considerations

During this time, we will also need to still be considerate of the worries existing users will have.

February

Aim: General marketing of the service, creating a strong basis for ongoing promotion.

Target audience: New and existing users – directly and via businesses and community groups.

Messaging: As this is general promotion of the scheme, changes shouldn't be seen as 'new' at this point and USPs should be focused on marketing the brand.

- Dynamic booking via multiple methods
- Multiple payment types
- Different trip options – corner to corner, door to door, bulk
- Concessionary discounts

Channels

This section should use a good variety of channels to ensure all demographics are being spoken to:

- **Students**: social media, school/university events
- **Employees:** out of home, email
- **Elderly/disabled**: door drops, radio, leaflets in libraries, doctors, leisure centres etc.
- **Businesses, schools & community groups:** tool kits to ensure employees/students/ group members feel confident in using the service.

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Other considerations

We must use this period to gather feedback and understand the motives for different users e.g., students may prioritise price compared to older users who may use the service for convenience. This will help shape future campaigns and target messaging further.

Reporting

We can evaluate the success of each campaign through various methods. The main one is an analysis of sign-ups and trips booked to monitor increase/decrease and the demographic of those using the scheme. We can also monitor:

- **Digital analytics**: click-throughs and views on web pages, emails, and app notifications
- **Impressions**: views/exposure of social media adverts and out of home
- **Conversions**: direct action and customer service enquiries received from door drops/radio adverts
- **Events**: at event registrations/surveys
- **Toolkits**: feedback from businesses, schools, and community groups

Timeline

Phase 1 14 Nov - 22 Jan	Phase 2 23 Jan - 19 Feb	Phase 3 20 Feb - 19 Mar

Planning	Live Date	Item	Cost	Actions
01 Nov – 11 Nov	14 Nov	**Letters to R&R customers**	TBC – Print & Delivery	• Confirm address list • Build letter using template • Confirm print & delivery costs with BBJ&K • Send list & letter over by 7 Nov
01 Nov – 11 Nov	14 Nov	**Posters on R&R & WMBOD vehicles**	TBC - Print & Delivery	• Build poster using template • Confirm specifications/quantities with operator • Confirm print & delivery costs with Aurora • Send artwork over by 7 Nov
01 Nov – 11 Nov	14 Nov	**Website/app update with details of merge**	Free	• Build page in Umbraco by 11 Nov • Publish manually on 14 Nov
01 Nov – 11 Nov	14 Nov	**Email to R&R customers**	Free	• Build email on Campaign Monitor by 11 Nov • Schedule for 14 Nov send
01 Nov – 11 Nov	14 Nov	**Email to WMBOD customers**	Free	• Build email on Campaign Monitor by 11 Nov • Schedule for 14 Nov send
01 Nov – 11 Nov	14 Nov	**App notification to WMBOD users**	Free	• Pull notification together on Leanplum by 11 Nov • Schedule for 14 Nov send

28 Nov – 5 Jan (Allowing for Christmas)	6 Jan	**Creative for P2**	TBC - Design	• Confirm sizing with BBJ&K • Confirm design costs with NB: community leaflets, customer leaflets, social graphics & OOH graphics • Brief in artwork • Approve content by 6 Jan
12 Dec – 20 Jan	23 Jan	**Leaflets to community groups**	TBC – Print & Distribution	• Pull together list of community groups • Confirm print & distribution cost with BBJ&K • Send over artwork by 6 Jan
2 Jan – 20 Jan	23 Jan – 19 Feb	**Out of Home**	TBC – Advertising	• Confirm ad costs with BBJ&K • Send over artwork by 6 Jan
12 Dec – 20 Jan	23 Jan	**Leaflets to R&R customers**	TBC – Print & Distribution	• Confirm address list • Confirm print & delivery costs with BBJ&K • Send list & artwork over by 6 Jan
9 Jan – 20 Jan	23 Jan	**Email to WMBOD Customers**	Free	• Build email on Campaign Monitor by 20 Nov • Schedule for 23 Nov send
9 Jan – 20 Jan	23 Jan	**App notification to WMBOD Customers**	Free	• Build notification on Leanplum by 20 Nov • Schedule for 23 Nov send
9 Jan – 20 Jan	23 Jan – 19 Feb	**Paid social media**	TBC – Advertising	• Confirm ad costs with Digital • Send over artwork & copy by 16 Jan
9 Jan – 6 Feb	6 Feb	**Creative for P3**	TBC - Design	• Confirm asset list for schools/universities • Confirm asset list for toolkits • Confirm sizing with BBJ&K • Confirm design costs with NB: school leaflets, toolkit content, social graphics, OOH graphics • Brief in artwork • Approve content
9 Jan – 6 Feb	20 Feb	**School & university events**	TBC – Material & Resource	• Confirm process for education events • Pull together a list of events to attend
23 Jan – 18 Feb	20 Feb – 19 Mar	**Out of Home**	TBC – Advertising	• Confirm ad costs with BBJ&K • Send over artwork by 6 Jan
6 Feb – 18 Feb	20 Feb	**Toolkits**	Free	• Confirm process with Travel Choices • Send over artwork & copy by 13 Feb
6 Feb – 18 Feb	20 Feb – 19 Mar	**Paid social media**	TBC – Advertising	• Confirm ad costs with Digital • Send over artwork & copy by 13 Feb
6 Feb – 18 Feb	20 Feb	**Email to WMBOD Customers**	Free	• Build email on Campaign Monitor by 18 Feb • Schedule for 20 Feb send
6 Feb – 18 Feb	20 Feb	**App notification to WMBOD Customers**	Free	• Build notification on Leanplum by 18 Feb • Schedule for 20 Feb send

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Health and Equity Impact Assessment Tool

Equity and Diversity are fundamental to our overall vision of improving the quality of life of everyone who lives and works in the West Midlands and is embedded within our values and strategic aims and objectives.

This tool combines the Equality Impact Assessment (EqIA) and Health Equity assessment (HEAT) tools and has been developed to support our vision set out in the Equity and Inclusion scheme. It has been designed to facilitate the promotion of equity, diversity and inclusion throughout our work and encourage a holistic approach, helping us to realise the potential within our commitment to equitable outcomes.

Heath equity is considered within the tool as health inequalities are unjust differences in health and wellbeing between different groups of people (communities) which are systematic and avoidable and by considering alongside equality in this evolution of the equality impact assessment, we will ensure that the proposed and existing policy can benefit a wide range of people and will not disbenefit anyone. Ultimately it enables us to take further strides to achieving our vision.

The tool guides the user with a series of questions and prompts to systematically assess implications for improving our work by promoting equity, diversity and inclusion, whilst at the same time supporting us to meet the legislative requirements of the Equality Act 2010.

It is intended for use in the development and/or renewal of policy, strategy and programmes and will help to mitigate against any potential negative impacts. It considers impact upon:

- The protected characteristics outlined in the Equality Act 2010 (Age, sex, race, religion or belief, disability, sexual orientation, gender reassignment, pregnancy and maternity, marriage and civil partnership)
- Socio-economic differences by individual socio-economic position
- Area variations by deprivation level
- Vulnerable and inclusion health groups

There are 4 stages within the tool
1. Prepare
2. Assess
3. Refine and Apply
4. Review

The Tool:

Directorate	Transport for West Midlands
People responsible for conducting and overlooking assessment	Mark Collins, Innovation Integration Lead
Name or title of policy, strategy, programme or project being assessed	Demand Responsive Transport – Coventry Co-mingling Trial
Date competed	Sept 2022
Date review due	
Person responsible for arranging review and monitoring	Mark Collins, Innovation Integration Lead

Prepare – agree the scope of work and assemble the information you need

About your work	
Describe the main aims, objectives, activities, and outcomes of your work. Who is expected to benefit? How do you expect your work to reduce health and wider inequalities?	**Trial** A co-mingling trial has been proposed for two Demand Responsive Transport (DRT) services in Coventry. Co-mingling refers to an approach which enables current demographics, who traditionally have had their needs met with a bespoke transport offering, grouped together under a singular service. Ring and Ride and West Midlands Bus on Demand (WMoD) have been selected to be combined as part of a live trial to gain insight into whether a long-term merge would be viable. This would involve the current Ring and Ride fleet, which is allocated to Coventry (8 vehicles in total), rebranding and adapting to become WMoD vehicles. This will increase WMoD capacity, bringing the total operational fleet to 13. It has been proposed that the trial will be conducted over a period of 10 months, whereby with the earliest start date being January 2023. The trial will be delivered across 3 phases: - Phase 1: Understanding co-mingling parameters – this will consist of maximum number of vehicles being utilised across the initial 3 months to understand efficiency - Phase 2: Fleet optimisation – Based on the learning from phase 1, fleet optimization will look at refining the number of vehicles, and their size, during the day. This will provide the trial with a more accurate estimate of running costs. - Phase 3: Planning ahead – Involves the evaluation of the live trial period to determine feasibility for expansion and next steps. It's important to mention that there will be no changes to the shifts of the Ring and Ride fleet throughout the duration of the trial. **Ring and Ride vs WMoD** Ring and Ride is a DRT service which provides accessible, door-to-door, transport to anyone with a disability or mobility difficulty who struggles to use conventional public transport. WMoD is similar to Ring and Ride in the sense their vehicles are accessible, and it doesn't operate a specific route; relying on passengers to state where they want to be picked up and dropped off. Both modes are different to taxi hire whereby numerous passengers will also be picked up and dropped off on the way to a given destination. However, WMoD has not been developed to specifically meet the

needs of disabled passengers, instead serving to support all demographics within the community.

WMoD and Ring and Ride operate on two different booking systems, the trial would involve Ring and Ride users having to be registered onto the WMoD Via system, in order to access WMoD. In addition, WMoD utilises a mobile app where customers can register, connect their bank account for payment and book their trip. However, there is the option to register and book a journey via telephone. Whilst the traditional WMoD service does not accept cash, for the duration of the trial, and to be inclusive of all passengers, cash will be accepted on board.

WMoD operates a distance pricing model, where the price passengers pay is dependent on the distance of their journey – the further the journey, the more they are charged. Concessions receive a 50% discount across all journeys with WMoD.

Ring and Ride on the other hand, operates different fares dependent on the day and time, these are not impacted by distance travelled but do need to be within the Ring and Ride boundary (which covers all of the West Midlands Metropolitan area). In addition to Coventry, WMoD also serves the areas of Kenilworth, Meriden, Leamington Spa, Warwick Parkway and Balsall Common.

Unlike Ring and Ride, which operates across 7 days, WMoD only operates Monday to Fridays. However, the merging of the two fleets for the purposes of the trial will enable WMoD to operate every day of the week.

Outcomes

It is expected that the trial will help support better environmental and health outcomes for the Coventry area. By encouraging residents to step away from using their cars and instead trialling an alternative approach to journeys, supporting a reduce in CO_2 emissions and subsequently improving air quality. The standard bus model involves set routes whilst WMoD adapts it routes depending on the passengers and has the ability to pick up customers from their door or a convenient 'virtual bus stop' which is generated by the WMoD system. As a result, this can seem more attractive compared to traditional public transport.

There is the ambition for the trial to showcase the viability for DRT to serve as an effective replacement to bus usage, in the event of any commercial bus routes being withdrawn. This provides an opportunity to test

	contingency measures should such decisions be taken in the future. It is hoped that, by merging Ring and Ride with WMoD, it will still meet the transport needs of Ring and Ride users whilst having the benefit of being cost effective, to help secure the longer-term delivery of a DRT service which fulfils this objective. As WMoD is already an established project, this Health and Equity Impact Assessment will predominantly focus on the proposal for Ring and Ride to be merged into WMoD and the impact this may have.
Does your work affect the public or employees directly or indirectly? In what ways?	The trial will have a direct impact on Coventry Ring and Ride users as well as members of the public who use WMoD. Ring and Ride in Coventry will cease to exist throughout the duration of the trial. Current users Ring and Ride users will instead have to use WMoD to accommodate their door-to-door journeys or seek alternative arrangements which may not be as financially viable or accessible – such as taxis. The merger will fundamentally change the deliverables of the Ring and Ride service. There will no longer be a mode of transport that is specifically tailored to meeting the needs of disabled residents and those who are most vulnerable. WMoD is open to anyone living with the Coventry and Warwickshire area, a drastically larger number of people compared to the targeted Ring and Ride model which only runs to serve those who are unable to use traditional public transport. There is undeniably a significant and direct impact on Ring and Ride users and, to a lesser degree, on existing DRT users.
Data and evidence	
What data, indicators and evidence are available on the equity, diversity and health equity issues in the key target groups? (Consider inequalities and discrimination in relation to the target groups. Consider national, regional and local data (e.g., census and local demographic data, national	Appendix A provides an in-depth breakdown of numerous equality and inclusion issues across the different protected characteristics, including from a socioeconomic perspective as well as an outline of the makeup of the West Midlands and Coventry population. Topics covered in Appendix A include: • Demand Responsive Transport (DRT) findings-including Ring and Ride data • Transport inequalities • Deprivation

and regional reports, health profiles and local data such as JSNA, contract performance data and qualitative data from local research). Please use this section for a brief outline of the issues and include detailed data and information breakdown as Appendix A	• Digital inequalities • Health inequalities, including mental health and physical activity Some key points include: • Across 2021 and 2022, Ring and Ride averaged 12,400 journeys per month[1] • Over 10% of these Ring and Ride journeys were completed by customers based in Coventry • 30% of Coventry Ring and Ride journeys involve the use of a mobility device/ assistance, such as oxygen, scooters and tail lifts • 11% of users have no alternative option to Ring and Ride, organisations who book on behalf of users state that alternative services are unsuitable due to the varied nature of disabilities their service users have. • The majority of Ring and Ride trips are booked via telephone. • The vast majority of Ring and Ride users are 80+ (the majority of which based on national stats are unlikely to have access to digital technologies or be digitally literate) • Between January and July 2022, WMoD averaged 1699 journeys per month • There is a fear amongst DRT non-users around sharing a vehicle with strangers West Midlands • The West Midlands has a higher-than-average percentage of residents with a disability and/or long term health conditions • Deprivation influences health outcomes, increased deprivation correlates with poorer physical and mental health • The region is one of the most inactive in the country. The following groups are more likely to be inactive – women, people from lower socio-economic groups, older adults, disabled people or people with long term conditions and people from minority ethnic communities • Some demographics are more likely to experience deprivation than others, including disabled people, minority ethnic communities, care leavers and younger age groups. • Deprivation also influences transport options. Those from more deprived backgrounds are less

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[1] It is worth mentioning that this timeframe coincides with some Covid restrictions still being in place/ starting to ease which will have impacted on the patronage for Ring and Ride. Even though some restrictions will no longer have been in place, elderly and disabled people were still fearful of going out into society due to their significant vulnerabilities to Covid-19, as these demographics are the target Ring and Ride customers, this had a significant impact on uptake. Therefore, it is fair to say that on average, the Ring and Ride usage would be much higher.

	likely to be able to afford a car and be more reliant on public transport. Key groups that are more dependent on public transport include: younger and older people, disabled people, minority ethnic communities, unemployed and people on low income. • Lower income households tend to spend a relatively high proportion of their income on commuting costs in comparison to higher income households. • There are significant digital inequalities within the West Midlands, with the region having the highest proportion of people who are offline across England. • Nationally, approximately 3% of the population do not have a bank account. 12% of this demographic are West Midlands residents. The greater level of deprivation experienced by residents in comparison to other regions can have a confounding impact on transport access and usage as well as health implications and a lack of digital skills. There is a clear need for Ring and Ride to support the independence of those who can't use traditional public transport and are at risk of social exclusion.
Have you consulted interested parties? (including employees, community representatives or/and residents from the target groups?) Detail who will be affected by the policy, outcomes of consultation. If you haven't conducted consultation, is there need for consultation and who are you planning to consult?	The Transport for West Midlands Senior Leadership team have been informed of the proposal as well as provided their approval for the trial to take place. It has been agreed, that should the number of unmet rides exceed a 20% threshold, then capacity will be reviewed with additional fleets being added to meet demand. In-depth analysis of the project will be conducted as part of Phase 3.
Is further research needed? (Consider if there is need for consultations, working groups, surveys, data etc) If yes, how will it be undertaken and by when?	There is a need to consult with existing Ring and Ride users in Coventry to understand their views on the trial. Fundamental changes are being made to service provision that is specifically designed to overcome access barriers for disabled people and elderly customers. Consultation must take place before the trial formally begins. Continuous engagement is also needed during the trial to help determine future options Conversely, it's also recommended to gain the views and opinions of current WMoD users at trial stagel. For example, whilst there will be a higher number of vehicles there is also the potential for journey times to increase (it's likely that disabled passengers would prefer a door-

	to-door service which would add onto the journeys of other passengers).
	The trial itself will serve as a useful mechanism for engagement and data monitoring. However, it's necessary to understand, prior to the trial starting, whether Ring and Ride users would use the WMoD service in the first place. Or whether they would seek alternative methods of transport
	It's also crucial that monitoring occurs throughout the duration of the trial. Should any negative equality impact be noted, measures must be taken immediately to address them.
Which measures does, or could the programme or policy include to help promote equality of opportunity for and or foster good relations between people who share a protected characteristic?	**Accessibility inc. cost** Positives Based off an initial sample test, it was estimated that the rides of passengers who qualify for ENCTS (likely the majority of existing Ring and Ride users) are likely to be 38p cheaper compared to current Ring and Ride prices. Group bookings are most likely to be cheaper, given the £1 addon for up to 10 people, per paying customer. Within the current Ring and Ride customer-base, approximately 1 in 5 organisations, who book on behalf of users, make a group booking. Existing Ring and Ride customers will still have the option to call up to book a service as well as pay with cash throughout the duration of the trial. Furthermore, whilst customers will be encouraged to register for the Via system themselves, should customers find this difficult they have the ability to do this on the phone through Customer Services. Negatives and Mitigations Whilst the sample test does indicate that prices are likely to be cheaper for Ring and Ride customers, they are losing out on the fixed pricing that is currently offered. The £1 addon for up to 10 people may seem attractive to current group bookings for Ring and Ride but it is essential that the process of utilising this isn't made overly complex for users. This may detract them from being able to user the service A suitable mitigation for confusion around the distance pricing model would be to confirm the total cost of the trip to customers prior to their journey. This is particularly important for customers who will be paying by cash to

ensure they have the correct amount. Exploration could be done to see whether this can be done on the phone when a customer calls to book or via an alert within the mobile app.

The demographics of Ring and Ride users consist of groups that are most likely to be digitally excluded. Should there be an emphasis placed on having to utilise online services to access WMoD, there is a risk Ring and Ride customers will find it difficult to adapt to such practices. Leading to the likelihood of them failing to use WMoD and, even more worryingly, leaving them vulnerable to becoming excluded from society.

Affordability has the potential to be a significant barrier to uptake, particularly amongst current Ring and Ride users - especially if they are not ENCTS eligible. Exploring whether discounts can still be applied to Ring and Ride customers who are not in receipt of a concessionary pass will ensure that they are not put at an unfair disadvantage and at risk of isolation.

In order to provide a service that is accessible to all customers, commitment needs to be given to the retention of accepting cash as a payment method. Only accepting cash throughout the duration of the trial does not provide an indication to cash-based customers as to whether they will be able to continue to use the service after this time frame. This is something that needs to be implemented in particular if WMoD and Ring and Ride are to be merged in the longer-term to avoid excluding more vulnerable customers.

Journeys inc. drivers and reliability

<u>Positives</u>
There are no changes being made to the existing Ring and Ride shifts, meaning there will be no impact on driver working hours and pay etc.

WM on Demand covers more areas, opening up more destinations than Ring and Ride, including Kenilworth, Meriden and Balsall Common. This will address the concern Ring and Ride customers have around cross-boundary travel.

There will be no changes to the current Ring and Ride fleet, but additional capacity will be provided through the existing WMoD fleet.

It has been agreed, that should the number of unmet rides exceed a 20% threshold, then capacity will be

reviewed with additional fleets being added to meet demand.

It is a requirement for all drivers to have appropriate training in terms of carrying disabled and vulnerable passengers. The specifics of this training are yet to be defined, which can serve as an opportunity to ensure the training is fit-for-purpose and robust.

Negatives and Mitigations

The current Ring and Ride concern around journey time and reliability may not be addressed by the trial. Even though there is a higher number of vehicles, there will also be an increase in users. Should the trial fail to serve as an improvement to Ring and Ride, it increases the likelihood of Ring and Ride users no longer accessing the WMoD service.

It has been identified that a negative output of the trial could be longer journey times for users. Long journey times and reliability are already significant concerns for Ring and Ride customers. An increase in customers can cause longer journey times which will have a negative impact on the journeys of regular users from both services. The impact is especially significant for users with no alternative transport means.

Whilst likely a minimal risk, there is potential for tensions to arise as a result which may be taken out on the Ring and Ride customers, given the fact they're most likely to request door-to-door journeys which will lead to longer routes being take. Customers may react negatively to the increase in journey time and take this out on the disabled/elderly customers, subsequently resulting in unlawful discrimination.

It's imperative that WMoD drivers are trained to a high standard and that the training is reflective of the training of Ring and Ride drivers. Drivers must be aware of their responsibilities to maintain a duty of care to the customer. Training that isn't sufficient leaves customers at risk of injury and WMoD vulnerable to legal action should any incidents occur.

Furthermore, it's important to bear in mind that Ring and Ride customers will have gotten used to their regular drivers – to the point they have built rapport and a sense of trust. Given the significant changes that the trial will instruct, coupled with the likelihood of regular passengers being introduced to unfamiliar drivers, this may have an impact on the level of anxiety and apprehension felt by Ring and Ride customers.

It's important to ensure all Ring and Ride drivers are fully competent on the Via systems before the trial begins, particularly as they will remain allocated to their respective fleets. The Via system will provide useful data on the trial rollout, if the Ring and Ride portion of the trial doesn't collate data effectively, it could have an impact on the evaluation process and any subsequent activities. It's crucial to emphasise the importance of having a robust monitoring and evaluation process overall.

Those who are more vulnerable are more likely to have a poor perception of safety when it comes to public transport, which is one of the benefits customers have noted of using Ring and Ride. The trial will open up the Ring and Ride model to everyone. The removal of a targeted service in itself is going to have a severe impact on our most vulnerable customers. Customers will need to use WMoD in order to access a similar door-to-door service as Ring and Ride but without the security of knowing that all passengers will be understanding of their needs. Moreover, WMoD is a mode of transport that is open to all members of the public, bearing in mind that the fleet is significantly smaller to a typical commuter bus, customers will be in closer proximity to one another. These factors could aggravate safety concerns and worries amongst such individuals, which may result in them using alternative methods of transport rather than WMoD.

There is the potential for Ring and Ride customers to be refused a journey due to capacity issues (refusal rates are already higher than previously). Those who use Ring and Ride currently do so because they are unable to use traditional modes of public transport. In many cases, Ring and Ride serves as their only option of transport. The impact of any refused journeys will be significantly more severe compared to someone who doesn't rely on Ring and Ride, such as isolation from society which can result in negative physical and mental health impact.

It's important that Ring and Ride customers are not unfairly treated as a result of the merger. A potential way to mitigate any negative equality impact is to ensure that disabled passengers and/ or Ring and Ride passengers are prioritised. If Ring and Ride users' book in advance, they should be guaranteed a slot on a vehicle.

In order to mitigate as negative an impact as possible on Ring and Ride users, consideration should be given to whether a small number of fleets could be allocated at any given time to Ring and Ride customers.

By doing so, it may put a significant amount of Ring and Ride customers at ease, knowing that, in essence, Ring and Ride will continue as it is but under a different name.

As a result, it may increase the patronage of Ring and Ride users throughout the duration of the trial, subsequently having a positive impact on the trial outcomes.

Communication

<u>Negatives and Mitigations</u>

The communications that are used to promote WMoD must be fully accessible for Ring and Ride users. Failure to do so can result in passengers not fully understanding the service or how it works, which will leave them without a suitable method of transport to meet their needs, as Ring and Ride will be removed for the duration of the trial. This will put already vulnerable customers at greater risk of exclusion.

It's imperative that an effective communication campaign is conducted. To ensure that all current customers of Ring and Ride in Coventry are fully aware of what the trial will involve. Placing an emphasis on how even though WMoD is recommending usage of their app, that there is by no means a need to adhere to this.

It may be worth exploring whether a separate communications campaign is necessary, to be tailored to Ring and Ride customers. By doing so, it's likely to have a positive influence on WMoD patronage and thus the trial outcomes.

The predominant method of payment for WMoD is through card payment via the WMoD mobile app. It's important to not assume that all Ring and Ride customers will not want to utilse this. Therefore, it is important that guidance/ instructions on how to download and use the app/ input card information is provided and is accessible.

There is also a risk that, in the event the trial does not lead to further rollout, that once Ring and Ride is reinstated, customers may not return. This will be dependent on how effective any communications might be.

Continuation of Service

<u>Positives</u>

The current Ring and Ride provision is costly for the organisation, averaging 4x higher than the cost to deliver WMoD. The trial, if successful could potentially secure the delivery of a Ring and Ride-eqse service for the foreseeable future, due to the cost savings involved.

It's important to note that the current model of Ring and Ride doesn't meet the needs of all disabled people, even registered users have expressed a desire for the service to modernise and incorporate elements such as real time tracking and live booking, a gap which could be filled by the WMoD offer. This could increase the attraction of the service amongst disabled people – however this could also have an impact on demand which may lead to some capacity issues developing if not mitigated effectively.

With the financial implications that are still present from the pandemic, many bus operators are faced with the difficult decision to potentially reduce their services. DRT offers a mitigation to the negative impact service cuts can have on bus users, by helping to fulfil the demand for any journeys that would have been affected.

Whilst there is a short-term risk for a negative equality impact on Ring and Ride users during the trial, should the outcomes prove unsuccessful, Ring and Ride provision will be able to be reinstated quickly.

Environmental impact

Positives

Should the environmental ambition of the trial be successful, a longer-term benefit would be the positive impact WMoD would have on air quality within Coventry. This can help alleviate any illnesses which are aggravated/ caused by pollution such as respiratory illnesses.

Assess – examine the evidence and intelligence

Do you think that the policy in the way it is planned and delivered will have a negative, positive or no impact on any of the equality target groups (please detail in the table)

	Distribution of Inequalities Which populations face the biggest health and wider inequalities for your topic, according to the data and evidence above?	**Causes of Inequalities** What does the data and evidence tell you are the potential drivers for these inequalities?	**Positive/Negative/Neutral Impact** • Positive impact: where the impact on a particular group of people is more positive than for other groups • Negative impact: where the impact on a particular group of people is more negative than for other groups • Neutral impact: Neither a positive nor a negative impact on any group or groups of people, compared to others
Age	Older people and younger age groups	As per above and appendix	Positive & Negative
Socio Economic Status or geographical deprivation	People from lower socio-economic backgrounds; people on lower salaries; NEET; unemployed people; people living in the most deprived areas	As per above and appendix	Positive & negative
Sex	Women are more likely to face transport inequalities	As per above and appendix	Neutral*
Disability	People with visible and hidden disabilities	As per above and appendix	Positive & negative
Race	People from ethnic minority backgrounds	As per above and appendix	Neutral*

	are more likely to face transport inequalities		
Religion/belief	N/A	As per above and appendix	Neutral
Sexual Orientation	N/A	As per above and appendix	Neutral*
Marriage and civil partnership	N/A	As per above and appendix	Neutral
Gender reassignment	N/A	As per above and appendix	Neutral*
Inclusion health and vulnerable groups (for example people experiencing homelessness, prison leavers, young people leaving care	People experiencing homelessness/ insecure housing, prison leavers, care leavers	As per above and appendix	Neutral
	*Impact could be viewed as positive for these demographics from the overall WMoD perspective. As mentioned in Question 1, this Health and Equity Impact Assessment is looking at co-mingling from the lens of the Ring and Ride merge as opposed to WMoD overall.		
If adverse/negative impact is noted to any of the listed equality target groups, can it be justified i.e. on the grounds of promoting equality of opportunity for any other group/s?	The most likely group to experience any adverse/ negative impact from the co-mingling trial is Ring and Ride customers, who are predominantly individuals with disabilities and long-term health conditions. Such impact cannot necessarily be justified on the basis of promoting equal opportunity for other groups. However, it is acknowledged that the co-mingling trial is a beneficial way to test an alternative DRT model which may have positive outcomes for all demographics, particularly if considerations highlighted within this assessment are taken on board.		

Action plan: What specific action can your programme or policy take to maximise the potential for positive impacts and or to mitigate the negative impacts identified above

Issues to be addressed	Actions required	Responsible Officer	Timescales	How would you measure impact/outcomes in practice?
	• Could you consider targeting action on populations who face the biggest inequalities? • Could you design the work with communities who face the biggest inequalities to maximise the chance of it working for them?			
Communications	• Consider a targeted communications campaign for Ring and Ride users to ensure sound understanding of the trial	MC	Prior to trial rollout/ Phase 1	• Ring and ride user feedback and uptake
Customer prioritisation	• Explore whether a percentage of the fleet can be allocated as Ring and Ride-style vehicles (e.g., designated to journeys of Ring and Ride customers but sticking to other confines of the trial) • Consider prioritising journeys of Ring and Ride passengers to ensure those who are most vulnerable are less likely to be refused a journey			• Fleet allocation throughout duration of trial • Customer feedback dependent on outcome
Driver training	• Develop robust WMoD driver training to ensure disabled customers are treated correctly; training to be on-par with Ring and Ride drivers			• Driver and customer feedback
Fares	• Consider extending ENCTS discount to non-ENCTS Ring and Ride passengers • Explore affordable fares for those who are most vulnerable e.g., those in receipt of benefits (e.g., through incentives trial) • Explore ways to incorporate advanced notice of fare cost e.g., so cash-based customers have the correct fare beforehand.			• Customer feedback on price of fares • Whether any further discount schemes are implemented/ extension of current schemes
	• Investigate ways to embed cash-purchasing over the longer-term if the trial is successful		Part of Phase 3	• Customer engagement to determine best solution • Solution determined
Evaluation and monitoring: How will you quantitatively or qualitatively monitor and evaluate the effect of your work on different population	• Regular monitoring of usage and customer feedback, particularly from those who are Ring and Ride users. • Analysis of Via system throughout the trial as well as outcomes from Phases 1 and 2. • Monitoring of demand will be continuous, increasing fleet availability if/when needed. • Phase 3 will serve as an opportunity for in-depth evaluation.			

groups at risk of inequalities? What output or process measures could you consider?	
Review Date: Recommended between 6 and 12 months from initial completion	Prior to the beginning of the trial as well as consistently throughout its duration. Measuring the impact of considerations should be embedded into Phase 3,

APPENDIX A

Regional demographics

This gives us an understanding of regional demographics and the key groups affected by the implementation of the trial based on geography

Key West Midlands MET area data (demographics as per 2011 Census)

Ethnicity: 34% BME (46.9% in Birmingham, the most ethnically diverse city in the region. Solihull is the least diverse with 14.2% being BME). Asian British (Indian and Pakistani) are the largest minority groups, with strong presence especially in Birmingham, Coventry, Sandwell and Wolverhampton. They are followed by Black British (Caribbean), White other and Black British (African) and Mixed (White and Black Caribbean). The above figures relate to the 2011 Census and local/regional population estimates show that the figures are higher with Birmingham being a "Black majority city". There are distinct concentrations of minority ethnic communities within the metropolitan area.

Religion and Belief: 53.8% of the MET population are Christian, 20.3% have no religion, 12.2% are Muslim, 4.3% Sikh and 2.2% Hindu. These figures change depending on where you live – so in Coventry, 21.8% of the population are Muslim and in Sandwell 8.7% are Sikh.

Gender: In line with national figures, 49.2% are male and 50.8% are female.

Age: The West Midlands Metropolitan area has one of the highest proportions of population aged under 16 and a lower proportion of people aged over 65 compared with other regions. The mean age is 37.4 which compares to 39.4 in England and Wales. The only districts that slant older are Solihull and Dudley. Walsall has got a higher proportions of younger aged groups but it also has a higher proportion of people above retirement age. Birmingham specifically is described as the youngest city in Europe, with under 25s accounting for nearly 40% of the population. The younger population, with the proportion of people aged 0 to 19, is projected to drop slightly from 26.7% in 2012 to 25.8% in 2037. The West Midlands Metropolitan area also generally has a lower percentage of people aged 65+ with the exception of Solihull and Walsall that have higher proportions of people above retirement age than nationally.
The number of people aged 85 or more will double between now and 2041.

Sexual orientation: 1.3% of the West Midlands population identified themselves as gay, lesbian or bisexual. However, key organisations such as Stonewall estimate the figure to be higher at 5-7%.

Disability: The West Midlands Metropolitan area has a larger percentage of people in households with a limiting long-term illness (6% of households compared to 4.7% in England and Wales). It also has a slightly larger proportion of disabled people than England and Wales (19% versus 18% in England and Wales). More and more people are living with impairments or with or beyond serious illness.

Demographics of Coventry

Age: Coventry has a median age of 32, lower than the national average of 40. 22% of residents are children and young people under 18 years old, whilst 65% are of working-age (18-64).

Disability: 17.7% of the population in Coventry have reported that their day-to-day activities are limited due to a long-term health condition or disability. This figure is reflective of the national average.

Ethnicity: 33% of the Coventry population are from a minority ethnic background, an increase of 11% compared to 2001. Just under half of the school aged population in Coventry are from a minority ethnic background.

Sex: Within the Coventry, the gender spilt is closely on-par with the national average at 49.7% Male to 50.3% Female.

Socioeconomic: 14.4% of neighbourhoods in Coventry are amongst the 10% most deprived nationally. 23% of children in Coventry, up to the age of 15, live in relatively low income families, this is higher than the 19% nationally.

Demand Responsive Transport (DRT)

Previous surveys conducted by Transport for West Midlands have highlighted some findings when it comes to uptake of DRT:

- There is a fear around sharing a vehicle with strangers. DRT vehicles are predominantly mini-buses which have significantly less space than traditional buses
- The opportunity to talk to other passengers within shared transport isn't something that encourages people to use DRT.

Ring and Ride Usage and Customer Demographics (as per data collated from July 2021/2022)

A total of 148,474 journeys were made on Ring and Ride across this timeframe, averaging 12,373 journeys per month. It is worth mentioning that this timeframe coincides with some Covid restrictions still being in place/ starting to ease which will have impacted on the patronage for Ring and Ride. Even though some restrictions will no longer have been in place, elderly and disabled people were still fearful of going out into society due to their significant vulnerabilities to Covid-19, as these demographics are the target Ring and Ride customers, this had a significant impact on uptake. Therefore, it is fair to say that on average, the Ring and Ride usage would be much higher.

Coventry Ring and Ride Statistics

Over 10% of these total journeys were completed by customers based in Coventry.

Of these journeys, 30% involved the use of a mobility device/ assistance such as, a scooter, wheelchair, oxygen, crutches and tail lift.

Only 1/5 of the journeys completed in Coventry were by customers under the age of 65.

The age of customers who used Ring and Ride in Coventry, within this time frame, was between 17 and 94.

Ring and Ride Survey Findings

Transport for West Midlands conducted a survey on Ring and Ride, running from December 2021 to January 2022. This survey was open to both users and non-users of Ring and Ride (almost two thirds of respondents were registered Ring and Ride users). Some key findings include:

- 87% of respondents use Ring and Ride at least once a week or more
- The majority of trips are booked via telephone (86%)
- 28% of trips are booked online amongst users under 60
- The biggest benefits of Ring and Ride highlighted by users were that it makes them feel safe, allows them to access vital services and is truly accessible. 11% of respondents also declared that they had no alternative option to using Ring and Ride.
- Organisations felt that some alternative services to Ring and Ride were seen as unsuitable due to the varied nature of disabilities their service users had, with Community Transport and taxi group bookings being the only alternatives that could potentially help them in future.
- 1 in 5 of the organisations who completed the survey did group bookings, of approximately 10 people in a group.
- Key suggestions for improvement of the service were increased reliability, vehicles arriving on time as well as enhanced knowledge of drivers
- 22% of registered users declared that improvements to technology/live booking/ real time tracking would be an added benefit to Ring and Ride.

West Midlands Bus on Demand

WMoD had 11,895 rides in total from January to Jul 2022, averaging 1699 journeys per month.

Transport inequalities

In the West Midlands, transport poverty is widely dispersed across the region but is more concentrated in urban peripheral areas (Lucas et. al, 2019). Transport accessibility is a key issue across numerous demographics.

Car ownership, transport dependence and mobility options: The percentage of car ownership within the West Midlands Metropolitan area positively correlates with the English Indices of Multiple Deprivation. 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). The majority of 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. Car owners and main drivers in households are the least mobility constrained across all social groups. They make more trips over longer distance for all journey purposes giving them higher levels of access to activity, employment and other opportunities. Mobility and accessibility inequalities are highly correlated with social disadvantage. Lower income households travel much less and travel over much shorter distances than higher income household. They make nearly 20% fewer trips and travel 40% less distance than the average household (Lucas et. al, 2019). 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

Location: Inequalities in the provision of transport services are strongly linked with where people live, and the associated differences in access to employment, healthcare, education, and local shops. People with more money have more options in both where to live and how to travel and good transport links drive up the cost of housing. The lack of private vehicles in low-income households, combined with limited public transport services in many peripheral social housing estates, considerably exacerbates the problem.

Commuting costs and transport affordability: Lower income households tend to spend a relatively high proportion of their income on commuting costs (25% compared to 13% for higher income households). Transport costs can even exceed wages for some on very low incomes, after tax and benefit withdrawal. Public transport costs has been reported to be the biggest issue faced by young people when accessing employment, education or training. 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. One consequence of having no access to a car and poor transport links is an increased reliance on taxis, which tend to be more expensive per mile than other options. The poorest households take more taxi journeys than other income groups. Similarly, people relying on cash to buy daily tickets as and when required and not affording weekly/month/annual passes end up spending more on an annual basis in comparison to those who are more financially secure and can invest in a travel pass. A number of groups are especially affected as they are more likely to live in more deprived areas on lower incomes or be unemployed (Single parents, young and older people, black and minority ethnic, part-time workers, disabled people).

Network accessibility: Disabled people are more reliant on public transport in comparison to other groups, yet 1 in 5 disabled people within the West Midlands have reported having difficulty accessing the public transport network. Barriers such as a lack of integration between different modes of transport, inaccessible railway stations, poor staff and passenger attitudes, safety concerns and inadequate, inaccessible information provision contribute to difficulties for disabled people when it comes to using public transport.

Perceptions of safety: Perceptions of safety is a key barrier when it comes to accessing public transport. Young, minority ethnic people, LGBTQ+, disabled people and women are more likely to feel unsafe using public transport. Young people in particular feel anxiety around public transport safety. LGBTQ+ groups and women feel vulnerable and fearful of crime when waiting at stations, shelters and interchanges. Within the West Midlands, disabled and young people are more likely to be concerned by the behaviour of other passengers, such as rowdiness, abusive behaviour, smoking and the consumption of alcohol.

Digital inequalities

Digital skills are typically lower for those who are from deprived backgrounds. As society shifts more towards online systems and phasing out face-to-face interaction, those who do not possess sufficient skills or knowledge will struggle to adapt. As a result of this, the inequality gap will widen, with these individuals becoming more isolated. Just under 60% of individuals from lower income groups do not have access to the internet whereas 99% of individuals within higher income groups do.

3% of the population within the West Midlands do not have a bank account. These individuals rely solely on cash as a means of purchasing goods and accessing services, such as public transport. Interestingly, even though over 90% of adults own a debit card, the percentage of those who utilise online transactions is much less. Nationally, 7.5% of adults have never used the internet and within the West Midlands Metropolitan area, 13% of residents have never sent an online message or email.

95% of non-disabled adults were listed as recent internet users whereas this was only 78% for disabled adults. Contrastingly, this is not consistent with the internet usage of young disabled adults in the 16 to 24 demographic; 98% of disabled young adults were listed as recently using the internet which is close to the 99% of non-disabled young adults. This suggests that disabled people from older age groups are more disadvantaged when it comes to digital inequalities. Moreover, this is applicable to the overall older demographic, regardless of disability. Almost half of people aged 75 and over are not recent internet users.

Nationally:

- 4.1 million adults living in social housing are offline
- 5.9 million adults have never used the internet
- 20% of disabled adults have never used the internet
- Adults aged 16 to 24 have the highest rates of internet use
- 67% of those not in paid work or full/part time education said they had never paid for public transport tickets online (compared to 52% in full time work; 53% in part time work and 60% in education).

Health Inequalities

- The life span of people in the most deprived areas are 10 years shorter than well-off households.
- Nearly a quarter of adults are experiencing a mental health problem but the risks of poor mental health are not uniformly distributed. They are influenced by social, economic and physical environmental factors and social inequalities.
- 25% of children in the WMCA area are obese by Year 6.
- Women living in poorer households are three times as likely as men living in the most well off households to be diagnosed with a common mental health problem.
- Mental health disorders for children are high (within the 20% for England).
- People with an increased risk of developing mental health problems are : looked after children and young people leaving care; homeless people and people living in poor quality housing; unemployed people; people from BME backgrounds; lesbian, gay, bisexual and trans people; people with disabilities; carers; people experiencing multiple disadvantage.
- Black/ Black British men are five times more likely to be diagnosed and admitted to hospital for schizophrenia; have disadvantageous pathways into mental healthcare; higher than expected rates of detention under the Mental Health Act (MHA); are more likely to be prescribed medication; and have difficulties accessing services and poorer outcomes when they do. Black Caribbean young men are also twice as likely to die as a result of suicide as White psychiatric in-patients

- BME groups are more likely to report ill health and experience ill health earlier than white British people.
- Disability: Disabled people are more likely to experience health inequalities and major health conditions, and are likely to die younger than other people. Disabled adults are more likely to report poor mental health and wellbeing than non-disabled adults. Disabled people are more likely to be inactive because of their impairment or medical condition and more likely to develop secondary conditions such as diabetes, mental health conditions and metabolic dysfunction as a result of sedentary behaviour. 49% of disabled adults in the West Midlands are inactive

Transport Delivery Committee

Date	14 November 2022
Report title	Transport for West Midlands Drone Team
Accountable Director	Anne Shaw, Executive Director, Transport for West Midlands Email: anne.shaw@tfwm.org.uk
Accountable Employee	Kerry Blakeman, Head of Security & Policing, Transport for West Midlands Email: kerry.blakeman@tfwm.org.uk
Report has been considered by	

Recommendation(s) for action or decision:

Transport Delivery Committee Board is recommended to:

(1) To note the report

1.   Purpose

1.1   The report updates the Transport Delivery Committee about the formation of a drone team within Transport for West Midlands.

2.   Background

2.1   Drone technology has the potential to revolutionise the Public Safety industry.

Price Waterhouse Cooper study 'Skies without limits 2.0' predicts that drones could contribute £45bn to the UK's economy by 2030, save businesses £22bn, reduce carbon emissions and create 650 000 jobs.

As the law stands, all drone flights must be within visual line of sight of the operator. Within the next five years beyond visual line of sight (BVLOS) flights will become more commonplace, trials are currently being conducted in rural settings involving BVLOS. BVLOS will revolutionise the industry and open up numerous opportunities for the public sector.

Project Skyway, a drone superhighway linking Reading, Milton Keynes, Oxford, Cambridge & Coventry is being developed by air traffic management company Altitude Angel.

The West Midlands region has a proud history of transport technology innovation. In April 2022 the world's first Urban Air-Port was built in Coventry. This Urban Air-Port demonstrated the potential of how drones can be used in the future for logistics, public safety and law enforcement.

The Safer Travel Command Centre and Regional Transport Coordination Centre (RTCC) have access to over 2000 static cameras covering the transport network across the West Midlands.

The RTCC has established itself as one true source of transport information utilising the existing fixed CCTV network supported by Local Authorities across the West Midlands. It acted as a multi-agency Tactical Transport Facility during the Commonwealth Games.

The technology exists to stream live drone images into the RTCC. Live streaming drone images into the RTCC will give excellent real time CCTV coverage across the West Midlands.

There are numerous use case scenarios for drones namely:-

•   Congestion monitoring
•   Road Traffic Collisions
•   Major Incidents (supporting blue light agencies)
•   CCTV patrol of transport crime hotspots

Monitoring these images via the duty RTCC manager gives excellent situational awareness and allows congestion mitigations to be implemented.

Our Transport Safety Officers (TSO's) are unique in terms of their roles, responsibilities and devolved policing powers. One of their key roles is to reduce disruption on roads and they have the power to control traffic. Two of our TSO's will be trained as drone pilots

along with three members of staff from the Network Resilience team. They will be trained by a Government approved company in visual light of sight operations.

Local Authorities and partner agencies will be able to take advantage of the drone teams services for still aerial imagery, video footage and thermal imagery via an online tasking request form.

We are already working closely with the West Midlands emergency services drone teams. The intention is to form a West Midlands Drone Network.

The emergency services have a well-established ground working protocol know as The Joint Emergency Services Interoperability Programme (JESIP)

Using the West Midlands Drone Network the intention is to work collaboratively at major incidents and develop a 'JESIP in the sky' model.

3.   Financial Implications

3.1   Funding for the equipment and training has been allocated from existing current year Budget. An amount of £20,000 has been ring-fenced for the initiative.

4.   Legal Implications

4.1   All drone flights must comply with legislation published by the Civil Aviation Authority (CAA) in the form of an approved Operations Manual.

The primary guidance document for unmanned aircraft system operations is known as CAP 722. Planned training alongside West Midlands Police (who enforce CAP 722) will give us assurance that we are fully compliant with all legislation.

The drone operation will be fully insured in accordance with EC785 with Public Liability Cover of £10 million.

The drone team will be audited alongside our CCTV control room to ensure compliance with British Standard 7958 and the Surveillance Commissioners Codes of Practice to ensure they are being deployed in a justified and proportionate way. The drone operation has also been added to the West Midlands Combined Authority CCTV Code of Practice.

Drone pilots will carefully consider the application of the use of their camera in relation to an individual's privacy. The processing of personal data will be:

● Collected for specified, explicit and legitimate purposes;
● Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
● Two of our drone pilots are also Security Industry Association trained in the use of CCTV.

5.   Inclusive Growth Implications

5.1   This project aligns with the WMCA priority of connectivity and mobility.

Looking to the future, given the findings from Price Waterhouse Cooper it has the potential to address future employment and skills priorities in the region.

We have already hosted two taster demonstrations of drones for the future with our apprentices, courtesy of West Midlands Police drone team.

6.   Geographical Area of Report's Implications

6.1   The drone team intend to cover the geographical area of the seven West Midlands Local Authority areas.

7.   Other Implications

7.1   Prior to deployment a communications plan will be developed to highlight the operational benefits of drone deployments.

Public perception of how drones are used is potentially the greatest risk. However, recent public engagement (over 1000 people) at Urban Airport in Coventry demonstrated overwhelming support for their use in operational environments.

All operational drone flights will be logged on a publicly accessible website dronesafetymap.com

Consultation at a Local Authority level has already commenced. Early initial feedback has been extremely favourable.

8.   Schedule of Background Papers

8.1   None.

Transport Delivery Committee

Date	14 November 2022
Report title	Park & Ride update report
Accountable Chief Executive/TfWM Director	Pete Bond, Director of Integrated Network Services, Transport for West Midlands Email: pete.bond@tfwm.org.uk
Accountable Employee	Babs Spooner, Head of Park & Ride, Transport for West Midlands Email: babs.spooner@tfwm.org.uk
Report has been considered by	Transport Delivery Committee members

Recommendation(s) for action or decision:

Transport Delivery Committee is recommended to:

(1) Note the contents of this report

1. Purpose

1.1 This report provides an update on Park & Ride matters within the West Midlands Combined Authority Area and outlines the continued impacts Covid-19 has had on car park operations and development.

2. Background

2.1 Transport for West Midlands (TfWM) currently operates 9,186 Park & Ride spaces on the region's public transport network. These are located in 65 car parks serving 39 railway stations and five Metro stops.

2.2 Prior to the Coronavirus pandemic, all Park & Ride sites were generally full on a weekday by 8am except for Bescot Stadium and the then recently opened facility at Bradley Lane.

2.3 As a result of this high demand, there was a focus by TfWM in conjunction with the West Midlands local authorities on expanding Park & Ride at the locations that were most beneficial to the region strategically, economically and fundamentally, for our customers and communities.

2.4 With regards to Park & Ride usage *prior* to the impacts of Coronavirus, as an average across the network:
- One third of people drive to Park & Ride sites from within a mile of their location;
- One third of people drive to Park & Ride sites from 1-2 miles from their location;
- 97% of people driving to Park & Ride are making a single occupancy car journeys;
- 81% of Park & Ride users are commuters travelling for work with 73% travelling to central Birmingham;
- 22% of parking at railway stations/Metro stops is on street; and
- One in nine people do not travel to their nearest station/stop.

2.5 Park & Ride currently costs the West Midlands Combined Authority approximately £2.65m per year in operational costs. This is predicted to rise to £3.2m by 2024/25 and does not yet reflect significantly increasing costs including a large rise in energy prices.

3. Impact of Coronavirus on Park & Ride operations

3.1 As was reported in the previous update, the lasting effects of the Coronavirus pandemic has affected the occupancy of Park & Ride sites significantly. During 2022 we have seen a steady increase in usage of our car parks with the weekday average now being more than 60% of capacity. Very large car parks bring down the average, and so this figure does not reflect the fact that several of our smaller car parks like those at Coseley, Shirley, Olton and Tipton are now regularly close to or at capacity as demonstrated in Table 1 below. Unlike before March 2020 these car parks are generally full later in the morning – usually at around 0930 – rather than earlier in the morning peak.

	No. spaces	Avg weekday	Avg weekday %	Max	Max %
ACOCKS GREEN	136	73	53.7%	94	69.1%
BERKSWELL	95	56	58.9%	74	77.9%
BESCOT	122	36	29.5%	50	41.0%
BLACK LAKE	87	67	77.0%	90	103.4%
BLAKE STREET	163	66	40.5%	119	73.0%
BRADLEY LANE	196	63	32.1%	86	43.9%
BROMSGROVE	359	120	33.4%	173	48.2%
CANLEY	123	55	44.7%	98	79.7%
CHESTER ROAD	201	169	84.1%	223	110.9%
COSELEY	102	86	84.3%	104	102.0%
CRADLEY HEATH	249	224	90.0%	277	111.2%
DORRIDGE	90	83	92.2%	94	104.4%
DUDLEY PORT	87	31	35.6%	45	51.7%
FOUR OAKS	343	237	69.1%	291	84.8%
GALTON BRIDGE	77	59	76.6%	72	93.5%
HALL GREEN	112	62	55.4%	85	75.9%
HAMPTON IN ARDEN	134	85	63.4%	125	93.3%
HAWTHORNS	185	113	61.1%	192	103.8%
KINGS NORTON	321	172	53.6%	212	66.0%
LANGLEY GREEN	31	22	71.0%	30	96.8%
LEA HALL	29	29	100.0%	35	120.7%
LYE	20	8	40.0%	13	65.0%
LONGBRIDGE	624	46	7.4%	75	12.0%
MARSTON GREEN	122	110	90.2%	143	117.2%
NORTHFIELD	194	135	69.6%	189	97.4%
OLD HILL	54	22	40.7%	32	59.3%
OLTON	93	98	105.4%	140	150.5%
PREISTFIELD	148	113	76.4%	165	111.5%
ROWLEY	741	307	41.4%	387	52.2%
SANDWELL and DUDLEY	393	269	68.4%	354	90.1%
SELLY OAK	454	185	40.7%	251	55.3%
SHIRLEY	71	59	83.1%	70	98.6%
STOURBRIDGE JUNCTION	1069	332	31.1%	472	44.2%
SUTTON COLDFIELD	317	124	39.1%	201	63.4%
TAMBRIDGE PARKWAY	226	162	71.7%	240	106.2%
TILE HILL	347	200	57.6%	301	86.7%
TIPTON	71	66	93.0%	87	122.5%
WEDNESBURY PARKWAY	152	71	46.7%	120	78.9%
WHITLOCKS END	324	117	36.1%	172	53.1%
WIDNEY MANOR	297	130	43.8%	182	61.3%
WYLDE GREEN	57	48	84.2%	71	124.6%
YARDELY WOOD	170	91	53.5%	119	70.0%
	9186	4601	60.2%		

Table 1: Average and maximum occupancy of Park & Ride car parks Autumn 2022

3.2   Figure 1, below, demonstrates the average percentage weekday occupancy of TfWM's car parks during each term time from September 2021 until mid-October 2022.

3.3   Occupancy for our car parks has very much followed national trends for rail usage post the Covid lockdowns. The peak days for occupancy is mid-week on Tuesdays, Wednesdays and Thursdays with less usage on Mondays and Fridays. Thursdays usually have the highest occupancy. With a trend to increases in leisure rail travel over the last 12 months or so we now see significantly more usage of our car parks on Saturdays (average occupancy of 43.4% during September and October 2022).

Car park occupancy

Autumn 21	Winter 22	Spring 22	Autumn 22
39.6%	41.9%	47.6%	61.2%
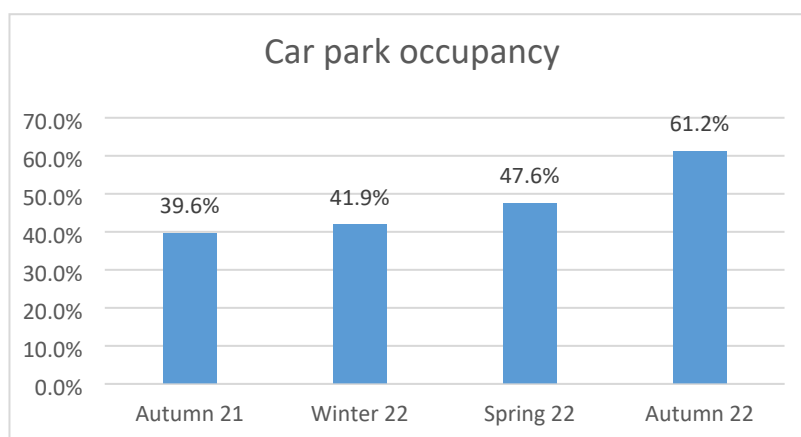
Figure 1: Average car park usage using data collected by the authority's CCTV team on weekdays

3.4   During the recent long-term suspension of Metro services due to issues with the tram cars the overall average number of cars in all our car parks remained the same. Metro car park users initially transferred to rail station car parks as there was an agreement, they could use their Metro season ticket on rail services at no additional cost. Sandwell & Dudley station car park saw significant increased use during this period. Once the ticket acceptance was discontinued there was a marked decrease in usage of Sandwell & Dudley car park. It was not clear from the demand for parking where these customers transferred to. However, within days of the tram service returning, demand for Metro Park and Ride parking returned to pre-closure levels.

3.5   Longbridge car park has been operational for just over a year, opening on Monday 16th August 2021. The 624 space car park is being used by around 50 vehicles a day (7% capacity) which is much lower than the projected demand calculated pre-Covid-19. There are plans for a marketing campaign to encourage usage in the coming months.

3.6   Longbridge car park did play an important role during the Commonwealth games as outlined in paragraph 5.8 where the car park was used by over 550 vehicles proving the car park is more than capable of accommodating these numbers and is ideal for use for other such initiatives whilst the background demand builds for the car park.

Train Operator Industrial Action

3.7   Since July 2022 all the train operators in the West Midlands and Network Rail have been affected by strikes as the various rail unions take action in their pay and conditions dispute. Car park demand has been significantly lower on strike days due to there being a much-reduced rail service or no service at all. There has been an element of modal transfer to Metro on strike days.

3.8   On the days where there has been no rail service at all, we would not expect any demand for car parking at rail stations. However, we did find more than 20 cars parked at Cradley Heath, Dorridge, Four Oaks, Hampton in Arden, Kings Norton, Longbridge, Olton, Sandwell and Dudley, Selly Oak, Stourbridge Junction and Sutton Coldfield. This would suggest those parking are not public transport users which tallies with anecdotal evidence. We will continue to monitor the situation and seek to conduct enforcement as necessary to ensure parking is reserved for use by train, tram and bus customers in line with lease requirements and the car park Terms & Conditions.

Industrial action on the Metro

3.9   From mid-October staff at Midland Metro have been taking strike action as part of a dispute with their employers. Midland Metro have to date been able to offer a reduced service on strike days covering the key times many customers use the service. As a result, there has been no material reduction in demand for car parking at the metro stops with car parks.

4.   **Park & Ride development work**

4.1   The aftermath of Covid-19 restrictions and lockdowns have had significant impacts on demand for Park & Ride as demonstrated in section 3 of this report. This provides uncertainty on whether the sites previously prioritised for expansion are still the correct ones to take forward or whether the pandemic has changed people's travel habits in such a way that other locations or initiatives are more appropriate for focus in the future.

4.2   Furthermore, Covid-19 has continued to significantly impact financial budgets within TfWM and therefore the limited capital money available needs to be focussed on priority schemes where there are urgent timescales and/or there is more certainty about ongoing delivery.

4.3   With this in mind, alongside other changes impacting rail and car park use such as reduced frequencies, strike action etc. we are planning to review the existing Park & Ride strategy to understand how best to approach future Park & Ride development and, fundamentally, improve access to sites by other modes.

4.4   From a Park and Ride perspective we were successful in securing funds to continue the development work on Tile Hill and Whitlock's End car park projects through the City Region Sustainable Transport Settlement from the DfT.   Details are outlined in paragraphs 4.5 - 4.7.

Scheme Development

4.5   At Tile Hill, TfWM has continued to work in partnership with Coventry City Council to deliver an Outline Business Case (OBC) for a new car park which would add around 250 spaces to the Park & Ride offer at this location. The scheme has a budget allocation in the City Region Sustainable Transport Settlement which will be used to develop the business case. The project will seek to deliver an expansion of car parking, on-site bus facilities and improvements to encourage more users to walk or cycle to the site.

4.6   In partnership with Solihull, again using funding from the City Region Sustainable Transport Settlement, we are focusing on revisiting the scheme for expanding Park & Ride and improved access arrangements for Whitlock's End. This has become increasingly important following the publication of Solihull's Draft Local Plan which identifies several sites for residential development within the catchment of the station. Like Tile Hill, this scheme is likely to develop into more than just a car park expansion with an emphasis on more sustainable means of getting to and from the station.

4.7   The OBC will undertake more detailed works into the design and delivery of the car park, and determine whether there are enough benefits vs. costs to justify taking the scheme forward. It is anticipated that the OBC work will be completed during 2023.

4.8   In the previous report, information was provided on work to explore the feasibility of a potential bus-based Park and Ride on the A38 at Minworth. Work was jointly undertaken with Birmingham City Council and specialist land agents to look for a suitable location for such a facility. Finding suitable land has proved difficult so currently development of this scheme is on hold with a view to revisiting the options in the medium term.

4.9   At Dudley Port a feasibility study and Strategic Outline Business Case has been completed which specifically looks at ways to improve access to Dudley Port by all modes, enhance interchange in the station area and provide improved facilities for customers ready for when the Metro opens in 2024. Dudley Port will be the only Metro station on the new Wednesbury to Dudley/Brierley Hill Metro alignment so providing improved access to and connectivity within the site is key.

4.10   Following an allocation of money from the City Region Sustainable Transport Settlement, we are now working to update the SOBC and deliver an OBC. The updated SOBC will include exploring more significant, longer term development options for the railway station itself such as step free access, improved waiting facilities and longer platforms to follow on from the shorter-term integration, access and customer experience measures.

4.11   As previously reported TfWM has agreed a short-term extension to the lease with Chiltern Railways for the operation of Solihull station car park. This is to allow TfWM to develop a business case to evaluate whether the operation of this car park should fall back under TfWM's remit. The financial model developed in house to develop a financial case for the Longbridge, Darlaston and Willenhall car park projects is being used to evaluate whether it is financially viable to take back operation. To bring the car park up to the standards of other TfWM car parks will require upgrades in lighting and CCTV alongside the installation of a similar customer payment system as is in place at Longbridge. Costs for these upgrades are being factored into the business case work.

4.12   Currently TfWM operates one of the car parks at Dorridge and Chiltern Railways operate the other one, which they lease from Solihull MBC. As with Solihull Railway Station car park, TfWM is keen to look at the options to take on the operation of both Dorridge car parks once the elevation of the Solihull car park has concluded.

4.13   TfWM's Park & Ride team have continued to feed into the design and development process for the car parks at the new railway stations at Willenhall and Darlaston and the proposed station at Aldridge.

4.14   At Olton, TfWM has been working with Solihull MBC to look at how blue badge parking could be relocated to create more parking for general rail users. To facilitate this a Traffic Regulation Order has been consulted on to move the station car park blue badge parking onto the road outside the station building providing space for approximately 7 additional normal parking bays. This has now been approved and we are discussing appropriate timescales for implementation with Solihull officers.

4.15   At Coseley the local ward councillors have raised concerns that the two station car parks are regularly full and that this is having an impact on local on street parking. Monitoring was undertaken during September where it was found on street parking was low. One hotspot for on street parking close to the station is without on street parking restrictions. Dudley Officers have explored the introduction of parking restrictions however this met with local opposition from residents. Therefore it has been agreed to continue to monitor the situation.

5.   Wider Park & Ride work streams

5.1   With Park & Ride expansion development works being scaled back, the Park & Ride team in conjunction with internal and external stakeholders, is focussing on the development and delivery of measures that maximise opportunities from the car park estate and bring added value to customers, communities and partner organisations. It will also explore how Park & Ride can aid the WMCA and the region in its management of and recovery from the Covid-19 pandemic and meeting Local Transport Plan objectives.

5.2   Day to day operational management our car parks is undertaken by a specialist car park operator to allow us to undertake car park enforcement and operate the car park payment systems at Longbridge, Bromsgrove and Sutton Coldfield stations. The current contract ended on 31st October 2022. Following a retendering exercise over the summer we received bids from three operators including our existing operator Excel Parking Services who were successful in retaining the contract.

Data review

5.3   A key work stream in the coming months is to continue to explore options to improve data collected in relation to Park & Ride. Prior to Covid-19 bi-monthly counts were undertaken to understand levels of car park usage as a snapshot on a weekday morning. In addition to this, user surveys took place every few years with a proportion of customers to understand their travel patterns and behaviours. This gives little insight into how car parks are used through the day and week, which sites fill up earliest, where customers are travelling from and to, how frequently they travel and for what purpose. Since March 2020 our CCTV team have undertaken counts at all of our Park & Ride car parks. Depending on the level of Covid restrictions these have varied on the number of counts per day and

time of day they have been undertaken. Since September 2021 we have counted usage at 1100 at all TfWM sites every day apart from Sundays. This data has proved very useful.

5.4   In addition to the above we are working with our CCTV provider TIS and 4sight Imaging to understand what data we can receive via our CCTV network. We are undertaking a trial at Sutton Coldfield to collect information on car park entries and exits, types of vehicle, length of stay, busiest days and times etc. We are in the process of agreeing the level of data and how it is presented. If successful we may seek to roll out such an initiative to other sites, focusing on those where development is due to take place.

5.5   We are also working with WMCA's Customer Intelligence and Transport Planning teams and WMRE to undertake a new round of rail user surveys next year. This will provide a much more detailed insight into customer behaviours post the Covid-19 pandemic and be invaluable in informing development schemes and supporting business cases.

Electric Vehicle Charging

5.6   Following a successful funding bid to Innovate UK, we have been working with Accelogress, our Save-a-Space provider, to develop a proof of concept for an app based pre-booking service for Electric Vehicle charging points. This is being deployed at Rowley Regis and Tile Hill, and has included the replacement of the existing, outdated chargepoints at these locations. It is hoped the system will help to solve a key issue for electric vehicle users of being able to find a charger that is both available and working. Options to fund the next stages of development and testing work are currently being agreed before the system goes live. The chargepoints are freely available to use by customers in the meantime. With a small investment in additional hardware the Electric vehicle chargers at Longbridge car park would have the same capability. This leaves the chargers at Yardley Wood and Bradley Lane to be upgraded.

5.7   TfWM has also been working with Birmingham City Council and their supplier ESB Energy to install some rapid 50KW chargers in our Birmingham area rail station car parks. The first one has been installed at Selly Oak Railway Station. We are continuing to work with ESB and Birmingham City Council to explore further roll out to up to ten sites, prioritising based upon availability of power supply and lease arrangements.

Commonwealth Games

5.8   The 2022 Commonwealth Games took place from Thursday 28th July to Monday 8th August and Park & Ride played a key part of the public transport offer for both spectators and the games workforce. Bespoke Park & Ride facilities were provided for the Alexander Stadium, Sandwell Aquatics Centre and Coventry Arena venues during the Games with 64,910 parking spaces being booked. These parking facilities allowed approximately 179,800 spectators to access the Games. They operated from a variety of locations including Bescott Stadium, staff car parks for Jaguar Land Rover (who were on their annual holiday shut down during the games) and schools.

5.9   The provision of bespoke facilities ensured minimum disruption to people who still needed to travel for work and other purposes not related to the Games on the existing Park & Ride network. Our permanent car parks did play their part in ad hoc provision and there was no evidence that any business-as-usual users were negatively impacted.

5.10   On 30th July - the first Saturday of the games - many West Midlands Trains operational staff were on strike as part of their ongoing pay dispute. As a result, our Bromsgrove, Longbridge and Rowley Regis car parks were repurposed into bus-based Park & Ride sites for specific games events. Despite arrangements having to be very much last minute they proved to be very popular with spectators. To avoid potential knock-on disruption on 31st July the bus-based Park & Ride facilities were also provided on Sunday from the same locations. In addition, a further facility was provided at Four Oaks to cater for the Triathlon event in Sutton Park. Success of these operations were very much down to the organisation across teams at TfWM, WMCA and the Commonwealth Games, and the various bus and coach operators who provided the vehicles. Particular praise should go to the team from First Kernow who provided the Longbridge operation.

Lease / rental reviews

5.11   As lease and rent reviews present themselves, TfWM will continue to work to maintain its existing Park & Ride portfolio, subject to assessment of value for money including the cost of maintaining and operating the sites.

5.12   Nearly all of TfWM's Park & Ride sites remain free of charge to users, however there has been an increase in lease and operational costs at a number of locations. Consideration will need to be given regarding sites where cost increases render the car park poor value for money as to the future of that site, including potential withdrawal, alternative site uses and exploration of other funding opportunities.

5.13   Several leases for some of our car parks on land owned by Network Rail expired in March 2022. These leases were specifically created at rail privatisation in the mid-1990s where the car park land forms part of the station lease arrangement the train operator has with Network Rail for the operation of the remainder of the station. The train operator, West Midlands Trains, then sub leases the car park area to the WMCA.

5.14   These leases are like all the other leases WMCA has with Network Rail area protected under the 1954 Landlords and Tenants Act which means as long as we continue to use the land as a car park then on expiry of the lease a new arrangement has to be granted and if at any time Network Rail wants the land back, they would have to compensate WMCA for early termination of the lease.

5.15   The negotiations concluded that we maintain the current arrangements until 2026 including retaining our protection under the 1954 Landlords and Tenants Act.

5.16   As outlined in 4.11 – 4.12 discussions have been taking place with Chiltern Railways over the Solihull car park lease. TfWM is exploring an option to take back operation of this car park in the future. The intention will be to retain the user charging so that TfWM can cover the operating costs of this car park.

Car Park Booking and Charging Options

5.17   In late 2017, TfWM partnered with developer Accelogress to create a car park space booking service following a successful bid to Innovate UK for funding.

5.18   Accelogress developed a mobile app-based platform called Save-a-Space which allowed people to reserve a parking bay in a small number of TfWM Park & Ride car parks as part of a trial to understand if there was demand for such a service.

5.19   Pre-Covid-19 interest in the scheme was significant with very positive feedback from customers involved in the trial. People particularly found it useful when they could not arrive early to secure a parking space due to shift patterns or other commitments such as dropping of children off at school/nursery. Users reported that the ability to reserve a parking space reduced their stress related to trying to find somewhere to park.

5.20   Due to the scheme's success, additional spaces and car parks were added to the trial during 2018 and 2019. Bookable bays were in place at Four Oaks, Whitlocks End, Stourbridge Junction, Rowley Regis, Northfield and Tile Hill.

5.21   In March 2020 a charge of £3.60 was introduced for the service to allow it to continue as the initial committed funding to support the trial had come to an end. Unfortunately, this coincided with the Covid-19 pandemic and so we have been unable to assess the success of the charged trial as the initiative was put on hold due to large amounts of capacity within car parks.

5.22   The Park & Ride team are currently working with Accelogress to explore the possibility of re-introducing the service at the stations that had it pre-covid in the coming months. Additionally, we are looking at some of the other car park sites that currently are at or close to capacity as we feel customers would benefit from being able to pre book a parking space at these locations.

5.23   As part of the agreed Park & Ride Policies and Principles, formed and approved based upon the Park & Ride strategy in 2018, work commenced to look at options for charging and booking on the Park & Ride estate. This work was put on hold due to the Covid-19 pandemic. In light of current budgetary challenges and levy discussions, it is planned that work to explore potential options around charging for parking are resumed.

6.   Financial Implications (*)

6.1   The operational costs of the Park and Ride facilities have remained within budget in 2021/22. Due to Covid, and the correspondingly lower than anticipated occupancy at Longbridge, there has been a significant impact on income generation in-year. However, as the site only opened in August 2021, the impact on income has been largely mitigated by lower operational costs. To be sustainable in the longer-term, however, occupancy will need to increase significantly to cover the ongoing operational costs associated with the site.

6.2   As outlined above, future Park & Ride developments, including the potential transfer of lease arrangements at Solihull and Dorridge, remain under continuous review whilst the impact of Covid, and how and when occupancy will increase, is considered to ensure the maximisation of cost and customer benefits of any future investment.

6.3   As outlined above, the operating cost predicted increase to 2024-25 does not take into consideration the large rises predicted to future energy prices.

7.   Legal Implications (*)

7.1   There are no immediate legal implications arising from the contents of this report.

8. Impact on Delivery of Strategic Transport Plan

No comments

9. Equalities Implications (*)

9.1 New Park & Ride sites will need to meet key access standards in line with BS8 301. Moreover, an equality impact assessment of the charging proposals at an early options development stage will help ensure any equality concerns are appropriately addressed.

10. Inclusive Growth Implications

No comments

11. Geographical Area of Report's Implications

No comments

12. Other Implications

No comments

13. Schedule of Background Papers

None

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West Midlands
Combined Authority

Transport Delivery Committee

Date	14 November 2022
Report title	Member Engagement Groups Update
Accountable Chief Executive	Laura Shoaf, West Midlands Combined Authority email: laura.shoaf@wmca.org.uk
Accountable Employee	Tanya Patel, Governance Services Officer email: tanya.patel@wmca.org.uk

Recommendation(s) for decision:

Transport Delivery Committee is recommended to:

(1) To note the recent activities of the committee's Member Engagement Groups.

1.   Purpose

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

2.   Background

2.1   The introduction of Lead Member Reference Groups occurred in 2017 when it was felt that the formal meetings of this committee did not allow members to get further into detail of a number of transport-related items. Following a subsequent review of the role and remit of the Lead Member Reference Groups, they have been renamed as Member Engagement Groups (MEGs) to give the rest of the WMCA a clearer sense of their purpose, allowing members the opportunity to focus on specific aspects of the work of Transport for West Midlands in the delivery of policies.

2.2   In total there are currently six MEGs:

- Air Quality, Congestion & Environmental Impact
- Finance & Performance
- Putting Passengers First
- Rail & Metro
- Safe & Sustainable Travel
- Sprint

2.3   Each of the MEGs normally meet ahead of each meeting of this committee and are open to all Transport Delivery Committee members to attend.

3.   Member Engagement Group Updates

3.1   An update from Member Engagement Groups is provided below for those groups that met after the last committee.

Air Quality, Congestion & Environmental Impact (Councillor Linda Bigham)
The Air Quality, Congestion and Environmental Sustainability MEG met on 2 November and considered:

Monitoring of key events for air quality September/October

The Government's delay in announcing new, national, legal environment targets, including new targets for PM2.5's, was highlighted. This is due to DEFRA still considering over 180,000 responses made to the public consultation.

Link to DEFRA news release:

[Update on progress on Environmental Targets - GOV.UK (www.gov.uk)](www.gov.uk)

Greater Manchester still establishing its air quality plan, with Government, to achieve compliance of NO2 legal limits.

Presentation on work on the new West Midlands Local Transport Plan

David Harris, TfWM, gave a presentation on the Local Transport Plan work in progress. Points made included:

- Need to clarify more details on the "avoid" aspect of the "Avoid, Shift, Improve" strategy
- Very important points in the LTP. These need to be clearly presented and easily understood by the public and stakeholders
- Golden thread of the LTP is tackling climate change
- The Area Strategies for the Black Country, Birmingham, Solihull and Coventry will be very important to help deliver the overall strategy
- The LTP will consider centres, corridors and neighbourhoods and Key Route Network corridors are an important aspect of this
- Needs more emphasis and details on Heavy Goods Vehicles and freight

Possible technical visits

The Group agreed to pursue a technical visit to the TfWM Regional Transport Co-ordination Centre (RTCC) at 16 Summer Lane, and a visit to University of Birmingham, to see the air quality monitoring station, and hear presentations on the WM-Air project. All TDC members will be invited to these once confirmed and dates arranged.

Finance & Performance (Councillor Pervez Akhtar)
The Group last met on 2nd August with full attendance from MEG members.

As this was the first meeting of the new financial year members were given an update on the 22/23 budget and year to date financial performance which included the latest position on transport recovery funding particularly in relation to bus. An update was also provided on the latest Medium Term Financial Plan (MTFP) for transport including some of the challenges and the process for updating the MTFP and reporting to WMCA Board. Finally the forward plan for MEG topics was discussed.

Putting Passengers First (Councillor Mary Locke)
The Putting Passengers First Member Engagement Group (MEG) met Monday 31st October 2022. Members present were Councillor Mary Locke (Chair), Councillor Shabrana Hussain and Councillor David Stanley with Councillor Bill Gavan, Councillor Narinder Kaur Kooner, Councillor Clare Simm and Councillor Carol Hyatt joining remotely. The briefing with National Express referred to at the previous meeting was to be rearranged and it was agreed that separate briefings also be arranged with other operators.

Members received an update on BSIP funding and were advised that bus operators had formally approved the Enhanced Partnership (EP) variation. Approval was still pending from Walsall and Sandwell council members, Councillor Bill Gavan offered to help ensure this matter was discussed at the next meeting of Sandwell council and that the urgency was fully understood, as the BSIP funding from the DfT was conditional on all operators and local authorities approving the EP variation.

The group also received an update on the bus network review, which is being worked on with bus operators, Councillors expressed concerns at the current poor performance of the bus network and were advised that due to large numbers of driver shortages, affecting all operators, which is also an international problem, the situation at the present time was unprecedented and unacceptable. An update was also provided on Real Time Information (RTI), as a result of last minute cancellations by operators and the current limitations of existing systems to update information at the last minute it is appreciated that the information is not as accurate as it should be.

TfWM are working with the system suppliers on the possibility of being able to send live updates when services are cancelled at the last minute, however this is not something that can be developed quickly. An update was also provided on the project to co-mingle the Ring and Ride and Demand Responsive Transport (DRT) service in the Coventry area and the group was advised that since the last update sessions have been held with Coventry members and Ring and Ride users with generally positive feedback on the proposals. Further updates will be brought back and also taken to TDC.

Since the last meeting there have been 2 bus shelter appeal hearings, with 1 of them being deferred pending further investigations into the location, there is also another bus shelter appeal pending. It was suggested that the shelter appeals policy be reviewed to ensure it remains fit for purpose. An update was given on Metro performance and there was a discussion regarding the latest position on industrial action and service levels on strike days. Due to a lack of time the update on Sprint was deferred to the next meeting, which is scheduled for 14th December 2022.

Rail & Metro (Councillor Timothy Huxtable)
The Rail and Metro MEG met on 29 September. The main subjects of discussion were the Rail Programme projects and Park & Ride. Other topics discussed included rail performance and industrial relations.

On the Rail Programme, Members heard that at University station, significant challenges were faced by contractors due to the focus on Stage 1 and the Commonwealth Games, however, the successful installation of the new canopies and widening of the platforms, which was deemed imperative due to the passenger numbers at the station, were completed as part of the Stage 1 opening.

At Darlaston and Willenhall, significant challenges have been faced by the team with the ongoing coal mining investigations and the land access issue at Darlaston. The WMCA granted a Compulsory Purchase Order (CPO) in July 2022 in relation to the purchase of land at Darlaston, which is a first for WMCA and has been an overall success. Negotiations are ongoing with the landowner with the aim to agree a deal. On Package 2 (Camp Hill Line), the team have instructed the principle contractors, who have now commenced work.

The Park & Ride team have been awarded the City Regional Sustainable Transport funding and are working on various initiatives at stations.

On the industrial relations, the Unions have announced strike action on Saturday 1st October (RMT, ASLEF, TSSA), Wednesday 5th October (ASLEF) and Saturday 8th October (RMT). Negotiations are ongoing to help resolve the dispute.

The Rail and Metro MEG met on 31 October. The main subjects of discussion were Metro extensions, community rail, Great British Railways, industrial action, and the Grand Railway Collaboration.

On the Metro, Members discussed a paper regarding tram naming that had been deferred from the most recent TDC meeting. A paper was also shared pertaining to the Wednesbury to Brierley Hill project, and the proposal to develop this in two phases. Discussion took place with regards to the need to ensure that the rail and metro stations at Dudley Port offer a seamless interchange despite the challenges of the topography of the site. An update was provided on the opening of the Metro extension to Wolverhampton station, and it was agreed

that this would be considered at greater length at the next meeting. Finally, Members debated how to reduce ticketless travel on the Metro, with a preference for a 'buy before you travel' model being expressed.

A presentation on community rail was made by Fay Easton of West Midlands Trains (WMT). She drew Members' attention to the tenfold growth in station adoptions since 2017, as well as the establishment of two community rail partnerships. However, she acknowledged that community rail was at times a 'best kept secret', and that it needed to do more to raise awareness of its impact. To this end WMT have developed a refreshed community rail strategy. This was shared with Members post meeting.

Members heard that talks between WMRE and the Great British Railways Transition Team (GBRTT) remained ongoing, but had slowed in recent months as a result of changes to the ministerial team at the DfT. Now that a new set of ministers has been appointed, WMRE and GBRTT and keen to re-energise discussions, and meetings are scheduled for later this year.

Members were advised that the next wave of Industrial action on rail was set to start on 4th November with TSSA members employed by WMT walking out. This will be followed by action by RMT members on Network Rail and the train companies on 5th November, and action by RMT members on Network Rail on 7th and 9th November. On all four days reduced timetables will be in operation, and some routes will not see a service at all. Negotiations remain ongoing to help resolve the dispute.

Finally, Members heard from Lucy Wootton, Head of the West Midlands Grand Railway Collaboration (GRC). This is the rail industry's version of the Bus Alliance, and seeks to improve outcomes to customers by getting the various parts of the industry to work better together. The GRC was instrumental in coordinating rail's planning for the Commonwealth Games, and it has been the group responsible for the development of the upcoming December 2022 West Midlands rail timetable.

Safe & Sustainable Travel (Councillor Robert Grinsell)
This month's Safe and Sustainable Travel MEG received updates on the Cycling and Walking Programme. ATF2 schemes are now in delivery. ATF3 schemes currently in development with business cases being drafted. West Midlands Cycle Hire, usage up from last year at the same time, caveat e-bikes have since been launched with good uptake. Cycling and Walking Team – roles in post, with two still remaining to be filled. Annual business planning for 2023-24 currently taking place, with most activities from this year continuing into next year. Key will be relationship with Active Travel England. E-mopeds was also discussed as a viable option for those who can't use a pedal cycle or for shorter journeys. Cllr Grinsell tested one in Solihull.

Sprint (Councillor Richard Worrall)
The last Sprint MEG meeting took place on Monday 31 October 2022, a site visit was undertaken before the meeting which was attended by Thomas Skidmore and Councillor Richard Worrall. The managed to see the work undertaken on the A45 Sprint Scheme to which Councillor Worrall feedback to the group that the visit was interesting, a quick journey and encouraged other members to see the services.

Visits to Perry Barr, Walsall and Solihull would be undertaken in the future and timed appropriately so that they are after (or during) local engagement, Ward Councillors would also be invited to attend.

Councillor Josh O'Nyons requested an update on engagement from Ashley Jackson.

Sprint Phase 1 was noted as practically complete, journey time improvements will be published later this week. There is 20%+ improvement on the A45 and 30%+ improvement in variability on the A34.

Sprint Phase 2 is in development. Trial holes are being undertaken at the moment and residents are being informed when these are happening. Councillor Sohal said Phase 2 development should consider future traffic. Councillor O'Nyons asked for traffic impacts of Wheatsheaf scheme – Thomas Skidmore agreed to set up separate meeting. Biggest Phase 2 risk is still the Cabinet Approval process as local approvals are required for each. Members were given an update on ZEBRA, and that a bid for this had been received from an operator

4. Financial Implications

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

5. Legal Implications

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

6. Equalities Implications

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

7. Inclusive Growth Implications

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

8. Geographical Area of Report's Implications

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

9. Other Implications

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

10. Schedule of Background Papers

10.1 None.