



Transport Delivery Committee

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Report title	TfWM Infrastructure Report
Accountable Director	Pete Bond, Director of Integrated Network Services Email Pete.Bond@tfwm.org.uk Tel: 0121 214 7388
Accountable Employee	Andrew Thrupp, Operations Manager (Customer Facilities) Email Andrew.Thrupp@tfwm.org.uk Tel: 0121 214 7372
Report to be/has been considered by	Councillor Hartley, Lead Member for Putting Passengers First

Recommendation(s) for action or decision:

The Committee is recommended to note the contents of the report.

1.0 Purpose

To report matters relating to the operation and enhancement of TfWM Customer Infrastructure. TfWM provides 12 bus stations, 2 travel centres, 5200 shelters, 6625 stops, 59 Park & Ride sites and is Station Facility Owner of Bromsgrove Railway Station. This report includes:

Section 2	Bus Stations, Interchanges and Travel Centres
Section 3	Safety & Security, Real Time Information (RTI) and Swift Collectors
Section 4	Highway Infrastructure and Park & Ride
Section 5	2018/19 Capital Replacement Programme

2.0 Bus Stations, Interchanges and Travel Centres

This section of the report highlights a number of initiatives that TfWM has delivered or is working on across our bus stations, interchanges and travel centres.

Dudley Bus Station Redevelopment

2.1 Proposals to redevelop Dudley Bus Station to provide a high quality, attractive and fit for purpose World Class multi-modal Dudley Interchange facility continue to be developed.

2.2 There are a number of physical constraints relating to the potential redevelopment of the site including adjacent buildings, the topography of the site and in particular, the requirement that any proposed development scheme is future proofed to provide for a Wednesbury to Brierley Hill future Metro route. The proposed Dudley interchange is designed to provide improved connectivity to Dudley town centre and the proposed Portersfield development, whilst providing improved public realm, as part of an overall co-ordinated town centre development.

2.3 The key objectives of a redevelopment scheme will include:

- Creating an attractive and fitting Dudley Interchange for bus and Metro services
- A safe environment for vehicles, staff and customers
- Sufficient capacity for services
- Improved waiting facilities and staff facilities building
- Enhanced RTI and wayfinding signage
- Cycle storage to promote sustainable travel
- Improved pedestrian walking routes to access the town centre, Metro and adjacent Portersfield development site
- A new direct access to Duncan Edwards Way to improve access for buses to the interchange.

2.4 Current activities include the development of concept designs and traffic modelling to ensure that the schemes will work efficiently within the local highway network.

2.5 Delivery of the interchange is proposed by 2022 to align with the operation of the Wednesbury to Brierley Hill Metro scheme that impacts on the site of the existing bus station subject to securing funding. Once funding is secured, attention will turn to temporary arrangements and project planning to manage the bus movements in Dudley during delivery.

Bus Activated Automatic Doors at Dudley Bus Station

2.6 TfWM successfully completed vital health and safety upgrade works at Dudley Bus Station by installing bus activated automatic doors to make our facility safer for customers in November 2017. These restrict access into the bus carriageways from the 19 stands and therefore greatly reduce the risk to our customers. A decision to carry out these safety modifications follows an assessment of risk which identified high numbers of customers taking shortcuts across the carriageways.

2.7 As customer safety is a priority, the automatic doors installed has brought Dudley in line with the standards of other TfWM owned bus stations. Before and after studies at other locations where bus activated automatic doors have been installed have achieved a 90% reduction in customers accessing the carriageways. Once the work commences on the new Interchange, the automatic doors can be used at other Bus Stations across the West Midlands to renew older assets.

Walsall St Pauls Bus Station- Mid Life Refurbishment

2.8 Walsall Bus Station is 17 years old following its opening in August 2000. The facility has 3 satellite departure stands situated on St Pauls Street and 11 departure stands within the main operating area of the bus station. Good use of resources have been made to maintain the facility and keep it clean and safe and it is now due for refurbishment to ensure that the facility is retained in good working order.

2.9 Customer surveys and stakeholder consultation have been undertaken in order to create a scope for the mid-life refurbishment of this important bus station that serves nearly half a million bus departures and footfall of over 8m per annum. Some minor works have already been completed by introducing a driver's rest area within the facilities building and CCTV upgrades. All lighting throughout the bus station will soon be upgraded to LED.

2.10 Subject to funding, TfWM will be improving the seating and flooring in the bus stands and remove the current furniture and concrete walls which make the customer waiting areas feel very restricted. The overall impression of the bus station is considered dull and cold and this is an opportunity to brighten the station up with LED lighting and explore the feasibility of painting the concrete areas (including the roof). Customer Infrastructure (RTI Totems, Bins, Seating) within the stands need updating in line with other sites as well as the public toilet facilities including the installation of a pay to use turnstile.

2.11 TfWM will also be exploring opportunities around the current use of retail space at the bus station in partnership with National Express, Walsall Council and colleagues in the WMCA Public Service Reform team.

Toilet Refurbishment Projects at West Bromwich

2.12 TfWM toilet facilities at West Bromwich bus station are due to be refurbished. The current facilities receive poor customer feedback and works to refurbish these facilities will be carried out over the next 6 months.

2.13 A specification to engage with possible suppliers to carry out this work is underway. It is intended that the scope will include upgrades to all fabrics, water efficiency measures, flooring, ventilation and the installation of pay to use toilet turnstiles.

Coventry Interchange & Pool Meadow

2.14 TfWM have been working with Coventry City Council to develop a sustainable new bus interchange as part of the Rail station masterplan. Current plans look to create a world class interchange for bus and rail users that will increase the amount of stands available and also provide a dedicated coach stand, and is fully integrated with the rail station. The new interchange is currently planned to be completed by 2021/22 and discussions have moved to consider future management arrangements of, and likely service patterns to and from, this facility.

2.15 Linked to the Network Development Plan a review of bus services in the city will be undertaken in partnership with Coventry City Council, aligned to the new interchange. This will consider the future role of Pool Meadow bus station and the new interchange and ensure the offer at both locations and across the city work for customers, operators and the evolving city landscape.

Other Opportunities

2.16 A number of other enhancements are being considered in respect of customer facilities including initiatives such as WIFI, Vending and other retail opportunities.

3.0 Safety & Security, Real Time Information and Swift Collectors

This section of the report outlines a number of technology and safety/security enhancements.

Safety & Security

3.1 CCTV cameras have now been upgraded to market leading High Definition quality at 11 of our 12 bus stations the exception being Merry Hill, owned by a third party. TfWM has similarly upgraded a number of Park and Ride sites including Stourbridge Tile Hill, Canley and Rowley Regis, as well as train station entrances, ticket offices and common areas at the likes of Sandwell & Dudley, Snow Hill, Solihull and Selly Oak. Similar quality cameras are now in place and being monitored from the TfWM Control Centre for platforms at the following stations; Aston, Bournville, Galton Bridge, Stourbridge Junction, The Hawthorns and Jewellery Quarter.

3.2 Recent contractual agreements have now seen the successful transfer of CCTV monitoring and maintenance services from Walsall MBC to WMCA – making the bus and rail stations an integral part of a much wider town centre management system. This replicates Solihull interchange where in addition to the town centre system another dozen cameras covering the train station, parking and cycle store areas have images transmitted back to the TfWM Control Centre.

3.3 Wednesbury, Cradley Heath, Halesowen, Bearwood, Wolverhampton, Coventry, Stourbridge and Bilston have all been independently assessed and achieved the National Safer Bus Station Award. Cradley Heath and Coventry were the first in the country. The remaining bus stations are being worked on to apply for accreditation in 2018.

3.4 The TfWM Control Centre received its annual external and independent audit in December 2017. This was carried out by the SSAIB who confirmed that we would again retain British Standard 5978 demonstrating the effective running of the control room including adherence to all required legislation.

3.5 Continued success has been seen from CCTV systems installed in bus shelters across the region. The footage has assisted in identifying a number of offenders of criminal damage as well as other crimes not relating to public transport.

Real Time Information (RTI)

3.6 TfWM currently provide 1,800 RTI units across the West Midlands, providing our customers with accurate, real time information about when their bus will be arriving.

3.7 As part of the mid-life refurbishment project for Walsall Bus Station, RTI will be upgraded to provide better quality information. The existing totems will be used but will be clad to present a modern look. Larger screens and poster cases will be installed. Two totems will additionally have interactive screens with appropriate content. The specification also includes a public Wi-Fi hotspot – a first for a bus station in the region. Bradford Place in Walsall will also have an interactive totem installed.

3.8 Following National Express' progress in maintaining a reliable real-time system, TfWM is working with suppliers and other operators to support those becoming Real Time providers.

Some operators have installed equipment on their vehicles to allow them to be tracked and now need this integrated into TfWM passenger information systems.

Swift Collectors

3.9 Following the launch of Swift tickets and Pay As You Go in Redditch, to enable customers to top up their Swift cards online, three Swift Collectors have been installed in the area, two at the Kingfisher Shopping Centre and one at Alexandra Hospital. This now brings the total number of Swift Collectors across the network to 128.

3.10 The most popular collector continues to be the one located at Wolverhampton Bus Station and has completed 6,500 downloads and transactions for our customers since it was installed in May 2015. This is followed by the collector at Coventry Bus Station. In total the collector estate has supported customers in collecting 80,000 online purchases since they were installed.

Swift Kiosk

3.11 In April 2017, a Swift Kiosk, in partnership with Cammax, was launched at Wolverhampton Bus Station. The Kiosk was part of a pilot project to ascertain the level of customer demand for a self-service retail point using a ticket vending machine.

3.12 The Kiosk has proved really popular with customers and a roll out of six more machines across the network has been agreed by the Smart Programme Board. The tender process to secure the supplier of these machines closes mid-March 2018 with anticipated install dates of late spring/summer 2018. Two machines will be located at Birmingham Airport and Blythe Valley Business Park with the other four being located at TfWM's bus stations.

3.13 Subject to business case and securing funding the Swift Team will look to undertake a further tender process later in the 2018/19 financial year to roll out this solution further so that all bus stations and key interchanges are served by a Swift Kiosk as part of our rollout to ensure that customers have 24 hour access to tickets and information across the network.

4.0 Highway Infrastructure and Park & Ride Enhancements

This section of the report details key enhancements on highway infrastructure and park & ride facilities.

Highway Infrastructure

4.1 TfWM is currently seeking to prioritise further investment to ensure that standards of infrastructure are maintained and improved over the coming years. This is linked to our deliverables through the Bus Alliance.

4.2 110 shelters have been refurbished along the X3, X4, X5 and 14 platinum routes and the 907 route in Sutton Coldfield towards Birmingham City Centre. These upgrade works have included re-glazing, deep cleans and repainting and a further 31 of the older shelters have been replaced with new shelters including digital advertising at 8 of these.

4.3 Nine new shelters with two modified for digital advertising will be installed along the A34 between Lancaster Circus and Rodway Close (out of City) as part of the Birmingham Cycle Revolution cycle lane works. A further 40 new shelters will be installed modified for digital advertising by July 2018.

Park & Ride

4.4 TfWM has committed to the development of a mode agnostic, holistic, intelligence-led strategy for park and ride. To support this a new Park and Ride team, independent of the rail team, has been created as part of the Integrated Network Services Directorate. A new Head of Park and Ride will be in place by May 2018. The strategy will clearly identify the role that park and ride plays in addressing the West Midlands' strategic challenges and seeks to optimize the park and ride system to fulfil this role to maximum effect. The overall strategy will be delivered in a number of phases, prioritised so as to ensure that any unnecessary disruption to scheme and operational development is minimized.

4.5 Whilst the strategy is being developed, work continues to explore the feasibility of Park and Ride expansion at specific sites across the WMCA constituent authorities as well as mechanisms to fund these expansions as Park and Ride usage continues to grow.

Specifically, three strategic sites have been identified for multi-storey rail park and ride expansion: Longbridge (part funded), Tile Hill (fully funded) and Sandwell & Dudley (no identified funding). Other sites identified for future potential TfWM Capital Programmes include Bradley Lane, Tipton, Tile Hill, Whitlocks End, Tame Bridge Parkway and Hall Green.

4.6 We are actively engaging with the market to explore how schemes / expansions can be capital funded, delivered and how to offset operational expenditure through commercialisation opportunities. Third party management of Park & Ride sites is being considered which could allow sites to become operational in a shorter period of time, minimising costs to TfWM.

4.7 TfWM continue to ensure that high quality car parking facilities are provided for our customers and ongoing maintenance & enhancement programmes are being undertaken. Extensive resurfacing work has been undertaken at Marston Green (October 2017), Yardley Wood (October 2017) and Sutton Coldfield (March 2018)

Bromsgrove Railway Station

4.8 TfWM is the Station Facility Owner for Bromsgrove Railway Station, which means we are responsible for the repair, maintenance and operation of the station in line with rail industry requirements other than where these obligations have been passed to WMT pursuant to an operation and management agreement which has now been entered into.

4.9 TfWM took on this role to ensure the delivery of the relocation of the station to enable electrification of the railway between Longbridge and Bromsgrove. This is an important strategic scheme for the West Midlands region which:

- Supports the regeneration and development of Bromsgrove as an important regional town by providing the capability to considerably improve its connectivity, especially with Birmingham;
- Provides the capability to provide more rail capacity through longer trains (through longer platforms) and increased service levels. This includes an increased frequency from one to four trains an hour between Birmingham and Bromsgrove Monday to Saturday daytimes and a significantly improved service on Sundays from next year;
- Provides a significantly expanded car park and better quality facility;
- Improves the performance of rail services for passengers, in particular by moving the station away from the Lickey Incline and;
- Supports the delivery of the region's rail strategy – without the station relocation and electrification scheme at Bromsgrove, the business cases for other future network improvements would be significantly weakened.

4.10 The relocated station opened to the public on 12 July 2016. The revenue generated by the station, less operating costs, is used to pay back the cost of the construction of the station, ensuring that the scheme does not lead to an overall cost to TfWM or Worcestershire County Council (who are partners in the project) over the 25 year business model period.

4.11 West Midlands Trains, the main train company serving the station, currently operate and manage a number of areas of the station on our behalf including cleaning, staffing, ticket sales, some maintenance, passenger information, rail industry engagement, arrangements and reporting.

5.0 2018/19 Capital Programme

5.1 An asset capital renewal programme for 2018/19 is planned to ensure that whole or component parts of any life expired infrastructure are replaced before they fail and where they no longer meet the required levels of service, or where to leave them in operation for any longer would impact upon customers, delivery of the service or operation of the site.

5.2 Assets to be replaced would typically be at or nearing the end of their remaining useful life, no longer fit for purpose, have obsolete parts, be showing signs of disrepair and/or have a track record of service failure.

5.3 Assets included in the programme include Bus Stations and Travel Centres, Highway Infrastructure, Park and Ride car parks and Real Time Information units. CCTV renewal and Park and Ride lighting upgrades are also planned, but to be managed outside the capital renewal programme via project change requests as a continuation of the 2017/18 programme.

5.4 As these renewals are completed throughout the year, the asset data will be updated and used to plan ahead for future prioritised capital works programmes. As our asset information develops and becomes more sophisticated and systemised, this process will become more efficient, and enable us to better plan and forecast for the longer term.

5.5 Also included within the 2018/19 asset capital renewal programme is £100,000 of funding towards development of the existing in house asset management database 'AM2', as a medium term solution and which will enable data systemisation, in place of the Atrium/Trimble software which was no longer fit for purpose (this has been decommissioned and a refund received).

5.6 Planned expenditure for the 2018/19 asset capital renewal programme is as follows:

Bus Stations	£465,025
Highway Infrastructure	£174,000
Park and Ride car parks	£165,550
Real Time Information units	£170,100
Database development	£100,000
Total:	£1,074,675

6.0 Financial implications

There are no direct financial implications as a result of this update report with all on-going activities and agreed enhancements funded within existing revenue and capital budgets. However, costs in relation to any future proposed enhancements and redevelopments at sites will need be considered as part of the business case(s) that will be evaluated as part of the overall funding sources available

7.0 Legal implications

There are no further legal issues flowing directly from this report. However it should be noted that early legal involvement and support will be required in order to facilitate and implement any future project work emerging from this report and early engagement is recommended in order to consider resourcing and costs.

8.0 Equalities Implications

A number of the initiatives in this report have or will have a positive impact on accessibility and inclusion. Any future proposed projects (i.e. bus station refurbishments) will need to be fully equality impact assessed. For major projects consultation with key equality/disability groups will also be required.

9.0 Glossary of Terms

Acronym	Explanation
RTI	Real Time Information
EPI	Electronic Passenger Information- scheduled departures
LED	Light emitting diode
LEP	Local Enterprise Partnership
RADAR	Royal Association of Disability And Rehabilitation
CCTV	Closed Circuit Television
ANPR	Automatic Number Plate Recognition
SSAIB	Security Systems and Alarm Inspection Board
BCLEP	Black Country Local Enterprise Partnership