



Transport Delivery Committee

Date	18 March 2018
Report Title	Bus Business Update
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Report has been considered by	Putting Passengers First Lead Member, Councillor Hartley

Recommendation(s) for action or decision:

- To note the contents of this report.
- To approve that TDC member emails are used to distribute the weekly bus service changes.

1.0 Purpose of Report

1.1 To report matters relating to the performance, operation and delivery of bus services in the West Midlands. This report includes:

Section A Bus Services Performance Summary

- Punctuality and reliability January 2019

Section B Tendered Bus Services Contracts – April 2019

Section C Bus Operational Matters and Passenger Impacts

- UK Bus Summit 2019
- Bus Service Registrations
- Network Resilience
- Solihull Bus Network

2.0 Section A Bus Services Performance Summary

2.1 Bus reliability for January 2019 is 93.8 per cent against a target of 97.0 per cent. Bus punctuality is 82.0 per cent, against a target of 81.7 per cent. Increasing traffic levels and congestion continue to impact on bus service punctuality. Slower buses mean increased journey times and variability, causing reduced access to jobs, leisure and other retail opportunities for people.

2.2 TfWM is currently reviewing how bus network performance is measured and reported. This will enable improved accountability of how well bus services are

operating and what we can do to improve them. The available data to inform bus performance reporting is being reviewed with the proposed bus performance measures and reporting governance to be brought to the TDC at a later date for approval.

- 2.3 Supporting the review of the bus network performance review, Open Data Institute Leeds has been tracking buses (and the metro) in the West Midlands, using live departure data as part of a project through the Bus Alliance. To date, over 40 million bus departures have been collected, and ODI Leeds have created a tool (optimised in Google Chrome) to display the real journey time of bus trips, www.realjourneytime.co.uk. The tool provides real journey times between bus stops along select high frequency bus corridors (and metro), with data back to March 2018. Further investigation of the data and tool is being developed to scale up to the entire bus network and to provide new and improved functionality and features.

3.0 Section B Tendered Bus Services Contracts – October 2018

- 3.1 Bus Service Contracts to commence in April 2019 include the award of:
- a. 8 contracts to commence on 21 April 2019;
 - b. 8 contracts to commence on 28 April 2019
 - c. 3 existing contracts extended from 21 April 2019 for a further period of 1 week;
 - d. 1 existing contract extended from 28 April 2019 for a further period of 52 weeks;
 - e. 1 existing contract extended from 28 April 2019 for a further period of 104 weeks;
 - f. 11 contracts on a de minimis basis from 28 April 2019; 7 for 52 weeks, 3 for 104 weeks and 1 for 261 weeks.
- 3.2 There was a total five different operators submitting bids across all contracts and an average of 2.3 bids per contract. Two of which were new operators to the West Midlands Bus market. This is similar to the level of competition seen in October 2018 tender round (2.5 bids per tender) and higher than April 2018 (1.6 bids per tender). However the trend of an increase in contract costs has continued resulting in increased pressure on the subsidised bus budget for current and future years.
- 3.3 All services are required to meet TfWM bus access standards. The standards are split into four categories (demand; accessibility requirements, frequency and value for money). These are used to evaluate the implications of all changes to bus services and are based on current minimum demand standards of eight a trip and that bespoke school services are not subsidised.
- 3.4 For demand / value for money, any journey must have at least 8 passengers to provide a feeder service so users can interchange. It there is more than 10 per journey where possible a direct through facility is considered.
- 3.5 The accessibility requirements apply to built-up areas and areas of lower density. In the built up areas no one should be more than 400 metres from a bus service between 0700 and 1900 and within 700 metres at other times. In areas of lower density, 700 metres standard applies. The above distances are reduced by 20 per cent to 320 metres and 560 metres in areas of severe gradients or where a high proportion of elderly or people with mobility difficulties reside. Accessibility in this

context relates to the ease of potential passengers being able to access a bus service at particular times of day at various locations.

- 3.6 The frequency requirements relates to frequency of bus services over particular areas, and days:
- Monday to Saturdays – minimum standard frequency
 - Continuously built up areas: between 0700 and 1900 is two journeys per hour
 - Low density residential / rural areas: between 0700 and 1900 is one journey per hour
 - Sundays – services in all areas between midday and 1900 to be provided according to demand
 - Bank Holidays – services will be provided at a level no higher than that provided on such days by commercial operators.
- 3.7 TfWM will review the contracts that are due to expire in October 2019 with the objective of maintaining a local bus network that adheres to the TfWM accessibility standards whilst seeking opportunities to minimise cost. This will be carried out by ensuring a data led review of existing contract performance, creative service and tender design and seeking to encourage new entrants into the West Midlands tendered bus market and negotiating competitive contract extensions.

4.0 Section C Bus Operational Matters and Passenger Impacts

UK Bus Summit 2019

- 4.1 Transport Times held its 5th annual UK Bus Summit on Wednesday 7 February 2019. Held at the QEII Centre, London, the conference brought together key industry professionals and stakeholders, the operators and authorities to discuss the current status of the bus industry, what has and is being done to improve it, and what must be done to ensure a fruitful future. The focus of this year's *UK Bus Summit* was the future of mobility, why we need a long term bus investment strategy, air quality and also how to get passengers on-board buses. A key theme of the Summit was that the bus industry can only continue to thrive through meaningful partnership.
- 4.2 The keynote speech was given by the Transport Minister Nusrat Ghani MP, who stressed the importance of partnerships. "I am a firm believer that partnerships are the quickest and most effective way of improving bus services, especially collaboration between operators and local authorities." "They must work more closely together to identify problems and do something about them to build a bright future for this industry."
- 4.3 Ms Ghani also made two key announcements, first with the names of the 19 successful bidders that will receive funding from the Ultra-Low Emission Bus Scheme to buy new ultra-low emission buses and invest in infrastructure, such as charge points. This included success for Coventry City Council, who in partnership with National Express West Midlands and TfWM were successful in securing funding for 10 electric vehicles. Wolverhampton City Council were successful, again in partnership with TfWM, in securing funding for 1 electric vehicle to run their city centre bus service. In the wider West Midlands, Birmingham Airport was also successful in their bid for 6 electric vehicles.

<https://www.gov.uk/government/publications/ultra-low-emission-bus-scheme-successful-bidders>

- 4.4 Second, that the Department for Transport is launching a 'major collaboration' with Greener Journeys and the bus industry, to explore how buses can be used to further address the issue of loneliness and social isolation.
<https://greenerjourneys.com/blog/bus-industry-pledges-to-tackle-the-uk-epidemic-of-loneliness/>
- 4.5 There were four presentations made by local representatives from the West Midlands including:
- Councillor Roger Lawrence, Leader, Wolverhampton City Council
 - David Bradford, Managing Director – Bus Division, National Express West Midlands
 - Pete Bond, Director Integrated Network Services, TfWM
 - Councillor Waseem Zaffar, Cabinet Member for Transport and Environment, Birmingham City Council.

Bus Service Registrations

- 4.6 TfWM continue to review their process for bus service registrations in light of the new regulations and other changes to public travel information. TfWM continue to publish bus service changes confirmed by the traffic commissioner on the Network West Midlands website (Upcoming bus changes) every Wednesday. It is requested that a weekly email to the website is circulated to all TDC members.
- 4.7 Any changes proposed to the weekly upcoming bus changes information will be brought to the TDC at a later date for approval.

Network Resilience – Birmingham Westside extension

- 4.8 Phase two of the Birmingham Westside extension will see the metro further extended from Centenary Square along Broad Street to Hagley Road on Edgbaston (just west of Five Ways).
- 4.9 To facilitate the delivery of the project, the next phase of construction is planned for Broad Street between Sheepcote Street and the Five Ways roundabout. This will require a number of mitigation measures to facilitate and maintain bus services in the area and suitable passenger facilities. These mitigation measures include traffic regulation orders, parking restrictions, traffic management and physical highway works.
- 4.10 These measures are currently being investigated with the Midland Metro Alliance, Birmingham City Council, TfWM and bus operators. Due to the nature of the works and location, further consultation will be undertaken with the Westside BID and local councillors. It is expected that the measures will be in place prior to any bus service changes. The mitigation measures and bus service changes are likely to be in place from summer 2019 until December 2019. Further bus service changes may be required during and after this period, as the construction phasing continues.

Network Resilience – HS2

- 4.11 TfWM is working closely with all bus operators regarding route changes and stop relocations during the next phase of HS2 enabling work being undertaken in Birmingham city centre. This will see trial hole excavations on Moor Street Queensway and stop relocations for the duration of the works from the week commencing 20th March 2019.
- 4.12 The stops will be suspended in rotation with no layover permitted whilst the works are on. The planned works programme for the stop relocations is:
- 20/03/2019 to 23/03/2019 Closure of MS12/13 – moved to MS14:
 - Services X3. X4. X5. X14, 110
 - 24/03/2019 to 26/03/2019 Closure of MS14 – moved to MS13:
 - Services 33. 51. X51. 907. 934. 935. 936. 937/A. 952. 997/E
 - 27/03/2019 to 30/03/2019 Closure of MS15/16:
 - Services 16/16A 16W Diamond (Closure of MS15 - Moved to MS14).
 - Services 2. 3. 4. 4A. 5. 6. (Closure of MS16 – to use Carrs Lane or High Street Dale End
 - Services 61. 63. X20. X21. X22. (Closure of MS16 to use MS8)
 - 05/04/2019 to TBC Closure of MS18 to use stop MS17.
- 4.13 A separate communications plan for the publicity of the works and stop relocations to passengers has been developed, and is expected to be live from the start of March 2019.

Solihull Bus Network

- 4.14 Transport for West Midlands, part of the West Midlands Combined Authority has made changes to the tendered (paid for) bus services in Solihull. In autumn 2018, we set out our proposals for a new tendered bus network in Solihull. This followed requests from councilors, customers and groups. We asked for views on the routes we were planning on making changes to. We listened to the views and feedback and have made changes to the tendered bus network to improve reliability, punctuality and to increase the overall number of passengers travelling and areas served by bus to benefit the local people and economy.
- 4.15 The following bus services will change S1, S2, S3/S3W, S10, S11, S15, 69, 82, 87 and 88. A detailed breakdown by route is available on the Network West Midlands website: <https://www.networkwestmidlands.com/ways-to-travel/bus/solihull-changes/>
- 4.16 Landflight, Johnsons and Diamond Bus started operating the new bus services on Sunday 24th February 2019, with passengers benefiting from 15 low floor, Euro VI emission standard vehicles.

5.0 Financial Implications

- 5.1 There are no direct financial implications as a result of this update report. Costs incurred or support provided by TfWM from undertaking activity referred to in this report will be from within agreed overall budgets and resources informed from previous decisions.

6.0 Legal Implications

6.1 This report is for information only and there are no new direct legal implications arising.

7.0 Equality Implications

7.1. This report is for information only and there are no new equality implications.

8.0 Inclusive Growth Implications

8.1 This report is for information only; however bus is a vital component to inclusive growth as it directly supports access to the labour market, and allows people to access education, employment and services. The flexibility of the bus network also makes bus the perfect means of providing public transport options in areas of growth, changing travel demand and new housing; directly supporting our West Midlands Housing Deal and Local Industrial Strategy. This means that buses are central to supporting regeneration, inclusive growth and social integration. Where there may not be a case for investing in permanent rail and light rail infrastructure, new bus infrastructure can be planned to connect new communities and support housing and jobs growth.

9.0 Geographical Area of Report's Implications

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