

Transport Delivery Committee Annual Review 2016/17

In accordance with its remit to provide 'oversight of operational delivery of transport across the West Midlands' (TDC terms of reference), the Committee has engaged in the following areas, providing in particular, a link to the passenger experience of local transport services. It has also actively supported partnership working with transport providers.

1. Rail and Metro

In 2016/17 the Transport Delivery Committee considered various rail issues including:

Rail Partnerships

TfWM has existing partnerships with London Midland and Chiltern Railways which have been overseen by TDC over the year with a number of deliverables noted by the Committee. London Midland's Direct Award franchise included a number of improvements such as earlier Sunday services, Wifi and CCTV on some rolling stock.

The London Midland and Chiltern Railways partnerships have been managed by Partnership Boards attended by senior TDC members. A new Partnership Agreement with Virgin Trains has also been developed and is close to being signed off by partners.

West Midlands Franchise Competition

The Committee was briefed on the West Midlands franchise competition process and the new requirements contained within the Invitation to Tender. This will deliver significant improvements on local rail services through changes such as more capacity and much better Sunday services. The Committee was also informed about the Collaboration Agreement between West Midlands Rail and the DfT which was approved by WMCA Board.

Park and Ride

The Committee received a report and presentation on Park and Ride. This recognised the high-quality Park and Ride facilities that TfWM provides and members were updated about progress on delivering expansions. The Committee approved the sites that development activity should be focusing on.

Snow Hill Interchange

The Committee was briefed on the issues relating to the unsatisfactory interchange between rail and Metro at Snow Hill following the otherwise highly successful Metro extension and initiated a review into options to improve the arrangements for passengers.

Class 230 D-Train Trial

The Committee supported a trial of a new diesel train developed from former London Underground D-Train rolling stock for use on the Coventry to Nuneaton line.

The trial was designed to test the suitability of the rolling stock, as well as providing more capacity for passengers on the route. Unfortunately the trial was abandoned at the end of December due to a fire on board the test train, pushing the timescales back too far to be delivered within the remaining term of the London Midland franchise.

Rail Projects

Throughout the year, the TDC received updates on various rail projects including Bromsgrove station which opened in July 2016, the Birmingham University station development and Longbridge Park and Ride.

Midland Metro

The TDC noted reports considered by the WMCA Board on the Midland Metro extension to Birmingham Eastside and also the extension to Centenary Square Edgbaston (Five Ways).

2. Bus and Putting Passengers First

In 2016 / 2017 TDC considered a number of bus related including;

Bus Updates

TDC has received regular Bus Operations Business Reports. These reports ensure that TDC members are kept informed of key issues affecting the business. This has included reporting on;

- Service Performance Summary
- Progress and update on the Bus Alliance
- Passenger Satisfaction
- Operation matters; Network Resilience; service changes; Coventry bus lanes.
- Highways Issues
- Vehicle enhancements
- Public Engagement and YPTM events
- Air Quality and the impact of the Birmingham Clean Air Zone (CAZ)

Solihull SQPS

TDC approved the consultation on the introduction of a Statutory Quality Partnership Scheme in Solihull. The scheme is intended to lock in the benefits of the investment of Solihull Gateway and Lode Lane by improving passenger safety, bringing about vehicle and service improvements and placing a requirement on SMBC for further enforcement of bus only infrastructure.

Christmas and New Year service provision.

Transport for West Midlands works with the bus and rail operators to determine public transport service levels over the Christmas period and then market this to our customers. For bus the aspiration is to provide as close to a Sunday network as possible on Boxing Day which has been seen as an opportunity as traditionally the rail

network does not typically operate. TDC challenged and agreed the proposed network, expenditure and communications strategy for the festive period.

Bus Summit

In February 2017 members of TDC along with TfWM officers attended the UK Bus Summit conference. The conference focused upon; the impacts of congestion and disruptive technologies on the bus market; value of bus to society; positive environmental impacts of bus travel. TfWM took centre stage at the conclusion of the summit along with National Express to discuss partnership working and the success of the Bus Alliance

Bus Services Bill

The development of the Bus Services Bill and implementation of the Act has been a key tranche of work during 2016 / 2017. TDC have been kept informed of progress with the Bill and the potential impacts and opportunities for the West Midlands Region.

Accessible Transport Group

ATG who operate Ring and Ride in the region and also contracted bus services under through IGo brand presented to TDC early in 2017. The presentation gave an overview of business activity and also looked at the social value of Ring & Ride across the West Midlands region.

Ticketing

TDC has received a number of updates on progress with ticketing delivery and initiatives and the development of SWIFT this has included;

- SWIFT rebranding.
- Delivering contactless payment and best value “capping” for the West Midlands
- Supporting operators in accessing new ticket machines to allow them to offer contactless payment and best value “capping”
- Swift “capping”
- The Swift programme – including the rollout of child ticketing
- Swift as a payment platform for other modes – Cycle hire, car parking etc.
- Installation of Swift vending machine at Wolverhampton Bus Station and the wider rollout of vending machines across the network

Customer Engagement

TDC receives regular reports on customer engagement matters and in 2016-17 this has included information on Your Public Transport Matters (YPTM) events. These events provide an opportunity to engage with the public regarding transport related matters and are also attended by TDC Members. TDC has also received updates on the ongoing work of the various ‘Champion’ schemes including TfWM’s Bus

Passenger Champions, London Midland's Cross City Rail Champions and the work of the Metro Passenger Panel.

Customer Infrastructure

TDC has received information relating to customer infrastructure which covers a wide range of assets including bus stops and shelters, park and ride facilities and Bus Stations. Specific updates have been provided regarding:

- Safety improvements and the introduction of Automatic Doors at Coventry and Walsall Bus Stations
- Redevelopment of Merry Hill Bus Station
- Redevelopment of Bearwood Interchange
- Plans for the redevelopment of Dudley Bus Station linked to the Metro extension

Customer Service Performance

TDC has received information regarding the performance of TfWM's Customer Service functions. Information has been presented regarding customer contact and processing activities relating to applications for ticketing services. This has included:

- Call handling performance and volumes
- Management of other forms of customer communication
- Turnaround times for customer applications relating to products such as the English National Concessionary Travel and
- Initiatives to improve the delivery of such services to the customer

Petitions and Shelter Appeals

TDC has delegated responsibility for the determination of petitions and shelter appeals to the PPF lead member group. Following the petitions protocol the group hear any petitions relating to the service area with over 50 signatures and consider recommendations from officers to determine a suitable response.

The group also hear appeals from the public against the placement of bus shelters in the highway typically for reasons around access and anti-social behavior. The lead member chairs a public meeting to hear the appeals with an independent TDC members group determining the outcome.

3. Safe and Sustainable Travel

Safety and Security

The Transport Delivery Committee was involved in several initiatives designed to increase the safety and security of passengers in the West Midlands.

Crime on the bus network continued its downward trend, reducing by a further 2%, meaning that bus crime has fallen by nearly 70% in the last decade. Reductions in crime were seen across the whole region and across most crime types. This and other interventions has also led to a significant improvement in passenger perception, with Transport Focus showing passengers feel 16% and 11% safer at stop and on bus respectively. The directed and dedicated work of the Anti-Social Behaviour (ASB) team also helped reduce concerns with ASB from 18% to just 8%.

The CCTV control centre has retained British Standard 7958, cementing the Home Office view that it a model of best practice. The control centre staff dealt with 3,993 incidents in 2016/17, leading to many significant arrests. The CCTV control centre, which already provides services for London Midland, Chiltern Railways and Solihull MBC, now supports the CCTV service of East Staffs Borough Council, saving them tens of thousands of pounds and generating an income for TfWM. The Safer Travel Team has also provided a full and costed proposal to Walsall MBC to transfer their CCTV service, which was approved by Cabinet in March and will be delivered by autumn 2018.

Customer engagement has continued to provide the bedrock of the Safer Travel Partnership activities. The Safer Travel Team was involved in many engagement sessions, including 20 bike register events, 32 Project Empower education events and all YPT events. This engagement has led to nearly 1,500 See Something Say Something reports, 617 bus operator reports and a further 268 bike protectively marked and registered. The Safer Travel twitter account @ST_Police now has nearly 8,000 followers, and their Christmas video was watched more than 100,000 times.

In addition to all of the above, the Safer Travel Police Team carried out a number of specific, intelligence-led operations. These include Operation Snow, which provided 1,829 hours of support to the German Market, New Street and bus stops around Birmingham City Centre in the build up to Christmas, which helped significantly reducing alcohol-related incidents.

Cycling and Walking

TDC has been active in reviewing the progress of the Cycling Charter and the delivery of cycling and walking schemes across the West Midlands. Feedback on issues such as equality and road safety has been noted and integrated with improving proposals and bids for future programmes.

A site visit to Leeds took place in February 2017 to view the Leeds-Bradford Cycle Super Highway. Councillors Rowley, Warren and Bills attended the site visit, accompanied by Claire Postin (TfWM Sustainable Travel Manager), Hannah Dayan (TfWM Cycling Charter Coordinator), and four Local Authority officers.

The visit provided an opportunity to share best practice and lessons learnt from West Yorkshire Combined Authority which has a similar structure and governance as WMCA.

Following the site visit, presentations were made by Fiona Limb, CityConnect Programme Manager, John White, Project Lead for Leeds City Centre Improvement and Cllr Alex Ross-Shaw, City of Bradford Transport Portfolio Holder.

The general focus of developing new cycling infrastructure in the West Midlands has been in the areas where the propensity to cycle is highest. The decision to plan the Cycle Superhighway route through areas of high deprivation (where propensity to cycle is generally lower) demonstrates that focusing on perceived easy wins need not always be the case and that other benefits can also be achieved e.g. improving access to employment and levels of physical activity.

WYCA is a good example of the coordinated work of a Combined Authority. While CityConnect managed the overall project, the local authorities were responsible for delivery of schemes in the area. WMCA/TfWM will continue to engage with WYCA/CityConnect as local schemes are progressed.

A report on observations during the visit was presented to the Transport Delivery Committee.

4. Sprint

The TDC Lead Member Reference Group has received updates on Sprint and the HS2 Connectivity Package at its three meetings over the past nine months. At its June meeting, the Reference Group was advised that the revised HS2 Connectivity Package allows Sprint funding to be concentrated on a core network and will deliver a higher level of intervention across routes. It will deliver 123km of Sprint network, with an annual patronage of over 23 million and save commuters over 2 million hours in journey time per year. The package also provides additional investment on the Hagley Road to further improve the reliability and speed of Sprint journey times on that corridor.

The order of route development has been provisionally divided into four tranches of work.

Tranche 1	Hagley Road Phase 1
	Hagley Road Phase 2
	Hagley Road Extension to Halesowen
	A45 Birmingham to Airport and Solihull
Tranche 2	Sutton Coldfield to Birmingham via Langlely
Tranche 3	A34 Walsall to Birmingham
	Dudley to Birmingham
Tranche 4	Birmingham to Longbridge and Frankley
	Hall Green to Interchange via Solihull

The Reference Group agreed that development of Strategic Outline Cases and detailed feasibility work for each scheme will commence in this order and has asked for progress updates at its meetings over the current Municipal Year 2017-18.

Members have discussed numerous aspects of the package, for example:

- * the provision of dedicated Park & Ride sites;
- * giving priority to getting the congestion-busting infrastructure in place while ensuring we take the time to review vehicle options;

* resolving possible conflicts, for example with BCC cycleway proposals along the A38; and taken note of the Mayor's interest in Sprint Definition.

Members at the June meeting of the Sprint Reference Group felt that there is a case, given the progress made in developing proposals for a substantial network of on-highway Sprint-related bus priority, to continue as a separate Reference Group in the current Municipal Year, and agreed that it would wish for a progress report to come to an early TDC meeting (ideally in September), such report to include some consideration of Sprint definition in line with the Mayor's wishes.

5. Finance

In 2016/17, TDC members have monitored the spend against the approved transport revenue and capital budgets providing challenge, assurance and financial risk monitoring to ensure spend is in line with delivery plans and that any variations are managed and mitigated.

Members have also identified possible further financial scrutiny of the following operational areas:

1. Benchmark Comparison – Establishment / Posts / Staffing Costs
2. Customer Call Centre – Operating Model and Costs including Benchmarking
3. Metro Operating Model – Future Revenue Risk Arrangements

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