



Transport Delivery Committee

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Report title	TfWM Infrastructure Report
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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	Shelters, Stops, Park & Ride Enhancements and Bromsgrove Railway Station

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.

Merry Hill Bus Station

2.1 Following a review of the bus station which aimed to improve safety and customer experience, Intu Merry Hill and TfWM worked in partnership to deliver a modern, safer and welcoming bus interchange for customers. This project was completed in May 2017 and customers now benefit from:

- An up to date bus station with CCTV
- New enclosed waiting shelters and covered walkways
- Automatic doors that only open when a bus is at the stand
- Real Time and Electronic Passenger Information boards

2.2 TfWM ensured the facility remained open throughout the development work to minimise disruption to customers.

2.3 The project, which is substantially complete has received positive feedback in relation to the improved waiting areas, information and safety measures. Work is ongoing with Intu Merry Hill to explore further enhancements to five of the bus departure stands in order to make accessing bus services easier from the current level access stands.

Dudley Bus Station Redevelopment

2.4 Proposals to redevelop Dudley Bus Station to provide a high quality, attractive and fit for purpose gateway facility continue to be developed.

2.5 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 bus/tram interchange is to also 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.

2.6 The key objectives of a redevelopment scheme will include:

- Creating a joint interchange facility for bus and Metro services
- A safe environment for operators and bus station users
- 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

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

Bus Activated Automatic Doors at Dudley Bus Station

2.8 In the shorter term, TfWM will be carrying out vital Health and Safety upgrade works at Dudley Bus Station by installing bus activated automatic doors to make our facility safer for customers. These will restrict access into the bus carriageways from the 19 stands and therefore greatly reduce the risk to our customers.

2.9 The decision to carry out these safety modifications follows an assessment of risk which identified high numbers of customers taking shortcuts across the carriageways. Additional staff members brought in to manage the risk through intervention and educating customers, have had limited success in reducing the overall problem with similar levels of footfall in the carriageways being recorded month to month.

2.10 As customer safety is a priority, the automatic doors will be installed as soon as possible to bring Dudley in line with the standards of other TfWM owned bus stations. This approach has proven to be highly effective at other bus station sites and compares favourably financially to the additional and less effective staff resources that are currently in place. 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

2.11 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.

2.12 Customer surveys will be undertaken to ensure that funding is spent in the areas that will make the most positive impact on the customer experience. The survey results will be available in early September and will be used to finalise the scope of works for the refurbishment programme.

2.13 Working within the funds available and subject to customer feedback, TfWM will be looking to improve 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. TfWM will be considering whether to charge for toilet access on a site by site basis and will seek customer feedback. Due consideration will be given to ensuring that Operator staff have free access to the toilets.

Toilet Refurbishment Projects at West Bromwich & Wolverhampton

2.14 TfWM toilet facilities at West Bromwich & Wolverhampton bus stations 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.

2.15 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 at West Bromwich (these are already operating in Wolverhampton).

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 has been upgraded to state of the art High Definition at West Bromwich, Coventry, Dudley, Stourbridge, Wednesbury, Halesowen Wolverhampton and Walsall bus stations. These join Cradley Heath, Bearwood and Bilston which have already been upgraded. At Park and Ride Sites, TfWM has also upgraded Tile Hill, Canley and Rowley Regis, with a programme to upgrade many more. A programme of works has also been put in place which will see the upgrade of a number of rail station platform systems too. Recent contractual agreements will see the transfer of CCTV services from Walsall MBC to WMCA – making the bus and rail stations an integral part of a much wider town centre management system.

3.2 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 planned later in 2017.

3.3 The TfWM Control Centre received its annual external and independent audit in December 2016. This was carried out by the SSAIB who confirmed that we would emphatically retain British Standard 5978. The auditor who hadn't previously visited the site commented that it was the best managed and operated control room he had seen and offered no immediate action points, no remedial action points, and one single note for improvement (to publish a document on the WMCA website - which will be done over the next few months). The auditor also suggested that he would invite the Surveillance Commissioner himself to issue the award as he believed the control room to be a national model of best practice.

3.4 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. The CCTV in shelters has also been used to provide evidence for high profile city centre crimes, leading Police colleagues to praise the quality of the systems.

Real Time Information (RTI)

3.5 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.

3.6 Halesowen is the only bus station that does not benefit from full RTI provision for customers. TfWM will be upgrading this site in 2017-18 providing a consistent RTI service at all of our bus stations.

3.7 Following National Express' progress in maintaining a reliable real-time system, TfWM is working with other operators to support them 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. Another challenge is to smoothly transition National Express as they will be installing new ticket machines on their buses. These will be trialled in the Coventry area before full rollout. The ticket machines provide critical information to our systems without which we could not provide customers with a Real Time Information experience.

3.8 TfWM has further enhanced the customer offer for RTI by providing predicted arrivals and departures on Google Maps.

Swift Collectors

3.9 In April 2017, TfWM installed a further Swift Collector at Merry Hill Bus Station as part of the redevelopment of the Bus Station which completes the roll out of these at Bus Stations and most key interchanges. The collector, which allows customers to top up their Swift cards is already being well used.

3.10 There are currently 114 swift collectors on the network with usage continuing to grow. The most popular collector is at Wolverhampton bus station and has assisted over 5,000 customers since it was first installed in May 2015.

Swift Kiosk

3.11 In April 2017, a Swift Kiosk, in partnership with Cammax, was launched at Wolverhampton Bus Station. The Kiosk is part of a 6 month pilot project to ascertain the level of customer demand for a self-service retail point using a ticket vending machine.

3.12 The Kiosk offers a simple, streamlined, 24/7 customer solution for Swift by retailing:

- Swift Pay As You Go
- Swift season tickets for bus & tram
- e-Daysavers
- nbus multi-day

The above products can either be topped-up to an existing card, or issued on a brand new card. In addition to this, the Kiosk can also act as a Swift Collector, allowing customers to load any product(s)/credit purchased online, to their cards in addition to our Swift App or network of over 100 Swift Collector sites.

3.13 The Swift Kiosk is the first ITSO ticket vending machine in the country which possesses a photo-capture feature. A photo can be taken and printed on a pre-encoded photo card in just over a minute.

3.14 The Kiosk has proved really popular with customers with the survey results showing an average 4.6 out of 5 satisfaction rate. As of week 13 of the pilot the Kiosk had issued 975 card top-ups and 169 new Swift cards, taking £25K of revenue.

3.15 Despite the pilot not expiring until autumn 2017, due to the success already seen, the roll out of these across the network has already been agreed by the WMCA Board subject to business case.

4.0 Shelters, Stops and Park & Ride Enhancements

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

Highway Infrastructure Works

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 will be replaced with new shelters starting September 2017.

Park & Ride Works

4.3 Work continues to identify sites for Park and Ride expansion as well as mechanisms to fund these expansions as Park and Ride usage continues to grow.

4.4 TfWM continue to ensure that high quality car parking facilities are provided for our customers and ongoing maintenance & enhancement programmes are being undertaken. TfWM resurfaced Shirley park & ride in July 2017. Work will be undertaken at Marston Green (Planned October 2017), Yardley Wood (Planned October 2017) and Sutton Coldfield (Planned to take place in February 2018).

4.5 Work is being undertaken to look at expanding Park and Ride by 3000 spaces across the region for rail, Metro and future Sprint sites. 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 Tipton, Tile Hill, Whitlocks End, Tame Bridge Parkway and Hall Green.

4.6 We are actively engaging with the market to explore how these and other schemes / expansions can be capital funded, delivered and how to offset operational expenditure through commercialisation opportunities. New third party managed Park & Ride sites are being considered which should allow sites to become operational in a shorter period of time minimising costs to TfWM. A report providing a more detailed update on Park and Ride will be brought to the Transport Delivery Committee meeting on 9 October 2017.

4.7 TfWM will be creating a new Metro Park & Ride at Bradley Lane and this will provide customers with 196 spaces. Procurement activities are currently underway and it is anticipated that ground stabilisation works will commence in January 2018. Once complete, the physical construction of the park and ride will take place thereafter. The expected overall completion will be early 2019.

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.

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 London Midland, 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, and car park management. The existing contract terminates at the end of the existing West Midlands franchise (anticipated to be 10 December 2017). We are currently reviewing these arrangements ready for discussions with the new West Midlands franchisee when they are announced.

5.0 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

6.0 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.

7.0 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.

8.0 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