



TRANSPORT DELIVERY COMMITTEE

Date	9 th October 2017
Report title	Passenger information update
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Report has been considered by	Cllr. Kath Hartley

Recommendation(s) for action or decision:

The Transport Delivery Committee is recommended to:

1. Note the activity with respect to information provision and the progress being made towards all operator real-time information.

1.0 Purpose

1.1 This report provides an update on the passenger information activities of Transport for West Midlands for April to June 2017.

2.0 Overview of passenger information activity

2.1 Over the last period the team have processed and provided information to support the following:

- Changes to routes and timetables for Network Stability Periods (NSP) 105, 106 and 107
- Information provided for Velo Birmingham on 28th September 2017
- Information provided for Great Birmingham Run 17th October 2017
- Battle of Britain Parade, Dudley 17th September 2017
- HSBC City Cycle Ride, Coventry 17th September 2017

3.0 Passenger Information Innovation Group

3.1 The Passenger Information Innovation Group is now well established. The goal of the group is to:

- Develop proposals and initiatives for the benefit of the customer, the economy and environment
- Drive innovation and best practice in passenger information
- Understand current information provision and propose incremental improvements
- Propose improved provision of information across all modes, on the network and through all information channels
- Advise the Bus Alliance on strategies and operational changes
- Provide reasoned arguments on the costs and benefits of any proposed changes
- Explore and evaluate new and modified passenger information schemes
- Consider, review and advise on multi-modal information, especially at interchanges
- Learn from best practice in other areas and industries
- Monitor implementation and success of proposed changes

3.2 Good progress has been made in creating an overview map of the bus network which is currently with the Mayor for comment. Further projects looking at principle destinations on timetable posters and better presentation on real-time information displays to improve accessibility have commenced. These projects have arisen from the Information Innovation Group and are discussed regularly.

4.0 Partnership working

4.1 Since 2001 the West Midlands Region (TfWM, Worcestershire, Herefordshire, Shropshire, Staffordshire, Warwickshire, Stoke and Telford) maintained a common database for bus services. Over the past two years TfWM have managed the collection and consolidation of the regional bus data on behalf of the whole region. TfWM use this information to provide timetables and journey planning for the entire region and pass this onto the national transport data set where it is used to provide open data and feeds and a feed into national bus journey planner and mobile app providers.

4.2 In 2016 West Midlands Travel Information Services (WMTIS), the company that established these arrangements, was wound up. WMTIS was a company set up in 2001 initially to provide bus telephone enquiries but also brought together bus information processing and provision across the region. Interim data processing arrangements were put in place up to the end of the financial year 2016/2017. TfWM have continued to build this partnership through leading of data processing and consolidation, chairing monthly update meetings with officers from each of the above authorities and sharing best practice to further develop the close regional arrangements for 2017/18 and beyond.

4.3 This group is working together on the passenger information aspects of the Bus Services Act 2017: Response to the Consultation on Draft Regulations and Guidance. If for any reason one of the partners chose to withdraw from the arrangement their data would still be available to TfWM from the national data set. In this case the partner authority would have to do all the processing themselves.

5.0 Bus Registration changes

5.1 Bus service registrations are essential for the delivery of all passenger information including printed and digital passenger information. Figure 1 shows the number of registrations received and processed by month in 2017 showing a higher number in April for Easter changes.

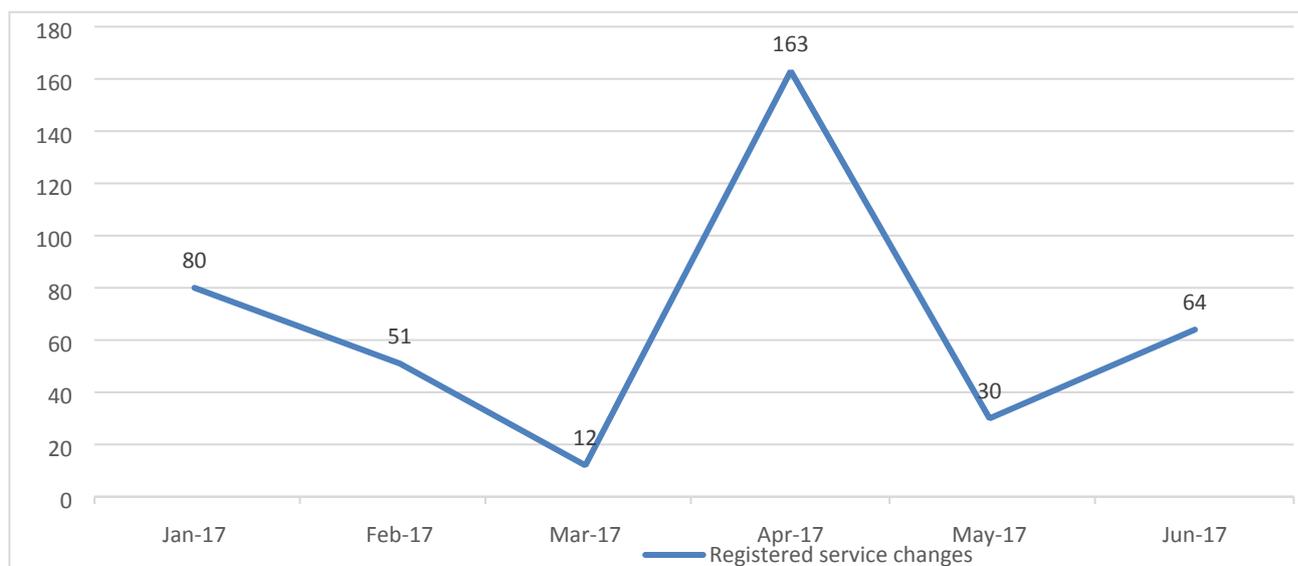


Figure 1

6.0 Printed passenger information

6.1 Figure 2 shows that for the registrations received 100% of the information was provided to customers as timetable posters and almost 100% as flags.

Timetable posters	NSP 105 (23/04/17)	NSP 106 (04/06/17)
Target Production	5283	3386
Actual production	5283	3386
% Production	100.00	100.00

Flags		
Target Production	972	1074
Actual production	969	1072
% Production	99.69	99.81

Figure 2

6.2 Where the information is eligible for re-charge the cost of this information is recovered from bus operators through the passenger information re-charging scheme. This scheme was updated in 2016 following approval by this Committee. TfWM are now exploring the method used to charge for mapping changes with a view to make this process fair across the operators. This will require a small amendment to the re-charging scheme and is being discussed with the bus operators.

7.0 Digital passenger information update

TfWM seeks to continue to improve the accuracy and reliability of real-time information and has taken a number of actions to achieve this. Maintenance contracts for the on street displays were re-let from 1st April 2017 with specialist suppliers who have a better understanding of the technology and who can fix any failures quickly. This has resulted in fewer displays being out of action giving a better service to passengers. This change in process means there are no Totem availability figures for April to June 2017, a new process commenced in from July 2017 and its results will be available for future reports

7.1 Figure 3 below shows how many buses National Express are currently able to track. This continues to move towards all NX buses being tracked. This graph, as other operators are available in real-time, will include their RTI tracking data.

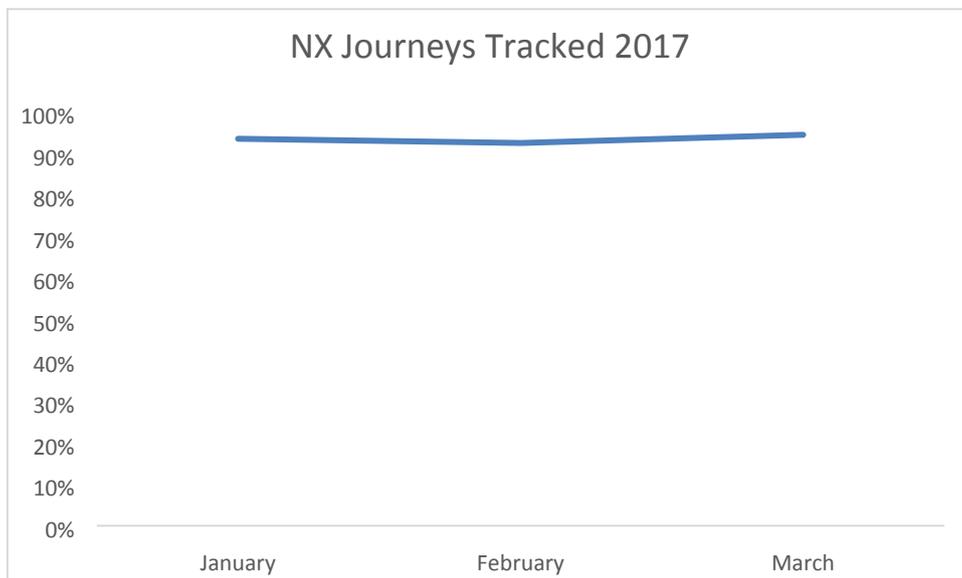


Figure 3

7.2 To date TfWM have only had National Express real-time information to provide to passengers. A project has commenced to provide real-time information for all bus operators. Information for Banga Buses and Diamond is expected to be available on newer displays before the end of the year.

8.0 Open Real-time Data update

8.1 TfWM continues to make data open for to third parties who may wish to use it as part of our strategy to get good passenger information into the hands of as many existing and potential customers as possible. These third parties can be mobile applications developers, universities and even the general public. TfWM provide a solution to deliver bus and tram real-time information to Google so that it is available in Google Maps and to any app developer or company through a subscription service. Rail real-time information is commonly available through the rail-industry.

9.0 Financial implications

9.1 There are no direct financial implications as a result of the recommendation with all related TfWM activities being funded within existing budgets.

10.0 Legal implications

10.1 No legal implications arising from this report except those that will be identified within the passenger information re-charging scheme itself.

11.0 Equalities implications

11.1 No equalities implications regarding proposed recommendations.