



Transport Delivery Committee

Date	14 November 2022
Report title	Network Resilience Update
Portfolio Lead	Councillor Ian Ward
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Report has been considered by	n/a

Recommendation(s) for action or decision:

The Transport Delivery Committee is requested to:

- (1) Note the contents of the report.

1. Purpose

- 1.1 This report provides an update on crime and anti-social behaviour, the RTCC and wider network management and road safety.

2. Crime and antisocial behaviour

- 2.1 The Safer Travel Partnership consists of just over 100 staff brought together from several organisations including TfWM, West Midlands Police, British Transport Police, operators, and private security companies. Managed through TfWM, the Partnership has the main objectives of delivering the Safer Travel Plan, reducing/managing crime levels on public transport and making passengers feel safe.
- 2.2 The Safer Travel Partnership is nationally unique and has received National and European praise for its innovative crime reduction methods and for bringing together a range of partners to deliver the results. The Safer Travel Partnership utilises deployment models such as SARA (Scan, Analyse, Respond, Assess) and POP (Problem Orientated Policing), following the Police National Intelligence Model (NIM). This approach has ensured that the right resource is in the right place, at the right times, doing the right things to reduce crime and make passengers feel safer.
- 2.3 The last update to TDC was March 2022 and an update is provided below, with the latest figures for consideration by the committee.
- 2.4 The Year-to-Date crime figures for 2022/23 are Bus 2738, Rail 1152 and Metro 44, making a total crime figure of 3934. This figure represents an increase from 2021/22 figure of 2945 a 25.1% increase. The crime types that are raising at the highest rate on the transport network are in no particular order Arson/Criminal Damage, Theft, Possession of Weapons and Violence against the person.
- 2.5 The Year-to-date performance figures mentioned above taken from the Safer Travel tactical assessment document that is produced monthly to support the Safer Travel Tasking meeting.
- 2.6 A Safer Travel Tasking meeting is held every second Thursday of the month and in 2022 YTD, 45 Tasking Actions were set and all have been actioned with Safer Travel partners working together to successfully resolve them. These have included issues at Bus Stations, train stations and series of crimes on bus routes.
- 2.7 Some potential reasons for the increases in crime on the bus network (these are difficult to evidence and will need verifying at force and national level):
- Increased crime due to exiting a national lockdown (attitudes towards crime and the police).
 - Victims are reporting more crime to police.
 - Further third-party crime reports to police.
 - More ethically recorded crimes than previous years.
 - Increased crime prevention and reporting campaigns.
- 2.8 Crime has increased in general this year for West Midlands Police but at lower rate 6.7% when compared to the crime increase recorded on the Transport Network. It only takes a small portion of these crimes to occur on the bus network to push the Safer

Travel crime statistics upwards with dramatic effect in terms of percentage increases. The Safer Travel analyst is looking more closely at the data currently to try and understand these differences.

2.9 Safer Travel Police Team have been successful in recruiting a Police Staff Investigator who will start with the team as soon as the necessary vetting and other checks have been completed.

2.10 In terms of what is being done, the actions detailed later in the report show what Safer Travel Police and ASB teams have done in 2022 - there have been several arrests in relation to three series of criminal damage on bus routes 45 and 47 in West Bromwich and no 50 in South Birmingham. Included below is a table detailing the patrols of the Police Team.

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Tasking Areas Patrolled	290	596	583	751	707	665	700	557				4849
Other areas Patrolled	11	41	48	50	62	47	40	48				347
Knife arches/weapon sweep	0	10	4	6	3	1	2	3				29
Incidents/Operations	30	78	61	116	126	103	143	158				815

2.11 Safer Travel will also, through our tasking meetings, target any increases in activity with targeted patrols and action with identified offenders.

2.12 In terms of Anti-Social Behaviour (ASB), in 2022 YTD there have been 2,814 incidents reported and 950 cases investigated, with 149 warning letters being sent out. Three Acceptable Behaviour Contracts were agreed and achieved, and 8 restorative justice meetings were held with no re-offending.

ASB Data and Civil Interventions													
	January	February	March	April	May	June	July	August	September	October	November	December	YTD
Verbal Warning	89	76	46	58	61	70	61	76	53	57			647
Advisory Letter	1	11	30	11	1	16	10	3	10	6			99
First Stage warning letter	8	21	30	39	5	20	11	2	2	3			141
Final warning letter	0	1	1	2	2	2	0	0	0	0			8
Restorative Justice meetings	0	0	2	0	1	0	0	2	0	3			8
Other interventions *	0	0	0	1	1	0	0	1	1	1			5
Partner interventions**	3	5	8	8	2	0	2	1	20	35			84
Engagements as result of partner intervention	10	26	140	712	10	0	10	3	6	3			920
See Say Messages	101	107	191	162	210	136	223	163	198	168			1659
No of incidents reported	265	303	355	190	231	268	276	287	298	341			2814
No of Cases created	105	111	135	78	69	106	47	76	115	108			950
* includes Criminal Behaviour Orders, Community Protection Warnings and Notices, Acceptable behaviour contracts													
** includes sanctions by Schools, Operators and other partners following work by Safer Travel													

2.13 Safer Travel Police and the ASB Teams also carried out the following:

- 47 Knife Arches at Bus Stations and Railway Stations;
- Bus Gateway operations with National Express are co-ordinated at our Safer travel Tasking meetings and at least 1 operation per week targets the bus routes with the highest crime and ASB reports;
- 30 Train revenue operations with WM Trains;
- 148 identifications of offenders were made;
- 3 campaigns launched on Hate Crime, See Something Say Something and Op Empower (violence against women and girls);
- 1659 messages received on SeeSay number 81018
- 18803 students engaged with at 130 workshops/assemblies, 9 fresher fayres and 10 open days at 118 educational establishments.

- 2.14 The primary role of the TSO's is to provide a visible presence on the Public Transport Network in the West Midlands, providing good Customer Service to Staff and Passengers to tackle low level Anti-Social Behaviour and improve the perception of safety for users of the transport network. The approach to be followed by the TSO's can be summarized as **Engagement, Education, and where necessary Enforcement**.
- 2.15 The Safer Travel Partnership have 3 Transport Safety Officers (TSOs). Their deployment will be driven by issues identified via the Safer Travel Tasking process held monthly and the TSO's will have weekly patrol sheets focusing on key routes and locations, but they will have the flexibility to respond to emerging trends identified by partners. They also were a much called upon resource during the delivery of Birmingham 2022 Commonwealth Games assisting visitors at transport interchanges.

For the year to date they have achieved the following

Month	Interactions	Engagements	Verbal Warnings	Hours on patrol
January	6090	700	89	447
February	7060	815	76	386
March	5142	535	46	350
April	5770	574	58	407
May	7438	831	61	327
June	7135	822	67	423
July	6292	881	61	432
August	7045	904	76	487
September	8701	602	53	443
Total YTD	60673	6664	587	3702

- 2.16 An additional 9 TSOs are due to start their initial training and induction period on 14th November 2022 these additional posts are being funded from the WMCA's Bus Service Improvement Plan funding from the Department of Transport.
- 2.17 The 3 TSOs have been educating passengers and staff about our 7 bus byelaws:
- **Management of queuing** – allows for regulation of order and safety in queues;
 - **Intoxication** – people using our premises should not enter or remain whilst intoxicated, and also shouldn't consume alcohol or be in possession of open container of alcohol;
 - **Unfit to travel** – users shouldn't be in such an unkempt or state of dress that makes them unfit to travel;
 - **General Safety** – to ensure correct use of emergency exits and communications;
 - **Loitering** – users who are loitering and causing nuisance/annoyance to others can be asked to leave;
 - **Pedestrian only areas** – users unless using wheelchairs, pushchairs, or mobility scooters they should be on foot – allows us to deal with cycling, e scooters and skateboarding;
 - **Control of animals** – unless user has assistance dogs then they shouldn't bring animals to our premises and should keep under control and not allow them to soil/damage.

2.18 Enforcement of our Bus Byelaws will be carried out by our Transport Safety Officers once the West Midlands Police Chief Constable has given his authority to do so. A submission for 4 additional powers for our TSOs has been submitted to West Midlands Police.

3 Emergency Planning and RTCC

3.1 The TfWM Emergency Planning team continue to engage with the Local Resilience Forum and ensure a multi-agency structure informs resilience and future planning. The forum provides regional awareness on upcoming challenges, training and exercise opportunities comms and risk management focused meetings. TfWM's engagement within this forum ensures transport considerations are always at the forefront of discussion, and importantly how the transport community can assist a wider regional response.

3.2 During the Commonwealth Games, the Regional Transport Coordination Centre (RTCC) became the C3 (command, coordination & communication for the purpose of the games) facility for transport. Key stakeholders such as Network Rail, National Express, National Highways, British Transport Police, West Midlands Police, Kier, Organising Committee and games specific TfWM teams were embed within the facility to ensure a coordinated and communicative approach to managing the transport network. The facility was a critical interface for West Midlands Police and Organising Committee C3 Hubs.

3.3 Hourly 'situational reports' were conducted to ensure the transport community and its customers had the appropriate and most up to date information at pre-defined intervals. This approach allowed us to understand at the earliest opportunity what interventions were required to ensure spectators, athletes, officials, and others were moved efficiently and to manage the demand capacity.

3.4 An Incident Management System was created by TfWM's Data team to ensure all incidents and information was logged in live time. This allowed the transport community the overview it required to ensure at all times each stakeholder was aware of how the network was performing and how they can support the games at all sites. All stakeholders bought into this vision as they saw the value of sharing information to ensure the network performed to its optimum standard.

3.5 This approach of upscaling the RTCC and inviting all key stakeholders to be present is the benchmark of how to approach major events within the region. The transport was a notable success during games time for a host of reasons, one of those being how the transport community worked collaboratively within the same space and utilised the RTCC assets.

3.6 The Emergency Planning team assisted the regional response to Operation London Bridge, the protocols and procedures associated to the passing of Queen Elizabeth II. Working with Local Authorities, transport operators and emergency services the team advised of what service levels would be in place, where strengthening was required, viable service options and what appropriate customer messaging would be published. The latter in support of venues that would be open in order for partners to attend services or view the state funeral.

- 3.7 The team worked closely with TfWM communications and other operators to ensure an aligned and proportionate message to members of the public. The RTCC was operational throughout the Sunday to ensure any issues that may arise would be coordinated and supported appropriately.
- 3.8 In October Birmingham hosted The Conservative Party Conference. The Events and Emergency Planning team worked closely with West Midlands Police to support the event. Through planning sessions, the team identified where the transport infrastructure would impinge on security requirements set out by police, requiring suspension of Metro services at Library ahead of the conference and no bus services along Broad Street.
- 3.9 Working with transport operators, police and local businesses the team worked with all relevant stakeholders to ensure the options were effectively communicated to all customers and what the alternate viable transport options were.
- 3.10 The RTCC was operational throughout with police located within the facility. TfWM staff were co-located with police at key times at police control to ensure a coordinated and communicative approach should an incident occur.
- 3.11 The team have developed weekly operational plans to minimise the disruption seen across the network over recent weeks. This is in large due to large events such as Pride, industrial action across Metro and Rail, large schemes, and seasonal impact, all impacting the transport users in the West Midlands. The plan includes:
- Multi-modal coordination.
 - Exploration of strengthening services on alternative modes.
 - Travel Demand Management (TDM) focused messaging.
 - Communications strategies; and
 - Partner collaboration.
- 3.12 The Operational Order has been created to provide pertinent information required by the RTCC team to help maintain a safe and efficient operation of the transport network over the course of the week. This Operational Order defines locations that will require monitoring, highlights any concurrent events or transport engineering works that may cause issues from a public transport perspective and provides a list of key contacts.
- 3.13 The Regional Transport Coordination Centre continues to work with relevant Local Highway Authorities and other partners in the creation and coordination of scheme specific mitigation governance, including Cross Partner Mitigation Group and thematic sub-groups. One such group involves the progress of the Sprint A34 works, including weekly client catch up calls and specific liaison with key personnel to ensure oversight and coordination.

4. RTCC and Wider Resilience and Network Management

- 4.1 Network Resilience (NR) Officers as part of their role in supporting the delivery of tactical transport strategies to minimise the disruptive impacts of major infrastructure projects across the region's transport network have continued to work with, and support, our Local Authority Highway Officers. These major infrastructure projects remain to include HS2 construction impacts across both Birmingham city centre encompassing the new Curzon Street Station and the new HS2 Interchange Station in Solihull.

- 4.2 Most notably providing key support on the successful installation of the new bridge in connection with the major M42 junction works, that necessitated a full weekend closure of the motorway between junctions 5 & 6. The increasing major scheme works in this area is set to grow from early 2023 and through the great collaborative working relationships NR Officers will be actively working with our LA partners in continuing this supportive role.
- 4.3 Wider within the West Midlands NR Officers are continuing to support and work with the Black Country Authorities on Dudley Town Centre Regeneration and M5 J2 Birchley Island Improvement scheme alongside other key works within their region including A4123 Cycle Scheme and upcoming WBHE major works on A4123. Additionally, NR officers are in early engagement and support with Coventry City Council on major development sites including Gigafactory and Warwick University.

5. Regional Road Safety

- 5.1 The Regional Road Safety Strategic Group agreed to refresh the existing Regional Road Safety Strategy 2019-2028 to bring it in line with modern road safety management principles, move away from traditional approaches, outline a longer-term vision, and reinforce the governance process to ensure clear lines of responsibility and accountability in order to maximise performance. A paper has been produced to seek approval from STOG in November and this is attached to this report.

6. Transport Skills Academy

- 6.1 The Transport Skills Academy (TSA) has been developing materials for use with schools to support ways in which young people can enter the sector from traditional academic routes to vocational pathways. There are gaps and the TSA will seek to remove some of these barriers over time. We have six skills cluster priorities for existing staff along with cross cutting themes and these will become the basis of populating our e-learning platform. The e-learning platform is continuing to move through procurement and an update will be provided on the launch date for staff. We are developing our virtual work experience product for schools to access and this will roll out 2023.
- 6.2 At the National Traffic Managers Conference on 20th October 2022, the TSA announced its publication on the Transport Skills Insight Report – Autumn 2022. The report can be found <https://www.tfwm.org.uk/media/cdfm53pi/transport-skills-insight-report.pdf> and provides the challenge to employers regionally in tackling skills shortages, gaps and identifying ways in which we need to bring a diverse, inclusive and sustainable workforce for the future. Challenges exist around young people in our current workforce as only 0.7% of the total are aged 16-20 years, 15% of the total workforce from non-white backgrounds and 19% of the current workforce is female.