

Sandwell Metropolitan Borough Council

Transport for West Midlands (TfWM)

15 October 2019

Overview of Transport for West Midlands Activities

1. Commonwealth Games

The transport planning for the Commonwealth Games is proceeding well with the development of an Integrated Transport Programme reporting into a multi-agency Joint Transport Group (JTG). The JTG includes officers from Sandwell as part of its governance, and work is progressing in ensuring a fully integrated transport response to the Games.

A Games Strategic Transport Plan (GSTP) has been developed and was taken to the WMCA Board in September. Following this, the plan has been published and is subject to a twelve week engagement period. The GSTP sets out our approach to the detailed planning required for the integrated transport network. Initial technical design work is progressing on the necessary traffic management arrangements for the Games; this includes local access considerations, the games route network and transport modelling and demand forecasting. The exact measures required will be finalised for review in approximately 2021.

Venue transport working groups have also been set up so that we can understand the requirements for accessing the sites including the Sandwell Aquatic Centre. Officers from Sandwell are leading this group.

Initial discussions have also taken place with DfT in relation to the support required and with Highways England, HS2 and Network Rail. More detailed briefings are being planned.

2. M5 Oldbury Viaduct works

The project remains on track for completion in autumn 2019. Some 14,000 repairs have been carried out on the northbound carriageway and good progress has been made. The contraflow has been removed and a 40mph introduced. The next major milestone for the project will be the completion of works on the deck.

3. Bus Network

- Vision for Bus

Progress has been made on delivering the aims and objectives of the Strategic Vision for Bus in the West Midlands that was approved by the WMCA Board on the 9th November 2018. Delivery of some of the objectives is already commencing within current frameworks, partnerships and agreements, through current activities inside the West Midlands Bus Alliance, including, but not limited to:

- TfWM's emerging Fares & Payment Strategy to simplify payments and make fares more affordable for users across the network;
- Development of highway investment schemes to improve bus journey time predictability across key routes and communities;
- Development of the Safer Travel Partnership, which continues to explore ways to make public transport safer and help overcome perceived and actual barriers to greater public transport usage. A significant strand of achieving this will be through the Bus Byelaws which were recently approved;
- The establishment of a Network Performance Board through the Bus Alliance, to monitor patronage, journey speeds and reliability, with accountability for intervention where required from relevant stakeholders; and
- Continuation of developing Network Development Plans through the Bus Alliance, taking an area-by-area approach to exploring ways to reduce congestion on the roads, improve bus travel times, and ensure bus travel is seen as affordable and reliable.

As approved by the WMCA Board on the 28th June 2019, TfWM will commission an Outline Business Case (OBC) assessing the options within the Bus Services Act 2017 to understand the most appropriate mechanism for improving bus services, with clear understanding of risks, costs, opportunities and legal implications. As per the Strategic Outline Business Case recommendations, the three mechanisms to be assessed are:

- Voluntary partnership based on Bus Alliance (including associated Advanced Quality Partnership Schemes and other Qualifying Agreements);
- Enhanced Partnership; and
- Franchising.

It is estimated that the OBC will take between 18 to 22 months to complete. On completion of a detailed assessment of options listed above, there will be recommendations of the most appropriate mechanism or mechanisms for delivering the Vision for Bus objectives in the longer term.

In addition to the approval of an OBC, the WMCA Board endorsed a commitment for a minimum Euro VI bus fleet by April 2021 to improve air quality in the area of the West Midlands Combined Authority, subject to funding. This endorsement from the WMCA Board on the 28th June 2019 will help TfWM to secure further investment levels from bus operators and continue to bid for further funds and investment to make this commitment a reality.

Finally, there is an identified risk to the delivery of Sprint in time for the Commonwealth Games without adequate mechanisms to protect investment and create an operational model. TfWM recommended an Enhanced Partnership (EP) as the most suitable mechanism to address this risk. Approval was given by the WMCA Board on 28th June 2019 for TfWM to give notice of the intention to prepare an EP Plan and accompanying EP Schemes to help deliver the two priority Sprint routes (A34 and A45). TfWM gave notice on 17th July for an EP Plan and subsequent EP Schemes, with all relevant local bus operators notified and other key stakeholders including each of the local highway authorities. Approval to 'make' the EP Plan and Scheme will be sought from Sandwell Metropolitan Borough Council, during the development of the EP, later in 2019.

- Ring and Ride Update

Ring and Ride was operated by Accessible Transport Group (ATG) on behalf of Transport for West Midlands (TfWM). On Friday 22 March 2019, ATG became insolvent and administrators were appointed to take control of its affairs.

TfWM worked very closely with the Administrator to secure the future operation of Ring and Ride and a new operator for the service was found. From 1 August 2019, the Ring and Ride service is operated by West Midlands Accessible Transport (WMAT), a new company and wholly owned subsidiary of National Express West Midlands. TfWM has worked hard to ensure that this transition is simple and easy for customers. The Ring and Ride team currently operating the service transferred to the new operator so users can be assured of the same high standard of customer care previously enjoyed.

Going forward, we will be working hard with the new operator to ensure Ring and Ride services continue to work for local people and wherever possible, are improved based on customer feedback.

- West Midlands Bus Alliance

The West Midlands Bus Alliance renewed its commitment to 50 deliverables across 8 key objectives by 2020. These are around congestion, air quality, ticketing and making it easier, cheaper, safer and more pleasant to travel by bus.

A key deliverable of the Bus Alliance is to deliver a series of bus Network Development Plans (NDP) across the region. The plans will describe how the network and associated infrastructure will change up to 2026 in response to changes in land use and policy in a specified geographical area. NDPs seek to enhance what is currently in place (e.g. with better ticketing, bus stops, congestion management), rather than change the network itself. TfWM officers have liaised with Sandwell MBC officers and local bus operators to develop the technical evidence baseline for the Sandwell NDP. The Bus Network Development Plan for Sandwell has been drafted and is subject to consideration by the Sandwell Cabinet Member for Sustainable Transport, before public release. Many of the activities and initiatives within the NDP are already being developed and implemented, but an approved NDP strengthens the Alliance commitments to delivering bus improvements in Sandwell.

This has built upon the rollout of contactless ticketing by National Express West Midlands to all their buses. TfWM has also waived the £10 fee for 16-18 photo cards, so they can now get 50% discounts on bus, train and tram travel for free; concessionary pass holders still benefit from National Express West Midlands' £1 pre-0930 fare.

4. Rail Investment & Partnerships

- West Midlands Franchise

The introduction of West Midlands Train's new timetable on 19th May 2019 represented the most significant change in services in the West Midlands since 2008 and included a multitude of service changes and improvements for passengers.

The changes included the operation of new services on a number of routes, the linkage of services across New Street and Coventry, splitting and joining of services at New Street and changes to the timings and formations of certain peak service.

The complexity of the changes has meant that there was a high degree of scrutiny prior to the implementation of the timetable, and a high degree of monitoring has been occurring since then. It was always recognised that some aspects of the timetable had the ability to import operational risk onto services, which needed to be balanced against the passenger benefits of better services.

Whilst the new timetable is successfully delivering new journey opportunities, there are two broad areas of concern:

- Service performance has declined; and
- Certain trains are suffering from overcrowding.

Performance has seen a decline since the start of the new timetable. Initial teething problems were always likely to occur, especially considering the splitting/joining and other new operational arrangements. However, now that the service has had a chance to bed in, it is possible to identify more underlying performance issues to be tackled.

To bring performance back to high levels, West Midlands Trains and Network Rail will focus on a number of key areas:

- Performance – Tactical: Short term wins to improve how the railway is operated;
- Performance – Strategic: Medium/longer term interventions to improve how the railway is operated;
- Timetable – Tactical: Short term amendments to improve timetable integrity and/or capacity; and
- Timetable – Strategic: Medium/longer term changes to the structure of the timetable to materially improve resilience.

The performance actions will focus on issues such as improving infrastructure resilience, optimising train regulation, operational contingency plans and train crew deployment.

The timetable amendments include some short-term capacity changes, but will also be exploring options to make alterations to timetables at the next timetable change in December.

- West Coast Main Line Franchise award

On 14th August 2019 the DfT announced the winner of the competition to operate the new West Coast Partnership Franchise. The new contract has been awarded to a joint venture between First Group and Italian state operator Trenitalia, and will commence in December 2019 and run until 2031. The new West Coast Partnership Franchise will be responsible for both the current inter city services and for designing and running the initial High Speed 2 services for the first 3 to 5 years of HS2 operation from 2026. First / Trenitalia will be collaborating with HS2 Ltd to design, launch and operate the initial HS2 train services.

First/Trenitalia will play a key role in the development of future timetable changes on the West Coast Main Line to take advantage of the extra capacity provided by HS2 Phase 1, especially on the core Birmingham – Coventry – Milton Keynes – London corridor. West Midlands Rail Executive (WMRE) is already working with Network Rail, DfT and the wider rail industry to ensure that the regional aspirations for such post-HS2 timetable changes, as set out in the new West Midlands Rail Investment Strategy, form a key part of such future timetable plans.

5. HS2 Connectivity Package

The HS2 Growth Strategy sets out how the positive effect of HS2 will be felt across the region. The approach uses HS2 to create an outstanding legacy in terms of regeneration, jobs, skills, economic development and connectivity for the Midlands.

Work on the Connectivity Package has been progressing in line with the Implementation Plan, with updates being provided through regular dashboard reports to the HS2 Growth Delivery Board.

A headline summary of activity is set out below:

Sprint: Work has been progressing on the three priority Sprint Routes, Walsall to Birmingham via Sandwell (A34), Birmingham to Birmingham Airport and Solihull (A45), and Sutton Coldfield to Birmingham via Langley (SBL), with work being undertaken by TfWM and Local Authorities. During the period, the following activity has been undertaken:

- The consultation report was published in December 2018, with a follow up report in March 2019 setting out what changes would be considered as part of the feedback received during consultation;
- The Outline Business Case for the A34 and A45 schemes have been approved by through the WMCA Assurance Framework;
- Detailed design work is underway and early contractor involvement (ECI) has commenced; and
- There is ongoing work with potential operators for the schemes.

Rail: Significant activity has been underway developing a number of rail investment projects by WMRE/TfWM. A joint project team has been created to help the delivery of the investment programme. Projects currently underway include:

- Snow Hill 3rd Entrance (in delivery – May 2020 completion);
- Willenhall and Darlaston new stations (2021-22 delivery);
- Camp Hill line new stations (Moseley, Kings Heath and Hazelwell) (2021-22 delivery)
- University station rebuild (2021-22 delivery);
- Perry Barr station rebuild (2021-22 delivery); and
- Dudley Port Station – Initial work undertaken by TfWM, WMRE, Network Rail and Sandwell MBC on outline proposals to improve interchange facilities and accessibility at the station.

Work on the options for providing rail services to serve the new stations is also being taken forwards.

WMRE is actively engaging with Midlands Connect, DfT and Network Rail about accelerating the delivery of certain elements of the Midlands Rail Hub project, such as Snow Hill Platform 4, using the new Rail Network Enhancement Pipeline (RNEP) process which in future will be the process by which the DfT funds enhancement projects on the rail network.

6. Metro Programme and Operations

- Metro Programme

The Metro programme has been redefined into two main phases based on funding position and current project status.

<u>Project</u>	<u>Planned Opening</u>
<u>Phase 1</u>	
Centenary Square Extension	December 2019
Wolverhampton City Centre Extension	December 2020
Edgbaston Extension	December 2021
Wednesbury to Brierley Hill Extension	December 2023
<u>Phase 2</u>	
Birmingham Eastside Extension	TBA
East Birmingham Solihull	2026

Work continues to progress all six extension projects being undertaken by the Midland Metro Alliance (MMA). During the period, the following activity has been undertaken:

- Wolverhampton City Centre Extension – tracks have been laid and infrastructure is in place ready for overhead line equipment and tram stops up to Railway Drive. Works to the highway will be completed by the end of September 2019 and paving work to the footways will be ongoing along Pipers Row. The final section of trackwork across the new station plaza cannot commence until mid-2020 when the station redevelopment project expect to vacate and hand over land required for the new Metro terminus.
- Wednesbury to Brierley Hill Metro Extension – The Full Business Case and funding was approved by the WMCA Board in March 2019. Network Rail have agreed in principle to transfer the corridor for West Midlands Metro, though some issues are still under discussion. Subject to resolving some matters of details it is anticipated that the transfer will be complete in October 2019. Midland Metro Alliance will re-submit their TC1 proposal in September for review by TfWM. A work site has been established in Dudley centre and Utility work will commence by October 2019.

- Centenary Square Extension – Construction works are now progressing rapidly on several fronts as the project works towards opening for passenger service in December 2019. Trackform has been laid in most sections now. Tram stops are now under construction and surrounding paving works are ongoing. Testing and Commissioning will commence in October 2019, to be followed by driver training.
- Edgbaston Extension – Work has continued at the Five Ways Underpass, which was closed to traffic without any major complaints thanks to prolonged stakeholder engagement and advanced information. Construction now moves to the west end of Broad Street with a sophisticated traffic management approach agreed with stakeholders allowing for a full section of Broad Street to be closed in one phase providing quicker delivery. Work will then continue along Broad Street to Centenary Square. The project remains on schedule to open in December 2021.
- Birmingham Eastside Extension (BEE) – We are still awaiting issue of the Transport and Works Act (TWA) Order for BEE, which is expected shortly. The project has been agreed with DfT but they require TfWM to provide a Full Business Case for final approval of the budget. This process is expected to be completed by mid-2019. We will then construct the Digbeth High Street and Bull Street junction sections of the route first. Once agreement is reached with HS2 we will continue to construct the “middle” section under Curzon Street to complete the connection.
- East Birmingham to North Solihull Extension - The preliminary outline design has been completed and reviewed by the owner and is currently being updated. Public consultation took place in September 2019 with preparation ongoing for submission of the TWA Order on May 2020.

The Catenary Free project is continuing with 19 trams scheduled to be retrofitted in time for passenger service in December 2019.

Procurement of the third generation trams required to operate the extensions from 2021 is almost complete. Two bidders, CAF and Alstom tendered, and a final decision will be taken in September 2019. The initial contract will be for the 21 trams required to provide passenger service to phase 1 of the programme with an option in the contract to increase the vehicle numbers to cover phase 2.

- Metro Operations- Midland Metro Limited

On the 24th June 2018, Midland Metro Limited (MML) trading as West Midlands Metro (WMM), took over responsibility for the operation and maintenance of the metro under a Public Service Contract (PSC), awarded to MML by the asset owner West Midlands Combined Authority (WMCA). Improvements made during the first 6 months have previously been reported and included MML’s fresh new identity, better value fares and tickets, new

ways to pay and the introduction of the new Customer Services Officer role. Over the last 6 months MML has built upon these early initiatives and introduced further improvements to the operation.

These include:

- Rebranding roll out
 - At transition a programme of rebranding commenced across West Midlands Metro network. The branding forms part of the new transport brand for the region and gives West Midlands Metro a new fresh identity. The roll out of rebranding has continued with all tram stops between Grand Central and Black Lake now completed and nearly half of the tram fleet in distinct new livery. The opportunity has also be taken to enhance the customer information including new guidelines fitted prominently to shelters, signage showing options to 'buy before your board', clearer identification of the city hops zones and a uniform approach to directional signage for local amenities and at interchanges.
- Buy before you board
 - During peak times, Metro services can be extremely busy making it difficult for conductors to manoeuvre through the tram to collect fares. In April 2019 MML commenced a trial of at stop selling. Using patronage and sales data by stop and time of day, MML applied a targeted approach placing conductors at key tram stops to actively sell Metro tickets. Following a successful trial this initiative has been extended with a dedicated team of at stop sellers now covering key locations during the weekday am and pm peaks. Whilst this provides customers with greater opportunity to purchase a ticket for travel it has also been well received by Metro season ticket holders, many of which view its introduction as a more equitable approach to revenue collection, capturing those who actively avoid paying.
- Metro Matters
 - MML began the operation with a commitment to better understand what its customers want and how best MML can deliver it. To help achieve this MML has introduced 'Metro Matters', a re-invigorated former Metro Passenger Panel which provides a platform for Metro users to feedback on the service but also be involved in shaping its future. The launch involved a campaign to broaden the existing passenger panel membership, to encourage a wider customer demographic to join the group. An induction meeting was held in May 2019 with members selected from many applicants, with some being placed on a waiting list, demonstrating its popularity.

The focus for the first year of Metro Matters will be to empower the panel members to actively participate in their voluntary role, consulting with them on new initiatives and proposed changes to the service as well as extending invitations to key events.

- Sector based work academy
 - MML is committed to building success within the West Midlands community by setting up local links and partnerships. These include partnerships which help people who are unemployed get into work and to grow their talents. In doing so MML has partnered with the Sector Based Work Academy to develop a training and employment programme for Metro which provides individuals with a period of training on Metro and a guaranteed job interview at the end of the training period. The initiative has been a great success and resulted in job offers to over 10 people. All are now passed out as conductors with 6 also certified as drivers. Not only has this improved their personal circumstances, but they are a great addition to the team.
- Spotlight
 - Safety is the number one priority for MML, and it is important that staff are able to report near miss incidents and other safety concerns efficiently, without the need for long-winded forms which can often discourage individuals from doing so. To make reporting easier MML has introduced a new app-based reporting system, 'Spotlight'. Spotlight has been installed on every mobile phone utilised in the business and provides a platform for easy and instantaneous reporting. The app is simple to operate, allows for real time completion and has the facility to upload photographs. It also provides alerts and notifications to relevant parties who would need to be informed, in order that they can take appropriate action swiftly.
- Building resilience of the Overhead Line Equipment (OLE)
 - Following a turbulent start to the operation with OLE failures, MML commissioned an asset condition survey and put in place a programme of prioritised improvement works. The initial work was to identify and repair high risk defects. Following this a programme of work was developed. This work has been tendered and it is expected that the contract will be placed in September 2019. The contract will include a rapid response element so if there is an OLE failure the contractor will be able to mobilise rapidly with the necessary specialist machinery.

7. Sustainable Travel

- Travel Choices

Transport for West Midlands continues to support those working, studying and living in Sandwell to travel around the West Midlands region. Our main demand management activities are focused on areas facing disruption due to infrastructure changes and improvements.

Over the last year we have worked with businesses and education sites in Sandwell while Highways England improve Junction 2 on the M5, attending engagement events organised by the Black Country Chamber and engaging with young people in Secondary schools, helping them to add to their Modeshift Stars profile on the national sustainable travel awards scheme. TfWM sponsors membership and subscription of the Modeshift STARS system for West Midlands Constituent Authorities.

The team will continue to offer help to those affected by highway improvements on Junction 10 of the M6 when work begins there in 2020. We will also work with the Commonwealth Games team and engage with residents around the site of the new Aquatic Centre, where construction has already started.

The Travel Choices team is also working with businesses looking to relocate within and to the area as we encourage residents, commuters and students within the Sandwell area to make better travel choices for the future.

- Community Cycle Clubs

In partnership with Cycling UK, 5 Community Cycle Clubs have been set up in Sandwell. Smethwick Beat the Street Community Cycle Club meet every Monday at Smethwick Fire Station for Adult Learn to Ride Sessions where bikes and helmets can be borrowed. The second club at Hallam Street Hospital is operating and is ideally placed for National Cycle Network Route 5 and any future developments through nearby local cycling and walking infrastructure plan led investment.

The third club is at Lightwoods Park which has grown since inception with several members becoming Ride Leaders; the club runs on Wednesday mornings.

The fourth is Tipton's Victoria Park Community Cycle Club, which has just recently been formed with the help of the Bangladeshi Women's Association. This club is expanding and is expected to form a separate men's and women's club.

The fifth club is located at Hadley Stadium which is run with the local charity called Bensons. This club has around 40 members usually teenagers from deprived backgrounds attending the club every week. The club uses the athletics track for cycling.

More information can be found on new and emerging clubs at www.cyclinguk.org/community-cycle-clubs

- Living Streets Walk to School Programme

In partnership with TfWM, Living Streets have been working with Sandwell primary schools to encourage children to walk to school with the aim of improving wellbeing and reducing the number of cars at the school gates to reduce vehicle emissions and improve road safety. This is done by engaging the schools with the WOW programme (walk once a week) which rewards those pupils who are able to “actively travel” to school at least once a week with a distinctive badge. There are 11 badges (designed by children) to collect each school year. The seven primary schools are:

- Blackheath Primary School;
- Corngreaves Academy;
- Crocketts Community Primary School;
- Ferndale Primary School;
- Glebefields Primary School;
- Our Lady and St Hubert's Catholic Primary School; and
- Yew Tree Primary School.

Launching assemblies booked in for early September 2019 are with;

- Moat Farm Infant School; and
- Grove Vale Primary School.

With an additional coordinator now in post we anticipate further schools being added early in the new school term.

Any schools can be approached to take part in WOW, and Living Streets works closely with the Sandwell Public Health team and Active Black Country to try and engage those schools where this intervention can have the greatest impact.

- Managing Short Trips Infrastructure improvements

Managing Short Trips (MST) is a programme of infrastructure schemes that has delivered cycleway improvements to canal towpaths in the Black Country.

These improvements are all designed to create cycle friendly corridors between existing cycle routes, residential areas and local centres.

The second phase of this tranche started in May 2018 and is now complete, and includes the sections along the Birmingham New Main Line in Sandwell, Dudley and Wolverhampton and it is now possible to cycle from Wolverhampton to Birmingham, through Dudley and Sandwell, on a continuous traffic free cycle route. An additional section of the Walsall canal from the border of Walsall past Wednesbury has also been completed with funding from MST, NPIF and Sandwell Council.

- West Midlands Bikeshare

Nextbike were appointed as the preferred supplier in March 2018 under a concession contract to deliver 5000 bikes across the 7 constituent local authorities. The scheme was to be entirely capex and revenue free to TfWM and the local authorities. TfWM terminated the contract with nextbike on 25th July 2019 due to several failed obligations by the operator. Nextbike have since removed their assets from Wolverhampton city centre and the scheme is no longer available to the public.

TfWM has commenced looking into the delivery of a new bike share scheme for the West Midlands, including engaging with the 7 local authorities on lessons learnt and engagement with the market.

- Better Streets Community Fund

TfWM launched the Better Streets Community Fund in May 2019. The scheme enabled anyone in the West Midlands to submit their ideas for projects to improve their local area for cycling and walking. The application window closed on the 31st July 2019 and Sandwell had 15 applications. TfWM, WMCA and Sandwell Council are currently assessing the applications with the aim of announcing the successful schemes in early October.

- Workwise

TfWM's Employment Engagement Officer has been working with Job Centres across Sandwell to promote discounted travel to those gaining new employment. The team are also supporting Jobs Fairs and Events across Sandwell.

8. Safety and Security

The Safer Travel Partnership is a collaboration of organisations including TfWM, West Midlands and British Transport Police forces, Transport Operators and the 7 regional Local Authorities. They work together with the purpose of making the public transport network safer.

The Partnership is responsible for delivering the West Midlands Police and Crime Commissioner's 'Local Transport Policing Plan'. The key objectives of this plan for 2018/19 continue to be to reduce crime and improve passenger perception of personal safety.

Overall recorded crime so far in 2019/20 has reduced by 3% compared with the same time in August last year. This is based on the combined totals from all three modes of transport – Bus, Train and Metro. On 'bus' and 'train' there have been significant reductions of on average 30 – 35% in historically high crime type areas. On bus this relates to criminal damage and sexual offending and on train, theft of passenger property and pedal cycle offences.

The Partnership continues to receive good feedback from the independent watchdog "Transport Focus" in terms of passenger perception of crime. In the last survey of over 3,000 passengers conducted in autumn 2018, the Partnership maintained overall satisfaction levels in terms of "personal security on board bus journeys" at 79% on a par with figures from 2015's survey. Those experiencing anti-social behaviour on their journey dropped to 8% of those surveyed compared with 18% in 2011.

The day to day activity of the Partnership involves:

- Intelligence led high visibility police patrols from dedicated Safer travel PCs, PCSOs and Special constables of problem bus, rail and metro hotspots;
- Antisocial behaviour (ASB) casework – The Safer travel ASB team aided by a seconded member of staff from National Express have now managed well in excess of 5,000 cases since its inception in 2013; and
- 24/7, 365 days a year proactive monitoring of over 1,000 CCTV cameras right across the public transport network including new technology allowing live coverage on-board bus services.

Other initiatives and achievements of the Partnership including Sandwell have included:

- "Safer Bus Station" Accreditation obtained for West Bromwich which was independently assessed in June, and accreditation maintained at our other Sandwell stations including Wednesbury, Cradley Heath and Bearwood. These stations have retained their accreditation for the 3rd successive year. The award demonstrates everything is being done to prevent crime and reduce fear of crime at these locations;
- Development of a set of Bus related Byelaws addressing various types of anti-social behaviour and mirroring powers already available on the rail network. The Partnership is currently in the process of seeking approval for this work from Government;

- TfWM applying to West Midlands Police for approval to run a Community Safety Accreditation scheme which would ultimately give security guards and other accredited persons specific powers to curb various anti-social behaviour on the bus network;
- During the 2018/19 academic year the Partnerships Education Officer engaged with over 16,500 young people in over 200 schools, colleges, Pupil Referral Units and SEN establishments across the whole of the West Midlands to reduce ASB on bus, train and tram and instill confidence to travel. The various sessions have included assemblies, Personal, Social and Health Education (PSHE) sessions, classroom lessons and full day mini school activities to encourage young people to travel safely and responsibly while using the public transport network and to follow the rules of our Passenger Code of Conduct. Many schools and colleges have incorporated the student contract version of the Passenger Code of Conduct into their new Year 7 student induction pack. At a higher age the Partnership continues to work successfully with Sandwell College promoting and encouraging responsibly behaved travel on Metro and buses serving the college; and
- The highly regarded restorative justice project addressing anti-social and low level criminal behaviour from young people on the network continues to work successfully across the Black Country including Sandwell.

Appendix 1 – Measuring Success

Success is measured through the continual monitoring and evaluation of schemes and programmes to ensure they are delivering against the overall strategic objectives. Monitoring ensures we understand changes of the performance of the transport system arising from schemes, for example the reliability of public transport, modal usage and customer satisfaction.

- Headline Measures

	Performance		
	Patronage	Punctuality	Satisfaction
Bus	261m	79.7%	84%
Rail	59.2m	89.2%	84%
Metro	7.5m	99.6%	87%

- Bus

Overall bus patronage has remained static in the year from August 2018 to July 2019 since the same time period in the previous year. There has been a slight increase in commercial patronage (+0.2%) and a slight decrease in free concessionary travel (-2.3%).

Bus punctuality stands at 79.7% of surveyed buses departing one minute early and five minutes late. Beyond the current service-based reliability metric, TfWM is also developing punctuality metrics based on actual bus journey times between defined start and end points, without distinction between different services a customer might take. These actual journey times can then be compared against the timetable values to indicate delay. 95th percentile measurements for actual journeys are also being used to gauge journey time variability and its effect on the customer experience. The Bus Alliance targets major improvement in punctuality.

Bus passenger satisfaction has generally seen a slight long-term increase in the last five years. The most recent [survey](#) (Autumn 2018) showed satisfaction at 84%. This is a 4% reduction in general satisfaction since the spring 2018 survey.

- Rail

Rail patronage continues to increase, with patronage at 59.2m in the 12 months to August 2019 compared to 56.1m for the same period the year before, an increase of 5.5%. Growth continues to be central to TfWM/WMRE vision in developing local rail services to improve rail infrastructure and services and meeting the growing demand.

Rail punctuality (trains arriving not more than 5 minutes late) has been improving since 2013/14. The latest punctuality for WMR (Period 13, 2018/19) stands at 89.2%.

Satisfaction with rail services has fluctuated between 81% to 87%, since spring 2012. Recent surveys show satisfaction at 84% (spring 2019 [survey](#)).

- Metro

Metro patronage also continues to increase and currently stands at 7.5m passengers during the year period August 2018 to July 2019 in comparison to 6.6m in the same period the previous year; an increase of 13.6%. Fleet availability (i.e. proportion of rolling stock available as a percentage of the target number needed to run to timetable) stood at 99.6% in July 2019.

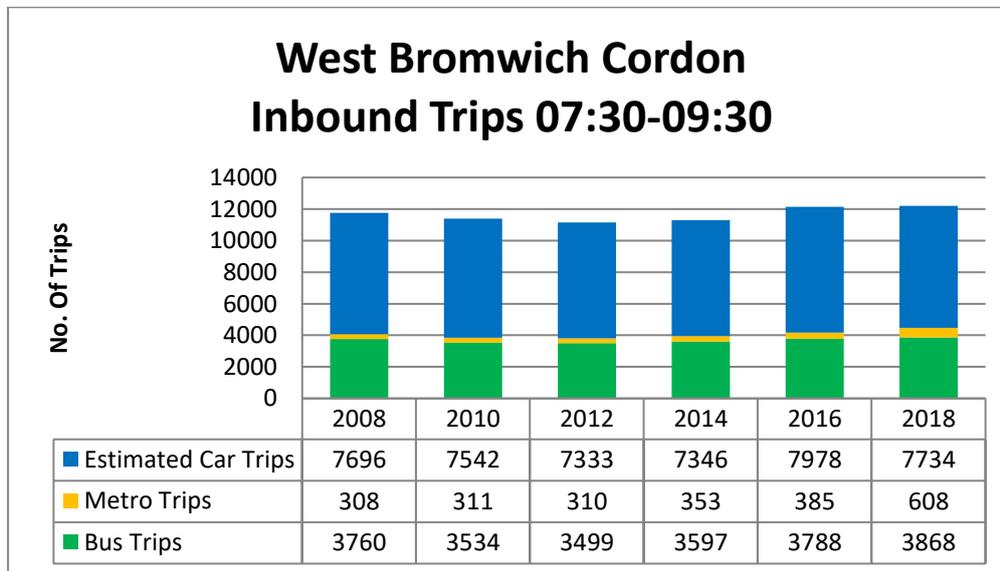
Satisfaction decreased slightly from autumn 2017 (90%) to 87% in autumn 2018. The results can be found [here](#).

- Ring and Ride

Ring and Ride patronage across Sandwell for the 12 months to July 2019 showed an overall decline of 11.93% with 105,022 passenger trips undertaken. This is slightly higher than the decline in overall patronage across the entire TfWM operating area of 10.08% for the same period. Overall patronage has declined across the entire operating area which may in part be attributed to the financial difficulties that the ATG faced prior to and during the Administration period. Encouragingly patronage in July 2019 is up by 2.26% and TfWM will be working with the new operator closely over the coming months to identify solutions and ways to increase patronage and make operating efficiencies.

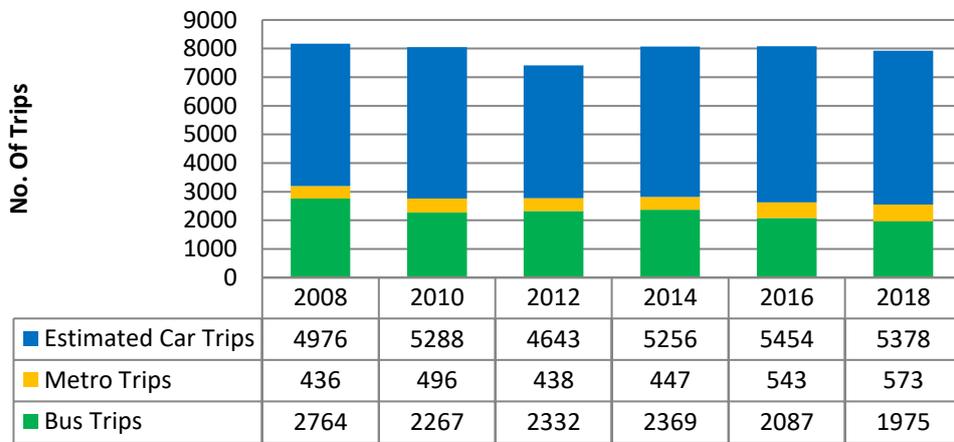
Modal Share

A cordon survey around West Bromwich was undertaken in March 2018. The results are summarised below.



Inbound AM Peak bus and metro trips have seen increases of 2.1% and 57.9% respectively in 2018, compared to 2016. Car trips have decreased for the first time since 2012 resulting in the public transport modal share being the highest since pre 2008 at 36.7%. The number of trips being made into West Bromwich town centre by public transport has increased by 7.3% in 2018 at almost 4,500 trips; with more people travelling to West Bromwich during the AM Peak than ever before.

West Bromwich Cordon Outbound Trips 07:30-09:30



The number of outbound trips made by metro has increased by 5.5%. Car and bus trips have decreased by 1.4% and 5.4% respectively. Public transport modal share has decreased slightly from 32.5% to 32.1%.

The next West Bromwich Cordon Survey will be undertaken in March 2020.