

Sandwell Metropolitan Borough Council

5 March 2019

Transport for West Midlands

Overview of Transport for West Midlands Activities

1. Commonwealth Games

The transport planning for the Games is proceeding well with the development of an Integrated Transport Programme reporting into a multi-agency Joint Transport Group (JTG).

As part of the governance, the JTG includes officers from Sandwell (led by Andy Miller), and work is progressing in ensuring a fully integrated transport response to the Games. Work is also progressing on developing a Games Transport Plan (GTP) which will set out our approach to the detailed planning required for the integrated transport network. The GTP will be a public facing document and is expected to be consulted upon later in 2019. Initial technical design work is progressing on the necessary traffic management arrangements for the Games, including 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 the Autumn of 2019. Good progress is being made on the repairs to the northbound carriageway and time is being saved based on some of the lessons learnt from the southbound deck.

Examples of this include: to plane the asphalt off the southbound took a total of 10 days, but only 5 days on northbound; verge removal took a total of 19 days on southbound, but only 8 days on northbound; preparation of all phased repair drawings took a total of 138 days on southbound, but only 60 days on northbound. This demonstrates that time savings are being made across many aspects of the work.

The recent change to the traffic management arrangements at M5 junction 4a – removal of the funnel, has gone well with no major issues encountered.

TfWM along with our local authority partners have asked Highways England to consider the use of additional signage on the M5. This is aimed at encouraging motorists to leave enough gaps for traffic joining the motorway from Birchley Island (Junction 2).

All local authority stakeholders remain engaged with the project and we continue to monitor its progress through bi-monthly progress meetings with the delivery team. Junction Turning Count surveys undertaken in the vicinity of the M5 Oldbury Viaduct generally show moderate increases in the number of cars and buses on an average weekday in October 2018 compared to March 2017 (7.7% and 1% respectively). There was a larger increase in LGVs (i.e. transit vans and smaller delivery vans) of 23.5%. OGVs 1 & 2 (larger vans with double rear wheels and HGVs) decreased across all junctions by 14.3%. Overall all vehicles increased by 7.8%. Automatic Traffic Counts undertaken at 15 locations in the area showed a 1.8% increase in vehicle volumes between March 2017 and October 2018.

3. Bus Network

- Vision for Bus

The West Midlands Strategic Transport Plan (STP) – Movement for Growth, sets out a vision and the high level objectives of the public transport network. Within the STP bus as a mode is seen as key to ensuring these strategic objectives are met but places limited emphasis on defining a longer term strategy for bus in the West Midlands. The Bus Services Act 2017 provides Transport Authorities with a number of legislative routes to delivering and improving the bus network, but that is not fully captured by the STP, which was produced prior to the Act.

TfWM has defined a Strategic Vision for Bus in the West Midlands to ensure that bus continues to be able to deliver the current and future objectives of the WMCA. This Vision has been defined through meetings with the leaders of all the constituent authorities, Strategic Transport Officers, Putting Passengers First Lead Members and Transport Delivery Committee. It was approved by the WMCA Board at its meeting on the 9th November 2018.

The Vision for Bus in the West Midlands is; *“A world-class integrated, reliable, zero emission transport system providing inclusive travel for all across the West Midlands. With excellent customer service and simple payment and ticketing options. Customers will be able to make easy and safe door-to-door journeys, benefitting from new innovative transport solutions that meets the needs of a modern and diverse 21st Century economy, reducing the reliance on private single occupancy car journeys”*

1. UK leading low emission bus fleet with zero emission corridors serving the most affected areas of air quality;
2. Fully integrated bus network including local demand responsive and rapid transit services supporting rail, coach and Metro interchange as one network;
3. Simple, convenient and easy to use payment options including full capping providing a network which provides value for money and is affordable for customers;
4. Fewer private car journeys by making bus the mode of choice and creating better access to jobs and long-term change;
5. Creating a safe, secure and accessible mode for all and tackling long held barriers and perceptions;
6. Accountable network performance management – tackling issues causing congestion and reliability problems;
7. World-leading customer information utilising 5G and all available technologies and platforms;
8. All young people under 25 supported by discounted travel, as well as addressing barriers for excluded groups; and
9. Evolve a network to support the 24/7 thriving economy, connecting people to new and developing destination and attractions.

In partnership with Local Authority transport teams and industry, TfWM is now developing a delivery plan from which it will be able to evaluate the best route to achieving its vision. This will include working with the current and well established Bus Alliance, or similarly looking at other legislative options to see what the most effective and efficient delivery models are.

- 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; 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 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 final Sandwell NDP is expected to be completed by March 2019, including local approval by SMBC.

Bus passenger satisfaction is at a record high, with nearly nine in ten bus passengers (88%) happy with their service and record numbers seeing it as good value for money.

A new partnership route between Diamond and National Express West Midlands has been introduced on the 42/43 service covering West Bromwich to Tipton and Bilston, where the operators have worked together with TfWM to develop a new West Midlands Transport livery and provide a new joint timetable. The new arrangement means that passengers can simply catch the first bus that comes, as both operators accept each other's tickets.

Following an extensive public consultation, National Express West Midlands have made a number of changes to bus routes in the Sandwell (and Dudley) area. This includes minor changes (such as timetable improvements to help services run more reliably), but also some bigger changes to cater for new and emerging travel needs. New express services and new links have been introduced, with Platinum buses able to serve more areas, including Blackheath, Oldbury and Smethwick. Many route numbers have also changed to create a new Sandwell and Dudley network, helping to create a new local identity for buses in the area.

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

Rail service performance has been undergoing a steady improvement over recent months with the franchise performance targets being achieved over the Christmas period. Performance continues to be impacted by external factors such as three separate fatalities occurring on the West Midlands Trains network on 19 January. WMT and Network Rail are working closely together on suicide prevention measures with a number of initiatives taking place across the region.

Following the deferral of the December 2018 timetable changes, significant improvements will now be introduced from 19 May. The linking of services on the Euston – Coventry – Birmingham corridor across New Street will create a number of new journey opportunities. Particular highlights for Sandwell are:

- Tame Bridge Parkway will have regular direct services through to London Euston (hourly to Euston, twice per hour from Euston);
- Local stations between Birmingham and Wolverhampton will be served by earlier and later services. On weekdays the first service will be the 0535 Wolverhampton to New Street and the last service will depart New Street at 2355;
- Smethwick Galton Bridge will have two direct trains to/from London Euston per hour;
- Services between Snow Hill and Kidderminster will operate more frequently on weekdays and Saturdays after 1900 giving stations such as Cradley Heath better evening services.

- WMR Rail Investment Strategy (WMRIS)

The West Midlands Rail Investment Strategy was approved by the WMRE Board in December and published on the WMRE website in January. The RIS outlines ambitious plans to enhance local rail services in the short, medium and long term backed up by economic evidence. WMRE will now develop an implementation plan for the strategy as well as producing an overarching “Prospectus for Rail” document that brings together the RIS, Single Network Vision and other rail policy issues in a single document.

- West Midlands Stations Alliance (WMSA)

The formal Stations Alliance agreement between WMR, Network Rail and new local rail operator West Midlands Trains has been signed off by all parties. The governance of the WMSA has been reviewed to reflect emerging developments, particularly at Network Rail. Specific working groups have been set up looking at Property Alliancing, Process Streamlining, graffiti removal, Birmingham Snow Hill (short-medium term enhancement of customer experience) and Station Masterplanning.

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 public consultation took place between 22nd August and 5th October. There were events in Sutton Coldfield, Sandwell, Walsall, Solihull and Birmingham. Over 1,500 responses were received.
- The Outline Business Case for the A34 and A45 schemes have been submitted to the WMCA.
- There is ongoing work with potential operators and contractors for the schemes.

Additional work will take place in the next period to mitigate any concerns raised during the public consultation, with detailed design scheduled to commence in Spring 2019.

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 – December 2019 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 discussions are underway between TfWM, WMRE, Network Rail and Sandwell MBC to begin to develop a proposal 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 in Pipers Row and Railway Drive in accordance with agreements reached with City of Wolverhampton Council. Works to the highway were completed as planned to enable the reopening of Pipers Row on 2nd September 2018. Paving work to the footways will be ongoing along Pipers Row until Summer 2019. 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 Government announced a £250m grant fund from which WMCA has allocated £207m to this scheme back in December 2017. A further £103m has been ring-fenced from WMCA Investment Programme. TfWM are drawing up plans to bridge the identified funding gap together with any additional costs identified through the development of the Target Cost 1 Project Proposal. Network Rail have agreed in principle to transfer the corridor for West Midlands Metro. Subject to resolving some matters of details it is anticipated that the transfer will complete in July 2019. An update on WBHE costs will be coming forward in Q2 of 2019 in line with TDC papers.
- Centenary Square Extension – Construction works are now ongoing on several fronts as the project works towards opening for passenger service in December 2019. Trackform has been laid in Pinfold Street and is ongoing in Paradise Street with first rails laid in Stephenson Street connecting to the existing tracks at the end of January 2019 marking a key milestone for the scheme. Heavy civil engineering works are ongoing in Paradise Circus constructing the new structural retaining walls. Broad Street through Centenary Square and Paradise Circus closures to all traffic will remain in place until September 2019.

- Edgbaston Extension – Work commenced to strengthen the Broad Street Canal Bridge at the beginning of January 2019 following the securing of agreement with Canals and Rivers Trust to close the canal and associated towpaths for a 20 weeks period. Utility works continue to divert gas along Broad Street. This period has seen further progress with Westside BID to gain support around the construction strategy. Communication and engagement plans have been advanced for main works commencing 23rd April 2019 with the closure of Fiveways underpass. Detailed design is still scheduled for completion in April 2019. The project remains on schedule to open in December 2021.
- Birmingham Eastside Extension - The decision of the Secretary of State in respect of the granting of the Transport and Works Act Order is still with DfT and we understand they would like WMCA to sign off Heads of Terms (HoTs) with HS2 before they make the order. Completion of the HoTs has been complicated as a result of a Tram Impact Assessment produced by HS2 outlining the implications for their construction works working around an operational BEE Metro. This produced a figure of a minimum of £28.5m payable to HS2 by the Metro project. HS2 have subsequently proven to be unwilling or unable to negotiate a more realistic figure and WMCA are not able to fund this considerable increase to the BEE project costs. HS2 have provided an alternative scenario whereby the BEE Metro operation is deferred until 2026 at a much lower cost impact of £6m, a figure still disputed by WMCA. WMCA are in dialogue with the DfT to assess options to either progress the scheme at the earliest opportunity or defer construction to a point where passenger operation aligns with the opening of HS2.
- 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 is anticipated in September 2019 with preparation ongoing for submission of the Transport and Work Act (TWA) Order on May 2020.

The Catenary Free project is continuing with 7 trams now retrofitted and in passenger service. The retrofitting of batteries to the rest of the fleet is continuing at the Wednesbury depot and is on target to be completed in Q4 2019 ahead of the opening of the CSQ extension.

Procurement of the third generation trams required to operate the extensions from 2021 is progressing with CAF, Bombardier, Alstom and Skoda shortlisted to tender. Invitation to Tender documents are due to be issued in February 2019 with contract award scheduled for August 2019 although this could be brought forward if a Best and Final Offer stage is not required. 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). Over the first 6 months of operation MML has implemented a number of initiatives to collectively improve the passenger experience on West Midlands Metro.

These include:

- Better value fares and tickets
 - o MML reduced the price of some singles and returns and introduced new better value products to serve gaps in the product range. These include the introduction of a Metro only day ticket as previously, all day tickets included a bus element and were inclusive of a bus premium. At the start of September 2018, MML also introduced Metro only student season and Metro only child season tickets on monthly direct debit.
- New ways to pay
 - o In January 2019, MML launched My Metro app which is MML's official app which retails day, week and monthly tickets. The app allows quick and easy ticket purchase and removes the need for the conductors to collect cash and give change. MML has also acted as the test bed for the new "Swift on Mobile" Android app. This app integrates with Google Pay to enable customers to purchase Metro tickets without the need for a Swift smart card. Customers simply 'tap' their mobile phone on the conductor's reader to securely authenticate the ticket. This records a 'smart' journey just like a plastic smart card, which provides useful journey data for both MML and TfWM.

- Introduction of Customer Services Officers
 - o On the 1st October 2018, MML introduced a new team of 3 customer services officers (CSO's). The CSO's are available to help customers between the hours of 06:00 and 20:00 Monday-Friday and 10:30 and 18:30 on Saturday and Sunday, ensuring coverage during the busiest hours of operation. Located in the control centre, the CSO's have access to the most up to date service information enabling them to promptly communicate any changes in service to passengers. The CSO's role also includes actively monitoring social media, including twitter, and their introduction has seen a positive response from passengers.
- Keeping Customers Moving
 - o MML has improved arrangements for passengers during times of services disruption, including the use of Virgin Train services between Wolverhampton and New Street rail station and a new arrangement to call in extra resource to deliver customers care at short notice.
- Asset Management System
 - o MML has been working with TfWM on the procurement of a new asset management system for Metro. The tender specification is being finalised. This work forms the early stages of a longer-term plan to improve the management, maintenance and monitoring of metro assets to make the system more reliable for passengers.

7. Sustainable Travel

- Travel Choices

TfWM continue to offer low key support to Sandwell businesses and university staff. We also work jointly with colleagues at Sandwell Council's Transportation department offering assistance to companies requiring Smarter Choices support through planning legislation.

This year we have continued to support education sites. Schools are also encouraged to sign up to Modeshift STARS, a national schools awards scheme to recognise schools that have demonstrated excellence in supporting cycling, walking and other forms of sustainable travel. RSA Academy have achieved Bronze and Phoenix Collegiate have achieved Silver Modeshift STARS accreditation.

Smarter Choices activities are now focused within areas facing disruption as part of large developments. We are currently working with sites in the Oldbury area who are affected by the M5 viaduct works.

- 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 Ladies Community Association. The fifth club has just started at Hadley Stadium which is working to make use of their 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 seven 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. 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
- Yew Tree Primary School

- Managing Short Trips Infrastructure improvements

Managing Short Trips is a programme of infrastructure schemes that is delivering 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.

A second tranche of work along the canal tow path has been funded by the Black Country Consortium and there will be further investment of £4.2m to improve the towpath between Wolverhampton and Birmingham. This programme is being coordinated by WMCA in partnership with the Canal and River Trust and is currently being delivered with expected completion by March 2019.

Work started in November 2017 in Wolverhampton at Wyrley and Essington Canal (Horseley Fields to New Cross). In Sandwell, the works on the towpath at Galton Bridge to Bromford Road as well as Bromford Lane Bridge to Izon Bridge commenced January 2018 with completion by March 2018.

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 will form a continuous traffic free cycle route between Birmingham and Wolverhampton. An additional section of the Walsall canal from the border of Walsall to Wednesbury has also been selected for improvement.

- West Midlands Bikeshare

TfWM, on behalf of the 7 constituent Local Authorities are in the process of delivering a West Midlands wide Bike share scheme. Customers will benefit from a consistent Bike share offer, enabling a seamless journey wherever they travel in the West Midlands. Bike share also enables users to use the cycle for a whole (short) journey or as part of a first/last-mile. Similar to the Boris bike share scheme in London, residents and visitors will be able to hire a bike, ride it and return to any docking station.

nextbike (UK) Ltd are the operator of the West Midlands bike share scheme. The scheme will look to deliver 5,000 cycles and an estimated 500 docking station locations for the region including the Black Country at key interchanges, trip attractors and other such locations. Sandwell will receive an estimated 300 bikes and 30 docking stations.

The pilot of 25 bikes and 5 docking stations will be operational and live from the 1st February 2019 in Wolverhampton city centre, ahead of the main launch. During the pilot, nextbikes will be accessible through the nextbike app and customer hotline only.

When the roll out is complete, customers will be able to access it through a number of means, including SWIFT, the nextbike's app, website and call centre.

West Midlands bike share will be phased across the West Midlands from spring 2019 onwards with approximately 2000 bikes in place by the end of the year.

- Youth Employment Initiative (YEI)

TfWM's Travel Support Team are working with Black Country Impact, the European Social Fund/YEI funded project to support young people with their travel support. Agreements are being finalised and the YEI online system is ready to be used by Sandwell.

8. Safety and Security

The Safer Travel 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.

Whilst overall recorded crime so far in 2018/19 has slightly increased there have still been good reductions in robbery offences on 'rail' and criminal damage offences on 'bus'. Vehicle related crimes at Park and Ride facilities have also reduced significantly at both train and Metro stations.

The Partnership continues to receive good feedback from the independent watchdog "Transport Focus" in terms of passenger perception of crime and anti-social behaviour. In the last survey of over 3,000 passengers conducted in Spring 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 was 9% of those surveyed compared with 18% in 2011.

The day to day activity of the Partnership involves;

- Intelligence led high visibility police patrols of problem bus, rail and metro services.

- 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.
- 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;

- Completion of state of art High Definition digital CCTV camera upgrades at bus stations in West Bromwich, Wednesbury, Cradley Heath and Bearwood, Park and Ride Sites including Rowley Regis, Tipton, Tame Bridge, The Hawthorns and Sandwell & Dudley, as well as Black Lake and Wednesbury metro stops.
- The TfWM CCTV Control Centre received its annual external and independent audit in December 2018 retaining its accreditation against relevant British Standards confirming the service is well managed and operates effectively within all legal requirements.
- “Safer Bus Station” Accreditation independently assessed for 10 of our 12 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.
- Retention of “Safer Tram Stop award” covering all stations on the line including those routing through Sandwell.
- During our first academic year since employing an Education Officer, the Safer Travel Education Programme engaged with over 31,000 young people in 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.

- 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	262m	82.2%	88%
Rail	58m	85.5%	81%
Metro	7.1m	98.4%	90%

- Bus

Overall bus patronage has declined from 265m in 2017 to 262m in 2018, a decline of 1.2%. This decline has been attributed to ENCTS bus patronage, which has declined by 6.2% during the same period, whereas commercial patronage has increased by 0.1% overall. Following initial decline in early 2018, from April onwards, growth in commercial patronage rapidly increased.

Bus punctuality stands at 82.2% of surveyed buses departing one minute early and five minutes late in December 2018, compared to 80.9% in December 2017 against a target of 81.7%. The Bus Alliance targets major improvement in punctuality.

Bus passenger satisfaction has seen a slight long-term increase in the last five years. The most recent survey (Spring 2018) showed satisfaction at 88%. The next results from the Autumn 2018 survey will be available in Spring 2019.

- Rail

Rail patronage continues to increase, with patronage at 58m in the 12 months to December 2018 compared to 54m for the same period the year before, an increase of 7.4%. 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 eight 2018/19) stands at 85.5%.

Satisfaction with rail services has fluctuated between 81% to 87% since Spring 2012. Recent surveys show satisfaction at 81% (Spring 2018 survey).

- Metro

Metro patronage stands at 7.1m passengers during the period January 2018 to December 2018 in comparison to 7m in the same period the previous year; an increase of 1.1%. Fleet availability (i.e. proportion of rolling stock available as a percentage of the target number needed to run to timetable) stood at 98.4% in December 2018.

Satisfaction decreased slightly from Autumn 2016 (92%) to 90% in Autumn 2017.

- Ring and Ride

Ring and Ride patronage across Sandwell for the 12 months to December 2018 showed an overall decline of 6.67% with 97,957 passenger trips undertaken. This is slightly lower than the decline in overall patronage across the entire TfWM operating area of 7.89% for the same period. Overall patronage has declined across the operating area and there does not appear to be a particular pattern. However, there have been a number of clubs closing and users travelling less overall, but particularly during the evenings. Ring and Ride have also experienced a high number of trips cancelled due to illness or users making alternative travel arrangements. TfWM and Ring and Ride will be working closely over the coming months to carry out more detailed analysis of this in order to identify solutions and ways to increase patronage or at least stabilise the decline.

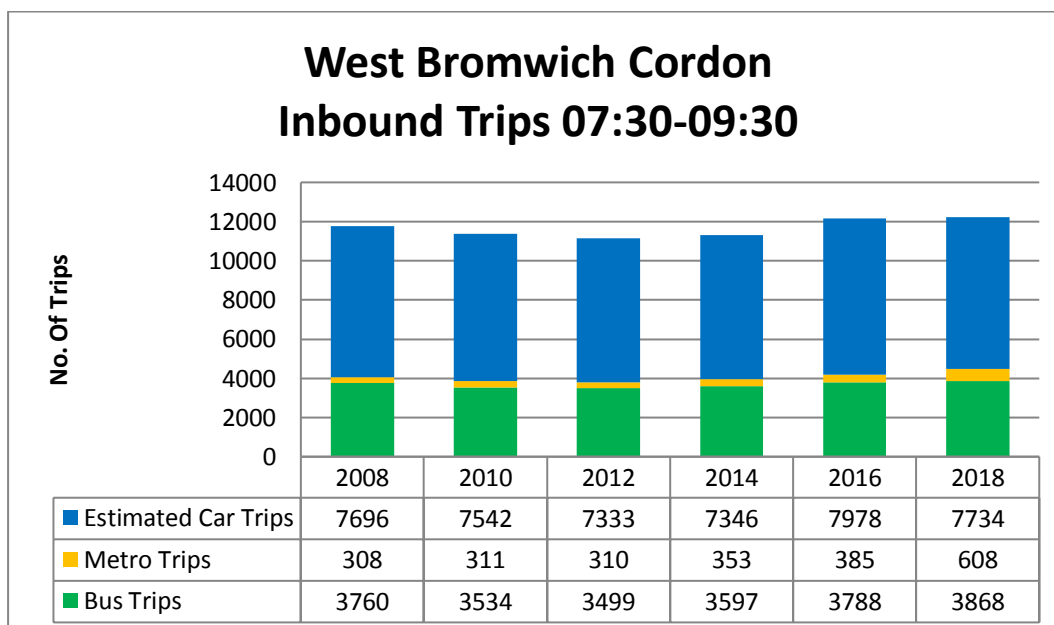
Park and Ride

Cars parked at TfWM's Park & Ride sites are counted every other month with the current average occupancy (April, June, August, October and December 2018) of all sites (44) being 92.3%. The following table shows average occupancy for the 12 park and ride sites within the Sandwell district.

Park & Ride Site	No. of Spaces	Average No. of Cars parked	Average % Occupancy
Black Lake (Metro)	87	85	97.2
Cradley Heath	247	238	96.4
Dudley Port	87	80	91.7
Langley Green	31	30	96.1
Old Hill	54	52	97.0
Rowley Regis	741	700	94.5
Sandwell & Dudley	393	384	97.7
Smethwick Galton Bridge	77	73	94.3
Tame Bridge	226	214	94.8
The Hawthorns	185	175	94.7
Tipton	71	66	93.5
Wednesbury Parkway (Metro)	152	147	96.7
ALL SANDWELL	2351	2244	95.5

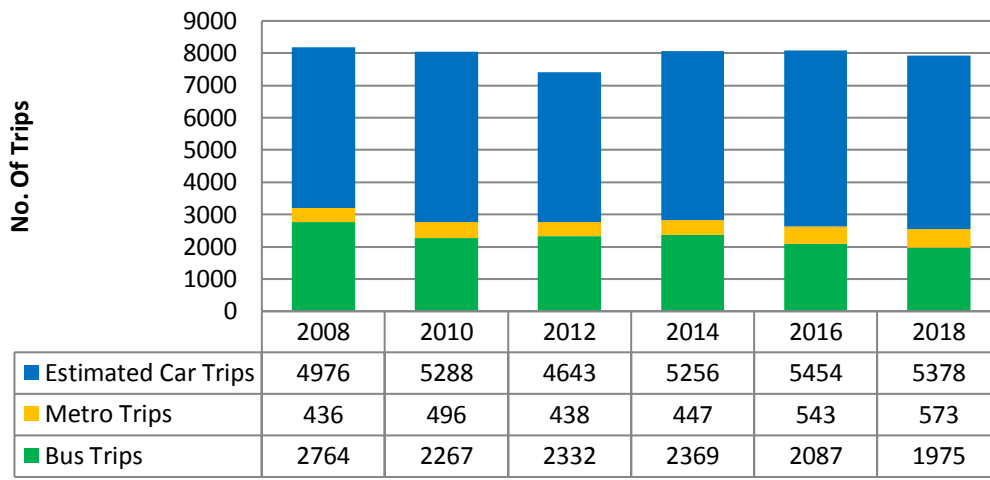
Modal Share

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 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%.