

Sandwell Metropolitan Borough Council

Transport for West Midlands (TfWM)

10 March 2020

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 2019. Following this, the plan has been published and was subject to a twelve week engagement period. Responses from the engagement are in the process of being analysed. The GSTP sets out the 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 TfWM and stakeholders can understand the requirements for accessing the sites including the Sandwell Aquatics Centre.

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

All the main works have now been completed on the north and southbound carriageways and three lanes are now operational along with a hard shoulder. A temporary 50mph speed limit is currently in place on both sides of the road as Highways England continues to test the technology on new gantries that have been put in place. Overnight closures for the works are being coordinated with Sandwell Highways.

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 including seeking Government approval for introducing a set of bus byelaws;
- 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 has commissioned an Outline Business Case (OBC) assessing the mechanisms within the Bus Services Act 2017 to understand the most appropriate mechanism for improving bus services, with a 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.

On completion of a detailed assessment of mechanisms listed above, there will be recommendations of the most appropriate mechanism or mechanisms for delivering the Vision for Bus objectives in the longer term. The project programme for the OBC has been developed, culminating in a leading option to be proposed in May 2021.

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.

The formal discussions have been held, with the drafting of an EP Plan and an EP Scheme. The EP Plan is a high-level vision and objectives for bus services in the West Midlands. The Strategic Vision for Bus provides a blueprint and starting point for the EP Plan to be discussed during the formal discussions. Through the formal discussions, it has been agreed by the partners to prepare one EP Scheme covering both the corridors of the A34 and A45.

A notice was published on 20th December 2019 by TfWM (<https://www.tfwm.org.uk/operations/enhanced-partnership/>), giving operators until 24th January 2020 (at least 28 days as required by legislation), within which to make an objection, and their reasons for making an objection. No objections were received on the EP Plan or Scheme and the EP can now proceed to formal (public) consultation, subject to no further changes.

Following the approval of Sprint by the WMCA Board on the 14th February 2020, the EP will go to the WMCA Transport Delivery Committee on 16th March 2020. Public consultation is then due to start on 11th May 2020, for a 6-week period. The consultation strategy was approved by the WMCA Transport Delivery Committee on 4th November 2019.

Approval to 'make' the EP Plan and Scheme will be sought from Sandwell Metropolitan Borough Council, after the 14th February 2020 and before the end of the consultation period. It is then expected, subject to no further changes post-consultation that the EP Plan and associated Scheme can be made in the Summer 2020. This would be the first urban EP made in England using the new Bus Services Act 2017 powers.

- Ring and Ride Update

From 1 August 2019, the Ring and Ride service has been operated by West Midlands Accessible Transport (WMAT), a new company and wholly owned subsidiary of National Express West Midlands. The past 12 months to January 2020 have shown a 6.99% reduction in the number of trips across Sandwell, with 90,252 trips taken. This is against a West Midlands wide decline of 12.02%.

WMAT are now required to put their drivers through additional training and this is resulting in a larger than desirable number of booking refusals due to lower driver availability. TfWM expects all drivers to have completed this additional training by the end of March 2020. Going forward, TfWM 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 embracing new technology.

- West Midlands Bus Alliance

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The Bus Alliance, over the past 5 years has seen continued success, whilst recognising further improvements can be made. The achievements of the Alliance in 2019 will be published in a brochure during 2020. A focus of the Bus Alliance moving forward is to deliver improvements that makes travel for bus users great under the following aspirations below.

- **The greenest**
- **The best value**
- **The simplest ticketing**
- **The most reliable**
- **The safest.**

4. Rail Investment & Partnerships

- West Midlands Franchise

Autumn and winter 2019 have been a challenging time for the West Midlands Franchise, with customers experiencing unacceptable levels of delays and cancellations. The problems stemmed from the introduction of a new timetable by West Midlands Trains (WMT) on 19th May 2019. This timetable represented the most significant change in services in the West Midlands since 2008, and included a multitude of service changes that were designed to improve the offer to passengers. Unfortunately, the opposite has been the case, and WMT have since admitted that the changes were too ambitious.

As of December 2019 timetable change, WMT have begun removing some of the more complex elements of the timetable. Further changes are planned for the May 2020 timetable, from which point WMT should be able to offer customers a service that they can have more confidence in.

As well as the problems caused by the timetable, WMT customers have suffered from traincrew shortages. On paper WMT have enough drivers and guards to run a reliable service. However, high levels of sickness, coupled with restrictive terms and conditions agreed by the previous franchisee (London Midland), have meant that WMT have struggled to convert this into reality. In response, WMT are recruiting more drivers and guards, and have reached an agreement with the trade unions to allow managers to cover open shifts (on a year one trial basis). They have also brought in a new occupational health provider to help tackle the rise in absence.

The traincrew shortages occurred against a backdrop of growing industrial unrest on the franchise. Matters came to a head in October, when the RMT union formally entered into dispute with WMT over proposed changes to the role of the Guard. This led to a ballot of RMT members, which returned a mandate for strike action and action short of a strike. On 1st November the RMT announced that they would hold seven consecutive Saturday's of strike action, commencing 16th November and ending 28th December.

In early December the RMT announced that it was suspending the strike action after the two parties reached an agreement on the future role of the guard. This was ratified by a vote of RMT members and the dispute was formally ended on 23 December 2019.

In late December as a response to the continuing poor operating performance, West Midlands Mayor, Andy Street issued WMT with an ultimatum. This said that unless WMT improved its performance by the end of January 2020, the Mayor would ask the Secretary of State for Transport to remove the Franchise from them. Since Christmas WMT's performance has shown improvement, and in early February the Mayor announced that he had decided not to follow through on his ultimatum, although WMT's performance would remain under tight scrutiny.

Following the breach of performance targets, Transport Secretary Grant Shapps ordered WMT to spend an extra £20m on improving services for passengers. This £20m will be used for a variety of measures including offering a 3% discount on season ticket renewals and offering a 10% reduction in off peak fares during July and August 2020, recruitment of additional drivers and senior conductors to reduce staffing shortages, and investment in day to day operations to improve service reliability.

On 13th January WMT announced a number of changes to the composition of the Board. The most significant change is that Julian Edwards has been named as the new managing director. Julian has been a director of WMT since 2017 – and more recently the MD of East Midlands Railway during the mobilisation and launch of the new franchise. The current MD of WMT, Jan Chaudhry-van der Velde, will work alongside Julian until Easter to ensure a smooth transition. After 30 years in the rail industry, 17 of them at director level, Jan decided late last year he would take a career break before moving onto new ventures.

In other changes, Jonny Wiseman will take over from the retiring Richard Brooks as the Customer Experience Director for West Midlands Railway. Jonny is currently Richard's equivalent for London Northwestern Railway, and will assume his new role at the end of February. Lawrence Bowman joined on 1st February from EMR as Deputy MD, which includes the London Northwestern Railway Customer Experience Director remit.

- Williams Rail Review

The Williams Review of rail industry structures and, in particular, franchising which was delayed until "after the election" is still anticipated to form the basis of a new Government "White Paper" which is now expected to be published in February. In the meantime, WMRE is maintaining close contact with the review team in relation to future options and requirements for a future, more fully devolved, West Midlands rail franchise.

- HS2 Oakervee Review

DfT announced in August 2019 that Douglas Oakervee would chair an independent review of HS2. The review was supported by a panel of experts, representing a range of viewpoints, to ensure an independent, thorough and objective assessment.

The Oakervee Review was formally published on 11th February 2020 with independent advice to government on 'whether and how' to proceed with HS2. Following publication of the Oakervee Review, Prime Minister Boris Johnson confirmed HS2 will go ahead.

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 Walsall to Birmingham via Sandwell (A34) and Birmingham to Birmingham Airport and Solihull (A45), with work being undertaken by TfWM and Local Authorities. During the period, the following activity has been undertaken:

- Further engagement on the revised designs for the A34 route following consultation feedback;
- The Final Business Cases for the A34 and A45 schemes have been developed and approved by WMCA Board on 14th February 2020;
- Detailed design work has been completed 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:

- 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 – further development work commissioned jointly by TfWM, Sandwell MBC and Dudley MBC following the initial 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.

Project	Planned Opening
Phase 1	
Centenary Square Extension	Opened December 2019
Wolverhampton City Centre Extension	Spring 2021
Edgbaston Extension	December 2021
Wednesbury to Brierley Hill Extension	December 2023
Phase 2	
Birmingham Eastside Extension	TBA
East Birmingham Solihull	2026

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

- Wolverhampton City Centre Extension – Works for Phases 1-3 are now complete with the exception of some work on traffic management. Phase 4 which will take the tram through to the newly built station is dependent on access to the site. According to the current construction programme MMA will not have access until Autumn 2020, so delivery of the extension will be in the Spring of 2021.
- Wednesbury to Brierley Hill Metro Extension – Detailed design of this extension started in December, and construction phasing of the project is current being reviewed. Land purchase, in particular the Network Rail corridor, is progressing slower than expected. Utility works will start in February in Dudley Town Centre to clear the route for the construction. A number of engagement events have been organised to inform the local communities of the works ahead. Centenary Square Extension – Construction works were completed ahead of schedule and the section opened to passenger service on 12th December. There remain some associated works to complete, notably paving on Victoria Square, and a final decision on the arrangements for Paradise Circus will lead to some finishing works there.
- Edgbaston Extension – Work is now progressing on all sections of the extension. Track is already installed at the Five Ways Underpass and the road surface has been planned along the majority of Broad Street. An agreement with all local businesses has allowed MMA to open multiple fronts for construction simultaneously, which will provide improved efficiencies for construction and allow Broad Street to be re-opened quicker than planned. The project remains on schedule to open by the end of 2021.

- Birmingham Eastside Extension (BEE) –The Transport and Works Act (TWA) Order for BEE, was issued in January 2020. The Full Business Case was approved by WMCA Board on 14th February 2020. TfWM is working with DfT to get the Full Business Case acceptance by the summer. The intention is to construct the two ends of the scheme first; the delta junction at Bull Street (to be completed before the opening of the Edge extension) and the Digbeth Town Centre, (to be completed before Commonwealth Games). The central section is subject to agreements with HS2, and this will define the opening date of the extension.
- East Birmingham to North Solihull Extension - TfWM is working with Government to gain further funding to develop a Full Business Case.
- The catenary free trams are already running on the Centenary Square extension and the last tram will be modified in March 2020.
- Procurement of the new fleet from CAF was completed in October with a first phase of 21 trams, and options to extend the fleet for the East side extensions. These new trams are now in the final design approval stage before manufacturing can commence.

Metro Operations - Midland Metro Limited

Metro operations have been equally progressive during the period with the following being undertaken:

- Branding - The rollout of new branding on the network was completed. All trams are now in new livery whilst the stops have a fresh new look.
- Mystery shops – In September 2019 Metro introduced mystery shops. Independent surveys are carried out in all areas of the service, objectively measuring performance by face to face, telephony and social networking interaction. The results are used to improve the customer experience.
- At stop selling – As part of a commitment to a make metro fairer, at stop selling was introduced. Customer Service Representatives are located at key stops during the busiest periods, actively selling tickets to passengers before they board the tram. Whilst this helps to reduce ticketless travel, it also enhances the customer service offer with staff on hand to assist with any queries.
- Metro Matters – To give metro users the opportunity to help shape the future of the service, MML launched Metro Matters. This forum is comprised of a spectrum of Metro users who are consulted on new initiatives, provide feedback on the service and are invited to participate in key events.
- Opening of Centenary Square extension – December 2019 saw the opening of the extension to Centenary Square with new stops at Town Hall and Library. This extended route enables customers to connect with some of Birmingham’s key attractions and entertainment venues.
- Timetable enhancements – With the opening of CSQ came enhancements to the timetable with a new 10 minute frequency during the day on Sundays and an extended peak time service on weekdays.

7. Sustainable Travel

- Travel Choices

TfWM continues to support those working, studying and living in Sandwell to travel around the West Midlands region. TfWM's main demand management activities are focused on areas facing disruption due to infrastructure changes and improvements. A new campaign from West Midlands Network is urging people to consider changing their routes, switch to public transport or talk to employers about working from home or changing their working hours. The campaign is aimed at raising awareness of the disruption branding and will promote key travel advice for West Midlands residents to re-route, re-time, re-mode or reduce journeys when disruption occurs.

The large-scale campaign has been launched online, across social media, digital billboards, print advertorials and will enable the team to use disruption as a lever for promoting Sustainable Travel.

Over the last year TfWM has worked with large trip generators in Sandwell to help people through the investment period, 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 WMCA Constituent Authorities.

The team will continue to offer help to those affected by highway improvements as work starts at Junction 10 of the M6 in Feb 2020 and understand how the regeneration of Perry Barr may impact on the journeys of Sandwell residents. The Travel Choices team is also working with businesses looking to relocate within and to the area as TfWM 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.



Sandwell had 6 continuing schools to which 15 have been added this year. 12 of these this term with 6 recording their travel already and the remainder launching by the end of January 2020. This has involved very positive partnership work between Living Streets, Sandwell Public Health and Road Safety teams, not to mention Active Black Country. The links made with Learning Communities has been positive and enabled introductions to be made to schools from a trusted source. Work is planned with Mesty Croft Academy in the new year, one objective of which will be to formalise a Park & Stride arrangement with The Croft public house.

Continuing from 18/19	Recruited for 19/20
Blackheath Primary School	Brandhall Primary School
Crockett's Community Primary School	Corngreaves Academy Christ Church
Ferndale Primary School	CE Primary School
Glebefields Primary School	Grove Vale Primary School
Our Lady and St Hubert's Catholic Primary School	Hall Green Primary
Whitecrest Primary School	Lyng Primary School
	Mesty Croft Academy
	Moat Farm Infant School
	Moat Farm Junior School
	St John Bosco Catholic Primary School
	St Matthews CE Primary School
	St Philip's Catholic Primary School
	Tameside Primary Academy
	Temple Meadow Primary School
	Yew Tree Primary School

TfWM anticipates further schools being added throughout the Spring term.



Shanaze Reade, The West Midlands Cycling and Walking Ambassador met pupils from St Philip's Catholic Primary School in Sandwell to hear first-hand about how they've been helping to improve local air quality, road safety and congestion levels by getting active on the school run.

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. This tranche 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.

A monitoring survey has taken place to assess whether local residents were aware of and making use of the improvements to the canal network in the Black Country. The first survey took place in 2018 and was a telephone survey of residents that live within 1 mile of the canal towpath. The follow up survey was a door step survey of residents within 1 mile of the canal towpath. The results of this survey show that there has been an increase in usage on the canal towpath by local residents from 31% in the 2018 survey to 41% in the 2019 survey which is a positive result. The main increase was from people using the canal towpaths for walking and around 7% of respondents use the canal towpath for cycling.

- 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 the re-procurement of a new bike share scheme for the West Midlands. This will consist of a scheme of a minimum of 1,500 bikes across the 7 Local Authorities, with at least 10% of the fleet being e-bikes. TfWM are procuring the service via competitive dialogue, with three potential suppliers having been shortlisted to submit detailed proposals.

- 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 assessed the applications and 5 projects were selected to receive funding. These applications are:

Name of Project	Description of project
Friar Park Public Realm Improvements	Two applications for the Better Streets Community Fund were submitted within close proximity of each other asking for improvements near the Millennium Community Centre and Friar Park Primary School. This project will provide improvements at and between these two locations providing a safe and enjoyable space for local people to walk and cycle.
Friar Park Public Realm Improvements	
Smethwick Old Church and Dorothy Parkes Community Centre Community Centre Public Realm Improvements	This project will aim to improve the public space outside of Smethwick Old Church and Dorothy Parkes Community Centre by reducing traffic speed and making it easier for people to walk and cycle in their local community.
Access improvements to existing crossings	The Better Street Community Fund will contribute to improving the accessibility of an existing crossing for cyclists and those with mobility issues by providing small amount of dropped kerb. The crossing in Blackheath forms a part of an existing cycle route between Blackheath and Rowley Regis Train Station and this small improvement will help improve this route.
YMCA Cycle Parking	This project will provide public cycle parking outside of the YMCA in West Bromwich Town Centre allowing people attending the YMCA and the wider town centre to be able to park their bikes securely.

- Workwise

TfWM's Employment Engagement Officer has been working with Job Centres across Sandwell to promote discounted travel to those gaining new employment. This approach has been successful and is now being extended to include libraries, local employers and training providers. The team are also supporting Jobs Fairs and Events in the area. Recent events include Women in to Work at Sandwell College, drop in sessions, Sandwell Jobs fair and Sandwell Careers event at the Council House. A popular discounted travel scheme is Workwise which offers 50% off selected tickets in the first three months of employment.

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 2019/20 continue to be to reduce crime and improve passenger perception of personal safety.

Overall recorded crime so far in 2019/20 has reduced by 5% compared with the same time in December last year. This is based on the combined totals from all three modes of transport – Bus, Train and Metro. Whilst bus related crime has remained quite static there has been over a 9% reduction on train and over a 23% reduction on Metro. This is important relative to the number of Sandwell Borough stations and equates 22 less offences compared with nearly 100 offences at the same point last year.

The Partnership receives 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 P.C's, PCSO's 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 include:

- 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 receiving approval from West Midlands Police 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 and rail network;
- During the 2019 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 instil 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 the 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 with Sandwell schools and Colleges promoting and encouraging responsibly behaved travel on local Metro and buses services;
- 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 region.

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 TfWM understands 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	257m	65.8%*	84%
Rail	58.4m	78.1%	73%
Metro	7.9m	96.4%	87%

*based on Real Journey Time metric

- Bus

Overall bus patronage has fallen in the year from January 2019 to December 2019 since the same time period in the previous year by 1.8%. There have been decreases in both commercial patronage (-0.9%) and free concessionary travel (-2.9%).

The Bus Real Journey Time (RJT) metric for a route is calculated by comparing the longest journey a passenger experiences on a typical month (done by calculating the 95th percentile of actual journey times) to the journey time according to timetable. As a result, routes with a more variable journey time obtain a lower percentage RJT. A route with perfect 100% RJT would be performing to timetable even on a bad day.

This is based on the idea that a passenger will only tolerate being late to their destination on rare occasions, and that they consider how variable a route is when they decide how to travel and which service to take. A sample of 11 routes across the West Midlands in November 2019 showed an RJT figure of 65.8%.

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 generally increase, with patronage at 58.4m in the 12 months to December 2019 compared to 58.1m for the same period the year before, an increase of 0.4%. 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 seen a decrease. The latest punctuality for WMR (Period 10, 2019/20) stands at 78.1%.

Satisfaction with rail services has fluctuated between 81% to 87%, since spring 2012. Recent surveys show satisfaction to have fallen to 73% (Autumn 2019 [survey](#)).

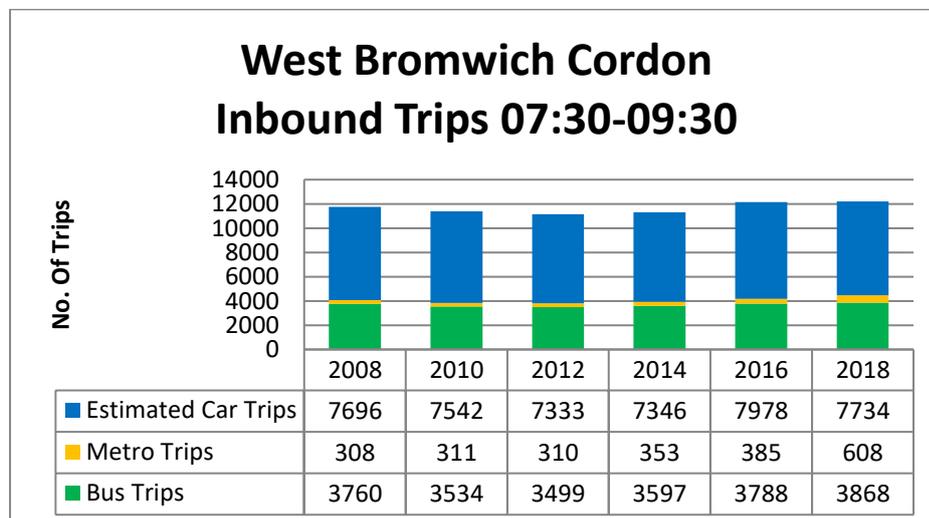
- Metro

Metro patronage continues to increase and currently stands at 7.9m passengers during the year period January 2019 to December 2019 in comparison to 7.1m in the same period the previous year; an increase of 11.3%. Fleet availability (i.e. proportion of rolling stock available as a percentage of the target number needed to run to timetable) stood at 96.4% in July 2019.

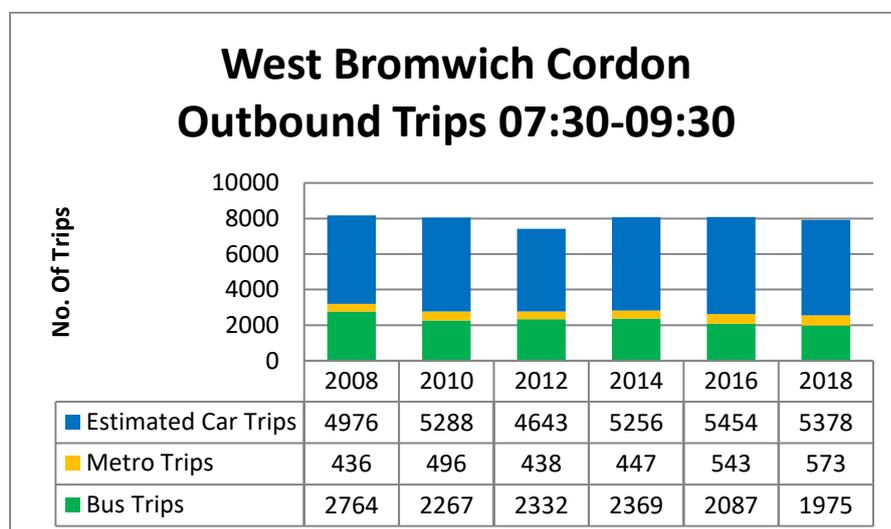
Satisfaction decreased slightly from autumn 2017 (90%) to 87% in autumn 2018. The results can be found here - <https://www.transportfocus.org.uk/research-publications/research/tram-passenger-survey/>

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.



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.