



**Meeting:** Transport Delivery Committee

**Subject:** Minutes

**Date:** Monday 9 January 2017 at 1.00pm

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**Present:**

Councillor Richard Worrall (Chair)	(Walsall Metropolitan Borough Council)
Councillor Philip Davis (Vice-Chair)	(Birmingham City Council)
Councillor Pervez Akhtar	(Coventry City Council)
Councillor Roberts Alden	(Birmingham City Council)
Councillor Adrian Andrew	(Walsall Metropolitan Borough Council)
Councillor Paul Brothwood	(Dudley Metropolitan Borough Council)
Councillor Susan Eaves	(Sandwell Metropolitan Borough Council)
Councillor Mohammed Fazal	(Birmingham City Council)
Councillor Kath Hartley	(Birmingham City Council)
Councillor Diana Holl-Allen	(Solihull Metropolitan Borough Council)
Councillor Roger Horton	(Sandwell Metropolitan Borough Council)
Councillor Timothy Huxtable	(Birmingham City Council)
Councillor Chaman Lal	(Birmingham City Council)
Councillor Keith Linnecor	(Birmingham City Council)
Councillor Ted Richards	(Solihull Metropolitan Borough Council)
Councillor Judith Rowley	(Wolverhampton City Council)
Councillor David Stanley	(Dudley Metropolitan Borough Council)
Councillor Daniel Warren	(Wolverhampton City Council)
Councillor David Welsh	(Coventry City Council)

**In attendance:**

James Aspinall (Corporate Services Director)  
Mark Babington (Safety and Security Manager)  
Pete Bond (Director of Transport Services)  
Andre Broomfield (Corporate Solicitor)  
Martin Hancock (National Express)  
Steve Hayes (Network Development and Delivery Manager).  
Phil Hewitt (Metro Programme Director).  
Linda Horne (Head of Finance)  
Sarah Jones (Head of Customer Services)  
Richard Mayes (Area Manager- Transport Operations)  
Laura Shoaf (Managing Director)

**57/16 Chair's Remarks**

The Chair wished everyone a Happy New Year.

**58/16 Minutes**

The minutes of the meeting held on 5 December 2016 were agreed, and signed by the Chair, as a correct record.

**59/16 Matters Arising**

(a) **Metro Operations Business Report** (*minute no.49/16*)

In relation to Councillor Hartley's request for an explanation of how the £1 City Hop contributed to an increase in patronage, the Director of Transport Services, undertook to contact Ben Ackroyd, National Express on the matter. [A briefing note detailing this information was emailed to TDC members on 11 January 2017].

(b) **Revised Public Transport Services over the Christmas and New Year Holiday Period 2016/17** (*minute no. 52/16*)

In relation to the public transport network operating in Coventry over Christmas and the New Year Period, Councillor Welsh reported that Coventry received a different service to the rest of the West Midlands and he hoped that this would not happen again in 2017.

The Director of Transport Services reported that he was gathering information regarding public transport service provision over the Christmas and New Year period to understand the position and a report on the matter be submitted to a meeting of this committee in March.

**60/16 Correspondence and Petitions**

Councillor Andrew submitted a petition from residents seeking a review of buses in Pheasey Park Farm and improved connectivity to Aldridge. The Director of Transport Services advised that the petition would be dealt with in accordance with the Petitions Protocol.

**61/16 Presentation: Wolverhampton Interchange Project**

The committee received a presentation from the Metro Programme Director on the Wolverhampton Interchange Project following a request from members.

The Metro Programme Director outlined the background to the project and explained the key areas of the project which included the redevelopment of the rail station building, the expansion of the rail car park and the extension of Metro.

It was noted that the new entrance to the rail station had opened on 8 January as part of Phase1 of the project; the whole scheme was on target for opening by the end of 2019/beginning of 2020.

In relation to an enquiry from Councillor Warren regarding rail station improvements for platforms 2 and 3, notably the need for new shelters and a footbridge and whether Transport for the West Midlands would be working with Network Rail in the future to deliver these, the Metro Programme Director reported that the improvements were outside of the scope of the project and would need to be picked up with Network Rail as part of rail infrastructure improvements for the future recognising the current financial constraints.

In relation to an enquiry from Councillor Horton regarding the membership of the Interchange Project Steering Group, the Metro Programme Director advised that the steering group was chaired by Wolverhampton City Council and was comprised only of officers at this stage. Councillor Horton added that consideration might need to be given to political representation on the steering group when work on the Metro extensions commences as councillors would receive enquiries/feedback from the public.

With regards to an enquiry from Councillor Stanley as to whether the rail station would remain with Virgin and whether the rail station car was a fee paying car park, the Metro Programme Director reported that rail station would be branded West Midlands Rail (WMR) when the new franchises are let and that charges would be made for using the car park.

In relation to comments from members regarding the design of the rail station, the Metro Programme Director reported that the station design had been approved by Wolverhampton City Council and the contract awarded for the building of the station.

**Resolved** that the presentation be noted.

**62/16**

### **Lead Member Reference Group**

The committee considered a report of the Director of Transport Services that reported on the work of the Transport Delivery Committee's five Lead Member Reference Groups (Finance and Delivery, Putting Passengers First, Rail and Metro, Safe and Sustainable Transport and Sprint) and sought approval for the report to be submitted to the Combined Authority's Programme Board prior to being considered by WMCA Board.

The Chair outlined the report and advised the committee of amendments with regards to the membership to two of the Lead Member Reference Groups. In relation to the Lead Member Reference Group for Rail and Metro, it was noted that Councillors Andrew and Lal were also members and in relation to the Lead Member Reference Group for Sprint, it was noted that the membership also included Councillors Lal and Welsh but Councillor Rowley was not a member.

The Lead Members outlined their report for their respective work areas.

In relation to Finance and Performance Monitoring, the Vice-Chair and Lead Member, Councillor Davis, outlined his report and invited the committee to put forward any key areas not identified in the report that they would want the Lead Member Reference Group to focus on.

In relation to Putting Passengers First, the Lead Member, Councillor Hartley outlined her report and informed the committee that she was arranging visits that all TDC members were welcome to attend. Visits included a trip to National Express, Bordesley Garage, to look at its AVL control centre for monitoring its services and other visits were planned to Scala House bus lane enforcement base and Solihull and Gateway. Councillor Hartley asked members to contact her if they had any ideas for future visits.

In relation to Rail and Metro, the Lead Member, Councillor Horton informed the committee that he was seeking to increase the number of leisure trips taken on Metro and this was now being achieved with regards to Birmingham City Centre following the extension of Metro to Grand Central.

With regards to Grand Central/New Street Station, Councillor Stanley reported of the need for improved signage at the station so that customers know where to exit the station for the Metro.

The Director of Transport Services advised that he was meeting with Network Rail next month to discuss the signage for Metro and buses in the city centre.

In relation to Safe and Sustainable Transport, Councillor Rowley thanked her Lead Member Reference Group colleagues along with Alison Pickett and Mark Babington and their teams for their support and highlighted key issues in the report. Councillor Rowley reported of the need for better signage on the main concourse at New Street to inform passengers of the Changing Places facility.

The Director of Transport Services undertook to take forward this signage issue at his forthcoming meeting with Network Rail.

In relation to Sprint, the Chair outlined the report and advised the committee that the next meeting of the Sprint Lead Member Reference Group would be held on 6 February.

Councillor Brothwood reported that he was a supporter of Sprint but was disappointed that Dudley does not benefit from Sprint or HS2 Connectivity.

The Director of Transport Services reported that enhancements to the Hagley Road Scheme included Sandwell and Dudley and that they would be an instrumental part of the route.

In relation to Councillor Stanley's comment that he recalled plans to bring Sprint to North and South Dudley, the Director of Transport Services reported

that Phase 1 would go to Dudley and further phases would link to Halesowen and South Dudley.

Councillor Huxtable reported that he was looking forward to seeing the Metro proposals for the Brierley Hill to Stourbridge route.

The Managing Director, TfWM undertook to provide bespoke information to Councillor Huxtable on this topic.

**Resolved** that:

- (1) the report and the work programmes going forward be noted;
- (2) the report be forwarded to the Combined Authority's Programme Board meeting on 6 January with the request that it be reports to be considered by the Authority as its meeting on 20 January be approved;
- (3) the Cabinet Member and the Combined Authority be asked to make any comments upon and make recommendations concerning any aspect of the report and the work of the TDC's Lead Member Reference Group be approved and
- (4) WMCA Board's view be sought as to whether they would wish to receive and consider a further Reference Group update report on a six monthly basis.

**63/16**

**Financial Monitoring Report**

The committee considered a report of the Corporate Services Director that set out the financial position as at 30 November 2016 with regards to the Combined Authority's Transport Delivery Revenue and Capital Budgets.

The Head of Finance was in attendance to present the report and outlined the key issues with regards to the capital and revenue position.

With regards to an enquiry from Councillor Alden regarding the expenditure for the Hagley Road Sprint scheme and what the costs relate to, the Head of Finance undertook to provide a breakdown of costs for Councillor Alden.

The Director of Corporate Services also advised members with regards to the levy for 2017/18 and reported that he was working to the 3 Year Plan and that Leaders had agreed a further reduction of £1.5m from that agreed in the medium term plan for 2017/18 and that a report would be submitted to the WMCA Board for approval on 20 January 2017.

**Resolved** that:

- (1) the favourable year to date variance against the revenue budget of £0.217m and the forecast is in line with the budget for the full year position be noted and

- (2) the favourable year to date variance against the capital budget of £6.427m and the favourable full year position of £3.775m be noted.

**64/16 Publication of the 2017/18 English National Concessionary Travel Scheme and the accompanying reimbursement arrangements**

The committee considered a report of the Corporate Services Director that informed them of the publication of the 2017/18 English National Concessionary Travel Scheme and reimbursement arrangements to be effective from 1 April 2017.

The Corporate Services Director advised the committee that there were no substantive changes to the scheme or reimbursement arrangements for 2017/18 and that the publication of the new scheme was a legal requirement.

**Resolved that**

- (1) the amendments from the previous Concessionary Fare Schemes as specified in the report be noted and
- (2) the publication of the 1985 Act Older and Disabled Persons Travel (Bus) Concession Scheme and the Transport Act 2000 Travel Concession Reimbursement Arrangements be noted.

**65/16 Customer Services Performance Report**

The committee considered a report of the Director of Transport Services on matters relating to the performance of the Ticketing and Customer Service Centre Teams. The Head of Customer Services was in attendance to present the report.

The Lead Member, Councillor Hartley introduced the report and considered that the TDC members might want to visit the Customer Services Centre to see the work undertaken by the team.

The Head of Customer Services reported that there was an error in the report with regards to the Customer Relations enquiries, this should read customer demand for written support has increased by 14% not 48% as stated in the report.

In relation to the DfT requirement that that the Older Persons English National Concessionary Travel Pass should be replaced every five years, Councillor Rowley considered this should be looked at nationally given the cost and resource implications.

Martin Hancock, National Express, advised that the five year timescale could be attributed to the fact that the technology life of the smartcard is around 3-5 years as any longer could result in the card failing.

The Head of Customer Services concurred with Martin Hancock and confirmed the renewal process did require significant resource which was why consideration was being given to other alternative methods to renew passes such as emailing customers.

Councillor Rowley noted that the report referred to using a more digital approach to inform customers and considered that other options would still need to be available for social inclusion reasons.

The Head of Customer Relations reported that she would be working with the Equalities Manager to ensure social inclusion issues are addressed.

**Resolved** that:

- (1) the contents of the report be noted;
- (2) and the revised Customer Service Centre arrangements to allow for team training and briefings on Wednesday mornings before 1000 hours as set out in paragraph 2.13 of the report be noted.

## **66/16 Accessible Transport Report**

Midlands,  
with  
The committee considered a report of the Director of Transport Services that reported on matters with regards to accessible transport in the West Midlands, the renaming of West Midlands Special Needs Transport to the Accessible Transport Group, the performance of Ring and Ride Service and progress with regards to the Service 89.

The Area Manager for Transport Operations was in attendance to present the report.

In relation to the introduction of Service 89 that replaced Taxibus, Councillor Richards considered there were still areas not covered by the service. Whilst Councillor Rowley enquired as to the impact of the 89 Service on other areas noting the possible withdrawal of the feeder bus that could be replaced with a community car scheme.

with  
The Areas Manager for Transport Operations reported that discussions were underway with providers regarding the replacement for the feeder bus and although he was unable to provide an update at this stage he was optimistic with regards to the proposals.

report  
With regards to patronage growth for the Service 89, the Area Manager for Transport Operations advised that he would look at the two locations and back on the matter.

The Chair reported that a visit on Service 89 would be arranged for TDC Members to travel from Coventry to Solihull and that further details would be sent to members in due course. He added with in respect of Ring and Ride, members would receive an update as part of the pre-TDC briefing session

next

month.

**Resolved** that the report be noted.

## **67/16 Bus Report**

The committee considered a report of the Director of Transport Services that provided an update with regards to the performance, operation and delivery of bus services in the West Midlands.

The Network Development and Delivery Manager informed the committee that the report focused on three key areas; congestion, still a big concern; air quality, the clean air zone in Birmingham was likely to be extended beyond Birmingham and a Statutory Quality Partnership Scheme for Solihull.

Councillor Lal noted patronage was still declining in the West Midlands despite the best efforts of TfWM, National Express and partners and also enquired how congestion is being addressed.

The Network Development and Delivery Manager reported that a special meeting of the Bus Alliance Board had been scheduled to focus on congestion and advised that the recently appointed Key Route Network Manager would work with Bus Partnership Managers to ensure the key network operates reliably for all modes.

Martin Hancock, National Express, advised that congestion impacted on the bus network in Birmingham, the Black Country and Solihull but was less of an issue in Coventry than the rest of the West Midlands; Coventry has seen a growth in patronage around the two universities.

Councillor Welsh reported that he welcomed the increase in bus use in Coventry.

Councillor Huxtable noted that the decline in bus patronage could also be attributed to the increase in rail and Metro use.

Martin Hancock advised that lengthening journey times were not attractive to customers where the bus timetable was too long, whereas the journey times for rail and Metro could be guaranteed.

In relation to a comment from Councillor Stanley regarding how bus punctuality varied from one garage to another and whether it was possible to stop buses bunching, Martin Hancock advised that National Express try to manage gaps but this was not always possible and referred to the control centre in Bordesley which monitors the company's bus services.

Councillor Richards reported that journey times into Solihull from Lode Lane, had been reduced by 8 minutes as result of partnership working.

With regards to the Statutory Quality Partnership Scheme for Solihull that would be implemented this summer, it was noted that a report on the scheme would be submitted to the committee in March.

Councillor Akhtar reported that the zebra crossing located in Union Street, Coventry was causing problems and the issue of bus stops and shelters needed to be discussed.

Martin Hancock, National Express, agreed with Councillor Akhtar and reported that his team were working with the city council to look to resolve the problem.

In relation to the requirement for shelters to be installed at Union Street, the Network Development and Delivery Manager informed Councillor Akhtar of the shelter request process.

**Resolved** that all buses on all new Transport for the West Midlands subsidised contracts from April 2017 be required to meet Euro V emissions standards or better, subject to prices received from operators being within available budget.

## **68/16 Network Emergency Planning**

The committee considered a report of the Director of Transport Services that set out the work undertaken to develop a framework for emergency planning arrangements for the public transport network through the development of a Network Emergency Plan.

The Safer Travel Manager was in attendance to present the report and advised the committee that work on network emergency planning has been undertaken following a successful collaboration with partners in relation to pre-planned events.

It was noted that the work has built on existing processes in respect of emergency and business continuity events to provide a defined framework in the event of a major incident impacting on the public transport network.

The report outlined the findings, objectives, progress and outputs of the National Emergency Planning Working Group and the next steps/further areas for action.

The Chair thanked the Safer Travel Manager for the excellent Safer Travel briefing given by his team earlier in the day.

**Resolved** that:

- (1) the emergency planning proposals referred to in the report be noted and
- (2) the proposals for Transport for the West Midlands representation at regional emergency planning forums be noted.

## **69/16 2017/18 Bus Station Departure Charges**

The committee considered a report of the Director of Transport Services that informed them of the increases in Bus Station Departure Charge rates which would be applied for 2017/18, effective from 1 May 2017.

It was noted that Transport for the West Midlands Board had approved a 2.4% increase at its meeting on 19 December 2016 that would result in overall cost recover rate of 60.32% and an estimated increase of £0.052m in the amount recovered from Bus Station Departure Charges compared to the previous year.

In relation to an enquiry from Councillor Welsh regarding why different level of charges were charged at bus stations and why the collection rate of bus station departure charges was low, the Director of Transport Services explained that the departure charges levied was in accordance with the facilities available at each bus station and gave an example of Bearwood as small bus station with limited facilities compared to Stourbridge that has a lot more.

The Director of Transport Services advised that the collection rate of departure charges was based on an overall 'basket' of charges and referred to Cradley Heath Bus Station that was re-opened following re-building which would have impacted on the rate of departure charges collected.

In relation to a comment from Councillor Stanley regarding coach departures at

Dudley Bus Station which impact on the flow of buses at the nearby Stand S, the Director of Transport Services reported that coaches are allowed longer times for pick-up and drop-off than buses and that bus station staff would be monitoring the situation on the bus station.

**Resolved** that the level of bus station charge rates for 2017/18 that was approved by the Transport for the West Midlands (TfWM) Board on 19 December 2016 be noted.

## 70/16 Movement for Growth and Transport Monitoring

The committee considered a report of the Head of Policy and Strategy that informed them of the process for monitoring the West Midlands Combined Authority's Movement for Growth strategic transport plan and the ongoing monitoring that would be undertaken to support the themes within the Movement for Growth strategic transport plan.

The report outlined the performance management framework, the impact on the delivery of the strategic plan how satisfaction, demand and modal choice would be monitored, the wider implication for monitoring and the next steps.

The Managing Director, TfWM reported that the WMCA currently has an agreed performance framework and that the performance management framework outlined in the report would complement this. It was noted that a formal monitoring report would be provided annually in July.

In relation to the 10 key centres within the West Midlands Metropolitan area, Councillor Huxtable reported that he had raised previously whether Stourbridge should be one of the 10 centres and was awaiting the outcome of the review of the 10 centres.

The Managing Director undertook to report back to Councillor Huxtable on the outcome of the review of the 10 key centres as soon as possible.

In relation to appendix 2, attached to the report regarding rail travel to Birmingham City Centre from stations within the wider to journey work area and enquiries from members as to whether the map could include journey times from Wolverhampton to Stourbridge and Wolverhampton to Walsall, the Managing Director advised that this information could be added to the maps.

**Resolved** that the committee approve for consideration by the West Midlands Board the approval of the Movement for Growth strategic transport plan monitoring process, which is compatible with the West Midlands Combined Authority's performance management framework and approval of the ongoing monitoring to support the themes within the Movement for Growth strategic transport plan.

## **71/16 Forthcoming Events**

### **(a) Conference - Out of Sight, Out of Mind – 23 January 2017**

It was agreed that two TDC members would attend the conference on 23 January, one Labour Member and one Conservative Member (Councillors Rowley and Holl-Allen).

### **(b) Bus Summit – 9 February 2017**

It was agreed that three TDC members would attend the Bus Summit on 9 February, two Labour Members and one Conservative Member (Councillors Hartley, Eaves and Stanley).

## **72/16 Forward Plan**

The committee considered a report of agenda items to be submitted to future Meetings.

**Resolved** that the report be noted

## **73/16 Any Other Business**

### **(a) Class 230 Train Report**

The committee considered a report of the Director of Transport Services that informed them of the fire incident that occurred during testing of the Class 230 train on 30 December 2016 and the implications for the trial on the Coventry Nuneaton line.

The Director of Transport Services reported that following the fire incident on 30 December, a meeting had been held with the Class 230 Partnership Board on 3 January where it was proposed that the trial on the Coventry and Nuneaton be withdrawn as the timescales for could not be met.

The Director of Transport Services added that TfWM along with partners would continue to discuss future opportunities with suppliers of diesel train including Vivarail, for this line and other routes in the region where the shortage of available rolling stock is impacting on the capacity and service operation.

Councillor Horton, the Lead Member for Rail and Metro and Councillor Welsh considered that it is was important all options were kept open given the shortage of rolling stock.

In relation to an enquiry from Councillor Akhtar regarding why there was a shortage of rolling stock, the Managing Director advised that the shortage could be attributed to the delays in the electrification programme and the rolling stock shortage was a national problem.

**Resolved that:**

- (1) the update following the recently reported fire incident which occurred during the Class 230 mainline testing on 30 December be noted ;
- (2) Vivarail have suspended the trial so that the cause of the fire can be investigated and therefore Class 230 vehicle would not be available to meet the planned dates for the start of the trial be noted;
- (3) the TfWM decision to withdraw from continued involvement in the trial be noted and endorsed;
- (4) all partners to the Class 230 trial have been consulted and are supportive of the decision be noted and
- (5) Vivarail are fully committed to further testing and development of the Class 230 which lends itself to an opportunity in the future, to develop a new trial to address the shortage of diesel rolling stock be noted.

**CHAIRMAN**