

Time	5.00 pm	Public Meeting?	YES	Type of meeting	Executive
Venue	Council Chamber - 4th Floor - Civic Centre, St Peter's Square, Wolverhampton WV1 1SH				

Membership

Chair	Cllr Ian Brookfield (Lab)
Vice-Chair	Cllr Stephen Simkins (Lab)

Labour

Cllr Obaida Ahmed
Cllr Paula Brookfield
Cllr Chris Burden
Cllr Steve Evans
Cllr Bhupinder Gakhal
Cllr Jasbir Jaspal
Cllr Linda Leach
Cllr Beverley Momenabadi

Quorum for this meeting is three voting members.

Information for the Public

If you have any queries about this meeting, please contact the Democratic Services team:

Contact	Dereck Francis
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Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

Agenda

Part 1 – items open to the press and public

Item No. *Title*

MEETING BUSINESS ITEMS

- 1 **Apologies for absence**
- 2 **Declaration of interests**
- 3 **Minutes of the previous meeting** (Pages 3 - 6)
[For approval]

DECISION ITEMS (AMBER - DELEGATED TO THE CABINET)

- 4 **Draft Budget and Medium Term Financial Strategy 2023-2024 to 2025-2026**
(Pages 7 - 24)
[To provide an update to the Draft Budget and Medium Term Financial Strategy 2023-2024 to 2025-2026; and agree the next steps that will be taken in order to address the financial pressures faced by the Council over the medium term]
- 5 **Bus Services in the City** (Pages 25 - 196)
[To approve variations to the Regional Enhanced Partnership in 2020 and to rescind the Advanced Quality Partnership Scheme]
- 6 **Digital Wolverhampton Strategy Update** (Pages 197 - 202)
[To receive an update on progress in the delivery of the Digital Wolverhampton Strategy]

CITY OF WOLVERHAMPTON COUNCIL	Meeting of the Cabinet Minutes - 7 September 2022
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Attendance

Members of the Cabinet

Cllr Ian Brookfield (Chair)
Cllr Stephen Simkins (Vice-Chair)
Cllr Obaida Ahmed
Cllr Paula Brookfield
Cllr Chris Burden
Cllr Steve Evans
Cllr Bhupinder Gakhal
Cllr Linda Leach
Cllr Beverley Momenabadi

Employees

Mark Taylor	Deputy Chief Executive
Charlotte Johns	Director of Strategy
Claire Nye	Director of Finance
David Pattison	Chief Operating Officer
John Roseblade	Director of City Housing and Environment
Jaswinder Kaur	Democratic Services Manager
Dereck Francis	Democratic Services Officer

Part 1 – items open to the press and public

- | <i>Item No.</i> | <i>Title</i> |
|-----------------|---|
| 1 | Apologies for absence
Apologies for absence were submitted on behalf of Councillor Jasbir Jaspal. |
| 2 | Declaration of interests
No declarations of interests were made. |
| 3 | Minutes of the previous meeting
Resolved:
That the minutes of the previous meeting held on 27 July 2022 be approved as a correct record and signed by the Chair. |

4 **Performance and Budget Monitoring 2022-2023**

Councillor Obaida Ahmed presented the salient points from the report on an integrated finance and performance update against the Our City: Our Plan priorities. It was the first report of the financial year detailing the likely budget outturn projection for 2022/2023. Some of the points highlighted were, the Council had strengthened the links between performance and budget which would ensure that it was robustly monitoring delivery of the Council's priorities and doing the best it could with the resources it had. Of the 61 key performance indicators in the Our City: Our Plan performance framework, almost 70% showed improved or sustained performance in quarter one; 13% were unavailable due to data not being released at this time; and 19% showed a downturn in performance. Where Wolverhampton is in one of the highest quartiles of national performance, the Council was sustaining strong levels of performance and where performance was in the lowest quartiles, two thirds of indicators are improving with improvement actions set out for the others. On the budget, overall the General Fund was currently forecasting an overspend of £5.4 million. This was mainly due to the forecast in year cost implications of the potential pay award, which was currently out for consultation. The Council would continue to work to identify in year efficiencies in order to mitigate the pay award costs and other inflationary pressures being seen across the Council. However, if the forecasted impact of the pay award was excluded, an under spend in the region of £700,000 was currently being forecast. In relation to the Housing Revenue Account, it was forecasting a pressure against the approved budget of £354,000.

Cabinet members welcomed the report and highlighted some of the areas of strong performance across the six overarching priorities within Our City: Our Plan during quarter one of 2022/2023.

Resolved:

1. That the establishment of supplementary expenditure budgets for 2022-2023 as detailed in section 7.0 of the report be approved.
2. That the use of £6,089 from the Schools Arts Service Reserve as detailed in paragraph 8.4 of the report and the establishment of associated supplementary budgets be approved.
3. That the use of £1.2 million from the Budget Contingency Reserve as detailed in paragraphs 8.5, 8.6 and 8.7 of the report and the establishment of associated supplementary budgets be approved.
4. That the use of £120,000 from the Budget Efficiency Reserve as detailed in paragraph 8.8 of the report and the establishment of associated supplementary budgets be approved.
5. That the use of £100,000 from the Regional Adoption Agency Reserve as detailed in paragraph 8.9 of the report and the establishment of associated supplementary budgets be approved.
6. That the use of £200,000 from the Transformation Reserve as detailed in paragraph 8.10 of the report and the establishment of associated supplementary budgets be approved.

7. That the use of £721,000 from the Regeneration Reserve as detailed in paragraph 8.11 of the report and the establishment of associated supplementary budgets be approved.
8. That the write-off of one Council Tax debts totalling £7,005.66 as detailed in Appendix 8 to the report be approved.
9. That the 29 virements totalling £14.4 million, for transfers within directorates, as detailed in Appendix 9 to the report be approved.
10. That authority be delegated to the Cabinet Member for Resources and Digital City and the responsible Cabinet Member of the relevant service area in question, in consultation with the Director of Finance and the relevant Director to allocate budgets from the Corporate Contingency to support Council Priorities and Growth, once business cases have been completed.
11. That it be noted that the General Fund projected outturn for 2022-2023 is currently forecast to be an overspend of £5.4 million due to the forecast impact of the proposed pay award for 2022-2023 as detailed in section 4 of the report.
12. That it be noted that forecast outturn position for the year for the HRA shows a pressure against the approved budget of £354,000, as shown at Table 2 and in detail at Appendix 5 to the report. This would result in a forecast redemption of debt.
13. That it be noted that 552 council tax accounts totalling £401,879.89, as detailed in Appendix 7 to the report, have been approved for write-off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
14. That it be noted that 56 Non-Domestic Rates (NDR) debts totalling £178,017.01, as detailed in Appendix 7 to the report, have been approved for write-off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
15. That it be noted that 12 housing benefit overpayments totalling £4,286.96 as detailed in paragraph 11.2 and Appendix 7 to the report, have been approved for write-off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
16. That it be noted that 5 sundry debt accounts totalling £9,001.76, as detailed in paragraph 11.2 and Appendix 7 to the report, have been approved for write-off by the Director of Finance in accordance with the Council's Financial Procedure Rules.
17. That the Strategic Risk Register as at Appendix 3 to the report be noted.
18. That the performance against the key indicators as set out in Appendix 1 to the report be noted.

5 **Exclusion of press and public**

Resolved:

That in accordance with Section 100A(4) of the Local Government Act 1972 the press and public be excluded from the meeting for the following item of business as it involves the likely disclosure of exempt information relating to the financial or business affairs of any person (including the authority holding that information).

Part 2 - exempt item, closed to press and public

The Chair reported that as stated previously the meeting was in confidential session as the information included in the report could, if released into the public domain, prejudice the financial position of the Council or its partners. As such all present are under a legal duty of confidentiality and must not disclose any confidential information - to do so would not only be a breach of the Council's codes (for councillors and employees) but also a breach of the legal duty of confidentiality.

6 **Amendment to Capital Programme**

The intention to make a key decision on the report 'Amendment to Capital Programme' at the meeting was not published in advance as required by the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. The decision was urgent and could not be reasonably delayed for the following reason:

- To enable the Council to proceed with project and maintain programme delivery.

In light of the above, consent had been obtained for the key decision to be made at the meeting under the Special Urgency provisions.

Councillor Obaida Ahmed presented for approval the report on Amendment to Capital Programme.

Resolved:

1. That the virement from the Capital Corporate Provision for Future Programmes to the Civic Halls Refurbishment programme as outlined in the report be approved.
2. That the use of the Covid contingency for Civic Halls Refurbishment for general project purposes be approved.
3. That the Council be authorised to enter into a Deed of Variation with AEG Presents to incorporate the additional works outlined in the report.

CITY OF WOLVERHAMPTON COUNCIL	Cabinet 19 October 2022
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Report title	Draft Budget and Medium Term Financial Strategy 2023-2024 to 2025-2026	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Obaida Ahmed Resources and Digital City	
Key decision	Yes	
In forward plan	Yes	
Wards affected	All Wards	
Accountable Director	Tim Johnson, Chief Executive	
Originating service	Strategic Finance	
Accountable employee	Claire Nye	Director of Finance
	Tel	01902 550478
	Email	Claire.nye@wolverhampton.gov.uk
Report to be/has been considered by	Strategic Executive Board	30 August 2022

Recommendations for decision:

The Cabinet is recommended to approve:

1. The draft budget strategy and medium term financial strategy which underpin Our City, Our Plan, including changes to corporate resource assumptions, growth and inflation and budget reduction and income generation proposals.
2. That authority be delegated to the Cabinet Member for Resources and Digital City, and the Cabinet Member for Education and Skills, in consultation with the Director of Finance and the Executive Director of Families, to approve changes to the local funding formula for Schools including method, principles and rules adopted.

Recommendations for noting:

The Cabinet is asked to note:

1. That a number of assumptions have been made with regards to the level of resources that will be available to the Council. It is important to note there continues to be a considerable amount of uncertainty with regards to future income streams for local

authorities. Any reduction in Government's allocation of funding to the Council would have a significant detrimental impact and further increase the budget deficit over the medium term.

2. That, due to external factors, budget assumptions remain subject to significant change, which could, therefore, result in alterations to the financial position facing the Council.
3. That it is forecast that the budget deficit is £7.1 million for 2023-2024, rising to £31.6 million by 2025-2026 and that work will continue to be undertaken to bring forward proposals to set a balanced budget for 2023-2024 and deliver a sustainable medium term financial strategy.
4. That the overall level of risk associated with the Draft Budget and Medium Term Financial Strategy 2023-2024 to 2025-2026 is assessed as Red.

1.0 Purpose

- 1.1 The purpose of this report is to provide Councillors with an update on the Draft Budget and Medium Term Financial Strategy (MTFS) 2023-2024 to 2025-2026, and agree the next steps that will be taken in order to address the financial pressures faced by the Council over the medium term.
- 1.2 This is the second report of the financial year on the Draft Budget and Medium Term Financial Strategy for the period of 2023-2024 to 2025-2026.

2.0 Background

- 2.1 The City of Wolverhampton Council has built up a strong track record over many years of managing its finances well and despite austerity, consistently setting a balanced budget. Our approach to strategic financial management, aligning budgets to service priorities and improving services, and investing in transformation priorities, continues to put us in a strong financial position.
- 2.2 The Budget and MTFS 2022-2023 to 2025-2026 was presented to Full Council for approval on 2 March 2022. Despite the continuing impact of the Covid-19 pandemic, the Council was able to set a balanced budget for 2022-2023 without the need to use general reserves. However, it was projected that the Council would be faced with finding further estimated budget reductions totalling £12.6 million in 2023-2024, rising to £25.8 million over the medium term to 2025-2026 in order to address the budget deficit.
- 2.3 Reserves play a vital role in the financial sustainability of the Council. The Council's General Fund Balance stands at £13.7 million. This level of reserve is approximately 5% of the 2022-2023 net budget which is in line with recommended best practice. In addition, the Council holds earmarked reserves which are set aside to fund future planned expenditure or manage specific risks. It is vital the Council continues to hold these reserves to mitigate the risk of uncertainty of any potential future expenditure and to support the delivery of council priorities.
- 2.4 On 27 July 2022, Cabinet approved the draft budget strategy and medium term financial strategy 2023-2024 to 2025-2026. It was noted that due to external factors, the budget assumptions were likely to change. There continues to be a high level of uncertainty and change due to external factors, in particular surrounding the uncertainty of government funding, ongoing impact of Covid, increasing inflation and interest rates. This report provides an update on the progress towards the budget strategy for 2023-2024 and future years, taking into account the latest information available on the external factors identified and other emerging pressures that are faced by the Council.

3.0 Our City, Our Plan

- 3.1 The Council's strategic approach to address the budget deficit is to align resources to Our City, Our Plan which was approved by Full Council on 2 March 2022.

- 3.2 The plan continues to identify an overarching ambition that ‘Wulfrunians will live longer healthier lives’ delivered through six overarching priorities:
- Strong families where children grow up well and achieve their full potential
 - Fulfilled lives for all with quality care for those that need it
 - Healthy, inclusive communities
 - Good homes in well-connected neighbourhoods
 - More local people into good jobs and training
 - Thriving economy in all parts of the city
- 3.3 These priorities together with the associated key outcomes, objectives and activity form a framework to improve outcomes for local people and deliver our levelling up ambitions.
- 3.4 Supporting the six overarching priorities are three cross cutting principles
- Climate Conscious
 - Driven by Digital
 - Fair and Equal
- 4.0 Draft Budget and Medium-Term Financial Strategy 2023-2024 to 2025-2026**
- 4.1 On 27 July 2022, Cabinet approved the draft budget strategy and medium-term financial strategy. At this point in time, it was reported that significant progress has been made towards setting a balanced budget for 2023-2024 and the projected deficit was reported to be just under £1.0 million in 2023-2024, rising to £25.7 million by 2025-2026. However, it was also reported that there remains a high level of risk and uncertainty, and that due to external factors, budget assumptions remained subject to significant change, which could, therefore, result in alterations to the financial position facing the Council.
- 4.2 The assumptions used in the preparation of the Budget and MTFS remain under constant review and update. We continue to operate within an uncertain environment, with inflation at the highest it has been for decades, financial pressures surrounding the increasing cost of living, the proposed pay award and continuing uncertainties around future funding streams.
- 4.3 Work has been ongoing to estimate the impact of these uncertainties on the 2023-2024 budget and MTFS. This report details the changes to corporate resource assumptions, growth and inflation, budget reduction targets and one- off opportunities and outlines the steps that will be taken to address the current forecast deficit.
- 4.4 Along with due diligence on the assumptions outlined in this report, work will also continue to identify measures which will provide a suitable budget strategy and set a balanced budget for 2023-2024 and future years, with proposals being brought back to Cabinet as soon as possible.

Corporate Resources

- 4.5 It was reported to Cabinet in July that the Collection Fund out-turn for 2021-2022 was more favourable than anticipated, reducing the deficit carried forward into future years, and had resulted in a one-off benefit of £4.0 million in 2023-2024. The Collection Fund assumptions for 2023-2024 have been kept under review, taking into account the improved position from last year but also the impact of the cost of living on our residents and businesses. Current modelling has resulted in a working assumption that the position will be improved by £2.0 million in 2023-2024, however these assumptions will continue to be tested and updates provided in future reports
- 4.6 It was also reported to Cabinet in July that a number of assumptions had been made with regards to the level of government grant that will be available to the Council. It was noted that a number of scenarios had been modelled reflecting different assumptions about inflationary uplifts on our top up grant, and the continuation of one-off grants such as New Homes Bonus, Lower Tier Fund and the Services Grant. The draft budget strategy currently assumes the mid case scenario which is considered to be prudent due to the increasing uncertainty surrounding funding streams for local authorities.
- 4.7 The Minister for the Department for Levelling Up, Housing and Communities (DLUHC) announced at the Conservative Party Conference in October that there will be no fair funding review this spending review period. However, he also announced that he still intends to honour Michael Gove's pledge of a multi-year settlement but was open to alternative suggestions. Local authorities normally receive their provision financial settlement in late December, with the expected final settlement in the January.
- 4.8 On an annual basis Government calculate the core spending power for local authorities. The core spending power is a measure of the resources available to local authorities to fund service delivery, including council tax and locally retained business rates. Included in this calculation are the assumptions on the Business Rates Multiplier which normally changes each year in line with inflation. The measure for inflation is consumer price index (CPI) as at September each year, however legislation still states that local authorities are compensated using the retail price index (RPI) data. If Government make the decision to freeze the business rates multiplier as they did for 2022-2023 in order to support businesses, then local authorities are compensated via section 31 grant. Therefore, if our section 31 grants increases by inflation, this would result in potential additional funding being made available to the Council. However, it is recognised that any increase in this funding could be offset by a reduction in other grants and therefore, it is not proposed to change the assumptions at this point in time. The position will be kept under review and at the point that more information becomes available then updates will be provided to Cabinet.

One-off Opportunities

- 4.9 Work has continued to identify one-off funding opportunities to support the budget strategy 2023-2024 and future years. As part of this review a further £2.0 million for both

2023-2024 and 2024-2025 has been identified from grants and reserves that can be released to support the budget strategy. It is proposed that £2 million is drawn from Public Health Reserves and £2 million from Supporting Families Grant.

Pay Related Costs

- 4.10 It was reported to Cabinet in July that national negotiations in respect of a 2022-2023 pay award were ongoing. In addition, it was reported that the National Living Wage (NLW) was projected to increase over the medium term from £9.50 in 2022-2023 to £11.00 by 2024-2025. Therefore, in July, forecast additional growth of £9.0 million was built into the budget over the medium term. However, it was also reported that this growth may still not be sufficient and was dependent on the pay award being agreed for 2022-2023 and future years.
- 4.11 On 25 July 2022, the National Employers made a one-year 2022-2023 pay award offer to the unions representing the main local government NJC workforce. At the time of writing this report, negotiations are still ongoing in respect of the 2022-2023 pay award. Trade union consultation with their members is due to end on the 21 October, so it is anticipated that we will receive formal notification towards the end of October / early November. The Performance and Budget Monitoring Report 2022-2023 presented to Cabinet on 7 September, reported that the current proposal, if accepted, is forecast to cost in the region of £9.0 million in 2022-2023. The approved budget for 2022-2023 includes a provision of 2% amounting to £2.8 million, we therefore have an in year and recurrent forecast pressure of £6.2 million.
- 4.12 In order to manage our costs within the approved budget the Council will continue to work to identify in-year and recurrent efficiencies in order to mitigate the pay award costs. The updated forecast position currently assumes that these cost pressures continue into 2023-2024 and over the medium term. Detailed work is ongoing to calculate the forecast impact on 2023-2024 and future years, updates will be provided in future reports.
- 4.13 In light of this proposed 2022-2023 pay award, the assumptions on future pay awards have also been considered and the draft budget strategy has been updated to reflect a forecast pay award of 4% in 2023-2024, and 2% for future years. These assumptions will be kept under review and updates provided in future reports.
- 4.14 On the 23 September 2022, the Chancellor announced that the 1.25% increase on both employers and employees national insurance would be cut, taking effect from November 2022. In line with Governments original announcement in 2021, when the increase was announced, the 2023-2024 budget and MTFs assume that we will be compensated for this increase in costs through a grant. Therefore, the cut to national insurance is forecast to have a net nil impact on the Council in 2023-2024 and future years. The in-year benefit will be reflected in the Performance and Budget Monitoring reports to Cabinet and any reduction in costs will help support the cost pressures of the proposed pay award.

- 4.15 The Council in the context of its role in as a participating employer within the West Midlands Pension Fund (the Fund), will be subject to a triennial actuarial review which sets the employer pension contribution requirements over the period of 2023-2024 to 2025-2026. Discussion are currently being held with the Fund to determine the employer contribution that will be required over the medium term. At this stage, the MTFs reflects the forecasts based on the previous valuation in 2019. Updates will be provided to Cabinet in future reports.
- 4.16 **Changes to Growth for inflation**
- 4.17 Inflation in the UK is at the highest it has been for four decades, which means the country is facing an increase in the cost of living, with food, petrol and energy bills all increasing. We continue to track the forecast impact of inflation carefully, gathering information from a number of sources to build up an accurate picture. Current projections forecast costs pressures of around £2.0 million in 2023-2024 and future years. This will be kept under review and updates provided in future reports.
- 4.18 Other emerging pressures have been identified within the Organisation Theme to support transformation work which will help drive out efficiencies across the council. Current projections indicate that this transformation work could require an up-front costs in the region of £2.3 million, however, it is anticipated that this work, in part will be funded from efficiencies from across services who will benefit from this transformation. Work is going to identify the level of financial efficiencies this work will generate from across the council. The current assumptions therefore assume that the total growth is required; however, this is expected to reduce once the funding strategy is finalised. Updates will be provided in future reports.

5.0 Five Year Financial Strategy

- 5.1 The Financial Strategy, approved by Council in March 2019, consists of five core principles:
- **Focusing on Core Business.** Focus will be given to those activities that deliver the outcomes local people need and which align to our Council Plan and Financial Strategy.
 - **Promoting Independence and Wellbeing.** We will enable local people to live independently by unlocking capacity within communities to provide an effective and supportive environment.
 - **Delivering Inclusive Economic Growth.** We will continue to drive investment in the City to create future economic and employment opportunities.
 - **Balancing Risk.** We will ensure we base decisions on evidence, data and customer insight.
 - **Commercialising our Approach.** We will boost social value in our City by maximising local procurement spend with people and businesses.

5.2 With these core principles in mind, the Council's Leadership Team has been carrying out extensive work in order to identify proposals to support the medium-term financial strategy. Work is ongoing across the following themes:

- Our assets
- Procurement and contracts – particularly focused on embedding the Wolverhampton Pound approach
- Income collection, debt management and recovery
- Business processes
- Digital and data
- Delivery models
- Income generation including fees and charges
- Human resources and occupational development

5.3 It was reported in July that high level projections indicate that this work could lead to budget reduction and income generation proposals totalling £5.2 million. Further work has been undertaken and this target has been re-profiled and increased to £6.4 million over the medium term. Work will continue over the coming months to develop these proposals further, with further detail provided in future reports.

5.4 Over a number of years, in-year efficiencies have been delivered across a number of services, without impacting on the delivery of Council priorities. The Budget report approved by Council in March 2022, approved the inclusion of a £4.5 million efficiency target over the medium term to 2025-2026, of which £2.5 million is in 2023-2024. The July budget report increased this target by a further £3.0 million in 2023-2024.

Revisions to Budget Reduction Targets

5.5 The budget and MTFs as reported to Cabinet in July, incorporates the achievement of recurrent budget reduction and income generation proposals totalling £15.7 million over the period of 2023-2024 to 2025-2026. An in-depth review has been undertaken on existing budget reduction and income generation targets to ensure that the targets included in the MTFs remain deliverable over the medium term. It has been determined that £3.1 million of savings will not be delivered over the medium term as originally planned. It is therefore proposed that these are deleted from the MTFs.

5.6 Of this £3.1 million, £2.0 million relates to Transforming Adult Social Care. Work is underway to redesign Adult Services, creating a fit for purpose structure that will better meet resident needs and ensure we have the right staffing structure in place. Following the implementation of the 3 conversations social work practice in 2018 which focuses on people and their strengths (including what people can access in their communities), it is recognised that there is a need to improve what is available in the community to support people. The redesign will have a specific focus on early intervention and prevention through community investment. The redesign was due to start in 2019 but due to the pandemic it didn't get back on track until early 2022. The structure and redesign will

reflect the rising demand in adult social care alongside the increase in complexity that we are currently experiencing and expect to continue as the 'norm' for us in social care in future. On conclusion of this work, it will inform the budget requirements to support the new service model. Due to this work and the considerable uncertainty around the cost of adult social care over the medium term due to the increase in demand for services, it is proposed to delete this budget reduction target from the MTFs. The draft budget 2023-2024 report to Cabinet in July included the transfer of £1.0 million into the reserve for Adult Social Care, taking this reserve to £2.0 million. It is therefore proposed that this reserve is released in 2023-2024 to offset the deletion of this savings target in 2023-2024.

5.7 The revisions to budget reduction and income generation targets are summarised in the table below:

	2023-2024 £000	2024-2025 £000	2025-2026 £000
Regeneration Service review – efficiencies	600	-	-
Efficiencies from depot review	-	500	-
Transforming Adult Services	2,000	-	-
Total	2,600	500	-

5.8 Budget reduction and income generation targets will continue to be reviewed with updates provided to Councillors in future reports.

6.0 Updated forecast position – Draft Budget Strategy 2023-2024 and MTFs

6.1 The overall impact of the revisions to the 2023-2024 draft budget and MTFs, arising from the items detailed in the paragraphs above have been reflected in the table below. As can be seen in the table below, the projected budget deficit for 2023-2024 is currently forecast to be in the region of £7.1 million rising to £31.6 million by 2025-2026. The increase in the forecast budget deficit has mainly arisen as a result of the forecast impact of rising inflation and the proposed pay award. This will be closely monitored, with updates provided in future reports.

	2023-2024 £000	2024-2025 £000	2025-2026 £000
Projected Budget Challenge as at July 2022	866	17,544	25,666
Changes to Corporate Resources – Collection Fund	(2,000)	-	-
One off use of grants / use of reserves	(2,000)	-	2,000
Changes to growth for pay related costs	5,356	(2,260)	(600)
Changes to growth and inflation	4,320	(750)	-

	2023-2024	2024-2025	2025-2026
	£000	£000	£000
Revisions to existing budget reduction and income generation targets	2,600	500	-
Use of reserves	(2,000)	2,000	-
Changes to efficiencies from Matrix Work	-	500	(1,750)
Annual impact of proposals	6,276	(10)	(350)
Cumulative impact of proposals	6,276	6,266	5,916
Forecast deficit after cumulative impact of proposals	7,142	23,810	31,582

6.2 The assumptions used in the preparation of the budget and MTFS remain under constant review and update. Work will continue over the coming months to review all assumptions in the MTFS and a further update will be presented to Councillors.

6.3 Significant work is required to ensure that the budget can be balanced. Every effort will be made to ensure that there is no impact on service delivery. The following outlines the main workstreams that are being undertaken:

- Continuing to model assumptions around the areas of uncertainty, including inflation, pay award and government funding
- Reviewing Council Tax and Business Rates assumptions
- Review of reserves including the work of the Scrutiny Reserves Working Group
- Review of budgets held corporately
- Continuing the work with Matrix Groups and modelling of assumptions against targets
- Review of the Capital Programme requirements and the Treasury Management budget
- Review of historic trends in underspends across services
- Consideration of savings targets across the council as a last resort

7.0 Funding Formula for Schools

7.1 In April 2018, a new national schools funding formula was implemented, and 2018-2019 was the first year of a transitional period moving towards the implementation of a National Funding Formula (NFF) for schools.

7.2 2023-2024 will be a continuation of this implementation period and local authorities are still required to set a local funding formula. The Schools Block Dedicated Schools Grant (DSG) allocation for 2023-2024 will be announced in December 2022.

- 7.3 The agreed local funding formula for 2022-2023 fully adopted the same factors as the National Funding Formula. The local funding formula for 2023-2024 will be agreed with School Forum at their meeting during the period of December 2022 to February 2023.
- 7.4 In line with the Schools Revenue Funding 2023-2024 Operational Guidance, this report seeks approval to delegate authority to the Cabinet Member for Resources and Digital City and Cabinet Member for Education, Skills and Work, in consultation with the Director of Finance and Executive Director of Families to approve proposed changes to local funding formula including method, principles and rules adopted.

8.0 Risks and Uncertainties

- 8.1 As detailed in section 4 of this report, there continues to be significant uncertainty around the affordability of a pay award for 2022-2023 and future years. Additional growth has been built into the budget and MTFs, however this will be kept under review and updates will be provided to Councillors as and when more information becomes available.
- 8.2 Inflation in the UK is at the highest it has been for four decades, which means the country is facing an increase in the cost of living, with food, petrol and energy bills all increasing. It is not yet known what the full extent this will have on both the direct energy and fuel costs incurred by the Council and the impact this will have on our contracts, as well as our residents and businesses. The Council will continue to monitor the potential financial implications over the coming months, with updates provided to Cabinet.
- 8.3 As mentioned above, the cost of living is impacting on our residents across the city. In March 2022, the Cabinet approved the Financial Wellbeing Strategy: Tackling the Cost of Living Crisis. Since this strategy was approved, inflation has continued to significantly rise. The Council has been awarded two one-off grant allocations in 2022-2023 from the Household Support Grant totalling £5.3 million to help support our most vulnerable residents. However, this funding has been one-off and announced at short notice. There is no indication that this funding will continue into 2023-2024. There is therefore a risk, that without the additional funding, we will not be able to continue to support our most vulnerable residents going forward to the extent needed.
- 8.4 UK interest rates have also risen over recent months. Changes to interest rates impact on the Council's treasury management activities, on both interest paid on future borrowing and interest received from investing surplus cash balances. The Treasury Management – Annual Report 2021-2022 and Activity Monitoring Quarter One 2022-2023 report to Cabinet on 6 July 2022 reported that due to the economic climate and the increase in interest rates the forecast outturn position for the treasury management activities was difficult to project at this early stage. We are currently not forecasting a change to current assumptions, however, this position will be monitored closely and updates provided in future reports.
- 8.5 At the time of writing this report, there continues to be considerable uncertainty with regards to future funding streams for local authorities. In July 2022, it was reported to

Cabinet that it had been announced that the Government planned to undertake a fair funding exercise with local authorities receiving a two-year settlement. At the Conservative conference in October 2022, the Minister for DLUHC announced that he intended to honour the pledge of a two-year settlement, however he was open to alternative suggestions. However, he also announced that there will be no fair funding review during this spending review period. The figures currently used to allocate local government funding are based on spending needs from 2013-2014. The Local Government Chronicle have reported that there are risks that significant savings are likely to mean cuts to local government finance grants and other funding pots, therefore there remains significant uncertainty around our funding streams and it makes it extremely difficult to project incomes streams over the medium term. It is important to note that any reduction in Government's allocation of funding to the Council would have a significant detrimental impact and further increase the budget deficit forecast over the medium term. Updates will be provided to Councillors as more information become available.

- 8.6 There is also considerable uncertainty around the cost of adult social care over the medium term due to the increase in demand for services, impact of a fee uplift, impact of the pandemic, impact of the increasing cost of living and the delivery of the Government's 'Build Back Better: Our Plan for Health and Social Care' policy. Services are re-opening following the pandemic and demand in some areas is back at pre-pandemic levels – although the type of service required may be different. In addition, the introduction of the charging reform will increase the number of service users receiving some state support for their care costs. Funding will be available to support these additional costs, however, there is still significant uncertainty over the financial impact of these changes and the level of funding available. As part of the implementation of charging reform the Council is required to conduct a fair cost of care exercise to review levels of payments to providers, and how the Council will move towards this over the medium term, where it is not paid already. The Performance and Budget Monitoring report presented to Cabinet on 7 September 2022, incorporate a new red risk on the General Fund Budget Risk Register to recognise that grant funding may not be sufficient to cover the costs of the reform. In addition, a risk was also incorporated into the Strategic Risk Register presented to Audit and Risk Committee on 26 September 2022. This will be kept under review and updates provided in future reports.
- 8.7 There continues to be a number of emerging pressures, particularly the impact of inflation and subsequent price increases on renewal of contracts, and costs to deliver the capital programme. In addition, changes to the legislation around environmental protection could result in additional costs within our energy from waste plant. Work is ongoing to determine these potential costs. These emerging pressures will continue to be monitored, with updates provided in future reports.
- 8.8 Due to the uncertainties outlined, the overall risk associated with the budget for 2023-2024 and future years is assessed as Red. Work will continue to identify proposals to

ensure the Council is able to set a balanced budget for 2023-2024. The main risks are summarised in Appendix 1.

9.0 Next steps

9.1 A summary of the 2023-2024 budget setting process timetable is detailed below:

Milestone	Timescale
Scrutiny Reserves Working Group – review of reserves	November 2022
Council Tax Base and Business Rates Net Yield 2023-2024 and Draft Budget Update	14 December 2022
Performance and Budget reports to Scrutiny Panels	November / December 2022
Report to Scrutiny Board	January 2023
Report to Cabinet following Local Government Finance Settlement	18 January 2023
Final Budget Report to Cabinet	22 February 2023
Final Budget Report to Full Council	1 March 2023

10.0 Continuous consultation

- 10.1 It is vital that city partners, residents, businesses and voluntary community sector are actively engaged to understand the needs of the city and the things that matter most, seeking opportunities to co-produce innovative solutions to challenges and understand how we should prioritise the use of our finite resources.
- 10.2 Our City: Our Plan reflects the feedback of over 4,500 local people and businesses, and is subject to an annual refresh which will continue to be shaped by the feedback of residents, partners and stakeholders. This will be done alongside the development of the MTFs to ensure the key priorities are reflected within the budget.
- 10.3 Alongside Our City, Our Plan sits a suite of performance management indicators. The Council reports to Cabinet in an integrated performance and budget report, along with referencing where pressures are reflected in the Strategic Risk Register on a quarterly basis.

11.0 Evaluation of alternative options

- 11.1 In determining the financial strategy, consideration has been made to the deliverability of budget reduction and income generation proposals, and budget pressures. If we were not to implement the strategy outlined in this report, alternative options would need to be identified in order for the Council to set a balanced budget for 2023-2024.

12.0 Reasons for decisions

- 12.1 In order to ensure a balanced budget for 2023-2024 it is important that work is progressed as soon as possible. The approval of the draft strategy will enable the

Council to undertake due diligence, consultation and scrutiny in a timely manner to fully inform the budget decision process in accordance with statutory deadlines.

13.0 Financial implications

- 13.1 The financial implications are discussed in the body of the report.
[AS/10102022/T]

14.0 Legal implications

- 14.1 The Council's revenue budgets make assumptions which must be based on realistic projections about available resources, the costs of pay, inflation and service priorities and the likelihood of achieving any budget reduction proposals.
- 14.2 The legal duty to spend with propriety falls under S.151 Local Government Act 1972 and arrangements for proper administration of their affairs is secured by the S.151 Officer as Chief Financial Officer.
- 14.3 Section 25 of the Local Government Act 2003 requires the Chief Financial Officer to report to the Council when it is making the statutory calculations required to determine its Council Tax. The Council is required to take this report into account when making its budget decision. The Chief Financial Officer's report must deal with the robustness of the budget estimates and the adequacy of the reserves for which the budget provides. Both are connected with matters of risk and uncertainty. They are inter-dependent and need to be considered together. In particular, decisions on the appropriate level of Reserves should be guided by advice based upon an assessment of all the circumstances considered likely to affect the Council.
- 14.4 The relevant guidance concerning reserves is Local Authority Accounting Panel Bulletin 77, issued by CIPFA in November 2008. Whilst the Bulletin does not prescribe an appropriate level of reserves, leaving this to the discretion of individual authorities, it does set out a number of important principles in determining the adequacy of reserves. It emphasises that decisions on the level of reserves must be consistent with the Council's MTFS, and have regard to the level of risk in budget plans, and the Council's financial management arrangements (including strategies to address risk).
- 14.5 In addition, Section 114 of the Local Government Finance Act 1988 requires the Chief Financial Officer to '...make a report ... if it appears to them that the Authority, a committee or officer of the Authority, or a joint committee on which the Authority is represented':
- (a) has made or is about to make a decision which involves or would involve the Authority incurring expenditure which is unlawful,
 - (b) has taken or is about to take a course of action which, if pursued to its conclusion, would be unlawful and likely to cause a loss or deficiency on the part of the Authority, or
 - (c) is about to enter an item of account the entry of which is unlawful.

14.6 The Chief Financial Officer of a relevant Authority shall make a report under this section if it appears to them that the expenditure of the Authority incurred (including expenditure it proposes to incur) in a financial year is likely to exceed the resources (including sums borrowed) available to it to meet that expenditure.

14.7 These statutory requirements will have to be taken into account when making final recommendations on the budget and council tax requirement for 2023-2024.
[DP/11112022/A]

15.0 Equalities implications

15.1 The method by which the MTFFS is developed is governed by the Our City, Our Plan priorities, which itself was guided by consultation and equality analysis. The development of budget reduction and income generation proposals will include an initial equality screening for each proposal as they are developed. Where necessary, full equalities analysis will be undertaken which will provide an initial understanding of the quality impact of the draft proposals.

15.2 All of this will enable Councillors to pay, 'due regard' to the equalities impact of their budget decisions at that point in the budget development process. The resulting and final report to Cabinet and Council will contain a supporting equality analysis that will offer information across the whole range of proposals and in doing so will enable Councillors to discharge their duty under Section 149 of the Equality Act 2010.

15.3 Fairness and equality is a key cross cutting theme within Our City, Our Plan.

16.0 All other implications

16.1 The Covid implications are detailed in the body of the report.

17.0 Schedule of background papers

17.1 [2022-2023 Budget and Medium Term Financial Strategy 2022-2023 to 2025-2026](#), report to Cabinet on 23 February 2022 and Full Council on 2 March 2022

17.2 [Performance and Budget Outturn 2021-2022](#), report to Cabinet on 15 June 2022.

17.3 [Draft budget and Medium Term Strategy 2023-2024 to 2025-2026](#), report to Cabinet on 27 July 2022

17.4 [Performance and Budget monitoring 2022-2023](#), report to Cabinet on 7 September 2022

17.5 [Strategic Risk Register](#), report to Audit and Risk Committee on 26 September 2022

18.0 Appendices

18.1 Appendix 1 – Risk Register

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General Fund Budget Risks to 2025-2026

Risk	Description	Level of Risk
Medium Term Forecasting	Risks that might materialise as a result of the impact of interest rates, energy costs, non-pay inflation and pay awards, uptake of pension auto enrolment, and National Living Wage.	Red
Service Demands	Risks that might materialise as a result of demands for statutory services outstretching the available resources. This particularly applies to adults and childrens' social care.	Red
	Risks that might materialise as a result of demands for non-statutory services outstretching the available resources.	Amber
Identification of Budget Reductions	Risks that might materialise as a result of not identifying budget reductions due to limited opportunity to deliver efficiencies.	Amber
Budget Management	Risks that might materialise as a result of the robustness of financial planning and management, in addition to the consideration made with regards to the loss of key personnel or loss of ICTS facilities	Green
Transformation Programme	Risks that might materialise as a result of not delivering the reductions incorporated into the budget and not having sufficient sums available to fund the upfront and one-off costs associated with delivering budget reductions and downsizing the workforce.	Amber

Reduction in Income and Funding	Risks that might materialise as a result of a multi-year funding settlement and reforms to Business Rates Retention and the Fair Funding Review.	Red
	Risks that might materialise as a result of income being below budgeted levels, claw back of grant, or increased levels of bad debts. The risk of successful appeals against business rates.	Amber
Third Parties	Risks that might materialise as a result of third parties and suppliers ceasing trading or withdrawing from the market.	Amber
Government Policy	Risks that might materialise due to structural uncertainties including the impact of exiting the European Union.	Amber
	Risk that the cost pressures from the implementation of the policies outlined in the Adult Social Care Reform White paper are greater than Government Grant funding.	Red
	Risk of cost pressures as of result of specific short term grant funding not continuing – e.g. household support grant.	Red
	Risks that might materialise as a result of changes to Government policy including changes in VAT, taxation rules and economic measures.	Red
Covid-19	Risk that the financial implications of Covid 19 including the Council's recovery will exceed the grant allocations awarded by Government and place further financial pressures on the council financial position over the medium term.	Amber

CITY OF WOLVERHAMPTON COUNCIL	Cabinet 19 October 2022
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Report title	Bus Services in the City	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Steve Evans City Environment and Climate Change	
Key decision	Yes	
In forward plan	Yes	
Wards affected	All Wards	
Accountable Director	John Roseblade, Director of City Housing and Environment	
Originating service	Transportation	
Accountable employee	Tim Philpot	Professional Lead Transport Strategy
	Tel	01902 555465
	Email	tim.philpot@wolverhampton.gov.uk
Report to be/has been considered by	Directorate Leadership Team	4 October 2022
	Strategic Executive Board	4 October 2022
	Cabinet Member Briefing	7 October 2022

Recommendations for decision:

The Cabinet is recommended to:

1. Approve Variation 002 of the Enhanced Partnership to include the improvements identified in the Bus Services Improvement Plan (BSIP).
2. Delegate authority to the Cabinet Member for City Environment and Climate Change to approve Variation 003 of the Enhanced Partnership following the appropriate statutory consultation process.

Recommendations for noting:

The Cabinet is asked to note:

1. The need to revoke the Advanced Quality Partnership Scheme (AQPS) for bus services in Wolverhampton.

-
2. The proposed Variation 003 of the Enhanced Partnership which will capture the commitments of the AQPS and embed them in the Enhanced Partnership.

1.0 Purpose

- 1.1 An Enhanced Partnership (EP) was made in June 2021 between the Local Transport Authority, the West Midlands Highway Authorities and bus operators, for the purpose of ensuring improved high standards of bus services.
- 1.2 This report provides information on steps necessary to enable the EP to progress and seeks approval for those steps to be taken.

2.0 Background

- 2.1 In September 2021 the West Midlands Combined Authority (WMCA) Board approved submission of the West Midlands Bus Service Improvement Plan (BSIP). All Transport Authorities were required to submit BSIPs to government in Autumn 2021 in response to the National Bus Strategy, setting out ambitious plans to transform the delivery of bus services in the region. The key activities included in the West Midlands BSIP are summarised in 2.13 of this report. All BSIPs were assessed by the Department for Transport (DfT) and in February 2022 Transport for West Midlands (TfWM) was indicatively advised that it was one of 31 Authorities whose plans would be funded by Government, with £87.858 million secured to support delivery.
- 2.2 This funding was confirmed in August 2022 and TfWM advised this would be phased over three years:

Financial Year	Funding
2022/2023	£18,352,626
2023/2024	£36,686,987
2024/2025	£32,818,147
Total:	£87,857,760

The 2022/2023 allocation will be received following satisfactory responses to a number of detailed clarifications received from the DfT which at time of writing are currently being worked through with the requirement for the commitments to be made in an EP scheme. Future years allocations will be dependent upon TfWM demonstrating to the DfT that it has made effective progress in delivery against BSIP commitments.

- 2.3 The Bus Service Improvement Plan, attached in appendix 1, includes many far-reaching commitments that TfWM, Local Authorities and bus operators will work together to deliver. Underpinning this will be a statutory Enhanced Partnership Scheme, which will place binding commitments on partners to adhere to measures, facilities, and standards within the Scheme. In the case of the Highway Authorities these commitments include
 - Retention of existing bus priority interventions
 - Use of powers to enforce compliance with bus priority interventions and acquisition of any relevant new powers

- Management of highways works and use of parking policies to minimise disruption to bus services

The existing Scheme was implemented in June 2021, specifically covering the A34/A45 Sprint route. An EP scheme variation 001 following the expiry of the Birmingham Advanced Quality Partnership Scheme (AQPS) was made in June 2022, and will be varied (variation 002) to include the committed improvements across the wider network as required for the BSIP Funding. The updated scheme has been subject to close partnership working and detailed negotiation with bus operators and Local Authorities and is currently being formally approved through individual Local Authorities' own governance processes. Formal approval has been granted as required by WMCA Transport Delivery Committee (TDC). The latest proposed document is included in appendix 2.

- 2.4 A key deliverable within the BSIP is for an extensive ticket incentivisation programme, intended to provide free or reduced priced travel for a wide range of groups in order to promote bus use, grow patronage and reduce reliance on cars. More details of these proposals are included in appendix 3. Bus ticketing is currently complex and each operator has their own suite of tickets. The multi-operator 'nBus' ticket enables passengers to use all operators' services in the region but has an associated price-premium so usage is limited. The complexity of ticketing can lead to difficulties in promoting clear, consistent messaging about bus fares to users and this acts as a barrier to use, particularly for those not currently familiar with bus use which the incentivisation schemes will primarily be aimed at.
- 2.5 In order to address this, TfWM are pursuing the removal of the price-premium on the multi-operator nBus ticket, such that the price will be reduced to mirror that of single-operator tickets. As a result, this is likely to result in the removal of many operators' individual ticket products and simplify ticketing across the region significantly. Effectively nBus will replace the majority of operators' own day tickets and season tickets and allow for much clearer messaging. It is proposed to implement this in January 2023 through a further variation 003 of the EP Scheme.
- 2.6 A potential consequence of this might be a significant influx of on-the-road competition as operators seek opportunities to benefit from the high numbers of passengers that will have tickets that can be used on any bus. Whilst competition is healthy and necessary in a thriving deregulated environment this may lead to a degree of 'over-bussing' on some routes, with consequential environmental impact and destabilisation of the network. Discussions are ongoing with operators to establish how this can be mitigated, maintaining opportunities for competition whilst limiting adverse consequences through implementation of 'route requirements'. This is where limits would be placed on the number of buses that can use certain stops through variation 003 of the EP Scheme.
- 2.7 In order legally to implement route requirements, the Bus Services Act 2017 requires TfWM to acquire bus registration powers from the Traffic Commissioner. There are a number of benefits to this which mean they are able to:

- ensure service standards and route requirements, set out in the West Midlands BSIP, are met by bus operators
- enable better use of local knowledge within TfWM as opposed to the national body of the Traffic Commissioner. TfWM officers will be better able to scrutinise registrations as they come in allowing prompt action where needed for non-compliance with the Enhanced Partnership.
- allow for a longer period of notice ahead of service changes to better update publicity and information. TfWM can also enforce the conditions by which short notice applications are received to ensure that operators only submit these as a last resort.
- Provide reassurance that the services formally registered align with those previously agreed with TfWM during any service consultation stage.

2.8 Given the detail to enable the removal of the nBus premium and route requirements is still being developed it is proposed that these be included within a further iteration of the Enhanced Partnership Scheme (variation 003). This will also include proposals for a Customer Charter and a further report will be brought to the WMCA TDC for approval in November 2022. There would be no financial or resource implications on the council arising from variation 003 of the EP Scheme.

2.9 Legislation does not enable a geographical area to be covered by both an Enhanced Partnership and an Advanced Quality Partnership Scheme (AQPS). Central Wolverhampton and central Solihull both have an AQPS in place which require specific standards of service provision to be maintained within those areas, and so are not currently covered by the Enhanced Partnership Scheme. Legislation only permits TfWM to take on registration powers for services that operate wholly within an EP area. Therefore, to facilitate TfWM acquiring powers for the whole region it is proposed to revoke the AQPS schemes in Wolverhampton and Solihull and transition the content into the Enhanced Partnership scheme. Formal consultation is required to enable this which will be undertaken and led by TfWM during October 2022; whilst it is proposed to implement this change within variation 003 of Enhanced Partnership Scheme. Variation 003 will also capture retained commitments and requirements of the AQPS so that the higher standards for bus services in the city centre are maintained.

Network Review

- 2.10 Whilst the BSIP is intended to bring about transformational improvement, this is against a backdrop of challenging times for bus operators. Patronage has only recovered to c.82% of pre-covid levels and whilst the network is currently being supported by Bus Recovery Grant provided by government, which was due to end across England in October. In the West Midlands we negotiated funding to maintain this until the end of December 2022 as the very last tranche of funding. However, on 19 August 2022 the DfT announced that there will be further funding to maintain bus services between January and March 2023, but at time of writing the value of funding and method of passporting it are yet unknown.
- 2.11 TfWM have commenced the process of engaging with operators on a regionwide bus network review to bring the network to a more sustainable long-term footing as required by Government as a part of the condition of funding. The scale of this is still to be determined, but it is anticipated a significant number of commercial services may be reduced or cut entirely. Historically, when operators have reduced commercial networks,

TfWM have considered whether subsidy should be provided to keep areas within access standards but the scale of change may necessitate a review of those standards and there is likely to be only limited time for consultation. Officers are working closely with bus operators to understand the likely scale of any service reductions to determine how the impact on customers and communities can be minimised. By the time of the next TDC meeting in November a network will need to be defined, registered and advised to Government. TDC members will be kept apprised through Putting Passenger First (PPF) member briefings and members may request further special discussions with TDC as a result of this if required. In the event that this is not required a further report will be considered at November TDC, detailing the extent of proposed network changes. Demand Responsive Transport and Ring and Ride may play a role in filling any gaps in the network that may arise.

- 2.12 Government have been clear that funding provided through the BSIP cannot be used to prop up services which the network review may propose will be withdrawn. The initiatives included within the BSIP (such as the ticket incentive scheme) are planned to generate additional patronage which will increase profitably of services in the longer term but this funding cannot be used to directly increase the bus subsidy budget.
- 2.13 Summarised below are the key activities associated with the delivery of the BSIP, and there are critical dependencies associated with many of these, as outlined in the report:

By 1st January 2023

- Complete a region-wide Network Review
- 'Bonfire of Bus Tickets' – significant simplification of region's bus tickets
- Fares freeze (ongoing and started in April 2022)
- Passenger incentive programme
- Maximum frequencies on services (through BSA 2017 legislation)
- Registration powers from Traffic Commissioner
- Termination of remaining AQPS agreements in the region and absorbed into EP
- Appoint 9 additional Traffic Safety Officers to improve safety and security across the network.

Activities to follow after 1st January 2023 *(not detailed within this report)*

- Customer charter
- Additional services procured aligned with BSIP commitments
- Monitoring and performance improvements

3.0 Evaluation of alternative options

- 3.1 City of Wolverhampton Council has committed to the provisions of the original EP and EP Plan. The implications of approving the recommendations in this report are a consistent and improved standard for bus service provision in the city, and the benefit of the delivery of the BSIP through funds allocated by the Department for Transport.
- 3.2 Any alternative options may perpetuate inconsistency in service provision, and may result in less benefit accruing within Wolverhampton through the BSIP. There may also be

harmful effects on future funding bids if commitment to the EP is not consistent across all Highway Authorities.

4.0 Reasons for decision(s)

4.1 Now that Government funding has been granted for delivery of the BSIP decisions are required to ensure variation of the EP and realise the benefits arising from implementation of the BSIP. In particular there is a timely need for a decision on Variation 002.

5.0 Financial implications

5.1 There are no financial implications for City of Wolverhampton Council arising from the recommendations in this report for variations to 002 and 003.
[SB/06102022/U]

6.0 Legal implications

6.1 Both variations 002 and 003 must be in writing and agreed between parties.

6.2 The terms and conditions of the variations must be reviewed by the Council to ensure that there are no onerous obligations.
[AS/11102022/A]

7.0 Equalities implications

7.1 An Equality Impact Assessment on the BSIP identified key equality, inclusion and access considerations. These have been embedded within action planning and within the BSIP strategy document. Bus is the main mode of travel for some of the most deprived/disadvantaged communities in the region and the plan proposals are likely to have overall positive impact on different protected characteristics including people from lower socio-economic backgrounds (e.g., through schemes such as ticket incentivisation). Individual BSIP proposals will go through additional impact assessments at design and development stage. The Enhanced Partnership Scheme has also been amended to include enhanced provisions that are likely to have positive impact on bus users. Finally, given the external climate, there are significant equality and access risks as a result of potential reduction in network coverage. Network reviews will need to undergo extensive equality impact to help identify relevant considerations. While Ring and Ride may be able to help mitigate negative impact, the core function of Ring and Ride (supporting disabled people unable to use public transport) cannot be compromised.

8.0 All other implications

8.1 This report has climate change implications in that it seeks to ensure bus travel reliability and quality and so make it an attractive alternative to use of private motor transport.

8.2 It also has health and well-being implications as bus travel generally requires an amount of walking by passengers and this has both physical and mental health benefits. Transfer of journeys from private transport to bus will also result in less congestion with consequent improvement of air quality.

9.0 Schedule of background papers

9.1 Cabinet Report 19 February 2020 – [Enhanced Partnership for Bus in the West Midlands](#)

10.0 Appendices

10.1 Appendix 1: West Midlands Bus Services Improvement Plan

10.2 Appendix 2: West Midlands EP Scheme Variation 002

10.3 Appendix 3: Passenger Incentives Programme

Bus Service Improvement Plan



Transport for
West Midlands



West Midlands
Combined Authority

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**Mayor of the West Midlands
Andy Street**



**Portfolio Leader for Transport
Cllr Ian Ward**

The West Midlands does not grow without bus. Buses are the most essential part of our public transport network, reaching into all corners of our communities, towns, and cities. Across the West Midlands, they enable access to jobs, health, education, retail and leisure, as well as connecting people through affordable transport. The bus network is an essential integrator to our rail and metro and important as we decarbonise transport.

Excellent bus services are pivotal in delivering a transport system that the region can be proud of, and our Bus Service Improvement Plan sets out how we intend to deliver that. In the West Midlands 4 out of every 5 public transport journeys were taken by bus before Covid 19 hit in early 2020. Whilst the West Midlands Bus Alliance has worked extensively to develop a collaborative approach to delivering better bus services, so much more is yet to be done to ensure that bus operators, local authorities, and other partners can achieve the ambitions of the West Midlands Vision for Bus, much of which is echoed by the Government's National Bus Strategy Bus Back Better, to achieve a truly integrated network that is relevant and attractive for residents and visitors.

Bus Back Better has set out the leading role that it expects Local Transport Authorities to take and has asked us to match the Government's ambition for buses, in which we stand ready to play our part, trusting in the Government

commitment to put LTAs at the heart of leading the recovery in public transport.

Buses matter to our residents, our employers, our workers, and our visitors. To support this we will use our Bus Alliance to bring about;

- Better Buses – with more zero emission buses
- Better Journeys – through an enhanced network with more bus priority
- Better Fares – by keeping the lowest, simplest fares in England

We have put the customer at the heart of our ambition and will raise the profile of their voice to deliver Better Buses, Better Journeys and Better Fares.

We will deliver Better Buses - with 750 more zero emission buses by 2025 and the fastest region to 100% zero emission by 2030.

We will build Better Journeys - through an additional 106km of bus priority that supports a cross city and cross regional levelling up network of enhanced services, where Real Time Information, physically or virtually, will be able at every stop.

We will maintain Better Fares - with contactless payment across all operators' services to ensure best value for our customers.

“

A world-class integrated, reliable, zero emission public transport system providing inclusive travel 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, benefiting 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.

”

This prospectus sets out the West Midland Combined Authority’s (WMCA) proposed Bus Service Improvement Plan (BSIP) programme of bus investment – to be delivered through our award-winning West Midlands Bus Alliance with Transport for West Midlands (TfWM), our local bus operators and our constituent Local Authorities.

The West Midlands is currently seeing one of the largest planned investments in fixed-line public transport infrastructure anywhere in the world, with £160 million on our first Sprint Bus Rapid Transit route and £1.05 billion through our City Region Sustainable Transport Settlement (CRSTS). This is in addition to HS2, which includes two new stations for our region. Ensuring buses are at the heart of an integrated network will be critical and will boost the current bus ridership in support of the region’s economic recovery.

This BSIP sets out our plans for continued investment to level up the West Midlands.

We will have **Better Buses** to cut carbon dependency and be the fastest to a 100% zero emission bus fleet.

We will create **Better Journeys** to tackle congestion with a massive 106km increase in bus priority, speeding up buses and making them reliable as part of a new cross-city and cross-regional bus network.

We will remove complication in ticketing to deliver **Better Fares**, simplifying our ticket range and keeping the lowest bus fares in England.

BSIP investment in the West Midlands, will provide a blueprint for how integrated urban transport systems should function and support inclusive economic growth and productivity. We are in a totally unique position to deliver this.

Part A: The Current Situation

Economic context and the importance of bus

This West Midlands BSIP covers the area of the WMCA, as defined in the WMCA Constitution. The WMCA as geographically defined is made up of the 7 constituent local authority areas of Birmingham City Council; Coventry City Council; Dudley Metropolitan Borough Council; Sandwell Metropolitan Borough Council; Solihull Metropolitan Borough Council; Walsall Metropolitan Borough Council and the City of Wolverhampton Council. The WMCA has responsibility for working with the constituent local authorities to make the region a better place and is best placed to make the right decisions for the region and this area.

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The largest Mayoral Combined Authority in the country



2.5% annual growth between 2010 – 2018



Home to 3 million residents



¼ residents aged under 19



Supporting 91,150 businesses which employ 1.3 million people



440,000 additional people by 2035



£70.3 billion GVA per annum



215,000 additional homes by 2030



Buses carried 4 of every 5 trips by public transport in the region pre-Covid.




Investing in buses in the West Midlands is an investment in levelling up our economy.



Buses are the integrator of our transport network and working collaboratively for a single integrated system is essential for the whole network to succeed.

Economic context and the importance of bus

Strong transport connectivity is vital to the economic prosperity of our region, supporting the productivity and growth of our key strategic sectors, as well as providing our most deprived communities with improved access to economic opportunities.

 Largest bus network in England (outside London)

 248 million boardings in 2019/20

 Over 300 bus routes

 2,000 buses

 12 managed bus stations

The region's bus network has an indisputable, but often undervalued, role in our transport system. It reaches every corner of our region, providing an essential mobility service to access employment, education, leisure and other key facilities as well as providing integration with other transport. Buses are the modern day workhorse of our public transport system performing a key role in serving low demand areas in the region and for specialised travel demand patterns from socially excluded groups.

WMCA believe that buses are going to be integral to supporting the post-pandemic recovery and achieving wider policy goals such as decarbonisation and supporting behavioural change.

As we recover from the Covid pandemic, bus will play a key role in supporting access to jobs, promoting inclusive economic growth, levelling up the region and helping to achieve #WM2041 environmental goals.

In the short-term, with revenue support, the bus network is flexible enough to adapt to changing travel patterns and drive the return in travel demand, providing critical connections to jobs, housing and education, to Build Back Better.



Alignment with vision and policy

The West Midlands is well-placed to capitalise on the economic opportunity presented by further investment in our bus network through the BSIP.

We have been developing a series of long-term strategic plans setting out our ambitions for sustainable and inclusive growth. These policy documents – including our emerging Local Transport Plan (LTP), TfWM’s Strategic Vision for Bus, and #WM2041 – complement and build upon the wider bus policy agenda of Government.

National Bus Strategy for England “Bus Back Better” objectives

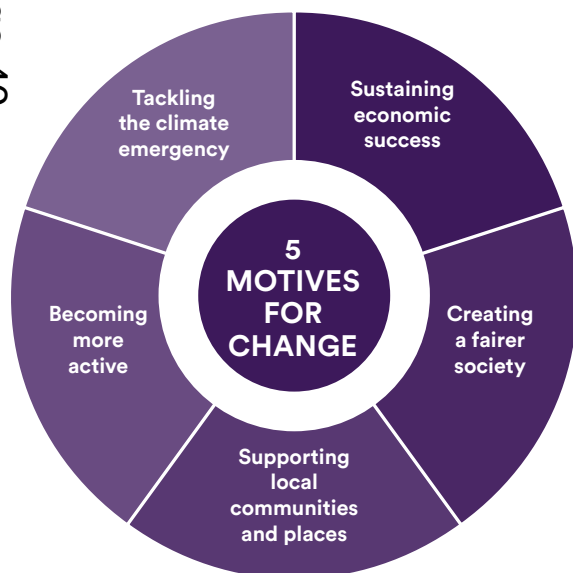
- **More frequent, ‘turn-up-and-go’ services on major urban routes**
- **Faster and more reliable services, with greater priority on urban roads**
- **Cheaper fares, with more daily price capping**
- **Simpler, easier to understand networks, with co-ordinated, high-frequency services**
- **Greener buses, with more ultra-low-emission and electric vehicles**
- **Returning patronage to pre COVID-19 levels and raising buses mode share in the longer-term**



LTP Motives for Change

Bus is also important to the current review of the West Midlands LTP. The published LTP Green Paper sets out five 'Motives for Change' - the reasons why we should consider changing the way we travel. These are focused on creating a fairer, greener, healthier, happier and more prosperous West Midlands, which is better connected and delivers on our #WM2041 carbon reduction pledges.

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Delivering bus service improvements will play a key role in supporting our five motives for change, complementing new policy and pathways for regional and local transport. Whilst further work is still required to shape and develop the LTP, the role of land-use policy and demand management measures to restrain car use are critical to increase more sustainable travel behaviours.

The Motives for Change govern all our proposed transport investment programmes. They are the building blocks of the six investment themes of our CRSTS programme to ensure we deliver a single integrated transport programme for the West Midlands.

CRSTS investment themes

- Connecting Places
- Supporting Inclusive Growth
- Healthy Streets and Spaces
- Creating Resilient Networks and Communities
- Delivering a Green Revolution
- Making Behaviour Change Easy

Our BSIP is complementary to our CRSTS programme and other investment routes (i.e. Active Travel Fund, WM Investment Programme), as we aim to deliver this single integrated transport programme. This ensures our BSIP investment delivers for our region and key national priorities for economic growth and productivity, levelling-up and decarbonisation.

#WM2041

#WM2041 is our action plan for decarbonising the West Midlands in response to the pressing climate emergency and the ambition for the region to be carbon neutral by 2041. It calls for substantial investment of the order of £40bn over 21 years (2020-2041) and a 10-point strategy for decarbonising the region.

This BSIP will support several key pillars of this strategy, including encouraging modal shift from private vehicles to bus, reducing congestion and therefore emissions from idling vehicles, and decarbonising the bus fleet.

The objectives in this BSIP reflect the priorities set out in the Transport for West Midlands Vision for Bus (VfB) which was published in 2018. The ambitious VfB was developed to ensure the delivery of a world-class integrated transport system, allowing convenient travel across the region by public transport that is affordable and accessible for all and reduces congestion on our roads. These objectives link directly to the National Bus Strategy, emerging LTP and wider CRSTS investment programme to underpin the policy direction for our BSIP.

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A world-class integrated, reliable, zero emission transport system providing inclusive travel 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, benefiting 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.

”

The Vision for Bus objectives:

- 1** Fewer private car journeys by making bus the mode of choice and creating better access to jobs and long-term change
- 2** Evolve a network to support the 24/7 thriving economy, connecting people to new and developing destinations and attractions
- 3** Fully integrated bus network including local demand responsive and rapid transit services supporting rail, coach and Metro interchange as one network
- 4** Simple, convenient and easy to use payment options, including full capping, providing a network which is value for money and affordable for customers
- 5** Younger people supported by discounted travel, as well as addressing barriers for excluded groups
- 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** Creating a safe, secure and accessible mode for all and tackling long held barriers and perceptions
- 9** UK leading low emission bus fleet with zero emission corridors serving areas most affected by poor air quality

Local operators

Bus is the primary mode of public transport for West Midlands residents.

There are 24 operators which provide the bus services in the West Midlands. National Express (NX) – has the largest market share, accounting for 89% of scheduled mileage and 93% of bus journeys in 2019/2020.

Diamond Bus, Arriva, Stagecoach and First operate half of the remaining services; Diamond Bus operates a number of routes within the West Midlands area whilst Arriva, Stagecoach and First run cross-boundary services to/from Staffordshire, Warwickshire and Worcestershire respectively. The other half of the remaining services are operated by 19 operators and account for around 3% of the market.

The majority of service kilometres are operated commercially (90.4%) and the rest (9.6%) require public subsidy through the Transport Levy to operate. The number of commercial bus service kilometres (99m) decreased by -1.5% in 2019/20, whilst the number of subsidised bus service kilometres (10.6m) decreased by -5.7%. This was still the largest commercial bus network in England (outside London).

WMCA financial support for bus services

TfWM is funded by a specific transport levy from the WMCA of £114.7m. Approximately half of the levy funds the statutory English National Concessionary Travel Scheme (ENCTS) for free bus travel, for those who qualify. TfWM also provides a discretionary child concessionary fare scheme, and funds subsidised bus services and accessible bus services with a budget of £24.5m in 2021/22.

TfWM issues tenders for subsidised bus services which are not provided on a commercial basis but are socially necessary. TfWM currently hold a total of 159 contracts supporting 219 routes. Approximately 8.4 million passenger journeys were undertaken on subsidised bus services in 2019/20. The cost of operating subsidised bus services has been increasing.

2018/19	2019/20	2020/21
£8.4m	£9.7m	£9.8m

Throughout the COVID-19 pandemic to the end of August 2021, commercial bus operators and TfWM received funding from the DfT COVID-19 Bus Services Support Grant (CBSSG) which was designed to ensure bus services can continue to operate at full-service levels despite significantly reduced patronage levels.

From 1 September 2021 to March 2022, a new Bus Recovery Grant (BRG) has been supporting operators and local authorities based upon a grant formula rather than ‘topping up’ operators to cover their costs.

The West Midlands bus network requires Government support to ensure the network remains stable up to and including the forthcoming Commonwealth Games in Summer 2022.

Following the Commonwealth Games the West Midlands bus network will be reviewed as part of the Enhanced Partnership process.

Key corridors and the network

The West Midlands has a comprehensive bus network with a significant number of services on the core radial routes already operating on a turn up and go level of frequency.

Although not formally defined, the core network is made up of the key routes in the region that connect the main commercial centres and local communities. This core network operates 7 days a week and has long operating hours. The earliest weekday service starts at 0430hrs and the last weekday service ending at 0030hrs.

The geographical coverage of the bus network is extensive, with 61% of the built-up area within 400m of a stop with a weekday daytime service of at least 6 buses an hour and increasing to 91% within 800m. There are, gaps in the geographic coverage of this turn-up-and-go core network, especially in the Black Country, and Solihull.

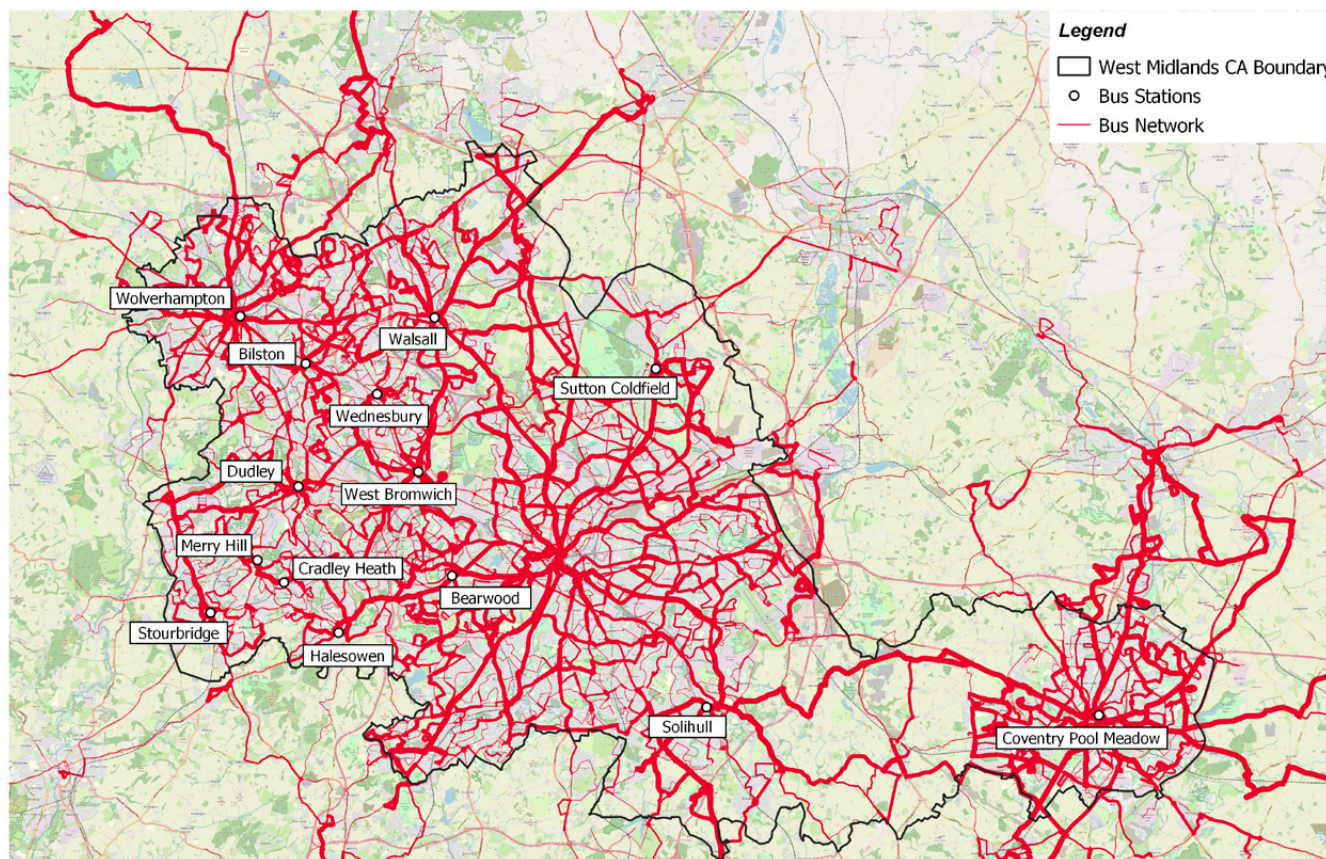
Due to challenges with how information is presented, the turn-up-and-go core network is easily mixed up with lower frequency routes.

Underpinning the core network is a series of local services which provide essential links to local commercial centres, employment, leisure and the core bus or rail networks. These services typically run at a lower frequency than the core network and operate

over a shorter period of the day based upon commercial demand, but still play an essential role in connecting our communities.

The current bus network has been developed in partnership with and by commercial operators over time to meet existing levels of demand and travel patterns.

However, the current delivery model incentivises operators to provide a higher level of services where there is sufficient commercial demand which is not always replicated at non-peak times without funding from TfWM. This has resulted in a network which does not always provide a comprehensive level of service to customers particularly on the shoulders of the operational day.



The West Midlands bus network also consists of vitally important accessible transport services such as Ring and Ride and community transport services. Accessible transport performs an essential service for people who find it difficult to use conventional public transport due to ill health and/or a disability.

Demand Responsive Transport (DRT) is another area providing an opportunity for the West Midlands. We are currently trialling DRT serving the University of Warwick in the West Midlands Future Transport Zone (FTZ). A mobility credits scheme is also being trialled in this FTZ to see the impact of the Coventry scheme on customer travel choices.

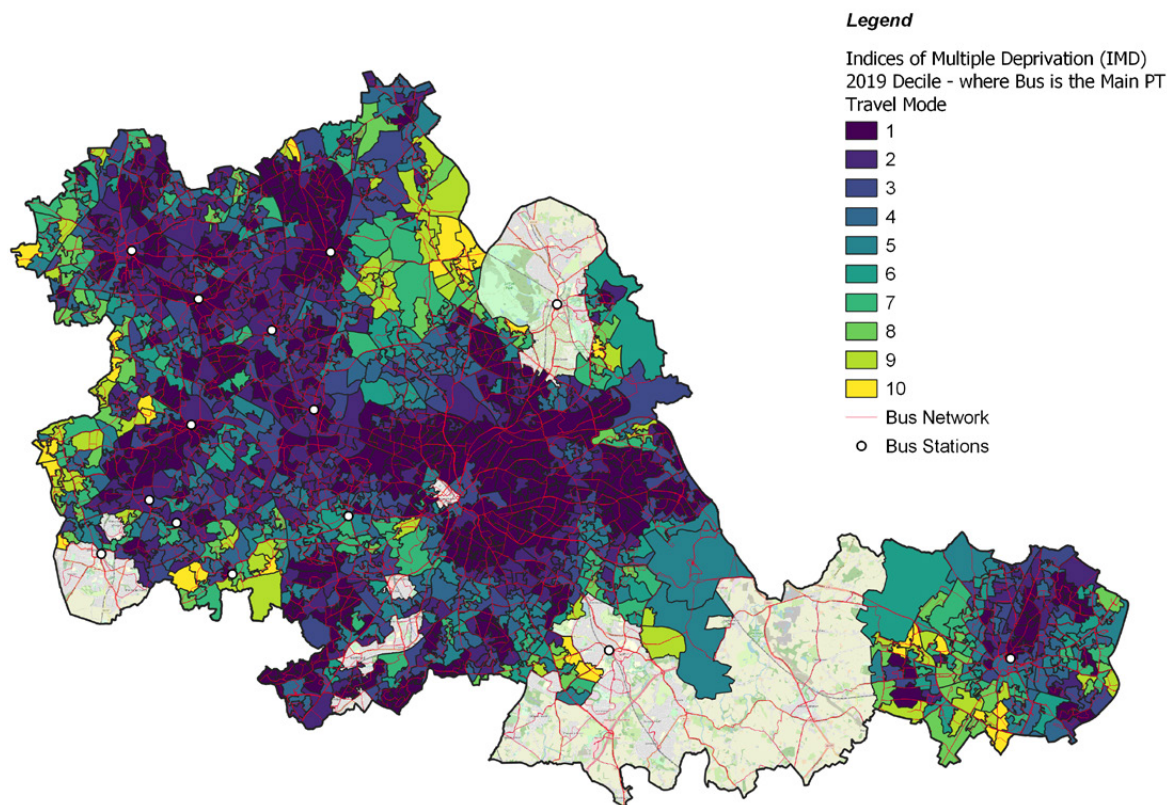


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Bus network and deprivation

Buses are crucial for those who lack access to a private vehicle, those on the lowest incomes, and for those living in the most deprived communities. The West Midlands has some of the most deprived wards in England (19% of the West Midlands sits in the 10% most deprived areas in the UK) and circa 25% of residents do not have access to a car, with this increasing to 40% in some of our most deprived communities.

Indices of deprivation where bus is the main mode of public transport



Increasing bus priority is a key area of opportunity. Transport is fundamental to our region's economic growth, but congestion on our roads remains a challenge to our ambitions. In deprived areas where there is a greater dependency on buses to access education and work opportunities, congestion disproportionately impacts bus users, increasing journey times and reducing potential job catchments. These factors ultimately create barriers to people and communities most in need of change and restrict inclusive economic growth.

Without addressing major sources of congestion, buses will continue to see a decline in patronage and higher operating costs. Congestion makes journey times unreliable due to significant differences in the timetabled promise and the actual journey. Congestion also slows down the average speeds of buses, increasing operating costs and meaning that less people can access locations in a reasonable journey time. Bus speeds have been falling by around 1% annually. These factors not only make bus a less attractive option to existing and potential customers, but also pushes them into choosing private vehicles for journeys, which exacerbates congestion.

We currently have 53km of bus lane across the West Midlands. We have begun tackling the issue of congestion holding back the bus network.

Over £40m has been invested through the Bus Alliance to make bus journeys easier and quicker with more bus lanes, tackling congestion hotspots and seeing patronage increases.

- **£9.2m highway upgrades and new Platinum buses across the region = +14% patronage**
- **£4.7m Lode Lane Bus Priority, Solihull = +11% patronage**
- **£0.8m Harborne Road bus lane, Birmingham = 4% patronage**

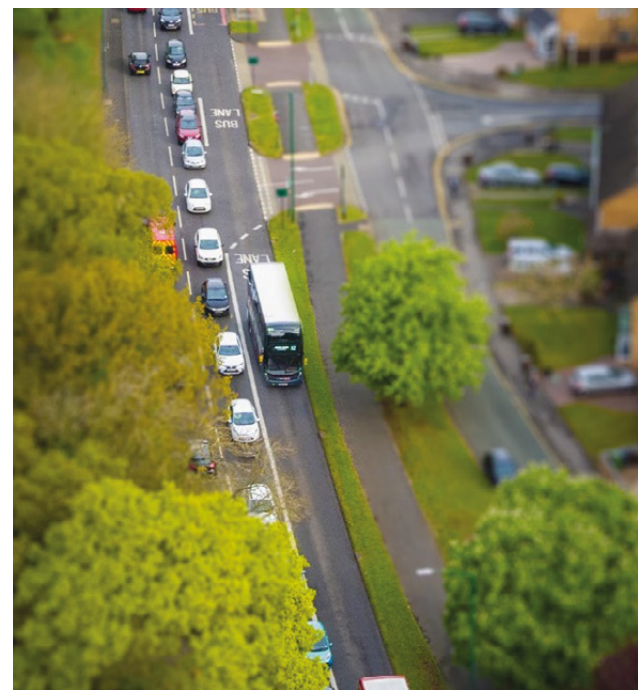
More needs to be done - our first Sprint bus rapid transit route, operating from 2022 will provide a level of service, comfort and presence close to a tram, providing dependable, shorter journey times for customers.

Sprint will provide direct cross-city services between the Black Country, north and the west of Birmingham, Solihull, and links into the wider transport network. This route will

be a blueprint for other services to tackle congestion and deliver Better Journeys.

This £88m investment for Phase 1 of the Sprint network will provide a new reliable bus based rapid transit service and improved journey times for over 20 million bus passengers.

We are also planning additional investment in Sprint Phase 2 (A45 and A34) through our City Region Sustainable Transport Settlement.





TfWM has the largest and most comprehensive smart ticket solution in the West Midlands outside of London and the largest multi-operator ticketing scheme (when measured on sales and revenue).

We were the only region to reduce fares in July 2021 to support recovery. We were the first to introduce daily, 3-day and 7-day contactless capping.

However, the operation of local bus services has resulted in a wide range of tickets, where many people don't know the price before they travel. This information is not currently provided on the network because, to remain impartial, TfWM would have to advertise all operator fares, which is too complex.

The complexity of the ticketing challenges is a known barrier to bus travel as is evidenced from passenger surveys in the West Midlands, where many customers reported concern and uncertainty regarding information on the cost of bus tickets. The local bus market is the only market where the price of the product the customer wished to buy is only revealed when they get to the till – or in this case, board the bus.

National Express is the largest operator in the West Midlands, and this has resulted in a competitive advantage over its rival operators with regards to season tickets, price differentials and the retail network. In addition to the wide range of tickets offered by National Express, a number of other operators such as Diamond, Stagecoach and Arriva also offer their own range of tickets. There is a multi-operator ticketing scheme (nBus) that offers the same tickets as National Express, enabling the customer to travel on all operators' services, and multi-modal ticketing with Metro and Train (nNetwork) – but at a premium price.

In addition to the differing commercial motivations of the operators, inconsistent technological resources present other challenges.

Despite the introduction of the Swift Go product – which offers best value capping for 1 day, 3 days and 7 days of travel – and the rollout of contactless payments across all operators, the solution is still sub-optimal. Contactless is currently not available between operators preventing customers from benefitting from the best price ticketing.

There is clearly scope for radical simplification and significant improvement to the ticketing aspect of service integration. Due to the strength of TfWM's partnerships with bus operators, we can make it easier and cheaper for more residents.

We are also uniquely placed to deliver a multi-operator and multi-modal contactless payment solution that will ensure best value capped fares for customers when travelling on various modes of public transport throughout the region. This solution will require significant funding in order to be implemented – our recent CRSTS prospectus included £20m to fund a back-office payment system that aggregates contactless payments across all operators and modes of transport.

The presentation of the local bus network as a single system – and providing connections and co-ordination with other modes – is one of our greatest areas of opportunity to “Inform, Reassure and Inspire”.



12,200 bus stops



13.6 stops per km sq (highest bus stop density in Europe)



1,400 real-time information (RTI) displays

We have had customer success through our £20m Regional Transport Coordination Centre (RTCC) for managing disruption communications and integration through consistent branding across bus, rail and metro and the provision of website information regarding multi-modal journeys. However, more needs to be done.

Our shelters have been designed to be “accessible for all” including wheelchair spaces, tactile paving and information being provided at the optimum height and size. These features were incorporated by working closely with our Equalities team and passenger groups.

The revamped TfWM website offers customers travel information for all operators. There is also consistent branding being rolled out across bus stop infrastructure. Three in four existing customers are satisfied with the available information at bus stops, on buses and Swift Go apps.

Beyond the website and bus stop infrastructure, customers can experience disjointed communication regarding functional information such as timetables and encounter different levels and types of information across the operators. Customers have noted difficulty in navigating the information provided at bus stations. Whilst some good improvements are underway delivering Better Journeys requires further change in the ease, access and simplicity of with which customers can access the right information, at the right time, which is a key proposal within this prospectus.

Our £2m Transforming RTI project is delivering a new “back office” functionality, via the integration of real time data feeds direct from bus operators and from the DfT Bus Open Data Service. This will create a platform on which we will be able to monitor the performance of buses in real time (supporting the operation of the RTCC), as well as using historic data to plan for the future and provide significantly improved information to customers.





Transport for West Midlands (TfWM) is the overarching brand for public transport in the area encompassing the bus, tram and rail networks.

The TfWM branding ensures consistent messaging across the different modes of transport and improves customer experience by providing unmistakable, simple signage and creating smoother journeys. The TfWM brand was developed in order to promote a single integrated transport system.

To ensure customer experience is at its best, it is imperative that branding is consistent and removes confusion to support easier and Better Journeys. While this does occur across the different modes of transport, the TfWM bus network branding is still having to exist alongside individual operator branding. Individual operators still have autonomy over their own branding and communications.

As a result, bus network communications are not provided from a centralised source and therefore the messages being provided can be diluted or lost, which can have a domino-effect on customer experience and satisfaction. The ambitions of Bus Back Better allow us to improve our information

output, underpin and develop our brand and significantly enhance the overall passenger experience.

There is a clear opportunity here to streamline the branding and communication across the West Midlands bus network to align one brand which will considerably increase the clarity and quality of information to the customer and improving perception of the Network, to feel like a whole system.

We need to brand and promote the bus network more effectively, so there is much more intuitive understanding of the integrated nature of the public transport system (including ticketing/fare structures) serving the West Midlands, a transport network with the tiers of core, local and supporting bus, more specialised bus services, integrating with the backbone of Sprint Bus Rapid Transit, metro and rail – all joined up with clear roles to form one integrated network.

Branding provides a clear opportunity to remove confusion and build on a 'one network' vision which supports Better Buses, Better Journeys and Better Fares across an integrated transport system.



Modern buses and decarbonisation

WMCA has demonstrated a strong commitment to limit the impact of climate change, through #WM2041 which sets out our actions and the principles that underpin them. We have set a target for the West Midlands to be carbon neutral by 2041 – an ambitious target that will support the delivery of the Government’s national target to be carbon neutral by 2050, while ensuring no-one is left behind. For bus decarbonisation we have already delivered, or committed to, the following:

- Coventry as the UK’s first all-electric bus city by 2025, having already invested £125 million in new buses since 2015
- 29 electric double deck vehicles
- 20 hydrogen double deck vehicles operating on the first Sprint bus rapid transit route
- 5 re-powered electric buses for zero emission
- Bid to Government’s Zero Emission Bus Regional Areas scheme for more hydrogen buses
- UK’s first publicly owned pantograph, offering easier access to charging for operators
- Established a procurement framework through to 2027, for the purchase of pantograph charging infrastructure, that is available to all public sector bodies
- Over 1,000 bus retrofits to Euro VI across 14 different local bus operators

The West Midlands bus fleet is currently 2,000 buses strong, with a mix of minibus, single deck and double deck vehicles operating local bus services. The average fleet age is 10 years. We are clear we need to take further action to limit the impact of climate change by investing in more zero emission buses and prepare for the changes we cannot prevent.





West Midlands Bus Alliance

Customer Charter

Our promise is built on trust. You can rely on us to do the following things.

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FOR OUR CUSTOMERS

WE ARE RESPONSIBLE

Our staff will be approachable and knowledgeable making it easy for you to talk to us. We will take responsibility for solving problems you may have - always asking ourselves have we done everything we can.

WE ARE LISTENING

We welcome your feedback and actively consult local people before making major changes. We will improve our services where we can, creating opportunities for our customers voice to be heard.

WE ARE INFORMATIVE

We will tell you in advance when services are planned to change. We will keep websites, timetables and other important sources of information updated so that information is accurate and available when you need it.

WE ARE HONEST

Things sometimes go wrong and if they do we will try to resolve them and put them right. We will be honest about things we can't directly control and always try to put you in touch with someone who can help.

We are a member of the West Midlands Bus Alliance, committed to working with others to deliver the best possible experience to our customers across the bus network in the West Midlands.

ACROSS OUR NETWORK

HIGH QUALITY

The best possible experience for customers before, during and after your journey.

SAFE

An environment where you feel safe and secure.

RELIABLE

Services that you can trust to get you to where you need to be.

CLEANER

Buses, bus stations and stops that are well looked after and pleasant to use.

GREEN

Committed to improving the region in which we live, reducing bus vehicle emissions and improving air quality and health.

ACCESSIBLE

Services and facilities that provide inclusive travel for all.

The WMCA has a long-standing commitment and passion for promoting customer safety and ensuring that the voice of bus passengers across the West Midlands is not only heard but actively listened to.

This is demonstrated through the West Midlands Bus Alliance Customer Charter. The Charter, published in 2019, commits operators in the region to deliver a high quality, safe, reliable, cleaner, green and accessible local bus network. Not only this, but it ensures that Bus Alliance partners will act, through a responsible, honest, listening, and informative approach to our customers.

Our existing Charter provides clear evidence of WMCA's commitment to giving bus passengers a voice. However, the West Midlands Bus Alliance is continually looking for ways to prioritise the customer and keep them central to our service.

Disability Awareness Training Programmes are deployed by bus operators in the West Midlands. To further enhance this training, TfWM have worked with NX to develop a training DVD for drivers that highlights experiences from a range of individuals with different disabilities in order to help drivers better understand how they can support customers with different needs when using the bus network.



The West Midlands has one of the safest public transport networks in the UK and the crime rate on the bus has seen a downward trend over the last decade of over 60%. The Autumn 2019 Transport Focus survey reported that 77% of respondents were satisfied with their level of personal safety while on the bus. Although these metrics are positive, there is always room for improvement as the safety of our customers is of paramount importance to us.

The value of passengers feeling safe cannot be underestimated. DfT figures suggest there would be 11.5% more public transport journeys made if passengers felt safer, which for the West Midlands would equate to an increase of 30 million journeys, helping reduce congestion and keep people moving.

TfWM and local bus operators have been proactive in addressing customer safety in partnership with the West Midlands Police and British Transport Police through the Safer Travel Plan, which introduced measures focusing on reducing crime and anti-social behaviour on public transport across the region. The overall objectives of the Safer Travel Plan are to:

- **Increase customer trust and confidence** in the Safer Travel Police through improved engagement ensuring that information is published about progress to address passenger concerns.
- **Continue to reduce crime, anti-social behaviour and offending** by using long-term problem-solving methods and by tackling anti-social behaviour and low-level nuisance, taking every opportunity to involve and communicate with passengers.
- **Improve passenger satisfaction in services** by listening to passengers and dealing with the issues that matter most.

- **Support repeat victims of crime** through a multi-agency safeguarding approach focusing on the Threat, Risk and Harm to those individuals
- **Increase the understanding of passengers' needs and concerns** by listening to and working with passengers to identify needs and understand how partner agencies can continually improve services
- **Keep passengers informed about policing on public transport** by keeping passengers informed about the work that is going on in local areas that affect local communities, listening to views and learning from them.

To date the partnership has successfully seen an 11% reduction in sexual offences and robberies on buses as well as reductions in theft and criminal damage. The partnership also has a dedicated Anti-Social Behaviour Team and currently runs a 'See Something Say Something' campaign where anonymous witnesses can report crime and nuisance behaviour on the bus network. In July 2021, two WMCA leaders were chosen by Government to lead on efforts to tackle violence against women and girls on transport. WMCA interim chief executive Laura Shoaf and TfWM interim managing director Anne Shaw are a part of the UK's first Violence Against Women and Girls Transport Champions.

We have identified the critical challenges in terms of decarbonisation, congestion on a complex network and complicated ticketing. We want to tackle these and other challenges to deliver Better Buses, Better Journeys and Better Fares. Only by doing this will we meet the long-term travel demands of passengers and increase patronage.

Through the strong Bus Alliance, we were beginning to achieve increases in bus patronage to address the years of decline (falling by 2% year-on-year in the 10 years) before the pandemic hit in 2019/20. Notwithstanding these positive changes, we have seen changing behaviour patterns (preferences to travel by car), increasing cost of bus fares relative to motoring costs, and declining service coverage (in part because of declining bus speeds) impact bus boardings.

Key external challenges impacting bus:



A growing reliance on car travel – resulting in congestion and slower bus speeds



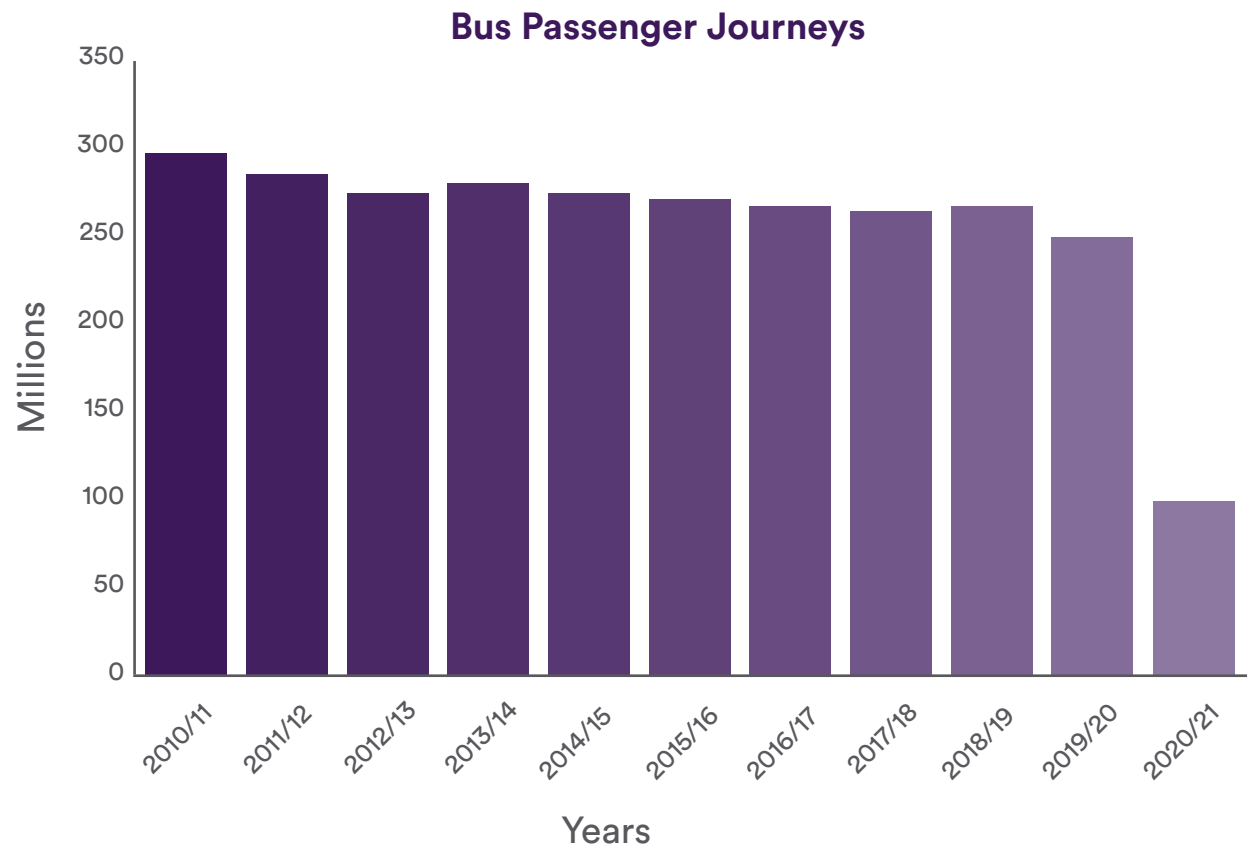
Land-use changes leading to journeys being more dispersed



Accessibility and equality barriers

Growing reliance on cars

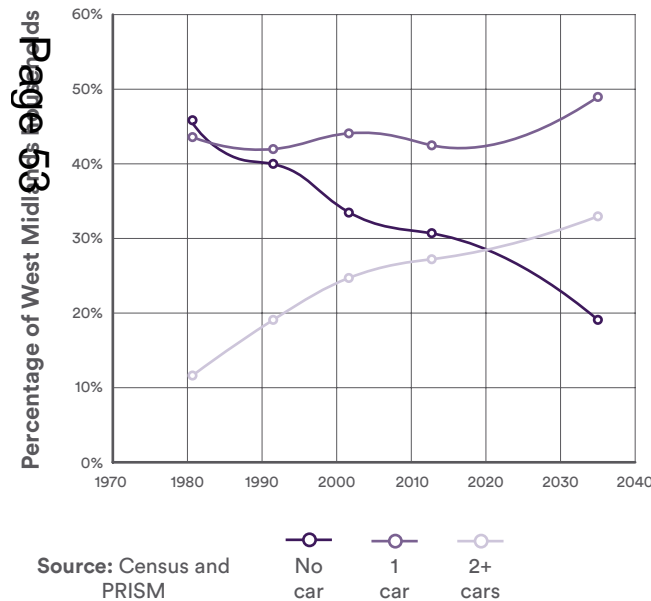
Despite our region’s efforts to invest in sustainable transport alternatives, car mileage has significantly increased (by 6 billion miles) across the West Midlands over the last 25 years. The reliance on car travel not only results in congestion, poor air quality and negative consequences for our environment, but also contributes to declining health outcomes more broadly in the region by reducing the share of walking, cycling and public transport. A preference for private vehicles over public transport is one of the key barriers for bus in the region.



Increased car ownership and usage

Car ownership has vastly increased, with the West Midlands being one of the highest regions for car ownership in England.

Without the significant investment proposed in our public transport network (starting with bus) and our ambitious measures to promote behavioural change and targeted measures aimed at managing demand, these historic trends are set to increase over the next 20 years.



Car ownership has also been growing quickly among older women.

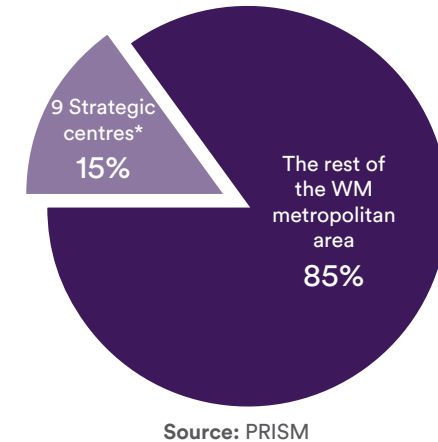
Only a quarter of women over 70 had a licence twenty years ago, but more than half did in 2020 and this is likely to be at 80% by 2030. These trends contribute to the reduction in bus travel by (older) concessions, despite larger numbers projected to become eligible for the benefit.

Continued long-term trends towards greater car ownership contribute to a reduction in bus demand and revenue which, combined with real increases in bus operating costs, ultimately result in either a smaller bus network and/or requiring significant increases in public sector funding for bus services.

Local people feel they are heavily reliant on their car with 94% saying they enjoy the independence car ownership gives to them and 87% claiming their current lifestyle requires them to own a car or van. This demonstrates the extent to which the scale and intensity of car ownership has become embedded in people's lives and perceptions of travel.

While public transport is a popular choice for accessing our strategic centres, private car is by far the most popular choice for travel across the wider region. Most travel is not to or from our centres, even in the peak travel periods.

Destinations of car trips made in the morning peak

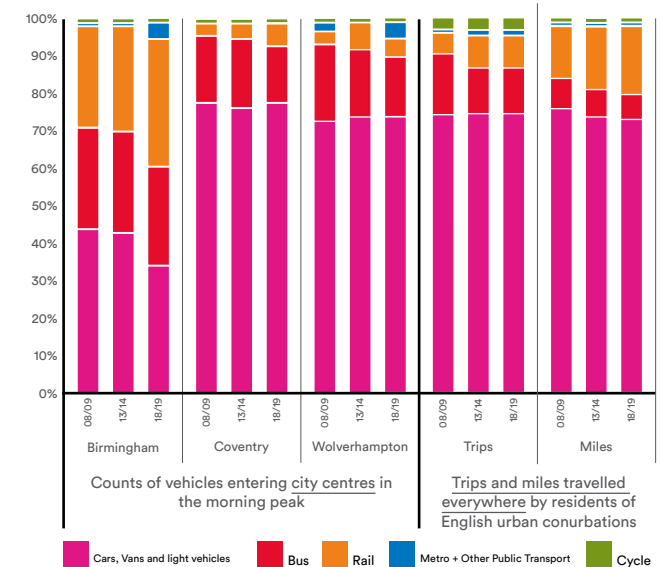


*The strategic town and city centres are:

- Birmingham
- Brierley Hill
- Coventry
- Dudley
- Solihull
- Sutton Coldfield
- Walsall
- West Bromwich
- Wolverhampton

Source: PRISM

Comparing mode shares to/from centres with mode share for all travel



Source: TFWM Cordon Counts and National Travel Survey (DfT)

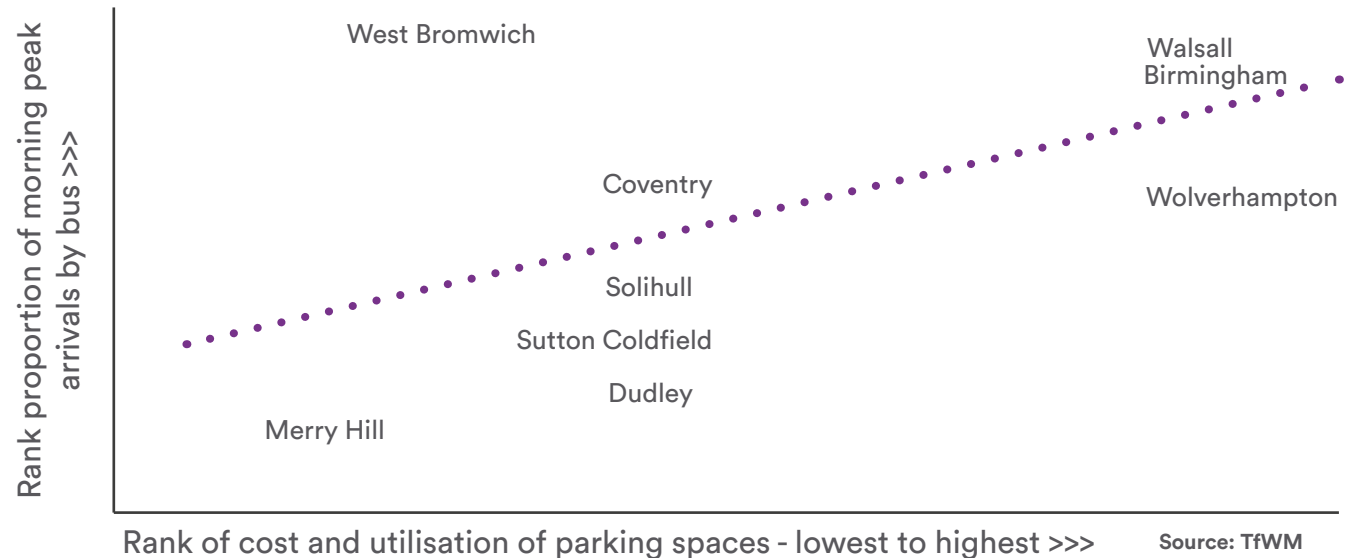
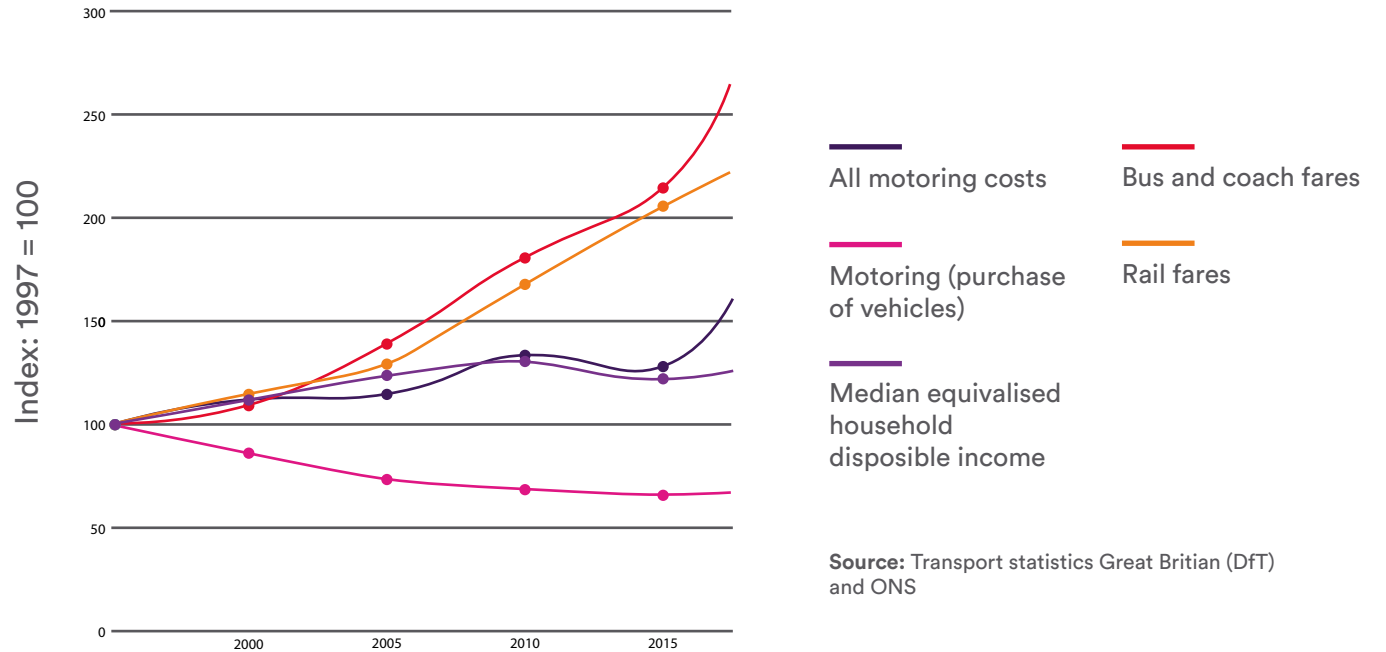
Lower cost of car use and parking

On both a regional and national scale bus fares have dramatically increased compared to motoring costs which have remained comparatively level with the median household disposable income. This has resulted in public transport being viewed as the 'more expensive' way to travel compared to driving in the region.

Parking costs can also aggravate this issue, with free car parking compounding the perceived cost effectiveness of driving, leading to fewer people opting for public transport.

Birmingham's recently adopted Transport Plan acknowledges the need to reduce the reliance on cars, and that this will also reduce the demand for car parking. The Transport Plan includes travel demand measures to steer how people choose to travel more sustainably.

Parking will be used to manage demand for travel by car through availability, pricing and restrictions. We know local centres with strong parking controls promote higher bus use.



Congestion leading to declining bus speeds

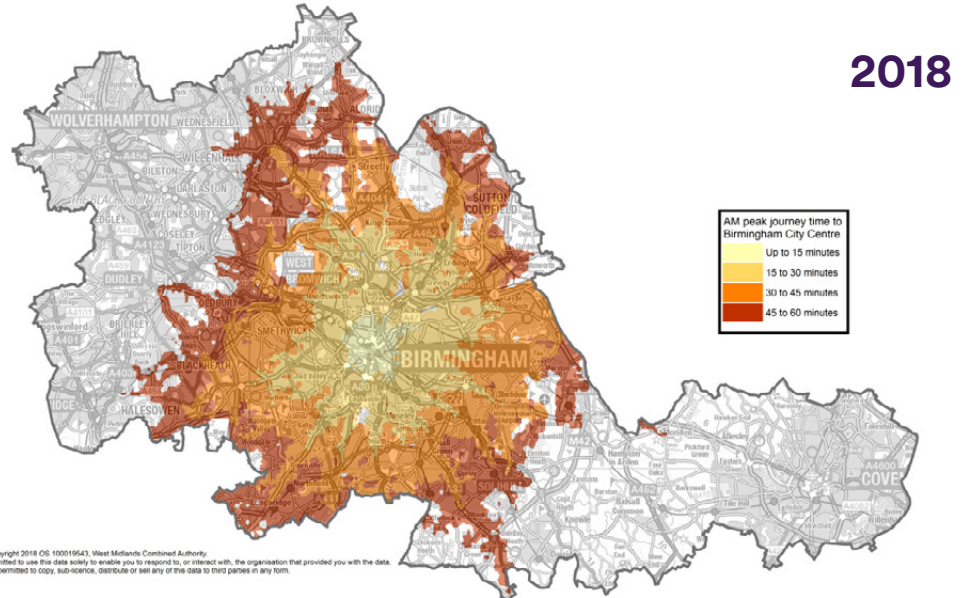
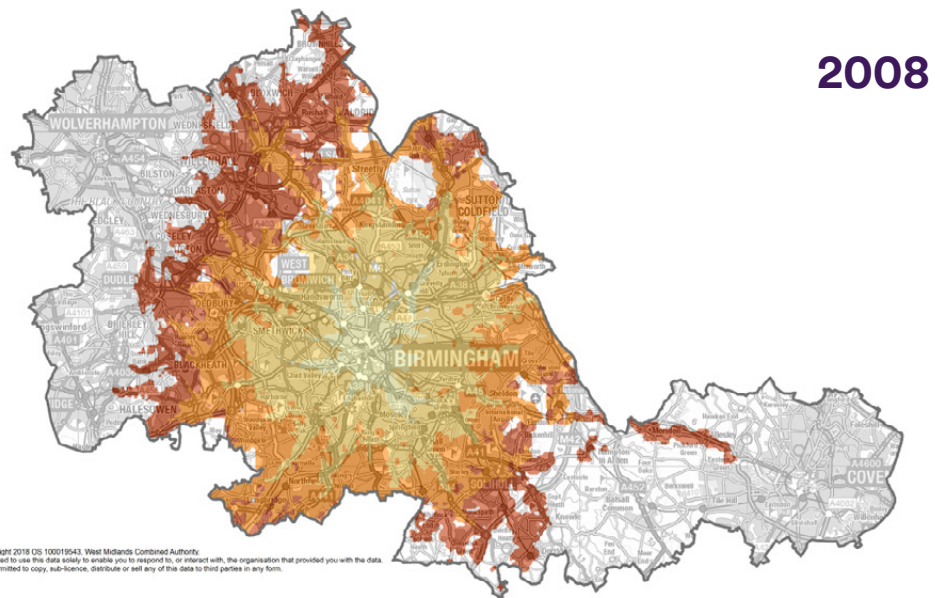
The increase in private car trips and high levels of on-street parking has led to increased congestion on our roads, and a long-term trend of slowing bus journeys and reduced reliability, further pushing up bus operating costs that in some instances leads to a reduction in service provision to passengers.

216,000 fewer people are within a 45 minute bus journey time of Birmingham city centre compared to 2008 because of congestion.

Birmingham Bus Survey, 2019 showed:

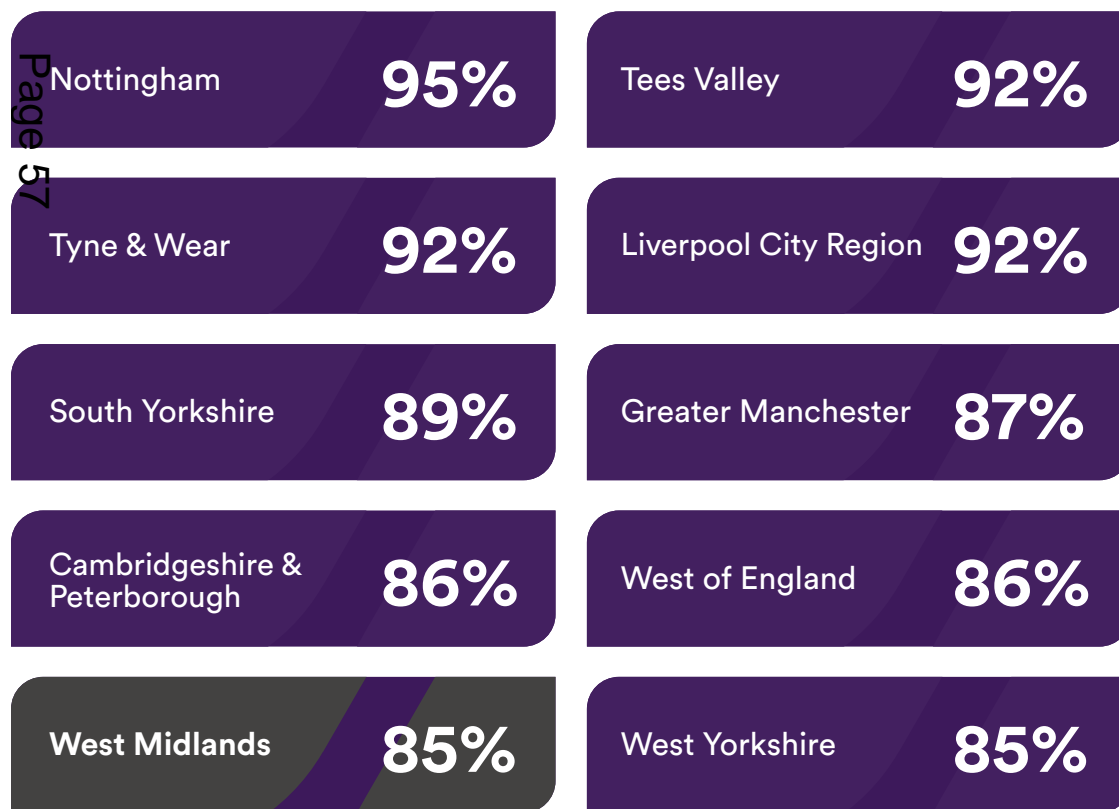
- 80%** strongly agreed or agreed that bus journeys take too long.
- 78%** strongly agreed or agreed that they preferred to travel in another way.
- 73%** strongly agreed or agreed that bus services are unreliable.

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Overall customer satisfaction with bus in the West Midlands is 85%. With so many people within the West Midlands relying on the bus network, and a major aspect of our new LTP being to shift people’s travel behaviours to more sustainable modes, the BSIP offers huge scope to make the necessary changes and improvements to our bus services to both retain and enhance bus patronage and passenger satisfaction levels. Our BSIP aims to compare our region against the highest levels of customer satisfaction and capitalise on the opportunity to deliver Better Buses, create Better Journeys and have Better Fares to make bold targets for, and improve customer satisfaction.

West Midlands v other areas



De-mystifying the bus network passenger survey, 2018 showed:

- That during the ticket purchase process, they were **unsure of which ticket type they needed, how much the tickets cost and how to pay** for the ticket.
- **Uncomfortable during the ticket purchase process on the bus**, for fear of holding up the queue of people boarding the bus by asking the driver questions and not being able to hear the bus driver’s response through the security panel.
- That they don’t have a good understanding of bus routes and timings, due to a **lack of full information, or inconsistent information with a lack of clarity on a confusing network**.
- Walking and cycling were potentially faster and cheaper travel options when there was **traffic congestion**.
- **Unsure of where to alight the bus** when approaching their destination.
- **Personal safety concerns** whilst waiting on or using bus services.
- Perceived **attitudes and driving styles of bus drivers** as reasons for not using the bus.
- Private cars (and in some cases taxis) perceived as being more convenient

Acknowledging the uncertainty in the long term

This BSIP comes at a time of significant uncertainty in local transport. We face all the changes and challenges for bus previously described, but also must look ahead to anticipate the impacts of new technologies, like automation and electrification, the impacts of new ways of working, and of paying for and sharing mobility.

Future economic, environmental and social challenges are not confined to bus or transport in general. How other sectors deal with these may have as much effect on the demand for travel, and cost of providing it, as any actions within the transport system. Meanwhile we continue to deal with the uncertainty of Covid-19 recovery – a major theme of Bus Back Better.

Our emerging LTP will set out the needs of all our modes to support an integrated transport system. As an integrated and funded bus investment programme we are confident that we will meet the ambitions for passenger demand recovery set out in the National Bus Strategy. Further, we are acutely aware that if the future proves more challenging at first, our planned improvements will be vital in maintaining an attractive and sustainable offer for bus travel.



How we have developed our BSIP collaboratively

The West Midlands BSIP has been developed in collaboration with local bus operators, local highway authorities and other relevant stakeholders including Transport Focus and Bus Users UK under our existing West Midlands Bus Alliance. Engagement has been held with neighbouring local transport authorities, including Staffordshire, Worcestershire, Warwickshire and Telford & Wrekin to ensure synergies for cross-boundary bus services due to the vast geographical converge of West Midlands bus services.

Passenger Engagement and Surveys	Development	West Midlands Bus Alliance	Governance
Transport focus bus passenger survey 2014 - 2019	Transport for West Midlands (Lead)	West Midlands Bus Alliance Board <ul style="list-style-type: none"> • Transport Focus (Independent Chair) • TfWM • Local Bus Operators • Confederation of Passenger Transport • Bus Users UK • Safer Travel Partnership • Members of Constituent Authorities 	WMCA Board <ul style="list-style-type: none"> • Mayor of the West Midlands • Leaders and Deputy Leaders of Constituent Authorities
De-mystifying the bus engagement survey, 2018			WMCA Strategic Transport Board <ul style="list-style-type: none"> • Portfolio Lead for Transport • Cabinet Members of Constituent Authorities
Birmingham Bus Survey 2020	Local Bus Operations	West Midlands EP/BSIP Reference Group <ul style="list-style-type: none"> • Bus Users UK (Independent Chair) • TfWM • Local Bus Operators • Confederation of Passenger Transport • Transport Focus • Officers from Constituent Authorities • Officers from Neighbouring Authorities 	WMCA Transport Delivery Committee <ul style="list-style-type: none"> • Members of Constituent Authorities
All Traveller Segmentation Study – Bus Network Analysis, 2020			Constituent Authorities <ul style="list-style-type: none"> • Birmingham City Council • Coventry City Council • Dudley Metropolitan Borough Council • Sandwell Metropolitan Borough Council • Solihull Metropolitan Borough Council • Walsall Metropolitan Borough Council • City of Wolverhampton
Public Perceptions of bus, rail journey time, 2020	Neighbouring Local Transport Authorities <ul style="list-style-type: none"> • Warwickshire County Council • Staffordshire County Council • Worcestershire County Council • Shropshire County Council • Telford & Wrekin Council • Stoke-on-Trent City Council 	Bus Passenger Satisfaction Group	
Enhanced Partnership public consultation 2020			
WMCA/TfWM Covid travel trends & behaviours surveys, 2020 & 2021	Neighbouring Local Transport Authorities <ul style="list-style-type: none"> • Warwickshire County Council • Staffordshire County Council • Worcestershire County Council • Shropshire County Council • Telford & Wrekin Council • Stoke-on-Trent City Council 	Bus Passenger Satisfaction Group	Strategic Transport Officers Group <ul style="list-style-type: none"> • Constituent Authorities • TfWM
Transport Focus Survey - The Route ahead: getting passengers back on busses, 2021			

How we are addressing the challenges we face

The previous section set out the biggest current challenges facing bus in the West Midlands. We intend to address these by:

- Alleviating congestion which is slowing buses across the region and restricting access to economic opportunities
- Evolving the network to support existing, new and developing economic hubs
- Allowing passengers to seamlessly travel between bus operators and other modes for the lowest 'capped' fare
- Evolving a bus network that takes advantage of new technology to meet the needs of young people and adults
- Transitioning to a zero-emission bus fleet by 2030, to be at the forefront of the response to the climate change crisis
- Making sure that the bus passenger receives excellent customer service and remains safe, and the network is perceived as safe
- Providing a customer centric approach to service delivery, passenger charter, and a transformation in customer information, digital or paper

We are already working at pace to tackle some of these challenges, including:

- Working to deliver the UK's first all-electric bus city in Coventry, after investing £125m in new buses since 2015 to improve bus emissions standards and delivering the largest bus retrofit programme in England (outside of London)
- Making bus journeys quicker with £40m to tackle congestion hotspots across the bus network and £88m in the region's first Sprint Bus Rapid Transit route
- A Regional Transport Coordination Centre (RTCC), providing a unified and single view of the transport network to keep the West Midlands moving
- Quicker and easier access to bus with Swift, revolutionising our fares and payment function with contactless payment on all buses and daily, 3-day and 7-day fares capping
- Cheaper bus journeys as the only MCA region to cut fares in July 2021, with the cheapest fares in England and prices back to 2013 levels. New low fares zones introduced saving people 35 per cent on a standard regional day ticket, half price travel for all apprentices and trainees under 19 and £1 pre-9.30am travel for concessionary pass holders
- Safer travel by continuing the Safer Travel Partnership, with a dedicated Police Team that has seen criminal damage on the bus network reduce by 25 per cent as well as the introduction of 'bus byelaws' to tackle anti-social behaviour on the bus network

We must and want to do more. This BSIP sets out our further plans, for Better Buses with more zero emission buses, Better Journeys by connecting thousands more people to new opportunities by speeding up and integrating buses across the region and Better Fares with lower and simpler fares.

Key objectives for our BSIP

We have drawn all the challenges and opportunities discussed into four objectives, that have informed the development of our BSIP - Better Buses, Better Journeys, Better Fares. They reflect the NBS, VfB and LTP 'Motives for Change'.

A More sustainable and attractive service offer, including to motorists (Better Journeys, Better Fares)

- to retain, regain and attract new trips; via a stable, legible, better-integrated network, at optimal frequencies for the entire day and week, with excellent value cross-operator/mode ticketing

B Consistent, good delivery of the service offer (Better Journeys)

- reliably faster, and more punctual services, via more and better bus priority, with improved arrangements for performance and network management

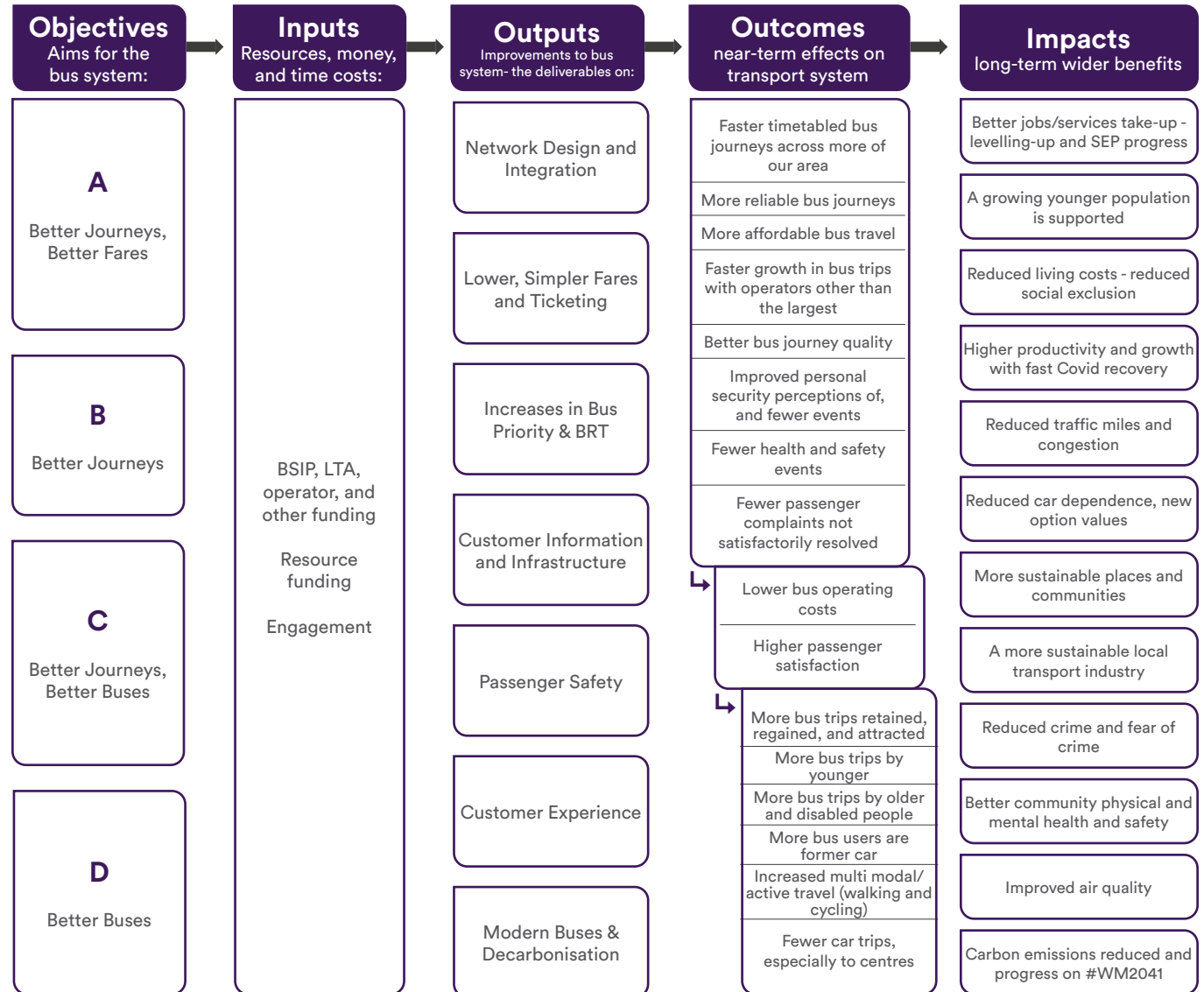
C Ensuring a good passenger experience for all (Better Journeys, Better Buses)

- raising passenger satisfaction, with marketable improvements to; vehicles and facilities, branding and information and safety and personal security – with a whole-system passenger charter to ensure these standards are met

D Reducing environmental impacts (Better Buses)









- cutting carbon, and the other emissions that worsen air quality and damage health, with a move to zero emission buses

A logic map (Appendix) that is summarised below links these objectives to the ultimate positive long-term impacts for our region. It also shows the shorter-term outcomes for the transport system which form the basis for our BSIP investment programme – the deliverable outputs are described in Part C with outputs linked to our six CRSTS investment themes.



Targets and Monitoring

We will monitor those outcomes shown using the targets in the table below – which, in addition to the four mandatory NBS areas, include targets in four additional areas linked most closely to local challenges with our current bus offer.

Target Area	To monitor outcomes	Headline target	Baseline, either of		Target years		Outputs contributing most to outcomes monitored by headline targets	
			19/20	20/21	24/25	29/30		
 <p>1. Passenger numbers and growth (mandatory)</p>	<ul style="list-style-type: none"> Faster growth in trips with operators other than largest More bus trips retained, regained, attracted, and by younger people, and older and disabled people 	Growth in boardings (millions) overall	248		268	295	<ul style="list-style-type: none"> Network Design & Integration Lower & Simpler Fares & Integrated Ticketing Increases in Bus Priority & BRT 	<ul style="list-style-type: none"> Customer Information & Infrastructure Passenger Safety Customer Experience Modern Buses & Decarbonisation
 <p>2. Journey time and network access (mandatory)</p>	<ul style="list-style-type: none"> Faster timetabled bus journeys across more of our area 	Bus speeds kph (MF 0700-1100), network overall		16.8	+2.5%	+6.0%	<ul style="list-style-type: none"> Network Design & Integration Increases in Bus Priority & BRT 	
		Bus speeds kph (MF 0700-1100), strategic centres		15.7 to 18.4	+4.0% to +1.0%	+8.0% to +4.0%		
 <p>3. Reliability improvements (mandatory)</p>	<ul style="list-style-type: none"> More reliable journeys 	Punctuality (MF 0700-1100), network overall	85%		95%	>95%	<ul style="list-style-type: none"> Increases in Bus Priority & BRT 	
		Punctuality (MF 0700-1100), each strategic centre	80% to 89%		95%	>95%		
 <p>4. Average passenger satisfaction (mandatory)</p>	<ul style="list-style-type: none"> Better journey quality Fewer complaints not resolved Higher satisfaction (for all, and older, younger, and disabled people) 	Average passenger satisfaction with service overall		85%	89%	93%	<ul style="list-style-type: none"> Network Design & Integration Lower & Simpler Fares & Integrated Ticketing Increases in Bus Priority & BRT Customer Information & Infrastructure Passenger Safety Customer Experience Modern Buses & Decarbonisation 	
 <p>5. Affordability (additional)</p>	<ul style="list-style-type: none"> More affordable travel 	Average fare p/km (in baseline prices)	23.2p		22.5p	21.4p	<ul style="list-style-type: none"> Lower & Simpler Fares & Integrated Ticketing 	
 <p>6. Safety and personal security (additional)</p>	<ul style="list-style-type: none"> Improved personal security perceptions, and fewer events Fewer health and safety (H&S) events 	Slips, trips, & falls per million boards (five-year average)	0.14		0.13	0.12	<ul style="list-style-type: none"> Passenger Safety 	
		Crime rate per million boards		26	18	8		
 <p>7. Carbon and other bus emissions (additional)</p>	<ul style="list-style-type: none"> Reduced emissions from bus Lower bus operating costs 	Annual GHG saving (ktCO2e) over diesel buses		5	60	90	<ul style="list-style-type: none"> Network Design & Integration Increases in Bus Priority & BRT Modern Buses & Decarbonisation 	
 <p>8. Mode shift (additional)</p>	<ul style="list-style-type: none"> More passengers former car users Increased multi-modal/active travel Fewer car trips, esp. to centres 	Car mode share to strategic centres	68%		66%	61%	<ul style="list-style-type: none"> Network Design & Integration Lower & Simpler Fares & Integrated Ticketing Increases in Bus Priority & BRT Customer Information & Infrastructure 	<ul style="list-style-type: none"> Passenger Safety Customer Experience Modern Buses & Decarbonisation

Part C: Our Proposals for Improvement

Proposed Investment Programme to 2025



Network design and integration

- Provide a stable network to welcome the world to the Commonwealth Games
- Sustain and enhance frequencies on over 110 services
- New cross-city and cross-regional 'levelling up' core network, connecting all parts of our region to jobs and growth, giving 40% of passengers direct links to more places

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Increases in bus priority and Bus Rapid Transit (BRT)

- Trebling the amount of bus priority, providing £700m of economic benefits
- 106km of new bus lanes providing a foundation for our Sprint BRT network



Lower, simpler fares and integrated ticketing

- Keeping England's cheapest bus fares, already reduced in July 2021
- Thousands of ticket variants down to just six
- Capped fares and lower fares with £4 day fare
- Passenger Incentive Programme to target 500,000 people with bespoke offers



Modern buses and decarbonisation

- 750 additional zero emission buses by 2025
- More electric and hydrogen buses
- Fastest city region to fully zero emission fleet by 2030



Customer information and infrastructure

- Local network presented as a single integrated system
- Completed roll out of West Midlands Bus branding
- Real Time Information screens or virtual RTI at every stop



Customer experience

- Single Bus Passenger Charter for the region
- Giving passengers a stronger voice
- Enhanced driving training programmes



Passenger safety

- Targeted campaigns to reduce offences, particularly for women and young people
- New CCTV at key locations for enhanced staff and public safety
- Increased presence and patrols on the network



Longer-term transformation of the bus network

- Continue to explore complementary measures to support bus network growth
- Investigate further enhancements based on global best practice for a better single integrated transport system

We Will:

Maintain a stable bus network in the lead up to and during the 2022 Commonwealth Games

Deliver enhanced frequencies on over 110 services to support better customer accessibility and provide passenger growth

Significantly expand the new cross-city and cross-regional network of bus services supporting over half a million people to new journey opportunities, connecting communities, and better integration with metro and rail

Set minimum service levels and review our network in full from October 2022 after the Commonwealth Games

Invest in a package of new additional Demand Responsive Transport services to feed an integrated bus, metro and rail network

The West Midlands Bus Alliance aims to connect every resident to every job in the region within 90 minutes by public transport by 2030 working with the Metro and Rail Alliances

CRSTS investment themes:

- Connecting our places
- Creating resilient networks and communities
- Supporting inclusive growth

The West Midlands Bus Alliance will deliver an enhanced bus network that provides connections that people need for better access to life changing opportunities and essential services including existing and future skills, jobs, retail and leisure.

We will achieve this by defining and delivering a core network of turn up and go services with enhanced frequencies which is easy for passengers to understand and navigate. This core network will be fed by a network of local and supporting services.

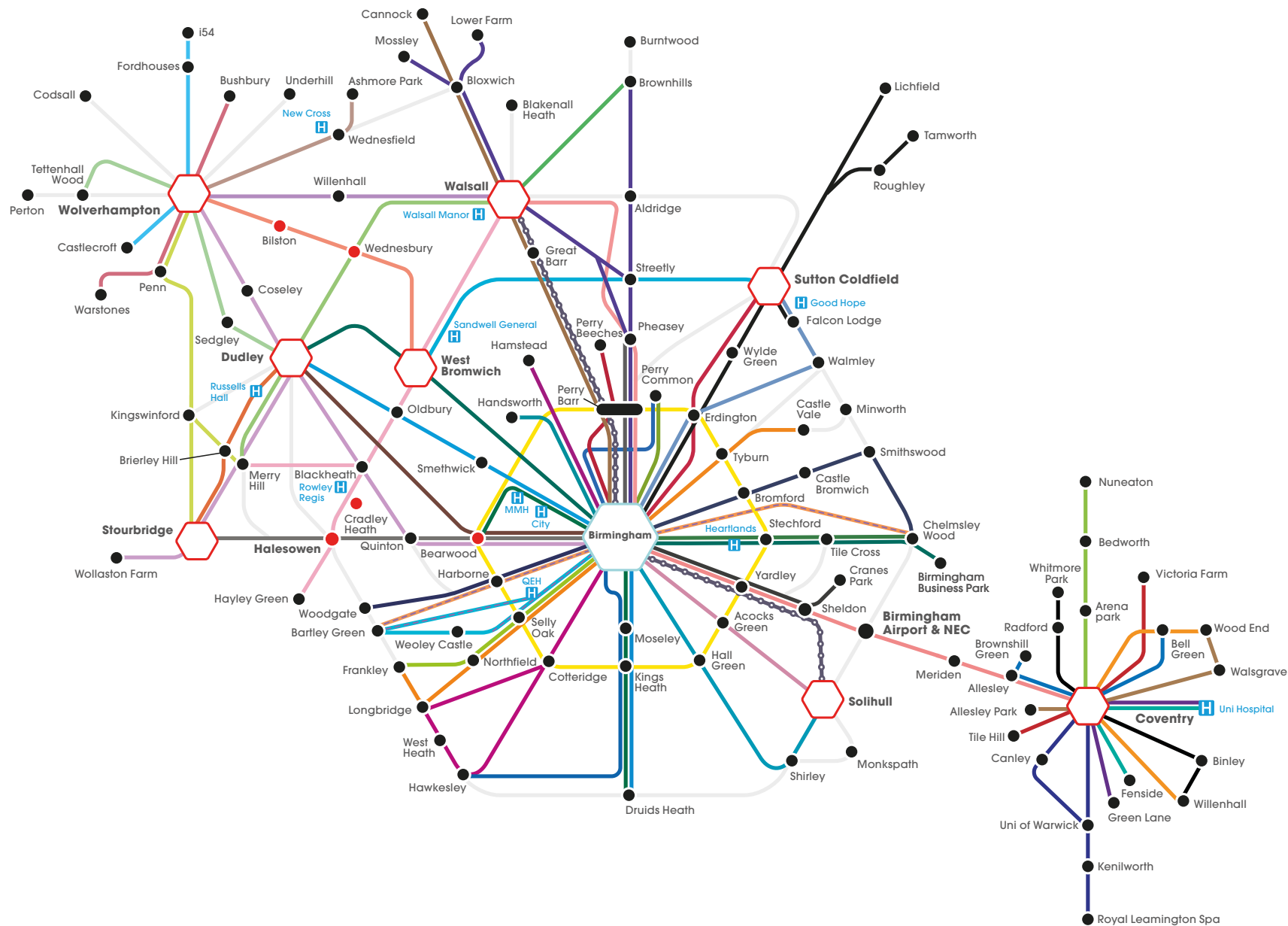
The core network will build on the delivery of cross city services, to link bus services to all parts of our central areas as well as the surrounding suburbs. These cross-city and cross-region services will significantly increase the number of people with direct cross-regional links to more places, and improved connection to metro and rail.

The network will be numbered to remove any duplication of service numbers in local areas to provide greater clarity for passengers.

The core network will be supported with comprehensive bus priority measures, improved waiting facilities, branding, information and integrated ticketing. It is envisaged this investment coupled with the stated frequency levels will give this core network the best chance to be commercially viable in the medium term.



West Midlands Core Network



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The bus network has been designed around key principles of guaranteed service levels at different times of day including enhancements during the evenings and Sundays, across different categories of the core network, and the local and supported network.

Monday to Saturday

- 12 to 15 mins between 0500 to 0700
- 8 to 10 mins between 0700 and 1830
- 12 to 15 mins between 1830 and 2330

Sunday

- 15 mins 0630 to 0830
- 10 to 12 mins 0830 to 1700
- 15 mins 1700 to 2200

POTENTIAL CORE NETWORK SERVICE LEVELS BY DAY AND TIME

Monday to Saturday

- 15 to 30 mins between 0630 to 0800
- 10 to 20 mins between 0800 and 1830
- 15 to 30 mins between 1830 and 2300

Sunday

- 60 mins 0700 to 0900
- 15 to 30 mins 0900 to 1700
- 60 mins 1700 to 2200

POTENTIAL LOCAL NETWORK SERVICE LEVELS BY DAY AND TIME

Having maintained a stable network for the Commonwealth Games in July 2022 when the eyes of the World will be on the region, we will undertake a review of the entire network to deliver these principles with operators and other partners. This network will provide the foundation on which we can build to deliver the aspirations of the National Bus Strategy.

The network will be delivered in partnership with and between operators to ensure that resource levels are appropriate for the level of demand and to enhance service provision and prevent scaling back to only the most commercial routes.

The Covid-19 pandemic has meant there are a greater number of services that are no longer commercially viable but that will be essential in delivering our aspirations and those of the National Bus Strategy. There will need to be more services supported by TfWM through the BSIP to deliver these aspirations. TfWM will seek to adopt registrations powers for bus services in the region and explore other options within our Enhanced Partnership to prevent any reduction of the network.

We will deliver a bus network which is better integrated with other modes, including walking, cycling, metro and local rail, to provide seamless and reliable travel choices.

This will include physical integration at key interchanges as well as ensuring that buses meet the times of trams and trains and most significantly, the first and last journeys. This will encourage seamless interchange between bus and other modes and seek to solve the first / last mile conundrum.

Points of interchange will be designed for customer ease to move seamlessly between active and sustainable travel modes, supporting the Bus Alliance objective to connect every resident with every job in the region within 90 minutes by public transport.

We will work to ensure that service changes are minimised and coordinated such that passengers can build their trust and journey patterns around a stable multi-modal network.

Network Design and Integration

Demand Responsive and Community Transport

We will continue to trial new and innovative forms of public transport underpinning a multi-modal transport system. Demand responsive transport services, incorporating Ring & Ride and other Community Transport services, will provide feeder services into the core bus and fixed metro and rail networks.

Community Transport operators are an active part of the Bus Alliance and provide a number of specialist services to support people with specific requirements and to meet a very local need. We will seek to give Community Transport services a mainstream identity within the wider bus network.

Cross Boundary Services

The towns and cities of the West Midlands are destinations for many journeys starting outside of the transport authority's boundaries, and the opposite is also true. In establishing this BSIP we have engaged with our local neighbouring authority partners to understand how our respective BSIPs come together and

support each other. We will continue with this engagement as we collectively finalise our network and go forward to ensure that any network aspirations provide continuity across boundaries and do not stop at any administrative borders.

Bus Performance and Reliability

Bus performance and service reliability is a big driver of customer satisfaction and use. Currently services are managed independently by individual operators and with differing results, even on corridors where operators run together and sometimes in partnership.

Through our BSIP (and supported by the EP) we need to coordinate this network management by bringing together operators and local highway authorities to ensure headways are managed and network resilience is maintained across the network and between operators. We will look at protecting the core network from unplanned disruption to ensure reliable services. We propose to implement and coordinate technologies and people into a single system to work alongside the already established Regional Transport Coordination Centre to achieve this.



We Will:

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● Introduce an additional 106km of bus lanes across the region. This will provide the foundation for our BRT plans.

● Provide an additional £700m in economic benefits through the delivery of bus priority and better connecting our communities and towns across the region.

● Develop a wider bus priority programme across the region ready for delivery beyond 2025 to further speed up buses and make them more reliable and dependable.

CRSTS investment themes:

- Connecting our places
- Creating resilient networks and communities
- Supporting inclusive growth

Buses will be given greater priority through a step-change in investment and road space re-allocation to ensure bus priority infrastructure and the network supports the anticipated scale and shape of growth across the region.

Our BSIP proposes a 200 per cent increase in the length of bus lanes, with 106km of new bus lanes up to 2025;

- **Birmingham City Centre – Northfield – Longbridge (2023) / BCR 4.4**
- **Birmingham City Centre – Sutton Coldfield (2023) / BCR 2.0**
- **Perry Common / Hamstead – Hawkesley / Longbridge (2024) / BCR 2.5**
- **Harborne – Castle Bromwich (2024) / BCR 3.1**
- **West Bromwich – East Birmingham (2024) / BCR 1.5**
- **Birmingham City Centre – Halesowen (2025) / BCR 2.5**
- **Outer Circle (2025) / BCR 1.6**

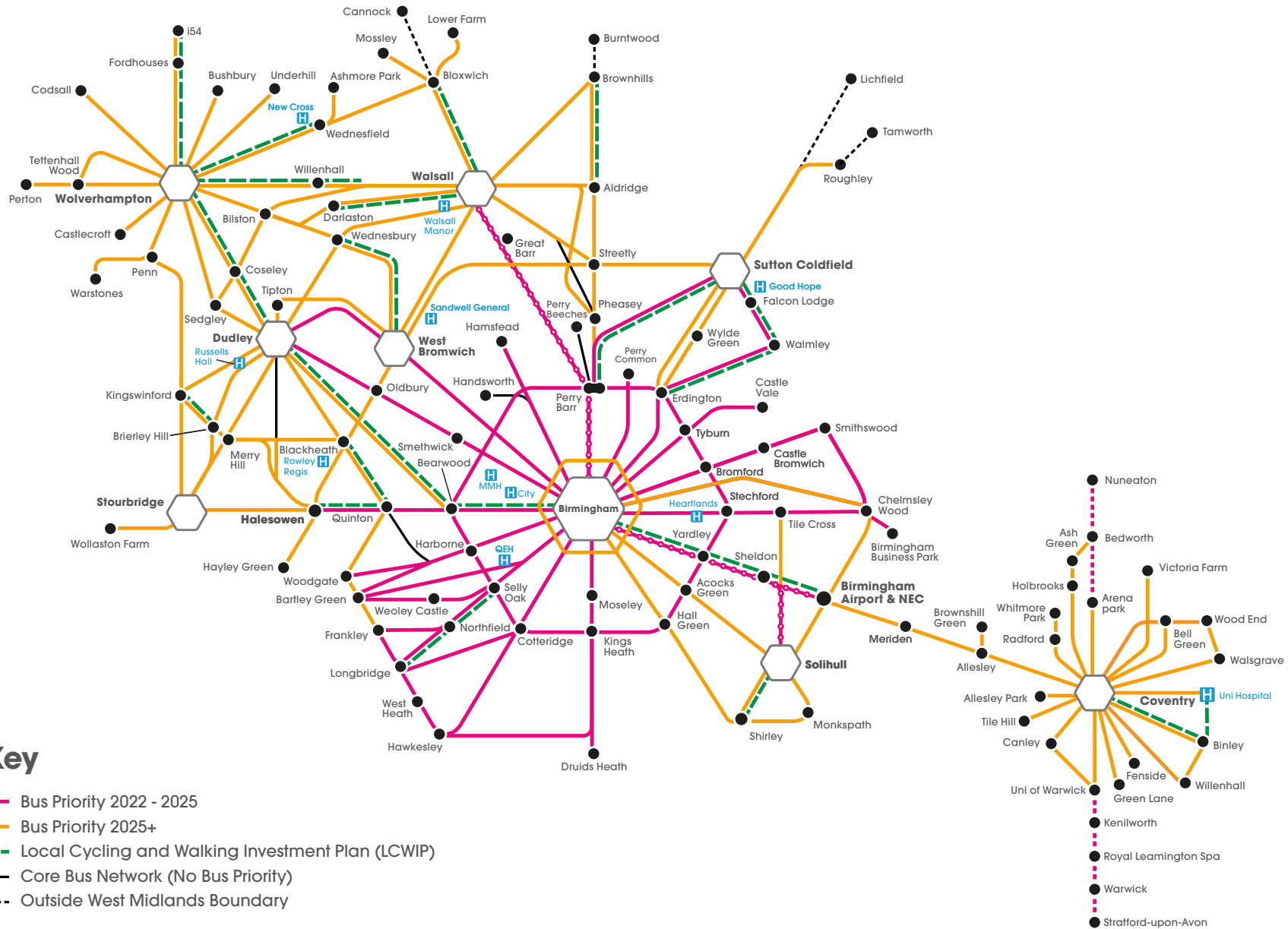
We will provide Better Journeys through the expansion of more bus priority across the region to speed up buses and improve reliability on more services as part of the core network.

The network for greater bus priority, through more bus lanes where there is congestion and space along high frequency routes, will provide the foundation for a larger bus rapid transit network in the future.

We will integrate delivery with our Local Walking and Cycling Investment Plans (LCWIP) where complementary and improve physical access to inaccessible transport interchanges (e.g. Olton Station).

We will also continue to plan and develop more bus priority measures across the West Midlands through our Bus Priority Development Programme. The programme will look at further solutions for the highway network to unlock bus from the vicious circle of congestion that negatively impacts the quality and efficiency of services including operating costs.

West Midlands Bus Priority Network



Key

- Bus Priority 2022 - 2025
- Bus Priority 2025+
- Local Cycling and Walking Investment Plan (LCWIP)
- Core Bus Network (No Bus Priority)
- Outside West Midlands Boundary

Increases in bus priority and Bus Rapid Transit (BRT)

Strengthening the KRN approach

The West Midlands Key Route Network (KRN) is a 605km network of key highways across the West Midlands, defined in consultation with constituent local authorities and neighbouring highway authorities. Our KRN is a diverse network serving a range of travel demands and functioning across a range of place types with different characteristics that carries more people on buses than cars on the KRN each day.

As we look forward, there is a need to take a strategic view on the competing pressures across the KRN corridors to deliver optimum solutions from a variety of road-based modes that will help us achieve the emerging LTP Green Paper outcomes, and national policy objectives for bus and active travel as well as decarbonisation of the transport system. The LTP will offer an opportunity to clearly define the role of the KRN, along with policies and measures to ensure that it is developed and well-managed.

Achieving a modal shift through our Sprint Bus Rapid Transit (BRT) network

Sprint is our planned Bus Rapid Transit (BRT) network that will offer a similar level of service and comfort to a tram. It will operate on the highway like a bus with a limited stop service and dedicated bus lanes on key corridors.

Sprint will enable greater accessibility and quicker, more reliable journey times, helping the region to increase productivity whilst decreasing congestion on the region's roads. It provides the opportunity to encourage a greater modal shift from private cars with its enhanced level of service and comfort. It will link residential and employment areas. It will also connect to HS2 and new tram extensions. Our first corridor – ready in time for the 2022 Commonwealth Games – will link Walsall with Birmingham, Solihull and Birmingham International Airport.



We Will:

Maintain the cheapest fares in England at £4 a day and £15 per week for adults; and £2 a day and £7.50 per week for children.

Radically simplify our ticket range moving from over 3,000 options to a structure of just 6 making it simpler than ever before and enabling prices to be displayed at over 12,200 bus stops for the first time ever.

Build on the amazing work we have already done with the delivery of 1 day, 3 day and weekly capping to enable those using their bank card across multi-operator services to achieve the same capping benefits.

TfWM and its partner bus operators will deliver a revolution in its fares and ticketing. This will be delivered through simpler, easier and cheaper fares, targeted incentives, that will set the West Midlands above all other areas in the UK in terms of access to, and payment for public transport.

Simpler

We will replace the thousands of ticket options with a streamlined and cheaper set of just 6 ticket types that will be accepted on all operators' services with aligned pricing. This will include single, day and season tickets making it much easier for customers to understand which ticket offers them best value.

For the first time, TfWM and its partners will be able to promote the price of tickets throughout all its retail channels. This will remove the information barrier that restricts usage.

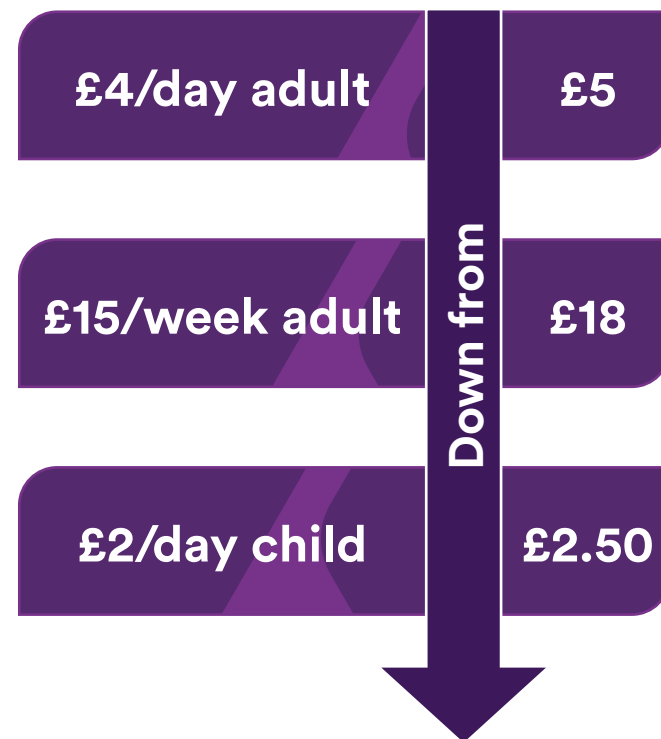
Easier

We will make it easier than ever before to pay for bus travel. We will deliver a contactless solution so that customers can achieve a best value cap when using their bank card across operators' services.

TfWM will also continue to develop and promote its Swift Go solution which will become a vital component of its passenger incentive programme.

Cheaper

The interventions will change fares and ticketing in the West Midlands. Customers will be able to use their tickets on all operators' service at no added cost.



CRSTS investment themes:

- Making behaviour change easy
- Connecting our places
- Supporting inclusive growth



Lower, simpler fares and integrated ticketing

Retail Proposal

Ticket retailing will be aligned to ensure both consistency and efficiency. TfWM, in partnership with local bus operators, will take over the retail network to ensure that customers can access the tickets they need, where and when they need them. This will see a hybrid of physical and digital channels that are customer optimised and efficient to also ensure value for money for bus operators.

Marketing Proposal

Marketing will be aligned, with TfWM and local bus operators working together to ensure that customers are fully informed on local bus services. This new approach will see a guarantee of 0.5% of ticket sales revenue allocated to marketing activity.

Ticket Discounting

As part of the launch of the new simplified ticket range, TfWM will support all operators in maintaining discounted ticketing to ensure customer best value across the complete product range and sustaining a real term reduction in ticket prices for customers across all operator services.

Passenger Incentive Programme

TfWM will work with bus operators to deliver a comprehensive passenger incentive programme that will use data to provide bespoke discounted and free travel offers that both encourage people to return to public transport whilst also generating new users.

Passenger Incentive Programme - non-exhaustive list of activities



Targeting previous customers that are yet to return following the Covid-19 pandemic



Incentivising non-users through promotions – for example, offering discounted or free travel to those people that use our Swift system to pay for their parking in the region



Free bus travel week to promote the bus to everyone



Social prescribing trials to show that access to transport is a key part of recovery and healthy living. The aim here is to create a legacy where future funding will be accepted to move from a trial into mainstream if the trials are successful



Free travel for new home-owners encouraging them convert to public transport use



Discount and offers to encourage take up of new ticketing technologies such as Swift Go that offers flexible best value capping which is perfect for workers returning to hybrid arrangements

We Will:

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Transform multi-modal information across the network and bring about effective and enhanced disruption information across all bus services to match that of rail and Metro

Provide Real Time Information screens, or virtual Real Time via smart phone to every stop across the region

Make our bus infrastructure cleaner, and greener and provide new enhanced branded infrastructure at all key centres across our network by 2024

Publish statistics on the performance of our bus network to build confidence in its use to promote patronage growth

Our ambition is to “Inform, Reassure and Inspire” the customer experience by providing higher-quality, and wider reaching information that is accessible to all.

Building on our current provision of bus information, we will deliver enhanced integrated information so that the customer can make more informed decisions regarding their journey.

We will work in partnership with operators of other modes to ensure that improved multi-modal information is provided at all interchanges and managed bus stations on printed and digital platforms.

Access to real time journey information will be provided at all stops across the network, via “virtual” displays, such as through a QR code or NFC tag, ensuring information is accessible for those with disabilities. We will install more electronic information screens at locations, focussed on the core network and working with suppliers of new technology ensure that these deliver information to assist visually impaired customers.

We will provide useful, up-to-date and accurate digital information that can assist customers along their journey, either via our network platforms or customer’s mobile devices, giving them greater confidence

to use the system and potentially assisting with onward travel.

We will continue to deliver information through a variety of channels including at the point of getting on the bus as well as onboard the vehicle itself, to ensure that smartphone ownership is not a barrier to information.

We will support travel demand management through information and deliver systems, software and processes that support the RTCC. This will include enhanced disruption information and tools to give customers more information as to why and what alternatives are available, and support operational management of the network to improve bus performance and use.

We will continue to deliver our local TfWM branding across the network and support the vision of a core network that is easily recognised and contributes to a good customer experience. We will continue to work with our local bus operators to retain successful existing brands. Streamlined local branding, marketing and communications will improve the clarity and quality of customer information. This will ensure a more intuitive understanding of a single integrated public transport system across Bus, Sprint, Metro and Rail.

CRSTS investment themes:

- Making behaviour change easy
- Connecting our places
- Creating resilient networks and communities

Customer Information and Infrastructure

We will make our transport assets cleaner, greener and accessible for all. Bus shelters, interchanges and our managed bus stations are the “shop window” for new customers. We will ensure that these facilities across the core network are enhanced and branded to attract new users and encourage modal shift.

We will work with local authorities to enhance the public realm around bus stops to ensure that the locality is safe and provides a positive stepping off point to improve the overall bus journey.

We will enhance our current marketing strategies and promote and provide sustainable travel information that promote the benefits of sustainable transport compared to driving.

We will publish statistics on the performance of the bus network to tell a “good story” through information outputs , particularly focussing on reliability.

We have already made investment into understanding bus “real journey times” , with the intention of including this information on electronic passenger information displays across the bus network.



We Will:

- Aim to achieve a 100% zero-emission bus fleet by 2030
- Seek an 750 additional zero emission buses by 2025
- Plan to have over 1,000 zero emission buses by 2025
- Continue the delivery of pantograph charging infrastructure to support all operators in accelerating to zero emission

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Our current roadmap for zero emission buses

2021	<ul style="list-style-type: none"> ● First 20 hydrogen double deck buses ● First 5 electric re-powered buses 	2025	<ul style="list-style-type: none"> ● First fully zero emission local bus fleet operator on West Midlands services (Stagecoach) ● Coventry's all-electric bus city
2022	<ul style="list-style-type: none"> ● First public owned pantograph at Wolverhampton Bus Station ● First subsidised zero emission bus service in the West Midlands 	2030	<ul style="list-style-type: none"> ● National Express's entire fleet zero emission target ● All WMCA subsidised bus services zero emission target ● Network of 36 pantograph charging infrastructure across the West Midlands for use by local bus services and cross-boundary services, with the opportunity for multi-modal use
2023	<ul style="list-style-type: none"> ● 100 additional hydrogen double deck buses ● World's largest hydrogen bus rapid transit system (24 vehicles) 		

CRSTS investment themes:

- Making behaviour change easy
- Delivering a green revolution
- Supporting inclusive growth

We plan to have more new electric buses, new hydrogen buses and electric re-powered buses operating across the region. Our continued commitment to improve bus emissions in the region would see all buses zero emission by 2036. Through additional Government funding to our BSIP ask, we can accelerate this timeframe towards 2030 for all remaining 1,750 vehicles (after this BSIP investment) to be zero emission. An average annual investment of £134m in zero emission buses and associated infrastructure is required to meet this goal.



Modern Buses and Decarbonisation

Alongside our zero emission bus ambitions, our immediate action in 2022 would be to make all buses in the region at least Euro VI. Our successful retrofit programmes have improved the emissions for over 1,000 buses in the last 3 years. The remaining 120 buses across local bus services and the community transport sector would be targeted to ensure cleaner air for all.

As more new buses operate in the West Midlands, our vehicle standards would improve. Enhanced passenger features will be stipulated on all new buses including next-stop audio and visual information, an induction hearing loop, a second wheelchair space and on-board CCTV for enhanced passenger and driver safety and incident reporting.

We would also work closely with operators to improve the passenger information on existing buses. In 2020, we completed a successful project to retrofit on-board next-stop audio and visual information to existing buses. This would be expanded across the existing bus fleet to make buses accessible for all.

Through the investment in new buses, we will commit to improving vehicle safety standards. We will look to develop a Bus Safety Standard for the West Midlands in collaboration with local operators, vehicle manufacturers, the Urban Transport Group and wider bus industry. This will be delivered and initially applied to new buses and on our subsidised bus network.



We Will:

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- Give passengers in our region a stronger voice
- Ensure passengers can easily have their say and that they feel listened to
- Work with partners to act quickly if things go wrong
- Promote an environment in which feedback is actively encouraged and used positively to improve the customer experience

CRSTS investment themes:

- Making behaviour change easy

The Customer Charter

We will develop a single Bus Passenger Charter for the region that gives customers information about what they can expect from the bus service in the West Midlands, including tangible outputs, and how to complain where expectations are not met.

The Charter will:

- Confirm the geographical scope of the bus service
- Explain the responsibilities of TfWM and the bus operators
- Set the standards that passengers can expect to receive with regards to punctuality, vehicle cleanliness, service distribution, information standards and accessibility of buses and bus infrastructure
- Include details of inclusive transport provision and specific customer support arrangements for disabled people
- Offer help when things go wrong by signposting sources of support, and summarise the complaint handling process

Passenger Engagement Opportunities

The Bus Charter and related standards will be partially informed by customers through engagement with passenger representatives and advocacy groups. We will ensure passengers have a range of ongoing opportunities through which to engage with TfWM and the bus operators.

Mechanisms for redress

We will ensure our Bus Passenger Charter is easy to understand through engagement with passenger representatives and advocacy groups, including those with insights into accessibility and equality barriers. We will make it easy for all passengers to provide feedback and ensure that processes are in place to put things right if they go wrong. Giving passengers a stronger voice will support improvements in overall satisfaction.

Driver Training Programmes

We will also work closely with operators to improve staff engagement and customer satisfaction and standards, through enhanced driver training programmes.

We Will:

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- Deliver targeted campaigns that focus on education and intervention to reduce offences
- Roll out CCTV at key locations for enhanced staff and public safety
- Improve lighting at bus stations, stops and interchanges
- Increase our presence and patrols on the network

It is imperative that the Safer Travel Partnership (our collaboration with West Midlands Police, British Transport Police and Transport for West Midlands) gives passengers confidence as they use the bus. It is important that the safety and security of customers is considered from the ‘whole journey experience’ point of view. Increasing security measures at stops and interchanges is as important as improving key routes to those stops and interchanges.

Feedback has shown the primary interventions that are requested and needed in this area, and it is these interventions, along with key linked deliverables within the Safer Travel Plan, that have informed the actions to be taken. This fits well with the Violence Against Women and Girls strategy being developed locally by the Police and Crime Commissioner, to address concerns, where transport has been highlighted as a place where women and girls feel less safe.

Targeted campaigns that focus on education and intervention

Young people are more likely to be victims of crime and focus on education and intervention needs to be considered in this space. Research shows that education can reduce the offences that young people are exposed to. We plan to deliver this through

the Education Officer engaging with a minimum of 30,000 young people and women per year on education programmes.

The roll out of CCTV at key locations

Technology has also proved to be an extremely cost-effective tool in relation to both staff and public safety on the transport networks. In a CCTV-rich environment, the opportunities for evidence gathering and real-time interventions and incident reporting are clear. This will be delivered by installing remote access CCTV to over 50 shelters and HD CCTV on 11 routes.

Improved lighting at stations, stops and interchanges

Well-illuminated areas tend to improve people’s perception of safety and lower their fear of crime. Upgrading lighting and reducing dark spaces will deliver this improvement.

Increased patrols

All demographics favour an increase in capable guardianship on the network, with all cohorts seeing this as their preferred top intervention in making them feel safer. We plan to add 9 more TSO’s onto the network delivering 18,720 additional hours per year.

CRSTS investment themes:

- Healthy streets and spaces
- Making behaviour change easy
- Creating resilient networks and communities

We Will:

- Develop an ongoing pipeline of costed proposals to evolve the integration and transformation of the bus network through enhanced services, more bus priority and better passenger infrastructure.
- Work with our local highway authorities to continue exploring complementary measures to support bus growth including parking controls, better prioritisation of bus and capital investment in bus-based Park & Ride.

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BSIP investment themes:

- Healthy streets and spaces
- Making behaviour change easy
- Creating resilient networks and communities

The delivery of this BSIP forms the latest stage of an ongoing transformation of bus services and transport investment in the West Midlands. Buses have to act as the critical component in a major network of integrated sustainable and active travel.

This BSIP sets out the ambition to 2025 but the West Midlands intends to keep up this ambition and prepare for the next stages once this initial investment programme is implemented.

TfWM is currently undertaking an analysis of how integration between modes can be further improved as part of the evidence base for the emerging Local Transport Plan. This work, titled 'Project Fuse', will further consider global best practice for the essential elements of integrated transport services.

As well as traditional approaches, this will consider future technology such as 5G communication systems to ensure the transport network is managed more efficiently and effectively, and passengers are kept well informed of the choices available to them and encouraged and incentivise active and sustainable travel.

We have to stay on top of the ambition to maintain Better Buses, Better Journeys and Better Fares in levelling up the West Midlands.





BSIP Funding

Our BSIP funding ask to March 2025 is £662 million.

If provided in full, it would leverage a further investment of £406m of local and private sector contributions that we could raise on the back of this investment for Better Buses, Better Journeys and Better Fares.

Our BSIP prospectus contains our ask for bus priority to develop the largest network of cross-city and cross-regional services ever developed, which underpins all of the other asks to Bus Back Better and build trust and confidence in our bus network.

Our BSIP investment complements our wider £1.05 billion City Region Sustainable Transport Settlement (CRSTS). Our CRSTS prospectus identified complementary ‘bus’ funding for some of our key priorities for bus rapid transit, simpler ticketing, enhanced public transport interchanges and demand-responsive network enhancements.

There is no duplication between the two. Together, they set out the need for over £1 billion for bus investment in the West Midlands. Both investment asks are aligned and provide strong synergies that, if nationally backed, would generate a real chance for levelling up of the West Midlands economy and “Building Back Better”.

Making it happen at pace

The West Midlands has led the way on making positive change for bus through public-private partnerships, delivering over £500m of bus improvements through the West Midlands Bus Alliance since late 2015.

The award-winning West Midlands Bus Alliance is made up of local bus operators, local highway authorities, Transport for West Midlands, Confederation of Passenger Transport, Transport Focus and Bus Users UK. A Bus Alliance Board is responsible for setting objectives, overseeing work programmes and making sure work gets done and performance improves. The Bus Alliance Board is accountable to the WMCA Board. This has become the benchmark for public-private partnerships for bus services in the UK.

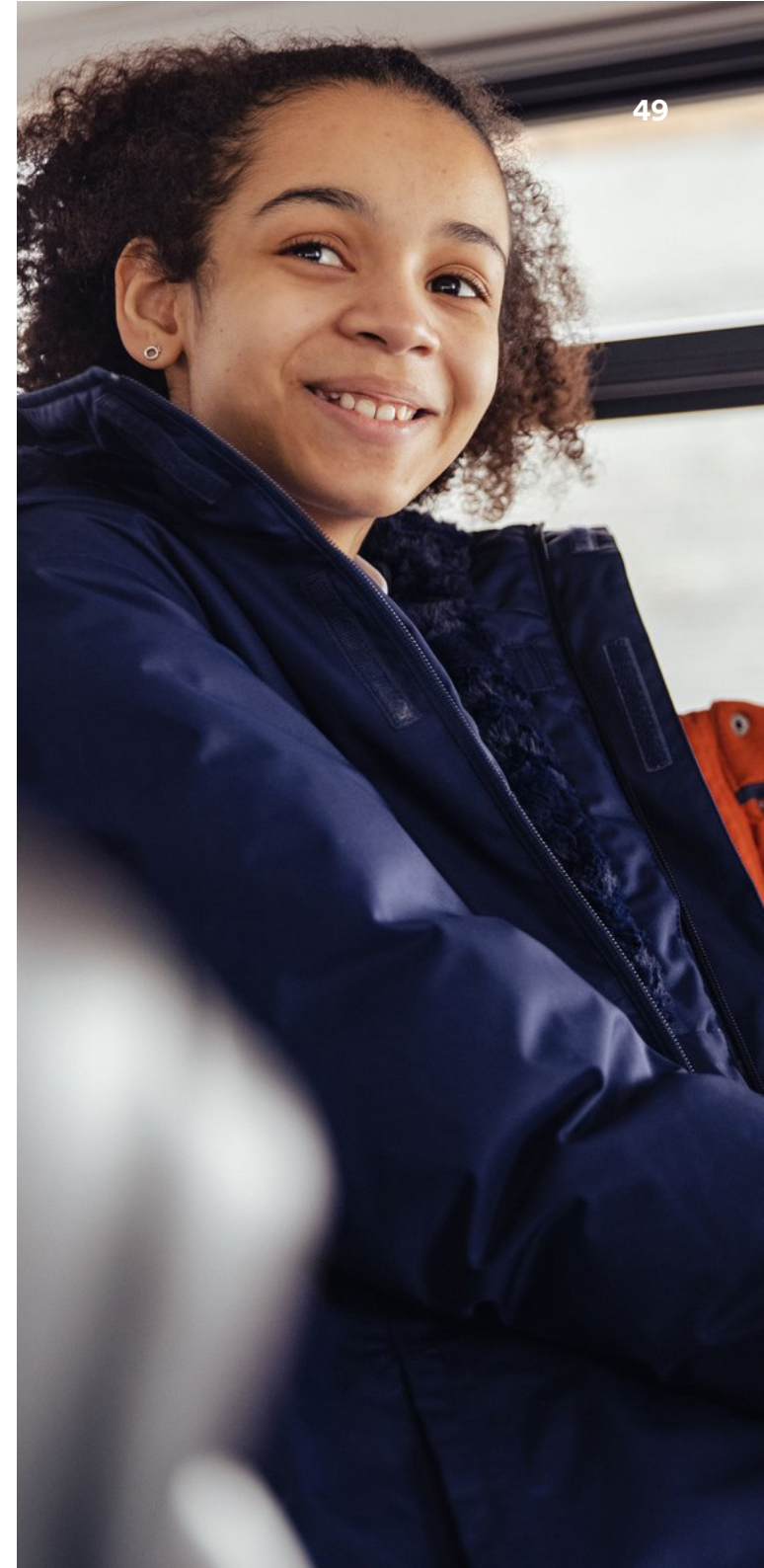
Nationally, TfWM are leading the way as the first, and currently (October 2021) only Mayoral Combined Authority with an Enhanced Partnership (EP).

We have a proven delivery track record spanning several decades. The skills, processes and mechanisms we have in place have been refined and strengthened over many successfully delivered small and large-scale capital projects.

Our project experience includes delivering the first part of our Bus Rapid Transit network – Sprint. It is critical that funding is secured to retain our local experience and expertise so that we can continue our bus service improvements to “Bus Back Better”.

Sustained investment and delivery at pace will be accomplished through our existing West Midlands Bus Alliance and associated Enhanced Partnership delivery model. As the BSIP is published, our Bus Alliance governance will be reviewed, alongside necessary updates to our existing EP. There is no end date to the BSIP – it will be reviewed at least annually through the Bus Alliance to ensure alignment with the emerging LTP and any other relevant national or regional plans.

Through delivery, if the BSIP vision and outcomes cannot be delivered in partnership, franchising is identified as a mechanism to which LTA’s can turn to deliver the BSIP. TfWM is undertaking an assessment of the wider bus service reform options available through the Bus Services Act 2017. This ongoing assessment includes bus franchising options and will detail how the BSIP vision could be pursued and delivered using the 2017 Act.



Overview of the West Midlands Bus Service Improvement Plan (BSIP)

Name	West Midlands Combined Authority
Enhanced Partnership or Franchising (or both)	Enhanced Partnership (Separate Bus Delivery Options Assessment including Franchising being undertaken)
Date of Publication	5 November 2021
Date of next annual update	October 2022
URL:	West Midlands Bus Service Improvement Plan Transport for West Midlands (tfwm.org.uk)

Targets	2018/2019	2019/20	2024/2025	Description of how each will be measured
Journey Time	16.5kph overall 14.4kph slowest centre 18.5kph fastest centre	16.2kph overall 13.8kph slowest centre 18.0kph fastest centre	17.2kph overall 16.4kph slowest centre 18.6kph fastest centre	Bus speeds kph (MF 0700-1100). Network overall and by strategic centre, using operator AVL data
Reliability	83% overall 78% lowest centre 88% highest centre	85% overall 80% lowest centre 89% highest centre	95% overall 95% lowest centre 95% highest centre	Bus punctuality (% within 1 min early and 5 late (MF 0700-1100). Network overall and by strategic centre, using operator AVL data
Passenger Numbers	262 million	248 million	268 million	Boardings measured using operator journeys in their Operator Return ('OP1') forms (used for concessionary reimbursement).
Average Passenger Satisfaction	84%	85%	89%	Average passenger satisfaction with service overall, measured using Transport Focus Bus Passenger Survey data.

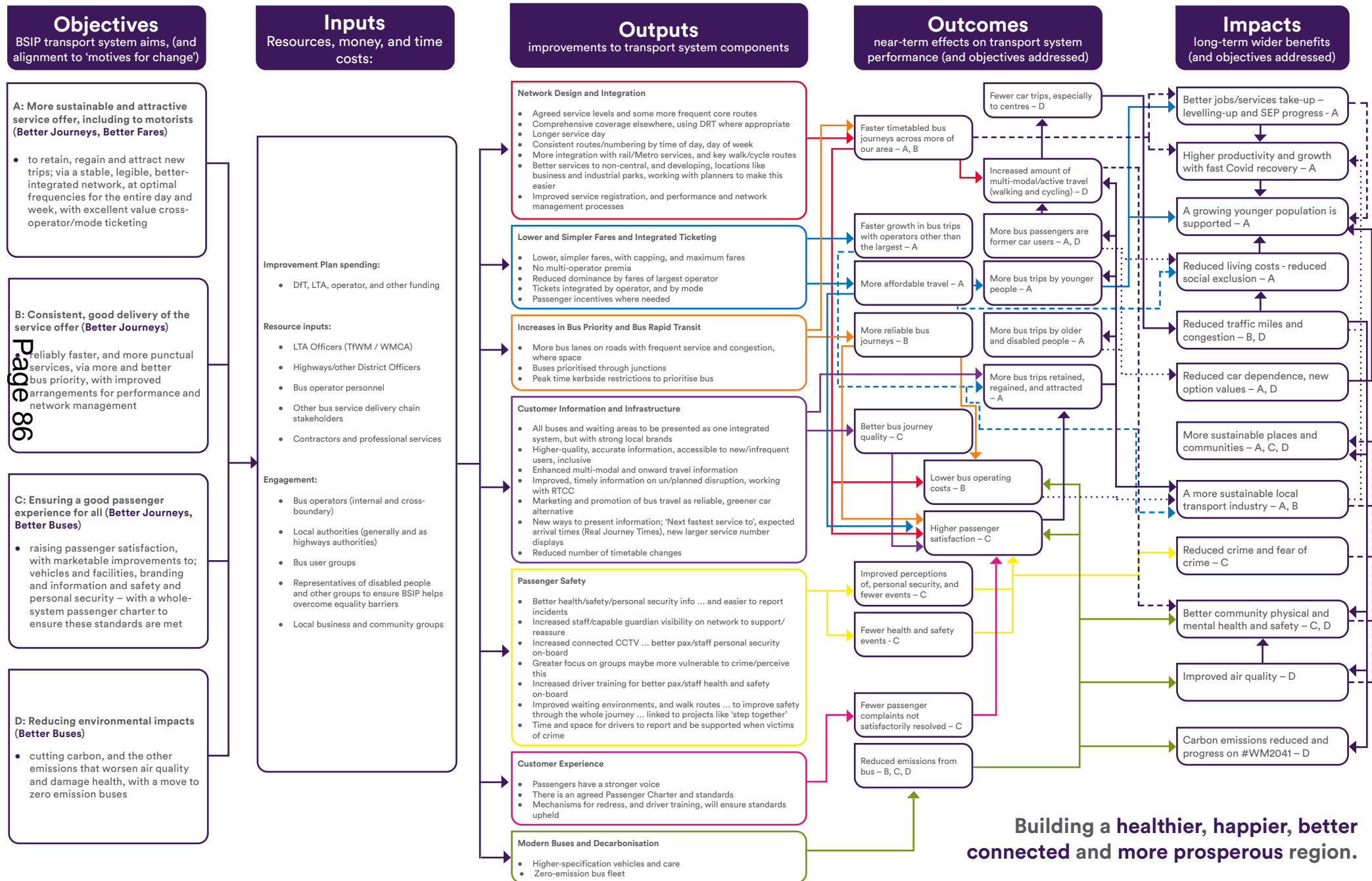
Delivery – BSIP policies to:	BSIP Funding to March 2025	Explanation (max 50 words)
Make improvements to bus services and planning		
<i>More frequent and reliable services</i>		
Review service frequency	£136.3m	<ul style="list-style-type: none"> Provide a stable network to welcome the world to the Birmingham 2022 Commonwealth Games Sustain and enhance frequencies on over 110 routes, including evenings and Sundays New cross-city and cross-regional ‘levelling up’ network connecting all parts of our region to jobs and new opportunities, giving 40% of passengers direct links to more places
Page 83 Increase bus priority measures	£246m	<ul style="list-style-type: none"> Trebling the amount of bus priority, providing £700m of economic benefits 106km of new bus lanes A shovel-ready programme of priority for delivery both before and beyond 2025 Full alignment with CRSTS and other funding streams
	See review service frequency	<ul style="list-style-type: none"> Package of new additional DRT services, incorporating Ring & Ride and Community Transport Repositioning Community Transport and DRT with a mainstream identity within the wider bus network Ensuring DRT feeds the core bus, metro and rail networks and active travel
Increased demand responsive services	See review service frequency	<ul style="list-style-type: none"> Package of new additional DRT services, incorporating Ring & Ride and Community Transport Repositioning Community Transport and DRT with a mainstream identity within the wider bus network Ensuring DRT feeds the core bus, metro and rail networks and active travel
Bus rapid transit (BRT) network	See increase bus priority measures	<ul style="list-style-type: none"> First Sprint BRT corridor opens ahead of the 2022 Commonwealth Games New cross-region links, helping level-up the Midlands by connecting Walsall, Birmingham city centre, Birmingham Airport, Solihull and HS2 in the future. Delivering more bus priority to provide the foundation for our BRT plans.

<i>Improvements to planning / integration with other modes</i>		
Integrated services with other transport modes	See more frequent and reliable services	<ul style="list-style-type: none"> Seamless and reliable travel choices to better integrate with other transport modes Physical integration at key interchanges and with active travel modes Ensuring buses meet train and tram times, especially first and last journeys
Simplify services		<ul style="list-style-type: none"> A core network of 110 turn-up-and-go services Enhanced frequencies and minimum service levels Local and supported services
Review socially necessary services		<ul style="list-style-type: none"> Review and support more services impacted by covid to help recover the customer base and usage
<i>Improvements to fares and ticketing</i>		
Lower Fares	£53m	<ul style="list-style-type: none"> Keeping England’s cheapest bus fares, already reduced in July 2021 £4/day and £15/week capped low fares (down from £5/day and £18/week) Continuing daily, 3-day and 7-day capped fares Passenger Incentive Programme to target 500k people with bespoke offers
Simplify Fares		<ul style="list-style-type: none"> Goal of no premium for multi-operator tickets Massively simplified fares and ticketing offer of just 6 ticket types Prices shown at every stop for the first time ever
Integrate ticketing between operators and transport	£0.5m	<ul style="list-style-type: none"> New multi-modal capping back office Customers will always get best value whichever mode they use Goal shared by all operators of no premium for multi-operator tickets Builds upon highly successful Swift Go and nBus / nNetwork schemes

Delivery – BSIP policies to:	BSIP Funding to March 2025	Explanation (max 50 words)
Make improvements to bus passenger experience		
<i>Higher specification buses</i>		
Invest in improved bus specifications	£3.9m	<ul style="list-style-type: none"> Enhanced passenger information and safety standards on new and existing buses.
Invest in accessible and inclusive bus services	£1m	<ul style="list-style-type: none"> Trialling new and innovative forms of public transport underpinning a multi-modal transport system Enhanced driver training programmes to improve staff and customer engagement and satisfaction
Protect personal safety of bus passengers	£1.1m	<ul style="list-style-type: none"> Targeted campaigns to focus on education and intervention to reduce offences, particularly for women and young people New CCTV at key locations for enhanced staff and public safety Improved lighting at bus stations, stops and interchanges Increased presence and patrols on the network
Invest in decarbonisation	£161m	<ul style="list-style-type: none"> Additional 750 zero emission buses by 2025 100% zero emission fleet by 2030 Fastest city region to fully zero £313m of match funding from private sector

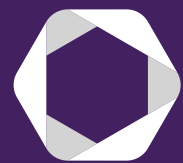
<i>Improvements to passenger engagement</i>		
Passenger Charter	£0.3m	<ul style="list-style-type: none"> Single Bus Passenger Charter for the region Giving passengers a stronger voice and ensuring they can easily have their say and that they feel listened to. Working with partners to act quickly if things go wrong and promoting an environment in which feedback is actively encouraged and used positively to improve the customer experience.
Strengthen network identity	£5.6m	<ul style="list-style-type: none"> Completing the West Midlands Bus branding roll out across the network Alignment with equivalent brands for other modes to give single integrated transport network Supporting the vision of a core network that is easily recognised and aids clarity and simplicity 0.5% of fares revenue invested in marketing
Improve bus information	£17.7m	<ul style="list-style-type: none"> Transformed availability of multi-modal information across the network Effective and enhanced disruption information across all bus services to match that of rail and Metro. Real Time Information screens, or virtual Real Time via smart phone, to every stop across the region.

Delivery – BSIP policies to:	BSIP Funding to March 2025	Explanation (max 50 words)
Other		
Customer infrastructure	£23.9m	<ul style="list-style-type: none"> • We will make our bus infrastructure cleaner, and greener • New enhanced branded infrastructure at all key centres across our network by 2024
Network Management	£5.3m	<ul style="list-style-type: none"> • Improved network management by bringing together operators and local highway authorities in a single system through the established Regional Transport Coordination Centre • Manage headways and network resilience across the network between operators and highway authorities
Marketing	£4.5m	<ul style="list-style-type: none"> • At least 0.5% of fares revenue re-invested in marketing • New and exciting marketing campaigns to encourage ridership and get people back to bus
LTA Delivery	£1.8m	<ul style="list-style-type: none"> • Strengthening of staff resources and capabilities to deliver the ambitious BSIP investment delivery programme





Transport for
West Midlands



West Midlands
Combined Authority

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West Midlands Enhanced Partnership Scheme for Buses

DRAFT Variation 002: BSIP Funding



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THE WEST MIDLANDS ENHANCED PARTNERSHIP SCHEME FOR BUSES IS MADE IN ACCORDANCE WITH SECTION 138R(1) OF THE TRANSPORT ACT 2000 BY:

(1) THE WEST MIDLANDS COMBINED AUTHORITY (WMCA) of 16 Summer Lane, Birmingham B19 3SD

(2) BIRMINGHAM CITY COUNCIL of The Council House, Victoria Square, Birmingham B1 1BB

(3) THE BOROUGH OF SANDWELL of Sandwell Council House, Freeth Street, Oldbury B69 3DE

(4) SOLIHULL METROPOLITAN BOROUGH COUNCIL of Council House, Manor Square, Solihull, West Midlands B91 3QB

(5) WALSALL METROPOLITAN BOROUGH COUNCIL of Civic Centre, Darwall Street, Walsall WS1 1TP

(6) COVENTRY CITY COUNCIL of the Council House, Earl Street, Coventry CV1 5RR

(7) DUDLEY METROPOLITAN BOROUGH COUNCIL of the Council House, Priory Road, Dudley DY1 1HF

(8) WOLVERHAMPTON CITY COUNCIL of Civic Centre, St Peter's Square, Wolverhampton WS1 1SH

Definitions used in the document

AQPS – means an Advanced Quality Partnership Scheme made pursuant to section 114(1) of the Transport Act 2000 [as amended by the Local Transport Act 2008 and the Bus Services Act 2017].

Automatic Vehicle Location (AVL) – is a means for automatically determining and transmitting the geographic location of a vehicle, allowing it to be tracked in real time.

Bus Franchising Area – an area in which a statutory franchising scheme operates, as prescribed in the Transport Act 2000, as amended by the Bus Services Act 2017 (section 123). Bus services in the area are controlled and specified by the transport authority, with bus operators providing services under one or more contracts.

Bus Gate – is a short stretch of road carriageway that is restricted to use by buses and (where specified) taxis and other authorised vehicles as indicated on appropriate signage on the approach.

Bus Lane – is a signposted lane, designated for use by buses and (where specified) taxis and other authorised vehicles, at the times also indicated by signage.

Bus lane enforcement – means the action taken to ensure that bus lanes are used only by authorised vehicles. This is often carried out by using cameras to record unauthorised use, with the issue of civil penalties to offenders under section 144 of the Transport Act 2000.

Bus Service Operators Grant – BSOG is a grant paid to operators of eligible bus services and community transport organisations to help them recover some of their fuel costs.

Bus Stand – means a bus stop clearway as defined in accordance with paragraph 1(a) of Part 1 to Schedule 19 of The Traffic Signs Regulations and General Directions 2002 but which will permit buses operating registered local bus services to wait within the clearway for as long as maybe necessary up to a maximum period of 10 minutes or alternative time as specified within the agreement.

CCTV – means closed circuit television system, whereby static or mobile cameras are used to record offences or for surveillance and security purposes.

CVRAS – means Clean Vehicle Retrofit Accreditation Scheme (CVRAS) and is a certification scheme for manufacturers of retrofit emissions reduction technology that will enable Clean Air Zone (CAZ) compliance of legacy fleet vehicles to address the air pollution emissions from buses.

Designated feeder service – means a bus service that is specifically designed by the operator and accepted by Transport for West Midlands as one that connects with another service allowing passengers to interchange at designated stops or stands

Enforcement camera – means a roadside camera that records and produces suitable evidence of unauthorised use of bus lanes or bus gates for the local highway authority to issue civil penalties under section 144 of the Transport Act 2000.

EP Scheme Area – means the area to which this EP Scheme document applies.

Euro VI equivalent standards – Euro VI diesel bus or a bus with CVRAS approved technologies retrofitted to a diesel bus to reduce NOx and Particulate Matter (PM) emissions and achieve Euro VI equivalent standards

Facilities – means the physical assets that are provided at specific locations along particular routes (or parts of routes) within the EP scheme area or new and improved bus priority measures. This is deemed for such purposes of section 138D(1) of the Transport Act 2000.

Measures – means the improvements with the aim of:

- Increasing the use of local bus service serving the routes to which the measures relate or ending or reducing a decline in their use; or
- Improving the quality of local bus service.

Slot Booking System – means the system and process set out to manage the number of buses using a particular bus stop and their headway.

Local Authorities – as prescribed under section 23 of the Local Government Act 2003.

Local Highway Authorities – this is a local authority with responsibility for the maintenance of highway infrastructure in its local authority area.

Local transport authority – collectively means the West Midlands Combined Authority (WMCA) and Transport for West Midlands (TfWM).

Local Qualifying Bus Services – means those Registered Local Bus Services operating within the EP Scheme area.

Multi-Operator Capping – means a common fares and ticketing system, applied across multiple bus operators, that will cap a user's travel cost according to the lowest price available for the journey or journeys made.

Multi-Operator Ticketing – means a common fares and ticketing system applied and accepted by multiple operators. In the West Midlands this currently means nBus and nNetwork products.

Network Stability Periods – this covers the specified dates through the year, agreed between WMCA and bus operators, on which local bus service changes take place.

Real Time Information – using technology to track the location of buses in real time, information is transmitted to bus stops or devices to indicate to passengers the predicted arrival time at a particular point.

Registered Local Bus Service – has the meaning set out in Section 2 of the Transport Act 1985.

Strategic Vision for Bus – approved in November 2018 by the WMCA to provide a clear view of what the region requires from its bus network. The Vision supports the

region's Strategic Economic Plan and supporting West Midlands Strategic Transport Plan "Movement for Growth" in defining a longer-term strategy for bus in the West Midlands.

Highway Works Permit – is a permit issued by local highway authorities to any organisation that wishes to undertake street works promoted by a public utility company or highway works promoted by the Local Highway Authority, with the aim of managing all works on the public highway. Local authorities have powers to operate permit schemes under Part 3 of the Traffic Management Act 2004 and The Traffic Management Permit Scheme (England) (Amendment) Regulations 2015.

Swift – is the brand name for smartcard ticketing products promoted and managed by Transport for West Midlands and that can be used on all public transport modes.

TRO – means a Traffic Regulation Order, made under the Road Traffic Regulation Act 1984 or any other enactment regulating the use of roads or other places.

Transport for West Midlands (TfWM) – means the organisation within the West Midlands Combined Authority with responsibility for transport.

Transport Safety Officer (TSO) – means a member of staff deployed across the public transport network ensure a safe travel environment and to provide reassurance to service users.

West Midlands Bus Alliance – established in 2015, this is an alliance of bus operators, local councils, and other partners that have agreed to work together to deliver high levels of passenger satisfaction and drive forward investment in bus services.

West Midlands Bus Service Improvement Plan (BSIP) – published on 5 November 2021, it sets out our ambitions for continued investment in our local bus services to level up the West Midlands through Better Buses, Better Journeys and Better Fares for all our residents and visitors.

West Midlands Enhanced Partnership Plan – means the document made pursuant to section 138A of the Transport Act 2000 and which is required to be in place for an EP Scheme to be made.

Zero emission vehicle – means a vehicle that emits no pollutants at its tailpipe.

1. Introduction

- 1.1. This document fulfils the statutory requirements set out by the Bus Services Act 2017 for an Enhanced Partnership (EP) Scheme. In accordance with statutory requirements in section 138 of the Transport Act 2000, this EP Scheme document sets out:
- Area covered (Section 2)
 - Commencement date (Section 2)
 - Details for reviewing the operation of the EP Scheme (Section 2 & 3)
 - Obligations made by the authorities (Sections 4 to 7)
 - Requirements imposed on local qualifying bus services (Section 8)
- 1.2. The EP Scheme can only be put in place if an associated Enhanced Partnership (EP) Plan has been made. Therefore, this document should be considered alongside the current West Midlands EP Plan.
- 1.3. The EP Scheme has been jointly developed by Transport for West Midlands (TfWM), local highway authorities and bus operators that provide qualifying local bus services in the EP Scheme area. It aims to support improvements to bus services across the West Midlands. It sets out obligations and requirements on the local transport authority, local highway authorities and bus operators to achieve the intended improvements, with the aim of passengers benefitting from attractive and convenient bus services.
- 1.4. The EP Scheme facilitates the achievement of the ambitions of the West Midlands Bus Service Improvement Plan (BSIP)¹ and the following 9 objectives set out in the *'Strategic Vision for Bus'*²:
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 demand responsive and rapid transit services supporting interchange with rail, coach and Metro to form one network.
 3. Simple, convenient and easy to use payment options, with fare capping, providing a network which is value for money and 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 years supported by discounted travel, as well as addressing barriers for excluded groups.
 9. Evolve a network to support a 24/7 thriving economy, connecting people to new and developing destinations and attractions.

¹ [wmca-bsip-05-november-2021.pdf](https://www.wmca-bsip-05-november-2021.pdf) (tfwm.org.uk)

² <https://www.tfwm.org.uk/media/38969/final-strategic-vision-for-bus.pdf>

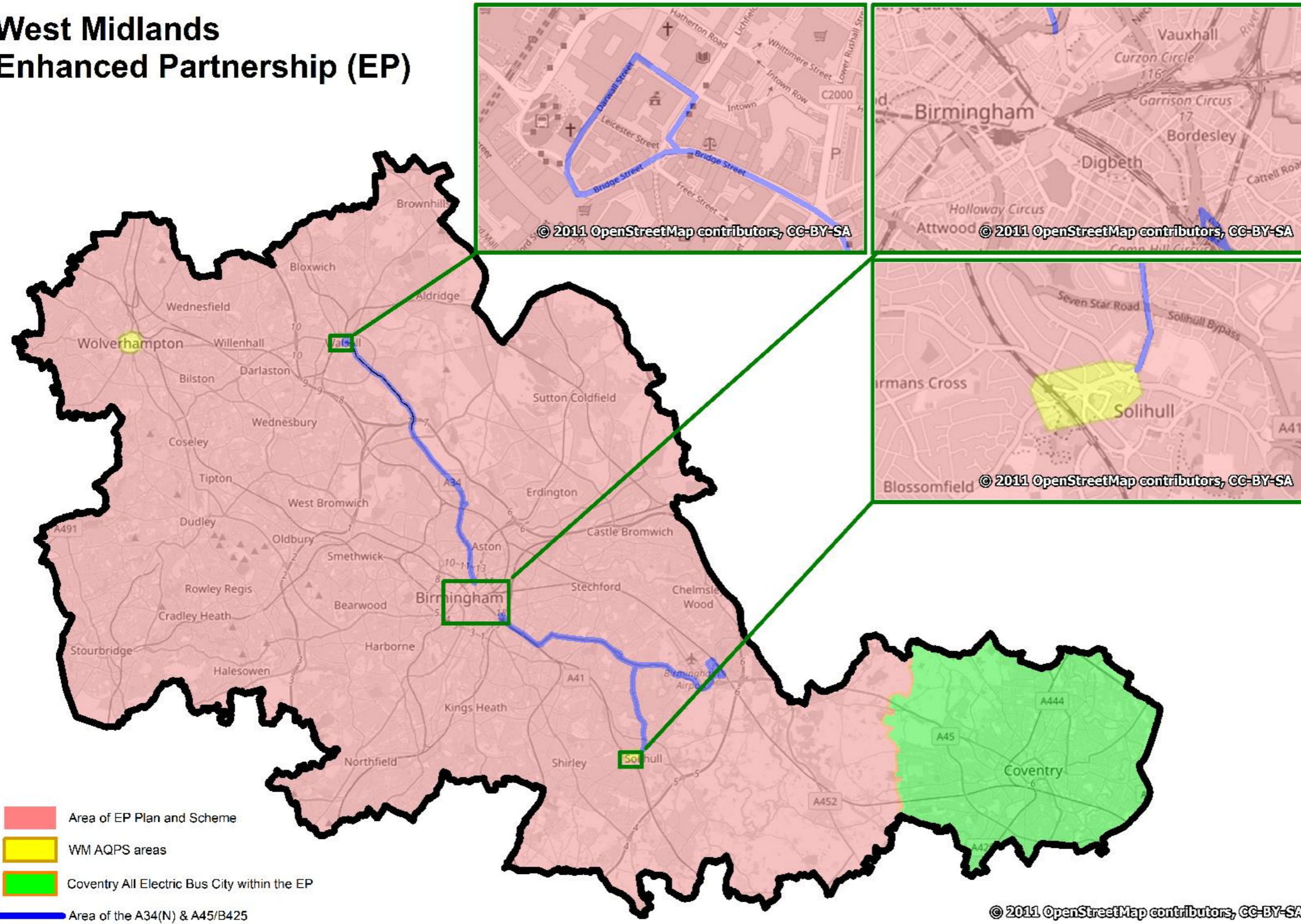
2. Scope of the EP Scheme

- 2.1. The EP Scheme supports the improvement of all local bus services operating in the West Midlands.
- 2.2. The EP Scheme area is the same as the EP Plan. It does not include the areas of the current Advanced Quality Partnership Schemes (AQPS) for Wolverhampton City Centre and Solihull Town Centre, as there can be no overlap between AQPS and EP Schemes. However, the EP Scheme will automatically incorporate the areas of the current AQPSs on their expiry or revocation, whichever is earliest. A map of the EP Plan and EP Scheme area is shown in Figure 1.
- 2.3. The original EP Scheme was made on 28 June 2021, and the start date was 70 days after it had been made, with subsequent milestone dates by which certain facilities and measures and bus service operator obligations will be introduced. The EP Scheme will have no specific end date but will be subject to a review by TfWM at least annually.
- 2.4. Registered Local Bus Services with one or more stopping places within the EP Scheme area are classed as 'qualifying local services', except those with locally-agreed exemptions, as set out below:
 - 2.4.1. Services run under sections 89 to 91 of the Transport Act 1985 where the authority retains all the revenue.
 - 2.4.2. Registered local services that are excursions or tours.
 - 2.4.3. Services operated under section 22 of the Transport Act 1985 (community bus services).
 - 2.4.4. Services that have 10% or less of their overall distance registered as local bus services.
 - 2.4.5. Services operated by vehicles that by law do not permit standing.
 - 2.4.6. Services operating under contract to local transport authorities outside of the area of the West Midlands Combined Authority³.
- 2.5. Bus services where all journeys operate under contract to WMCA through TfWM, will not need to comply with the vehicle requirements set out in this document for the duration of the current contract period. Any services procured after the EP Scheme was made must comply with the Scheme requirements.
- 2.6. The Scheme embraces a wide range of facilities, measures and operator requirements. These encompass existing and on-going commitments, along with commitments made to facilitate delivery of particular programmes or Government-funded schemes, including Coventry All Electric Bus City and City Region Sustainable Transport Settlement (2022-2027) and the Bus Service Improvement Plan (to March 2025).

³ As defined in the West Midlands Combined Authority Constitution

Figure 1 Map of the EP Plan and EP Scheme

West Midlands Enhanced Partnership (EP)



3. EP Scheme Management

Governance

- 3.1. The EP Scheme has been developed by an EP Scheme Reference Group of partners and directly impacted and interested stakeholders, comprising:

Partners

- 3.1.2 Transport for West Midlands (part of the West Midlands Combined Authority)
- 3.1.3 Birmingham City Council
- 3.1.4 Sandwell Metropolitan Borough Council
- 3.1.5 Solihull Metropolitan Borough Council
- 3.1.6 Walsall Metropolitan Borough Council
- 3.1.7 Coventry City Council
- 3.1.8 Wolverhampton City Council
- 3.1.9 Dudley Metropolitan Borough Council
- 3.1.10 Bus operators providing qualifying local bus services

Stakeholders

- 3.1.11 Bus Users UK
 - 3.1.12 Confederation of Passenger Transport (CPT)
 - 3.1.13 Transport Focus
 - 3.1.14 Neighbouring authorities (non-voting)
- 3.2. The Group will be responsible for considering future variations, in accordance with the processes detailed in paragraphs 3.3 to 3.144.

Variations to the EP Scheme

- 3.3. Consideration will be given to potential EP Scheme variations highlighted either by one of the organisations represented on the EP Reference Group or an operator of qualifying local bus services. The proposer of a variation should demonstrate how this might contribute to achieving the objectives set out in the EP Plan and current local transport policies. Such requests should be set out in writing and submitted to busalliance@tfwm.org.uk.
- 3.4. On receipt of a valid request for a variation, TfWM will reconvene the EP Scheme Reference Group, giving at least 14 days' notice for the meeting, to consider the proposed variation. If the proposed variation is agreed by all bus operators, local highway authority and TfWM representatives present, TfWM will make the EP Scheme variation, subject to the approval of the relevant local highway authorities and TfWM. Partners not represented at the meeting will be deemed to be abstaining from the decision.
- 3.5. If there is not full agreement of all partners present, then the proposed variation will be put to the operator objection mechanism, but with a reduced objection period of 14 days replacing Part 2 of the Transport Act 2000 section 138L (2)

(c). The proposed variation will be advertised on the TfWM website and emailed to operators of qualifying local services in the EP Scheme area. If the proposed variation passes the operator objection mechanism, TfWM will make the EP Scheme variation, subject to the approval of the relevant local highway authorities and TfWM.

Review of the EP Scheme

- 3.6. Once the EP Scheme is made, it will be reviewed by the EP Scheme Reference Group at least annually, commencing no later than on the anniversary of the scheme commencement date. TfWM will initiate each review and it will take no longer than 6 months to complete.
- 3.7. As part of the review process, at least every second year consideration will be given to the appropriateness of the milestone dates for the implementation of non-diesel vehicles, which will take into account changes in national and regional guidance and policy.
- 3.8. Depending on the outcome of the Business Case⁴ assessment for franchising in line with the WMCA assurance processes and legislation within the Bus Services Act 2017, it may be necessary to review the EP Scheme.
- 3.9. Any changes to the future target dates within Table 12, Table 13, Table 14, Table 19 and Table 20 will be agreed, as required, between TfWM and the relevant local highway authority responsible for maintaining the infrastructure, and automatically varied in the EP Scheme, without the need to follow the variation process set out in paragraphs 3.3 to 3.5.
- 3.10. The audio visual announcement requirements, set out in Table 5 to Table 9

⁴ As approved by the WMCA Board at its meeting on the 14 January 2022

- 3.11. Table 9 inclusive, will be automatically amended, as necessary, to align with national legislation, when adopted, without the need for a variation to the EP Scheme. This will not change the milestone dates in the EP Scheme or the requirements specified for every wheelchair space.
- 3.12. Any changes to the contact information contained in Schedule D, will be automatically updated, without the need to follow the variation process set out in paragraphs 3.3 to 3.5. This only applies to amendments to existing contact information or additional information regarding the mechanisms for reporting issues. Any proposal to remove a mechanism for reporting issues will be subject to the variation process set out in paragraphs 3.3 to 3.5.

Revocation of the EP Scheme

- 3.13. An EP Scheme can only exist if an EP Plan is in place. If, for any reason, the EP Plan is revoked, the EP Scheme would automatically cease. Equally, if all EP Schemes ceased, the EP Plan would be revoked.
- 3.14. If, for some reason, it becomes necessary for the EP Scheme to be revoked, the EP Scheme Reference Group will be reconvened and follow the same process as outlined in paragraphs 3.3 to 3.15 (noting that the agreement will be for revocation and not variation).
- 3.15. If at any point in the future the EP Scheme area is included in a Bus Franchising Area, the relevant requirements set out in this EP Scheme document will cease to apply from the commencement date of the Franchising Scheme.

4. EP Scheme obligations and requirements

4.1. The document continues by setting out the provision of specific facilities and/or measures by local authorities and requirements on operators of qualifying local bus services. This is structured by displaying:

- **Obligations made by TfWM**
 - TfWM facilities
 - Bus stations
 - Bus stop provision
 - Real time information displays
 - Bus stop infrastructure maintenance
 - Customer assistance
 - A34(N) and A45/B425 corridors
 - TfWM measures
 - Network performance and control
 - Promoting and prioritising bus travel
 - Monitoring of bus journey times
 - Integration with other sustainable travel modes
 - Slot booking system
 - Timetable changes
 - Provision of tendered services
 - TfWM bus investment
 - Reinvestment of operational expenditure savings
 - Demand Responsive Transport (DRT)
 - Improving bus emission standards
 - Parking policy and management
 - Ticketing simplification
 - TfWM measures (BSIP)
 - Bus Priority Development Programme
 - Passenger Led Recovery Programme
 - Bus network development
 - Network Performance Management
 - Lower Fares
 - Safety and security
 - West Midlands Bus Customer Charter
 - Staff capacity and capability
- **Obligations made jointly by TfWM and local highway authorities**
 - Facilities
 - Bus priority schemes (CRSTS)
 - Bus priority schemes (Other)
- **Obligations made by local highway authorities**
 - Facilities
 - Existing bus priority
 - A34(N) and A45/B425 corridors

- Measures
 - Local highway authority mechanisms and procedures
 - Bus lane enforcement
 - Junction enforcement
 - Managing highway works
 - Management and co-ordination of specific highway works
 - Bus priority development programme
 - Parking policy and management
- **Requirements imposed on qualifying local bus services**
 - Area-wide
 - Vehicle emission standards
 - Vehicle livery
 - Timetable changes
 - Information provision to the public (with TfWM)
 - Information provision to the public (by the operator)
 - West Midlands Bus Alliance Customer Charter
 - New West Midlands Bus Passenger Customer Charter
 - Ticketing schemes
 - Passenger Led Recovery programme
 - Reinvestment of operational expenditure savings
 - Bus network development
 - Parker Vehicles
 - Location specific
 - A34(N) and A45 / B425
 - Coventry local authority area

5. Obligations made by TfWM

TfWM Facilities

Bus stations

- 5.1. TfWM is responsible for bus stations in the locations listed in Schedule A1. TfWM will provide, maintain and operate these facilities to such extent as may be permitted by law and subject to weather conditions or the adverse actions or ruling of any competent authority, including slot booking management, the staffing and cleaning of them as shown, for the use of qualifying bus services.
- 5.2. Help points are provided at bus stations to enhance safety of users, giving a 24-hour response. TfWM will continue to provide help points.
- 5.3. TfWM will use a Bus Station User Agreement to regulate the use of the said bus stations, which will contain conditions for the use of such bus stations by an operator of public service vehicles, which includes buses and coaches.

Bus stop provision

- 5.4. TfWM is responsible for c. 12,200 bus stops across the West Midlands. It will continue to provide and maintain these, including detailing service numbers on bus stop flags and the provision of bespoke timetable information displays. The costs of providing information in display cases is recharged to operators according to the West Midlands Combined Authority Roadside Information Recharging Scheme agreed separately.

Real time information displays

- 5.5. There are c. 1,400 real time information displays. TfWM will continue to provide and maintain these, giving passengers reassurance and up-to-date information about when their bus is due, including details of delays.
- 5.6. TfWM will use the information provided by operators to establish as full a picture of vehicle movements and departure predictions as possible and provide these to output channels.

Bus stop infrastructure maintenance

- 5.7. TfWM is responsible for the maintenance of bus stops and associated infrastructure. It will carry this out in accordance with Schedule A2.

Customer assistance

- 5.8. TfWM provides and operates a customer contact centre, providing help and support to customers in using the public transport network via a range of media (phone; email; social media; live chat).
- 5.9. TfWM will continue to offer the customer contact centre throughout the daytime on Monday – Friday, except public holidays, and on Saturday morning.

A34(N) and A45/B425 corridors

5.10. TfWM will provide new Facilities detailed in Schedules B3 to B6. These include:

- 5.10.1. Bus lanes
- 5.10.2. Bus gates
- 5.10.3. Pedestrian crossing upgrades
- 5.10.4. Traffic signal upgrades

5.11. TfWM will provide new bus stop infrastructure at locations listed in Schedules C1 to C3, prior to the introduction of the standards for buses of 15m - 18.75m length.

5.12. The bus stops to be improved, as detailed in Schedules C1 to C3, will incorporate:

- 5.12.1. Real time information displays
- 5.12.2. Lighting
- 5.12.3. CCTV for security
- 5.12.4. Bench seating

5.13. TfWM will maintain the bus stop infrastructure in accordance with the standards set out in Schedule A2.

TfWM Measures

Network performance and control

- 5.14. TfWM will continue to provide and maintain the Regional Transport Coordination Centre (RTCC) as a hub for effective management of the highway and bus network and providing up to date information for users.
- 5.15. The RTCC will be developed as a centre through which TfWM and all operators work together to ensure a reliable network, by using data and intelligence to proactively respond to network incidents, delays and bus operator performance to bring about improvements.
- 5.16. TfWM plans to take on the local bus registration functions voluntarily in 2022/23, to act as the registration authority for bus services wholly within the EP Scheme area.

Promoting and prioritising bus travel

- 5.17. TfWM will actively promote bus travel in the EP Scheme area through the actions within its Communication Strategy and those of the Bus Alliance Communications and Marketing Steering Group.

Monitoring of bus journey times

- 5.18. TfWM will monitor bus journey times in the EP Scheme area by collecting and analysing Automatic Vehicle Location (AVL) data and reporting these on a quarterly basis. The following measures will be made and compared with a first quarter baseline (after the EP Scheme is made) for each service that operates more than two journeys per day between defined stop points:
 1. RJT or Real Journey Time (95th percentile journey time)
 2. TJT or Timetabled Journey Time
 3. CT or Contingency Time passengers must allow = $RJT - TJT$
 4. Performance against TJT of TJT with CT added = $\% (TJT / (TJT + CT))$
= $\% (TJT / RJT)$
- 5.19. Measurements will be made on stop pairs (defined by TfWM) during the morning and afternoon peak periods (07:00-10:00 and 15:30-18:30) within the EP Scheme Area linking:
 1. A local centre with its nearest district centre
 2. A local centre with its nearest strategic centre
 3. A district centre with its nearest strategic centre
 4. Two strategic centres

- 5.20. This data will be published on TfWM's website and used to identify the need for further possible measures, facilities and influence on the management of roadworks in the EP Scheme area.
- 5.21. Through its monitoring of bus journey times, TfWM will influence the management and mitigation of roadworks by local highway authorities to minimise disruption to bus services and inconvenience to bus passengers in the EP Scheme Area.
- 5.22. A reinvigorated West Midlands Bus Alliance Bus Performance Board will use a data-led approach (drawing on TfWM's network management and monitoring tool and operators' systems to identify issues on the bus network and seek solutions from operators and relevant Highways Authorities to bring about change.

Integration with other sustainable travel modes

- 5.23. Improved access for people to and from bus stop infrastructure, and to board and alight buses will be considered. Pavement audits provide one means to identify improvements for the needs of pedestrians in areas of interchange, which can be investigated, by local highways authorities, when identified by partners.
- 5.24. The current Local Cycling and Walking Infrastructure Plan (LCWIP) identifies infrastructure within the Scheme area⁵. Bus and active travel modes need to be integrated to ensure high quality improvements are delivered that enhance sustainable travel. This will consider improvements to bus stop design to allow for safe bus passenger access, whilst considering the needs of other non-motorised users as referenced in the West Midlands Cycle Design Guidance⁶.

Slot Booking System

- 5.25. TfWM may introduce a 'Slot Booking System' at a stop in the EP Scheme area in situations where TfWM or an operator highlights the inability of that stop to accommodate all scheduled departures. Stops in this position will be considered on a case-by-case basis. An operator wishing to request consideration of slot booking at a particular stop should do so by emailing <mailto:busalliance@tfwm.org.uk>.
- 5.26. TfWM will maintain an up-to-date list of all stops where a slot booking system applies. This will be available from TfWM on request.
- 5.27. TfWM will explore a process for publishing the list of stops with a slot booking system.
- 5.28. TfWM will review the slot booking system, together with any stops to which such a system is applied, based on demand and quality, when requested or when the threshold of a full slot allocation is reached at a bus stop. This will be reviewed against a quality framework process agreed through the West

⁵ https://www.tfwm.org.uk/media/47547/feb19-759487472899466-lcwip-roadmap_v30.pdf

⁶ <https://www.tfwm.org.uk/media/2713/2019-07-15-wm-guidance-wcovers.pdf>

Midlands Bus Alliance within a 28-day period.

- 5.29. Operators wishing to use a stop that is subject to slot booking must submit a request for slots to TfWM. Such requests should be emailed to busalliance@tfwm.org.uk at least 14 days prior to submitting the service registration or variation to TfWM (itself at least 70 days before the service takes effect).

Timetable changes

- 5.30. With the aim of achieving network stability and ensuring service changes are co-ordinated, TfWM will agree with the Bus Operators' Panel a limited number of set service change dates (and no more than 8 per year) as part of the Network Stability Periods. The Network Stability Periods will be included in the EP Scheme, as Annex A and be automatically updated annually as it is agreed.

Provision of tendered services

- 5.31. TfWM will continue to subsidise socially necessary bus services where they are not provided on a commercial basis. Which services will be supported will be governed by the WMCA Access Standards which will be reviewed regularly and at points where there are significant changes to the network and/or available public sector funding. These include services that run at weekends, early in the morning or late evening.
- 5.32. TfWM will undertake a competitive process for the procurement of supported services through the Bravo system and will publish the outcome of tendered services online: [Bus Tenders | Transport for West Midlands \(tfwm.org.uk\)](https://www.tfwm.org.uk/bus-tenders)

TfWM's Bus Investment

- 5.33. TfWM's approved budget for 2022/23 to support the region's bus passengers is approximately £82 million and includes:
- 5.33.1. £13.420m (after BSOG) for supported bus services
 - 5.33.2. £6.6m for Ring & Ride operation and contact centre
 - 5.33.3. £1.14m for the existing West Midlands on-demand (DRT) service in Coventry (full budget)
 - 5.33.4. £46.914m for the English National Concessionary Travel Scheme and £6.401 for the child travel reimbursement
 - 5.33.5. £7.05 for TfWM staff resources looking after bus related activities, information and marketing.

Reinvestment of operational expenditure savings

- 5.34. The provision of new public investment to improve bus services (i.e. bus priority facilities) could lead to operational expenditure savings for operators, which would be expected to be reinvested in the local bus network.

- 5.35. TfWM will commit to working with local bus operators to agree a process through which, using an open book approach, operational expenditure (opex) savings can be identified and agreed between TfWM and the bus operator for reinvestment in the EP Scheme area on a case-by-case basis, as a result of new public investment to improve bus services. Any savings identified will be agreed with each operator and captured in the EP Scheme.
- 5.36. Any change to the EP scheme to capture this reinvestment would see the EP Scheme automatically varied, without the need to follow the variation process.
- 5.37. TfWM will also seek operator reinvestment of not just opex savings, but any cost and revenue growth benefits accruing to bus operators from new public investment to improve bus services, to be reinvested in the EP scheme area, on a case-by-case basis, and to be captured in the EP Scheme. The same process as the opex savings reinvestment would apply.

Demand Responsive Transport (DRT)

- 5.38. Having trialled DRT in the region through the West Midlands on-demand bus service, and through the experience of supporting the long-standing extensive Ring & Ride operation, there is clearly a future role for flexibly operated and demand responsive bus services. This has been backed by an Outline Business Case undertaken to assess the benefits of a regionwide DRT service.
- 5.39. Over the 3 years to March 2025, £10m has been provisionally secured through CRSTS for TfWM to implement a regionwide Demand Responsive Transport (DRT) network to complement the fixed route bus network and provide greater accessibility in areas and for journeys that are more challenging to serve well by bus. It is recognised that in many cases modern lifestyles necessitate journeys to a range of destinations that will not always be possible or straightforward to reach by bus. A strong bus network, complemented by reliable value for money DRT system is therefore intended to reduce the necessity for residents to own a car.

Improving bus emission standards

- 5.40. Through the CRSTS programme, £3 million will be available to upgrade vehicles that operate on qualifying local bus services in the EP Scheme area to improve emission standards. TfWM will develop and introduce a process for operators to apply and receive funding in 2022/23 to upgrade vehicles to at least Euro VI emission standards using Clean Vehicle Retrofit Accreditation Scheme (CRVAS) or emerging Zero Emission Vehicle Retrofit Accreditation Scheme (ZEVAS) technology.

Parking policy and management

- 5.41. The WM LTP5 Core Strategy acknowledges the role of parking management and charges as a key policy lever to help encourage modal change to bus.
- 5.42. TfWM will work with local authorities to identify and ensure that appropriate local parking planning policies are in place aligned to the development and

implementation.

- 5.43. TfWM will work with local authorities to explore opportunities to better use parking and land use policies to support viable bus services and provide the conditions that encourage greater bus use.

Ticketing simplification

- 5.44. As part of the management and development of the network, it is important to make bus services as attractive as possible and help levels of use to return to pre-pandemic levels.
- 5.45. TfWM will explore a process of ticketing reform, whereby its nBus multi-operator tickets become the main form of bus tickets, significantly reducing the overall number of tickets on offer. This will be achieved by pricing these the same as operators' own products. TfWM will work towards a target implementation date of 1 January 2023 for this ticketing simplification.

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TfWM Measures (Bus Service Improvement Plan)

5.46. The following measures are subject to funding through the Bus Service Improvement Plan (BSIP) DfT funding of £87,857,760 for the period to March 2025. The level of funding requested for each area is as follows:

Table 1 West Midlands BSIP Funding (indicative)

BSIP Area	Indicative BSIP Funding (£m)
Bus Priority Development Programme	1.00
Passenger Led Recovery Programme	39.00
Bus network development	23.68
Network Performance Management	3.30
Lower Fares	18.50
Safety and security	1.08
West Midlands Bus Customer Charter	0.27
Staff capacity and capability	1.03

Bus priority development programme

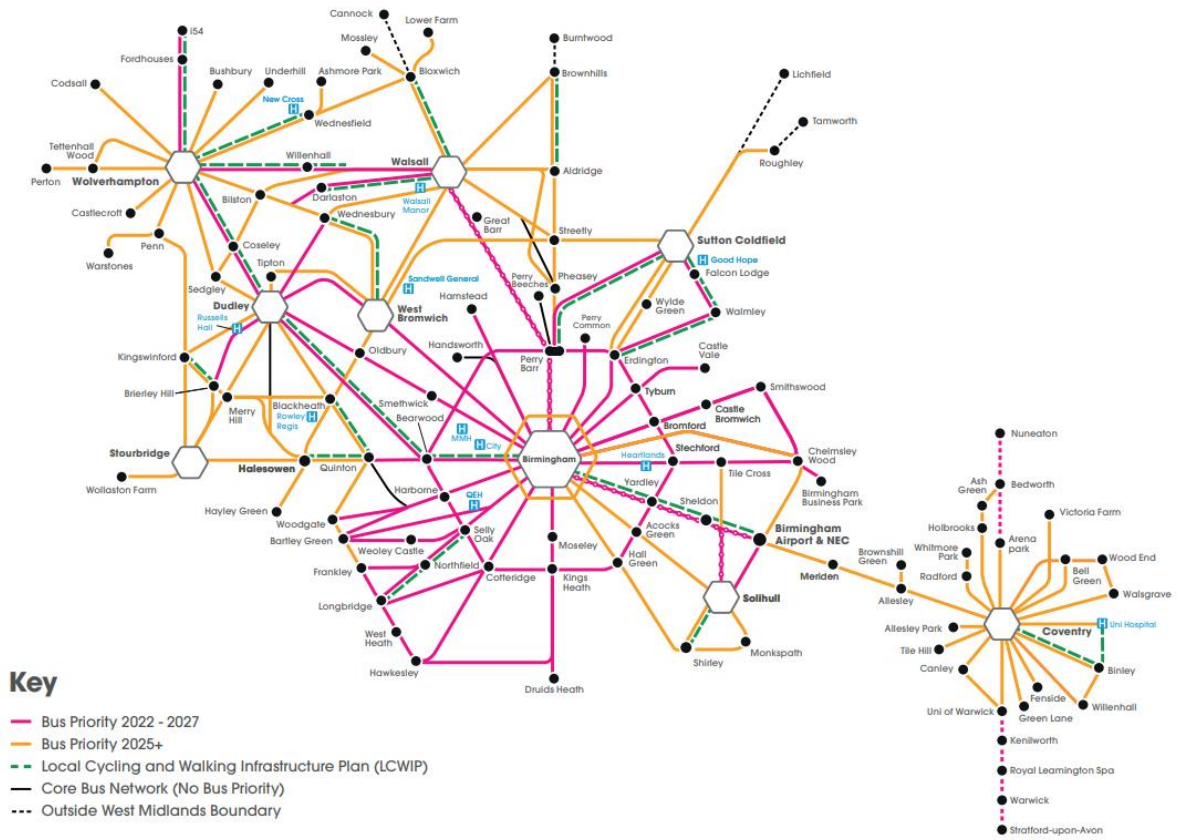
5.47. Given the current implementation of many schemes, it is important to develop a pipeline of potential future bus priority interventions, ready for implementation should future funding opportunities arise.

5.48. TfWM will work closely with bus operators and local highway authorities to identify, investigate and develop future bus priority interventions on the unfunded corridors of the West Midlands Bus Priority Network (as shown by the “Bus Priority 2025+” network), for faster bus journey times and reduced bus journey time variability. This will include the following target milestones:

- Strategic Outline Business Case by December 2023
- Outline Business Case by December 2024

5.49. The identification of possible future interventions will be evidence-led, drawing on bus operator data, operator engagement, and passenger data, and follow the WMCA’s Single Assurance Framework Business Case standards, compliant with HM Treasury Green Book and Transport Analysis Guidance.

Figure 2 Schematic of West Midlands Bus Priority Network (June 2022)



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Passenger led recovery Programme

5.50. The BSIP includes a significant programme of passenger led recovery actions and incentives to help the recovery of the bus network post-pandemic. The passenger-led recovery actions fall into two categories:

5.50.1. Incentives to get people out of their cars and to try the bus. These will involve free trials for people who currently use a car and identified as those most likely to be encouraged to change.

5.50.2. Incentives to specific groups who suffer exclusion because they are unable to access transport. This will provide assistance for a set period to improve life chances (such as training opportunities or a job) and then encourage continued bus use at usual fares.

5.51. By encouraging travel behaviour change and opening up access, the aim is that the incentives can be self-supporting through increased bus use and help to maintain a strong bus network for all.

5.52. The incentive programme will be accompanied by extensive and targeted information campaigns.

5.53. Modal shift incentives will include free trials and discounted offers for:

5.53.1. Individuals who drive to their place of employment.

5.53.2. Individuals who drive to railway stations and tram park and ride sites or use Swift Parking.

5.53.3. Individuals whose travel habits may have been disrupted and are intending to drive, such as those moving into new houses or starting new jobs or training.

5.53.4. Individuals who use their car to make regular trips outside of travel to employment, such as for health appointments or to visit leisure facilities.

5.53.5. Lapsed passengers who no longer use the bus to encourage them back to travel

5.53.6. Individuals who only travel by bus occasionally to encourage more regular use.

5.53.7. Companion offers to support ENCTS passengers back to using the bus,

5.53.8. Individuals who claim travel expense for business travel by car.

5.53.9. Family travel offers

5.54. Travel incentives for excluded groups in the following categories:

- **Jobs & Skills - examples**

5.54.1. Jobseekers

5.54.2. Those re-training with new skills

5.54.3. Those starting apprentices

5.54.4. Those not in education, employment or training (NEET)

- **Health & Wellbeing – examples**

5.54.5. People for whom the social prescribing of transport by the NHS may help combat obesity, loneliness or mental health issues.

5.54.6. Individuals in poor health but do not qualify for the ENCTS pass.

5.54.7. Individuals in isolated social situations.

- **Care Systems & Care Support – examples**

5.54.8. Care leavers

5.54.9. Young carers

- **Criminal Justice System - examples**

5.54.10. Young people leaving the criminal justice system

5.54.11. People in the probation system

- **Other excluded groups – examples**

5.54.12. Refugees

5.54.13. Those who have experienced, or are fleeing, violence

5.54.14. Specific groups with barriers to opportunity, such as those whose first language is not English, people in social or affordable housing, veterans, those on low incomes or who are homeless

5.55. TfWM will lead the development of the incentive programme and information campaigns. Each element of the incentive programme will be taken forward separately and tailored to its specific requirements, in line with the following objectives:

5.55.1. Initial scoping and stakeholder engagement (complete).

5.55.2. Definition of each incentive (complete).

5.55.3. Detailed definition of programme delivery (complete).

- 5.55.4. Recruitment and initiation of administration and delivery function by November 2022⁷.
 - 5.55.5. Development of information campaigns prior to launch of each incentive.
 - 5.55.6. Introduction of the first incentive package by December 2022⁷.
 - 5.55.7. Incentives offered for fixed periods between December 2022⁷ and March 2025.
- 5.56. Further details on the development of the Passenger Led Recovery Programme are included in Annex B for reference.
- 5.57. Continuous monitoring and evaluation of the incentive offers, take up and the target groups will be undertaken to ensure the programme objectives are achieved. Where incentives are not achieving outcomes, the incentive offer will be reviewed, or funding reallocated to other cohorts of people, where offers and usage are performing strongly, or to new cohorts of people.

Bus network development

- 5.58. TfWM will manage and lead a collaborative review of the bus network to identify core routes and agree consistent levels of performance and quality of service, in order to establish a viable long-term network. This will be carried out in line with the following timescales agreed by the West Midlands Bus Alliance Bus Operators' Panel.
- 5.58.1. Undertake review and agree network (including expected quality of service and levels of performance), ready to be consulted upon, by 20 July 2022
 - 5.58.2. Consultation and engagement to be completed by 2 October 2022
 - 5.58.3. Final network mapping, service planning and registration preparation by 21 October 2022
 - 5.58.4. Service registrations submitted to Traffic Commissioner by 20 November 2022
 - 5.58.5. Network marketing and promotion through December 2022
 - 5.58.6. Revised services and viable network introduced 1 January 2023
- 5.59. This process will confirm (at step 4 paragraph 5.58.4) the level of BSIP funding required to provide this new viable long-term bus network to the period of March 2025.

⁷ Based on the assumption BSIP funding for the Passenger Led Recovery Programme will be available from 1st September 2022.

Network performance management

5.60. TfWM will commission a functional and operational review of the RTCC to determine its future scale and scope in effectively managing bus network performance and operation. This will be undertaken in close collaboration with local bus operators and will be completed by 31 March 2023. This will confirm the required resources (across TfWM, operators and local highway authorities) to achieve effective and co-ordinated performance and highway management through the RTCC.

Lower fares

5.61. TfWM will freeze the prices of the nBus ticket products at the levels as of 1 April 2022 (which are below pre-pandemic levels) until at least 31 March 2025.

Safety and security

5.62. Transport Safety Officers (TSOs) are deployed across the public transport network to provide reassurance to customers and to respond to incidents and concerns.

5.63. TfWM will maintain its current team of 3 TSOs. TfWM will also recruit and deploy 9 additional TSOs in 2022/23 for a minimum period of 3 years, with a focus on the bus network.

West Midlands Bus Customer Charter

5.64. In line with other improvements to the bus network, a new bus customer charter is being formulated to create a step change in expectation and experience, such that customers can see its impact. It will set standards and provide strong commitments that are specific and measurable, driving continuous improvement. Early engagement with customer representatives has provided the basis for the development of the charter.

5.65. TfWM will continue to develop the customer charter in partnership with operators, launching it by March 2023. An associated monitoring regime will also be agreed, which will inform an annual review and update of the charter in April each year.

Staff capacity and capability

5.66. The BSIP sets out an ambitious programme to further improve and promote the West Midlands bus network. This is backed by the significant commitments made in this EP Scheme. Delivery of the ambitions will depend on TfWM having a knowledgeable and well-equipped team. Therefore, TfWM will strengthen its internal team capacity and capability, employing up to 5 additional full time equivalent members of staff, around the planning and management of the bus network, project management and scheme delivery, and monitoring and evaluation, in order to support BSIP delivery to March 2025.

6. Obligations made jointly by TfWM and local highway authorities

Facilities

6.1. TfWM and local highway authorities will seek to progress and deliver the following bus priority schemes (confirming the relevant facilities to be delivered as schemes are progressed) as set out in Table 2 and Table 3.

Table 2: Bus Priority Schemes (CRSTS)

Lead Promotor	Corridor details	Main bus services	Indicative timescales and target operational date	Consultation commitments	Engagement with operators	Scheme objectives
TfWM	Cross-city bus priority: Additional bus priority IB and OB between Perry Common / Hamstead and Longbridge via Birmingham City Centre.	Perry Common (7) / Hamstead (16) –Hawksley (35) / Longbridge (45/47)	OBC: August 2023 FBC: August 2024 Operational: September 2026	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators will be part of the project governance structure	<ul style="list-style-type: none"> • Target bus journey time (15% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport
TfWM	Cross-city bus priority: Additional bus priority IB and OB between Sutton Coldfield and Longbridge via Birmingham City Centre.	Sutton Coldfield (907/X14/65/67) –Longbridge (X20/X21/61/63)	OBC: December 2022 FBC: March 2024 Operational: September 2025	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators are part of the project governance structure	<ul style="list-style-type: none"> • Target bus journey time (15% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport
TfWM	Cross-city bus priority: Additional bus priority IB and OB between Harborne and East	Harborne (23/24) –East Birmingham (95/94)	OBC: August 2023 FBC: August 2024	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators will be part of the project governance structure	<ul style="list-style-type: none"> • Target bus journey time (12% reduction in peak bus JT) and reduce bus journey time

	Birmingham via Birmingham City Centre.		Operational: September 2026			<ul style="list-style-type: none"> variability • Improve bus passenger satisfaction • Create modal shift from car to public transport
TfWM	Cross-city bus priority: Additional bus priority IB and OB between West Bromwich and Birmingham City Centre.	West Bromwich - Birmingham City Centre (74)	<p>OBC: August 2023</p> <p>FBC: August 2024</p> <p>Operational: September 2026</p>	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators will be part of the project governance structure	<ul style="list-style-type: none"> • Target bus journey time (10% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport
TfWM	Bus priority to tackle congestion hotspots along the Outer Circle route and improve connectivity, where interaction with the cross-city corridors.	Outer Circle (11A/C)	<p>OBC: August 2023</p> <p>FBC: August 2024</p> <p>Operational: September 2026</p>	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators will be part of the project governance structure	<ul style="list-style-type: none"> • Target bus journey time (10% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport
TfWM	Cross-city bus priority: Additional bus priority IB and OB between Birmingham City Centre and East Birmingham.	East Birmingham - Birmingham City Centre (97)	<p>OBC: August 2023</p> <p>FBC: August 2024</p> <p>Operational: September 2026</p>	Public consultation, including bus user surveys to be undertaken post-OBC.	Relevant operators will be part of the project governance structure	<ul style="list-style-type: none"> • Target bus journey time (10% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport

TfWM	Sprint A45 Phase 2. Additional bus priority IB and OB from Walsall bus station to Birmingham City Centre.		Operational: December 2024	Consultation undertaken in 2018, including bus user surveys. Additional engagement with residents and bus users in 2022.	National Express are part of Sprint programme board and investment due from operator as part of ZEBRA	<ul style="list-style-type: none"> • Improve bus journey time (20% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport
TfWM	Sprint A34 Phase 2. Additional bus priority IB and OB from Solihull train station to Birmingham City Centre (via B425 and A45).		Operational: December 2024	Consultation undertaken in 2018, including bus user surveys. Additional engagement with residents and bus users in 2022.	National Express are part of Sprint programme board and investment due from operator as part of ZEBRA	<ul style="list-style-type: none"> • Improve bus journey time (20% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport
TfWM	Cross-city bus priority: Hagley Road Rapid Transit Bus priority IB and OB from Lordswood Road junction to Five Ways.	9, X10, X8, 126	Operational: December 2025.	Early stakeholder engagement in 2022 (to include bus user group). Public consultation in 2023 with residents and bus users targeted.	National Express are part of programme board, investment expected as part of cross-city	<ul style="list-style-type: none"> • Improve bus journey time (20% reduction in peak bus JT) and reduce bus journey time variability • Improve bus passenger satisfaction • Create modal shift from car to public transport and active travel
Sandwell	A461 Sandwell walk, cycle and bus corridor. MRN corridor from Dudley to A41 Great Bridge. Reallocation of road	74	Development by June 2024 Operational: March 2027			Bus journey time improvement

	space, including 1km of bus priority.					
Dudley	A461 Dudley walk, cycle and bus corridor (Amblecote to Dudley). Reallocation of road space, including 1km of bus priority.	5/6	Development by September 2024 Operational: March 2027			Bus journey time improvement
Solihull	UKC – Solihull – Dorridge corridor. Bus priority measures at key locations (congestion hotspots)		Operational: March 2027	Stakeholder engagement and consultation	Bus operators engaged throughout	Reduce bus journey times; improve bus journey time reliability.
Wolverhampton	A449 corridor, M5 J2 to Wolverhampton ring road. Active travel corridor with network amendments to improve bus journey reliability.	3	Commencement of works: 2023 Operational: December 2025	Stakeholder engagement already undertaken. Further public consultation on detailed design in 2022.	Bus operators will be consulted further on detailed design	Improve bus journey reliability (target to be set)
Wolverhampton	A4123 walk, cycle, bus corridor. High quality active travel measures and bus priority (including review and delivery of real time information; bus gates); bus stop rationalisation	X8, 126	SOBC: November 2022 OBC: July 2023 FBC: May 2024 Operational: March 2027	Consultation will be undertaken at OBC stage	Some engagement has already taken place with operators. Further engagement at OBC stage.	Reduce bus journey time variability; improve bus journey times; improve public transport information through real time information.

Wolverhampton	A454 walk, cycle, bus corridor. 8km corridor Walsall – Wolverhampton (to be delivered in various phases)	529 543/53/82	Different phases of works delivered between 2023 and 2027	Some statutory consultation already undertaken. Further consultation as each phase progressed.	Operators will be engaged throughout. Workshop with operators, TfWM and other stakeholders in summer 2022 to develop/agree objectives and SMART targets.	Measurable targets to be agreed.
Walsall	A41/A4038 Moxley Iron Park to Walsall Town Centre Walk, Cycle and Bus Corridor	39, 79	OBC: December 2023 FBC: December 2026 Operational: 2029	Early stages of development, with TfWM engaged; followed by external consultation on preliminary designs. Specified surveys of bus users along the corridor as part of the development.	Operators to be engaged through TfWM during the stages of development	Improve public transport offering Reduce congestion Bus priority along the A41/A4038 corridor

Table 3: Bus Priority Schemes (Other Funding)

Lead Promotor	Corridor details	Main bus services	Indicative timescales and target operational date	Consultation commitments	Engagement with operators	Scheme objectives
TfWM	Cross city bus priority: Birmingham City Centre	All Birmingham city centre services	Operational March 2024	Public consultation undertaken and Traffic Regulation Orders advertised	Operators engaged throughout via project governance	<ul style="list-style-type: none"> Improve bus journey time Improve bus reliability Reduce delays to bus Improve bus passenger satisfaction
TfWM	Cross city bus priority: Dudley – Druids Heath	50, 82, 87	Operational December 2024	Public consultation planned, and follows wider stakeholder and local member engagement	Operators engaged throughout via project governance	<ul style="list-style-type: none"> Improve bus journey time Improve bus reliability Reduce delays to bus Improve bus passenger satisfaction
TfWM	Alcester Road	50	Operational December 2024	Public consultation undertaken and Traffic Regulation Orders advertised	Operators engaged throughout via project governance	<ul style="list-style-type: none"> Improve bus journey time Improve bus reliability Reduce delays to bus Improve bus passenger satisfaction
Birmingham	A457 Dudley Road improvements	82, 87	Business Case approved by BCC. Operational 2025	Public consultation	Operators engaged and consulted throughout the scheme development	<ul style="list-style-type: none"> Improving public transport journey time reliability Providing safer infrastructure for bus users

						Reducing congestion Improving accessibility into Birmingham City Centre
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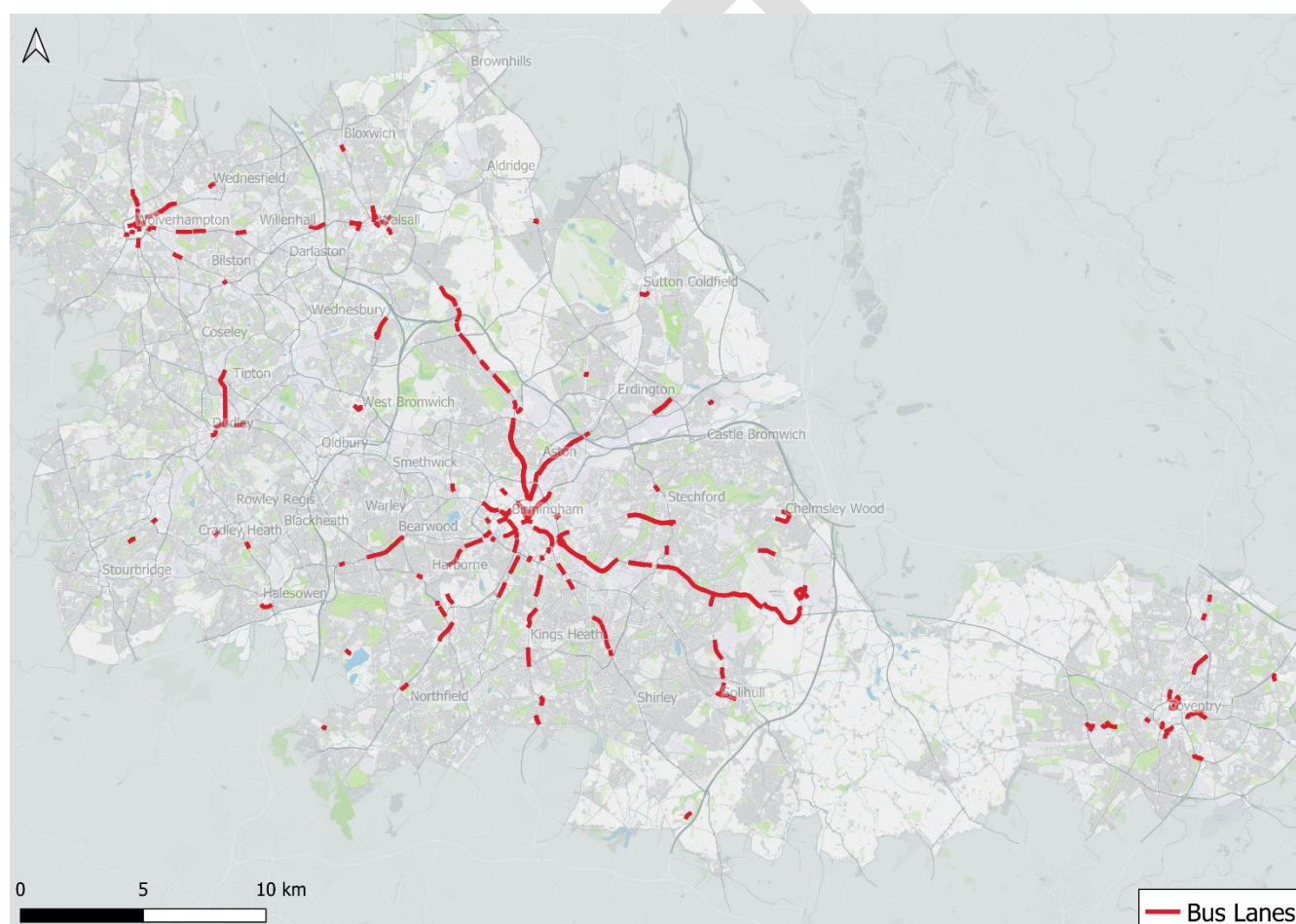
7. Obligations by local highway authorities

Facilities

Existing bus priority

- 7.1. Extensive bus priority provision is already made across the West Midlands. The intention of this Scheme Element is to ensure that this remains in place and is maintained accordingly.
- 7.2. An inventory of existing bus priority interventions is given in Schedule B1 (Table 10).

Figure 3 Existing Bus Priority in the West Midlands



A34(N) and A45/B425 corridors

- 7.3. Each local highway authority will maintain all existing (Schedule B1) and new facilities (Schedules B2 to B6) in good order for the use of qualifying local bus services, in accordance with its published Highway Maintenance policies and procedures.
- 7.4. Each local highway authority will endeavour to protect these bus stops, where required by partners, using appropriate Bus Stop Clearway Orders, or other suitable actions to ensure passengers have un-restricted access to the qualifying local bus services. Any changes requiring the introduction of a Traffic Regulation Order (TRO) will be subject to the statutory consultation process.

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Measures

Local Highway Authority mechanisms and procedures

- 7.5. The reporting mechanisms for each relevant local highway authority are shown in Schedule D. Should the telephone numbers, email addresses or other aspects of the reporting procedures provided in Schedule D change, local highway authorities will inform TfWM and bus operators operating in the EP Scheme area at least one week in advance of the change via email to the bus operators and to busalliance@tfwm.org.uk.
- 7.6. Each local highway authority will use its powers and resources to enforce Traffic Regulation Orders, to improve compliance and make journey times for bus reliable.

Bus lane enforcement

- 7.7. Relevant local highway authorities will use the discretionary powers granted in the Traffic Management Act 2004 to enforce bus lanes with CCTV equipment. The local highway authorities are approved local authorities under The Bus Lane Contraventions (Approved Local Authorities) (England) Order 2005 for the purposes of section 144 of the Transport Act 2000 (Civil Penalties for Bus Lane Contraventions).
- 7.8. The enforcement cameras and recording systems will be approved in accordance with the requirements of The Bus Lanes (Approved Devices) (England) Order 2005.
- 7.9. Relevant local highway authorities will implement an evidence-based assessment process to help determine the initial need and continued operational business case of any enforcement system used under this EP scheme, which must be provided and operated with due consideration to the whole enforcement process and the requirements of the Investigatory Powers Commissioner's Office.
- 7.10. Should a relevant local highway authority deem it necessary to relocate an enforcement camera then it will provide a response as to the reasons why to the EP Reference Group.
- 7.11. Bus lane enforcement details are provided in Schedule B2.

Junction enforcement

- 7.12. If additional powers are provided to local highway authorities or WMCA to deter vehicles from blocking junctions, these will be taken up and used in the EP Scheme area. Bus operators will be able to report problem areas for enforcement action through the same processes given by the local highway authorities in Schedule D, unless otherwise notified.

Managing Highway works

- 7.13. Each local highway authority will establish mechanisms to minimise disruption to qualifying local bus services from both planned and emergency highway works, in accordance with the New Roads and Street Works Act (1991) available under a noticing scheme.
- 7.14. Each local highway authority will commit to investigating implementation of Highway Lane Rental Schemes 12 months after the implementation of the relevant permitting scheme referenced in paragraph 7.13.
- 7.15. Where bus operators report a highway issue affecting bus travel to a local highway authority for investigation, they must also report the matter to TfWM using the rtccdutymanager@tfwm.org.uk email address.

Management and co-ordination of specific highway works

- 7.16. When necessary for future major highway works impacting bus travel in the scheme area, the relevant lead local highway authority will work with the relevant partners, including local bus operators, to maximise the benefits to bus users of the changes to the transport network and minimise bus disruption during construction. Any partner can make a request for partner mitigation groups to major highway works, as they deem necessary.

Bus priority development programme

- 7.17. Local highway authorities will work with TfWM and bus operators to identify, investigate and develop future bus priority interventions, as set out above.

Parking policy and management

Black Country

- 7.18. Black Country authorities will continue to use parking management policies, set out in Policy TRAN7 Parking Management, to support the provision of bus services.
- 7.19. The priorities for traffic management in the Black Country include the sustainable delivery and management of parking in centres and beyond, through use of some or all of the following measures as appropriate:
- 7.19.1. Management and control of parking - ensuring that it is not used as a tool for competition between centres.
- 7.19.2. Type of parking – ensuring that where appropriate long-stay parking is removed from town centres, to support parking for leisure and retail customers and to encourage commuters to use more sustainable means and reduce peak hour traffic flows.
- 7.19.3. Maximum parking standards – ensuring that a consistent approach to maximum parking standards is enforced in new developments as set out in supplementary planning documents.

- 7.19.4. Location of parking – by reviewing the location of town centre car parks through the “Network Management Duty”, to ensure that the flow of traffic around town centres is as efficient as possible.

Birmingham

- 7.20. The Birmingham Transport Plan (BTP) states that:

7.20.1. Commuter car parking will be limited in areas that are well served by public transport, such as the city centre; and

7.20.2. Public transport and cycling provision will be prioritised over car parking provision.

- 7.21. The adopted Birmingham Supplementary Parking Document (BSPD) seeks to take a balanced approach to managing the provision of parking in order to support the delivery of a sustainable transport system and the sustainable growth and regeneration of the city. The objectives of the BSPD include encouraging more journeys based on walking, cycling, public transport and low emission vehicles.

- 7.22. The development of a Full Business Case for the Workplace Levy was approved in October 2019 and allows Birmingham City Council to produce a full investigation of WPL options, identify governance and budget requirements, undertake comprehensive workplace parking surveys, develop a communication and engagement strategy and begin engagement with employers.

- 7.23. A tailored approach is taken for different areas of Birmingham taking into account connectivity, public transport availability and land use, as follows:

Birmingham City Centre:

- 7.24. The roll-out of the city centre controlled parking programme which will remove all uncontrolled on-street parking in the city centre.

- 7.25. The removal of on-street parking, where necessary, to support improvements to public realm, public transport provision or to provide priority for walking, cycling, servicing and delivery, taxis, car clubs and electric vehicle charging.

- 7.26. Parking charges structured to support short and medium stay uses and discourage long-stay or commuter parking activity in premium, on-street locations.

- 7.27. Replacement standalone off street parking and new off street parking in the city centre will not be supported unless it can be demonstrated that there is a deficit in local publicly available off-street parking, or that it will help to relieve on-street parking problems.

- 7.28. Given the significant levels of Private Non-Residential Parking located within the city centre, options for introducing a Workplace Parking Levy will be

explored.

Edge of Birmingham City Centre:

- 7.29. The main objectives of the parking strategy for edge of Birmingham city centre, include support for enhanced connections by public transport, walking and cycling from these areas to the city centre and the rest of the city.
- 7.30. Parking on the edge of the city centre will be managed through implementation of a controlled parking programme in areas close to the city centre and other transitional areas, to control parking capacity and protect the amenity of local communities.

Birmingham Urban Centres and Growth Areas:

- 7.31. One of the main objectives of the parking strategy for urban centres and growth areas is to support the improvement of public transport and walking and cycling routes that connect centres to their neighbourhoods and employment opportunities.
- 7.32. A phased programme of parking control measures across Birmingham will be introduced to ensure that on-street parking can be managed, without placing financial pressures on local business. The following locations will be prioritised initially: Selly Oak, Perry Barr, Harborne, Erdington, Sutton Coldfield.

Coventry

- 7.33. Coventry City Council is currently reviewing its city centre parking strategy that was introduced in 2016. The Strategy as it stands seeks to actively manage parking provision, to support wider LTP policies and support land use and regeneration aspirations, including keeping the city centre free from congestion. During 2021, 643 parking spaces were removed in Coventry, with a further 1,009 earmarked for removal from Summer 2022 to Summer 2023 (Table 4), including closures specifically linked to the All Electric Bus City implementation.

Table 4: Car Park closures in Coventry

Car Park	Closure	Spaces
New Union St multi-storey car park	Closed during 2021	240
Moat St surface car park	Closed during 2021	153
Whitefriars St surface car park	Closed during 2021	125
Cheylesmore surface car park	Closed during 2021	45
Leicester Row surface car park	Closed during 2021	80
Cox St surface car park	Expected closure Autumn 2022	140
Westminster Rd surface car park	Potential to close permanently August 2022	157
Warwick St surface car park	Potential part-closure	21

Barracks multi-storey car park	Expected closure Summer 2023 – City Centre South development	460
City Arcade surface car park	Expected closure Summer 2023 – City Centre South development	231

Dudley

7.34. Dudley Council’s parking management policies are set out in the Dudley Parking Supplementary Planning Document (2017). The priorities for parking management in the district include the delivery of parking as to ensure that adequate parking provision is provided to ensure that parking does not hinder traffic flows on the highway and account for future levels of demand for parking. The provision for off street parking is defined through a series of parking minimums and maximums depending upon the size and use class of the development.

Sandwell

7.35. Sandwell’s last Supplementary Planning Document on parking was published in 2006 and thus is out of date. However, the Parking and Traffic Enforcement Policy (2017) sets out aims to contribute to local and wider transport strategies, to balance the supply and demand of vehicle parking and ensure that town centres and encourage sustainable travel options. This is supported by objectives of Parking and Traffic Enforcement Policy:

- 7.35.1. Manage the traffic network to ensure traffic flow is protected.
- 7.35.2. Improve safety and the local environment.
- 7.35.3. Improve the quality and accessibility of public transport.
- 7.35.4. Reconcile competing demands for kerb space.

Solihull

7.36. In additional to the Solihull Local Plan, which was adopted in December 2013, Solihull has adopted the Vehicle Parking Standards and Green Travel Plans Supplementary Planning Document (SPD). This SPD elaborates on Policy T13 (Car Parking Provision) and seeks to assist in achieving objectives that seek to:

- 7.36.1. Reduce the need to travel, promote greener forms of transport with less reliance on the private car;
- 7.36.2. facilitate multi-purpose journeys and ensure that everyone has access to a range of facilities; and
- 7.36.3. Facilitate and promote sustainable and inclusive design and the efficient use of resources.

7.37. The SPD is used to limiting the amount of car parking in new developments that is essential as part of a package of measures to promote sustainable travel

choices. In appropriate circumstances this can be achieved through Green Travel Plans to promote access to developments by public transport, walking and cycling

Wolverhampton

7.38. Policies for parking in Wolverhampton are contained in Off Street Parking Guidance. The document gives guidance on parking for residential, employment and commercial activity. Concerning on street parking the priorities for parking are:

- 7.38.1. Maintain an efficient flow of traffic.
- 7.38.2. Protect safety for pedestrians, cyclists and other users.
- 7.38.3. Minimise likelihood of on-street parking problems.

Walsall

7.39. The most recent district wide parking strategy in Walsall was published in 2008, and as such as considerably outdated. However, within the town centre itself a parking strategy was developed in 2017. The document advocates that parking in the town centre meets parking standards, is well integrated with the town centre, meets the need of all users, is safe and secure and operated in line with council policies. This is seen as the approach to meet aims of the strategy, which are:

- 7.39.1. To provide assurance to private investors on parking to promote regeneration.
- 7.39.2. Control the highway network to ensure congestion is managed.
- 7.39.3. Promote sustainable transport policies.

8. Requirements imposed on qualifying local bus services

Area-wide

- 8.1. The requirements set out in this section will apply to all qualifying bus services in the EP Scheme area (i.e. all bus services within the West Midlands region), a list of which will be maintained by TfWM.

Vehicle emission standards

- 8.2. All qualifying bus services will be operated with vehicles that meet Euro VI emission standards or better by 1 May 2023. *[Note: Includes CVRAS retrofit vehicles]*

Vehicle livery

- 8.3. Vehicles must be in an appropriate finished livery, which clearly identifies either the bus operator or brand route.
- 8.4. No vehicles are to be used which remain in a livery belonging to a previous operator under any circumstances, or bear any previous operator's branding or other related information.

Timetable changes

- 8.5. Qualifying local bus services may only be changed on the dates agreed with TfWM and in line with Network Stability Periods (Annex A). In exceptional circumstances, and in agreement with TfWM, services may be changed on other dates.
- 8.6. Copies of registration applications and variations must be submitted to TfWM with at least 70 days' notice before the service takes effect.

Information provision to the public (with TfWM)

- 8.7. Operators of qualifying local bus services will be required to participate in the coordinated approach to the provision of bus information in displays at bus stops, sharing the cost of this in accordance with the separately agreed protocol of the West Midlands Combined Authority Roadside Information Recharging Scheme.
- 8.8. When service changes occur, and at least seven days in advance, bus operators are required to provide to TfWM full timetables in TransXChange format that include running board (block) and/or driver duty information and a vehicle journey reference for every trip. Amendments to vehicle and driver operations which do not result in a timetable change should still be communicated to TfWM as soon as possible.
- 8.9. It is important to ensure that passengers are aware of any service cancellations. Therefore, operators are required to notify TfWM of any known cancellations to

trips or part trips at the earliest opportunity, so that this information can be passed onto customers through TfWM's digital output channels. This information should be provided to serviceupdates@tfwm.org.uk

Providing information to the public (by the operator)

- 8.10. Operators providing multi-operator tickets in the EP Scheme area will display the range of nBus and nNetwork day ticket prices at the point of entry to buses on qualifying local bus services using information posters provided by TfWM.
- 8.11. nBus and nNetwork information will be provided and maintained by TfWM on displays at bus stops.
- 8.12. Operators will display details of relevant planned route changes and timetable changes on vehicles in the EP Scheme area at least 2 weeks prior and 1 week following the change.
- 8.13. Operators will publish the bus journey times data collected and processed by TfWM (referred to in paragraph 5.18 - 5.22) on their websites for the public to access.

West Midlands Bus Alliance Customer Charter

- 8.14. Operators of qualifying local bus services will display the principles of the West Midlands Bus Alliance Customer Charter on all their buses. This must include a means of contacting the local bus service operator with comments or complaints and an escalation option if the passenger is not satisfied with the response they receive. This escalation option should be a registered Alternative Dispute Resolution body. Copies of the Customer Charter can be provided by TfWM if requested to busalliance@tfwm.org.uk.
- 8.15. The Charter requirements as set out above will cease on the introduction of a revised Customer Charter during 2022-2023, details of which are set out under paragraphs 5.64 and 5.65.

New West Midlands Bus Passenger Customer Charter

- 8.16. Operators of qualifying bus services will work with TfWM to put a new bus charter in place by March 2023, which will be adopted immediately. All operators of qualifying services in the EP area will be obliged to comply to the requirements of the charter. The charter will be promoted on every bus providing qualifying services and on operators' websites. Operators will assist in the monitoring of the impact of the charter and assist TfWM in reviewing and setting improved standards within the charter each year.

Ticketing schemes

- 8.17. The following ticket types must be offered and accepted by qualifying services, subject to their validity. Services offering no more than two journeys in each direction per day, will not be required to participate in the multi-operator ticketing scheme. The overall schemes for these tickets will be managed by TfWM. The following ticket types must be offered:

1. nBus (full suite)
 2. nNetwork (full suite)
- 8.18. Ticket vending machines may be provided by TfWM at some selected bus stops. These will be capable of selling operators' own tickets, as well as network tickets. Operators wishing to use this facility will need to agree an arrangement and fee with TfWM.
- 8.19. Subject to TfWM progressing multi-operator capping schemes, the following ticket types must be offered and accepted by all services in the EP scheme (excluding those services offering no more than two journeys in each direction per day):
- Multi-operator capping on TfWM's Swift smartcard
 - Multi-operator capping contactless
- 8.20. Advertisements carried on ticket rears on qualifying services (including campaigns on behalf of TfWM) in the EP Scheme area should not conflict with the required standards outlined below, which supplement the requirements of the Advertising Codes. The regulation of advertising in the UK is the responsibility of the Advertising Standards Authority (ASA). The ASA applies the Advertising Codes which are written by the Committees of Advertising Practice (CAP). Advertising will not be acceptable if:
1. It is likely to cause widespread or serious offence to reasonable members of the public on account of the product or service being advertised, the content or design of the advertisement, or by way of implication.
 2. It relates to lap-dancing, 'gentlemen's clubs', escort agencies, massage parlours, or unproven health and weight loss products.
 3. It promotes (directly or indirectly) food or non-alcoholic drink which is high in fat, salt and/or sugar ('HFSS' products), according to the Nutrient Profiling Model managed by Public Health England. It is for the advertiser to demonstrate (in case of any doubt) that any product is not HFSS, and/or that an advertisement is not promoting HFSS products, and/or that there are exceptional grounds.
 4. It is unacceptable for some other substantial reason (which TfWM will identify and explain as reasonably required).

Passenger Led Recovery programme

- 8.21. Operators will work with TfWM to define the actions and incentives and agree the details of how they will be managed and applied, so as to target new or lapsed users rather than existing bus users.
- 8.22. Operators will help promote and implement the actions and incentives, ensuring that each incentive is accepted for use on appropriate services as agreed. Use of each incentive will be monitored to provide data to TfWM for evaluation purposes.

Reinvestment of operational expenditure savings

- 8.23. Operators will commit to work with TfWM to agree a process through which, using an open book approach, operational expenditure (opex) savings can be identified and agreed for reinvestment in the EP Scheme area on a case-by-case basis, as a result of new public investment to improve bus services. Any savings identified will be agreed with each operator and captured in the EP Scheme. Any changes to the EP Scheme to capture this reinvestment would see the EP Scheme automatically varied, without the need to follow the variation process.
- 8.24. Operators will also explore with TfWM how not just opex savings, but any cost and revenue growth benefits accruing to them from new public investment to improve bus services, can be reinvested back into the EP Scheme area, on a case-by-case basis, and captured in the EP Scheme. The same process as the opex savings reinvestment would apply.

Bus network development

- 8.25. Operators will commit to active participation in the review of the RTCC and the implementation of its findings and recommendations.
- 8.26. Operators will commit to full and active participation in the bus network review and the implementation of its recommendations and requirements.
- 8.27. Operators will meet all reasonable requests for data and information to inform the network review process. This is likely to include, but not be limited to, existing route and timetable information, patronage by service at a stage level and vehicle and driver utilisation.

Parked vehicles

- 8.28. For parked vehicles, the following conditions apply:
- 8.28.1. Vehicle engines must be switched off at all times unless departure is imminent.
 - 8.28.2. Quitting (vehicles left unattended with the engine running) is strictly prohibited.

Location specific – A34(N) and A45 / B425

Vehicle standards

8.29. Vehicles used on qualifying local bus services will be required to meet specified standards, dependent on their type and age. These will apply differently according to the number of vehicles deployed on local bus services by each operator.

8.30. The implementation period for completing obligations for buses of 15m -18.75m length are detailed in Table 5:

Table 5: Obligations for buses of 15m-18.75m length

Phase	Obligations for buses of 15m-18.75m length	Milestone date
1	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Multiple doors for boarding and alighting • Zero emission (at tailpipe), as deemed zero emission (at tailpipe) by TfWM. • Heating and cooling for customer comfort • Ability to pay for tickets by contactless payment • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • A display showing onward connection details by bus (including Designated feeder services), train, Metro or air, where applicable, from open data sources. • CCTV installed, including a driver facing camera to ensure good driving standards. This will provide images inside the vehicle for the safety and security of passengers. A forward-facing camera will help identify issues with traffic and road conditions. • Automatic Vehicle Location equipment installed that will feed into TfWM’s real time information system • USB charging available, including at every wheelchair space and for priority seats • A specific livery agreed with TfWM 	<p>On completion of enhanced infrastructure listed in</p> <p>Table 15</p> <p>Table 16</p> <p>Table 17</p> <p>Table 18</p>

8.31. The implementation period for completing obligations for **Double Deck** vehicles not operating on Designated feeder services are detailed in Table 6.

Table 6 Obligations for Double Deck vehicles not operating on designated feeder services

Phase	Obligations for Double Deck vehicles not operating on designated feeder services	Milestone date
1	<p>New vehicles registered on or after the EP scheme start date must meet the following requirements:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. Also, a driver facing camera to ensure good driving standards. • Free Wi-Fi • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • USB charging available, including at every wheelchair space and priority seats • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements on both decks, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements on both decks. ○ Take all reasonable steps to alert passengers on both decks to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers on both decks to route diversions through visual displays on the vehicle. • A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources. • Option to pay for tickets through contactless ticketing. 	Existing
2	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • Option to pay for tickets through contactless ticketing. 	Existing
3	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements on both decks, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements on both decks 	Existing

	<ul style="list-style-type: none"> ○ Take all reasonable steps to alert passengers on both decks to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers on both decks to route diversions through visual displays on the vehicle. • A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources. 	
4	<p>New Vehicles registered on or after 25/05/25 will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	25/05/2025
5	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	26/05/2030

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8.32. The implementation period for completing obligations for standard **Single Deck** vehicles not operating on Designated feeder services of operators with less than 21 local service buses, is detailed in Table 7.

Table 7: Obligations for Single Deck vehicles not operating on designated feeder services of operators with less than 21 local service buses

Phase	Obligations for Single Deck vehicles not operating on designated feeder services of operators with less than 21 local service buses	Milestone date
1	<p>New vehicles registered on or after the EP scheme start date must meet the following requirements:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. Also, a driver facing camera to ensure good driving standards. • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • USB charging available, including at every wheelchair space and priority seats • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • Option to pay for tickets through contactless ticketing. 	Existing
2	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • Option to pay for tickets through contactless ticketing. 	Existing
3	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. 	25/05/2026

	<ul style="list-style-type: none"> • A display showing onward connection details by bus, train, metro or air, where applicable from open data sources 	
4	<p>New Vehicles registered on or after 25/05/26 must meet the following requirements:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	25/05/2026
5	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	29/05/2033

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8.33. The implementation period for completing obligations for standard **Single Deck** vehicles not operating on Designated feeder services of operators with more than 20 local service buses, is detailed in Table 8.

Table 8 Obligations for Single Deck vehicles not operating on designated feeder services of operators with more than 20 local service buses

Phase	Obligations for Single Deck vehicles not operating on designated feeder services of operators with more than 20 local service buses	Milestone date
1	<p>New vehicles registered on or after the EP scheme start date must meet the following requirements:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. Also, a driver facing camera to ensure good driving standards. • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • USB charging available, including at every wheelchair space and priority seats • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • Option to pay for tickets through contactless ticketing. 	Existing
2	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues • Automatic Vehicle Location equipment installed that will feed into TfWM's real time information system • Heating and cooling for customer comfort • Option to pay for tickets through contactless ticketing. 	Existing
3	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources. 	Existing

4	<p>New Vehicles registered on or after 25/05/25 will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	25/05/2025
6	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	26/05/2030

8.34. If requested by an operator and in agreement with TfWM or designated by TfWM, a service that is specifically designed to connect with services at interchange points outlined in Schedule C3 Table 21, may be defined as a Designated feeder Service. Vehicles on such services will carry additional branding and have a co-ordinated timetable to facilitate connections.

8.35. The implementation period for completing obligations for vehicles used on Designated feeder services are detailed in Table 9.

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Table 9 Obligations for vehicles of operators on Designated feeder services

Phase	Obligations for vehicles of operators on Designated feeder services	Milestone date
1	<p>New vehicles registered on or after the EP scheme start date must meet the following requirements:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic issues. Also, a driver facing camera to ensure good driving standards. • Automatic Vehicle Location equipment installed that will feed into TfWM’s real time information system • Heating and cooling for customer comfort • USB charging available, including at every wheelchair spaces and priority seats • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • A display showing onward connection details for bus services operating in the Scheme area. • Option to pay for tickets through contactless ticketing. • A specific livery agreed with TfWM 	Existing
2	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Euro VI equivalent standards or better • CCTV installed for safety and security. This will provide images inside the vehicle for safety and security and also facing forwards from the vehicle to help identify traffic and road maintenance issues • Automatic Vehicle Location equipment installed that will feed into TfWM’s real time information system • Heating and cooling for customer comfort • Option to pay for tickets through contactless ticketing. 	Existing
3	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Audio visual announcements: <ul style="list-style-type: none"> ○ Next stop audio announcements, including through an induction hearing loop at every wheelchair space and priority seats. ○ Next stop visual announcements. ○ Take all reasonable steps to alert passengers to route diversions through audio announcements on the vehicle. ○ Take all reasonable steps to alert passengers to route diversions through visual displays on the vehicle. • A display showing onward connection details by bus, train, metro or air, where applicable, from open data sources. 	Existing

	<ul style="list-style-type: none"> • A specific livery agreed with TfWM 	
4	<p>New Vehicles registered on or after 25/05/25 will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	25/05/2025
5	<p>All vehicles will have:</p> <ul style="list-style-type: none"> • Vehicles must be non-diesel. 	26/05/2030

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Location specific - Coventry

8.36. All qualifying bus services in the Coventry area (as shown on Figure 1) and in a list maintained by TfWM will be operated using battery electric vehicles by the indicative target date of 31 December 2025. This date will be confirmed and the EP varied automatically, subject to confirmation of all of the following to the mutual satisfaction of both operators, TfWM and Coventry City Council, which in combination will enable the project to complete:

8.36.1. TfWM's Coventry Electric Bus City Grant Application Process

8.36.2. Coventry Bus Network Review

8.36.3. Coventry Bus Priority Programme (including London Road corridor; Foleshill Road; and City Centre Traffic Management, all of which are being developed and have provisional funding allocations and delivery programmes)

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Schedule A: Maintenance of current provision by TfWM

Schedule A1: Existing bus stations

Bus station	Staffed daily		Evening security	Daily cleaning	Notes
	Mon - Sat	Sun / Hols			
Dudley	Yes	Yes	Yes	Yes	Due to close September 2023 with services moved to temporary stands constructed on Tower Street Dudley Interchange expected to re-open December 2024 on the current programme
Walsall	Yes	Yes	Yes	Yes	
Coventry	Yes	Yes	Yes	Yes	
Walsall	Yes	Yes	Yes	Yes	
Wolverhampton	Yes	Yes	Yes	Yes	
Merry Hill	Yes	Yes	Yes	Yes	
Stourbridge	Yes	Yes	No	Yes	
Halesowen	Yes	Yes	No	Yes	
Bilston	Yes	No	No	Yes	
Wednesbury	Yes	Yes	No	Yes	
Cradley Heath	No	No	No	Yes	
Bearwood	No	No	No	Yes	Daily litter pick and bin emptying only; shelters washed once per month

Schedule A2: TfWM bus stop infrastructure maintenance

Any issues or problems with bus stop infrastructure are to be reported to:

[Report a problem with a bus stop or park and ride | Transport for West Midlands \(tfwm.org.uk\)](https://www.tfwm.org.uk)

TfWM will maintain bus stop infrastructure in accordance with the following standards.

Response within 4 hours of being reported, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use, with **repairs carried out within 48 hours**:

- Bus shelter

Response within 4 hours of being reported, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use, with **repairs carried out within 5 working days** to ensure all elements are fully functional:

- Advertisement panel
- Lighting panel
- Digital screen
- Stop flag
- CCTV
- Real time information

Response within 4 hours of being reported, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use, with **repairs carried out within 10 working days**:

- Feeder pillar

Response and removal within 24 hours of being reported

- Bus shelter offensive graffiti

Response within 4 hours of being reported, where a defect is identified, which requires an immediate response to ensure infrastructure is safe for use:

- Ticket machine

Planned maintenance of bus stop infrastructure:

- Weekly shelter and floor cleaning within the shelter footprint, including litter removal
- Annual shelter roof clean
- Every 5 years full electrical tests and inspections

Schedule B: Facilities provided and maintained by local highway authorities

B1 Current bus lanes

The current bus lanes detailed in Table 10 will be maintained by the relevant local highway's authority as part of the EP Scheme.

Any proposed changes to existing interventions (listed in Table 10) by local highway authorities must be submitted to a meeting of the EP Scheme Reference Group for consideration. Once agreed by the group, the change will automatically be taken forward and Table 10 updated accordingly, without need to go through the formal EP Scheme variation process set out in this Scheme.

Table 10 Existing bus priority interventions

Id	Description	Type	Times Of Operation	Vehicles Permitted	Authority
1	A34 Walsall Road	Bus Lane	N/A	N/A	Birmingham
2	Sand Pits Clement Street - Nelson Street Westbound	Bus Lane	All Times	Bus, Motorbike, Cycle, Taxi	Birmingham
3	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
4	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
5	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
6	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
7	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
8	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
9	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
10	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
11	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
12	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
13	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
14	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
15	A45 Coventry Road Both Directions	Bus Lane	N/A	N/A	Birmingham
16	B4148 Tyburn Road Burcote Road (South Of) Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
17	A5127 Aston Bridge Thomas Street To Park Lane Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
18	Moor Street Queensway Carrs Lane to Albert Street Northbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
19	Suffolk Street Queensway Brunel Street to Holloway Circus Southbound	Bus Lane	Not In Operation Not in Operation	Not In Operation	Birmingham
20	A4040 Winson Green Road Aberdeen Street (Slip Road To) Southbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
21	A4040 Winson Green Road Norman Street to Aberdeen Street Southbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
22	Horton Square Belgrave Middleway (North Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi	Birmingham

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23	A38 Bristol Road South Ulwine Drive (North Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
24	Streetly Road Short Heath Road (North Of) Northbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
25	A435 Alcester Road South Albert Road to Addison Road Inbound	Bus Lane	0730-1000 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
26	A435 Alcester Road South Hawkhurst Road to Maypole (North Of) Outbound	Bus Lane	0700-1900 Monday To Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
27	Harborne Road Vicarage Road to Greenfield Crescent (East Of) Inbound	Bus Lane	0700-1900 Monday To Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
28	A38 Bristol Road Harborne Lane to Chapel Lane Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
29	Priory Queensway Colmore Circus Queensway to Old Square Southbound	Bus Only Road	All Times All Days	Bus, Pedal Cycle	Birmingham
30	Arden Road Holly Hill N/A	Bus Only Road	All Times All Days	Bus	Birmingham
31	Masshouse Lane Moor Street Queensway (Approach To) Westbound	Bus Lane	All Times All Days	Bus, Pedal Cycle	Birmingham
32	Priory Queensway Old Square to Colmore Circus Queensway Northbound	Bus Only Road	All Times All Days	Bus, Pedal Cycle	Birmingham
33	A4540 Camp Hill Middleway (Slip) New Moseley Road (Right Turn From) Right Turn	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
34	Bull Street Dale End to Corporation Street Northbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
35	A38 Bristol Road South Ulwine Drive Outbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
36	A5127 Aston Road North Rocky Lane to Holland Road West Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
37	A5127 Lichfield Road Waterlinks Boulevard to Grosvenor Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
38	A34 Birchfield Road Lozells Road to Heathfield Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
39	B4128 Bordesley Green East Alston Road to Eastfield Road Outbound	Bus Lane	0700-1900 Monday To Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
40	B4128 Bordesley Green East Alston Road to Belchers Lane Inbound	Bus Lane	0700-1900 Monday To Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
41	A34 Walsall Road Tower Hill (South Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
42	A34 Birchfield Road Trinity Road to Witton Road Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham

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43	B4128 Bordesley Green East Belchers Lane to Alston Road Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
44	A441 Pershore Road Edward Road to Bellevue Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
45	B4128 Bordesley Green East Little Bromwich Road to Alston Road Inbound	Bus Lane	0700-1900 Monday To Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
46	A453 Aldridge Road Birmingham City University Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
47	A34 Walsall Road Rocky Lane (South Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
48	A34 New Town Row Cecil Street (South Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
49	A34 New Town Row St Stephens Street to Miller Street Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
50	A34 New Town Row Cecil Street to Lower Tower Street Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
51	A34 Walsall Road Yateley Crescent (South Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
52	A34 Stratford Road Hamlet Road (South Of) Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
53	B4100 Camp Hill Trinity Terrace to Camp Hill Circus (North Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
54	A34 Lancaster Street Vesey Street to Price Street Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
55	A4040 Stechford Lane Burney Lane (North Of) Northbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
56	A34 Walsall Road Rocky Lane (North Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
57	B4148 Tyburn Road Padstow Road Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
58	B4148 Tyburn Road Padstow Road (North Of) Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
59	B4148 Tyburn Road Eaton Wood to Padstow Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
60	B4148 Tyburn Road Egerton Road to Sorrel Grove Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
61	B4148 Tyburn Road Springthorpe Road to Eaton Wood Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
62	B4148 Tyburn Road Sorrel Grove to Burcote Road Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
63	B4148 Tyburn Road Paget Road to Springthorpe Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
64	B4148 Tyburn Road Paget Road (South Of) Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
65	A34 Walsall Road Cliveden Avenue Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham

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66	A34 Stratford Road Welby Road (North Of) Outbound	Bus Lane	1600-1900 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
67	A34 Stratford Road York Road to Green Road Outbound	Bus Lane	1600-1900 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
68	A435 Alcester Road Hill Crest Road (South Of) To Queensbridge Road Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
69	A4040 Stoney Lane Rockingham Road to Church Road Southbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
70	A34 Stratford Road Palmerston Road (North Of) Outbound	Bus Lane	1600-1900 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
71	B4128 Bordesley Green East Upton Road (East Of) To Little Bromwich Road Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
72	A34 Walsall Road Old Walsall Road (South Of) Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
73	A34 Walsall Road Beeches Road (North Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
74	A34 Walsall Road Perry Park Crescent to Church Road Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
75	A34 Walsall Road Perry Avenue Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
76	A34 Walsall Road Regina Road Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
77	A34 Birchfield Road Heathfield Road to Wellington Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
78	A34 Birchfield Road The Broadway To Trinity Road (North Of) Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
79	A34 High Street Newsbury Road to Lozells Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
80	A34 High Street Victoria Road to Park Lane Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
81	A34 New Town Row Park Lane to St Stephens Street Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
82	A34 New Town Row Brearley Street to New John Street West Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
83	A34 New Town Row Princip Street Outbound	Bus Gate	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
84	A38 Corporation Street Staniforth Street to Bagot Street (North Of) Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
85	A38 Corporation Street Mill Street (North Of) To Lancaster Circus Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
86	A5127 Aston Road North Holland Road West to Whitehouse Street (North Of) Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
87	A5127 Lichfield Road Park Lane to Waterlinks Boulevard Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham

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88	A5127 Lichfield Road Lynton Road to Rocky Lane Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
89	A5127 Lichfield Road Grosvenor Road to Lynton Road Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
90	A5127 Lichfield Road Priory Road to Tyburn Road (South Of) Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
91	A5127 Lichfield Road Cuckoo Road to Priory Road (South Of) Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
92	B4114 Jennens Road Chapel Street to Aston Circus Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
93	B4114 Jennens Road Aston Circus to Chapel Street Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
94	Moor Street Queensway Albert Street to Priory Queensway Northbound	Bus Lane	All Times All Days	Bus, Pedal Cycle	Birmingham
95	B4100 High Street Deritend Oxford Street to Gibb Street Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
96	B4100 High Street Deritend Green Street to Mill Lane Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
97	B4100 High Street Bordesley Bradford Street to Alcester Street Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
98	A4540 Highgate Middleway Upper Conybere Street (Right Turn From) Right Turn	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
99	A34 Stratford Road Ladypool Road to Mole Street Outbound	Bus Lane	1600-1900 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
100	A441 Pershore Road Pebble Mill Road (North Of) To Edgbaston Road Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
101	A38 Bristol Road Weoley Park Road to Lodge Hill Road Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
102	A38 Bristol Road Oak Tree Lane Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
103	A456 Hagley Road West Galton Road to Bearwood Road Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle	Birmingham
104	A456 Hagley Road West Lordswood Road to Hamilton Avenue Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
105	B4100 High Street Deritend Alcester Street to Birchall Street Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
106	A435 Moseley Road Lime Grove (North Of) To Runcorn Road Outbound	Bus Lane	1630-1845 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
107	A34 Stratford Road Durham Road to Fulham Road Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
108	B4128 Bordesley Green East Station Road to Denton Grove Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham

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109	B4128 Bordesley Green East Eastfield Road to Station Road Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
110	A34 New Town Row New John Steet West to Newbury Road Outbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
111	A34 New Town Row Brewery Street (North Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
112	A34 New Town Row Brewery Street (South Of) Inbound	Bus Gate	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
113	A5127 Lichfield Road Grosvenor Road to Waterworks Street Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
114	A5127 Lichfield Road Waterworks Street to Grosvenor Road Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
115	Centenary Square Bridge Street to Paradise Circus Inbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
116	Centenary Square Paradise Circus to Bridge Street Outbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
117	Broad Street Bridge Street (West Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
118	Moor Street Park Street to Moor Street Queensway Westbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
119	St Martins Queensway Moor Street to Worcester Street (Through Tunnel) Southbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
120	Moor Street Queensway Moor Street Station U Turn	Bus Only Road	All Times All Days	Bus	Birmingham
121	Moor Street Queensway Moor Street Southbound	Bus Lane	All Times All Days	Bus, Pedal Cycle	Birmingham
122	Moor Street Queensway Moor Street to Carrs Lane Northbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
123	B4100 High Street Bordesley Gibb Street to Trinity Terrace Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
124	Priory Queensway Old Square to Moor Street Queensway Eastbound	Bus Only Road	All Times All Days	Bus, Pedal Cycle	Birmingham
125	St Martins Queensway Worcester Street to Moor Street (Through Tunnel) Northbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
126	Priory Queensway Moor Street Queensway to Old Square Westbound	Bus Only Road	All Times All Days	Bus, Pedal Cycle	Birmingham
127	A34 Stratford Road Petersfield Road to Cole Bank Road (South Of) Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
128	A34 Stratford Road Dunsmore Road (North Of) To Shaftmoor Lane Inbound	Bus Lane	0700-1000 Monday to Friday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham

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129	Broad Street Five Ways to Ryland Road (East Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
130	A435 Alcester Road Reddings Road to Farquhar Road (North Of) Inbound	Bus Lane	0730-1000 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
131	A435 Alcester Road Park Road (North Of) To Runcorn Road Inbound	Bus Lane	0730-1000 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
132	A435 Alcester Road South Tenbury Road to Howard Road (South Of) Inbound	Bus Lane	0730-1000 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
133	A435 Alcester Road South Maypole (North Of) To Idmiston Croft Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
134	A435 Alcester Road South Whitland Drive to Warstock Road Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
135	A435 Alcester Road South Warstock Road to Whitland Drive Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
136	A38 Bristol Street Irving Street Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
137	Broad Street Bishopsgate Street (South Of) To Five Ways Outbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
138	B4128 Coventry Road Herbert Road to Bordesley Circus (East Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
139	Lordswood Road/High Street Lonsdale Road (South Of) To Harborne Park Road (We Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
140	Queen Street Brassington Avenue to South Parade Eastbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
141	A47 Nechells Parkway Windsor Street South (North Of) To Aston Circus Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
142	Station Road Service Road Bordesley Green East to Alcombe Road Southbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
143	Bordesley Green East Station Road (East Of) Outbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
144	Bordesley Green East Station Road (East Of) Inbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
145	Belgrave Middleway Horton Square (South Of) Outbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
146	High Street Turnhouse Road to Austin Street Westbound	Bus Only Road	All Times All Days	Bus, Pedal Cycle	Birmingham
147	Garrison Lane Langdon Street (East Of) To Garrison Circus Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
148	Great Hampton Street Harford Street to Constitution Hill Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
149	Longmore Street Belgrave Middleway (South Of) Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham

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150	Holloway Head Granville Street to Blucher Street Inbound	Bus Lane	7am To 7pm All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
151	Summer Row Paradise Circus Queensway to Great Charles Street Eastbound	Bus Lane	All Time All Day	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
152	Great Charles Street Queensway Summer Row to Newhall Street Northbound	Bus Lane	All Times All Day	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
153	Great Charles Street Queensway Margaret Street (South Of) Southbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
154	Margaret Street Cornwall Street to Great Charles Street Westbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
155	Harborne Road Kingscote Road to Hawthorne Road Inbound	Bus Lane	7am To 10am Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
156	George Road Islington Row Middleway (South Of) Northbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
157	Gravelly Hill Salford Circus (East Of) Inbound	Bus Lane	0700-1900 All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
158	Islington Row Middleway Bath Row (South Of) Northbound	Bus Only Road	All Times All Days	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
159	Scotland Road Bartley Green N/A	Bus Only Road	All Times All Days	Bus	Birmingham
160	Sheepcote Street King Edwards Drive (North Of) Southbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Birmingham
161	Paradise Circus Queensway Centenary Square to Summer Row Northbound	Bus Lane	All Time All Day	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Birmingham
162	B4135 Summer Row Eastbound	Bus Lane	All	Bus Only	Birmingham
163	Summer Hill Road Nw of Goodman Street to Ladywood Rd Junction Westbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
164	Summer Hill Road Summer Hill Street to Anderton Street Westbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
165	Summer Hill Road Anderton Street to Goodman Street Westbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
166	Summer Hill Road Opposite Summer Hill Street Eastbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
167	Sand Pits West of Nelson Street Westbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
168	Sand Pits Summer Hill Terrace to Camden Street Eastbound	N/A	All	Bus, Motorbike, Cycle, Taxi	Birmingham
169	Snow Hill Queensway Nw of Snow Hill Queensway	N/A		Bus, Cycle, Taxi	Birmingham
170	Bristol Steet Wrentham Street to Belgrave Middleway	N/A		Bus, Cycle, Taxi	Birmingham
171	Qe Hospital Link Road	N/A	N/A	N/A	Birmingham

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172	Harborne Lane Birmingham Southbound	Bus Lane	N/A	N/A	Birmingham
173	Harborne Lane Birmingham Northbound	Bus Gate	N/A	N/A	Birmingham
174	Foleshill Road (Outbound) Coventry Ring Road Outbound	Bus Lane	N/A	N/A	Coventry
175	Stoney Stanton Road Swanswell Street Northbound	Bus Lane	N/A	N/A	Coventry
176	Longford Road Windmill Road Southbound	Bus Lane	N/A	N/A	Coventry
177	Longford Road Hurst Road Southbound	Bus Lane	N/A	N/A	Coventry
178	Stoney Stanton Road Bright Street Southbound	Bus Lane	N/A	N/A	Coventry
179	Ansty Road/Clifford Bridge Southbound	Bus Lane	N/A	N/A	Coventry
180	Stoney Road Manor Road Southbound	Bus Lane	N/A	N/A	Coventry
181	London Road Whitley Interchange Eastbound	Bus Lane	N/A	N/A	Coventry
182	Sky Blue Way Binley Road Westbound	Bus Lane	N/A	N/A	Coventry
183	Sky Blue Way Walsgrave Road Westbound	Bus Lane	N/A	N/A	Coventry
184	Tile Hill Lane Hearsell Common Eastbound	Bus Lane	N/A	N/A	Coventry
185	Tile Hill Lane Hearsell Common Eastbound	Bus Lane	N/A	N/A	Coventry
186	Butts Road	N/A	N/A	N/A	Coventry
187	Vanguard Avenue	Bus Lane	N/A	N/A	Coventry
188	Tile Hill Lane	Bus Lane	N/A	N/A	Coventry
189	Gosford Street	Bus Lane	N/A	N/A	Coventry
190	Park Road Quinton Road	Bus Lane	N/A	N/A	Coventry
191	Pool Meadow Access Pool Meadow	N/A	N/A	N/A	Coventry
192	Warwick Road Greyfriars Road	N/A	N/A	N/A	Coventry
193	White Street Cox Street	Bus Lane	N/A	N/A	Coventry
194	Hales Street Whittle Arch	Bus Lane	N/A	N/A	Coventry
195	Hales Street Whittle Arch	Bus Lane	N/A	N/A	Coventry
196	The Boulevard Westbound	Bus Lane	Mon-Sat	Bus & Cycle	Dudley
197	Castle Hill Westbound	Bus Lane	N/A	N/A	Dudley
198	A459	Bus Lane	N/A	N/A	Dudley
199	Kirkstone Way	Bus Lane	N/A	N/A	Dudley
200	Kings Street	Bus Lane	N/A	N/A	Dudley
201	Castle Hill Eastbound	Bus Lane	N/A	N/A	Dudley
202	Tipton Road Birmingham New Road	Bus Lane	N/A	N/A	Dudley
203	Tipton Road Birmingham New Road Northbound	Bus And Cycle L	N/A	N/A	Dudley
204	Birmingham Road Tesco Superstore Junction Eastbound	Bus Lane	N/A	N/A	Dudley

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205	A456 Hagley Road West Lewis Road Inbound	Bus Lane	All Times All Days	Bus, Licensed Taxi, Pedal Cycle	Sandwell
206	Hagley Road West Inbound	N/A	N/A	N/A	Sandwell
207	Haden Hill Road Halesowen Road Southbound	N/A	N/A	N/A	Sandwell
208	Haden Hill Road Halesowen Road Southbound	N/A	N/A	N/A	Sandwell
209	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
210	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
211	A456 Hagley Road West Harborne Road to Galton Road Eastbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle	Sandwell
212	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
213	Hagley Road Balden Road (West Of) To Wolverhampton Road (East Eastbound	Bus Lane	0700-1900 Monday to Saturday	Bus, Licensed Taxi, Pedal Cycle, Solo Motorcycle	Sandwell
214	Hagley Road West Inbound	N/A	N/A	N/A	Sandwell
215	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
216	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
217	A4031 Walsall Road Southbound	N/A	N/A	N/A	Sandwell
218	A34 Birmingham Road Northbound	N/A	N/A	N/A	Sandwell
219	A34 Birmingham Road Northbound	N/A	N/A	N/A	Sandwell
220	A34 Birmingham Road Northbound	N/A	N/A	N/A	Sandwell
221	A34 Birmingham Road Northbound	N/A	N/A	N/A	Sandwell
222	A34 Birmingham Road Southbound	N/A	N/A	N/A	Sandwell
223	A34 Birmingham Road Southbound	N/A	N/A	N/A	Sandwell
224	High Street Southbound	N/A	N/A	N/A	Sandwell
225	St Michael Street Southbound	N/A	N/A	N/A	Sandwell
226	A4037 Hurst Lane Southbound	N/A	N/A	N/A	Sandwell
227	New Street Inbound	N/A	N/A	N/A	Sandwell
228	Upper High Street Eastbound	Bus Gate	N/A	N/A	Sandwell
229	B4438 Bickenhill Lane Birmingham International Northbound	Suspended	N/A	N/A	Solihull
230	B425 Lode Lane Southbound	Bus Lane	All Times	N/A	Solihull
231	B4438 Bickenhill Lane Birmingham International Southbound	Suspended	Part Time	N/A	Solihull
232	B425 Lode Lane from Hermitage Road Southbound	Bus Lane	All Times	N/A	Solihull
233	B425 Lode Lane Southbound	Bus Lane	All Times	N/A	Solihull
234	Central Boulevard Blythe Valley Park Southern Access	Bus Lane	N/A	N/A	Solihull
235	Chelmsley Road Chelmsley Wood Town Centre Access	Bus Lane	N/A	N/A	Solihull
236	Station Link Road Birmingham International	Bus Lane		Bus	Solihull
237	Station Road Solihull Town Centre	Bus Lane		Pedestrian Zone, Taxi, Permit Holders	Solihull
238	Warwick Road Solihull	Bus Lane		Bus	Solihull
239	Hatherton Road Between Lichfield Street and Hatherton Street	Bus Lane	24 Hours	Bus Only	Walsall

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240	A34 Birmingham Road 14m South of The Junction with Skip Lane Eastbound	Bus Lane	0700 - 1900	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
241	Stafford Street Between Ryecroft Park and Ryecroft Street Southbound	Bus Lane	0800 - 0930 And 1600 1830 Monday - Friday	Bus And Cycles	Walsall
242	A34 Birmingham Road from The Sandwell Boundary For 650m Northbound	Bus Lane	Any Time	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
243	Wolverhampton Road West Bentley from M6 Junction 10 Eastbound	Bus Gate	Any Time	Buses, Pedal Cycles & Licenced Taxis	Walsall
244	Lichfield Street Lichfield Street/Broadway Junction	N/A		Bus & Taxi	Walsall
245	A38 High Street Bloxwich Westerly	Bus Lane	Any Time	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
246	A4148 Pleck Road North of Moat Road Northbound	Bus Lane	Any Time	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
247	Somerford Place, Willenhall from Summer Street Westbound	Bus Lane	0800 - 0930 And 1600 - 1830 Monday - Friday	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
248	A454 Wolverhampton Road, Walsall from Pargeter Street Eastbound	Bus Lane	Any Time	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
249	A454 Wolverhampton Road Walsall After Hollyedge Lane Westbound	Bus Lane	Any Time	Buses, Pedal Cycles, Taxis & Motorcycles	Walsall
250	B4210 Stafford Street, Walsall from Ryecroft Street to Ryecroft Park Southbound	Bus Lane	Any Time	Bus Only	Walsall
251	B4210 Stafford Street, Walsall Between Short Acree Street and Day Street Northbound	Bus Lane	Any Time	Bus And Cycles	Walsall
252	B4210 Stafford Street, Walsall Between Day Street and A4148 Southbound	Bus Lane	Any Time	Bus And Cycles	Walsall
253	Ablewell Street Walsall Between Town Hill and Upper Rushall Street Northbound	Bus Lane	Any Time	Bus And Cycles	Walsall
254	Hatherton Road Northbound 22m West of Hatherton Street Eastbound	Bus Gate	Any Time	Buses, Pedal Cycles & Licenced Taxis	Walsall
255	St Pauls Street Walsall from Hatherton Road North-East	Bus Gate	Any Time	Buses, Pedal Cycles & Licenced Taxis	Walsall
256	Unnamed Link Road Between A452 Chester Road and Wood Lane, Streetly	Bus Only Road	Any Time	Bus Only	Walsall
257	Great Croft Street, Darlaston	Bus Only Street	Any Time	Bus Only	Walsall
258	Darlington Street Darlington St Nr Red Lion St Eastbound	Bus Gate	24h All	Bus, Cycle, Taxis, Private Hire, R&R, Emergency	Wolverhampton
259	High Street High Street Wednesfield Eastbound	Bus Gate	24h All	Bus, Cycle, Taxis, Private Hire, R&R, Emergency	Wolverhampton

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260	Hall Street Hall Street Bilston Both	Bus Gate	24h All	Bus, Cycle, Taxis, Private Hire, R&R, Emergency	Wolverhampton
261	A449 Stafford Street Wednesfield Southbound	Bus Lane	All Times All Days	N/A	Wolverhampton
262	A4124 Wednesfield Road Wolverhampton Inbound	Bus Lane	All Times All Days	N/A	Wolverhampton
263	A4124 Wednesfield Road Wednesfield Westbound	Bus Lane	All Times All Days	N/A	Wolverhampton
264	A449 Stafford Road Wednesfield Inbound	Bus Lane	All Times All Days	N/A	Wolverhampton
265	A449 Stafford Road Wednesfield Inbound	Bus Lane	All Times All Days	N/A	Wolverhampton
266	A4124 Wednesfield Road Wolverhampton Westbound	Bus Lane	All Times All Days	N/A	Wolverhampton
267	Queen Square City Centre Eastbound	Bus Lane	All Times All Days	N/A	Wolverhampton
268	Market Street City Centre Northbound	Bus Lane	All Times All Days	N/A	Wolverhampton
269	A454 Middle Cross Bilston Westbound	Bus Lane	All Times All Days	N/A	Wolverhampton
270	A41 Bilston Road Bilston Westbound	Bus Lane	All Times All Days	Tram & Bus	Wolverhampton
271	A4123 Dudley Road Up to A4150 Junction Northbound	Bus Lane	All Times All Days	N/A	Wolverhampton
272	A4123 Dudley Road Opposite Frederick Street Northbound	Bus Lane	All Times All Days	N/A	Wolverhampton
273	A449 Stafford Road Wednesfield Inbound	Bus Lane	All Times All Days	N/A	Wolverhampton
274	Peel Street City Centre Inbound	Bus Lane	All Times All Days	N/A	Wolverhampton
275	Stafford Street City Centre Outbound	Bus Lane	All Times All Days	N/A	Wolverhampton
276	A454 Willenhall Road Bilston Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
277	A454 Willenhall Road Bilston Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
278	A454 Willenhall Road Bilston Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
279	A454 Willenhall Road Bilston Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
280	A454 Willenhall Road Bilston Eastbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
281	Cleveland Street City Centre Eastbound	Bus Lane	All Times All Days	N/A	Wolverhampton
282	Victoria Square City Centre Northbound	Bus Lane	All Times All Days	N/A	Wolverhampton
283	A449 Stafford Street Wednesfield Northbound	Bus Lane	All Times All Days	N/A	Wolverhampton
284	A449 Stafford Street Wednesfield Southbound	Bus Lane	All Times All Days	N/A	Wolverhampton

285	A4124 Wednesfield Road Wednesfield Inbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
286	A4124 Wednesfield Road Wednesfield Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
287	A4124 Wednesfield Road Wednesfield Westbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
288	A4124 Wednesfield Road Wednesfield Eastbound	Bus Lane	7am-7pm Mon-Sat	N/A	Wolverhampton
289	Queen Street Wolverhampton Eastbound	Bus Lane	4 Hours	N/A	Wolverhampton
290	Lichfield Street Wolverhampton Westbound	Bus Only Road	N/A N/A	N/A	Wolverhampton

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B2: Bus Lane Enforcement

Birmingham City Council Bus Lane Enforcement

Birmingham City Council manages the enforcement of bus lanes and bus only roads in the city. These lanes are enforced by a series of cameras placed on corridors throughout the city and a camera car. Drivers who are caught driving in a bus lane of bus only road are fined a Penalty Charge Notice.

Sandwell Metropolitan Borough Council Bus Lane Enforcement

Sandwell Metropolitan Borough Council manages the enforcement of bus lanes, bus only streets, bus gates and contraflows. Enforcement is managed through cameras mounted on streetlights which monitor illegal driving through bus lanes. Drivers who are caught driving in bus lanes are fined a Penalty Charge Notice.

Solihull Metropolitan Borough Council Bus Lane Enforcement

Solihull Metropolitan Borough Council manages the enforcement of bus lanes in the district. These lanes are enforced by cameras. Drivers who are caught driving in a bus lane of bus only are fined a Penalty Charge Notice.

Walsall Metropolitan Borough Council Bus Lane Enforcement

Walsall Council manages the enforcement of bus lanes in the district. These lanes are enforced by cameras. Drivers who are caught driving in a bus lane of bus only road are fined a Penalty Charge Notice.

Dudley Metropolitan Borough Council Bus Lane Enforcement

Dudley Borough Council does not manage the enforcement of bus lanes through the district, any enforcement is managed by West Midlands Police.

Coventry City Council Bus Lane Enforcement

Coventry City Council manages the enforcement of bus lanes and bus gates in the city. These lanes are enforced by Automatic Number Plate Recognition. Drivers who are caught driving in a bus lane of bus only road are fined a Penalty Charge Notice.

Wolverhampton City Council Bus Lane Enforcement

Wolverhampton City Council operate a bus lane enforcement scheme across the city which monitors bus lanes, bus gates and contraflows. Enforcement is based upon a rolling scheme throughout the city; with drivers fined a Penalty Charge Notice through enforcement cameras.

B3 New bus lanes

TfWM will look to implement the new bus lanes detailed in Table 11 by a future target date, which will then be maintained by the local highway authorities under the terms of the EP Scheme.

Table 11 New bus lanes to be provided by a future target date of 31/12/2024

Intervention number	Bus lane description	Hours of operation	Category of vehicle permitted	Responsibility for Maintaining
1.	Bus lane from junction Coventry Rd/Horse Shoes Ln to the junction of Coventry Rd/Sheaf Ln (eastbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
2.	Bus lane from junction of Coventry Rd/Arden Oak Rd to the junction of Coventry Rd/Terminal Rd (eastbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council and Solihull MBC
3.	Bus lane from junction of Hobs Moat Rd/Jillcot Rd to the junction of Coventry Rd/Hobs Moat Rd (northbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council and Solihull MBC
4.	Bus lane on Darwall Street, Walsall	24hrs	Local bus services	Walsall MBC
5.	Bus lane from junction of Birmingham Rd/Queens Rd to the junction of Birmingham Rd/Broadway (northbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles. Motorcycles	Walsall MBC
6.	Offside bus lane from junction of Springhill Rd/Hill St to the junction of Ablewell St/Town Hill	24hrs	Bus services, bicycles, hackney carriage vehicles. Motorcycles	Walsall MBC
7.	Bus lane from Jaguar-Landrover works Lode Lane North Gate to Jaguar-Landrover main gate (southbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Solihull MBC
8.	Offside bus lane from junction of Birmingham Rd/Chapel Lan to the southern end of M6 Motorway J7 flyover (southbound)	24hrs	Bus services, bicycles, hackney carriage vehicles	Sandwell MBC

9.	Bus lane from junction of Coventry Rd/Damson Parkway to junction of Coventry Rd/Glencroft Rd (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
10.	Bus lane from before the junction of Coventry Rd/Lyndon Rd to the junction of Coventry Rd/Clay Lane	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
11.	After Dyas Avenue (658 Walsall Rd) to Opp Booths Farm Rd (northbound)	7am to 7pm	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council
12.	Bus lane from after Walsall Rd/Stanford Avenue to Booths Farm Rd (southbound)	7am to 7pm	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
13.	Bus lane from Canal Bridge Marathon Point (southbound)	7am to 10am	Bus services, bicycles, hackney carriage vehicles, Motorcycles	Birmingham City Council
14.	Bus lane from junction of Coventry Rd/Glencroft Rd to the junction of Coventry Rd/Hobs Moat Rd (westbound)	24hrs	Bus services, bicycles, motorcycles, hackney carriage vehicles	Birmingham City Council

B4 New Bus Gates

TfWM will look to implement the new bus gates detailed in Table 12 by a future date, which will then be maintained by the local highway authority as part of the EP Scheme.

Table 12 Bus gates to be implemented by a future target date of 31/12/2024

Intervention Number.	Description	Implementation	Responsibility for Maintaining	Hours of Operation
15.	Bus gate southbound at Lancaster Circus Underpass	TfWM	Birmingham City Council	24hrs

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B5 Traffic Signal upgrades to include priority for local bus services

TfWM will look to implement traffic signal upgrades detailed in Table 13 by a future target date, which will then be maintained by the local highway authorities under the terms of the EP Scheme.

Table 13 Traffic signal upgrades to be implemented by a future target date of 31/12/2024

Intervention number	Description	Implementation	Responsibility for Maintaining
16.	Coventry Rd/Gilbertstone Ave	TfWM	Birmingham City Council
17.	Coventry Rd/Wagon Ln	TfWM	Birmingham City Council
18.	Coventry Rd/Lyndon Rd	TfWM	Birmingham City Council
19.	Coventry Rd/Sheaf Ln/Hobs Moat Rd	TfWM	Birmingham City Council
20.	Coventry Rd, Morrisons access	TfWM	Birmingham City Council
21.	Coventry Rd/Hatchford Brook	TfWM	Birmingham City Council
22.	Jaguar Landrover north access	TfWM	Solihull MBC
23.	Lode Ln/Dovehouse House	TfWM	Solihull MBC
24.	Birchfield Rd/Trinity Rd	TfWM	Birmingham City Council
25.	New Town Row / New John St West	TfWM	Birmingham City Council

B6 Pedestrian Crossing upgrades

TfWM will look to implement pedestrian crossing upgrades detailed in Table 14 by a future date, which will then be maintained by the local highway authorities as part of the EP Scheme.

Table 14 Pedestrian crossings to be upgraded by a future target date of 31/12/2024

Intervention number	Description	Implementation	Responsibility for Maintaining
26.	E2124/5 Coventry Rd nr Clay Ln Crossing	TfWM	Birmingham City Council
27.	E2004/5 Coventry Rd nr Steyning Rd Crossing	TfWM	Birmingham City Council
28.	E2106/7 Coventry Rd Nr Brays Rd Crossing	TfWM	Birmingham City Council
29.	E2002 Coventry Rd nr Arden Oak	TfWM	Birmingham City Council
30.	New pedestrian crossing nr Old Lode ln	TfWM	Solihull MBC
31.	B0966 – Nr Queen’s Rd Crossing	TfWM	Walsall MBC
32.	Nr Metro Inns Crossing	TfWM	Walsall MBC
33.	New crossings nr Hill Street	TfWM	Walsall MBC
34.	E2000/1 Coventry Rd nr Wells Green Crossing	TfWM	Birmingham City Council
35.	E2113 Coventry Rd nr Wells Rd Crossing	TfWM	Birmingham City Council
36.	E2918/9 – Walsall Rd nr Perry Park Cres	TfWM	Birmingham City Council
37.	E2906 – Walsall Rd nr Booths Farm Rd	TfWM	Birmingham City Council

Schedule C: Enhanced Bus stops, shelters and information

C1 Enhanced Bus Stops

The enhanced bus stops detailed in Table 15 to Table 18 are equipped to accommodate vehicles of 15m -18.75m length, facilitating multi-door boarding and alighting, and maintained by TfWM.

The enhanced bus stops detailed in Table 19 will be equipped to accommodate vehicles of 15m -18.75m length by TfWM, facilitating multi-door boarding and alighting by a future target date of 31/12/2024 and maintained by TfWM.

These bus stops will also include:

- Real time information displays
- Lighting
- CCTV for security
- Bench seating

Local highway authorities will be responsible for maintaining bus stop clearway orders associated with the enhanced bus stops.

Although all stops will allow multi-door boarding, enhanced bus stops will be available for use by all local bus services.

Table 15 Enhanced bus stops on the A34 towards Birmingham City Centre

Intervention number	Location
38.	Walsall Town Centre (location to be confirmed)
39.	Walsall Six Ways, Birmingham Road
40.	Jesson Road, Birmingham Road
41.	Travelodge, Birmingham Road
42.	Queens Road, Birmingham Road
43.	Bell Inn, Birmingham Road
44.	Chapel Lane, Birmingham Road
45.	Scott Road, Birmingham Road
46.	Scott Arms, Walsall Road
47.	Beeches Road, Walsall Road
48.	Rocky Lane, Walsall Road
49.	The Tennis Court, Walsall Road
50.	Cliveden Avenue
51.	Perry Barr One Stop Birchfield Rd
52.	Livingstone Road
53.	Trinity Road, Birchfield Road
54.	Six Ways Aston, Birchfield Road
55.	Swimming Baths, Newtown Row
56.	St Stephens Street, Newtown Row
57.	Lower Tower Street

Table 16 Enhanced bus stops on the A34 towards Walsall

Intervention number	Location
58.	Lower Tower Street, Newtown Row
59.	Milton Street, Newtown Row
60.	Six Ways Aston, Birchfield Road
61.	Heathfield Road, Birchfield Road
62.	Livingstone Road
63.	Perry Barr Interchange
64.	Cliveden Avenue
65.	The Tennis Court, Walsall Road
66.	Rocky Lane, Walsall Road
67.	Beeches Road, Walsall Road
68.	Scott Arms, Walsall Road
69.	Cross Lane, Birmingham Road
70.	Chapel Lane, Birmingham Road
71.	Bell Inn, Birmingham Road
72.	Queens Road, Birmingham Road
73.	Travelodge, Birmingham Road
74.	Jesson Road, Birmingham Road
75.	Walsall Six Ways, Springhill Road

Table 17 Enhanced bus stops on the A45 towards Birmingham City Centre

Intervention number	Location
76.	Keresley Close, Lode Lane OR Solihull Hospital (this stop lies OUTSIDE the EP Scheme area)
77.	Henley Crescent, Lode Lane
78.	Castle Lane, Lode Lane)
79.	Solihull Ice Rink, Lode Lane
80.	The Wheatsheaf, Coventry Road
81.	Lyndon Road, Coventry Road
82.	Brays Road, Coventry Road
83.	Steyning Road, Coventry Road
84.	Swan Island, Coventry Road
85.	Kathleen Road, Coventry Road
86.	Kings Road, Coventry Road
87.	Small Heath Highway, Poets Corner

Table 18 Enhanced bus stops on the A45 towards Birmingham Airport/Solihull

Intervention number	Location
88.	Small Heath Highway, Poets Corner
89.	Kings Road, Coventry Road
90.	Kathleen Road, Coventry Road
91.	Swan Island, Coventry Road
92.	Sunnymead Road, Coventry Road
93.	Brays Road, Coventry Road
94.	Lyndon Road, Coventry Road
95.	Ulleries Road, Lode Lane
96.	Lode Lane, (opp Olton Tavern)
97.	Dovehouse Lane, Lode Lane
98.	Henley Crescent, Lode Lane
99.	Rowood Drive, Lode Lane
100.	Solihull Hospital

Table 19 Enhanced bus stops to be delivered by a future target date of 31/12/2024

Intervention number	Location
<i>A34 towards Birmingham City Centre</i>	
101.	Walsall Town Hall
102.	Skip Lane
103.	Fentham Road
<i>A34 towards Walsall</i>	
104.	Swimming Baths
105.	Hatfield Rd
106.	Old Walsall Road
107.	Skip Lane
<i>A45 / B425 towards Birmingham city centre</i>	
108.	The Hermitage
109.	Keswick Road
110.	Lode Heath School, Lode Lane
111.	Old Lode Lane, Lode Lane
<i>A45/ B425 towards Solihull</i>	
112.	The Hermitage
113.	Keswick Road
114.	Old Lode Lane, Lode Lane

C2 Enhanced Bus Stands

TfWM will look to implement the new bus stands detailed in Table 20 by a future target date. These will be designated as bus stands capable of accommodating vehicles of 15m -18.75m length, with buses able to stand for up to 10 minutes depending on the location.

Table 20 Enhanced bus stands to be implemented by a future target date of 31/12/2024

Intervention number	Stand location
115.	Swan Island, Coventry Road
116.	Sandwell/Walsall boundary
117.	Walsall Town Centre (position to be confirmed)
118.	Perry Barr One Stop, Birchfield Road

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C3 Designated Feeder Bus Stands

TfWM will look to implement Designated feeder service Bus Stands listed in Table 21 at a future date. These stands will be specifically for 'feeder bus services' that are advertised to connect with other key bus services in the corridor, with buses able to stand for up to 10 minutes depending on the location. TfWM will define when these locations will be designated as feeder bus stands, as and when required. Standing buses will not be permitted to idle. These stops may be used by other qualifying local bus services.

Table 21 Designated feeder service Bus Stands

Intervention number	Stop location
119.	Birmingham International Stn, Station Way (NEC Grounds)
120.	Perry Barr One Stop, Birchfield Road
121.	Swan Island, Coventry Road
122.	Sandwell/Walsall boundary
123.	Walsall Town Centre (position to be confirmed)

Schedule D: Reporting Mechanisms to Local Highway Authorities

Schedule D1: Birmingham City Council reporting mechanisms

Highway Issues

All highway defects reported to Birmingham City Council will be dealt with in accordance with the City Council's current highway maintenance and management service contract requirements. Highway defects should be reported through: https://www.birmingham.gov.uk/info/20110/report_road_and_pavement_issues

This includes:

- a. Potholes (or other road and pavement problems);
- b. Faulty or broken street lights;
- c. Faulty traffic lights, signs or signals;
- d. Flooding or drainage issues; and
- e. Defects with or damage to other council street furniture.

Response times to defects will be prioritised according to their assessed urgency and the council's current service provisions.

Parking Issues

For specific parking issues, operators can report these by using the online form at:

https://www.birmingham.gov.uk/info/20109/parking/1983/report_an_illegally_parked_vehicle

The parking team can be contacted at: Parking@birmingham.gov.uk

Roadwork notifications

Information on roadworks, including Urgent, Emergency and notified roadworks, can be requested from BHM.Streetworks@kier.co.uk

Any operators wanting to join the list should contact BHM.Streetworks@kier.co.uk

Schedule D2: Sandwell Metropolitan Borough Council reporting mechanisms

Highway Issues

In the first instance all highway related defects related to carriageways, footways, potholes, manhole covers, road markings, road signs, streetlights, traffic lights, bridges and structures and blocked drains should be reported through the 'Report a Problem' page on Sandwell Council's website:

<http://www.sandwell.gov.uk/reportit>

Alternatively, defects can be reported through Sandwell Council's call centre (currently 0121 368 1177). In the event of an emergency response being required, this is the route we would encourage.

Defects will be automatically allocated to the correct team. Highway Safety Inspections will typically be assigned and undertaken the following working day. Defects will be prioritised and rectified in line with Sandwell Council's Asset Management Plan

Parking Issues

For the reporting of specific parking issues, operators can notify the council through the MySandwell Web Portal or contact centre by calling (currently) 0121 368 1177.

Roadwork notifications

Sandwell use one.network to make roadwork information available to operators on a self-help basis through a link on the council's website:

<https://one.network/custom/sandwell/>.

Operators can also follow on twitter on @sandwellroads.

Upcoming traffic management information is emailed on a weekly basis, normally a Wednesday. If any bus operators wish to be added to the weekly email distribution, they should request this via TfWM using busalliance@tfwm.org.uk

Schedule D3: Solihull Metropolitan Borough Council reporting mechanisms

Highway Issues

Solihull has a dedicated web page for reporting highway related issues, including potholes, street lights and flooding: <https://www.solihull.gov.uk/About/report>

In using this website it is possible to create an account on which a response to an enquiry will be posted. There is a daytime Contact Centre telephone (currently) 0121 704 8001 and an out of hours telephone (currently) 0121 704 8000.

Response to any reported defect will be assessed depending on the severity and risk, any repairs required will be prioritised using a risk-based approach with a standard defect response within 28 days.

Parking Issues

For specific parking issues, bus operators can notify the council by calling (currently) 0121 704 611 or e-mail parkingservices@solihull.gov.uk

Highway work notifications

Details of all planned and approved works are published on the One Network system at: <https://www.solihull.gov.uk/solihullroadworks>

Schedule D4: Walsall Metropolitan Borough Council reporting mechanisms

Highway Issues

Walsall Council specifies that all defects relating to roads and pavements, potholes, manhole covers, road markings, road signs and blocked drains be reported through its 'Report a street problem within Walsall' webpage:

<https://go.walsall.gov.uk/forms/Report-A-Street-Problem-Within-Walsall>

All Street lighting defects should be reported via:

<https://walsallstreetlighting.amey.co.uk/>

All Traffic Signal Defects should be reported to Walsall and Wolverhampton shared urban traffic control service by:

Calling (currently) 01902 555795 or through:

utc.controlroom@wolverhampton.gov.uk

Defects will be rectified in line with Walsall Council's procedures (shown on page https://go.walsall.gov.uk/highway_maintenance), giving priority to those sites which are most urgent.

Parking Issues

For specific parking issues operators can notify the Civil Parking Enforcement Team by calling (currently) 01922 652433 or e-mail carparks@walsall.gov.uk.

Roadwork notifications

Roadworks Notices will be e-mailed to operators and other stakeholders on a mailing list managed by the Traffic Management Team. They are also available on Walsall Council's website: -

<https://go.walsall.gov.uk/roadworks>

Any operators wanting to join the list should contact: -

trafficmanagement@walsall.gov.uk.

Schedule D5: Dudley Council reporting mechanisms

Highway Issues

All Highway defects in Dudley can be reported by calling 03005 552 345 or by using two online portals, Fix My Street: <https://www.fixmystreet.com/reports/Dudley?zoom=11&lat=52.49216&lon=-2.10174> or the Dudley Council website, where it is possible to report specific issues:

- Potholes or other road pavement problems: <https://www.dudley.gov.uk/residents/parking-and-roads/street-care-and-maintenance/report-a-pothole/>
- Faulty or broken traffic lights: <https://www.dudley.gov.uk/residents/parking-and-roads/street-care-and-maintenance/>
- Flooding and drainage issues: <https://www.dudley.gov.uk/residents/parking-and-roads/street-care-and-maintenance/>
- Defects with or damage to other council street furniture: **Error! Hyperlink reference not valid.**

Parking issues

Any parking issues in the borough can be reported to the Council using their Parking Problem Portal: <https://customer.dudley.gov.uk/service-request/council-contact/?ref=SO-00521>

Alternatively the parking team can be contacted at:
Dudleycouncilplus@dudley.gov.uk

Roadworks Notifications

Information on roadworks, including urgent, emergency and notified roadworks can be requested from:

<http://www5.dudley.gov.uk/WebSWR/SymSearch.aspx>

<https://www.dudley.gov.uk/business/licences-registrations-and-permits/highway-licences/>

Schedule D6: Coventry City Council reporting mechanisms

Highway Issues

All highway defects or issues with the pavement or verges can be reported to the council using the Council's online portal: <https://www.coventry.gov.uk/roads-highways-pavements/potholes>

Parking Issues

For any parking issues Coventry City Council have an online portal where problems can be raised: https://myaccount.coventry.gov.uk/service/Parking_issue_report

Roadworks Notifications

Coventry City Council publish a live map of roadworks, and a roadwork schedule, on their website: <https://www.coventry.gov.uk/roads-highways-pavements/roadworks>

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Schedule D7: Wolverhampton City Council reporting mechanisms

Highways Issues

Issues or defects with the highways, pavements or verges can be reported to the council by either:

- Wolverhampton Report It: <https://www.wolverhamptonreportit.com/reports/livemap>
- Fix My Street: <https://www.fixmystreet.com/reports/Wolverhampton?zoom=12&lat=52.59094&lon=-2.12745>
- The 'Report a problem' section of Wolverhampton City Council's website. Respondents can report potholes, faulty street lights, damaged bridges and pavement hazards and repairs: <https://www.wolverhampton.gov.uk/parking-and-roads>

Parking Issues

Problems with parking in Wolverhampton can be reported through Fix My Street or through the 'contact parking services' section of their website:

<https://www.wolverhampton.gov.uk/parking-and-roads/contact-parking-services>

Annex A Network Stability Periods

Please find Network Stability Periods below for 2022 as an update to “The Code of Practice on Network Stability in the West Midlands Combined Authority area”, Appendix 2 of the “West Midlands Combined Authority Roadside Information Recharging Scheme”.

As the scheme states:

“5.5 Operators will be required to follow the processes outlined in the Code of Practice on Bus Network stability in order to ensure timely distribution and posting of Roadside Information. Details of the agreed change dates from the Code of Practice are supplied in Appendix 2.

5.6 In normal circumstances, timetable information will only be distributed at the time of each of the agreed change dates in the West Midlands Code of Practice on Bus Network Stability. Any service changes received after the 8-week period prior to the agreed change dates will be held over until the next available distribution date. There will only be, unless there are exceptional circumstances, 12 dates per year when timetable information is updated. This measure is intended to reduce the cost of distribution and ensure that the scheme is economic and efficient.”

To clarify, these dates are primarily to enable efficient and value for money updates to roadside information, by encouraging operators to make service changes on the same date. Timescale for distribution and posting of Roadside Information is dependent on process used to submit registration to the Traffic Commissioner. Operators can of course make application to the Traffic Commissioner on any date they choose, but WMCA will only commit to updating roadside information for the dates listed below.

70 days to TfWM	42 days registration (to Traffic Commissioner)	Service change date	Comments
23 January 2022	20 February 2022	03 April 2022 (NSP155)	NSP to update any changes since 27 February (NSP154)
13 February 2022	13 March 2022	24 April 2022 (NSP156)	Half term 11/04-22/04 (Mon-Fri). Tender change date 24/04/22.
27 March 2022	24 April 2022	05 June 2022 (NSP157)	Half term 30/05-03/06 (Mon-Fri).
15 May 2022	12 June 2022	24 July 2022 (NSP158)	School term ends Thurs 21 July. CWG start on Thursday 28 July - Monday 8 August.
26 June 2022	24 July 2022	04 September 2022 (NSP159)	Most schools back Monday 05/09/22.
17 July 2022	14 August 2022	25 September 2022 (NSP160)	Warwick University date.
24 July 2022	21 August 2022	02 October 2022 (NSP161)	NSP date subject to removal of funding.
21 August 2022	18 September 2022	30 October 2022 (NSP162)	Half term 24/10-28/10 (Mon-Fri). Tender change 23/10/22 (Tender posters prioritised as starting 1 week earlier)
25 September 2022	23 October 2022	04 December 2022 (NSP163)	

Service change updates through digital channels are subject to different implementation timescales, as are data changes for Christmas and Easter holidays, RTI data builds and printed timetable leaflets. Further information regarding these can be provided to Bus Operators as a separate note as they do not currently form part of any scheme or formal commitment.

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Annex B Passenger Led Recovery Programme Development Details

TfWM have consulted and worked with multiple stakeholders and bus operators to establish the categories of passengers we aim to target to achieve the objectives of BSIP which focuses on encouraging travel behaviour change and opening access to bus travel.

A detailed workbook sets out who the target groups are broken into 'modal shift' or 'excluded access' categories. It provides estimated market size for each group (where this is not available, we show the number of offers we estimate will be made to the group) and an estimation of the take up of the offers. It also outlines what the first incentive offer will be followed by the onward offer for those who continue in the program. Furthermore, it breaks down the total estimated costs for each group and the cost of the incentive per person based on take up of the full offer.

Each cohort has been given a priority order. All groups categorised as '1' will be targeted first and this is the initial focus of our funding. Through the monitoring and evaluation process, to deliver the best value for money, where incentives are not achieving outcomes, either regarding the incentive offer, take up rates or engagement with the target groups, funding will be reallocated. The reallocated funding will be invested to other cohorts of people who have been identified within priority status '2' and then '3'.

The workbook also contains a timeline to show when each group will be targeted within the 3-year period and what budget allocation this will trigger. The groups that will be targeted in Q4 of 2022 are based on where we already have established agency connections meaning we can begin engagement on the offer quite quickly. Where connections with agencies are in their infancy, time has been built into the programme to ensure they are well established and available for us to deliver our targeted incentive to the end user. Where targeting can happen sooner it will be brought forward.

Annex C Reinvestment of operational expenditure savings

Operator commitments to be included as agreed with TfWM on a case-by-case basis.

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Signatories to the EP Scheme

THIS DEED is dated _____

PARTY SEALS

(1) THE WEST MIDLANDS COMBINED AUTHORITY (WMCA) of 16 Summer Lane, Birmingham, B19 3SD affixed hereto in the presence of its duly Authorised Officer

(2) THE COMMON SEAL OF)
BIRMINGHAM CITY COUNCIL)
was affixed to this agreement)
in the presence of:)

Authorised signatory

(3) THE BOROUGH OF SANDWELL of Sandwell Council House, Freeth Street, Oldbury, B69 3DE affixed hereto in the presence of its duly Authorised Officer

(4) SOLIHULL METROPOLITAN BOROUGH COUNCIL of Council House, Manor Square, Solihull, West Midlands, B91 3QB affixed hereto in the presence of its duly Authorised Officer

(5) WALSALL METROPOLITAN BOROUGH COUNCIL of Civic Centre, Darwall Street, Walsall, WS1 1TP affixed hereto in the presence of its duly Authorised Officer

(6) COVENTRY CITY COUNCIL of Council House, Earl Street, Coventry, CV1 5RR affixed hereto in the presence of its duly Authorised Officer

(7) DUDLEY METROPOLITAN BOROUGH COUNCIL of Council House, Priory Road, Dudley, DY1 1HF affixed hereto in the presence of its duly Authorised Officer

(8) CITY OF WOLVERHAMPTON COUNCIL of Civic Centre, St. Peter's Square, Wolverhampton, WV1 1SH affixed hereto in the presence of its duly Authorised Officer

Bus Service Improvement Plan: Passenger Led Incentive Programme

Monday 12th September 2022

Introduction

The Enhanced Partnership arrangements facilitates the delivery of the ambitions of the West Midlands Bus Service Improvement Plan (BSIP)¹ and the nine objectives set out in the *'Strategic Vision for Bus'*².

The BSIP includes a significant programme of passenger led recovery actions and incentives to help the recovery of the bus network. The programme has been designed around the BSIP output of 'Lower, Simpler Fares and Ticketing,' studies around habit forming within public transport and the wider BSIP objectives.

The BSIP output 'Lower, Simpler Fares and Ticketing' contributes towards the following outcomes:

- More bus trips retained, regained, and attracted.
- More bus passengers are former car users.
- Faster growth in bus trips and with operators other than the largest.
- Fewer car trips, especially to centres.
- More bus trips by older and disabled individuals.
- More affordable travel.

The programme will support delivery of this by offering:

- Incentives to get people out of their cars and to try the bus. These will involve free trials for people who currently use a car and identified as those most likely to be encouraged to change.
- Incentives to specific groups who suffer exclusion because they are unable to access transport. This will provide assistance for a set period to improve life chances (such as training opportunities or a job) and then encourage continued bus use at usual fares.

It will be aiming to incentivise at least 600,000 people to switch from cars to bus and aid an additional 145,000 people at risk of transport exclusion to access opportunities because of discounted or free bus travel.

Alongside other BSIP deliverables this programme will be key in enabling the wider patronage targets that are set out in the West Midlands BSIP.

In addition, this incentive programme supports delivery on nearly all of the other long-term wider benefits and objectives addressed in the BSIP both directly and indirectly, such as:

- Reduced living costs - reduced social exclusion.
- Reduced car dependence, new option values.
- Reduced traffic miles and congestion.
- A more sustainable local transport industry.
- Better jobs/services take-up – levelling-up and SEP progress.
- Improved air quality.
- Carbon emissions reduced and progress on #WM2041.
- Higher productivity and growth with fast Covid recovery.
- A growing younger population is supported.
- Better community physical and mental health and safety.

These objectives align and support wider WMCA policies for environment, health, social inclusion, jobs, and the economy. While the long-term increased bus passenger levels, and converting people to long term bus users, will help to support and sustain wider goals for bus in the region.

Programme Overview

Many of the programme incentive offers have been built using evidence from recent public transport and habit-forming studies, which suggest a significant financial incentive can encourage an individual to try alternative modes of transport. This is especially true if the individual has recently had their travel habits disrupted and the barriers for delivery and use beyond a financial incentive are kept low (Gravert et al, 2020. Ortmann et al, 2017. Thomas et al, 2016.). The studies also find that the larger the financial incentive, the higher the response rate. For example, Gravert et al (2020) found that when free travel was offered to individuals in their study, the interest in 4 weeks of travel was significantly higher than that of a 2 week

¹ [wmca-bsip-05-november-2021.pdf](https://www.tfwm.org.uk/wp-content/uploads/2021/11/wmca-bsip-05-november-2021.pdf) (tfwm.org.uk)

² <https://governance.wmca.org.uk/documents/s2240/Appendix.pdf>

offer, increasing responses to the offer by 16%, from a baseline of 42.8%.

As a result, many of the programme incentives will be delivered by offering at least one-month of free travel with an nBus ticket or awarding credit via Swift Go, TfWM's capping offer. This offers individuals the opportunity to form new habits while taking part in the programme and to then frictionlessly continue to travel via bus after their discounted travel period has come to an end. A full outline of the cohorts we will target in the modal shift and excluded access groups as well the incentives we will offer is outlined further in the sections below.

TfWM will lead the development of the incentive programme and complimentary promotion and information campaigns, with support from local operators. Each element will be taken forward separately, with delivery tailored to each incentive's requirements. TfWM aim to offer the first set of incentives by December 2022 **Error! Bookmark not defined.**, with the programme running until March 2025.

Modal Shift Target Groups

This group of incentives will aim to target individuals who are currently travelling via other modes, mainly car, or using bus but infrequently. This section will discuss who those individuals are, why TfWM thinks targeting these groups will lead to long term growth, and the incentive TfWM will offer to the customer.

Considering the discussed studies, TfWM initially plan to offer most individuals in this group at least 1 month of free travel, either in the form of a nbus ticket for potential frequent traveler's or as a Swift Go credit for potential infrequent traveler's (e.g., visiting a location once a week). Further months of discounted travel will be offered as incentive for customers to continue to travel after the free period is lapsed. This approach will ensure that the customers habits are embedded before paying for a full price ticket. The discount offered will differ depending on the group and the success of each incentive. TfWM and operators will monitor and adjust offers depending on the uptake and success of each group.

For those customers unlikely to sign up to a monthly subscription after the offer has ended, we

aim to send them a card with active 'Swift Go' functionality. This will remove barriers to customers who want to continue travelling but find a monthly subscription does not suit them. Swift Go will allow the individual to travel by bus without having to understand the current complex fare structure in the West Midlands, keeping barriers low. The customer will have the ability to either top-up their card or attach their bank details – then just tap and go, as with Oyster in London.

The individuals to be included in this group are as follows:

1. Individuals who drive to jobs at big local employers, including:
 - Public sector workforce.
 - Non-clinical NHS workforce.
 - NHS professionally qualified clinical staff.
 - Private sector workforce (including retail workers and part time workers).

60% of individuals in the West Midlands are commuting to workplaces using a car. Potential customers will be reached by contacting local employers. Car users will be targeted via surveys and employer car park usage stats. TfWM will initially offer a month of free bus travel, with a 2-month 25% discount for individuals who sign up for a monthly subscription ticket.

TfWM estimates this incentive will target 130,000 individuals across the 3-year programme.

2. Free trials for individuals whose travel habits may have been disrupted:
 - Individuals who are moving into new homes and intending to drive, either renting or buying.
 - Individuals who are starting new jobs or training and intending to drive, including new students, graduates, and school/college leavers.

Here, the goal is to capture individuals during a period of disruption when they are looking for a new solution to their travel needs. As previously discussed, these individuals are most open to trying new transportation, especially if there is financial incentive.

TfWM will initially offer a month of free bus travel, with a 2-month 20% discount. We estimate this

incentive will target 152,000 individuals across the 3-year program.

3. Free trials for individuals who drive and park at our Park & Ride sites, for example targeting:
 - Individuals who drive to railway stations.
 - Individuals who drive to tram park & ride sites.
 - Individuals who use Swift parking sites.

Based on the results of a recent survey TfWM customers were asked “What makes a ticket ‘good value for money’?”. In response customers suggested: time flexibility, multiple journeys, multiple passengers, and multiple modes of transport included. As part of this incentive, we plan to target customers travelling to use other modes by car, by offering a free monthly bus ticket to parking customers. We hope to expose customers to different ticketing types including bus, with the goal of improving perceptions of ticket value for money and introducing individuals to the bus for the first time so that it can be seen as a viable alternative to the car.

A key aim of this incentive is to convert ‘first and last mile’ journeys. For example, targeting individuals who park at rail and tram stops to switch from car to bus. This may eventually lead to increased bus usage in other parts of their life. TfWM has the potential to reach around 23,000 passengers with this incentive.

4. Free trial for individuals who make regular journeys outside of their workplace. This could include individuals travelling to the following places:
 - Council-owned leisure facilities.
 - Privately owned leisure facilities (gyms and climbing walls etc).
 - Strategic centres for shopping.
 - Football match season ticket holders.
 - Libraries.
 - Places of worship.
 - Care homes.
 - Individuals volunteering for charity work.

TfWM will is not only seeking to create a strong commercial bus market but to also support recovery within local public services and

businesses. For example, A Moving Communities Study (2021) finds West Midlands leisure centres have recovered by around 69%, less than the national average of 71%. They also find travel distance to UK leisure centres to have fallen from 17 minutes to 15 minutes since 2019, with a greater proportion of users travelling less than 5 minutes.

Unlike the previously suggested offers, here potential customers will be targeted using Swift Go credit loaded with the value of 10-day passes valid to use in a month period. Individuals will have the freedom to choose how they use this credit (e.g., single and day tickets or 3 and 7-day capping). The individual will have the ability to choose what works best for their travel needs. If they continue to travel after the first month, they will get a discount on their travel for the following 2 months, either via topping up their Swift Go account or linking their bank card.

TfWM has the potential to reach around 53,000 individuals with this incentive.

5. Free trials for people travelling by car infrequently to specific events or appointments. This could include:
 - NHS appointments.
 - Eye care and dentistry appointments.
 - Concerts and shows.
 - Other sporting events.

Although these individuals are not having their travel habits disrupted, they may be looking to make new and different journeys to attend appointments. We plan to intercept their decision making by offering them a free solution to their new travel dilemma.

Customers under this programme will also receive Swift Go credit, this credit will be for 1 day ticket a week across a monthly period. Again, individuals will have the freedom to choose how they use this credit (e.g., single and day tickets or 3 and 7-day capping). If they continue to travel after the first month, they will get a discount on their travel for the following 2 months.

TfWM estimates this incentive will target 45,000 individuals.

6. Encouraging the reactivation of lapsed customers.

Here, TfWM have used pre-covid data to understand how many customers travelled using bus before the pandemic but have not travelled post-lockdown. We will initially target these customers but will move to regularly use data to target customers as soon as we see either reduced or no journeys against their ticket or a cancelled ticket. Customers will be targeted with either a Swift Go card or a monthly subscription depending on their prior usage. All monthly subscription cards will be active with Swift Go if the customer decides not to continue with a subscription ticket, they can travel infrequently with Swift Go capping.

This scheme will target at least 62,000 individuals across the programme.

7. Upsell existing occasional customers to longer-term products.

Here TfWM have analysed how many customers are regularly buying 1- and 4-week tickets. TfWM will target these customers with a free one-month subscription to encourage these customers to move onto long-term tickets (subscription tickets are open ended with an automatic monthly renewal). To persuade customers to continue with their subscription, we will offer a further discount for 2 months to those who sign up. With this programme we hope to grow the nBus subscription ticketing scheme and encourage regular customers to travel even more by encouraging customers to choose a more stable and better value for money ticketing option.

This incentive will target in the region of 22,500 individuals across the program.

8. Free ENCTS (English National Concessionary Travel Scheme) companion to combat loneliness and encourage travel.

Here TfWM will target those holding an ENCTS card who are either travelling infrequently or have had reduced travel habits post-lockdown. Based on insight gathered from passholders we know some have not returned to bus travel due to safety concerns post-pandemic. Enabling ENCTS users to bring a companion, who they know, to support their travel free of charge, should help to alleviate anxieties linked with safety. We will then move to target new ENCTS sign-ups.

This scheme will offer Swift Go credit which will enable the family member or friend of an ENCTS card holder to travel using at least 10 West Midlands nBus day passes. The individual will be capped using the cheapest fare available based on their travel habits which may also trigger 3-day and 7-day tickets. Issuing Swift Go credit to the customer enables them the flexibility to travel in a way that works for them. Once the card is in the customers hand, they will have the ability to continue travelling beyond the incentive period by simply topping up or attaching their bank card, removing key travel barriers for the customer in the long run.

Each credit or ticket offered incentivises two individuals to travel. This scheme will help to encourage ENCTS card holders back to using the bus while introducing new customers onto the bus network. In addition, this incentive programme will help to tackle the loneliness issues being experienced by some of our ENCTS users.

TfWM estimates it will target the companions of 100,000 ENCTS card holders.

9. Free family weekend tickets.

Here TfWM and operators will target new customers and current customers travelling alone with free family travel. This is modelled on a similar promotion carried out by National Express Bus, who offered 24 hours of free travel to support National Clean Air Day. This will be heavily promoted and plans to expose new customers to the network by removing key barriers such as, ticket, price, operator and how to pay. It also alleviates potential fears customers may have around travelling alone for the first time on bus. Analysis will be carried out by TfWM to understand which areas, weekends and individuals should be targeted following which a full promotion campaign will be developed and delivered.

Initially, we estimate to offer around 100,000 group or family tickets as part of this offer, reaching up to 500,000 individuals.

In conclusion, the modal shift programme will aim to target individuals who are currently travelling by car or using bus but infrequently. By offering these incentives and intercepting travel habits we will help to attract new bus users in the region, reducing the reliance on car, and capture and

regain passengers who have stopped or reduced travel by bus.

Excluded Access Target Groups

These interventions involve buying free travel for individuals who may be unable to access transport and are, as a result, increasingly excluded from society and opportunities. We have prioritised groups from a much wider list, based on who TfWM and stakeholders believe to be most likely converted into long term users but currently do not use the bus for travel.

A free period of bus travel will be provided to enable new training, reintroduction into the workplace, rehabilitation, or support individuals through periods of hardships. To incentivise and ease the customer back into the full price ticket, in some cases we will offer a period with a phased discount. TfWM currently offer a similar scheme successfully called Workwise, targeting individuals who are starting employment after a period of unemployment.

Targeting and engaging with the groups identified in this category will be undertaken with multiple different agencies and organisations. Promotion and targeting of this scheme will be undertaken and developed in coordination with these bodies to ensure the mechanisms to deliver this reaches the target audience effectively.

The current list of prioritised groups consists of:

1. Those involved with the care system, including:
 - Carers.
 - Young carers.

Using TfWM and WMCA’s links with the DWP, the Carers Trust and The Children’s Society, we will reach out to individuals in the care system who are not currently using bus and offer 9 months of free travel to carers (specifically carers who are claiming carers allowance) and 12 months to young carers. A further 3 months of discounted travel will be offered to both groups if they choose to continue to travel by bus.

Young Carers are often looking after others while attending education, as a result their education

may be affected and may leave school lacking access to employment and further education or training. These groups face significant cost barriers to transport and often live in poverty. This scheme offers individuals an opportunity to escape from a cycle of exclusion, while encouraging new long-term travel habits and creating life-long bus users in the region.

TfWM estimates this incentive will reach around 5,500 individuals across the programme period.

2. Refugees who reside in the West Midlands.

As well as Ukrainian refugees, the region is home to people from Iran, Iraq, Afghanistan, and Eritrea, amongst other countries. These individuals are likely to build a long-term future in the West Midlands. We will use contacts from within umbrella organisations that support refugees to reach these individuals (e.g., Refugee Council and The UN Refugee Agency UK for UNHCR). This scheme aims to alleviate barriers to entering the job market or re-training by offering 12 months of free bus transport in the region. Once again, encouraging new long-term travel habits and creating life-long bus users in the region.

TfWM estimates this incentive will reach around half of the refugees in the region (approximately 3,000 individuals).

3. Those who have been through the criminal justice system, including:
 - Young people leaving the criminal justice system.
 - Individuals in the probation system.

This scheme aims to help some of the 20,000 individuals in the West Midlands currently in the probations system but not in prison. Individuals will be offered 9 months of free bus travel. The loss of earnings and frequent mental health issues seen in this group can be exacerbated by the stigma of a criminal record.

This idea comes from the recent “Prison Leavers Project: innovating to tackle the complex causes of re-offending,” which looks to build robust evidence on what works to reduce re-offending. In the West Midlands, ‘Change Grow Live’ will be focusing on social inclusion and addressing barriers faced to prevent re-offending.

Here, providing this group access to transport will remove travel and financial barriers, encouraging and enabling individuals to re-enter society, re-train, and gain employment. As well as contributing to improving individual mental and physical health, through supporting social inclusion, this scheme aims to support in reducing re-offending as well as creating new long-term travel habits with bus at the centre. This is a great example of a scheme that has the potential to be self-sustaining, creating large numbers of loyal and life-long customers to support the network.

This incentive will aim to reach an estimated 25% of individuals currently in the probation system but not in prison.

4. Helping with local employment and skills, including:
 - Unemployed individuals.
 - NEETs (Not in Employment, Education and Training).
 - Individuals re-training.
 - Individuals starting an apprenticeship.
 - Care leavers.

This programme aims to support individuals into employment by removing transportation barriers. Individuals Classified as NEET or care leavers will receive 12 months of free travel, whereas individuals who are unemployed, seeking employment, re-training or starting apprenticeships will receive 3 months of free travel, followed by 3 months discounted travel.

It will be an expansion of the current Workwise scheme which currently offers two free 4-week tickets, followed by a third ticket with a 50% discount. Since 2017 this scheme has reached around 5,000 local people, of which, 83% use bus 4 or more days per week. TfWM will look to review and expand the current eligibility, in addition to increasing the length of the scheme from just under 3 months to 6 months. TfWM will have the ability to analyse the success of each offer to understand the long-term viability of expanding the Workwise scheme beyond the 3-year period of this programme.

One of the more vulnerable groups here are care leavers; defined as individuals who have been in care of the local authority for a period of 13 weeks or more spanning beyond their 16th birthday. To contact this group TfWM will use their contacts

within the social value agency, Spectra. Offering free transport to this group for a period of 12 months will remove key financial and mobility challenges faced, as these individuals move into education and work while leaving the care system.

We hope that this scheme creates life-long, loyal customers in the region as well as supporting individuals into the workplace and reducing the long-term social exclusion that can be faced by these groups. This incentive will reach approximately 45,000 vulnerable individuals in the region.

5. Targeting specific local groups via charities:
 - Charities supporting poverty.
 - Charities supporting vulnerable people experiencing domestic violence.
 - Charities removing barriers to opportunity.
 - People residing in social housing or affordable housing.
 - Homeless people.
 - Veterans.

This scheme aims to support a variety of different vulnerable groups through charities. Again, by offering free tickets we aim to reduce isolation, reduce social exclusion, and support individuals through periods of hardship. We hope this removes mobility and financial barriers to support individuals in breaking cycles of poverty, abuse, and loneliness to better their quality of lives in the long run. TfWM hopes to support individuals to create new travel habits centred around bus, leading to life-long loyalty.

This incentive will reach approximately 45,000 vulnerable individuals in the region, offering different levels of discount depending on group vulnerability.

6. Improving local health and well-being, including:
 - Social prescribing.
 - Individuals in poor health but do not qualify for a ENCT's Disability Pass.
 - People from low-income households.

TfWM will use existing links with local health authorities and the WMCA teams who work within this area, to find and offer tickets to individuals who may be suffering with poor health and well-being. As part of this scheme tickets will be offered

through social prescribing schemes, where individuals suffering with poor physical and mental health will be supported on journeys to locations that may improve their health. Transport has been reported as a barriers individuals face when accessing the current provided support local NHS services. TfWM will also look to support individuals who apply for the ENCT's Disability Pass but do not meet the eligibility criteria, as set out in the Transport Act 2000, to qualify for the full concession.

Individuals will be offered Swift credit equivalent to the value of 10 nBus day tickets, the customer will have the flexibility to travel how they like and will be capped at the cheapest fare. The customer may trigger a 3-day or 7-day cap. TfWM plans to work with the local NHS to introduce a travel solution to individuals who may be visiting new places due to social prescribing, encouraging individuals to choose bus when forming new habits. We hope that this scheme will encourage long term habit formation and customers.

TfWM estimates this incentive will offer around 54,000 months' worth of travel to individuals across the 3 years.

In conclusion, the excluded access programme includes buying free travel for individuals who may be unable to access transport and are, as a result, are increasingly excluded from society and opportunities. This programme aims to build long term travel habits and customer loyalty to bus in the West Midlands area.

Further Information	
Lead Officer	Paula Higgins Swift & Concessions Scheme Manager

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CITY OF WOLVERHAMPTON COUNCIL	Cabinet 19 October 2022
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Report title	Digital Wolverhampton Strategy Update	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Obaida Ahmed Digital City and Resources	
Key decision	No	
In forward plan	No	
Wards affected	All Wards	
Accountable Director	Charlotte Johns, Director of Strategy	
Originating service	External Funding and Digital Projects	
Accountable employee	Heather Clark	Head of External Funding and Digital Projects
	Tel	01902 555614
	Email	Heather.Clark2@wolverhampton.gov.uk
Report to be/has been considered by	Strategic Executive Board	13 September 2022

Recommendation for noting:

The Cabinet is asked to note:

1. Progress in delivering the priorities of the Digital Wolverhampton Strategy.

1.0 Purpose

- 1.1 To provide an update on progress in the delivery of the Digital Wolverhampton Strategy.

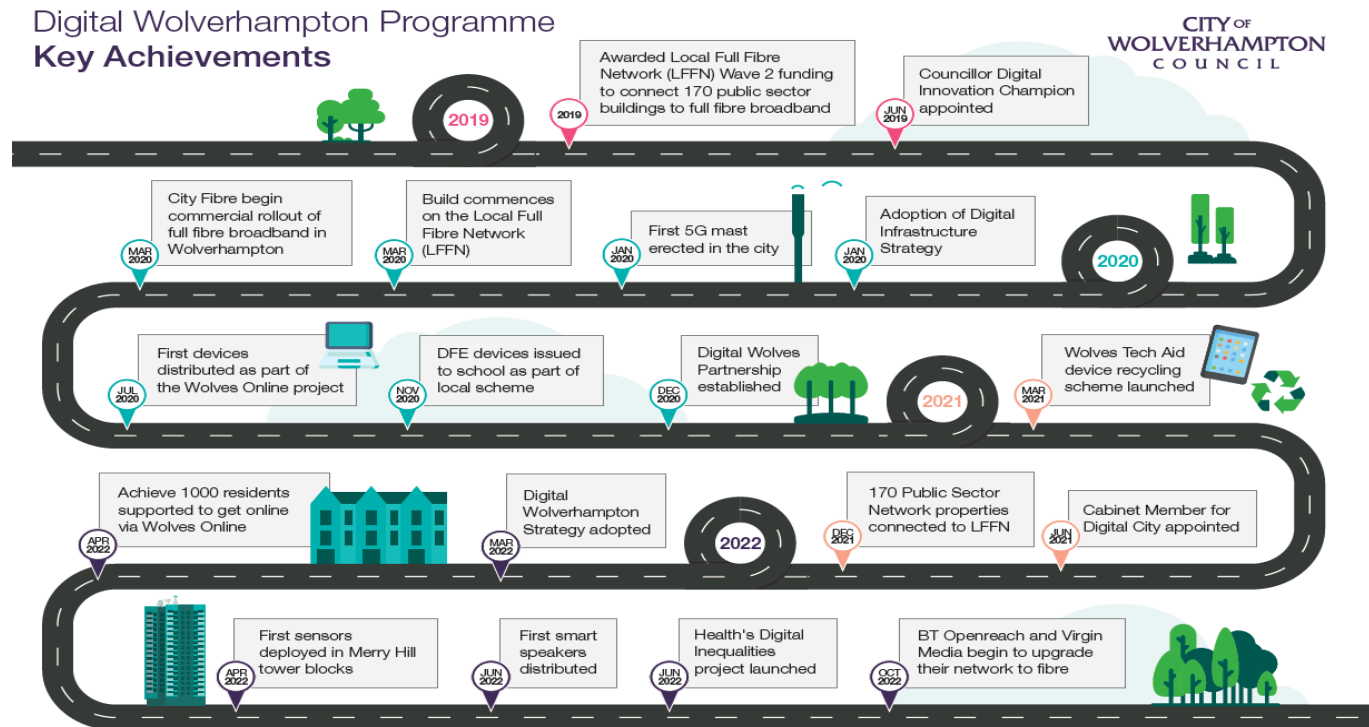
2.0 Background

- 2.1 The Council adopted the Wolverhampton Digital Infrastructure Strategy in January 2020 to support the rollout of futureproofed digital infrastructure including full fibre broadband and 5G. Futureproofed digital infrastructure is the backbone of a modern thriving economy driving productivity and spreading growth and in delivering effective and efficient public services.
- 2.2 Covid-19 accelerated the adoption of digital technology by three to four years (McKinsey). In response to the learning from the pandemic, the Digital Wolverhampton Strategy was developed building on the work around digital infrastructure. The Digital Wolverhampton Strategy was formally adopted by Cabinet in March 2022 to deliver the following aims:
- A. Wolverhampton is a Gigabit and Smart City with futureproofed digital infrastructure including full fibre broadband and 5G utilised to transform delivery of services and develop new applications to unlock its potential.
 - B. 100% digitally included Wolverhampton ensuring all residents have the access to devices, connectivity and skills to take advantage of what digital has to offer
 - C. Growing the Digital Economy and talent pipeline building on our futureproofed infrastructure to start and grow businesses creating jobs for local residents meeting skills needs for the future.

3.0 Progress in delivering Digital Wolverhampton Strategy

- 3.1 Delivery of this strategy cannot be done in isolation, and the Council established the Digital Wolverhampton Partnership to maximise the benefits of digital for local people. The partnership comprises key anchor institutions in the city including the Council, University of Wolverhampton, City of Wolverhampton College, The Royal Wolverhampton NHS Trust, Black Country Integrated Care Board (ICB) and Wolverhampton Homes.

3.2 A summary of key milestones is shown below.



3.3 Digital Infrastructure:

- 3.4 Significant progress has been made in the rollout of futureproofed digital infrastructure since the adoption of the Wolverhampton Digital Infrastructure Strategy in January 2020. 170 public sector buildings have been upgraded to full fibre broadband funded by £4.9 million Local Full Fibre Network grant.
- 3.5 Through delivery of the Digital Infrastructure Strategy, Wolverhampton's gigabit coverage (300MB) has increased significantly, from 2% in September 2020 to 93% in January 2022 (Ofcom Connected Nations report 2021).
- 3.6 Full fibre broadband coverage (1GB) has also increased, from 1% of properties in January 2020 to 19% of properties in January 2022. Based on latest intelligence from ongoing deployment in the city as at September 2022, we understand that in terms of premises now passed, performance is now at national average, 33% and will be available for customers shortly. CityFibre are currently commercially rolling out full fibre in the city, and Openreach and Virgin Media have also announced an upgrade of their infrastructure to full fibre starting in autumn/winter 2022.
- 3.7 All Mobile Network Operators have announced rollout of 5G in the city, accelerated by over six months due to a proactive approach.

3.8 Digital Inclusion:

In response to the scale of digital exclusion highlighted during the pandemic, the Council set up Wolves Online, a device and connectivity lending scheme, to support residents get

online. Working with a network of over 40 trusted partners, Wolves Online has now distributed over 1,000 devices supporting over 1500 residents to improve their digital skills.

3.9 To support our Trusted Partners, a Digital Champion network will be set up recruiting volunteers to support the delivery of digital skills in the community. Wolves Tech Aid, Wolverhampton's local device recycling scheme, has recycled 325 devices and distributed to children via seven schools. The Council is also working closely with Black Country Connected for a Healthier Future to distribute 800 devices to residents through our trusted partner network.

3.10 **Digital Innovation:**

The city is home to the 5prinG Application Accelerator, supporting organisations to harness the power of 5G to deliver growth and innovation. The University of Wolverhampton's innovation labs and Wolverhampton Cyber Security Institute at the Science Park has recently won Cyber University of the Year. The recently launched National Brownfield Institute (NBI) on Springfield campus is a world-class research centre that provides the facility to develop modern methods of building through innovation and partnership with the construction industry, focusing on the practical application of future brownfield regeneration and remediation.

3.11 We are working with a range of partners to support the use of digital to improve delivery of services and quality of life. The Connected Tower Block pilot, led by health partners has introduced 13 heat and humidity sensors with the ambitions of expanding the trial to include Smart Building Management, health, independent living and digital inclusion. 100 sensors will be made available for virtual wards within Wolverhampton. Wolverhampton was also part of WM5G's health use case including remote diagnostics between a care home and GP.

3.12 **Digital Economy (business):**

During the pandemic 76% of Small-Medium Businesses relied on digital, and 52% used digital to sell more and stay connected. Businesses able to channel shift to online trading and secure online customers were more successful and resilient. Based on this learning, Wolverhampton's Business Week 2022 included a range of workshops around innovation including Virtual Reality for commerce, ranking your business at the top of Google, doing business with Amazon, introduction to selling online and digital marketing.

3.13 As a city, we are supporting digital innovation in key sectors and their supply chain and supporting the growth of the tech sector through initiatives such as West Midlands Smart City Region Programme to drive new digital start-ups. Supporting business digital needs will be part of Council's iGNITE enterprise hub and future business support offer. Driven by local tech companies, a Creative Chain network has also been established for digital agencies in the city.

3.14 **Digital Economy (skills and jobs):**

Digital skills are crucial for the workplace. The pandemic led to increased digitisation in the workplace, however nationally only 52% of workforce have the necessary digital skills for work (Lloyds Digital Consumer Index 2021). The Council has developed the 'Digital Wolves' website to bring local and national digital skills opportunities in one place. We are also working closely with the City of Wolverhampton College and University of Wolverhampton to develop Digital Wolverhampton Infrastructure Academy supporting local residents into digital infrastructure jobs.

3.15 There are significant opportunities for growth amongst digital businesses with tech vacancies making up a higher proportion of all vacancies in the UK post-pandemic with the average tech salary 50% higher than the average offering significant opportunities for local residents. Access to digital bootcamps are part of the support provided to unemployed residents through Wolves at Work.

4.0 **Evaluation of alternative options**

4.1 Option 1: Do not deliver the Digital Wolverhampton Strategy. A failure to address broader issues in relation to digital inclusion, innovation and the economy could result in poor outcomes for the city.

4.2 Option 2: Delivering the Digital Wolverhampton Strategy will maximise benefits locally and tackle the digital divide, improving the digital skills and to provide digital support to businesses.

5.0 **Reasons for decision(s)**

5.1 Delivery of the Digital Wolverhampton builds on progress made in the rollout of futureproofed digital infrastructure to maximise benefits to the residents and businesses. It supports innovation in delivery of services, growing the digital economy and supporting residents to access job opportunities, as well as addressing the digital divide.

6.0 **Financial implications**

6.1 As an update on progress, there are no direct financial implications from this report. Delivery of the Digital Wolverhampton Strategy utilises existing budgets as outlined in the Cabinet report on 23 March 2022. £500,000 was approved within the capital programme to fund the digital inclusion programme together with revenue funding from Our City: Our Plan reserve. We are also exploring UK Shared Prosperity Fund and other West Midlands Combined Authority funding to fund additional digital inclusion activity.

[MH/11102022/E]

7.0 **Legal implications**

7.1 As an update on progress in delivering the strategy, there are no direct legal implications from this report. However, part of our enabling role for the rollout of digital infrastructure

has involved standardised wayleaves, leases and licence agreements in line with Electronic Communication Code.
[SZ/06102022/P]

8.0 Equalities implications

8.1 Digital and smart technology could potentially have significant positive equalities implications, for example making it easier for people with health problems to live more independently through the provision of telecare and e-health solutions. Initiatives will be added to our Action Plans and monitored on a regular basis. Lessons learned from each initiative will be referenced in the future.

9.0 All other implications

- 9.1 Digital Infrastructure enabling Smart technology can have positive implications on the environment and climate change, for example enabling the Council to capture environmental information and improve service delivery.
- 9.2 The Council is currently developing a digital skills offer to improve digital skills of the workforce and ensuring all employees have access to digital.
- 9.3 Corporate Landlord are involved in lease agreements to use Council assets for the location of telecoms infrastructure.
- 9.4 The approach is in line with the guidance from Public Health England which states that the health effects of exposure to radio waves have been researched extensively over several decades, and very many publications can be found in scientific journals and elsewhere. Coordinated research around the world has addressed concerns about rapidly proliferating mobile communications technologies. Independent expert groups in the UK and at international level have examined the accumulated body of research evidence and their conclusions support the view that health effects are unlikely to occur if exposures are below international guideline levels. Overall exposure is expected to remain low relative to guidelines and, as such, there should be no consequences for public health.
- 9.5 Fibre broadband will have health benefits arising from increased use of technology in the delivery of health and social care and technology enabled independent living. 5G is enabling the opportunity to pilot health use cases including remote diagnostics between GPs and care homes.
- 9.6 Covid-19 Pandemic highlighted a particular issue around digital exclusion.

10.0 Schedule of background papers

- 10.1 Cabinet - 22 January 2020 [Wolverhampton Digital Infrastructure Strategy](#)
- 10.2 Cabinet – 23 March 2022 [Digital Wolverhampton Strategy](#)