

TRANSPORT SCRUTINY COMMITTEE

**MEETING TO BE HELD AT 10.00 AM ON THURSDAY 18 NOVEMBER
2021 IN COMMITTEE ROOMS 6/7, LEEDS CIVIC HALL, CALVERLEY
ST, LEEDS, LS1 1UR**

This meeting will be held in Committee Rooms 6&7, Civic Hall, Leeds LS1 1UR.

There will be very limited capacity for observers of the meeting. If you would like to attend to observe the meeting in person, please email: governanceservices@westyorks-ca.gov.uk to request a place, clearly stating the name, date and start time of the committee and include your full name and contact details, no later than 24 hours before the meeting begins.

Please note that the pre-booked places will be allocated on a 'first come, first served' basis and once pre-booked capacity has been reached there will be no further public admittance to the meeting.

Coronavirus is still circulating so please follow all the Covid safe rules. Even if you have had the vaccine but have Coronavirus symptoms: a high temperature; a new, continuous cough; or a loss or change to your sense of smell or taste, you should NOT attend the meeting and stay at home and get a PCR test. For those who are attending the meeting, you are encouraged to bring a face covering.

This meeting will be filmed for live or subsequent broadcast via the Combined Authority's internet site. If you have any queries regarding this, please contact Governance Services on governanceservices@westyorks-ca.gov.uk.

A G E N D A

- 1. APOLOGIES FOR ABSENCE**
To note apologies for absence and confirm the quorum of 11 members is met.
- 2. DECLARATIONS OF DISCLOSABLE PECUNIARY INTERESTS**
- 3. POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC**

- 4. NOTES OF THE INQUORATE MEETING HELD ON 23 SEPTEMBER 2021**
(Pages 1 - 4)
- 5. SCRUTINY AND GOVERNANCE ARRANGEMENTS**
(Pages 5 - 8)
- 6. CHAIR'S COMMENTS AND UPDATE**
- 7. TRANSPORT SCRUTINY WORK PROGRAMME**
(Pages 9 - 24)
- 8. BUS SERVICE IMPROVEMENT PLAN**
(Pages 25 - 86)
- 9. DATE OF THE NEXT MEETING - 20 JANUARY 2022, MAYOR'S QUESTION TIME**

Signed:

A handwritten signature in black ink, appearing to be 'BDM', with a horizontal line underneath it.

**Managing Director
West Yorkshire Combined Authority**

Notes of **Inquorate** Transport Scrutiny Committee Meeting held on 23 September 2021

Item 1 – Welcome and apologies

Attendees (9/11): Stephen Baines (sub), Amanda Parsons-Hulse (C), Dot Foster, Yusra Hussain, Sharon Hamilton, Robert Finnigan, Paul Wray, Nic Stansby, Stephen Fenton.

Apologies (6): Peter Caffrey, Ruth Wood, Anthony Smith, Harry Ellis, Donald Firth, Luke Majkowski

Officers: Dave Pearson, Helen Ellerton, Khaled Berroum

Skipped items 2 and 3 as the meeting was inquorate.

Item 4 – Scrutiny and governance arrangements

Members received an outline of scrutiny standing orders and other governance arrangements established at the Combined Authority Annual Meeting.

In questions and discussions, members sought clarification on a number of things including:

- The status of York members: York members have the same rights and responsibilities as all other scrutiny members (e.g. working groups, call-in etc) apart from voting rights, which were not conferred upon the non-constituent council (York) in the MCA's constitution.
- Police and crime matters: All scrutiny of any police and crime matter is the statutory responsibility of the Police & Crime Panel and is not within CA Scrutiny's remit. Any member comments or queries on police matters, including transport safety, should be directed to the members of the Police & Crime Panel to raise in its meetings.

Item 5 – Chairs comments and announcements

The Chair introduced herself and her background and expressed a willingness to get to know all members individually, welcoming 1-1s.

She also congratulated Tracy Brabin on her election as first and only female metro-mayor and expressed a will to work with her to improve transport for all. There will be an opportunity to question the mayor on transport matters directly in January 2022.

The Chair also noted that:

- A new scrutiny support officer will start at the CA in October
- She met with the other scrutiny chairs and senior officers to better understand the CA's transport functions and activities going forward.

Item 6 – Transport functions and priorities overview

Members received a high-level overview of the transport services delivered by the Combined Authority, transport policy development and current transport priorities and strategies.

Questions and discussion centred around:

- The statutory situation and process around mayoral bus franchising powers
- The bus service improvement plan currently in development
- Impact of current shortage of bus drivers
- Operational resilience of bus operators in the region

- Data on passengers using public transport before, during and after pandemic

Item 7 – Transport Scrutiny Work Programme discussion

The Chair and members discussed a number of principles and approaches to work programming, topic selection and future meetings – including:

- The balance between pre-decision scrutiny and input into issues during development vs scrutiny of what is already in delivery vs reviewing what has already been done
- Level of resource capacity and time available to scrutiny – one scrutiny officer and three further committee meetings, with limited support from wider officer when needed.
- Reminder to focus on structural issues and wider, connecting strategic and long-term issues – not just narrow, immediate and short-term ones
- Mayors Question Time: possibly spend time at the November meeting to discuss proposed approach to questioning the Mayor at 20 January session.
- Chair suggested consideration of the Mayor’s Pledge 8 on transport: “Bring buses back under public control, introduce simpler fares & contactless ticketing and greener buses.”

Members’ discussion, questions and suggestions included the following:

Buses:

A major mayoral priority is to bring bus services under public control. The long, statutory process of bus franchising has now begun. In the meantime, the CA’s current influence over the bus network will largely be through the WY Bus Partnership/Alliance, Bus Service Improvement Plan and CA funded bus services.

Areas for scrutiny to focus on include:

1. Franchising process and lessons learned from Greater Manchester
2. network coverage and connectivity
3. integration with other modes such as rail, cycling and walking
4. reliability and frequency of services
5. costs and ticketing
6. partnership working with transport operators and partner councils

Behaviour changes and inclusion in the context of decarbonisation:

Another major mayoral priority is decarbonisation, following the declaration of a climate emergency in 2019. It might be useful to look at the decarbonisation plans more broadly and how local government intends to influence change in behaviours necessary to meet the targets – and what levers the CA has to make an impact on people’s behaviours. Areas to look at include:

1. Research: Do we understand why people travel how they do? Have habits changed over time? What changes habits? All future policies and systems must bear these in mind.
2. ‘Seldom heard groups’: Certain seldom heard groups often rely on and need public transport the most. What are their challenges? E.g. some neurodiverse people have concerns about personal space or punctuality. Are their needs being taken adequately into account? Is there enough engagement with them in consultations?
3. Youth engagement: if young people begin habits early, they are more likely to sustain them into adulthood. E.g. difference in attitude in Greater London vs West Yorkshire youth towards public transport. What could be done? I.e. a comprehensive yellow school bus system from a younger children?

4. Reliability: Trust in buses/trains is a major factor – consequences of lateness can be severe in terms of employment or personal circumstances, are high risk modes in some areas. Problem is worse if route is fragmented and people have to take different buses from different companies.
5. Connectivity and integration: how can different modes of transport can be linked up to suit people's needs and encourage behaviour change. E.g. how active travel modes such as walking and cycling are connected to rail and bus and how rail and bus are connected to each other.
6. Technology and data: how can technology and data be used to improve ease of use and reliability/trust in network?
7. Safety and prevalence of existing and future cycling/walking infrastructure.
8. Place: different approaches in suburban, inner city and rural areas?
9. Communication and messaging: How are we identifying and reaching unlikely transport users? E.g. sometimes green focused messaging does not resonate with certain groups who may respond better to financial incentives – and vice versa.

Freight:

Canals and waterways are a strong strategic asset and an opportunity in both commercial/economic and decarbonisation, shifting transport of people and freight from roads. Areas to focus on: How do we move our freight currently? Has it been considered in current strategies and plans? What is the future role of canals?

Roads:

Previously a function of the WY county council pre-1986, currently, the local authorities still act as Highway Authorities responsible for roads. Roads are too integrated and cross-border in nature at a regional level to be managed in a district focused, atomised way. There is scope to look at how roads and highway policy/management is harmonised and coordinated across the region:

1. how it works now,
2. why it wasn't changed with devolution
3. how it could work in future

Other suggestions made included:

- Sources of transport funding.
- Looking back at how the West Yorkshire+ Transport Fund has been spent, in particular on links to York.

Item 8 – Transport Committee Governance Review

Members received an overview of the CA's ongoing internal review of transport governance and the Transport Committee and were invited to provide any comments or feedback to the Director of Transport Services (Dave Pearson) by 1 October 2021 if possible.

The Chair suggested that the committee look at the proposals for the future of the Transport Committee again at a future meeting once they are developed further.

Next meeting date – 18 November 2021, venue to be confirmed

This page is intentionally left blank



Report to: Transport Scrutiny Committee

Date: 18 November 2021

Subject: **Scrutiny and governance arrangements**

Director: Angela Taylor, Corporate and Commercial Services

Author: Khaled Berroum, Statutory Scrutiny Officer

1. Purpose of this report

- 1.1 To note any changes in scrutiny and governance arrangements pertaining to the Overview and Scrutiny function in general and the Transport Scrutiny Committee in particular.
- 1.2 To note changes in membership since the last meeting.

2. Information

Membership changes

- 2.1 The following changes in membership have occurred since the last meeting:
 - Cllr Jackie Ferguson (Wakefield, Labour) appointed to fill a vacancy.
- 2.2 There remains one vacancy – Bradford Labour group.

Amendments to Scrutiny Standing Orders – substitute arrangements

- 2.3 Following discussion at the Corporate Scrutiny Committee on 24 September 2021, amendments to Scrutiny Standing Orders (Part 4 Procedure Rules, Section 4.6 of the Constitution) to clarify substitute pool arrangements and allow scrutiny members currently without a substitute (from the same party and authority on another scrutiny committee) to nominate an additional member to act as their permanent substitute are being proposed at the next Combined Authority meeting on 9 December.
- 2.4 The proposal is that the paragraphs of Scrutiny Standing Order 1 are amended as follows:

Proposed wording for SSO 1:

- 1.2 *A member of any overview and scrutiny committee may substitute for any member of a different overview and scrutiny committee from the same party and district.*
- 1.3 *Where a member has no substitute alternate from the same party and district on another overview and scrutiny committee, an additional substitute from the same party and district may be nominated and appointed to act as their substitute.*

2.5 As soon as the amendment is effective, the following Members are entitled to nominate a substitute from their party and group:

Member	District	Party	Committee
Jeanette Sunderland	Bradford	Liberal Democrats	Corporate
<i>Amanda Parsons-Hulse</i>	Calderdale	Liberal Democrats	<i>Transport</i>
Andrew Cooper	Kirklees	Greens	Corporate
<i>Anthony Smith</i>	Kirklees	Liberal Democrats	<i>Transport</i>
<i>Robert Finnigan</i>	Leeds	Morley Borough Independents	<i>Transport</i>
Jonathan Bentley	Leeds	Liberal Democrats	Economy
Rachel Melly	York	Labour	Corporate

Amendments to Scrutiny Standing Orders – number of meetings

- 2.6 Scrutiny Standing Orders currently obligate scrutiny committees to a certain number of meetings per municipal year. Following a review of constitutions and standing orders in the partner authorities, neighbouring authorities and other mayoral combined authorities, it will be proposed, at the same Combined Authority meeting, that the wording be amended to reflect the current practice that it is up to scrutiny to decide how often they should meet to perform their duties.
- 2.7 The proposal is that the following paragraph in Scrutiny Standing Order 9 is amended as follows.

Proposed new wording in SSO 9:

- 9.1 *Overview and scrutiny committees will schedule regular meetings and meet as often as required to effectively discharge their functions.*

3. Tackling the Climate Emergency Implications

- 3.1 There are no climate emergency implications directly arising from this report.

4. Inclusive Growth Implications

4.1 There are no inclusive growth implications directly arising from this report.

5. Equality and Diversity Implications

5.1 There are no equality and diversity implications directly arising from this report.

6. Financial Implications

6.1 There are no financial implications directly arising from this report.

7. Legal Implications

7.1 There are no legal implications directly arising from this report.

8. Staffing Implications

8.1 There are no staffing implications directly arising from this report.

9. External Consultees

9.1 No external consultations have been undertaken.

10. Recommendations

10.1 To note the changes in membership since the last meeting.

10.2 To note the amendments to Scrutiny Standing Orders being proposed at the next Combined Authority meeting on 9 December 2021 as outlined in paragraphs 2.3 – 2.7.

11. Background Documents

[Scrutiny Standing Orders](#) (Part 4, Section 6- WYCA Constitution) (2021/22)

12. Appendices

None.

This page is intentionally left blank



Report to: Transport Scrutiny Committee

Date: 18 November 2021

Subject: **Scrutiny Work Programme 2021/22**

Director: Angela Taylor, Director of Corporate & Commercial Services

Author: Khaled Berroum, Statutory Scrutiny Officer

1. Purpose of this report

- 1.1 To approve the Transport Scrutiny Work Programme for 2021/22.
- 1.2 To consider any additional agenda items, formal referrals to scrutiny, reviews, call in, and any other tasks, issues or matters the Committee resolves to undertake or consider further.

2. Information

Scrutiny Work Programme

- 2.1 The Work Programme outlines the work the Committee has resolved to undertake, investigate further and focus on in the current municipal year (June 2021 – June 2022) within the resources, remit and powers available to it.
- 2.2 The work programme is set at the beginning of the year and, as a live document, is considered at each meeting where it can be amended and changed as the year progresses.

Referrals to scrutiny

- 2.3 Under Scrutiny Standing Order 7, any Scrutiny Member, any Combined Authority Member or any elected Member of a West Yorkshire council (or the City of York Council) may formally refer a matter to the Committee for consideration. The referral must be in writing to the Statutory Scrutiny Officer. The Committee must then consider and discuss the referral and respond to the referrer explaining whether or not it will consider the matter further and why.
- 2.4 There are no formal referrals for this committee to consider.

Agenda items and topics for consideration 2021/22

- 2.5 At the last committee meeting, members considered the Combined Authority's corporate priorities and plan alongside the Mayor's Pledges and, following further questions and discussions with senior officers, discussed a number of possible topics and items to consider further this year.
- 2.6 The resultant work programme is attached at **Appendix 1**. The document also includes the topics to be considered by the other two scrutiny committees.

Key decisions and call in

- 2.7 Scrutiny members may call in any decision of the Mayor, Combined Authority, a decision-making committee and any key decisions taken by an officer (with the exception of urgent decisions). Key decisions are defined as any decision incurring a financial cost or saving of £1 million or more, or a decision likely to have a significant effect on two or more wards.
- 2.8 Decision-makers have two days to publish notice of a decision, at which point scrutiny members have five working days to call in the decision, delaying its implementation, and formally requiring the decision maker to reconsider.
- 2.9 Any five scrutiny members – including at least one member from two different constituent councils (West Yorkshire) – may call-in a decision by notifying the Statutory Scrutiny Officer in writing by 4.00 pm on the fifth working day following publication of a decision notice. The relevant scrutiny committee then has 14 days to meet and scrutinise the decision and make any recommendations. Further information is set out in Scrutiny Standing Order 14.
- 2.10 The latest key decisions and forward plans of key decisions are published and available for viewing on the [key decisions section of the Combined Authority's website](#).

Actions for the Statutory Scrutiny Officer

- 2.11 As outlined in Scrutiny Standing Order 17, the statutory scrutiny officer provides support to a scrutiny committee's work programme and all scrutiny members in exercising their scrutiny duties and fulfilling their objectives.

3. Tackling the Climate Emergency Implications

- 3.1 There are no climate emergency implications directly arising from this report.

4. Inclusive Growth Implications

- 4.1 There are no inclusive growth implications directly arising from this report.

5. Equality and Diversity Implications

5.1 There are no equality and diversity implications directly arising from this report.

6. Financial Implications

6.1 There are no financial implications directly arising from this report.

7. Legal Implications

7.1 There are no legal implications directly arising from this report.

8. Staffing Implications

8.1 There are no staffing implications directly arising from this report.

9. External Consultees

9.1 No external consultations have been undertaken.

10. Recommendations

10.1 To approve or amend the Scrutiny Work Programme

11. Background Documents

None.

12. Appendices

Appendix 1 – Joint Scrutiny Work Programme 2021/22

This page is intentionally left blank

Scrutiny Work Programmes 2021/22

Summary of main topics

Committee	Topics	Meetings
Corporate	<ol style="list-style-type: none"> 1. Partnerships and mayoral soft power 2. Budget and business planning 3. Overall strategic and financial decision-making 4. Workforce and corporate systems 	19 November 2021 (MQT) 21 January 2022 11 March 2022
Transport	<ol style="list-style-type: none"> 1. Buses (franchising and improvement plans) 2. Behaviour change in decarbonisation 3. Freight (incl waterways) 4. Road management and policy 5. Rail reforms 	18 November 2021 20 January 2022 (MQT) 10 March 2022
Economy	<ol style="list-style-type: none"> 1. COVID-19 recovery: growth, jobs and skills 2. Impact of inward investment (Incl. Channel 4 & culture) 3. Rural issues 4. Housing pledge and powers 	17 November 2021 19 January 2022 ?? February 2022 – possible II/C4 workshop 9 March 2022 (MQT)
<i>All Committees</i>	<ol style="list-style-type: none"> 1. (Relevant) Mayors Pledges 2. Work programme 	9 July 2021 – induction intro workshop

Contents

Corporate Scrutiny Work Programme	page 2
Transport Scrutiny Work Programme	page 5
Economy Scrutiny Work Programme	page 8

Corporate Scrutiny Committee

Summary:

1. Partnerships and mayoral soft power
2. Budget and business planning
3. Overall strategic and financial decision-making
4. Workforce and corporate systems

Topic	Sub-topics	Objectives	Meetings	Notes and tracking
Partnerships and mayoral soft power	West Yorkshire partnership	<p>Understand how well the CA works with the five authorities and York in all matters – incl. possibly:</p> <ul style="list-style-type: none"> • officer liaison, • knowledge sharing, • policy development, • project management, • service delivery, • communications / engagement, • and any other cooperation <p>Explore quality of current relationships between CA + councils and between councils and potential areas for improvement in joint working.</p>	TBC	
	External partnerships	<ul style="list-style-type: none"> • Understand what is being done to strengthen relationships with other Mayors/MCAs (on pan-northern and cross-border things) and central government (and other key stakeholders such as operators). • Understand what other partnership opportunities are being identified and how they are pursued. 	TBC	

	Communications & Engagement	<ul style="list-style-type: none"> Understand the Mayor / CA's comms/marketing/engagement strategy to raise their profile. Explore how well the CA engages with elected members and the public (particularly consultation on schemes) 	TBC	
Budget and business planning	Budget setting and business planning 2022/23	Explore the biggest pressures and risks and possible mitigations in budget setting (2022/23).	January 2022 Possible December 2021 Workshop	
	Budget performance 2021/22	Monitor budget performance in the current financial year (2021/22).	Standing Item	
Overall strategic and financial decision-making	Gainshare, strategic investment framework and other spending priorities	Understand and explore how the Mayor / CA decide what to invest in – particularly Gainshare (E.g. Strategic Investment Framework.)	January 2022 Possible December 2021 Workshop	
	Sources of funding	Understand what possible extra funding sources are available to the CA – including government funding, business rates and precepts.	January 2022 Possible December 2021 Workshop	
	Strategic prioritisation and consistency	<ul style="list-style-type: none"> Understand how strategic priorities are determined. Explore how conflicts between priorities are resolved and which priorities had to be left out. 	January 2022 Possible December 2021 Workshop	
	Impact and performance assessment	Understand the process and methodology of performance and impact assessment and how it is considered during decision making (E.g. carbon impacts, EDI)	January 2022 Possible December 2021 Workshop	
	New governance and scrutiny structures	Monitor the effectiveness of the new governance and scrutiny structures	March 2022	

		established after the Mayor's election – and review as appropriate.		
Workforce and corporate systems	Workforce planning	<ul style="list-style-type: none"> • Understand how the workforce has evolved since the MCA was established – and future expectations. • Explore current preparations and any challenges or areas of concern (such as funding, resources, and delivery capacity). 	March 2022 Possible workshop February	
	Recruitment, retention and apprenticeships	<ul style="list-style-type: none"> • Understand how well the CA attracts, recruits, utilises and retains talent – (local talent in particular) and explore current challenges in these areas. • Understand the current position with regards to apprenticeships within the CA. 	March 2022 Possible workshop February	
	Upgrade of corporate systems	<ul style="list-style-type: none"> • Understand plans to upgrade internal systems. • Explore the capacity for greater harmonisation of systems across the five member authorities and CA e.g. in finance, HR, ICT and project management. 	March 2022 Possible workshop February	
	Cyber security and ICT resilience	<ul style="list-style-type: none"> • Understand the CA's current position re: cyber security and ICT resilience. • Explore current risks and how the CA will evolve now the pandemic exposed increasing reliance on technology and system/information security vulnerability. 	March 2022 Possible workshop February	

Transport Scrutiny Committee

Summary:

1. Buses (franchising and improvement plans)
2. Behaviour change in decarbonisation
3. Freight (incl waterways)
4. Road management and policy
5. Rail reforms

Topic	Sub-topics	Objectives	Meetings	Notes and tracking
Buses <i>(in parallel with behaviour changes)</i>	Bus franchising	Understand ambitions for bus franchising and the statutory process (including lessons learned from Greater Manchester)	November 2021 March 2022	
	Bus improvement plans: 1. network coverage – rural and urban 2. connectivity and integration with modes (e.g. Rail, cycling and walking) 3. reliability and frequency of services (including use of technology) 4. costs and ticketing 5. partnership working (with transport operators and councils)	Understand the current position of the bus network in WY and explore bus improvement plans – with a focus on the subtopics.	November 2021 March 2022	
Behaviour changes (and inclusion) in decarbonisation	Research, data and general understanding	Explore current understandings in the transport sector about: 1. why people travel how they do	November 2021 January 2022	

<i>(in parallel with bus improvement plans)</i>		2. how habits changed over time 3. what changes habits		
	'Seldom heard groups'	<ul style="list-style-type: none"> Understand the challenges faced by 'seldom heard groups' (e.g. disabled, neurodiverse) in using transport and how well they are engaged in consultations. Explore if their needs are being taken adequately into account. 	November 2021 January 2022	
	Youth engagement	Understand current engagement with young people and explore what more could be done.	November 2021 January 2022	
	Unlikely transport users	Understand how unlikely transport users are defined, identified, considered and engaged.	November 2021 January 2022	
Freight (incl. waterways)		Understand current position on freight and explore how assets such as waterways/canals have been considered as decarbonisation and commercial/economic opportunities.	Possible workshop	
Road policy and management		<p>Understand current position on roads and explore how roads and highway policy/management is harmonised and coordinated across the region:</p> <ol style="list-style-type: none"> how it works now, why it wasn't changed with devolution how it could work in future 	TBC	
Rail reforms		Monitor national plans and reforms in the rail sector and explore	TBC	

		possible implications for West Yorkshire.		
--	--	---	--	--

Economy Scrutiny Committee

Summary

1. COVID-19 recovery: growth, jobs and skills
2. Impact of inward investment (Incl. Channel 4 & culture)
3. Rural issues
4. Housing pledge and powers

Topic	Sub-topics	Objectives	Meetings	Notes and tracking
COVID-19 recovery: economic growth, job creation, skills, and other opportunities	Data and intelligence	Understand economic picture, what economic/social data is analysed and how it influences CA activity.	November 2021 January 2022	
	Influence and impact of CA/LEP activity – outputs, outcomes & additionality	<ul style="list-style-type: none"> • Understand what levers the CA has to make an impact on the economy. • Explore return on investment and whether a) targets are being achieved and b) if this constitutes additionality. 	November 2021 January 2022	
	Jobs and skills strategy – short and long term	<ul style="list-style-type: none"> • Understand job creation strategy and explore outcomes. • Understand how CA can help plug short term demands (such as shortages in HGV drivers, agricultural workers, service, retail, hospitality and security staff etc) 	November 2021 January 2022	

		<ul style="list-style-type: none"> Explore long term AEB strategy and how local labour needs and are calculated and considered. 		
	Local growth – strengths and assets vs weaknesses and gaps	<ul style="list-style-type: none"> Understand region’s unique assets/opportunities and ‘growth engines’ and what other strengths could be developed and utilised to drive growth – particularly long term and ‘future proof’ sectors. Understand the region’s economic weaknesses (e.g. productivity and innovation) what gaps there are in the current recover/growth strategy and explore possible mitigations. 	November 2021 January 2022	
	Other post-pandemic opportunities	Explore potential post-pandemic opportunities e.g. rise in ‘entrepreneurship’ as alternate ‘job creation’ and local ‘community economies’.	November 2021 January 2022	
	Partnership working – partner councils	Understand current joint working with partner councils to avoid duplication and fit in with local strategies.	November 2021 January 2022	
Impact of inward investment	Return on investment and additionality	<ul style="list-style-type: none"> Explore whether targets are being met and 	Possible workshop February 2022	

	(Channel 4 as a case study)	<p>whether there is an appropriate return on investment vs resources dedicated to supporting incoming enquiries and outgoing proactive bids.</p> <ul style="list-style-type: none"> • Explore level of – and evidence of – additionality and whether investment makes a difference in relocations and leads to economic outputs. • Understand implications of possible competition between areas within WY and between MCA areas. • CASE STUDY: Explore if Channel 4 investment delivered promised outcomes – immediate (number of jobs created) and strategic (catalyst for growth in local creative sector). 		
Rural issues	Strategic gap	Understand how well rural-specific issues have been considered in wider strategies/plans, analysis and support services – in particular, agricultural/food business in the context of local supply chain resilience,	January 2022	

		skills shortages and business support/grants.		
	Digital connectivity	Explore current activity aiming to improve digital connectivity in rural areas.	January 2022	
Housing pledge and powers	Powers – current and future	<ul style="list-style-type: none"> • Understand CA's current housing powers in the absence of spatial strategy and other devolution planning powers – and how CA's functions are expected to change in the future? • Understand how CA can enable housing development within current powers while housing remains an LA function. 	January 2022	
	Delivering pledge and coordination with partner councils	<ul style="list-style-type: none"> • Explore steps which could be taken to ensure homes are affordable and targets are met. • Understand how local plans will be taken into consideration. 	January 2022	

This page is intentionally left blank



Report to: Transport Scrutiny Committee

Date: 18 November 2021

Subject: **Bus Service Improvement Plan**

Director: Dave Pearson, Director Transport and Property Services

Author: Thomas Lock, Policy Officer

1. Purpose of the report

- 1.1 The purpose of this report is to provide Transport Scrutiny Committee with an overview of the Bus Service Improvement Plan (BSIP) – which was submitted to Government in October 2021 – and provide a more general update on the current state of local bus services.

2. Information

The West Yorkshire Bus Service Improvement Plan (BSIP)

Background context

- 2.1 'Bus Back Better: The National Bus Strategy for England', published in March 2021, set out the Government's ambition for transforming the delivery of bus services across the country. When announced the Strategy was tied to a £3 billion funding pot. To be eligible for access to this funding, all Local Transport Authorities were required to commit to using Bus Service Acts Power by June 2021, and to submit a BSIP which outlines their local ambitions by October 2021.
- 2.2 In June 2021, following approval from Transport Committee, the Combined Authority published Notices of Intent to develop an Enhanced Partnership and begin an assessment of a Franchising scheme(s).
- 2.3 As per Government guidelines, the Enhanced Partnership - which is a formal legal arrangement that will impose requirements on both the Combined Authority and bus operators - must be agreed and operational by April 2022.
- 2.4 The assessment of a Franchising Scheme(s) is a longer-term process that will form a key part of the Combined Authority's ongoing examination of bus reform and work to fulfil the Mayor's commitment to 'Bring buses back under

public control, introduce simpler fares, contactless ticketing and greener buses'. The bus reform roadmap below sets out the proposed timescale for a franchised scheme to be in place.

Bus reform roadmap



Timescale assumptions to achieve a statutory Franchising scheme

Timescales may be extended in the event of a legal challenge

Franchising assessment development: 18 months <ul style="list-style-type: none"> Issues / delays assumed re data Model scope and build process 	Assessment audit: 3 months <ul style="list-style-type: none"> Audit readiness assumed 	Consultation period: 3 months <ul style="list-style-type: none"> Comprehensive exercise assumed 	Consultation review & response: 6 months <ul style="list-style-type: none"> Large volume of responses assumed 	Franchising procurement & mobilisation: 18-24 months <ul style="list-style-type: none"> Work previously completed on procurement process & documentation
--	--	--	--	---

BSIP overview

- 2.5 The submission of the BSIP was approved by the Combined Authority on 22 October 2021 and submitted to the Department of Transport (DfT) on 29 October 2021.
- 2.6 The final Bus Service Improvement Plan and supporting Executive have been published on the Combined Authority website at www.westyorks-ca.gov.uk/improving-transport/bsip
- 2.7 The BSIP summary table, as per pro-forma provided by the DfT, is included as Appendix 1 to this report.
- 2.8 The BSIP's ambition has three key themes:
- 2.9 **A safe and inclusive bus service** - which means improving accessibility support for those with physical disabilities and other health and social needs; ensuring and improving the perception of safety for passengers using the bus network, especially women and girls; and adapting the full service offer so it better suits more people than just the traditional urban commuter, such as early morning / late evening shift workers and caregivers who are more likely to make complicated, multi-legged journeys.

- 2.10 **Better connected communities** – this means providing better bus connections across the region, especially in areas of deprivation and outside the major urban conurbations, including rural areas and towns and villages. It will also mean evolving the bus network to respond to changing demand and travel patterns caused by the Covid pandemic, as well as how other models beyond traditional bus services – such as Demand Responsive Transport and Park & Rides – could support this. More generally, it also includes improved frequency and longer, more consistent services.
- 2.11 **Decarbonisation and integrated, sustainable travel** – which speaks to the Combined Authority’s efforts to respond to the climate emergency; achieve a net-zero bus network by 2036, as per existing commitments; and to establish a sustainable transport network across the region (including bus, active modes and mass transit) than can provide an attractive and viable alternative to the private car.
- 2.12 The Combined Authority developed the BSIP’s ambition in collaboration with political leaders, local bus operators and other key stakeholders including campaign and special interest groups.
- 2.13 Bus passenger and wider public insight was also considered through analysis of existing sources such as Transport Focus research and the Combined Authority’s own Public Perceptions of Transport and Covid tracker surveys, as well as evidence from previous consultations on the West Yorkshire Transport Strategy, Bus Strategy and Connectivity Infrastructure Plan. A full overview of efforts and our approach to understanding bus passengers is included in the BSIP.

Key deliverables

- 2.14 To improve local buses the BSIP includes the ambition to deliver improvements that will enable:
- 2.15 **An enhanced, fully inclusive and more cohesive bus network** – which takes people where they need to go, when they need to go.
- 2.16 **Clear and simple fares** – to make paying for bus travel more affordable, easier, convenient and flexible.
- 2.17 **Improved, more inclusive customer service and support** – so passengers have the tools to travel with confidence and help they need if their journey does not go to plan.
- 2.18 **Priority for buses on our road** – so journeys by bus are quicker, with less time spent stuck in traffic, and are a viable alternative to the private car.
- 2.19 **More green and better vehicles** – to improve the onboard experience and make bus them sustainable choice for travel in West Yorkshire.

2.20 The plan of headline deliverables is included as **Appendix 2** to this report. This has been separated in to three key time frames – ‘quick wins’ (2022), ‘short term’ (2022-2024) and ‘medium to long term’ (2024+). These deliverables will need to be supported by strong communications to attract more people to travel by bus. The Transport Scrutiny Committee is invited to consider the techniques required to achieve this.

Our funding ask

2.21 To deliver on its ambition the BSIP includes a funding ask to Government. The summary table, below, outlines this.

Package	Revenue cost (£000) BSIP funding ask Total 5 Years	Capital cost (£000) BSIP funding ask Total 5 Years	Total capital cost – inc. CRSTS (£000) Total 5 Years*
Bus priority infrastructure	0	23,400	679,877
Other infrastructure and assets	28,750	2,910	2,910
Fares support	40,540	0	0
Ticketing reform	990	2,543	2,543
Bus service support	88,384	39,000	39,000
Marketing, promotions and communications	2,650	100	100
Enhanced Partnership and Franchising delivery	550	0	0
Zero emission buses	0	120,000	176,500
Customer service and information	4,436	42,889	42,889
Monitoring and evaluation	2,480	0	0
Total:	168,780	230,842	943,819

2.22 An additional funding breakdown, to deliver just the quick wins and short-term deliverables (as per the summary plan) was developed and valued at approximately £129m.

2.23 The Combined Authority’s recent £830m City Region Sustainable Transport Settlement is likely to form a key capital element of the funding award from Government to support the BSIP.

2.24 Confirmation of our funding allocation is expected in early 2022.

Key performance indicators and targets

2.25 As per DfT guidance, the Combined Authority was required to develop Key Performance Indicators (KPIs) and targets to measure the success of the BSIP in delivering on its ambition. The full list of primary KPIs is included as **Appendix 3** to this report.

- 2.26 The BSIP includes an overview of how the Combined Authority will measure and monitor these KPIs. BSIP guidance's requires all authorities to report on their KPIs on a six-monthly basis
- 2.27 It is the Combined Authority's ambition to further develop new and existing measures and the data sets to better understand the social and demographic breakdown of bus users and the region's wider population to understand how the BSIP is supporting our wider equality, diversity and inclusivity ambitions. Funding to support this has been included in the BSIP funding ask.

Risks and challenges

- 2.28 The Combined Authority is in the process of developing a risk register to support the BSIP. Some of the key risks identified at this stage are outlined in the table below.

Risk	Mitigation
<ul style="list-style-type: none"> • Development and implementation resource availability to ensure deliverability 	<ul style="list-style-type: none"> • Undertaking resource mapping for scheme development. Identification of opportunities to undertake joint procurements with complementary and interfacing projects. Early market engagement planned for future stages. • Assurance processes at scheme and package level being established
<ul style="list-style-type: none"> • The submission doesn't attract the level of funding expected and proposed interventions have to be prioritised, meaning some are unable to be delivered 	<ul style="list-style-type: none"> • Working with partners to understand alternative sources of future funding • Work to understand costs and benefits via a mechanism to prioritise schemes
<ul style="list-style-type: none"> • Ambitions are not fully realised through the Enhanced Partnership scheme development and expected benefits not delivered 	<ul style="list-style-type: none"> • Undertake regular reviews of the schemes as they develop to ensure alignment with the programme benefits. Ensure expected benefits are defined at initial stages of project development.
<ul style="list-style-type: none"> • On-going impacts and future uncertainty of the Covid-19 pandemic mean recovery in the bus market and associated benefits are not realised as quickly as expected 	<ul style="list-style-type: none"> • On-going monitoring and review of the Covid-19 situation and ensuring customer deliverables continue to be appropriate for the current climate. Continue to work with operators through the Alliance partnership to mitigate any potential issues
<ul style="list-style-type: none"> • Through the pandemic recovery passengers don't return to using the bus which leads to negative financial impacts on operator's ability to run services 	<ul style="list-style-type: none"> • On-going monitoring of the situation and potential planning to make best use of resources available to ensure services continue to run

<ul style="list-style-type: none"> • Delivery of the Bus Service Improvement Plan ambitions doesn't achieve public and political expectations 	<ul style="list-style-type: none"> • Continued working with partners to ensure the ambitions outlined are achievable as far as possible
<ul style="list-style-type: none"> • Changing working relationships with local operators as the partnership moves from Voluntary to Enhanced 	<ul style="list-style-type: none"> • Using the positive foundations of Alliance and keeping established governance mechanisms in place and will ensure on-going engagement and collaboration with operators

Development of the Enhanced Partnership

- 2.29 Now the ambition has been outlined, the implementation and management of the BSIP will need to be considered and developed in more detail, shaped by the level of supporting funding the Combined Authority receives from the Government.
- 2.30 Following the submission of the BSIP, the next step is to develop and agree an Enhanced Partnership plan and scheme(s). Before this is legally 'made' and established operationally – by the Government deadline of April 2022 - it will need to be subject to an operator objection period and public consultation.

Wider local bus service delivery update

- 2.31 Against the backdrop of BSIPs and bus reform, the local bus system continues to recover from the impact of the Covid-19 pandemic.
- 2.32 Patronage has returned to approximately 75% of pre-pandemic levels. Further breakdown of this data shows the leisure market has returned more quickly than commuting journeys to town/city centres.
- 2.33 Patronage and passenger travel behaviours and attitudes will continue to be measured closely throughout the autumn and winter.
- 2.34 Driver shortages continue to be an issue for the bus industry and locally this has resulted in increased service cancellations throughout September / and October.
- 2.35 Further information providing an update on the transport network in West Yorkshire is provided in **Appendices 5-8** – which are the latest update reports provided to the Transport Committee (on 5 November 2021).

3. Tackling the Climate Emergency Implications

- 3.1 The Combined Authority's BSIP, and programme of bus reform more widely, work to enable a better bus system that encourages more people to travel sustainably by bus rather than a private car, and thus reduce the carbon footprint of transport in the region.

3.2 More specifically, this theme is imbedded in the BSIP and it includes ambitions (and funding ask) for more zero emission buses, as well as retains commitments to all regional buses being Euro VI emission standards by 2026 (improving air quality) and a net-zero bus fleet by 2036, with significant progress by 2030.

4. Inclusive Growth Implications

4.1 Efforts to improve buses, particularly improved network connections in highly deprived communities, will support the region's inclusive growth ambitions by better connecting people to jobs and other opportunities within the region.

5. Equality and Diversity Implications

5.1 The Combined Authority's BSIP places a key emphasis on supporting Equality, Diversity and Inclusion. It supports this through a range of measures, including but limited to:

- Evolution of the bus network to support more varied travel patterns beyond the 9 to 5 commute in and out of urban city centres.
- Cheaper, better value fares so bus travel is affordable for all; and better provision of bus services in areas of high deprivation.
- Improved engagement with, and analysis of, the bus passenger market to better understand different passenger demographics and travel behaviours; and support the Combined Authority to develop tailored and effective solutions.
- Efforts to improve the safety and general environment of bus stops, stations and onboard vehicles, particularly for women and girls.
- The provision of audio-visual information on all buses, and other accessibility support including
- The retention of printed travel information to support those at risk of digital exclusion.
- Staff training, including how to support passengers with additional social and physical needs.
- Commitments in our draft Passenger Charter to safe and inclusive bus network including a zero-tolerance approach to abuse and antisocial behaviour.

5.2 A full Equality Impact Assessment has been conducted to support the BSIP and included as part of the submission to DfT.

6. Financial Implications

6.1 There are no financial implications directly arising from this report.

7. Legal Implications

7.1 There are no legal implications directly arising from this report.

8. Staffing Implications

8.1 There are no staffing implications directly arising from this report.

9. External Consultees

9.1 No external consultations have been undertaken.

10. Recommendations

10.1 That the Transport Scrutiny Committee notes this report and the contents of the Bus Service Improvement Plan.

10.2 That the Transport Scrutiny Committee provides advice and views on the next steps to deliver the Bus Service Improvement Plan and the behaviour change required to increase bus patronage.

11. Background Documents

[The West Yorkshire Bus Service Improvement Plan \(99 pages\)](#)

[BSIP Executive Summary](#)

[Bus Back Better: the National Bus Strategy for England \(83 pages\)](#)

12. Appendices

Appendix 1 – BSIP summary table (DfT pro-forma)

Appendix 2 – BSIP Deliverables: Plan on a Page

Appendix 3 – BSIP primary KPIs summary tables

Appendix 4 – BSIP Executive Summary

Appendix 5 – Transport Network Update Report to Transport Committee (5 Nov 2021)

Appendix 6 – Insights on transport network use

Appendix 7 – Rail network performance data

Appendix 8 – Metro branded activity measures

Appendix 1 – BSIP summary table (DfT pro-forma)

Name of authority or authorities	West Yorkshire Combined Authority
Franchising or Enhanced Partnership (or both):	Both
Date of publication	Submitted to the Department for Transport on the 29 th October 2021, published on the 1 st November 2021
Date of next annual update	October 2022
URL of published report:	http://www.westyorks-ca.gov.uk/bsip

Targets	March 2019	March 2021	Target for 2024/25	Descriptions of how each will be measured (max 50 words)
Journey time	4.72	4.36	10% reduction	Minutes per mile calculated as the average time taken (including dwell time) per bus stop level observation in West Yorkshire from the bus departing its journey origin to arriving at its journey destination for those operators that supply AVL data to the RTI system, combined with distances between stops.
Reliability	98%	99%	99.5%	The number of bus miles operated relative to those scheduled to run. Gathered and processed by operators and shared with the Combined Authority via the West Yorkshire Bus Alliance.
Passenger numbers	10,801,487	4,483,340	2019 levels +15%	Calculated from ticket machine data provided by the three major operators in West Yorkshire via a BSIP specific data sharing agreement.
Avg. passenger satisfaction	6.7	6.9	7.5	WYCA's annual Public Perceptions of Transport Survey contains questions covering satisfaction with local bus services which are averaged to an overall score on an annual basis.

Delivery – does your BSIP detail policies to:	Yes / No	Explanation (max 50 words)
Make improvements to bus services and planning		
<i>More frequent and reliable services</i>		
Review service frequency	Yes	Our five-year network plan includes ambitions to improve frequency across the region’s bus network and sets out our aspiration for network frequency by 2025 – including more consistent frequency of service for a longer period of the day and, specifically, improved frequency of service in the early morning and evening.
Increase bus priority measures	Yes	We have developed a pipeline of over 50 initial bus priority infrastructure projects which will significantly increase the provision of measures regionwide. This pipeline will continue to be developed and further expanded. We also include a package of enforcement measures to improve the effectiveness of existing bus priority.
Increase demand responsive services	Yes	This BSIP includes the ambition for more demand responsive ‘FlexiBus’ services across each district area as part of our wider network development – particularly in rural areas less suited to a traditional bus service. This will take into account the learnings from the recently launch East Leeds trial.
Consideration of bus rapid transport networks	Yes	This is part of our existing approach to the Core Network and plans for more are included in our Connectivity Infrastructure Plan with which this BSIP is aligned. We will also work to improve the speed and punctuality of all bus journeys through region wide improvements to bus priority.
<i>Improvements to planning / integration with other modes</i>		
Integrate services with other transport modes	Yes	We want bus to be fully integrated as part of a region-wide sustainable transport offer and this BSIP includes plans for DRT, mobility hubs, Park & Rides and links to active travel modes to support bus services. We will also continue our multimodal approach to our information and ticketing services.

Simplify services	Yes	We are reviewing the bus network to understand where changing travel demand mean changes, including simplification of services, could be made. This will also be supported through changes to how the network is presented - including through the creation of new maps – so that services are simpler to understand and navigate.
Review socially necessary services	Yes	Our five-year network plan places strategic importance on evolving the network to better connect communities and support social inclusivity. As well as understanding where operator can enhance their services, we will invest significantly in contracting services to provide this, in line with our network review and gap analysis.
Invest in Superbus networks	Yes	Our network plan includes Superbus pilots. We have already invited local operators to submit proposals for how they would apply this concept in West Yorkshire – with the aim of understanding how flat fares, bus priority and improved branding could boost patronage in areas where services are currently less commercially viable.

Delivery – does your BSIP detail policies to:	Yes / No	Explanation (max 50 words)
<i>Improvements to fares and ticketing</i>		
Lower fares	Yes	We include the ambition, subject to funding, to reduce the MCard day saver from £5.50 to £4.50 which will be the maximum any passenger should pay for a day bus travel in West Yorkshire (or the 'daily cap'). This will also establish a framework for the reduction of other fares.
Simplify fares	Yes	We want affordable, good value, consumption-based fares so have not proposed a flat structure; however, our ambition is for all fares and tickets to be multi-operator and to reduce the wide range currently available. Simpler payments, such as contactless capping, and improved information will also simplify fares for the passenger.

Integrate ticketing between operators and transport	Yes	Our BSIP ambitions build on our existing, successful multi-operator, multi-modal ticketing schemes - the MCard - and includes the introduction of contactless capping across all bus services. Thanks to existing governance arrangements with operators we could deliver capping quickly, ahead of a national solution, and only require tap out readers.
Make improvements to the passenger experience		
<i>Higher spec buses</i>		
Invest in improved bus specifications		This BSIP includes the expectation that all new buses deployed to run local services will be fully accessible and of a high quality, with leather seats, wi-fi and audio-visual (AV) information as standard. This will be supported through retrofitting and the purchase of new, zero emission buses.
Invest in accessible and inclusive bus services		This is fundamental to our vision. We want AV on all buses and include the ambition for retrofitting as required. We want to invest in enhanced accessible information and other support – such as an orange card scheme – and ensure accessibility and inclusion is a focus of training for all staff.
Protect personal safety of bus passengers		Improved safety is a fundamental aspect of our vision a better local bus network. Our BSIP includes a proposed partnership with the West Yorkshire Police to improve safety for women and girls, as well as other measures to improve safety for all passengers, particularly at bus stops and bus stations.
Improve buses for tourists		We want to make local buses easier to understand and access for non-frequent users, including tourists. Better presentation of the network will make it easier to navigate for those less familiar and ticketing improvements will provide convenience and flexibility through contactless and time-limited mobile tickets.
Invest in decarbonisation		We have committed to a zero-carbon bus fleet by 2036, with significant progress by 2030. This BSIP includes our ZEBRA bid for 141 new zero emissions buses to be deployed

		across the region by 2024 as well as the ambition for more – including the renewal of our AccessBus fleet.
--	--	--

Delivery – does your BSIP detail policies to:	Yes / No	Explanation (max 50 words)
<i>Improvements to passenger engagement</i>		
Passenger charter	Yes	We have developed a draft Passenger Charter which will be agreed with operators as part of our Enhanced Partnership. Key to this are customer guarantees including a ‘no quibble’ money back guarantee if unsatisfied with the service and commitment to paying for taxis if the last bus is cancelled.
Strengthen network identity	Yes	Building on our ongoing Network Navigation project, we will use the existing, well recognised Metro brand to unify and strengthen the network’s identity. This will be made more visible at every stage of the passenger journey, signifying the standard of service they should expect and the support available to them.
Improve bus information	Yes	We will build on our track record of industry leading, open-data driven information services to continue to improve the passenger offer – including through better utilisation of our real time information system, improved management of network disruptions messaging and integration of our ticketing app with our go-to journey planner, Moovit.
Other		
Improve customer service		We want to improve passenger satisfaction through improved customer service and include the ambition to have shared training for all passenger-facing staff, as well as a better coordinated, cross operator system for handling queries and complaints.

Appendix 2 – BSIP Deliverables: Plan on a Page

Quick wins (2022)	Short term (2022-2024)	Medium to long term (2024+)
<ul style="list-style-type: none"> ➤ Maintenance of existing connectivity and early service enhancements ➤ Expand MCard mobile app to link ticket sales, journey planning and in-journey information ➤ Reintroduction of printed timetable information at bus stop ➤ Rollout of new colour coded bus stop maps and flags across West Yorkshire’s core bus network (Network Navigation) ➤ Continue to ensure enhanced cleaning standards are maintained ➤ Enhanced Safer Travel Partnership with West Yorkshire Police ➤ Trial 90-minute multi journey mobile tickets ➤ Consult and agree on the Passenger Charter ➤ More marketing and promotional campaigns to attract people back to bus ➤ Develop techniques to better understand demographics and travel behaviours of the regions bus passengers 	<ul style="list-style-type: none"> ➤ Introduction of multi-operator contactless capping ➤ Cheaper and simpler multi-operator fares including reduction in the cost of the MCard Day Saver / daily cap. ➤ More ‘Your Next Bus’ screens ➤ A more cohesively presented bus network including more Metro branding ➤ New and improved bus stops and stations – with better safety and accessibility support ➤ Begin rollout of audio-visual technology and other new accessible information. ➤ Improvements to management of network disruptions ➤ New AccessBus fleet ➤ Improved system for dealing with passenger queries and complaints ➤ Growth of the bus network – new routes and more frequent services ➤ Pilot town based ‘Superbus’ service enhancements ➤ Delivery of existing infrastructure programmes - including more bus priority on our roads ➤ Improved customer service standards – delivery of the Passenger Charter 	<ul style="list-style-type: none"> ➤ A reimagined, fully inclusive, and more cohesive bus network with more frequent services and better connectivity for all. ➤ Cheaper and simpler fare structure ➤ Audio visual information on all buses ➤ Over 120 new electric buses by 2024, and a carbon zero bus fleet by 2036 ➤ All buses Euro VI clean air zone compliant by 2026 ➤ Stable, inclusive and resilient workforce ➤ Better integration with rail and mass transit ➤ More Park and Ride ➤ More ‘FlexiBus’ Demand Response Transport schemes ➤ New Mobility Hubs across West Yorkshire ➤ Unified communications and marketing into a single “voice” for bus <p>Delivery of an ongoing pipeline of bus priority schemes</p>

This page is intentionally left blank

Appendix 3 – BSIP primary KPIs summary tables

Key theme	Key Performance Indicator	Baseline		Targets	
		Mar 2019	Mar 2021	2025	2030
All three themes	Increased bus patronage	10,801,487	4,483,340	2019 levels + 15%	2019 levels + 30%
	Increased customer satisfaction with local bus services (score 1-10)	6.7	6.9	7.5	8
	Weekday mode share on radial routes into district centres moved from car to bus	Bus 18%, Car 61% (2018/19)	N/A	Increase bus share by 5%	Increase bus share by 10%
Safe and inclusive bus network 41	Improved service provision (bus miles) for those travelling in the early morning and evening	226,749	197,800	2.5% increase	5% increase
	Improved satisfaction with personal security while on the bus	81% (autumn 2019)	N/A	85%	90%
	Improved satisfaction with personal safety at the bus stop for female passengers making complex journeys	80% (autumn 2019)	N/A	85%	90%
	Improved passenger satisfaction with value for money	62% (autumn 2019)	N/A	70%	85%
	Improved satisfaction with information provided on the bus for passengers with disabilities	63% (autumn 2019)	N/A	70%	85%
Better connected communities	Improved journey times (mins/mile)	4.72	4.36	10% reduction	15% reduction
	Improved punctuality	88%	90%	95%	99.5%
	Improved reliability	98%	99%	99.5%	99.5%
	Improved housing accessibility via the core bus network	48%	51%	55%	65%
	Improved employment accessibility via the core bus network	56%	N/A	60%	70%
Decarbonisation and integrated, sustainable travel	Improved environmental performance and reduced carbon emissions of the bus network	39% Euro VI, 0% zero emission (Q3 19/20)	59% Euro VI, 1% zero emission	100% Euro VI fleet 10% zero emissions fleet	50% zero emissions fleet

This page is intentionally left blank



West Yorkshire Bus Service Improvement Plan

October 2021



Tracy Brabin
Mayor
of West Yorkshire

West
Yorkshire
Combined
Authority

Appendix 4

Agenda Item 8

Our ambition for better buses in West Yorkshire

Tracy Brabin, Mayor of West Yorkshire

“

When I was elected Mayor of West Yorkshire in May 2021, I pledged to bring buses back under public control, introduce simpler fares, contactless ticketing and greener buses. Central to my pledges was also inclusive growth and improving outcomes for women and girls. The West Yorkshire Combined Authority's Bus Service Improvement Plan is a major step in working towards achieving these commitments.

44
Buses are an essential public service and should serve all our citizens. We want buses to be the first choice for travel in West Yorkshire – not because you don't have a car, but because buses are more affordable, convenient to use, and better for the environment.

Our plan is ambitious but simple in its focus on the needs of people across West Yorkshire and the experience they should expect when they get on a bus, regardless of who is delivering the service. Importantly, this plan is also about more than just getting the customer from A to B – it is about ensuring that bus is able to meet the need of all customers even when they are making more complex multi-leg journeys. Our plan will also ensure that buses in West Yorkshire support our wider objectives by enabling the trips that people need to make.

Unfortunately, our existing bus system does not serve everyone across our region's cities, towns and villages like it needs to. As we look to support its recovery from the impact of the Covid-19 pandemic, it is vital that we seize the opportunity to reimagine what it can be. Fundamentally our buses need to take people where they want to go. Our system must offer a viable service for the early morning or late evening shift workers; the caregivers who need to make numerous journeys on any given day; the elderly and socially isolated; job seekers, students and the young people who are looking to embrace everything a life in West Yorkshire can offer them. Recent work has highlighted the gender imbalances that can exist in traditional bus networks – this plan will tackle this and other social inequalities. This plan seeks to address that through our commitment to creating a truly inclusive and accessible bus system that works for everyone across all our many diverse communities.

I want to see change quickly. Key to this will be working in greater partnership with operators through the West Yorkshire Bus Alliance – which is already delivering improvements to the day-to-day journeys of customers across the region and provides a solid foundation for delivering on the ambition of this plan. I am determined that this Bus Service Improvement will be a live, working document that pushes us to



deliver the ambitions set out within it. I want to continue to listen to the public – the people who live and work across West Yorkshire and rely on our local public transport system – to make sure the plan is working for them and delivering the change to buses that they want to see. We will review the Bus Service Improvement Plan regularly to ensure it is delivering on its targets, meeting expectations from the public and to hold all members of our Bus Alliance to account.

Tracy Brabin

Tim Swift

Cllr Tim Swift MBE
Leader, Calderdale Council

Shabir Pandor

Cllr Shabir Pandor
Leader, Kirklees Council

Susan Hinchcliffe

Cllr Susan Hinchcliffe
Leader, City of Bradford
Metropolitan District Council

James Lewis

Cllr James Lewis
Leader, Leeds City Council

Denise Jeffrey

Cllr Denise Jeffrey
Leader, Wakefield Council

What our region needs

Our strategic case

Our Bus Service Improvement Plan provides the opportunity to transform the local bus service for the people of West Yorkshire.

45

A safe and inclusive bus system

This means getting the basics right including all our buses and related passenger services are fully accessible for those with physical disabilities and other health and social needs. More broadly, we need to reimagine how we design services and attract passengers to our bus system so that it better serves more people than just the traditional urban commuter, for example those who are vulnerable or have caring responsibilities. This includes providing new services that operate for longer periods of the day, offer more flexibility, and are easier to understand and use. It is imperative that our buses are safe, and everyone feels safe when they travel by bus. We will deliver initiatives that support women and girls – and other vulnerable groups – to feel empowered to travel by bus when they want to, without the fear of intimidation or anti-social behaviour.

Better connected communities

West Yorkshire is a large region with multiple different urban centres, as well as many towns and villages. Our bus network needs to connect these different communities – particularly areas of high deprivation and rural areas – to ensure the people living in them have fair access to all the employment, education and leisure opportunities that our region has to offer. The solutions to provide this – shaped by existing and potential passenger demand – will not be the same everywhere. However, it is crucial that buses provide a relevant and reliable way to get to the places that matter to our communities such as health facilities, high-street shops, out-of-town employment sites and retail parks, education, parks,

and other places of cultural and community interest. We will build on our current record of delivering different models of public transport such as the successful Park & Ride schemes and the new demand responsive transport service in East Leeds. We also need to extend the hours of the day that buses serve these communities and aim for a better frequency and regularity of services throughout the week so that bus routes and timetables are not responsible for leaving communities of West Yorkshire cut off from the thriving region around them.

Decarbonisation and integrated, sustainable travel

In 2019 the West Yorkshire Combined Authority declared a climate emergency. As part of our response to this, we committed to becoming a net-zero carbon economy by 2038. Supporting bus travel can, and must, play a major role in achieving this. Currently transport emits the most carbon of any key sector in West Yorkshire, with more than 90% of transport emissions coming from cars and vans. Enabling modal shift and more journeys by bus will be integral to reducing this. We have already started delivering on our roadmap to a zero carbon transport network across West Yorkshire, embedding this as a key principle in all new projects. But we must go further, faster. Currently just 1% of all buses operating in West Yorkshire are zero emission which must be improved as a priority. Buses must also be better integrated as part of a multimodal public transport offer so that alongside rail travel, cycling and walking passengers are able to make sustainable journeys from door to door.



Why we can deliver better buses in West Yorkshire

This BSIP's ambition builds upon the Combined Authority's strong track record of delivering innovative, impactful projects that have meaningfully improved bus services for local people. This puts West Yorkshire in a prime position to lead the bus industry's national transformation, in line with the National Bus Strategy's vision. Key strengths include:

We have already started delivering passenger-focused bus improvements jointly with operators through the successful West Yorkshire Bus Alliance

We have experience operating one of the largest, multi-operator, multi-modal smart ticketing schemes outside of London – the MCard – and have a mature joint governance structure with bus and rail operators

We have a bold, clear vision for a region-wide sustainable transport infrastructure offer that connects bus to other modes including rail, walking, cycling and a new mass transit system

We have the learning obtained by piloting initiatives funded through the Leeds Public Transport Investment Programme, including the 'Network Navigation' colour coded network maps and the electric East Leeds 'FlexiBus' service

The West Yorkshire Bus Alliance

Formed in 2019, the Alliance is the existing partnership between the Combined Authority and local bus operators – including First, Arriva and Transdev.

The Alliance works together to keep buses moving on a day-to-day basis, as well as deliver improvements to the region's bus system.

Together we have achieved:

- The introduction of an Under 19 fares deal to provide cheaper travel for young people travelling on any service in the region.
- Secured funding and managed the delivery of over 400 retrofitted buses to make local buses cleaner and greener.
- Collaborative working through the Covid-19 pandemic which ensured services ran for essential travel and supported passengers to stay safe – including through the publication of new bus crowdedness information.

In 2022, we will be looking to use the Alliance as the basis for an Enhanced Partnership to start delivering on the ambitions set out in this plan.



Case study

Network navigation

Our Network Navigation project is making it easier for customers to plan and take bus journeys through the creation of a user-friendly and accessible set of maps and colour coded bus stop flags, shelters, on-street infrastructure and in bus stations that link to bus lines across on the high-frequency core network. The line names are also represented on the bus destination blinds to provide seamless integration from the bus stop to on-bus.

The roll-out of the Leeds phase of the project will conclude in November 2021, and the rest of West Yorkshire in 2023.



Case study

Leeds City Region Transforming Cities Fund (TCF)



This is a major ongoing £450m programme of transport infrastructure investment benefiting communities across our region and beyond. We estimate TCF schemes will improve journeys by bus, rail, bike and on foot for up to 1.5 million people, take up to 12 million car trips per year off our roads and reduce CO2 emissions from car travel by up to 15,000 tonnes by 2036.

Our TCF programme is comprised of 34 schemes. Those with a key focus on bus include:

- **A638 corridor improvements**
 - which aim to prioritise buses and improve punctuality, reliability and journey times on 6-mile stretch of road between Dewsbury, Heckmondwike and Cleckheaton. It will also better integrate cycle lanes and walkways.
- **Heckmondwike Bus Hub scheme**
 - which will upgrade the town centre's existing four stand bus hub to a larger bus station with a new indoor waiting area for passengers, increased vehicle capacity and sheltered cycle parking. This will improve both operational efficiency and the customer experience at the Hub and make bus a more realistic option for travel around the local area.



Case study

Stourton Park & Ride



Launched in September 2021 – in partnership between the Combined Authority, Leeds City Council and First West Yorkshire – Stourton is the region's latest Park & Ride scheme.

Stourton Park & Ride is a fully solar powered site, served by zero-emission electric buses which operate every 10 minutes along dedicated bus lanes and take just 15 minutes to travel to Leeds City

Centre. The site has capacity for 1,200 vehicles including 26 electric car charging points, secure cycle storage and dedicated disabled, family and motorcycle bays.

Park & Ride schemes have proved popular in West Yorkshire with the existing Elland Road and Temple Green schemes having an estimated usage of 1.1million passengers in 2019.

Case study

East Leeds 'FlexiBus' pilot

East Leeds 'FlexiBus' is the region's first Demand Responsive Transport service. FlexiBus provides a pre-bookable service that picks people up within a 3-minute walk of their location (200m) and connects them to local places within East Leeds. Trips cost a flat £2 fare, are bookable via a dedicated FlexiBus app and are paid for via contactless payments onboard. All 7 vehicles are fully accessible and electric.

The pilot, funded primarily through the Leeds Public Transport Investment Programme, was launched in October 2021 in partnership between the Combined Authority, Leeds City Council and First West Yorkshire. We will closely analyse passenger response to the service to understand the model's potential wider application to provide connectivity in areas where a traditional bus service is less appropriate.



Our bus network

Current challenges

Despite some improvements, our own research and passenger insight shows customer satisfaction with the bus system in West Yorkshire has generally been in decline across a number of years.¹ There are several challenges we need to overcome:

A network that is difficult to use and not meeting travel needs

Our existing commercially determined network, is designed around historic travel patterns. This provides an unequal level of provision across the region's five district areas that can be confusing and difficult for passengers to use. Analysis shows that while the percentage of addresses within 400 metres of a bus stop is largely consistent throughout the region, there are disparities in frequency available to communities. Access to the high frequency services (the Core Network), ranges from 60% in Kirklees to 79% in Leeds.² In many cases, it is areas of high deprivation – particularly those outside our major urban centres including Southeast Wakefield and parts of Calderdale – that are poorly served by this network. The Combined Authority currently spends approximately £16million per year to commission socially necessary services. While existing provision has been shaped by historic demand patterns, 60% of bus routes in our region still require some level of financial support from public funds.

A perception of poor value for money

Like everywhere, the cost of bus travel has risen in West Yorkshire at a rate faster than other general living costs – research shows that nationally there has been a 56% increase in bus fares over the past 20 years, after adjusting for inflation.³ This means bus travel is currently too expensive and unaffordable for many – our own passenger

research from before the pandemic shows nearly 1/6 highlighted cost as the reason they do not use buses more often.⁴ Furthermore, research from Transport Focus shows passengers are less satisfied with the value for money of bus travel in West Yorkshire than in any other major urban region in the country.⁵ Even for those who can afford it, nearly 50% of local bus users in West Yorkshire are still not confident about purchasing the best value bus ticket for their journey.⁶



A network which is not consistently reliable

Customers need to rely on buses turning up and running on time, but our analysis of local real time information confirms that buses across the region have consistently underperformed against targets. Traffic congestion is a significant factor in bus reliability together with operational resilience. Furthermore, research shows that across West Yorkshire districts there is variability in the standard and design of bus priority measures and enforcement which is adding to these poor outcomes for customers.⁷

These challenges have resulted in declining patronage, made worse by the Covid-19 pandemic. The number of annual bus trips in our region fell from around 170 million trips in 2009 to around 144 million in 2019, with journeys per person declining even faster than the national average. Like everywhere else, bus patronage was severely impacted during the pandemic but as we look to regrow passenger numbers, our most recent research shows greater hesitancy about using public transport compared to the car.⁸ The pandemic is changing travel behaviours and challenging the assumptions that our current bus network is based on. Urgent transformation of local buses is required to tackle this.

50

- ¹ West Yorkshire Combined Authority Public Perceptions of Transport Survey, April 2020
- ² West Yorkshire Strategic Bus Network Review, 2019-20
- ³ Urban Transport Group, What scope for boosting bus use? An analysis of the Intrinsic Bus Potential of Local Authority Areas in England
- ⁴ West Yorkshire Combined Authority, Public Perceptions of Transport Survey, April 2020
- ⁵ Transport Focus - Bus Passenger Survey Autumn 2019 - Summary of key results in England
- ⁶ West Yorkshire Combined Authority, Customer Public Perceptions of Transport Survey, April 2020
- ⁷ AECOM, West Yorkshire Bus Lane Best Practice Study, 2016
- ⁸ West Yorkshire Combined Authority, Public Perceptions of Transport Survey, April 2021



Vision and objectives

What our Bus Service Improvement Plan aims to achieve

Our Bus Service Improvement Plan builds on the ambitions set out in the West Yorkshire Transport Strategy (2040), the West Yorkshire Bus Strategy (2017) and the West Yorkshire Connectivity Infrastructure Plan (2021) which put connectivity and sustainable travel at heart of a thriving and inclusive regional economy where everyone can build great businesses, careers and lives.

To support our vision for West Yorkshire, the Bus Service Improvement Plan must:

- Be inclusive of all groups in society.
- Support inclusive growth and social well-being ambitions of West Yorkshire.
- Contribute to improved economic productivity in West Yorkshire.
- Provide cleaner, greener buses supporting sustainable travel and contributing to the environmental targets of West Yorkshire.
- Be as competitive as possible against private car use in urban areas.



M



To achieve this, the objectives of the Bus Service Improvement Plan are to:

- Establish bus as a key mode of choice for travel in West Yorkshire.
- Establish a financially sustainable bus service.
- Improve operational delivery to provide the passenger with a service they can feel confident in using.
- Improve connectivity for communities facing deprivation, inequality, and exclusion.
- Ensure the bus service is integrated to deliver sustainable connectivity.

What will a bus journey be like?

1 Before travel

The passenger can log on to the app or website of their choice and find up-to-date, accurate and consistent information - detailing everything from route options, time and cost - which helps them easily plan a journey by bus.

52

2 At the bus stop

The passenger easily finds their way to the correct bus stop thanks to the recognisable branding and colour coded flags which instantly let them know they're on the right route. The stop has printed information to reassure them they are at the right stop while they wait before the bus arrives quickly and on time. Busier stops will have an electronic display showing the time until the next bus. On all stops, customers can scan a QR code and obtain this information on their phone.

3 Boarding and paying

All buses are low floor and accessible. When the passenger boards the bus, they know they have different options for how to pay. They may have already bought their ticket using a mobile phone app but can also turn up pay the best price fare for the journey or - easier still - just 'tap on' and go with their contactless bank card or mobile and know they'll be charged, at most, a capped fare at the end of the day.

4

Onboard

The passenger takes a seat in comfy and clean chairs and enjoys the free Wi-Fi while they travel. Both the buses' audio-visual information and their mobile journey planning app help to keep them up to date as they travel and let them know about any potential journey disruptions. The bus is modern easy to access and welcoming, clean, sanitised, litter free, and the journey is smooth and enjoyable.

6

After the journey

Back at home, the passenger relaxes knowing they'll be charged appropriately for their day's travel and any service queries will be resolved quickly via the coordinated travel helpline.

5

Completing the journey

To get to their destination, the passenger may need to change to a different service. Coordinated wayfinding information and network planning ensures making a connection is simple and hassle free with no long delays or too short layovers. Whether on to another bus or train, their ticket is also still valid, or they can just tap and go once again. When the passenger gets off at the bus stop, which is not far from their destination, they are still supported on the final leg of their journey through safe, convenient, and integrated cycling and walking links - ensuring sustainable travel door-to-door.

7

Retaining and attracting new passengers

Potential passengers are encouraged to travel by bus thanks effective, engaging marketing that presents it as a viable, attractive option for travel.

The Passenger Charter: *our promise to customers*

Our Bus Service Improvement Plan is focused on delivering for the passenger. In our new West Yorkshire Bus Passenger Charter, we will set out the high standard of customer service that can be expected when travelling on any bus in the region. It also includes guarantees about what passengers can do if they have a query or complaint.

Key elements of our service commitment are:

- **Journey satisfaction guarantee** – if you're not happy with the standard of service provided, we will give you your money back or next journey for free.
- **Last journey promise** – if the last bus service of the day on your route is late or cancelled, we will pay for a taxi to get you where you need to go.

Supporting Key Customers

Our Bus Service Improvement Plan aims to put passengers first – but we want to develop a deeper understanding of the different types of passengers and better tailor our solutions to support them.

- **Under 19s** – many young people use the bus to travel to school and college, we want to make sure they have a good experience to carry the bus habit with them in later life. In 2021, we introduced a Fare Deal including the range of My Day / Week / Month multi operator tickets which have reduced the cost of travel for many.
 - **Under 25s** – apprentices, students and young adults will have access to discounted tickets to make the bus an attractive alternative to car travel.
 - **Jobseekers** – we will continue to work with JobCentre Plus to provide travel tickets for jobseekers using the MCard Mobile app.
 - **Commuters** – our Travel Plan Network will work with employers to implement sustainable travel plans and to enable employees to buy discounted season tickets through salary deduction.
 - **Personal Safety** – people need to feel safe waiting for and travelling on the bus, we will adopt a multi-agency approach to addressing the safety concerns of passengers especially women and girls.
- **A fully inclusive bus network** – buses need to serve many different journey purposes and customer needs, not simply to provide radial routes to 9 to 5 jobs in city / town centres. We need to develop a greater understanding of people's journey needs and adapt them.



Listening to passengers and communities

Our Enhanced Partnership between the Combined Authority, local Councils and bus operators will include commitments to listen and respond to people through:



1

Market research and face to face sessions to listen to what people say. This will build upon our rich experience of gathering passenger insight and intelligence through our annual Public Perceptions of Transport Survey, the Covid-19 Transport Survey, State of the Region and other reports.



2

Targeted engagement with key customer groups including women, young people, and people of protected characteristics, to ensure we understand the diverse and specific needs of different demographics – and that we are not just serving certain groups.



3

Formal and informal sessions with elected members and community groups to ensure we are always responsive to the needs and issues of local people.



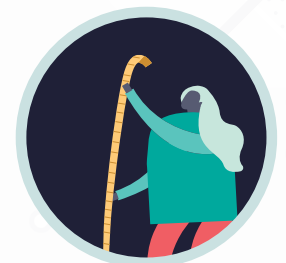
4

Formal public consultation to meet statutory requirements of delivery of services.



5

Monitoring of KPIs to ensure our investment is improving customer satisfaction.



6

Ongoing partnership working with the independent watchdog, Transport Focus, to help us to understand and evidence the priorities of bus users at both a local and national level.



Our vision for buses in West Yorkshire

What we will deliver

Our Bus Service Improvement Plan sets out our strategy and key initiatives we want to deliver to achieve our ambitious vision for better buses in West Yorkshire.



An enhanced, fully inclusive and more cohesive bus network – which takes people where they need to go, when they need to go

1. We will develop and deliver a 5-year plan of improvements to our network which will aim to reduce social isolation and enable better access to jobs, especially those not in our main town and city centres.
2. Expand the number of services and routes so that more people can access a bus that runs every 15 minutes or quicker.
 - Ensure buses running on our less frequent networks are more consistent and regular so they can still be relied upon for travel.
 - Ensure service frequencies extend throughout the day from early morning until evening and are designed to serve the particular needs of families with children, shift workers and those working in the night time economy.
 - Improve the provision of services in more rural and economically deprived areas which are currently underserved by bus.
3. Pilot schemes across the region which will incentivise people to travel by bus in particular areas through improved frequency, bus priority measures and fare offers.

4. More 'FlexiBus' Demand Responsive Transport schemes and Mobility Hubs to give people access to integrated, sustainable travel options built around their individual needs.



Clear and simple fares – to make paying for bus travel more affordable, easier, convenient and flexible

- We will establish a common framework for bus fares in West Yorkshire ensuring consistency of application and an accountable way of ensuring they are reviewed in line with the cost of living.
- We will use and develop the MCard branded multi operator tickets as the way in which travel on more than one bus company services can be purchased.
- We would reduce the maximum price for a day's bus travel in West Yorkshire – the MCard Day Saver or 'daily cap' – to a more affordable level. Initial estimates would suggest that £4.50 would bring fares into a more affordable range. This would also mean people in West Yorkshire would never pay more for a day's travel than those in London (subject to funding).
- We will reduce the daily cap and the fares beneath it to encourage more people to use the bus (subject to funding).
- We will introduce a multi operator "tap and go" capping system by 2023 which will mean passengers are charged the best price for their journey and never more than the daily cap.
- Customers will still be able to buy travel in advance at discounted rates using mobile phone apps.
- We will trial a new form of mobile phone ticket which provides for travel over the next 90 minutes which will help people making two leg journeys using different company's buses.



Improved, more inclusive customer service and support – so passengers have the tools to travel with confidence and help they need if their journey does not go to plan

- We will make the MCard Mobile ticketing App the "go too" app for planning journeys, buying tickets in advance, tracking the bus and receiving information about disruption.
- We will increase the number of "next bus" screens at bus stops and more buses will be equipped with on board information systems. We will enhance the training of all our customer facing staff, including bus drivers and our customer service teams to ensure the highest quality service is always provided to the passengers.
- A new coordinated system to deal with customer queries and complaints across all operators – guaranteeing a response at the point of contact within X number of days.

Priority for buses on our road – so journeys by bus are quicker, with less time spent stuck in traffic, and are a viable alternative to the private car

- Deliver more bus priority across West Yorkshire that is consistent and enforced effectively to make bus journeys quicker and more reliable.
- Improve the management of our roads and streets to improve bus journeys.

More green and better vehicles – to improve the onboard experience and make bus the sustainable choice for travel in West Yorkshire

- A commitment to a carbon-zero bus fleet by 2036.
- All vehicles to be EURO VI emission standard or better by 2026 so buses support cleaner air for the benefit of everyone living in West Yorkshire.

Our Bus Service Improvement Plan funding bid

To deliver on the ambition of our Bus Service Improvement Plan and level up our local bus system, we need appropriate funding from central Government.



Package	Revenue cost (£000) BSIP funding ask Total 5 years	Capital cost (£000) BSIP funding ask Total 5 years	Total capital cost – inc. CRSTS (£000) Total 5 years
Bus priority infrastructure	0	23,400	679,877
Other infrastructure and assets	28,750	2,910	2,910
Fares support	40,540	0	0
Ticketing reform	990	2,543	2,543
Bus service support	88,384	39,000	39,000
Marketing, promotions and communications	2,650	100	100
Enhanced Partnership and Franchising delivery	550	0	0
Zero emission buses	0	120,000	176,500
Customer service and information	4,436	42,889	42,889
Monitoring and evaluation	2,480	0	0
TOTAL	168,780	230,842	943,819

Other funding streams

In addition to BSIP funding, we will utilise other funding sources to support transformational change to local buses including:

- £1bn West Yorkshire Transport Fund
- £830m City Region Sustainable Transport Settlement (CRSTS) of which £317m is Transforming Cities Fund
- £58m Zero Emission Bus Regional Area (ZEBRA) bid
- £25m annual contracted services budget
- £55m annual concessionary fares budget
- £30m annual bus operator investment in fleet replacement (before zero carbon uplift)
- Section 106 funding
- Increased fares revenue obtained through passenger growth

Measuring success

Targets and KPIs

We want to measure the success of our Bus Service Improvement Plan and ensure it is delivering on our ambitious vision for change. The table sets out our headline targets and key performance indicators.

To support our ambitions for an accessible and inclusive local bus system, we will also look to develop new data sets that enable us to understand the demographic breakdown of bus users – including by gender and other measures of diversity – and measure the success in delivering improvements for people across our region's diverse population.

Key Performance Indicator	Baseline		Targets	
	March 2019	March 2021	2025	2030
ALL THEMES				
Increased bus patronage	10,801,487	4,483,340	2019 levels + 15%	2019 levels + 30%
Increased customer satisfaction with local bus services (score 1-10)	6.7	6.9	7.5	8
Weekday mode share on radial routes into district centres moved from car to bus	Bus 18%, Car 61% (2018/19)	N/A	Increase bus share by 5%	Increase bus share by 10%
SAFE AND INCLUSIVE BUS NETWORK				
Improved service provision (bus miles) for those travelling in the early morning and evening	226,749	197,800	2.5% increase	5% increase
Improved satisfaction with personal security while on the bus	81%	N/A	85%	90%
Improved satisfaction with personal safety at the bus stop for female passengers making complex journeys	80% (autumn 2019)	N/A	85%	90%
Improved passenger satisfaction with value for money	62%	N/A	70%	75%
Improved satisfaction with information provided in the bus for passengers with disabilities	63% (autumn 2019)	N/A	70%	85%
BETTER CONNECTED COMMUNITIES				
Improved journey times (mins/mile)	4.72	4.36	10% reduction	15% reduction
Improved punctuality	88%	90%	95%	99.5%
Improved reliability	98%	99%	99.5%	99.5%
Improved housing accessibility via the core bus network	48%	51%	55%	65%
Improved employment accessibility via the core bus network	56%	N/A	60%	70%
DECARBONISATION AND INTEGRATED, SUSTAINABLE TRAVEL				
Improved environmental performance and reduced carbon emissions of the bus network	39% Euro VI, 0% zero emission (Q3 19/20)	59% Euro VI, 1% zero emission	100% Euro VI fleet 10% zero emissions fleet	50% zero emissions fleet

Our plan on a page for better buses

Subject to funding, our plan will deliver improvements now and into the future as we work towards our ambitions for better buses.

Quick wins (2022)



- ✓ Maintenance of existing network connectivity and early service enhancements
- ✓ Expansion of MCard mobile app to link ticket sales, journey planning and in-journey information
- ✓ Reintroduction of printed timetable information at bus stop
- ✓ Rollout of new colour coded bus stop maps and flags across West Yorkshire's core bus network (Network Navigation)
- 60 ✓ Continue to ensure enhanced cleaning standards are maintained
- ✓ Enhanced Safer Travel Partnership with West Yorkshire Police
- ✓ Trial 90-minute multi journey mobile tickets
- ✓ Consult and agree on the Passenger Charter
- ✓ More marketing and promotional campaigns to attract people back to bus
- ✓ Develop techniques to better understand demographics and travel behaviours of the regions bus passengers

Short term (2022-2024)



- ✓ Introduction of multi-operator contactless capping
- ✓ Cheaper and simpler multi-operator fares including reduction in the cost of the MCard Day Saver / daily cap
- ✓ More 'Your Next Bus' screens
- ✓ A more cohesively presented bus network including more Metro branding
- ✓ New and improved bus stops and stations – with better safety and accessibility support
- ✓ Begin rollout of audio-visual technology and other new accessible information.
- ✓ Improvements to management of network disruptions
- ✓ New AccessBus fleet
- ✓ Improved system for dealing with passenger queries and complaints
- ✓ Growth of the bus network – new routes and more frequent services
- ✓ Pilot town based 'Superbus' service enhancements
- ✓ Delivery of existing infrastructure programmes – including more bus priority on our roads
- ✓ Improved customer service standards – delivery of the Passenger Charter

Medium to longer term (2024+)




- ✓ A reimagined, fully inclusive, and more cohesive bus network with more frequent services and better connectivity for all
- ✓ Cheaper and simpler fare structure
- ✓ Audio visual information on all buses
- ✓ Over 120 new electric buses by 2024, and a carbon zero bus fleet by 2036
- ✓ All buses Euro VI clean air zone compliant by 2026
- ✓ Stable, inclusive and resilient workforce
- ✓ Better integration with rail and mass transit
- ✓ More Park and Ride
- ✓ More 'FlexiBus' Demand Response Transport schemes
- ✓ New Mobility Hubs across West Yorkshire
- ✓ Unifed communications and marketing into a single 'voice' for bus
- ✓ Delivery of an ongoing pipeline of bus priority schemes

Supporting Documents

Bus Service Improvement Plan

Appendix

- A. Case for Change
- B. Bus18 Youth Voice report
- C. Safety of Women at Night Fund bid
- D. Key Performance Indicators
- E. Mobility hubs long list
- F. Bus network review and delivery plan report
- G. Highways infrastructure report
- H. Equality Impact Assessment
-  BSIP logic map
- J. Draft BSIP programme plan
- K. Letters of support

Background Information

[West Yorkshire Transport Strategy](#)

[West Yorkshire Bus Strategy](#)

[West Yorkshire Connectivity Infrastructure Plan](#)

[West Yorkshire Strategic Bus Network Review](#)



For further information, please contact

Dave Pearson

Director, Transport & Property Services
dave.pearson@westyorks-ca.gov.uk

westyorks-ca.gov.uk



Tracy Brabin
Mayor
of West Yorkshire

West
Yorkshire
Combined
Authority

This page is intentionally left blank



COPY OF REPORT ORIGINALLY TABLED AT TRANSPORT COMMITTEE

Report to: **Originally to** Transport Committee

Date: 5 November 2021

Subject: **Transport Network Update**

Director: Dave Pearson, Director Transport & Property Services

Author: Richard Crabtree, Rail Development Manager

1. Purpose of this report

- 1.1 To provide an update on the current performance of the transport network in West Yorkshire, including an overview of the Combined Authority’s activity and responses.

2 Information

Summary picture

- 2.1 The recovery of travel demand is stronger in weekend and leisure travel together with journeys to education. Many organisations are continuing to support working from home, and this is reducing peak demand especially on public transport.
- 2.2 Shortages of bus, taxis and HGV drivers is having an effect both on public transport reliance and supply chains nationally and locally. On 12 October, the Mayor held a roundtable with representatives of the haulage and bus industries to identify both short term actions to address the immediate consequences of the problem and longer term options to help build resilience into the system and in particular where the Combined Authority can support actions to develop skills and training in both industries.

Use of the network

Overview

- 2.3 The general picture on bus and rail services remains one of a steady recovery as commuter demand slowly build, with the return to work following the summer break seeing increases. In general, recovery of the bus network continues more strongly than rail, although locally both modes are now at their busiest since before the pandemic. Usage remains higher at weekends,

particularly for rail, indicating a stronger return of leisure trips and this is reflected in town / city centre footfall.

- 2.4 Road traffic levels remain stable, having returned to near-normal levels some months ago. Ensuring these travel behaviours do not become embedded is a priority. Encouragingly, active travel levels remain higher than before the pandemic, suggesting evidence of positive long-term change.
- 2.5 The latest available proxy data for transport network use is included at **Appendix 2**. We continue to work with rail industry colleges to secure reliable data for locations other than Leeds for future reports. However, no other locations in West Yorkshire are equipped with the same passenger counting equipment that provides such consistent and accurate evidence.

Bus network

- 2.6 At the time of writing, bus use was at 70-75% of that which could be expected in October, rising to over 80% at weekends. Service levels were restored to 100% of pre pandemic rates in April. Service reliability is impacted by the reduced availability of bus drivers and engineers. There are national issues regarding high driver turnover and delays in PSV licences which have impacted on service delivery locally.
- 2.7 Bus operators advise that they have around 10% vacancies for drivers at present – twice what they would normally have. Recruiting new drivers is challenging and delays in licencing and testing are adding to the problem. This is giving rise to operators reducing output to maintain a resilient service. This largely involves reducing higher frequent services from 5 or 6 buses an hour to 4. However, some more structural changes have been made which are detailed in the next section of this report.
- 2.8 The Department for Transport introduced a new Bus Recovery Grant scheme from September until March which, along with LTAs continuing to pay concessionary fare reimbursements at pre pandemic rates, is aimed at funding the loss of fares revenue following the pandemic. Payments will be adjusted to reflect the reduced service levels in response to driver shortages.
- 2.9 Home to school transport is back to pre-pandemic service levels although this sector is also facing challenges due to shortages of bus and taxi drivers. Some action has been necessary to revise routes to ensure resilience

Rail network

- 2.10 In line with this guidance from Government and listening to concerns about customers not wearing face coverings, Northern and TransPennine Express (TPE) continue to advise customers to wear a face covering when they travel. Nonetheless, it has been reported that the numbers of passengers wearing facemasks has continued to fall.

- 2.11 Passenger numbers on trains continue to gradually rise with Northern reporting levels at 75% compared to pre-COVID levels. Commuter levels are being monitored and are at approximately 38% for Northern. TransPennine Express (TPE) demand is approximately 64% of pre COVID levels with a good number of forward bookings. The number of occasions where social distancing at 1 metre plus will not be possible is also increasing particularly on busy weekend services. Longer distance operators are faring better; LNER reports the leisure market has virtually recovered to pre-pandemic levels (around 95%). Business travel has been slower to recover, but significant growth has been experienced since summer, with levels now around 40% of pre-pandemic levels.
- 2.12 Passenger footfall is monitored at Leeds station. During September average daily footfall was 1/3 down on the pre-pandemic levels (over 60,000 per day, compared to around 90,000 per day pre-pandemic), but driven by Fridays and especially Saturdays with footfall much closer to and even exceeding pre-pandemic levels, offset by quieter days earlier in the week (more typically 50,000 to 60,000 per day), which is a pattern that has continued into October. Overall, weekend passenger footfall has recovered much faster than weekday footfall. The latest figures are available via the [COVID-19 economic-transport dashboard](#).
- 2.13 Weekends during September continued to be busy for both operators with levels on leisure routes above pre covid levels in many cases. TPE reported a slight decline in walk up passengers during recent weeks on weekday services. Continuation of working from home and use of video technology is having an impact on both the commuter and business markets. Northern are monitoring commuter levels on a weekly basis and they have shown a small increase. Nationally, there was a slight decline in rail use in September (after the summer holidays), which has not been replicated in West Yorkshire, indicating a more robust commuter market locally.

Summary of network changes

Bus network

- 2.14 From 25 October, Arriva Yorkshire registered service changes to reduce output. These include operation of service 110 from Wakefield to Leeds with a connecting service between Kettlethorpe/ Hall Green to Wakefield Bus Station together with some changes to frequencies. Discussions have been held with Arriva to seek assurances that service levels will be reinstated when the driver shortage issue eases.
- 2.15 The company has also withdrawn service 205 which operates between Dewsbury and Pudsey via Morley. This service provides some links which cannot be made by other bus services and is the only bus service for some communities in south Pudsey and Crackenedge, Dewsbury. The current use of the service together with pre pandemic use was assessed and financial support for 205 would fall within the guidelines for socially necessary bus

services adopted by the Transport Committee. Arrangements have therefore been made to secure the continuation of service 205 from Monday 25 October. Following an open procurement process, TLC Travel Ltd has been awarded a contract to operate service 205 from 25 October. The company will need to recruit additional staff for this contract within the prevailing difficulties with the availability of bus drivers affecting the country at present. TLC Travel will operate a reduced timetable using existing staff and buses until such time as the company has the resources to resume the full service.

Rail network – December 2021 timetable changes

- 2.16 As is normal on the railway, new timetables will be introduced on Sunday, 21 December 2021. At the time of writing full details are not available, and the following represents our best understanding of the position based on available information.
- 2.17 On **Northern Trains**, the main changes of which we are aware are as follows:
- Additional trains on the Leeds – Skipton – Lancaster – Morecambe line.
 - Second hourly train introduced on the York – Knaresborough section of the York – Harrogate – Leeds line (i.e. 2tph throughout, currently 1tph)
 - Resumption of hourly trains on the Halifax – Bradford – Leeds – Hull route (currently only every two hours)
 - Semi-fast trains Leeds – Wakefield Kirkgate – Barnsley – Sheffield increased back to twice hourly from hourly, with additional train running through after Sheffield to Lincoln (alongside existing Nottingham train)
 - Service gap in the morning around Wakefield / Pontefract resolved

Note that these changes apply to weekday (Monday to Saturday) services – details of Sundays have not been received. Notably, the Huddersfield – Wakefield – Castleford service remains withdrawn save for three daily trains each way, apparently reflecting ongoing staffing issues. Combined Authority officers have expressed concern and are seeking early confirmation from Northern that the service will be fully reinstated by, at the latest, the May 2022 timetable change.

- 2.18 On **Trans-Pennine Express**, the main change affecting our region is that the Scarborough – York service (currently a shuttle) will be extended back through Leeds to Manchester (some to Liverpool), meaning more trains on the core York – Leeds – Huddersfield - Manchester section (though on Sundays this improvement will only happen from February 2022). Other services passing through West Yorkshire will be largely unchanged. This will provide welcome additional capacity for TPE services, particularly on Saturdays.
- 2.19 **LNER**'s London King's Cross services from Leeds are expected to return fully to pre-Covid levels (i.e. generally twice per hour) in December. No changes are planned at this stage to the twice-daily Bradford Forster Square / Shipley – London service. The new once-daily Huddersfield / Dewsbury – London train is expected not to start until May 2022. We understand that **Cross-Country** and **Grand Central** will be broadly continuing with the current timetables

(Grand Central having recently reinstated its fourth daily Bradford / Halifax – King’s Cross and return trains).

Passenger network performance

Bus network

- 2.20 At the time of writing the latest performance data from 1 July 2021 to 30 September 2021 is being collated and will be provided in the January Transport Committee report.

Rail network

- 2.21 The performance reports for TPE, Northern and LNER are included in **Appendix 7**.
- 2.22 Since the last period performance was reported to the Transport Committee punctuality has declined for Northern but cancellations have improved. TPEs performance has remained reasonably static. Time To 3 (Percentage of recorded station stops called at within 3 minutes of the planned time) for Northern and TPE has remained below 90% and for the most recent period sits at 84.3% and 88.0% respectively. Cancellations for Northern have decreased to 2.26% and TPE have increased slightly to 2.3%.
- 2.23 As detailed in the previous report to Transport Committee, Test and Trace and increased COVID-19 levels impacted significantly on both operators’ performance in early summer. In line with changes to the Test and Trace system on the 16 August the number of isolations reduced, improving industry’s resource position. Cancellations are still occurring due to staff availability / Covid but at a significantly reduced level. Punctuality figures are seeing a gradual decline as patronage increases and dwell times increase at stations.
- 2.24 There have been a small number of cable theft incidents which have impacted on performance. Network Rail has investigated these and where necessary installed covert cameras near access points at the location to help identify and convict suspects should a repeat event occur. It has also increased mobile operations manager patrols so they are of a higher frequency to act as a deterrent to offenders in former hot spot locations. Network Rail is also working closely with the British Transport Police to identify repeat sites/repeat offenders using their scenes of crime intelligence.
- 2.25 Driver training for Northern is now accelerating because of the easing of COVID-19 restrictions and enhanced risk assessment, facilitating improved training efficiency. There is still a significant backlog but Northern anticipate that both the improved training position and being able to programme more training in as they move out of a holiday period will help considerably.

Passenger satisfaction and attitudes

West Yorkshire Transport Recovery Survey

- 2.26 Fieldwork for the 6th wave of the Combined Authority's COVID-19 Transport Recovery Survey series was completed on 13th October, and analysis of the results is currently underway. The results will be published with communications support (press release and social media) in early November, and a summary reported to the next Transport Committee meeting.
- 2.27 The questionnaire was unchanged since the last wave and is designed to provide insight into the attitudes and impacts of COVID-19 on transport by surveying a statistically representative sample of the West Yorkshire population (accounting for age, gender, ethnicity and district). Questions cover mode share by purpose in the short-term vs pre-COVID-19, satisfaction with the public transport network, walking & cycling, home working as well as asking respondents to quantify expected future travel demand.
- 2.28 Results of wave 6 of the survey series (the first since all restrictions eased) will capture the impact on travel behaviours following the start of the academic year as well as changes associated with revised commuting routines as people return to the workplace. A further wave is planned for early 2022.

Transport Focus Surveys

- 2.29 Transport Focus continue to conduct nationally representative research around travel use, with circa 2000 members of the public (not all of which are passengers on public transport).
- 2.30 Noting that this has a relatively small sample size, key findings from the latest Travel during Covid-19 survey (link provided in Background Documents) conducted between 8 – 10 October are:
- 86% of bus passengers felt safe in relation to COVID-19
 - 58% of non-users would feel safe if they had to make a bus journey
 - 88% of rail passengers felt safe in relation to COVID-19
 - 64% of non-users would feel safe if they had to make a rail journey
- 2.31 In comparison to the previous report from August, passenger perception of safety has marginally improved for regular users of both bus and rail, and continues to steadily improve for non-users.
- 2.32 A new national weekly survey has also recently been conducted around passenger experience and satisfaction. Again noting the small sample size of 500 passengers (outside of London), the following key findings were:
- 88% of bus passengers were satisfied with their journey overall
 - 89% of rail passengers were satisfied with their journey overall

Update on Combined Authority activity

Current Usage Indicators

- 2.33 **Appendix 8** includes a summary of a number of usage indicators of Combined Authority “Metro” branded activity which give a comparison between current levels of demand and that experienced pre pandemic, where available.
- 2.34 Development work on these indicators continues, and for this meeting most of the data is now presented in charts so that trends are easier to see. Work will continue to establish a ‘dashboard’ approach to reporting of these indicators.
- 2.35 Usage of all services was impacted by the reduction in travel arising from the pandemic. Customer volumes at bus station travel centres remain low whereas demand for travel information services is in line with public transport use. Some measures (e.g. use of the Metro website, park and ride use) have slightly dipped in summer, which may be related to the summer holidays. Calls to MetroLine continue to recover and are now approaching pre-pandemic levels.

Fares and Ticketing

- 2.36 The new MCard Mobile App was responsible for 60% of total MCard sales in August. Data is not currently available for September, but it is anticipated that this figure will rise following the return to school. The MCard App is proving popular with the Under 19 market.
- 2.37 The ability to “gift” tickets has been developed in the app, which allows third party organisations to gift tickets to people via their smartphones instantly. Several educational establishments are using this function to gift tickets to pupils who qualify for bursary funding. Refugee Action has been involved in testing and are gifting tickets to asylum seekers who are new to the area.
- 2.38 The West Yorkshire Ticketing Company Ltd, who own MCard, has agreed to extend the Rail to Refuge scheme to bus and rail in West Yorkshire. Rail to Refuge is a joint initiative between rail companies and Women’s Aid in which train operators cover the cost of train tickets for women, men and children escaping domestic abuse travelling to refuge accommodation. The gifting function in the MCard Mobile App will be used to send MCard bus and rail tickets to those escaping domestic violence.

Bus Alliance Update

- 2.39 A new governance structure for the Bus Alliance was introduced in April. The current focus of the Alliance is to collaborate on developing a Bus Service Improvement Plan as set out elsewhere on this agenda.
- 2.40 Since the last meeting the MCard Mobile Fare Deal for under 19s, and the Leeds element of the Core Bus Network programme (visually signposting

passengers to the high frequency network as set out in the accompanying report) have been launched.

3. Tackling the Climate Emergency Implications

- 3.1 Air quality improved during the periods of lower traffic levels earlier in the pandemic with local real-time road-side monitoring showed harmful NO₂ emissions on a downward trajectory and it can be inferred from this that CO₂ emissions were similarly reduced. It is important that the recovered transport network delivers a more favourable situation for air quality and carbon generation than existed prior to the pandemic.

4. Inclusive Growth Implications

- 4.1 Maintaining public transport for critical workers is key to ensuring continued public services during the lockdown restriction. The restoration of an effective, stable and affordable public transport network will be key in ensuring the post pandemic economic recovery is inclusive particularly to communities with limited access to private transport.
- 4.2 The increase in flexible ticketing options and further development of the MCard product range are specifically intended to increase affordable options for accessing employment and services, to contribute to the Authority's inclusive growth objectives.

5. Equality and Diversity Implications

- 5.1 Ensuring an effective, stable and affordable public transport network is key for equality and diversity. The interventions highlighted on MCard to aid refugees, and to those seeking to escape from domestic violence demonstrate the ways in which our activity can actively contribute to ensuring equality.
- 5.2 The Fare Deal for under 19s set out in this report is a specific initiative to increase affordable mobility options for young people. This increases life chances in respect of education, training, employment, and social opportunities at a crucial life stage, which can help to overcome equality barriers.

6. Financial Implications

- 6.1 COVID-19 has had a significant impact on the Combined Authority's revenue budget. This is manifested in reduced commercial income, increased bus station costs, lost commission from MCard sales and increased costs of bus service contracts where fares revenue is used to offset costs. It is therefore key to the Combined Authority finances that the actions described in this report restore patronage and revenue.

7. Legal Implications

- 7.1 There are no legal implications directly arising from this report.

8. Staffing Implications

8.1 There are no staffing implications directly arising from this report.

9. External Consultees

9.1 No external consultations have been undertaken.

10. Recommendations

10.1 That the Committee note the updates on the current performance of the public transport network provided in this report.

11. Background Documents

Transport Recovery Plan, Item 6, Appendix 2, West Yorkshire Combined Authority, 27 July 2020, available via this link:

<https://westyorkshire.moderngov.co.uk/ieListDocuments.aspx?CIId=133&MIId=963&Ver=4>

During the Coronavirus outbreak, we are publishing a fortnightly economic monitor and a weekly dashboard to help better understand the changing situation. This includes information on public transport patronage. They are available via this link: <https://www.westyorks-ca.gov.uk/documents/economic-monitor/>. This now include a transport-economic recovery dashboard via this link

<https://app.powerbi.com/view?r=eyJrIjoieZDdjMjNNGEhNTY1Yi00YTgyLThmZGIhM2ExM2ExM2ExIiwidCI6IjM0ZTkzYmZjLWVjYtNDM0NS1hNGZILTgwNW12N2U0ODBiMCIslmMiOjh9>

Transport Focus is publishing regular ‘Travel During COVID-19’ attitudinal and satisfaction surveys of potential and actual public transport users. These can be accessed via this link:

<https://www.transportfocus.org.uk/home/coronavirus-latest/coronavirus-insight/>

The Combined Authority’s COVID-19 transport survey results are reported on the website here: <https://www.westyorks-ca.gov.uk/documents/covid-19-transport-survey/> This includes the latest Wave 5 data. Wave 6 will be available here in early November.

12. Appendices

Appendix 6 – Insights on transport network use

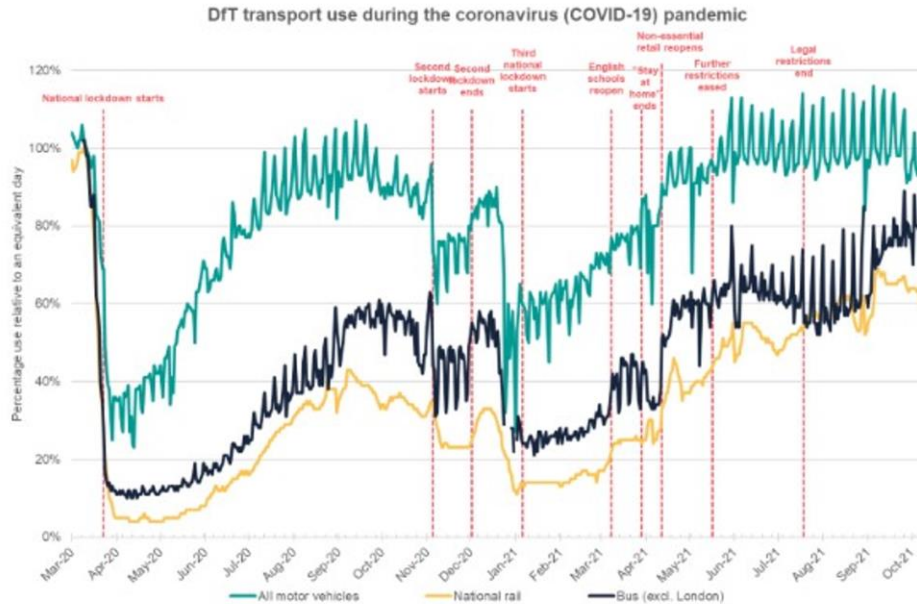
Appendix 7 – Rail network performance data

Appendix 8 – Metro branded activity measures

This page is intentionally left blank

Nationally, bus use maintains its peak while rail declines

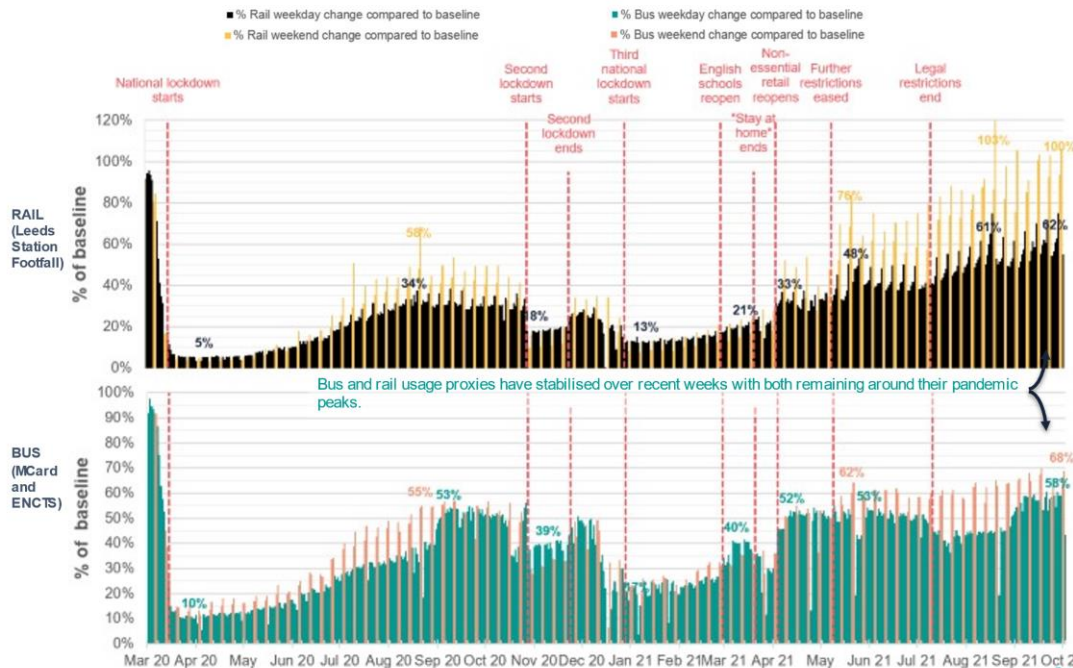
Motor vehicle use appears to be stabilising following a dip in the past two weeks. Bus usage has maintained its post-summer increase. Rail usage has continued a downward trend since September.



Source: <https://www.gov.uk/government/statistics/transport-use-during-the-coronavirus-covid-19-pandemic>



Local bus and rail usage proxies remain stable



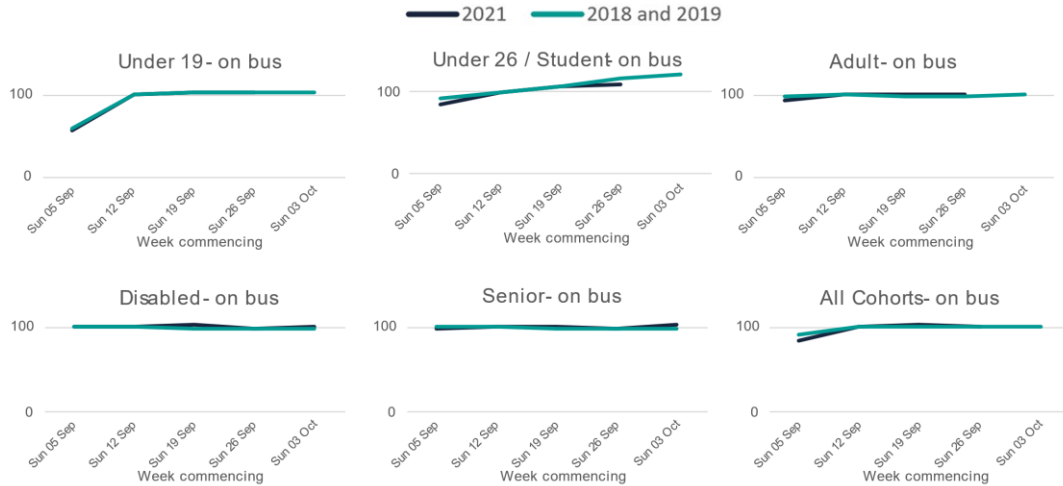
Baseline period is Monday 2nd - Friday 6th March 2020 (weekdays) and 29th Feb -1st March and 6th-7th March (weekends)

Source: Leeds Rail Station Footfall - Network Rail (top) and MCard and English National Concessionary Travel Scheme (ENCTS). Note MCard time-series does not include the new MCard data.



Changes in smartcard and smartphone use on bus continue to mirror preCOVID years

Comparing recent bus ticket machine data with patterns in previous years (before the pandemic), indicates that the recent changes in patronage levels can be attributed to seasonal trends rather than COVID recovery. Smartphone MCard data has been included because transfer from smartcard to smartphone MCard is impacting the smartcard trends.



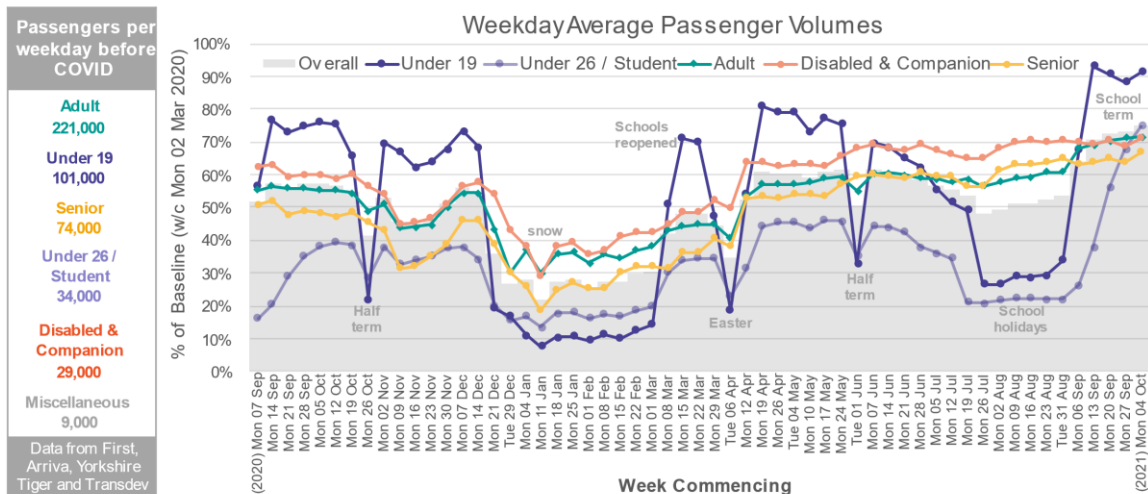
Source: Nero records of smart card ticket use on buses, plus ticket machine records of smart phone MCards on most buses. Aligned on start of school term/holidays. Indexed on week commencing 12 September.

MCards on most buses.



Bus use continues to recover against the March 2020 baseline, in contrast to Sept 2020

Ticket machine data shows weekday bus use reached 75% of baseline (March 2020) in the latest week. Since late August use by adults (the largest cohort) has continued to recover steadily, use by the under 26 / student cohort has shown substantial recovery, having previously remained relatively low during term time. Use by seniors has continued a slight recovery, which contrasts with a slight decrease in the similar period of 2020.



Baseline period is w/c Mon 02 Mar. Source: Bus operators electronic ticket machine data, passenger boarding locations in West First, Arriva, Yorkshire Tiger and Transdev account for over 90% of bus services in West Yorkshire. Graph shows First, Trans Yorkshire Tiger data. Data is for weekdays excluding bank holidays, with ticket types assigned to broad cohorts.

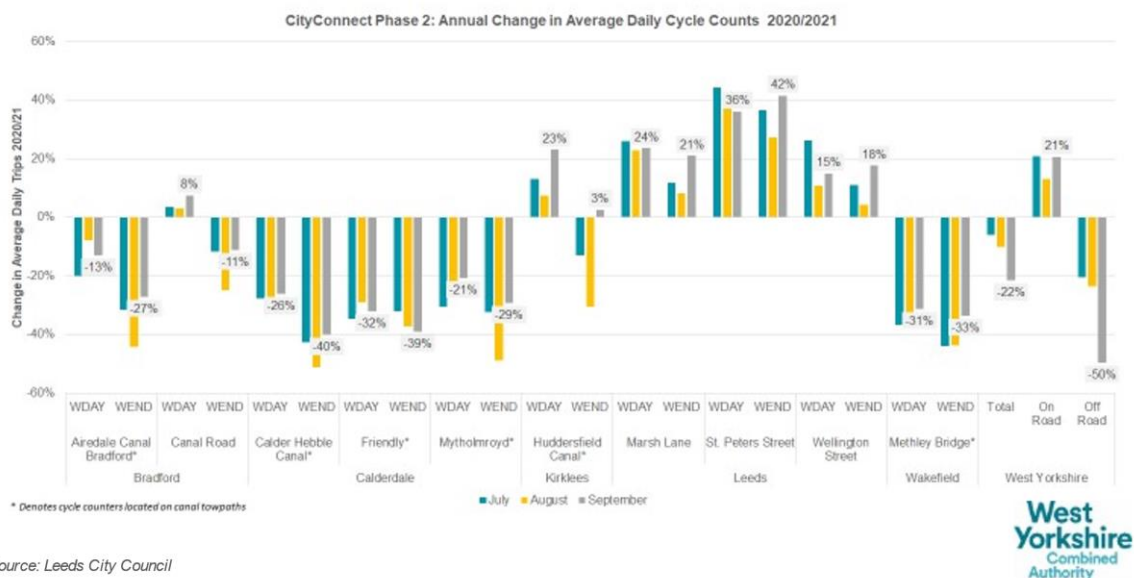
Yorkshire. dev and



Item 8, Appendix 6 – Insights on transport network use

Off road cycle counts fall while commuting trips increase

Off road cycle counts, often attributed to leisure trips, have been lower this summer than in 2020 (when government restrictions were still in place). Conversely commuting trips have increased this year as people return to workplaces. This can be seen at sites approaching Leeds City Centre and on weekdays at Canal Road, Bradford and Huddersfield Canal, Kirklees, which are both on the approach to urban centres. Overall, cycle counters in Leeds district have recorded relatively more use (compared to the same months in 2020) than other West Yorkshire districts.



The content in this Appendix is extracted from the Monitor of 19 October 2021 produced by the Combined Authority Research and Intelligence team. The full report is available here: <https://www.westyorks-ca.gov.uk/documents/economic-monitor/>, together with a link to a regularly updated dashboard with the latest available data.

This page is intentionally left blank

Item 8 – Appendix 7

Rail network performance data

Main operators' performance data is summarised here.

Performance data is now reported to new 'to time' measures, more information about this is available here: <https://www.raildeliverygroup.com/punctuality.html> .

Key indicators used below are as follows:

Measure	Explanation
Time to 3	Percentage of Recorded Station Stops called at within 3 minutes of the planned time.
Cancelled	Services subject to cancellation (in full or in part).

Period 6 (P6) covers the four-weeks from 22 August 2021 to 18 September 2021.

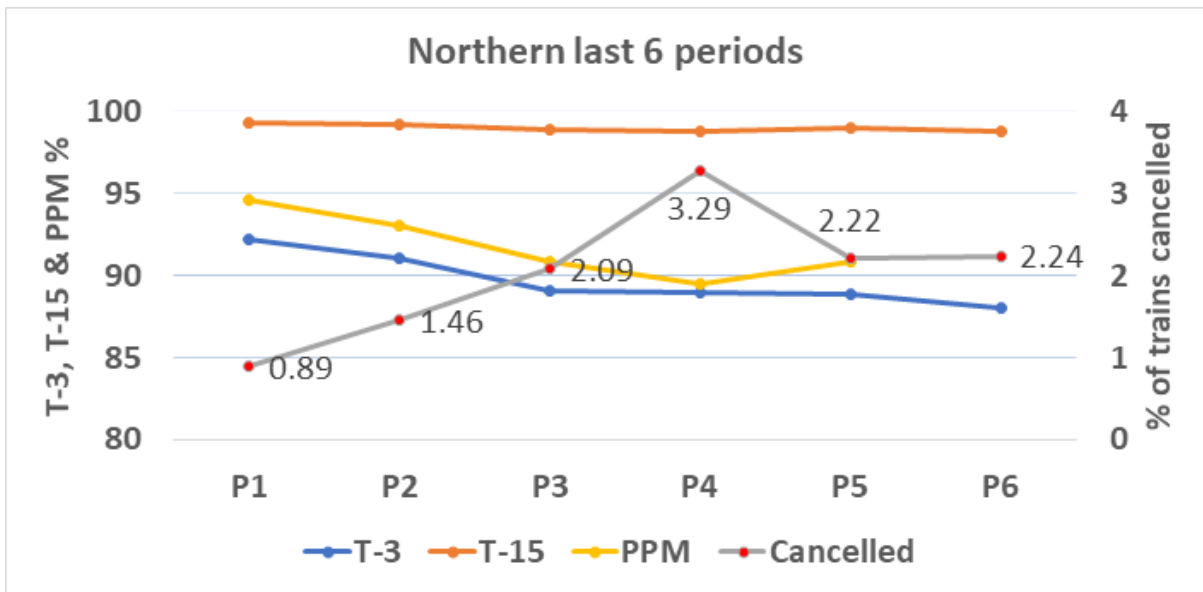
Northern

Northern operates most of the rail services in West Yorkshire. Headline performance is summarised below.

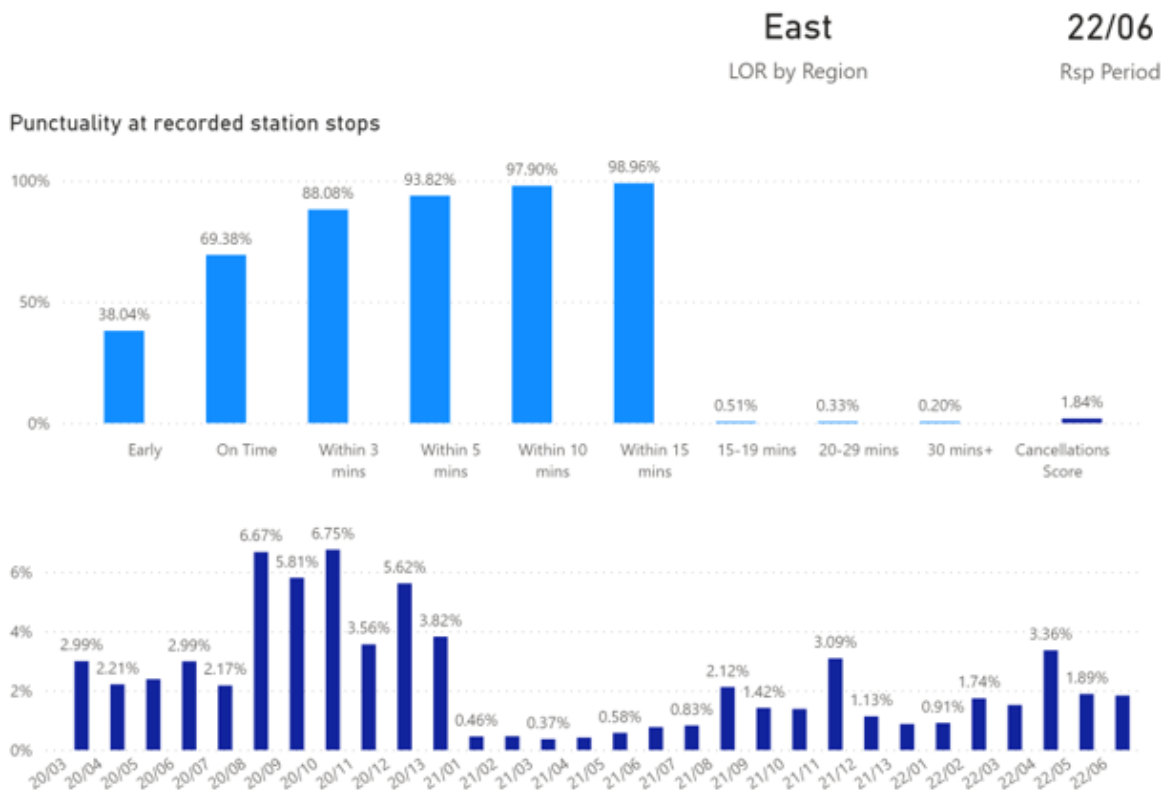
Time to 3 measure	27 Jun 2021 to 24 Jul 2021	25 Jul 2021 to 21 Aug 2021	22 Aug 2021 to 18 Sep 2021
Northern overall	89.0%	88.9%	88.0%
East Region	88.1%	88.6%	88.0%

Cancelled	27 Jun 2021 to 24 Jul 2021	25 Jul 2021 to 21 Aug 2021	22 Aug 2021 to 18 Sep 2021
Northern overall	3.3%	2.2%	2.23%
East Region	3.4%	1.9%	1.8%

Summary of Northern performance of last six 4-week reporting periods:



Northern punctuality at recorded station stops for period 6, and long-run cancellations trend – East Region:



More detailed information on Northern’s performance is available here:

<https://www.northernrailway.co.uk/corporate/performance>

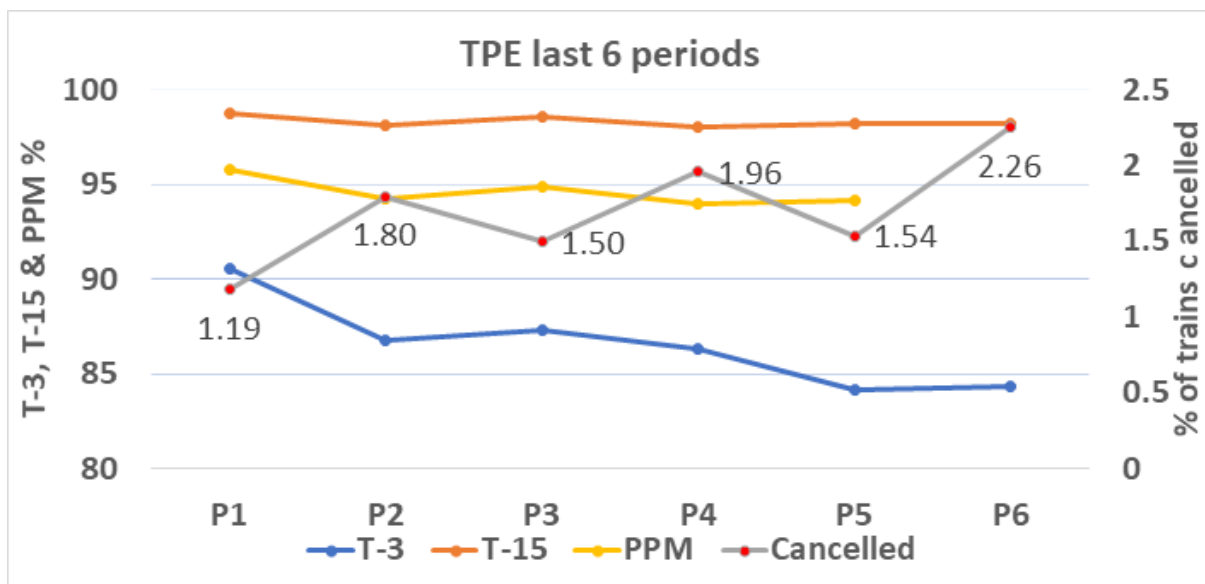
TransPennine Express

TransPennine Express operates regular services between Liverpool, Manchester, West Yorkshire, North Yorkshire and the North East via Leeds and Huddersfield. Headline performance is summarised below.

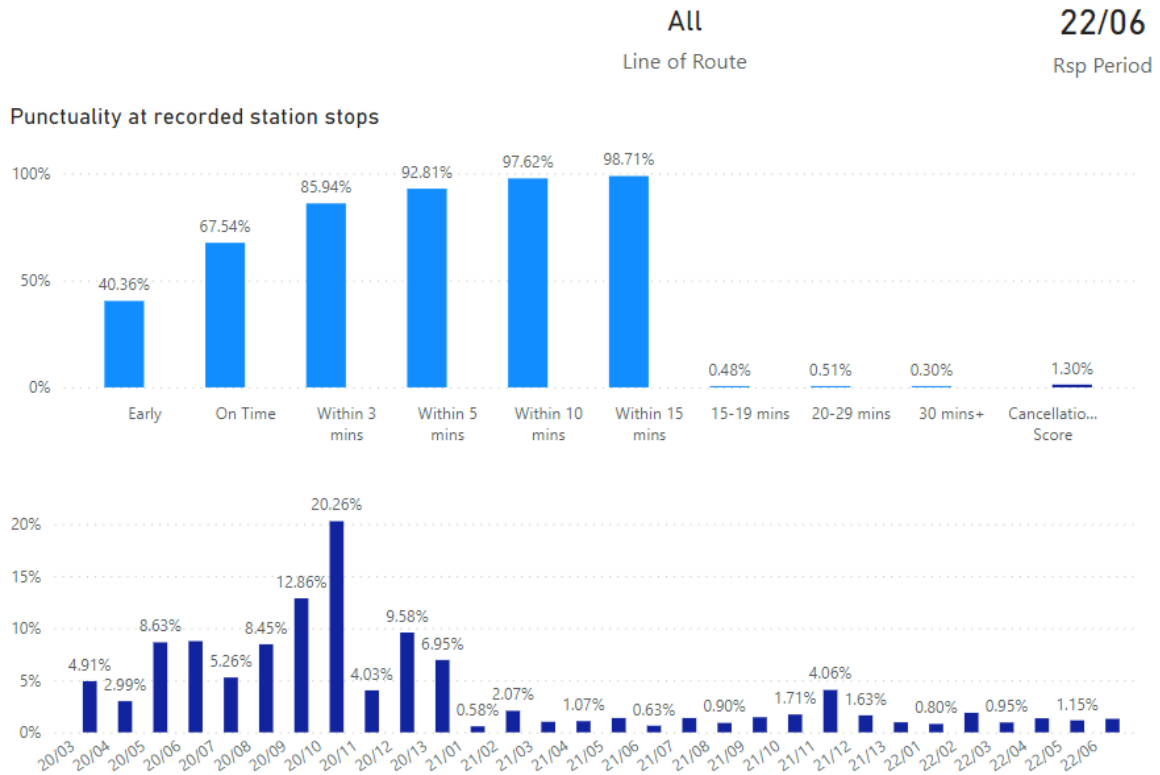
Time to 3 measures	27 Jun 2021 to 24 Jul 2021	25 Jul 2021 to 21 Aug 2021	22 Aug 2021 to 18 Sep 2021
Overall	86.3%	84.17%	84.31%

Cancelled	27 Jun 2021 to 24 Jul 2021	25 Jul 2021 to 21 Aug 2021	22 Aug 2021 to 18 Sep 2021
Overall	2.0%	1.54%	2.26%

TPE punctuality at recorded station stops and cancellations:



TPE punctuality at recorded station stops for period 6, and long-run cancellations trend – North Route:



More detailed information on TransPennine Express performance is available here: <https://www.tpexpress.co.uk/about-us/passengers-charter/performance-transparency>

LNER

LNER operates regular services between West Yorkshire and London.

A summary of LNER's recent performance is available here:

<https://www.lner.co.uk/about-us/our-performance-figures/>

Cross Country

Cross Country operates services between Scotland, the North East, West and South Yorkshire, the Midlands and South West.

A summary of Cross Country's recent performance is available here:

<https://www.crosscountrytrains.co.uk/about-us/key-business-performance-indicators>

Grand Central

Grand Central operates trains between Bradford and London via Halifax, Mirfield, Brighouse, Wakefield and Pontefract.

A summary of Grand Central's recent performance is available here:

<https://www.grandcentralrail.com/about-us/how-are-we-doing/punctuality>

This page is intentionally left blank

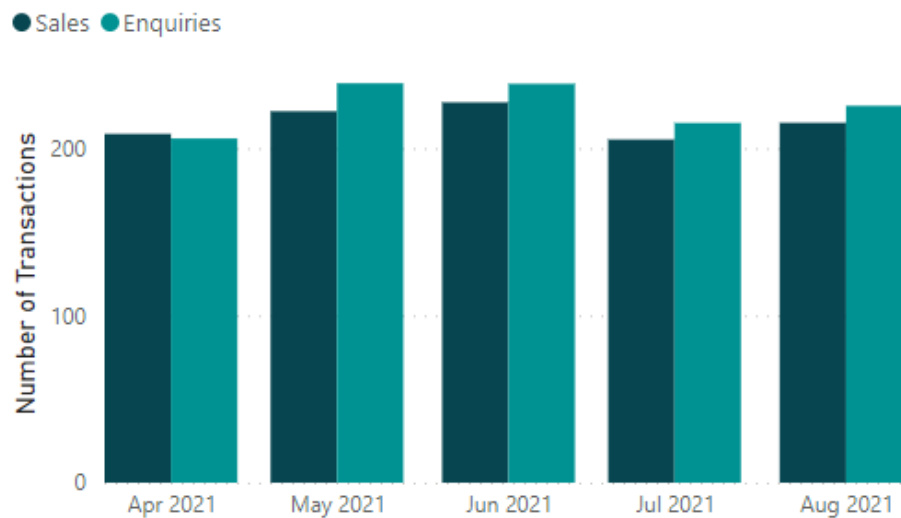
Item 8 – Appendix 8: Metro branded activity measures

All content below taken from the Transport Committee PowerBi interactive dashboard managed by the Combined Authority Research & Intelligence team.

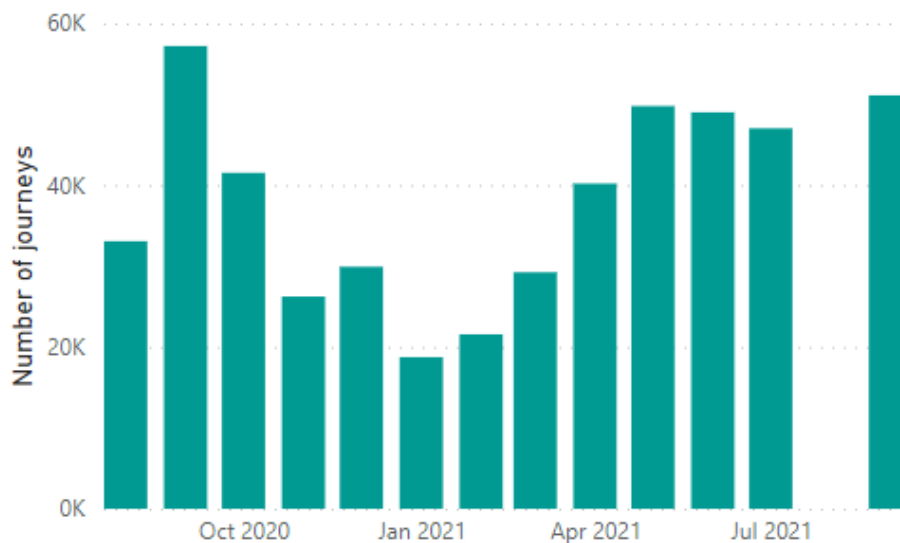
Metro Travel Centres

The chart shows the average number of daily (Monday to Saturday excluding bank holidays) sales and enquiries made at travel centres by month of the year. This information has been collected since April 2021, customer counting equipment was used previously however this did not give an accurate comparison.

Metro Travel Centres: Average Daily Transactions



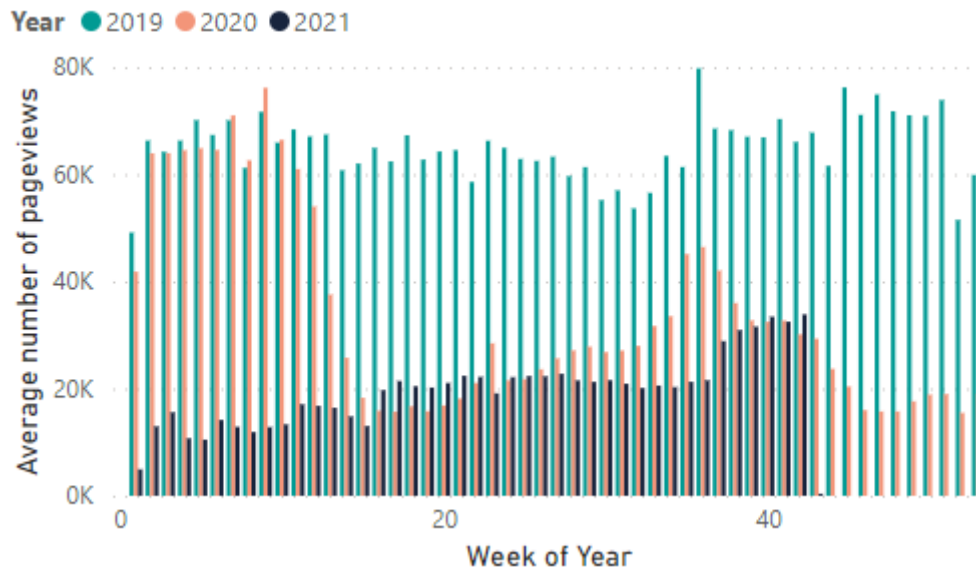
Number of journeys planned using Moovit Journey Planner



The chart shows the number of journeys planned using the West Yorkshire Moovit Journey Planner by month and year, available via www.wymetro.com. A different journey planner

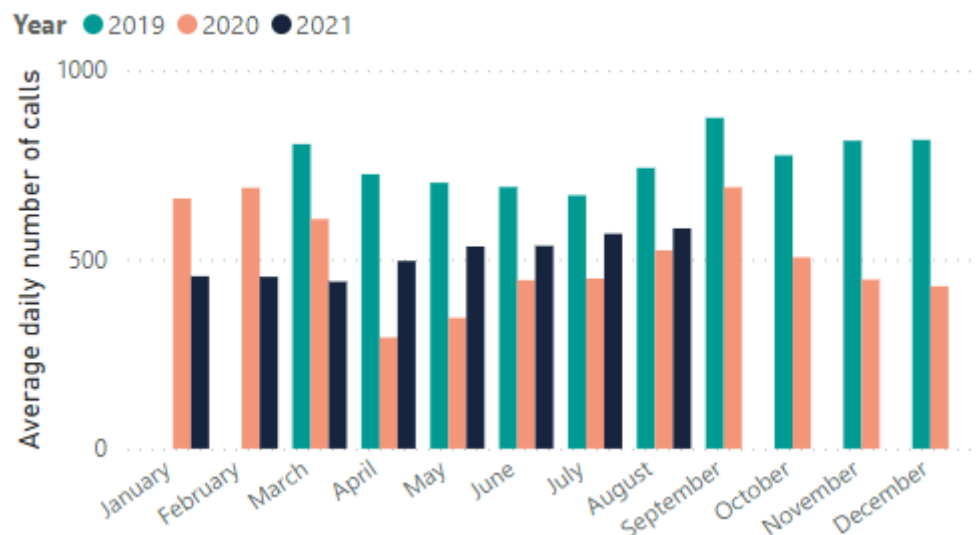
was in use in 2019, so comparable data is not available. Note, data from August 2021 is currently unavailable.

Engagement with Metro website – www.wymetro.com



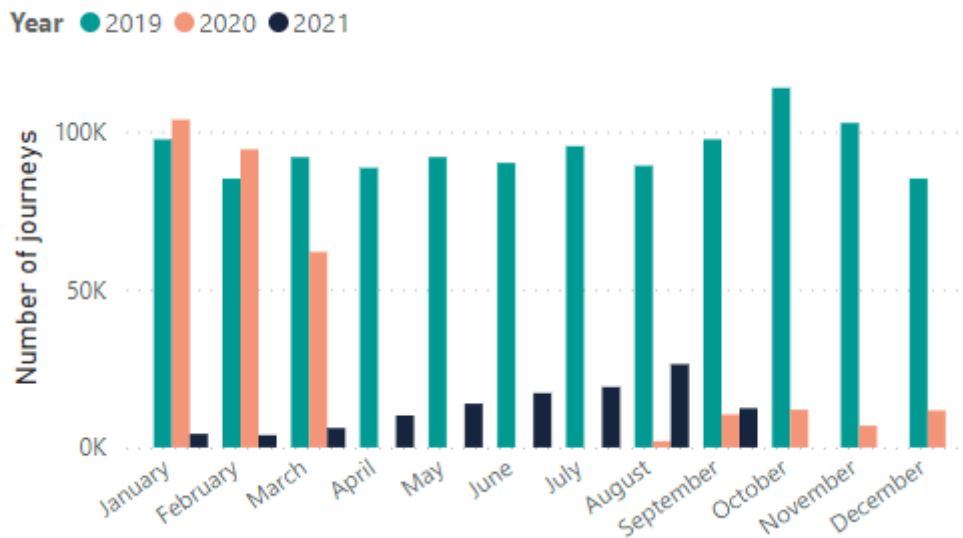
The chart shows the average number of weekday (Monday to Friday) pageviews for the Metro Website by week of the year.

MetroLine calls



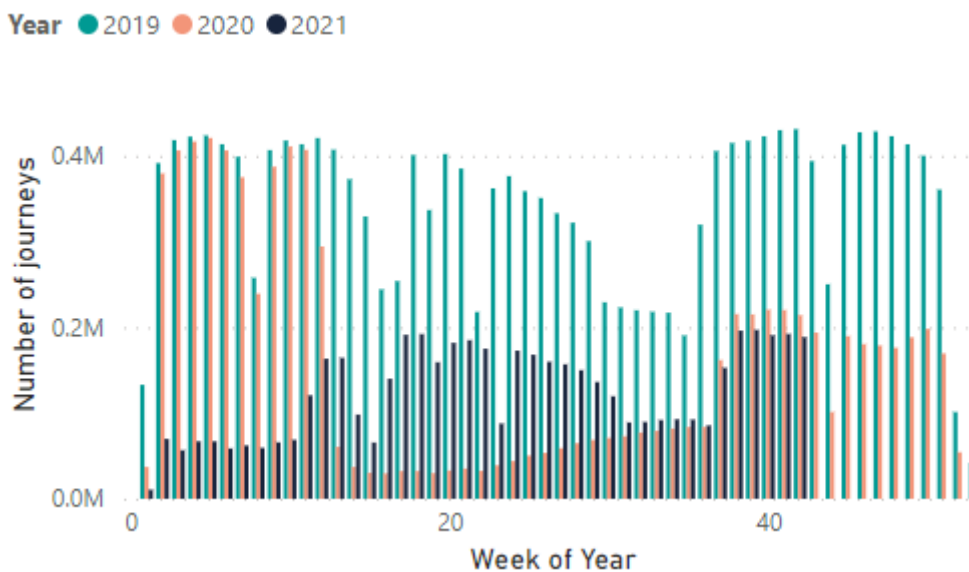
The chart shows the average number of weekday (Monday to Friday) calls to Metro Line.

Use of Park and Ride journeys



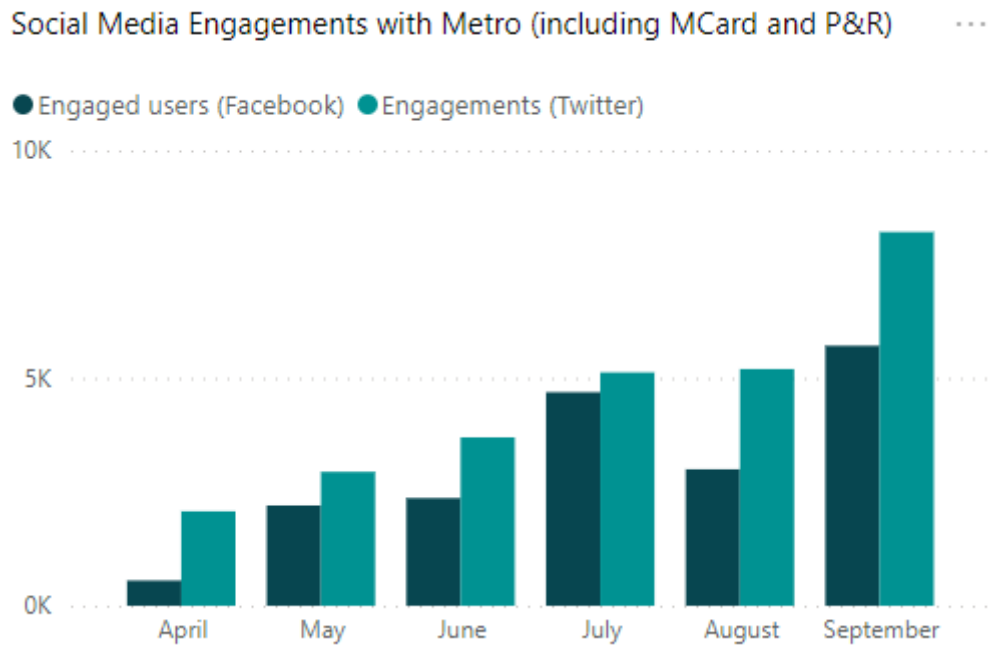
The chart shows the total number of Park and Ride journeys (both smart and paper) made by month of the year.

MCard journeys



The chart shows the total number of journeys made using Smart MCard products (but not those using the new app) by week of the year.

Social media interactions with “Metro Travel News” channels



‘Engagement’ is all the interaction that people have with the content, including likes, shares, responses.